



2026 Management & Leadership Training Conference

Orlando, FL | January 28-30
Hilton Orlando Lake Buena Vista
at Walt Disney World Resort

#MLTC26

Lower Cost, Better Health: Starting with Weatherization and Crossing the Finish line with a Whole Home Strategy

January 29, 2026

Vashawn Johnson

Training Manager – ICRT – Champaign, IL

- 13 years of weatherization expertise bridging the gap between technical theory and field reality.
- Specialize in Health and Safety and Healthy Homes, backed by a deep mastery of building fundamentals, diagnostics, and heat transfer.
- Two years as an instructor and presenter, Take pride in a teaching style that balances technical rigor with humor and patience.
- Professional goal is to empower the next generation of professionals by sharing the hard-won lessons from my extensive field experience—from complex retrofits to the essential soft skills needed for successful contractor and client relations.



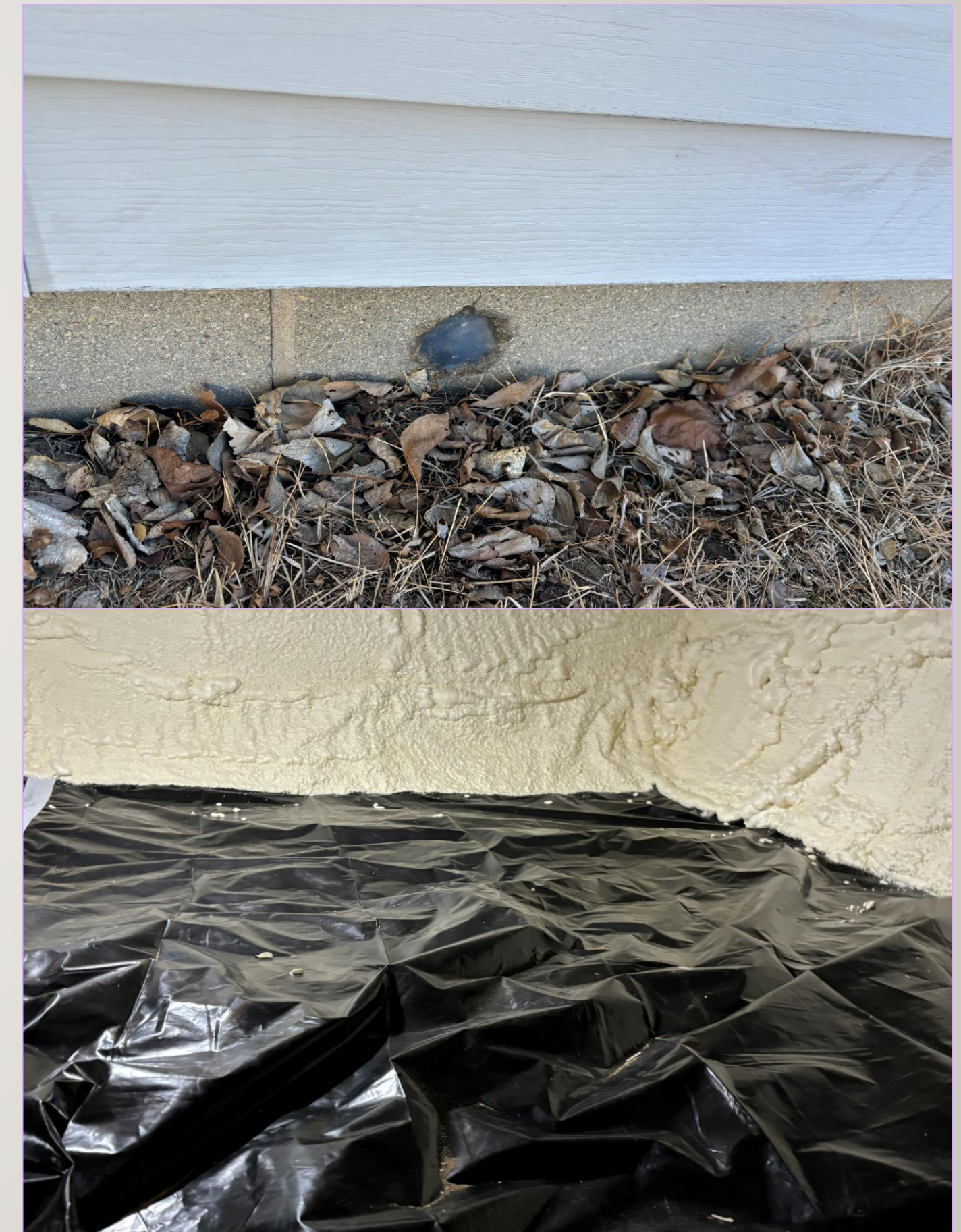
Learning Objectives

At the conclusion of this session, participants will be able to:

- Elevate your level of client education on hazards or contaminants found in or around a home
- Distinguish differences in the approach to educating a client on a Healthy Home vs. Weatherization
- Discuss the similarities in client education with Healthy Home and Energy Efficiency

KEEP IT DRY – THERE ARE 5 INTERVENTIONS THAT ARE USED IN BOTH HEALTHY HOMES & ENERGY EFFICIENCY

In both scenarios:



SO HOW DOES WEATHERIZATION & HEALTHY HOMES DIFFER WHEN ADDRESSING MOISTURE ISSUES AND WHY/

Weatherization...



Healthy Homes...



