

2020

**ANNUAL TRAINING
CONFERENCE**

A Virtual Event

WAP Training and Continuous Improvement

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National Renewable Energy Laboratory
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NASCSP | www.nascsp.org



READY



RESILIENT

WAP Administrative Trainings

WAP Administrative Trainings

- The National Renewable Energy Laboratory (NREL), with support from the Interstate Renewable Energy Council (IREC), developed a series of online trainings for the Weatherization Assistance Program (WAP) to support Subgrantee Administrative Professionals.
- The trainings were announced to the WAP network on February 19, 2020.
- All trainings are available for free at: <https://wap.litmos.com>.

Training Topics

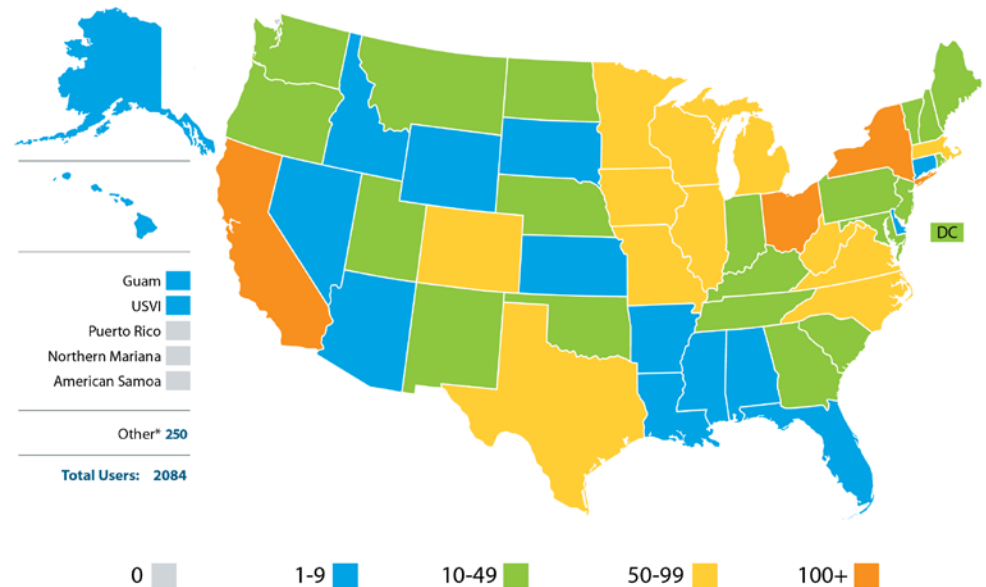
- 29 Subgrantee Administrative trainings are grouped into the following learning paths:
 - Planning and Budgets
 - Procurement
 - Client Relations
 - Economics of Weatherization
 - Fiscal Tasks
 - Management
 - Quality Improvement
 - Multifamily Weatherization

Additional Resources

- The individual courses include Additional References, which include downloadable job aids, links to useful websites, and other resources related to the course topic.
- In June 2020, a COVID-19 Workplace Safety course developed by the Energy Smart Academy was added. WAP stakeholders will have access to this training in both English and Spanish through June 2021.
- In FY21, NREL will work with stakeholders to develop a series of trainings for Grantee staff. Email topic suggestions to weatherization.support@nrel.gov.

User Statistics

- As of September 17, 2020, just over 3,000 users have created accounts to take trainings.
- There is widespread usage across the network, though additional promotion may be warranted in states with fewer users.

