



U.S. DEPARTMENT OF
ENERGY

Energy Efficiency &
Renewable Energy

Weatherization Assistance Program **Federal Perspectives**



March 2017

Agenda

- New Administration and New Management
- Funding Outlook
- Financial Assistance Office Roles and Responsibilities
- Solar and WAP
- Health and Safety Comments
- HEP Certifications
- American Customer Satisfaction Survey
- By the Numbers

Administration Changes

- Secretary Perry was confirmed on March 2, 2017.
- No Assistant Secretary has yet been assigned.
- An Executive Order charging the Office of Management and Budget to develop a government reorganization plan was issued on March 13, 2017.

Funding Outlook -- 2017

- PY 2017
- Two Continuing Resolutions provide WAP with funding equal to 67% of the FY 2016 funding level.
- The CR runs through **April 28, 2017**, so Congress will take action on funding for the balance of FY 2017.
- 60% of PY 16 funding will be provided to Grantees for PY 17 until the final appropriations are known.
- LIHEAP was fully funded by the first Continuing Resolution so transfer funds are available.

Funding Outlook -- 2018

PY 2018 President's Budget Request

- The FY 2018 'Skinny' Budget was released on March 15, 2017.
- Full budget documents will be released in April – May 2017.

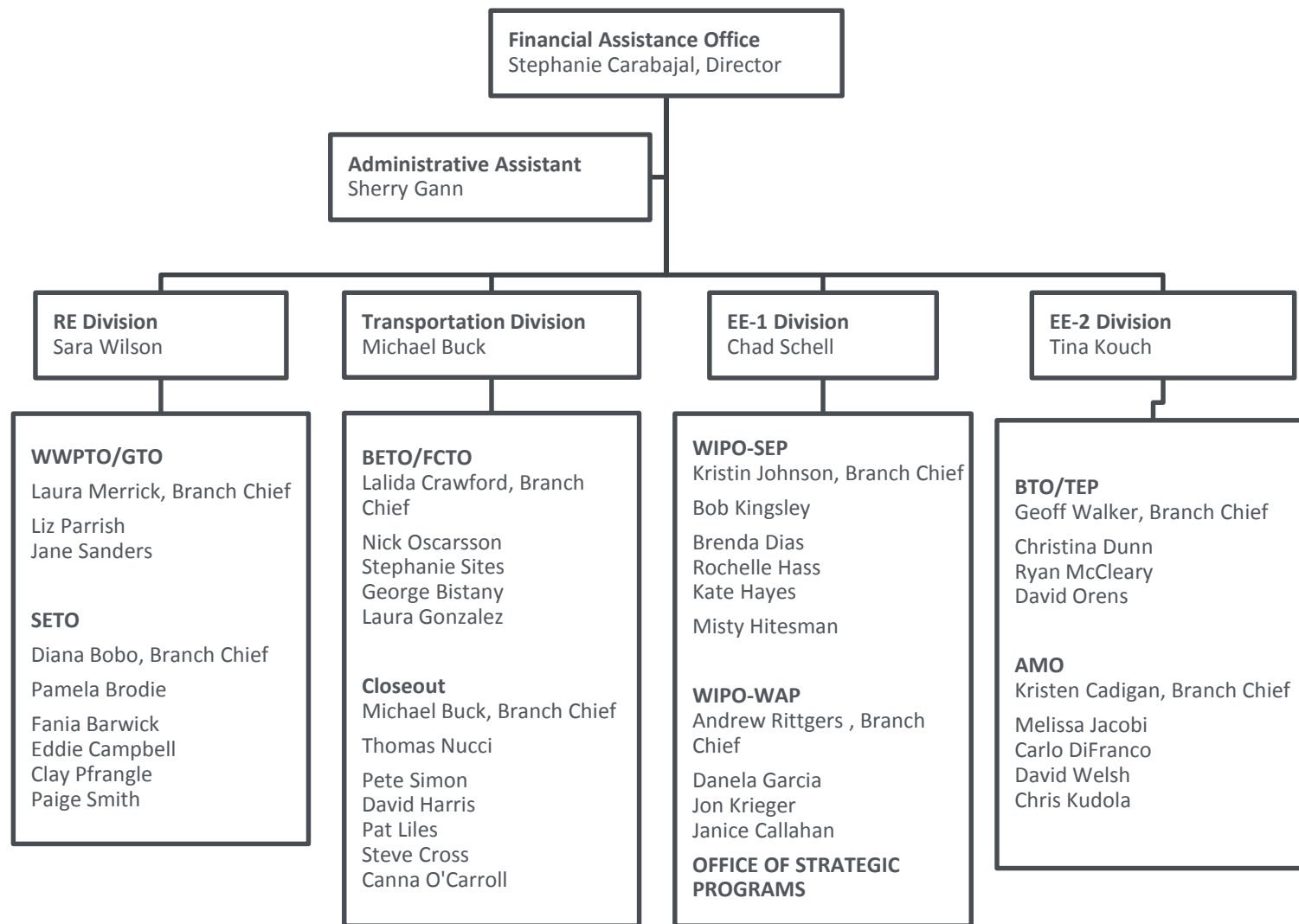
A Civics Lesson

- President's budget submitted to Congress.
- Congress develops and adopts a Budget Resolution which establishes the allocations available to the Appropriations Committees
- Appropriations subcommittees are given allocation for spending.
- After hearings, the subcommittee moves a bill to the full committee and then to the House/Senate floor.
- A Continuing Resolution or an Omnibus Appropriations Bill is passed in the event appropriation bill(s) do not pass.

Role of the Financial Assistance Office (FAO)

- The Financial Assistance Office in the Golden Field Office is responsible for reviewing grant application packages, obligating the funding, and assisting with resolving noncompliance issues.
 - 1) *Technical Project Officer (TPO) reviews application package in PAGE, works with Grantee to correct any issues*
 - 2) *TPO generates requisition with funding attached, and starts Technical Evaluation internal review document*
 - 3) *Grants Management Specialist (GMS) in FAO reviews application package and Technical Evaluation for adherence to 2 CFR 200 and 10 CFR 440 regulations*
 - 4) *GMS forwards application package to Contracting Officer (CO) for review and final approval and obligation*
 - 5) *GMS & CO may process modifications, such as budget revisions (due to CR) or deobligation of funds before Closeout*

Organization of the Financial Assistance Office (FAO)



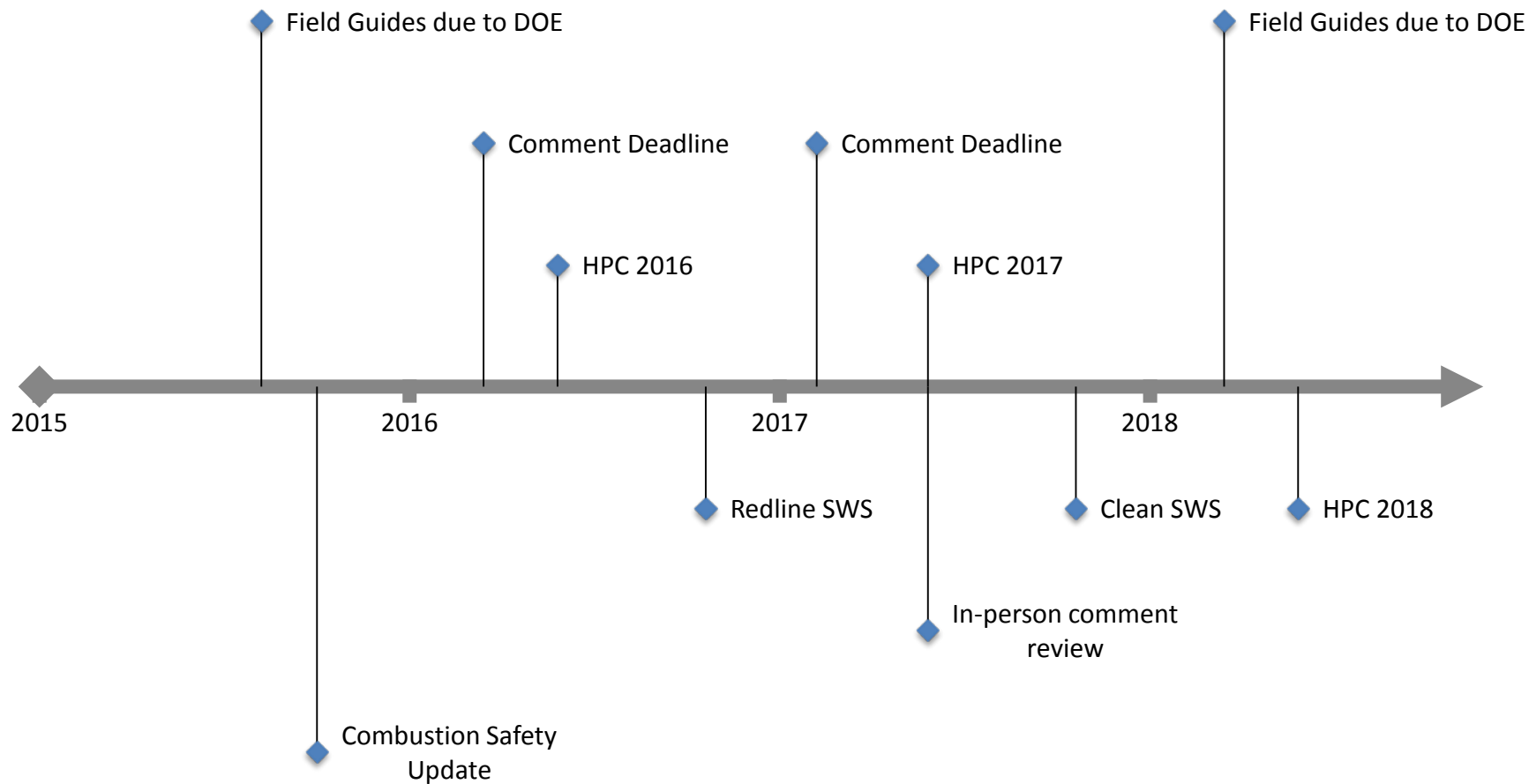
FY 2018 HQ Training and Technical Assistance Initiatives

