

**LIFE**  
**2008**

*Climate  
for change:*

**a better LIFE**

**STATEWIDE  
CONFERENCE**

**May 2**

**FINAL REPORT**



LIFE 2008 Statewide Conference  
 May 20-21, 2008  
 Albany, New York

REGISTRATION SUMMARY BY TYPE

Type of Registration	Quantity
Exhibitor	4
Exhibitor (second person)	3
Exhibitor LIFE Steering Committee Member	14
I am Not Affiliated with a Non-Profit or Faith Based Organization	105
I am Affiliated with a Non-Profit or Faith Based Organization	59
I am an Invited Speaker	18
I am an Invited Volunteer	1
OTDA Government Agency/Other	47
Scholarship	12
Cancellations	3
<b>Total</b>	<b>266</b>

Session	Quantity
1A	33
1B	51
1C	57
1D	42
2A	26
2B	34
2C	43
2D	82
3A	31
3B	28
3C	83
3D	41
4A	22
4B	58
4C	78
4D	26
5A	25
5B	57
5C	68
5D	33

Registration by Type of Organization	Quantity
Community Action Agency	15
Community-based Low-Income Energy Agency	1
Community-based Low-Income Housing Agency	
Consultant	7
Cooperative Extension	9
Educational Institution	2
Energy Service Company (ESCO or Marketer)	18
Faith-Based Organization	2
Local Government	64
Not-for-profit	36
Public Official	
Rural or Neighborhood Preservation Organization	
State Agency	68
Utility Company	32
Weatherization Agency	12
<b>Total</b>	<b>266</b>

# LIFE 2008 Statewide Conference - Evaluation Results Summary

## Q1. How well did the Statewide Conference meet your expectations?

Answer Options	5	4	3	2	1	Response %	Response Count
	34.0%	49.0%	17.0%	0.0%	0.0%		
	50	72	25	0	0		
							147 answered question
							12 skipped question

## Q2. Below is a list of the Plenary Sessions. When rating, please consider both the content and the quality of the presentation.

Answer Options	5	4	3	2	1	Response Count
Energy Security, Food Security, LIHEAP and Family and Child Health - Speaker: John T. Cook, Ph.D.	51	59	34	6	0	150
Our Inconvenient Truth: The Struggle for Environmental Justice - speaker: Elizabeth C. Yeampierre	65	39	29	2	8	143
Walk A Mile - Panel Presentation	65	37	17	0	0	119
Lifeline/DTV - Panel Presentation	35	40	26	4	2	107
						156 answered question
						3 skipped question

## Q3. When Rating those sessions that you attended, please consider both the content and the quality of the session.

Answer Options	5	4	3	2	1	Response Count
1A. The Devil is in the Details	10	11	11	9	2	43
1B. New York's Plan for Eenergy Efficiency Portfolio Standards	11	11	12	0	1	35
1C. What's New with Community Action Programs?	19	17	9	2	0	47
1D. Let Kermit Know: It Is Easy Being Green	17	15	4	0	0	36
2A. The Devil is in the Details: Legal and Entitlement Services (part 2)	6	11	10	1	1	29
2B. Is the Answer Blowing in the Wind?	11	11	6	0	0	28
2C. Stretching Limited Dollars: Individual Development Accounts	7	12	9	1	0	29
2D. Kicking the Tires: Keeping Low-Income Households and Communities in the Loop on New Efficient and Renewable Technologies	27	22	14	1	0	64
3A. Money Doesn't Grow on Trees	19	10	3	0	0	32
3B. Not Your Grandmother's Meter: Sub-Metering, Advanced Metering, Real Time Meters	8	4	4	1	0	17

3C. HEAP in New York State	43	12	6	0	0	61
3D. An Amazing Race: Creating New, Sustainable Energy Alliances	9	12	8	1	0	30
4A. School is in Session	13	6	6	1	0	26
4B. Green Collar Workforce Development: How Low-Income Folks Can Get in on the Ground Floor	8	26	13	2	0	49
4C. Fuel Funds: Years of Helping Those Most in Need	9	22	21	9	1	62
4D. Show me the Money	9	4	5	2	0	20
5A. Effective Presentations for Every Audience	28	8	4	0	0	40
5B. Update on Utility Low-Income Energy Affordability and Efficiency Programs	9	23	16	2	0	50
5C. A Partnership that Works: EmPower + POP = Win for the Low-Income Consumers	18	11	7	1	0	37
5D. Reinventing Advocacy	12	8	3	0	0	23

