

TRAINING AND TECHNICAL ASSISTANCE (T&TA) PLAN

1.0 – GENERAL INFORMATION

COMMENTS THAT DO NOT GENERALLY FIT INTO THE AVAILABLE TABLES BELOW

N/A

2.0 – OVERALL T&TA PLAN

YOUR OVERALL T&TA PLAN MUST INCORPORATE SUGGESTIONS AND FEEDBACK FROM THE FOLLOWING ELEMENTS.

FEEDBACK FROM INTERNAL AND EXTERNAL REVIEWS, EXAMPLES INCLUDE:

- FEEDBACK FROM DEPARTMENT OF ENERGY (DOE) PROJECT OFFICER (PO) MONITORING VISITS
- INTERNAL STATE AUDITS
- GRANTEE MONITORING OF THE SUBGRANTEES
- OFFICE OF INSPECTOR GENERAL (OIG) REPORTS
- AMERICAN CUSTOMER SATISFACTION INDEX FEEDBACK, AND
- OTHER. EXAMPLES INCLUDE:
 - TRAINING FEEDBACK
 - TRAINING RETENTION ACTIVITIES

CEO WAP uses a process approach for incorporation of feedback from internal and external reviews. Internal reviews include, but are not limited to, grantee monitoring of the subgrantees, American Customer Satisfaction Index feedback, training feedback, and training retention activities. External reviews include, but are not limited to, feedback from DOE Project Officer monitoring visits, internal state audits, and Office of Inspector General reports.

The process for incorporation of feedback is the same from both internal and external reviews, but the process timeline is expedited depending upon the seriousness or urgency of the feedback received, as to regain compliance as quickly as possible and to ensure formal feedback response deadlines are adhered to. An overview of the process for incorporation of feedback from internal and external reviews is outlined below:

- CEO WAP team member receives feedback.
- CEO WAP team member immediately acknowledges the receipt of the feedback, outlines the process for incorporation, and affirms that the feedback response deadline, if applicable, will be met. CEO WAP team member also lets the entity providing the feedback know they will be the funnel for follow up questions or comments as the review takes place.
- CEO WAP team member independently reviews the feedback, flags items worthy of clarification, archives and provides access to the feedback to all members of the team, when appropriate, and schedules a meeting to walkthrough the feedback with all members of the team.

- CEO WAP team member independently creates a feedback review agenda for the meeting, while other team members are independently reviewing the feedback and flagging items worthy of clarification.
- All CEO WAP team members meet to discuss the feedback, gather all items needing clarification, and determine next steps. Next steps can include determining the root cause of the feedback to remedy going forward, running the feedback through the CEO Deputy Director, CEO Director, or legal counsel, running the feedback through the internal policy updates process, running the feedback through the internal subgrantee memorandum creation process, determining which subgrantee touchpoints will be utilized to disseminate the feedback if it applies to the network, researching items that require additional understanding, determining effective date, and determining training and technical assistance needs for the team and network.
- Roles are assigned and actions are taken regarding applicable next steps mentioned above, while the CEO WAP team member who received the feedback reaches back out to the entity providing the feedback to receive clarification on all items gathered at the initial group meeting.
- Once all applicable steps mentioned above are at a place where the team feels comfortable providing a formal feedback response and all items needing clarification get clarified, all CEO WAP team members have another meeting to discuss where everyone is at, what needs to continue to take place once the formal response is submitted, and provides the CEO WAP team member who received the feedback all information necessary to comprehensively respond to the feedback by the response deadline.
- CEO WAP team member who received the feedback creates a comprehensive response to the feedback outlining what has taken place and what will continue to take place moving forward to remedy the root cause of the feedback and complete the associated training and technical assistance, and then provides the response to the entity providing the feedback, cc'ing those necessary, by the formal response deadline.
- If additional feedback, questions, or comments are received after the entity reviews the response, the feedback incorporation process begins again triggered by the CEO WAP team member who received the initial feedback.

EXISTING OR PLANNED ACCREDITED TRAINING CENTER PARTNERSHIP OR WORKING RELATIONSHIP.

CEO WAP places a high priority on training and technical assistance (T&TA) to ensure the delivery of high quality, safe, cost-effective, and consistent energy efficiency and health and safety services throughout the State of Colorado. To support this goal, CEO has partnered with The EnergySmart Academy (ESA) at Santa Fe Community College, which is a nationally recognized weatherization and energy efficiency training program. ESA is accredited by the International Renewable Energy Council (IREC) for core energy efficiency training courses.

For the upcoming program year CEO will cover the cost of tuition for all field and administrative staff that wish to take one of the following online courses offered by ESA: Energy Auditor, Building Science Principles, Quality Control Inspector, Multifamily Quality Control Inspector, Retrofit Installer Technician, Crew Leader, Advanced Retrofits: Smart Thermostats, Energy Auditing Software, Cold-Climate Heat Pumps, Healthy Home Evaluator: The Essentials of Healthy Homes. CEO will also offer in-person comprehensive and specific training through ESA to field staff as needed.

CEO has utilized and will continue to use ESA to also provide comprehensive training for weatherization staff in the JTA's of QCI, Energy Auditor, Installer, and Crew Leader.

