

Requirements for Critical Service Provider Requests

In order for a project to be eligible for the Illinois Solar for All Non-Profit/Public Facilities sub-program, the project must serve the load of a building that is occupied by a non-profit organization or public sector entity that is a Critical Service Provider to the low-income or environmental justice community in which it resides. For a public facility, the building must host a department/agency that is a critical service provider meeting this standard.

If the prospective non-profit or public sector entity is not represented within the list of Critical Service Providers in Section 4 of the Approved Vendor Manual, the Approved Vendor or that entity may submit a request for consideration of that entity as a Critical Service Provider. That request should be in the form of a letter to be reviewed by the Program Administrator on a case-by-case basis. Please note that only non-profits and public sector entities demonstrating a high degree of critical services provision to low-income or environmental justice communities will be designated as critical service providers. The list of Critical Service Providers contained in the Approved Vendor Manual was developed through a process that included stakeholder feedback and is intended to be a comprehensive list of appropriate organizational types. The process of requesting consideration for other entities is to recognize that there may be special circumstances where an entity type was not included on that list but may be worth of consideration. Approval of a request by the Program Administrator must be received prior to an Approved Vendor submitting a project application for that entity or the application will be deemed ineligible for consideration.

Letters requesting critical service provider-status for non-profits and public sector entities must include all of the following:

1. A description of the services provided by the non-profit or public sector entity, and a description of the program(s) through which the non-profit or public sector entity offers the services it asserts should be considered critical services. This should include the following, as applicable:
 - The nature of the critical services provided
 - The population served by the critical services (demographics, location, size, etc.)
 - The manner in which recipients access the critical services (i.e., application process, qualifications, enrollment period, etc.)
 - Who delivers the services (e.g., social worker, clinician, tradesperson, educator, etc.)
 - Whether the critical services accessed onsite and, if not, where are the services provided/accessed (e.g., mobile services using trucks)

- Critical services program (goals, origin/date program started, partner agencies/entities and roles, outlook)
 - Portion of the entity's work that is the provision of critical services. Please provide a description, if applicable, of the non-critical services provided by the entity.
2. An explanation of how the proposed PV system will bolster the impact and delivery of the critical services to the low-income or environmental justice communities.
 3. Supporting documentation such as relevant metrics demonstrating the impact of the critical services, as applicable.

In order to determine if the entity demonstrates a high degree of critical services provision to low-income or environmental justice communities the Program Administrator will review information provided in the request letter and accompanying materials. The Program Administrator's determination will be based on whether the prospective entity provides services that can be considered critical services because those services improve living conditions, financial status, environmental and health status, and other social welfare indicators. The review will consider the services offered, their alignment with and ability to meet identified needs, how accessible they are, and the organization's role, and impact in delivering the critical services. In general, the critical services should represent a majority of the activities performed by the organization. Where there are gaps in the information provided or questions about the request, the Program Administrator will send a written request for clarification.

The letter should be submitted on the letterhead of the non-profit/public sector entity and signed by an officer of the organization. It may be submitted directly by the entity or by an Approved Vendor the entity is working with. Please submit the letter to the Program Administrator at least 15 business days in advance of a project submittal to allow for adequate review time. Once a letter is received, the Program Administrator will either approve the application or will communicate any deficiencies to the requesting entity. If the critical service provider request is denied, an appeal of that determination may be made to the Illinois Power Agency.