

## QCI Successes and Issues

### Discussion Questions

- What is going well?
- What benefits are you seeing from the process?
  - More quality work, accountability, Executive Directors understood the QCI better.
  - Noticed need to Energy Auditor training to be beefed up.
  - More sense of pride in work.
- Do you have processes or forms that you would like to share with others?
- What are the lingering issues?
- Has production numbers or completions been hampered by the process? Yes. – all agreed.
- What do you feel the future should hold for the QCI certification and process?
- Is your network aware of the CEU and recertification process?  
Use Hancock software- when they give trainings Hancock sets up the training to attach CEUs  
AK requests CEUs for technical and other – submit bio and credentials to training and houses all to BPI for CEUs.
- **Notes and comments from the group:**
  - Oklahoma – Tier 1 Training: Do you let agencies set the training plan or does the state set the training plan? Trying to add to the state plan.
    - New Mexico – Tier 1/Tier 2 left it up to the agencies and it didn't go well. This year series of Tier 1/Tier 2 training each month based off the monitoring and QCI inspections. 1-2 day training helps to eliminate training issues.
    - Maryland- Contract with Tier 1 trainer and they run into problem with not having enough people to fill the 6 person class.
    - West Virginia is unable to show bias toward a vendor- agencies can choose whatever vendor they want for training. At the state level, they provide all training information to subgrantees.
    - AK mandates training to 8 grantees. Just lost training center- so may have potential issues.
    - Training is determined by monitoring reports and DOE monitoring reports and self assessments of weaknesses. And then determine training.
    - Training has caused issues production issues
    - Some states have annual conferences and some do not for subgrantees
    - AK had success with sending onsite trainers to the agency and working with the specific issues.
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**Do states have repercussions for CAAs that do not follow their training plans?**

- If it is a required training- some states disallow costs if the agency completes jobs with peoples that do not have certified workers.

In the state plan do you write in the plan that there are crews and contractors? And how is that covered for training?

- Virginia will cover contractors if a subcontractor has an agreement with the agency.
- Washington has a training center- subgrantees work with the training center directly and set up training for subcontractors and subcontractors pay 50%.

Do you have specific requirements for training for new employees?

- Virginia mandates that program managers have a basic training and all programmatic staff on DOE funds

Renters – Puerto Rico having issues with renters not in homes the full year, so they install and the people move mid-way.

- Most states do not run into the issue as much as it sounds like PR does. Leases are not always 1 year.

### **What is legal validity of landlord agreement?**

- Georgia good process because items are getting caught and correct, it is doing its job. Floating QCI to help small agencies get QCI work done. The floater is a contractor.
- All 18 agencies have a QCI trying to get a second in some agencies so that medical leave etc can't turn in home, but they are allowing state QCI to assist agencies. Missouri. The state who helps to QCI does not do QCI monitor.
- GA some agencies are loaning between agencies. GA reduction in funding so some agencies do have to contract some work.
- Subcontractor who QCI given access to files.
- Agencies who have turnover can have issues with keeping QCI.
- Non DOE houses are QCI to same standards from most states, 1 state allows staff trained as QCI but who can't pass the test to inspect the home if it is non DOE funds. States are finding that QCI inspections are better than past when not QCI.
- Would like to see auditors can WPM option crew foreman could inspect some of jobs. To make it work state would increase number of homes monitored.
- Vermont good subgrant punished when QCI because they did good before inspections. But now there is an additional trip for this agency.
- Utah working with working poor, so now it is harder because homeowner is taking time off for the assessment, the work on the home, and then again for post inspection, making it hard with the post inspection. Utah says that QCI did need to happen.

### **How much did QCI slow down production?**

- Utah says diagnostics is much better with the QCI, and homes are better done now. Production goal for 15 wasn't met, but most states back on track.
- Agencies who were good before, but no big change in production. But it has been more costly with QCI in part because the home has to be done to better specs.
- Missouri has some contractors and they make sure subgrantee has the standards and SWS go to the contractors.
- QCI Written test is rather subjective, and difficult.
- Missouri 95% pass rate on field test, but a large fail rate on the written test, thinks that there should be similar pass rates.
- Utah had 87% written pass rate because of their training, because they had online learning tools and mandating some pretraining requirements. Max is 6 students to instructor.

### **Question if it is that the staff can't read or are not good at taking tests. Are the training centers working at getting better at training to the test?**

- Missouri Georgia is seeing more people going out for training because of fear of test.
- Utah is its own training center and so they have lots of QCI at agency in the state.
- They are going to push for auditor certification early through contract.

### **What's going well?**

- Connecticut – we're spending our T&TA
- Washington – has helped with contract/sharing arrangement
- Missouri – Quality has improved; our findings have gone down
- Nebraska – has provided a better knowledge base and understanding of what is going on in home; inspectors are better educated
- Iowa – Our findings went up first year (state program monitoring); have since gone down and are better than pre-QCI implementation; Our audits have also improved
- Standardized forms created by states for audits and inspections (some pushback from subgrantees on this – important to get subgrantee input); overall this has improved program
- Connecticut – one positive was it helped weed out bad contractors not willing to comply with new certification requirement (also has negative effects but positive seems to outweigh loss)

Minnesota subgrantee – additional paperwork has been a burden; state is requiring multiple inspections and it doesn't seem like other states are doing that

### **Is anyone tracking and scoring QCI inspections per QWP guidance?**

- Connecticut created a tool for this and feels DOE could provide a standardized tool for states to evaluate effectiveness. Colorado also feels we should track avoided costs due to QCI (i.e. reduced callbacks).

Overall most states feel QCI has affected production; the increased costs to do a home has cut production

**How are states tracking QCI certification maintenance?**

- Some do not track (subgrantee responsibility); Iowa checks during monitoring;
- Wisconsin has T&TA Contractor track all subgrantee certifications; subgrantees are responsible for getting CEUs; we try to assist but it has been challenging to get CEUs approved
- Turnover is an issue for all – many agencies are using one person to do both audits and QCI inspections or are not able to find one at all
- Challenges with getting client to allow state QC inspector in home – customers sometimes don't allow in home