Incorporating WPN 15-4 into the WAP 2015 Application Package

February, 2015
Introduction

- Weatherization Program Notice (WPN) 15-4 outlines requirements for work quality, worker training and certification for Grantees in the Weatherization Assistance Program (WAP).

- The 2015 WAP Application Package must include information on how Grantees will implement these requirements into their program in the 2015 Program Year.
Presentation Summary

- Background information on, and summary of, WPN 15-4 requirements
- Guidance for integrating these requirements into the 2015 WAP Application Package
- Resources for implementing these requirements
WPN 15-4 - Overview

Four Primary Sections

- Guidelines and Standards (defining work quality)
- Communication (getting everyone on the same page)
- Inspection and Monitoring (ensuring clients receive good work)
- Training (making sure WAP workers are qualified to do the work)

Find WPN 15-4 here:
QUALITY WORK PLAN REQUIREMENTS

The U.S. Department of Energy's (DOE) Weatherization Assistance Program (WAP) has introduced a comprehensive Quality Work Plan (QWP) that will establish a benchmark for quality home energy services. This plan defines what is required when federal dollars are used to purchase weatherization services and leverages the resources developed through the Guidelines for Home Energy Professionals, so that you will be guided, as well as links to the individual requirements.

This QWP not only defines how home energy upgrade work should be done, but it also provides a prescription for communication, training, and the inspection of work throughout the WAP network. The plan is aimed to address three critical questions:

- What about quality work look like?
- How should workers be trained?
- How should home energy upgrade work be certified?

LINKS TO QUALITY WORK PLAN GUIDANCE

- WAP 14.4: Quality Work Plan Requirement Update - Effective October 21, 2014. This guidance provides updates to WAP 14.4 issued December 2, 2013. This guidance replaces 14.4 and identifies requirements to support and verify quality work in the Department of Energy’s (DOE) Weatherization Assistance Program (WAP).

2011 Quality Work Plan Update: Presentation - This presentation was given at the 2011 Quality Work Plan Update: Presentation. The presentation was given at the 2011 Quality Work Plan Update: Presentation.

YOUR GUIDE TO THE QUALITY WORK PLAN REQUIREMENTS

The Quality Work Plan consists of four main components. To ensure that you are in compliance with the QWP, learn more about each of the following individual requirements:

http://energy.gov/oro/wipo/quality-work-plan-requirements
**Grantee QWP Checklists**

**Quality Work Plan Checklist and Resources – Section 1**

State staff can use this list of questions and related resources to help implement the WAP Quality Work Plan. Each question includes reference to where in 16.4 the guidance behind the question is found, and where in the 2016 Application Package you will describe the answers to DOE.

<table>
<thead>
<tr>
<th>App Section</th>
<th>15-4 Section</th>
<th>Question</th>
<th>Yes</th>
<th>NO</th>
<th>Resources</th>
</tr>
</thead>
</table>
| V.5.1       | 1            | Are you on track to submit current field guides and standards, including any necessary variance requests, to DOE for review and approval before your PY 2015 start? |     |    | SWG on-line tool  
SWG Variance Request Form  
Alluring Technical Resources to the SWG  
-- Presentation  
SWG Field Guide Collaboration – Video  
How to use the NREL SWG Field Guide  
Tool: Video |
| V.5.1       | 1            | If yes: Have your technical resources been approved by DOE? |     |    |   |
|             |              | Date: |
| V.5.1       | 1            | If no: Have you developed a timeline and plan for completing technical resources to include in the Application package? |     |    |   |
| V.5.1       | 1            | Do you have a written process for distributing technical resources to your audience? |     |    |   |
RESOURCES FOR MEETING THIS REQUIREMENT

Grantees should refer to the above Checklist for the Guidelines and Standards Requirement, however these resources may also be of assistance.

