

WISCONSIN DEPARTMENT OF ADMINISTRATION
Division of Energy, Housing and Community Resources
Home Energy Plus Bureau
Community Services Specialist - Senior
WHEAP Administrative Monitor

Position Summary:

Under the general supervision of the WHEAP manager, this position provides general advisory and overall technical and administrative support for programs operated under the Home Energy Plus umbrella. Considerable knowledge is needed of the Home Energy Plus programs. The position will serve as a liaison with other State agencies, county Social Service Offices, the general public and other non-profit organizations

Home Energy Plus programs include the Wisconsin Home Energy Assistance Program (WHEAP) and the Weatherization Assistance Program (WAP). These are large statewide programs with combined annual budgets over \$210 million. The weatherization program serves over 7,000 households statewide and is designed to increase the energy efficiency of dwellings owned or occupied by low-income persons. Delivery of weatherization services is through a network of 20 local non-profit Community Action or local government agencies. The Wisconsin Home Energy Assistance program is delivered through contracts with each of the state's 72 counties and 7 tribes. Over 225,000 households are served annually. The WHEAP has multiple components: heating and electric assistance programs, emergency and pro-active assistance programs, and emergency furnace replacement and repair program. The program targets assistance based on need, encourages energy efficiency, and encourages individual responsibility for bill payment. WHEAP programs assist low-income households in meeting their needs for affordable home energy.

This position is responsible for:

- Technical assistance via the Home Energy Plus Help Desk for all Home Energy Plus programs
- Monitoring of local program operators to assure compliance with state and federal laws, policies and procedures,
- Preparing recommendations relative to program development and policy modifications based on monitoring of local program operators, other contacts with local program operators, contacts with other partners at the local operations level,
- Conducting field tests of program modifications or tests of new models for program delivery,
- Conducting on-going testing and review of Home Energy Plus system operations from the perspective of local users,
- Representing department policy and procedures to clients, local program operators, and other local partners,
- Skill to read and understand regulatory statutes and administrative codes
- Skill to exercise good judgment in the application of administrative policies

GOALS, WORK ACTIVITIES, AND ACTIVITIES AS % OF WORK TIME

45% A. Work with local service providers in the development of plans and methodologies for the management and oversight of Home Energy Plus programs. Identify contract compliance, policy and program issues affecting the WHEAP program based upon interactions with local program operators.

- A1. Develop evaluation and monitoring plans and monitoring instruments and forms.
- A2. Prepare advance materials and notifications for individual agencies to be monitored.
- A3. Coordinate and conduct on-site reviews of local agencies including record/case reviews and general agency operations for program compliance and report results to Division management.
- A4. Provide feedback to agencies through on-site visits, make recommendations for program improvements, offer technical assistance and answer specific questions relative to program operations and policies.
- A5. Prepare formal written notification to agencies with the specific corrective action required and the overall results of the review.
- A6. Follow up on any deficiencies to assure corrective actions are taken.

25% B. Identify contract compliance, policy and program issues affecting the WHEAP program based upon interactions with local program operators.

- B1. Provide recommendations relative to program development and policy modifications based on administrative monitoring of local program operators, other contacts with local program operators, contacts with other partners at the local operations level, etc.
- B2. Based on consultation with local agencies develop recommendation for effective program coordination and referral mechanisms at state and local levels to increase program efficiency, to decrease outreach costs, to assure effective targeting of assistance to priority recipients, and to avoid duplication of services.
- B3. Field test pilots of innovative technologies and service delivery techniques.
- B4. Identify areas of concern for system operations related to processing of applications and functionality for local users.
- B5. Meet regularly with local program operators to explain state policy, and to identify issues and propose appropriate modification of state policy and procedures.

20% C. In coordination with Division staff, and local agencies, develop standards and procedures to coordinate administrative and desktop monitoring efforts and establish minimal performance requirements for the operations of WHEAP programs.

- C1. Coordinate administrative and desktop monitoring plans to assure accountability, statewide implementation of policies, priorities, procedures, and standards and to recommend program policy and procedural modifications
- C2. Based on consultation with local agencies and other state program units, lead development of effective program coordination and referral mechanisms at state and local levels to increase program efficiency, to decrease outreach costs, to assure effective targeting of assistance to priority recipients, and to avoid duplications of service.
- C3. Lead development of concepts and pilot innovative technologies of service delivery techniques.

- C4. Lead development of standardized minimum performance expectations for delivery of crisis assistance services.
- C5. On an on-going basis, assess the performance of local WHEAP provider agencies and provide guidance to local program operators as necessary.
- C6. Work with staff within the Home Energy Plus bureau to identify monitoring and technical assistance needs of local providers.
- C7. Review and analyze local program administration costs and practices. Make recommendations for contract language and best practices to share with other Bureau staff.
- C8. Develop policies, plans, and methods to assure coordination between state administered energy assistance and weatherization programs.
- C9. Function as part of a team of staff within the Bureau to perform testing of system operations and user interfaces. Testing is performed independently and at the direction of the WHEAP Section Chief.
- C10. Provide input and recommendations related to the processing and operation of the HE+ system.

10% D. Provide technical assistance for Home Energy Plus Programs.

- D1. Provide technical assistance, program and policy interpretation and instructions to grantees, vendors and other outside agencies on the operations and system that are used to administer the Home Energy Plus Programs.
- D2. Utilize the HE+ System to trouble shoot concerns of local provider agencies, provide verbal and written instructions and clarification on procedures, which govern the policy and program operations for these programs.
- D3. Communicate interpretation of policy contained in the Weatherization and Wisconsin Home Energy Assistance Program manuals instructing persons on the correct use of the HE+ System and data entry procedures.
- D4. Attend and actively participate in meetings and trainings regarding Home Energy Plus policies, procedures.
- D5. Assist with development and revision of changes to the Home Energy Plus Operations Manuals and unit procedures including assisting with the implementation of changes especially as they relate to payment procedures, corrective actions, and client notifications.
- D6. Identify agency concerns and provide technical assistance to local agencies/grantees regarding the Home Energy Plus Programs.
- D7. Summarize call inquiries for Bureau and Division management.
- D8. Assist local agencies when they have HE+ system data entry problems. This includes the cancellation of cases or case activities when entered improperly at the local level.
- D9. Act as an Energy Help Desk liaison to the Home Energy Plus Training and Technical Assistance Contractor.
- D10. Create, maintain and coordinate the printing and distribution of Home Energy Plus forms.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of Home Energy Plus programs
2. Ability to understand regulatory statutes and administrative codes related to energy
3. Ability to work independently and request directions as needed
4. Strong communication skills, both written and verbal
5. Skill in data analysis and report writing
6. Ability to work in a team environment
7. Ability to prioritize competing requests and demands for time and resources, and manage multiple tasks
8. Interpersonal skills
9. Knowledge of financial records reconciliation
10. Knowledge of records management practices
11. Knowledge of grant application processing
12. Excellent organization skills, including the ability to coordinate meetings
13. Ability to work with a variety of standard (Word, Excel, Access); software programs for database management and reporting
14. Internet web skills
15. Ability to maintain a valid driver's license that meets the states risk management standards