

**BUDGET INFORMATION - Non-Construction Programs**

1. Program/Project Identification No. EE0007906		2. Program/Project Title Weatherization Assistance Program	
3. Name and Address Arkansas Department of Environmental Quality (ADEQ) 5301 Northshore Drive North Little Rock, AR 721185317	4. Program/Project Start Date 07/01/2020		
	5. Completion Date 06/30/2021		

**SECTION A - BUDGET SUMMARY**

Grant Program Function or Activity (a)	Federal Catalog No. (b)	Estimated Unobligated Funds		New or Revised Budget		
		Federal (c)	Non-Federal (d)	Federal (e)	Non-Federal (f)	Total (g)
1. DOE	81.042	\$ 0.00		\$ 2,729,832.00		\$ 2,729,832.00
2. STATE			\$ 0.00		\$ 0.00	\$ 0.00
3.						
4.						
5. TOTAL		\$ 0.00	\$ 0.00	\$ 2,729,832.00	\$ 0.00	\$ 2,729,832.00

**SECTION B - BUDGET CATEGORIES**

6. Object Class Categories	Grant Program, Function or Activity				Total (5)
	(1) SUBGRANTEE ADMINISTRATION	(2) GRANTEE T&TA	(3) PROGRAM OPERATIONS	(4) HEALTH AND SAFETY	
a. Personnel	\$ 0.00	\$ 66,235.00	\$ 0.00	\$ 0.00	\$ 105,473.00
b. Fringe Benefits	\$ 0.00	\$ 22,030.00	\$ 0.00	\$ 0.00	\$ 35,432.00
c. Travel	\$ 0.00	\$ 28,180.00	\$ 0.00	\$ 0.00	\$ 31,520.00
d. Equipment	\$ 0.00	\$ 31,504.00	\$ 0.00	\$ 0.00	\$ 38,096.00
e. Supplies	\$ 0.00	\$ 5,800.00	\$ 0.00	\$ 0.00	\$ 6,151.00
f. Contract	\$ 142,609.00	\$ 106,942.00	\$ 1,599,692.00	\$ 371,173.00	\$ 2,462,942.00
g. Construction	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
h. Other Direct Costs	\$ 0.00	\$ 2,850.00	\$ 0.00	\$ 0.00	\$ 2,850.00
i. Total Direct Charges	\$ 142,609.00	\$ 263,541.00	\$ 1,599,692.00	\$ 371,173.00	\$ 2,682,464.00
j. Indirect Costs	\$ 0.00	\$ 29,746.00	\$ 0.00	\$ 0.00	\$ 47,368.00
k. Totals	\$ 142,609.00	\$ 293,287.00	\$ 1,599,692.00	\$ 371,173.00	\$ 2,729,832.00
7. Program Income	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00

**BUDGET INFORMATION - Non-Construction Programs**

1. Program/Project Identification No. EE0007906		2. Program/Project Title Weatherization Assistance Program	
3. Name and Address Arkansas Department of Environmental Quality (ADEQ) 5301 Northshore Drive North Little Rock, AR 721185317	4. Program/Project Start Date 07/01/2020		
	5. Completion Date 06/30/2021		

SECTION A - BUDGET SUMMARY						
Grant Program Function or Activity (a)	Federal Catalog No. (b)	Estimated Unobligated Funds		New or Revised Budget		
		Federal (c)	Non-Federal (d)	Federal (e)	Non-Federal (f)	Total (g)
1.						
2.						
3.						
4.						
5. TOTAL		\$ 0.00	\$ 0.00	\$ 2,729,832.00	\$ 0.00	\$ 2,729,832.00

SECTION B - BUDGET CATEGORIES					
6. Object Class Categories	Grant Program, Function or Activity				Total (5)
	(1) LIABILITY INSURANCE	(2) FINANCIAL AUDITS	(3) SUBGRANTE E T&TA	(4) VEHICLES AND EQUIPMENT	
a. Personnel	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 105,473.00
b. Fringe Benefits	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 35,432.00
c. Travel	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 31,520.00
d. Equipment	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 38,096.00
e. Supplies	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 6,151.00
f. Contract	\$ 39,318.00	\$ 13,208.00	\$ 130,000.00	\$ 60,000.00	\$ 2,462,942.00
g. Construction	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
h. Other Direct Costs	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 2,850.00
i. Total Direct Charges	\$ 39,318.00	\$ 13,208.00	\$ 130,000.00	\$ 60,000.00	\$ 2,682,464.00
j. Indirect Costs	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 47,368.00
k. Totals	\$ 39,318.00	\$ 13,208.00	\$ 130,000.00	\$ 60,000.00	\$ 2,729,832.00
7. Program Income	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00

**BUDGET INFORMATION - Non-Construction Programs**

1. Program/Project Identification No. EE0007906		2. Program/Project Title Weatherization Assistance Program	
3. Name and Address Arkansas Department of Environmental Quality (ADEQ) 5301 Northshore Drive North Little Rock, AR 721185317		4. Program/Project Start Date 07/01/2020	5. Completion Date 06/30/2021

**SECTION A - BUDGET SUMMARY**

Grant Program Function or Activity (a)	Federal Catalog No. (b)	Estimated Unobligated Funds		New or Revised Budget		
		Federal (c)	Non-Federal (d)	Federal (e)	Non-Federal (f)	Total (g)
1.						
2.						
3.						
4.						
5. TOTAL		\$ 0.00	\$ 0.00	\$ 2,729,832.00	\$ 0.00	\$ 2,729,832.00

**SECTION B - BUDGET CATEGORIES**

6. Object Class Categories	Grant Program, Function or Activity				Total (5)
	(1) GRANTEE ADMINISTRA TION	(2)	(3)	(4)	
a. Personnel	\$ 39,238.00				\$ 105,473.00
b. Fringe Benefits	\$ 13,402.00				\$ 35,432.00
c. Travel	\$ 3,340.00				\$ 31,520.00
d. Equipment	\$ 6,592.00				\$ 38,096.00
e. Supplies	\$ 351.00				\$ 6,151.00
f. Contract	\$ 0.00				\$ 2,462,942.00
g. Construction	\$ 0.00				\$ 0.00
h. Other Direct Costs	\$ 0.00				\$ 2,850.00
i. Total Direct Charges	\$ 62,923.00				\$ 2,682,464.00
j. Indirect Costs	\$ 17,622.00				\$ 47,368.00
k. Totals	\$ 80,545.00				\$ 2,729,832.00
7. Program Income	\$ 0.00				\$ 0.00

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**WEATHERIZATION ANNUAL FILE WORKSHEET**

(Grant Number: EE0007906, State: AR, Program Year: 2020)

**IV.1 Subgrantees**

Subgrantee (City)	Planned Funds/Units
Better Community Development, Inc. (Little Rock)	\$141,844.00 18
Black River Area Development Corp. (Pocahontas)	\$224,241.00 31
Central Arkansas Development Council (Benton)	\$669,904.00 72
Community Action Program for Central Arkansas, Inc. (Conway)	\$141,677.00 14
Crawford-Sebastian Community Development Council. Inc. (Fort Smith)	\$561,814.00 63
Crowleys Ridge Development Council (Jonesboro)	\$316,772.00 35
TBD (Little Rock)	\$239,748.00 25
<b>Total:</b>	<b>\$2,296,000.00</b> <b>258</b>

**IV.2 WAP Production Schedule**

Weatherization Plans	Units
Total Units (excluding reweatherized)	258
Rewatherized Units	0
Note: Planned units by quarter or category are no longer required, no information required for persons.	

