

NASCSP QCI Survey Report

Spring 2016



Summary of Results

Introduction

In the Spring of 2016, NASCSP put out a survey to the 56 WAP grantees (50 States, D.C., 5 Territories). The purpose of the survey was to get a better idea of how the Department of Energy's QCI requirements has been implemented by states. NASCSP received responses from 34 grantees for a response rate of about 61%. Grantees from all five of NASCSP's organizational regions provided feedback giving the results a significant amount of geographic diversity.

Three of the respondents did not consent for their responses to be shared (Question #2). Their de-identified responses are factored into general graphs and statistics; however, none of their individual comments or open ended answers are included in this report. The comments and open ended answers of respondents who did consent to sharing are unedited.

The questions asked in the survey fall under four general themes: Costs, Tracking, Employee Issues, and General feedback. Each subsection below summarizes the results pertaining to each theme. Clicking on question titles will take you directly to the full results for that question

1. Cost

[Question #3](#) asked: How much on average does your state pay for contracted QCI work? Over 75% of respondents indicated that QCI inspection cost \$550 or less. About 23% of respondents paid more than \$550. In [Question #4](#) respondents were asked: What do you consider a reasonable price to pay for contracted QCI work? Similarly, about 77% felt that \$550 or less was a reasonable fee to pay.

In the follow up question asking respondents to share the exact amount that they pay for QCI inspection, 29 respondents left comments. There appears to be significant variation in the payment structure for QCI. At least 10 respondents indicated that they do not contract out QCI work and the QCI inspections are performed by staff members at the state or at local agencies. In other states there is a mix of contracted and on-staff QCI's completing inspections.

[Question #5](#) asked respondents to describe what their contracted QCI fee included. 22 respondents answered this question detailing what services the fee covers. The responses varied widely with some respondents indicating that the fee covered just the inspection, while others included travel, lodging meals, etc. [Question #6](#) asked how many trips were included in the price for QCI inspection. 25 respondents answered this question with the majority (12 respondents) indicating that the fee only included one trip.

2. Tracking

[Question #7](#) asked respondents whether or not they were tracking the number of reworks and/or call backs associated with the QCI process. Of 33 respondents, 14 are tracking callbacks and reworks (42%) while 19 are not (57%). [Question 8](#) asked respondents to share quantitative data on call backs and

reworks as a follow up. Very few responses were received for this question (less than 10) and it appears this is an area where concrete data is lacking. Some respondents shared anecdotal feedback regarding their impression of the impact of the QCI requirements on reworks.

3. Employee Issues

[Question #9](#) asked what percentage of the state's subgrantees had a QCI certified employee. About 66% of respondents indicated that between 80% and 100% of their subgrantees had a certified QCI on staff. Comments provided further data; several respondents indicated that the subgrantees in their state were required to have a QCI certified staff member. The comments also provided more information on contracting of QCI work.

For [Question #10](#), respondents were split relatively evenly on whether or not they had trouble finding qualified employees to take the QCI certification. Just over 48% indicated that they did have issues finding employees while 51% said they did not have issues. Comments revealed strategies used by grantees to overcome these issues including "sharing" QCI certified employees. A few comments indicated that experienced staff had a difficult time getting certified. [Question #11](#) revealed a wide range of steps taken by grantees when QCIs do not meet standards. These steps include additional training, revocation of certifications, and other sanctions.

In [Question #12](#) respondents overwhelmingly indicated that they had policies regarding the use of T &TA money to pay for QCI training and testing (77%). Comments indicate that T&TA money is generally allocated in the state plan to be available for QCI needs. Respondents were split evenly in [Question #13](#) on whether or not they were using QCI requirements on projects that do not use DOE funds. 52% of respondent said that they were, while 47% said they were not.

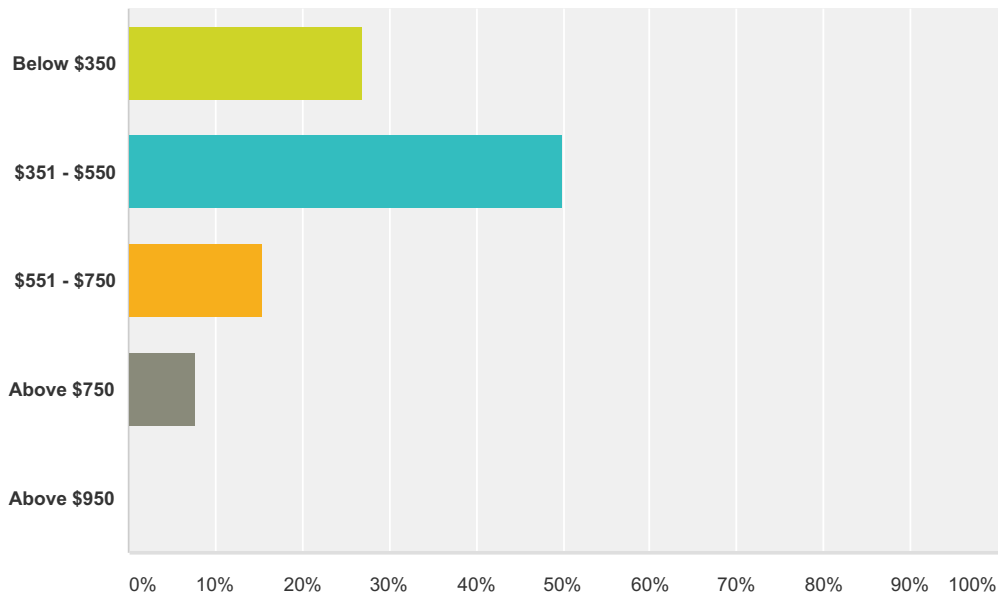
There were 29 Responses to [Question #14](#) which asked about hourly rates of QCI workers. The lowest figure submitted in the comments was \$12 per hour while the highest figure was \$32.70 per hour. In [Question #15](#), 69% of respondents said that they do not raise salaries for workers that receive the QCI certification. Comments however indicate that salaries are ultimately determined at the local agency level and some subgrantees do raise salaries. Similarly, in [Question #16](#) 78% of respondents indicated that their state does not provide any incentives to receive the QCI certification. Comments indicate that the potential for a salary increase is one of the only incentives for the certification

4. General Feedback

The final questions of the survey were open ended and allowed respondents to give maximum input. In [Question #17](#) respondents shared best practices such as standardized forms, cloud based systems, and checklists. [Question #18](#) surveyed respondents about the need for additional QCI training. The comments indicated a desire for some in class training to be substituted by web based classes and/or time in the field. [Question #19](#) asked for any final comments and allowed respondents to be candid in their feedback on the QCI implementation and protocols. There are a wide range of opinions expressed here.

Q3 How much on average does your statepay for contracted QCI work?

Answered: 26 Skipped: 22



Answer Choices	Responses	
Below \$350	26.92%	7
\$351 - \$550	50.00%	13
\$551 - \$750	15.38%	4
Above \$750	7.69%	2
Above \$950	0.00%	0
Total		26

