



## Weatherization Program Bulletin 18-1A Effective Date: Beginning with February 2018 Production

**Subject:** NEO Database BCJO Procedure

**Purpose:** This bulletin clarifies the procedure of creating, submitting and the reimbursement process for BCJOs.

**Scope:** The provisions of this bulletin apply to Weatherization Assistance Program Sub-recipients of Department of Energy (DOE) and Low-Income Home Energy Assistance Program (LIHEAP) funding.

**Procedures:** As of the effective date of this Weatherization Program Bulletin 18-1A, Subgrantees must follow the following procedure when creating, submitting and executing a BCJO for reimbursement.

- Subgrantee must complete and submit a BCJO immediately after an on-site inspection and an Energy Audit on a dwelling has been completed. State monitors will automatically receive an email from the NEO Database system that a dwelling is "In-progress" of being weatherized. This will enable State monitors to select dwellings for completion of an "In-progress" monitoring.
- Subgrantee should schedule completion of weatherization measures as normal after Energy Audit is completed and BCJO has been submitted. State monitors will contact Subgrantee to determine expected work dates and schedule In-progress monitoring. (If Subgrantee is not contacted, it can be assumed dwelling was not selected for In-progress monitoring.)
- After completion of an In-progress monitoring for any dwelling, the State QCI will issue a letter to Subgrantee identifying any findings, recommendations, commendations, concerns, or technical and training needs determined by the monitoring. Subgrantee must provide a written response to each In-progress letter within 30 days of receipt. As applicable, Subgrantee's response must (i) describe resolution to any finding identified and confirm that any follow-up work requested by the State QCIs has been completed; (ii) respond to or acknowledge any findings, recommendations, commendations, concerns, and or technical and training needs included in the In-progress letter. (To be clear, a response from the Subgrantee must be sent to NEO regardless if there were findings or not.) A copy of the signed letter and the Subgrantee response must be attached to the client file in the NEO Database.
- When the Subgrantee has completed weatherization work on a home and the Subgrantee Quality Control Inspector (QCI) has completed their inspection, they will sign off on the BCJO that they have inspected the dwelling.

- Another NEO Database system email will be sent to the State monitors and NEO staff to let them know this dwelling has passed the Subgrantee QCI and would be ready as a possible selection for the State monitors to inspect for their QCI. A check-box titled, “Release for Reimbursement” will be added to the State QCI section of the BCJO and will allow the State monitor to select homes they will not monitor and can be attached to a reimbursement for submittal. Those dwellings that did not get selected for “Release for Reimbursement” will be monitored by NEO QCIs. After the State QCI monitoring and follow-up work (if any) has been completed, the State QCI will check the “Release for Reimbursement” check-box to release that BCJO for reimbursement. By following this process, the dwellings inspected by both the Subgrantee QCI and the State QCI, ensures that all work, including missed-measures and all follow-up work has been completed prior to submitting it for reimbursement.
- The above State QCI monitoring is not limited to this specific procedure and State QCIs can still schedule random inspections on an as needed basis.
- Subgrantee agency administrative personnel proof the BCJO, add any additional attachments, and then execute it on the NEO Database.
- BCJO is ready for reimbursement.

#### **QCI Verification Procedures:**

- Only Subgrantee QCI staff or contracted QCI may sign off on completed dwellings on the NEO Database.
- Subgrantee agency staff that are not Certified QCIs, cannot sign off on BCJOs to submit a BCJO as completed.
- Subgrantees allowing uncertified QCI staff to use their Certified QCI staff or contractor’s password to submit BCJOs, will be put on “high risk,” if NEO is informed this is occurring.
- The NEO Database is accessible through the internet and a Subgrantee Certified QCI can access the database remotely from any computer, tablet, or smartphone if need be to complete the BCJO after their inspection has been completed and sign off on the dwelling.

#### **DOE WPN 15-4, Section 3, Requirement Quality Control Inspector:**

*Quality Control Inspectors (QCI) working for, or contracted by, the WAP must possess the knowledge, skills and abilities in the National Renewable Energy Laboratory (NREL) Job Task Analysis (JTA) for Quality Control Inspectors. This applies to all individuals who perform an evaluation and **sign off on work performed in homes**, including final inspectors and Grantee monitoring staff.*

Sub-grantees with questions regarding this guidance can contact the NEO Division Chief.



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