



TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

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August 13, 2010

Mr. Joe A. Martinez
Executive Director
Nueces County Community Action Agency
101 South Padre Island Drive
Corpus Christi, Texas 78405

Re: DOE Weatherization Assistance Program Contract # 56090000467
LIHEAP Weatherization Assistance Program Contract # 81090000500
ARRA Weatherization Assistance Program Contract # 16090000669

Dear Mr. Martinez:

Enclosed is a report that details the monitoring review of Nueces County Community Action Agency (NCCAA) Weatherization Assistance Program contracts with the Texas Department of Housing and Community Affairs (The Department). This information is provided to ensure that the compliance with the contracts is maintained and that services to the poor, elderly, and disabled are offered in the most expeditious and economical manner.

The monitoring report includes two (2) findings and three (3) recommendations. Please submit a response to this report to the office within thirty (30) days of the date of this letter. A copy of this monitoring report will be provided to your board chair.

If we can be of any assistance, please feel free to contact Brian P. Fayhee, Program Officer, at (512) 475-3822. The assistance provided to the Program Officer by the agency is greatly appreciated.

Sincerely,

A handwritten signature in black ink, appearing to be "Sharon Gamble".

Sharon Gamble
Manager
Energy Assistance Section

cc. George Rosas

REVISED-

JOE, THANK YOU FOR YOUR
PATIENCE AND UNDERSTANDING.

Handwritten initials, possibly "SG", in black ink.

**2009 WEATHERIZATION MONITORING REPORT
OF
NUECES COUNTY COMMUNITY ACTION AGENCY**

Section 1	Financial Review
Section 2	Travel and Timesheets
Section 3	General Liability and Pollution Occurrence Insurance
Section 4	Property Management
Section 5	Procurement
Section 6	Audit Page
Section 7	Personnel Policies and Practices
Section 8	Performance Review
Section 9	Client File Review
Section 10	Multifamily Review & Multifamily Review Work Sheet
Section 11	Denied Files
Section 12	Summary Work Sheet

**2009 WEATHERIZATION MONITORING REPORT
OF
NUECES COUNTY COMMUNITY ACTION AGENCY**

**WEATHERIZATION ASSISTANCE PROGRAM (WAP)
CORRECTIVE ACTION REQUIRED AND RECOMMENDED IMPROVEMENTS**

Dates of Review: March 3rd – March 5th 2010

Programmatic Year	PY 2009
DOE Contract Number	58090000467
LIHEAP Contract Number	81090000500
ARRA Contract Number	16090000669
Contract Amount:	\$2,326,027.00
Contract Period:	1/1/09-12/31/09

Focus of Review

On-site review of Nueces County Community Action Agency (NCCAA) implementation of the Weatherization Assistance Program (WAP) in accordance with the Low Income Home Energy Assistance Act of 1981 (LIHEAP) and the 2009 WAP Service Delivery Plan. Specific areas of review included Financial Reporting, Contract Agreements, Procurement, Personnel, and the Management of the Service Delivery Plan Components.

Program Evaluation

The evaluation of the program consisted of interviews with personnel, analysis of fiscal system and review of programmatic records.

The following issues were noted during the review:

- Inadequate assessments of refrigerators
- Health and Safety violation in C.O. testing
- Declaration of Income Statement (DIS)

**2009 WEATHERIZATION MONITORING REPORT
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NUECES COUNTY COMMUNITY ACTION AGENCY**

Section IX. Client File Review

Finding # 1:

Refrigerators were not metered in units.

Nueces County was unable to produce evidence that refrigerators were metered in 12 client file reviews for DOE, LIHEAP, and 6 files that were reviewed for DOE, LIHEAP, and 6 files that were reviewed for DOE ARRA. DOE requires that a refrigerator be metered for a minimum time of 2 hours on any home that the agency is conducting an assessment. LIHEAP requires that a refrigerator is metered for 30 minutes unless the manufacture date is 1993 or prior on any home that is being assessed by the agency. Documentation must be placed in each client file with the house assessment. The client files reviewed are listed in Table 1.

Table 1

Case Number	Case Number
09 NU GIF 3	09 NU GIF 10-D
09 NU GIF 7	09 NU GIF 10-E
09 NU GIF 8	09 NU GIF 10-F
09 NU GIF 9	09 NU GIF 10-G
09 NU GIF 11	09 NU GIF 10-H
09 NU GIF 20	09 NU GIF 10-J
09 NU GIF 10-A	09 NU GIF 10-K
09 NU GIF 10-B	09 NU GIF 10-L
09 NU GIF 10-C	09 NU GIF 10-M

Client files **09 NU GIF 10-A; 09 NU GIF 10-B; 09 NU GIF 10-G** were not available for onsite inspections, but there was lack of documentation providing evidence of refrigerators being metered in the client files.

Action Required:

NCCAA is required to return and meter each refrigerator listed above. NCCAA is required to apply the same metering techniques in all future homes being assessed and must establish written procedures in the policy and procedures section. **Reference: TAC RULE §5.606 (DOE), TAC RULE §5.702 (LIHEAP)**

Finding #2:

Failure to perform Carbon Monoxide testing.

- A) NCCAA failed to administer carbon monoxide testing on combustion gas stoves in eight (8) apartment units and five (5) residences out of the thirteen (13) homes inspected. C.O. testing was preformed by the contractor on all homes that have gas

**2009 WEATHERIZATION MONITORING REPORT
OF
NUECES COUNTY COMMUNITY ACTION AGENCY**

furnaces. Failure to test combustion appliances directly endangers the clients' wellbeing and welfare. The units in Table 2 were inspected and had C.O. findings. The units showing a C.O. reading in the table have stoves that were burning high C.O. levels at the time of inspection and need to be removed from the client's apartment to alleviate health and safety concerns.

B) Upon review, NCCAA client files did not provide adequate support documentation showing C.O. testing was completed during the assessment or by the contractors. Client files **09 NU GIF 10-A; 09 NU GIF 10-B; 09 NU GIF 10-G** were not available for onsite inspections, but there was lack of documentation for C.O. testing in the client files.

Table 2

Client File	C.O. Issue
09 NU GIF 10-A	Not in file
09 NU GIF 10-B	Not in file
09 NU GIF 10-D	Stove was not tested
09 NU GIF 10-E	Stove was not tested
09 NU GIF 10-F	Back right burner on stove had 26 PPM
09 NU GIF 10-G	Not in File
09 NU GIF 10-H	Back right burner on stove had 26 PPM
09 NU GIF 10-J	Stove was not tested
09 NU GIF 10-K	Main stove had 308 PPM
09 NU GIF 10-L	Front left side of stove had 40 PPM
09 NU GIF 10-M	Back right burner on stove had 26 PPM
09 NU 042	Stove was not tested
09 NU 066	Stove was not tested

Actions Required: A) NCCAA is required to return to the above residences and replace or repair the selected stoves on the five (5) units that tested above the maximum level of Part Per Million (PPM). **Reference: TAC RULE §5.528 (d)**

B) NCCAA must place all C.O. testing documentation in the client file showing C.O. testing was completed for the home and appropriate measures were taken. NCCAA will order at least two (2) C.O. detectors to perform such test and produce needed documentation. **Reference: Contract Section 10 (14), (15)**

**2009 WEATHERIZATION MONITORING REPORT
OF
NUECES COUNTY COMMUNITY ACTION AGENCY**

Recommended Improvement #1: NCCAA did not install C.O. detectors in eight (8) of the eleven (11) units for the onsite inspection. It is suggested that NCCAA install a

C.O. detection device should be installed for any unit/residence that has combustion appliance regardless if appliances are replaced or serviced. NCCAA should return to the units listed in Table 3 and install C.O. detectors in each unit. The C.O. detector must be five (5) feet from any combustion appliance. It is recommended that NCCAA include verification on their assessment form that a C.O. detector is present in the residence.

Table 3

Client File	C.O. Issue
09 NU GIF 10-A	Not in file
09 NU GIF 10-B	Not in file
09 NU GIF 10-D	No C.O. tester in unit
09 NU GIF 10-E	No C.O. tester in unit
09 NU GIF 10-F	No C.O. tester in unit
09 NU GIF 10-G	Not in File
09 NU GIF 10-H	No C.O. tester in unit
09 NU GIF 10-J	No C.O. tester in unit
09 NU GIF 10-K	No C.O. tester in unit
09 NU GIF 10-L	No C.O. tester in unit
09 NU GIF 10-M	No C.O. tester in unit

Recommended Improvement #2: NCCAA will send each employee to C.O. testing training and keep a copy of the Texas Mechanical Field Guide in each automobile for immediate reference for Health and Safety measures.

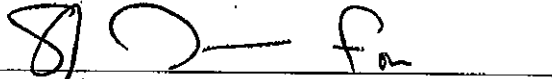
Recommended Improvement #3: Upon review of client files NCCAA did not have three of the required signatures on the Declaration of Income statement (DIS). A total of 25 client files were reviewed during the monitoring and only client file 2009 NU 10-C did not have the full documentation which is 4% of the aggregate reviewed. Because the overall percentage is so low a recommendation is suggested instead of a finding. If this issue should arise during the following monitoring a finding shall be issued. On DIS forms signatures from the following are required:

- 1) Client
- 2) Case Worker
- 3) Weatherization manager or Weatherization Director

Texas Department of Housing and Community Affairs representative, Brian P. Fayhee participated in an exit conference with Mr. Joe Martinez, Mr. Joe Flores, Ms. Alma Barrera, and Ms. Christie Martinez.

2009 WEATHERIZATION MONITORING REPORT
OF
NUECES COUNTY COMMUNITY ACTION AGENCY

Signature:



Brian P. Fayhee, TDHCA Program Officer

8/12/10
Date



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Juan S. Muñoz, Ph.D.

August 23, 2010

Mr. Kyle Hayes
City Manager
City of Beaumont
801 Main Street, Suite 300
Beaumont, Texas 77701

Re: ARRA Weatherization Assistance Program Contract # 16090000702

Dear Mr. Hayes:

Enclosed is a report that details the monitoring review of City of Beaumont's American Recovery and Reinvestment Act, Weatherization Assistance Program (ARRA WAP) contract with the Texas Department of Housing and Community Affairs (the Department). This information is provided to ensure that compliance with the contract is maintained and that services to the poor, elderly, and disabled are offered in the most expeditious and economical manner.

The monitoring report includes one (1) recommendation and three (3) findings. Please submit a response to this report to this office within thirty (30) days of the date of this letter.

If we can be of any assistance, please feel free to contact David Escamilla, Senior Program Officer, at (512) 475-3859. The assistance provided to the Program Officer by the agency is greatly appreciated.

Sincerely,

A handwritten signature in black ink, appearing to be "S. D. Gamble", written over a horizontal line.

Sharon D. Gamble
Manager
Energy Assistance Section

cc: Mr. Chris Boone, Community Development Director

Directory of Monitoring Sections

- Section I. Financial Review**
- Section II. Travel and Timesheets**
- Section III. General Liability and Pollution Occurrence Insurance**
- Section IV. Property Management**
- Section V. Procurement**
- Section VI. Audit**
- Section VII. Personnel Policies and Practices**
- Section VIII. Performance Review**
- Section IX. Administrative**
- Section X. Client File Review/Multifamily Review**
- Section XI. Denied Files**
- Section XII. Summary**

**2009 WEATHERIZATION ASSISTANCE PROGRAM MONITORING REPORT
OF
CITY OF BEAUMONT**

DATES OF REVIEW: AUGUST 9 – AUGUST 12, 2010

FOCUS OF REVIEW

CONTRACT NAME	CONTRACT NUMBER	CONTRACT AMOUNT	CONTRACT DATES
ARRA	16090000702	\$1,506,338.00	9/1/2009 to 8/31/2011

On-site review of the City of Beaumont (COB) implementation of the Department of Energy's American Recovery and Reinvestment Act Weatherization Assistance Program (ARRA WAP). Specific areas of review included Financial Reporting, Contract Agreements, Procurement, Personnel, and the Management of the Department of Energy American Recovery and Reinvestment Act contract.

PROGRAM EVALUATION

The evaluation of the program consisted of interviews with the City of Beaumont personnel, analysis of the fiscal system, review of programmatic records, on-site inspections, client interviews, and inventory review.

The following issues were noted during the review:

- Subcontractor workmanship deficiencies on four (4) client units inspected
- One (1) client unit inspected was invoiced for labor services not allowed within ARRA WAP.
- Client file review conducted revealed that several files did not contain required client documentation, and/or contained forms that were not properly and/or fully completed.

**2009 WEATHERIZATION ASSISTANCE PROGRAM MONITORING REPORT
OF
CITY OF BEAUMONT**

Section I. Financial Review

EXPENDITURES AS OF JUNE 2010

CONTRACT NAME	YEAR-TO-DATE EXPENDITURES	% OF ORIGINAL CONTRACT AMOUNT	# UNITS COMPLETED	# UNITS IN PROGRESS
ARRA	\$101,839.86	6.76%	37	8

Recommended Improvement #1: A review of the June 2010 Monthly Expenditure Report revealed that COB had an administrative expenditure ratio of 39.29% for ARRA WAP. COB is reminded that administrative expenditures must be at or below 5% by the end of the contract period. Any expenditure above the maximum allowable limit will be subject to disallowed costs.

Section VIII. Performance Review

Finding #1: Onsite home inspection of weatherized units revealed that four (4) of the units inspected would require a return to address deficiencies in subcontractor workmanship.

Action Required: COB must return to the client units listed in Attachment A and address the deficiencies noted on each unit. COB must also include in its response to this report a summary of all actions taken to address the deficiencies noted in Attachment A. COB must also assure the Department in its response to this report that proactive measures will be taken to prevent future instances of poor workmanship from its subcontractors. Those measures at a minimum should include both periodic visits to client units while work is in progress and ensuring that final inspections will be conducted once all work is finished to ensure that the quality of work that is being performed meets COB's requirements and the Department's expectations.
Reference: 10 CFR Part 440; §440.16 (g)

Finding #2: During the unit inspections, it was discovered that one (1) client unit (Client: WAP-5-0128-2010-005) had been invoiced \$70.00 for labor services to repair a toilet tank leak. The labor service performed is not an allowable weatherization measure.

