



# **INCOME QUALIFIED SOUTH EE ADVISORY COMMITTEE - 2019 ANNUAL REPORT**

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Report Prepared by  
the IQ Advisory  
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## Glossary of Terms

<b>IQ</b>	Income Qualified
<b>EE</b>	Energy Efficiency
<b>FEJA</b>	Future Energy Jobs Act
<b>IQ South Utility</b>	The utility involved in the IQ South Committee is Ameren Illinois
<b>ICC</b>	Illinois Commerce Commission
<b>SAG</b>	The Stakeholder Advisory Group
<b>CBO</b>	Community-Based Organization
<b>CAA</b>	Community Action Agencies

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## Scope of the Report:

This report is the Annual report of the Income Qualified South (IQ South) Energy Efficiency Advisory Committee, which summarizes the activity of the Committee between January 2019 and December 2019.

The Income Qualified (IQ) Energy Efficiency Advisory Committee was established following passage of the Future Energy Jobs Act (FEJA) in 2016.

The mission of both Committees is to convene and receive input from Community-Based Organizations (CBOs), implementation contractors, utilities administering income qualified (IQ) energy efficiency programs in Illinois and other interested stakeholders on pressing energy needs facing income qualified customers and to develop energy efficiency programs that help address these needs.

There are two separate committees – the IQ South Advisory Committee covers Ameren Illinois’ utility service territory. The IQ North Advisory Committee covers ComEd, Nicor Gas, Peoples Gas & North Shore Gas utility service territories in northern Illinois. The 2019 activities of the IQ South Advisory Committee will be highlighted in this report.

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# Income Qualified EE Advisory South Committee:

## 2019 Annual Report

(created 10-25-19)

### I. Executive Summary

Key Accomplishments: In 2019, the IQ South Committee became more substantive and inclusive in its activities and output. The Committee made significant strides in the following topic areas via in-person Committee meetings:

1. Committee Process
  - i. Meeting Locations and CAA participation
  - ii. Meeting Structure
  - iii. Committee Deliverables
2. Workforce Development
3. Workforce Diversity
4. Workforce Development Best Practices
5. Program Design

The IQ South Committee successfully convened stakeholders (Ameren Illinois, Program Implementers and Community Based Organizations) to discuss and receive input on program design and workforce development and diversity. The Committee capitalized on the recommendations from 2018 and successfully delivered the following:

- a. **Increased the engagement** of CAAs and CBOs by introducing a panel format.
- b. **Maintained the engagement** of 12 CAAs from the previous year and secured the participation of 4 more CAAs and 5 more CBOs.
- c. **Identified opportunities to better support CAAs** during the implementation of Low-Income Energy Assistance Program (LIHEAP) and Percentage of Income Payment Plan (PIPP).
- d. **Pinpointed ongoing challenges** associated with the implementation of the Illinois Home Weatherization Assistance Program (IHWAP).
- e. **Promoted coordination, assessed areas for improvement** and uncovered best practices from other jurisdiction in workforce development and diversity.
- f. **Identified opportunities to better support diverse suppliers** and increase the representation of diverse suppliers in the EE industry.
- g. **Developed actionable deliverables (on Increasing Supplier Diversity and Best Practices in Workforce Development)** in collaboration with IQ South Committee participants.
- h. **Prioritized a greater involvement of CBOs** in the Committee Process by hosting meetings in their spaces, presenting at meetings and greater overall coordination with the Committee.
- i. **Leveraged 2018 Committee feedback** into concrete and actionable program recommendations for Ameren Illinois.

