

# Region 8 RPIC



## WEATHERIZATION ASSISTANCE PROGRAM BEST PRACTICES AND INNOVATION

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NASCSPP provides research, analysis, training and technical assistance to [State CSBG and WAP grantees](#), Community Action Agencies, and State Associations in order to increase their capacity to prevent and reduce poverty and build economic and energy security.



<https://nascsp.org>

# WAP Best Practices and Innovation Agenda:

- Pre-COVID Best Practices
  - Utilizing LIHEAP
  - Workforce development
  - Resource sharing
- Post-COVID Best Practices and Innovations
  - Adapting processes and operations
  - Enhanced Health and Safety protocols
  - Innovations
- COVID19 Comeback
  - Open Discussion to hear from Local Agencies / States

# Utilizing LIHEAP



- Block Grant = Flexibility
- **Braiding** of LIHEAP and DOE WAP funds
  - \$7,669 + \$7,669
- Options to select different rule sets
  - Entirely DOE Rules
  - Mostly DOE
  - Mostly LIHEAP
  - Entirely LIHEAP

# Utilizing LIHEAP

## ► Addressing deferral conditions outside DOE IRM limits

<input checked="" type="checkbox"/> <b>Mostly under DOE WAP rules, with the following LIHEAP rule(s) where LIHEAP and WAP rules differ (Check all that apply.)</b>
<input type="checkbox"/> <b>Income Threshold</b>
<input type="checkbox"/> <b>Weatherization not subject to DOE WAP maximum statewide average cost per dwelling unit.</b>
<input type="checkbox"/> <b>Weatherization measures are not subject to DOE Savings to Investment Ratio (SIR ) standards.</b>
<input checked="" type="checkbox"/> <b>Other - Describe:</b>  <p>The differences are as follows: U.S. Department of Energy income eligibility requirements (200 percent of the Federal Poverty Level); Health and Safety is limited to no more than 25 percent of Program Operations (Materials + Support total) for LIHEAP (limit is 14.9 percent for DOE); and an additional \$1,200 for incidental repairs is available per single family unit with LIHEAP funds (in an effort to avoid deferrals).</p> <p>Additionally, Development requested and received a waiver to transfer an additional 5 percent of LIHEAP funds to weatherization and energy related home repairs. This will make the total transfer of LIHEAP funds 20 percent. Fifteen percent of the transferred funds will be used to serve households as described above. The additional 5 percent transfer will be used for a complimentary program to Ohio's weatherization program. The Ohio Home Weatherization Assistance Program Enhancement (approximately \$7.8 million) will install specific measures in households that are at or below 175 percent (LIHEAP Income Guidelines) of the Federal Poverty Guidelines and may have been deferred previously for weatherization services. The measures to be installed will include furnace repair &amp; replacement, electric repair and replacement, ventilation measures (i.e. ASHRAE fans) and minor roof repair. Utilizing these additional funds for these specific measures will allow the weatherization program to serve homes that would have been deferred due to costs and to install more energy conservation measures in homes.</p>

# Utilizing LIHEAP

## ► Increasing Health and Safety limits

<input checked="" type="checkbox"/> <b>Mostly under DOE WAP rules, with the following LIHEAP rule(s) where LIHEAP and WAP rules differ (Check all that apply.)</b>
<input type="checkbox"/> <b>Income Threshold</b>
<input type="checkbox"/> <b>Weatherization not subject to DOE WAP maximum statewide average cost per dwelling unit.</b>
<input type="checkbox"/> <b>Weatherization measures are not subject to DOE Savings to Investment Ratio (SIR ) standards.</b>
<input checked="" type="checkbox"/> <b>Other - Describe:</b>  Twenty percent of the average cost per unit can be used for Health and Safety costs.  Crisis furnace repair and replacement services are considered part of Weatherization (named Crisis Interface) and are funded through the allocation to the Department of Community and Economic Development. The income limit is the same as for Crisis Assistance: 150% FPIG. For full rules for these services, see pages 2 through 5 of our State Plan Appendix C, attached to this section.

# Utilizing LIHEAP

## Air Conditioning Survey

25 state WAP grantees responded:

- ▶ 16 states running programs for AC Units (Funded by LIHEAP and/or DOE and/or Utility)

<b>Central AC Only (5)</b>	<b>Window/Room AC Only (5)</b>	<b>Both (6)</b>
AZ, NM, OK, SC, UT	DE, HI, NC, ND, RI	KS, MO, NH, OH, TN, TX

- ▶ Three states reported some type of bulk/group purchasing, but this was NOT done at the state level. The majority of the states indicated that AC units were purchased by individual local agencies or their HVAC contractors.

# Utilizing LIHEAP

## LIHEAP State Plan Example:

### WEATHERIZATION ASSISTANCE Section

Check “**Mostly DOE WAP rules**”; under “Other – Describe”

- Clean, tune, evaluate and replace heating and cooling systems will be allowed outside of DOE rules in order to provide safe, adequately and efficiently conditioned living space to comply with LIHEAP's focus on health and safety. Households with elderly members and households with young children may receive air conditioning.

