

	#	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)	Work continues on refining the scope of work for an RFP to procure this type of system with process entering final stages. RFP expected to be released in January 2024.	Ongoing	●●●	Division continues to work with DoIT liaison and has brought on a part time staff person to oversee this project.
			Work with DoIT to: 2) develop or purchase a system that will meet these unique requirements	Release of RFP for information system	Ongoing	●●●	Legislature approved funding for the project in June 2023, with an RFP expected to be released in January 2024.
			Work with DoIT to: 3) immediately establish a secure method of receiving monthly request for reimbursements and supporting documentation from community action agencies (CAAs).	None	Completed	●●●●	Item marked as completed in May 2023 status report
	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 continue to be refined by program staff.
	3	Track Completed Units by CAA	Track the number of completed dwelling units by each CAA.	None	Completed	●●●●	Item marked as completed in May 2023 status report

Program Operations	4	Administrative Rules Needed	Comply with state rulemaking laws and federal regulations and ensure it promulgates required federal rules	None	Ongoing	●●●	NH DOE received an opinion from the NH DOJ that rules are not required for the for the program. NH DOJ recommended consideration of adopting of a limited set of administrative rules, such as thresholds for eligibility. NH DOE continues to work on the agency rules as a whole from the creation of the Department and will consider including these rules as part of that process.
	5	Periodic Risk Assessment Needed	Establish periodic formal written risk assessments to be used for planning budgeting, and implementing program improvements	None	Completed	●●●●	Item marked as completed in May 2023 status report
	6	Public Information Needs to Convery 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.	None	Completed	●●●●	Item marked as completed in May 2023 status report