## II. Background of the IQ South Committee

The Income Qualified Advisory Committee was established following passage of the Future Energy Jobs Act (“FEJA” or “Act”) in 2016, as applicable to individual utilities. The statutory requirements for low income energy efficiency programs are outlined in Section 8-103(B) of the Public Utilities Act for electric utilities and Section 8-104(e-5) for gas utilities. Electric utilities are directed by statute to convene a “low-income energy efficiency advisory committee”:

*The electric utilities shall also convene a low-income energy efficiency advisory committee to assist in the design and evaluation of the low-income energy efficiency programs. The committee shall be comprised of the electric utilities subject to the requirements of this Section, the gas utilities subject to the requirements of Section 8-104 of this Act, the utilities' low-income energy efficiency implementation contractors, and representatives of community-based organizations.<sup>1</sup>*

## III. IQ South Committee Formation Process

To fulfill the statutory mandate for the IQ North Committee, the facilitation team worked with the sponsoring utilities to develop the following key process elements for the Committee:

- i. Leadership Team
- ii. Committee Process and Structure
  - a. “Large Group” Committee Meetings
  - b. Detailed Tracking Document
  - c. IQ North Committee Website

### Leadership Team

A leadership team was appointed to oversee the functions of the Advisory Committee and ensure its yearly success. The leadership team comprises of IQ South representative utility (**Ameren Illinois**). In 2019, the leadership team also included Community Leader<sup>2</sup> Dalitso Sulamoyo of Champaign County Regional Planning Commission (CCPRC)<sup>3</sup> and the facilitation team.

The IQ North Advisory Committee meetings are facilitated by the facilitation team (Future Energy Enterprises LLC). The facilitation team is responsible for developing agendas with input from the leadership team. The facilitation team is solely responsible for organizing and presiding over meetings; maintaining and circulating meeting notes; updating the tracking document with feedback from meetings; identifying open issues and action items; conducting research on best practices and other select issues raised by the Committee.

### Committee Process and Structure

The Committee process and structure was discussed during pre-formation meetings held from April 2017 to June 2017 and finalized in 2018. The facilitation team utilized the process

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<sup>1</sup> 220 ILCS 5/8-103(B)(c).

<sup>2</sup> “Community Leaders” means non-financially interested persons or organizations identified by the Convening Utility who will serve on the Leadership Team. Financially interested persons or organizations are not eligible to serve as Community Leader(s). “Financially Interested” means an entity that receives \$25,000 or more per year from contractors to implement Income Qualified energy efficiency programs.

<sup>3</sup> The Champaign County Regional Planning Commission is an intergovernmental membership organization that provides a variety of programming in the areas of regional, environmental and transportation planning; economic, community, and workforce development; social services; early childhood education; and technical assistance in East Central Illinois. CCPRC is also a CAA.

discussed in these pre-formation meetings at the 2019 Committee meetings. In 2019, all the large group IQ South Committee meetings were held were in-person. Prior to the final meeting of 2019, the facilitation team circulated an end-of-year survey to solicit feedback from the first year of meetings. The results of this survey will be presented in 2020. The facilitation team meticulously documented feedback and comments raised at the meetings in a detailed tracking document which was then circulated after each meeting and added to the Committee website. This process and structure are detailed below:

**a. “Large Group” Committee Meetings**

The Income Qualified (IQ) South Advisory Committee **met five times in-person, on the following dates:** February 13, 2019; May 8, 2019; July 9, 2019; October 16, 2019 and December 5, 2019. The meeting notes and topics are detailed in the Appendix.

**b. Committee Tracking Document**

A notable and valuable resource created for the IQ South Committee is the Committee Tracking Document. The purpose of the tracking document is to memorialize and ensure follow-up of Committee member feedback. The facilitation team updated the tracking document with IQ South Committee comments, follow-up items, action items and responses from meeting participants following each meeting. This made feedback of each topic or meeting objective easy to track and accessible for meeting attendees and Ameren Illinois. The Tracking Document also ensured that all comments and inputs shared were compiled in one master document. The document was then circulated to IQ South Committee participants along with meeting notes and other documents approximately two weeks after each meeting.

**c. IQ North Website**

Another key resource developed and managed on behalf of the IQ South Committee in 2018 and continued to be updated in 2019 was the Income Qualified EE Advisory Committees [Website](#). Minutes of each meeting, meeting materials, IQ South tracking document and other resources are available on the IQ South section of the IQ Advisory Committee website. The availability and accessibility of IQ South Committee meeting notes and materials ensures that the Committee Process and discussions are public and transparent for meeting attendees and the general public at large.

