



**Training Proposal for:  
School Innovations & Achievement**

**Small Business ≤ \$50,000**

**ET16-0136**

**Approval Date:** July 30, 2015

**ETP Regional Office:** Sacramento

**Analyst:** M. Jones

**CONTRACTOR**

- Type of Industry: Manufacturing
- Priority Industry:  Yes  No
- Number of Full-Time Employees
  - California: 92
  - Worldwide: 92
  - Number to be trained: 77
  - Owner  Yes  No
- Out-of-State Competition: Competitors Outside CA
- Special Employment Training (SET):  Yes  No
- High Unemployment Area (HUA):  Yes  No
- Turnover Rate: 13%
- Repeat Contractor:  Yes  No

**FUNDING**

- Requested Amount: \$48,048
- In-Kind Contribution: \$54,127

**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<br>Priority Rate<br>SB <100 | Business Skills,<br>Computer Skills,<br>Continuous Improvement,<br>Management Skills | 77                        | 8 - 60              | 0   | \$624                    | \$16.13             |
|         |                                       |  |                           | Weighted Avg:<br>24 |     |                          |                     |

- Reimbursement Rate: Job #1: \$26 SB Priority
- County(ies): El Dorado, Shasta, Los Angeles
- Occupations to be Trained: Administrative Staff, Customer Service Representative, Information Technology Staff, Manager, Sales Staff, Processing Staff, Program Advisor
- Union Representation:  Yes  
 No
- Health Benefits: Job #1: \$2.79 per hour

**SUBCONTRACTORS**

- Development Services: Sierra Consulting Services in Cameron Park will develop this proposal for a flat fee of \$4,704.
- Administrative Services: Sierra Consulting Services will also administer for a fee not to exceed 13% of payment earned.
- Training Vendors: To Be Determined

**OVERVIEW**

Founded in 2003, School Innovations & Achievements (SIA) ([www.sia-us.com](http://www.sia-us.com)) is a software developer that provides custom software solutions for schools. With locations in El Dorado Hills, Redding, and Pasadena, SIA has grown from the back-office facilitator for most of California’s school districts and county offices of education, into the creator of unparalleled software solutions, most notably “Attention2Attendance” a software solution that decreases school absenteeism for school districts in California and Texas.

SIA will provide training to their El Dorado, Shasta and Los Angeles locations.

**Need for Training**

SIA has developed two new software programs; Partnering for Student Success and DataROBOT. Partnering for Student Success identifies students with mild to moderate special

education services needs, reducing the number of referrals for students to special education. DataROBOT is a data extraction tool that secures and automates data retrieval from the school's Student Information System. It is a tool that eliminates the need for district and school site infrastructures to support aggregating complex student data, consolidating lists, maintaining servers and internet connections.

With these newly developed software programs, SIA is expanding its business capacity by adding, and marketing to new clients throughout the United States. This will require more training for the Sales and Marketing departments as well as the Customer Service Call Center.

SIA also purchased two tracking modules; TimeAttend and WebExpense. With the implementation of these modules SIA will be able track employee hours, employee benefit accruals, electronic timesheets, expense sheets; upload receipts; provide mobile accessibility; and integrate with payroll. This will enable more efficient reporting and communication between all three SIA locations.

### **Training Plan**

SIA will provide 8 – 60 hours of Class/Lab, Videoconferencing and E-Learning training in the following:

**Business Skills** - Training will be offered to all occupations to improve efficiency in the workplace, customer service skills and marketing skills to identify and secure new clients. Training topics will include Business Communication, Creative Marketing, Dialogue Skills and Planning and Organization.

**Management Skills** - Training will be offered to Managers to improve leadership skills and to effectively provide motivation to increase productivity. Training topics will include Coaching Procedures, Leadership and Motivation.

**Computer Skills** – Training will be offered to Administrative Staff, Customer Service Representatives, Information Technology Staff, and Processing Staff to improve productivity, enhance customer products and Information Technology development. Training topics will include Development Software, Marketing and Sales Tracking Software.

**Continuous Improvement** – Training will be offered to all occupations to improve decision making skills, process validations, quality assurance and problem solving. Training topics will include Decision Making, Process Improvement, Quality Measurement Systems and Time Management.

### **RECOMMENDATION**

Staff recommends approval of this proposal.

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

8 – 60            Trainees may receive any of the following:

**BUSINESS SKILLS**

- Business Communication
- Business Fundamentals
- Business Writing
- Behavior Style Strategies
- Conflict Resolution
- Creative Marketing
- Customer Relationship Management
- Customer Service
- Cost Control
- Dealing with Difficult People
- Dialogue Skills
- Essential Skills for the New Supervisor
- Interpersonal Communications
- Leadership
- Marketing/Sales Technique
- Negotiating
- Operational Skills
- Planning and Organization
- Presentation Skills
- Product Knowledge
- Project Management and Methodology
- Project Requirements Analysis and Specifications
- Property and Resource Management Skills
- Retaining Customers
- Relationship Building
- Sales Lead Generation
- Sales Opportunity Management
- Sales Delivery Methods
- Strategic Planning
- Successful Selling Techniques/Sales
- Time Management

**COMPUTER SKILLS**

- Autodesk/AutoCAD
- Client Relationship Management Software
- Crystal Reports
- Development Software
- Financial Management System
- IT Support Tracking System
- Marketing and Sales Tracking Software
- Microsoft Visual Studio (Team Foundation System)

- Microsoft Office (Intermediate and Advanced)
- Network & Database Admin Software
- QuickBooks
- SQL Server (Management Studio)

### **CONTINUOUS IMPROVEMENT**

- Cross Training
- Communication Skills
- Creating a Quality Organization
- Change Management
- How to Coach and Mentor
- IT Support Technician Skills
- Leadership/Coaching
- Lean Procedures Practices
- Meeting Management
- Production Scheduling
- Production Operations/Workflow
- Process Improvement
- Product Management
- Project Management
- Problem Solving and Decision Making
- Process Capability
- Quality Measurement Systems
- Statistical Process Control
- Systems Failure Analysis
- Team Building
- Teamwork Development Skills
- Time Management

### **MANAGEMENT SKILLS (Managers Only)**

- Decision Making
- Effective Meetings for Leaders
- Leadership
- Motivation
- Supervisor Skills
- Team Building

### **E-Learning Hours**

8 - 60

### **BUSINESS SKILLS**

- Business Communication
- Business Fundamentals
- Business Writing
- Behavior Style Strategies
- Conflict Resolution
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- Customer Relationship Management
- Customer Service
- Cost Control
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Note: Reimbursement for training is capped at 60 total training hours per trainee, regardless of the method of delivery.