PREPARATIONS FOR FUTURE/UPCOMING PROGRAM REQUIREMENTS, EXAMPLES INCLUDE:

- **UPDATED STANDARD WORK SPECIFICATIONS (SWS)**
- **MIGRATION TO ONLINE WEATHERIZATION ASSISTANT**
- **INCLUSION OF SPECIFIC LANGUAGE FROM WEATHERIZATION PROGRAM NOTICES (WPN)**

- Colorado has already successfully implemented the updated 2020 Standard Work Specifications (SWS).

Colorado has no plans at this time to migrate to WA v10.0.

Colorado's plan for including specific language from Weatherization Program Notices (WPN):

- When WPNs are released, CEO WAP reviews them to determine if the guidance provided needs to be disseminated directly to subgrantees, and if so, whether or not it is worthy of having a network-wide discussion to ensure consistent implementation of guidance.
- CEO WAP also reviews internal policies to see if the language found within the WPNs would be helpful to add to internal policies. If so, the WPN language is added to working versions of internal policies as suggestions, and then formally reviewed by the entire subgrantee network prior to finalizing the language and making the policies live.

WHAT PROTOCOLS ARE IN PLACE WHICH ENSURE UNTRAINED STAFF ARE NOT LEFT WITHOUT SUPERVISIONS DURING FIELD OPERATIONS?

Although subgrantee management staff are responsible and accountable for having protocols in place which ensure untrained staff are not left without supervision during field operations, CEO WAP strongly encourages that untrained subgrantee staff are not left without supervision during field operations. Protocols include subgrantees regularly notifying a CEO WAP Program Manager of new field hires, what level of WAP experience they have, who will be supervising them in the field until they can earn more independence, and training opportunities they will pursue in order to fill gaps in WAP work expertise. Additional protocols include the CEO WAP Quality Management Team performing new hire field training with subgrantees once new hires get accustomed to the subgrantee's way of performing WAP work. The training focuses on CEO WAP expectations of quality WAP work aligned with the updated SWS 2020 and also provides guidance to Field Supervisors and Crew Leads on how best to utilize, manage, and develop the employee based on the experience, expertise, and skill sets the new hire brings to the subgrantee. The CEO WAP Quality Management Team also encourages psychological safety, candor, the use of a badge-like competency demonstration system, shadowing, self-inspection, peer inspection, crew lead inspection, and work in-progress inspections by a QCI of all work performed as internal controls that can enhance the development of a new hire. All of these controls provide additional layers of supervision and checks and balances as new hires gain more field experience, complete requisite trainings, and build confidence towards increased independence and freedom on the jobsite.

PARTNERSHIPS WITH THE STATEWIDE HOME PERFORMANCE INDUSTRY ON TRAINING ISSUES; IF APPLICABLE.

N/A

HOW DOES ANALYSIS CONDUCTED, AS DETAILED IN SECTION V.6 OF THE ANNUAL APPLICATION, INFLUENCE THE DEVELOPMENT OF

T&TA ACTIVITIES AND PRIORITIES?

As detailed in Section V.6 of the annual application, all four prongs used to assess subgrantee effectiveness in relation to overall program administration and performance, as well as, all five performance indicators used to assess subgrantee effectiveness and overall program success influence the development of T&TA activities and priorities. An overview of how each prong is included in the development of T&TA activities and priorities is outlined below:

- The first prong is evaluating subgrantees in regards to all five performance indicators. The specific performance indicators are efficient spending of DOE funds, per unit average (PUA), unit production, service in all 64 Colorado counties, and quality installation of weatherization materials. When problems arise within the performance indicators, a root cause analysis is performed to determine whether or not the cause is accountability or training related. If it is deemed training related, and depending upon the seriousness or urgency of the problem, the subgrantee is either encouraged or mandated to schedule and complete training to remedy the root cause of the problem. CEO WAP will monitor the progress of training completion and provide as much technical assistance and consultation necessary to assist the subgrantee in remedying the problem. If there are multiple problems across multiple performance indicators, an analysis takes place to help the subgrantee prioritize which problems should be tackled first or if multiple problems need to be remedied concurrently.
- The second prong is evaluating a subgrantee's risk in relation to proper administration of grant funding through a risk management assessment. The specific step of the six-step risk management assessment that influences the development and prioritization of T&TA activities is step four; conducting of the risk assessment. The conducting of the risk assessment starts with identifying risks through stakeholder discussion, reviewing Request for Applications (RFA) responses, and reviewing quality assurance and administrative monitoring reports. Identified risks are then grouped into subgrantee success categories of program administration, financial grasp and controls, client outreach, and quality fieldwork. Then, CEO WAP determines the risks' effects on program objectives if they occur (i.e. impact) and the likelihood of them occurring (i.e. probability). Based on each risk's impact and probability score, they are prioritized by Low, Medium-Low, Medium-High, and High segments. An acceptance, mitigation, and response plan is then created for the subgrantee in which they start taking action on risks within the High segment. CEO WAP communicates trainings that will assist with risk avoidance, mitigation, and response, and also provides technical assistance and oversight of the subgrantee acceptance, mitigation, and response plan.
- The third prong is analyzing performance in relation to other subgrantees with similar subgrantee profiles. When problems arise through the comparison, an analysis is performed to determine whether or not the problem is one subgrantee-specific, part of a larger trend among more than one subgrantee, or spread across the entire network. Depending upon the outcome of this analysis, CEO WAP may schedule and provide trainings, or impacted subgrantees are either encouraged or mandated to schedule and complete trainings to remedy the problem. CEO WAP monitors the progress of training completion and provides as much technical assistance and consultation necessary to assist the subgrantees in remedying the problem. If there are multiple like problems across multiple subgrantees, an analysis takes place to help the network prioritize which problems should be tackled first or if multiple problems need to be

remedied concurrently. This process allows for the identification of training and technical assistance needs that exist within the network which allows CEO WAP to customize specific training needs to support both national Comprehensive training standards, as well as, industry best practices.

