

# 2020 NASCSP Annual Training Conference – A Virtual Event

## September 28 – October 2, 2020

### WAP Conference Agenda

<b>MONDAY</b> Sept. 28 <sup>th</sup> 1:00pm – 2:00pm	<b>CONFERENCE OPENING &amp; WELCOME</b> Join us for a virtual greeting from our Board President and Executive Director. Get your marching orders and need-to-know information on what to expect from and how to access/navigate the week's virtual experience.	<b>Presenters:</b> <b>Jenae Bjelland</b> , <i>Executive Director, NASCSP</i> ; <b>Willie Fobbs</b> , <i>Associate Director of Housing, Virginia Department of Housing and Community Development and NASCSP Board President</i>
2:30pm – 3:30pm	<b>CONFERENCE KEYNOTE – THE ROLE AND IMPACT OF THE DIGITAL DIVIDE IN PROVIDING HUMAN SERVICES</b> Access to reliable internet/broadband is critical to be able to work, learn, conduct business, and access healthcare services remotely. Households with low income tend to lack access to reliable internet, which puts them further behind the curve. With each new day, we are faced with the realization of how this global pandemic is disproportionately intensifying hardships for our most vulnerable populations. This session will focus on the role and impact of the digital divide in providing human services.	<b>Presenter:</b> <b>Dr. Nicol Turner-Lee</b> , <i>Senior Fellow, Brookings Institute</i>
4:00pm – 5:00pm	<b>SOLID FOUNDATIONS: DEVELOPING POLICY IN PARTNERSHIP WITH THE WAP PROVIDER NETWORK</b> In response to feedback on the American Customer Satisfaction Index survey conducted by DOE in 2019, Minnesota embarked on a journey to more fully engage our service providers in policy development with the goals of increasing buy-in, maintaining consistent understanding, and ascertaining compliance. Lessons from this experience will be shared including how to develop a more cohesive network, higher trust within the network and with the state, and a coordinated approach to improving policy.	<b>Presenters:</b> <b>Jake McAlpine</b> , <i>Energy Equity Programs Supervisor, MN Department of Commerce</i> ; <b>Laura Milbrandt</b> , <i>Housing/Weatherization Program Manager, Prairie Five Community Action, Inc.</i>
<b>TUESDAY</b> Sept. 29 <sup>th</sup> 12:00pm – 12:30pm	<b>SPONSOR SPOTLIGHT</b> Join us for a special presentation from our conference sponsors.	
1:00pm – 2:00pm	<b>COVID-19: LESSONS LEARNED AND BUILDING WAP RESILIENCY</b> This was an unprecedented year for the weatherization program, which experienced a nationwide pause in production due to the Coronavirus pandemic. This panel discussion will share experiences with COVID-19 best practices, lessons learned, adaptive management, and new health and safety policies. Learn how states responded to this crisis with innovative solutions that will build a more resilient weatherization program.	<b>Presenters:</b> <b>Mark Adams</b> , <i>Weatherization Manager, WV Development Office</i> ; <b>Mimi Burbage</b> , <i>Program Manager, AK Housing Finance Corporation</i> ; <b>Bruce Hagen</b> , <i>Weatherization Program Manager, ND Department of Commerce and NASCSP WAP Board Chair</i> ; <b>Laura Saintey</b> , <i>Training Project Manager, TX Department of Housing and Community Affairs</i>

