

Residential Energy Assistance Challenge Option Program

Sandra Cross, REACH Coordinator

Representing:

Tlingit-Haida Regional Housing Authority



Project Overview

The Central Council's REACH Programs targeted our Low Income Home energy assistance recipients. Our focus was to reduce the demand for energy assistance by assessing the Low Income Home Energy Assistance recipient's household needs.

We worked closely with LIHEAP recipients to reduce energy costs by teaching energy conservation, and money management skills.



Program Goals

- Teach LIHEAP participants weatherization techniques to become energy efficient.
- Improve energy conservation so households will become familiar with conserving energy.
- Families will have the knowledge of money management and will be knowledgeable of support services available to them.

Objectives

- **Energy Education – Eligible LIHEAP recipients will receive energy education to reduce energy usage.**
- **Budget Counseling - LIHEAP recipients that apply for crisis assistance with utility disconnects will be targeted to teach money management skills to help them reduce their energy burden.**
- **Emergency Home Repairs – Home Energy Audit of LIHEAP recipient's home to see what may be causing high electric bills. (An old Hot water heater caused a disabled family's light bill to run \$600 a month – Monthly income was \$1,200. The utility bill is now \$178 a month)**
- **Stabilization Services – LIHEAP recipient work closely with caseworker to address budget needs to assure timely payments for utility arrearages, or household emergencies.**

Objectives Continued

- **Support Services – LIHEAP client met regularly with caseworker and received referrals for other support services.**
- **Case Management – Assist Public Assistance clients with completing their self-Sufficiency plan that identifies their goals.**

Goals & Objectives (continued)

- **75% of LIHEAP/REACH recipients saw an increased Percentage of current in energy payments**
- **70% increased awareness and utilization of family household budgeting**
- **75% increased collaboration of other tribal support programs**
 - **TANF Program**
 - **Local Utility Companies**
 - **Housing Improvement Programs**

6/5/2009



Project Assumptions

- Energy Education & Money Management will enhance the home environment to improve household energy efficiency.
- The needs of LIHEAP participants vary – we found many homes in need of weatherization.

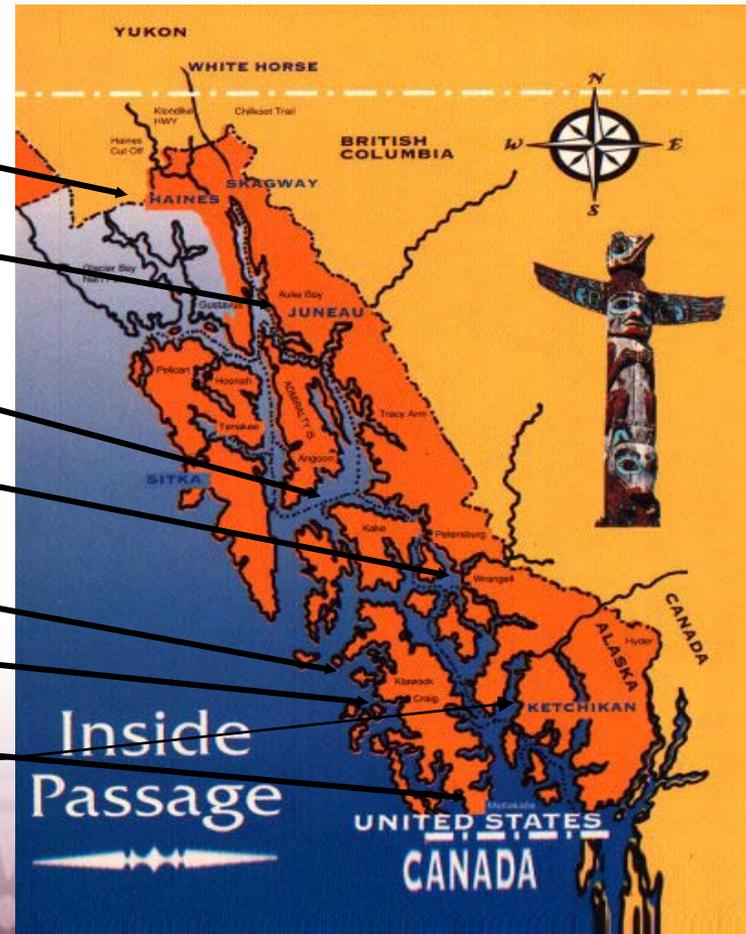


Assumptions

- Providing households with information on weatherization education will reduce their energy burden.
- Providing a holistic service delivery system will address self-sufficiency.
- The purpose of case management is to link the participant with community strengths and resources to meet the client's needs for their individual self-sufficiency plan.

