



Minnesota **EAP**

# Energy Assistance Program

## **EAP FFY2010 Annual Training**

Turn Around Document (TAD)

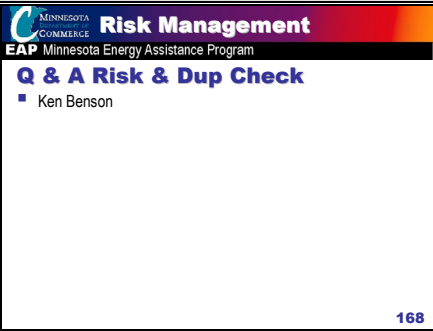
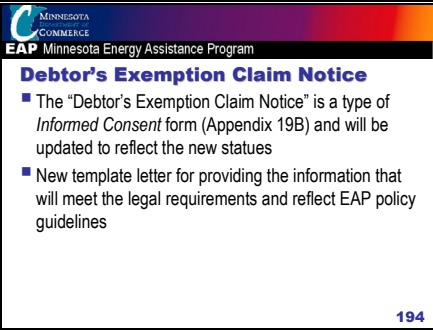
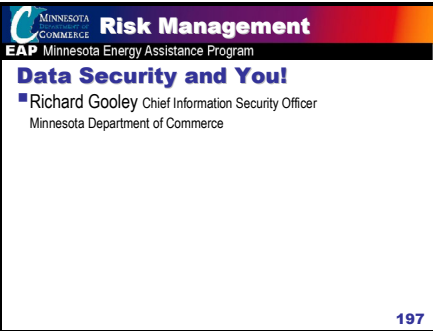
August 12 & 13, 2009

Holiday Inn  
St. Cloud Minnesota

The Turn-Around-Document (TAD) captures the events of the meeting for the day. This document has the slide from the question and answer sections of the training. The full slide presentations can be view on the training Power Points at <http://www.state.mn.us/portal/mn/jsp/content.do?subchannel=-536894376&programid=536915949&id=-536893810&agency=Energy&sp2=y> . This was done to reduce the size of this document. Contained in this document are:

- Notes from Q & A Session and other notes on particular
- **Attachment 1 - Business Strategy Model:** This was a handout in the training folder in Section 1.
- **Attachment 2 – Exotic Fuels Worksheet:** This was a handout in the training folder in Section 3.
- **Attachment 3 – ERR and FSR Model:** This was a handout in the training folder in Section 3.
- **Attachment 5 – Leveraging:** This was a handout in the training folder in Section 4.
- **Attachment 6 –Outreach Efforts List:** This was a handout in the training folder in Section 5.
- **Attachment 7 –EAP Training Questions & Answers:** This was follow up to questions State Staff told the trainees they would get back to them on clarifications.
- **Attachment 8 –Attendees Lists:** The following lists are the attendees. The first list sorts attendees by last name and the second list is sorted by Service Provider.

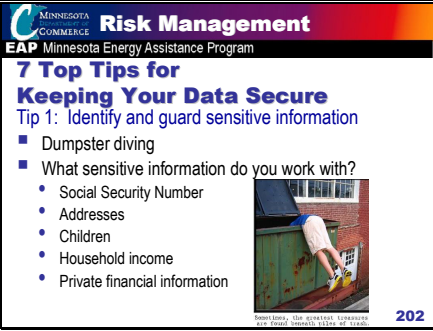

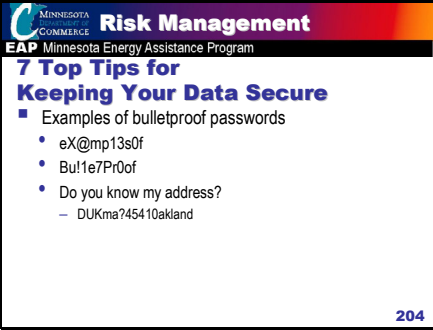
## Notes from question and answer sessions:

Slide #	Slide	Notes
Slide 168	 <p>MINNESOTA COMMERCE EAP Minnesota Energy Assistance Program <b>Risk Management</b> <b>Q &amp; A Risk &amp; Dup Check</b> ■ Ken Benson 168</p>	<p>RF: These searches you're going to do through the year; will there be a method so we don't get asked about the same thing, again?</p> <p>KB: I'm thinking the same thing and will try to track them, may not be perfect so keep your own records. I'll exclude closed apps, you'll see on the other one that it excluded closed apps. But I look through it to check it and to do sorts, etc.. The query itself is not automated so I go through and eliminate. Get account number in, it's one of the best checks we have to check on double payments. Even if the vendor doesn't need it, it's a good thing to have.</p>
Slide 194	 <p>MINNESOTA COMMERCE EAP Minnesota Energy Assistance Program <b>Debtor's Exemption Claim Notice</b> ■ The "Debtor's Exemption Claim Notice" is a type of <i>Informed Consent</i> form (Appendix 19B) and will be updated to reflect the new statutes ■ New template letter for providing the information that will meet the legal requirements and reflect EAP policy guidelines 194</p>	<p>JL: On Data Practices, can we delete the list of disabled users on the eHEAT list?</p> <p>KB: On the search you can exclude disabled</p> <p>JR: Can I have less because I have so many temps?</p> <p>KB: Export and sort, exclude in searches or name them in such a way so the go to the bottom of the list. But they are left in eHEAT because they are used for application histories and other functions.</p> <p>JR: I get old debtor claim forms. What do I do?</p> <p>PTL: You should get the latest one off the web and give the info using it.</p> <p>JR: The copy of the award letter would solve that!</p> <p>KB: The information download will help. You'll see this later in training, but you need the info, not the letter.</p> <p>TK: The information referred to User Agreement to vendors.</p> <p>DB: There isn't one</p> <p>ST: Housing authority wants the award amount.</p> <p>KB: The new export has this</p> <p>ST: Would it be alright or legal to send it to HHD and they send it?</p> <p>JH: Yes. There are clear data practices instructions. We give the information to a household to them anytime they request it.</p>
Slide 197	 <p>MINNESOTA COMMERCE EAP Minnesota Energy Assistance Program <b>Risk Management</b> <b>Data Security and You!</b> ■ Richard Gooley Chief Information Security Officer Minnesota Department of Commerce 197</p>	<p>RG: I have been with the Department of commerce for the past eleven years. I am The departments Information Security Officer, I manage the file walls and security and stuff.</p>



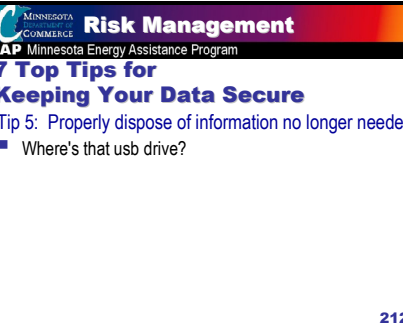

## Notes from question and answer sessions:

Slide #	Slide	Notes
Slide 198	<p><b>Risk Management</b> EAP Minnesota Energy Assistance Program <b>Data Security and You!</b></p> <p>You should know about a confusing new technology that won't remotely impact your life.</p> <p>198</p>	<p>Today my goal is to give you some practical steps to data security that unlike the guy in the cartoon will not be confusing and does impact our lives.</p> <p>You may recognize some of the information from last year</p>
Slide 199	<p><b>Risk Management</b> EAP Minnesota Energy Assistance Program <b>Executive Summary</b></p> <ul style="list-style-type: none"> <li>Be cyber smart – Security needs U!</li> <li>Security is everyone's responsibility</li> <li>Security doesn't need to be intimidating</li> <li>Security doesn't have to cost an arm and a leg</li> </ul> <p>199</p>	<p>"The right security awareness training program can help build employee leadership skills, including team-building, decision-making and personal accountability."</p>
Slide 200	<p><b>Risk Management</b> EAP Minnesota Energy Assistance Program <b>Agenda</b></p> <ul style="list-style-type: none"> <li>7 Top Tips for Keeping Your Data Secure             <ol style="list-style-type: none"> <li>1. Identify and guard sensitive information</li> <li>2. Create bulletproof passwords</li> <li>3. Use secure email</li> <li>4. Protect your computer</li> <li>5. Keep your computer patched</li> <li>6. Properly dispose of information no longer needed</li> <li>7. Be mindful of social engineering</li> </ol> </li> <li>Excellent Resources for Free Stuff!</li> <li>Questions and Discussion</li> </ul> <p>200</p>	<p>Here is today's agenda</p> <p>I have weaved in stories of breaches that have happen around the county in the last 40 days. A few item are a review from last year</p>
Slide 201	<p><b>Risk Management</b> EAP Minnesota Energy Assistance Program <b>7 Top Tips for Keeping Your Data Secure *</b></p> <p>* aka "How to Keep Out of Current Events"</p> <p>201</p>	<p>I am going to be weaving in stories of companies that have successfully attacked over the past month. Each tip is a one way to keep your agency out of the hacker current events.</p>




## Notes from question and answer sessions:

Slide #	Slide	Notes
Slide 202	 <p><b>Risk Management</b> EAP Minnesota Energy Assistance Program</p> <p><b>7 Top Tips for Keeping Your Data Secure</b></p> <p>Tip 1: Identify and guard sensitive information</p> <ul style="list-style-type: none"> <li>■ Dumpster diving</li> <li>■ What sensitive information do you work with? <ul style="list-style-type: none"> <li>• Social Security Number</li> <li>• Addresses</li> <li>• Children</li> <li>• Household income</li> <li>• Private financial information</li> </ul> </li> </ul> <p>202</p>	<p>July 10, 2009 A criminal complaint filed against 30-year-old suspect claims that he made fake ID cards used to rip off people, stores and banks. He also allegedly admitted to <b>stealing</b> the identities of more than 500 people all across Northern California. Federal agents say the man said <b>it was easy to find new victims</b>: All he needed to do was visit a local bank and <b>search their dumpsters</b>. Using the sensitive materials he found in the trash, he was able to use a computer to mock up fake identification cards and blank checks. He also allegedly confessed to stealing between one to two million dollars in cash and merchandise July 4th, US Army Fort Lewis -- A laptop computer that was stolen from an Army employee's truck containing personal information on Fort Lewis soldiers. A 500 GB removable hard drive was also taken in the theft. 1500</p> <p>Think about what your putting in the trash Does it contain personal information</p>
Slide 203	 <p><b>Risk Management</b> EAP Minnesota Energy Assistance Program</p> <p><b>7 Top Tips for Keeping Your Data Secure</b></p> <p>Tip 2: Create bulletproof passwords</p> <ul style="list-style-type: none"> <li>■ Weak passwords are all too common <ul style="list-style-type: none"> <li>• They are easy for users to remember.</li> <li>• They include personal information about the user.</li> <li>• They consist of known words found in many hacker password dictionaries.</li> </ul> </li> </ul> <p>203</p>	<p>Here are a couple easy passwords Password Ric@rdg*!11! No password RichardG11 Exchange different cases. Use an ampersand instead of an A or use an exclamation or number one instead. Make your passwords not words. Programs that run through every word in the dictionary in several languages. Don't use words Password save program to keep your passwords all in one place.</p>
Slide 204	 <p><b>Risk Management</b> EAP Minnesota Energy Assistance Program</p> <p><b>7 Top Tips for Keeping Your Data Secure</b></p> <ul style="list-style-type: none"> <li>■ Examples of bulletproof passwords <ul style="list-style-type: none"> <li>• eX@mp13s0f</li> <li>• Bu!1e7Pr0of</li> <li>• Do you know my address? <ul style="list-style-type: none"> <li>– DUKma745410akland</li> </ul> </li> </ul> </li> </ul> <p>204</p>	

## Notes from question and answer sessions:



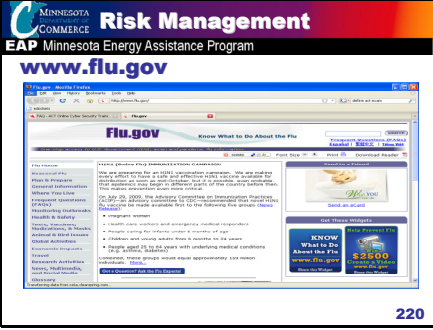
Slide #	Slide	Notes
Slide 210	 <p>210</p>	<p>Takes your email, wraps it up, seals it and keeps it safe.</p> <p>TLS encryption is a standard protocol Ask your tech person if you can turn it on make your life easier</p>
Slide 211	 <p>211</p>	<p>June 30, 2009 Sutter Health - Hundreds of current and former employees with Sutter Health had their personal data (including SSNs) <b>compromised</b> when a company laptop showed up at a computer repair shop. The company was contacted by the shop: "They told us they had our laptop," said Sutter Communication Coordinator. There were 6000 data files. They didn't know the laptop was missing. (Northern CA)</p> <p>The best place to put it is in your trunk. Two months ago my wife left her laptop in the passenger's seat and forgot it there. She was bringing the baby in and forgot to lock the car doors. In the night a thief stole the laptop from the car in our driveway. The computer has yet to be recovered. The good news from this incident is no personal data was lost the hard drive was encrypted and the computer was useless to the perpetrator.</p>
Slide 212	 <p>212</p>	<p>June 24, 2009 Florida Department of Revenue (Tallahassee, FL) The names, addresses and SSNs of people employed by a handful of state businesses were on a password-protected flash drive <b>stolen</b> from the car of a Florida Department of Revenue employee in Georgia. The people were current or past employees of six large corporations that are being audited by the state. 2,828</p>
Slide 213	 <p>213</p>	<p>Patches from Dodge ball. Different kind of patches, computer patches. Millions of lines of code throughout the software, people find ways to exploit the errors. Microsoft puts out patches to repair the spots.</p>

