

TRAINING AND TECHNICAL ASSISTANCE (T&TA) PLAN

1.0 – GENERAL INFORMATION

COMMENTS THAT DO NOT GENERALLY FIT INTO THE AVAILABLE TABLES BELOW

TRAINING AND TECHNICAL ASSISTANCE ACTIVITIES (T&TA) FOR BOTH SERVICE PROVIDER AND MINNESOTA WAP STAFF ARE INSTRUMENTAL IN THE PROVISION OF WEATHERIZATION SERVICES TO LOW-INCOME HOUSEHOLDS IN MINNESOTA. MINNESOTA OFFERS COMPREHENSIVE TRAINING THROUGH IREC ACCREDITED PROVIDERS AND RESPONSIVE TRAINING THROUGH A COMBINATION OF QUALIFIED STATE STAFF, INDUSTRY PROFESSIONALS, ONLINE TRAININGS AND CERTIFIED TRAINERS. T&TA ACTIVITIES INCREASE THE EFFICIENCY, QUALITY, AND EFFECTIVENESS OF THE MINNESOTA WAP. ALL T&TA ACTIVITIES HAVE THE FOLLOWING OBJECTIVES:

- MAXIMIZE ENERGY SAVINGS.
- ENSURE THE HEALTH AND SAFETY OF LOW-INCOME HOUSEHOLDS AND WEATHERIZATION WORKERS.
- INCREASE THE EFFECTIVENESS OF CLIENT EDUCATION.
- MINIMIZE PRODUCTION COSTS AND MAXIMIZE PRODUCTION EFFICIENCIES.
- IMPROVE THE QUALITY OF WEATHERIZATION WORK ON DWELLINGS.
- IMPROVE PROGRAM MANAGEMENT AND ADMINISTRATIVE PROCEDURES.
- AVOID THE POTENTIAL FOR WASTE, FRAUD, ABUSE AND MISMANAGEMENT.

MINNESOTA RETAINS 70% OF THE STATE'S TOTAL T&TA ALLOCATION FOR TRAINING, PLANNING, OVERSIGHT, AND MONITORING ACTIVITIES. THE REMAINING 30% OF THE STATE'S T&TA ALLOCATION PASSES TO SERVICE PROVIDERS. THE COMPLETION OF REGULAR JOB TASK ANALYSIS (JTA)-ALIGNED COMPREHENSIVE TRAINING IS REQUIRED FOR STAFF IN ALL HOME ENERGY PROFESSIONAL (HEP) JOB CLASSIFICATIONS. MINNESOTA VERIFIES THROUGH THE SERVICE PROVIDER'S LOCAL PLAN AND TRAINING ACTIVITIES REPORT THAT SUFFICIENT TRAINING IS PROVIDED TO APPROPRIATE STAFF. WHILE SERVICE PROVIDERS ARE NOT REQUIRED TO ATTEND ALL T&TA ACTIVITIES, THEY ARE RESPONSIBLE FOR UNDERSTANDING AND IMPLEMENTING ANY TECHNICAL AND POLICY CONTENT COVERED IN THOSE T&TA ACTIVITIES.

IN PY20 MINNESOTA DEVELOPED AND OFFERED A NUMBER OF ONLINE TRAININGS INCLUDING: COVID 19 SAFE WORK PRACTICES FOR WEATHERIZATION ASSISTANCE PROGRAM STAFF; COVID 19 SAFE WORK PRACTICES FOR WEATHERIZATION ASSISTANCE PROGRAM CONTRACTORS; PY20 POLICY UPDATE, MINNESOTA WEATHERIZATION AUDIT PROCESS REVIEW, AND PY20 MID-YEAR POLICY UPDATE. IN PY21 MINNESOTA WILL CONTINUE TO OFFER ONLINE TRAINING VIA ITS LEARNING MANAGEMENT SYSTEM (LMS).

MINNESOTA WILL OFFER CONTINUING EDUCATION CREDITS THROUGH ITS ONLINE LMS AND WHERE POSSIBLE AT STATE TRAININGS. MINNESOTA WILL ALSO MAKE SERVICE PROVIDERS AWARE OF ADDITIONAL RESOURCES FOR CONTINUING EDUCATION.

T&TA FUNDS MAY BE USED TO PAY FOR WAGES OF SERVICE PROVIDER WEATHERIZATION WORKERS DURING TRAINING EVENTS. SERVICE PROVIDER T&TA FUNDS MAY ALSO BE USED TO TRAIN CONTRACTORS, INCLUDING PROVIDING A REASONABLE STIPEND TO CONTRACTORS WHO ATTEND WAP TRAINING AT THE REQUEST OF THE SERVICE PROVIDER. ALL SUCH CONTRACTORS MUST SIGN A RETENTION AGREEMENT IN ACCORDANCE WITH DOE GUIDELINES. T&TA FUNDS MAY ALSO BE USED FOR SERVICE PROVIDER ADMINISTRATIVE STAFF TO ATTEND WEATHERIZATION-RELATED TRAINING.

MINNESOTA UTILIZES LOCAL HOME PERFORMANCE INDUSTRY EXPERTS AS MEMBERS OF OUR POLICY ADVISORY COUNCIL AND AS TRAINERS AT OUR ANNUAL WAP TRAINING CONFERENCE.

MINNESOTA WILL NOT TRAIN STAFF ON WEATHERIZATION ASSISTANT (WA) 8.10 AS MINNESOTA STAFF WILL NOT DIRECTLY UTILIZE WA 8.10. INSTEAD THE WAPLINK SOFTWARE WILL INTERACT WITH THE WA API.

A QUARTERLY UPDATED TRAINING ACTIVITIES REPORT IS SUBMITTED BY EACH SERVICE PROVIDER TO MINNESOTA AND INCLUDES A LIST OF TRAININGS TAKEN BY EACH EMPLOYEE.

ON A BROADER LEVEL, T&TA NEEDS, INCLUDING CLIENT EDUCATION, ARE ASSESSED IN A NUMBER OF WAYS:

- MINNESOTA STAFF MEMBERS COMPILE AND COMPARE INDIVIDUAL SERVICE PROVIDER MONITORING RESULTS TO DETERMINE MULTIAGENCY NEEDS AND TRENDS.
- SERVICE PROVIDER SURVEYS ARE USED TO ELICIT INPUT FOR GENERAL POLICY/PROCEDURAL ISSUES AND T&TA NEEDS.
- THE MINNESOTA WEATHERIZATION ADVISORY GROUP (MWAG) PROVIDES AN EXCELLENT SOURCE OF INPUT AND FEEDBACK REGARDING T&TA. MWAG MEMBERSHIP IS COMPRISED OF REPRESENTATIVES OF SERVICE PROVIDERS.
- THE POLICY ADVISORY COUNCIL (PAC) IS USED TO GARNER INPUT FROM A BROADER SPECTRUM OF WAP AFFECTED CONSTITUENTS WITHIN THE STATE.
- COOPERATION WITH OTHER ENERGY PROGRAM UNITS WITHIN THE DEPARTMENT OF MINNESOTA PROVIDES SHARING OF INFORMATION ABOUT ENERGY CONSERVATION ISSUES, SOME OF WHICH MAY BE ADDRESSED BY T&TA ACTIVITIES.

EVALUATION FORMS ARE DISTRIBUTED AS A PART OF EVERY GROUP T&TA EVENT. THE COMPLETED EVALUATIONS PROVIDE INFORMATION ABOUT THE EFFECTIVENESS OF THE WORKSHOP, CLASS OR OTHER GROUP ACTIVITY. EVALUATIONS MAY ALSO PROMPT MINNESOTA TO CONSIDER ADDITIONAL TRAINING. THE RESULTS OF THESE EVALUATIONS BECOME PART OF FUTURE T&TA NEEDS ASSESSMENTS.

STATE FIELD AND FISCAL MONITORING VISITS ARE ALSO USED TO EVALUATE T&TA TRAINING EFFECTIVENESS AND TO DETERMINE SPECIFIC TRAINING THAT MAY BE NECESSARY.

2.0 – OVERALL T&TA PLAN

YOUR OVERALL T&TA PLAN MUST INCORPORATE SUGGESTIONS AND FEEDBACK THE FOLLOWING ELEMENTS.