**2009 WEATHERIZATION ASSISTANCE PROGRAM MONITORING REPORT
OF
CITY OF BEAUMONT**

Action Required: COB shall reimburse the Department (ARRA WAP) a total of \$70.00, from agency unrestricted funds, for the payment made to the vendor, for the unallowable services performed. COB must also assure the Department in their response to this report that action will be taken to ensure client unit inspections will be conducted in a more thorough manner so as to prevent future instances of payments being made to the contracted vendor for labor services not allowed within ARRA WAP.
Reference: Contract, Section 11

Section X. Client File Review

Finding #3: Client file review revealed that several files, as noted below, did not contain required client documentation and/or contained forms that were not properly and/or fully completed.

Client File #:	Issue:
WAP-5-0128-2010-0005	The Declaration of Income Statement (DIS) form does not contain all household occupant names and/or the reason for use.
WAP-2-0216-2010-0020, WAP-3-0211-2010-0014, WAP-8-0401-2010-140	The Declaration of Income Statement (DIS) form does not state reason for use, and/or is signed by agency reviewer.
WAP-2-0216-2010-0020, WAP-3-0211-2010-0014, WAP-8-0401-2010-140, WAP-2-0219-2010-031, WAP-4-0215-2010-0017, WAP-2-0302-2010-061, WAP-6-0225-2010-043, WAP-5-0225-2010-048, WAP-24-0405-2010-145, WAP-5-0128-2010-0005	The completed Attic and Wall Insulation Inspection form does not contain client signature.

Action Required: COB must address the client file documentation issues noted above. A copy of each corrected and/or obtained client file document noted above must be submitted with the response to this report. Additionally, COB must also assure the Department in its response to this report that procedures will be implemented that will ensure client file recordkeeping requirements will be adhered to as outlined in the ARRA WAP contract.
Reference: Contract; Section 13

**2009 WEATHERIZATION ASSISTANCE PROGRAM MONITORING REPORT
OF
CITY OF BEAUMONT**

Texas Department of Housing and Community Affairs representative; David Escamilla, participated in an exit conference with Mr. Chris Boone, Ms. Tiffany Hudson, Ms. Linda Semien, and Mr. Troy Alford.

Signature: _____



David Escamilla, CGAP, Senior Program Officer

_____ Date

**2009 WEATHERIZATION ASSISTANCE PROGRAM MONITORING REPORT
OF
CITY OF BEAUMONT**

ATTACHMENT A

Total Number of Units Inspected	Total Number of Units Requiring Return	Fund Source of Units Inspected
10	4	10 ARRA

Units Requiring Return:

Client Unit	Fund Source	Comments
WAP-20-0302-2010-061	ARRA	Address turbine vent, and bathroom wall heater (high CO).
WAP-2-0216-2010-020	ARRA	Address cook stove (high CO), and test (and remove if necessary) secondary room heater.
WAP-3-0211-2010-014	ARRA	Address cook stove (high CO).
WAP-22-0225-2010-043	ARRA	Address cook stove (high CO), and kitchen ceiling patch.



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Lowell A. Keig
Juan S. Muñoz, Ph.D.

August 23, 2010

Mr. Bill Howerton, Jr.
Executive Director
City of Lubbock, Community Development
P.O. Box 2000
Lubbock, Texas 79457

Re: DOE/ARRA Weatherization Assistance Program Contracts #16090000668 &
16090000708
LIHEAP Weatherization Assistance Program Contract# 81090000499

Dear Mr. Howerton:

Enclosed is a report that details the monitoring review of City of Lubbock's Weatherization Assistance Program contracts with the Texas Department of Housing and Community Affairs (The Department). This information is provided to ensure that compliance with the contracts is maintained and that services to the poor, elderly, and disabled are offered in the most expeditious and economical manner.

The monitoring report includes one (1) finding. Please submit a response to this report to this office within thirty (30) days of the date of this letter.

If we can be of any assistance, please feel free to contact David Escamilla, Sr. Program Officer, at (512) 475-3859. The assistance provided to the Program Officer by the agency is greatly appreciated.

Sincerely,

A handwritten signature in black ink, appearing to be "SD Gamble", with a horizontal line extending to the right.

Sharon D. Gamble
Manager
Energy Assistance Section

cc: Peter Laverty, Board Chair

**2009 WEATHERIZATION UNIT INSPECTION REPORT
CITY OF LUBBOCK**

Dates of Review: July 26-29, 2010

FOCUS OF REVIEW

CONTRACT NAME	CONTRACT NUMBER	CONTRACT AMOUNT	CONTRACT DATES
DOE/ARRA	16090000668	\$1,272,305.00	9/1/2009 to 8/31/2011
DOE/ARRA	16090000708	\$1,176,924.00	9/1/2009 to 8/31/2011
LIHEAP	81090000499	\$321,938.00	4/1/2009 to 3/31/2010

PROGRAM EVALUATION

The evaluation of the program consisted of client file reviews, on-site inspections, interviews with clients, and analysis of both quality of subcontractor workmanship and final inspection techniques.

The following was noted during the review:

- Subcontractor workmanship deficiencies on six (6) client units inspected

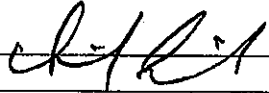
Performance Review

Finding #1: Onsite home inspection of weatherized units revealed that six (6) of the units inspected would require a return to address deficiencies in subcontractor workmanship.

Action Required: City of Lubbock must return to the client units listed in Attachment A and address the deficiencies noted on each unit. City of Lubbock must also include in its response to this report, a summary of all actions taken to address the deficiencies noted in Attachment A. City of Lubbock must also assure the Department in its response to this report that proactive measures will be taken to prevent future instances of poor workmanship from its subcontractors. Those measures at a minimum should include both periodic visits to client units while work is in progress and ensuring that final inspections will be conducted once all work is finished to ensure that the quality of work that is being performed meets City of Lubbock's requirements and the Department's expectations. **Reference: 10 CFR Part 440; §440.16 (g)**

**2009 WEATHERIZATION UNIT INSPECTION REPORT
CITY OF LUBBOCK**

Texas Department of Housing and Community Affairs representative David Escamilla participated in an exit conference with City of Lubbock representatives; Mr. Bill Howerton, Mr. Joe Rangel, Mr. Rey Arias, Ms. Daniella Garza, Mr. Noah Norman, and Mr. John Porras.

Signature:			
	David Escamilla, TDHCA Program Officer		Date:

**2009 WEATHERIZATION UNIT INSPECTION REPORT
CITY OF LUBBOCK**

ATTACHMENT A

Total Number of Units Inspected	Total Number of Units Requiring Return	Fund Source of Units Inspected
17	6	12 ARRA, and 5 ARRA/LIHEAP

Units Requiring Return:

Client Unit	Fund Source	Comments
City #9	ARRA/LIHEAP	Address; Insulation Certificate, pick-up and disposal of old cook stove, and address infiltration; secure back door.
County #25	ARRA	Address Insulation Certificate.
County #47	ARRA	Address 4X8 attic area (add insulation).
City #19	ARRA/LIHEAP	Address roof patch, and water heater door hasp repair.
County #68	ARRA	Address refrigerator replacement.
County #65	ARRA	Address electrical outlet cover plates.



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Tom H. Gann
Lowell A. Keig
Juan S. Muñoz, Ph.D.

August 24, 2010

Ms. Karen Swenson
Executive Director
Greater East Texas Community Action Program
P.O. Box 631938
Nacogdoches, TX 75963

Re: Department of Energy (DOE) Weatherization Assistance Program (WAP) Contract #
56090000463
DOE – American Recovery and Reinvestment Act WAP Contract # 16090000768
Low-Income Home Energy Assistance Program WAP Contract # 81090000496

Dear Ms. Swenson,

Enclosed is a report that details the monitoring review of Greater East Texas Community Action Program (GETCAP) Weatherization Assistance Program contracts with the Texas Department of Housing and Community Affairs (The Department). This information is provided to ensure that compliance with the contracts is maintained and that services to the poor, elderly, and disabled are offered in the most expeditious and economical manner.

The monitoring report includes six (6) findings, three (3) recommended improvements and one (1) note. Please submit a response to this report to this office within thirty (30) days of the date of this letter.

If we can be of any assistance, please feel free to contact Matt Embry, Program Officer, at (512) 936-9988. The assistance provided to the Program Officer by the agency is greatly appreciated.

Sincerely,

A handwritten signature in black ink, appearing to read "Sharon Gamble", with a horizontal line extending to the right.

Sharon Gamble
Manager
Energy Assistance Section

Cc: Robert Crow, Board Chair

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- Section VII. Performance Review**
- Section IX. Administrative**
- Section X. Multi-Family Review**
- Section XI. Denied Files**
- Section XII. Summary**

**2009 WEATHERIZATION MONITORING REPORT OF
GREATER EAST TEXAS COMMUNITY ACTION PROGRAM**

Dates of Review: January 20 – 23, 2009

FOCUS OF REVIEW

CONTRACT NAME	CONTRACT NUMBER	* CONTRACT AMOUNT	CONTRACT DATES
DOE	56090000463	\$608,583.00	4/1/2009 to 3/31/2010
LIHEAP	81090000496	\$761,330.00	4/1/2009 to 3/31/2010
ARRA	16090000768	\$2,924,301.50	9/1/2009 to 8/31/2011

* Latest contract amendments

On-site review of the Greater East Texas Community Action Program's, (GETCAP) implementation of the Department of Energy's and Low Income Home Energy Assistance Program's Weatherization Assistance Program (WAP). Specific areas of review included Financial Reporting, Contract Agreements, Procurement, Personnel, and the Management of the Department of Energy and Low Income Home Energy Assistance Program contracts.

PROGRAM EVALUATION

The evaluation of the program consisted of: interviews with the Greater East Texas Community Action Program personnel, analysis of the fiscal system, review of programmatic records, on-site inspections, client interviews, and inventory review.

The following was noted during the review:

- ARRA expenditures Low -Noted that ARRA is just being executed
- LIHEAP expenditures Low -Noted SWEPCO reallocation to LIHEAP and units in progress
- Current Year Check Review-Questioned measures
- Procurement-Lead Safe Work practices not included in procurement
- Contract-Clause on Patents and Research
- Procurement-Price Analysis
- Lead Safe Work-Client Receipt of Information
- Installed Measures-Outside the scope of weatherization
- Allowable Measures-Training
- Insulation-Training
- Denied Files-Include a copy of appeals procedure in denied file

**2009 WEATHERIZATION MONITORING REPORT
GREATER EAST TEXAS COMMUNITY ACTION PROGRAM**

Section I. Financial Review

EXPENDITURES AS OF FEBRUARY 2010

CONTRACT NAME	YEAR-TO-DATE EXPENDITURES	% OF ORIGINAL CONTRACT AMOUNT *	# UNITS COMPLETED	# UNITS IN PROGRESS
DOE	\$608,583.00	89.24%	139	13
LIHEAP	\$761,330.00	74.80%	195	28
ARRA	\$2,924,301.50	0.00%	0	24

* At the time of monitoring

Finding# 1;

Low Expenditures ARRA

A review of monthly reports revealed that GETCAP had expended \$0.00 or 0.00% of ARRA funds. The Program Officer noted that GETCAP had just finalized the procurement process and had just completed compliance with the Davis-Bacon clause of the ARRA contract.

Action Required:

The Department requires GETCAP to develop a written plan of actions detailing how GETCAP will ensure adequate expenditure levels in order to execute ARRA weatherization activities within the contract time-frame.

Reference: Texas Administrative Code, Title 10, Part 1, Chapter A, Subchapter A, Rule § 1.19; ARRA Contract, Section 4

Note #1: At the time of monitoring, GETCAP had expended \$596,186.93 or 74.80% of LIHEAP funds. The Program Officer noted that GETCAP has 28 units in progress and \$20,115.08 in SWEPCO funds that are being required to be transferred to LIHEAP due to disallowed activities under the SWEPCO contract. The combination of units in progress and the SWEPCO transfer brings GETCAP's total expenditures under LIHEAP above 90%.

Finding #2:

Current Year Check Review

The review of checks for program year 2009 revealed that in 7 of 21 check transactions, the support documentation indicated installed items that are questionable under Texas Administrative Code and the WAP Contracts. Table A lists the client, the specific measures, and the costs that are questioned.

Table A

Client	Measure	Cost
09CA217	Floor Overlay	\$1,096.00
09HO115	Roof	\$3,256.00
09MI305	Interior Door, Knob	\$174.00

**2009 WEATHERIZATION MONITORING REPORT OF
GREATER EAST TEXAS COMMUNITY ACTION PROGRAM**

Vacant #26	Roof, Roof Jack	\$390.00
09WO692	Roof, Roof Jack	\$750.00
09PI674	Skirting	\$210.00

Action Required: The Department requires GETCAP to provide written documentation justifying the installation of the measures listed under Table A. Failure to provide sufficient documentation justifying the installation of the measures listed under **Table A** may result in disallowed costs.
Reference: Texas Administrative Code, Title 10, Part 1, Chapter 5, Subchapter G, Rule § 5.704

Section V. Procurement

Finding #3:

Procurement

A review of GETCAP procurement documentation revealed a document in the bid packet indicating that for homes constructed before 1978:

Lead Safe Weatherization practices for East Texas for homes constructed before 1978:

1. *We will not drill more than 200 holes inside nor 900 holes outside a home for the installation of wall insulation.*
2. *We will never change a window nor a door.*
3. *We will not pull an attic fan; we will cover them up.*
4. *We will not replace a furnace if the closet has to be disturbed.*
5. *We will follow the guidelines to the letter if we do in fact create and collect lead based debris.*
6. *Every crew that works on such a house will be obligated by law to have a certified "lead renovator" on staff.*

The Department recognizes the attempt to clarify Lead Safe Work (LSW) expectations by GETCAP, however ranking weatherization measures cannot be eliminated from qualified units based on LSW requirements. The Program Officer interviewed GETCAP staff members, Karen Swenson and Carl Singleton with regards to this document. The Program Officer was informed that GETCAP was planning to conduct a second procurement specifically for LSW units. Ms. Swenson discussed with the Program Officer that she would amend the contract to include LSW pricing for all measures that may require LSW practices. The Program Officer indicated to Ms. Swenson that beginning April 22, 2010 the Environmental Protection Agency (EPA) Final Rule Requiring Lead Safe Work Practices (EPA Final Rule), issued April 22, 2008, would come into effect.