## Notes from question and answer sessions:

Slide #	Slide	Notes
Slide 214	 <p>The slide shows a screenshot of a computer screen displaying the Microsoft Update interface. The window title is 'Microsoft Update' and it says 'Welcome to Microsoft Update'. It lists updates available for download and installation. The slide number '214' is in the bottom right corner.</p>	<p>At commerce we have a computer program that is based on the windows update and when a new patch comes out we are able to push the patches out the workstations.</p> <p>For the field staff there computer are set to automatically update via the internet for Microsoft and Antivirus.</p> <p>How do you patch your computers? Windows Automatic Update. AV auto update, too.</p>
Slide 215	 <p>The slide is titled '7 Top Tips for Keeping Your Data Secure'. Tip 7 is 'Be mindful of social engineering' with a sub-bullet 'Know thy neighbor'. There is a small photograph of a man in a vest talking to a woman. The slide number '215' is in the bottom right corner.</p>	<p>July 8, 2009 AT&amp;T (Chicago, IL) A temporary employee was arrested today on charges she <b>stole</b> personal information on co-workers and then pocketed more than \$70,000 by taking out short-term payday loans in the names of 130 of them.</p> <p>Define social engineering is the act of manipulating people into performing actions or divulging confidential information. While similar to a confidence trick or simple fraud, the term typically applies to trickery or deception for the purpose of information gathering, fraud, or computer system access; in most cases the attacker never comes face-to-face with the victim</p>
Slide 216	 <p>The slide has the text 'All I did was smile and they let me in the door' above a photograph of two young children, a boy and a girl, looking at each other. The slide number '216' is in the bottom right corner.</p>	<p>Evelyn and Sofia didn't get a lot of data, but stopped work where ever they went....</p>


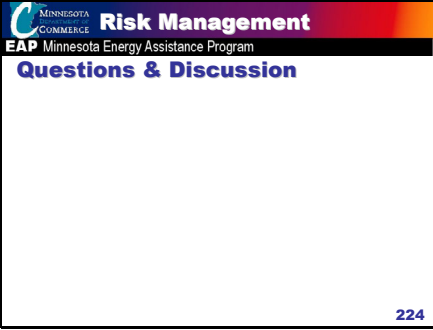
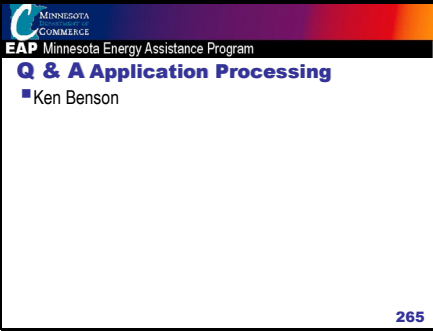


# Notes from question and answer sessions:

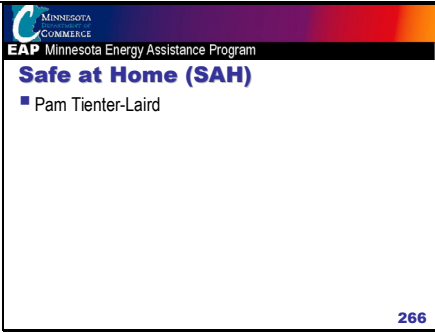
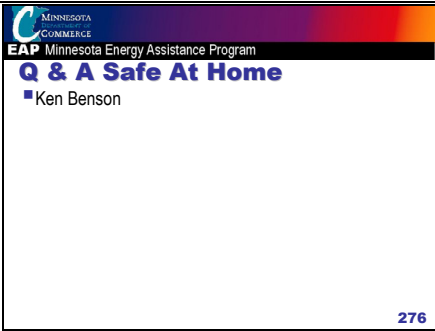
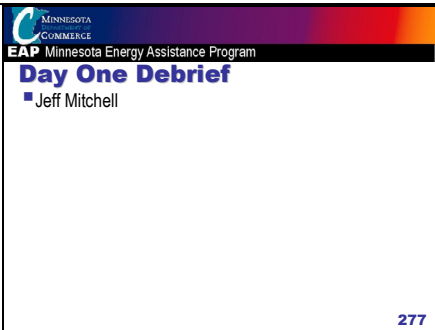
Slide #	Slide	Notes
Slide 218		<p>ACT Online is a free online security awareness training program. Please notice the web address <a href="http://www.act-online.net">www.act-online.net</a>. If you use a search engine to find the site you'll have results for the A.C.T. test. The training is recognized by the Dept of Homeland Sec. offered by the University of Memphis in a partnership with Vanderbilt University. There are ten courses in three tracks General / Non-Technical, Technical / IT Professional and a for Business Professionals</p> <p>Certification: Officially Released courses which have been reviewed and certified by the US Department of Homeland Security/FEMA. These can be distinguished on the Course Catalog page as having official TEI Course catalog numbers which correspond the DHS Course Catalog (available at <a href="http://DHS.gov">DHS.gov</a>)</p> <p>What We Do</p> <p>ACT Online provides a unique combination of expertise and capabilities and we leverage the background of a successful academic program in information assurance uniquely recognized by US Department of Homeland Security. Our nationwide program uses a comprehensive approach to prepare professionals in identifying assets, recognizing vulnerabilities, prioritizing assets and implementing protection measures in cyber infrastructure.</p>
Slide 219		<p>Lots of free information out there on how to manage risks.</p>
Slide 220		<p>Excellent resource for managing these risks.</p>



## Notes from question and answer sessions:

Slide #	Slide	Notes
Slide 222		I've got posters,
Slide 224		<p>DMA: When you use a scrubbing program to wipe the computers of the info, it takes the software too and the computers become anchors...How do you make it work again after it's been wiped?</p> <p>RG: Website has the system for \$30 dollars, you can get restore discs for the computers after it's been "scrubbed". OEM (original equipment manufacturers) materials that came with the computer.</p> <p>JR: Is it worth encrypting your email at home?</p> <p>RG: If you're sending private data, you would encrypt the file.</p>
Slide 265		<p>BB: Can we use just the 1040 and not the schedules?</p> <p>DB: Yes</p> <p>YE: For denied incomplete apps, if they were denied 6 months ago, can they send the same 3 months income?</p> <p>DB: Yes, the HHD has the option of using the 3 months from date originally submitted or resubmit 3 months from the reactivation.</p> <p>MLO: Does the denial letter jive with that? The denial letter says they have 30 days to complete, does that match?</p> <p>DB: The letter does not have enough detail to say either way about income.</p> <p>DM: Income exclusions and inclusions say the capital gains 4797 has to be sent in. Use line 13. If they call, how did you figure it?</p> <p>PTL: Have them send you info.</p> <p>Q?: What if no one is in the office for an Employee App faxed in.</p> <p>PTL: Hit 0 – and the operator will redirect. It goes to Kathy, then 0 and it goes to 5th floor. Tell them you need a live person.</p> <p>JH: There is always a staff person in the office</p> <p>MLor: We have used the "Information Received" when it's not complete or then they're over income, it won't let you deny the file. The Work around is to make the application 'complete' and then 'incomplete' again and then deny</p> <p>KB: I will check how this works.</p> <p>MH: I have a question and clarification; We have 3 PUC that supply natural gas and electric. If we don't enter them separately then we take away that choice of having 30% go</p>

## Notes from question and answer sessions:

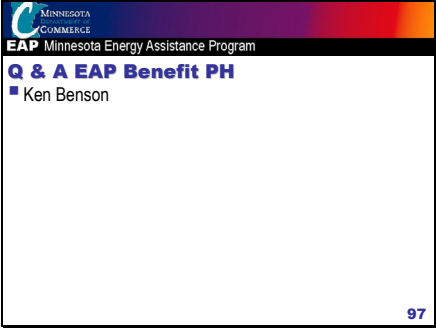
Slide #	Slide	Notes
		<p>to electric. They (the vendor) want to know how to apply the money.</p> <p>KB: If you have a good business reason, go ahead and do it. But best practice is to enter it as both in one record.</p> <p>RF: If we use old info, but when a household comes back and they want to give new income information, it can affect our inconsistency with timing to send a whole app for some things.</p> <p>DB: Just get a new signature page if they want to use new income</p> <p>ST: With electricity as secondary heat source, do we hold up an app. The people didn't change the app We get gas is one – and electric is 2. and if we cant find out do we hold up an app.</p> <p>WR: If they aren't sending us the complete tax form, what do we do for business use of home percentage?</p> <p>KB: This will be covered in Self employment business wage tomorrow. But now we will use the <i>Back Up Matrix</i>.</p>
Slide 266	 <p>Slide 266 content: EAP Minnesota Energy Assistance Program, <b>Safe at Home (SAH)</b>, Pam Tienter-Laird. Slide number 266.</p>	<p>RF: What about the vendors? If you have a utility number and name and get an address you can identify someone</p> <p>PTL: We must do our best, do everything possible. Energy vendors are more experienced at this. They have similar SAH programs. Use direct pay and do not keep an account number.</p>
Slide 276	 <p>Slide 276 content: EAP Minnesota Energy Assistance Program, <b>Q &amp; A Safe At Home</b>, Ken Benson. Slide number 276.</p>	<p>SPs applaud Ken's changes to eHEAT.</p>
Slide 277	 <p>Slide 277 content: EAP Minnesota Energy Assistance Program, <b>Day One Debrief</b>, Jeff Mitchell. Slide number 277.</p>	<ul style="list-style-type: none"> <li>• Facility is really nice</li> <li>• Did well attendee list by last name and SP add phone numbers and email to list</li> <li>• Are you getting what you expected?</li> <li>• Good at keeping focused and moving forward – well managed. Felt like it moved along?</li> <li>• More jokes</li> <li>• Good to change it up – not listening to John</li> <li>• Fruit was a good addition</li> <li>• Ken says get nuts next year.....</li> </ul>

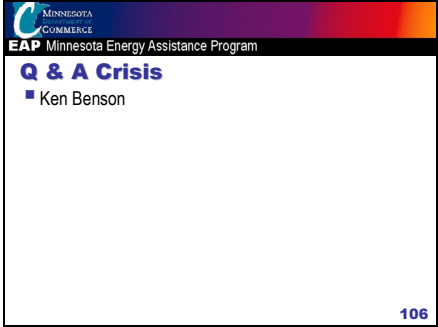
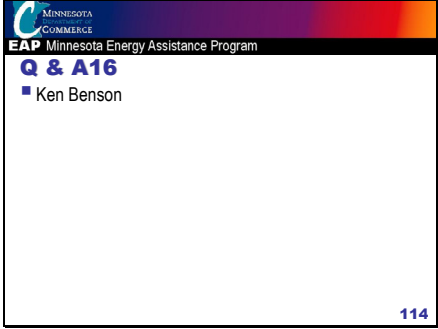
## Notes from question and answer sessions:

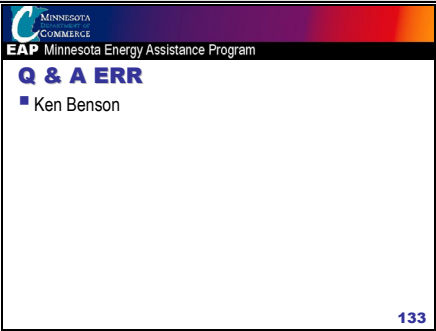
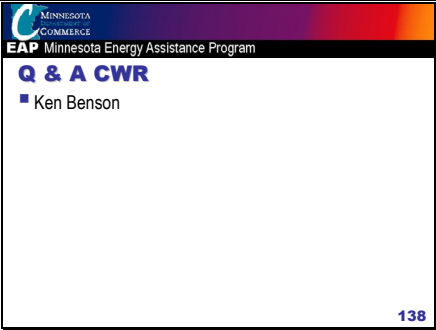
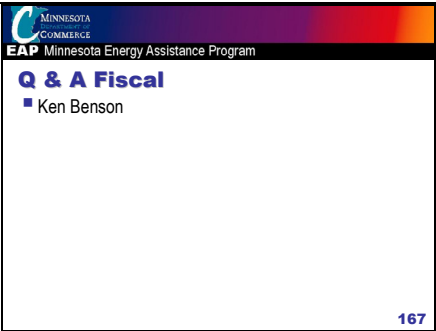
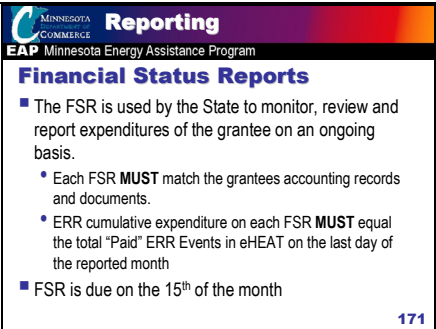
Slide #	Slide	Notes
		<ul style="list-style-type: none"><li>• I don't want to make Richard and Ken getting the most applause.</li></ul>

