

# Home Modernization Program Update

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EmPower +  
Virtual Energy Assessments (VEA)  
Comfort Home

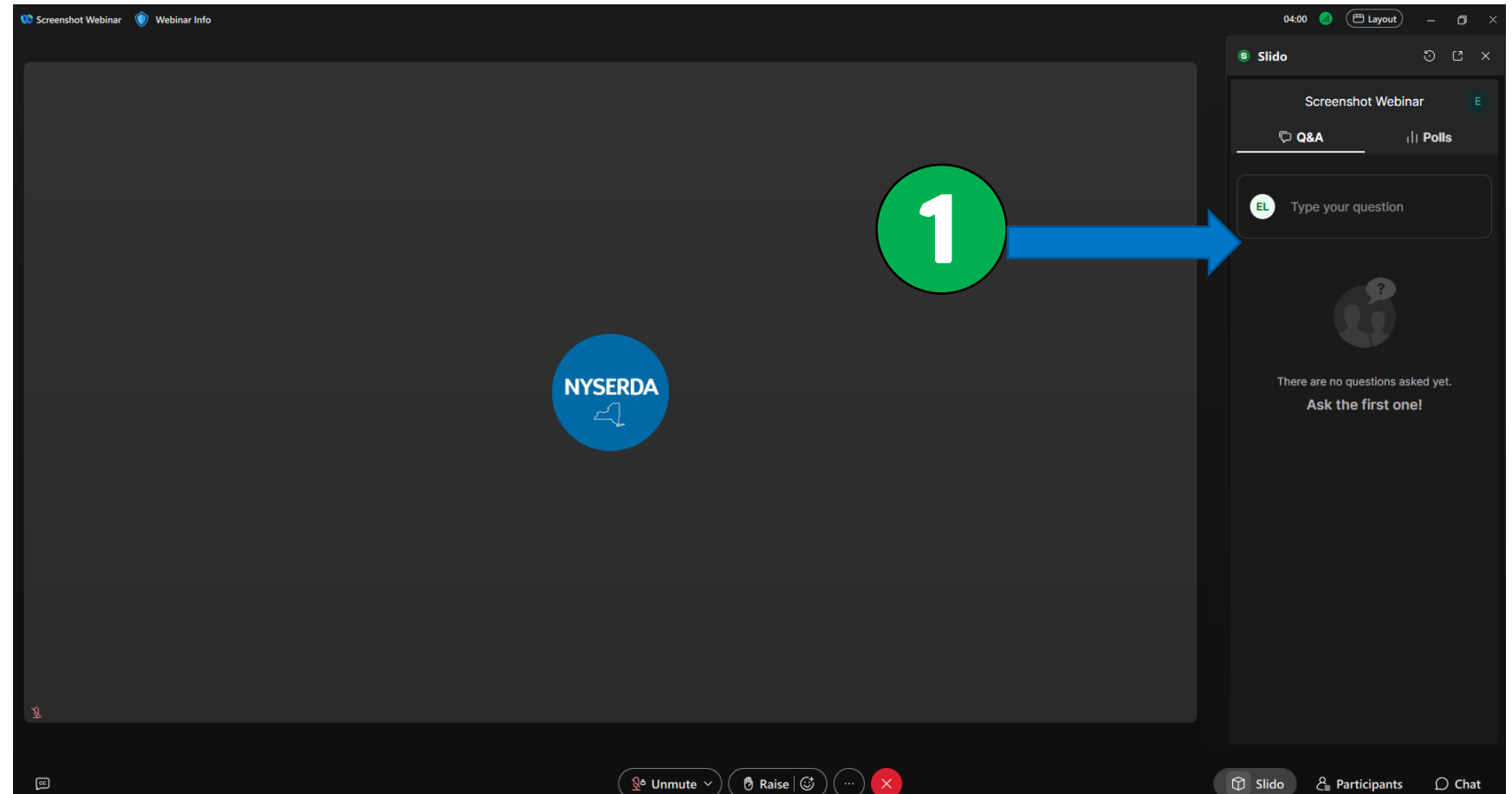
January 9, 2026



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

## OPTION 1 - TEXT

- Locate **s**lido 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

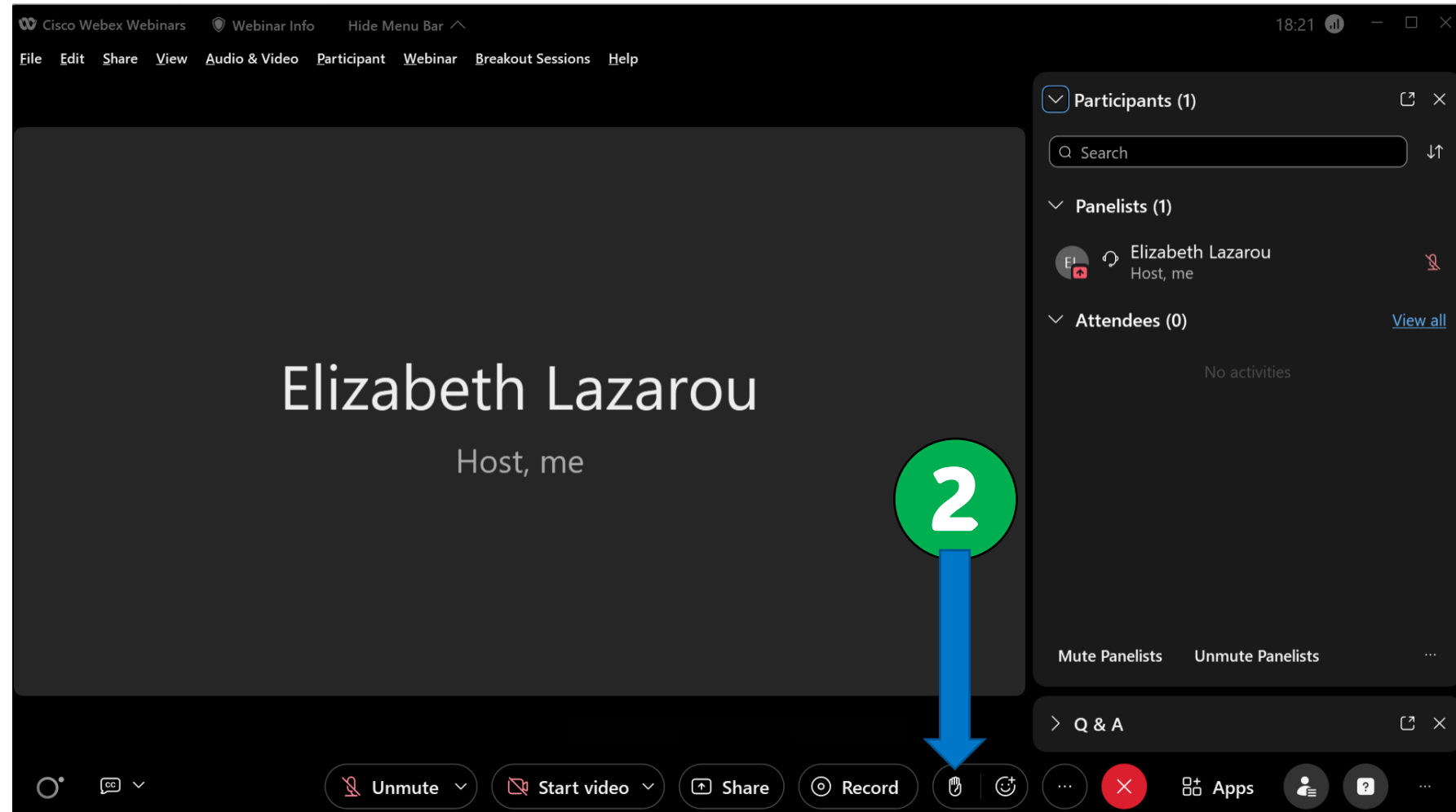


GJGNY:

# 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](mailto: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



## Program Operations and Technical Support

- Implementor: **CLEAResult**
- 1-800-284-9069, calls will be routed to person best able to assist
- [support.residential@nyserda.ny.gov](mailto: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.

