LEAN
Operations Review

EEAC Meeting

John Wells - ABCD, Inc.

Wednesday

January 17, 2017

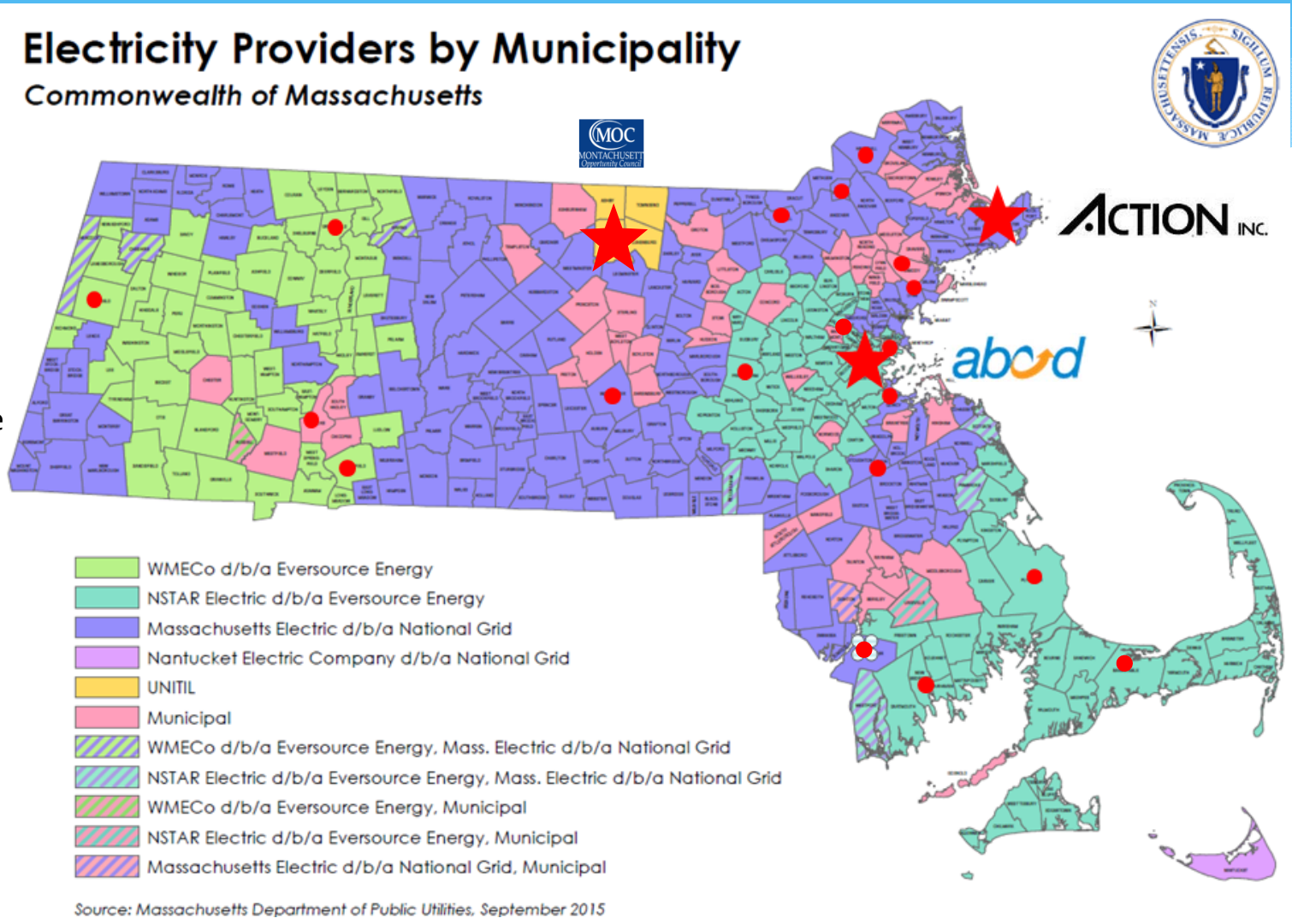
mass save®
Savings through energy efficiency