KEEP IT CLEAN HEALTHY HOME INITIATIVES

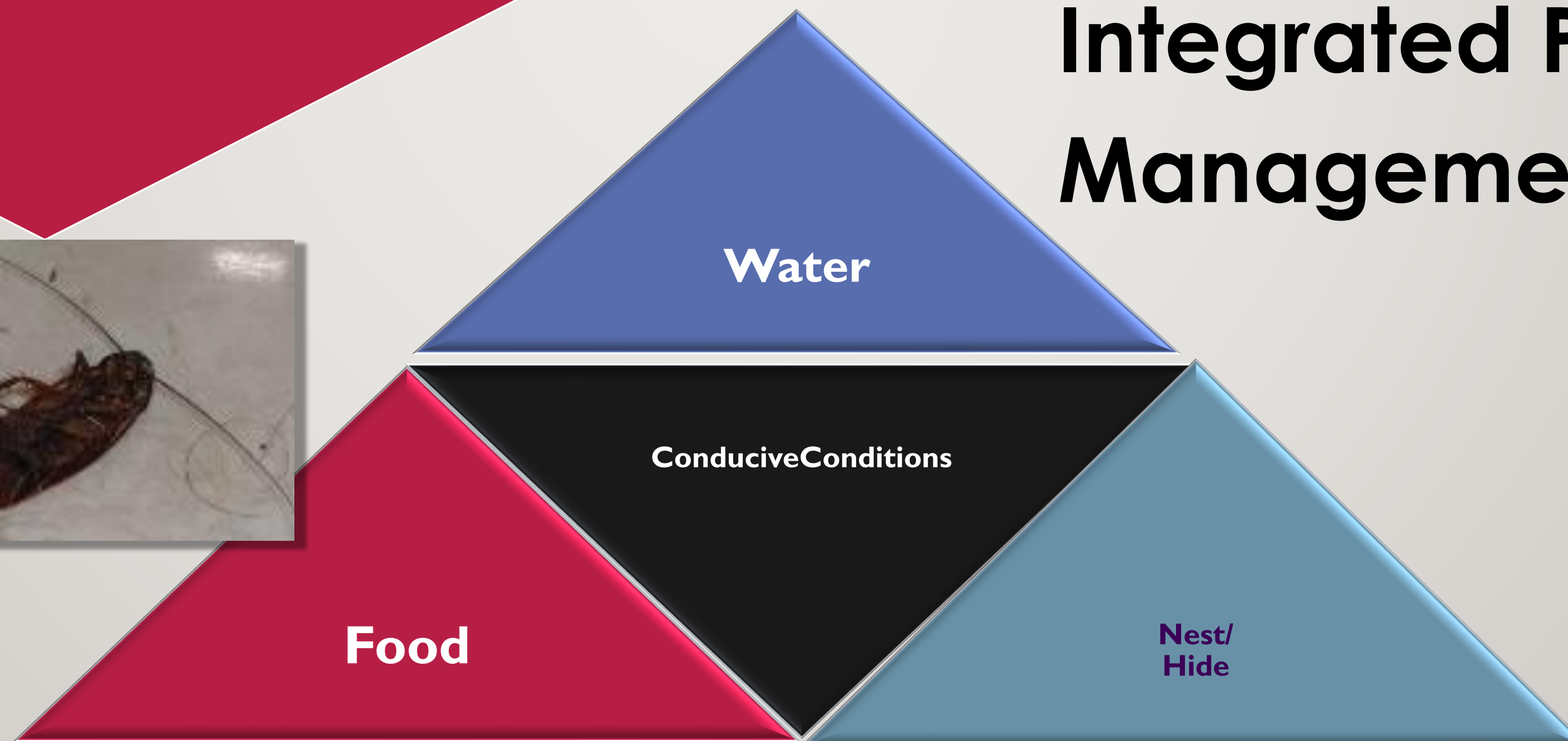
Weatherization- Energy Efficiency...

Healthy Homes...



HEALTHY HOMES USES A MORE ENVIRONMENTALLY SAFE AND CONSISTENT METHOD FOR PEST MANAGEMENT VS. WEATHERIZATION

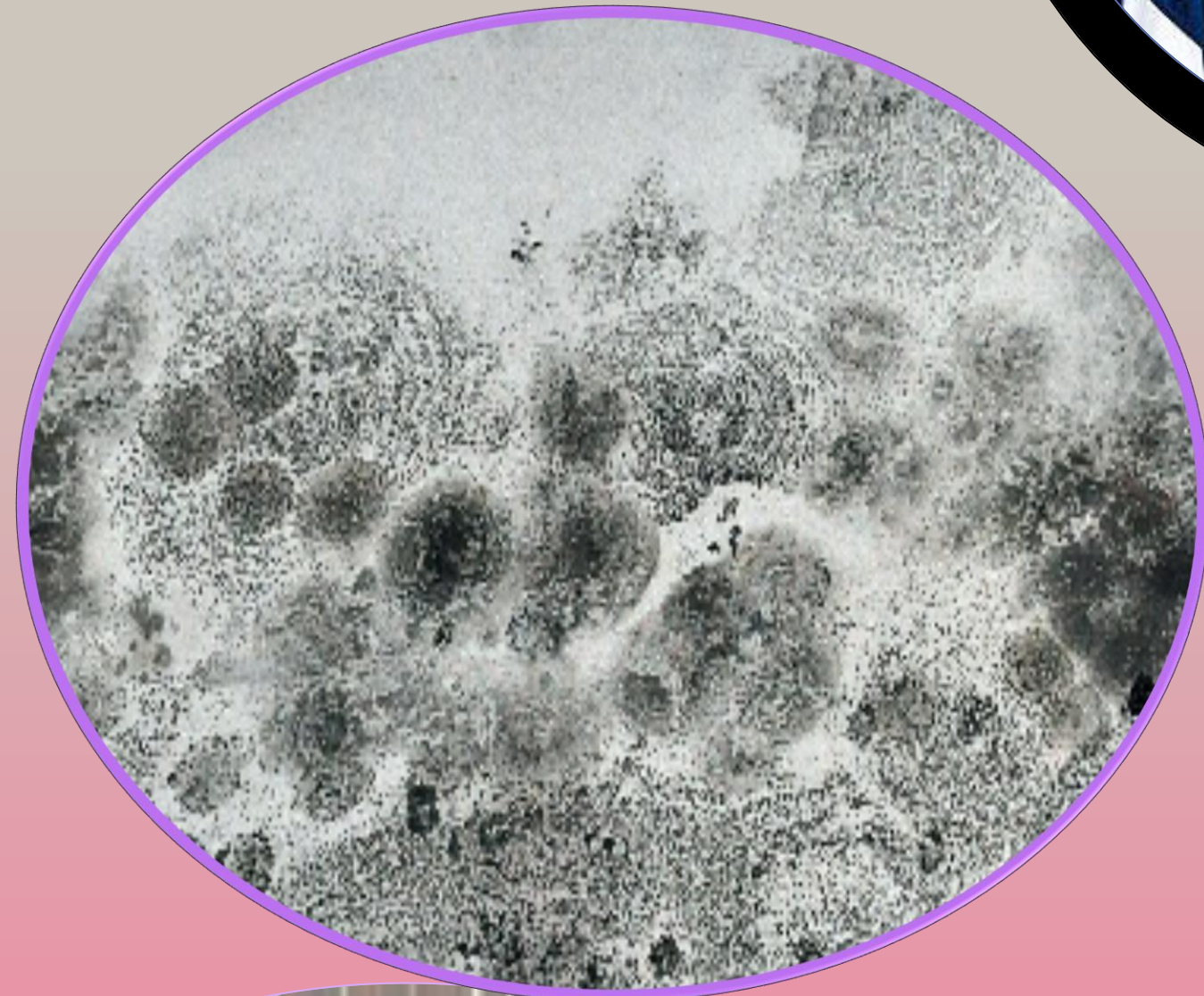
Wx- Energy Efficiency...
Health and Safety funds can be used for pest management ONLY if the infestation will prevent weatherization measures