- The fourth prong encompasses making sure that all grantee and subgrantee staff are fostering a welcome and inclusive environment based on equity, diversity, and inclusion (EDI) at both the subgrantee level and in the homes of all clients. All members of the Quality Management (QM) Team at CEO WAP will participate in EDI training, education, and practice. Furthermore, while in the field, CEO WAP QM Team & subgrantees are expected to prioritize underserved populations, primarily those who bear the highest energy burden, as well as approach working with members in the practice of EDI at all times.

3.0 – WORKFORCE CREDENTIALS

DESCRIBE THE FOLLOWING ASPECTS OF YOUR T&TA PLAN RELATED TO WORKFORCE CREDENTIALS.

FEDERALLY REQUIRED CREDENTIALS. EXAMPLES INCLUDE:

- ENVIRONMENTAL PROTECTION AGENCY LEAD RENOVATION, REPAIR, AND PAINTING PROGRAM
- HOME ENERGY PROFESSIONALS QUALITY CONTROL INSPECTOR CERTIFICATION

The federally required credentials for Colorado WAP Quality Management Team are as follows:

Quality Control Inspector:

CEO WAP subgrantees are required to have all individuals that are either full time or part time Inspectors receive regular comprehensive training and be certified as Quality Control Inspectors (QCI). Inspectors that are hired must receive their QCI certification prior to conducting any final inspections for a subgrantee. In order to maintain program transparency, subgrantees are required to identify all Quality Control Inspectors on staff, as well as the date that each QCI certification expires, on the subgrantee Training Plan that is submitted annually to CEO. Subgrantees will be responsible for ensuring certifications of all Inspectors are maintained and current at all times and are responsible for recertification in all instances.

Lead Renovation, Repair and Painting Program:

- Subgrantees are required to comply with both EPA and DOE requirements regarding lead based paint. See Appendix A of 10CFR440.
- Subgrantees must register as a “Firm” with EPA.
- All inspectors must be EPA Lead RRP certified and certification expiration date must be tracked.
- Subgrantees must assign a Certified Renovator to each job requiring Lead Safe Work, and a copy of their current certification certificate must be left onsite until completion of the work.
- All HUD jobs require the entire work crew to be EPA Certified Renovators.
- Firms must retain all records necessary to demonstrate compliance for a period of six years following completion of the weatherization, renovation. Records that must be retained include (where applicable):
 1. Reports certifying that a determination had been made by an inspector that lead-based paint is not present on the components.
 2. Signed and dated acknowledgments of receipt.

3. Certifications of attempted delivery.
4. Certificates of mailing notification activities performed regarding common areas.

OSHA:

OSHA 10 hour training is required for all workers and OSHA 30 or CPR/First Aid certification is required for crew leaders.

GRANTEE/STATE REQUIRED CREDENTIALS. EXAMPLES INCLUDE:

- **BUILDING PERFORMANCE INSTITUTE BUILDING ANALYST**
- **GRANTEE-DEVELOPED CERTIFICATIONS**

Colorado’s only state required certification is for asbestos. Subgrantees are required to have a minimum of one Colorado Certified Asbestos Building Inspector on staff. This staff person is responsible for regulatory compliance and for providing guidance to the subgrantee, regarding asbestos-related situations and issues.

SUBGRANTEE/LOCAL REQUIRED CREDENTIALS. EXAMPLES INCLUDE:

- **CONTRACTOR LICENSING**

Subgrantees are responsible for ensuring that subcontractors are trained and in compliance with all CEO WAP Policy & Program Guidance. This requirement will also be part of the signed contract between the subgrantee and the subcontractor. Contractors must show proof of general liability insurance, including pollution occurrence insurance, Proof of Workers’ Compensation coverage, and proof of appropriate licenses required by the local Authority Having Jurisdiction (AHJ).

INDUSTRY REQUIRED CREDENTIALS. EXAMPLES INCLUDE:

- **EQUIPMENT/MATERIAL MANUFACTURE CERTIFICATION**
- **VENDOR CERTIFICATION**
(E.G. EQUIPMENT/MATERIAL MANUFACTURE CERTIFICATION, VENDOR CERTIFICATION)

N/A

PROCESS FOR MAINTAINING WORKFORCE CREDENTIALS

CEO maintains workforce credentials through a partnership with the EnergySmart Academy (ESA) at Santa Fe Community College, which is a nationally recognized weatherization and energy efficiency training center that offers in-person and virtual training to its subgrantees.

For the upcoming program year 2022-2023, CEO will cover the cost of tuition for all field and administrative staff that wish to take one of the following online courses offered by ESA as follows: Energy Auditor, Building Science Principles, Quality Control Inspector, Multifamily Quality Control Inspector, Retrofit Installer Technician, Crew Leader, Advanced Retrofits- Smart Thermostats, Energy Auditing Software, Cold-Climate Heat Pumps, Healthy Home Evaluator- The Essentials of Healthy Homes. CEO will also offer in-person comprehensive and specific training through ESA to field staff as needed. The courses offered by ESA qualify for Continuing Education Units (CEU) from BPI, and can therefore be applied to the required CEUs needed for recertification of existing credentials.