FEEDBACK FROM INTERNAL AND EXTERNAL REVIEWS, EXAMPLES INCLUDE:

- FEEDBACK FROM DEPARTMENT OF ENERGY (DOE) PROJECT OFFICER (PO) MONITORING VISITS
 - INTERNAL STATE AUDITS
 - GRANTEE MONITORING OF THE SUBGRANTEES
 - OFFICE OF INSPECTOR GENERAL (OIG) REPORTS
 - AMERICAN CUSTOMER SATISFACTION INDEX FEEDBACK, AND
 - OTHER. EXAMPLES INCLUDE:
 - TRAINING FEEDBACK
 - TRAINING RETENTION ACTIVITIES
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- FEEDBACK FROM DEPARTMENT OF ENERGY (DOE) PROJECT OFFICER (PO) MONITORING VISITS: IN PY20 MINNESOTA DELIVERED AN AUDIT PROCESS REVIEW TRAINING THAT COVERED THE PRACTICAL APPLICATION OF ASHRAE 62.2, ACCURATE ENERGY MODELLING AND ACCURATE COSTS, HOW TO UPDATE WEATHERIZATION ASSISTANT LIBRARIES, MANAGING HEALTH AND SAFETY AVERAGES IN RESPONSE TO DOE MONITORING AND FEEDBACK. IN PY21 MINNESOTA PLANS TO REINFORCE THESE TOPICS AS IT TRAINS SERVICE PROVIDERS ON WAPLINK AUDIT DATA ENTRY.
 - GRANTEE MONITORING OF THE SUBGRANTEES: IN PY21 MINNESOTA PLANS TO CONTINUE TO PROVIDE REMOTE INDIVIDUALIZED RESPONSIVE TRAINING BASED ON TRAINING NEEDS IDENTIFIED BY MONITORS AND SUB GRANTEES. ELECTRONIC TRAINING AND TECHNICAL ASSISTANCE REPORTING IN WAPLINK WILL STREAMLINE TRAINING REPORTING AND PROVIDE A VISUAL DISPLAY OF THE CONNECTION BETWEEN MONITORING AND TRAINING AND TECHNICAL ASSISTANCE EFFORTS.

- AMERICAN CUSTOMER SATISFACTION INDEX (ACSI) FEEDBACK: IN RESPONSE TO THE ACSI MINNESOTA WILL CONTINUE TO PROVIDE ONLINE TRAINING OPPORTUNITIES AND PROVIDE RESPONSIVE TRAINING IN THE “WEEKLY EMAIL” AND “QUESTION OF THE WEEK.”
- AS MINNESOTA TRANSITIONS TO WAPLINK AT THE END OF PY20 AND INTO THE FIRST QUARTER OF PY21 MINNESOTA IS MEETING WITH SERVICE PROVIDERS BI-WEEKLY TO REVIEW IMPLEMENTATION OF THEIR WAPLINK TRANSITION PLAN TO HELP ENSURE THAT ALL WAPLINK RELATED TRAINING NEEDS ARE BEING MET.

EXISTING OR PLANNED ACCREDITED TRAINING CENTER PARTNERSHIP OR WORKING RELATIONSHIP.

MINNESOTA PARTNERS WITH A NUMBER OF WEATHERIZATION TRAINING CENTERS THROUGH DIRECT CONTRACTS AND INDIRECTLY THROUGH AN STATE INTERAGENCY AGREEMENT WITH FOND DU LAC TRIBAL AND COMMUNITY COLLEGE (FDLTCC). THROUGH FDLTCC MINNESOTA PRIMARILY PARTNERS WITH SLIPSTREAM (WI) AND CHP (VA) TO PROVIDE COMPREHENSIVE TRAINING. ADDITIONALLY, MINNESOTA PARTNERS WITH SATURN RESOURCE MANAGEMENT, ENERGYSMART ACADEMY, NYSWDA, AND THE ASSOCIATION OF ENERGY AFFORDABILITY.

PREPARATIONS FOR FUTURE/UPCOMING PROGRAM REQUIREMENTS, EXAMPLES INCLUDE:

- **UPDATED STANDARD WORK SPECIFICATIONS (SWS)**
- **MIGRATION TO ONLINE WEATHERIZATION ASSISTANT**
- **INCLUSION OF SPECIFIC LANGUAGE FROM WEATHERIZATION PROGRAM NOTICES (WPN)**

MINNESOTA IS WORKING WITH ENERGYSMART ACADEMY TO CUSTOMIZE THE DECK OF CARDS FIELD GUIDE (WHICH IS BASED ON AND REFERENCES THE UPDATED SWS) FOR SUBMISSION TO DOE. ADDITIONALLY, MINNESOTA WILL AGAIN PURCHASE SATURN’S SWS ALIGNED FIELD GUIDE AS A CONTINUED REFERENCE MATERIAL FOR TECHNICAL AND FIELD STAFF. MINNESOTA IS WORKING WITH EISDATA (THE SAME GROUP THAT DEVELOPED FACSPRO) TO DEVELOP THE WAPLINK SOFTWARE. THIS PROGRAM MANAGEMENT SOFTWARE WILL INTERACT WITH THE WEATHERIZATION ASSISTANT ENERGY MODELLING ENGINE VIA OAK RIDGE NATIONAL LAB’S WEATHERIZATION ASSISTANT (WA) API. AS SUCH MINNESOTA WEATHERIZATION STAFF WILL NOT BE UTILIZING WA 8.10 AND MINNESOTA WILL NOT OFFER WA 8.10 TRAINING. MINNESOTA PLANS TO INCORPORATE THE DECK OF CARDS FIELD GUIDE INTO THE WAPLINK SOFTWARE SO THAT RELEVANT “CARDS” ARE LINKED TO WORK ORDER MEASURES.

WHAT PROTOCOLS ARE IN PLACE WHICH ENSURE UNTRAINED STAFF ARE NOT LEFT WITHOUT SUPERVISIONS DURING FIELD OPERATIONS?

MINNESOTA DOES NOT REQUIRE SPECIFIC CERTIFICATION OF SERVICE PROVIDER STAFF PRIOR TO HIRE. RATHER, IT IS THE RESPONSIBILITY OF THE SERVICE PROVIDER TO ENSURE THE QUALIFICATIONS OF ITS HIRES. AUDITORS MUST SUCCESSFULLY COMPLETE THE BUILDING ANALYST (BA) FROM (BPI) WITHIN THE FIRST YEAR OF WORK. EQUIVALENT CERTIFICATION MAY BE USED WITH APPROVAL FROM MINNESOTA. THE WORK OF NEW ENERGY AUDITORS MUST BE CLOSELY SUPERVISED DURING THE COURSE OF THEIR TRAINING AND PRIOR TO MEETING CERTIFICATION REQUIREMENTS TO ENSURE COMPLIANCE TO PROGRAM GUIDELINES. IN PY21 MINNESOTA WILL BEGIN PROVIDING INDIVIDUALIZED REMOTE TRAINING OPPORTUNITIES FOR ALL NEW AND EXISTING SERVICE PROVIDER TECHNICAL STAFF TO. ALL INSPECTORS MUST BE QCI CERTIFIED PRIOR TO COMPLETING INSPECTIONS FOR WORK PAID FOR WITH DOE FUNDS.

PARTNERSHIPS WITH THE STATEWIDE HOME PERFORMANCE INDUSTRY ON TRAINING ISSUES; IF APPLICABLE.

MINNESOTA CURRENTLY PARTNERS WITH FOND DU LAC TRIBAL AND COMMUNITY COLLEGE INCLUDING USE OF A TEST HOUSE ON THEIR CAMPUS APPROVED BY BPI FOR HEP FIELD EXAMS.

HOW DOES ANALYSIS CONDUCTED, AS DETAILED IN SECTION V.6 OF THE ANNUAL APPLICATION, INFLUENCE THE DEVELOPMENT OF T&TA ACTIVITIES AND PRIORITIES?

INDIVIDUAL SERVICE PROVIDER T&TA NEEDS ARE ASSESSED IN FOUR WAYS:

- MONITORING ACTIVITIES (DWELLING INSPECTIONS, FISCAL/ADMINISTRATIVE, DESK MONITORING, DOE INSPECTIONS, AND ALL OTHER TYPES) ARE USED TO IDENTIFY SPECIFIC AREAS WHERE IMPROVEMENT IS NEEDED. IN

ADDITION, INFORMAL CONVERSATIONS WITH SERVICE PROVIDER PERSONNEL, NOT CONNECTED TO MONITORING, ARE USED AS A MEANS OF IDENTIFYING SPECIFIC T&TA NEEDS AT THE SERVICE PROVIDER LEVEL.

