**Illinois
Department of Commerce
& Economic Opportunity**

JB Pritzker, Governor

Percentage of Income Payment Plan (PIPP) Steering Committee Recording of Webex Meeting Held on October 14, 2021

PIPP Steering Committee Webex Meeting-20211014 1800-1

Play recording (1 hr 25 mins)

Recording password: (This recording does not require a password.)

Attendance:

Aarian Smith, ComEd; Granada Williams, Community and Economic Development Association of Cook County (CEDA); Shimecka Anderson, CEDA; Craig Antosh, CEDA; Karen Lusson, National Consumer Law Center (NCLC); Staci Wilson, IL Municipal Electric Agency; Eric Schrader, Peoples Gas and North Shore Gas; Latoya Butler, CEDA; Kimberly Roberts, CEDA; Deborah Bursey, Ameren; Alejandro Saldivar, ComEd; Jennifer Marten, Nicor Gas; Manuel Alicea, CEDA; Abigail Miner, Office of the Illinois Attorney General; Anthony White, Ameren; Nina Jackson, CEDA; Diana Fuller, Illinois Association of Community Action Agencies (IACAA); Mindy Browning, Embarras River Basin Agency, Inc. (ERBA); Brauder Smith-Bond, Ameren; Martha Strawser, City of Rockford Human Services Department; Jamey Neal, Ameren; Joan Howard, Illinois Commerce Commission (ICC); James Agnew, ICC; Joe Giamberdino, Citizens Utility Board (CUB); Tyrone Pickens, CEDA; Ivonne Rychwa, CUB; Kathy Walk, C.E.F.S. Economic Opportunity Corporation; Shahi Nawab, CEDA; Allen Cherry, Low Income Utility Advocacy Project; Kerri Halsall, DuPage County Department of Community Services; Ellen Rendos, Nicor Gas.

DCEO Staff: David Wortman, Leslie Ann Lesko, Maria Gallardo, Garrett Vaughn, Deirdre Coughlin, Dave Townsend, Brigitte Hunter, Ben Moore, Janet Hawes-Davis, Cassandra Vaughn, Julio C. Rodriguez.

Percentage of Income Payment Plan (PIPP) WebEx Meeting Transcript
October 14, 2021

WEBVTT

1
david wortman 00:00:10.780 --> 00:00:23.285
Quarterly meeting to begin. I think we'll wait, we have 60 people invited and it looks like we have less than 20 here. So we'll wait a minute or 2 before we jump right into the meeting.

2
david wortman 00:00:48.100 --> 00:00:49.775
The, um.

3
david wortman 00:00:52.174 --> 00:00:53.314
Attendees today.

4
david wortman 00:01:45.060 --> 00:02:06.205
okay we're a couple minutes after uh we've got uh twenty four people on so i'm sure we'll have more joining but uh let's get started thank you for uh attending the quarterly meeting the quarterly tip steering committee meeting uh we'll start with a call to order i'll let everyone know that's logged in

5
david wortman 00:02:09.500 --> 00:02:30.645
Will be posted on the web, so that, uh, it can be watched again. So, um, let's see, we've got everyone placed on mute now to start, uh, as later as we, uh, have questions we'll unmute so you can talk. But right now we have everyone on mute. Uh, but you can type a.

6
david wortman 00:02:30.649 --> 00:02:51.794
and the chat area anytime maria is going to be monitoring that so we will respond to typed questions so we'll start off this is always a little clunky but the approval of the meeting minutes but the meeting minutes are actually

7
david wortman 00:03:01.140 --> 00:03:22.285

For this meeting invite, you should have had a last meetings, transcript and link. So I would request that. We have someone I guess you could type in that, uh, to move to accept that document the transcript as meeting minutes.

8
david wortman 00:03:34.864 --> 00:03:43.834
Okay, I'm going to call on people, Joan Howard will you motion to accept that document?

9
Joan Howard 00:03:45.094 --> 00:03:45.694
Yes, I will.

10
david wortman 00:03:46.504 --> 00:03:51.064
Thank you and let's see. Can I get a 2nd from Mindy? Browning?

11
Mindy Browning 00:03:52.564 --> 00:03:53.644
Sure, all 2nd.

12
david wortman 00:03:54.274 --> 00:03:55.204
All right Thank you.

13
david wortman 00:04:01.460 --> 00:04:22.605
To be approved all those in favor, say, aye opposed same sign during no opposed. We're going to proceed. So we got a several things to talk about here. Today. We've got a regular discussion items.

14
david wortman 00:04:34.560 --> 00:04:55.705
Of our system rewrite and what that can and is going to mean for for these are programs. These are very important conversations. As I said, it's the beginning I'm laying out today kind of my thoughts on it but, uh, welcome this, the beginning of this process.

15
david wortman 00:04:55.709 --> 00:05:06.774
Where we talk about it as a group, so, with that, we'll go straight to the discussion items in the program updates. So I will hand it off to Maria.

16
Maria Gallardo 00:05:08.304 --> 00:05:16.494
Thank you, uh, David, good afternoon. Everyone is Maria with. I will be providing the, uh, reports.

17

Maria Gallardo 00:05:17.724 --> 00:05:38.004

So, a total of 33,436,335, it's currently being obligated annually on behalf of 31,245 customers that are currently enrolling peak um, the sole ways you can see.

18

Maria Gallardo 00:05:38.009 --> 00:05:58.974

The breakdown by agency in our program status report. So the, the average benefit that we are currently seeing a 1070 dollars, uh, when we compare to last year, during the same time.

19

Maria Gallardo 00:05:59.394 --> 00:06:20.304

Uh, last year, last year we had an average benefit of 1014, so we are so far we are a slightly higher, so we will continue monitoring those averages. The new the publications also begins September. 1st.

20

Maria Gallardo 00:06:20.310 --> 00:06:41.245

1st, when the Nike program open for the program year, 2022, currently, we are not having any priority groups. Instead all eligible households have been able to apply for energy assistance programs, starting September 1st.

21

Maria Gallardo 00:06:49.360 --> 00:07:10.505

Of the federal poverty guidelines, or the 60% state medium income the same as we are serving the law, he population the enrollment date, uh, continues to be March 31st of 2022 instead of December 31st of this year.

22

Maria Gallardo 00:07:14.100 --> 00:07:35.245

Last year with the goal of allowing those agencies that were usually leaving people founding in the past on their budget to have enough opportunity for them to spend their funding until that time.

23

Maria Gallardo 00:07:35.274 --> 00:07:56.304

Enough funding any who may experience a lack of fonts or this time our approach currently each to move funds around to continue serving customers. However, if they're.

24

Maria Gallardo 00:07:56.399 --> 00:08:16.974

No additional funds that can be both at this time our approach will be, or we plan to issue additional funds until December. The reason mostly that during this time we can continue evaluating how much of the remaining.

25

Maria Gallardo 00:08:17.574 --> 00:08:38.334
State funding, we're comfortable issuing a speak funds for the alligator requested that Tony, in terms of new program changes made to feed in order to support Senate bill to 65 the CEO role.

26

Maria Gallardo 00:08:38.784 --> 00:08:59.844
The following changes to the stars production website or site starting August. 2nd, 1 of the changes is the hour maximum benefit split between the gas utility and the electric utility 50% of.

27

Maria Gallardo 00:08:59.850 --> 00:09:20.995
Uh, maximum benefit will go to the gas utility or 900 dollars for a year and then the remaining 50% or the 900 dollars of the maximum amount will go to the electric company. The same applies to the customer paying responsibility or the CPR.

28

Maria Gallardo 00:09:21.024 --> 00:09:41.934
This is the 6%, uh, customers need to make payments toward their, uh, deals. So, 3% of the fix will go towards the gas utility. And then the remaining 3% will go to the electric company. And then finally the drop date.

29

Maria Gallardo 00:09:42.264 --> 00:10:03.294
Uh, has been changed now to 75 days, instead of 45 things and this is the for the customers who are not making the payment on time by the due date. Eventually they could get drop from the program base 75. so we are.

30

Maria Gallardo 00:10:03.324 --> 00:10:24.324
Continuing sending the lease payment letters to these customers also the final wording before drop. So all the processes are still available. It's just the drop date now has changed. And again, we have been implementing these changes since August. 2nd.

31

Maria Gallardo 00:10:25.734 --> 00:10:45.594
We also have been discussing new previous meetings that, for our B, population, since agencies are still offering a remote application process, or a combination between in person and remote application process for those customers who would like to submit their documentation.

32

Maria Gallardo 00:10:45.925 --> 00:11:06.505

Uh, via via the secure portal, we also work with, uh, consulting last year, or earlier in the year. Let's say to also implement a starch document upload, which is similar to the customer inquiry where customers can.

33
Maria Gallardo 00:11:07.764 --> 00:11:27.354
Enter their family ID, their last 4 digits of their social as well as their birthday in order to access the portal and then submit and upload their documentation. And so then the can receive those. So also we, these site launch.

