

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007937, State: NM, Program Year: 2019)**

This worksheet should be completed as specified in Section III of the Weatherization Assistance Program Application Package.

**V.1 Eligibility**

**V.1.1 Approach to Determining Client Eligibility**

Provide a description of the definition of income used to determine eligibility

**Definition of income used to determine eligibility:**

A dwelling unit shall be eligible for weatherization assistance under this part if it is occupied by a family unit whose income is at or below 200% of the poverty level determined in accordance with criteria established by the Director of the Office of Management and Budget. An individual or family unit whose income is at or below 200% of the poverty level, contains a member who has received cash assistance payments under Title IV or XVI of the Social Security Act or applicable State or local law at any time during the 12 month period preceding the determination of eligibility for weatherization assistance.

The 2018 US Census American Community Survey one year estimates identified 169,988 family households in the state with incomes at or below 200% of the poverty level, the WAP eligibility limit. These households equal 22% of the state's population of households.

Additionally, the 2018 US Census American Community Survey provides other significant findings about persons with incomes at or below the poverty level:

- 234,685 households contain one or more people under 18 years of age;
- Approximately 46,702 households contained children that were under six years of age;

From 2018 US Census American Community Survey regardless of poverty status:

- The number of dwelling units in which the elderly reside was estimated at 240,180;
- The number of dwelling units in which people with disabilities reside was estimated at 311,365.

To be eligible for New Mexico Weatherization Assistance Program services, clients must meet the income criteria outlined in 10 CFR 440.22 or meet a minimum of one of the following criteria as outlined in WPN 19-3:

- Have a gross household income (total annual cash receipts) at or below 200% of the federal poverty level as established by the Director of the Office of Management and Budget (OMB);
- Receive cash assistance payments under Title IV or Title XVI of the Social Security Act or in accordance with applicable State or local law, at any time during the past five years preceding the determination of eligibility. Acceptable programs include:
  - a. Temporary Aid to Needy Families (TANF)
  - b. Supplemental Security Income (SSI)
  - c. Social Security Disability Insurance (SSDI)
  - d. Aid to Needy Disabled (AND)
  - e. Old Age Pension (OAP)
  - f. Supplemental Nutrition Assistance Program (SNAP)

Describe what household eligibility basis will be used in the Program

**Eligibility Basis**

Before a home is qualified for weatherization, the client must be approved. This approval process begins with receipt of an application. A NM EnergySmart intake staff member reviews applications to ensure that clients qualify for the program. A client will not be qualified unless the following items are provided for the file.

- A completed application
- Income verification criteria listed in WPN 19-4
- Proof of ownership and or landlord sign off
- A current utility bill for gas & electric service

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

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Proof of income may be in the form of:

- Documented verification from income sources
- Current income tax return
- Copies of pay checks or check stubs

Proof of ownership may be in the form of:

- Evidence of mortgage payments
- Property deeds or proof of tax payment

For renters, rental agreements from landlords must be obtained and accompanied with a landlord agreement. Intake staff also reviews the documentation for demographic information such as:

- Proper identification of head of household
- Other household members are identified as applicable for disability or child status
- Proof of disability (Medical documentation is requested to ascertain disability status)

Documentation proving eligibility must be verified by the agency prior to weatherization, kept in the client file, and made available to MFA upon request.

Eligibility documentation is updated at least annually even if the client is on the waiting list.

Re-weatherization: Homes weatherized on or before September 30, 1994 may be re-weatherized, however homes that have never been weatherized will be prioritized over homes that have been previously weatherized.

Notification:

Applicants are immediately notified of their eligibility status. Ineligible applicants are notified in writing, stating the reason for ineligibility.

Client Appeals Policy:

All Subgrantees shall establish and maintain a policy allowing a client to appeal a denial of service. The policy must be part of the agency's weatherization program manual. In addition, the agency must post the policy on the agency's website, so clients have access to submit a formal appeal for denial of services. The policy must clearly state how the client can initiate the appeal, who will make the determination and the timeline for review.

Steps that should be part of Subgrantee's policy include:

When the agency defers a unit or otherwise denies a client weatherization services, the agency must transmit a formal letter to the client indicating the specific reason (s) for the denial.

If an appeal is received, the agency should have a minimum of a one tier review of the client's application by a staff member in the organization with a supervisory position in the agency hierarchy. The person reviewing the appeal must be someone other than the person who made the initial decision to deny the client services. The reviewer must also be familiar with the regulations regarding eligibility.

The person reviewing the appeal should compare the provisions of the relevant regulation(s) to the application, speak to the agency staff involved in the initial denial, and speak to the client before making a decision.

If a determination is made that the original determination was correct, a formal letter must be sent to the client outlining the determination of the appeal and once again articulating why services were denied. The letter should include the process that took place to confirm the denial.

If the person reviewing the appeal determines the appeal is granted, the client should be provided a letter stating such and detailing when their home will be weatherized. The letter should include the process that took place to confirm the approval.

Describe the process for ensuring qualified aliens are eligible for weatherization benefits

MFA requires Subgrantees to collect proof of a social security number/identity for at least one adult living in the residence. If a social security number is not available for the remaining members of the household, we require a Non-Citizen Immigrant Status for all other members of the household. Immigrants are eligible under the current law referenced on the U.S. Department of Health and Human Services website.

<http://aspe.hhs.gov/hsp/immigration/restrictions-sum.shtml> . In addition, we require a birthdate be provided. The Subgrantee passes the information through our on-line system which has a secure server where the information is encoded. All data is redacted after it has been put into our online system. Our online system scrambles the data for protection of the client.

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007937, State: NM, Program Year: 2019)**

**V.1.2 Approach to Determining Building Eligibility**

Procedures to determine that units weatherized have eligibility documentation

**Procedures to determine that units weatherized have eligibility documentation**

A dwelling unit is eligible for weatherization assistance if it is occupied by a family whose total income is at or below 200 percent of the poverty income level or if the household contains a member who has received SSI for disability or TANF at any time during the 12-month period preceding the determination of eligibility for weatherization assistance.

In addition, the client must have evidence of mortgage payment, property deed or proof of tax payment to be qualified. For renters, rental agreements from landlords must be obtained and accompanied with a landlord agreement. Both of these documents must be kept in the client file and verified upon monitoring or Quality Control Inspections.

Describe Reweathering compliance

**Re-Weatherization**

New Mexico does not encourage re-weatherization of homes however if an individual applies for weatherization and their home had been weatherized prior to September 30,1994 we will allow re-weatherization under the below conditions.

- The Subgrantee must determine that the applicant is eligible
- A DOE approved energy audit must be run on the home
- All health and safety issues must be addressed
- When applicable we use leverage funding instead of DOE funding for any measure that qualifies

Households located in a disaster area would be considered a priority for weatherization as long as the households are eligible and meet one of the priorities established in regulation and are free and clear of any insurance claim resulting from damage incurred from the disaster.

Describe what structures are eligible for weatherization

**Eligible Structures**

Housing types qualifying for weatherization include single family, multi-family, and mobile homes.

A dwelling unit is eligible for weatherization assistance if it is occupied by a family whose income is at or below 200 percent of the poverty level, contains a member who has received SSI or TANF at any time during the 12-month period preceding the determination of eligibility for weatherization assistance, or is eligible for assistance under the Low-Income Home Energy Assistance Act of 1981.

Non-traditional dwelling units such as shelters or dwelling units sharing a wall with a business will be discussed with the DOE project officer prior to commencement of the project and full caution will be exercised to be sure the particular units are eligible. Weatherization of non-stationary campers and trailers that do not have a mailing address associated with the eligible applicant are not eligible and will not be allowed.

Buildings should be deferred if they have a deficiency in their structure or condition that makes it impractical to weatherize effectively.

Health and safety issues requiring more than what is allowed by WPN 17-7 will be deferred.

The current Health and Safety Plan lists conditions of deferral that include code violations, fuel leaks exceeding the threshold, incidental repairs that cause the cumulative SIR of the building to be less than one, roofing and other structural issues.

If the area is known to have redevelopment plans then weatherization will be deferred until development is complete.

All site built units 45 years old or older will need SHPO clearance and receive approval prior to weatherization. The original SHPO programmatic agreement is uploaded as an attachment.

Describe how Rental Units/Multifamily Buildings will be addressed

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007937, State: NM, Program Year: 2019)**

**Rental Units**

Subgrantees must ensure that single family rentals follow the five points below:

1. Benefits or the services accrue primarily to the low income tenants;
2. The tenants have a way to complain if they feel that the rent has increased as a result of these services and the landlords provide a statement notifying tenants of this procedure;
3. No undue or excessive enhancement shall occur to the dwelling unit;
4. Rent and permission of the building owners are always obtained before commencing work;
5. Rent may not be increased for a minimum of one year unless increases are related to matters other than weatherization work, and a signed statement from the owner stating the above is obtained.

Single Family Rental units qualify for weatherization as long as the landlord agrees to the weatherization and signs a waiver stating that they will not raise the rent on the units for a minimum of one year unless those increases are related to matters other than the weatherization work performed.

To ensure that no undue or excessive enhancements are made to the home, a NEAT or MHEA audit must be run on the home prior to the scope of work being outlined.

The necessary steps that must be taken to ensure proper documentation for weatherizing a single family rental unit include:

- An application must be completed by the client;
- Proof of income must be provided;
- Proof of a lease must be obtained;
- Current copies of the clients gas and electric bills must be obtained;
- Written permission must be obtained from the landlord/agent;
- Subgrantee must obtain certification from the landlord that the rent of the property will remain the same for at least one year following performance of weatherization work;
- MFA will monitor compliance with this policy only to the extent that the 5% to 10% sample monitoring method MFA employs to verify compliance will include rental projects weatherized through the Program.