**IV. Participation**

IQ South Committee meetings in 2019 included stakeholders specifically identified in the Future Energy Jobs Act. Representatives of Ameren Illinois, representatives of designated Community-Based Organizations (CBOs)<sup>4</sup> and representatives of Income Qualified Energy Efficiency Program Implementation Contractors.<sup>5</sup>

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<sup>4</sup> “Community-Based Organizations” are defined as private or public not-for-profit organizations, including volunteer organizations, located in an Illinois community, that provides services to citizens within that community and the surrounding area.

<sup>5</sup> 220 ILCS 5/8-103(B)(c).

## V. Key Topics Addressed in 2019

In 2019, the topics discussed at IQ South Committee meetings led to innovative insights for Ameren Illinois to continue improving workforce development strategies and program design. Ameren Illinois also learned of opportunities to further increase the participation of diverse suppliers in the EE industry. Each meeting topic discussed at 2019 IQ South meetings was developed from outstanding feedback at 2018 Committee meetings. The key meeting topics addressed are the following:

### a. Workforce Development and Workforce Diversity

The IQ South Committee learned in 2018 that to expand access to energy efficiency job opportunities in the Ameren Illinois territory, the Committee would need to identify workforce gaps and existing training programs in the region. The Committee additionally recommended that there will need to be improved coordination and knowledge sharing amongst workforce development providers. In 2019, the Committee aimed to address this feedback. The 2019 Committee Plan included a goal to *“solicit input on workforce needs, job creation in disadvantaged communities and workforce diversity initiatives to provide jobs. Research and present best practices from other jurisdictions and develop Committee recommendations on increasing jobs in disadvantaged communities.”*

At the Feb 13<sup>th</sup> meeting, the IQ South Committee sought to identify current gaps in workforce development and opportunities for increasing diversity in EE jobs. The Committee was asked to answer the following questions:

1. What are the current workforce challenges/gaps and how can they be addressed?
2. What are some resources and training efforts that CAAs and CBOs need to develop their workforce to participate in workforce programs?
3. How can we increase diversity in workforce development and serve segments of society that have most difficulty getting jobs?
4. What are some other inputs to address Ameren Illinois’ workforce development needs?

At this meeting, some workforce barriers identified includes:

- Skilled tradesmen are aging and retiring, and the younger generations are not replacing them in equal numbers.
- Lack of awareness of EE opportunities
- Lack of emphasis on vocational trades and candidate barriers in soft skills and math skills.

Some recommended opportunities to increase EE diversity includes

- Leveraging relationships with CAAs and CBOs
- Utilizing social media or video case studies to promote the viability of EE jobs
- Educating K-12 students on EE.

The Committee also recommends that re-entry programs and must be involved in workforce development and diversity practices. Ameren Illinois announced the creation of an online EE job board. The job board was created in coordination with the Springfield Urban League. The goal of

the job board is to promote information to IQ communities about EE careers and other EE related information. The facilitation team also announced that they would conduct research into best practices for promoting workforce diversity in existing energy efficiency programs clean energy jobs.

At the May 8<sup>th</sup> meeting, Sangamon County Department of Community Resources<sup>6</sup> presented an overview of their on their Certified Nursing Assistant (CNA) and Truck driving (LDL) Certification workforce initiative. The purpose of [this presentation](#) was to educate the Committee on an existing workforce development initiative by a CAA in the IQ South service territory. An additional goal was to solicit Committee feedback on what can be learned from the initiative and how this model may be replicated for EE. The Committee learned several important takeaways from this presentation. Most notably that, **providing soft skills training was important to make this program successful**. Soft skills included team activities, communication skills, and time management. Sangamon County saw a significant increase in board certification and retention after soft skills training was provided. Sangamon County also illustrated how to leverage workforce development initiatives to include EE education. Their initiative critically includes EE education for trainees and provides energy efficiency outreach with local ministerial alliance to seniors.

