



**Retrainee – Job Creation
Training Proposal for:
Triage Partners CA, LLC
ET15-0229**

Panel Meeting of: July 25, 2014

ETP Regional Office: North Hollywood

Analyst: M. Reeves

CONTRACTOR

- Type of Industry: Services
Communication
Priority Industry: Yes No
- Number of Full-Time Employees
California: 64
Worldwide: 141
Number to be trained: 52
Owner Yes No
Mgr/Supr 0
Frontline 52
- Out-of-State Competition: No OSC
- Special Employment Training: Yes No
- High Unemployment Area: Yes No
- Turnover Rate: 15%
- Repeat Contractor: Yes No
- Substantial Contribution: Yes No

FUNDING

- Requested Amount: \$61,880
- In-Kind Contribution: \$53,930

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 HUA Priority Rate SB<100	Business Skills, Commercial Skills, Computer Skills, Continuous Imp., PL-Comm. Skills, PL-Comp. Skills	37	8-60	0	\$1,040	\$16.04
				Weighted Avg: 40			
2	Retrainee Job Creation Initiative	Business Skills, Commercial Skills, Computer Skills, Continuous Imp., PL-Comm. Skills, PL-Comp. Skills	15	8-60	0	\$1,560	\$12.19
				Weighted Avg: 60			

- Reimbursement Rate: Job #'s 1 & 2: \$26 SB Priority
- County(ies): Los Angeles, Riverside
- Occupations to be Trained: Technician, Administration Staff, Warehouse Staff
- Union Representation: Yes
 No
- Health Benefits: Job #1: \$3.00 per hour Job #2: \$2.19 per hour
- Electronic Recordkeeping: N/A

SUBCONTRACTORS

- Development Services: Training Funding Source (TFS) in Seal Beach assisted with development for a flat fee of \$2,900.
- Administrative Services: TFS will also provide administrative services for a fee not to exceed 13% of payment earned.
- Training Vendors: To Be Determined

OVERVIEW

Founded in 2003 in Tampa, Florida, Triage Partners CA, LLC (Triage) provides innovative solutions and logistics for the telecommunication and broadband cable industries. The Company maintains two facilities in California at Paramount and Palm Desert. This proposal will include trainees from both locations.

Triage provides field service and reverse logistics service including commercial and residential installation/maintenance, testing, refurbishment/repair, and equipment configuration. Triage uses skilled technicians to streamline complex fulfillment and aftermarket operations. The Company's flexible and highly scalable process-control and monitoring products provide value-

added supply chain solutions. As a technology-enabled service provider, Triage works with some of the biggest names in the telecommunication and cable industries. For example, the Company installs Verizon FiOS service in residential homes throughout Southern California.

Triage has expanded its services into Very High Speed Digital Subscriber Line (VDSL High Speed Internet), and wireless communication. The Company has also expanded its Fiber Optic Service Division across the entire Verizon footprint, now stretching from Camarillo to Palm Springs. Cell phones and internet-based soft phones are having a significant impact on Wire Line (home telephone) divisions across many telephone service providers.

To remain competitive in the marketplace, Triage must train its workforce on the most up-to-date equipment and processes in structured cabling, telecommunications equipment, wireless technologies, customer service, and installation practices. Triage has identified the following key areas of training needed to support the Company's advancement: VDSL service; punch-down blocks and other specific procedures for copper installation and repair; and wireless cellular communication technologies (4G and LTE/Fourth Generation and Long Term Evolution).

Retrainee - Job Creation

As noted above, Triage is in the process of adding and/or expanding several services to meet industry demand and keep pace with rapidly evolving technology. These changes require retraining existing staff, along with hiring and training new employees. Therefore, Triage has committed to hiring 15 new Technicians (Job Number 2) to support the Company's plans to increase its business capacity.

As an incentive for companies that commit to hiring, training for newly hired employees will be reimbursed at a higher rate, and trainees may be subject to lower post-retention wages. Trainees must be hired within the three-month period prior to Panel approval or during the term of contract.

Training Plan

Business Skills (10%) – Training will be offered to all occupations. This training will help workers improve their customer relations and project management skills, as well as equip them with better planning and communication skills to solve problems more effectively.

