



# Workforce Pilot Concepts

Presented by:



# Paid Mentorship

## Description:

- Mentorships are one of the best practices to develop talent and small businesses; however, most informal mentorships flounder without proper structure and support. This pilot will offer third party administration of paid mentorships through SEEL for either small, minority contractors or jobseekers, including mentor/mentee matching, stipend payment, relationship mapping and structure, and tracking any outcomes of the mentorship arrangements.

## Learning Goal:

- Are paid mentorships a cost-effective way to grow small contractors or jobseekers within the energy efficiency space?

## Customer Benefit:

- Prevent loss of trade ally coverage for programs as contractors retire
- Develop high-potential contractors to increase their project capacity

### Implementation Time Frame:



12 months

### Energy Savings Potential:


Indirect – Developing contractors to deliver energy projects

### Category:

 Workforce Development

 Equity

### Fuel Type:

 Not Applicable

# Contractor Succession Planning

## Description:

- Many of our high-performing contractors are “mom and pop” shops with decades of experience in the field. As we see retirements rise with a historically small pool of trained talent, how do we advocate for industry-wide succession planning? This pilot will try to identify pending retirements across the trade ally network, culminating in a report of future gaps and proposed strategies to prevent customer service gaps.


## Learning Goal:

- Can utilities play a supporting role as businesses are launched, grown, and retired to ensure there is no disruption in coverage or service for customers?

## Customer Benefit:

- Prevent loss of trade ally coverage for programs as contractors retire
- Develop high-potential contractors to increase their project capacity


## Implementation Time Frame:

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## Energy Savings Potential:

Indirect – Developing contractors to deliver energy projects

## Category:

 Workforce Development  Equity

## Fuel Type:

 Not Applicable

# Our Management Team



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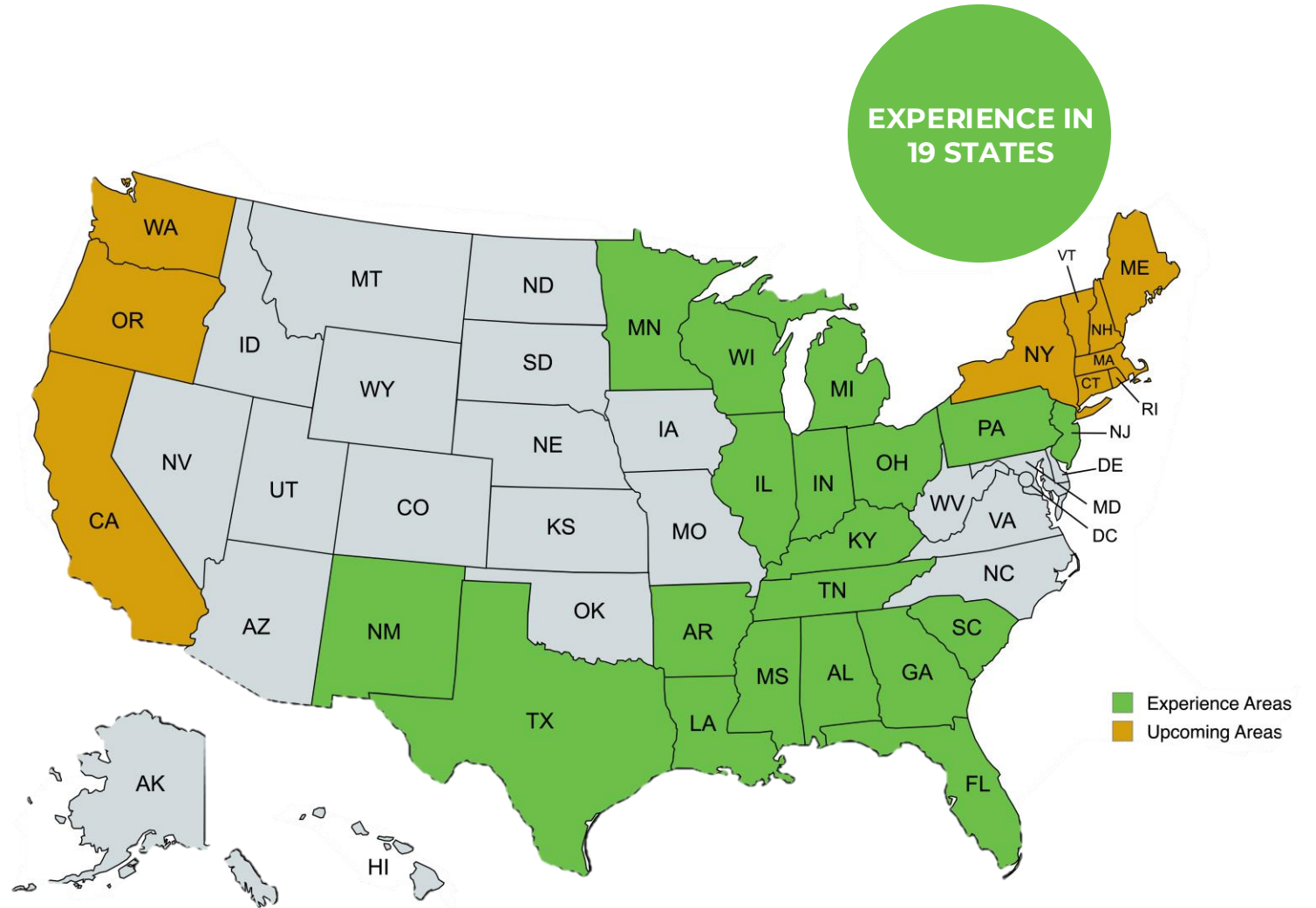