159 answered question  
0 skipped question

#### Q4. What topics (up to three) would you like to discuss at the next LIFE Meeting?

- more how to get involved to make a change•
- Policy analysis at local level on energy efficiency
- Continuing the conversation cooperation between agencies
- Water
- Making energy conservation measures immediately affordable to all
- Single point of entry statewide and at local levels
- How do we get landlords to become energy efficient? Looking at energy costs with relation to housing quality; need to look at the entire picture
- Financial assistance programs for the working class moderate income households. This group is struggling with energy costs.
- Case studies for weatherization projects
- Programs for middle low-income sector-this is growing!
- 2B, 3B, 4B
- 1C
- How to work with difficult customers
- Energy efficiency from a global perspective beyond the state and national level. Energy in the developing world and the global implications
- What people could do for energy green instead of hand-outs!
- Weatherization
- Renewable
- Energy in low income communities
- Results of the first efforts of Green Work Force Cycle- pro/con consensus for improvement
- More LIFE success stories
- More on green jobs - Urban renewables
- Grant Writing- Finding Funding
- Green
- I am spent right now! Can't think!!!
- What can be done to encourage landlords of low-income housing to provide energy efficient heating systems insulation etc.

- How to deal with growing arrearage issues that lo-income face-especially those transitions off cash assistance - More info on the green collar worker and trainee opportunities
- HEAP teaming with other agencies-POP for all areas
- Update on deregulation; years later in GACAOH and what has been the impact on low-income clients
- Specifics on HEAP and other energy funds - Weatherization program info - Local energy companies presentations-what's available; program-wise
- LiHeap - Weatherization - Show Me The Money
- Sustainable agriculture - Public transportation issues
- Perhaps an update on Green Collar Workforce Development
- NY plan for energy efficiency
- All utilities low-income program description - Update on smart metering and/or alternative programs
- What programs are available from NYSEG to assist customers in small communities/counties
- Green affordable housing - Renewables - Another round of walk-a-mile w/more participants and legislators at LIFE
- Outreach & education improvement possibilities-market penetration
- Additional programs concerning credit and budgeting
- More on credit and debt management. Energy saving measures that our client could implement to lower usage.
- More topics that include energy savings
- Details on how customers are enrolled in utility program - Where energy conservation is headed in NYS
- Getting more HEAP funds for needy families
- Universal Design - Rehabilitation vs new construction energy issues - Aging- what affect will the retiring baby boomers have on current energy programs
- Presentation from Habitat for Humanity - Reaching 2nd language speakers and immigrant/refugee groups
- Local energy resources natural gas water wind power
- Utility termination process - Networking based on areas of interest
- More practical application of how to get more programs
- energy policy - consumer education
- Energy saving strategies
- Effects of RGGI - Have more presentations on energy efficiency and green products
- Is anything being done to educate our youth before they become consumers
- How the HEAP guidelines can be raised since all prices are rising
- Weatherization and energy consumption (how to use less)
- Would like to hear from more policy makers - Would like to hear more from Senator Breslin
- How to get other private contractors involved!
- Sustainable environment ecor social community planned - No New coal plants - Green infrastructure
- Energy facts: Costs now vs savings - Light bulbs appliances heat - How to teach clients the impact they can have on energy savings/carbon footprint
- Set up focus groups that would address how we van get landlords to upgrade their properties to be more energy efficient. Most low-income HH's rent..they do not own.
- Fund raising/grants available
- Energy supply companies-advantage and disadvantage to consumers - Panel of consumers issues examined and resources that helped - What's in it for me - How do we speak the language of low income consumers to best help connect to resources.
- Programs for employed poor/mid income
- Exact seminar summary at same time invite comes out.
- More area specific topics (i.e. what is RGE NYSEG Nat.Grid doing?)
- Issues that relate to energy issues - Economic
- Green collar training - pelleting as fuel - coordination of efforts within the county office
- Presentation with some solutions. It is easy to point fingers at OTDA & HEAP and say what these speakers think should be done but just how to do it would be nice. Maybe HEAP best practices - I noticed that the presentations with HEAP mentors had the highest attendance
- More topics for upstate New Yorkers: NYSEG rep.
- NYSEG presentation (want to do when HEAP is used or closed for the season) including their termination process
- Wx Empower exactly what energy saving measures can be done
- What can applicants do to advocate for themselves? To whom do we refer them when they've exhausted their benefits and who should they call? Building a statewide coalition