### CLEAResult



**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.

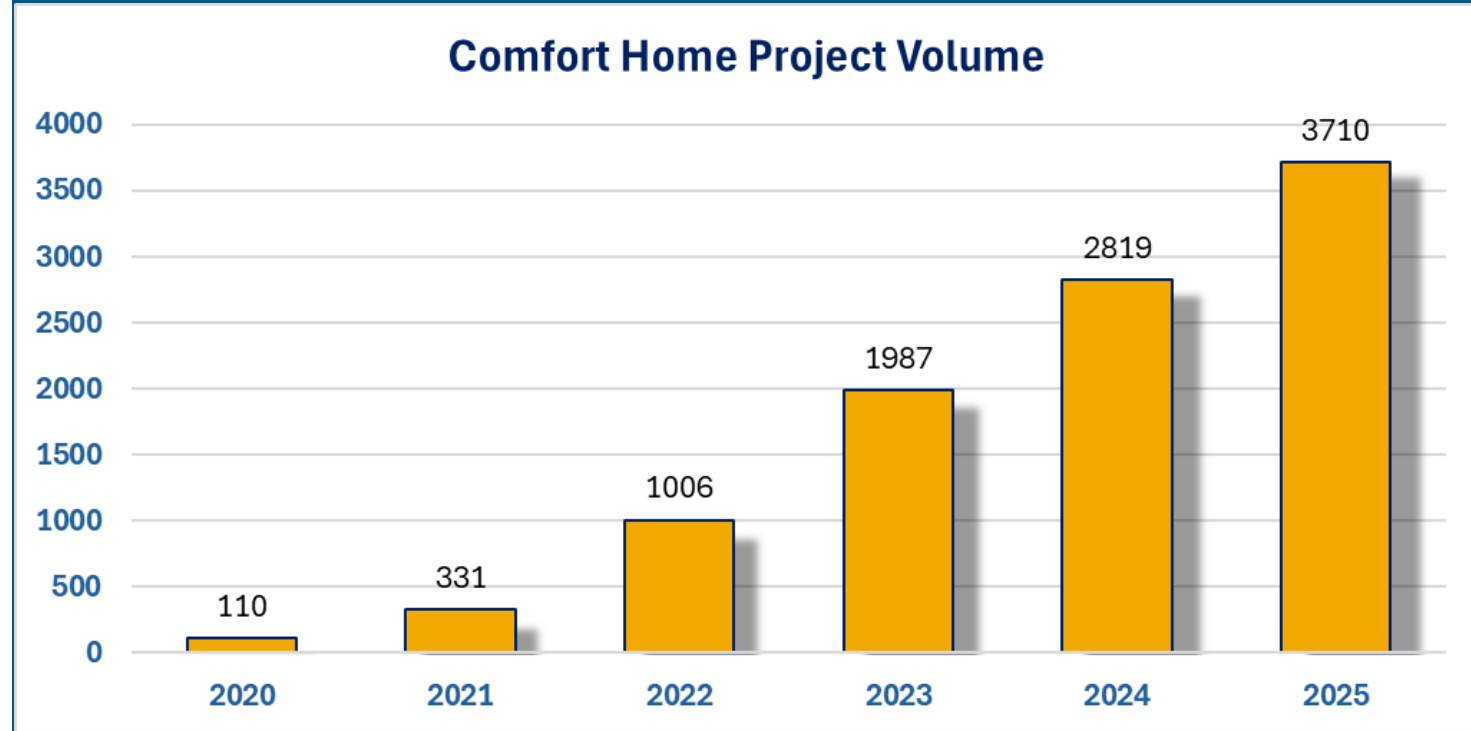
In discussion sessions we will explore various high-impact themes, including the evolving policy landscape and how innovative market actors are responding to deliver value to their residential clean energy customers.



