

Continuous Criminal Monitoring

Willdan

A national energy solutions provider delivering utility-sponsored energy efficiency programs across the U.S. The company manages large contractor networks to perform in-home and on-premise upgrades, such as HVAC, lighting, and electrification improvements.

The Challenge

Two-year rescreen cycles left visibility gaps and exposure to misconduct risks across a distributed contractor base—impacting safety, trust, and compliance. Willdan needed continuous, real-time visibility to safeguard consumers, protect reputation, eliminate service disruption, and strengthen compliance.

The Solution

Willdan implemented ServicePower's Continuous Criminal Monitoring Program for improved coverage between standard rescreens. They now have near real-time booking and incarceration alerts, and visibility into contractor behavior that had previously gone undetected between rescreens.

Results included:

- ✓ Faster risk assessment and proactive enforcement of contract requirements
- ✓ Improved consumer and brand protection with near real-time visibility
- ✓ Early alerts of serious incidents including DUIs, felony theft, and exual assault charges
- ✓ Closed compliance visibility gap left by two-year rescreen cycles
- ✓ A new standard of ongoing due diligence for contractor networks

Results



85%

population coverage across county and state facilities



< 24 hrs

average time for incident alerts



100%

visibility between background check cycles



30 days

First 30 days uncovered multiple serious offenses: DUIs, felony theft, sexual assault

"With continuous criminal monitoring, we gained a proactive tool that protects our network and reputation. Instead of waiting two years for rescreens, we now receive real-time alerts that drive smarter decisions and stronger compliance."

- Director of Compliance - Willdan

Book a Meeting