

NASCSP Deferral Tracking Report

Summer 2018



Summary of Results

Introduction

In the summer of 2018, 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 whether or not the State WAP Offices track WAP client deferrals, what methods they use to do so, and the most common reasons for such client deferrals. NASCSP received responses from 36 grantees for a response rate of about 66%. Grantees from all five of NASCSP's organizational regions provided feedback giving the results a significant amount of geographic diversity.

The questions asked fall under three general themes: Tracking deferrals, reasons for deferrals, and additional information about the process. 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. Multiple open-ended questions allowed respondents to more accurately report their information in order to maximize data and input.

1. Tracking Deferrals

[Question #4](#) asked respondents whether or not their WAP State Office tracked deferrals. Out of 37 responses, 25 (69.44%) indicated that they do track deferrals, while 11 (30.56%) indicated that they do not track deferrals at the WAP State Office.

[Question #5](#) applied to those respondents who answered "No" to Question #4. Question #5 asked how easy/ difficult it would be to obtain the information regarding deferrals from their subgrantee network. Out of 15 responses, 2 (14.29%) stated it would be very easy, 6 (42.86%) said it would be easy, 1 (7.14%) said it would be neither difficult nor easy, and 5 (35.71%) said it would be difficult. Being as that 33.33% of responses to this question stated that it would be difficult to obtain this information, it allows for the future possibility of exploring what barriers exist for WAP State Offices in collection of deferral data.

[Question #6](#) asked respondents to indicate whether most deferrals resulted from a single issue or as a combination of issues. Out of 29 responses, 7 (25%) stated that deferrals were mostly a result of a single issue while 22 responses (75%) indicated that most deferrals were because of a combination of issues.

2. Reasons for Deferrals

[Question #7](#) asked respondents to indicate their most common reason for home deferrals in their state. Out of 36 responses, the most common issues reported for this question were structural issues, moisture or standing water, and mold. [Question #8](#) asked respondents what their second most common reason for deferrals in their state. Out of 35 responses, moisture or standing water, mold, and structural issues were the most commonly reported issue for this question.

[Question #9](#) asked respondents what their third most common reason for deferrals in their state. Out of 32 responses, the most common issues were moisture or standing water and mold. For all three of the most common reasons for home deferrals, structural issues, standing water or moisture, and mold were consistently the most common issues.

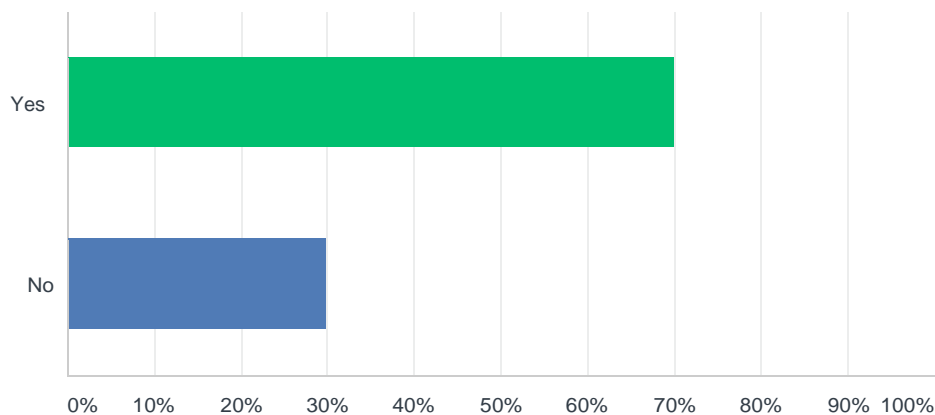
All of these questions had respondents that selected “Other” to indicate reasons that were not an option listed as part of the inquiry.

3. Additional Information

[Question #10](#) asked respondents to provide any additional information about their deferral tracking process or major reasons for deferrals in their state that would be helpful for NASCSP. Responses to question #10 were open-ended and offered many different areas and themes of information. Responses consisted of how tracking and reporting are handled either at the State Office level, subgrantee or agency level; additional reasons for deferrals; or new developments in tracking software or plans to start tracking deferrals.

