

National Association for State Community Services Programs



2023

WINTER TRAINING CONFERENCE

April 3 – 7 | Arlington, VA

MISSION POSSIBLE


Restoring Hope


Building Successful Weatherization Relationships

www.nascsp.org



Learning Objectives

- What is a professional relationship?
 - Why are relationships important for WAP?
 - The development, care and feeding of relationships.
 - Navigating challenging relationships.
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- A professional relationship is **centered around mutual and overlapping needs and goals.**
 - A professional relationship is built between two or more professionals **and observes a set of established boundaries or limits.**



What is a
Professional
Relationship?



Activity

Think about a positive relationship you have had with a peer, supervisor, colleague or other professional person.

- What did that feel like?
- What actions or behaviors contributed to it being positive?
- Describe it in one word...



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Good Professional Relationships are...

- Clearly defined
- Predictable
- Built on trust, openness, and curiosity
- Work!



Good Professional Relationships...

- Create and maintain boundaries
- Make change easier
- Offer learning opportunities
 - Mentorship
 - Transfer skills and knowledge
- Minimize conflict
- Strengthen networks



THE U.S. DEPARTMENT OF ENERGY'S WEATHERIZATION ASSISTANCE PROGRAM



Congress

- President's budget
- Statute/Law Language
- Authorization
- Appropriations
- Work of National Partners



DOE

- Distribution of funds
- Federal Funding Source
- Policy Development and Enforcement
- Approval of Grantee State Plans
- Accountability to Congress



Grantee

- Annual State Plan
- Public Hearings
- Implement DOE regulations
- Accountability to DOE
- FEDERAL FUNDS
- Accurate quarterly reporting
- Focus on spending and production goals
- Monitoring
- Quality Assurance
- Training and Technical Assistance



Local Provider

- Client Intake
- Client Education
- Staffing
- Contracting
- Deployment
- Customer Service
- Quality Control
- Implement federal and state regulations
- Meet production, performance, and spending goals
- Ensure training
- Perform high quality work
- Maintain average cost per unit



Low Income Households

Benefits:

- Reduced Energy Costs
- Improved Energy Efficiency
- Health and Safety
- Client Energy Education
- Greater responsibility and awareness

Grantee



Sub-Grantee



WAP Manager



Boots on the Ground



Developing Relationships

Know:

Your boundaries

Your
strengths/weaknesses

Purpose overlap

Practice:

Positivity

Empathy

Active Listening

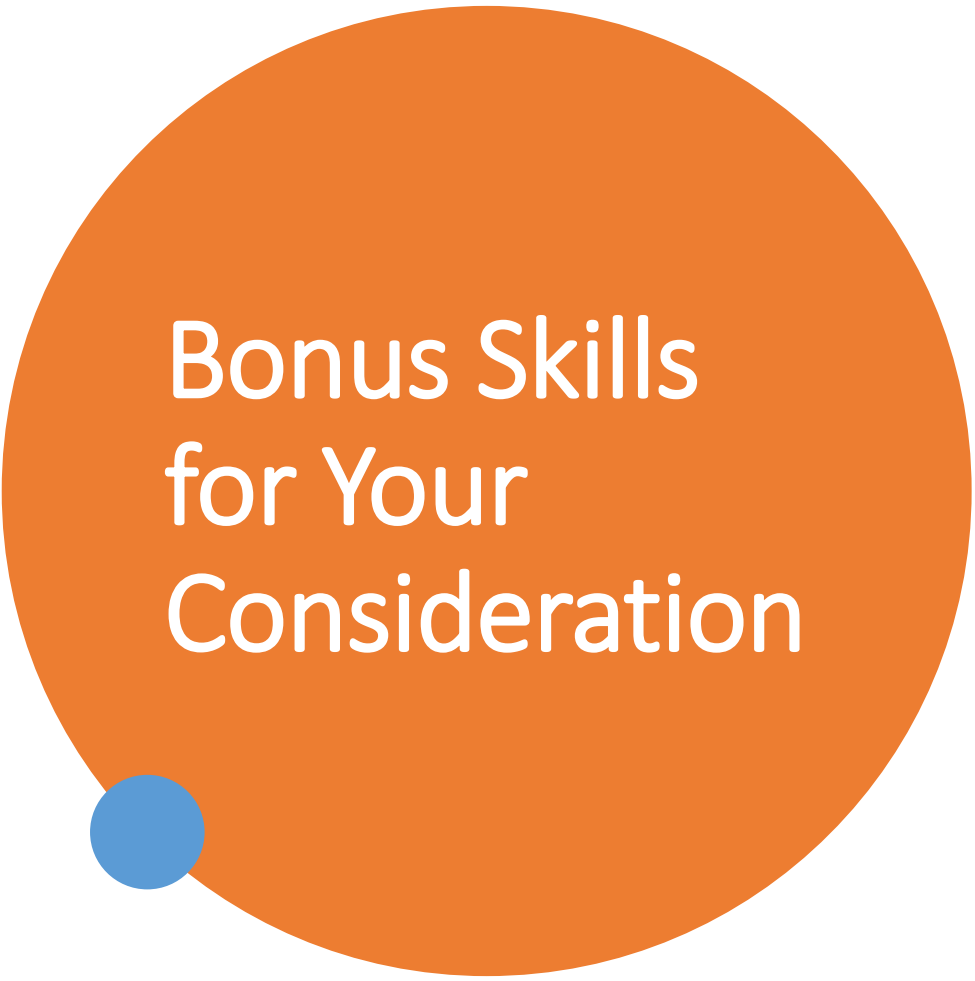
Do:

Make a plan

Stay in your lane

Take responsibility

Commit



Bonus Skills for Your Consideration

- Inclusivity
- Nonverbal
- Social Media



Challenges

- Lack of communication
- Lack of trust
- Lack of understanding of each other's role
- Lack of valuing the work each other performs
- A culture of reluctance to move forward or make needed changes
- Us verses Them attitude
- Lack of information sharing
- High staff turnover – limited staffing

Challenges Cont'd.

