



Training Proposal for:
Building Skills Partnership
Agreement Number: ET15-0409

Panel Meeting of: March 27, 2015

ETP Regional Office: North Hollywood

Analyst: L. Vuong

PROJECT PROFILE

Contract Attributes:	SET Retrainee Multiple Barriers	Industry Sector(s):	Services Green Technology Priority Industry: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Counties Served:	Statewide	Repeat Contractor:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Union(s):	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No SEIU-USWW Local 1877		
Turnover Rate:	≤20%		
Managers/Supervisors: (% of total trainees)	N/A		

FUNDING DETAIL:

Program Costs	+	Support Costs	=	Total ETP Funding
\$315,000		\$21,700 8%		\$336,700

In-Kind Contribution:	50% of Total ETP Funding Required	\$525,000
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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 Multiple Barriers	Business Skills, Commercial Skills, Computer Skills, Continuous Improvement, Literacy Skills	350	8-200	0	\$962	\$15.07
				Weighted Avg: 60			

* It will be made a condition of contract that the trainees in Job Number 1 will never be paid less than the statewide minimum wage rate as in effect at the end of retention (Final Payment) regardless of the wage expressed in this table.

Minimum Wage by County: Job Number 1: \$16.44 per hour for Alameda, Contra Costa, Marin, San Francisco, San Mateo and Santa Clara Counties; \$15.97 per hour for Los Angeles County; \$16.02 per hour for Orange County; \$15.93 per hour for San Diego County; \$15.75 per hour for Sacramento County; \$15.56 per hour for Alpine County; and \$15.07 per hour for all other Counties.

Health Benefits: Yes No This is employer share of cost for healthcare premiums – medical, dental, vision.

Used to meet the Post-Retention Wage?: Yes No Maybe

Participating employers may use health benefits ranging from \$2.32 to \$6.18 per hour to meet the Post-Retention Wage.

Wage Range by Occupation		
Occupation Titles	Wage Range	Estimated # of Trainees
Janitor		350

INTRODUCTION

Building Skills Partnership (BSP) (www.buildingskills.org) is a statewide non-profit collaboration between the Service Employees International Union-United Service Workers West (SEIU-USWW) Local 1877, building service employers, and community leaders. BSP’s mission is to improve the quality of life of low-wage building service workers, their families, and communities by increasing their skills and educational opportunities for career advancement; and to assist unionized building service employers to develop stronger staff so they can maintain a competitive edge.

BSP provides services to six regions in California: Los Angeles, Orange County, San Diego, San Jose, Oakland/San Francisco, and Sacramento. BSP currently has eighty janitorial employers contributing to its training and education fund, and offers assistance to approximately 12,000 union Janitors and service workers in California.

BSP's programs include: ADVANCE Workplace Training, Computer Literacy, English as a Second Language, Health and Wellness, Parent Education and Educational Access, Civic Engagement, Customized Vocational Training, and Financial Literacy.

In its last ETP Agreement, BSP piloted a new Green Janitor Education Program (GJEP). The GJEP was designed in collaboration with the U.S. Green Building Council-Los Angeles Chapter (USGBC-LA), the Building Owners and Managers Association of Greater Los Angeles (BOMA-GLA), industry experts, building owners, and the janitors' union (SEIU-United Service Workers West). Over 100 janitorial workers throughout Los Angeles took part in the pilot program and received certifications from USGBC-LA, which is a non-profit environmental organization made up of over one thousand architects, designers, engineers, students, property managers, builders, consultants, and lawyers.

BSP is eligible for ETP funding as a Group of Employers and will be funded under Special Employment Training (SET) provisions for frontline workers. This is BSP's fourth ETP Agreement.

PROJECT DETAILS

By working closely with employers, property managers and owners, employees, and SEIU-USWW Local 1877 representatives, BSP has developed a curriculum that seeks to meet workforce training needs. BSP has used surveys, focus groups, and testimonials from all of the parties above to determine the appropriate content for the classes.

Customized training will be offered onsite at the employers' locations, on paid time. Prior to the start of training, the building service company must meet with BSP and union representatives to complete a needs assessment and training readiness survey. This information helps determine whether employers and their employees are ready to begin the training and which job skills classes are most needed.

Under this proposal, BSP will continue ADVANCE Workplace Training and expand GJEP statewide. GJEP training is designed to improve workers skills in regard to green initiatives such as recycling programs, automated lighting, water control, chemical and tool cleaning. In addition, participating employers and union representatives have identified the need for training that is focused on reducing labor and material costs, Leadership in Energy and Environmental Design (LEED) certification and other specialized courses are designed to help employers be more competitive against non-union competition.