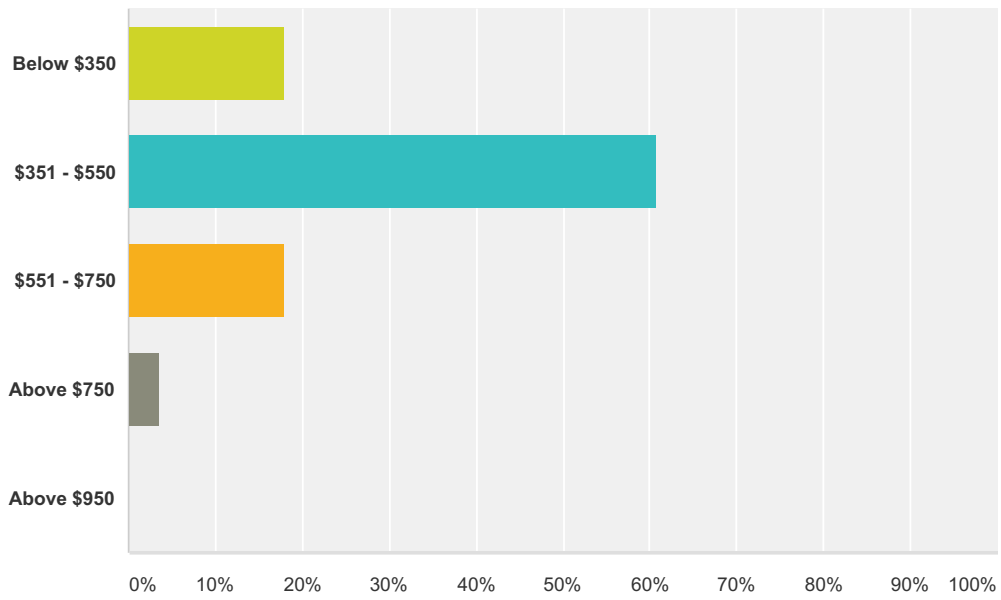
#	Would you like to share the exact amount that you pay?	Date
1	The state does not pay for contracted QCI work. Subgrantees are paying \$400 for QC Inspections.	7/1/2016 3:38 PM
2	One other Service Provider answered below \$350.	7/1/2016 3:04 PM
3	QCI DOES NOT APPLY FOR PUERTO RICO BUT OUR WEATHERIZATION INSPECTORS MUST BE LICENSED ARCHITECTS OR ENGINEERS.	7/1/2016 1:33 PM
4	Ranges from \$650 to \$800 depending on the agency and the amount of travel needed to get to the job site.	7/1/2016 1:11 PM
5	The state contracts with two vendors for 3rd party QA inspections. On average we pay \$504 per single unit inspection, with an add-on for additional units in a multi-family building.	7/1/2016 10:18 AM
6	We pay \$1,000 per day, all expenses included for a contracted QCI to perform the technical aspects of on-site annual reviews.	6/30/2016 3:27 PM
7	Contractors are not used	6/30/2016 2:34 PM
8	We do not - Agency staff are the QCI inspectors and or State staff.	6/30/2016 12:41 PM
9	The state of Maryland does not directly pay for contracted QCI work. Our subgrantees have QCI professionals on staff.	6/30/2016 12:28 PM

Weatherization P2P: QCI

10	none of our agencies contract QCI work. it is part of their course of business. Employee time on site for QCI inspectors has at least doubled for inspections. In the past and for state projects we have an intensive inspection but the retesting required is adding a lot of time and extra visits to homes while not changing the outcome substantially.	6/23/2016 6:18 PM
11	We don't pay for any contracted QCI work. We do it in house here at the State and our Subgrantees have their own QCI staff.	6/21/2016 11:58 AM
12	66% of our grantees said they pay within this range.	6/20/2016 6:30 PM
13	Varies by sub-grantee, based on bids. Only 5 of our 59 sub-grantees bid this work out. The rest had existing staff become certified and conduct QCI inspections.	6/6/2016 2:00 PM
14	The state itself has contracted its own QCI to perform QCI monitoring visits at a daily rate of \$247.52/day. Travel (car rentals, fuel) and hotel expenses included. This rate was based upon years of receipts for reimbursement and so forth. Sub-grantees themselves have paid around \$350 for a QCI inspection when using another agencies Quality Control Inspector. 14 out of 16 sub-grantees have their own QCI persons.	5/27/2016 8:29 AM
15	<i>Comment Removed: Respondent did not agree to share</i>	5/26/2016 2:42 PM
16	All QCI work is done by the Subgrantee in-house.	5/26/2016 1:17 PM
17	We don't pay for contracted QCI work. Two of our sub recipients do	5/26/2016 1:01 PM
18	All of our WAP Subgrantees have at least 1 (most 2-3) QCI staff members so inspections are not contracted	5/24/2016 11:38 AM
19	Contracted QCI at sub-grantee level average \$477/job \$150/reinspect job (2 sub-grantees)	5/24/2016 8:12 AM
20	It varies from CAP to CAP. We're talking about final inspections only, right? I don't know the average in NH, but we have 5 CAP subgrantees, 3 of which have on-staff QCIs. The other 2 use contractors to do the final inspections, while relying on auditors to perform the initial energy audits.	5/24/2016 12:14 AM
21	varies on amount of travel time	5/23/2016 3:03 PM
22	According to state survey the average is \$338. Costs span from \$210.00 - \$600.00 per inspection	5/22/2016 12:59 PM
23	<i>Comment Removed: Respondent did not agree to share</i>	5/19/2016 10:10 AM
24	We don't allow for contracted QCI work. All QCI inspections must be performed by an agency employed inspector.	5/18/2016 10:03 AM
25	\$400	5/17/2016 3:50 PM
26	The State only contracts QCI for a portion of the min 5% QCI inspections. Each agency have their own QCI to inspect every home turned in. State pays: QCI Inspection \$400; Work in Progress Inspection \$350; Review Audited home w/ no work started \$350	5/16/2016 3:04 PM
27	Local agency QCI are paid on an hourly basis. Estimated total costs-below \$350. Stay level QCI is contract on an hourly basis- Estimated costs- Below \$350. Note: Costs include travel expenses.	5/16/2016 1:59 PM
28	N/A. We do not contract inspections.	5/16/2016 1:54 PM
29	We do not contract QCI work	5/16/2016 1:51 PM

Q4 What do you consider a reasonable price to pay for contracted QCI work?

Answered: 28 Skipped: 20



Answer Choices	Responses
Below \$350	17.86% 5
\$351 - \$550	60.71% 17
\$551 - \$750	17.86% 5
Above \$750	3.57% 1
Above \$950	0.00% 0
Total	28

Q5 What does your contracted QCI fee include?

Answered: 30 Skipped: 18

#	Responses	Date
1	N/A	7/1/2016 7:21 PM
2	The QCI is supposed to do the following: - Diagnostic Testing - Verifies Work Performed Against the Work Plan & SWS - Review the work scope - Assures the work scope incorporates the diagnostics. - Assures the work scope provides adequate guidance. - Assures that there are any unusual situations that need addressing. - Assures the work was performed as specified. - Assures the work specifications were understood by the retrofit installers. - Assures if any variances exist, there is sufficient documentation to support the changes. - Assures the specifications follow program standards. - Observes the Retrofit Work In Progress - Schedules a site visit(s) early (& often) on in the process to connect with crew leader and retrofit installers.	7/1/2016 3:38 PM
3	Final Inspection, file review, travel, paperwork time and follow up with contractor if needed.	7/1/2016 3:04 PM
4	INSPECTION PER UNIT	7/1/2016 1:33 PM
5	Inspection, Report of findings, Pictures, travel and for current agencies a call to the contract that did the work if rework is needed.	7/1/2016 1:11 PM
6	Full Inspection; Health & safety review; Owner/Occupant Interview; Written report with digital photos Contractor must provide and maintain all equipment, certifications, and computer software	7/1/2016 10:18 AM
7	Travel to agency office and on-site for each inspection, inspection, written report, training/feedback while on-site during inspection if practical.	6/30/2016 5:34 PM
8	Time, all travel expenses and provision of written documentation regarding each on-site review completed.	6/30/2016 3:27 PM
9	N/A	6/30/2016 2:34 PM
10	N/A	6/23/2016 6:18 PM
11	travel and per diem	6/20/2016 6:30 PM
12	Varies by sub-grantee. We don't prescribe duties.	6/6/2016 2:00 PM
13	Final Inspection of weatherization home	5/31/2016 5:58 PM
14	review of all work, post tests are required, photos as required. Failed measures may include an extra charge if retesting is required.	5/31/2016 4:45 PM
15	The state contracted QCI fee includes travel time, hotel expenses, reimbursement for personal car use, car rentals and fuel.	5/27/2016 8:29 AM
16	Varies depending on the subgrantees.	5/26/2016 2:42 PM
17	n/a	5/26/2016 1:01 PM
18	NA	5/24/2016 11:38 AM
19	vehicle, travel, equipment	5/24/2016 8:12 AM
20	Final job inspections only. With subgrantees which have QCIs on staff, those QCIs often perform the initial job audit, as well, but the contracted QCIs almost always do only the final inspections.	5/24/2016 12:14 AM
21	travel, inspection time at the house, completion of inspection documents	5/23/2016 3:03 PM
22	Each inspection includes mileage, full QCI overview including verification of measures installed correctly and in compliance with SWS and state/local code, diagnostic testing and H&S tests, photographs of completed measures or deficiencies, additional T/TA to customer, final verification report to agency.	5/22/2016 12:59 PM
23	<i>Comment Removed: Respondent did not agree to share.</i>	5/19/2016 10:10 AM
24	NA	5/18/2016 10:03 AM
25	Complete	5/17/2016 3:50 PM
26	Transportation, lodging, meals, equipment, writing the draft QCI monitoring report for the state office.	5/16/2016 3:04 PM

