



**Retrainee - Job Creation
Training Proposal for:
The Pension Group, Inc. dba United Retirement Plan
Consultants, Inc.**

Small Business \leq \$50,000

ET15-0201

Panel Meeting of: July 25, 2014

ETP Regional Office: San Diego

Analyst: M. Ray

CONTRACTOR

- Type of Industry: Financial Services
Services
Priority Industry: Yes No

- Number of Full-Time Employees
California: 57
Worldwide: 241
Number to be trained: 27
Owner Yes No

- Out-of-State Competition: Customers Outside CA
- Special Employment Training (SET): Yes No
- High Unemployment Area (HUA): Yes No
- Turnover Rate: 10%
- Repeat Contractor: Yes No

FUNDING

- Requested Amount: \$32,340
- In-Kind Contribution: \$42,930

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	Business Skills, Commercial Skills, Computer Skills, Continuous Improvement	25	8 - 60	0	\$1,188	\$15.98
				Weighted Avg: 54			
2	Retrainee SB <100 Job Creation Initiative	Business Skills, Commercial Skills, Computer Skills, Continuous Improvement	2	8 - 60	0	\$1,320	\$13.61
				Weighted Avg: 60			

- Reimbursement Rate: Job #'s 1 & 2: \$22 SB Non-Priority
- County(ies): Orange
- Occupations to be Trained: Operations, Supervisor/Manager
- Union Representation: Yes
 No
- Health Benefits: Job #1: \$2.37 per hour

SUBCONTRACTORS

- Development Services: Training Funding Source (TFS) in Seal Beach will assist with development of this proposal for a flat fee of \$1,800.
- Administrative Services: TFS will also assist with administration for a fee not to exceed 13% of earned funds.
- Training Vendors: To Be Determined

OVERVIEW

Located in Laguna Hills, The Pension Group, Inc. dba United Retirement Plan Consultants, Inc. (URPC) (www.unitedretirement.com) has been providing pension plan administration services to its customers for 30 years. As a third-party administration company, URPC provides plan design, consultation, and administration for small to mid-size employers. The Company assists

customers in complying with Employee Retirement Income Security Act (ERISA) and Internal Revenue Code requirements.

This is URPC's third Agreement between URPC and ETP within the last five years. In its first Agreement (ET09-0108) which was completed in August 2010, training focused on customer service and computer skills. In its second Agreement (ET12-0314) which was completed in February 2014, URCP provided training in 401(k), Defined Benefit, Cash Balance, Profit Sharing, and Advanced Design Plans. The prior training enabled staff to advance skill levels and broaden knowledge of communication, client servicing, and vendor offerings in order to stay current on customer and industry demands.

URPC clients seek proactive retirement solutions that will enable them to comply with the changing regulatory landscape in the most cost- and tax-efficient manner possible. In order to stay competitive the Company must develop and implement changes in its client service model URPC recently invested in enhancing its proprietary systems in the following areas where training will take place:

1. Actuarial Systems Corporation (ASC) Software – Implemented in January 2014, this new pension software system is used for plan contribution calculations, compliance testing, valuation and annual statements in addition to Internal Revenue Service (IRS) reporting. The new system was deployed to standardize company-wide national reporting and provide improved client deliverables.
2. Plan Service Model – The Company has promoted distinct levels of its plan service models: a) core minimal service; and b) optimal and premium services. The core service models will provide essential services that are necessary to keep a retirement plan in compliance at a standard fee. The optimal and premium service models will provide additional services, assisting clients with the administration of their retirement plans at an increased fee base. Offering different service models will prepare the Company to custom tailor services to align with customer's specific retirement needs and remain competitive in the marketplace.
3. Shared Services – URPC's Orange County location will expand its Sales Support Team, Administration Team, and Loan and Distribution Team to support changes in its shared services approach. These Teams will participate in the recent implementation of company-wide structure changes in communication, database report, client deliverables, and training in distributions and loans to improve overall client relations and services.
4. Existing Software System Upgrade – The Company is in the midst of upgrading various software systems including its ASC pension software, Client Management System database, Smart Office, and Great Plains Billing. In addition, URPC is reorganizing its system files and folders to allow global information sharing within the Company. Software upgrades will allow URPC workers to design, set up, implement, and maintain customized plans according to client's retirement goals.

Retrainee - Job Creation

To support implementation of a shared services approach, URPC has committed to hiring two new Operations employees (Job Number 2). Trainees must be hired within the three-month period prior to Panel approval or during the term of contract. Job Creation trainees need only meet the New Hire Minimum Wage by county.

Training Plan

In this proposal, URPC plans to provide up to 60 hours of training to approximately 27 workers. The proposed training plan consists of new and upgraded training topics in the following skills:

Business Skills – Training will be provided to all Operations Staff in Customer Service, Workflow Production, and Time Management. Supervisors/Managers will benefit from leadership and delegation skills training to effectively manage teams, oversee workflow production, and provide staff with upward career progression.

Commercial Skills – Training will be provided to all staff to better understand the new plan service models and pricing structures. Specialized training topics in IRS Reporting Forms Changes and Completion, Different Plan Design Models and Fee Pricing Structure, Valuation Reports Changes, and Distributions and Loans will enable workers to stay current and keep clients in compliance with regulatory changes. Supervisors/Managers will also receive training in various documentation processes.

Computer Skills – Operations staff will receive training in Reorganization of Global Client Files and Client Management System Database to successfully navigate client plan specifications and data; and in ASC Pension Software. Supervisors/Managers will receive MS Office training.

Continuous Improvement – Training will be provided to all staff to stay current with ERISA regulations. Process and System Improvements training will also be provided to improve customer service.

RECOMMENDATION

Staff recommends approval of this proposal.

PRIOR PROJECTS

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

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned	
				\$	%
ET12-0314	Laguna Hills	2/14/12 – 2/13/14	\$31,500	\$27,098	(86%)
ET09-0108	Laguna Hills	8/4/08 – 8/3/10	\$34,320	\$29,273	(85%)

ET12-0314: The last day of ETP training was 11/12/13 and the final invoice closeout has been processed. URPC has documented 1,807 eligible training hours for 24 trainees who completed retention (weighted average training hours of 75) to equal \$29,273 (85%) payment earned.

Exhibit B: Menu Curriculum

Class/Lab Hours

8 - 60

Trainees may receive any of the following:

BUSINESS SKILLS

- Customer Service
- Delegation
- Internal Procedures
- Time Management
- Leadership
- Workflow Production

COMMERCIAL SKILLS

- Different Plan Design Models and Fee Pricing Structure
- Pension Protection Act (PPA) Plan Restatement Document Changes
- Valuation Reports Changes
- New Client Deliverables
- Trust Accounting Shared Service Process
- New Forms Changes and Completion
- Testing and Calculations
- Advanced Testing with Cross Tested Component Plans
- Internal Revenue Service Reporting Forms Changes and Completion
- Distributions and Loans
- Client Billing

COMPUTER SKILLS

- Actuarial Systems Corporation (ASC) Pension Software
- Client Management System (CMS) Database
- Microsoft Office/Outlook and Smart Office Updates
- Ft William
- Great Plains Billing
- Reorganization of Global Client Files

CONTINUOUS IMPROVEMENT

- Retirement Plan Updates
- Performance Management
- Goal Setting
- Case Management Review
- Process Improvements
- System Improvements

Note: Reimbursement for retraining is capped at 60 total hours per-trainee, regardless of method of delivery.