## NATIONAL ASSOCIATION FOR STATE COMMUNITY SERVICES PROGRAMS



# Staying Informed and Engaged: Enhancing the WAP Workforce









Staying Informed and Engaged: Enhancing the WAP Workforce

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## NASCSP Tools and Resources



Wage Surveys



Living Wage Calculator



Career Fliers



Publications & Blogs



Training & Presentations



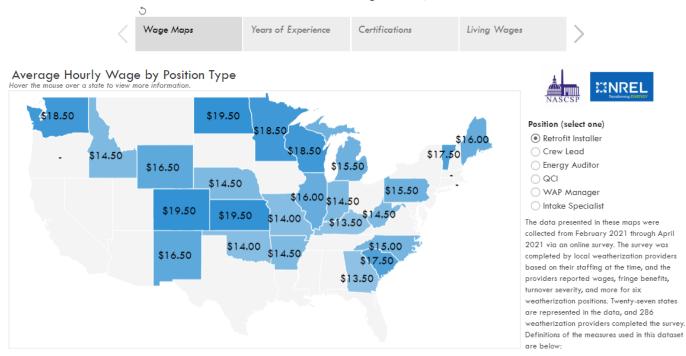
Partnerships & Collaboration

NASCSP Homepage



## **WAP Wage Survey**

#### Weatherization Wage Data, 2021



NASCSP

## WAP Living Wage Calculator Example

		State (select from menu)	County (select from menu)	Hourly Wage (Enter)	County Living Wage - 1 person household	Difference	% difference		
		TX	Wichita	\$18.00	\$15.16	\$2.84	19%		
					County Living Wage - 2 person household*	Difference	% difference		
					\$30.90	-\$12.90	-42%		
					County Mean Personal Income	Difference	% difference		
					\$20.38	-\$2.38	-12%		
* Please note that a 2-person household refers to having one working individual in the household. For more information on additional household types and sizes, please visit livingwage.mit.edu.									

Workforce Resources and Tools – NASCSP



## **WAP Career Fliers**

NASCSP and NREL created Weatherization Career Fliers from the 2021 Wage Survey Data.

- Customizable Outreach Resource
- Includes both National & State Specific Averages
- Available in Spanish!





## WAP Career Path Toolkit Examples

Job Title	Job Level	Repsonsibilities	Qualifications	Possible Career Paths	Transferable Skills	Training and Development Opportunities	Salary/Wages	Grade/Class
[Insert Job Title]	[Insert Job Level (e.g., Entry-Level, Mid-Level, Senior)]	[List key responsibilities and tasks for the position] [List additional responsibilities for higher job levels]	[List minimum qualifications for the position] [List preferred qualifications for higher job levels]	[List potential vertical advancements within the job family] [List potential lateral moves to other roles within the organization]	nosition and applied to other roles [Highlight how	[Specify training programs available for skill development] [List opportunities for career advancement and growth]	[Insert the salary / wages. Use Ranges]	[Insert the grade/classification] (this will be specific to the organization)

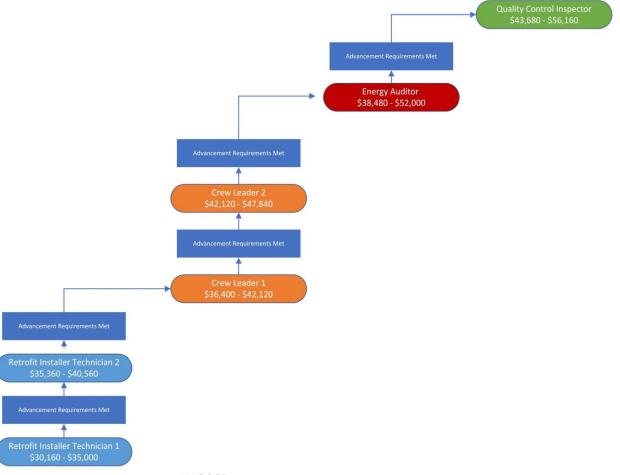
#### Retrofit Installer Technician (RIT) Knowledge, Skills, & Abilities

