



**Amendment Proposal #2 for:  
Santa Ana Chamber of Commerce  
Agreement Number: ET15-0310**

**Amendment Effective Date:** March 25, 2016

**Panel Meeting of:** March 25, 2016

**ETP Regional Office:** San Diego

**Analyst:** M. Ray

**CURRENT PROJECT PROFILE**

Contract Type:	Priority/Retrainee SB >100 Retrainee	Industry Sector(s):	Technology/IT Aerospace and Defense Manufacturing
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	Priority Industry:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Current Contract Term: January 5, 2015 to January 4, 2017

<b>Current Funding</b>	<b>In-Kind Contribution</b>
\$649,865	\$326,000

**AMENDMENT FUNDING**

<b>Requested Funding</b>	<b>Support Costs</b>	<b>Amendment Funding</b>	<b>In-Kind Contribution</b>
\$279,400	\$19,363	\$298,763	\$209,732

<b>Total Funding</b>
\$948,628

**AMENDMENT TRAINING PLAN TABLE**

Job No.	Job Description (By Contract Type)	Type of Training	Estimated No. of Trainees	Range of Hours		Average Cost per Trainee	Post-Retention Wage
				Class / Lab	CBT		
1	Priority/SB<100	Computer Skills, Continuous Improvement	157	8-200	0	\$2,224	\$16.25
				Weighted Avg.: 80			
2	SB<100	Computer Skills, Continuous Improvement	71	8-200	0	\$1,882	\$16.25
				Weighted Avg.: 80			
3	Priority/Retrainee	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			
5	Priority/SB<100	Continuous Improvement	77	8-200	0	\$2,780	\$16.51
				Weighted Avg.: 100			
6	SB Retrainee	Continuous Improvement	21	8-200	0	\$2,353	\$16.51
				Weighted Avg.: 100			
7	Priority/Retrainee	Continuous Improvement	10	8-200	0	\$1,925	\$16.51
				Weighted Avg.: 100			
8	Retrainee	Continuous Improvement	10	8-200	0	\$1,604	\$16.51
				Weighted Avg.: 100			

**Minimum Wage by County:** Job Numbers 1-4: \$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 County; \$15.98 per hour in Orange County; \$15.59 per hour in Sacramento County; \$15.60 per hour in San Diego County; and \$14.90 per hour in all other counties. **Job Numbers 5-8:** \$17.02 per hour in Alameda, San Francisco, Contra Costa, Marin, San Mateo, Santa Clara, and Santa Cruz Counties; \$16.48 per hour in Los Angeles County; \$16.51 per hour in Orange County; \$16.10 per hour in Sacramento County; \$16.46 per hour in San Diego County; and \$15.60 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 Title	Wage Range
<b>Job Numbers 1-4:</b>	
Technical Analyst, PC/Hardware Technician, Sales Representative, Account Representative	
System Analyst/Administrator	
Programmer Analyst	

Network Engineer/Administrator/Architect	
Database Administrator/Architect	
Application Architect	
Managers/Supervisors	
<b>Job Numbers 5–8:</b>	
<b>Sales Representative</b>	
<b>Shipping/Receiving</b>	
<b>Purchasing, Quality Assurance, Operations, Manager/Supervisor</b>	

## **INTRODUCTION**

Santa Ana Chamber of Commerce (SACC or Chamber) 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.

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

This Agreement was approved at the January 2015 Panel meeting to train workers in the technology sector. (Job Numbers 1-4). Approximately 344 trainees were scheduled for Computer Skills, with some Continuous Improvement. Approximately 95% of Phase I training is being delivered via E-Learning, using Saisoft, Inc. as the training vendor. Phase I training remains as approved with no changes.

## **AMENDMENT DETAILS**

This Amendment requests a second phase of funding for (Phase II) 118 new trainees in new industries and occupations, receiving new Curriculum. This Amendment will allow SACC to expand its training plan to serve a wider range of businesses across California. All training will be Class/Lab training provided by a new vendor, Lean QA.