Multi-Family Rental Units

Multi-Family Rental units qualify for weatherization as long as the clients that are housed in the property qualify for weatherization. The owner/agent must agree to the weatherization, commit to a contribution of 20% of the weatherization materials and sign a waiver stating that they will not raise the rent on the units for a minimum of one year unless those increases are related to matters other than the weatherization work performed.

To ensure that no undue or excessive enhancements are made to the unit, a TREAT or NEAT audit, depending on the building structure must be run on the complex prior to the scope of work being outlined.

The necessary steps that must be taken to ensure proper documentation for weatherizing a multi-family rental unit include:

- Obtain the written permission of the owner or his agent;
- Verify that not less than 66 percent (50 percent for duplexes and four-unit buildings, and certain eligible types of large multi-family buildings) of the dwelling units in the building are eligible dwelling units, or will become eligible dwelling units within 180 days;
- Ensure that the benefits of weatherization assistance in connection with such rental units including units where the tenants pay for their energy through their rent, will accrue primarily to the low-income tenants residing in such units;
- By way of use of the audit, Subgrantee must make certain that no undue or excessive enhancements are made to the units;
- Completed applications must be obtained from each of the clients in the rental units;
- Customer (Property Owner) must fill out applications and all forms to sign for tenants since they have the information on file;
- Current copies of Gas and Electric bills must be obtained from each of the rental units or supplied by the management;
- The multifamily audit process must be followed and include the detailed scope of work, photos, and regular meetings between MFA, Subgrantee, and multifamily building management or owners.

Once the information above is in place, an approval request, in the form of an approved energy audit must be submitted to MFA in order to weatherize multifamily units larger than a 4-plex. A description of the process that determined the measures being installed must be provided with the audit.

Procedures for Owner Contributions are as follows:

- A 20% contribution commitment of the weatherization materials are required from the Owner prior to commencement of the Weatherization Project. The Owner contribution is based on the estimated costs from the energy audit.
- Agreeable to 20% contribution to the projects on a portfolio/program bases.

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007937, State: NM, Program Year: 2019)**

- Owners have the option of buying down measures if it is determined by use of NEAT or TREAT energy audits that the cost is not a cost effective measure.
- Owners are not responsible for any additional costs over the written estimate. If the actual (final) cost of the project is higher than the estimate, then the Program will pay the difference;
- For large projects estimated cost for an engineer's estimate of HVAC costs is added to the energy audit costs;
- A memorandum of understanding will be executed between the Owner's representative and Subgrantee prior to the commencement of work;
- The Contract will detail the amount of the Owner contribution;
- The Contract will commit the Owner to certify that he/she will maintain rent at the HUD designated "High Home Rent" levels (Affordable Rent) for a period of one year following performance of weatherization work;
- The Subgrantee is responsible for obtaining the required landlord contribution. The amount of the contribution must be included in the project outline to MFA prior to project approval;
- Landlord 20% contribution received should be applied to supplement the cost of the Project;
- Landlord 20% contributions should be reported on the Statement of Expenditures for the month in which they are received;
- MFA will monitor compliance with this policy as needed. This may include monitoring during unit inspections, technical monitoring, programmatic monitoring, desk monitoring, and upon initial project submittal.

**Describe the deferral Process**

**Deferral Process**

There are some situations in which an agency or contractor should not, or may choose not to, weatherize an otherwise eligible unit. In order to deal with such cases, MFA implements the deferral policy for all agencies administering the NM EnergySmart Program. This policy allows weatherization staff to defer services when certain conditions or circumstances exist. Under no circumstances will partial weatherization be allowed. All units reported must be inspected by a Quality Control Inspection (QC) and determined to be complete. Deferral is allowed under certain conditions; however, an agency should define its intentions at the time a condition occurs. The agency/contractor deferral policy must contain these elements:

Deferral of weatherization services - An agency or contractor may postpone weatherization services under the following conditions:

- A dwelling unit is vacant;
- A dwelling unit is for sale;
- A dwelling unit is scheduled for demolition;
- A dwelling unit proves to be dilapidated or structurally unsound and unsafe. Dilapidated units are classified as those which do not provide decent, safe, and sanitary shelter in their present state and have defects so serious and numerous that the repairs required to revive the structure to standard condition would not be economically feasible;
- A dwelling unit is deemed by the auditor to pose a threat to the health or safety of the crew or contractor;
- A mobile home is improperly installed (for example, without adequate supports);
- A dwelling unit is uninhabitable (for example, a burned-out apartment);
- A dwelling unit is affected by mold and mildew and the area affected is too large for the weatherization crew or contractor to remediate;
- The client is uncooperative with the weatherization agency or its contracted agent, either in demanding that certain work be done, refusing higher priority work which is needed, being abusive to the work crew or contractor, or by being unreasonable in allowing access to the unit. Every attempt should be made to explain the program and the benefits of the work. If this fails, work should be suspended and MFA should be consulted. In such cases, documentation is required;
- Obvious discrepancies are found between the information supplied by the client on the application and observed conditions at the time of weatherization. The agency or contractor must resolve these discrepancies before weatherization work can continue;
- If at any time prior to the beginning of work (work officially begins when the audit is performed) the agency or contractor determines that the client is no longer eligible or personnel believe that circumstances may have changed, the unit shall not be weatherized until updated information can be obtained from the client.

There are health or safety hazards that must be corrected before weatherization services may begin including, but not limited to:

- The presence of animal feces and/or other excrement;
- There are rats, bats, roaches, reptiles or insects present that could cause harm to the crew or other animals or varmints that are not properly contained on the premises;
- Loose dogs;
- Disconnected waste water pipes;
- Hazardous electrical wiring where the cost to repair exceeds the SIR threshold of the home;
- The presence of unsafe levels of mold or mildew;
- Unvented combustion appliances or actionable levels of ambient carbon monoxide;
- There are illegal drugs or illegal activities occurring on the premises;
- The client or owner is physically or verbally abusive to any personnel;
- One or more occupants in a dwelling have been diagnosed with a contagious and life-threatening disease;

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007937, State: NM, Program Year: 2019)**

- When a person's health may be at risk and/or the work activities could constitute a health and safety hazard, the occupant at risk will be required to take appropriate action based on the severity of the risk.

Failure or the inability to take appropriate actions must result in deferral of the weatherization work. In unusual situations not covered above or where other problems of a unique nature exist, MFA should be consulted.

Procedure:

If an agency or contractor cannot, or chooses not to weatherize a dwelling unit, it must notify the client or owner/authorized agent by use of the Deferral of Services Form which should include:

- The nature and extent of the problem(s) and how the problem(s) relate(s) to the determination not to weatherize the unit;
- Any corrective action required before weatherization services can be initiated;
- A time limit for correcting problems so that weatherization services may be rescheduled, agencies must send the date of anticipated follow-up in writing to MFA;
- The name of the person or entity responsible for correcting the problem(s);
- The right of appeal;
- All documentation justifying the decision to defer services must be kept in the client file;
- Agencies must also keep an updated spreadsheet to track all referrals and deferrals.

**V.1.3 Definition of Children**

Definition of children (below age): **19**

**V.1.4 Approach to Tribal Organizations**

Recommend tribal organization(s) be treated as local applicant?

If YES, Recommendation. If NO, Statement that assistance to low-income tribe members and other low-income persons is equal.

Low-income members of an Indian Tribe are eligible to apply for services under this plan. MFA has a staff member dedicated to Indian Housing issues who has been instrumental in our program weatherizing more homes on native lands. Low income members of an Indian tribe will receive benefits equivalent to the assistance provided to other low-income persons within the state.

**V.2 Selection of Areas to Be Served**

The NM EnergySmart Program is a statewide program serving the 33 counties of New Mexico:

San Juan; McKinley; Cibola; Rio Arriba; Taos; Colfax; Los Alamos; Santa Fe; Mora; San Miguel; Union; Harding; Quay; Curry; Guadalupe; DeBaca; Roosevelt; Sandoval; Bernalillo; Valencia; Torrance; Catron; Grant; Hidalgo; Luna; Socorro; Sierra; Dona Ana; Lincoln; Chaves; Otero; Eddy; and Lea.

The Program also serves the Pueblos of Zuni, Acoma, Laguna, Santa Clara, Ohkay Owingeh, Taos, Picuris, Nambe, Tesuque, Pojoaque, Cochiti, Isleta, Jemez, San Felipe, San Ildefonso, Sandia, Santa Ana, Santo Domingo, Zia, Jicarilla Apache Reservation, and the Mescalero Apache Reservation.

The 2018 US Census American Community Survey was used to compile the data used for the distribution formula. The funding allocations for each county and pueblo are based on the number of households with elderly, young children, disabled and low income occupants, weighted by heating degree days, and follows a similar method as the 10 CFR 440.10 describes for state allocations. The at risk population segments are averaged with the amount of low income households to determine the allocations for each county and pueblo.

DOE, LIHEAP and state funds will be allocated statewide based on an allocation formula. Utility funds will be allocated to the areas served by the participating utility companies.

Each subgrantee that serve the above areas must be a CAA, public, or nonprofit entity.

**V.3 Priorities**

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007937, State: NM, Program Year: 2019)**

Subgrantees will be required to disseminate information to the general public about the availability of services within 30 days of receipt of the contractual agreement and shall retain proof of such dissemination in their records.

Subgrantees are required to update the waiting lists annually to include written notification to individuals on the waiting list to determine if they still desire services.

Updating will allow the Subgrantees to identify the higher ranking clients regardless of the amount of time on the waiting lists.

Priority among eligible applicants for the receipt of NM Energy\$mart services is established by the NM Energy\$mart Online system, which follows the requirements specified in CFR 440.16 (b).

Priority is given by assigning points to each of the four categories:

1. Elderly persons (a person who is 60 years of age or older);
2. Persons with disabilities;
3. Families with children (households with dependents not exceeding 18 years of age);
4. Households with high energy burden.

