

**EXPANDED CONSUMER PROTECTION WORKING GROUP AGENDA**

**Friday, November 1, 2024**

**Poll Question Series 1:**

Which marketplace participant best describes you?	
Approved Vendor	41%
Designee/Nested Designee	9%
Consumer	0%
Government Agency	32%
Non-Profit Advocacy/Community Group	9%
Prospective Approved Vendor/Designee	0%
Other	9%

TOPIC 1	Solicitation of potential improvements to project application and Disclosure Form searchability in Illinois Shines program portal and Program website
<b>BACKGROUND</b>	<p>The Program Administrator for Illinois Shines is soliciting feedback on ways in which it can potentially improve project application and Disclosure Form export and search functionality in the Program portal. The Program Administrator is particularly interested in feedback on users’ ability to easily find applications and application-related information in the portal. In addition, the Program Administrator is interested in learning of Approved Vendors’ feedback on the new ability for Approved Vendors to export reports of project applications and any additional information that users would like added in the project application dashboard in the Program portal.</p> <p>The Program Administrator notes that it is soliciting ideas for proposed enhancements as it plans out priorities for 2025. Feedback received during the Expanded Working Group meeting will be discussed internally and any changes scoped for development will be communicated to the market in a subsequent Program announcement.</p> <p>Finally, the Program Administrator is soliciting ideas for any potential enhancements to the <a href="#">Project Look Up Tool</a> on the Program website. This Tool allows customers to check the status of their application.</p>
<b>ISSUES/ QUESTIONS TO DISCUSS</b>	<ul style="list-style-type: none"> <li>• <i>How easy do Program portal users find searching for applications and Disclosure Forms in the portal?</i></li> <li>• <i>Are Approved Vendors using the new export feature for application reports?</i> <ul style="list-style-type: none"> <li>○ <i>If so, what is the value Approved Vendors are gaining from this functionality?</i></li> <li>○ <i>Are there ways this feature can be improved?</i></li> </ul> </li> <li>• <i>Would Approved Vendors and Designees use a similar export function for Disclosure Form reports?</i> <ul style="list-style-type: none"> <li>○ <i>If so, what purpose(s) would this feature serve stakeholders?</i></li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• <i>What improvements would users like the Program Administrator to explore for application and Disclosure Form searchability?</i></li> <li>• <i>What additional information would users like the Program Administrator to include in the project application dashboard?</i></li> <li>• <i>What feedback have stakeholders received from customers on the usability of the Project Look Up Tool on the Program website?</i></li> <li>• <i>Do stakeholders notify consumers about the Project Look Up Tool?</i></li> <li>• <i>What enhancements would stakeholders like to see to the Project Look Up Tool on the Program website to improve the customer experience?</i></li> </ul>
<p><b>MEETING MINUTES</b></p>	<p>Stakeholder feedback included:</p> <ul style="list-style-type: none"> <li>• Some stakeholders reported difficulty in searching for applications and Disclosure Forms in the portal for Single Project Approved Vendors.</li> <li>• Stakeholders reported the new export feature for application reports was valuable to true up their internal data.</li> <li>• One stakeholder suggested adding the contracted REC price for each project as a data point to the application report.</li> <li>• Stakeholders agreed that a similar export function for Disclosure Forms would be valuable. <ul style="list-style-type: none"> <li>○ One stakeholder suggested including in such a report the status of each project and a designation of which Disclosure Forms have been archived.</li> <li>○ An additional stakeholder suggested making all fields in the Disclosure Form exportable to assist with annual reporting.</li> </ul> </li> <li>• Stakeholders suggested that the Program Administrator explore developing portal options for (1) selecting multiple customers to send/resend Disclosure Forms to and (2) attaching signed and bundled Disclosure Forms to separate applications more efficiently.</li> </ul>