



**Training Proposal for:**  
**San Bernardino Community College District Professional  
 Development Center**  
**Agreement Number: ET09-0415**

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

ETP Regional Office: **San Diego**

Analyst: R. Swier

**PROJECT PROFILE**

Contract Type: Retrainee SET Frontline - Retrainee SB >100 Retrainee SET/HUA - Retrainee  Counties Served: San Bernardino & Riverside  Union(s): <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Industry Sector(s): Manufacturing Services Warehousing Engineering  Repeat Contractor: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  Priority Industry: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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Turnover Rate %	Manager/ Supervisor %
≤20%	≤20%

**FUNDING DETAIL**

Program Costs	Support Costs	Total ETP Funding	In-Kind Contribution
\$188,400	\$13,020	\$201,420	\$140,400

**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	Priority/Retrainee	Business Skills, Commercial Skills, Continuous Improvement, Computer Skills, Manufacturing Skills, Management Skills, Literacy Skills	65	24-200	0	\$1,155	\$13.00
				Weighted Avg: 60			
2	SB < 100 Retraining	Business Skills, Continuous Improvement, Computer Skills, Manufacturing Skills, Commercial Skills, Management Skills, Literacy Skills	35	24-200	0	\$1,411	\$13.00
				Weighted Avg: 60			
3	Retraining	Business Skills, Continuous Improvement, Computer Skills, Manufacturing Skills, Commercial Skills, Management Skills, Literacy Skills	40	24-200	0	\$962	\$13.00
				Weighted Avg: 60			
4	SET Frontline	Business Skills, Continuous Improvement, Computer Skills, Manufacturing Skills, Commercial Skills, Literacy Skills	20	24-200	0	\$962	\$23.64
				Weighted Avg: 60			
5	SET Frontline - HUA	Business Skills, Continuous Improvement, Computer Skills, Manufacturing Skills, Commercial Skills, Literacy Skills	20	24-200	0	\$962	\$13.00
				Weighted Avg: 60			

**Minimum Wage by County:** \$13.00 per hour for San Bernardino & Riverside Counties (Job Numbers 1, 2, 3 & 5) and \$23.64 for SET Frontline (Job Number 4).

**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

Between \$1.17 to \$2.75 per hour (this is participating employer's share of cost for healthcare premiums (medical, dental, vision))

Wage Range by Occupation	
Occupation Title	Wage Range
Production	
Maintenance	
Administrative	
Operations	
Manufacturing & Logistics	
Managers & Supervisors	

## **INTRODUCTION**

In this proposal, San Bernardino Community College District Professional Development Center (SBCCD PDC) seeks funding for retraining as outlined below:

SBCCD PDC is an arm of SBCCD that provides customized training and retraining for the local workforce. SBCCD PDC is located on the grounds of the San Bernardino International Airport, formerly the Norton Air Force Base. SBCCD is one of 72 community college districts within the California Community College system.

SBCCD PDC is eligible to provide training under California Unemployment Insurance Code section 10205(c)(2) as a training agency.

This proposal will utilize both economic development funds for participating employers who are threatened by out-of-state competition (Job Numbers 1-3), and Special Employment Funds (Job Numbers 4 & 5) for frontline workers.

## **EMPLOYER DEMAND**

The SBCCD PDC maintains relationships with manufacturing and logistic industry groups, consortiums, and councils. It has built collaborations with local Chamber of Commerce Boards, city economic development departments, the County of San Bernardino and the Workforce Investment Board. SBCCD PDC is an educational partner on the Manufacturer's Council of the Inland Empire which consists of approximately 30 manufacturing companies. Based on assessments, surveys, and meeting face-to-face with the business members of the Council, companies are looking to become high performance workplaces to compete globally. The SBCCD PDC has identified a significant need for training to promote the retention and expansion of the local workforce.

The feedback from employers and advisory committees indicates there is a strong need for developing mechanical and high performance skills in the current workforce. With the shifting economy, employers are also looking for ways to develop leadership skills in frontline workers as well as, train employees in the latest technology and become more energy efficient.

In addition, the SBCCD PDC receives requests from both large and small companies to retrain employees in order to help them move to a high performance workplace, decrease employee turnover, and better compete in today's global economy. In addition to the threat of out-of-state competition, several of these companies are ETP-designated priority industries and small employers.

SBCCD PDC will focus the majority of recruiting and marketing efforts in the East end of San Bernardino County, the High Desert, and Riverside County. The proposed training will assist in developing the workforce in the Inland Empire and High Desert regions of California.