Weatherization P2P: QCI

27	Travel costs, staff time, and any other costs	5/16/2016 2:15 PM
28	QCI, Documentation, Tracking, needs assessment.	5/16/2016 1:59 PM
29	N/A	5/16/2016 1:54 PM
30	N/A We do not contract QCI work	5/16/2016 1:51 PM

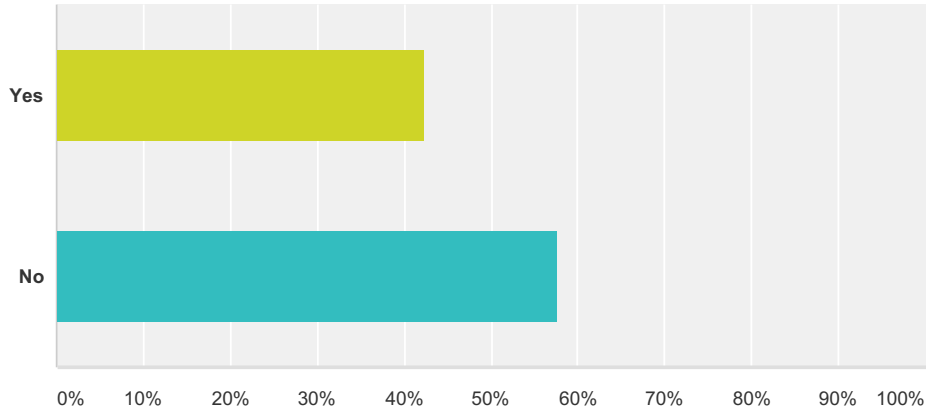
Q6 How many trips are included in the price for QCI inspection?

Answered: 32 Skipped: 16

#	Responses	Date
1	N/A	7/1/2016 7:21 PM
2	2	7/1/2016 3:38 PM
3	Up to two trips.	7/1/2016 3:04 PM
4	ONE TRIP. FOR RE-INSPECTION OF A UNIT THE PRICE IS AN ADDITIONAL \$75.00	7/1/2016 1:33 PM
5	Ranges from 1 to 3	7/1/2016 1:11 PM
6	1	7/1/2016 10:18 AM
7	One (1) trip	6/30/2016 5:34 PM
8	The fee is per day, there is no limit on the number of trips.	6/30/2016 3:27 PM
9	normally 1	6/30/2016 3:20 PM
10	N/A	6/30/2016 2:34 PM
11	N/A	6/23/2016 6:18 PM
12	50% said 1 trip, 50% said as many as it takes to pass	6/20/2016 6:30 PM
13	Varies by sub-grantee, may be additional costs for return visits.	6/6/2016 2:00 PM
14	Just the initial final inspection	5/31/2016 5:58 PM
15	two	5/31/2016 4:45 PM
16	The state contract monitor can usually perform two inspections per day.	5/27/2016 8:29 AM
17	Varies depending on the subgrantees.	5/26/2016 2:42 PM
18	1	5/26/2016 1:30 PM
19	Delaware is small and does not require travel money to be allotted to the Subgrantee for QCI work.	5/26/2016 1:17 PM
20	n/a	5/26/2016 1:01 PM
21	NA	5/24/2016 11:38 AM
22	one	5/24/2016 8:12 AM
23	One.	5/24/2016 12:14 AM
24	one, although if a return trip is needed sometimes it can be done at the same time as another inspection to minimize travel time	5/23/2016 3:03 PM
25	1 for inspection. Call backs are additional cost.	5/22/2016 12:59 PM
26	<i>Comment Removed: Respondent did not agree to share.</i>	5/19/2016 10:10 AM
27	NA	5/18/2016 10:03 AM
28	One (1)	5/16/2016 3:04 PM
29	1	5/16/2016 2:15 PM
30	As many as necessary, hourly and travel costs included.	5/16/2016 1:59 PM
31	N/A	5/16/2016 1:54 PM
32	1 but there are visits for Call Backs	5/16/2016 1:51 PM

Q7 Are you tracking the number of reworks and/or call backs associated with the QCI Process?

Answered: 33 Skipped: 15



Answer Choices	Responses
Yes	42.42% 14
No	57.58% 19
Total	33

#	Comments	Date
1	Do not track re-work, no DOE call backs in PY15	7/1/2016 3:04 PM
2	QCI DOES NOT APPLY FOR PUERTO RICO BUT WE TRACK THE REWORKS AND RE-INSPECTIONS.	7/1/2016 1:33 PM
3	At the state level we are tracking rework item and missed opportunities that we have noted in our inspections.	7/1/2016 1:11 PM
4	The state tracks reworks, which are paid for with non-DOE funds; Call backs are tracked by subgrantees - I did not survey network for call back rates	7/1/2016 10:18 AM
5	Arkansas has started tracking reworks this year.	6/30/2016 5:34 PM
6	Our agencies have noted that there are more reworks/call backs since QCI implementation. We are not specifically tracking the number.	6/30/2016 3:27 PM
7	12 out of 23 grantees track (only 4 answered no)	6/20/2016 6:30 PM
8	Any reworks with sub-grantees are tracked and are noted as findings in the agency file.	5/27/2016 8:29 AM
9	<i>Comment Removed: Respondent did not agree to share</i>	5/26/2016 2:42 PM
10	Contracted QCI inspections for the State have not yet begun.	5/26/2016 1:30 PM
11	Delaware tracks failed inspections through Hancock software	5/26/2016 1:17 PM
12	n/a	5/26/2016 1:01 PM
13	There have not been a significant change in the number of call backs.	5/24/2016 11:38 AM
14	We want to do this tracking, but not there yet.	5/24/2016 12:14 AM
15	we are just starting this so we don't have much data yet	5/23/2016 3:03 PM
16	Weatherization operators track this and the state reviews tracking upon monitoring	5/22/2016 12:59 PM

Weatherization P2P: QCI

17	<i>Comment Removed: Respondent did not agree to share</i>	5/19/2016 10:10 AM
18	NA	5/18/2016 10:03 AM
19	We track the states process of the minimum 5% QCI inspections; however, we do not track the subgrantees QCI process of inspecting every home.	5/16/2016 3:04 PM
20	We could obtain this data, but we have not built a spreadsheet that tracks it within the network.	5/16/2016 2:15 PM
21	As per DOE requirements.	5/16/2016 1:59 PM
22	Not really tracking, just returning if needed.	5/16/2016 1:54 PM
23	Not at a State level. Some local agencies are. Smaller agencies not really.	5/16/2016 1:51 PM

Q8 In order to measure the impact of QCI, please share any quantitative data on reworks or call backs. (If you are not tracking reworks and/or call backs, please leave blank)

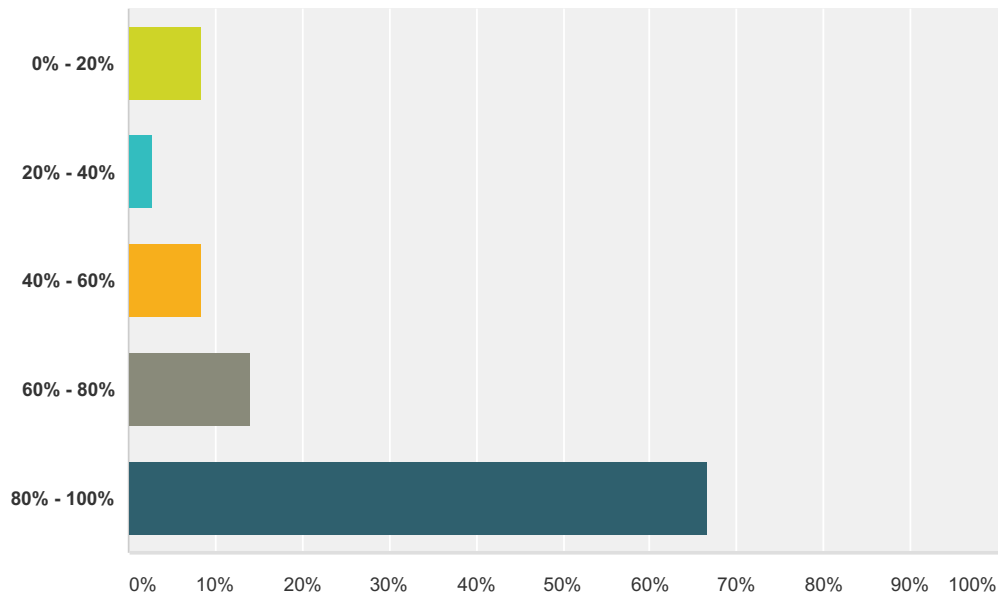
Answered: 10 Skipped: 38

Answer Choices	Responses
Number of Reworks and/or Call backs: Pre- QCI Implementation	90.00% 9
Number of Reworks and/or Call backs: Post- QCI Implementation	60.00% 6

