

TRAINING AND TECHNICAL ASSISTANCE (T&TA) PLAN TEMPLATE

1.0 – GENERAL INFORMATION

COMMENTS THAT DO NOT GENERALLY FIT INTO THE AVAILABLE TABLES BELOW

TDHCA ensures Subgrantees have adequate training and technical assistance available to maintain/improve Subgrantee performance and work quality. Geographic challenges along with the multiple climate zones present unique challenges in providing network-wide T&TA. Challenges include:

- Travel time, cost, and/or loss of production can be prohibitive for centralized or regional trainings
- Mixed climate zones often require specific training to the location of the Subgrantee

As a result, TDHCA budgets T&TA funds to both the Grantee and Subgrantee.

2.0 – OVERALL T&TA PLAN

YOUR OVERALL T&TA PLAN MUST INCORPORATE SUGGESTIONS AND FEEDBACK 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

TDHCA incorporates the following suggestions and feedback when developing the statewide T&TA Plan:

- Grant requirements
- Feedback from Department of Energy (DOE) Project Officers (PO) and monitoring reports
- Grantee Monitoring Reports of the Subgrantees
- Subgrantee submitted questions and training requests through the TDHCA WUFOO portal
- Subgrantee feedback collected and provided through the Texas Association of Community Action Agencies (TACAA)
- Network trends
- American Customer Satisfaction Index survey feedback
- Internal State Audits
- Office of Inspector General (OIG) Reports
- Public Comment received during the Public Comment period for the DOE State Plan
- WAP PAC feedback

EXISTING OR PLANNED ACCREDITED TRAINING CENTER PARTNERSHIP OR WORKING RELATIONSHIP.

TDHCA and Subgrantees have historically partnered with Santa Fe Community College's EnergySmart Academy (SFCCEA) to provide IREC accredited comprehensive trainings. Additionally, SFCCEA has helped TDHCA with the development of SWS field guides and allowed TDHCA training staff maintaining BPI Proctor certifications to proctor BPI written exams.

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)**

TDHCA is preparing for the following upcoming program requirements:

- Updated/streamlined Standard Work Specifications (SWS)
 - Texas SWS Field Guide is updated and was submitted to DOE on 5/7/2021. An SWS Field Guide training session for Subgrantees is scheduled on 5/26/21 during the Texas Association of Community Action Agencies (TACAA) virtual conference and will be implemented upon DOE approval/implementation of PY21 DOE contracts.
- Migration to the online Weatherization Assistant
 - TDHCA training staff has been in communication with an accredited training provider and is currently in the planning phase of a training to ensure WA v10 is fully implemented by June of 2022. Projected timeline is as follows:
 - September 2021
 - Review Core Curriculum once released and start coordination with IREC training facility to develop the Comprehensive Training which will at minimum cover WA v10 setup/use
 - Review pandemic status to determine best suited training delivery method, i.e. virtual, regional classroom, network-wide classroom, or combination and projected time frame to determine if adjustments are necessary
 - October-November 2021
 - Development of the WA v10 Comprehensive Training and materials
 - December 2021
 - Review Comprehensive Training & finalize implementation plan/schedule
 - Jan-March 2022
 - Provide Comprehensive Trainings in joint coordination with IREC approved facility and implement the new WA v10 energy audit for all twenty two (22) Subgrantees as outlined in the implementation plan/schedule determined in December 2021.
 - Feb-April 2022
 - Conduct a series of in-person/virtual meetings to clarify any questions and provide any needed additional T&TA.
- Inclusion of specific updated language from Weatherization Program Notices (WPN)
 - TDHCA updates specific language on an as-needed basis.
- Updates/clarifications as required by Weatherization Assistance Program (WAP) Reauthorization Bill

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

Per Texas Administrative Code (TAC) 6.6 (e), Subgrantees are required, upon hiring of a new program coordinator, to contact the Department with written notification within 30 calendar days of hiring to receive new manager/coordinator T&TA. Initial training for non-coordinator staff is generally conducted by the Subgrantee utilizing training resources available on TDHCA's website. On an as-needed basis TDHCA training staff is available to assist with T&TA upon request.

Partnerships with the statewide home performance industry on training issues; if applicable.

TDHCA does not currently partner with any statewide home performance industries.