- **Standard Work Specifications (SWS) Online Tool**
- **How to align field guides and standards with the SWS** - This presentation demonstrates how to align field guides and standards to the SWS.
- **Using the NREL Field Guide Tool** - This presentation was given by Chris Baker at the 2014 NASCSP Mid-Winter Training Conference and includes reference to the online resource, *Success with Home Performance*. This resource demonstrates that while the SWS will tell you what quality looks like, these “critical details” tell you how to get there. They are the step-by-step process, using the latest best practices to accomplish common measures and meeting the standards outlined in the SWS.
- **SWS Field Guide Collaboration** - This presentation was given by Amanda Hatherly at the 2014 ACI National Home Performance Conference & Trade Show.
- **SWS Variance Request Form** - As Grantees update and revise their field standards to align with the SWS, they may discover certain specifications that cannot be implemented precisely as described in the relevant SWS. In such cases, Grantees may request a variance from the relevant SWS.
Guidelines For Home Energy Professionals Project

Standard Work Specifications for Home Energy Upgrades (SWS)
- Single Family, Manufactured Housing and Multifamily became available this summer
- https://sws.nrel.gov/

The IREC Accreditation Program for Energy Efficiency Training Programs
- IREC Accredited Training Available since May 2011.
- http://www.ireusa.org/credentialing

Home Energy Professional Certifications
- BPI Earned ANSI ISO 17024 Accreditation on Friday!
- National Roll-Out in Mid-October
- http://www.bpi.org

Job Task Analyses for Weatherization and Home Performance Workforce
- http://www1.eere.energy.gov/wip/wap.html
The SWS define the desired outcomes of the work and the specifications required to achieve those outcomes.
This is an example of a specification
This is a screenshot of the SWS online tool. It has many features that will enable users to adapt the tool to their needs. API, Excel export, QC Checklist.
Once we know what the work is...

...we can figure out what a worker needs to know to do the job right

Knowledge, Skills, Abilities

Job Task Analysis
The JTA is built specifically for the Weatherization workforce.
The JTA forms the foundation for all workforce products and training. A valid JTA is a hallmark of an established industry and considered the first step in creating valid certification and training programs.
Verify the Training

The Accreditation of Energy Efficiency Training Programs

A national, 3rd party assessment of energy efficiency training programs
Accreditation of Training Programs

Currently administered by the
Interstate Renewable Energy Council

Qualified Instructors
High Quality Facilities
Complete Curriculum Based on the JTA
Props/Tools
Policies and Procedures

***Voluntary, third-party assessment of training provider quality
Certify the Worker

National Home Energy Professional Certification

A national, job oriented certification program for the four most common residential energy efficiency jobs

NREL (NATIONAL RENEWABLE ENERGY LABORATORY)

Certification of Workers

Based on the Job Task Analyses and SWS
4 Weatherization/Home Performance Jobs
• Retrofit Installer Technician
• Crew Leader
• Energy Auditor
• Quality Control Inspector
Independent 3rd Party Administered
NREL/DOE developed Framework
Accreditation vs. Certification

Accreditation
• Awarded to Organizations (Training Programs)
• Signifies an ability to provide high quality training for specific disciplines
• Currently administered by IREC

Certification
• Awarded to Individuals
• Verifies that the individual possesses certain specific knowledge and skills
• Currently administered by BPI
Background:
The intent is to ensure that all instructional materials direct workers to install work that will meet the minimum standards for quality outlined in the SWS.

Summary of the requirement:
All field guides and standards will be written to ensure that the content meets or exceeds the guidance in the SWS and that the SWS is referenced appropriately.

Variance requests will be submitted for measures that vary from the SWS.
Integrating WPN 15-4 - Section 1 into the 2015 WAP Application Package

- Submit SWS-aligned Field Guides/Standards and Variance requests to DOE 90 days prior to the start of Program Year 2015
- Include copies of signed Field Guide Approval and Variance Request Forms with the 2015 Grantee Plan. Attach to the SF-424
- Describe the process for distributing Field Guides/Standards to all necessary individuals and organizations. Include in the 2015 WAP Application Master File Section V.5.1
Resources for Implementing WPN 15-4 - Section 1
Requirements

RESOURCES FOR MEETING THIS REQUIREMENT
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WPN 15-4 - Section 2: Communication

Background:
• Ensures that all organizations and individuals in the WAP delivery system are aware of and have access to the national expectations for work quality

Summary of the requirement:
• Grantees must provide subgrantees and/or contractors with comprehensive and clear requirements for work quality in contract language
• Grantees must ensure that subgrantee vendor contracts contain the same requirements
• Grantees must confirm receipt of these requirements and provide clarification on request
2015 WAP Application Package Section V.5.1

- Submit language from subgrantee contracts that outlines work quality requirements and flowdown requirements. **Place in either the Master File or attach to the SF-424**
- Describe how the Grantee will confirm receipt of the requirements. *Usually, via a signature on a contract. **Place in either the Master File or attach to the SF-424**
WPN 15-4 - Section 3: Inspection and Monitoring

Background:
- Ensure that all homes receive a quality control inspection, by a qualified individual, that ensures that work has been installed in accordance with national and local requirements.