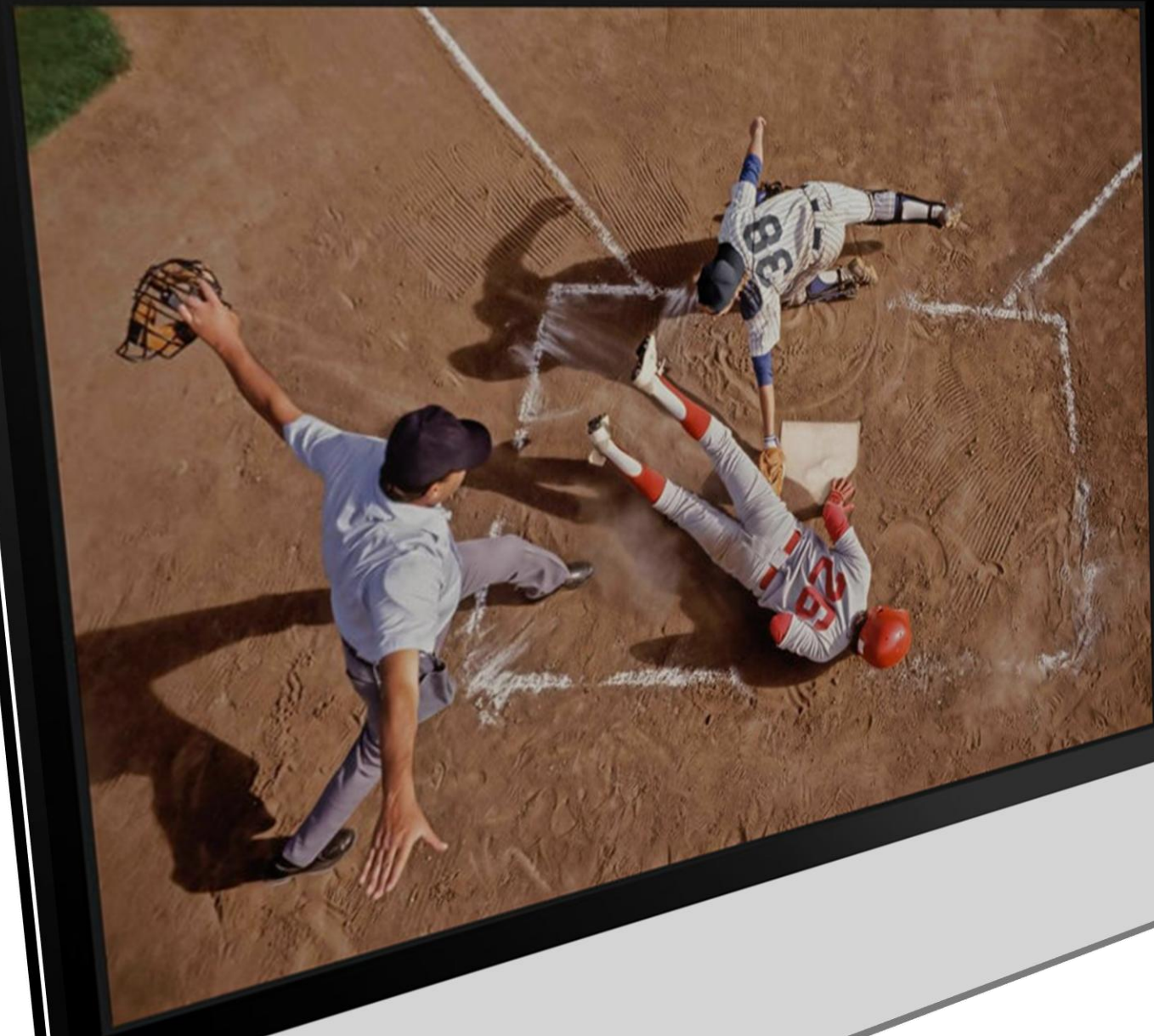
Healthy Homes...

