



Transition to WAPLink Frequently Asked Questions (FAQ) October 1, 2024

Transitioning to WAPLink

The following instructions detail the procedure of the weatherization network's transition from IWAP to WAPLink. The link to the live WAPLink site is: in.waplink.org

What happens after the switch with closing out jobs and reporting?

After October 1st, IHCDA will run a report in IWAP to identify all jobs for the current program year that were put in IWAP. IHCDA will confirm with each subrecipient if the list of jobs is correct and ensure we know which jobs are being moved to WAPLink and which are being closed in IWAP.

Subrecipients will need to identify any jobs that are not included in this report to ensure IHCDA has a complete list of current jobs.

By November 15, 2024, IHCDA will check that all jobs that were started in IWAP have closed in IWAP. If there are reasons a job cannot be closed yet, subrecipients should let IHCDA know.

IHCDA will pull the data needed for the closeout reports in IWAP and will have subrecipients sign off that the information is correct. This information will be combined with WAPLink information for the PY24 close out.

The expectation is for subrecipients to continue moving production and not delaying jobs due to the system change. If subrecipients have questions on which system a job should be input in, please contact IHCDA for further clarification.

Readiness Jobs

- If a NEAT/MHEA run has been completed, then enter the job into IWAP.
- If a NEAT/MHEA run has not been completed, even if deferral remediation has occurred, enter the job into WAPLink.
 - This could result in duplicative data entry. IHCDA can support as needed upon request.

LIHEAP Closeout

- With the timing of the transition, it is expected that any job using LIHEAP funds that closes September 30, 2024 will have its data entered in IWAP. As usual subrecipients may close out the LIHEAP part of a job for the LIHEAP closeout and then continue the rest of the work utilizing DOE funds.
- These jobs must be finalized in IWAP by November 15, 2024.

Claims

- Subrecipients should claim IWAP jobs by November 15th. Subrecipients will provide the claim number of the final claim in which IWAP jobs were present.
- A single claim cannot have both IWAP jobs and WAPLink jobs in them; they must be in separate claims.
 - This is to provide a clear trail of what was closed in each system and accounts for documentation differences in the claim process.
 - In this case the subrecipient can submit claims on jobs completed in WAPLink while working through the circumstance with any IWAP job(s). This should also be communicated to IHCDA. Once the outstanding job in IWAP is completed and ready to be claimed the subrecipient would submit a claim with only the IWAP job(s) on it.
- IHCDA will use the funding amounts shown in DMS to input information into WAPLink, showing the funds that are left to spend and tracking the ACPU. These numbers that are reflected in WAPLink will be the combined amounts for jobs that were entered into both IWAP and WAPLink.

Timeline of Transition

- **August – September 2024**
 - IHCDA to hold a training on WAPLink August 27th – 29th.
 - LSPs should continue to contact applicants and continue production.
 - Beginning with the August training and continuing through September 30th, LSPs will test in QA and familiarize themselves with WAPLink.
 - Production should be prioritized throughout this process and keep moving as usual.
 - Any jobs run through NEAT/MHEA energy modeling software (WAweb) prior to Oct 1st should be considered started and those jobs should be input into IWAP.
 - IHCDA and subrecipients will work on ensuring that active waitlist data can be moved into WAPLink.
- **October 2024**
 - IHCDA will pull both active and completed PY2024 jobs from IWAP to gauge what is in the system at that time.
 - IHCDA will confirm with LSPs if the list of jobs is correct.
 - Ensure claims are being input
- **November 2024**
 - IHCDA will pull information from IWAP on completed jobs on November 15th.
 - Except in a few cases most jobs that have their data entry in IWAP should have been completed and closed.
 - November 15th – November 30th IHCDA will confirm and workshop with agencies to get complete lists of jobs.
 - IHCDA will adjust the funding amount shown to agencies in WAPLink to account for the jobs that have been completed in IWAP.
- **March 2025**
 - IHCDA will help ensure that reports and closeouts for the PY24 year are correct and incorporate the necessary data from both systems.

What is Expected of Subgrantees Starting October 1st

The following items and processes will all be required to be completed in WAPLink as of October 1st, 2024. These items have all been previously discussed, but we wanted to provide a clear list of expectations.

1. Client Data and Intake

- a. Agencies do have to do client intake outside of EAP season and EAP application (if the situation dictates – i.e. the applicant does not want to apply for EAP, but they do want to apply for Wx)
- b. Online application for non EAP applicants- available
 - i. Not required until April 1 but should be shared with interested applicants who only want weatherization
- c. Follow -up questions to EAP applicants required October 1st
 - i. You have to get the demographic information listed in the client app before the job can be locked
- d. Waitlist priority points – new applications should attempt to utilize the priority points January 1 – is expected date to start seeing all jobs have the priority points
 - i. There may be jobs people have started or talked with that do not have these points for the first few months of transition

