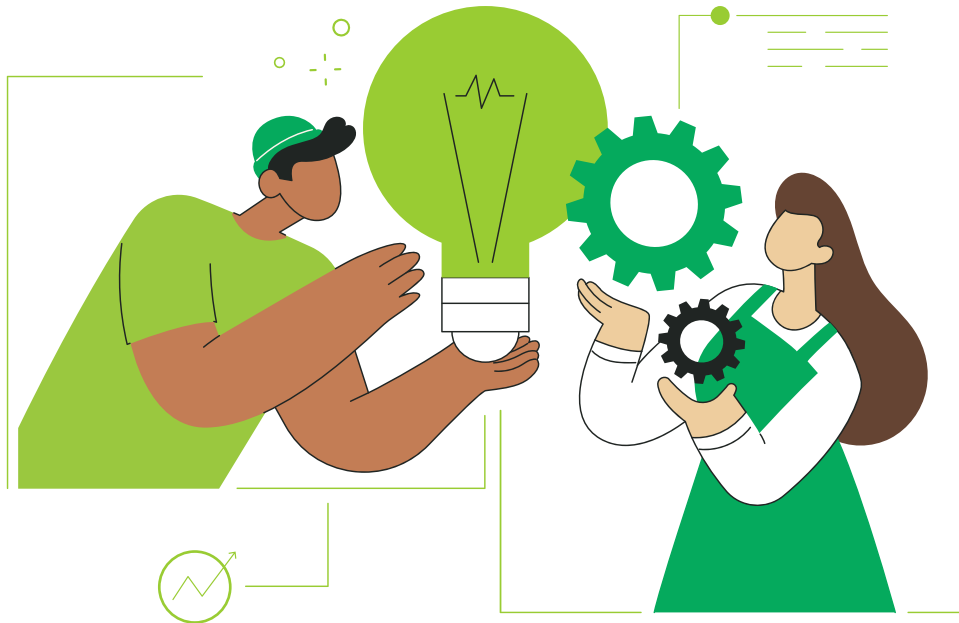


# FlexForce

## Staffing & Continuity Guide





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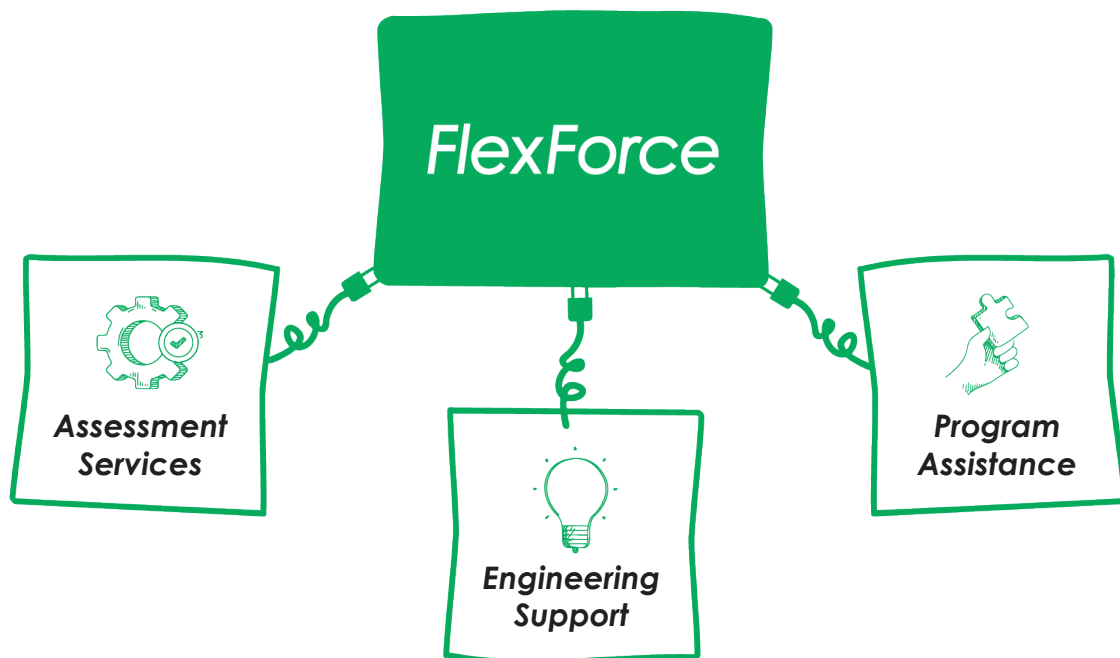


## Overview of the FlexForce Framework

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FlexForce is designed to help utilities maintain program continuity when staffing changes, demands shift, or unexpected gaps arise. Rather than waiting on long hiring cycles or overextending internal teams, FlexForce provides experienced utility professionals who can step in quickly, integrate smoothly, and keep programs moving forward.

The framework focuses on flexibility, speed, and continuity—ensuring program performance is protected without adding long-term overhead.



## Flexible Staffing Models

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FlexForce supports utilities through a range of flexible staffing arrangements tailored to program needs. Support can include interim program management, engineering and technical resources, QA/QC support, trade ally coordination, and back-office program operations. Engagements may be short-term or extended, embedded within existing teams or structured around specific deliverables.