HOW DOES ANALYSIS CONDUCTED, AS DETAILED IN SECTION V.6 OF THE ANNUAL APPLICATION, INFLUENCE THE DEVELOPMENT OF T&TA ACTIVITIES AND PRIORITIES?

Subgrantees are reviewed by TDHCA's Executive Award & Review Advisory Committee (EARAC) and monitored as described in V8.3 Monitoring Activities. Results of the EARAC review and monitoring visit(s) are shared with T&TA staff. Identified issue(s) as a result of the EARAC review and/or monitoring visits are analyzed by T&TA staff to determine how to best provide T&TA to the Subgrantee to resolve any issue(s).

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

Federally Required Credentials:

- Environmental Protection Agency (EPA) Lead Renovator Certification
- Home Energy Professionals Quality Control Inspector (QCI) certification
- Home Energy Professionals Energy Auditor (EA) certification
- AHERA or state certification to test, encapsulate, abate, etc., asbestos containing material (ACM) as outlined within WPN 17-7

GRANTEE/STATE REQUIRED CREDENTIALS. EXAMPLES INCLUDE:

- BUILDING PERFORMANCE INSTITUTE BUILDING ANALYST
- GRANTEE-DEVELOPED CERTIFICATIONS

TDHCA/Texas does not currently require any credentials outside of the Federal or Subgrantee/Local identified credentials for the Weatherization Assistance Program; however, TDHCA does strongly encourage the Building Performance Institute Building Analyst Certification as a prerequisite to advanced Home Energy Professional Certifications.

SUBGRANTEE/LOCAL REQUIRED CREDENTIALS. EXAMPLES INCLUDE:

- CONTRACTOR LICENSING

Subgrantee/Local required credentials:

- State Contractor Licensing for required services, i.e. HVAC, plumbing, electrical, etc.
- OSHA 30 Construction Safety Course (for supervisors)
- OSHA 10 Construction Safety Course (for crew members)

INDUSTRY REQUIRED CREDENTIALS. EXAMPLES INCLUDE:

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

Industry required credentials are as follows:

- Equipment/Material Manufacture Certification
- Vendor Certification (e.g. Equipment/Material Manufacture Certification, Vendor Certification)

PROCESS FOR MAINTAINING WORKFORCE CREDENTIALS

Subgrantees are required to have an internal process in place to ensure all required workforce credentials are obtained, tracked, and maintained. As part of each Subgrantees annual monitoring scope, TDHCA compliance monitoring staff test to ensure workforce credential compliance.

HOW CREDENTIALS ARE TRACKED

Subgrantees each have their own internal tracking process in place to ensure all workforce credentials are obtained and/or retained, which is tested by TDHCA compliance monitoring staff to ensure compliance. Additionally, Subgrantees are required annually to update their agency contact information to TDHCA which includes the reporting of the following certifications for Grantee tracking purposes:

- QCI
- Multi-Family QCI
- Energy Auditor
- Retrofit Installer
- Crew Leader
- Lead Safe Renovator
- OSHA 10
- OSHA 30

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 SPREADSHEET. ENTER INFORMATION AND CLOSE. IT WILL AUTOMATICALLY SAVE YOUR INFORMATION



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PROGRAMMATIC/ADMINISTRATION TRAINING

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

Programmatic/Administration training is available to each Subgrantee through the following:

- Financial (i.e. 2 CFR 200)
 - Onsite and/or virtual fiscal trainings are available through TDHCA training staff upon request or as deemed necessary by Grantee staff to address day to day needs such as procurement, rule clarifications/references, contractual requirements, reporting, expenditure allowability, etc.
 - Intensive Subgrantee fiscal training is available upon request and provided by contracted consultants for complex needs such as cost allocation, budgeting, grant fund accounting, etc.
 - Peer-to-Peer training is available from recognized experienced WX network Subgrantees
 - Training conferences
- Management (i.e. 10 CFR 440)
 - New program coordinator trainings are available and required for all newly hired staff that cover WX timeline, program rules, available resources, reporting requirements, etc.
 - Onsite and/or virtual management trainings are available through TDHCA training staff upon request or as deemed necessary by Grantee staff to address management training needs
 - Peer-to-Peer training from recognized experienced WX network Subgrantees
 - Training conferences

Additional Programmatic/Administration training is handled on an ongoing and as-needed basis as identified by network request, new/updated requirements, new staff hires, results of monitoring reports, or as deemed necessary by Grantee staff.

