



Kent County Essential Needs Task Force * Energy Efficiency Subcommittee Meeting
Kent County Health and Human Services Building * 121 Franklin SE * Grand Rapids, MI 49507
Suite 110 * Conference Rooms C/D

May 23, 2017 Minutes

ENTF Energy Efficiency Subcommittee Members and Guests Present:

Susan Cervantes (ACSET Community Action Agency), Ken Ford (Flat River Outreach Ministries), James Geisen (DHHS – Family Independence Agency), Sherrie Gillespie (ACSET Community Action Agency), Wende Randall (Kent County Essential Needs Task Force), Sheena Threatt (True North Community Services), Angela Gillisse (The Salvation Army)

Guests: Allison Rudi (Calvin College Center for Social Research), Brianna Marshall (Calvin College Center for Social Research)

Susan Cervantes (ACSET Community Action Agency), presided.

1. Welcome/Introductions

Introductions around the room.

2. Review notes from last meeting

Minutes provided from last ENTf EE Subcommittee Meeting, held on April 25, 2017

The minutes were approved with no revisions.

3. Coalition to Keep Michigan Warm update

Wende Randall (Kent County Essential Needs Task Force)

Ms. Randall reported that the “All Parties Letter” was sent out with greater agency participation than last year. The letter was timed out to coincide with Legislative Day in Washington D.C. which is May 23, 2017. Darcy Cunningham is in attendance today at Legislative Day as part of a state-wide group.

Ms. Randall also reported that there is a language change from “energy efficiency” to “energy waste reduction”. Ms. Cervantes disputed this change as it does not seem appropriate due to the fact that everyone consumes energy and it would be difficult to measure the “waste”. Members present agreed that “efficiency” is a better choice of wording.

Ms. Randall reported that the Coalition to Keep Michigan Warm is working on a project with Public Sector Consultants in coordination with DTE Energy to better understand MEAP Programs.

3. Coalition to Keep Michigan Warm update (cont.)

Wende Randall (Kent County Essential Needs Task Force)

The consultants are conducting agency interviews with case managers and program recipients. The interviews will review process improvement changes and also open discussions with DTE Energy to possibly collect data in the future at individual account level for analysis. Also, the consultants will track the progress of the data reporting to determine if any long term changes are occurring as a result of the services provided. Examples of the long term data would include: payment behaviors, payment arrearage patterns, and energy consumption changes to name a few. DTE Energy and Consumers Energy have shared all of the 2015 data state-wide. Ms. Randall added that there will be discussions on barriers to implementing MEAP Programs.

Ms. Randall reported a self-sufficiency discussion stemmed from the long term data collection topic. Ms. Randall suggested a parallel discussion with the ENTF Subcommittee on self-sufficiency to compare the findings. Ms. Randall indicated that there is a lack of clarity surrounding the definition of self-sufficiency at this work group's level. Ms. Randall questioned should it be defined as "energy self-sufficiency or energy-at-large". There was not a resolution to this definition at this time.

Ms. Randall directed questions to be sent to Darcy Cunningham as she was also in attendance at the meeting.

4. Energy Self-Sufficiency: How would you define this?

Wende Randall (Kent County Essential Needs Task Force)

Ms. Randall started with the relevance of self-sufficiency as being one of the potential outcomes of the services agencies are providing. Ms. Randall explained there is a state-wide inconsistency with this definition, resulting in inaccurate reporting. In regards to utility assistance Ms. Randall asked members to define self-sufficiency.

