



# 2026

## WINTER TRAINING CONFERENCE

*“Rooted in Hope”*



Driving Subgrantee  
Success: Risk, Outreach,  
and Performance  
Strategies

February 3, 2026

[www.nascsp.org](http://www.nascsp.org)

# Presenter information

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<p>Deputy Division Director Community Development Oklahoma Department of Commerce</p> <p>~</p> <p>Amanda.Marcott- Thottunkal@okcommerce.gov</p>	<p>Weatherization Manager Bureau of Community Action and Economic Opportunity Michigan Department of Health and Human Services</p> <p>~</p> <p>KamalayM@michigan.gov</p>	<p>Senior Weatherization Program Manager National Association for State Community Services Programs</p> <p>~</p> <p>Mmeadows@nascsp.org</p>

# Session Objectives



Define performance standards for subgrantees and what drives subgrantee success.



Identify effective oversight strategies to ensure subgrantees meet established requirements.



Apply practical tools and techniques for tracking progress and addressing performance gaps.



Develop approaches for fostering accountability and continuous improvement among subgrantees.



How do you define  
success?

# Link to Poll

How Do You Define Success?

Join by Web

[Pollev.com/nascspstaff125](https://Pollev.com/nascspstaff125)

Join by Text

Send [nascspstaff125](https://nascspstaff125) and your message to [22333](https://22333)

Join by QR code  
Scan with your camera app

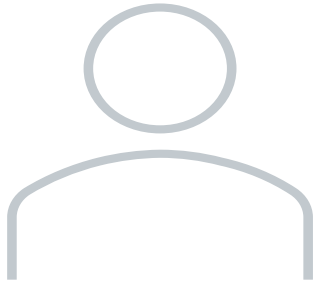


# What are Key Performance Metrics (KPI)?

KPI is a quantifiable metric that measures how well an organization or project is **performing toward its goals**. They can help to provide targets for teams to work towards, gauge progress, help people make better decisions, and align the organization on a shared idea of success.

# Areas of Focus

## Customer



- Buy-in
- Feedback
- Action

## Community



- Engagement
- Support
- Growth

## Agency



- Growth
- Collaboration

## State



- Model
- Accountable
- Receptive

# Subgrantee KPI Examples

- During PY25, the Subgrantee will meet 90% of the contractual spend and production for both DOE and LIHEAP contracts.
- During PY25, the Subgrantee will ensure 100% of its staff maintains its energy auditor, QCI certifications, and BPI trainings.

**Subgrantee KPI's  
can also become  
part of the annual  
risk assessment!**

# What drives subgrantee success?

- Technical Competence Plus Adaptive Capacity
- Redundancy and Cross-Training
- Leadership Humility and Responsiveness
- Sufficient Scale for Program Viability
- Organizational Self – Awareness
- State-level Program Design and Alignment

What are the top 3 reasons you can identify as why a subgrantee would consistently not meet their goals?



# How do you measure success?

- Communication/Reporting
- Risk Assessment
- Subgrantee Selection
- Customer Engagement/Feedback
- Monitoring



**“The single biggest problem in communication is the illusion that it has taken place.”**

George Bernard Shaw



# Subgrantee Communication-What's Required

- 42 USCS § 6861
- eCFR: 10 CFR 440.17
- (currently) Question IV.5 of the WAP State Plan

Policy Advisory  
Council



- 42 USCS § 6861
- eCFR: 10 CFR 440.14
- (currently) Question IV.6 of the WAP State Plan

Public Hearing



Don't forget,  
you may have  
state law  
requirements  
also!

# MI Example of Communication

- Communication from the state office is a major focal point of our work. We realize that in such a technical and regulated program, precise communication is key. During a time of great stress and change, accurate and timely communication is even more important. Various strategies we have used:
  - MIWAP Memos – new guidance for key communications
  - Quarterly letters – summary of how on track to goals individual subs are
  - Manager meetings – regular touchbase meetings with the network
  - Feedback surveys – we send these to the network at least 2 times a year
  - Small workgroups – small feedback groups from the network based on relevant topics
  - Dashboards – data dashboards updated daily on KPIs (e.g. production)

