

V.8.4 Training and Technical Assistance Approach and Activities

The goals of the Missouri WAP are to provide effective management of federal, state and local funding; continuation of improved weatherization services, increased energy efficient housing, longterm reduction in utility bills and comfort and safety of those served. T&TA is an essential strategy to meet the goals of the Missouri LowIncome Weatherization Assistance Program. The following details training activities:

A. Assessment of Training Needs for Local Weatherization Agencies:

Monitoring oversight and agency reporting are indicators of local agency productivity and quality of weatherization retrofit. Training needs are identified through this monitoring oversight and addressed when needed. Additionally, training needs will be identified as needed to reflect feedback from DOE Project Office monitoring visits, internal state audits, Inspector General reports, etc.

Personnel inventories and surveys are used to determine the type of training required and the best means of providing instruction. Inventory and analysis of agency personnel, equipment, advanced technologies and protocols are used to determine the status of each agency's efforts in implementing new technologies; identifying agencies that are available to assist others in implementing new or advanced technologies.

T&TA meetings are held quarterly with the weatherization director's Energy Housing Professional Alliance group. The Technical Work Group Committee meets as needed to discuss updates and changes needed to stay current with policy. Regional trainings are provided by DE when needed due to programmatic changes or if other training needs are identified on a statewide level.

Subgrantees and contractors will be checked at least annually for compliance with certification requirements such as QCI, Lead Safe, OSHA 10 (required within 60 days of hire for crew members), OSHA Confined Space for Construction and Weatherization Related Mold and Mildew training. Credentials are tracked by DE by staffing updates being reported to DE. The worksite will be checked for compliance with required health and safety equipment, personal protection gear, and reference materials. Training will be targeted to ensure necessary fulfillment and maintenance of the credentials and the implementation of DOE and DE standards. If T&TA funds are used to train contractors at the subgrantee level, a retention agreement should be obtained in exchange for the training.

B. Productivity of Agencies and Development of T&TA Activities and Priorities:

Monitoring oversight and agency reporting are indicators of local agency productivity and quality of weatherization retrofit. Advanced energy audit procedures (NEAT) are used for singlefamily dwelling units and (MHEA) are used for mobile home dwelling units. Advanced energy audits approved by the U.S. DOE and the DE are used for multifamily dwelling units. A minimum savingstoinvestment ratio of 1.0 is used as a threshold for the application of weatherization measures.

Although DE does not compare the effectiveness and energy savings achieved between subgrantees (each subgrantee has a different housing stock and Missouri ranges between two different climate zones which makes it difficult to compare the effectiveness and energy savings between subgrantees) DE does however track the subgrantees target infiltration reduction compared to the actual infiltration reduction. DE staff then provides training for those subgrantees with significant discrepancies between the target and actual reductions.

Inventory and analysis of agency personnel, equipment, advanced technologies and protocols are used in a variety of ways including:

- Determining the status of each agency's efforts in implementing new technologies
- Identifying agencies that are available to assist others in implementing new or advanced technologies
- Development of priorities within annual training plans.

C. Anticipated T&TA Activities:

DOE requires comprehensive and specific training for grantee and subgrantee staff, as outlined in WPN 154, Section 4 and WAP Memorandum 034. To comply with the comprehensive training requirements, Missouri currently has a contract with Santa Fe Community College (SFCC) for comprehensive training for PY2020 with options of renewal through PY2022. SFCC will provide comprehensive International Renewable Energy Council (IREC) accredited training for the National Renewable Energy Lab (NREL) Job Task Analysis (JTAs) (Quality Control Inspector, Energy Auditor, Crew Leader, and Retrofit Installer). Missouri intends to have a minimum of two

comprehensive trainings per year pertaining to the NREL JTAs; however, training frequency may vary, as training needs are determined. All subgrantee staff with job duties covered by the NREL JTAs must receive comprehensive training over a four year period. The focus of the training will be tailored to the needs of the subgrantees by determination as described earlier in V.8.4.

To comply with the specific training requirements of WPN 154 Section 4 and implementation of the health and safety plan, Missouri anticipates providing a statewide training in PY20 that will coincide with the update of the Missouri Weatherization Operations Manual. Additional regional trainings are anticipated for subgrantee technical staff and onsite technical and procedural training as needed. All subgrantees are highly encouraged to attend the DE provided trainings. If subgrantees do not attend the DE trainings, onsite trainings will be conducted as needed.

DE staff training will include the Building Performance Association Conference, the DOE National Weatherization Conference and the National Association for State Community Services Programs (NASCSPP) National Conference. Additional training for DE staff will be determined on an as needed basis.

D. Client Education:

Client education is an effective method of improving the impact of weatherization measures. These efforts include fact sheets, brochures, the state DE WAP website, and one-on-one communication. Subgrantees play a vital role in expanding client education activities at the local level. Local activities include client workshops, providing Energy Saver Booklets, client interviews and instruction when auditing and final inspecting the home, the explanation of information found in the Lead, Radon, and Mold EPA pamphlets, local newspaper articles, and radio and television spots.

Percent of overall trainings:

Comprehensive Trainings: 50

Specific Trainings: 50

Breakdown of T&TA training budget:

Percent of budget allocated to Auditor/QCI trainings: 50

Percent of budget allocated to Crew/Installer Trainings: 35

Percent of budget allocated to Management/Financial trainings: 15