The ETP funding will also allow incumbent frontline workers to acquire the necessary skills for advancement opportunities. To remain in California and continue to thrive, these employers not only need to move their businesses to a high performance workplace and increase retention, but also need to maintain a skilled workforce to sustain their businesses for the long-term. The SBCCD PDC proposes to meet the needs of these businesses by providing training in the following areas:

**Business Skills** will provide workers with the ability to generate business and financial reports, improve written and verbal communications, increase product knowledge, build leadership skills, and improve quality customer service. Training will be provided to administrative, production, and operations staff as well as supervisors and managers.

**Continuous Improvement** is designed to help employees reach business and production goals, increase productivity and product quality, develop teamwork strategies to enhance performance, and improve business processes. Training will be provided to administrative, production, and operations staff as well as supervisors and managers.

**Commercial Skills** training will include non-manufacturing work processes such as Solar Panel Installation for solar installation companies.

**Computer Skills** training will be customized to meet the individual needs of each business. In addition, computer skills training will be provided to improve computer literacy skills of frontline workers. Training will be provided to administrative, production, and operations staff as well as supervisors and managers.

**Manufacturing Skills** training is designed to improve productivity, efficiency, product quality, and reduce waste. These skills will help improve employee skill levels and empower frontline workers to identify and resolve production problems and improve processes. Training will be provided to production and operation workers.

**Management Skills** (Job Numbers 1, 2 & 3 only) will provide Managers and Supervisors with the skills they need to coach teams and individuals, improve team and individual performance and track process improvement.

**Literacy Skills** training for Administrative Staff, Logistics Staff, Maintenance Staff, Manufacturing Staff, Operators, and Production Staff will include basic math and VESL training offered primarily to production workers to help them improve job skills and overall performance, and better communicate with supervisors and co-workers. Training will be customized based on

individual trainee assessments to determine the number of hours of training. Literacy Skills training will not exceed 45% of the total number of job skills training hours per trainee.

All training will be given at participating employer worksites. If accommodations cannot be made on-site, training will take place at SBCCD PDC or another convenient location.

## **PROJECT DETAILS**

### **Commitment to Training**

SBCCD PDC represents that ETP funds will not displace funding available to participating employers for training described in this proposal. Each participating employer will be informed that they have a monetary commitment in the form of wages paid to trainees while in training and other training-related expenses as a part of their in-kind contribution to fund the proposed training. SBCCD PDC anticipates that the opportunity for enhanced training made possible by ETP funds will encourage an ongoing financial commitment in this area.

### **Frontline Worker**

The participating employers use several job classifications with “supervisor” or “manager” in the title. Based on the nature and scope of the job duties, these employees may or may not be exempt from overtime compensation. Therefore, there are some trainees with Manager/Supervisor in their occupational title in Job Numbers 4 & 5 (SET Frontline worker). However, all trainees in Job Numbers 4 & 5 meet the Panel’s definition of frontline workers. (Title 22, California Code of Regulations (CCR), Section 4400(ee).) For the remaining job numbers (Job Numbers 1-3), no more than 20% of the trainees for any single participating employer will be supervisors or managers.

### **Pre-Apprenticeship Training**

SBCCD PDC has included training for entry-level trainees in pre-apprenticeship occupations such as Operators and Maintenance Staff that require basic knowledge of electrical, mechanical, and welding skills. SBCCD PDC states, however, that none of the skills are at the apprentice level. (Unemployment Insurance (UI) Code 10200(a)(4). Title 22, CCR, Section 4403.1)

### **Special Employment Training**

Special Employment Training (SET) funds are limited to 15% of the training funds available each year. However, under SET, a participating employer is not required to demonstrate out-of-state competition and the trainees are not required to meet eligibility standards for retraining. To qualify under SET, trainees must be earning at least the statewide average hourly wage at the end of the retention period. (UI Code 10214.5. Title 22, CCR, Section 4409(a).)

This proposal has been identified for SET funds (Job Numbers 4 & 5) because this industry sector does not face out-of-state competition.

### **SET High Unemployment Areas**

The Panel may fund a SET project in a High Unemployment Area (HUA). In which case a trainee may earn less than the state average hourly wage, HUA trainees must earn at least the ETP minimum Wage (Title 22, CCR, Section 4409(6).).

