



MARIPOSA COUNTY

HHS/Fiscal · (209) 966-2000



RESOLUTION - ACTION REQUESTED 2019-44

MEETING: January 22, 2019
TO: The Board of Supervisors
FROM: Chevon Kothari, Health and Human Services Director
RE: 2019 Dollar Energy Fund (PG&E) REACH Application Screening Agreement

RECOMMENDATION AND JUSTIFICATION:

Approve the 2019 REACH Program Application Screening Agreement with Dollar Energy Fund and authorize the Board of Supervisors chair to sign the agreement.

The REACH program is administered by Dollar Energy Fund and assists eligible PGE customers with their utility bills. Originally founded in 1983 in Pennsylvania, Dollar Energy Fund began with three local partners. Today, the organization works with 40 utility organizations in 12 states to provide assistance to families and individuals in need. This particular agreement involves County of Mariposa clients receiving utilities through the Pacific Gas & Electric (PG&E) company. Under this agreement, the County of Mariposa Energy Assistance program staff will screen and collect completed client applications for REACH utility assistance through Dollar Energy Fund, a PGE intermediary. The County of Mariposa Energy Assistance program will receive \$15 for each completed application submitted. This work will be performed by staff already collecting and screening applications for our existing Low Income Energy Assistance Program (LIHEAP).

BACKGROUND AND HISTORY OF BOARD ACTIONS:

This is a new agreement with Dollar Energy Fund for the REACH program.

ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:

If this Agreement is not approved, County of Mariposa will miss an opportunity to help underserved clients meet basic health and safety needs, and the County will forego the \$15 fee paid for each completed application.

FINANCIAL IMPACT:

This Agreement is cost neutral to the County. The County of Mariposa Energy Assistance program will receive \$15 for each completed application submitted.

ATTACHMENTS:

REACH Agmt and Scope of Work Wcsignature (PDF)

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RESULT: ADOPTED BY CONSENT VOTE [UNANIMOUS]

MOVER: Marshall Long, District III Supervisor

SECONDER: Merlin Jones, District II Supervisor

AYES: Smallcombe, Jones, Long, Cann, Menetrey

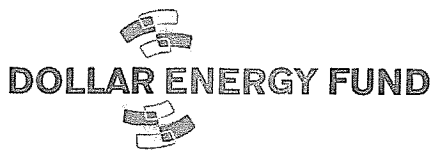
REACH Program Authorized Screening Agency Agreement and Scope of Services

As an authorized Reach Program Screening Agency, your agency will receive:

- All program related materials at no cost.
- REACH Program Training for designated staff from your agency at the annual training sessions.
- Support, advice, updates, and answers to your questions about the REACH Program, and its guidelines and policies.
- Updates to other energy assistance programs, such as LIHEAP (Low Income Home Energy Assistance Program), as they become available.
- A \$15 reimbursement fee for each correctly completed REACH Program Application.
- A correctly completed application consists of the following:
 - Application is completely filled out. This includes but is not limited to, household information, household demographics, utility account balance, payments and account number.
 - Proof of Income verified and stored according to Dollar Energy Fund's policies as outlined in the REACH Program Training Manual.
 - Payment Proof verified and stored according to Dollar Energy Fund's policies as outlined in the REACH Program Training Manual.
 - Applicant meets all REACH program guidelines and funding is available at the time application is taken.
 - Copy of bill or termination notice verified and stored according to Dollar Energy Fund's policies as outlined in the REACH Program Training Manual.

As an authorized REACH Program Screening Agency, I agree to:

- Acknowledge this Agency Participation Form and submit all subsequent requests for information on time.
- Require all staff who will complete REACH Program applications to participate in a REACH Program Training Session.
- Update Dollar Energy Fund, Inc. of any site, address, telephone, personnel, or other changes within this agency in a timely manner.
- Follow the policies and guidelines of the REACH Program.
- Accept phone calls from potential applicants and provide follow-up.
- Treat all applicants with kindness, dignity and respect.
- Restrict the use of personally identifiable information obtained during the application process to attain grants or to provide other social services for which the client may be eligible.