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2:30pm – 3:30pm	<b>STATE INNOVATIONS: BUILDING READINESS AND RESILIENCY</b> This joint plenary session will feature innovative approaches to providing training and technical assistance, processing client applications, and state leadership through a crisis. Presentations will be followed by a moderated panel discussion with opportunities for questions from session attendees.	<b>Presenters:</b> <b>Josh Larose</b> , <i>Energy Services Program Officer, VT Office of Economic Opportunity</i> ; <b>Kris Schoenow</b> , <i>Executive Director, MI Bureau of Community Action and Economic Opportunity</i> ; <b>Shelly Woda</b> , <i>Sustainability Unit Manager, WV Development Office</i>
4:00pm – 5:00pm	<b>VIRTUAL NETWORKING OPPORTUNITIES</b> Join your peers for a series of themed networking events.	
<b>WEDNESDAY</b> Sept. 30 <sup>th</sup> 12:00pm – 1:00pm	<b>INTRODUCTION TO THE ROLE OF GOVERNMENT IN ADVANCING RACIAL EQUITY</b> This joint plenary session will introduce the growing field of practice to advance racial equity in and through local government. It will be an exciting opportunity to learn more about the movement to create an effective and inclusive democracy that advances racial equity and how you can support it.	<b>Presenter:</b> <b>Julie Nelson</b> , <i>Founding Director, Government Alliance on Race and Equity</i>
1:00pm – 2:00pm	<b>FEDERAL PARTNER UPDATE AND DISCUSSION WITH THE U.S. DEPARTMENT OF ENERGY</b> Following a welcome message from the DOE Energy Efficiency and Renewable Energy Assistant Secretary, DOE weatherization managers will respond to questions from NASCSP members and discuss guidance for the upcoming program year.	<b>Presenters:</b> <b>Daniel Simmons</b> , <i>Assistant Secretary</i> , <b>Erica Burrin</b> , <i>Program Manager</i> , <b>Derek Schroder</b> , <i>Policy Advisor, Office of Energy Efficiency and Renewable Energy, U.S. Department of Energy</i>
2:30pm – 3:30pm	<b>DISCUSSION WITH DOE AND THE NATIONAL LABORATORIES</b> The DOE Weatherization Assistance Program managers and National Laboratory representatives will provide an overview of training and technical assistance projects and respond to questions from conference participants.	<b>Presenters:</b> <b>Erica Burrin</b> , <i>Program Manager</i> , <b>Derek Schroder</b> , <i>Policy Advisor, Office of Energy Efficiency and Renewable Energy, U.S. Department of Energy</i> ; <b>Mark Ternes</b> , <i>Program Manager, Oak Ridge National Laboratory</i> ; <b>Julianna Williams</b> , <i>Energy Markets and Policy Specialist, National Renewable Energy Laboratory</i>
4:00pm – 5:00pm	<b>VIRTUAL NETWORKING OPPORTUNITIES</b> Join your peers for a series of themed networking events.	
<b>THURSDAY</b> Oct. 1 <sup>st</sup> 12:00pm – 12:30pm	<b>SPONSOR SPOTLIGHT</b> Join us for a special presentation from our conference sponsors.	

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1:00pm – 2:00pm	<b>THRIVING THROUGH CHALLENGES: RESILIENCE, EMOTIONAL INTELLIGENCE, AND POST-TRAUMATIC GROWTH</b> <p>How do we not only survive but thrive through challenging times? The circumstances of our work can be stressful, but current events offer even more potentially traumatic events that could invite compassion fatigue, moral distress, and secondary trauma. This presentation will discuss what fields of resilience, emotional intelligence, and post-traumatic growth can teach us about what we can do to support ourselves and others, regardless of what is happening in the world around us.</p>	<b>Presenter:</b> <b>Rev. Dr. Carla Cheatham</b> , <i>Carla Cheatham Consulting Group, LLC</i>
2:30pm – 4:00pm	<b>WAP MEMBER PLANNING AND ACTION SESSION</b> <p>Participate in shaping NASCSP's WAP priorities during this member-only session! You will also have opportunities to build relationships with other state managers and engage in peer discussions on current WAP topics and trends.</p>	<b>Facilitators:</b> <b>Bruce Hagen</b> , <i>Weatherization Program Manager, ND Department of Commerce and NASCSP WAP Program Chair</i> ; <b>Amy Klusmeier</b> , <i>WAP Director</i> , <b>Andrea Schroer</b> , <i>WAP Program Manager, NASCSP</i>
4:00pm – 5:00pm	<b>VIRTUAL NETWORKING OPPORTUNITIES</b> <p>Join your peers for a series of themed networking events.</p>	
<b>FRIDAY</b> Oct. 2 <sup>nd</sup> 1:00pm – 2:00pm	<b>WAP DEFERRALS: RESOURCES AND STRATEGIES FOR STATES</b> <p>After a review of Congressional requests for information and federal resources related to deferrals, the State of Pennsylvania will share an innovative approach to using LIHEAP funds to address energy-related measures in coordination with weatherization. The session will close with a panel discussion on deferral tracking and management, and adjustments made in response to COVID-19. Be sure to watch the pre-recorded training modules, "Tracking and Managing WAP Deferrals" and prepare to participate in this discussion!</p>	<b>Presenters:</b> <b>Eric Beaton</b> , <i>WAP Program Manager, MA Department of Housing and Community Development</i> ; <b>Kathy Rulli</b> , <i>Weatherization Assistance Program Division Chief, PA Department of Community and Economic Development</i> ; <b>George Thompson</b> , <i>Weatherization Policy Analyst, WI Department of Administration</i>
2:00pm – 2:30pm	<b>CONFERENCE WRAP UP</b>	<b>Presenters:</b> <b>Jenae Bjelland</b> , <i>Executive Director, NASCSP</i> ; <b>Willie Fobbs</b> , <i>Associate Director of Housing, Virginia Department of Housing and Community Development and NASCSP Board President</i>

