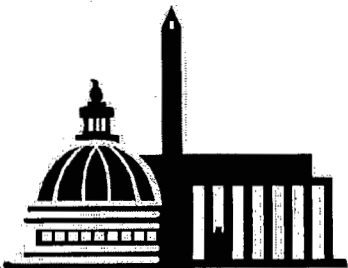


*Weatherization
Works*

**Orientation for WAP Directors and Staff
U.S. Department of Energy - Weatherization Assistance Program
DE-FG02-99EE27587**

Final Report



NATIONAL ASSOCIATION FOR STATE COMMUNITY SERVICES PROGRAMS

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NATIONAL ASSOCIATION FOR STATE COMMUNITY SERVICES PROGRAMS ORIENTATION FOR NEW STATE WAP DIRECTORS AND STAFF

NASCSP has been providing The Orientation for New Weatherization Assistance Program (WAP) State Directors and Staff yearly for the past four years. What follows is a general description of the trainings and supporting documentation from the most recent event.

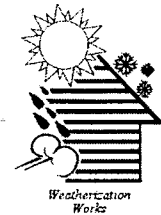
Background

The Orientation and Training provides attendees with a comprehensive overview of the WAP from the federal, state, and local perspectives. A variety of presenters make information available on a wide range of subjects deemed necessary to effectively operate the Program.

Session Content

During the first day of training, staff from the Department of Energy WAP office, NASCSP, the National Energy Assistance Director's Association, Economic Opportunity Studies, and Oak Ridge National Laboratory present materials and participate in open discussion with the attendees about the federal program requirements. Some of the day's subjects include:

- ◆ History of the WAP
- ◆ Funding, Rules, Regulations, and Program Guidance Documents
- ◆ WAP State Plan Application Process and Submission
- ◆ Training and Technical Assistance Activity
- Administration and Federal/State Monitoring Requirements
- ◆ National Significance of WAP and the Political Process



The second day focuses on implementation strategies for the Program. Presenters from state offices and local management provide their perspective on the following subjects:

- ◆ Utility Restructuring Integration Strategies
- ◆ Program Expansion Issues
- ◆ Integration of New Technologies and Funding Sources into the WAP
- ◆ Local Agency Integration of WAP

*The table of contents page from the Orientation Training Manual is attached.

2002 Session Evaluation

The 2002 Orientation for New WAP State Directors and Staff was held in conjunction with the NASCSP Mid-Winter Training Seminar on February 11-12, 2002 at the Washington Marriott Hotel in Washington, DC. The session, sponsored by the DOE's Office of Building Technology Assistance (now the Office of Weatherization and Intergovernmental Programs) was the fourth in a series of yearly training events.

Hosted by NASCSP, the 2002 training was attended by 30 staff from 23 states and the District of Columbia, five DOE staff and one person representing the Arizona Community Action Association. The training was offered at no cost to attendees, other than travel and subsistence.

Every year, the session attendees are asked to rate their Orientation training experience. This feedback system is used to help NASCSP continually improve its offering to new staff. The scoring system is based on a scale of one to five, with five being the highest achievable score (except for Session Format described below). The following are scores from the latest training:

Session Content

A majority of the attendees believed the information provided addressed the issues they thought it would (scored at 4.44). The attendees also believed the handouts were useful and that they would reference them in the future (4.56). The presentation methods used appeared to meet their needs (4.31) and the majority of attendees felt the information provided would apply in the workplace (4.62).

Session Speakers

The attendees felt the speakers provided information that was useful (4.69) and that they communicated their messages effectively (4.56)

Session Logistics

Attendees felt the facility was adequate (3.60); however, the registration process was indeed better than most they had experienced (4.53).

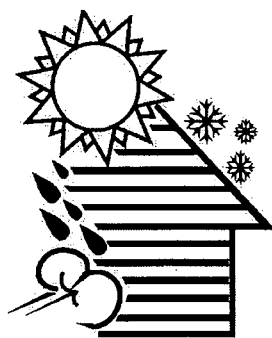
Session Format

Scoring for this session differs from the other evaluation criteria. A score of three indicates the attendees felt the issue was “just right.” A score closer to five indicates attendees felt there was not enough time provided and a score closer to one means there was too much time devoted to the subject.

The participants felt the amount of information provided was about right (3.75), that the time allocated to discuss issues could have been increased (3.62), and the time devoted to presentations was could have been expanded slightly (3.93). The attendees also felt that additional time could have been dedicated to asking questions of the speakers (4.00).

Overall Session Scoring

Probably the most important feedback provided by the attendees was the scoring given for “overall session rating.” More than two thirds of the attendees scored the session an “A” and the remaining attendees rated it a “B.” In answer to the question - “Would you recommend this session to a colleague?” – all attendees responded that they would. It is this type of rating that results in larger orientation classes each year.



