



**TOTAL COMMUNITY ACTION, INCORPORATED**

1420 South Jefferson Davis Parkway  
New Orleans, LA 70125

This submittal is Total Community Action, Inc. (TCA)'s response to the Louisiana Housing Finance Agency's Request for Ideas.

Louisiana Housing Finance Agency

Louisiana WAP Max

Energy Assistance Department

2415 Quail Drive

Baton Rouge, LA 70808

TCA

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[www.tca-nola.org](http://www.tca-nola.org)

"An Equal Opportunity Employer Program"

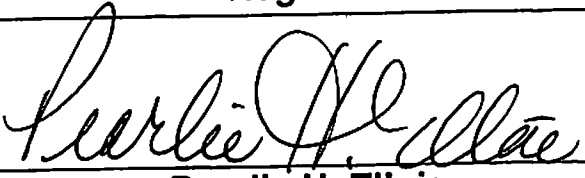
"Auxillary aids and services are available upon request to individuals with disabilities"

LA RELAY-1-800-947-5277



**LOUISIANA HOUSING FINANCE AGENCY  
REQUEST FOR IDEAS**

**PROVIDER'S SIGNATURE FORM**

<b>Name of Provider:</b>	Total Community Action, Inc
<b>Region of Interest</b>	Region 1
<b>Signature of Authorized Person:</b>	
<b>Type of Print Name of Authorized Person</b>	Pearlie H. Elloie
<b>Title of Authorized Person</b>	Acting Executive Director
<b>Street Address:</b>	1420 S. Jefferson Davis Pkwy
<b>P.O. Box Number:</b>	NA
<b>City, State, &amp; Zip Code</b>	New Orleans, LA 70125
<b>Contact Person</b>	James Wallace
<b>Telephone Number w/Area Code</b>	(504) 304-8663
<b>Fax Number:</b>	(504) 304-0031
<b>Bidder's Federal Employers ID Number</b>	72-0599165
<b>Partners:</b>	
<b>St. Tammany CAP</b>	See Attached
<b>Plaquemines CAP</b>	See Attached
<b>Rescom Energy</b>	See Attached
<b>Alliance for Affordable Energy</b>	See Attached
<b>Limitless Vistas, Inc.</b>	See Attached
<b>Completion Time</b>	
<b>Date</b>	April 24, 2009

## **I. Program Overview**

Total Community Action, Inc is applying to the Louisiana Housing Finance Agency through the new WAP MAX program to become the lead agency for Region 1. The Region 1 Collaborative through the lead agency Total Community Action is proposing to provide mandatory and optional services in Region 1 including the parishes of Jefferson, Orleans, Plaquemines, St. Bernard and St. Tammany.

Through a resource rich partnership network including all area Community Action Agencies, federal subsidized training partners, media outlets, housing contractors, TCA is proposing the delivery of weatherization services for WAP MAX.

The Region 1 Collaborative proposes the inclusion of not only traditional weatherization but the incorporation of Weatherization Plus ideas and examples into this program. Moreover, a wealth of ideas is present under the Mandatory Services Section.

Region 1 Collaborative is proposing to provide 1500 weatherized single family and multi-family units during the 3 year life span of the program. The Collaborative is requesting 10,661,562 to complete the WAP MAX project.

## **II. Experience and Capability**

### **A. Organizational Capacity**

Total Community Action, Inc. (TCA) is a nonprofit community-based agency, dedicated to serving the needs of the disadvantaged and has as its mission the elimination of poverty. Founded in 1964, TCA has worked with families to overcome the social and economic conditions that perpetuate poverty. Services provided by TCA address the needs of the poor and the near poor by providing direct assistance, as well

as the opportunity for people to better help themselves. Services and programs provided by TCA include: early childhood development (Head Start); proactive assistance to families (the Family Center-Total Family); employment development center; assistance with utility payments; weatherization and weatherization training sessions; commodity distribution; transportation assistance; neighborhood centers; community forums; and a variety of partnerships with various community agencies designed to enhance opportunities for the neediest people in our community.

As the lead agency for region 1, the TCA Energy Services Department has participated in the Department of Energy Weatherization Program for more than twenty years. TCA's program is currently staffed by energy auditors, community services certifiers and a complement of licensed and bonded subcontractors that complete energy audits and subcontractor that complete the work necessary to weatherize clients homes. The staff has over 75 year of combined experience relative to the task. Further, staff has worked with the various databases provided by program managers for customer eligibility as well as its own web portal that provides detail tracking and follow up for all services. Within the last year, TCA has partnered with the state to implement the Petroleum Violation Escrow (PVE) plan which will enable CAAs to more than double the number of homes being weatherized with traditional funds.

Prior Training: All of the staff and contractors have undergone necessary training to provide quality weatherization services. All team members have attended classes for weatherization provided by LA-CAP and Louisiana Housing Finance Agency. Other

partners also provide workforce training in weatherization and making energy efficient improvements in the green economy.

**Management of Resources:** TCA has managed its portion of the Louisiana program for over 20 years. Recently, due to lack of available resources the agency has been tasked with assisting the weatherization program in St. Bernard and Plaquemines parishes. All TCA programs and services are audited annually both fiscal and programmatic audits. TCA has been in compliance with all previous programmatic assessments and have been able to complete all allocated projects as per previous contracts. As the proposed lead agency, TCA will also provide the fiscal management of the project.

**Other Resources:** TCA has worked with the City of New Orleans providing and coordinating minor home repair for elderly and disabled customers. With this presentation, TCA partners with both public and private entities to deliver quality services in the region. Notably, TCA is partnering with the other Community Action Agencies in Region 1, federal and state green energy conservation training team including the Alliance for Affordable Energy (bringing together Louisiana Green Corps, Corps Network, Americorps, Arc of Greater New Orleans, Louisiana Workforce Commission), private partner Rescom Energy Savers, LLC and other private construction subcontractors.

**Notable Experience by Select Partner**

**Rescom Energy Savers, LLC.** Rescom is an energy and engineering consulting company that specialize in energy management, HVAC & Indoor air quality services

and training, building inspection and pipe flow & pump design and analysis. Rescom has experience with New Orleans public schools; Job training programs in Louisiana, Georgia, Washington DC, LEED based services with Making it Right Foundation, and St. Bernard project redevelopment and others. Rescom has partnered the Louisiana Technical Institute to provide a Residential Energy Efficiency Training Program beginning in June 2009.