**Weatherization Quarterly Production Review**

as of 3/31/2025

DOE Formula: PY24 July 1, 2024 – March 31, 2025

3 months remaining

Grant and Review Period	Planned Expenditures & Production	Actual Expenditures & Production	Percent Completed (Actual/Planned)	Remaining Balances
PY24 Statewide DOE Formula	\$22,360,265	\$9,304,292	42%	\$13,055,973
	1,501	444	30%	1,057
<a href="#">View Production Dashboard Here</a> <a href="#">View Expenditure Dashboard Here</a> <a href="#">View DOE Formula ACPU Dashboard Here</a>				
Statewide Average Cost Per Unit (ACPU)	Maximum Allowable ACPU		Actual Q3 ACPU	
	\$8,497		\$12,542	
Community Action ACPU for Q3	\$6,967		Great Job, your agency's ACPU is allowable! Keep up the great work through June.	
	<u>Planned</u>	<u>Actual</u>	<u>Actual</u>	<u>Remaining</u>
Expenditures	\$1,350,205	\$472,380	35%	\$877,825
Production	88	41	47%	47
Quarterly Production Progress	Q1 (7/1/2024-9/30/2024)	Q2 (10/1/2024-12/31/2024)	Q3 (1/1/2025-3/31/2025)	Q4 (4/1/2025-6/30/2025)
Agency Planned Production	6	20	25	37
Agency Actual Production	0	25	16	
<b>Weatherization Readiness Funds and Deferral Reduction</b>				
DOE WRF Expenditures (July-March)	\$31,395		19%	
Number of Homes that were able to be Weatherized due to Deferral Funds	DOE WRF Funds: 10		All Deferral Jobs: 35	

\* Expenditure data has been taken from statement of expenditures processed for the first three quarters.  
 \*\* ACPU based on production and expenditures through the end of Q3, March 31, 2025. The ACPU dashboard includes SOEs and production to date.

**Weatherization Quarterly Production Review**

as of 3/31/2025

BIL/IIJA: July 1, 2022 - June 30, 2029

40% of Project Period is complete

Grant and Review Period	Planned Expenditures & Production	Actual Expenditures & Production	Percent Completed (Actual/Planned)	Remaining Balances
Statewide BIL / IIJA	\$139,401,083	\$21,971,211	16%	\$117,429,872
	11,412	1,455	13%	9,957
<a href="#">View Production Dashboard Here</a> <a href="#">View Expenditure Dashboard Here</a> <a href="#">View BIL ACPU Dashboard Here</a>				
Statewide Average Cost Per Unit (ACPU)	Estimated Allowable ACPU		Current ACPU	
	\$8,497		\$11,380	

Community Action	Expenditures Program To-Date	Agency BIL ACPU
	\$1,548,424	\$8,068

Production Progress	Year 1	Year 2	Y3 Q1 (Oct-Dec)	Y3 Q2 (Jan-Mar)	Y3 Q3 (Apr-Jun)	Total
Planned Production			17	22	27	
Actual Production	76	52	4	8		140

Michigan is behind in BIL/IIJA production. The estimated project period is about 40% complete and expenditure and production are significantly lower. At this point, your agency should be aiming to complete about twice as many BIL units per year as DOE formula units. For your agency, this is about 120-140 units per year.

BCAEO anticipates and expects seeing significant increases in production between June-September for the BIL/IIJA Grant.

# OK Example of Communication

- Predictable Schedule
  - Oklahoma WPNs
  - Oklahoma Memos
  - Monthly In-Person/Virtual Meetings
  - Annual Manual Updates
- No Surprises Mentality
  - Technical "Brain Dumps"
  - Offers of Exits Meetings for Technical Reports after the Fact
  - Including EDs and even board if needed for official communication

# OK Example of Communication

- Everything in Writing, Everything Cited
  - Phone calls and meetings followed up with written emails
  - Emails cite policy
  - Internally, staff cite policy to each other
- Two Way Communication
  - Hold Training with opportunities for Q&A when possible
  - FAQ Emails if needed
  - Open Office Hours
  - Individual Virtual Meetings



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Oklahoma City, OK 73104, USA  
405-815-6552 | Toll Free 800-879-6552  
OKCOMMERCE.GOV

