



*“We develop people, not just skills.”*

**Staffing & Retention Technical Assistance Services for Employers  
Needs Assessment of Prince George’s County Small Businesses**

**Introduction**

The Training Source, Inc. is a 25-year old Prince George's County nonprofit organization that provides outstanding employment training, employer services and community services. We are proud to announce that we have received a grant to assist eligible small businesses in Prince George's County with consulting and training services to enhance their ability to attract, develop and retain quality entry-to-mid-level employees who contribute to mission attainment.

You are receiving this needs assessment because we believe your business may be eligible to receive these services, at no charge to you. If you believe that staffing and retention training and consulting can positively impact your business, please complete this assessment and return it to Kim Rhim, Executive Director of The Training Source, via email ([kimrhim@thetrainingsource.org](mailto:kimrhim@thetrainingsource.org)), fax (301-499-3997) or mail (59 Yost Place, Seat Pleasant, MD 20743). A member of The Training Source team will contact you for next steps. In the meantime, please our website at [www.thetrainingsource.org](http://www.thetrainingsource.org) to learn more about our services and to see a video of our work in action.

The information requested in this assessment – required for U.S. Department of Housing & Urban Development (HUD) eligibility and reporting purposes – otherwise will be confidential. HUD documents are attached with definitions and descriptions of information requested.

The Training Source is among less than one percent of nonprofit organizations nationwide that hold the *GuideStar Platinum*<sup>®</sup> Seal of Transparency. We also enjoy *Standards For Excellence*<sup>®</sup> certification for operating at Maryland Nonprofits’ highest level of ethics and accountability. We assure you that your data will be handled appropriately.

Thanks for your interest in our work. Have a great day.

**Survey Questions**

**1. Please provide the following information regarding your business**

Business Name: \_\_\_\_\_

Type/Industry: \_\_\_\_\_

Mission: \_\_\_\_\_

Year Established: \_\_\_\_\_ DUNS Number: \_\_\_\_\_

Address: \_\_\_\_\_ City/State: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Website: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

**2. Please provide the demographics of your Individual Employees below.**

a. EMPLOYEE DATA		Number	
Total Number of Beneficiaries (Employees)			
b. PROJECT BENEFIT TO QUALIFYING PERSONS (Based on Annual Salary Equivalent) Extremely Low Income < \$22,951   Very Low Income < \$38,251   Low Income < \$47,601			
Extremely Low-Income Individuals (0-30% MFI)			
Very Low-Income Individuals (31-50% MFI)			
Low-Income Individuals (51-80% MFI)			
Others Presumed to Meet HUD Criteria (e.g., Previously Unemployed, Disabled, Homeless, etc.)			
<b>TOTAL</b> (Report only Qualifying Persons)			
c. DEMOGRAPHIC BREAKDOWN			
RACE OR ETHNIC ORIGIN		Total	Hispanic
White			
Black/African American			
Asian			
American Indian/Alaskan Native			
Native Hawaiian/Other Pacific Islander			
American Indian/Alaskan Native & White			
Asian & White			
Black/African American & White			
American Indian/Alaskan Native & Black/African American			
Other Multi-Racial			
<b>TOTAL</b> (Should be the same as total in section 2.a. above)			

**3. Please provide requested employment demographics below, based on number of full-time equivalent (FTE) employees in each employment category (Note 2 part-time employees = 1 FTE).**

**NOTE: Please refer to HUD Economic Development Administration Job Categories and Income Limits defined on attachments if needed.**

	Officials & Managers	Professionals	Technicians	Sales	Office & Clerical	Craftworkers (skilled)	Operatives (semi-skilled)	Laborers (unskilled)	Service Workers
Number of New Employees									
Existing/Retained Employees									
Health Benefits? Y / N									
Others Who Meet Income Criteria									
<b>Extremely Low Income &lt; \$22,951   Very Low Income &lt; \$38,251   Low Income &lt; \$47,601</b>									

