



State of Utah

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**Department of
Workforce Services**

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5 July 2016

Bryan Thiriot
Executive Director
Five County AOG
1070 West 1600 South Bldg B.
P.O. Box 1550
St. George, UT 84771-1550

Dear Mr. Thiriot,

I am following up our May 11th Exit Interview with this letter to summarize the Annual Monitoring of your agencies' Weatherization Assistance Program. As was discussed in the meeting the program's status is good. In the details below I will outline the areas monitored and my observations and recommendations for the program.

Monitoring Summary

Areas Monitored	Strengths	Improved/Still Needs Attention	Area Needs Attention
Client Intake	No issues		
Client Files		Uncharacteristically disorganized	
Energy Audits		Instability & lacking experience	
Field Work		Opportunities for improvement	
Purchasing & Inventory	No issues		
Final Inspections		Effective with room to improve	
Program Operations		Challenging year	
Administrative Functions		Contract & Contractor Management	

AGENDA ITEM # II. (Continued)

Client Intake

There were no noted issues with this area. The system in place ensures the applications are processed accurately and timely. Likewise incomplete applicants are appropriately informed and afforded the opportunity to correct any errors.

Client Files

I was surprised to find the Client Files more disorganized than past years. I felt there was a step backwards with unnecessary and incomplete paperwork in the client file. It was reminiscent of monitoring comments from several years ago when there were still paper files. In either case it was the lack of, or willingness to follow, a previous close out procedure that had the staff checking their own work before submittal to the state. These errors were also evident in the reporting this year.

Energy Audits

This position, and therefore work, has suffered from instability over the last year or more. The results of the Production Monitoring in March support this conclusion as well. Having new untrained people rotating through a position that should be filled by one of the most experienced persons in the agency creates problems for the entire operation. How can you expect someone who does not even know what weatherization is to identify and specify work? This has been compounded by the implementation of the newer auditing standards. My staff has been actively working with your team to address these needs but it will take time. In the coming program year Energy Auditors will become nationally certified furthering the need to maintain stability.

Field Work

There was Production Monitoring in March of this year. During that visit my team identified some opportunities for improvement. In most instances the deficiencies were related to compliance with the Field Guide. They have followed up with Doug and his team leaving no open issues at this time. Statewide agencies have found the new production specific monitoring very beneficial. Having the resources to finally give attention to this critical area of the program is making all aspects of the program stronger.

Purchasing & Inventory

Inventory tracking and control was accurate. Records indicate that materials are being competitively priced and responsibly purchased.

Final Inspections

The Quality Control Inspector requirements are having the desired impact on the program that DOE wanted. Not only here at Five County but statewide we are seeing improvements in the field work. There have been some unintended side effects, like a decrease in overall production.

AGENDA ITEM # II. (Continued)

As these items are reinforced with training and team members continue to adapt to this higher standard I anticipate this impact will decrease over time.

Program Operations

The Five County AOG Weatherization has struggled this program year. The effects of personnel issues at both the Program Manager and Energy Auditor positions have had lasting impact. I have spoken in the past of the need to cross train and diversify whenever possible for moments just like these. Developing written procedures for critical tasks is one example of steps that can be used to minimize disruption of the program and maintain continuity of services.

Administrative Functions

During the review of client files I noticed the incredibly expensive costs of HVAC work. In some cases the agency was paying 3-4 times the average cost of other agencies' similar work. In prior conversations I have mentioned to both you and your staff the additional burden that comes from using contractors, not only financially but administratively as well. When the agency cannot demonstrate these requirements are being met the associated cost are subject to being disallowed by the federal agency.

When contractors are used with federal funding there are several basic things that must always be met:

- There must be a clearly documented open and competitive process showing that the contractor selected meets the specifications published. This means:
 - Publicly advertised notification of bidding
 - Written specifications
 - Evaluation criteria
- The agency must verify that the contractor is licensed, insured, has a DUN's number, is registered with System for Award Management (SAM), and not debarred. This must all be documented prior to contracting with them.
- The agency must have written documentation that the contractor has been given a copy of the program field guide and understands their work must meet the requirements of the weatherization program, to include all required testing and documentation.
- The agency must have in place controls to ensure the contractor is not scoping their own work and that the work and materials are verified prior to payment. Likewise the contractor should be aware that any work not found in compliance will be corrected by them at no cost to the program.

In the coming year these requirements are going to be more closely scrutinized both nationally and locally.

AGENDA ITEM # II. (Continued)

In conclusion it is my assessment that the program is recovering from its challenges and working to get back to the level it used to operate at.

I have been expressing to all the Directors this year that given the technical nature of our work I cannot stress how important monitoring is. Monitoring is the program's primary means to determining training needs. Unlike monitoring in the traditional sense comments on these technical issues are simply a method to document training needs. We will be evolving the monitoring process to include a section specific to Energy Auditing, similar to the Production Monitoring added last year. Both of these technical visits will occur prior to my programmatic monitoring and I will summarize all monitoring during the Exit Interview and subsequent letter.

If you have any further questions please contact me.



Bradley L. Carpenter
Weatherization Program Manager
Housing & Community Development Division/DWS

Contract #: 14-2379, 15-1653, 16-0024, 16-0025, 16-1262, 16-1402

Cc: File

Commissioner Mike Dalton, Board Chair, Five County Association of Governments
Doug Carlson, Weatherization Director, Five County Association of Governments

AGENDA ITEM # II. (Continued)

Weatherization Staff

<u>Name</u>	<u>Job Title</u>	<u>Grade/ Step</u>	<u>Monthly Salary</u>	<u>Hire Date</u>
Doug Carlson	Housing Rehab Program Director	24-08	\$4633	Hired 07/25/2000
Danna Alvey	Operations Manager	20-08	\$3851	Hired 04/10/2000
Scott Bolander	Inventory Control Specialist / QCI Inspector	20-01	\$3075	Hired 01/18/2011
Tyrel Bundy *	HVAC Technician	17-04	\$2,953	Hired 05/02/2016
Jason Dickerson *	Weatherization Technician	17-02	\$2772	Hired 04/18/2016
James Endter	Weatherization Field Supervisor	20-03	\$3278	Hired 05/18/2009
Joshua Weaver *	Weatherization Energy Auditor	17-02	\$2772	Hired 02/16/2016

* Newly hired employees

A new Weatherization Technician will need to be hired

AGENDA ITEM # II. (Continued)



Program Year 2015
Salary Survey

Position	Avg. Base Salary	Avg. Fringe	Avg Salary Rural	Avg Salary Suburban
Coordinator	\$ 53,822	56%	\$ 54,463	\$ 52,037 <i>Doug: 55,596</i>
Energy Auditor	\$ 38,714	69%	\$ 36,261	\$ 39,153 <i>Josh: 33,264</i>
Intake/Outreach	\$ 30,093	40%	\$ 27,460	\$ 34,757
HVAC Tech	\$ 54,307	54%	\$ 56,896	\$ 51,718 <i>Tyrel: 35,436</i>
Wx Specialist	\$ 37,228	62%	\$ 35,094	\$ 37,228 <i>New: 33,264</i>
				<i>Scott: 36,900</i>
				<i>Jim: 39,336</i>
				<i>Daniel: 46,212</i>
		Overall Average Rural Fringe	70%	
		Overall Average Suburban Fringe	49%	

Compiled from the PY 15 Wx Ops Plans submitted July 2015