



## MONITORING

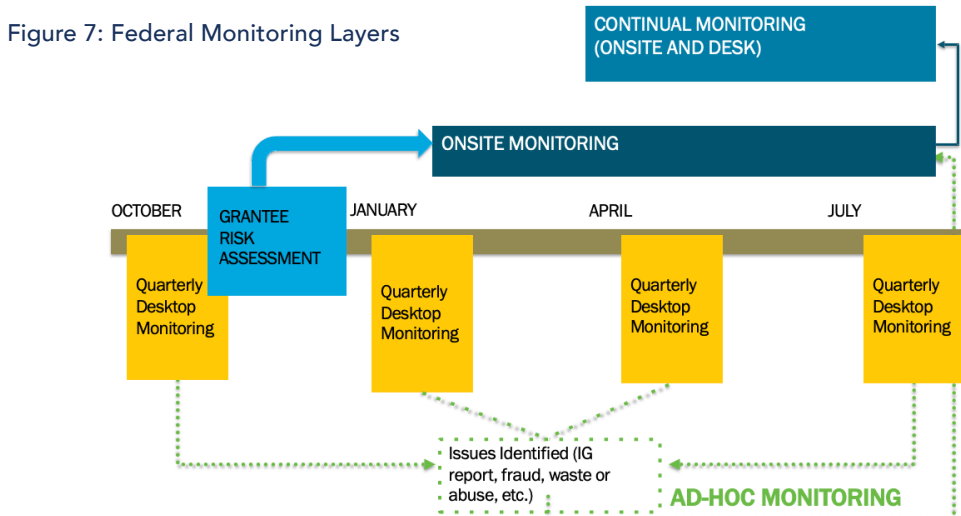
Monitoring is one of the primary ways the U.S. Department of Energy's (DOE) Weatherization Assistance Program (WAP) ensure the public purpose of the Program is being met at all times. [10 CFR 440.23, Oversight, Training and Technical Assistance](#) requires:

- DOE to monitor and evaluate the operation of projects carried out by Community Action Agencies (CAA).
- In addition, DOE shall also carry out periodic evaluations of a program and weatherization projects that are not carried out by a CAA and that are receiving financial assistance under this part.

The Weatherization team at DOE has developed an extensive and comprehensive monitoring system to review programmatic and technical elements to ensure funds are used in accordance with Program guidance, rules and regulations. Monitoring assists DOE to:

- Ensure proper and timely use of Program funds and realization of expected benefits.
- Provide transparency and accountability.
- Provide quality control.
- Provide Grantees technical assistance and training.

**Figure 7** details DOE's monitoring activities that include quarterly desktop monitoring, onsite monitoring and ad hoc monitoring in addition to completing an annual Grantee risk assessment.



## Risk Assessment

At the beginning of the fiscal year, WAP performs an annual Risk Assessment on each WAP Grantee to systematically identify a level of risk – high, medium or low - based on the following key programmatic and technical areas:

Programmatic Risk Assessment	Technical Risk Assessment
<ul style="list-style-type: none"> <li>• Total Funds</li> <li>• Unexpended Funds</li> <li>• Active Awards &amp; Extensions</li> <li>• Program Manager Experience</li> <li>• Programmatic Staff Vacancies</li> <li>• Production Analysis</li> <li>• Report History</li> <li>• Single Audit Review</li> <li>• DOE Programmatic Monitoring Action Items</li> <li>• Prior Subgrantee Unresolved Monitoring Action Items</li> </ul>	<ul style="list-style-type: none"> <li>• QCI Technical Grantee Staff</li> <li>• Last Onsite Monitoring Visit</li> <li>• DOE Technical Monitoring Action Items</li> <li>• Energy Audit Compliance</li> <li>• Field Guide Compliance</li> <li>• T&amp;TA</li> <li>• Health &amp; Safety</li> </ul>

Each Programmatic and Technical risk category receives a risk score, ranging from 0 (low risk) to 6 (highest risk), based on the identified criteria. Once all the categories are scored, the Programmatic, Technical and Overall Risk Assessments (combined Programmatic and Technical scores) are calculated.

Average Risk Score	Recommendation
3.0 and higher	High Risk – monitoring recommended
2.0 - 2.9	Medium Risk – monitoring may be necessary
Below 2.0	Low Risk – monitoring not necessary at this time

Those Grantees that fall within the **medium or high-risk categories** are recommended for monitoring during the current fiscal year.

## Onsite Monitoring

Per [10 CFR 440.23\(b\)](#), the Program is required to perform onsite monitoring at the Department's discretion. Each year, the Program identifies what Weatherization Grantees require an onsite monitoring visit via the Risk Assessment results. Depending on the Grantee's needs or issues, onsite monitoring can include either Programmatic, Technical or both (Comprehensive).

Onsite monitoring includes visits to selected Subgrantees' offices to allow the Programmatic Project Officers to verify program elements, such as inventory, financial management, procurement, and client file management. In addition, Technical Project Officers will review completed and in-process units and observe how the Grantee monitors their local providers and provide technical assistance when needed.

A monitoring assessment report is issued after the onsite monitoring visit to provide feedback to the Grantee on where they are excelling and where there is room for improvement. If deficiencies are identified, action items (finding, concern or recommendation) or a Corrective Action Plan can be issued, depending on the severity of the deficiency.

## Desktop Monitoring

Both Programmatic and Technical Project Officers perform quarterly desktop monitoring of program and fiscal reports. Desktop monitoring provides:

- Verification the Grantee is in compliance with WAP requirements.
- Opportunity to resolve any outstanding monitoring assessments (findings, concerns, recommendations) and issues.
- Identification of possible training and technical assistance needs.
- Opportunity to document WAP best practices.