# UPDATE TO FISCAL, PROGRAMMATIC, & TECHNICAL MONITORING

ODOC Weatherization Program Notice 25-8  
Issued November 1, 2025

**To:** All ODOC Subgrantee Regional Weatherization Service Providers - Executive Directors and Weatherization Program Managers  
**From:** Amanda Marcott-Thottunkal, Deputy Division Director

**Regulations:** [Oklahoma Operations Manual Requirements 45 and 46](#)  
and [DOE WPN 24-4](#)

**Purpose:** An update to the programmatic, fiscal, administrative, and technical monitoring policies.

ODOC Memo 014



900 N. Stiles Avenue  
Oklahoma City, OK 73104, USA  
405-815-5251 | Toll Free 800-588-5959  
OKCOMMERCE.GOV

## PY 2025 Department of Energy Weatherization Assistance Program Planning Period and State Plan Submission

**ODOC MEMO 0014**  
Issued November 20, 2024

**To:** ODOC Weatherization Program Service and Training Providers – Executive Directors, Program Managers, and Financial Staff

**From:** Kayla Cornett, Energy Programs Planner

**Purpose:** To inform the Oklahoma weatherization network of the Oklahoma Department of Commerce’s Program Year 2025 plan development and timeline. To ask the Oklahoma weatherization network to participate in the state planning process.

# How do you measure success?

- Communication/Reporting
- Risk Assessment
- Subgrantee Selection
- Customer Engagement/Feedback
- Monitoring



# Subgrantee Risk Assessment

*Annually conducting a subgrantee risk assessment not only aligns with federal regulations but also ensures subgrantees are in compliance with regulations, mitigates risks, and helps to ensure the achievement of desired outcomes.*



# Key Subgrantee Risk Assessment Components



Ensure compliance with  
2CFR200.332 (c)(2)



Provided to subgrantees before the  
assessment period



Equitability assess all subgrantees



Provide clear direction on next steps  
and required actions



Create a direction for training and  
technical assistance

# Reminder of Grantee Risk Components

Programmatic Risk Assessment	Technical Risk Assessment
Total Funds	QCI Technical Grantee Staff
Unexpended Funds	Last Onsite Monitoring Visit
Active Awards & Extensions	DOE Technical Monitoring Action Items
Program Manager Experience	Energy Audit Compliance
Production Analysis	Field Guide Compliance
Report History	T&TA
Single Audit review	Health & Safety
DOE programmatic Monitoring Action Items	
Prior Subgrantee Unresolved Monitoring Action Items	

# STAR ASSESSMENT

## (State Technical Assessment Report)

Agency Name: \_\_\_\_\_ Date: \_\_\_\_\_  
 Final Evaluator: \_\_\_\_\_ 12/16/2025

Scale: 5 stars - Excellent/Very Low Risk | 4 Stars - Low Risk | 3 Stars - Average Risk | 2 Stars - Moderate | 1 Star - High Risk  
 STAR Category Scores and Titles Risk Tolerance Position

STAR Category Scores and Titles	Risk Tolerance Position
4.43 Financial Stability	This score indicates a low level of risk. While the agency demonstrates overall financial soundness, there may be some vulnerability to funding fluctuations or resource constraints that warrant continued monitoring and planning.
5.00 Financial & Quality Management Systems	A perfect score reflects very low risk. The agency has strong internal controls and quality assurance systems in place, minimizing the likelihood of financial or operational issues.
5.00 Board Compliance	This score indicates no identified risk. The agency's board is fully compliant with governance standards, demonstrating strong oversight and accountability.
4.80 CSBG Compliance	This score reflects very low risk. The agency is effectively meeting CSBG requirements, with only minor areas for refinement.
5.00 Leadership and Key Staff	This score indicates no risk. The agency benefits from stable, qualified leadership and key staff, supporting strong organizational performance and continuity.
4.47 Performance Management & Data	This score suggests low risk. While foundational systems are in place, continued attention is needed to strengthen data accuracy, integration, and documentation—particularly as programs grow or evolve.
4.71 Monitoring	This score reflects low risk. The agency has effective monitoring systems that support compliance and timely corrective action when needed.
5.00 Single Audit Report	A perfect score indicates no risk. The agency received a clean audit with no findings, demonstrating excellent financial oversight and compliance.
4.60 Reporting & Timely Submission	This score reflects low risk. The agency generally meets reporting deadlines and requirements to ensure consistency and timeliness.
5.00 Complaints	This score indicates no risk. The agency has a strong, transparent system for managing and resolving complaints, ensuring responsiveness and accountability.

