



LIFE

Low-Income Forum on Energy

LIFE Low-Income Forum on Energy
2009 Regional Meeting Evaluation
Brooklyn, NY
April 30, 2009

The first of seven meetings in the LIFE 2009 Regional Meeting Series was held in Brooklyn, New York on April 30, 2009. Eighty-one individuals attended this event. Senator Kevin Parker, Chair of the Energy and Telecommunications Sub-Committee provided the keynote address.

Attendees by Affiliation

% of Attendees	Type of Organization
6%	Community Action Agency
1%	Community-Based Low-Income Energy Agency
0%	Community-Based Low-Income Housing
4%	Consultants
0%	Cooperative Extension
0%	Educational Institution
6%	Energy Service Company (ESCO or Marketer)
0%	Faith-Based Organization
15%	Local Government Agency
13%	Not-For-Profit
1%	Public Official
0%	Rural or Neighborhood Preservation Organization
17%	State Agency
15%	Utility Company
22%	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: 3.76

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: Sandra Sloane, NYS DPS; John Auricchio, NYS DPS; Jillian Higgins, LMSW, National Grid; Jill Wasser, NYS Public Service Commission; Fred Williams, ConEd*

Session 2: Applying the Knowledge: Initiating Client Energy Actions Rating: 4.65

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: Carol Sweeney, Program Manager, Honeywell Utility Solutions; Sophy Yem, NYC Outreach Coordinator, Honeywell Utility Solutions*

Session 3: An Update on Weatherization Rating: 4.25

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: Pauline Morgan, NYS DHCR*

Session 4: Case Study: Best Practices – Regional Highlights Rating: 3.93

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: Myles Lennon, Urban Agenda*

Session 5: Non-Traditional Resources – Life After HEAP Rating: 4.13

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: Gary Barbash, NYC Dept. for the Aging; Tanya Brothers, Heartshare Human Services of NY; Joe Guarinello, Heartshare Human Services of NY; Kurt Hill, People’s Firehouse*

Session 6: Putting Your New Knowledge to the Test: Hypothetical Family – Assisting the Smiths Rating: 4.30

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: 51

Total day’s average rating of all session scores: 4.17

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

19% Postcard notice	23% My supervisor
32% Email notice	10% A colleague
10% LIFE Newsletter	6% Other - steering committee member

Attendees were asked...

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

- Session 2
- Assistance Programs
- EmPower Program
- Networking Opportunities
- HeartShare
- Honeywell
- Other programs to refer clients to
- Contacts
- Energy Saving Tips
- Stimulus Info
- How to prepare documents
- What legislation the State Legislature is focused on
- Green jobs training
- To include children in energy teachings
- WRAP Program

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

- None
- How do you get your services on the 311 Directory?
- Will stimulus jobs be long term?
- Can we ever have a Long Island meeting?

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

- Impact of Climate Change on Low Income Population
- Mold Safety
- Green Jobs/Homes
- Flow Chart to Assist Customers in Finding Programs
- Updates from Efforts this Year

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

- (19) Carol Sweeney
- (2) Tanya Brothers
- (2) Myles Lenin
- (4) Kevin Parker
- Joe Guarinello
- Pauline Morgan

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

- (6) Carol Sweeney
- HEAP Rep
- OTDA re: HEAP Outcomes
- Speaker/Advocates of Healthy Families
- State/Government Policy Related Speakers

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?

- Get families involved
- Less NYC specific information
- Provide a re-definition of 'low-income' in today's economy

Logistics

Note: attendees were asked to rate session content using the following scale:
5=Excellent 4=Very Good 3=Good 2= Fair 1=Poor

Timeliness of meeting notification	Rating: 4.26
Ease of pre-registration	Rating: 4.35
Ease of on-site registration	Rating: 4.45
Meeting facility, food & beverage	Rating: 3.35

General Suggestions / Comments

- Email list of attendees before meeting
- Exercise or Program during lunch so that people do not get lazy
- Great Job!
- Lots of good information!

And Comments on Refreshments and Logistics....

- Location was too hard to get to during rush hour
- More food
- Better Coffee