**Sangamon County's presentation also demonstrated the best practice of utilizing community college partnerships, CAA outreach and industry support to successfully implement an energy efficiency workforce development program**

At the July 19<sup>th</sup> meeting, the Committee invited FEJA workforce development grantees<sup>7</sup> to participate on a workforce development panel. The purpose of the discussion was to educate the Committee on FEJA funded workforce development programs in Ameren Illinois service territory; outcomes from the first program year and to discuss any program related challenges and recommend steps to address them. The Committee successfully identified opportunities to better support the FEJA grantees during their program implementation. The key panelist comments were:

- **Future Legislation:** Future legislation should include funding for EE training not just solar training.
- **Need for Cross Training:** Since many solar jobs are project-based and short-term, trainees should be cross-trained on related skills so they can seek to secure other jobs in the clean energy industry.

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<sup>6</sup> Sangamon County Department of Community Resources is a CAA in Sangamon County.

<sup>7</sup> FEJA authorized a total of \$30 million to develop and establish three clean energy-related job training programs for Illinois citizens over the next 12 years in order to support the additional workforce needed to reach these goals. FEJA requires these programs to be implemented by ComEd through their Workforce Development Implementation Plan. These workforce development programs offer job and skill set training in the electric and solar industry, resulting in potential job placement in the clean energy, electrical, or construction sector.

The panelists also shared some ongoing program challenges:

- **Driver's license** – Potential candidates cannot enroll in program unless they have a valid driver's license.
- **Transportation** – Many trainees cannot get to and from training sites. This is a difficulty because unlike Chicago, there is not a highly functional transportation system downstate.

#### **b. Workforce Diversity**

At the October 16<sup>th</sup> meeting, there was a panel discussion on diversifying the energy efficiency supply chain and workforce. The Committee invited diverse suppliers to share their experiences participating in the EE industry. The purpose of the discussion was to educate the IQ South Committee on Ameren's key supplier diversity strategies; discuss experiences of diverse businesses in the industry; discuss opportunities to better support diverse suppliers and promote supplier diversity in the Ameren IL territory. The Committee identified opportunities to better support diverse suppliers and promote supplier diversity in the industry. The diverse suppliers also reported that Ameren IL has adopted a "coach to succeed" model helping vendors to be successful rather than a "sink or swim," determination. The diverse suppliers shared that the following barriers impede their active participation in the industry:

- Perception of diverse suppliers as not being able to "do the work."
- Lack of direct access and communication channel to utility clients.
- Multiple layers of contracting.
- Difficulty and time needed to obtain vendor diversity certifications.
- Burdensome and inflexible RFP requirements that small vendors may have difficulty meeting such as cyber-security requirements.
- Utilities not recognizing how supplier skills were "transferrable" to other projects.

#### **c. Workforce Development Best Practices**

At the December 11<sup>th</sup> meeting, the facilitation team presented research results on workforce development best practices in energy efficiency. The Smart Energy Design Assistance (SEDAC) similarly presented outcomes their Ameren Illinois funded research into national best practices in energy efficiency workforce development programs. In addition, the facilitation team researched and drafted memos that included Committee feedback. See appendix D for these memos. Both researches had parallel findings such as:

- Raise awareness of EE careers **throughout K-12 education.**
- **Partner with existing community-based organizations** who know the capabilities and any gaps that commonly exists in their communities.
- Find and **empower diverse leaders** to share experiences.
- Ensure programs are **linked to job pipeline.**

Overall in 2019, the IQ South Committee successfully identified workforce gaps and recommended opportunities to address each gap. The Committee also learned from workforce program administrators and diverse suppliers on how existing efforts can be optimized for the Ameren Illinois territory. The Committee also pinpointed best practices from other jurisdictions. Additionally, Ameren supported efforts to promote coordination amongst workforce providers,

knowledge sharing on best practices, expand access to EE workforce programs for IQ Communities and incorporate Committee recommendations into their workforce development initiatives.

#### **d. Program Design**

A foundational goal of the IQ South Committee is to evaluate the design of income qualified programs and ensure that the programs are appropriately reaching IQ customers. An added component of this goal is to support program administrators of the programs in their implementation. The 2019 Committee plan included a goal for Ameren Illinois to provide IQ EE program updates and for the Committee to provide feedback *on program design, participation and implementation*.