34
Maria Gallardo 00:11:27.924 --> 00:11:47.184
July 1st, so it's currently available to our peak population. And, uh, I think that seats that are we planning terms of the program updates for today's meeting uh, are there any questions or comments that they.

35
Kathy Walk 00:11:51.235 --> 00:11:59.815
This is Cathy a CFS and I'm just wondering if there are other agencies that are as I am.

36
Maria Gallardo 00:12:20.340 --> 00:12:23.995
Uh, from what I know it has been only.

37
Ben Moore 00:12:24.715 --> 00:12:27.955
This is Ben, I'm not aware of any other agencies at this point.

38
Maria Gallardo 00:12:30.264 --> 00:12:31.104
Yeah, thank you Ben.

39
Kathy Walk 00:12:32.784 --> 00:12:45.954
Okay, my other question is done when you're going to look at funding in December, you're not expecting me to open up in December. Are you.

40
Maria Gallardo 00:13:04.825 --> 00:13:25.315
So, right now the only 1 that had experience, if we talk the yellow 1, if I speak with you, I think we sent him or the ultimate goal leads to funding. It's available to have customers who, like, access to people to.

41
Maria Gallardo 00:13:25.409 --> 00:13:46.554

That access, but we do understand that, you know, it's a little disruptive for you, particularly since your stopping this time, and then reopening potentially in December, and that, you know, both challenges. So that's something that we need.

42
Maria Gallardo 00:13:46.559 --> 00:13:57.684
To further discuss internally, and also the local agency will will need to hear your your, your thoughts on on the implementation of that too.

43
Kathy Walk 00:13:58.074 --> 00:14:07.434
Well, I, I, I need enough money to handle the research that are coming in that I need, but.

44
Kathy Walk 00:14:08.634 --> 00:14:28.794
I'm not putting my staff in that position of dealing with angry, upset customers that, by opening up Pip again. Right? They would Lynch me. I mean, it just, it would be.

45
Kathy Walk 00:14:28.859 --> 00:14:29.399
Nightmare.

46
david wortman 00:14:30.204 --> 00:14:50.004
Well, Maria and Ben, tell me I and Cathy, we haven't talked about this, so this is kind of internal conversations on the fly, but, uh, if we were to open it, it would be to try to be a benefit to you. And if you're telling us that that's not a benefit, then I would.

47
david wortman 00:14:50.034 --> 00:14:51.174
Say, we wouldn't do it.

48
Kathy Walk 00:14:52.704 --> 00:15:11.094
I I, I'm worried that's not going to have enough to cover my research that have yet to come in that I want to be able to do, but to open this up in December. Um, my staff has already expressed, you know, we don't want it. We can't do it.

49
Kathy Walk 00:15:12.174 --> 00:15:15.474
Know, the mood of people out here would be awful.

50

Ben Moore 00:15:18.384 --> 00:15:37.854
Good feedback, Cathy, because that's part of the question. I mean, to your 1st point, we certainly would, uh, provide sufficient funds to cover any of your research. And, yeah, the idea was ultimately that we, if, if there was going to be enough available, we would provide more in December, but it sounds like you're saying that functionally wouldn't be very practical.

51
Kathy Walk 00:15:39.774 --> 00:15:43.404
Not safe, but I appreciate you allowing me to at my.

52
Karen Lusson 00:15:46.434 --> 00:16:04.584
Karen lesson from National Consumer Law Center. Can I can you elaborate on the, the problem you see of of adding more PIPPIN Rollies in December? Are you saying your, your staff will be angry? You're saying the customers will be angry and why would the customers be angry?

53
Kathy Walk 00:16:04.734 --> 00:16:07.554
21 people right now that we have.

54
Kathy Walk 00:16:08.034 --> 00:16:28.704
Had to call and tell them that they're not going to get Pip and that we're switching them over to live. And then you guys would ask me to open this up again in December and I'm gonna be serving people all along and they're gonna wonder why they didn't get offered PIP. And then all of a sudden it.

55
Kathy Walk 00:16:28.710 --> 00:16:49.855
December, you're going to start offering it again. I mean, we're trying to do this on a 1st, come 1st, serve basis. People are going to be very upset. They were not happy when we called them and told them. Hey, you thought you were going to get Pip, but we're sorry here take lie heap. I had somebody.

56
Kathy Walk 00:16:49.859 --> 00:17:11.004
That was over 3000 dollars. I wanted to put them on Pip because that's the only way. Well, I have another person that I was like, uh, more than that that they can get rid of that or marriage. But I had to move them to lie heap now because that's all I have available. And then in.

57
Kathy Walk 00:17:11.009 --> 00:17:25.704
I would open it up and offer it again to people. It would be a nightmare. It would be a nightmare for my staff to have to bear the brunt of all of those unhappy people.

58

Maria Gallardo 00:17:31.464 --> 00:17:48.804

Yeah, and Kathy your point, it's well noted, as David said, we definitely don't want to cause any disruption or any, or create, you know, situation where you have a lot of.

59

Maria Gallardo 00:17:49.794 --> 00:18:07.974

Customers your doors, et cetera, so definitely your, your input is very appreciated today and and we'll, we'll continue that discussion internally for sure. So we can provide guidance to, you know, other agencies also.

60

Mindy Browning 00:18:10.315 --> 00:18:31.315

And, of course, Cathy and I talk and so, can you explain what it is that keeps I mean, we see our numbers on the totals why she doesn't get any more money than she does whenever that clearly, she's got people wanting this is the index in need wrong or something is what's causing this because this is the.

61

Mindy Browning 00:18:31.379 --> 00:18:33.264

In a row it's happened to her.

62

david wortman 00:18:37.914 --> 00:18:39.804

Then, do you want to take a shot at.

63

Ben Moore 00:18:39.834 --> 00:18:55.854

Sure, sure. I mean, it's I don't know that it's necessarily the index of need as much as, you know, it could be how, how much the program is promoted differently at different agencies is is honestly what I think the big difference is that.

64

Ben Moore 00:18:56.844 --> 00:19:17.124

You know, I think you and Kathy have a a fairly robust, um, outreach program, if you will as far as PIP. Um, so that that really, I think is the difference. So, we've, it's the standard allocation that we use for the, for the funds. It's just that, you know, the, the client interest in your areas is is high.

65

david wortman 00:19:26.800 --> 00:19:28.025

Program status report.

66

david wortman 00:19:29.704 --> 00:19:50.764

Kathy, you've got something like 5,000 around 5,000 likey clients and a 1000 tip clients. We have other agencies that have 5,000, lighthouse clients and 200 Pip customers. So you're doing double triple 4 times the amount of heat.

67
david wortman 00:19:50.769 --> 00:20:05.254
Other agencies, so so you run into your index of need before others, because you're getting so many more of your eligible people in life than other agencies.

68
Ben Moore 00:20:07.984 --> 00:20:08.434
David.

69
david wortman 00:20:09.304 --> 00:20:09.664
Sorry.

70
Maria Gallardo 00:20:14.614 --> 00:20:33.064
So, David, I'm seem to a couple quick comments or questions on the chat. I think Karen asking about the Pre application that now we're calling it request for services in the family's website. She's asking.

71
Maria Gallardo 00:20:33.155 --> 00:20:47.825
If we're experiencing any significant delays, so, and then, you know, any updates on the typical processing time. So, at least from from what I've heard.

72
Maria Gallardo 00:20:50.375 --> 00:21:04.415
We're currently not experiencing any delays that I'm aware of. Personally however, the 1st by agency, uh, we, all agencies are offering so customers can apply for.

73
Maria Gallardo 00:21:05.499 --> 00:21:26.644
By applying through the health family's website, or by applying directly with the agency. So, right now those are the main 2 methods that, you know, the the likely population population have for that matter, but I haven't heard any, any.

74
Maria Gallardo 00:21:26.675 --> 00:21:42.965
Specific delays, you know, in terms of, you know, once the customer submits a request for service says, you know, the, the, the follow up from the agency to that costumer. But I don't know, David, you have anything more on that.

75

david wortman 00:21:44.615 --> 00:21:47.795

The thing I would say is, um, for for this.

76

david wortman 00:21:47.799 --> 00:22:08.944

Meeting today, I haven't compiled the data, but at the PAC meeting 2 weeks from today, I was planning on talking about our, the number of applications versus the number of applications completed, which isn't exactly what you're asking. You're asking about people signing up on help.

77

david wortman 00:22:08.974 --> 00:22:30.094

families versus how many are getting served and we can include that in the analysis two weeks from now as well but just looking you know we're a month and a half into the program year and starting to get far enough in that we're going to be able to tell

78

david wortman 00:22:30.184 --> 00:22:51.244

This is going to look more like Pre or look like last year right now our our convert completed application. So an application received taken all the way to benefits. It looks like it's going to be lower. We're not going to do as good as we did. Pre covet, but.