Average Unit Costs, Units subject to DOE Project Rules		
VEHICLE & EQUIPMENT AVERAGE COST PER DWELLING UNIT (DOE RULES)		
A	Total Vehicles & Equipment (\$5,000 or more) Budget	\$60,000.00
B	Total Units Weatherized	258
C	Total Units Reweatherized	00
D	Total Dwelling Units to be Weatherized and Reweatherized (B + C)	258
E	Average Vehicles & Equipment Acquisition Cost per Unit (A divided by D)	\$232.56
AVERAGE COST PER DWELLING UNIT (DOE RULES)		
F	Total Funds for Program Operations	\$1,599,692.00
G	Total Dwelling Units to be Weatherized and Reweatherized (from line D)	258
H	Average Program Operations Costs per Unit (F divided by G)	\$6,200.36
I	Average Vehicles & Equipment Acquisition Cost per Unit (from line E)	\$232.56
J	Total Average Cost per Dwelling (H plus I)	\$6,432.91

**IV.3 Energy Savings**

Method used to calculate savings: <input checked="" type="checkbox"/> WAP algorithm <input type="checkbox"/> Other (describe below)			
	Units	Savings Calculator (MBtus)	Energy Savings
This Year Estimate	258	29.3	7559
Prior Year Estimate	241	29.3	7061

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**WEATHERIZATION ANNUAL FILE WORKSHEET**

(Grant Number: EE0007906, State: AR, Program Year: 2020)

Prior Year Actual	130	29.3	3809
-------------------	-----	------	------

**Method used to calculate savings description:**

Arkansas is using the DOE Algorithm to calculate Energy Savings.

**IV.4 DOE-Funded Leveraging Activities**

**IV. 4 Arkansas Leveraging Outreach Efforts**

Arkansas does not use any DOE funds for leveraging activities, but we are engaged in leveraging activities. The state has signed an Inter-Local Agreement with the United States Department of Agriculture (USDA) Rural Development Program to work on blended homes that qualify for both programs. Subgrantees are asked to utilize USDA Rural Development 504 loan and 504 grant funds on health and safety measures. This agreement allows WAP dollars to be better utilized on energy conservation measures.

The state has entered into a Memorandum of Understanding (MOU) with the United States Department of Agriculture (USDA) Rural Development. This MOU will allow the state to reduce the number of deferrals and assist the Secretary of Agriculture's Poverty Initiative as well as to advance the cause of healthy and sustainable affordable housing in rural communities by enabling both parties to serve more families in more ways and in more rural areas.

The state is also collaborating with the United States Department of Housing and Urban Development (HUD) and USDA on multifamily weatherization. The state will set aside funding to address multifamily developments in the state's four (4) Congressional District.

Additionally subgrantees have developed other leveraging opportunities with the following funding sources: (1) Special Needs Assistance Program (SNAP), (2) Clear Results, and ICF funds.

**IV.5 Policy Advisory Council Members**

☐ Check if an existing state council or commission serves in this category and add name below

Beverly Palmer	Type of organization: Non-profit (not a financial institution) Contact Name: Phone: 5017768446 Email: <a href="mailto:bpalmer@cadc.com">bpalmer@cadc.com</a>
Brett Curry	Type of organization: Contact Name: Phone: 5015702200 Email: <a href="mailto:bret.curry@aecc.com">bret.curry@aecc.com</a>
Cheryl Ivy	Type of organization: Unit of Federal Government Contact Name: Phone: 5013013237 Email: <a href="mailto:cheryl.ivy@ar.usda.gov">cheryl.ivy@ar.usda.gov</a>
David Blick	Type of organization: Unit of Federal Government Contact Name: Phone: 5019185708 Email: <a href="mailto:david.g.blick@hud.gov">david.g.blick@hud.gov</a>
Katie Niebaum	Type of organization: Local agency Contact Name: Phone: 5015370190 Email: <a href="mailto:katie@arkansasadvancedenergy.com">katie@arkansasadvancedenergy.com</a>
Kirk Pierce	Type of organization: Utility Contact Name: Phone: 5013774646 Email: <a href="mailto:Timothy.Pierce@centerpointenergy.com">Timothy.Pierce@centerpointenergy.com</a>
Mitchell Simpson	Type of organization: Unit of State Government Contact Name: Phone: 5016821060 Email: <a href="mailto:simpson@adeq.state.ar.us">simpson@adeq.state.ar.us</a>

**U.S. Department of Energy  
WEATHERIZATION ASSISTANCE PROGRAM (WAP)  
WEATHERIZATION ANNUAL FILE WORKSHEET**

**(Grant Number: EE0007906, State: AR, Program Year: 2020)**

Quinyatta Mumford	Type of organization: Unit of State Government Contact Name: Phone: 5016711549 Email: <a href="mailto:quinyatta.mumford@arkansas.gov">quinyatta.mumford@arkansas.gov</a>
Roger Smith	Type of organization: Other Contact Name: Phone: 5015172657 Email: <a href="mailto:robomosp@gmail.com">robomosp@gmail.com</a>
T Denice Jeter	Type of organization: Utility Contact Name: Phone: 5013773686 Email: <a href="mailto:tjeter@entergy.com">tjeter@entergy.com</a>
Tony Thomas	Type of organization: Local agency Contact Name: Tony Thomas Phone: 8703335114 Email: <a href="mailto:tethomas@crdenea.com">tethomas@crdenea.com</a>
Victor Turner	Type of organization: Unit of Local Government Contact Name: Phone: 5013714490 Email: <a href="mailto:vturner@littlerock.org">vturner@littlerock.org</a>
Wally Nixon	Type of organization: Unit of State Government Contact Name: Phone: (501)682-5988 Email: <a href="mailto:wnixon@psc.state.ar.us">wnixon@psc.state.ar.us</a>

**IV.6 State Plan Hearings (Note: attach notes and transcripts to the SF-424)**

Date Held	Newspapers that publicized the hearings and the dates the notice ran
05/04/2020	A virtual public hearing was held to receive public input on the PY 2020 State Plan at 10:00 am, Monday, May 4, 2020. A copy of the state plan was posted on the Arkansas Energy Office's website. An online ad was placed in the Arkansas-Democrat Gazette April 24-26, 2020. In addition, a paper ad was placed in the Arkansas Democrat-Gazette on April 26, 2020. Instructions were provided on the online and paper ads to contact Diane Bowen to get access information for the virtual public hearing.

**IV.7 Miscellaneous**

**Miscellaneous**

The ASCI Action Plan is attached to the SF-424.

Pine Bluff Jefferson County Economic Opportunities Commission was issued a notice of termination on June 13, 2019 for substantial noncompliance and breach of contract. A permanent service provider for the fourteen county territory (Arkansas, Ashley, Bradley, Chicot, Cleveland, Desha, Drew, Grant, Jefferson, Lee, Lincoln, Monroe, Phillips and Prairie) will be selected through the appropriate procurement process. AEO is in the process of issuing a Request for Qualification (RFQ) to select a new subgrantee for the 14 counties in southeast Arkansas previously served by PBJCEOC. This competitive process will proceed as quickly as possible to identify the new subgrantees.

AEO plan to complete the procurement process by August 10, 2020. In the interim before a permanent replacement provider is in place, AEO will award a short-term contract to another subgrantee agency (Better Community Development, Inc.) to serve the territory temporarily."

**Business Officer:**

Mitchell Simpson, Director, Arkansas Energy Office  
[simpson@adeq.state.ar.us](mailto:simpson@adeq.state.ar.us)  
501-682-1060

**Principal Investigator:**

Subrena McCoy, Weatherization Program Manager  
[mccoy@adeq.state.ar.us](mailto:mccoy@adeq.state.ar.us)  
501-682-7694

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**WEATHERIZATION ANNUAL FILE WORKSHEET**

**(Grant Number: EE0007906, State: AR, Program Year: 2020)**

***Other Funding Sources***

Low Income Home Energy Assistance Program (LIHEAP) funds have been directed into the weatherization program since 1982.

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007906, State: AR, Program Year: 2020)**

This worksheet should be completed as specified in Section III of the Weatherization Assistance Program Application Package.

**V.1 Eligibility**

**V.1.1 Approach to Determining Client Eligibility**

Provide a description of the definition of income used to determine eligibility

AEO understands that every dwelling weatherized must meet both the client eligibility and the building eligibility requirements.

