



Retrainee – Job Creation

Training Proposal for:

**Haddick's Towing, Inc. dba Fix Auto
City of Industry**

Small Business ≤ \$50,000

ET15-0312

Approved Date: October 30, 2014

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

CONTRACTOR

- Type of Industry: Services

- Priority Industry: Yes No

- Number of Full-Time Employees
 - California: 38
 - Worldwide: 38
 - Number to be trained: 30
 - Owner Yes No

- Out-of-State Competition: No OSC
- Special Employment Training (SET): Yes No
- High Unemployment Area (HUA): Yes No
- Turnover Rate: 12%
- Repeat Contractor: Yes No

FUNDING

- Requested Amount: \$37,972
- In-Kind Contribution: \$28,160

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 SB <100 SET	Business Skills, Commercial Skills, Computer Skills, Continuous Imp., HazMat	11	8-60	0	\$1,254	\$27.09
				Weighted Avg: 57			
2	Retrainee SB <100 SET HUA	Business Skills, Commercial Skills, Computer Skills, Continuous Imp., HazMat	11	8-60	0	\$1,254	\$16.04
				Weighted Avg: 57			
3	Retrainee SB <100 SET Job Creation Initiative	Business Skills, Commercial Skills, Computer Skills, Continuous Imp., HazMat	8	8-60	0	\$1,298	\$13.37
				Weighted Avg: 59			

- Reimbursement Rate: Job #'s 1-3: \$22 SB Non-Priority
- County(ies): Los Angeles
- Occupations to be Trained: Administrative Staff, Estimator, Production/Parts Staff, Technician, Manager, Owner
- Union Representation: Yes
 No
- Health Benefits: Job #'s 1-3: \$2.70 per hour

SUBCONTRACTORS

- Development Services: Synergy Management Consultants, LLC (SMC) in Grass Valley assisted with development for a flat fee of \$2,300.
- Administrative Services: SMC will also provide administrative services for a fee not to exceed 13% of payment earned.
- Training Vendors: To Be Determined

OVERVIEW

Haddick's Towing, Inc. dba Fix Auto City of Industry (Haddick's) is an automotive collision repair company located in the City of Industry. The Company's customers include those in need of collision repair services, as well as purchasers of auto repair parts and accessories.

Haddick's must retrain its workers in response to ongoing automobile industry changes in the processes and materials used to manufacture new vehicles. Many of these changes are being implemented to ensure that vehicles meet Corporate Average Fuel Economy standards. Key areas of training will include the repair of newer aluminum vehicles, automobiles that utilize metals such as Boron and ultra-high strength steels and composites, as well as how to properly assess damages related to newer technology vehicles.

The Company must also provide its Technicians comprehensive, industry-specific training pertaining to Inter-Industry Conference on Auto Collision Repair (I-CAR), Automotive Service Excellence, and Original Equipment Manufacturer credentials required by most insurers and vehicle manufacturers.

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Haddick's has undertaken an aggressive growth strategy to grow its business by 15% over the next 18 months. To assist this growth, the Company is in the process of increasing its marketing to generate additional sales. In addition, Haddick's is currently negotiating a large insurance contract that will add significant business volume at their existing facility. Lastly, the Company has located an additional facility that it plans to open during the first quarter of 2015.

As a result, the Company has committed to hiring 8 new employees (Job Number 3) to support the efforts to increase business capacity. These new workers will require ample training in order to develop the requisite skills to facilitate an increase in sales and planned expansion.

Trainees must be hired within the three-month period prior to Panel approval or during the term of contract.

Training Plan

Business Skills – Training will be offered to Administrative Staff, Estimators and Managers. This training will provide workers with industry-specific sales strategies, claims processing techniques, and customer engagement and retention skills.

Commercial Skills – Training will be offered to Technicians, Production/Parts Staff and Estimators. Training will cover automotive service and repair skills, new vehicle technologies, alternative fuel vehicle maintenance, and extended I-CAR credentials for collision centers. This training will also teach Estimators how to accurately estimate damage and create repair plans for Technicians.

