METRICS
WEATHERIZATION ASSISTANCE PROGRAM

Purpose

The Weatherization Assistance Program (WAP) assists low-income homes, to make them more energy efficient and lowering utility bills while improving health and safety for residents.

Key Services

The Weatherization Assistance Program (WAP) offers a variety of services to help low-income families make their homes more energy efficient and comfortable, while also reducing their energy bills and improving their health and safety. The program conducts an energy audit on eligible home and provides measures that rank in the audit to include insulation, weather-stripping & caulking to prevent air infiltration, heating & cooling systems repairs & retrofits, limited roof & duct repair, and other health and safety measures such as installing carbon monoxide detectors, smoke detectors, and ventilation systems. The program also provides window air-conditioners or space heaters to homes without a functional air-conditioner or heater during heatwave or cold snaps respectively.

Full Time Equivalent Staffing

Permanent Total	14	Permanent (General Fund)	N/A	Permanent (Grant Fund)	14
Contractual Total	7	Contractual (General Fund)	N/A	Contractual (Grant Fund)	7

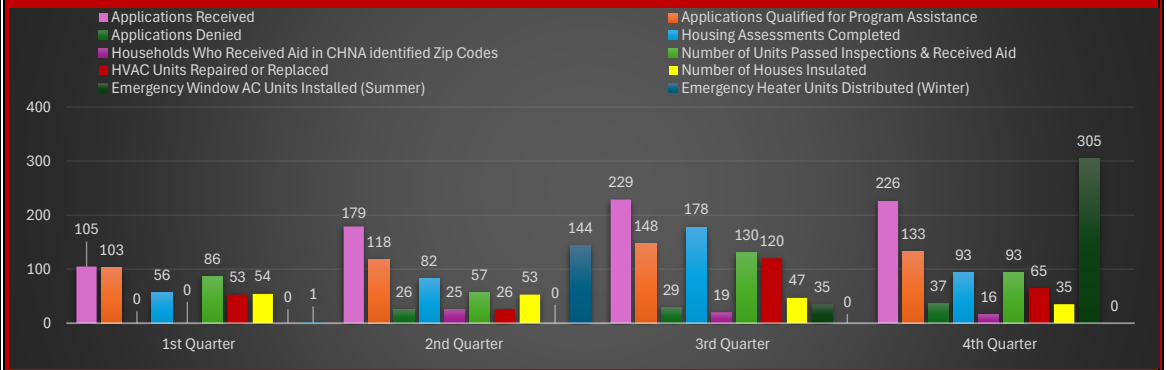
Funding

Budget	$16,079,607			General Fund	YTD	YTD	Grant/s	YTD	YTD
Type: ☐ General Fund	0%	☑ Grant Fund	100%	Budget	Exp	EXP. %	Budget	Exp	EXP. %
Source: Local and State				N/A	N/A	N/A	$16,079,607	$5,137,311	32%

Key Metrics

Workload Measures	Prior Year	FY 2025 1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD Total
Applications Received	-	105	179	229	226	739
Applications Qualified for Program Assistance	552	103	118	148	133	502
Applications Denied	-	-	26	29	37	92
Housing Assessments Completed	424	56	82	178	93	409

Outcome Measures	Prior Year	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD Total
Households Who Received Aid in CHNA identified Zip Codes	-	0	25	19	16	60
Number of Units Passed Inspections & Received Aid	337	86	57	130	93	366
HVAC Units Repaired or Replaced	-	53	26	120	65	264
Number of Houses Insulated	-	54	53	47	35	189
Emergency Window AC Units Installed (Summer)	-	0	0	35	305	340
Emergency Heater Units Distributed (Winter)	-	1	144	0	0	145



DALLAS COUNTY FY2025 PERFORMANCE INDICATORS

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DCHHS
Dallas County Health and Human Services
Healthy People Healthy Communities
Health and Social Equity

Weatherization Assistance Program (WAP)

KEY METRICS	METRIC DESCRIPTORS
Applications Received	Total number of applications submitted by potential clients in an effort to receive aid from the program
Applications Qualified for Program Assistance	The total number of applications that met all eligibility criteria for the Weatherization Assistance Program. Applicants qualify for assistance based on a grading system that prioritizes services. Priority statuses are ranked, and applications are addressed according to priority level, available funding, and timing. Qualifying for program assistance does not guarantee services rendered or weatherization to the home.
Applications Denied	Number of applications for aid reviewed by program staff and determined that they do not meet requirements to receive program assistance
Housing Assesments Completed	The number of home energy audits or assessments performed on qualified applicants' homes.
Households Who Received Aid in CHNA identified Zip Codes	This measure tracks the number of clients who applied for and received aid from the program residing in zip codes identified as high-risk within the current Community Health Needs Assessment (CHNA). The CHNA is updated every three years, and the identified high-risk zip codes may change accordingly. This measure serves as a general indicator of the program's reach in serving individuals and families residing in areas identified as having a high vulnerability index, encompassing factors such as poverty, limited access to healthcare, food insecurity, and other social determinants of health. Note: For this reporting period, the high-risk zip codes were 75210, 75211, 75215, 75216, 75217, 75241
Units Passed Inspection	The number of weatherized homes that passed final inspection after work completion.
HVAC Units Repaired or Replaced	The number of qualified weatherization clients who received repairs or replacement of their HVAC units
Number of Houses Insulated	The number of qualified weatherization clients who received attic insulation, wall insulation, or floor insulation
Emergency Window AC Units Installed (Summer)	The number of emergency window AC units installed in the homes of qualified constituents
Emergency Heater Units Distributed (Winter)	The number of emergency window AC units installed in the homes of qualified constituents