OECA May 2023

Day 1

Tribe Relationships

- George Lopez-Klamath Tribes General manager (25 Yrs. with tribes 9 yrs. with Klamath Tribes).
- 9 Tribes in Oregon are federally recognized.
- 1986- Klamath Tribes were recognized
- President Nixon- the most progressive Indian Policy-Constitution Art. 1 Sec. 8
- Tribal governments are able to conduct elections, determine their own citizenship, consult directly with U.S. Government on policy, regulations, legislation, and funding.
- Public Law 280
- Alaska, California, Minnesota, Nebraska, Oregon, Wisconsin-State-criminal jurisdiction over tribal members.
- 50% of Palm springs is Reservation Land
- Time Immemorial- beyond reach of memory, record or traditions indefinitely ancient.
- Klamath tribes-600 employees
- Oregon Indian Child Welfare Act
- Tribal member and social work (Bad Relationship)
- Suggestion to mend relationships with tribes and social work- Listen and Spend Time with the Tribes.
- Native Tribal issues
  - Indian Child Welfare
  - Tribal housing
  - Treaty Resources
  - Hunting, Fishing and Gathering
  - Medical and Mental Care
  - Educations & Curriculum
  - Domestic Violence an MMIP
  - Law Enforcement on Indian Land
  - Childcare

EA Roundtable

Returning to pre-Covid funding

- Cutting cost Ideas
- Supplies
- Print/mailing
- Utilize social media/Radio/TV
- Client Ed- from kits to informational
- Ass. 16- can pay for staff
- Hybrid work environment
- Cross training

• Priority Categories
  - Ethics-Low Budget-Excluding chunks of population
  - Prioritize specific populations.
  - Energy Burden-Prioritize based on need.
  - Keep a close eye on your funds.
  - Policy/plan to shrink payments.
  - Pull APC reports every day or every other day.
  - Delivery Funds can be rolled over

Program Delivery on the Fiscal Side of OPUS is not up to date Uniform Grant Guidance (2cfr200)

Staffing post Covid

Position types:
- In office
- Hybrid
- Virtual.
- Idea (Absentee under 4%= 1 Work from Home Day)
- Cross training staff-Healthy Rural Oregon Grant - Healthy Rural Oregon | Healthy Rural Oregon Grant | Resources | Oregon Coalition of Local Health Officials (oregonclho.org)

Restoration-New Unit
Prevention-Repair

Day 2

**CAPO Comments**

OHCS Weatherization Programs
- WAP
- BIL
- OR MEP
- ECHO
- LIHEAP
- SHOW
- JUSTICE 40-$ go to disadvantage communities initiative.

Bonneville Power Administration

Low-Cost Capital- Low-cost housing/weatherization

Energy democracy-climate justice/fairness/ access to Energy

Carbon Neutral- Generating clean energy as much as you use.

Climate Justice Tool

DOE Tool.

**LIHEAP Intake Processes**

**KLCAS**

- Office hours Mon-Thurs 9-12:30 and 1:30-4 office is closed to the public on Friday.
- No Appointments
- Applications can be dropped off, mailed, emailed, faxed.
- Applications get scanned in to generic KLCAS Energy Email
- Each team member has a designated day to go through the email and make sure all apps are complete, if a completed application, then it gets put in a file explorer folder titled “To Be Processed” the applicant is created a folder titled “Date Received Last name, First” Applications are processed in date order as the date they are received.
- If the application is incomplete the applicant is created a folder titled “Date Received Last name, First, Date set a missing info letter”. The applicant is put into a folder titled “incomplete”. The applicant will receive a dated missing information letter informing the applicant what they are missing. They will have 10 business days to return all information, or they will be sent a denial letter.
- The Intake Workers are expected to process 20 applications a day.
- I pull weekly reports using the #1 Authorization # by Agency Report to track each team member.
- I currently have 2 intake workers and a coordinator.
• We have set up a weekly phone/email schedule, so that each team member is responsible for the phones and email one full day a week. For example:
  • Mon- Bobbie will answer phones, emails, or be available for questions received by the front desk.
  • Tues- Megan will answer phones, emails, or be available for questions received by the front desk.
  • Wed- Amy will answer phones, emails, or be available for questions received by the front desk.
  • Thurs- The whole team will answer phones and emails and be available for questions received by the front desk. (On-boarding a new employee, that will take the Thurs Phone/Email Day).
  • Fri- Closed to the public, no incoming calls (DND)
  • This schedule gives each team member at least 2 DND days a week.
  • *Our processes will soon change, starting June 1 we will be introducing our new online application Action-Point.