- SERVICE PROVIDERS ASSESS THEIR OWN T&TA NEEDS AND OBJECTIVES VIA THE SUBMISSION OF A LOCAL PLAN AS A PART OF THEIR BUDGET.
- MONTHLY DESK MONITORING REPORTS DIRECT RESPONSIVE TRAINING TO SERVICE PROVIDERS TO IMPROVE EFFECTIVENESS AND DRIVE CONTINUOUS IMPROVEMENT.
- EACH SERVICE PROVIDER'S WORK PLAN AND BUDGET ARE REVIEWED AS PART OF THE CONTRACT SUBMISSION PROCESS AND ARE EVALUATED DURING MONITORING ACTIVITIES.

IN PY21 MINNESOTA PLANS TO UTILIZE THE FOLLOWING FEATURES IN THE WAPLINK PROGRAM MANAGEMENT SOFTWARE TO INFORM THE DEVELOPMENT OF TRAINING AND TECHNICAL ASSISTANCE ACTIVITIES:

- AN ELECTRONIC TRAINING AND TECHNICAL ASSISTANCE FORM IN WAPLINK THAT WILL RECORD MINNESOTA SPONSORED TRAINING AND TECHNICAL ASSISTANCE ACTIVITIES; SERVICE PROVIDERS MONITORING RELATED TRAINING AND TECHNICAL ASSISTANCE ACTIVITIES; AND SERVICE PROVIDER INITIATED TRAINING ACTIVITIES.
- ANNUAL PERFORMANCE AND TRAINING GOALS WILL BE DISPLAYED WITH TRAINING ACTIVITIES BY SERVICE PROVIDER.
- A REPORT INTERFACE OR "DASHBOARD" WILL DISPLAY PERFORMANCE INDICATORS BY SERVICE PROVIDER. THIS WILL ALLOW MINNESOTA TO COMPARE PRODUCTIVITY AND ENERGY SAVINGS BETWEEN SUBGRANTEES AND DEVELOPMENT TRAINING AND TECHNICAL ASSISTANCE ACTIVITIES.

MINNESOTA USES THE ABOVE ANALYSIS TO INFORM ITS COMPREHENSIVE AND RESPONSIVE TRAINING OFFERINGS. ADDITIONALLY MONITORS GIVE TRAINING ASSIGNMENTS AND RECOMMENDATIONS TO SERVICE PROVIDERS BASED ON THE RESULTS OF MONITORING VISITS. IN THIS WAY MINNESOTA USES ITS PROGRAM ANALYSIS AND MONITORING EFFORTS TO INFORM ITS TRAINING EFFORTS.

3.0 – WORKFORCE CREDENTIALS

DESCRIBE THE FOLLOWING ASPECTS OF YOUR T&TA PLAN RELATED TO WORKFORCE CREDENTIALS.

FEDERALLY REQUIRED CREDENTIALS. EXAMPLES INCLUDE:

- ENVIRONMENTAL PROTECTION AGENCY LEAD RENOVATION, REPAIR, AND PAINTING PROGRAM
- HOME ENERGY PROFESSIONALS QUALITY CONTROL INSPECTOR CERTIFICATION

- THE HOME ENERGY PROFESSIONAL QUALITY CONTROL INSPECTOR CERTIFICATION IS REQUIRED FOR ALL STAFF INSPECTING WORK PAID FOR WITH DOE FUNDS.
- ALL CREW BASED AGENCIES AND BUILDING SHELL CONTRACTORS ARE REQUIRED TO BE AN EPA RRP CERTIFIED FIRM.
- ALL AGENCIES AND CONTRACTORS MUST HAVE AN EPA CERTIFIED RRP RENOVATOR ON SITE AT PROJECTS NEEDING LEAD-SAFE WORK PRACTICES, AS DICTATED BY EPA REQUIREMENTS.
- ALL AGENCY CREWS AND BUILDING SHELL CONTRACTOR JOB-SITE EMPLOYEES WORKING IN WAP HOUSEHOLDS MUST BE TRAINED TO INSTALL MEASURES IN A LEAD-SAFE MANNER IN ACCORDANCE WITH THE SWS AND EPA PROTOCOLS, AND CERTIFIED BY THE EPA AS RRP LEAD RENOVATOR.

GRANTEE/STATE REQUIRED CREDENTIALS. EXAMPLES INCLUDE:

- BUILDING PERFORMANCE INSTITUTE BUILDING ANALYST
- GRANTEE-DEVELOPED CERTIFICATIONS

MINNESOTA DOES NOT CURRENTLY REQUIRE ANY GRANTEE-DEVELOPED CERTIFICATIONS. EQUIVALENT CERTIFICATIONS TO THE BPI BUILDING ANALYST CERTIFICATION (SUCH AS HERS RATER) ARE RECOGNIZED BY MINNESOTA ON A CASE BY CASE BASIS. THE TYPICAL FIRST STEP FOR ENERGY AUDITORS AND QUALITY CONTROL INSPECTORS IS TO GAIN THE BPI BUILDING ANALYST CERTIFICATION, QUALIFYING THEM TO PERFORM ENERGY AUDITS, FOLLOWED BY HEP ENERGY AUDITOR TRAINING AND CERTIFICATION AFTER PREREQUISITES ARE GAINED. MINNESOTA TYPICALLY OFFERS HEP QCI MICRO-CERTIFICATION TRAINING AND EXAMS TWO TO THREE MONTHS AFTER OFFERING THE HEP ENERGY AUDITOR CERTIFICATION AND EXAMS THUS ALLOWING QUALIFIED STAFF TO GAIN BOTH HEP CERTIFICATIONS AS QUICKLY AS POSSIBLE AFTER MEETING PREREQUISITES.
SUBGRANTEE/LOCAL REQUIRED CREDENTIALS. EXAMPLES INCLUDE:
<ul style="list-style-type: none"> • CONTRACTOR LICENSING
ALL CONTRACTORS AND THEIR SUBCONTRACTORS AND CREWS MUST BE LICENSED AND BONDED AS REQUIRED BY PERTINENT LAWS, ORDINANCES, REGULATIONS, OR CODES.
INDUSTRY REQUIRED CREDENTIALS. EXAMPLES INCLUDE:
<ul style="list-style-type: none"> • EQUIPMENT/MATERIAL MANUFACTURE CERTIFICATION • VENDOR CERTIFICATION (E.G. EQUIPMENT/MATERIAL MANUFACTURE CERTIFICATION, VENDOR CERTIFICATION)
MINNESOTA DOES NOT REQUIRE INDUSTRY REQUIRED CREDENTIALS BEYOND THE BUILDING PERFORMANCE INDUSTRY CREDENTIALS MENTIONED ELSEWHERE IN THIS PLAN.
PROCESS FOR MAINTAINING WORKFORCE CREDENTIALS
MINNESOTA PROVIDES BPI RE-CERTIFICATION TRAINING AND EXAMS TO WEATHERIZATION PROGRAM STAFF. MINNESOTA PROVIDES OPPORTUNITIES TO GAIN CERTIFICATION CEUs THROUGH SPONSORSHIP OF LOCAL WEATHERIZATION AND BUILDING PERFORMANCE CONFERENCES. MINNESOTA PROVIDES ONLINE TRAINING THROUGH ITS LEARNING MANAGEMENT SYSTEM THAT WEATHERIZATION STAFF CAN UTILIZE TO GAIN CONTINUING EDUCATION CREDITS. WEATHERIZATION AGENCIES USE TTA FUNDS TO PROVIDE TRAINING FOR THEIR STAFF, INCLUDING ONLINE TRAINING, CONFERENCES AND OTHER TRAINING.
HOW CREDENTIALS ARE TRACKED
MINNESOTA KEEPS RECORD OF THE CERTIFICATIONS AND DATES FOR ALL AGENCY STAFF. MINNESOTA USES THIS INFORMATION TO SCHEDULE AND COORDINATE RE-CERTIFICATION TRAINING AND EXAM OFFERINGS.

4.0 – TRAINING

GRANTEES HAVE TWO OPTIONS TO DESCRIBE THEIR TRAINING.

- A) USE THE EMBEDDED SPREADSHEET* TO IDENTIFY AND DESCRIBE THE TRAINING SCHEDULE FOR GRANTEE AND SUBGRANTEE STAFF. INCLUDE TECHNICAL AND NON-TECHNICAL TRAINING.
- B) OR USE THE FIELDS BELOW TO IDENTIFY AND DESCRIBE THE TRAINING SCHEDULE FOR GRANTEE AND SUBGRANTEE STAFF. INCLUDE TECHNICAL AND NON-TECHNICAL TRAINING.