- Solar and WAP
- SWS Maintenance and Revision
- Health and Safety Guidance
- HEP certification Revision
- Research
- NEAT update including move to online format
- Pilots:
 - Smart Grid
 - EM&V
- Improve training infrastructure

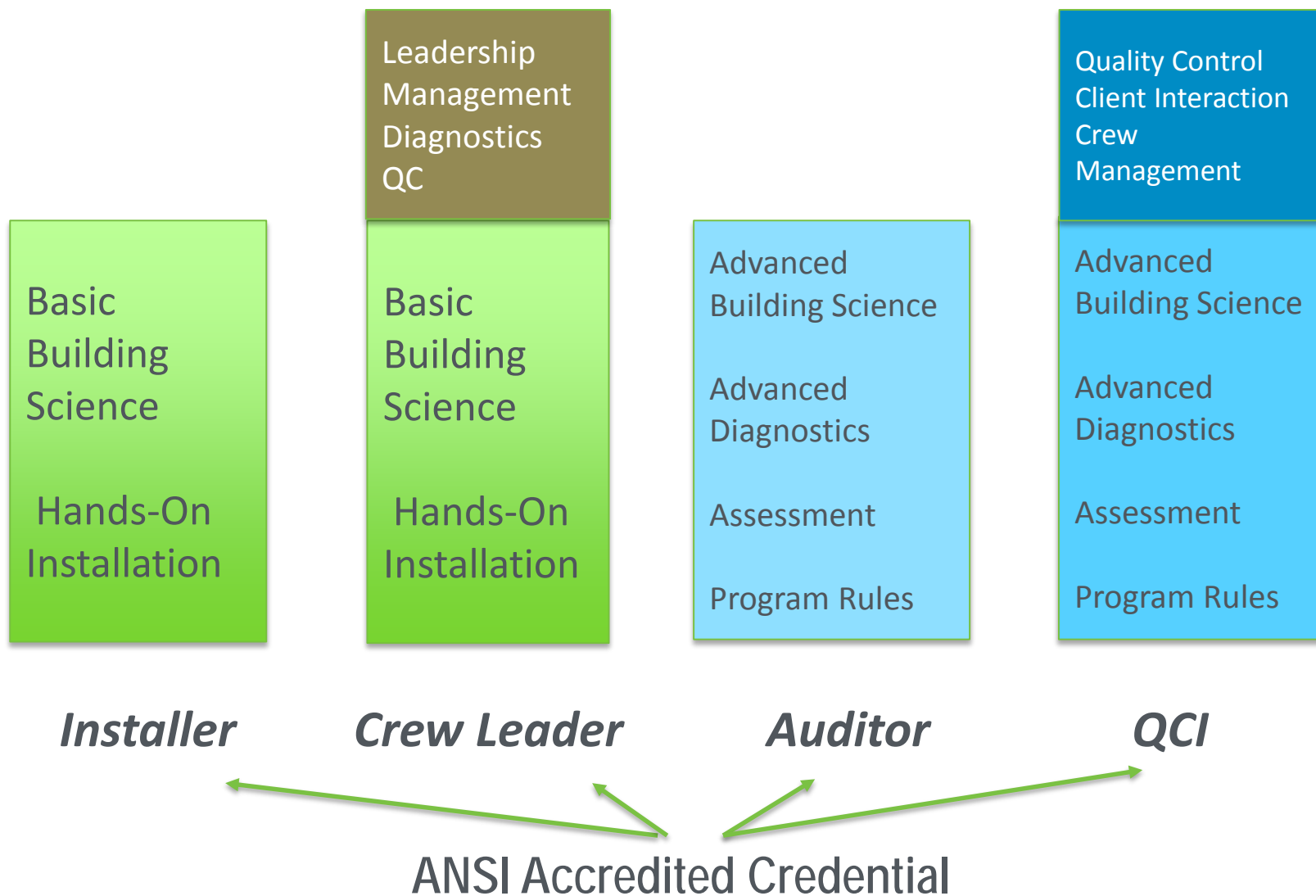
Solar and WAP

- Submit a request to the DOE project officer.
 - Request must include a description of the proposed deployment pilot and demonstrate cost effectiveness.
 - Analysis must be based on accurate inputs for your state.
 - The DOE Solar SIR tool can be used for this analysis.
 - Include Solar PV as a measure in your energy modeling software and submit sample analyses to DOE for review and approval
 - Incorporate the inclusion of a Solar Pilot Program in your Annual Plan Submission to DOE
 - NEPA Review (WAP is exploring a blanket approval)
- * All approvals are being issued on a “pilot” basis so DOE can work with NASCSP to provide guidance on best practices.

