



Weatherization Ramp Up Meeting Outcomes

February 20, 2009

In Attendance



Christine Bayliss

Rick Burgin

Kary Burin

Mary Chant

Ron Corta

Deb Hemmert, by phone

Dick Henry

Karen Perren

Ken Robinette

Brad Simmons

Russ Spain

Larry Stamper

Rich Stelling

Lisa Stoddard

Vicki Jo Terashima

Kevin Viggers

Genie Sue Weppner

Randy Wright

Christina Zamora

This presentation can also be found on the CAPAI Member Portal
at: www.idahocommunityaction.org



Executive Summary



On February 20, CAPAI staff, Idaho Department of Health and Welfare staff, Weatherization Managers, and Executive Directors met to identify objectives, goals, and potential risks for the impending Weatherization Assistance Program Ramp Up. During this process, the following vision was identified:

We will have a healthier and more robust CAP network at the end of the two year Ramp Up.

Kary Burin, Mary Chant, and Christina Zamora consolidated the objectives and goals that were identified during the February 20th meeting. Please review the material in the following slides and provide feedback prior to the next meeting in March.

At the close of the meeting, the group set the next meeting date as March 19 and 20, 2009. Prior to the March meeting, we will be scheduling conference calls with the members to collect additional feedback on the current Ramp Up objectives, goals and risks.

Proposed topics for the two day working session in March include risk consolidation and mitigation plans, metrics, and a working model for the Ramp Up.





Ramp Up Objective #1:

Deliver consistent and high quality, standardized weatherization services, improving the energy efficiency of homes for low to moderate income Idahoans.

Goals:

- Meet customer service standards
- Meet quality of work standards
- Reduce Auditor/Inspector Certification time requirements to align with ramp up
- Develop standards and training for all four program levels
- Increase program awareness in community and potential participants





Ramp Up Objective #2:

Develop and grow a high quality partnership between DHW, CAPAI and Weatherization Providers.

Goals:

- Improved communication and information sharing process
 - Define expectations of partner roles
- Meet federal standards
- Meet state standards





Ramp Up Objective #3:

Utilize the stimulus money to promote economic development by effectively preserving and creating jobs.

Goals:

- Increase number of units
- Increase trained labor force
- Increase per unit investment
- Increase number of contractors qualified to weatherize homes





Ramp Up Objective #4:

Exercise strong stewardship through the timely and proper management of funds and other resources.

Goals:

- A timely decision and implementation of a capable data tracking system
- Decrease DHW turnaround time on dollars spent to provide adequate funding availability
- Maintain WX best practices through ramp up





Risk Assessment, Group 1

- Not enough employment applicants
- Time/standards for training curriculum
- Hiring barriers- criminal background
- Not enough program applicants
- Not enough Auditor/Inspectors on staff
- Current Auditor/Inspector process
- Early problem identification and resolution
- Inclement weather
- Product supply chain
- Price v. SIR issues (measure may not be eligible if cost is too high)
- Availability of storage space, office space, phone systems, vehicles
- Upfront dollars
- Landlord cooperation
 - Owner agreement
 - Contribution
- TAT on reimbursements
- Multiple funding streams/ time periods
- Things don't get done properly or quickly
- Talk things to death
- Not everyone hears the same thing-consistent message
 - Clarify, talk to the appropriate person
- Long TAT on communication
 - Filtering of information
- Jeopardy of losing other funds
- IT issues/ data tracking





Risk Assessment, Group 2

- Hiring enough people
- Retaining people
 - Temp service negotiations
 - Pay scale
- Receiving enough applications
- Hiring the right people
 - Certified Auditor/Inspectors
 - Contractors
- Adequate equipment
- Adequate materials
- Vendors
- Warehouse, office space
- Automated system
- Availability of funds
 - Reimbursements
 - Advance payments
- Training
 - Access
 - Length of time
- Adequate trained staff in key positions- no bottleneck in production
- Not sharing issues and challenges with each other, DHW...
- Conflict between local BODs and federal/state standards of production
- Contract constraints
 - DOE/LPW mirror contracts- more flexibility
- Flexibility in sharing resources to meet statewide goals
 - Funding
 - Equipment
 - Contractors
- Not planning adequately up front
- Relationship with contractors
 - Managing private sector expectations
 - Poor contractor work
 - Standards for contractors
 - Lawsuit due to contractor performance





Risk Assessment, Group 3

- Qualified staff- hiring/finding
 - Certifications required
 - HVAC contractors
 - General contractors
- Quality control
- Enough materials and equipment to complete jobs
- TAT for reimbursement of funds
- Organization- of materials and ordering/storing process
- Energy assistance- use same poverty guidelines

When goals not met

- Strategize
- Focus- where is the problem and why?

Analyze every 30 days

- Determine strengths and weaknesses
- Make adjustments accordingly

Increase production goals over time- based on staff experience





Parking Lot Items

- Reallocation?
 - LPW Contracts (front DOE)
 - LPW/LIHEAP mirror Stimulus DOE (vehicle purchase line item, crisis line item)
 - Short staffed IDHW
 - Let go of baggage
 - Leadership
 - Utilities
 - IT/IS training
 - Training- general- statewide
 - Customer Satisfaction surveys (SCCAP and EICAP)
 - KV- Contractor process
 - Neglect other programs
 - Agency stressors/ needs from stimulus growth
 - People leaving WX jobs towards end of project
 - Talking points/ FAQ for agencies
 - Amend WX state plan
 - Sharing resources- how?
- Didn't work well:
- Time too short/ felt rushed
 - Phone
- Worked well:
- Liked breakout

