



**Training Proposal for:  
BriteWorks, Inc.**

**Small Business ≤ \$50,000**

**ET15-0404**

**Approval Date:** March 16, 2015

**ETP Regional Office:** North Hollywood      **Analyst:** M. Webb

**CONTRACTOR**

- Type of Industry: Services
- Priority Industry:  Yes  No
- Number of Full-Time Employees
  - California: 70
  - Worldwide: 70
  - Number to be trained: 34
  - Owner  Yes  No
- Out-of-State Competition: No OSC
- Special Employment Training (SET):  Yes  No
- High Unemployment Area (HUA):  Yes  No
- Turnover Rate: 8%
- Repeat Contractor:  Yes  No

**FUNDING**

- Requested Amount: \$29,172
- In-Kind Contribution: \$31,500

**TRAINING PLAN TABLE**

Job No.	Job Description	Type of Training	Estimated No. of Trainees	Range of Hours		Average Cost per Trainee	Post-Retention Wage
				Class / Lab	CBT		
1	Retrainee SET SB <100 Multiple Barriers	Business Skills, Computer Skills, Cont. Imp., Green Clean Skills, Literacy Skills	34	8-60	0	\$858	\$15.97
				Weighted Avg: 39			

- Reimbursement Rate: \$22 SB Non-Priority
- County(ies): Los Angeles
- Occupations to be Trained: Janitors/Cleaners, Purchasing Staff, Supervisors, Owner
- Union Representation:  Yes  
 No
- Health Benefits: \$3.28 per hour

**SUBCONTRACTOR**

- Development Services: Southern California Employer Resource Group of Chino Hills provided development services at no charge.
- Administrative Services: Southern California Employer Resource Group will also provide administrative services for an amount not to exceed 13% of payment earned.
- Training Vendors: Southern California Employer Resource Group will provide all training services under this Agreement.

**OVERVIEW**

Founded in 1997 and headquartered in Covina, BriteWorks, Inc. (BriteWorks) ([www.Briteworks.com](http://www.Briteworks.com)) provides janitorial and commercial waste management cleaning services to businesses throughout the area. BriteWorks customer base includes commercial, industrial, education, and retail businesses. To remain competitive, the Company has implemented environmental-friendly practices by using eco-friendly cleaning chemicals; ventilation and air system cleaning and monitoring; on-site hazardous waste management and disposal systems; microfiber systems; and toxin-free cleaning fluids.

In an effort to compete with larger companies, BriteWorks has decided to provide staff with training opportunities that will increase knowledge in Green Clean Standards and improve skill set in customer service. Through training, BriteWorks hopes to gain operational efficiencies, improve staff performance and reduce overhead costs.

## Training Plan

Government regulations in the cleaning industry require companies to use environmentally sensitive systems/products. To alleviate employee health concerns, BriteWorks customers are demanding that staff utilize green cleaning technologies and procedures. As such, BriteWorks must educate its staff on clean products and new green standards. Training topics in Green Clean Skills to be delivered include Operation and Maintenance Procedures, Waste Management, Handling Green Chemicals and Item Selection Process.

Training will also be provided in non-toxic cleaning standards based on Leadership in Energy and Environmental Design Program (LEED), leading to industry certification. Staff will learn to utilize natural resources, maintain mechanical cleaning equipment, learn color code systems to avoid cross-contamination, and how to document commercial cleaning compliance data. The following provisions have emphasized the strong need for BriteWorks to train incumbent workers and eventually recruit and hire staff that will need green clean training in the future.

Training will also focus on communication and leadership skills, and time management. This will prepare incumbent staff to train newly hired staff in the near future, market the business, and communicate effectively.

BriteWorks recently invested approximately \$40,000 in a new network server. As a result, trainees will receive Computer Skills training to better familiarize them with computer software that will be used for task such as inventory control, order entry, and item codes. Staff will also learn to use programs such as Microsoft Office (Excel) to execute job duties efficiently. BriteWorks has hired Southern California Employer Resource Group to deliver all training under this Agreement.