**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

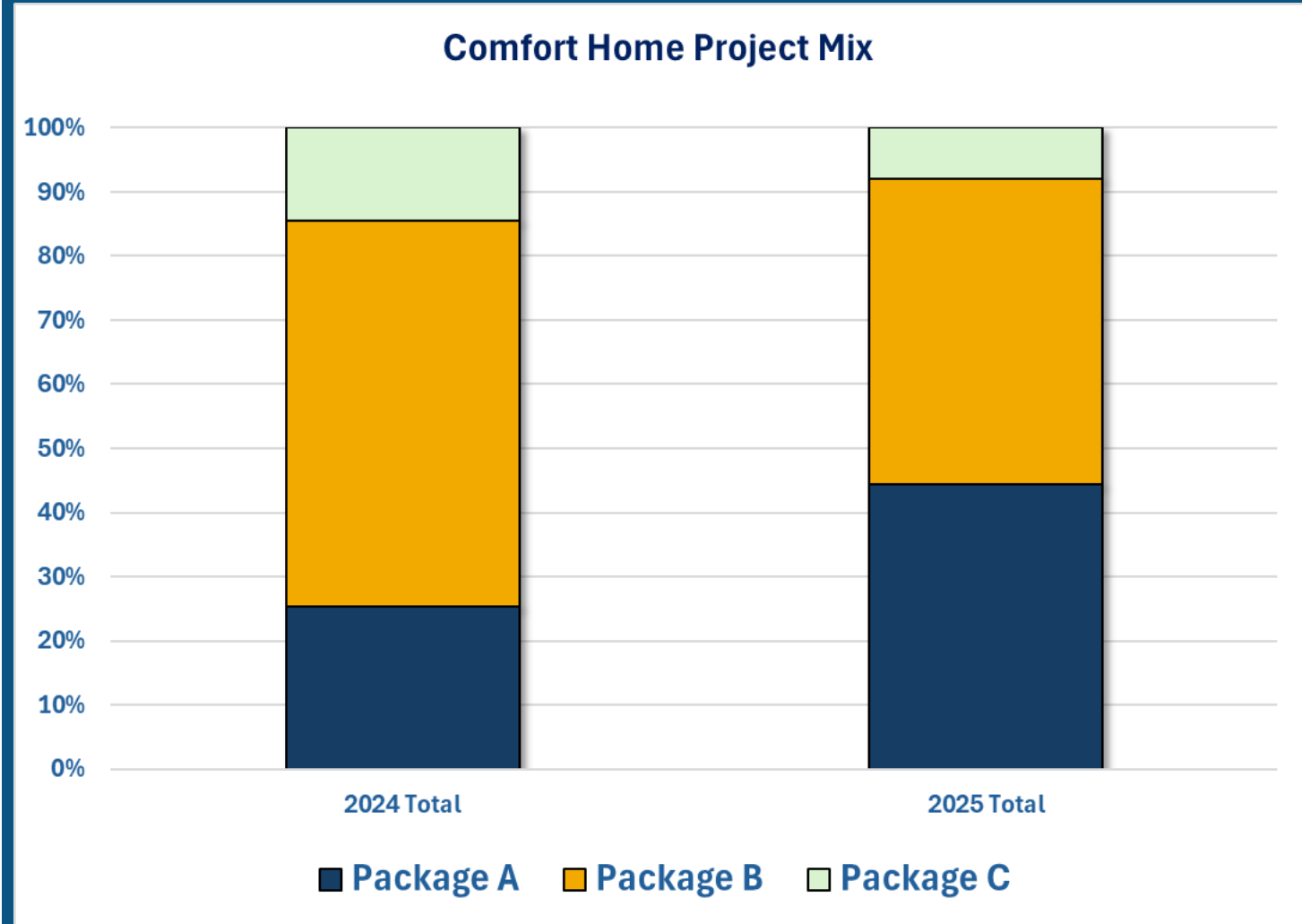
Incentive adjustments drive package distribution

Mid-2025 incentives update:

