

ROY COOPER

Governor

ELIZABETH S. BISER

Secretary

JULIE WOOSLEY

Director



NORTH CAROLINA
Environmental Quality

July 12, 2023

Ms. Vicki Heidinger
Executive Director
Community Action Opportunities
25 Gaston Street
Asheville, North Carolina 28801

Subject: Review of Community Action Opportunities Application for the Weatherization Assistance Program's Five-Year Bipartisan Infrastructure Law Funding Opportunity

Dear Vicki,

Congratulations on behalf of the North Carolina Department of Environmental Quality, State Energy Office. Your application submitted for the "*Weatherization Assistance Program's (WAP) Five-Year Bipartisan Infrastructure Law (BIL) Funding Opportunity*" has been conditionally approved in the amount of \$4,873,017 for "*Region 7*". As a condition of the subaward, the WAP will be required to conduct a public hearing in accordance with 10 CFR 440.14 and 10 CFR 440.15 to formally adopt your organization as the qualified provider for "*Region 7*" of the BIL program. In addition, to receive the full funding amount, at least 30% of housing units in North Carolina's BIL State Plan must be weatherized within the funding timeframe.

Please note that as a result of progress evaluations, WAP may, at its delegated discretion, authorize the following actions: (1) continue to fund the project, contingent upon the availability of funds appropriated by the United States Department of Energy for the purpose of this program and the availability of future-year budget authority; (2) place a hold on funding the project, pending further supporting data or funding; or (3) discontinue funding for the project because of insufficient progress, change in strategic direction, or lack of funding.

Before proceeding with next steps, Community Action Opportunities must sign the acknowledgement form concerning the following documents for the BIL program by July 21, 2023:

- Application Assessment Rubric
- Five-Year BIL State Plan
- Health and Safety Plan
- Standard Work Specifications
- Training and Technical Assistance Plan

A digital "*RightSignature*" package will separately provide the above documents to you within two business days. Thank you for your willingness to participate in the BIL program. Together, we will implement a robust program that best serves North Carolina's underserved and disadvantaged communities.

Sincerely,

A handwritten signature in black ink that reads "Matthew Davis".

Matthew F. Davis
State Energy Office
Weatherization Supervisor



5 Yr. BIL Application Assessment Rubric
2023

Subgrantee Name: **Community Action Opportunities (CAO)**

Criteria	Low		Medium		High		Comment Box (Applicable to Low Scores)
	Description	Score	Description	Score	Description	Score	
1. SEO Pre-Review:							
a. Expenditures	Subgrantee expended less than 80% of its allocation during FFY2022-23.		Subgrantee expended 80% to 89% of its allocation during FFY2022-23.		Subgrantee expended 90% or more of its allocation during FFY2022-23 -OR- Not Applicable	High Ranking	
b. Deliverables	Subgrantee delivered less than 80% of its contractual obligations in FFY2022-23.		Subgrantee delivered 80% to 89% of its contractual obligations in FFY2022-31.		Subgrantee delivered 90% to 100% of contractual obligations in FFY2022-23 -OR- Not Applicable	High Ranking	
c. Responsiveness	Subgrantee was not responsive to calls or email inquiries.		Subgrantee was moderately responsive to calls or email inquiries.		Subgrantee was very responsive to calls or email inquiries -OR- Not Applicable	High Ranking	
2. SEO Pre-Review Financial Performance Assessment:							
a. Financial Reporting	Financial Status Reports were submitted late greater than 25% of the time during FFY2022-23.		Financial Status Reports were submitted late between 1% to 25% of the time during FFY2022-23.	Medium Ranking	All Financial Status Reports were submitted on time during FFY2022-23 -OR- Not Applicable		
3. Single Family Questions							
3.1. Agency Experience & Preparedness to implement Wx services and blending funding opportunities (5 pts)	Low - No experience - 2 years experience, staff needs to be ramped up No Experience Blending Funding		Moderate - 3-9 years experience in Wx, staff in place Moderate/Some Experience in Blending Funding		High - More than 10 yrs. & Wx staff in place, performing Wx Blending Funding is a standard practice within the agency	5	
3.2 Proposed Wx contractors or related partners (3 pts)	No list and/or limited list		Partial list and subgrantee recognizes the need to more partners		List of contractors in place and working in Wx	3	
3.3 How will subgrantee implement ee measures and clean energy upgrades to assist in a more resilient energy grid? (5 pts)	Minimum EE and clean energy measures		EE measures and some clean energy approach	3	EE Measures, clean energy and working with outside entities/resources		
3.4 Recruitment strategies to Wx DACs and Priority Populations. (5 pts)	Business as usual. No demonstration to collaborate with Focus Area 1.		Demonstrated willingness to target disadvantaged communities and priority populations, but are leveraging a limited number of new partnerships to maximize impacts. Moderate demonstration to collaborate with Focus Area 1.		Explore outreach opportunities including working with the agency who is accountable for Focus Area 1	5	
3.5 What demographics/metrics collected and how PII is safe? (5 pts)	All demographic populations are covered, Paper copies only, little to no mention of how documents are secured, shredded after electronic upload.		Have physical paper copies of client files and metrics; however, files are under lock/key of authorized personnel and are stored electronically in an encrypted database management system with authorization from key case workers.	3	Data is stored and transferred using an encrypted database management system. Uses access controls to limit access to authorized personnel. Paper copies are shredded after scanned / uploaded into the system.		
3.6 Strategies to minimize Wx deferrals and increase completed units? (7 pts)	Business as usual, primarily using DEQ funding, Wx Readiness and/or LIHEAP \$, going beyond could be difficult for the agency. There is no clear plan or strategy to minimize deferrals		Agency has a plan that incorporates braiding/blending funds from relevant organizations.		Innovative ideas are well thought out, realistic, timely, and articulated, even though they haven't been implemented yet.	7	
3.7 How to retain modern workforce in Wx. For current employees, relevant training, career advancement. (5 pts)	Low emphasis on retaining and advancing a modern workforce in weatherization through various strategies and opportunities.		Emphasis on retaining and advancing a modern workforce in weatherization through various strategies and opportunities.		Strong emphasis on retaining and advancing a modern workforce in weatherization through various strategies and opportunities.	5	
3.8 How will this project support equitable job opportunities, increase diversity, aid in training/apprenticeship placement, and commit to jobs with living wages and benefits that align with Justice40 initiatives? (10 pts)	No clear plan in place to support equitable job opportunities, J40 is not addressed		An outline exists for taking on apprentices, living wages, and J40, but it is not detailed.	6	A detailed plan is created to support apprentices, living wages, and J40 initiatives.		
3.9 What procedures for ongoing reporting to SEO on project process, project setbacks? (7 pts)	Minimum strategy utilizing "Accountable Results for Community Action" (AR4CA) database and "Financial Status Report, 286"		Some details of project progress relayed beyond the minimum strategy.	4	Project process and project setbacks articulated, anticipated and outlined process on how to handle breakdowns of project setbacks.		
3.10 Identify at least one or more Go/NoGo milestones in project (3 pts)	Milestones not addressed.		At least one or more milestones identified, but the timeframes and progress reports are not detailed.	2	Complete milestone plan with detailed timeline and progress reports.		
4 Unit Schedule and Workforce:							
a. Unit completion is outlined in budget and appears reasonable	Unit completions and costs are identified, but they appear unreasonable for each quarter.		Unit completions and costs are identified and reasonable, but they slightly exceed the maximum ACPU without a footnote.		Unit completions and costs are identified and reasonable. Overall, the ACPU is achieved.	High Ranking	
b. Workforce T&TA	Planning workbook does not adequately support the single/multifamily responses.				Planning workbook adequately supports the single/multifamily responses.	High Ranking	
						SEO Pre-Review Technical and Financial Score	High Ranking
						Key Operations and Personnel Experience Score	43
						Unit Schedule and Workforce	High Ranking
						Cumulative Application Score (Needs 40 to Pass):	43
						Level:	ACCEPT

Assessment Completed by:

Matthew Davis

Type Name

Matthew Davis

Signature

Weatherization Supervisor

Type Title

7/6/2023

Date

Overall, the application is sufficient for participating in the 5-year BIL program. There are a few sections of the application that could be strengthened for items such as (1) providing more context for solar initiatives and their associated implementation timelines; (2) planning recruitment strategies to obtain clients that align with Focus Area 1 of the T&TA funds; (3) incorporating an encrypted digital system for maintaining client files instead of paper copies; (4) providing a detailed plan to support apprentices, living wages, and Justice 40 initiatives; (5) providing CAO's tracking spreadsheet monthly with a comment box regarding the status and future expectations of the project; (6) providing Go/No-Go milestones with a complete plan containing associated timelines and progress reports; and (7) mentioning Focus Area 2 of the T&TA funds in the planning workbook. NC WAP will work with CAO to build these initiatives throughout the program. As such, NC WAP recommends approval of the 5-year BIL application for CAO.

Overall Impressions

North Carolina Department of Environmental Quality

Weatherization Assistance Program BIL Weatherization Provider Application

FORWARD

Funding Opportunity: This application is to receive funds for weatherization services under the Bipartisan Infrastructure Law (BIL). BIL was enacted on November 15, 2021, with the U.S. Department of Energy (DOE) releasing specific guidance for Weatherization Assistance Program (WAP) agencies under Weatherization Program Notice BIL 22-1 on March 30, 2022. Financial stimulus from the BIL will build on the historic strength of WAP by elevating funding for the next five years.

Application Timeline:

Application Activity	Time and Date
Application Sent by	3:00 pm Friday, June 16, 2023
Written Questions Due by	5:00 pm Thursday, June 23, 2023
Application Due by	5:00 pm Friday, June 30, 2023
Selected Service Providers Notified by	5:00 pm Friday, July 14, 2023

Statement of Need: The State Energy Office (SEO) at the North Carolina Department of Environmental Quality (NC DEQ) is committed to ensuring affordable, just, and equitable access to energy. The state recognizes that low-income North Carolinians are faced with many multifaceted challenges including inflation, high energy and housing costs, and continued market impacts from the COVID-19 pandemic. Thus, the WAP aims to reduce these stressors by improving home energy efficiency, thereby fostering a healthier and more affordable life for North Carolina residents. Based on these initiatives, WAP has played a key role in not only decreasing energy costs for low-income persons, but also in reducing carbon emissions as well as providing and promoting jobs in clean energy.

The purpose of weatherization services is to install energy conservation measures in the homes of income-eligible persons, especially homes occupied by the elderly, persons with disabilities, and children. Funds are applied to the most cost-effective conservation measures, which are determined by conducting an on-site energy audit of the dwelling. Energy conservation measures funded through the program may range from air sealing and insulating single-family homes to replacing heating systems, windows, and doors. WAP assistance is eligible in all types of housing units, including both single and multifamily housing, manufactured housing, and group homes. To achieve a successful WAP program, SEO plans to build a more sustainable WAP workforce, improve and innovate the existing WAP program, and surge the number of weatherized homes.

The SEO is in search of weatherization agencies for both single-family and multifamily units that will participate in a cooperative home repair approach.¹ The state has been divided into different

¹ SEO will follow 10 CFR 440.14 and 15 for the selection of weatherization service providers and corresponding regions.

regions that will be served by one collaborative (i.e. a Weatherization Hub) based on the geographic jurisdictions of NC’s weatherization service providers (**Figure 1**). Participating agencies will receive free training in the collaborative home repair model to better serve low-income homeowners—this will include training of a unified intake process, collaborative case management process, and uniform program assessment strategies for services such as accessibility modifications, weatherization, home repair programs, and electrification assistance as needed.

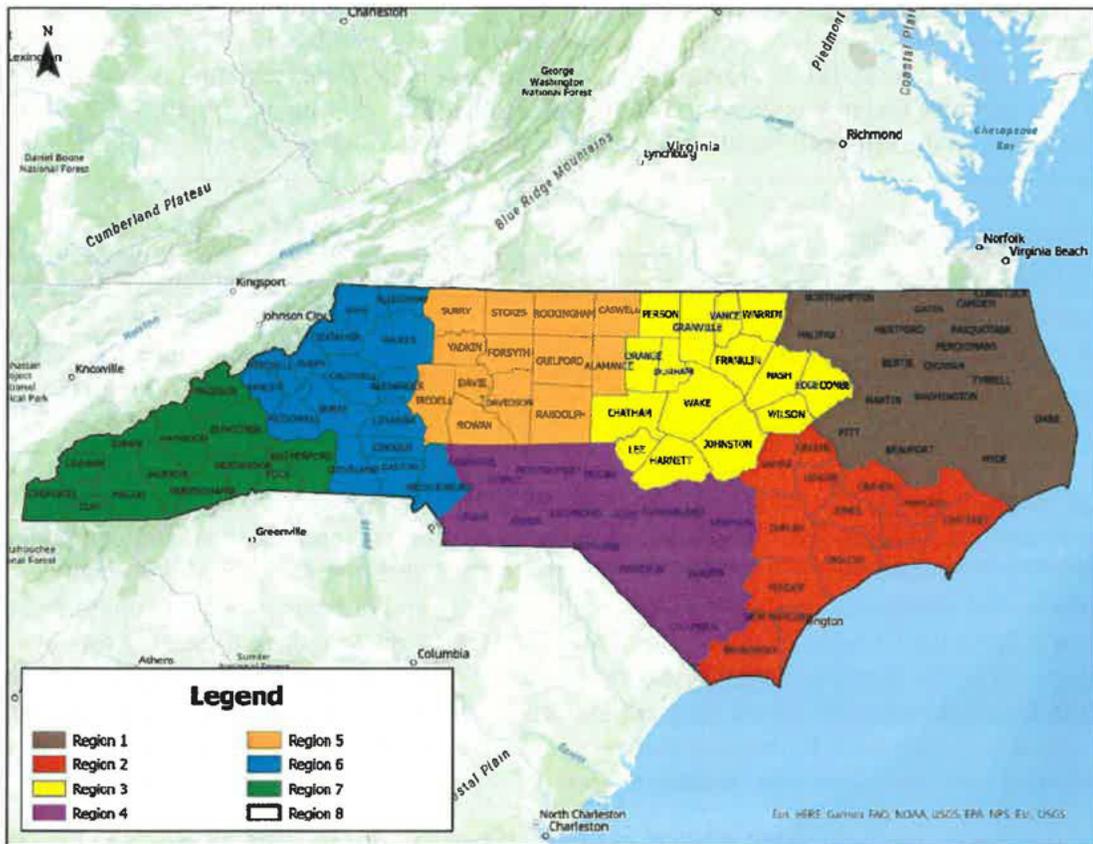


Figure 1. Map of North Carolina color coded by single family weatherization regions. Each region will house a collaborative hub that oversees weatherization and home upgrade services for eligible NC residents. Region 8 encompasses the entire state and is specifically for weatherization of multifamily homes.

The North Carolina SEO WAP will distribute \$89,776,045 of BIL funds for the purpose of enhancing energy efficiency in the homes of low-income families, particularly those in disadvantaged communities (DACs), in all 100 counties of North Carolina. The WAP energy upgrades provide homeowners relief through energy savings and home improvements that support equitable health and safety for North Carolinians. The NC SEO anticipates that the ~\$89.7M BIL stimulus will aid over 6,000 households across the state. \$69.783M has been reserved for direct weatherization services (**Table 1**).

Table 1. Total 5-year Funding Distribution for Direct Weatherization Services by NC Region²

Region	Program Operations	Admin	Health & Safety	Total 5-year Allocation	Anticipated Number of Weatherized Units
1	\$2,132,760	\$284,700	\$533,190	\$2,950,651	266
2	\$3,655,809	\$488,010	\$913,952	\$5,057,771	456
3	\$7,739,504	\$1,033,139	\$1,934,876	\$10,707,519	966
4	\$3,913,039	\$522,348	\$978,260	\$5,413,647	489
5	\$11,161,893	\$1,489,991	\$2,790,473	\$15,442,357	1,394
6	\$7,722,417	\$1,030,858	\$1,930,604	\$10,683,880	964
7	\$3,522,266	\$470,184	\$880,567	\$4,873,017	440
8	\$10,592,424	\$1,413,973	\$2,648,106	\$14,654,502	1,323
Total	\$50,440,112	\$6,733,203	\$12,610,028	\$69,783,343	6,298

BIL Reporting Requirements: Contingent on use of BIL funding, any selected entities will be mandated to follow the most up-to-date U.S. DOE and NC WAP program and reporting requirements. All grant awards made under this Program shall comply with applicable law and regulations including, but not limited to, the WAP regulations contained in the Code of Federal Regulations (CFR) at 10 CFR 440, DOE Financial Assistance Rules at 2 CFR 200, and the Bipartisan Infrastructure Law (Infrastructure Investment and Jobs Act), Public Law 117-58.

BIL Eligibility: To be eligible for BIL funds, the following qualifications of weatherization service providers must be met for implementation of contract activities:

1. Service Provider(s) must be a Community Action Agency or other public or nonprofit entity.
2. Service Providers(s) shall have detailed knowledge of, and experience in, weatherization services, including performance of energy efficiency retrofits.
3. Service Providers(s) shall be familiar with the North Carolina WAP and have relations with weatherization related agencies in the state.
4. Service Providers(s) should be familiar with methods for blending Federal, State, local funding opportunities in weatherization.
5. Service Provider(s) shall have the ability to complete projects equitably within the service area(s) (single-family) and/or throughout the state of North Carolina (multifamily).

² The funding allocations were calculated using [U.S. DOE's Allocation Formula](#) that incorporates factors such as [heating/cooling degree days](#), low-income population based on [U.S. Census data](#) (S1702), and residential energy burden based on [U.S. DOE's LEAD tool](#). This methodology may be found in 10 CFR 440.10(3) and (4).

North Carolina Department of Environmental Quality

Weatherization Assistance Program—
BIL Weatherization Provider Application

I. Applicant Details

Applicant Name: _____ Community Action Opportunities
Mailing Address: _____ 25 Gaston Street – Asheville, NC 28801
Street Address: _____ 25 Gaston Street – Asheville, NC 28801
Agency Website: _____ <https://communityactionopportunities.org/>
Telephone Number: _____ 828-252-2495

Board Chair

Name: _____ Edward Schell
Email: _____
Direct Phone: _____

Executive Contact

Name: _____ Vicki Heidinger
Email: _____
Direct Phone: _____

Program Contact

Name: _____ Trudy Logan
Email: _____
Direct Phone: _____

Fiscal Contact

Name: _____ Darren Waugh
Email: _____
Direct Phone: _____

II. Certification

THIS IS TO CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE INFORMATION CONTAINED IN THIS APPLICATION IS TRUE AND CORRECT PRIOR TO SUBMISSION TO NC SEO.

Vicki Heidinger

Name of Executive Director/CEO



Signature of Executive Director/CEO

06/30/2023

Date of Certification

Application Directions: Please fill out all applicable questions using concise and clear language in the boxes below. **You may extend your answers beyond the length of the boxes provided.**

Please mark yes or no questions in boxes with an "X". Point values have been assigned to all questions for evaluation. Entities applying for single-family weatherization must score 40 pts or higher to be selected for BIL funding. Entities applying for multifamily only or both multifamily and single-family must score 52 pts or higher to be selected for BIL funding.

Applications shall be in sent in PDF format with the subject of: "Weatherization Assistance Program—BIL Funding Application, [Your Agency Name]". Please submit the application by 5:00 pm Friday, June 30, 2023 via email to Matthew Davis at matthew.davis@deq.nc.gov AND Helen Hossley at Helen.Hossley@deq.nc.gov.

The SEO will not respond to verbal questions. All written questions received by 5:00 p.m. Eastern Standard Time, on Thursday, June 22, 2023 will be answered in writing.

Confidentiality: If an applicant deems that certain information required by this application is confidential, the applicant must label such information as CONFIDENTIAL prior to submission. For each subsection marked as CONFIDENTIAL, the proposer must provide a convincing explanation and rationale sufficient to justify an exemption of the information from release under the Freedom of Information Act. The explanation and rationale must be stated in terms of (a) the prospective harm to the competitive position of the proposer that would result if the identified information were to be released and (b) the reasons why the information is legally exempt.

III. Weatherization Services

3.1 Please describe your agency's experience and preparedness to implement weatherization services and blending funding opportunities within your service area. (5 pts)

Community Action Opportunities (CAO) has operated the Weatherization Assistance Program (WAP) since the Program's inception, 1976. The NC Weatherization Assistance Program's (NC WAP) risk assessment tool establishes CAO as low-risk. Likewise, the NCWAP monitoring process consistently scores the Agency's ability to manage and delivery service as Excellent. CAO's diverse leadership has decades of successful experience managing WAP and performing deep energy retrofits on single-family dwelling for families who live on low income in disadvantaged communities. (Vicki Heidinger, Executive Director (28 years), Darren Waugh, Finance Director (10.5 years) Trudy Logan, Economic Development Department Director (7 years), James Duncan, (13 years) Weatherization Services Program Manager. This experience includes weatherization operations, budgeting, accounting and reporting outcomes, grants management, qualifying for and maintaining required and advanced certifications, supervising professional and highly technical staff, internal monitoring and supporting other local and regional CAA's with training, technical assistance and QCI (see attached resumes).

Historically, CAO has had, at least, two staff with QCI certification. Since 2010, a licensed HVAC Technician. With the pending retirement of the initial HVAC Technician, one of the two employee's with QCI certification recently completed the requirements for and received a residential HVAC license. This rare and desirable combination of skills and knowledge allows this Energy Services Technician III (EST III) to reduce disruption to Weatherization customers by performing multiple services during a single visit. Having an employee with an HVAC license is also more efficient and cost-effective than hiring a sub-contractor to perform ETCs.

CAO pays fair and equitable wages and offers a generous benefit package that equals close to 40% of pay. As of July 3, 2023, the average pay rate for our Weatherization Installer team will be \$20.44. Base pay and benefits equal \$28.61. CAO also uses a performance recognition plan with Incentive Compensation. The Plan requires job competence and goal achievement to be eligible for recognition. Incentive Compensation is typically a combination of one-time lump sum and a modest base pay increase.

A solid infrastructure and past success are indicators to CAO's preparedness to, not only, continue to provide the standard WAP and Heating/Air Repair and Replacement Program (HARRP) services but to expand work to Region 7 as presented in the NC DEQ 5-year Bipartisan Infrastructure Law (BIL) Plan. CAO has achieved the following in recent years (see attachments):

- Audited Financial Statements for FY 2022 (and previous years) produced no material weaknesses or significant deficiencies, nor a management letter on internal controls. This high-quality financial management has been evident in EVERY fiscal monitoring review EVERY funding organization.
- In each of the two most recent WAP program monitor reviews, CAO had one finding neither of which disallowed costs. Each issue was swiftly resolved. Prior to the COVID service interruptions CAO routinely had monitoring outcomes with no or only one or two findings.
- Standard Weatherization performance was excellent, despite the impact of the pandemic, as reflected in the table below.

Funding Source/ Year	Expenditure Rate	Minimum Contract Units	Units Achieved
DOE FYs 2021 & 2022 (merged contract years)	98%	60	62
LIHEAP FY 2021	89%	72	73
LIHEAP FY 2022	98%	70	74
HARRP FY 2021	98%	77	76
HARRP FY 2022	100%	66	66

- Program and fiscal monitoring reviews of Community Services Block Grant (CSBG), Head Start, Child and Adult Care Food Program, NC Pre-K, Buncombe County Child Care funding and others routinely result in zero findings.
- CSBG Organizational Standards scores have consistently been above 90% with two out of five years at 100%
 - The standards provide a foundation of organizational capacity to all CSBG Eligible Entities across the United States

Duke Energy Progress and Duke Energy Carolinas have supported CAO's work for more than seven years. In just FY 2023, CAO has used more than \$200,000 to support heating system installations, health/safety measures and energy efficient appliance replacement. CAO has leveraged more than \$366,000 for Healthy Home Initiative (Blue Cross/ Blue Shield) in the last three years to support internal and partner agency projects to install heat sources, ramps, grab bars, bridge access to home, roof repair/replacements, carpet removal, floor repairs and other health/safety measures. We anticipate using similar approaches to support combined funding in the region 7 geographic area through our collaborative partners.

3.2 Please provide a list of proposed weatherization contractors or related partners. (3 pts)

CAO anticipates using the following subcontractors:

- A-American Electrical
- Carolina Air Experts
- Cole's Heating and Cooling
- Conservation Pros
- Energy Home Inspection
- FF Adhesive and Insulation
- Greenserve
- Hightower Construction and Properties
- Horizon Heating and Air Conditioning
- Hoyle Plumbing
- REEL Electric
- Rutherford Heating and Air
- TP Howard Plumbing
- Southern Electrical

CAO anticipates the following collaborative partners will include but not limited to:

- Macon County Government

- Four Square Community Action
- Mountain Projects
- Eastern Band of Cherokee Indians (invited)
- Asheville Area Habitat for Humanity
- Community Housing Coalition of Madison County
- Mountain Housing Opportunities
- Rutherford Housing Partnership
- Housing Assistance Corporation
- Thermal Belt Outreach Ministry

3.3 How will you and partners implement (1) energy efficient and (2) clean energy upgrades that assist in a more resilient energy grid? (5 pts)

CAO will enhance its client education information at the initial inspection and develop a follow-up education plan that program participants can complete after weatherization services are completed.

