

Home Modernization Program Update

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EmPower +
Virtual Energy Assessments (VEA)
Comfort Home

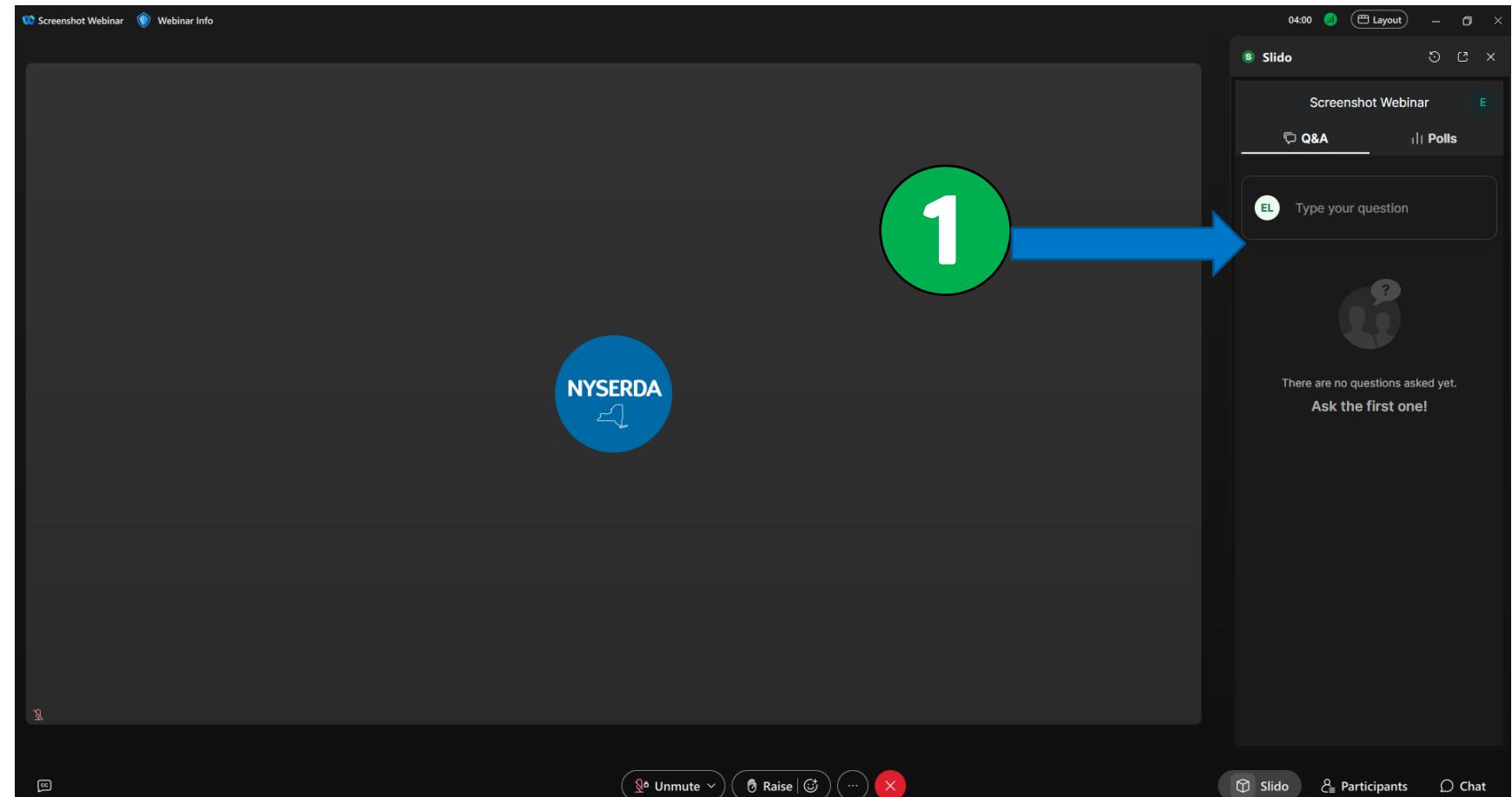
January 9, 2026



Options for Q&A During Today's Webinar - Text

OPTION 1 - TEXT

- Locate  Slido panel in the right portion of your webinar panel.
- Type your question as prompted into the text field and click “send.”



Topic Specific Questions are Encouraged

Feel free to ask any general questions related to the topics presented today.

Please note that specific inquiries and topics not covered during today's agenda, i.e., enrollment number or client name can be addressed through the standard customer or contractor support options.

Format of Q&A During Today's Webinar

Topic: [Type your question]



- > Please list your topic first followed by a colon sign.
- > Type your question pertaining to the topic after the colon sign.
- > This will allow the Host to align the questions with the topic being presented.

Questions not answered during the call should be sent to contractor support.