Use this tool to assess the knowledge, skills, and abilities needed to advance as a retrofit installer technician. Using the KSA list as a guide, tasks can be completed by employees to show proficiency. To advance through the retrofit installer technician career, employees must meet the requirements listed below. Crew leaders andor program management can use the scope of work from weatherization homes to check off when the employee is considered proficient in the task. Certain tasks may carry more importance than others. For those tasks with more importance, it may be possible to ensure proficiency through additional training and/or certifications.

Tasks		Proficient?	Badge Completion	Adva	Advancement Requirements		
Identify and report potential combustible safety hazards.				Ret	Retrofit Installer Technician 1		
				Training	Certifications	KSA Proficiency	
Knowledge of:	Ability to:			DOE WAP RIT Training	BPI HEP RIT	36% or 4/11 tasks	
Combustion appliance exhaust venting systems	Identify and report potential safety issues			Grantee or State Training			
Safety protocols							
Manufacturer specifications							

NASCSP 7





NASCSP

## **NASCSP WAP Blogs**

The NASCSP <u>State of Poverty Blog</u> addresses a wide spectrum of subjects, spanning from tales of achievement to groundbreaking workforce development initiatives including:

- Women of Weatherization series
- Green Generation Sustainability Workforce <u>Development Program Growing Future</u> <u>Leaders</u>
- <u>Building Green Futures: Empowering</u>
   <u>Careers in Weatherization</u>
- Empowering Weatherization Professionals: A Success Story from Southwest Georgia Community Action Council

## Women in Weatherization - Amy Vieira



The Weatherization Assistance Program (WAP) has been around for 45 years and has served more than 8m households, saving families money and making homes healthier and safer. From the beginning, women have been a driving force for improving service and increased access to WAP. This post is part of a series highlighting the contributions of women to WAP, their stories in the program, and why their passion drew them to it. Join the

conversation by posting your story on social media with the hashtag #WomenOfWAP.

Amy Vieira - Energy Auditor - York County Community Action. Sanford. ME





## Workforce Trainings & Webinars

NASCSP employs a range of strategies for workforce development training, which include presentations at national conferences, on-site in member states, and virtual webinars.

Noteworthy examples of recent presentations include:

- WAP Workforce Best Practices
- Building Healthy Work Cultures
- Women in WAP
- Badges in the WAP
- Increasing Weatherization Capacity through Leveraging National
   Service





## **NASCSP Members in Action**

NASCSP members have implemented cutting-edge projects in their states. Here are a few standout initiatives:

- Statewide marketing provided by the State WAP Grantee office.
- Required minimum and prevailing wages for WAP Professionals.
- Training, retention, and incentive plans for both WAP Professionals and contractors.
- Partnerships with high schools, tech schools, community colleges, and other community-based organizations.
- Contractor training stipends and a digital marketing campaign focused on WAP contractor recruitment.
- Department of Labor Registered Apprenticeship programs for WAP workforce development.





## Partnerships & Collaboration

NASCSP is currently partnered with the Interstate Renewable Energy Council (IREC) on a WAP Enhancement and Innovation Project focused on cultivating a new generation of diverse WAP professionals and contractors.

NASCSP also collaborates with esteemed national partners like NREL, NCAP, and others to host and deliver presentations on a variety of subjects, spanning from advocacy to workforce development. This collaborative partnership guarantees that the entire WAP network remains well-informed and engaged.



