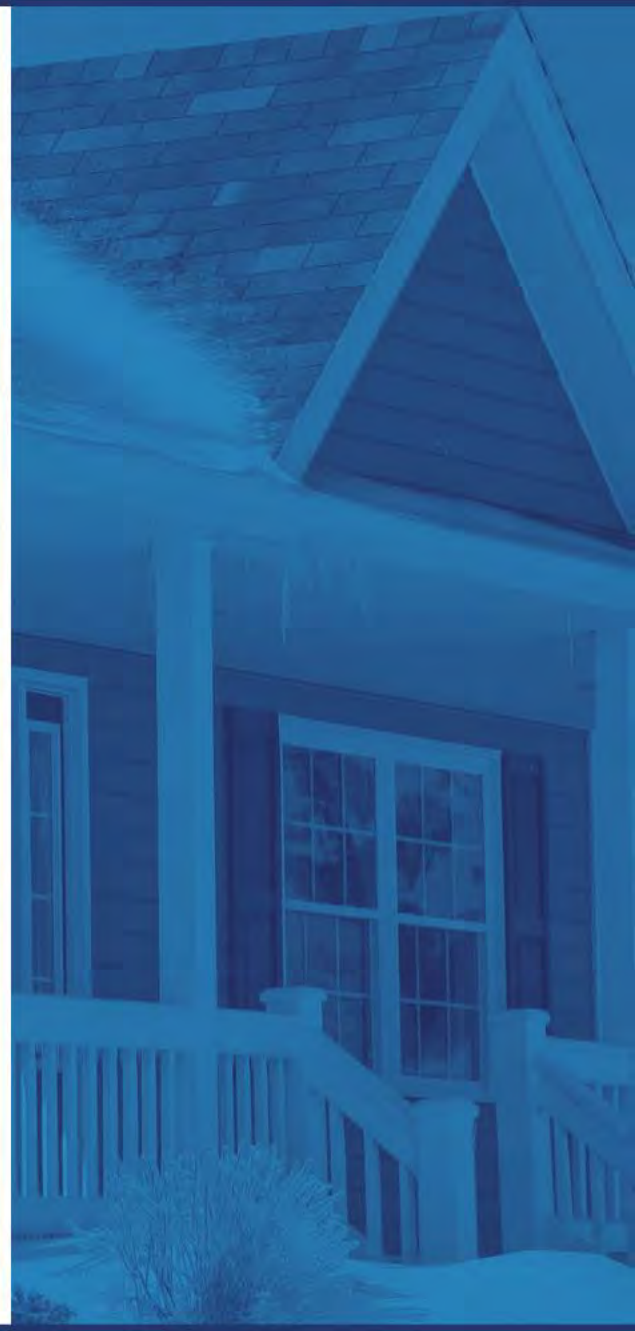
WEATHERIZATION (WX) BARRIERS WORKSHOP #2

January 20, 2021

9:00 am -11:00 am

INTRODUCTION

AMY MCLEAN, RESI EEB



AGENDA

INTRODUCTION
AMY MCLEAN, RESI EEB

9:00 am - 9:10 am
"Rules" and best practices for conduct and re-establish workshop goals and scope

SURVEY RESULTS
CLAIRE SICKINGER, CT DEEP

9:10 am - 9:15 am
Workshop #1 survey takeaways and related action items

STEPS TAKEN
ROSE CROOG, CT DEEP

9:15 am - 9:20 am
Review of steps taken and progress in framework since workshop #1

10 MINS DISCUSSION

CO-INVESTMENT OPPORTUNITIES
RICHARD FAESY, ENERGY FUTURES GROUP

9:30 am - 9:50 am
Share LIHEAP details, practical considerations, and proposed next steps

25 MINS DISCUSSION

DEVELOPING A CLEAR REFERRAL SYSTEM
ELLEN TOHN, ONE TOUCH

10:15 am - 10:25 am
Initial insights and outcomes from the CT OneTouch pilot and experiences in Vermont

CONTRACTOR EXPERIENCE
VIVAN PEREZ, HE-ENERGY SOLUTIONS

10:25 am - 10:35 am
Experience and lessons learned from the CT One Touch Pilot thus far.

20 MINS DISCUSSION

NEXT STEPS
CLAIRE SICKINGER, CT DEEP

10:55 am - 11:00 am
Conclusions and next steps

RULES AND BEST PRACTICES

- Remain on “mute” when you are not speaking
- Use the “raise hand” feature to participate in discussion
- Please identify yourself before speaking
- Use the chat to ask questions and share useful links and information
- If the chat is distracting, press the down arrow (˅) in the top left corner of the chat box and click “ x Close”

WORKSHOP GOALS AND SCOPE

1. Assemble stakeholders with an interest and a role to play in addressing the health, safety and weatherization barriers in Connecticut residences