Households with a "high energy burden" where 20 percent or more of the household income going towards energy is used as a priority for weatherization and receive priority points.

Ranking of "high residential energy users" is not used to determine priority for weatherization and do not receive priority points.

These categories listed are the only allowable priorities for the NMEnergy \$mart Program. Applicants that have the oldest certification date within the same ranking category may be serviced before other applicants within the same ranking category.

All housing types allowable within this Master Plan are included in the ranking system, however, housing type is not used as a priority.

#### **V.4 Climatic Conditions**

New Mexico is the 5th largest of the 50 United States with a total area of 121,599 square miles (121,365 square miles land and 234 square miles covered by water). Within its boundaries, elevations reach as high as 13,161 feet above sea level (Wheeler Peak in Taos County) and as low as 2,842 feet above sea level (Red Bluff Reservoir in Eddy County). The vast land area, variations in local topography and elevation disparities cause measurable differences in climate even within each of the two identified regions.

Likewise, Lawrence Berkley National Laboratories (LBNL) has identified three distinct climactic zones that are independent of the particular heating and cooling demand associated with the region, but still significantly affect the performance of homes within each zone. The Department of Energy has defined three distinct climate zones that cover parts of New Mexico. These climate zones help approximate the performance of a building within each zone due to the effects of heating - cooling demand, precipitation, and relative humidity.

The three zones identified in NM are three (hot dry), four (mixed dry), and five (cold). For the purpose of this analysis, the county seat or most populous city was used to determine the average degree days for each county where available. Data was collected for 12 months to arrive at annual totals.

HEATING DEGREE DAYS Base 68: Zone three has an average of 4,044 HDD; Zone four has 5,443 average HDD; and Zone five has and average of 6,490 HDD.

COOLING DEGREE DAYS Base 70: Zone three has an average of 1,721 CDD; Zone four has 985 average CDD; and zone five has 743 average CDD.

At risk occupants are defined as an occupant that is over the age of 60, has respiratory ailments, allergies, pregnant, or other unique health concerns. The cooling system must be run as an ECM first to determine if the unit is cost effective and Manual J must be used for sizing of the equipment.

Air conditioning system replacement, repair, or installation is allowed in homes of at-risk occupants or where climate conditions warrant. Climate conditions that would warrant this allowance are areas that have an average of 800 CDDs using a base 70. Climate Zone 3, has an average of 1,721 Cooling degree days, and Climate Zone 4, there is an average of 985 CDD; in these climate zones, cooling replacement is allowed using health and safety funds. For the remaining climate zone, medical eligibility from a third party medical professional proving at risk is required for any occupant. The particular area has 800 CDD average or higher, using a base 70.

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007937, State: NM, Program Year: 2019)**

Some counties are very large in square footage and may have a vast variance in elevation and both heating and cooling degree days. Therefore it is necessary to modify the weather files to a climate that most closely resembles the local area of the individual buildings receiving the weatherization work, and not just the closest city. Due to the variations in climate throughout the state, each energy audit shall be adjusted to most accurately model the climactic conditions of the individual location. Likewise, each energy audit shall indicate the model climate used (either a location included in the DOE approved auditing software, or the HDD base 68 /CDD base 70 factors). There are 26 different weather stations used throughout New Mexico for the energy audit. Two maps have been uploaded that describe the different climatic zones that are used in New Mexico.

## V.5 Type of Weatherization Work to Be Done

### V.5.1 Technical Guides and Materials

The NM EnergySmart Program is committed to full compliance with 10 CFR 440.21(i) and WPN 16-8 for energy audit procedures. All installations are using materials that are listed in Appendix A of 10 CFR 440.

The NM EnergySmart Program has approached the goal of meeting the specifications, desired outcomes, and objectives of the Standard Work Specifications (SWS) with several successful methods. Our Subgrantees have been in the practice of utilizing the SWS as full implementation from the beginning of PY 2014. Below is a list of manuals and guides with dates of issue. Each of these has been uploaded with the State Plan in addition to the links provided below.

- NM EnergySmart Administrative Manual [http://www.housingnm.org/community\\_development/energysmart](http://www.housingnm.org/community_development/energysmart)
  - Re-issued 03/17/2020, updated 03/17/2020
- NM EnergySmart Technical Standards [http://www.housingnm.org/community\\_development/energysmart](http://www.housingnm.org/community_development/energysmart)
  - Re-issued 05/01/19, updated 05/01/19
- Field Guide Single Family
  - Issued 02/23/2018, updated 02/23/2018
- Field Guide Mobile Homes
  - Issued 02/23/2018, updated 02/23/2018
- Field Guide Multifamily
  - Issued 01/08/2020, updated 01/08/2020

There are five ways the documents are made available to our Subgrantees:

1. The Administrative Manual and Technical Standards are available to our Subgrantees and the general public on our website. [http://www.housingnm.org/community\\_development/energysmart](http://www.housingnm.org/community_development/energysmart)
2. We communicate with our Subgrantees on a regular basis referencing the necessary materials. This communication is either triggered by a conversation, email, monitoring, new regulations or phone calls.
3. Technical Committee calls are held monthly. During these calls, the Technical Standards and SWS may be discussed with challenges, successes, and innovative approaches to compliance. The attendees for these meetings are the Energy Auditors, Program Managers, Quality Control Inspectors and the EnergySmart Academy.
4. During any WAP RFP process, the links to the manuals are provided with the RFP package.
5. Subgrantee use of the documents are verified through the monitoring process.

All of the existing contracts that the NM EnergySmart Program has with our Subgrantees references compliance to the SWS. The contracts contain the following statement:

Subgrantees will be responsible for providing services as required by the Department of Energy (DOE) Standard Work Specifications (SWS). The SWS requirements for Single Family Homes & Manufactured Housing can be accessed at <https://sws.nrel.gov>. If these specifications are not followed, payment will not be made.

Our Subgrantees have also incorporated language in their contracts with their subcontractors requiring compliance to the SWS. All of the contracts between any entities using WAP funds have signatures from both parties verifying acknowledgement of the aforementioned expectations.

#### Field guide types approval dates

Single-Family: 4/9/2018
Manufactured Housing: 4/9/2018
Multi-Family: 1/14/2020



**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007937, State: NM, Program Year: 2019)**

**V.5.2 Energy Audit Procedures**

Audit Procedures and Dates Most Recently Approved by DOE

Audit Procedure: Single-Family Audit Name: NEAT Approval Date: 11/7/2018
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Audit Procedure: Manufactured Housing Audit Name: MHEA Approval Date: 11/7/2018
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Audit Procedure: Multi-Family Audit Name: TREAT Approval Date: 10/20/2017
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Comments

Our single family site built energy audit procedures have been approved by DOE to use NEAT on November 7, 2018.

Our single family manufactured home energy audit procedures have been approved by DOE to use MHEA on November 7, 2018.

New Mexico Energy \$mart was approved to use TREAT for large multifamily buildings and NEAT for small multifamily buildings October 20, 2017.

This section summarizes the protocol that is detailed in the single family and multifamily energy audit procedures submitted with the energy audit review packages.

1. Pre-visit planning and desk viewing;
2. A certified energy auditor performs an in-person meeting, including client education, and completes a full building screening for weatherization viability and hazards;
3. Thorough exterior envelope inspection for SWS requirements, Health and Safety, TREAT, NEAT or MHEA entry, and BPI standards;
4. Interior inspection for data entry, Health and Safety, lead tests, baseload usage measures (lighting, refrigeration, etc.), number and location of appliances, and diagnostic testing arrangements;
5. Diagnostic tests are performed on all required appliances for efficiency, safety, and operating condition outlined in the NM Energy \$mart Technical Standards;
6. Blower door testing procedures are performed including air leakage and barrier assessments, zonal tests, ASHRAE 62.2-2016 determinations, and duct leakage tests;
7. Final walk through with recap on client education, double check on field notes, pilot lights, house condition, additional tests if needed;
8. All information is reviewed and entered into energy audit software. This includes verifying input reports against actual notes, comparing audit results with preliminary scope of work, review of measure and SIR ranking, incidental repair and health and safety items.

In the event that potentially dangerous friable materials (e.g. Lead-based paint dust, disturbed asbestos, or hazardous organic materials such as mold) may become air-borne due to depressurization testing, any testing requiring the use of a blower door may be omitted. Such conditions must be documented including photographs, and included in the unit file. For the purposes of energy auditing and air-sealing specification, the Energy Auditor will assume a .5 cfm 50sqft of exposed envelope area.

To ensure eligible occupants of multi-family housing will receive cost effective weatherization services, each weatherized building will have a computerized energy audit which complies with 10 CFR 440.21(b) completed prior to the installation of any weatherization measures. This energy audit will be included in each unit file. For single-family units a NEAT audit will be completed. For mobile home units a MHEA or if the

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007937, State: NM, Program Year: 2019)**

mobile home is structured more like a site built unit, a NEAT audit will be completed. Multi-family units may be audited using TREAT or with prior written permission for specific types of multifamily buildings that are up to 25 units individually heated and cooled, a NEAT audit may be completed.

**V.5.3 Final Inspection**

Subgrantee's may not report a dwelling as having been weatherized until all weatherization materials identified for installation at said dwelling have been installed and the Subgrantee, or authorized representative, has performed a final inspection(s) of said dwelling, including any mechanical work performed, and certified that the work has been completed in a workmanlike manner and in accordance with the priority determined by the audit procedures required by 10 CFR 440.21. All final inspections will meet the requirements of the Standard Work Specifications, Technical Standards, and the NM Field Guide. Local code requirements for mechanical appliance installation are included.

All Subgrantee's final inspections will continue to be performed by a certified Quality Control Inspector (QCI) independent from the initiation of the work order, assessment, or work completed. As of the time of this application, our Subgrantees all have certified QCI on staff. The NM EnergySmart Program is pursuing more QCI Inspectors in each agency as well as at least one more inspector for a third agency, continued Comprehensive education for review, recertification, multi-family QCI, and the additional Energy Auditor requirement for the existing individuals that hold those certifications.