# Utilizing LIHEAP

## Another LIHEAP State Plan Example:

Check “**Mostly LIHEAP rules**”; under “Other – Describe”

- Energy Related Repair (ERR) is a crisis program for heating and cooling systems that do not heat or cool, do not distribute heat or cooling, are malfunctioning or have health and safety issues ( such as producing carbon monoxide). Households must be homeowners as landlords are required to maintain heat or cooling in rental units.
- A client is considered to be in a life-threatening crisis when the household has:
  - No heating or cooling
  - No heating or cooling distribution
- Access the LIHEAP CLEARINGHOUSE and State Plans [HERE](#)

# Utilizing LIHEAP

You are here: [HOME](#) / [LIHEAP State and Territory Plans, Manuals and Delegation Letters](#)

## LIHEAP STATE AND TERRITORY PLANS, MANUALS AND DELEGATION LETTERS

[State LIHEAP Manuals](#) | [Delegation Letters](#)

### STATE FY 2020 LIHEAP PLANS

- Alabama
- Alaska
- Arizona
- Arkansas
- California
- Colorado
- Connecticut
- Delaware
- District of Columbia
- Florida
- Georgia
- Hawaii
- Idaho
- Illinois
- Indiana
- Iowa
- Kansas
- Kentucky
- Louisiana
- Maine
- Maryland
- Massachusetts
- Michigan
- Minnesota
- Mississippi
- Missouri
- Montana
- Nebraska
- Nevada
- New Hampshire
- New Jersey
- New Mexico
- New York
- North Carolina
- North Dakota
- Ohio
- Oklahoma
- Oregon
- Pennsylvania
- Rhode Island
- South Carolina
- South Dakota
- Tennessee
- Texas
- Utah
- Vermont
- Virginia
- Washington
- West Virginia
- Wisconsin
- Wyoming

Archives: [2014](#) | [2015](#) | [2016](#) | [2017](#) | [2018](#) | [2019](#)

### TERRITORY LIHEAP PLANS

- [American Samoa](#)
- [Puerto Rico](#)



- STATE
- TRIBAL
- NEWS & PUBLICATIONS
- WHO WE ARE
- CONTACTS
- DISCONNECT POLICIES
- STATE SNAPSHOTS
- FOR GRANTEES

- Get to know your LIHEAP counterpart if LIHEAP and WAP are not in the same office
- Talk through common goals
- Get involved in LIHEAP planning every year
- Use LIHEAP Clearinghouse for ideas, access State Plans [HERE](#)

# Poll Question 1:

*Have you made changes to your LIHEAP plan to better respond and adapt to COVID 19?*

- ▶ Yes
- ▶ No
- ▶ Not yet, but we plan to make revisions

# Workforce Development

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# Workforce Development

## Continuous Training for New/Existing Staff

State's annual contract includes:

- Technical training for existing staff and contractors at annual Interchange
- On site, on demand training as needed for performance improvement
- Classroom training sessions for agency crews and contractors
- Center available for demonstrations (i.e. solar demonstration)



# Workforce Development



SM

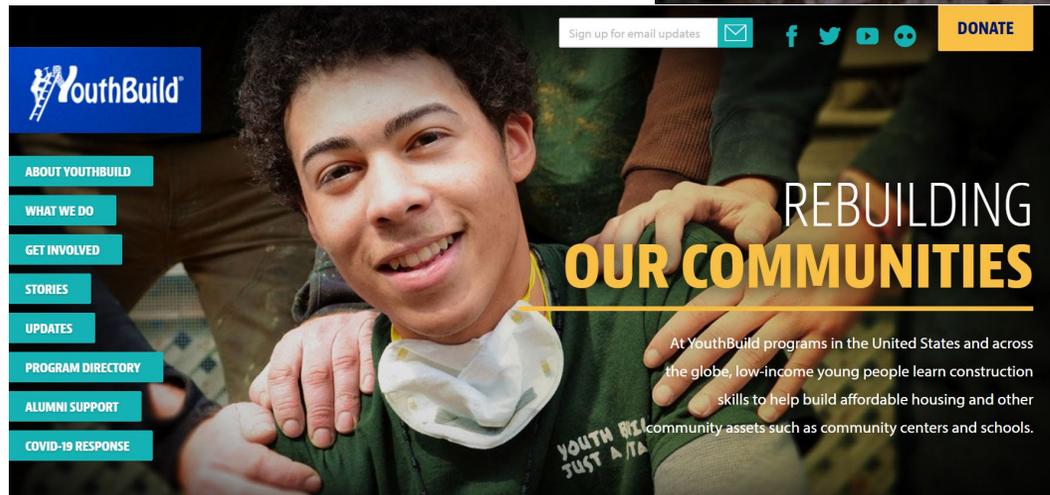
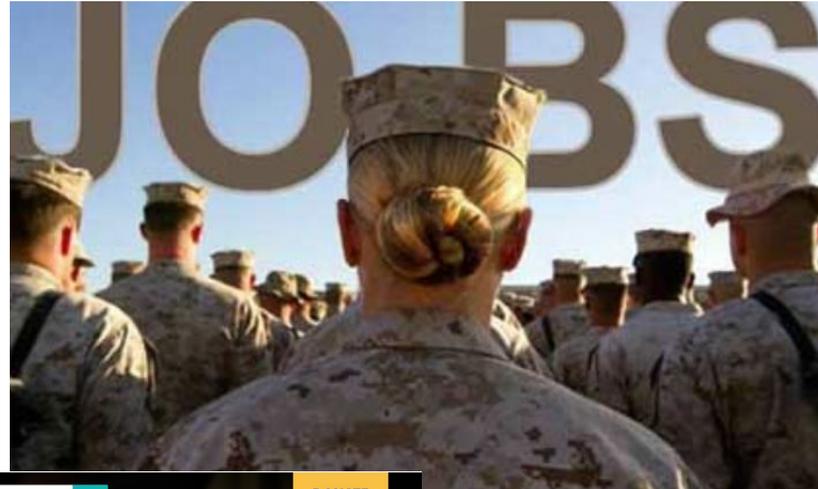
## RESULTS