2. Deferral

- a. Agencies will input deferrals in WAPLink as they encounter them
 - i. This includes deferrals:
 1. That are being remediated by the agency such as with Readiness Funds
 2. That are deferred for issues that could be remediated by the client- so if the client fixed these issues weatherization could occur
 3. Denied/ Deferred for reasons that cannot be “fixed” – For example: refused weatherization, illegal activity, foreclosure, etc.
- b. Weatherization Readiness Funds are expected to be tracked in the WAPLink
- c. For those agencies participating in the program, Duke Supplemental Health and Safety (Duke Deferral Program) funds are also expected to be tracked

3. WAPLink Energy Audits

- a. All jobs which do not have a completed energy audit as of October 1, 2024, must utilize WAPLink as the energy modeling software for the audit
- b. See FAQ for more information on this process

4. Fuel Costs

- a. Agencies are required to use the new fuel cost libraries starting October 1
 - i. If agencies have a job in which the actual fuel costs are higher than the cost in their fuel library - they need to ask IHCD for an exception for a different fuel cost library
 1. Those inquiries can be sent to the Weatherization Manager at the iwx@ihcda.in.gov email

5. Measure Costs

- a. Measure costs are in the system, but agencies can edit them and ask IHCD to add a measure cost library should they need additional ones for another contractor
- b. Agencies can add their own pricing in WL Measures when needed

6. Mandatory Photos

- a. Please see the attached list of mandatory photos
- b. These photos must be uploaded to WAPLink in a photo dump as demonstrated
- c. Best practice would be to use a standardized naming scheme for photo identification

7. Forms

- a. Please see the attached list of forms required to be completed in WAPLink or uploaded to WAPLink

8. Work Orders

- a. Work orders must be completed in WAPLink for IHCD tracking purposes
 - i. Agencies are not required to use these work orders to send to contractors and may continue to use their current work order system if preferred
- b. Actual costs must be entered if the actual is different than the estimated cost. Currently, estimated costs auto-populate into actual. Agencies must make the edit(s).

9. Rebates

- a. Rebates for Duke and CenterPoint will be tracked in the system. Explanation on expectations and how to accomplish this will take place on October 15th

10. Inspection- This module is required

- a. Work Order Stage must be "Ready to Inspect" to move forward to inspection

11. QCI Entry

- a. QCI
 - i. The fillable QCI PDF form on WAPLink must be completed. Any windows in the QCI module are optional to fill out.
- b. Work stage must be "Completed", and the job must be "Locked" to be considered complete and counted in their benchmarks
 - i. A job is counted as "Completed" when the Inspection Date has been input in the QCI Entry screen

12. Locking a Job

- a. A job is counted as "Locked" when the "Lock" button is clicked and confirmed as "Yes" to lock the job
- b. Lock a job once all documentation is in the system and the job has passed the QCI.

- c. Jobs are expected to be locked in a timely manner – upon passing the final inspection and having the funding appropriately assigned.

13. Pulling Reports

- i. IHEDA will pull Quarterly Reports. Consequently, agencies must have up-to-date correct information in the WAPLink system to ensure report accuracy.

FAQs:

- EAP Categorically Eligible Clients and Needed Documentation
 - Refer to guidance [WAP-2024-03: EAP Categorical Eligibility and Income Verification Guidance](#)
- Non-EAP Categorical Eligible Clients and Needed Documentation
 - Refer to guidance [WX-2024-04 - Non-EAP Categorical Eligibility and Income Verification Guidance](#)
- Income Verification for Non-Categorically Eligible Clients
 - Refer to Guidance [WX-2024-05 - Income Verification Guidance for Applicants That Are Not Categorically Eligible](#)
- Complying with Historic Preservation:
 - A Historic Preservation SHPO Review is required if the home is 45 years or older and work cannot be determined exempt under the IHCDCA SHPO Programmatic Agreement. In cases where review is required, submitting a completed application for review must be sent to ivx@ihcda.in.gov for review. When SHPO has concluded its review, a letter with their decision of the work will be delivered to the subgrantee via email. This decision letter must be uploaded to the job's documents.
- How are the WAPLink Audit Tool Libraries managed?
 - Key Parameters: Will be entered and managed by IHCDCA annually for subgrantees.
 - Economic Parameters and Fuel Costs: Will be entered and managed by IHCDCA annually for subgrantees.
 - Designated Fuel Library per agency can be found in the Energy Audit Manual dated October 1st on page 7.
 - Measure Costs: May be modified by subgrantees and monitored by IHCDCA.
 - User Defined Measures in Wv10 are now labelled "WL Measures" WAPLink. They may also be edited by subgrantees and are subject to monitoring by IHCDCA.
- Closeout and Funding Type
 - Sub-grantees must have a QCI date entered and the job must be locked to be considered a completion.
 - QCI Date is the Inspection Date in the QCI Entry module
 - Locked refers to clicking the locked button which will prompt you to confirm
 - Funding Type refers to funding that is the "Base Fund" (DOE Base, BIL Base, LIHEAP Capital Intensive), and funding that can be braided to the Base Fund. The types are:
 - DOE
 - BIL
 - LIHEAP Capital Intensive
 - Braids DOE/BIL (Readiness/ LIHEAP Support)
 - Braids LIHEAP Capital Intensive (Rebates/Duke Supplemental H&S)
 - Braids with All (Rebates/Duke Supplemental H&S)
- Lifetimes
 - Lifetimes in WAPLink are consistent with WPN 23-6 Attachment 9 and IN approved exception laid out in the Energy Audit Approval Memo from DOE. Subgrantee's may change the furnace lifetime to 20 years if replacing fossil fuel fired furnaces and boilers, standard & condensing.

