



8320 CRAIG STREET | INDIANAPOLIS, IN 46250
800.382.5206 | WWW.B-L-N.COM

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Beam, Longest, Neff authorizes NASEO to publish and distribute this response to the NASEO RFI on its website and through other means to the states and general public. We have included no confidential or proprietary information in our response.

Jay Cahill

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**Vice President
New Market Development
Beam, Longest, Neff**

National Association of State Energy Officials
Request for Information for Implementation Options for Home Energy Performance-Based Whole House
Rebate Programs and High-Efficiency Electric Home Rebate Program

Category 3: Indication of Vendor Interest

Contact Info:

Mr. Jay Cahill
VP New Market Development
Beam, Longest, Neff
317-402-2446 (Cell)
icahill@b-l-n.com

The Beam, Longest and Neff & Resource Innovations (BLN) team is a national leader in the design and implementation of federally funded individual assistance and energy rebate programs. With experience in over 37 states, we have managed more than \$20 billion in Federal / State funding and delivered more than 750 energy rebate programs. Our team is the most proven and qualified to assist states in both the design and implementation of these critical initiatives.

Overview of our approach to equity, diversity, inclusion and accessibility (DEIA)

Our corporate culture is grounded in facilitating open communication and collaboration from a diverse set of viewpoints and perspectives. We believe having a multitude of voices enables us to better understand the communities we serve. Intentional strategies guide our hiring and recruitment policies to foster an environment that creates equitable and just opportunities for all.

Diversity, equality, and inclusion is at the forefront of our program design as we train, hire, and build relationships across a wide variety of communities. We have made firm commitments to address diversity in every aspect of our business operations. From our Executive Board to the suppliers and subcontractors we work with, we recognize it is vital to celebrate our differences and provide fair opportunities to be successful. We support diversity and actively recruit diverse suppliers owned by minorities, women, veterans, members of the LGBT community, service-disabled veterans, Hubzone, and small disadvantaged businesses.

A foundational component of our approach to program design is to maximize its impact within each community. We do this in a variety of ways

- Incorporating community stakeholders (CBO's) and not for profits
- Maximizing job and contractor opportunities for small, minority, women and disadvantaged businesses
- Collaborating with career and vocational training programs.

We pride ourselves with taking a whole community approach to our program design and implementation to maximize outcomes and results.

Recruit and Mentor Diverse Trade Allies and Community Partners

We will recruit trade allies based on their ability to provide comprehensive services, deliver a premier customer experience, align with program needs, and deliver culturally competent services to all customers across our client's service territory.

Other Strategies

In addition to the core program design and approach strategies listed, other strategies we will implement to ensure we meet and support our client’s priority for increasing supplier diversity include:

Leveraging bilingual capabilities in our customer service team.

We will hire customer service representatives that speak English and Spanish, and we will use a language line service to ensure our customer service team can answer all customer and trade ally questions in the language most comfortable for them.

Offering our unique apprenticeship initiative for trade allies in underserved and distressed communities.

Some trade allies need additional support to effectively help customers and drive energy savings. To acquire more qualified trade allies from underserved and distressed communities, our team will actively reach out to contractors considered as good candidates and encourage them to apply for participation in the initiative. We will provide personalized support and focused training to each participating contractor in the areas they need it most.

Our Apprenticeship Initiative will:

- Improve community representation
- Promote equity and inclusion within targeted communities
- Find additional trade allies in underserved areas to create job opportunities

Programming & Experience

The BLN team has extensive experience in development, implementation and administration of over 750 low-moderate income focused and energy rebate centric programs throughout the United States and the Caribbean. These programs are a mix of federal, state, local, philanthropic and utility funded initiatives.

Services For State Energy Offices

The BLN team can provide a turnkey range of services that include, but are not limited to the following:

Program Design / Planning	IT/Solution & System of Record (SOC2 Type II compliant)	Payment Processing
Braided Funding (Federal, State, City, County, Utility)	Marketing (traditional & digital)	Outreach
Call Center	Customer Journey Mapping	SEO Staff Augmentation
CBO Coordination	CAA Coordination	Financial Controls
Applicant Management	Justice40 / DACs Engagement	Contractor Training
Workforce Development	Contractor Management	QA/QC
Budgeting	Policy	Braiding & Cost Share Mgt
Reporting / Dashboards	Fraud, Waste & Abuse (Auditing)	Compliance
Data Analytics	Trending Analysis	Forecasting