



## 2024 CT WAP Training and Technical Assistance (T&TA) Plan

<b>1.0 – General Information</b> (Comments that do not generally fit into the available tables below) (To Be Determined on An as Needed Basis)
<b>2.0 – Overall T&amp;TA Plan</b> (Your overall T&TA Plan must incorporate suggestions and feedback from the following sources)
<b>Feedback From Internal and External Reviews Examples Include:</b> <ul style="list-style-type: none"> <li>• Feedback from Department of Energy (DOE) Project Officer (PO) Monitoring Visits</li> <li>• Internal State Audits</li> <li>• Grantee Monitoring of the Subgrantees</li> <li>• Office of Inspector General (OIG) Reports</li> <li>• American Customer Satisfaction Index Feedback</li> <li>• Other Examples include: <ul style="list-style-type: none"> <li>○ Training Feedback</li> <li>○ Training Retention Activities</li> </ul> </li> </ul>
CT WAP Operations and Training Manual Sections - 500, 501
<b>Existing or Planned Accredited Training Center Partnership or Working Relationship:</b>
Green Jobs Academy, Framingham, MA or other
<b>Preparations For Future/Upcoming Program Requirements, Examples Include:</b> <ul style="list-style-type: none"> <li>• Updated Standard Work Specifications (SWS)</li> <li>• Migration to Online Weatherization Assistant</li> <li>• Inclusion of Specific Language from Weatherization Program Notices (WPN)</li> </ul>
CT WAP 2024 Operations and Training Manual / Guidance and Forms Implementation /NEAT/MHEA Update and Re-Approval Training // CT WAP Data Management Software (Hancock) Implementation and Upgrade
<b>What Protocols Are in Place Which Ensure Untrained Staff Are Not Left Without Supervision During Field Operations?</b>
EPA RRP / OSHA Confined Space / CT WAP Operations and Training Manual Sections – 501.3, 501.3.1, 503.2
<b>Partnerships With the Statewide Home Performance Industry on Training Issues; If Applicable.</b>
Building Performance Association (BPA) / Connecticut Technical Advisory Committee (CTAC)
<b>How Does Analysis Conducted, As Detailed in Section V.6 of the Annual Application, Influence the Development of T&amp;TA Activities and Priorities?</b>
V.6 Weatherization Analysis of Effectiveness  All CT analyses of effectiveness will be conducted in compliance with DOE WPN 22-4 and the CT WAP Quality Work Plan (2024) requirements, CT WAP Weatherization Field Guide SWS Aligned Edition, and the current year State Plan/Master File. There is an ongoing evaluation process used to determine the overall effectiveness of each subgrantee. This is done through the annual monitoring processes that are



outlined in the Monitoring Approach, and through an ongoing review process including a mid-year assessment of program implementation, as well as:

In-depth review of Monthly Status Reports ensuring that all expenditures are accurately reported and within State approved budget limitations;

In-depth review of each BWR to ensure the NEAT, MHEA Audit list of recommended measures was followed, and to ensure costs of individual measures are within the audit estimate;

The frequency of measures installed is tracked for each subgrantee to ensure statewide consistency; Average job costs are tracked to ensure that the subgrantee is within State mandated limits; and Jobs are tracked regionally to ensure adequate and fair coverage across the entire State.

During Comprehensive Monitoring Visits, the State reviews subgrantee procurement practices of both materials and subcontracting to assure costs are fair and relatively consistent across the state.

The above process culminates in a payment authorization to the subgrantee. Any problems or questionable trends are flagged for review or investigation by the monitoring state.

Productivity and energy savings (tied to productivity) are compared among the regional Weatherization Service Areas on a Quarterly basis.

The goal is a uniformly effective WAP throughout the entire State. Each client served, regardless of town or serving subgrantee, is expected to receive the same quality service. The State reserves the right to terminate or alter the service area of any subgrantee that cannot meet statewide standards.

Patterns noticed during State site visits will be used to determine T&TA needs (Regular and Comprehensive) at the state and subgrantee level. Site visits of specific subgrantees will be increased if deemed necessary to ensure that training has had the desired effect of reducing issues and corrective actions in the field.

