Recommendations' Summary

Saul Chavez-Hernandez (Washington County),
Courtney Keating (Multnomah County) and
Linda (Clackamas County) connected to review the eligibility recommendations on the list that was sent out.

- We all need to understand that LIHEAP is the most restrictive fund. If OHCS allows for express enrollment for LIHEAP it will not be able to include all social service programs that EASCR did. It might be reduced to SNAP, LIHEAP and SSI. However, this would be a major help for clients trying to access these programs.
- At least during the pandemic we should maintain verbal signature. We also don't want to have to go back and get signatures for every document that we were allowed to use verbal consent for and this would be an incredible burden for the agencies.
- I think this is more of a network thing that we can already do if we want, however, it is nice to have the flexibility to use our own forms. I don't know where this recommendation came from.
- It might not have to be a warm call, but I do think that CAAs can work better with the utilities to reach out to these clients. This can be via direct referrals, phone call transfers, etc. Whatever works best for the agency. This needs to be a county by county thing. Larger agencies may have to limit referrals from utilities as some wouldn't be able to handle all referrals coming from them particularly if referrals were coming through the coordinator/supervisor and/or if the referral had to then be further directed to a sub grantee agency.
- OPUS already can automatically create a unique identifier. However, this would be difficult for these programs that try to operate as funding blind. This might be an OLGA issue alone, not a OEAP issue. The fact that OLGA make SSN # a factor for eligibility seems to be the issue.
- We can use these other entities to help fill out applications, collect documents, etc. We could require CAAs to partner with them to increase access to underserved communities. This would help address the equity issue that has come us as part of the APPRISE study. Some agencies already use other entities for outreach, file completion and culturally specific agencies to assist with underserved populations in their communities. Other agencies may need to look at how they can collaborate to address the equity issue that has come up as of the APPRISE study.

Sherrie Villmark, Program Director, Community Energy Project

At this point because we're remote talking to people on the phone, the intake form is in English and Spanish because our coordinator speaks those languages.
- Interpretation service to translate the intake questions as we ask them for other languages.

- The consent form is also in Spanish, Russian, and Vietnamese. We use the same translation service to read consent form aloud as well.

- Electronic signing capability, but the digital divide has proven too enormous of a barrier for too many of our participants.

Charity, Community Energy Project

In reviewing the Customer Eligibility Recommendations, I was happy to see that you included my comments,

- Self-verification process from Oregon Community Solar. CEP is not a CAA so is there any desire on your part to note that we recommended it?