

**SERVING MINNEAPOLIS RESIDENTS BETTER:  
INTEGRATING ENERGY EFFICIENCY IN LEAD  
AND HEALTHY HOMES PROGRAMS**

**DECEMBER 2018**

**CENTER FOR ENERGY AND ENVIRONMENT**

## Table of Contents

Summary .....	1
Background and Context .....	1
Process Overview .....	4
Opportunity Findings .....	7
Conclusions: .....	12
Appendices .....	13
Appendix A: Additional Recommendations: .....	13
Appendix B: City of Minneapolis Lead Hazard Reduction Program Process Flowchart.....	15
Appendix C: U.S. Housing and Urban Development Department’s 29 Health Hazards list .....	16
Appendix D: Weatherization Program Services and Criteria Matrix .....	18
Appendix E: Home Energy Squad Program Process Flowchart .....	19
Appendix F: Home Energy Savings/Low-Income Weatherization Program Process Flowchart.	20
Appendix G: Hennepin County Lead Hazard Control Program Process Flowchart.....	21
Appendix H: Interviewee Contacts at Green and Healthy Homes Initiative and the California Healthy Housing Coalition.....	22
Appendix I: Lead and Weatherization Task Force Meeting 1 Notes: .....	23
Appendix J: Income Eligibility Criteria for Energy Assistance, Weatherization Assistance, and HUD by Household Size (≤ 10 people).....	27
Appendix K: Lead and Weatherization Task Force Meeting 2 Notes .....	28
Appendix L: Sustainable Resource Center’s Internal Referral Form.....	32

## Summary

The City of Minneapolis is committed to bringing healthier and more affordable housing to low income residents. Through more effective strategies and partnerships, the Minneapolis Health Department's Healthy Homes program can better integrate a host of energy efficiency offerings that share complementary goals and funding. Frequently, homes with opportunities for environmental remediation also hold promise for energy savings, and the solutions are often interlinked. This report provides recommendations to strategically interweave weatherization and healthy homes services in Minneapolis, in direct alignment with the Clean Energy Partnership.

## Background and Context

### Lead Hazards and Programs

It is fortunate that childhood lead poisoning is easily preventable, because exposure can cause long-term, irreversible damage to development. The primary sources of lead exposure in the United States are from lead-based paint and lead-contaminated dust or soil, especially in homes built before 1978. In Minneapolis, lead continues to be an environmental threat due to the widespread use of lead paint in the city's older housing stock. Children under the age of six are particularly prone to exposure, and therefore lead poisoning, as they are more likely to put their hands or contaminated objects in their mouths. Additionally, young children are particularly vulnerable to the damaging effects lead has on the brain, capable of causing permanent learning disabilities, lower academic performance, and other developmental delays.<sup>1</sup> Though no safe level of lead exposure has been identified, the Center for Disease Control and Prevention recommends health interventions in any household where a child's blood lead level is measured at greater than 5 micrograms of lead per deciliter of blood ( $\mu\text{g}/\text{dL}$ ).<sup>2</sup>

The City of Minneapolis is mandated by the State of Minnesota's Department of Health to respond to childhood lead poisoning cases. Referrals are often made from hospitals, clinics, and screening events where a doctor or specialist determines that a blood sample should be collected based on the child's age and reported property age. If the blood test results find the child's blood lead level to be 5  $\mu\text{g}/\text{dL}$  or higher in a venous blood draw, the child is considered to have an "elevated blood lead level (EBL)" or lead poisoning.<sup>3</sup> Minneapolis is currently the only agency in Minnesota investigating to that level. Physicians are required by law to report the results of all blood tests to the Minnesota Department of Health.

Once a child's EBL is reported, the Minneapolis Health Department responds by initiating a mandatory lead risk assessment. If department inspectors confirm a lead risk, the City issues a lead correction order that must be completed within 60 days<sup>3</sup>.

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<sup>1</sup> Mayo Foundation for Medical Education and Research (MFMER). *Lead Poisoning*. Mayo Clinic. 2018.

<sup>2</sup> Centers for Disease Control and Prevention. *Childhood Lead Poisoning*. 2017.

<sup>3</sup> City of Minneapolis Health Department. *What happens if my child has lead poisoning*. City of Minneapolis. 2018.



After the correction orders have been received, the owner may choose to complete the orders on their own or, if income-eligible, to enroll in the City’s or Hennepin County’s Lead Hazard Reduction Grant program. Funded by the U.S. Department of Housing and Urban Development (HUD), the Lead Hazard Reduction Grant helps homeowners cover most costs associated with lead remediation. To be eligible, a property must be located in Hennepin County, be constructed before 1978, have a child under age six who lives there or visits frequently, and be income eligible (homeowner or tenant). Income-eligible households are those that earn 80% or less of area median income (AMI). (See Chart 1.) If the dwelling meets all eligibility requirements, the Lead Hazard Reduction Grant awards up to \$10,000 to remediate lead hazards. To review the full program process for the City of Minneapolis Lead Hazard Reduction grant program, see **Appendix B**.

**Chart 1: 2018 HUD Household Income Criteria<sup>4</sup>**

1 Person	2 Persons	3 Persons	4 Persons	5 Persons	6 Persons	7 Persons
\$50,350	\$57,550	\$64,750	\$71,900	\$77,700	\$83,450	\$89,200

### Healthy Homes Hazards and Program

Homes served by the City’s Lead Hazard Reduction Grant program often contain other hazards to human health as well. This correlation could be caused by a number of reasons, including the average age of the homes (built before 1978) or their general upkeep. To address these health risks, the City’s Lead Hazard Reduction Grant program provides funding to repair homes and mitigate hazards. After a household is enrolled in the Lead Hazard Reduction Grant, the property receives a healthy homes inspection. During this process, a City inspector qualitatively and quantitatively inspects the overall health condition and risks of a home using a Health Assessment Partnership for Environmental Evaluation (HAPEE) checklist. This whole-building evaluation is based on the Department of Housing and Urban Development’s (HUD) list of 29 residential health hazards, which includes things like radon, moisture, and pests. A full list of home hazards can be found in **Appendix C**. If home hazards are identified during the inspection, City staff recommend remediation actions with the resident, and award up to \$1,500 to fund the resident’s preferred measures in the final scope of work. Many of these health hazards can be mitigated or eliminated through weatherization measures and energy efficient building improvements. For example, excess moisture and mold growth can be improved with better ventilation, and excess cold/hot areas of a dwelling can be prevented with weatherization.

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<sup>4</sup> City of Minneapolis Health Department - Healthy Homes & Lead Hazard Control. *Window Replacement and Lead Renovation Grant Funding*. City of Minneapolis. October 10, 2018.

## Energy Efficiency and Low-Income Utility Programs

The majority of residents in Minneapolis could benefit from weatherization and energy efficiency measures being applied to their dwelling, with exceptions being residential buildings recently built to meet or exceed building energy code, or those that have recently undergone weatherization installs. Both investor-owned utilities in Minneapolis — Xcel Energy (electric provider) and CenterPoint Energy (gas provider) — offer programs and rebates for weatherization and energy efficiency improvements for residential and multifamily customers. In addition, the U.S. Department of Energy channels funds to the State of Minnesota to provide local energy and weatherization assistance programs for income-eligible residents. These offerings improve home comfort, and also hold potential to deliver significant cost savings to residents. In Minneapolis, the market-rate utility program serving 1-4 unit properties is Home Energy Squad (HES), provided by Xcel Energy and CenterPoint Energy. The program offers home energy audits to identify efficiency opportunities, direct installs of energy-saving equipment, and advisory services about rebate offerings and qualified contractors for insulation and heating system replacements. For multifamily properties (5+ units), the free Multi-Family Building Efficiency program (MFBE) provides a whole-building energy assessment, direct installs of some energy-saving equipment in residential units and common areas, and assistance navigating available rebates and incentives to complete building energy improvements. Properties must have a common entrance, a common area(s), and residential units with in-unit kitchens.<sup>5</sup>

Customers with household earnings that are 50% of state median income (SMI) or 200% Federal Poverty Level (FPL) (whichever is higher, **see Chart 2**) meet income-eligibility requirements for a variety of state and utility programs designed to provide greater financial assistance and energy-savings. These programs include the joint-utility Low Income HES and MFBE (for affordable housing) programs, Xcel Energy’s Home Energy Savings Program, CenterPoint Energy’s Low Income Weatherization Program, CenterPoint Energy’s Low Income Rental Efficiency Program, Xcel Energy’s Low Income Multi-Family Energy Savings Program, and more. A more detailed list of services offered by these programs can be found in **Appendix D**, and the program processes for the Home Energy Savings Program/Low-Income Weatherization Program can be found in **Appendix F**. While many of these income-eligible programs provide similar direct installs as the market-rate Home Energy Squad and Multi-Family Building Efficiency programs, they are offered at no cost to the customer and include bigger incentives or full subsidy for projects such as attic and wall insulation and energy efficient appliance replacements.

**Chart 2: 2018 Low Income Energy Assistance Criteria<sup>6</sup>**

	1 Person	2 Persons	3 Persons	4 Persons	5 Persons	6 Persons	7 Persons
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<sup>5</sup> Multi-Family Energy Solutions. <https://www.multifamilyenergysolutions.com>

<sup>6</sup>Minnesota Department of Commerce. *Low Income Energy Assistance Program*.