- ▶ Existing staff are well trained
- ▶ Creates career advancement opportunities within agencies
- ▶ Agencies can use training as a hiring incentive
- ▶ 3,635 participants and nearly 54,000 training hours since 2013

# Workforce Development

SUCCESSFUL Local Agency and State Efforts to attract new workers

- ▶ VA Cares Re-Entry Program
- ▶ Youth Build Program
- ▶ Veterans' Program



# Workforce Development

**Project Concept:** Use grant funds from the State Energy Program (SEP) to fund energy efficiency job training and certification.

- QCI shortage in the State
- Two roaming contract QCIs
- Residential Energy Efficiency training center
- Funded pilot – training and certifications for four people
- \$49,000



# Workforce Development

## Time



- ▶ Dwelling Needs Evaluator (DNE)..... 15 days (over 4 weeks)
- ▶ Energy Auditor.....2 weeks
- ▶ QCI.....3 days
- ▶ NEAT/MHEA.....4 days
- ▶ IDL, ASHRAE, CAZ, Zonals.....4 days
- ▶ Lead RRP.....1 day
- ▶ CPR, First Aid, Intro to WX.....1 day

# Workforce Development

## The need for income

- \$15.00/hour stipend
- 37.5 hours per week
- Paid weekly, including review weeks
- Total stipend payment per student is \$6,187.50



# Workforce Development

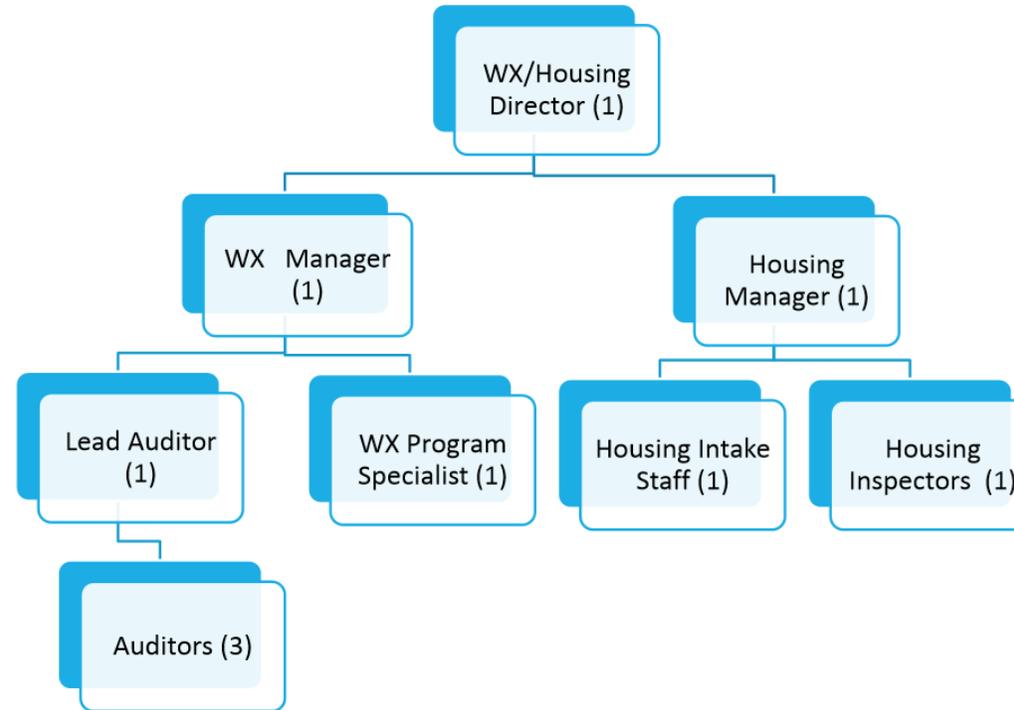
## Challenges and lessons learned

- ▶ Prerequisites are hard to meet
- ▶ If employed we allow stipend to employer
- ▶ We didn't restrict applicants to KY
- ▶ Need to coordinate field mentoring

Have applicants obtain the verification of experience required for BPI approval **before** final acceptance into the program.

