

WISCONSIN DEPARTMENT OF ADMINISTRATION
Division of Energy, Housing and Community Resources
Home Energy Plus
Program & Policy Analyst Advanced Lead

Lead Weatherization Quality Assurance Monitor

Position Summary

Under the general supervision of the Home Energy Plus Weatherization Assistance Program (WAP) Quality Assurance Section Chief this position serves as a lead monitor for subgrantees for monitoring, review, technical support, training and evaluation support. The lead monitor is responsible for analysis of subgrantee performance and compliance and development of plans to correct deficiencies or improve performance and cost-effectiveness. This position has frequent independent work interactions with the Weatherization Quality Assurance and Administrative Review monitors, Wisconsin Home Energy Assistance Program (WHEAP) manager, Lead Home Energy Plus Weatherization program and planning analyst, Lead Home Energy Plus Training and Technical Assistance analyst, WAP grantees, public and private energy related think-tanks, utilities, legislators, units of local government, and other major stakeholders involved in the statewide WAP.

Home Energy Plus programs include the Wisconsin Home Energy Assistance Program, and the Weatherization Assistance Program. These are large statewide programs with combined budgets over \$200 million impacting approximately 230,000 households annually. The weatherization program is designed to increase the energy efficiency of dwellings owned or occupied by income eligible persons. Delivery of weatherization services is through a network of 20 local non-profit, Community Action or local government agencies. The WHEAP is delivered through contracts with each of the state's 72 counties and 7 tribes. There is a high degree of complexity in working to coordinate multiple locally-delivered programs related to energy and weatherization assistance.

Duties for this position include:

- Complete infield analysis of management, fiscal, quality, production and technical expertise of weatherization assistance programs operating under the Home Energy Plus umbrella for the Department of Administration and the State of Wisconsin
- In conjunction with division and local WAP management, WAP administrative review monitors, WAP training staff, WAP policy staff and the agency assigned monitor, develop plans to ensure quality, efficiency and consistent performance. Complete follow through of plans with assigned monitor and WAP management
- Conduct evaluations of Home Energy Plus programs. Through qualitative and quantitative analysis, define program performance metrics and measure outcomes to ensure compliance with applicable state and federal policies and regulations
- Evaluate results of energy audits, and other field diagnostic tools, against final actual costs of work performed, and energy savings based on pre and post weatherization fuel consumption analysis
- Assist in the development of federal plans and reports including the Federal Grant Application, the Department of Energy Quarterly report, etc.
- Conduct the development of technical performance measures and evaluation. Conduct research, data analysis, and report generation
- Use standard and sophisticated software to develop reports and queries for data retrieval including extensive use of Microsoft Office Products including Access, Excel and Word

- Provide quality assurance monitoring to verify adherence to federal and state program policies, implementation of sound, effective weatherization practices, and attainment of performance standards for the weatherization (WX) program
- Act as the Division's primary liaison with WX and WHEAP emergency furnace program grantees and communities related to quality assurance measures and coordination
- Support program planning efforts, program management, and interact with lead planning staff to coordinate responsibilities for these programs within the Bureau and the Division of Energy, Housing and Community Resources and with other state agencies, utilities, etc.
- Evaluate customer concerns and forward recommendation for resolution to management
- Other duties and/or special projects as assigned

60% A Lead review of local WAP state and federal regulation compliance, efficiency, fiscal management, and quality standards through onsite visits and desktop analysis. Work with agency staff and Home Energy Plus Bureau staff to evaluate and analyze local program operations. Develop management, quality and technical recommendations for the local WAP.

- A1 Complete desktop analysis of agency reports to verify production status.
- A2 Evaluate the technical assistance needs of WX grantees and work with the Division quality assurance manager, training coordinator, and others as needed to develop resources to meet those needs.
- A3 Assess grantee program management and capabilities and make reports to Division management with recommendations for additional support.
- A4 Lead development of agency improvement of delivery of service and contract management. Work with agency assigned monitor for follow up of agency plans.
- A5 Make recommendations for WX program and policy changes based on input from state and local users, contract agencies, legislators, and the general public.
- A6 Provide technical assistance as needed to the grantee regarding grants management, including procurement, fiscal responsibilities, reporting, and program technical requirements.
- A7 Communicate program policy revisions to the Bureau's grantees and provide support in implementing changes as needed.
- A8 Provide consultation and technical assistance to other Bureau and Division staff in the development and implementation of technical aspects of the WX program.
- A9 Assist the development of technical issue papers and program delivery proposals for Division and Department management related to determination of the weatherization measures and services provided to households.
- A10 Participate in quality assurance and technical policy team meetings for staff within the Bureau and with grantees. Assist with evaluations, interpretations, and establishment of statewide technical policy for WAP. Review policy and technical manuals to ensure consistency of technical standards and protocols.
- A11 Complete in field review and measurement of technical performance of local service providers.