CEO will maintain workforce credentials by requiring all individuals that are either full time or part time Inspectors receive comprehensive training and be certified as BPI Quality Control Inspectors (QCI). Subgrantees will receive comprehensive training from an IREC accredited training entity when QCI recertifications are required. Subgrantee employees whose primary and secondary duties fall under the JTA's for Retrofit Installers, Crew Leaders, and Energy Auditors are required to undergo comprehensive training after the employees' existing Building Performance Institute (BPI) certifications have expired. Although DOE rules do not require certification for Retrofit Installers, Crew Leader and Energy Auditors, CEO WAP believes that requiring these certifications constitutes a best practice and requires certifications for these positions. Subgrantee Retrofit Installers, Crew Leaders, and Energy Auditors are only required to receive comprehensive training when they are undergoing recertification or obtaining new certifications.

Specific training is also utilized to ensure CEO WAP subgrantees have the required CEUs for recertification of their current BPI certifications. Specific training consists of training in all elements of CEO WAP and SWS standards, including, but not limited to: combustion appliance testing, pressure diagnostics, NEAT/MHEA, work order development, SWS, ASHRAE 62.2.2016, manufactured homes, measures installation, and other trainings as requested. In addition, CEO encourages attendance to national WAP and industry related conferences for specific training needs.

HOW CREDENTIALS ARE TRACKED

In accordance with WPN 22-4, CEO WAP has developed a comprehensive process for ensuring that all subgrantees acquire and maintain QCI certifications for all inspectors. All subgrantees are required to include a list of all QCI certified Inspectors that are on staff, as well as the date that each Inspectors existing certification expires, as a part of their annual Training Plan. These Training Plans are to be submitted annually. CEO WAP staff reviews Training Plans to ensure compliance with this requirement.

Each program year, every subgrantee must submit an Agency Training Plan to CEO for approval prior to the commencement of the new program year. The subgrantees are responsible for tracking the following information:

- Current certifications
- Certification expiration
- Continuing education credits needed for recertification
- Certification objective for program year
- Any subcontractor certification or general training goals

In addition to checking subgrantee Training Plans, CEO WAP Quality Management Team will use the BPI/QCI certification database to periodically check that each employee identified by a subgrantee as having a current QCI certification on their Training Plan is QCI certified at the time of the Training Plan

submission. If CEO WAP Quality Management Team find that either an individual listed as an Inspector on the Training Plan does not have a current QCI certification, or that an existing certification has expired and has not been renewed, CEO WAP Quality Management Team will issue an electronic memorandum to the subgrantee director or Program Manager, and copy all Trainers, that the employee needs either certification or recertification. A subgrantee representative (either an Executive Director, Program Manager, or Trainer) must respond within 30 business days with a plan to certify the individual.

4.0 – TRAINING

GRANTEES HAVE TWO OPTIONS TO DESCRIBE THEIR TRAINING.

- A) USE THE EMBEDDED SPREADSHEET* TO IDENTIFY AND DESCRIBE THE TRAINING SCHEDULE FOR GRANTEE AND SUBGRANTEE STAFF. INCLUDE TECHNICAL AND NON-TECHNICAL TRAINING.
- B) OR USE THE FIELDS BELOW TO IDENTIFY AND DESCRIBE THE TRAINING SCHEDULE FOR GRANTEE AND SUBGRANTEE STAFF. INCLUDE TECHNICAL AND NON-TECHNICAL TRAINING.

GRANTEE'S ARE TO INCLUDE THE FOLLOWING IN THEIR DESCRIPTIONS REGARDLESS OF WHAT OPTION IS BEING USED TO DESCRIBE THEIR TRAINING PLAN:

- SPECIFY WHETHER ATTENDANCE IS MANDATORY, AND THE RAMIFICATIONS FOR NON-COMPLIANCE.
- SPECIFY IF THE T&TA PLAN SPANS MULTIPLE PROGRAM YEARS (PY), INDICATE WHICH TRAININGS ARE INTENDED IN THE CURRENT PY AND WHICH ARE PLANNED FOR FUTURE PYS.

* THE EMBEDDED SPREADSHEET, IF COMPLETED AT THE END OF THE YEAR TO RECORD DELIVERED TRAINING, CAN BE USED AS DOCUMENTATION FOR THE REQUIRED ANNUAL T&TA REPORT. DOUBLE CLICK TO OPEN THE SPREADSHEET. ENTER INFORMATION AND CLOSE. IT WILL AUTOMATICALLY SAVE YOUR INFORMATION

TTA Planning and Reporting Template F

PROGRAMMATIC/ADMINISTRATION TRAINING

- FINANCIAL (I.E. 2 CFR 200)
- MANAGEMENT (I.E. 10 CFR 440)

N/A

COMPREHENSIVE TECHNICAL TRAINING ALIGNED TO THE JOB TASK ANALYSIS (IDENTIFY AT WHAT INTERVALS WORKERS WILL RECEIVE REGULAR, COMPREHENSIVE TRAINING AS REQUIRED BY WEATHERIZATION PROGRAM NOTICE (WPN) 22-4)