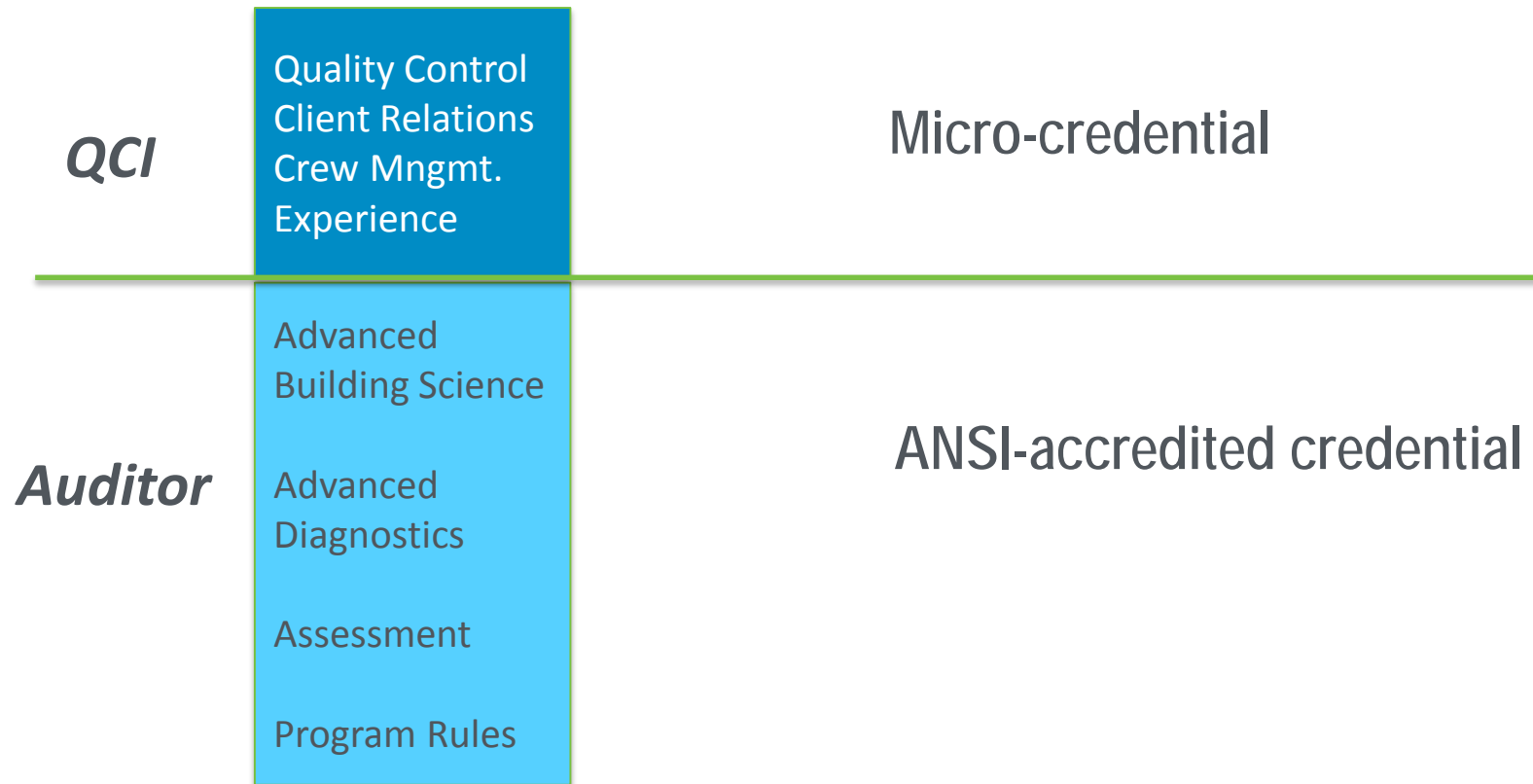
SWS Update Timeline



Streamlining the Resources - HEP Certifications



Streamlining the Resources- Proposed Structure



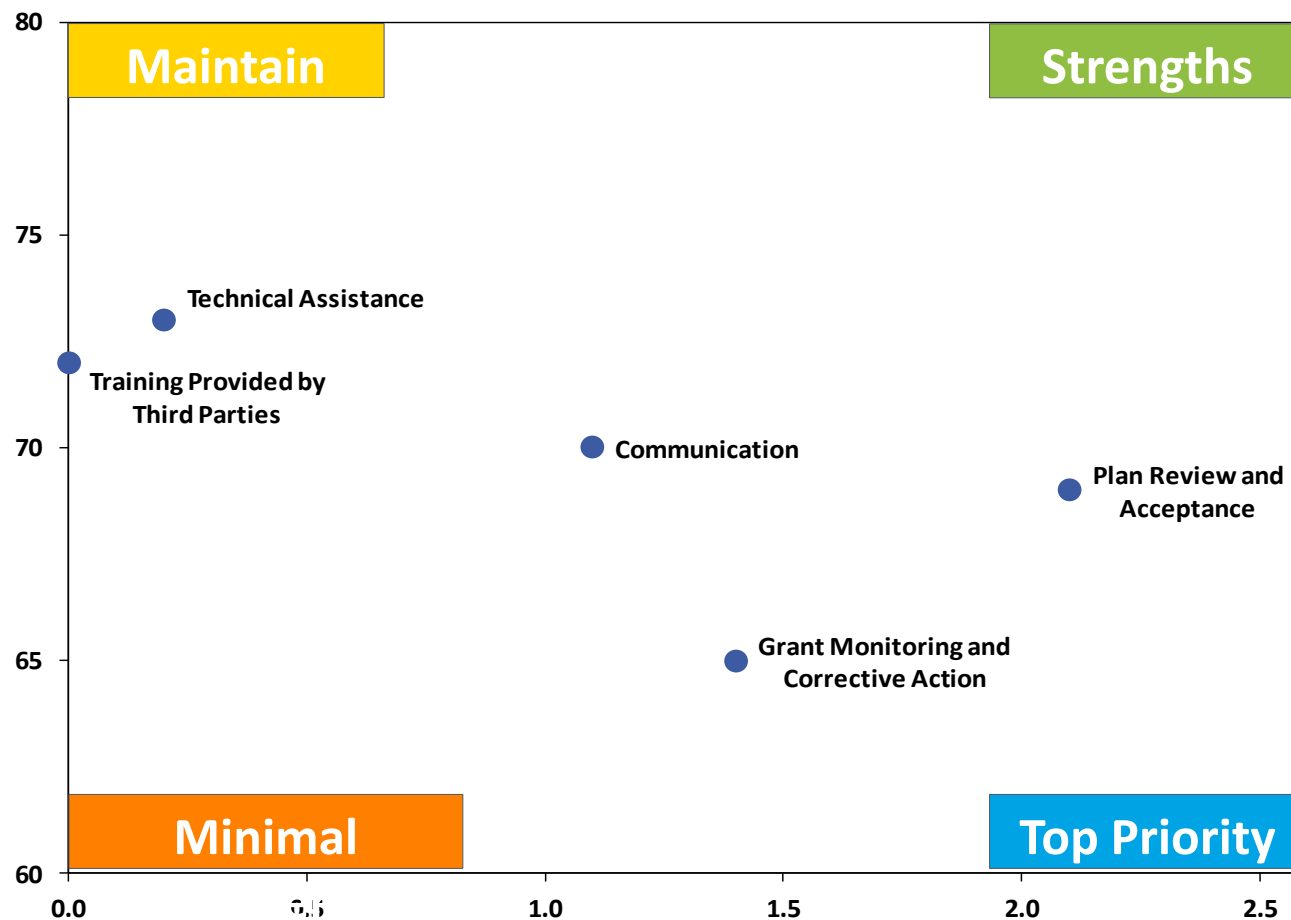
Key Points for the HEP Revision

- Intended to improve the certifications and make them more relevant to the actual work
- Improves testing framework
- WILL NOT invalidate existing credentials
- Training process and relevant skills should remain very similar to the existing JTAs
- No more “soft skills”!
- Timeline:
 - QCI/EA JTA revision complete
 - Industry validation process beginning soon
 - New QCI/EA will be available in 2019
 - Installer/Crew Leader process will begin next year

American Consumer Survey Index (ACSI) – WAP Grantees

- The ACSI is the weighted average of three questions that ask directly about customer satisfaction.
 - *How satisfied are you with the services provided by DOE WAP?*
 - *How well do the services from DOE WAP meet your expectations?*
 - *How do the services from DOE WAP compare to an ideal grant awarding agency?*
- Questionnaire measures Grantee satisfaction with DOE WAP.
 - Training and technical assistance
 - Grant monitoring
 - Plan review
 - Communication efforts
- 52 valid completes were collected for an overall response rate of **88%**.

Priority Matrix



- Among the drivers of the Customer Satisfaction Index (CSI), the two areas offering the greatest opportunity for improvement include:

1. *Plan Review and Acceptance*
2. *Grant Monitoring and Corrective Action*

- These areas show below average performance and above average impact on the CSI metric.

Grant Guidance

- Part of ACSI plan is to better inform the network of upcoming changes.
1. Make it easier for Grantees to submit the State Plan Application.
 - Release guidance earlier.
 - Deliver a webinar on changes.
 - Conduct regional calls.
 - Work through issues among DOE staff to foster more consistency.
 - Work with NASCSP to assist new Grantee managers in submitting a plan.

ACSI -- Next Actions

- Reviewed the Grantee report with staff to develop responses to the comments.
- Developed a draft action plan.
- Consulted with stakeholder organizations to gather input.
- Finalize plan after feedback from Staff.
- Implement the plan.
- **Some comments are already being addressed:**
 - Grant guidance came out earlier this year.
 - Held two webinars to highlight changes in PY17 guidance and new policies.
 - Project Officers are doing application pre-reviews and turning around comments more quickly.
 - Working with PAGE to address improvements to the system.

American Consumer Survey Index – WAP Subgrantees

In addition to the survey of WAP Grantees, ACSI conducted a study of Subgrantees.