# Resource Sharing

- Managed Coordinated Resource Sharing among several Community Action Agencies
- Using the EXPERIENCED Staff to the benefit everyone involved vs. hiring new staff individual



# Resource Sharing

Local Agencies are sharing personnel

- Energy Auditors
- Quality Control Inspectors
- Weatherization Crew



Roaming or “Floating” QCI / Energy Auditors

- They can assist local agencies throughout the state
- They are contracted individually by the agencies

# Weatherization Post-COVID-19



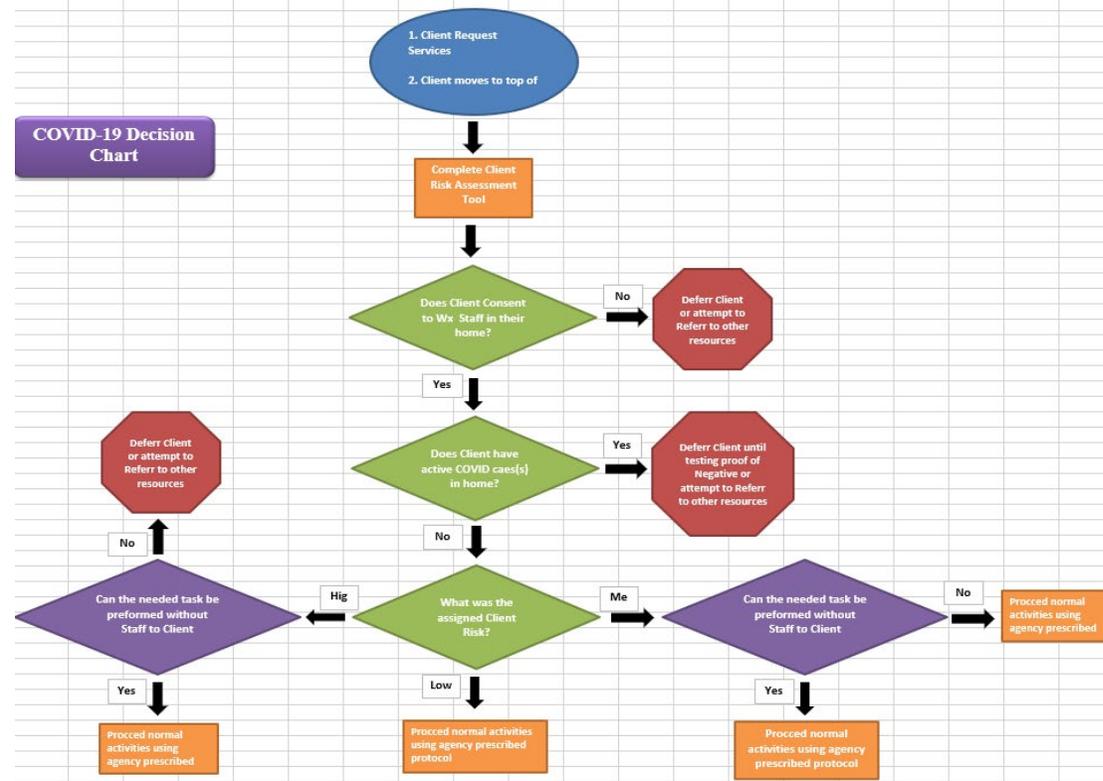
# Best Practices and Strategies - COVID-19

- ▶ Deferral data gathering and tracking
  - Work with Subgrantees
  - Work with system providers
- ▶ Energy Audit Approval Submissions
  - Annual update to audit libraries
- ▶ Equipment and Inventory
  - Vehicle Maintenance
  - Vehicle Purchase
- ▶ Client Education
- ▶ Online Applications



# Adapting Processes and Operations:

A two-step eligibility process has evolved into several cautionary steps required to maintain client and worker safety during COVID-19.



# Adapting Processes and Operations:

## **Considerations for WAP Field Work:**

- Development of Infectious Disease Preparedness and Response Plan
- Grantee Planning for updates to H&S Plans
  - Deferral conditions and timeframes
  - Allowance for additional PPE and protective measure costs
  - Consider online training on proper PPE use prior to re-entry
- Implementing changes to policies to protect crew and clients
  - Examples: sanitizing measures, prioritizing exterior work, face masks for clients, PPE for all crew doing interior work, isolating the client.
- Create PPE inventory checklists

# Adapting Processes and Operations:

## Waiver of Liability Relating to Coronavirus/COVID-19

The novel coronavirus, COVID-19, has been declared a worldwide pandemic by the World Health Organization. COVID-19 is reported to be extremely contagious. The state of medical knowledge is evolving, but the virus is believed to spread from person-to-person contact and/or by contact with contaminated surfaces and objects, and even possibly in the air. People reportedly can be infected and show no symptoms and therefore spread the disease. The exact methods of spread and contraction are being researched, and there is no known treatment, cure, or vaccine for COVID-19.

Evidence has shown that COVID-19 can cause serious and potentially life-threatening illness and even death. (Local agency) cannot prevent you or the members of the household from becoming exposed to, contracting, or spreading COVID-19 while utilizing (Local agency) services on your premises. It is not possible to entirely prevent against the presence of the disease. Therefore, if you choose to utilize (Local agency) services and/or allow RRVCA to enter onto your premises you may be exposing yourself to and/or increasing your risk of contracting or spreading COVID-19.

