



Better Buildings Neighborhood Program Workforce Peer Exchange Call: *Mentoring and Job Training in the Field for Newly Trained Contractors*

Call Slides and Discussion Summary

April 12, 2012

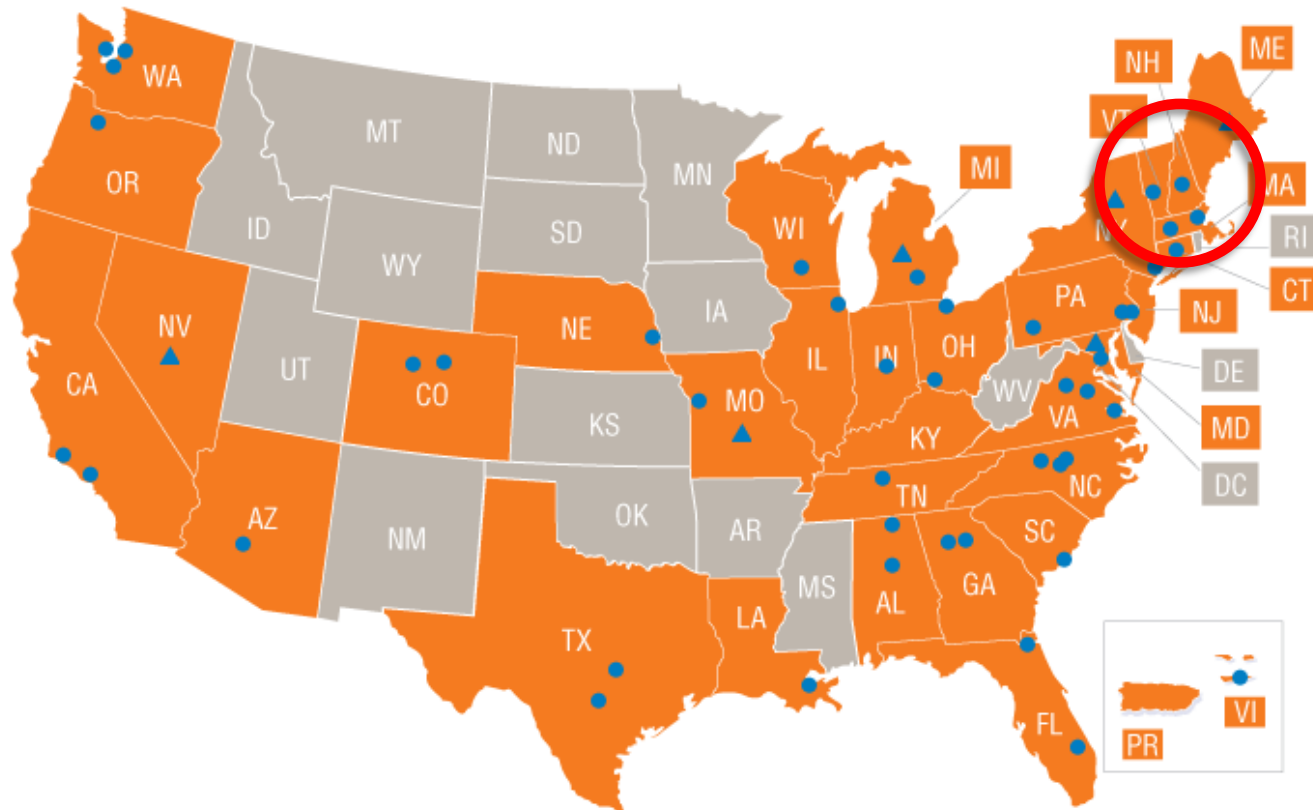
- Call Logistics and Attendance
 - Is your program in the process of developing or currently implementing any type of field training or mentoring program for newly trained contractors?
- Program Experience and Lessons:
 - New Hampshire: Cimbria Badenhausen, NHCDFA
 - Kansas City: Jensen Adams and Warren Adams Leavitt, Metropolitan Energy Center
- Discussion:
 - What types of mentoring or continued training have newly trained contractors expressed interest in?
 - How can in-the-field and business training/mentoring be integrated into other training/mentoring efforts?
 - Are there partnerships that make sense to help provide on-going support?

Participating Programs and Organizations



- Austin, TX
- Bainbridge, WA
- Chicago, IL
- Cincinnati, OH
- Indianapolis, IN
- Jacksonville, FL
- Kansas City, MO
- New Hampshire
- San Diego, CA
- Virginia
- Wisconsin

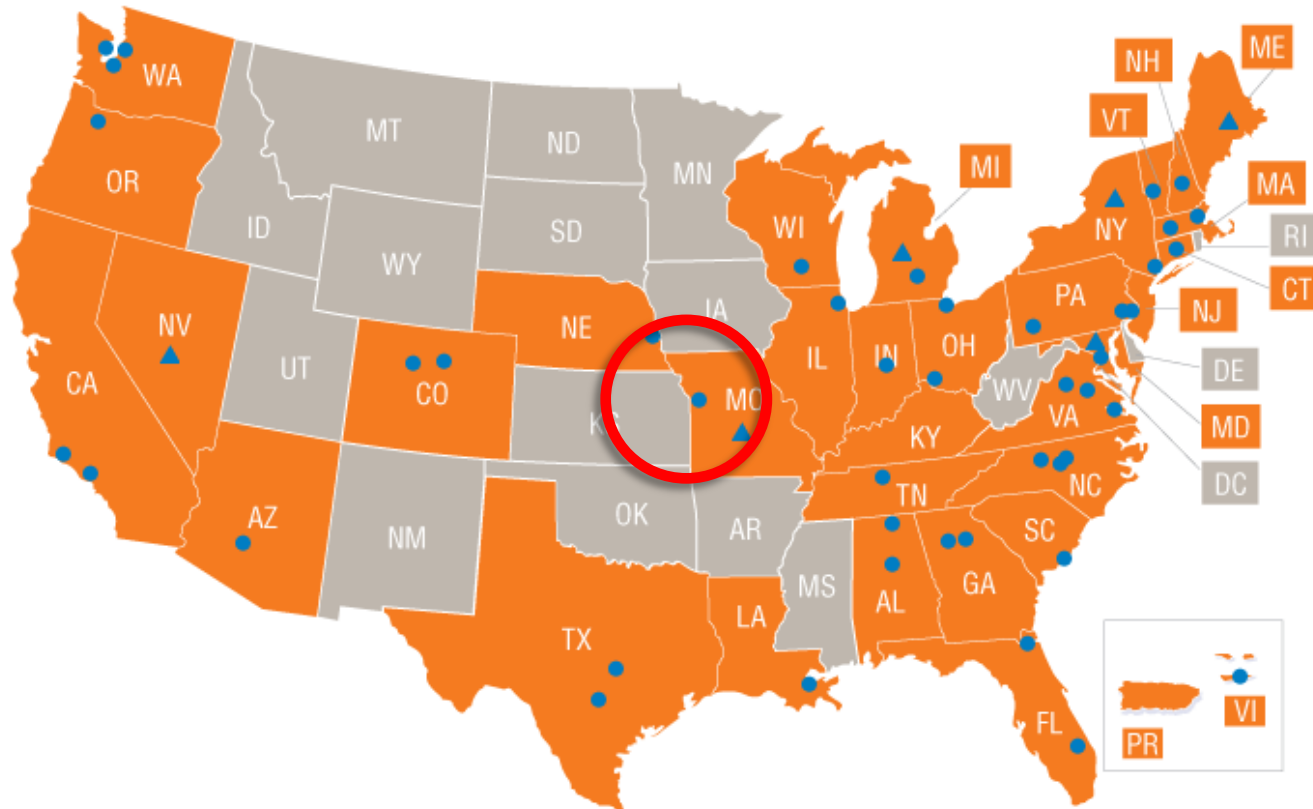
New Hampshire



Cimbria Badenhausen, NHCDFA

- Developing a 2-day low-tech course about building science
 - Targeted at veterans and the unemployed
 - Goal is to demystify home performance and operation
 - First day focuses on definitions, basic concepts, and how to read equipment, ratings, and labels
 - Second day is field building assessment and time for discussing participants' questions and personal experiences
 - Course includes one hour focused on how the real estate community can learn to communicate the value of efficient buildings
 - Graduation networking offered at end of course
- Also offers BPI Certification
 - Training provided in partnership with community colleges, NH Office of Energy Planning and Berlin Better Buildings
 - Gives underserved communities in northern part of state access to training
 - NH program offers training subsidies and scholarships

Kansas City



Jensen Adams and Warren Adams Leavitt, Metropolitan Energy Center

- Kansas City's Metropolitan Energy Center offers training courses in residential and commercial energy auditing, healthy homes, and deconstruction
- Developed a written test that mimics the national certifying exam to highlight weaknesses and improve courses
- Instituted a mentored practicum experience that follows the trainings
 - Each candidate must complete a full complement of diagnostics 1:1 with an instructor in a dummy house
- Quality assurance provided as part of the local utility home performance energy star rebate program
 - Instructor accompanies an auditor on their first three jobs
- Mentoring also occurs once contractors are in the network
 - Currently developing a merit-based point system for seasoned contractors who agree to mentor newer contractors

- Integrate training and mentorship with other programs and goals
 - Several programs coordinate with community colleges to provide trainings
 - City of Milwaukee developing contractor “boot camp” for hands-on training in empty foreclosed homes, and conducts assessment trainings in renter-occupied foreclosures
 - Cincinnati is exploring partnerships with Habitat for Humanity to provide veterans assistance through energy audits and home performance improvements
 - Weatherization contractors are prime candidates for home performance and remediation work (including deconstruction); several weatherization training labs are set up nationally
- Mentoring on the first few jobs allows for tailored feedback based on each contractor's strengths and weaknesses

- Consider a diverse approach that includes remediation and deconstruction
 - How materials are reintroduced to the market stream is one way to address a building's embodied energy
 - Building science experts are great at taking a building apart
- Support customer relations skills
 - Contractors have identified this as an area of interest
 - Program approaches include: sales training; a standardized audit template that allows the program to support customers and provides a tool that both contractors and auditors recognize; quick rebates turnaround requirement as part of the contractor agreement

Potential Future Call Topics

- Strategies for Aligning Program Demand with Contractor's Seasonal Fluctuations (*this topic received support on the call*)
- Streamlining Service Delivery
- 3rd Party vs. Contractor Audits—What is the Right Approach?
- Designing Contractor-Friendly Programs
- Engaging and Growing Small Contractor Businesses
- Engaging Local Efficiency First chapters
- Contractor Pricing
- Strategies for Attracting Business Owners to Trainings
- Home Performance Training/ Mentoring
- Quality Control Inspections and Testing