With the support of partners, CAP will reduce carbon footprint by installing cost saving measures as prescribed in the priority list and expand installation of heat pump water heaters. In addition, explore solar partnerships options. Once a partnership is established, train CAO staff to assess eligible homes for solar installation. In collaboration with the solar possible, the goal would be to develop a checklist for CAO to use during initial audits to determine solar eligibility and then explore options to align with the partner to install.

3.4 Please provide a description of the recruitment strategies that will be utilized to find units to weatherize throughout the state. Specifically, how are units within disadvantaged communities and households with elderly, disabled, young children, high-energy burden, and high-energy users recruited. (5 pts)

CAO will utilize the Disadvantaged Communities information located on the Climate and Economic Justice Screening Tool (CEJST 1.0) and the Low Income Energy Affordability Data (LEAD) tool to identify disadvantaged communities and qualifying families. Combined with information and referrals from local resources, CAO will be soundly area of the disadvantaged communities in order to determine outreach and service delivery. See attached CEJST screenshot of Region 7 to demonstrate targeted disadvantaged, including Federal Recognized Tribal, communities.

CAO maintains effective working relationships with entities such as Council on Aging, Department of Social Services and Crisis Intervention and Low Income Energy Assistance Programs (CIP/ LIEAP) providers. To strengthen outreach efforts, CAO will (at minimum):

- Enhance its relationships with faith-based organizations and sponsor outreach/application processing events in order to recruit individuals/families especially Black, Indigenous, People of Color (BIPOC) who live in disadvantaged communities. Using this strategy coupled with CAO's name with known/trusted faith-based organizations will remove barriers to the application process and give a personal, in-person touch and encourage potential customers to apply for the program.
- Affirm partnerships with local energy cooperatives. CAO has three energy cooperatives in the Region 7 service area, French Broad Electric Corporation, Haywood Electric Membership

Corporation and Rutherford Electric Membership Corporation. CAO has received funding from Haywood and featured in their member newsletter. In addition, CAO brochures have been available at all the offices. These cooperatives reach rural communities. At a minimum, CAO anticipates collaborating with the cooperatives to target disadvantaged communities and provide weatherization service information to its membership. In addition to the tools described above, the cooperatives are able to provide specific demographic information on areas with high-energy users and households in arrears or payments from CIP or LIEAP. All of these conditions indicate energy burden. CAO will share the results of its analysis of the CEJST compared to each cooperative's service area in hopes that collaboration will occur with targeted outreach to the communities that overlap.

- Use CEJST and the wait lists from each existing WAP service provider to identify disadvantaged communities and BIPOC. Also coordinate services to leverage and combine resources to increase the Return on Investment (ROI) to 1:1,
- Invite representatives from the Eastern Band of Cherokee Indians (EBCI) with support of Four Square Community Action, to participate in the regional WAP collaborative and
- Enrich its relationship with Veteran Affairs branch, which is located in Asheville. In the past three years, CAO has provided weatherization services to 15 veteran households (5 in FY 2023, which is 6.5% of overall completed units). CAO will target 10% for BIL services.

3.5 What demographics and metrics will be collected for persons in units to be weatherized? How does your agency keep the private and personal information of clients safe? (5 pts)

CAO will collect and document the following demographic information to help prioritize service: 1) date of birth/age 2) gender 3) education 4) ethnicity 5) race 6) military status 7) primary language 8) work status 9) health insurance type 10) disabling condition 11) health condition 12) non-cash benefits 13) marital status 14) family/ household type 15) number of household members 16) income sources and 17) owner/renter 18) degree of disadvantaged community conditions, (per CEJST 1.0).

CAO tracks and will continue to use the following metrics related to the household and service delivery: 1) referral source 2) leverage funding amount and type 3) number of days between application submission and approval date 4) number of days between shell work start date and final inspection. CAO shall ensure that collaborative partners have and use the same or similar procedures.

CAO protects information by: 1) maintaining hardcopy files in locked cabinets. When files are in use, the office is locked and hardcopy data is handled only by those who need to know customer details for the work 2) redact social security numbers from files before the file is transferred to retention location and 3) staff lock their computers when away from their desk to prevent access to the web-based database that maintains client information 4) employee badge or code entry access required and 5) locked buildings. CAO shall ensure that collaborative partners use similar approaches to ensure protection of Protected Personal Information (PPI).

CAO currently is having meetings related to building security. Since these discussions have started, CAO has taken action to improve exterior lighting and cameras at the main office and at the weatherization satellite office. The agency is in the process of developing further internal procedures and provide staff

training in order to not only protect the customer information but to protect staff and secure safe methods related to how visitors enter and access CAO properties.

3.6 What strategies and methods will your agency use to reduce weatherization deferrals and increase completed units? (7 pts)

CAO has deemed 38 dwellings as deferrals in the last three fiscal years. Deferral conditions were resolved for 29% (11 dwellings). CAO was able to support deferral condition resolution by making "warm" referrals to existing partners that handle urgent repairs, using leveraged funds from the Healthy Home Initiative Project and Department of Energy Readiness Funds. Recently, CAO began discussions with two other partners about formalizing a plan to braid funding to eliminate additional deferral conditions and make the home Weatherization-ready. In addition, one partner in Polk County, recently received a funding award from the NC Finance Housing Agency. CAO will engage this partner to help with deferral needs.

With 64 deferrals and 291 on their waitlists, CAO has already started meetings with its fellow Community Action Agencies (CAAs) in Region 7 as how to address the needs. More discussions are needed but at minimum, CAO foresees that the group will analyze the available repair services in the region, collaborate when possible with those organizations and if deemed appropriate explore a regional application to one or more Western NC foundations to support efforts to combat the needs in the disadvantaged communities

3.7 How will your agency retain and advance a modern workforce in weatherization? For current employees, please include relevant training opportunities, career advancement opportunities, and any other relevant information. (5 pts)

CAO had four staff complete certification (one staff renewed Quality Control Inspector; two renewed status as Energy Auditors; two staff achieved Building Analyst Professional [BAP]) training in FY 2023, which led to one promotion (as described in the response to Question 3.1). CAO anticipates that the staff who completed BAP certification will be eligible for career advancement in the organization if funded by BIL.

CAO pays fair and equitable wages and offers a generous benefit package that equals close to 40% of pay. As of July 3, 2023, the average pay rate for our Weatherization Installer team will be \$20.44. Base pay and benefits equal \$28.61. CAO also uses a performance recognition plan with Incentive Compensation. The Plan requires job competence and goal achievement to be eligible for recognition. Incentive Compensation is typically a combination of one-time lump sum and a modest base pay increase

All employees receive regular /coaching, participate in regular team meetings and develop education plans with their supervisor. In addition, EDD management work together to not only promote the agency values (Teamwork – Communication – Quality – Respect) but put them in action. EDD management set clear goals in collaboration with the staff are transparent in communication, celebrate successes, incorporate staff development that supports skill enhancement and personal growth and promote relaxing work environment. In FY 2023, CAO Weatherization staff completed approximately 357 training hours.

As the agency moves forward with its current and future team members, CAO will enhance use of latest, best practice building science techniques, newer technology and attendance to conferences where cutting edge information is being shared.

3.8 How will this project support equitable job opportunities, increase the diversity of hired employees, aid in training/apprenticeship placement within the energy sector, and commit to jobs with living wages and benefits that align with Justice40 initiatives? (Please note that participating in the apprentice program and placing apprentices within their organization will likely be a requirement under BIL funding.) (10 pts)

CAO is eager to participate in the Apprenticeship NC program, which from the description, will help to address diversity. CAO will also ensure the participation of collaborative partners. CAO shall also use the NC HUB assessment to support business that are diverse and underutilized.

To improve recruitment efforts, CAO will: 1) explore collaborating with volunteer housing programs 2) partner with other agencies that engage families in housing sweat equity opportunities as there may be interest in weatherization work following engagement with homeownership programs 3) connect with and educate high school social workers about weatherization work and assess strategies in which CAO can introduce the work opportunities to students.

Lastly, as stated in Question 3.7, CAO pays fair and equitable wages and offers a generous benefit package that equals close to 40% of pay. As of July 3, 2023, the average pay rate for our Weatherization Installer team will be \$20.44. Base pay and benefits equal \$28.61. CAO also uses a performance recognition plan with Incentive Compensation. The Plan requires job competence and goal achievement to be eligible for recognition. Incentive Compensation is typically a combination of one-time lump sum and a modest base pay increase.

3.9 What procedures will be used for ongoing reporting to NC SEO on project progress and any project setbacks (with root cause analysis)³ encountered? These reporting strategies should go beyond the “Accountable Results for Community Action” database and Financial Status Report “286”. (7 pts)

CAO has detailed spreadsheets to track and monitor workflow and progress of all jobs (both weatherization and heat replacements). CAO tracks vendor, the date the work order is sent to the vendor, date when work is complete, inspection date (when applicable) and invoice received date. CAO uses this information to evaluate subcontractor performance (see attachment).

In FY 2023, when CAO continued to have delays in a subcontractor’s performance, we shared their performance analysis with them and revisited the target number of days that was agreed upon in 07/2022. This tool was undisputable and launched a discussion to explore strategies to identify the root problems (labor shortage, prioritizing concerns) and address the problems.

When requested, CAO will provide new/ terminated subcontractors, CAO staff status, training completed, essential program activities related to outreach and applicant recruitment, leveraged funding and information related to internal/external monitoring performed.

Annually, CAO will provide an aggregated customer satisfaction report.

³ A “root cause analysis” is the process of discovering the underlying causes of problems in order to identify appropriate long-term solutions.

3.10 Identify at least one or more Go/No-Go milestones in the project. A Go/No-Go milestone is a major milestone in the project that if not completed on time may result in a cancellation of the subaward. Progress towards meeting the Go/No-Go milestones must be reported in the quarterly progress reports submitted to NC DEQ and U.S. DOE. At these Go/No-Go milestones, NC DEQ will evaluate project performance, schedule adherence, and contribution to the WAP goals and objectives. (3 pts)

CAO offers the following Go/No-Go milestones in the project:

- By 03/2026, 90% of the cumulative target units are complete (at least 203 of 225 units)
- By 03/2026, 52% of the funding is expended

**These are contingent on the actual issuance date of a contract and funding disbursement. If contracts are not issued 10/01/2023, CAO will need to adjust these milestones.

IV. Single-Family Services

Are you applying for weatherization of single-family units? Yes No

If you answered yes to the question above, please answer question 4.1 below.

4.1 Based on Figure 1 (see page ii), please specify the service region(s) your agency will serve. Please note that more than one region may be selected.

- Region 1 Region 2 Region 3 Region 4
 Region 5 Region 6 Region 7

V. Multifamily Services

Are you applying for weatherization of multifamily units? Yes No

By applying for multifamily weatherization services, my agency agrees to weatherize multifamily homes equitably throughout the state of North Carolina (Region 8).

Yes No

If you answered yes to both of the questions above (Section V), please answer the following questions (5.1–5.4). If no to multifamily services, please leave the questions below blank. Go to Section VI.

5.1 What methods will you use to certify weatherization eligibility multifamily households? (5 pts)

n/a

5.2 Please provide a description of the recruitment strategies that will be utilized to find multifamily units to weatherize throughout the state. Specific methods to reduce weatherization deferrals in the state for multifamily units should be discussed. (10 pts)

n/a

5.3 Describe any additional training required to conduct multifamily weatherization. How will training in multifamily weatherization assist in creating a modern workforce in weatherization? (5 pts)

n/a

5.4 Any BIL-funded weatherization work on multifamily buildings with 5 or more units will be required to pay wages to all laborers and mechanics engaged in the construction, alteration, or repair of those multifamily buildings (whether employed by a contractor or subcontractor) wages “at rates not less than those prevailing on similar projects in the locality, as determined by the Secretary of Labor.” Please describe how you will abide by these Davis Bacon Act requirements. (7 pts)

n/a

VI. Required Application Attachments

6.1 Resume(s) of those who will manage the weatherization program. If applying for both single-family and multifamily weatherization services, please specify which manager will be responsible for each service type (if applicable).

6.2 Completed Budget Template in PDF format. Excel Budget Template provided.

6.3 Certificates of Insurance that document relevant coverage for weatherization services, the limits of liability and coverage dates of Service Provider(s) policies. All documents and coverage must be current and applicable to the requested service region(s).

6.4 Statement of Confidentiality (if applicable).

6.5 Please provide us with your most recent Financial Status Report “286” for FY 22-23.

**Community Action Opportunities (CAO)
BIL Application Attachments
Table of Contents**

BIL Workbook Documents

- Workforce
- Training and Technical Assistance
- Special Projects

Question 3.1

- Vicki Heidinger Resume (also noted in NC SEO attachment list as Item 6.1)
- Darren Waugh Resume (also noted in NC SEO attachment list as Item 6.1)
- Trudy Logan Resume (also noted in NC SEO attachment list as Item 6.1)
- James Duncan Resume (also noted in NC SEO attachment list as Item 6.1)
- James Duncan Certifications
- CAO Certificate of Liability Insurance (also noted in NC SEO attachment list as Item 6.3)
- Completed Budget Template (also noted in NC SEO attachment list as Item 6.2)
- 2022 Audit Excerpt
- Weatherization Monitoring Reports
- Community Services Block Grant (CSBG) Monitoring Report
- Head Start Monitoring Report
- Climate & Economic Justice Screening Tool (CEJST) Screenshot

Question 3.2

- Macon Government Support Letter
- Mountain Projects
- Community Housing Coalition of Madison County Support Letter
- Asheville Area Habitat for Humanity Support Letter
- Thermal Belt Outreach Support Letter
- Housing Assistance Corporation

Question 3.5

- CAO Weatherization Application template

Question 3.9

- Job Progress Tracking Sheet Examples
- CAO Form 286 for May 2023 (also noted in NC SEO attachment list as Item 6.5)

Note: 6.4 Statement of Confidentiality not applicable to CAO

WORKFORCE PLANNING

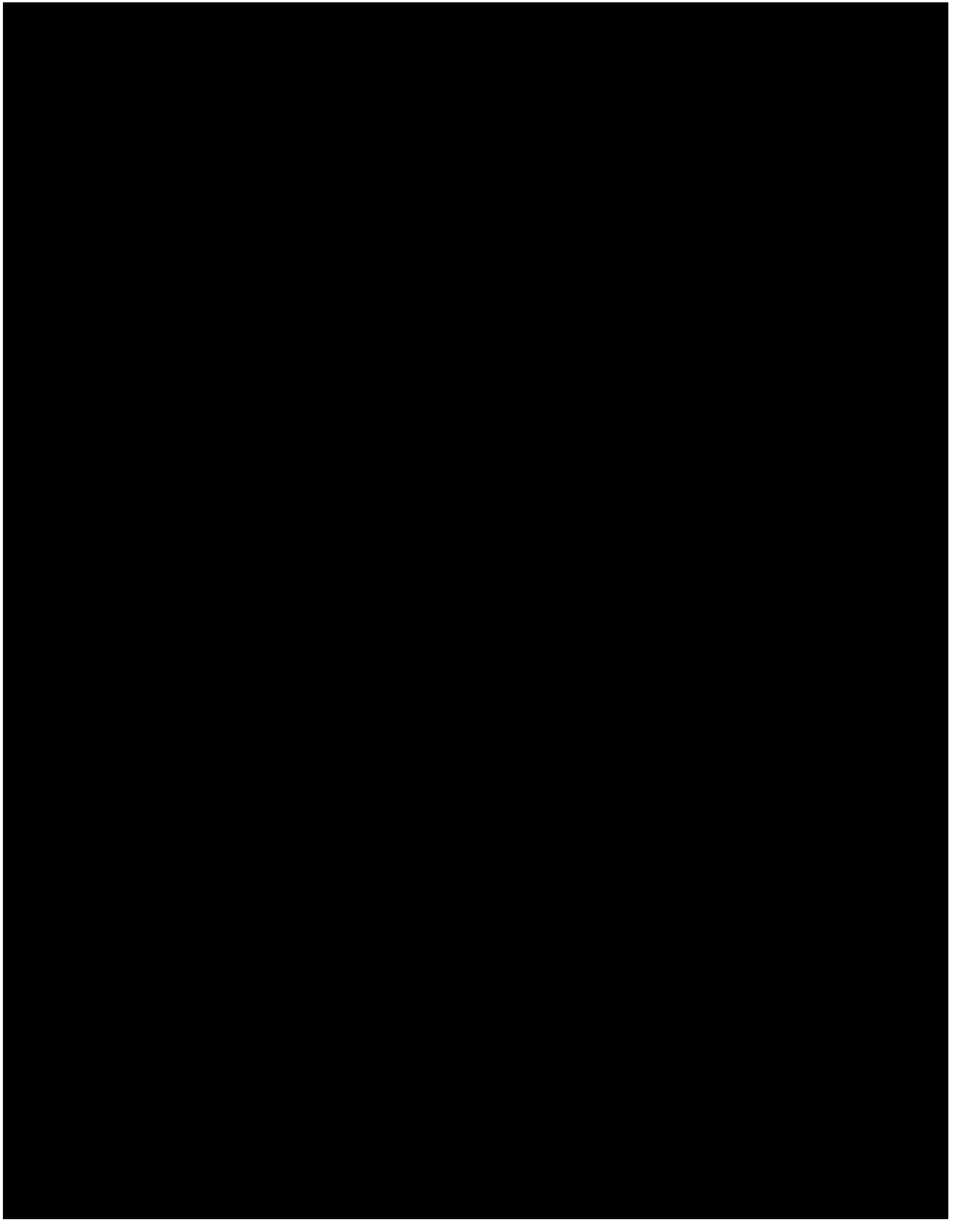
Subgrantee Workforce	CURRENT:		PLANNED:	
	Staff	Contractors	Staff	Contractors
RITs and Crew Leads/Architectural Contractors	0	0	1	0
Energy Auditors/QCI	1	1	2	1
Trade Professionals (HVAC, electric, etc.)	1	13	0	15
Program Managers/Directors	2	0	2	0
WAP Support/Admin	2	0	3	1
Housing Support Social Worker	0	0	1	0
Energy Services Technician 3 (HVAC license and QCI)	1	0	1	0
Energy Services Technician 1 (shell work)	3	2	6	3
Total	10	16	16	20

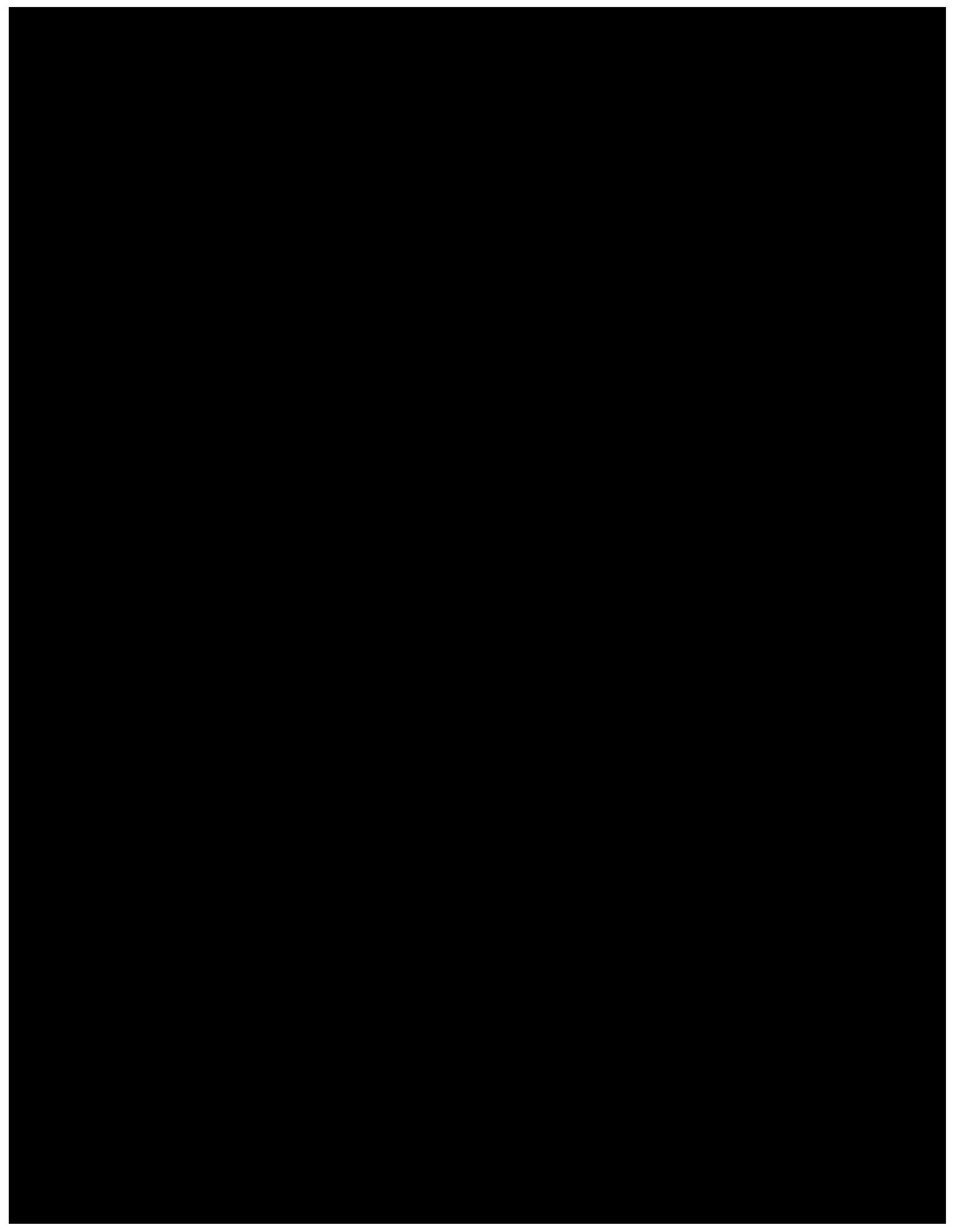
planned totals including current and additional staff needed

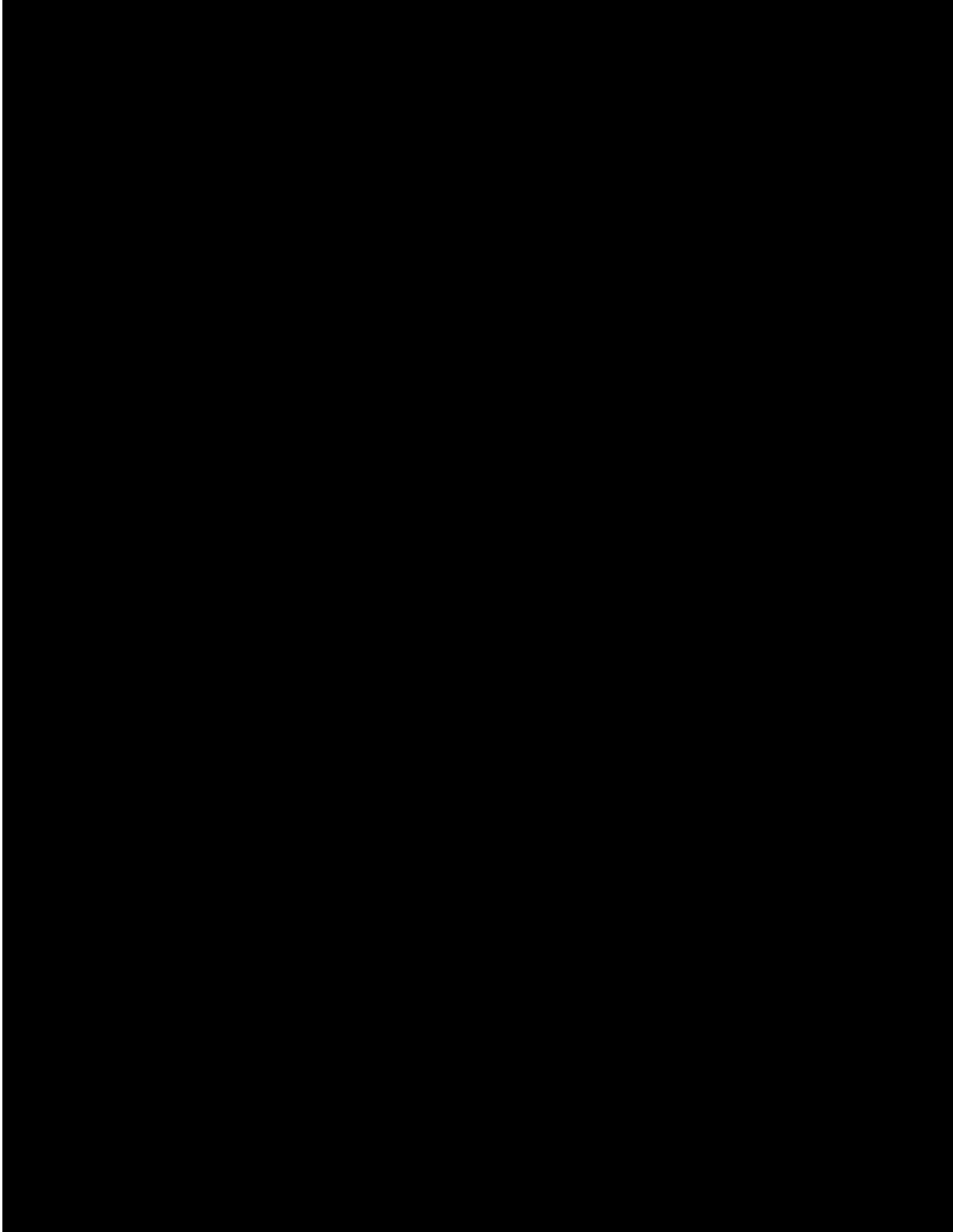
Please provide responses to the following:	Response:
1) What is your current average timeframe for hiring and onboarding new staff?	Average timeframe for hiring and onboarding two Energy Services Technician I was seven months in FYs 2022 and 2023.
2) What are your primary challenges in the hiring and onboarding process?	The primary challenges in the hiring and onboarding process is attracting applicants on the online platforms that we have used. However, CAO's Human Resources Manager has completed an analysis of FY 2023 and intends to make strategy recommendations for CAO Senior Leadership to consider in the near future.
3) Do you anticipate receiving support from other program staff at the Subgrantee level? If yes, what role will shared staff fill?	CAO anticipates existing staff to allocate some time towards BIL activities as well continuing work related to standard weatherization services.
4) If you plan to add contractors at the Subgrantee level, what is your goal for executing contract(s)? Please provide dates.	CAO plans to hire a temporary staff through a temp agency within two months of having an executed contract to provide administrative support; execute a contract with an electrical company by 01/2024; and execute a contract with a HVAC company by 04/2024.
5) Do you anticipate your agency shifting from crew-based to contractor-based models, or vice-versa? Please explain.	CAO anticipates maintaining its hybrid model. CAO has auditors, HVAC Technician and Energy Services Technician I (shell work crew) employees. CAO subcontracts other work, including an additional auditor are shell work.
6) Provide any additional comments on your plans for ramping up workforce.	CAO met with and toured Job Corp facilities on 05/05/2023 to begin discussions about strategies to introduce students to weatherization work, incorporate classes at Job Corp to prepare students for entry level positions and possibly hosting onsite interviews. CAO intends to continue these discussions and hopefully generate employees from the three Job Corp locations in Region 7. CAO shall help the collaborative partners develop their workforce in a similar way to ensure timely contract completion.

