



**Training Proposal for:
California Community College Chancellor's Office
Agreement Number: ET10-0267**

Panel Meeting of: **October 23, 2009**

ETP Regional Office: **North Hollywood** Analyst: N. Weingart

PROJECT PROFILE

Contract Type:	Priority/Retrainee	Industry Sector(s):	Transportation/Logistics
	Retrainee		Manufacturing
	Priority/SB<100		Goods Movement
	SB >100 Retrainee		
Counties Served:	Statewide	Repeat Contractor:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Union(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Priority Industry:	<input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Turnover Rate %	Manager/Supervisor %
≤20%	≤20%

FUNDING DETAIL

Program Costs	Support Costs	Total ETP Funding	In-Kind Contribution
\$399,000	\$27,475	\$426,475	\$213,238

TRAINING PLAN TABLE

Job No.	Job Description (by Contract Type)	Type of Training	Estimated No. of Trainees	Range of Hours		Average Cost per Trainee	Post-Retention Wage
				Class / Lab	CBT		
1	Priority/Retrainee	Business Skills, Commercial Skills, Computer Skills, Continuous Improvement, Management Skills, Literacy Skills	240	24-200	0	\$770	\$13.00
				Weighted Avg: 40			
2	Retrainee	Business Skills, Commercial Skills, Computer Skills, Continuous Improvement, Management Skills, Literacy Skills	345	24-200	0	\$641	\$13.00
				Weighted Avg: 40			
3	Priority/Retrainee SB <100	Business Skills, Commercial Skills, Computer Skills, Continuous Improvement, Management Skills, Literacy Skills	10	8-100	0	\$1,112	\$13.00
				Weighted Avg: 40			
4	Retrainee SB <100	Business Skills, Commercial Skills, Computer Skills, Continuous Improvement, Management Skills, Literacy Skills	10	8-100	0	\$941	\$13.00
				Weighted Avg: 40			

Minimum Wage by County: Alameda, Contra Costa, Los Angeles, Marin, Orange, San Francisco, San Mateo, Santa Clara, and Santa Cruz counties - \$14.18 per hour; Sacramento County - \$13.69 per hour; San Diego and Ventura counties - \$13.48 per hour; all other counties - \$13.00/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 Title	Wage Range
Production and Maintenance Staff, Logistics Staff, Manufacturing Workers	
Operations Staff	
Administrative Staff	
Manager and Supervisor	

INTRODUCTION

In this proposal, the California Community College Chancellor's Office (CCCCO) seeks funding for retraining as outlined below:

This will be the second Agreement between ETP and the CCCCCO, the administrative branch of the community college system, which is eligible to contract with the Panel under Title 22, California Code of Regulations (CCR), Section 4426 as a public training agency. Participating employers will satisfy the Panel's out-of-state competition requirements as manufacturers under Title 22, CCR, Section 4416(i), or by one of the special exemptions for non-manufacturing industries under Section 4416(d). Employers will retrain incumbent workers in the skills they need to become a high performance workplace.

According to the Applicant, the California Community Colleges is the largest higher educational system in the nation; comprised of 72 districts and 110 colleges, the system serves more than 2.6 million students per year. Colleges throughout the State provide workforce training, basic skills education, preparation for transfer to four-year institutions, and opportunities for personal enrichment. As the administrative branch of the system, the Chancellor's Office has ten divisions with 159 employees serving a wide-ranging constituency of students, faculty, colleges, businesses, and legislators; it allocates state funding to the colleges and the districts.

Originally part of the California Department of Education, the Community Colleges system grew into a separate State-level agency with its own governing body. Established in 1967, the Board of Governors and the Chancellor's Office were born. The Chancellor's Office vision is "Empowering Community Colleges through leadership advocacy and support" and works to:

- Foster access, success, and lifelong learning for all students;
- Advance the state's interest in a skilled workforce and an educated citizenry;
- Forge partnerships with local districts, colleges, policy makers, businesses, non-profits, K-12 and higher education communities;
- Serve as conscientious stewards of the public trust;
- Secure and use resources effectively;
- Deliver valuable human and financial resources to support college programs, research, policy development, and the use of emerging technology;
- Identify and address demographic, economic, political and technological trends affecting education and the workforce; and
- Promote and publicize the richness, value, and diversity provided to individuals, business, local communities and California as a whole by the colleges, students, faculty, and staff.

