



# MEMORANDUM

## AMEREN ILLINOIS COMPANY MOBILE HOMES AND AIR SEALING CHANNEL

**To:** Jamey Neal and Nick Warnecke, Ameren Illinois Company; Seth Craigo-Snell, SCS Analytics; and Elizabeth Horne, Illinois Commerce Commission

**From:** Opinion Dynamics Evaluation Team

**Date:** February 6, 2024

**Re:** AIC Mobile Homes and Air Sealing Channel Delivery Partner Interview Results Memo

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This memorandum provides results from delivery partner interviews conducted as a part of the Ameren Illinois Company (AIC) 2023 Mobile Homes and Air Sealing (MHAS) Channel process evaluation.

### INTRODUCTION

Research has shown AIC customers who live in mobile homes have a significant need for energy efficiency improvements.<sup>1</sup> Despite this demonstrated need, mobile home residents have historically participated in AIC energy efficiency offerings at a significantly lower rate than customers in other home types. The mobile home segment is historically underserved by AIC; few mobile home customers have participated in its energy efficiency offerings despite having a significant need for them. Recognizing these needs, AIC created the MHAS offering to deliver energy efficiency improvements, energy literacy education, and select health and safety improvements to income qualified (IQ) customers residing in mobile homes. The MHAS Channel (also referred to throughout this memo as “the Channel”) is implemented by a third party, Future Energy Enterprises, in partnership with AIC and Leidos. The Channel provides kits with energy-saving products as well as larger weatherization and HVAC upgrades, including mobile home-specific measures like “belly board” (i.e., subfloor) insulation. Customers also receive energy literacy education and select health and safety improvements, if needed.

AIC piloted the offering in 2021 and then scaled it up to a full channel of the IQ Initiative in 2022, operating only in the Champaign-Urbana metropolitan area. AIC began to expand the Channel in 2023, offering it to additional areas of the AIC service territory where sufficient Program Allies and Community-Based Organizations (CBOs) were available.<sup>2</sup> Results from AIC’s 2023 Mobile Homes Community Mapping, which reviewed and characterized communities in AIC’s service territory to identify areas that present the greatest opportunity to serve mobile home customers, also helped to inform what regions the Channel targeted for expansion.<sup>3</sup> Additionally, AIC made a few changes to the Channel’s design and implementation process in 2023. In 2024, AIC and its implementation partners continue to strategically work to

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<sup>1</sup> Opinion Dynamics. (2022). *Ameren Illinois Company Low Income Needs Assessment*. <https://www.ilsag.info/wp-content/uploads/AIC-2021-LINA-Report-FINAL-2022-06-01.pdf>

<sup>2</sup> CBOs include Community Action Agencies (CAAs) and other nonprofit community organizations.

<sup>3</sup> Opinion Dynamics. (2023). *Ameren Illinois Company Mobile Homes Community Mapping Results*.

develop its partnership network to support Channel expansion, actively recruiting and training Program Allies to work on mobile home projects, as well as developing partnerships with CBOs for Channel delivery and community engagement.

Opinion Dynamics interviewed delivery partners to support this expansion and ensure the partners have the resources and bandwidth to grow with the Channel. Other objectives for these interviews included gaining a better understanding of the needs of mobile home communities in AIC territory and how Channel staff may be able to better support and communicate with delivery partners to optimize their ability to serve participants.

## METHODS

We conducted interviews with the Channel delivery partners, including both CBOs and Program Allies. AIC provided the evaluation team with a list of 13 delivery partners; 5 CBOs and 8 Program Allies. We sent all delivery partners an email invitation and followed up with up to two email reminders and one phone call. We completed interviews with a total of six delivery partners; four CBOs and two Program Allies.<sup>4</sup> Table 1 displays the type of delivery partner, the offerings each organization can provide for the Channel, and the number of individuals we spoke with from each. A brief description of the different types of organization offerings are included below:

- **Outreach:** These organizations are equipped with the staff and resources to conduct community outreach for the Channel, such as visiting mobile home communities and engaging with residents at community events to spread the word about the availability of the Channel services.
- **Building envelope:** These organizations have the capability to conduct home assessments and testing to determine what measures and services each home requires, along with the ability to perform weatherization services.
- **HVAC:** These organizations have licensed HVAC contractors on staff capable of performing heating and air conditioning system replacements as offered by the Channel.
- **Full service:** These organizations are capable of taking on all three of the responsibilities listed above. These organizations have the staff, resources, training, and licensing that would allow them to complete a project from start to finish for the Channel, from the initial outreach through the final home assessment.