Cultivating a New Generation of Diverse WAP Professionals and Contractors





## **Workforce in ACTION!**

- 1. Project overview
- 2. What we've learned so far
- 3. Small group activity: workforce development resources and tools
- 4. Next steps & how you can help



## **Project Overview:**

Cultivating a New Generation of Diverse WAP Professionals and Contractors



## **GOAL:**

Hire a new generation of home energy professionals and contractors from underrepresented populations\* and disadvantaged communities\*



- Women
- Opportunity Youth
- Black, Indigenous, and People of Color (BIPOC)
- Asian American and Pacific Islanders (AAPI)
- And other minority and underrepresented groups

\*For the purposes of this project we are using DOE definitions of "underrepresented populations" and "disadvantaged communities."



## **Project Partners**



















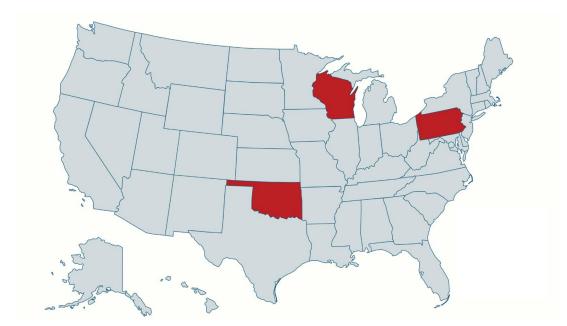






## **IMMEDIATE TASK:**

Pilot an **outreach campaign** and **career exploration platform** focused on recruiting a diverse pipeline of WAP professionals and contractors.





## THE RESULT:

#### **Empower**

Subgrantees
with tools and
resources to more
effectively connect
with, and recruit
new workers and
contractors.

Align recruitment strategies with the needs and values of underrepresented populations and disadvantaged community members.

**Improve** the national talent pipeline for Weatherization **Assistance Program** jobs and raise awareness of WAP careers and opportunities for contractors.



# What we've learned ...SO FAR

- **□** NASCSP Winter Conference (Apr 5)
- ☐ Oklahoma OWHAC (May 17)
- Wisconsin WAP Network Weatherization Discussions (May 16)
- ☐ WAP I&E Open Forums (May 22, May 23)
- **□ WAP I&E** Advisory biweekly (June present)
- ☐ Contractor Listening Forum (Aug 17)
- □ NCAP Conference (Aug 24)



## 1. How/where are people learning about WAP jobs? **What has worked** for filling WAP job openings?

#### **Digital Media**

Social Media: LinkedIn, Facebook, TikTok, Snapchat - reels, images

Indeed, job sites, IDMS

YouTube, Facebook Live

#### **Broadcast**

Partner with local public media, PSAs

Radio - multiple languages

#### **Word of Mouth**

Weatherized home tenants, owners, neighbors, people on WAP job sites

Public housing

High school/college advisors, CTE + STEM curriculum

Job shadow, Career fairs, YouthBuild + Absolute
Advantage

CAP agencies, Dept of Labor, City Council

Workforce Development centers

Rehabilitation programs

Tribes, indigenous communities

Temp agencies

Retired military

Places of worship

#### **Print Media**

flyers, postcards, leave behinds

newspaper ads

Bus stop ads

"Now Hiring" Stickers



#### 2. What would help to recruit underrepresented groups? What messaging would raise awareness about WAP careers?

#### **INCENTIVES**

\$ stability + benefits flexible start/finish time allowances + stipends referral + sign-on bonus paid leave gas cards

#### MISSION-DRIVEN

connect to higher purpose, impact compassion for community sense of accomplishment making the world more energy efficient

#### **Digital Media**

Social Media: LinkedIn Facebook, TikTok,

Indeed, job sites, IDMS

YouTube, Facebook

#### **REPRESENTATION** multi-

apprenticeship

advancement

stability

lingual

**LANGUAGE &** 

familiarity in images, videos inclusive job descriptions religious accommodations "green" jobs

