

ANNUAL REPORT 2010



GOVERNOR'S GUARANTEED  
WORK FORCE PROGRAM



## Governor's Guaranteed Work Force Program

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# Keeping West Virginia Connected



The Governor's Guaranteed Work Force Program provides financial and technical assistance to West Virginia's new and expanding businesses for training, retraining or for upgrading the skills of existing and new employees. The program emphasizes employee training specifically designed to accommodate the needs of individual employers.

In this report, you'll see how West Virginia's work force connects to state, national and global markets. Our work force is renowned for work ethic and loyalty, and this report shows how West Virginia's work force connects to the latest technology and work skills.

In fiscal 2010, 11,714 workers received training through the Governor's Guaranteed Workforce Program and related programs—an increase of 27 percent from last year. The state invested \$3.67 million to improve workforce quality, and participating companies contributed \$25.15 million in cash and in-kind contributions.

Our employers put West Virginia on the international map, and we look forward to sharing our success with other current and potential employers.

Sincerely,

A handwritten signature in blue ink that reads "Earl Ray Tomblin". The signature is fluid and cursive.

Earl Ray Tomblin  
*Governor*



As West Virginia's Governor, I was a strong advocate for work force development, and I am proud of investment made by our state through the Governor's Guaranteed Work Force Program during my tenure.

From fiscal 1991 through fiscal 2010, the Governor's Guaranteed Work Force Program awarded \$57,676,038 million to train 232,855 workers. During that time, participating companies contributed \$246,938,932 million in cash and in-kind contributions.

As a member of the United States Senate, I will continue to promote strong investment in West Virginia's work force.

With warmest regards,

A handwritten signature in blue ink that reads "Joe Manchin III". The signature is fluid and cursive.

U.S. Senator Joe Manchin III

# West Virginia Does a World of Business...



(left) **Russell Fry**, Acting Executive Director, WorkForce West Virginia and **Earl Ray Tomblin**, Governor, State of West Virginia.

Appearing from left to right:

**Mark R. Julian**, Director, Business and Industrial Development, West Virginia Development Office;

**Kelley M. Goes**, Cabinet Secretary, West Virginia Department of Commerce;

**Governor Joe Manchin III**, West Virginia's 34th Governor;

**Russell Fry**, Acting Executive Director, WorkForce West Virginia.

From Wheeling to Australia, West Virginia companies have connections around the world. For example, Williams Lea, Inc. in Wheeling does business in 19 countries.

To compete globally, West Virginia workers need training in the latest technology and programs, such as the Governor's Guaranteed Work Force Program and related programs that connect our labor force with these skills.

In the past year, West Virginia has made the following work force investments:

- \$3.67 million has been awarded to employers
- 112 training projects have been approved
- \$25.15 million has been provided by employers in cash and in-kind contributions
- 11,714 workers have received training

In this report, you will see how West Virginia connects with world markets. You will also see how our work force training programs build a network of loyal and skilled workers.

Whether you are a current employer or looking to move to West Virginia, we encourage you to connect with us at 304-558-7027 or at [www.workforcewv.org](http://www.workforcewv.org). Find out how our training programs can do your business a world of good.

# Fiscal Year 2010 Summary

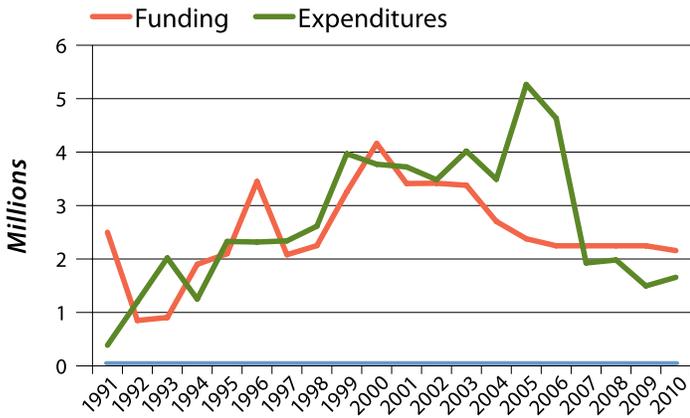
**117** total projects funded

**60** total Governor's Guaranteed Work Force Program Projects funded

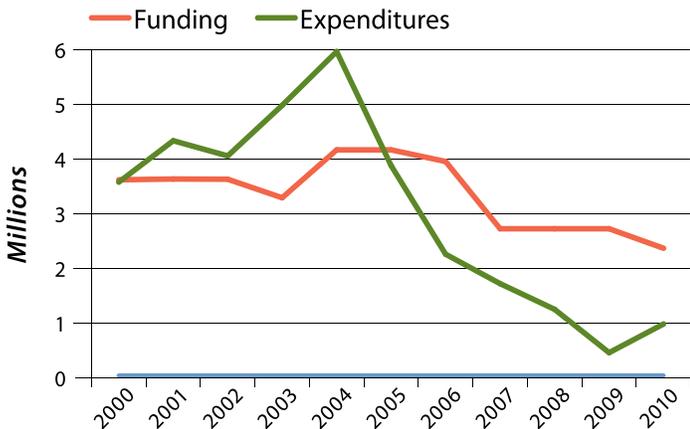
**30** total Governor's Guaranteed Work Force Program – Small Business Work Force Programs funded

**27** total Appalachian Regional Commission/Competitive Improvement Projects funded

## New, Expansion, and Existing Projects



## Small Business Workforce Development



# Training Awards Program



The Governor's Guaranteed Work Force Program (GGWFP) attracts new enterprises to West Virginia and encourages the growth and expansion of the state's existing companies. The program provides training and technical assistance to support effective employee training strategies.

The GGWFP is a catalyst for organizational development that enhances the overall performance of the workforce and provides solutions to complicated human resources issues. The program builds the capacity of each company it assists, to provide more effective internal training.

Each organization faces different challenges. Customized training solutions are always structured to meet the unique needs of each customer.

The award-winning Governor's Guaranteed Work Force Program provides training awards for eligible new and expanding companies that create at least 10 net new jobs within a 12-month period. Overall funding levels are based on wages and benefits, location of the facility, number of employees and number of individuals to be trained. Awards cannot exceed \$2,000 per trainee.

The GGWFP also gives West Virginia small businesses a competitive edge by providing access to quality workforce training and raises the skill level of West Virginia's small business workforce. Small businesses, eligible for this program may receive up to 75% of actual training cost up to a maximum of \$5000 for pre-approved technology, technical and regulatory compliance training.

The Appalachian Regional Commission Competitive Improvement Program provides training dollars for existing companies that may not be in a hiring mode to retrain their employees, enabling them to remain competitive in today's global market. The CIP provides opportunities for West Virginia businesses to stimulate their global competitiveness, as well as address critical workforce issues through customized workforce training.

To learn more about how the Governor's Guaranteed Work Force Program and the Competitive Improvement Program can assist your company, please visit [www.workforcewv.org](http://www.workforcewv.org) and click on "Employers".



# Major Accomplishments

Since 1991, the GGWFP has prepared pools of available pre-trained and highly qualified workers to fulfill the needs of new and expanding organizations.

Since its inception in 1991, the program has funded 1,374 projects and trained more than 199,193 employees, ensuring that companies located or expanding in West Virginia have a competent, skilled and adaptable work force.

- 2010** With the continued belief that the GGWFP is an essential tool for enhancing the growth of West Virginia's economy and increasing employment opportunities for our citizens, representatives of the GGWFP continue to provide face-to-face meetings with businesses in order to provide technical and financial support, ensuring that we build a strong work force and labor pool for the future.
- 2009** The year 2009 raised the level of commitment of state government to our West Virginia businesses. Together, partners rallied and developed a more streamlined process, allowing eligible businesses to more readily apply for and receive approval for training awards that allow their businesses to become more competitive and build capacity with their workers.
- 2008** The year 2008 is notable for expanding partnerships with all West Virginia stakeholders responsible for work force development and training. State government, economic development, education and West Virginia employers worked together to advance work force development. This was accomplished through jointly scheduled business visits and follow-ups. These growing partnerships provide West Virginia businesses with an opportunity to learn about and receive a multitude of resources to help meet their immediate and future work force needs. With our partners, West Virginia is building an infrastructure to guarantee that employers can find what they need to prosper in our state.
- 2007** Governor Joe Manchin formed the Work Force Planning Council, linking together representatives from Work Force Development, Economic Development and Education, for the purpose of building a skilled work force for the 21st century.
- 2005** The Governor's Workforce Investment Division of the West Virginia Development Office merged with the West Virginia Bureau of Employment Programs to become WFWV. This brought together federal and state work force development resources available for West Virginia businesses and created a collaborative work force development environment.
- 2004** West Virginia increased the maximum training award amount from \$1,000 to \$2,000 per trainee.
- 2000** The GGWFP led the development of a four-state business and industry consortia; the Mid-Atlantic Aerospace Complex Career Training ACT, the Polymer Alliance Zone Pre-Employment Training, the Southern West Virginia Manufacturers Pre-Employment Training, and the Hardwood Alliance Zone, which is dedicated to the development of the secondary hardwood processing industry in a six-county region.
- 1998** The West Virginia Legislature allocated \$250,000 to two state community and technical colleges to develop a comprehensive work force development delivery system. The success of this pilot program led to the passage of House Bill 3009, which expanded the program statewide. The program continues as the Work Force Development Initiative.
- 1991** West Virginia was the first state with a standardized curriculum for work force development. The GGWFP partnered with various entities to develop a common set of curriculum materials for employers to use in employee development.