- More affordable energy for low income households - Keeping Green upfront (Housing utility choice wind power etc.)
- Weatherization Empower

**Q5. Will you attend future LIFE Regional Meetings?**

<b>Answer Options</b>	<b>Yes</b>	<b>No</b>
	96%	4% Response Percent
	145	6 Response Count
		151 answered question
		8 skipped question

**Q6. Will you attend the next LIFE Statewide Conference?**

<b>Answer Options</b>	<b>Yes</b>	<b>No</b>
	97.9%	2.1% Response Percent
	138	3 Response Count
		141 answered question
		18 skipped question

**Q7. What could we have done to have enhance your experience at this forum?**

<b>Answer Options</b>	<b>Response Count</b>
	88
	88 answered question
	71 skipped question

- better food and temperature control
- At times a little less detailed description favoring the side of brevity would be nice.
- Confirm with speakers No Political Agendas
- Serve soda during breaks to pep people up
- More diversification in workshops between upstate and downstate NY; was very one-sided at times.
- Everything was great!
- No speaker during lunch-need time to network.
- This is the 3rd conference I've attended and I have to say it's the best thusfar.
- Excellent conference! Excellent speakers! (Just need warmer rooms)
- Encourage engaging and meaningful speakers (no PowerPoint!)
- The forum was well organized, setting was excellent from parking to meeting rooms, meals and workshops. Speakers, topics interesting and thought provoking. Pam & Steering Committee did a great job!
- Clarify the listings of what will be discussed
- Well done!
- It was very well done.
- Use mics - can't hear them.
- Be sure speakers use a mike or face the people
- Keep this level
- Different color name badges to identify what group they are with
- I think the quality and flow of workshops would improve with more coordination between the moderator and panel speakers prior to the conference.
- Effective interesting when speaking; use the microphone
- Turn down the A/C
- Provide the conference program prior to conference (more description on forums)
- Give a small description of workshops during registration (on-line)

- Having a late night party with drinks to network
- I would encourage presenters to use a Power Point to enhance, but to have the entire power point read over in a session is a little dull. Speakers also need to speak up.
- More demonstrations
- A hot breakfast
- Nothing-It was an excellent experience
- Worked really well. Don't offer break during plenary
- Not a thing-it was that good!
- Starting later the 1st day and running later 2nd day! And 8:30am us too early for a session start up.
- It was good however I'm always looking for ways to cut the cost of these kinds of programs. Perhaps less luxury would be more appreciated-we are after all talking about finding ways to cut energy costs and working with low-income families, maybe we could walk a mile by having a few less amenities.
- This remains one of the best overall conferences that I participate in yearly. Thank you!
- Individual sessions should be done more than once. We picked our favorite of 4 vs the ones we wanted to go to most when conflicts arose.
- More breaks - it was a lot to fit in or extend to 2 full days
- Handouts at each one
- Provided small note paper
- temperature control in each room too cold. Boxed lunch should have been part of the last presentation (eat while they talk).
- Better quality of lunch/bkfst food. also closing session should have had pitches of water/snacks on table considering we're sitting for 1 1/2 hrs. Some workshops too long and too much rambling repeated info from speakers. Boxed lunches should have been passed out prior to the 1 1/2 hr. presentations.
- Provide beverages other than coffee throughout the day; cut energy costs? ex: bottle h2O; a/c 67 degrees; waste less: smaller cans of soda/self serve fountain
- larger coffee cups
- Nothing, it was a great experience..again!
- Needed more seating at plenary sessions!
- The one hour sessions on the second day should be 1 1/2hrs. 2 presenters need more time to present.
- When picking out what session, give out more information on what session is about.
- Description of sessions ahead of time
- Everything was perfect. This was my first LIFE conference. It was a great experience.
- Role of politics
- More utility live representation (RE&E, NYSE&G, Con-Ed, Central Hudson and O&R)
- Start later on day 1, end later on day 2
- Would like to have access to the materials handed out in sessions I was unable to attend. The choices of sessions are so numerous.
- Add note paper to the formal packet
- Better explanation of the sessions ahead of time-not just the titles.
- Repeat workshops in different sessions.
- Allocate more time for networking, maybe by starting Monday afternoon or evening.
- Microphone for the entire room.
- Wish we had names and bios for Planning Session, Leaders, Speakers, etc.
- Meet more people
- Nothing-It was bst conference I've been to in awhile
- More water stations, notepads and a better lunch menu and nutritional snack options
- Demonstration of elec energy-Recycled power battery and lights
- Better planning of time
- A little more down time. so much great info packed so tightly, it can be very overwhelming and very busy
- More specifically presented solutions
- On all handouts have it two sided,
- Don't use disposable plastic bottles
- Have larger breakout session rooms