Classes are held at over 30 onsite locations, thus ensuring high attendance and completion rates. BSP reports that Janitors who complete the program are often promoted. According to BSP, nearly 400 Janitors and immigrant workers have graduated and demonstrated improved job performance.

The core group of employers represents 100% of requested funding for this proposal. The training will be offered statewide, in keeping with the Center-based initiative.

Training Plan

BSP has confirmed that no trainees from previous participating employers will receive duplicate training in any subject matter. Training will begin upon Panel approval in the following areas:

Business Skills (10%) - Training will provide trainees with the skills necessary to improve communication, understand green initiatives, and develop advanced customer service skills.

For those janitors moving from night cleaning to day cleaning, this training will help them develop the customer service skills needed to interact directly with clients and other building maintenance workers.

Commercial Skills (40%) - Training will help Janitors adjust to new LEED principles, green cleaning and energy efficiency standards, updated clean room requirements, higher sanitary standards due to recent flu outbreaks, and stricter security measures. Janitors will learn how to implement new methods of working during the day with minimal customer disruption. Trainees will also learn the proper use of equipment, as well as how to effectively identify and report equipment failures.

Computer Skills (10%) - Training will enable Janitors to become more competent in utilizing company software programs, page messaging, and other PDA systems.

Continuous Improvement (30%) - Training will equip trainees with the skills to work more independently, execute job tasks safely and efficiently, respond to and solve problems in a timely manner, and implement green building maintenance measures. This training will focus on process improvements, team concepts and customer satisfaction.

Literacy Skills (10%) - Training will improve written and verbal communication, as well as basic math skills of employees with limited English proficiency. BSP representatives state that more building service company clients are requiring English-speaking Janitors at their facilities. This training will enable janitorial companies to meet these changing marketplace demands.

Green/Clean Operations

Companies servicing public building space must equip workers with the skills to follow new green initiatives while meeting efficiency goals. The janitorial workers must be trained to maintain green building efforts such as recycling programs, new cleaning chemicals and tools, and automated lighting and water controls.

Impact/Outcome

BSP representatives have met with employers, industry leaders, and community college partners to discuss the creation of a vocational training program that would lead to an industry accepted green certification. This certification would verify that a Janitor possesses a high skill set for commercial and residential property service work and can follow LEED standards. This training proposal will assist BSP's efforts to finalize the vocational certification and document the success rates of trainees passing the Green Janitor Education Certification training program that meets new standards and certification requirements.

The statewide SEIU-USWW Local 1877 fully supports the proposed training and will play an active role in shaping the goals of BSP's pilot certification program.

Commitment to Training

BSP represents that ETP funds will not displace the existing financial commitment to training of participating employers. According to BSP, the success of prior ETP-funded projects has enabled the company to raise additional support from janitorial companies for its training fund.

According to BSP, participating employers will continue to provide new hire orientation, informal one-on-one job skills training, and basic safety training. However, they rely on BSP to meet their training needs in customer service, commercial skills, business skills, and VESL.

BSP represents that safety training is, and will continue to be, provided in accordance with all pertinent requirements under state and federal law.

The proposed training will include some individuals that may have participated in the prior ETP Agreement. However, this project will provide additional instruction, particularly in newly introduced green practices and higher skilled work such as floor polishing and public area cleaning. BSP estimates that approximately 60% of the proposed trainees will be new to the program and the remaining 40% will consist of trainees who require additional or more advanced training.

Marketing and Support Costs

BSP has surveyed, interviewed, and given presentations to property service employers, and other members of its Joint Labor-Management Board. BSP works closely with SEIU-USWW Local 1877 and affiliate locals, the Building Owners and Managers Association of Los Angeles, and attendees at trade and union conferences. BSP's relationships with these stakeholders contribute to the development of concise program objectives and play an important role in the recruitment of employers and trainees.

BSP's marketing efforts will consist of newsletters, presentations, contacting new employees by phone and e-mail, and meeting with each new employer to discuss the program in detail. In prior ETP contracts, BSP initially planned to market its program statewide, but subsequently decided to focus primarily on the Los Angeles area. Following measurable program success, BSP now plans to fully market the proposed training on a statewide level, including rural and high unemployment areas.

BSP has 12 employees and seven Americorps volunteers dedicated to marketing, recruitment, assessment, and scheduling training. BSP seeks full Support Costs to fund extensive marketing efforts and the recruitment of additional participating employers. Panel regulation allows Support Costs of up to 8% for participating employer recruitment, as well as assessment of employer-specific job requirements. Staff believes 8% Support Costs are justified in this proposal for the reasons set forth above.