Comfort Home: will the deadline for the new incentives be extended?

from Uthman Aziz to everyone: 1:24 PM

EmPower+: How will new applications be processed after MyEnergy roll out?

from Uthman Aziz to everyone: 1:28 PM

NYHEP: How do we confirm if a customer is getting OTDA funding or IRA funding?

from Uthman Aziz to everyone: 1:34 PM

REA: How will the new testing requirements be implemented?

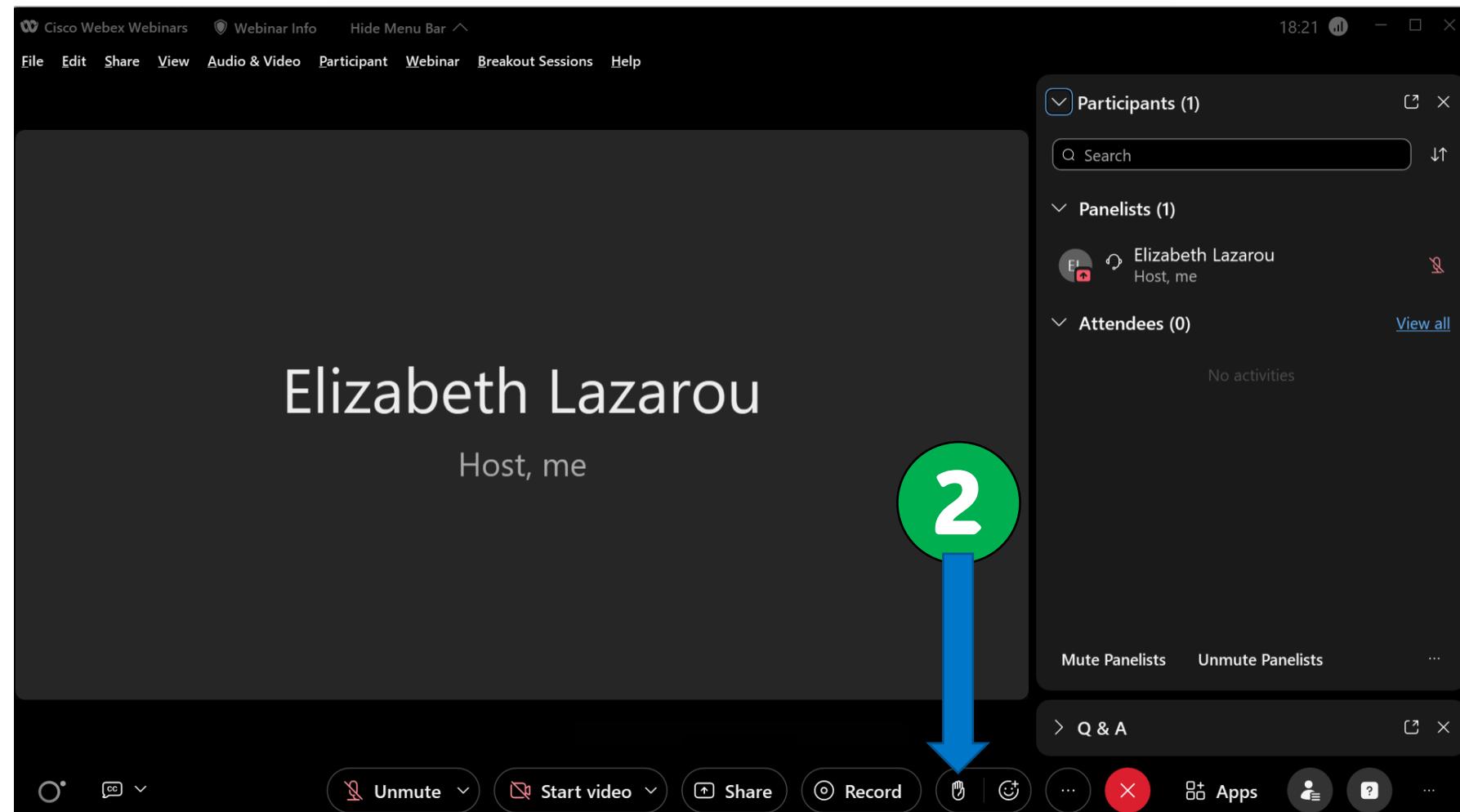
from Uthman Aziz to everyone: 1:35 PM

GJGNY:

Options for Q&A during today's webinar Mic/Phone

OPTION 2 - MIC/PHONE

- > Locate the “raise hand” icon in the toolbar at the bottom of your screen.
- > Click on the raise hand icon to let the host know you have a question.
- > The Host will indicate when you have been sent a request to unmute. Click on the unmute request to ask your question verbally.



Support questions should be directed to:

Please send your email to only ONE of the email addresses listed below, using both causes duplicative work for the implementation teams.

Customer Engagement and Enrollment Contractor

- Implementor: TRC
- 1-866-NYSERDA
- 1-877-NYSMART (Customer Support)
- info.residential@nyserda.ny.gov
- Call-center support for customers to answer questions about program offerings and assist with customer enrollment and applications to EmPower+. Process customer applications for EmPower+ and provide income verification services for program incentives.