- HUD 1995 implementation of **Integrated Pest Management**

KEEPING IT VENTILATED IN HEALTHY HOMES & ENERGY EFFICIENCY PROMOTES GOOD IAQ



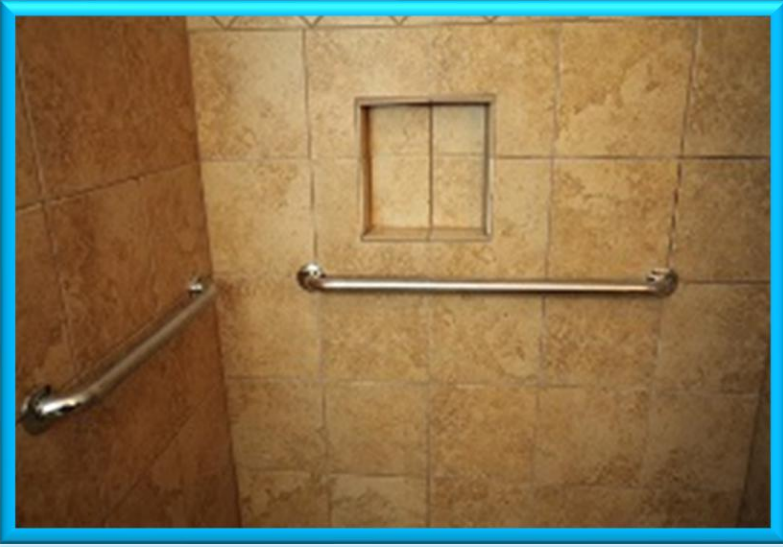
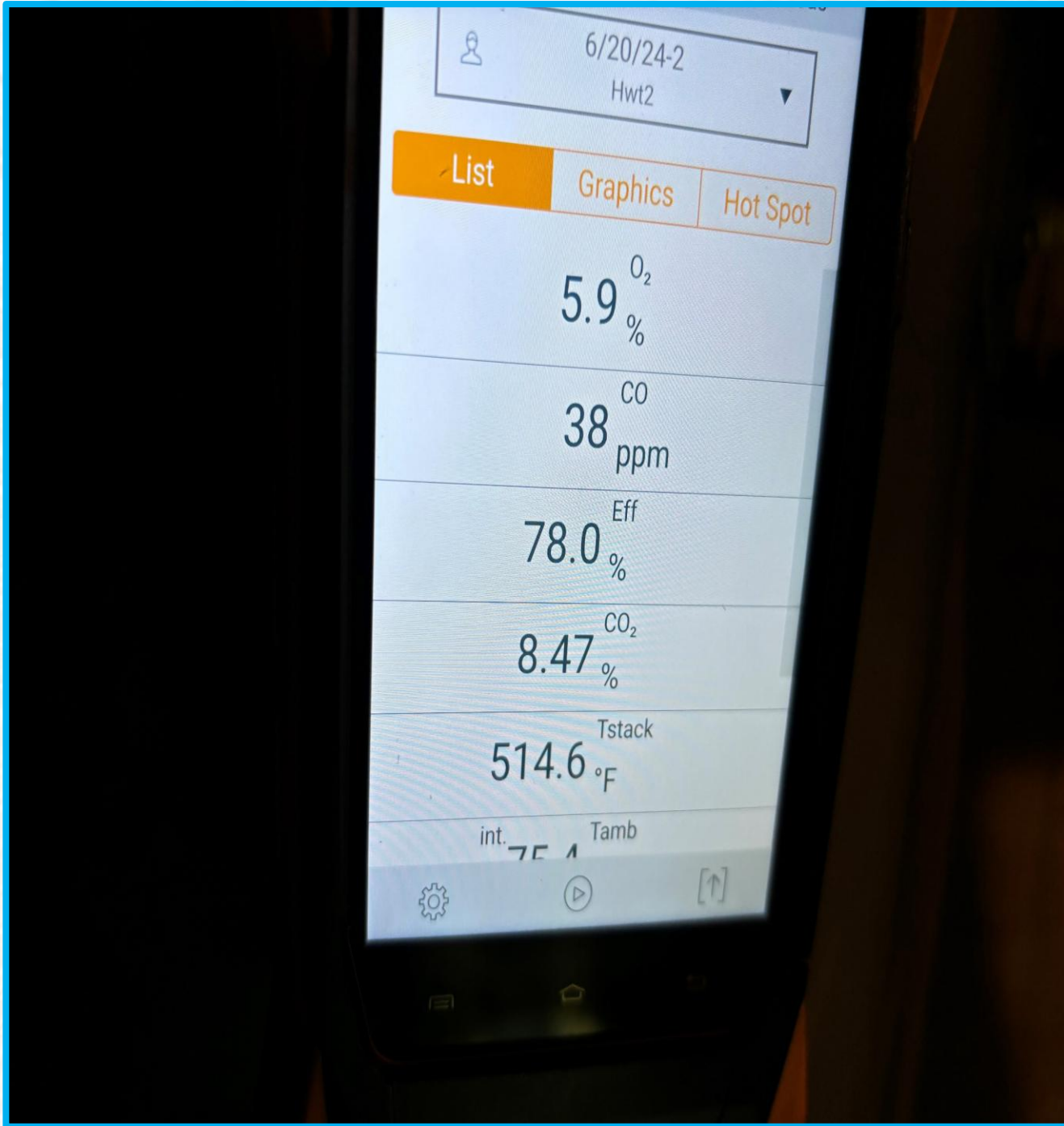
**KEEP IT SAFE
HEALTHY HOMES
&
WEATHERIZATION**



Keeping it safe is the number one priority

Weatherization – Energy Efficiency...

Healthy Homes...