79

david wortman 00:22:51.250 --> 00:22:58.115

Then we did last year, which is not surprising, but 2 weeks from today, we'll, we'll have kind of a more full report on that.

80

Maria Gallardo 00:23:02.464 --> 00:23:20.884

Thank you they get and then also just to mention Sina comment by comment people's gas and nicor asking me if we can provide any notification within the associate service territory, when they're.

81

Maria Gallardo 00:23:22.325 --> 00:23:36.275

Move around, so, I don't know if you guys are giving, you know, in terms of notification, you know, like an email or whether you have any specific thoughts of this time.

82

david wortman 00:23:39.664 --> 00:23:57.934

Actually, I'm a little confused at the questions, so I'm writing arian's question for that exhaust funding. So, you mean Pip funding? I assume we don't exhaust like, generally can utilities within the associated service territory be notified.

83
david wortman 00:24:02.195 --> 00:24:12.635
I I suppose so, how, how common is it for, uh, agencies to hit their Pip limit? Do they do most of them hit it by December Mario or Ben?

84
Maria Gallardo 00:24:13.745 --> 00:24:14.585
So.

85
Maria Gallardo 00:24:18.154 --> 00:24:38.404
It depends also, because last year we started adding or recertified and adding new costumers, July, June, July, and even though we increase our budget this year, it depends but typically, typically around, you know.

86
Maria Gallardo 00:24:38.434 --> 00:24:59.554
Vendor we can see those agencies that spend phones more Quaker to start keeping that threshold. And I think I was actually my apologies. I was confusing areas question. I think what what she's pointing out is a situation, for example, that mostly.

87
Maria Gallardo 00:24:59.585 --> 00:25:20.255
Then I see that, but other, you know, potentially other where maybe people's guest side could be see, that could be running their, their people's guest, a budget. But there's still money available on the comments side. And because our current.

88
Maria Gallardo 00:25:20.764 --> 00:25:41.494
Policy says that it's all or nothing decision. Basically we shut down the comment side unless there is a, you know, like, I know the electric customer or if there's a nicor comic combination. So I think that's what I think you guys are referring to and.

89
Maria Gallardo 00:25:42.214 --> 00:26:03.004
We'll definitely provide notification and when that happens, but yet, but, you know, at any time around this time of the year, that could be starting to happen. And then the other point I go into back to Cathy point, which I think she brought it up to.

90
Maria Gallardo 00:26:03.009 --> 00:26:24.154

To share with the group, keep in mind that our people in addition to recertified customers and role new customers, we also offer true adjustments benefits. So any true up adjustment benefits that we offer to our customer who.

91
Maria Gallardo 00:26:24.184 --> 00:26:44.884
Decides to drop from people during this time of the year, and they are in good standing with the utility and then decide to drop that. That benefit will be coming from the same people budget. So this year, because we are increasing, we increase our benefits.

92
Maria Gallardo 00:26:45.515 --> 00:27:06.455
Matrix or benefits now we're giving a higher true of adjustment benefit and that also contribute. It could contribute to the budget situation. So I just want to also mention that, but we definitely share with the group.

93
Maria Gallardo 00:27:06.935 --> 00:27:14.555
You know, those agencies that keep that, um, you know, combination, we were service territory situation.

94
Karen Lusson 00:27:15.425 --> 00:27:15.665
Right.

95
Karen Lusson 00:27:18.965 --> 00:27:19.445
Sorry.

96
Maria Gallardo 00:27:21.545 --> 00:27:22.055
Go ahead.

97
Karen Lusson 00:27:23.165 --> 00:27:38.885
Um, I, I'm just wondering since you made those adjustments to the star system based on the new bill, um, passage. Um, but it sounds like you've retained the service territory.

98
Karen Lusson 00:27:38.889 --> 00:28:00.004
Restriction and are waiting to implement that until next June. I'm just wondering why that provision wasn't implemented earlier. Like the others I'm really worried this winter because we know that people's gas per therm charges 3 times. Exactly. 3 times.

99
Karen Lusson 00:28:04.460 --> 00:28:08.625
Those gas bills are going to really eat up a lot of funds.

100
Ben Moore 00:28:17.355 --> 00:28:37.605
Karen, this has been, I think, as far as the service territory restrictions, those, it, it wasn't a change to stars. It's really just how we, uh, allow funds to be expanded. So that change really has been implemented in that. It's the, the funds are.

101
Ben Moore 00:28:38.415 --> 00:28:59.445
To go back to the utility that contributed them. I think we might be kind of conflating a couple different issues because I think as far as what's restricting Kathy from taking additional applications is just the total allocation. It's, it's not.

102
Ben Moore 00:28:59.924 --> 00:29:20.594
Dependent on what utility it is, anything like that it's simply their portion of the available fund and I think you did ask a question in the chat. Sorry? You asked a question in the chat about if we looked at previous years Pip allocation or enrollments and no, it's their allocation is.

103
Ben Moore 00:29:20.624 --> 00:29:23.594
Based on the allocation formula that we.

104
Ben Moore 00:29:26.954 --> 00:29:27.524
So, just.

105
Karen Lusson 00:29:28.574 --> 00:29:29.444
Yeah, thanks, Ben.

106
Ben Moore 00:29:33.554 --> 00:29:33.944
Okay.

107
Karen Lusson 00:29:34.904 --> 00:29:36.344
Well, I, I was just going to say.

108
Karen Lusson 00:29:38.930 --> 00:29:59.955
Since it's a recurrent, it sounds like it's a recurring problem for kathy's agency that maybe that's something that should be incorporated in the formula. Um, particularly if, if, um, kathy's agency is doing re, certifications, and they have those higher numbers. Um, but then I also was going to say, yeah, I understand that. That was the issue. It was.

109
Karen Lusson 00:30:00.080 --> 00:30:17.205
It was about the total allocation to the agencies, but I just was responding to something Maria said about, you know, that service territory restrictions still being in place. So I just wondered about that. Why why that might be.

110
Ben Moore 00:30:20.715 --> 00:30:21.495
Maria.

111
Ben Moore 00:30:28.484 --> 00:30:45.194
Like, you were talking about the all thing either there if they're if it's a Pip participating utility, they that maybe I dunno. I don't want it answer for you, but I don't think it had to do.

112
Ben Moore 00:30:45.199 --> 00:30:47.774
With the utility territory.

113
Maria Gallardo 00:30:49.604 --> 00:31:06.344
Right. So, at 1st, I misunderstood areas question, but then after rereading it and I guess David brought it up as well. They were referring mostly to that.

114
Maria Gallardo 00:31:06.349 --> 00:31:26.174
Relation with 1, combination household wrongs into basically and there are no additional funding that we can release to cover those. Then that impacts the other utility. So, yeah, I was just talking about that.

115
david wortman 00:31:27.500 --> 00:31:39.825
To be clear, Ben, make sure that so, in the past peoples could run out of money and cook county. Now it's not people's running out of money and cook county. It's cedar running out of money in Cook County.

116
Ben Moore 00:31:40.185 --> 00:31:47.625

Exactly, exactly. So it won't be in a utility specific exhaustion of the funds. It's the whole agency.

117
Karen Lusson 00:31:48.649 --> 00:31:49.039
Not.

118
Ben Moore 00:31:49.064 --> 00:31:49.754
Okay.

119
Karen Lusson 00:31:49.784 --> 00:31:51.494
Thank you for that clarification.

120
Ben Moore 00:31:51.524 --> 00:31:52.004
Sure.

121
david wortman 00:31:57.945 --> 00:32:05.625
Okay, are there any more questions or, uh, anything else on your part? Yeah.

122
Maria Gallardo 00:32:07.455 --> 00:32:09.315
I think that's it for today.

123
david wortman 00:32:10.725 --> 00:32:15.435
Okay, so, um, that's program updates we're going to move in.

124
david wortman 00:32:15.439 --> 00:32:36.584
Into other business, initial discussions of an system rewrite and its impact on program design. I'm going to be talking about this. I want to let everyone know I'm glad to see that. We have representatives from most of the utilities, the big utilities here. This is the beginning of a very.

125
david wortman 00:32:36.590 --> 00:32:57.735
Important conversation we've got a on, we've got coupon. That's good. We got a lot of agencies represented. We have the advocates, uh, several of the advocates on. So this is the start of a very important conversation. Um, and I want to let folks know also that I've asked for a couple of our DC.

126

david wortman 00:32:57.739 --> 00:33:16.184
I T, people to be on as well because what we're talking about here, this, uh, system rewrite is going to be a very complex process to navigate. What we have to do is think about what systems.

127
david wortman 00:33:17.504 --> 00:33:38.534
They're going to look like, but we may need to be changing the way we run our programs to match new things that we can do with the system. So, let me just jump in. So, I've been thinking about this a while I've been calling and talking to some stakeholders and just getting a feel for.