GRANTEE'S ARE TO INCLUDE THE FOLLOWING IN THEIR DESCRIPTIONS REGARDLESS OF WHAT OPTION IS BEING USED TO DESCRIBE THEIR TRAINING PLAN:

- SPECIFY WHETHER ATTENDANCE IS MANDATORY, AND THE RAMIFICATIONS FOR NON-COMPLIANCE.
- SPECIFY IF THE T&TA PLAN SPANS MULTIPLE PROGRAM YEARS (PY), INDICATE WHICH TRAININGS ARE INTENDED IN THE CURRENT PY AND WHICH ARE PLANNED FOR FUTURE PYs.

* THE EMBEDDED SPREADSHEET, IF COMPLETED AT THE END OF THE YEAR TO RECORD DELIVERED TRAINING, CAN BE USED AS DOCUMENTATION FOR THE REQUIRED ANNUAL T&TA REPORT. DOUBLE CLICK TO OPEN SPREADSHEET. ENTER INFORMATION AND CLOSE. IT WILL AUTOMATICALLY SAVE YOUR INFORMATION



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PROGRAMMATIC/ADMINISTRATION TRAINING

- FINANCIAL (I.E. 2 CFR 200)
- MANAGEMENT (I.E. 10 CFR 440)

- OMB UNIFORM GUIDANCE TRAINING. ANY FISCAL STAFF WORKING WITH THE WEATHERIZATION PROGRAM MUST ATTEND INITIAL TRAINING ON OMB GUIDELINES WITHIN ONE YEAR OF THE HIRE DATE. IN ADDITION, STAFF MUST TAKE REFRESHER COURSES WITHIN ONE YEAR OF CHANGES TO THE OMB GUIDELINES. KEVIN MYREN, A NATIONALLY RECOGNIZED EXPERT IN THE APPLICATION OF THE UNIFORM GUIDANCE TO FEDERALLY FUNDED NONPROFITS IS AVAILABLE TO PROVIDE TRAINING TO OUR NETWORK OF SERVICE PROVIDERS. MINNESOTA OFFERS THIS TRAINING AT LEAST BI-ANNUALLY AND IN PY20 OFFERED A TRAINING THAT REVIEWED AUGUST 2020 UPDATES.
- IN PY21 MINNESOTA WILL CONTINUE TO MEET REGULARLY WITH THE WEATHERIZATION ADVISORY GROUP (MWAG); THE MN COMMUNITY ACTION PARTNERSHIP (MINNCAP) DIRECTORS MEETING; AND THE FISCAL DIRECTORS IN ORDER TO KEEP THE WEATHERIZATION NETWORK UP TO DATE WITH PROGRAM DEVELOPMENTS AND REINFORCE MINNESOTA POLICY. ADDITIONALLY, MINNESOTA WILL CONTINUE TO PROVIDE OPPORTUNITIES FOR SERVICE PROVIDER ADVISORY GROUPS TO GIVE INPUT INTO THE WAPLINK PROGRAM MANAGEMENT SOFTWARE ROLLOUT AND ENCOURAGE KNOWLEDGE SHARING BETWEEN SERVICE PROVIDERS.
- IN PY21 MINNESOTA WILL CONTINUE TO ENCOURAGE PROGRAM COORDINATORS AND ADMINISTRATIVE STAFF TO UTILIZE NREL'S WAP ADMINISTRATIVE TRAINING.
- IN PY21 MINNESOTA WILL CONTINUE TO PROVIDE ANNUAL AND MID-YEAR POLICY UPDATES TO SERVICE PROVIDERS.
- UNLESS OTHERWISE NOTED, SERVICE PROVIDERS ARE NOT REQUIRED TO ATTEND ALL T&TA ACTIVITIES ALTHOUGH THEY ARE RESPONSIBLE FOR UNDERSTANDING AND IMPLEMENTING ANY TECHNICAL AND POLICY CONTENT COVERED IN THOSE T&TA ACTIVITIES.

COMPREHENSIVE TECHNICAL TRAINING ALIGNED TO THE JOB TASK ANALYSIS (IDENTIFY AT WHAT INTERVALS WORKERS WILL RECEIVE REGULAR, COMPREHENSIVE TRAINING AS REQUIRED BY WEATHERIZATION PROGRAM NOTICE (WPN) 15-4)

- QUALITY CONTROL INSPECTOR
- ENERGY AUDITOR
- CREW LEAD
- RETROFIT INSTALLER/TECHNICIAN

PY21 COMPREHENSIVE TRAININGS INCLUDE JTA-ALIGNED CREW LEADER, RETROFIT INSTALLER, ENERGY AUDITOR AND QUALITY CONTROL INSPECTOR TRAININGS TO REFLECT INDUSTRY-WIDE INITIATIVES AND BROADEN THE SKILLS NECESSARY TO SUCCESSFULLY MAINTAIN QUALITY WORK IN THE WAP. MINNESOTA WILL CONTINUE TO ADDRESS RECENT CHANGES TO THE HEP ENERGY AUDITOR AND QCI CERTIFICATION SCHEME.

BECAUSE IT IS UNKNOWN IF AND HOW THE IMPACT OF COVID-19 ON TRAVEL AND LARGE GROUP GATHERINGS WILL EXTEND INTO PY21, MINNESOTA WILL CONTINUE TO EXPAND ITS DISTANCE LEARNING AND REMOTE MEETING OPTIONS WITH THE INTENTION OF BEING ABLE TO QUICKLY PIVOT TO REMOTE TRAINING AND MEETING OPTIONS AS CIRCUMSTANCES REQUIRE. AS MINNESOTA PLANS AND PROCURES IN PERSON TRAININGS IN PY21, IT WILL BUILD REMOTE TRAINING OPTIONS INTO ITS CONTRACTS.

UNLESS OTHERWISE NOTED, SERVICE PROVIDERS ARE NOT REQUIRED TO ATTEND ALL T&TA ACTIVITIES ALTHOUGH THEY ARE RESPONSIBLE FOR UNDERSTANDING AND IMPLEMENTING ANY TECHNICAL AND POLICY CONTENT COVERED IN THOSE T&TA

ACTIVITIES. WHILE ATTENDANCE AT BPI BA AND BPI HEP TRAININGS IS NOT REQUIRED, THESE CERTIFICATIONS ARE REQUIRED AND SERVICE PROVIDER STAFF MOST OFTEN TAKE ADVANTAGE OF THE OPPORTUNITIES PROVIDED BY MINNESOTA TO ACHIEVE THESE CERTIFICATIONS. SERVICE PROVIDERS HAVE OCCASIONALLY PROVIDED CERTIFICATION TRAINING AND TESTING INDEPENDENTLY DUE TO SCHEDULING CONFLICTS, BUT THIS IS UNCOMMON.

COMPREHENSIVE TRAINING IS REQUIRED EVERY 3 YEARS FOR ENERGY AUDITORS AND QCI AND EVERY 5 YEARS FOR RETROFIT INSTALLERS AND CREW LEADERS.

ANALYSIS OF TRAINING NEEDS FOR WEATHERIZATION WORKERS

QUALITY CONTROL INSPECTOR (QCI)

AS OF THE END OF THE THIRD QUARTER OF PY20, MINNESOTA WAP HAS 53 QCI CERTIFIED INDIVIDUALS IN ITS STATEWIDE NETWORK AS WELL AS FOUR QCI CERTIFIED INDIVIDUALS IN ITS STATE STAFF. ALL SERVICE PROVIDERS CURRENTLY HAVE ACCESS TO A QCI THROUGH DIRECT EMPLOYMENT OR A CONTRACTUAL AGREEMENT. MINNESOTA WILL OFFER QCI TRAINING AND WRITTEN EXAMS SOON AFTER THE HEP ENERGY AUDITOR TRAINING AND EXAMS ARE OFFERED. THERE ARE CURRENTLY 12 QCIS THAT WILL REQUIRE RECERTIFICATION IN PY21. THE NEED FOR QCI TRAINING AND QCI RECERTIFICATION IS HIGH.