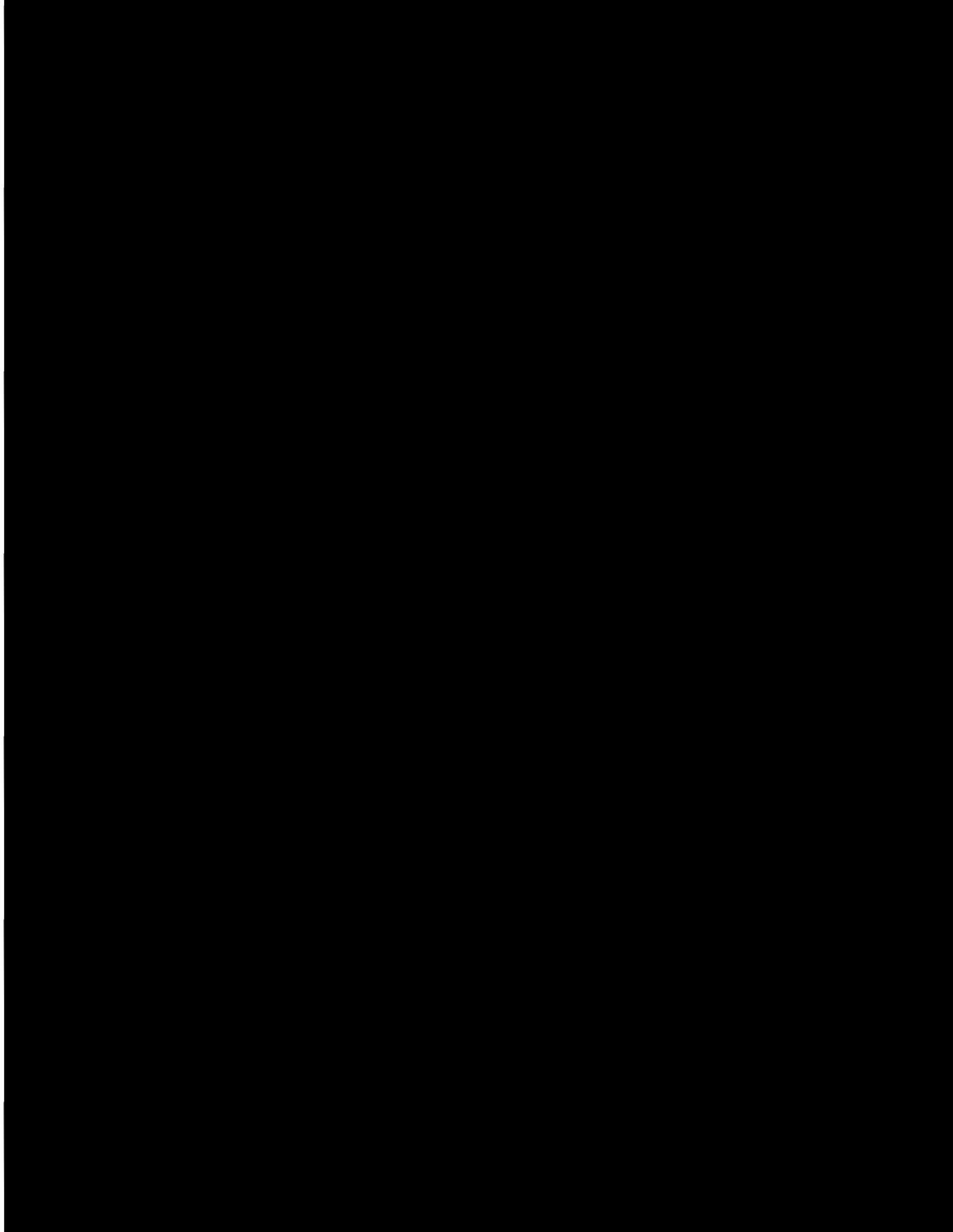
SPECIAL PROJECTS (Optional)

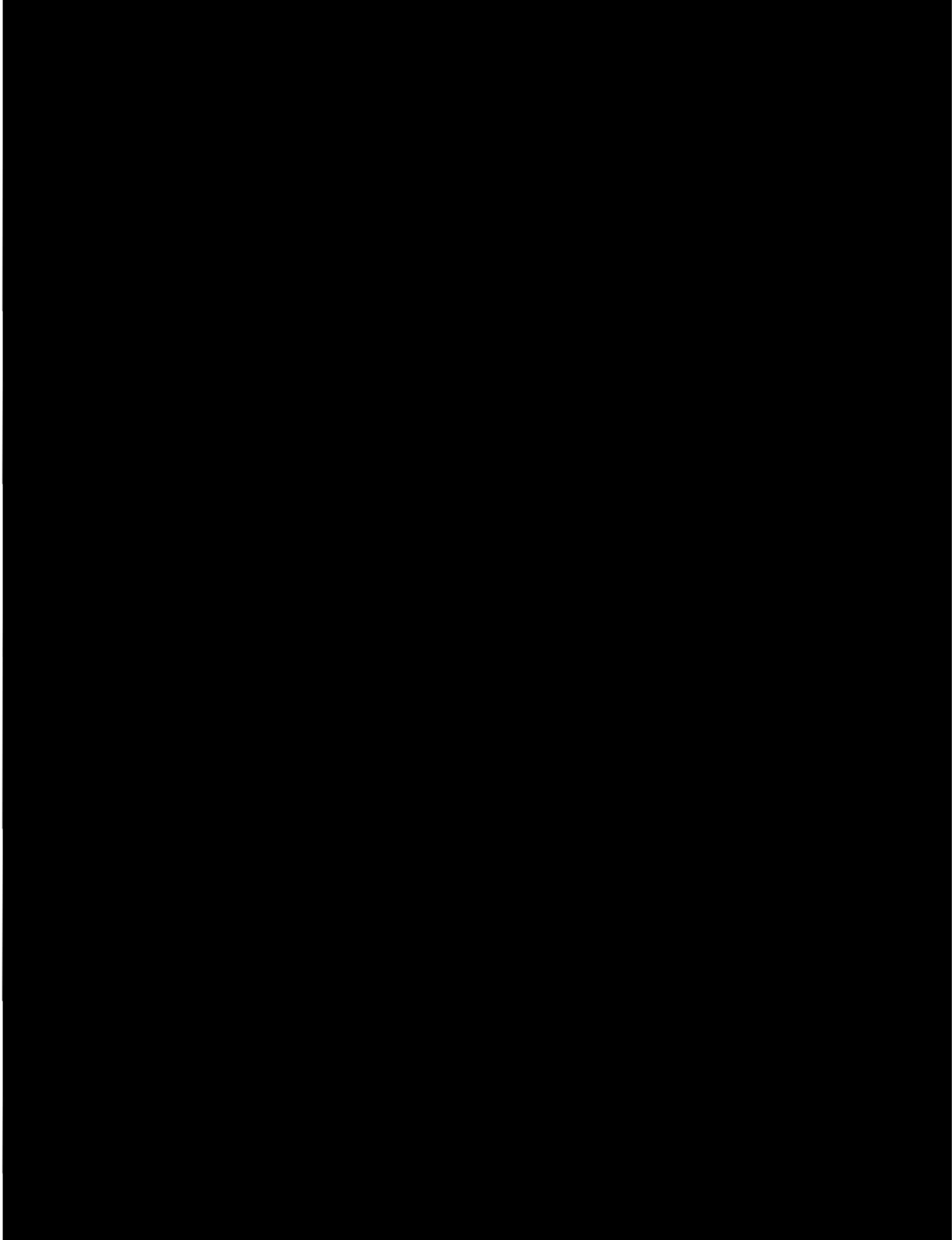
										PLANNING				REPORTING			
Project Title:	Category:	Organizations/Partners/People Involved:	Resources:	Funding Type:	Estimated Cost:	Start Date:	End Date:	Notes:	Actual Cost:	Actual Start:	Actual End:	Notes/Lessons Learned:					
New Database Procurement	Technology	WAP Manager, Subgrantees, procurement officer, vendors		T&TA, Admin	\$127,000	5/1/2022	5/1/2023	Need planning meeting with subgrantees and to talk with the procurement department.									
Participant Recruitment and Community Outreach Campaign	Community	CAO Administration, Faith-Based Community, Vendors, Tribal Community, Other Community Action Agencies	Partner agencies, utility companies	T & TA and Program Operations	\$ 75,000.00	10/30/2023	2/1/2024	Need to explore outreach vendor options, coordinate dates with faith-based community and partners for applicant recruitment events Need to assess best recruiting methods for this position. New hire will provide holistic case management services through Region 7 as determined.									
Housing Support Social Worker	Community	CAO Administration and Region 7 Partners	Partner agencies like United Way, specifically 211 programming	Program Operations, T&TA	\$ 83,064.00	12/1/2023	4/1/2027										

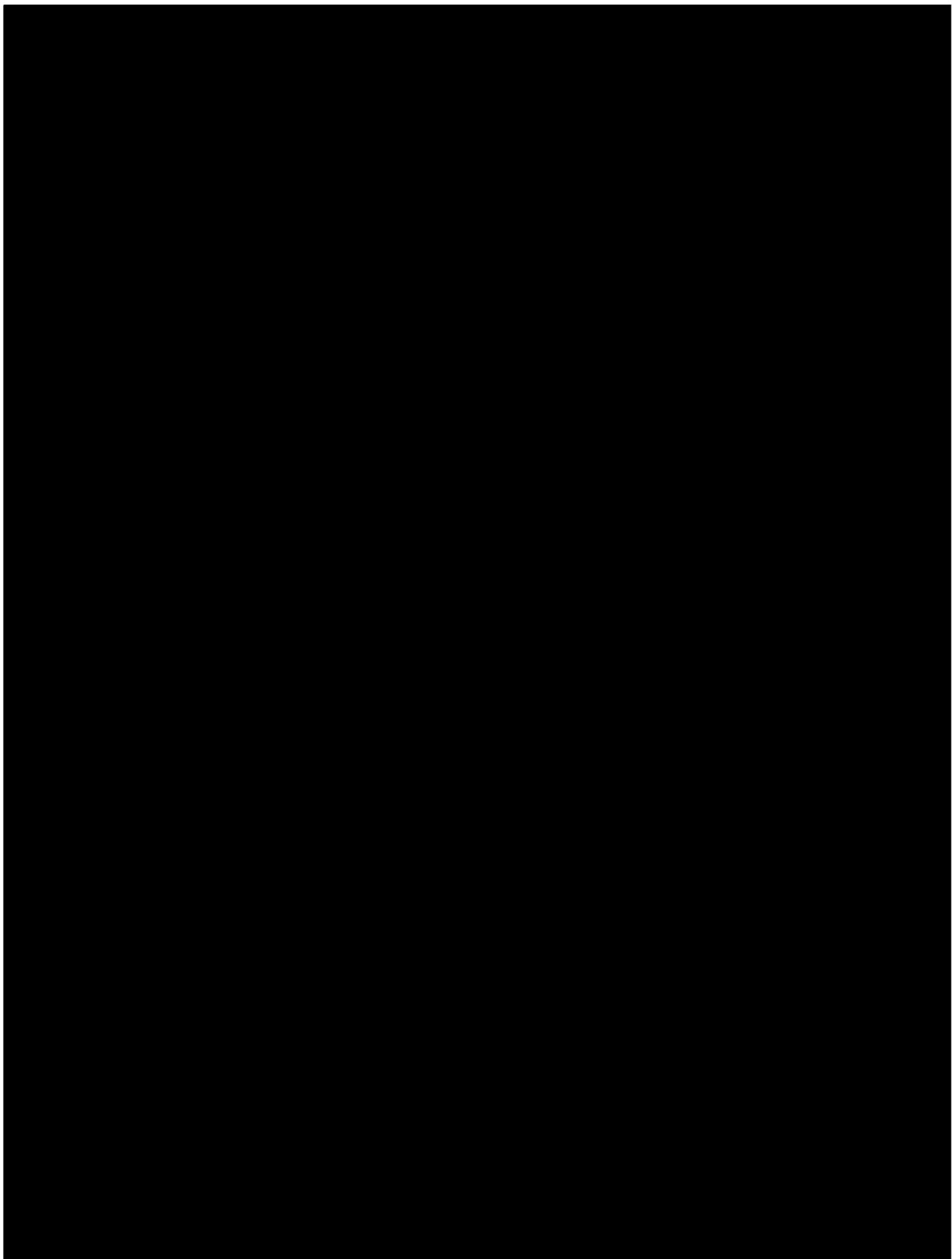


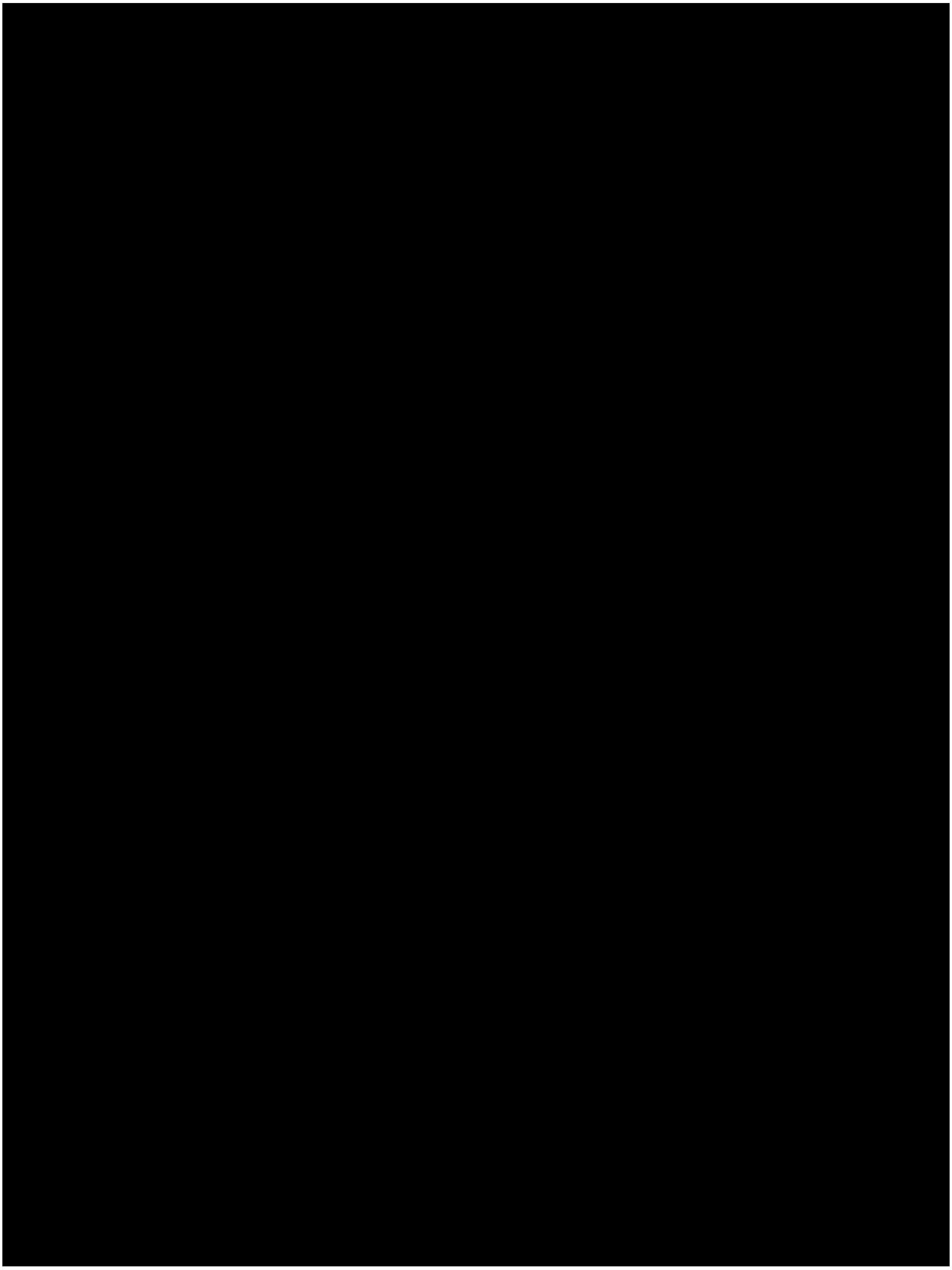








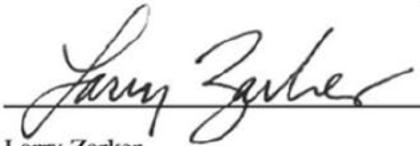




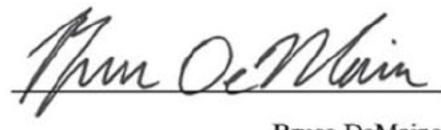
Home Energy Professional Certification
is awarded to
James Duncan

[REDACTED]
who has successfully completed a comprehensive
evaluation and is a certified

Quality Control Inspector
[REDACTED]


Larry Zarker
Chief Executive Officer




Bruce DeMaine
Chief Operating Officer

BUILDING PERFORMANCE INSTITUTE, INC.

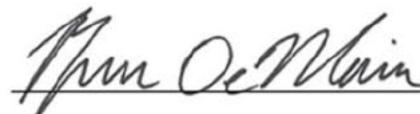
Home Energy Professional Certification
is awarded to
James Duncan

who has successfully completed a comprehensive
evaluation and is a certified
Energy Auditor


Larry Zarker
Chief Executive Officer



SM


Bruce DeMaine
Chief Operating Officer



BUILDING PERFORMANCE INSTITUTE, INC.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

6/29/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Insurance Service of Asheville P.O. Box 530 Asheville NC 28802	CONTACT NAME Robin Melton PHONE (A/C, No, Ext) [REDACTED] FAX (A/C, No) [REDACTED] E-MAIL ADDRESS [REDACTED]																				
	<table border="1"> <tr> <th colspan="2">INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> <tr> <td>INSURER A</td> <td>StarNet Insurance Company</td> <td></td> </tr> <tr> <td>INSURER B</td> <td>Hanover Insurance Group</td> <td></td> </tr> <tr> <td>INSURER C</td> <td></td> <td></td> </tr> <tr> <td>INSURER D</td> <td></td> <td></td> </tr> <tr> <td>INSURER E</td> <td></td> <td></td> </tr> <tr> <td>INSURER F</td> <td></td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE		NAIC #	INSURER A	StarNet Insurance Company		INSURER B	Hanover Insurance Group		INSURER C			INSURER D			INSURER E			INSURER F	
INSURER(S) AFFORDING COVERAGE		NAIC #																			
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INSURER B	Hanover Insurance Group																				
INSURER C																					
INSURER D																					
INSURER E																					
INSURER F																					
INSURED Community Action Opportunities 25 Gaston Street Asheville NC 28801	COMMACT-01																				

COVERAGES **CERTIFICATE NUMBER:** [REDACTED] **REVISION NUMBER:** [REDACTED]

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
B	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE L MIT APPL ES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			[REDACTED]	9/30/2022	9/30/2023	EACH OCCURRENCE	\$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 1,000,000
							MED EXP (Any one person)	\$ 20,000
							PERSONAL & ADV INJURY	\$ 1,000,000
							GENERAL AGGREGATE	\$ 2,000,000
							PRODUCTS - COMP/OP AGG	\$ 2,000,000
								\$
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			[REDACTED]	9/30/2022	9/30/2023	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000
							BODILY INJURY (Per person)	\$
							BODILY INJURY (Per accident)	\$
							PROPERTY DAMAGE (Per accident)	\$
								\$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 0			[REDACTED]	9/30/2022	9/30/2023	EACH OCCURRENCE	\$ 1,000,000
							AGGREGATE	\$
								\$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			[REDACTED]	9/30/2022	9/30/2023	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER	
							E.L. EACH ACC DENT	\$ 500,000
							E.L. DISEASE - EA EMPLOYEE	\$ 500,000
							E.L. DISEASE - POLICY LIMIT	\$ 500,000
B	Directors & Officers			[REDACTED]	9/30/2022	9/30/2023	D&O	2,000,000
B	Professional Liability			[REDACTED]	9/30/2022	9/30/2023	Prof.Liab	1,000,000
B	EPLI			[REDACTED]	9/30/2022	9/30/2023	EPLI	1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 Pollution Liability Coverage Limit \$1,000,000, deductible \$10,000, carrier Evanston Ins Co, policy number [REDACTED]

CERTIFICATE HOLDER North Carolina Department of Environmental Quality Weatherization Assistance Program	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE 

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BUDGET AND PRODUCTION PLANNING	
Region Allocation	\$ 4,873,017
Total Administration	\$ 470,184
Program Operations	\$ 3,522,266
Health and Safety	\$ 880,567
Total Budget Check	\$ 4,873,017
ACPU Operations	\$ 8,005.15
ACPU Total	\$ 8,005.15

<---- The BIL ACPU is \$8,009 for all years.

Quarterly Performance Period	PRODUCTION	
	Number of Planned Units	
Q1 (tentative start October 1, 2023)	0	2023
Q2 (Jan - March)	5	
Q3 (April - June)	10	
Q4 (July - Sept)	16	
Year 1 Subtotal (10/2023 - 09/2024)	31	
Q1	17	2024
Q2	17	
Q3	30	
Q4	30	
Year 2 Subtotal (10/2024 - 09/2025)	94	
Q1	50	2025
Q2	50	
Q3	50	
Q4	50	
Year 3 Subtotal (10/2025 - 09/2026)	200	
Q1	45	2026
Q2	40	
Q3	30	
Q4		
Year 4 Subtotal (10/2026 - 06/2027)	115	
Q1		2027
Q2	0	
Q3	0	
Q4	0	
Year 5 Subtotal	0	
TOTAL	440	

Q2 - Q4 (Program could be extended, but it is not a guarantee)

Community Action Opportunities

Asheville, North Carolina

**Financial Statements and
Supplementary Information**

Year Ended June 30, 2022



Community Action Opportunities
HELPING PEOPLE CHANGING LIVES

Independent Auditor's Report on Internal Control Over Financial Reporting and on Compliance and Other Matters Based on an Audit of Financial Statements Performed in Accordance with *Government Auditing Standards*

Board of Directors
Community Action Opportunities
Asheville, North Carolina

We have audited, in accordance with the auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States, the financial statements of Community Action Opportunities (a nonprofit organization), which comprise the statement of financial position as of June 30, 2022, and the related statements of activities, functional expenses and cash flows for the year then ended, and the related notes to the financial statements, and have issued our report thereon dated March 1, 2023.