The coursework is outlined below:

**Business Skills (15%)** - Training will be offered to all occupations to increase efficiency and improve employee skill set. Curriculum topics include Customer Service, Time Management, Team Building and Sales Techniques.

**Computer Skills (5%)** - Training will be offered to Purchasing Staff in software programs used on a daily basis. Training will include Intermediate/Advanced Microsoft Excel and other software used to manage inventory control and submit orders for purchase.

**Continuous Improvement (25%)** - Training will be offered to all occupations to develop a cross-functional/high performance workplace. Trainees will participate in curriculum topics to improve workflow and conflict resolution skills as well as promote critical thinking.

**Green Clean Skills (50%)** - Training will be offered to all occupations to increase staff knowledge and introduce new procedures. Trainees will learn operating and maintenance procedures that save energy and meet green standards.

**Literacy Skills (5%)** - Training will be offered to all occupations in which trainees speak English as a second language. Trainees will receive instruction in Green Clean Skills to guarantee staff understands company processes and equipment operation.

### SET/Multiple Barriers

Under Special Employment Training (SET), companies are not required to demonstrate out-of-state competition. To qualify under SET, trainees must be earning at least the statewide average hourly wage at the end of the retention.

Trainees have two or more barriers to employment (e.g., mental or physical disability, limited English proficiency, limited math skills). Some trainees speak English as a second language and have limited education (reading, writing, math). As a result, they are unable to acquire higher paying jobs and require additional time to comprehend job expectations/duties.

These trainees qualify for the ETP Minimum Wage of \$15.97 for Los Angeles County rather than the Statewide Average Hourly Wage of \$27.40. BriteWorks has requested this wage modification.

### **RECOMMENDATION**

Staff recommends approval of this proposal.

**Exhibit B: Menu Curriculum****Class/Lab Hours**

8-60

Trainees may receive any of the following:

**BUSINESS SKILLS**

- Sales & Marketing
- Product Knowledge (Including eco-friendly disposable items, environmentally safe janitorial, cleaning, and chemical sanitary maintenance products)
- Costs and Analysis
- Customer Service
- Conflict Management/Resolution
- Interpersonal Skills
- Project Management
- Time Management
- Team Building
- Leadership Skills
- Accounting, Budgeting and Cost Control
- Documentation Procedures
- Responding to Client Concerns and Requests Professionally
- Communication Skills
- Goal Setting
- Workflow and Scheduling

**GREEN CLEAN SKILLS**

- Maintenance Procedures
- Operation Procedures
- Equipment Operation
- Item Selection Process
- Green/LEED Standards
- Green Initiatives
- Waste Management and Recycling Programs
- Handling Green Chemicals
- Reporting Property Hazards and Damages
- Green Inspection Standards
- Safety and Security Procedures\*

**COMPUTER SKILLS**

- 2007 Microsoft Excel
- Laptop (item codes, inventory look-up, cost and commission calculation, contracts, customer maintenance, order entry)
- Target Software

**CONTINUOUS IMPROVEMENT**

- Higher Performance Workplace
- Critical Thinking/Problem Solving
- Strategic Planning
- Total Quality Management

- Decision Making
- Tracking and Monitoring Production
- Supply Chain Elements & Management
- Problem Solving
- Lean/5-S
- Inventory Control
- Basic Logistics Standard Practices
- Certified Logistics Management
- Root Cause Analysis
- Six Sigma
- Statistical/Strategic Process Control
- ISO & AS Standards
- Just-in-Time Manufacturing
- Process Improvement
- Coaching and Mentoring
- Manufacturing Resource Planning
- Material Resource Planning

#### **LITERACY SKILLS**

- Operation Procedures
- Equipment Procedures

\*Safety Training cannot exceed 10% of total training hours per-trainee

\*\*Literacy Skill cannot exceed 45% of total training hours per-trainee

Note: Reimbursement for retraining is capped at 60 total training hours per trainee, regardless of the method of delivery.