Public housing

ord of Mouth

home tenants, owners,

people on WAP job sites

rngn school/college advisors, CTE + STEM

Job shadow, Career fairs, YouthBuild + Absolute Advantage CAREER PATH

Partner with local

**Broadcast** 

cies, Dept of Labor, City Council on the job training

jump-start career e Development centers

public media, PSA opportunity to start own business bilitation programs after a few years

> digenous communities manual labor, dirty job

green collar work emp agencies

Retired military

Places of worship

#### **Print Media**

flyers, postcards, leave behinds

newspaper ads

Bus stop ads



#### 3. What would you want someone to know about working in the WAP?

#### You can do this. **INCENTIVES** tability + benefits le start/finish time flex for you nces + stipends + sign-on bonus lave rds Living wage. Good pay. Provide for loved ones. **MISSION-DRIVEN** connect to higher purpose, impact compassion for community sense of accomplishment

Show up. Work hard. Make a difference. Help people. Help the planet. Healthy homes. Healthy communities. Help people every day. Help the community you live in.

You belong here. A career path created with you,

familiarity in images, videos Social Media: LinkedIr inclusive job descriptions Facebook, TikTok, religious accommodations Indeed, job sites, IDMS

YouTube, Facebook

riigh school/college advisors, CTE + STEM CAREER PATH

**Broadcast** on the job training

jump-start career Partner with local public media, PSA pportunity to start own after a few years manual labor, dirty

green collar wor apprenticeship, advancement

stability

**LANGUAGE &** 

lingual

"green" jobs

**ESENTATION** multi-

ord of Mouth

home tenants, owners, people on WAP job sites **Print Media** 

flyers, postcards,

leave behinds

newspaper ads

Bus stop ads

"Now Hiring"

Public housing

curriculum Job shadow, Career fairs, YouthBuild + Absolute

Advantage

cies, Dept of Labor, City Council

Unlimited opportunities to grow.

Paid training to advance your career.

oment centers

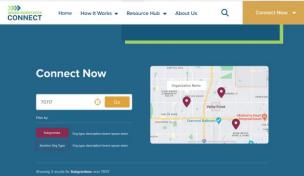
No degree, no construction experience needed. Ladder of advancement.

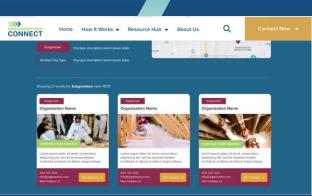
Good team, family-like environment. This isn't just a job It's a CARFFR



## **Green Workforce Connect**







## **Outreach & Engagement Platform**

- Raise awareness of WAP careers
- Provide an engaging online experience
- Connect potential workers and contractors to WAP employers and training providers.
- Access to outreach collateral, community engagement, and workforce development resources
- Access to Guide to Contractor Success for contractors



## **Small Group Activity:**

What additional workforce development resources, tools, or training would best support your recruitment, onboarding, or retention needs?



## **Discuss in groups (ref. printed HANDOUT)**

1. What are your specific workforce development goals and needs?	2. What <b>challenges</b> are you facing in achieving your goals?	3. What supports or resources do you feel would be helpful in achieving your goals?











#### **Aimee Gendusa-English**

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## **Community Action Network**



1000+ Agencies | 44 State Associations | 50+ State CSBG Offices | National Partners

More than 15 million served

Community Action changes people's lives, embodies the spirit of hope, improves communities and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.



# Subscribe to Weatherization Plus E-Newsletter



SUPPORTING RELATIONSHIPS BETWEEN
WEATHERIZATION AND OTHER ENERGY INITIATIVES





# Follow@NcapEnergy







## **Overview**

- Most hiring takes place at local agencies
- Spring 2023 poll: hiring challenges main barrier to BIL ramp-up
- Energy Task Force QCI Exam reform initiative
- Advisory Board recruitment
- NREL, NCAP Weatherization Leadership Development Cohort 2024!





