

**ATTACHMENT B**  
**Wisconsin Home Energy Assistance Program (WHEAP) Subcontractor**  
**Waupaca County, Wisconsin**

**SERVICE PLAN MINIMUM REQUIREMENT**

**1. Location**

The Provider shall operate a facility that is open to the public within Waupaca County. The Provider shall be responsible to ensure the property meets all ADA, zoning and occupancy requirements and obtain any and all occupancy permits. The Provider should make every effort to have sufficient parking available.

**2. Hours of Operations**

At minimum, the Provider's agency shall provide services from 8:00 am to 4:30 pm, Monday through Friday. During peak times the agency site shall provide evening hours at least one (1) day per week. Hours of operation need to be clearly posted at the agency.

**3. Days of Operation**

Customers shall have access to services Monday through Friday. Weekend hours are optional. A list of major holiday/closure dates must be provided to the County prior to each season and posted at the agency.

**4. Severe Weather Closure Policy**

The Provider shall have a written severe weather closure policy. This policy shall be incorporated into Waupaca County's Coordination Plan.

**5. Emergency Services**

During the heating season (October 1 through May 15), assistance must be available twenty four (24) hours per day, seven (7) days per week for emergency furnace ("no heat") referrals. The procedure for handling emergency services shall be incorporated into Waupaca County's Furnace Contact Information Form and Crisis Plan.

**6. Phone System**

The Provider shall establish and publicize a local or toll-free telephone number that persons can call year-round for general HE+ information. Criteria is subject to the WHEAP Operations Manual.

The Provider shall have the ability to receive calls and messages twenty four (24) hours per day, seven (7) days per week. The agency shall retrieve and return calls in the order received within eight (8) business hours. The outgoing message shall include, but is not limited to business name, location, hours of operation (including closures), emergency/after-hours contact information, and application procedures. The agency shall provide a message script annually, prior to the start of the heating season.

## **7. Access**

The Provider shall ensure that all applicants have meaningful and equal access to benefits and services. This includes, but is not limited to, persons with limited English proficiency (LEP) and those who are disabled or impaired.

## **8. Application Intake**

The Provider shall provide access for any Waupaca County resident to file an application for WHEAP. Any household within Waupaca County is eligible to apply for benefits and services at the location(s) of their choosing. Applications shall be processed within the guidelines set forth in the WHEAP Operations Manual.

- **Walk-in Applicants**

The Provider may determine the method and manner walk-in applicants are processed. Hours of operation and application procedures shall be posted at the site.

- **Phone Applications**

The Provider shall offer phone applications. Customers requesting a phone application shall have an appointment assigned within three (3) business days of the request.

- **Home Visits**

The Provider shall offer home visits. Customers shall have an appointment assigned within three (3) business days of the request.

- **Outreach Sites**

The Provider shall develop a plan to reach targeted households (defined as low-income households that are at or below the sixty (60) percent State Median Income limit). In addition, a schedule of alternative application sites and information points should be developed. County requires monthly reporting of Outreach activities.

- **Early Application**

The Provider shall accept early applications during the current program year for the upcoming heating season, regardless of the contract status of the future season. The early application schedule is determined by DEHCR.

- **Crisis**

The Provider, along with the Waupaca County, determines the crisis criteria for the Crisis Plan each year. The Crisis Plan shall be approved by Waupaca County before submitting it to DEHCR.

The Provider shall be required to administer or provide all services designated in the Crisis Plan. These services have included, but are not limited to, application processing, enrollment in an

assistance plan, assisting in setting up a utility payment plan, providing workshops, and case management. Waupaca County requires monthly reporting of Crisis services.

### **9. File Retention**

The Provider shall maintain all required application documents for five (5) years after the completion of the contract year. The Provider is required to maintain records in a confidential manner in accordance with Wisconsin State Statutes and any other applicable state or federal laws. The Provider shall demonstrate compliance with all WHEAP guidelines for handling sensitive data as listed in the WHEAP Operations Manual.

### **10. Quality Assurance and Monitoring**

The Provider shall be responsible to ensure accurate and timely processing of all applications taken within the County. The Provider shall provide a Quality Assurance (QA)/Monitoring plan. Waupaca County requires monthly reporting and will conduct reviews of sample cases as requested on an annual basis.

### **11. Fair Hearings**

Customers have the right to request a fair hearing about benefit determination made by the Provider. The Provider is required to respond to fair hearing requests for determinations made at the application site. Waupaca County will be notified by the State Division of Hearings and Appeals of any hearing requests. Those requests shall be forwarded via email to the Provider to provide case records and attend the hearing on behalf of the County. All fair hearing notifications shall be acknowledged via email within one (1) business day.