Prior feedback in 2018 indicated that CAAs were experiencing some challenges in their implementation of the Illinois Home Weatherization Assistance Program (IHWAP). The IQ South Committee held a meeting in 2019 to further understand these challenges. At the May 8<sup>th</sup> meeting, three CAAs and two implementers<sup>8</sup> were convened on a panel to share their experiences with the IHWAP program. The following insights were learned:

- **Multifamily Weatherization:** The agencies do not participate in multifamily weatherization but would like to.
- **Contractor Procurement:** CAAs have difficulty recruiting and retaining trained contractors and staff.
- **Multiple Date Entry Databases:** The multiple data entry databases (IHWAP and Utility) for the CAAs is burdensome and time consuming.
- **Mechanicals:** Agencies are unable to provide ‘mechanicals’ such as furnaces despite some customers needing them.
- **Health and Safety:** There is limited funding to assist with home repair issues.

CAAs noted that these challenges exist due to statewide requirements and restrictions. The IHWAP challenges were presented to the SAG facilitator<sup>9</sup> for action, as the utilities<sup>10</sup> requested that challenges within IHWAP be addressed through the SAG that includes a broader group of stakeholders. These challenges will be further discussed at a statewide Stakeholder’s Advisory Group Meeting<sup>11</sup> in January 2020.

At the December 11<sup>th</sup> meeting, the Committee convened a panel of two CAAs<sup>12</sup> and Resource Innovations to identifying opportunities to provide additional support for CAAs during their implementation of the Low-Income Energy Assistance Program (LIHEAP) and Percentage of

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<sup>8</sup> The CAAs on the panel were: Decatur Macon County Opportunities Corporation, Tazwood Community Services Inc, Tr-County Opportunities Council. Additional panelists included: Resource Innovations and the Illinois Association of Community Action Agencies (IACAA).

<sup>9</sup> The SAG is independently facilitated by Celia Johnson, Celia Johnson Consulting

<sup>10</sup> The regulated Illinois Utilities: ComEd, Ameren Illinois, Peoples Gas- North Shore Gas and Nicor Gas.

<sup>11</sup> Since 2008, the Illinois Energy Efficiency Stakeholder Advisory Group (“SAG”) has provided a venue to educate stakeholders on utility energy efficiency offerings, and for Illinois utilities and stakeholders to work together to discuss a variety of policy and technical topics and reach consensus on issues requiring resolution.

<sup>12</sup> The CAAs on the panel were: Peoria Citizens Community for Economic Opportunity and CEFS Economic Opportunity Corporation.

Income Payment Plan (PIPP) season. The CAAs provided an overview on each program. They provided suggestions on how EE education can be leveraged into the programs and how Ameren can improve implementation:

- **Workshops on Utility Bill:** LIHEAP/PIPP clients currently have trouble reading or understanding their bills. Utility bill workshops can help bridge this knowledge gap.
- **“Did You Know” Videos:** Provide EE educational videos to play on television screens for LIHEAP/PIPP clients in the waiting room. Tips and tricks type questions in a video format are a great way to catch customer attention.
- **Provide Video Equipment:** Some agencies need video equipment to provide video formatted EE education.
- **Bill Inserts:** It would be helpful to provide bill inserts educating LIHEAP/PIPP clients on understanding bills and the full range of programs available to them.

These suggestions have been presented to Ameren Illinois for response and proposed action. The Committee will be informed of the outcome in 2020.