# Ashland Scenic Campground, LLC

**Project Type:** Small Business

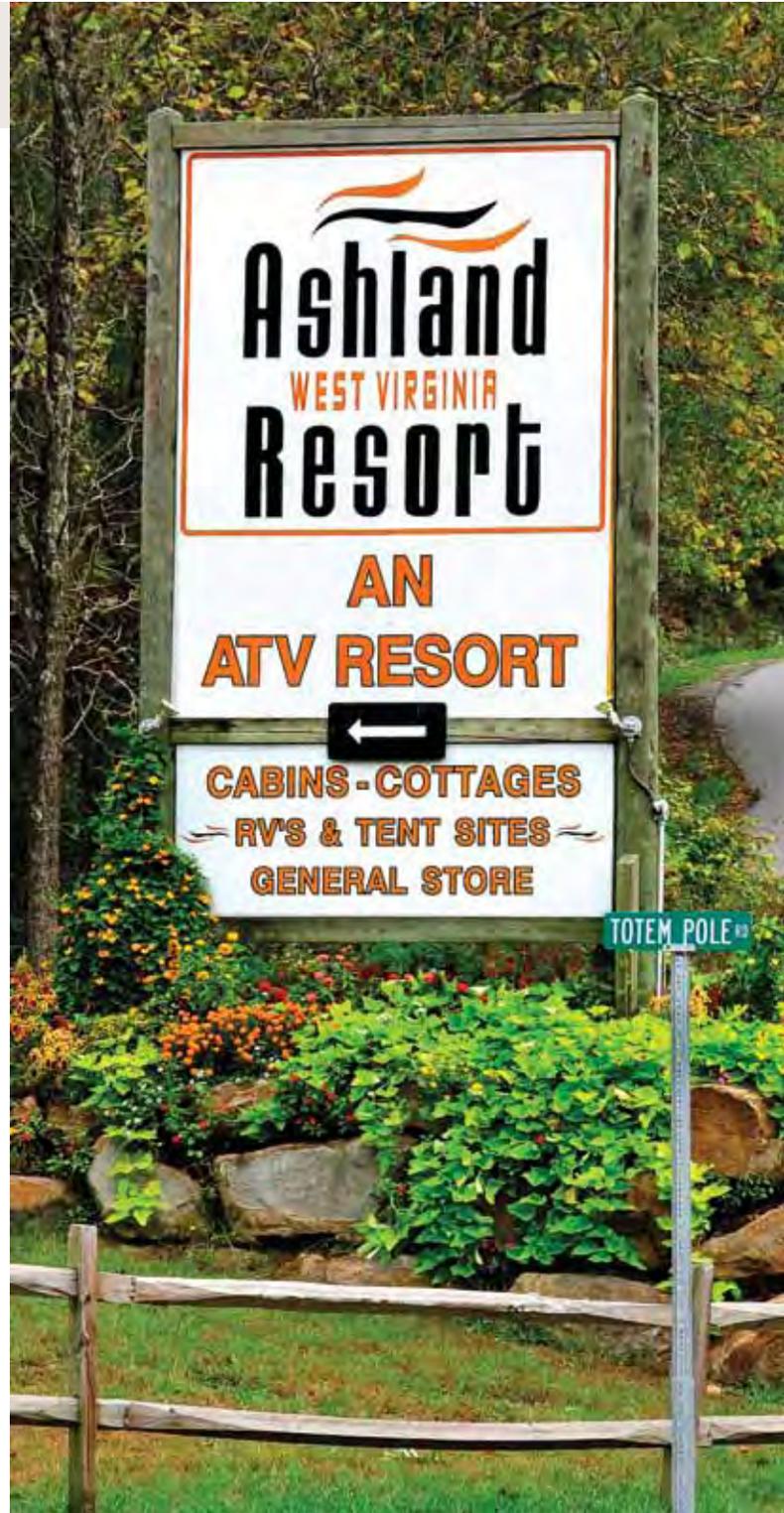
**Location:** McDowell County, W.Va.

## Hands-on employee training allows for faster expansion

The Ashland Scenic Campground LLC, commonly known as the Ashland Resort, is expanding property in southern West Virginia. The resort is located in McDowell County outside the village of Ashland and has a direct contact to the Hatfield McCoy Indian Ridge Trail System. The resort opened in June 2006.

Last March, with the support of the award from the GGWFP, on-site training was provided to the campground staff by a representative from Mission Management Systems, the supplier of Campground Manager Reservation and POS software. The training lasted three days and was hands-on, using the equipment in the camp store. This was the most up-to-date training the staff could possibly receive. Even though workers had been using this software for a year, there were a great deal of options and additional features they were unaware of. Assistant manager Rvonne Reed said, "Everyone on the staff benefited, from the store clerks to management."

This program has allowed for the planned expansion of the resort at a faster pace than expected. An independent customer satisfaction survey showed the scores raised significantly and gave managers confidence that the staff was ready for the expansion.



# Coldwater Creek



**Project Type:** Existing  
**Location:** Wood County, W.Va.

## Training helps clothing company stay competitive

Coldwater Creek began in 1984 as a home business with one phone, an extra-long cord, a closet stuffed with merchandise and a fierce determination to set new standards for mail order service.

Today, Coldwater Creek is a leading specialty retailer of women's apparel, gifts, jewelry and accessories. Merchandise is sold through a growing number of premium retail stores throughout the country, direct-mail catalogs and through an e-commerce web site at [www.coldwatercreek.com](http://www.coldwatercreek.com). The company's state-of-the-art distribution center is located in Mineral Wells, W.Va.

The training needs at Coldwater Creek's distribution center are wide-ranging. Information technology (IT) professionals, as well as engineers and operations leaders, work together to meet the needs of their customers, and all require different skills.

With the help of the GGWFP, Coldwater Creek has offered a variety of training. Entry level employees had the opportunity to complete Microsoft software application training in order to fill lead positions for the busy holiday season. The operations team completed Conflict Resolution and Leadership Development courses to better serve their teams. IT professionals and engineers received training in SAP (the company's enterprise resource planning system), Marketing Strategies and Software Applications.

Being competitive, while maintaining a small-town, West Virginia-family atmosphere is important to Coldwater Creek. The GGWFP plays a crucial role in helping the company and its employees maintain the quality and service standards for which Coldwater Creek is so well-known.

*“Through the partnership of Coldwater Creek and the GGWFP, I've obtained the knowledge and skills necessary to allow me to further my career while working with the dedicated associates at our Mineral Wells facility.”*

**Eric Ritchie**, Director of Inventory Control & Security  
Coldwater Creek

# Columbia Forest Products

**Project Type:** Existing

**Location:** Nicholas County, W.Va.

## Cross-training in multiple functions creates better job performance

Founded in 1957, Columbia Forest Products is North America's largest manufacturer of hardwood plywood and hardwood veneer, a leader in sustainable forestry and innovator of soy-based formaldehyde-free PureBond® technology. Columbia's decorative veneers and plywood panels are used to build cabinets, furniture, fixtures and millwork in residential and commercial settings.

Replacing urea formaldehyde resins traditionally used in plywood manufacturing with EPA award-winning PureBond technology has allowed Columbia to ship more than 40 million panels that are better for maintaining a healthier indoor air quality. Veneer core hardwood plywood, like that manufactured at the Craigsville, W.Va. plant, is certified to meet the strict California Air Resources Board phase 2 formaldehyde emissions limits. It contributes to many national green building standards, including the U.S. Green Building Council's LEED® green building certification system.

Funding from the GGWFP was used for technical training for plant supervisors. This job-specific training gave supervisors task-based instructional skills to aid them in educating employees in the best practices for multiple positions. This initiative will allow workers to be cross-trained in multiple functions and combined positions. This redundancy creates better on-the-job performance and produces workers that can rotate positions within the facility. A better-trained work force will facilitate a safer and more efficient manufacturing process.

Employee-owned and based in Greensboro, North Carolina, Columbia employs more than 2,000 people. The company operates 11 manufacturing facilities throughout the United States and Canada with more than 200 employees based in West Virginia.



# DALB, Inc.



**Project Type:** Expansion

**Location:** Jefferson County, W.Va.

## **New equipment helps company branch out**

DALB, Inc. is a privately held commercial screen-printing company, located in Kearneysville, W.Va. The company started operations in 1982 with four founding employees in a 2,500 square foot rented facility. They have grown through the years and now occupy a company-owned, 126,000 square foot facility. The company currently employs 160 full-time staff members.

DALB's primary customers are the manufacturers of food/soft drink vending machines and glass front merchandisers in addition to the thousands of Coke, Pepsi, and Dr. Pepper bottling operations throughout North America. DALB also provides graphics for vending machines in Canada, Mexico, United Kingdom, Puerto Rico and Australia.

Their primary products consist of printed lighted plastic sign faces, pressure-sensitive vinyl decals and flavor cards, which provide the appealing graphics for the food/soft drink equipment. Additionally, they print many other products used for "point of purchase" displays as well as decorative panels used on high-end LCD televisions.

More recently, DALB invested in vacuum/thermoforming equipment and began designing and manufacturing thermoformed plastic products, such as three-dimensional signs. Not only are these products supplied to their current customer base, but it will allow them to grow their business in many other markets as well. In 2010 DALB added a 26,000 square foot addition to their facility to accommodate their increase of business in the thermoforming market.

DALB obtained an award through the GGWFP to train the staff on many of the new technologies that have been incorporated into their processes over the past several years. This training has helped them to quickly acquire the skills required to expand into this new product line.

*"Upon learning of the GGWFP, we've taken many opportunities to further train our staff in new technologies that will enable us to continue growing in the 21st century. As a West Virginia employer, we believe this program has been very beneficial for us and would strongly encourage other West Virginia businesses to utilize the services offered."*

**Kevin L. Steeley**, President  
DALB, Inc.

# DuPont Washington Works

**Project Type:** Existing

**Location:** Wood County, W.Va.

## Company creates flexible work force

Since 1948, Washington Works has been located on the banks of the Ohio River, just outside of Parkersburg in Wood County. Washington Works employs 1,550 people, including various contractors, and has been instrumental in the creation of thousands of area jobs to support plant operations.

After recognizing that employee training across the site was inadequate to support a flexible work force, the Site Employee Education Department was formed. This team was awarded \$279,000 by the GGWFP to help fund their Transferrable Skill Block Project. Transferrable skills were identified by performing job task analyses and operational validation of tasks based on frequency, criticality, and difficulty for 166 site positions. Utilizing an operator-based special assignment team, standardized and task-driven job qualification manuals, skill demonstrations, and refresher packets were developed for these positions.

With the GGWFP's support, Washington Works identified job roles, including those of operators, maintenance, engineers and supervisors, in order to understand and improve the knowledge, skills and abilities of employees. This will result not only in higher-quality training but will also improve flexibility in the work force.

An Incumbent Worker Training Award for customized training was also awarded in the amount of \$54,157.50. These funds will help train approximately 900 employees in such areas as Chemical Manufacturing and Energy Training Education Network, Boiler operator and Certified Welding Instructor programs.



*“The GGWFP has provided invaluable support in advancing employee training at Washington Works.”*

**Todd Fox**, Training & Development Manager,  
Washington Works

# Ecolab, Inc.



**Project Type:** Existing  
**Location:** Berkeley County, W.Va.

## **Ecolab grows with the help of the GGWFP**

In 2009, Ecolab Inc. expanded its manufacturing and distribution center in Martinsburg, W.Va. The plant grew approximately 25 percent from the previous year and hired 38 new employees. Two new technologies, Ecolab's floor finish manufacturing and Oasis Pro manufacturing, were brought to the plant in this expansion. Because of its unique business, hiring people with the necessary skills is often challenging, time-consuming, and very expensive.

The GGWFP enabled the training of new associates in an efficient and timely manner, helping maintain a competitive advantage during the transition period. Training new people to succeed in their new roles would have been very costly without assistance from the program.

The funding also provided training for existing employees to manage the significant change by enhancing their skills and increasing their knowledge base. This was critical because of the technology advances in manufacturing processes and systems being installed. Without additional training on the new technology, these employees would have faced a difficult learning curve.

*“Implementing such a big change in such a short period of time is very difficult. The funding from the GGWFP was critical to our success. The ability to train people upfront on the new processes ensured we maintained a safe environment and the quality of our products while meeting service targets. Working closely with WFWV has been a great experience.”*

**Jon Gavlinski**, Plant Manager  
Ecolab, Inc.

# Ensign Maintenance Services, Inc.

**Project Type:** Existing

**Location:** Cabell County, W.Va.

## Improving efficiency through training

Ensign Maintenance Services, Inc., a subsidiary of BMA (Becker Mining America), is located in Huntington, W.Va. and is an affiliate of SMC Electrical Products, Inc. The company offers maintenance support to the industrial and mining industries. With a growing work force and expanding customer base, keeping up with future technology is of the utmost importance. More and more industrial and mining companies are utilizing the computer-based technology to improve the reliability of their process. This creates a need for highly trained and specialized personnel.

With the help of the GGWFP, Ensign Maintenance Services is achieving its goals of providing continuing educational training for employees. Improving efficiencies through minimizing or eliminating unwanted down time creates a win-win situation for our customers, as well as a need for the highly trained individuals of Ensign Maintenance Services.

The Programmable Logic Controller (PLC) training that was received from Rockwell Automation at State Electric is the state-of-the-art in automation and controllers, known as Controllogix. Main concepts of the course demonstrated troubleshooting techniques, system designs and architecture, along with networking and programming techniques for Allen-Bradley PLCs.



*“The training received allowed our technicians to have another useful tool under their belts to stay at the forefront of tomorrow’s technology.”*

**Angie Sayre**, Chief Operations Officer  
Ensign Maintenance Services, Inc.

# Essroc Cement Corporation



**Project Type:** Existing  
**Location:** Berkeley County, W.Va.

## Thousands of training hours made possible by GGWFP

Essroc Italcementi Group officially dedicated their new cement production line in Martinsburg, W.Va. last June. The project, representing an investment in excess of \$600 million, tripled the plant's production capacity of high quality, performance-specific cements to 2 million tons annually. Martinsburg can thus meet Essroc's market demand well into the future.

The extensive use of state-of-the-art technologies and processes required intensive retraining of the work force. During the construction period of more than two years, all employees involved in the manufacturing process were submitted to training, which included technical aspects as well as soft skills.

To allow the plant's staff to operate the new equipment, more than 23,000 hours went into dedicated training. When the plant came online with the first test production in November 2009, Essroc's work force was ready.

Essroc is a leading North American cement manufacturer headquartered in Nazareth, Pennsylvania, with plants in the U.S., Canada and Puerto Rico. Essroc is a member of Italcementi Group, which is based in Bergamo, Italy and is the fifth largest cement manufacturer in the world.

*“The GGWFP has had a strong impact on our training program. The continued support and funding we have received has helped Essroc defray, in part, the costs of providing technical training. That has also effectively raised the skill level of our work force.”*

**C.D. Linton**, Manager of Human Resources  
Essroc Italcementi Group, Martinsburg, W.Va.

# Fairmont Tool

**Project Type:** Expansion

**Location:** Cabell County, W.Va.

## Safety first as company expands into surrounding states

Fairmont Tool in Fairmont, W. Va. manufactures subs and machine tool joint connections for the oil and gas industry. The company also provides other services including custom machining, welding, fabrication, and CNC burning.

Working with WFWV to obtain training and funds, Fairmont Tool partnered with West Virginia Manufacturing Extension Partnership to train new and existing employees in a quality management system that is enabling the development of a program that meets the API Q1; ISO 29001 standard. This training has allowed Fairmont Tool to expand its customer base into surrounding states.

Since its start in 1976 in a 700 sq. ft. garage, Fairmont Tool has expanded in facility size and manufacturing capabilities. Its new 40,000 sq. ft. facility has allowed the company to provide a safe working environment for employees with the implementation of a safety program.

Contributing to the efficiency of the new facility is the addition of large hollow spindle lathes and a large horizontal mill with a rotary table as well as other equipment. A spacious manufacturing area equipped with a variety of CNC and manual machines allows for the easy and efficient production of parts in a wide variety of sizes and quantities.

The funding from the GGWFP has helped Fairmont Tool achieve quality machining that will meet or exceed industry standards for years to come.



*“Working with WFWV and the GGWFP has helped give Fairmont Tool a competitive edge and has been beneficial in implementing a Quality Management System that will ensure consistent quality products.”*

**Brian Lamb**, QMS, employee  
Fairmont Tool

# Greenbrier Communications, Inc.



**Project Type:** Small Business  
**Location:** Greenbrier County, W.Va.

## Greenbrier Communications improves value to customers

When Greenbrier Communications (GCom) was founded by current President Bill Lenherr in 1995, it was with a vision of providing the Greenbrier Valley area with a source of quality computer support. The company was incorporated in 2001. Together with owners Allen Carson, Tom Campbell and Matt Wykle, Lenherr has since seen GCom grow to become one of the region's largest providers of value-based, common-sense technology solutions for businesses and homeowners.

One of the greatest challenges and opportunities GCom realized early on was that growing a successful technology business in southern West Virginia requires providing a diverse range of products to multiple business verticals. In order to provide their technicians with a wide variety of technical skills and expertise and enable them to keep pace with rapid changes in technology, GCom has always been committed to a strategy of ongoing training and education.

With the help of the GGWFP, technician Brian Comer was able to complete SonicWall Network Security Essentials Administrator Training. It provided him with the skills and knowledge to help the company support their growing number of SonicWall clients. Owner and CTO Matt Wykle had the opportunity to complete ShoreTel Advanced System and Troubleshooting Training, which helped qualify the company for increased margins on ShoreTel products sold.

By helping to improve the skill set and resulting value GCom can provide its clients, the GGWFP has contributed to the company's overall growth in revenue and profitability in 2010, as well as an increase in the number of technicians employed to meet the demands of its expanding client base.

*“With the assistance of the GGWFP we are able to meet our vendor’s training expectations, while providing improved quality of service to our customers.”*

**Bill Lenherr**, Founder and President  
Greenbrier Communications, Inc.

# Homer Laughlin China

**Project Type:** Expansion

**Location:** Hancock County, W.Va.

## Staying on the cutting edge in the kitchen

For more than 139 years The Homer Laughlin China Company has set America's table, whether for eating in or dining out. The company manufactures the American icon, Fiesta®, that can be found in nearly every home. Celebrating its 75th anniversary in 2011, Fiesta continues to grow in popularity with fans old and young.

For restaurants, Homer Laughlin crafts more than 1000 different items for the food service industry. They can be found in the most prestigious hotels, eateries, and resorts as well as in local diners.

Through the GGWFP, Homer Laughlin continues to train its employees to remain on the cutting edge of manufacturing technology as well as teaching new techniques for advertising and marketing its product. More than 900 employees at Homer Laughlin update their skills by attending such programs as AutoCad Training, Design Essentials and technical cross-training to help create a more valuable employee.



*“By using the GGWFP, Homer Laughlin can open training opportunities to more employees and continue to maintain its edge in the dinnerware industry, whether in manufacturing or sales techniques.”*

**Joe Wells III,**  
The Homer Laughlin China Company

# Pratt & Whitney Engine Services



**Project Type:** Existing  
**Location:** Harrison County, W.Va.

## **WV company builds engines to support U.S. military**

Pratt & Whitney Engine Services (PWES) in Bridgeport, W.Va. has been a major employer in West Virginia since 1971. The company currently provides aerospace and manufacturing jobs to 388 employees at its overhaul and repair site. In 1988 and 1999, PWES expanded its operations by adding a total of 123,000 square feet. Additionally, in 1997, the Joint Primary Aircraft Training System (JPATS) Program began in Bridgeport. New JPATS engines are assembled and tested and the overhaul and repair of the engines are completed at the Bridgeport facility. These engines directly support the aircraft that are used to train new U.S. Air Force and Navy pilots.

PWES has received support and funding from the GGWFP for approximately 11 years. The funding was used for a variety of training, including Engine Familiarization, SAP Software, Leadership Training, Supervisory Training, and Customized Technical Train-the-Trainer courses.

The training opportunities have provided the ability to continue to expand and grow the PWES facility while ensuring that it is providing its work force with the necessary training to remain competitive in today's market. The GGWFP has helped provide the financial and technical assistance that is needed to continue the flexibility within its work force, and to retain and upgrade the skills of current employees. The funds will continue to be an asset for PWES in years to come.

# Swanson Plating Company, Inc.

**Project Type:** Existing

**Location:** Monongalia County, W.Va.

## **Employee training helps company get faster, leaner, and more customer-friendly**

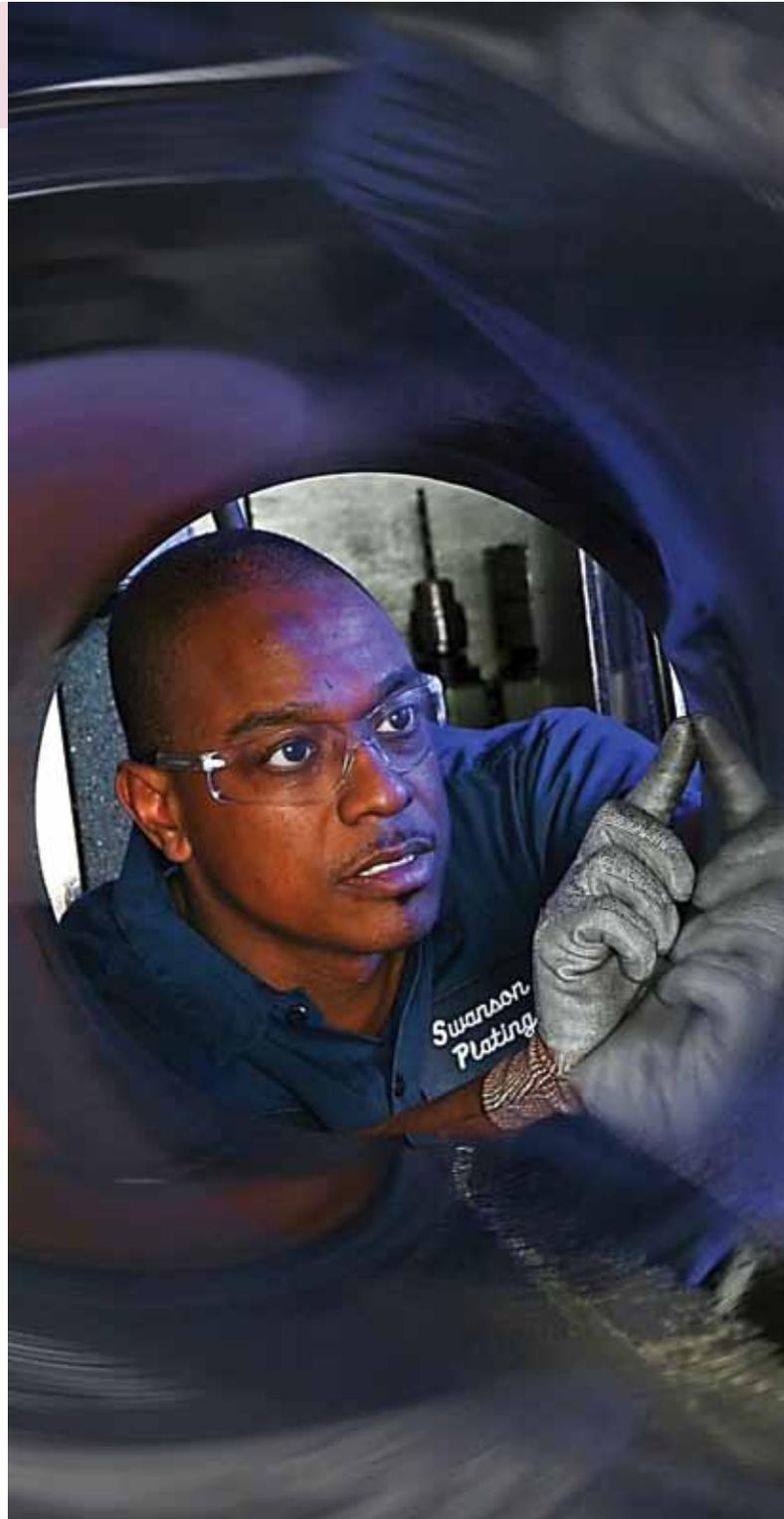
Swanson Plating Company, established in 1964, is part of the Swanson Industries group of companies. It provides a vast array of products and services for several industries, including fluid power, mining, construction, and many others.

It is a worldwide supplier of hydraulic, machining, and plating services. The company's expertise is in designing and manufacturing new products, re-manufacturing and repairing components, engineering, and distribution of certified products.

Like many manufacturing companies today, Swanson faces a shortage in the supply of skilled workers. Few institutions today offer training in precision machining and metal working. Swanson's business requires it to have machinists in order to provide its services. More than 25 percent of its production employees are machinists.

With funding from the GGWFP, Swanson Plating was able to offer training in CNC machining to employees. The benefits were threefold. The employees obtained needed skills in CNC machining, the company achieved greater work force flexibility enabling it to increase finished component output, and the training promoted lean manufacturing principles.

A trainee with no prior machining experience is now capable of running one of the machining centers unattended. This provides coverage if one of the regular CNC machinists is out, or if an additional shift needs to be added to cover a spike in demand. The training has increased Swanson's ability to be more responsive to customer requirements, be leaner, and improve its competitive advantage.



# TRG Customer Solutions



**Project Type:** Expansion

**Location:** Kanawha County, W.Va.

## TRG grows to more than 1,300 workers

Incorporated in 2001, TRG Customer Solutions is a leading global business process outsourcing provider of customer relationship management solutions and technologies. The company provides services to global Fortune 500 clients in the automotive, telecommunications, financial services, media, retail and utilities sectors.

TRG's product portfolio encompasses the entire spectrum of customer management and sales solutions. It includes services such as customer care, inbound/outbound sales, technical support, customer retention, back office solutions and market research.

The company started its operations in West Virginia in 2004 with 25 agents, providing outbound sales services for a leading financial services company from its Charleston contact center. Over the years, TRG has utilized the GGWFP to provide a variety of development courses to its existing employees and new hires, in order to enhance their customer service, technical support and staff training skills.

As a result of this program, TRG has been able to consistently deliver outstanding service quality to its existing clients from its West Virginia sites and has received numerous recognition awards.

This reputation has also helped the company expand into many new markets and successfully grow its business, both in West Virginia and across the globe. Today TRG is one of the largest private employers in West Virginia, employing more than 1,300 agents.

*“West Virginia offers a highly talented work force with an outstanding work ethic. That, coupled with a robust technology infrastructure and the rich educational and professional development environment provided by the GGWFP, makes it the ideal location for our business.”*

**Frank Kelly**, Chief Executive Officer  
TRG Customer Solutions

# Weyerhaeuser Company

**Project Type:** Existing

**Location:** Braxton and Upshur counties, W.Va.

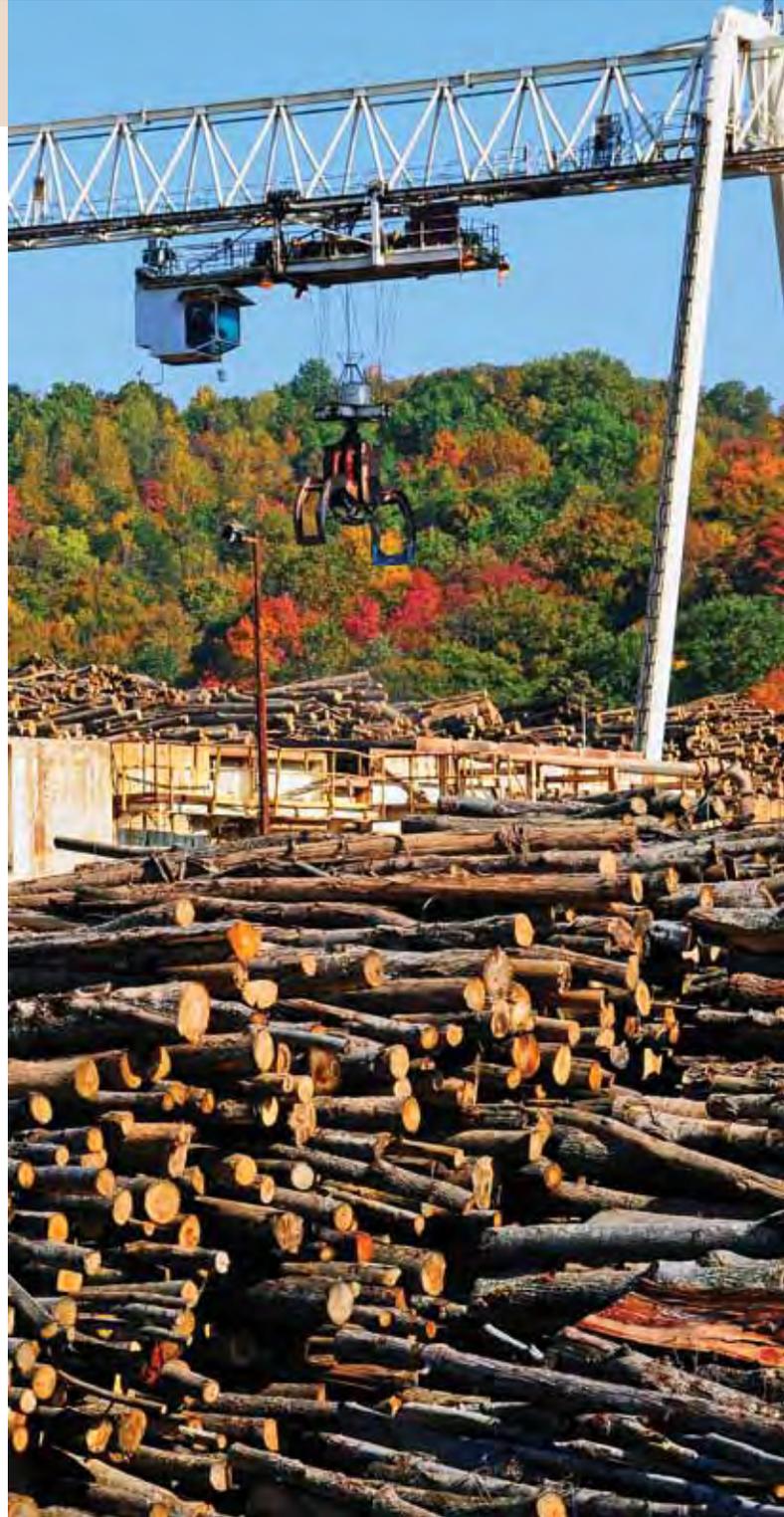
## Specialized skills are enhanced through training funds

Weyerhaeuser Company, one of the world's largest forest products companies, began operations in 1900. The company grows and harvests trees, builds homes, and makes a range of forest products essential to everyday lives.

Facilities located in Sutton and Buckhannon, W.Va., manufacture wood products used in residential and commercial construction. Microllam® and Parallam® OSB (Orientated Strand Board), as well as other engineered wood panels, are made by more than 400 employees at the two mills.

The recent challenging economic conditions have made training opportunities funded by the GGWFP more critical than ever in employee development. Each facility uses a variety of processes in production lines and many require specialized training. Thanks to GGWFP awards, Weyerhaeuser employees have been able to hone their skills in a number of important ways. Training sessions have helped enhance and build skills in specialized areas such as fire and electrical safety, maintenance operations, hydraulic processes, and leadership development.

Weyerhaeuser is proud to be a partner with the GGWFP and even more proud to be a corporate citizen of West Virginia.



# Wincore Window Company, LLC



**Project Type:** Expansion  
**Location:** Wood County, W.Va.

## **Wincore Window Company, LLC employees participate in the development of safety programs and career curriculum knowledge**

Wincore Window Company, LLC, is a recognized leader in the manufacturing of vinyl new construction and replacement windows. A privately-owned company founded in 2007, Wincore provides a 7-day delivery service of their products, anywhere in the nation.

In any industry, great products start with great people. When Wincore set out to design and build the best windows and doors in the industry, they focused on their people first. With more than 200 years of combined experience, the promise of quality and innovation can be seen in every window and door that is made.

The funds provided by the GGWFP allowed Wincore to develop greatly needed programs to assist in handling the phenomenal growth the company has experienced. Wincore recognized that training would assist them in bringing their work force into the forefront of modern technology.

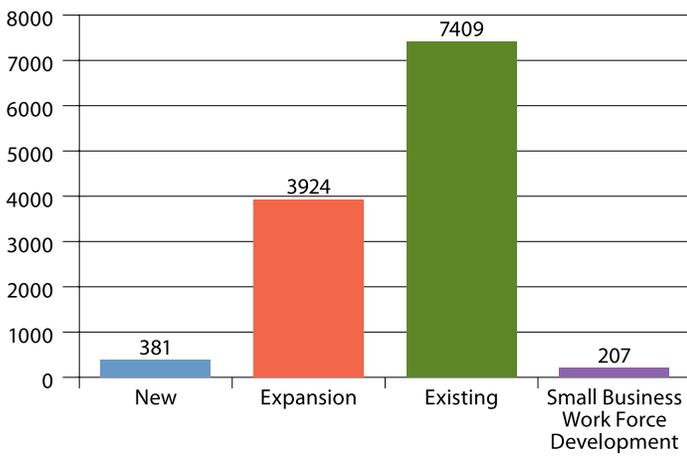
Local community colleges and universities, as well as private training providers, assisted in utilizing the financial assistance through the GGWFP. Specific areas of focus were the development and training surrounding the safety area of the business. Hazard assessment and hazard communication plans were developed and integrated. Along the line of employee development, a detailed career curriculum was uniquely developed to identify the numerous career levels that an entry-level employee had available to them and the training, experience and specific criteria that is required to meet each level of their career advancement.

*“We have grown at a tremendous pace over the past 3 years and needed help from training providers who could give us immediate assistance in developing key programs within our organization. It was very exciting to us to be eligible for the GGWFP funds. The internal programs allowed us to handle our rapid growth and streamline our work efficiencies.”*

**Randall Holden**, President  
Wincore Window Company, LLC

# Distribution of GGWFP Projects

## Work Force Trained by Project Type in 2010



### NEW AND EXPANSION PROJECTS

- Creation of a minimum of 10 net new jobs within a 12-month period.
- No cash match required.

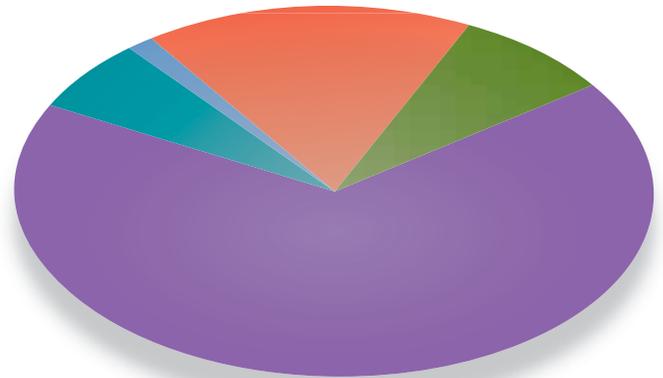
### EXISTING/INCUMBENT PROJECTS

- Must be in business for at least one year.
- 50/50 cash match required.
- Training must provide portable and credentialed wage or job upgrades with backfill, and/or some type of new technology.

### SMALL BUSINESS PROJECTS

- Reimbursement of preapproved technology, technical and regulatory compliance training for small businesses. Most small businesses are eligible for up to \$5,000.
- GGWFP can fund up to 75 percent of actual training costs (maximum of \$5,000).

## Training Providers Participation



Community & Technical College System/ Higher Education Policy Commission	13
Career Technical and Adult Education Centers	3
Internal Trainers	35
Manufacturing Assistance Centers	17
Private Vendor	142

# Summary of GGWFP Projects for Fiscal Year 2010

County	Company Name	Project Type	Total Award	Company Contribution	Employees Trained			Type(s) of Training
					New	Existing	Total	
Upshur	A.F. Wendling's Food Service, Inc.	Existing	\$103,849.48	\$649,091.00	4	73	77	<i>Train-the-Trainer, Quality Development, Technical and Structured On-the-Job Training:</i> Re-Engineering Process Safety II 2010 Continuity Serve-Safe Food Safety Target Information Systems RFII Inbound/ Outbound Task Directed Warehousing
Putnam	Advanced Technical Solutions	Existing	\$8,519.20	\$29,638.38	0	17	17	<i>Technical training:</i> VMWare vSphere CVPI v 7.0 VMWare vSphere Fast Track Cisco All Access Microsoft All Access C# Programming
Fayette	Adventure Canyon Expeditions	Existing	\$25,188.50	\$131,368.38	31	46	77	<i>Train-the-Trainer and Skills Enhancement for expanding services:</i> Swift Water Rescue Whitewater Raft Guide Fall Gauley Raft Guide Climbing Guide Canopy Tour Guide Mountain Bike Lake Kayak Tour Guide Kayak Clinic Instructor Paintball Guide Mud-Obstacle Guide Ropes Course Facilitator Video Boater Whitewater Trip Leader Challenge Course
Fayette	Adventure West Virginia Resort, LLC	Expansion	\$53,864.00	\$4,552.00	48	49	97	<i>Train-the-Trainer and Skills Enhancement for expanding services:</i> ACA Swiftwater Rescue (Beginning, Intermediate and Advanced) Outdoor Emergency Care Canopy Tour Instructor
Marion	Aegis Communications Group, Inc. (Fairmont)	Expansion	\$18,310.40	\$318,818.00	220	268	488	<i>Leadership, Customized Training and Train-the-Trainer:</i> Leadership Technical (New Customers/Products)

County	Company Name	Project Type	Total Award	Company Contribution	Employees Trained			Type(s) of Training
					New	Existing	Total	
Jackson	Alcan Rolled Products - Ravenswood, LLC	Existing	\$236,859.18	\$1,026,812.78	0	1085	1085	<i>Customized Technical, Quality Development, Leadership and Structured On-the-Job Training:</i> SPC Implementation using Infinity QS AS-9100 Quality System Automation-PLC Flatness Control thru Heat Treat & Quench Modeling Control Coreless Induction Scaffold Erector Advanced TapRoot Investigation Principles of Hydraulics  <i>Leadership Training for existing and new managers in the areas of:</i> Behavior Based Leadership Managed Change
Cabell	Alcon Research, Ltd.	Existing	\$27,701.73	\$113,421.34	0	116	116	<i>Quality Development and Leadership Training:</i> Lean Six Sigma on-site Training (Black Belt) Managing People Successfully Managing People (Managers & Directors) Intermediate MasterCam Basic Spirit 2EDM
Fayette	American Canadian Expeditions	Existing	\$3,327.00	\$9,110.04	22	29	51	<i>Customized Training Design and Train-the-Trainer:</i> ATV Guide and Instructor Bus & Van Driver Lake Attendant Dining Hall Customer Service & Server
Kanawha	Appalachian Power Company	Existing	\$3,628.00	\$66,988.00	0	85	85	<i>Skills Enhancement Training:</i> FaroArm CAM2 Measure
Hancock	ArcelorMittal Weirton Inc.	Existing	\$316,688.83	\$1,037,625.18	0	931	931	<i>Quality Development, Train-the-Trainer and Structured On-the-Job Cross Training:</i> ISO 9001:2008 Fall Protection Overhead Crane Mobile Cranes Cherry Picker DACUM Arc Flash Training Ladder Safety Confined Space Level 1 Airborne & Structure Borne Ultrasound Inspection Certification Microsoft Machine Operations Safety Policy & Procedures Program & Technical PC WCER (RCM2)

# Summary of GGWFP Projects for Fiscal Year 2010

County	Company Name	Project Type	Total Award	Company Contribution	Employees Trained			Type(s) of Training
					New	Existing	Total	
Randolph	Armstrong Wood Products	Existing	\$14,475.04	\$60,087.86	0	187	187	<i>Skills Upgrade and Structured On-the-Job Cross Training:</i> Practical Grader Simulator Practical Knotsawyer Practical Quality Auditing Simulator Boiler Operator Systems Basic Electricians Autolog Optimizer Technical
Mineral	ATK Tactical Systems Company LLC	Existing	\$66,508.00	\$186,375.83	174	1305	1479	<i>Technical, Leadership Development and Skills Enhancement:</i> Earned Value Management Financial Management for Engineers & Managers Acoustical Filament Winding EB Welder Operation & Maintenance ESI Federal Contracting Basics
Harrison	Aurora Flight Sciences of WV	Existing	\$5,005.50	\$15,323.92	0	17	17	<i>Customized Training Design and Skills Enhancement:</i> CNC Machining & Operation PC-DMIS Basic Fundamentals of MasterCam Fundamentals of Advanced Composites Spray It Right
Marion	Azimuth Incorporated	Existing	\$7,791.50	\$68,650.70	1	5	6	<i>Customized Technical Training:</i> Blueprint Reading CAD Solid Model 2-5 axis Trimming & Drilling Composite Bonding & Assembly
Kanawha	Bayer CropScience	Existing	\$27,929.22	\$163,564.38	0	45	45	<i>Customized Technical Training:</i> Manufacturing Process Process Fundamentals Process Technology I Basic Metallurgy Plastics Composites Safety Skills
Raleigh	C.U.E. of West Virginia L.L.C.	Existing	\$4,290.00	\$16,273.20	0	12	12	<i>Customized Quality Development, Design and Technical Training:</i> Environmental Management System (GAP Analysis) Internal Auditor (ISO 14001:2004) Work Instructions
Ohio	Cabela's Wholesale Inc.	Existing	\$23,480.00	\$305,241.65	0	55	55	<i>Quality Development:</i> Lean Six Sigma On-Site Management Training (Yellow & Green Belt)
Cabell	Chandler's Plywood Products, Inc.	Existing	\$6,644.00	\$20,600.00	0	2	2	<i>Customized Training Design and Train-the-Trainer:</i> Commercial Sales (New Products and Procedures)

County	Company Name	Project Type	Total Award	Company Contribution	Employees Trained			Type(s) of Training
					New	Existing	Total	
Jefferson	Citizens Telecommunications of West Virginia	Expansion	\$88,360.00	\$490,291.20	64	0	64	Customized Training Design, Quality Development and Train-the-Trainer Training: Assignment Technician, Leadership Engineering DPI
Kanawha	Clearon Corporation	Existing	\$7,246.00	\$11,726.00	0	142	142	Quality Development: ISO 9001:2000 Implementation
Logan	Coal-Mac, Inc.	Existing	\$13,592.00	\$27,976.00	0	52	52	Customized Training and Skills Enhancement Training: Self Contained Breathing Apparatus Fire Brigade
Monongalia	Coastal Drilling East, LLC	Existing	\$7,312.50	\$11,602.50	0	13	13	Skills Enhancement, Quality Development and Technical Training: Weld Control
Wood	Coldwater Creek	Existing	\$60,035.00	\$31,747.88	429	55	484	Customized Training Design, Quality Development, Technical, Leadership Development & Train-the-Trainer courses: SAP (Systems, Applications, Products in Data Processing) Process in Logistics Execution Delivery Processes Cross Application Process in MM & SD Cross Functional Customizing in SD ABAP Workbench Foundations ABAP Objects Advanced ABAP WebQuery (Beginners to Advanced Users & Developers and Administrators) Advanced System Operator for System i System Operator for System i iTime/SAP Timekeeping
Nicholas	Columbia West Virginia Corp dba Columbia Forest Products	Existing	\$140,000.00	\$6,587.06	0	214	214	Leadership and Lean System Training: (5S, Visual Control, Standardized Work, Problem Solving) Learning & Improvement Focused Transformation Events Leveraging the Role of Supervisors & Team Leaders
Jefferson	Dalb, Inc.	Expansion	\$6,500.00	\$366,985.80	0	6	6	Customized Training: Spyder Software & Pre-press Spyder Operational & Maintenance

# Summary of GGWFP Projects for Fiscal Year 2010

County	Company Name	Project Type	Total Award	Company Contribution	Employees Trained			Type(s) of Training
					New	Existing	Total	
Wood	DuPont - Washignton Works	Existing	\$306,675.00	\$998,748.98	0	240	240	<i>Customized Training Design and implementation, Quality Development, Technical, Structured On-the-Job Training:</i> TraiPower Transmission Technology Modicon PLC Harmony Rack I/O with Composer Melt Cutter Setup/ Performance Instrument & Valve Airborne Ultrasound Systems Level I Modal ODS Coastal E-Learning Technical Troubleshooting Sundyne High Pressure Pump Washington Works Transferrable Skill Project
Berkeley	Ecolab, Inc.	Existing	\$44,465.00	\$93,065.00	12	108	120	<i>Leadership, Customized Training, Quality Development and Train-the-Trainer Courses:</i> Maintenance Supervisor Leadership Leadership for Supervisors Fork Truck Trainer Certification SOP Manual Development Packaging Gallon Line Optimization LSS Greenbelt Logistics Supervisor Logistics for Select Associates Distribution Quality SOE
Cabell	Ensign Maintenance Services, Inc.	Existing	\$8,193.00	\$10,929.00	0	9	9	<i>Customized Training Design and Training:</i> Programmable Logic Controllers
Hancock	Ergon West Virginia, Inc.	Existing	\$5,998.00	\$20,398.00	0	40	40	<i>Customized Training:</i> National Incident Command System
Berkeley	Essroc Cement Corporation Administrative Office	Existing	\$83,265.00	\$307,821.00	0	129	129	<i>Customized Training, Quality Development and Train-the-Trainer Courses:</i> Machine Inspection/ Technical Safety New Equipment Phase 1 & 2 Gas Analysis System
Marion	F.K. Everest Incorporated	Existing	\$4,225.00	\$8,497.00	0	5	5	<i>Customized Training design and implementation:</i> Electrical Estimating/ Project Managing
Marion	Fairmont Tool	Expansion	\$8,745.00	\$17,966.08	14	22	36	<i>Structured On-the-Job, Quality Development, Technical and Train-the-Trainer Courses:</i> Quality Management- ISO TS 29001:2007 Gap Analysis ISO TS 29001:2007 New Hire Technical Okuman Lathe Customized Machinery

County	Company Name	Project Type	Total Award	Company Contribution	Employees Trained			Type(s) of Training
					New	Existing	Total	
Putnam	Foster Supply, Inc.	Expansion	\$26,890.69	\$78,945.69	15	11	26	Quality Development and Training, Skills Enhancement and Customized Technical Training: Redi-Rock Manufacturing Earth Retaining Structure Selection Design Mechanically Stabilized Earth Walls & Reinforced Slopes Construction & Inspection Open Systems Accounting Software Avaya IPO Scapes Manufacturing
Monroe	Goodrich Corporation, De-Icing & Specialty Systems	Existing	\$2,788.25	\$11,354.40	0	188	188	Quality, Technical and Leadership Courses: Maintenance Competencies Introduction to LMS (Learning Management System)
Harrison	GrafTech International Holdings, Inc. (FY08)	Existing	\$69,734.23	\$2,483,955.12	0	285	285	Development of Customized Training Manuals and Technical Courses: Lean Processes Solidworks Essentials & PDM Applied Skills & Machine Operator Machine Operator FeatureCam Asbestos
Greenbrier	Greenbrier Hotel Corporation, The	Expansion	\$68,552.00	\$215,416.00	75	690	765	Customized Training Design, Quality Development, Customer Service and Structured On-the-Job Training: Forbes Behavioral Standards Class Forbes Manager's Forbes Consultant New Hire
Wood	Hino Motors Manufacturing USA, Inc.	New	\$43,707.72	\$84,199.42	72	53	125	Job Profiling, Customized Technical Training, Quality and Leadership Courses: WorkKeys Job Profiling Plant Operations Hino Assembly Practices WORKING PPG Paint Time Management Yard Truck ASQ Primer Certification HS-52 Huck Gun Maintenance Model Year 2011 Hino Truck
Hancock	Homer Laughlin China Company	Expansion	\$149,567.26	\$1,467,469.92	100	160	260	Customized Training Design, Quality Development, Technical and Structured On-the-Job CrossTraining: Customer Service-Product Technical (Customize Cross Training) Enterprise Resource Planning Kronos I Series ACT Customers Service Designing Brochures Kronos iSeries Workforce

# Summary of GGWFP Projects for Fiscal Year 2010

County	Company Name	Project Type	Total Award	Company Contribution	Employees Trained			Type(s) of Training
					New	Existing	Total	
Kanawha	IBM (International Business Machines)	Existing	\$427,061.00	\$2,652,600.00	0	464	464	<i>Customized Training:</i> Technical Programs for Existing Workers
Mason	ICL IP America, Inc.	Expansion	\$6,640.00	\$13,190.40	2	3	5	<i>Customized Technical Training:</i> RC 14001 Lead Auditor Multi-Modal Transportation
Jackson	K.S. of West Virginia Co. Ltd.	Existing	\$8,000.00	\$54,964.00	1	3	4	<i>Structured On-the-Job training:</i> Machinist Training (Die Making) Die Maintenance Press Operation
Kanawha	Kanawha Electric Machine	Expansion	\$38,325.00	\$102,900.00	22	18	40	<i>Customized Technical and Quality Courses:</i> Lean Process Technical Skills Training EASA-Q: 2000
Tucker	Kingsford Manufacturing Company	Existing	\$19,006.00	\$48,235.69	0	126	126	<i>Customized Technical Training, Quality Development and Train-the-Trainer Courses:</i> OSHA – 10hr & 30hr General Industry CEO-Communication Skills (Conflict & Interaction) Fundamentals of Feedback Smoke School Electrical Safety Industrial Electrical Controls Fundamentals
Kanawha	Kureha PGA, LLC	Existing	\$76,425.00	\$232,150.00	14	29	43	<i>New Hire Customized, Skill Training:</i> Agitators, Misc Pumps Crusher-Grinder Magnetic Separator Metering Pumps Screw Conveyors Electric Heat Tracing UPS & Battery Vent Scrubbers Air Dryer Vacuum Pumps Blower Bucket Conveyors Extruder System Wall Wetter Agitator Conical Mixer Loss in Weight Feeder Kneader Reactor Diverter Valves Pneumatic Conveying System Silos FBIC Packaging Machine Diaphragm Pumps Furnace VFDs Regular & MCC Crystallizer Centrifuge Hot Oil Pumps Kureha PGA Yokogawa Distributed Control System Kureha PGA Process Analysis & Quality Control Process Hazard Analysis Team Leader)

County	Company Name	Project Type	Total Award	Company Contribution	Employees Trained			Type(s) of Training
					New	Existing	Total	
Webster	Leslie Equipment Company	Existing	\$8,970.00	\$22,749.77	0	144	144	<i>Customized Technical Training:</i> EXC (D-Series) Hydraulics/Hydrostatic Bypass Engine Technical Qualification Condition Based Maintenance Engine-Tier 4 Sales Qualification Root Cause Failure Analysis Skidder Technical Allison DOC Trucks Technical Motor Graders Crawler Dozer 4WD Loader Backhoe (J-Series) Excavator Technical (Zaxis) Hammer Products Sullivan Electrical
Wirt	Mustang Survival Manufacturing, Inc.	Expansion	\$69,861.00	\$583,536.00	100	16	116	<i>Customized New Hire Technical Training:</i> FLEX Management System
Monongalia	Mylan Pharmaceuticals Inc.	Expansion	\$88,600.31	\$255,989.01	5	124	129	<i>Customized Training Design and Training:</i> Machinist Mechanics Encapsulation Training for MG-140 Futura
Hancock	National Church Envelope Service	Existing	\$8,640.00	\$4,839.04	4	24	28	<i>Customized Training and Design:</i> Mail Line System
Kanawha	NCO Financial Systems, Inc.	Expansion	\$40,000.00	\$161,757.46	40	0	40	<i>Development and Customized Training:</i> Technical New Hire
Lewis	Nexus Drilling Corporation	Existing	\$6,825.00	\$12,537.00	12	65	77	<i>Skills Upgrade:</i> Well Cap Drilling Well Control
Kanawha	NGK Spark Plug Manufacturing (USA), Inc.	Existing	\$58,474.30	\$260,383.87	0	249	249	<i>Train-the-Trainer, Leadership, Quality Development, Customized Training Design and Implementation and Technical Courses:</i> SAP (Systems, Applications, Products in Data Processing) SO 14001 Environmental Management AutoCAD Inventor LT Suite 2010 Inventor 2010 Legacy SLM AC505 Product Cost Planning ADM200 Administration AS Java Assembly - Platinum Welding & IR Inspection Assembly - Platinum Welding - Bending - Packaging -Final Inspection Repackaging Quality Planning & Inspect Administration/Leadership

# Summary of GGWFP Projects for Fiscal Year 2010

County	Company Name	Project Type	Total Award	Company Contribution	Employees Trained			Type(s) of Training
					New	Existing	Total	
Harrison	Pratt & Whitney Engine Services, Inc.	Existing	\$3,949.00	\$34,208.14	0	384	384	<i>Train-the-Trainer:</i> Technical Skills
Kanawha	Precision Pump & Valve Service, Inc.	Existing	\$1,502.50	\$3,372.90	0	7	7	<i>Customized Skills Training:</i> Value Streaming Mapping
Berkeley	Quad Graphics, Inc.	Existing	\$85,390.35	\$119,290.35	0	181	181	<i>Leadership Development and Customized Technical, Quality and Skills Enhancement:</i> Effective Feedback Myers Briggs Assessment Active Leader Decision Making Techniques Process Improvement Financials I Our Customer's Business Team Building (Experiential) Theory of Constraint, & Leadership Lessons of Antietam Boiler Systems PLUS Roll Stand Infeed & Folder Managing Safety: Systems That Work for Operations Managers
Taylor	Reneman Enterprises, Inc.	Existing	\$3,200.00	\$3,504.00	0	2	2	<i>Customized Technical Training:</i> Customizing Vocollect VoiceLink
Fayette	Riverworks, Inc.	New	\$13,186.25	\$32,155.75	227	29	256	<i>Customized Quality Development, Customized Training Design and Structured On-the-Job Training:</i> Quality Control Safety Summer Gauley Raft Guide Whitewater Raft Guide – 1st & 2nd Class Fall Gauley Raft Guide Training Social Kiosk Representative Marketing Distribution Contact Reservationist
Cabell	Rubberlite, Incorporated	Existing	\$564.76	\$3,683.50	0	12	12	<i>Customized Training:</i> Export Compliance
Wood	SABIC Innovative Plastics	Existing	\$60,508.00	\$193,074.12	0	116	116	<i>Technical Skills Training:</i> Operator Certification SME & Qualifier Resin G/J Area Specific Resin A Area Specific Resin C Area Specific Resin E Area Specific Satex/Tank Farm Area Specific
Upshur	SFK Pulp Recycling U.S., Inc.	Existing	\$45,000.00	\$148,620.00	0	120	120	Operational Excellence

County	Company Name	Project Type	Total Award	Company Contribution	Employees Trained			Type(s) of Training
					New	Existing	Total	
Ritchie	Simonton Building Products Inc.	Expansion	\$60,534.33	\$1,069,563.13	8	144	152	<i>Apprenticeship:</i> Basic Electrical Course Introduction to PLC's Total Productive Maintenance Troubleshooting Hydraulic Systems 5S Training Urban Equipment Specific HSM/VSM Welding Machine Operation & Maintenance (ROTOX & Joseph Machines) Intercept i3 Spacer & Maintenance Smart i3 Extruder Maintenance Contour Grid Roll Forming Cutters & Freefall
Cabell	Star Technologies, LLC	Existing	\$8,000.00	\$87,185.00	0	4	4	<i>Quality Development and Structured On-the-Job Training:</i> Tool & Die Basics Laser & Press Brake Basics Designated Supplier Quality Representative Training
Cabell	Sterling Supply Company (FY09-co)	Existing	\$3,592.00	\$15,144.00	0	8	8	<i>Quality Development and Process Training:</i> ISO 9001: 2000
Monongalia	Swanson Plating Company, Inc.	Existing	\$20,000.00	\$33,205.00	0	38	38	<i>Customized Training Design:</i> OHC Machinist (OHC & MC80) Bearing Maintenance & Fundamentals Hydraulic Troubleshooting
Monongalia	TeleTech Customer Care Management WV, Inc. - Morgantown	Existing	\$17,336.72	\$773,167.68	0	722	722	Customized Technical Training for New Hires and Existing Employees
Marshall	TeleTech Customer Care Management WV, Inc. - Moundsville	Existing	\$13,869.60	\$766,239.50	0	430	430	Customized Technical Training for New Hires and Existing Employees
Jackson	Total Recycling Solutions LLC	Existing	\$5,648.00	\$177,724.00	0	43	43	<i>Quality Development and Implementation:</i> ISO 9001:2008
Kanawha	TRG Customer Solutions	Expansion	\$171,843.89	\$879,305.80	954	183	1137	<i>Customized Technical (Train-the-Trainer), Leadership, New Hire, Quality Development and Structured On-the-Job Training:</i> Tier 2 Tech Support (HSI) Tier 2 Tech Support (AT&T) Tier 3 Tech Support (GIOS) Facilitator Preparation Program Specific Product Information Call Handling & Customer Contact Skills Academy Bay Prime Leadership Development Program New Hire & Required Products

# Summary of GGWFP Projects for Fiscal Year 2010

County	Company Name	Project Type	Total Award	Company Contribution	Employees Trained			Type(s) of Training
					New	Existing	Total	
Braxton	Weyerhaeuser NR Company	Expansion	\$111,466.50	\$2,951,038.74	5	140	145	<i>Apprenticeship, Leadership, Customized Training Design and Quality Development:</i> Safety Observation & Feedback Leadership Developing Teams Inclusion Matters Apprenticeship Mechanical Multicraft Electrical Safety-NPF7OE Industrial Hydraulics Basic & Advanced Industrial Pneumatics Basic & Advanced Hydraulic Troubleshooting Technical Troubleshooting Fire Brigade Industrial Fire Fighter Enterprise Business Solutions Performance Management Communication & Influence Management
Ohio	Williams Lea, Inc.	Expansion	\$42,990.00	\$86,465.24	7	105	112	<i>Customized Leadership Development, Quality Development and Technical Courses:</i> Edgar Software Training Document Processor Application
Wood	Wincore Windows & Doors	Expansion	\$50,206.00	\$2,516,165.00	143	163	306	<i>Customized Training Design and Implementation:</i> Environmental Health & Safety Career Path Continuum
		<b>TOTALS:</b>	<b>\$3,675,526.74</b>	<b>\$25,268,168.78</b>	<b>2825</b>	<b>10845</b>	<b>13670</b>	

# Summary of GGWFP Small Business Projects for Fiscal Year 2010

County	Company Name	Total Award	Company Contribution	Employees Trained			Type(s) of Training
				New	Existing	Total	
Logan	Accelerated Billing Services, Inc.	\$1,218.75	\$406.25	0	5	5	Certified Medical Reimbursement Specialist
Fayette	Active Fitness Center	\$4,395.00	\$1,465.00	0	19	19	Cross Fit Instructor Certification Zumba Instructor Certification CPR First Aid & AED
Lewis	Allegheny Technology Corporation	\$4,278.75	\$1,426.25	0	4	4	Federal Acquisition Management
McDowell	Ashland Scenic Campground, LLC	\$1,950.00	\$650.00	0	5	5	Campground Manager Software System
Kanawha	Associated Systems Professionals	\$1,349.98	\$450.00	0	2	2	Business Applications with Experience ASP.net
Kanawha	Charleston Bread, LLC	\$1,481.25	\$493.75	0	2	2	Advanced Bread Baking
Berkeley	Chem-Pak, Inc.	\$1,839.56	\$613.19	0	1	1	Advanced & Intermediate Excel 2007 Understanding Human Resource Functions Employment Law Fundamentals Accounting Fundamentals Everyday Math Intermediate Access 2007 Administrative Assistant Hazardous Materials Transportation
Webster	Custard Stand Food Products, LLC	\$3,600.00	\$1,200.00	0	3	3	Retail Link for Beginners Building Retail Link Reports Camp Query Understanding Replenishment & Inventory Management
Monongalia	Downstream Strategies, LLC	\$2,805.00	\$935.00	0	7	7	New Energy-New Jobs-New Opportunities for Appalachia Mid-Atlantic Stream Restoration Conference 2009 Small & Community Wind Conference ESRI Mid-Atlantic User Group Hydrologic & Hydraulic Analyses Using ArcGIS
Marion	Galaxy Global Corporation	\$5,000.00	\$2,080.00	0	8	8	Project Management & Fundamentals ISO 9001:2008 Champ
Greenbrier	Greenbrier Communications, Inc.	\$2,876.07	\$958.69	0	2	2	Advanced System & Troubleshooting Network Security Essentials Administrator
Jackson	Greenscape Analytical Laboratories, Inc.	\$3,750.00	\$1,250.00	0	3	3	Chloride COD Oil & Grease Total Phosphorus Settleable Solids On Site Lab Development QC/QA
Hampshire	Hampshire Machine & Industrial Services, Inc.	\$3,540.00	\$1,180.00	0	15	15	OSHA 10-Hour General Industry Safety Manager/Trainer
Marion	Information Research Corporation	\$3,731.25	\$1,243.75	0	5	5	Federal Acquisitions Management

## Summary of GGWFP Small Business Projects for Fiscal Year 2010

County	Company Name	Total Award	Company Contribution	Employees Trained			Type(s) of Training
				New	Existing	Total	
Berkeley	Innovative Homes, LLC	\$2,692.50	\$897.50	0	2	2	Power Tools for Small Business Success Home Energy Analysis
Cabell	Landers and Landers , AC	\$4,410.00	\$1,470.00	0	6	6	UltraTax Practice CS
Monongalia	Little Black Designs	\$2,475.00	\$825.00	0	2	2	Pattern Design Marking Grading
Monongalia	Menakshy Koul, DDS, MS, PLLC	\$5,000.00	\$2,800.00	0	1	1	Diagnosis & Treatment Planning Using Interactive CT Software Advanced Bone Grafting I
Kanawha	MgDesigns, LLC	\$3,451.46	\$1,150.49	0	1	1	Fusion Pilates for Pregnancy & Post Pregnancy Reformer 2 & 3 Trapeze Table, Chair & Barrels Reforming Arms & Legs Standing Pilates
Tucker	Mozark Mountain Works	\$750.00	\$250.00	0	1	1	Mac Computer Basics Adobe Photoshop, Illustrator, & Dreamweaver
Upshur	MPL Corporation	\$2,700.00	\$900.00	0	1	1	IBM Lotus Domino 8 System Administration Operating Fundamentals Building the IBM Infrastructure Managing IBM Servers & Users
Cabell	Mullarky's, Inc. dba Latta's	\$5,000.00	\$0.00	0	8	8	DDMS On-Site Training & Consultation Services for Accounting/Business Flow/Order Entry/ Purchasing
Wood	Pickering Associates	\$4,308.75	\$1,436.25	0	9	9	Revit Architecture Structure MEP Mechanical Electrical Plumbing/Piping
Preston	Reeves Mountain State Fence, LLC	\$2,843.25	\$947.75	0	22	22	Federation Acquisition Management Quickbooks Excel Microsoft Project Bobcap Operator MHST & OSHA Mine Safety CPR & First Aid Automated Gate Operator Installer Cert
Greenbrier	Renick Millworks	\$4,209.75	\$1,403.25	0	4	4	Computerized Saw
Marshall	Shutler Cabinets, Inc.	\$4,077.00	\$1,359.00	0	12	12	Cabinet Vision Fundamentals 1, 2, 3 & Bid Center Annual Safety Fire Extinguisher Forklift Instructor

County	Company Name	Total Award	Company Contribution	Employees Trained			Type(s) of Training
				New	Existing	Total	
Randolph	Total Image Paint & Collision Center, LLC	\$5,000.00	\$2,070.00	0	50	50	CYC01 Overview of Cycle Time Improvements for Collision Repair FOM01 Automotive Foams WCS04 Squeeze Type Resistance Spot Welding REF07 Water Bourne Products Systems & Application SPS07 Steel Unitized Structures Technologies & Repair SPS08 Steel
Ohio	Touchstone Research Laboratory, Ltd.	\$1,650.00	\$550.00	0	2	2	Fundamentals of SolidWorks
Fayette	Travel Green Appalachia, LLC	\$3,750.00	\$1,250.00	0	2	2	Digital Marketing
Nicholas	US Carburetion, Inc.	\$5,000.00	\$1,720.00	0	3	3	Peachtree
<b>TOTALS:</b>		<b>\$99,133.32</b>	<b>\$33,381.12</b>	<b>0</b>	<b>207</b>	<b>207</b>	

## **AVERAGE COST PER TRAINEE**

(Including: New, Expansion, Existing, and Small Business Workforce Development)

	2010	1991 – 2010
<b>Trainees Trained</b>	11,921	232,855
<b>Project Expenditures</b>	\$1,756,508.92	\$57,676,038.35
<b>Average Cost Per Trainee</b>	\$147.35	\$247.69



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West Virginia USA

**Governor's Guaranteed Work Force Program**

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*The front cover photo represents West Virginia's success in world trade and its top export markets.*

*Export shipments in 2009 totaled \$4.8 billion.*