#	Number of Reworks and/or Call backs: Pre- QCI Implementation	Date
1	0	7/1/2016 3:38 PM
2	N/A	7/1/2016 1:33 PM
3	The agencies stated they are tracking the reworks but did not provide any information	7/1/2016 1:11 PM
4	On average 113 annually (based on 4 full production years ranging from 51 to 199 per year)	7/1/2016 10:18 AM
5	not yet compiled	6/30/2016 5:34 PM
6	Don't know off hand. It hasn't changed significantly.	6/23/2016 6:18 PM
7	don't have good data right now	6/21/2016 11:58 AM
8	not available	6/6/2016 2:00 PM
9	Estimated- 10%	5/16/2016 1:59 PM
#	Number of Reworks and/or Call backs: Post- QCI Implementation	Date
1	N/A	7/1/2016 1:33 PM
2	53 (July 1, 2015 - May 15, 2016)	7/1/2016 10:18 AM
3	in process of compiling	6/30/2016 5:34 PM
4	65% of all projects fail between 0-25% of the time	6/20/2016 6:30 PM
5	not available	6/6/2016 2:00 PM
6	Estimated- Less tha 5%	5/16/2016 1:59 PM

Q9 What percentage of your subgrantees have a QCI Certified employee?

Answered: 36 Skipped: 12



Answer Choices	Responses
0% - 20%	8.33% 3
20% - 40%	2.78% 1
40% - 60%	8.33% 3
60% - 80%	13.89% 5
80% - 100%	66.67% 24
Total	36

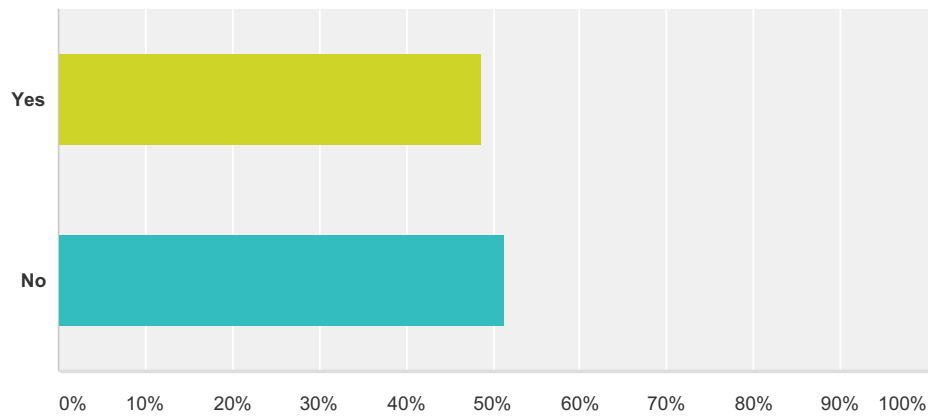
#	Comments	Date
1	2 of 9 subgrantees do not have a QCI certified employee.	7/1/2016 3:41 PM
2	N/A	7/1/2016 1:34 PM
3	Out of 10 subgrantees, only 1 has QCIs on staff, all other agencies contract it out. One of the contractors that work for 3 of our agencies have QCIs on staff.	7/1/2016 1:22 PM
4	The state requires each subgrantee have at least one QCI certified employee	7/1/2016 10:21 AM
5	Arkansas had at least one (1) certified QCI at every agency as of July 1, 2015.	6/30/2016 5:36 PM
6	11 of 12 have their own QCI personnel. 1 sub uses a QCI from another sub	6/30/2016 2:36 PM
7	We require all subgrantees to have QCI professionals on staff	6/30/2016 12:30 PM
8	3 out of 16 agencies have QCI inspectors and are ding our DOE jobs.	6/23/2016 6:23 PM
9	They are all required to have QCI on staff.	6/21/2016 12:05 PM
10	65% of grantees have QCI employees	6/20/2016 6:32 PM
11	For PY 15 five of out 59 sub-grantees sub-contracted at least some of their work; the rest had certified staff on payroll that conducted all QCI inspections. For PY 16, only 3 will bid work out; 56 will have certified staff on payroll.	6/6/2016 2:06 PM

Weatherization P2P: QCI

12	Subgrantees who do not have staff contract out the QCI	5/31/2016 6:01 PM
13	14/16 sub-grantees.	5/27/2016 8:35 AM
14	<i>Comment Removed: Respondent did not agree to share</i>	5/26/2016 2:44 PM
15	Delaware has only one Subgrantee at this time and 2 QCI in the state to perform all of the final inspections of DOE units.	5/26/2016 1:23 PM
16	All Subgrantees have at least 1 (most 2-3) QCI certified individuals	5/24/2016 11:42 AM
17	Three of our five subgrantees have certified QCI staff on-board.	5/24/2016 12:25 AM
18	We only have one agency that uses contracted QCI inspectors.	5/23/2016 3:04 PM
19	Last survey to network was Fall 2015. At that time 42% employed QCIs.	5/22/2016 1:07 PM
20	3 DOE agencies all have in house inspectors.	5/16/2016 1:57 PM
21	All have at least 2 on staff.	5/16/2016 1:55 PM

Q10 Have you had issues finding employees qualified to take the QCI certification?

Answered: 37 Skipped: 11



Answer Choices	Responses
Yes	48.65% 18
No	51.35% 19
Total	37

#	Comments	Date
1	2 subgrantees are having issues finding qualified employees to take the QCI certification.	7/1/2016 3:41 PM
2	N/A	7/1/2016 1:34 PM
3	We have had employees from three agency take the exam but cannot pass it.	7/1/2016 1:22 PM
4	<i>Comment Removed: Respondent did not agree to share</i>	6/30/2016 4:17 PM
5	Have heard repeatedly that some questions have nothing to do with weatherization	6/30/2016 2:36 PM
6	We have trained about 15 QCI and lost about 5 or 6. We are holding at this number currently. Other inspectors at these agencies could take the exam but are not needed currently for the number of units that we have.	6/23/2016 6:23 PM
7	65% said no, 35% said yes	6/20/2016 6:32 PM
8	Not clear if this question means the state agency or sub-grantees. The issue has been keeping staff once they get certified. In PY 15, all but one of our sub-grantees had a certified QCI at some point during the year.	6/6/2016 2:06 PM
9	A couple of agencies at times have had issues finding QCI persons. QCI trainings prior to challenging the tests have proven beneficial.	5/27/2016 8:35 AM
10	<i>Comment Removed: Respondent did not agree to share</i>	5/26/2016 2:44 PM
11	Once the Subgrantee brings on an auditor and trains them, they don't always work out to get to the QCI level. In many cases, the auditor is very good at the field work or book learning; not usually both.	5/26/2016 1:23 PM
12	Two sub recipients do not have QCI.	5/26/2016 1:03 PM
13	The process has been difficult in some instances. Less regarding the qualifications of the individuals, more that the written test is seriously flawed in identifying real world knowledge and skills	5/24/2016 11:42 AM
14	The two subgrantees which do not currently have in-house QCI staff have had varying degrees of difficulty in hiring people who could be considered QCI candidates. Some considerable work is required to get an auditor into position to become a QCI candidate.	5/24/2016 12:25 AM

Weatherization P2P: QCI

15	1-2 subgrantees have found challenges with long term staff unable to pass the tests.	5/22/2016 1:07 PM
16	<i>Comment Removed: Respondent did not agree to share</i>	5/19/2016 10:19 AM
17	Our long term employees generally qualify to sit for the QCI exam. Where they pass or not is another topic. A growing issue for us is the length of time and requirements necessary to get new employees eligible to sit for the exam. We are finding that from time of hire to being eligible to test is on average about 1 year.	5/18/2016 10:13 AM
18	However, very few qualified individuals remain in employment.	5/16/2016 3:09 PM
19	We have a small program. If our agencies lose inspectors they have to send someone outside the state for training and testing. Very expensive. Longtime field employees who are very competent are not necessarily good at testing.	5/16/2016 1:57 PM
20	We have trained and tested all of ours through the Intermountain Weatherization Training Center.	5/16/2016 1:55 PM

Q11 What steps do you take for QCIs that do not perform up to your standards?

