

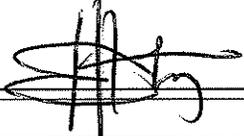


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Denali Training Fund Quarterly Progress Report

Funds for this project are provided by the USDOL and the Denali Commission and managed, in partnership, by the Alaska Department of Labor and Workforce Development.

Name of Organization: Southeast Alaska Regional Health Consortium	
Name of Project: Janitorial Service Training	
Reporting Period: 04/01/2009 – 06/31/2009	
Contact Person: Jim Ginnaty	
Contact Number: (907) 966-8747	Email Address: jimg@searhc.org
Expenditures to date:	
Certification: I certify that the information in this report is current, correct and true and in accordance with the terms and conditions of the agreement.	
Signed by: 	Dated: 7/29/09

1. In a few sentences, please describe the scope of your project: *To train 50 participants from 8 Southeast communities in the comprehensive cleaning system Operating System 1 (OS1). The (OS1) training is based on standardized janitorial service procedures and tools. This system is used by military bases, universities, laboratories and corporations.*

2. Project Activities for this Reporting Period: *Mt. Edgecumbe Hospital, Sitka - Environmental Services Manager and the Juneau Facilities Manager traveled to Orlando, Florida to attend "ManageMen's Train the Trainer - (OS1) Expert Trainer Course". They both received Certificates of Completion. The Expert Trainer course focused primarily on new employee recruitment and training. Class content teaches how to deliver the (OS1) Boot Camp Class and the Basic Training Certification Course. (OS1) Boot Camp is a distillation of scientific cleaning materials collected during the past 25 years. The (OS1) Expert Trainer course is the leading in-service trainer certification course in the cleaning industry. Participants prepare presentations, deliver them using props and are critiqued by the class and instructor. Some of the topics covered were: teaching the science of cleaning, cleaning vs. polluting, how to eliminate resistance to training, how do cleaners learn and new techniques for getting results from training.*

The Mt. Edgecumbe ES Manager worked with ManageMen on a pilot project for SEARHC's Short Term Housing facility. The pilot project consisted of a third party Baseline Audit (determine a starting point for the (OSI) Cleaning Process), two Communication Meetings (meeting with staff, management, human resources, materials management and other stakeholders affected by the transition), a Building Profile (work loading the facility and develop work schedule and Job Cards), a Boot Camp (train managers and staff on using the (OSI) Cleaning Process, equipment, chemicals, schedule, and Job Cards) for eight students, and a Start-up (on-the-job training and support for managers and staff during the Pilot Project).

Describe the grant activities that happened during this report period. Include planning, advertisement and/or training performance that occurred this quarter? List any accomplishments achieved. (Attach advertisements if applicable)

3. Scheduled Project Activities/Important Dates for next quarter:

Describe your planned activities and training for next few months. Please include important dates like graduation, site visits, travel, job fairs, etc. *The Mt. Edgecumbe ES Manager has scheduled a three phase project over the next nine months to implement the (OSI) Cleaning Process at Mt, Edgecumbe Hospital. Each phase will reflect the three primary functions of the hospital; business, clinical out-patient care and in-patient care. Each phase will consist of a third party Baseline Audit, Communication Meetings of the stakeholders, Work loading, a Boot Camp and a Start-up.*

The Ethel Lund Health Center, Facility Manager is using the transitioning process skills learned at (OSI) Janitor University and the Train the Trainer courses to implement the (OSI) Cleaning Process at the Ethel Lund Health Center. The Facility Manager has completed a third party Baseline Audit, and is in the process of selecting a facility for a pilot project that will consist of Communication Meetings of the stakeholders, Work loading, a Boot Camp and a Start-up.

We will complete our (OSI) Boot Camp in Kake in August after our clinic construction project is completed

4. a. How many are in your training program during this reporting period?

Currently SEARHC has 22 individuals from seven communities in Southeast in our Janitorial training program.

b. How many people have been trained and/or certified to date from this grant?

Two individuals have attended (OSI) Expert Trainer Course and eight individuals have completed (OSI) Boot Camp conducted at Mt. Edgecumbe Hospital within the scope of this grant.

(Please complete form below.)

5. Please list complete the list by putting the community to which each individual trained is from, the type of training and certification, the graduation date and who will employ them upon completion of training.