Table 1. Interviewed Delivery Partners

Delivery Partner Type	Interview Number	Organization Offerings
CBO	1	Outreach
	2	Outreach
	3	Full service
	4	Full service
Program Ally	5	Building envelope and HVAC
	6	HVAC

Some delivery partners we spoke with had different levels of engagement with the Channel. Four were *established partners*, meaning they had developed an agreement with Channel staff about what tasks they are responsible for and

<sup>4</sup> The only CBO we did not interview shared via email that they had not become engaged in the MHAS Channel activities yet and were still taking steps to establish the partnership.

they had assisted with at least one completed project for the Channel in 2023.<sup>5</sup> The remaining two partners we interviewed were *newly recruited partners* who had begun taking initial steps to get involved with the Channel, such as conducting outreach and assessing customer interest in their region, but they had not assisted with a completed project in 2023. Both newly recruited partners were still awaiting communication from Channel staff about the next steps regarding their involvement at the time of the interviews.

## KEY FINDINGS AND RECOMMENDATIONS

Interview responses indicate that MHAS Channel delivery partners feel supported by the Channel and find current outreach and implementation processes to be successful. Delivery partners feel services offered by the Channel align with the most essential needs of mobile home residents and they are enthusiastic to continue working with the Channel moving forward. The design and implementation changes in 2023 improved project tracking and coordination but also posed some partners with new challenges. Although some delivery partners have encountered challenges in their role, all are excited to continue and further develop their involvement. Overall, delivery partners see a considerable need for Channel services in their region and have observed no shortage of customer interest.

Below we offer several key findings and corresponding recommendations to improve the experience of delivery partners and support the implementation process and overall success of the Channel, especially considering future expansions into new areas of AIC service territory.

**Finding #1:** Delivery partners have the bandwidth to support the expansion of the Channel. Established partners are eager to further develop their level of involvement and newly recruited partners are excited to become engaged in the Channel. Despite this, Channel staff may be missing or prolonging opportunities for expansion due to long delays in communication with newly recruited delivery partners. Two partners who had not yet fully engaged in Channel activities had not received an email response from Channel staff about next steps in at least four months, one of which has the capability to perform all Channel services internally presenting an ideal partnership as an all-in-one provider. Despite these communication issues, Channel staff confirmed they plan to partner with both of these organizations in 2024.

- **Recommendation:** Channel staff should work to improve communication with *newly recruited delivery partners*, particularly around the time it takes to respond to organizations. As recruited partners were selected due to their ability to support the expansion of the Channel, building strong and trusting relationships with them is vital to successful growth.
- **Recommendation:** Continue to communicate and work with *established delivery partners* to understand how they may be able to further engage in the Channel and support expansion of the offering, through both existing Channel responsibilities as well as new tasks they may be qualified and able to take on moving forward.

**Finding #2:** Delivery partners believe they have the basic level of knowledge and skills required to serve the Channel, but would take advantage of training opportunities if presented to them to refine their skills and stay up to date on best practices when working on mobile homes. For instance, one partner felt there may be an opportunity to save the implementation team time and be less disruptive to the customer by improving the accuracy of the initial assessment. Program Allies have not encountered any technical issues when implementing projects, but they would gladly attend a refresher course from the Building Performance Center as they found the training enhanced their ability to serve mobile homes and perform services effectively.

- **Recommendation:** Consider offering delivery partners future training opportunities that may strategically benefit the Channel, such as weatherization testing and home assessment training to improve the accuracy of services

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<sup>5</sup> Involvement in a completed project could range from directly implementing the MHAS Channel services in a home to processing a customer application that received services.

listed on project forms. Channel staff should also consider setting up one or more refresher courses with the Building Performance Center for Program Allies, especially if the Channel partners with new Program Allies who did not have a chance to participate in the 2023 training.

**Finding #3:** Delivery partners are satisfied with their experience with the Channel, feel recruitment strategies and implementation have been successful, and are grateful that AIC offers an energy efficiency initiative that targets this niche customer group. Partners were generally pleased with their coordination with Channel staff, although one mentioned that scheduling initial kick off meetings during the Low Income Home Energy Assistance Program (LIHEAP) season causes a conflict for their organization as they are unable to devote very much attention to the Channel in that timeframe.