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) 15-4)

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

TDHCA requires each of the professional certifications listed below to receive a refresher course and recertify every three years through an accredited IREC training provider:

- Quality Control Inspector
- Energy Auditor

In accordance with WPN 15-4 all comprehensive technical trainings will be provided through an accredited IREC training facility and align with the occupation-specific Job Task Analysis (JTA) for each QCI, EA, Crew Lead, Retrofit Installer/Technician certification. Regularity of comprehensive technical trainings will be based on workforce needs and fund availability.

TDHCA is currently planning to offer at least one annual network-wide comprehensive technical training opportunity based on specific JTAs needing improvement as identified through network trends/issues.

Subgrantees are encouraged to identify occupation-specific JTA weaknesses within their local agency and obtain necessary comprehensive technical training utilizing their individual awarded T&TA funds.

Additional comprehensive technical training is handled on an ongoing and as-needed basis as identified by network request, new/updated requirements, new staff hires, results of monitoring reports, or as deemed necessary by Grantee staff.

SPECIFIC TECHNICAL TRAINING

- TOPICS IDENTIFIED DURING MONITORING VISIT(S)
- ENERGY MODELING
- HEALTH & SAFETY. ALL H&S TOPICS IN WPN 17-7 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 & 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
- CLIENT EDUCATION (TRAINING WORKERS TO CONDUCT CLIENT EDUCATION). EXAMPLES INCLUDE:
 - ENERGY SAVINGS STRATEGIES
 - PROGRAM-SPECIFIC INFORMATION. EXAMPLES INCLUDE:
 - WHAT TO EXPECT
 - ADDITIONAL RESOURCES
 - HEALTH & SAFETY ISSUES

Specific Training offerings are available to all Subgrantees as follows:

- Topics identified during monitoring visit(s)
 - Feedback from Department of Energy (DOE) Project Officers (PO) and monitoring reports
 - Feedback from Project Officers and DOE identified monitoring issues/network trends are addressed in network-wide training(s)
 - Subgrantee specific trainings are performed for all Subgrantees selected as part of the monitoring sample and training is performed to correct the specific areas of deficiency identified in the agency's DOE monitoring report
 - TDHCA WAP monitors utilize the DOE monitoring report to adjust sampling and increase focus in the identified areas. Identified issues/network trends are addressed utilizing network-wide or Subgrantee specific trainings
 - Grantee Monitoring Reports of the Subgrantees
 - TDHCA T&TA staff are copied on all monitoring reports and/or a staff meeting is held for monitors to debrief T&TA staff after each visit. In those meetings, monitoring staff relay issues found related to the Subgrantee as well as overall trends identified. Following the monitoring report, T&TA staff provide an initial email to the Subgrantee to provide resources for identified issues. T&TA staff applies this debrief information when determining the needs for Subgrantee specific T&TA and to plan any needed training curriculum
- Energy Modeling
 - Weatherization Assistant online training is available for Subgrantees on demand through the TDHCA website at the following link: [Weatherization Assistant Online Training](#)
 - TDHCA has created a Weatherization Assistant (NEAT/MHEA) training guide to aid Subgrantees in energy audit modeling and is available for Subgrantees on the TDHCA website at the following link: [Weatherization Assistant \(NEAT/MHEA\) -Student Guide](#)
 - Specific energy audit training/questions in regards to energy audit modeling is readily available upon Subgrantee request or as determined necessary by Grantee staff.
- Health & Safety. All H&S topics in WPN 17-7 require some level of training for all affected workers, the frequency of these type trainings is based on workforce needs. H&S training examples include:
 - Air Conditioning and Heating Systems
 - WAP H&S Policy training on allowable activities
 - Licensing and/or certifications for HVAC installers as required by authority having jurisdiction
 - CAZ depressurization test and inspection training
 - Asbestos
 - How to identify suspected ACM
 - Licensing/certification/training requirements
 - Safe work practices
 - Biologicals and Unsanitary Conditions
 - How to recognize unsafe conditions and when to defer
 - Safe work practices when encountering such conditions

