

Admin Intake Policy

Each Agency will be provided with the EmPOWER Colorful Chart by the 10th of each month to review activity completed at the end of the previous month and it will include accumulated totals for actual units completed and funds expended.

DHCD will review the average number of units completed and EmPOWER funds expended by each Agency each month. On a quarterly basis, production capacity will be reviewed with an eye to adjusting funds authorized for underperforming agencies.

Administrative Fees

- An initial administrative allocation of 10 percent of the total balance of administrative funding for the program period of three years will be paid to Agencies who have submitted ARRA financial reports for the entire program period of 2009 through 2012.
- Upon receipt of the initial 10% allocation, subsequent administrative payments shall be automatically calculated on each invoice submitted for completed units.
- Agencies who fail to submit financial data on all sources of EmPOWER funds on a quarterly basis by the 15th of the month after the quarter ends will not receive administrative allocation payments.
- The administrative allocation will be a percentage based on the total job costs not to exceed \$900.
- Agencies who struggle to meet their monthly goal are expected to exceed next month's goal by the previous month's shortfall.
- Agencies behind more than 11 percent of their aggregate goal will be required to provide DHCD with a written action plan on how they plan to bring their production up to forecasted levels and the time frame in which they will accomplish this task.
- Agencies behind more than 11 percent of aggregate goal for any quarter may see a reallocation of their funds to match their abilities and their production goals will be reduced accordingly.
- If funds are reduced and/or reallocated, administrative allocations will be adjusted accordingly.

Intake Fees

- The intake process is all inclusive. The activities described below outline DHCD's guidance on what intake entails. These items together justify an intake fee:
 - Marketing/Hand-outs/Phone calls
 - Income verification
 - Verification and proof of residency
 - Data Collection/Input
 - Customer Consent/Authorization
 - Verification of energy consumption
- Intake fees will be reimbursed on a case by case basis after review and verification that the customer is not an existing OHEP applicant and/or DHCD referral.
- OHEP applicants and/or DHCD referrals are not eligible for intake fees.

- Agencies that accept walk-in clients and/or initiate the application process are urged to contact DHCD first to verify eligibility for an intake fee.
- Intake fees will be paid on completed/paid units only.
- Intake fees will be paid at a flat fixed rate of \$150.

DHCD reserves the right to update or revise the administrative and intake guidance in the best interest of the program at any time.