



**Training Proposal for:  
Santa Ana Chamber of Commerce  
Agreement Number: ET15-0310**

**Panel Meeting of:** January 22, 2015

**ETP Regional Office:** San Diego

**Analyst:** S. Godin

**PROJECT PROFILE**

Contract Attributes:	Priority Rate SB <100 Retrainee	Industry Sector(s):	Technology/IT Aerospace and Defense Technology/Other Biotechnology/Life Sciences Manufacturing Priority Industry: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Counties Served:	Statewide	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**

Program Costs	+	Support Costs	=	Total ETP Funding
\$607,760		\$42,105 8%		\$649,865

In-Kind Contribution:	50% of Total ETP Funding Required	\$326,000
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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 SB <100 Priority Rate	Computer Skills Continuous Improvement	157	8-200	0	\$2,224	*\$16.25
				Weighted Avg: 80			
2	Retrainee SB <100	Computer Skills Continuous Improvement	71	8-200	0	\$1,882	*\$16.25
				Weighted Avg: 80			
3	Retrainee Priority Rate	Computer Skills Continuous Improvement	71	8-200	0	\$1,540	*\$16.25
				Weighted Avg: 80			
4	Retrainee	Computer Skills Continuous Improvement	45	8-200	0	\$1,283	*\$16.25
				Weighted Avg: 80			

\*This proposal was scheduled to be heard in December. Staff recommends “grandfathering” the CY 2014 wages to ensure there is no detriment caused by the cancellation of December’s meeting where, as here, some occupations would not meet CY 2015 wages.

**Minimum Wage by County:** \$16.25 per hour in Alameda, San Francisco, Contra Costa, Marin, San Mateo, Santa Clara, and Santa Cruz counties; \$16.04 per hour in Los Angeles; \$15.98 per hour in Orange; \$15.59 per hour in Sacramento County; \$15.60 per hour in San Diego; and \$14.90 per hour in 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 to meet the Post-Retention Wage.

Wage Range by Occupation		
Occupation Titles	Wage Range	Estimated # of Trainees
Technical Analyst, PC/Hardware Technician, Sales Representative, Account Representative		26
System Analyst/Administrator		84
Programmer Analyst		29
Network Engineer/Administrator/Architect		91
Database Administrator/Architect		22
Application Architect		24
Managers/Supervisors		68

## **INTRODUCTION**

This is the eighth proposal for the Santa Ana Chamber of Commerce (SACC or Chamber), ([www.santaanachamber.com](http://www.santaanachamber.com)) formerly called the Greater Santa Ana Business Alliance. SACC has worked since 1889 to bring a higher level of economic prosperity to area business owners, workers, and residents through its business development programs in Orange County. The Chamber works in partnership with and relies upon input from its councils, committees, and task forces to identify and implement strategies and programs that benefit its constituency. These working bodies provide an opportunity for involvement of SACC members and stakeholders with a broad representation of business, government, non-profit and educational entities.

One of the Chamber's major initiatives is workplace development in key industries. SACC has identified sustainable employment opportunities in a handful of priority, technology-driven industries: IT/technology, automotive, business services, construction, healthcare, biotechnology, logistics/transportation, aerospace/defense, manufacturing, and new media.

When the Chamber first began offering ETP-funded training in IT-Computer Skills, its agreements focused on companies in the Greater Orange County Area. These companies had other facilities with the same training needs located throughout California. As such, ETP has allowed SACC the flexibility to train employees located in statewide geographic areas.

Software platforms, network infrastructures and security protocols for IT and digital media are developed and introduced at a rapid rate, often every six months. Employers must consistently maintain a workforce that is up to date with the industry's latest technology advancements. As such, SACC has continued to experience a strong, statewide demand for training in the latest technologies such as Mobile computing, Cloud computing and Virtualization. The proposed training will assist employers in providing better management and administration of their computing infrastructure for critical business applications such as ERP, Finance, Sales Force Automation, and Customer Relationship Management. By implementing higher capacity networks, scalable servers, and database-driven software applications, employers will be able to improve productivity and lower costs.

### **Core Group of Employers**

All participating employers in the core group have been screened for ETP eligibility, including substantial contributions. These employers have also been determined to meet out-of-state competition standards.

The Chamber has requested funding for 344 trainees and has current demand for 208 trainees (61%). The core group of employers consists of sixteen employers: 12 small businesses (75%) and 4 large employers (25%). Thirteen of the sixteen employers belong to priority industries.