128
david wortman 00:33:56.120 --> 00:34:17.264
Big, like, we've been doing, like, heap on my heat dot net since the early 2 thousands we've been doing the PIP program on stars for the last, I don't know, 11 or 12 years and those systems part of the are those programs. Part of the reason they look like they do is because of the.

129
david wortman 00:34:17.269 --> 00:34:38.414
Systems that they're built on and limitations that were kind of part of the systems at the time that they were built. So, we want to think of this, uh, kind of if we're starting over, which we are, what are the possibilities and what are things we can do. So, I'll start by saying this is what a cell phone look like, in the year 2000.

130
david wortman 00:34:38.419 --> 00:34:59.564
Around the time that dot net was built, and this is what a cell phone looks like today. This is a vulnerable Samsung. So we can do a lot of things with our phones today that were impossible 20 years ago. And I think we have the opportunity with our system rewrite to.

131
david wortman 00:34:59.569 --> 00:35:20.714
Think and kind of build the best system possible in today's technology. So the changes technological changes give us an opportunity. So, this is the start of conversations about those opportunities. The big rewrite is what I'm calling this.

132
david wortman 00:35:20.744 --> 00:35:41.864
Uh, I mentioned that we have started with whether ization so, uh, and, uh, our, I. T team, uh, Julio Rodriguez on, he's been the driving force behind the, uh, ity, procurement and contracting side of this, which is complicated here at the state but we are.

133
david wortman 00:35:41.869 --> 00:36:03.014

Under contract and underway in the rewriting of weather works, which is the system for weaponization. We're working with a vendor that's working on the Oracle platform and that that rebuild that rewrite of whether works is we have talked to that vendor.

134
david wortman 00:36:03.019 --> 00:36:23.174
And talked about our over the suite of programs and how, uh, we, the concept of trying to have 1 system run our program. So, what would that look like, if we're able to, uh, to do this it would be that there would be the.

135
david wortman 00:36:24.884 --> 00:36:45.314
Public facing website, that would be the interface for the residents, the local agencies, the state of Illinois, and possibly, uh, other state departments, like the controller or something like that. And the utilities, they would all be interfacing with our system via a.

136
david wortman 00:36:45.319 --> 00:37:06.464
Facing website with each of those different categories of users, having different credentials and, uh, logging in with the credentials that they should have. Right now I'm imagining that we use the help Illinois families type. I don't know whether it will stay that.

137
david wortman 00:37:06.494 --> 00:37:27.314
Or, you know, how it will work, but it would be part of the website. Uh, you would be going to that website. And, like, today, where a client clicks on a button to fills out a request or a Pre application in the past, or with siedah this year, that type of action would still be taking place. But the.

138
david wortman 00:37:27.619 --> 00:37:48.764
The client, uh, might be filling out more information that, about their household, like, building their household on a Saturday night. And then the agency has that information already in the system. So there's no transferring. There's no re, typing of the information. But.

139
david wortman 00:37:48.794 --> 00:38:09.914
They would then use that information that the client has put in as the starting point for the intake and the application process. So that concept of that front facing website, public facing website is the way our weather station rewrite is going right now. So.

140
david wortman 00:38:09.944 --> 00:38:31.034

What we're talking about here today is trying to piggyback on the weather works, rewrite with the same vendor and doing a contract to start the rewrite for the remaining programs. So I've got.

141
david wortman 00:38:31.070 --> 00:38:52.215
here we currently use stars for but that would be moving on here you'll notice that i have something likey plus here i'm going to be talking about the uh at least in concept the idea of combining light heap and pip into one program that tries to get as much of the benefit of pip in a pro

142
david wortman 00:38:52.219 --> 00:39:13.364
Program that is available to, uh, all residents of the state. So we'll talk about that. And then in the future, like, we just had the, the federal water program has been given to us that we're administering and we're working through stars the CSB.

143
david wortman 00:39:13.784 --> 00:39:34.514
System to run the water program. Uh, it's not ideal. I would like, on this rewrite to hopefully be able to have something where there's a flexibility to add programs. So, uh, you know, water may be something that the feds fund permanently. It's not right now, but it may be there's been talk about broadband and broadband.

144
david wortman 00:39:35.084 --> 00:39:55.664
So, the concept of having the ability to have flexibility to add programs, have something that would be important as well. And then right now whether ization is doing a, um, the preliminary conversations with utilities, I don't know if they've started, but they will be talking to utilities.

145
david wortman 00:39:55.694 --> 00:40:16.814
About the communication system that schemes between the utilities in our system, and it would be an important part of this to have a uniform scheme to communicate between the utilities and all of our programs so that we can do payments but also do account.

146
david wortman 00:40:16.819 --> 00:40:27.944
Information and maybe a historic data so organized. So I got 1 message here saying that you can't see my screen. Can others see my screen.

147
Maria Gallardo 00:40:28.334 --> 00:40:31.724
Yeah, uh, David, we can not see your screen. I'm sorry.

148
david wortman 00:40:32.114 --> 00:40:32.924
Oh, my goodness.

149
Karen Lusson 00:40:39.134 --> 00:40:39.254
Uh.

150
Maria Gallardo 00:40:39.254 --> 00:40:40.814
You go, we can see it now.

151
david wortman 00:40:41.354 --> 00:40:56.054
Okay, so the only thing you missed for my pictures of, uh, the phones and the, um, the cartoon, you know, this is like, you know, not detailed, but just what we're talking about.

152
david wortman 00:40:56.594 --> 00:41:17.444
1 system, 1, public system, uh, public facing website that then you have credentials logins, uh, to get you to the part that you should be on and, um, having our different, uh, programs having modules as part of the large.

153
david wortman 00:41:17.475 --> 00:41:38.295
System that would be would be running on the, the system. So the utilities here would be communicating with the weaponization and the heat module. Now, as I mentioned this shows, like, heap as 1 of our energy assistance programs as 1.

154
david wortman 00:41:38.925 --> 00:41:59.745
Module here and that's what I'm going to talk about here for the really the remaining part of this. So, when I think about like, he's been tip and having 22 programs that has, I think the discussion we just had that comes with some.

155
david wortman 00:41:59.749 --> 00:42:20.894
Complications and so I want to go down what I started with, in my conversations with different people on this I wanted to go down and list what the benefits are. What the, what the programs offer. So, heap offers a 1 time payment and Pip offers a monthly payment and I think.

156
david wortman 00:42:20.984 --> 00:42:35.084

Uh, you know, advocates will say that the monthly payments are better, because it helps people with their mentioning. So that's something on the PIP side has reconnection assistance as part of an requirement. That's something that.

157
Alejandro Saldivar 00:42:35.084 --> 00:42:35.324
I have.

158
Alejandro Saldivar 00:42:39.704 --> 00:42:40.724
I feel has fingers.

159
david wortman 00:42:41.894 --> 00:42:42.284
You go.

160
Alejandro Saldivar 00:42:42.284 --> 00:42:42.704
Right.

161
david wortman 00:42:42.704 --> 00:42:43.034
They.

162
david wortman 00:42:54.195 --> 00:43:14.415
That, um, like, he doesn't doesn't offer the benefits and the calculation of benefits. Why he has a benefit matrix that is determined by these 4 criteria the poverty of the household, whether it's in the North or South part of the state fuel type and household.

163
david wortman 00:43:14.509 --> 00:43:35.534
Use this historic data and tries to the aim is to keep all of the PIP clients at 6% energy burden. So your energy cost divided by your income being no more than 6%. I want to point out. This is a slide from a presentation that I did last year.

164
david wortman 00:43:35.984 --> 00:43:56.804
Uh, to the pack, and the thing I want to show out show is that that is a goal of Pip, but it's not something that the average user in any of our 3 in 2019 we had 3 income buckets. Uh, none of the 3 income buckets got 2, the 6% and, uh, the PIP energy.

165

david wortman 00:43:56.834 --> 00:44:17.204
Burden ended up being lower after the benefit was given than the lie of benefits for at least the 1st, 2 categories. So, um, we do have that, uh, the goal of PIP is to keep it 6%, but it's not been the reality for the average user.

166
david wortman 00:44:18.044 --> 00:44:39.104
Uh, Pip offers, uh, puts the client on a budget billing, the utilities, uh, level out the bill during the year, and that's not offered with has a 1 time payment. And Pip also does miss payment letters. Where, if a client, uh, has, uh, is not has missed a month.

167
david wortman 00:44:39.135 --> 00:45:00.255
Or 2, I don't know for sure when they go out, but that's part of the program as well. So when you look at the, um, the 2 sides here, you can see that. Uh, he does offer a lower level of service than Pip, but when you look at the availability of Pip, PIP.

168
david wortman 00:45:00.259 --> 00:45:20.804
Serving, uh, in 2019, uh, they serve, uh, 300,000 clients received our 30,000 clients received Pip, and we had 250,000 receiving. So Pip was about 10% of our total clientele was able to receive.

169
david wortman 00:45:21.704 --> 00:45:42.554
And so, the way I think about this is, uh, if you think of Pip as the gold standard, as I've heard, Karen say, uh, before that, we're giving 10% of our clients, the gold standard. But, uh, 90% are getting the broad standard.