- Like the Grantee survey, this focused on how satisfied Subgrantees are with the services provided by DOE and the Grantees.
- How well do the services from both DOE WAP and the Grantee meet the expectations.
- Questionnaire measures grantee satisfaction with:
 - Subgrantee involvement with the development of the WAP State Plan
 - Timing of the distribution of funds to Subgrantees
 - Technical Assistance provided by State WAP staff
 - Training provided by third parties
 - Monitoring and Quality Improvement Plans
 - Communications between DOE, the Grantee and Subgrantees

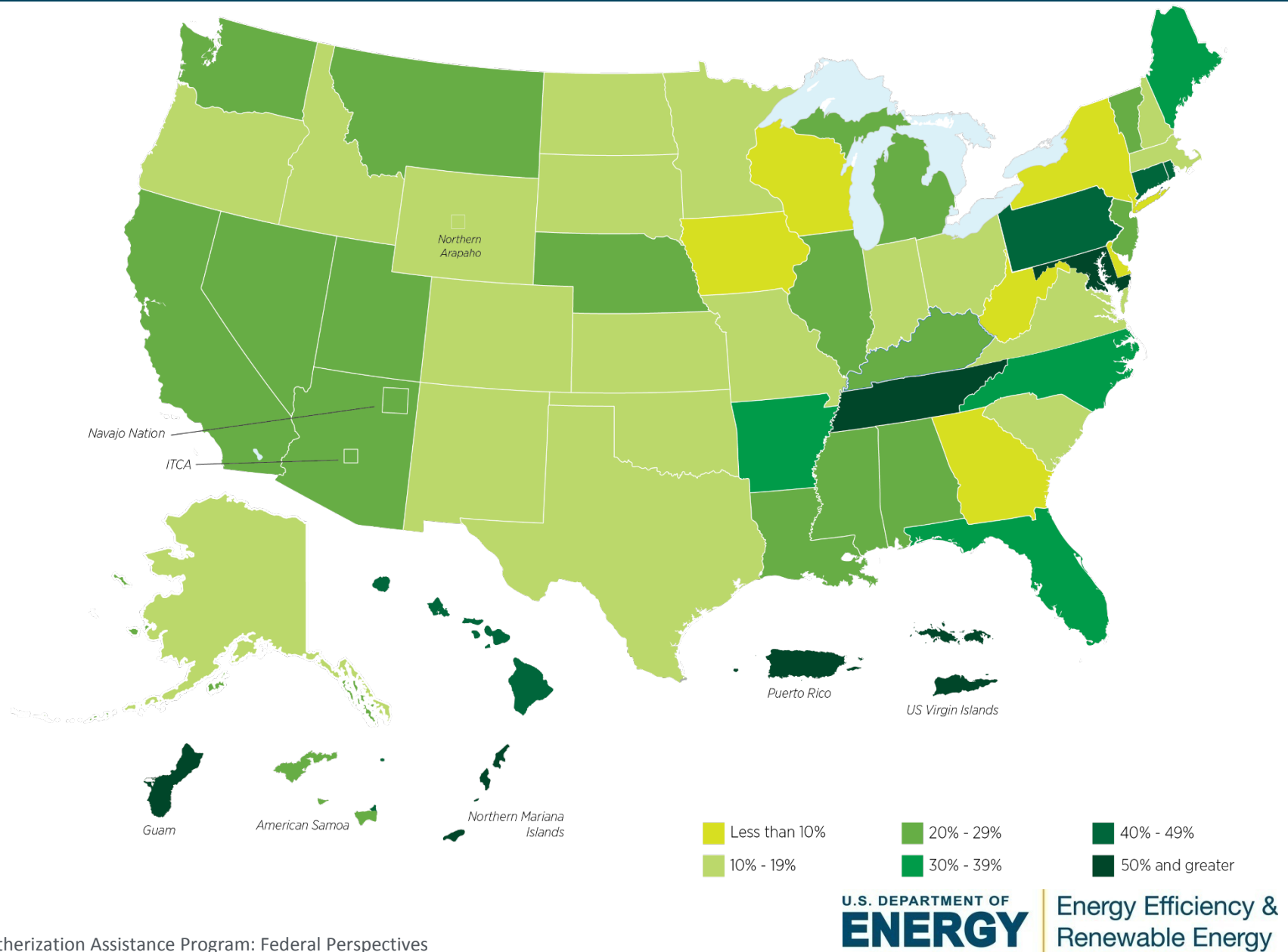
American Consumer Survey Index – WAP Subgrantees

- Overall customer satisfaction is 67, same as WAP Grantee Survey.
- Areas receiving the highest scores are: Technical Assistance Provided and Monitoring (both 70).
- Technical Assistance received the second highest impact (0.9) among components measured, so this is key to improving satisfaction.
- Monitoring and Corrective Action has a much lower impact (0.4) so it has a lower priority when building strategies to improve satisfaction.
- Based on impacts, Communication, Technical Assistance and Distribution of Funds should be viewed as priorities by the states as they develop strategies to improve satisfaction.

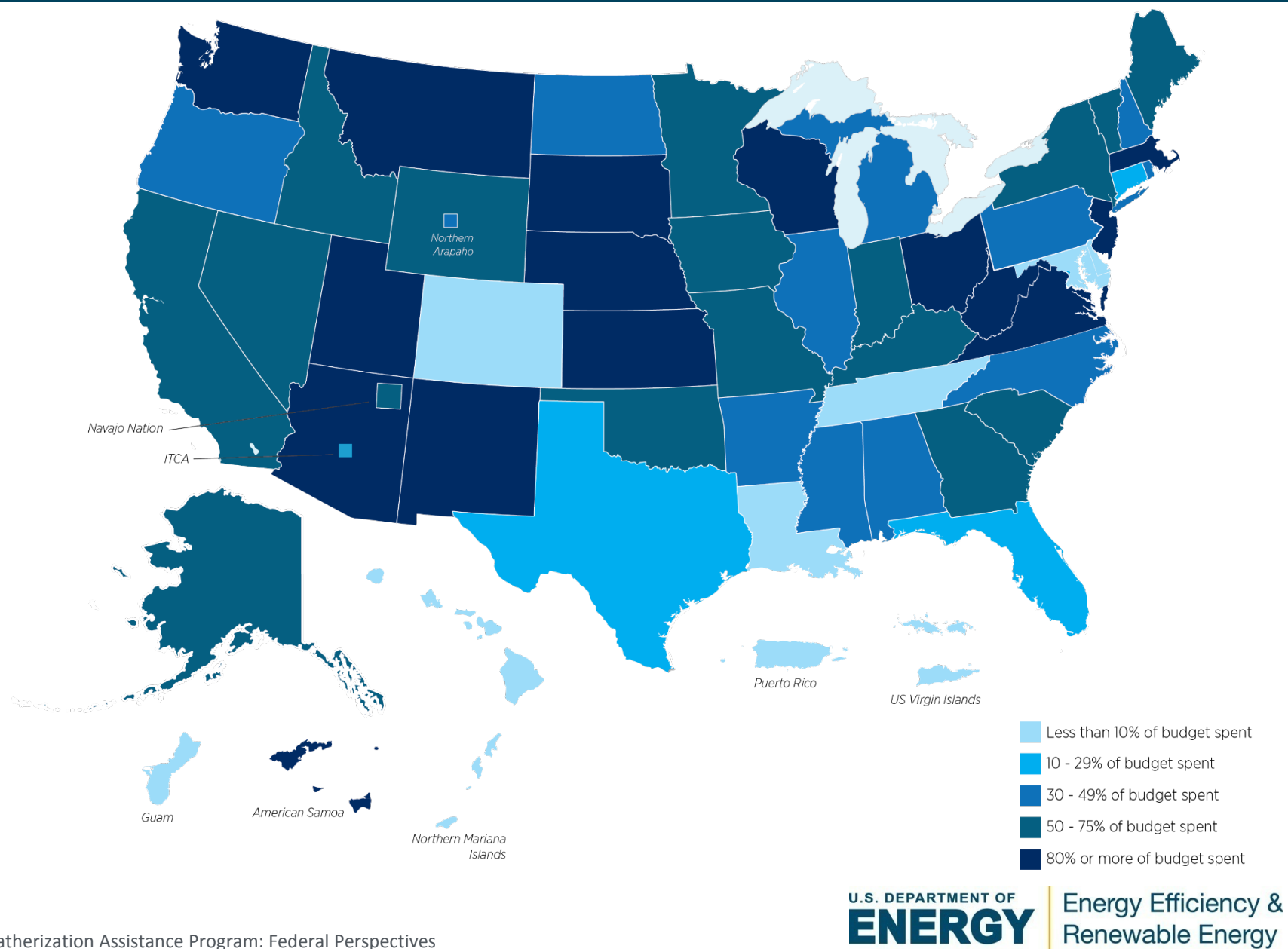
American Consumer Survey Index – WAP Subgrantees

- While the impacts for Partnerships and Development of the WAP Plan are relatively moderate, the very low scores for those components make them items that should be reviewed. Through their survey responses sub-grantees are sending a clear message that these are areas of particular frustration.
- State level CSI scores point to dramatic differences in the way sub-grantees view State WAP Agencies. While scores for two states are in the 90's, there are several that came in below 50.