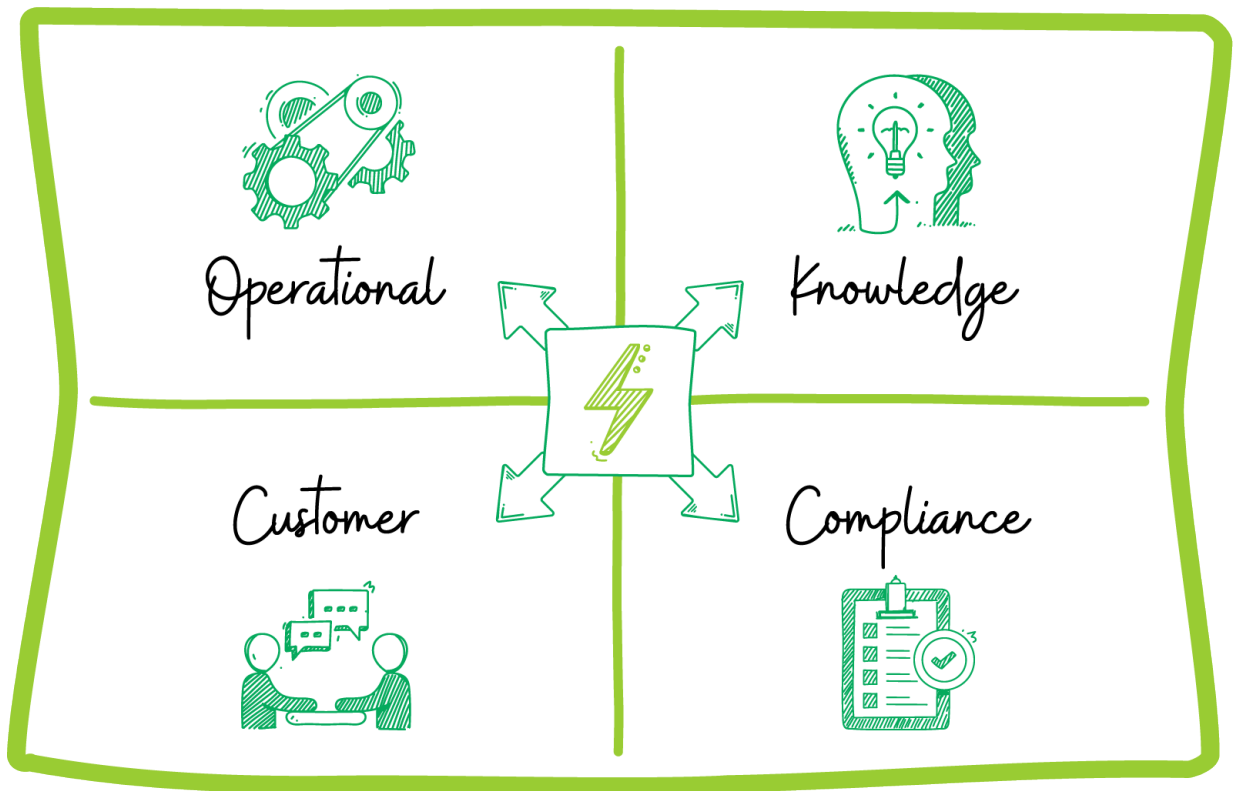
This flexibility allows utilities to address immediate gaps, manage workload spikes, or support program expansions without committing to permanent headcount.



## Defining Program Continuity

Program continuity goes beyond keeping positions filled. In practice, continuity means maintaining stable operations, consistent decision-making, reliable documentation, and uninterrupted customer and trade ally engagement even as staffing conditions change.

FlexForce defines program continuity across four dimensions: operational continuity (work continues without delay), knowledge continuity (assumptions and history are retained), customer continuity (consistent experience), and compliance continuity (QA/QC and documentation remain intact). All four depend on having the right expertise available at the right time.



FlexForce is designed to act as a continuity backstop when staffing conditions introduce uncertainty. Rather than reacting after disruptions occur, utilities can use FlexForce to stabilize programs during transitions, workload spikes, or periods of change.



## *Rapid Deployment and Onboarding*

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When staffing gaps emerge, time matters. FlexForce is built for rapid deployment.

FlexForce team members bring direct experience with utility DSM and energy efficiency programs, allowing them to onboard quickly with minimal disruption. Standardized onboarding playbooks and documentation practices help ensure consistent execution, while close coordination with utility staff maintains alignment with program goals, requirements, and regulatory expectations. The result is faster stabilization and less downtime during transitions.

## *Knowledge Retention & Transition Planning*

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Staff turnover can lead to loss of institutional knowledge and increased program risk. FlexForce emphasizes continuity—not just coverage.

This includes clear documentation standards, shared knowledge repositories, and structured transition plans when roles change. Whether FlexForce is stepping in temporarily or supporting a longer-term transition, knowledge is captured and transferred to ensure programs remain stable and sustainable. Utilities maintain visibility and control, even as staffing needs evolve.

