



Training Proposal for:
Comprehensive Training Systems Incorporated

Agreement Number: ET16-0344

Panel Meeting of: January 22, 2016

ETP Regional Office: San Diego

Analyst: H. Bernard

PROJECT PROFILE

| | | | |
|---|---|---------------------|--|
| Contract Attributes: | At-Risk Youth Ex-Offender SET New Hire | Industry Sector(s): | Construction Healthcare Manufacturing Insurance Green Technology Priority Industry: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| Counties Served: | San Diego | Repeat Contractor: | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| Union(s): | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | |
| Turnover Rate: | 0% | | |
| Managers/Supervisors: (% of total trainees) | 0% | | |

FUNDING DETAIL:

| | | | | |
|----------------------|---|----------------------|---|--------------------------|
| Program Costs | + | Support Costs | = | Total ETP Funding |
| \$235,200 | | \$15,043 8% | | \$250,243 |

| | | |
|-----------------------|-----------------------------------|-----|
| In-Kind Contribution: | 50% of Total ETP Funding Required | \$0 |
|-----------------------|-----------------------------------|-----|

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 | New Hire Ex-Offender At-Risk Youth SET | Commercial Skills, Manufacturing Skills | 17 | 8-260 | 0 | \$5,107 | * \$10.29 |
| | | | | Weighted Avg: 240 | | | |
| 2 | New Hire | Commercial Skills, Manufacturing Skills | 32 | 8-260 | 0 | \$5,107 | \$13.72 |
| | | | | Weighted Avg: 240 | | | |

* 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.

Minimum Wage by County: San Diego County – Job Number 1: SET/MB – New Hire (ex-offender) \$10.29 per hour; Job Number 2: New Hire \$13.72 per hour.

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 |
|-------------------------|------------|-------------------------|
| Medical Staff | | 10 |
| Manufacturing Staff | | 14 |
| Property Maintenance | | 10 |
| Business Administration | | 10 |
| Solar Energy Staff | | 5 |

INTRODUCTION

Comprehensive Training Systems Incorporated (CTS) (<http://www.ctsjobs.org>) is a non-profit, community-based organization operating training facilities in the Cities of Imperial Beach and San Diego. Most of the training under this proposal will take place at the facility in Imperial Beach. CTS has provided comprehensive employment training to unemployed, under-employed, and “hard-to-serve” populations including CalWORKs recipients, limited-English speakers, ex-offenders, and high school drop-outs since 1985.

PROJECT DETAILS

CTS has been working with ETP for over a decade, this project will be the fourth Agreement within the last 5 years. This proposal continues CTS's commitment to train and place unemployed individuals into full-time jobs as: Medical Assistants, Medical Insurance Billers/Receptionists, Manufacturing Workers, Building Maintenance Workers, Business Administration Staff and Solar Energy Staff. (see more detail on Solar Energy Staff below.)

Employer Demand & Curriculum Development

CTS works closely with 300 local employers as well as with employer industrial advisory boards, local medical groups, building maintenance organizations, and manufacturing advisory boards. Through its work with individual employers and employer boards, CTS determines current employer demand for various proposed occupations. CTS meets with employer advisory groups on a quarterly basis to offer updates and solicit input on training curricula. CTS also seeks feedback from employers to assess readiness and on-the-job performance for trainees that have been placed.

CTS states that employers in the property/building maintenance, manufacturing and medical industries provide various in-kind contributions. These contributions include employer time to conduct company tours and mock interviews for trainees.

CTS utilizes Labor Market Information Data provided by EDD to determine labor demand. Currently, the local labor market demand is forecast as follows:

- Property maintenance with a 12.1% increase.
- Healthcare industry with a 21.4% increase.
- Manufacturing with a 5% increase.
- Office Administration skills with a 24.7% increase.
- Solar Energy Applications with a 15% increase

Solar Energy Training Program

In order to meet local business needs, CTS has added Solar Energy training to its list of programs. CTS's employer advisory board has reported projected growth in this industry. For example, the City of San Diego has announced that all new city facilities will be installed with solar energy panels. Increased demand and current shortages of trained individuals to install, monitor and perform energy audits for both the commercial and residential sectors creates a critical need for trained workers.

The new CTS Solar Energy program will focus on residential and commercial solar installation. CTS expects to provide training in solar panel manufacturing, ensuring that trainees will be able to troubleshoot and address problems. Training will be for: solar installers, site managers, energy auditors, site inspectors and designers.