Phase II Amendment funding will allow SACC to continue training through October 4, 2016. As amended, the contract will still be within the FY 2015/16 funding limitations. Phase II funding will be used to train Job Numbers 5-8. These job numbers will have 2016 post-retention wages, consistent with the calendar year.

### **Phase II Employer Demand**

Through extensive discussions with new employers, the Chamber has become aware of a growing demand for Quality Management and Business Skills Development training for aerospace, automotive, and food industry workers. The training delivered is specific to the needs that these industries employ to keep pace with updated standards and regulations and improve processes for quality products. Some training courses will lead to ISO Certification which is designed to improve quality management systems to meet customer requirements. In addition, specific coursework will be offered in Lean Manufacturing and Six Sigma. The new course offerings are indicated in Boldface, on Exhibit B (attached).

## **Employer Core Group**

The core group of participating employers consists of three Small Businesses. These employers have not previously participated in a SACC Agreement. They represent at least 80% of the requested Phase II funding. SACC is still marketing the training program and anticipates participation from large businesses as well. For this reason, the proposed Amendment would add four more Job Numbers (5-8).

ETP staff verified that there is an immediate training demand to support this request and that there is sufficient time remaining in the term of contract for delivery (six-month training period, three month retention period). Training is scheduled to begin in April 2016.

## **Curriculum Development**

At the start of recruitment, potential employers completed a training needs assessment, identifying critical skill deficits. These assessments are used to design customized course content. They also revealed that most trainees will need between 116 to 180 hours of training—the first ISO training course alone requires 100 hours. At the end of this program, trainees will complete a survey evaluating instruction quality, subject matter, and relevance of the coursework to job duties.

## **Training Vendor Qualifications**

SACC's new course topics in Continuous Improvement will be provided by Lean QA. This vendor has been in business for 10 years, helping over 50 companies with training. Lean QA provides strategies and techniques from various industries to give their customers new perspectives to continually improve their organization. Trainers are evaluated every year and are re-certified to the training courses they teach.

Lean QA utilizes a combination of classroom and hands-on laboratory training environment (at employer's training sites). Lean QA also undertakes trainee assessment in order to ensure their full understanding of the topics. Lean QA uses measurements and follow-up systems, to ensure skills and knowledge are effectively being used by trainees.

## **Marketing and Support Costs**

SACC reports that it has an extensive database of businesses in IT, software, electronics manufacturing, and associated industries. 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 perform all supportive services for training under Phase II. They will continue to recruit employers and assess employer-specific job training requirements throughout the term of the project; the goal is to focus on priority industries and small businesses. Due to the intensive outreach efforts required to market the program, SACC requests and ETP staff recommends 8% support costs.

## **Recordkeeping**

For Phase I, SACC is utilizing electronic recordkeeping to capture Computer Skills and Continuous Improvement delivered by Saisoft via e-Learning.

For Phase II, SACC will use paper rosters to capture Continuous Improvement training delivered by Lean QA. The Chamber will be responsible for all other administrative duties including the collection of rosters from the training vendor, enrolling trainees, uploading training

hours, invoicing, meeting with ETP staff during monitoring visits, and managing the overall administration process of all ETP training delivered by Lean QA.

### **Summary of Changes**

1. Add Phase II of training
2. Increase the Agreement amount by \$298,763 (from \$649,865 to \$948,628)
3. Increase the average number of trainees by 118 (from 344 to 462) in Job Numbers 5-8
4. Approve 100 average weighted hours per trainee in Phase II
5. Add new course topics under Continuous Improvement
6. Add occupational titles in Job Numbers 5-8: Sales Representative, Shipping/Receiving, Purchasing, Quality Assurance, Manager/Supervisor, and Operations.

[Note: Sales Representative and Manager/Supervisor job titles were part of Phase I training. However, Phase I trainees will not participate in Phase II training.]

### **RECOMMENDATION**

Staff recommends approval of this Amendment.