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In addition to the above schedule of conference live events, the following pre-recorded sessions will also be available to view throughout the week:

<p><b>FEDERAL PERSPECTIVES</b></p> <p>In this series of training modules U.S. Department of Energy staff and partner organization representatives will discuss program and policy updates, ongoing research, training and technical assistance projects, and the Weatherization Leveraged Partnership Project.</p>	<p><b>Presenters:</b>  <b>Erica Burrin</b>, Program Manager,  <b>Derek Schroder</b>, Policy Advisor, <b>Felix Vasquez-Guemarez</b>, Energy Technology Project Officer, Office of Energy Efficiency and Renewable Energy, U.S. Department of Energy; <b>Kathryn Maddux</b>, Project Director, Community Action Partnership; <b>Zac Peterson</b>, Technical Project Manager, <b>Julianna Williams</b>, Energy Markets and Policy Specialist, National Renewable Energy Laboratory; <b>Mark Ternes</b>, Program Manager, Oak Ridge National Laboratory</p>
<p><b>NATIONAL PARTNER UPDATE</b></p> <p>Join us for a special conversation with our energy national partners to discuss and update the network on how we are working to promote energy security, especially during the additional level of hardships due to COVID-19.</p>	<p><b>Presenters:</b>  <b>Jenae Bjelland</b>, Executive Director, NASCSP; <b>Denise Harlow</b>, Chief Executive Officer, Community Action Partnership; <b>Katrina Metzler</b>, Executive Director, National Energy and Utility Affordability Coalition; <b>David Terry</b>, Executive Director, National Association of State Energy Officials; <b>Mark Wolfe</b>, Executive Director, National Energy Assistance Directors' Association</p>
<p><b>TRACKING AND MANAGING WAP DEFERRALS</b></p> <p>Tracking and managing deferrals is a critical aspect of a successful weatherization program. In this three-part video series, NASCSP Members discuss best practices for managing deferrals, both generally and in response to the Coronavirus pandemic. Learn how states define a WAP deferral, why tracking deferrals is important, how to best remedy deferrals and when to make the difficult decision to walk away and make a referral.</p>	<p><b>Presenters:</b>  <b>Eric Beaton</b>, WAP Program Manager, MA Department of Housing and Community Development; <b>Josh Larose</b>, Energy Services Program Officer, VT Office of Economic Opportunity; <b>George Thompson</b>, Weatherization Policy Analyst, WI Department of Administration</p>

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<p><b>STRATEGIES FOR IMPROVING PERFORMANCE</b></p> <p>The Weatherization Assistance Program embraces a culture of continuous improvement! Several effective strategies specific to improving WAP Grantee and Subgrantee performance will be featured including: problem identification and root-cause analysis; administrative and contractual policy development; tracking and communicating program metrics; engaging stakeholders; utilizing training and corrective action plans; and finally, leveraging the subject matter experts in your network for peer-to-peer mentoring and exchanges.</p>	<p><b>Presenter:</b>  <b>Andrea Schroer</b>, <i>WAP Program Manager, NASCSP</i></p>
<p><b>HOW MONITORING RESULTS GUIDE TRAINING NEEDS</b></p> <p>Monitoring should be more than merely a verification of measures installed or money being spent appropriately. The monitoring process should be a learning tool used to evaluate your WAP at both the Grantee and Subgrantee level. Learn how monitoring and training must work together to provide the greatest opportunity for overall program improvement, how to incorporate monitoring results into your training plan, and how to develop and customized trainings for your network.</p>	<p><b>Presenter:</b>  <b>Ray Judy</b>, <i>MiTech Director, MI Bureau of Community Action and Economic Opportunity</i></p>
<p><b>EXPLORING THE FUTURE OF THE WEATHERIZATION ASSISTANCE PROGRAM</b></p> <p>The Weatherization Assistance Program is long standing with a proud history of service; we have been serving our clients for over 40 years. During those 40 years, however, there have been significant changes in technology and culture. State managers will discuss strategies for ensuring WAP keeps up with those changes in order to best serve our clients, explore the future of WAP and its services in areas such as client experience, equity, workforce and branding.</p>	<p><b>Presenters:</b>  <b>Brad Carpenter</b>, <i>Weatherization Program Manager, State of UT</i>; <b>Ryan Harry</b>, <i>WAP Director, CO Energy Office</i>; <b>Amanda Rains</b>, <i>Senior Program and Evaluation Supervisor, WA Department of Commerce</i></p>