During major monitoring activities, proper delegation of financial responsibilities is confirmed, as well as record retention policies and other financial systems. During regular monitoring activities, as well as major monitoring, we review the tracking of technical compliance, such as LRRP and Health and Safety.

Routine monitoring consists of file reviews, which track installed measure costs. In major monitoring, we review the subgrantee's procurement procedures as well as analysis of installed measures in file review, to assure measures are being invoiced accurately.

The State is constantly improving its management of WAP by attending NASCSP conferences and orientations, participating in Regional NASCSP conference calls, learning best practices from other states, and leveraging the help and knowledge of the DOE WAP program managers.



CT WAP is continually working with in-state utility partners to evaluate installed measures costs and to utilize a streamlined approach to deliver effective and quality weatherization and energy efficiency services to the Connecticut Low--Income community. The utility- administered income- eligible weatherization assistance program services 3,000 to 3,500 income--eligible homes per year, and CT DEEP and the utilities are continuously working to standardize requirements between the service delivery models.

A continuous improvement approach is used to monitor the subgrantees to ensure rapid improvement when and where needed. CT DEEP is committed to monitoring the effectiveness of the subgrantees to improve service delivery.

**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 (EPA-LRRP)
- Home Energy Professionals Quality Control Inspector Certification (HEP-QCI)
- **Home Energy Professionals Energy Auditor Certification (HEP-EA)**
- **Home Energy Professionals Crew Leader**

CT WAP Operations and Training Manual Sections – 501.3, 501.3.1, 503.1, 503.2, and 503.3

**Grantee/State Required Credentials. Examples Include:**

- Building Performance Institute Building Analyst
- Grantee-Developed Certifications

CT WAP Operations and Training Manual Sections – 501.3 and 501.3.1

**Subgrantee/Local Required Credentials. Examples Include:**

- Contractor Licensing

CT WAP Operations and Training Manual Sections – 119.2, 301, 301.4, 302.6, 308, 308.1, 309.1, 408.1.1, 500, 503.4, 504.1.2, and 703.3.3

**Industry Required Credentials. Examples Include:**

- Equipment/Material Manufacture Certification
- Vendor Certification (E.G. Equipment/Material Manufacture Certification, Vendor Certification)

CT WAP Operations and Training Manual Sections – 305.2.1, 308, 308.5, 308.10.1, 314.3, 406.6, 422.1, and 703.1

**Process for Maintaining Workforce Credentials**

CT WAP Operations and Training Manual Sections- 301.4, 403.2, and 503.4

**How Credentials Are Tracked**

CT WAP Operations and Training Manual Sections – 403, 500, 504.1, and 706.5

**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 Sub-Grantee staff. Include Technical and Non-Technical Training.
- B) Or, Use the Fields Below to Identify and Describe the Training Schedule for Grantee and Sub-Grantee Staff. Include Technical and Non-Technical Training.



Grantees 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 PY's.

\* 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 Spreadsheet. Enter Information and Close. It Will Automatically Save Your Information.

**Programmatic/Administration Training**

- Financial (i.e., 2 CFR 200)
- Management (i.e., 10 CFR 440)

CT WAP Operations and Training Manual Sections – (Financial) 103, 104.6, 108, 117.1, 301, 501.1, (Management) 103, 108, 301, and 503.6

**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 22-4 (WPN-22-4))**

- Quality Control Inspector (QCI)
- Energy Auditor (EA)
- Crew Lead
- Retrofit Installer/Technician

CT WAP Operations and Training Manual Sections – 301.5, 501.2, (QCI/EA) 503.1, (Crew Leader) 503.2, (Retrofit Installer) 503.3

**Specific Technical Training**

- Topics Identified During Monitoring Visit(s)
- Energy Modeling
- Health and 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:
  - Air Conditioning and Heating Systems
  - Asbestos
  - Biologicals and Unsanitary Conditions
  - Building Structure and Roofing
  - Code Compliance
  - Combustion Gases
  - 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, and Painting Program (EPA LRRP)
- EPA’s Mold and Moisture
- Pests
- Radon
- Safety Devices
- Ventilation and Indoor Air Quality
  - American Society of Heating Refrigeration and Air Conditioning Engineers (ASHRAE)
- Window and Door Repair
- Worker Safety
  - OSHA
- Additional Topics as Described in Health and Safety Plan
- Client Education (Training Workers to Conduct Client Education) Examples Include:
  - Energy Savings Strategies
  - Program-Specific Information. Examples Include:
    - What to Expect
    - Additional Resources
  - Health and Safety Issues