PROJECT DETAILS

The Chancellor's Office has determined that it can meet the needs of California businesses and workers by providing training in the following areas:

Business Skills to provide workers with the ability to generate business and financial reports, improve written and verbal communications, increase product knowledge, and improve quality customer service; **Commercial Skills (Basic/Advanced Logistics)** to meet current logistics and goods movement industry needs; **Computer Skills** to improve computer literacy for staff to work accurately, efficiently, and consistently; **Continuous Improvement** to help companies reach business and production goals, increase productivity and product quality, develop teamwork strategies to enhance performance, and improve business processes, and build leadership skills; **Management Skills** to help Managers and Supervisors coach teams and individuals, improve team and individual performance, and track process improvement; and finally, **Literacy Skills** (VESL) primarily for monolingual production workers to help improve job skills and overall performance and better communicate with supervisors and co-workers.

All training will be given at participating employer worksites. If accommodations cannot be made on-site, training will take place at a community college or other convenient locations.

Marketing and Employer Recruitment

The Chancellor's Office maintains relationships with manufacturing, solar, hospitality, and logistic industry groups, and consortiums and councils. Chaffey Community College (which will oversee the program) has built collaborations with local Chamber of Commerce boards, Workforce Preparation Programs, city economic development departments, the County of San Bernardino and the Workforce Investment Board. Representatives of the college reside on several business advisory boards as well as non-profit agencies to further promote economic growth within the Inland Empire. Chaffey College's involvement in these groups affords it constant contact with employers in multiple industries and allows it to keep abreast of current and changing business needs.

Curriculum Development and Employer Assessments

Through the Chancellor's Office involvement in various industry-specific groups, it has conducted several assessments to ascertain current employer training needs and develop a curriculum to meet those needs. The Chancellor's Office found that training requests center around companies that want to improve workforce skills and meet productivity goals to become a high performance workplace. Through direct contact with each participating company, program staff will be able to customize the curriculum by helping employers choose modules that best suit their training needs and goals.

Commitment to Training

In general, employers provide a limited amount of state-mandated and basic job skills training; however, many employers do not have the resources to institute an in-depth, company-wide training program needed to generate meaningful and lasting change. The proposed ETP funding will allow employers to select and deliver customized curricula to meet their business needs and to provide the amount of training necessary to make significant improvements in their businesses in order to remain competitive in the global market and continue to support the economic growth of California.

Participating employers have indicated that they are committed to ongoing training programs by providing additional courses to complement ETP instruction. This will continue to enhance employee skill levels and ensure the continuation and continuity of process improvements.

The Chancellor's Office represents that ETP funds will not displace the existing financial commitment to training of participating employers. CCCCO anticipates that the opportunity for enhanced training made possible by ETP funds will encourage an ongoing financial commitment in this area, and represents that safety training is, and will continue to be, provided in accordance with all pertinent requirements under state and federal law.

RECOMMENDATION

For the reasons set forth above, staff recommends approval of this proposal.

PRIOR PROJECTS

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

Agreement No.	Location	Term	Approved Amount	Payment Earned
ET05-0248	Statewide	06/30/2005 - 06/29/07	\$301,700	\$0

The contractor explained that this contract was for entrepreneurial training to be administered by their Small Business Development Centers. After initial interest in the funding, the SBDCs chose not to proceed with training because they did not have sufficient staff to handle the program.

The new ETP contract is to retrain incumbent workers, a program for which employers have already expressed interest and commitment. In addition, CCCCO has delegated all operations to Chaffey College, an organization with prior ETP experience and a dedicated ETP staff.

DEVELOPMENT SERVICES

CCCCO retained Chaffey College in Rancho Cucamonga to assist with development of this proposal at no charge.

ADMINISTRATIVE SERVICES

CCCCO also retained Chaffey College to perform administrative services in connection with this proposal for an amount not to exceed 13% of payment earned.

TRAINING VENDORS

Various community colleges in California will be retained to provide training for an amount to be determined.