Summary of the requirement:
- All individuals performing work quality inspections in client homes must be certified as Home Energy Professional Quality Control Inspectors.
- All homes will receive a quality control inspection that ensures that all work has been performed in accordance with the SWS
• Grantee Monitors and Certification:
  – Any individual performing inspections of completed weatherization units as part of the Grantee’s required minimum percentage must be a certified QCI. The certified QCI may be either an employee of the Grantee, or a contractor to the Grantee. Other monitoring conducted by the Grantee is not required to be performed by a certified QCI.

• Grantee Monitoring Inspections and Diagnostics:
  – Must include all diagnostic testing and work quality installation inspections on DOE required percentage of units (5% or 10%)
  – Additional inspections beyond the Grantee’s minimum required percentage may be conducted at the level of detail determined to be appropriate by the Grantee. Inspection Forms must indicate that the SWS were followed
• Grantee must have policies for addressing non-performing inspectors. Disallowed costs, remedial training, etc..
• Inspectors working in Multifamily building must receive training specific to that housing type
Integrating WPN 15-4 - Section 3 into the 2015 WAP Application Package

WAP 2015 Application Package Section Mater File Section V.5.3 and/or V.8.3

Quality Control Inspection Policy Components

• Certified Inspectors: How many do you need, do you have them?
• Process for validating QCI credentials
• Process to address a QCI shortage
• Inspection policies and procedures
  – How will the QCI be related to the work- Independent/Auditor Inspector
• Multifamily Inspector training
### Integrating WPN 15-4 - Section 3 into the 2015 WAP Application Package

WAP 2015 Application Package Section Mater File Section V.5.3 and/or V.8.3

**Monitoring Policy Components**
- Percentage of units to be monitored based on QCI being independent of the work
- Who will perform work quality inspections during monitoring
- Policy to address non-performance by a QCI
Resources for Implementing Section 3 Requirements

RESOURCES FOR MEETING THIS REQUIREMENT
Grantees should refer to the above Checklist for the Inspection and Monitoring Requirement, however these resources may also be of assistance.

- How to create a quality control checklist using the SWS Online Tool
- Registry of certified Home Energy Professionals by state - Verify the certification of an individual either by first and last name or by state.
- Accredited Home Energy Professional Certification Training Centers - Find an accredited training center near you.
- A training self-assessment to determine training needs/exam readiness - This document contains four self-assessment forms that are aligned with the Home Energy Professional Certifications. These forms will help individuals gauge competency and identify training needs before an exam is taken.
- Quality Control Inspector (QCI) Pre-Home Energy Professional Certification Exam Quiz - This quiz is not representative of, nor related to the content of the actual QCI exam. While it is not an official indication as to whether or not someone can successfully pass the exam, it can be used as an assessment when deciding whether or not one is prepared to take the exam.
- Role of QCI in regards to the Home Energy Professional Certification Exam
- List of participating Home Energy Professional Certification Testing Centers
WPN 15-4 - Section 4: Training

Background:
• Provides requirements to ensure that WAP training funds are spent on resources that have been accredited to provide comprehensive training.

Summary of the Requirement:
• Two categories of Training:
  Tier 1- Regular, comprehensive training for Field Staff that is accredited to align with the JTA.
  Tier 2- Issue specific, single trainings to address special skills or acute issues
• Grantees training plans must focus on providing Field Staff with regular Tier 1 training
Tier 1 training could be likened to going to the firefighters academy. You learn everything needed to be a firefighter.
Tier 2 training could be likened to doing a fire drill – learning what you need to know to deal with immediate concerns.

Or to use another analogy...
Just like regular cleanings are meant to maintain good oral health, the purpose of the Tier 1 training is maintaining a skilled workforce. Instead of getting our teeth cleaned every 6 months, we decide that field staff need comprehensive training every 3 years, or some frequency.

