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Weatherization Assistance Program
Technical Assistance Center**



Technical Progress Report - Final

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Prepared by:

***Robert C. Adams, Director, Weatherization Services
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***National Association for State Community Services Programs
400 North Capitol Street, NW, Suite 395
Washington, DC 20001***

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ABSTRACT

The following is a synopsis of the major achievements attributed to the operation of the Weatherization Assistance Program Technical Assistance Center (WAPTAC) by the National Association for State Community Services Programs (NASCS). During the past five years, the WAPTAC has developed into the premier source for information related to operating the Weatherization Assistance Program (WAP) at the state and local levels. The services provided through WAPTAC include both virtual technical support as well as hands-on training and instruction in classroom and in the field.

The WAPTAC achieved several important milestones during its operation including the establishment of a national Weatherization Day now celebrated in most states, the implementation of a comprehensive Public Information Campaign (PIC) to raise the awareness of the Program among policy makers and the public, the training of more than 150 new state managers and staff as they assume their duties in state offices around the country, and the creation and support of a major virtual information source on the Internet being accessed by thousands of staff each month.

For a complete list of accomplishments, please refer to quarterly reports submitted by NASCS detailing its activities.

U.S. Department of Energy
Weatherization Assistance Program Technical Assistance Center
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Weatherization Assistance Program Technical Assistance Center Final Report - Executive Summary

The Weatherization Assistance Program Technical Assistance Center serves the Department of Energy's (DOE) Office of Weatherization and Intergovernmental Program as a valuable training and technical assistance resource for the network of 54 direct state grantees (50 states, District of Columbia and three Native American tribes) and the network of 900 local subgrantees (comprised of community action agencies, units of local government, and other non-profit organizations). The services provided through WAPTAC focus on standardizing and improving the daily management of the WAP. Staff continually identify policies changes and best practices to help the network improve its effectiveness and enhance the benefits of the Program for the customers who receive service and the federal and private investors. The operations of WAPTAC are separated into six distinct areas:

1. Orientation for New WAP State Directors and Staff

The Orientation provides attendees with a comprehensive overview of the WAP from the federal, state, and local perspectives. During the first day of training, staff from the DOE present materials and participate in open discussion with the attendees about the federal program requirements. The second day focuses on implementation strategies for the Program. Presenters from state offices and local management provide their perspective on utility restructuring integration strategies; program expansion issues; integration of new technologies and funding sources into the WAP; and local agency integration of WAP. More than 150 new state managers and staff completed the Orientation training during the Project.

2. Pollution Occurrence Insurance Project

NASCSP staff worked with representatives from the insurance industry and several insurance brokerages to negotiate reasonable insurance coverage for Weatherization local agencies and contractors related to pollution occurrence events like lead-based paint dust, asbestos, radon, etc. This coverage helps defray the costs associated with any inadvertent spillage of these environmental pollutants while performing routine Weatherization services. NASCSP efforts resulted in a lower premium paid by WAP agencies and contractors saving the Program several million dollars each year in avoided insurance costs.

3. Public Information Campaign

NASCSP, in conjunction with state and local WAP agencies, DOE, and many other partners, engaged in a long-term effort to improve the public's awareness and understanding of this valuable energy efficiency program. The Public Information Campaign (PIC) used a variety of media in an effort to have the WAP recognized as the "premier" vehicle for delivering energy efficiency, housing affordability, and residential climate control programs to low-income families throughout the country. The PIC was designed to persuade, remind, and inform the public of the benefits of the WAP. As of 2007, more than half the states now routinely proclaim October 30th as Weatherization Day by their governors. Articles about the WAP are being published every month. The news about the WAP is formalized in brochures, publications and briefing materials. The WAPTAC website has an entire section

devoted to tools, templates, and ideas for conducting a PIC at the state and local levels. Since its inception, the WAP has received a significant increase in funding from federal and private sources, as well as increases in Congressional support.

4. State Management Training Project

The purpose of the State Management Training Project (SMTP) was to provide states with management assistance in the event that vacancies in the state's WAP office occur unexpectedly or exist for longer than expected periods of time and to provide on-site training and technical assistance where standardized training is not available. Assistance was provided in the form of staff being assigned to work at the state office, conducting of training sessions and workshops, and one-on-one training and instruction. NASCSP has provided on-site services in five states – Indiana, Kentucky, Louisiana, Michigan, and Tennessee - and provided technical assistance in matters related to the Program in several other states.