**The Alliance for Affordable** Energy's Workforce Development Division trains young adults in building weatherization and making energy efficiency improvements. Our program provides trainees from the New Orleans area with both hard and soft skills, a regular paycheck, funding for additional training and work placement counseling. We understand that preparing our Corps members for a successful green-collar career requires a multi-faceted and dynamic training setting. For this reason, our training program utilizes both classroom and in-the-field education. At the end of our 14-week program, trainees are ready either for entry-level employment or an apprenticeship program.

## **B. Facilities**

TCA offers the following facilities for the project:

1. **4518 Thalia Street – Energy Assistance Warehouse** – 6,000 square foot warehouse that houses program management, eligibility staff, and energy auditors. The facility also is also used for home improvement “how-to” workshops, storage of materials in a secure environment, other training related to

weatherization and energy conservation. The facility is available from 8:00 am – 6:00 pm Monday - Friday and Saturdays by schedule.

### **Other Facilities Available for this Project**

2. Alliance for Affordable Energy: The New Orleans BuildSmart Learning Center is a multi-faceted facility that serves building professionals, homeowners and green businesses. The center features a life-sized model New Orleans home with cut-aways that showcase techniques for energy efficiency, residential solar power and environmentally appropriate building practices. It also has a demonstration area for building workshops and a reference library with practical how-to guides, books on green building techniques, contact information for local businesses and general construction texts.

## **III. Project Organization and Staffing**

### **A. Proposed Staffing**

TCA proposes to utilize the existing staffing in all the CAP agencies as well as additional staff to meet the needs of this particular project. Augmenting the CAP agency staff will include staff of the training partners and staff of the performance contractors. The Region 1 Coalition proposes to complete 1,500 units of housing with the funds from the WAP MAX program.

TCA proposes the following staffing configuration increases:

1. Program Manager (1) (FT)
2. Program Coordinator (4) (FT)

3. Senior Energy Auditors (2) (FT)
4. Energy Auditors (8) (FT)
5. Community Services Specialist (5) (FT)
6. Lead Trainer (1) (FT)
7. Trainers (6) (4 FT) 2 (PT)
8. Accountants (3) – 1 FT and 2 part-time

In addition:

1. The number and qualifications of additional employees hired as a result of this request is 30.

#### Position Descriptions

- Program Manager will oversee the entire operation of the program, both program and fiscal. Experienced in weatherization work or construction industry, including general contracting, or combination of training and experience and knowledgeable of energy efficiency building. Should have 3 years of management experience.
- Program Coordinator – one program coordinator for each parish will coordinate all the needs of the particular parish assigned. St. Bernard and Plaquemines will share a coordinator. Should have 2 years of management experience, knowledgeable of energy efficiency building.
- Senior Energy Auditors is responsible for conducting energy assessments of multifamily buildings. See detail description below
- Energy Auditor working under supervision will conduct comprehensive energy audits of multifamily and commercial buildings. The successful candidate will



be expected to conduct field data collection, carry out energy usage analysis and energy modeling, and, with supervision, prepare audit reports containing recommended scope of work for energy efficiency improvements and be able to explain repairs and upgrades to customers. . See detail description below

- Community Services Specialist will provide documentation and eligibility for the families engaging our services. One specialist will be assigned to each parish. Other specialist will be utilized from existing staff to augment the services provided.
- Lead Trainer – will coordinate with weatherization training programs in the region and serve as the lead on developing a statewide training program offering certification.
- Trainers – will provide standards based weatherization training in the region for training programs and for contractors.
- Accountants – will provide accounting support to the project, ensure contractor and materials payments are processed timely and prepare monthly financial reports.

2. The number of employees assigned to work within this program fulltime is 24

3. The number of employees assigned to work within this program part time is 6

4. The number of sub-contractors the organization expects to utilize in order to accomplish the required number of homes - . 28

## **B. Auditor and Contractor Qualifications**

Prior Training: The TCA staff (lead team) has attended all trainings provided by LACAP, LHFA related to weatherization repairs and client systems. The more recent trainings have included HES WAP Training, WAP Hot Climate Training, Service Van & Trailers and Lead Safe Weatherization Training. TCA subscribes to the Weatherization Plus Core Competencies for staff. The Core Competencies will guide the selection and training for staff and contractors.

### **Auditor Qualifications**

Senior Auditors should have a minimum of two years experience independently conducting comprehensive energy audits of multifamily or commercial buildings and demonstrated understanding of building science. The successful candidate will be expected to conduct field data collection, carry out energy usage analysis and energy modeling, and prepare the audit report containing recommended scope of work for energy efficiency improvements. When appropriate, he/she will also be required to prepare heating system upgrades or replacement specifications, and carry out field quality assurance reviews of system installations. Minimum qualifications are

- Minimum of two years experience in multifamily and/or commercial building energy engineering; three to five years experience preferred.
- College degree (B.A. or B.S. in Engineering) and a demonstrated interest in energy conservation.
- Knowledge of building systems including lighting technologies, building envelope, mechanical systems (particularly heating systems), and combustion science.
- Working knowledge of technical and cost savings analysis and reporting.

- Proficiency in conducting in-field energy assessments, submetering, lighting, technology, DSM.
- Proficiency in Microsoft software, particularly Excel but also Word, Outlook, and PowerPoint.
- Knowledge of energy modeling software, especially TREAT and/or EA-Quip programs.
- Experience with combined heat and power and photovoltaic projects a plus.
- Knowledge of energy conservation principles and techniques; fuel data analysis; research skills and experience.
- ***If not already certified by the Building Performance Institute as a Multifamily Building Analyst, the candidate will be expected to obtain this certification within the first six months. Certification from a LHFA approved curriculum can substitute for BPI.***
- Good organizational skills with ability to manage projects from initiation to conclusion while maintaining focus and attention to detail.
- Demonstrated ability to exercise independent judgment in conducting audits.
- Good communication skills and ability to interact well with others in the field and in an office environment.

The Energy Auditor will conduct comprehensive energy audits of multifamily and commercial buildings. The successful candidate will be expected to conduct field data collection, carry out energy usage analysis and energy modeling, and, with supervision, prepare audit reports containing recommended scope of work for energy efficiency improvements. Within the first year, he/she will also be expected to be able to prepare

heating system upgrades or replacement specifications, and carry out field quality assurance reviews of system installations.

**Qualifications:**

- High School Diploma and a demonstrated interest in energy conservation.
- Proficiency in Microsoft software, particularly Excel but also Word, Outlook, and PowerPoint.
- Good organizational skills with ability to manage projects from initiation to conclusion while maintaining focus and attention to detail.
- Good communication skills and ability to interact well with others in the field and in an office environment.

