



Training Proposal for:
Workforce Connections, Inc.
Agreement Number: ET17-0121

Panel Meeting of: June 24, 2016

ETP Regional Office: North Hollywood

Analyst: E. Wadzinski

PROJECT PROFILE

| | | | |
|---|---|---------------------|---|
| Contract Attributes: | SET Priority Rate SB <100 Retrainee | Industry Sector(s): | Construction Services Priority Industry: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| Counties Served: | Los Angeles, Orange | Repeat Contractor: | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| Union(s): | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | |
| Turnover Rate: | ≤20% | | |
| Managers/Supervisors: (% of total trainees) | N/A | | |

FUNDING DETAIL

| | | | | |
|----------------------|---|----------------------|---|--------------------------|
| Program Costs | + | Support Costs | = | Total ETP Funding |
| \$186,700 | | \$12,890 8% | | \$199,590 |

| | | |
|-----------------------|-----------------------------------|-----------|
| In-Kind Contribution: | 50% of Total ETP Funding Required | \$316,750 |
|-----------------------|-----------------------------------|-----------|

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 Priority Rate | Business Skills, Comm'l. Skills, Computer Skills, Cont. Imp. | 50 | 8-200 | 0 | \$1,097 | \$21.28 |
| | | | | Weighted Avg: 57 | | | |
| 2 | Retrainee | Business Skills, Comm'l. Skills, Computer Skills, Cont. Imp. | 30 | 8-200 | 0 | \$962 | \$28.37 |
| | | | | Weighted Avg: 60 | | | |
| 3 | Retrainee SB<100 Priority Rate | Business Skills, Comm'l. Skills, Computer Skills, Cont. Imp. | 50 | 8-200 | 0 | \$1,612 | \$21.28 |
| | | | | Weighted Avg: 58 | | | |
| 4 | Retrainee SB<100 | Business Skills, Comm'l. Skills, Computer Skills, Cont. Imp. | 30 | 8-200 | 0 | \$1,176 | \$28.37 |
| | | | | Weighted Avg: 50 | | | |

Minimum Wage by County: Job Numbers 1 & 3 (SET/Priority Industry): \$21.28

Job Numbers 2 & 4 (SET Statewide): \$28.37

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 |
|-------------------------------|------------|-------------------------|
| Service Advisor | | 30 |
| Sales Representative I | | 30 |
| Engineer I | | 20 |
| Engineer II | | 20 |
| Engineer III | | 5 |
| Program Operations Manager I | | 20 |
| Program Operations Manager II | | 10 |
| Construction Manager I | | 20 |
| Construction Manager II | | 5 |

INTRODUCTION

Workforce Connections Inc. (Workforce Connections) (www.workforceconnections.us) is a workforce intermediary that supports public and private systems to upgrade the skills of local workers to meet employer needs. Workforce Connections collaborates with employers, community colleges and local California Workforce Development Boards (Southeast Los Angeles Workforce Investment Board, Cerritos Chamber of Commerce, and Lakewood Chamber of Commerce) to develop innovative training programs customized to specific employers and industry sectors, such as constructions/architecture, engineering, automotive, manufacturing and transportation/logistics.

Workforce Connections is eligible for ETP funds as a Workforce Innovation and Opportunity Act grant recipient.

PROJECT DETAILS

This proposal will serve small and large businesses in the construction and automotive industries. The core group of participating employers represents at least 80% of requested funding. Training will begin in early July and will be delivered by Cerritos College. Training will be held at the participating employer's worksites, with an estimated 5% of training being conducted at Cerritos College campus. However, Workforce Connections will perform its own administrative services. [Note: This is not the Broker Model because the training is delivered by a public entity (community college).]

Employers working with Workforce Connections have identified specific areas for improvement designed to help them procure new business and expand their markets. The proposed training will help these companies improve productivity, attract new customers, and maintain competitive growth. Training in the construction industry will include construction management, sustainable building, and general contracting.

Training Plan

Business Skills (20%): Training will be offered to all occupations to improve communication, sales, customer service, report writing and presentation skills. Training will also include time management, planning and organization skills to enable employees to coordinate and manage tasks and projects more effectively.

Computer Skills (30%): Training will be offered to all occupations to become more proficient in upgraded and new software, enterprise and management systems, engineering software, business reporting tools and database applications.

Continuous Improvement (20%): Training will be offered to all occupations to help workers increase productivity and efficiency as well as develop strategies to enhance performance and business processes. Trainees will learn to identify and resolve, as well as implement effective process improvements.

Commercial Skills (30%): Training will be offered to Service Advisors and select Sales Staff to understand the complexities of auto repair, and complete work orders. Sales Staff will learn vehicle mechanical features and performance ratings. Training offered to Engineers, Program Operations and Construction Managers will help them become proficient in construction standards. Training will include updates on building codes and standards, and new energy systems. Training will also ensure that Engineers are familiar with new programs and

technologies that are requested from clients while designing and managing new acquired projects.