Commercial Skills (40%) – Training will be offered Technicians. This training will cover topics related to telephony and fiber optics applications including residential wiring, installation, and equipment use.

Computer Skills (20%) – Training will be offered to Technicians and Warehouse Staff. Trainees will become more proficient at utilizing multiple software applications to perform tasks in various computer-automated environments.

Continuous Improvement (10%) – Training will be offered to all occupations. The emphasis of this training will be on process improvements, focusing on quality and service enhancements throughout the organization.

Productive Laboratory – Commercial Skills (10%)/Computer Skills (10%)

Triage indicates that PL training is necessary because its employees work in very dynamic environments that require hands-on precision and expertise. The Company's Technicians are dispatched daily to various on-site locations to perform installations, repairs, and operating

systems analysis using applicable tools and testing equipment. Therefore, certain elements of training must take place in a productive setting to ensure that workers reach the requisite level of proficiency to perform various tasks. Approximately 47 Technicians (incumbent and newly hired) will each receive up to 20 hours of PL, with a trainer-to-trainee ratio of 1:1.

ETP staff reviewed the tasks and competencies associated with the proposed PL training, and the details support the Company's expressed business needs for training. The proposed PL training will involve the use of set-top boxes, routers, hand and power tools, and other proprietary industry equipment used by Triage customers. Trainers will be the subject matter experts. Instructors will be solely dedicated to training delivery during all hours of training. The PL trainer's role will be to observe, direct, and provide immediate feedback to trainees as work is performed. Training documentation, review and evaluation will take place as various phases are completed.

Prior Performance

Triage indicates that the proposed training differs from the prior project mainly due to the fact that technology in voice, video, and data communication is constantly changing and being improved upon.

This proposal may include employees who have participated in a previous contract, and some Curriculum topics are repeated from the prior agreement. However, the Company has confirmed that the subject matter has changed considerably, so there will be no duplication of training. In addition, this project will include 15 newly hired Job Creation employees (Job Number 2) who have not received any ETP training in the past.

SET/HUA ETP Minimum Wage

The 37 trainees in Job Number 1 work in a High Unemployment Area (HUA) with unemployment exceeding the state average by at least 25%. The Company's facility in the city of Paramount in Los Angeles County qualifies for HUA status under these standards. These trainees qualify for the ETP Minimum Wage (\$16.04) rather than the Statewide Average Hourly Wage.

RECOMMENDATION

Staff recommends approval of this proposal.

PRIOR PROJECTS

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

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned \$ %
ET12-0261	Paramount	12/27/11 – 12/26/13	\$49,920	\$49,518 (99%)

Exhibit B: Menu Curriculum

Class/Lab Hours

8 – 60

Trainees may receive any of the following:

BUSINESS SKILLS

- + Change Management
- + Communication
- + Customer Service
- + Decision Making
- + Delegating
- + Financial Acumen
- + Goal Setting
- + Leadership
- + Planning/Organizing
- + Presentation Skills
- + Problem Solving
- + Time Management

COMMERCIAL SKILLS

- + Fiber Optics
- + Installation Procedures
- + Quality and Customer Service
- + Residential Low Voltage Wiring Installation Trouble Shooting
- + Very High Speed Digital Subscriber Line Service and Equipment

COMPUTER SKILLS

- + Android for Tablets Operating System
- + Windows Operating System
- + Mac Operating System
- + Cofee Tech System
- + Tech Time System
- + Wireless Applications and Security

CONTINUOUS IMPROVEMENT

- + Process Improvement
- + Quality and Service Awareness

Productive Lab

0 - 20

COMMERCIAL SKILLS (Ratio 1:1)

- ✚ Fiber Optics
- ✚ Installation Procedures
- ✚ Quality and Customer Service
- ✚ Residential Low Voltage Wiring Installation Trouble Shooting
- ✚ Very High Speed Digital Subscriber Line Service and Equipment

COMPUTER SKILLS (Ratio 1:1)

- ✚ Android for Tablets Operating System
- ✚ Windows Operating System
- ✚ Mac Operating System
- ✚ Cofee Tech System
- ✚ Tech Time System
- ✚ Wireless Applications and Security

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