170
david wortman 00:45:42.944 --> 00:46:03.704
So, if we could get 100% on the silver standard, in my opinion, that would be preferable. So, let's go on with the current issues. What? The way that we're running the programs right now, what do we have? So, I'm going to list 1st, I'm gonna talk about the generally, but I'll start with PIP.

171
david wortman 00:46:03.709 --> 00:46:24.854
Have limited and unequal access, and that was just shown in our discussion earlier that your ability to get PIP is determined in part by where you live in the state. Because some agencies, either, they're their manager or their intake workers, or for some reason, they're not giving PIP.

172
david wortman 00:46:24.885 --> 00:46:45.645

Up to, at the same rate as other agencies I mentioned earlier, Kathy does 5,000, lie, heaps and a 1000 pips. There are other agencies that do 5,000 of 1, and of heap and 200 PIP. So, where you're at matters, and when you walk in the door matters, so.

173
david wortman 00:46:46.124 --> 00:47:06.734
If you come in, on Friday, you may get, you may be at 170% income of federal poverty income, but you come in on Friday, and you get PIP. You come in, on Monday, you're at 40% of federal poverty level and you get lucky because the PIP slots have been taken up. So there's an equal access.

174
david wortman 00:47:07.184 --> 00:47:28.124
Um, we have clients staying on tip indefinitely and, you know, we've talked about graduating and we haven't done that. So, we end up with people who have been lucky enough to receive Pip staying on it year after year, and people who, uh, might benefit more being on Pip, unable to get on because.

175
david wortman 00:47:28.310 --> 00:47:49.005
The, uh, the PIP recipient staying on, uh, we can't blend funding and state funding in our Pip program. So that's an issue. And then we know, and this was acknowledged in the rewrite of the energy assistance act.

176
david wortman 00:47:49.754 --> 00:48:10.604
Uh, PIP is, uh, takes a higher cost to administer so, in general, with our energy assistance, uh, funding, uh, in general, uh, we have a lengthy application process that causes some people to drop out. Uh, we have difficult documentation. Uh, we've done the upload.

177
david wortman 00:48:10.725 --> 00:48:31.755
Uh, last year for, like, heap, and we worked this year and now have it for PIP. Uh, but, uh, that's proving difficult. Um, we, we shown a reduction in the number of applications that are completed because of some of these difficulties. Uh, so these are things that, uh, the.

178
david wortman 00:48:31.784 --> 00:48:32.084
Dumb.

179
david wortman 00:48:33.194 --> 00:48:54.134
May be able to handle and then, I think, uh, just generally, I, I think the running of 2 programs and the, the explaining of 2 programs, and, and having people make these decisions that it does create some confusion. So, what I want to talk about is the.

180

david wortman 00:48:54.319 --> 00:49:15.224

Concept of, as we move forward with these discussions, considering like, what I'm going to call light heat. Plus and I want to say on the timing of this. I know this is the 1st time I'm talking about it and the rewrite process is going to be a long process. It's going to I don't think.

181

david wortman 00:49:15.584 --> 00:49:36.614

Uh, I think we're talking about, you know, 23 years to do the rewrite, but we're entering into conversations with that vendor soon. Like, in the next in a matter of weeks not not months. And in those conversations, we're going to have to at least define kind of an.

182

david wortman 00:49:36.620 --> 00:49:57.705

Line of what we're looking at for us to be able to put together a scope of work and a budget connected with that. So I'm wanting the stakeholders here on this call and I'll likely talk about this again at the pack meeting in 2 weeks. But I want people to start seriously thinking about at least an outline of.

183

david wortman 00:49:57.770 --> 00:50:18.795

What we think, can we, we should be talking about as we enter into those conversations to create the work scope for the VIP vendor. So, why he plus, what do I think that could look like, I think with ity the way I T, is today that we may be able to do for all of our.

184

david wortman 00:50:19.034 --> 00:50:40.034

Uh, clients, monthly payments, uh, this, we need to talk to utilities about this, obviously, but if we can have, uh, enough benefit that, that this making, like, keep more complicated but with ity, uh, advancements, possibly, uh, you know, a possibility. Uh, that would be a.

185

david wortman 00:50:40.094 --> 00:51:00.974

Step towards making heat more like PID we still have to do reconnection assistance. That's an requirement. So, I think reconnection assistance has to be here. I would point out that with the average reduction that we haven't PIP that we have at least comm, Ed doing the.

186

david wortman 00:51:02.114 --> 00:51:22.364

I think the s, what's the stand for the rest of it is a release reduction plan or program. So comment is already doing something with a rearrange reduction for finance. So, there may be something that we can do with state utilities with the big utilities where we could.

187

david wortman 00:51:22.370 --> 00:51:43.515

Do some really production there's a lot to talk about there, but it's, you know, it may be possible. Um, I think on the setting of the benefits with the data that we have from the previous year, we can look at that data and see.

188

david wortman 00:51:44.415 --> 00:52:04.515

By individual, um, federal poverty level, what is the average utility usage? What is our benefit that we're giving people? What are the average incomes? And we would be able to I, I'm suggesting that we may replace the, um, the benefit matrix.

189

david wortman 00:52:04.724 --> 00:52:25.814

With something closer to an equation that sets the benefit level according to, uh, averages for utility cost income and, um, try to set the energy burden for all of our clients. So that it's equal. Now, we may decide in conversations that it it shouldn't be. Well.

190

david wortman 00:52:25.819 --> 00:52:46.964

Maybe the lower income, maybe they should, we should try to shoot for 10% there, but over here shoot for 8% or something like that. But the idea here is that we would annually be able to look at the previous year and set the energy.

191

david wortman 00:52:46.969 --> 00:53:08.114

Deep burdens at levels that we want, and the attempt would be to treat people at the same federal poverty level to try to leave the average client at that poverty level within energy burden. That's equal for all clients. I think that working with the utilities.

192

david wortman 00:53:08.145 --> 00:53:29.265

We might be able to do budget billing, uh, for these clients. And once again, it, I think that, uh, I've been told that some people want, uh, budget billing. Some people don't much much like the monthly payments. Some people want it in 1 lump sum. Some people don't, it seems like we should be able to have that as an option where you, if this, uh.

193

david wortman 00:53:29.270 --> 00:53:50.385

Individual once that you would click it, and they would be set up to do that. We have right now we send letters out when clients are late on Pip with a modern system. We can have a module that allows communication with clients. I think that, you know, mass emails to.

194

david wortman 00:53:50.419 --> 00:54:11.564

All clients would be much easier than than it's been in the past, but I think that we might even be able to get something where, if the utility sends us a notification that this client hasn't paid their bill for 2 months, that it could generate an automated email or an automated text to that.

195

david wortman 00:54:11.569 --> 00:54:32.324

Client to let them know, hey, your heap benefit is in jeopardy because of this late payment or something like that. So that might be possible. Uh, so the benefit for he. Plus, I think that the concept of getting as much as we can of Pip with the new system.

196

david wortman 00:54:32.719 --> 00:54:47.594

But having it available to every single 1 of our clients, uh, is something that makes sense and, um, might lead us to that point where we think that it's worth combining the 2. so that everyone is treated the same.

197

david wortman 00:54:51.434 --> 00:55:09.644

So, where are we at? Uh, I've mentioned here that is currently, uh, we're, we're at the beginning stages of negotiating, or or doing commerce, having conversations with the ity vendor to put together a.

198

david wortman 00:55:11.204 --> 00:55:31.934

Will eventually be a contract and this will take, uh, you know, a matter of this is not something that you do overnight. This takes months. Uh, but, uh, as we do that, as, as we reach the, uh, contract, we need to have a pretty good idea. So, this group, we need to be able to stay.

199

david wortman 00:55:31.940 --> 00:55:53.085

At least that the concepts that we're talking about here are are agreed upon and something that should be, we should try to do. There's still a lot left. This is complicated, because we have to be working with the I. T, people on what's possible with their system. We have to make sure that.

200

david wortman 00:55:53.114 --> 00:56:13.724

These are okay with how they're going to interface with our system. We have to be talking to the local agencies about how they would be administering it. We're going to listen to the advocates on on what they think is fair. We have to we have to be doing all of that, but we need to get the boundaries on getting.

201

david wortman 00:56:14.265 --> 00:56:35.265
A contract, and then over the next couple of years, we can work on exactly what the programs are going to look like. So, that defining of the program for vendors. I think that we can, we don't have to have that completely defined when we get the contract in place but in the 1st, few months, you know, 1st.

202
david wortman 00:56:35.714 --> 00:56:56.534
234 months of that contract, then we need to start having pretty, pretty narrowly defined, uh, aspects of the program and what we want our system to look like, um, through this all. We have to make sure that we're following all the HHS requirements.