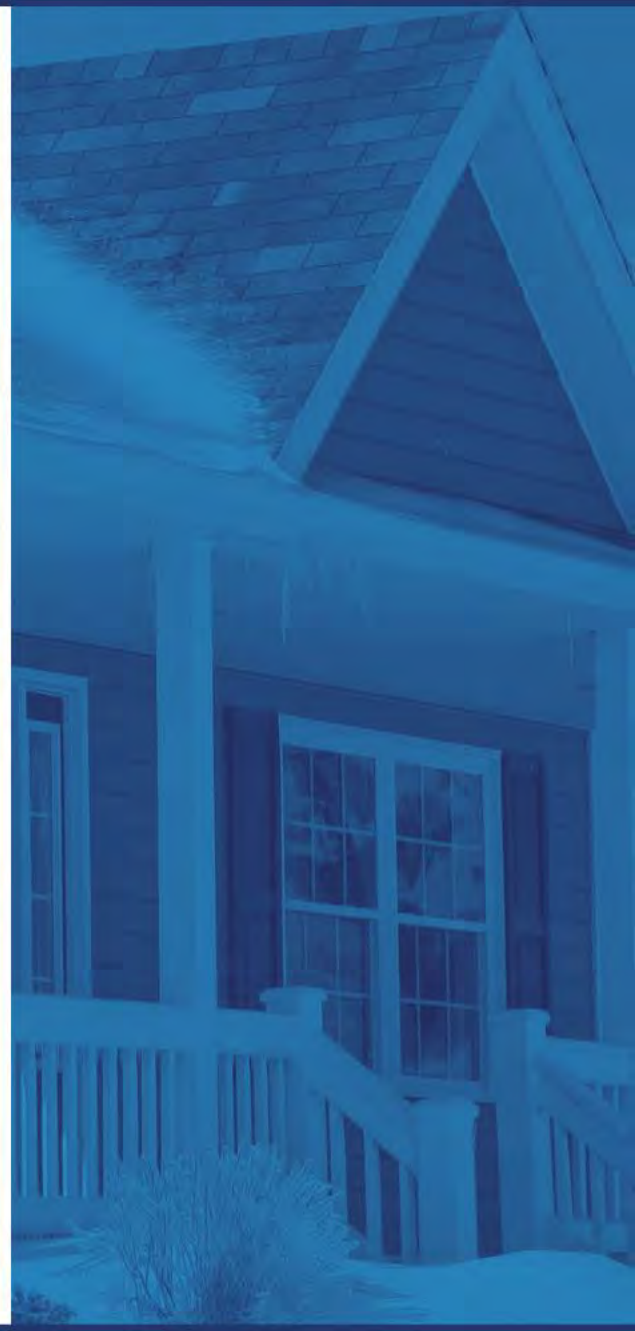
2. Identify and quantify the breadth and depth of barriers to weatherizing these homes

3. Explore all the programs, budgets and other resources and opportunities for coordination available to address these barriers

4. Begin developing a plan that names a coordinating entity and how best to access and leverage all of the available resources to address the health, safety and weatherization barriers for CT residences

SURVEY RESULTS

CLAIRE SICKINGER, CT DEEP



WX BARRIERS WORKSHOP #1 RECAP

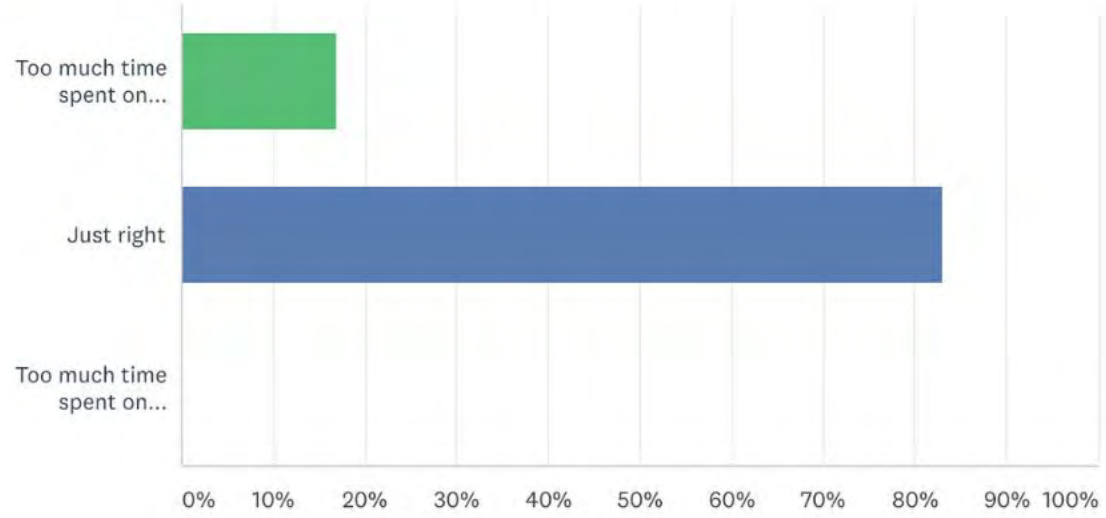
- 109 attendees
- Prolific discussion and engaged attendees
- Presentations from Richard Faesy, WAP, the utilities HES/HES-IE programs, One Touch, Green and Healthy Homes Initiative, and CT Childrens Medical Center

WORKSHOP #1 SURVEY - FORMAT

- Increased discussion time for workshop #2 by 15 minutes

How was the balance of presentations and discussion time?

Answered: 47 Skipped: 8



WORKSHOP #1 SURVEY - TOPIC IMPORTANCE

Topics for Next Workshop Ranked in Order of Weighted Importance

- 5 being highly important
- 4 = important
- 3 = neutral
- 2 = unimportant
- 1 = highly unimportant

	WEIGHTED AVERAGE
Ensuring equity in barrier remediation	4.43
Improving program accessibility and marketing	4.36
Solidifying funding	4.36
Establishing a centralized referral system	4.28
Defining universal eligibility criteria	4.26
Delegating a coordinating entity of this work	4.20
Developing reporting metrics/mechanisms	4.15
Navigating renter/multifamily complexities	4.09

WORKSHOP #1 SURVEY - REQUESTED PRESENTERS

- DSS (3)
- HES contractors (2)
- Operation Fuel (2)
- Leticia Colon de Meijas
- Indoor air quality experts
- New Haven Housing Authority on "I Heart CT" Home outreach program
- Hartford gov
- weatherization contractors/remediation companies
- More diverse speakers, data management experts
- "Have someone speak on behalf of the contractors who do the work. It would be good to hear from the "boots on the ground"."
- "Invite groups that represent property owners and Insurance companies"

WORKSHOP #1 SURVEY - ACTION ITEM SUGGESTIONS

RESOURCES

- "Contractor/Community models for expediting remediation and weatherization"
- "Need broad statewide platform"
- "Service delivery infrastructure, Software, Credentialing and workforce development"

ENGAGEMENT

- "Identify action items for individuals and organizations to push this initiative forward."
- "Important to reinvigorate partners"
- "Find ways to engage and support local energy task forces / committees in the outreach and public education process"

FUNDING

- "Need to be discussing the role of state investment beyond HUD funding, which is not adequate to meet the need identified around EE deferrals, which involves aligning these efforts with broader state, federal, philanthropic and anchor institution initiatives and priorities."

