



## Department of Juvenile Justice (DJJ)

*"The DJJ had a recurring training requirement to provide stackable portable job skill training for the at-risk juveniles, giving them entry level job skills that reduce the probability of repeat offenders. We came to ProTrain for the solution."*

**- Reginald Branch, Program Manager, Career and Technical Education**

### The Problem:

The Dept. of Juvenile Justice, located in the Richmond, VA area, came to ProTrain with its history of re-entry soft skill training and many years of training for workforce development clients. They asked for a proposal that would give them several options for entry level training programs that would give juvenile delinquents the stackable skills they needed to start Education-2-Employment careers once released to the local populace.

### The Process:

ProTrain was brought in to help perform an overall training assessment determining what courses could be rendered for DJJ at a reasonable price, culminating in a long-term, multi-year training agreement between ProTrain and one of its local higher education training partners. ProTrain had been in communication with senior leadership of the Community College Workforce Alliance (CCWA), who was brought on board to form this training proposal. As a result of their assessment the CCWA/ProTrain team offered an in classroom proposal with 4 certification programs: Medical Billing and Coding; A+ , Serve Safe/Cooking, and Customer Service. The sole source training scope of work and pricing structure were aimed at attaining a long-term contract making CCWA (partnered with ProTrain) as their sole source training solution.

### The Plan:

The plan was to have ProTrain's CEO and VP BD along with Strategic Partnerships assist CCWA CE staff in helping DJJ assess their training requirements so that they could develop an overall training strategy with training and pricing included in the solution for the DJJ leadership to consider. ProTrain then acquired all in classroom instructors, using only seasoned, experienced personnel from either ProTrain or CCWA to meet the 4 certification course requirements. ProTrain put together a comprehensive plan for CCWA concurrent with competitive pricing giving the customer the contract award it sought.

### The Performance:

ProTrain successfully developed a schedule in which they worked directly with CCWA and DJJ points of contact placing in classroom training in a controlled DJJ training facility in the downtown Richmond area. This training will take place over the next 6-10 months for a wide range of certification subjects. The overall result was a \$100K plus contract that is poised to be used for years to follow. Training to begin in July 2014.





## Maryland Transportation Authority (MTA)

“Across the organization, from middle level management to entry level office staff, there were many training requirements in which we needed quality training, in both soft skills to advanced Microsoft applications - we turned to Towson who was partnered with ProTrain to meet this need.”

- Joseph Seitz

### The Problem:

Across the Maryland Transportation Authority, there was a significant need to raise staff productivity by providing quality in classroom instruction across a vast array of skill sets, ranging from soft skills and customer service to all levels of Microsoft applications, as well as Project Management for mid-level managers aimed at maximizing human performance and operational productivity.

### The Process:

ProTrain was brought into help perform an overall training assessment to determine which courses could be rendered for the MTA at a reasonable price, culminating in a long-term, multi-year training agreement between Towson University's Continuing Education department and MTA. ProTrain had been a partner with Towson since the department was formed, working with the new CE Director, Mike Schroder, since he was brought on board to form this business unit at Towson. He brought Betty Gardner, CEO of ProTrain, to help access the MTA training scope of work and to develop a pricing structure that would result in a long-term contract making Towson (partnered with ProTrain) as their sole source training solution.

### The Plan:

The plan was to have ProTrain's CEO assist Towson staff in helping MTA assess their training requirements so that they could develop an overall training strategy with schooling and pricing included in the solution for the MTA leadership to consider. ProTrain then acquired all in classroom instructors, using only seasoned, experienced personnel to meet with team leaders across MTA and learn the key missions and what training their staff and managers needed. ProTrain put together a comprehensive plan with competitive pricing, giving Towson the contract award it sought.

### The Performance:

ProTrain developed a schedule in which they worked directly with MTA point of contacts, placing in classroom training in two MTA training facilities in the downtown Baltimore area. This training took place over the next 5 years, for a wide range of subjects. In many cases the customer and student feedback was the same – a 5 STAR LEVEL PERFORMANCE, with MTA asking for many instructors by name over the course of the multi-year training agreement. The overall result was a major multi-year contract that brought in well over a million dollars in training to Towson University with its trusted training partner ProTrain.





## US Army Civil Affairs

*"Our Civil Affairs teams are the subject matters experts in what they do - water production, utilities & infrastructure, medical and agriculture, but they do not know how to apply basic project management to what they do best." - MAJ Damone Garner*

### The Problem:

Across many US Army Civil Affairs units, there was a common training shortfall: they had many subject matter experts (SMEs) in technical functional areas to help 3rd world countries build their infrastructure, medical, and education programs; but they lacked the critical thinking and project management skills not normally trained until later in their professional military education.

### The Process:

ProTrain met with senior Civil Affairs leadership to scope the level of training required, offering to bring in our senior PMP certified instructor to give some advice after hearing the unclassified mission objectives. From this initial assessment it was determined that due to time and budget constraints these units could only afford 2-3 days training at a certificate level experience versus a full certification level course geared to the PMP exam prep. Nonetheless, we knew we could maximize the training experience of our instructor to still give a meaningful course that was relevant to this unit's mission set.

### The Plan:

The plan was to have ProTrain's senior PMP instructor meet with team leaders and learn the key mission points so that he could customize his 2-3 day training courses, using this mission information to develop practical exercises that helped reinforce the terminal learning objectives of the course while giving Civil Affairs Team members the opportunity to apply these new lessons to relevant missions they were going to deploy to perform.

### The Performance:

This training took place at several locations over several years, for several units with multiple deployments. In each case, the customer and student feedback was the same – a 5 STAR LEVEL PERFORMANCE, giving each of the Civil Affairs teams the knowledge and confidence in the project management skills needed to get the mission accomplished. That success was part of regional strategic goals that these Civil Affairs units attained in countries like Iraq, Afghanistan and the Northern Horn of Africa supported by US CENTCOM and AFRICOM.