5. System for Integrating and Reviewing Technologies and Techniques

The System for Identifying and Reviewing Technologies and Techniques (SIRTT) is used by state and local WAP staff or other stakeholders to submit new protocols, procedures, and/or materials for review and approval by the DOE WAP. As part of the SIRTT, NASCSP also created an Advanced Technology Database (ATD) to compile information on the evolving technologies and techniques being used in the WAP. The primary method for accessing both the SIRTT and the ATD is the WAPTAC Internet site located at www.waptac.org. The WAPTAC already operates a WAP-related web site for DOE, has an established relationship with DOE's state grantees, and possesses many of the resources necessary to create and operate the database. To date only two new protocols and materials have been subjected to the SIRTT but the future use will expand as renewable energy sources and green products are added to Appendix A of the WAP federal regulations.

6. WAPTAC Services

This technical assistance resource helped individuals locate administrative information about the WAP and general information about energy conservation, utility restructuring, and technological changes in the Program. In addition to those direct services, the WAPTAC provides an array of other services to the network members, including conducting surveys, responding to inquiries, performing research, advocating on behalf of states, and providing training on a number of administrative topics. NASCSP staff performs data collection and reporting on national issues like the annual WAP Funding Survey, program policy implementation, and appropriations and supports the WAPTAC Internet web site, the WAP List Serve, and several other communication portals with state and local agencies to convey information and gather data to help direct public policy regarding the Program. Every state and a large majority of local agencies have participated in the training and technical assistance services offered through WAPTAC.

The success of the WAPTAC operation is evident by the accomplishments listed in the quarterly reports submitted throughout the five years of operation. The Project has met and exceeded its goals and objectives each year and will continue to serve the WAP network as the first and best source of management information and assistance available.

Weatherization Assistance Program Technical Assistance Center Activities Report

Orientation for New State Directors and Staff

Background

The Orientation for New State Directors and Staff 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. 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; and the significance of WAP and the funding process.

The second day focuses on implementation strategies for the Program. Presenters from state offices and local management provide their perspective on utility restructuring integration strategies; program expansion issues; integration of new technologies and funding sources into the WAP; and local agency integration of WAP.

Summary of Project Activities (10% of Total Effort)

- Located training facility and negotiated with hotel for room set-up, room fees, refreshments and other services for each of the five years of the grant
- Developed the training curriculum and agenda and arranged for qualified speakers to make presentations during the two day event
- Distributed orientation invitations to all state directors and staff
- Prepared the training materials, operation manuals, disks, handouts, and other documents for distribution at the two-day session
- Conducted and moderated the two-day training each year.
- More than 150 state managers and staff attended this two-day training during the Project and received comprehensive training from WAP experts at the federal state and local levels.
- All attendees received printed materials containing the rules and regulations for the WAP, all pertinent policy documents, program notices, general information on implementation strategies, public information, and handouts from each of the presenters. Participants also received this information in electronic format so it could be easily shared with staff.
- Compiled the evaluation results submitted by attendees and prepared report for the DOE WAP to show outcomes and usefulness of training for each year of the Orientation.

Pollution Occurrence Insurance Project

Background

During 2002 and 2003, NASCSP staff worked with representatives from the insurance industry and several insurance brokerages to locate reasonable insurance coverage for Weatherization local agencies and contractors related to pollution occurrence events like lead-based paint dust, asbestos, radon, etc. This coverage helps defray the costs associated with any inadvertent spillage of these environmental pollutants while performing routine Weatherization services.

In 2004, NASCSP staff negotiated with insurance underwriters and national brokers for an affordable Pollution Occurrence Insurance policy that could be accessed by the WAP network members. The policy offered by American Safety of Atlanta, GA, through BC Environmental Insurance Brokers of CA, provides local agencies and their contractors with coverage for any incidental disturbance of environmental pollutants, including lead-based paint dust. The policy covers any clean-up activities, medical expenses, and limited liability. The cost of the policy is 30 percent to 40 percent below the market for similar products and contains the flexibility needed by non-profit organizations and private contractors working in the Program. NASCSP staff continues to monitor this project and provide technical assistance to state and local agencies regarding the procurement of these policies.