WORKSHOP #1 SURVEY - TOPIC SUGGESTIONS

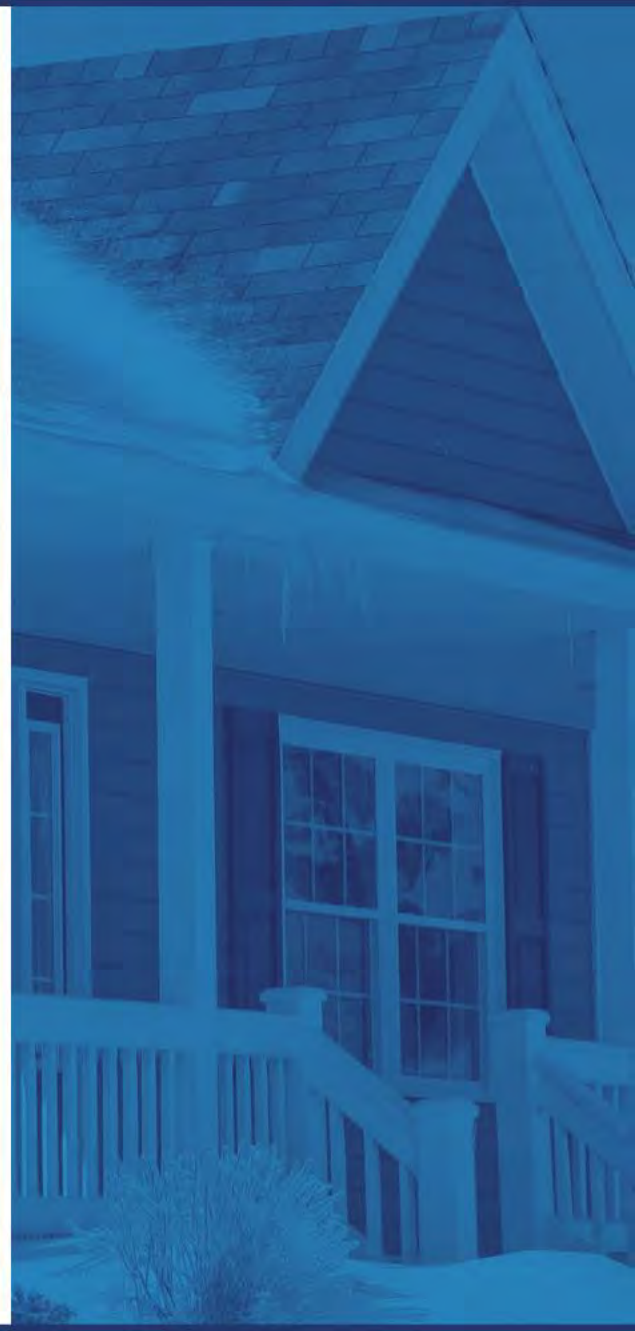
- "There are vendors that participate in the HES-IE program that are in these barriered homes every day dealing with residents that may be breathing in air containing mold spores, ACM and lead dust. They are unable to insulate or perform weatherization which would help them tremendously. These are the people in CT that are being neglected and they are prevented from using these funds. Then their energy bills remain high and they can't pay them and the cycle continues."
- More brainstorming about eliminating silos
- Contractor/Community models for expediting remediation and weatherization

WORKSHOP #1 SURVEY RESULTS - EXCITEMENT

- "Excellent program & great start on a very important issue."
- "The workshop was a big success, looking forward to next steps."
- "Thank you so much for convening the conversation. This is important work."
- "Great job - let's make it happen!"
- "Very glad to see that the EEB and DEEP are looking at this issue beyond current silos and seeking transformative solutions."
- "Thank you for organizing this and establishing the upfront goal post to pursue systematic change. Please continue to emphasize this theme across all future workshops. We can no longer afford to do "business as usual" if we are serious about addressing climate, health and equity goals."

STEPS TAKEN

ROSE CROOG, CT DEEP



STEPS TAKEN SINCE WORKSHOP #1

- Facilitated demo of One Touch for utilities and discussed applicability
- Researched the LIHEAP funding potential available for Wx barrier work/mechanism for unlocking potential
- Intensively discussed process for allocating more LIHEAP $ to Wx barrier remediation
- Held small meetings with residential contractors to ensure their representation
- Created a DEEP landing page for Wx barrier resources that can be expanded.
- Planned and held workshop #2

SIX-STEP FRAMEWORK UPDATES

Survey Feedback Snippets

- "Although covered, I would add simplify qualification process."
- "Funders want to see results. Partnerships can bring those results."
- "Framework looked good, but as they say, devil is in the details"

01

STEP 1: COMPILE EXISTING DATA TO ASSESS THE SCALE OF THE ISSUE

Discussion of current deferral rates, costs of not addressing barriers, benefits of a concerted addressal effort, and estimated cost and resource needs.

02

STEP 2: LEVERAGE FRAMEWORK AND CAPACITY IN EXISTING PROGRAMS

Identify and leverage existing programs that are doing work to address health and safety hazards in homes and identify their biggest strengths/challenges.

03

STEP 3: IDENTIFY OPPORTUNITIES AND MECHANISMS FOR CO-INVESTMENT

Determine where existing programs are getting money (federal and state grants). Identify a sustainable funding source or options for sources and **partnerships that can be tapped into and strengthened.**

04

STEP 4: DEVELOP A CLEAR REFERRAL SYSTEM

Establish the process for connecting health and safety interventions with efficiency interventions and vice versa with **an effective and simple qualification process.**

05

STEP 5: ENSURE EQUITY IN BARRIER REMEDIATION

Identify tactics to ensure equitable barrier remediation. Research how different market segments need to be approached and what metrics should be used to identify this subset.