Special Employment Training

Multiple Barriers

This SET project will target workers with multiple barriers to employment, who lack essential job skills necessary to improve their employment opportunities. They may be affected by lack of prior educational opportunities and intermittent work histories. They may have several barriers to employment, as well as limited literacy skills, and an inconsistent employment.

➤ Wage and Retention Modifications

Trainees in Job Number 1 have two or more barriers to employment (e.g., mental or physical disability, limited English proficiency, limited math skills). These multiple barrier trainees are eligible to receive the ETP Standard Wage. BSP is requesting this wage modification for Job Number 1.

The SET frontline workers with multiple barriers to employment trainees in Job Numbers 1 are eligible for more hours of basic skills and literacy training (Vocational English as a Second Language). (Title 22, CCR, Section 4420.) Therefore, BSP is requesting that the literacy skills cap be increased to 50% of a trainee's total training hours, as shown in the proposed curriculum.

Substantial Contribution

BSP serves large and small companies, some of which may have participated in prior ETP contracts. If a large participating employer has received the benefit of training with payment earned in excess of \$250,000 within the past five years, reimbursement for trainees at the same facility will be reduced by 30% to reflect a substantial contribution to the cost of training. Funding for any employer that has previously been assessed a substantial contribution will be reduced by 50%. Small businesses with 100 or fewer full-time employees are not subject to this provision.

Trainer Qualifications

BSP anticipates that 100% of the training will be held at employer worksites. Classes will be provided by BSP's 19 trainers and outside professional experts may be used only if and when specific technical skills are required and unavailable internally.

Tuition Reimbursement

BSP represents that students enrolled in the ETP-funded program will not be charged tuition, fees, or any other costs associated with training. The representation will be made a condition of the Agreement.

RECOMMENDATION

Staff recommends approval of this proposal, including the 50% literacy skills training cap and the post-retention wage modifications.

PRIOR PROJECTS

The following table summarizes performance by BSP under an ETP Agreement that was completed within the last five years:

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned	
				\$	%
*ET13-0205	Statewide	12/31/12 – 12/30/14	\$398,665	\$321,954.88	(80%)
ET11-0111	Statewide	12/20/10 – 12/19/12	\$399,788	\$333,985	(83%)
ET08-0322	Statewide	06/30/08 – 06/29/10	\$195,896	\$162,967	(83%)

*ET13-0205: Based on information obtained from the current ETP Contract Status Report, 360 trainees have completed training and retention. The Class/Lab Tracking System supports earnings in the amount of \$321,954.88 (80% of funding). To date, ETP has approved reimbursement in the amount of \$1,683, with \$319,843 in process.

DEVELOPMENT SERVICES

BSP retained the California Labor Federation in Sacramento and Strategy Workplace Communications (Strategy) in Oakland to assist with development of this proposal.

Note: Cal FED may be eligible to receive up to 10% of the approved amount of funding under a marketing agreement with ETP, for referrals such as this not to exceed \$15,000. This fee does not affect the approved amount of funding.

ADMINISTRATIVE SERVICES

Strategy will also perform administrative services in connection with this proposal for a fee not to exceed 13% of payment earned.

TRAINING VENDORS

To Be Determined

Exhibit B: Menu Curriculum

Class/Lab Hours

8-200 Trainees may receive any of the following:

BUSINESS SKILLS

Customer Service:

- Developing advanced customer relations and service knowledge
- Identifying customer needs
- Explaining green initiatives
- Applying innovative ways of handling complaints and requests
- Communicate effectively with tenants in cases of an emergency

Communication Skills:

- Effective verbal and written communication through accurate and concise work reporting
- Responding to client concerns and requests professionally
- Communicating with customers, co-workers, supervisors, managers, building owners and management representatives effectively

COMMERCIAL SKILLS

- Proper usage of floor care materials, products and equipment
- Water conservation practices
- Air quality control practices
- Operating and maintenance procedures that result in energy savings
- Following of waste management and recycling program practices
- Using and maintaining new energy efficiency equipment correctly
- Mixing and handling green chemicals correctly
- Using green cleaning devices appropriately
- Using clean room standards in high tech environments
- Identify and reporting property hazards and damages
- Developing and following green cleaning procedures
- Following green cleaning inspection standards
- Understand Safety and Security procedures under Homeland Security program in their building and using safe evacuation procedures
- Developing and applying security and safety standards and procedures established by client
- Training on new green standards mandated by local or state legislation
- Training to meet industry backed maintenance certification requirements as the industry is “upskilled”
- Understanding of Energy Star standards and criteria
- Understanding of LEED certification standards and criteria set by the U.S. Green Building Council
- Green Janitors Education Program Certification (30 hour course)