- Descriptions of sessions on earlier agenda like they're described on final agenda. Tough to really know what the session was really about just going off title.
- The information e-mail prior to the conference was helpful-perhaps next time additional information ie: directions to hotel, local dining and attractions not just in folder (which was also helpful) but if we had it in advance we could plan.
- Effective public speaking is a necessity when trying to reach the conference attendees. Although I left the conference with some valuable information unfortunately some of the speakers were so very difficult to stay focused.
- Better air quality
- Hotel change. Bathrooms were deplorable, food was unpalatable and rooms were uncomfortable.
- Buffet lunch
- Nothing. Excellent!
- Should be 2 full days. day one overwhelmed
- It was excellent.
- Could simplify and map out the courses; consolidation of programs; community action/climate energy and Env/social justice
- Thank you for a pleasant experience.
- Let lunch on day #1 be a networking session and don't book a speaker - you cannot network if you have a speaker and it's a perfect networking opportunity. Keep the Life Achievement Award for a lunchtime presentation.
- Make sure all presentations/sessions are on the website
- Suggest explanation of each session (brief bio or topic) would have been beneficial in helping participants with choices and better represent customers needs in their areas.
- Gas issues
- Better descriptions for the seminars.
- Do upstate/downstate presentations separately (ie: fuel funds and years of helping those most in need)
- More information on low-income energy issues and solutions
- Provide an actual networking session for all agencies in one county to get to know each other - OFA, WAP, Cornell, etc. Green collar training jobs and resources.
- No speaker at lunch.
- Tuesday was too jam packed - especially w/reception. Too long a day. Otherwise the conference was informative and well organized. Loved it!
- The accommodations and information was an absolute gift. Thank you!
- Of course, more time to meet new people, but this conference was excellent! Food was not so good.
- More specific on the course description; specify if a program is area specific ie: region in nature and then less relevant to certain counties.
- Conference program was excellent idea too!

**Q8. Can you tell us about yourself? In which sector do you work?**

Answer Options	Response Count	Percentage
Utility	21	13.5%
Community-based Organization	11	7.1%
Department of Social Services	40	25.6%
Independent Living Center	1	0.6%
Energy Services Company	4	2.6%
State Agency	37	23.7%
Local Government	16	10.3%
Community Action/Weatherization	14	9.0%
Faith-Based Organization	3	1.9%
Other	17	10.9%
Comments	23	
	156 answered question	
	3 skipped question	

Comments

BPI contractor  
Broome

CCE  
 Consultant (2)  
 Consultant  
 Cooperative Extension  
 Cornell Cooperative Extension (2)  
 Demand Management  
 Education  
 Education and local community credit union  
 Educational organization  
 Not for profit  
 NYSERDA Contractor (2)  
 Office for Aging  
 Private company  
 Private contractor  
 Public Interest Law Firm  
 Queens (2)  
 Statewide Association  
 Wyoming

**Q9. In which county do you work?**

Answer Options	Response Count
	122
	122 answered question
	37 skipped question

57th and NYC  
 Albany (20)  
 Albany, Schenectedy,Saratoga, Warren, Washington  
 All (4)  
 Allegany  
 Broome  
 Cattarangus (4)  
 Clinton  
 Coordinate statewide progam from Tompkins County  
 Cortland  
 County  
 County O.F.A. (Schoharie)  
 Dutchess  
 Eastern region for Wx  
 Erie (2)  
 Essex (3)  
 Fulton  
 Hudson Valley  
 Livingston  
 Madison  
 Manhattan Upper  
 Monroe  
 Monroe, Orleans, Wayne, Livingston, Ontario,Seneca and Yates  
 Monroe/Erie  
 Montgomery  
 Montgomery OFA  
 Nassau  
 Nassau, Suffolk