The Subgrantee must verify that all weatherization materials identified for installation at the particular dwelling have been installed in a workman-like manner and in accordance with the priority determined by the auditing procedure as required by 10 CFR 440.21, meet the requirements of SWS, Scope of Work, and our Field Guides prior to reporting the completed unit. Said verification must include, at a minimum, the following verifications and tests:

1. Assessment of the original audit, work order, and file;
2. All weatherization measures installed by agency's crew(s);
3. All mechanical work performed including verification of new equipment size and rating;
4. All weatherization measures installed by outside contractors;
5. CAZ Depressurization Check (BPI Protocol);
6. Post-Retrofit Blower Door Depressurization Test, Zone Pressure Diagnostics (See Energy Audit Section for more detail); Minimum Ventilation Compliance Verification
7. If Duct-sealing was performed:
  - a. Worse-case depressurization test with air handler on and off;
  - b. Pressure Pan Testing;
  - c. System Balance Testing (maximum 3pa pressurization);
  - d. Visual Inspection
8. If Mechanical Ventilation has been installed, then the inspector shall verify continuous and peak flow output of the unit through Flow Hood Testing. NOTE: For HRV/ERV installations which use the central supply and return ductwork, Flow Hood Tests may be required at all supply and return register locations. All mechanical ventilation must comply with ASHRAE 62.2 2016;
9. Client satisfaction interview and dialogue;
10. Visual inspection of all work completed;
11. Detailed and thorough file inspection;
12. Combustion appliance SWS testing requirement verification.

The final inspection for each weatherized unit shall be performed by a certified Subgrantee QCI, or a contracted MFA approved certified QCI within 30 working-days of the final day of weatherization work being completed by agency crew(s) or contractors. Any required rework shall be completed in a timely manner and must be verified by the original inspector.

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007937, State: NM, Program Year: 2019)**

In the event an Energy Auditor also needs to inspect the units due to the QCI requirement, MFA's Green Initiatives Manager will inspect 10% of the completed units for that Subgrantee.

The final inspector may perform minor adjustments to previously installed retrofits in order to obtain satisfactory inspection results. Such adjustments must not exceed one working hour per unit, and will not be considered a "weatherization retrofit" as noted above.

Once completed, Subgrantees must ensure that the client file contains a form that certifies the unit has had a final inspection, and that all work meets the required standards. The Subgrantee then uploads detailed information on each measure installed in the unit, including estimated & actual cost, energy savings and SIR into MFA's online system. During the invoicing process, MFA's Green Initiatives Manager reviews the information on the units to determine the accuracy and technical implications of the data. If the entries raise questions or concerns, then the unit is not eligible for reimbursement until all questions and concerns are answered to MFA's satisfaction. The said units may be flagged to be included in MFA's QCI inspections.

Disciplinary actions for inadequate inspection processes determined by 100% desk monitoring or the required 5% to 10% field monitoring will first involve exploring the options of QCI re-training for the inspector. If training is not a viable option or does not remedy the problem, the inspector will not be allowed to perform inspections for a specified period, depending on the severity of the infraction, until proof of adequacy is obtained.

Continued inspector inability or refusal to comply with policies is grounds for MFA to recommend suspension, termination, or otherwise apply special conditions to the inspector performing further QCI inspections for the program. The agency will be required to utilize other QCI inspectors to verify completed units.

During the technical monitoring process, the Green Initiative Manager verifies the certificates of each QCI of the agency being monitored. The Energy Smart Academy and the Green Initiatives Manager are in communication as needed about upcoming certification expirations and the need for training review prior to re-certification.

The monitoring process also observes the procedures of the QCI during a final inspection. Suggestions, comments, best practice observations are communicated to the QCI and an official letter is sent to the agency after review.

Attached are final inspection forms, final diagnostic testing forms, and technical field monitoring forms.

## V.6 Weatherization Analysis of Effectiveness

MFA qualified staff, our in-house on-line reporting system and the Energy Smart Academy provide long-term stability of the program. The Academy, developed in partnership with Santa Fe Community College, has earned a growing reputation as one of the premier training centers in the Weatherization Assistance Program. The Academy is IREC accredited in the four training job categories of Retrofit Installer, Crew Leader, Energy Auditor, and QCI. MFA and our partners use these pieces to enhance communication and target resources where they are needed. Enhanced communication that the systems enable will remain in place going forward and will be used to help align with the announced DOE program requirements.

In order to assess effectiveness, the NM EnergySmart Online System (System) captures the unit production data on a monthly basis. The completed unit data is captured for each agency and shows the projected energy savings in MMBTUs for each auditor in the network. The System also has the ability to show the frequency with which each agency and auditor installs individual measures and also allows MFA to assess each Agency's performance in a number of areas. The System-level assessment allows MFA to select individual units for inspection. A separate unit inspection database collects information from inspected units. Monitoring data follows the path of information sharing that occurs through the online system.

MFA uses the System to conduct a 100% desk audit of all units completed prior to paying Subgrantee invoices. Measures installed on each home are compared to determine the relationship between estimated costs and actual costs. SIR, total cost, and projected energy savings are tracked for each measure and for the unit as a whole. For some measures, more detailed information is collected, including R values of added insulation, Manual J calculations of new heating systems and air reductions relative to the initial blower door reading, air sealing target and the achieved reduction.

This System is also used to flag units that need additional monitoring in the form of unit inspection. Any unusual numbers, costs, or circumstances may trigger the inspection. These unit inspections become a portion of the required 5% Quality Control Inspections. During the unit inspection, the entire client file is compared to the entries for accuracy along with client interview regarding utility bill savings.

During the MFA unit inspection process of completed units, the techniques used to achieve such reductions, efficacy of installation methods, baseload measure assumptions, and other energy saving measures are observed and any findings, concerns, comments, and best practices are noted.

MFA provides the Subgrantee information on production, energy savings and measures installed during monitoring visits and during peer exchange meetings. In addition, the data generated by the System or during technical monitoring and unit inspections stimulates dialogue between agency management, MFA's Green Initiatives Manager and the Energy Smart Academy. Stakeholders can quickly determine additional training where needed. Due to the specific nature of the System's reporting capability, specific training can be directed for specific auditors, inspectors and/or weatherization crews in order to resolve deficiencies in their skill set, and showcase best practices.

Upon request a monthly report may be sent out to of the Energy Auditors detailing MMBTU savings, client monetary savings on average and total numbers. This will enable the team to see how they compare with others and the national number of 29.3 MMBTUs per home.

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007937, State: NM, Program Year: 2019)**

Energy Auditors are encouraged to practice the comparing of energy auditing estimates with utility bill usage. This helps the team realize how accurate their models are in comparison to actual usage and helps to spawn training where needed.

In the event Subgrantees fail final inspections; they are given the opportunity to remedy the problem within a reasonable time period. This re-work is not eligible for reimbursement. The home may be re-inspected by MFA's QCI, depending on the nature of the failure. The training Academy is notified of the area of weakness and modifies the classes if needed. In extreme cases, additional classes are scheduled for the agency.

When there are findings or concerns that surface during inspections, the Subgrantee is asked to explain how they will improve. This may entail updating their policies and procedures, more frequent monitoring by MFA, or training to help the Subgrantee understand how the problem occurred and how to prevent it.

The costs of measures are reviewed on a regular basis prior to invoices being processed to compare with market costs of those particular measures. If something appears to be high, a detailed explanation is requested, or the agency's procurement may be examined for that item.

Continuous progress and improvement is the goal of the combined training and monitoring programs. Through comprehensive training, staff continues to be cross trained and the basics are reviewed to widen the capabilities in addition to ensuring the existing staff understands the basics of the program on the most fundamental levels. Technical monitoring and regular conversation helps determine additional training needs.

This program year, the NM EnergySmart Program intends to continue to work on the Q and A and FAQ for Subgrantees to post questions, read previously answered questions, and view other questions asked by other agencies via email or phone calls. The answers to the questions, if not already located in the Technical Standards, or Administration Manual, will be reviewed by the Technical Review Committee, and will be entered into the appropriate manual and section during the normal updating process.

## V.7 Health and Safety

See attached Health and Safety Plan.

## V.8 Program Management

### V.8.1 Overview and Organization

The New Mexico Mortgage Finance Authority (MFA) was created by the New Mexico State Legislature in 1975 as a statewide government "enterprise" to provide financing for affordable housing to medium and low-income persons and receives no money from the state to operate. MFA is governed by a board of seven members. Four members are appointed by the Governor and three members serve by virtue of their state office: the State Attorney General, the Lt. Governor and the New Mexico State Treasurer. The Chairman of the Board is appointed by the Governor. Rules and regulations formulated by the MFA are approved by a Legislative Oversight Committee of the State Legislature. The committee is comprised of eighteen members.

By Executive Order 97-01, the State Governor transferred all federally funded housing programs to MFA on January 14, 1997. The Weatherization Assistance Program (WAP) was included in this transfer. Consequently, MFA took over the administration of WAP during the ongoing plan for 1996-97. Shortly thereafter, MFA staff produced its first plan (1997-98). MFA does not administer the State Energy Plan nor LIHEAP.

MFA has assigned significant managerial resources to the Weatherization Assistance Program to ensure its successful administration. A list of MFA personnel with direct WAP responsibilities is provided here. MFA has integrated WAP as a core activity throughout its organization; e.g. Information Technology. The whole organization is available to act on WAP activities and issues.

