



**Training Proposal for:**

**Riverside County Economic Development Agency**

**Agreement Number: ET16-0213**

**Panel Meeting of:** November 5, 2015

**ETP Regional Office:** San Diego

**Analyst:** J. Davey

**PROJECT PROFILE**

Contract Attributes:	Priority Rate Retrainee SB <100	Industry Sector(s):	Manufacturing Services Technology/Other  Priority Industry: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Counties Served:	Riverside, San Bernardino, Orange, Los Angeles	Repeat Contractor:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Union(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Turnover Rate:	≤20%		
Managers/Supervisors: (% of total trainees)	≤20%		

**FUNDING DETAIL:**

<b>Program Costs</b>	+	<b>Support Costs</b>	=	<b>Total ETP Funding</b>
\$70,520		\$4,842 8%		\$75,362

In-Kind Contribution:	50% of Total ETP Funding Required	\$55,857
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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 Priority Rate	Business Skills, Computer Skills, Continuous Improvement, Hazardous Materials, HazWoper, Literacy Skills, Management Skills, Manufacturing Skills, OSHA 10/30	54	8-200	0	\$673	\$15.07
				Weighted Avg: 35			
2	Retrainee	Business Skills, Computer Skills, Continuous Improvement, Hazardous Materials, HazWoper, Literacy Skills, Management Skills, Manufacturing Skills, OSHA 10/30	20	8-200	0	\$561	\$15.07
				Weighted Avg: 35			
3	Retrainee Priority Rate SB<100	Business Skills, Computer Skills, Continuous Improvement, Hazardous Materials, HazWoper, Literacy Skills, Management Skills, Manufacturing Skills, OSHA 10/30	40	8-200	0	\$695	\$15.07
				Weighted Avg: 25			

**Minimum Wage by County:** \$15.07 per hour for Riverside and San Bernardino Counties; \$16.02 per hour for Orange County; and \$15.97 per hour for Los Angeles 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

Participating employers may use health benefits to meet the Post-Retention Wage.

<b>Wage Range by Occupation</b>		
Occupation Titles	Wage Range	Estimated # of Trainees
Administrative Staff		14
Managers		12
Manufacturing Engineers		15
Manufacturing Technicians		14
Mechanics		8
Production Staff		26
Supervisors		13
Technicians		12

## **INTRODUCTION**

In this proposal, Riverside County Economic Development Agency (RivCoEDA) seeks funding for retraining as outlined below:

This will be the eighth Agreement in the last 5 years between RivCoEDA and ETP. RivCoEDA is eligible as a local Workforce Development Board.

RivCoEDA oversees Workforce Innovation and Opportunity Act (WIOA) employment training and career services for nearly two million residents in Riverside County. RivCoEDA promotes economic and community development through programs including Community Development, Job Training, Employer Services, and Community Development Block Grants. Employment and training services to workers are offered through three full-service Workforce Development Centers, satellite offices, and partnering subcontractor facilities.

### **Employer Demand**

The core group of employers represents over 100% of trainees proposed. RivCoEDA representatives report that its core group of employers has identified their business operational needs and completed recent training assessments. These employers identified training topics that are critical to improving staff skill sets to increase productivity and meet their business needs. Some curriculum courses are repeated from prior Agreements. However, no trainees among the previous participating employers will receive the same level of training in the same skills.

To ensure employer need and commitment, RivCoEDA revised its employer needs analysis to include questions targeted to measure each employer's training needs and commitment to send employees to training, and to anticipate post-training employee job skill enhancements. Targeted employers were instructed that training must be planned around current production and staffing needs in order to gain the employee skills identified in the needs analysis.

## **PROJECT DETAILS**

**Business Skills (15%)** – Training is designed to enable trainees from all occupations to incorporate team-oriented processes to enhance product quality and improve operating efficiencies at each participating employer's facility.

**Computer Skills (10%)** – Training will provide trainees from all occupations the skills to use software effectively. Only trainees from Small Businesses will take Beginning Microsoft Office and Internet Usage courses to improve company operating efficiencies.

**Continuous Improvement (15%)** – Training will equip trainees from all occupations with the tools to make informed decisions that will have the maximum positive affect on a company's performance. Trainees will acquire skills in problem-solving techniques, identifying obstacles, and achieving expected outcomes. Employees, working in a team environment, will identify action plans, priorities, and measure results to improve internal operating procedures.

**Literacy Skills (10%)** – Training will be provided to Administrative Staff, Manufacturing Technicians, Mechanics, Production Workers, and Supervisors in Vocational English as a Second Language (VESL). These skills will be focused on job-related English to facilitate the skills training each trainee will receive. No more than 45% of a trainees total training hours will be given in Literacy Skills.

**Management Skills (20%)** – Training will give Managers and Supervisors the tools and interpersonal skills needed to effectively lead individuals and teams. Managers and Supervisors will learn to motivate, build trust, create partnerships, handle conflicts, and help employees adapt to change.