ENERGY AUDITOR (EA)

IN PY20, NO NEW STAFF TOOK AND PASSED QCI TESTING AND CERTIFICATIONS DUE TO THERE BEING NO REMOTE EXAM OPTION FOR STAFF WHO DID NOT PREVIOUSLY HAVE AN HEP CERTIFICATION. THERE ARE CURRENTLY 12 BPI BUILDING ANALYST CERTIFIED STAFF READY TO CHALLENGE THE HEP ENERGY AUDITOR CERTIFICATION EXAMS AS SOON AS IN PERSON TESTING IS FEASIBLE. IN PY21 MINNESOTA ANTICIPATES THAT SERVICE PROVIDERS WILL HIRE UP TO 30-50 NEW ENERGY AUDITORS AND PLANS TO PROVIDE UP TO SEVEN BPI BUILDING ANALYST COURSES AND EXAMS FOR THESE NEWLY HIRED STAFF AND UP TO THREE HEP ENERGY AUDITOR COURSES AND EXAMS FOR CURRENT ENERGY AUDITORS.

CREW LEADER (CL) AND RETROFIT INSTALLER (RI)

FOR BUILDING SHELL WORK, MINNESOTA HAS SIX CREW BASED SERVICE PROVIDERS AND THE REMAINING 17 ARE CONTRACTOR BASED. WHILE CREW BASED AGENCIES CONSISTENTLY SEND THEIR STAFF TO OFFERED TRAININGS, AGENCIES THAT UTILIZE CONTRACTORS HAVE HISTORICALLY HAD DIFFICULTY CONVINCING BUILDING SHELL CONTRACTORS TO ATTEND JTA-ALIGNED TRAININGS IN SPITE OF OFFERING STIPENDS. IN PY21, MINNESOTA WILL ADDRESS THE WPN 15-4 SECTION 4 REQUIREMENT THAT BUILDING SHELL CREWS AND CONTRACTORS RECEIVE JTA-ALIGNED TRAINING BY REQUIRING PARTICIPATION IN TWO JTA-ALIGNED TRAINING ANNUALLY. IN PY21, CONTRACTOR TRAINING WILL ALSO INCLUDE REVIEW OF THE DOE STANDARD WORK SPECIFICATIONS (SWS) AND MINNESOTA'S SWS DECK OF CARDS FIELD GUIDE. MINNESOTA IS CONSIDERING THE POSSIBILITY OF ADDING A BADGES PROGRAM FOR FIELD STAFF.

MULTIFAMILY: ALL FOUR JOB TITLES

IN PY21, MINNESOTA AGAIN PLANS TO OFFER A MULTIFAMILY QCI GAP TRAINING.

ANTICIPATED INTERVALS FOR COMPREHENSIVE TRAINING FOR WEATHERIZATION WORKERS

TO ADDRESS STAFF TURNOVER, MINNESOTA ANTICIPATES OFFERING HEP ENERGY AUDITOR AND HEP QCI TRAINING AT REGULAR INTERVALS. CURRENT STAFF WHO HAVE ACHIEVED CERTIFICATIONS FOR THEIR JOB CLASSIFICATIONS WILL ALSO RECEIVE REGULAR COMPREHENSIVE TRAINING.

QUALITY CONTROL INSPECTOR

SINCE THE QCI CERTIFICATION IS REQUIRED BY DOE, MINNESOTA ANTICIPATES THE NEED TO OFFER UP TO TWO SESSIONS OF QCI TRAINING AND WRITTEN TESTING FOR NEW QCIS EACH PROGRAM YEAR. CURRENT QCIS WHO HAVE SIX QCI-SPECIFIC CEUS WILL BECOME ENERGY AUDITOR AND QCI CERTIFIED UNDER THE NEW CERTIFICATION SCHEME WHEN THEY PASS THE ENERGY AUDITOR FIELD-TEST PER PAGE 9 OF THE *UPDATED HOME ENERGY PROFESSIONAL QUALITY CONTROL INSPECTOR AND ENERGY AUDITOR CERTIFICATIONS: WHAT YOU NEED TO KNOW*. MINNESOTA PLANS TO OFFER EA FIELD TRAINING AND TESTING TO CURRENT QCIS SYSTEMATICALLY WITHIN SIX MONTHS OF THEIR QCI CERTIFICATION EXPIRATION. COMPREHENSIVE TRAINING ALIGNED TO THE QCI JTAS WILL BE PROVIDED ANNUALLY TO EXISTING QCI CERTIFIED STAFF.

ENERGY AUDITOR

SINCE THE EA CERTIFICATION IS NOW REQUIRED TO OBTAIN THE QCI CERTIFICATION, MINNESOTA PLANS TO PROVIDE REGULAR COMPREHENSIVE TRAINING UP TO TWO TIMES ANNUALLY TO PROVIDE A PATH TO QCI CERTIFICATION FOR NEW STAFF. COMPREHENSIVE TRAINING ALIGNED TO THE EA JTAS WILL BE PROVIDED ANNUALLY TO EXISTING EA-CERTIFIED STAFF.

CREW LEADER AND RETROFIT INSTALLER

SINCE THE IMPLEMENTATION OF THE STANDARD WORK SPECIFICATIONS, MINNESOTA HAS FOUND AN OVERALL DECREASE IN MONITORING FINDINGS RELATED TO WORK QUALITY. THAT BEING SAID MINNESOTA STILL FINDS VARIABILITY BY SERVICE PROVIDER AND CONTRACTOR IN TERMS OF AIR SEALING RESULTS. ADDITIONALLY, SOME SERVICE PROVIDERS STILL EXPRESS CONCERN THAT THEIR CREWS AND CONTRACTORS ARE NOT FULLY CONFIDENT WITH MOBILE HOME WEATHERIZATION. IN PY21 MINNESOTA WILL FOCUS COMPREHENSIVE TRAINING EFFORTS FOR THESE CREW LEADERS AND RETROFIT INSTALLERS ON AIR SEALING AND MOBILE HOME WEATHERIZATION THROUGH A COMBINATION OF SERVICE PROVIDER-LED, ONLINE, AND ONSITE TRAINING.

CREW LEADER

SINCE THE CREW LEADER (CL) CERTIFICATION IS NOT REQUIRED BY DOE AT THIS TIME, MINNESOTA PLANS TO PROVIDE ANNUAL ONLINE-TRAINING FOR ALL CREW LEADERS.

RETROFIT INSTALLER

SINCE THE RETROFIT INSTALLER (RI) CERTIFICATION IS NOT REQUIRED BY DOE AT THIS TIME, MINNESOTA PLANS TO PROVIDE REGULAR ONLINE-TRAINING FOR ALL CREW LEADERS. COMPREHENSIVE TRAINING ALIGNED TO THE RI JTAS WILL BE PROVIDED ANNUALLY TO EXISTING CREW AND CONTRACTORS.

MULTIFAMILY

MINNESOTA PLANS TO PROVIDE MULTIFAMILY QCI GAP TRAINING TO QCI CERTIFIED INDIVIDUALS TO MEET PROGRAM REQUIREMENTS ANNUALLY OR BIENNIALY BASED ON NEED.

SPECIFIC TECHNICAL TRAINING

- TOPICS IDENTIFIED DURING MONITORING VISIT(S)
- ENERGY MODELING
- HEALTH & SAFETY. ALL H&S TOPICS IN WPN 17-7 REQUIRE SOME LEVEL OF TRAINING FOR ALL AFFECTED WORKERS, THE FREQUENCY OF THIS TRAINING IS A GRANTEE DECISION. EXAMPLES INCLUDE:
 - AIR CONDITIONING AND HEATING SYSTEMS
 - ASBESTOS
 - BIOLOGICALS AND UNSANITARY CONDITIONS
 - BUILDING STRUCTURE AND ROOFING
 - CODE COMPLIANCE

- COMBUSTION GASES
- ELECTRICAL
- FORMALDEHYDE, VOLATILE ORGANIC COMPOUNDS (VOCs), FLAMMABLE LIQUIDS, AND OTHER AIR POLLUTANTS
- FUEL LEAKS
- GAS RANGE/OVENS
- HAZARDOUS MATERIALS DISPOSAL
- INJURY PREVENTION OF OCCUPANTS AND WEATHERIZATION WORKERS
- LEAD BASED PAINT
- EPA'S LEAD RENOVATION, REPAIR & PAINTING PROGRAM (RRP)MOLD/MOISTURE
- PESTS
- RADON
- SAFETY DEVICES
- VENTILATION AND INDOOR AIR QUALITY
 - AMERICAN SOCIETY OF HEATING REFRIGERATION AND AIR-CONDITIONING ENGINEERS (ASHRAE)
- WINDOW REPAIR, DOOR REPAIR
- WORKER SAFETY
 - OSHA
- ADDITIONAL TOPICS AS DESCRIBED IN HEALTH & SAFETY PLAN
- CLIENT EDUCATION (TRAINING WORKERS TO CONDUCT CLIENT EDUCATION). EXAMPLES INCLUDE:
 - ENERGY SAVINGS STRATEGIES
 - PROGRAM-SPECIFIC INFORMATION. EXAMPLES INCLUDE:
 - WHAT TO EXPECT
 - ADDITIONAL RESOURCES
 - HEALTH & SAFETY ISSUES

BPI HEATHY HOME EVALUATOR: IN PY21 MINNESOTA WILL MAKE EFFORTS TO CONNECT SERVICE PROVIDER STAFF TO BPI HEALTHY HOMES EVALUATOR TRAININGS AND MAY OFFER DEDICATED TRAINING TO SERVICE PROVIDER STAFF IF DEMAND DICTATES.