- Documents needed on the job
 - Everything related to a complete client file should be saved in documents of the job indicated in the picture below:

WAPLink Job / Area IV - Area IV-24-403 - Test 2 , Test 2

Save Cancel Delete

Job Number: Area IV-24-403
 Current Stage: Audit
 Assigned Auditor (*): Boyer, David
 Assigned Inspector: Boyer, David
 Base Funding: 2023 DOE REG Base - DOE
 Agency Code: 79-24100

NEAT
 MHEA
 Other
 Deferral
 Priority List

Work Orders
 Inspection
 QCI
 Job Economics
 Funding

Lock

WA 10 Settings Health & Safety ASHRAE 62.2 Missing Items Run WA 10 Engine
 + Housing Items Notes Deferral Issues Stage History + WA 10 Reports

Type	Last Updated	Total Records Found
Wall	08/28/2024 11:53 AM	4
Window	08/28/2024 12:08 PM	4
Door	08/28/2024 12:16 PM	4
Ducts	08/28/2024 01:38 PM	2
UnFinished Attic	08/28/2024 12:25 PM	1
Foundation	08/28/2024 12:30 PM	1
HVAC	08/28/2024 12:35 PM	2
Lighting	08/29/2024 11:02 AM	1
Air/Duct Leak	08/28/2024 02:00 PM	1
Water Heating	08/28/2024 02:13 PM	1

- Incidental repair measure documentation: take picture of needed repair and denote “incidental repair” (location on job pictured below).

- Where to find instructions for:
 - Common audit errors: found in WAPLink helpdesk
 - Fuel Switch: Energy Audit Manual & Policy & Procedure Manual PY25.
 - Duct Seal Measurements in Single-Family and Manufactured: Energy Audit Manual
 - Fuel Cost methodology: Energy Audit Manual
 - Contact IHEDA for exceptions.
 - Use of WAPLink:
 - WAPLink training guide
 - Recorded training webinars: in the helpdesk of WAPLink (pictured below)
 - Contact: iwx@ihcda.in.gov
 - Report bugs with “Capture bug” icon on the bottom left-hand side of the screen in EIS WAPLink (pictured below). This will get you in touch with both the IWX@ihcda.in.gov and EIS WAPLink’s inbox.

WAP LINK

- Customer Search
- Contact Center
- Today's Tasks
- Schedule
- My Reports
- AdHoc Queries
- Document Center
- Online Applications
- WAPLink
- My State
- My State Setup
- WAPLink Help**
- Capture Bug**

County
ALL

WAPLink Help

Sections
What's New

Quick Video Tag Search

Videos

- Administrative Overview for Intake Staff
- Funding Setup in WAPLink Webinar

Notice	Added
New help video for Agency Program Settings. This includes updated eligibility, disbursement setup, and mass entry authorization. Help video can be found by searching Agency Program Settings in the LITT Help screen.	08/08/2023 02:44 PM
Child Plus Import is now live in the system. Its available under the My Agency Setup section. Please search Child plus import in the LITT help menu for the help video. Below is the link to yesterday's system admin training:	07/25/2023 11:10 AM

Ask a Question

Notice

Required Photographs for Jobs:

	Audit	WX Installer of measures	QCI	Monitor
Exterior				
all walls			Only if something changed from the audit pic	
Walls should include all Windows and doors (close ups not needed unless replacing)				
all exhaust				
all penetrations				
gutters				
Downspouts				
Venting, soffits, roof, gable				
Gas and electric going into unit				
Outside heating and cooling equipment				
Any access (crawl or attic)				
Attached garages				
Any damage to the exterior should be documented as existing				
Heating equipment				
Furnace, boiler, mini splits				
Outside cabinet		Only if they installed the equipment or worked on it		
Inside cabinet				
Venting for equipment				
Water heating equipment				
Venting for equipment				
Inspection holes				
Interior				
Existing fans				
Venting for fans				
Attic Access (both sides)		Only if they installed		
Crawl access (both Sides)				
Thermostat, notating location				
walk in shots				
Bedrooms			Only if something changed form the audit pic	
Bathrooms				
Living areas				
Storage areas				
Electrical box				
Inside Basement, crawls spaces and attics				
Signage				
Crawl		Only if they installed		
Certificate of Insulation				
Inspection holes				

Health and safety				
Smoke and Cos		if they installed		
all Health and safety measures found		or found		
moisture issues				
Fire Hazzard				
bio hazards including VOC				
work performed				
Insulation installed				
Walls		Only if they installed or worked on the measure		
Attics				
Foundations				
Waterlines				
All Health and safety repairs				
Any measure installed				
ASHRAE Compliance				
Fan cover on		installed the equipment or worked on it		
Fan cover off				
Switch cover on				
Switch cover off				
Venting coming off the fan				
Deferral repairs needed or repaired				