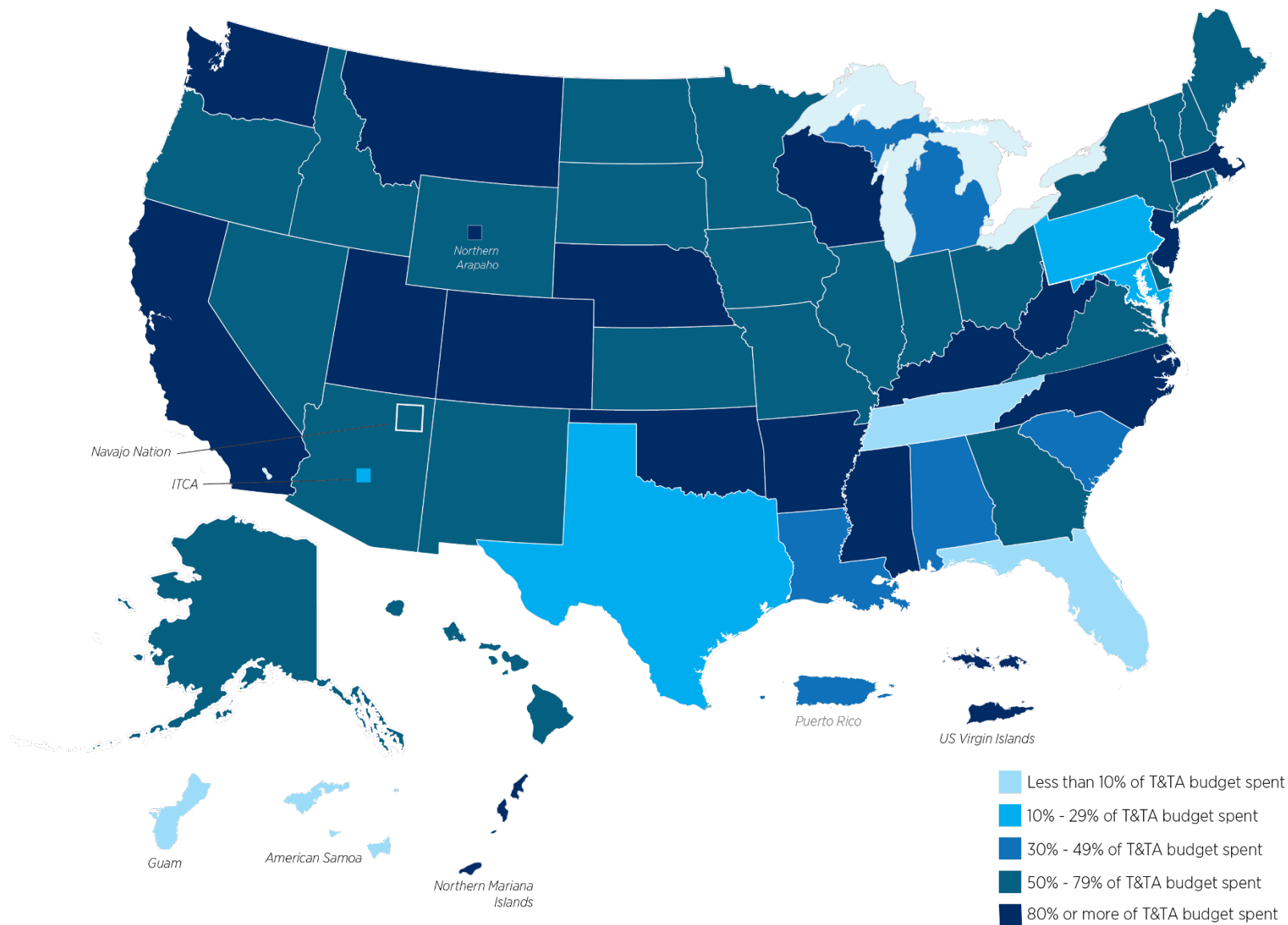
Remaining Funds Map – PY16



PY2014 T&TA Spending



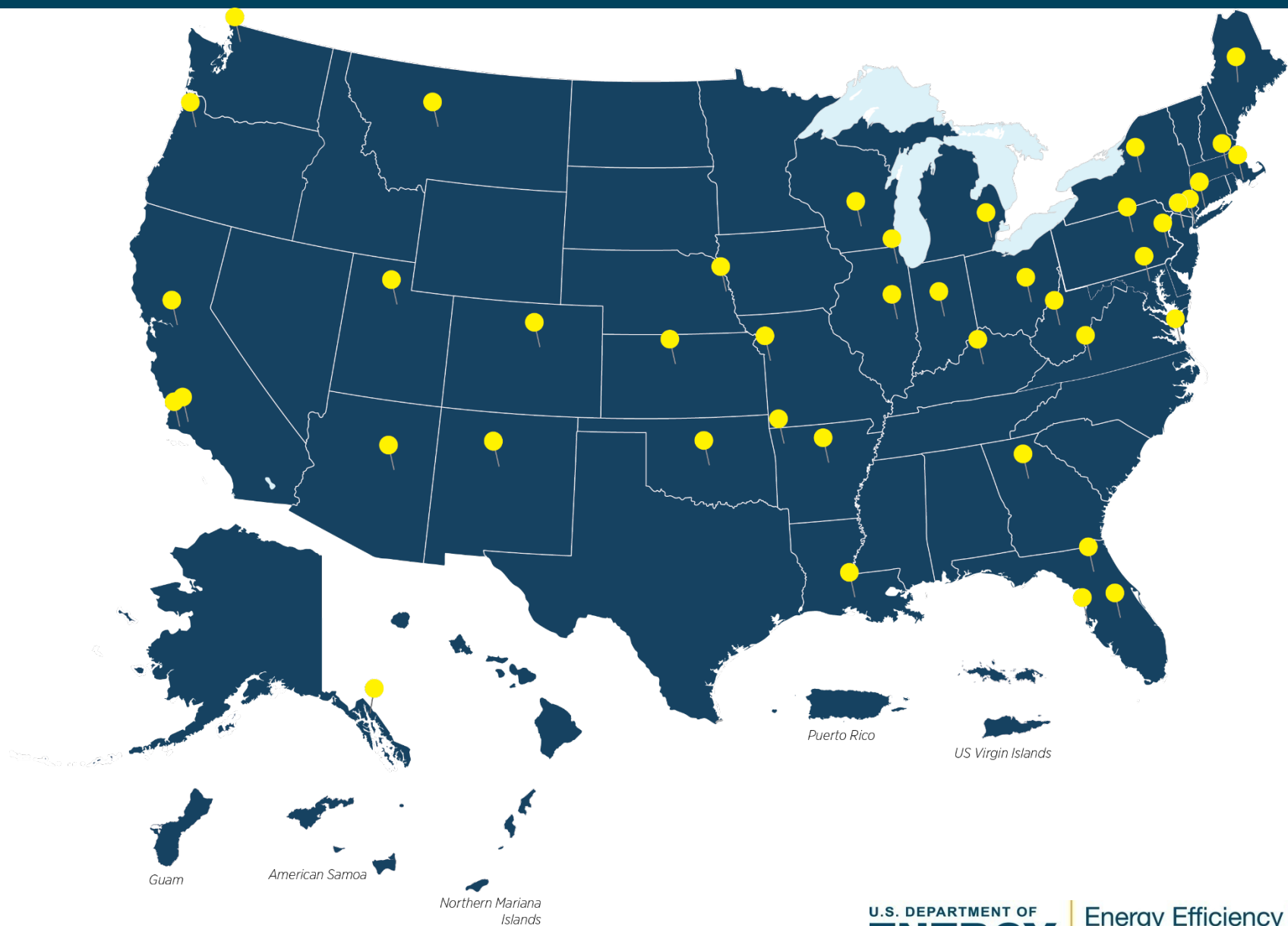
PY2015 T&TA Spending



