



**Training Proposal for:
Grossmont-Cuyamaca Community College District
Agreement Number: ET09-0418**

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

ETP Regional Office: **San Diego**

Analyst: K. Campion

PROJECT PROFILE

Contract

Type: Job Creation
 New Hire
 SET/MB - New Hire

Industry

Sector(s): Services
 Insurance
 Financial Services

Counties

Served: San Diego

Repeat

Contractor: Yes No

Union(s): Yes No

Priority

Industry: Yes No

Turnover Rate %	Manager/ Supervisor %
N/A	N/A

FUNDING DETAIL

Program Costs	Support Costs	Total ETP Funding	In-Kind Contribution
\$121,635	\$7,776	\$129,411	\$0

TRAINING PLAN TABLE

Job No.	Job Description (by Contract Type)	Type of Training	Estimated No. of Trainees	Range of Hours		Estimated Cost per Trainee	Post-Retention Wage
				Class / Lab	CBT		
1	New Hire	Business Skills; Commercial Skills; Computer Skills	22	80 - 265	0	\$4,793	\$11.24
				Weighted Avg: 265			
2	SET/MB – New Hire	Business Skills; Commercial Skills; Computer Skills	5	100 - 265	0	\$4,793	\$11.24
				Weighted Avg: 265			

Minimum Wage by County: \$11.24 for San Diego County

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
Insurance Claims/Processing Clerk	
Insurance Agent Assistant	
New Account Clerk (Financial)	
Bank Teller	
Payroll Specialist	

INTRODUCTION

In this proposal, Grossmont-Cuyamaca Community College District (Grossmont College) seeks funding for retraining as outlined below:

Grossmont College, the larger of the two colleges in the Grossmont-Cuyamaca Community College District, was founded in 1961. It serves students throughout San Diego County, most of who reside in the East San Diego County area. Grossmont College is accredited by the Western Association of Schools and Colleges.

Grossmont College is eligible to contract with ETP as a training agency with a satisfactory history of new hire placement (California Unemployment Insurance Code 10205 (c)(2).)

The Office Professional Training (OPT) program at Grossmont College has been in existence since 1985. Since that time, more than 2,000 trainees - including laid-off/dislocated workers, displaced homemakers, long-term unemployed adults, and welfare-to-work individuals - have been trained and placed into full-time employment in the San Diego business community. Grossmont College reports that OPT is an industry-based, semester-long certificate program for new hires that has achieved a successful track record in providing effective, industry-specific training for workers and the opportunity to climb career ladders in payroll accounting and insurance claims/assistance. Additionally, Grossmont College has added a Banking/Finance

Services component to OPT curriculum in response to the financial sector's needs for trained tellers and account clerks.

Employer Demand & Curriculum Development

According to statistics available from the Employment Development Department (EDD), San Diego County employers currently need workers with entry-level skills and knowledge in accounting, insurance, and financial services. These job openings are projected to increase through 2016. Specifically, the need for Financial Services is projected to increase 8.4% through 2016.

Grossmont College reports that the proposed new hire project will be closely aligned with the needs of local business through its Business Advisory Council comprised of private San Diego employers, city and county Human Resources representatives, and Grossmont College faculty. The Business Advisory Council meets to evaluate and suggest improvements in the College curriculum. Originally designed to meet the needs of employers in the accounting and clerical/administrative support fields, the curriculum has undergone continuous revision since OPT's inception in 1985.

Grossmont College has established relationships with over 100 employers throughout San Diego County. An OPT Program Specialist will work closely with each participating employer to determine specific job requirements for each open position. Using information provided by the trainee as well as by the instructors, the Program Specialist will then be able to match the best qualified individual with the appropriate job opportunity.

New Hire Recruitment Plan

New-hire trainees will be recruited via many different methods. Grossmont College has been a long-term partner with the East County Career Center (ECCC), the local one-stop career center in East San Diego County. Individuals are referred to the OPT program by ECCC staff members, both formally through presentations of the training options available in East County and informally through word of mouth advertising and displayed program flyers. Additionally, Grossmont College will continue to advertise through local media print publications, including the Grossmont College website, the *Grossmont College Schedule*, the *Preview*, and the *Pennysaver*. Local media also help to market the OPT program through TV coverage and articles in the *San Diego Union-Tribune* newspaper.