Training Plan

New Hire trainees will attend training on a daily basis, 39 hours per week on courses consistent with the jobs in which they will be placed.

Commercial Skills - Training will be offered to unemployment recipients or recent exhaustees and to ex-offenders in job preparation skills related to Business Administration, Medical

Assistant, Medical Insurance Billing/Receptionist, Building Property Maintenance and Solar Energy. Trainees will receive an average of 240 hours of class/lab training in specific track to prepare them for entry-level employment in these occupations.

Manufacturing Skills - Training will be offered to unemployment recipients or recent exhaustees and to ex-offenders in job preparation skills related to Manufacturing Skills. Trainees will receive an average of 240 hours of class/lab training in the specific track to prepare them for entry-level employment in various manufacturing occupations.

Recruitment and Placement Services

CTS has dedicated job placements staff that work towards matching trainee graduates with targeted employers. CTS also contributes additional training and services outside of the ETP training. It provides post-training employment preparation services that include Work Readiness, Resume Development, Job Search Technique training, and Vocational English as a Second Language training for limited English speakers. These services are essential to trainees who are limited in English or have low educational skills to obtain the rudimentary job seeking skills and basic language skills required for employment. These services assist trainees as they transition from training into the workplace, giving them the practical skills to obtain and keep a job.

SET/MB Wage Modification (Job #1)

Job Number 1 will be funded as Special Employment Training (SET)/Multiple Barriers under the Panel's guidelines for the Ex-Offender Program.

CTS is requesting a post-retention wage modification for these trainees at 25% below the ETP Minimum Wage. The modified post-retention wage would be \$10.29 per hour. This modification is permissible with good cause under the Ex-Offender Program. Based on CTS's past experience placing Ex-Offenders into fulltime employment, they may possess poor communication skills (middle/high school drop outs). They may need basic social/occupational skills training to even qualify for entry-level positions. [Note: from the entry level opportunities in each occupation will exist for advancement into higher paying positions.]

CTS will be responsible for documenting the eligibility criteria for Ex-Offenders. This must include: case number from the conviction proceeding; parole or probation officer's name and phone number; and records from the institution where incarcerated.

➤ **SET Trainee Eligibility**

Training for Ex-Offenders is funded under SET. As such, these trainees are not subject to standard eligibility provisions.

Incidental Placement

Incidental placement with public and nonprofit entities is permissible for the trainees in both Job Numbers, not to exceed 25% (35% with good cause) in Job Number 1 and 20% in Job Number 2.

CTS maintains close relationships with many San Diego County non-profit agencies that are receptive to employing trained ex-offenders. These agencies include South Bay Community Service, MAAC Project, Habitat for Humanity and the City of Imperial Beach.

Temporary Agency

New-hire placements as a Temporary Worker shall be no more than 20% of the total new hire trainee population. In conformity with title 22, CCR Section 4427 (d), this cap will be applied by ETP to the number of trainees who have completed training and retention and reached the applicable Minimum Wage, at the time of fiscal closeout for the training project as a whole.

Marketing and Support Costs

CTS is requesting 8% Support Costs to further ensure the success of this proposed project. Support Costs will be used for participating employer and trainee recruitments, assessment of employer-specific job requirements, job development and placement.

RECOMMENDATION

Staff recommends approval of this project.

PRIOR PROJECTS

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

| Agreement No. | Location (City) | Term | Approved Amount | Payment Earned \$ % |
|---------------|-----------------|------------------------|-----------------|------------------------|
| ET14-0197 | San Diego | 11/04/13 – 11/03/15 | \$250,243 | \$188,854 (75%) |
| ET12-0184 | San Diego | 12/19/11 – 12/18/13 | \$224,708 | \$183,631 (82%) |
| ET10-0232 | San Diego | 9/28/09 – 9/27/11 | \$229,576 | \$164,256 (72%) |

ET14-0197 – CTS retained 35 new hire trainees from the 44 enrolled, for payment earned of 75%. Based on the number of training hours entered into ETP Online Tracking, and pending Final Fiscal Closeout, these earnings may increase; CTS anticipates final earnings of 100%.

ET12-0184 - Under this Agreement, CTS retained 35 new hire trainees for earnings of 82%. The Agreement served HUA and Ex-offender populations.

ET10-0232 – CTS retained 32 new hire trainees for earnings of 72%. CTS attributed its lower than expected performance to the downturn in the economy (double-digit unemployment rate) and a change in staff.