As defined in 10CFR 440.22(a), low-income means that:

1. income in relation to household size is at or below 200 percent of the poverty level determined in accordance with criteria established by the Director of the Office of Management and Budget, and published in WPN 20-3, or
  2. the household contains a member who has received cash assistance payments at any time during the preceding twelve months under Titles IV or XVI of the Social Security Act, or applicable state or local law, or
  3. the household is eligible for assistance based on energy assistance payments that have been paid under the Low Income Home Energy Assistance Act of 1981 (LIHEAP).
- AEO acknowledges that all subgrantees must have on file proof of income eligibility for each client served and each client waiting for services and must re-certify eligibility every 12 months after initial determination of eligibility until selected for weatherization.

Describe what household eligibility basis will be used in the Program

Basis for household eligibility is WPN 20-3 containing current poverty income guidelines and definition of income. Arkansas will use 200% of poverty levels and categorical eligibility as described in the preceeding section. LIHEAP eligibility can also be used because the maximum income allowable for LIHEAP utility assistance is 60% of Arkansas median income which is less than 200% of federal poverty level.

Describe the process for ensuring qualified aliens are eligible for weatherization benefits

U.S. DOE directs grantees to guidance provided by Health and Human Services (HHS) at <http://aspe.hhs.gov/hps/immigration/restrictions-sum.shtml>. Subgrantees must follow this guidance and verify qualified alien status of Weatherization Program applicants. The verification documentation is required as part of the Subgrantee Client Files.

**V.1.2 Approach to Determining Building Eligibility**

Procedures to determine that units weatherized have eligibility documentation

**Eligibility Based on Owner Documentation**

As a part of the application process, applicants must identify if they are an owner or renter on the application (WAP 04) form.

If an owner, owners are required to submit proof of ownership by submitting at least one of the following items: deed, quick claim, will, or papers from the county accessor's office showing ownership.

If a tenant, the applicant must obtain written permission from the owner or agent of the rental unit at the time of tenant's application. Such written permission shall be permanently maintained in the file of the client whose unit is weatherized.

**Income Documentation of Renters**



**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007906, State: AR, Program Year: 2020)**

AEO acknowledges that all subgrantees must have on file proof of income eligibility for each client served and each client waiting for services and must re-certify eligibility every 12 months. Documentation will include: all sources of income, such as payroll stubs, social security administration award letter, income tax forms. Subgrantees are required to keep documentation in each client file for review during Program Compliance and Onsite Program monitoring visits by state or federal WAP staff.

*All dwelling units certified as eligible for services shall be occupied by an income-eligible household or will become occupied by an income-eligible household within 180 days. Income eligibility was described in the previous section.*

Describe Reweathering compliance

The following is Arkansas's plan to ensure that houses are not re-weatherized if weatherization occurred after 9/30/1994:

- 1) Develop access to the database for non-CAP agencies, if possible.
- 2) Require that agencies search by address as well as client name.
- 3) Understand that data prior to circa 2004 is not available in the database. Therefore, the following steps must be taken:
  - Survey agencies for the existence of paper records of houses weatherized.
  - Require, if newly assigned to serve counties since 2013, to contact the agency which previously served that county for information on a house prior to approving application.
  - Prior to doing the energy audit, require visual inspection at the house for new windows and doors, new HVAC, extensive interior caulking, presence of insulation (check date on attic insulation tag).
- 4) The least reliable avenue is asking the applicant; this question is asked at the top of the weatherization application and must be discussed further with the client at the time of application.

Homes weatherized on or before September 30, 1994 are eligible to be reweatherized. No more than ten percent (10%) of a subgrantee's DOE completed units may be reweatherized without prior approval from AEO. Priority wait list criteria will be followed in addressing reweatherized units. Arkansas does not expect to have re-weatherized units in PY 2020.

Describe what structures are eligible for weatherization

**Building Eligibility – Housing Types:**

Eligible housing types include owner-occupied and renter-occupied single-family site-built and manufactured (mobile) homes, and multi-family buildings.

Eligible small multi-family buildings are defined as garden-style, single-or-two story buildings, with fewer than five (5) individually heated/cooled units in each building, which may either be an individual building or which may make up a multi-family complex comprised of duplexes, triplexes, and/or quadplexes.

Eligible large multi-family buildings are defined as any buildings containing five (5) or more individual units, and any buildings that are centrally heated/cooled containing any number of units.

Non-traditional dwelling units, such as shelters, apartments over businesses or camping trailers, require AEO approval prior to weatherization. AEO will ensure that program regulations for eligibility are met prior to granting approval.

To establish eligibility of non-stationary campers and trailers that are considered the primary residence by household member, the following criteria must be met:

- Axles have been removed.

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

(Grant Number: EE0007906, State: AR, Program Year: 2020)

- Residential electric and water utility service has been established.
- Mail service has been established using street address. (PO Box does not qualify).

***State Historic Preservation Compliance (SHPO)***

The Historic Preservation Programmatic Agreement (PA) was signed by all parties. Arkansas will use the PA's guidelines for determining if and/or what retrofits can be completed on homes. A copy of the PA is attached to the SF-424.

Describe how Rental Units/Multifamily Buildings will be addressed

***Rental Units/Single-family***

Arkansas's rental plan, as follows, protects renters' rights as specified in 10 CFR 440.22 (b)(3) and (c)(e).

- The subgrantee obtains written permission from the owner or agent of the rental unit at the time of tenant's application. Such written permission shall be permanently maintained in the file of the client whose unit is weatherized.
- The benefits of weatherization assistance will accrue primarily to low-income tenants.
- No undue or excessive enhancement shall occur to the value of the dwelling units. Each energy audit of a rental unit will be reviewed by the Weatherization Director of the weatherizing agency to ensure that all measures authorized by the energy audit software, Energy Conservation Online System (ECOS), and all Health & Safety measures are provided in compliance with DOE requirements. Any questions in this regard should be asked of AEO prior to the start of weatherization.
- Not less than 66 percent (50 percent for duplexes and four-unit buildings) of the households in a building must be income-eligible for Weatherization services.
- The subgrantee must obtain and place in the client file a signed agreement from the landlord (or authorized agent of the landlord) that states that for a minimum of twelve (12) months after weatherization work has been completed on a dwelling, the tenants in that dwelling will not be subjected to rent increases because of the increased value of dwelling units due solely to weatherization assistance provided.
- Subgrantees will provide copies of the signed Landlord Agreements to the tenants to ensure their understanding and provide an avenue for tenant complaints.
- Other Considerations:
  - In the event of a dispute between the tenant and property owner regarding the issues listed above, the subgrantee will attempt to resolve the dispute; if that fails, the tenant will be referred to legal aid by the subgrantee.
  - Units being weatherized must be occupied by a qualified household; the only exception to this requirement is that an applicant household may temporarily move out while work is being performed on the house, if the temporary nature of the move is documented and re-occupation of the house is expected once work is completed.
  - The Arkansas Weatherization Assistance Program does not seek property owner agreements for placement of liens nor does it use other contractual restrictions.
  - Subgrantees do not accept financial participation of the owner in Weatherization costs.

***Rental Units/Multi-family Units***

***Energy Audit***

During the selection process for a multi-family project, the energy auditor will complete a walk-through of the property and note the potential for energy savings.

Arkansas uses its approved single-family energy audit software, ECOS, on its garden-style, single- or two-story buildings, with fewer than 5 individually heated/cooled units in each building, which make up a multi-family complex and for multi-family complexes comprised solely of duplexes, triplexes, and quadplexes with individually heated/cooled units.

Subgrantees do accept financial participation of the owner of multi-family complexes in Weatherization costs. In particular, owners are encouraged to utilize available maintenance funds to address measures that do not receive an SIR of 1.0 or greater.

Multi-family weatherization has always represented less than twenty percent (20%) of total weatherization production in Arkansas. AEO has an agreement with DOE that all multi-family energy projects for buildings with 5 or more units, or multi-family buildings of any size that are centrally heated/cooled, will be approved by DOE prior to beginning weatherization work.