- Building Structure and Roofing
 - How to identify structural and roofing issues
- Code Compliance
 - How to determine what code compliance may be required
- Combustion Gases
 - How to perform appropriate testing, determine when a building is excessively depressurized, and the difference between air free and as-measured CO
 - CO action levels
- Electrical
 - How to identify electrical hazards
 - Local or Authority Having Jurisdiction (AHJ) code compliance
- Formaldehyde, Volatile Organic Compounds (VOCs), Flammable Liquids, and other Air Pollutants
 - How to recognize potential hazards and when removal is necessary
- Fuel Leaks
 - Fuel leak testing
- Gas Range/Ovens
 - Testing techniques
 - CO action levels
- Hazardous Materials Disposal
 - Appropriate Personal Protective Equipment (PPE) for working with hazardous waste materials
 - Disposal requirements and locations
 - Health and environmental risks related to hazardous materials
- Injury Prevention of Occupants and Weatherization Workers
 - Hazard identification
- Lead Based Paint & EPA's Lead Renovation, Repair & Painting Program (RRP)
 - All employees and contractors working on pre-1978 homes must receive training to install measures in a lead-safe manner in accordance with the SWS and EPA protocols, and installation must be overseen by an EPA Certified Renovator
 - Grantee Monitors and Inspectors must be Certified Renovators
- Mold/Moisture
 - National curriculum on mold and moisture or equivalent
 - How to recognize drainage issues
- Occupant Pre-existing or Potential Health Conditions
 - How to assess occupant preexisting conditions and determine what action to take if the home is not deferred
 - Awareness of potential hazards
- Pests
 - How to assess presence and degree of infestation, associated risks, and deferral policy
- Radon
 - Auditors, assessors, and inspectors must have knowledge of radon, what it is and how it occurs, including what factors may make radon worse, and precautionary measures that may be helpful
 - Workers must be trained in proper vapor retarder installation
 - Provide zonal radon map resources
- Safety Devices
 - Where to install alarms
 - Local code compliance
- Ventilation and Indoor Air Quality
 - American Society of Heating Refrigeration and Air-Conditioning Engineers (ASHRAE) requirements
 - ASHRAE 62.2 training including proper sizing, evaluation of existing and new systems
 - If the grantee opts to adopt a new version of ASHRAE 62.2 then training and technical assistance should be planned to prepare crews to implement the new standard

- Window Repair, Door Repair
 - Awareness of guidance
- Worker Safety
 - Use and importance of PPE
 - Safety training appropriate for job requirements. OSHA 30 for supervisors and OSHA 10 for crew members
 - Ongoing training as required in Hazard Communication Program
- Water Heater Replacement
 - Water temperature testing
 - How to identify if repair or replacement is warranted
- Client Education (training workers to conduct client education). Examples include:
 - Importance of providing both written and verbal education for each client
 - How to review energy savings materials
 - Steps to properly educate clients on instructions for equipment operation and/or maintenance

Additional Specific Training is handled on an ongoing and as-needed basis as identified by network request, new/updated requirements, new staff hires, results of monitoring reports, or as deemed necessary by Grantee staff.

CONFERENCES. EXAMPLES INCLUDE:

- **ENERGY OUTWEST**
- **BUILDING PERFORMANCE ASSOCIATION**
- **NATIONAL ASSOCIATION FOR STATE AND COMMUNITY SERVICE PROVIDERS**
- **COMMUNITY ACTION PARTNERSHIP**

TDHCA relays all conference related Weatherization Memorandums/Notifications allowing use of training funds to Subgrantees. Conference attendance examples include:

- Energy OutWest
- Building Performance Association
- National Association for State and Community Service Providers
- Community Action Partnership

OTHER, PLEASE SPECIFY:

TDHCA budgets T&TA funds for both the Grantee and Subgrantees. Grantee funds are utilized to provide training to network-wide identified trends/weaknesses. Direct Subgrantee T&TA funds are to be utilized by Subgrantees to obtain necessary training specific to their individual needs.