50% SMI	\$25,983	\$33,978	\$41,973	\$49,698	\$57,963	\$65,958	\$67,457
200% FPL	\$24,280	\$32,920	\$41,560	\$50,200	\$58,840	\$67,480	\$76,120

In the City’s current Lead Hazard Reduction Program process, residents that are enrolled in the grant are given the option to opt-in to weatherization services by agreeing to schedule a Home Energy Squad visit. After the visit is conducted, Home Energy Squad staff share the Home Energy Scorecard with City staff to include in their final lead and healthy homes scope of work.

## Process Overview

**Inventory existing resources and programs.** To identify opportunities to integrate weatherization services in the City’s existing lead and healthy homes services, an inventory of existing resources and services in these areas was documented. The focus of the background research was to document the current processes and services offered by each program from a resident’s perspective, while assessing the requirements that programs place on residents to participate.

**Interviews.** In-person and phone interviews were used to gain program staff perspective, in addition to developing program process flowcharts (see **Appendices B, E, F, and G**) to visualize gaps and opportunities for weatherization program referrals. The programs explored in-depth include:

- Minneapolis Lead Hazard Reduction
- Hennepin County Lead Hazard Control Grant
- Home Energy Squad (implemented by the Center for Energy and Environment, on behalf of Xcel Energy and CenterPoint Energy)
- Home Energy Savings (implemented by the Sustainable Resources Center on behalf of Xcel Energy)
- Low Income Weatherization (implemented by the Sustainable Resources Center on behalf of CenterPoint Energy)

In addition to interviewing staff from local lead and weatherization programs, staff were interviewed at two leading, national healthy homes programs: Baltimore’s Green and Healthy Homes Initiative (GHHI) and the California Healthy Housing Coalition. Both programs seek to braid energy efficiency and weatherization services seamlessly into the lead and healthy homes offerings they provide. A list of contacts interviewed can be found in **Appendix H**.

**Lead and Weatherization Task Force.** Finally, two task force meetings with program leads were held in November. The objective of these meetings was to take the preliminary findings gathered through interviews to facilitate collaborative, productive conversations among stakeholders capable of merging weatherization with the City’s existing lead abatement and healthy homes

efforts. As such, many of the contacts interviewed were invited to become task force members. A full list of participants can be found in **Table 1** below.

**Table 1: Lead and Weatherization Task Force member list**

<b>Name</b>	<b>Organization</b>	<b>Role</b>
Alex Vollmer	City of Minneapolis Lead Hazard Reduction Grant Program	Task Force Member
Becky Olson	Center for Energy and Environment - Residential Program Department	Task Force Member
Brady Steigauf	Center for Energy and Environment - Community Program Associate	Lead Project Researcher
Carter Dedolph	CenterPoint Energy - CIP Implementation Manager	Task Force Member
Dan Roberts	Sustainable Resources Center - Weatherization Program Director	Task Force Member
Eliza Schell	City of Minneapolis Lead Hazard Reduction Grant Program	Task Force Member
Emma Schoppe	CenterPoint Energy - Local Energy Policy Manager	Task Force Member
Ethan Warner	CenterPoint Energy - Regulatory Analyst	Task Force Member
Jed Norgaarden	Sustainable Resources Center - Executive Director	Task Force Member
Katie Jones	Benchmarking Outreach and Policy Specialist	Task Force Member
Kim Havey	City of Minneapolis - Sustainability Office	Task Force Member
Lisa Smestad	City of Minneapolis Lead Hazard Reduction Grant Program	Task Force Member
Mike Jensen	Hennepin County - Lead Hazard Reduction Grant Program	Task Force Member
Patrick Hanlon	City of Minneapolis - Director of Environmental Programs	Task Force Member & Contract Manager
Rachelle Peleska	Sustainable Resources Center - Lead and Healthy Homes Education and Outreach Program Director	Task Force Member
Tasha Julius	Sustainable Resources Center - Production Manager	Task Force Member
Yvonne Pfeifer	Xcel Energy - Community Energy Efficiency Manager	Task Force Member
Facilitator	Anne Carroll; Carroll, Franck & Associates - Public engagement and strategic planning	

Both task force meetings were facilitated by Anne Carroll, an external contractor hired as a facilitator and expert process strategist. Center for Energy and Environment (CEE) hired Carroll to help neutralize their dual role as both research consultant and task force stakeholder representing Home Energy Squad.

The first task force meeting focused on providing context for the project, clarifying and building consensus on desired outcomes, visually sharing the City's Lead Hazard Reduction program process flowchart, and discussing what currently works well and what opportunities exist for



integrating weatherization services into the City's current process. A full copy of the meeting notes can be found in **Appendix I**.

The second task force meeting began with the group reviewing the weatherization program process flowcharts, a comparative income-eligibility chart between HUD grants and utility assistance (see **Appendix J**), and lastly a draft matrix of services and criteria for CenterPoint Energy's and Xcel Energy's residential programs (see **Appendix D** for final matrix). The exercise aimed to ensure that all task force members understood the utility offerings well enough to refer residents to relevant weatherization services within the City's lead program. Then task force members discussed the characteristics of successful referrals, and applied this definition to the City's Lead Hazard Reduction program while identifying barriers and opportunities in directing residents to weatherization programs. Lastly, task force members shared what role they would like to serve moving forward, after the analysis project is finished. A full copy of the meeting notes can be found in **Appendix K**.

## Opportunity Findings

The issues and opportunities described below are based primarily on task force recommendations from meetings, and supplemented with the results of interviews and national research conducted by the Center for Energy and Environment. Since many issues or barriers identified by the task force lead to discussions about solutions, this section is organized by issues by the likely ease and timeframe of their respective recommended solutions. While the section below includes those recommendations deemed the most feasible or impactful, additional recommendations can be found in **Appendix A**.

### Near-Term

**Issue 1: Leveraging all available funds for energy efficiency.** Investor-owned utilities, the U.S. Department of Energy, and the federal HUD department each offer funding for energy efficiency and/or weatherization services. However, the City of Minneapolis is currently using its franchise fee dollars to fund energy efficiency work for all interested residents enrolled in its Lead Hazard Reduction program. If the City were to leverage external funds when possible, it would allow franchise fee dollars to be stretched or spent elsewhere.

### Recommendations:

- City lead program staff could consider using franchise fee funding *only* to incentivize weatherization/insulation work in households that fall below 80% AMI (HUD funding eligibility threshold) and above 50% SMI (utility and federal funding eligibility threshold). Residents that fall in this gap likely still experience financial stress despite being ineligible for utility/federal low-income energy efficiency and weatherization services and funding. For example: a household of four would meet HUD income-eligibility requirements for lead and healthy homes services with a household income of  $\geq \$71,900$ , but would only meet income-eligibility requirements for weatherization assistance with a household income of

≥\$50,200 (a gap of up to \$21,700). See **Appendix J** for a comparative chart that illustrates the income-eligibility gap.

- City lead program staff could refer residents who qualify for utility and/or federal low-income energy efficiency and weatherization services to the appropriate program implementer. This would allow the City to optimize its distribution of funding while delivering the same weatherization benefits (or more) to the resident. In this case, the City Lead Hazard Reduction program will need to develop a decision-making process to determine which funding streams it will leverage, based on what each customer is eligible for. More recommendations on how to implement effective referrals and overcome barriers are described below.

**Issue 2: Navigating weatherization program/service information.** Currently, Minneapolis program staff do not have enough clear and current information about utility and federal programs, rebates, and weatherization services available to Minneapolis residents to effectively refer them to the correct programs. Additionally, weatherization and energy efficiency programs have different eligibility criteria and provide varying services, adding to their complexity.

**Recommendation:**

- Utility program implementers could further detail, share, and jointly maintain (with City and County staff) the matrix of weatherization services and criteria (**Appendix D**) developed as part of this project and refined by task force members. If maintained, this matrix — in combination with regular check-ins with energy efficiency and weatherization program implementers — can help Minneapolis staff to identify the best programs to maximize funding delivered to the resident for healthy homes and weatherization/energy efficiency improvements. As an added benefit, this information can help City staff to promote participation in weatherization services when interacting with residents.
- Upon request or proactively, all agencies represented on the task force could proactively make current funding streams and associated criteria for accessing those services available to one another to accomplish common goals.

**Issue 3: Increasing the number of participants in weatherization programs.** Prior to 2018, energy efficiency services were not coordinated with the Lead Hazard Reduction program. Thanks to recommendations by the Energy Vision Advisory Committee and the Clean Energy Partnership and subsequent budget approvals, funding for this work has resulted in approximately one quarter of residents served by these programs also received weatherization services. The task force unanimously expressed interest in increasing this participation to as close to 100% as possible. The City's current practice of referring residents to the Home Energy Squad program is an opt-in question during their home inspection process.

**Recommendations:**

- City staff should consider changing their current opt-in question about weatherization to an opt-out process.

- The City Lead program could establish a clear, annual goal for proportion of residents served who also are offered weatherization services (including insulation).

**Issue 4: Contracting bidding.** HUD and EPA licensing rules restrict the number of contractors eligible to complete their lead and healthy homes scopes of work, making it time consuming and difficult for City staff to finalize project bids. Given the urgency that lead hazard abatement requires, City staff are pressured to complete projects as soon possible to minimize health risks. Further, staff have expressed discomfort about writing sufficiently detailed contractor specifications for non-lead work.

**Recommendation:**

- Task force members should continue to meet and explore contracting possibilities that meet the local and federal requirements for bidding and contractor qualifications.