Preference will be given to candidates with experience or demonstrated knowledge in the following areas:

- Building systems including lighting technologies, building envelope, mechanical systems (particularly heating systems), and combustion science.
- Technical and cost savings analysis and reporting.
- Conducting in-field energy assessments, submetering, lighting, technology, DSM.
- Energy modeling software, especially TREAT and/or EA-Quip programs.
- Combined Heat and Power and Photovoltaic projects a plus.
- Energy conservation principles and techniques.
- Fuel data analysis.

**C. Project Coordination**

TCA as the lead agency is proposing to complete 1500 units with the WAP MAX funding.

The overall goal of the Weatherization Assistance Program MAX is to reduce the burden of energy prices on the disadvantaged. Secondly, to achieve significantly greater energy cost savings for more low-income households and to increase the Program's contribution to the economic and environmental health and sustainability of our communities

TCA proposes the following process sequence to ramp up for this project. *Project Note - Meetings are currently being held with potential partners to help facilitate a shortened project start-up if awarded.*

Tasking	Start	Duration
1. Pre Project Coordination and Planning	On submission of ideas	Until Project Award
2. Project Award Notification		On Award
3. Post Project Award Partners MOA execution	On award	1 week
4. Program Planning for service delivery	On Award	6 weeks
5. Develop Community Outreach Plan	On Award	3 weeks
6. Begin Training partnerships	At 4 Weeks	Continuous
7. Set up local offices to assist customers	At 3 Weeks	4 weeks
8. Outreach to Region 1 community	At 6 weeks	Continuous
9. Acquisitions of necessary capital purchases if needed	At 6 weeks	30 days
10. Service Delivery	At 6 weeks	Continuous

#### D. Supervision

Total Community Action, Inc. currently manages over 24 million dollars of federal, state, local and private funds. The agency operates over 15 different programs and has over 15 service locations within Orleans parish. The agency has operated a very successful weatherization and minor home repair program for over 20 years. After Hurricanes Katrina and Rita, TCA applied for and received a grant from the Bush-Clinton

Foundation to repair homes in four areas of New Orleans that sustained severe flooding damage. TCA has established relationships with 11 existing contractors that provide weatherization and home repair services. TCA also serves as the lead agency for Head Start and provides sub contracting and oversight to 6 service providers. The agency has previously operated large scale training programs with success. Some programs became stand alone entities providing training and services.

TCA programs and fiscal management is audited by a private firm each year and results are provided to the Louisiana Legislative Auditor and funding partners. In addition, programs are routinely audited for program compliance. Any remediation that required a corrective action plan was developed and implemented. TCA has programs and accounting systems in place to segregate, track and maintain these funds apart and separate from other revenue streams.

In addition to the weatherization services, the CAA partners provide a wealth of services to families. These services supplement the program and are listed below:

- Youth & Education Programs
- Adult Education
- Senior & Elderly Programs
- Assistance for the Disabled
- Veteran Assistance
- Health Programs
- Transportation Assistance
- Employment Programs

- Financial Training & Assistance
- Housing (Shelters, Rentals, Home Ownership)
- Energy/Utility Assistance
- Food Distribution
- Holiday Assistance
- Water Bill Payment Assistance

## **MANDATORY SUBMISSION**

### **1. Direct Weatherization of Units**

The Region 1 CAAs are prepared to work toward developing comprehensive energy plan that will create green jobs and rebuild the area infrastructure regarding housing for energy efficiency. Included is weatherization of schools, homes and offices will reduce oil usage for heating and cooling. Inclusion of youth jobs and green jobs will contribute to economic recovery. The area weatherization plan will not only reduce energy use, but improve the health and productivity of children and workers who benefit from better indoor air quality, natural light and less toxic emissions from petrochemical energy sources.

For services, the following ideas are presented

- Client applies for services, eligibility determined
- Energy audit is conducted
- List of cost effective and health and safety measures is developed
- Energy efficiency measures are installed
- Client education is introduced
- Post work inspection is conducted
- Long term, establish relationships with a broad range of training institutions, from technical high schools to community colleges to 4 year colleges.
- Need a statewide media, marketing, ad campaign for recruitment, using individual agency tags
- Partners with established programs to recruit and train at-risk youth, out-of-school young adults



## Training Ideas

- LHFA should require grantees to attend more technical, leading edge trainings.
- Consider short courses in WAP for senior management and board members
- We need to be alert to the Green Collar Jobs training funding which is coming soon!
- Need to begin incorporating supplemental training in alternative energy (solar, geothermal) for more advanced workers.
- Partner with utility companies for advanced training, e.g., solar panel usage.
- Offer Web-based courses and testing
- State should offer BPI certification training to all appropriate Network personnel
- Training should be streamlined and friendly to production and field operations

## Expanding Services Ideas

- Do more aggressive marketing through local TV and newspapers, "penny saver" publications, church bulletins, senior centers
- Strengthen collaboration with social services agencies for recruitment of eligible consumers
- Consider "fee for service" approach for households that exceed income limits
- Should consider increasing energy auditing and diagnostic services to the general public --- especially older persons and working poor who will not qualify under our formulas. They need info about dollar-conscious choices and paybacks in heating/cooling costs. Most residents will not/cannot pay \$350 for audit. Perhaps make \$99 energy audit available to all, supported by a state subsidy
- Persuade home building contractors of benefits of participating in WAP program.

- Coordinate with utility company lists and LIHEAP lists now that guidelines are increased
- We need to assure that capacity has grown before we do major outreach, or longer waiting lists will result.
- Sponsor or co-sponsor community forums on energy usage.
- Periodic energy newsletter
- Landlord education in energy efficiency

#### Increasing Production Ideas

- We will need additional secure, overnight parking for our vehicles
- Consider one or more pooled purchasing mechanisms for vehicles, equipment, tools
- Consider bulk purchasing of materials, investigate use of recycled materials
- Consider possibility of manufacturing some weatherization supplies
- Persuade the utility companies to use their tax credits to donate used trucks and other equipment to the nonprofit WAP providers.
- GPS locators for client locations
- Use additional testing equipment for backup and loan to subcontractors
- Create a LA WAP Providers Task Force which would take lead in identifying most skilled providers in LA and nationally, and incorporate their measures and practices into real time approaches, including pilot projects.
- LHFA should consider equipment lend-lease arrangement, contractor earns ownership if certain number of completions and WAP contract billings are met.