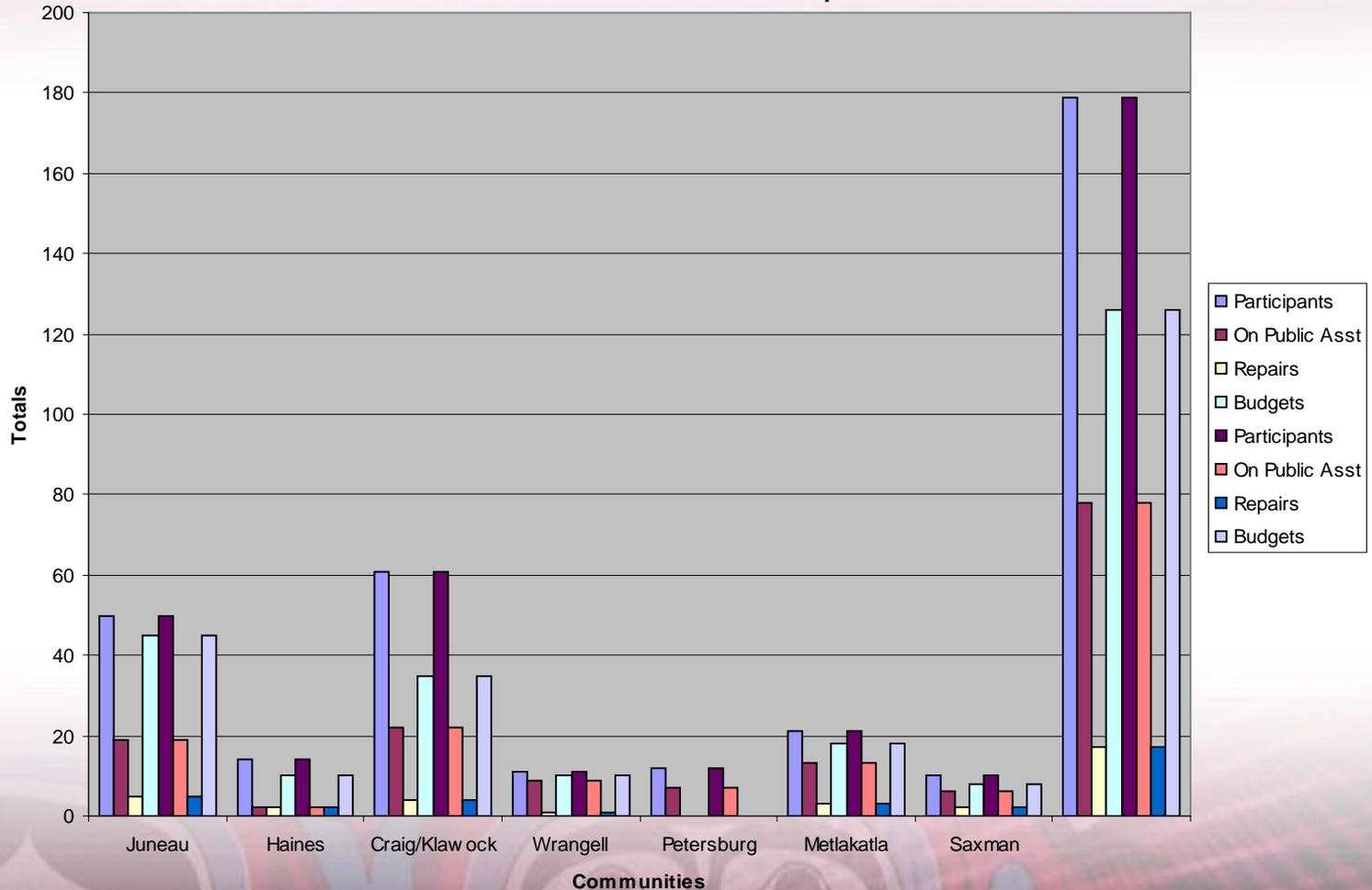
Communities Participating in the REACH Program

- Haines
- Juneau
- Petersburg
- Wrangell
- Klawock
- Craig
- Metlakatla
- Saxman