TRC



CLEARResult

Program Operations and Technical Support

- Implementor: **CLEARResult**
- 1-800-284-9069, calls will be routed to person best able to assist
- support.residential@nyserda.ny.gov
- Customer support once an application has been approved as well as programmatic and technical support for contractors in the EmPower+ and Residential Energy Assessment and Comfort Home programs.

50 YEARS 1975-2025

Comfort Home

2025 Overview

2026 Updates

EmPower+

2025 Overview

Upcoming February Webinar

Reminders

Virtual RMAG Meeting

EmPower+ & Clean Heat

Paper Application

Clean Energy Hub Coordination

Department of Health

Social Care Networks

Health-Related Social Needs

Becoming a Partner

Today's Agenda:

Residential Market Advisory Group Virtual Meeting

Date: Thursday, January 29, 2026

Time: 11:00 a.m. – 12:30 p.m. ET

Location: Virtual Meeting

[Register for Virtual Meeting Here](#)

Meeting Overview:

During this meeting participants will help set RMAG priorities and inform programming in 2026 via a priority setting poll.

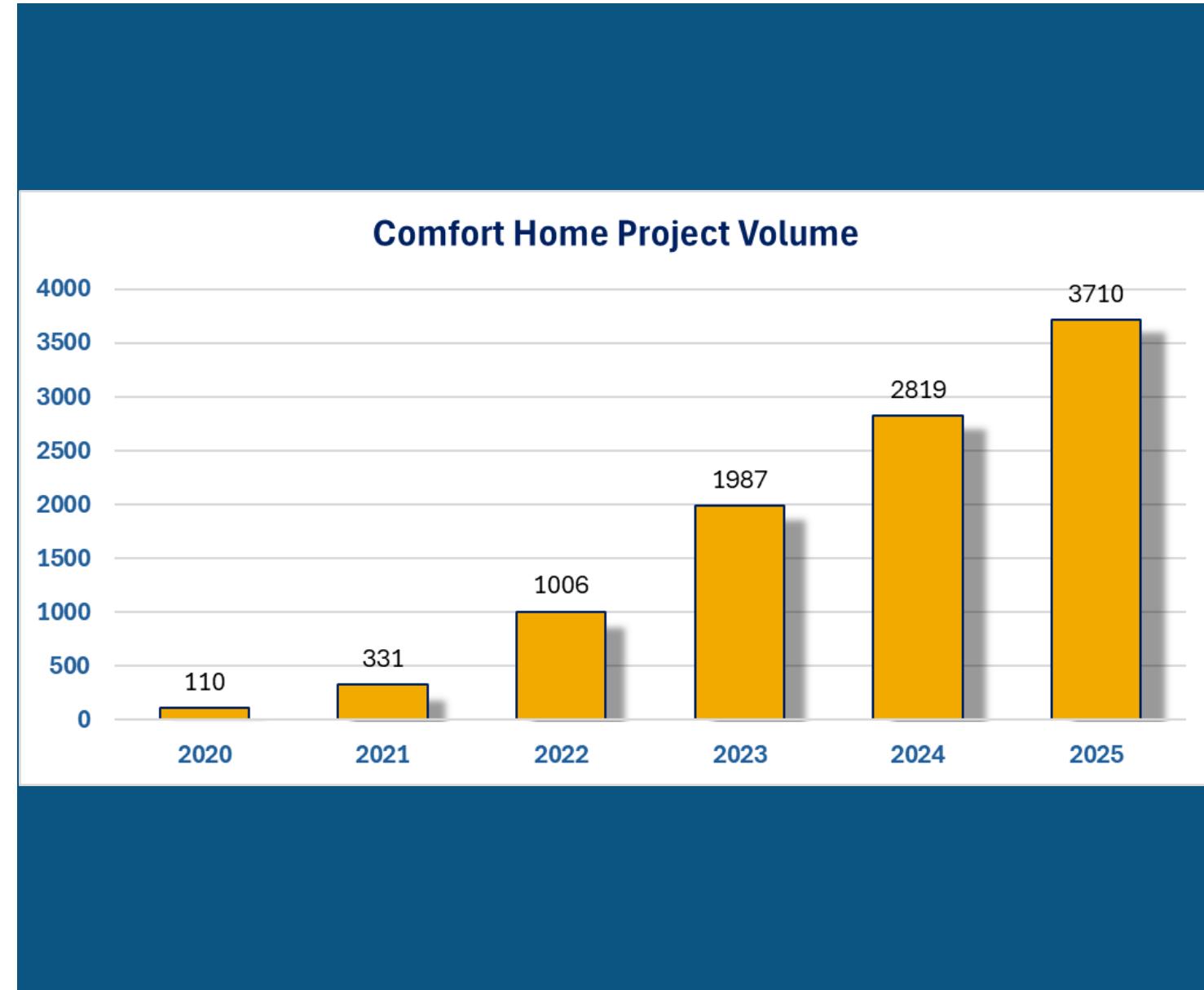
NYSERDA program and project teams will present on New York State market and policy updates, including a presentation on the future of virtual home energy assessments.