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**2002
Orientation for
WAP Directors and Staff**

**National Association for
State Community Services Programs**

**Training Manual
Table of Contents**

Section 1: FEDERAL REGULATIONS

Section 2: PROGRAM NOTICES

Section 3: APPLICATION PACKAGE

Section 4: GENERAL INFORMATION

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Section 6: PRESENTATION PAPERS

Section 7: TRAINING RESOURCES

NATIONAL ASSOCIATION FOR STATE COMMUNITY SERVICES PROGRAMS ORIENTATION SEMINAR FOR NEW STATE DIRECTORS AND STAFF

REPORT SUMMARY

The Orientation for New WAP State Directors and Staff was held on February 11 & 12, 2002 at the Washington Marriott Hotel in Washington, DC. The session, sponsored by the U.S. Department of Energy's Office of Building Technology Assistance was the fourth in a series of yearly training programs designed to introduce new state staff members to the regulations and requirements that govern the Weatherization Assistance Program.

Hosted by NASCSP, this year's training was attended by 30 state staffers from 23 states and the District of Columbia, five DOE staff members and 1 person representing the Arizona Community Action Association. The training was offered at no cost to attendees, other than travel and subsistence. A list of participants and copy of the sign in sheet are attached.

Session Content

The two-day training event provided attendees with a comprehensive overview of the Weatherization Assistance program, including a review of the governing rules and regulations, reporting requirements, program notices, State Plan application issues, new technology integration, and other operating procedures. On the first day of training, the following staff from the DOE, NASCSP, NEADA, Economic Opportunity Studies and Oak Ridge National Laboratory presented materials and participated in open discussion with the attendees:

Gail McKinley	(DOE)	Greg Reamy	(DOE)
Jean Diggs	(DOE)	Elizabeth Cahall	(DOE)
Mark Wolfe	(NEADA)	Meg Power	(EOS)
Joel Eisenberg	(ORNL)	Timothy Warfield	(NASCSP)

The second day addressed program implementation by the states and local agencies. Wayne Curtis from the State of Illinois, spoke on the integration of new technologies and funding in the WAP. Dana Jones, Executive Director of the Southern Maryland Tri County Community Action Commission, Inc., described his agency's integration of the WAP at the local level. A copy of the training agenda is attached.

Session Evaluation

The attached "Summary of Evaluations" contains the scoring from the attendees. Scoring was based on a 1 to 5 scale, with 5.0 being the highest achievable score (except for Session Format described below).

Session Content

A majority of the attendees believed the information provided addressed the issues they thought it would and rated the session with an average of 4.44. They also thought the handouts were useful and that they would probably reference them in the future (4.56). The presentation methods used met their needs (4.31) and the majority of people polled felt the information that was provided would apply in the workplace (4.62).

Session Speakers

The attendees felt the speakers provided information that was useful (4.69) and that they communicated their messages effectively (4.56)

Session Logistics

Attendees felt the facility was adequate (3.60); however, the registration process was indeed better than most (4.53).

Session Format

Scoring for session format differs from the other evaluation criteria. A score of 3 indicates the attendees felt the issue was "just right." A score closer to 5.0 indicates attendees felt there was enough of an item.

The participants felt the amount of information provided (3.75), time allocated to discuss issues with other attendees (3.62) and devoted to presentations (3.93) was just right. They felt the time dedicated to asking questions of the speakers was slightly excessive (4.00).

Overall Rating

Overall, the session attendees who responded to the survey gave the orientation session a 4.76 or excellent rating. 100% of those that responded to the question: "Would you recommend this session to a colleague?" responded that they would recommend it. Attendees stated that the sessions were current and informative and very valuable. We are pleased with the responses and will use attendee comments and input to develop next year's program.