### **SUMMARY OF PRIOR MODS/AMDS**

Modification #1: Added course topics under Computer Skills

### **CURRENT CONTRACT PERFORMANCE**

The following table summarizes performance by SACC under the current ETP Agreement:

Agreement No.	Approved Amount	Term	No. Trainees (Average)	No. Completed Training	No. Retained
ET15-0310	\$649,865	01/05/2015– 01/04/2017	447	TBD	TBD

\*As of 2/12/16, the ETP tracking system shows 22,948 eligible reimbursable hours for 447 trainees for potential earnings of \$519,964 (80% of the Agreement amount). SACC projects final earnings of 100% based on training currently committed to by employers and in progress through October 2016. Trainees have not been retained as training is still ongoing.

### **ADMINISTRATIVE SERVICES**

SACC will perform administration for ETP training delivered by Lean QA in Diamond Bar. No third party administrator will be used.

[Note: Saisoft Inc. will continue to provide administrative services for Phase I.]

### **TRAINING VENDORS**

Lean QA will provide Continuous Improvement training in Quality Management and Business Skills Development for a fee of \$259,923 (87% of the total Phase II funding and 27% of the cumulative Agreement amount).

**Exhibit B: Menu Curriculum****Class/Lab/E-Learning Hours**

8-200 Trainees may receive any of the following:

**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
- **Quality Management (Class/Lab Only)**
  - **ISO9001**
  - **AS9100**
  - **AS9110**
  - **AS9120**
  - **ISO13485**
  - **TS16949**
  - **ISO22000**
  - **ISO14001**
  - **Safe Quality Food**
  - **National Aerospace and Defense Contractors Accreditation Program (NADCAP)**
- **Business Skills Development (Class/Lab Only)**
  - **International Traffic in Arms Regulations (ITAR)**
  - **Change Management**
  - **Six Sigma White Belt**
  - **Six Sigma Green Belt**
  - **Six Sigma Black Belt**
  - **Continuous Improvement**
  - **Kaizen**
  - **Internal Auditor**
  - **Inventory Management**
  - **Supply Chain Management**
  - **Foreign Object Debris (FOD) Prevention**
  - **Building High Performance Teams**
  - **Leadership Skills**
  - **Project Management**
  - **Problem Solving/Root Cause**
  - **Sales Skills**

**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
- CIS-SEC: Securing Cisco Network Devices
- JUN-PR: Introduction to Juniper Network Devices
- NJS-PR1: Node.js Programming
- RUB-PR1: Programming in Ruby
- RUB-PR2: Ruby on Rails
- SWF-PR1: Apple Swift Programming
- JAV-TA: Automated Test Framework Development In Java
- SEL-PR: Automated Testing using Selenium
- UFT-PR: Automated Testing using UFT (Unified Testing Framework)
- BUS-AN2: Business Analysis for Object Oriented Design
- DMS-MA1: Digital Marketing Fundamentals
- DMS-EO: Search Engine Optimization Technologies
- COB-IT: Control Objectives for Information and Related Technology (COBIT) Foundation
- TBL-RP: Reporting with Tableau Software
- MSF-AD12: MS Windows Server 2012 Active Directory Services

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  
Page 1 of 1

PRINT OR TYPE IN ALPHABETICAL ORDER

Company: Ansett Aircraft Spares and Services

Address: 12675 Encinitas Avenue

City, State, Zip: Sylmar, CA 91342

Collective Bargaining Agreement(s): No

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

Total # of full-time company employees worldwide: 80

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

Company: Delaware Electro Industries, Inc.

Address: 9248 Eton Avenue

City, State, Zip: Chatsworth, CA 91311

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained under this Agreement: 24

Total # of full-time company employees worldwide: 47

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

Company: HC Pacific

Address: 5536 Ontario Mills Parkway

City, State, Zip: Ontario, CA 91764

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained under this Agreement: 31

Total # of full-time company employees worldwide: 40

Total # of full-time company employees in California: 35