**ASSUMPTION OF RISK:** I have read and understood the above warning concerning COVID-19. I hereby choose to accept the risk of contracting COVID-19 for myself and my household in order to utilize RRVCA's services and allow (Local agency) to enter my premises. These services are of such value to me and my household that I accept the risk of being exposed to, contracting, and/or spreading COVID-19 in order to utilize (Local agency) services and allow it to enter my premises in person.

**WAIVER OF LAWSUIT/LIABILITY:** I hereby forever release and waive my right to bring suit against (Local agency) and its officers, directors, managers, officials, trustees, agents, employees, or other representatives in connection with exposure, infection, and/or spread of COVID-19 related to utilizing (Local agency) services on my premises. I understand that this waiver means I give up my right to bring any claims including for personal injuries, death, disease or property losses, or any other loss, including but not limited to claims of negligence, and give up any claim I may have to seek damages, whether known or unknown, foreseen or unforeseen.

**CHOICE OF LAW:** I understand and agree that the law of the State of North Dakota will apply to this contract.

**I HAVE CAREFULLY READ AND FULLY UNDERSTAND ALL PROVISIONS OF THIS RELEASE, AND FREELY AND KNOWINGLY ASSUME THE RISK AND WAIVE MY RIGHTS CONCERNING LIABILITY AS DESCRIBED ABOVE:**

\_\_\_\_\_  
Name (printed):

\_\_\_\_\_  
Signature

## Client Waiver COVID-19

*CAPLAW guidance  
provided on  
Liability Waivers:*

# Adapting Processes and Operations:

- Client Surveys - Gauge their comfort levels
- States are asking Subgrantees to poll clients on the wait-list to see if they are comfortable with crews coming into their homes for audits and WAP work.
- Missouri polled its Subgrantees
  - 137 clients
  - 121 - Yes
  - 16 - No

Agency	Yes	No
CSI	8	1
DAEOC	5	5
EMAA	8	0
ESC	10	0
CAPNCM	6	0
CMCA	3	0
ULMSL	7	0
JFCAC	9	1
CAASTLC	6	1
MOCA	8	0
MVCAA	10	0
NECAC	3	6
SCMCAA	10	0
WCMCAA	10	0
CAAGKC	18	2
<b>TOTALS:</b>	<b>121</b>	<b>16</b>

# Adapting Processes and Operations:

**Client Signature Waiver Form**  
Community Services Block Grant (CSBG)  
Comprehensive Energy Assistance Program (CEAP)  
Low-Income Home Energy Assistance Program (LIHEAP-WAP)  
Weatherization Assistance Program (DOE-WAP)  
*This form is for use only during the COVID-19 Pandemic*

<b>Agency Name:</b>			
<b>Client Name:</b>		<b>ID #</b>	
<b>Program:</b>			
<b>Reason for Client Signature Waiver:</b>			

\_\_\_\_\_  
Intake Staff Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

## Adapting processes to manage COVID

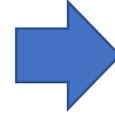
- Client Signature Waivers
- E-signatures
- Email signatures with attestation
- Photograph signature
- Smart phone Apps
  - <https://thewirecutter.com/reviews/best-mobile-scanning-apps/>
  - <https://thegrizzlylabs.com/genius-scan/>
  - <https://fueled.com/blog/document-scanning-app/>

<https://www.tdhca.state.tx.us/community-affairs/covid19.htm>

# Enhanced Safety Protocols:



States issued new COVID-19 checklists



- Client Screening Questions
- Deferral as needed
- Social Distancing
- Physical containment
- PPE protocols
- Sanitizing tools and equipment

CHECKLIST	
<input type="checkbox"/>	COVID-19 Screening Questions Asked
<input type="checkbox"/>	Unit deferred due to screening or client request
<input type="checkbox"/>	Unit is suitable for splitting interior and exterior work
<input type="checkbox"/>	Social distancing of 6 ft. (2 meters) is possible for unit
<input type="checkbox"/>	Use of physical containment barrier necessary
<input type="checkbox"/>	Job Safety Analysis (JSA) completed & in client file
<input type="checkbox"/>	Followed proper protocols for disposal & maintenance of PPE
<input type="checkbox"/>	Safety Protocols for document handling were followed; The virus is estimated to remain active on paper 4-5 days; on cardboard up to 24 hours; on plastic 2-3 days
<input type="checkbox"/>	Tools/equipment used in unit sanitized following completion
<input type="checkbox"/>	All crew members sanitized hands prior to touching crew vehicle surfaces
<input type="checkbox"/>	Washed hands thoroughly immediately upon return to shop/office
<input type="checkbox"/>	State or local govt. shelter in place order issued Date issued _____ Date of Estimated End _____ Actual End _____
<input type="checkbox"/>	By client request or other reason, final inspection deferred

## Poll Question 2:

*Does your local agency have the PPE required for crews to return safely to the field?*

- ▶ Yes
- ▶ No
- ▶ Less than two months supply

# Enhanced Health and Safety Protocols:

## Client Health Screening Questions:

1. Has anyone in the household tested positive for COVID-19? If so, how long ago?
2. Is anyone in your household experiencing fever, cough or shortness of breath in the last two weeks?
3. Has anyone in your household been in contact with someone who has had a fever, cough or shortness of breath in the last two weeks?
4. Has anyone in your household been in contact with someone who has tested positive for COVID-19 in the last two weeks.
5. Has anyone in the household traveled outside of the state in the last 60 days? If so, please provide information.