**Mid-Term:**

**Issue 5: Exploring innovative funding and incentives.** City staff and the task force identified several innovative funding and incentive strategies that the Minneapolis Lead Hazard Reduction program could leverage to expand the depth of weatherization services and number of residents receiving them. Additionally, there is a gap between residents who are eligible to enroll in low-income utility assistance programs and those who meet HUD's lead grant criteria. (See **Appendix J.**)

**Recommendation:**

- City lead program staff could share affordable financing options for residents wishing to select above-standard window replacements that provide energy efficiency benefits (e.g., CEE's home improvement loans or Community Planning and Economic Development loans).

**Issue 6: Ensuring successful referrals and information-sharing.** After identifying the best program to cover weatherization services, there are some barriers to the City ensuring that the work is completed for the resident. Data privacy is cited as a persistent barrier to sharing the information needed to achieve a successful or streamlined referral (as defined by task force members during the second meeting, see **Appendix K**), particularly with regard to the City receiving information on which energy efficiency opportunities exist and can be covered by utility and/or federal funding after they have referred a resident to a weatherization program. Further, even though City staff must verify residents' incomes, and could therefore determine whether or not residents are income-eligible for utility and/or federal weatherization programs, they currently may not share this information with program implementers. Instead, City staff must refer these residents to the Community Action Partnership of Hennepin County, where they must sign up for the Energy Assistance Program to be eligible for the Weatherization Assistance Program. This creates one more layer of referral and adds to the complexity and paperwork required of residents to receive services.

## **Recommendations:**

- In partnership with the City staff, the Weatherization Assistance Program could work to design an information-sharing model similar to the one used to refer residents between the Minneapolis Lead Hazard Reduction program and HES. As it stands, Minneapolis staff collect the contact information of residents who are interested in receiving a HES visit; they then share this with the program implementer, who contacts the resident to schedule a visit. HES staff also provide the City with energy recommendations revealed during the home visit, to include in the final lead and healthy homes scope of work. Thanks to customer data release consent forms, this entire effort is completed without violating data privacy laws. For income-eligible weatherization programs such as Home Energy Savings or Low Income Weatherization programs, the program provider could collaborate with City staff to design a similar process. One key benefit would be a closed feedback loop where, after making a weatherization referral, City staff would learn which scope of work items were financially covered and implemented.
- Task force members cited existing examples of data consent release forms that allow for residents' information to be shared between parties (e.g., the Multi-Family Housing Authority form). Task force members suggested engaging with their respective attorneys' offices to work with staff and partners on solutions that support resident access to more programs, services, and funding while protecting their data privacy.

**Issue 7: Improving processes for residents being served.** All programs have “stopping points” in their processes where residents leave a program for various reasons (no longer eligible, inadequate funding, the process takes too long, etc.). Further, it is critical that weatherization programs share energy audit results and recommendations with City program staff in a timely manner to incorporate these into the City's lead and healthy homes scope of work.

## **Recommendations:**

- At stopping points in the City's Lead Hazard Reduction program, City staff could consider whether the resident could be referred to a weatherization program, so the resident still receives a service or benefit.
- City and Hennepin County staff could coordinate and jointly request that HES create a specific scheduling calendar to prioritize visits for residents enrolled in the City and County lead grant programs, and expedite report sharing with the relevant public entity to write a comprehensive scope of work. This could be justified if both the City and the County's lead programs were included, as the quantity of visits would be large enough.

## **Long-Term:**

**Issue 8: Addressing challenges with rental properties.** All representatives of lead, healthy homes, and weatherization programs identified persistent challenges with contacting and obtaining approval from rental property landlords to provide services to qualified residents and/or the entire building.

## **Recommendation:**

- City lead staff could promote free programs and use franchise fee dollars to attract and incentivize rental property owners and managers to take advantage of city and utility programs. Such programs include:
  - The City of Minneapolis Green Cost Share program offers funding incentives for multifamily buildings to complete building energy upgrades that also may improve the comfort and affordability of housing. Most multifamily (5+ units) properties are eligible for a 20% project cost share match up to \$20,000 (or a 30% match up to \$30,000 for buildings located in a Minneapolis Green Zone).
  - The Green Cost Share program also offers exclusive funds to rental property owners who have gained 4d (low-income) tax status as affordable housing units. This exclusive cost share includes a 90% match up to \$50,000 for energy efficiency projects. Since the 4d cost share funding will be expanded to 2+ unit rental properties in 2019, there is an opportunity to use these dollars to incent engagement with and approval for weatherization work with these property owners.
  - The Multi-Family Building Efficiency program offered by CenterPoint Energy and Xcel Energy provides some energy saving benefits to property owners and/or tenants at no cost.

**Issue 9: Collaborate with other public entities.** There is an opportunity for the City of Minneapolis to work more closely with Hennepin County and other adjacent municipalities to leverage more funding streams and advocate broader health benefits and services to residents.

## **Recommendations:**

- The City and County could explore the California Healthy Housing Coalition as model of several entities working together to identify strategies that improve the habitability, indoor air quality, and lead poisoning prevention measures of local housing stock.
- The Minneapolis Health Department could consider leading a collective effort with other cities and counties, which all receive lead funding, to urge the Minnesota Medicaid Office to fund healthy homes and energy efficiency work. According to the Green and Healthy Homes Initiative, state Medicaid Offices around the country are beginning to recognize the benefits weatherization can have on reduced hospital visits.

## Conclusions:

Given the City's dedicated health department staff and Minnesota's strong energy conservation and medical policies and programs, Minneapolis has been identified as one of the top cities in the country to better integrate weatherization and healthy homes measures into existing lead services. Interviews and meeting participation by task force members proved that healthy homes, weatherization, and lead programs share common goals to improve customer convenience, program participation, and services provided to residents of Minneapolis. The City Health Department can leverage this enthusiasm to collaborate with external programs to implement the recommendations identified above. In fact, given the Clean Energy Partnership goals and work plan<sup>7</sup> as well as the franchise fee revenue dedicated to building efficiency work, the City of Minneapolis is uniquely positioned to ensure that more lead and healthy homes program participants can weatherize their homes. In summary, opportunities to coordinate and streamline across programs have been identified and are actionable. By pursuing the listed recommendations, the City stands to make gains on its clean energy goals while improving the health, housing, and energy cost burden of Minneapolis residents.

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<sup>7</sup> Minneapolis Clean Energy Partnership. *Minneapolis Clean Energy Partnership 2019-2021 Work Plan*. City of Minneapolis. November 8, 2018.



## Appendices

### Appendix A: Additional Recommendations:

#### **Exploring innovative funding and incentives**

- The City's lead program could explore options for a revolving fund to provide very low-cost financing for residents/property owners who cannot match 10% of the project cost. Additional options to explore include CEE loans, CPED loans for low-income families in single-family homes, financing through tax assessment, etc.

#### **Contract bidding**

- The City's lead program could borrow from Baltimore's Green and Healthy Homes Initiative's "outcome broker" model by requesting that the local nonprofit hired to assist with the contractor bidding also hosts bi-weekly or monthly meetings with eligible contractors. At these meetings, contractors with niche expertise can discuss how to work together on projects to seamlessly complete components of a project. In this model, vendors benefit from receiving more contracts, and the City benefits from being able to "plug-and-play" contractors to complete components of the scope of work if a sole vendor with comprehensive skills is not available. The Green and Healthy Homes Initiative calls these "triage meetings," which occur bi-weekly and are a key responsibility for the outcome broker role.

#### **Leveraging new programs and funding streams**

- City staff could work with the Sustainable Resources Center (SRC) to explore their Elderly Healthy Homes Assessment program or their Baby Safe at Home program as potential programs to refer eligible residents to as a means of delivering more funds and services to them.

#### **Exploring other municipal policy measures**

- The City Health Department could explore other municipal policy measures to integrate weatherization into healthy homes and lead work. For example, the City of Minneapolis could require weatherization or energy audit requirements on any residential properties receiving public funds (e.g., HUD's Lead Hazard Reduction grants), similar to how the City of Austin, TX requires that residences receiving City funds conduct a comprehensive inspection for lead, healthy homes, and energy-saving opportunities.

#### **Improving the lead program process**

The lead program's process, in combination with weatherization services, can be time consuming and disruptive for residents. For example, the resident often must go through a lead inspection, then a healthy homes inspection, then a Home Energy Audit (and potentially the Low-Income Weatherization/Home Energy Savings Program if eligible). Each visit requires the resident to take time off work and can feel intrusive with the number of strangers coming through the home.

- City lead staff could explore opportunities to schedule assessments simultaneously or on the same day to minimize disruption for the resident.
- The City's lead program could explore opportunities to cross-train staff on conducting energy assessments and/or lead and healthy homes assessments, with the goal to deliver one, comprehensive assessment to residents.