Answered: 34 Skipped: 14

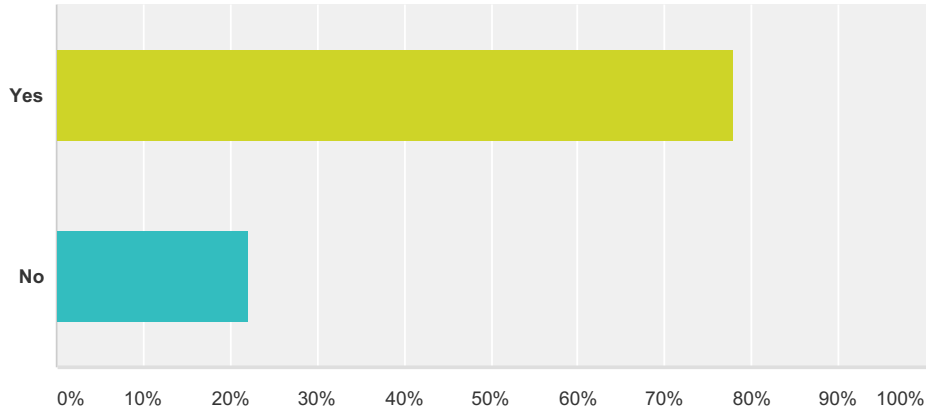
#	Responses	Date
1	N/A	7/1/2016 7:22 PM
2	Failure by the subgrantee to utilize the QCI process correctly may result in all associated costs being disallowed and returned to SC OEO. Should multiple instances of poorly performed inspections be found, SC OEO will at the very minimum, place the subgrantee on Probation. Should the Probation fail to correct the issue, SC OEO will seek stiffer actions as allowed in the Weatherization Subgrantee Grant Agreement.	7/1/2016 3:41 PM
3	Respond through monitoring. Have not had to take any actions in response to major issues.	7/1/2016 3:08 PM
4	N/A	7/1/2016 1:34 PM
5	We currently have not addressed this concern but we need to as there have been some issues with the inspectors.	7/1/2016 1:22 PM
6	Has not been an issue to date, but we would follow process outlined in state plan for any performance issues	7/1/2016 10:21 AM
7	Require corrective action plans.	6/30/2016 5:36 PM
8	<i>Comment Removed: Respondent did not agree to share</i>	6/30/2016 4:17 PM
9	We have language in our operations manual which details additional training and/or suspension of QCIs who do not perform to standards.	6/30/2016 3:30 PM
10	Dismissal or stripped of QCI duties	6/30/2016 2:36 PM
11	Additional assigned trainings from State Monitors and or authorized training center.	6/30/2016 12:53 PM
12	We are in the process of developing a probation to suspension process for QCI staff who have excessive failed quality assurance inspections	6/30/2016 12:30 PM
13	Provide extra training, possible sanctions if QCI does not improve.	6/27/2016 5:18 PM
14	Not an issue.	6/23/2016 6:23 PM
15	Require Agencies to step up their efforts via Monitoring reports. As well as provide more assistance via training.	6/21/2016 12:05 PM
16	We don't pay for work that doesn't pass QCI. It's the sub-grantee's responsibility to make sure their inspectors are conducting inspections correctly.	6/6/2016 2:06 PM
17	Four step process to include Peer to Peer with state monitors, additional training, possible disallowed costs and referral to BPI for continued poor performance	5/27/2016 8:37 AM
18	QCIs that do not perform up to standard have one on one on-site training. If needed, further training is recommended at a IREC accredited training facility.	5/27/2016 8:35 AM
19	<i>Comment Removed: Respondent did not agree to share</i>	5/26/2016 2:44 PM
20	At present, only 1 state QCI inspection has been completed; contracted QCI inspections for the state have not yet been completed. The process will be the same for non-QCI inspections - deficiencies will be tracked, T&TA will be offered. If improvements are not seen, a corrective action plan will be implemented.	5/26/2016 1:30 PM
21	We have a policy in place to remove substandard QCIs. We are reluctant to invoke it because they are so difficult to replace; we continue to throw training at them	5/26/2016 1:23 PM
22	We are considering our options	5/26/2016 1:03 PM
23	The first step is provide additional training in the areas that have	5/24/2016 11:42 AM
24	Additional on-the-job training	5/24/2016 8:12 AM
25	We have had one case in which a QCI did not perform up to our standard, and we presented the problem directly, found the QCI to be quick to correct the problem, and will monitor that person's work over the next 6 months or so to be sure QCI expectations are met.	5/24/2016 12:25 AM
26	We have not seen that issue yet	5/23/2016 3:04 PM

Weatherization P2P: QCI

27	MI has policy in which the state can revoke, modify, condition, temporarily suspend a QCI from conducting final inspections for the WAP. The process includes notification to the subgrantee and the QCI. There is an appeal process and timeline.	5/22/2016 1:07 PM
28	<i>Comment Removed: Respondent did not agree to share.</i>	5/19/2016 10:19 AM
29	This is currently under development.	5/18/2016 10:13 AM
30	Any deficiencies are addressed in the state monitoring report which is completed semiannually. We also provide individualized tier 2 training as needed.	5/16/2016 3:11 PM
31	Tracking dictates corrective actions.	5/16/2016 3:09 PM
32	We have policies in place that include corrective action and payback, depending on the severity of the situation.	5/16/2016 2:18 PM
33	So far that has not been an issue. We would address it with the agency and work with them to resolve.	5/16/2016 1:57 PM
34	We have a process where they are monitored during the course of the year. If issues are identified we either retrain or no longer accept work from that person. Since our local agencies are sub-contractors we can not fire their workers but we can refuse to accept work they sign off. This gives them the option to terminate or demote.	5/16/2016 1:55 PM

Q12 Do you have any policies in regards to using T&TA funds to pay for QCI training/testing?

Answered: 36 Skipped: 12



Answer Choices	Responses
Yes	77.78% 28
No	22.22% 8
Total	36

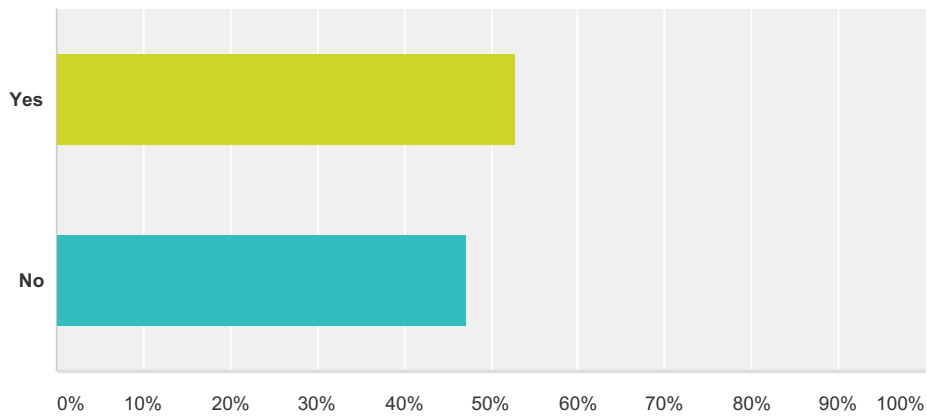
#	Comments	Date
1	T&TA funds may be used for QCI training/testing.	7/1/2016 3:41 PM
2	It is allowable.	7/1/2016 3:08 PM
3	N/A	7/1/2016 1:34 PM
4	It is an allowable expense if they follow the policy in the state plan.	7/1/2016 1:22 PM
5	QCI training/testing is an allowable cost. No limits on the number of times program funds can be used to complete training/take exams.	7/1/2016 10:21 AM
6	QCI training and testing are allowable T&TA expenditures.	6/30/2016 5:36 PM
7	Will only pay for 1 re-test.	6/30/2016 2:36 PM
8	QCI training and certification.	6/30/2016 12:53 PM
9	In state plan. All QCI related activities are eligible for TTA funds.	6/23/2016 6:23 PM
10	QCI training and testing is allowed with T&TA funds.	6/20/2016 6:32 PM
11	We allow agencies to use T&TA funds for training and testing.	6/6/2016 2:06 PM
12	T&TA funds are allowed to pay for QCI training	5/31/2016 6:01 PM
13	Training must be at an IREC accredited facility.	5/27/2016 8:35 AM
14	<i>Comment Removed: Respondent did not agree to share</i>	5/26/2016 2:44 PM
15	Agencies follow their individual T&TA plans. State employees complete training as needed.	5/26/2016 1:30 PM
16	Delaware funds all training with respect to QCI through the DOE T&TA.	5/26/2016 1:23 PM
17	T &TA funds are allowable for training and testing of individuals employed by Subgrantees	5/24/2016 11:42 AM