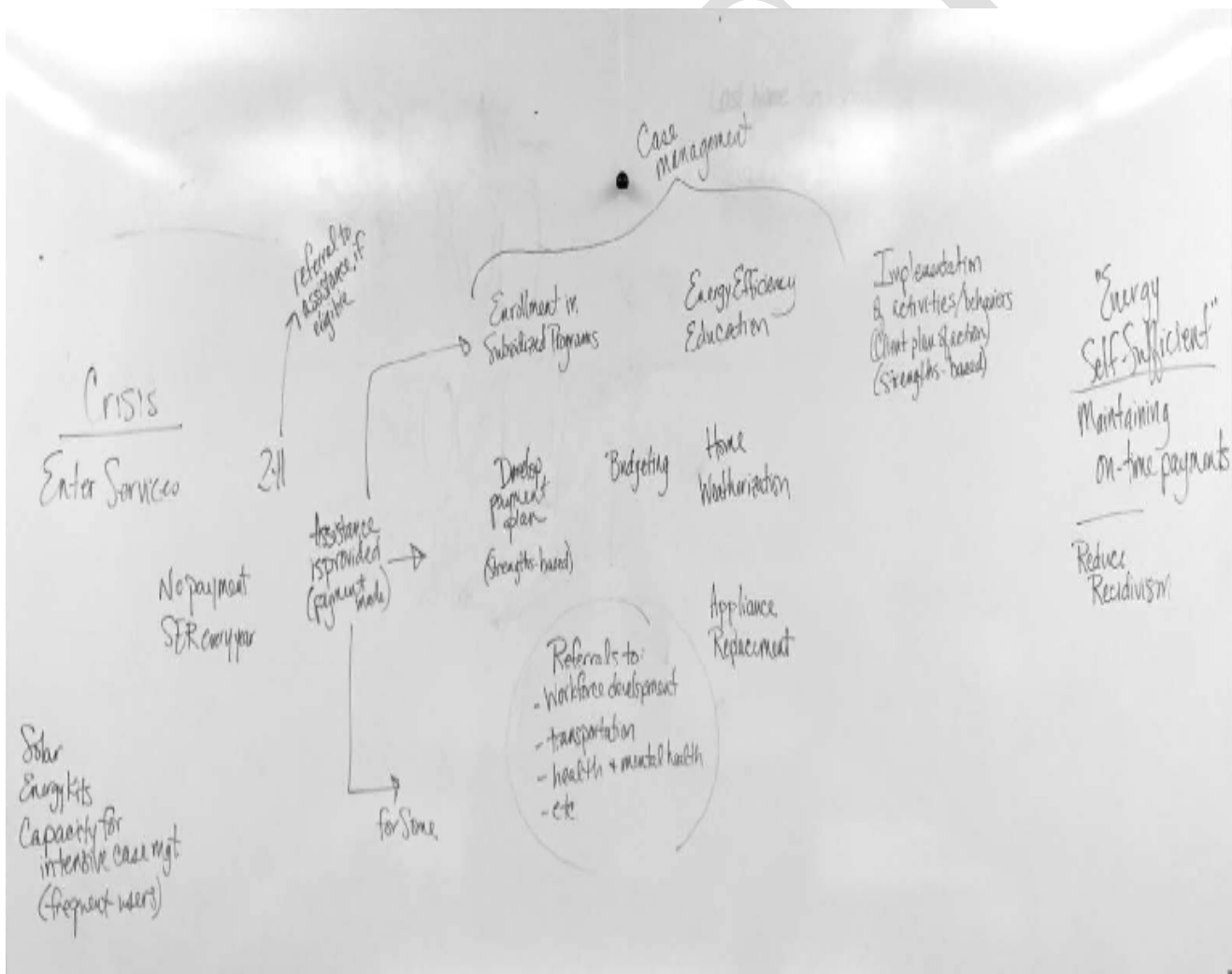
Mr. Geisen answered that self-sufficiency would be the ultimate goal, in which a recipient would no longer need supplemental assistance and also be able to maintain regular on-time utility payments independently. Mr. Geisen added that to be totally independent this would include a recipient being off protection and budget plans, as well. Ms. Cervantes argued that the clientele of most agencies would never achieve this definition of self-sufficiency. Ms. Cervantes offered that the definition should include households of low-income enrolled in an affordable payment plan or subsidy (LSP/CARE Programs) if applicable and conserving energy in addition to trying their best with all available resources. Ms. Cervantes noted that both the ability to make on-time affordable payments and energy conservation were important.

Ms. Randall summed up the two-fold definition as: maintaining on-time payments on all utilities or utilizing resources such as subsidies to maintain on-time payments on all utilities as defined by the household's financial situation. Mr. Geisen suggested small steps in self-sufficiency.

5. Client Journey Activity

Wende Randall (Kent County Essential Needs Task Force)

Ms. Randall would like to create a visual starting from the original entrance into a program and then through the journey to self-sufficiency. The visual will show different paths the recipient may take as they traverse through the agencies. Ms. Randall asked members for their input on this exercise and then drew the results on the whiteboard.



6. Introduction to Trello (project management tool) **Brianna Marshall (Calvin College Center for Social Research)**

Trello is a visual collaboration tool that organizes your projects into boards. In one glance, Trello tells you on what's being worked on, who's working on what, and where something is in a process. Ms. Randall indicated a need for ENTTF work groups to utilize Trello as an organizational tool to avoid lost communications. Ms. Randall invited Ms. Marshall to provide basic training on Trello.

Ms. Marshall is an employee of Calvin College Center for Social Research and uses Trello frequently. Ms. Marshall asked members who have a Trello account to follow along with their laptops. The benefits of using Trello are that it is a web-based project management tool and it allows collaboration from multiple groups (in and outside of your agency) without carbon copying numerous emails.