# Enhanced Health and Safety Protocols:

**Utah WAP Client Risk Assessment**

**Client Name**  **Type of work being scheduled**

**Phone Number**

**Job Number:**  **Crew/Contractor Assignment:**

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**High Risk Categories**

<b>Current Household Health</b> <input type="checkbox"/> <ul style="list-style-type: none"> <li>• Fever over 100°</li> <li>• Cough</li> <li>• Shortness of breath</li> <li>• Sore throat</li> <li>• Muscle Aches</li> <li>• Nausea</li> <li>• Vomiting</li> <li>• Diarrhea</li> <li>• Abdominal Pain</li> <li>• Headache</li> <li>• Runny Nose</li> <li>• Fatigue</li> <li>• Positive COVID 19 Test Results</li> </ul>	<b>Quarantined due to possible exposure</b> <input type="checkbox"/>
	<b>International Travel (last 14 days)</b> <input type="checkbox"/>
	<b>Domestic Travel Known Hot Spots</b> <input type="checkbox"/>
	<b>Healthcare worker or other worker around active cases of COVID-19</b> <input type="checkbox"/>

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**Medium Risk Categories**

<b>Pregnant</b> <input type="checkbox"/>	<b>Domestic Airline Travel (last 14 days)</b> <input type="checkbox"/>
<b>Infant/Nursing Mother</b> <input type="checkbox"/>	<b>Underlying Health Issues</b> <input type="checkbox"/> <ul style="list-style-type: none"> <li>• HIV</li> <li>• Other autoimmune disease</li> <li>• Asthma/COPD/Emphysema (other lung conditions)</li> <li>• Diabetes</li> <li>• Chemotherapy patients</li> <li>• Kidney disease</li> </ul>
<b>Preschool age children</b> <input type="checkbox"/>	
<b>Elderly</b> <input type="checkbox"/>	
<b>Immune Suppressant drugs</b> <input type="checkbox"/> <ul style="list-style-type: none"> <li>• Humira</li> <li>• Remicade</li> <li>• Methotrexate</li> <li>• Or similar</li> </ul>	<b>Other workers with social distancing challenges</b> <input type="checkbox"/> <ul style="list-style-type: none"> <li>• Cashier</li> <li>• Retail Clerk</li> <li>• Retail Food Worker</li> <li>• First Responders</li> </ul>
	<b>Individuals Not Social Distancing/Mask/etc.</b> <input type="checkbox"/>

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**Assigned Household Risk**

**Agency Staff Conducting Client Interview**  **Date of interview**  **Time**

## WAP Client Risk Assessment:

Developed to identify if clients are in a high risk or medium risk category and if deferral may be required.

# Enhanced Health and Safety Protocols:

Employee Name:

**Confidentiality of medical information.** Under applicable law, employers must maintain the confidentiality of all medical information obtained about an employee. Medical information must be protected and kept confidential even if the individual volunteers the medical information without being asked. Employers must protect all confidential information of employees as required by applicable federal and state laws.

Date	Job #	Employee Temperature	Employee Symptoms	Positive Test for COVID-19?	Have been in contact with someone with COVID-19?
6/1/2020	2020-001-001-1	98	no symptoms	No	No
6/2/2020	2020-001-001-2	99	no symptoms	No	No

## Worker Testing and tracking:

- Testing prior to returning to work
- Daily testing of temperature
- Daily symptoms reporting

# Enhanced Health and Safety Protocols:

## IHWAP COVID-19 Enhanced Safety Protocols, Client Education Materials

For homes that have yet to be assessed, the client education materials shall be discussed with the client in a phone interview prior to the assessment. Client signature shall be acquired during the assessment of the home, or through e-mail if the client has the capabilities. If a home has been previously assessed, and work is being scheduled, the crew or contractor shall discuss the client education materials prior to scheduling work in the home. Client signature shall be acquired when work commences, or through e-mail if the client has those capabilities.

### IHWAP COVID 19 Enhanced Safety Protocols Client Education

Due to COVID-19, IHWAP is implementing enhanced safety protocols to limit the risk of exposure for clients, field staff, crews and contractor staff conducting IHWAP work inside the home. All IHWAP staff must comply with the following list of enhanced safety protocols during home visits and any other related site visits.