Action Required: The Department requires GETCAP to provide written documentation of amendment to all GETCAP contracts with weatherization providers to include pricing for all weatherization measures that may be subject to the EPA Final Rule. Failure to provide this documentation may result in

**2009 WEATHERIZATION MONITORING REPORT
GREATER EAST TEXAS COMMUNITY ACTION PROGRAM**

disallowed costs for all units subject to the EPA Final Rule. **Reference:** EPA Final Rule Requiring Lead Safe Work Practices

Finding #4:

Contract

A review of GETCAP weatherization program contracts revealed that a clause related to the "Reporting and patent rights under any contract involving research, developmental, experimental, or demonstration work, with respect to any discovery or invention which arises or is developed in the course of, or under such contract", was not included in any of the executed contracts with the sub-contractors.

Action Required:

As part of the response to this report GETCAP is required to develop and adopt language to amend all executed contracts. The Department requires GETCAP to provide written documentation of the adoption of this language with the response to this report. **Reference:** OMB Circular A-110, Appendix A

Recommended Improvement #1: A review of procurement documentation raised concerns with the price analysis process utilized by GETCAP in relation to pricing for material and labor costs. The Department is concerned that the itemization of individual pieces, especially with regards to Heating and Cooling measures is increasing the end cost of measures installed. The Department is also concerned with labor/delivery costs associated with a variety of procured items. The Department recommends that GETCAP conduct a new procurement beginning in December of 2010. The Department recommends that GETCAP request bids on complete system installation with standard price tiers for each level of required Heating and Cooling measure. The Department also strongly recommends that delivery charges be eliminated from the procurement package. The Department considers delivery of materials to be part of the overhead charges already being incurred by GETCAP through contractor mark-up.

Section X - Client File Review

Finding #5:

Lead Safe Work Practices Client Information

A review of client files indicated that 12 of 15 files reviewed did not contain the required client information form.

Action Required:

The Department requires GETCAP to provide training to all appropriate Weatherization staff on the requirement to obtain a signed and dated client Lead Safe Work Practices form for all clients receiving weatherization services. The Department requires GETCAP to provide written documentation of the staff that attend and complete the required training as part of the response to this report.

**2009 WEATHERIZATION MONITORING REPORT OF
GREATER EAST TEXAS COMMUNITY ACTION PROGRAM**

Section VII - Performance Review - On Site Inspections

Finding #6:

Measures Installed Not Related to Weatherization Measures

On site inspection revealed multiple instances of measures installed under other repairs that did not meet the necessary justification documentation related to "weatherization energy related repairs which may be undertaken when necessary to protect and complete regular energy efficiency weatherization measures (Texas Administrative Code, Title 10, Part 1, Chapter 5, Subchapter G, Rule § 5.704)". These measures include the installation of floor overlays, mobile home skirting and roof replacement. The measures listed in **Table B** are therefore questioned:

Table B

Client	Measure	Cost
09RO107	Skirting	\$1,071.60
09PI144	Skirting	\$228.00
09PI144	Misc. Labor	\$300.00
09SM217	Overlay	\$2,045.00
09BI184	Skirting (Not Installed)	\$193.50
09HI123	Skirting	\$1,010.50
09RO200	Skirting	\$903.00

Action Required:

As part of the response to this report the Department requires GETCAP to provide documentation justifying all measures listed under **Table B**. In addition to the above measures, the Department further requires GETCAP to identify all units with skirting installation and to provide the Department the Building Weatherization Report (BWR), audit and invoice for each unit receiving skirting installation. Failure to provide documentation justifying these measures may result in disallowed costs.

The Department requires GETCAP to immediately submit in writing a request for training on allowable weatherization measures as part of the response to this report. Following the training, the Department requires GETCAP to submit in writing a roster of those staff members attending and completing the training. **Reference:** Texas Administrative Code, Title 10, Part 1, Chapter 5, Subchapter G, Rule § 5.704

Recommended Improvement #2: Insulation installation techniques – On site inspection revealed that installation of blown fiberglass insulation was not consistent throughout the wall cavities. Several inspection holes were revealed little or no insulation near the bottom of the wall cavities. This indicates the contractor's installation technique is not providing adequate coverage and minimizes the amount of material and labor being put into the homes. The agency needs to ensure the contractor is completely filling the wall cavities so that the client is receiving the full benefit and the agency is not paying for sub-standard work. Another observation is the absence of proper air sealing in the attic spaces prior to the insulation being added. Air sealing is critical

**2009 WEATHERIZATION MONITORING REPORT
GREATER EAST TEXAS COMMUNITY ACTION PROGRAM**

to reducing infiltration and reducing moisture build up in the attic area. Failure to correctly address these areas can cause structural damage to client homes years down the road in addition to not maximizing the savings potential for their utility bills.

Section XI - Denied Files

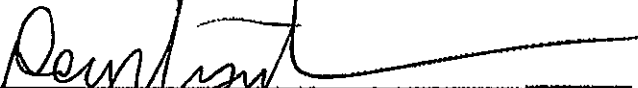
Recommended Improvement #3: A review of denied client files indicated that none of the 8 files reviewed contained documentation of the appeals procedure. The Program Officer noted that the provided denial letter indicated that the "appeal procedures" were on the back of the denial letter. The denial letters contained in the denied files were a photo copy of the original, and these photo copies were only of the front page of the denial letter. The Department is convinced that the appeal procedure was included in the denial notice mailed to the client and recommends that GETCAP include a copy of both sides of the denial notice in all denied files.

2009 WEATHERIZATION MONITORING REPORT OF
GREATER EAST TEXAS COMMUNITY ACTION PROGRAM

Texas Department of Housing and Community Affairs Program Officers, Matt Embry and Doug Misenhiemer participated in an exit conference with Karen Swenson, Executive Director, Carl Singleton, Weatherization Coordinator and Wendi Molandes, Fiscal Officer.

Signature: 
Matt Embry, TDHCA Program Officer

8/24/2010
Date

Signature: 
Doug Misenhiemer, TDHCA Senior Program Officer

8/24/10
Date

**2009 WEATHERIZATION MONITORING REPORT
GREATER EAST TEXAS COMMUNITY ACTION PROGRAM**

ATTACHMENT A

Units Inspected	Fund Source	Return	Comments
09BI184	DOE/LIHEAP	No	No Issues
P106-07	DOE/LIHEAP	No	No Issues
09HA233	DOE/LIHEAP	Yes	Bathroom exhaust not vented to daylight (IRC M1507.2) Large holes open wall cavities in rear of home from previous central air system return ducts. Needs closed and insulated. (IRC R602.3 & N1102) Hot water heater tank is on exterior of the home and no protection around it. (TAC 5.704)
09BO829	DOE/LIHEAP	Yes	Opened topped partition walls in attic. (N1102.4.1) Open floor cavities (R-19 needed?)
09RO107	DOE/LIHEAP	Yes	Non-direct vent space heater installed (Health and Safety) Needs a direct-vent heater installed. (TAC 5.607 and PMI) No exhaust above cook stove (IRC M1507.3) Bathroom exhaust not vented out (IRC M1507.2) Open wall cavity in bedroom with no insulation installed. (IRC R602.3 & N1102) Dryer not vented to exterior (IRC M1502) Many gaps in drywall throughout with many gaps in insulation coverage. (IRC N1102.4.1)
09SE568	DOE/LIHEAP	Yes	Contractor invoiced for 11 solar screens only 9 installed. One solar screen was installed on garage window. (Disallow) Contractor invoiced for 3 jamb ups and sweeps only 2 each installed Attic pull down stair access not addressed (IRC N1102.2.3)

**2009 WEATHERIZATION MONITORING REPORT OF
GREATER EAST TEXAS COMMUNITY ACTION PROGRAM**

Livingston Apts. ██████████ 1600 N. Houston Livingston	ARRA	N/A	Added approximately R-11 into attic spaces, replaced roofs on entire complex except two buildings, replaced all air handlers and central units on each building (all electric). These units were "in progress" and had not been reported to TDHCA.
09SI211	DOE/LIHEAP	Yes	Attic pull down stair access not addressed (IRC N1102.2.3)
09PI318	DOE/LIHEAP	Yes	Sidewalls insulated, very loose fill. Drilled into several cavities along bottom of cavity and no insulation present. (IRC N1102) Water heater installed in bathroom. Needs to be a direct vent or isolated. (IRC M2005.5)
09PI144	DOE/LIHEAP	No	No Issues
09CA217	DOE/LIHEAP	Yes	No wall insulation added. On EZ Audit says 4.42 insulation existing. Drilled test holes and walls are empty. (IRC N1102) Electric water heater is exposed to exterior elements. (TAC 5.704)
09RO200	DOE/LIHEAP	Yes	Removed furnace installed two window heat/cool units, client said he went back to using his cookstove, because heat/cool units did not heat and his electric bill doubled when he was using them; client further stated that his central unit fan was not working, not the entire unit, which GETCAP pulled. Return to install vented wall furnace due to cookstove usage.



TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

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August 24, 2010

Mr. Amando Garza Jr.
Executive Director
South Texas Development Council
P.O. Box 2187
Laredo, TX 78044-2187

Re: Department of Energy (DOE) Weatherization Assistance Program (WAP) Contract #
56090000473
DOE – American Recovery and Reinvestment Act WAP Contract # 16090000678
Low-Income Home Energy Assistance Program WAP Contract # 81090000506

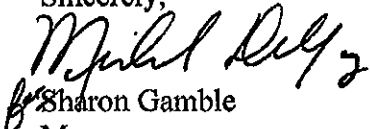
Dear Mr. Garza,

Enclosed is a report that details the monitoring review of South Texas Development Council's Weatherization Assistance Program contracts with the Texas Department of Housing and Community Affairs (The Department). This information is provided to ensure that compliance with the contracts is maintained and that services to the poor, elderly, and disabled are offered in the most expeditious and economical manner.

The monitoring report includes five (5) findings, two (2) recommended improvements and two (2) notes. Please submit a response to this report to this office within thirty (30) days of the date of this letter.

If we can be of any assistance, please feel free to contact Matt Embry, Program Officer, at (512) 936-9988. The assistance provided to the Program Officer by the agency is greatly appreciated.

Sincerely,


Sharon Gamble
Manager
Energy Assistance Section

**2009 WEATHERIZATION MONITORING REPORT
OF
SOUTH TEXAS DEVELOPMENT COUNCIL**

Directory of Monitoring Sections

Section I.	Financial Review
Section II.	Travel and Timesheets
Section III.	General Liability and Pollution Occurrence Insurance
Section IV.	Property Management
Section V.	Procurement
Section VI.	Audit
Section VII.	Personnel Policies and Practices
Section VII.	Performance Review
Section IX.	Administrative
Section X.	Multi-Family Review
Section XI.	Denied Files
Section XII.	Summary

**2009 WEATHERIZATION MONITORING REPORT
OF
SOUTH TEXAS DEVELOPMENT COUNCIL**

Dates of Review: April 5-8 and May 17-20, 2010

FOCUS OF REVIEW

CONTRACT NAME	CONTRACT NUMBER	* CONTRACT AMOUNT	CONTRACT DATES
DOE	56090000473	\$188,533.00	4/1/2009 to 3/31/2010
LIHEAP	81090000506	\$226,627.00	4/1/2009 to 3/31/2010
ARRA	16090000678	\$913,960.54	9/1/2009 to 8/31/2011

* Latest contract amendments

On-site review of the South Texas Development Council's, (STDC) implementation of the Department of Energy's (DOE) and Low Income Home Energy Assistance Program's (LIHEAP) Weatherization Assistance Program (WAP) and the DOE American Recovery and Reinvestment Act WAP (ARRA). Specific areas of review included Financial Reporting, Contract Agreements, Procurement, Personnel, and the Management of the Department of Energy and Low Income Home Energy Assistance Program contracts.

PROGRAM EVALUATION

The evaluation of the program consisted of: interviews with the STDC personnel, analysis of the fiscal system, review of programmatic records, on-site inspections, client interviews, and inventory review.

The following was noted during the review:

- Low Expenditures, DOE, LIHEAP and ARRA
- Elevated Administrative Rate, DOE
- Procurement-Compliance with State Procurement Method
- Procurement-Contract Missing Patent Clause
- Onsite Inspection – Lead Safe Work Practices
- Multi-Family- Outreach
- Denied Files-Incomplete, Appeals Procedure, Denial Procedure

**2009 WEATHERIZATION MONITORING REPORT
OF
SOUTH TEXAS DEVELOPMENT COUNCIL**

Section I. Financial Review

Finding #1:

Low Expenditure Rates DOE, LIHEAP, ARRA

At the time of the review STDC had low expenditures for DOE, LIHEAP and ARRA contracts (see table below). Reported data as of March, 2010 for DOE indicates STDC has 35 units in progress. Reported data as of March, 2010 for LIHEAP indicates that STDC has 40 units in progress. Reported data as of March, 2010 for ARRA indicated 0 units in progress, the Program Officer noted that the ARRA program had just began implementation. The Program Officer returned to STDC May 17-20, 2010 to complete review process, at this time STDC had completed DOE, LIHEAP and 37 ARRA units.

Action Required:

The Department requires STDC to provide a written plan of action to address expected outcomes for all categories. **Reference:** Texas Administrative Code, Title 10, Part 1, Chapter 5, Subchapter A, Rule § 5.141; OMB Circular A-102 (2) (b); 10 CFR 600.142; 10 CFR 600.236 (3)

EXPENDITURES AS OF FEBRUARY 2010

CONTRACT NAME	YEAR-TO-DATE EXPENDITURES	% OF ORIGINAL CONTRACT AMOUNT *	# UNITS COMPLETED	# UNITS IN PROGRESS
DOE	\$31,074.35	16.57%	0	35
LIHEAP	\$12,731.35	6.17%	0	40
ARRA	\$167,303.10	18.31%	0	0

* At the time of monitoring

Recommended Improvement #1: Elevated Expenditure Rate

A review of Monthly Expenditure Reports (MER) revealed elevated expenditure rates in the administrative category for the DOE contract of 24.48%. The Department advises STDC to assure that the administrative rate will drop to or below the maximum allowable rate of 5%.