## Day Two

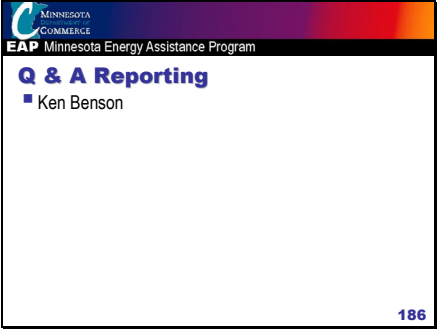
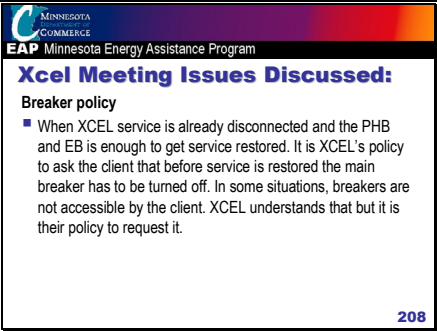
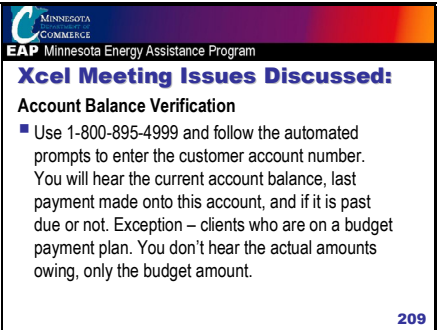
Slide #	Slide	Notes
Slide 46	<p>MINNESOTA COMMERCE EAP Minnesota Energy Assistance Program <b>Q &amp; A EAP Eligibility</b> ■ Ken Benson 46</p>	<p>Q: For a child living alone and moved back home with parents, can she still get a crisis grant at her parent's house?</p> <p>A: Yes.</p> <p>Q: Would her refund from the original household come to the parents?</p> <p>A: Yes</p> <p>Q: We have lots of people who are not teachers who only get paid for nine months. Do we count that income?</p> <p>A: No, if the folks are eligible for unemployment they would not fall under the "teachers" conditions. Use: the Prudent Principle on page 2 of Chapter-1</p> <p>PM: If you have two self employed people is there a difference between filing jointly or separately?</p> <p>Q: What happens to Crisis benefits</p> <p>A: When two household combine they are only eligible for the crisis with the most remaining. Cancel the other.</p> <p>A: On teachers again, if that June check represents the full three months income then you can. Remember what we are trying to determine; the last 3 months income available as close a possible. SO if it's 3 months, then it's 3 months.</p>
Slide 66	<p>MINNESOTA COMMERCE EAP Minnesota Energy Assistance Program <b>Q &amp; A WAP</b> ■ Ken Benson 66</p>	<p>ST: If someone is over income for EAP will those go over to the WAP Queue?</p> <p>KB: They will be available and will be added to the WAP Queue. WAP has all of the homes in the Queue.</p> <p>MLO: What about incomplete apps whose income are over for EAP but there's more income to verify for WAP?</p> <p>DM: Go ahead and complete the application. If they are over EAP income go the extra step to make them eligible for WAP level.</p> <p>RF: It would be beneficial for us to pursue the income for over EAP guidelines. We can find people eligible for ROPFW and for the WX Program.</p> <p>DM: Can we tell the difference between the WAP eligible and EAP eligible? Who are those people?</p> <p>KB: It is knowable, but we will be using the flag for those that are 200 percent. It will be an information request and then we might develop something as we see the use and need.</p>

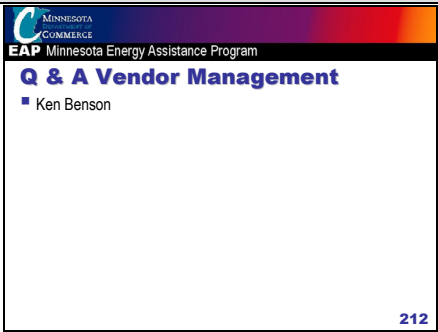
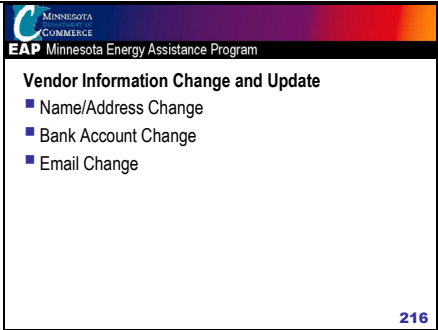
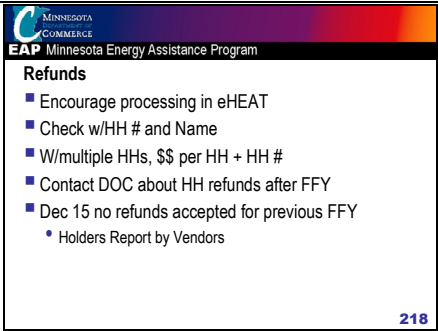
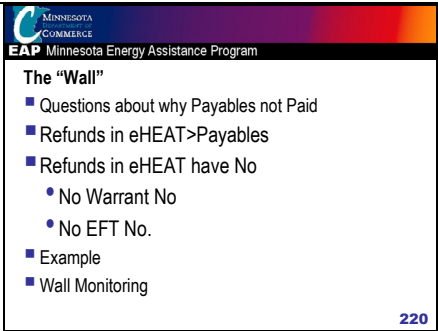
Slide #	Slide	Notes
Slide 97		<p>PMe: When we gather the info on the exotic fuels do we have to call more than one place?</p> <p>KB: Call more than one to get a good number.</p> <p>YE: If we have actual wood cost for the wood do we use that cost?</p> <p>KB: Yes</p> <p>Q: If we have actual costs for previous year, Can we use that cost?</p> <p>DB: Yes, use those actual costs if available.</p> <p>JoM: Where do we find the worksheet?</p> <p>KB: We have them on our web site in the tools (Forms) section.</p> <p>CF: We find that the electric consumption costs have to be 1 and ½ times the natural gas costs as a secondary heat costs or it makes the grant go down.</p> <p>KB: I ran a lot of scenarios on this and found that if you add that consumption in it only reduces it in small circumstances. You say no, she says no and I would be interested to see those examples and look into that a bit more. We're looking to have accurate information so that the app matches what the household's situation is. We're going to be looking into this further. We want the application to reflect this situation. If you know for a fact that they don't use electric heat then that should be taken off the application.</p>

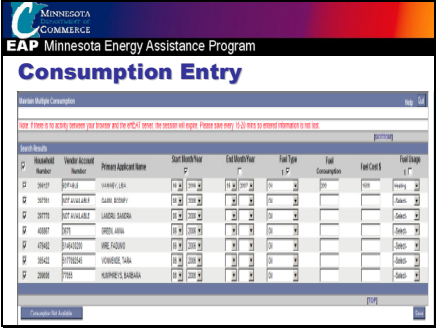
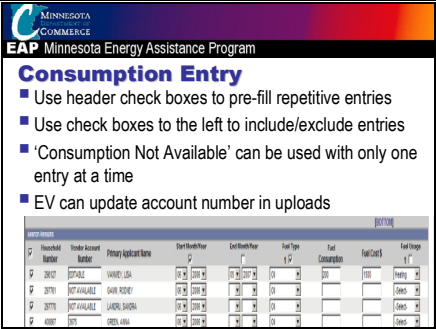
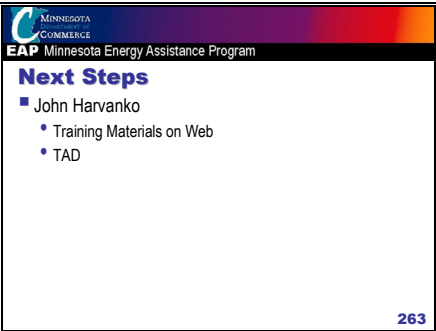
Slide #	Slide	Notes
Slide 106		<p>Q: If they could afford to pay, can you go to the second page and figure out their expenses are.</p> <p>A: Yes, If their payment is really high that is what they should pay.</p> <p>Q: There is an option for them to declare what they can pay isn't that true?</p> <p>A: You have to go with the amount that are on the worksheet.</p> <p>MD: If a client is on an Affordability Program, wouldn't you want to match that payment with the reasonable payment WS so we don't have two different payments?</p> <p>JR: If someone misses a payment can they make a lump-sum payment to make up for the missed one?</p> <p>A: Yes, you can use your flexibility to deal with households on a one on one basis.</p> <p>Q: Is there anyway for us to pull up a report that shows the vendors with the Crisis Events. So it shows the inactive vendors over and over again?</p> <p>Q: Do we have to fill out the <i>Reasonable Payment Worksheet</i> if they have a past due?</p> <p>MLO: Reasonable payment is used for making a payment plan.</p> <p>YE: If a person has completed their reasonable payments for the EBA does their tank have to be less than 20 %?</p> <p>(See Attachment: <i>State Responses</i>)</p> <p>Q: Senior Crisis Payments: We should not have to fill out the reasonable payment worksheet for a senior past due. This is confusing to us and the seniors. What is the point of allowing payments to senior citizens with past due payments if we have to prove a Reasonable payment?</p> <p>(See Attachment: <i>State Responses</i>)</p>
Slide 114		<p>Q: If households calls and needs ERR is that a referral to other services?</p> <p>DB: No, Referral to ERR and WX and ROFW. This is part of normal EAP services.</p> <p>BA: Is there a discrepancy in the Manual for Assurance 16 in helping a household fill out applications?</p> <p>JH: No, there is a difference between making a home visit to help someone fill out an application and processing an application in-house.</p>

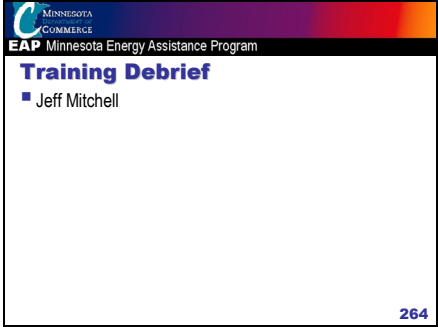
Slide #	Slide	Notes
Slide 133		<p>Q: Do contractors have to follow Davis Bacon?</p> <p>KB: Davis Bacon must be used if ARRA funds are used. Other money on that job does not have to be Davis Bacon such as ERR and EAP/WX.</p> <p>ST: Can we let contractors know what funds are Davis Bacon.</p> <p>RF: The contract will clearly state if they are use Davis Bacon.</p> <p>ST: Do we pay taxes on furnaces or are we exempt?</p> <p>PTL: Check with your fiscal director</p> <p>CF: If we pay for the furnace with half ARRA and half ERR. Does this require Davis Bacon?</p> <p>MC: We are trying to figure this out.</p> <p>PM: Can we just print the ERR sheets we want?</p> <p>JM: Yes</p> <p>PW: With proof of ownership for contract for deed sometimes you only see hand written statement. Can we use that?</p> <p>DB: Yes</p>
Slide 138		<p>PM: Does the CWR no deposit apply for any one?</p> <p>TS: No deposit rule requirement during CWR applies to regulated utilities for low income with 50% SMI</p> <p>PM: Deposits for customers at or below 50% of the guidelines</p> <p>JR: If they received a grant during the cold weather period, can the utility tack it back on after CWR protection ends?</p> <p>A: Yes</p>
Slide 167		<p>BB: If I have four scheduled payments and take it to one payment I don't cancel the payments to make them into one. BB</p> <p>KB: You can just change the schedule with out canceling anything when there is only vendor payments go to, that will work. More than one vendor, need to do that extra step.</p> <p>Q. Allocated history: When you see the small amounts moving around, are they negative?</p> <p>KB: These are from transfers.</p>
Slide 171		<p>ML: Call and let us know if you are going to have a problem with being on time with your reports preferably ahead of time and for a good reason. You're required to have a back up person for reports.</p>



Slide #	Slide	Notes
Slide 186	 <p>MINNESOTA COMMERCE EAP Minnesota Energy Assistance Program</p> <p><b>Q &amp; A Reporting</b></p> <ul style="list-style-type: none"> <li>Ken Benson</li> </ul> <p>186</p>	<p>PM: Do you want an <i>Incident Report</i> for every grant adjustment? PM</p> <p>JH: No, you make adjustments in your normal business; we don't need to hear about every refund etc., but unusual stuff. . . . you need to use your judgment.</p>
Slide 208	 <p>MINNESOTA COMMERCE EAP Minnesota Energy Assistance Program</p> <p><b>Xcel Meeting Issues Discussed:</b></p> <p><b>Breaker policy</b></p> <ul style="list-style-type: none"> <li>When XCEL service is already disconnected and the PHB and EB is enough to get service restored. It is XCEL's policy to ask the client that before service is restored the main breaker has to be turned off. In some situations, breakers are not accessible by the client. XCEL understands that but it is their policy to request it.</li> </ul> <p>208</p>	<p>They will request it, if the person doesn't have access to the breaker, they can tell them about it. And they will reconnect without getting to the breaker. It's there policy to ask.</p>
Slide 209	 <p>MINNESOTA COMMERCE EAP Minnesota Energy Assistance Program</p> <p><b>Xcel Meeting Issues Discussed:</b></p> <p><b>Account Balance Verification</b></p> <ul style="list-style-type: none"> <li>Use 1-800-895-4999 and follow the automated prompts to enter the customer account number. You will hear the current account balance, last payment made onto this account, and if it is past due or not. Exception – clients who are on a budget payment plan. You don't hear the actual amounts owing, only the budget amount.</li> </ul> <p>209</p>	<p>One issue is the automation will only give you the budget amount owed if they are on a plan. Call and talk to someone if they're on a budget plan.</p>