- **Recommendation:** Continue to offer services that address needs around the bottom or underbelly of mobile homes (e.g., “belly boarding”) as it is seen as the biggest opportunity to serve the target customer group and generate meaningful health, comfort, safety, and energy savings benefits.
- **Recommendation:** Consider scheduling the initial kick off meeting for the Channel’s next participation cycle in August, prior to the beginning of the LIHEAP season. This would allow CBOs who have LIHEAP-specific teams that support Channel tasks to give more focused attention to Channel plans for the upcoming year.

**Finding #4:** Channel design and implementation changes in 2023 improved processes in some cases, while they presented delivery partners with challenges in others. The Channel’s transition to a new Energy Snapshot tool has improved coordination between Program Allies and the overall project tracking process. Other changes, such as new air conditioner unit requirements and a decrease in the reimbursement amount offered per air conditioner unit, have created difficult situations for some partners. One partner also mentioned transitioning equipment purchasing responsibilities to delivery partners has worked well aside from the occasional delays in receiving the payment from Channel staff which can cause financial stress on their organization.

- **Recommendation:** Collaborate with the delivery partner who created the Energy Snapshot tool to further develop and expand the capabilities of the tool for project tracking, and consider ways CBOs, in addition to Program Allies and other Channel staff, may be able to utilize the tool to track applicants and customers of interest.
- **Recommendation:** Facilitate open dialog between AIC and delivery partners to ensure successes and challenges are shared as the Channel grows. As a relatively new offering, AIC is likely to make strategic changes to this Channel; and those changes will be felt acutely by the delivery partners. As such, it is critical that Channel staff communicate early and often with delivery partners, about changes they are considering in order to fully understand the potential implications of these changes on delivery partners’ operations.

**Finding #5:** Most delivery partners who have conducted outreach for the Channel have found a census approach to be very successful, suggesting there is no need to be selective when contacting mobile home communities. One partner also highlighted how mobile home communities tend to have a mixture of different residents and it is likely that at least one eligible customer exists within each community and could benefit from Channel services.

- **Recommendation:** Consider using census approach outreach strategies to target specific counties or subregions, such as sending direct mailers to all mobile home residents within a certain area. This may also present the Channel with a more cost-effective approach to implementation if the Channel is able to serve many customers that are close in proximity within a similar timeframe.

## DETAILED FINDINGS

This section summarizes detailed findings from delivery partner interviews.

# CHARACTERISTICS OF MOBILE HOME COMMUNITIES

We asked delivery partners to confirm some of the fundamental program theory assumptions that underpin AIC's desire to target mobile homes and mixture of measures and services provided through the Channel.

**Delivery partners confirmed that mobile home residents are an extremely vulnerable customer segment, in alignment with Channel theory.** All four CBOs we interviewed said mobile home communities in their area commonly consist of low-income households, although two partners, one located in Mason County and one in Champaign County, said income can vary by mobile home parks in their region. One of these partners mentioned that, depending on the community, they would describe residents as moderate- to low-income, although they estimated 95% of residents likely meet the income qualifications of the Channel. The other partner said mobile home communities in their area can range from well taken care of properties with amenities such as a dog park, pool, etc., to those where nearly all homes in the park are struggling to get by on the bare necessities. Two partners also shared that many of these households have disabled individuals and/or senior members. When asked about what resources mobile home residents most commonly lack, regardless of the region they served, CBOs expressed that they typically see a need for medical care, medical bill payment assistance, childcare, dental care, and/or energy assistance.

**Delivery partners confirmed that mobile homes are typically in very poor condition and in need of energy efficiency services.** One partner estimated that at least 75% of mobile homes in their region are what they would consider in "poor" or worse condition. All CBOs referenced problems with the underbelly of these homes, with many noting that this generally presents the biggest opportunity for improvement. Damage to the underbelly of the home, such as tears and holes, frequently leads to other issues like leaks, water line complications, and lack of insulation. Other common issues delivery partners reported seeing in homes were animals and/or storage under the home, a dilapidated skirt around the bottom of the home, piles of garbage or storage in the home preventing access to areas, need for HVAC repairs, broken doors and windows, and broken sewage lines. One Program Ally noted that some project sites could get "so rancid" that it becomes necessary for their installers to wear protective clothing over their usual work attire. The other Program Ally shared that walls that were already caving in had been an issue for their team. This presents a problem when they conduct blower door tests, as this test pulls on the walls, and if the caving walls have already caused the outside of the home to crack, it can lead to the roof falling in on the ceiling.

