

NATIONAL ASSOCIATION FOR STATE COMMUNITY SERVICES PROGRAMS



Growing Capacity: Recruiting and Retaining WAP Contractors

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ANNUAL TRAINING
CONFERENCE

SEPTEMBER 25 - 29



Recruiting and Retaining WAP Contractors

In this session, we will delve into the world of WAP contractor engagement.

Our expert panelists will share their experiences and strategies for effectively recruiting and retaining contractors. We'll explore the importance of building positive relationships and tackle common challenges faced in the field.

Get ready for an engaging discussion that will empower you to enhance your contractor engagement efforts.





Meet The Panelists

- **Kiersten Kelley** – Technical Project Manager, NREL
- **Justin Walls** – WAP Technical Specialist, MI DHHS
- **Johnny Mills** – Program Manager, Mid-Michigan CAA
- **Jennifer Jesse** – Owner, Quick AC Quote, Virginia
- **Mick Prince** – WAP Program Manager, IL DCEO
- **Wayne Hartel** – Asst. WAP Program Manager, IL DCEO

Contractors make up a **large** portion of the WAP workforce.

- **63% primarily contractor-based subgrantees**

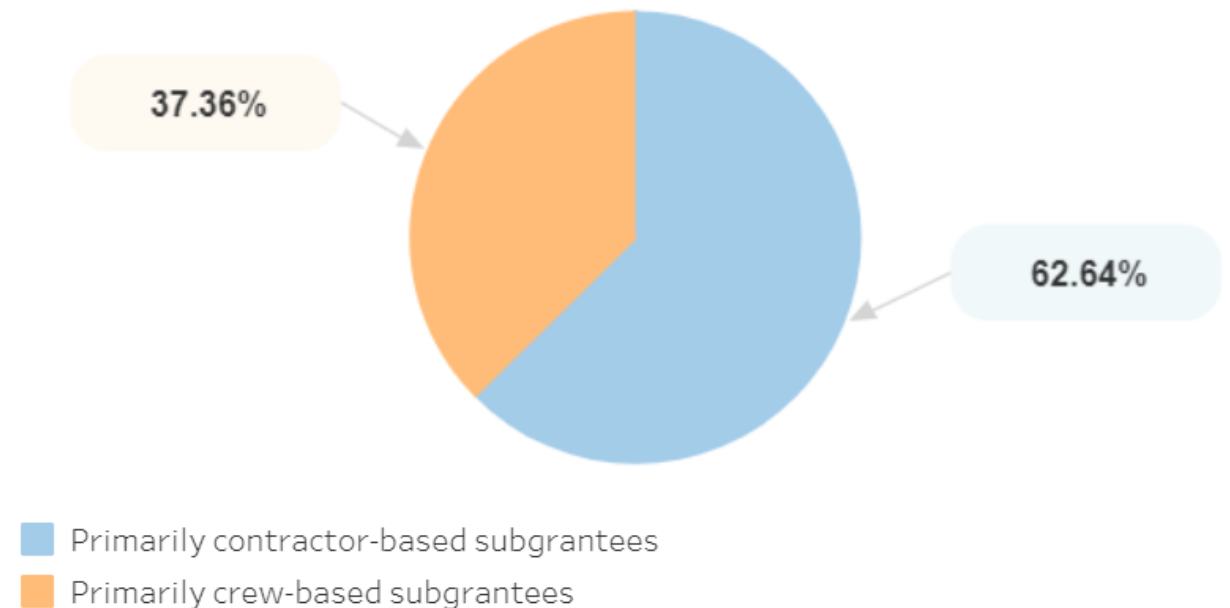
Both contractors and in-house crews have **pros** & cons.

- **Flexibility & scalability working with contractors**

There are some **advantages** to using contractors.

- **Access to expertise and external industry knowledge**

Contractors vs. Crews





45
YEARS OF SEALING
THE FUTURE

Growing Capacity: Recruti...
2 questions

[Change Kahoot](#)

ⓘ Change to Slide Show View to play this kahoot.

Kahoot!

Effective Contractor Engagement

- How do you approach the initial recruitment of WAP contractors? What strategies have you found most effective in engaging WAP contractors?
- From your perspective as a contractor, what do you find most rewarding about working in the program? What did you consider when choosing to participate in WAP?



Processes & Procurement

- How do you identify and assess potential contractors to ensure they align with your organization's goals?
- What role does the state grantee play in setting standards for contractors in your program?
- Are there any tips/tricks for procurement that you can share?



Benefits of Contracting in the WAP

Opportunities for
professional
growth and skill
development

Access to a steady
stream of projects
and clients

Potential for a
stable income
source

Contribution to
the community
and energy
efficiency efforts

Building Positive Relationships

- What are some best practices for effective communication and feedback between WAP program administrators and contractors?
- What can the Grantee do to help subgrantees build these positive relationships?



Training & On-Site Support

- What role do T/TA and capacity-building play in retaining skilled and committed WAP contractors?
- How do you support and engage with your contractors to enhance their performance and overall satisfaction with the program?



Challenges & Solutions

- What challenges have you encountered, and how do you address potential conflicts or disagreements that may arise during the partnership?
- How do you balance the need for contractor accountability with creating a positive working relationship?