ACCESS- Aging Community Coordinated Enterprises & Supportive Services
• Screening Questions- get into que after questions.
• Give a list of documents that are required.
• Application goes into an alphabetized box until they get in their docs.
• Schedule appointment- fill out app over phone.
• Applicants will upload docs.
• Intake specialist processes applications
• Contact twice before appointment if missing docs.
• 3 days prior will contact if still missing docs and reschedule appointment.
• 5 Intake workers. 12-15 intakes a day per processor
• Appointments can take 10-15 mins.
• Using UNITE US as referrals.

CAPECO- Community Action Program of East Central Oregon
• Online
• 4 Intake workers- 2 in Hermiston 2 in Pendleton
• 10-15 intakes- appointment
• 20-25 payments a day
• Home visits-weatherization
• Target-Tracker of High Energy Burden
• Energy Ed- Home visits
YCAP - Yamhill Community Action Partnership

- Mailout applications
- Everything is currently remote.
- Will do in person appointments when re-open to public.
- Referral list
- Pull past 3 years of assistance for Senior/disabled mailing list.
- Outreach
  - Press release
  - Radio
  - Food bank
  - Senior Center
  - Head start
  - Transit service
- Applications may be mailed, dropped off, home-visit for homebound.
- Screen apps
- Look for pending shutoffs.
- 2 Full time Intake Workers
- Missing info-NOA, call, txt, email- 21 days window to get missing docs then get denial and may reapply.

Questions for David

CEAP all has been allocated, no more coming.

Drop dead date for LIHEAP-spend by Sept. 30

LIHWA- No rollover spent by Sept. 30

*There currently is a bill to add $5 million to OEAP

Biennium-FSR-60 days/ Direct client vendor move 1st.

LIHWA

- Deadline is Sept 30. No extensions

Out of the box outreach Ideas

- Referral Program
- Mailouts
- Radio broadcast
- Digital ads
- Flyers with bills
- Vendor payment reports
- Property management property
- Local doctors' office-forms
- Temporary staffing agencies
- Unemployment office
- Health fair/County Fair

- LIHWA dollars can be used for deposits.
- Current balance = stabilizing
- Rough estimate of bill-past due/ estimate
- Flat rate stability

**OEF**

- Chronic Need
- Serve over income.
- Donation based & utility funded not related to government.
- Over income-under income- undocumented
- 0 payments in a year- probably a No
- Call Marietta
- Staff of 4 processing $1.4 million
- Payments weekly
- Only arrears- No Credits
- $399 Payment- reach out to Marietta if you may need more.
- Why 0 payments? -Story
- 3 Consecutive years of OEF will be denied.
- OEF has an Oil Recycling program.
- OEF social media- Agency pages please like.
- Refill of funds is Oct.

**Community Solar**

- Solar Garden
- Floating solar 50% of total project will go to low income.
- Solar tax credits/Hydra tax credit in grant from no-profit agencies
- 60% reduction of cost of Project using agencies
- $1 million LIHEAP- $500k tax credit next tax season
- NOP & CAO will get tax credits in grant form
- Stabilize Energy cost long term
**Disconnection Policies**

**PGE**
Payment plan-5yrs= PGE longest payment plan- usually for medical
Bill Generates (2/7)- Bill due date-Past due Txt-15-day notice-next bill-15 day txt-5 day notice txt-3 day notice phone call- 2 day phone call-notice due date-1st day possible disconnect (3/23).

**PacifiCorp**
Bill-Notice-Past Due-Final Bill-Outbound Calls-Closing Bill (Shut off)- Collections
Past due is issued 20 days prior to disconnection- final notice is sent out 8 business days after past due notice.
Disconnection is a last resort-often able to use options available to avoid disconnection.
72 hrs. before winter/heat, storm can get reconnected- Client has to call.

**Low-income customer protections**
- Late fees waived.
- Deposit waived.
- 2 connections fees waived in a single calendar year. First field visit will be waived.
- Will make accommodations for medical conditions- Customers must contact PP-Need proof from Dr. within 30 days
- PP does not disconnect on Fridays.
- Disconnections will be done between 8am- 2pm

**Day 3**

**Legislative Update**
Healthy Homes-$10 million adjacent to weatherization
ODOE heat pump program
Climate Protection Program (CPP)-Executive order to reduce carbon emissions by 2050
Sessions- stuck in senate. Awaiting the senate to return

Fed Legislative

Weatherization Improvement Act-Increase average cost per unit $12,000.

 Raises the cap on renewable energy.

Eliminates some reporting requirements to raided funds.

Public Utility commission

Cost/recover- Bill discount- being collected a year or 2 for PP.

Future of EA

- Update training-EA ED training/ certified training
- Inviting Tribal EA members
- OHCS
- EA 101
- Year in advanced dates
- Finance training
- Agency Processes
- OPUS Training
- Break out groups.
- Ethics Training

New OECA Committee Members

Chair- Zuly Munoz

Vice Chair- Nicole Sergi

EA Member at Large- Stephanie Talbott

WX Member at Large- Edgar Vega

Chairperson of WX TTA- Casey Mitchell