Summary of Project Activities (5% of Total Effort)

- Worked with BC Environmental and American Safety to develop limited liability POI coverage for WAP agencies
- Provided at least 20 training workshops training on POI at various national, state and regional meetings to explain liability issues and coverage requirements
- Provided POI information and responded to questions from at least 20 states and more than 50 private contractors and local agencies.
- Conducted a risk assessment for WAP in conjunction with expanded lead safe work practices
- Continued to negotiate with insurance brokers and carriers as required to reduce POI liability costs for WAP

Public Information Campaign

Background

NASCSP, in conjunction with state and local Weatherization Assistance Program (WAP) agencies, DOE, and many other WAP partners, is engaged in a long-term effort to improve the public's awareness and understanding of this valuable energy efficiency program. The Public Information Campaign (PIC) uses a variety of media in an effort to have the WAP recognized as the "premier" vehicle for delivering energy efficiency, housing affordability, and residential climate control programs to low-income families throughout the country. The PIC was designed to change the way the public and the Program stakeholders viewed the WAP by informing everyone about the societal and economic benefits of the Program in a number of ways. Funding

sources - like DOE, utility companies, other state and federal agencies - are asked to promote the WAP's benefits among potential partners. WAP customers – like low-income families and referral networks – are persuaded to take advantage of the Program's benefits through increased referrals or direct enrollment. Individuals already knowledgeable about the WAP – like state and local administrators and vendors – are reminded that the WAP is very successful and should be supported.

Summary of Project Activities (20% of Total Effort)

- Promoted the use of the single WAP message, brand identification, and slogan through various media outlets during the entire Project timeframe
- Prepared and printed several versions of the Public Information Campaign (PIC) Resource Manual each year through collaboration with the PIC Committee
- Distributed PIC Manuals in hardcopy, on disk, and electronically through the WAPTAC website to more than 1,200 state and local agency office and stakeholders each of the five years in the Project.
- Attended several conferences and training events to distribute Public Information materials and served as a resource for attendees.
- Continued to proclaim October 30th as Weatherization Day each year since 1999 and created celebration materials and templates around this event in state and local agencies each year
- Developed a Weatherization Day Celebration Package each year as part of the PIC Manual and distributed it to state and local WAP agencies and stakeholders
- Tracked the successful activities surrounding Weatherization Day and compiled reports for DOE and posted results on the WAPTAC web site
- Created several specialized manuals highlighting specific aspects of the PIC and duplicated these materials for distribution by mail, disk, and on the Internet
- Provided training each year at various national, regional, and state conferences and seminars on various PIC modules and activities
- Conducted surveys of the states to solicit input into the types of training materials needed to advance the PIC in their network.
- Created a Virtual WAP Site Demonstration on You Tube website to help show the value of WAP to the general public and elected officials. Posted several clips of site demonstrations conducted by local agencies around the country as well as clips of various installations.
- Created “Weatherization Theater” page on WAPTAC website to host footage of best practices, success stories, and news coverage from across the nation.
- Tracked news stories and Blog entries related to the WAP and circulated them to the network as part of the PIC.
- Continued an aggressive campaign to identify Congressional Members who may be interested in attending site demonstrations in their home states.
- Purchased and distributed Weatherization Works! buttons to the WAP network.
- Collected and distributed relevant articles on WAP to state and local agencies and distributed them through various communication outlets.
- Developed “Weatherization on the World Wide Web” technology guide for public information activities in the Weatherization Assistance Program.

- Introduced the “plug and play” digital video recorder for use in collecting footage for public information purposes. Researched consumer reports and other data on digital video recorders and shared information with network as public information and monitoring tool. Developed video tutorial for use of *plug and play video* recorders and distributed it to the network.
- Joined with our partners from the National Energy Assistance Directors’ Association (NEADA) and National Association of State Energy Officials (NASEO) in planning and participating in press events to promote WAP and the other state energy programs.

State Management Training Project

Background

The purpose of the State Management Training Project (SMTP) is to provide states with management assistance in the event that vacancies in the state’s WAP office occur unexpectedly or exist for longer than expected periods of time and to provide on-site training and technical assistance where standardized training is not available. This assistance will be provided in the form of on-site staff being assigned to work at the state office, conducting of training sessions and workshops, and one-on-one training and instruction.

The state WAP office, in concert with PMC staff, contacts NASCSP and formally request use of the SMTP services. NASCSP works with the requesting state WAP office and the PMC representative to determine the level of service required, a scope of work, the amount of time needed on-site, and a timetable for intervention and training to begin. NASCSP staff will determine the level of assistance needed and which personnel (state management, field operation) are best suited and available to travel to the state and perform the necessary training and technical assistance. NASCSP staff will remain available upon request to provide remote technical assistance to the state WAP office.