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

Package B: Remained \$3,000

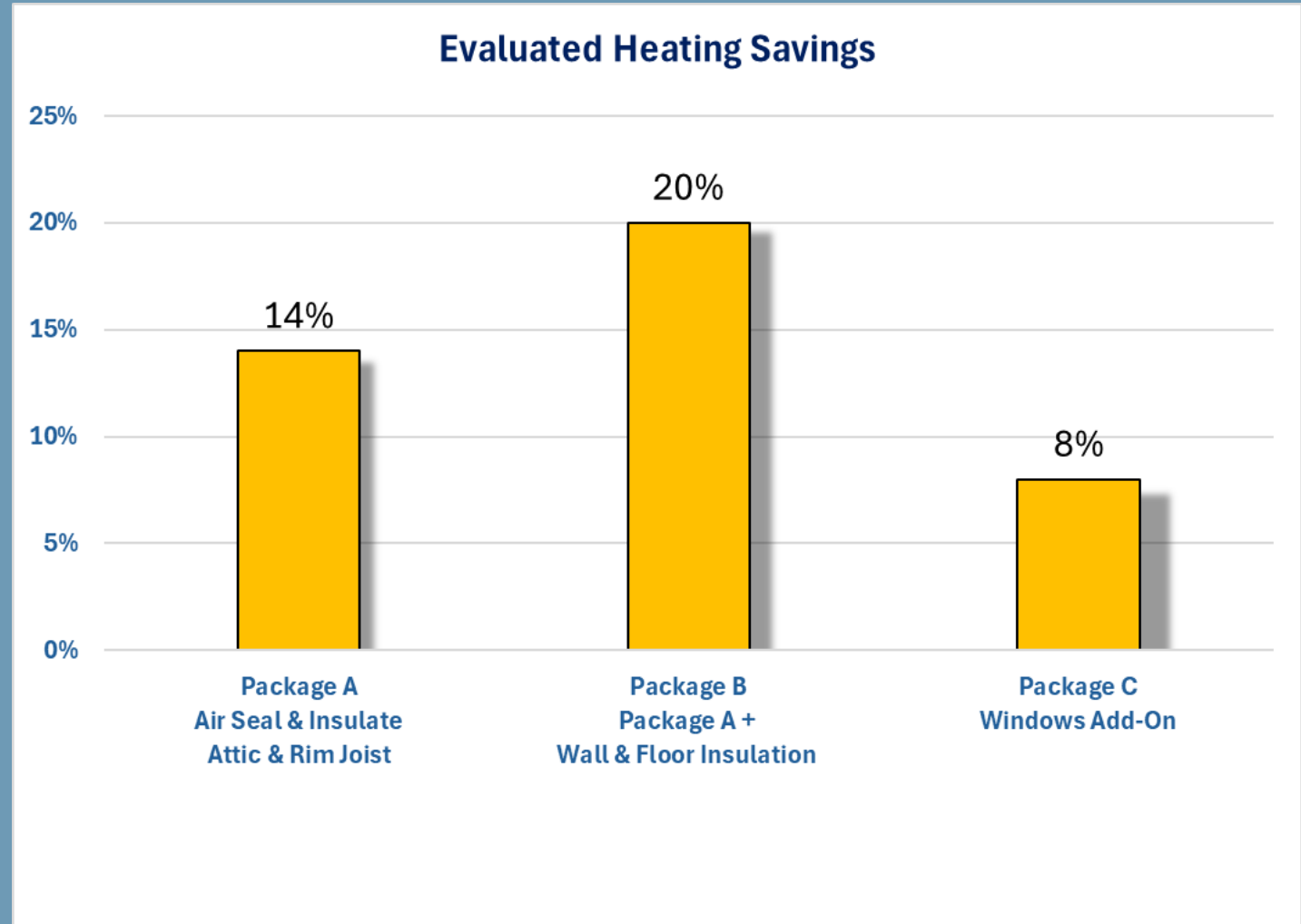
Package C: \$4,000 to \$2,000



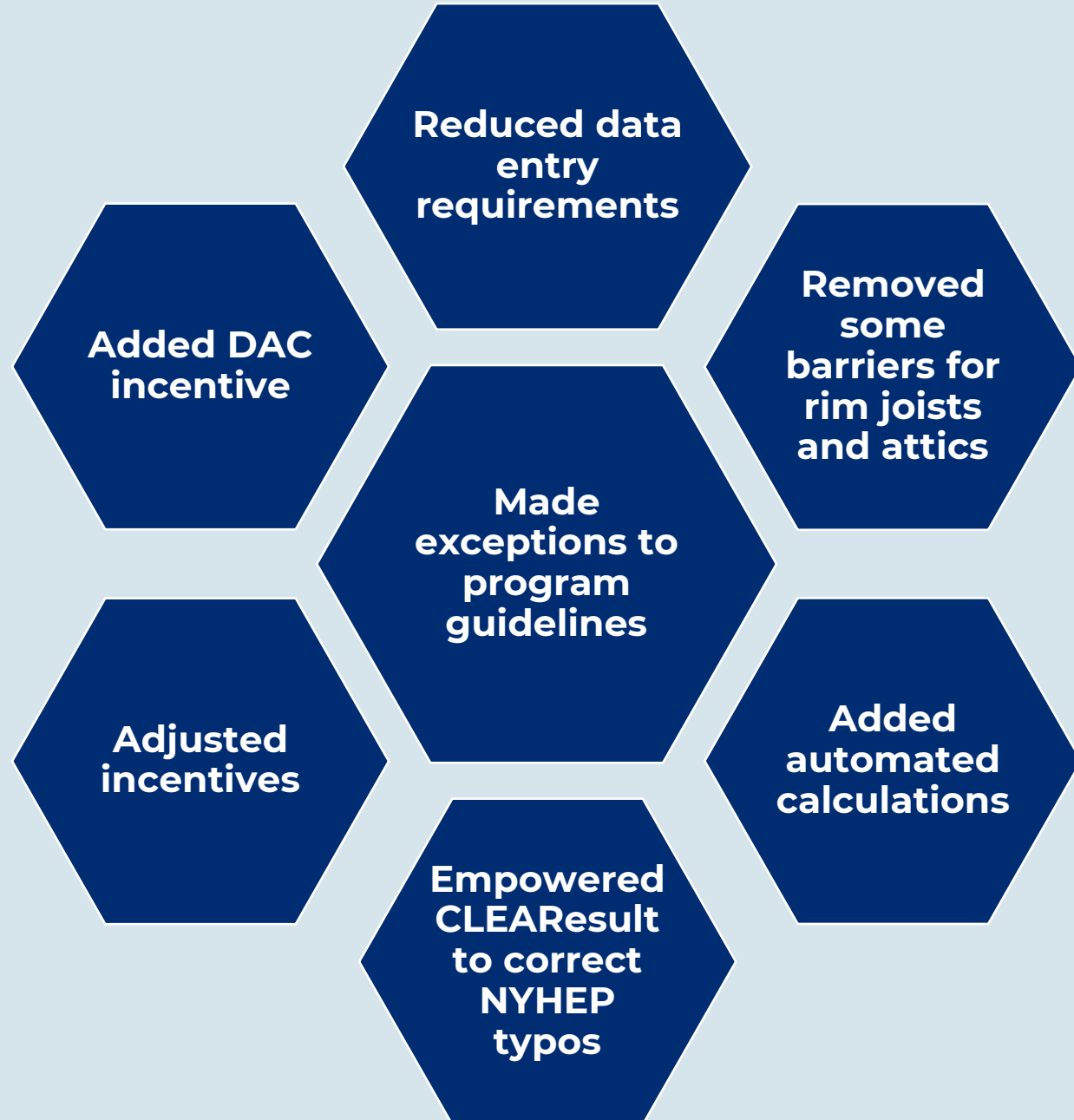
**Across all projects, the average New York family saves 15% on their heating and cooling energy usage after a Comfort Home project.