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# Who We Are &

# What We Do

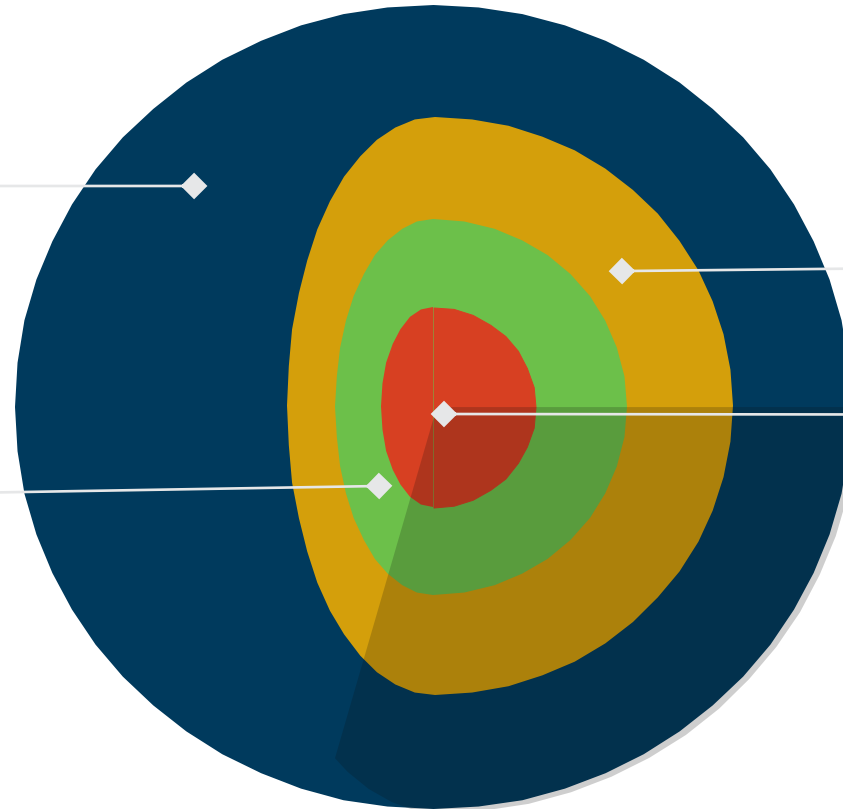
- 15+ years of experience in utility program management – appliance recycling, direct install, weatherization, retail, commercial
- Over 7 years of training and workforce development experience
- Specialize in engaging disadvantaged communities & workforce development
- Community based program approach
- Engaged with local and nationwide community partners
- 100% Minority-Owned Business Enterprise (MBE) Certified & Disable Veteran Owned



# Core Values

Training & Workforce Development

Diverse and Inclusive Professional Practices



Community Partnership

Energy Efficiency for All

**J**USTICE

The act of just behavior and treatment.

**E**QUITY

The act of ensuring that processes and programs are impartial, fair and provide equal possible outcomes for every individual.

**D**IVERSITY

The presence of differences within a given setting. In the workplace, that can mean differences in race, ethnicity, gender, gender identity, sexual orientation, age and socioeconomic class.

**I**NCLUSION

The practice of ensuring that people feel a sense of belonging in the workplace. This means that every employee feels comfortable and supported by the organization when it comes to being their authentic selves.