Q4 Is the WAP State Office tracking deferrals on a statewide basis?

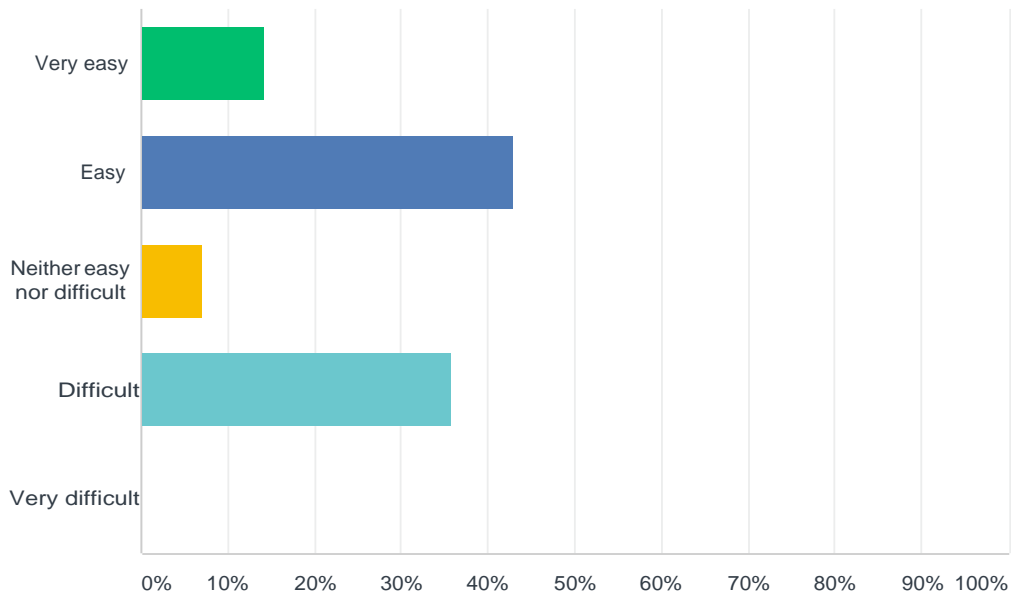
Answered: 36 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	69.44%	25
No	30.56%	11
TOTAL		36

Q5 If "no" to #4, how easy/difficult would it be to obtain this information from your subgrantee network?

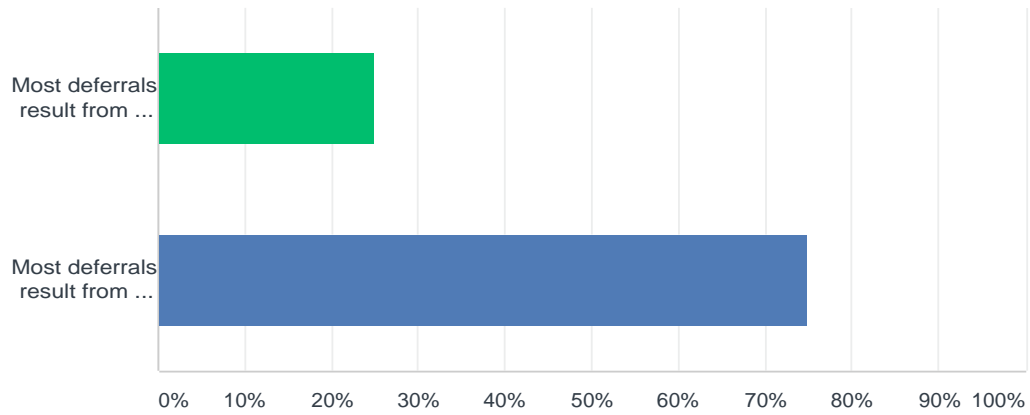
Answered: 14 Skipped: 22



ANSWER CHOICES	RESPONSES	
Very easy	14.29%	2
Easy	42.86%	6
Neither easy nor difficult	7.14%	1
Difficult	35.71%	5
Very difficult	0.00%	0
TOTAL		14