- Return all documentation to the applicant or destroy all client information by shredding or through another secure destruction method.
- Refer applicants to other needed services, such as food banks, childcare, LIHEAP, etc.
- Maintain minimum quality standards of applications as set by the Dollar Energy Fund, and, if necessary, attend additional training at the request of Dollar Energy Fund to maintain your organization's status as an Authorized Screening Agency.
- Provide a fax machine capable of 1200x1200 dpi accessible to all intake workers.
- Provide computer equipment with the following minimum specifications to be used by the intake workers: 233MHz processor (Pentium recommended) with 32MB of RAM; 800x600 resolution with 256 colors; Internet Explorer 6; access to the Internet via a broadband connection; and capable of printing to a laser printer.

The primary contact at each agency site will be responsible for the following:

- Editing any changes to agency site information.
- Adding new intake workers and removing intake workers who leave the agency by setting their profile to inactive.
- Notifying Dollar Energy Fund of any new intake workers who will be completing applications so that the appropriate training can be provided.
- Communication of all information regarding the grant program to the other intake workers at their site.
- Notifying Dollar Energy Fund if their site will be unable to complete grant applications at any time during the grant season.

As an Intake Worker I agree to do the following:

- Screen potential applicants for eligibility and make them aware of program requirements so that when they come into the agency to complete an application, they bring with them all required documentation.
- Follow the policies and guidelines of the REACH Program.
- Treat all applicants with kindness, dignity and respect.
- Refer applicants to other needed services, such as food banks, childcare, LIHEAP, etc...
- If a member of my immediate family is eligible to apply for a grant, I will refer my immediate family members to another Intake Worker at my agency or to Dollar Energy Fund to complete their application.
- If I am eligible to apply for a grant I will have my own application completed by another Intake Worker or by Dollar Energy Fund.
- Verify that the applicant has all of the required documentation before submitting their application.
- Verify the accuracy of the information entered on the application before I submit the application.



- Keep my User Name and Password confidential; my User Name and Password will not be shared or kept in writing.
- Keep the applicant's information confidential. After faxing documentation to Dollar Energy Fund, return all documents to the applicant or destroy all client information by shredding or through another secure destruction method. When enrolling the applicant into other social services, documentation becomes the responsibility of the agency and that particular program under that program's requirements.

During the REACH Program Year, Dollar Energy Fund requires the agency to submit applications via iPartner© and submit all supporting documentation via Fax. Because of this, the Agency agrees to:

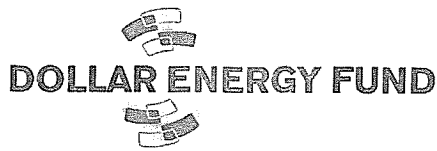
- Review income documentation for each REACH Program application and ensure the verification provided matches the information provided to Dollar Energy Fund.
- Review utility payment documentation for each REACH Program application and ensure the verification provided matches the information provided to Dollar Energy Fund.
- Ensure that all applications submitted to Dollar Energy Fund meet established guidelines for the season.
- Submit the application for a REACH Fund Grant by entering the appropriate information into iPartner©.
- Read the application agreement to the customer, and have them sign the application.
- Fax the application and supporting documentation (Income, Payment, etc.) to Dollar Energy Fund with the bar coded fax cover sheet provided by iPartner©.

Dollar Energy Fund, on a periodic basis, will conduct an audit of the Authorized Screening Agencies. Dollar Energy Fund will:

- Choose a sampling of applications from each agency intake worker.
- Choose a sampling of applications throughout the program year.
- Notify the agency of the audit results.

As an Authorized Screening Agency, we agree to:

- Comply with Dollar Energy Fund's auditing procedure.
- Attend any additional training required by Dollar Energy Fund as a result of a deficient audit score.



If my agency fails to comply with the auditing procedure or fails to provide the required documents for all applications, I understand that:

- We may be subject to additional audits throughout the year to ensure that we are in compliance with Dollar Energy Fund's policies and guidelines.
- We may be subject to an unscheduled, on-site visit by a member of the Dollar Energy Fund staff to conduct an audit.
- We may be removed as an Authorized Screening Agency permanently or for a specific period of time.