## **PROJECT DETAILS**

### **Employer Demand**

The curriculum was developed in direct response to employers for training in Microsoft Windows and Linux Servers, Oracle Databases, SQL Server Databases, VMware Virtualization and Cisco Networking equipment. Programming skills in JAVA/Dot NET/PHP Programming are also in high demand. These technologies power the computing infrastructure and business critical software applications.

In addition to Computer Skills training, a small number of participating employers have requested training in Continuous Improvement topics. As the practice of software development

and IT Service delivery has evolved into a mature, process-driven industry, the need for training in Continuous Improvement skills has become evident. The participating employers report that training in Lean and Agile Software development, Quality Assurance, Project Management and other Continuous Improvement topics will provide IT personnel with the skills to work leaner, meet increased customer demands, and efficiently manage both software development projects and personnel.

### **Curriculum Development**

At the start of the employer recruitment, potential participating employers complete a training needs assessment, identifying new technologies being implemented, critical training needs, and skill deficits. Trainee assessments are conducted to identify specific skill sets needed to meet employer goals and are used to design customized course content. The courses follow a natural progression with early courses serving as pre-requisites for later ones. If employees already possess basic knowledge, they can attend the advanced courses without having to attend the basic course.

At the end of each course, trainees complete a survey evaluating instruction quality, subject matter, and relevance of the coursework to job duties. Employers are surveyed to assess the overall effectiveness of the training program and recommend improvements.

### **TRAINING PLAN**

The proposed training will promote the retention and expansion of California's IT workforce and serve a mix of large and small employers. SACC expects that over 60% of the participating employers in this Agreement will be smalls.

**Computer Skills (95%)** - Training will be delivered to all occupations in topics such as Microsoft Windows 12 Server; Oracle Database Administration; SQL Server Database Administration; Amazon Web Services; Microsoft Exchange Server Administration; Linux; MS SQL Server; Java/Android/iOS/PHP Programming; VMWare Virtualization; Cloud Computing-AWS; Cisco Network Administration; And Quickbooks. The proposed curriculum has been designed for advanced IT professionals who work in the areas of programming, system/network administration, and database design/administration.

**Continuous Improvement (5%)** - System Analysts, Network Administrators, Programmer Analysts and Database Administrators will receive training in Project Management, Lean and Agile Software development and Six Sigma Green Belt training. This training will provide participating employers with the needed skills to work leaner, increase productivity, and meet changing customer demands.

### **E-Learning**

Training will be provided using online meeting software to deliver live, instructor-led e-learning training via the Internet. Classes are comprised of formal lecture and instruction, demonstrations, and interactive hands-on laboratory exercises under the guidance of a live instructor. Trainees access lab servers over the Internet to interactively complete the lab exercises. If the trainee has questions while doing the lab exercises, they can talk to and invite the teacher to view their computer screen remotely and provide assistance. When the instructor takes control of a trainee's desktop, they can project that desktop to the rest of the class to share knowledge and enhance the learning experience.

### **Training Vendor Qualifications**

Training will be provided by Saisoft, a training vendor specializing in delivering IT training using the latest technologies.

## **Training Coordinator**

SACC's Vice President of Operations will coordinate the delivery and compliance of the proposed ETP-funded training.

## **Substantial Contribution**

SACC serves large and small companies, some of which may have received training 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 participating employer previously assessed a substantial contribution will be reduced by 50%. Small businesses with 100 or fewer full-time employees are not subject to this provision.

## **Marketing and Support Costs**

SACC reports that it has an extensive database of businesses in IT, software, electronics manufacturing and associated industries that are current and potential members. To reach these businesses, SACC staff will continue to market via the Chamber's website; quarterly e-mails to member companies; trade shows; job fairs; direct mail; in-person visits; web-based seminars; meetings and Chamber events.

SACC will continue to recruit employers and assess employer-specific job training requirements throughout the term of the project. SACC's goal is to focus on priority industries and small businesses. SACC has certified that the participating employers included in its core group of employers have not previously participated in a SACC Agreement. Due to the intensive outreach efforts required to market the program, SACC has requested and ETP staff recommends 8% support costs.

## **Commitment to Training**

The core group of employers' current training varies by employer, but generally consists of new-hire orientation, job-specific on-the-job training, product training, soft skills training, and safety training. Employers also state that although they have training programs, they are unable to keep up with the amount and frequency of technical training needed to remain competitive. Small business participating employers state that they are not able to provide significant training to their employees due to a lack of training funds. ETP funding will allow participating employers to offer structured technology training to its IT personnel. The core group of employers has certified that they will continue to provide training to their employees after the completion of ETP-funded training.