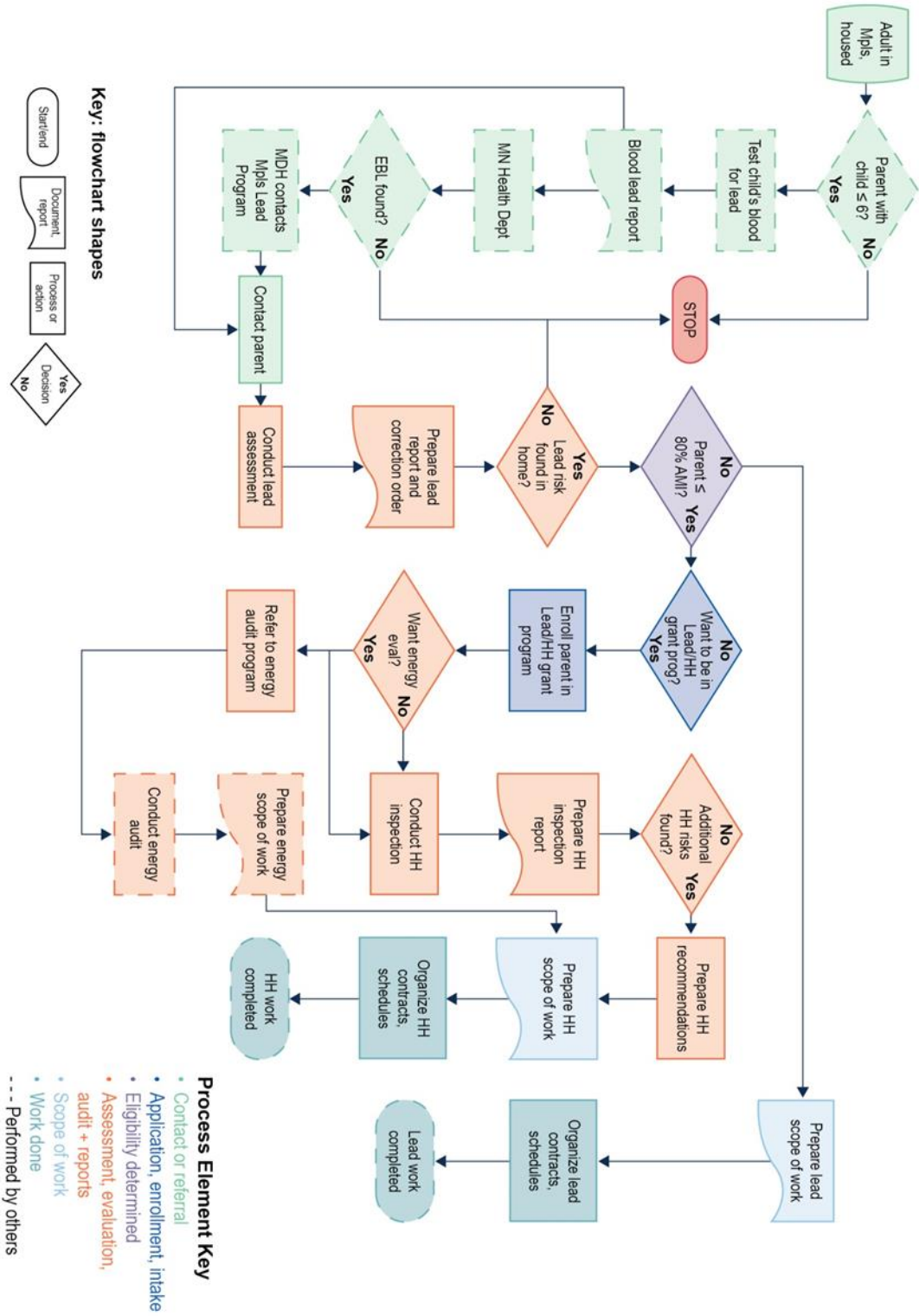
### **Improving referral processes**

All programs represented on the Lead and Weatherization Task Force require duplicative personal information on their intake forms (e.g., all programs gather information on household type, household income, household size, etc.). This requires participants to fill out redundant information and makes enrollment paperwork more onerous.

- City lead staff could continue to work with task force members to explore ways to design a standardized, universal intake form that allows a resident to be seamlessly enrolled in several programs without violating data privacy concerns. This allows a resident to receive all services they're eligible for with the least duplicative paperwork and income verification processes.
- The City's lead program could reference SRC's internal referral form as an example of a singular form that connects residents to several services (Appendix L).

# Appendix B: City of Minneapolis Lead Hazard Reduction Program Process Flowchart

## Minneapolis Lead Hazard Reduction Program



# Appendix C: U.S. Housing and Urban Development Department's 29 Health Hazards list

## 1 Damp and Mold growth

Caused by dust mites, mold or fungal growth caused by dampness and/or high humidity. It includes threats to mental health and social wellbeing caused by living with damp, damp staining and/or mold growth.

**Most vulnerable:**  
14 years or less

## 2 Excess cold

Caused by excessively cold indoor temperatures.



**Most vulnerable:**  
65 years or older

## 3 Excess heat

Caused by excessively high indoor air temperatures.

**Most vulnerable:**  
65 years or older

## 4 Asbestos, Silica and other MMF

Caused by excessive levels of silica, asbestos and man-made mineral fibers (MMF).



**Most vulnerable:**  
No Specific Group

## 5 Biocides

Threats to health from those chemicals used to treat timber and mold growth in dwelling. While biocides include insecticides and rodenticides to control pest infestations (e.g. cockroaches or rats and mice), these are not considered for the purposes of the HHRT.

**Most vulnerable:**  
No Specific Group

## 6 Carbon monoxide and fuel combustion products

Excess levels of carbon monoxide, nitrogen dioxide, sulphur dioxide and smoke in the dwelling's atmosphere.



**Most vulnerable:**  
For CO - 65 years plus;  
For NO2, SO2 & smoke  
- no specific group

## 7 Lead

Ingestion from lead-paint dust, debris or leaded water pipes.

**Most vulnerable:**  
6 years or younger

## 8 Radiation

This category covers the threats to health from radon gas and its daughters, primarily airborne, but also radon dissolved in water.

**Most vulnerable:**  
All persons aged 60 - 64  
with lifelong exposure

## 9 Uncombusted fuel gas

Fuel gas escaping into the atmosphere within a dwelling.

**Most vulnerable:**  
No Specific Group

## 10 Volatile Organic Compounds

Volatile organic compounds (VOCs) are a diverse group of organic chemicals which includes formaldehyde, that are gaseous at room temperature, and are found in a wide variety of materials in the home.

**Most vulnerable:**  
No Specific Group

## 11 Crowding and Space

This category covers hazards associated with lack of space within the dwelling for living, sleeping and normal family/household life.

**Most vulnerable:**  
No Specific Group

## 12 Entry by Intruders

Difficulties in keeping a dwelling secure against unauthorized entry and the maintenance of defensible space.



**Most vulnerable:**  
No Specific Group

## 13 Lighting

This category covers the threats to physical and mental health

associated with inadequate natural and/or artificial light. It includes the psychological effect associated with the view from the dwelling.



**Most vulnerable:**  
No Specific Group

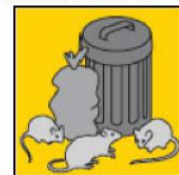
## 14 Noise

Covers threats to physical and mental health resulting from exposure to noise inside the dwelling or within its curtilage.

**Most vulnerable:**  
No Specific Group

## 15 Domestic Hygiene, Pests and Refuse

Covers hazards which can result from poor design, layout and construction such that the dwelling cannot be readily kept clean and hygienic; access into, and harborage within, the dwelling for pests; and inadequate and unhygienic provision for storing and disposal of household waste.



**Most vulnerable:**  
No Specific Group

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Housing Hazards as Identified in the Healthy Home Rating Tool



16

### Food Safety

Threats of infection resulting from inadequacies in provision and facilities for the storage, preparation and cooking of food.

**Most vulnerable:**  
No Specific Group

17

### Personal Hygiene, Sanitation and Drainage

Threats of infection and threats to mental health associated with personal hygiene, including personal washing and clothes washing facilities, sanitation and drainage. It does not include problems with pests associated with defective drainage facilities.

**Most vulnerable:**  
Children under 5 years

18

### Water Supply

Covers the quality and adequacy of the supply of water within the dwelling for drinking and for domestic purposes such as cooking, washing, cleaning and sanitation. As well as the adequacy, it includes threats to health from contamination by bacteria, protozoa, parasites, viruses, and chemical pollutants.

**Most vulnerable:**  
No Specific Group

19

### Falls associated with Baths etc

This category includes any fall associated with a bath, shower or similar facility.

**Most vulnerable:**  
60 years or older

20

### Falling on Level Surfaces etc

This category covers falling on any level surface such as floors, yards, and paths. It also includes falls associated with trip steps, thresholds, or ramps, where the change in level is less than 12 inches or 300mm.

**Most vulnerable:**  
60 years or older

21

### Falling on Stairs etc

This category covers any fall associated with a stairs, steps and ramps where the change in level is greater than 12 inches or 300mm.



**Most vulnerable:**  
60 years or older

22

### Falling between Levels

This category covers falls from one level to another, inside or

outside a dwelling, where the difference in levels is more than 12 inches or 300mm. It includes, for example, falls out of windows, falls from balconies or landings, falls from accessible roofs, into basement wells, and over garden retaining walls.

**Most vulnerable:**  
60 years or older

23

### Electrical Hazards

This category covers hazards from shock and burns resulting from exposure to electricity, including from lightning strikes. (It does not include risks associated with fire caused by deficiencies to the electrical installations, such as ignition of material by a short-circuit.)



**Most vulnerable:**  
No Specific Group

24

### Fire

This category covers threats from exposure to uncontrolled fire and associated smoke at a dwelling.

**Most vulnerable:**  
No Specific Group

25

### Flames, Hot Surfaces etc

This category covers threats of burns – injuries caused by contact with a hot flame or fire, and contact with hot objects or hot non-water based liquids; and scalds – injuries caused by contact with hot liquids and vapors. It includes burns caused by clothing catching alight from a controlled fire or flame.