In discussion sessions we will explore various high-impact themes, including the evolving policy landscape and how innovative market actors are responding to deliver value to their residential clean energy customers.

Comfort Home

COMFORT HOME PROJECT VOLUME

- The program grew 32% from 2024 to 2025 after growing 42% from 2023 to 2024.
- Comfort Home has helped nearly 10,000 New York families lower their energy bills and improve their homes' comfort.



Thank you!

COMFORT HOME PACKAGE MIX

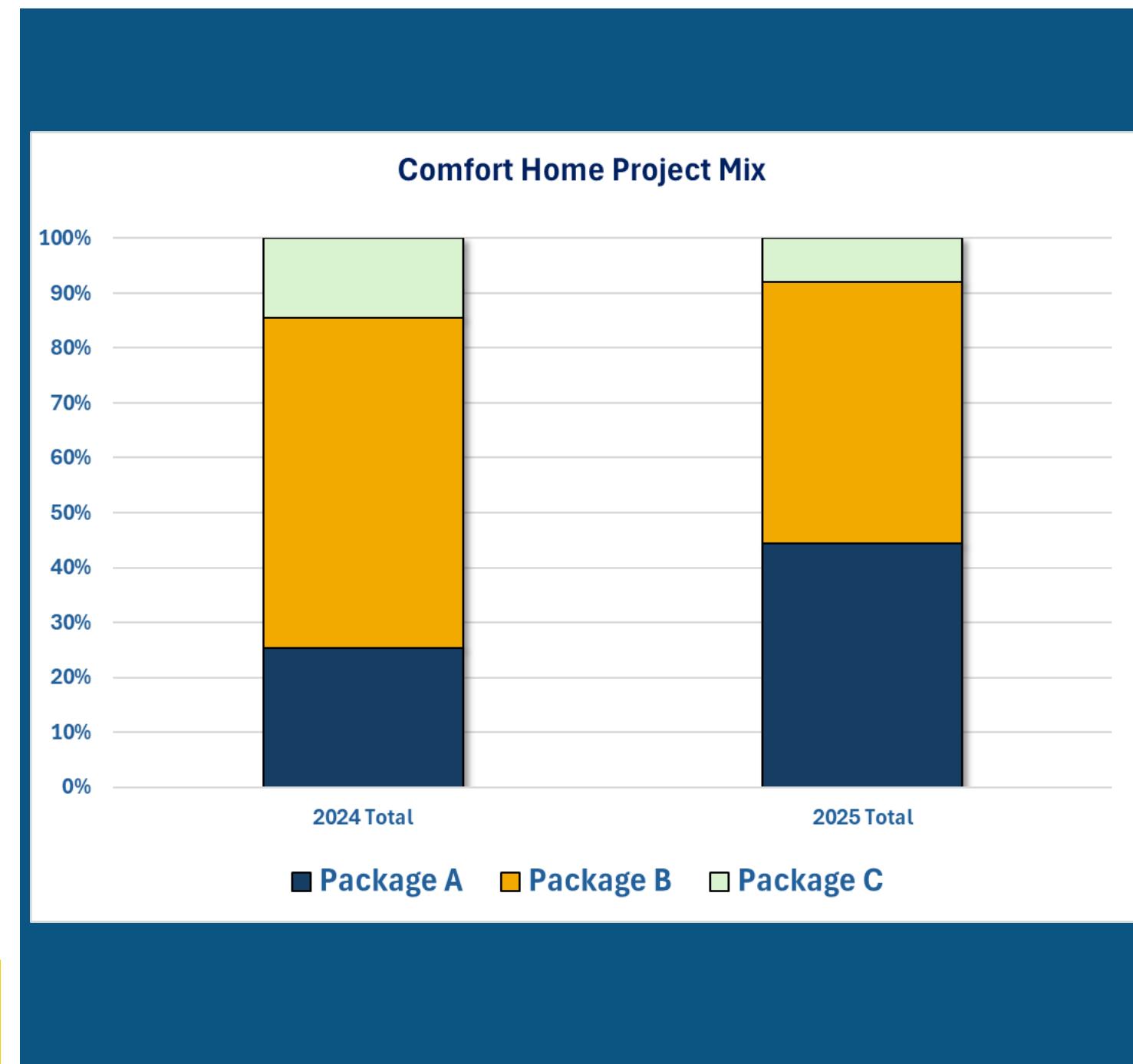
Incentive adjustments drive package distribution

Mid-2025 incentives update:

Package A: \$1,600 to \$2,500

Package B: Remained \$3,000

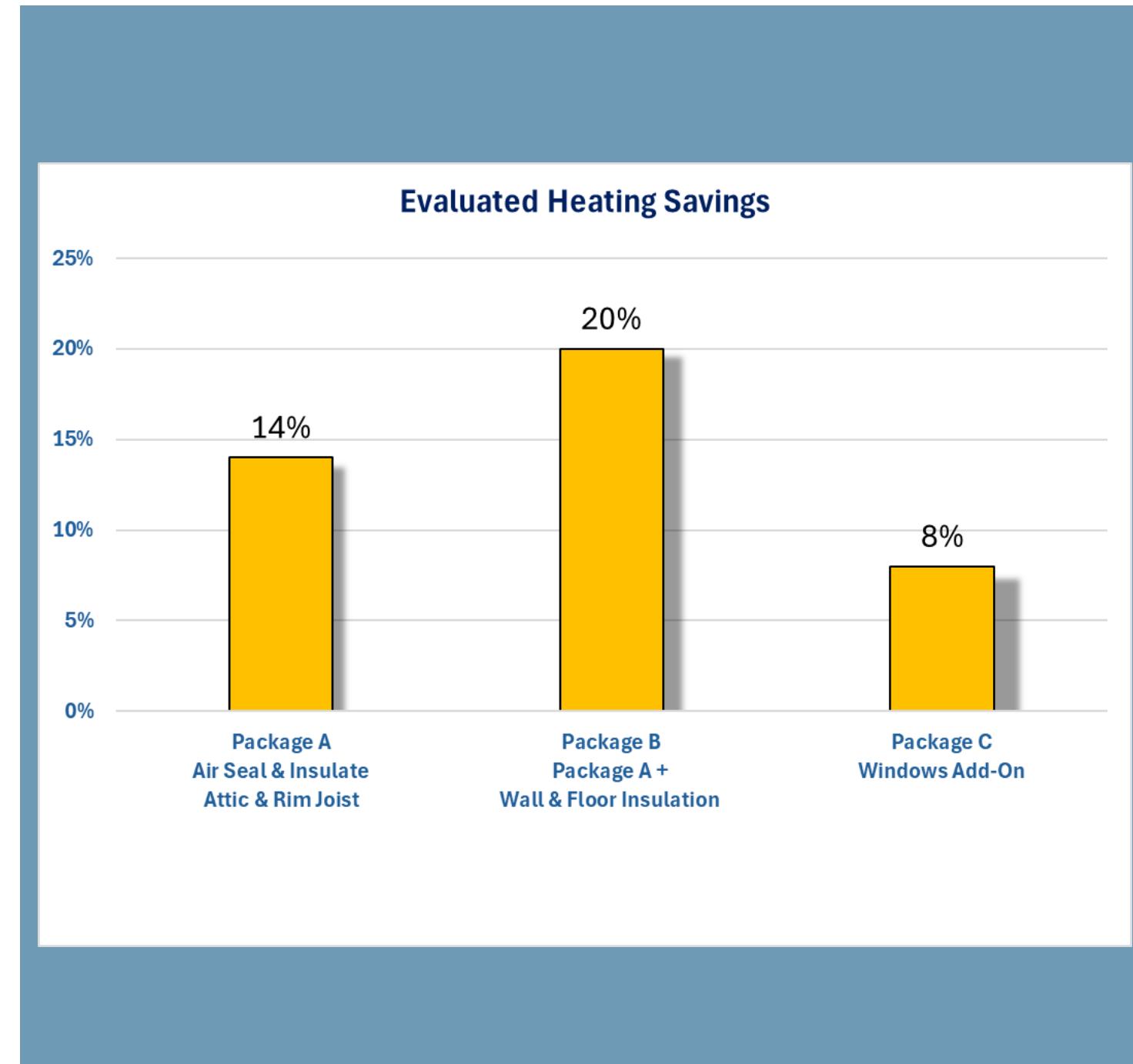
Package C: \$4,000 to \$2,000



Across all projects, the average New York family saves 15% on their heating and cooling energy usage after a Comfort Home project.

87% of program participants would recommend Comfort Home to a friend or family member.

95% are satisfied or very satisfied with the quality of the contractor work.



Partnership

Added DAC
incentive

Reduced data
entry
requirements

Removed
some
barriers for
rim joists
and attics

Made
exceptions to
program
guidelines

Adjusted
incentives

Added
automated
calculations

Empowered
CLEAResult
to correct
NYHEP
typos

- Removal of 10 fields
- Requirements for rim joist treatment have been revised to require that all accessible areas of the rim joist are insulated and air sealed.
- Requirements for attic floor treatment are being revised to require that at least 75% of attic floor is treated such that the whole attic achieves an overall effective R-40.
- Display settings updated so that **Attic Hatch or Stair Air Sealed?** and **Attic Hatch Insulation R-Value** will no longer display for a home with a conditioned attic.
- Formulas implemented to automatically populate **Total Area of Foundation/Crawlspace Walls** and **Total Area Foundation/Crawlspace Ceilings** based on values entered in other fields.

- Addition of the Disadvantage Community (DAC) incentive. An additional \$200 incentive will be paid for projects installed within a New York State-designated Disadvantaged Community on or after January 1, 2026. This incentive, like the assessment and blower door test incentives, does not need to be accounted for in the workscope contract and does not need to pass through to the homeowner.