HEALTH AND SAFETY TRAINING: MINNESOTA HAS DEVELOPED A HEALTH AND SAFETY CURRICULUM BASED ON WPN 17-7 AND MINNESOTA WAP POLICY AND DURING PY20 AN ONLINE TRAINING IS BEING DEVELOPED USING THIS CURRICULUM. IT IS ANTICIPATED THAT THIS TRAINING WILL BE AVAILABLE FOR MINNESOTA STAFF JULY 1, 2021.

MECHANICAL SYSTEMS/CAZ TRAINING: A THREE-DAY COURSE COVERING TOPICS SUCH AS REFRIGERATION, COMBUSTION, AND CAZ DEPRESSURIZATION TESTING, VENTILATION, AND MULTIFAMILY HVAC WILL BE OFFERED TO SERVICE PROVIDERS UTILIZING MINNESOTA SPECIFIC TRAINING MATERIALS. THIS TRAINING WILL BE OFFERED UP TO THREE TIMES THIS YEAR.

POLICY CHANGES INTRODUCTION AND IMPLEMENTATION: TOOLS FOR A SUCCESSFUL AND SEAMLESS PROGRAM YEAR. THIS YEAR'S POLICY UPDATES WILL FOCUS ON CHANGES BROUGHT ABOUT BY THE IMPLEMENTATION OF THE WAPLINK PROGRAM MANAGEMENT SOFTWARE.

MINNESOTA WEATHERIZATION ASSISTANT AUDIT TOOL REVIEW: THIS TRAINING WILL REVIEW THE SINGLE FAMILY AND MOBILE HOME AUDIT TOOL APPROVED FEBRUARY 2021. THIS TRAINING WILL REITERATE THE IMPORTANCE OF ACCURATE AUDIT DATA ENTRY TO ENSURE ACCURATE ENERGY MODELLING. THE TRAINING WILL ALSO INCLUDE THE REQUIREMENT TO MODEL COOLING IN WEATHERIZATION ASSISTANT; TO USE "EVALUATE ALL" FOR HEATING SYSTEMS AND WINDOWS; AIR INFILTRATION REDUCTION BEST PRACTICES; WHEN HEALTH AND SAFETY DUCT SEALING IS APPROPRIATE; THE IMPORTANCE OF SITE MAPS, FIELD NOTES, AND ROBUST DATA COLLECTION; AND WHEN REFRIGERATOR METERING IS REQUIRED.

WAPLINK TRAINING AND TECHNICAL ASSISTANCE: WITH THE TRANSITION FROM FACSPRO AND WEATHERIZATION ASSISTANT TO WAPLINK, MINNESOTA WILL PROVIDE BOTH FORMAL AND INFORMAL SOFTWARE TRAINING TO SERVICE PROVIDER STAFF.

REMOTE INDIVIDUALIZED RESPONSIVE TRAINING AND TECHNICAL ASSISTANCE: MINNESOTA PLANS TO PROCURE THE SERVICES OF A TRAINER OR TRAINING ORGANIZATION TO PROVIDE INDIVIDUALIZED RESPONSIVE TRAINING AND TECHNICAL ASSISTANCE TO NEW AND EXPERIENCED SERVICE PROVIDER STAFF STATEWIDE.

MULTIFAMILY WEATHERIZATION TRAINING AND TECHNICAL ASSISTANCE: MINNESOTA WILL PROCURE THE SERVICES OF A TRAINER OR TRAINING ORGANIZATION TO PROVIDE INDIVIDUALIZED RESPONSIVE TRAINING AND TECHNICAL ASSISTANCE TO SERVICE PROVIDERS WEATHERIZING 5+ UNIT MULTIFAMILY BUILDINGS.

CONTRACTOR/CREW TRAINING: MINNESOTA WILL PROCURE THE SERVICES OF A TRAINER OR TRAINING ORGANIZATION TO PROVIDE TRAINING TO BUILDING SHELL CONTRACTORS AND CREWS. MINNESOTA IS CONSIDERING DEVELOPING A BADGES PROGRAM FOR BUILDING SHELL CONTRACTORS AND CREWS.

NEW STAFF TRAINING MINNESOTA WAP ORIENTATION: IN PY21 MINNESOTA WILL OFFER NEWLY HIRED SERVICE PROVIDER STAFF, INCLUDING AMERICORPS VOLUNTEERS, WITH ORIENTATION TRAINING THAT INTRODUCES NEW STAFF TO BUILDING SCIENCE CONCEPTS AND MINNESOTA WEATHERIZATION PROGRAM REQUIREMENTS.

SOLAR TRAINING: CONTINGENT ON EXPANSION OF SOLAR IN MINNESOTA WAP, IN PY21 MINNESOTA WILL DELIVER ADDITIONAL SOLAR TRAINING TO SERVICE PROVIDERS. MINNESOTA WILL ALSO PROVIDE AN INITIATION TO SOLAR CONTRACTORS WORKING IN WAP.

ADDITIONAL RESPONSIVE TRAINING ANTICIPATED FOR PY21: REGIONAL OR STATE ENERGY CONFERENCE

SERVICE PROVIDERS WILL BE RESPONSIBLE FOR COSTS RELATED TO:

- TRAVEL AND LABOR RELATED TO STATE SPONSORED COMPREHENSIVE AND SPECIFIC TRAINING
- LSW AND LEAD RENOVATOR TRAINING AND CERTIFICATION
- CONTINUING EDUCATION CREDITS FOR ANY RELEVANT CERTIFICATIONS (E.G. QCI OR BUILDING ANALYST)
- ADDITIONAL COMPREHENSIVE AND SPECIFIC TRAINING NOT AVAILABLE THROUGH COMMERCE
- CONTRACTOR STIPENDS, IF ANY

SERVICE PROVIDERS WILL PROVIDE A T&TA BUDGET AS PART OF THE CONTRACTING PROCESS THAT COMMUNICATES A THOROUGH PLAN TO EXPEND ALL T&TA FUNDS IN AN EFFECTIVE MANNER.

CONFERENCES. EXAMPLES INCLUDE:

- **ENERGY OUTWEST**
- **BUILDING PERFORMANCE ASSOCIATION**
- **NATIONAL ASSOCIATION FOR STATE AND COMMUNITY SERVICE PROVIDERS**
- **COMMUNITY ACTION PARTNERSHIP**

MINNESOTA IS HOPEFUL THE ANNUAL STATE ENERGY CONFERENCE, WHICH IS ORGANIZED BY A SERVICE PROVIDER WORKING GROUP AND WHICH WAS UNABLE TO BE HELD IN 2020 OR 2021 DUE TO COVID-19 TRAVEL RESTRICTIONS, WILL BE HELD IN MAY OF 2022. AS IT REGULARLY HAS, MINNESOTA PLANS TO SPONSOR THIS CONFERENCE AND HELP DEVELOP THE CONFERENCE CONTENT SO IT ALIGNS WITH MINNESOTA'S TRAINING OBJECTIVES.

NATIONAL WEATHERIZATION CONFERENCES: MINNESOTA APPROVES OUT OF STATE TRAVEL REQUESTS FROM SERVICE PROVIDERS FOR NATIONAL CONFERENCE ATTENDANCE BASED ON AVAILABILITY OF FUNDS AND THE RELEVANCE OF CONFERENCE CONTENT FOR WEATHERIZATION STAFF INCLUDING THE NATIONAL HOME PERFORMANCE CONFERENCE AND ENERGY OUTWEST.

MINNESOTA REGULARLY SENDS STATE STAFF TO THE FALL AND WINTER CONFERENCES SPONSORED BY THE NATIONAL ASSOCIATION OF STATE AND COMMUNITY SERVICE PROVIDERS.