If your agency is removed as an Authorized Screening Agency, you must do the following in order to be reconsidered for participation in the REACH Program:

- Remain a non-participant for the remainder of the current program year if you are removed as a Screening Agency prior to March 1 or remain a non-participant for the next program year if you are removed as a result of an audit at the end of the program year.
- Have the director of your organization or authorized person at your agency submit a written request to be reinstated as a screening agency to: Mary Sally, Dollar Energy Fund, PO Box 42329, Pittsburgh, PA 15203.
- Agree that if the removal of the agency was a result of a particular Intake Worker, that he or she will no longer complete REACH Program Applications.
- Agree that if reinstated, your agency may be subject to additional audits or an on-site visit by a representative of Dollar Energy Fund.

Dollar Energy Fund has the right to remove an agency or to deny any agency participation as an Authorized Screening Agency as a result of failure to comply with the responsibilities outlined in the REACH Program Authorized Screening Agency Agreement and Scope of Services.

Dollar Energy Fund, Inc. Participation Agreement Summary

The following information outlines the details provided during the REACH Program participation registration process. If there are any questions or problems, please contact our agency support line at 800.375.1388.



User Agreement

As an Intake Worker I agree to do the following:

- Screen potential applicants for eligibility and make them aware of program requirements so that when they come into the agency to complete an application, they bring with them all required documentation.
- Follow the policies and guidelines of the Dollar Energy Fund REACH Program.
- Treat all applicants with kindness, dignity and respect.
- Refer applicants to other needed services, such as food banks, childcare, LIHEAP, etc...
- If a member of my immediate family is eligible to apply for a grant, I will refer my immediate family members to another Intake Worker at my agency or to Dollar Energy Fund to complete their application.
- If I am eligible to apply for a grant I will have my own application completed by another Intake Worker or by Dollar Energy Fund.
- Verify that the applicant has all of the required documentation before submitting their application.
- Verify the accuracy of the information entered on the application before I submit the application.
- Keep my User Name and Password as confidential; my User Name and Password will not be shared or kept in writing.

It is the policy of Dollar Energy Fund, Inc. to assure that adequate safeguards are provided to prevent unnecessary disclosure of client information. Your acceptance of the terms of this User Agreement and/or the usage of iPartner© indicates that you understand and will adhere to this policy.

Executed on behalf of Agency by:

Signed: Mikes Henebrey

Date: JAN 23 2019

Printed Name: Mikes Henebrey

Title: Board Chair

Executed on behalf of Dollar Energy Fund by:

Signed: Chad Quinn

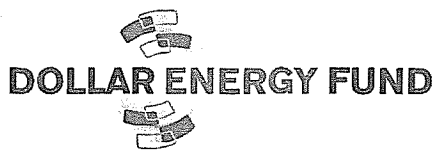
Date: 12-16-18

Printed Name: Chad Quinn

Title: CEO

APPROVED AS TO FORM:

Steven W. Dahlem
STEVEN W. DAHLEM
COUNTY COUNSEL



December 5, 2018

Dear Agency:

Enclosed is the REACH Program Authorized Screening Agency Agreement and Scope of Services. This agreement outlines all of the terms and includes detailed responsibilities. As an Agency, you will support PG&E's limited-income customers who need to retain basic utility service.

Through partnerships with organizations such as yours, Dollar Energy Fund has provided utility assistance grants to more than 480,000 households since 1983. Your continued support allows for limited-income families throughout your service territory to receive much-needed assistance with their utility bills.

We look forward to continuing our partnership with you during our 2018-19 program year! If you have any questions regarding your agreement letter, please contact Grant Help at 800.375.1388 or via email at granthelp@dollarenergy.org.

Sincerely,

A handwritten signature in black ink, appearing to read "Chad Quinn", written in a cursive style.

Chad Quinn

Chief Executive Officer