Summary of Project Activities (10% of Total Effort)

- Provided on-site training and technical assistance where state staff had left positions in WAP offices and where hands-on direction was required. This includes Indiana, Kentucky, Louisiana, Michigan and Tennessee. Technical assistance ranged from general WAP program management instruction to reconciliation of contract activity and submission of state plans and amendments through WINSAGA.
- Conducted training sessions, workshops, and one-on-one instruction sessions in states where staff turnover necessitated formal training between Orientation sessions
- Provided remote technical assistance to several states on state plan development, budget reconciliation, state plan budget amendments, and other operational document development.
- Conducted state monitoring training for states in the Midwest, the Southeast, Northwest and the Central regions to help new and existing staff improve their oversight capabilities. This training included developing the training conference curriculum, arranging for speakers and presenters, duplicating materials for handout at the training, providing all training materials in electronic format for easy office use, performing site coordination and logistics, and providing certain aspect of the instruction to participants on familiar subjects.

- Participated in planning of the WAP Informational Database being developed by Northrup-Gruman and soon to be on-line through WAPTAC. Assisted in defining the project scope, provided significant data for inclusion in the database and served as part of the beta testing group to assess functionality and ease of operation.

System for Integrating New Technologies and Techniques_____

Background

The System for Identifying and Reviewing Technologies and Techniques (SIRTT) is used by state and local WAP staff or other stakeholders to submit new protocols, procedures, and/or materials for review and approval by the DOE WAP. As part of the SIRTT, NASCSP also created an Advanced Technology Database (ATD) to compile information on the evolving technologies and techniques being used in the WAP.

The primary method for accessing both the SIRTT and the ATD is the WAPTAC Internet site located at www.waptac.org. The WAPTAC already operates a WAP-related web site for DOE, has an established relationship with DOE's state grantees, and possesses many of the resources necessary to create and operate the database. All members of the WAP community will be able to link to the virtual ATD to determine what practices are currently being used by state and local agencies within their region or throughout the country. The user can also use the SIRTT to make an application to have a new technology or technique reviewed and to provide information about a new technology or technique to be shared with other WAP network members. A committee of peers and/or experts will review those ideas submitted through the SIRTT. These committee members will make recommendations to DOE for further action if required.

Summary of Project Activities (5% of Total Effort)

- Created the SIRTT Website and posted it on the Internet for all users to access
- Established the Technology Review Committees within the network to evaluate technology submissions and make recommendations to DOE
- Informed network members about the availability of the SIRTT and how it is to be used through workshops and other training venues.
- Posted Technology Review Committee findings and recommendations as required
- Expanded the features of SIRTT to include the review of renewable technologies applicable to the WAP and developed a new compartment of the website for submission of renewable technologies by vendors
- Continued to add new materials and best practices documents to the SIRTT library to enhance the interactive database.
- Began revisions on SIRTT website to optimize document search and streamline presentation of content.

- Promoted training for the SIRTT and the renewable technology feature during various national, regional, and state conferences, workshops, and training seminars

WAPTAC Services

Background

Since 1997, NASCSP has operated the Weatherization Assistance Program Technical Assistance Center (WAPTAC) on behalf of the state and local WAP grantees and residential energy professionals. This technical assistance resource helps individuals locate administrative information about the WAP and general information about energy conservation, utility restructuring, and technological changes in the Program. In addition to those direct services, the WAPTAC provides an array of other services to the network members, including conducting surveys, responding to inquiries, performing research, advocating on behalf of states, and providing training on a number of administrative topics. WAPTAC staff also performs data collection and reporting on national issues like the WAP Funding Survey and impending DOE policies.