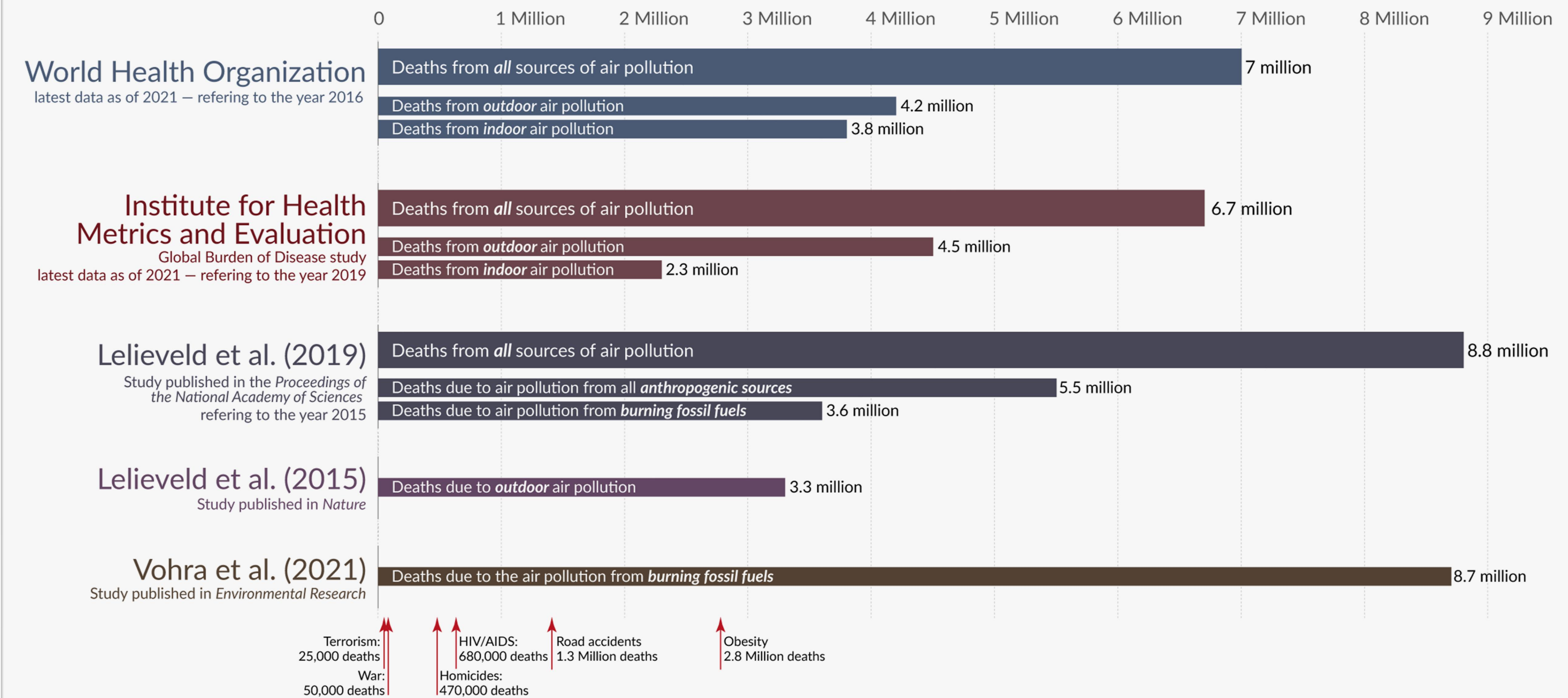


How many people die from air pollution each year?

Estimates of the global death toll from air pollution published in major recent studies

'All sources' includes both anthropogenic and natural sources:

- The largest source of natural air pollution is airborne dust in the world's deserts. Other natural sources are fires, sea spray, pollen, and volcanoes.
- Anthropogenic sources include electricity production; the burning of solid fuels for cooking and heating in poor households; agriculture; industry; and road transport.

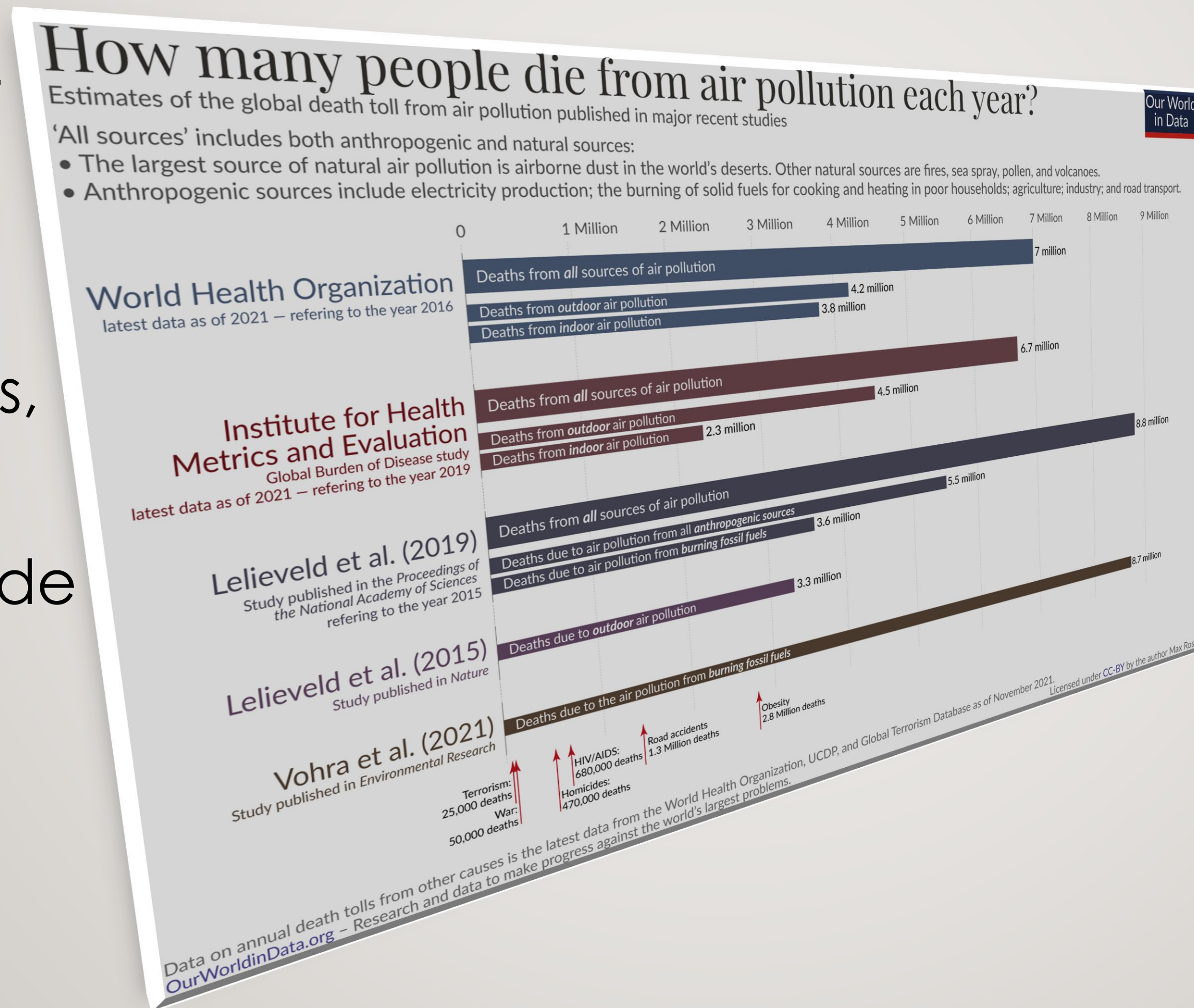


Data on annual death tolls from other causes is the latest data from the World Health Organization, LICDP, and Global Terrorism Database as of November 2021

KEEPING IT CONTAMINANT FREE CAN REDUCE DEATHS BY AIR POLLUTION

Weatherization-
Energy
Efficiency...