#### **Weatherization Program and Support Staff:**

For the purposes of this update, this staff plan is for the 2020-2021 plan only. The budget that combines both program years details each program year separately. Our Green Initiative Program Manager, Troy Cucchiara manages the NM EnergySmart Program. He has been with MFA in this capacity since May 2014 managing the technical aspects of the program and in October 2019 he took on the responsibility of the administrative side of the program as well. Troy came to the position with over 14 years of weatherization experience with a technical background. He is responsible for overall direction and supervision of the program, leverage efforts, coordination with grantee staff; and the overall management of Subgrantees. His responsibilities for the technical aspects of the program include training and technical assistance as well as health and safety issues and program compliance with all DOE technical requirements. His qualifications include 10 years of field experience and he holds certificates for several areas in the field of weatherization including Energy Auditor, QCI and Multifamily QCI Certification.

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007937, State: NM, Program Year: 2019)**

Troy works closely to monitor Subgrantees' activities. He will conduct a minimum of one financial and operations monitoring visit and one technical monitoring visit per year for each agency. He will also monitor 5.0% to 10% of file and provide on-site unit inspections of the files he review. On a monthly basis he conducts 100% of desk monitoring through our online system for all funding sources. A prescribed monitoring tool is used for all monitoring visits. He provides training and technical assistance to our Subgrantees as needed throughout the program year.

For succession planning purposes MFA has assigned program manager Dimitri Flores to work part time in the NM EnergySmart Program with an emphasis on preparing to become a certified Quality Control Inspector no later than 2022.

In addition, this year MFA has budgeted for another support person that would be dedicated to working directly with the program. Upon approval of the state plan we will pursue the possibility of hiring an additional staff member to assist with overall management of the program.

**Controller and Accountants:**

Yvonne Segovia who is the Controller and five additional accountants, are responsible for reviewing Subgrantee monthly reports, preparing reimbursements, and maintaining all required financial records to account for Grantee and Subgrantee expenditures and balances. They are also responsible for Subgrantee financial management and quarterly reporting to DOE.

**Administrative Support:**

The Administrative Support staff provides Marketing and Information Technology support to weatherization staff necessary to carry out the functions of the weatherization program. MFA will comply with the record keeping requirements prescribed on section 10 CFR 440.24, and with the reporting requirements on section 10 CFR 440.25.

**Managers and Staff:**

The Senior Managers and MFA Staff which include eight people who are responsible for the successful implementation of the program. Donna Maestas-De Vries, Deputy Director of Programs, and Gina Hickman, Deputy Director of Finance and Administration, provide oversight and approval of the weatherization program and provide direction to staff. Sandra Marez and Kelly Patterson provide administrative support to staff.

Isidoro Hernandez is the Executive Director and is responsible for overall management of the weatherization program. He provides oversight and effective and efficient management of the weatherization program and provides direction to weatherization staff along with the Director of Community Development. He promotes the weatherization efforts externally.

Gina Bell, Director of Community Development, is responsible for the successful implementation of the weatherization program. She also provides direction to staff and promotes the weatherization efforts externally. Her oversight includes directing the activities and acceptable performance of the weatherization Subgrantees and ensures that MFA and Subgrantees are in compliance with all regulatory and contractual requirements of the program. She ensures the monitoring of Subgrantees is in compliance with their contracted programs in accordance with regulations outlined in federal/state contractual agreements and MFA's Compliance Manuals. Ms. Bell works with staff in assisting the efforts to build their capacity through training and providing technical assistance on the program development. Ms. Bell also oversees the efforts to increase funding for the program.

**V.8.2 Administrative Expenditure Limits**

Our admin is set at 10% with MFA receiving 5% and the remaining 5% allocated to our Subgrantees. We will NOT be requesting the additional admin funds for our existing Subgrantees as Central New Mexico Housing Corporation, Southwestern Regional Housing and Community Development Corporation and ICAST all exceed the \$350,000 threshold.

**V.8.3 Monitoring Activities**

**Monitoring Approach**

MFA assists its Subgrantees with their efforts to resolve problems encountered in the administration and operation of the NM EnergySmart Program and to ensure compliance with all applicable Federal and State laws, rules, and regulations. To achieve this goal, Troy Cucchiara the Green Initiatives Manager will conduct the programmatic and technical monitoring. For program years 2019-2021, no training and technical assistance funding or leveraging will be used for monitoring. Administration funds used for monitoring are \$16,806 and will be 100% of the monitoring budget.

The primary areas of oversight include:

- **Unit Inspections**

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007937, State: NM, Program Year: 2019)**

- Files are inspected for full program compliance
- Complete QCI inspections are conducted on the home following BPI protocol
- Minimum of 5% for agencies with separate QCI than assessor and 10% when QCI is the same as assessor
- **Technical Monitoring**
  - Subgrantee Review of Scheduling Units
  - Eligibility and Intake
  - Rental Audit Procedures
  - Multifamily Audit Procedures
  - Energy Audits for Single Family
  - Qualifications & Training
  - T and TA Progress
  - Weatherization of Units
  - Field Work Methods/Job in Progress Monitoring
  - QCI Methods
  - Health & Safety
  - Equipment/Inventory/Materials
  - Training & Technical Assistance
  - Feedback & Reporting
  - Unit Inspections
- **Subgrantee Monitoring**
  - Program Overview (Client File Review, Work Orders, etc.)
  - Financial/Administrative Process
  - Policy Advisory Council (PAC)
  - Financial/Administration
  - Inventory
  - Health & Safety
  - Quality Management Assurance
  - Vehicles & Equipment
- **Financial Monitoring**
  - Financial Management/Accounting Systems and Operations
  - Financial Audits
  - Fiscal Tests
  - Payroll/Personnel
  - Procurement
  - Quality Management Assurance
  - Internal Controls
- **Desk Monitoring**
  - All units part of invoicing are viewed in detail for compliance
  - Total costs for labor and materials viewed
  - SIR and energy savings
  - Geographical patterns
  - Lead Based Paint compliance
  - SHPO compliance
  - Random input reports for energy audits are requested

Program staff coordinates all activities and provides clear and concise direction to comply with the applicable standards and regulations. Staff conducts field monitoring of Subgrantee financial activities including financial audits, production and reporting requirements. Program staff also assists Subgrantees to improve operations through training and technical assistance to correct noted problem areas. In addition to the staff that conducts the monitoring, MFA's Accounting Department and Internal Auditor are available when needed to review Subgrantee financial operations. Subgrantees financial audits are reviewed as part of their onsite monitoring. Financial audits are also reviewed at the time of audit submission when the financial audit is due for that year. Financial audits receive several layers of review prior to approval.

At a minimum, the staff conducts one on-site programmatic monitoring visit and one on-site technical monitoring visit each year. A comprehensive monitoring tool is used as part of a thorough review of each Subgrantee. If necessary, a follow-up monitoring visit will be conducted to verify that corrective action has been initiated or completed. Through our on-line reporting system, for a more thorough review, the staff conducts monthly checks of work done in completed units as well as financial reporting.

Staff will perform an on-site monitoring visit to Southwestern Regional Housing Community Development Corporation (SRHCDC), Central New Mexico Housing Corporation (CNMHC) and International Center for Appropriate and Sustainable Technology (ICAST) in the 2020/2021 Program Year.

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007937, State: NM, Program Year: 2019)**

In addition to the monitoring, MFA staff has developed their own QCI inspection policies. Troy Cucchiara will perform certified QCI reviews of client files and inspect the corresponding homes of 5% to 10%. This will occur on a continual basis to ensure that SWS and NM Standards are being followed, there are no missed opportunities, Health and Safety is the best approach with the best practice possible, and the quality work plan is being managed properly. In the event quality is not up to standards, and it is determined that there is a pattern, comprehensive or specific training will be scheduled to correct the issues. Health and Safety deficiencies, depending on the severity, are corrected immediately, and in some cases the same day.

Quality Control Review of units and files consists of carefully looking at every detail for each file prior to the unit visit. The file should accurately tell the story of the weatherization work that took place at the home. If one thing is out of place, it serves as an indicator to look for additional related items.

MFA also requires Subgrantees be audited in accordance with section 10 CFR 440.23(d). For program year 2020/2021 only one of the NM EnergySmart Subgrantees met the 2 CFR 200 threshold amount of \$750,000.00.

To complete the approval of the annual external financial audits, the first layer of review is by the Program Manager. The second layer of review and approval is either done by the Assistant Director of MFA's Community Development Department or MFA's Controller.

As a follow up to each visit, MFA staff provides the Subgrantee with a written report that describes noncompliance or problem areas, suggested comments and best practices. The report is submitted to the Subgrantee within 30 days of the visit and the Subgrantee is required to respond within 30 days to MFA with a Corrective Action Plan as a formal letter that addresses any findings, concerns, and recommendations. This Corrective Action Plan must include an identified target date and time frame for each deficiency. This is tracked by an online tracking system that is referred to as Tracker. Follow up communication through phone conversations, email, and necessary onsite visits is continual until the problem is resolved.

The Subgrantee is made aware of the monitoring instrument prior to the visit that will be used for the visit, since it is accountable for implementation of the program in accordance with the standards and procedures.

In all instances, MFA is committed to working closely with Subgrantee to succeed. However, if after numerous attempts have been made towards compliance or if a Subgrantee is either unwilling or unable to resolve a non-compliance issue, MFA would start to work toward defunding the agency.

When a problem is resolved to the mutual satisfaction of the Subgrantee and MFA, MFA staff will send a follow-up letter to close the finding.

If there is any suspicion of mismanagement, fraud, waste or abuse or if any significant problems are found, MFA will immediately notify the Inspector General and DOE's Golden Office, in Denver CO.

MFA will submit annual reports to DOE's Golden Office describing its monitoring efforts to date. The report will include at least the following:

- Number of monitoring visits to each Subgrantee;
- General nature of the findings;
- A discussion of significant corrective actions;

MFA will also have all monitoring reports available, upon request, for DOE inspection.

MFA will summarize and review its monitoring activities and findings for internal assessment of Subgrantee needs, strengths and weaknesses and annual planning. This data will be incorporated in the New Mexico Consolidated Plan and Annual Performance report.

