National Association for State Community Services Programs

2017 ANNUAL

Training Conference

The Purpose of Monitoring

Kelly Cutchin & Ray Judy

SMS & NASCSP

The Little Dutch Boy

Seawater

Dike

Croplands

Bad Press

WAP

- Welcome to Biloxi!
  - Thank you for being here!
  - Thank you for what you do everyday!
  - Presenters
    - Kelly Cutchin, SMS
    - Ray Judy, NASCSP
  - Housekeeping

Reminder of What the WAP Is

Department of Energy

Grantees (States, Territories & Tribes)

Local Providers (Sub-grantees)

Low Income Households

- **Mission Statement of the Weatherization Assistance Program (WAP)**
  - "To reduce energy costs for low-income families, particularly for the elderly, people with disabilities, and children, by improving the energy efficiency of their homes while ensuring their health and safety."

- **40 Year Record of Success**
  - Operating since 1976
  - Over 7.4 million homes weatherized
  - Saves low-income families an average of $250 to $450 per year
  - Provides for the Health & Safety of the households

Congress
- Authorization
- Presidents budget
- Appropriations
- Work of national partners

Department of Energy
- Funds received
- Grant guidance
- State Plans
- Distribution of funds

Grantees (States, Territories & Tribes)
- State plans
- Public Hearings
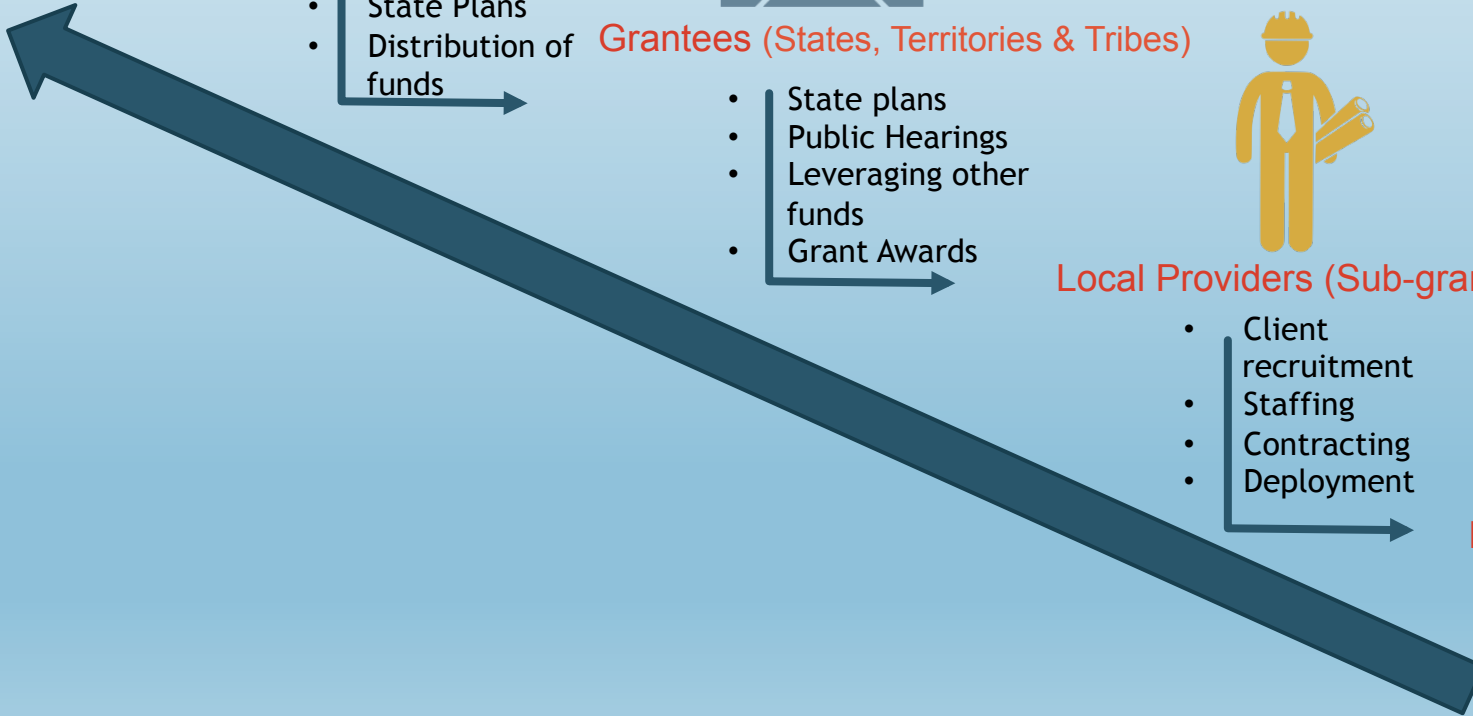- Leveraging other funds
- Grant Awards

Local Providers (Sub-grantees)
- Client recruitment
- Staffing
- Contracting
- Deployment

Low Income Households
- Customer service
- Client education
- Quality Control

Activity

From your perspective:

➢What is the purpose of monitoring related to the Weatherization Assistance Program [WAP]?

➢What does effective monitoring look like?

What is the Purpose of Monitoring?

➢ Analyze whether best possible program services are being delivered to low-income population

➢ Determine program compliance and accountability

➢ Analyze program performance

➢ Analyze quality of work

What is the Purpose of Monitoring?