Special Employment Training/Wage Modification

Under Special Employment Training (SET), the participating employer is not required to demonstrate out-of-state competition. To qualify under SET, trainees in non-priority industries must be earning at least the statewide average hourly wage (\$28.37 per hour) at the end of the retention period (Job Numbers 2 & 4). Trainees employed in a Priority Industry (Job Numbers 1 & 3) qualify for a SET wage modification up to 25% below the statewide average hourly wage (\$21.28 per hour). The Company requests this wage modification for these trainees that work in the construction industry and qualify for this wage modification.

Frontline Workers

The Company has confirmed that the occupations of Program Operations and Construction Manager manage construction projects and do not hire, fire, or set company policy. Based on the nature and scope of their job duties, these trainees meet the Panel's definition of frontline worker. As frontline workers, these trainees qualify for SET funding.

Marketing and Support Costs

Workforce Connections promotes its program to new and existing employer contacts through personalized brochures, newsletter postings, business networking, and word-of-mouth. It also works with several community organizations (Southeast Los Angeles Workforce Investment Board, Cerritos Chamber of Commerce and Lakewood Chamber of Commerce). These organizations play an integral part in referring employers to Workforce Connections for assistance with training and workforce development programs. These activities all help Workforce Connections keep its program responsive to the needs of the local employer community.

Workforce Connections is requesting and staff supports 8% support costs for ongoing employer marketing and outreach. These costs will involve contacting, interviewing, assessing, and developing individual training plans throughout the program. Additional costs will include ad placements, mailings, and customizing outreach material.

Tuition Reimbursement

Students enrolled in the ETP-funded program will not be charged tuition, fees, or any other costs associated with training. The representation will be made a condition of the Agreement.

Commitment to Training

ETP funds will not displace the existing financial commitment to training of participating employers. Many participating employers are small businesses with very limited training resources. Current training provided by employers includes new employee orientation and compliance-related topics. Workforce Connections represents that safety training is, and will continue to be, provided by the participating employers in accordance with all pertinent requirements under state and federal law.

➤ Training Infrastructure

Two internal staff members will coordinate all administration including marketing, recruitment, class scheduling, and rosters to ensure that project administration adheres to ETP requirements.

RECOMMENDATION

Staff recommends approval of this proposal.

DEVELOPMENT SERVICES

N/A

ADMINISTRATIVE SERVICES

N/A

TRAINING VENDORS

Cerritos College located in Norwalk will provide all training.

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

8-200

Trainees may receive any of the following:

BUSINESS SKILLS

- ✚ Business Grammar and Writing Skills
- ✚ Business Fundamentals
- ✚ Communication Skills
- ✚ Conflict Resolutions and Management
- ✚ Cost Control
- ✚ Customer Service
- ✚ Finance for Non Finance People
- ✚ Goal Setting
- ✚ Managing Change
- ✚ Negotiating
- ✚ Performance Management Skills
- ✚ Planning and Organization
- ✚ Presentation
- ✚ Project Management
- ✚ Project Coordination
- ✚ Time and Priority Management

COMMERCIAL SKILLS

- ✚ Building Designs
- ✚ Construction Management
- ✚ Energy Systems
- ✚ Engineering for Mechanical, Electrical, Plumbing (MEP)
- ✚ Energy and Environment
- ✚ Sustainable Building Design
- ✚ Sustainable MEP
- ✚ Equipment Technical Overviews
- ✚ Service & Field Adjustment Techniques
- ✚ Service Department Metric Analysis
- ✚ Dealership Performance Metrics

COMPUTER SKILLS

- ✚ Access
- ✚ Adobe Acrobat 9 Professional
- ✚ CAD Cam Engineering Software Training
- ✚ Computer Skills for Production & Inventory
- ✚ Enterprise and Manufacturing Management Systems
- ✚ Microsoft Office (Intermediate/Advanced)
- ✚ Business Analytical Reporting & Presentation
- ✚ QuickBooks and Accounting Software
- ✚ Windows Advancement
- ✚ SharePoint in Manufacturing Settings

CONTINUOUS IMPROVEMENT

- ✚ Analyzing and Interpreting Data
- ✚ Design of Experiments
- ✚ 8D (Eight Disciplines) Problem Solving
- ✚ Frontline Leadership
- ✚ ISO (International Organization for Standardization)
- ✚ Problem Solving
- ✚ Process Management
- ✚ Root Cause Analysis
- ✚ Set-Up Time Reduction
- ✚ Process Mapping
- ✚ Six Sigma
- ✚ Statistical Process Control Team Building

Note: Reimbursement for retraining is capped at 200 total hour's per-trainee, regardless of method of delivery.