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## **Proposed Remote Verification of Physical Inspection with Photographic Evidence Policy and Procedure**

### **SCOPE**

This seeks to amend the Weatherization Assistance Program (WAP) policies and procedures administered by the Office of Community Services (OCS) which must currently perform on-site verifications of 10% of the units weatherized and inspected by OCS Service Provider subgrantees or their contractors, as part of OCS' WAP contract obligations.

### **PURPOSE**

To create an alternative to the on-site verification of inspection requirements of the WAP Program by not requiring OCS and other extraneous Service Provider to be physically being present on-site at the time of inspection verification. This is to minimize the exposure and spread of COVID-19 to the unit participant and his/her family, OCS service provider personnel, and OCS personnel. In addition, this proposal is made to conform with the State of Hawaii and its various counties COVID-19 health and safety rules and guidelines. This change in on-site monitoring policy is being submitted to DOE and is awaiting its comments and approval. If this proposed policy is not acceptable to DOE, and COVID-19 conditions continue to hamper OCS on-site inspections of its subgrantees, alternative polies and procedures would be discussed with and proposed to DOE.

### **REMOTE MONITORING PROCESS**

1. The Service Provider WAP Coordinator or equivalent will contact weatherized unit tenants to request a verification visit specifically for OCS monitoring purposes. It should be explained to the tenant that this is normal requirement for WAP service providers. The tenant should be assured that all necessary health and safety precautions should be taken. If the tenant is agreeable, then the process of the actual verification visit should be explained to him/her and a date and time for the visit should be scheduled.
2. Prior to the verification visit, the Service Provider's WAP Program Manager or equivalent should ensure that the necessary tools and equipment based on the type of inspection are readily available. For example, be prepared to have a tape measure, level, GFCI tester, or ladder (for possible close ups of ceilings) ready.
3. **Preparation for the actual verification visit:**
  - a. Make sure the camera device (e.g., smart phone, digital tablet, digital camera) is in proper working in order. The camera device must generate photographs clear enough to verify correct installation and proper operation of the weatherized items.

- b. Verify that all tenants of the unit are prepared for the verification visit and confirm that the Service Provider will be allowed to make the visit as scheduled.
- c. Make sure the required verification tools are readily available.

**4. The Verification Visit:**

- a. Begin the inspection by photographing the street view at the weatherized unit site. (Address showing if possible.)
- b. Walk the inspection in a clockwise direction.
- c. Walk inspection from bottom to top. (If multi-story structure.)
- d. Make notes of any items that need correcting.
- e. Take close-ups of all weatherized items and of any measures of said items.
- f. Log in date and time inspection completed verifying photos taken contemporaneously.
- g. Ensure that the verification certification document has been completed properly and executed by the tenant and the Service Provider personnel on the date of the visit.

**5. Post Verification Visit**

- a. Review verification visit file to ensure completeness.
  - b. Make all necessary corrections to unit as noted from verification visit.
6. Submit the appropriate Inspection Report, inspection photographs, and other paperwork to OCS for review when requested.
7. Submit the verification report documenting the Service Provider's post-final inspection verification process. This should consist of:
- a. A written certification by the verifying Service Provider personnel containing the
    - i Date of verification visit
    - ii Start time and end time of verification visit
    - iii Address of unit to be verified
    - iv Checklist of all installed weatherization items verified as inspected verifying both correct installation and proper working order
    - v Signature and date from weatherized unit tenant verifying that the Service Provider completed his verification visit on that same date
    - vi Signature of verifying service provider personnel verifying that the written items are true and correct to his/her best knowledge and belief and that all attached photographs were taken concurrently with the verification visit.
  - b. Photographs
    - i Of exterior of weatherized unit to verify its location

- ii Of all weatherized items installed by Service Provider to verify correct installation and proper working order, and any relevant collateral items related to the weatherization process

## **POLICY STATEMENT**

This policy outlines a request to amend the requirements, standards, responsibilities, and guidelines that OCS personnel and its Service Providers will follow regarding on-site monitoring. These policies will be used when on-site monitoring visits are not an option in situations that will put individual's health and safety at risk, such as if a disaster, crisis, or state of emergency is declared. The Service Provider verifying the weatherization inspection has the responsibility of ensuring that all necessary health and safety precautions are taken during the verification process as Service Provider personnel will be required to re-enter the weatherized unit.

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