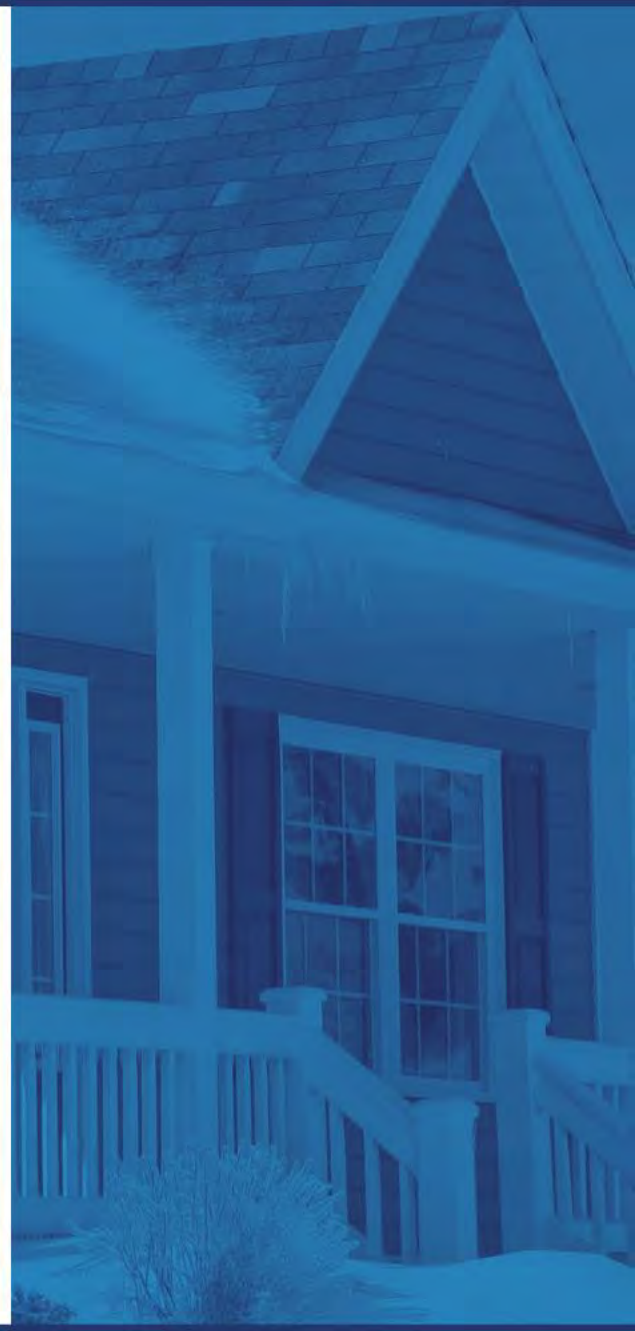
06

STEP 6: STREAMLINE REPORTING MECHANISMS

Define how to measure the “success” of the program, create program impact metrics, and develop a clear reporting system.

DISCUSSION

10 MINS



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Empowering you to make smart energy choices

Addressing Weatherization Barriers in Connecticut Using LIHEAP Funds

Richard Faesy

January 20, 2021
CT DEEP Weatherization Barriers Workshop #2

About LIHEAP

- LIHEAP = Low-Income Home Energy Assistance
- Federally-funded program that helps low-income households pay home heating and cooling bills
- In FY 2021, Connecticut was awarded ~$67 million through LIHEAP

LIHEAP Program Components

- Four categories of using LIHEAP funds:
  1. Heating assistance
  2. Cooling assistance
  3. Crisis assistance
  4. Weatherization assistance
     a. Up to 15% can be used for weatherization with a waiver for a maximum of 25%
- States decide what percent of funds go to each program component

LIHEAP Funds by Program Component

State	% Funds Heat	% Funds Cool	% Funds Crisis	% Funds Wx
Connecticut	**56**	**0**	**30**	**2**
Maine	58	0	5	15
Massachusetts	74	0	.9	11
New Hampshire	68	0	5	4
New York	52	2	21	15
Rhode Island	66	0	5	15
Vermont	63	0	10	15

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LIHEAP for Weatherization

- Goal: Provide low-cost residential weatherization and other cost-effective energy-related home repair
- Connecticut currently only uses weatherization portion of LIHEAP funds for repairs or replacement of heating systems, oil tanks, and hot water heaters
- Four rules that guide weatherization under LIHEAP:
  1. Low cost
  2. Energy-related
  3. Goal of reducing energy bills
  4. Not new construction

LIHEAP for Barrier Remediation

- There is no official guidance on what percent of weatherization funds can be used for weatherization barrier repairs
  - Absolutely cannot go over 50%
- Weatherization barrier repairs must go towards enabling energy-related work

Other States Using LIHEAP Funds for Barrier Remediation

1. Vermont 2021 LIHEAP Plan
   A. “Energy health and safety measures” listed under LIHEAP weatherization measures
      i. Includes but not limited to knob and tube wiring repairs, exhaust ventilation installation and repair, smoke alarm and carbon monoxide detector installation
   B. Weatherization assistance accounts for 15% of Vermont’s LIHEAP funding use
2. Texas 2021 LIHEAP Plan
   A. “Structural and ancillary” repairs up to $500 available
      i. Only if repairs are required to enable effective weatherization
   B. Weatherization assistance accounts for 15% of Texas’s LIHEAP funding use

Connecticut LIHEAP Process

1. Low-Income Energy Advisory Board (LIEAB) approves of LIHEAP State Plan
   A. Brenda Watson is the chair of CT LIEAB
2. LIHEAP State Plan is presented to Department of Social Services (DSS)
3. DSS brings it to the Connecticut state legislature for approval