# Key Achievements



SEEL has delivered over 2,000,000 Mcf & 1,000,000 MWh since 2009



100+ individuals trained and placed in clean energy jobs annually through Workforce Development initiatives



30+ Returning Citizens trained and hired in Energy Jobs since 2022



66% of SEEL's workforce is diverse



Contact Center has engaged more than 3,000,000 utility customers



150 people BPI trained

# Notable Accolades



<p>2024 Hall of Fame Legends Louis James, CEO &amp; Chairman</p>	<p>2024 Notable Black Business Leader Honoree E'Lois Thomas, PhD; President</p>	<p>2024 #99 in Michigan, #66 in Energy, and #51 in Detroit.</p>	<p>2024 Entrepreneur of the Year Louis James, CEO &amp; Chairman</p>
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<p>2024 Women of the Year E'Lois Thomas, PhD; President</p>	<p>2024 Notable Leaders in DEI Scott Alan Davis; VP of Inclusion and Economic Development</p>	<p>2023 Lifetime Achievement Award E'Lois Thomas, PhD; President</p>	<p>2023 Class IV Supplier of the Year</p>
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<p>2023 Fastest Growing Women-Owned and Led Businesses; #4 of 50 Women2Watch E'Lois Thomas, PhD; President</p>	<p>2023 Apple Impact Accelerator</p>	<p>2022 Notable Leaders in Sustainability E'Lois Thomas, Ph.D.; President</p>	<p>2022 Corp! Salute to Diversity Award</p>
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# Our Capabilities

## INCOME-QUALIFIED SOLUTIONS

### Income-Qualified Program Solutions

SEEL embodies our Justice, Equity, Diversity, and Inclusion (JEDI) values at all levels of program implementation. From local hiring to translation services, we understand that authentic trust and connection is the first step to achieving energy program goals.

As a DBE, we are committed to providing solutions to the larger systemic barriers that prevent marginalized communities from accessing, utilizing, and leading clean energy resources and programs.

#### Robust Community Outreach

- Trusted partner for community representatives and community-based organizations
- Leverage word of mouth as a powerful tool in addition to traditional marketing strategy and tactics
- Available 24/7
- Multilingual call center offering Spanish and Arabic support
- PCI Compliant to accept payment over the phone or through IVR systems



#### Locally Hired and Expertly Trained Staff

- Strong track record of hiring from the communities we serve
- Industry leader in hiring returning citizens (previously incarcerated individuals)
- Internal SEEL Learning Institute ensures all staff receive robust training, in offering Building Science certification

#### Intentional Program Design

- Proven program design that successfully operationalizes equity
- Company history has always focused on serving marginalized communities including delivering income-qualified programs for our home city of Detroit

## OUR PROGRAM SOLUTIONS

### A nationally certified minority business enterprise (MBE) disabled, Veteran-owned business enterprise (DVBE) s



SEEL is an energy management services company. If you have an energy need, we have the solution.

- Current implementer for more than 30 energy programs nationwide expansion
- Long track record of partnership and collaboration with state regulatory commissions, municipalities, non-profits, the Department of Energy agencies, utilities, and more
- Robust program management experience with over a dozen utilities
- Award-winning industry thought leadership in Justice, Equity, Diversity
- Turnkey solutions at all levels of program implementation, including program management, call center, rebate processing, appliance recycling, trade management, workforce development, training, and more

Click or use the QR codes below to learn more about our core offerings



## EQUITY SOLUTIONS

### Equity Solutions

SEEL is thrilled to offer our Equity Solutions portfolio under the guidance of nationally recognized energy equity experts Scott Alan Davis and Jocile Ortiz-Castell. Our team is uniquely qualified to bring these concepts into action, with a proven track record of success. These scopes are often tailored to meet your needs - if you have an energy or equity challenge, we are prepared to provide you with a solution.

#### Education & Training:

- Our in-house trainers continuously expand our library of clean energy, equity, and workforce development courses, including:
  - Justice, Equity, Diversity, and Inclusion 101
  - Unconscious Bias
  - Cultural Competency
  - Grant-Writing
  - Working with Returning Citizens (Individuals returning from incarceration)

#### Facilitation:

- Facilitation can make or break a discussion. SEEL's facilitation experts have 50+ years combined experience and can ensure your team meaningfully covers your agenda, allowing all team members to participate. Our facilitation offerings include:
  - May include meeting prep, facilitation, recording, transcription, notes, post-event survey, final report, and meeting debrief

#### Marketing:

- We combine our best practices in marketing with an equity lens to serve each of your customer segments and their unique needs to provide marketing solutions that leave no one behind. Our equity marketing offerings include:
  - ADA-Compliance Audit
  - Accessible marketing, including Spanish, braille, and other specialized audiences
  - Community-Based Marketing
  - Common Language Translation