Computer Skills – Training will be offered to all occupations. Trainees will learn how to utilize various software solutions to assess current conditions, set objectives, identify trends, and communicate information and data in a high flow environment. Trainees will also learn to use software systems to track costs, plan production and service, and interact regularly with customers.

Continuous Improvement – Training will be offered to all occupations. Training will improve quality, cycle time, and cost efficiency through Lean concepts and production improvement systems.

Hazardous Materials – Training will be offered to Technicians, Estimators, Production/Parts Staff and Managers. Technicians will receive training in hazardous materials handling, abatement, transfer and documenting procedures. Estimators must be trained on specific handling procedures pertaining to costs and billing. Training for Production/Parts Staff and

Managers will cover Material Safety Data Sheet completion, chemical cataloging, and toxic substance handling and safety.

SET/HUA ETP Minimum Wage

The 11 trainees in Job Number 2 work in a High Unemployment Area (HUA) with unemployment exceeding the state average by at least 25%. The Company's facility in the City of Industry is in an HUA and qualifies for HUA status. These trainees qualify for the ETP Minimum Wage (\$16.04) rather than the Statewide Average Hourly Wage.

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

- Customer Care Skills
 - Customer Retention
 - Customer Engagement
 - Customer Relationship Building
- Advanced Sales & Marketing Skills
 - Prospecting & Closing
 - Sales Account Management
 - Advanced Closing Techniques
 - Sales Procedures & Strategies
- Negotiation Skills
- Conflict Resolution
- Communication Skills
- Presentation Skills

COMMERCIAL SKILLS

- I-CAR Collision Repair Certification Skills
- Refinishing Skills
 - Trim & Hardware
 - Surface Preparation
 - Vehicle Priming/Sealing
 - Paint Spray Guns Maintenance & Set-Up
 - Corrosion Protection Process
 - Sand, Buff & Detail
 - Color Theory & Tints
 - Blending Techniques
 - New Technologies
- Structural Repair
 - Unibody Alignment
 - Three Dimensional Measuring
 - Repair & Replacement of Outer Body Panels
 - High Strength Steels
 - Aluminum Repair Processes
 - MIG Welding Skills
 - Straightening Structural Damage
 - Glass Replacement
 - Pillars, Rocker Panels, Rails, Front Structures & Floor Pan Replacement & AC Systems
 - Steering & Suspension Systems
 - Advanced Vehicle Systems
 - Towing Methods

- Non-Structural Vehicle Repair Skills
 - Remove & Install Trim & Hardware
 - Adhesive Bonding
 - Diagnose Wind Noise & Water Leaks
 - Aluminum Cosmetic Damage
 - Spot Welding
- Estimating Skills
 - Steering & Suspension System Damage Analysis
 - Damage on Non-Drivable Vehicles
 - Electrical/Mechanical Systems
 - Stationary Glass
 - Advanced Materials
 - Advanced Vehicle Systems
- Vehicle Operation, Maintenance, & Troubleshooting
- Alternative Fuel & Hybrid Vehicle Repair Diagnostics
- Service Procedures & Scheduling
- Product Knowledge
- Original Equipment Manufacturer Knowledge/Skills

COMPUTER SKILLS

- Summit Software
 - Job Costing
 - Production Flow
 - Production Planning - ETA Times & Dates
 - Internal & External Customer Communication
- Michell & Michell Repair Center Software
- Nugen IT
- Audatex Software
- CCC Info Systems Software
- Alldata Software
- Microsoft Office Suite

CONTINUOUS IMPROVEMENT

- Leadership Skills
- Teambuilding
- Root Cause Analysis
- Kaizen Event Strategy & Implementation
- Lean Concepts
- Process/Quality Improvement
- Problem Solving/Decision Making Skills
- Inventory Control
- Standard Operating Procedures

HAZARDOUS MATERIALS

- Completing Material Safety Data Sheets
- Volatile Organic Compound Tracking
- Emergency Clean-Up
- Registration, Evaluation, Authorization & Restriction of Chemical Substances

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