

DELEGATION ORDER



RETRAINEE - JOB CREATION

Training Proposal for:

Procore Technologies, Inc.

Agreement Number: ET17-0213

Approval Date: August 16, 2016

ETP Regional Office: North Hollywood

Analyst: M. Paccereilli

PROJECT PROFILE

Contract Attributes:	Retrainee Priority Rate Job Creation Initiative	Industry Sector(s):	Technology/IT Services Priority Industry: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Counties Served:	Santa Barbara, San Francisco, San Diego	Repeat Contractor:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Union(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Number of Employees in:	CA: 474	U.S.: 581	Worldwide: 581
<u>Turnover Rate:</u>	2%		
<u>Managers/Supervisors:</u> (% of total trainees)	10%		

FUNDING DETAIL

Program Costs	-	(Substantial Contribution)	(High Earner Reduction)	=	Total ETP Funding
\$99,960		\$0	\$0		\$99,960

In-Kind Contribution:	100% of Total ETP Funding Required	\$154,224
------------------------------	------------------------------------	-----------

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 Priority Rate	Business Skills; Computer Skills	255	8-200	0-36	\$360	\$15.60
				Weighted Avg: 20			
2	Retrainee Priority Rate Job Creation Initiative	Business Skills; Computer Skills	17	8-200	0-100	\$480	\$15.60
				Weighted Avg: 24			

Minimum Wage by County:
Job Number 1: \$15.60 in Santa Barbara County; \$17.02 in San Francisco County; and \$16.46 in San Diego County
Job Number 2: \$12.77 for Santa Barbara County; \$14.19 in San Francisco County; and \$13.72 in San Diego County

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

Although employer provides health benefits, they are not being used to meet Post-Retention Wage.

Job Numbers 1 & 2 Wage Range by Occupation		
Occupation Titles	Wage Range	Estimated # of Trainees
Marketing Staff I		13
Marketing Staff II		10
Sales Staff I		17
Sales Staff II		10
Engineer I		5
Engineer II		4
Information Technology Staff I		7
Information Technology Staff II		6
Customer Success Staff I		16
Customer Success Staff II		12
Finance Staff I		5
Finance Staff II		4
Business System Analyst I		9
Business System Analyst II		7
Operation Staff I		14
Operation Staff II		10

Administration Staff I		12
Administration Staff II		12
Product Specialist I		45
Product Specialist II		27
Manager/Supervisor I		17
Manager/Supervisor II		10

INTRODUCTION

Founded in 2003 and headquartered in Carpinteria, Procore Technologies, Inc. (Procore) (www.procore.com) is a construction management software company. With an award-winning suite of project management tools, over a million registered Procore users across the globe manage all types of construction projects including industrial plants, office buildings, apartment complexes, university facilities, and retail centers.

Procore's mission is to provide construction professionals with the most comprehensive and easy to use project management platform combined with industry leading customer service. The Company helps users increase project efficiency and accountability by streamlining and mobilizing project communication and documentation. This real-time data and accessibility minimizes delays and increases profits.

Procore is eligible to contract with ETP as a single employer for standard retraining and priority-industry funding meeting out-of-state competition requirements.

PROJECT DETAILS

This will be Procore's first ETP Agreement. The Company has a solid competitive edge over other construction project management solutions located out of state. To maintain its competitive position, the Company must continually raise the skills and performance level of its employees. The proposed training is designed to enhance company competitiveness by ensuring employees are performing optimally and attaining new skills for new projects and opportunities.

ETP-funded training will enable the Company to invest in strategic Learning and Development initiatives that would have been halted as the Company grows. This includes company-wide Construction Knowledge Development which would provide a huge competitive advantage for the Company, and Leadership Skills training to help employees upgrade skills and would broaden the Company's pool of skilled workers.

Retrainee - Job Creation

The Panel offers incentives to companies that commit to hiring new employees. Training for newly-hired employees will be reimbursed at a higher rate, and trainees will be subject to a lower post-retention wage.

The software industry is competitive and rapidly changing; thus, Procore is expanding its business capacity, adding new employees to existing functions in Engineering, Information Technology, Sales, Marketing, Administration, Finance, Customer Service, and Operations. Procore has committed to hiring and training 17 new employees (Job Number 2) to develop new ideas, provide better service to users, and support internal staff.

Trainees must be hired within the three-month period prior to Panel approval or during the term of contract. Newly hired employees will be reimbursed at a higher rate and subject to a lower post-retention wage. Trainees will be hired into “net new jobs” as a condition of contract.

Training Plan

Class/lab and Computer-Based training will be provided in the following:

Business Skills (50%) – Training will be provided to all occupations. Training will focus on internal business systems and functionality. Trainees will learn the Company’s new and enhanced products and service offerings. Training will also cover a wide range of customer solutions, leadership, sales, marketing, goal setting, and employee/customer engagement. The goal is to create a more efficient business environment, improve quality, and reduce waste.

Computer Skills (50%) – Training will be offered to all occupations. This training includes new and upgraded software, computer programs, and advanced/intermediate MS Office. Training will help upgrade employee skillsets and facilitate the transfer of computerized data.