**Most vulnerable:**  
No Specific Group

26

### Collision and Entrapment

This category includes risks of physical injury from trapping body parts in architectural features, such as trapping limbs or fingers in doors or windows; and striking (colliding with) objects such as architectural glazing, windows, doors, low ceilings and walls.



**Most vulnerable:**  
No Specific Group

27

### Explosions

This category covers the threat from the blast of an explosion, from debris generated by the blast, and from the partial or total collapse

of a building as the result of an explosion.

**Most vulnerable:**  
No Specific Group

28

### Position and Operability of Amenities etc

This category covers threats of physical strain associated with functional space and other features at dwellings.



**Most vulnerable:**  
No Specific Group

29

### Structural Collapse and Falling Elements

Covers the threat of whole dwelling collapse, or of an element or a part of the fabric being displaced or falling because of inadequate fixing, disrepair, or as a result of adverse weather conditions. Structural failure may occur internally or externally within the curtilage threatening occupants, or externally outside the curtilage putting at risk members of the public.

**Most vulnerable:**  
No Specific Group

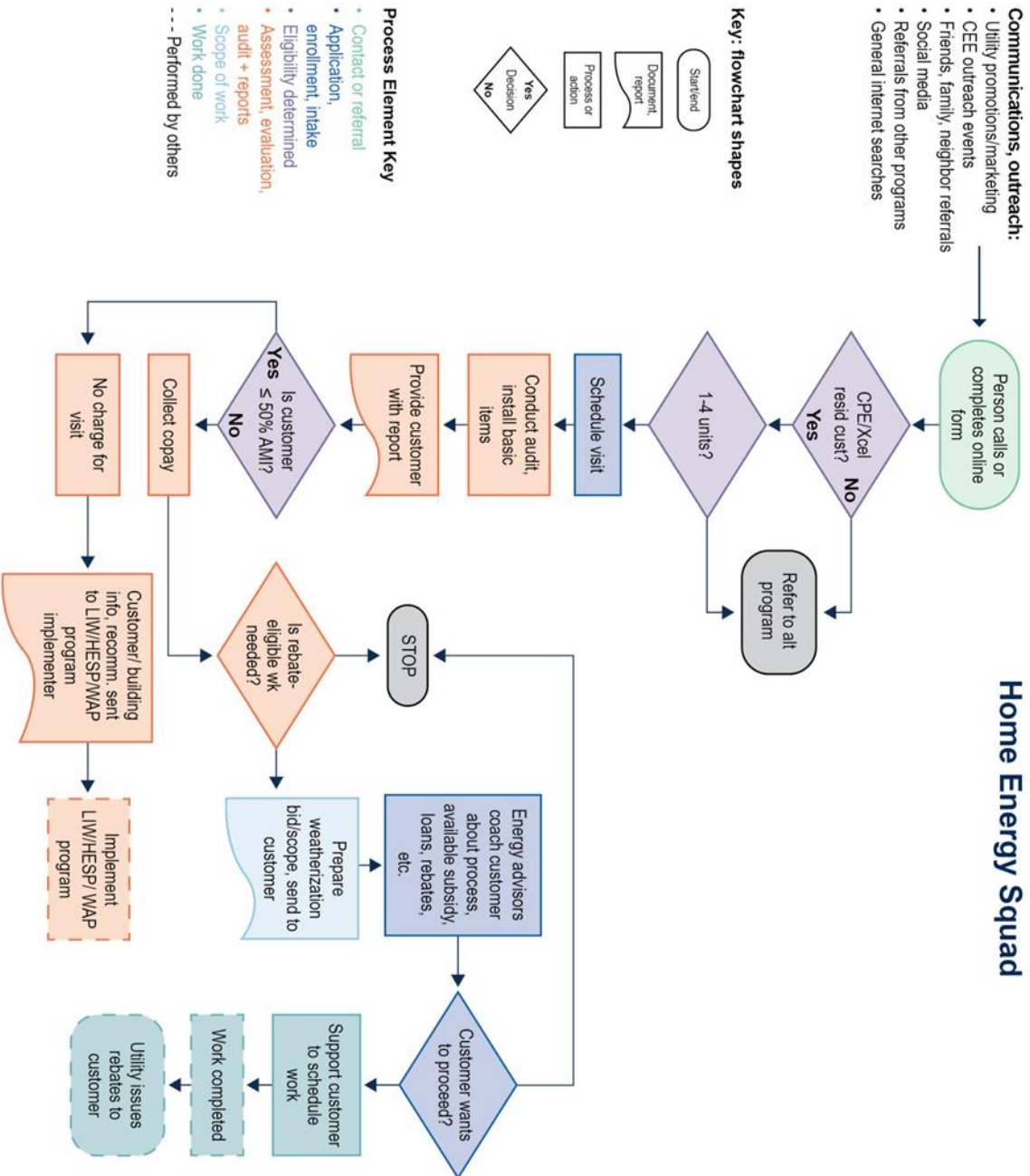
## Appendix D: Weatherization Program Services and Criteria Matrix

Customers of both Xcel Energy and CenterPoint Energy

Dwelling type:	1-4 unit dwelling		5+ unit dwelling	
Income qualifications:	All incomes	Household of X 50% SMI or 200% FPL	All incomes	Household of X 50% SMI or 200%
Services	Programs			
LED bulbs	Home Energy Squad	Low Income Home Energy Squad Home Energy Savings Program	Multi-Family Building Efficiency Program	Multi-Family Building Efficiency Program Low income Multi-Family Energy Savings Program (Electric Only)
Door & attic weather stripping	Home Energy Squad, DIY	Low Income Home Energy Squad Low Income Weatherization Low Income Rental Efficiency	*Incentives available through Multi-Family Building Efficiency program	NA
Programmable thermostat	Home Energy Squad Prescriptive Rebates (Home Energy Rebates)	Low Income Home Energy Squad Low Income Weatherization	NA	NA
Air sealing	Prescriptive Rebates (Home Insulation Rebates)	Low Income Weatherization Home Energy Savings Program (Electric Heat) Low Income Rental Efficiency	NA	NA
Exterior wall & attic insulation	Prescriptive Rebates (Home Insulation Rebates)	Low Income Weatherization Home Energy Savings Program (Electric Heat) Low income Rental Efficiency	NA	NA
Furnace, boiler, & water heater repair or replacement	CenterPoint Energy Prescriptive Rebates, (Home Efficiency Rebates)	Low Income Weatherization Low Income Rental Efficiency	Multi-Family Building Efficiency Program, C/I Prescriptive Rebates	Multi-Family Building Efficiency Program Affordable Housing MF Bonus
Water heater insulation & temperature adjustment	Home Energy Squad	Low Income Home Energy Squad Low Income Weatherization	Multi-Family Building Efficiency Program	Multi-Family Building Efficiency Program
Pipe insulation	Home Energy Squad, DIY	Low Income Home Energy Squad Low Income Weatherization	Multi-Family Building Efficiency Program Commercial/Industrial Prescriptive Rebates	Affordable Housing MF Bonus
Refrigerator replacement	NA	Home Energy Savings Program	*Incentives available through Multi-Family Building Efficiency program	Low income Multi-Family Energy Savings Program (Electric Only)
Freezer replacement	NA	Home Energy Savings Program	NA	Low income Multi-Family Energy Savings Program (Electric Only)
Wall or window AC unit replacement	NA	Home Energy Savings Program	NA	Low income Multi-Family Energy Savings Program (Electric Only)
Installation of low flow showerheads	Home Energy Squad	Low Income Home Energy Squad	Multi-Family Building Efficiency Program	Multi-Family Building Efficiency Program
Installation of low flow faucet aerators	Home Energy Squad	Low Income Home Energy Squad	Multi-Family Building Efficiency Program	Multi-Family Building Efficiency Program,
Installation of smoke and carbon monoxide detectors	Home Energy Squad	Low Income Weatherization	NA	NA
Combustion safety inspection	Home Energy Squad	Low Income Home Energy Squad Low Income Weatherization	NA	NA
Carbon monoxide check	Home Energy Squad	Low Income Home Energy Squad Low Income Weatherization	NA	NA