### **12. Customer Complaints**

The Provider shall respond to customer complaints within three (3) business days and in a professional manner. The County shall be notified on the response to any complaint. The County or State may request additional information regarding an application or customer follow-up. The Provider shall designate a representative to receive and track complaints. The Provider's designee shall respond to or acknowledge the County's request for additional information or documentation within the same business day.

### **13. Training**

The Provider shall ensure that all staff are trained and demonstrate proficiency in accurately applying WHEAP policies and procedures. New employees are required to attend the DEHCR administered "New Worker" basic intake training within five (5) days of starting employment.

### **14. Committee Participation**

The Provider shall participate in the following committees/activities:

- State and County reviews
- Any core workgroup(s)
- State meetings and trainings
- Other State and County meetings and committees as needed

### **15. Site Representative**

The Provider must identify a Coordinator for each site(s). The person will be the main contact person for inquiries and site information. In addition, a quality assurance person shall be designated. This person may or may not be the Coordinator. Participation in core workgroups, committees and all training activities is required of the Coordinator. In addition, the Coordinator will have input in process improvement activities and developing annual state plans. Providers that oversee more than one (1) site may also include a program manager as part of these activities.

### **16. Human Resources**

The Provider shall have a designated Human Resources person or department to maintain personnel files for employees that meet the requirements of state and/or federal regulations concerning personnel. These records should include training, Criteria-based Job Descriptions, Annual Performance Evaluations and Reviews, Competency Testing and Documentation, driver record abstracts, and caregiver background checks.

A complete staffing roster shall be submitted to the County prior to the start of the program year. Any changes in staff should be reported to Waupaca County within ten (10) business days. Caregiver Background Check information shall be provided to Waupaca County along with the updated staffing roster for new staff.

The Provider shall ensure that, at a minimum, the following contractual requirements be part of the internal Policy and Procedure for Human Resources in regard to Caregiver Background Checks.

- Caregiver background checks (CBCs) need to be processed for all employees (direct, indirect and contractual) associated with the contract no more than 90 days prior to the date of hire. CBCs should be processed at intervals no greater than every four (4) years thereafter. Employees that are on seasonal layoff, medical leave or otherwise not actively employed for more than 90 days shall be treated as new employees and have a CBC processed prior to their return to work.
- Hiring practices related to the contract are subject to the Wisconsin Caregiver Law and Waupaca County regulations. No employee with a barable offense or substantially related offense may provide any services related to the contract.
- Employees are required to report any convictions or new arrests to the Provider within 24 hours of the event.
- The Provider shall be responsible to ensure that all employees for this program meet the criteria established under the Wisconsin Caregiver law and that all documentation is present prior to the employee beginning work. Waupaca County has the right to review any caregiver background checks and disallow any employee to provide services for this program.

### **17. Staffing/Personnel**

Each site shall have a Coordinator to oversee site operations and be the primary site contact. Each site shall have a Quality Assurance person to oversee Quality Assurance and monitoring activities. The staffing plan shall include the number of staff and the number of daily and weekly staff hours needed to provide effective customer service.

Staff may be full or part time based on the Provider's needs. All staff must meet the Wisconsin Caregiver Background Check (CBC) criteria. A roster of all direct and indirect staff (including compliance with CBC, Driving and training requirements) is required to be submitted prior to the start of the program year. All staff submissions are subject to Waupaca County review and approval.

### **18. Fiscal Operations and Invoicing**

Billing is based on actual expenses. The Provider shall provide accurate monthly billing of all activities by funding source in accordance with the approved annual budget and the WHEAP Operations Manual. Billing statements and reports are due no later than the 10<sup>th</sup> business day of the month following the service delivery month. Actual expenses are required to be reported in each funding source for each month of the contract, even if expenses exceed the contract amount. In addition, the agency shall provide:

- A monthly report of outreach and crisis activities
- A monthly report of customers served

### **19. Marketing Materials**

All marketing materials must contain State, County and Weatherization Agency logos. All posted materials are subject to State and County Approval.

### **20. Website**

The Provider shall have a public website. Information regarding the Waupaca County WHEAP program shall be accessible from the Provider's home page. The WHEAP page shall include, but is not limited to, application requirements, application sites and hours of operations, and emergency/afterhours information. In addition, the site should offer links to state WHEAP information and all Waupaca County application site(s). Website content is subject to State and County approval.