DEVELOPMENT SERVICES

N/A

ADMINISTRATIVE SERVICES

N/A

TRAINING VENDORS

N/A

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

8-260 Trainees may receive any of the following:

Commercial Skills**Administrative Assistant**

- A. Basic Computer Literacy
 - 1. Computer Terminology Introduction
 - 2. Basic keyboarding
 - 3. Introduction to Windows
 - 4. Windows Multi-applications
- B. Introduction to Microsoft Office
 - 1. Introduction to MS Office Suite applications
 - 2. Introduction to MS Word
 - 3. Word Applications
- C. Introduction to Excel
 - 1. Excel Uses and Applications
 - 2. Creating Spreadsheets
 - 3. Creating tables, graphs, chars
- D. Introduction to Powerpoint
 - 1. Introduction to Powerpoint Applications
 - 2. Creating a power point presentation
 - 3. Knowledge of different formatting
- E. Introduction to Internet
 - 1. Outlook Introduction
 - 2. Setting up e-mail account
- F. Introduction to Access
 - 1. Introduction to database
 - 2. Table construction and information data entry
 - 3. Access to Excel formatting
- G. Office Procedures
 - 1. Familiarity with office equipment
 - 2. Customer Service Skills
 - 3. Front Desk Procedures

Healthcare Information Technology/Medical Billing

A. Medical Office Procedures

1. Greet clients/patients in friendly manner
2. Cross index/Reference
3. Alphabetizing and filing patient charts
4. Update patient information on ledger cards
5. Patient confidentiality
6. Scheduling patient appointments
7. Determining emergencies

B. Medical Terminology

1. Pronunciation of Medical Terminology
2. Spelling of Medical Terms
3. Medical Terminology Definitions
4. Root words, suffixes, and prefixes
5. Medical Terms to describe body positions and locations
6. Common Terms utilized in Physical Exams

C. Math for Medical Usage

1. Addition and Subtraction
2. Division and Multiplication
3. Conversion of fractions to decimals
4. Conversion of Fahrenheit to centigrade
5. Conversion of standard medical metric measures

D. Basic First Aid & CPR

1. Identify common medical emergencies
2. Control Hemorrhages
3. Treatment of Fractures
4. Universal precautions of HIV and Hepatitis infections
5. CPR Techniques

E. Use of Medical Reference Materials

1. Word Identification, Spelling, and Definitions
2. Telephone References for Government, Social Service and Health Organizations
3. Medical Reference Book use, i.e. PDR
4. Medical Dictionary use

F. Introduction to Anatomy & Physiology

1. Circulatory System
2. Nervous System
3. Digestive System

4. Reproductive System
5. Muscular System
6. Sense Organs
7. Urinary System
8. Skeletal System
9. Endocrine System

G. Introduction to Medical Insurance Billing

1. Introduction to coding systems such as International Classification Diseases-10, Current Procedural Terminology, & HealthCare Finance and Administration Common Procedural Coding System
2. Private Insurance Terminology
3. Introduction to Billing Forms
4. Proper Use of Code Book

H. Medical Insurance Billing

1. Introduction to Billing Software
2. Software Billing Functions
3. Introduction to Medical Insurance Programs such as Health Maintenance Organizations, Preferred Provider Organizations, CHAMPUS, Medicare/Medical
4. Correctly bill with single or concurrent coverage International Classification Diseases - 9, Current Procedural Terminology

M. Medical Bookkeeping

1. Demonstrates knowledge of insurance coding
2. Demonstrates ability to verify insurance coverage
3. Ability to perform cashiering
4. Knowledge of basic accounting – credits/debits
5. Knowledge of accounts payable/receivable
6. Demonstrates knowledge of office fee structure
7. Ability to record payments
8. Ability to invoice for services
9. Ability to maintain up-to-date record keeping
10. Ability to maintain payroll records

N. Electronic Record Keeping

1. Introduction to Electronic Health Record
2. Formatting HER data
3. Input and Output Charts
4. Cataloging and retrieving documents
5. Medical Records Software exercises
6. EHR Concepts
7. Order entry system and electronic prescriptions