## Ad Hoc Monitoring

WAP Project Officers perform ad hoc monitoring throughout the program year. This type of monitoring is driven by a Grantee's performance and can include an in-depth analysis of a key program component or process (e.g., policies and procedures, energy audit modeling, procurement, training or waste, fraud and abuse). ad hoc monitoring:

- Initiates when a specific trend or deficiency is identified through desktop and/or onsite monitoring.
- Includes additional ongoing desktop or onsite monitoring driven by Grantee performance or concerns surrounding possible waste, fraud or abuse.

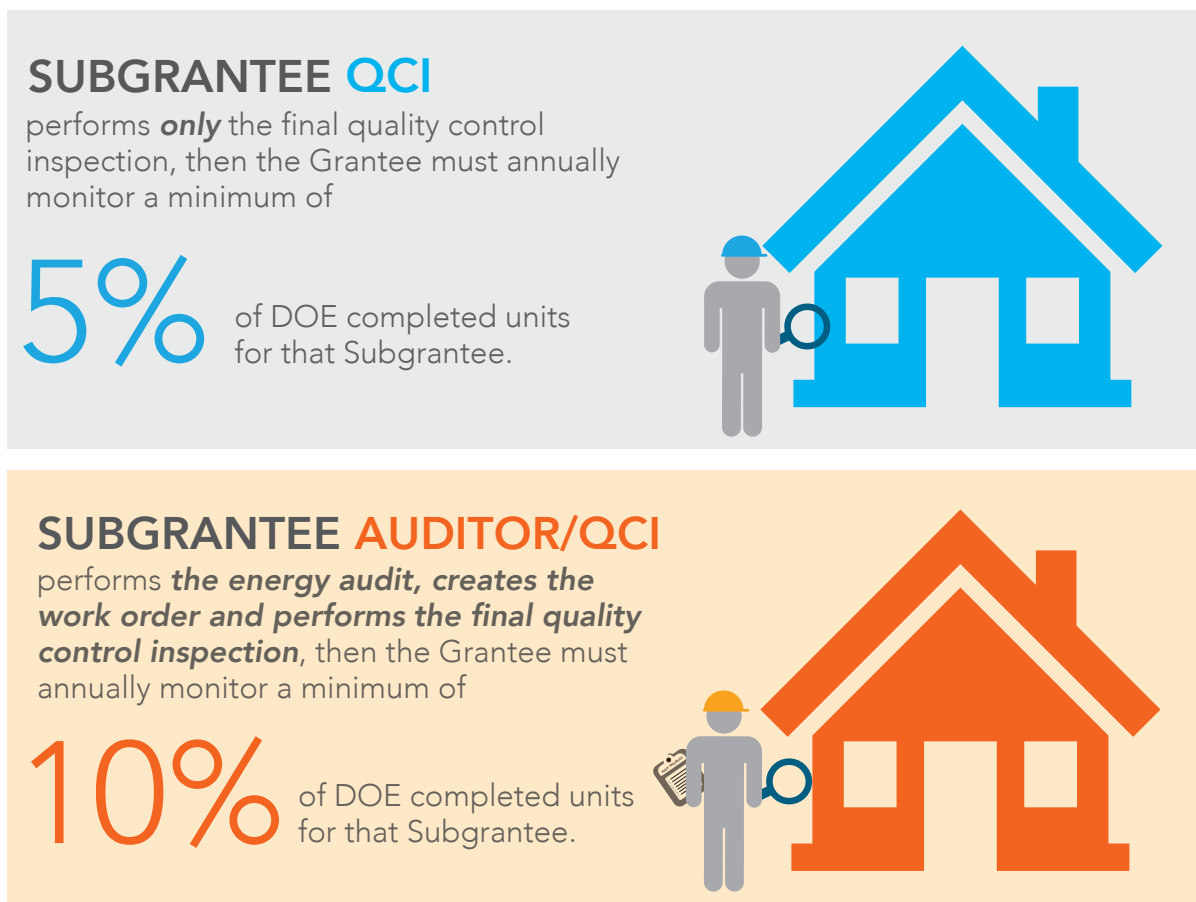
## Grantee Oversight

Per [WPN 20-4](#) and in accordance with [10 CFR 440](#), Grantees are required to conduct comprehensive onsite monitoring at least once a year for each of their Subgrantees. Within their monitoring efforts, Grantees review:

- Programmatic expenditures.
- Eligibility requirements.
- Percentage of dwelling units weatherized.
- Production rates and types of units weatherized.
- Procurement of material and labor.
- Payments to vendors and reports for reimbursement.
- Material standards and installation.

Per [WPN 22-4](#), Grantees are required to follow a DOE prescribed **Quality Control Inspector (QCI)** policy to determine the percentage of weatherized units to monitor annually at each Subgrantee. Figure 8 provides a quick overview two scenarios of the QCI policy.

Figure 8: Subgrantee QCI Policy and Monitoring Requirements



Grantees are strongly encouraged to review “in progress” units beyond the required percentage of completed units, in order to assess:

- Quality and compliance.
- Appropriate and allowable materials.
- Appropriateness and accuracy of energy audits (no missed opportunities).
- Comprehensive final inspections.
- Safe work practices, such as lead safe weatherization protocols.
- Other factors that are relevant to onsite work.

## Subgrantee Oversight

Every home weatherized must receive a quality control inspection for workmanship and appropriateness prior to reporting to the Grantee and DOE.

Figure 9: WAP Monitoring Layers

