
Organizational model

- Proposed organizational model for the emergency financial assistance program
 - Identifies each of the parties that play a role
 - Provides a description of their proposed roles and responsibilities and
 - Highlights the interactions between each of the parties.
- Developed based on the majority view expressed in the written submissions

BOARD

- Provide approval for EFA program to accept donations (initial)
- Launch EFA program (initial)
- Approve of eligibility criteria (ongoing)
- Set funding contributions for the utilities (ongoing)
- Set reporting and evaluation requirements (ongoing)
- Ensure compliance from utilities (ongoing)
- Update website with EFA program information (ongoing)
- Establish level of administrative funding (ongoing)
- Coordinate between the components of LEAP (ongoing)

UTILITIES

- Collect money from ratepayers
- Transfer EFA program funds to Lead Agencies
- Place holds on disconnection/collection upon notification from agencies
- A role in EFA promotion and outreach at the local level
- Train utility call centre and collections staff
- Use RFP process to select Lead Agency
- Determine funding allocations by geography
- Report to the Board annually

LEAD AGENCIES

- Can be an Intake Agency
- Perform intake in small communities
- Outreach to other agencies to develop a network of Intake Agencies
- Select and train Intake Agencies
- Adapt standardized promotional materials for local use, where necessary
- A role in program promotion
- Receive funds from the utility
- Remit payment back to the utility as per Intake Agencies' requisitions
- Track program performance and expenditures and report to utility, using database information
- Develop training manual for their Intake Agencies
- Develop and implement, where appropriate, appeals process

INTAKE AGENCIES

- Screen applicants
- Complete and process applications (collect necessary information (bills, pay stubs), and enter information in central online database
- Inform utilities of necessary disconnect/collection holds
- Approve applications and determine grant amounts
- Send cheque requisitions to Lead Agency
- Distribute local promotional materials

CENTRAL COORDINATING BODY

- Develop standardized promotion and outreach materials to distribute to Lead Agencies for local customization
- Create and maintain online screening and program tracking database
- Develop and provide training on use of online database
- Create and maintain emergency financial assistance program website
- Complete annual reporting to the Board, stakeholders
- Promote the EFA program to non-applicants
- Review program and make program recommendations to the Board