Weatherization P2P: QCI

18	We some DOE T&TA for QCI training/testing, but most of it is funded by other sources.	5/24/2016 8:12 AM
19	We have a standing offer to subgrantees to use grantee T&TA funds to support QCI certification efforts as needed.	5/24/2016 12:25 AM
20	We use T&TA funds for training and testing	5/23/2016 3:04 PM
21	Not any specifically other than allowable.	5/22/2016 1:07 PM
22	We allow T&TA funds to be used for all QCI training and testing for agency personnel. We have not ventured into contract QCIs.	5/18/2016 10:13 AM
23	QCI Training and Testing is an allowable use of T&TA funds	5/17/2016 3:51 PM
24	T&TA funds can be used for all Tier 1 and Tier 2 training and testing. T&TA funding for the testing of the JTA's is limited to two attempts.	5/16/2016 3:11 PM
25	Specific policy and procedure regulates training, costs and contingencies for unsuccessful attempts.	5/16/2016 3:09 PM
26	We are working to rewrite our T&TA policies in PY17 to make them stronger, but we do allow the class and test to be paid for using DOE funds, but we do not have qualification requirements to do so. We are looking to change that in the coming year.	5/16/2016 2:18 PM
27	It's in the state plan.	5/16/2016 1:57 PM
28	No formal policy since we own and operate the training facility we can control that process. We do have to approve out of state travel. So if a local agency wanted to send their staff somewhere we would have to approve it.	5/16/2016 1:55 PM

Q13 Are you using QCI requirements on projects that do not use DOE funds?

Answered: 36 Skipped: 12



Answer Choices	Responses
Yes	52.78% 19
No	47.22% 17
Total	36

#	Comment	Date
1	With LIHEAP transfer and other state funds.	7/1/2016 3:08 PM
2	N/A	7/1/2016 1:34 PM
3	Currently our other funding does not require a QCI	7/1/2016 1:22 PM
4	All LIHEAP Weatherization units are required to be inspected by a certified QCI.	6/30/2016 5:36 PM
5	DHHR	6/30/2016 2:36 PM
6	We require all participants of our various energy efficiency programs to have QCI professionals on staff and follow QCI procedures	6/30/2016 12:30 PM
7	Bonneville Power Administration funds require a QCI. We do not require a QCI on state funds or LIHEAP projects. This allows an auditor to gain the necessary experience to obtain a QCI certification.	6/27/2016 5:18 PM
8	But our final inspection process for everyone is third party (unless the agency is very small). The inspections that we do for all work are very comprehensive but testing is verified not always performed multiple times. Depends on the numbers and the visual inspection as well.	6/23/2016 6:23 PM
9	We follow the same rules of DOE Wx for QCI's with our State Funds. Our state funds make up 85% of our total funding, and DOE funds make up only 15% of total funding.	6/21/2016 12:05 PM
10	Our State's utility/SBC programs do not have this requirement. WAP is at a huge competitive disadvantage compared to for-profit home performance contractors on this in terms of costs.	6/6/2016 2:06 PM
11	We require QCI for our LIWAP homes as well	5/31/2016 6:01 PM
12	All funds source follow DOE requirements.	5/27/2016 8:35 AM
13	Some of the Agencies are attempting to standardize the QCI and Final Inspection process. However, one of our larger private utility funders does not want to have QCI inspections done. Our state policy mandates some diagnostic tests at the final inspection that overlap with QCI requirements - depending on the house the QCI inspection may be identical to what is required by the SWS and MT State policy.	5/26/2016 1:30 PM
14	All final inspections in Delaware are performed by a QCI; no matter what the funding source.	5/26/2016 1:23 PM

Weatherization P2P: QCI

15	DHCD (Grantee does not oversee the expenditure of non DOE (primarily utility funds) and are not in the position to require QCI certified Final inspections. Subgrantees are free to do so and generally use the same personnel	5/24/2016 11:42 AM
16	We use a small award from our state's LIHEAP allocation to support "heating repair and replacement" (HRRP) work and that work must meet DOE requirements.	5/24/2016 12:25 AM
17	we are looking at doing this in future contracts	5/23/2016 3:04 PM
18	LIHEAP WAP.	5/22/2016 1:07 PM
19	<i>Comment Removed: Respondent did not agree to share</i>	5/19/2016 10:19 AM
20	We are only enforcing the QCI certification requirement on DOE projects. For our other grants, the final inspector must have attended QCI training and have the required field skills, but they are not required to have the certification (yet).	5/18/2016 10:13 AM
21	We have the requirement for LIHEAP, as well.	5/16/2016 2:18 PM
22	We braid all of our funding. All jobs are inspected to the same standard.	5/16/2016 1:55 PM

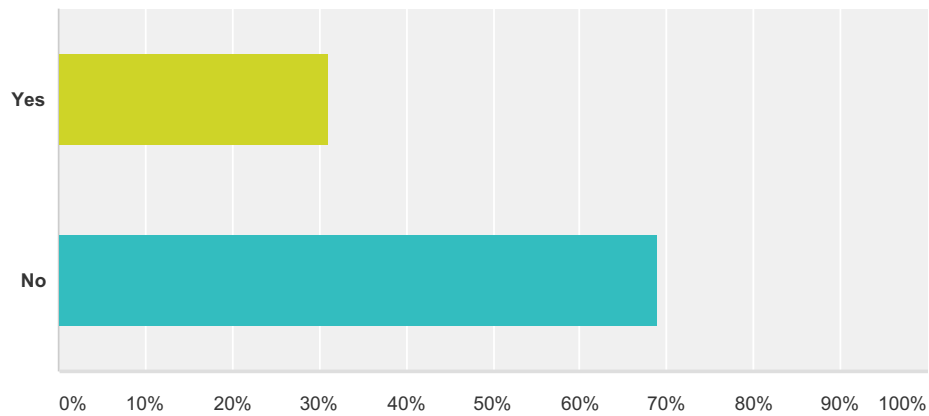
Q14 What is the average hourly rate of your QCI certified workers?

Answered: 29 Skipped: 19

#	Responses	Date
1	N/A	7/1/2016 7:22 PM
2	\$25.00	7/1/2016 5:22 PM
3	\$27.00 (gross)	7/1/2016 3:13 PM
4	N/A	7/1/2016 1:35 PM
5	Currently only one agency has in house QCIs, all others are contracting it out. Not sure what the hourly rate is for them	7/1/2016 1:28 PM
6	Gross wages only: \$26.12; Total rate (gross wages + employer taxes + employer-paid benefits): \$36.06	7/1/2016 10:29 AM
7	\$17.66	6/30/2016 6:06 PM
8	25-30	6/30/2016 4:39 PM
9	\$22/hour	6/30/2016 4:16 PM
10	\$17.00	6/30/2016 3:39 PM
11	\$12-\$20+ Depends on size of sub	6/30/2016 2:39 PM
12	\$25 per hour.	6/30/2016 12:56 PM
13	18	6/27/2016 5:19 PM
14	\$18-\$25	6/21/2016 12:29 PM
15	\$32.70 (average among all answers)	6/20/2016 6:38 PM
16	Varies considerably by subgrantees. I don't have hourly rates, but upstate it's typically \$30,000 - \$40,000/year. Downstate it's \$50,000-\$70,000.	6/6/2016 2:18 PM
17	Don't know.	5/27/2016 8:37 AM
18	varies by location and subgrantee	5/26/2016 2:46 PM
19	\$28.72/hour	5/26/2016 1:30 PM
20	21.19	5/26/2016 1:16 PM
21	Not able to determine	5/26/2016 1:04 PM
22	Sub-grantee QCI staff average \$21.34/hr with 37.4% fringe (14 sub-grantees replied) Grantee QCI staff average \$31.12/hr with 45.8% fringe	5/24/2016 8:17 AM
23	NA.	5/24/2016 12:45 AM
24	I do not have this information. The CAA's set their own rates.	5/23/2016 3:10 PM
25	Varies greatly	5/18/2016 10:20 AM
26	Unknown	5/16/2016 3:26 PM
27	Local agency- \$25.00/hourly	5/16/2016 3:18 PM
28	\$18.61 to \$22.24	5/16/2016 2:02 PM
29	Don't know.	5/16/2016 1:58 PM

Q15 Do you raise salaries for workers that receive the QCI certification?

