

	#	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)	None	Completed	●●●●	RFP for a software system was issued in February 2024, with reponses due April 2024. Contract was approved in August 2024.
			Work with DoIT to: 2) develop or purchase a system that will meet these unique requirements	Release of RFP for information system	Ongoing	●●●	Software company under contract, with system currently under development.
			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	●●●	Remaining portion of this will be accomplished by the new information system that is currently being built.
	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	Completed	●●●●	NH DOE received an opinion from the NH DOJ that rules are not required for the for the program. NH DOJ recommended consideration of adoption 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