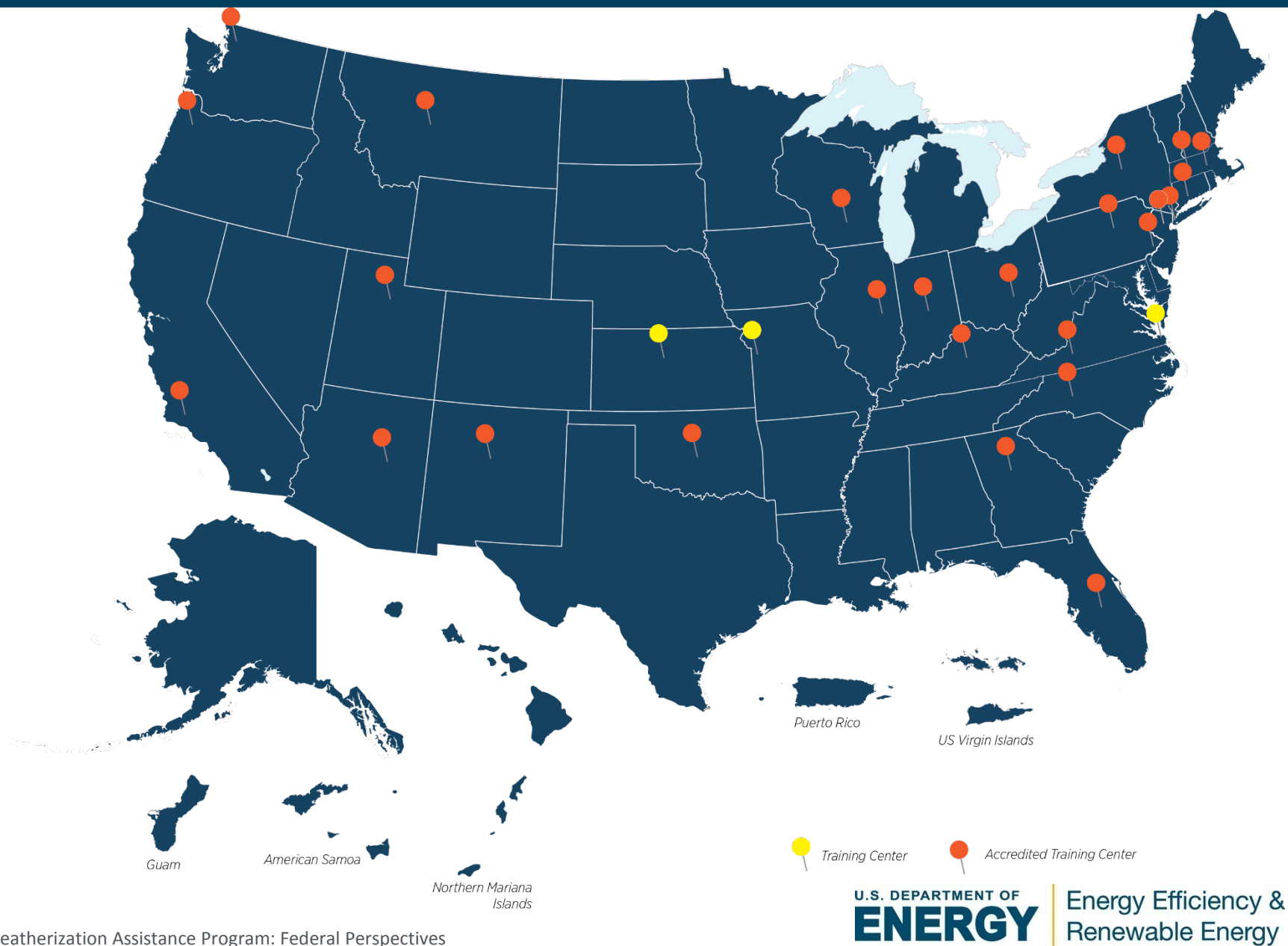
T&TA Spending Comparison

RANGE	PY2014	PY2015
Less than 10% spent	5	3
10 – 29%	4	4
30 – 49%	12	5
50– 79%	22	27
80% or more spent	16	20