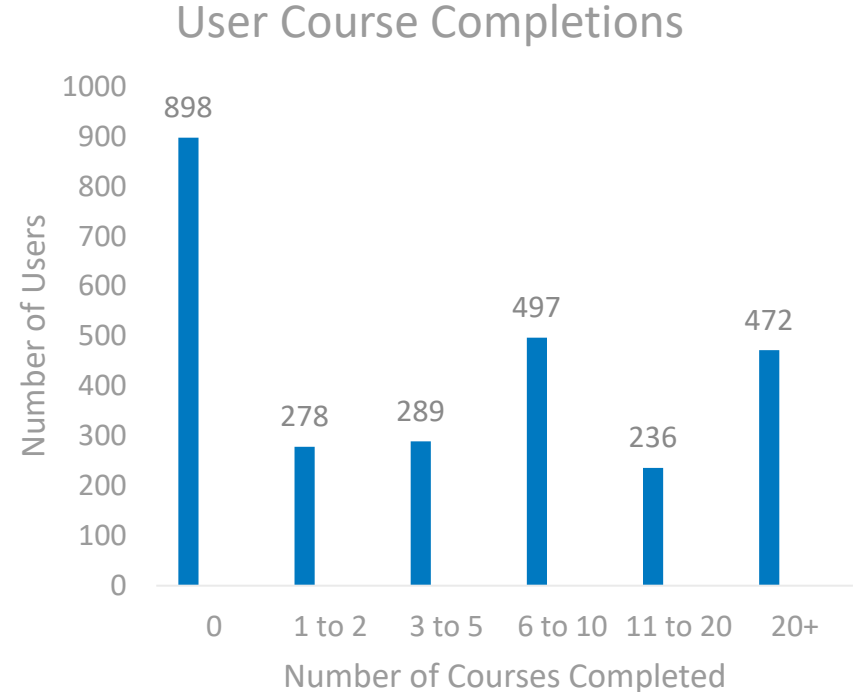


User Locations as of June 24, 2020

Course Completions

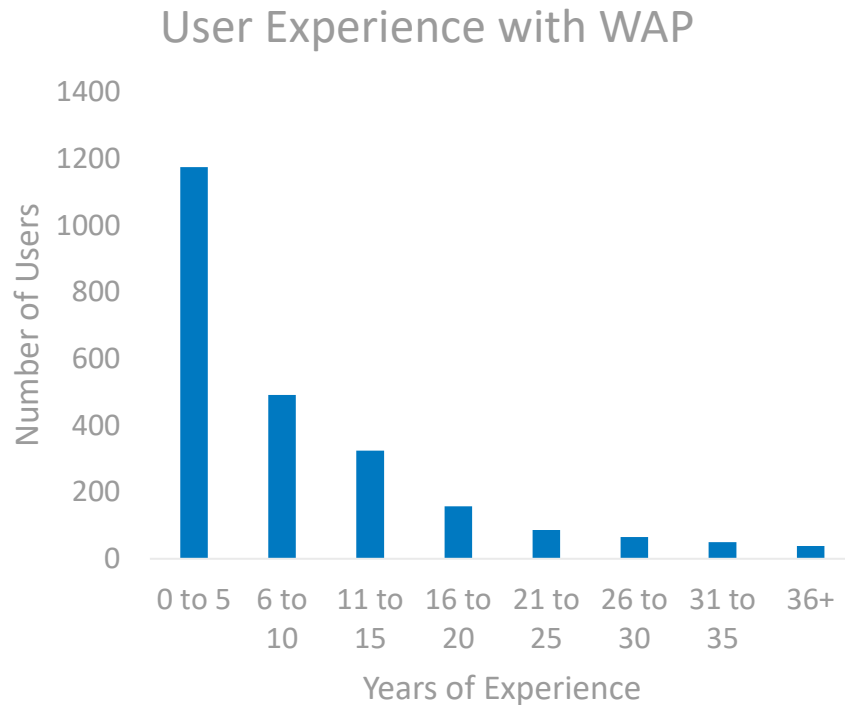
- 45% of users have completed between 6-35 courses.
- 21% of users have completed 1-5 courses.
- 33% of users have completed no courses.

Many of the users who have completed zero courses have also not completed registration. Once users are active, they tend to continue to take courses.



Who Is Taking the Courses?

- Nearly half of users have 5 years or fewer of experience with WAP.
- The volume of users with 6 or more years demonstrates the value of the trainings to the broader WAP network.



User Feedback

- Based on evaluations of the initial 29 courses through June 2020, user feedback is positive.
- 95% of users Agreed or Strongly Agreed that the level of content was just right. This shows that the courses are accessible and valuable to both new and experienced WAP employees.