Summary of Project Highlight (50% of Total Effort)

- Updated and edited of the WAPTAC web site to include all relevant WAP information and hosted the site on the Internet;
- Coordinated the Information Resources Workgroup and organized data for inclusion on the Web site for easy access and search
- Hosted the WAP Message Board and the WAP List Serve used as peer to peer communication systems by all states. Continued to use the WAP List Serve as the primary method for conveying information to the network about current events in the Program. Provided several updates regarding WAP and LIHEAP funding; survey questionnaires; policy questions and input solicitation; allocation charts; and articles and announcement of interest to the WAP.
- Prepared electronic versions of all new or amended federal statutes and DOE guidelines and posted to the WAPTAC Website
- Developed and administered surveys, like the WAP Funding Survey and specific survey requests from states, to promote information exchange among states
- Created and conducted training workshops based on specific areas of interest and presented at various national, regional, and state events and conferences every year
- Served as an expert WAP resource during strategic planning activities for DOE, NASCSP, and several states
- Authored monthly articles relevant to the WAP operation and administration for newsletters and trade publications. Recent articles included: ***September*** – “Getting to Know the New Media” – an overview of the new media outlets and their use for the WAP. ***October*** - Avoiding the “Sins of De-Motivation” – best practices in management. “Weatherization Assistance Program Track at 2007 NASCSP Fall Conference a Great Success!” – NASCSP Fall Conference recap. ***November*** – “What Were They Thinking?” – response to DOE comments at STEAB meeting. “A Story Worth Telling” – Weatherization Day 2007.

December – “Weatherization in the News (2.0 Version) – online searches for WAP public information.

- Responded to specific information requests from the network members in all areas of WAP operations and provided expert opinions and advice on state operations
- Served as a member of several planning committees for training events related to the National WAP Conferences, the National Low-Income Energy Consortium, DOE Regional conferences, and NASCSP. Worked on creating workshops, arranging for presenters, served as both a Session and Track leader, and as a presenter for several workshops each year.
- Served on several national committees for Weatherization Plus, conference development, training events, health and safety policy review and ad hoc committees to address special Program needs.
- Provided on-going technical assistance to several states in operation of the WAP. Provided information in the areas of health and safety protocols and activity in WAP, refrigerator replacement programs; rollover funding recast by NETL, data collection and distribution related to multi-family housing, and answered questions regarding Internet access for materials on WAPTAC. .
- Participated in the Weatherization Plus conference call as a member of the re-constituted Weatherization Plus Committee. Weatherization Plus themes were used in NASCSP Training Conferences, the National WAP Conference, and other places within DOE and the network.
- Participated as a member of the Tax and Appropriations Group formed by the Alliance to Save Energy and participated in meetings and conference calls related to the energy crisis and the response of state and national organizations.
- Worked with the WAP Health and Safety Committee on policies affecting the installation of WAP materials like vented and un-vented space heaters, sidewall insulation, and base load measures and response to the lead paint control implementation strategies and other important safety protocols being integrated into the WAP.
- Completed the WAP Funding Survey for all states each year. For the past 5 years all fifty states and the District of Columbia participated in the survey, giving a complete picture of fund availability at the state level for WAP.
- Created a Curriculum Development Committee to gather information about WAP program managers training. Surveyed the states to identify what training and resources are currently available to help standardize this training. Distributed the results to the Committee and held several calls to discuss the materials.
- Developed and managed the curriculum for the WAP track for the NASCSP Mid-Winter and Fall Training Conferences held in Washington, DC and throughout the country. Conducted conference calls to solicit input from states for workshop content. Developed workshop themes and arranged for speakers to attend and present.
- Performed several duties related to the WAP Services unit within NASCSP including the development of five-year strategic plans, annual work plans and other proposals, reports and briefing materials for its members.
- Completed the application for funding from DOE for the WAPTAC and related services and submitted appropriate documents to NETL for review and subsequent award.

Weatherization Assistance Program Technical Assistance Center Results and Discussion

The Executive Summary provides a glimpse of NASCSP's performance in each of the six Project areas. The Activities Report illustrates the major accomplishments compiled over the five-year Project period. NASCSP filed quarterly Progress Reports with the National Energy Technology Laboratory (NETL) that contain specific details for each goal and objective met through the Project.

The following is a discussion of the results achieved in each activity of the Project and what impact these results had on the WAP from a national and state perspective.

Orientation for New WAP State Directors and Staff

The purpose of the Orientation was to standardize the training of new staff so that each was provided similar information about the Program in a classroom setting. More than 150 state managers and staff attended the Orientation during the five years of the Project. Each staff person learned about the Program and its day-to-day management from WAP experts at the federal, state, and local levels. New staff were given the opportunity to meet and work with the federal staff at DOE Headquarters and the PMCs and each received similar instruction.