Innovations & Best Practices

- In your experience, what kind of support or resources provided by WAP have been instrumental in your success as a contractor?
- How do you envision the future of contractor engagement, and what will be essential to adapt to these changes?
- Are you currently working on any innovative contractor engagement initiatives?





Growing Capacity: Recruitin...

1 questions

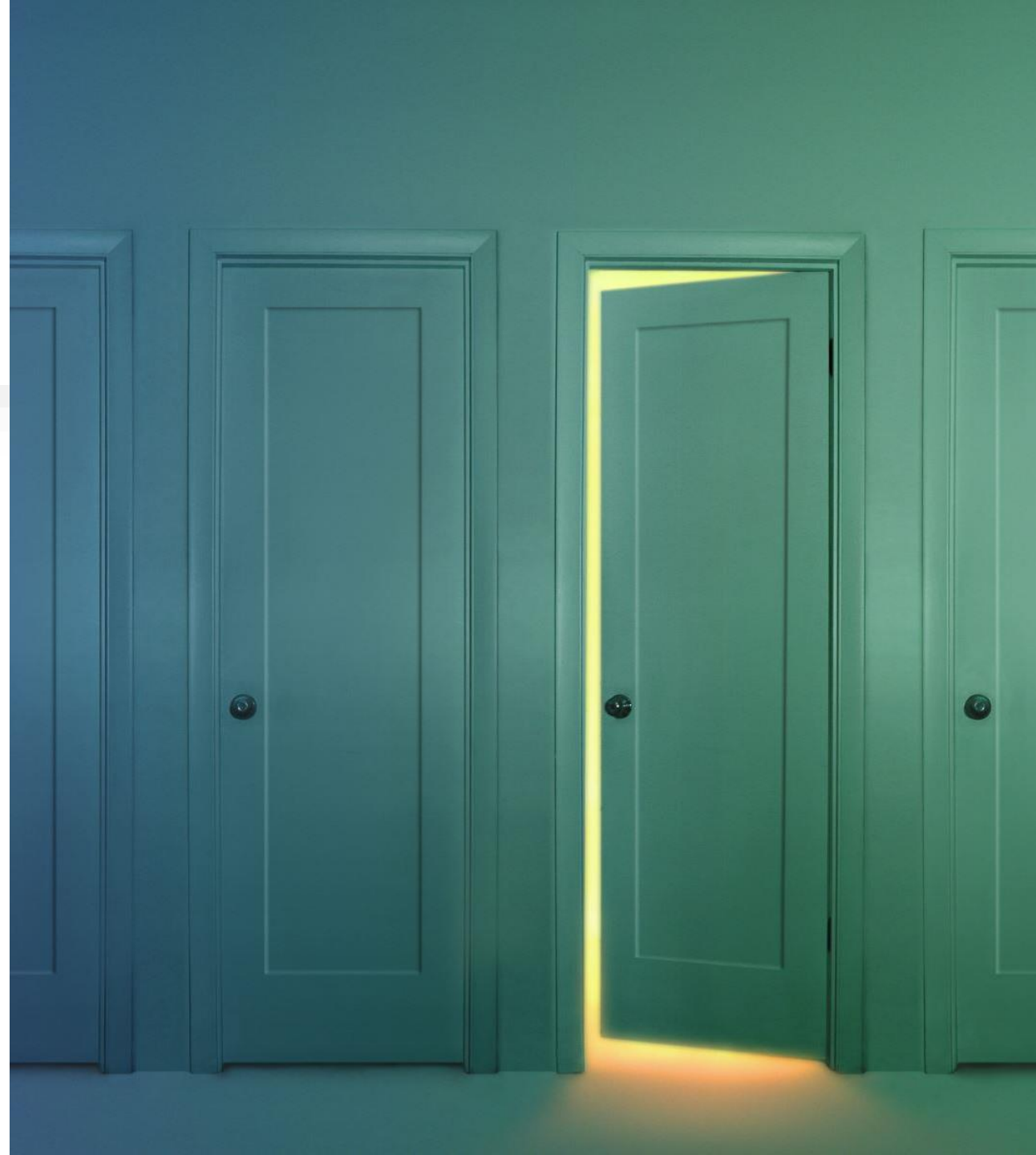
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Kahoot!

Questions?

- Are there any additional insights or experiences the panelists can share?
- Your questions are important and open the door to discussion.



Final Thoughts

- Strategies for engaging WAP contractors include explaining the benefits of working in WAP, painless procurement processes, and setting transparent standards.
- Building and maintaining positive relationships is important for contractor retention and is achieved through on-time payments, open communication, and on-site support.
- Obstacles will happen. Collaboration is key to overcoming these challenges.





Next Steps

- Follow-up with the panelists or resource links for additional insight.
- Fill out the feedback form for this session.

Resources -

- [Illinois Contractor Recruitment Webpage](#)
- [Illinois Contractor Questionnaire](#)
- [WAP Grantee Manager's Training Toolkit](#)
- [Training and Technical Assistance Retention Agreement](#)
- [Workforce Development Toolkit for the WAP](#)
- [*NEW* DOE MEMO 115](#)
- **Reach out to [Kye Garvin](#) at NASCSP for more information and specific details about retention agreements.*



Thank You!

Your feedback is needed to shape the future of NASCSP conference sessions.

Please scan the QR Code to provide feedback for this session.