## **VI. Key IQ South Committee Accomplishments in 2019**

In the 2018 IQ South End-of-Year Report, the Committee reflected on opportunities to become more substantive in output and continue promoting the engagement of CAAs and CBOs at meetings. To accomplish this, the IQ South Committee received feedback from the Committee via in-person meetings, informal discussions and an end-of-year survey. The feedback revealed that the IQ North Committee should: enhance the participation of CBOs in the Committee process; incorporate CBOs and CAAs into meeting agendas and presentations; convene meetings at CBO or CAA sites where practicable; rotate meeting locations across the Ameren Illinois territory; translate feedback into actionable strategy changes for Ameren Illinois; develop actionable deliverables and continue to discuss optimizing IQ EE program design for implementers and IQ customers. In 2019, the facilitation team responded to these Committee feedback and identified challenges and opportunities to improve in 2020 and beyond in the following areas:

- a. Committee Process
  - i. Meeting Locations and CAA participation
  - ii. Meeting Structure
  - iii. Committee Deliverables
- b. Workforce Development and Workforce Diversity
- c. Program Design

### **i. Meeting Location and CAA Participation**

In 2019, IQ South meetings were rotated across the Ameren Illinois territory. This contributed to the increased engagement of CBOs and CAAs. As a result, 15 CAAs participated in the Committee.

1. **At the Feb 13<sup>th</sup> meeting,** The IQ South meeting was held in Champaign. The Committee identified specific strategies to promote participation and engagement from CAAs in the

Ameren IL territory. Suggested strategies included: piggybacking off other CAA related meetings and promoting coordination with IACA.

2. **At the May 8<sup>th</sup> meeting**, the Committee was held in conjunction with IACAA’s annual conference. The IQ South meeting was also promoted by IACAA. This coordination increased CAA participation. Six CAAs that had previously never engaged in the Committee attended the meeting. The IQ South meeting location was held in Springfield for the first time.
3. **At the July 19<sup>th</sup> meeting**, the IQ South meeting was similarly held in Springfield. This prompted the participation of Springfield based CBOs who had previously never attended IQ South meetings.
4. **At the October 16<sup>th</sup> meeting**, the IQ South Meeting was held in Peoria for the first time. The meeting was hosted by a Peoria based CBO who also spotlighted its programs that leverage energy efficiency education.
5. **At the December 11<sup>th</sup> meeting**, the IQ South Meeting was held in Springfield.



ii. **Meeting Structure**

The IQ South Committee began using a panel format in 2019. Four panels were held throughout the year. The value in the panel structure was to maximize the participation of CAAs, CBOs and other Committee stakeholders at meetings and solicit their insights on a range of 2019 topics.

The facilitation team will continue to use the panel format as it enhanced CBO and CAA engagement and participation.

1. **At the May 8<sup>th</sup> meeting**, the panel format was introduced. Three CAAs and two implementers were convened for a panel discussion on IHWAP.
2. **At the July 19<sup>th</sup> meeting**, a panel of FEJA workforce development grantees was convened to educate the Committee on their programs’ first year, lessons learned and program challenges.
3. **At the October 16<sup>th</sup> meeting**, a panel of diverse suppliers was convened to discuss their experiences in the industry.
4. **At the December 11<sup>th</sup> meeting**, a panel of CAAs and one implementer was convened to share their experiences implementing the LIHEAP and PIPP programs.



### iii. **Committee Deliverables**

The Committee developed an effective procedural system for closing out outstanding issues and feedback in the tracking document in 2019. The facilitation team evaluated outstanding feedback and “open items” from all IQ South meetings since 2018 in the tracking document. The topic with the most robust feedback was on **Workforce Development and Workforce Diversity**. Additionally, the facilitation team conducted supplementary research on best practices in workforce development and diversity. The findings were combined with Committee feedback and led to the creation of an end-of-year memo on recommendations to promote workforce development and diversity in the Ameren Illinois territory. The Committee also developed a memo on Workforce Diversity in the **Illinois Energy Efficiency Industry**. The memo summarized the business case for workforce diversity, the current state policies and initiatives supporting diversity and suggestions on supporting diverse suppliers. The memo was presented to Ameren Illinois for potential action in 2020.

### **Workforce Development and Diversity**

As a result of workforce development and diversity discussions at IQ South meetings in 2019, Ameren Illinois incorporated the following program changes into their workforce development initiatives.

