

# Weatherization's Role in COVID Recovery

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NEUAC Annual Conference: August 4, 2020





NASCSPP provides research, analysis, training and technical assistance to [State CSBG and WAP grantees](#), Community Action Agencies, and State Associations in order to increase their capacity to prevent and reduce poverty and build economic and energy security.



<https://nascsp.org>

# Agenda

- U.S. DOE Guidance – DOE Memo 60 and 62
- National WAP workforce impacts
- Enhanced health and safety protocols
- Adapting policies for COVID-19



DOE  
Guidance on  
COVID-19:  
Memo 60

March 25<sup>th</sup> DOE Issued [Memorandum 060-  
Weatherization Assistance Program Frequently Asked  
Questions Related to COVID-19](#)

- While production is stopped, WAP agencies can still charge labor costs, including salary and fringe benefits as long as they comply with the uniform federal guidance on leave ([2 CFR § 200.431\(b\)](#))
- Encouraged administrative and T&TA activities such as updating and developing policies and procedures, online trainings, virtual conferences, inventory reconciliation, etc.
- Flexibility for states in planning for PY2020 and beyond
- Quality assurance monitoring paused

# DOE Guidance on COVID-19: Memo 62

May 26<sup>th</sup> DOE issued [Memo 62 WAP's Response to Guidelines for Opening Up America Again – Phase One and FAQs](#)

## **ALL PHASES**

- ✓ Social distancing
- ✓ Good hygiene
- ✓ Protective equipment
- ✓ Temperature checks
- ✓ Sanitation
- ✓ Disinfection
- ✓ Monitor workforce for symptoms
- ✓ Develop and implement policies for workforce contact tracing

## **PHASE ONE**

- ✓ Encourage telework
- ✓ Minimize non-essential travel
- ✓ Vulnerable individuals should shelter in place
- ✓ Avoid groups of more than 10 people

## **PHASE TWO**

- ✓ Encourage telework
- ✓ Non-essential travel can resume
- ✓ Vulnerable individuals should shelter in place
- ✓ Avoid groups of more than 50 people

## **PHASE THREE**

- ✓ Resume unrestricted staffing of worksites
- ✓ Vulnerable individuals can resume public interactions
- ✓ Minimize time spent in crowded environments



## DOE Guidance on COVID-19: Memo 62 *Considerations for WAP*

- ▶ Develop a plan for collecting applications remotely
- ▶ Conduct intake and eligibility determination
  - Photographs of signatures accepted via text or email
  - When applicable, coordinate intake with other programs to minimize client exposure
- ▶ Screen occupants for known or suspected health concerns
- ▶ Place vulnerable clients on a wait list and prioritize in Phase 3
- ▶ Consider incorporating increased PPE and sanitization measures into your disease response plans
- ▶ Schedule QCI with last day of Wx work to minimize time in the home.

## Poll Question:

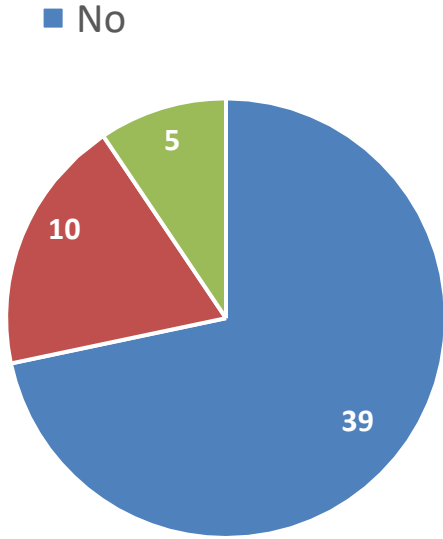
What is your current WAP field work status?

- Working in the field and fully operational
- Working partially with modified virtual applications
- Working very little, only where local conditions are safe
- Planning to get back into the field this month
- All WAP field work is suspended

# COVID-19 Production & Workforce Impacts

NASCSP Surveys conducted in April and May, 2020

Are WAP workers entering client homes in your state or territory?



Who made the decision to stop production?