- Major purchases of vehicles and equipment should not come out of average cost per job

### **Improving weatherization technology and innovation**

- Create a full-time Weatherization Tech and Innovation Czar at local institution, constantly available for travel to local agencies.
- Let's use the state partner with our higher education institutions for local pilot projects – primary research on practical effects of alternative energy sources
- We need to develop deeper savings, for example 40% - 60% rather than just 20% - 25% savings. Energy affordability will not be restored through 20% savings.
- LHFA should issue an RFP for innovative pilot programs capable of developing higher savings. See what comes back.
- Use of laptops for in-home intake, auditing and post-inspections.
- The challenge is to keep up with improvements in technology
- Need to integrate new diagnostic equipment and techniques into conservations strategies: infrared camera, boroscopes, duct blasters, gas sniffers, etc.
- We should be working toward major increases in energy education --- the savings could double what we now achieve through WAP.
- We could use internet accessible, consumer-friendly software to record energy data and overall consumer savings. Should exceed what various energy companies are doing, but we could recruit them to co-sponsor. Could provide incentives of utility discount for providing data.
- Engage clients and community participants in energy conservation and efficiencies via classroom and community meetings.

- Use flexible LIHEAP T and TA funding as supplement to WAP T & TA --- put provider in role of expanded technology development
- Use of incentives to consumers who keep energy costs low; provide monitoring tools for tracking their usage

A. Health and safety measures includes.

- Do no harm
- Conduct Weatherization in a lead-safe manner
- May check for carbon monoxide, gas leaks, moisture/mold, electrical hazards
- Wear protective clothing, equipment

B. General heat waste reduction activities

- Blower door test identifies air leakage
- Pressure Pan and Manometer - Leaky ducts can increase costs by 10-30%
- Infrared Camera - Illustrates heat loss
- Combustion Analyzer - Tests heating system for efficiency and safety, and analyzes composition of flue gases
- Draft Test – to test “Backdrafting” that can draw toxins into home
- Gas Leak Detector - Identifies natural gas leaks from stoves and furnaces
- Insulation of Attic, Wall, Floor, Duct, Pipe, and Water Heater
- Air Sealing through Blower Door Testing, Caulk, and Weather-stripping
- Heating and Cooling Modification by Tuning, Burner Retrofit, and Replacement
- Electric Base Load Measures from Lighting, Refrigerators, Water Heaters

- Incidental Repairs

C. Client education is a critical component to ensure savings and prevent health hazards while also prolonging the life of measures/equipment.

D. Building Audit. As an existing weatherization provider TCA and the other CAA in the region are providing building audits according to standard. Working with LA CAP and LHFA, the lead agency will provide training to other partners on conducting the audit and developing the necessary tools to complete the task in a timely and correct fashion

TCA currently has two auditors on staff and contracts with two additional auditors.

Through this program an additional 8 auditors are requested to supplement existing weatherization activities. Currently procedures include:

- Auditor explains process to client
- Collects information on the home
  - Including results of diagnostic tests
- Uses audit software or other method to estimate potential energy savings
- Develops list of cost-effective measures
- Identifies energy-related health and safety measures needed

E. Interim and Final Inspections. TCA proposes to train partnering organizations, with LACAP and LHFA assistance, on quality pre and post inspections. Using existing procedures will enable the lead agency to quickly complete the inspection tasks. Quality

Assurance is will be key to the inspection process; therefore, all available resources to improve the existing system will be drafted by memorandum with partnering agencies.

F. Weatherization of Dwellings. As an existing provider the Region I CAAs are well versed on proper procedures ensuring that each dwelling unit receives the most comprehensive weatherization necessary to achieve the greatest level of energy efficiency, and that services were performed in the most cost effective manner.

## **OPTIONAL SUBMISSION**

### **1. Outreach (Identifying and In-take Application for eligible applicants)**

TCA proposes to utilize partnerships with local media for information dissemination. In addition, TCA will use our 5-Tier public information system to ensure saturation of messages and recruitment of customers. During the intake process, priority will be given to households which have: a child under the age of 18, an elderly (60+) member, or a disabled member. All household verification information is maintained in a secure, confidential locked client file.

### **2. Monitoring**

LHFA through its monitoring process will assist the lead agency in ensuring that all files and services are provided in the prescribed manner.

### **3. Database Entry**

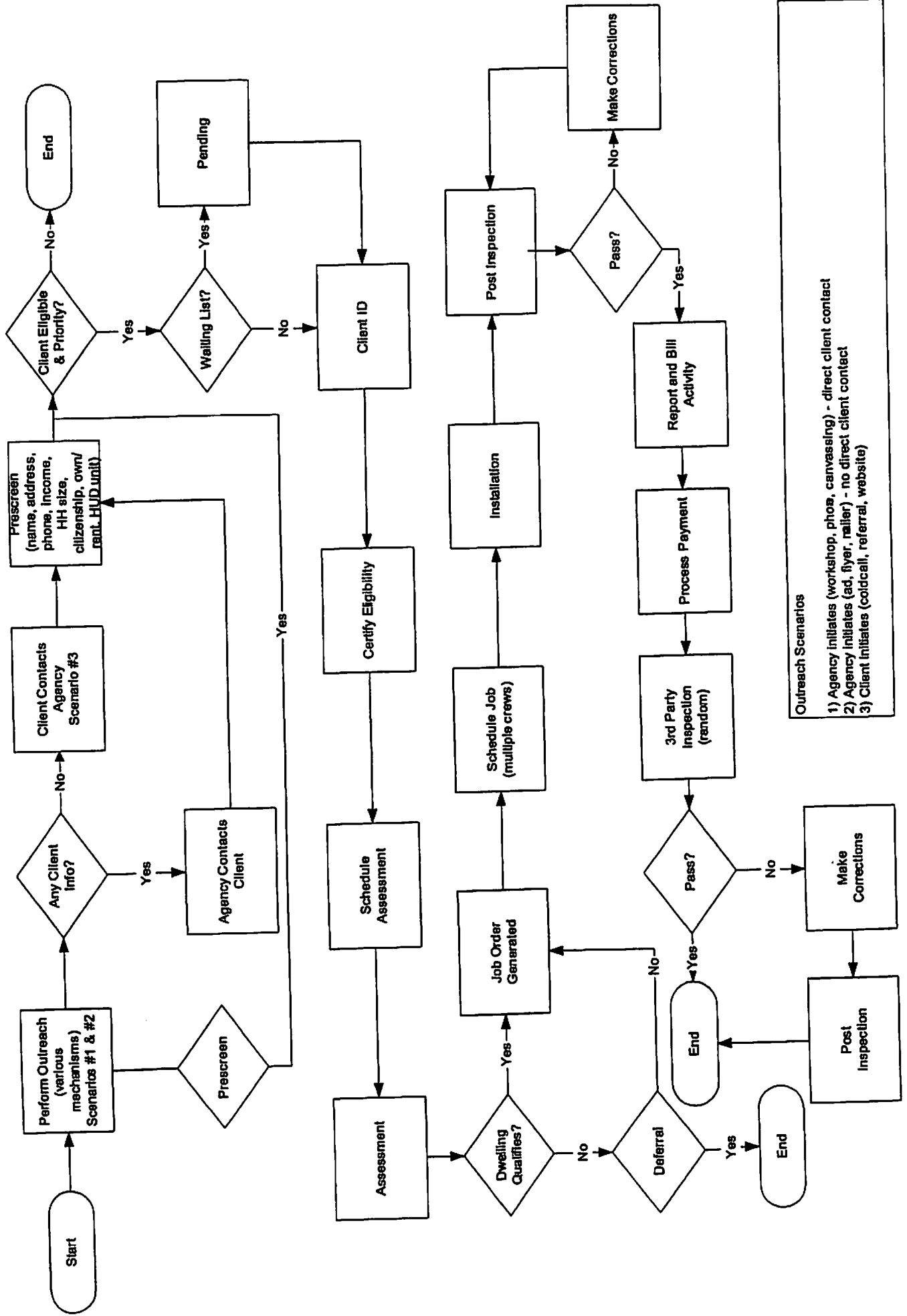
TCA is equipped to use the LHFA database and our own internal database for data collecting and tasking. Both databases provide baseline data collections. The TCA CSST module is a national best practice module that tracks not only the weatherization services in detail but also linkages to other services.