Often, the conditions of the mobile homes are intertwined with the financial hardships residents face. When describing the typical condition of these homes, one delivery partner noted:

*"These are people who are trying to upkeep a home but don't have the means to."*

~ CBO

## CHANNEL DESIGN AND PERFORMANCE

This section presents findings from delivery partner interviews related to 2023 Channel design and performance.

### PARTICIPANT RECRUITMENT STRATEGIES

**Most delivery partners use a community-level census approach when conducting outreach.** Of the three CBOs who have conducted outreach for the Channel, two said they do not have a selection method for which communities to target but instead visit every mobile home park in their region. Both shared that they have found this approach to be very successful. One of these partners said they do not see a reason to only target certain parks when residents in need are mixed throughout and likely exist within each park. The third partner said they began with a Google search when



targeting communities, where they used online photos to identify parks that looked to have the largest proportion of older homes, as they felt they would be more likely to be eligible to participate.

**Mobile home community property manager engagement is critical to success.** All three CBOs who had conducted outreach reported that they begin by contacting the mobile home community's property manager. Unfortunately, all three of these CBOs also reported that the biggest challenge when conducting outreach is getting past the mobile home community property manager, as they play a gatekeeper role when the partners try to engage with residents of the community. All emphasized how critical this interaction is to the success of getting access to mobile home communities, but ultimately, this challenge did not appear to hinder the Channel's success. One delivery partner, who encountered challenges in conducting outreach, specifically mentioned one community that posed particular difficulty. They shared that this community is possibly the largest in the state, meaning there is a lot of potential for the Channel to serve the community. A change in ownership of this community took place last winter, and according to this partner, the community is now operating without a license and has frequent property manager turnover (every couple of months), making it very difficult to build rapport with them and gain access to the community.

Generally, upon gaining approval, partners reserve time in the community's clubhouse or public space to engage with residents face-to-face, pass out flyers about Channel services, and sometimes give a slideshow presentation. As a last attempt to connect with residents while inside the community, partners also said they typically place placards on residents' front doors or cars that include information about the Channel.

In addition to the outreach methods delivery partners use to recruit participants, participation has also been driven by word of mouth. One partner, who has been involved with the Channel for multiple years, reported that word of mouth has been extremely effective in driving strong year-over-year participation in their area. They highlighted the value this mode of communication carries due to the trust people have in reviews from others who have received the Channel services firsthand.

## IMPLEMENTATION

**Energy Snapshot has drastically improved the efficiency of project coordination.** Both Program Allies we spoke with reported that the new Energy Snapshot database they began using for project tracking this year, developed internally by a delivery partner, has eased project coordination and the paperwork process. They shared that the database has streamlined the project tracking process, making it much easier to understand what step each project is at during implementation compared to the previous tracking method, where an Excel spreadsheet with project information was shared via email between applicable partners and Channel staff. One delivery partner said shifting to Energy Snapshot has cut the time they spend on back-and-forth coordination in half for each project. One partner also noted that due to the higher level of data security, they feel more comfortable using the database to share protected customer information with other Channel organizations.

**Both Program Allies we spoke with said that aside from the general run-down state of the treated mobile homes, they had not experienced any technical issues working on projects this year.** These two partners also acknowledged a sizing issue with air conditioner replacements but had not since had any issues installing this equipment after subsequent revisions were made to the Channel design early on in 2023.

Delivery partners reported a handful of non-technical challenges they have encountered this year, a couple of which are a result of 2023 design changes.

- **One delivery partner reported financial challenges resulting from decreased payout for air conditioners and delays in reimbursement for equipment purchases.** This individual voiced that the decrease in the reimbursement amount for air conditioner units was difficult on their business, and when combined with the 20% increase in equipment costs that occurred since last year, they took quite a financial hit this participation cycle. They shared that they had spoken with Channel Staff about the sizing issue early on, which prompted a change in equipment

and, thus, a decrease in the payout offering, and no changes to the amount were mentioned. They were then later informed that the amount had decreased by \$250 from the originally agreed-upon amount, with no discussion. The delivery partner reported being frustrated with this decision and the process. This partner also added that although they do not have an issue with taking over the responsibility of equipment purchases for Channel projects, a design change implemented in 2023, this can also contribute to their financial issues when they accrue interest because of delays in the distribution of project checks from Channel staff.