Slide #	Slide	Notes
Slide 212		<p>ST: We email PAR north, and they're 11 people who answer those emails. Placed a guarantee and the client calls and sets up the time with the household to reconnect service. Ask for a 30 day extension. We ask calls centers not to refer back to call center.</p> <p>TS: FYI on CPE rate case: Level for Center point is much lower than other utility companies</p>
Slide 216		<p><b>MK Presentation</b></p> <ul style="list-style-type: none"> <li>• If a vendor is adding a new bank account number, they are a new vendor in our system. They can only have one bank account number at a time in our system. So, it's treated as a new provider for our system.</li> <li>• Please send all the info for any changes. MK doesn't keep hard copy of the information so they should include their tax ID number. Street address and sponsoring SP.</li> <li>• Have to have the tax id number.</li> </ul>
Slide 218		<p><b>MK Presentation</b></p> <ul style="list-style-type: none"> <li>• HH number and initials (or names) for refunds sent into us, so MK can verify.</li> <li>• Let MK know if you need a refund to go back to a HH after the end of the PY and before December 15.</li> <li>• None accepted after that. It is a unclaimed property issue between the vendor and Unclaimed Property @ Commerce State of MN.</li> <li>• Please pay attention to the street address. State I.D. number.</li> <li>• Sponsoring SP – Make sure to add who the vendor is sponsoring – working with.</li> </ul>
Slide 220		<p><b>MK Presentation</b></p> <p>Every year is less and less of an issue, but answers. The money doesn't go out for a payment for a household; the answer usually is that there is a refund sitting in eHEAT that is greater than payables. So the vendor needs to refund the difference and then the system will start to move again. That's why it's called a wall. . . .</p>

Slide #	Slide	Notes
Slide 231		<p><b>MK Presentation</b></p> <p>Few things to notice, look at the fuel type, click the check mark at the top and they'll all fill in.</p> <p>Remember that the box checked on the left is the households that the info will be saved.</p> <p>When your training someone how to do this, have them try one or two and save it. Go back in and look to be sure it works. Then, go ahead.</p>
Slide 232		<p><b>MK Presentation</b></p> <p>Help button on the right there that's useful to the vendors.</p>
Slide 263		<p>Q. When are the apps for printing going to be available?</p> <p>A. Next week sometime.</p> <p>Q. Can we get the training docs PowerPoints out separate from the TADs?</p> <p>JM. Yes. We will have these out next week as Power Points for training and the TAD will come later. We will also send Question to clarify in an EZ very soon.</p> <p>MLO: We don't ask percentage or number of bedrooms for anybody but wood on the Application. Can they change on the camera ready app themselves to ask HH the questions?</p> <p>JH: We will look into that and answer later (See Attachment: <i>State Responses</i>)</p>

Slide #	Slide	Notes
Slide 264		<p>Jeff read intentions of the trainings. Overall Impressions –</p> <p>CF: Good information. I would love to see it presented in different ways. As adult learners, we do better if you change it up. Not just PowerPoint.</p> <p>JM: What would you suggest?</p> <p>KF: I'll get back to you.</p> <p>DW: Getting rid of SE consumption GREAT!</p> <p>PW: Clarifications on things were right on, glad to have them.</p> <p>MH: Pace was good.</p> <p>KB: Ice tea and more turkey for lunch</p> <p>ADD TO THE TRAINING: Sharing on outreach. Always looking for some ideas.</p> <p>DB: Good to have SP's doing presenting: Use some small one's and some big ones.</p> <p>PW: Some sharing things are better to go to EACA for sharing time of stuff.</p> <p>DW: 1040 tax forms.... And school grants. Love that!</p> <p>ST: Having David, Marilou and Tracy come too, It's good to have this information because we work with them.</p> <p>YE: She liked the Holiday Inn and the stairs at the civic center were a bummer.</p> <p>PM: Longer break on second morning, to facilitate check outs.</p> <p>DB: Manual index in back. (computer Software)</p> <p>PW: When we got our local plans the risk assessment tool I said what the heck. Then I saw it here and said AHHH! it would have been good to have training ahead of time. (Don't play that trick again. JM interpretation)</p> <p>ST: 3 people per agency instead of two. For traditions sake.....</p>

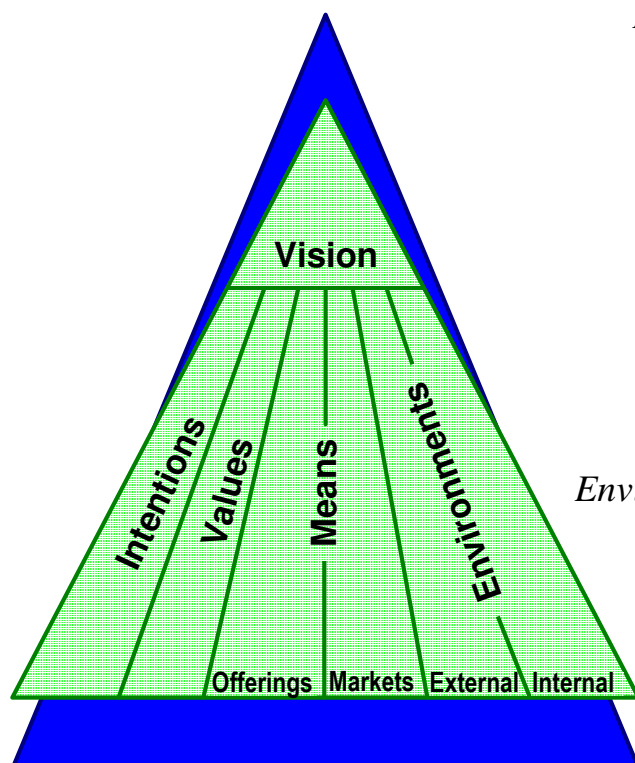


## EAP Business Strategy Model Updated January 2009

The Business Strategy Model (BSM) provides a shared vision. The shared vision ensures we are serving the same goals and are all working together. The BSM helps build a high-performing team, helps provide consistent messages to key stakeholders and guide day-to-day decisions and actions. The PAC and EAP staff's each have a BSM. They share intentions, values and markets and differ in the offerings. EAP BSM was replaced the EAP Effort Definition, which was originally created 2004.

### Elements of a Complete Vision

The BSM creates a shared vision by defining key elements of the business. The pyramid model below illustrates the concept. The combination intentions, values, means and environments come together to create the vision:



*Intentions*

*Values*

*Means*

*Environments*

### Definitions

- Why does your unit or organization exist?
- What guides the behavior of your organization?
- What products or services do we provide?
- To whom do we provide them?
- What factors outside our organization must we monitor and adjust to?
- How should we organize ourselves to meet our intentions, within our values?

## **EAP Business Strategy Model** Updated January 2009

### **Intentions**

Maintain affordable, continuous, and safe home energy for low-income Minnesota households.

### **Values**

#### 1. Overall:

- a. Affordable, safe, and dependable energy
- b. Advocacy
- c. Good stewardship of resources
- d. Being realistic about limitations
- e. Quality
- f. Partners and Partnerships (see Coordinated Responsibility Model)
- g. Understanding the program in the context of broader public policy and other needs of low-income Minnesotans
- h. Being the compass but not the map
- i. Reward positive, proactive behavior by all energy stakeholders

#### 2. Regarding Households:

- a. Dignity and privacy
- b. Participation (see Coordinated Responsibility Model)
- c. Empower people to make informed decisions regarding their energy use and needs
- d. Serving the most in need – balancing total number of participants, makeup of participants, and levels of service

#### 3. Regarding Collaboration:

- a. The responsibility to provide a safety net
- b. Working towards the same goals
- c. Stakeholders personal commitment and accountability
- d. Represent our own personal perspective, the views of our stakeholder group, and the world from multiple perspectives
- e. Actively coordinate across programs and departments

#### 4. Regarding Policy Direction:

- a. Creative and flexible approaches
- b. Consistency
- c. Balance of simplicity and fairness
- d. Recommendations based on a sound community analysis
- e. More strategic than operational
- f. Timely and proactive in order to mitigate emerging problems

## **Means**

### **Offerings (Products and Services)**

- Energy bill payment
- Furnace repair or replacement
- Energy related crisis intervention
- Advocacy
- Outreach
- Referral
- Information
- Education
- Conservation Coordination and Collaboration
- Demonstrate effectiveness of investment

### **State Staff Offerings**

- Oversight, monitoring and quality control
- Compliance with Federal and State requirements
- Policy
- Decision making
- Planning
- Training and Technical Support
- Stakeholder involvement and communication
- Program advocacy and information

### **Markets (Customers)**

- Households, emphasizing low-income:
  - Families with children under age five
  - Families with members who are disabled
  - Seniors
- EAP Director and Staff
- Local Service Providers
- Policy decision makers
- Funders (e.g. HHS)
- Energy Vendors
- Mechanical Contractors
- PAC members
- Weatherization Assistance Program
- Partner organizations
- Community
- Tax payers
- Utility rate payers



## Environments

### Internal

Environmental Consideration	Implications
Unique and necessary role of Households, Energy Vendors, and Government (Coordinated Responsibility Model)	Particular consideration to the definition and communication of all stakeholder roles
Active pursuit of involvement and partnership by using a shared business methodology	Increased likelihood of success Increased commitment of time on the front-end for all combinations of stakeholders Devote scarce staff resources to the way we do business and invest in state staff skills and techniques
Direction: Maximize local knowledge, control and delivery of services	Contract out to local service providers  State Office actively pursued feedback and adjustments
Our leadership and peers are interested in and supportive of our efforts	Understand and align needs and expectations of leadership and peers  Keep leadership and peers informed
Our partners and community are interested in and supportive of our efforts	Understand and align needs and expectations of partners and community  Keep partners and community informed
We have custom developed technology tools to support our business	We can directly influence what our tools do/not support – constrained to resources Increased consistency of the program – less local control

### External

Environmental Consideration	Implications
In the Office of Energy Security	Primary state energy policy agency Not a social service agency – our offerings are unique in this organization
Federal LIHEAP block grant	Constraints and flexibility in how we deliver the program e.g. we determine to offer furnace repair and replacement
There are other related programs (e.g. CWR, DHS, Heat Share and Affordability Programs)	Effects public understanding,
Resource amounts and timing of the resources are out of our control	Effects availability, delivery and types of services offer at program start up and dictates end date and carryover.
Weather	Effects demand during seasonal changes and effects consumption amounts
Economy	Increase demand on program services
Fuel prices	Changes impact of benefits and need for services

**Attachment 2 – Exotic Fuels Worksheet:** This was a handout in the training folder in Section 3.

Energy Assistance Program

## Exotic Fuels Worksheet

Household Number: \_\_\_\_\_

Household Name: \_\_\_\_\_

Fuel Type: \_\_\_\_\_

To determine estimated fuel cost for households using exotic fuels such as wood, corn or pellets as a primary or secondary fuel.

- \_\_\_\_\_ 1. The number of bedrooms (\*household declaration).
- \_\_\_\_\_ 2. The estimated consumption cost using the table below.
- \_\_\_\_\_ 3. The percent of total heat provided by this fuel. (\*household declaration - Example: 70 )
- \_\_\_\_\_ 4. Estimated Fuel Cost. Enter fuel cost (#4) into eHEAT as heat consumption and cost for this fuel type.

No. of bedrooms	Wood Cords	Corn Bushels Delivered	Corn Tons Delivered	Pellets Bags Delivered	Pellets Tons Delivered
1	\$0	\$0	\$0	\$0	\$0
2	\$0	\$0	\$0	\$0	\$0
3	\$0	\$0	\$0	\$0	\$0
4	\$0	\$0	\$0	\$0	\$0
5	\$0	\$0	\$0	\$0	\$0
6	\$0	\$0	\$0	\$0	\$0

+

\* Refer to Minnesota Energy Programs Application for the household's estimated percentage of heating use for the fuel.

Energy Assistance Program

# Exotic Fuels Worksheet

Enter last heating season's COST PER UNIT for each fuel type in row 11.

Cost for wood is an average cost. Do not include a dealer cost if way off the typical cost.

Corn and Pellets may be the best price.

	<b>Wood</b> Full Cord	<b>Corn</b> Bushel Delivered	<b>Corn</b> Ton Delivered	<b>Pellets</b> Bag Delivered	<b>Pellets</b> Ton Delivered
<b>Example</b>	\$175.00	\$3.50	\$75.00	\$3.95	\$110.00
<b>FUEL COST PER UNIT</b>					
<b>Documentation for Fuel Cost</b>					

<b>No. of bedrooms</b>	<b>Wood</b> Cords	<b>Corn</b> Bushels Delivered	<b>Corn</b> Tons Delivered	<b>Pellets</b> Bags Delivered	<b>Pellets</b> Tons Delivered
1	6.5	240	6.86	256.38	5.13
2	7	258	7.39	276.11	5.52
3	7.5	277	7.92	295.83	5.92
4	8	295	8.45	315.55	6.31
5	8.5	314	8.98	335.27	6.71
6	9	332	9.51	354.99	7.1



## Reporting ERR Timely and Accurately on FSR Process Model

August 2009 – EAP Annual Training

The following documents the Energy Related Repair (ERR) processes from a household request to reporting on the Financial Status Report (FSR). The intention is to clarify the processes and steps used to assure proper controls and accounting of ERR funds and activities.

### Background

The FSR are required to match eHEAT ERR paid for the reported month. This enables oversight of performance and fiscal operations, ERR allocation requests validation, projecting expenditures and program closeout management. More importantly, matching ERR amounts aids in assuring payments are accurate and timely to assure safe quality services.

The *EAP Policy Manual* states\* "Energy Related Repair (ERR) cumulative expenditures on each FSR must equal the total "Paid" ERR Events/Tasks in eHEAT on the last day of the reported month." The FSR requires ERR expenditures on a paid basis. This may challenge SPs depending on the type of accounting (Accrual or other) used. SPs are not required to convert accounting systems to meet the ERR FSR requirements, but only need to report data documenting the ERR activities paid to the date.

