



Utah Weatherization Program

To: Utah WAP Subgrantees

From: Brad Carpenter, Manager
Utah Weatherization Assistance Program 

Date: 5-7-2020

Subject: Program Restart Requirements

On 25 April 2020 Governor Herbert adjusted the state from a high-risk Red Phase to moderate-risk Orange Phase. Trying to anticipate that move I attempted to initiate discussion on what our next steps would be.

Using that feedback and several other sources of guidance this memorandum will establish the minimum requirements each sub-grantee will need to meet for State WAP to approve your individual request and Restart Plan to resume weatherization services.

- **Risk Based Approach**

The program will be working from a risk based approach to determine which clients are currently eligible for weatherization service. The State WAP developed Client Risk Assessment Tool has been revised. (Google Sheet) Regardless of the risk category assigned the client always has the right to decline service. At this time that declination is equivalent to a Deferral. The client can remain on the agency Waiting List as long as they are current with their Income Qualification. The agency shall track these and check in periodically to determine if they are ready to be served.

- **High Risk Client**

High Risk clients will only be eligible for Critical Crisis Services. Those would be the more traditional “No Heat” “Cooling Crisis”. WH Crisis are still allowed but agencies should weigh risk against need on an individual client basis.

- **Agency Developed Protocols**

Each agency will need to develop the protocols that fit your Restart Plan. Those protocols will need to be in writing and submitted with your request to restart. The protocols need to include current CDC guidance as appropriate and must include the local health department requirements that are specific to our industry (construction or similar) if so prescribed by them.

- **Agency Developed Protocols (cont.)**

Agency developed protocols shall detail the processes for each phase of the program covering the steps used to ensure client and worker safety. No program standards or requirements have been waived. Sub-Contractors shall be included in these protocols.

- Intake
- Energy Audit
- Measure Installation
- Quality Control Inspection
- Crisis Service Work

The protocols shall include:

- Daily health assessment of employees and contractors prior to visiting client homes.
- Sanitation processes for tools and equipment in the office, at client homes and between jobs.
- It must particularly detail any client/staff physical interaction.
- Address the lack of commonly available products, like Clorox wipes N-95 masks etc.
- The PPE Levels for each of the risk categories.
- ALL workers interacting with clients are required to wear a basic level mask that covers nose and mouth.
- Use & enforcement of social distancing

State WAP is developing a client education document that references the above standards. The document is in general enough terms that it will support each agency's plan yet establish a level of protection they can expect from the program. As soon as it is completed it will be transmitted. It shall be given to each client at time of application. For those clients already in the pipeline it shall be delivered at or prior to the agency's first visit from the date of this memorandum.

- **Agency Request**

Each agency will submit a formal request to State of Utah WAP Manager requesting authorization for restart. The request will need to include:

- The above mentioned protocols with any applicable supporting documents.
- Requested modification of the Client Risk Assessment tool with justification.