



Weatherization Assistance Program: Administrative Professionals Training

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Project Goals

Based on Weatherization Assistance Program (WAP) network feedback through 2017 Solutions Summit and ACSI responses, DOE charged NREL with developing online training for Subgrantee Administrative Professionals.

The resulting 29 self-paced online training modules allow learners to:

- Do **more** with **less**
- Learn about and implement **good management** practices
- Improve program **effectiveness** and **compliance**



- NREL and Interstate Renewable Energy Council (IREC) managed training development
- Cohort of 12 Subgrantee staff helped develop and review all training content
- IREC questionnaire to network to validate training topics
- April 2019 Continuous Improvement Workshop
- Content development and review with Subgrantee cohort and WAP stakeholders

Defining Job Tasks

Targeted job roles for new training program:

- **Subgrantee Weatherization Program Director**
- **Subgrantee Fiscal Manager**
- **Subgrantee Quality Assurance Manager**

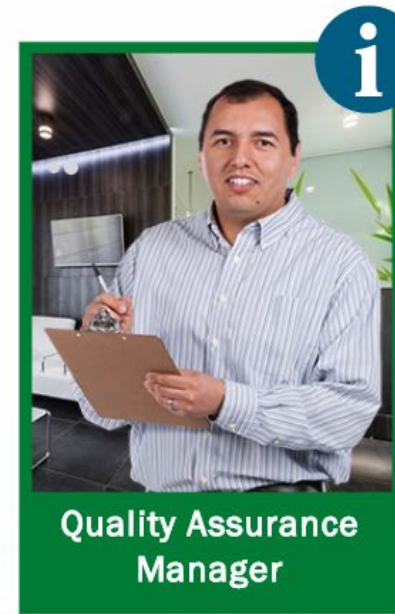
For each role, we identified:

- **Critical** job tasks
- **Knowledge** areas
- **Compliance** challenges
- Learning **activities**



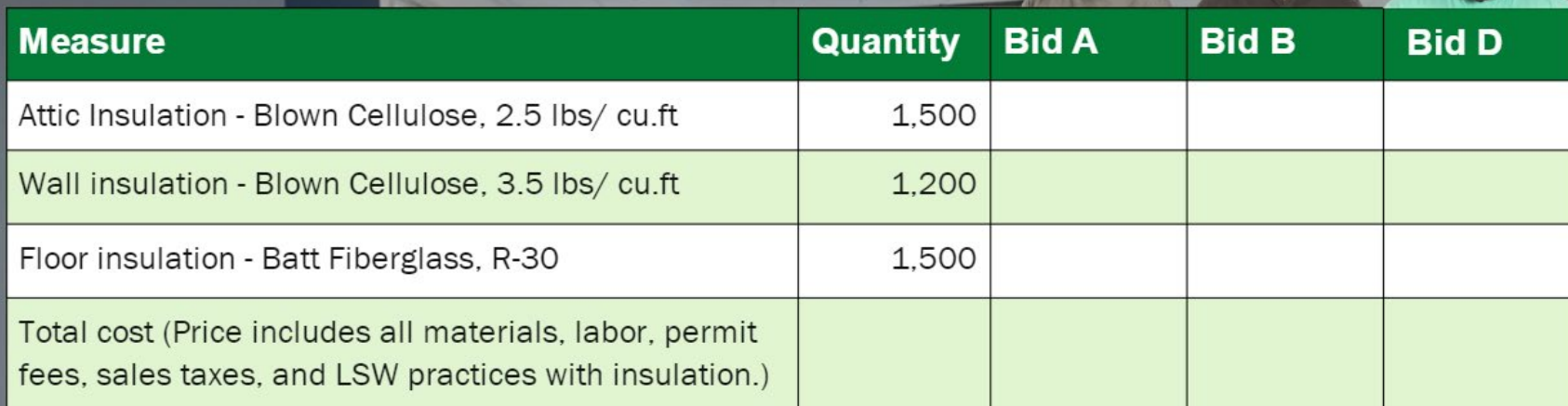
About the Trainings

- Short, targeted learning modules, 10-15 mins
- Interactive trainings to practice tasks you would see in your job
- Customized learning pathways to focus on the knowledge and skills your job role requires
- Can repeat modules as often as you like
- Knowledge checks to help you track your progress
- Extensive downloadable resources
- Downloadable completion certificate