To assure accurate and timely ERR reporting, SPs must:

- Accurately enter ERR events & tasks in eHEAT as they originate
- Update eHEAT ERR paid data before the end of the month
- Reconcile eHEAT ERR paid data to SP fiscal records for the month reporting
- Enter the ERR paid by the end of the month on the FSR for the reported month
- Enter notes explaining discrepancies on FSR due to accrual accounting (To meet SP auditor's reporting expectations, activities normally kept on an accrual basis record the accrual expenditures in the "Service Provider Notes" box on FSR.)

Starting April 2009 the following procedures were implemented for reporting ERR expenditures:

- An FSR is not accepted if the eHEAT ERR total paid amounts on the last day of the month do not match the cumulative ERR total on the FSR for the month or the FSR "Service Provider Notes" does not explain reason for discrepancies
- An FSR not meeting this requirement is "Re-Opened" with a "State Fiscal Notes" stating "Please review your FSR ERR activities against eHEAT ERR paid and note the difference in your SP Notes."
- SPs have until the 15th of-the-month after the report month to correct and submit an accurate FSR
- Late or inaccurate FSR are subject to the **TIMELINESS AND ACCURACY OF REPORTS** provisions of FFY 2009 EAP Policy Manual, Chapter 18 – Information and Reporting, pages 115 and 116.
- Late or inaccurate FSR may result in: SP compliance finding, Denial of cash requests and or Denying requests for additional funds

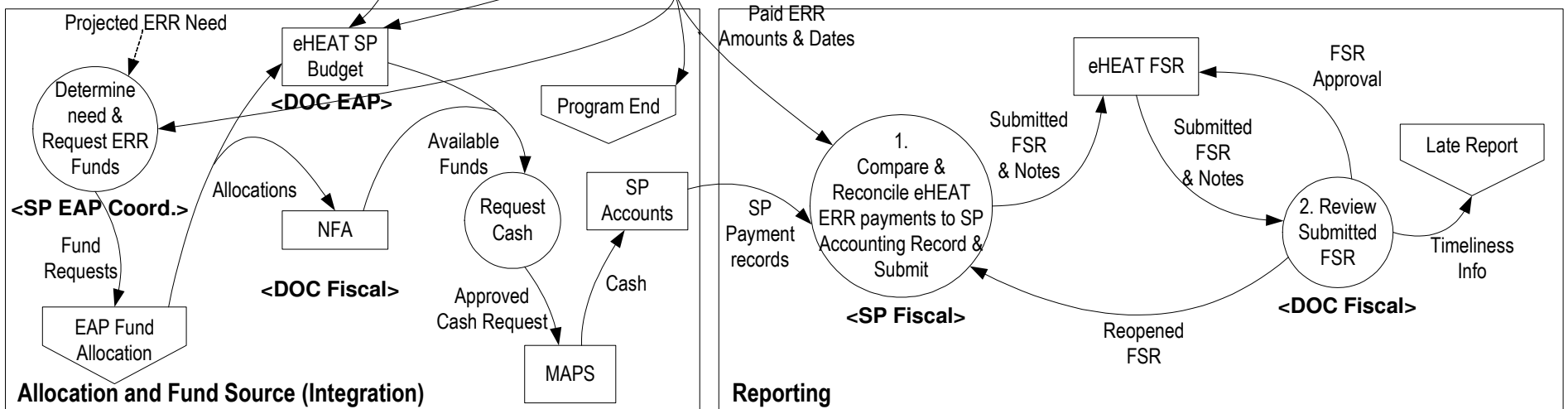
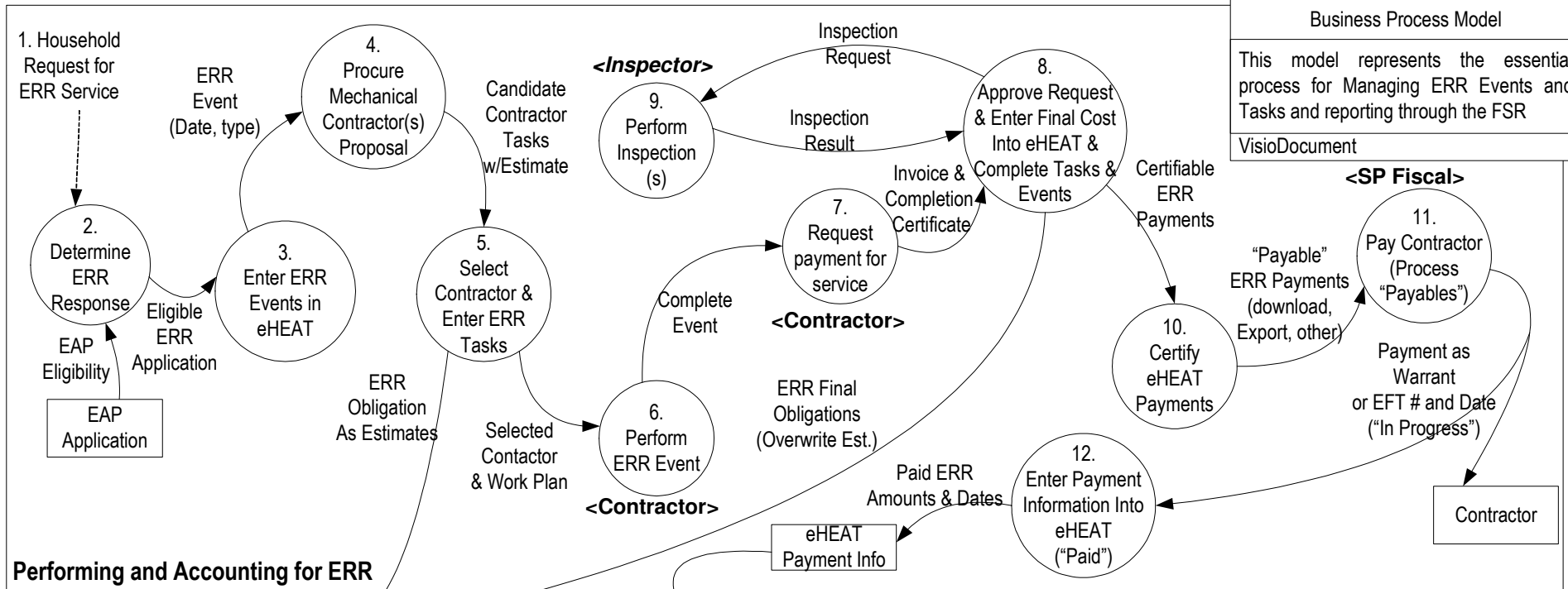
Contact Mark Kaszynski at 651-297-4521, if you have fiscal questions. Contact your EAP field rep, if you have other questions

## ERR Management With FSR

### Business Process Model

This model represents the essential process for Managing ERR Events and Tasks and reporting through the FSR

VisioDocument



## ERR Fiscal Reporting Process (Model Text) FFY2010 EAP Annual Training August 2009

**From:** Household request for ERR Service

**To:** Completed financial reporting and reconciliation

**Includes:** Entering eHEAT and matching SP accounting process to Financial Reporting requirements

**Challenge:** SP accounting systems are a mix of Accrual and cash accounting practices. EAP would prefer to have a consistent method of oversight for

#	Task	Description	Who	Deliverable
1.	<b>Trigger:</b> Household Requests Energy Related Repair or Replacement (ERR) Service	Household must be determined EAP eligible	HHD	<ul style="list-style-type: none"> <li>Household ERR Request</li> </ul>
2.	Determine ERR Response	Assess household's situation: <ul style="list-style-type: none"> <li>Determine homeownership</li> <li>Validate no heat situation meets ERR definition</li> <li>Develop approach</li> </ul>	EAP SP ERR Staff	<ul style="list-style-type: none"> <li>Determination of ERR need and eligibility</li> <li>Eligible ERR Event</li> </ul>
3.	Enter ERR events in eHEAT	As they originate <ul style="list-style-type: none"> <li>The event is entered to initiate the ERR benefit.</li> <li>Time is recorded in event record. (Typically tasks are not added but can to obligate funds)</li> </ul>	EAP SP Staff	<ul style="list-style-type: none"> <li>Initiated Event</li> <li>eHEAT record</li> </ul>
4.	Procure Mechanical Contractor(s) Proposal	1. Do physical inspection of furnace and dwelling 2. Assess situations 3. Estimate work	EAP SP	<ul style="list-style-type: none"> <li>Candidate Contractors</li> <li>Candidate Tasks with estimates</li> </ul>
5.	Select Contractor & Enter ERR Tasks	Based on local process, select contractor & approve a work plan. Tasks are subsets of an event. The tasks require a contractor & cost estimate. Once the estimate is enter in the "Estimate" field, the amount pastes into the "Actual Cost" field & obligates the ERR funds from the SP budget line in eHEAT Grant module. Enter an "Inspection Tasks" & estimate.	EAP SP ERR Staff	<ul style="list-style-type: none"> <li>Selected Contractor(s)</li> <li>Work Plan</li> <li>Entered Tasks               <ul style="list-style-type: none"> <li>i. For each contractor as needed</li> <li>ii. Includes Inspection task</li> </ul> </li> <li>ERR funds obligation</li> </ul>
6.	Perform ERR events	Repair or replacement is performed by contractor(s)	Contractor(s)	<ul style="list-style-type: none"> <li>Complete ERR services</li> </ul>

#	Task	Description	Who	Deliverable
7.	Request payment for service	Contractor submits SP invoice for payment from EAP Program. Contractor submits invoice with completion certificate. Certificate includes pressure testing information.	Contractor	<ul style="list-style-type: none"> <li>• Final cost</li> <li>• Request for Payment (Invoice)</li> <li>• Completion Certificate</li> <li>• Pressure test results</li> </ul>
8.	Approve Request & Enter Final Cost into eHEAT & Complete Tasks & Events	Once tasks are complete the distributions can be sent for payment. In the Maintain Event screen the SP can distribute event payments.	SP ERR Staff	<ul style="list-style-type: none"> <li>• Certifiable ERR payments (In 'Payment Services' Module in eHEAT</li> <li>• Inspection Order (For selected)</li> </ul>
9.	Perform Inspections	Inspections are tasks. SPs should set up Inspection tasks with estimates to obligate money. Not all ERR are required to be inspected. Repairs are not, and SP's need to inspect 50% of replacements including at least one for each contractor.	Inspectors	<ul style="list-style-type: none"> <li>• Inspectors report</li> <li>• Completed &amp; Inspected event</li> </ul>
10.	Certify eHEAT payments	<p>Review payment request and certify as ready to be paid. This is an approval by a program operative that can validate the payments. This validation is for fiscal people to know to go ahead with payments.</p> <ul style="list-style-type: none"> <li>• This is a review of files and job and required paper work to assure complete and legit job and billing matches work done</li> </ul>	SP EAP Payment Certifier	<ul style="list-style-type: none"> <li>• "Payable" ERR eHEAT payments as ay validation</li> </ul>
11.	Pay Contractors (Process "Payables")	<ul style="list-style-type: none"> <li>• SP issues warrant/EFT payment to contractor with funds available allocated by NFA and cash request process</li> <li>• eHEAT payments go from "Payable" to become "Payable" &amp; "In Progress" once approved in eHEAT. Since there are a variety of accounting functions designed into eHEAT to accommodate automation, the SP can download payments &amp; they become "payable through this process or the can execute this with a click of a button in eHEAT (See instructions)</li> <li>• SP can manually, export or download list to move information to accounting. When downloaded, payment status becomes "In Progress"</li> <li>• If not using download process, the status is converted from 'Payable' to "In Progress" by clicking 'Make Payable' button. This converts.</li> </ul>	Fiscal or EAP staff as designed Fiscal or EAP staff as designed locally	<ul style="list-style-type: none"> <li>• Payments to contractor as Warrant or EFT</li> <li>• Warrant or EFT Date and Number</li> </ul>



#	Task	Description	Who	Deliverable
12.	Enter payment information in eHEAT	Payment info in eHEAT requires Warrant or EFT date and number, when saved it marks payment as paid. <ul style="list-style-type: none"> <li>• Enter the ERR paid by the end of the month on the FSR for the reported month</li> </ul>	Fiscal or EAP staff as designed Fiscal or EAP staff as designed locally	<ul style="list-style-type: none"> <li>• Paid ERR eHEAT record</li> <li>• ERR paid amounts and dates</li> </ul>

**Reporting:** Monthly Financial Status (FSR) report require the cumulative expenditures in the ERR fund category on the FSR must match eHEAT ERR paid on the last day of the reported month.