SBCCD PDC proposes to train at HUAs in Riverside and San Bernardino Counties. SBCCD PDL minimum wages for these facilities (Job Number 5) is \$13.00 per hour in accordance with

Title 22, CCR, Section 4429 (b). Included is all of Riverside County and the cities of Adelanto, Barstow, Bloomington, Hesperia, Highland, Joshua Tree, Lenwood, Muscoy, Rialto, San Bernardino, Twentynine Palms, Twentynine Palms Base, and Victorville in the County of San Bernardino.

### **RECOMMENDATION**

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

### **DEVELOPMENT SERVICES**

The applicant states that consultant services have not and will not be used.

### **TRAINING VENDOR**

To Be Determined

## **Exhibit B: Menu Curriculum**

### **Class Lab Hours**

24 – 200

Trainees will receive any of the following:

### **BUSINESS SKILLS**

- Inventory Control
- Product Knowledge
- Customer Service
- Conflict Management
- Project Management
- Time Management
- Negotiation
- Product Knowledge
- Scheduling, Budgeting and Cost Control
- Leadership Skills
- Communication Skills
- Decision-making

### **COMPUTER SKILLS**

- Intermediate/Advanced Microsoft Office:
  - Word
  - Excel
  - PowerPoint
  - Outlook
  - Access
  - Publisher
- Manufacturing Resource Planning (MRP)
- Shipping Solutions or Related Logistic Software
- Computer Networking
- Inventory Control Software
- Purchase Order Tracking Software
- Payroll Software
- Cost Tracking Software
- Material Resource Planning
- Document Control
- Web Development Software

### **CONTINUOUS IMPROVEMENT**

- Problem Solving
- TQM – Total Quality Management
- Leadership Skills for Frontline Workers
- Strategic Planning
- Monitoring
- Supply Chain Elements
- Problem-solving

- Lean Manufacturing/Operations
- 5-S
- Managing Interactions
- Scheduling and Planning
- Inventory Control
- Basic Logistics Standard Practices
- Time Management for the Workplace
- Costs and Analysis
- Teambuilding

### **COMMERICAL SKILLS**

- Solar Panel Installation

### **MANUFACTURING SKILLS**

- Production Operation
- Parts and Products Manufacturing
- Equipment Operation
- Inventory Control
- Warehousing
- Manufacturing Practices
- Food Processing
- Electrical Skills
- Mechanical Skills
- Welding Skills
- Blue Print Reading
- Shop Math
- Maintenance

### **LITERACY SKILLS\***

Vocational English as a Second Language (VESL):

- Basic English Language Skills
- Writing
- Reading
- Language Comprehension
- Vocational English
- Writing Letters
- Business Reports
- Language Comprehension
- Understanding Verbal Direction and Instruction
- Basic Math
- Understanding Numbering Systems

\*Total VESL hours per trainee are capped at 45% of a trainee's total job search skills training hours received.

**MANAGEMENT/SUPERVISORY SKILLS\***

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

\*Only Managers and Supervisors in Jobs Numbers 1-3 will receive Management Skills training.

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

Contractor's Name: SBCCD PDC

CCG No.: ET09-0415

Reference No: 09-0277

Page 1 of 2

PRINT OR TYPE

Company: Core Mark

Address: 353 Meyer Circle

City, State, Zip: Corona, CA 92879

Contact Person/Title: Eileen Angulo, Human Resources

Telephone No.: (951) 736-1591 ext. 232

Collective Bargaining Agreement(s): No

Total # of full-time company employees worldwide: 300

Total # of full-time company employees in California: 300

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

Company: Evenflo

Address: 5500 S. Francis Street

City, State, Zip: Ontario, CA

Contact Person/Title: Valerie Navarro/DC Manager

Telephone No.: (909) 390-9020

Collective Bargaining Agreement(s): No

Total # of full-time company employees worldwide: 300

Total # of full-time company employees in California: 30

Estimated # of employees to be retrained or hired under this Agreement: 25

Company: Lamps Plus, Inc.

Address: 9425 California Street

City, State, Zip: Redlands, CA 92374

Contact Person/Title: Linda Clayton/HR Manager

Telephone No.: (818) 772-1500

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

Contractor's Name: SBCCD PDC

CCG No.: ET09-0415

Reference No: 09-0277

Page 2 of 2

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Company: Service Craft Logistics

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Address: 6565 Knott Avenue

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City, State, Zip: Buena Park, CA 90620

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Contact Person/Title: Kim Turner, VP

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Telephone No.: (714) 690-6560

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Collective Bargaining Agreement(s): No

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Total # of full-time company employees worldwide: 480

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

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Estimated # of employees to be retrained or hired under this Agreement: 65

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