The Orientation has been instrumental in expediting the ability of new staff to undertake the management of the WAP using a common knowledge base. New policies are easier to implement when groups are provided the information and instructed on how to best implement the changes. Peer exchanges were created among participants so that questions and information could be shared among those who attended. General knowledge about utility restructuring integration strategies; program expansion issues; integration of new technologies and funding sources into the WAP; and local agency integration of WAP helped new staff understand and implement procedural changes quicker and with more success.

Pollution Occurrence Insurance Project

During 2002 the network was faced with a huge liability issue involving lead based paint and the safe work practices required to avoid any disturbance of this environmental pollutant. A survey of state and local agencies revealed that nearly 80 percent of all contractors' liability policies exempted this pollutant from coverage. In late 2002 and 2003, NASCSP staff worked with representatives from the insurance industry and several insurance brokerages to locate reasonable insurance coverage for Weatherization local agencies and contractors related to pollution occurrence events like lead-based paint dust, asbestos, radon, etc. This coverage helps defray the costs associated with any inadvertent spillage of these environmental pollutants while performing routine Weatherization services.

NASCSP was successful in arranging for a Pollution Occurrence Insurance policy that could be accessed by the WAP network members. The policy offered by American Safety of Atlanta,

GA, through BC Environmental Insurance Brokers of CA. The policy covers any clean-up activities, medical expenses, and limited liability. The cost of the policy is 30 percent to 40 percent below the market for similar products and contains the flexibility needed by non-profit organizations and private contractors working in the Program.

The estimated cost of liability coverage for lead-based paint was \$4 to \$6 million each year. The POI policies negotiated through NASCSP reduced that figure to less than \$2 million. Staff continues to monitor this coverage to ensure that WAP contractors and agencies receive the best prices and products available.

Public Information Campaign

NASCSP, in conjunction with state and local WAP agencies, DOE, and many other partners, engaged in a long-term effort to improve the public's awareness and understanding of this valuable energy efficiency program. The Public Information Campaign (PIC) used a variety of media in an effort to have the WAP recognized as the "premier" vehicle for delivering energy efficiency, housing affordability, and residential climate control programs to low-income families throughout the country. The PIC was designed to persuade, remind, and inform the public of the benefits of the WAP.

Each year, NASCSP published and distributed PIC manuals and specialized information kits to more than 1,200 state and local agencies and WAP stakeholders. These kits contained instructions, how-to guides, templates and other materials – both written and electronic – to assist everyone in conducting public information activities. The WAPTAC website has an entire section devoted to tools, templates, and ideas for conducting a PIC at the state and local levels.

As of 2007, more than half the state governors proclaimed October 30th as Weatherization Day. Approximately 50 site demonstrations were held at the homes of customers throughout the country. At least 700 articles were published in state and local newspapers about the WAP last year. The news about the WAP is formalized in brochures, publications and briefing materials. Since the inception of the PIC in 2000, the WAP has received ever-increasing investments from federal and private sources each year. The 2007 funding level was more than \$230 million higher than the funds received in 2000 – partly because of the raised awareness of the public about the WAP.

State Management Training Project

In many states, only one or two staff persons are assigned to the WAP. When staff leave, a great deal of institutional memory is lost. In some instances it can take three months or longer for replacement staff to be named and trained to operate the Program. The purpose of the State Management Training Project (SMTP) was to provide states with management assistance in the event that vacancies in the state's WAP office occur unexpectedly or exist for longer than expected periods of time and to provide on-site training and technical assistance where standardized training is not available. Assistance was provided in the form of staff being assigned to work at the state office, conducting of training sessions and workshops, and one-on-one training and instruction.

To date, NASCSP has provided this service in five states – Indiana, Kentucky, Louisiana, Michigan, and Tennessee and provided technical assistance in matters related to the Program management in several other states. In each intervention, the state was extremely appreciative of the assistance offered and was pleased with the quality of work performed.

System for Integrating and Reviewing Technologies and Techniques

When new materials, technologies, or protocols are first introduced to the WAP network, it can take several years before these new innovations are accepted by a majority of the network members. The System for Identifying and Reviewing Technologies and Techniques (SIRTT) was designed to help expedite the integration of these new innovations by allowing them to be reviewed and approved by DOE and a committee of national experts. As part of the SIRTT, NASCSP also created an Advanced Technology Database (ATD) to compile information on the evolving technologies and techniques being used in the WAP. The primary method for accessing both the SIRTT and the ATD is the WAPTAC Internet site located at www.waptac.org.