- QUALITY CONTROL INSPECTOR
- ENERGY AUDITOR
- CREW LEAD
- RETROFIT INSTALLER/TECHNICIAN

N/A
SPECIFIC TECHNICAL TRAINING
<ul style="list-style-type: none"> ● TOPICS IDENTIFIED DURING MONITORING VISIT(S) ● ENERGY MODELING ● HEALTH & SAFETY. ALL H&S TOPICS IN WPN 22-7 REQUIRE SOME LEVEL OF TRAINING FOR ALL AFFECTED WORKERS, THE FREQUENCY OF THIS TRAINING IS A GRANTEE DECISION. EXAMPLES INCLUDE: <ul style="list-style-type: none"> ○ AIR CONDITIONING AND HEATING SYSTEMS ○ ASBESTOS ○ BIOLOGICALS AND UNSANITARY CONDITIONS ○ BUILDING STRUCTURE AND ROOFING ○ CODE COMPLIANCE ○ COMBUSTION GASSES ○ ELECTRICAL ○ FORMALDEHYDE, VOLATILE ORGANIC COMPOUNDS (VOCs), FLAMMABLE LIQUIDS, AND OTHER AIR POLLUTANTS ○ FUEL LEAKS ○ GAS RANGE/OVENS ○ HAZARDOUS MATERIALS DISPOSAL ○ INJURY PREVENTION OF OCCUPANTS AND WEATHERIZATION WORKERS ○ LEAD BASED PAINT ○ EPA'S LEAD RENOVATION, REPAIR & PAINTING PROGRAM (RRP)MOLD/MOISTURE ○ PESTS ○ RADON ○ SAFETY DEVICES ○ VENTILATION AND INDOOR AIR QUALITY <ul style="list-style-type: none"> ▪ AMERICAN SOCIETY OF HEATING REFRIGERATION AND AIR-CONDITIONING ENGINEERS (ASHRAE) ○ WINDOW REPAIR, DOOR REPAIR ○ WORKER SAFETY <ul style="list-style-type: none"> ▪ OSHA ○ ADDITIONAL TOPICS AS DESCRIBED IN HEALTH & SAFETY PLAN ● CLIENT EDUCATION (TRAINING WORKERS TO CONDUCT CLIENT EDUCATION). EXAMPLES INCLUDE: <ul style="list-style-type: none"> ○ ENERGY SAVINGS STRATEGIES ○ PROGRAM-SPECIFIC INFORMATION. EXAMPLES INCLUDE: <ul style="list-style-type: none"> ▪ WHAT TO EXPECT ▪ ADDITIONAL RESOURCES ○ HEALTH & SAFETY ISSUES
N/A
CONFERENCES. EXAMPLES INCLUDE:
<ul style="list-style-type: none"> ● ENERGY OUTWEST ● BUILDING PERFORMANCE ASSOCIATION ● NATIONAL ASSOCIATION FOR STATE AND COMMUNITY SERVICE PROVIDERS ● COMMUNITY ACTION PARTNERSHIP
N/A
OTHER, PLEASE SPECIFY:
N/A

5.0 – TECHNICAL ASSISTANCE

DESCRIBE THE TECHNICAL ASSISTANCE ACTIVITIES INCLUDED IN THE T&TA BUDGET CATEGORY.

PROGRAMMATIC/ADMINISTRATION SUPPORT

CEO will provide programmatic/administration support to subgrantees through in-person and online meetings. Using video meeting technology CEO will conduct monthly check-ins with each agency individually. Additionally a virtual monthly all network check-in will be held with all of the agencies and CEO in order to allow for information sharing and relationship building among the agencies. Finally, CEO will host twice-annual large-scale conference type meetings in the Winter and Summer that span two to three days each in order to provide program guidance and planning.

Administrative support will be given to the subgrantees as requested and/or resulting from discoveries occurring during an administrative and fiscal monitoring. Administrative assistance requests from subgrantee administrative staff come in via telephone or email and CEO Delivery & Engagement staff will respond accordingly.

TECHNICAL SUPPORT

CEO will provide technical support to subgrantees online and in-person. CEO will conduct quarterly agency trainer check in calls to discuss technical and training needs. CEO will provide one to four Technical Meetings as needed throughout the program year to disseminate updates, provide clarifications, and to share best practices with the Colorado WAP network. These technical meetings will be held in different areas of the state and will include an Agency spotlight piece which demonstrates new and innovative ideas or improvement to processes as available. Immediate required updates will be sent out via memorandums and or email.

Technical Support will be given to subgrantees as requested and or if there is a technical support need discovered during Quality Assurance visits or Quality Control visits (in progress visits). Technical assistance requests from subgrantee staff come in via telephone or emails, and CEO Quality Management Team responds via telephone, email, and in-person as needed. Many of these requests are audit related to the Weatherization Assistant Audit Tool, as well as installation issues, general clarification of policy and Field Guide requirements. CEO Quality Management Team typically responds via written guidance, and sometimes includes pictures, presentations, videos, and other available resources to provide adequate guidance. CEO also provides policy and Field Guidance references to confirm any guidance given.

HEALTH & SAFETY SUPPORT ACTIVITIES

CEO will provide health and safety support to subgrantees online and in-person. CEO will provide one to four technical meetings as needed throughout the year to disseminate updates on Health and Safety, provide clarifications, and to share best practices to the network. These technical meetings will be held in different areas of the state and will include an Agency spotlight piece which demonstrates new and innovative ideas or improvement to processes related to Health and Safety, as available. Immediate required updates will be sent out via memorandums and or email.