Low Income Energy Affordability Network
LEAN

Lead Vendor & Sub-grantee Network: Electric Territory

★ : LEAD

● : Sub-grantee



Lead Vendor & Sub-grantee Network: Gas Territory

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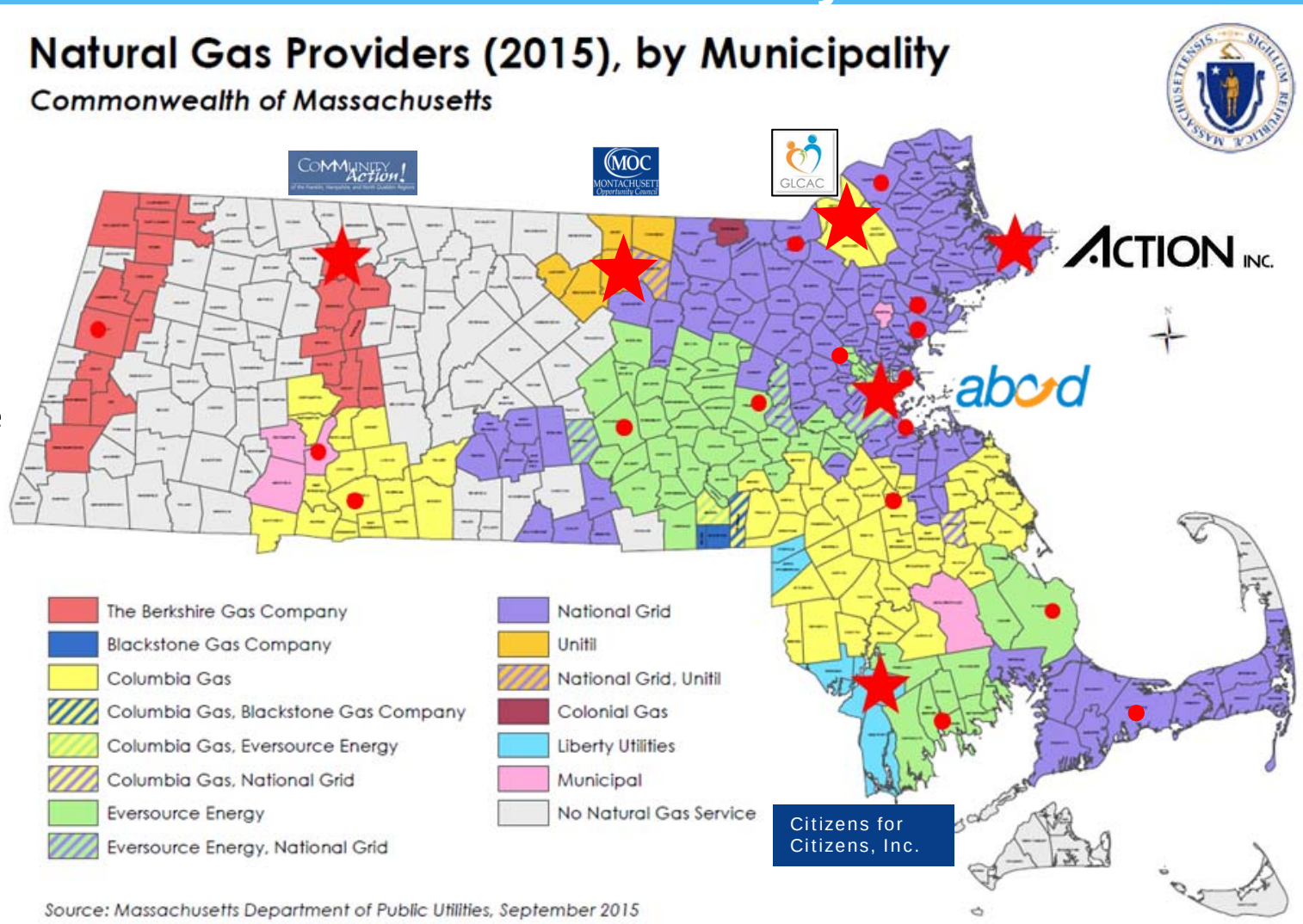
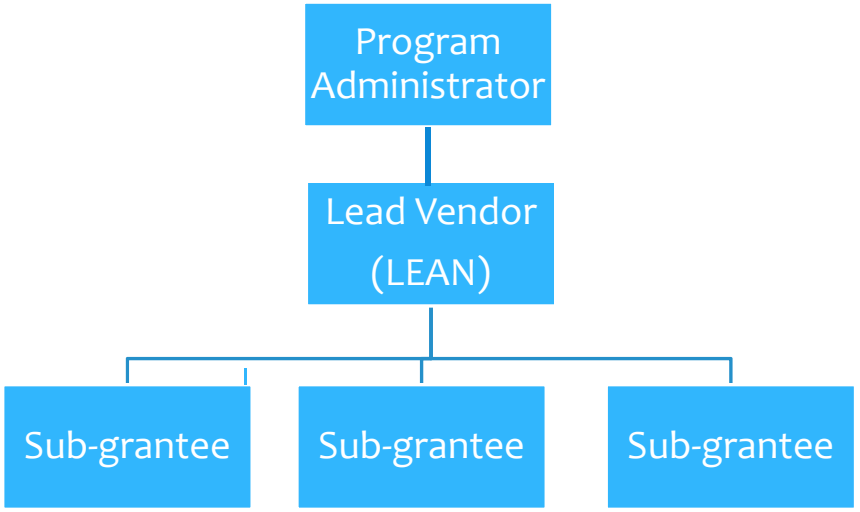