Commitment to Training

ETP funds will not displace the existing financial commitment to training. In support of continuous employee development, the Company’s current California training budget is approximately \$500,000 and covers new-hire orientation, personal enrichment, harassment and abusive behavior prevention, hiring skills, behavioral interviewing, and compensation training.

➤ Training Infrastructure

Training will be delivered by in-house staff and outside vendors. Procore’s Senior People Operations Manager will oversee training and internal administration of this project. The Company has also retained an outside administrative consultant to ensure that all training records meet ETP compliance.

RECOMMENDATION

Staff recommends approval of this proposal.

DEVELOPMENT SERVICES

Procore retained Glendale Community College Professional Development Center (PDC) in Montrose to assist with the development of this proposal at no cost.

ADMINISTRATIVE SERVICES

PDC will also perform administrative services in connection with this proposal for a fee not to exceed 10% 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

- ✚ Construction 101
- ✚ Communication Skills
- ✚ SaaS Business
- ✚ Business Writing
- ✚ Business Communications
- ✚ Negotiation Skills
- ✚ Time Management
- ✚ Business Financial Statements
- ✚ Collaboration
- ✚ Project Management
- ✚ Interviewing Skills
- ✚ Handling Difficult Conversations
- ✚ Time Management
- ✚ Customer Service
- ✚ Sales Continuous Learning
- ✚ Marketing
- ✚ Goal Setting
- ✚ Dispute Resolution
- ✚ Customer Success
- ✚ Leadership Development Suite
- ✚ Leadership Boot Camp 1
- ✚ Leadership Boot Camp 2
- ✚ Performance Management
- ✚ Employee/Customer Engagement

COMPUTER SKILLS

- ✚ Slack
- ✚ 7GEESE
- ✚ Nexonia
- ✚ Slack
- ✚ Confluence
- ✚ Salesforce
- ✚ Samanage
- ✚ Skilljar
- ✚ Tout
- ✚ Kapost
- ✚ Okta
- ✚ Google Suite
- ✚ GoToMeeting
- ✚ SmartSheets
- ✚ New Relic
- ✚ Skuid
- ✚ Bridge
- ✚ Seismic

- ✚ Snagit
- ✚ Software advice
- ✚ Airserver
- ✚ Mindtouch
- ✚ Phraseexpress
- ✚ WalkMe
- ✚ Softphone
- ✚ Zendesk
- ✚ Sendgrid
- ✚ Talkdesk
- ✚ EcrionXF
- ✚ Fullstory
- ✚ Bugsnag
- ✚ Jira
- ✚ Airbrake
- ✚ ProjectTango
- ✚ Semaphore
- ✚ TravisCI
- ✚ Coding for Non-Technical People
- ✚ Network Training
- ✚ Microsoft Excel (Advanced & Intermediate)
- ✚ Mobile Devices
- ✚ Human Resources Software

CBT Hours

0 - 36

COMPUTER BASED TRAINING (CBT)**COMPUTER SKILLS**

- ✚ Microsoft Excel Level 2 (Intermediate) (2.0)
- ✚ Microsoft Excel Level 3 (Advanced) (2.0)
- ✚ North Stars (Support Basics) (.50)
- ✚ QuickBooks for Contractors Overview (1.65)

BUSINESS SKILLS

- ✚ Bidding (1.27)
- ✚ Business Ethics (.33)
- ✚ Business Skills: It's About Time – Time Management (.50)
- ✚ Communication: Delivering Effective Feedback (.50)
- ✚ Communication: Presentation and Speaking Fundamentals (.75)
- ✚ Construction 101 (4.50)
- ✚ Construction 102 (2.00)
- ✚ Product Manager On-boarding (3.00)
- ✚ Project Management Fundamentals (.75)
- ✚ Project Management Time and Schedule (.50)
- ✚ Project Planning Initiation and Scope (.50)
- ✚ Project Resource Management (.75)
- ✚ How BIM has changed the Construction Industry (.97)
- ✚ Innovation: Creative and Innovative Thinking (.55)
- ✚ Leadership: Building Trust in the Virtual Environment (.50)
- ✚ Leadership: Business Process Improvement (.58)
- ✚ Leadership: Change Management Fundamentals (.50)
- ✚ Leadership: Classic Leadership With a Virtual Twist (.50)
- ✚ Leadership: Developing a Strong Leadership Team (.58)

- ✚ Leadership: Doing Performance Reviews (.50)
- ✚ Leadership: Effective Leadership (1.00)
- ✚ Leadership: Employee Motivation (.75)
- ✚ Leadership: Inspiring and Motivating Remotely (.50)
- ✚ Leadership: People Management and Leadership Fundamentals (2.00)
- ✚ Leadership: Teambuilding/Teamwork Fundamentals (.50)
- ✚ Leadership: Using Leadership Basics (.83)
- ✚ Management: Flexibility and Managing Change (.75)
- ✚ Management: Lose the Meeting Blues (.58)
- ✚ Management: Managing Team Conflict (.67)
- ✚ Management: Running a Virtual Office (.50)
- ✚ Management: Running Effective Teams (.58)
- ✚ Management: Succeed as a Supervisor (.58)

Note: Reimbursement for retraining is capped at 200 total hours per-trainee, regardless of method of delivery. CBT is capped at 50% of total training hours, per trainee.