

**DELEGATION ORDER**



**Training Proposal for:  
NL&A Collections, Inc.**

**Small Business**

**ET17-0246**

**Approval Date:** October 3, 2016

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

**CONTRACTOR**

- Type of Industry: Manufacturing  
Wholesale Trade  
Priority Industry:  Yes  No
- Number of Full-Time Employees  
California: 23  
Worldwide: 50  
Number to be trained: 16  
Owner  Yes  No
- Out-of-State Competition: NAICS Code Eligible
- Special Employment Training (SET):  Yes  No
- High Unemployment Area (HUA):  Yes  No
- Turnover Rate: 15%
- Repeat Contractor:  Yes  No

**FUNDING**

- Requested Amount: \$22,048
- In-Kind Contribution: \$15,300

**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 Priority Rate	Business Skills, Computer Skills, Manufacturing Skills	16	8-60	0	\$1,378	\$16.48
				Weighted Avg: 53			

- Reimbursement Rate: \$26 SB Priority
- County(ies): Los Angeles
- Occupations to be Trained: Accounting Staff, Customer Service/Sales Representative, Production Staff, Operations Staff, Shipping/Warehouse Staff, Design R & D Staff, Quality Control & Repair Staff
- Union Representation:  Yes  
 No
- Health Benefits: \$0.95 per hour

**SUBCONTRACTORS**

- Development Services: N/A
- Administrative Services: N/A
- Training Vendors: N/A

**OVERVIEW**

NL&A Collections, Inc. (NOVA) ([www.novaofcalifornia.com](http://www.novaofcalifornia.com)) is a design and manufacturing business located in Huntington Park. NOVA products include lamps, wall décor and accent furniture. NOVA clientele include department stores, furniture retailers, home improvement stores and online retailers.

Over the last year, NOVA has continued to revise its design esthetic to increase its appeal to customers. New NOVA customers are more tech savvy and prefer environmentally responsible products. As a result, the Company expanded its design options to appeal to these customers. Through training, staff will strengthen their skills and learn new techniques and computer software programs used by NOVA to complete orders in a timely manner.

## Training Plan

This will be Nova’s fourth ETP project in the last five years. Previous training focused on a new ERP System, website, and new materials and product lines. Training in this proposal will focus on Computer Skills training in newly updated features to the Company’s CRM System (Hub Spot). To ensure a smooth transition, all employees must receive training on Hub Spot. New features include user interface, key terminology, personal preferences and defaults, calendar set-up and productive tips. No worker trained under prior ETP Agreement will receive the same training courses under this Agreement.

NOVA will introduce a new option to allow clients to customize products. Staff will receive training on the Mix and Match Program to understand customer options and maximize sales by increasing the number of customized products sold compared to NOVA readymade box items. In addition, trainees must learn new functions and codes to process customized orders, automate the payment system, and determine the cost of assembly for customized products from the program (Accounting Staff).

Manufacturing Skills training will enable the Company to implement new packing requirements for customized products. NOVA’s ERP System will customize boxes to minimize and eliminate freight damage during product shipment. Training courses such as New Parts and Material Training will also decrease product assembly defects. Training will be delivered by in-house instructors.

**Business Skills:** Training will be offered to all occupations to increase product knowledge and maximize sales. Courses include Quality and Product Compliance, Sales Skills and Product Knowledge.

**Computer Skills:** Training will be offered to all occupations to ensure workers are familiar with up-to-date software. Curriculum topics such as 3-D Printing, Freight Claim Training, and Hub Spot training will teach staff to efficiently use software programs.

**Manufacturing Skills:** Training will be offered to Production, Operations and Shipping/Warehouse Staff in new packing processes for products created via the Mix and Match Program. Cross training on assembly will increase the number of workers able to assemble multiple NOVA products.

## RECOMMENDATION

Staff recommends approval of this proposal.

## ACTIVE PROJECTS

The following table summarizes performance by NOVA under an active ETP Agreement:

Agreement No.	Approved Amount	Term	No. Trainees (Estimated)	No. Completed Training	No. Retained
ET16-0248	Huntington Park	10/23/15-10/22/16	18	17	17

Based on ETP Systems, 922 reimbursable hours have been tracked for potential earnings of \$22,256 (95% of approved amount). The Contractor projects final earnings of 95% based on final payments that are currently being reviewed by ETP Fiscal Unit.

**PRIOR PROJECTS**

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

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned \$ %
ET14-0215	Huntington Park	11/18/13- 11/17/14	\$31,460	\$23,088 (73%)
ET13-0159	Huntington Park	09/19/12- 09/18/13	\$45,240	\$28,469 (62%)

**ET13-0159:** As a first time Contractor, the Company did not fully understand recordkeeping requirements or correctly document training. Trainees also did not meet the minimum wage and were found ineligible for reimbursement.

Following this contract, the Company assigned an employee to coordinate ETP training and work with the ETP Analyst to better understand and meet ETP requirements. As a result, training was documented correctly, and only trainees who met the minimum wage requirement were enrolled.

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

8-60

Trainees may receive any of the following:

**BUSINESS SKILLS**

- Customer Service & Support
- Freight Claim
- Hub Spot CRM System
- Sales
  - Mix & Match Program
  - Product Knowledge
  - Product Management
  - Post-Sales/Warranty Training
- Quality & Product Compliance

**COMPUTER SKILLS**

- Accounts Payables
  - Direct Labor & Material Interaction for Mix & Match Assembly
  - Incentive Management
  - Commission and Royalty Structure
- Accounts Receivables
  - ODBS Module
  - Training on Collections and Factoring w/Third Party
- General Ledger
  - Journal & Register Mgmnt for Mix & Match Assembly Project
  - Inventory Reconciliation for New Parts over 500 Pieces
  - Depreciation and Amortization Auto Function
- Incorporating “Blown Glass” in Design Process
- 3D printing
- Photoshop to Create Mix & Match Design Program
- ODBC Module
- Netsuite
- EDI/ERP System
- E-Store
  - Automated Sales Order
  - Shipping
  - Customer Support
  - Payment Processing via Merchant Accounts
- Inventory Export
- Partner Center Access Control
- New Ports-Mix & Match Program
- Hub Spot Training
  - Account Management
  - Activity Management
  - Calendar Set-Up/Email
  - Marketing Module
  - Opportunity Management
  - Quote Generation
  - Order Generation
  - Records
  - Task Assignment

**MANUFACTURING SKILLS**

- Assembly Training (Mix & Match)
- Item Set-Up
- Inventory Planning
- Parts/Material Training
- Work Order Flow
- Packaging/Packing Training
- Warehouse Management

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