1. Ameren Illinois included majors such as carpentry in their scholarship program. The scholarship program collaborates with 6 community colleges across the Ameren Illinois territory. This change was recommended by a CAA in attendance at the IQ South February meeting. The CAA shared that income qualified communities have an interest in building trades and there is a gap to accessing such technical skills.
2. Ameren Illinois expanded opportunities for returning citizens. Ameren Illinois is currently designing a workforce development pilot with wrap-around services for returning citizens. This pilot will partner with CBOs and include energy efficiency opportunities that are not home-based. The program design of this pilot was developed from the feedback shared at the IQ South February meeting.
3. Ameren Illinois expanded their workforce outreach to include elementary and middle school aged children. Ameren Illinois learned from the February meeting that students do not understand the energy efficiency job opportunities available to them. It was recommended that to bridge this lack of awareness, Ameren Illinois will need to engage with candidates earlier in life. Ameren Illinois is currently partnering with the National Energy Foundation (NEF) to create school age workforce development materials.

### **Program Design**

The IQ South Committee successfully identified areas for improvement in the program design of three IQ EE programs: Illinois Home Weatherization Assistance Program (IHWAP), Low-Income Energy Assistance Program (LIHEAP) and Percentage of Income Payment Plan (PIPP) season. The insights gained have been presented to Ameren Illinois for potential programmatic changes in 2020 and beyond.

## VII. Conclusion

In 2019, the IQ South Committee made improvements in the process to increase CAA/CBO engagement. The Committee also received actionable feedback that will be used to improve areas the Committee has identified as having high importance. The IQ Committee will continue to work on these important issues in 2020 – Workforce Development and Supplier Diversity. In subsequent years, the IQ South committee intends to continue this substantive output while emphasizing community needs. This will be accomplished by focusing on the following:

- a. **Prioritizing outreach to CBOs** to solicit their engagement in the IQ South Committee.
- b. **Collaborating with IACAA** to encourage the continued participation of CAAs.
- c. **Participating in the SAG Portfolio Planning Process** for IQ South CBOs and CAAs to provide to feedback on income qualified programs and ideas for the utilities to consider in the 2022-2025 EE Plans.
- d. **Recommending areas of additional programmatic** and strategy changes for Ameren Illinois.

## **Appendix A - Summary of In-Person Meetings**

This section will summarize the details of what was covered in each meeting. There were five in-person IQ South meetings in 2019 across different locations in the Ameren Illinois territory. These meetings are described below:

### Meeting 1

The first IQ South meeting was held on February 13, 2019 at the iHotel & Conference Center in Champaign. The purpose of the meeting was the following: (1) To educate Committee participants on workforce development initiatives being supported by Ameren Illinois. This was a presentation by Ameren Illinois. (2) To identify current gaps in workforce development and opportunities for additional workforce development practices that can inform the committee on an action plan. (3) To address the survey results in person and provide an overview of key updated IQ South Committee activities for 2019. This was a presentation by the facilitation team. (4) To request feedback on open issues; to engage participants in a small group discussion about actionable deliverables and report back to the Committee.

### Meeting 2

The second IQ South meeting was held on May 8, 2019 at the Crowne Plaza in Springfield. The meeting was held in coordination with the 2019 IACAA Conference. The purpose of the meeting was the following: (1) To solicit input from Committee participants on challenges and efforts with the IHWAP program (utility and DCEO funded); highlights from 2018 implementation and feedback on 2019 implementation to date. This was a panel discussion. (2) To inform and educate Committee participants on existing workforce development initiatives by a CAA in the IQ South service territory. To solicit Committee feedback on what can be learned from the initiatives and how this model may be replicated for EE. This was a presentation by Sangamon County.

The CAAs featured in the meeting were:

- **Tri-County Opportunities Council**
- **Tazwood Community Services, Inc**
- **Decatur Macon County Opportunities Corporation (DMOC)**
- **Sangamon County Department of Community Resources**

### Meeting 3

The third IQ South meeting was held on July 19, 2019 at Wyndham Springfield City Centre in Springfield. The purpose of the meeting was the following: (1) To understand Ameren Illinois' market development initiatives; discuss partnership with CCRPC to develop database; discuss methods and metrics for tracking progress of MDI efforts; provide report-out of 2018 and 2019 results. (2) To educate the Committee on FEJA funded workforce development programs in Ameren Illinois service territory; discuss any program related challenges and recommend steps to address them. The CBOs featured in the meeting was **Tri-County Urban League**. The CAA featured in the meeting was **Champaign County Regional Planning Commission (CCPRC)**.