The DAC measure needs to be added to applicable enrollments by the contractor and will not be paid retroactively if the measure is not added during the Install Started workflow step by the contractor. Contractor are encouraged to add the measure during the Assessment Started workflow step after checking customer eligibility. Contractors must mark the DAC Incentive measure as Selected during Install Started to claim the incentive. The measure may be added during Install Started even if it wasn't added to the enrollment during Assessment Started.

Contractors can check to see if a customer is located within a DAC on this webpage: <https://www.nyserda.ny.gov/ny/Disadvantaged-Communities>

Pause for Questions

No other program adjustments are being implemented as of January 1, 2026, and NYSERDA will continue to make every effort to provide sufficient notice of any program changes.

EmPower+

EmPower+	Tier 1	Tier 3	Total
Applications Received			29,038
Completed Projects (Comprehensive)	22,974	2,540	25,514
Completed Projects (Appliance Only)	3,181		3,181
Annual Electric kWh Savings	16,966,418	1,143,521	18,109,939
Annual MMBtu Savings	717,457	52,999	770,455
Annual Total Incentives	\$202,990,405	\$12,735,246	\$215,725,651

February Contractor Webinar

- Resulting from the new EEBE order we anticipate EmPower+ program changes to be communicated during the February contractor webinar.
- The Link for the webinar is posted on the contractor support site and will be referenced on the 1/15/26 program announcement. We will be sure to allot plenty of time for any question and or comments regarding the changes, during the February Webinar.

Reminders

Contractor Selection issue on EmPower+ applications

- Issue identified on January 2nd, 2026.
- Some customers could not select specific contractor on MyEnergy application.
- NYSERDA's System team is aware and is actively working on the ticket to resolve the issue.
- If your customers are experiencing this issue, please contact support.residential@nyserda.ny.gov and provide the customer's application number and we will add it to the ticket.

EmPower+ and Clean Heat Rebate Reminder

Reminder for all Contractors participating in the New York Clean Heat Program that utilizes funds from both Clean Heat and EmPower+ for the same measures is against Program Guidelines.

Be sure to remind your customers not to apply for Clean Heat rebates if they are receiving EmPower+

The Clean Heat ICF team continues to review mid-stream projects to catch projects using both Program funding.

Questions?

If there are any questions on contractor participation or project-related inquiries, please contact nyscleanheat@icf.com

CLEAN ENERGY HUB COORDINATION

- Coordinating with your Clean Energy Hub where possible, helps make your job easier!
- The Hubs have been tasked with assisting NY residents navigate this space. If you are reached out to by one of the Hubs, please be responsive.
- <https://www.nyserda.ny.gov/All-Programs/Regional-Clean-Energy-Hubs>



