

Affordability, Alignment and Assistance Subcommittee

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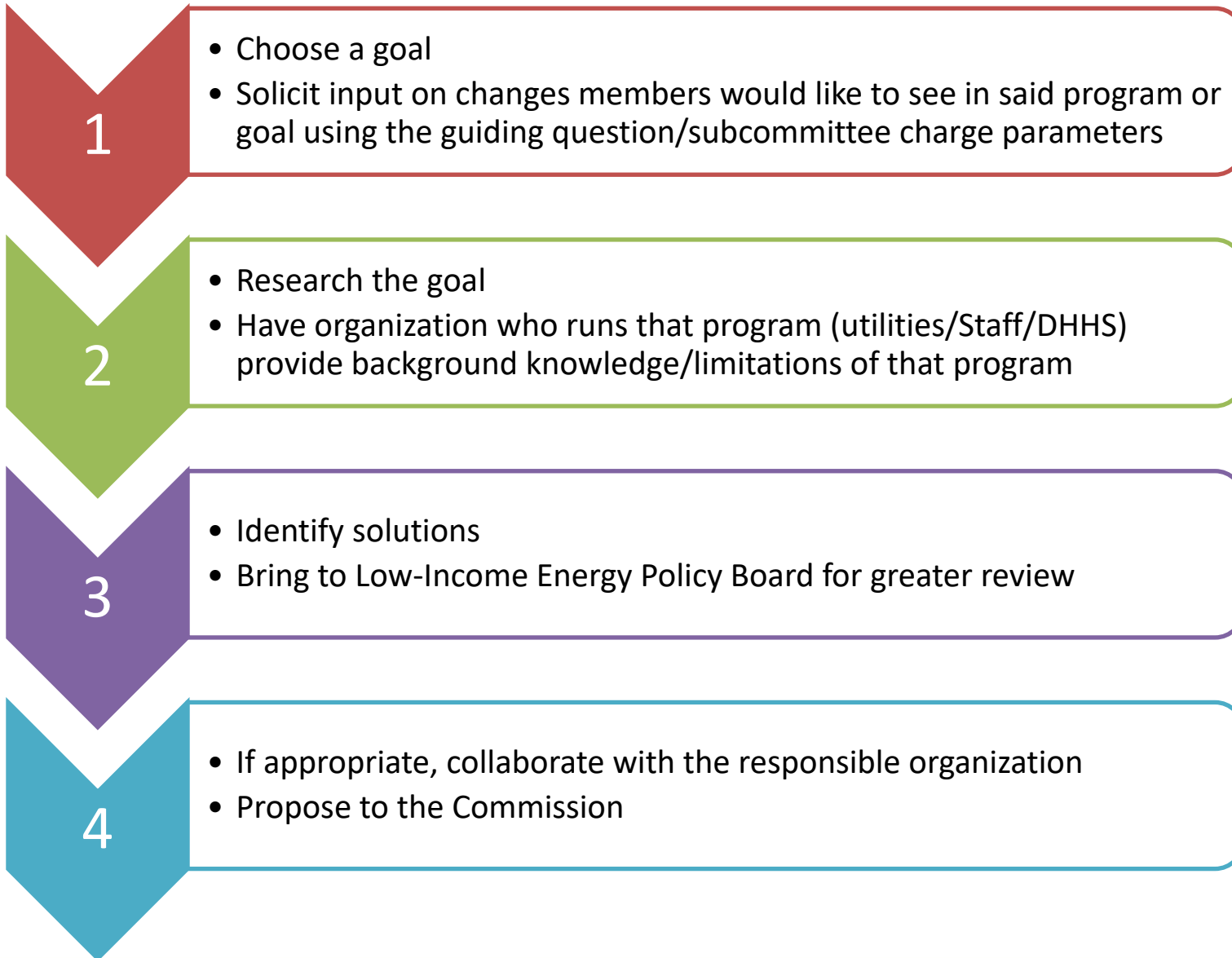
Meeting Overview

- Goals Progress and Timeline Review
- Discussion on Data Analyzing Program Effectiveness
- Next Steps and Updates

*Slides and materials are shared on the EAAC website in the [AAA section](#)