LEAN Agency Territories

* Sub-grantee Territories
  * Defined by **existing federal DOE** weatherization and heating programs
  * Size ranges from large to small but generally **align with low income population density**



Budgeting and Allocation

* Statewide **budgets and goals are determined by approved PA 3-Year Plans** with unit goals for weatherization, heating system replacement and appliance management
* Budget allocations to Sub-grantees are based on **utility R-2 discount rate list of eligible low income families** broken down by city and town
* Sub-grantees are **required to maintain qualified staffing** (auditors must be QCI certified) and capacity to accomplish program goals, which are monitored by DHCD and LEAN
* Each **Sub-grantee is given production goals** for weatherization, heating system replacements and appliance audits that align with PA savings goals

Client Participation

* Outreach to eligible households is a **core function** of LEAN and Sub-grantees
* The majority of households on the R-2 discount rate have been **certified and referred to the utilities by LEAN Sub-grantees** through the federal Fuel Assistance Program (LIHEAP)
* R-2 list supplemented by computer match with certain **Executive Office of Health and Human Services public benefits programs**
* **Community based outreach and demonstrated community partnerships** are a requirement of the Fuel Assistance Program (which is monitored by DHCD)

ABCD, Inc. Intake Locations throughout Boston

ABCD Boston
ABCD Malden
Allston/Brighton NOC
Asian American Civic Assn
Boston Hispanic Center
Brookline Senior Center
Dorchester – NSC
East Boston APAC
Jamaica Plain APAC
John F. Kennedy FSC
Mattapan -FSC
Newton City Hall
North End –NSC
Parker Hill/Fenway NSC
Roxbury/North Dorchester/NOC
South Boston - APAC
South End- NSC
South Side Head Start
Boston Commission on Affairs of the Elderly
ESAC
Center Communities of Brookline
Upham Corner Health Center