Accomplishments

Profile of 2001 REACH Participants



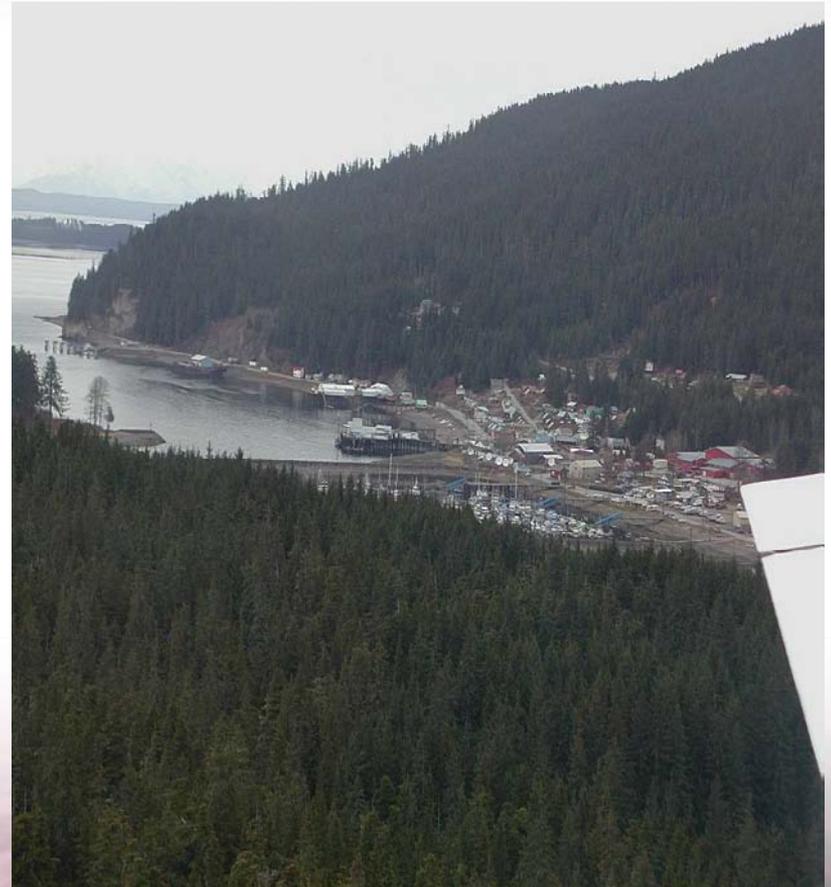
Achievements



- 971 eligible LIHEAP recipients participants in our last REACH Program.
- 971 Participated and complete Money Management Requirements.
- 17 Emergency Home Repairs.
- 75% of recipients on Public Assistance.
- Developed a games to test REACH client's understanding of REACH Conference.
- Circles of Care Program did an evaluation of programs in Rural AK Communities - CCTHITA REACH Program rated #1!!!

Obstacles to Program Implementation

- **The first years of our REACH Programs, we did not use the logic model.**
- **We soon learned logic model was the compass of the program it gave the direction we needed to monitor the program.**
- **The logic model was very useful in detecting problems that could have caused our REACH Program to fail.**
- **Attendance at our REACH Workshops was very low when we invited only targeted Public Assistance recipients – Once we invited all LIHEAP recipients the attendance increased.**



Lessons Learned

- **Don't put a label on clients you are serving. We noted that attendance dropped when we limited to targeted recipients.**
- **Develop your logic model so that you identify clear cause/effect indicators of performance and the source of verification.**
- **Have a back-up plan if you have to alter your program. We learned that if we scheduled our conferences around the Alaskan Marine Ferry schedule we could catch the ferry if the planes were not flying due to bad weather. (Always have plan "B" ready)**

Evaluation Activities

- Specify the source of data collection prior to start of program.
- Indicate method of collecting data. (documentation).
- Identify the responsibility of acquiring the data you will use so that measures of indicators are collected.

CENTRAL COUNCIL OF TLINGIT AND HAIDA INDIAN TRIBES OF ALASKA

Residential Energy Assistance Program

Logic Model

Assumptions	Activities	Immediate Outcomes	Intermediate Outcomes	Final Project Goals
<p>LIHEAP clients do not understand conservation measures.</p> <p>Ineffective money management leads to arrears/.shut off notices</p>	<ul style="list-style-type: none"> • Energy education workshops • Assessment on client's Energy Conservation knowledge • LIHEAP households in crisis situations will be targeted for money management • Energy bill bonus for those current in utility payments 	<p>Energy costs are reduced through energy conservation measures</p> <p>Reduction in family energy crises over the years. Successful energy budgeting is reinforced.</p>	<p>25% Reduced incidence of family energy crisis based on comparison of FY 2001 LIHEAP Program year</p> <p>10% Increased ability to anticipate energy payments, reduction in energy bills by month 12</p>	<ul style="list-style-type: none"> • Decrease energy burden • Increased energy Self-Sufficiency
<p>Weatherization to the home will reduce energy burden</p>	<ul style="list-style-type: none"> • Dwelling Assessments • Emergency Home repairs assessments 	<p>Condition of housing stock is improved and energy efficient</p>	<p>15% reduction in energy bills, and 2% of sub-standard housing</p>	<ul style="list-style-type: none"> • Decrease in utility shut-off notices
<p>Providing a holistic service delivery system could address energy self-sufficiency</p>	<ul style="list-style-type: none"> • Family crises intervention • Life Skills Training • Linkage to other Central Council Programs • Holistic assessments On family needs 	<ul style="list-style-type: none"> • Increased client use of Support Services • Family self-sufficiency Planning: Follow-up budget/educational workshops with family self-sufficiency plans 	<p>10 % Client experiences less crises that may prevent them from becoming self-sufficient</p>	<ul style="list-style-type: none"> • Families have more resources to attain their self-sufficiency efforts
<p>Case Management can eliminate the barriers of energy efficiency</p>	<ul style="list-style-type: none"> • LIHEAP clients will be provided with support services • Service Coordination • Training 	<ul style="list-style-type: none"> • Improved awareness of other programs 	<p>25% participants is placed in on-the-job training or working on GED</p>	<ul style="list-style-type: none"> • Self-sufficiency

Questions?



6/5/2009