- Gas cans, paints, solvents
- Carbon monoxide
- Radon
- Mold/Moisture concerns



Healthy Homes...

- Nitrogen Dioxide-NO₂
- PM 2.5
- Formaldehyde
- Environmental tobacco smoke
- V.O.C.s

KEEPING IT MAINTAINED REFERS TO MORE THAN JUST THE HVAC SYSTEM

Weatherization- Energy Efficiency...

- Site drainage
- Window/Door function
- Electrical connections
- Minor plumbing
- Thermostat
- HVAC equipment
- Continuous thermal boundary
- Ventilation



Healthy Homes...

- Roof condition
- Pre 1978 homes painted surfaces
- Mold remediation
- Humidity levels

HIGH EFFICIENCY HEATING APPLIANCES AND A CONTINUOUS THERMAL BOUNDARY ARE THE KEYS TO CLIMATE CONTROL

In both scenarios:

- Promotes comfort and lower costs for heating/cooling
- Protects water pipes from freezing
- Controls humidity and excess moisture
- Prevents asthma attacks, heat exhaustion, heat stroke, dehydration
- Protects babies, small children, and the elderly in cases of extreme weather temperatures



Client Education Summary



There are many similarities between how we approach Weatherization and Healthy Homes.

They both ultimately share the common theme of ensuring a better quality of life

The differences can range from subtle to extreme depending on the client's health conditions and an agencies or utility's allowable budget

The biggest difference is how much of a difference we can make in a client's understanding of what makes a home healthy.