STAR Score for Agency: **5.00** **Excellent**  
 ★★★★★

The STAR was conducted to prepare the upcoming fiscal year's monitoring plan and schedule. The STAR Assessment's results can be updated throughout the year to ensure the State Office is providing quality training and technical assistance and appropriate monitoring and oversight. Typically, the STAR will be conducted on an annual basis.

## STAR Methodology and Status Key

The risk assessment methodology is designed to evaluate the agency's exposure to potential risk across key operational and compliance areas. Using a standardized 5-point scale, each category is assessed based on the likelihood that issues could arise in the future, even if none are currently present. A score of 5 reflects very low risk tolerance—indicating strong systems and safeguards—while lower scores suggest areas where the agency may be more vulnerable to disruption, noncompliance, or operational challenges. This approach helps the State identify where additional oversight, support, or technical assistance may be needed to mitigate risk and ensure long-term stability.

### STAR Risk Tolerance Position Status Key:

★★★★★ **Excellent/Very Low Risk**  
 5 The agency demonstrates exceptional organizational capacity with strong, consistent systems in place. The risk of noncompliance, financial mismanagement, or service disruption is extremely low—even under stress or scale. While risk is never zero, the agency is well-prepared to prevent and respond to potential challenges.

★★★★ **Low Risk**  
 4.99 - 4.00 The agency operates effectively with reliable systems and practices. While generally stable, there may be isolated areas of exposure. The likelihood of significant issues is very low and not likely.

★★★ **Average Risk**  
 3.99 - 3.00 The agency meets basic standards but may lack consistency or depth in some areas. There is a moderate risk that, under pressure or change, gaps in systems or oversight could lead to compliance or operational issues.

★★ **Moderate Risk**  
 2.99 - 2.00 The agency shows signs of systemic weaknesses or inconsistent practices. Without corrective action, there is a significant risk of noncompliance, financial instability, or service delivery failures.

★ **High Risk**  
 1.99 - 1.00 The agency exhibits major deficiencies that pose immediate and serious risks. These may include noncompliance, financial mismanagement, or inability to deliver services. Intervention is required to mitigate potential harm.

# OK Risk Assessment

	A	B	C	D	E	F	G	H	
42				place)					
43		<b>Program Mngmt Totals:</b>	<b>16</b>						
44	<b>Quality Assurance</b>								
45	1	Effectiveness of the agency's QCI Inspections: The agency has an effective process for its final inspections (QCIs) that ensures final inspections are comprehensive, verifies each completed measure aligns to the objectives of the approved field guide, documents any callbacks and their resolution. Problems are identified and corrected before the job is closed and reported to ODOC.	4	1 = no problems or challenges related to QCIs 2 = minimal problems or challenges related to QCIs, but have been resolved. 3 = continued problems or challenges related to QCIs, but have NOT been resolved. 4 = significant & ongoing problems or challenges related to QCIs, but have NOT been resolved.	Agency identified some homes that had not actually received a final inspection by the agency's QCI		Refer to QA reports & Feedback from ODOC's QA Team		
46	2	#WX Required Corrective Action divided by # of QA Reports	4	1 = No corrective action, or Less than 2 Corrective Action Average 2 = 2-3 Average Number of Corrective Action 3 = 3-5 Average Number of Corrective Action 4 = 6 or more Average number of Corrective Action	PY23 nine QA's: 144 corrective actions 5 QAs for DOE 4 QAs for BIL		See PY25 Risk Assessment Data Tables		
	3	Findings related to QCI Inspection not being completed or Form 44 not being signed by a QCI	4	1 = no findings related to QCI Local Inspections 2 = findings related to QCI Local Inspections two years or more, but have been resolved. 3 = findings related to QCI local inspections within the last program year, but have been resolved. 4 = current findings related to QCI local inspections, unknown yet whether they been resolved (not enough time has past for	The agency identified at least one home (potentially others) were reported as completed on Progress Reports by the agency when they had not received a QCI.		Review last monitoring reports (both QA and Programmatic/Fiscal Monitoring Reports) to determine this information.		