**Manufacturing Skills (15%)** – Training is mainly for Production Workers, though some Engineers, Managers/Supervisors, and Technicians may take one or more courses. The focus will be on helping Production Workers to perform efficiently and better understand manufacturing processes.

### **Certified Safety Training**

**OSHA 10/30 (10%)** – Managers, Manufacturing Engineers, Manufacturing Technicians, Mechanics, Production Workers, Supervisors, and Technicians will take customized courses as needed by their employer. This training is a series of courses “bundled” by industry sector, 10 hours for journey-level workers and 30 hours for frontline supervisors. The coursework is geared to construction work, and also manufacturing. Completion of the training results in a certificate that expands employment opportunities. The coursework must be approved by Cal-OSHA, and the instructors must be certified by Cal-OSHA.

**Hazardous Materials (3%)** – Training will give Managers, Manufacturing Technicians, Mechanics, and Supervisors the skills to safely identify, store, pack, and ship different types of hazardous materials. This training can also be delivered as a series of courses, specific to industry sectors involved in the transport of hazardous materials. However, Hazardous Materials training in this project will be limited in scope and customized to the individual needs of the employer.

**HazWoper (2%)** – Selected trainees will also receive training in Hazwoper (Hazardous Waste Operations and Emergency Response) This training can also be delivered as a series of courses specifically designed for workers who handle hazardous substances as first-responders, or clean-up as needed at a hazard disposal or emergency site. However, Hazardous Materials training in this project will be limited in scope and customized to the individual needs of the employer.

### **Commitment to Training**

ETP funds will not displace the existing financial commitment to training of participating employers. Safety training is, and will continue to be, provided by the participating employers in accordance with all pertinent requirements under state and federal law.

### **Support Costs/Marketing Plan**

RivCoEDA uses direct marketing, e-mail campaigns, local newspaper advertising, flyers, website, and telemarketing notification of available training services to employers and business organizations in its service area. A core group of employers was established for the proposed

training plan. The core group represents at least 100% of the requested funding. RivCo EDA will continue to market to potential participating employers throughout the Agreement, as may be needed to maintain 100% participation. Therefore, it requests 8% support costs, which will also go to the cost of the Needs Analysis, and the development of the Training Plan.

RivCoEDA representatives state that approximately 80% of all training will take place at each participating employer’s worksite and about 20% will be delivered at facilities located at the University of California, Riverside (UCR). Support costs will be divided equally between UCR and RivCoEDA.

**Trainer Qualifications**

As a Workforce Investment Board, RivCoEDA does not employ staff qualified to deliver the proposed training topics. The UCR Extension Center has provided all instructors for RivCoEDA’s past ETP Agreements. RivCoEDA representatives report a history of positive employer feedback regarding the quality of UCR-delivered training.

UCR will again be retained to provide all training for this project, based on each individual employer’s needs analysis for the proposed training plan. The trainers will be employees of the college and will have, at minimum, bachelor’s degrees from accredited colleges as well as experience in their area of expertise. All trainer resumes and qualifications will be approved by the UCR Academic Review Board.

**Training Coordinator**

RivCoEDA’s Project Administrator will be responsible for coordinating the administration of this ETP-funded training plan. In addition, one UCR staff member will assist with administration activities, which will include marketing, employer needs assessments, and scheduling of class/lab training. RivCoEDA evenly splits earned ETP payment reimbursement for administration.

**RECOMMENDATION**

Staff recommends approval of this proposal.

**PRIOR PROJECTS**

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

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned \$ %
ET14-0108*	Multiple	9/3/13-9/2/15	\$75,778	\$61,793 (82%)
ET11-0226**	Multiple	5/10/11-5/9/13	\$121,932	\$69,185 (57% )
ET09-0409***	Multiple	4/1/09-3/31/11	\$184,900	\$61,891 (33%)

\*ET14-0108 – Based on ETP Tracking Systems, 3,012 reimbursable hours have been tracked for potential earnings of \$61,800 (81.5% of approved amount), which the Contractor expects fully earn. The closeout invoice is currently being processed.

\*\*ET11-0226 – RivCoEDA reports that the original Agreement amount approved by the Panel in April 2010 was \$69,402. RivCoEDA exhausted the entire amount by November 2012. Two participating employers requested additional training during the last quarter of 2012, so RivCoEDA was approved for additional funding of \$52,560 to cover a second phase of training. The second phase of training needed to be completed by February 9, 2013 (because of Agreement term). The two employers who expressed the need for training were unable to meet this tight schedule (one employer was awarded a large order to fill in the last week of November, and the other had not considered its December holiday schedule). As a result, the second phase of training never occurred.

\*\*\*ET09-0409 – The nationwide economic downturn affected the ability of some of the core group of employers to participate in these ETP Agreements. Several employers cancelled their scheduled training due to layoffs and work reductions.

### **DEVELOPMENT SERVICES**

N/A

### **ADMINISTRATIVE SERVICES**

N/A

### **TRAINING VENDORS**

UCR has been retained for the provision of all class/lab training for an amount to be determined.