**

**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



- 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](mailto: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](mailto: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

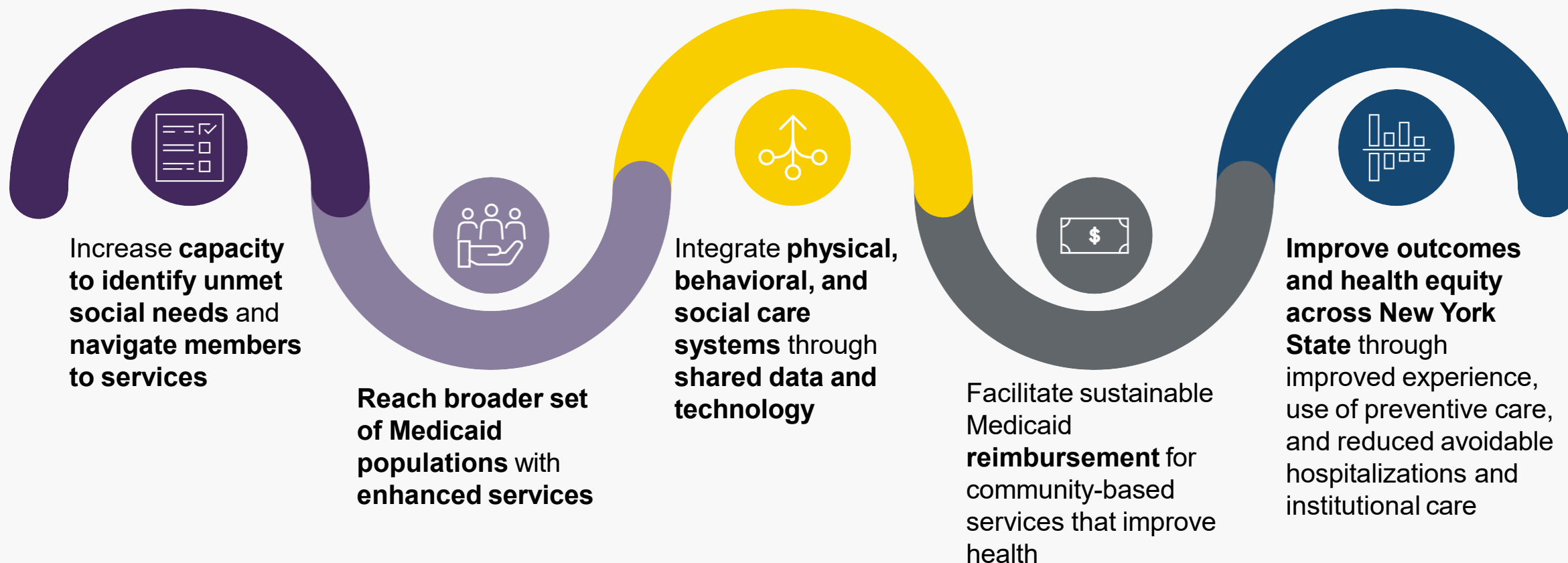
# New York Health Equity Reform 1115 Waiver Program