Low-Income Energy Advisory Board (LIEAB) Members

Chairperson	Brenda Watson
Vice-Chairperson	Wendy Wanchak
Secretary	Gail Lucchina
Voting Members (*Designees*)	
Connecticut Commission on Women, Children and Seniors, Representative	*Steven Hernandez (Rosemary Lopez)*
Connecticut AARP, President	*Tia Murphy (Nora Duncan)*
Connecticut Association for Community Action, Representative	*Deb Polun*
Connecticut Energy Marketers Association, Representative	*Christian Herb (Nickey Kollie)*
Connecticut Local Administrators of Social Services, Representative	*Joy Hollister*
Connecticut Natural Gas Corporation, Representative	*Nelida Handy*
Eversource Energy (*Electric*), Representative	*Kenneth Millerd*
Eversource Energy (*Gas*), Representative	*Nora Benson*
Legal Assistance Resource Center, Director	*Wendy Wanchak*
Norwich Public Utilities, Representative	*Ruth Swift*
Office of Consumer Counsel, Representative	*Tyra Peluso*
Operation Fuel, Executive Director	*Brenda Watson (Tasheenah Brown)*
Public Utilities Regulatory Authority, Representative	*Marissa P. Gillett (Frank M. Augeri Jr.)*
The Southern Connecticut Gas Company, Representative	*Luz Rodriguez*
The United Illuminating Company, Representative	*Kathleen Wasilnak*
United Way Connecticut, 2-1-1, President & CEO	*Richard Porth (Kate Quigley)*
Non-Voting Members (*Designees*):	
Department of Energy & Environmental Protection	*Katie Dykes (Michael Li)*
Department of Social Services, Commissioner	*Deidre Gifford, MD, MPH (Carlene Taylor)*
Office of Policy & Management, Policy Development Coordinator	*Mellissa McCaw (Matthew Pellowski)*

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Richard Faesy
Principal, Energy Futures Group

Connecticut Energy Efficiency Board Lead Residential Consultant

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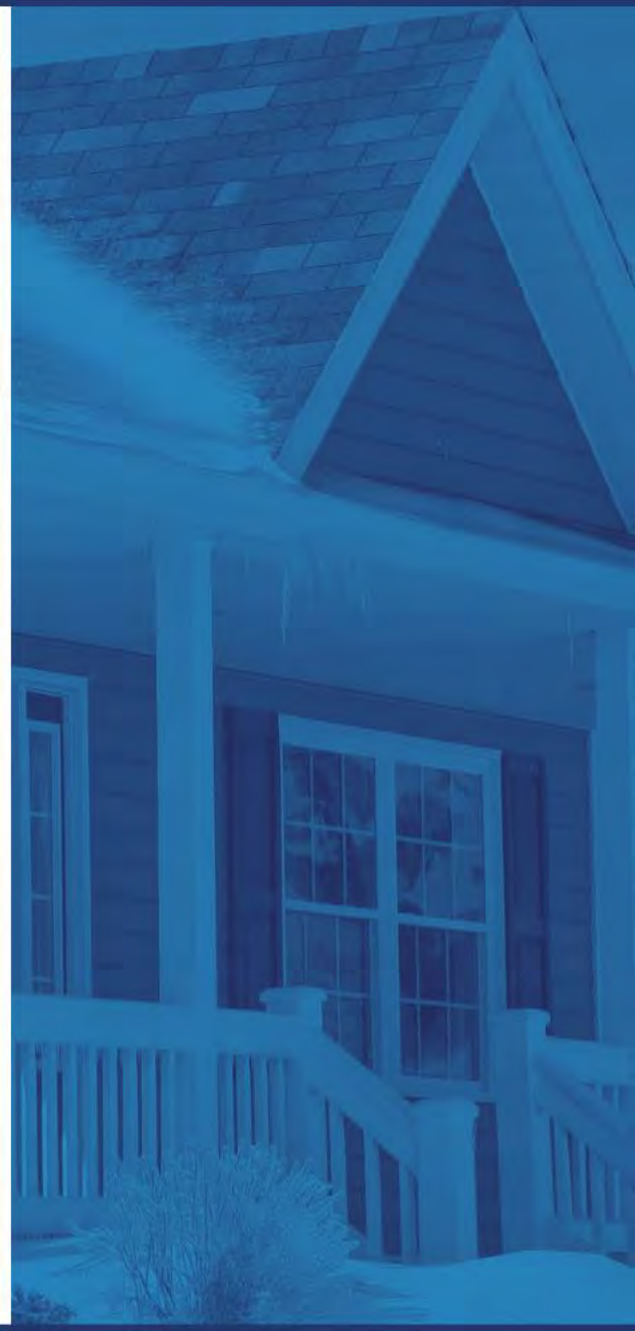
DISCUSSION

25 MINS



One Touch® - A Cross Sector Referral System for Health, Housing and Energy Programs

Ellen Tohn
Tohn Environmental Strategies

etohn@tohnenvironmental.com

Tohn
Environmental Strategies

The Need: Better Coordination and Improved Services for Clients

Home visiting programs have limited scope and family needs are broad.

Programs do not have effective ways to connect families to health, housing and energy services.

Opportunities exist to reduce program costs (e.g., intake, wasted visits, **hard to reach clients)**

We need to build effective cross sector collaborations and track what happens.