***Multi-family Units Receiving Cost-effective Measures***

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007906, State: AR, Program Year: 2020)**

The AEO budgets funds specifically for weatherizing multi-family complexes. Better Community Development, Inc. is the provider of multi-family weatherization services throughout the state.

AEO is confident that the number of multi-family complexes weatherized during PY 2020 will be less than twenty percent (20%) of Arkansas' total building stock weatherized. Currently, about 6% of units weatherized are multi-family.

**Describing the Approach for Multi-family Service Delivery**

Better Community Development, Inc will work with each multi-family property to utilize its available maintenance resources. In the past, complexes have utilized HUD funds as well as other maintenance resources. A partnership was developed with USDA Rural Development with a goal of weatherizing multi-family complexes throughout Arkansas. Whenever available, the AEO will utilize USDA Rural Development funds for a blended service approach.

**Describe the deferral Process**

There are conditions and situations under which a subgrantee must not or may choose not to weatherize an otherwise eligible dwelling unit. Information for making this determination may become evident during the application process, during the initial inspection process, during the energy audit, or after weatherization work has begun.

The Arkansas WAP Deferral policy is part of the Health & Safety plan found in the Arkansas Sub-Grantee Operations Manual, Chapter 7 - Technical Standards and Best Practices, VI. Health & Safety.

The Deferral form (WAP 35) ensures that all information is discussed with the client and provided in writing with both parties' signatures.

**V.1.3 Definition of Children**

Definition of children (below age): **19**

**V.1.4 Approach to Tribal Organizations**

☐ Recommend tribal organization(s) be treated as local applicant?

If YES, Recommendation. If NO, Statement that assistance to low-income tribe members and other low-income persons is equal.

Arkansas has no identified Native American tribes. Low-income Native Americans will receive the same weatherization services provided to other low-income persons in Arkansas.

**V.2 Selection of Areas to Be Served**

All seventy-five counties will be served during the PY 2020. Arkansas uses a funding allocation formula for each area (county) based on methodology similar to that used by DOE to allocate state-level funding. This formula is driven primarily by the number of persons living below poverty level, and by climatic conditions – with additional input based on the age of the housing stock.

The factors used in the formula are:

- Population below poverty level, given a weight of 80 percent
- Annual average heating and cooling degree days, given a weight of 10 percent
- Percentage of houses built prior to 1990, given a weight of 10 percent

Each of these factors was multiplied by the weights given and summed to yield a total weight for each county. Each county's weight is then divided by the state's total weight and adjusted so the percentages for the counties sum to 100. The county percentages can be summed as required to generate the allocation appropriate

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007906, State: AR, Program Year: 2020)**

to each administrative entity.

### V.3 Priorities

Subgrantees are allowed to maintain a priority list for each county in their service area. The Subgrantee's waiting list must be maintained by assigning points for DOE categories of priority for service. Priority points are awarded to eligible households based on:

1. At least one member of the household is elderly (age 60 or older). (1 point)
2. At least one member of the household is disabled. A disabled person must be a recipient of Rehabilitation Services, receive Social Security disability, Veterans disability or services under the Developmental Disabilities Act. Disability from a private employer must be in addition to or as a settlement with Federal or state disability. (1 point)
3. At least one member of the household is a child (under the age of 19). (1 point)
4. The household experiences a high energy burden. (1 point)

A household spending more than six percent (6%) of their total income on heating and cooling is defined as having a high energy burden (from DOE Better Buildings/Clean Energy for Low-Income Communities Accelerator fact sheet). To calculate the household's energy burden:

- Add the client's heating and cooling utility bills (gas, electric, fuel oil) for the past 12 months;
- Use client's annualized income documentation (obtained during the client intake process);
- Divide the sum of utility bills by the annualized income and multiply by 100 to determine the percent burden.

5. The household is a high energy user. (1 point)

A household whose electricity bill is 10¢ or more per square foot is defined as a high energy user. To calculate, take the highest electric bill, usually from the summer months, divide by conditioned square footage of the house. If result is 10¢ or more, household is a high energy user. (from Entergy Solutions brochure "You have the power to lower your Entergy bill.")

AEO has approved the use of separate priority lists by county to give subgrantees flexibility when scheduling work crews and assigning contractors. This policy minimizes travel distances and maximizes available work hours and worker efficiency. However, a subgrantee serving two or more counties may not work exclusively in one county for more than one month. The Subgrantee's goal should be to serve each county in proportion to the number of units planned for that county and to prioritize counties based on the number of priority points assigned to top applicants on each county list. The selection of a county in which to provide weatherization work exclusively for a coming month should be based on where the client with the highest number of points among all counties resides.

All applicants are required to re-verify for the program annually and thus the applications are no older than one year. The first consideration will be by priority category, then by oldest application certification date for positioning applicants within the same allowable priority category. A copy of each county priority list must be printed monthly and kept on file. Each county list should contain notes, e.g., attempts to contact clients and other information pertinent to selection of clients.

### V.4 Climatic Conditions

Total heating degree-days in Arkansas range from a high of 5,477 in the northcentral part of the state to a low of 4,987 in southeastern Arkansas. The average heating degree-days are 30 year averages that have been supplied by the National Oceanic and Atmospheric Administration. In counties without reporting stations and in counties without complete data for 30 years, data from nearby stations was utilized.

Black River Area Development Council	5,477
Central Arkansas Development Council	4,999
Community Action Program for Central Arkansas	5,276
Crowley's Ridge Development Council	5,294
Crawford-Sebastian Community Development Council	5,298

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007906, State: AR, Program Year: 2020)**

Pine Bluff Jefferson County Economic Opportunity Commission 5,198

Better Community Development (BCD) is the multi-family provider for the entire state of Arkansas.

Following is a description of how weather data is used in Arkansas's energy audit software, Energy Conservation Online System (ECOS):

Methodology for calculating heat loss -- ECOS uses a balance point temperature when calculating energy usage/loss for building segments. DOE requires that when using this methodology, you utilize 68 degrees for heating and 78 degrees for cooling-NOAA weather data is imported into ECOS for each weather station in Arkansas. The weather data is a 20 year average which is standard practice for DOE protocol and includes all 8 compass points and horizontal surfaces (future solar panel modeling potential).

Calculating demand -- When the model is run, for every hour of the day ECOS knows what the exterior temperature is based on the weather data. The demand is calculated on how much energy is needed to maintain a 68 degree heating and 78 degree cooling internal temperature. So, the hotter it is outside, the more demand is needed to meet the cooling balance point temperature. For example, if it is 98 degrees outside, this equates to a 20 degree delta T that must be met to reduce the cooling temperature to 78 degrees resulting in more loss of BTUs or usage and more energy (fuel) needed to meet the demand.

Calculating energy loss -- Segments or condition codes are assigned an R-value which was reviewed by DOE. When a user selects to "model" a building segment they enter the orientation (N/E/S/W etc.) and select a condition code. ECOS will calculate the energy usage in BTUs based on the condition code and orientation to determine how much energy is needed to meet the demand for that segment over a period of time (one year). If the user selects to insulate that building segment (increase the R-value), ECOS will run the same calculation over the same wall segment and orientation. The result is how much energy will be needed to meet the demand for that wall segment.

This results in the following formula: Pre Energy Usage (in BTUs) – Post Energy Usage (in BTUs) = Estimated Savings (in BTUs) annually. Then the savings in BTUs is converted to units based on the primary fuel type. So, if it is natural gas, it is converted to therms, electricity to KWH, etc. This results in annual savings of units. Then it is a simple calculation to get the SIR. Depending on the life expectancy of the task, the annual savings are multiplied by the life expectancy then divided by the cost to get the SIR.

$(\text{Annual Savings} \times \text{Life expectancy} / \text{Task Cost}) = \text{Task SIR}$ .