Exhibit B: Menu Curriculum

Class/Lab Hours

24 – 200

Trainees may receive any of the following:

BUSINESS SKILLS

Business and Consumer Math
Business Ethics
Communication Skills
Conflict Management
Costs and Analysis
Customer Service
Interpersonal Skills
Project Management
Scheduling, Budgeting, and Cost Control
Time Management
Written Communication for Business

COMMERCIAL SKILLS (Logistics & Transportation)

Basic Logistics Standard Practices
Import/Export Practices
Inventory Control
Supply Chain Management
Transportation Management
Warehouse Management

COMPUTER SKILLS

Key Computer Concepts and Terminology
Windows XP Operating System
Microsoft Word
Internet
PowerPoint
Excel
Access
Outlook
Adobe Photoshop

CONTINUOUS IMPROVEMENT

Decision Making
Leadership Skills
Lean Practices
Problem Solving
Scheduling and Planning
Strategic Planning
Teambuilding
Total Quality Management (TQM)

MANAGEMENT SKILLS*

Supervisor/Lead Role
Coaching/Motivating Employees
Managing a High Performance Workplace
Conflict Management
Leadership
Change Management
Communicating Effectively
Understanding Work Group Dynamics
Managing Time

*Management Skills is for Managers and Supervisors only.

LITERACY SKILLS**

Vocational English as a Second Language (VESL)

Workplace Safety – Avoiding Safety Problems on the Worksite
Understanding Workplace Rules and Operating Procedures
Workplace Communications/Conversations at Work
Job Duties/Requirements
Job-Specific Skills

**VESL cannot exceed 45% of a trainee's total hours.

Safety Training cannot exceed 10% of total training hours.

Note: Reimbursement for retraining is capped at 200 total training hours per trainee, regardless of delivery method.

**Participating Employers in Retrainee
Multiple Employer Contractor (MEC) Agreements
(ETP 100B)**

Contractor's Name: California Community Colleges Chancellor's Office

CCG No.: ET10-0267

Reference No: 09-0860

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PRINT OR TYPE

Company: IDS

Address: 5151 Eucalyptus Ave.

City, State, Zip: Chino, CA 91710

Collective Bargaining Agreement(s): No

Total # of full-time company employees worldwide: 320

Total # of full-time company employees in California: 320

Estimated # of employees to be retrained or hired under this Agreement: 100

Company: Kawasaki Motors Corp., USA

Address: 2155 S Excise Ave, Suite A

City, State, Zip: Ontario, CA 91761

Collective Bargaining Agreement(s): No

Total # of full-time company employees worldwide: 580

Total # of full-time company employees in California: 380

Estimated # of employees to be retrained or hired under this Agreement: 75

Company: Network Global Logistics

Address: 3375 S Enterprise Drive

City, State, Zip: Bloomington, CA 92376

Collective Bargaining Agreement(s): No

Total # of full-time company employees worldwide: 200

Total # of full-time company employees in California: 200

Estimated # of employees to be retrained or hired under this Agreement: 50

**Participating Employers in Retrainee
Multiple Employer Contractor (MEC) Agreements
(ETP 100B)**

Contractor's Name: California Community Colleges Chancellor's Office CCG No.: ET10-0267

Reference No: 09-0860

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PRINT OR TYPE

Company: Ozburn-Hessey Logistics

Address: 7101 Executive Center Drive, Suite 333

City, State, Zip: Brentwood, Tennessee, 37027 (Local site: 4060 Jurupa Ave., Ontario, CA 91761)

Collective Bargaining Agreement(s): No

Total # of full-time company employees worldwide: 5000

Total # of full-time company employees in California: 250

Estimated # of employees to be retrained or hired under this Agreement: 75

Company: Service Craft Logistics LLC

Address: 6565 Knott Ave.

City, State, Zip: Buena Park, CA 90620

Collective Bargaining Agreement(s): No

Total # of full-time company employees worldwide: 480

Total # of full-time company employees in California: 380

Estimated # of employees to be retrained or hired under this Agreement: 100

Company: The Gilbert Company

Address: 6725 Kimball Ave.

City, State, Zip: Chino, CA 91710

Collective Bargaining Agreement(s): No

Total # of full-time company employees worldwide: 286

Total # of full-time company employees in California: 217

Estimated # of employees to be retrained or hired under this Agreement: 75