

DELEGATION ORDER



**Retrainee - Job Creation
Training Proposal for:
usCalibration Incorporated**

Small Business

ET17-0225

Approval Date: August 31, 2016

ETP Regional Office: San Diego

Analyst: H. Bernard

CONTRACTOR

- Type of Industry: Services
Priority Industry: Yes No

- Number of Full-Time Employees
California: 34
Worldwide: 34
Number to be trained: 22
Owner Yes No

- Out-of-State Competition: NAICS Code Eligible
- Special Employment Training (SET): Yes No
- High Unemployment Area (HUA): Yes No
- Turnover Rate: 0%
- Repeat Contractor: Yes No

FUNDING

- Requested Amount: \$23,400
- In-Kind Contribution: \$38,872

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 Priority Rate	Business Skills, Commercial Skills, Computer Skills, Mgmt Skills	20	8 - 60	0	\$962	\$19.00
				Weighted Avg: 37			
2	Retrainee Job Creation Initiative SB <100 Priority Rate	Business Skills, Commercial Skills, Computer Skills	2	8 - 100	0	\$2,080	\$16.00
				Weighted Avg: 80			

- Reimbursement Rate: Job #'s 1 and 2: \$26 SB Priority
- County(ies): Orange
- Occupations to be Trained: Engineers, Customer Service, Management, Sales
- Union Representation: Yes
 No
- Health Benefits: N/A

SUBCONTRACTORS

- Development Services: Welsh Advisors in Anaheim assisted with project development for a flat fee of \$1,661.
- Administrative Services: Welsh Advisors will also assist with project administration for a fee not to exceed 13% of payment earned.
- Training Vendors: To Be Determined

OVERVIEW

Located in Irvine, usCalibration Incorporated (usCalibration) (www.uscalibration.com) was founded in 1997 by Jim Simmons, when he converted his training consultancy into a customer-focused calibration service. The Company sells equipment and services all major equipment types: electronic, mechanical, pressure, temperature, force, acoustic, and more. Many of the Company’s customers are industries that are regulated and required to have their measurement and test equipment calibrated to maintain adequate quality standards. The industries include manufacturing companies, biotech laboratories, research and development firms and defense-industry manufacturers.

Need for Training

The Company has tripled in size since 2008 and currently recruits 5-10 new customers per month. With high demand, the Company will need to hire constantly to keep up. However, the Company has been unable to hire qualified new staff due to the highly technical nature of the work. The Company has shifted its focus from only recruiting highly qualified, degreed graduates to hiring non-degreed technicians with little to no experience in the field. This plan allows the Company to hire and train applicants with high school diplomas and provide them employment opportunities in a highly technical field with advancement opportunities. The new employees are placed in a five-year training program to build skills. This program also allows the Company to train each staff member on different specifications. Technicians must go through extensive training to achieve competency with equipment specifications prior to working in the field.

Alongside extensive new employee training, usCalibration also performs significant training for its incumbent workers. Training includes new updates on metrology, advanced technical skills, project management and computer skills among others. These sessions ensure staff is up to date on new, updated procedures and equipment while making continual improvements to ensure quality and efficiency.

Retrainee-Job Creation

usCalibration is expanding business capacity by hiring new workers to help with increasing new business as discussed above. The Company has committed to hiring 2 new Engineers (Job Number 2). Trainees must be hired within the three-month period prior to the Panel approval or during the term of the contract. Trainees will be hired into “net new jobs” as a condition of contract.

Training Plan

Training will be classroom/laboratory-based and will be provided by both in-house trainers and vendors.

Business Skills: Training will be offered to all occupations and will include project management, communication skills and organization skills. Training will encourage all employees to assess, manage and drive improvements to increase performance across all teams.

Commercial Skills: Training will be offered to all occupations. All engineers will receive extensive training in commercial skills. These sessions will range from introductory to advanced technical skill sessions, calibration skills and metrology. Additionally, all non-technical occupations will receive training in calibration and metrology to ensure all staff have comprehensive knowledge of calibration services and products offered.

Computer Skills: Training will be offered to all occupations. Training will focus on XTrak, the Company’s online CRM software which tracks customers’ orders and equipment and allows the customer to track maintenance, repairs, upgrades and calibration services. The Company also expects to train in Microsoft Sharepoint and Dynamics.

Management Skills: Training will be provided to Managers only. This training will allow the Company to promote lower level staff into management and supervisory roles. The Company expects that this training will create a more cohesive and skilled team of managers who can motivate and engage staff.

Modification to Small Business 60-Hour Cap

usCalibration requests a modification to increase the small business cap on training from 60 hours to 100 hours for Job Creation trainees (Job Number 2). Trainees will receive an average of 80 hours but may receive up to 100 hours. As discussed previously, all newly hired employees go through a 5 year training plan with extensive training occurring in the first 8 weeks of employment. This training will be classroom-based and introduces engineers to the technical world of calibration.

RECOMMENDATION

Staff recommends approval of this proposal.

Exhibit B: Menu Curriculum

Class/Lab Hours

Job Number 1: 8-60

Job Number 2: 8-100

Trainees may receive any of the following:

BUSINESS SKILLS

- Project Management
- Organization Skills
- Communication Skills

COMMERCIAL SKILLS

- Calibration
- Metrology
- Introductory Technical Skills
- Intermediate Technical Skills
- Advanced Technical Skills
- Performance Management
- Quality Control
- Customer Service Product Knowledge

COMPUTER SKILLS

- xTrak
- Microsoft Sharepoint
- Microsoft Dynamics

MANAGEMENT SKILLS

- Goalsetting
- Decision Making
- Team Building
- Leadership Skills

Note: Reimbursement for retraining is capped at 60 total training hours per trainee for Job Number 1 and 100 total training hours per trainee for Job Number 2, regardless of the method of delivery.