Date of Last Monitoring: 07/20/2023

Virtual, Desk, or In-Person Monitoring: Virtual for Fiscal Programmatic, On-site for Technical

**RISK LEVEL RATING**

CATEGORY	SCORE	POSSIBLE RANGE	LOW	MED	HIGH
Program Capacity (11 indicators)	31	11-44	11-22	23-33	34-44
Financial Management (5 indicators)	10	5-20	5-9	10-14	15-20
Program Management (8 indicators)	16	8-32	8-14	15-21	22-32
Quality Assurance (7 indicators)	20	7-28	7-13	14-21	22-28
<b>GRAND TOTAL</b>	<b>77</b>	<b>31-124</b>	<b>31-58</b>	<b>59-89</b>	<b>90-124</b>

*All entities with less than 50% of planned production in DOE-23 completed, or entire home*

# How do you measure success?

- Communication/Reporting
- Risk Assessment
- Subgrantee Selection
- Customer Engagement/Feedback
- Monitoring



# Subgrantee Selection

Selecting subgrantees to administer WAP involves several steps and adherence to 10CFR44.15 and 10CFR440.14. Grantees must also include information on the selection process in their WAP State Plan Annual File, and if changes need to be made during the program year, a State Plan amendment should be completed.

Let's next talk about some of those key steps involved in the selection process:

# Selection Process Steps



Conduct a public hearing



Analyze experience and performance



Understand the capacity to undertake weatherization



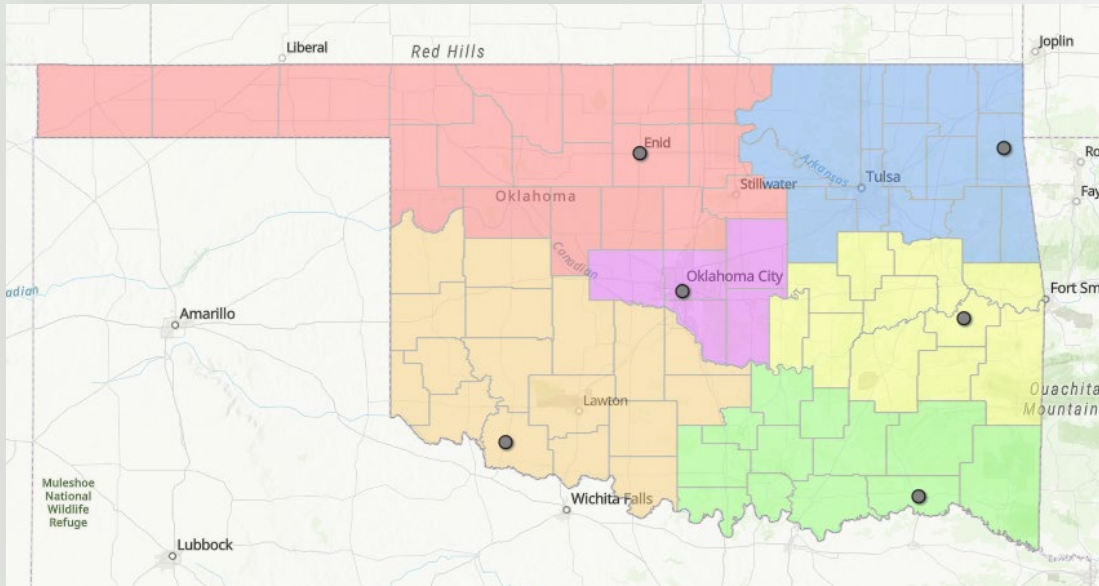
Provide preference for an effective provider (CAA or other public or nonprofit entities that have an effective program)

# MI – Bidding Territory

- First put out for bid in 2016
- Mandated an RFP 10 years later
- Re-ran RFP last year
  - Followed CFR – Gave priority to subs who were running high performing programs
- Slight changes in network
  - 3 subgrantees became IJA only so they could build capacity
  - Brought on a new subgrantee for a territory that was not bid on by a previous subgrantee
- May rebid in the future

## OK Service Area Re-Distribution

- Went from 18 to 6 service areas.
- Met for 2 years with committee put together by CAA Association
- Reviewed formula and service areas
- Some NASCSP assistance
- Minimum \$250,000 in program funds
- 5 counties, no more than 15
- 1 urban area to help cover the rural areas



# How do you measure success?

- Communication/Reporting
- Risk Assessment
- Subgrantee Selection
- Customer Engagement/Feedback
- Monitoring





# Customer Outreach

- ✓ Informational flyers
- ✓ Community events



# **Group Discussion:**

- What type of outreach do you do as a grantee?
- What type of outreach do your subgrantees do?