**2009 WEATHERIZATION MONITORING REPORT
OF
SOUTH TEXAS DEVELOPMENT COUNCIL**

Section IV. Property Management

Note #1: Discussions with STDC staff regarding a vehicle that was inherited by STDC from the previous agency that serviced Jim Hogg, Starr and Zapata counties revealed that STDC is currently in possession of a vehicle that has exceeded its service life and is inoperable. STDC did not receive the title for this vehicle as part of the transfer of property from the previous agency. STDC is currently attempting to obtain the title for this vehicle so that it may be sold at auction.

Section V. Procurement

Finding #2: Compliance with State Procurement Method

A review of STDC procurement documentation revealed multiple areas in the procurement procedures that are not in compliance with the State Procurement Method, specifically; correct time allotment for response, scoring sheets not complete, documentation of public opening of bids, closing date not posted, and time period for service not included.

Action Required: The Department requires STDC to develop and implement a procurement procedure that complies with all requirements of the State Procurement Method. The Department requires STDC to provide written documentation of implementation of this procedure as part of the response to this report. **Reference:** Texas Administrative Code, Title 10, Part 1, Chapter 5, Subchapter A, Rule § 5.10

Finding #3: Contract- Reporting and Patent Rights Clause

A review of STDC contracts revealed that the contracts did not contain the required clause relating to reporting and patent rights as required.

Action Required: The Department requires STDC to amend all weatherization contracts to include the proper clause and to provide written documentation of the amended contracts as part of the response to this report. **Reference:** OMB Circular A-110, Appendix A

Section VII. Personnel Policies and Practices

Note #2: At the time of the review STDC had submitted personnel policy amendments as part of the response to a finding from the Comprehensive Energy Assistance Program regarding discrimination against employees reporting a violation to the board for approval. Board minutes indicated that these amendments were approved on June 25, 2009, Board Item 09-35. The Personnel Policies were being updated at the time of the review. The Program Officer informed Mr. Juan E Rodriguez that these revisions should occur as soon as possible.

**2009 WEATHERIZATION MONITORING REPORT
OF
SOUTH TEXAS DEVELOPMENT COUNCIL**

Section VIII. Onsite Inspections

Finding #4:

Lead Safe Work Practices

Onsite inspection revealed that STDC did not conduct Lead Safe Work Practices (LSW) for client 09 for which a door was replaced and LSW was not conducted. The unit was constructed before 1978 and Environmental Protection Agency (EPA) Final Rule on Lead required LSW to be conducted. The Program Office clarified LSW with STDC onsite.

Action Required:

The Department requires STDC to provide a written plan of action detailing how STDC will ensure compliance with the EPA Final Rule on Lead. **Reference:** EPA Final Rule on Lead

Section X. Multi-Family Review

Recommended Improvement #2: A review of client files indicated that at the time of the review STDC had not completed Weatherization measures for any Multi-Family units. The Department recommends that STDC consider conducting outreach to target Multi-Family units, specifically the Department recommends that STDC consult the DOE/HUD agreement concerning HUD approved Multi-Family units.

Section XI. Denied Files

Finding #5:

Denied File Documentation


A review of denied files revealed incomplete or inadequate documentation, specifically; incomplete applications, missing denial notices, missing income documentation and inadequate explanation for denial. Two denied files were denied for over income, the income level at the time of denial was 200% of the federal poverty level, these two clients were denied as being over income at 125% of poverty level, but were below 200% of poverty level.

Action Required:

The Department requires CO Lubbock to provide training to all WAP staff regarding documentation requirements for denied files. The Department requires CO Lubbock to provide written documentation of this training and a roster of those in attendance as part of the response to this report. Further clients GARA010 and CAVM001 should be reevaluated for WAP services and written documentation of the resulting outcome is required as a part of the response to this report. **Reference:** Texas Administrative Code, Title 10, Part 1, Chapter 5, Subchapter E, Rule § 5.505; 10 CFR § 440.24

**2009 WEATHERIZATION MONITORING REPORT
OF
SOUTH TEXAS DEVELOPMENT COUNCIL**

Texas Department of Housing and Community Affairs Program Officer, Matt Embry participated in an exit conference with Amando Garcia, Juan E. Rodriguez, Cintya Alanis, Robert Mendiola and Veronica Mercado.

Signature: 
Date: 8/24/2010

Matt Embry, Program Officer
Energy Assistance, TDHCA

**2009 WEATHERIZATION MONITORING REPORT
OF
SOUTH TEXAS DEVELOPMENT COUNCIL**

ATTACHMENT A

Units Inspected	Fund Source	Return	Comments
09SA180	ARRA	Yes	Refrigerator replacement tool not complete, time of metering not indicated.
09FL606	ARRA	Yes	Roof has leaks. Refrigerator only metered for 30 minutes
09VII40	ARRA	Yes	Refrigerator only metered for 30 minutes.
09LO303	ARRA	Yes	Refrigerator only metered for 30 minutes. Cook stove high CO, Right Rear burner 27 PPM. Note: Did not conduct LSW for door installation.
09MA282	ARRA	Yes	Refrigerator only metered for 30 minutes.
09GA610	ARRA	Yes	Refrigerator only metered for 30 minutes.
09HE94	ARRA	Yes	Refrigerator only metered for 30 minutes.
09LO62	ARRA	Yes	Water leak in front room at floor. Existing wall insulation damaged. Refrigerator only metered for 30 minutes. Cook stove high CO, Left Front 36 PPM, Left Rear 36 PPM.
09MO503	DOE/LIHEAP	Yes	Gas leak behind stove. Air infiltration at door to addition.
09GA408	DOE/LIHEAP	No	No issues.

**2009 WEATHERIZATION MONITORING REPORT
OF
SOUTH TEXAS DEVELOPMENT COUNCIL**

09MO109	DOE/LIHEAP	No	No issues.
09SE208	DOE/LIHEAP	Yes	Air infiltration under sink. Air infiltration at outlets.



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September 8, 2010

Ms. Janet Everheart
Executive Director
West Texas Opportunities
PO Box 1308
Lamesa, TX 79331

Re: LIHEAP Weatherization Assistance Program Contract #81100000925
DOE/ARRA Weatherization Assistance Program Contract #16090000683
DOE/ARRA Weatherization Assistance Program Contract #16090000767

Dear Ms. Everheart:

Enclosed is a report that details the unit inspection review of West Texas Opportunities, Inc.'s Weatherization Assistance Program contracts with the Texas Department of Housing and Community Affairs (The Department). This information is provided to ensure that compliance with the contracts is maintained and that services to the poor, elderly, and disabled are offered in the most expeditious and economical manner.

The monitoring report includes three (3) findings. Please submit a response to this report to this office within thirty (30) days of the date of this letter.

If we can be of any assistance, please feel free to contact Kevin Glienke, Program Officer, at (512) 475-3852. The assistance provided to the Program Officers by the agency is greatly appreciated.

Sincerely,

A handwritten signature in black ink, appearing to be "SG", followed by a horizontal line.

Sharon Gamble
Energy Assistance Manager
Community Affairs Division

Cc: Cheryl Jones, Weatherization Coordinator

**2009 UNIT INSPECTION REPORT
West Texas Opportunities, Inc.**

Dates of Review: August 9 - 12, 2010

FOCUS OF REVIEW

CONTRACT NAME	CONTRACT NUMBER	CONTRACT AMOUNT	CONTRACT DATES
LIHEAP	81100000925	\$910,261.00	4/1/2010 to 3/31/2011
DOE/ARRA	16090000683	\$4,999,065.00	9/1/2009 to 8/31/2011
DOE/ARRA	16090000767	\$766,683.00	9/1/2009 to 8/31/2011

On-site review of West Texas Opportunities, Inc.'s (WTO) implementation of the Department of Energy's and Low Income Home Energy Assistance Program's Weatherization Assistance Program (WAP).

PROGRAM EVALUATION

The evaluation of the program consisted of: interviews with the WTO personnel, review of client files, and on-site unit inspections.

The following was noted during the review:

- Inconsistencies in client file documentation.
- Subcontractor workmanship deficiencies on fourteen (14) client units inspected.
- Questioned costs on units inspected at Roby Apartment Complex

Client File Review

Finding #1:

Inconsistent Client File Documentation: A review of WTO's client files revealed inconsistencies in the required documentation for client files.

(A) Eight (8) of the twenty-eight (28) files reviewed had energy audits run on them after work had either begun or been completed on the home. Seven (7) out of the twenty-eight (28) files lacked signatures from either the Executive Director or Program Coordinator on the Declaration of Income Statement. One (1) of the twenty-eight (28) files was missing a Blower Door Sheet.

(B) There was documentation of Lead Safe Work Practices being followed in the files provided during the monitoring, but all required documentation was not present in files reviewed.

2009 WEATHERIZATION MONITORING REPORT
West Texas Opportunities, Inc.

- Action Required:** As part of the response to this report, WTO must:
- (A) WTO staff must ensure that all forms are completed fully and any omissions are clearly explained and recorded in each file. **Reference: ARRA Contract Section 13; DOE and LIHEAP Contracts Section 10; Texas Administrative Code; Title 10; Part 1; Chapter 5; Subchapter E; Rule §5.526; 10 CFR Part 440; §440.24**
 - (B) WTO must immediately update and implement a plan of action that will allow for WTO to be in compliance with all Lead Safety rules and procedures. **Reference: Weatherization Program Notice 09-6; EPA Final Rule**

Performance Review

Finding #2: **Inadequate Final Inspection Techniques:** Onsite home inspection of weatherized units revealed that fourteen (14) of the twenty-eight (28) units inspected would require a return to address deficiencies in subcontractor workmanship. Deficiencies included: incomplete blocking of air conditioning supply plenums and attic hatches, failure to install attic static vents, and failure to install attic hatches.

Action Required: WTO must return to the client units listed in Attachment A and address the deficiencies noted on each unit. WTO must also assure the Department in its response to this report that proactive measures will be taken to prevent future instances of poor workmanship from its subcontractors. Those measures at a minimum should include periodic visits to client units while work is in progress, to ensure that the quality of work that is being performed meets WTO's requirements, and the Department's expectations. **Reference: 10 CFR Part 440; §440.16 (g)**

Finding #3: **\$560.00 Questioned Costs** on units inspected at Roby Apartment Complex. Review of client files and subsequent unit inspection visits revealed that attic hatches were not installed in seven (7) units despite being listed on the BWR submitted to the Department. Total installation cost of one attic hatch is \$80 per unit; seven (7) units were charged for installation but without attic hatches (\$560.00 questioned costs).

Action Required: WTO must submit to the Department, as part of the response to this report, sufficient documentation that either: (1) the attic hatches that were paid for were returned to and installed in the apartments listed in Attachment A; or (2) financial documentation of WTO reimbursing the Department for those attic hatches not installed. **Reference: 10 CFR Part 440; §440.3**

2009 UNIT INSPECTION REPORT
West Texas Opportunities, Inc.

Texas Department of Housing and Community Affairs representative, Kevin Glienke, participated in an exit conference with WTO representatives Janet Everheart, Jenny Gibson, and Cheryl Jones.

Signature:	<i>Ken Glienke</i>	9-12-10
	Kevin Glienke, Program Officer	Date

8 86

**2009 WEATHERIZATION MONITORING REPORT
West Texas Opportunities, Inc.**

ATTACHMENT A

DOE WAP Units Inspected -- 0 DOE ARRA Units Inspected - 28 LIHEAP Units Inspected -- 3 TOTAL Units INSPECTED - 28			DOE WAP Units Returns -- N/A DOE ARRA Units Returns - 14 LIHEAP Units Returns -- 1 TOTAL Returns - 14
Units Inspected	Fund Source	Return	Comments
Roby Apartments			
09FI309A	ARRA	No	No Return Required
09FI310A	ARRA	Yes	Return to install attic hatch -- questioned cost of \$80.00
09FI311A	ARRA	No	No Return Required
09FI312A	ARRA	Yes	Return to install blocking at attic hatch
09FI313A	ARRA	No	No return required
09FI314A	ARRA	Yes	Return to install attic hatch -- questioned cost of \$80.00; install blocking around supply plenum
09FI315A	ARRA	No	No return required
09FI316A	ARRA	No	No return required
09FI317A	ARRA	No	No return required
09FI318A	ARRA	Yes	Return to install attic hatch -- questioned cost of \$80.00
09FI319A	ARRA	Yes	Return to install attic hatch -- questioned cost of \$80.00; install two missing static attic vents
09FI320A	ARRA	Yes	Return to install two missing attic vents
09FI321A	ARRA	No	No return required
09FI322A	ARRA	Yes	Return to install attic hatch -- questioned cost of \$80.00
09FI323A	ARRA	Yes	Return to install blocking around supply plenum; connect gas line to furnace
09FI324A	ARRA	Yes	Return to install attic hatch -- questioned cost of \$80.00
09FI325A	ARRA	No	No return required
09FI326A	ARRA	Yes	Return to install attic hatch -- questioned cost of \$80.00
09FI327A	ARRA	No	No return required
09FI305A	ARRA	Yes	Return to secure attic hatch; install blocking around supply plenum
09FI306A	ARRA	No	No return required
09FI307A	ARRA	No	No return required
09FI308A	ARRA	No	No return required
Single Family Homes			
09SC126A	ARRA	Yes	Return to install blocking to prevent wall insulation from falling out beneath floor onto

**2009 UNIT INSPECTION REPORT
West Texas Opportunities, Inc.**

			ground
09SC106A	ARRA/LIHEAP	No	No return required
09SC128A	ARRA/LIHEAP	No	No return required
09SC121A	ARRA	Yes	Return to treat raw window trim on outside windows and inside bathroom; service furnace because of high CO reading at time of monitoring; install blocking in attic around DWH exhaust pipe; correct TPRV line on DWH to meet IRC
09SC149A	ARRA/LIHEAP	Yes	Return to install missing escutcheon ring; install insulation and block around attic hatch

WTO must return and address all units as indicated and include in it's response to this report a summary of all actions and measures taken to address the units indicated above.



TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

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Juan S. Muñoz, Ph.D.

September 8, 2010

Ms. Sherri E. Fleming, Executive Manager
Travis County Health and Human Services
100 N. IH 35
Austin, TX 78701

Re: DOE/ARRA Weatherization Assistance Program Contract #16090000680
Unit Inspection Report

Dear Ms. Fleming:

Enclosed is a report that details the unit inspection review of Travis County Health and Human Services (TCHHS) American Recovery and Reinvestment Act of 2009 (ARRA) Weatherization Assistance Program (WAP) contract with the Texas Department of Housing and Community Affairs (the Department). This information is provided to ensure that compliance with the contracts is maintained and that services to the poor, elderly, and disabled are offered in the most expeditious and economical manner.

The report includes **five (5) findings and two (2) notes**. Please submit a response to this report to this office within thirty (30) days of the date of this letter.

If we can be of any assistance, please feel free to contact J.R. Mendoza, Senior Program Officer, at (512) 936-7811. The assistance provided to the Program Officer by the agency is greatly appreciated.

Sincerely,

A handwritten signature in black ink, appearing to be "SG", followed by a horizontal line.

Sharon Gamble
Program Manager
Energy Assistance Section

Cc: Samuel T. Biscoe, Travis County Judge

**AMERICAN RECOVERY AND REINVESTMENT ACT OF 2009
WEATHERIZATION ASSISTANCE PROGRAM
CORRECTIVE ACTION REQUIRED**

Dates of Review: July 22-23, 2010, July 26, 2010

FOCUS OF REVIEW

CONTRACT NAME	CONTRACT NUMBER	CONTRACT AMOUNT	CONTRACT DATES
DOE/ARRA	16090000680	\$4,622,699.00	9/1/2009 to 8/31/2011

PROGRAM EVALUATION

The evaluation of the program consisted of fifteen (15) client file reviews, fifteen (15) on-site inspections, interviews with clients and analysis of both quality of subcontractor workmanship and final inspection techniques.

The following was noted during the review:

- Inadequate assessments in all fifteen (15) client files reviewed
- Purchase authorizations without contractor invoices
- Incomplete energy audit data
- Subcontractor workmanship deficiencies on all fifteen (15) units inspected
- Missing Insulation Certification Tags

PY09 ARRA WAP UNIT INSPECTION REPORT
TRAVIS COUNTY HEALTH AND HUMAN SERVICES

Client File Review

Note: Review of the client files showed multiple intake application sheets with inconsistent information. Staff members conveyed that the initial intake sheet was only the first page of the electronic intake process to generate a "house" or "job" number for reference purposes. During the monitoring review, discrepancies included, but are not limited to, income information and date of birth. The complete client application was cross-referenced and confirmed with all applicable documentation to verify program eligibility; however an updated process for generating numbers for reference should be implemented to minimize any confusion as to which application is being used.

Finding #1: **Inadequate Assessments In Client Files**

A review of Travis County Health and Human Services (TCHHS) client files revealed a lack of required client file documentation. Of the fifteen (15) files reviewed, all were missing a signed and dated Building Assessment Form from their assessment contractor. Without the proper assessment on file, the Program Officer was unable to conclude if justifiable weatherization measures were installed to achieve the maximum benefit for the client.

**Action
Required:**

The Department is requiring TCHHS to submit as a response to this report the completed assessments for all fifteen (15) units inspected. Failure to do so could result in disallowed costs. In addition, the Department is requiring TCHHS to submit a Quality Control Procedure as part of the monitoring response that should entail, at a minimum, the necessary steps taken by TCHHS to ensure the contractual record-keeping requirements are adhered to. **Reference: ARRA Contract Section 13 (B)(10)**

Finding #2: **Missing Materials and Labor Invoices**

During the monitoring review, it was noted that all fifteen (15) client files contained purchase authorizations for materials and labor but were missing materials and labor invoices. Without proper invoicing to match transactions, the Program Officer was unable to conclude if purchase authorizations were accurate and concise with the contractor invoicing.

**Action
Required:**

The Department is requiring TCHHS to submit as a response to this report the complete invoices for all fifteen (15) units inspected. Failure to do so could result in disallowed costs. In addition, the Department is requiring TCHHS to submit a plan of action to ensure that purchase authorizations will be on file with contractor invoicing. **Reference: ARRA Contract Section 13 (B)(5), ARRA Contract Section 13 (B)(6)**

PY09 ARRA WAP UNIT INSPECTION REPORT
TRAVIS COUNTY HEALTH AND HUMAN SERVICES

Finding #3: **Incomplete Energy Audit Data**

During the monitoring review, energy audits conducted on the fifteen (15) units to be inspected contained inaccurate natural gas rates for the timeframe in which the client application was completed and the audit was conducted. EZ audit data shows the natural gas rate input as \$0.1579/ccf. The multifamily complex reviewed implements a utility assistance portion of the combined rent, therefore a calculation has been conducted in the client file to show the natural gas rate at \$0.983/ccf. Current rates from the natural gas provider show a rate of \$0.0827/ccf.

**Action
Required:**

TCHHS must provide the Department in its response a current natural gas rate being utilized by the multifamily complex reviewed. TCHHS must conduct a new audit on all fifteen (15) units inspected, reflecting the current rate for the natural gas provider. Upon completion, all fifteen (15) audits are to be submitted to the Department in the response. Any ranking measures with a Savings-To-Investment Ratio (SIR) of 1 or greater are to be installed, and in addition should be reflected with the initial returns noted in Attachment A. Any measures installed previous to the new audit being conducted that are not ranking measures in the updated audit will be subject to disallowed cost. **Reference: TAC §5.527, Energy Audit Procedures**

Performance Review

Finding #4: **Unit Returns**

On-site unit inspection of weatherized units revealed that all fifteen (15) units inspected would require a return to address deficiencies in workmanship. Returns include, but are not limited to, installation of door sweeps that were not installed, leveling of attic insulation and additional patching/sealing for infiltration reduction.

**Action
Required:**

TCHHS must return to the client units listed in Attachment A, and address the deficiencies noted on each unit. TCHHS must also assure the Department in its response to this report that proactive measures will be taken to prevent future instances of poor workmanship from its subcontractors. Those measures at a minimum should include periodic visits to client units while work is in progress, to ensure that the quality of work that is being performed meets TCHHS requirements, and the Department's expectations. The Department will also require TCHHS to submit a Quality Control Procedure to ensure compliance with WAP regulations. These procedures should entail, at a minimum, the necessary steps taken by TCHHS to ensure all weatherization measures completed on the eligible units are verified at the time of final inspection. **Reference: 10 CFR Part 440; §440.16 (g)**

PY09 ARRA WAP UNIT INSPECTION REPORT
TRAVIS COUNTY HEALTH AND HUMAN SERVICES

Finding #5: **Lack of Insulation Identification Marks**

On-site unit inspection of weatherized units revealed that specific units receiving blown insulation from TCHHS contractors failed to install a certification tag. International Energy Conservation Code (IECC) requires a certification tag listing the initial installed thickness, the settled thickness, the settled R-value, density at which the insulation was installed, coverage area and the number of bags installed for blown insulation. This certification should be signed, dated and posted by the insulation installer.

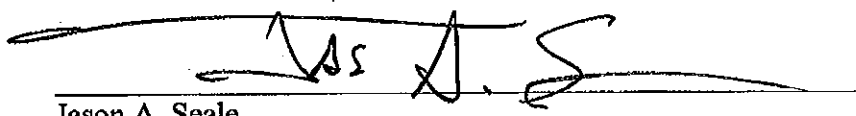
**Action
Required:**

As part of the response to this report, TCHHS must submit a plan of action to ensure the aforementioned requirements will be adhered to. Of the units inspected, TCHHS' contractor must return to install certifications with the appropriate information and submit to the Department support documentation to affirm all tags have been installed. **Reference: IECC 102.1.1**

Note:

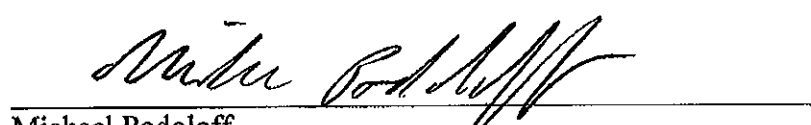
At the time of monitoring, TCHHS was in the process of paying out the multifamily project that was inspected and therefore client files that were reviewed did not contain a Building Weatherization Report (BWR). TCHHS "test-out" contractor, Apple Energy Group, conducted final inspections on the units inspected by TDHCA.

Program Officers Jason A. Seale and Michael Podoloff conducted an exit interview via conference call on July 28, 2010 with Martin Zamzow of TCHHS, George Cornwell of Apple Energy Group, Cliff Zoch of Weatherization Management Group (WMG) and staff members from Atlas Efficiency, TCHHS' assessment contractor.



Jason A. Seale
Program Officer, Energy Assistance

9/7/10
Date



Michael Podoloff
Program Officer, Energy Assistance

9/7/10
Date

PY09 ARRA WAP UNIT INSPECTION REPORT
 TRAVIS COUNTY HEALTH AND HUMAN SERVICES

ATTACHMENT A

ARRA UNITS INSPECTED – 15

ARRA UNIT RETURNS - 15

Units Inspected	Fund Source	Return	Comments
A120	ARRA	Yes	Return to install new door sweep (on purchase authorization, but not installed)
A121	ARRA	Yes	Return to replace sweep (not sealing at thresh)
A122	ARRA	Yes	Return to seal penetrations in return below furnace
A123	ARRA	Yes	Return to re-attach collar at vent penetration in furnace closet Return to install sweep (on purchase authorization, but not installed) Adjust jambup w/s to tighten seal around door Return to install a/c filter (non-existent)
A220	ARRA	Yes	Return to re-install sweep (not sealing at thresh)
A221	ARRA	Yes	Return to re-attach collar at vent penetration in furnace closet Return to clean/seal penetrations in return below furnace Return to insulate attic access to R30 Return to re-install sweep (installed on interior side) Return to re-hang door/adjust striker plate Return to install new thresh (non-existent) Return to reconnect stove vent pipe from attic to outside
A222	ARRA	Yes	Return to block/insulate attic access (blown over with insulation) Return to adjust striker plate Return to re-connect vent pipe in furnace closet
A223	ARRA	Yes	Return to patch/seal gas line penetration behind cookstove Return to seal plumbing penetrations beneath kitchen sink Return to block/insulate attic access (blown over with insulation)
H128	ARRA	Yes	Return to even out insulation (peaks and valleys) Return to install 1 jamb-up and 1 sweep (2 jamb-up w/s, 2 sweeps on purchase authorization, only 1 jamb-up/1 sweep installed)
H129	ARRA	Yes	Return to install 2 sweeps (on purchase authorization, not installed)

**PY09 ARRA WAP UNIT INSPECTION REPORT
TRAVIS COUNTY HEALTH AND HUMAN SERVICES**

H130	ARRA	Yes	Return to even out insulation (peaks and valleys) Return to add 2 sweeps (on purchase authorization, not installed)
H131	ARRA	Yes	Return to seal ceiling at plenum behind vent pipe Return to even out insulation (peaks and valleys)
J132	ARRA	Yes	Return to even out insulation (peaks and valleys)
J133	ARRA	Yes	Return to install new batt on attic access (existing too small)
J134	ARRA	Yes	Return to install 2 sweeps (on purchase authorization, not installed)

Travis County Health and Human Services must return and address all units as indicated and include in the response to this report within thirty (30) days a summary of all actions and measures taken to address the units indicated above.



TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

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Juan S. Muñoz, Ph.D.

September 8, 2010

Mr. Mark Bethune
Executive Director
Concho Valley Community Action Agency
36 West Bearegard Suite B-100
San Angelo, TX 76902

Re: LIHEAP Weatherization Assistance Program Contract #81100000902
DOE/ARRA Weatherization Assistance Program Contract #16090000783
DOE/ARRA Weatherization Assistance Program Contract #16090000657
DOE/ARRA Weatherization Assistance Program Contract #16090000760

Dear Mr. Bethune:

Enclosed is a report that details the unit inspection review of Concho Valley Community Action Agency's Weatherization Assistance Program contracts with the Texas Department of Housing and Community Affairs (The Department). This information is provided to ensure that compliance with the contracts is maintained and that services to the poor, elderly, and disabled are offered in the most expeditious and economical manner.

The monitoring report includes one (1) finding and one (1) recommended improvement. Please submit a response to this report to this office within thirty (30) days of the date of this letter.

If we can be of any assistance, please feel free to contact Kevin Glienke, Program Officer, at (512) 475-3852. The assistance provided to the Program Officers by the agency is greatly appreciated.

Sincerely,

A handwritten signature in black ink, appearing to be "SG", followed by a horizontal line.

Sharon Gamble
Energy Assistance Manager
Community Affairs Division

Cc: Janet Appleton, Program Coordinator

**2009 UNIT INSPECTION REPORT
Concho Valley Community Action Agency**

Dates of Review: August 16 - 19, 2010

FOCUS OF REVIEW

CONTRACT NAME	CONTRACT NUMBER	CONTRACT AMOUNT	CONTRACT DATES
LIHEAP	81100000902	\$653,388.00	4/1/2010 to 3/31/2011
DOE/ARRA	16090000783	\$1,000,000.00	9/1/2009 to 8/31/2011
DOE/ARRA	16090000657	\$3,620,250.00	9/1/2009 to 8/31/2011
DOE/ARRA	16090000760	\$843,434.00	9/1/2009 to 8/31/2011

On-site review of Concho Valley Community Action Agency's (Concho) implementation of the Department of Energy's and Low Income Home Energy Assistance Program's Weatherization Assistance Program (WAP).

PROGRAM EVALUATION

The evaluation of the program consisted of: interviews with the Concho personnel, review of client files, and on-site unit inspections.

The following was noted during the review:

- Inconsistencies in client file income documentation.
- Subcontractor workmanship deficiencies on sixteen (16) client units inspected.