Q6 If "yes" in #4, please indicate whether most deferrals result from a single issue or a combination of issues

Answered: 28 Skipped: 8



ANSWER CHOICES	RESPONSES	
Most deferrals result from a single issue	25.00%	7
Most deferrals result from a multitude/combination of issues	75.00%	21

Q7 Please select the Number 1 most common reason for deferral in your state

Answered: 30 Skipped: 6

ANSWER CHOICES	RESPONSES	
Structural Issues	50%	15
Mold	13%	4
Moisture or standing water	13%	4
Vermiculite	11%	3
Electrical system issues (Incl. Knob & Tube wiring)	7%	2
Asbestos (non-vermiculite)	3%	1
Plumbing or sewage system issues	3%	1
Hostile, threatening, or uncooperative client	0.00%	0
Illegal activities discovered in home	0.00%	0
Lead issues (paint, windows, etc.)	0.00%	0
Radon	0.00%	0

OTHER (PLEASE SPECIFY)

Structural Issues

Leaking Roofs that exceed WX scope to repair

Housing units needs too much repair and cannot be made energy efficient

This could include extensive repairs required

roofs

Roof leaks

Q8 Please select the Number 2 most common reason for deferral in your state

Answered: 26 Skipped: 10

ANSWER CHOICES	RESPONSES	
Moisture or standing water	31%	8
Structural Issues	23%	6
Mold	19%	5
Electrical system issues (Incl. Knob & Tube wiring)	12%	3
Plumbing or sewage system Issues	7%	2
Hostile, threatening, or uncooperative client	4%%	1
Vermiculite	4%	1
Illegal activities discovered in home	0.00%	0
Lead issues (paint, windows, etc.)	0.00%	0
Asbestos (non-vermiculite)	0.00%	0
Radon	0.00%	0

OTHER (PLEASE SPECIFY)

leaky roofs, moisture/water intrusion into foundations etc.

Extensive work scope

infestation

Electrical system issues

Roofing and Structural Issues combined

Owner declines any services

Includes Standing water, mold and plumbing issues

unsanitary conditions

Needed home repairs beyond the scope of Weatherization

Q9 Please select the Number 3 most common reason for deferral in your state

Answered: 25 Skipped: 11

ANSWER CHOICES	RESPONSES	
Mold	20%	5
Moisture or standing water	20%	5
Electrical system issues (Incl. Knob & Tube wiring)	16%	4
Hostile, threatening, or uncooperative client	16%	4
Asbestos (non-vermiculite)	4%	1
Plumbing or sewage system Issues	12%	3
Structural Issues	12%	3
Illegal activities discovered in home	0.00%	0
Lead issues (paint, windows, etc.)	0.00%	0
Radon	0.00%	0
Vermiculite	0.00%	0

#	OTHER (PLEASE SPECIFY)	DATE
1	The inability to install an SWS compliant ground moisture barrier in homes that have exposed dirt floor foundations, what we call inaccessible crawlspaces	7/11/2018 5:05 PM
2	Rook Leakage	7/10/2018 2:51 PM
3	Roof with related mold, moisture	7/10/2018 11:36 AM
4	Hording	7/10/2018 7:13 AM
5	Tie from network responses: Plumbing or sewage system issues or unsafe/unsanitary condition of the home	7/3/2018 2:18 PM
6	includes: clutter, moved, death, landlord issues, health, pet issues	6/29/2018 1:27 PM
7	Hoarding, excessive clutter	6/22/2018 2:14 PM

Q10 Please provide any additional information about the deferral tracking process or major reasons for deferral in your state that would be helpful to NASCSP