# What is Weatherization?

No-cost weatherization assistance for all Maryland residents from the Community Action Council of Howard County helps lower your heating and cooling bills and makes your home more comfortable, healthy, and safe. But what exactly is weatherization?

## Upgraded Attic, Wall, or Floor Insulation

New insulation helps keep outdoor temperatures from entering your home. The average home saves an estimated 13% on heating and cooling bills by insulating and air sealing.\*

The average home saves  
**\$283**

every year after weatherization!

## Sealing Air Leaks

Weatherization closes up small holes and cracks that allow air to enter and exit your home. Left untreated, these leaks create energy waste and indoor drafts.

## Heating and Cooling System Upgrades

If your heating or cooling system is old or broken, our weatherization services can help. We will tune-up and repair your equipment, or even replace it with a newer, more efficient model.

## Energy-Saving LED Light Bulbs

LED light bulbs use 75% less energy than older incandescent bulbs.\* When we weatherize your home, we'll look to replace any older bulbs with new ones that will save you money.

## Smoke and CO Detectors

Weatherization isn't just about saving energy; it's also about creating a safer, healthier home. All homes that CAC weatherizes have new smoke and carbon monoxide detectors installed.

## Water Heater Upgrades

Water heating is about 20% of your home's energy use.\* In some homes, this number is higher because the heater isn't working properly or is out of date. We can help by repairing or replacing it!

## CAC's No-Cost Weatherization Process is Easy!

1. Verify your income eligibility on our website.
2. Fill out our online intake form.
3. We'll be in touch with next steps!

Apply for no-cost weatherization services from CAC. Contact us online at [cac-hc.org](http://cac-hc.org) us here to learn more about eligibility.



**Community Action Council of Howard County**  
HELPING PEOPLE. CHANGING LIVES.



## WEATHERIZATION ASSISTANCE PROGRAM

Weatherization provides energy efficiency services at no cost to the homeowner or renter that are tailored to each house for maximum cost savings. Families receiving weatherization services see their annual energy bills reduced by approximately \$250 to \$450.

### PROGRAM FAQ

#### ARE THERE ANY COSTS?

No! Weatherization provides energy efficiency services that are tailored to each house for maximum cost savings.

#### WHAT SERVICES CAN I RECEIVE?

- Wall Insulation
- Attic Insulation and Ventilation
- Furnace Evaluation
- Foundation Insulation
- Air Leakage Reduction
- Smoke Detectors
- Dryer Venting
- Carbon Monoxide Detectors

#### WHO IS WORKING ON MY HOME?

Wayne Metro works with certified weatherization contractors who are all licensed and insured. All energy measures are installed to meet state standards and verified by a certified quality control inspector.

### INCOME GUIDELINES FOR THOSE ELIGIBLE

(Auto Eligibility SSI, SDA, FIP):

Household Size	One Month Income	Three Months Income
1	\$2,510	\$7,530
2	\$3,407	\$10,221
3	\$4,303	\$12,909
4	\$5,200	\$15,600
5	\$6,097	\$18,291



#### EASY TIPS TO SAVE ENERGY

- Use fans instead of air conditioners
- Unplug unused appliances
- Keep water setting at low
- Take seven minute showers
- Do not use space heaters, if at all possible

To learn more about Weatherization, visit Wayne Metro's Youtube channel to view the LIVESMART Video Series.



### Apply Today!

◀ [www.WayneMetro.org/Programs](http://www.WayneMetro.org/Programs)  
For assistance with the application or more information about Weatherization:

Call our WM CONNECT Center at 313-388-9799  
chat with us | website: [waynemetro.org](http://waynemetro.org)  
email: [wmconnectcenter@waynemetro.org](mailto:wmconnectcenter@waynemetro.org)

# Informational Flyers

## WEATHERIZATION/LIHEAP

### Increasing Energy Efficiency for Low-Income Persons

The Weatherization Assistance Program and the LIHEAP Weatherization Program impact low income individuals across the state to:

- Increase energy efficiency in homes
- Strengthen the health and safety of the home
- Reduce total residential energy expenditures
- Provide conservation measures

Since 2001, over 10,000 homes have been equipped with energy-conserving measures. They are programs of the U.S. Department of Energy and the U.S. Department of Health and Human Services. To be eligible, applicants:

- Must meet the income guidelines of 200% of the poverty level, or qualify for fuel assistance through the local county social services department.
- Can be owners or renters. If the property is a rental, the landlord must comply with the program requirements.
- Must show a return of at least \$1 for every \$1 expended in labor and material costs.
- Will typically save approximately 25% on their annual heating costs.