Report on Internal Control Over Financial Reporting

In planning and performing our audit of the financial statements, we considered Community Action Opportunities' internal control over financial reporting ("internal control") as a basis for designing audit procedures that are appropriate in the circumstances for the purpose of expressing our opinion on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of Community Action Opportunities' internal control. Accordingly, we do not express an opinion on the effectiveness of Community Action Opportunities' internal control.

A deficiency in internal control exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements, on a timely basis. *A material weakness* is a deficiency, or a combination of deficiencies, in internal control, such that there is a reasonable possibility that a material misstatement of the entity's financial statements will not be prevented, or detected and corrected, on a timely basis. *A significant deficiency* is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses or significant deficiencies may exist that were not identified.

Report on Compliance and Other Matters

As part of obtaining reasonable assurance about whether Community Action Opportunities' financial statements are free from material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the financial statements. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

Purpose of this Report

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of Community Action Opportunities' internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering Community Action Opportunities' internal control and compliance. Accordingly, this communication is not suitable for any other purpose.

Wipfli LLP

Wipfli LLP

March 1, 2023
Madison, Wisconsin

Independent Auditor's Report on Compliance for Each Major Federal Program and on Internal Control Over Compliance Required by the Uniform Guidance

Board of Directors
Community Action Opportunities
Asheville, North Carolina

Report on Compliance for Each Major Federal Program***Opinion on Each Major Federal Program***

We have audited Community Action Opportunities' compliance with the types of compliance requirements identified as subject to audit in the OMB *Compliance Supplement* that could have a direct and material effect on each of Community Action Opportunities' major federal programs for the year ended June 30, 2022. Community Action Opportunities' major federal programs are identified in the summary of auditor's results section of the accompanying schedule of findings and questioned costs.

In our opinion, Community Action Opportunities complied, in all material respects, with the types of compliance requirements referred to above that could have a direct and material effect on each of its major federal programs for the year ended June 30, 2022.

Basis for Opinion on Each Major Federal Program

We conducted our audit of compliance in accordance with auditing standards generally accepted in the United States of America; the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States; and the audit requirements of Title 2 U.S. *Code of Federal Regulations* Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance). Our responsibilities under those standards and the Uniform Guidance are further described in the Auditor's Responsibilities for the Audit of Compliance section of our report.

We are required to be independent of Community Action Opportunities and to meet our other ethical responsibilities, in accordance with relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion on compliance for each major federal program. Our audit does not provide a legal determination of Community Action Opportunities' compliance with the compliance requirements referred to above.

Responsibilities of Management for Compliance

Management is responsible for compliance with the requirements referred to above and for the design, implementation, and maintenance of effective internal control over compliance with the requirements of laws, statutes, regulations, rules, and provisions of contracts or grant agreements applicable Community Action Opportunities' federal programs.

Auditor's Responsibilities for the Audit of Compliance

Our objectives are to obtain reasonable assurance about whether material noncompliance with the compliance requirements referred to above occurred, whether due to fraud or error, and express an opinion on Community Action Opportunities' compliance based on our audit. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with generally accepted auditing standards, *Government Auditing Standards*, and the Uniform Guidance will always detect material noncompliance when it exists. The risk of not detecting material noncompliance resulting from fraud is higher than for that resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Noncompliance with the compliance requirements referred to above is considered material if there is a substantial likelihood that, individually or in the aggregate, it would influence the judgment made by a reasonable user of the report on compliance about Community Action Opportunities' compliance with the requirements of each major federal program as a whole.

In performing an audit in accordance with generally accepted auditing standards, *Government Auditing Standards*, and the Uniform Guidance, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material noncompliance, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding Community Action Opportunities' compliance with the compliance requirements referred to above and performing such other procedures as we considered necessary in the circumstances.
- Obtain an understanding of Community Action Opportunities' internal control over compliance relevant to the audit in order to design audit procedures that are appropriate in the circumstances and to test and report on internal control over compliance in accordance with the Uniform Guidance, but not for the purpose of expressing an opinion on the effectiveness of Community Action Opportunities' internal control over compliance. Accordingly, no such opinion is expressed.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and any significant deficiencies and material weaknesses in internal control over compliance that we identified during the audit.

Report on Internal Control Over Compliance

A deficiency in internal control over compliance exists when the design or operation of a control over compliance does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, noncompliance with a type of compliance requirement of a federal program on a timely basis. *A material weakness in internal control over compliance* is a deficiency, or a combination of deficiencies, in internal control over compliance, such that there is a reasonable possibility that material noncompliance with a type of compliance requirement of a federal program will not be prevented, or detected and corrected, on a timely basis. *A significant deficiency in internal control over compliance* is a deficiency, or a combination of deficiencies, in internal control over compliance with a type of compliance requirement of a federal program that is less severe than a material weakness in internal control over compliance, yet important enough to merit attention by those charged with governance.

Our consideration of internal control over compliance was for the limited purpose described in the Auditor's Responsibilities for the Audit of Compliance section above and was not designed to identify all deficiencies in internal control over compliance that might be material weaknesses or significant deficiencies in internal control over compliance. Given these limitations, during our audit we did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses, as defined above. However, material weaknesses or significant deficiencies in internal control over compliance may exist that were not identified.

Our audit was not designed for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, no such opinion is expressed.

The purpose of this report on internal control over compliance is solely to describe the scope of our testing of internal control over compliance and the results of that testing based on the requirements of the Uniform Guidance. Accordingly, this report is not suitable for any other purpose.

Wipfli LLP

Wipfli LLP

March 1, 2023
Madison, Wisconsin

Community Action Opportunities

Schedule of Findings and Questioned Costs

Section I - Summary of Auditor's Results

Financial Statements

Type of auditor's report issued?	Unmodified
Internal control over financial reporting:	
Material weakness(es) identified?	No
Significant deficiency(ies) identified?	None Reported
Noncompliance material to financial statements noted?	No

Federal Awards

Internal control over major federal programs:	
Material weakness(es) identified?	No
Significant deficiency(ies) identified?	None Reported
Type of auditor's report issued on compliance for major programs	Unmodified
Any audit findings disclosed that are required to be reported in accordance with the Uniform Guidance [2 CFR 200.516(a)]?	No
Identification of major federal programs:	
<u>Name of Federal Major Program or Cluster</u>	<u>AL No.</u>
Low-Income Home Energy Assistance Program	93.568
Community Services Block Grant	93.569
Dollar threshold used to distinguish between Type A and Type B programs	\$750,000
Auditee qualified as low-risk auditee?	Yes

Section II - Financial Statement Findings

None

Section III - Federal and Award Findings and Questioned Costs

None

Section IV - Summary Schedule of Prior Year Findings

None

North Carolina Weatherization Assistance Program Revised Subgrantee Assessment Report

Subgrantee: Community Action Opportunities Coordinator: Trudy Logan

Production Period: FY19/20 &20/21 Visit Dates: June 24-29, 2021 Program Analyst: Ernest Hodgson

Types of completed dwellings - Site built: 10 Mobile: MF: 2

DOE: 4 LIHEAP: 8 HARRP: 9 House in Progress:

I, Ernest Hodgson conducted a desktop assessment of Community Action Opportunities from June 24-29, 20. I assessed the agency's Weatherization Assistance and Heating and Air Repair and Replacement Programs operation for the fiscal years FY19-20 and FY20-21. During the exit conference, in which all aspects of the onsite assessment will be discussed, Vicki Heidinger and her staff will receive a copy of the Subgrantee Assessment Report containing Findings and Trends for Concern. If any additional issues arise, I will notify the agency within 30 days.

The Findings and Trends for Concern made as a result of my onsite assessment are listed below. All Findings require corrective action. Attached to this report is a corrective action worksheet for each Finding. The planned corrective action for this finding should be placed in the appropriate section of the worksheet and returned for my review and acceptance as soon as possible, but not later than 30 days from the date of this correspondence. Please note that only the corrective action plan is due within 30 days; the work to correct the finding may take longer. If work has not yet been completed, please indicate a target date of completion on the Corrective Action Worksheet. Additional Department of Energy funds may not be used to complete the onsite corrective work. The action plan must correct the root cause of the finding to ensure no future re-occurrence. Also, immediate action must be taken to appropriately address all Trends for Concern. The follow-up action taken by the agency on the Trends for Concern will be reviewed during the next onsite assessment visit.

Finally, a copy of this report will be delivered to Edward, Schell, Board Chair for CAO, within 30 days.

Thank you for the courtesies extended to me during the onsite visit. I look forward to the receipt of the completed Corrective Action Plan(s). Feel free to contact me if you have questions regarding the visit, this letter, or if I may assist you in any way.

Assessment Findings:

Finding 01: Failure to fill out the OSHA permit provided by NC WAP, post on jobsite during weatherization, and put in client file at conclusion of the job. Permits where missing from all client files.

Required Action: Provide NC WAP with completed OSHA permits for the next 3 completed weatherization jobs.

Trends for Concern:

Ensure that a client file checklist is included, and completely filled out, for every client weatherized by CAO.

Ensure that when ducts cannot be sealed to NC WAP standards, there is detailed justification in the client file, this would typically be noted by the final inspector.

Ensure that photo I.D., a social security card, or statement from a CAO employee attesting that they witnessed the same, is included in client files to verify identity and residency. For social security cards, please redact all but the last 4 digits if putting a copy of the card in client file.

Ensure that crew takes interim pictures of all measures installed, especially those such as wall insulation that are more difficult to verify after the fact.

Ensure that a copy of the load calculations are present in all client files where HVAC systems have been replaced.

Signature: Ernest Hodgson Date: July 12, 2021
Program Analyst

Signature: _____ Date: _____
Subgrantee Authorized Representative

For Office Use Only:

APPROVAL

Signature: _____ Date: _____
Weatherization Program Manager

SUMMARY OF FIELD MONITORING ASSESSMENT

Evaluation Criteria		E	G	N	U	NA
1.	Client File & AR4CA Documentation			✓		
2.	Initial Audit		✓			
3.	Health and Safety	✓				
4.	Blower Door Diagnostic Testing /Air Sealing		✓			
5.	Duct/Distribution System: Inspections, Testing, Sealing and Insulation		✓			
6.	Heating and Cooling System Protocols/HARRP Process Management	✓				
7.	Combustion Appliance Safety: Mandatory Testing Protocols	✓				
8.	Attic Insulation Protocols, Materials and Workmanship	✓				
9.	Wall Insulation Protocols, Materials and Workmanship	✓				
10.	Floor insulation protocols, Materials and Workmanship	✓				
11.	Incidental Repairs & General Heat Waste	✓				
12.	Final Inspections		✓			
13.	Subcontractor Administration	✓				
Total Rankings per Description:		8	4	1		

Ranking Descriptions

(E) Excellent – Subgrantee is doing top quality, state-of-the-art work in this category. Subgrantee field staff has thorough working knowledge of the installation standards and best practices. Work is very neat and effective. Keep up the good work.

(G) Good – Subgrantee is generally doing good quality work in this category. Work is typically effective. There is some room for improvement and the Subgrantee should seek additional fine-tuning of their knowledge and procedures in the category.

(N) Needs Improvement – Subgrantee is performing the work, but there are persistent flaws with the execution of the work and/or the underline concepts the measure. A literature review of weatherization guidelines with some additional training may be needed for improvement.

(U) Unacceptable – Subgrantee work in the category is unacceptable. Measure is typically not done or is ineffective. A large number of unacceptable rankings, continued unacceptable rankings in successive monitoring visits, or little to no improvement in follow-up monitoring visits could result in further action being taken by the Energy Section.

(NA) Not Applicable—Subgrantee work in this category was not monitored or observed during the visit.

1. Client File & AR4CA Documentation

✓		✓	
	Excellent		All required file documents were properly and completely prepared.
		✓	All Dwelling/client information is entered into AR4CA with appropriate case notes.
			Cost of measures and materials are accurately entered in AR4CA.
			All required photo documentation present in files.
		✓	State Historic Preservation Office approval is obtained for all applicable dwellings.
		✓	Appropriate forms, with correct organizational names & and pamphlet titles are being used.
	Good		Required file documents were properly and completely prepared, with one exception.
			Dwelling/customer information is entered accurately into AR4CA with appropriate case notes, with one exception noted.
			Cost of measures and materials are entered into AR4CA accurately with one exception.
		✓	Required photo documentation is present in files with one exception.
			State Historic Preservation Office approval is obtained for all applicable dwellings with one exception.
			Appropriate forms, with correct organizational names & and pamphlet titles are being used, with one exception.
✓	Needs Improvement	✓	Some file documents were not accurately prepared and/or one or more required documents were missing.
			Some information is routinely entered into AR4CA with mistakes (specify deficiencies).
			Cost of measures and materials are sometimes entered in AR4CA accurately.
			Some required photo documentation is present in files
			Some State Historic Preservation Office approval is obtained for applicable dwellings
			Appropriate forms, with correct organizational names & and pamphlet titles are being used, with more than one exception.
	Unacceptable		The majority of file documents were either missing or contain inaccuracies and omissions.
			Major information is missing from AR4CA and there seems to be little effort to ensure the information is up to date or accurate.
			Cost of measures and materials are rarely entered properly in AR4CA.
			Required photo documentation is rarely present in files.
			State Historic Preservation Office approval is rarely obtained for applicable dwellings
			Appropriate forms, with correct organizational names & and pamphlet titles are being used, with one exception.

Comments: OSHA safety forms are missing from all files. Load calculations for heating replacements missing from all HARRP files. Interim picture documentation needs improvement.

2. Initial Audit

✓		✓	
	Excellent	✓	Residential Energy Audit Tools are prepared for each dwelling with appropriate sections accurately completed.
		✓	Auditor evaluates every applicable refrigerator using an approved method and completely documents the replacement of inefficient refrigerators.
			Detailed work orders are prepared, complete with material and labor estimates, for proposed work.
✓	Good		Residential Energy Audit Tool's are prepared for each dwelling with appropriate sections accurately completed with one exception noted.
			Auditor evaluates every applicable refrigerator using an approved method and completely documents the replacement of inefficient refrigerators with one exception.
		✓	Detailed work orders are prepared, complete with material and labor estimates, for proposed work with one exception.
	Needs Improvement		Some Residential Energy Audit Tool's are prepared for dwellings with some sections accurately completed.
			Auditor evaluates some applicable refrigerators using an approved method but there multiple exceptions.
			Work orders are prepared but some material and labor estimates are missing for proposed work.
	Unacceptable		Significant and obvious conditions were not documented on the Residential Energy Audit Tool.
			Auditor rarely evaluates refrigerators to measure potential energy savings.
			Evidence of poorly prepared or missing work orders, not addressing all measures and lacking both material and labor estimates.

Comments: Work orders are missing from most files monitored for FY21; however, they are on ar4ca and are available upon request.

3. Health and Safety

✓		✓	
✓	Excellent	✓	CO detectors and smoke alarms were installed where required.
		✓	Non-transparent vapor barriers are installed whenever possible with proper overlapping and the required sealing at the perimeter.
		✓	ASHRAE 62.2 is fully implemented in compliant fans installed and ventilation rates are fully documented in the client file.
		✓	The EPA Renovate Right Lead Protocols are followed and documented by clearly indicating the renovator of record and taking clear photographs of the set up of lead safe work practices.
		N/A	Potential asbestos containing materials are properly identified and either removed or encapsulated as permissible by the Installation Standards.
		✓	Crew effectively address dryer venting problems.
	Good		CO detectors and smoke alarms were installed where required with one exception
			Non-transparent vapor barriers are installed with proper overlapping and the required sealing at the perimeter with one exception
			ASHRAE 62.2 is implemented in compliant fans installed and ventilation rates are fully documented in the client file with one exception.
			The EPA Renovate Right Lead Protocols are followed and documented by clearly indicating the renovator of record and taking clear photographs of the set up of lead safe work practices with one exception.
			Potential asbestos containing materials are properly identified and either removed or encapsulated as permissible by the Installation Standards with one minor exception.
			Crew addresses dryer venting problems with one exception.
	Needs Improvement		Some CO detectors and smoke alarms were installed where required.
			Vapor barriers are installed; however, the installation is not always consistent with the Installation Standards.
			ASHRAE 62.2 is partial implemented but further work is needed.
			The EPA Renovate Right Lead Protocols are sometimes followed and documented but more work needed.
			Potential asbestos containing materials are properly identified, but the hazard is simply avoided and not dealt with.
			Crew address dryer venting problems with more than one exception.
	Unacceptable		CO detectors and smoke alarms are rarely installed.
			Vapor barriers are rarely installed/or the installation is ineffective.
			Little work has been done to comply with ASHRAE 62.2
			No reliable evidence that the EPA Renovate Right Lead Protocols are being followed.
			Potential asbestos containing materials are not properly dealt with.
			Crew does not properly address dryer venting problems.

Comments:

4. Blower Door Diagnostic Testing / Air Sealing

✓		✓	
	Excellent		Technicians consistently use blower door to air seal within the target range and then continues to seek and seal additional leaks that are cost-effective to seal.
		✓	Zonal tests are consistently performed and documented to assess air sealing and are consistent with by monitor's tests.
		✓	Technicians have a thorough and in depth working knowledge of blower door testing and diagnostics.
		N/A	Tests during monitoring visit are consistent with Subgrantee final tests or easily determined reasons for any differences.
	Good		Technicians consistently use blower door to air seal within the target range and then continues to seek and seal additional leaks that are cost-effective to seal with one notable exception.
✓			Zonal tests are consistently performed and documented to assess air sealing and are consistent with by monitor's tests with one exception.
			Technicians have a thorough and in depth working knowledge of blower door testing and diagnostics, with a one minor issue noted.
			Tests during monitoring visit are consistent with Subgrantee final tests with one exception.
	Needs Improvement	✓	Some dwellings blower door to air sealed within target range, but instances when additional air sealing should have been done.
			Zonal tests are inconsistently documented and tests may only be done because they are mandated and not used as a tool for air sealing.
			Although blower door tests are routinely performed, there is evidence it is not consistently used for diagnosing air leakage.
			Some tests during monitoring visit are consistent with Subgrantee final tests, but there are exceptions.
	Unacceptable		Technicians do not consistently use blower door to air seal within the target range.
			Zonal tests not understood or not consistently performed and/or documented readings often not consistent with monitor's tests.
			Evidence that the blower door is not used to guide air sealing measures.
			Several instances where tests during monitoring visit differ significantly from Subgrantee final test readings.

Comments: Some dwelling were not sealed to target number with no explanation, and in some cases cost effective air sealing was not attempted.

5. Duct/Distribution System: Inspections, Testing, Sealing and Insulation

✓		✓	
	Excellent		Duct work consistently sealed according to pressure pan standards with proper documentation.
		✓	Registers, returns, boots, and plenums are sealed with mastic and fiber mesh tape.
		*	In mobile homes, the ends of plenums are consistently sealed near the last duct to allow for better efficiency.
		✓	Duct work effectively insulated when appropriate.
✓	Good		Duct work sealed according to pressure pan standards with proper documentation, with one exception.
			Register and boot areas sealed with mastic and fiber mesh tape with one exception.
			In mobile homes, the end of plenum sealed too close to register.
			Duct work effectively insulated when appropriate with one exception.
	Needs Improvement	✓	Duct work sometimes sealed according to pressure pan standards with proper documentation, with notable exceptions.
			Registers, returns, boots, and plenums sometimes sealed with mastic and fiber mesh tape, some instances missed or not effective.
			In mobile homes, ends of plenums sometimes sealed near the last duct to allow for better efficiency.
			Duct work sometimes effectively insulated when appropriate but several exceptions.
	Unacceptable		Duct work not consistently sealed according to pressure pan standards, often ducts are left too leaky, consistently poor documentation.
			Registers, returns, boots, and plenums not well sealed with significant areas missed or skipped.
			In mobile homes, ends of plenums rarely sealed near the last duct to allow for better efficiency.
			Duct work not neatly and effectively insulated when appropriate, consistently excessive or poorly applied foam, consistently missed places.

Comments: When ducts can't be sealed to NC WAP standards this needs to be well documented. Crews need to document with pictures when the block the ends of mobile home plenums.

**Heating and Cooling System Protocols/HARRP Process Management:
Comments:**

✓		✓	
✓	Excellent	✓	There is always full documentation for system replacements.
		✓	Efficiency measures are consistently performed and documented on all combustion appliances.
		✓	All replacement central units are sized either with Manual J or using NEAT/MHEA.
		N/A	Competitive bids are documented for replacement units.
	Good		There is always full documentation for system replacements with one exception.
		Efficiency measures are usually performed and documented on all combustion appliances with one exception.	
		Replacement central units are sized either with Manual J or using NEAT/MHEA with one exception.	
		Competitive bids are documented for replacement units with one exception.	
✓	Needs Improvement		Some but limited cases where units should have been replaced but were not or units were replaced that could have been repaired.
			Efficiency measures are usually performed and documented on all combustion appliances, with some exceptions.
			Some replacement central units are sized either with Manual J or using NEAT/MHEA.
			Competitive bids are documented for replacement units for some units.
	Unacceptable		Two replacements were made that do not conform with Standards.
		Efficiency measures are not consistently performed and/or documented on all combustion appliances.	
		No replacement unit is sized with Manual J or NEAT/MHEA.	
		No evidence of competitive bids being documented.	
		Unvented space heaters used as primary heating are rarely addressed before houses are weatherized.	

7. Combustion Appliance Safety: Mandatory Testing Protocols

✓		✓	
✓	✓	✓	✓
		✓	Safety and efficiency tests are well documented for all combustion appliances.
		✓	Systems are always fully addressed, cleaned and tuned.
		✓	Appropriately sized filters are always left with the clients.
	Good		Combustion appliances mostly addressed with one exception.
			Safety and efficiency tests are documented for all combustion appliances with one exception.
			Systems are fully addressed, with one exception.
			Appropriately sized filters are always left with the clients with one exception.
	Needs Improvement		Combustion appliances sometimes addressed with several notable exceptions.
			Safety and efficiency tests are sometimes documented for all combustion appliances.
			Some systems are fully addressed, however notable individual instances needing additional work.
			Appropriately sized filters are sometimes left with the client.
	Unacceptable		Combustion appliances are not addressed.
			Inadequate documentation retained for safety and efficiency tests.
			Systems are not consistently cleaned and tuned, and/or brought to maximum efficiency.
			Appropriately sized filters are never left with the client; clients do not replace filters.
			Significantly unsafe condition(s) left on combustion appliances (explain).

Comments:

8. Attic Insulation Protocols, Materials and Workmanship

✓		✓	
✓	Excellent	✓	Attic insulation consistently performed to proper depths and even installation.
		✓	Consistent evidence that all appropriate attic sealing was done prior to insulation (attic zonal tests performed and documented).
		✓	Consistent high quality attic preparation with marking of electric junctures, insulated attic hatches, MSDS, proper clearances to combustibles, and proper damming; adequate access to attics consistently provided.
		✓	Consistently thorough documentation that bag estimates based on coverage charts are performed and actual usage is consistent with predictions.
		N/A	Knee walls are properly air sealed, insulated and encapsulated with a rigid material.
	Good		Attic insulation usually performed at proper depths and even installation with one exception.
			Evidence that most appropriate attic sealing was usually done prior to insulation, with one exception.
			Attic preparation with marking of electric junctures, insulated attic hatches, MSDS, proper clearances to combustibles, and proper damming; adequate access to attics consistently provided with one exception.
			Consistently thorough documentation that bag estimates based on coverage charts are performed and actual usage is consistent with predictions.
			Knee walls are properly air sealed, insulated and encapsulated with a rigid material with one exception.
	Needs Improvement		Attic insulation sometimes performed at proper depths and even installation, with some exceptions
			Evidence that some appropriate attic sealing was usually done prior to insulation, with notable exceptions
			Attic preparation with marking of electric junctures, insulated attic hatches, MSDS, proper clearances to combustibles, and proper damming; adequate access to attics is sometimes provided.
			Some evidence of documentation that bag estimates based on coverage charts are performed and actual usage is consistent with predictions
			Knee walls are sometimes properly air sealed, insulated and encapsulated with a rigid material.
	Unacceptable		Attic insulation not consistently performed at proper depths and even installation, several instances of less than R-38/R-30.
			Evidence that all appropriate attic sealing is not typically done prior to insulation
			Attic preparation with marking of electric junctures, insulated attic hatches, MSDS, proper clearances to combustibles, and proper damming; adequate access to attics is rarely provided.
			Little evidence or documentation that bag estimates based on coverage charts are performed and actual usage is consistent with predictions.
			Knee walls not effectively addressed.