To date only two new protocols or materials have been subjected to the SIRTT but the future use will expand as renewable energy sources and green products are added to Appendix A of the WAP federal regulations. As the system becomes more formalized within the network, an increase in its use should occur – especially if there is documented success in making them known quicker and in more detail through this alternate submission and approval process.

WAPTAC Services

This technical assistance resource helped individuals locate administrative information about the WAP and general information about energy conservation, utility restructuring, and technological changes in the Program. In addition to those direct services, the WAPTAC provided an array of other services to the network members, including conducting surveys, responding to inquiries, performing research, advocating on behalf of states, and providing training on a number of administrative topics. NASCSP staff performed data collection and reporting on national issues like the annual WAP Funding Survey, program policy implementation, and appropriations and supports the WAPTAC Internet web site, the WAP List Serve, and several other communication portals with state and local agencies to convey information and gather data to help direct public policy regarding the Program.

During the five years of this Project, every state and a large majority of local agencies have participated in the training and technical assistance services offered through WAPTAC. The WAPTAC staff have concentrated on providing the best technical assistance available. Robert Adams, Director of WAPTAC, has more than 25 years experience as an energy specialist, WAP state Manager, and as a representative for states operating the WAP. His expertise, along with the support from other staff in the WAP Services Unit of NASCSP, help states continually improve their operations through readily available information, training, technical assistance for specific needs, and conducting research to find the best answers to questions asked.

Weatherization Assistance Program Technical Assistance Center Conclusions

The services provided through WAPTAC focused on standardizing and improving the daily management of the WAP. Staff continually identified policy changes and best practices to help the network improve its effectiveness and enhance the benefits of the Program for the customers who receive service and the federal and private investors.

NASCSP serves the WAP as the association of state offices operating the Program. NASCSP staff represent the states in matters relating to policy, training, technical assistance and other advocacy with DOE, OWIP, HHS, and other stakeholders and partners. It is through this representation and constant exchange of information among the states and NASCSP, that the organization represents the true and accurate positions of states in those matters.

As evidenced by the Activities Report and the summary information contained in this Report, NASCSP met or exceeded all of its major goals during the five years it operated the WAPTAC under the current grant. The following are just a few of successes achieved by WAPTAC that would not otherwise have occurred:

- Without WAPTAC, states would be less informed of new and innovative policies and practices and would need to depend on fragmented training resources to gather valuable information about the Program.
- WAPTAC was instrumental in launching and maintaining a public presence for the WAP through its Public Information Campaign, resulting in a heightened awareness of WAP benefits to its customers and society in general. The Campaign helped secure additional funding that might otherwise not be available if the story of WAP remained untold.
- At least \$2 to \$3 million of added insurance costs have been avoided each year because of the work NASCSP performed with the insurance industry. That work continues as the market is monitored to find better, less expensive products to be used by the network.
- The states are confident that their position on matters related to policy change, new innovations, health and safety mandates and other operational protocols is well represented by NASCSP through WAPTAC.
- The use of WAPTAC as the training center for new staff has provided both a consistent in training content and curriculum but also a standardization in the type of information provided to all states. This has helped improve the overall competency of the state network.
- The WAPTAC Web site is the primary source for accessing all management data about the Program by state and local managers. The Web site continues to grow as more information is added everyday to the collection of knowledge already in place.
- In those states where staff turnover occurred, it was essential that there be a resource available to fill the void left in the management team until new staff could be hired. The expertise at WAPTAC was able to perform those stopgap services without any delays. In every case, the services were rated as excellent and useful to the state.

Weatherization Assistance Program Technical Assistance Center List of Acronyms and Abbreviations

The following is a list of acronyms and abbreviations used in the WAP to describe operations, offices, or other technical descriptions:

ATD -	Advanced Technology Database
DOE -	U.S. Department of Energy
LIHEAP -	Low-Income Home Energy Assistance Program
NASCSP -	National Association for State Community Services Programs
OWIP -	Office of Weatherization and Intergovernmental Program
PIC -	Public Information Campaign
POI -	Pollution Occurrence Insurance
SIRTT -	System for Identifying and Reviewing Technologies and Techniques
SMTP -	State Management Training Project
WAP -	Weatherization Assistance Program
WAPTAC -	Weatherization Assistance Program Technical Assistance Center

“Program” - refers to the Weatherization Assistance Program

“Project” - refers to the WAPTAC Project DE-FC26-02NT41658

“WAP federal regulations” - refers to 10CFR Part 440