ONETOUCH®

Cross referral program is scalable, flexible, and tracks metrics

Our cross-sector electronic referral approach

- **Flexible**: Incorporate new referrals and partners, easily modified survey
- **Provides Accessible Data**: Auto generated reports and web-based accessible data summary
- **Can Track Referral Status:** Report on referral outcomes
- **Scalable for State Use:** VT weatherization uses One Touch® in all single family projects, >4,000 homes to date

Pilots in Connecticut

- Hartford (66 homes done, 41 energy) and Waterbury (19 homes done, 10 energy – 7 referrals)
- Energy program goals – get referrals for hard to reach clients, identify resources for clients with deferral issues, connect clients to added supports

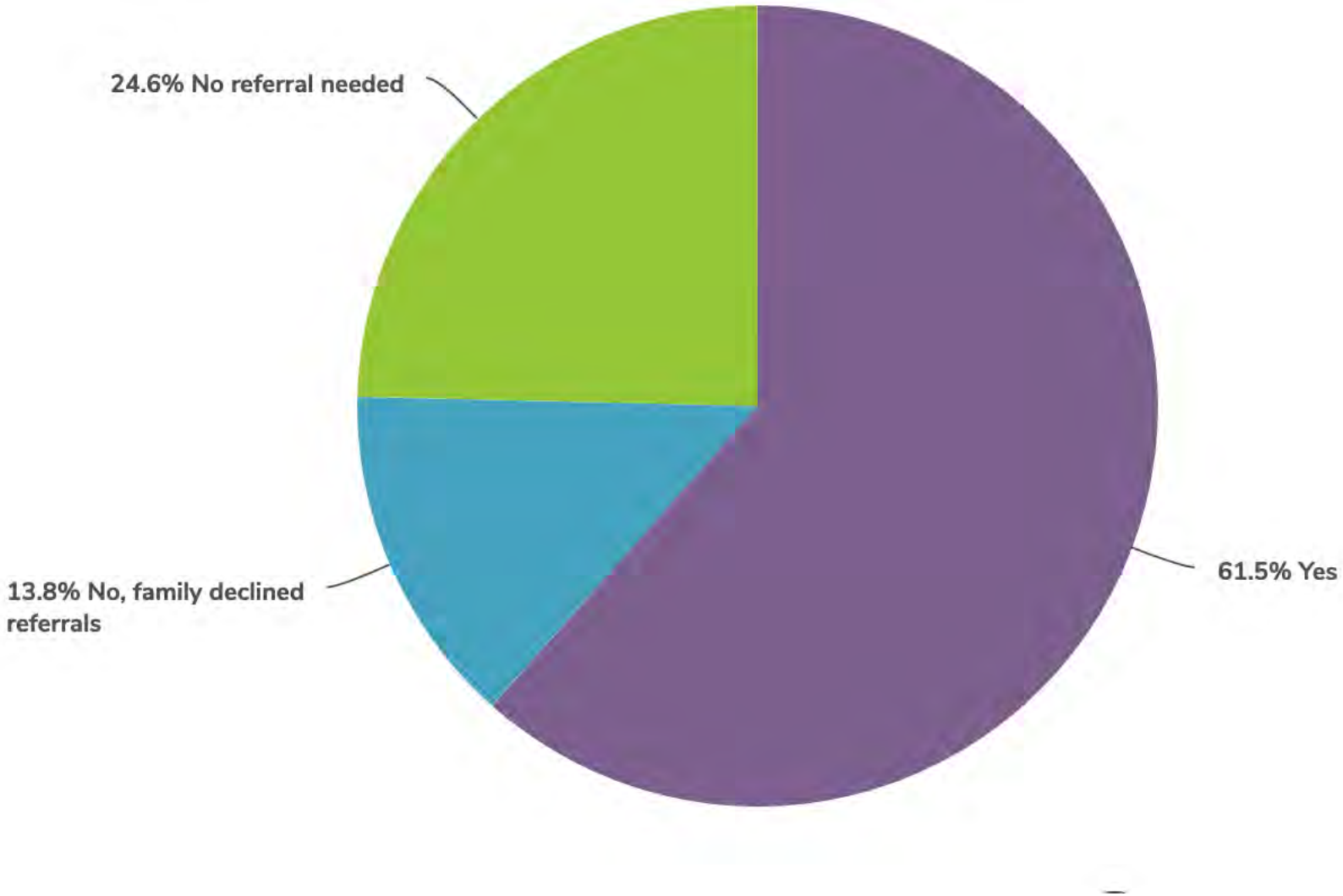
For More Contact: Ellen Tohn, etohn@tohnenvironmental.com; www.onetouchhousing.com; Building for Health

One Touch®: Waterbury & Hartford Partners

Hartford	Waterbury
Lead & Healthy Homes Repairs: CT Children's Medical Center	**Lead & Healthy Home Repairs :** Waterbury Dept of Health
Maternal & Family Health: Hartford Dept Health	**Healthy Homes Repairs:** CT Children's Medical Center
Energy – Eversource & UI, and vendor HE Energy Solutions	**Energy:** Eversource & UI, and vendor HE Energy Solutions
Asthma: Putting on AIRS	**Asthma:** Putting on AIRS, St Mary's Hospital
Employment SINA	**WIC:** Waterbury Dept of Health
Smoking Cessation: CT Dept of Health	**Smoking Cessation:** CT Dept of Health
Food:	**Elder Services & Fuel Assistance:** New Opportunities
	Radon Testing: Waterbury Dept of Health

ONETOUCH®

>60% Hartford Surveys Generated a Referral



Emerging stories

- Referral from CT Children's Medical Center hospitalized pediatric asthma patient family to lead and healthy homes program and Putting on AIRS/asthma, resulting in grant funded moisture and lead repairs for young child
- Referral resulted in tenant securing with job training program and job
- Working to smooth out lead/healthy homes and energy joint jobs, and referral pathways
- Asthma program starting to refer clients

How to Use One Touch

Access the survey online

- Click here and follow online instructions - (URL link provided to approved users)
- Obtain written client consent to make direct referrals
- If client does not wish to receive referrals, data will be entered but no referrals will be made
- Provide client a copy referral guide, circle the referrals that you made for the client

Typically takes less than 10 minutes

ONETOUCH®

Hartford Building for Health

Home Visit Information

1. Where did the survey take place? *

- ◯ In the home
- ◯ Virtual visit

2. Date home surveyed (mm/dd/yy) *

3. Home Visiting Organization *

- ◯ Connecticut Children's Healthy Homes Program
- ◯ Eversource vendor
- ◯ United Illuminating vendor
- ◯ SINA
- ◯ Putting on AIRS
- ◯ Hartford HHS
- ◯ Other

First, identify your program

ONETOUCH®

We ask about home conditions and client needs

Home Characteristics

4. Moisture problems can trigger asthma and other health issues and create structural issues in the home.

Are any of the following present? Check all that apply. Un-check the default **'None mentioned or visible'** to select other answers.