### Meeting 4

The fourth IQ South meeting was held on October 16, 2019 at Neighborhood House in Peoria. This was the first time the IQ South meeting was held in Peoria. The purpose of the meeting was the following: (1) To introduce the IQ South Committee to the host community-based organization; educate participants on Neighborhood House's programs and initiatives and illustrate how these programs can be leveraged to include EE education. (2) To educate the IQ South Committee on Ameren's key supplier diversity strategies; discuss experiences of diverse businesses in the industry; discuss opportunities to better support diverse suppliers and promote supplier diversity in the Ameren IL territory. (3) To educate the IQ South Committee on recent policy that may impact the availability of LED lighting in EE programs, and to solicit feedback on what measures will be critical to focus on going forward. The CBO host was **Neighborhood House**.

The diverse suppliers featured in the meeting were:

- **SEEL, LLC**
- **Walker Miller Energy Services**
- **Shelton Solutions**

#### Meeting 5

The fifth IQ South meeting was held on December 11, 2019 at Wyndham Springfield City Centre in Springfield. The purpose of the meeting was the following: (1) To educate the Committee on the LIHEAP/PIPP programs; solicit feedback on how the Committee and Ameren can best support the CAAs during the LIHEAP/PIPP season and leverage LIHEAP/PIPP programs to include EE education for program participants. (2) To educate the IQ South Committee on research outcomes of SEDAC's best practices research in workforce development. (3) To discuss and solicit input from the IQ South Committee on key Committee recommendations on core 2019 topic.

The CAAs featured in the meeting were:

- **CEFS Economic Opportunity Corporation**
- **Peoria Citizens Community for Economic Opportunity (PCCEO)**

### **Appendix B – List of Organizations that Participated in IQ South Committee Meetings in 2019**

IQ South Facilitation Team

#### **IQ South Utility**

Ameren Illinois

#### **CBOs**

Tri-County Urban League

Springfield Urban League

Neighborhood House

Citizens Utility Board (CUB)

People for Community Recovery

Aces 4 Youth

### **CAAs**

Champaign County Regional Planning Commission (CCPRC)

BCMw Community Services

Western Egyptian EOC (WEEOC)

Embarras River Basin Agency, Inc. (ERBA)

Decatur Macon County Opportunities Corporation (DMOC)

Peoria Citizens Community for Economic Opportunity (PCCEO)

Madison County Community Development

Sangamon County Department of Community Resources

East Central Illinois Community Action Agency

CEFS Economic Opportunity Corporation

Illinois Valley Economic Development Corporation

Two Rivers Regional Council of Public Officials (TRRC)

Tazwood Community Services, Inc

Wabash Area Development (WADI Inc)

Tri-County Opportunities Council

Mid Central Community Action, Inc

## **Appendix B contd.– List of Organizations that Participated in IQ South Committee Meetings in 2019**

### **Implementers**

Leidos, Inc

Walker Miller Energy Services

Resource Innovations

Illinois Association of Community Action Agencies (IACAA)

CMC Energy Services

SEEL, LLC

Elevate Energy

ClearResult

**Other**

Smart Energy Design Assistance Center (SEDAC)

National Consumers Law Center (NCLC)

Natural Resources Defense Council (NRDC)

Opinion Dynamics

City of Peoria

Energy Assistance Foundation

Nicor Gas

ComEd

IBEW

Indoor Climate Research and Training Center (ICRT)

Department of Commerce and Economic Opportunity (DCEO)

Midwest Energy Efficiency Alliance (MEEA)

Illinois Attorney General's Office

**Appendix C – [Tracking Document - Feedback and Open Questions](#)**

**Appendix D – Workforce Development and Supplier Diversity Memo (attached)**