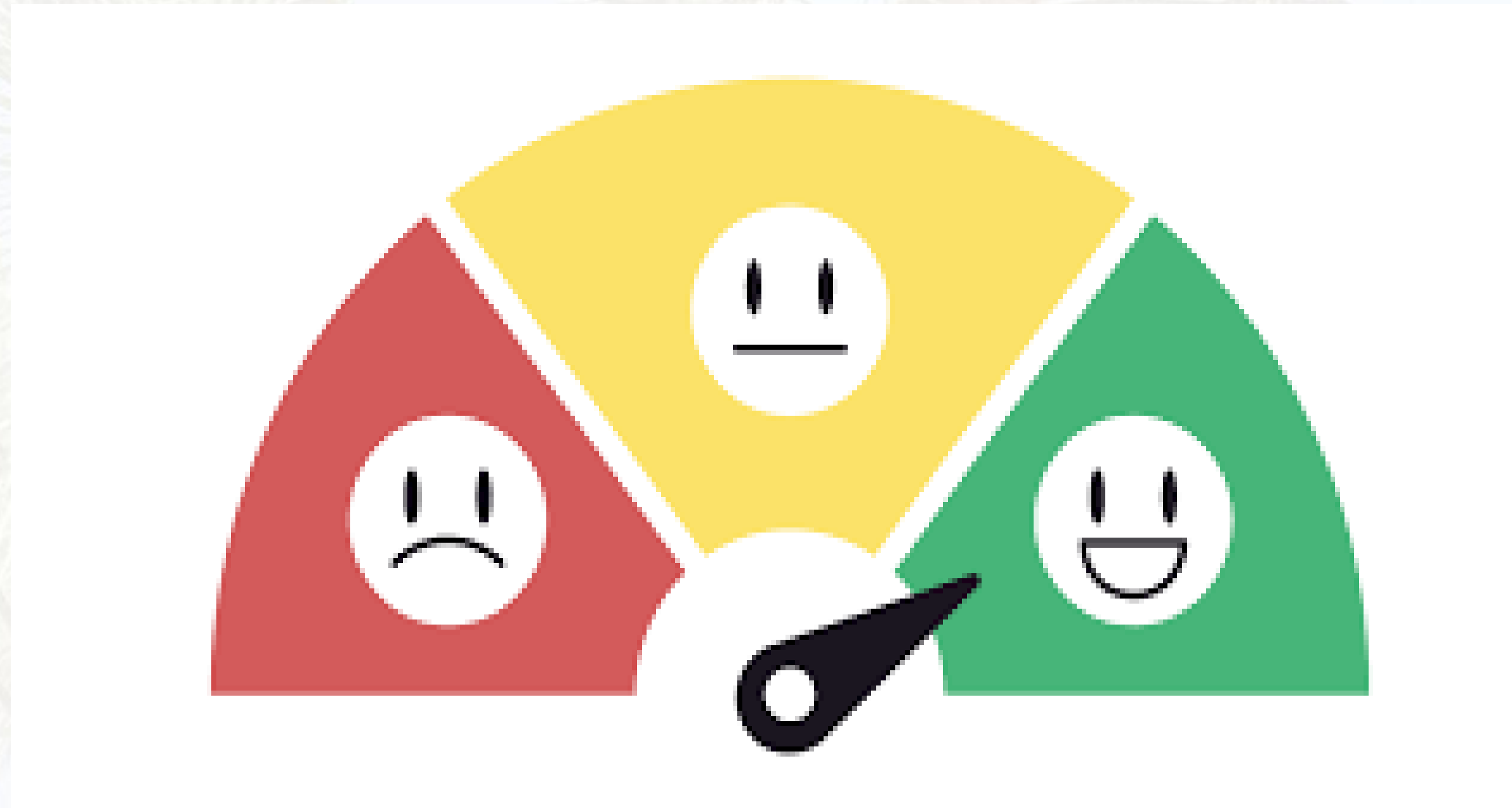
WHY CLIENT RELATIONS MATTER



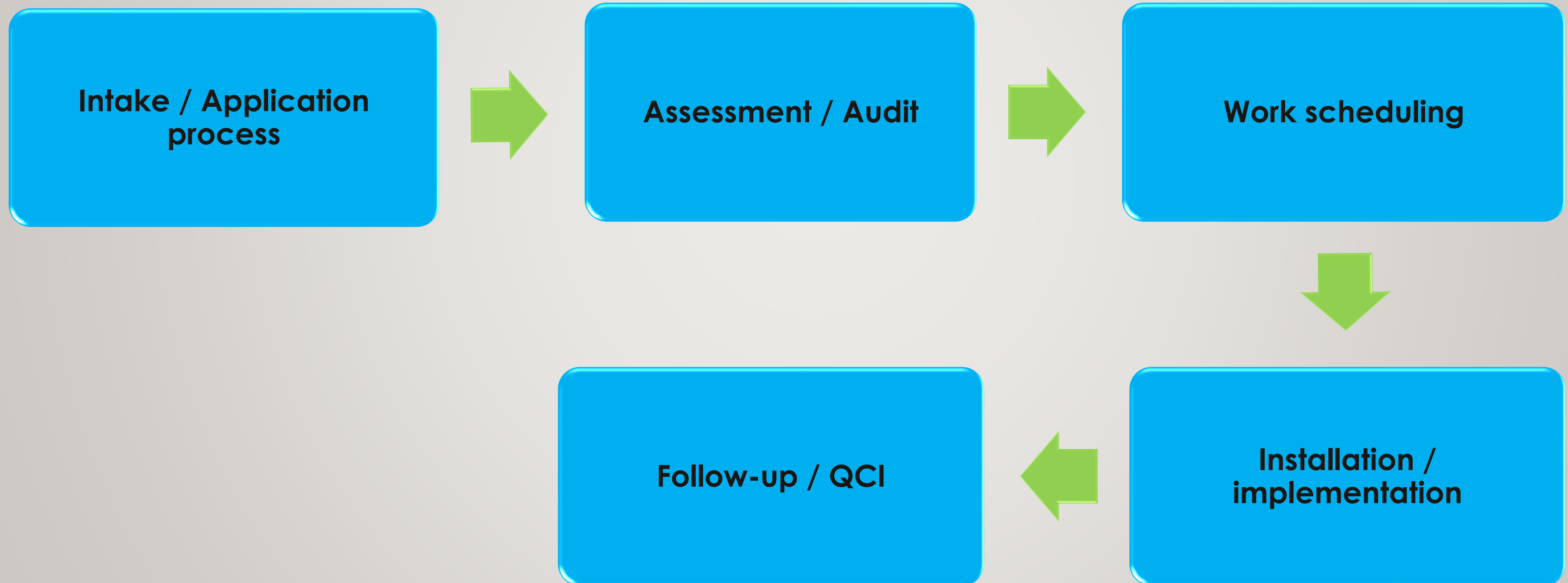
WHY FOCUS ON CLIENT RELATIONS

- Increased Client Satisfaction: Happy clients are more likely to recommend your services.
- Improved Program Reputation: Positive word-of-mouth builds trust in the community.
- Reduced Complaints and Conflicts: Clear communication and empathy can prevent misunderstandings.
- Better Project Outcomes: Engaged clients can provide valuable insights and ensure the work meet their needs.
- Alignment with Program Goals: Positive client experiences contribute to the overall success and sustainability of the weatherization program.

UNDERSTANDING THE CLIENT EXPERIENCE



THE PROCESS



**Here are six (6) principles
that are needed for a
better client experience**

**Respect and
Empathy**

Clear Communication

Professionalism

**Active
Listening**

Transparency

**Problem
Solving**

THE PROCESS



INTAKE / APPLICATION

Intake / Application process

- **Be welcoming and patient.**
- **Clearly explain eligibility requirements and the application process.**
- **Answer questions thoroughly.**

ASSESSMENT / AUDIT

Assessment / Audit

- Explain the purpose of the audit.
- Involve the client in the process, when appropriate.
- Clearly communicate findings and proposed measures.

WORK SCHEDULING

Work scheduling

- **Keep realistic timelines and keep clients informed of any changes.**
- **Be flexible and accommodating where possible.**

INSTALLATION / IMPLEMENTATION

Installation / implementation

- Treat the client's home with respect.
- Communicate daily progress and any disruptions.
- Answer questions about the work being done.

FOLLOW-UP / QCI

Follow-up / QCI

- Explain how to operate any new equipment.
- Provide energy-saving tips.
- Offer a point of contact for future questions.
- Make the client aware of the quality control inspection, and the possibility of future inspections for quality assurance.

NAVIGATING CHALLENGES



-
- **Stay Calm and Professional:** Even when faced with frustration.
 - **Listen Actively:** Let the client express their concerns fully.
 - **Acknowledge Their Feelings:** Show empathy and understanding.
 - **Focus on Finding Solutions:** Work collaboratively to address the issue.
 - **Know Your Limits:** When to escalate issues to a supervisor.
 - **Document Everything:** Keep a record of interactions and solutions.