O. Correspondence for Medical Office

1. Formatting for medical correspondence

2. Familiarity with Medical terms
3. Typing Documents, Editing, Setting-up patient charts
Commercial Skills

Solar Energy Applications

A. Shop Mathematics

1. Addition
2. Subtraction
3. Division
4. Multiplication
5. Fractions
6. Decimals
7. Basic Geometry

B. Precision Measuring Instruments

1. Introduction to various measuring instruments
 - a. Machinists steel ruler, micrometers, calipers and dial indicators
2. Reading Measuring instruments and applications
 - a. Uses of scale in Hundredths and Thousandths
 - b. Measuring of parts with 1" micrometer
 - c. Measuring of parts with calipers
 - d. Measuring with dial indicators

C. Blueprint Reading and Drawing

1. Print Terminology
 - a. Line identification
 - b. Basic sectional view identification
2. Print Specifications
 - a. Title Block
 - b. Tolerances
 - c. Material
 - d. Parts lists

D. Safety Regulations

1. Equipment Usage
 - a. Correct use of band saws, table saws, drill press and portable power tools
 - b. Safety Protections
 - 1). Safety glasses
 - 2). Dust masks
 - 3). Steel toe boots

2. Protective Clothing
 - a. Long pants/long sleeve shirts
 - b. Gloves
 - c. Hard hat
 3. Ladders
 - a. Correct use of extension ladders,
 - b. Correct use and size step ladder
- E. Introduction to Basic Electricity
1. How Electricity Works
 - a. Definition of an electrical circuit
 - b. Electrical symbols on a schematic
 - c. OHM'S Law
 2. Meters and Service Entrances
 - a. Breakers and fuses
 3. Alternating and Direct Current Principals
 - a. How direct current is produced
 - b. How alternating current is produced
 4. Working with Wire
 - a. Cable types and uses
 - b. Stripping and splicing wire
 - c. Grounding a system
 - d. Installing outdoor wiring
 - e. Installing indoor wiring
 - f. Wiring for new homes
 - g. Wiring for older homes
 5. Testing Equipment
 - a. Voltage and continuity testers
 - b. Amp meters
 6. Electrical Codes and Permits
- F. Introduction to Basic Plumbing
1. Understanding the domestic water plumbing system
 - a. General overview of valves, pipes and copper fittings
 - b. How to solder copper pipes
 - c. Plumbing outdoors/outdoors
 - d. Pipe insulation indoors / outdoors
 - e. Water heaters and storage tanks
 2. Plumbing Codes and Permits
- G. Introduction to Basic Construction Principals
1. House construction
 - a. Walls/interior & exterior
 - b. Insulation type

2. Ceilings
3. Attics
 - a. Insulation
 - b. Radiant heat barrier
4. Windows
 - a. Types and construction
 - b. Double glazing/gas filled
5. Roofs
 - a. Types and construction
 - b. Coverings
 - c. Flat and pitched roofs
6. Roof penetrations

H. Weatherization

1. Solar screens
2. Water heater blanket
3. Insulate hot water piping
4. Caulk windows/doors/wall penetrations
5. Set-back thermostats

I. Residential/Commercial Energy Consumptions

1. Introduction to 'Green Building'
 - a. Heating
 - b. Hot water
 - c. Cooling/Refrigeration
 - d. Lighting
 - e. Washing/Drying
 - f. Cooking
2. Residential Home Energy Rating (Energy Audit)
 - a. Infrared Thermography Scanning
 - b. Energy Retrofits & Efficiency
 - c. Energy Star Components/Materials/Appliances
 - d. Title 24 California Energy Building Codes

J. Introduction to Photovoltaic and Solar Thermal Systems

1. Introduction to Solar Energy Markets and Applications
 - a. History of solar systems/technology in California
 - b. Solar photovoltaic markets/applications
 - 1). Residential/Commercial electrical usage
 - 2). Remote homes/cabins
 - 3). Lighting
 - 4). Water pumping
 - c. Solar thermal markets/applications

