



Entry Form 2018 Annual Awards for Program Excellence

Entry Deadline: Friday, June 15, 2018, Midnight ET

Each entry must include a completed entry form. Please complete a form for each entry your HFA is submitting. The completed entry form will become the first page of your entry.

This form is a fillable PDF. Type your information into the entry form and save it as a PDF. Please do not write on or scan the entry form. Questions: Call 202-624-7710 or email awards@ncsha.org.

Entry Title: Enter your entry's title exactly as you wish it to be published on the NCSHA website and in the awards program.

Maximizing WAP Production

Category: Management Innovation

Subcategory: Operations

Entry Summary: A 15-word (max) summary of the program, project, or practice you are entering.

THDA earns high praise from DOE for WAP improvements in quality and production.

HFA: Tennessee Housing Development Agency

HFA Staff Contact: Rachel Agee

Phone: 615-715-2179

Email: ragee@thda.org

Visual Aids:

Are you mailing to NCSHA 10 copies of any visual aids that cannot be included in your entry PDF? ☐ Yes ☒ No

Payment:

- ☐ My HFA is mailing a check to NCSHA.
☒ My HFA is emailing the credit card authorization form to awards@ncsha.org.

Tennessee Housing Development Agency (THDA)
Maximizing WAP Production
Management Innovations | Operations

Overview

In the past 12 months, THDA's Weatherization Assistance Program (WAP) has earned high praise from the U.S. Department of Energy for improvements in quality and production, which we were able to achieve through innovative, new partnerships and the aggressive implementation of new certification requirements.

THDA has administered WAP since 2013, when Tennessee's governor transitioned the program away from another State entity. Since then, THDA has boosted the number of households served by 60% from 328 to 525, due in large part to steps taken in 2017 and 2018.

Quality Improvement

In 2015-16, DOE instituted a rigorous certification process for the WAP Quality Control Inspectors who audit completed units. The certification process is extraordinarily challenging and has elicited considerable feedback from across the U.S., resulting in DOE agreeing to revise the process for coming years.

Even with the arduous current standards, THDA worked with a subcontractor out of Virginia to train and test all 14 inspectors at our subgrantee partners across the state, earning certifications for all of them. This process resulted in clear and measurable improvements in the quality and efficiency of their work.

Quality: In late 2017 and early 2018, THDA staff conducted a physical inspection of 10% of units where WAP has been completed and audited; our staff reports significantly fewer callbacks to fix issues than before the training and certification was complete.

Efficiency: By the end of 2017, the program's improved efficiency had enabled THDA to expand households served by 60% without adding staff or additional inspectors.

"We have seen some significant and outstanding progress in THDA's weatherization program since the last review; no doubt due your leadership and to Blake, Kimberly, and Don's hard work and dedication + very much appreciated and keep up the great work!" wrote Jon Muckey, WAP Team #1 Advisor for the U.S. Department of Energy, in a September 1, 2018, email.

Mr. Muckey offered further praise in an email sent to all six state on WAP Team #1, saying: "OUTSTANDING EFFORT - CONGRATS Tennessee!!!! Confirmed: Tennessee is 1 of only a handful of states that are implementing ASHRAE 62.2 correctly!!!!!!!!!" on April 11, 2018.

Because of our strong performance, in fiscal years 2017 and 2018, THDA requested and received approval from the U.S. Department of Health and Human Services to transfer 10% of our annual LIHEAP funding to WAP to keep our subgrantee partners working at full capacity so we could

serve the maximum number of households each year. (THDA is one of only a handful HFAs in the country to manage both LIHEAP and WAP.)

DOE WAP certifications are valid for three years. In October 2017, THDA in partnership with the Tennessee Valley Authority established a WAP Energy Auditor and Quality Control Inspector testing facility in Knoxville that was approved by the Building Performance Institute to provide certifications so our subgrantee partners would no longer have to send their inspectors out of state for testing.

Looking ahead: THDA plans to create two additional approved testing facilities in the central and west parts of the state in the coming year. This is important not only for re-certification but also because THDA plans to expand the number of inspectors so that we can continue to increase the number of households served.

New Partnerships

In 2017, THDA joined the Energy Efficiency Information Exchange (EE-IX), a multi-state effort established by the Tennessee Valley Authority (TVA) to coordinate the efforts of various stakeholders to create new programs and increase the efficiency of existing programs designed to reduce energy costs for low-income households.

Based on THDA's insight and direction, the EE-IX quickly focused on WAP improvements and coordination. Since fall of 2017, the group's primary focus has been the development of the WAPez program, a new software application that allows the entire process—from application to energy audits to payout—to be managed in a single, shared system between all organizations. Contractors and auditors can even access the system in the field via tablet app so that questions are instantly answered and information is updated in real time.

Pilots of the WAPez system were completed in early 2018 and resulted in a time reduction of 20 man-hours per house weatherized. THDA is planning (with great enthusiasm!) to implement WAPez statewide in the coming months.

THDA also established a new subgrantee partnership with the City of Memphis as of July 1, 2016, to manage the Weatherization Assistance Program in their county. Due to local requirements and restrictions, no other organization had been willing to manage the program and local households had been shut out of WAP for two years prior to this new effort.

Not only did THDA work closely with the City of Memphis to address local issues so that the municipal government was willing to directly manage the program, but THDA also worked to localize and adapt our WAP rules so that in late 2017, the City of Memphis became our first partner to provide weatherization to multifamily buildings rather than single family homes. THDA anticipates other subgrantee partners following Memphis's lead in coming years.

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Grand Opening of WAP Quality Control Inspector Testing Facility in Knoxville – Oct 2017