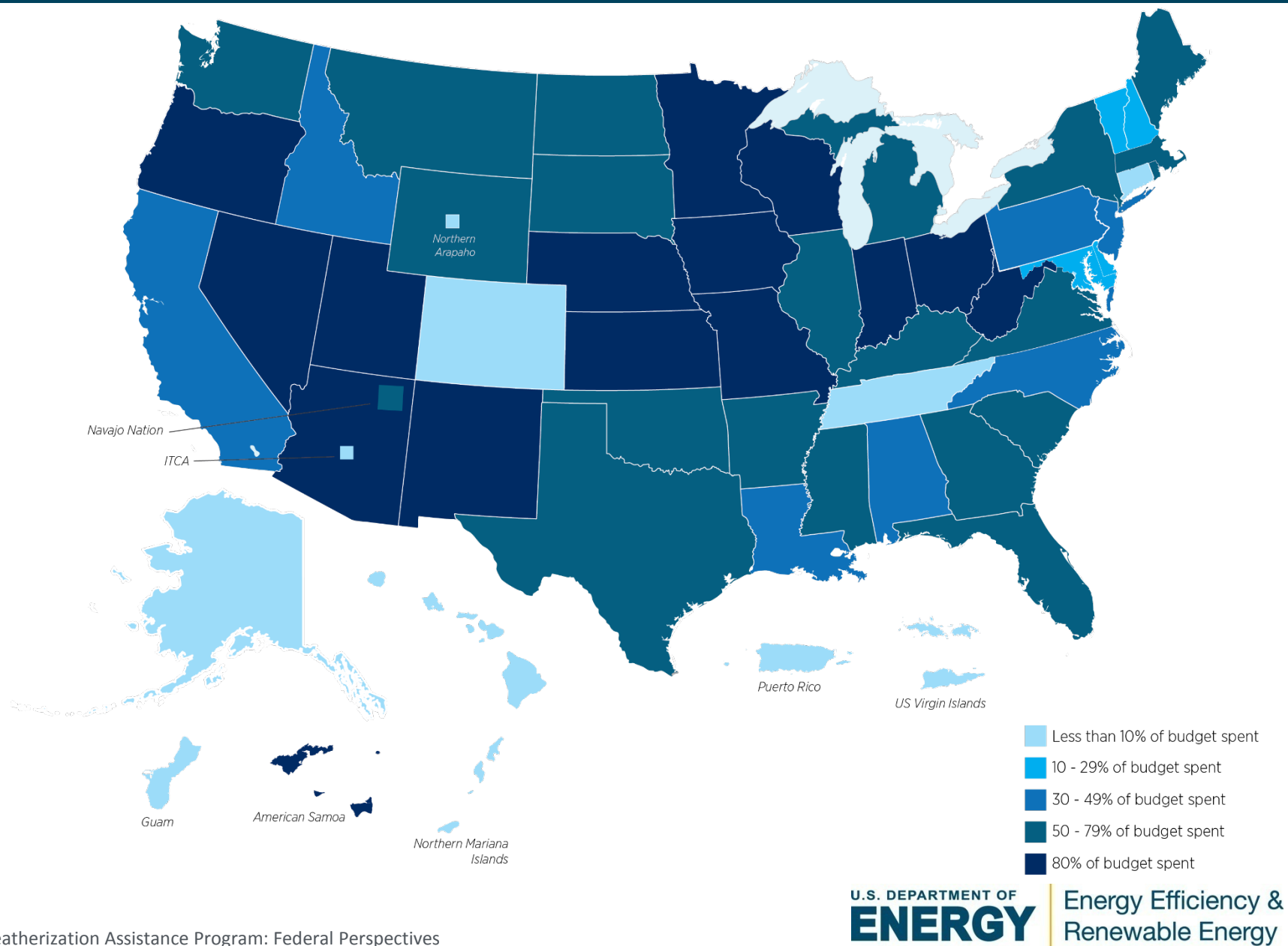
Weatherization Training Centers | 2010



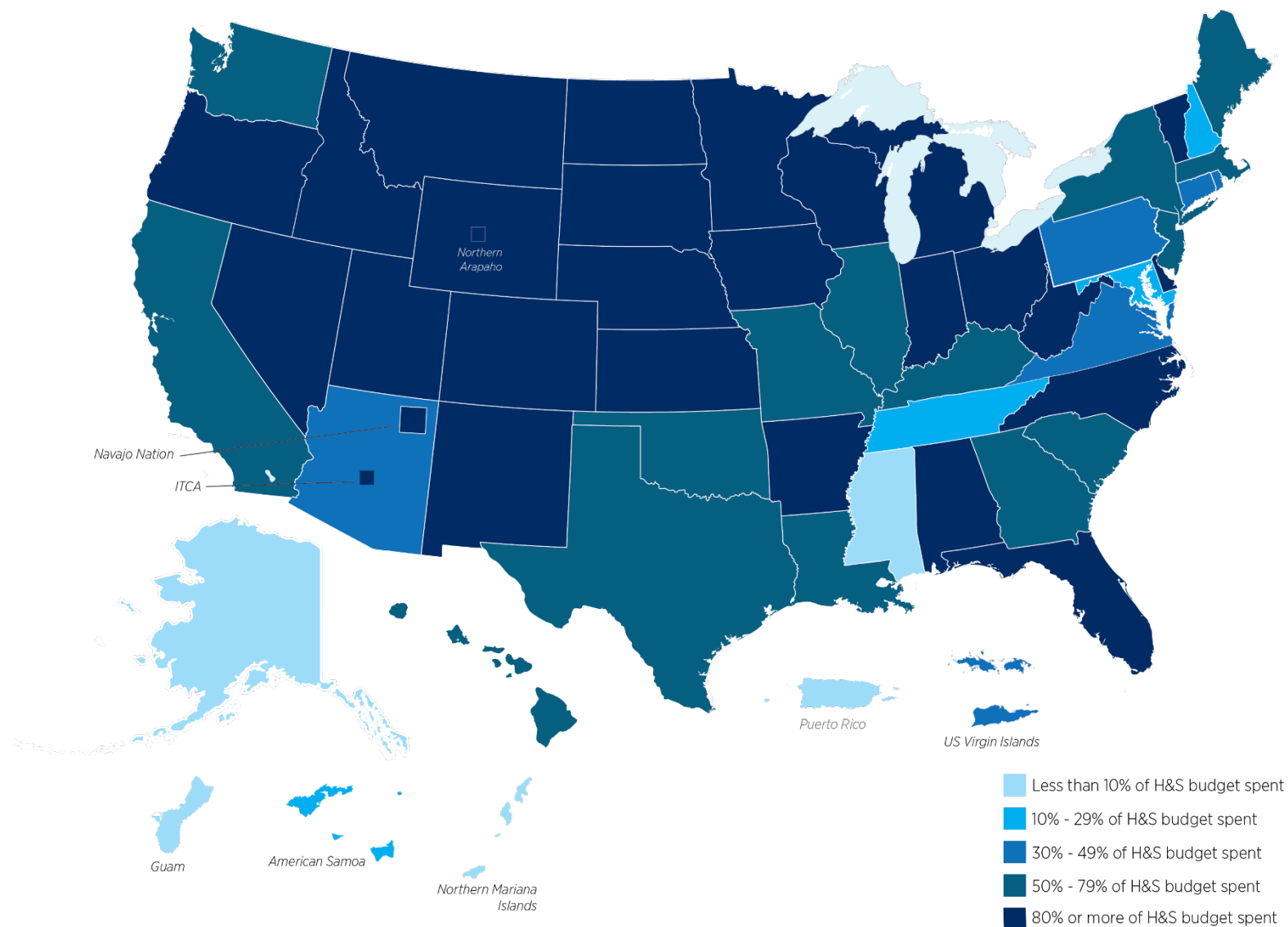
Weatherization Training Centers | 2017



PY2014 Health & Safety Spending



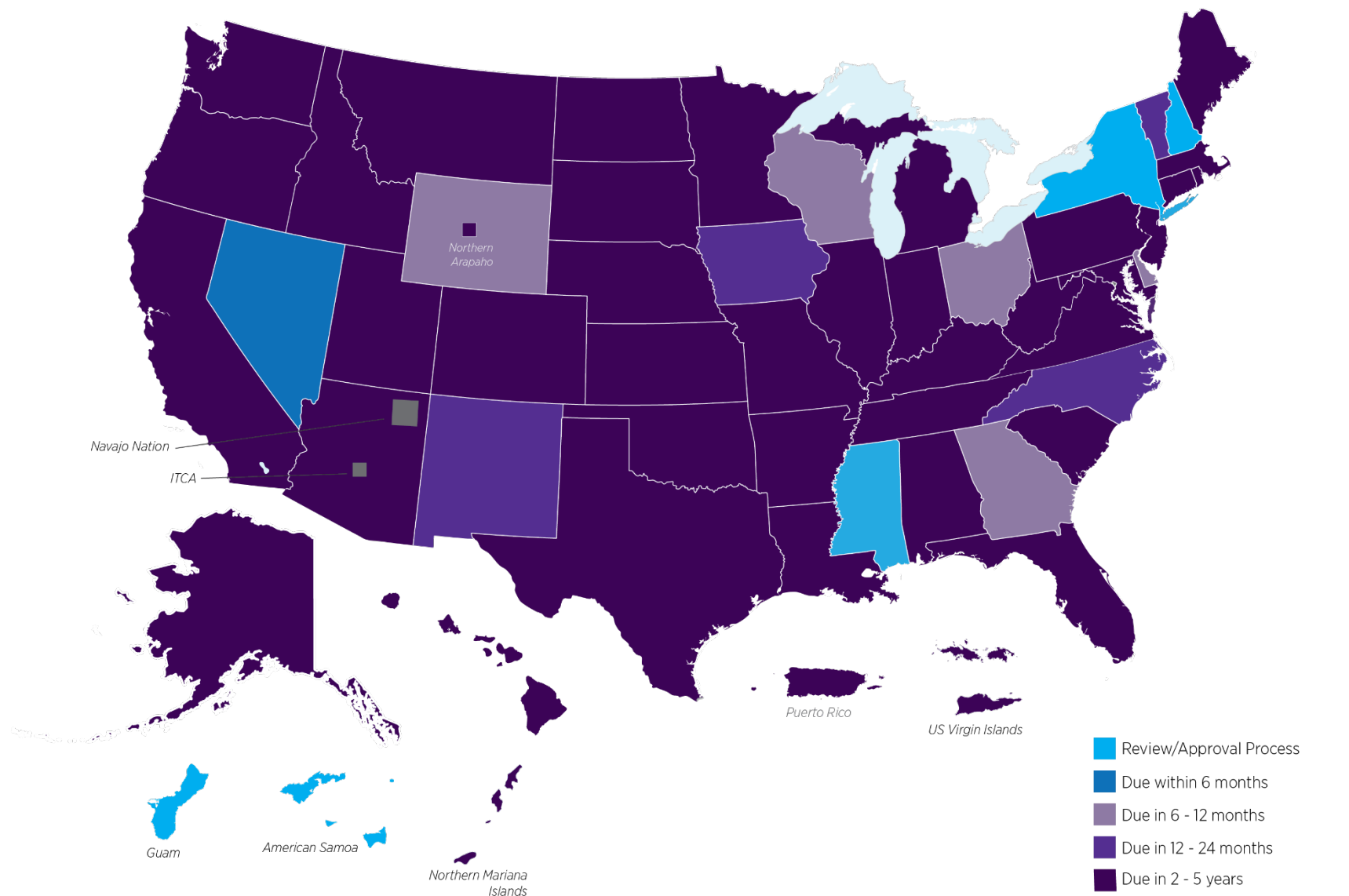
PY2015 Health & Safety Spending



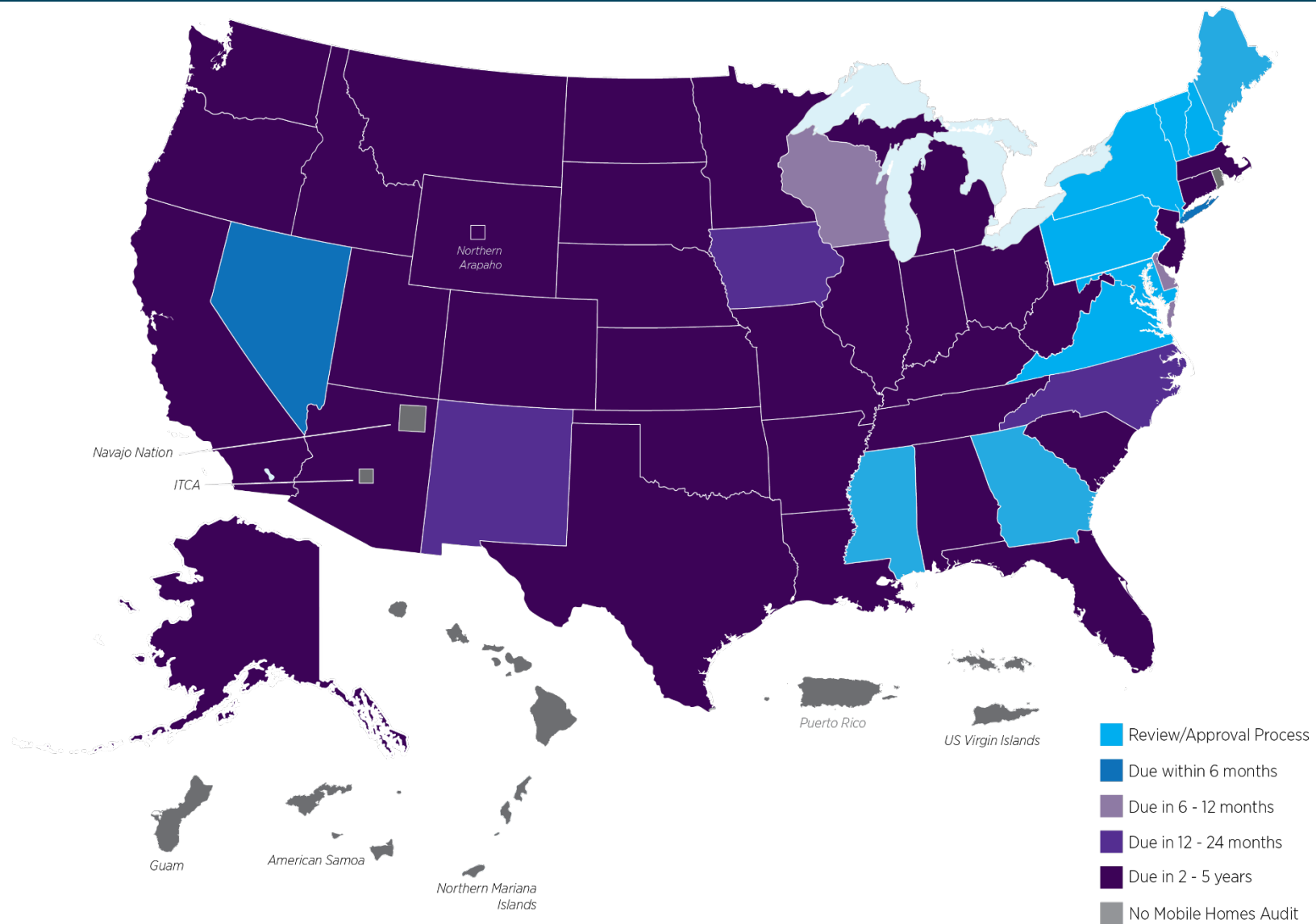
Audit Tool Approval

- Following Slides demonstrate the concentration of Grantees that are due for renewal in the near/medium term.
- Some Grantees that show as “due” may be in process.
- Audit tool approvals are not overnight.