Comments:

9. Wall Insulation Protocols, Materials and Workmanship:

✓		✓	
✓	Excellent	✓	Technicians insulate side walls whenever possible.
		✓	Full dense pack is achieved and there is thorough documentation of wall area and bag estimates.
		✓	Wall insulation is always consistent with appropriate air and thermal barriers.
		✓	There are no voids including above windows, doors, etc.
		✓	Drill holes consistently neatly patched or neatly recovered with primary siding.
	Good		Technicians typically insulate side walls, but in one case where measure could have been done but was not.
			Full dense pack is achieved and there is thorough documentation of wall area and bag estimates with one exception.
			Wall insulation is usually consistent with appropriate air and thermal barriers, but at least one questioned case.
			There are no voids including above windows, doors, etc. with one exception.
			Drill holes consistently neatly patched or neatly recovered with primary siding with one exception.
	Needs Improvement		Technicians sometimes insulate side walls, but several cases where measure could have been done but was not.
			Evidence that full dense pack is not achieved in some several instances, either by inspection or bag estimates based on wall area.
			Wall insulation is usually consistent with appropriate air and thermal barriers, but at least one questioned case.
			All areas are usually addressed (above windows, doors, etc.), but at least one questioned case.
			Drill holes usually neatly patched or recovered with primary siding, but at least one case with smeared caulk or other neatness problem.
	Unacceptable		Several instances where walls could/should have been insulated but were not.
			Evidence that full dense pack is often not achieved either by inspection or bag estimates based on wall area.
			Wall insulation is not consistent with appropriate air and thermal barriers with some regularity
			Areas are missed (above windows, doors, etc.) with some degree of regularity
			Patching of drill holes often sloppy and smeared creating unprofessional appearance and/or replacement of primary siding poorly performed

Comments:

10. Floor Insulation Protocols, Material and Workmanship

✓		✓	
✓	Excellent	✓	Technicians insulates under floors of single family homes or in belly of mobile homes whenever possible.
		✓	Appropriate crawlspace/floor air sealing was done prior to insulation (crawlspace zonal test performed and documented).
		✓	Floor insulation is always complete (where possible) and consistent with appropriate air and thermal barriers.
		✓	The bellies of mobile homes were properly supported to preserve the blown fiberglass insulation placed.
		✓	Ground vapor barriers consistently and effectively installed when appropriate.
	Good		Technicians typically insulate under floors and in belly of mobile home, but one case where measure could have been done but was not.
			Appropriate crawlspace/floor air sealing was done prior to insulation (crawlspace zonal test performed and documented) with one exception.
			Floor insulation is complete (where possible) and consistent with appropriate air and thermal barriers, with one exception.
			The bellies of mobile homes were properly supported to preserve the blown fiberglass insulation placed with one exception.
			Ground vapor barriers consistently and effectively installed when appropriate, with at least one exception.
	Needs Improvement		Sometimes insulates under floors and in belly of mobile home, but several cases where measure could have been done, but was not.
			Appropriate crawlspace/ floor air sealing was sometimes performed, but notable cases where floor penetrations or holes where not properly sealed.
			Floor insulation is complete (where possible) and consistent with appropriate air and thermal barriers, with some exceptions noted.
			The bellies of mobile homes were sometimes supported to preserve the blown fiberglass insulation placed, but several were missed.
			Ground vapor barriers sometimes effectively installed when appropriate, with some exceptions.
	Unacceptable		Insulation not being installed under the floor of single family homes or in belly of mobile homes when it should have been
			Little evidence that proper floor air sealing being done.
			Areas are missed with some degree of regularity.
			Bellies are improperly supported.
			Ground vapor barriers not consistently and effectively installed when appropriate

Comments:

11. Incidental Repairs and General Heat Waste

✓		✓	
✓	Excellent	✓	Incidental repairs and carpentry work have a professional appearance.
		✓	Water heater wraps are consistently installed within program guidelines.
		✓	All incidental repairs were appropriate within guidelines, documented in the files (with pictures) and when applicable they were cost justified with NEAT or MHEA.
	Good		Incidental repairs and carpentry work mostly have a neat appearance, with one exceptions.
			Water heater wraps are consistently installed within program guidelines, with one exception noted.
			Incidental repairs were mostly appropriate within guidelines, documented in the files and cost justified, with minor exceptions.
	Needs Improvement		Incidental repairs and carpentry work have a neat appearance, with some notable exceptions.
			Water heater wraps are installed within program guidelines with some exceptions.
			Incidental repairs were normally appropriate within guidelines, documented in the files and cost justified, with some notable exceptions.
	Unacceptable		Incidental repairs and carpentry work typically have a sloppy appearance.
			Water heater wraps are not installed within program guidelines.
			Most incidental repairs with not within guidelines.

Comments:

12. Final Inspections

✓		✓	
	Excellent		Full evidence that thorough inspections, using the Final Inspection Form, are performed and that any problems are noted and promptly corrected
			Very rarely are relatively simple/obvious problems found on jobs that should have been found and corrected during Subgrantee inspection
		✓	Full evidence that inspector routinely performs diagnostic tests and verifies technicians results
✓	Good		Evidence that inspections are routinely performed, but at least one instance where problems are not noted and/or corrected
		✓	Occasional simple/obvious problems found on jobs that should have been found and corrected during Subgrantee inspections
			Full evidence that inspector routinely performs diagnostic tests and verifies technicians results with one exception.
	Needs Improvement	✓	Evidence that inspections are routinely performed, but some notable cases where problems are not noted and/or corrected
			Some simple/obvious problems found on jobs that should have been found and corrected during Subgrantee inspections
			Some evidence that inspector performs diagnostic tests to verify technicians results often enough to feel confident that technicians normally does diagnostic procedures correctly
	Unacceptable		Little or no evidence of quality inspections other than signature on Work Plan
			Significant number of simple/obvious problems found on jobs that should have been found and corrected during Subgrantee inspections
			Evidence that inspector rarely or never performs diagnostic tests to verify technicians results

Comments: Ducts failed in 2 cases but final inspector did not call for improvements or document why ducts could not be sealed to under 1.0 Pa. Missing documents in client file were not noted at final inspection, such as OSHA forms or Load calculations.

13. Subcontractor Administration

✓		✓	
✓	Excellent	✓	The work orders specify location of work for each measure, material, labor, and associated costs are issued for each dwelling proposed for weatherization.
		✓	Changes and additions are documented via a written change order.
		✓	Invoices from the subcontractor reflect the rates and conditions specified in the contract.
		N/A	Final inspections are being performed within ten days after the work has been completed with appropriate records (pictures, invoices, and interim diagnostics).
	Good		Work orders specify work location for each measure, materials labor, and associated costs are issued for each dwelling proposed for weatherization with one exception.
			Changes and additions are documented by means of a written change order document with one exception.
			Invoices from the subcontractor reflect the rates and conditions specified in the contract with one exception.
			Final inspections are being performed within ten days after the work has been completed with appropriate records (pictures, invoices, and interim diagnostics) with one exception.
	Needs Improvement		Work orders specify work location for each measure, materials labor, and associated costs are issued for each dwelling proposed for weatherization with several exceptions.
			Changes and additions are documented by means of a written change order document with several exceptions.
			Invoices from the subcontractor reflect the rates and conditions specified in the contract with several exceptions.
			Final inspections are being performed within ten days after the work has been completed with appropriate records (pictures, invoices, and interim diagnostics) with several exceptions.
	Unacceptable		Work orders are poorly prepared or, for all practical purposes, non-existent.
			No written change orders being issued for exchanges and additions.
			Invoices from the subcontractor rarely have accurate rates and the subgrantee still pays them.
			Final inspections are being performed within ten days after the work has been completed with appropriate records (pictures, invoices, and interim diagnostics).

Comments:

Subgrantee Additional Requirements:

Subgrantee Equipment List submitted and updated within last twelve months?	Yes	No – explain below	
Explanation:			
Subgrantee Training Schedule reviewed?	Yes	No – explain below	
Explanation:			
<i>Recommended Training:</i>			

North Carolina Weatherization Assistance Program Subgrantee Assessment Report

Subgrantee: Community Action Opportunities Coordinator: Trudy Logan

Production Period: FY 21-22 Visit Dates: March 29-April 1, 2022 Program Analyst: Ernie Hodgson

Types of completed dwellings - Site built: 6 Mobile: 2 MF: 0

DOE: 3 LIHEAP: 4 HARRP: 7 House in Progress: 0

I, Ernie Hodgson conducted an onsite assessment visit to Community Action Opportunities from March 29-April 1, 2022. During the visit, I assessed the agency's Weatherization Assistance and Heating and Air Repair and Replacement Programs operation for the fiscal year FY 21-22. Staff members interviewed during the visit included Trudy Logan, James Duncan, and Sean Grasty. After the exit conference, in which all aspects of the onsite assessment will be discussed, Vicki Heidinger and her staff will receive a copy of the Subgrantee Assessment Report containing Findings and Trends for Concern. If any additional issues arise, I will notify the agency within 30 days.

The Findings and Trends for Concern made as a result of my onsite assessment are listed below. All Findings require corrective action. Attached to this report is a corrective action worksheet for each Finding. The planned corrective action for this finding should be placed in the appropriate section of the worksheet and returned for my review and acceptance as soon as possible, but not later than 30 days from the date of this correspondence. Please note that only the corrective action plan is due within 30 days; the work to correct the finding may take longer. If work has not yet been completed, please indicate a target date of completion on the Corrective Action Worksheet. Additional Department of Energy funds may not be used to complete the onsite corrective work. The action plan must correct the root cause of the finding to ensure no future re-occurrence. Also, immediate action must be taken to appropriately address all Trends for Concern. The follow-up action taken by the agency on the Trends for Concern will be reviewed during the next onsite assessment visit.

Finally, a copy of this report will be delivered to Edward Shell, board chairperson for CAO, within 30 days.

Thank you for the courtesies extended to me during the onsite visit. I look forward to the receipt of the completed Corrective Action Plan(s). Feel free to contact me if you have questions regarding the visit, this letter, or if I may assist you in any way.

Assessment Findings:

Finding 01 Failure to follow combustion appliance safety protocols in accordance with the methods specified in the North Carolina Weatherization Installation SWS.

Required Action: Ensure that combustion appliance safety protocols are conducted at the following location(s):

- [REDACTED]

Trends for Concern:

Refresher training may be need for crews and possibly new subcontractors on targeted air sealing. Although there are usually good interim pictures of air sealing in some cases there is very little reduction in home leakage.

Ensure that Covid-19 agreement forms are filled out completely and signed by both the agency and the client prior to weatherization of dwellings.

Ensure that client file checklist is filled out, and documents are in the correct tabs. Although the files are well organized, they are not in compliance with the standard order/flow of jobs.

Signature: Ernest Hodgson Date: 4/6/2022

Lead Program Analyst

Signature: [Signature] Date: 04/18/2022

Subgrantee Authorized Representative

For Office Use Only:

NC WAP supervisor approval

Signature: _____ Date: _____

Weatherization Program Analyst

SUMMARY OF FIELD MONITORING ASSESSMENT

Evaluation Criteria		E	G	N	U	NA
1.	Client File & AR4CA Documentation		✓			
2.	Initial Audit	✓				
3.	Health and Safety		✓			
4.	Blower Door Diagnostic Testing /Air Sealing		✓			
5.	Duct/Distribution System: Inspections, Testing, Sealing and Insulation		✓			
6.	Heating and Cooling System Protocols/HARRP Process Management		✓			
7.	Combustion Appliance Safety: Mandatory Testing Protocols		✓			
8.	Attic Insulation Protocols, Materials and Workmanship	✓				
9.	Wall Insulation Protocols, Materials and Workmanship	✓				
10.	Floor insulation protocols, Materials and Workmanship		✓			
11.	Incidental Repairs & General Heat Waste	✓				
12.	Final Inspections		✓			
13.	Subcontractor Administration	✓				
Total Rankings per Description:		5	8			

Ranking Descriptions

(E) Excellent – Subgrantee is doing top quality, state-of-the-art work in this category. Subgrantee field staff has thorough working knowledge of the installation standards and best practices. Work is very neat and effective. Keep up the good work.

(G) Good – Subgrantee is generally doing good quality work in this category. Work is typically effective. There is some room for improvement and the Subgrantee should seek additional fine-tuning of their knowledge and procedures in the category.

(N) Needs Improvement – Subgrantee is performing the work, but there are persistent flaws with the execution of the work and/or the underline concepts the measure. A literature review of weatherization guidelines with some additional training may be needed for improvement.

(U) Unacceptable – Subgrantee work in the category is unacceptable. Measure is typically not done or is ineffective. A large number of unacceptable rankings, continued unacceptable rankings in successive monitoring visits, or little to no improvement in follow-up monitoring visits could result in further action being taken by the Energy Section.

(NA) Not Applicable—Subgrantee work in this category was not monitored or observed during the visit.

1. Client File & AR4CA Documentation

✓		✓	
	Excellent		All required file documents were properly and completely prepared.
		✓	All Dwelling/client information is entered into AR4CA with appropriate case notes.
		✓	Cost of measures and materials are accurately entered in AR4CA.
			All required photo documentation present in files.
		✓	State Historic Preservation Office approval is obtained for all applicable dwellings.
		✓	Appropriate forms, with correct organizational names & and pamphlet titles are being used.
✓	Good	✓	Required file documents were properly and completely prepared, with one exception.
			Dwelling/customer information is entered accurately into AR4CA with appropriate case notes, with one exception noted.
			Cost of measures and materials are entered into AR4CA accurately with one exception.
		✓	Required photo documentation is present in files with one exception.
			State Historic Preservation Office approval is obtained for all applicable dwellings with one exception.
			Appropriate forms, with correct organizational names & and pamphlet titles are being used, with one exception.
	Needs Improvement		Some file documents were not accurately prepared and/or one or more required documents were missing.
			Some information is routinely entered into AR4CA with mistakes (specify deficiencies).
			Cost of measures and materials are sometimes entered in AR4CA accurately.
			Some required photo documentation is present in files
			Some State Historic Preservation Office approval is obtained for applicable dwellings
			Appropriate forms, with correct organizational names & and pamphlet titles are being used, with more than one exception.
	Unacceptable		The majority of file documents were either missing or contain inaccuracies and omissions.
			Major information is missing from AR4CA and there seems to be little effort to ensure the information is up to date or accurate.
			Cost of measures and materials are rarely entered properly in AR4CA.
			Required photo documentation is rarely present in files.
			State Historic Preservation Office approval is rarely obtained for applicable dwellings
			Appropriate forms, with correct organizational names & and pamphlet titles are being used, with one exception.

Comments: In some cases, portions of the checklist are blanks. Interim Pictures could be better in some cases, especially when weatherizing difficult houses.

2. Initial Audit

✓		✓	
✓	Excellent	✓	Residential Energy Audit Tool's are prepared for each dwelling with appropriate sections accurately completed.
		✓	Auditor evaluates every applicable refrigerator using an approved method and completely documents the replacement of inefficient refrigerators.
		✓	Detailed work orders are prepared, complete with material and labor estimates, for proposed work.
	Good		Residential Energy Audit Tool's are prepared for each dwelling with appropriate sections accurately completed with one exception noted.
			Auditor evaluates every applicable refrigerator using an approved method and completely documents the replacement of inefficient refrigerators with one exception.
			Detailed work orders are prepared, complete with material and labor estimates, for proposed work with one exception.
	Needs Improvement		Some Residential Energy Audit Tool's are prepared for dwellings with some sections accurately completed.
			Auditor evaluates some applicable refrigerators using an approved method but there multiple exceptions.
			Work orders are prepared but some material and labor estimates are missing for proposed work.
	Unacceptable		Significant and obvious conditions were not documented on the Residential Energy Audit Tool.
			Auditor rarely evaluates refrigerators to measure potential energy savings.
			Evidence of poorly prepared work orders, not addressing all measures and lacking both material and labor estimates.

Comments:

3. Health and Safety

✓		✓	
	Excellent	✓	CO detectors and smoke alarms were installed where required.
		✓	Non-transparent vapor barriers are installed whenever possible with proper overlapping and the required sealing at the perimeter.
			ASHRAE 62.2 is fully implemented in compliant fans installed and ventilation rates are fully documented in the client file.
		✓	The EPA Renovate Right Lead Protocols are followed and documented by clearly indicating the renovator of record and taking clear photographs of the set up of lead safe work practices.
		N/A	Potential asbestos containing materials are properly identified and either removed or encapsulated as permissible by the Installation Standards.
		✓	Crew effectively address dryer venting problems.
✓	Good		CO detectors and smoke alarms were installed where required with one exception
			Non-transparent vapor barriers are installed with proper overlapping and the required sealing at the perimeter with one exception
		✓	ASHRAE 62.2 is implemented in compliant fans installed and ventilation rates are fully documented in the client file with one exception.
			The EPA Renovate Right Lead Protocols are followed and documented by clearly indicating the renovator of record and taking clear photographs of the set up of lead safe work practices with one exception.
			Potential asbestos containing materials are properly identified and either removed or encapsulated as permissible by the Installation Standards with one minor exception.
			Crew addresses dryer venting problems with one exception.
	Needs Improvement		Some CO detectors and smoke alarms were installed where required.
			Vapor barriers are installed; however, the installation is not always consistent with the Installation Standards.
			ASHRAE 62.2 is partial implemented but further work is needed.
			The EPA Renovate Right Lead Protocols are sometimes followed and documented but more work needed.
			Potential asbestos containing materials are properly identified, but the hazard is simply avoided and not dealt with.
			Crew address dryer venting problems with more than one exception.
	Unacceptable		CO detectors and smoke alarms are rarely installed.
			Vapor barriers are rarely installed/or the installation is ineffective.
			Little work has been done to comply with ASHRAE 62.2
			No reliable evidence that the EPA Renovate Right Lead Protocols are being followed.
			Potential asbestos containing materials are not properly dealt with.
			Crew does not properly address dryer venting problems.

Comments:

4. Blower Door Diagnostic Testing / Air Sealing

✓		✓	
	Excellent		Technicians consistently use blower door to air seal within the target range and then continues to seek and seal additional leaks that are cost-effective to seal.
		✓	Zonal tests are consistently performed and documented to assess air sealing and are consistent with by monitor's tests.
		✓	Technicians have a thorough and in depth working knowledge of blower door testing and diagnostics.
			Tests during monitoring visit are consistent with Subgrantee final tests or easily determined reasons for any differences.
✓	Good		Technicians consistently use blower door to air seal within the target range and then continues to seek and seal additional leaks that are cost-effective to seal with one notable exception.
			Zonal tests are consistently performed and documented to assess air sealing and are consistent with by monitor's tests with one exception.
			Technicians have a thorough and in depth working knowledge of blower door testing and diagnostics, with a one minor issue noted.
		✓	Tests during monitoring visit are consistent with Subgrantee final tests with one exception.
	Needs Improvement	✓	Some dwellings blower door to air sealed within target range, but instances when additional air sealing should have been done.
			Zonal tests are inconsistently documented and tests may only be done because they are mandated and not used as a tool for air sealing.
			Although blower door tests are routinely performed, there is evidence it is not consistently used for diagnosing air leakage.
			Some tests during monitoring visit are consistent with Subgrantee final tests, but there are exceptions.
	Unacceptable		Technicians do not consistently use blower door to air seal within the target range.
			Zonal tests not understood or not consistently performed and/or documented readings often not consistent with monitor's tests.
			Evidence that the blower door is not used to guide air sealing measures.
			Several instances where tests during monitoring visit differ significantly from Subgrantee final test readings.

Comments: Training on targeting air sealing more effectively could be beneficial to maximize results.

5. Duct/Distribution System: Inspections, Testing, Sealing and Insulation

✓		✓	
	Excellent		Duct work consistently sealed according to pressure pan standards with proper documentation.
		✓	Registers, returns, boots, and plenums are sealed with mastic and fiber mesh tape.
		✓	In mobile homes, the ends of plenums are consistently sealed near the last duct to allow for better efficiency.
		✓	Duct work effectively insulated when appropriate.
✓	Good	✓	Duct work sealed according to pressure pan standards with proper documentation, with one exception.
			Register and boot areas sealed with mastic and fiber mesh tape with one exception.
			In mobile homes, the end of plenum sealed too close to register.
			Duct work effectively insulated when appropriate with one exception.
	Needs Improvement		Duct work sometimes sealed according to pressure pan standards with proper documentation, with notable exceptions.
			Registers, returns, boots, and plenums sometimes sealed with mastic and fiber mesh tape, some instances missed or not effective.
			In mobile homes, ends of plenums sometimes sealed near the last duct to allow for better efficiency.
			Duct work sometimes effectively insulated when appropriate but several exceptions.
	Unacceptable		Duct work not consistently sealed according to pressure pan standards, often ducts are left too leaky, consistently poor documentation.
			Registers, returns, boots, and plenums not well sealed with significant areas missed or skipped.
			In mobile homes, ends of plenums rarely sealed near the last duct to allow for better efficiency.
			Duct work not neatly and effectively insulated when appropriate, consistently excessive or poorly applied foam, consistently missed places.

Comments:

6. Heating and Cooling System Protocols/HARRP Process Management

✓		✓	
	Excellent	✓	There is always full documentation for system replacements.
		✓	Efficiency measures are consistently performed and documented on all combustion appliances.
			All replacement central units are sized either with Manual J or using NEAT/MHEA.
		N/A	Competitive bids are documented for replacement units.
✓	Good		There is always full documentation for system replacements with one exception.
			Efficiency measures are usually performed and documented on all combustion appliances with one exception.
		✓	Replacement central units are sized either with Manual J or using NEAT/MHEA with one exception.
			Competitive bids are documented for replacement units with one exception.
	Needs Improvement		Some but limited cases where units should have been replaced but were not or units were replaced that could have been repaired.
			Efficiency measures are usually performed and documented on all combustion appliances, with some exceptions.
			Some replacement central units are sized either with Manual J or using NEAT/MHEA.
			Competitive bids are documented for replacement units for some units.
	Unacceptable		Two replacements were made that do not conform with Standards.
			Efficiency measures are not consistently performed and/or documented on all combustion appliances.
			No replacement unit is sized with Manual J or NEAT/MHEA.
			No evidence of competitive bids being documented.
			Unvented space heaters used as primary heating are rarely addressed before houses are weatherized.

Comments: In one case load calculation was not in the file, but agency had received it on time and printed it off when I brought it up.

7. Combustion Appliance Safety: Mandatory Testing Protocols

✓		✓	
	Excellent		All combustion appliances are consistently addressed with an ECT and inspector conformation that the work has been done.
		✓	Safety and efficiency tests are well documented for all combustion appliances.
		✓	Systems are always fully addressed, cleaned and tuned.
		✓	Appropriately sized filters are always left with the clients.
✓	Good	✓	Combustion appliances mostly addressed with one exception.
			Safety and efficiency tests are documented for all combustion appliances with one exception.
			Systems are fully addressed, with one exception.
			Appropriately sized filters are always left with the clients with one exception.
	Needs Improvement		Combustion appliances sometimes addressed with several notable exceptions.
			Safety and efficiency tests are sometimes documented for all combustion appliances.
			Some systems are fully addressed, however notable individual instances needing additional work.
			Appropriately sized filters are sometimes left with the client.
	Unacceptable		Combustion appliances are not addressed.
			Inadequate documentation retained for safety and efficiency tests.
			Systems are not consistently cleaned and tuned, and/or brought to maximum efficiency.
			Appropriately sized filters are never left with the client; clients do not replace filters.
			Significantly unsafe condition(s) left on combustion appliances (explain).

Comments: In one case a new oil furnace was not tested for combustion compliance prior to closing job.

8. Attic Insulation Protocols, Materials and Workmanship

✓		✓	
✓	Excellent	✓	Attic insulation consistently performed to proper depths and even installation.
		✓	Consistent evidence that all appropriate attic sealing was done prior to insulation (attic zonal tests performed and documented).
		✓	Consistent high quality attic preparation with marking of electric junctures, insulated attic hatches, MSDS, proper clearances to combustibles, and proper damming; adequate access to attics consistently provided.
		✓	Consistently thorough documentation that bag estimates based on coverage charts are performed and actual usage is consistent with predictions.
		N/A	Knee walls are properly air sealed, insulated and encapsulated with a rigid material.
	Good		Attic insulation usually performed at proper depths and even installation with one exception.
			Evidence that most appropriate attic sealing was usually done prior to insulation, with one exception.
			Attic preparation with marking of electric junctures, insulated attic hatches, MSDS, proper clearances to combustibles, and proper damming; adequate access to attics consistently provided with one exception.
			Consistently thorough documentation that bag estimates based on coverage charts are performed and actual usage is consistent with predictions.
			Knee walls are properly air sealed, insulated and encapsulated with a rigid material with one exception.
	Needs Improvement		Attic insulation sometimes performed at proper depths and even installation, with some exceptions
			Evidence that some appropriate attic sealing was usually done prior to insulation, with notable exceptions
			Attic preparation with marking of electric junctures, insulated attic hatches, MSDS, proper clearances to combustibles, and proper damming; adequate access to attics is sometimes provided.
			Some evidence of documentation that bag estimates based on coverage charts are performed and actual usage is consistent with predictions
			Knee walls are sometimes properly air sealed, insulated and encapsulated with a rigid material.
	Unacceptable		Attic insulation not consistently performed at proper depths and even installation, several instances of less than R-38/R-30.
			Evidence that all appropriate attic sealing is not typically done prior to insulation
			Attic preparation with marking of electric junctures, insulated attic hatches, MSDS, proper clearances to combustibles, and proper damming; adequate access to attics is rarely provided.
			Little evidence or documentation that bag estimates based on coverage charts are performed and actual usage is consistent with predictions.
			Knee walls not effectively addressed.