### **4. American Recovery and Reinvestment Act Tracking**

- A. Number of Louisiana residents employed through your solution - 110
- B. Number of employment positions created through your solution - 30
- C. Number of employment positions retained through your solution-80
- D. Number of Weatherization Assistance Program projects completed-1650

# Weatherization Process

Final Approval 10/28/05



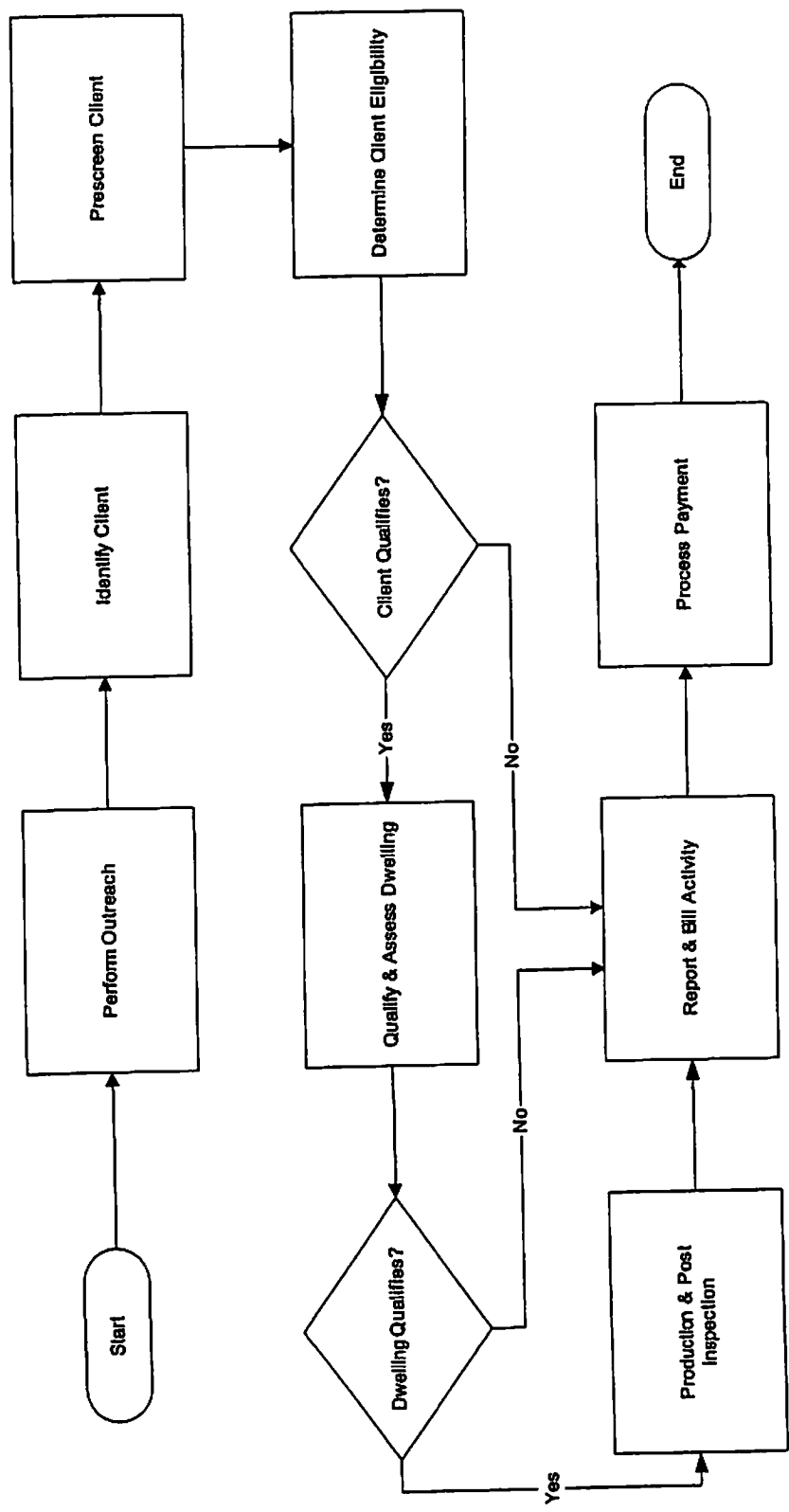
**Outreach Scenarios**

- 1) Agency initiates (workshop, phos, canvassing) - direct client contact
- 2) Agency initiates (ad, flyer, mailer) - no direct client contact
- 3) Client initiates (coldcall, referral, website)



