



*In the Community to Serve®*

**CARES Advisory Group Meeting Notes**  
**May 21, 2025 2:00 – 3:00pm Pacific**

<b>Advisory Group Member</b>	
Blue Mountain Action Council (BMAC)	Sylvia Schaefer
Benton-Franklin Community Action Connections (CAC)	Dalia Ochoa
Community Action of Lewis, Mason, & Thurston Counties (CACLMT)	Ester Castro, Stephenie Arnold
Coastal Community Action Program (CCAP)	Debbie Gregg
Chelan-Douglas Community Action Council (CDCAC)	Tom Bonwell, Sarah Brito, Alan Walker
Kitsap Community Resources (KCR)	Kandi Balandran
Lower Columbia Community Action Center (LCCAP)	Kathy Bates
NW Community Action Center (NCAC)	Jose Alvarez
OIC of Washington (OIC)	Heidi Silva, Casandra Ochoa, Candi Jaeger
Opportunity Council (OPPCO)	Marie Stanley, Melissa Gong
Community Action of Skagit County (SCCAA)	Misty Velasquez
Snohomish County Human Services Dept (SCEAP)	Constance Hockett, Traci Baugh
WUTC Staff	Andrew Roberts, Andy Sellards, Corey Cook, Jacque Hawkins-Jones, Keith Quinata
The Energy Project	Shaylee Stokes
Public Counsel	Kai Hiatt
NW Energy Coalition	Charlee Thompson
Department of Commerce	Michelle DeBell
<b>Cascade Natural Gas</b>	
Dan Tillis, Dir Customer Experience	Lori Blattner, Dir Regulatory Affairs
Teri Sovak, Mgr Customer Service, Credit & Collections	Noemi Ortiz, Mgr OR Conservation & Weatherization
Shannon Steed, Consumer Specialist	Jennifer Gross, Regulatory Analyst
Rodney Fowler, Business Analyst	

1. Follow-up items from the April meeting:
  - a. CARES administrative agreement amendment for PEV has been distributed to agencies, and all have been signed and returned to Cascade except for one which is still in progress.
  - b. LIHEAP calculation method (Shay)
2. Language access plan development (Empower Dataworks)
3. Q1 CBO report presentations by agencies
4. Open Discussion

**Meeting notes:**

- **Post Enrollment Verification Process:** Dan and Shannon discussed the status of amendments for the post enrollment verification process. Shannon confirmed that one amendment is still pending.

- **LIHEAP Calculation Method:** Shaylee provided updates on the LIHEAP calculation method discussed in the last meeting. They mentioned two options to solve the problem and the group's preference to make changes at the beginning of a new program year.
- **Language Access Plan:** Dan introduced Hassan Shaban from Empower Dataworks to discuss the language access plan. Hassan presented the plan's approach and gathered feedback from the group.
- **Language Access Plan Approach:** Hassan explained the four phases of the language access plan, including gathering data, evaluating existing services, conducting a gap analysis, and developing action items.
- **Community-Based Organization Reports:** Jennifer led the discussion on Q1 CBO reports, with Sylvia, Jose, and Melissa presenting their outreach activities and results.
- **Summer Outreach Events:** Melissa shared plans for summer outreach events, including back-to-school events, senior day in the park, and other community events.
- **Blast Point Implementation:** Dan provided an update on the implementation of BlastPoint's machine learning platform to identify customers with a propensity for energy assistance programs.

Follow-up tasks:

- **LIHEAP Calculation Method:** Connect with Brian Sarenson to discuss the LIHEAP calculation method and provide updates to the group. (Shaylee)
- **Pre-discounted Billing History:** Keep the ticket for adding a column in the billing history view for pre-discounted usage and provide updates on the timeline. (Dan)
- **Language Access Plan Data:** Email Hassan and Dan with any available data on client languages from the agencies. (Melissa)
- **Language Access Plan Data:** Send PacifiCorp's language access plan to Hassan. (Shaylee)
- **Outreach Event Giveaways:** Respond to Shannon's email regarding the types of giveaway items needed for outreach events. (All Agencies)