Client File Review

Recommended Improvement #1: A review of client files revealed inconsistencies for the required income documentation. CVCAA was not collecting the income documentation for the 30 days prior to the date of the application. Income documentation was being collected, just not for the required time frame. This was an issue addressed during the previous monitoring visit dealing with this same apartment complex; as a result, more recent files were reviewed and it was noted that CVCAA has since changed their income documentation procedures to meet the guidelines desired by the Department. **Reference: Texas Administrative Code; Title 10; Part 1; Chapter 5; Subchapter A; Rule §5.20**

2009 WEATHERIZATION MONITORING REPORT
Concho Valley Community Action Agency

Performance Review

Finding #1:

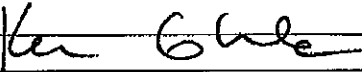
Inadequate Final Inspection Techniques: Onsite home inspection of weatherized units revealed that sixteen (16) of the thirty (30) units inspected would require a return to address deficiencies in subcontractor workmanship. Deficiencies included: inconsistent installation of wall insulation; failure to document carbon monoxide testing at time of final inspection; inability to keep blown insulation out of blocking around bath exhaust fans.

Action Required:

Concho must return to the client units listed in Attachment A and address the deficiencies noted on each unit. Concho must also assure the Department in its response to this report that proactive measures will be taken to prevent future instances of poor workmanship from its subcontractors. Those measures at a minimum should include periodic visits to client units while work is in progress, to ensure that the quality of work that is being performed meets Concho's requirements, and the Department's expectations. Concho is reminded to always perform and document carbon monoxide tests on all combustion appliances at time of final inspection as well. **Reference: 10 CFR Part 440; §440.16 (g)**

2009 UNIT INSPECTION REPORT
Concho Valley Community Action Agency

Texas Department of Housing and Community Affairs representative, Kevin Glienke, participated in an exit conference with Concho representatives Mark Bethune, Janet Appleton, William Ferreira, and Edward Herrera.

Signature:		9/8/10
	Kevin Glienke, Program Officer	Date

**2009 WEATHERIZATION MONITORING REPORT
Concho Valley Community Action Agency**

ATTACHMENT A

DOE WAP Units Inspected - 0 DOE ARRA Units Inspected - 30 LIHEAP Units Inspected - 0 TOTAL Units INSPECTED - 30			DOE WAP Units Returns - N/A DOE ARRA Units Returns - 16 LIHEAP Units Returns - N/A TOTAL Returns - 16
Units Inspected	Fund Source	Return	Comments
Nueva Vista Apartments			
10-DOE-33-301	ARRA	Yes	Return to ensure that insulation is blown to satisfactory level in all exterior walls, especially exterior living room wall.
10-DOE-34-303	ARRA	Yes	Return to address stove with high CO readings at time of monitoring.
10-DOE-35-304	ARRA	No	No Return Required
10-DOE-57-501	ARRA	Yes	Return to address stove with high CO readings at time of monitoring; seal around duct running through hall closet.
10-DOE-58-502	ARRA	Yes	Return to remove insulation from inside blocking around bathroom vent fan. Ensure no insulation is inside blocking for any other bathroom exhaust fans.
10-DOE-59-503	ARRA	No	No return required
10-DOE-60-504	ARRA	Yes	Return to address stove with high CO readings at time of monitoring
10-DOE-67-511	ARRA	No	No return required
10-DOE-68-512	ARRA	No	No return required
10-DOE-69-513	ARRA	No	No return required
10-DOE-70-514	ARRA	No	No return required
10-DOE-81-801	ARRA	No	No return required
10-DOE-82-802	ARRA	Yes	Return to remove insulation from inside blocking around bathroom vent fan. Ensure no insulation is inside blocking for any other bathroom exhaust fans.
10-DOE-83-803	ARRA	No	No return required
10-DOE-91-811	ARRA	Yes	Return to address stove with high CO readings at time of monitoring; address central unit that was leaking at time of monitoring.
10-DOE-92-812	ARRA	No	No return required
10-DOE-93-813	ARRA	Yes	Return to address stove with high CO readings at time of monitoring.
10-DOE-94-814	ARRA	No	No return required
10-DOE-95-815	ARRA	No	No return required
10-DOE-103-823	ARRA	Yes	Return to seal around duct running through hall

**2009 UNIT INSPECTION REPORT
Concho Valley Community Action Agency**

			closet.
10-DOE-104-824	ARRA	Yes	Return to address stove with high CO readings at time of monitoring; seal around duct running through hall closet.
10-DOE-001-901	ARRA	Yes	Return to address stove with high CO readings at time of monitoring; seal around duct running through hall closet; seal hole in back bedroom closet; caulk door panels inside water heater closet.
10-DOE-002-902	ARRA	Yes	Return to remove insulation from inside blocking around bathroom vent fan. Ensure no insulation is inside blocking for any other bathroom exhaust fans.
10-DOE-003-903	ARRA	Yes	Return to seal hall closet; seal hole in back bedroom closet; caulk door panels inside water heater closet.
10-DOE-113-1001	ARRA	No	No return required
10-DOE-114-1002	ARRA	Yes	Return to address stove with high CO readings at time of monitoring. Return to remove insulation from inside blocking around bathroom vent fan. Ensure no insulation is inside blocking for any other bathroom exhaust fans.
10-DOE-123-1011	ARRA	No	No return required
10-DOE-125-1013	ARRA	Yes	Return to address stove with high CO readings at time of monitoring.
10-DOE-133-1021	ARRA	No	No return required
10-DOE-135-1023	ARRA	Yes	Return to address stove with high CO readings at time of monitoring.

Concho must return and address all units as indicated and include in it's response to this report a summary of all actions and measures taken to address the units indicated above.



TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

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Juan S. Muñoz, Ph.D.

September 8, 2010

Mr. Carlos Villarreal
City Manager
City of Laredo
P.O. Box 579
Laredo, Texas 78042

Re: ARRA Weatherization Assistance Program Contract #16090000707

Dear Mr. Villarreal:

Enclosed is a report that details the monitoring review of your Weatherization Assistance Program contract with the Texas Department of Housing and Community Affairs. This information is provided to ensure that compliance with the contract(s) is maintained and that services to the poor, elderly, and disabled are offered in the most expeditious and economical manner.

The Department has identified **two (2) recommended improvements and six (6) findings** for the American Recovery and Reinvestment Act of 2009 (ARRA) Weatherization Assistance Program (WAP). Please submit a response to this report to this office within thirty (30) days of the date of this letter.

If we can be of any assistance, please contact Walter Griner, Program Officer, at (512) 463-0172. The assistance provided to the Program Officer by City of Laredo is greatly appreciated.

Sincerely,

A handwritten signature in black ink, appearing to read "SGamble", followed by a horizontal line.

Sharon Gamble
Manager
Energy Assistance Section

Cc: Ms. Ronnie Acosta, Community Development Director

PY09 ARRA WAP MONITORING REPORT
FOR
THE CITY OF LAREDO

Directory of Monitoring Sections

- Section I. Financial Review
- Section II. Travel and Timesheets
- Section III. General Liability and Pollution Occurrence Insurance
- Section IV. Property Management
- Section V. Procurement
- Section VI. Audit
- Section VII. Personnel Policies and Procedures
- Section VIII. Performance Review/Onsite Inspections
- Section IX. Administrative
- Section X. Client File/Multifamily Review
- Section XI. Denied Files

PY09 ARRA WAP MONITORING REPORT
FOR
THE CITY OF LAREDO

Dates of Review: July 12, 2010 – July 16, 2010
August 2, 2010 – August 6, 2010

Focus of Review

CONTRACT NAME	CONTRACT NUMBER	CONTRACT AMOUNT	CONTRACT DATES
ARRA	16090000707	\$3,395,441.00	9/1/2009 to 8/31/2011

On-site review of City of Laredo's implementation of the American Recovery and Reinvestment Act of 2009 (ARRA) Weatherization Assistance Program (WAP). Specific areas of review included Financial Reporting, Contract Agreements, Procurement, Personnel and the Management of the American Recovery and Reinvestment Act of 2009 contract.

Program Evaluation

The evaluation of the program consisted of: Interviews with the City of Laredo personnel, analysis of the fiscal system, review of programmatic records, on-site inspections, client file reviews and inventory review.

The following was noted during the review:

- High administrative ratio expenditures
- High unit cost
- Low production
- Missing Personnel Policies Provision
- Missing certain material standards
- Procurement issues
- On-Site Unit Inspection Returns
- A review of the client files revealed that the City of Laredo Community Development is not completing the forms as required by the contract.

PY09 ARRA WAP MONITORING REPORT
FOR
THE CITY OF LAREDO

Section I. Financial Review

EXPENDITURES AS OF JUNE 2010

CONTRACT NAME	YEAR-TO-DATE EXPENDITURES	% OF ORIGINAL CONTRACT AMOUNT	# UNITS COMPLETED	# UNITS IN PROGRESS
ARRA	\$617,745.68	52.57%	103	5

Section I. Financial Review

Recommended Improvement #1: Administrative Expenditures

Review of the current administrative expenditures revealed that City of Laredo is above the allowable maximum for the ARRA contract at 46.32%. City of Laredo is reminded that it must be at or below the 5% maximum allowable for administration by the end of the contract period.

Recommended Improvement #2: Average Cost Per Unit

Review of the average cost per unit revealed that City of Laredo is above the allowable maximum for the ARRA contract. City of Laredo is reminded that it must be at or below the \$6,500 maximum allowable for average unit cost by the end of the contract period.

Finding #1:

Production Level

Review of the production level revealed an 8% total expenditure rate versus a 50% contract period which is very low. City of Laredo must submit a plan of action that details how the agency will expend all ARRA WAP funds in order to provide services to eligible City of Laredo citizens.

**Action
Required:**

The Department is very concerned with City of Laredo's production level. City of Laredo must submit a detailed plan of action with the response to this report outlining the action steps that will be taken in order to meet the Departments production goals for ARRA WAP. Failure to provide a plan to the Department may result in contract sanctions.

PY09 ARRA WAP MONITORING REPORT
FOR
THE CITY OF LAREDO

Section V. Procurement

Finding #2:

Procurement

Review of the procurement procedures revealed that City of Laredo did not follow the advertising requirement of posting the advertisement for 3 days. The review also revealed that the agency entered into contact with two (2) contractors that had very high prices for certain items according to a price analysis. These contractors were not being used at the time of the monitoring trip.

**Action
Required:**

The City of Laredo will be procuring for contract services in order to comply with production levels that need to be met. City of Laredo must adhere to the procurement procedures provided in the T.A.C. **Reference: ARRA Contract Section 13 (D), 10 TAC §5.10**

Section VII. Personnel Policies and Practices

Finding # 3:

Missing Personnel Policies Provision

At the time of monitoring, City of Laredo was missing the provision in regards to any person reporting a violation by the Subrecipient not being discriminated against. The agency had failed to post the notice of the rights and remedies but did post it at the time of the monitoring.

**Action
Required:**

As part of the response to this report, the City of Laredo must submit an update to this section in the Personnel Policies reflecting the addition of the provision. **Reference: ARRA Contract Section 22**

Section VIII. Performance Review/Onsite Inspections

Finding #4:

Material Specifications

At the time of the monitoring visit, City of Laredo was missing the material specifications for weather stripping, furnaces, air conditioners, water heaters and refrigerators.

**Action
Required:**

City of Laredo must obtain the material specifications for these materials from the contractor. City of Laredo must submit a copy of the specifications with the response to this report. Failure to provide the required documentation will result in disallowed costs. **Reference: 10 CFR 440 Attachment A**

PY09 ARRA WAP MONITORING REPORT
FOR
THE CITY OF LAREDO

Section X. Client File Review

Finding #5:

Lack of Client File Documentation

A review of the client files revealed that the City of Laredo Community Development is not completing the forms as required by the contract.

PY0909 Did not reach the desired CFM reduction percentage reading on the blower door final test. Assessment called for replacement of the stove and window a/c's and the Building Weatherization Report did not show indication of appliances being replaced.

PY0904 Failed to meter the refrigerator even though the 1993 requirement was not relevant. The City of Laredo must meter the refrigerator to determine if the refrigerator needs to be replaced.

PY0909, PY0904, PY0908, The eligibility documentation indicated that the Declaration of Income that is being used is not the correct one. The Department will provide the agency with the correct one.

PY0908 The blower door form is missing the final CFM reading, agency signature and date.

PY0908 The Building Weatherization Report and the invoices did not parallel.

PY0904, PY0905 The blower door form is missing the agency signature and date for the initial blower door test.

PY0902 The incorrect N-factor was used on the blower door form. The agency must determine if the house is shaded or not and apply that N-factor.

PY0907 The blower door form is missing the agency signature and date on the final inspection.

Action Required:

City of Laredo Community Development must provide the Department a written procedure indicating how the agency will adhere to complying with the requirement of completing the forms as required by the contract. The written procedure must be submitted in response to this report.

Reference: 10 TAC §5.20 (c), and Contract Section 13, (B), (3)

Reference: Section 10. Record Keeping Requirements

Finding 6:

Onsite Inspections

Onsite review revealed that the City of Laredo was not conducting thorough final inspections of units weatherized. The units require a return to 5 out of the 6 units inspected for additional work to assure compliance with current program requirements.

Action Required:

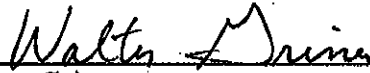
In order to insure program compliance, the City of Laredo must return and address units as indicated in Attachment A of this report. As part of the response to this report, City of Laredo must submit a written plan that outlines how final inspections will be more thorough and comprehensive.

Reference: Weatherization Field Guide

PY09 ARRA WAP MONITORING REPORT
FOR
THE CITY OF LAREDO

Program Officer Walter Griner conducted an exit interview with the following:

Ms. Ronnie Acosta, Community Development Director
Mr. Arturo Garcia, Assistant Community Development Director
Ms. Alejandrina Sanchez, Weatherization Coordinator



Walter Griner
Weatherization ARRA Program Officer

9/7/10
Date

PY09 ARRA WAP MONITORING REPORT
FOR
THE CITY OF LAREDO

ATTACHMENT A

ARRA Units Inspected - 6

ARRA Unit Returns - 5

Units Inspected	Fund Source	Return	Comments
Single Family			
PY0910	DOE ARRA	Yes	Return to trim foam insulation under the kitchen sink. Install mechanical ventilation because the house is below the Building Tightness Limit.
PY0902	DOE ARRA	No	Return to seal the A/C plenum correctly and to size the return properly for proper functioning.
PY0905	DOE ARRA	Yes	No return,
PY0907	DOE ARRA	Yes	Return to repair water line on A/C in order that the client can replace the filter. Return to address additional air infiltration (6 holes). Replace the door sweep on the front door.
PY0908	DOE ARRA	Yes	Return to repair the back door weatherstrip correctly. Need to meter the refrigerator. Seal ducting correctly throughout mobile home. Repair the floor by the kitchen for air infiltration. Repair the floor in bathroom #2 in order to seal the a/c vent.
PY0909	DOE ARRA	Yes	Return to add 2 more hip vents to the roof o the back section for better attic ventilation.