203
david wortman 00:56:56.539 --> 00:57:17.684
I know that we had a letter from them back in 2012 about whether we can do PIP. So, we have to make sure that whatever we're putting in place enables us to do the blended program where we're using state dollars and HHS dollars on a single program in the long term.

204
david wortman 00:57:18.284 --> 00:57:38.834
We just went through the rewrite the energy assistance, act, rewrite and that was a long complicated process. And, uh, those changes are going to be less than what we're talking about here. And, uh, we need to have enough confidence that people are on board and.

205
david wortman 00:57:38.839 --> 00:57:59.804
Agree with this so that 3 years from now when we're ready to go, we can in sequence and like, at the right time have new energy assistance act language and J carlene which that goes with that to match the system. So this is complicated. But.

206
david wortman 00:58:00.105 --> 00:58:21.135
I believe this is yeah, that's that's the end of what I'm ready to present today. This is complicated. There's a lot of moving parts, but I think that the goal of getting to something like this, where all programs are accessible through the same.

207
david wortman 00:58:21.164 --> 00:58:42.254
Application, uh, that that that concept is, uh, sufficiently, uh, important for us to go through this conversation that we're, we're going to have. So, that's, uh, that's everything I have on, uh, on my presentation and I'm sure that they're likely to be.

208
david wortman 00:58:42.289 --> 00:58:46.124

Questions, let me pull up the.

209
Maria Gallardo 00:58:51.014 --> 00:58:52.034
That is clear.

210
david wortman 00:58:53.384 --> 00:59:01.544
Yeah, and I see a couple, uh, I hope those were early reactions and 20 minutes later we can at least have conversation about this.

211
Maria Gallardo 00:59:07.124 --> 00:59:11.774
They were earlier comments, but there's a new comments from Karen now.

212
david wortman 00:59:13.544 --> 00:59:14.324
Hello.

213
david wortman 00:59:16.004 --> 00:59:33.074
Maximum benefit, I mean, for, uh, for heap, it's based on the matrix so it's different for, uh, depending on where you are in the state and what your, uh, your, uh, fuel sources or, uh, Pip I believe it's 8,800. is that right?

214
Maria Gallardo 00:59:33.494 --> 00:59:35.774
1800, and then I'm pulling.

215
Maria Gallardo 00:59:35.869 --> 00:59:37.694
Maximum potential.

216
Maria Gallardo 00:59:40.514 --> 00:59:44.354
Currently, so well, both on the chat momentarily.

217
david wortman 00:59:47.985 --> 00:59:54.645
Okay, so let let me I'm gonna pull this, uh, the chat over here so I can see it easier and okay.

218
david wortman 01:00:01.605 --> 01:00:18.165

Can you remind, okay, David, can you remind us what said, in terms of being able to combine the funding? What was the legal basis? Exactly. Okay. So, um, it's been a while. Since I looked at the letter. I don't know if anyone else is is more familiar with it, but it had to do with.

219
david wortman 01:00:18.169 --> 01:00:38.714
With not treating all clients equally. So I think it was connected to the concept that if you come in with a 3000 dollars, I don't know I've read the letter and I didn't quite understand it. Is there someone on who.

220
david wortman 01:00:40.364 --> 01:00:44.834
Have an exact, like, what, uh, issue was Ben.

221
Maria Gallardo 01:00:45.674 --> 01:01:00.434
So so, David, it is a little complicated, but basically, according to life, he should be applying to the ask to pay build only.

222
Maria Gallardo 01:01:01.064 --> 01:01:21.614
And when you are dealing with the ask to pay portion of the bill is the affordable in this case, 6% of income. So, basically, by on their PEOP, the funds could potentially.

223
Maria Gallardo 01:01:21.675 --> 01:01:42.315
It'd be used only to pay the 6% of income because that's the ask to pay for the customer. So when you are doing that, and you have other category of costs diverse, then your treating them differently. And, like you said, they had an issue of equity.

224
david wortman 01:01:43.845 --> 01:01:44.325
Right.

225
david wortman 01:01:56.935 --> 01:02:17.275
But on the other hand, I say they have a point, we also have people who are on lightning and aren't treated exactly the same. I mean, if you come in and you just get a, but not in our, a, the person with the is getting a greater benefit. So we already have but but just the, the simple, uh, was that, uh.

226
david wortman 01:02:17.664 --> 01:02:38.694

Um, Pip doesn't treat compared to lie heap hip doesn't treat people in the same way that he does. And that's, uh, I think if we can design a program that meets the HHS requirements, then using state dollars for it as 1 program.

227
david wortman 01:02:38.724 --> 01:02:43.044
Get 1 program that follows, then we can mix the funding.

228
david wortman 01:02:48.054 --> 01:03:06.894
So, uh, yes, uh, latoya on, on reaching out to the, this is the start of this conversation. I know that, um, um, I've said a lot here today, this is kind of my, my dream and this is me talking to, uh, the staff here and I've had conversation.

229
david wortman 01:03:06.900 --> 01:03:18.265
With, uh, Larry, and I talked to a couple of other stakeholders, so we have put a thought into this, but we're at the very beginning here there's still a lot to work out.

230
david wortman 01:03:22.854 --> 01:03:40.164
Deborah asking about how early will utilities be invited in? Uh, now I mean, I think that, uh, there's, you know, the, the idea of, uh, um, utilities, um, doing receiving monthly payments for 280,000.

231
david wortman 01:03:42.325 --> 01:04:02.395
I mean, right now I pay mine monthly, but you're getting 1 payment from me. Now you'd be getting 2. so that might mean something, uh, putting having the ability to toggle a budget. Bill, was that so there's a lot of work out. I don't know. I think by 2 weeks from now, at the meeting, I'll have some, uh, a little.

232
david wortman 01:04:03.624 --> 01:04:19.404
Like, I would call them details about this that would be beneficial to the utilities, uh, that, uh, we can talk about but no, we're everyone like, it's going to be a long process, but we're ready to start talking now.

233
david wortman 01:04:22.734 --> 01:04:42.774
Yeah, how will the monthly there I mean, some of the complications, like, if you have an annual, if if you receive a 1 time versus monthly, and then, uh, they they move what happens you know so there's still a lot to work out on how this would work and so.

234
david wortman 01:04:42.780 --> 01:04:43.945

It is really to say.

235
Maria Gallardo 01:04:47.695 --> 01:04:56.635
David, there's a new question asking if the new system will be enabled proxy program enrollment for life.

236
Maria Gallardo 01:04:58.554 --> 01:05:12.264
So so, the example here, easy snap customer could I be automatically enrolled in heap? So, yeah, that's something that definitely.

237
Maria Gallardo 01:05:12.475 --> 01:05:15.985
Coordination with other agencies.

238
david wortman 01:05:16.105 --> 01:05:33.535
Yeah, I think you would still so, those are things like another thing that we talked about. Um, and I don't know whether this is possible wise, but could we have a, uh, uh, income verification, like an automated income verification? Uh, the I had.

239
david wortman 01:05:33.539 --> 01:05:54.684
Even thought about connecting with snap I mean, my quick answer to that Karen would have been that snap is a, what do we call it? The categorical you're categorically eligible? So, you know, you might still have to go in and type in your name, your social security number, and who lives at your house. But then you wouldn't have to do your income.

240
david wortman 01:05:54.985 --> 01:06:15.055
Uh, your, your, uh, your, um, paystubs, because you can just show that you're on snap and but connecting to their system, you know, that that could, I don't know, maybe, uh, Arian ask about, uh, when will the efforts to coordinate with utilities.

241
david wortman 01:06:16.195 --> 01:06:36.265
You know, I've heard and Julio, I don't know Julio who it's our, I. T person if you're still on I believe those. I don't know whether those conversations have started with the weather ization but, uh, the, the, what what I've been told is called schema, which is our system talking to your I. T. system.

242
david wortman 01:06:37.254 --> 01:06:50.994

Page | 31

Uh, they've started talking about that for the weaponization and I want to make sure that we're quick enough on the heels of that that we can make sure that we end up with 1 system for the communication between this system and the utilities.

243
JC Rodriguez 01:06:55.435 --> 01:07:15.055
Hey, David. Uh, yeah, good afternoon. Everyone um, so there was discussions are in our timeline, and as soon as we have that meeting set, the utilities will definitely be involved in that and pretty much in the overall project. Right? I think our goal is to try to get that 1 benefit system and have everyone be able to utilize that common intake?

244
JC Rodriguez 01:07:15.085 --> 01:07:36.205
And, um, be able to work the system as we can now envision it with new technology. Right? I think that's been 1 of the biggest barriers is how do you enhance the system with the technology? You have available but more importantly is to understand the business processes. And that's something I wanted to bring up here today, is that, you know, everyone was asking about when are they going to be involved and local.

245
JC Rodriguez 01:07:36.234 --> 01:07:57.354
Scenarios, it's important to understand that, you know, or our vendor is really to understand the business and what we're doing is scheduling business value service sessions where we'll be, including the technical architect, a business process analyst, to really identify the current system processes and nuances between, like, heap and pick, which are very important to understand about how we can move forward with.