#	Task	Description	Who	Deliverable
1.	Compare & Reconcile eHEAT ERR payments to SP Accounting Record & Submit	<p>Energy Related Repair (ERR) cumulative expenditures on each FSR must equal the total "Paid" ERR Events/Tasks in eHEAT on the last day of the reported month."</p> <p>If necessary, complete needed steps to align eHEAT and Local fiscal activities</p> <ul style="list-style-type: none"> <li>• The ERR FSR reported expenditures requirement is on a paid basis. SP enters for the reporting month the Local ERR expenditure</li> <li>• This may be a challenge for SPs depending on their accounting system records ERR activities for reporting on the FSR. SPs are not required to convert accounting systems, whether accrual or other than an accrual basis to meet the ERR FSR reporting requirements, but are required to provide data on the FSR best documenting the ERR activities paid to the date.</li> <li>• Enter FSR note on accrual information &amp; explain discrepancies</li> <li>• SPs has until the 15th day (or next business day if the 15th falls on a weekend or holiday) after the reported month to correct and/or submit an accurate FSR</li> </ul>	Fiscal or EAP staff as designed locally SP Fiscal Staff	<ul style="list-style-type: none"> <li>• Reconciled eHEAT ERR information and SP Fiscal Activity information</li> <li>• Amount to enter into FSR</li> <li>• Submitted FSR</li> <li>• FSR "Service Provider Notes" must adequately explain any discrepancies</li> </ul>
2.	Review submitted FSR	<ul style="list-style-type: none"> <li>• An FSR is not accepted if the eHEAT ERR total paid amounts on the last day of the month do not match the cumulative ERR total on the FSR for the month or the FSR "Service Provider Notes" does not explain reason for discrepancies</li> <li>• An FSR not meeting this requirement is "Re-Opened" with a "State Fiscal Notes" stating "Please review your FSR ERR activities against eHEAT ERR paid and note the difference in your SP Notes."</li> </ul>	DOC Fiscal	<ul style="list-style-type: none"> <li>• Approved FSR OR</li> <li>• Request for resubmission of FSR (Incomplete FSR)</li> <li>• SP should review recalculate FSR as needed to accomplish required match. Recalculate and Resubmit FSR (If needed)</li> </ul>
3.	Late Report Process	Late or inaccurate FSRs are subject to the <b>TIMELINESS AND ACCURACY OF REPORTS</b> provisions of FFY 2009 EAP Policy Manual, Chapter 18 – Information and Reporting	DOC Late Report Monitor	<ul style="list-style-type: none"> <li>• SP compliance finding</li> <li>• Denial of cash requests</li> <li>• Denying requests for additional funds</li> </ul>

Attachment 5 – Leveraging: This was a handout in the training folder in Section 4.



## Leveraging Survey

Reporting Period: October 1, 2008 through September 31, 2009

**Please complete by October 21, 2009 and return to:**

Minnesota Department of Commerce

Attention: Mary LeFebvre

85 East 7<sup>th</sup> Place, Suite 500

St. Paul, MN 55101-2198

**Company/Agency/Association:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **ZIP:** \_\_\_\_\_

**Person completing this report:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

## Survey

*Please do not report CIP benefits. CIP is reported by the Minnesota Department of Commerce CIP Unit.*

### Discounts and Waivers

1. Did you give a *discount on the price of oil or propane* to low-income households? Yes or No

If	Question	Answer
Yes:	a. How many total gallons of oil were discounted?	
	b. How many cents per gallon was the discount for oil?	
	c. How many low-income households received the discount for oil?	
	d. How many total gallons of propane were discounted?	
	e. How many cents per gallon was the discount for propane?	
	f. How many low-income households received a discount for propane?	

2. Did you *waive the security deposit* for low-income households? Yes or No

If	Question	Answer
Yes:	a. What was the total cost of the waived security deposits?	
	b. How many low-income households received the waiver?	

3. Did you *waive reconnection fees* for low-income households? Yes or No

If	Question	Answer
Yes:	a. What was the total cost of the waived reconnection fee?	

- |  |  |  |
|--|--|--|
|  | b. How many low-income households received the waiver? |  |
|--|--|--|
4. Did you *waive the late payment fee* for low-income households? Yes or No
- |      |  |        |
|------|--|--------|
| If   | Question   | Answer |
| Yes: | a. What was the total cost of the waived late payment fee? |        |
|      | b. How many low-income households received the waiver?     |        |
5. Did you *provide a discount on the price of weatherization materials*? Yes or No
- |      |   |        |
|------|---|--------|
| If   | Question  | Answer |
| Yes: | a. What was the total cost of the discount?               |        |
|      | b. How many low-income households received this discount? |        |
6. Did you *provide a discount on the purchase price of heating/cooling equipment* for low-income households? Yes or No
- |      |   |        |
|------|---|--------|
| If   | Question  | Answer |
| Yes: | a. What was the total cost of the discount?               |        |
|      | b. How many low-income households received this discount? |        |

## “Cash” Benefits

1. Did you *pay a utility or energy bill* for low-income households? Yes or No
- |      |   |        |
|------|---|--------|
| If   | Question  | Answer |
| Yes: | a. What was the total cost of the bills paid?               |        |
|      | b. How many low-income households received this assistance? |        |
2. Did you *purchase heating oil, propane, wood, etc* for low-income households? Yes or No
- |      |   |        |
|------|---|--------|
| If   | Question  | Answer |
| Yes: | a. What was the total cost for heating oil?             |        |
|      | b. How many low-income households received heating oil? |        |
|      | b. What was the total cost for propane?                 |        |
|      | c. How many low-income households received propane?     |        |
|      | d. What was the total cost for wood?                    |        |
|      | e. How many low-income households received wood?        |        |
3. Did you *purchase weatherization/conservation materials* for low-income households? Yes or No
- |      |   |        |
|------|---|--------|
| If   | Question  | Answer |
| Yes: | a. What was the total cost of materials?                    |        |
|      | b. How many low-income households received this assistance? |        |
4. Did you *install weatherization/conservation materials* for low-income households? Yes or No
- |      |   |        |
|------|---|--------|
| If   | Question  | Answer |
| Yes: | a. What was the total cost for installation?                |        |
|      | b. How many low-income households received this assistance? |        |
5. Did you *purchase heating and/or cooling equipment* for low-income households? Yes or No
- |      |  |        |
|------|--|--------|
| If   | Question   | Answer |
| Yes: | a. What was the total cost for heating and/or cooling equipment? |        |

	b. How many low-income households received this assistance?	
--	---	--

6. Did you ***install heating and/or cooling equipment*** for low-income households? Yes or No

<b>If</b>	<b>Question</b>	<b>Answer</b>
<b>Yes:</b>	a. What was the total cost for installation?	
	b. How many low-income households received this assistance?	

## In-kind Benefit (Provided free of charge)

1. Did you donate ***energy related repair services, furnace replacements or clean and tunes***? Yes or No

<b>If</b>	<b>Question</b>	<b>Answer</b>
<b>Yes:</b>	a. What was the total cost of donated energy related repair services?	
	b. How many low-income households received this assistance?	

2. Did you ***donate weatherization/conservation materials***? Yes or No

<b>If</b>	<b>Question</b>	<b>Answer</b>
<b>Yes:</b>	a. What was the total cost of donated weatherization/conservation materials?	
	b. How many low-income households received this assistance?	

3. Did you ***donate labor for the installation weatherization/conservation materials***? Yes or No

<b>If</b>	<b>Question</b>	<b>Answer</b>
<b>Yes:</b>	a. What was the total cost of donated weatherization/conservation installation labor?	
	b. How many low-income households received this assistance?	

4. Did you ***donate heating and/or cooling equipment***? Yes or No

<b>If</b>	<b>Question</b>	<b>Answer</b>
<b>Yes:</b>	a. What was the total cost of donated heating/cooling equipment?	
	b. How many low-income households received this assistance?	

5. Did you ***donate labor for installation of heating and/or cooling equipment***? Yes or No

<b>If</b>	<b>Question</b>	<b>Answer</b>
<b>Yes:</b>	a. What was the total cost of donated installation labor?	
	b. How many low-income households received this assistance?	

6. Did you ***collect and donate winter coats***? Yes or No

<b>If</b>	<b>Question</b>	<b>Answer</b>
<b>Yes:</b>	a. What was the estimated dollar value per coat?	
	b. How many households received donated coats?	

7. Did you ***collect and donate gloves and mittens***? Yes or No

<b>If</b>	<b>Question</b>	<b>Answer</b>
<b>Yes:</b>	a. What was the estimated dollar value per pair?	
	b. How many low-income households received gloves or mittens?	

**8. Did you collect and donate warm blankets and quilts? Yes or No**

If Yes:	Question	Answer
	a. What was the estimated dollar value per donated blanket or quilt?	
	b. How many low-income households received a blanket or quilt?	

**Indicate (X) how you determined the household receiving the benefit was low income:**

- ☐ Household received Energy Assistance  
☐ Household was referred by social service agency  
☐ Household received weatherization services  
☐ Household received MFIP, DWP, MSA, SSI

**Check all that contributed non-Energy Assistance Program benefits:**

- ☐ Provider completing this report  
☐ Public contributions  
☐ Corporate/company contributions  
☐ Employee contributions  
☐ Customer contributions  
☐ Stockholder contributions  
☐ Local government contributions  
☐ Foundation grants  
☐ County social service agency  
☐ Local social service agency  
☐ Indian reservation funds  
☐ Charitable gambling funds  
☐ Individual contributor  
☐ Church funds  
☐ Other contributions: \_\_\_\_\_

Did the household have to pay anything to receive the benefit? **Example:** Household paid a membership fee of \$10.00 to have home weatherized by volunteer workers.

- ☐ No  
☐ Yes: Please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Certification Statement**

I certify that the information reported on this survey is accurate and true to the best of my knowledge and that the Minnesota Department of Commerce may examine my records for all information reported.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Attachment 6 –Outreach Efforts List:** This was a handout in the training folder in Section 5.



## **EAP Outreach Efforts 2008-2009** As of 6/25/09

Outreach done via: newsletters, flyers, electronic newsletters, Public Service Announcements, newspaper articles, email to staff, postcard mailings, websites, posting on public bulletin boards, press releases.

#	Stakeholder Entity	Date	Type of outreach done
1.	AAFACD	6/2/09 6/24/09	Amanuel sent initial email to this African community organization's executive director and trainers. Sandy sent follow-up email.
2.	ARC of Minnesota	3/24/09	Email to 13 ARC Chapters
3.	Access Press Newspaper	3/17/09	Press Release
4.	Adult Training Program (MN DEED)	2/25/09	Email to counselors
5.	African Assistance Program (AFP)	6/2/09 6/24/09	Amanuel sent initial email to this African community organization's trainers. Sandy sent follow-up email.
6.	American Association of Retired People		Postcard to EAP eligible AARP members in MN
7.	American Council of the Blind of MN	3/18/09	Email asking them to notify their staff & clients
8.	Anoka-Hennepin School District	3/31/09	Email to students services; school social workers
9.	Association for Advancement of Hmong Women in MN	6/24/09	Email to executive director and trainers.
10.	Bridges Network	2/26/09 6/3/09	Emailed: 200 organizations working with immigrants; 1,000s of individuals. Amanuel sent the information for distribution again in June.
11.	Brooklyn Center School District	3/31/09	Email to social workers & family advocates. Spanish & English flyers provided.
12.	Cambridge Isanti School District	4/6/09	English & Spanish flyers to family facilitators. EAP information on district website.
13.	Caring & Sharing Hands	3/24/09	Flyer in client services area; email to staff
14.	Columbia Heights School District	3/30/09	Email parent list, school social workers. Poster in new family center.
15.	Confederation of Somali Community in MN (CSCM)	6/2/09 6/24/09	Amanuel sent initial email to this African community organization's executive director and trainers. Sandy sent follow-up email.
16.	Dislocated Worker Program (MN DEED)	2/25/09	Email to counselors
17.	Dislocated Worker Program (MN DEED)	5/14/09	Presentation on EAP by service provider staffer, Judy Steinke, to statewide Dislocated Worker Staff at conference.



#	Stakeholder Entity	Date	Type of outreach done
18.	Displaced Homemaker Program (MN DEED)	3/2/09	Email to staff of six agencies
19.	Duluth Lighthouse for the Blind	3/18/09	Email asking them to notify their staff & clients
20.	Early Childhood Family Education (MN Education)	2/25/09	Email to ECFE staff and Early Childhood Screening staff
21.	Eventos sin fronteras Newspaper	4/21/09	Full-page EAP ad to run in the Cinco de Mayo, May, June and September editions of this free statewide Spanish newspaper
22.	Family Homeless Prevention & Assistance Program	2/25/09	Email to program staff
23.	Family Service & Children's Mental Health Collaboratives	3/24/09	Email to 92 collaboratives
24.	Fridley School District	3/31/09	Flyers to families, posting on school bulletin boards. Email to school social workers & guidance counselors.
25.	Hmong American Partnership (HAP)	6/24/09	Email to executive director.
26.	Hunger Solutions	3/16/09	Article in newsletter to 3,500 (food shelves, food banks, donors, community members, etc)
27.	Jewish Family Services of Minneapolis	2/25/09	Email to program staff and case managers
28.	Lutheran Social Services	2/25/09	Email to program staff
29.	Lutheran Social Services -- Brainerd	3/16/09	Email to program staff
30.	Mestawet (Amharic Journal)	6/1/09	Emailed EAP article
31.	Mid-Minnesota Legal Assistance (MMLA)	2/25/09	Email to attorneys, intake workers working in family law, housing law, etc. in 20 Central MN counties
32.	Minneapolis Public Schools	3/24/09	Article in school social worker newsletter. Email to offices of family engagement, community liaisons, and staff.
33.	MN Aids Project	3/23/09	Information for AIDS Line. Email to case managers
34.	MN Deaf Blind Association	3/18/09	Email asking them to notify their staff & clients
35.	MN Dept of Education	4/20/09	EAP information in MDE <i>Learning Matters</i> newsletter. EAP information in weekly email to district superintendents statewide.
36.	MN Dept of Human Services	3/4/09	Email to county financial workers, supervisors, child care assistance workers & employment services
37.	MN Dept of Human Service	6/3/ 09	Worked with DHS to mail EAP letters to food support recipients who had not received EAP services this program year. Given the short timeframe, the cost of \$50,000 was deemed too high. Thus the effort will not be completed for this program year. May undertake it again next program year.
38.	MN Dept of Human Services – Deaf & Hard of Hearing	4/20/09	Flyer posted in DHH office in St Paul. EAP information sent for distribution via email.
39.	MN Dept of Revenue	On-	Developing a postcard mailing to 285,000 potentially