# High Level Weatherization Process

Final Approval 10/28/05



Competency	HVAC Installation		HVAC Controls		HVAC Maintenance		HVAC Safety		HVAC Quality		HVAC Program	
	Install	Repair	Install	Repair	Install	Repair	Install	Repair	Install	Repair	Admin	Train
<b>Basic Competencies</b>												
<b>Safe Work Practices</b>												
Understand building science principles												
<b>Air Sealing</b>												
Select proper materials	X	X	X	X	X	X	X	X	X	X	X	X
Know minimum ventilation rates	X	X	X	X	X	X	X	X	X	X	X	X
Use blower door	X	X	X	X	X	X	X	X	X	X	X	X
Seal leaks in attics, floors, etc.	X	X	X	X	X	X	X	X	X	X	X	X
Properly apply caulk & foam	X	X	X	X	X	X	X	X	X	X	X	X
Weatherstrip doors, windows, etc.	X	X	X	X	X	X	X	X	X	X	X	X
Repair broken glass	X	X	X	X	X	X	X	X	X	X	X	X
Repair plaster & sheetrock	X	X	X	X	X	X	X	X	X	X	X	X
Install or modify mechanical ventilation	X	X	X	X	X	X	X	X	X	X	X	X
<b>Duct Sealing</b>												
Seal ducts	X	X	X	X	X	X	X	X	X	X	X	X
Repair/modify ducts per work order	X	X	X	X	X	X	X	X	X	X	X	X
<b>Insulation</b>												
Know insulation materials	X	X	X	X	X	X	X	X	X	X	X	X
Know hazards of knob-&-tube wiring	X	X	X	X	X	X	X	X	X	X	X	X
Know local attic ventilation codes	X	X	X	X	X	X	X	X	X	X	X	X
Install blown & batt insulation	X	X	X	X	X	X	X	X	X	X	X	X
Access & dense-pack sidewalls	X	X	X	X	X	X	X	X	X	X	X	X
Install water heater blankets	X	X	X	X	X	X	X	X	X	X	X	X
Insulate ducts & pipes	X	X	X	X	X	X	X	X	X	X	X	X
Operate & maintain blowing machine	X	X	X	X	X	X	X	X	X	X	X	X
<b>Base-Load Measures</b>												
Convert incand. lamps to CFLs, maintain light level	X	X	X	X	X	X	X	X	X	X	X	X
Install low-flow showerheads/aerators	X	X	X	X	X	X	X	X	X	X	X	X
Meter energy usage of electrical appliances	X	X	X	X	X	X	X	X	X	X	X	X
Determine refig energy usage w/ meter of database	X	X	X	X	X	X	X	X	X	X	X	X
<b>Project Management</b>												
Manage a crew of installers	X	X	X	X	X	X	X	X	X	X	X	X
Ensure Safe Work Practices are used	X	X	X	X	X	X	X	X	X	X	X	X
Understand a work order	X	X	X	X	X	X	X	X	X	X	X	X
Know building codes, esp. energy & H&S codes	X	X	X	X	X	X	X	X	X	X	X	X
Order materials to avoid delays	X	X	X	X	X	X	X	X	X	X	X	X
Maintain QC of wx work & ensure it meets pgm stds	X	X	X	X	X	X	X	X	X	X	X	X

Competencies for the Warehouse as a Training Program Completion Matrix (to be filled in by the Instructor)	Installation		Crew		Auditor		Inspector		Industrial		Maintenance		Management		Program	
	Install	Start	Start	Start	Start	Start	Start	Start	Start	Start	Start	Start	Start	Start	Start	Start
Warehouse materials as necessary	X		X		X		X		X		X		X		X	
<b>Training</b>																
Know adult learning concepts			X												X	
Complete adult education training program															X	
Know benefits of cross training	X		X													
Provide ongoing training	X		X													
Certification in training topic															X	
Know allowable activities at training location															X	
Know training resources																
Develop curriculum based on student needs																
Tailor each class based on student needs																
Motivate students																
Provide hands-on training																
Use technology to enhance learning																
<b>Diagnostic Testing</b>																
<b>Blower door/zone pressure diagnostics</b>																
Know air & heat movement principles			X		X		X		X		X		X		X	
Know typical air leakage problems			X		X		X		X		X		X		X	
Compute minimum ventilation rates			X		X		X		X		X		X		X	
Take blower door readings & interpret results			X		X		X		X		X		X		X	
Know air barrier & its proper alignment			X		X		X		X		X		X		X	
Know primary & intermediate zones			X		X		X		X		X		X		X	
Conduct zone pressure diagnostics			X		X		X		X		X		X		X	
Locate air barrier & determine its effectiveness			X		X		X		X		X		X		X	
<b>Duct testing</b>																
Know problems w/ different kinds of leakage			X		X		X		X		X		X		X	
Conduct pressure pan, duct blaster, or Delta Q			X		X		X		X		X		X		X	
Determine dominant duct leakage			X		X		X		X		X		X		X	
Measure & resolve room pressure imbalances			X		X		X		X		X		X		X	
<b>Steam &amp; hot water pipe testing</b>																
Know components & oper of steam & HW sys					X		X		X		X		X		X	
Test air vents, steam traps, 'stat rad valves, etc.					X		X		X		X		X		X	
Bleed air from HW distribution system							X		X		X		X		X	
Estimate energy impact of overheating problems							X		X		X		X		X	
<b>Combustion Appliance Safety</b>																
Know CO action levels			X		X		X		X		X		X		X	
Know code requirements of:																



Competencies for the Weatherization Assistance Program (WAP) - 2007 Weatherization	Initial	Final	Auditor	Contractor	Installer	Inspector	Collaborator	Monitor	Monitor	Monitor	Program
	Initial	Final	Auditor	Contractor	Installer	Inspector	Collaborator	Monitor	Monitor	Monitor	Program
Properly use DOE-approved energy audit/priority list			X			X		X			X
Prioritize air-sealing measures			X			X		X			X
Estimate heating & cooling load of a building			X		X	X		X			X
<b>Work Scope Development</b>											
Estimate type & quantity of wx materials needed			X			X		X			X
Prepare easy-to-understand work order			X			X		X			X
<b>Business Management</b>											
Maintain required licenses				X		X					
Possess adequate insurance				X		X					
Employ U.S. citizens or properly documented aliens		X									
Bid, negotiate, & sign contracts as necessary				X		X					
<b>Heating &amp; Cooling Equipment</b>											
Repair/place heating & cooling eqmt per code					X	X					X
Repair/place combustion appliance vent systems					X	X					X
Repair/place water heater					X	X					X
Add supply & return plenums & ducts as necessary					X	X					X
<b>Client Education</b>											
Know actions by occupant that reduce energy use							X				X
Estimate savings that can result from occupant actions							X				X
Know actions by occupant that ensure health & safety							X				X
Know basic steps involved in weatherization process							X				X
Know basic equipment used to weatherize a house							X				X
<b>Monitoring</b>											
<b>Technical Monitoring</b>											
Produce reports, identify weaknesses & solutions						X		X			X
Solve complex technical problems						X		X			X
<b>Administrative Monitoring</b>											
Know enabling legislation of Weatherization Pgm									X		X
Know DOE program regulations (10 CFR 440)									X		X
Know DOE program guidance & policy									X		X
Know budget federal, state, & local processes									X		X
Know 10 CFR 600 & OMB Circulars									X		X
Know applicable state procurement regulations									X		X
Know state approached to monitoring & T&TA									X		X
<b>Program Management</b>											
Know applicable databases & tracking systems											X
Submit accurate financial and production reports											X