## **Exhibit B: Menu Curriculum**

### **Class/Lab Hours**

8-200

Trainees may receive any of the following:

### **BUSINESS SKILLS**

- Project Management
- Construction Management
- Leadership Skills for Frontline Workers
- Communications
- Business Writing
- Customer Service
- Organizational Behavior

### **COMPUTER SKILLS**

- Windows (Intermediate/Advanced)
- MS Project
- MS Office - Intermediate/Advanced (Beginning for small business only)
- Internet Usage (Small businesses only)
- Information Technology Security
- Shipping Solutions/Related Logistics Software

### **CONTINUOUS IMPROVEMENT**

- Process Improvement
- Problem Solving/Decision Making
- Team Building
- Quality Control Concepts
- Total Quality Management (TQM) Tools
- Lean Manufacturing Concepts
- 5-S (Sort, Straighten Sweep, Standardize, Sustain)
- Internal Auditing
- Facilities Management and Operations
- Risk Management
- Energy Management
- Lean Six Sigma (Greenbelt)
- Project Scheduling
- New Product Development
- ISO 9000-9001/AS9100
- SMART Goals (Specific, Measurable, Attainable, Realistic, Timely)

### **MANAGEMENT SKILLS (management trainees only)**

- Leadership Skills for Managers
- Motivating/Coaching
- Conflict Management
- Managing Differences
- Change Management
- Delegation Skills

- Teambuilding
- Coaching and Mentoring

### **MANUFACTURING SKILLS**

- Manufacturing Processes
- Construction Drawings for Building Trades
- Blue Print Reading
- Material Handling/Storage
- Equipment Operation
- Shop Math
- Variance Calculations
- Tolerances

### **\*LITERACY SKILLS**

#### Vocational English as a Second Language

- Communication Skills
- Reading, Writing, Speaking and Comprehending Simultaneously
- Introduction to and comprehension of short written work products
- Writing correct sentences as they relate to job functions
- Pronunciation Skills
- Reading and Comprehension Skills
- Speaking and Understanding Spoken English
- Work Related Communication Skills
- Completing Work Forms and writing notes
- Spelling, Phonics, and Capitalization
- Flow Charts
- Basics of Problem Solving
- Effective Listening Skills
- SMART Goals

\*Must be job related; hours capped at 45% of a trainee's total training hours

### **HAZARDOUS MATERIALS**

- Hazardous Materials Tables
- Hazardous Materials Classifications
- Packing
- Marking
- Labeling
- Loading and Storage
- Placarding
- Shipping Documents
- Hazardous Waste
- Incident Recording

### **HAZWOPER**

- HazWoper

**OSHA 10/30 (Certified OSHA Instructor)**

- OSHA 10 (requires completion of 10 hours)
- OSHA 30 (requires completion of 30 hours)

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: Riverside County Economic Development Agency CCG No.: ET16-0213

Reference No: 15-0628

Page 1 of 2

PRINT OR TYPE IN ALPHABETICAL ORDER

Company: Carbon Lite Industries, LLC

Address: 875 Michigan CT.

City, State, Zip: Riverside, CA 92507

Collective Bargaining Agreement(s): n/a

Estimated # of employees to be retrained under this Agreement: 42

Total # of full-time company employees worldwide: 120

Total # of full-time company employees in California: 120 (located in CA only)

Company: iHerb

Address: 17825 Indian Street

City, State, Zip: Moreno Valley, CA 92551

Collective Bargaining Agreement(s): n/a

Estimated # of employees to be retrained under this Agreement: 75

Total # of full-time company employees worldwide: 600

Total # of full-time company employees in California: 600

Company: National Distribution Center (NFI Industries)

Address: 3700 Indian Avenue

City, State, Zip: Perris, CA 92571

Collective Bargaining Agreement(s): n/a

Estimated # of employees to be retrained under this Agreement: 45

Total # of full-time company employees worldwide: 7,731

Total # of full-time company employees in California: 2,072

Company: Reliable Service Company (RSVC)

Address: 891 Iowa Avenue

City, State, Zip: Riverside, CA 92507

Collective Bargaining Agreement(s): n/a

Estimated # of employees to be retrained under this Agreement: 40

Total # of full-time company employees worldwide: 75

Total # of full-time company employees in California: 75

**Participating Employers in Retrainee  
Multiple Employer Contracts**

Contractor's Name: Riverside County Economic Development Agency    CCG No.: ET16-0213  
Reference No: 15-0628    Page 2 of 2

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PRINT OR TYPE IN ALPHABETICAL ORDER

Company: Superform USA

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Address: 6825 Jurupa Ave

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City, State, Zip: Riverside, CA 92504

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Collective Bargaining Agreement(s): n/a

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Estimated # of employees to be retrained under this Agreement: 40

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Total # of full-time company employees worldwide: 94

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Total # of full-time company employees in California: 94 (CA Only)

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