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

COMPUTER SKILLS

- Entering data using company software programs to conduct work duties (Basic “off-the-shelf” courses such as Word, Excel, PowerPoint, etc. are not allowable)
- Using page messaging and other PDA systems to communicate work duties

CONTINUOUS IMPROVEMENT

- Giving and receiving feedback and evaluations
- Cultivating better interpersonal relationships while at work
- Exhibiting leadership skills
- Developing better decision-making skills

Process Improvement:

- Understanding contracts, procedures and forms
- Recognizing roles and responsibilities of team members
- Assisting customers as a team
- Understanding and recognizing change
- Identifying and complying with green standards established for offices and common areas
- Developing quality green measurements
- Applying leadership skills during an emergency situation
- Applying team problem solving processes daily and during crisis situations

Supervisory Skills for Frontline Workers:

- Acquiring more effective supervisory techniques
- Developing better employee relations:
 - (1) Creating and leading a team that works together and
 - (2) Helping employees understand company expectations around service levels and customer service

LITERACY SKILLS

(*Literacy Training cannot exceed 50% of total training hours per trainee)

Vocational English as a Second Language (VESL):

- Using job specific words, phrases and abbreviations
- Filling out work documents such as tenant/client instruction, work orders, reports and safety information
- Understanding verbal directions and instructions
- Reading workplace documents such as tenant/client instruction, work orders, reports and safety information
- Reading work procedures, directives and surveys
- Helping limited English-speaking employees to understand and follow procedures

Basic Math:

- Using fractions and numbering systems
- Understanding basic algebraic equations
- Interpreting charts and graphs
- Understanding proper measurements for mixing of chemicals and other cleaning supplies

Note: Reimbursement for retraining is capped at 200 total training hours per trainee, regardless of the method of delivery.

Participating Employers in Retrainee Multiple Employer Contracts

Contractor's Name: Building Skills Partnership

CCG No.: ET15-0409

Reference No: 14-0663

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PRINT OR TYPE IN ALPHABETICAL ORDER

Company: ABM

Address: 1150S Olive Street, 19th Floor

City, State, Zip: Los Angeles, CA 90013

Collective Bargaining Agreement(s): Yes, SEIU Local 1877

Estimated # of employees to be retrained under this Agreement: 250

Total # of full-time company employees worldwide: 7,500

Total # of full-time company employees in California: 7,500

Company: Flagship Facility Services

Address: 1050 N 5th Street, Ste 50

City, State, Zip: San Jose, CA 95112

Collective Bargaining Agreement(s): Yes, SEIU Local 1877

Estimated # of employees to be retrained under this Agreement: 50

Total # of full-time company employees worldwide: 2600

Total # of full-time company employees in California: 1800

Company: Servicon Systems

Address: 3965 Landmark Street

City, State, Zip: Culver City, CA 90232

Collective Bargaining Agreement(s): Yes, SEIU Local 1877

Estimated # of employees to be retrained under this Agreement: 80

Total # of full-time company employees worldwide: 1250

Total # of full-time company employees in California: 1175

Company:

Address:

City, State, Zip:

Collective Bargaining Agreement(s):

Estimated # of employees to be retrained under this Agreement:

Total # of full-time company employees worldwide:

Total # of full-time company employees in California:

**United Service
Workers West**



February 6, 2015

State of California – Employment Training Panel
1100 J Street, Suite 400
Sacramento, CA 95814

Dear Employment Training Panel,

Service Employees International Union – United Service West (SEIU-USWW), of which I am President, fully supports this application being submitted by Building Skills Partnership (BSP). SEIU-USWW has been full partners in the planning of this training project with BSP. We have met with Executive Director Aida Barragan and various employers throughout California regarding ETP training schedule, the training curriculum and the recruitment plan for our members.

We have participated and will continue to take part in any meeting required by our joint efforts to create successful training program for our members. We plan to support the training by assisting BSP in contacting companies and getting them involved in the training.

We fully give our approval for BSP to run this ETP-funded training program and believe that the training will help SEIU-USWW members develop the skills needed to position themselves for secure and better paid work in California.

Thank you.
Sincerely,

David Huerta
President, SEIU - United Service Workers West

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