#### Strategic Listening & Advising:

- We believe the first step to the successful design of any program is to listen to the communities it will serve. Our strategic listening and advising prevents unnecessary re-design down the road, reducing implementation costs and boosting customer satisfaction. Our strategic listening offerings include:
  - Program Design Gap Analysis
  - Focus Groups
  - Customer Satisfaction & Contractor Feedback Surveys

#### Implementation & Technical Assistance:

- The road to decarbonization is paved with partnerships, and SEEL has developed an award-winning community-based partnerships. We leverage our community partners' strengths and SEEL's expertise to provide the following services:
  - Grant-Writing Services
  - Energy Program Management Education
  - Workforce Solutions
  - Program Administration, Invoicing, and Reporting



In 2023, SEEL's Michigan Success Story program achieved a 100% full-time job placement rate for all eligible interns.

## ENERGY PROGRAM SOLUTIONS

### Energy Program Solutions

SEEL has developed and implemented successful energy programs since we were founded in 2009. With our in-house expertise, industry partnerships, and turnkey solutions, SEEL delivers cost-effective programs that champion energy savings and customer satisfaction.

- Portfolio of over 30 energy programs on the forefront of energy innovation and equity
- Current implementer for one of the largest income-qualified, residential programs in the country
- A national leader in Appliance Recycling
- Proven and trusted collaborator with utilities, implementers, evaluators and community-based organizations
- Over 30,000 home energy audits completed annually
- Have served over 100,000 homes and facilities with weatherization, saving customers over 100,000 MWh and 600,000 MCF
- Focus on hiring from the communities we serve with experience quickly launching programs in new service areas



We are confident SEEL can meet any and all of your implementation needs.

- Appliance Recycling
- 24/7 Customer Contact Center
- Customer Marketing, Center, & Education
- Direct Installation
- Energy Savings Calculations
- Program Management
- Residential and Commercial Energy Program
- Staff Education & Training
- Trade Ally Manager

#### Michigan Success Story

Our first residential program in Michigan began as a pilot in 2010, in Detroit. Since then, it grew to a fully commercialized program that serves 30,000 residential customers annually - that's every single resident in our client's service territory.

## WORKFORCE SOLUTIONS

### Workforce Solutions

With our cross-section of expertise in clean energy, energy equity, and workforce development, SEEL is uniquely positioned to address any and all workforce needs. SEEL offers a flexible model that provides everything from a full-service workforce system to individual offerings such as BPI training and job placement. Our programs serve and partner with job-seekers, employers, training organizations, colleges and universities, and other clean energy and workforce organizations.

#### Our Comprehensive Workforce System

- Job Placement & Retention**
  - Matchmaking between employers and job-seekers
  - Interview and resume preparation for job-seekers
  - Gathering of on-going feedback from employers for job-seekers
  - Employer training to enhance employee retention and working with returning citizens
- Training**
  - In-person or virtual
  - Topics include: BPI Certification, Building Science Principles, Healthy Homes, Energy Auditing, and more
  - Over 50,000 additional computer-based training in energy & beyond
- Internships**
  - Internship program administration, including creation of candidate pipeline, technical assistance for employers, and delivery of energy curriculum to program participants
- Scholarships**
  - Administration of energy scholarships to educational institutions
  - Strategic advising with faculty to integrate additional energy information into scholarship areas of study
- Barrier Reduction Services**
  - On-demand support to eradicate barriers preventing job-seekers from obtaining or retaining gainful employment
  - Coordination with local social service agencies to connect job-seekers with resources
  - When other options are unavailable, provision of wraparound support including childcare, transportation, housing assistance, and more.
- Case Management**
  - Meaningful, tailored support for each job-seeker and employer
  - Culturally competent and inclusive one-on-one mentoring
  - Demonstrated results in building long-term relationships with authentic trust



In 2023, SEEL's Internship program achieved a 100% full-time job placement rate for all eligible interns.

Explore Our Solutions | Partner With Us

STRATEGY@SEELLLC.COM | SEELLLC.COM

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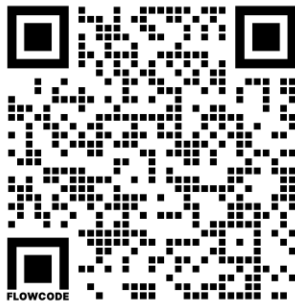
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Scan to view our solutions!

# Thank you!



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