1. Field staff must have temperature taken before reporting to work.
2. If a field staff member has a respiratory illness, they cannot report to work until they have confirmed they are negative for COVID-19.
3. If a field staff member has been in contact with an individual that is positive for COVID 19 or a person suspected of having COVID-19, they cannot report for work for 14 days, or until they can provide a negative test result.
4. You are encouraged to wear a face mask while workers are working in your home. If you do not have a mask, a worker will offer you a mask. Field workers will also be wearing masks in the home.
5. Field workers will maintain a social distance of 6 feet and will not shake your hand. If a signature is required for a document, the worker will have you use your own pen.
6. Field workers will establish a single point of contact to communicate with you. You will not be communicating with multiple crew members in an effort to limit exposure.
7. Field workers will try, when possible to limit the number of workers performing interior work in your home. There may be times when multiple workers are needed to perform a task in your home.
8. If it makes you feel comfortable you may leave the home while work is being conducted (e.g., sit outdoors or leave the property altogether). You may share your phone number to facilitate ongoing conversations from a safe physical distance, if you leave the home.
9. If you would like an additional barrier set up, crews can isolate you in the home with a plastic barrier to limit your exposure to workers. This should be in a room that workers will not have to frequent while completing their work.
10. It is preferable that only one person is in the residence while work is being conducted. Any unnecessary individuals are encouraged to leave the home while work is being conducted.
11. Field workers will be cleaning frequently touched surfaces (doorknobs, light switches, installed equipment, etc.) in your home with disinfectant wipes.
12. Field workers will be frequently washing their hands or using hand sanitizer on a frequent basis.
13. Field workers will be cleaning tools prior to bringing them into your home with disinfectant wipes.

I certify that an IHWAP worker has covered the IHWAP COVID-19 Enhanced Safety Protocols Client Education document with me.

Client Signature: \_\_\_\_\_

Field Worker/Crew/Contractor Signature: \_\_\_\_\_

## Client Education Materials

- Helps clients understand the health and safety measures
- Expectations for crew and for clients

# Enhanced Health and Safety Protocols:

## COVID 19 Field Preparedness Verification

- Training
- PPE
- Client Engagement

Executive Directors must sign off prior to returning to field operations.

### Agency and Contractor Field Staff

\_\_\_\_ All of your agency staff and contractors completed the Enhanced Health and Safety Protocols Personal Protective Equipment training and submitted the signed forms to IHWAP.

\_\_\_\_ There is a sufficient number of field workers willing and able to resume weatherization work in the field.

### PPE

\_\_\_\_ Agency has sufficient stock of PPE for the next several weeks, in compliance with DCEO's guidance.

### Customer Engagement

\_\_\_\_ Agency is prepared to complete the IHWAP Household Health Questionnaire prior to scheduling assessments, in-home work, or final inspections.

\_\_\_\_ Agency is prepared to have the clients sign off on the IHWAP COVID 19 Enhanced Safety Protocols Client Education Form at the time of assessment or via e-mail.

\_\_\_\_ Agency is prepared to maintain a Health Deferral list, according to the IHWAP guidelines outlined at the bottom of the IHWAP Household Health Questionnaire.

\_\_\_\_ Agency is prepared to track employee health daily using the Employee Health Report spreadsheet.

### Resumption of Weatherization Field Work

\_\_\_\_ The agency is allowing full resumption of IHWAP Weatherization activity with additional precautions and protocol in place.

### Additional Comments Regarding Your Agency's Circumstances

For example:

Any local municipalities with more restrictive guidance than the state?

Any staff/contractors express concerns about returning to the field?

Do you need to provide reasonable accommodations for staff with higher risk of illness?

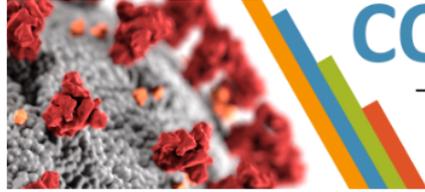
Responses can be provided in the text box on the next page.

|

Executive Director Signature

Date

# Enhanced Health and Safety Protocols:



## COVID-19 WORKPLACE SAFETY

Health-Informed Work Protocols



### Welcome to the Virtual Academy

Our COVID-19 training consists of two parts - this short on-line course and an in-person training to practice the protocols in your actual workplace.

Working in homes with the existence of a new virus outbreak can be challenging and scary too. We want to keep you and your clients as safe as possible by giving you this information.

You are probably like us, and don't have much time in your normal day for training. Don't Panic. You can access your course from anywhere in the world as long as you can get an internet connection...even on your smartphone!

- \$75 for the online class
- \$50 for five or more registrants
- Register here for the online training:

<https://www.energysmartacademy.com/online-courses.html>

Many states are mandating back to work safety and PPE training prior to re-entry into homes

# Innovations:

## Bulk Procurement of PPE

### Washington State Community Action Association Partnership

- Gathered consensus on required PPE
- Bulk Purchase of PPE
- Three Options for Payment
  - Bill at Cost
  - Cost Share
  - Pay in Full for Agency