# Appendix E: Home Energy Squad Program Process Flowchart

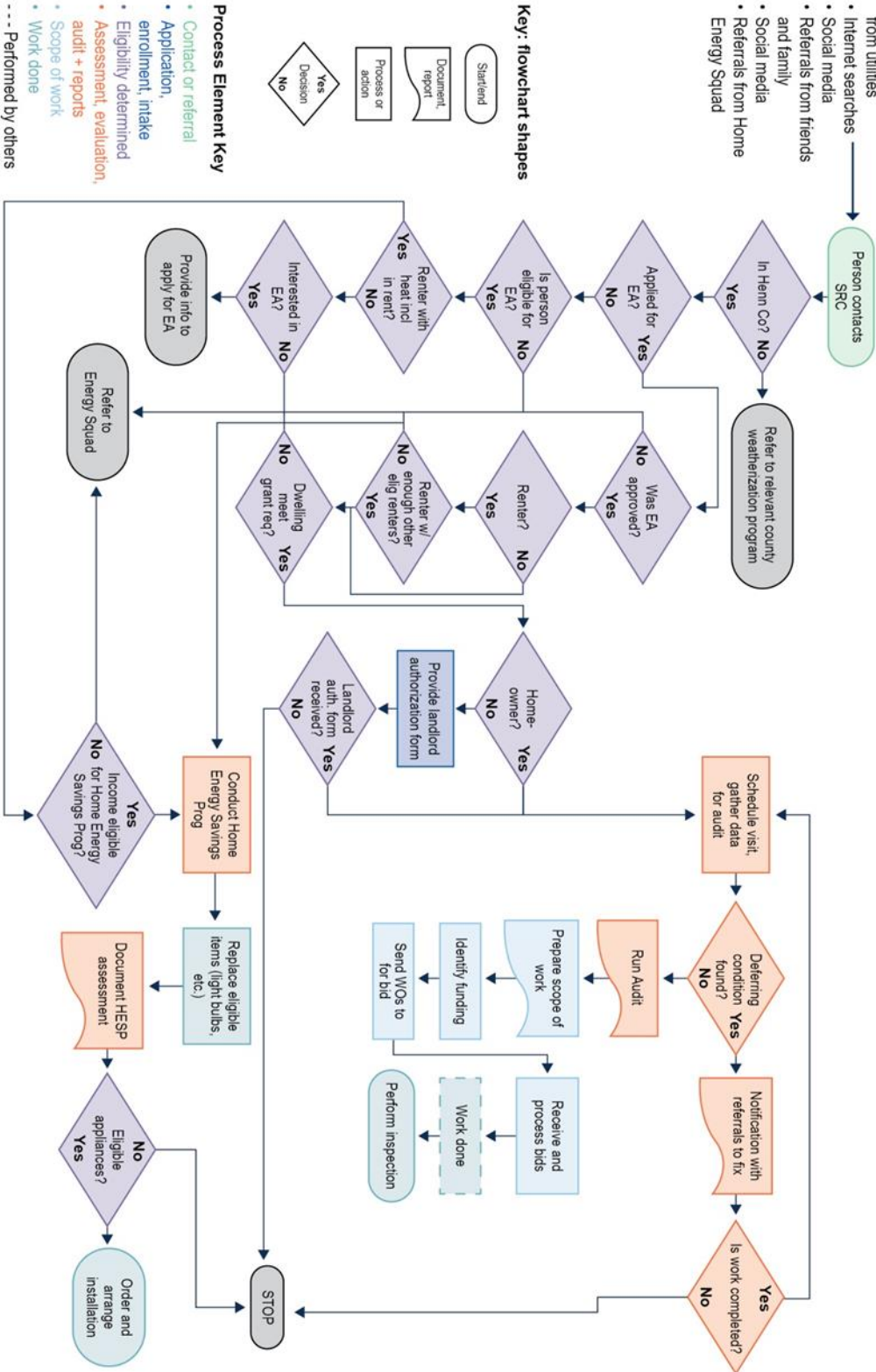


# Appendix F: Home Energy Savings/Low-Income Weatherization Program Process Flowchart

## Low Income Weatherization/Home Energy Savings Program

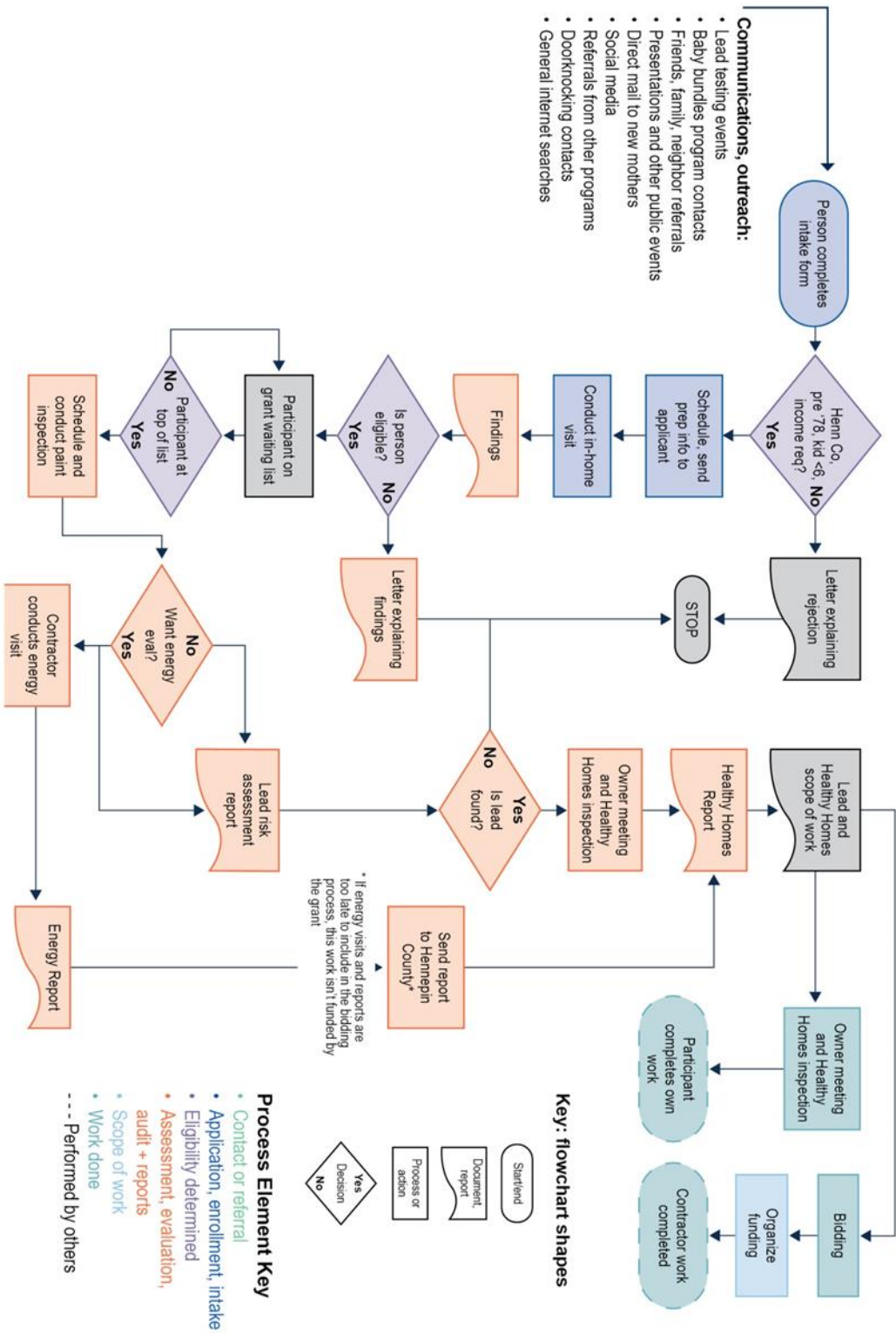
### Communications, outreach:

- Direct mail to eligible households
- Statement stuffers from utilities
- Internet searches
- Social media
- Referrals from friends and family
- Social media
- Referrals from Home Energy Squad



# Appendix G: Hennepin County Lead Hazard Control Program Process Flowchart

## Hennepin County Lead Control Grant Program



## Appendix H: Interviewee Contacts at Green and Healthy Homes Initiative and the California Healthy Housing Coalition

Name	Title	Organization	Notes
Ruth Ann Norton	Executive Director	Green & Healthy Homes Initiative	Contacted to learn about GHHI's approach to braiding lead, healthy homes, and weatherization services.
Hersh Fernandes	Vice President of Client Services	Green & Healthy Homes Initiative	Contacted to learn more about GHHI's "outcome broker" model and GHHI's approach.
Catherine Lee	Outcome Broker - Jackson, Mississippi	Green & Healthy Homes Initiative	Contacted to learn about Catherine's role as an outcome broker in the City of Jackson, which previously had no lead or weatherization program.
Brandon Kitagawa	Senior Policy Associate	Regional Asthma Management & Prevention/California Healthy Housing Coalition	Contacted to gain his perspective on the coalition's approach to improving healthy homes and weatherization services to Californian residents.

## Appendix I: Lead and Weatherization Task Force Meeting 1 Notes:

### **Notes: Minneapolis Lead and Weatherization Task Force Meeting**

Thursday 1 November 2018, 1-4 pm

Minneapolis Central Library, Doty Board Room (2<sup>nd</sup> floor)

#### Task Force members and contact information

### **Context**

*(Task Force convener Patrick Hanlon, Minneapolis Department of Health)*

Identified opportunity to better integrate weatherization/energy efficiency improvements for Minneapolis residents receiving lead abatement services

Invited key players to be part of a Task Force to identify barriers, solutions, and action steps

Note that Center for Energy and Environment has a temporary dual role, as a Task Force member and also under contract with Minneapolis to do initial research and analysis, convene and support the TF, and ensure final recommendations are prepared by the end of 2018

Hope that those recommendations include the commitment of TF members to continue working together to advance the consensus-based recommendations

### **Individual objectives, expectations, and hopes for Task Force**

*(These have been summarized and grouped for clarity)*

- **Meet needs of everyone who is eligible by making the process(es) work easily and smoothly for participants/customers**

As many as possible eligible applicants get the services they can

Reach participation goals, especially for low income customers

Get more participants by modifying how programs are delivered to do that better

Get the right resources to the right customers in as few visits as possible

Generate more demand for services

Streamline the various processes to make it easy for already overburdened families to get the assistance they need

Remove some of the nitty gritty details that make this clunky

Make sure that those who need services get them

Understand what issues customers have and what their priorities are

By 2030, every eligible home receives insulation or weatherization services

Identify who needs the services most to prioritize

Solve multifamily issues because 51% of residents are renters

Emphasize serving the “green zone” areas of Minneapolis to serve disadvantaged residents first

Streamline deliverables for clients

Educate and empower their customers to find their own voice and what their home is doing for them

Reduce the view that City is bad at implementing programs and is unsuccessful

- **Leverage/increase available resources (financial, organizational)**

Bring more resources to the table as well as better utilize existing resources

Accomplish organizational objectives/purposes more efficiently and effectively

**Collaborate as a TF and as organizations**



- The task force as an active working group
- Find better ways for more customers to be referred to/get into the various available programs
- Share with other programs how each program works
- Identify resources to offer customers
- Leverage connections to ensure more community members know about the various programs
- Learn from partners about best practices and policy levers to be effective and show the realities of the programs
- Learn more about the programs and potential overlaps
- Ensure people can access the full range of services and programs – not just what one program offers
- Learn more about different programs

## Consensus outcomes

**Agree on desired outcomes:** As a result of this joint work to integrate energy efficiency and weatherization work, what will improve for Minneapolis residents? How will their lives be better?