- Forgetting the contractual agreement(s) that have been signed
- Misuse of monitoring process
- Truth related to performance can be difficult
 - What is our spending and production record?
 - How is our average cost per unit?
 - Are we achieving consistent energy savings for our clients?






Remedying Relationships

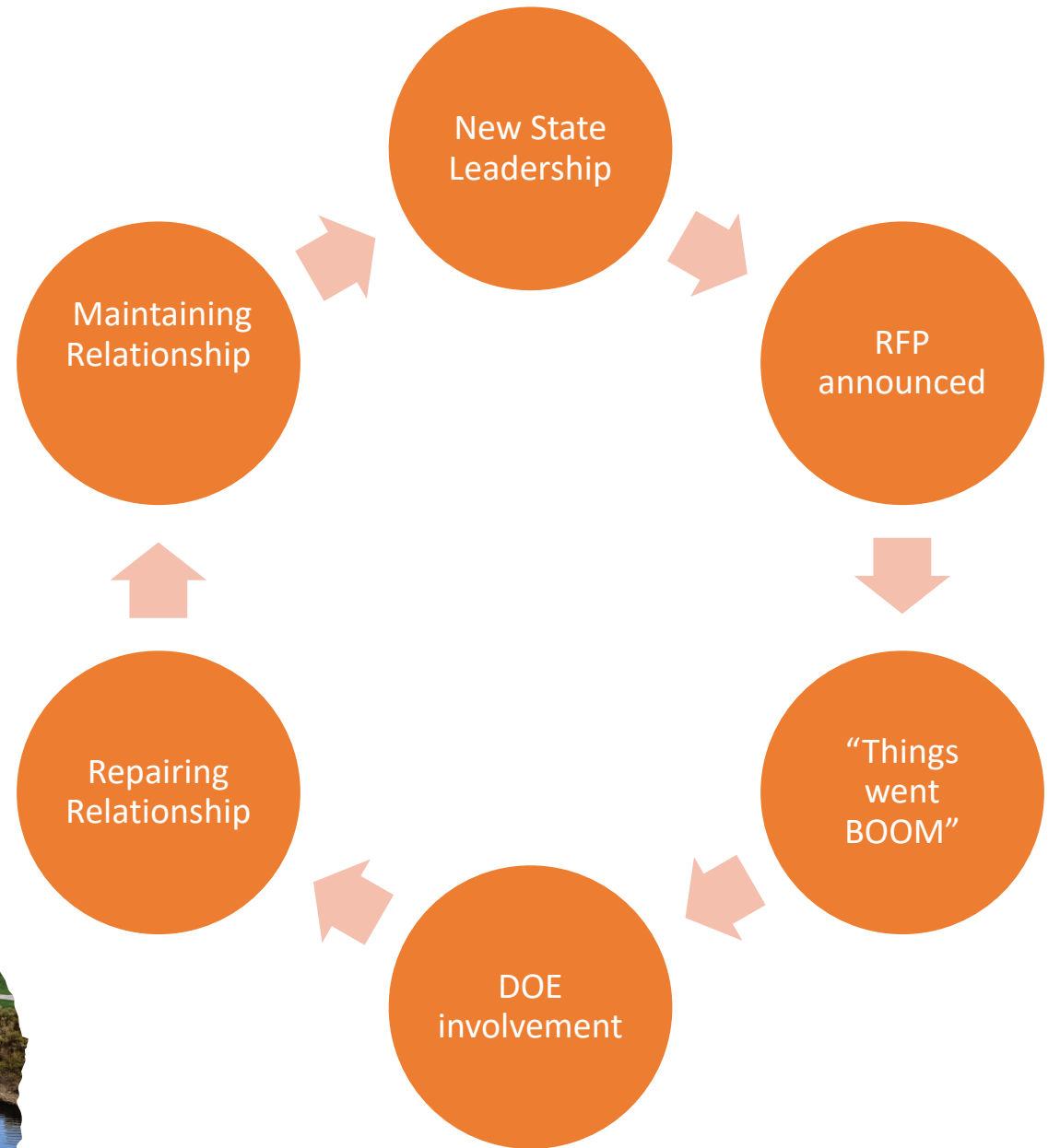
- Deep and meaningful self-evaluation – both grantee and subgrantee
 - Look in an honest mirror
 - Look with intent to listen and learn
 - Have I/we placed hindrances into the relationship?
 - Devise changes as needed to turn things around
 - This evaluation is more than a customer satisfaction survey



Remedying Relationships

- Improving communication
 - Transparency
 - Opportunity for input
 - Listening
 - Clarify limitations
 - Connect
 - Compromise when possible
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Ohio Story – Bidding out the network





Questions & Thank you!

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