PROJECT DETAILS

Business Skills

All trainees will receive one or more Business Skills training modules to prepare them for professional full-time employment. This includes business writing, customer service, office systems and procedures, teambuilding skills, and records management skills.

Commercial Skills

Some trainees will study Insurance Principles, others will learn Accounting Principles or Banking/Finance Principles.

Computer Skills

All trainees will receive training in Document Processing Skills, Microsoft Applications, and Computerized Accounting Applications as needed for entry level positions in accounting, insurance or banking/finance.

Special Employment Training – Multiple Barriers

Grossmont College anticipates that Job Number 2 new-hire trainees will not have established an Unemployment Insurance claim in California and thus will not meet the standard eligibility criteria. For this reason, Job Number 2 trainees will be funded under SET. Additionally, Grossmont College anticipates that these trainees will face Multiple Barriers to employment (e.g., mental or physical disability, limited English proficiency, limited math skills). Therefore, their post-retention wage will be adjusted from the statewide average wage to the ETP minimum wage.

RECOMMENDATION

For the reasons set forth above, staff recommends approval of this proposal. This project will reach 27 new hire trainees, including five with Multiple Barriers, and will provide them the skills necessary to enter into secure full-time employment.

PRIOR PROJECTS

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

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned
ET07-0206	El Cajon	12/29/06 – 12/28/08	\$169,910	*\$11,029

This project was a W2W pilot project designated entirely to serve Cal-Works recipients. The Contractor projects to place a total of ten W2W trainees with projected earnings of \$57,830 when the closeout invoice is processed in 2009. Contractor representatives report that the recruitment of W2W trainees was much more difficult than anticipated and made even more difficult by the CalWORKS system itself that did not encourage job training, nor full-time employment in high-wage jobs. Grossmont College made many presentations to CalWORKS case managers in San Diego County, but did not see any referrals as a result.

The proposed Agreement has no W2W component. Grossmont College reports that the proposed training plan is targeted to the laid-off and dislocated workers, which the OPT program typically places at a rate of 75%. Additionally, the College will utilize an in-depth screening approach to ensure viable candidates are fully committed to full-time employment and retention following training.

DEVELOPMENT SERVICES

N/A

ADMINISTRATIVE SERVICES

N/A

TRAINING VENDORS

N/A

Exhibit B: Menu Curriculum

Class/Lab Hours

Job Number 1 (80 – 265)

Job Number 2 (100 – 265)

Trainees will receive any of the following:

BUSINESS SKILLS

Business English
Communication Skills
Creating Business Messages
Improving Writing Techniques
Revising and Proofreading Business Messages
E-Mail and Memorandum Procedures
Communicating for Employment
Office Systems and Procedures
Prioritizing and Productivity Skills
Working in Teams
Customer Service Skills
Leadership Skills
Records Management Skills

COMMERCIAL SKILLS

ACCOUNTING PRINCIPLES

Asset, Liability, Owner's Equity, Revenue, and Expense Accounts
T Accounts, Debits and Credits, Trial Balance, and Financial Statements
The General Journal and the General Ledger
Adjusting Entries and the Work Sheet
Closing Entries and the Post-Closing Trial Balance
Bank Accounts and Cash Funds
Employee Earnings and Deductions
Employer Taxes, Payments, and Reports
The Sales Journal and the Purchases Journal
The Cash Receipts Journal and the Cash Payments Journal
Work Sheet and Adjusting Entries for a Merchandising Business

INSURANCE PRINCIPLES

Underwriting Principles
Insurance Service Provider Keys
*Claim Handling Skills
Insurance Policy Principles
Personal Insurance Keys
Commercial Insurance Keys
Premium Determination Skills

BANKING/FINANCE PRINCIPLES

Ethics

Avoiding Conflicts of Interest

Cash Handling

Cash Drawer Balancing

Issuing/Auditing Official Checks

Basic Accounting for Financial Services Representatives

Interviewing New Account Customers

Sales Techniques

Cross-Selling Techniques

Quality Customer Service

Secure Storage of Cash and Cash-like Assets

COMPUTER SKILLS

Document Processing Skills

Essential Microsoft WORD

Essential Microsoft Excel

Essential Microsoft Outlook

Essential Microsoft Access

Essential Microsoft PowerPoint

Computerized Accounting Applications

**Trainees will not be trained in any skills which are adversarial in nature.*