[Referrals: If yes AND lead concerns, select Waterbury healthy homes repairs. If yes and no clear lead issues, select CT Children's Healthy Homes repairs]

- [ ] Plumbing leaks
- [ ] Roof leaks
- [ ] Drainage or damp basement problems
- [ ] Visible potential mold or moisture
- [ ] No bathroom exhaust fan, or not operational
- [ ] Other *
- [x] No moisture problems mentioned or visible

ONETOUCH®

Referral Selection

26. These referrals are automatically selected based on answers provided in the survey. Please confirm that the referrals are appropriate. These will generate an email referral.

	Yes	No
Lead hazard repairs – Connecticut Children's Healthy Homes	◉	○
Healthy Homes repairs - Connecticut Children's Healthy Homes	◉	○
Energy efficiency opportunities/Weatherization (low-income families)	◉	○

27. The family can benefit from referrals to (Check all that apply. This will generate an email referral.)

- ☐ Asthma education and home visit
- ☐ Lead hazard repairs – Connecticut Children's Healthy Homes Program
- ☐ Healthy Homes repairs - Connecticut Children's Healthy Homes Program
- ☐ Energy efficiency opportunities/Weatherization (low-income families)
- ☐ New baby or parenting class - Provide Child Development Hotline 1-800-505-7000; or Hartford Maternal Infant Outreach Program 860-757-4829
- ☐ Early Childhood Developmental Support - Provide Child Development Hotline 1-800-505-7000; or Hartford Maternal Infant Outreach Program 860-757-4829
- ☐ Smoking /Tobacco Cessation - Quitline
- ☐ Smoke free housing, second hand smoke, e-cigarette dangers – Connecticut Department of Health
- ☐ SINA Job Training/Placement

You have a One Touch referral for:
Smoke free housing, second hand smoke, e-cigarette dangers

The referral was made by Shirley Hui from City Block

Key Contact: Sam Jones
Phone: 444-888-3656
Email:
Home Address: 100 Main St, Waterbury 78546
Home Visit Date: 11/12/2019

The full set of referrals is available in the One Touch Checkup attachment.

The following comments were provided by the home visitor:
smokefree auto referral and children's repair referral.

A copy of the One Touch Checkup responses is attached to this email.

If you have questions about this referral, please send email directly to : shuiallen@gmail.com

Internal use: id: 798020 reldate: 11/12/2019 vdate: 11/12/2019

Waterbury CT
One Touch.pdf

Automated Email Referrals

ONETOUCH®

Email sent to track referral status

A few weeks ago, Shirley Hui from City Block sent you a referral for

Smoke free housing, second hand smoke, e-cigarette dangers

Key Contact: Sam Jones
Phone: 444-888-3656
Email:
Home Address: 100 Main St, Waterbury 78546
Home Visit Date: 11/12/2019

Would you please fill out the following survey to let us know how things are going?

(You may need to cut and paste the entire following line in a browser window)

http://sgiz.mobi/s3/Waterbury-CT-One-Touch-Referral-Followup?sid=798020&date=11/12/2019&hve=shuiallen@gmail.com&vdate=11/12/2019

If you have questions about this referral, please send email directly to : shuiallen@gmail.com

Thank you,

Waterbury CT One Touch

ONETOUCH®

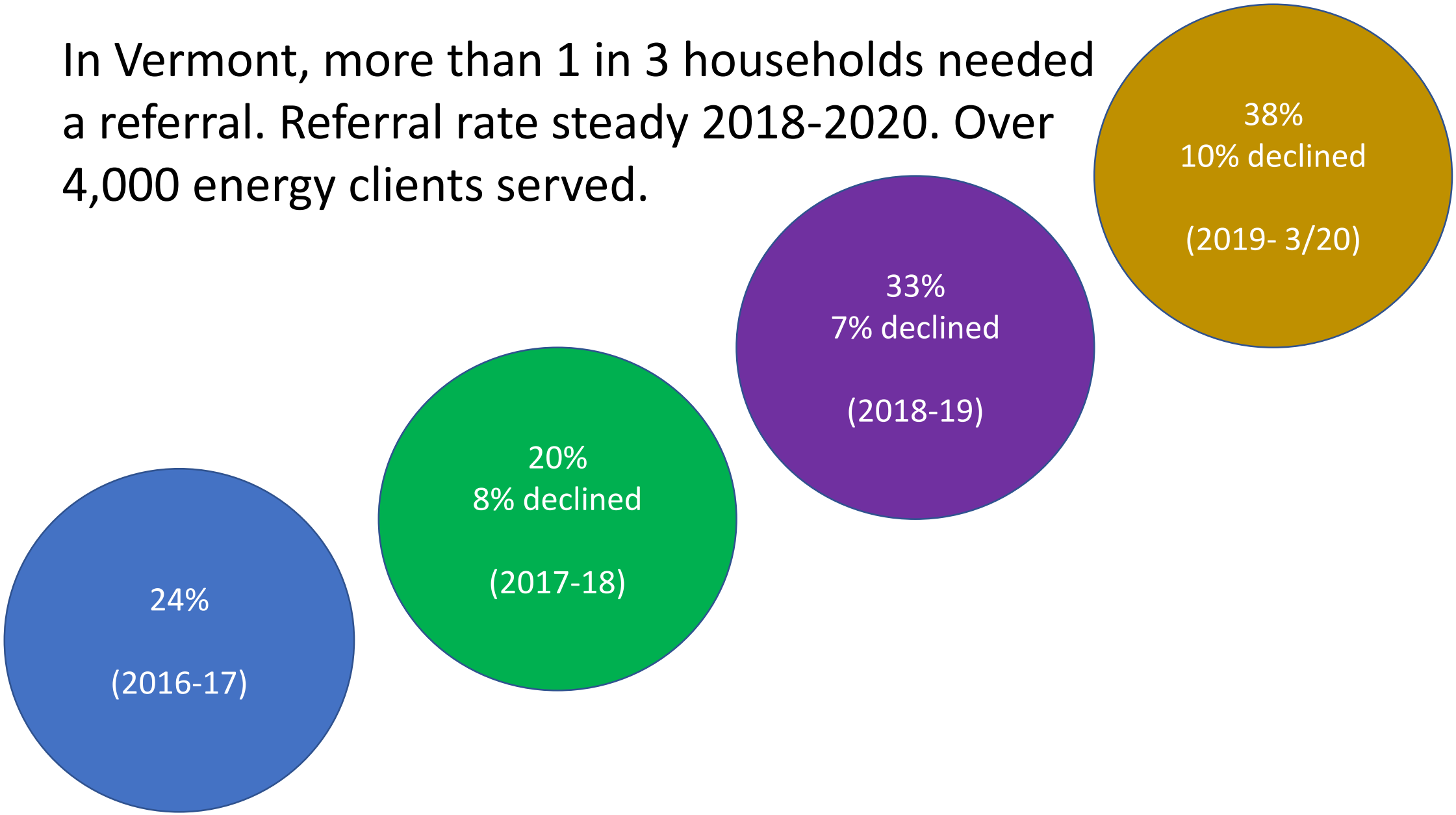
2. What is the status of the referral? *