#	Stakeholder Entity	Date	Type of outreach done
		going	eligible households
40.	MN Epilepsy Foundation	4/15/09	EAP information added to their referral Resource List
41.	Minnesota Good Age Newspaper	3/17/09	Press Release sent
42.	MN Rural Electric Association	3/24/09	Information to 44 vendors and IBEW
43.	MN Senior News	12/08	EAP article in Holiday 2008 issue to 30,000 households
44.	MN Food Share	3/27/09	Flyer to 300 food shelves. Email alert to GMCC churches.
45.	MN Propane Gas Association	3/10/09	Article in association newsletter
46.	Multi Cultural Services of America (MSA)	6/2/09 6/24/09	Amanuel sent initial email to this African community organization's executive director. Sandy sent follow-up email.
47.	National Federation of the Blind of MN	3/18/09	Email asking them to notify their staff & clients
48.	North St Paul – Maplewood School District	4/1/09	EAP information in English & Spanish provided for distribution.
49.	Osseo School District	3/30/09	Information to be distributed via newsletter, website, and possibly flyers to families.
50.	Oromo Community of Minnesota (OCM)	6/2/09 6/24/09	Amanuel sent initial email to this African community organization's executive director and trainers. Sandy sent follow-up email.
51.	Pioneer Press	3/26/09	Article on EAP
52.	Rehabilitation Services (MN DEED)	3/2/09	Email to 300+ field staff
53.	Richfield Public School	3/25/09	Flyers distributed in English and Spanish to district staff and students.
54.	Robbinsdale Public Schools	3/30/09	Information in staff eNewsletter and to all principals for their May newsletters. Flyers in English, Spanish, and Hmong sent home to families in the two highest poverty elementary schools.
55.	Roseville Area Schools	4/6/09	Flyers in English & Spanish to Community Outreach liaison. EAP information sent to district principals for school newsletters.
56.	Retired & Senior Volunteer Program (RSVP)	4/13/09	EAP information in electronic newsletter to providers & clients.
57.	St Paul Public Schools	4/6/09	EAP information in English & Spanish for publication in school newsletters.
58.	Second Harvest Heartland	4/22/09	10,000 postcards distributed to low-income households receiving boxes of free food in April, May & early June
59.	Senior Community Service Employment Program (MN DEED)	3/2/09	Email to 20 service providers statewide
60.	Senior Community Service Employment Program (MN DEED)	6/25/09	Presentation on EAP by service provider staffer, Dona Ramler, at statewide conference for Senior Community Service Employment Program staff.

#	Stakeholder Entity	Date	Type of outreach done
61.	Service Employees International Union (SEIU)	12/08	EAP information sent to SEIU retirees
62.	Somali Family Services (SFS)	6/2/09 6/24/09	Amanuel sent initial email to this African community organization's executive director and trainers. Sandy sent follow-up email.
63.	South St Paul School District	4/1/09	EAP information in English & Spanish distributed to each principal in the district
64.	Spring Lake Park School District	4/1/09	EAP information in English & Spanish for newsletters, website, and email to counselors and principals, posting in classrooms and parent pick-up areas, lounges, etc.
65.	State Services for the Blind (MN DEED)	3/24/09	PSA being developed for Minnesota Public Radio's sub-frequency radio station for the legally blind.
66.	UI – Unemployment Insurance (MN DEED)	3/4/09	<a href="http://www.staywarm.mn.gov">www.staywarm.mn.gov</a> link added to UI website
67.	United Cambodian Assn. of MN (UCAM)	6/24/09	Email to executive director.
68.	Veterans Service Office (Ramsey County)	3/25/09	Email to staff
69.	Vietnamese Social Services (VSS)	6/24/09	Email to executive director and trainers.
70.	Vision Loss Resources	3/18/09	Email asking them to notify their staff & clients
71.	WCCO Phone Bank	3/11/09	Phone Bank from 12-7:00 pm with 600 applications entered (10X the normal traffic)
72.	WIC (MN Health)	3/2/09	Electronic newsletter to staff
73.	WISE	6/2/09 6/24/09	Amanuel sent initial email to this African community organization's trainers. Sandy sent follow-up email.
74.	World Relief	6/24/09	Email to executive director.

**Attachment 7 –EAP Training Questions & Answers:** This was follow up to questions State Staff told the trainees they would get back to them on clarifications.



## EAP Training Questions and Answers

From FFY2010 EAP Annual Training August 13 & 14, 2009

The following are questions from attendees requiring clarification or analysis. They exclude the more routine question and answers (Q & A) section. The routine Q & A session can be found in the Turn-Around-Document from the training.

Question	DOC Response
Can Service Providers make changes to the 2009 – 2010 Minnesota Energy Programs Application?	<p>Service Providers cannot change the energy programs application or attachments.</p> <p>Only with DOC approval, Service Providers can change their local questions on Part 5 for the locally provided or applications. Approval is required to assure questions do not conflict with EAP policy or procedure. Local questions on applications mailed centrally through eHEAT do not change during the program year unless questions conflict.</p> <p>Example of conflicting question: Local questions cannot say the application will not be processed without copies of energy bills. Although requested and processing may be delayed, energy bills are not required.</p> <p>Submit change requests to <a href="mailto:eap.mail@state.mn.us">eap.mail@state.mn.us</a> and include all local questions with identified changes.</p> <p>Rationale: EAP must limit versions of the application in circulation.</p>
The application only asks about wood use. Will the application be revised to include corn and pellets.	<p>The application will not change this program year. DOC has determined the change is not worth implementing because of the small number of households burning corn and pellets. Contact households indicating other biomass heating fuels on their application.</p> <p>The application revision is a candidate for FFY2011</p>

Question	DOC Response
<p>A HH has a Subchapter S Corporation (or other corporation) and receives a wages from the business reported on a W-2. Do we count the 1040 income, the W-2 income or both?</p>	<p>Self-employment and wage/salary incomes are both counted as EAP income.</p> <p>The IRS 1040 is the income documentation for <b>business income</b>. Paystubs are the income documentation for <b>wages/salary</b> from for the previous three months. Use available information to determine if all income is reported and documented. The W2 is not used for income determination.</p> <p>Rationale: Business income is counted using the IRS 1040 from the previous year, if positive, as determined by the self-employment worksheet.</p> <p>To determine the household income wages and salaries are taken from paystubs. If the corporate officer pays themselves they would have paystubs or other means to show income.</p> <p>Note: If wages are reported on the 1040 and not on the current application, ask the household to explain why there were no wages reported for the past three months. This also applies to interest and dividends.</p>
<p>Can the EBA provide fuel for a HH if the tank has 20% or more fuel remaining?</p>	<p>For several years the EAP manual has stated:</p> <p><b><i>EBA Eligibility</i></b></p> <p>The EBA is an <u>additional energy bill payment</u> to households that have made regular or planned payments to their energy providers.</p> <p><b><i>The EBA Amount Chapter 12, p. 81</i></b></p> <p>“The EBA amount is the current bill and any past due bill plus a delivery <b>if tank is at less than 20% of capacity...</b>”</p> <p>and that</p> <p>“No credit can be generated by a crisis payment (EB or EBA).”</p> <p><b><i>New</i></b></p> <p>If the fuel tank has 20% or more fuel remaining the household can receive a delivery to the available capacity of their tank to not exceed the available EBA amount. Use Assurance 16 services to work with the vendor and the household to determine the amount of fuel to deliver. Negotiation can require active household and vendor participation and a partial payment by the household to avoid delivery fees, if EBA funds are insufficient for a delivery.</p> <p>This new clarification will be in <i>The Energizer</i> after October 1 and in the FFY 2011 EAP Policy Manual.</p>

Question	DOC Response
<p>When Service Providers assist a senior household with a current bill, does the <i>Reasonable Payment Worksheet</i> need to be completed?</p>	<p>Yes.</p> <p>For an Emergency Benefit (EB) the FFY 2009 and <i>FFY 2010 EAP Policy Manuals</i> have stated the following requirements for an EB:</p> <ol style="list-style-type: none"> <li>1. Need fuel or fuel bill payment by <ul style="list-style-type: none"> <li>• Having a past-due bill or</li> <li>• Having used up Primary Heat, having less than 20 percent of fuel tank capacity remaining in their tank and being on a cash basis with the vendor or</li> <li>• Having a current bill, at least one member age 60 or older and an inability to pay as determined by the <i>Reasonable Payment Worksheet</i>.</li> </ul> </li> </ol> <p>Rationale: For an EB, a household must have an energy crisis. If the household has a senior member and a past due bill or a refused fuel delivery, as shown above, the <i>Reasonable Payment Worksheet</i> is not needed.</p> <p>To pay the current bill, the <i>Reasonable Payment Worksheet</i> is required to determine inability to pay the current bill. This helps when determining if the household has taken past payment responsibility for EBA consideration.</p> <p>DOC will consider changes for the future.</p>
<p>Does EAP need to follow Davis Bacon wage requirements for ERR or EAP/Wx?</p>	<ul style="list-style-type: none"> <li>• ERR does not require Davis Bacon</li> <li>• EAP does not make Davis Bacon requirements on EAP/Wx. Because these funds are provided to WAP, WAP is responsible for the requirements.</li> </ul>
<p>Question regarding Weatherization to Marilou Cheple, WAP Supervisor at DOC – phone number 651-297-4673:</p> <p>Do SPs need to follow Davis Bacon wage requirements for EAP/Wx?</p>	<p>Response from DOC WAP – Marilou Cheple:</p> <p>At this point, we are waiting for guidance from the Department of Labor. The information we have received thus far has been conflicting.</p>

**Attachment 8 –Attendees Lists:** The following lists are the attendees. The first list sorts attendees by last name and the second list is sorted by Service Provider.



## FFY2010 EAP Annual Training

### Attendee List By Last Name

#### EAP Minnesota Energy Assistance Program

Last Name	First Name	Email	Phone	Organization
Abramson	Lynn	lynna@kootasca.org	218.327-6712	KOOTASCA Community Action, Inc.
Anderson	Barb	barba@kootasca.org	218.327-6725	KOOTASCA Community Action, Inc.
Asghedom	Amanuel	amanuel.asghedom@state.mn.us	651. 282-5011	Minnesota Department of Commerce
Bagley	Rachel	rachel.bagley@wcainc.org	507.537-1416	Western Community Action, Inc.
Barfknecht	Jennifer		.	Arrowhead Economic Opportunity Agency
Barney	Eileen	ebarney@boiseforte-nsn.gov	218.757-3253	Bois Forte Reservation Tribal Council
Beaulieu	Ardana		.	Mille Lacs Office of Emergency Services
Belmont	Becky	beckyb@wcmca.org	218.685-6171	West Central Minnesota Community Action, Inc.
Benson	Ken	ken.benson@state.mn.us	651.296.2583	Minnesota Department of Commerce
Benson	Brenda		.	Three Rivers Community Action, Inc.
Bierman	Gayle		.	Southwestern Minnesota Opportunity Council, Inc.
Braam	Nancy	nancy.braam@co.brown.mn.us	507.359-6504	Brown County Family Services
Braaten	Mandy	mandyb@wcmca.org	218.685-6182	West Central Minnesota Community Action, Inc.
Burns	Doug	doug.burns@state.mn.us	651.284.3264	Minnesota Department of Commerce
Burr	Donna	donnab@millelacsobjiew.nsn.us	320.532-4163	Mille Lacs Office of Emergency Services
Cheple	Marilou	mcheple@commerce.state.mn.us	651.297-4673	Minnesota Department of Commerce
Crowe	Ann	crowe.ann@co.olmsted.mn.us	507.328-6503	Olmsted County Community Services
Cummings	Nancy	ncummings@mahube.org	218.847-1385	Mahube Community Council, Inc.
Desjarlait	Ramona	ramonad@paulbunyan.net	218.679-3336	Red Lake Band of Chippewa Indians, CAP
Dickenson	Muriel		.	Community Action of Minneapolis, Inc.
Drabrandt	Rita		320.679.18000	Lakes and Pines Community Action Council, Inc.
Draper	Stacy		.	Semcac



## FFY2010 EAP Annual Training

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#### EAP Minnesota Energy Assistance Program

Last Name	First Name	Email	Phone	Organization
Elizondo	Patricia	pate@heartlandcaa.org	320.235-0850	Heartland Community Action Agency, Inc.
Erickson	Yvonne	yerickson@nwcaa.org	218.528-3258	Northwest Community Action, Inc.
Fair	Catherine	CFair@caprw.org	651.999-5701	Community Action Partnership of Ramsey and Washington Counties
Fairbanks	Christine	weeap@tvutel.com	218.473-2711	White Earth Reservation Energy Assistance Program
Fairbanks	Tammy	.	.	Leech Lake Band of Ojibwe
Fensom	Nancy	.	.	Heartland Community Action Agency, Inc.
Flateland	Gayle	gflateland@intercountycc.org	218.796-5144	Inter-County Community Council
Fuchs	Richard	richardf@lakesandpines.org	320.679-1800	Lakes and Pines Community Action Council, Inc.
Gooley	Richard	richard.gooley@state.mn.us	651.215.6006	Minnesota Department of Commerce
Guerra	Nora	.	.	Prairie Five Community Action Council, Inc.
Harvanko	John	john.harvanko@state.mn.us	651.284.3275	Minnesota Department of Commerce
Heilman	Mary	mheilman@aeoa.org	.	Arrowhead Economic Opportunity Agency
Hilla	Susan	shilla@capagency.org	651.322-3511	Scott-Carver-Dakota Community Action Program Agency, Inc.
Hochreiter	Kathy	kathy.hochreiter@state.mn.us	651.215.1791	Minnesota Department of Commerce
Howard	Larry	lhoward@wccaweb.com	320.963-6500	Wright County Community Action, Inc.
Hyacinthe	Fenton	fhyacinthe@campls.org	612.767-1723	Community Action of Minneapolis, Inc.
Jallo	Gaye	.	.	Tri-Valley Opportunity Council, Inc.
Jensen	Judy	judy.jensen@accap.org	763.783-4718	Anoka County Community Action Program, Inc.
Johnson	Debbie	.	.	Bi-County Community Action Programs, Inc.
Kazysynski	Mark	mark.kazysynski@state.mn.us	651.297.4521	Minnesota Department of Commerce
Kortan	Tammy	Tammy.kortan@co.clearwater.mn.us	218.694-6164	Clearwater County Department of Human Services
LeFebvre	Mary	mary.lefebvre@state.mn.us	651.205.4444	Minnesota Department of Commerce





