



Kent County Essential Needs Task Force \* Energy Efficiency Subcommittee Meeting  
Kent County Health and Human Services Building \* 121 Franklin SE \* Grand Rapids, MI 49505  
DHHS Suite\* Conference Rooms 3I  
February 23, 2016 Minutes

**ENTF Energy Efficiency Subcommittee Members and Guests Present:** Dawn Broen (Flat River Outreach Ministries), Susan Cervantes (ACSET), Tracie Coffman (Kent County ENTFF), Darcy Cunningham (The Salvation Army), Jamie Curtis (The Salvation Army), Jenna DeBoer (the Salvation Army), James Geisen (DHHS), Danny Geurink (Habitat for Humanity), Nicholas Grinwis ((The Salvation Army), Jarrett McCartney (Senior Neighbors), John Mitchell (Heart of West Michigan United Way), Tom Oosterbaan (Senior Neighbors), Emily Schichtel (United Way), Shenna Threatt (True North Community Services), Sherri Vainavicz (United Way 2-1-1), Barb DeVries (ACSET)

Susan Cervantes, Co-Chair presided.

1. Welcome/Introductions  
Introductions around the room.
2. Review notes from last meeting.  
Minutes provided from last ENTFF EE Subcommittee Meeting, held on January 26, 2016.  
Motion to approve: Darcy Cunningham  
Second: James Geisen  
Motion Passed
3. Coalition to Keep Michigan Warm  
Darcy informed the group that tomorrow the Coalition to Keep Michigan Warm will have a tent in Lansing and will provide information on the work that the Coalition does and the importance of their work. Coalition members will also be at legislative meetings to discuss the importance of LIHEAP Funding.  
Jamie and Darcy will attend the National LIHEAP Action Day event in Washington D.C. on March 2, 2016.
4. Annual Data Report  
Darcy said there is still more work to do before a rough draft can be completed on the Annual Report. Information received to date shows that in 2015 over \$3,000,000 in assistance was provided for gas, electricity and water. This represented over 8,000 cases. Weatherization numbers include 45 job completions, 80 furnace replacements, 52 furnace tune-ups, 175 furnace repairs, and 36 energy audits. Still waiting on some additional data, and will work on information on unmet needs, broken out by crisis/non-crisis seasons.
5. Goal Discussion/Frequent User Discussion  
Tracie informed the group that an RFP was put out last week from ACSET for the Kent County ENTFF. The purpose is to measure outcomes, and see if in time anything is changing overall.

Consumers Energy reported back to Tracie on January 29<sup>th</sup> that there were 2,400 people in Kent County with delinquent accounts, totaling approximately \$430,000. There were 81 people being reviewed for shut-off that day.

We would like to receive this information on a regular basis as this is one of the data points we want to measure. We need to determine how do we store it, how do we analyze it, etc. ACSET has agreed to find researchers so we can determine what information we need and how to get it, etc. We need to know how to set up agreements with Consumer's Energy and DTE so we can be provided this information. This should happen relatively quickly in March.

Tracie reviewed goals, and asked several questions that we need to answer. Should we be communicating the information and data we collect and who should we share this with? The Grand Rapids City Commissioners, the Kent County Commissioners, state legislators? We need to present our data, our voice.

Sherri from 2-1-1 mentioned that when the lists for utility assistance are opened and closed, which happens a lot, the call received when lists are closed are not captured as the money is available for clients, but the capacity is not there to currently meet the client's needs. They could capture that information but they do not. DHHS would still be available, during the heating season.

Is there always a bottleneck to provide services, is there a way to avoid the bottleneck? Was there always a bottleneck? Did it begin when we started the crisis/non-crisis seasons? Is there a way to avoid the bottleneck? What do we want to say to avoid the bottleneck? How do we advocate for this?

Jamie mentioned that 1 million clients would qualify for assistance, but only 500,000 actually received assistance as there is not enough funding available.

Tracie asked if we have the capacity to record shut offs versus delinquencies. This could be two more data points to consider. Who do we want to convey our information to? State agencies, legislators. Who would be our local allies for this? Housing Providers one possibility. Housing is a good ally, because if you receive Section 8, and lose your utilities you lose your Section 8 voucher. The Media would be another ally. They love the stats to share with their viewers.

Can we segregate our data into special populations? Examples for the elderly, veterans, disabled. We currently do not do this, but we may be able to.

Tracie asked Dawn who they work with in Lowell. The Lowell Area School District is a stakeholder. The City of Lowell has their own Lowell Light and Power. Lansing and Holland have similar programs.

Tracie asked who would like to work with her outside of this meeting to continue the additional work that needs to be done for this committee. Sherri with 2-1-1 and Susan with ACSET both said they would work with Tracie. We want to make sure we have a united front with lobbyist from the area who are working on this area.

There is a new conversation going on in the medical area, called FUSE. (Frequent User of the ER system) The area health providers are working to identify the high users of their emergency facilities. St. Mary's has indicated that 80% of the ER costs are from a small group of repeat people.

So to have our conversation relate to energy use, how do we identify our frequent users? Should we be targeting these frequent users? Are they on fixed incomes? Why are they coming back every year? Do they have employment issues? Should we get them involved in the weatherization program?

What kind of data do we need, who/where do we get it from, and who do we share it with?

Data, income, zip code, history of the client, what programs have they used, how often have they been back, condition of the house, coordination of services (weatherization), how can we make service connections, average cost of bill.

Challenges include capacity to do the work, trust, privacy of client, how do you set standardization of terms from agency to agency, what restrictions would we face, how could we narrow it down to one list from multiple lists. The Salvation Army would need an ROI specific so client would know what would be shared. ACSET already does this for Weatherization. No names could be used.

Perhaps we need to consul a FUSE program to see how they developed their project. Could we standardize our issues from agency to agency?

Additional discussion followed.

**6. Next Meeting**

**Date/Time: March 29, 2016 10:30 AM**

**Location: ACSET Suite 110, Multipurpose Room A, 121 Franklin SE**

**7. Adjournment 11:56 AM**

**Meetings are on the last Tuesday of every month, at 10:30 AM.**

**Meeting Location:**

ACSET, 121 Franklin SE Multipurpose Room for the March meeting  
ACSET, 121 Franklin SE Conference Rooms C/D For balance of year

**2016 Meeting Date Schedule:**

April 26, 2016

May 31, 2016

June 28, 2016

July 26, 2016

August 30, 2016

September 27, 2016

October 25, 2016

November 29, 2016

December 27, 2016