



Program Management – Best Practices  
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# Program Management – Best Practices

- Two Part Session
- Today:
  - Program Management – Commerce Perspective
  - PY14 Administrative Monitoring Trends
  - Forms Committee Update
  - Commerce Legal Perspective

# Program Management – Best Practices

- Tomorrow:
  - Service Provider Perspective – Sharing Best Practices
    - File review
    - Contractor rotation/procurement
    - Work flow
    - Service Provider collaboration

# Program Management – Best Practices

- Goals:
  - Provide an overview of program management essentials and how they relate to Weatherization
  - Communicate PY14 administrative monitoring trends
  - Provide an update from the forms committee
  - Provide legal perspective around appeals, warranties and lien waivers

# Program Management – Best Practices



The Quality Work Plan, outlined in Weatherization Program Notice (WPN) 15-4, will bring change and new requirements beginning in Program Year 2015

# Program Management – Best Practices

Quality work is more than the weatherization work performed in a home; it is the systems in place to effectively manage a successful program that achieves the desired results.



# PY14 Admin Monitoring

The Bad	The Good
<ul style="list-style-type: none"><li>• Unqualified contractors</li><li>• Major discrepancies between fiscal and WA data</li><li>• Incomplete or missing file documentation</li><li>• Unclear procurement procedures</li></ul>	<ul style="list-style-type: none"><li>• Frequently adapting budget and production plans</li><li>• Checks and balances – multiple sets of eyes on files, fiscal data, and WA reports</li><li>• Continuous improvement</li></ul>

# PY15 DOE State Plan

- New:
  - Monitoring findings must be resolved prior to entering into a new program year contract.
  - Unresolved issues may result in services being temporarily assigned to an alternate Provider.
  - If issues cannot be remediated, the temporary assignment may be extended for the remainder of the PY and a long-term Provider may be selected via RFP or other method for the territory.

(Short break)

*First, have a definite, clear practical ideal; a goal, an objective. Second, have the necessary means to achieve your ends; wisdom, money, materials, and methods. Third, adjust all your means to that end.*

~ Aristotle

# Forms Committee

- Program Year 2014 Forms Committee:
  - Phil Anderson, Diane Bender, Harry Entwistle, Amy Lohse, Chris Petroskas, Katie Riemer, Michelle Gransee and Jodi Bellefeuille
- Goals: Reduce redundancy, provide clarity and consistency, make needed edits
- Process: Conference calls, in-person editing meeting
- Next steps: Commerce to align with policy updates

# Forms Committee

Diane Bender & Amy Lohse  
West Central MN Community Action

(short break)

*Managing to have a sense of humor makes it a  
lot easier to manage people*

~ Steve Wilson

# Client Appeals

- Proposed Program Year 2015 policy changes:
  - Appeals related to work already performed must be submitted within one year of project completion/final inspection
  - Allow for additional response time from the Service Provider and Commerce to the client, if an inspection or additional research is needed (must be documented)

# Client Appeals

- Proposed policy changes, continued:
  - Decisions regarding deferrals cannot be appealed to Level 3 (Office of Administrative Hearings)
  - Clarify that the OAH reviews appeals to determine whether decisions made by local Service Providers and Commerce are reasonable, rational, and based on substantial evidence

# Warranties

- Final inspection form:
  - *Unless otherwise noted, the labor and material warranty is for one year from the date of the final inspection.*
- MN Statute 327A
- MN DOLI warranty dispute resolution process

# Lien Waivers

- April 2014 WAP Wire
  - Cited MN Statute 514.011
  - Communicated that lien waivers are required by law, prior to payment
- Commerce legal staff provided further guidance, to be clarified in upcoming policy

# Commerce Legal Perspective

Client appeals, warranties and lien waivers

Curtis Zaun

Assistant General Counsel

MN Department of Commerce

# Program Management – Best Practices

- Legal perspective wrap up
  - Service Provider prevention
    - Documentation
    - Client education

Questions?