## FFY2010 EAP Annual Training

### Attendee List By Last Name

#### EAP Minnesota Energy Assistance Program

Last Name	First Name	Email	Phone	Organization
Lenarz	Sue	sue.lenarz@state.mn.us	651.284.3273	Minnesota Department of Commerce
Lenzmeier	Joe	joe.lenzmeier@state.mn.us	.	Minnesota Department of Commerce
Lien	Linda	llien@eot.com	218.751.4631	Bi-County Community Action Programs, Inc.
Littlewolf	Connie	Conniel@llbo.org	218.335-3704	Leech Lake Band of Ojibwe
Lodermeier	Marla	marla.lodermeier@threeriverscap.	507.732-8523	Three Rivers Community Action, Inc.
Lor	Mary	mlor@caprw.org	.	Community Action Partnership of Ramsey and Washington Counties
Lundborg	Christy		.	Western Community Action, Inc.
Lundby	Deb	dlundby@co.otter-tail.mn.us	.	Otter Tail County Human Services
Malhowski	Anne		.	Scott-Carver-Dakota Community Action Program Agency, Inc.
Markgraf	Peggy	peggy_m@co.renville.mn.us	320.523-5522	Renville County Energy Assistance Program
Markon	Joan	joanmarkon@fdlrez.com	218.878-2658	Fond Du Lac Reservation
Mead	Doug	dmead@smoc.us	507.376-4195	Southwestern Minnesota Opportunity Council, Inc.
Mechaels	Phyllis	phyllis.mechaels@co.todd.mn.us	.	Todd County Social Services
Meissner	Peggy	pmeissne@co.otter-tail.mn.us	218.998-8242	Otter Tail County Human Services
Miller	Debbie	Debbie.Miller@accap.org	763.783-4720	Anoka County Community Action Program, Inc.
Miller	David	davidm.miller@state.mn.us	.	Minnesota Department of Commerce
Mitchell	Jeff	jeff.mitchell@state.mn.us	651.296-2458	Minnesota Department of Commerce
Ramler	Dona	dona.ramler@tricap.org	320.257-4490	Tri-County Action Program, Inc.
Roland	Wesley	wroland@intercountycc.org	218.796-5144	Inter-County Community Council
Romero	Jennifer	jromero@capsh.org	952.697-1338	Community Action Partnership of Suburban Hennepin County, Inc.
Schultz	Judy	judy.schultz@co.todd.mn.us	320.732-4515	Todd County Social Services
Smetana	Tracy	CAOstaff@puc.state.mn.us	651.296.0406	Public Utilities Commission



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### Attendee List By Last Name

#### EAP Minnesota Energy Assistance Program

Last Name	First Name	Email	Phone	Organization
Steinke	Judy	judy.steinke@lssmn.org	218.824-3753	Lutheran Social Service of MN (Brainerd)
Stolp	Jennifer	.	.	Minnesota Valley Action Council Inc.
Sundstedt	Kathy	kathyp5@willmarnet.com	320.269-6578	Prairie Five Community Action Council, Inc.
Thompson	Susan	Eap-at-semcac@semcac.org	507.864-8249	Semcac
Tienter-Laird	Pamela	pam.tienter-laird@state.mn.us	651.282-5013	Minnesota Department of Commerce
Wadena	Kathy	.	.	White Earth Reservation Energy Assistance Program
Wagner	Brandi	.	.	Mille Lacs Office of Emergency Services
Warner	Connie	cwarner@otwcac.org	218.385-2900	Otter Tail - Wadena Community Action Council, Inc.
Washington	Doris	doris.washington@tricap.org	320.257-4493	Tri-County Action Program, Inc.
Weitzel	Jean	weitzel.jean@co.olmsted.mn.us	.	Olmsted County Community Services
Wild	Pam	pamw@mnvac.org	507.345-2431	Minnesota Valley Action Council Inc.
Wilson	Colana	.	.	Lutheran Social Service of MN (Brainerd)
Wold	Phil	phil@tvoc.org	218.281-0190	Tri-Valley Opportunity Council, Inc.
Zemke	Scott	szemke@capsh.org	952.697-1335	Community Action Partnership of Suburban Hennepin County, Inc.



# FFY2010 EAP Annual Training

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### EAP Minnesota Energy Assistance Program

Last Name	First Name	Email	Phone	Organization
Miller	Debbie	Debbie.Miller@accap.org	763.783-4720	Anoka County Community Action Program, Inc.
Jensen	Judy	judy.jensen@accap.org	763.783-4718	Anoka County Community Action Program, Inc.
Heilman	Mary	mheilman@aeoa.org	.	Arrowhead Economic Opportunity Agency
Barfknecht	Jennifer		.	Arrowhead Economic Opportunity Agency
Lien	Linda	llien@eot.com	218.751.4631	Bi-County Community Action Programs, Inc.
Johnson	Debbie		.	Bi-County Community Action Programs, Inc.
Barney	Eileen	ebarney@boiseforte-nsn.gov	218.757-3253	Bois Forte Reservation Tribal Council
Braam	Nancy	nancy.braam@co.brown.mn.us	507.359-6504	Brown County Family Services
Kortan	Tammy	Tammy.kortan@co.clearwater.mn.us	218.694-6164	Clearwater County Department of Human Services
Hyacinthe	Fenton	fhyacinthe@campls.org	612.767-1723	Community Action of Minneapolis, Inc.
Dickenson	Muriel		.	Community Action of Minneapolis, Inc.
Fair	Catherine	CFair@caprw.org	651.999-5701	Community Action Partnership of Ramsey and Washington Counties
Lor	Mary	mlor@caprw.org	.	Community Action Partnership of Ramsey and Washington Counties
Zemke	Scott	szemke@capsh.org	952.697-1335	Community Action Partnership of Suburban Hennepin County, Inc.
Romero	Jennifer	jromero@capsh.org	952.697-1338	Community Action Partnership of Suburban Hennepin County, Inc.
Markon	Joan	joanmarkon@fdlrez.com	218.878-2658	Fond Du Lac Reservation
Elizondo	Patricia	pate@heartlandcaa.org	320.235-0850	Heartland Community Action Agency, Inc.
Fensom	Nancy		.	Heartland Community Action Agency, Inc.
Roland	Wesley	wroland@intercountycc.org	218.796-5144	Inter-County Community Council
Flateland	Gayle	gflateland@intercountycc.org	218.796-5144	Inter-County Community Council
Anderson	Barb	barba@kootasca.org	218.327-6725	KOOTASCA Community Action, Inc.
Abramson	Lynn	lynna@kootasca.org	218.327-6712	KOOTASCA Community Action, Inc.



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Last Name	First Name	Email	Phone	Organization
Fuchs	Richard	richardf@lakesandpines.org	320.679-1800	Lakes and Pines Community Action Council, Inc.
Drabrandt	Rita		320.679.18000	Lakes and Pines Community Action Council, Inc.
Littlewolf	Connie	Conniel@llbo.org	218.335-3704	Leech Lake Band of Ojibwe
Fairbanks	Tammy		.	Leech Lake Band of Ojibwe
Steinke	Judy	judy.steinke@lssmn.org	218.824-3753	Lutheran Social Service of MN (Brainerd)
Wilson	Colana		.	Lutheran Social Service of MN (Brainerd)
Cummings	Nancy	ncummings@mahube.org	218.847-1385	Mahube Community Council, Inc.
Burr	Donna	donnab@millelacsobjiew.nsn.us	320.532-4163	Mille Lacs Office of Emergency Services
Wagner	Brandi		.	Mille Lacs Office of Emergency Services
Beaulieu	Ardana		.	Mille Lacs Office of Emergency Services
Wild	Pam	pamw@mnvac.org	507.345-2431	Minnesota Valley Action Council Inc.
Stolp	Jennifer		.	Minnesota Valley Action Council Inc.
Erickson	Yvonne	yerickson@nwcaa.org	218.528-3258	Northwest Community Action, Inc.
Crowe	Ann	crowe.ann@co.olmsted.mn.us	507.328-6503	Olmsted County Community Services
Weitzel	Jean	weitzel.jean@co.olmsted.mn.us	.	Olmsted County Community Services
Warner	Connie	cwarner@otwcac.org	218.385-2900	Otter Tail - Wadena Community Action Council, Inc.
Meissner	Peggy	pmeissne@co.otter-tail.mn.us	218.998-8242	Otter Tail County Human Services
Lundby	Deb	dlundby@co.otter-tail.mn.us	.	Otter Tail County Human Services
Sundstedt	Kathy	kathyp5@willmarnet.com	320.269-6578	Prairie Five Community Action Council, Inc.
Guerra	Nora		.	Prairie Five Community Action Council, Inc.
Desjarlait	Ramona	ramonad@paulbunyan.net	218.679-3336	Red Lake Band of Chippewa Indians, CAP
Markgraf	Peggy	peggy_m@co.renville.mn.us	320.523-5522	Renville County Energy Assistance Program



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Last Name	First Name	Email	Phone	Organization
Hilla	Susan	shilla@capagency.org	651.322-3511	Scott-Carver-Dakota Community Action Program Agency, Inc.
Malhowski	Anne		.	Scott-Carver-Dakota Community Action Program Agency, Inc.
Thompson	Susan	Eap-at-semcac@semcac.org	507.864-8249	Semcac
Draper	Stacy		.	Semcac
Mead	Doug	dmead@smoc.us	507.376-4195	Southwestern Minnesota Opportunity Council, Inc.
Bierman	Gayle		.	Southwestern Minnesota Opportunity Council, Inc.
Lodermeier	Marla	marla.lodermeier@threeriverscap.	507.732-8523	Three Rivers Community Action, Inc.
Benson	Brenda		.	Three Rivers Community Action, Inc.
Schultz	Judy	judy.schultz@co.todd.mn.us	320.732-4515	Todd County Social Services
Mechaels	Phyllis	phyllis.mechaels@co.todd.mn.us	.	Todd County Social Services
Ramler	Dona	dona.ramler@tricap.org	320.257-4490	Tri-County Action Program, Inc.
Washington	Doris	doris.washington@tricap.org	320.257-4493	Tri-County Action Program, Inc.
Wold	Phil	phil@tvoc.org	218.281-0190	Tri-Valley Opportunity Council, Inc.
Jallo	Gaye		.	Tri-Valley Opportunity Council, Inc.
Belmont	Becky	beckyb@wcmca.org	218.685-6171	West Central Minnesota Community Action, Inc.
Braaten	Mandy	mandyb@wcmca.org	218.685-6182	West Central Minnesota Community Action, Inc.
Bagley	Rachel	rachel.bagley@wcainc.org	507.537-1416	Western Community Action, Inc.
Lundborg	Christy		.	Western Community Action, Inc.
Fairbanks	Christine	weeap@tvutel.com	218.473-2711	White Earth Reservation Energy Assistance Program
Wadena	Kathy		.	White Earth Reservation Energy Assistance Program
Howard	Larry	lhoward@wccaweb.com	320.963-6500	Wright County Community Action, Inc.
Hochreiter	Kathy	kathy.hochreiter@state.mn.us	651.215.1791	Minnesota Department of Commerce



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#### EAP Minnesota Energy Assistance Program

Last Name	First Name	Email	Phone	Organization
Harvanko	John	john.harvanko@state.mn.us	651.284.3275	Minnesota Department of Commerce
Burns	Doug	doug.burns@state.mn.us	651.284.3264	Minnesota Department of Commerce
LeFebvre	Mary	mary.lefebvre@state.mn.us	651.205.4444	Minnesota Department of Commerce
Lenarz	Sue	sue.lenarz@state.mn.us	651.284.3273	Minnesota Department of Commerce
Kazysynski	Mark	mark.kazysynski@state.mn.us	651.297.4521	Minnesota Department of Commerce
Benson	Ken	ken.benson@state.mn.us	651.296.2583	Minnesota Department of Commerce
Cheple	Marilou	mcheple@commerce.state.mn.us	651.297-4673	Minnesota Department of Commerce
Mitchell	Jeff	jeff.mitchell@state.mn.us	651.296-2458	Minnesota Department of Commerce
Miller	David	davidm.miller@state.mn.us	.	Minnesota Department of Commerce
Tienter-Laird	Pamela	pam.tienter-laird@state.mn.us	651.282-5013	Minnesota Department of Commerce
Asghedom	Amanuel	amanuel.asghedom@state.mn.us	651. 282-5011	Minnesota Department of Commerce
Gooley	Richard	richard.gooley@state.mn.us	651.215.6006	Minnesota Department of Commerce
Lenzmeier	Joe	joe.lenzmeier@state.mn.us	.	Minnesota Department of Commerce
Smetana	Tracy	CAOstaff@puc.state.mn.us	651.296.0406	Public Utilities Commission