*Participants brainstormed ideas, created clusters, and refined desired outcomes and related ideas; these are summarized below to serve as a working framework for the Task Force.*



### Improved health, safety, and comfort

- All homes in Minneapolis are efficient, comfortable, and lead safe
- Reduced in-home health hazards / healthier homes overall
- Reduced health problems
- Less indoor air pollutants
- Healthier, more affordable homes in Minneapolis
- Better housing
- Equity in HVAC equipment
- Homes are more comfortable year-round
- Homes are safer
- Less cognitive and developmental damage in children // less lead poisoning; kids are more successful in school
- Residents don't have to worry about lead hazards when looking for housing in Minneapolis
- All Minneapolis residents live without lead poisoning risks
- Reduced psychological stress for low income residents
- Community is more resilient

### Reduced costs, financial burdens

- Energy savings = money saved for other things;



- Housing more affordable due to lower energy costs
- Reduced energy burden for residents (the financial burden of paying energy bills based on the proportion of income spent on energy utilities)
- Residents have low energy bills
- Long-term affordability of housing is maintained – residents not displaced from their homes based on the energy and lead improvements made to their homes
- Lower medical bills
- More funding is available to serve all Minneapolis families

### Increased awareness and education

- Information and access to programs is universal and easy
- Energy efficiency benefits are acknowledged by residents
- Knowledge of how a home works or doesn't – so residents can begin to troubleshoot their own problems and know what resources are available to fix them
- Residents have a positive view/relationship with the City
- Minneapolis residents are aware of energy efficiency and lead abatement resources

### Mitigated climate change

- Environmental and carbon benefits mitigate climate change

### Easy, effective process for residents

- Everyone is working collaboratively to deliver services
- An easy-to-understand process for renters/owners to implement weatherization
- Language is no longer a barrier
- Optimized results and outcomes on a per-customer basis
- Fewer visits to homes that receive many services
  - Interventions are tailored to individual needs
  - No difficulty in prioritizing energy efficiency and healthy homes

### Other: Potential targets

- 100% of lead and healthy homes properties have weatherization work done
- All homes are 30% or more energy efficient
- Resource-constrained families have energy burdens less than 5%

### Other: Activities or outputs to help achieve outcomes

- Build on successful relationships and programs to better serve people
- Share success stories to help residents know this program works
- Increase connection between health and energy in home
- Residents apply for one program and get three free
- Increased participation in energy programs
- The “bad” landlords have fixed their housing

## **Visually represent current processes**

TF members worked in groups to draft process flowcharts for each of the major processes. See initial results in separate document. Designees will refine these before next meeting and share with everyone beforehand, so TF work can shift to identifying gaps and opportunities, and decide how to proceed.

## **Topics we need more thinking on:**

- Discussion on what money, where, and when does it happen to get these projects done
- Referral flows in and out of programs (cross referrals)
- Data privacy concerns
  - Lawyers were difficult last time they did that; perhaps Task Force members' bosses bosses could pressure attorneys to find a solution, or find solutions ourselves
  - Some data privacy laws are at the state level with the PUC

- Might be able to get signature for data release, use a common application, complete two forms at the same time, etc.
- Criteria for establishing eligibility: How to get around WAP and HUD eligibility gaps?
- How to tailor interventions to each customer and optimize beneficial services received?
- Avoiding the “hard stops” for people going through process
- What to do for residents who are above income eligibility requirements?
  - Any resident can get a rebate or utility assistance
- When we are good at referrals, how do we create a feedback loop to know what happens to those customers? Consider referral conversion rates – could be a report of a high level #
- Rental properties – Similarities and differences
  - Client has to be talking to the landlord to get HESP or for lead
  - Decision making issues and data privacy issues about this

## **To do list before TF meeting 2:**

Complete and verify process flow maps with leads for each process plus others as needed

Think about gaps and opportunities

Note successes

Case study ideas? Customer who have gone through the whole process

Number of properties served (annually)

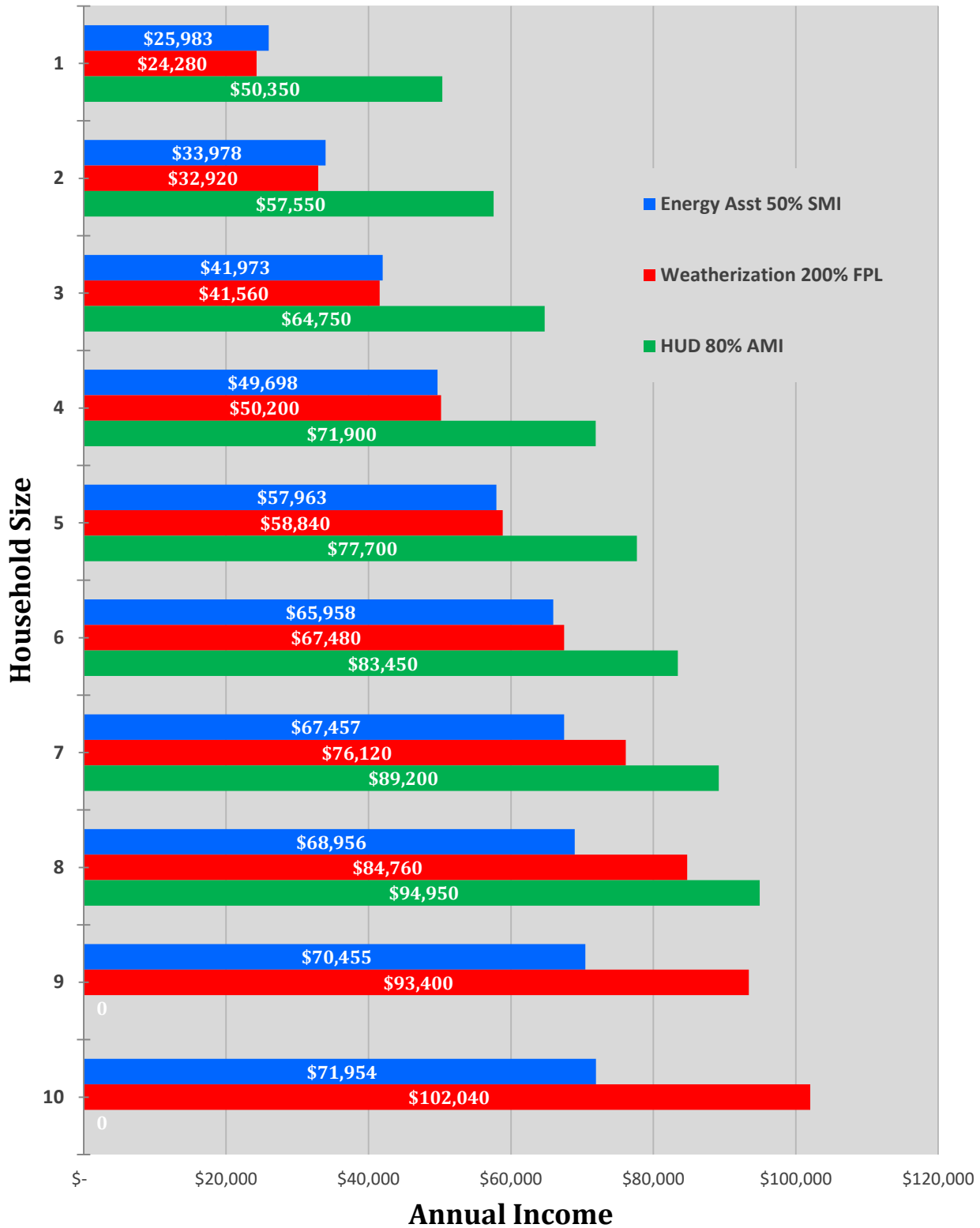
Everyone brings their marketing pieces so that we can all see how their programs get marketed

Optional: Think about who should collaborate together. What conversations can you have between this meeting and next to collaborate between programs or establish a referral point?