Community where trainee lives	Type of Training/ Service	Type of Certification to be earned/earned	Dates of training	Graduation Date	Employment commitment after training is complete

Juneau, AK	(OS1)	Expert Trainer Certificate	04/30/09	05/01/09	SEARHC – Facilities Services
Sitka, AK	(OS1)	Expert Trainer Certificate	04/30/09	05/01/09	SEARHC – Environmental Services
Sitka, AK	(OS1)	Boot Camp Certificate	06/10/09	06/11/09	SEARHC – Environmental Services
Sitka, AK	(OS1)	Boot Camp Certificate	06/10/09	06/11/09	SEARHC – Environmental Services
Sitka, AK	(OS1)	Boot Camp Certificate	06/10/09	06/11/09	SEARHC – Environmental Services
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Sitka, AK	(OS1)	Boot Camp Certificate	06/10/09	06/11/09	SEARHC – Environmental Services
Sitka, AK	(OS1)	Boot Camp Certificate	06/10/09	06/11/09	SEARHC – Environmental Services
Sitka, AK	(OS1)	Boot Camp Certificate	06/10/09	06/11/09	SEARHC – Environmental Services
Sitka, AK	(OS1)	Boot Camp Certificate	06/10/09	06/11/09	Modus LLC

Please copy and use another sheet if you need more spaces.

6. Please identify any problems or changes in your training project that will affect the budget, scope or timeline of the project. *The cost of workshops, travel, supplies and freight has increased substantially since our initial proposal.*

The grant timeline and the sequence of the (OS1) training courses for our management staff did not work well to meet the scope of the grant. The (OS1) Coach Course was in mid September giving us a late start on the project and the (OS1) Expert Trainer Course that was necessary to teach (OS1) Boot Camp came in May not giving us the time to setup and schedule (OS1) Boot Camp in the rural communities. The sequence of the three courses was also important for the project to be successful. It would have been beneficial for our management staff to start off with (OS1) Janitor University, a leadership course providing the tools to develop a sustainable janitorial program that covers in-depth, the subjects of cleaning science, work loading, waste reduction, functional management, and tracking and safety programs that would have prepared our staff for the other two courses.

After consulting with ManageMen we realized that scope of our project was not practical. Typically it takes most organizations 18 months to go from a commitment to start to the completion a pilot project, and additional 18 months for janitor to complete a specialist certification program.

Is your training on schedule? What are the reasons for any difficulties or delays? Are you over budget/under budget? Have you had to change the initial scope? In reference to the above statements we are not on schedule with the initial scope of our project and we would like the opportunity to complete our commitment and request an extension to meet our (OS1) Boot Camp and Specialist Certifications goals.

Please provide an explanation to this change and your resolution to the variance.

7. How are you or will you be evaluating the individuals being trained to ensure competency, skill level and understanding? (Testing, assessment, etc) *SEARHC will expect the individuals to use the transitioning process they learned at (OS1) Janitor University, (OS1) Coach Course, and (OS1) Expert Trainer Course to actively work towards implementing sustainable (OS1) Cleaning Process within their perspective facilities. Fully implemented facilities will be expected to maintain an annual 80% third party Progress Audit of the (OS1) Cleaning Process that includes our training program.*

Mt Edgecumbe Environmental, Services manager has nearly completed a pilot project for the first SEARHC facility in Sitka and a third party Progress Audit has been scheduled for August to determine the outcome of the project.

8. Please identify areas that we can assist you in the future. *We would like to request an extension of grant to complete the scope of the project.*



(OS1)[®] Boot Camp and Start-up Support Training, Transition & Logistics Activities



Prepared for: Patricia Alexander, SEARHC

Prepared by: Jill Melton, ManageMen
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February 17, 2009

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Table of Contents

1. Cover
2. Table of Contents
3. Project Management Team
4. Project Description (Objective and Boot Camp Activities)
5. Project Description (Boot Camp Activities)
6. 36 Things to Remember for (OS1) Boot Camp
7. Project Description (Start-up and Logistics Activities)
8. ManageMen Project Fees



Project Management Team

Timothy Poskin

Tim is the Director of Special Projects for ManageMen. He specializes in (OS1) Building Profiles, workloading, start-ups and Carpet Care. He presented the preview of the (OS1) Carpet Care program to the 2004 (OS1) Users Symposium at the University of Massachusetts at Amherst. Since then, Tim has been on a special assignment analyzing, measuring and implementing the (OS1) methods of work loading.

Tim created the software for ManageMen that allows processing of workloading data called (OS1) PinPoint. Tim first worked with (OS1) program as an employee of The Boeing Company in Factory Services as Management Facilities Organization Advisor and as Administrator of contracted janitorial service for Boeing leased buildings Puget Sound.