Boards:

- A board is broken down into lists and cards
- One can create or join multiple boards
- One must be invited to join a board

Lists:

- Multiple lists can be added to the board
- Lists may include goals, data sources, etc.
- Lists can be moved around

Cards:

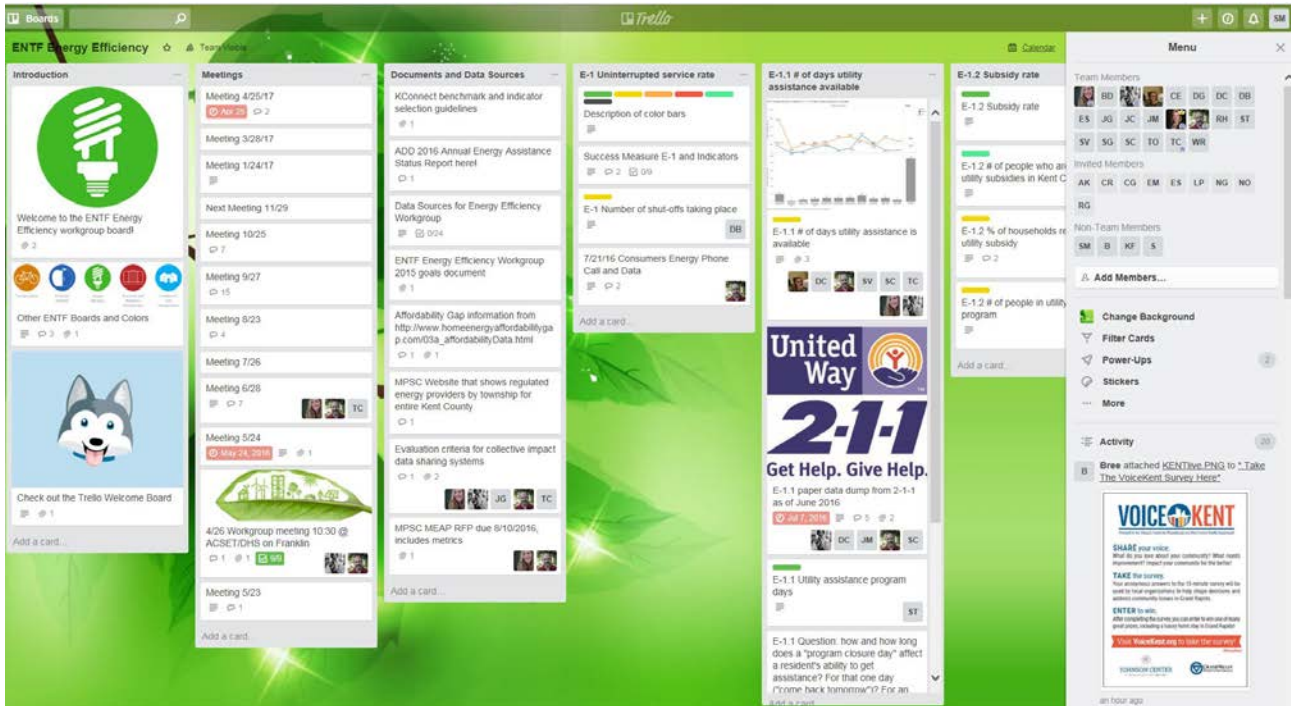
- Multiple cards can be added to a list
- Cards have a front and back
- Cards can be named, edited, and commented upon
- Once a card has been revised one can tag members to view the updates
- Checklists can be added to cards
- Labels and due dates can be added to cards
- Due dates can include a calendar
- Relevant files and web links can be attached to cards
- Emails can be linked to cards
- Multiple cards can be lined together
- Cards can be archived or deleted (not recommended)

Notifications:

- Are visible on the bell (changes to color red)
- Multiple notifications are shown
- Notification frequency preferences can be adjusted

6. Introduction to Trello (project management tool) (cont.)
Brianna Marshall (Calvin College Center for Social Research)

Our Trello board is called ENTF Energy Efficiency (screenshot)



7. Adjournment 11:45 am

Next Meeting

Date/Time: June 27, 2017 10:30 AM
Location: ACSET Community Action Agency
121 Franklin St SE Suite 110
Conference Rooms C/D

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

Meeting Location:

ACSET Community Action Agency,
121 Franklin SE Suite 110, Conference Room C/D

2017 Meeting Date Schedule:

June 27, 2017

July 25, 2017

August 22, 2017

September 26, 2017

October 24, 2017

November 28, 2017

December 26, 2017