Goals Structure



Progress

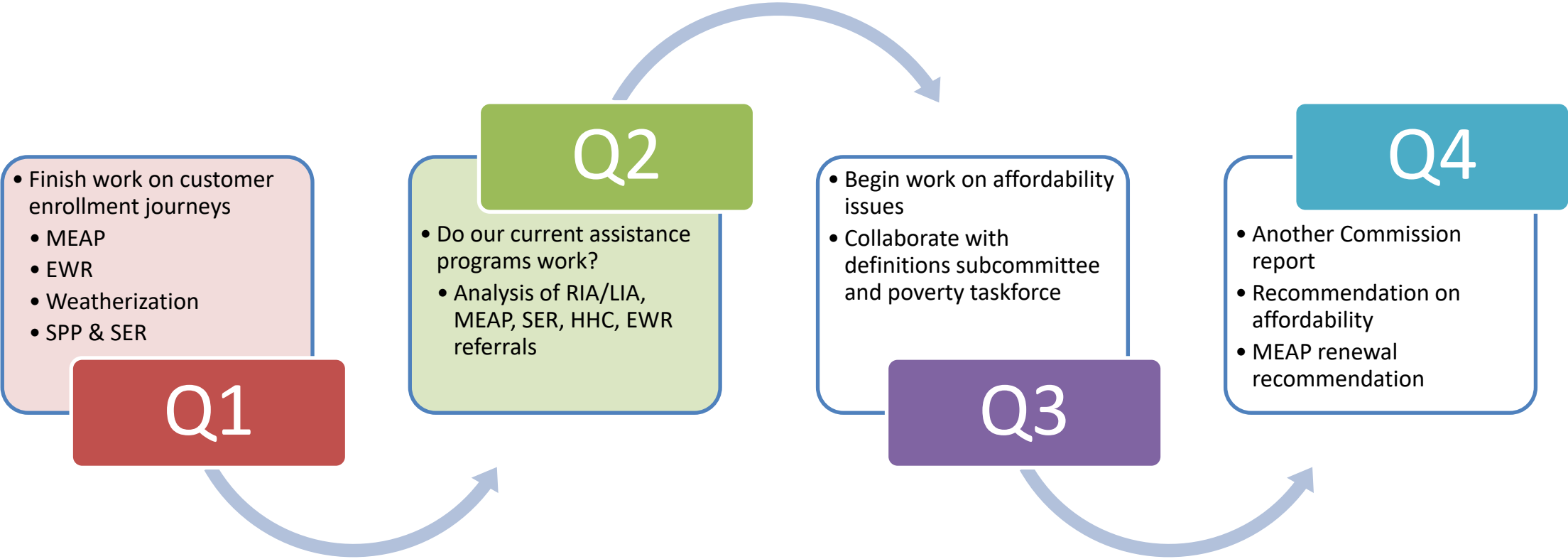
Goal: customer journey

- Currently bringing the recommendations to the policy board for review
- Then leadership will work to implement recommendations

Goal: Do our assistance programs work?

- Currently researching this question and collecting data

Potential Timeline for 2022



*This timeline is tentative and subject to change based on the priorities of the AAA members

Data Tracking Discussion

The Excel file will be shared to your screen, but if you'd like to navigate the document and provide feedback more easily, please open the document that was emailed out yesterday (or you can access an older version on the website)



Consider frequency, granularity, use of data

- Frequency considerations
 - Most data requests will be one-time, historical pulls
- Granularity considerations (zip code, etc)
 - Weigh the cost of collecting the data, how/if the data informs a decision
 - Commission staff is currently evaluating the level of necessary granularity
 - Consider if similar information can be obtained from other sources
- Publicly available data vs. Commission use
 - Some data is publicly available
 - Data that is not publicly available must directly inform Commission activities in order to be requested
- Intended program outcome considerations
 - As we begin to analyze data, we need to keep in mind the intended outcomes of each program.
 - E.g. SER is intended to resolve a household's crisis—not lead to self-sufficiency
 - Utility credits are required to be offered alongside other programs (MEAP, SER, HHC) so it will not be possible to determine their “effectiveness,” either—their goal is also not self-sufficiency

Progress and Low-Income Updates

Shared the customer journey maps and goals document with the LIEP Board

** If you know of any developments in the low-income field, let us know*

Next Steps