246
JC Rodriguez 01:07:57.359 --> 01:08:01.914
Is, uh, rewrite a slash replacement of our current systems that we have today?

247
david wortman 01:08:08.875 --> 01:08:23.964
So, um, are there any, uh, let's see, it looks like, uh, we've answered, I believe questions in the chat. Is there anything any other comments or questions people have.

248
david wortman 01:08:28.105 --> 01:08:44.245
I know this, you know, um, this is new to everyone. We, I wanted to do it today to give people time to think about it for the pack meeting. I'm sure we'll, we'll have, uh, conversations about this at the pack. Um.

249

david wortman 01:08:45.924 --> 01:09:03.955
So, you know, think about it think about issues, um, but, um, you know, as Julio, uh, said our conversations with the, uh, the vendor, we need to be able to define what we're looking for. So.

250
david wortman 01:09:06.534 --> 01:09:13.284
I don't know, you know, timing wise like, how the order that we do this this is why it keeps saying it's so complicated.

251
david wortman 01:09:16.554 --> 01:09:37.284
I didn't want to go into the meetings with the people and show them exactly what we have now because the way I think about that, it's like, um, you'd be setting up your modern cell phone with, you know, texting, but not having.

252
david wortman 01:09:37.615 --> 01:09:58.495
Safari, so that you can search the Internet. So, um, I just think that at least coming to an agreement that this is something that we should consider, and then soon start having, you know, start having these conversations of, uh, business level.

253
david wortman 01:09:58.619 --> 01:10:16.014
Rules that we need to start, uh, doing and Julio this. I've sprung this on you as well. Um, but, uh, timing wise. Uh, I mean, do you have thoughts on how far we have to define this? And and what what your thoughts are from what I presented here today.

254
JC Rodriguez 01:10:19.104 --> 01:10:39.024
I don't have prepared remarks, but, um, I'll definitely kind of walk a high level. Um, there are going to be various steps involved in this and there will be definitely a few months before we can actually say we can kick off this project. 1st thing is obviously we want to make sure that we do have those sessions in place, or the vendor can understand a little bit more of how.

255
JC Rodriguez 01:10:39.834 --> 01:11:00.654
And Pip actually function in how we can actually emerge some of their functionality into 1 common application. That will take, uh, potentially a few months to go through. But, however, in parallel, we'll be actually starting a procurement process and a governance process with the Department of technology to create awareness of this project is happening and get a.

256
JC Rodriguez 01:11:00.660 --> 01:11:21.805

Approvals on that side 1st, so once we've completed, at least our 1st, initial gates of our governance process, and our business value processes identification will be able to move into the discovery meetings. This is where the big discovery meetings happen with the majority of stakeholders. We really want everyone's understanding and input about what this can look like re, imagine an energy benefit.

257
JC Rodriguez 01:11:21.835 --> 01:11:42.955
System I think is the main goal here, and we will have to build a true statement of work. Right? That statement of work is really how we're going to define what our needs are for the actual business and be able to walk into governance with that statement of work and get approval from our governance departments to be able to move forward with. Now, the next phase of that, which is procurement, now we're talking contractual. Right? And as everyone.

258
JC Rodriguez 01:11:42.959 --> 01:12:04.044
Here at the state, that can be delayed for any for a myriad of reasons. Right? But as as we've defined the blueprint for our Web realization project, I don't foresee any delays and moving forward procurement. But that alone can take anywhere from 4 to be time here. But we'll do 4 to 12 weeks for something like that to happen. Uh, barring any other hiccups.

259
JC Rodriguez 01:12:04.109 --> 01:12:25.254
Options on the procurement side. So, um, and this is a very rough estimate of what our target launch could be it can be anywhere in a late February, early March as our potential. Now, let's start working the project right now. We have the main meetings with the vendors. The team has already been built for the side local action side, the utility side, and we work with.

260
JC Rodriguez 01:12:25.259 --> 01:12:46.404
The vendor to really now start working through defining the detailed requirements for this Ri, Ri, rewrite and replacement of application. So, hopefully, that gives some insight. Um, definitely. We want to have the team's input very early on, at least, in the statement of work building. I think it's important that everyone's really rolls out there and as David had mentioned, think big we want that.

261
JC Rodriguez 01:12:46.410 --> 01:13:07.555
That to be huge for us, because we're entering into a cloud based system. It will definitely be something that will change the game of how people for see us having an application in government. It will have a single sign on multi factor authentication in a front end. And back end, right? So those are very important things that the team here.

262
JC Rodriguez 01:13:07.560 --> 01:13:28.525

Stands and we're creating awareness of everyone will be involved, everyone will be engaged and your input would be very valuable to make sure that we're looking at this. Right and I really liked that. Someone mentioned the snap piece of this. David. I know we had a very, very early conversation of how we create synergy. Right? How do we create synergy between having someone who was on snap that can be eligible for life and, or.

263
JC Rodriguez 01:13:28.944 --> 01:13:49.854
Uh, and also, how do we verify income right? All having it being 1 workflow would be amazing to do. So, I, because of the complexity and the scale of this initial project, I think we're going to push that of phase 2, because there will be some agreements that will have to be written up with both the part. Is it Department of, uh, DHS and I think the DHS yeah DHS and D as well.

264
JC Rodriguez 01:13:49.859 --> 01:14:11.004
Have some agreements put in place, because there will be data sharing. There are current agreements, but I don't think they scope exactly what we're looking for. So this looks more of a phase 2 part, but the actual main application, and all this capability and functionality that we can leverage and move it into a new application is to create those efficiencies. We're looking for efficiencies, automation pain points that we want to resolve.

265
JC Rodriguez 01:14:11.304 --> 01:14:32.154
And really looking at at the customer and right. Very customer centric of how does someone engaged with our programs? The devices they can use was critical, right? We want them to be able to use a tablet a mobile phone. This application will be responsive with that. We want the local action here is once it's their turn to look at the, which will be the back end part of this to be able to receive the information immediately.

266
JC Rodriguez 01:14:32.160 --> 01:14:53.245
Process applications or processes application on the fly when someone comes into a local actionary it's important that if someone doesn't have that technical capability that they're able to rely on their locally actual agent to be able to fill out the application on the fly and have everything verified for them, so looking for a lot of input on this, we just got to get it. Right. Is my opinion on this and there's a lot of factors.

267
JC Rodriguez 01:14:53.335 --> 01:15:05.035
Consider and all the variables to consider, but I think we're in a really good direction. Now we're foundationally building this with the authorization application and I'm very much looking forward to scale this to really be a true benefit system for the state of Illinois.

Page | 35

268
david wortman 01:15:07.165 --> 01:15:09.775
Thank you very much. Really very good for not being prepared.

269
david wortman 01:15:13.049 --> 01:15:33.834
It's been, there's this has been, this is a lot. This is a lot and I know it's complex, but I appreciate that. Uh, Eric, I see some questions about you utility ity engagement. I think the overall timeline and.

270
david wortman 01:15:34.255 --> 01:15:53.395
You can jump in here, but we're talking, you know, like, I think it'll be 6 months, 9 months, 9, maybe too long before we're under contract. And I think the build you're looking at, you know, I don't know, 2 years for the build.

271
JC Rodriguez 01:15:54.265 --> 01:15:55.345
I, I don't look at.

272
JC Rodriguez 01:15:55.374 --> 01:16:16.494
This is any less than 2 years for development cycle. This is a very complex application and, like I mentioned, there's a lot of pieces today, but the utility companies and engagement will be throughout the project in the initial stages. And then, once we're at the actual development stages and testing, and making sure that the expectation is there for what we're looking. And most importantly, the APIs and the information that needs to be brought.

273
JC Rodriguez 01:16:16.499 --> 01:16:21.204
Right I think that's the other critical piece. What are you asking for and how is it being placed back to the system?

274
Eric Schrader 01:16:21.924 --> 01:16:23.484
Yeah, no, thank you.

275
Eric Schrader 01:16:26.754 --> 01:16:47.394
As everybody knows forever, you know, all the utilities state as well, you know, resources are limited and usually booked up well, in advance of just trying to get an idea of, you know, can I get a placeholder out in my calendar to say, hey, we need to start.

276

Eric Schrader 01:16:47.519 --> 01:17:08.664
You gotta be, I need the resources available to start talking about this and, you know, coding might start on January 2023. I mean, just understanding that everything is very preliminary right now just trying to get a placeholder out there. So that we can start saying we're going to need resources.