**Credentials**

MFA staff has substantial experience in monitoring NM EnergySmart and other Federal and State programs.

The Green Initiatives Manager Troy Cucchiara is responsible for all NM EnergySmart related monitoring. MFA staff attends Weatherization and related training to maintain current knowledge, practices and regulations.

*Troy Cucchiara is the Green Initiatives Manager and QCI for MFA and is the technical manager for the NM EnergySmart Program. He has been involved with the home retrofit industry for 21 years and has been an integral part of the Weatherization Assistance Program for different agencies since 2006. He has earned numerous certifications including Commercial Energy Auditor, Water Specialist IV, CBI Thermographer, Lead Certified Renovator, Lead Dust Sampling Technician, AHERA, OSHA 30, Building Analyst, Building Envelope, and Home Energy Professional Quality Control Inspector, Multi-Family QCI, Energy Auditor, and has been a BPI Proctor for the Santa Fe Community College. Technical experience includes energy auditing, home inspections, program management, water treatment design, inventory control, public speaking, staff training, and client education.*

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007937, State: NM, Program Year: 2019)**

*Dimitri Flores* has passed his first BPI test as Building Analyst and has accumulated 200 hours towards the required 1000 hours for QCI certification.

**Levels of Agency Performance**

High Performance or Exemplary Agencies

By way of monitoring review, an agency has demonstrated performance standards that meet or exceed standards that are commonly observed in the following areas:

**Program operations:**

No Health and Safety findings are identified in previous monitoring report.

No procedural findings related to program rules, policies or procedures.

**Fiscal:**

No annual program specific audit findings.

No material findings in the agency external audit.

**Technical:**

Provide comprehensive service utilizing the latest building science and renewable technology, in a cost-effective manner in accordance with NM Energy\$mart Weatherization Assistance Program guidelines.

**Production:**

In general an agency's production is high relative to funding.

**Qualified staff:**

Agency will receive higher credit for exemplary status with NM Energy\$mart Training Academy staff through participation in the NM Energy\$mart Training Plan.

**Risk:**

No "at-risk" elements are found in major categories for an agency.

If the above is met a final visit may be made by MFA NM Energy\$mart staff for final confirmation of achievement.

**Stable Agency Performance:**

Typically, the frequency of monitoring will be (1) fiscal/operational visit and (1) technical visit per year by NM Energy\$mart staff. The need for additional visits within the same year will be determined by the agency's program funding and production level and the timely responses to any outstanding monitoring findings. MFA expects every agency to meet these standards of performance:

- Has a well-established systems for program administration and operations, with no more than one finding in the following areas.
- Compliance with major program requirements, such as, lead-based paint procedures, cost allocation.
- No more than one program specific finding in the annual monitoring visit.
- No more than one fiscal specific finding in the annual monitoring visit.
- Staff is well trained in performance of specific job duties.
- Agency has complete and organized files.
- Evidence of prudent decision making as to the use of program resources:
- Complete scopes of work.
- NEAT/MHEA/TREAT documentation is current and consistent with billing.
- Staff is proficient in the use of auditing software.



**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007937, State: NM, Program Year: 2019)**

- Evidence that NEAT/MHEA/TREAT is used with actual and true pre audit data (including costs).
- Evidence that NEAT/MHEA/TREAT is used effectively and thoughtfully in determining cost-effective measures.
- Staff and contractors have demonstrated proficiency in technical applications, including diagnostics.
- Agency has a minimal number of procedural findings (as related to programs rules, policies and procedures) and health and safety findings from previous monitoring report.
- Agency complies with OSHA and MFA safety rules, as applicable.
- The agency maintains a professional working relationship with MFA.
- Past corrections are made and reported in a timely manner.
- Participate in NM Energy\$mart Peer Exchange meetings.
- No "at-risk" elements are found in major categories for an agency.

**Vulnerable Agency Performance**

If an agency's performance is deficient in some or all of the following levels of performance MFA will prepare a plan to help the agency clear the deficiencies and will provide additional monitoring within the same year:

- Has a well-established systems for program administration and operations, with no more than one finding in the following areas.
- Compliance with major program requirements such as lead-based paint procedures, cost allocation plan/indirect cost rate, required contractor information.
- No more than one program specific finding in the annual monitoring visit.
- No more than one fiscal specific finding in the annual monitoring visit. Staff is well trained in performance of specific job duties.
- Lack of prudent decision making as to use of program resources.
- Completes scope of work.
- NM Energy\$mart on-line reporting is current and consistent with billing.
- Staff is proficient in its use of the NM Energy\$mart on-line payment system.
- Evidence of the NM Energy\$mart on-line payment system is used with actual and true pre-post data (including costs).
- Evidence of the NM Energy\$mart on-line payment system is used effectively and thoughtfully in determining cost-effective measures.
- Staff and contractors have not demonstrated proficiency in technical applications, including diagnostics.
- Agency has a number of and severity of procedural findings (as related to programs rules, policies and procedures) and health and safety findings from previous monitoring report.
- Agency does not comply with OSHA and MFA safety rules, as applicable.
- The agency does not maintain a professional working relationship with MFA.
- Past corrections were not made and reported in a timely manner.
- Agency does not participate in NM Energy\$mart Exchange meetings.
- Agency does not report as outlined in program manual.
- Several "at-risk" elements are found in major categories for an agency.

**At-Risk Agency Performance**

At-risk agencies may be identified as a result of a variety of factors that may include:

- Agency's probation, i.e. an agency's first year with the program.
- There is evidence of significant administrative or program sub-standard performance; for example, repetitive pattern of findings, failure to have copies of permits on file or lack of compliance with historical preservation rules.
- Agency is not in compliance with program policies, procedures and specifications.
- Agency has repeated health and safety findings.
- Agency staff members/crew has deficient technical skills.
- There has been a change in key staff.
- There has been a change in key weatherization Subgrantees.
- Agency has deficient scopes of work (work plan is insufficient).
- Agency has program specific audit findings.
- Agency has fiscal specific findings.
- Agency files are incomplete or disorganized.
- Agency staff is unresponsive to MFA requests and deadlines. For example, the agency consistently fails to provide monthly reports and contract closeouts in a timely manner.
- Agency production is low relative to funding.

At-risk agencies will be monitored no less than twice annually. Other factors in the frequency of monitoring visits may be based upon the requirements of specific funding sources.

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007937, State: NM, Program Year: 2019)**

**V.8.4 Training and Technical Assistance Approach and Activities**

**Objective**

Through Comprehensive and Specific training, MFA's Training and Technical Assistance program will provide the weatherization staff on the Grantee and Subgrantee levels the skills needed throughout each program year to continue a solid weatherization program with best practices and high quality workmanship.

The training addresses the Weatherization Assistance Program from two perspectives, technical and program, with a huge emphasis on technical as evidenced by most of the training weighted towards the categories of installer, crew leader, energy auditor, and Quality Control Inspector (QCI). These perspectives continue to maintain a path improvement for the Program and resolve emergent issues that rise through monitoring and dialogue with Subgrantees and to prepare for Department of Energy program changes.

**Comprehensive and Specific Plans**

The majority of training will be occurring in the Comprehensive category as outlined in this plan. The mandatory Comprehensive training serves numerous accomplishments including review of basic Job Task Analysis (JTA) material to certify individuals, updates on changes, cross training to increase capacity and recertification or maintaining workforce credentials. Obtaining the Energy Auditor certification and maintaining QCI certification is of particular importance as it enables compliance with the Quality Work Plan requirement outlined in WPN15-4.

MFA has awarded a contract for a new multifamily Subgrantee. This new Subgrantee has pursued training in several of the JTA categories and has two staff working towards the Energy Auditor certification. They are expected to pursue QCI certification for this State Plan. Specific training will continue to be issued as "ride alongs" as the agency has more detailed questions and needs to troubleshoot challenges. All New Mexico Subgrantee's will have the opportunity to attend the classes when needed, but must arrange the schedule in a considerate manner with the Energy Smart Academy, an IREC accredited training center.

QCI Comprehensive training for the new agency (ICAST) will begin in 2020-2021.

Comprehensive training is normally offered at the beginning of every month by the Energy Smart Academy. Each agency consults with MFA prior to signing up for the classes about what would be most appropriate and based off the most recent desk monitoring, monitoring, unit inspections, or phone conversations. The Comprehensive training classes are determined at least one month prior to scheduling the class. Follow up on agency skills and conversations happen on a continual basis.

Specific training is offered throughout the year in the form of ride along field training and as a follow up to comprehensive training, requested by each agency, or as a result of technical monitoring and QCI unit inspections. Comprehensive training will occur regularly and defined as once every three years for each of the positions the workers are employed.

**Training Activities**

In order to standardize weatherization practices across the state and through all New Mexico's Subgrantees, DOE Standard Work Specifications (SWS) have been developed. These SWS's describing the weatherization process and how specific weatherization measures will be performed, have been incorporated in the customized curriculum for the last several years and is made available through the IREC Accredited Weatherization Training Center (Energy Smart Academy) and trainers. Implementation of the SWS ensures more uniform energy savings for clients and reduced production costs for the program.

MFA, the Academy and Subgrantees work together to develop a comprehensive training calendar each year. In addition to specific course modules, the Academy has the capability of providing Specific training and even additional Comprehensive training as needed in order to resolve emergent issues from MFA or DOE monitoring.

The schedule minimizes production downtime and allows sufficient opportunities for Subgrantees to complete mandatory trainings in a timely manner. The Academy provides classroom space and a well-equipped lab to optimize skills acquisition across all training levels through a combination of lecture, hands on demonstration and field training. The Training Academy is fully equipped with a mobile rig, a diagnostic cabin, and demonstration units for insulation, attic air sealing, mobile home training, combustion appliances and an online training platform. Access to an expanded staff of specialists will allow additional training in OSHA, Lead Renovator/Dust Sampling, and HVAC.