**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



# Overview of Health-Related Social Needs (HRSN) Services



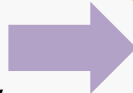
## Screening

- 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.)



## 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

## Enhanced HRSN services



## Social care management

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



## Transportation

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

*Service duration varies based on service type and member need*



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of Health

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

# 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)

*\*Asthma self-management education (ASME) services are a required component under 2.3, typically delivered by a community health worker (CHW)*



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



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



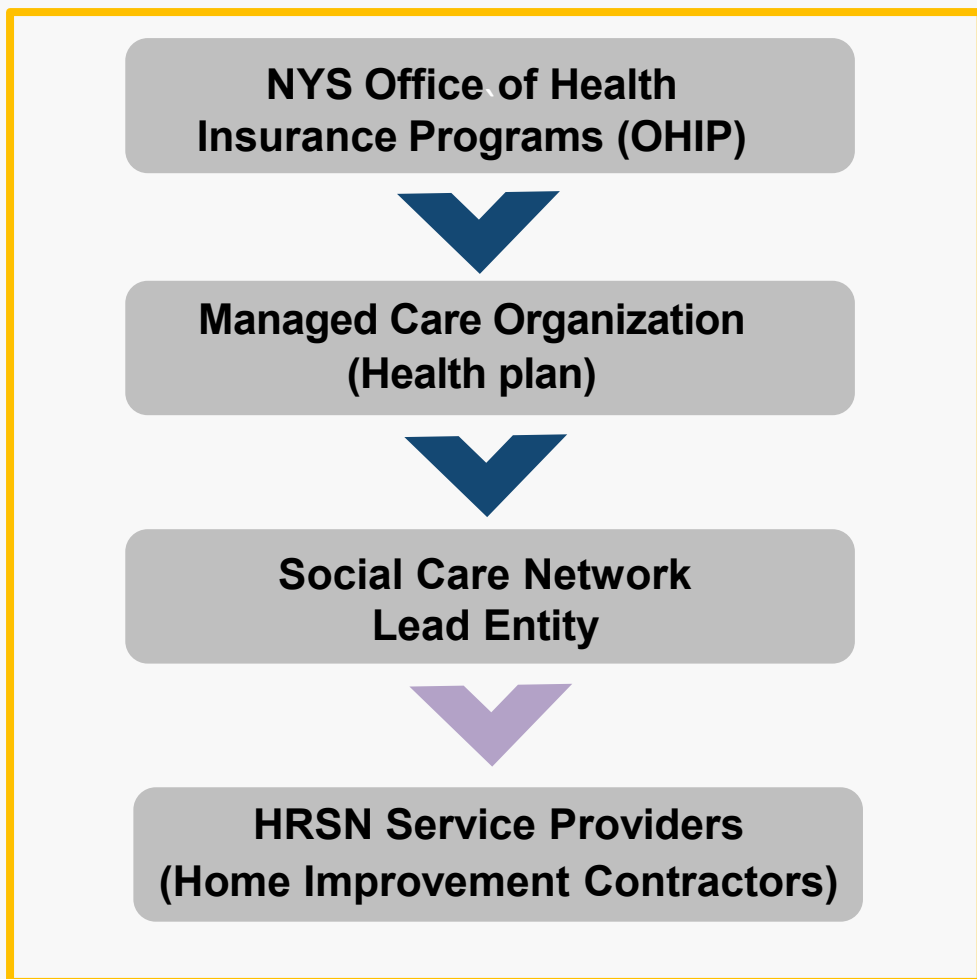
- ✓ **Social Care Network** sends a Medicaid member referral to home improvement contractor serving as an HRSN service provider
- ✓ **Home improvement contractor** conducts dwelling assessment, develops scope of work (SOW), and submits to Social Care Network for approval
- ✓ **Social Care Network** approves 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\*