However, when you break a tooth painfylly, you would not expect to sit through a routine cleaning before the dentist addressed your acute issue. In the same way, Tier 2 training is allowed as a means of addressing deficiencies as they are identified through inspections and monitoring visits. These aren’t regularly scheduled events, but occur on an as-needed basis.
Tier 1 Training Structure

Energy Auditor Job Task Analysis

Domains/Tasks
- **Domain I**: Demonstrating Professional Energy Auditor Conduct
- **Domain II**: Collecting information about the Building for an Energy Audit
- **Domain III**: Testing the Building For an Energy Audit
  - Task 1: Preparing for the test(s)
  - Task 2: Evaluate the appliances
  - Task 3: Conduct indoor air quality tests
  - Task 4: Perform combustion safety and efficiency tests
  - Task 5: Perform blower door tests
  - Task 6: Perform HVAC distribution tests
- **Domain IV**: Evaluating Collected Energy Audit Data

- A comprehensive training ensures that all Domains and Tasks are covered.
- The JTA can be broken down into components to allow training to take place over multiple sessions
Tier 1 – Misconceptions cleared up

The guidance does **not**:

- Require comprehensive Tier 1 training every year.
- Prohibit State monitors from playing a role in training.
- Define weatherization field staff.
- Require certification of any position other than QCI.
There are many options for meeting the Tier 1 training requirement. The default is to send trainees to the center for a concentrated (usually 1 – 2 weeks) training session, but there are other options.

All accredited training centers can travel to your site. This requires Grantees to secure training classroom and test houses to work on, and usually a pre-training site visit by the trainers.

You may work with the WTC to combine distance and on-line learning so that when you send your trainees (or bring trainers in) the in-person time is maximizing hands-on learning, and not spent sitting in the classroom.

You may want to cover the JTA over the course of the program year, not taking staff out of the field for an extended, concentrated period. Some WTCs offer 6-week evening courses, or are willing to travel 1 – 2 days every 3 months to cover an entire JTA, as requested. Typically, they also track student attendance to ensure full training is received by anyone needing the certificate of completion.

State staff can also be involved. They may intersperse sessions throughout, plan for morning or evening sessions, or otherwise integrate any state-specific training into the schedule to minimize time away from work for the trainees while meeting state technical needs. WTCs may have requirements, such as reviewing materials ahead of time to avoid confusion, or working with the state staff in some other way to ensure a quality, consistent training.
Elements of a Training Plan

Scope of the Training Plan

• Describe the time horizon for the training plan- 1 year, 3 year etc.

• Identify Trainees- Who will you train with WAP funds?
  – All field workers? Contractors and Crews?
  – Only inspectors/auditors/crew leaders/installers?

• Determine how frequently the trainees will receive comprehensive training- Every year/Every 3 years/Continuously through ongoing JTA modules?
Elements of a Training Plan, cont...

Implementation of the Training Plan

- Determine how the trainees will receive comprehensive training- Full in-person training, Distance learning hybrid, individual modules over time etc.
- Identify the accredited training program(s) that will deliver the training.
- Describe how Tier 2 training needs will be identified and when Tier 2 trainings will be delivered in lieu of waiting for comprehensive training to cover the need.

Training Plans must be placed in the WAP 2015 Application Package Master File, Section V.8.4
Resources for WPN 15-4 Section 4

RESOURCES FOR MEETING THIS REQUIREMENT

Ontario should refer to the above Checklist for the Training Requirement, however these resources may also be of assistance.

- WAP-standardized curricula that is aligned with the corresponding Job Task Analysis (JTA):  
  - Energy Auditor  
  - Crew Leader  
  - Retrofit Installer/Technician  
  - Quality Control Inspector  
- Quality Control Inspector Addendum
- Accredited Home Energy Professional Certification Training Centers - Find an accredited training center near you.
- A training self-assessment to determine training needs/exam readiness - This document contains four self-assessment forms that are aligned with the Home Energy Professional Certifications. These forms will help individuals assess competency and identify training needs before an exam is taken.
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The national network of Weatherization Training Centers may also offer training to prepare for the Home Energy Professional Certification exams. For more information, contact a Weatherization Training Center near you.
Questions?

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and/or

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