## V.5 Type of Weatherization Work to Be Done

### V.5.1 Technical Guides and Materials

Arkansas uses the following: (1) "Retrofitting Arkansas 2018 Single Family Standard Work Specifications (ASFSWS), (2) "Arkansas Manufactured Housing Standard Work Specifications (AMHSWS) and (3) Subgrantee Operations Manual. The Subgrantee Operations Manual is a living document and as DOE's WPNs are released, updates are made to the manual with the appropriate effective dates.

All three (3) guidance documents are maintained on the AEO website.

**Electronic Link** <https://www.adeg.state.ar.us/energy/incentives/wap.aspx>

**Scroll to bottom of page and click on "WAP Forms & Documents"**

#### **Documenting the Process for Distribution**

Once revisions are made to the either documents, AEO will send a copy to each subgrantee via certified mail. Each subgrantee must sign for delivery. The US Postal Service will return the signature cards to AEO, providing written verification that each subgrantee received a copy.

Subgrantees require Weatherization contractors to sign an acknowledgement form, verifying that they have received a copy of the ASFSWS and the AMHSWS at the time of their procurement to do weatherization work. Subgrantees must have written documentation showing each contractor has recieved both SWSs. During monitoring visits, AEO program monitors will check for compliance.

#### **Statements of Assurances**

AEO ensures that all subgrantee agreements and subgrantee contracts contain language which clearly specifies that all work performed will be of a quality outlined in WPN 15-4, Section 2.

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007906, State: AR, Program Year: 2020)**

The language clearly requires and documents the following:

- (1) that subgrantees and their contractors understand that work quality standards must align with the SWS,
- (2) that each subgrantee's direct hire is aware of these standards, and
- (3) that they all must sign off that they have received a copy of both SWSs.

AEO ensures that all work will be performed in accordance with our DOE-approved Energy Audit procedures and all materials will be approved materials specified in 10 CFR 440, Appendix A.

- **Language in Subgrantee Agreement**

The following language will be inserted into subgrantee and contractor agreements:

*It is the signatory's responsibility to perform all weatherization and health & safety work to the specifications outlined in WPN 15-4 using DOE Standard Work Specifications (SWS) as found in ASFSWS and AMHSWS." Work quality standards that align with the SWS must be followed for all work performed on client homes. The signatory acknowledges receipt of the above referenced documents. All contractors of subgrantees must be assigned the same contractual responsibility and acknowledge receipt of the referenced documents.*

*Subgrantees must ensure that every completed home is inspected for compliance with these standards and require reworks when the work is judged not satisfactory by the SWS standards.*

**Describe Mechanism Used**

The mechanisms AEO uses to verify that subgrantees understand and agree to expectations of weatherization work is the subgrantee's signature on the grant agreement. In addition, third party QCI inspections review weatherization work vis-a-vis with the SWSs.

Field guide types approval dates

Single-Family: 7/30/2018 Manufactured Housing: 6/10/2019 Multi-Family:
--

**V.5.2 Energy Audit Procedures**

Audit Procedures and Dates Most Recently Approved by DOE

Audit Procedure: Single-Family Audit Name: ECOS Approval Date:
--

Audit Procedure: Manufactured Housing Audit Name: ECOS Approval Date:
---

Audit Procedure: Multi-Family Audit Name: ECOS Approval Date:
---

Comments

Arkansas is committed to resubmitting energy audit procedures to DOE for approval every five (5) years, with the understanding that sufficient lead time is required for the approval process. ECOS was up for approval on or before December 18, 2019. Arkansas was not able to submit the audit tool for review prior to the expiration date and requested an extension. DOE granted the extension. Arkansas has submitted the complete energy audit package as of February 29, 2020. Arkansas will comply to WPN 19-4.
---

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007906, State: AR, Program Year: 2020)**

Arkansas uses its approved single family energy audit software, ECOS, on its garden-style, single -or two-story buildings, with fewer than 5 individually heated/cooled units in each building, which make up a multi-family complex and for multi-family complexes comprised solely of duplexes, triplexes, and quadplexes with individually heated/cooled units. Arkansas will submit all proposed weatherization projects for multi-family buildings of 5 or more units, or multi-family buildings of any size that are not individually heated/cooled to DOE for site-specific approval.

### V.5.3 Final Inspection

#### **AEO's Final Inspection & Assurance Statement**

AEO requires that every DOE WAP unit reported as a "completed unit" undergo a final inspection by a certified QCI, ensuring that all work meets the minimum specifications outlined in the Standard Work Specifications developed by DOE/NREL.

In accordance with WPN 15-4:

- Every client file will have a WAP 08 form that certifies that the unit had a final inspection and that all work met the required standards. The form will be signed by a certified QCI. Signatures will be accepted to demonstrate compliance. If a unit, inspected by the subgrantee QCI, is also inspected by the state, two (2) certification forms will be available in the client file - one for each inspection.
- Final inspection information is entered in ECOS and reviewed as part of desk monitoring.
- The Quality Control Inspection includes an assessment of the original audit to confirm that the measures called for on the work order are appropriate and compliant with the state audit procedures and protocols approved by DOE and that there are no "missed measures" which should have been considered.

#### **The Use of Quality Control Inspectors**

AEO will monitor at least five percent (5%) of all units reported as complete in PY 2020 unless AEO verifies that a subgrantee does not have a completely independent QCI process from its energy auditing function or the agency is on probation or at-risk. If any of the scenarios apply, AEO will monitor at least ten percent (10%) of all units reported as complete.

#### **Policy & Procedures for Inadequate Inspection Practices**

- Agency QCI accompanies state/third party QCI to learn first hand of any deficiencies in the agency inspection and audit.
- State/third party QCI provides feedback during the inspection.
- QCI addresses incomplete and poor workmanship as well as missed opportunities on site and in reports. Needed Specific and/or Comprehensive training will be delivered in the field by the third-party QCI at the time of the inspection or arranged later.
- State/third-party QCI identifies call backs and missed opportunities and identifies required corrective actions at agency's expense.

Improvements are expected or AEO will meet with agency administration to review expectations and discuss disciplinary actions.

#### **Inspection and Monitoring of Work Using Guidelines and Standards**

For PY 2020 Arkansas will continue to ensure that Quality Control Inspector (QCI) competency is demonstrated by mandating certification as a BPI Home Energy Professional (HEP) QCI. AEO requires that each subgrantee employ or contract with a HEP QCI. Subgrantees must submit to AEO the credentials of all staff employed as a QCI and of any third parties engaged to conduct quality control inspections. AEO will continue to use SEAL Incorporated as its third party QCI contractor.

### V.6 Weatherization Analysis of Effectiveness

The State of Arkansas is concerned that all entities that participate in the program be qualified and have sufficient ability to effectively deliver a quality product to the citizens of Arkansas. The following evaluation system has been developed to analyze current subgrantee performance and to assess viability for continued participation in the weatherization program.

- **On-site Inspections of Weatherized Units:** State/Third Party QCI will inspect a minimum of five percent (5%) of completed units for each subgrantee, unless AEO verifies that the subgrantee has not completely separated the audit and inspection functions, in which case a minimum of 10% of completed units will be inspected (see previous Final Inspection section).

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007906, State: AR, Program Year: 2020)**

- **Monitoring:** In PY 2019, AEO conducted a risk assessment of each agency. Monitoring will be scheduled with agencies at increased risk monitored more frequently. Higher risk monitoring will be monthly or quarterly. Lower risk monitoring will be semi-annually or annually. Visits will focus on technical, fiscal and administrative compliance with all applicable federal and state WAP rules and regulations. Findings will be tracked with corrective action responses. Any patterns will be noted and addressed.
- **Single Agency Audits:** Each subgrantee must submit a financial audit within nine(9) months of the conclusion of the fiscal year. Audits will be reviewed and be used in the financial risk assessment to be implemented in PY 2020.
- **Productivity:** AEO will track expenditures and average cost per unit to monitor utilization of grant funds.
- **Analyses using ECOS:** With the implementation of ECOS, AEO has expanded capability to track subgrantee progress. These capabilities include:
  1. Information dashboard: findings by subgrantee, measure, contractor reworks and disallowances; training needs including Comprehensive and Specific training is based on findings, results and priorities
  2. Comparison charts that show productivity levels, spending and energy savings between subgrantees.
- AEO implemented self assessments based on Knowledge, Skills, and Abilities (KSAs) required by the WAP position in which they are employed. Weatherization directors use these self-assessments, and other information specific to staff, to develop a training plan.