Action Required: Return and address. Upon completion, verification of returns must be submitted to the Department within thirty (30) days of this report.



TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

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Lowell A. Keig
Juan S. Muñoz, Ph.D.

September 13, 2010

Ms. Gloria A. Arriaga
Executive Director
Alamo Area Council of Governments
8700 Tesoro Dr., Suite 700
San Antonio, Texas 78217

Re: ARRA Weatherization Assistance Program Contract #16090000707

Dear Ms. Arriaga:

Enclosed is a report that details the monitoring review of your Weatherization Assistance Program contract with the Texas Department of Housing and Community Affairs. This information is provided to ensure that compliance with the contract(s) is maintained and that services to the poor, elderly, and disabled are offered in the most expeditious and economical manner.

The Department has identified **three (3) findings** for the American Recovery and Reinvestment Act of 2009 (ARRA) Weatherization Assistance Program (WAP). Please submit a response to this report to this office within thirty (30) days of the date of this letter.

If we can be of any assistance, please contact JR. Mendoza, Program Officer, at (512) 936-7811. The assistance provided to the Program Officer by Alamo Area Council of Governments (AACOG) is greatly appreciated.

Sincerely,

Sharon Gamble
Manager
Energy Assistance Section

Cc: Ms. Susan J. Lodge, Community Development Director

**WAP ARRA UNIT MONITORING REPORT
ALAMO AREA COUNCIL OF GOVERNMENTS**

**WEATHERIZATION ASSISTANCE PROGRAM (WAP)
CORRECTIVE ACTION REQUIRED AND RECOMMENDED IMPROVEMENTS**

Dates of Review: July 26-30, 2010

FOCUS OF REVIEW

CONTRACT NAME	CONTRACT NUMBER	CONTRACT AMOUNT	CONTRACT DATES
LIHEAP	81100000894	\$1,914,512.00	4/1/2010 to 3/31/2011
DOE/ARRA	16090000649	\$7,259,959.00	9/1/2009 to 8/31/2011

PROGRAM EVALUATION

The evaluation of the Alamo Area Council of Governments (AACOG) program consisted of client file reviews, on-site inspections, interviews with clients, and analysis of both quality of subcontractor workmanship and final inspection techniques.

The following was noted during the review:

- AACOG is not following required Lead Safety for Renovation, Repair, and Painting documentation procedures
- Subcontractor workmanship deficiencies on twelve (12) client units inspected.
- Questioned costs for energy audits in client files reviewed.
- Client files forms not completed as required by the contract.

Client File Review

Finding #1: **Lack of Renovation, Repair and Painting Documentation:** Review of client files revealed a lack of required RRP documentation being retained in the appropriate client files.

Action Required: The Department recognizes that AACOG is both a Lead-Certified Firm, and has multiple certified Lead Renovators on staff. As part of the response to this report, AACOG must submit to the Department a plan of action detailing how the agency will document that Lead Safe Work Practices are being followed and proper records retained. **Reference:** Texas Administrative Code; Title 10; Part 1; Chapter 5; Subchapter E; Rule §5.524; Weatherization Program Notice 09-6; EPA Final Rule

**WAP ARRA UNIT MONITORING REPORT
ALAMO AREA COUNCIL OF GOVERNMENTS**

Finding #2:

Client File Deficiencies

A review of the client files revealed that the Area Alamo Council of Governments is not completing the forms as required by the contract.

Babcock Apartments:

09BE6651B4, 09BE6657C2, 09BE6659C4, 09BE6661CC2,
09BE6662CC3, 09BE6665D2, 09BE6667D4, 09BE6673E2,
09BE6676EE1, 09BE6683F4, 09BE6689G2, 09BE6693GG2,
09BE6696H1, 09BE6699H4, 09BE5603 The final blower door reading was done after the unit certification was completed.

09BE6651B4, 09BE6657C2, 09BE6659C4, 09BE6661CC2,
09BE6662CC3, 09BE6665D2, 09BE6667D4, 09BE6673E2,
09BE6676EE1, 09BE6683F4, 09BE6689G2, 09BE6693GG2,
09BE6696H1, 09BE6699H4, 09BE5603, 09BE6678EE3, 09BE6681F2,
09BE6690G3, 09BE6709 The EASY Audit was missing the agency signature and date.

09BE6678EE3, 09BE67091 The blower door form is missing the dates.

09BE6690G3 The blower door form is missing the agency signature and dates of the initial visit to the house.

09BE7110-102, 09BE7119-111 The Declaration of Income Statement is missing the Executive Director or Program Director signature.

09BE7114-106, 09BE7117-109, 09BE7119-111, 09BE7121-201,
09BE7130-210 The Building Weatherization Report is missing the agency signature.

09BE7114-106 The blower door form is incomplete.

09BE7117-109 The Building Weatherization Report does not match the Invoices. The invoices show a charge of \$1,250.00 for an air handler for LIHEAP and is not on the BWR

10BE7159 – Audit not signed, doesn't mirror BWR

A.) Departmental review of AACOG's client files listed displayed incorrect blower door configurations and dates. Files 09BE6651B4, 09BE6657C2, 09BE6659C4; 09BE6661CC2, 09BE6662CC3, 09BE6665D2, 09BE6667D4, 09BE6673E2, 09BE6696H1, 09BE6676EE1, 09BE6683F4, 09BE6683F4, 09BE6693GG2, 09BE6699H4, 09BE5603, indicated that the Final Blower Door reading

**WAP ARRA UNIT MONITORING REPORT
ALAMO AREA COUNCIL OF GOVERNMENTS**

was done after the unit certification was complete. Files #09BE6678EE2 and 09BE67091 indicated that the Blower Door Form is missing the dates. File #09BE6690G3 indicated that the Blower Door Form is missing the agency signature and dates of initial visit to the residence. File # 09BE7114-106 indicated that the Blower Door Form is incomplete.

B.) AACOG failed to provide sufficient evidence of the Easy Audit in the client file. Each client file must obtain an Energy Audit justifying why materials were purchased, replaced, and installed in the residence or unit. The following client files listed below did not include an audit in the file at the time of review. 09BE6651B4, 09BE6657C2, 09BE6659C4, 09BE6661CC2, 09BE6662CC3, 09BE6665D2, 09BE6667D4, 09BE6673E2, 09BE6696H1, 09BE6676EE1, 09BE6683F4, 09BE6689G2, 09BE6693GG2, 09BE6699H4, 09BE5603, 09BE6709

C.) AACOG did not include the Declaration of Income Statement (DIS) for client files 09BE7110-102, 09BE7119-109-111. This form must be completed and signed by the client, caseworker, and one member of management staff to prove that no income existed from the resident or residents of the applicant.

D.) AACOG failed to administer signatures on the Building Weatherization Report (BWR) for client files 09BE7119-119-111, 09BE7114-106, 09BE711-109, 09BE7121-201, 09BE7130-210. The signature of the BWR is required to complete the form. Further reviewing the client files, it was determined by The Department that the BWR does not match the invoice for client file 09BE711-109. This particular invoice displays a charge of \$1,250.00 for an air handler charged to the LIHEAP program but is not listed on the BWR.

Action Required:

Alamo Area Council of Governments must provide the Department a written procedure indicating how the agency will adhere to complying with the requirement of filling out the forms as required by the contract. The written procedure must be submitted in response to this report. The contractor invoiced AACOG for removing and reinstalling the burglar bars in the amount of \$675.00. The burglar bars were not removed because the window installation was done through the inside of the house. AACOG must transfer the cost of removing the burglar bars (09BE6333) to unrestricted funds and submit supporting documentation **or reimburse the Department \$675.00 for the disallowed cost.**

Reference: 10 TAC §5.20 (c), and Contract Section 13, (B), (3)

Reference: Section 10. Record Keeping Requirements

A.) AACOG must administer written policy and procedure in the Standard Operating Procedure (SOP) that requires the final inspector to complete each Blower Door Form prior to closing the file. AACOG must submit

**WAP ARRA UNIT MONITORING REPORT
ALAMO AREA COUNCIL OF GOVERNMENTS**

the completed forms with their response to this report. **Reference: TAC RULE §5.530**

B.) AACOG must administer written policy and procedure into the Standard Operating Procedure (SOP) that requires the case manager to provide evidence of energy efficiency measures in the client file. Energy Audit training can be provided upon request to the Department for AACOG staff.

Reference: TAC RULE §5.527

C.) AACOG must sign the above listed forms and submit them with this response. AACOG must implement policy and procedures that require the case worker and Weatherization Manager or Director to sign and date the DIS form. A copy of the signed forms must be submitted with their response. Reference: TAC RULE §5.19

D.) AACOG must sign each client BWR form that is listed above and submit this with their response to this report. Policy and procedures must be added to ensure compliance with The Departments contractual agreement that ensures that the BWR is completed prior to closing the file. Reference: Contract Section 13 B. (4) (10) (17)

Performance Review

Final Inspections

Finding 3:

Onsite review revealed that the Alamo Area Council of Governments was not conducting thorough final inspections of units weatherized. The units require a return to out 12 of the 100 units inspected for additional work to assure compliance with current program requirements.

Action Required:

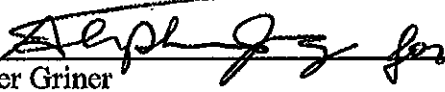
In order to insure program compliance, Alamo Area Council of Governments must return and address the units as indicated in Attachment A of this report. As part of the response to this report, AACOG must submit a written plan that outlines how final inspections will be more thorough and comprehensive.

Reference: Weatherization Field Guide

Reference: 10 CFR Part 440; §440.16 (g)

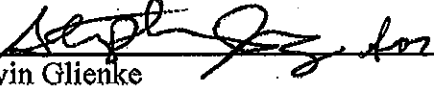
**WAP ARRA UNIT MONITORING REPORT
ALAMO AREA COUNCIL OF GOVERNMENTS**

Texas Department of Housing and Community Affairs representatives, Walter Griner, Kevin Glienke and Brian Fayhee, participated in an exit conference with Alamo Area Council of Governments representatives: Susan J Lodge and Gloria A Arriaga.



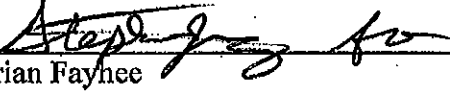
Walter Griner
Weatherization ARRA Program Officer

9/13/10
Date



Kevin Glienke
Weatherization ARRA Program Officer

9/13/10
Date



Brian Fayhee
Weatherization ARRA Program Officer

9/13/10
Date

**WAP ARRA UNIT MONITORING REPORT
ALAMO AREA COUNCIL OF GOVERNMENTS**

ATTACHMENT A

ARRA Units Inspected - 60 LIHEAP Units Inspected - 30		ARRA Unit Returns - 36 LIHEAP Unit Returns - 3	
Units Inspected	Fund Source	Return	Comments
Single Family Homes			
09BE7103	ARRA/LIHEAP	No	No Return Required Final Blower Door: 1269 Inspection Blower Door: 1950
10BE7159	ARRA/LIHEAP	Yes	Return to seal wall plugs in back bedroom; caulk around/seal vented wall furnace; adjust attic hatch so it is possible to get into attic. Final Blower Door: 2312 Inspection Blower Door: 1785
09BE6976	ARRA/LIHEAP	No	No Return Required Final Blower Door: 2250 Inspection Blower Door: 2390
Castroville Village Apts			
10ME7380	ARRA/LIHEAP	No	No Return Required Final Blower Door: 1285 Inspection Blower Door: 814
10ME7383	ARRA/LIHEAP	No	No Return Required Final Blower Door: 1210 Inspection Blower Door: 1252
10ME7386	ARRA/LIHEAP	No	No Return Required Final Blower Door: 1280 Inspection Blower Door: 1006
10ME7389	ARRA/LIHEAP	No	No Return Required Final Blower Door: 1340 Inspection Blower Door: 1001
10ME7392	ARRA/LIHEAP	No	No Return Required Final Blower Door: 1210 Inspection Blower Door: 1138
10ME7396	ARRA/LIHEAP	No	No Return Required Final Blower Door: 860 Inspection Blower Door: 778
10ME7398	ARRA/LIHEAP	Yes	Return to install missing air handler and new thermostat. Final Blower Door: 1305 Inspection Blower Door: 1690
10ME7401	ARRA/LIHEAP	No	No Return Required Final Blower Door: 910 Inspection Blower Door: 860
10ME7404	ARRA/LIHEAP	No	No Return Required Final Blower Door: 1310 Inspection Blower Door: 690
10ME7407	ARRA/LIHEAP	No	No Return Required