Regional Clean Energy Hub
Partnering Organization



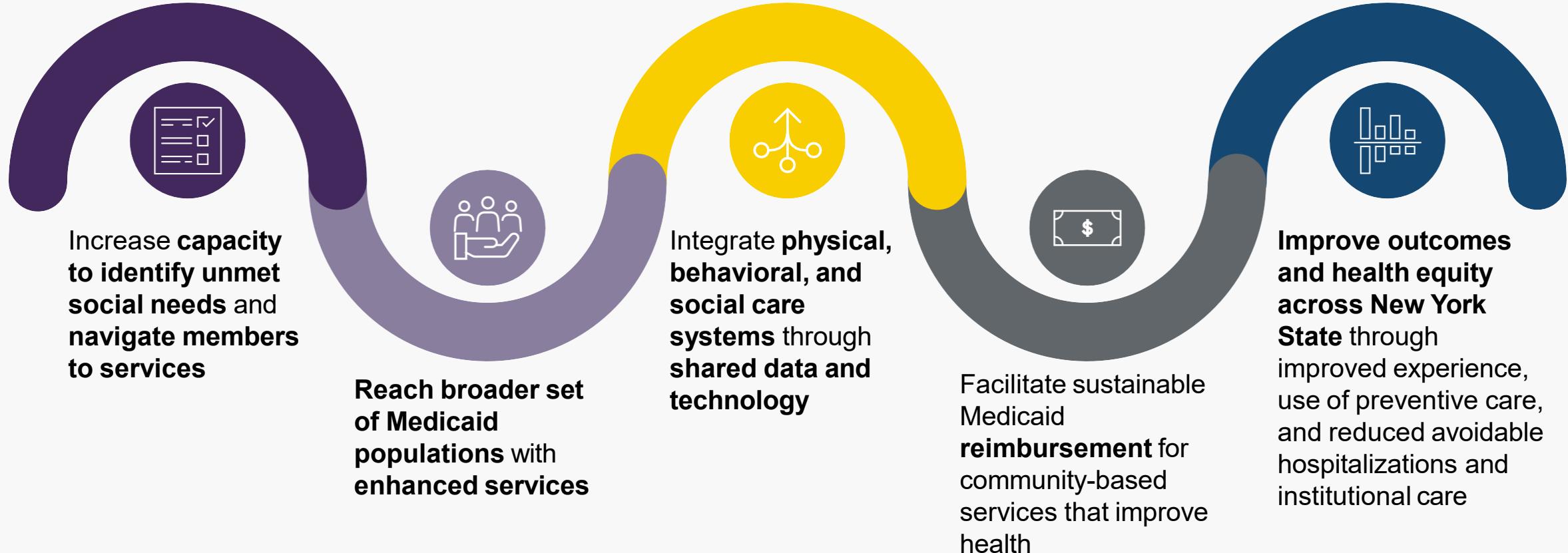
Department
of Health

New York Health Equity Reform 1115 Waiver Program

Social Care Networks (SCNs) & Home Remediation Services

January 9, 2026

OBJECTIVES



WHAT ARE SOCIAL CARE NETWORKS (SCNs)?



SCNs will identify Medicaid members' unmet social needs, navigate members to health-related social needs (HRSN) services, and reimburse HRSN service providers



SCNs can include a range of service providers such as community-based organizations (CBOs) and other partners (e.g., regional non-profits, health care providers)



Organizations in an SCN will use shared data and technology to better integrate social, behavioral, and physical health services and improve member experience



Department
of Health

SOURCE: Medicaid Section 1115(a) Waiver - New York State Medicaid Redesign NYHER Amendment. January 9, 2024

Overview of Health-Related Social Needs (HRSN) Services



Screening

- A Medicaid member can complete a screening that helps to identify HRSNs for their household



Navigation

- Based on screening results and eligibility, the Social Care Network connects the Medicaid member to enhanced HRSN services delivered by community partners



Nutrition

- Nutritional counseling and classes
- Medically tailored home-delivered meals
- Food prescriptions
- Pantry stocking
- Cooking supplies (pots, pans, etc.)

Enhanced HRSN services



Social care management

- Navigation to social care services (including other enhanced HRSN services and existing services)



Housing

- **Medically necessary home modifications and remediation, incl. asthma remediation**
- Medical respite
- Rent / temporary housing
- Utility set-up / assistance
- Housing Navigation
- Pre-tenancy services
- Community transitional services
- Tenancy sustaining services



Transportation

- Reimbursement for public and private transportation to connect to HRSN services and care management activities



Department
of Health

Source: Medicaid Section 1115(a) Waiver - New York State Medicaid Redesign NYHER Amendment. January 9, 2024

Service duration varies based on service type and member need

HRSN Services: Home Accessibility & Home Remediation

Enhanced HRSN Home Improvement Services



2.1 Home Accessibility & Safety Modifications

Sample Services:

- Accessibility ramps
- Handrails, grab bars
- Widening of doorways/pathways
- Installation of non-skid surfaces
- Electric Door Opener
- Accessible kitchen cabinet or sinks
- Accessible bathroom facilities



2.2 Home Remediation: Mold, Pests, & Ventilation, Equipment Provision

Sample Services:

- Mold remediation
- Integrated pest management
- Installation of ventilation improving systems (air conditioner, dehumidifier, humidifier, air filtration devices, heater)
- Equipment provision of refrigeration units for medical treatment & prevention



2.3 Asthma Remediation: *Self-Management Education & Home Remediation

Sample Services:

- Ventilation system upgrades/installation/repairs
- Air duct maintenance, dryer venting & cleaning
- Carpet steam cleaning or removal
- Air sealing & insulation
- Mold remediation & moisture control including repairs to plumbing, boilers, condensate drain, sum pump
- Basement water proofing
- Provision of asthma supportive products (cleaning kits, vacuum with HEPA filter, allergen impermeable pillow & mattress covers)



General Workflow for Home Remediation Services (2.1, 2.2 & 2.3)



- ✓ **Social Care Network** sends a Medicaid member referral to home improvement contractor serving as an HRSN service provider
- ✓ **Home improvement contractor** conducts dwelling assessment, develops scope of work (SOW), and submits to Social Care Network for approval
- ✓ **Social Care Network** approves SOW (SOW technical review & landlord consent required for invasive measures)
- ✓ **Home Improvement contractor** delivers approved SOW measures
- ✓ **Home Improvement contractor** notifies Social Care Network work is completed and submits for reimbursement of approved services
- ✓ **Social Care Network** distributes payment to home improvement contractor*

SCN PAYMENT FLOW

**NYS Office of Health
Insurance Programs (OHIP)**



**Managed Care Organization
(Health plan)**



**Social Care Network
Lead Entity**



**HRSN Service Providers
(Home Improvement Contractors)**



Funding for Social Care Network operational costs and payments for screening, navigation, and enhanced HRSN services flows from the NYS Office of Health Insurance Programs and through the Medicaid Managed Care Organizations (health plans) to the Social Care Networks



Social Care Networks will then pay screening, navigation, and enhanced HRSN service provider partners for allowed services according to a set fee schedule by region



**Department
of Health**

Source: Medicaid Section 1115(a) Waiver - New York State Medicaid Redesign NYHER Amendment. January 9, 2024

Interested in Becoming a Partner?