SACC represents that training funded under this proposal is supplemental and that ETP funds will not displace the existing financial commitment to training by participating employers. Safety training is provided by the participating employers in accordance with all pertinent requirements under state and federal law.

## **Prior Performance**

SACC has completed three projects within the last five years, each earning 99% - 100% of Agreement amount. Project details for these agreements are included in the "Prior Projects" chart on page 6.

**Electronic Recordkeeping**

SACC will utilize an electronic recordkeeping system designed and programmed to document the E-Learning method of class/lab training. This system has been reviewed and approved by ETP staff.

**RECOMMENDATION**

Staff recommends approval of this proposal.

**ACTIVE PROJECTS**

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

Agreement No.	Approved Amount	Term	No. Trainees (Estimated)	No. Completed Training	No. Retained
ET14-0101	\$1,249,867	9/13/13-9/12/15	649	940	640*

\*To date, the ETP tracking system shows 53,702 eligible reimbursable hours for 940 trainees for potential earnings of \$1,238,688.82 (99% of the Agreement amount). Final invoices for 640 trainee placements (\$757,854) are currently in review (61% of the Agreement amount). All training was completed on 9/30/14 and those trainees completed retention by 12/29/14.

**PRIOR PROJECTS**

The following table summarizes performance by SACC under ETP Agreements completed within the last five years:

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned \$ %
ET12-0241	Santa Ana	12/31/11-12/30/13	\$748,622	\$744,418 (99%)
ET11-0215	Santa Ana	4/04/11-4/03/13	\$399,590	\$399,210 (99%)
ET10-0222	Santa Ana	9/28/09-9/27/11	\$376,047	\$370,508 (98%)

**DEVELOPMENT SERVICES**

Saisoft, Inc., in Irvine, assisted with the development of this proposal at no cost.

**ADMINISTRATIVE SERVICES**

Saisoft, Inc. will also perform administrative services for a fee of \$38,972, not to exceed 13% of payment earned.

**TRAINING VENDORS**

Saisoft, Inc. will provide Computer and Continuous Improvement Skills training for a fee of \$545,616.

## **Exhibit B: Menu Curriculum**

### **Class/Lab/E-Learning Hours**

24-200                      Trainees may receive any of the following:

#### **COMPUTER SKILLS**

- AWS-CC: Cloud Computing with Amazon Web Services
- MSO-365: Migrating Exchange Server to MS Office 365
- MSW-AZ: Implementing Microsoft SQL Azure
- GOO-AN: Implementing Google Analytics
- GOO-AD: Google Adwords Administration
- MSF-BG: Microsoft Bing Adcenter Administration
- FCB-AD: Facebook Ads Manager Administration
- LIN-AD: LinkedIn AdManager Administration
- MSF-AC: Microsoft Access Programming
- MSF-SPS: Microsoft Sharepoint Designer 2010
- MSF-VS: Microsoft Visio 2010 Administration
- CIT-XA: Citrix XenApp Implementation
- DIS-R1: Disaster Recovery for Information Technology
- IPH-PR: iPhone Programming
- AND-PR: Android Programming
- CIS-NPR: CCNP ROUTE (642-902)
- CIS-NPS: CCNP SWITCH (642-813)
- CIS-NPT: CCNP TSHOOT (642-832)
- MSF-SPA: Microsoft Sharepoint Foundation Administration
- MSF-SPF: Microsoft Sharepoint Foundation
- MSF-SPD: Microsoft Sharepoint Development
- MSF-SPB: Microsoft Sharepoint Business Intelligence
- CPT-SC: CompTIA Security +
- CPT-NW: CompTIA Network +
- SQL-TS: Programming SQL Server with Transact-SQL
- SQL-AD: SQL Server Advanced Topics
- SQL-RS: SQL Server Reporting Services
- SQL-BI: SQL Server Business Intelligence
- MySQL Database Administration
- Apache Web Server Administration
- Common Gateway Interface and Hypertext Preprocessor Programming
- Perl Programming
- Perl Programming - Using Advanced Modules