Identify needs for each of your programs

Other entities could fill needs that you can't complete

Appendix J: Income Eligibility Criteria for Energy Assistance, Weatherization Assistance, and HUD by Household Size (≤ 10 people)



## Appendix K: Lead and Weatherization Task Force Meeting 2 Notes

### **Notes: Minneapolis Lead and Weatherization Task Force Meeting**

Tuesday 27 November 2018, 1:30-4:30 pm

Minneapolis Central Library, Mark E. Johnson Conference Room (2<sup>nd</sup> floor)

#### **Attendees:**

Alex Vollmer	City of Minneapolis - Lead Project Coordinator	Y
Becky Olson	Center for Energy and Environment - Director of Residential Programs	Y
Brady Steigauf	Center for Energy and Environment - Community Program Associate	Y
Carter Dedolph	CenterPoint Energy - CIP Implementation Manager	Y
Dan Roberts	Sustainable Resources Center - Weatherization Program Director	Y
Eliza Schell	City of Minneapolis - Lead Project Coordinator/Health Inspector	Y
		N
Emma Schoppe	CenterPoint Energy - Local Energy Policy Manager	
		N
Ethan Warner	CenterPoint Energy - Regulatory Analyst	
Jed Norgaarden	Sustainable Resources Center - Executive Director	N
Katie Jones	Center for Energy and Environment - Benchmarking Outreach and Policy Specialist	Y
Kim Havey	City of Minneapolis - Sustainability Office	N
Lisa Smestad	City of Minneapolis - Manager of Environmental Services	Y
Mike Jensen	Hennepin County - Lead Program Manager	Y
Patrick Hanlon	City of Minneapolis - Director of Environmental Programs	N
Raschelle Peleska	Sustainable Resources Center - Lead and Healthy Homes Education and Outreach Program Director	Y
Sarah Schaffer	Senior Administrator of Energy Efficiency	N
Tasha Julius	Sustainable Resources Center - Production Manager	N
Yvonne Pfeifer	Xcel Energy - Community Energy Efficiency Manager	Y
Anne Carroll	Carroll, Franck & Associates - Public engagement and strategic planning	Y

### **Review and revise descriptions of weatherization programs and services**

The purpose of this activity was to ensure Task Force members had access to correct and complete information about the multiple weatherization programs and services.

Task Force members reviewed and refined a [draft matrix](#) of weatherization services and criteria, working from their own expertise and refined [program flow charts](#) for the Minneapolis Lead Hazard Reduction program, Hennepin County Lead Control Grant program, Home Energy Squad program, and Home Energy Savings program and Low Income Weatherization program.

Note that some of the more specific SRC programs were not in the initial draft provided at the meeting and there was not time to add those details during the meeting; Dan Roberts is providing that information.

The updated matrix of weatherization programs and services will then be made available to everyone once finalized.

## Identify weatherization referral opportunities for the City of Minneapolis' Lead Program

1. **Challenge:** Minneapolis has identified a key opportunity for integrating weatherization services in their program: *improving their ability to refer their customers to weatherization programs that address additional needs.*

**Activity:** To frame the process, Task Force members first defined characteristics of a “successful” referral and the needs that a referral meets. Below are the results:

- a. Minimal number of steps to enroll a resident in a program

Increased number of people receiving weatherization services

Strong understanding of who the responsible party for the referral is

A clear process among all parties on the difference between direct and indirect referrals:

Direct referrals enroll a resident *already* in a program to another one

Indirect referrals share program(s) information with a resident under the assumption that they will self-enroll in the program(s)

Consistent, accurate data on the resident being referred is shared (when possible and helpful) with the program(s) to which the person is being referred

Fewest number of program entry points with duplicative and/or onerous paperwork required of the resident

Clear and trackable “handoffs:” The resident being referred knows who their point of contact is; this is important for internal staff “handoffs” as well as when a resident is passed on to another program or entity

Does not violate data privacy laws (e.g., get data release consent)

Minimal waiting time between referral forms/processes

Does not require cross-program expertise among everyone in all programs; program staff only need to know enough to effectively and efficiently make the referral

**Activity:** Define a referral --. e.g. to whom, from whom, when, why, etc. Below are the results:

- a. Why a referral would occur:

- 1) Because a program cannot serve them at all, such as because of funding or program parameters requirements

Because another program can provide *additional* support or services

Because another program can serve them better, faster, with more resources, with more services, etc.

What a referral could involve:

- 1) Provide resident with verbal or written information about another program

Directly facilitate a resident getting into another program

Alerting the other entity/program that you have referred a resident, and that an application or enrollment is potentially in progress. This requires the initial program to obtain consent to share the interested resident’s information; Could take the form of an opt-in vs. opt-out form, or a ‘braided’ form that allows information to be shared between organizations as well as initiating direct enrollment

A “one-shop stop” where residents go to a centralized place to receive comprehensive services; participants noted that Community Action Programs are great examples of this – if someone walks in the door for one service, they try to refer them to as many other services possible  
“Depth” of referral issues raised included the following: How much does the entity/program receiving a referred client need to know to go forward? How much prequalification information do you expect at the point in time that you make the referral?

**Activity:** Working in two groups, Task Force members used the refined weatherization services and criteria matrix and program flowcharts to identify referral opportunities within the Minneapolis Lead Program.

a. Notes from Group 1 (Katie Jones, Mike Jensen, Yvonne Pfeifer, Carter Dedolph, Lisa Smestad)

1) Work on language in the lead consent forms that allow weatherization programs to relay certain information back to the City.

Considerations: How to minimize the amount of data/information that needs to be shared? How to minimize and be transparent about the number of entities with whom the info will be shared?

Examples of how this might work would be if weatherization programs could answer the question, Did the client move forward with weatherization? (Y/N); the mail weatherization program results could be emailed to the client with a copy the City/County

What types of consent would be acceptable for the transfer of information between lead and weatherization programs? Written signature, verbal, email?

2) Problem – multiple / different contractors being used by different weatherization and lead programs; would help for the programs to share information with and learn from each other  
Could the City piggyback off of the County’s lists or information, or vice versa?

Is there a way for all programs entities to have an approved contractor list?

City feels uncomfortable writing out detailed specifications for non-lead contractors; who could help with that?

Notes from Group 2 (Becky Olson, Alex Vollmer, Rachelle Peleska, Eliza Schell, Dan Roberts):

1) Create an opportunity for the City Lead program staff to discuss weatherization services/an energy audit earlier in their process, using language about making their home healthier or improving the comfort

City Lead program could establish a goal for the number of its program participants who they can *also* help get served by weatherization program(s)

Need to clarify the City’s goals – to spend their funding dollars or to serve more households in Minneapolis?

Reach out to Hennepin County to forward customers Minneapolis can’t serve

Spending/getting money to low-income individuals:

Opportunity for a two-way referral form between Minneapolis and SRC (Low Income Weatherization and Home Energy Savings Program) that allows the City to share resident/referral data with SRC, and for SRC to share data with the City on whether or not SRC is able to serve the referred resident. A successful example cited was the MFHA form that allows for two-way data sharing

Access additional funding from the utilities to help fund the energy efficiency work

Find a way to expedite the contracting process to fast-track their interventions

Low-income renters in multiunit buildings are the hardest to serve because of the requirements to enroll a certain proportion of residents in the building and/or obtain landlord permission to proceed; ... opportunity to explore this more and find better solutions

Minneapolis has funds for weatherization through the City’s utility franchise fee, and SRC has utility and federal funds. Opportunity to figure out when to use which funds for what in terms of how to best serve the customer

Need to do more work on efficient, accurate referrals to programs that can serve residents better, faster, with more services, etc.

Consider one point of contact in the City's Lead program who can make informed referrals *and* follow up to ensure success -- so that the customer has a "case manager"

**Summary recommendations from Task Force closing** discussion:

- a. Increase pool of residents served by referring them to Hennepin County when Minneapolis' lead program can't serve them

Share information between programs

Leverage more and different funds

Provide services and use funding more efficiently and through program collaboration and referrals

Ensure residents receive what they need and are eligible for:

- 1) Obtain consent to allow programs to share information and assure one another that a resident was served

Consider expanding the opt-out approach to intake applications

Leverage a variety of new relationships among public, private, and nonprofit organizations to move toward optimal data sharing

## **Next Steps**

- 1. CEE staff reminder Task Force members that the final deliverable for this project is for them to produce a brief report on the process and the Task Force's initial recommendations, and that they would share that with Task Force members

Task Force members were asked to what extent they were interested in organizing themselves to advance some of these ideas and recommendations

- a. Most/all members indicated a willingness to continue working together in some form to find better ways to deliver these important and needed programs/services to more residents

Specifically, Lisa (City of Minneapolis Health Department) to work on data sharing options that would meet data privacy requirements, and to seek support for this effort from the city attorney's supervisors so there is a directive to find solutions

Becky (Center for Energy and Environment), offered to work with all Task Force members to help them achieve the outcomes identified in the first Task Force meeting

All members agreed to work together as needed to create a common consent form, granted legal approval

Appendix L: Sustainable Resource Center's Internal Referral Form



**Sustainable  
Resources Center**

1081 Tenth Ave., S.E., Minneapolis, MN 55414  
(612)870-4255 www.src-mn.org

PLEASE FAX TO ATTN:

**Rachelle Menanteau Peleska**

FAX NUMBER: (612)870-0729

**Sustainable Resources Center, Inc.  
Advocacy, Education, Assistance Referral Form**

**Referral Request:**

- |  |  |
|--|--|
| <input type="checkbox"/> Lead Hazard Control Program       | <input type="checkbox"/> Baby Safe At Home Program |
| <input type="checkbox"/> Asthma                            | <input type="checkbox"/> Indoor Air Quality        |
| <input type="checkbox"/> Elderly Healthy Homes Assessments | <input type="checkbox"/> Other home health issues  |
- \_\_\_\_\_

**Patient's Information:**

Patient's Name: \_\_\_\_\_ Gender: M F

Date of Birth: \_\_\_\_\_

**Family Information:**

Mother/Father (of Primary Care Giver) Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Alternative Phone: \_\_\_\_\_

Language Spoken in the Home: \_\_\_\_\_

---

**Referring Staff Name:** \_\_\_\_\_

**Referring Organization:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

**Notes:**