AEO utilized its Risk Assessment reports to document the effectiveness measures for each subgrantee which will be used to assess each subgrantee and compare among subgrantees. The Risk Assessment tool records administrative/programmatic, technical and fiscal effectiveness. Improvements will be tracked by programmatic monitoring, comparing federal/state/third party QCI findings with findings from the previous QCI report, and fiscal reviews.

## V.7 Health and Safety

Arkansas' approved Health and Safety Plan is part of the Subgrantee Operations Manual, Chapter 7 - Technical Standards and Best Practices, VI. Health and Safety.

## V.8 Program Management

### V.8.1 Overview and Organization

The Arkansas Energy Office (AEO) is a part of the Arkansas Department of Energy and Environment. Within the AEO is the State Energy Program and the LIHEAP. Each program has its own program manager and monitors. All of AEO programs are serviced by the same administrative and fiscal staff. The organizational chart shows WAP is a unit under the Senior Manager of AEO. Connection to the State Energy Office allows an exchange of ideas beneficial to WAP.

The Arkansas Weatherization Assistance Program is governed by the Weatherization Subgrantee Operations Manual, 10 CFR 440, 2 CFR 200, Retrofitting Arkansas - 2018 Single Family Standard Work Specifications and the AR Manufactured Housing Work Specifications aka "Deck of Cards" field guides.

AEO is in the process of putting out a Request for Qualification (RFQ) to rebid our southeast territory since the dissolution of Pine Bluff Jefferson County EOC as a subgrantee. A competitive process will take place and a new subgrantee shall be selected prior to the PY 2020.

### V.8.2 Administrative Expenditure Limits

Subgrantee administration funds are at least 50% of the allowable 10% for administration. Up to an additional 5% of the subgrant is allowed for administrative costs if the total subgrant is less than \$350,000. Approval of additional administrative costs up to 5% is based on each subgrantee's cost allocation plan for overall agency administration.

### V.8.3 Monitoring Activities

#### 1) Staff who Monitor in Arkansas

Candy Roman has been employed by Arkansas Weatherization state office since 1994 as a technical and administrative monitor. She achieved her certification as a BPI HEP Quality Control Inspector (QCI) in June 2017.



**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007906, State: AR, Program Year: 2020)**

Wendy Ryan began employment as a WAP technical monitor on December 30, 2019. Wendy has her QCI credentials and has worked at the subgrantee level as both an Energy Auditor and a Quality Control Inspector since 2012.

AEO WAP has recently advertised for the position of an administrative monitor. We believe this position will be filled by the end of April 2020. This position will mainly conduct monthly compliance desktop reviews.

As of July 1, 2019, the Budget Specialist position was filled by Wanda Harris-Jordan when the LIHEAP program transitioned to AEO. Mrs. Jordan serves as the fiscal monitor for both the WAP and LIHEAP programs. She is under the direct supervision of AEO's Accounting Operations Manager (AOM).

The AOM position is a new position for AEO and it was filled on May 20, 2019 by Tim Scott. As AOM, Tim will handle the traditional budget functions for the office, and will also assume management and oversight of most of our fiscal programs. Tim has a strong fiscal background that includes positions, such as Internal Auditor at Ferrellgas Company, Treasury Operations Administrator at the City of Little Rock, and Budget Coordinator and Interim Comptroller at Pulaski County. His breadth and depth of experience, along with his tenure at the AEO should serve WAP very well.

Both the Budget Specialist and the AOM will work on one accord to provide financial management to the WAP. They act as a substitute for one another in the event that one of them is absent for any length of time. Each is capable of performing the tasks on his/her own in the event that one of the positions becomes vacant.

Subrena McCoy has been employed by Arkansas Weatherization state office since 2010. She serves as the Weatherization Program Manager.

**2) Salaries**

Monitor salaries charged to DOE is fifty percent (50%). The remaining monitoring salaries are charged to LIHEAP.

Of the 50% of the monitor's salaries charged to DOE: - ninety percent (90%) is billed under T&TA and ten (10%) is billed under Admin.

Budget Specialist salary charged to DOE is thirty-three percent (33%). The remaining salary is billed to LIHEAP and SEP.

Of the 33% of the Budget Specialist's salary billed to DOE - Forty percent (40%) is billed under T&TA and sixty percent (60%) is billed under Admin.

Administrative Assistant salary charged to DOE is thirty-four percent (34%). The remaining salary is billed to LIHEAP and SEP.

Of the 34% of the Administrative Assistant salary billed to DOE - one hundred percent (100%) is billed under Admin.

Program Manager salary charged to DOE is 50%. The remaining salary is charged to LIHEAP.

Of the 50% of the Program Manager salary charged to DOE - Fifty percent (50%) is billed under T&TA and fifty percent (50%) is billed under Admin.

**3) Grantee assurance that final inspections and technical monitoring are conducted by certified QCIs:**

AEO assures DOE that all subgrantee final inspections are performed by certified QCIs. Each subgrantee has had at least one(1) certified QCI since July 1, 2015. AEO has two (2) certified QCI on staff. In addition, AEO currently procures certified QCI services from a third-party for technical monitoring. Subgrantees are encouraged to certify more than one of its employees as QCI. In the event that a subgrantee has only one QCI and loses him/her they may elicit the assistance of one of the other subgrantee's QCI until such time that they have filled that role.

AEO has two QCIs and the roles are as follows - Candy Roman, performs in-progress inspections on an as-needed basis while Wendy Ryan conducts technical monitoring visits along with the third-party QCI on a monthly basis for the entire state. In the event that Wendy needs assistance, Candy Roman will accompany the third-party QCI on technical monitoring visits.

4) All weatherization activities, including but not limited to: energy audits, energy conservation measures, incidental repair measures, and health and safety measures are performed by properly trained Retrofit Installer/Technicians, Crew Leaders, and Energy Auditors. Comprehensive and Specific training is provided to all subgrantees during the annual AWAP conference and subgrantees are also encouraged to utilize their T&TA funds to attend national conferences i.e. Energy Outwest and Home Performance conference in an effort to continue to improve their capacities. Subgrantees may also utilize a portion of its T&TA funds to train its contractors.

Every year, subgrantees are encouraged to assess the needs of their staff, conduct self-assessments and review past monitoring reports to determine what training is needed for each WAP employee. Individual training is determined for each employee which aligns with DOE's JTA for their respective role. Once the assessment is complete, subgrantees must fill out a program-wide T&TA plan (WAP 40) for the up-coming program year.

**5) PY 2020 monitoring schedule:**

**a) Administrative Monitoring:** Annually, in the first quarter of the program year, each subgrantee will be visited by an administrative monitor. The fiscal monitor conducts monthly desk top reviews and will also conduct an annual on-site monitoring visits.

*The following potential schedule for visits to existing subgrantees is subject to change (specifically the listed dates and subgrantee order), but this first round of visits will be completed by the second week of October 2020:*

Week of July 6 – 10: BCD/Pine Bluff (southeast area)

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007906, State: AR, Program Year: 2020)**

Week of July 20 – 24: BRAD, Pocahontas

Week of August 3 – 7: CSCDC, Ft. Smith

Week of August 17 - 21: CAPCA, Conway (central Arkansas area)

Week of September 7 – 11: CRDC, Jonesboro

Week of September 14 – 18: BCD, Little Rock (central Arkansas area)

Week of October 5 – 9: CADC, Benton (central Arkansas area)

**Content of monitoring:**

Administrative review:

- Subgrantee monitoring analysis overview/risk assessment – review status based on performance during previous year;
- Client files – sample files from most recent quarter (minimum 10% with increased numbers reviewed if deficiencies are found) with review of eligibility, rental agreement, energy audit, work orders/SWS, health & safety, final inspection by QCI, separation of audit and final inspection (different staff, certified QCI); required forms present, complete, signed and dated;
- ECOS management – fuel prices updated, prices in ECOS match procured prices; complete entry of information reviewed;
- Procurement - process and documentation;
- Contractors - agreements signed and citing SWS standards and work required to these standards; plan for evaluating contractor work/dismissing contractors for poor performance;
- Training - training plan being followed for persons employed by weatherization and contractors, including training necessary to maintain staff certifications; developing plans for additional staff certifications;
- Priority lists – how clients are pulled from list; how priorities are entered in ECOS, are all five (5) priorities being calculated, is subgrantee redetermining client eligibility every 12 months;
- Inventory – equipment and materials;
- Management system relating to production;
- Policies and procedures, including records retention.

