

Meeting Summary  
 StateStat website, April 7, 2010

**Agency:** DHCD

**Date of Meeting:** March 25, 2010

Following is a summary of issues discussed at the DHCD Stat on March 25, 2010. Analysis is provided by StateStat and the Governor’s Delivery Unit (GDU).

**General Discussion**

- **Maryland Mortgage Program:** As a result of the agency’s decision to lower interest rates under the Maryland Mortgage Program from 5.75% to 5.25%, the agency expects an uptick in the performance of the program in March. The agency reported that \$3.4 million in loan reservations were taken in the week prior to the meeting, and that an anticipated \$6.5 to \$7 million in reservations were taken in March. As interest rates from competitors increase and promotional efforts escalate, the agency expects the performance of MMP to experience continued improvement.
- **Weatherization/Hancock Software:** The agency reported that all of its Local Weatherization Agencies (LWAs) were now using Hancock software to track weatherization production. In addition, the agency is continuing to offer advanced trainings to ensure that LWA employees are able to properly operate the software. The agency chose to implement Hancock software in July 2009 because their old manually oriented system wouldn’t have been able to handle the massive increase in weatherization funding created by the American Recovery and Reinvestment Act (ARRA). In just a few months, the agency was able to completely integrate the system into its weatherization activity. The system allows the agency to track the progress of a weatherization project in six stages, and to monitor the quality of repairs performed by each LWA.

<b>Hancock Progress Tracking</b>	
<b>Stage Tracked</b>	<b>Description</b>
<i><b>Client Entered</b></i>	This is the basic data entry of the applicant. A client number is issued by the software and it is non-editable.
<i><b>Scheduled</b></i>	A client is scheduled for an energy audit based on the indicated WAP Priority (within the software program) from the weatherization program’s algorithm. It is at this status that the client has now become a Job Entered.
<i><b>Audited</b></i>	The auditor has performed energy audit, and enters results in Hancock. If the property is eligible to receive weatherization, the work that needs to be performed is listed and a work order is generated to go to the subcontractor or work crews. Cost is also estimated here.
<i><b>Job In Process</b></i>	Work orders initiate this status and weatherization work begins. When work is completed, dates are recorded for completion of each and every measure. The property is ready for quality control inspection by the local agency – 100% are inspected.
<i><b>Job In Process Inspection</b></i>	The Local Weatherization Agency inspects for proper measures and for proper completion. When satisfied, the Job is ready to be reported to the state.
<i><b>Job Post Inspection</b></i>	The Job arrives at the state WAP office for invoicing. At least 5% from each LWA are chosen for state Quality Control Monitoring by state-employed inspectors. Inspectors review the work performed, and re-audit the property to ensure no additional measures are required. LWA’s are notified of failures through the software program, corrections are made, and inspections continue until passed by the state. The Job remains in this status.

- **Weatherization Production:** In connection to the swift implementation of the Hancock system, ARRA-funded weatherization production has begun to increase over the last few months. While the agency expects March production numbers to decrease because of the February snowstorm (there is a 1 month lag in unit production reporting), the agency anticipates that production will increase to the Department of Energy target of 280 units per month by June.