Comments: Air sealing pictures were present; see blower door section for notes on air sealing.

9. Wall Insulation Protocols, Materials and Workmanship:

✓		✓	
✓	Excellent	✓	Technicians insulate side walls whenever possible.
		✓	Full dense pack is achieved and there is thorough documentation of wall area and bag estimates.
		✓	Wall insulation is always consistent with appropriate air and thermal barriers.
		✓	There are no voids including above windows, doors, etc.
		✓	Drill holes consistently neatly patched or neatly recovered with primary siding.
	Good		Technicians typically insulate side walls, but in one case where measure could have been done but was not.
			Full dense pack is achieved and there is thorough documentation of wall area and bag estimates with one exception.
			Wall insulation is usually consistent with appropriate air and thermal barriers, but at least one questioned case.
			There are no voids including above windows, doors, etc. with one exception.
			Drill holes consistently neatly patched or neatly recovered with primary siding with one exception.
	Needs Improvement		Technicians sometimes insulate side walls, but several cases where measure could have been done but was not.
			Evidence that full dense pack is not achieved in some several instances, either by inspection or bag estimates based on wall area.
			Wall insulation is usually consistent with appropriate air and thermal barriers, but at least one questioned case.
			All areas are usually addressed (above windows, doors, etc.), but at least one questioned case.
			Drill holes usually neatly patched or recovered with primary siding, but at least one case with smeared caulk or other neatness problem.
	Unacceptable		Several instances where walls could/should have been insulated but were not.
			Evidence that full dense pack is often not achieved either by inspection or bag estimates based on wall area.
			Wall insulation is not consistent with appropriate air and thermal barriers with some regularity
			Areas are missed (above windows, doors, etc.) with some degree of regularity
			Patching of drill holes often sloppy and smeared creating unprofessional appearance and/or replacement of primary siding poorly performed

Comments:

10. Floor Insulation Protocols, Material and Workmanship

✓		✓	
	Excellent	✓	Technicians insulates under floors of single family homes or in belly of mobile homes whenever possible.
			Appropriate crawlspace/floor air sealing was done prior to insulation (crawlspace zonal test performed and documented).
		✓	Floor insulation is always complete (where possible) and consistent with appropriate air and thermal barriers.
		✓	The bellies of mobile homes were properly supported to preserve the blown fiberglass insulation placed.
		✓	Ground vapor barriers consistently and effectively installed when appropriate.
✓	Good		Technicians typically insulate under floors and in belly of mobile home, but one case where measure could have been done but was not.
		✓	Appropriate crawlspace/floor air sealing was done prior to insulation (crawlspace zonal test performed and documented) with one exception.
			Floor insulation is complete (where possible) and consistent with appropriate air and thermal barriers, with one exception.
			The bellies of mobile homes were properly supported to preserve the blown fiberglass insulation placed with one exception.
			Ground vapor barriers consistently and effectively installed when appropriate, with at least one exception.
	Needs Improvement		Sometimes insulates under floors and in belly of mobile home, but several cases where measure could have been done, but was not.
			Appropriate crawlspace/ floor air sealing was sometimes performed, but notable cases where floor penetrations or holes where not properly sealed.
			Floor insulation is complete (where possible) and consistent with appropriate air and thermal barriers, with some exceptions noted.
			The bellies of mobile homes were sometimes supported to preserve the blown fiberglass insulation placed, but several were missed.
			Ground vapor barriers sometimes effectively installed when appropriate, with some exceptions.
	Unacceptable		Insulation not being installed under the floor of single family homes or in belly of mobile homes when it should have been
			Little evidence that proper floor air sealing being done.
			Areas are missed with some degree of regularity.
			Bellies are improperly supported.
			Ground vapor barriers not consistently and effectively installed when appropriate

Comments: In one case air sealing was performed incorrectly, particularly when it comes to gaps under a bathtub.

11. Incidental Repairs and General Heat Waste

✓		✓	
✓	Excellent	✓	Incidental repairs and carpentry work have a professional appearance.
		✓	Water heater wraps are consistently installed within program guidelines.
		✓	All incidental repairs were appropriate within guidelines, documented in the files (with pictures) and when applicable they were cost justified with NEAT or MHEA.
	Good		Incidental repairs and carpentry work mostly have a neat appearance, with one exceptions.
			Water heater wraps are consistently installed within program guidelines, with one exception noted.
			Incidental repairs were mostly appropriate within guidelines, documented in the files and cost justified, with minor exceptions.
	Needs Improvement		Incidental repairs and carpentry work have a neat appearance, with some notable exceptions.
			Water heater wraps are installed within program guidelines with some exceptions.
			Incidental repairs were normally appropriate within guidelines, documented in the files and cost justified, with some notable exceptions.
	Unacceptable		Incidental repairs and carpentry work typically have a sloppy appearance.
			Water heater wraps are not installed within program guidelines.
			Most incidental repairs with not within guidelines.

Comments:

12. Final Inspections

✓		✓	
	Excellent		Full evidence that thorough inspections, using the Final Inspection Form, are performed and that any problems are noted and promptly corrected
			Very rarely are relatively simple/obvious problems found on jobs that should have been found and corrected during Subgrantee inspection
		✓	Full evidence that inspector routinely performs diagnostic tests and verifies technicians results
✓	Good	✓	Evidence that inspections are routinely performed, but at least one instance where problems are not noted and/or corrected
		✓	Occasional simple/obvious problems found on jobs that should have been found and corrected during Subgrantee inspections
			Full evidence that inspector routinely performs diagnostic tests and verifies technicians results with one exception.
	Needs Improvement		Evidence that inspections are routinely performed, but some notable cases where problems are not noted and/or corrected
			Some simple/obvious problems found on jobs that should have been found and corrected during Subgrantee inspections
			Some evidence that inspector performs diagnostic tests to verify technicians results often enough to feel confident that technicians normally does diagnostic procedures correctly
	Unacceptable		Little or no evidence of quality inspections other than signature on Work Plan
			Significant number of simple/obvious problems found on jobs that should have been found and corrected during Subgrantee inspections
			Evidence that inspector rarely or never performs diagnostic tests to verify technicians results

Comments:

13. Subcontractor Administration

✓		✓	
✓	Excellent	✓	The work orders specify location of work for each measure, material, labor, and associated costs are issued for each dwelling proposed for weatherization.
		✓	Changes and additions are documented via a written change order.
		✓	Invoices from the subcontractor reflect the rates and conditions specified in the contract.
		N/A	Final inspections are being performed within ten days after the work has been completed with appropriate records (pictures, invoices, and interim diagnostics).
	Good		Work orders specify work location for each measure, materials labor, and associated costs are issued for each dwelling proposed for weatherization with one exception.
			Changes and additions are documented by means of a written change order document with one exception.
			Invoices from the subcontractor reflect the rates and conditions specified in the contract with one exception.
			Final inspections are being performed within ten days after the work has been completed with appropriate records (pictures, invoices, and interim diagnostics) with one exception.
	Needs Improvement		Work orders specify work location for each measure, materials labor, and associated costs are issued for each dwelling proposed for weatherization with several exceptions.
			Changes and additions are documented by means of a written change order document with several exceptions.
			Invoices from the subcontractor reflect the rates and conditions specified in the contract with several exceptions.
			Final inspections are being performed within ten days after the work has been completed with appropriate records (pictures, invoices, and interim diagnostics) with several exceptions.
	Unacceptable		Work orders are poorly prepared or, for all practical purposes, non-existent.
			No written change orders being issued for exchanges and additions.
			Invoices from the subcontractor rarely have accurate rates and the subgrantee still pays them.
			Final inspections are being performed within ten days after the work has been completed with appropriate records (pictures, invoices, and interim diagnostics).

Comments:

Subgrantee Additional Requirements:

Subgrantee Equipment List submitted and updated within last twelve months?	Yes	No – explain below
Explanation:		
Subgrantee Training Schedule reviewed?	Yes	No – explain below
Explanation:		
<i>Recommended Training:</i>		

North Carolina Weatherization Assistance Program Subgrantee Assessment Report

Subgrantee: CAO, Inc.

Coordinator: Trudy Logan

Production Period: FY22/23 Visit Dates: 3/29-3/31, 2023 Program Analyst: Ernest Hodgson

Types of completed dwellings - Site built: 3 Mobile: 1 MF 0

DOE: 4 (1 desktop only) LIHEAP: 2 (1 desktop only) HARRP: 6 (2 desktop only)

I, Ernie Hodgson, conducted an onsite assessment visit to Community Action Opportunities, Inc. from 1-30-23 to 2-3-23. During the visit, I assessed the agency's Weatherization Assistance and Heating and Air Repair and Replacement Programs operation for FY22/23. Staff members interviewed during the visit included for the WAP and HARRP include Trudy Logan, Department Director; James Duncan, Weatherization Program Manager; And Sean Grasty, Energy Service Technician; Tom Davies, Program Assistant. During the exit conference, in which all aspects of the onsite assessment will be discussed, Trudy Logan and her staff will receive a copy of the Subgrantee Assessment Report containing Findings and Trends for Concern. If any additional issues arise, I will notify the agency within 30 days.

The Findings and Trends for Concern made as a result of my onsite assessment are listed below. All Findings require corrective action. Attached to this report is a corrective action worksheet for each Finding. The planned corrective action for this finding should be placed in the appropriate section of the worksheet and returned for my review and acceptance as soon as possible, but not later than 30 days from the date of this correspondence. Please note that only the corrective action plan is due within 30 days; the work to correct the finding may take longer. If work has not yet been completed, please indicate a target date of completion on the Corrective Action Worksheet. Additional Department of Energy funds may **not** be used to complete the onsite corrective work. The action plan must correct the root cause of the finding to ensure no future re-occurrence. Also, immediate action must be taken to appropriately address all Trends for Concern. The follow-up action taken by the agency on the Trends for Concern will be reviewed during the next onsite assessment visit.

Finally, a copy of this report will be delivered to Edward R. Schell, Board Chair for CAO within 30 days.

Thank you for the courtesies extended to me during the onsite visit. I look forward to the receipt of the completed Corrective Action Plan(s). Feel free to contact me if you have questions regarding the visit, this letter, or if I may assist you in any way.

Assessment Findings:

None.

Trends for Concern:

Every effort should be made to visually confirm during initial audits that there are NO unvented combustion space heaters or if there are conduct combustion testing and take appropriate action based on results. Initial auditor should also ask the client directly if they own any of these devices even if they did not see any themselves.

If there is any doubt that a measure can be performed due to space limitations (in one case a water heater wrap) make sure this item is not included in the computer model of the dwelling; inaccuracies like this can artificially inflate the total SIR for a dwelling. In rare cases this could drop the dwelling below an SIR of 1.0, in which case and money spent on weatherization of the dwelling could be disallowed.

Ensure that when blocking the ends of mobile home plenums, every effort is made to move the blocking at least 6” past the last supply duct to ensure proper airflow in the duct system.

Signature:		Date:	<u>04-13-23</u>
	Subgrantee Authorized Representative Vicki S Heidinger, Executive Director		
Signature:		Date:	<u>4-13-023</u>
	Weatherization Lead Technical Analyst		

SUMMARY OF FIELD MONITORING ASSESSMENT

Evaluation Criteria		E	G	N	U	NA
1.	Client File & AR4CA Documentation	✓				
2.	Initial Audit	✓				
3.	Health and Safety	✓				
4.	Blower Door Diagnostic Testing /Air Sealing		✓			
5.	Duct/Distribution System: Inspections, Testing, Sealing and Insulation	✓				
6.	Heating and Cooling System Protocols/HARRP Process Management	✓				
7.	Combustion Appliance Safety: Mandatory Testing Protocols		✓			
8.	Attic Insulation Protocols, Materials and Workmanship	✓				
9.	Wall Insulation Protocols, Materials and Workmanship	✓				
10.	Floor insulation protocols, Materials and Workmanship	✓				
11.	Incidental Repairs & General Heat Waste	✓				
12.	Final Inspections	✓				
13.	Subcontractor Administration	✓				
Total Rankings per Description:		11	2			

Ranking Descriptions

(E) Excellent – Subgrantee is doing top quality, state-of-the-art work in this category. Subgrantee field staff has thorough working knowledge of the installation standards and best practices. Work is very neat and effective. Keep up the good work.

(G) Good – Subgrantee is generally doing good quality work in this category. Work is typically effective. There is some room for improvement and the Subgrantee should seek additional fine-tuning of their knowledge and procedures in the category.

(N) Needs Improvement – Subgrantee is performing the work, but there are persistent flaws with the execution of the work and/or the underline concepts the measure. A literature review of weatherization guidelines with some additional training may be needed for improvement.

(U) Unacceptable – Subgrantee work in the category is unacceptable. Measure is typically not done or is ineffective. A large number of unacceptable rankings, continued unacceptable rankings in successive monitoring visits, or little to no improvement in follow-up monitoring visits could result in further action being taken by the Energy Section.

(NA) Not Applicable—Subgrantee work in this category was not monitored or observed during the visit.

1. Client File & AR4CA Documentation

✓		✓	
✓	Excellent	✓	All required file documents were properly and completely prepared.
		✓	All Dwelling/client information is entered into AR4CA with appropriate case notes.
		✓	Cost of measures and materials are accurately entered in AR4CA.
		✓	All required photo documentation present in files.
		N/A	State Historic Preservation Office approval is obtained for all applicable dwellings.
		✓	Appropriate forms, with correct organizational names & and pamphlet titles are being used.
	Good		Required file documents were properly and completely prepared, with one exception.
			Dwelling/customer information is entered accurately into AR4CA with appropriate case notes, with one exception noted.
			Cost of measures and materials are entered into AR4CA accurately with one exception.
			Required photo documentation is present in files with one exception.
			State Historic Preservation Office approval is obtained for all applicable dwellings with one exception.
			Appropriate forms, with correct organizational names & and pamphlet titles are being used, with one exception.
	Needs Improvement		Some file documents were not accurately prepared and/or one or more required documents were missing.
			Some information is routinely entered into AR4CA with mistakes (specify deficiencies).
			Cost of measures and materials are sometimes entered in AR4CA accurately.
			Some required photo documentation is present in files
			Some State Historic Preservation Office approval is obtained for applicable dwellings
			Appropriate forms, with correct organizational names & and pamphlet titles are being used, with more than one exception.
	Unacceptable		The majority of file documents were either missing or contain inaccuracies and omissions.
			Major information is missing from AR4CA and there seems to be little effort to ensure the information is up to date or accurate.
			Cost of measures and materials are rarely entered properly in AR4CA.
			Required photo documentation is rarely present in files.
			State Historic Preservation Office approval is rarely obtained for applicable dwellings
			Appropriate forms, with correct organizational names & and pamphlet titles are being used, with one exception.

Comments:

2. Initial Audit

✓		✓	
✓	Excellent	✓	Residential Energy Audit Tool's are prepared for each dwelling with appropriate sections accurately completed.
		✓	Auditor evaluates every applicable refrigerator using an approved method and completely documents the replacement of inefficient refrigerators.
		✓	Detailed work orders are prepared, complete with material and labor estimates, for proposed work.
	Good		Residential Energy Audit Tool's are prepared for each dwelling with appropriate sections accurately completed with one exception noted.
			Auditor evaluates every applicable refrigerator using an approved method and completely documents the replacement of inefficient refrigerators with one exception.
			Detailed work orders are prepared, complete with material and labor estimates, for proposed work with one exception.
	Needs Improvement		Some Residential Energy Audit Tool's are prepared for dwellings with some sections accurately completed.
			Auditor evaluates some applicable refrigerators using an approved method but there multiple exceptions.
			Work orders are prepared but some material and labor estimates are missing for proposed work.
	Unacceptable		Significant and obvious conditions were not documented on the Residential Energy Audit Tool.
			Auditor rarely evaluates refrigerators to measure potential energy savings.
			Evidence of poorly prepared work orders, not addressing all measures and lacking both material and labor estimates.

Comments:

3. Health and Safety

✓		✓	
✓	Excellent	✓	CO detectors and smoke alarms were installed where required.
		✓	Non-transparent vapor barriers are installed whenever possible with proper overlapping and the required sealing at the perimeter.
		✓	ASHRAE 62.2 is fully implemented in compliant fans installed and ventilation rates are fully documented in the client file.
		N/A	The EPA Renovate Right Lead Protocols are followed and documented by clearly indicating the renovator of record and taking clear photographs of the set up of lead safe work practices.
		N/A	Potential asbestos containing materials are properly identified and either removed or encapsulated as permissible by the Installation Standards.
		✓	Crew effectively address dryer venting problems.
	Good		CO detectors and smoke alarms were installed where required with one exception
			Non-transparent vapor barriers are installed with proper overlapping and the required sealing at the perimeter with one exception
			ASHRAE 62.2 is implemented in compliant fans installed and ventilation rates are fully documented in the client file with one exception.
			The EPA Renovate Right Lead Protocols are followed and documented by clearly indicating the renovator of record and taking clear photographs of the set up of lead safe work practices with one exception.
			Potential asbestos containing materials are properly identified and either removed or encapsulated as permissible by the Installation Standards with one minor exception.
			Crew addresses dryer venting problems with one exception.
	Needs Improvement		Some CO detectors and smoke alarms were installed where required.
			Vapor barriers are installed; however, the installation is not always consistent with the Installation Standards.
			ASHRAE 62.2 is partial implemented but further work is needed.
			The EPA Renovate Right Lead Protocols are sometimes followed and documented but more work needed.
			Potential asbestos containing materials are properly identified, but the hazard is simply avoided and not dealt with.
			Crew address dryer venting problems with more than one exception.
	Unacceptable		CO detectors and smoke alarms are rarely installed.
			Vapor barriers are rarely installed/or the installation is ineffective.
			Little work has been done to comply with ASHRAE 62.2
			No reliable evidence that the EPA Renovate Right Lead Protocols are being followed.
			Potential asbestos containing materials are not properly dealt with.
			Crew does not properly address dryer venting problems.

Comments:

4. Blower Door Diagnostic Testing / Air Sealing

✓		✓	
✓	Excellent	✓	Technicians consistently use blower door to air seal within the target range and then continues to seek and seal additional leaks that are cost-effective to seal.
		✓	Zonal tests are consistently performed and documented to assess air sealing and are consistent with by monitor's tests.
		✓	Technicians have a thorough and in-depth working knowledge of blower door testing and diagnostics.
		✓	Tests during monitoring visit are consistent with Subgrantee final tests or easily determined reasons for any differences.
	Good		Technicians consistently use blower door to air seal within the target range and then continues to seek and seal additional leaks that are cost-effective to seal with one notable exception.
			Zonal tests are consistently performed and documented to assess air sealing and are consistent with by monitor's tests with one exception.
			Technicians have a thorough and in-depth working knowledge of blower door testing and diagnostics, with a one minor issue noted.
			Tests during monitoring visit are consistent with Subgrantee final tests with one exception.
	Needs Improvement		Some dwellings blower door to air sealed within target range, but instances when additional air sealing should have been done.
			Zonal tests are inconsistently documented and tests may only be done because they are mandated and not used as a tool for air sealing.
			Although blower door tests are routinely performed, there is evidence it is not consistently used for diagnosing air leakage.
			Some tests during monitoring visit are consistent with Subgrantee final tests, but there are exceptions.
	Unacceptable		Technicians do not consistently use blower door to air seal within the target range.
			Zonal tests not understood or not consistently performed and/or documented readings often not consistent with monitor's tests.
			Evidence that the blower door is not used to guide air sealing measures.
			Several instances where tests during monitoring visit differ significantly from Subgrantee final test readings.

Comments:

5. Duct/Distribution System: Inspections, Testing, Sealing and Insulation

✓		✓	
	Excellent	✓	Duct work consistently sealed according to pressure pan standards with proper documentation.
		✓	Registers, returns, boots, and plenums are sealed with mastic and fiber mesh tape.
			In mobile homes, the ends of plenums are consistently sealed near the last duct to allow for better efficiency.
		N/A	Duct work effectively insulated when appropriate.
✓	Good		Duct work sealed according to pressure pan standards with proper documentation, with one exception.
			Register and boot areas sealed with mastic and fiber mesh tape with one exception.
		✓	In mobile homes, the end of plenum sealed too close to register.
			Duct work effectively insulated when appropriate with one exception.
	Needs Improvement		Duct work sometimes sealed according to pressure pan standards with proper documentation, with notable exceptions.
			Registers, returns, boots, and plenums sometimes sealed with mastic and fiber mesh tape, some instances missed or not effective.
			In mobile homes, ends of plenums sometimes sealed near the last duct to allow for better efficiency.
			Duct work sometimes effectively insulated when appropriate but several exceptions.
	Unacceptable		Duct work not consistently sealed according to pressure pan standards, often ducts are left too leaky, consistently poor documentation.
			Registers, returns, boots, and plenums not well sealed with significant areas missed or skipped.
			In mobile homes, ends of plenums rarely sealed near the last duct to allow for better efficiency.
			Duct work not neatly and effectively insulated when appropriate, consistently excessive or poorly applied foam, consistently missed places.

Comments: Ducts should not be blocked directly at the end of mobile home plenums, rather they should be blocked between 6-12” past the last supply duct on either end of the duct system.

6. Heating and Cooling System Protocols/HARRP Process Management

✓		✓	
✓	Excellent	✓	There is always full documentation for system replacements.
		✓	Efficiency measures are consistently performed and documented on all combustion appliances.
		✓	All replacement central units are sized either with Manual J or using NEAT/MHEA.
		N/A	Competitive bids are documented for replacement units.
	Good		There is always full documentation for system replacements with one exception.
		Efficiency measures are usually performed and documented on all combustion appliances with one exception.	
		Replacement central units are sized either with Manual J or using NEAT/MHEA with one exception.	
		Competitive bids are documented for replacement units with one exception.	
	Needs Improvement		Some but limited cases where units should have been replaced but were not or units were replaced that could have been repaired.
		Efficiency measures are usually performed and documented on all combustion appliances, with some exceptions.	
		Some replacement central units are sized either with Manual J or using NEAT/MHEA.	
		Competitive bids are documented for replacement units for some units.	
	Unacceptable		Two replacements were made that do not conform with Standards.
		Efficiency measures are not consistently performed and/or documented on all combustion appliances.	
		No replacement unit is sized with Manual J or NEAT/MHEA.	
		No evidence of competitive bids being documented.	
		Unvented space heaters used as primary heating are rarely addressed before houses are weatherized.	

Comments:

7. Combustion Appliance Safety: Mandatory Testing Protocols

✓		✓	
	Excellent	✓	All combustion appliances are consistently addressed with an ECT and inspector conformation that the work has been done.
		✓	Safety and efficiency tests are well documented for all combustion appliances.
			Systems are always fully addressed, cleaned and tuned.
		✓	Appropriately sized filters are always left with the clients.
✓	Good		Combustion appliances mostly addressed with one exception.
			Safety and efficiency tests are documented for all combustion appliances with one exception.
			Systems are fully addressed, with one exception.
			Appropriately sized filters are always left with the clients with one exception.
	Needs Improvement		Combustion appliances sometimes addressed with several notable exceptions.
			Safety and efficiency tests are sometimes documented for all combustion appliances.
		✓	Some systems are fully addressed, however notable individual instances needing additional work.
			Appropriately sized filters are sometimes left with the client.
	Unacceptable		Combustion appliances are not addressed.
			Inadequate documentation retained for safety and efficiency tests.
			Systems are not consistently cleaned and tuned, and/or brought to maximum efficiency.
			Appropriately sized filters are never left with the client; clients do not replace filters.
			Significantly unsafe condition(s) left on combustion appliances (explain).

Comments: 2 unvented space heaters were observed at monitoring visit, although in one case the homeowner made it clear the heater was purchased after weatherization of the home. Every effort should be made to inspect thoroughly for unvented space heaters at initial inspection, and test and remove as need prior to start of weatherization.