**TOTAL COMMUNITY ACTION, INCORPORATED**

1420 South Jefferson Davis Parkway  
New Orleans, LA 70125

April 23, 2009

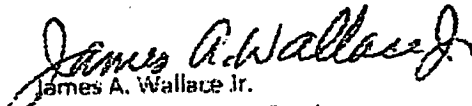
Mr. John Tobin  
Executive Director  
St. Tammany Parish CAA  
P. O. Box 1609  
Slidell, LA 70459

Dear Mr. Tobin:

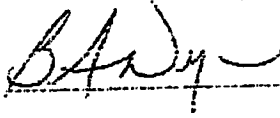
This memo is a follow up to our earlier conversation concerning the Request for Ideas by the Louisiana Housing Finance Agency (LHFA) for the Weatherization Assistance Program (WAP) as a result of the 2009 Stimulus Funds.

Total Community Action, Inc. (TCA) is going to submit a response to LHFA for the job of "Lead Agency" for Region 1. TCA would like to have your concurrence that this plan to apply has been discussed with you on behalf of your agency. TCA's intent is to ensure that Region 1 is fully represented in further allocation of these funds to the parishes of the region.


Please sign below and fax to James Wallace at (504) 304-0031. My contact phone is 304-8663.  
Thanks for your cooperation.

  
James A. Wallace Jr.  
Supervisor of Energy Services  
Total Community Action, Inc.

Name:



Position:



P.O. Box 13848 • New Orleans, LA 70185  
(504) 872-0329 / FAX (504) 872-0338  
[www.tca-nola.org](http://www.tca-nola.org)

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**TOTAL COMMUNITY ACTION, INCORPORATED**

1420 South Jefferson Davis Parkway  
New Orleans, LA 70125

April 23, 2009

Ms. Othella Hughes  
Executive Director  
Plaquemines Parish CAA  
P. O. Box 399  
Belle Chase, LA 70037

Dear Ms. Hughes:

This memo is a follow up to our earlier conversation concerning the Request for Ideas by the Louisiana Housing Finance Agency (LHFA) for the Weatherization Assistance Program (WAP) as a result of the 2009 Stimulus Funds.

Total Community Action, Inc. (TCA) is going to submit a response to LHFA for the job of "Lead Agency" for Region 1. TCA would like to have your concurrence that this plan to apply has been discussed with you on behalf of your agency. TCA's intent is to ensure that Region 1 is fully represented in further allocation of these funds to the parishes of the region.

Please sign below and fax to James Wallace at (504) 304-8563. Thanks for your cooperation.

*James A. Wallace Jr.*  
James A. Wallace Jr.  
Supervisor of Energy Services  
Total Community Action, Inc.

Name: *Othella Hughes*  
Position: *Executive Director*

P.O. Box 13848 • New Orleans, LA 70185  
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LA RELAY-1-800-947-5277

April 24<sup>th</sup>, 2009



Attn: James Wallace  
Total Community Action  
1420 S Jeff Davis Parkway  
New Orleans, LA 70125

Dear James Wallace,

We welcome the opportunity to partner with Total Community Action to substantially expand capacity for delivery of WAP services in Region 1. As you know, the Alliance for Affordable Energy is a New Orleans-based, 501(c)3 organization dedicated to creating community-based, fair, affordable, and environmentally responsible energy policies and practices. Founded in 1985, the Alliance conducts community education campaigns on energy issues, helps citizens and businesses become more energy efficient, and promotes sustainable energy policy solutions. In support of TCA's effort to expand WAP services for Region 1, the Alliance is capable of providing the following:

**Training:**

As part of the Louisiana Green Corps, the Alliance for Affordable Energy has been training youth between the ages of 16-24 in basic energy efficiency techniques that closely mirror the services listed on the WAP Louisiana Priority List. We empower young residents to pursue careers in energy efficiency at a time when such skills are greatly needed to meet the dramatic expansion in WAP funding and services for Louisiana. We look forward to engaging our trainees in practical job shadowing opportunities with TCA sub-contractors and more importantly, anticipate that upon graduation from our program, participants will have the rights skills to be employed directly by TCA sub-contractors. Going forward, we anticipate expanding our offerings to provide condensed training for existing professional contractors wanting to expand into the business of energy efficiency. Both of these training activities are intended to align with further opportunities available through the LACAP Baton Rouge training facility that is currently under development and related programming at community and technical colleges.

**Sub-Contractor Services:**

The Alliance has built upon our technical knowledge of energy efficiency practices and our core competencies in home energy efficiency improvement services to offer sub-contractor services to TCA. We have a track record of improving the energy performance of over 100 homes to date using volunteers, trainees and energy performance professionals. We are prepared to provide weatherization, insulation, hot water tank wraps, duct repair, and the rest of the sub-contractor services outlined in the WAP Louisiana Priority List for energy efficiency. Our services will help to build delivery capacity to ensure that Region 1 participants are fully served over the next three years.

**REGULATORY AFFAIRS  
DIRECTOR**  
Karen F. Wimpelberg  
504-258-4884 Cell

**SUSTAINABLE REBUILD  
DIRECTOR**  
Forest Bradley-Wright  
504-208-7597 Cell

**CLIMATE & CLEAN ENERGY  
DIRECTOR**  
John Atkelson  
504-428-6996 Cell

**BUILDSMART AND SOLAR  
DIRECTOR**  
Austin Alward  
323-899-6154 Cell

**LA GREEN CORPS FIELD  
SUPERVISOR**  
Rick Yelton

**AMERICORPS VISTA**  
Junter Savard

**COMMUNICATIONS**  
Christian Roselund  
504-905-5676 Cell

**OFFICE MANAGER**  
Elizabeth Shephard

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COORDINATOR**  
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**Education for Clients and the Public:**

Client education is considered one of the most effective methods for achieving energy savings. Through our 2,000 square foot BuildSmart Learning Center, public educational outreach campaigns, fliers, and fact sheets, the Alliance for Affordable Energy brings valuable educational resources to the public on ways to reduce energy bills. The Alliance is interested in extending these services to TCA's WAP clients through personalized consultations and workshops offered in our BuildSmart Learning Center. These include:

- How to read your energy bills and track energy savings
- Identifying the sources of energy use in the house and effective habits for saving energy
- Behavioral strategies for comfortably and efficiently heating and cooling the home

Empowered with this knowledge, clients will capture maximum energy bill reductions and have the ability to share their knowledge with their family, friends and neighbors. Further information will be available to clients in the Alliance's BuildSmart Learning Center through regular monthly workshops, demonstration models, a construction library, and expert consultation.