**Fiscal review:**

- Subgrantee monitoring analysis overview/risk assessment – review status based on performance during previous year, including follow-up on any findings from last single agency audit;
- Sample month of general ledger compared to invoices, client files, and weatherization payroll;
- Personnel and other expenses charged to weatherization administration;
- Policies and procedures for financial management and separation of duties.
- Subgrantee Monthly Billing Groups/Invoices are compared to submitted support documents (per line item category); this monthly procedure will also inform the on-site fiscal review.

Exit conference will include discussion of findings with executive director, financial director, and weatherization director as available. AEO will send subgrantee a written report within thirty (30) calendar days of the monitoring visit. A combined report for the program, including Administrative and Fiscal reviews, will be provided when the Administrative monitor and Fiscal monitor visit during the same time. Each report will require a response from the subgrantee with a corrective action plan which AEO will accept or reject, in whole or in part, in a written response.

**b) Technical monitoring:** AEO will use third-party QCI services during PY2020. Through the third-party QCI, AEO will monitor a minimum of five percent (5%) of units reported as complete if the subgrantee certifies that its program operates with complete separation with respect to auditing houses and inspecting weatherized units, **and** AEO verifies from knowledge of the process used by the subgrantee that separation does exist. For subgrantees that cannot document separation, a minimum of ten percent (10%) of completed units will be inspected.

The frequency of technical monitoring is as follows:

At the end of each quarter, AEO will provide the number of units to be inspected for each subgrantee. For example, the required number of inspections for weatherization work reported complete during July – September, 2020 will be given to the QCI by October 10, 2020. The QCI inspections must start the next week and continue during successive weeks until completed, with a maximum of one (1) week spent inspecting each subgrantee's weatherization work. Final reports for each subgrantee must be submitted to AEO prior to beginning inspections for another subgrantee.

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007906, State: AR, Program Year: 2020)**

The third-party inspection includes a file review and in-home inspection. The third-party QCI will be accompanied by a state QCI monitor and the subgrantee QCI or other staff. Expectations for the inspection are:

A typical on-site inspection averages two hours (2) hours. In addition, the third-party inspector is engaged in activities prior to and after the on-site inspection. Activities include:

- 1 hour - review client file (energy audit, work orders, and agency QCI inspection report);
- 1 hour - follow-up discussion of findings with agency and state staff (may be in the field after the inspection or back at the subgrantee office);
- 2 hours - complete required written report; and
- 1 hour - review and discuss documentation of corrective actions, if any; approve or deny.

The resolution strategy starts with AEO sending a letter to the subgrantee containing the findings and corrective actions required by the third-party QCI and conveying the original QCI reports to be filed in the client files. This letter requests that the subgrantee submit corrective actions taken and photographic documentation of such to AEO within fifteen (15) working days of the receipt of the letter. The letter also states that corrective work must be completed with non-federal funds. Corrective action documentation will be sent to QCI for approval.

In-progress inspections will be included for subgrantees who have repeated major deficiencies from one technical monitoring visit to the next. On an as-needed basis, Candy Roman and/or Wendy Ryan will conduct in-progress inspections following recommended assessments as outlined in WPN 20-4.

Every month, monitors conduct desk audits. Typically, desk audits are performed during the billing review. Desk audit details will be sent to each subgrantee. In addition, monitors may conduct desk audits while the auditor/inspector is still in the audit/job. The objective is to look at audits and jobs in progress in ECOS before they are completed and placed in a billing group; in this way compliance issues or better ways to evaluate/analyze a unit can be discussed before the job is completed, thus minimizing noncompliance and disallowances. Auditors/inspectors can see the state monitor's notes on each page of the audit as well as in the job analysis; this feedback enables subgrantee staff to consider alternative procedures in what might be complex weatherization situations before conducting final calculations, the goal being to prevent compliance issues after job completion.

Significant deficiencies are defined as: health & safety violations, poor quality installation of materials, and major measures missed. If any of these same deficiencies are repeated in the next QCI monitoring of completed units, the following steps will be taken:

- Monitoring of the subgrantee will increase so that an additional visit will be made prior to the next regularly scheduled visit;
- A percentage of the units completed since the last regularly scheduled monitoring visit will be inspected; the number of additional units inspected will be two (2) or 100% if less than two (2);
- One (1) in-progress unit will be inspected during this extra visit;
- AEO, the third-party QCI, and subgrantee will discuss: 1) contractor deficiencies, 2) quality of auditor assessments, and 3) subgrantee QCI giving a pass to substandard work and missed opportunities;
- Training needs relative to findings will be discussed and provided to agency staff and its contractors.

Subgrantee noncompliance or repeated unresolved findings (based on a minimum of two [2] monitoring visits to a subgrantee without improvement) will be reported promptly to the DOE project officer.

AEO will submit a T&TA, Monitoring, and Leveraging Report 30 days after the end of the reporting period. This report will include subgrantees monitored; major findings (fraud, waste, and abuse) and resolutions; trends with respect to findings, concerns or other issues; needed T&TA (programmatic/ administrative, technical, financial); subgrantees considered high risk for other programs or program management; and outcome activities involving T&TA and monitoring training.

**c) Process for discipline and/or removal of a subgrantee from the program.**

The "AEO General Terms and Conditions" and "Scope of Services" in the "Administrative Grant Agreement" specify the criteria necessary for a Subgrantee to be considered in compliance. Failure to maintain fiscal control, comply with federal regulations, or fulfill contract obligations will lead to probation.

The terms of probation will begin with monthly on-site monitoring to review problematic areas of the program with a frequency designed to assess training and improvements or non-improvement. Probation will be initiated for six (6) months with the option to extend for another six (6) months if sufficient progress is not deemed to have occurred but some improvement has been shown. Areas of required improvement will be specified in a written probation document and be under continual review during monthly monitoring visits. At the end of the probation period, AEO will either 1) release the subgrantee from probation; 2) take steps to bring the program into compliance by reducing the workload to a more manageable level; in this regard, AEO may reallocate part of the unobligated WAP funds and part of the subgrantee's service territory to a suitable replacement subgrantee on a temporary basis; or 3) terminate the subgrantee grant agreement.

**Resolution strategy:**

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007906, State: AR, Program Year: 2020)**

Monitors will follow-up to ensure that corrective actions are carried out by each subgrantee according to the approved plan. Based on required corrective actions and the risk assessments from the previous year, each subgrantee will be placed on a monthly, quarterly, semi-annual, or annual schedule of on-site monitoring visits. These scheduled monitoring visits will include a review of areas cited for corrective actions and any changes that have taken place with the subgrantee. Progress with production, staff training, and contractor performance will be reviewed. Any subgrantee placed on a monthly monitoring schedule will be deemed to be on probation.

**V.8.4 Training and Technical Assistance Approach and Activities**

During PY 2020, AEO will take the same approach used in PY 2019 to train network staff. The approach consisted of developing a training agenda based on: (1) aggregating statewide findings/concerns; (2) incorporating self-assessment results; (3) including the DOE findings and concerns, and (4) identified needs by the network. In addition, AEO will allow Subgrantee contractors to be trained with T&TA funds with their signature on a retention agreement. Contractors sometimes participate in the annual conference where comprehensive training is offered. Specific training offered throughout the program year is also open to contractors when topics are relevant to their work.