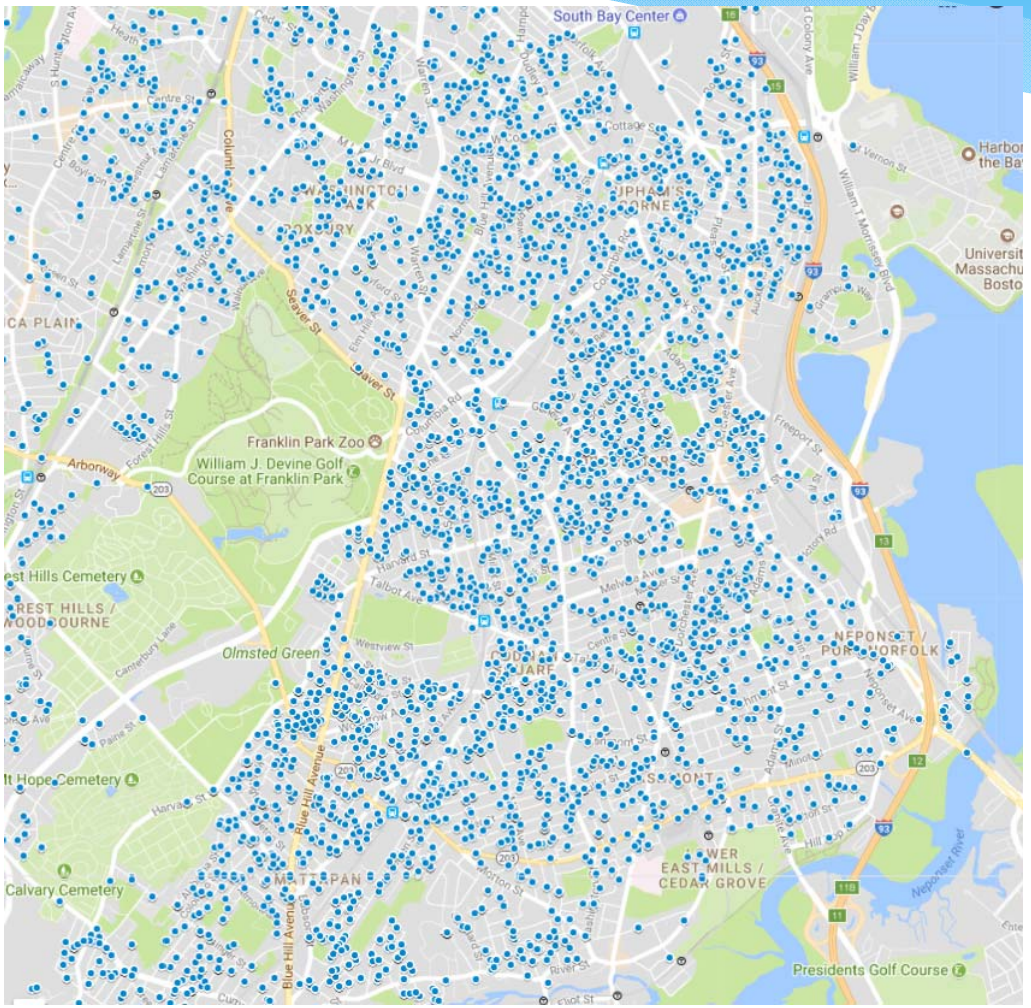
ABCD Community Partners

AIDS ACTION COMMITTEE	DIMOCK HEALTH CENTER	METROPOLITAN BOSTON HOUSING	UNITED WAY OF MASS. BAY
ALIANZA HISPANA	DOWNTOWN INITIATIVE FOR ADULT LITERACY	MOHAMMEDS MOSQUE #11	UPHAMS CORNER WIC
ALLIANCE FOR YOUNG FAMILIES	DUDLEY ST. NEIGHBORHOOD INITIATIVE	MORGAN MEMORIAL GOODWILL	VETERANS BENEFITS CLEARINGHOUSE
ALLSTON BRIGHTON FAMILY NETWORK	EAST BOSTON SOCIAL CENTER	NATIONAL GRID	VETERANS SERVICES DEPARTMENT
AMERICAN RED CROSS	EAST ZONE PARENT INFORMATION CENTER	NAZZARO CENTER	Visiting Nurse Association of Boston
BAY COVE EARLY INTERVENTION	ELDER SERVICE PLAN	NCLC	WBZ—CALL FOR ACTION
BIG SISTER ASSOCIATION	EMERGENCY SHELTER COMMUNITY SVC	NEIGHBORHOOD HEALTH PLAN	WIC PROGRAM, S END CMTY HC
BLINDED VETERANS ASSOCIATION	ESAC	NEPONSET COMMUNITY SVCS	WOMENS EDUCATIONAL & INDUSTRIAL UNION
BOSTON CHILDRENS SERVICES	ESWA	NEPONSET HEALTH CENTER	WOMENS LUNCH PLACE
BOSTON DIALYSIS CENTER	EXECUTIVE OFFICE OF ELDER AFFAIRS (5th flr)	NEW COVENANT CHRISTIAN CENTER	YMCA
BOSTON ELDERLY COMMISSION	FENWAY COMMUNITY HEALTH CTR	NEW ENGLAND MEDICAL CTR	YOUTH BUILD BOSTON
BOSTON MEDICAL CENTER	GERTRUDE TOWNSEND HEAD START	NEWTON WELLESLEY HOSPITAL	
BOSTON MEDICAL CENTER, FGH-3	GOLDEN AGE SENIOR CENTER	NORTH AMERICAN INDIAN CENTER	
BOSTON MEDICAL CTR, Grow Clinic	GREATER BOSTON LEGAL SVCS	ONE ON ONE	
BOSTON PUBLIC HEALTH COMMISSION	HARVARD PILGRIM HEALTH CARE	PROJECT AFRIC—DIMOCK	
BOSTON PUBLIC SCHOOLS	HARVARD VANGUARD	PROJECT BREAD	
BOSTON SENIOR HOME CARE	HOME FOR LITTLE WANDERERS	PROJECT HEALTH	
BOWDOIN ST. HEALTH CENTER	HOMESTART	PROJECT HOPE	