#### Low-Income Weatherization Assistance Program Impacts (2013-2015)

**\$6,011,113** allocated  
**660** households assisted

#### LIHEAP Weatherization Program Impacts (2011-2012)

**\$7,241,847** allocated  
**865** households assisted

#### LIHEAP Furnace Program Impacts (2012-2013)

Assists with furnace replacement to increase efficiency and home safety  
**\$4,420,000** allocated  
**2,647** households assisted

Figures reflect completed grant years



North Dakota Department of Commerce  
Bonnie Malo, Director, Division of Community Services  
Email: [bmalo@nd.gov](mailto:bmalo@nd.gov) Phone: 701-328-2476

# Community Events



Fresno EOC  
Energy  
Services

FREE  
COMMUNITY  
EVENT!

2025

## Weatherization Day

**WHERE WELLNESS BLOOMS  
AND ENERGY FLOWS**

 **October 30th**  
**10:00 am - 2:00 pm**

 **Fresno EOC**  
**1900 Mariposa St**  
**Fresno, CA 93721**

- Giveaways every 30 minutes
- Weatherization and Wellnes Education
- Music, gardening, free food, and more!

Contact us for more information: 559-263-1588

Follow us at:  [facebook.com/FresnoEOCenergy](https://facebook.com/FresnoEOCenergy)  
 [@fresnoeoc\\_energyservices](https://instagram.com/fresnoeoc_energyservices)

# Customer Feedback

“Grantees have the responsibility to ensure Subgrantees resolve all client complaints, including applicant denials, project deferrals, and work quality issues. If complaints cannot be resolved at the Subgrantee level, Grantees must have procedures to resolve escalated disputes”.

Question V.11 WAP State Plan



# MI Texting Campaign

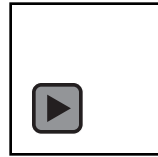
- The BCAEO WAP mass texts have greatly assisted the Local Weatherization Operators to access hard-to-reach clients and ensure a maximized group of MDHHS eligible clients within their service areas are aware of program availability
- Clients that receive the texts are confirmed as WAP eligible (active recipient of FIP, SSI, and SER) and texts are sent out monthly as confirmed by the agency.
- “Every time the texts go out the staff call saying their phones ring off the hook and they ask me “what have you done?”. It helps to connect with those that may not otherwise know and those that would have fallen between the cracks. I think it is a wonderful thing that you are doing and we are very grateful.” – local wx operator staff

# MI Expansion with MF

- Michigan has seen the most potential for expansion in Weatherization capacity by Subgrantees adding multifamily work to their portfolio
- Michigan has worked to refine the process to make project management achievable and the least heavy lift possible
- We are seeing an uptake on managing these projects with Michigan subgrantees
  - ~6 subgrantees are expected to do these projects this year

# Oklahoma Example of Marketing

- Rural Oklahoma has had great success with radio ads



# Resources

- WAP – NASCSP
- WAP Technical Assistance Center (WAPTAC) – NASCSP
- DOE WAP State Plans – NASCSP
- Programmatic Manuals – NASCSP
- Advocacy Tools – NASCSP
- IIJA Procurement & RFPs – NASCSP
- WAP Member Webinars – NASCSP
- WAP Member Programmatic Resources – NASCSP

# Coming Soon!

**NASCSP will release a tool to assist grantees and subgrantees in tracking production and expenditures to help meet goals**



The background features a repeating pattern of light blue question marks inside white speech bubble shapes, set against a light blue background. The speech bubbles are arranged in a staggered, overlapping grid.

**Questions?**

# Session Evaluation

<https://www.surveymonkey.com/r/JWG928K>



# Thank you!

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