**\*Social Care Networks** are required to perform a quality assurance (QA) inspection for 10 percent of household projects they complete

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



# SCN PAYMENT FLOW



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



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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](mailto:madison.Menkevich@lung.org) noting your responses to 1 & 2 above



Department  
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NEW  
YORK  
STATE

**Children's  
Asthma Initiative**



# APPENDIX



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# Regional SCN Lead Entities

## SCN Lead Entity

North Country	
Central NY	<a href="#">Healthy Alliance Foundation Inc.</a>
Capital Region	
Western NY	<a href="#">Western New York Integrated Care Collaborative Inc.</a>
Finger Lakes	<a href="#">Forward Leading IPA, Inc</a>
Southern Tier	<a href="#">Care Compass Collaborative</a>
Hudson Valley	<a href="#">Hudson Valley Care Coalition, Inc.</a>
New York City <sup>1</sup>	<a href="#">Public Health Solutions</a>
Bronx	<a href="#">Somos Healthcare Providers, Inc.</a>
Richmond <sup>2</sup>	<a href="#">Staten Island Performing Provider System</a>
Long Island	<a href="#">Health Equity Alliance of Long Island</a>



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



[nyschildrensasthma.org](https://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 ➔



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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](#)

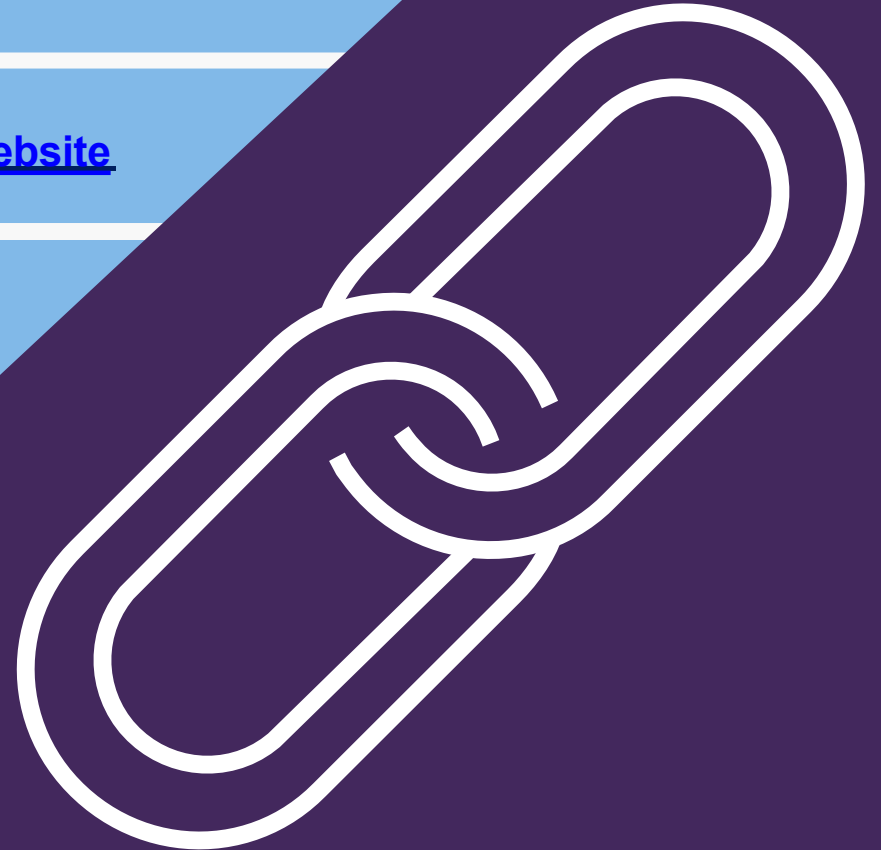


[New York Social Care Networks Website](#)



[Subscribe to MRT Listserv](#)

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



# Final Questions