Answered: 29 Skipped: 19



Answer Choices	Responses
Yes	31.03% 9
No	68.97% 20
Total	29

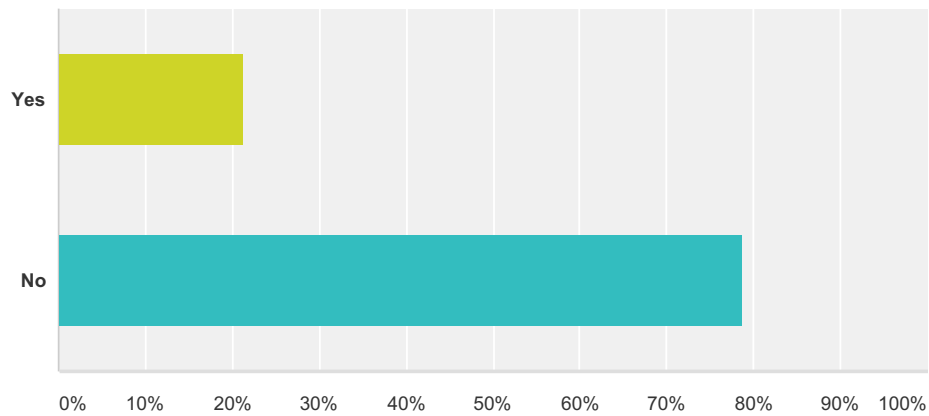
#	Comments	Date
1	Do not know the percentage of increased salary.	7/1/2016 5:22 PM
2	Exception - One service provider does raise salaries for workers that receive the QCI certification.	7/1/2016 3:13 PM
3	N/A	7/1/2016 1:35 PM
4	Almost all of the state's subgrantees subcontract the QCI out. But the collective thought of the subgrantees, is that QCI should receive a raise when they get the certification.	7/1/2016 1:28 PM
5	Not at state level. Subgrantees have the flexibility to raise salaries. I did not survey network and am not aware of any subgrantees that do this.	7/1/2016 10:29 AM
6	Arkansas recommends salary increases for employees in the network that achieve QCI certification but that is not the current practice.	6/30/2016 6:06 PM
7	The state does not set salaries for Community Action Agency employees. State monitors (state employees) did not receive a salary increase.	6/30/2016 4:16 PM
8	That's up to the subs to decide.	6/30/2016 2:39 PM
9	Up to the individual Agencies.	6/30/2016 12:56 PM
10	The state does not require this. To give a raise based on certifications is an individual agency decision.	6/27/2016 5:19 PM
11	Not necessarily. Our agencies have limited budgets and try to pay a living wage to everyone. We pay for all the training and testing so it is just another certification for them.	6/23/2016 6:31 PM
12	that is up to the agencies but we support and recommend they pay their folks appropriately. Underpaying people leads to poor morale, and is hypocritical to the mission of Community Action Agencies and the Social Programs our State Office administers.	6/21/2016 12:29 PM
13	39% said yes	6/20/2016 6:38 PM
14	This is determined individually by the sub-grantee, but in most cases they haven't had funds available to provide raises. Salaries for State monitoring staff that are certified as QCI are set by civil service law.	6/6/2016 2:18 PM

Weatherization P2P: QCI

15	Not in general	5/31/2016 6:02 PM
16	Some agencies do, some do not. Decision is made at the Sub-grantee level	5/27/2016 8:36 AM
17	We do not have information regarding salary raises for QCIs.	5/26/2016 2:46 PM
18	An auditor usually starts for around \$26.90/hour and once QCI certified, they move up to \$28.72/hour.	5/26/2016 1:30 PM
19	10% pay raise	5/26/2016 1:16 PM
20	State employees with QCI certification are not paid more than others	5/26/2016 1:04 PM
21	Sub-grantees generally do not raise pay for QCI because they realize that the certification is basically meaningless outside the weatherization program network.	5/24/2016 8:17 AM
22	NH OEP has no direct control of salaries for any position at a CAP agency.	5/24/2016 12:45 AM
23	None of the CAA's have given raises for QCI certification.	5/23/2016 3:10 PM
24	the State did not provide raises to state staff for certification. Some subgrantees did provide raises to staff upon certification.	5/22/2016 1:10 PM
25	This does not appear to be occurring.	5/18/2016 10:20 AM
26	Some of the subgrantees did raise salaries for QCI certification. The state office did raise salaries for their QCI inspectors.	5/16/2016 3:26 PM
27	These persons are typically the highest paid employees already.	5/16/2016 3:18 PM
28	This is determined on a subgrantee basis	5/16/2016 2:19 PM
29	We do not control that the local agencies do. Some did re-classify people which allowed for a raise.	5/16/2016 2:02 PM
30	I don't think so...budgets are very tight already.	5/16/2016 1:58 PM

Q16 Do you provide incentives for workers to receive the QCI Certification?

Answered: 33 Skipped: 15



Answer Choices	Responses
Yes	21.21% 7
No	78.79% 26
Total	33

#	Comments	Date
1	Minnesota is not aware of any incentives provided for workers to receive the QCI certification.	7/1/2016 3:13 PM
2	N/A	7/1/2016 1:35 PM
3	No, but again the agencies feel they should but are not allowed	7/1/2016 1:28 PM
4	Not at state level. Subgrantees have the flexibility to provide incentives. I did not survey network and am not aware of any subgrantees that do this.	7/1/2016 10:29 AM
5	No incentives are provided outside of a pay increase.	6/30/2016 3:39 PM
6	Some agencies have increased salaries for those who are certified.	6/30/2016 12:56 PM
7	Not really.	6/23/2016 6:31 PM
8	no, other than its an opportunity to advance and better their knowledge.	6/21/2016 12:29 PM
9	2 agencies said they provide incentives outside of raises.	6/20/2016 6:38 PM
10	Some sub-grantees might, but generally incentives are tied to production. We are not allowed to provide incentives for State staff.	6/6/2016 2:18 PM
11	Not in general	5/31/2016 6:02 PM
12	Possible increase in pay	5/27/2016 8:36 AM
13	Varies depending on subgrantee.	5/26/2016 2:46 PM
14	When an auditor-in-training comes on board, they are expected to pass the QCI within 18 months from their start date. If they don't, it is not reason for dismissal.	5/26/2016 1:30 PM
15	10% pay raise to be issued upon certification	5/26/2016 1:16 PM
16	The incentive is to the Agency, not directly to the person seeking QCI certification. Agencies know that QCI training and testing expenses can be sought from OEP if the annual T&TA allocation to each CAP proves inadequate to meet this need.	5/24/2016 12:45 AM

Weatherization P2P: QCI

17	It is critical that BPI create a structured path to QCI, that will enable growth within that career path. I would like to see a credential for OTJ Trainee QCI.	5/16/2016 3:18 PM
18	I do not believe that any local agency has anything like this.	5/16/2016 2:02 PM
19	Retain their job over another employee that may have to go due to state cutbacks.	5/16/2016 1:58 PM