Health and safety support will be given as requested by subgrantees and if there is a need discovered during Quality Assurance visits or Quality Control visits (in progress visits). Health and safety support requests from subgrantee staff come in via telephone or emails, and CEO will respond via telephone, email, and in-person as needed. Many of these requests are related to the Combustion Safety, ASHRAE requirements, mobile home water heater, asbestos, RRP, and vapor barrier requirements. CEO Quality Management Team will include verbal guidance, written guidance, pictures,

presentations, videos, and other available resources to provide adequate guidance. CEO will also provide policy and Field Guidance references to confirm any guidance given.

MONITORING

WHAT PERCENTAGE OF T&TA FUNDING IS ALLOCATED TO MONITORING? (IF DEFINED IN SECTION B OF THE BUDGET DETAILS WITHIN THE ANNUAL APPLICATION, INCLUDE THAT WITHIN YOUR DESCRIPTION BELOW.)

The percentage of T&TA funding that is allocated to monitoring is approximately 26%. This percentage was arrived at by determining the annual T&TA portion of salaries and fringe benefits of staff who perform administrative and quality assurance monitoring, as well as, vehicle maintenance and mileage, per diem and hotels, supplies, parking, storage, cell phones, and indirect rate (i.e. all T&TA cost categories that go into performing monitoring). This annual T&TA portion was then divided by the number of annual working days, given consideration to paid holidays, to arrive at an average T&TA cost per day. The total number of days spent on average prepping, performing onsite monitoring, and subsequent deliverable generation was determined and then multiplied by the average T&TA cost per day. This created the total of annual T&TA funds allocated to monitoring, which was then divided by the annual total T&TA budget to arrive at the approximate percentage.

OTHER, PLEASE SPECIFY

CEO will provide other technical support to subgrantees online and in-person as feasible due to COVID protocols on any newly required technical assistance guidance from DOE and or other regulatory entities. Immediate required updates will be sent out via memorandums and or email.

6.0 CLIENT EDUCATION

DESCRIBE WHAT CURRENT AND PLANNED CLIENT EDUCATION MATERIALS AND/OR ACTIVITIES ARE INCLUDED IN THE T&TA BUDGET CATEGORY. ONLY THOSE PAID FOR WITH T&TA FUNDS NEED TO BE MENTIONED.

NOTE: THIS DOES NOT INCLUDE TRAINING WORKERS TO DELIVER CLIENT EDUCATION. THIS SHOULD BE DESCRIBED IN THE TRAINING SECTION, ABOVE.

CLIENT EDUCATION ACTIVITIES PRIOR TO, DURING AND AFTER WEATHERIZATION WHICH ADDRESS THE WEATHERIZATION PROCESS AND ENERGY SAVINGS DETAILS

The current and planned client education materials and activities included in the T&TA budget category that are provided prior to, during, and after weatherization which address the weatherization process and energy savings details are as follows:

- Once a client application is approved, and their home and income eligibility is verified, subgrantee client intake specialists contact clients to notify them of their eligibility and to provide them with an overview of the weatherization process from start to finish. They also ask clients questions about their energy usage and behaviors, how they need to secure access to their utility bills for analysis, the site-specific audit process and how measures are determined to be cost-effective, any unique aspects of the house that the auditor and crews need to be aware of, and general benefits they can expect once the service is completed. They allow for clients to ask them open-ended questions about the service and process to ensure the client understands next steps and are clear on what the subgrantee is expecting from them along the way.

- Once clients understand the weatherization process from start to finish, receive answers to all of their questions, and are clear on the subgrantee's expectations of them along the way, the site-specific audit is scheduled and the auditor performs the next round of client education in-person. Auditors typically perform a client introductory interview before the audit and then a client exit interview upon completion of the onsite audit. Both interviews center around the client's current energy consumption and behaviors, as well as, energy saving desires or expectations that clients may have based on the information gathered on the physical audit form. Auditors may also walk the client around their home to describe in more detail specific measures that may be installed, why, and issues they discovered that may be hidden from the untrained eye. Auditor client education may include tips such as encouraging residents to turn off electronics when they are not actively using them, explaining why saving water with shorter showers or low-flow showerheads saves energy, how turning down the thermostat a few degrees can translate into money savings, reducing energy use by keeping the fridge and freezer compartments full, and encouraging the elimination of second refrigerators in unheated spaces like garages especially if they are only used to store beverages.
- Since repetition of client education is the key to successful knowledge transfer, weatherization crew leads typically perform additional client education prior to, during, and after measures are installed. Before crews go into homes, the crew lead performs a client introductory interview to review the sequencing of the work and to address any questions the client has that were not previously addressed by the client intake specialist or auditor. Since weatherization work can be dangerous to a client's safety, crew leads will only walk clients around their home once it is deemed safe to do so or after measures are fully installed. Upon work completion, the crew lead provides general education to the client on the specifications of measures installed and how each and every one of them will save them energy and make their home more comfortable. The crew lead lets the client know the final inspector will be responsible for providing general energy saving materials, ensuring the compliant installation of all measures, and providing measure manuals and detailed instructions on how they should be operating and interacting with the measures to save the most energy possible because measures operate together as a system. This is very important because measures such as learning thermostats, solar PV systems, and air source heat pumps require the client to interact with them in a very specific way to get the most out of the installs. Learning thermostat installers may even help clients create their initial setpoints, log into their online account, and demonstrate how to adjust the settings virtually
- The final inspector provides the last line of in-person client education, unless the client contacts the subgrantee after the final inspection to ask additional questions, which is explicitly encouraged because sometimes clients need refreshers or help troubleshooting with the more technologically advanced measures. The client tries to absorb an enormous amount of information in which it helps if subgrantees highlight sections of materials or manuals, or even provide them with written guidance on measure interaction needs they have. Like the auditor and crew lead, it is common for final inspectors to perform both a client introductory interview and exit interview once the inspection is complete. Both points serve as opportunities to further educate the client on expectations, provide them with general energy savings physical and online materials and measure manuals, how to interact with specific measures, and reinforce important guidance previously provided. At this point, the client should have all the knowledge and collateral they need to understand the service and how they can interact with the measures