WAP MAX funds provide a unique opportunity for TCA to increase weatherization services to the scale of need in Region 1. The Alliance for Affordable Energy brings valuable expertise and capacity to support expanded services to those most. Furthermore, TCA and the Alliance share a commitment to ensuring that today's investment in training and job creation will provide long-term employment benefits to our community. We look forward to a productive partnership with TCA in support of LHFA and the residents of Louisiana Region 1.

Sincerely,




Forest Bradley-Wright  
Sustainable Rebuild Director

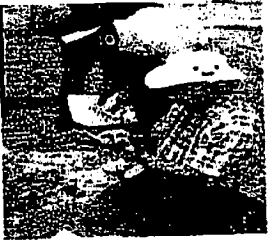
April 24, 2009



Mr. James Wallace  
Total Community Action, Inc.  
1420 South Jefferson Davis Parkway  
New Orleans, Louisiana 70125

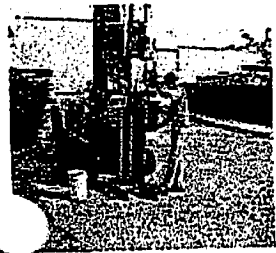
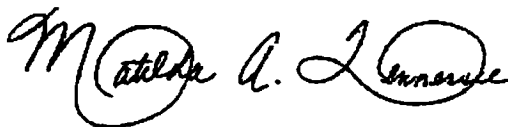
**RE: Weatherization Program**

  
Limitless Vistas, Inc (LVI) of New Orleans is a non-profit organization dedicated to providing training to community youth in Environmental Science and Technologies to give them opportunities to find sustainable employment. Founded by a Science and Engineering Consulting firm, we provide students with certifications and work experiences to enhance their environmental awareness through interaction with Professional Scientists and real world practical job experiences. LVI recognizes the importance of weatherization as a means of conserving our natural resources and is pleased to partner and collaborate with Total Community Action of New Orleans.

  
Total Community Action of New Orleans (TCA) is a non-profit community based agency founded in 1964 and is dedicated to serving the needs of New Orleans' disadvantaged citizens, and we are pleased to collaborate and partner with TCA in the weatherization program to give our students training in weatherization.

We look forward to our continued successful relationship and stand ready to support this effort.

Best regards,

Matilda Tennessee/Executive Director  
Limitless Vistas, Inc.

**James Wallace**

---

**From:** Calvin Mackie [cmackie@channelzro.com]  
**Sent:** Wednesday, April 22, 2009 11:34 AM  
**To:** jwallace@tca-nola.org  
**Subject:** Hello  
**Attachments:** ResCom Statement of Qualifications \_Revised March 2009\_.pdf, MACKIE-BIO-DOE-09.doc; CM-VITA\_08.doc

Hi Jim,

I hope this email finds you in the best of health and the strongest of spirits. As per our conversation, I am committed to helping and supporting TCA's efforts to be the lead agency in Region I for the Weatherization Assistance Program. Attached you will find the Statement of Qualifications for ResCom Energy, My Bio and My Vita if it is needed. I am writing to ask that you consider us as partners in your petition to the LFHA for the WAP program. I believe that we are uniquely positioned and qualified to assist TCA in its mission.

ResCom is my engineering company which is DBE certified by the city and is performing on many residential and commercial energy efficiency projects in the city including Make It Right in the Lower 9th Ward, the Entergy's Residential Energy Efficiency Program and the St. Bernard Redevelopment project to name a few.

We have been pegged by Louisiana Technical College (LTC) to teach a residential Energy Efficiency Class this summer. We will be training 30 individuals a month and then placing them out in the field either as employees or placing them with other firms. The objective and outcomes follow:

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## **Residential Energy Efficiency Training Program**

### **COURSE OBJECTIVE**

The objective of this training program is to give trainees the necessary skill sets for employment in the residential energy efficiency industry by providing classroom and hands-on experiences in performing walk-thru and detailed energy efficiency assessments of single and multi-family residences.

### **COURSE OUTCOMES**

Trainees who complete the course will be able to perform walk-thru and comprehensive residential energy efficiency assessments.

---

TCA has had a long and successful weatherization program and I am offering our expertise to you in any capacity that you think we can help. I think we are best suited to assist TCA on the front end auditing and the

backend verification. Our experience and team credentials position us to readily audit, document and verify the work that any of your subcontractors will do. Our process that we use to help to move the subcontractors along and lend support and credibility to their work.

We, at ResCom, believe that this weatherization work is only the beginning to a long process to revamping all of our communities low income or not and we want to be a force on the ground in training and hiring local talent to participate in the 21st century economy. I know that is TCA's long mission and would like to work side-by-side with you.

Please do not hesitate to contact me at 504-723-4914 or via email at [cmackie@calvinmackie.com](mailto:cmackie@calvinmackie.com) or [cmackie@rescomenergysavers.com](mailto:cmackie@rescomenergysavers.com).

Jim, Thanks for your time and consideration.

Regards,

Calvin

--  
Speaker, Author, Professor and Inventor Calvin Mackie is a former associate professor of mechanical engineering at Tulane University in New Orleans. President Bush honored him with the 2003 Presidential Award for Excellence in Science, Mathematics, and Engineering Mentoring. Louisiana Governor Kathleen Blanco appointed Mackie to the Louisiana Recovery Authority, leading the state's rebuilding efforts following hurricanes Katrina and Rita. He is the author of "A View from the Roof: Lessons for Life and Business". He was featured in Spike Lee's HBO documentary "When the Levees Broke: A Requiem in Four Parts" and has appeared on national shows as the PBS News Hour with Jim Lehrer and the Tom Joyner Show. Dr. Mackie is President of the Channel Zero Group, an organization committed to maximizing the effectiveness and potential of individuals and organizations.

\*\*\*\*\*

Calvin Mackie, PhD  
Channel Zero Group  
Calvin Mackie & Associates  
P. O. Box 312  
Harvey, LA 70059  
email: [cmackie@calvinmackie.com](mailto:cmackie@calvinmackie.com) [www.calvinmackie.com](http://www.calvinmackie.com)  
(O) 504 - 391 - 0730 (F) 504 - 391 - 0760

"The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn, and relearn."

-Alvin Toffler

\*\*\*\*\*