BRIGHAM & WOMENS NEVILLE HOUSE	HORIZON HOUSING	PROJECT PLACE	
BROOKLINE SENIOR CENTER	JAMAICA PLAIN WIC	ROGERSON COMMUNITIES	
BROOKSIDE COMM HLTH CNTR	JEWISH FAMILY & CHILDRENS SERVICES	ROXBURY COMPREHENSIVE CHC	
BUNKER HILL HEALTH CENTER	JEWISH VOCATIONAL SERVICES	ROXBURY DISTRICT COURT	
CARDINAL CUSHING CENTER	JUDGE BAKERS CHILDRENS CTR	ROXBURY MULTISERVICE CTR	
CARNEY HOSPITAL	KIT CLARK SENIOR CENTER	ROXBURY YMCA/	
CENTRAL BOSTON ELDER SVCS	LITTLE SISTERS OF ASSUMPTION	SALVATION ARMY	
CHARITABLE DONATIONS FOR INHABITANTS OF BOSTON	MAHA	SENIOR WHOLE HEALTH, LLC	
CHILDRENS HOSPITAL	MANDELLA HOMES	SENIORS IN COMMUNITY SVCS	
CHILDRENS HOSPITAL, Cardio Surgery	MASS. COALITION FOR THE BLIND	SOUTH BOSTON WIC	
CHILDREN'S SERVICES OF ROXBURY	MASS. ENERGY ASSOCIATION	SOUTH COVE COMMUNITY HLTH CTR	
CHURCH OF THE ADVENT	MASS. GENERAL HOSPITAL	SOUTHSIDE HEAD START	
CITIZENS ENERGY CORPORATION	MASS. LAW REFORM INSTITUTE	SPAN	
CITY MISSION SOCIETY	MASS. OFFICE ON DISABILITY	ST. FRANCIS HOUSE	
CODMAN SQUARE HEALTH CENTER	MASS. SOCIETY--PREVENTION	ST. VINCENT DE PAUL SERVICE	
CODMAN SQUARE NDC	MATTAPAN COMMUNITY HLTH CTR	THE BILL PAYER PROGRAM	
COMMITTEE FOR BOSTON PUBLIC HSG	MAYORS HEALTH LINE	THE GOLDENAIRES	
CONDON COMMUNITY SCHOOL	MAYORS OFFICE	TRAVELERS AID SOCIETY OF BOSTON	
COOPER COMMUNITY CENTER	MAYORS OFFICE OF NEIGHBORHOOD SVCS	TWELFTH BAPTIST CHURCH	
DANA FARBER CANCER INSTITUTE	MAYORS OFFICE, NEIGHBORHOOD SVCS	UMASS AT BOSTON	
DEAF, INC.	METRO MANAGEMENT CO.	UMASS/COLLEGE OF PUBLIC & COMMUNITY SERVICE	
DEPT. TRANSITIONAL ASSISTANCE	METROPOLITAN BAPTIST CHURCH	UNITED SOUTH END SETTLEMENT HOUSE	