**Comprehensive Training**

**Retrofit Installer Technician**

The Retrofit Installer Technician training can be taken as a series of short in-person classes, that can be scheduled around work obligations, OR as a one-week in-person class, preceded by online training.

The classes cover introduction to weatherization, basic math, health and safety issues, tools and maintenance, materials identification, local construction details, basic blower door, windows, doors, work scope/inventory/equipment, house as a system, basic building science, insulation and air sealing, venting and moisture, combustion safety.

The in-person classes include review, hands-on lab exercises, and in-the-field work order-based weatherization activities to improve the quality and performance of a

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007937, State: NM, Program Year: 2019)**

home. The classes have been designed to reinforce and extend the knowledge of building science and tools and techniques for insulating, air-sealing buildings, reducing baseload, and drywall repair, and communication skills.

With a focus on performance, each student is responsible for the appropriate use of insulation blowing machines, blower doors, duct blasters, pressure pans, air-sealing props, installing baseload measures, windows, doors and bath fans, drywall repair, and combustion appliance safety testing for draft and carbon monoxide.

By attending the Installer classes, the student will gain a deeper understanding about weatherization work scope, job planning, and site management. Successful completion of this course plus OSHA 10, and Lead RRP classes, makes the student eligible for SFCC certification as a Retrofit Installer Technician.

Smaller incremental courses offered under this category:

Insulation 1- Two-day class

Insulation 2- Two- day class

Air and Duct Sealing Two-day course

OSHA 10- Three-day course

**Crew Leader (Steps 1 through 4)**

Having successfully completed the Retrofit Installer Training, students can elect to take Crew Leader classes that cover OSHA 30, the role of the crew chief, effective crew management, inventory, advanced materials and maintenance, codes, adult learning strategies, hands on diagnostics (blower door, worst case depressurization, pressure pan, basic zone pressure diagnostics), reading an audit, developing a work scope, and additional diagnostics as needed.

These classes focus on developing the skills necessary to be an effective Crew Leader, including theory, role-playing, hands-on field exercises to prepare Crew Leaders for success in crew management, organization, inventory control, safety, understanding work orders, and quality control. In addition, participants will be discussing building codes and the State Standards for installing weatherization measures in New Mexico. Completion of this course qualifies participants for certification by SFCC as a Crew Leader.

Smaller courses offered under this category:

Insulation 2- Two-day course

Materials and Documentation- Two-day course

Appendix A Training- One-day course

ASHRAE 62.2 2016- One-day course

**Energy Auditor**

Energy Auditor series of classes prepare candidates for the BPI Home Energy Professional Energy Auditor Certification exams. This course focuses on developing the skills necessary to be an effective Energy Auditor consisting of theory, role-playing, and hands-on field exercises to prepare Energy Auditors for success in performing a comprehensive energy audit. The course covers introduction to weatherization and auditing, health and safety issues specific to weatherization, construction details, building science, equipment, basic math, code compliance, data gathering, HVAC for auditors, NEAT and MHEA, OSHA30, RRP, Lead Safe Weatherization, AHERA, ASHRAE 62.2 2016, Communication skills, Advanced NEAT and MHEA.

Diagnostic tests included:

- Blower door & pressure differential
- Duct pressurization & pressure pan
- Ventilation fan flow rate
- Combustion safety (gas leaks, worse-case CAZ, spillage, draft, CO)
- HVAC assessment, temperature rise, steady state efficiency

Smaller courses offered under this category:

Basic Building Science- Two-day course

Basic Pressure Diagnostics- Two-day course

Advanced Pressure Diagnostics- Two-day course

Basic Combustion Testing- Two-day course

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007937, State: NM, Program Year: 2019)**

Intermediate Combustion Testing- Two-day course

Weatherization Assistant- Three-day course

Auditing Software Intensive- Three-day course

ASHRAE 62.2 2016- One-day course

**Quality Control Inspector**

By the time an individual is ready for this certification, all of the course material will have been covered in previous classes. An online class offered to help prep for the written exam and final certification.

**Smaller courses offered under this category:**

ASHRAE 62.2 2016

Advanced Pressure Diagnostics- Two-day course

Advanced Combustion Analysis- Two-day course

Quality Control Inspector

Multifamily Quality Control Inspector- Four-day course

**Recertifications needed:**

For program year 2020-20201, there will be two QCI inspectors that need re-certification. There will also be Energy Auditor certifications and testing that is dependent on successful completion of class material and online courses.

**Regular Comprehensive Training, Feedback from DOE Visits**

Scheduled training is determined by existing number of staff in each of the four categories, the desired number in each category, monitoring results, agency feedback, and unit inspections. The training schedule may be changed to reflect feedback from the DOE Project Officer or other monitoring visits. Contractual requirements bind Subgrantees to the training schedule, and mandate MFA allot and approve sufficient T &TA funds to cover the cost of the entire training cascade.

This approach will continue to address both core training to expand workforce capacity, advanced training to develop further specialization and leadership within the workforce, in addition to answering questions related to New Mexico's unique housing stock and climate regions. The program embraces MFA and Subgrantee staff, and focuses on incorporating state technical standards as well as continued compliance with regulatory standards.

This training program builds on increased understanding and utilization of building science to deliver greater energy savings to client homes and ensure homes throughout the state consistently have access to the range of weatherization measures to realize maximum savings.

**Compliance With Mandatory Comprehensive Training**

While the Academy maintains a record of trainings attended and credentials obtained, each Subgrantee is responsible for ensuring that staff attend all required trainings for their job classification. MFA encourages Subgrantees to budget for initial training and training sufficient to maintain credentials. MFA monitors the Subgrantees for compliance. If a Subgrantee does not have sufficiently trained staff, including new staff, the agency must develop and implement a training plan sufficient to achieve compliance. In addition to prior class consultation, MFA will monitor training milestones to help support the path toward compliance.

**Specific Training**

**Specific Training List**

1. On site field training (ride alongs)
2. HVAC training
3. Project management
4. Energy Out West Conference (Late summer)
5. NASCSP winter and fall
6. Fiscal training

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007937, State: NM, Program Year: 2019)**

- 7. Cost allocation
- 8. 2 CFR 200
- 9. Financial audit
- 10. Peer exchanges
- 11. Program training
- 12. **COVID-19 Workplace Safety**

**Conference Attendance**

NASCSP, HPC, and Energy Out West conferences are allowable trainings under the NM EnergySmart Program. Agencies must use their Specific training budget for these conferences. Because of the Comprehensive majority requirement, and possible mandatory ride alongs resulting from unit inspections, agencies may be limited on the amount of specific funds available for the conferences. Therefore it is important that each agency carefully consider what staff will be attending each conference and which conference will be most beneficial for the particular individuals attending.

Because this is a highly sought after use of training funding, it is considered a valuable commodity. **Agencies are expected to obtain the full use of information gathered from the conferences. This includes attendance to all classes, updates, and sessions in addition to utilizing as much networking with other states as possible.** Agencies must submit to MFA a list of who will be attending each conference and a statement that each individual will attend all classes that he or she has selected. No conference reimbursements will be released without proof of all class attendance. If an individual chooses to not attend a class or does not obtain the necessary proof of attendance, the agency may not receive full reimbursement for that individual. T and TA funds may not be used to pay for anyone attending a conference that does not attend the accompanying classes or sessions. If conference activities such as hotel and flight costs have been paid for in advance by MFA, and an individual is unable to attend the classes offered by the conference, MFA will not ask for reimbursement of those costs from the agency if there is justification for missing the classes.

**Financial Management Control**

Although MFA allows and encourages Subgrantees to budget for program management training and attend DOE conferences, the Comprehensive training is mandatory and pre-scheduled. Specific training is allowed when the remaining budget amount from the required comprehensive training is available. This may include prescriptive training resulting from monitoring, ride alongs, financial classes, 2 CFR 200, conferences, and other program management training. Financial management training for this program year will have an emphasis on proper cost allocation, financial audit requirements, compliance with 2 CFR 200, and fiscal policies and procedures.

**New Employment Training**

MFA encourages Subgrantees to hire certified staff from the network however, if that is not possible, MFA does not require Subgrantee staff to have certification prior to hiring. Each Subgrantee is required to have a training plan for each job position. Upon hire, the employee is required to complete the on-line training curriculum for their position after each agency's individual new employee probationary period. In addition, Subgrantees must have an internal training/shadowing on the job mentoring plan. Each new staff member is responsible to attend and pass all the courses required for their job category within one year of being hired. MFA monitors to this requirement and if the employee is not within compliance they will not be allowed to work in the homes until the requirement is completed.

**Lead-Safe Weatherization**

All Subgrantees are required to be trained in LSW work practices and to attend the eight-hour training. This training includes the curriculum developed by DOE. The LSW training is a combination of classroom exercises and demonstration of tools and materials. The focus is on the practical application of LSW work practices and the inclusion of required educational materials and appropriate documentation of LSW containment procedures in all client files. Further training in Dust Sampling will be provided for more advanced crew members.

**Health and Safety**

Health and safety is continuously assessed and discussed throughout the year during monthly technical calls, and unit inspections. Dialogue also takes place on an as needed basis between the field staff and MFA's technical manager with health and safety questions, comments or issues noticed from monthly reporting or day to day routine assessments. All of this communication can result in Comprehensive or Specific training that can be anything from structured classroom setting to "ride alongs" where the instructor actually accompanies the crew on an actual job site.

**Job Safety**

All Subgrantee field staff will be required to complete OSHA 10 training, and Crew Chiefs, Auditors and Inspectors will be required to complete OSHA 30. These courses will be construction safety courses configured to weatherization through use of Job Hazard Analysis and existing accident and injury logs of the Subgrantees.

