

Weatherization Assistance Program Technical Management & ACSI

Erica Burrin, Program Manager

Derek Schroeder, Policy Advisor

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Technical Management Overview

ACSI Survey

Real World Assessment

DOE implemented the **American Customer Satisfaction Index (ACSI)** to gain a better understanding of:

- *What the Program is doing right?*
- *What the Program can improve on?*
- *What resources does the Network need to do their job better?*



Real World Assessment

The ACSI Survey provides insight on the following topical areas:



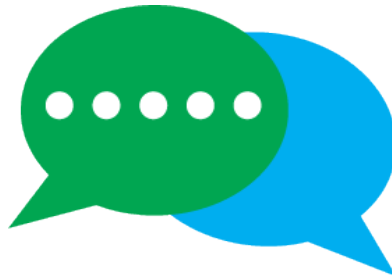
Annual Grant Application
Review & Acceptance



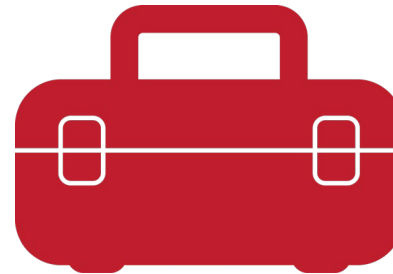
Training by
Third Parties



Monitoring



Communications



Technical Assistance

2019 ACSI Survey – DOE Results

- Overall, the Consumer Satisfaction Index (CSI) for DOE WAP increased by 6 points – from **67 to 73**.
- **Areas that realized significant increases in satisfaction:**
 - Development of the WAP Plan (+13)
 - Distribution of funds (+11)
 - Monitoring & Corrective Action (+4)
- Grantee responses and feedback directs DOE's Action Plan development.

2019 ACSI Grantee Survey Action Plan

1. Grant Monitoring

Topic	Under Consideration	In Development	Implemented	Target Date
Update the Monitoring Guidance and WAP Onsite Monitoring checklist for Grantees & Subgrantees			✓	January 2020
Improve consistency of the WAP monitoring assessment definitions by providing examples, templates and conduct trainings			✓	January 2020
Develop and launch a WAP Corrective Action Tool template and hold a training for Grantees.			✓	January 2020
Identify the role a WAP Project Officer plays in assisting WAP Grantees with developing their CAP.		✓		March 2020
Continue the development of WAP Grantee webinars to educate on new topics or initiatives.			✓	Ongoing
Review the onsite monitoring visits over 3-5 years and identify potential desk reviews – both programmatic & technical.			✓	January 2020

2019 WAP ACSI Grantee Survey Action Plan

2. Training by Third Parties

Topic	Under Consideration	In Development	Implemented	Target Date
Develop a primer on Requirements of Accredited Training Programs			✓	February 2020
Develop a Training Needs Analysis Toolkit		✓		April 2020
Develop an Advanced RFP Toolkit for WAP Grantees		✓		June 2020
Encourage Distance Learning to the WAP Network	✓			June 2020

2019 ACSI Grantee Survey Action Plan

3. Application Plan Review and Acceptance

Topic	Under Consideration	In Development	Implemented	Target Date
Provide PDF redline document for the annual plan guidance changes.			✓	October 2019
Update the WAP Program Assessment Checklist.			✓	October 2019
Create a survey (such as Doodle) for Project Officers and FAO Grantees to identify the issues encountered during state plan submission.			✓	October 2019
Provide more specific guidance on developing more comprehensive T&TA, Budget, Monitoring, and Health & Safety Plans.		✓		June 2020
Work with FAO to assure WAP Grantee applications are approved within 30 days.			✓	Ongoing
Complete updates to the WAP Project Officer Desk Guide.		✓		August 2020

ACSI Subgrantee Survey & Report

ACSI Subgrantee Survey Report

- Provides Grantees an easy way to identify strengths and areas that need improvement via results and specific written answers.
- Use feedback to guide development of your ACSI Action Plan and Annual Plan Development.
 - *What areas did you improve?*
 - *What areas still need more attention?*

ACSI | 2019 Subgrantee Results

	2017	2019	+/-
Participating WAP Subgrantees	579	47	- 92
Consumer Satisfaction Index (CSI)	67	73	+6
Development of the WAP Plan	44	57	+13
Distribution of Funds	64	75	+11
Technical Assistance	70	73	+3
Training Provided by Third Parties	66	69	+3
Monitoring & Corrective Action	70	74	+4
Partnerships	58	64	+6
Communication	69	73	+4

ACSI | 2019 Subgrantee Results

Subgrantee Responses	2017	2019	+/-
Development of the WAP Plan			
Extent of involvement in developing Plan	43	55	+12
Quality of opportunities to participate in developing Plan	48	62	+14
Degree to which Plan reflects input	42	55	+13

Subgrantee Responses	2017	2019	+/-
Distribution of Funds			
Timing of distribution funds ensured no service interruption	57	74	+23
Quality of Agency process for executing grant awards	63	75	+12
Timely payment from Agency once award is made	71	78	+7

ACSI | 2019 Subgrantee Results

Subgrantee Responses	2017	2019	+/-
Technical Assistance			
Ability to Answer Questions	72	75	+3
Timeliness of receiving requested information	69	73	+4
Ability to direct you to useful resources or info	72	74	+2
Responsiveness to tech assistance requests	73	74	+1
Clarity and consistency of assistance provided	65	69	+4
Effectiveness of tech assistance provided	70	72	+2

How ACSI Can Help

Your specific Subgrantee Network results identify your strengths and areas of improvement - your “pathway” to **develop your ACSI Action Plan.**

Plan Development:

Does the network want to be more involved in the Plan development process? Does the network need more time to respond with feedback?

Training & Technical Assistance:

What specific training is your network asking for?

Monitoring:

Do you have a clear and consistent monitoring process? Is this monitoring process communicated clearly to the network?

Program Operations/Communications:

Is your Network informed of program updates or changes in a timely manner? Do you need a dedicated point person for questions?

Questions?