- 20% B Based on research, data analysis, and the results of evaluation assist with the technical development portion of federal plans, grants, and leveraging applications. Review of federal laws and transmittals to the state regarding the Weatherization Assistance Program
- B1 Conduct research and sophisticated data analysis to perform the development and preparation of technical elements of federally required annual state plan and federal application. Conduct the development, preparation and submission of any other grant applications that may be required.
 - B2 Participate in meetings of local WAP providers to obtain feedback and include in the technical portion of the annual planning process for WAP.
 - B3 Based on results of agency evaluations, assist with the development and implementation of production based training for agency staff.
 - B4 Make recommendations for program and policy changes based on input from contract agencies and the general public.
 - B5 Through research and data analysis, prepare technical strategies and plans that will develop the framework for internal and external evaluation of the WAP.
 - B6 Provide technical consultation and technical assistance to WX Quality Assurance staff for the development and implementation of monitoring WAP.
 - B7 Conduct analysis of quality assurance results as a component of measuring local grantee performance.
 - B8 Provide analysis, development and implementation of program-wide energy audits and weatherization measures lists for conventional single-family, mobile home and multi-family buildings.
- 20% C Provide technical support, research, and data analysis of a statewide Weatherization Assistance Program to assist in program development. Meet with research teams and subject experts to ensure best processes and results.
- C1 Respond to requests for review of weatherization agency operations including marketing, energy audit analysis, procurement, contractor management and production.
 - C2 Attend/represent division at meetings, trainings or conferences as requested.
 - C3 Field and respond to Help Desk inquiries.

Knowledge, Skills and Abilities

- 1) Extensive knowledge of contract development, negotiation and monitoring.
- 2) Knowledge of the principles and practices of governmental budgeting, personnel administration, office management, and public relations.

- 3) Considerable knowledge of non-profit organization operations in Wisconsin relative to their provision of services to income eligible households for energy and conservation needs.
- 4) Extensive knowledge of state procurement practices and procedures.
- 5) Considerable knowledge of quality control procedures.
- 6) Extensive knowledge of residential energy concepts, conservation techniques, and materials.
- 7) Knowledge of program supervision and management practices, procedures, and techniques.
- 8) Extensive knowledge of tools and weatherization equipment, their proper application and maintenance.
- 9) Working knowledge of inventory procedures for materials and equipment.
- 10) Extensive knowledge of building diagnostics procedures and the implementation into program delivery systems.
- 11) Extensive knowledge of technical policy issue analysis methods and evaluation techniques.
- 12) Extensive knowledge of federal weatherization assistance program laws and regulations and state public benefits laws and programs.
- 13) Considerable knowledge of federal, state and local housing, rehabilitation funding sources, and social service providers.
- 14) Skill in the use of Internet and Microsoft Office Products, including Microsoft Word, Excel, Access, Project and PowerPoint software.
- 15) Extensive skill and aptitude in quantitative and qualitative data analysis.
- 16) Considerable skill in negotiating, conflict resolution, and consensus building with a variety of factors of differing perspectives.
- 17) Excellent written communication and analytical skills, including presentation of complex technical and policy material in the form of letters, reports and analysis.
- 18) Excellent oral and interpersonal communication skills, including presentation of complex technical and policy materials in the form of training sessions, discussion groups, and phone calls.
- 19) Ability to effectively interact with complex government administration, individuals or groups in a systematic manner to accomplish a particular task or assignment.
- 20) Ability to work as a team member/leader utilizing team resources as appropriate.
- 21) Ability to work closely with managers and field staff in both public and private sectors.

22) Ability to work effectively in a team oriented environment.

23) Ability to establish and maintain effective working relationships with fellow employees, administrative officials, and the general public.

Physical Requirements

- 1) Must be able to lift up to forty pounds.
- 2) Must be able to maneuver, safely set-up and climb ladders.

Work Environment

- 1) The work environment may have exposure to dust, molds, toxic and/or flammable gasses, and medium noise levels.
- 2) Must be able to travel approximately 75% of the time.

Special Requirements

- 1) Must have valid Wisconsin driver's license or ability to obtain one's own transportation
- 2) Must have Department of Health Lead Renovator certification or ability to obtain.
- 3) Must be certified as Quality Control Inspector or have ability to obtain.
- 4) Must be able to use personal protective equipment (PPE) including negative pressure respirators, hard hats or bump hats, eye and ear protection or any PPE as required.