



**Retrainee - Job Creation  
Training Proposal for:  
Zinc Financial Inc.**

**Small Business**

**ET16-0326**

**Approval Date:** December 29, 2015

**ETP Regional Office:** Sacramento

**Analyst:** K. Smiley

**CONTRACTOR**

- Type of Industry: Financial Services
  
- Number of Full-Time Employees
  - California: 19
  - Worldwide: 19
  - Number to be trained: 22
  - Owner  Yes  No
- Out-of-State Competition: No OSC
- Special Employment Training (SET):  Yes  No
- High Unemployment Area (HUA):  Yes  No
- Turnover Rate: 5%
- Repeat Contractor:  Yes  No

**FUNDING**

- Requested Amount: \$22,770
- In-Kind Contribution: \$26,000

**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 SET	Business Skills, Computer Skills	19	8-60	0	\$990	\$15.60
				Weighted Avg: 45			
2	Job Creation Retrainee SB <100 SET	Business Skills, Computer Skills	3	8-60	0	\$1,320	*\$12.77
				Weighted Avg: 60			

\* It will be made a condition of contract that the trainees in this Job Number will never be paid less than the State or local minimum wage rate as in effect at the end of retention (Final Payment) regardless of the wage expressed in this table. The highest minimum wage rate will prevail.

- Reimbursement Rate: Job #'s 1 & 2: \$22 SB Non-Priority
- County(ies): Fresno
- Occupations to be Trained: Administrative Staff, Underwriting Staff, Frontline Managers and Owner.
- Union Representation:  Yes  
 No
- Health Benefits: Job #1: \$0.60 per hour

**SUBCONTRACTORS**

- Development Services: Strategic Business Solutions, LLC of Visalia assisted with development for a flat fee of \$1,523
- Administrative Services: Strategic Business Solutions, LLC will also provide administrative services for a fee not to exceed 13% of payment earned.
- Training Vendors: To Be Determined

**OVERVIEW**

Zinc Financial Inc. (Zinc), [www.zincfinancial.net](http://www.zincfinancial.net), founded in 2007 and located in Clovis, is a private money lender that provides loan services to individuals, real-estate investors and automobile dealerships. Zinc specializes in strategic lending for distressed properties that do not meet the requirements for a traditional mortgage. Zinc provides automobile and mortgage loans to individuals who have credit barriers.

## Need For Training

This is Zinc's second ETP Agreement in the last five years. Zinc's first agreement focused on newly purchased software that streamlined all aspects of mortgage documentation and the loan servicing process. Zinc provided training to incumbent staff on Customer Service skills which allowed Zinc to more effectively serve their customer base. Zinc also trained staff on mortgage underwriting skills.

The training focus for this proposal will be on newly purchased software programs which include Defi Solutions, Lending 360 and Dealer track Collateral Management System. These programs are used in underwriting, document generation and processing of automobile loans. These newly purchased programs are being installed in December of 2015. Zinc's proposed Agreement will also build upon the Business Skills training topics offered under the previous agreement.

## Retrainee - Job Creation

In support of job creation, the Panel is offering incentives to companies that commit to hiring new employees. Training for newly-hired employees will be reimbursed at a higher rate, and trainees will be subject to a lower post-retention wage.

In an effort to expand Zinc's customer base, Zinc has expanded its lending services to include automobile lending. In the last six months, Zinc has contracted with ten dealerships to offer lending services to the dealership's customers. Some of these dealerships include Nissan of Stockton, Tracy Ford and Future Nissan of Roseville. In order for Zinc to successfully expand into this market and meet the needs of the dealerships that they serve, Zinc must hire and train employees.

## Training Plan

**Business Skills:** Job specific training will be delivered to all occupations to improve customer service skills and underwriting skills. Courses will include Advanced Customer Service Skills and Advanced Financial Services Underwriting Skills.

**Computer Skills:** Job specific training will be delivered to all occupations to enhance competencies in loan documentation generation and lending processes for automobile loans. Staff will receive training on software programs that are unique to their position to improve knowledge and processing efficiency. Courses will include Defi Solutions Software, Lending 360 Software and Dealer Track Collateral Management Systems.

## SET/HUA

Under Special Employment Training companies are not required to demonstrate out-of-state competition. Trainees must be earning at least the statewide average hourly wage at the end of the retention period. However, the trainees enrolled in this project qualify for the ETP Minimum Wage rather than the statewide average hourly wage, because the Company is located in a high unemployment area (HUA) of the State. Zinc is not requesting an HUA wage modification.

## PRIOR PROJECTS

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

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned \$ %
ET14-0313	Clovis	03/03/2014 - 03/02/2015	\$7,920	\$5,564.00 (70%)

**RECOMMENDATION**

Staff recommends approval of this proposal.

**Exhibit B: Menu Curriculum**

**Class/Lab E-Learning Hours**

8-60

Trainees may receive any of the following:

**BUSINESS SKILLS**

- Advanced Customer Service Skills
- Advanced Financial Services Underwriting Skills

**COMPUTER SKILLS**

- Microsoft Office Suite
- QuickBooks
- The Mortgage Office Software
- DocMagic
- Omega Software
- Defi Solutions Software
- Lending 360
- Dealer Track Collateral Management Systems
- Payment Vision Software

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