2002 WAP Orientation Participants

Name	Affiliation	State	Phone	EmailAddress
Anderson, Ronza	Mississippi Department of Human Services	MS	601/359-4768	randerson@mdhs.state.ms.us
Birhane, Afewerki	D.C. Energy Office	DC		
Bondeson, Roger	Maine State Housing Authority	ME	207/626-4600	rbondeso@mainehousing.org
Brand, William	Iowa Department of Human Rights	IA	515/281-3268	Bill.Brand@dhr.state.ia.us
Brangers, Rebecca	Kentucky Association for Community Action, Inc.	KY	502/875-5863	
Brown, Richard	North Carolina Weatherization Assistance Program	NC	919/981-5267	rick.brown@ncmail.net
Burchill, John	South Dakota Department of Social Services	SD	605/773-4131	John.Burchill@state.sd.us
Cahall, Elizabeth M.	US Department of Energy	PA	215/656-6962	elizabeth.cahall@ee.doe.gov
Campanella, Leslie	State of California, Department of Community Services & Development	CA	916/341-4376	lcampanella@csd.ca.gov
Clark, Michael	D.C. Energy Office	DC	202/673-6707	mikecedric@aol.com
Diercks, Stephanie	U.S. Department of Energy - Chicago Regional Office	IL		
Diggs, Jean M.	U.S. Department of Energy	DC	202/586-8506	jean.diggs@ee.doe.gov
Dorsey, Alfanzo	Kansas Department of Commerce & Housing	KS	785/296-2065	adorsey@kansascommerce.com
Ebenstein, Howard	D.C. Energy Office	DC		
Garn, Nancy	Michigan Community Action Agency Association	MI	517/321-7500	garn@mcaaa.org
Hill, Susan	Wisconsin Department of Administration	WI	608-261-4356	
Ivey, Cherry	Georgia Environmental Facilities Authority	GA	404/656-3826	civey@gefa.org
Jackson, Ron	Maryland Department of Housing and Community Development	MD	410/514-7227	jacksonr@dhcd.state.md.us
Johnson, Lawand	Louisiana Housing Finance Agency	LA	225/342-1320	
Jones, Butch	Alabama Department of Economic and Community Affairs	AL		
Kane, Mary Ellen	AZ Community Action Association	AZ	602/604-0640	mkane@azcaa.org
Lindsay, Tina	Oklahoma Department of Commerce	OK	405/815-5339	
Littleton, James A.	Alabama Department of Economic and Community Affairs	AL	334/242-5442	jamesl@adeca.state.al.us
Meier, James	Indiana Family & Social Services Administration	IN	317/234-1971	jmeier@fssa.state.in.us
Miller, David	MN Department of Commerce	MN		
Palakovich, Julie	WA State Office of Community Development	WA	360/725-2948	juliep@cted.wa.gov
Pasquerella, Lois	U.S. Department of Energy, Boston Regional Office	MA	617/565-9726	lois.pasquerella@ee.doe.gov
Richardson, Ismenda	D.C. Energy Office	DC		
Spangenberg, Gary	State of Utah	UT		
Speaks, Tim	Governor's Office of Economic Opportunity	SC	803/734-0708	
Stover, Steve	Oregon Housing and Community Services	OR	503/986-0967	steve.stover@hcs.state.or.us
Streff, Janet	MN Department of Commerce	MN		
Washington, Debra	Louisiana Housing Finance Agency	LA	225/342-1320	dWASHINGTON@lhfa.state.la.us
Watson, Todd	PA Department of Community & Economic Development	PA	717/787-1984	
Williams, Carl	D.C. Energy Office	DC	202/673-6707	
Wimbley, Jason	CA Dept. of Community Services & Development	CA	916/341-4356	jwimbley@csd.ca.gov

**National Association for State Community Services Programs and the
U.S. Department of Energy - Weatherization Assistance Program**

Orientation for WAP Directors and Staff

February 11-12, 2002

**Washington Marriott Hotel
1221 22nd Street, NW
Washington, DC**

This orientation session provides the attendee with a comprehensive overview of the Weatherization Assistance Program, including a review of the governing rules and regulations, reporting requirements, program notices, State Plan application issues, new technology integration, and other operating procedures. Attendees will have the opportunity to work closely with staff from DOE Headquarters, DOE Regional Offices, other state WAP offices, local WAP agencies, and national advocacy groups.

PRELIMINARY AGENDA

Monday, February 11, 2002

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|------------|--|
| 10:00 a.m. | Welcome, Introductions, and Overview |
| 10:15 a.m. | Overview, Philosophy of WAP, Funding, Initiatives, Future Strategies |
| 11:30 a.m. | History of WAP, Review of Regulations, Review of Program Guidance Documents |
| <hr/> | |
| 12:15 noon | Lunch (Provided) |
| 1:15 p.m. | History of WAP, Review of Regulations, Review of Program Guidance Documents (continued) |
| 2:00 p.m. | WAP State Plan Application Process, Submission Format |
| 3:00 p.m. | Break |
| 3:15 p.m. | Use of Training and Technical Assistance and Administrative Funds, Federal and State Monitoring Requirements |
| 4:15 p.m. | National Significance of WAP, Political Process |
| 5:00 p.m. | Adjourn |

Tuesday, February 12, 2002

- 7:45 a.m. Continental Breakfast
- 8:30 a.m. Utility Restructuring Hearing and Review
Process, Demand Side Management Programs,
System Benefit Charges, Integration Strategies
- 9:30 a.m. Integration of New Technology into WAP (Blower
Door, Audits, CO Detection, Pressure Pan, Sidewall, etc.)
- 10:30 a.m. Break
- 10:45 a.m. Technology Implementation Planning and Related
Training Modules
- 12:30 p.m. Lunch (Provided)
- 1:30 p.m. Weatherization Plus Strategies, Local Agency
Relationships, Companion Programs
- 2:15 p.m. WAP Integration at Local Level
- 3:15 p.m. Open Discussion and Evaluation
- 4:00 p.m. Adjourn
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