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COMMONWEALTH of VIRGINIA

DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT

William C. Shelton
Director

August 15, 2009

Ms. Angie Sproles, Executive Director
Rural Areas Development Association
112 Beech Street, Suite 3
Gate City, Virginia 24251

**RE: Weatherization Assistance Program
Compliance Monitoring Report
Contract # 08-WX-018**

Dear Ms. Sproles:

The Department of Housing and Community Development (DHCD) completed a compliance-monitoring visit of your program on May 27, 2009. The Weatherization Field Monitor, Cyndia Crawford, conducted the review. The monitoring report is attached.

There were no findings of non-compliance. The monitor is especially satisfied with the efficiency of your operation, the quality and completeness of the estimations and installations, and the reports of your clients' praise and respect for your personnel. Most significant for DHCD is the dramatic decrease of fuel usage by your clients.

DHCD is pleased with your agency's administration of this program and looks forward to your continued participation.

Sincerely,

Willie Fobbs
Associate Director

C: Terry Martin, RADA
Floris Weston, DHCD
Cyndia Crawford, DHCD

Partners for Better Communities



www.dhcd.virginia.gov

**Weatherization Assistance Program
Compliance Monitoring Report
Rural Areas Development Association
Contract # 08-WX-18
May 25-27, 2009**

Project Files and Site Monitoring: Ten files were reviewed; all contained the required information. A total of 8 units were monitored – five site-built houses and three mobile homes.

Workforce: The Weatherization Manager supervises two estimator/inspectors and three crews.

Estimations: Estimations are thorough.

Final Inspections: Inspections are thorough.

Warehouse, Trucks, and Equipment: RADA's warehouse is well-stocked and orderly, and vehicles are clean and well-maintained with current and complete mileage logs. Equipment is up-to-date and well maintained.

Knowledge of Standards: All personnel demonstrated a complete understanding of all requirements, and this knowledge is very evident in the range of tasks completed and the quality of work.

Corrective Action: None required.

Summary: RADA is a well-organized, efficient, and smoothly run organization. Efforts are made to address all weatherization tasks on each job and to collaborate with other housing services. The clients in this service area receive a complete "package" of resources. The homeowners' talked about significant decreases in heating costs and were complimentary about all communications with RADA personnel. The Weatherization staff has begun to insulate mobile home ceilings even though it will not be required until July 1st. One client told me her electric bill decreased more than half the month after weatherization. Another said he saved more than half (oil tank is still 60% full) since last winter. DHCD believes this is significant evidence of the good work accomplished by RADA staff.

Recommendations: Keep up the good work

**Cyndia Crawford
Field Monitor/Trainer**

**DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT
WEATHERIZATION ASSISTANCE PROGRAM (WAP)
COMPLIANCE MONITORS CHECKLIST (FIELD)**

1. AGENCY/PROGRAM INFORMATION

Monitor: Cynthia Crawford

WAP Subgrantee Agency Name: RADA

Address: _____ Phone: _____

Date of Subgrantee Confirmation Letter: _____

Review Dates: 5/25-26/09

Contract #: _____ Production Amount: _____ Health & Safety Amount: _____

Executive Director: Angie Sprules Contract Period: 7/1/07 - 6/30/08

WAP Coordinator: Terry Martin Fiscal Officer: _____

A. Client Files (Contract: Section 7 and Exhibit B)

1. Do all of the clients files reviewed contain all of the following documentation? (From WAP Client File Review Form)

	YES	NO	N/A
a. Completed and Signed Application	✓	—	—
a. Documentation / Certification of Income	✓	—	—
b. Signed and Dated Estimation	✓	—	—
c. Completed Job Report	✓	—	—
d. Invoices for Materials and / or Inventory Removal / Return Sheets	✓	—	—
e. Completed and Signed Inspection Form	✓	—	—
f. Signed Authorization and Release Form	✓	—	—
g. Client Response Form	✓	—	—

2. What percentage of the files reviewed are in compliance with DHCD requirements? 100%

II. ON-SITE INSPECTION

ATTACH COPIES OF THE INDIVIDUAL INSPECTION CHECKLIST FOR EACH SITE VISITED

Yes No N/A

1. Have applicable WAP priorities been addressed? (10 CFR 410.21 and contract)
yes - very well
2. On average, are the clients satisfied with the weatherization Service?
yes - very much so

III. LEAD POLICY COMPLIANCE

1. Did the agency have a process to identify properties which may contain a lead hazard?
If written, please obtain a copy of the written process for the final report.
Yes No
2. Has each crewperson completed a Lead Safe Work Practices course? Yes No
3. Were unexpired copies of LSWP training certificates present in each crewperson's employee file? Yes No
4. Was a HEPA VAC present or available for each crew? Yes No

IV. Summary

The letters used on the chart below represent the following:

- S = Strength
- RI = Recommended Improvements
- CAR = Corrective Action Required
- N/A = Not Applicable
- T/TA = Training and Technical Assistance
- Staff = Persons who received T/TA

AREA REVIEWED	S	RI	CAR	N/A	T/TA	STAFF	COMMENTS
Client Files	✓						
Client Education	✓						
Outreach/Service Delivery	✓						
Quality of Work	✓						
Materials Standards	✓						
Client Satisfaction	✓						
Addressing Installation Standards	✓						
Knowledge of Staff	✓						

EXIT CONFERENCE:

DHCD Signature: Cynthia Crawford

Subgrantee Signature: [Signature]

Other Agency Staff Present: [Signature]