to save the most energy possible while keeping their home comfortable. Subgrantees may even proactively follow up with clients weeks or months after the inspection to check-in and see if there are any questions they have, which removes the burden of follow up from the client.

CLIENT EDUCATION ACTIVITIES REGARDING H&S ISSUES AS INDICATED IN WPN 22-7

- AIR CONDITIONING AND HEATING SYSTEMS
- ASBESTOS
- BIOLOGICALS AND UNSANITARY CONDITIONS
- BUILDING STRUCTURE AND ROOFING
- CODE COMPLIANCE
- COMBUSTION GASSES
- ELECTRICAL
- FORMALDEHYDE, VOLATILE ORGANIC COMPOUNDS (VOCs), FLAMMABLE LIQUIDS, AND OTHER AIR POLLUTANTS
- FUEL LEAKS
- GAS RANGE/OVENS
- HAZARDOUS MATERIALS DISPOSAL
- INJURY PREVENTION OF OCCUPANTS AND WEATHERIZATION WORKERS
- LEAD BASED PAINT
- EPA'S LEAD RENOVATION, REPAIR & PAINTING PROGRAM (RRP)MOLD/MOISTURE
- PESTS
- RADON
- SAFETY DEVICES
- VENTILATION AND INDOOR AIR QUALITY
 - AMERICAN SOCIETY OF HEATING REFRIGERATION AND AIR-CONDITIONING ENGINEERS (ASHRAE)
- WINDOW REPAIR, DOOR REPAIR
- WORKER SAFETY
 - OSHA
- ADDITIONAL TOPICS AS DESCRIBED IN HEALTH & SAFETY PLAN

The current and planned H&S client education materials and activities included in the T&TA budget category that are provided prior to, during, and after weatherization which address the weatherization process and H&S details are as follows:

- Air conditioning and heating systems: Client education on the dangers of carbon monoxide resulting in the client permanently removing the bedroom furniture from the area. Before and after documentation both digital and written must be placed in the client file. Clients shall be given all pertinent information on the appropriate use and maintenance of heating units as well as information regarding the proper disposal of bulk fuel tanks when not removed, if applicable. Some subgrantees make an effort to educate the client on symptoms of CAZ depressurization when atmospheric appliances are present or chronic low-level CO exposure, however, they mainly educate clients on the fact that CO monitors were installed and what actions to take if a CO alarm sounds.
- Asbestos (in siding, walls, ceilings, etc.): Prior to taking samples and testing, the homeowner must be presented with the CDPHE client education pamphlet on asbestos (CEO WAP 802 A11), testing procedure, potential outcomes, and disclosure requirements. If testing is done, the homeowner and client must be notified of the results in writing. If the homeowner does not allow

for testing, the individual measure may be deferred or the entire unit may be deferred. For drill and blows, all safety protocols as required for the Renovation, Repair, and Painting Rule (RRP Rule) including client education, signage, PPE, isolation of work areas - tenting, HEPA Vacuums, Drill Shrouds, Bit Buddies, etc., wet clean up, and clean up verification must be completed. Prior to taking samples and testing, the homeowner must be presented with the CDPHE client education pamphlet on asbestos (CEO WAP 802 A11), testing procedure, potential outcomes, and disclosure requirements. If testing is done, the homeowner and client must be notified of the results in writing. If the client and or the homeowner does not allow for testing, the unit or the measure may be deferred.