- Perl Advanced Topics: Serving Pages using HTTPS (Secure Hypertext Protocol) with mod\_ssl
- ORA-SQ: Oracle – Structured Query Language (SQL)
- ORA-PL: Oracle – PL/SQL (Programming Language in SQL)
- DDT-DM: Data Modeling and Database Design
- DDT-LP: Logical and Physical Data Modeling
- MSF-EX: Microsoft Exchange Server Administration
- MSF-SP: Microsoft Sharepoint Server Administration
- MSF-SEC: Designing Security for Microsoft Networks
- MSF-PS: MS Windows Administration with Powershell
- MSF-SA8: Microsoft Windows 2008 Server Administration
- MSF-NA8: Microsoft Windows 2008 Network Infrastructure
- MSF-AD8: Microsoft Windows 2008 Active Directory
- SEC-NI: Securing Network Infrastructure and Communications (Security+ 1)
- SEC-AP: Application, Operational and Organizational Security (Security+ 2)
- SEC-AI: Designing Security Architecture Infrastructures
- SEC-MA: Designing Security Management Infrastructures
- JAV-OO: Object Oriented Programming in Java
- JAV-AP: Application Development in Java
- JAV-AT: Advanced Topics in Java
- CIS-ND1: Configuring Cisco Network Devices I (ICND1 – 640-822)
- CIS-ND2: Configuring Cisco Network Devices II (ICND2 - 640-816)
- CIS-SC: Configuring Scalable Cisco Networks
- CIS-ML: Configuring Multi-layer Switched Cisco Networks
- CIS-RA: Configuring Remote Access Cisco Networks
- CIS-TA: Troubleshooting Advanced Cisco Networks
- PMT: Software Development Lifecycle Project Management
- Information Technology Infrastructure Library Implementation
- Information Technology Infrastructure Library Best Practices
- Network Security – Ethical Hacking
- Network Security – Applied Computer Forensics
- VBS-PR: Programming in VB.NET
- VBS-AS: Programming ASP.NET and ADO.NET using VB.NET
- VBS-EN: Enterprise Application Development in VB.NET
- CSP-PR: Programming in C#
- CSP-AS: Programming ASP.NET and ADO.NET using C#
- CSP-EN: Enterprise Application Development in C#
- MSF-W7: Microsoft Windows7 Administration
- MSF-SP: Microsoft Sharepoint Server Administration
- LIN-SA: Linux System Administration
- LIN-NA: Linux Network Administration
- CRY-RP: Programming Crystal Reports
- DWH-IN1: Data Warehousing Fundamentals

- DWH-IN2: Programming Informatica
- COG-PR1: Implementing Business Intelligence with Cognos
- VMW-AD: VMWare Infrastructure Administration
- OOD-UML: Object Oriented Design and Unified Modeling Language
- CIT-SA: Citrix Presentation Server Administration
- UBU-DS: Ubuntu Linux Desktop Administration
- ORA-DB: Oracle Database Administration
- SQL-SA: SQL Server Database Administration
- SQL-DB: SQL Server Database Design
- MSF-HY: Microsoft Windows Server Hyper-V Administration
- CMP-CL1: Comptia Cloud Essentials (CLO-001)
- CMP-SR1: Comptia Server+ (SKO-003)
- CRY-RP: SAP Crystal Reports 2011
- AGL-SC: Agile and Scrum Software Development Methodology
- PMT-IT: Software Development Lifecycle Information Technology Infrastructure Library - ITIL
- MSF-410: Installing and Configuring Windows Server 2012
- MSF-411: Administering Windows Server 2012
- MSF-412: Configuring Advanced Windows Server 2012 Services
- SAI-467: Designing Business Intelligence Solutions with Microsoft SQL Server 2012
- SAI-466: Implementing Data Models and Reports with Microsoft SQL Server 2012
- SAI-465: Designing Database Solutions for SQL Server 2012
- SAI-464: Developing Microsoft SQL Server 2012 Databases
- SQL-463: Implementing a Data Warehouse with Microsoft SQL Server 2012
- SQL-462: Administering Microsoft SQL Server 2012 Databases
- SQL-461: Querying Microsoft SQL Server 2012
- MSW-AZ: Implementing Microsoft SQL Azure
- QCB-A1: Quickbooks Training

### **CONTINUOUS IMPROVEMENT**

- SSC-GB: Six Sigma Green Belt
- PMT-SK: Project Management Skills
- PMT-MP: Project Management using MS Project
- PMT-SD: Information Technology Project Management

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: Santa Ana Chamber of Commerce  
Reference No: 15-0026

CCG No.: ET15-0310  
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Company: Aegir Systems, Inc.

Address: 2151 Alessandro Dr., #211

City, State, Zip: Ventura, CA 93001

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained under this Agreement: 1

Total # of full-time company employees worldwide: 22

Total # of full-time company employees in California: 22

Company: ARS National Services, Inc.

