**PWD&WRB TAP Advisory Committee**

**November 2, 2017**

**Agenda**

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1. Review of sample assistance program approval letters and bills.

* Susan Crosby reviewed the batch of approval letters with our CLS, UESF and ECA reps.
* All questioned the reading level of the letters. We talked about the legal requirements for listing all programs. Our goal for the future will be to simplify where we can.
* It was pointed out that the letters did not offer translation services. This tag line will be added.

1. Review of causes for incomplete applications and recommendations

* See attached. Our goal for the user testing is to get at the root of the obstacles to completing an application. PWD also will be focusing on educational tools, e.g., videos, website update, working jointly with the NECS and other intake locations to ensure that our partner agencies have the info and resources they need to assist clients.
* UESF and ECA shared an intake resource map (attached). PWD will create a user-friendly version for our call centers and the web

1. PWD and partner user testing

* See attached

1. Feedback from your counselors/staff on what they are hearing about the application process

* PWD’s VISTA, Sam Boden, will be attending ECA’s Nov. 9 Energy Conference to introduce himself to the NECs with the assistance of ECA. Goal is for Sam to regularly visit the NECs to ensure continual feedback on the TAP application process and to document areas of the process or outreach that can be improved.

1. Communications – what can we do better

* See above