

U.S. Department of Energy Weatherization Assistance Program (WAP) Satisfaction Survey 2016

Introduction

The U.S. Department of Energy's Weatherization Assistance Program (DOE WAP) seeks feedback from WAP agencies serving low-income households. Your participation, while voluntary, is critical for DOE WAP to understand how well DOE WAP and the states are delivering services to agencies, like yours, and to identify areas for improvement and opportunities for training and technical assistance.

This survey is being administered by CFI Group, an *independent third-party research group*. Your answers will remain anonymous. CFI Group will only provide aggregated reports solely for research and evaluation purposes.

This survey will take approximately 10-15 minutes and will be open through xxxx. It is authorized by the U.S. Office of Management and Budget Control No 1090-0007 which expires 5/31/18.

Development of the WAP Plan

Please think about the development of the most recent WAP State Plan as it relates to the following areas. Using a scale from 1 to 10, where 1 is *poor* and 10 is *excellent*, please rate the following:

1. Extent of your involvement in the process of developing the Plan
2. Quality of the opportunities provided to you to participate in developing the Plan
3. Degree to which the Plan reflects your input

Open-Ended Questions

4. How could the process of the developing the Plan be improved?
5. What training and technical assistance for developing the Plan would you recommend DOE WAP provide to the State?

Distribution of Funds

Please think about when funds were made available to you by the State as it relates to the following areas. Using a scale from 1 to 10, where 1 is *poor* and 10 is *excellent*, please rate the following:

6. Degree to which the timing of the distribution of funds by the State ensured there was no interruption of services delivered to clients
7. Quality of the State's process for executing grant awards
8. Timely payment from the State once the award has been made

Open-Ended Questions

9. What recommendations do you have for your State that would allow you to efficiently bill and/or pay contractors for work on in-progress units completed and inspected prior to the unit being final?
10. What technical assistance would you recommend DOE WAP provide to the State regarding its grant award process?

Technical Assistance Provided

Please think about the Technical Assistance provided by the WAP staff in your State. Using a scale from 1 to 10, where 1 is *poor* and 10 is *excellent*, please rate the following:

11. Ability of WAP staff in the State to answer your questions about grant policies, procedures and regulations, performance and best practices
12. Timeliness of receiving requested information
13. Ability of staff in the State to direct you to useful resources/information that address your concerns
14. Responsiveness of staff to your requests for technical assistance
15. Clarity and consistency of assistance/guidance provided
16. Effectiveness of the technical assistance provided by WAP staff in the State.

Open-Ended Question

17. What additional technical assistance needs would you like the State WAP Agency to address?

Training Provided by Third Parties

Please think about the training provided by third-party sources, i.e., the Accredited Training Centers or other independent trainers. Using a scale from 1 to 10, where 1 is *poor* and 10 is *excellent*, please rate the following:

18. Accessibility of training
19. Scheduling of training
20. Cost of training
21. Quality of training

Open-Ended Questions

22. What recommendations do you have for improving the accessibility and quality of technical training provided by third-party sources?
23. What, if any, additional training and technical assistance needs do you want the WAP Agency in the State to address?

Monitoring and Corrective Action

Please think about the monitoring activities conducted by the WAP Agency as it relates to the following areas. Using a scale from 1 to 10, where 1 is *poor* and 10 is *excellent*, please rate the following:

24. Consistency of monitoring across the State WAP Network
25. Adherence to the established monitoring plan for the on-site visit
26. Usefulness of monitoring visits
27. Clarity of feedback provided in the monitoring report
28. Timeliness of feedback provided in the monitoring report
29. Clarity of the Corrective Action/Quality Improvement Plan Process

Open-Ended Questions

30. What, if any, suggestions do you have for how to improve the monitoring process?
31. What technical assistance would you recommend DOE WAP provide to the States regarding the grant monitoring process?

Partnerships

Please think about the WAP Agency's activities creating partnerships in the State to facilitate the efforts of local agencies; and, its communication efforts as it relates to the following areas. Using a scale from 1 to 10, where 1 is *poor* and 10 is *excellent*, please rate the following.

32. Awareness of the WAP Agency's efforts in the State to create partnerships with other government/non-government entities to serve eligible households
33. Sufficiency of the WAP Agency's partnerships with other government/non-government entities
34. Effectiveness of the partnerships created to better serve clients

Open-Ended Questions

35. What would you like to see the WAP Agency in the State do to increase partnerships with other government/non-government entities to serve eligible households?
36. What technical assistance would you recommend DOE WAP provide to the States regarding its efforts to build linkages with government/non-government entities to serve eligible households?

Communication

Please think about the Agency's communication activities in the State to facilitate the efforts of local agencies; and, its communication efforts as it relates to the following areas. Using a scale from 1 to 10, where 1 is *poor* and 10 is *excellent*, please rate the following.

37. Sufficiency of communication about DOE WAP policies, regulations and other information
38. Usefulness of the feedback received from the State about work plans, performance and monitoring activities
39. Frequency of communication
40. Clarity of communications
41. Responsiveness of the staff in the State to your requests for information
42. Consistency of the responses received

Open-Ended Questions

43. What kinds of information, if any, would you like to receive from the WAP Agency in the State that you are not now getting?
44. What technical assistance would you recommend DOE WAP provide to the State regarding its communication efforts?

Overall Satisfaction

45. Overall, how satisfied are you with the services provided by the WAP Agency in the State? Please use a scale from 1 to 10, where 1 is *very dissatisfied* and 10 is *very satisfied*?
46. How well do the services from the WAP Agency meet your expectations? Please use a scale from 1 to 10, where 1 means *falls short of expectations* and 10 means *exceeds expectations*.
47. How do the services from the WAP Agency compare to an ideal grant awarding agency? Please use a scale from 1 to 10, where 1 means *not very close to the ideal* and 10 means *very close to the ideal*.

Outcome Behaviors

48. How confident are you that the WAP Agency in the State is committed to supporting local agencies in their mission to assist low-income households with their energy needs? Please use a scale from 1 to 10, where 1 means *not very confident* and 10 means *very confident*.
49. How much do you trust the WAP Agency in the State to work with you to meet your organization's needs? Please use a scale from 1 to 10, where 1 means *not very trusting* and 10 means *very trusting*.

Open-Ended Question

50. What more could DOE WAP do to help the States and local agencies meet the needs of low-income people in the State?

Thank you very much for providing your input.