## NREL Workforce Resources and Support

Kiersten Kelley September 27, 2023

## NREL WAP Workforce Support

- Training Resources:
  - Retrofit Installer Technician Badges
  - Job Aids
  - 3D House tools
- Coming Soon:
  - Solutions Center database
  - Digital Badge platform
- New Initiatives

## Retrofit Installer Technician Badges

- Retrofit Installer Technician (RIT) badges are aligned with Job Task Analysis.
  - Each Badge defines the desired outcome, criteria to verify, applicable material requirements, and references to Standard Work Specifications (SWS) or other relevant standards.
  - A qualified supervisor signs off that the technician has met the outcome and process standards of the badge. The qualified supervisor could be located within the employer or at a training center.



#### **Installer Badges Toolkit**

The Installer Badges Toolkit provides a flexible, customizable model for a competency-based apprenticeship approach to training and skills recognition across the home energy retrofit industry.

The National Renewable Energy Lab (NREL) and the U.S. Department of Energy (DOE) Weatherization Assistance Program (WAP) are collaborating with the home energy retrofit industry to support the development of skilled workers. The Installer Badges Toolkit provides a flexible, customizable, and voluntary approach to training and skills recognition for WAP implementers, utility programs, private sector workers, and contractors. It can be the basis of a competency-based Registered Apprenticeship, which offers greater flexibility and options for addressing talent development needs through apprenticeship, detailed here: https://www.apprenticeship.gov/.

#### A Flexible, Customizable Skills Verification Toolkit

The Installer Badges Toolkit consists of 25 Badges, each representing different energy efficiency tasks that an installer could perform on a home. Each Badge defines the desired outcome, criteria to verify, applicable material requirements, and references to SWS or other relevant standards. Workers earn Badges by completing each task and receiving approval from a qualified supervisor. To track progress, trainers or sponsors can provide workers with a physical Badges Passport or a digital badging platform.

The Badges provide a consistent approach to training by ensuring that installers in different regions are learning the same skills nationwide. Organizations can also customize the Toolkit by choosing only those Badges that are relevant to their program.

Whether workers earn Badges on the job with supervisor approval or at a training center, the work quality requirements are consistent. This allows workers to transfer applicable

### **Installer Badges**

- Retrofit Installer Tasks (25 Badges)
- Examples:
  - Work Lead-Safe
  - Air Seal Attic Floor
  - Seal and Dam High-Temperature Heat Sources in Attic
  - Prep Attic Floor for Insulation
  - Treat Attic Hatch

### Installer Badges

- Supervisor or trainer record # of times a task is successfully completed.
- Includes sample inspection checklists for each Badge.



#### Treat Attic Hatch

Desired outcome: Attic access door or hatches properly sealed and insulated to minimize heat loss or gain and prevent insulation from falling out of attic when accessed.<sup>7</sup>

- Rigid, 8 durable attic hatch blocking/dam is installed in a permanent way;
- · Dam will remain 2" taller than final attic insulation depth;
- Hatch is insulated to proper R-value (the maximum R-value structurally allowable, up to the final
  insulation level of surrounding attic);
- · Insulation is durably attached to hatch;
- Access is weather-stripped or otherwise treated to prevent air movement when hatch is closed;
- · Access closes with a "friction fit" or latch:
- Trim is air sealed with appropriate material; and
- Airtightness of hatch when closed has been verified with blower door and smoke (or infrared (IR), if temperatures permit).

JOB#	DATE	TECH SIGNOFF	INSPECTOR SIGNOFF

## Dam, Seal, and Insulate an Attic Hatch

Job Aid for Treat Attic Hatch Badge

Aligns With Standard Work Specifications 3.0103.1

#### BEFORE



Uninsulated and unsealed attic access points allow conditioned air to escape the home in all seasons and reduce the overall R-value of the attic.



Rigid, durable damming is installed and mechanically fastened in place.



Dam is at least 2 inches taller than the final attic insulation depth.



If replacement is needed, cut a gypsum or plywood board to size and use a durable weatherstrip or closed cell foam tape to create a seal.