All Comprehensive training will be provided by an IREC-accredited training center. AEO will actively seek training for both Comprehensive and Specific training which qualifies as CEUs. Whenever possible, training will qualify toward CEU certification in one of the BPI certifications required (QCI) or encouraged (Energy Auditor, Crew Leader, Weatherization Worker) by DOE. The Building Analyst and Manufactured Housing credentials will be included in the allowable Comprehensive training.

AEO requires that each Subgrantee has at least one (1) certified QCI on staff. This requirement has been met since July 1, 2015. Currently, there are fifteen (15) certified QCI employed by the weatherization network. In addition:

*All individuals who renew or pursue a new QCI certification will be required to hold a current EA certification; currently four (4) QCIs are also certified Energy Auditors.*

*In preparation for the up-coming changes in QCI certification AEO requires that staff identified by a Subgrantee as a potential QCI first pursue certification as an Energy Auditor.*

*AEO recommends that new staff hired by Subgrantees pursue the Building Analyst and Manufactured Housing credentials to establish a solid foundation for going on to certification as an Energy Auditor and QCI.*

*AEO requires that weatherization directors and field staff (auditors and inspectors) as well as contractors have active certification in ~~code~~ practices through the Environmental Protection Agency's Renovation, Repair, and Painting program.*

Feedback from various sources that determines training content: AEO considers all sources of information about subgrantees when planning the annual Weatherization Conference that is always held for two and a half (2 ½) days. The conference will be held in Little Rock in October. Due to the COVID-19 crisis, if it is determined that an in-person conference is not feasible, a virtual conference may be held. In addition to the Arkansas WAP Annual conference, subgrantee have been provided a T&TA budget and a list of acceptable trainings/conferences supported and/or sponsored by DOE. Subgrantees are asked to determine relevant training using a methodical approach. Subgrantee must utilize their training plans (based on employee self-assessments of how well skills align with KSAs of Job Task Analysis (JTA) for position held and Weatherization Director evaluation), DOE and AEO monitoring visits, QA review visits and subgrantee single agency financial audit reports. If the needed training areas exceed the time available during the conference, additional Comprehensive and/or Specific training will be scheduled in Arkansas around specific topics.

Maintaining workforce credentials: AEO stays abreast of credentials and their renewal requirements by maintaining a spreadsheet tracker based on the staff certifications submitted by subgrantees. The annual conference always provides more than enough CEUs for certified staff to meet the annual continuing education requirement; in PY 2019, fifteen (15) CEUs were provided.

In PY 2019, there was one certified QCIs that needed his renewal certification.

Attendance at training: Training provided by AEO in Arkansas is considered mandatory. Subgrantees have consistently attended available training, and, therefore, AEO has not needed to establish ramifications for non-compliance. In the case of non-attendance at training, AEO would consider requiring absent subgrantee staff to find and attend equivalent Specific training elsewhere.

Statement regarding training staff: AEO requires that weatherization field staff new to the job are supervised by trained and certified staff until such time that skills are demonstrated satisfactorily and any required certifications are completed (see AEO requirements and recommendations for certifications above). During this time period, staff labor can be charged to T&TA.

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007906, State: AR, Program Year: 2020)**

Planning for industry-wide initiatives and future program requirements: AEO attends NASCSP conference each year and through this and other means strives to keep abreast of industry standards and to cover these areas in Arkansas trainings and requirements. For instance, AEO now encourages certification for Energy Auditors.

Healthy Homes and Mobile Home Retrofitting was covered during the conference training in PY 2018. In addition, Energy Modeling was provided as a stand alone training separate from the conference in PY 2018.

Partnering with statewide home performance industry on training issues: AEO is linked to the home performance industry. During the planning for the 2020 conference, AEO will reach out to home industry trainers as needs are identified.

Use of effectiveness and energy savings evaluations to develop training: AEO has the capacity to create reports from data in ECOS that show the energy savings achieved from each job and aggregates the savings by different variables. In PY 2020, AEO will look at this data annually compared to the measures installed on each job. Aggregated reports will be created quarterly for share with each subgrantee. AEO will seek consultation on using this report to guide development of Specific and Comprehensive training. A T&TA calendar and activities schedule will be executed according to program need and priorities.

AEO intends to use as measures of effectiveness (1) job analysis and auditor's judgment/justifications, (2) the timeliness of completion rates for houses audited (3) an analysis of reasons for deferral and (4) measure effectiveness and energy savings.

Grantee effectiveness: AEO uses the resources of NASCSP for training and information relevant to implementing and administering the grant. AEO budgets for attendance at these and other conferences.

Arkansas Health & Safety Plan: In 2019, AEO utilized the Health & Safety template as its guide in developing the Arkansas H&S Plan. We pre-populated the template with DOE and Arkansas H&S guidance and provided a copy to the network's Technical Committee for review. AEO conducted a webinar (with shared-desk viewing) which allowed the Technical Committee members to discuss the acceptance, revision or deferral of each measure. The first H&S Plan webinar was conducted on Feb 22, 2018 and the follow-up meeting was held on March 15, 2018. Glenn Salas and Katherine Foote made themselves available for guidance at the March 15, 2018 session. During the 2018 Annual WAP Conference, AEO covered revisions to the H&S Plan with the network. In addition to the conference, technical training is also provided in the Spring during our Annual Grants Guidance.

Client Education: Client education is built into auditing and inspecting and is considered an important part of the weatherization process. There are specific forms to document the information given to and discussions with the client in the home.

AEO encourages subgrantees to budget for materials that each agency considers useful in educating clients. In addition, AEO has free materials on energy efficiency provided through another program that are distributed on an annual basis to subgrantees at the Arkansas conference, based on orders placed by the subgrantees. For the past four (4) years at the conference, AEO has provided a Specific training session on Communications which is designed for weatherization staff in the office and in client homes to learn to communicate more effectively with clients. Subgrantees are encouraged to respond to outreach requests and most participate in the Assurance 16 program which is a LIHEAP program in which clients learn household management skills, including energy efficiency practices.

Each subgrantee will prepare a training plan for weatherization staff to be included in the DOE subgrant for PY 2020. These training plans will substantiate the allocation of T&TA funds to each subgrantee and will guide the selection of training topics for the annual conference and other trainings offered in Arkansas.

AEO will provide T&TA funds to subgrantees to certify QCIs and Energy Auditor in PY 2020 based on the subgrantee's approved training plans.

AEO will also make T&TA funds available through subgrantee training plans for staff to:

- Pursue Building Analyst and Manufactured Housing credentials.
- Attend the DOE/Home Performance Coalition National Conference.

Grants Guidance administrative Specific training will be held in fall and spring to gather weatherization directors for discussions on topics involving grant implementation and administration, including the PY 2020 State Plan.

AEO will encourage and provide T&TA funding for subgrantees to include Building Analyst certification for inexperienced, uncredentialed staff in their training plans.

AEO will encourage and provide T&TA funding for subgrantees to attend the national Home Performance Coalition training conference.

AEO staff will attend the fall and spring NASCSP conferences, Energy Outwest and the Home Performance Coalition national conference. AEO staff will attend one (1) additional conference if identified as specifically applicable to weatherization and job duties.

U.S. Department of Energy

WEATHERIZATION ASSISTANCE PROGRAM (WAP)

STATE PLAN/MASTER FILE WORKSHEET

(Grant Number: EE0007906, State: AR, Program Year: 2020)

Percent of overall trainings

Comprehensive Trainings:	70.0
Specific Trainings:	30.0

Breakdown of T&TA training budget

Percent of budget allocated to Auditor/QCI trainings:	80.0
Percent of budget allocated to Crew/Installer trainings:	5.0
Percent of budget allocated to Management/Financial trainings:	15.0

V.9 Energy Crisis and Disaster Plan

Arkansas will not use any grant funds for energy crisis relief during the 2020 Program Year.