- **One delivery partner reported that many customers, particularly those in double-wide homes, have been dissatisfied with their new air conditioner as a result of the change in size requirements and that, as an industry professional, they disagree with these requirements.** This partner shared that the transition to smaller air conditioner units in 2023, moving from 3-ton to 2.5-ton systems, is problematic as this size is inefficient for this home type.<sup>6</sup> They added that in their expertise they would not recommend anything smaller than a 3-ton system to produce energy and monetary savings for participants. As mobile homes typically have poor insulation and thin walls compared to other dwelling types, the partner shared that anything less than this would likely cause customers' energy bills to increase as the system will continuously run trying to maintain the temperature settings.
- **Another delivery partner shared that they frequently find additional work that needs to be done when they enter a home that was not identified in the initial assessment.** This individual said they have had numerous experiences where a home requires many measures and/or repairs that are not reported on the project form they receive from Channel staff, which in some cases has resulted in them having to take additional time to get different tools that may be needed, etc. The partner emphasized how improving the accuracy of the initial assessment would save them time overall and be less disruptive to the customer.
- **One delivery partner reported a minor administrative challenge with separating out project payments that have been lumped together.** This interviewee shared that Channel staff does provide them with a breakdown of the amount that is included for each project within each check as a PDF file, but they said this generally results in additional administrative time and that an individual check per project would simplify the process and save their staff time.

## CHANNEL SATISFACTION AND SUPPORT

**Established delivery partners are satisfied with the coordination process with Channel staff, while newly recruited partners have experienced communication challenges.** Of the six delivery partners we interviewed, all four established partners reported they were satisfied with how they typically coordinate with Channel staff and the frequency of communication. One of these four partners mentioned it would be significantly more convenient for their team if the initial kick off meeting for the upcoming participation year could occur prior to the LIHEAP season. They added that this is an extremely busy time of year for their organization, and they do not have the bandwidth to give the Channel the level of focus and attention they would like to during this timeframe, which typically runs from September to May. This partner noted that ideally the kick off meeting would be scheduled in August, prior to the LIHEAP season. The remaining delivery partners, both newly recruited, expressed concern with the coordination process; neither one had heard back from the Channel staff they had been communicating with via email since July about the next steps to engage in Channel activities.

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<sup>6</sup> It is worth noting that the change in eligibility requirements for central air conditioners installed through the Channel partially relates to a technical discussion between the evaluation team and implementation team in regard to the use of an alternative baseline efficiency for central air conditioners. We provided guidance around the use of baselines associated with "space constrained products," a term defined in 10 CFR 430.2 ([https://www.ecfr.gov/current/title-10/chapter-II/subchapter-D/part-430#p-430.2\(Space%20constrained%20product\)](https://www.ecfr.gov/current/title-10/chapter-II/subchapter-D/part-430#p-430.2(Space%20constrained%20product))), which led the implementation team to revisit eligibility criteria for the Channel. We feel it is important to memorialize for the record that we did not specifically recommend downsizing central air conditioner sizing and without more detailed on-site work, cannot express a technical opinion on whether 2.5-ton systems are appropriate to meet MHAS Channel participant needs.

Two CBOs (both of the newly recruited partners who expressed concern with the coordination process) shared that they were still in the early stages of their partnership with the Channel and that they had not yet been involved in a completed project. These contacts had not heard back from Channel staff since July 2023 regarding their involvement. In both cases, their last contact with Channel staff was an email where the partner had shared resources with Channel staff to encourage participation and success. One of these partners provided a list of mobile home residents they had confirmed were AIC customers and met the income requirements of the Channel (i.e., eligibility verification), while the second partner sent Channel staff contact information for a few contractors in their region they thought would be strong Program Ally candidates, both those who perform weatherization services and an HVAC contractor. One of these two delivery partners also shared that they have the capabilities to be a full-service partner. They have the internal resources to support outreach, enrollment verification, application processing, initial and final assessments, weatherization services, and HVAC replacements, thus presenting the Channel with an opportunity for expansion as an all-in-one provider.

**Delivery partners either reported no issues coordinating with other partners or no need to coordinate with other partners.** Most delivery partners we interviewed said they have had limited direct communication, if any, with other delivery partners. The exception to this were the two Program Allies we talked to who both said they are in frequent communication with other Program Allies, in addition to Channel staff. Both of these partners felt project coordination had significantly improved this year, each crediting the Energy Snapshot tool for helping streamline the process. Due to the success of the Energy Snapshot tool, one Program Ally suggested that Channel staff consider ways they may be able to further develop the tool so that it can also be beneficial to CBOs for recruitment and outreach efforts. They suggested the tool could help improve the organization and tracking of applicants and customers of interest, along with coordination between partners who may have overlap in the regions they cover.

