

Donna Kinapen

From: Donna Kinapen
Sent: April 12, 2017 3:27 PM
To: 'Woodard, David (MCSS)'
Subject: RE: OESP Agency support materials

We did record one of the original training sessions from October 2015 and provide it as a video for agencies to use with new staff. There have, however, been many changes since the launch and the videos are out of date. Given that we hadn't planned to do full retraining for our intake agencies, doing a new video was not contemplated at this time. Having said that, if we are going to tailor the training on OESP specifically to MCSS staff, we can probably do a mock training session and record it fairly easily.

Thanks, Donna

Please note that my email address has now changed to donna.kinapen@oeb.ca please update your address book accordingly

From: Woodard, David (MCSS) [mailto:David.Woodard@ontario.ca]
Sent: April-12-17 3:13 PM
To: Donna Kinapen
Subject: RE: OESP Agency support materials

Thanks Donna,

Mike and I were wondering: are there videos or similar visual training aids?

From: Donna Kinapen [mailto:Donna.Kinapen@oeb.ca]
Sent: April 12, 2017 2:11 PM
To: Woodard, David (MCSS); Melo, Michael (MCSS); Smith, Brett (ENERGY); Singh, Inayat (ENERGY); Beare, Michael (ENERGY)
Cc: Robson, Louise (MCSS); Davidson, Bob (MCSS)
Subject: FW: OESP Agency support materials

Resending with MIV calculation tool in PDF format to (hopefully) allow the e-mail through.

Thanks, Donna

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From: Donna Kinapen
Sent: April-12-17 12:20 PM
To: Woodard, David (MCSS) (David.Woodard@ontario.ca); Melo, Michael (MCSS) (Michael.Melo@ontario.ca); brett.smith@ontario.ca; Singh, Inayat (ENERGY) (Inayat.Singh2@ontario.ca); Beare, Michael (ENERGY) (Michael.Beare@ontario.ca)
Cc: 'Louise.Robson@ontario.ca'; 'Bob.Davidson@ontario.ca'
Subject: OESP Agency support materials

Hi all. At the meeting last Tuesday, I was asked to provide some additional information on tools / supports that could be available for MCSS acting as an intake agency.

Attached are the following:

- MIV calculation tool for agency use in calculating annual income
- A sample monthly report agencies receive from ICF
- The standard intake agency contract (likely not for use in this case)
- The full deck of the agency training slides (MIV section was shared at the meeting)

In addition, there were also questions around current eligibility so I wanted to highlight a couple of the slides in the training materials that speak to eligibility.

- Base program eligibility – all must be “true” to be eligible for the program
- Energy intensive program eligibility – if one of the items is “true”, the household is eligible for the higher sliding scale / credits
- Extended program eligibility – if one of the items is “true”, the household is eligible for 5 years, rather than 2

Eligibility Criteria Matrix

Module 3: OESP Eligibility & Credit Determination

Base Program Eligibility Criteria	A- Applicant must be the account holder of the electricity bill	B - Applicant and any household members must live or plan to live at the SERVICE ADDRESS on electricity bill for at least 6 months of the year	C - Applicant must be low income as per OESP definition of low income (LIM) and fit within OESP sliding scale (income level bracket and household size)	D - Service address on electricity bill must be a residential address (i.e. a "Residential" rate class)	E - Applicant or household member must be at least 16 years of age for income to be counted	F - Applicant is not deceased
Energy Intensive Program Eligibility Criteria (Meets Base Program Criteria Plus)	G - Applicant uses electric heat as primary heating source	H - Applicant or household member uses a listed approved electricity intensive medical device at home	I- Applicant or family member is an Indigenous (First Nations, Métis, or Inuit) customer	ALL MUST APPLY		
Extended Program Eligibility Criteria (Meets Base Program Criteria Plus)	J – Account holder is receiving a disability benefit under CPP	K – Account holder is 65 years of age or older	AT LEAST ONE MUST APPLY			
			AT LEAST ONE MUST APPLY			



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Eligibility Scenarios

Module 3: OESP Eligibility & Credit Determination

Scenario	Eligibility
Foster parents with a fluctuating number of foster children in the household	Eligible as long as they meet base criteria. Applicant and residents may be counted in household if they live or plan to live at the service address at least 6 months per year
Shelters, assisted living homes, group homes, etc.	Eligible as long as they meet base criteria
Student paying their own electricity bill	Eligible as long as they meet base criteria and if they are not already counted in a separate household
An account holder is renting part of their house and pays all utility bills	Eligible as long as they meet base criteria. May only count landlord's income on application, including rental income received. Tenants are not counted as Household Members
An applicant has been rejected for LEAP	Eligible as long as they meet base criteria
Account holder has their electricity bill paid directly by an ODSP or OW caseworker	Eligible as long as they meet base criteria



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Please let me know if you have any questions.

Thanks, Donna

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