**WAP ARRA UNIT MONITORING REPORT
ALAMO AREA COUNCIL OF GOVERNMENTS**

			Final Blower Door: 1125 Inspection Blower Door: 1009
10ME7411	ARRA/LIHEAP	Yes	Return to adjust HVAC drain line to make it possible for filter to be changed as recommended. Final Blower Door: 1350 Inspection Blower Door: 902
Babcock North			
09BE6683	ARRA/LIHEAP	No	No Return Required Final Blower Door: 608 Inspection Blower Door: 486
09BE6735	ARRA	No	No Return Required Final Blower Door: 626 Inspection Blower Door: 764
09BE6689	ARRA	No	No Return Required Final Blower Door: 688 Inspection Blower Door: 546
09BE6727	ARRA/LIHEAP	No	No Return Required Final Blower Door: 778 Inspection Blower Door: 884
La Providencia Apts			
10BE7256	ARRA	No	No Return Required Final Blower Door: 1010 Inspection Blower Door: 790
10BE7257	ARRA/LIHEAP	No	No Return Required Final Blower Door: 990 Inspection Blower Door: 656
10BE7263	ARRA	No	No Return Required Final Blower Door: 792 Inspection Blower Door: 780
10BE7258	ARRA/LIHEAP	No	No Return Required Final Blower Door: 1002 Inspection Blower Door: 986
10BE7265	ARRA	No	No Return Required Final Blower Door: N/A Inspection Blower Door: 911
10BE7266	ARRA/LIHEAP	No	No Return Required Final Blower Door: 1086 Inspection Blower Door: 790
10BE7268	ARRA/LIHEAP	No	No Return Required Final Blower Door: 1483 Inspection Blower Door: 1006
10BE7270	ARRA	No	No Return Required Final Blower Door: 866 Inspection Blower Door: 569
10BE7272	ARRA	No	No Return Required Final Blower Door: 950 Inspection Blower Door: 581
10BE7274	ARRA/LIHEAP	No	No Return Required Final Blower Door: 1070 Inspection Blower Door: 849
10BE7276	ARRA/LIHEAP	No	No Return Required

**WAP ARRA UNIT MONITORING REPORT
ALAMO AREA COUNCIL OF GOVERNMENTS**

			Final Blower Door: 1161 Inspection Blower Door: 901
10BE7278	ARRA	No	No Return Required Final Blower Door: 729 Inspection Blower Door: 650
10BE7279	ARRA	No	No Return Required Final Blower Door: 690 Inspection Blower Door: 614
10BE7281	ARRA/LIHEAP	No	No Return Required Final Blower Door: 808 Inspection Blower Door: 552
10BE7283	ARRA	No	No Return Required Final Blower Door: 1021 Inspection Blower Door: 804
10BE7284	ARRA/LIHEAP	No	No Return Required Final Blower Door: 1009 Inspection Blower Door: 799
10BE7285	ARRA/LIHEAP	No	No Return Required Final Blower Door: 1093 Inspection Blower Door: 946
10BE7287	ARRA	No	No Return Required Final Blower Door: 937 Inspection Blower Door: 760
10BE7290	ARRA/LIHEAP	No	No Return Required Final Blower Door: 1150 Inspection Blower Door: 979
10BE7293	ARRA/LIHEAP	No	No Return Required Final Blower Door: 900 Inspection Blower Door: 858
10BE7303	ARRA/LIHEAP	No	No Return Required Final Blower Door: 687 Inspection Blower Door: 584
10BE7312	ARRA	No	No Return Required Final Blower Door: 893 Inspection Blower Door: 525
10BE7306	ARRA	No	No Return Required Final Blower Door: 895 Inspection Blower Door: 777
10BE7313	ARRA	No	No Return Required Final Blower Door: 915 Inspection Blower Door: 790
10BE7315	ARRA	No	No Return Required Final Blower Door: 999 Inspection Blower Door: 860
10BE7317	ARRA	No	No Return Required Final Blower Door: 1040 Inspection Blower Door: 925
10BE7319	ARRA	No	No Return Required Final Blower Door: 1078 Inspection Blower Door: 724
10BE7321	ARRA	No	No Return Required

**WAP ARRA UNIT MONITORING REPORT
ALAMO AREA COUNCIL OF GOVERNMENTS**

			Final Blower Door: N/A Inspection Blower Door: 776
10BE7334	ARRA	No	No Return Required Final Blower Door: 1030 Inspection Blower Door: 827
10BE7338	ARRA	No	No Return Required Final Blower Door: 1093 Inspection Blower Door: 1137
10BE7339	ARRA	No	No Return Required Final Blower Door: 1120 Inspection Blower Door: 1127
10BE7340	ARRA	Yes	Return to service new AC unit which is not cooling Final Blower Door: 1009 Inspection Blower Door: 1189
10BE7341	ARRA/LIHEAP	No	No Return Required Final Blower Door: 1220 Inspection Blower Door: 1217
10BE7342	ARRA	No	No Return Required Final Blower Door: 1086 Inspection Blower Door: 885
10BE7343	ARRA	No	No Return Required Final Blower Door: 1534 Inspection Blower Door: 938
10BE7344	ARRA/LIHEAP	No	No Return Required Final Blower Door: 1394 Inspection Blower Door: 1157
09BE6819	DOE ARRA/LIHEAP	No	No return.
09BE6333	DOE ARRA/LIHEAP	Yes	Return to make another attic hatch by kitchen to insulate the portion that was missed.
10BE7140	DOE ARRA/LIHEAP	No	No return.
Babcock North Apartments			
█	DOE ARRA	No	No return.
█	DOE ARRA	No	No return.
█	DOE ARRA	No	No return.
█	DOE ARRA	No	No return.
09BE6700HH1	DOE ARRA	No	No return.
09BE6723M1	DOE ARRA	No	No return.
09BE6600H4	DOE ARRA	No	No return.

**WAP ARRA UNIT MONITORING REPORT
ALAMO AREA COUNCIL OF GOVERNMENTS**

09BE6667D4	DOE ARRA	No	No return.
09BE6714K4	DOE ARRA	No	No return.
09BE6696H1	DOE ARRA	No	No return.
09BE6681F2	DOE ARRA	No	No return.
09BE6659C4	DOE ARRA	No	No return.
09BE6651B4	DOE ARRA	No	No return.
09BE6664D1	DOE ARRA	No	No return.
09BE6709JJ2	DOE ARRA	No	No return.
09BE6661CC2	DOE ARRA	No	No return.
09BE6676EE1	DOE ARRA	No	No return.
09BE6678EE3	DOE ARRA	No	No return.
09BE6693GG2	DOE ARRA	No	No return.
09BE6701HH2	DOE ARRA	No	No return.
09BE6703HH4	DOE ARRA	No	No return.
09BE6730N4	DOE ARRA/LIHEAP	No	No return.
09BE6690G3	DOE ARRA/LIHEAP	No	No return.
09BE6665D2	DOE ARRA/LIHEAP	No	No return.
09BE6673E2	DOE ARRA	No	No return.
09BE6657C2	DOE ARRA/LIHEAP	Yes	Return to install mechanical ventilation to bring the blower door reading above the building tightness limit.
09BE 6254 Single family	ARRA/LIHEAP	YES	1) Return to unit to add a vent cover to the bathroom vent. There is currently no cover and exposed into the attic. 2) The Blower Door Test conducted on 1/13/10 was 1077 @ 50 PA. On 7/27/10 the blower door was 1121 @ 50 PA 3) Return to address air leakage at the top right corner of the back door.
09BE6798 Single family	ARRA/LIHEAP	YES	1) Return to tape and float measure to the living room wall. Customer had a complaint regarding cracks in the ceiling.

**WAP ARRA UNIT MONITORING REPORT
ALAMO AREA COUNCIL OF GOVERNMENTS**

			Cracks where previous tape and float Measures were installed. 2) Add three inches of insulation above the kitchen 3) 4 CFL's can be installed
09BE6270 Single family	ARRA/LIHEAP	NO	No return to unit
Multi-family			
09BE7117	ARRA/LIHEAP	NO	No return to unit
09BE7114	ARRA/LIHEAP	NO	1) Return to add insulation in the attic over the master bedroom and the living room area. 4 inches short in the living room space and 3 inches short in over the bedroom. 2) Attach BATT to the attic hatch. 3) Weather strip the attic hatch.
09BE7132	ARRA	NO	Return to unit to install measures: 1) Caulk top portion of spare bedroom window 2) Caulk top portion of master bedroom window 3) Install insulation above the living room. 4) Install Batt insulation on the attic hatch
09BE7138	ARRA/LIHEAP	Yes	Return to unit to install 6 CFL lights and patch a hole in the bathroom ceiling.
09BE7121	ARRA/LIHEAP	NO	No return to unit
09BE7130	ARRA/LIHEAP	NO	No return to unit
09BE7135	ARRA	NO	No return to unit
09BE7119	ARRA/LIHEAP	NO	No return to unit
09BE7110	ARRA/LIHEAP	NO	No return to unit
09BE7112	ARRA/LIHEAP	NO	No return to unit



TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

www.tdhca.state.tx.us

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GOVERNOR

Michael Gerber
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Tom H. Gann
Lowell A. Keig
Juan S. Muñoz, Ph.D.

September 10, 2010

Vicki Smith
Executive Director
Community Action Committee of Victoria, Texas
P.O. Box 3607
Victoria, Texas 77903

Re: Monitoring Inspection Report for Weatherization Contract
DOE ARRA WAP Contract #16090000655

Dear Ms. Smith:

Enclosed is a report that details the on-site inspection review of DOE ARRA completed of Community Action Committee of Victoria, Texas. The inspection review was performed on 23 multi-family units in West Columbia, Texas on July 14, 2010. This information is provided to ensure that compliance with the contract is maintained and that services to the poor, elderly, and disabled are offered in the most expeditious and economical manner.

The on-site inspection report includes three (3) recommended improvements. Please submit a response to this report to this office within thirty (30) days of the date of this letter.

If we can be of any assistance, please feel free to contact Enrique H. Trejo, Program Officer, at (512) 475-2299. The assistance provided to the Program Officer by the agency is greatly appreciated.

Sincerely,

A handwritten signature in black ink, appearing to read "SDG", followed by a horizontal line.

Sharon D. Gamble
Manager
Energy Assistance Section

cc: Dr. Glenn Robertson, Board Chairperson

**2009 WEATHERIZATION INSPECTION REVIEW
OF
COMMUNITY ACTION COMMITTEE OF VICTORIA, TEXAS**

Dates of Review: July 13 – 14, 2010

Focus of Review

CONTRACT NAME	CONTRACT NUMBER	CONTRACT AMOUNT	CONTRACT DATES
DOE ARRA WAP	16090000655	\$4,766,792.00	9/1/09 to 8/31/11

TDHCA staff conducted an on-site inspection review of the Community Action Committee of Victoria, Texas's (CACVT) implementation of the Department of Energy (DOE) American Recovery and Reinvestment Act (ARRA) Weatherization Assistance Program (WAP). Specific areas of the monitoring included a review of client files and on-site inspections.

Program Evaluation

The following was noted during the review:

- Focus on light energy consumption as a baseload measure
- Focus on improving duct system performance
- Develop a policy/procedure for compliance with EPA Lead; Renovation, Repair and Painting Program Final Rule

**2009 WEATHERIZATION INSPECTION REVIEW
OF
COMMUNITY ACTION COMMITTEE OF VICTORIA, TEXAS**

ON-SITE INSPECTION ASSESSMENT

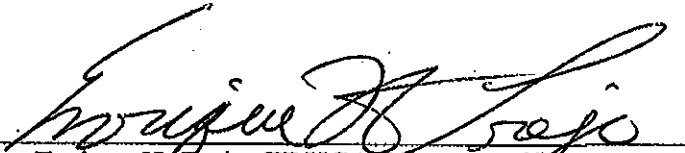
Recommended Improvement #1: A whole house assessment includes an evaluation of baseload energy usage for lighting. According to the Department of Energy, lighting consumes approximately 15% of home energy usage. Compact fluorescent light (CFL) bulbs use approximately 70% less energy than standard incandescent light bulbs resulting in a reduction in energy usage. The Department strongly encourages subrecipients to replace incandescent light bulbs with compact fluorescent light bulbs. CACVT is encouraged to develop criteria to determine which light bulbs to replace while using the Priority List. The NEAT and MHEA includes a light bulb replacement tool. The Department also reminds CACVT to include information on the proper disposal of CFLs as part of client education.

Recommended Improvement #2: A whole assessment includes an evaluation of the duct system. Energy loss due to improperly sealed ducts is a common problem in most homes. CACVT is highly encouraged to test duct systems either by use of a pressure pan or duct blower. Furthermore, CACVT is highly encouraged to ensure that duct systems are properly sealed to prevent energy loss.

Recommended Improvement #3: The Program Officer strongly recommends that CACVT develop a policy/procedure to verify compliance with the Environmental Protection Agency (EPA) Lead Renovation, Repair, and Painting Program (LRRPP) Final Rule practices. The policy should include how, when and how often subcontractors will be inspected. The EPA rules went into effect on April 22, 2010 specifying that contractors performing weatherization work must be certified and follow specific work practices to prevent lead contamination. Failure to follow EPA lead safe guidelines may result in fines up to \$37,500.00 for each violation. The Program Officer was able to review training certification of CACVT staff and M&M Weatherization during the on-site inspection monitoring. The units reviewed during the inspection did not require lead safe practices.

2009 WEATHERIZATION INSPECTION REVIEW
OF
COMMUNITY ACTION COMMITTEE OF VICTORIA, TEXAS

Texas Department of Housing and Community Affairs representative, Enrique H. Trejo, Program Officer participated in a Debriefing Session with Vicki Smith, Executive Director and Pat Kremin, Weatherization Coordinator.

Signature: 
Enrique H. Trejo, TDHCA Program Officer

09/09/2010
Date

**2009 WEATHERIZATION INSPECTION REVIEW
OF
COMMUNITY ACTION COMMITTEE OF VICTORIA, TEXAS**

ATTACHMENT A

Units Inspected: ARRA

23

Unit Returns: ARRA 0

Units Inspected	Fund Source	Return	Comments
8250	ARRA	No	No issue.
8251	ARRA	No	No issue.
8252	ARRA	No	No issue
8253	ARRA	No	No issue.
8254	ARRA	No	No issue.
8255	ARRA	No	No issue
8256	ARRA	No	No issue.
8257	ARRA	No	No issue.
8262	ARRA	No	No issue
8263	ARRA	No	No issue.
8264	ARRA	No	No issue.
8265	ARRA	No	No issue
8276	ARRA	No	No issue.
8277	ARRA	No	No issue.
8278	ARRA	No	No issue
8279	ARRA	No	No issue.
8280	ARRA	No	No issue.

**2009 WEATHERIZATION INSPECTION REVIEW
OF
COMMUNITY ACTION COMMITTEE OF VICTORIA, TEXAS**

Units Inspected	Fund Source	Return	Comments
8281	ARRA	No	No issue
8282	ARRA	No	No issue.
8283	ARRA	No	No issue.
8284	ARRA	No	No issue
8285	ARRA	No	No issue
8286	ARRA	No	No issue.