 - Good, thorough packages that do not require back and forth can be turned around in a few weeks.
 - Good, thorough packages that do not require back and forth are RARE!
- Maps shows who you will be “competing with” to get your packages through... don’t delay in planning/orchestrating your approval.

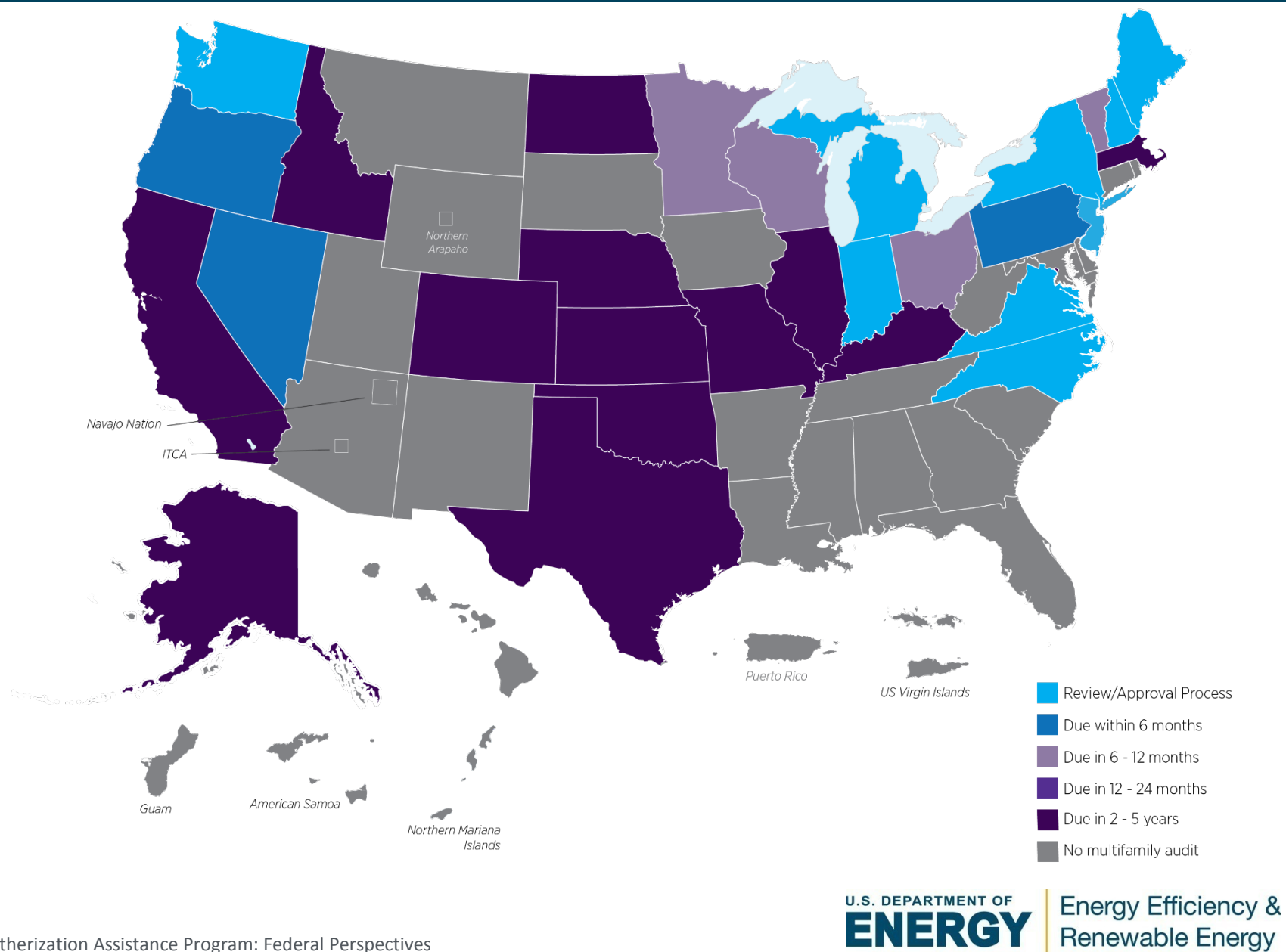
Audit Tools – Single Family



Audit Tool – Mobile Homes



Audit Tool – Multifamily



On Behalf of the WAP Staff

and the Millions of Clients You Have Served.....

Thanks for all you do!