Charles Hollis, Sr.

Charles joined ManageMen in 2008. He was the first (OS1) trainer at Sandia National Labs and was a major force as Sandia won three Best Cleaning Program Awards in five years and three consecutive Green Certified Program Awards. A highlight of Charles training career occurred at the 2007 Cleaning Industry Symposium Awards in Colonial Williamsburg when Sandia National Labs was recognized as the Best Cleaning Industry Training Program under Charles' management.

Charles' gentle approach and quiet disposition sometimes masked his focused, articulate, strong leadership. Charles was also a pioneer in the (OS1) "Learn N Earn Certification Program" that was eventually adopted and renewed as part of the union contract by the Metal Trades and Aerospace Workers union of AFL-CIO. Charles is a member of the Cleaning Industry Trainers Guild and in 2008 re-certified as an Expert Trainer and (OS1) Coach for the third consecutive year.



Project Description

Objective

ManageMen, Inc. a Utah based consulting and education company in the cleaning industry, proposes to produce an (OS1) Boot Camp Training Session for up to 25 participants in the Sitka, AK vicinity.

The project will include a site visit by Tim Poskin who will provide Logistics Support for the Start up of the Mt. Edgecumbe Hospital complex and Charles Hollis who will complete the (OS1) Boot Camp.

The (OS1) Boot Camp is scheduled for June 10 & 11, 2009. The Logistics Support for the Start up is scheduled to run the same dates as mentioned above.

The project is to be conducted under the direction of Patricia Alexander who will act as project manager for Mt. Edgecumbe Hospital (SEARHC) and Tim Poskin who will act as the ManageMen (OS1) project manager.

Activities

(OS1) BOOT CAMP: BASIC TRAINING FOR CLEANING WORKERS

This twelve-hour hands on training session is designed to turn cleaning workers into cleaning experts in a minimum of time and maximum takeaway. It is also the starting point for the pilot team (OS1) transition.

What They Will Learn

They will learn the simplified, standardized approach to cleaning that has been developed by ManageMen over the past 21 years. Thousands of cleaning workers in hundreds of locations have contributed to the development of (OS1) Boot Camp. Benchmarked a cleaning industry best practice.

- The JANITOR UNIVERSITY® Philosophy of Cleaning
- How and why we go "BEYOND COMPLIANCE" on cleaning worker safety
- How to be a team player
- Cleaning vs. Polluting
- Who, does what, when, where, why and how
- Kitting
- How to use an (OS1) SCOUTING REPORT, FLOW CHART and FIELD GUIDE
- How to "PROTECT YOURSELF" in chemical and infectious materials safety
- Color coding
- Ergonomics
- Cross contamination prevention
- Materials handling



- Logistics
- (OS1)IAN as a second language (approximately 44 professional cleaning terms)

Who Should Attend?

- Cleaning workers
- Supervisors and Managers
- Trainers
- HR
- Safety workers
- Purchasers of cleaning supplies
- Union representatives
- Customers
- Anyone who needs to experience your state of the art training program
- Anyone who needs a refresher on the (OS1) program or Janitor University

(OS1) Learning Collateral

Workbook

Each employee is issued their own basic training handbook. It's from the ManageMen Simplified Series so it's informative, state of the art and user friendly. The book isn't complete until it contains their notes. Designed for any language and has been bench marked as a best training aid by the (OS1) Users Group and the NISH/PARC Pilot program evaluation with workers with disabilities.

Certificate

There is Simon recognition for everyone who completes the class. A beautiful Certificate with the participant's name and the Drill Sergeant's signature (Simon signature optional).

Pin

Simon in Army fatigues is the completion pin award for those members of the cleaning team who qualify by finishing the training. The pin is suitable for uniforms, lanyards, hats or displaying in a pin board with the picture of the candidates.

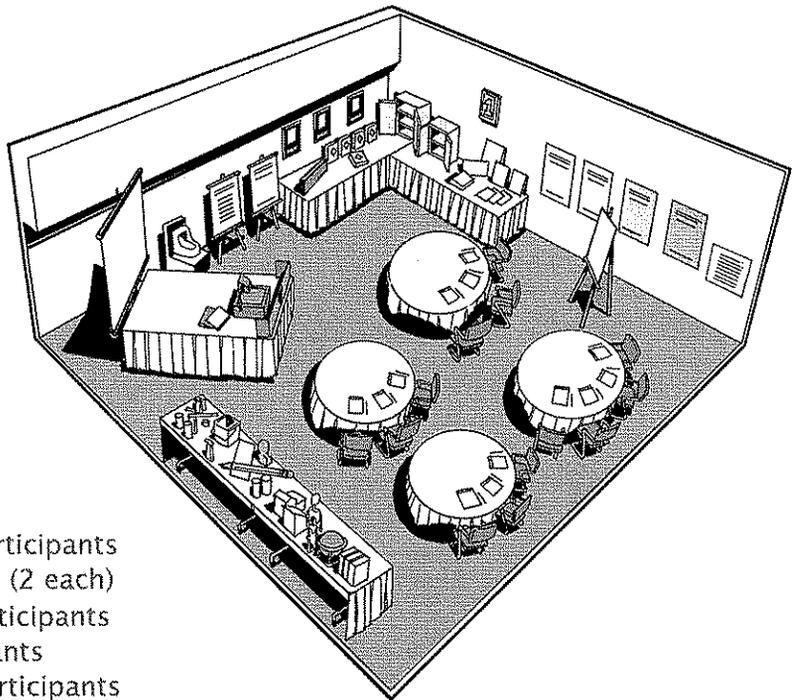
Simon Visit

Have Simon, the character who represents bringing simplicity to the cleaning industry, make a personal appearance visit your Boot Camp. Things will never be the same. Photo session allowed. Simon autographs for everyone. It will energize your troops and add Tiger Power™ to your (OS1) program. Bring cameras, call the press, make sure everybody in your PR universe is there to participate. This is an extra cost.

SEARHC will assist by providing the 36 items necessary for the (OS1) Boot Camp. (See list attached)

36 THINGS TO REMEMBER FOR AN (OS1) BOOT CAMP

1. Invitation to Boot Camp postcard
2. I Want You for (OS1)–Uncle Simon Recruiting Poster
3. PortionPac Try & Buy Box per participant
4. Germicide Starter Kit per participant
5. Sanford Mr. Sketch Markers per table
6. Copy paper (name tents)
7. 3M Blue masking tape
8. Colored 3 x 5 cards
9. Presenters table
10. Surge protector
11. Job Cards
12. Request forms
13. Team Checklists
14. White table cloth
15. Drink Glasses
16. Control Cabinet set up
17. John’s Training Tool Kit
18. LCD Projector
19. Audio booster
20. Huck or microfiber cloths
21. (OS1) Boot Camp Action Kit
22. Round tables for every 6 participants
23. Large 3M Post–It Flip Charts (2 each)
24. Super Coach for every 4 participants
25. RR Cart for every 4 participants
26. Unger Bucket for every 4 participants
27. Laser pointer/remote control
28. Water pitcher per table (including trainers table)
29. Check–in area set up in class room (labeled barrels)
30. Apple Keynote presentation software program
31. Boot Camp book per participant
32. Field Guide per participant
33. Field Guide Posters on wall
34. Certificate “I Survived Boot Camp” per participant
35. Simon pin per participant
36. Simon T–Shirt per participant





Project Description

Activities

(OS1) Start up and Logistics

ManageMen will conduct Start up and Logistics support for the Mt. Edgecumbe Hospital complex. This will include three days of comprehensive site visits, interviews, etc. ManageMen will instruct management and supervisors on understanding the following:

- Assistance with removing existing materials from Pilot facility
- Reading and understand job cards
- Training requirements for workers
- Staffing to Job Cards
- Building Profile
- Requesting a change to profile/job cards
- Pantry use and Stocking levels
- Preventative Maintenance as it applies to (OS1) tools
- On-the-job Training (when is it truly an (OS1) problem or a staffing issue)
- How to complete a supply order
- Using the Solution and Filter log
- Using the Team Checklists (use, value, distribution)
- Using request forms
- Using Min/Max for stocking requirements
- Use and order of Check-in-Area
- Use and order of Bulk storage area (including security)
- Difference between Detail and Daily Cleaning
- Use and order of Control Cabinets (including key control for cabinets)
- Use and control of Distribution Trays
- Using Laundry (timing, purpose, laundry pacs)



ManageMen Project Fees

Description	Quantity	Unit Price	Cost
(OS1) Boot Camp by Charles Hollis	2	\$2,500.00	\$5,000.00
Start-up Support by Tim Poskin	3	\$1,750.00	\$5,250.00
Travel for Charles Hollis & Tim Poskin (not to exceed)	2	\$1,500.00	\$3,000.00
		Subtotal	\$13,250.00
		Total	\$13,250.00
(Please note Boot Camp Supplies are not included in above Fees)			