



LIFE

Low-Income Forum on Energy

LIFE Low-Income Forum on Energy
2009 Regional Meeting Evaluation
Syracuse, NY
May 6, 2009

The third of seven meetings in the LIFE 2009 Regional Meeting Series was held in Syracuse, New York on May 6, 2009. Seventy-one individuals attended this event.

Attendees by Affiliation

% of Attendees	Type of Organization
11%	Community Action Agency
1%	Community-Based Low-Income Energy Agency
0%	Community-Based Low-Income Housing
0%	Consultants
3%	Cooperative Extension
3%	Educational Institution
7%	Energy Service Company (ESCO or Marketer)
0%	Faith-Based Organization
32%	Local Government Agency
17%	Not-For-Profit
3%	Public Official
0%	Rural or Neighborhood Preservation Organization
13%	State Agency
10%	Utility Company
0%	Weatherization Agency

Agenda and Ratings

Note: attendees were asked to rate session content using the following scale:

5=Excellent 4=Very Good 3=Good 2= Fair 1=Poor

Session 1: Consumer Protections 101 and Then Some...

Rating: 4.18

The number one resource that low-income clients have is their caseworker. The more that you know, the better you can assist your clients to meet their energy needs and take advantage of the protections that they are entitled to. Learn about the important protections that the Home Energy Fair Practices Act (HEFPA) offers utility customers. *Speakers: Martani DeRooy, National Grid; Douglas Jasinske, NYS DPS; Sherry Scott, NYSEG; Jeffrey Wagner, NYS DPS*

Session 2: Applying the Knowledge: Initiating Client Energy Actions

Rating: 4.43

Clients are provided with information everywhere they go, but how can you get them to apply this information and benefit from it? This session will dispel myths related to energy use, provide simple energy saving actions to share with your clients, and provide tips on how best to communicate these ideas to the low-income households you serve. *Speakers: Alyssa Iaia, Honeywell Utility Solutions; Nathan Yehle, Honeywell Utility Solutions*

Session 3: An Update on Weatherization

Rating: 3.64

This presentation will outline the recent revisions to the Weatherization Assistance Program resulting from the incorporation of funding from the American Recovery and Reinvestment Act of 2009. Hear about the updates to WAP and how frontline workers can assist their clients within the framework of the new WAP plan. *Speaker: Beth Ryan, NYS DHCR*

Session 4: Case Study: Best Practices – Regional Highlights

Rating: 4.18

This session will highlight a local agency or initiative and provide information on how it works, what makes it work, and its potential for replicability. *Speaker: Karen Armstrong, Watkins Glen High School*

Session 5: Non-Traditional Resources – Life After HEAP

Rating: 4.10

As you know, traditional energy assistance sources such as HEAP and WAP have limited funds and are only able to serve a small portion of those eligible. Along with this reality, recent trends in the economy and the energy market have led to an increase in the number of households in need. This situation is compounded by the many that need assistance but are just above the income eligibility guidelines. This session will explore some non-traditional and community-based sources of assistance that can be used to assist both income-eligible clients as well as those that are just beyond the eligibility guidelines. Learn from members of your community about "LIFE after HEAP". *Speakers: Sharon Arliss, Cayuga County Office for the Aging; Tanya Brothers, HeartShare Human Services of NY; Marie Grace, Onondaga County DSS; Joseph Guarinello, HeartShare Human Services of NY; Sally Ward, P.E.A.C.E., Inc.*

Session 6: Putting Your New Knowledge to the Test: Hypothetical Family – Assisting the Smiths

Rating: 4.52

Increasing energy costs combined with the recent economic downturn have left many families feeling the pinch and needing assistance. Explore the resources available in your community as you work with other attendees to find solutions for the Smiths.

Evaluations Returned: 40

Total day's average rating of all session scores: 3.77

How did you hear about this meeting? (Attendees were asked to... check all that apply.)

21% Postcard notice	50% My supervisor
13% Email notice	10% A colleague
4% LIFE Newsletter	2% Other - NYSERDA Website

Attendees were asked...

What information did you learn today that you will use in your day-to-day work?

- To better assist my clients on a personal level
- Lots of program info
- Packaging resources
- Medical needs and utilities
- Info on HEAP
- HEFPA and consumer rights
- How easy National Grid Reps are to work with
- Energy saving tips
- Lifeline and food stamp qualifications
- Great venue
- How many programs are available
- Great ideas

What questions did you still have at the end of today?

- Acronyms should be told to attendees
- LIFE should put a discussion board on website

What would be some good follow-up sessions for next year?

- Statistics on energy savings being met from each county
- How we can help people with energy when no decent housing is available
- Hard evidence (before and after photos) of Weatherization programs
- Client examples – successes and failures
- New county highlights

Name any of the speakers you heard from today that you would like to hear more from in the future.

- (3) Nate from Honeywell
- (3) Karen Armstrong
- Jeff Wagner
- Marie Grace
- Tanya and Joe
- Martaani DeRooy

What speakers would you like to recommend for LIFE to invite to present next year?

- Marie Grace

How can LIFE better serve your organization and your clients as we work to address the challenges and opportunities facing low-income New Yorkers seeking safe, affordable and reliable energy?

- Just being available when we need assistance
- Continue conferences and trainings
- Add to LIFE mailing list
- Educate the low-income public on the benefits of reducing energy

Logistics

Note: attendees were asked to rate session content using the following scale:

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Timeliness of meeting notification	Rating: 4.53
Ease of pre-registration	Rating: 4.42
Ease of on-site registration	Rating: 4.58
Meeting facility, food & beverage	Rating: 4.68

General Suggestions / Comments

- Nice job
- Very good meeting

And Comments on Refreshments and Logistics....

- Perfect facility
- Perhaps some hot food