8. Attic Insulation Protocols, Materials and Workmanship

✓		✓	
✓	Excellent	✓	Attic insulation consistently performed to proper depths and even installation.
		✓	Consistent evidence that all appropriate attic sealing was done prior to insulation (attic zonal tests performed and documented).
		✓	Consistent high quality attic preparation with marking of electric junctures, insulated attic hatches, MSDS, proper clearances to combustibles, and proper damming; adequate access to attics consistently provided.
		✓	Consistently thorough documentation that bag estimates based on coverage charts are performed and actual usage is consistent with predictions.
		N/A	Knee walls are properly air sealed, insulated and encapsulated with a rigid material.
	Good		Attic insulation usually performed at proper depths and even installation with one exception.
			Evidence that most appropriate attic sealing was usually done prior to insulation, with one exception.
			Attic preparation with marking of electric junctures, insulated attic hatches, MSDS, proper clearances to combustibles, and proper damming; adequate access to attics consistently provided with one exception.
			Consistently thorough documentation that bag estimates based on coverage charts are performed and actual usage is consistent with predictions.
			Knee walls are properly air sealed, insulated and encapsulated with a rigid material with one exception.
	Needs Improvement		Attic insulation sometimes performed at proper depths and even installation, with some exceptions
			Evidence that some appropriate attic sealing was usually done prior to insulation, with notable exceptions
			Attic preparation with marking of electric junctures, insulated attic hatches, MSDS, proper clearances to combustibles, and proper damming; adequate access to attics is sometimes provided.
			Some evidence of documentation that bag estimates based on coverage charts are performed and actual usage is consistent with predictions
			Knee walls are sometimes properly air sealed, insulated and encapsulated with a rigid material.
	Unacceptable		Attic insulation not consistently performed at proper depths and even installation, several instances of less than R-38/R-30.
			Evidence that all appropriate attic sealing is not typically done prior to insulation
			Attic preparation with marking of electric junctures, insulated attic hatches, MSDS, proper clearances to combustibles, and proper damming; adequate access to attics is rarely provided.
			Little evidence or documentation that bag estimates based on coverage charts are performed and actual usage is consistent with predictions.
			Knee walls not effectively addressed.

Comments:

9. Wall Insulation Protocols, Materials and Workmanship:

✓		✓	
N/A	Excellent		Technicians insulate side walls whenever possible.
			Full dense pack is achieved and there is thorough documentation of wall area and bag estimates.
			Wall insulation is always consistent with appropriate air and thermal barriers.
			There are no voids including above windows, doors, etc.
			Drill holes consistently neatly patched or neatly recovered with primary siding.
	Good		Technicians typically insulate side walls, but in one case where measure could have been done but was not.
			Full dense pack is achieved and there is thorough documentation of wall area and bag estimates with one exception.
			Wall insulation is usually consistent with appropriate air and thermal barriers, but at least one questioned case.
			There are no voids including above windows, doors, etc. with one exception.
			Drill holes consistently neatly patched or neatly recovered with primary siding with one exception.
	Needs Improvement		Technicians sometimes insulate side walls, but several cases where measure could have been done but was not.
			Evidence that full dense pack is not achieved in some several instances, either by inspection or bag estimates based on wall area.
			Wall insulation is usually consistent with appropriate air and thermal barriers, but at least one questioned case.
			All areas are usually addressed (above windows, doors, etc.), but at least one questioned case.
			Drill holes usually neatly patched or recovered with primary siding, but at least one case with smeared caulk or other neatness problem.
	Unacceptable		Several instances where walls could/should have been insulated but were not.
			Evidence that full dense pack is often not achieved either by inspection or bag estimates based on wall area.
			Wall insulation is not consistent with appropriate air and thermal barriers with some regularity
			Areas are missed (above windows, doors, etc.) with some degree of regularity
			Patching of drill holes often sloppy and smeared creating unprofessional appearance and/or replacement of primary siding poorly performed

Comments:

10. Floor Insulation Protocols, Material and Workmanship

✓		✓	
✓	Excellent	✓	Technicians insulates under floors of single family homes or in belly of mobile homes whenever possible.
		✓	Appropriate crawlspace/floor air sealing was done prior to insulation (crawlspace zonal test performed and documented).
		✓	Floor insulation is always complete (where possible) and consistent with appropriate air and thermal barriers.
		✓	The bellies of mobile homes were properly supported to preserve the blown fiberglass insulation placed.
		✓	Ground vapor barriers consistently and effectively installed when appropriate.
	Good		Technicians typically insulate under floors and in belly of mobile home, but one case where measure could have been done but was not.
			Appropriate crawlspace/floor air sealing was done prior to insulation (crawlspace zonal test performed and documented) with one exception.
			Floor insulation is complete (where possible) and consistent with appropriate air and thermal barriers, with one exception.
			The bellies of mobile homes were properly supported to preserve the blown fiberglass insulation placed with one exception.
			Ground vapor barriers consistently and effectively installed when appropriate, with at least one exception.
	Needs Improvement		Sometimes insulates under floors and in belly of mobile home, but several cases where measure could have been done, but was not.
			Appropriate crawlspace/ floor air sealing was sometimes performed, but notable cases where floor penetrations or holes where not properly sealed.
			Floor insulation is complete (where possible) and consistent with appropriate air and thermal barriers, with some exceptions noted.
			The bellies of mobile homes were sometimes supported to preserve the blown fiberglass insulation placed, but several were missed.
			Ground vapor barriers sometimes effectively installed when appropriate, with some exceptions.
	Unacceptable		Insulation not being installed under the floor of single family homes or in belly of mobile homes when it should have been
			Little evidence that proper floor air sealing being done.
			Areas are missed with some degree of regularity.
			Bellies are improperly supported.
			Ground vapor barriers not consistently and effectively installed when appropriate

Comments:

11. Incidental Repairs and General Heat Waste

✓		✓	
✓	Excellent	✓	Incidental repairs and carpentry work have a professional appearance.
		✓	Water heater wraps are consistently installed within program guidelines.
		✓	All incidental repairs were appropriate within guidelines, documented in the files (with pictures) and when applicable they were cost justified with NEAT or MHEA.
	Good		Incidental repairs and carpentry work mostly have a neat appearance, with one exceptions.
			Water heater wraps are consistently installed within program guidelines, with one exception noted.
			Incidental repairs were mostly appropriate within guidelines, documented in the files and cost justified, with minor exceptions.
	Needs Improvement		Incidental repairs and carpentry work have a neat appearance, with some notable exceptions.
			Water heater wraps are installed within program guidelines with some exceptions.
			Incidental repairs were normally appropriate within guidelines, documented in the files and cost justified, with some notable exceptions.
	Unacceptable		Incidental repairs and carpentry work typically have a sloppy appearance.
			Water heater wraps are not installed within program guidelines.
			Most incidental repairs with not within guidelines.

Comments: Water heater modeled but not installed in one case.

12. Final Inspections

✓		✓	
✓	Excellent	✓	Full evidence that thorough inspections, using the Final Inspection Form, are performed and that any problems are noted and promptly corrected
		✓	Very rarely are relatively simple/obvious problems found on jobs that should have been found and corrected during Subgrantee inspection
		✓	Full evidence that inspector routinely performs diagnostic tests and verifies technicians results
	Good		Evidence that inspections are routinely performed, but at least one instance where problems are not noted and/or corrected
			Occasional simple/obvious problems found on jobs that should have been found and corrected during Subgrantee inspections
			Full evidence that inspector routinely performs diagnostic tests and verifies technicians results with one exception.
	Needs Improvement		Evidence that inspections are routinely performed, but some notable cases where problems are not noted and/or corrected
			Some simple/obvious problems found on jobs that should have been found and corrected during Subgrantee inspections
			Some evidence that inspector performs diagnostic tests to verify technicians results often enough to feel confident that technicians normally does diagnostic procedures correctly
	Unacceptable		Little or no evidence of quality inspections other than signature on Work Plan
			Significant number of simple/obvious problems found on jobs that should have been found and corrected during Subgrantee inspections
			Evidence that inspector rarely or never performs diagnostic tests to verify technicians results

Comments: Final Inspector should also be especially mindful to look for the presence of unvented space heaters that may have been missed at the initial audit.

13. Subcontractor Administration

✓		✓	
✓	Excellent	✓	The work orders specify location of work for each measure, material, labor, and associated costs are issued for each dwelling proposed for weatherization.
		✓	Changes and additions are documented via a written change order.
		✓	Invoices from the subcontractor reflect the rates and conditions specified in the contract.
		N/A	Final inspections are being performed within ten days after the work has been completed with appropriate records (pictures, invoices, and interim diagnostics).
	Good		Work orders specify work location for each measure, materials labor, and associated costs are issued for each dwelling proposed for weatherization with one exception.
			Changes and additions are documented by means of a written change order document with one exception.
			Invoices from the subcontractor reflect the rates and conditions specified in the contract with one exception.
			Final inspections are being performed within ten days after the work has been completed with appropriate records (pictures, invoices, and interim diagnostics) with one exception.
	Needs Improvement		Work orders specify work location for each measure, materials labor, and associated costs are issued for each dwelling proposed for weatherization with several exceptions.
			Changes and additions are documented by means of a written change order document with several exceptions.
			Invoices from the subcontractor reflect the rates and conditions specified in the contract with several exceptions.
			Final inspections are being performed within ten days after the work has been completed with appropriate records (pictures, invoices, and interim diagnostics) with several exceptions.
	Unacceptable		Work orders are poorly prepared or, for all practical purposes, non-existent.
			No written change orders being issued for exchanges and additions.
			Invoices from the subcontractor rarely have accurate rates and the subgrantee still pays them.
			Final inspections are being performed within ten days after the work has been completed with appropriate records (pictures, invoices, and interim diagnostics).

Comments:

Subgrantee Additional Requirements:

Subgrantee Equipment List submitted and updated within last twelve months?	Yes	No – explain below
Explanation:		
Subgrantee Training Schedule reviewed?	Yes	No – explain below
Explanation:		
<i>Recommended Training:</i>		
<ul style="list-style-type: none"> • National Home Performance Conference (attending: James Duncan, Sean Grasty, Molly Perkins, Tom Davies, Russell Jones and Derek Whisnant) • Asbestos O&M Refresher (attending: James Duncan, Sean Grasty and Russell Jones) • BPI HEP Energy Auditor Field Review and Exam (attending: James Duncan and Sean Grasty) 		



DEC 17 2021
 NC DEPARTMENT OF
**HEALTH AND
 HUMAN SERVICES**

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary of the N.C. Department of Health and Human Services
TARA MYERS, MS, CPM • Deputy Secretary for Employment, Inclusion, and Economic Stability

December 10, 2021

Edward R. Schell, Board Chairperson
 Community Action Opportunities, Inc.
 25 Gaston Street, Asheville
 North Carolina, 28801-4327

Dear Chairperson Schell:

On September 20 – October 22, 2021, the Office of Economic Opportunity's (OEO) Program Analyst Janae' Roberts and Office of Economic (OEO) Monitoring Team conducted a virtual/desktop review of Community Action Opportunities, Inc (CAO) as required by Section 678B of the Community Services Block Grant (CSBG) Act. Although the Monitoring Summary was shared during the exit interview, this letter serves as the official documentation.

The monitoring visit included, but was not limited to, a review of your agency's administrative, programmatic, and fiscal records for FY 2018-19, FY 2019-20, and current period; operations materials inclusive of files, forms and client records, financial records, administrative documents; and an analysis of the CSBG Program Pre-Assessment Questionnaire. There were no findings for the following reviews:

**CAO Administrative Review
 Programmatic | CSBG and CARES
 Fiscal | CSBG and CARES**

Thank you for the courtesy you provided to Program Analyst Janae' Roberts and the OEO Monitoring Team during the monitoring visit. If you have any questions regarding this letter, please contact the Office of Economic Opportunity at 919-527-6250.

Sincerely,

Marionna C. Poke-Stewart, MPA MBA
 OEO Director
 Office of Economic Opportunity
 NC Department of Health and Human Services

cc: Vicki Heidinger, Executive Director

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES
 LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603
 MAILING ADDRESS: 2401 Mail Service Center, Raleigh, NC 27699-2401
 www.ncdhhs.gov • TEL: 919-527-6335 • FAX: 919-334-1018

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER



ADMINISTRATION FOR
CHILDREN & FAMILIES

Office of Head Start | 4th Floor – Switzer Memorial Building, 330 C Street SW, Washington DC 20024 eclkc.ohs.acf.hhs.gov

Program Performance Summary Report

To: Authorizing Official/Board Chairperson

Mr. Edward Schell

Community Action Opportunities

25 Gaston St

Asheville, NC 28801 - 4327

From: Responsible HHS Official

Date: 05/26/2022

Dr. Bernadine Futrell

Director, Office of Head Start

From April 25, 2022 to April 29, 2022, the Administration for Children and Families (ACF) conducted a Focus Area One (FA1) monitoring review of the Community Action Opportunities Head Start program. This report contains information about the recipient's performance and compliance with the requirements of the Head Start Program Performance Standards (HSPPS) or Public Law 110-134, *Improving Head Start for School Readiness Act of 2007*.

The Office of Head Start (OHS) would like to thank your governing body, policy council, parents, and staff for their engagement in the review process. The FA1 review allows the OHS to understand how programs are progressing in providing services in the 5-year grant cycle. The report includes the performance measures used to understand recipient progress towards program goals. You can use this report to identify where your program was able to describe progress toward implementing program services that promote quality outcomes for children and families. Please contact your Regional Office for guidance should you have any questions or concerns. Your Regional Office will follow up on the content of this report and can work with you to identify resources to support your program's continuous improvement.

DISTRIBUTION OF THE REPORT

Copies of this report will be distributed to the following:

Mr. Desmond Clayton, Acting Regional Program Manager

Ms. Vicki Heidinger, Chief Executive Officer/Executive Director

Mr. Brian Repass, Head Start Director

Glossary of Terms

Opportunity for Continuous Improvement (OCI)	An OCI is identified when the recipient is determined compliant in an area; however, through intentional, continuous improvement strategies, the agency has the opportunity to enhance overall program quality.
Area of Concern (AOC)	An area for which the agency needs to improve performance. These issues should be discussed with the recipient's Regional Office of Head Start for possible technical assistance.
Area of Noncompliance (ANC)	An area for which the agency is out of compliance with Federal requirements (including but not limited to the Head Start Act or one or more of the regulations) in one or more areas of performance. This status requires a written timeline of correction and possible technical assistance or guidance from the recipient's program specialist. If not corrected within the specified timeline, this status becomes a deficiency.
Deficiency	<p>As defined in the Head Start Act, the term "deficiency" means:</p> <p>(A) a systemic or substantial material failure of an agency in an area of performance that the Secretary determines involves:</p> <ul style="list-style-type: none"> (i) a threat to the health, safety, or civil rights of children or staff; (ii) a denial to parents of the exercise of their full roles and responsibilities related to program operations; (iii) a failure to comply with standards related to early childhood development and health services, family and community partnerships, or program design and management; (iv) the misuse of funds received under this subchapter; (v) loss of legal status (as determined by the Secretary) or financial viability, loss of permits, debarment from receiving Federal grants or contracts, or the improper use of Federal funds; or (vi) failure to meet any other Federal or State requirement that the agency has shown an unwillingness or inability to correct, after notice from the Secretary, within the period specified; <p>(B) systemic or material failure of the governing body of an agency to fully exercise its legal and fiduciary responsibilities; or</p> <p>(C) an unresolved area of noncompliance.</p>



Program Design and Management

Program Design

The recipient's program design and structure takes into account community strengths and needs.

Program Management

The recipient has an approach for providing effective management and oversight of all program areas and fiduciary responsibilities.

Program Governance

The recipient maintains a formal structure for program governance that includes a governing body, a policy council (or policy committee for delegates), and parent committees.

Program Design and Management Summary

Community Action Opportunities (CAO) provides Head Start services across Madison and Buncombe Counties in the Blue Ridge Mountains of western North Carolina. The recipient is funded to serve 525 Head Start children in center-based options within agency-operated facilities and schools. The program's service area includes a mix of urban and rural communities.

CAO used a data-driven approach to understand and respond to its community's changing and emerging needs. Program leadership shared data with staff and the governing board members and sought their input throughout the year. Community trends were evaluated annually to help determine program options and locations. For instance, data indicated rural sections of the service area had limited child care options. In response, CAO established a new classroom in the community to meet this need.

The recipient also analyzed child-level data to inform program improvement in all content areas. When attendance data showed children with medical conditions had frequent absences, CAO improved its health services process to expedite these services and staff training. Ongoing program data showed this new process enabled children to return to class more quickly. Additionally, when children's math outcomes suggested they were not meeting expectations, the recipient looked at classroom data and identified a need for teacher training on recording observations. Post-training, the quality and quantity of evidence collection increased, and children's math skills improved. The program's focus on data to drive decision-making ensured services that met the needs of children and families.



Designing Quality Education and Child Development Program Services

Alignment with School Readiness

The recipient's approach to school readiness aligns with the expectations of receiving schools, the Head Start Early Learning Outcomes Framework (HSELOF), and state early learning standards.

Effective and Intentional Teaching Practices

The recipient has strategies to ensure teaching practices promote progress toward school readiness.

Supporting Teachers in Promoting School Readiness

The recipient has an approach for ensuring teachers are prepared to implement the curriculum and support children's progress toward school readiness.

Home-based Program Services

Not Applicable.

Education and Child Development Services Summary

Community Action Opportunities collaborated with local and state education partners to ensure the program's efforts prepared children for kindergarten. The staff participated in state pre-kindergarten and county student success committees to learn about receiving schools' expectations, share child outcomes data, and discuss strategies to improve services for transitioning children. Staff worked with teachers and principals from receiving schools to confirm its school readiness goals aligned with kindergarten expectations. Staff shared program data with the receiving schools and discussed improvement areas and strategies to incorporate into learning objectives for children falling behind. CAO's data-driven approach and close alignment with state and local receiving schools helped prepare children for their next educational settings.



Designing Quality Health Program Services

Child Health Status and Care

The recipient has an approach for ensuring the delivery of high-quality health services.

Safety Practices

The recipient implements a process for monitoring and maintaining healthy and safe environments and ensuring all staff have complete background checks.

Health Services Summary

The recipient supported children's social and emotional well-being. The program responded to data indicating an increase in children experiencing behavioral concerns by providing additional mental health consultations. The consultant primarily focused on classrooms with the highest need using children's developmental screenings, parent input, behavior referrals, and the teacher's experience level. The extra time allowed the consultant to meet with families, offer individualized support to children with social-emotional concerns, and develop wellness plans for teachers to reduce their stress. These measures helped strengthen the program's mental health approach.



Designing Quality Family and Community Engagement Services

Family Well-being

The recipient has an approach for collaborating with families to support family well-being.

Strengthening Parenting and Parent-Child Supports

The recipient has an approach for providing services that strengthen parenting skills.

Family and Community Engagement Services Summary

Community Action Opportunities responded to family needs by collaborating with existing and new community partners. Staff participated on local agency boards to learn about resources that addressed areas of need indicated by parent surveys and community needs, such as housing, advocacy, and Latino services. Staff also reached out to community agencies to learn about services, invited representatives to staff meetings to present information, and learned about the intake process so program families could be served quickly. When parent surveys indicated food scarcity as a need, CAO secured grant funds to supply fresh food, cookware, and recipes to families. The recipient also successfully advocated for changes to a state food benefits program to enable Head Start families to participate. These efforts helped families access services and supported their well-being.



Developing Effective Eligibility, Recruitment, Selection, Enrollment, and Attendance (ERSEA) Strategies and Fiscal Infrastructure

Eligibility, Recruitment, Selection, Enrollment, and Attendance

The recipient enrolls children or expectant mothers who are categorically eligible or who meet defined income-eligibility requirements.

At least 10% of the recipient's total funded enrollment is filled by children eligible for services under IDEA or the recipient has received a waiver.

Enrollment Verification

The recipient maintains and tracks enrollment for all enrolled participants.

Fiscal Infrastructure, Capacity, and Responsiveness

The recipient's fiscal staff have the qualifications needed to provide oversight of the grant.

The recipient has a budget development and revision process that includes stakeholders and appropriate approvals, and ensures continuous alignment with program design, goals, and objectives.

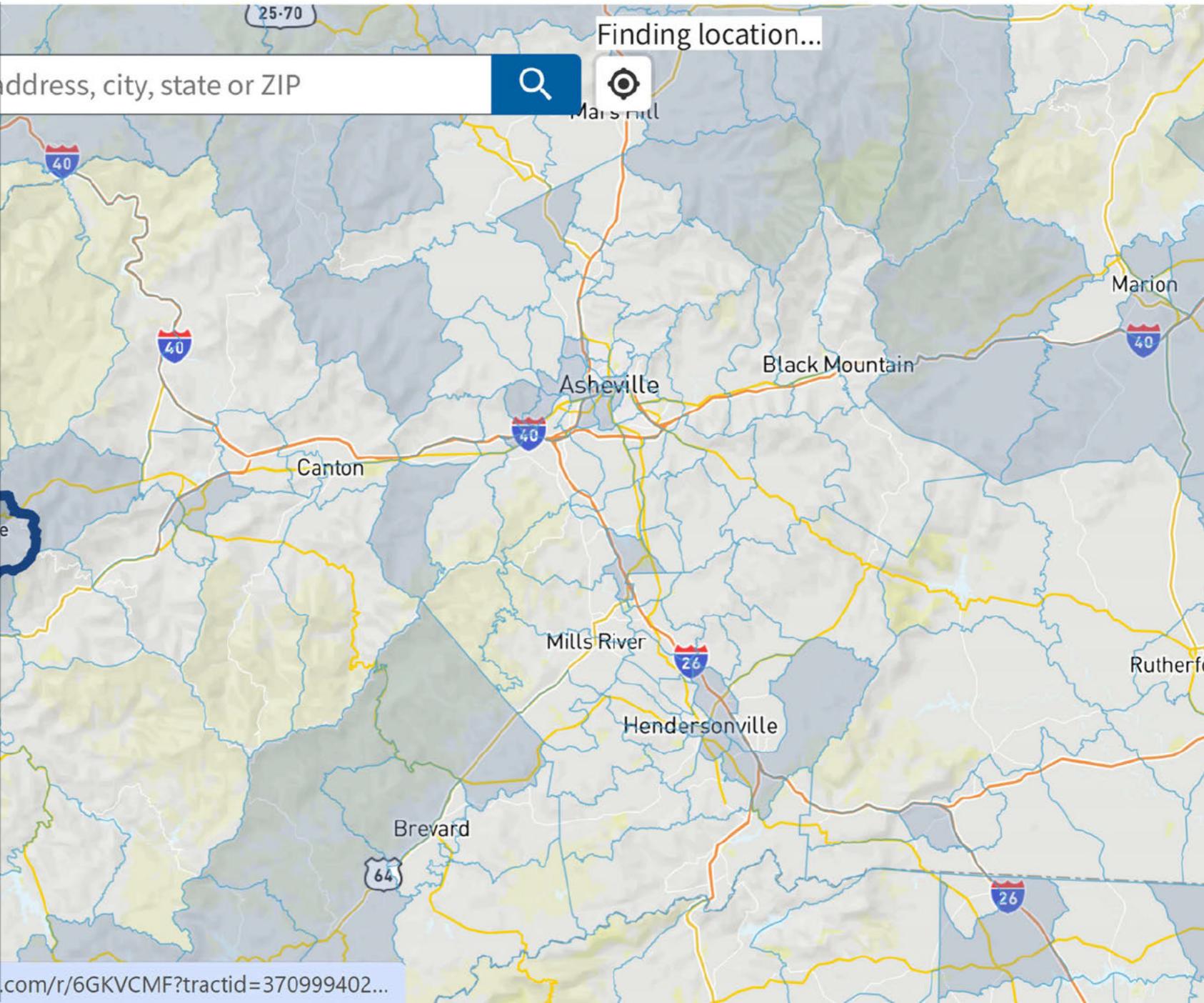
ERSEA and Fiscal Summary

The recipient's ERSEA strategies ensured families with the greatest need were enrolled. The program's selection criteria mirrored Head Start's family well-being measures. For instance, community information indicated many area families paid half or more of their income for housing. In response, CAO worked with members of the policy council who had personal experience with this issue to adjust its selection criteria to prioritize families struggling with housing costs. This revision contributed to an increase in the percentage of families enrolled experiencing these housing challenges. In addition, the program strengthened partnerships with housing service providers to further support families' needs. CAO's attention to community trends helped identify and prioritize families in need of services.

The recipient's management and fiscal staff worked together with the governing bodies to respond to the community's critical needs. When data monitoring indicated increased social-emotional challenges among children and mental health stress among parents, the program set a goal to provide staff training in resiliency and communication strategies to better support them in addressing stressful situations. The finance department assisted staff with evaluating the cost and benefit of closing for a day to offer the training. Finance staff members also prepared a budget that included training costs and additional time for coaches to help implement new strategies. The fiscal and program staff sought input from the policy council for the closure and use of quality improvement funds for the training. Participants reported the training gave them the knowledge and tools to provide services under challenging circumstances. CAO's team approach ensured alignment between fiscal and program goals.

----- End of Report -----

the [downloads](#) page.



Number: 370999402
County: Jackson Co
State: North Carolina
Population: 6,063

Tract demographics

Race / Ethnicity ([show](#))

Age ([show](#) ▾)

Identified as disadvantaged

YES

This tract is considered disadvantaged because it meets more than 1 benchmark threshold **AND** the area meets the socioeconomic threshold.