**Q17 Please share any bestpractices you
have implemented that could be helpful for
your peers.**

Answered: 15 Skipped: 33

#	Responses	Date
1	N/A	7/1/2016 7:22 PM
2	The state has organized a technical advisory group (TAG). The TAG is made up of one person from each subgrantee. The TAG will assist the state on technical issues. The TAG will be discussing QCI issues.	7/1/2016 5:22 PM
3	-	7/1/2016 1:35 PM
4	Our T&TA subcontractor (WECC) developed a checklist for the field test.	7/1/2016 10:29 AM
5	Certified QCIs are members of the Arkansas Weatherization Technical Advisory Committee. They are recognized as the most technically knowledgeable staff in Weatherization.	6/30/2016 6:06 PM
6	standardized forms for all QCI testing.	6/30/2016 12:56 PM
7	Our state office hired the QCI training center and required each agency to send at least 2 folks. We had no issues and 18 of 19 passed.	6/21/2016 12:29 PM
8	Implementation of checklist for QCI job review Completing a full pre-inspection before having QCI final inspection. Have multiple QCI qualified individuals so they inspection does not fall on one person if that individuals in not available, to keep the project on time. having the contractor on site for QCI inspections.	6/20/2016 6:38 PM
9	We were able to meet this requirement through the strong training/technical assistance program we have, with our partners AEA and NYS Weatherization Director's Association.	6/6/2016 2:18 PM
10	QCI prep course is offered at the training center	5/27/2016 8:36 AM
11	<i>Comment Removed: Respondent did not agree to share.</i>	5/26/2016 2:46 PM
12	We have agencies using cloud based systems of storing photographs and videos to help with the final inspections. We also have our inspections integrated into the work orders in our software.	5/23/2016 3:10 PM
13	We believe that all QCI inspection should be performed by in-house inspectors. This keeps costs and complications down and increases the feedback and authority of the local agency. An agency employee as QCI is best suited to enforce expectations, track trends, ensure resolution, and provide necessary training and feedback to crews/contractors and to auditors.	5/18/2016 10:20 AM
14	We contracted with an outside accredited training provider to complete up to four (4) Tier 1 trainings per year. This has been very successful.	5/16/2016 3:26 PM
15	State and local QCI must train and work together on a regular basis to develop productive relationships.	5/16/2016 3:18 PM

Q18 Is there any additional QCI training you feel is needed? Please specify.

Answered: 17 Skipped: 31

#	Responses	Date
1	N/A	7/1/2016 7:22 PM
2	Yes. QCI's need to have training on how to conduct an effective QC Inspection. Such training is being currently developed at Community Housing Partners Weatherization Training facility (IREC).	7/1/2016 5:22 PM
3	MN TTA plan includes continued QCI refresher and certification training.	7/1/2016 3:13 PM
4	-	7/1/2016 1:35 PM
5	There needs to be more comprehensive training, better guidance on what is expected during a QCI.	7/1/2016 1:28 PM
6	No additional training, but we have had challenges getting trainings accredited for CEUs. Simplifying that process and clarifying the requirements for CEU accreditation would be helpful.	7/1/2016 10:29 AM
7	Arkansas provided extra training on ASHRAE fan flow meter usage after the need was identified.	6/30/2016 6:06 PM
8	Training or additional guidance on "establishing protocols for removing poor performers in the network" would be helpful. This requirement was referenced in Section 2.5 of WPN 16-1.	6/30/2016 4:16 PM
9	only specific to our state network. Paperwork in DBA	6/30/2016 2:39 PM
10	Grantees feel additional training is needed that is outside of the course. This should include substituting the in-class training for actual experience in the field.	6/20/2016 6:38 PM
11	It's an ongoing need.	6/6/2016 2:18 PM
12	Training at Southface Energy Institute in Georgia has a pretty decent QCI training and most persons challenging the QCI tests have passed.	5/27/2016 8:37 AM
13	It appears that QCI certification does NOT necessarily include clear instruction on how to conduct an acceptable QC inspection. It would be nice to have a clear understanding of what an acceptable QC inspection consists, with a list of elements to be reviewed.	5/24/2016 12:45 AM
14	We would like to see some web based training that is not so costly for people to use along with going to the training centers. The more study materials the better.	5/23/2016 3:10 PM
15	During the past three years, we have offered 4 -QCI classes, 2-Energy Auditor and 1-Crew Leader to date. We also have a second Crew Leader scheduled for July.	5/16/2016 3:26 PM
16	Yes, a credential that will provide an opportunity for a BPI BA to attain a position such as Energy Analyst that is recognized as a stepping stone to QCI.	5/16/2016 3:18 PM
17	We have been finding it is helpful to train the QCI in energy auditing as well. We are actually looking at a joint class to get these two critical components on the same page. In our smaller agencies the Auditor and QCI are the same person.	5/16/2016 2:02 PM

Q19 Are there any final comments that you would like to add?

Answered: 17 Skipped: 31

#	Responses	Date
1	N/A	7/1/2016 7:22 PM
2	No	7/1/2016 5:22 PM
3	-	7/1/2016 1:35 PM
4	This being the first year for QCI most of our agencies did not want to touch DOE funding, they waited to the last minute to start spending it. We have a plan in place to keep this from happening again.	7/1/2016 1:28 PM
5	In general QCI has provided improved oversight of the WAP. We feel it is too early to draw conclusions about the effect QCI has had on quality based on rework/call back rates in WI. Rework rates are variable year-to-year and seem to be impacted by a number of factors, primarily program and policy changes and staff turnover.	7/1/2016 10:29 AM
6	Arkansas is supporting having two (2) QCIs at each agency to enable QCIs to perform energy audits also because they are the most knowledgeable about auditing as well as inspecting. Each QCI would inspect the units audited by the other QCI. This plan would also share the burden felt by a sole certified QCI of responsibility for all units weatherized by that agency.	6/30/2016 6:06 PM
7	Do other states have the ability to affect CAP employees salaries? One of my subgrantees, in response to my question of whether or not an auditor will get a raise if they get QCI certification responded by saying: "The agency doesn't give raises with each designation. They only give raises when the board says to and that is typically very small and only once a year. Some years there were no raises. So unless you give more admin money and require that there is a specific salary range, nothing will change here".	6/30/2016 4:16 PM
8	If you look at the \$7000 average cost per unit, folks are getting some insulation, airsealing, a clean and tune on the heating system, ventilation, and maybe a door or window. It is a pretty limited investment. As it is the inspection process now causes multiple trips to the home where a final inspection is done first by the crew or contractor to see that the work was successfully done. Then the agency QCI will come for another 3-4 hour visit. Then we (the state) comes and it is another 3-4 hour test visit. The clients are having to take off work multiple times, stay home with kids, etc. They are looking at the small number of things done and this massive amount of repetitious testing that is being done. We are now trying to combine our test with their QCI test out to reduce the number of times we have to bother the client. This process needs to be streamlined. I am sure it is improving quality in some programs but not so much where comprehensive inspections were already being done.	6/23/2016 6:31 PM
9	Our state was able to train and certify ourselves and our subgrantees via a contract with CHP. We did have an issue with a subgrantee not doing a thorough QCI. They had high turnover so that their QCI inspector had to start overseeing their crews. He was still doing QCI's and we soon realized this and let them know that was not allowable. He has since put out very clear guidance and required a signature of acceptance of QCI terms from each agency and their QCI inspectors, Production or Crew Supervisors and the Weatherization Director. We hope this will clear up any misinformation. Related, we are finding that the subgrantees that pay poorly and have poor morale (many times related) have high turnover which leads to problems that are more expensive to address than it would be to pay and treat people appropriately to start. We have started compiling wage info for each position and comparing agencies and sending out that data to them urging them to pay a fair wage. It would be great if NASCSP could do that nationwide, as well as costs to Wx homes, ex. what is the cost per sf. to open blow an R50 attic for each state? This would allow states to gauge their programs performance. Thanks.	6/21/2016 12:29 PM
10	Standardized inspection forms for consistency across agencies. Extra program cost of the QCI process, are causing production to lag behind and other hardships in agencies. Some of these hardships identified by grantees include: low morale, finding gaps to cover QCI, internal tension between auditor, contractors, and QCI. Lastly, agencies expressed that QCI do not add efficiency.	6/20/2016 6:38 PM
11	This mandate should be rolled back or eliminated. The costs far exceed the benefit. In addition to the hourly costs for contracting the work, there is increased paperwork and training time that comes out of program support and ultimately reduces the number of units we can assist. The primary beneficiary of this requirement seems to be BPI.	6/6/2016 2:18 PM
12	<i>Comment Removed: Respondent did not agree to share</i>	5/26/2016 2:46 PM
13	I believe that the QCI exam should average the field and written exams. In this way, someone that does very well on one portion can still pass the overall.	5/26/2016 1:30 PM

Weatherization P2P: QCI

14	The prerequisites for testing are prohibitive to newer weatherization employees.	5/24/2016 8:17 AM
15	We would like to see some more options on how to use the QCI. Not just the energy auditor option but possibly crew foreman - as long as we demonstrate quality.	5/23/2016 3:10 PM
16	In some questions we were not sure whether you were asking about the subgrantees QCI inspections on every home or the states QCI inspections on the minimum required monitored homes.	5/16/2016 3:26 PM
17	The implementation of QWP and QCI have had a positive impact on the WAP, however, there is a need for support in developing operational planning and strategies to accommodate the increased time management requirements associated with compliance.	5/16/2016 3:18 PM