Address: 201 W. Grand Avenue

City, State, Zip: Escondido, CA 92046

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained under this Agreement: 15

Total # of full-time company employees worldwide: 445

Total # of full-time company employees in California: 362

Company: Capital Data Corporation

Address: 3600 Madison Avenue, #65

City, State, Zip: North Highlands, CA 95660

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained under this Agreement: 8

Total # of full-time company employees worldwide: 15

Total # of full-time company employees in California: 15

Company: Cell-Crete Corporation

Address: 135 Railroad Avenue

City, State, Zip: Monrovia, CA 91016

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained under this Agreement: 5

Total # of full-time company employees worldwide: 57

Total # of full-time company employees in California: 57

**Participating Employers in Retrainee  
Multiple Employer Contracts**

Contractor's Name: Santa Ana Chamber of Commerce  
Reference No: 15-0026

CCG No.: ET15-0310  
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Company: Certain, Inc.

Address: 75 Hawthorne Street, #550

City, State, Zip: San Francisco, CA 94105

Collective Bargaining Agreement(s): No

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

Total # of full-time company employees worldwide: 57

Total # of full-time company employees in California: 57

Company: Classic Components Corp.

Address: 23605 Telo Avenue

City, State, Zip: Torrance, CA 90505

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained under this Agreement: 1

Total # of full-time company employees worldwide: 60

Total # of full-time company employees in California: 60

Company: Crown Media Family Networks

Address: 12700 Ventura Boulevard

City, State, Zip: Studio City, CA 91604

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained under this Agreement: 2

Total # of full-time company employees worldwide: 159

Total # of full-time company employees in California: 90

Company: Harbor Freight Tools USA, Inc.

Address: 26541 Agoura Road

City, State, Zip: Calabasas, CA 91302

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained under this Agreement: 1

Total # of full-time company employees worldwide: 25

Total # of full-time company employees in California: 25

**Participating Employers in Retrainee  
Multiple Employer Contracts**

Contractor's Name: Santa Ana Chamber of Commerce  
Reference No: 15-0026

CCG No.: ET15-0310  
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Company: HCL Global Systems

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Address: 2880 Zanker Road, #203

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City, State, Zip: San Jose, CA 95134

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Collective Bargaining Agreement(s): No

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Estimated # of employees to be retrained under this Agreement: 3

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Total # of full-time company employees worldwide: 1,017

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Total # of full-time company employees in California: 50

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Company: Hydraulic Controls, Inc.

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Address: 4700 San Pablo Avenue

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City, State, Zip: Emeryville, CA 94608

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Collective Bargaining Agreement(s): No

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Estimated # of employees to be retrained under this Agreement: 60

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Total # of full-time company employees worldwide: 80

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Total # of full-time company employees in California: 80

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Company: LivingSocial Inc.

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Address: 848 Crestview Drive

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City, State, Zip: Millbrae, CA 94030

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Collective Bargaining Agreement(s): No

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Estimated # of employees to be retrained under this Agreement: 1

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Total # of full-time company employees worldwide: 149

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Total # of full-time company employees in California: 92

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Company: Orange People LLC

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Address: 8001 Irvine Center Drive, Ste. 400

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City, State, Zip: Irvine, CA 92618

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Collective Bargaining Agreement(s): No

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Estimated # of employees to be retrained under this Agreement: 22

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Total # of full-time company employees worldwide: 40

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Total # of full-time company employees in California: 30

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**Participating Employers in Retrainee  
Multiple Employer Contracts**

Contractor's Name: Santa Ana Chamber of Commerce  
Reference No: 15-0026

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Company: Taos

Address: 121 Daggett Drive

City, State, Zip: San Jose, CA 95134

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained under this Agreement: 2

Total # of full-time company employees worldwide: 1,000

Total # of full-time company employees in California: 200

Company: Tenacore Holdings, Inc.

Address: 1525 E. Edinger Avenue

City, State, Zip: Santa Ana, CA 92705

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained under this Agreement: 4

Total # of full-time company employees worldwide: 103

Total # of full-time company employees in California: 103

Company: VTI Instruments Corporation

Address: 2031 Main Street

City, State, Zip: Irvine, CA 92614

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained under this Agreement: 8

Total # of full-time company employees worldwide: 68

Total # of full-time company employees in California: 68

Company: Western Dental Services, Inc.

Address: 530 South Main Street

City, State, Zip: Orange, CA 92868

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained under this Agreement: 35

Total # of full-time company employees worldwide: 200

Total # of full-time company employees in California: 70