1

Review the map in the Appendix to identify the Social Care Network(s) in your service area or visit <https://nyschildrensasthma.org/en/social-care-networks/> for a listing by county

2

Consider what HRSN housing services you may be interested in delivering (see slide 5 for an overview of housing services allowed under 2.1, 2.2, & 2.3)

3

Connect with the Social Care Network(s) by:

- Contacting the Social Care Network(s) directly (links on Appendix map)
- Request technical assistance through the NYS Children's Asthma Initiative by emailing Madison Menkevich at madison.Menkevich@lung.org noting your responses to 1 & 2 above

APPENDIX



Department
of Health

Regional SCN Lead Entities

SCN Lead Entity

North Country

Central NY

Capital Region

Western NY

Finger Lakes

Southern Tier

Hudson Valley

New York City¹

Bronx

Richmond²

Long Island

[Healthy Alliance Foundation Inc.](#)

[Western New York Integrated Care Collaborative Inc.](#)

[Forward Leading IPA, Inc](#)

[Care Compass Collaborative](#)

[Hudson Valley Care Coalition, Inc.](#)

[Public Health Solutions](#)

[Somos Healthcare Providers, Inc.](#)

[Staten Island Performing Provider System](#)

[Health Equity Alliance of Long Island](#)



1. Includes Kings (Brooklyn), New York (Manhattan), and Queens Counties

2. Richmond County is also known as Staten Island

Source: Governor Hochul Announces \$500 Million for New Social Care Networks Program to Deliver Social Services and Improve Health Outcomes for Millions of Low-Income New Yorkers.
August 7, 2024. Press Release

Technical Assistance for Asthma Remediation

NEW
YORK
STATE



nyschildrensasthma.org

Social Care Networks (SCNs)

Learn more



Health-Related Social Needs (HRSN) Services

Learn more



Asthma Remediation Enhanced HRSN Services

Learn more



Resources & Training

Learn more



Department
of Health

Source: Medicaid Section 1115(a) Waiver - New York State Medicaid Redesign NYHER Amendment. January 9, 2024

ADDITIONAL RESOURCES



[New York 1115 Waiver Website](#)



[Current Special Terms and Conditions](#)

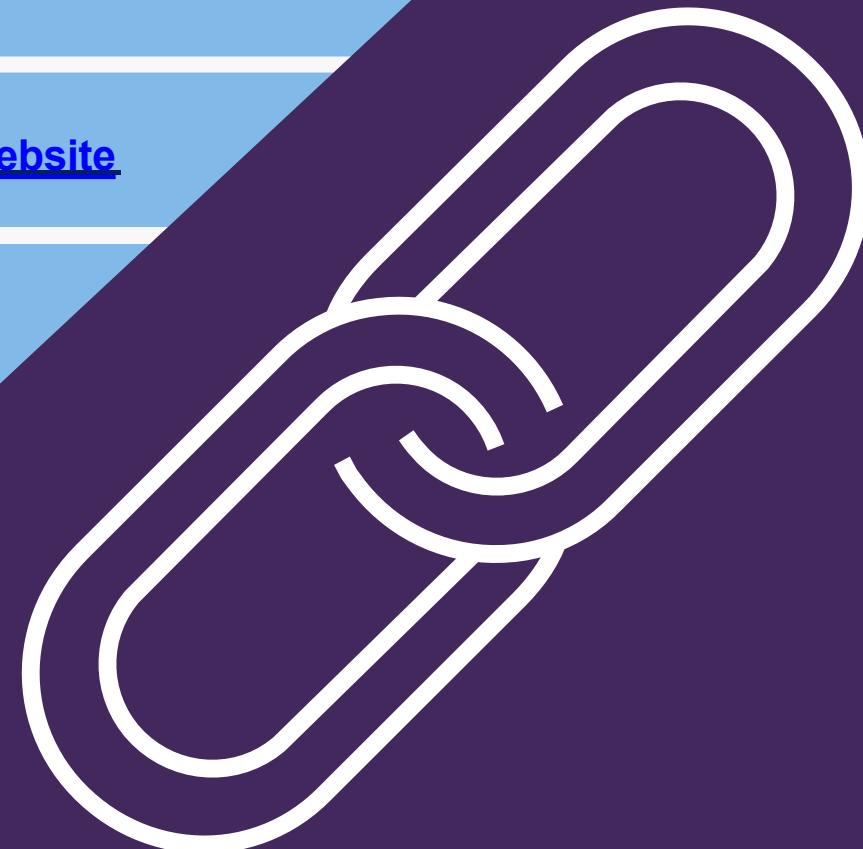


[New York Social Care Networks Website](#)



[Subscribe to MRT Listserv](#)

If you have questions regarding New York Health Equity Reform Amendment programs, please contact us at:
NYHER@health.ny.gov



Final Questions