**30**

States/Territories stopped all production

**25**

States/Territories allowed local agencies to decide



# COVID-19 Production & Workforce Impacts



- States have set minimum criteria for re-opening
- Phases must be met before WAP workers can safely return to the field
- There is a “new-normal”

40  
State/Territories  
reported some  
or all of their  
WAP workers  
are back in the  
field as of July  
28, 2020.

# Back to Work: Enhanced Health and Safety Protocols

## COVID 19 Field Preparedness Verification

- ▶ Back to Work Safety Training
- ▶ PPE availability
- ▶ Client Screening COVID-19
- ▶ Client Education / Acknowledgement
- ▶ Worker Testing
- ▶ Deferral conditions



# Enhanced Health and Safety Protocols:

Employee Name: \_\_\_\_\_

**Confidentiality of medical information.** Under applicable law, employers must maintain the confidentiality of all medical information obtained about an employee. Medical information must be protected and kept confidential even if the individual volunteers the medical information without being asked. Employers must protect all confidential information of employees as required by applicable federal and state laws.

Date	Job #	Employee Temperature	Employee Symptoms	Positive Test for COVID-19?	Have been in contact with someone with COVID-19?
6/1/2020	2020-001-001-1	98	no symptoms	No	No
6/2/2020	2020-001-001-2	99	no symptoms	No	No

## Worker Training, Testing and Tracking:

- ▶ Testing prior to returning to work
- ▶ Daily testing of temperature
- ▶ Daily symptoms reporting
- ▶ Mandatory PPE / Back to Work Safety Training



Welcome to the Virtual Academy

Our COVID-19 training consists of two parts - this short on-line course and an in-person training to practice the protocols in your actual workplace.

Working in homes with the existence of a new virus outbreak can be challenging and scary too. We want to keep you and your clients as safe as possible by giving you this information.

You are probably like us, and don't have much time in your normal day for training. Don't Panic. You can access your course from anywhere in the world as long as you can get an internet connection...even on your smartphone!

# Adapting Policies - COVID-19

## ▶ Client education and attestation forms

1. Will you be willing to vacate the WAP work area during WAP work (another room with a door or plastic wall, or outside), AND, only the homeowner/client can be present (this cannot be a minor)? (Take into consideration some families cannot find childcare)

2. Will you be willing to wear a face covering (while in the same room/area as WAP staff) during the WAP work?

## ▶ Several states polled their wait-list clients to determine if they would be comfortable with WAP workers in their home.

- Clients said yes – 88%
- Clients asked to be deferred – 12%

# PPE Availability: NASCSP Peer-to-Peer Survey, June 2020

## Shortages – Types of PPE

- ▶ N95 masks (9)
- ▶ Tyvek suits (4)
- ▶ Nitrile gloves (3)
- ▶ Disinfecting wipes (3)
- ▶ KN95 masks
- ▶ P100 filters

*“It goes back and forth as to what is available currently”*

*“We experienced shortages back in May...we now have enough PPE...to meet our anticipated needs...”*

## Modified H&S and Invoicing Policies

- ▶ Allowing H&S purchases for LIHEAP CARES Crisis work to cover the extra PPE needed for those jobs (2 states)
- ▶ State Infectious Disease Preparedness and Response H&S category will allow funding for additional costs such as PPE, cleaners, safety materials like plastic sheeting, etc. The allowable cost is similar in scope to lead safe weatherization.
- ▶ We conducted a survey among all of the subcontractors and asked what PPE was used for each job. We averaged the costs out to be a reasonable compensation for each job, placed a line on the state Price List, and allowed a flat fee to be charged per job.
- ▶ We allowed contractors to bill for additional quantities of PPE. Normally those costs are built into a task.
- ▶ We increased the allowable grant percentage for H&S costs

# Summary: Adapting Processes and Policies



CHECKLIST	
<input type="checkbox"/>	COVID-19 Screening Questions Asked
<input type="checkbox"/>	Unit deferred due to screening or client request
<input type="checkbox"/>	Unit is suitable for splicing interior and exterior work
<input type="checkbox"/>	Social distancing of 6 ft. (2 meters) is possible for unit
<input type="checkbox"/>	Use of physical containment barrier necessary
<input type="checkbox"/>	Job Safety Analysis (JSA) completed & in client file
<input type="checkbox"/>	Followed proper protocols for disposal & maintenance of PPE
<input type="checkbox"/>	Safety Protocols for document handling were followed; The virus is estimated to remain active on paper 4-5 days; on cardboard up to 24 hours; on plastic 2-3 days
<input type="checkbox"/>	Tools/equipment used in unit sanitized following completion
<input type="checkbox"/>	All crew members sanitized hands prior to touching crew vehicle surfaces
<input type="checkbox"/>	Washed hands thoroughly immediately upon return to shop/office
<input type="checkbox"/>	State or local govt. shelter in place order issued Date issued _____ Date of Estimated End _____ Actual End _____
<input type="checkbox"/>	By client request or other reason, final inspection deferred