CT WAP Operations and Training Manual Sections – (Monitoring Response) 501,502, 503.5, 505.2 (Modeling) 501.2, 502 (Health and Safety (22-7)) 501.3, 501.4, 502 (Frequency) 501.3, 502

**Conferences. Examples Include:**

- Energy Out West
- Building Performance Association (BPA)
- National Association for State and Community Service Providers (NASCSPP)
- Community Action Partnership

BPA National and Regional Events, NASCSPP Annual Training Events

**Other, Please Specify:**

(To Be Determined on An as Needed Basis)

**5.0 – Technical Assistance**

**Describe the Technical Assistance Activities Included in the T&TA Budget Category**

**Programmatic/Administrative Support**

CT WAP Routinely Addresses Programmatic and Administrative Technical Assistance Issues via Monthly, Quarterly, Bi-Annual and Annual Collaborations with Subgrantees. A Systematic Approach to Supporting Developmental Needs and Addressing Needs or Identified Problems Results in Adaptive, Customized, and Results Driven Technical Support Activities on a Planned and as Needed Basis. CT WAP Utilizes Internal Resources as Well as External Resources Including Those Provided by DOE to Respond to These Needs.

**Technical Support**

CT WAP Routinely Addresses Technical Support Issues via Daily, Monthly, Quarterly, Bi-Annual and Annual Collaborations with Subgrantees. A Systematic Approach to Supporting Developmental Needs and Addressing Needs or Identified Problems Results in Adaptive, Customized, and Results Driven Technical Support Activities on a Planned and as Needed Basis. CT WAP Utilizes Internal Resources as Well as External Resources Including Those Provided by DOE, BPI, EPA, OSHA, and Local Training Resources to Respond to These Needs.

**Health and Safety Support Activities**



CT WAP Routinely Addresses Health and Safety Issues via Daily, Monthly, Quarterly, Bi-Annual, and Annual Collaborations with Subgrantees. A Systematic Approach to Supporting Developmental Needs and Addressing Needs or Identified Problems Results in Adaptive, Customized, and Results Driven Technical Support Activities on a Planned and As Needed Basis. CT WAP Utilizes Internal Resources as Well as External Resources Including Those Provided by DOE, BPI, OSHA, and Local Training Resources to Respond to These Needs.

**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)

CT WAP Routinely Conducts Monitoring Activities at the Programmatic, Financial, and Technical Levels Utilizing Grantee Administrative Staff and Contracted Resources Funded by WAP T&TA. CT WAP Projects that approximately 13% of the 2024 Annual T&TA Budget will be Expended on Monitoring Activities and Monitoring Equipment Upgrades.

**Other, Please Specify**

None

**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**

Specific Curriculums as Outlined in CT WAP Operations and Training Manual Sections – 304.1, 308.8, 308.10, 313, 313.1, and 407

CT WAP Field Guide Chapters – 1, 1.4.1, 2, 2.1.3, 2.5.1, 2.8, 8, 8.1, 8.1.2, 8.2.1, and 12.4.2

Client Education Activities Regarding H&S Issues as Indicated in WPN 22-7 Including:

- Air Conditioning and Heating Systems
- Asbestos
- Biologicals and Unsanitary Conditions
- Building Structure and Roofing
- Code Compliance
- Combustion Gases
- 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, and Painting Program (EPA LRRP)



- EPA's Mold and Moisture
- Pests
- Radon
- Safety Devices
- Ventilation and Indoor Air Quality
  - American Society of Heating Refrigeration and Air Conditioning Engineers (ASHRAE)
- Window and Door Repair
- Worker Safety
  - OSHA
- Additional Topics as Described in Health and Safety Plan

Specific Curriculum as Outlined in CT WAP Operations and Training Manual Sections – 308.8, 308.10, 313.1, 407, 417.2, 419, 421 and 422  
CT WAP Field Guide Chapters – 1, 1.4.1, 2, 2.1.3, 2.5.1, 2.8, 8, 8.1, 8.1.2, 8.2.1, and 12.4.2