OTHER, PLEASE SPECIFY:

DESCRIBE OTHER TRAINING ACTIVITIES HERE

5.0 – TECHNICAL ASSISTANCE

DESCRIBE THE TECHNICAL ASSISTANCE ACTIVITIES INCLUDED IN THE T&TA BUDGET CATEGORY.

PROGRAMMATIC/ADMINISTRATION SUPPORT

MINNESOTA PROVIDES REGULAR RESPONSIVE TRAINING AND TECHNICAL ASSISTANCE THROUGH THE WEATHERIZATION EMAIL INBOX, INCLUDING OVER 500 INDIVIDUAL REQUESTS EACH PROGRAM YEAR. ADDITIONALLY, MINNESOTA PROVIDES TECHNICAL ASSISTANCE THROUGH PHONE CALLS, MONITORING EVENTS, AND MID-YEAR CALLS.

TECHNICAL SUPPORT

MINNESOTA PROVIDES WAPLINK SUPPORT THROUGH A SEPARATE EMAIL ADDRESS ADMINSTRATED BY THE SOFTWARE PROVIDER THAT IS FORWARDED TO THE WEATHERIZATION EMAIL INBOX SO THAT MINNESOTA STAFF ARE AWARE OF ALL TECHNICAL ASSISTANCE REQUESTS. ADDITIONAL TECHNICAL SUPPORT IS PROVIDED THOUGH PHONE CALLS AND MONITORING EVENTS.

HEALTH & SAFETY SUPPORT ACTIVITIES

MINNESOTA HAS DEVELOPED A HEALTH AND SAFETY CURRICULUM BASED ON WPN 17-7 AND MINNESOTA WAP POLICY AND DURING PY20 AN ONLINE TRAINING IS BEING DEVELOPED USING THIS CURRICULUM. IT IS ANTICIPATED THAT THIS TRAINING WILL BE AVAILABLE FOR MINNESOTA STAFF JULY 1, 2021. ADDITIONAL HEALTH AND SAFETY SUPPORT IS PROVIDED THOUGH PHONE CALLS, MONITORING EVENTS AND THE WEATHERIZATION EMAIL INBOX.

MONITORING

WHAT PERCENTAGE OF T&TA FUNDING IS ALLOCATED TO MONITORING? (IF DEFINED IN SECTION B OF THE BUDGET DETAILS WITHIN THE ANNUAL APPLICATION, INCLUDE THAT WITHIN YOUR DESCRIPTION BELOW.)

THIRTY FIVE PERCENT OF T&TA FUNDING IS ALLOCATED TO MONITORING.

OTHER, PLEASE SPECIFY

MINNESOTA HAS DEVELOPED NUMEROUS TECHNICAL GUIDANCE DOCUMENTS FOUND IN THE APPENDICES OF ITS POLICY MANUAL. THESE CONTAIN TECHNICAL GUIDANCE FOR SPECIFIC PROGRAMMATIC AND TECHNICAL AREAS.

6.0 CLIENT EDUCATION

DESCRIBE WHAT CURRENT AND PLANNED CLIENT EDUCATION MATERIALS AND/OR ACTIVITIES ARE INCLUDED IN THE T&TA BUDGET CATEGORY. ONLY THOSE PAID FOR WITH T&TA FUNDS NEED TO BE MENTIONED.

NOTE: THIS DOES NOT INCLUDE TRAINING WORKERS TO DELIVER CLIENT EDUCATION. THIS SHOULD BE DESCRIBED IN THE TRAINING SECTION, ABOVE.

CLIENT EDUCATION ACTIVITIES PRIOR TO, DURING AND AFTER WEATHERIZATION WHICH ADDRESS THE WEATHERIZATION PROCESS AND ENERGY SAVINGS DETAILS

MINNESOTA WEATHERIZATION STAFF PROVIDE CLIENT EDUCATION THROUGH REQUIRED CLIENT FORMS. IN ADDITION THE FOLLOWING WRITTEN RESOURCES ARE AVAILABLE AS APPLICABLE.

[HOME ENERGY GUIDE](#) (.PDF)

[BE ENERGY SMART AND DO YOUR PART](#) (.PDF)

[RENOVATE RIGHT BROCHURE GUIDE](#)

[YOUR WEATHERIZATION PROJECT](#) (.PDF)

[CLEAN FANS WORK BETTER](#) (.PDF)

[SOME BASIC ENERGY-SAVING TIPS FOR THE HEATING AND COOLING SEASONS](#) (.PDF)

ADDITIONALLY DURING PY20 MINNESOTA IS CREATING A SERIES OF ANIMATED CLIENT EDUCATION VIDEOS THAT PROVIDE INFORMATION ABOUT WEATHERIZATION SERVICES, THE PROCESS OF HAVING ONE'S HOME WEATHERIZED, AND BUILDING SCIENCE AND HEALTH AND SAFETY RELATED INFORMATION.

CLIENT EDUCATION ACTIVITIES REGARDING H&S ISSUES AS INDICATED IN WPN 17-7

- AIR CONDITIONING AND HEATING SYSTEMS
- ASBESTOS
- BIOLOGICALS AND UNSANITARY CONDITIONS
- BUILDING STRUCTURE AND ROOFING
- CODE COMPLIANCE
- COMBUSTION GASES
- ELECTRICAL
- FORMALDEHYDE, VOLATILE ORGANIC COMPOUNDS (VOCs), FLAMMABLE LIQUIDS, AND OTHER AIR POLLUTANTS
- FUEL LEAKS
- GAS RANGE/OVENS
- HAZARDOUS MATERIALS DISPOSAL
- INJURY PREVENTION OF OCCUPANTS AND WEATHERIZATION WORKERS
- LEAD BASED PAINT
- EPA'S LEAD RENOVATION, REPAIR & PAINTING PROGRAM (RRP)MOLD/MOISTURE
- PESTS
- RADON
- SAFETY DEVICES
- VENTILATION AND INDOOR AIR QUALITY
 - AMERICAN SOCIETY OF HEATING REFRIGERATION AND AIR-CONDITIONING ENGINEERS (ASHRAE)
- WINDOW REPAIR, DOOR REPAIR
- WORKER SAFETY
 - OSHA
- ADDITIONAL TOPICS AS DESCRIBED IN HEALTH & SAFETY PLAN

CLIENT EDUCATION ACTIVITIES REGARDING H&S ISSUES AS INDICATED IN WPN 17-7

- AIR CONDITIONING AND HEATING SYSTEMS: VERBAL OR WRITTEN MATERIAL COVERING OPERATION, MAINTENANCE, AND HOW TO IDENTIFY HEALTH AND SAFETY CONCERNS. IN CASES OF INSTALLATIONS, ALL MANUALS ARE PROVIDED TO THE HOMEOWNER. IN CASES WHERE BULK FUEL TANKS ARE NOT REMOVED AS PART OF WEATHERIZATION, WRITTEN OR VERBAL INSTRUCTION OF PROPER DISPOSAL IS PROVIDED.
- ASBESTOS (ALL): CLIENTS ARE INFORMED IN WRITING OF ANY SUSPECTED ACMs THAT WILL BE DISTURBED DURING THE WEATHERIZATION PROCESS AND THE PRECAUTIONS THAT WILL BE TAKEN TO ENSURE THE OCCUPANTS AND WORKERS SAFETY THROUGH THE WEATHERIZATION PROCESS. IF TESTING OF A SUSPECTED ACM IS CONDUCTED, THE OWNER WILL BE INFORMED IN WRITING OF THE RESULTS; (VERMICULITE): IF TESTING OF A SUSPECTED ACM IS CONDUCTED, THE OWNER WILL BE INFORMED IN WRITING OF THE RESULTS; AND (ON PIPES, FURNACES, AND OTHER SMALL COVERED SURFACES): IF TESTING OF A SUSPECTED ACM IS CONDUCTED, THE OWNER WILL BE INFORMED IN WRITING OF THE RESULTS.
- BIOLOGICALS AND UNSANITARY CONDITIONS: THE ENERGY AUDITOR WILL REVIEW ANY FINDINGS FROM THE AUDIT.
- BUILDING STRUCTURE AND ROOFING: ANY SITUATIONS DISCOVERED DURING THE ENERGY AUDIT THAT WOULD REQUIRE DEFERRAL OR CORRECTION ARE REVIEWED WITH THE CLIENT AND DOCUMENTED ON THE APPROPRIATE FORM OR SCOPE OF WORK.
- CODE COMPLIANCE: ANY SITUATIONS DISCOVERED DURING THE ENERGY AUDIT THAT WOULD REQUIRE DEFERRAL OR CORRECTION ARE REVIEWED WITH THE CLIENT AND DOCUMENTED ON THE APPROPRIATE FORM OR SCOPE OF WORK.
- COMBUSTION GASES: COMBUSTION SAFETY IS A TOPIC THAT ENERGY AUDITORS DISCUSS WITH CLIENTS AFTER THE ENERGY AUDIT.
- ELECTRICAL: WHEN THIS HAZARD IS IDENTIFIED, IT IS REVIEWED WITH THE CLIENT AND NOTED ON THE SAFETY ASSESSMENT FORM.
- FORMALDEHYDE, VOLATILE ORGANIC COMPOUNDS (VOCs), FLAMMABLE LIQUIDS, AND OTHER AIR POLLUTANTS: WHEN THIS HAZARD IS IDENTIFIED, IT IS REVIEWED WITH THE CLIENT AND NOTED ON THE SAFETY

ASSESSMENT FORM.

