

# WAP Technical Monitoring in a Small State (NH): A Work in Progress

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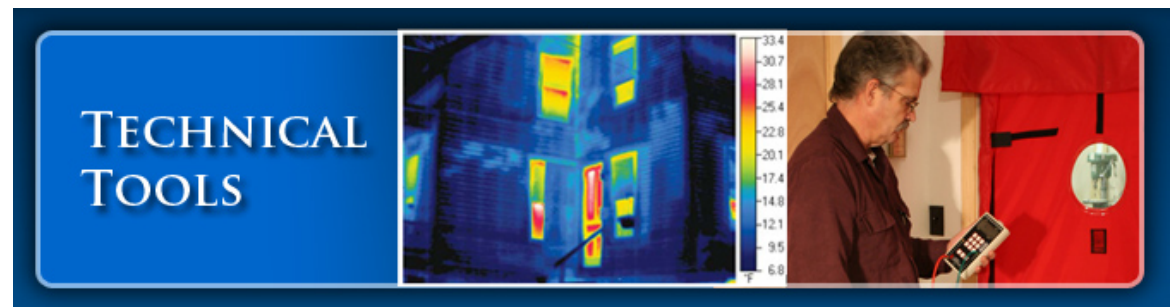
# NH is a s

- About 1.2 million people
- Mostly rural. Only 9 “cities” governments, mostly in the southern part of state. 10 counties altogether.
- 5 WAP subgrantees – a CAPs:
  - 4 implement WAP using contractors.
  - 1 operates with on-staff crews.

# NH's funding for weatherization work

**Weatherization work in NH in PY16 is using :**

- **\$1.4M** from DOE for WAP (w/ T&TA, admin, H&S)
- **\$1.3M** from LIHEAP for our complementary Heating Repair and Replacement Program (HRRP).
- **\$4.8M** from NH ratepayers for the utility-managed low income Home Energy Assistance (HEA) program.



## **With that approximately \$7.5M:**

- **The combined weatherization work in NH reaches about 975 low income homes in a year.**
- **Of those, about 215 homes are touched directly by WAP dollars and support.**
- **The rest benefit from WAP leadership, tools, standards, and training.**

**All weatherization funds in NH are managed and spent by the 5 CAP agencies**

# Because we're a small state ...

... we have a small WAP staff:

1 full time person – me  
Program Manager

1 one-third time person – Wendy  
Grants Compliance Manager  
Fiscal guru



# **WAP on-site monitoring in NH occurs at least once annually at each of the five CAP agencies**

**Up until PY16, each on-site monitoring visit included:**

- Thorough fiscal review of a random month's spending - Wendy.**
- Full “program review” of CAP activities - Kirk**
- A written report.**
- A monitoring letter to the subgrantee, presenting the monitoring outcomes.**

**“Technical” monitoring was limited to Quality Assurance Inspections:**

- A contracted firm with two QCIs**
- Covering 10% of all completed jobs in NH with a full QAI at each**

# But, necessity being the mother of invention,

In addition to adopting WPN 16-4 as our monitoring guidance, we have added three important innovations in PY16:

1. More technical capacity during on-site monitoring.
2. A “roving mentor” to help with T&TA in the field.
3. Additional T&TA “awareness time” built into the QAI contract.



# 1. In PY16 we have added technical capacity to on-site monitoring:

We have contracted with an independent QCI to join the on-site monitoring team on each visit.

This QCI has 5 things to review at each monitoring:

- Audit information on each of the dwellings submitted in the randomly selected month that is the focus of the monitoring visit.
- The TREAT modeling of each dwelling.
- The work scope developed from the TREAT information.
- The QCI final inspection report.
- The CAP tracking of professional certifications for staff and contractors.



## 2. We have added a contracted QCI to function as a “roving mentor” working with all the subgrantees as requested

- To respond to T&TA needs as they arise for Crew Chiefs, Auditors, and QCIs.
- To provide one-on-one mentoring in all areas related to the work of key WAP subgrantee personnel.
- To help with T&TA planning state-wide, based on field observations and requests for help.
- To provide a link between monitoring and T&TA activities.
- To inform our monitoring by reporting on needs in each subgrantee’s staffing and contracting.

### 3. We have built some T&TA “awareness time” into the QAI contract

- Our QAI contracting firm is made up of two excellent QC Inspectors.
- They provide Quality Assurance Inspections on 10% of all jobs touched by WAP dollars.
- They are careful observers of field practices and often would mention things to me that could use some T&TA – but no time to plan or implement.
- New contract adds support for them to work with me on T&TA planning to meet NH WAP network needs compiled from field observations.

# So the “work in progress” continues ...

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**Questions or talk, I'll be  
around the rest of the week**





NATIONAL ASSOCIATION FOR STATE COMMUNITY SERVICES PROGRAMS

# Sharing Best Practices

- ▶ Feedback from First Session
  - ▶ Reoccurring themes
    - ▶ Consistency
    - ▶ Compliance
    - ▶ Accountability
    - ▶ Training/Program Improvement
    - ▶ Attention to Detail

# Sharing Best Practices

- ▶ How Do You Achieve...
  - ▶ Consistency
  - ▶ Compliance
  - ▶ Accountability
  - ▶ Training/Program Improvement
  - ▶ Attention to Detail

# Sharing Best Practices

- ▶ What do you want to share about...
  - ▶ Your process
  - ▶ Your monitoring tool
  - ▶ Reporting process
  - ▶ T&TA feedback
  - ▶ Time at the house

# Sharing Best Practices

- ▶ What makes a good monitoring tool?
  - ▶ What is most important?
  - ▶ What do you like most about what you use?
  - ▶ How would you improve it?
  
- ▶ What makes a good visit to the home?
  - ▶ Process?
  - ▶ Amount of time?
  - ▶ Documentation?



# Sharing Best Practices

- ▶ Sharing monitoring tools
  - ▶ Do you use an official tool?
  - ▶ What format?
  - ▶ Capabilities?
  - ▶ Willing to share?
  - ▶ Additional forms?

# Sharing Best Practices

- ▶ Continue to share
  - ▶ Share business cards
  - ▶ Developing new monitoring tools
  - ▶ Networking on best practices