- ◯ Have not contacted the client
- ◯ Mailed intake package - waiting for client to respond
- ◯ Mailed intake package > 3 weeks ago - no response from client
- ◯ Referral was not appropriate for this agency
- ◯ Contacted client and provided services
- ◯ Contacted client, client refused services
- ◯ Tried to contact client, no response
- ◯ Other - Write In (Required) [ ]
- ◯ Lead work still in progress
- ◯ Lead work completed, referral forwarded to energy partner
- ◯ Did not receive go-ahead from Lead Program

Partners receiving referrals report the status

ONETOUCH®

In Vermont, more than 1 in 3 households needed a referral. Referral rate steady 2018-2020. Over 4,000 energy clients served.



Questions and Discussion

Ellen Tohn, Tohn Environmental Strategies

etohn@tohnenvironmental.com

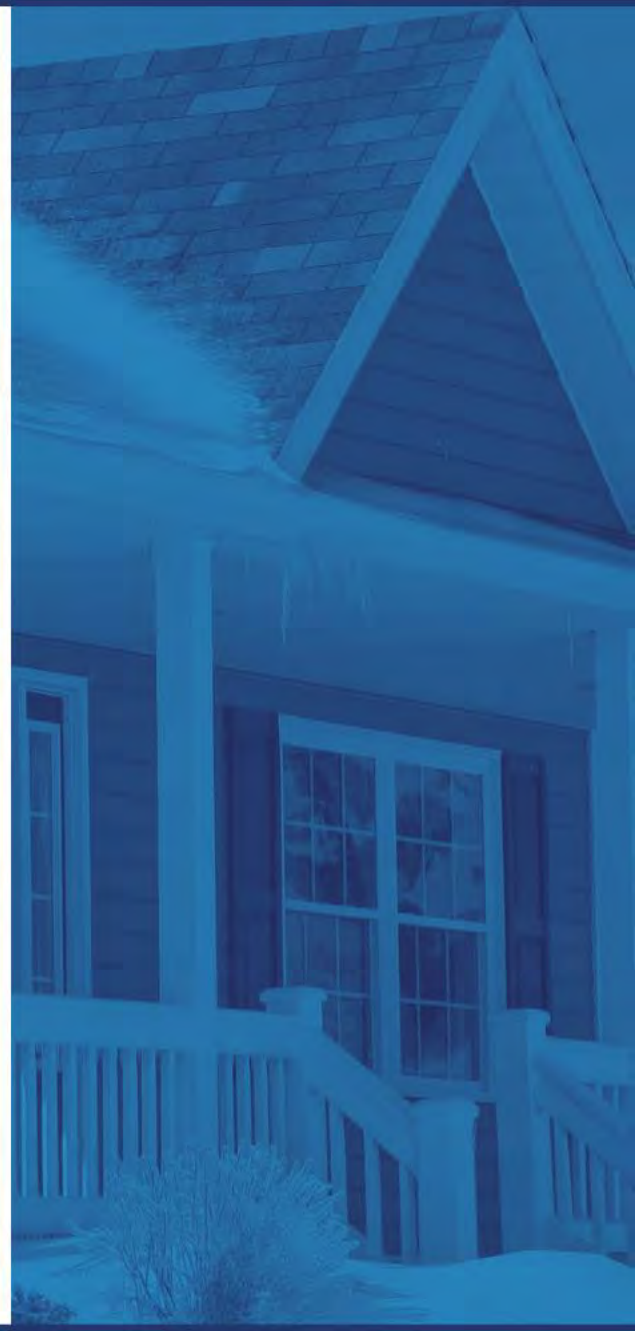
508.358.7770

CONTRACTOR EXPERIENCE

VIVAN PEREZ, HE-ENERGY SOLUTIONS

DISCUSSION

20 MINS



NEXT STEPS

- **Recording will be shared with registrants**
- **Participant survey distributed with more direct questions**
- **Next workshop in early spring**
  - Direct feedback and survey responses will determine structure/timing