- FUEL LEAKS: WHEN THIS HAZARD IS IDENTIFIED, IT IS REVIEWED WITH THE CLIENT AND NOTED ON THE SAFETY ASSESSMENT FORM.
- GAS RANGE/OVENS: WHEN THIS HAZARD IS IDENTIFIED, IT IS REVIEWED WITH THE CLIENT AND NOTED ON THE SAFETY ASSESSMENT FORM.
- HAZARDOUS MATERIALS DISPOSAL: WHEN THIS HAZARD IS IDENTIFIED, IT IS REVIEWED WITH THE CLIENT AND NOTED ON THE SAFETY ASSESSMENT FORM.
- INJURY PREVENTION OF OCCUPANTS AND WEATHERIZATION WORKERS: ENERGY AUDITORS WILL WORK WITH CLIENTS TO ADDRESS CLIENT INJURY PREVENTION RELATED TO WEATHERIZATION WORK INCLUDING ISSUES RELATED TO DEFERRALS AND PRE-EXISTING CONDITIONS.
- LEAD BASED PAINT: IF LEAD TESTING IS CONDUCTED, THE OWNER WILL BE INFORMED IN WRITING OF THE RESULTS. THE RENOVATE RIGHT PAMPHLET IS PROVIDED TO ALL CLIENTS WHO LIVE IN HOMES BUILT PRIOR TO 1978 TO ENSURE THEY ARE AWARE OF EPA'S LEAD RENOVATION, REPAIR & PAINTING PROGRAM (RRP).
- MOLD/MOISTURE: AUDITORS PROVIDE ONE-ON-ONE GENERAL EDUCATION TO ALL CLIENTS REGARDING HIGH INDOOR MOISTURE LEVELS OR ACTUAL MOISTURE PENETRATION, INCLUDING THE CAUSE OF MOISTURE PROBLEMS AND HOW TO AVOID MOISTURE PROBLEMS. CLIENTS ARE TAUGHT HOW TO MAINTAIN ACCEPTABLE RELATIVE HUMIDITY LEVELS IN THE DWELLING AND HOW TO OPERATE ANY NEWLY INSTALLED BATH AND/OR KITCHEN FANS. ENERGY AUDITORS EDUCATE CLIENTS ON MOISTURE IF THEY IDENTIFY PRACTICES THAT MIGHT RESULT IN HIGH MOISTURE LEVELS IN THE HOME. ENERGY AUDITORS ARE ENCOURAGED TO UTILIZE MOISTURE METERS TO HELP QUANTIFY THE MOISTURE CONTENT OF SUSPECT BUILDING COMPONENTS. THE FOLLOWING ARE CLIENT PRACTICES WHICH MAY HAVE AN EFFECT ON THE MOISTURE LEVELS:
 - COOKING AND USE OF KITCHEN EXHAUST FANS
 - BATHING, SHOWERING AND USE OF BATHROOM EXHAUST FANS
 - PROPER USE AND PLACEMENT OF HUMIDIFIERS AND DEHUMIDIFIERS
 - INDOOR PLANTS
 - AQUARIUMS
 - STORAGE OF FIREWOOD INSIDE THE DWELLING OR ATTACHED GARAGE
 - PLASTIC WINDOW COVERS
 - KEEPING GUTTERS CLEAN
 - LEAKY PLUMBING OR FIXTURES
 - SITE DRAINAGE
 - SUMP PUMPS

CORRECTION OF MOISTURE AND MOLD-CREATING CONDITIONS ARE ALLOWED WHEN IT IS NECESSARY TO ENSURE THE LONG-TERM STABILITY AND DURABILITY OF THE MEASURES IN WEATHERIZING THE HOME. MINNESOTA THEREFORE ALLOWS THE TREATMENT OF MOISTURE SOURCES AND DRAINAGE ISSUES WHEN SUCH ACTIONS ARE EITHER NECESSARY TO EFFECTIVELY PERFORM WEATHERIZATION WORK TO ENSURE THE WORK WILL BE LASTING AND EFFECTIVE OR ARE NECESSARY, AS A RESULT OF WEATHERIZATION WORK, SO AS NOT TO CREATE A HEALTH OR SAFETY PROBLEM FOR THE OCCUPANT. ACTIVITIES, AS OUTLINED IN WPN 17-7 ARE LIMITED TO THOSE THAT ARE CONDUCTED WHERE EFFICIENCY MEASURES ARE IDENTIFIED FOR INSTALLATION. INSTALLATION OF THESE ITEMS MUST BE PRE-APPROVED BY MINNESOTA. IF MOISTURE PROBLEMS IN A DWELLING ARE SEVERE AND CANNOT BE RESOLVED UNDER EXISTING ALLOWABLE HEALTH AND SAFETY MEASURES OR REPAIR ALLOWANCES, SERVICE PROVIDER AUDITORS MUST EXPLAIN TO CLIENTS THAT WEATHERIZATION MEASURES COULD MAKE THE SITUATION WORSE (E.G. ATTIC AND WALL INSULATION AND HIGH-EFFICIENT FURNACE INSTALLATION) AND MAY NOT BE COMPLETED UNTIL MOISTURE PROBLEMS ARE REMEDIATED BY THE CLIENT OR LANDLORD. WEATHERIZATION MEASURES THAT DO NOT DISTURB MOLD OR EXACERBATE EXISTING MOISTURE PROBLEMS MAY BE COMPLETED WITH PRIOR APPROVAL FROM MINNESOTA IN CERTAIN CIRCUMSTANCES.

- PESTS: CLIENT EDUCATION VIDEOS INFORM CLIENTS THAT ENERGY AUDITORS WILL INFORM THEM OF THE PRESENCE OF THE EVIDENCE OF PESTS; WHETHER PROGRAM FUNDS CAN BE UTILIZED TO REMEDIATE; AND IF

OTHER COMMUNITY RESOURCES ARE AVAILABLE TO THE CLIENT.

- RADON: IF RADON TESTING IS CONDUCTED, THE OWNER WILL BE INFORMED IN WRITING OF THE RESULTS. ENERGY AUDITORS REVIEW THE CONFIRMATION OF RECEIPT OF A CITIZEN’S GUIDE TO RADON PAMPHLET FORM WITH CLIENTS AT THE ENERGY AUDIT.
- SAFETY DEVICES: ENERGY AUDITORS ARE REQUIRED TO EDUCATE THE CLIENT ON OPERATING PROCEDURES, CARE AND REPLACEMENT OF UNITS.
- VENTILATION AND INDOOR AIR QUALITY: CLIENTS ARE PRESENTED WITH INFORMATION ON COMBUSTION SAFETY AND HAZARDS, INCLUDING THE IMPORTANCE OF USING EXHAUST VENTILATION WHEN COOKING AS A PART OF CLIENT EDUCATION ON COMBUSTION APPLIANCES. CLIENT EDUCATION IS CONDUCTED DURING THE QCI AND INCLUDES INFORMATION ON THE LOCATION OF SERVICE SWITCHES AND CLEANING OF ANY VENTILATION EQUIPMENT INSTALLED TO MEET THE AMERICAN SOCIETY OF HEATING REFRIGERATION AND AIR-CONDITIONING ENGINEERS (ASHRAE) 62.2 VENTILATION STANDARD.
- WINDOW REPAIR, DOOR REPAIR: CLIENT EDUCATION VIDEOS EMPHASIZE THAT WINDOW AND DOOR REPAIR ARE NOT TYPICAL IN WAP AND ALMOST ALWAYS LIMITED TO WINDOWS OR DOORS THAT ARE BROKEN OR NOT STRUCTURALLY SOUND.