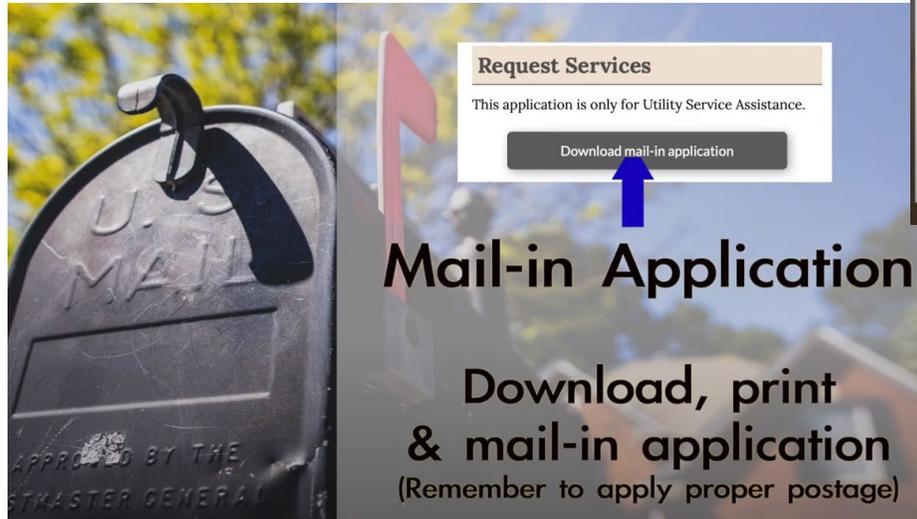


**WASHINGTON STATE COMMUNITY ACTION PARTNERSHIP**  
AN ASSOCIATION OF COMMUNITY ACTION AGENCIES



# Innovations:

Development of online applications and instructional videos.



**Request Services**  
This application is only for Utility Service Assistance.

[Download mail-in application](#)

**Mail-in Application**

Download, print  
& mail-in application  
(Remember to apply proper postage)

[YouTube Application Video](#)



**Community Action Partners**  
Serving all of Tarrant County

**FASTRACK**  
ONLINE APPLICATION FOR ASSISTANCE

Step 1 of 7 - Household Information

Household Information

First Name:   
Last Name:   
Email Address:   
Work Phone:   
Call Phone:   
Home Phone:   
Household Type:   
Housing Type:   
Characteristics:   
Does the household receive FoodStamps?   
Do you own the house?   
Mortgage/Month:   
Do you rent the house?   
Rent/Month:

Next

**Online Application is much faster processing than mail-in application**

Some states are reporting that local agencies are making good use of this time to improve and streamline processes.

# Innovations:

**States are utilizing existing software systems functionality:**

- Replacing paper with electronic data collection on mobile apps
- Using the E-sign on client application and acknowledgement forms
- Electronically create work orders and communicate



## Poll Question 3:

*Have you enabled online applications and/or e-signatures during COVID 19?*

- ▶ Yes
- ▶ No
- ▶ We are in the process of developing

# Innovation:

## Vermont - Subcontractor Recruitment at the state level

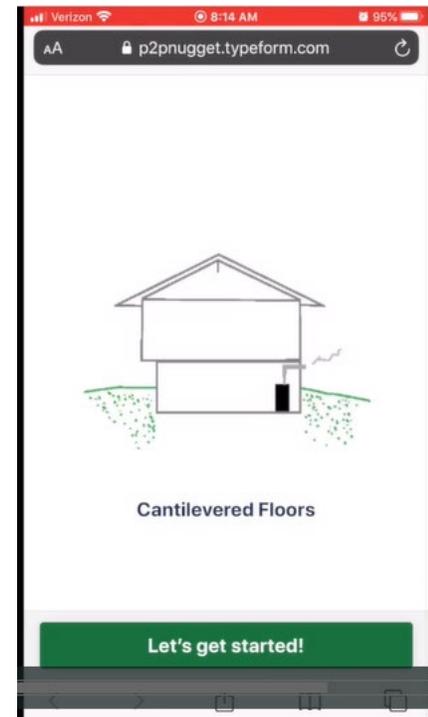
- Crew based WAP
- Concerns about meeting spend and production goals with production paused for several months
- Creating a Wx working group

## Statewide Competitive Procurement and Pricelist

- Invite subcontractors to bid on 30 major measures for statewide pricelist
- Wx Working group creates average price per measure
- Agencies can then bid out using statewide price list
- Agencies can award multiple bidders, not lowest price
- Contract for 1 - 2 years

# Innovations:

- ▶ Innovative Mobile training by phone program developed in response to COVID-19 production pause
  - Allows Subgrantee staff without home computers or internet to access TTA with a mobile phone
- ▶ Developed for the Vermont WAP network with [Global Learning Partners:](#)
- ▶ <https://vimeo.com/414085008/a37980a6cc>
- ▶ Josh Larose, Vermont - [Joshua.Larose@vermont.gov](mailto:Joshua.Larose@vermont.gov)



# Online Training Resources

- ▶ [Weatherization Online Training Opportunities](#) -  
Compiled by DOE and the WAP Trainers Consortium
- ▶ [Weatherization Grantee Manager Training](#) -Toolkit  
developed by NREL/IREC
- ▶ [COVID19 Back to Work Safety Training](#) - Energy  
Smart Academy

# COVID 19- The Comeback:

Open Discussion: We want to hear from the Local Agencies / States

- Innovations or best practices to share?
- What has changed (worse or better)?
- Are clients allowing weatherization or wanting deferral?
- Are you planning to increase contractor base?



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