- Asbestos (in vermiculite): Prior to taking samples and testing, the homeowner must be presented with the CDPHE client education pamphlet on asbestos (CEO WAP 802 A11), testing procedure, potential outcomes, and disclosure requirements. If testing is done, the homeowner and client must be notified of the results in writing. If the client and or the homeowner does not allow for testing, the unit may be deferred.
- Asbestos (on pipes, furnaces, other small covered surfaces): Prior to taking samples and testing, the homeowner must be presented with the CDPHE client education pamphlet on asbestos (CEO WAP 802 A11), testing procedure, potential outcomes, and disclosure requirements. If testing is done, the homeowner and client must be notified of the results in writing. If the client and or the homeowner does not allow for testing, the unit may be deferred.
- Biologicals and unsanitary conditions (odors, mustiness, bacteria, viruses, raw sewage, rotting wood, etc.): Building owners and clients must be notified in writing of any Health & Safety problems that require weatherization work to be terminated. Clients are given a Home Energy handout that contains information on home energy savings tips and health and safety precautions such as LEAD, asbestos, mold, humidity, and unsanitary conditions.
- Building structure and roofing: Clients shall be notified verbally and in writing regarding any structurally compromised areas. Appropriate referral resources shall also be provided to the client.
- Code compliance: Inform the client of observed code compliance issues. Make appropriate referrals as necessary. Auditor must have a Health and Safety inspection form (CEO WAP 802 A9-A10) filled out and signed by the client. Subgrantees must leave a signed copy of the form with the client and a copy kept in the client file.
- Combustion gasses: Inform the client of observed issues. Make appropriate referrals as necessary. Auditor must have a Health and Safety inspection form (CEO WAP 802 A9-A10) filled out and signed by the client. Subgrantees must leave a signed copy of the form with the client and a copy kept in the client file.
- Electrical: Inform the client of observed issues. Make appropriate referrals as necessary. Auditor must have a Health and Safety inspection form (CEO WAP 802 A9-A10) filled out and signed by the client. Subgrantees must leave a signed copy of the form with the client and a copy kept in the client file.
- Formaldehyde, volatile organic compounds (VOC), flammable liquids, and other air pollutants: Inform the client of observed issues. Make appropriate referrals as necessary. Auditor must have a Health and Safety inspection form (CEO WAP 802 A9-A10) filled out and signed by the client. Subgrantees must leave a signed copy of the form with the client and a copy kept in the client file. Always inform the client/occupant/building owner of observed conditions and

associated health risks. Provide written materials on safety and proper disposal of household pollutants. Such material is often located on the product label.

- Fuel leaks: Inform the client of observed issues. Make appropriate referrals as necessary. Auditor must have a Health and Safety inspection form (CEO WAP 802 A9-A10) filled out and signed by the client. Subgrantees must leave a signed copy of the form with the client and a copy kept in the client file.
- Gas range/ovens: Inform the client of observed issues. Make appropriate referrals as necessary. Auditor must have a Health and Safety inspection form (CEO WAP 802 A9-A10) filled out and signed by the client. Subgrantees must leave a signed copy of the form with the client and a copy kept in the client file.
- Hazardous materials disposal: Inform the client in writing of hazards associated with hazardous waste materials being generated and or handled in the home. Auditor must have a Health and Safety inspection form (CEO WAP 802 A9-A10) filled out and signed by the client. Subgrantees must leave a signed copy of the form with the client and a copy kept in the client file.
- Injury prevention of occupants and weatherization workers: Subgrantees provide the client and weatherization workers information regarding how to prevent injuries and any known risks of materials being used in the home. Subgrantee's contact information is to be provided in order for the client to be able to inform the subgrantee of any issues. Occupants are required to reveal known or suspected health concerns as part of the initial application for weatherization (See Attachment 1 for Client Chemical Sensitivity Form). The form is to be reviewed with the client during the audit. The auditor's signature is required. Weatherization workers are required to reveal to their employer known or suspected health concerns as part of their employment.
- Lead based paint and EPA's Lead Renovation, Repair & Painting Program (RRP): For drill and blows, all safety protocols as required for the Renovation, Repair, and Painting Rule (RRP Rule) including client education, signage, PPE, isolation of work areas - tenting, HEPA Vacuums, Drill Shrouds, Bit Buddies, etc., wet clean up, and clean up verification must be completed. Crews must follow all client notification requirements: Distribution of the EPA pamphlet, revised in September 2011, titled "Lead-Safe Certified Guide to Renovate Right". The client file must include signed documentation that the client received the Renovate Right pamphlet.
- Mold/moisture: Inform the client of observed issues. Make appropriate referrals as necessary. Auditor must have a Health and Safety inspection form (CEO WAP 802 A9-A10) filled out and signed by the client. Subgrantees must leave a signed copy of the form with the client and a copy kept in the client file.
- Pests: Inform the client of observed issues. Make appropriate referrals as necessary. Auditor must have a Health and Safety inspection form (CEO WAP 802 A9-A10) filled out and signed by the client. Subgrantees must leave a signed copy of the form with the client and a copy kept in the client file.
- Radon: Subgrantees are required to provide client education on Radon and supply the EPA Citizen's Guide To Radon pamphlet to the client. In addition, subgrantees are required to have clients sign a "Radon Informed Consent Form". Subgrantees are required to provide client education on Radon and supply the EPA Citizen's Guide To Radon pamphlet to the client. In addition, subgrantees are required to have clients sign a "Radon Informed Consent Form".
- Safety devices: Provide the client with verbal and written information on use of smoke/CO alarms and fire extinguishers.

- Ventilation, indoor air quality, and American Society of Heating Refrigeration and Air-Conditioning Engineers (ASHRAE): The client education form attached must be completed and provided to the client with a copy in the client file when ASHRAE 62.2.2016 is implemented.
- Window repair and door repair: Provide information on lead risks.
- Worker safety and OSHA: It is the subgrantee's responsibility to initiate and maintain programs that comply with Occupational Safety and Health Association (OSHA), Regulations (29 CFR 1910 & 1926), and any other applicable Federal and State laws enacted to protect worker safety. Subcontractors are required to follow procedures set forth in CEO WAP Policies and to meet OSHA requirements and any other applicable federal and state laws enacted to protect worker safety. Health and safety of the clients, subgrantee staff, subgrantee subcontractors and the integrity of the building structure must not be compromised by any work completed with CEO WAP funds.