Answered: 25 Skipped: 11

#	RESPONSES	DATE
1	Deferrals are tracked via HESWAP system. We had 104 deferrals from July 1, 2017 through June 30, 2018.	7/10/2018 2:51 PM
2	4th Uncooperative client 5th No energy work needed	7/10/2018 11:36 AM
3	1. For LIHEAP reporting, it is required that we track deferrals. These deferrals are for all funding sources at this point. They are entered into our in house online system. 2. The housing stock in [REDACTED] is very old and there is a large amount of the population that is living in substandard conditions. This contributes to the structural issues resulting in deferral.	7/10/2018 11:20 AM
4	The options provided did not capture [REDACTED] issues very well. Here they are in order: 1. Repair-Structure or Electrical 2. Clutter/housekeeping 3. SIR less than 1.0 based on informational modeling 4. Water/Moisture issues. Wisconsin tracks this data by agency and statewide.	7/6/2018 9:32 AM
5	Speaking specifically to structural condition, we find that roof condition is the most common reason these jobs are deferred. If we cant complete attic measures, we feel it is best to defer the job until a later time.	7/6/2018 8:07 AM
6	Most times [REDACTED] deferrals relate to visible molding near the electric lights in the ceiling due to hairline cracks in the roof. Other issues would be from water dripping out of the ventilation fan in the ceiling of the bathroom.	7/4/2018 11:38 PM
7	As [REDACTED] transitions from our old database, WITS, to our new database, CaseWorthy, one goal will be to have a deferral tracking process, for whole-project deferrals, and measure-specific deferrals.	7/3/2018 2:18 PM
8	Most of the Homes in [REDACTED] are deferred for moisture issues. We inquire about deferral issues and rates annually. Are average Deferral rate in [REDACTED] is around 50%. With some agencies reporting as high as 70%.	7/2/2018 3:14 PM
9	Without canvassing our network or software for the data, anecdotally, roof replacements, structure, moisture and K&T are predominant issues.	7/2/2018 11:54 AM
10	[REDACTED] has no central tracking / management software for WAP. An effort is currently underway to correct that, but it will take time and considerable effort and is not close to fruition.	7/1/2018 11:16 PM
11	Data was collected from the 16/17 program year. Current feedback from subgrantees follows the same common reasons for deferral.	6/29/2018 1:27 PM
12	Roof leaks	6/29/2018 8:53 AM
13	My answers are an educated guess as we do not specifically track deferrals and the reason for deferral.	6/26/2018 3:30 PM
14	It seems reasonable that a survey of this type would also seek to identify frequency of referrals.	6/26/2018 1:42 PM
15	We just started implemented required deferral tracking this year, [REDACTED] will have its first quarterly deferral data end of July. So although yes, we are now tracking it, we do not have any results or data to report yet.	6/26/2018 1:05 PM
16	Hoarding or excessive clutter is another major cause for deferral	6/26/2018 12:52 PM
17	We developed a client tracking database the incorporates the deferral information	6/26/2018 12:42 PM
18	Hancock tracks deferrals, and reasons for deferral.	6/26/2018 9:37 AM

19	We do track deferrals through a statewide data base. However, the data base uses a drop down box of options so we are only collecting one deferral reason per home but we know by looking at the deferral correspondence to the client that most homes are deferred for multiple reasons. Our data base is not capturing this information.	6/25/2018 7:55 AM
20	[REDACTED] has a sister program called Pre-WAP (funded through RGGI money) that receives all of the WAP deferrals. They review the reasons for deferral and fix all the issues that they can within their budget (~\$7,200 per home). The home is then returned to WAP for services. If the home is beyond repair, the home is permanently deferred until the homeowner can get the repairs done; usually through another state/county home repair program.	
21	We are going to start tracking them.	6/22/2018 3:16 PM
22	We have developed a new policy and Deferral calculator that agencies are required to send to us before they defer any job. Happy to share that policy and tool.	
23	Deferrals are tracked at a Subgrantee level. When knob & tube and/or asbestos are discovered, the house is not deferred, but energy efficiency measures associated with those areas of concern, are not completed.	
24	Roofing and sometimes an unhealthy environment 6/22/2018 2:41 PM	
25	Our required vermiculite deferral policy was just enacted within the past year. Subgrantees are supposed to provide all deferrals to the Grantee.	6/22/2018 2:14 PM