The lands of Federal Recognized Tribes that cover 53% of this tract are considered disadvantaged.

[Send feedback](#)

[Help improve](#)

Macon County



June 29, 2023

Vicki Heidinger
Executive Director
Community Action Opportunities
25 Gaston Street
Asheville, NC 28801

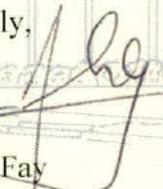
Dear Vicki

We understand that you plan to submit an application for the Region 7 NCDEQ BIL allocation. I write on behalf of the Macon County government. We have operated the Weatherization Assistance Program for many years and now support your regional application.

If NCDEQ selects CAO as the regional host, we will work with you in a collaborative partnership to use the CEJST 1.0 to help identify disadvantage communities and recruit potential customers who live in persistent poverty with high-energy burden in Macon County. We will offer and provide qualifying families with deep energy-efficiency retrofits using NCDEQ Weatherization Installation Standards while incorporating Justice40 workforce development labor.

Each customer shall benefit directly from this work. The most quantifiable results include reduced energy burden, increased access to energy-efficiency programs and resources, improved indoor air quality and safety within the home. We shall also ensure a 1:1 Return-on-Investment of federal funds. We will also work with you to find ways to use braided funding to increase that Return to 2:1.

Sincerely,



John L. Fay
Director
Housing Department
Macon County

Cc:

Waynesville: 828-452-1447
Sylva: 828-586-2345



Waynesville Facsimile: 828-452-9454
Sylva Facsimile: 828-586-9401

June 29, 2023

Vicki Heidinger
Executive Director
Community Action Opportunities
25 Gaston Street
Asheville, NC 28801

Dear Vicki,

We understand that you plan to submit an application for the Region 7 NCDEQ BIL allocation. I write on behalf of Mountain Projects Inc., a sister CAA that has operated Weatherization Assistance Program since its inception, to offer our support of that application.

If NCDEQ selects CAO as the regional host, we will work with you in a collaborative partnership to use the CEJST 1.0 to help identify disadvantage communities and recruit potential customers who live in persistent poverty with high-energy burden in Haywood and Jackson Counties. We will offer and provide qualifying families with deep energy-efficiency retrofits using NCDEQ Weatherization Installation Standards while incorporating Justice40 workforce development labor.

Each customer shall benefit directly from this work. The most quantifiable results include reduced energy burden, increased access to energy-efficiency programs and resources, improved indoor air quality and safety within the home. We shall also ensure a 1:1 Return-on-Investment of federal funds. We will also work with you to find ways to use braided funding to increase that Return to 2:1.

Sincerely,

Patsy Davis
Executive Director
Mountain Projects Inc.
2177 Asheville Road
Waynesville NC 28786

We Provide the Tools to Change People's Lives



June 28, 2023

Vicki Heidinger, Executive Director
Community Action Opportunities
25 Gaston Street
Asheville, North Carolina 28801

Dear Ms. Heidinger:

Community Housing Coalition of Madison County (CHC) offers its support to Community Action Opportunities (CAO) as you submit an application for Bipartisan Infrastructure Law (BIL) funding.

As you may know, as many as 25% of Madison County residents live in unstable housing that threatens their health and/or safety. For more than 20 years, CHC has been facilitating urgent home repairs and rehabilitation, and affordable replacement housing to low- and very-low income families in Madison County.

We have appreciated our partnership with CAO over the years to provide these services that include major repairs, provision of efficient heat sources, and weatherization of homes. We have seamlessly made referrals to one another, and appreciate the contract we established in FY 2023 for CHC to support CAO in customer recruitment and eligibility determination.

In anticipation of BIL funding being awarded to CAO, we look forward to enhancing and expanding our collaboration in order to serve even more families in Madison County.

Sincerely,

A handwritten signature in cursive script that reads "Treva Scott".

Treva Scott, Program Grants Manager

Cc: File; Trudy Logan, CAO Economic Development Department Director

June 28, 2023

Vicki Heidinger, Executive Director
Community Action Opportunities
25 Gaston Street
Asheville, North Carolina 28801

Dear Ms. Heidinger:

Asheville Area Habitat for Humanity (AAHH) offers its support to Community Action Opportunities (CAO) as you submit application for Bipartisan Infrastructure Law (BIL) funding.

AAHH is celebrating forty years of service to Buncombe County and in 2021 joined services with Madison County Habitat for Humanity. With CAO, we have collaborated by exchanging information to fully serve the needs of each home for numerous years. We are exploring ways to streamline the process and maximize efficiency of collaborative resources.

With anticipation of CAO being awarded this grant, AAHH looks forward to exploring how we will collaborate to serve even more families in Buncombe and Madison counties.

Sincerely,

A handwritten signature in black ink, appearing to read 'Joel Johnson', written over a horizontal line.

Joel Johnson, Home Repair Director

Cc: File; Trudy Logan, CAO Economic Development Department Director



June 28, 2023

Vicki Heidinger, Executive Director
Community Action Opportunities
25 Gaston Street
Asheville, North Carolina 28801

Dear Ms. Heidinger:

Outreach offers its support to Community Action Opportunities (CAO) as you submit application for Bipartisan Infrastructure Law (BIL) funding.

With 32 years of service to Polk County residents, we are equipped to support CAO's efforts to increase its service delivery to this rural community. Outreach provides food assistance, financial assistance, home repairs, school supplies and holiday programs. In March 2023, we completed Phase 1 of our rental housing development. As CAO knows, Polk County is in dire need of supportive and affordable housing. Additionally, Outreach was recently awarded funding from NC Housing Finance Agency to expand our home repair work.

Outreach appreciates the partnership we have had with CAO's Life Works Program (comprehensive case management services) over the last two years and are excited to continue this work in FY 2024. If funded by BIL, we look forward to the opportunity to collaborate in improved outreach to the disadvantaged communities in Polk County for weatherization services. Lastly, we look forward to discussions as to how we can braid both of our funding sources to repair homes as needed in preparation for weatherization services.

Sincerely,

Margot B. Carter, Executive Director

Cc: Trudy Logan, CAO Economic Development Department Director; File

June 28, 2023

Vicki Heidinger, Executive Director
Community Action Opportunities
25 Gaston Street
Asheville, North Carolina 28801

Dear Ms. Heidinger:

Housing Assistance Corporation offers its support to Community Action Opportunities (CAO) as you pursue the Bipartisan Infrastructure Law (BIL) funding for weatherization services.

After five years of grassroots volunteer work, Housing Assistance Corporation (HAC) incorporated as a nonprofit in 1993. Since its inception, we have provided necessary home repairs to low income individuals in Henderson County. To date, we have also constructed 370 apartment units and over 200 homes. Our agency prepares families for homeownership with two certified housing counselors on staff. We expanded our work into surrounding counties and within the last five years have begun to serve clients in Transylvania and Polk County.

We have appreciated the opportunity to partner with CAO to serve disadvantaged communities, particularly the elderly and disabled during FY 2023 through our housing repair program. With Healthy Home Initiative funds from CAO and Housing Assistance repair funds, we addressed health/safety issues at fourteen (14) homes. In addition, CAO has supported us with Community Services Block Grant funds to build four (4) new workforce houses for home owners in Polk County.

Housing Assistance is ready and waiting to explore how we can partner further with CAO to identify disadvantaged communities and increase weatherization services in Henderson, Transylvania and Polk counties.

With gratitude,

A handwritten signature in black ink that reads "Kristin Dunn". The signature is fluid and cursive, with a long horizontal flourish at the end.

Kristin Dunn, Executive Director

Cc: Trudy Logan, CAO Department Director; File



Community Action Opportunities
HELPING PEOPLE. CHANGING LIVES.

DOCUMENTATION NEEDED FOR APPLICATION

1. Submit last 12 months of income documentation for all household members receiving income during that time. Common income types are listed below. Bank statements are not accepted as income verification.

- Social Security Benefit Letter (Disability, retirement, survivors, dependent)
- Supplemental Security Income Benefit Letter
- W2s and pay stubs to cover most recent 12 months (including minors)
- Pension Statements
- Notarized Statement of Income (if self-employed)

Other Countable Income Types:

- Minor Children receiving benefits (Example: Social Security Benefit Letter for minor)
- Veteran's Benefits (shows income before deductions)
- Net rental income
- Dividends, Interest Bonds or Other Investments
- Alimony
- Unemployment Benefits
- Worker's Compensation
- Disability Income (shows income before deductions)
- TANF Work First (agency letter)
- Net Gambling or Lottery Winnings

2. Proof of Ownership of Property (Any one of the documents below is acceptable.)

- Property Tax Bill (A receipt is not acceptable verification)
- Verification of Life Estate (as registered in the courthouse records)
- Mobile Home Title (copy)

3. Proof of Energy Usage (You may need to contact your provider for this information.)

- Electrical usage (kWh) and billing from last 12 months
- Natural gas usage (Therms) and billing from last 12 months
- Oil, propane, kerosene, and/or wood receipts from last 12 months

4. Utility Information Release Authorization Form

- Utility account holder completes form, including account number

Completed applications may be submitted via mail to Community Action Opportunities at 25 Gaston Street, Asheville, NC 28801; fax (828-253-6319); or email (admin@communityactionopportunities.org).

For questions, please call 828-252-2495.

Community Action Opportunities - Weatherization Assistance Program Application

Applicant Information			
Name	Primary Phone #		
Physical Address	Alt Phone #		
City	Zip Code	County	
Email Address			
Household Information			
Mailing Address (if different than Physical Address):			
Has the home received weatherization services before? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, when?			
Home Type: <input type="checkbox"/> House <input type="checkbox"/> Mobile Home <input type="checkbox"/> Multi-Family Complex			Year Home Built
<input type="checkbox"/> Own (Attach proof of ownership.) <input type="checkbox"/> Rent (Provide name/address/phone # of the landlord in this box. Attach their proof of ownership and completed Landlord-Tenant Agreement.)			
Energy Consumption Information			
Primary Heat Source: <input type="checkbox"/> Electric Furnace/Heat Pump <input type="checkbox"/> Electric Baseboard <input type="checkbox"/> Natural Gas <input type="checkbox"/> Oil <input type="checkbox"/> Propane <input type="checkbox"/> Kerosene Furnace <input type="checkbox"/> Wood Stove/ Fireplace <input type="checkbox"/> None <input type="checkbox"/> Other: _____			
Primary Heat Source Condition: <input type="checkbox"/> Working <input type="checkbox"/> Some Concerns <input type="checkbox"/> Not Working			
Other Heat Sources in Home: <input type="checkbox"/> Electric <input type="checkbox"/> Natural Gas <input type="checkbox"/> Oil <input type="checkbox"/> Propane <input type="checkbox"/> Kerosene <input type="checkbox"/> Wood Stove/Fireplace <input type="checkbox"/> Electric Space Heater <input type="checkbox"/> Portable Kerosene Heater <input type="checkbox"/> None			
Hot Water Heater Fuel Source	<input type="checkbox"/> Electric <input type="checkbox"/> Gas	Cooking Stove Fuel Source	<input type="checkbox"/> Electric <input type="checkbox"/> Gas

Household Member Full Name	Full SSN	DOB	Relationship to Applicant	Gender	Education (highest grade completed)	Ethnicity (Hispanic/Latino/ Spanish)	Race	Military Status (Active, Veteran or n/a)
			Applicant					

Please list **all** household members including applicant. Attach an additional sheet if needed.

			See Key Below				
Household Member Name	Primary Language	Marital Status	Work Status (persons Age 18+)	Health Insurance Type	Have Disabling Condition	Health Condition	Comments

Work Status: **A** = Employed Full-Time **B** = Employed Part-Time **C** = Migrant Seasonal Farm Worker
D = Unemployed 6 Months or Less **E** = Unemployed More Than 6 Months
F = Unemployed (not in Labor Force) **G** = Retired

Health Insurance Type: **A** = Medicaid **B** = Medicare **C** = Employment Based **D** = Military Health Care **E** = Direct Purchase
F = State Children's Health Insurance Program (CHIP) **G** = None **H** = Other (specify in comments)

Disabling Condition Details: Yes/No

Health Condition Details: Yes/No

- **Comments:** describe any respiratory ailments, allergies, mental health condition, heart disease, mobility, pregnancies, etc.

Please list income information for the last **12 months** for **all** household members. Attach an additional sheet if needed.

Income Information				
Household Member Name	Income Source	Date Started	Date Ended (if applicable)	Check box when Support Docs Attached
				<input type="checkbox"/>

Other Benefits Received (check all applicable in last 12 months):
 Low Income Energy Assistance Program (LIEAP) \$_____ Crisis Intervention Program (CIP) Child Support \$_____ (monthly amount) WIC \$_____ (monthly amount) Supplemental Nutrition Assistance Program (SNAP/Food Stamps) \$_____ (monthly amount) Housing Choice Voucher (Section 8) Affordable Care Act Subsidy Childcare Voucher

Referral Source
<input type="checkbox"/> Mountain Housing Opportunities <input type="checkbox"/> Council on Aging: County _____ <input type="checkbox"/> Billboard <input type="checkbox"/> TV Ad <input type="checkbox"/> Friend <input type="checkbox"/> Habitat for Humanity: County _____ <input type="checkbox"/> Family <input type="checkbox"/> Energy Savers Network <input type="checkbox"/> Pisgah Legal Services <input type="checkbox"/> MATCH <input type="checkbox"/> DSS: County _____ <input type="checkbox"/> CHC of Madison County <input type="checkbox"/> Rutherford Housing Partnership <input type="checkbox"/> Utility Provider <input type="checkbox"/> Online <input type="checkbox"/> ABCCM <input type="checkbox"/> Eblen <input type="checkbox"/> CAO Employee: Name _____ <input type="checkbox"/> Housing Assistance Corporation <input type="checkbox"/> Head Start <input type="checkbox"/> Life Works <input type="checkbox"/> Newspaper <input type="checkbox"/> USDA Rural Development <input type="checkbox"/> Other: _____

By signing below, I certify that the information provided is true to the best of my knowledge. I give permission to Community Action Opportunities (CAO) to verify the information provided by contacting the applicable vendor(s). I certify that the residence is not currently for sale, nor is it designated for acquisition, demolition or foreclosure.

I understand that receipt of services is contingent on: 1) my household being determined as eligible 2) the dwelling conditions 3) funding availability 4) funder/ contract agreement parameters and 5) volume of applicants with consideration of CAO's program priorities.

Lastly, by signing below, I authorize CAO to release my name, address, utility information and general demographics as needed in order to leverage funding sources to complete weatherization services or to assist me to get any needed repairs to prepare for weatherization services. (Note: CAO values the confidentiality of its customers and only releases specific information related to a customer when deemed necessary.)

Applicant Signature / Date



Utility Information Release Authorization

I, _____ (*client print name*), authorize Community Action Opportunities, the North Carolina Weatherization Assistance Program ("NCWAP") and its representatives to obtain my household energy usage information from _____ (*utility company*) for the purpose of tracking my Pre- and Post-Weatherization energy data for the period beginning _____ (*date*) until the most recent. I understand that NCWAP is not responsible for the status of my account.

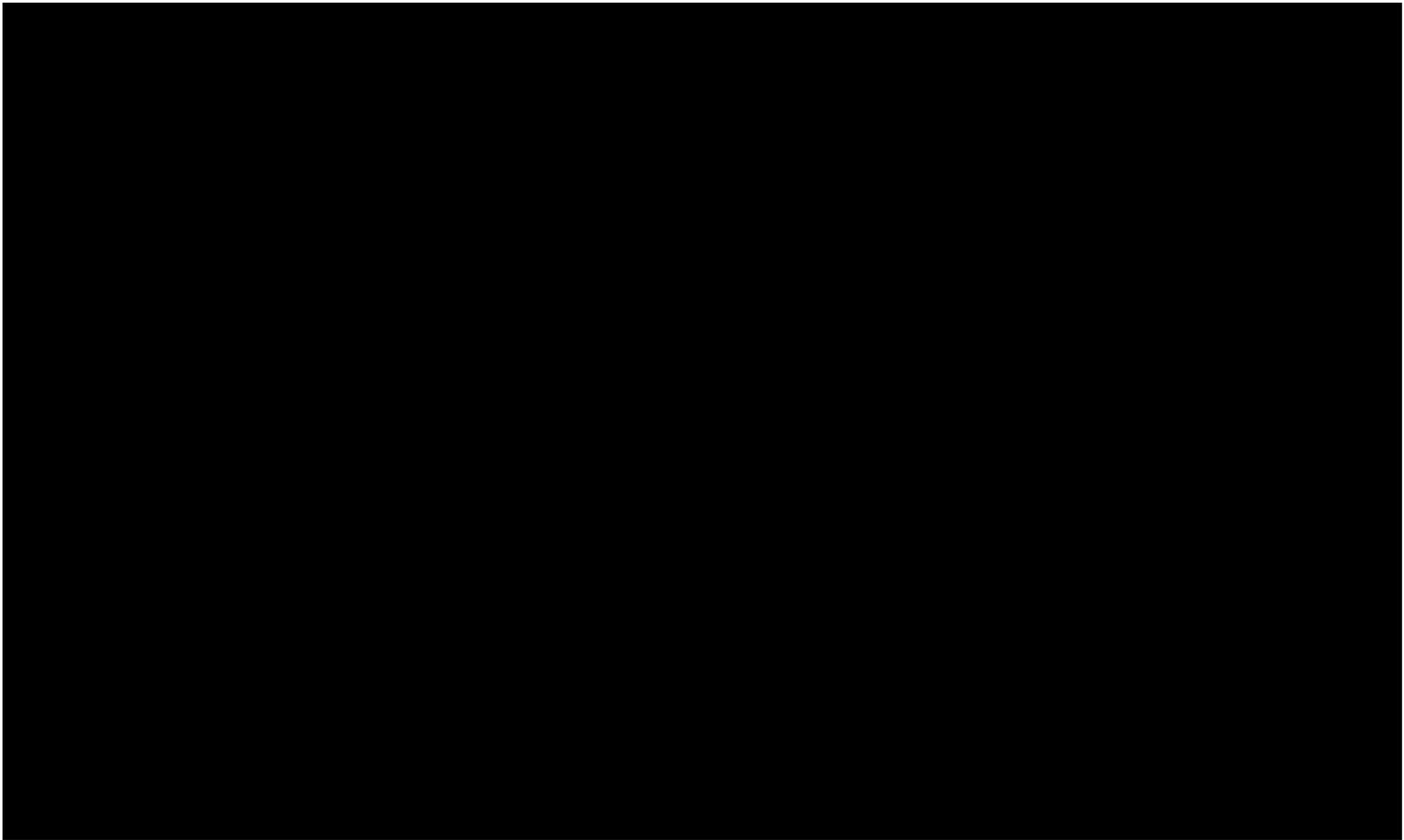
Client Signature: _____ Date: _____

Street Address: _____ City: _____

State: _____ Zip Code: _____

Phone: _____ Email: _____

Electricity Provider: _____ Account #: _____



North Carolina Weatherization Assistance Program BUDGET TO ACTUAL VARIANCE REPORT

Invoice Date May 2023	Invoice Number CAO May23DOEWX	PO Numbers [REDACTED]	Federal Tax ID Number [REDACTED]
1. Name of Subgrantee and Complete Address: Community Action Opportunities 25 Gaston Street Asheville, North Carolina 28801		2. WAP/LIHEAP/HARRP CONTRACT NUMBERS: [REDACTED]	3. GRANT PERIOD: From: July 1, 2022 To: June 30, 2023
6. DATE REPORT SUBMITTED: June 7, 2023		4. FINAL REPORT: x No Yes	5. ACCOUNTING BASIS: CASH ACCRUAL x Indirect Cost Rate [REDACTED]
7. REPORTING Month: May 1, 2023 - May 31, 2023			

Category	8. Approved To Spend			9. Payments Received To Date			10. Available Balance (DEQ)		
	DOE WAP	LI WAP	HARRP	DOE WAP	LI WAP	HARRP	DOE WAP	LI WAP	HARRP
Training & Tech Assistance	\$ 36,331			\$ 34,077			\$ 2,254		
Administration	\$ 47,777	\$ 44,744	\$ 7,168	\$ 25,434	\$ 35,261	\$ 4,972	\$ 22,343	\$ 9,483	\$ 2,196
Program Operations	\$ 219,377	\$ 508,392	\$ 385,059	\$ 184,841	\$ 406,729	\$ 380,412	\$ 34,536	\$ 101,663	\$ 4,647
Health and Safety	\$ 36,786	\$ 64,813		\$ 35,175	\$ 63,407		\$ 1,611	\$ 1,406	
Readiness Fund	\$ 20,311			\$ 7,002			\$ 13,309		
Total:	\$ 360,582	\$ 617,949	\$ 392,227	\$ 286,529	\$ 505,397	\$ 385,384	\$ 74,053	\$ 112,552	\$ 6,843

14. Agency's GL Remaining Budget (Box 8 minus Box 13)		
DOE WAP	LI WAP	HARRP
\$ -		
\$ 21,958	\$ 3,245	\$ 2,149
\$ 2,567	\$ 18,910	\$ 3,920
\$ -	\$ -	
\$ 13,309		
\$ 37,834	\$ 22,155	\$ 6,069

Category	11. Total Expenditures Previous Report			12. Current Period Expenditures			13. Total Expenditures To Date		
	DOE WAP	LI WAP	HARRP	DOE WAP	LI WAP	HARRP	DOE WAP	LI WAP	HARRP
Training & Tech Assistance	\$ 34,077			\$ 2,254			\$ 36,331		
Administration	\$ 25,434	\$ 35,261	\$ 4,972	\$ 385	\$ 6,238	\$ 47	\$ 25,819	\$ 41,499	\$ 5,019
Program Operations	\$ 184,841	\$ 406,729	\$ 380,412	\$ 31,969	\$ 82,753	\$ 727	\$ 216,810	\$ 489,482	\$ 381,139
Health and Safety	\$ 35,175	\$ 63,407		\$ 1,611	\$ 1,406		\$ 36,786	\$ 64,813	
Readiness Fund	\$ 7,002			\$ -			\$ 7,002		
Total:	\$ 286,529	\$ 505,397	\$ 385,384	\$ 36,219	\$ 90,397	\$ 774	\$ 322,748	\$ 595,794	\$ 386,158

15. DOE WAP Pmt Advance Balance		
Advance	Recouped	Remain Bal
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -

Total Contract Units	27	46	48		DOE Advance \ Solar Advance	\$ -	\$ -	N/A	
Completed To Date	26	48	56		A. Cash Received, Grant to Date (as of submission date)	\$ 286,529	\$ 505,397	\$ 385,384	
Units Completed this Month	7	10	0		D. Cumulative Landlord or Other Contributions	\$ -	\$ -	\$ -	
Average Cost Per Unit	\$ 8,338	\$ 10,197	\$ 6,806		B. CASH Balance	\$ (36,219)	\$ (90,397)	\$ (774)	
Energy Audits Completed this Month	0	6	N/A		C. Cash Requested	\$ 36,219	\$ 90,397	\$ 774	
Final Inspections Completed this Month	7	9		Attach copies of the DOE, LIHEAP and HARRP Completed Units Reports	Reporting Month Activity Reflect numbers from AR4CA				
Units in Progress	9	11	1		Clients on Waitlist	Initial Applicants	Applicants Denied	Applicants Approved	Units Deferred
Percent of Units Completed	★ 96%	★ 104%	★ 117%		98	18	13	8	0
Percent of H&S expended	100%	100%	N/A		Name of Prog Coordinator: (Please Initial)				
Percent of Total Expended	90%	96%	98%	Name of Preparer:	Darren Waugh				
Remaining Units to Complete	1	-2	-8		Trudy Logan				

By signing this report, I certify to the best of my knowledge and belief that the report is true, complete, and accurate, and the expenditures, disbursements and cash receipts are for the purposes and objectives set forth in the terms and conditions of the Federal award. I am aware that any false, fictitious, or fraudulent information, or the omission of any material fact, may subject me to criminal, civil or administrative penalties for fraud, false

Name of Certifying Official, Title (Signature and Date) Vicki Hendry/m

Subgrantee: **Community Action Opportunities**

Program: **DOE WAP**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Contracted Units:	0	1	3	3	4	3	1	2	2	3	3	2	27
Actual Units Completed:	0	0	0	1	1	2	4	2	4	5	7	0	26
Variance to date:	0	-1	5	3	0	-1	2	2	4	6	10	8	-1

Program: **LI WAP**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Contracted Units:	0	2	4	6	6	5	2	4	3	5	5	4	46
Actual Units Completed:		0	6	5	6	5	6	6	1	3	10	0	48
Variance to date:	0	-2	0	-1	-1	-1	3	5	3	1	6	2	2

Program: **HARRP**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Contracted Units:	0	1	5	5	7	4	7	9	6	3	1	0	48
Actual Units Completed:	0	0	0	6	7	13	9	13	8	0	0	0	56
Variance to date:	0	-1	-6	-5	-5	4	6	10	12	9	8	8	8

Special Notes: