

COMMUNITY DEVELOPMENT BLOCK GRANT  
QUARTERLY PERFORMANCE REPORTS

Agency Community Energy Project, Inc.

Program In-Home Weatherization Program

Person Completing Report Chaun MacQueen Title Program Director

Phone Number 503-284-6827 ext 105

Date of Report 07/11/11

Quarterly Performance Report Due Dates

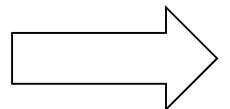
	<u>Reporting Period</u>	<u>Report Due</u>
<input type="checkbox"/> 1 <sup>st</sup> Quarter	7/1 - 9/30	October 15 <sup>th</sup>
<input type="checkbox"/> 2 <sup>nd</sup> Quarter	10/1 - 12/31	January 15 <sup>th</sup>
<input type="checkbox"/> 3 <sup>rd</sup> Quarter	1/1 - 3/31	April 15 <sup>th</sup>
<input checked="" type="checkbox"/> 4 <sup>th</sup> Quarter	4/1 - 6/30	July 15 <sup>th</sup>

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Reviewed By \_\_\_\_\_  
(County Staff)

Date \_\_\_\_\_

*Form updated 9-10*



**PROGRAM INFORMATION SUMMARY REPORT**  
(To be completed each Quarter)

<b>Beneficiary Count</b>  Unduplicated <b>household</b> /Individual (circle one)	Number of clients this reporting period	Total number of clients year-to-date	Annual Goal
1. Total	1	8	8

From the number listed above, how many are:

<b>Direct Benefit Data</b>	# Qtr	# Qtr. Hispanic	# YTD	# YTD Hispanic	# Owner**	# Renter**
Racial Data/ Ethnicity Data / Home Ownership Status						
(11) White	0	0	4 (50%)	0 (0%)	2 (25%)	1 (13%)
(12) Black/African American	0	0	0 (0%)	0 (0%)	0 (0%)	0 (0%)
(13) Asian	0	0	0 (0%)	0 (0%)	0 (0%)	0 (0%)
(14) American Indian/Alaska Native	0	0	0 (0%)	0 (0%)	0 (0%)	0 (0%)
(15) Native Hawaiian or Other Pacific Islander	0	0	0 (0%)	0 (0%)	0 (0%)	0 (0%)
(16) American Indian/Alaska Native & White	0	0	0 (0%)	0 (0%)	0 (0%)	0 (0%)
(17) Asian & White	0	0	0 (0%)	0 (0%)	0 (0%)	0 (0%)
(18) Black/African American & White	0	0	0 (0%)	0 (0%)	0 (0%)	0 (0%)
(19) American Indian/Alaska Native & Black/African American	0	0	0 (0%)	0 (0%)	0 (0%)	0 (0%)
(20) Other Multi-Racial*	1	0	4 (50%)	0 (0%)	2 (25%)	0 (0%)
<b>2. Total</b>	<b>1</b>	<b>0</b>	<b>8 (100%)</b>	<b>0 (0%)</b>	<b>4 (50%)</b>	<b>1 (13%)</b>

Please note: Hispanic is no longer considered a race but an ethnicity. A member of any race may be considered to be Hispanic.

\*(20) "Other Multi-Racial" includes 4 declined responses

\*\* 3 declined response for owner/renter

<b>Income Data</b>	# Qtr.	# YTD	#Owner	#Renter
Extremely Low Income (0-30% AMI)	0	6 (75%)	2 (25%)	1 (13%)
Very Low Income (31-50% AMI)	0	1 (13%)	1 (13%)	0 (0%)
Low Income (51-80% AMI)	1	1 (13%)	1 (13%)	0 (0%)
Non Low Moderate (over 80% AMI)	0	0 (0%)	0 (0%)	0 (0%)
<b>3. Total</b>	<b>1</b>	<b>8 (100%)</b>	<b>4 (50%)</b>	<b>1 (13%)</b>

<b>Other Demographic Data</b>	# Qtr.	# YTD	#Owner	#Renter
Female Head of Household	1	7 (88%)	4 (50%)	1 (13%)
Occupied by Elderly (62+)	1	3 (38%)	1 (0%)	1 (13%)
Household Members with Disabilities	0	6 (75%)	2 (25%)	1 (13%)

## In-Home Weatherization Program Update

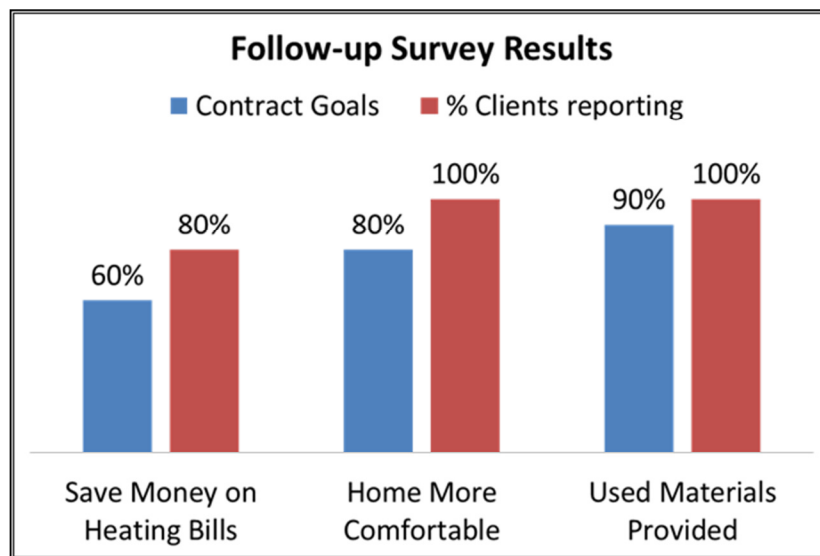
We met contract our goal of completing 8 weatherization services for qualified households of senior citizens and people with disabilities. The average age of our clients was 64, and each household averaged 1.7 people, with an average monthly income of \$1,180.

This quarter we completed one more weatherization job for a total of eight services completed this year. The majority of our time was spent on follow-up with clients. Surveys are conducted by someone other than the person who delivered the service, meaning CEP staff and interns are cross-trained to support all programs.

Follow-up calls and visits are a critical part of our programs. We obtain vital information and statistics used in the development and improvement of our programs. The goals of our follow-up with clients include:

- a.) checking in with participants to get their feedback on the service,
- b.) determining the effectiveness of the service, and
- c.) answering questions and making additional referrals as needed.

We received very positive feedback from our clients, exceeding all of our follow-up goals for heating bill savings, home comfort, and usage of materials provided (below).



We conducted follow up surveys with 5 (63%) of the 8 clients served in the program. Most people (80%) reported saving up to \$40/month on their heating bills, and everyone (100%) surveyed reported that their homes were more comfortable and that they used the materials we installed and/or provided. We also learned that:

- 100% (5/5) of clients surveyed reported our staff arrived in a timely manner and were courteous to them and their homes
- 100% (5/5) of clients surveyed reported CEP volunteers were courteous and helpful to them and respectful of their homes

- 40% (2/5) of clients surveyed reported heating their homes with natural gas furnaces, while 20% (1/5) heated with electricity and 20% (1/5) heated with a wood stove
- 40% (2/5) of clients surveyed received referrals from CEP staff to other agencies, and all 40% have connected with these agencies. One person needed a new referral.
- At the time of the survey, we provided 3 (60%) additional referrals to 211info and one person returned to CEP to pick up an additional CO alarm.
- 100% (5/5) of clients surveyed reported that they would recommend our services to family and friends

At the end of the survey, clients had an opportunity to provide additional comments and suggestions, which are summarized below:

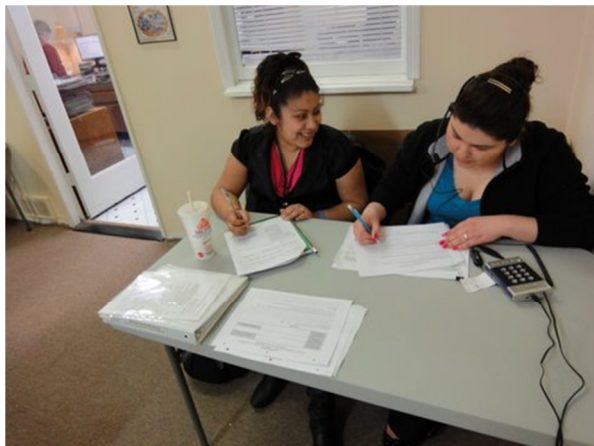
- Good for people who cannot afford help!
- Very pleased with the service
- Give more information on your services that are available
- I really like the program

### **Outreach Highlights**

As we continue our fourth year of East County service, we have been able to rely more on past partnerships and established relationships without most of the effort going towards reaching completely new audiences and cold calling. We have partnerships with City Halls, Mobile Home Parks, Head Start, and Community Centers. The local Parks and Recreation catalog has also published the weatherization workshop schedule. Some workshop locations, such as SnowCap Community Charities, have identified some workshop participants that need assistance installing the weatherization kits we provided in the DIY Workshop program hosted in their location.

The DIY Workshop program has also been building on past partnerships and established relationships with the City of Troutdale and City of Wood Village, our results demonstrate increased Weatherization Workshop participation by East County area homes. The Community Energy Project (CEP) will begin outreach efforts before summer break to additional East County community partners such as East County Head Starts and Elementary SUN School programs.

### **Volunteer Highlights**



Volunteers assist the In-Home Services weatherization program by assisting with installing weatherization materials, data entry, and conducting follow-up surveys.

*Left.* Two Spanish-speaking volunteers from the PIVOT program are conducting follow-up surveys with weatherization workshop and In-Home Services clients.