Cut and stack rigid foam insulation, gluing with appropriate adhesive, to build up R-value. Ensure the foam meets thermal or ignition barrier requirements of the authority having jurisdiction.



Hatch is insulated to proper R-value (the maximum R-value structurally allowable, up to the final insulation level of surrounding attic).

#### Dam, Seal, and Insulate an Attic Hatch



Trim is air sealed with appropriate material.



For vertical accesses, run weatherstripping or closed cell foam tape to air seal at these doorways too. Hold vertical accesses closed with latch if necessary.



Safely and durably sealing and insulating attic access doors prevents air movement and reduces heating and cooling loads.

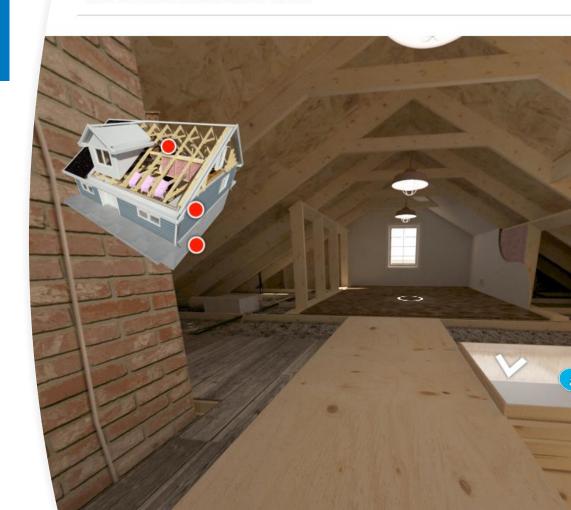
Insulate hatch to proper R-value (the maximum R-value structurally allowable, up to the final insulation level of surrounding attic).
Durably attach insulation to hatch.
Weatherstrip or otherwise treat access to prevent air movement when hatch is closed.
Ensure access closes with a tight fit or latch.
Air seal trim with appropriate material.
Verify air-tightness of hatch when closed with blower door and smoke (or infrared, if temperatures permit).

### Online Badging Platform

- The WAP Learning Management System will provide an online badging platform for the Badges
  - Pathways for both employers and training centers to verify badge achievement (October).
  - Track and report on Badge completion
  - https://wap.litmos.com

# Visualization Resources 3D House Tool

- 3D house provides interactive learning environment and supports safe, durable, and effective home energy efficiency upgrades.
- Users navigate through a virtual house to locate job aids where common upgrade measures occur.
- U.S. Department of Energy
   (DOE) Weatherization
   Installer Job Aids and Single Family Interactive 3D House.

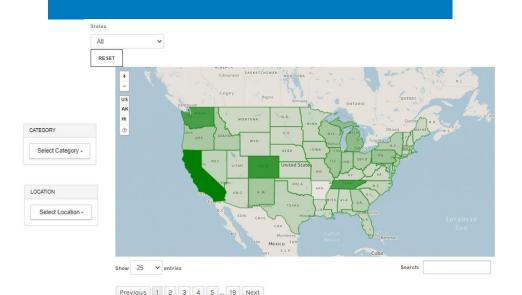




### New NREL WAP Workforce Initiatives

- WAP Emerging Leaders Training Program with NCAP
  - Cohort model for developing leadership capacity at the Subgrantee level (Fall 2023).
- WAP Careers Template Slides, with speaker notes.
  - Resource for Subgrantees and Grantees to use with students and workforce recruitment (Fall 2023/ Winter 2024).
- WAP Contractor Engagement Template Slides, with speaker notes.
  - Resources for Subgrantees to use for contractor recruitment (Winter 2024).

