

# WEATHERIZATION ASSISTANCE PROGRAM



## 2016 PROGRAM REPORT

Weatherization Assistance Program Director: Jeff Rowlett

### OUR YEAR

- 51 homes were weatherized
- 141 individuals served
- 1 out of 4 agencies to participate in statewide Weatherization Roundtable
- Over 84% of households served were homeowners
- 10 homes rehabilitated under Healthy Homes Programs

### JOYCE'S STORY: HOME IS WHERE THE HEART IS

Joyce has lived in her home most of her sixty years, and she enjoys living independently in the house she loves. She even says she is going to stay there until a tornado takes the house away or until her last day. Unfortunately, her home had fallen into dire disrepair. Her ceiling was falling in, and her roof had a 2 foot by 2 foot hole leaking into her home. Joyce applied for our Energy Assistance Program and after hearing about her home's issues, our staff referred her on to our Weatherization Assistance Program. Utilizing the Healthy Homes Program, we were able to make the necessary repairs to her home. Then, we were able to go in and weatherize her house. Her home is now safe, comfortable, protected from the elements, and more energy efficient. Joyce now enjoys the comforts of her home and reduced energy bills every month. She was so pleased with the work that OVO performed on her house that she referred three of her neighbors to the program, who have now had their homes weatherized as well. Our Weatherization Program staff were so pleased to help Joyce to stay in the home she loves and to make it a safer and more affordable place for her to live.

### WHAT OUR CLIENTS ARE SAYING ABOUT US

Our Weatherization Program received a *perfect score* for client satisfaction in 2016. Additionally, *100%* of clients expected to experience energy savings from the work performed on their home during the weatherization process. Our program also received excellent client feedback through client testimonials and thank you letters throughout the year.

*"So much was done for us through OVO that I don't know where to begin: new flooring in the first bathroom, new ceiling in the second bathroom, exchanged vent on dryer, new floor where hot water heater sits, insulation under house, worked on furnace, new thermostat. So much was done, and you will never know how much we appreciate what you did. "*

*-Rich and Isabel, Weatherization Clients*

*"I want to thank you and praise your help. A new furnace, hot water heater, insulation, and many more improvements are very much appreciated. My heat bills are at least cut between half and two-thirds. Again, thank you."*

*-Clyde, Weatherization Client*

*"So very thankful. Awesome people and did a super job."*

*-Mary, Weatherization Client*

### WHAT OUR STAFF ARE SAYING ABOUT US

During the 2016 Employee Satisfaction Survey, *100%* of employees in the Weatherization Assistance Department reported satisfaction working in their department and for Ohio Valley Opportunities. Staff stated that what they liked best about working in the Weatherization Program was being *"well trained in their field"* and *"being part of a team."* All department staff reported satisfaction with their direct supervisor, morale in their department, and their level of training necessary for the job.

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## Exceeding Standards

Our Weatherization Program's commitment to excellence was apparent in 2016. Our program accepted an additional \$96,000 to complete more homes, and we were able to utilize all allocated funds prior to program deadlines. Again this year, we achieved all benchmarks for the LI-HEAP and Vectren Share the Warmth programs. An accomplishment of particular note was our perfect score on this year's program and fiscal monitoring. Achieving such a stellar score on this monitoring attests to the attention to detail and dedication to this field that our staff demonstrate each day.

## Participating in a Statewide Roundtable

Our Weatherization Director, Jeff Rowlett, was invited to participate in a statewide Weatherization Roundtable. As one of only four agencies invited throughout the state, OVO is honored to be involved with this advisory group. The purpose of the roundtable is to provide input on policies and procedures for weatherization programs across the state. The group also makes recommendations to state and federal administrators and shares ideas for best practices for other weatherization providers. OVO is so pleased for this opportunity to share our expertise.



# CELEBRATING SUCCESS

## Upgrading Equipment and Technology

This year, we were excited to make upgrades in equipment and technology in our department. We purchased a van for our new auditor position. Tablets and digital cameras allow our staff in the field to take notes and photos of job sites and to access important digital materials. We also serviced our infrared camera, which ensures this important instrument is working properly and will continue to assist our staff while inspecting homes for years to come. These improvements and upgrades support our staff in providing the highest level of service to our clients and keep us ahead of the curve with emerging technologies.

## Obtaining and Maintaining Certifications

OVO is proud of the success of our staff in securing important credentials. Both of our field inspectors, BJ Sykes and Roger Stockdale, attained their Lead Risk Assessor certifications, which ensures they are able to identify and take steps to mitigate dangerous lead hazards. Roger Stockdale also earned his Retrofit Installer Mechanical credential, which certifies his knowledge of the operation and repair of HVAC systems. Obtaining new certifications as well as maintaining current ones allows us to ensure the highest quality in inspection services of our clients' homes as well as help us to continue to be a leader in the state in energy savings.



## WHAT'S NEXT IN 2017

### Proficiency in NEAT and MHEA Software

Under new regulations, weatherization programs across the state are required to utilize the National Energy Audit Tool (NEAT) and Manufactured Home Energy Audit (MHEA) software systems. These tools assist staff in determining eligible work and materials for a home during the weatherization process. OVO is committed to excellence and will be working over the next year to provide valuable training and support to staff in the implementation of these software programs.

### Decrease Deferrals

Deferrals continue to be one of the biggest barriers to our clients accessing weatherization services. Homes are deferred and unable to be weatherized when they have issues that are beyond the scope of our services, such as structural issues or extreme health and safety concerns. Once these issues have been mitigated, we are able to resume the weatherization process and assist these clients. In 2017, we will be focusing on decreasing our deferral list. By leveraging available resources, such as the Healthy Homes Program, and taking on additional funding when available, we plan to decrease the number of homes placed on deferral and help more families access the much needed services we provide.

### Cross Training Staff

In 2016, we created and filled a new position in the Weatherization Department. This new staff member splits her time between data entry and processing in the office and inspections and auditing in the field. During the next year, we will be focusing on providing the training necessary to support this new staff member in her job and orienting all weatherization staff to both the administrative and field aspects of the program. By cross training staff, we will be ensuring that our department is able to work collaboratively and that all employees are fully knowledgeable and confident in their field.



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