SUPPORTING YOUR CLIENT RELATIONS EFFORTS



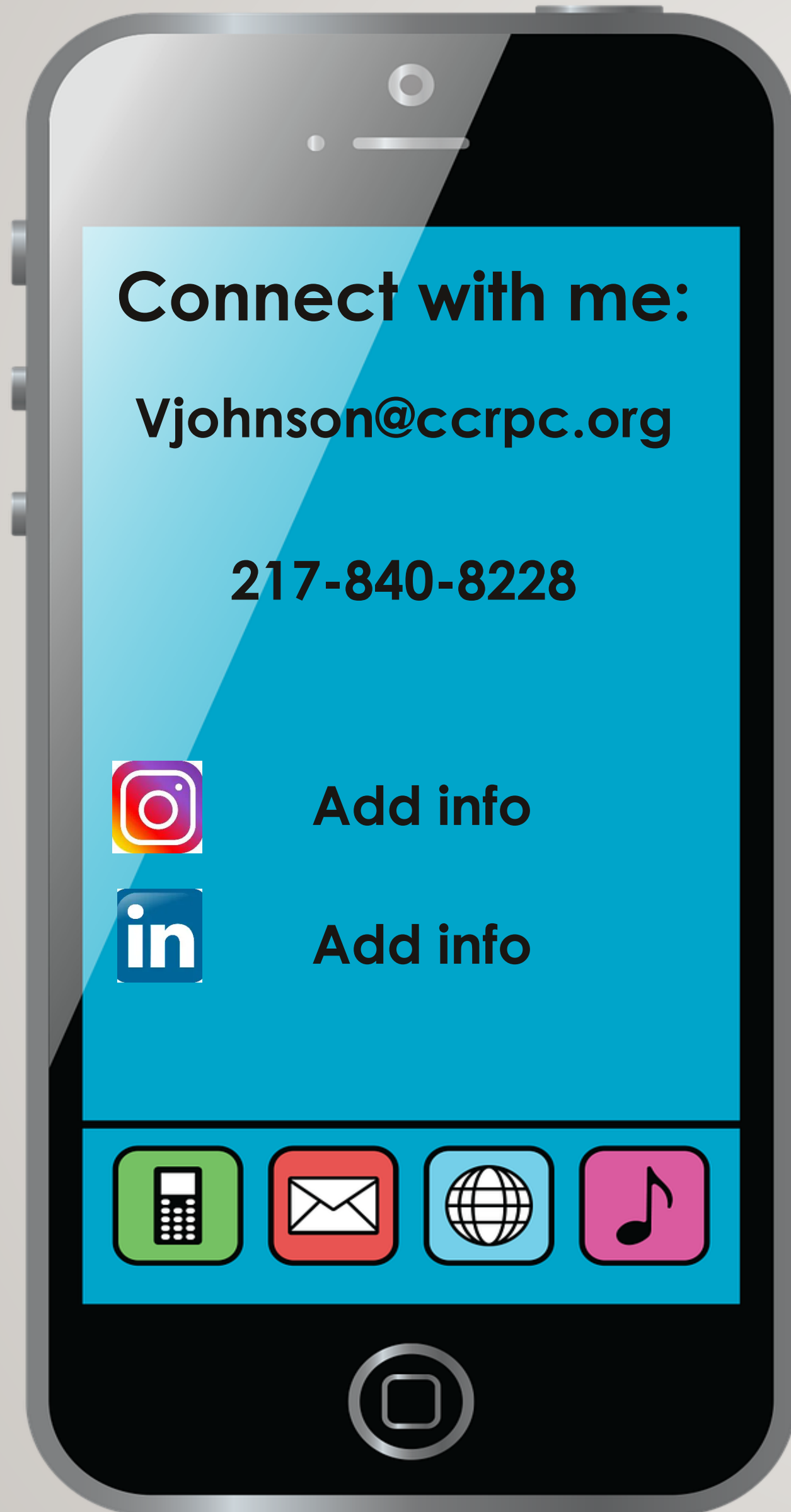
-
- **Standardized communication templates (e.g., appointment confirmations, progress updates).**
 - **FAQs for clients.**
 - **Training materials on communication and conflict resolution.**
 - **Feedback mechanisms (surveys, comment cards).**
 - **Internal protocols for handling client complaints.**

BUILDING LASTING RELATIONSHIPS



-
- **Positive client relations are essential for a successful weatherization program.**
 - **Focus on respect, communication, and professionalism in all interactions.**
 - **Understanding the client journey helps tailor your approach.**
 - **Proactive communication can prevent many issues.**
 - **Your role in building strong client relationships is vital to our program's success.**

THANK YOU!



Subscribe to Weatherization Plus

NCAP Energy Partnerships invites you to subscribe to Weatherization Plus! This biweekly newsletter features tools and resources to assist you on your Weatherization journey.



SCAN TO SUBSCRIBE!



WAP February Webinar Series:

Advanced Weatherization Strategies for Lowering Household Energy Costs



Join NCAP Energy Partnerships for a four-part
Weatherization webinar series:

Wednesday, February 11, 2026

Tuesday, February 17, 2026

Thursday, February 26, 2026

Wednesday, March 4, 2026

2:00 ET/ 1:00 CT/ 12:00 MT/ 11:00 PT



REGISTER NOW!

National Community Action Partnership presents:

Weatherization Leadership Professional Development Institute (WAPPro)

WAPPro is...

A learning curriculum designed for emerging leaders who want to turn weatherization expertise into meaningful leadership—bridging technical knowledge with organizational management and leadership skills.

Discover the 3 “E”s:

Empower emerging leaders with the knowledge, skills and confidence to lead
Engage with peers to learn, collaborate and build a strong community of WAP professionals

Equip yourself to lead effective, impactful weatherization programs.

Who should apply:

Anyone looking to take the next step in a WAP career, including frontline staff, intake specialists, and other weatherization team members interested in professional growth.

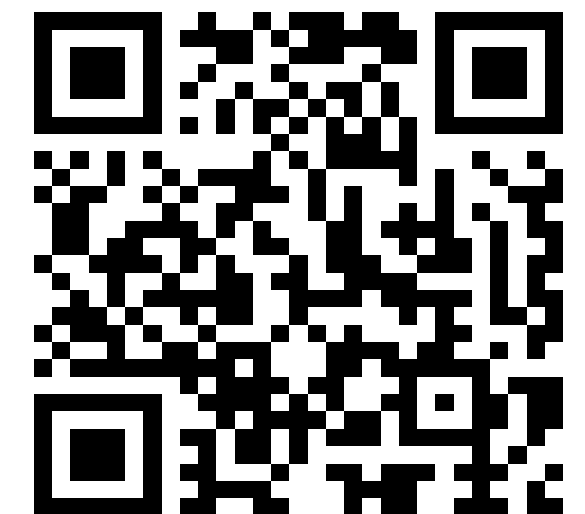
WAPPro 3.0 Schedule:

Sessions will be held monthly from June – November 2026

Apply Here: <https://www.surveymonkey.com/r/RHF8QZP>

Application will on closed April 30, 2026

For more information contact Keesha M. Johnson; Project Director, Weatherization Workforce Development KJohnson@communityactionpartnership.com



New!

ENERGY PARTNERSHIPS WEBSITE

Check out the NCAP Energy Partnerships team's enhanced website.

Discover the latest in weatherization program updates, workforce development, and emergency preparedness.

CEU Information

This session has been approved for 1.5 BPI Continuing Education Credits (CEU's)

CEU's are typically available in your BPI Portal bpi.org within two weeks following the conference.

NCAP Wants to Hear From You

Your Opinion is Very Important to Us!

- Please take a moment to evaluate this workshop using one of the following:
 - QR Code
 - Event App
 - MLTC26 eNews

Thank you!

Connect with us:

energy@communityactionpartnership.com

mharnos@communityactionpartnership.com

communityactionpartnership.com