➢ Identify problems, deficiencies, and areas that need improvement and advise on how to correct

➢ Assist agencies in their program operations and compliance with DOE and State regulations

➢ Assess T&TA needs

➢ Be a major tool for program improvement

DOE's Expectations

➢ Guidance & Expectations set forth in WPN 16-4

➢ Approach. The Grantee **must** conduct *comprehensive* monitoring of each Sub-grantee **at least once a year**, provide a written report to the Sub-grantee and maintain a file related to monitoring which is accessible by DOE during its monitoring visits.

➢ of **large scope**; covering or **involving much**; inclusive

➢ Comprehending or **thoroughly understanding** with one's mind; having an **extensive mental range** or grasp, as of a particular subject or many subjects

➢ **complete**; including all or nearly all elements or aspects of something

➢ Terms to note: large, much, thoroughly, extensive, complete

Preparing to Monitor

➢Where do you begin?

   ➢How much notice to sub-grantee?
   ➢How do you choose the files?
   ➢How do you choose the homes?
   ➢What tools do you have available to select homes or files to review?
   ➢What information do you review ahead of time?

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MISSISSIPPI

Preparing to Monitor

➢Where do you begin?

➢Do you send pre-visit information on what you will be monitoring?
  ➢Advantages?
  ➢Disadvantages?

➢Entrance Interview
  ➢Who is present?
  ➢What do you need to cover?

What is the Big Picture?

➢Is the grantee complying with all federal statutes?

➢Is the grantee complying with full terms of award?

➢How are performance goals?
  - ➢Production goals
  - ➢Expenditures
  - ➢Providing quality workmanship

➢ Is the grantee fiscally sound?

"To reduce energy costs for low-income families, particularly for the elderly, people with disabilities, and children, by improving the energy efficiency of their homes while ensuring their health and safety."

Guides to Effective Monitoring

➢ Intended to be constructive process, conducted with consistency, fairness, respect, and timeliness

➢ Foster positive, open, and constructive working relationships

➢ Two-way process to promote interaction, feedback, and improvements to Grantee and Sub-grantee

Guides to Effective Monitoring

➤ Understanding that Grantee and Sub-grantee share the same goals of program effectiveness and improvement

➤ Promote improvement by providing technical assistance, reinforcing strengths, and sharing successes, innovations, and practices seen at other sub-grantees

➤ Reports will be based on <u>written</u>, established policies, procedures and standards

Activity

1. What is the most rewarding or your favorite part of being a monitor?

2. What is the most difficult part of being a monitor?

➢Documentation

    ➢Why is this important?

    ➢How much documentation is needed?

    ➢Why do you need extremely thorough notes?

➢Exit Interview

    ➢Who present?

    ➢How much detail do you go into?

    ➢How much time should be spent?

    ➢Why is an exit interview important?

➢ What are the necessary elements of the report?
  ➢ Timeliness
  ➢ Who will be reading the report?
    ➢ Will an Executive Director understand the issues at hand?
    ➢ Will the report reflect what was discussed during the monitoring visit?

➢ Where do the regulations come into play?

➢ What is the difference between a finding and concern?
  ➢ Do you have a good definition?
  ➢ How do you make the determination between the two?

Writing the Report

➢Documentation

  ➢What is included and appropriate?

  ➢Can there be too much?

  ➢What type of supporting documentation do you provide?

  ➢Why is documentation necessary?

➢ What are your individual methods

➢ Is risk high/medium/low

➢ Do you provide the following?
  ➢ Recommendation(s)
  ➢ Action Plan developed by the grantee
  ➢ Timeline
  ➢ Future monitoring
  ➢ Training and technical assistance
  ➢ Follow-up

Technical Monitoring

Baffles are meant to prevent insulation from reaching the vented soffits. These do not span the rafter bays, and are installed backwards, so are ineffective.

Technical Monitoring

Audit Readout

Measure	SIR
Infiltration Reduction	0.3
Low Flow Showerheads	48.7
DWH Pipe Insulation	31.9
Lighting Retrofits	7.4
DWH Tank Insulation	6.8
Refrigerator Replacement	2.9
Attic Insulation R – 49	1.2
HVAC Replacement	0.9

Audit Inputs

Basement / Crawlspace: ☑ Accessible ☐ Not Accessible

Foundation Type: Conditioned (Non-Conditioned) Insulated Slab Uninsulated Slab

Floor: Area (sq ft) _____ ? Existing R-Value _11_ Add Insulation: (None) / Batts

Sill: Joist Size: 4" 6" (8") Perimeter _____" Add Insulation: (None) / Batts

Foundation Wall: Height _NA_" Height Exposed (%) _NA_ Perimeter _NA_"
Existing R-Value _____ Add Insulation: (None) / Batts

Programmatic Monitoring

First Name	Last Name	Date of Birth	Gender
Martin	Newcomb	03/05/1965	Male
Jayden	Smith	08/02/2009	Female
Julia	Smith	11/07/2014	Female
Julie	Smith	11/07/2014	Female
Jenny	Smith	06/15/2011	Female
Jayden	Smith	08/02/2009	Male
Jason	Smith	01/01/2013	Male

Annual Income: $65,980

2017 Poverty Income Guidelines		
Size of Family Unit	Threshold	200%
2	$16,240	$32,480
3	$20,420	$40,840
4	$24,600	$49,200
5	$28,780	$57,560
6	$32,960	$65,920
7	$37,140	$74,280
8	$41,320	$82,640

Additional Income?

Thank You for Being Here!

- Questions?

- Thank you!