- ▶ Development of Infectious Disease Preparedness and Response Plan
- ▶ Grantee modifications to LIHEAP and Health & Safety Plans
  - ▶ Deferral conditions and timeframes (defer high-risk)
  - ▶ Allowance for additional PPE and protective measure costs
- ▶ Implementing changes to policies to protect crew and clients
  - ▶ Worker testing and enhanced client screening
  - ▶ Sanitizing and disinfecting procedures
  - ▶ COVID 19 Checklist
  - ▶ Client acknowledgment and COVID waivers
- ▶ Mandatory training on proper PPE use prior to re-entry

# Continuing the Learning

[Weatherization Online Training Opportunities](#) - DOE /WAP Trainers Consortium

[Back to Work Resource Guide](#) - Building Performance Association

[COVID19 Back to Work Safety Training](#) - Energy Smart Academy

[NASCSP COVID Resources](#) – Federal Guidance and WAP Resources



# Weatherization's role in COVID recovery

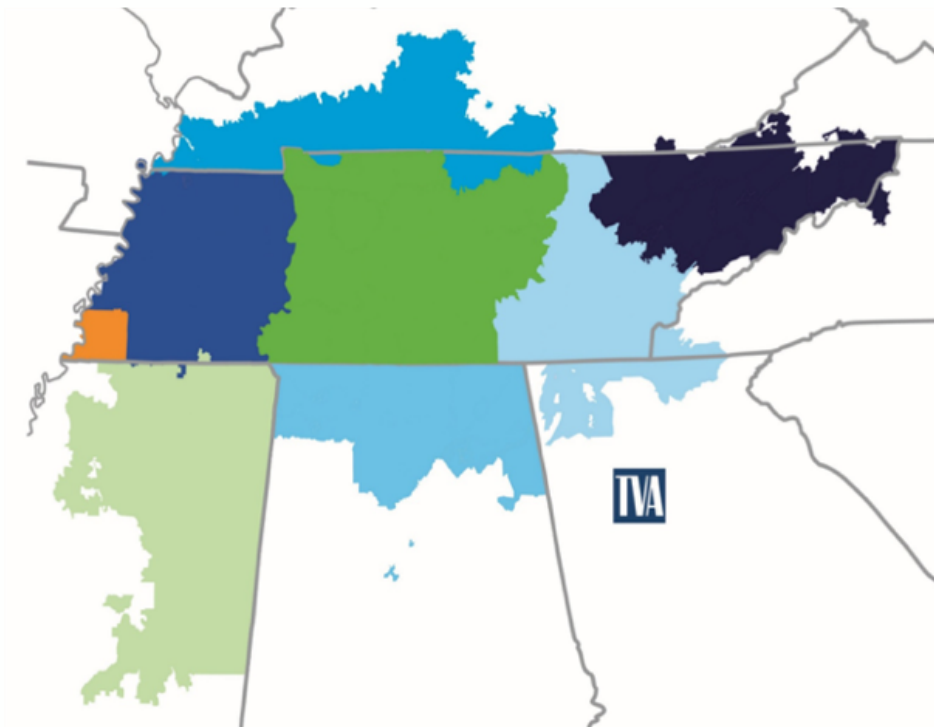
Frank Rapley, Senior Manager, EnergyRight for  
the Home, Tennessee Valley Authority






# This is TVA.

- The nation's **largest public power** producer
- **80,000 square-mile** service area covering parts of **7 states**
- **153 local power company** partners



A photograph of a man with dark hair and a mustache, wearing a grey button-down shirt, holding a young girl with dark hair in a white ruffled blouse. They are in a kitchen, and the man is pointing his right index finger at a light switch on a white wall. The background is softly blurred, showing a dining table and chairs.