Learning Pathway: Budget & Planning

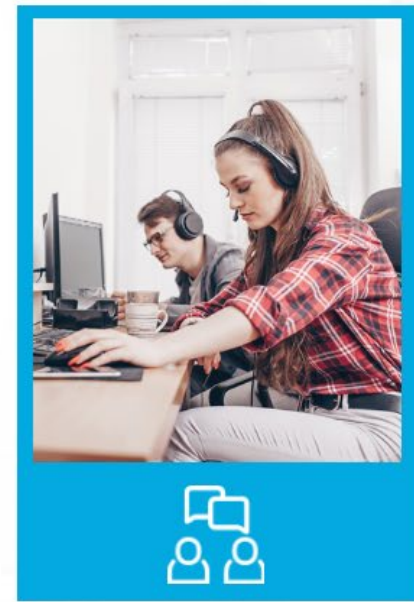
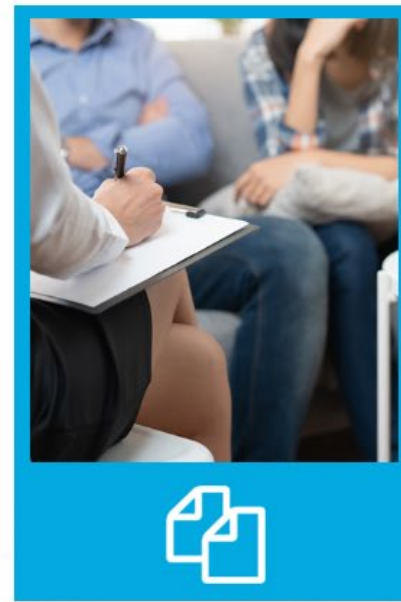
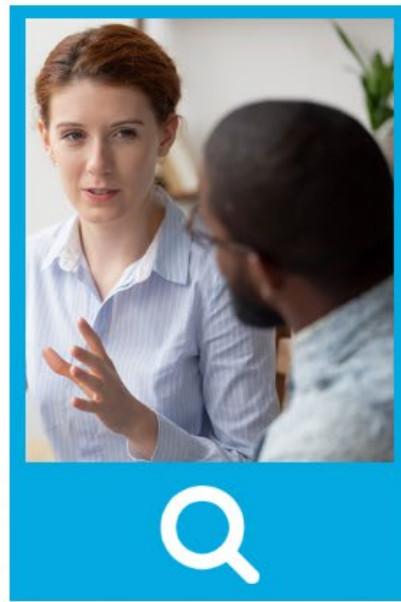
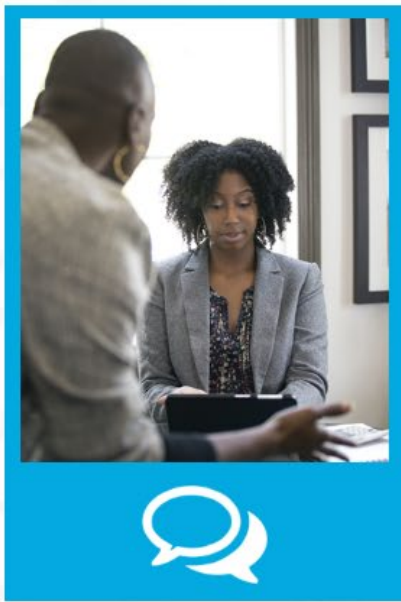
- Welcome to the WAP
- Federal Statutes, Regulations, and Grant Guidance
- Weatherization Budget Basics
- Effective Production Planning
- Managing Multiple Funding Streams
- Implement WAP Budget or Contract Modifications
- Track Production Budgets



Measure	Quantity	Bid A	Bid B	Bid D
Attic Insulation - Blown Cellulose, 2.5 lbs/ cu.ft	1,500			
Wall insulation - Blown Cellulose, 3.5 lbs/ cu.ft	1,200			
Floor insulation - Batt Fiberglass, R-30	1,500			
Total cost (Price includes all materials, labor, permit fees, sales taxes, and LSW practices with insulation.)				

Learning Pathway: Procurement

- Subcontractor or Employee?
- To Purchase, or Not to Purchase?
- Develop Scoring Criteria for Evaluating Proposals
- Draft and Issue a Solicitation
- And the Winner Is....Select a Subcontractor
- Crossing the Finish Line: Subcontracting



Learning Pathway: Client Relations

- Meet Your Clients: Client Eligibility
- Coach Your Intake Staff
- It's a Deferral, What Next?
- Managing Client Expectations




Learning Pathway: The Economics of Weatherization

- The House as a System
- Understanding Savings-to-investment ratio (SIR)



Learning Pathway: Fiscal Tasks

- Track Production Budgets
- Is Your Work Order in Order?
- Show Me the Money! Reconcile invoices
- Managing Assets and Inventory



Working with field staff to produce work that meets strict technical standards

Hiring new staff

Helping staff manage the emotional impact of serving a vulnerable population

Learning Pathway: Management

- Basic Employee Management for Weatherization Directors
- Support Quality Work with Training & Technical Assistance Funds
- Develop a Request for Proposals for Training Services
- Coach Your Intake Staff



Learning Pathway: Quality Improvement

- Managing Subcontractors
- Maintaining Complete Job Files
- Identify Work Quality Issues
- Support Quality Work through Training & Technical Assistance

Common Multifamily Building Measures

Select each icon to help Jeremy uncover the whole-building and in-unit measures that may apply to this project.



Learning Pathway: Multifamily

- The Basics of Multifamily Weatherization

Take a Look!

- Video demonstration of trainings:
<https://vimeo.com/354781991>

How to Access

Visit: <https://wap.litmos.com/>

Once you register, follow instructions sent to your email to login

User Feedback

- “I enjoyed the interactive sections, good topics, and realistic to everyday life in the WAP.”
- “Great content. Love the interactive aspects. Very helpful.”
- “The photos of real-life deferral situations were great.”
- “Having previously been on the intake side of WAP, some of the staff-client interactions were spot on. Appropriate client interaction is not always easy. Listening to the phone conversations of the three intake staff was the best part. It illustrated what not to do or say – not all training or other courses do this.”

Thank you!

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