277
JC Rodriguez 01:17:10.645 --> 01:17:12.835
Absolutely, I'm not sure who's speaking. I don't see.

278
Eric Schrader 01:17:12.835 --> 01:17:15.205
I'm sorry, this is Eric from people's guess.

279
JC Rodriguez 01:17:15.655 --> 01:17:16.135
Eric.

280
Eric Schrader 01:17:16.435 --> 01:17:16.915
Yeah.

281
JC Rodriguez 01:17:17.125 --> 01:17:29.815
Okay, nice to meet you. All right, so, um, well, there's 2, the 1st project is the weather ization project, which I don't have Amy part on here who is actual project manager for this, but we can definitely reach out to you and give her give you a better understanding.

282
JC Rodriguez 01:17:29.844 --> 01:17:50.904
Of what the weather they should rewrite engagement will look like for utilities because we did have a meeting. I think it was last week and we had brought that up as 1 of the conversations when it comes to integrations because we are integrating with Octa. That's 1 of their major things potentially our financial system, and utilities is also on that list. So I'll have her reach out and make sure that you have an idea of when that comes up on our timeline. I do not.

283
JC Rodriguez 01:17:50.970 --> 01:18:12.115
Have that in front of me, but for when it comes to the actual, right it's important to understand where we're at today and that's where we need to start engaging on value services sessions to really have the vendor. Understand us again. Once we create statement of work. And timeline, we're definitely talking into 2022 and potentially 1st, quarter of 2022 is what it looks like where we might be.

284

JC Rodriguez 01:18:12.119 --> 01:18:22.074
What have an opportunity to start having those major discussions as we're building our statement of work but I will, you know, I don't have your contact info, but hopefully someone can and then we can continue to.

285
Eric Schrader 01:18:22.074 --> 01:18:22.284
Have.

286
JC Rodriguez 01:18:22.284 --> 01:18:23.034
You know.

287
Eric Schrader 01:18:23.034 --> 01:18:33.264
Dave, certainly David certainly has it. Okay. Yeah, I mean, business resources, we can usually come up with easier than resources. So, I mean, I.

288
Eric Schrader 01:18:33.269 --> 01:18:42.054
Take engagement on kind of that level in early. The 1st, half of 2022 won't be a problem.

289
Eric Schrader 01:18:45.204 --> 01:18:45.654
Right.

290
JC Rodriguez 01:18:45.654 --> 01:18:48.384
The lightning is the key to success here we need to align.

291
Eric Schrader 01:18:48.384 --> 01:18:48.834
Yeah.

292
Eric Schrader 01:18:48.894 --> 01:18:49.194
Hey.

293
JC Rodriguez 01:18:49.194 --> 01:18:50.094
Important.

294

Eric Schrader 01:18:50.844 --> 01:19:05.694
And be honest, I'm, I'm speaking more from myself than for the, for the company with this statement. Um, I'm kind of excited about this whole, you know, what, what David's laid out. I like the idea of what we're, we're going here. What this is.

295
Eric Schrader 01:19:05.875 --> 01:19:26.185
Uh, aiming towards, I think it's very beneficial for everybody and, and I agree with, you know, what you were just talking about, what Karen proposed about, you know, can we get some kind of linkage to other programs? So that we know get, you know, streamlined income verification.

296
Eric Schrader 01:19:26.904 --> 01:19:47.034
Of it, that's speaking for me personally more I don't but looking forward to getting started, but just, you know, again, got to keep my resources under keep them ready when this get started.

297
JC Rodriguez 01:19:47.999 --> 01:20:00.774
And we're facing the same challenges with resources here at the state of Illinois. So I could definitely appreciate what you're stating. And like I said, uh, transparency, communication alignment are going to be the key to success here to make sure that we're on the same page. And how you can align those.

298
Karen Lusson 01:20:00.774 --> 01:20:01.314
Resources.

299
JC Rodriguez 01:20:01.314 --> 01:20:09.144
When we need them, right very important piece of that. So we'll continue as this continues to mature and scale to our expectations. We'll make sure that that.

300
JC Rodriguez 01:20:09.174 --> 01:20:14.244
Communication is very clear to the utilities, because they're very, very integral part to what we're trying to accomplish.

301
Karen Lusson 01:20:18.744 --> 01:20:38.634
This is, this is Karen lesson again. I just I want to ask 1 question and then, and then make 1 other point. And my question is David, when you were talking about combining the 2 programs, you seem to be suggesting, sort of like a sliding scale based on your federal poverty level, in terms of the.

302

Karen Lusson 01:20:38.784 --> 01:20:42.594
Benefit it is that what you're what you're kind of referencing there.

303
david wortman 01:20:42.864 --> 01:20:59.304
Well, I'll just say that, um, that's up to us us being, you know, this group and stakeholders but, uh, it's, it's, um, technically, I mean, it's always been possible, but with, uh, with the data that we have.

304
david wortman 01:20:59.965 --> 01:21:21.055
We could choose to try to make individual percentages, like, at 25%, federal poverty. We try to get your energy burden to say, 15% at 50. we get you to 12% and and.

305
david wortman 01:21:21.060 --> 01:21:42.145
We're able to get you so we can do that as we like, and this system. I think that I would want this system to be flexible enough. That annually. We look back at what's happening. We look at different cost and we can tweak coefficient of an equation that make it where we design.

306
david wortman 01:21:42.444 --> 01:22:03.354
How the benefits are given to, uh, different, uh, clients, you know so it would be a, uh, and I'll, I'll talk about that more at the meeting. I, I, I have that kind of half prepared, but I wasn't ready to do it today but, um, there's a, we have flexibility in the ability to design it, uh, the way that we think that it should be.

307
Karen Lusson 01:22:05.694 --> 01:22:24.234
Yeah, and I would I would just add and I know this is your intention, but I think it's worth emphasizing that it's so it's gonna be, you know, it as you consider what, if anything needs to change in terms of the 2 programs, or how they would be combined that that you listen to.

308
Karen Lusson 01:22:24.509 --> 01:22:45.084
The agencies that are administering these programs, because they are in touch daily with, with folks on the ground. They know what is popular in terms of the aspects of the pit. We know that people like the predictability of it. We know, of course that the rooge write off portion is so important.

309
Karen Lusson 01:22:45.895 --> 01:23:06.805
You know, I, I just think that it's, it's important to try to retain aspects that, you know, that make the PIP sort of, the gold standard when it's working the right way and reaching as many as possible. So, yeah, I just encourage, you know, the, the conversation to continue and, you know, I'll certainly.

310
Karen Lusson 01:23:06.835 --> 01:23:16.675
Bring this back to our client and it's I think it's going to be really important to hear from everyone who will be affected by this.

311
david wortman 01:23:17.725 --> 01:23:18.985
Absolutely, I agree.

312
david wortman 01:23:24.114 --> 01:23:27.204
Anyone else anyone else have any comments.

313
david wortman 01:23:30.534 --> 01:23:50.454
Okay, so, uh, what I'll say, I've said, you know, 2 weeks from today, we have a pack if you come up with questions uh, and you think they're complicated and may need time for us to think about them send us questions before that date. So, we can have those, you know, maybe have answers more prepared but otherwise, um.

314
david wortman 01:23:50.544 --> 01:24:11.664
We'll talk a little bit more about this on on the pack and, you know, this is, as I said, before this is the the beginning. Um, and there's a lot of work a lot of coordination that needs to be done. But I think that this was a good meeting and we'll, we'll get started. So thank you. Everyone. Um, Maria is.

315
david wortman 01:24:11.695 --> 01:24:15.805
Anything left to do. Oh, let me see.

316
Maria Gallardo 01:24:17.455 --> 01:24:21.205
Going back to the agenda, I think.

317
david wortman 01:24:22.135 --> 01:24:22.795
Yes.

318
Maria Gallardo 01:24:23.185 --> 01:24:25.405
Can you yeah, we can see your screen.

319
david wortman 01:24:26.545 --> 01:24:42.535
Okay, yeah, so the, uh, this is the last steering committee meeting of the year. Um, and, uh, at the pack 2 weeks will be the last pack and we'll send out. I think the way we do this every year is like.

320
david wortman 01:24:42.690 --> 01:24:47.815
1st, week of December, we'll send out what the schedule is for next year. Isn't that how we normally do it?

321
Maria Gallardo 01:24:48.655 --> 01:24:49.465
That is correct.

322
david wortman 01:24:50.095 --> 01:25:03.775
Yep, so we'll be sending that out. Uh, other than that, uh, everything on the agenda has been discussed. So, uh, I would, uh, move to adjourn. I'm gonna do the same thing.

323
david wortman 01:25:03.839 --> 01:25:06.114
Joan, if you're still on, were you move to.

324
Joan Howard 01:25:09.504 --> 01:25:11.334
Yeah, so I just had to find my unmute.

325
david wortman 01:25:13.464 --> 01:25:16.344
Very good. And Mandy will use a 2nd.

326
Mindy Browning 01:25:16.884 --> 01:25:18.474
Sure, all 2nd.

327
david wortman 01:25:18.954 --> 01:25:28.074
All right, thank you very much. And, uh, if anyone wants to talk about this wants to know anymore, just let us know, but, uh, thank you very much. And we'll talk to you in a couple of weeks.