

	#	Observation Title	Recommendation	Action Item	Due Date	Completion Status	Comments
Information Management	1	Information System Needed	Work with DoIT to: 1) Identify the requirements of an information system that will better support the Weatherization Assistance Program (WAP)	Division has been working closely with DoIT liaison and program staff on drafting the scope of work for an RFP to procure this type of system	Ongoing	●●	Development of the scope of work is on going and is currently being reviewed for input by the Community Action Agencies.
			Work with DoIT to: 2) develop or purchase a system that will meet these unique requirements	Department has a pending capital budget request to fully fund this project	Ongoing	●●	Senate Capital Budget Committee is currently reviewing HB 25 and NH DOE presented the need for the project in late April.
			Work with DoIT to: 3) immediately establish a secure method of receiving monthly request for reimbursements and supporting documentation from community action agencies (CAAs).	Division has been working with our DoIT liaison on a solution	Completed	●●●●	Department has implemented use of the state's Secure File Exchange Server for this purpose
	2	Improve Records Management	Develop and implement a records management system that will enable the WAP to organize its record for efficient oversight and program reporting.	Develop and implement a records management system	Ongoing	●●	Portions of this will be accomplished by the new information system that is currently under development. Remaining portions are being worked on by program staff.
	3	Track Completed Units by CAA	Track the number of completed dwelling units by each CAA.	Program manager and staff to set up system to track the number of completed dwelling units by each CAA at the end of each quarter	Completed	●●●●	System to track the number of completed dwelling units by each CAA at the end of each quarter has been established.

Program Operations	4	Administrative Rules Needed	Comply with state rulemaking laws and federal regulations and ensure it promulgates required federal rules	Consult with the Department of Justice and the Office of Legislative Services on whether rules are needed for aspects of the program being implemented and managed through contracts between WAP and CAAs	Ongoing	●●	NH DOE has requested a review of this question by the NH DOJ as to whether rules are needed for the program. That review by NH DOJ is ongoing.
	5	Periodic Risk Assessment Needed	Establish periodic formal written risk assessments to be used for planning budgeting, and implementing program improvements	Conduct a formal written risk assessment.	Completed	●●●●	Formal written risk assessment of the program has been performed and will be done periodically going forward.
	6	Public Information Needs to Convey Accurate Income Eligibility	Review and revise the WAP website to remove an reference to the 200% of the federal poverty guideline and update its own policy and procedures manual.	Review and update website and policies and procedures manual to remove references to 200% FPL and insert 60% SMI in its place	Completed	●●●●	Website has been updated and the policies and procedures manual is under a wholesale revision, a note has been placed on the website where the document exists to inform readers of the 60% SMI maximum income threshold.