**Home Uplift** is  
TVA's residential  
program to help  
low-income  
homeowners  
make no-cost  
energy upgrades.

# Home Uplift includes these measures.



**HVAC System**



**Duct System**



**Attic & Wall  
Insulation**



**Windows & Doors**



**Water Heating**



**Lighting**

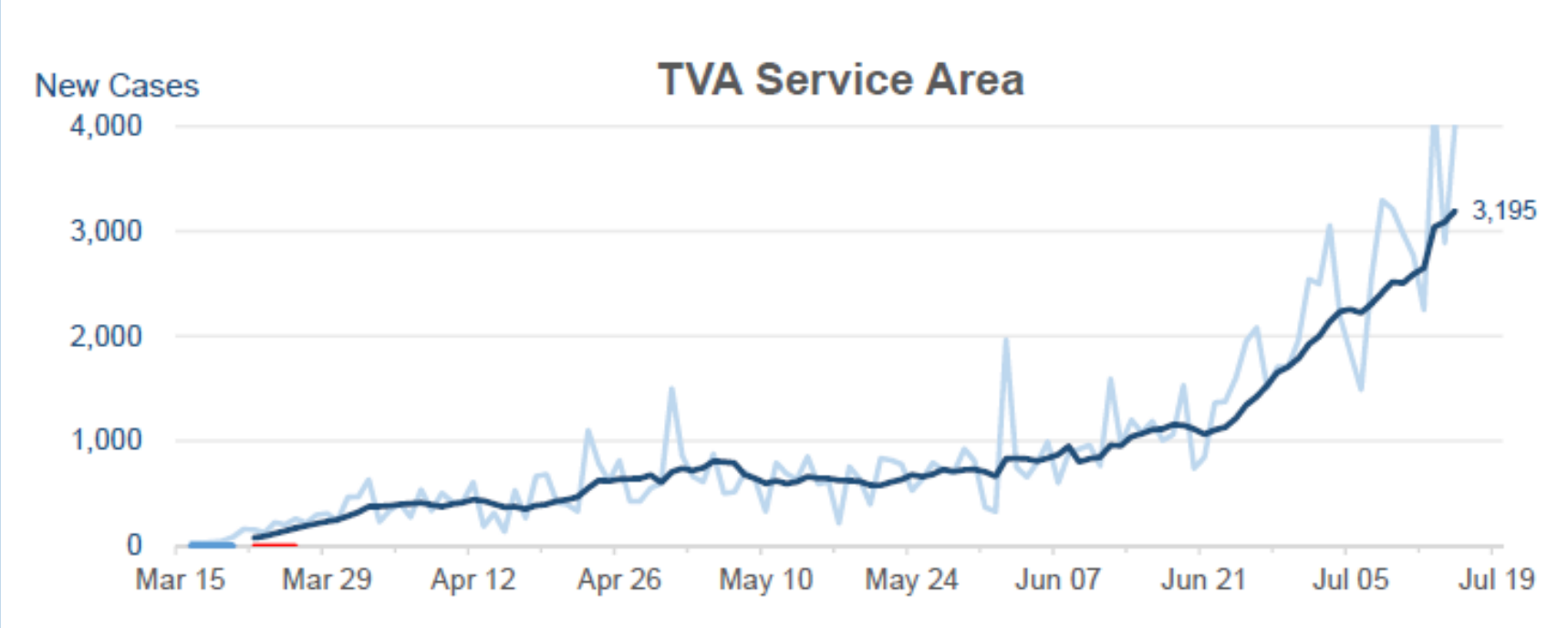


**Air Sealing**



**Refrigerators**

# Cases are on the rise in the Tennessee Valley.



Data as of July 22, 2020

# There is a mask mandate in Nashville but...







## We had prepared for an October return with detailed guidelines and protocols.

- Field staff and contractor safety and health screening guidelines
- COVID-19 common symptoms and resources
- Personal protective equipment checklist and resources
- Appointment audit and inspection safety guidelines
- Tool cleaning guidelines
- COVID-19 contractor compliance agreement



Photo credit: Stroom, Inc.

## **TVA also launched virtual home energy evaluations using a live augmented reality platform.**

- ☑ CLEAResult Virtual Assessment powered by Stroom
- ☑ Used for the initial work order and the inspection
- ☑ Limits time in the home to minimize risk for all
- ☑ Includes the homeowner in the audit experience

Until conditions improve,  
we are considering shifting  
tactics.

The Home Uplift Emergency  
Replacement program will offer low-  
income homeowners:

1

HVAC  
replacement

2

Water heater  
replacement





# Our non energy impacts (NEI) research will continue with new COVID questions and analysis.

- ☑ Positive tests for COVID
- ☑ Mental health
- ☑ Changes to employment and/or income
- ☑ Energy bill hardship
- ☑ Food and nourishment
- ☑ High-interest loans



# Continuing the Learning

- <https://www.tva.com/coronavirus>
- <https://energyright.com/residential/home-uplift/>
- <https://energyright.com/residential/energy-assistance/>
- <https://www.streem.pro>



# Live Q&A

Submit a question to be answered by our speakers **LIVE!** Questions will be read aloud by the moderator. We will attempt to answer as many questions as possible.