5.0 – TECHNICAL ASSISTANCE

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

PROGRAMMATIC/ADMINISTRATION SUPPORT

Programmatic/Administration technical assistance is readily available and provided to all Subgrantees utilizing TDHCA training staff through the following methods:

- Questions and/or technical assistance is continuously available for all Subgrantees through the TDHCA WUFOO online portal at the following link: [Submit a Program Question or Request T&TA](#).
- Virtual technical assistance is provided utilizing platforms such as GoTo Meeting, Microsoft® Teams, FaceTime, etc.
- Subgrantee onsite or network trainings
- TDHCA website resources such as TDHCA developed Best Practices, Frequently Asked Questions, training videos, etc.
- Peer-to-Peer technical assistance/information exchange is available from recognized experienced WX network Subgrantees
- Activities in coordination with Texas Association of Community Action Agencies (TACAA)
- Quarterly Network Calls

- WAP E-Newsletters

Additional Programmatic/Administration technical assistance methods are created/used on an as-needed basis to improve program administration, effectiveness, and delivery of services.

TECHNICAL SUPPORT

Technical Support is readily available and provided to Subgrantees utilizing TDHCA training staff through the following methods:

- Questions and/or technical assistance is continuously available for all Subgrantees through the TDHCA WUFOO online portal at the following link: [Submit a Program Question or Request T&TA](#).
- Virtual support is provided utilizing platforms such as GoTo Meeting/Webinar, Microsoft® Teams, FaceTime, etc.
- Subgrantee onsite or network trainings
- TDHCA website resources such as TDHCA developed Best Practices/Forms, training videos, etc.
- Peer-to-Peer technical assistance/information exchange is available from recognized experienced WX network Subgrantees
- Activities in coordination with TACAA
- Quarterly Network Calls
- WAP E-Newsletters

Additional technical support methods are created/used on an as-needed basis to improve program administration, effectiveness, and delivery of services.

HEALTH & SAFETY SUPPORT ACTIVITIES

H&S support is readily available and provided to Subgrantees utilizing TDHCA training staff through the following methods:

- Questions and/or technical assistance is continuously available for all Subgrantees through the TDHCA WUFOO online portal at the following link: [Submit a Program Question or Request T&TA](#).
- Virtual support is provided utilizing platforms such as GoTo Meeting/Webinar, Microsoft® Teams, FaceTime, etc.
- Subgrantee onsite or network trainings
- TDHCA website resources such as TDHCA developed Best Practices/Forms, training videos, etc.
- Peer-to-Peer technical assistance/information exchange is available from recognized experienced WX network Subgrantees
- Activities in coordination with TACAA
- Quarterly Network Calls
- WAP E-Newsletters

Additional H&S support methods are created/used on an as-needed basis to improve program administration, effectiveness, and delivery of services.

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.)

TDHCA WAP Monitoring staff who conduct fiscal/administrative and inspection monitoring activities are paid out of administration (10%) and T&TA (30%) budget categories.

OTHER, PLEASE SPECIFY

TDHCA is very fortunate to have a Compliance Monitoring staff experienced in Subgrantee monitoring, unit assessments, audits, material installation, inspections, and the training and technical assistance that support each. TDHCA Compliance staff work in conjunction with Department Training staff to continuously improve our weatherization program.

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

TDHCA requires Subgrantees to provide client education to each client. Subgrantees are required to provide, at minimum, educational materials in verbal and written format. Client education may include temperature strips that indicate the temperature in the room, energy savings tips and materials, and instructions for equipment operation and/or maintenance. Compliance staff reviews materials and procedures during each Subgrantees annual onsite monitoring.

CLIENT EDUCATION ACTIVITIES REGARDING H&S ISSUES AS INDICATED IN WPN 17-7

- 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 & 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

Client education activities/resources regarding H&S issues are provided by Subgrantees to ensure compliance with WPN 17-7 as follows:

- A Client H&S Questionnaire is required to be completed by Subgrantees for each unit weatherized. Questionnaire can be located on the TDHCA website at the following links:
 - [Client H&S Questionnaire](#)
- When deferral is necessary, Subgrantees are required to provide information to the client, in writing, describing conditions that must be met in order for weatherization to commence and if applicable, include any of the additional specific information detailed below. A copy of the notification must also be retained within the client file.
 - Appropriate referral resources shall also be provided to the client.
- Air Conditioning and Heating Systems
 - Discuss appropriate use and maintenance of units.
 - Provide all paperwork and manuals for any installed equipment.