**Established delivery partners feel supported by Channel staff.** During interviews, no partners who were actively engaged in Channel tasks (*established partners*) mentioned a need for additional support. Rather, one partner praised the support they have consistently received from Channel staff, sharing the following when describing their experience:

*“I find reaching out to [Channel staff] very easy and anytime I reach out I get a response within a very reasonable amount of time.”*

~ CBO

**Program Allies found the training with the Building Performance Center very helpful and beneficial to them in their work serving mobile homes.** Channel staff arranged a training opportunity for Program Allies early in the year that was led by a highly knowledgeable individual from the Building Performance Center with 25 years of experience in building and weatherization trades. Both Program Allies we interviewed attended this training and voiced that they felt the experience was invaluable for their team and has enabled them to perform services in mobile homes more effectively. Both praised the trainer’s level of knowledge and expertise working with mobile homes. One shared that members of his team were already well-rounded in the trade with a lot of experience working with this home type prior to attending but that nonetheless, all their installers came out of the training with new ways they could improve in their work. The other partner highlighted how the training has helped improve the quality of work their team performs, which has resulted in deeper savings on projects:

*“I personally learned a lot from the training. I worked with [the Building Performance Center trainer] pretty much the whole time and learned a few new techniques when it comes to sealing the hole, sealing the home, and making the numbers drop. I now have a better understanding of how to do big underbelly jobs a lot easier and how to do patch jobs effectively. Also, how to make sure I am properly sealing the duct work. We had two additional repair jobs after the training, I applied what I learned and saw drastic number changes because of it.”*

~ Program Ally



**No partners feel a need for additional training at this time to effectively serve the Channel, but most would participate if provided with the opportunity.** All partners reported feeling sufficiently qualified with the skillsets necessary to perform Channel tasks they are responsible for at this time, although a few partners mentioned they are always willing to attend offered trainings to enhance their team’s knowledge and capabilities to better serve participants.

**Delivery partners have the bandwidth to take on additional responsibilities as the Channel grows.** Five of the six partners reported they do not lack any specific support or resources that would prevent them from taking on a bigger role in the Channel as it continues to expand. Three of these partners were *established partners* who indicated they have the capabilities to take on additional tasks within the areas where they are currently serving the Channel. The other two were *newly recruited partners* that represent opportunities for the Channel to expand its offerings into new regions within AIC territory. Only one of the six partners mentioned the potential for staffing constraints as they are a nonprofit organization and might have issues covering wages for additional staff members, if needed. Instead of barriers, delivery partners were more likely to share opportunities they had considered as ways to increase their involvement with the Channel. For example, one partner said their organization had recently hired a licensed HVAC contractor who would enable them to begin assisting with HVAC replacements, while another said additional members of their team had recently gone through Building Performance Institute (BPI) training to become certified to conduct home assessments, with a long-term goal of having multiple teams in the community that can provide these services for the Channel.

**The four established delivery partners were satisfied with their experience with the Channel, while all six partners expressed gratitude for the services it offers.** All six delivery partners we spoke with acknowledged that mobile home residents are a niche customer group that tend to be ineligible to participate in most existing residential programs. For this reason, interviewed partners expressed appreciation for the Channel as it targets this historically “forgotten” customer group and provides much needed services that not only make the home more energy efficient, but also can increase the health, comfort, and safety of the home. The two delivery partners who were still waiting to hear back from Channel staff shared they are excited to get involved and enthusiastically await a response with instructions to move forward.

A couple delivery partners elaborated on the value they feel the Channel provides mobile home residents, with one partner sharing their organization loves the extra work they receive through the Channel and that the reaction from participants is priceless:

*“Some of the happiest days I’ve ever had have been when I get to call [mobile home resident] to tell them, hey, congratulations you’re getting a new furnace and air conditioning system from AIC and they start crying. They’re the happiest people in the world, it’s one of the sweetest things.”*

~ Program Ally

**Partners feel the services provided by the Channel address the most prominent needs in customers’ homes.** All delivery partners we interviewed said the services and measures the Channel offers accommodate the most common issues and essential needs they see among this customer group. Collectively, delivery partners are passionate about helping mobile home residents and those fully engaged have observed Channel services making a significant difference for participants, particularly regarding the health, comfort, and safety of the home.

## APPENDIX A. DATA COLLECTION INSTRUMENTS



MHAS Program Ally  
IDI Guide.pdf



MHAS CBO IDI  
Guide.pdf