Outreach Methods

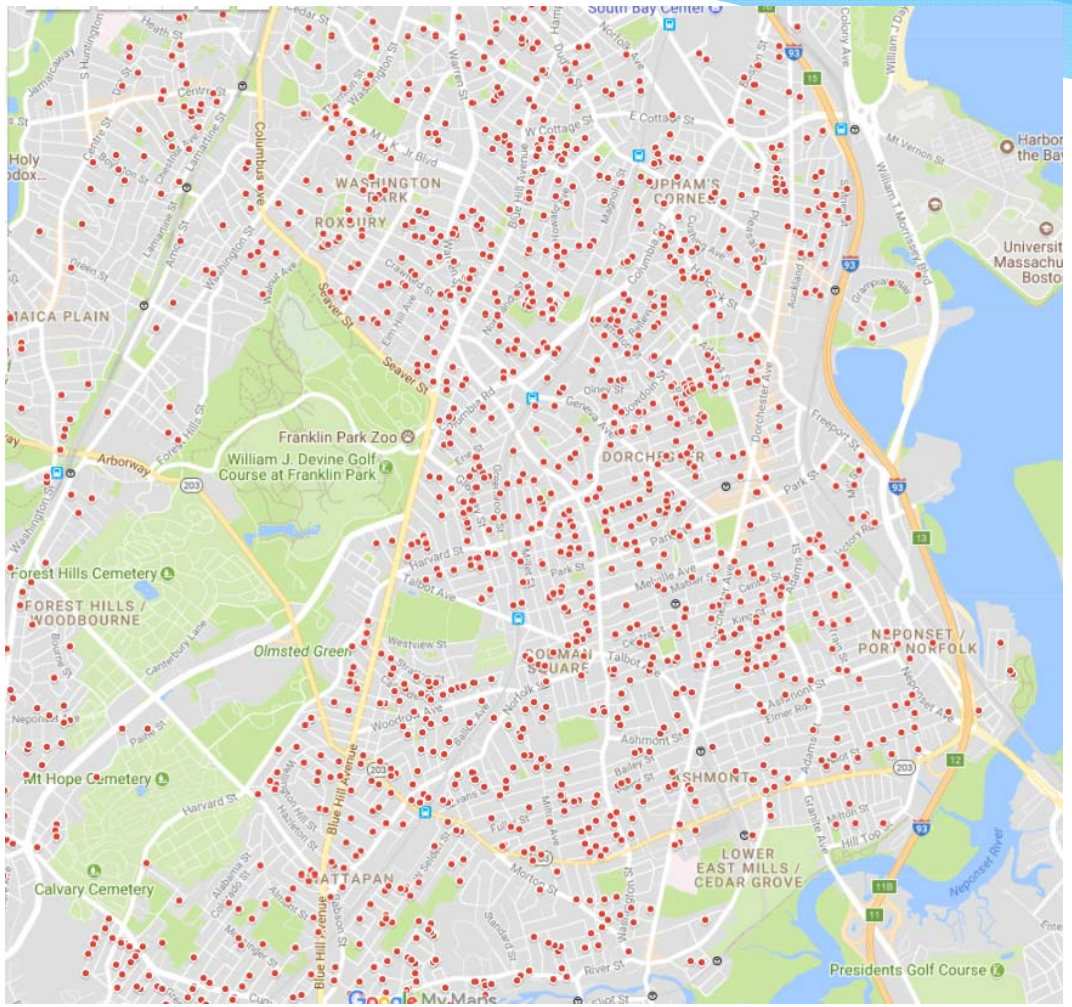
* **All media options are used** to reach eligible households including newspaper, radio, TV, local cable, social media, billboards, flyers and energy fairs
* Intake site staff speak over 14 languages and all materials are also printed in multiple languages
* Some clients also come from **MassSave referrals**
* **Targeted mailings and other outreach** are completed in conjunction with PA partners
* Clients are screened at intake for **any immediate energy efficiency needs** which go directly to field staff
* Client requests for services are generally addressed **within 30 days**, however, it is more typical that active, directed outreach be done to create the audit/work queue

Roxbury/Dorchester



Completed Weatherization Units: 15,449

Roxbury/Dorchester



Potential Weatherization Units: 2,227

Field Work

* **Approved Audit/Assessment scope of work** is assigned to appropriate weatherization and/or heating contractor
* Program is **100% incentive** for low income owner or renter
* Contractor **required to pull appropriate permits** for work performed
* **Quality Control: 100% of work Post-Inspected** by Sub-grantee field staff; In-Process Inspections occur when needed.
* Any work not completed must be addressed **before contractor payment**

Data & Reporting

* **Sub-grantees compile and report data** to meet the requirements of each PA
* **Lead Vendors collect data on a monthly basis** from all Sub-grantees and consolidate into a summary report for all efficiency measures
* **Lead Vendors use reported data as a management tool** to assess program trends/issues and make adjustments as necessary

Low Income Operations: Summary

* Lead Vendor – Sub-grantee network implements work in local territories
* Budgets allocation and savings goals align with R-2 Rate distribution
* Clients are obtained through active outreach through traditional media, marketing and community partnership referrals (LIHEAP)
* Lead Vendor actively manages performance across territory and makes adjustments accordingly to reach goals