- 1). Domestic water heating
- 2). Space heating
- 3). Swimming pools and spas
- 4). Industrial use for high temperature water
2. Safety
 - a. Identify safety hazards during installations
 - 1). Electrical shock
 - 2). Batteries
 - 3). Roof work/tool usage
 - 4). Leaks
3. Solar Energy Basics
 - a. Solar definitions
 - b. Using a compass
 - c. Summer and Winter solstice
 - d. Proper orientation for San Diego County
 - e. Shading/Buildings
4. Solar Thermal Fundamentals
 - a. Designs to maximize solar gain
 - b. Surface coatings
 - c. Copper versus Aluminum
 - d. Glazing
 - e. Collector tested efficiency
 - f. Calculate proper flow rates
5. System Components/Thermal
 - a. Solar collectors
 - b. Storage tanks
 - c. Circulation pumps
 - d. Controls Sensors
 - e. Roof racks
6. Solar Photovoltaic Fundamentals
 - a. Silicon solar cells
 - 1). Disc
 - 2). Wafer
 - 3). Thin film
 - c. Glazing materials
 - d. Collector tested efficiency
 - e. Series/Parallel wiring
7. System Components/Photovoltaic
 - a. Panels
 - b. Inverters
 - c. Batteries
 - d. Controls
 - e. Safety isolation switch
 - f. Roof racks
8. Service and Maintaining Solar Thermal Systems
 - a. Clean collectors

- b. Flush system
 - c. Check all sensor connections
 - d. Check for leaks
 - e. Exterior insulation
 - f. Shading problems
9. Service and Maintaining Solar Photovoltaic Systems
- a. Clean panels
 - b. Check all electrical connections
 - c. Check inverter performance
 - d. Check batteries
 - e. Shading problems

K. Lab/Hands-on Installation Solar Thermal System

- 1. Setting storage tank
- 2. Installing solar collector on roof
- 3. Roof penetrations for copper piping
- 4. Installing circulation pump
- 5. Installing control/sensors
- 6. Solder all copper piping, fittings and valves
- 7. Pressurize system with water
- 8. Check and repair leaks
- 9. Insulate all copper piping
- 10. Monitor system temperature

Property Building Maintenance

A. Introduction to Property Building Maintenance

1. Measurements
2. Purchasing Procedures
3. Customer Service
4. Property Service Orders

B. Pool Maintenance

1. Water PH and Chlorine Testing
2. Clean and replace filters

C. Sprinklers

1. Repair Sprinkler Heads
2. Replace Sprinkler pipes
3. Adjust valves

D. Lighting Repair

1. Terminology: Volts, Amps, Watts,
2. Tool identification
3. Shop Safety
4. Replacing Lights
5. Replacing switches
6. Low voltage wiring
7. Repairing

E. Wall and Door Repair

1. Tool Identification
2. Measuring
3. Cutting Techniques
4. Drilling Techniques
5. Fastening Techniques
6. Finishing Techniques
7. Hanging Doors & Shelves
8. Wall & Panel Repair

F. Bathroom and Kitchen Fixtures

1. Identification of Piping Materials
2. Familiarity with Water Supply and Drainage Flow
3. Identification of Faucets and Valves
4. Replace and Repair Faucets, Handles and Valves
5. Techniques for Unclogging Drains
6. Replace Fixtures
7. Installing Washers and Connecting Water Supply

G. Furnace and Air Conditioning Maintenance

1. Terminology, Tool Identification, and Safety
2. Replacing filters
3. Furnace Duct Maintenance
4. Air Conditioners cleaning
5. General Maintenance

H. Appliance Repair Basics

1. Tools and Equipment Identification
2. Troubleshooting Techniques
3. Appliance Wiring
4. Safety
5. Types of Electric Motors
6. Repair/Replace Motors
7. Repair Refrigeration Systems
8. Troubleshoot Systems
9. Dishwasher Familiarity
10. Repair Pumps, Heating Elements, Motors
11. Dryer Repair
12. Water Heater Repair
13. Maintenance Installation
14. Ranges: Installation and Repair
15. Disposal: Installation and Repair

Manufacturing Skills

A. Introduction to Manufacturing

1. Industry Overview
2. Career Growth Opportunities

B. Shop Safety

1. Proper Use of Hand tools
2. Shop Safety Clothing & Gear
3. Proper Use of cutting equipment
4. Proper Use of adhesives

C. Basic Shop Math

1. Addition, Subtraction, Multiplication
2. Decimals
3. Fractions
4. Ratios
5. Areas

D. Precision Tools and Measuring Instruments

1. Rulers, Tapes
2. Calipers
3. Gauges

E. Blueprint Reading

1. Lines
2. Views
3. Title Block
4. Materials
5. Dimensional Views

F. Basic Manufacturing Applications

1. Assembling parts
2. Mixing Adhesives/Bonding
3. De-burring
4. Grinding
5. Drilling

G. Introduction to Welding

1. Lay Out
2. Tools
3. Burning
4. Electrode Beads

Note: Reimbursement for new hire training is capped at 260 total training hours per trainee.