#### **Solutions Center**



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TITLE #	LOCATION	POSTED DATE
EERE Success Story— Clean Energy Networking Technology Helps Close Door to Cyber Threats		Jan 26, 2023
Trash To Treasure: Revitalizing Wastewater Treatment Yields Economic Opportunities in Rural Iowa Towns		Jan 26, 2023
EERE Success Story-SolarAPP+ Rips Red Tape Off Approval Process for Rooftop Solar Panels		Dec 01, 2022
A Generational Investment: Illinois Curriculum Supports Energy Literacy and Clean Energy Jobs		Nov 11, 2022
WAP Success Story - Spotlighting the Health and Safety Benefits of Weatherization in Alaska		Oct 28, 2022
WAP Success Story - Minnesota Delivers Services and Benefits to Low-Income Households		Oct 28, 2022
EERE Success Story-Hawaii Tests the Waters of Carbon-free Desalination		Sep 21, 2022

#### Community Solar Saves Money for Low-income Communities

Distributed solar photovoltaic (PV) systems have been widely deployed across the United States, but access to solar power remains less accessible for lowincome communities. The Urbana Illinois Solar for All (ILSFA) Community Solar Farm, a partnership between one state-approved vendor and three community action agencies, is changing that by enabling Low Income Home Energy Assistance Program (LIHEAP) clients to access the benefits of solar.

As of November 2022, the farm has served over 250 clients, delivering an average of \$250 in savings a year per household.



#### Challenge

Solar power has the potential to provide significant cost-saving benefits to low-income communities, but many of these communities lack access to both education about solar power and the technology itself.

#### Solution

- Partners:
- · National Community Action Partnership of Central Illinois
- . C.E.F.S. Economic Opportunity Corporation . Embarras River Basin Agency

The ILSFA program seeks to make solar installations more affordable for income-eligible households. In addition to a residential solar program, they offer community solar subscriptions. These farms feed clean power to a community's electric grid, providing credits to subscribers that reduce their annual electricity costs. This allows lowincome households to benefit from solar energy without installing panels on their own homes.

One example is the Urbana ILSFA Community Solar Farm. Built on a retired landfill, it serves only incomeeligible residents. This farm is the result of a partnership between Nexamp, a company that installs community solar farms across the country, as well as three community action agencies: .

It all began in 2018, when C.E.F.S. became a grassroots educator for the ILSFA program, with the role of educating income-eligible Illinois residents on the basics of solar and the program's benefits and eligibility requirements. They hosted various workshops and realized that their LIHEAP clients were very interested in solar.

They began working with Nexamp to make the connection between their clients and community solar, and eventually brought the two other community action agencies on board. The agencies, using funding from Nexamp, conducted direct mail campaigns to recruit participants to the project.

#### Positive Impact

Since its' founding, the farm has served 250 over clients and delivered an average of \$250 in savings a year per household. The community action agencies are pleased with the outcomes so far, and Nexamp hopes to expand the model to other states.

This story was developed using content from a National Community Action Partnership webinar: "Community Action Conversation: LIHEAP & Community Solar Case Study".

### **Breakout Group** Conversation

What is something your organization has done (big or small) that addressed workforce challenges?

We are also collecting success stories on topics such as:

- Administrative Solutions
- Client Outreach/Engagement
- ➤ Technical/Field Solutions
- Staff Management
- Workforce Development
- Other

Weatherization Success Story Intake Form



http://bit.lv/WAPstories

### Workforce Development Technical Assistance

- Coordinated workforce development technical assistance provided by IREC, NREL, and NASCSP for the WAP network.
- One-on-one expert support available to Subgrantees, Training Centers, and Grantees.
- Sign up for this round of technical assistance before Oct 25th!









### Workforce Development Technical **Assistance**

Consider the following questions in your workforce technical assistance request:

- What are your specific workforce development goals and needs?
- What are the challenges you are facing in achieving your goals?









# Thank you!

www.nrel.gov



### Thank You!

Your feedback is needed to shape the future of NASCSP conference sessions.

Please scan the QR Code to provide feedback for this session.