- Discuss and provide information on proper disposal of bulk fuel tanks when not removed as part of the weatherization work.
- Where combustion equipment is present, provide safety information, including how to recognize depressurization.
- Asbestos
 - Resources can be located on the TDHCA website or at the following link:
 - [OSHA-Asbestos](#)
 - Formally notify client in writing of results if testing was performed.
 - Siding, Walls, Ceiling, etc.
 - Inform the client both verbally, and in writing, that suspected ACMs are present and what precautions will be taken to ensure the occupants' and workers' safety during the weatherization process.
 - In Vermiculite or On pipes, Furnaces, other Small Covered Surfaces
 - Instruct clients, in writing, not to disturb suspected ACM.
- Biologicals and Unsanitary Conditions
 - Inform client, in writing, of observed conditions.
 - Provide information on how to maintain a sanitary home.
- Building Structure and Roofing
 - Notify client, in writing, of structurally compromised areas.
- Code Compliance
 - Inform client, in writing, of observed code compliance issues when it results in deferral.
- Combustion Gases
 - Provide client with combustion safety and hazards information
- Electrical
 - When electrical issues are the cause of a deferral, provide information to client on over-current protection, overloading circuits, and basic electrical safety/risks.
- Formaldehyde, Volatile Organic Compounds (VOCs), Flammable Liquids, and other Air Pollutants
 - Resources can be located on the TDHCA website or at the following links:
 - [EPA Guidance on Common Household Wastes & Materials](#)
 - [EPA Indoor Air Quality](#)
 - Inform client, in writing, of observed hazardous condition and associated risks.
 - Provide client written materials on safety issues and proper disposal of household pollutants.
- Fuel Leaks
 - Inform clients, in writing, if fuel leaks are detected.
- Gas Range/Ovens
 - Inform clients of the importance of using exhaust ventilation when cooking and the importance of keeping burners clean to limit the production of CO.
- Hazardous Materials Disposal
 - Resources can be located on the TDHCA website or at the following links:
 - [EPA Refrigerant Disposal](#)
 - [TCEQ-Special Waste Disposal](#)
 - [TCEQ-Mercury Disposal](#)
 - Inform client, in writing, of hazards associated with hazardous waste materials being generated/handled in the home.
- Injury Prevention of Occupants and Weatherization Workers
 - If conditions will not be repaired, inform client, in writing, of observed hazards and associated risks.
- Lead Based Paint/ EPA's Lead Renovation, Repair & Painting Program (RRP)
 - Resources can be located on the TDHCA website or at the following links:
 - [EPA-Lead Renovation, Repair, and Painting Program](#)
 - [EPA-The LEAD-SAFE CERTIFIED GUIDE TO RENOVATE RIGHT](#)
 - Follow pre-renovation education provisions for RRP.

- Mold/Moisture
 - Resources can be located on the TDHCA website or at the following links:
 - [Mold-Like Substance Notification and Release Form For Texas Weatherization Program](#)
 - [Texas Department of State Health Services-Consumer Mold Information Sheet](#)
 - [Best Practice-Mold-safe Process](#)
 - [WX TV Video-Mold & Moisture](#)
 - Provide client written notification and disclaimer on mold and moisture awareness.
 - Provide information on importance of cleaning and maintaining drainage systems.
 - Provide information on proper landscape design and how design can impact site drainage and moisture control.
- Occupant Pre-existing or Potential Health Conditions
 - Inform client, in writing, of any known risks.
 - Provide client with Subgrantee point of contact information, in writing, so client can inform if any issues.
- Pests
 - Inform client, in writing, of observed condition and associated risks.
- Radon
 - Resources can be located on the TDHCA website or at the following links:
 - [EPA Radon Resources](#)
 - [THHS Radon Resources](#)
 - [A Citizen's Guide to Radon](#)
 - [Radon Informed Consent Form](#)
 - Provide all clients *EPA's A Citizen's Guide to Radon* and inform them of radon related risks.
 - Complete *Radon Informed Consent Form*
- Safety Devices
 - Provide client with verbal and written information on use of devices installed.
- Ventilation and Indoor Air Quality (ASHRAE)
 - Provide client with information on function, use, and maintenance (including location of service switch and cleaning instructions) of ventilation system and components.
 - Provide client with equipment manuals for installed equipment.
 - Include disclaimer that ASHRAE 62.2 does not account for high polluting sources or guarantee indoor air quality.
- Window Repair, Door Repair
 - Provide written information on lead risks wherever issues are identified.
- Water Heaters
 - Provide all information on the appropriate use and maintenance of water heating units.