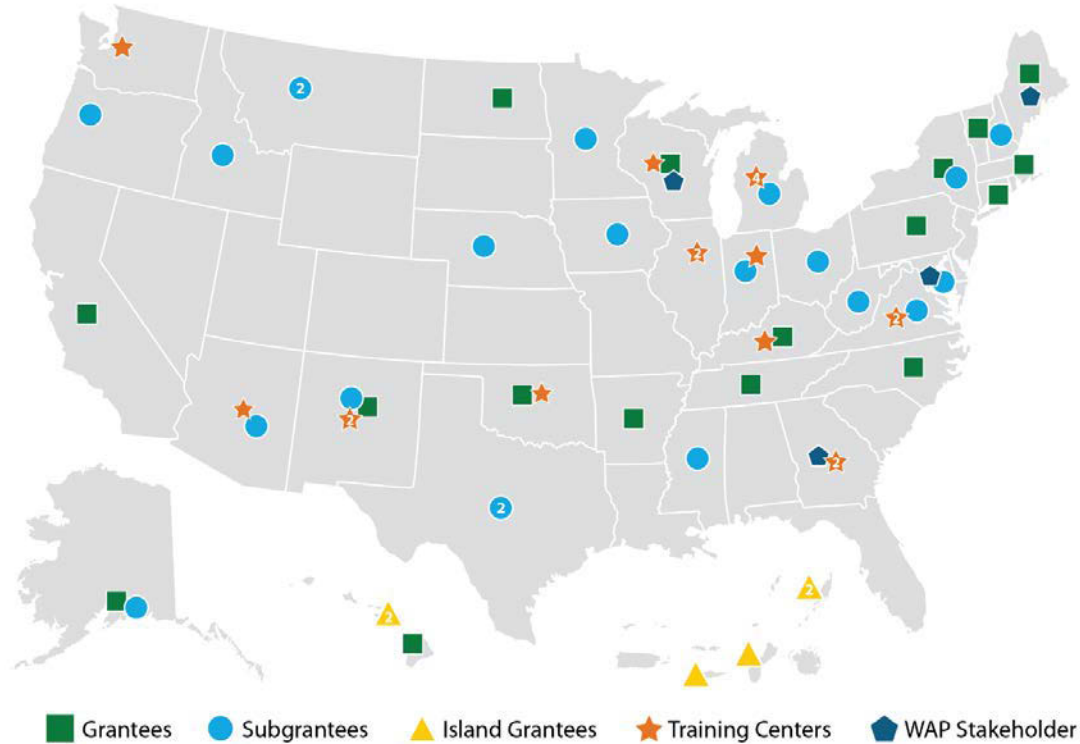
Evaluation Question	Average Percentage of Agree or Strongly Agree
The level of content was just right	95
The examples in the course were realistic and simulated what I see on the job	83
I can apply what I learned in the course immediately to my job tasks	80
Having taken the course, I feel more prepared to perform my job effectively	78
I will use or will recommend my staff use, the downloadable job aids.	76
I would recommend this course to my colleagues	82

Continuous Improvement Workshops

Continuous Improvement Workshops

- In May-July, NREL hosted a series of Continuous Improvement Workshops to gain insight and feedback from the WAP network on how to improve WAP implementation.
- Due to the pandemic, the workshops were converted to a virtual format with sessions occurring over the course of a week and a half.
- The workshops were divided into three cohorts:
 - Grantees
 - Subgrantees
 - Training Centers.
- NREL also hosted an abbreviated workshop for Island Grantees in partnership with the National Association for State Community Service Programs (NASCS).

Location of Workshop Participants



Workshop Focus

- The workshops sought to address issues on three timeframes:
 - Immediate challenges associated with resuming work in client homes in the next few months.
 - Intermediate challenges that could address operational uncertainty within the next year.
 - Long-term opportunities to improve the execution and delivery of the program that may take more than a year.

Workshop Discussion

- The challenges and opportunities identified by participants were grouped into the following themes and discussed in small group breakouts:
 - Communication and Coordination
 - Workforce Availability, Skills, and Training
 - Safety, Supplies, Equipment
 - Administrative Systems and Processes
 - Planning, Budgets, and Production
 - Policies and Policy Guidance
 - Other.
- Participants brainstormed resources or actions by various WAP stakeholders to address the most critical challenges.

Next Steps

- NREL has provided a Draft Workshop Report to DOE, highlighting key actions for near-term, intermediate, and long-term action.

Thank you!

www.nrel.gov

weatherization.support@nrel.gov

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