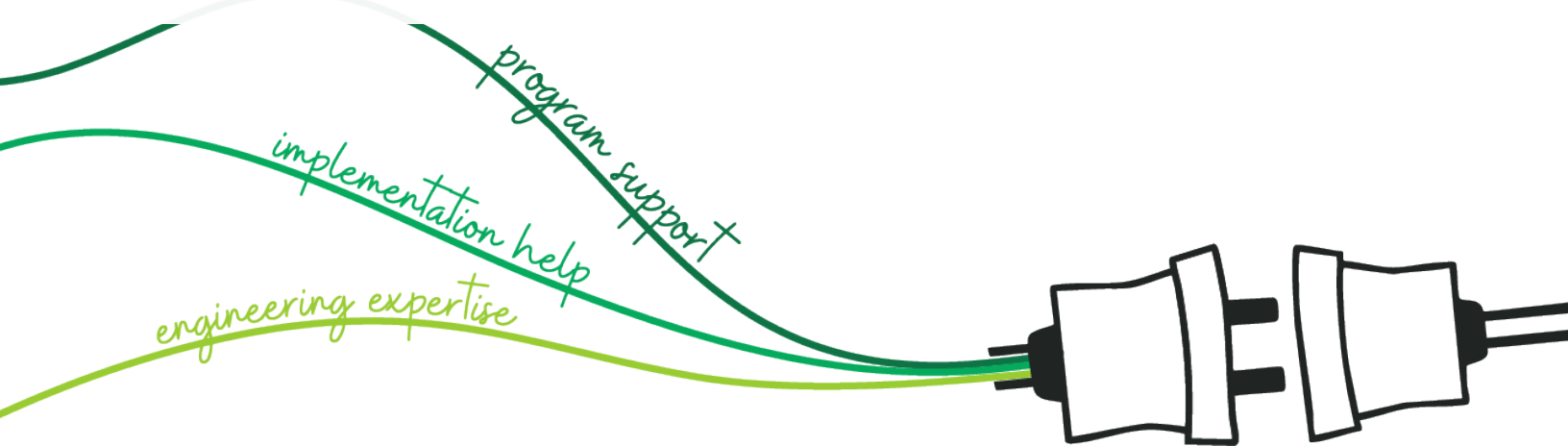




## Scalability and Adaptability

Utility programs are rarely static. Participation fluctuates, regulatory requirements change, and program scopes expand or contract.

FlexForce is built to plug in where support is needed and scale back when it's not. Whether adding targeted expertise during peak demand or adjusting roles as priorities shift, FlexForce functions as a modular extension of your team. The result is steady program performance and continuity—without overburdening internal teams.



## Common Trigger Scenarios for Utilities

Utilities often engage FlexForce when they encounter situations such as:

- ✔ Launching a new program or expanding an existing one
- ✔ Experiencing unexpected staff turnover or retirements
- ✔ Managing workload spikes during peak seasons
- ✔ Covering temporary gaps due to hiring delays
- ✔ Addressing QA/QC backlogs or compliance concerns
- ✔ Stabilizing programs following vendor or contractor changes

In each case, FlexForce helps maintain momentum and reduce risk.

**Still wondering if FlexForce makes sense for your business? Take our self-assessment on the next page to assess your staffing resiliency.**



## Is FlexForce Right For You?

This short assessment helps you evaluate how exposed your program may be to staffing volatility—and whether added continuity support could reduce risk.

Check each statement that applies to your program today.

### Staffing Stability & Role Coverage

- A leave of absence, transition, or contractor change is anticipated within the next 6–12 months.
- Hiring timelines for technical or program roles regularly exceed 60–90 days.
- One or two individuals hold the majority of historical program knowledge.
- We rely heavily on vendor personnel for day-to-day program continuity.
- We currently have open roles that are affecting delivery timelines.
- Retirement risk exists within key program or engineering roles.

### Operational & Technical Bottlenecks

- We are preparing for a regulatory filing, audit, or evaluation that requires concentrated effort.
- Savings calculations, custom project reviews, or technical validations are creating delays.
- Tool or calculator updates are pending due to limited internal capacity.
- Field data collection or engineering review resources are stretched thin.
- QA/QC backlogs are increasing or difficult to manage.

### Scalability & Demand Fluctuation

- We anticipate workload spikes tied to seasonal campaigns or regulatory cycles.
- Vendor transitions have created, or may create, short-term instability.
- Program scope is expanding faster than approved staffing levels.
- Participation levels fluctuate significantly throughout the year.
- Budget or headcount approvals lag operational needs.

### Knowledge Continuity & Documentation

- Key assumptions and historical decisions are not well recorded.
- A recent staffing change resulted in measurable disruption.
- Program documentation is inconsistent or not centralized.
- Transition plans are informal or undocumented.

**0-2 checks**  
*Likely Not Needed*

**3-5 checks**  
*Worth a Conversation*

**6+ checks**  
*Strong Fit For FlexForce*

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*Reach out to learn more about how FlexForce  
can support your team.*



**Scan to Learn More**