

# **U.S. Department of Energy**

## **Weatherization Assistance Program (WAP)**

### **Satisfaction Survey 2017**

---

#### **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 State WAP Agencies 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 January 24, 2017. 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 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:

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

#### Open-Ended Questions

9. What recommendations do you have for your State WAP Agency 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 State WAP Agency staff. Using a scale from 1 to 10, where 1 is *poor* and 10 is *excellent*, please rate the following:

11. Ability of State WAP Agency staff to answer your questions about grant policies, procedures and regulations, performance and best practices
12. Timeliness of receiving requested information
13. Ability of State WAP Agency staff 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 State WAP Agency staff.

#### 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 State WAP Agency to address?

---

### **Monitoring and Corrective Action**

---

Please think about the monitoring activities conducted by the State 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 State regarding the grant monitoring process?

---

## **Partnerships**

---

Please think about the State 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 State WAP Agency's efforts in the State to create partnerships with other government/non-government entities to serve eligible households
33. Sufficiency of the State 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 State WAP Agency 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 State regarding its efforts to build linkages with government/non-government entities to serve eligible households?

---

## **Communication**

---

Please think about the State WAP 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 WAP Agency about work plans, performance and monitoring activities
39. Frequency of communication
40. Clarity of communications
41. Responsiveness of the State WAP Agency staff 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 State WAP Agency staff 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 State WAP Agency? 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 State 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 State 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 State WAP Agency 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 State WAP Agency 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 State and local agencies meet the needs of low-income people in the State?

Thank you very much for providing your input.