Nassau, Suffolk and Queens  
 New York (4)  
 New York City (9)  
 New York County  
 Niagara (2)  
 Oneida  
 Oneida, Herkimer, and Lewis Counties  
 Onondaga (4)  
 Orange (2)  
 Otsego (2)  
 Rensselaer (2)  
 Rockland  
 Saratoga (3)  
 Schenectady  
 Schoharie (2)  
 Schuyler (5)  
 St. Lawrence (2)  
 Statewide (5)  
 Steuben (2)  
 Suffolk (2)  
 Sullivan (2)  
 Tioga (3)  
 Tompkins (3)  
 Ulster (2)  
 Warren  
 Washington  
 Westchester/Bronx  
 Yates

**Q10. Do you consider yourself:**

Answer Options	Respor	Response Count
A Frontline Worker or Case Manager	30.4%	45
An Agency Manager	19.6%	29
An Executive Director	3.4%	5
Policy Analyst	8.1%	12
Customer Service Worker	13.5%	20
Other	29.1%	43
Comments		41
		148 answered question
		11 skipped question

Comments

Administration  
 Administrative / Program Support  
 Advocate  
 Assistant Director  
 Attorney (2)  
 CFH Compasionate Friendly Helper!  
 Consumer Advocate  
 Education  
 Educational Partner & Provider  
 Educator (2)  
 Elected Official  
 Energy Coordinator

Family and consumer sciences educator  
Fiscal Operations Manager  
Green Employee  
HEAP & LiHEAP Coordinator  
HEAP Coordinator  
Housing Coordinator  
Intake specialist  
Marketing  
Marketing incentive programs  
Outreach and education advocate; low-income policy analyst  
Principal Social Welfare Examiner  
Production Coordinator  
Program Coordinator (4)  
Program Implementor/Coordinator  
Program Manager  
Programs Marketer for NYSERDA  
Project Manager  
Regional Outreach  
Senior Social Welfare Examiner  
State agency program manager  
Student Activist  
Supervisor (2)

#### **Q11. Additional Comments:**

- Thank you for an energizing event and the opportunity to network and collaborate with others in the low income energy field. I know I will return to the frontline with new resources to offer customers striving for a better life.
- 4C. She talks to the overhead. NY & Long Island programs don't help us in upstate NY - waste of time
- Outstanding Best Speaker Elizabeth C. Yeampierre and Dominic Frongillo
- Dean Zias was truly great
- Lifeline presentation was not properly tailored to the audience. Audience was well versed, presentation should have been more about what's new.
- NOTE: Why isn't mandatory attendance to EmPower workshops required of everyone who is an EmPower enrollee? If I had seen the blurbs in the booklet before I registered, I would have chosen different workshops.
- This forum helps to put faces to names of people I've talked to on the phone. Suggestion: since we are all in favor of partnering DSS should not always be presented as the bad guys.
- Really good mixer. Good to recycle nametags. Nice prizes
- Great conference- opportunities for networking is one of the best parts of this Event.
- Content was also outstanding!
- On of the very best speakers you had at the conference was Paula Cooke. She offered a vibrant informative session. She is truly a gifted public speaker.
- We need to focus more on non utility fuel sources and how to provide incentives to vendors offering reduced rate products. After this past heating season many vendors will not offer price reduction or budget plan..they will offer plans that are so expensive that hh's cannot enter into agreements especially those on a fixed income. My agency received in (budget plan) prices lock in with gas at 2.57 and oil at 4.00 the company will lose money.
- Great job, Pam!
- National Fuel,Griffith Oil,NYSE..some speakers ie O & R do not service any of our clients so information unfortunately was not helpful to us. Presentation from New Jersey Shares equivalent of HEAP was interesting to see how other states operate energy programs.
- Need to educate case workers on programs that low income consumers are eligible for.
- E.Yeampierre made me feel like a racist. Presentation did not focus on low income energy.
- Paula was great! E. Yeampierre was not on point and did not know her audience.
- E. Yeampierre gave me the feeling she had another agenda. This was not the proper forum.

- Possibly separate issues that concern NYC and bigger cities out from issues that concern rural counties.
- Walk A Mile I believe is a step in the right direction...keep it going. Vivian Lausevic had a good presentation.