**Web Accessible Curriculum**

The Online Weatherization Workforce Development Program, available in English and Spanish, will serve as a gateway into classroom training by providing core knowledge necessary to succeed in more advanced trainings. This will ensure the Academy makes efficient use of trainers and facilities. Core content of the web

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007937, State: NM, Program Year: 2019)**

accessible training curriculum will be consistent with existing DOE weatherization training, customized to meet New Mexico needs in terms of climate, housing stock and policies.

**Client Education**

In tandem with a well trained workforce, a well-informed consumer will help make best choices in maximizing effect of weatherization measures. Understanding measures to be implemented at a home is key to garnering homeowner and occupant cooperation during installation and afterward. Therefore, a Consumer Education module has been developed along with the Online Curriculum. This module will be available to consumers through a secondary web portal, and also through a DVD that can be left at homes. The Client Education module will also be available in both English and Spanish to reach the largest portion of New Mexico population.

The SWS has been thoroughly examined for all client education points. A list of all sections that specifically spell out what needs to be delivered to the clients has been given to the Subgrantees and the Subgrantee utilization of these topics are currently part of what monitoring and unit inspections include.

**Training Needs Assessment Policy**

MFA closely communicates with Subgrantees on a consistent basis. In addition to the 5% to 10% quality control site visits and the annual on-site programmatic and technical monitoring, MFA is able to assess training needs very accurately. This is an on-going process and communicated immediately to the Subgrantees when a training need is determined.

**NM EnergySmart Exchange Meetings**

In addition to the Training Program, MFA meets with Subgrantees regularly per year to discuss emergent issues. This type of communication helps maintain consistency in the services provided throughout the state. Each of these meetings will serve a core group of the weatherization workforce, in addition to including a gathering of program directors to discuss the program. These meetings will include a Program Director round table and, when necessary, staff discussion covering a specific topic, including fiscal, administrative, technical intake and client education issues.

The NM EnergySmart program also has a Technical Committee which meets monthly. The committee is composed of lead technical weatherization staff from each of the Subgrantees, MFA's EnergySmart staff and the training academy staff. The purpose of the Technical Committee is to identify challenges and share best practice among the agencies.

**Future Program Requirements**

In addition to following all WAP Program Notices, MFA staff stays in close contact with NASCSP, Energy Out West, and other industry experts. Information gathered from phone meetings, conferences, emails, and updates is regularly dispersed to the Subgrantees and the Training Academy. If the industry changes or updates warrant a change in training or policies, that is implemented soon after communication or training has taken place.

**Effectiveness of Energy Savings and NM EnergySmart On Line System**

In order to assess effectiveness, the NM EnergySmart Online System (System) captures the unit production data on a monthly basis. The completed unit data is captured for each agency and shows the projected energy savings in MMBTUs for each auditor in the agency. This information is useful in that it can compare agency to agency, and auditor to auditor. Though the climatic conditions are vastly different from the northern part of the state to the southern, these comparisons can be helpful in determining weaknesses and individual training needs.

The System also shows the frequency with which each agency and auditor installs individual measures. The System also allows MFA to assess each Agency's performance in a number of areas. The System level assessment allows MFA to select individual units for inspection. A separate Unit Inspection database collects information from inspected units. Monitoring data follows the path of information sharing that occurs through the online system. MFA shares this information during desk audits of invoices, during monitoring and during Peer Exchange meetings.

**Weatherization Plus**

MFA encourages Subgrantees to coordinate the weatherization assistance program with other MFA rehabilitation and Healthy Home programs. When applicable, this maximizes the level of assistance on eligible homes. MFA will offer Subgrantee's training necessary for them to participate in the coordination with builders, developers and Subgrantees for MFA's rehabilitation program.

**State Weatherization Program Manuals**

New Mexico's Program Manual is divided into three parts. These manuals are updated as rules, regulation and policies change. MFA staff encourages the Subgrantees to "first" go to the manuals for guidance. If their questions are not answered through the manuals we then request that they call the Program Manager as a "second" level of information. This will allow for consistence guidance across the state and will also provide needed feedback from our Subgrantees if information is missing or not clear in the manuals.

- The Administrative Programmatic Manual.
- The SWS Field Guide, Deck of Cards, acts as our field guide.
- NM EnergySmart Technical Standards outlines everything that is not associated to a specific measure which is addressed in the Deck of Cards.

In order to provide the Subgrantees with easy access to the current manuals, MFA keeps them up to date on the MFA website.

**Community Education**

**U.S. Department of Energy  
WEATHERIZATION ASSISTANCE PROGRAM (WAP)  
STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007937, State: NM, Program Year: 2019)**

MFA will continue advertising our program, conducting education and outreach in communities across New Mexico Staff will continue to work to educate members of New Mexico's Public Regulatory Commission (PRC) on the NM EnergySmart Program to support future utility funding. All Subgrantees will continue distributing the required Lead Based Paint notice to all applicants. MFA will continue to require that program participants be asked to complete satisfaction forms after completion of measures.

**Grantee Assessment**

MFA has one staff member assigned to the program who oversees both the technical and programmatic pieces. An additional staff member is being trained as a technical back-up. The staff will attend trainings related to maintaining Quality Control Inspector Certification, pursuing additional certifications, broader trainings related to building science, program operations, DOE rules & regulations, and trainings offered through NASCSP and DOE conferences.

**Percent of overall trainings**

Comprehensive Trainings:	51.0
Specific Trainings:	49.0

**Breakdown of T&TA training budget**

Percent of budget allocated to Auditor/QCI trainings:	40.0
Percent of budget allocated to Crew/Installer trainings:	40.0
Percent of budget allocated to Management/Financial trainings:	20.0

**V.9 Energy Crisis and Disaster Plan**

**Objective:** The objective of the New Mexico disaster response plan is to implement response activities that ameliorate the effects of the disaster to affected low-income persons with due consideration to the limited funds available during the program year.

**Definition:** A disaster is an event or development in the State declared by a Presidential or Gubernatorial order to be either a Federal or State emergency.

**Procedures:** Declaration of an energy crisis enables a Subgrantee to place households affected by the crisis at the top of the weatherization waiting list. Subgrantee must follow WPN 12-7 and complete all allowed measures by the energy audit. Partial weatherization is not allowed. Once a QCI has approved the work, the crews can move to the next identified unit that qualifies.

If at all possible, the Subgrantee should complete the emergency units within the current program year.

The Subgrantees must maintain a list of the homes served during the crisis and provide the list of measures for each unit and the proposed date for full weatherization during invoice submission.

Criteria include:

1. Households must meet current income guidelines.
2. Priority will be given to elderly person, persons with disabilities, families with children, high residential energy users, and household with high energy burdens.
3. Priority will be determined through the program priority list for the particular disaster area.
4. Homes weatherized **after** September 30, 1994 can receive additional assistance under "Energy Crisis".
5. Incidental repairs to an eligible dwelling will be allowed if the repairs are necessary to make the installation of weatherization materials effective.
6. Elimination of health and safety hazards will be allowed when it is necessary before the installation of weatherization materials.

**COVID-19 Disaster Response Plan**

In addition to all agencies following State Health Department and Center of Disease Control Guidelines, the following will be practiced.

- Client and staff health and safety is the number one priority. This will not be sacrificed under any condition.
- Clients will be interviewed prior to any entry of the home. If there are indicators of the client being ill, the home will be temporarily deferred.
- Homes or apartments will not be entered by the weatherization staff if any of the occupants have tested positive for COVID-19, until the occupants show negative test results.
- Staff will not be entering the home if any signs of illness or fever above 100 is present, or if a family member displays these symptoms.

**U.S. Department of Energy**  
**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**  
**STATE PLAN/MASTER FILE WORKSHEET**

**(Grant Number: EE0007937, State: NM, Program Year: 2019)**

- Full PPE will be used during the crises on any job site. Hand washing will occur each time the gloves are removed.
- Monitoring and site visits will be limited to the bare minimum to achieve compliance

**COVID-19 Protocol -Occupants Concerns**

Prevention of client exposure to potential carriers of COVID-19 will be the top priority and not sacrificed in order to achieve completed units or weatherization of the home. Clients will be notified of the agency's protocol and methods utilized when entering the home. If clients choose to decline or postpones services, the client's wishes will be honored. Temporary relocation of at-risk occupants may be allowed on a case by case basis.

Agencies will develop in their own health and safety manuals policies that address:

- Office and warehouse social distancing procedures
- Office and warehouse hand washing and sanitation procedures
- Vendor visit practices and social distancing when gathering supplies
- Contractor interactions with clients and staff and Personal Protective Equipment (PPE) required
- Assessment and energy audit procedures and PPE required
- Hand washing, sanitation, and client interaction procedures
- Implementation of weatherization measure PPE requirements and when PPE is used
- Final inspection procedures involving PPE and client interactions
- COVID-19 testing for staff and family members if available and notification procedures

**COVID-19 Protocol -Occupants Conditions**

If occupants have been tested positive for COVID-19, the home will be deferred until all of the occupants have tested negative. Agencies will develop in their own health and safety manuals policies that address:

- When to require occupants provide a tests for COVID-19 and what the date of the test should be in relation to work commencing
- Assessment and energy audit procedures and PPE required
- Hand washing, sanitation, and client interaction procedures
- Implementation of weatherization measure PPE requirements and when PPE is used
- Final inspection procedures involving PPE and client interactions
- Post COVID-19 testing for staff if available and notification procedures

**COVID-19 Protocol -Staff Concerns**

If it is determined or suspected that any member of a household had been in contact with anyone carrying COVID-19 or is infected with the virus, the agency will immediately defer the unit until occupants can prove the household tests negative.

Agencies will develop in their health and safety manuals procedures that address:

- Post COVID-19 testing for staff if available
- Notification procedures for the remainder of the agency
- Notification procedures for the clients
- When and how to return to the home to complete work
- Exposed staff members quarantine possibilities