**4. Rank your workforce challenges using the following scale: No Concern / Some Concern / Major Concern**

Challenge	No Concern	Some Concern	Major Concern
Defining employment requirements			
Identifying and recruiting qualified candidates			
Interviewing and making job offers			
Determining fair wages			
Developing personnel policies			
Setting & communicating performance expectations			
Evaluating employee performance			
Discipline and termination			
Customer service			
Teambuilding			
Conflict management			
Effective communication			
Employee development and motivation			
Basic use of technology			
Cultural and generational diversity			
Planning for career growth			
Other (specify):			
Other (specify):			

**5. Please describe what you hope to achieve with staffing and retention consulting services (optional).**

**6. Please provide additional information about your business or comments about your work with The Training Source (optional).**

**Thank you for completing this needs assessment! A representative of The Training Source will contact you soon.**

By signing, I agree that the information provided is accurate as of the date of my signature and we desire to receive training and consulting services from The Training Source under its grant-funded Staffing & Retention Technical Assistance to Employers project. Upon acceptance and signing by an authorized management representative of The Training Source, I further agree to make employment opportunities offered by our business available to eligible low-income persons for the duration of the period we receive grant-funded services. Finally, I agree to provide updates to initial data in order to facilitate accurate grant-year reporting by The Training Source for the US Department of Housing & Community Development (HUD).

\_\_\_\_\_  
 Employer Signature / Date  
 Printed Name: \_\_\_\_\_  
 Title / Company: \_\_\_\_\_

\_\_\_\_\_  
 The Training Source Staff Signature / Date  
 Printed Name: \_\_\_\_\_  
 Title: \_\_\_\_\_



Do you know...



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#9725



#64602



#9478



## HUD Economic Development Administration (EDA)

### Job Category Definitions

#### **Officials and Managers**

Occupants requiring administrative personnel who set broad policies, exercise overall responsibility of execution of these policies, and individual departments or special phases of a firm's operations. Includes: officials, executives, middle management, plant managers and superintendents, salaried supervisors who are members of management, purchasing agents and buyers, and kindred workers.

#### **Professional**

Occupants requiring either college graduation or experience of such kind and amount as to provide a comparable background includes: accountants and auditors, airplane pilots and navigators, architects, artists, chemists, designers, dietitians, editors, engineers, lawyers, librarians, mathematicians, natural scientists, registered professional nurses, professional and labor relations workers, physical scientists, physicians, social scientists, teachers, and kindred workers.

#### **Technicians**

Occupants requiring a combination of basic scientific knowledge and manual skill which can be obtained through about 2 years of post-high school education such as is offered in many technical institutions and junior colleges, or through equivalent on the job training. This includes: computer programmers and operators, drafters, engineering aides, junior engineers, mathematic aides, licensed practical or vocational nurses, photographers, radio operators, scientific assistants, surveyors, technical illustrators, technicians (medical, dental, electronic, physical science) and kindred workers.

#### **Sales**

Occupants engaging wholly or primarily in direct selling. Includes: advertising agents and sales workers; insurance agents and brokers; real estate agents and brokers; sales workers; demonstrators and retail sales workers; and sales clerks, grocery clerks and cashiers, checkers, and kindred workers.

#### **Office and Clerical**

Includes all clerical-type work regardless of level of difficulty, where the activities are predominantly non-manual though some manual work not directly involved with altering or transporting the products is included. Includes: bookkeepers, cashiers, collectors (bills and accounts), messengers and office helpers, office machine operators, shipping and receiving clerks, stenographers, typists, and secretaries, telegraph and telephone operators, and kindred workers.

#### **Craft Worker (skilled)**

Manual workers of relatively high skill level having a thorough and comprehensive knowledge of the processes involved in their work. Exercise considerable independent judgment and usually receive an extensive period of training. Includes: the building trades, hourly paid supervisors and lead operators (who are not members of management), mechanic and repairers, skilled machining occupations, compositors and typesetters, electricians, engravers, job setters (metal), motion picture projectionists, pattern and model makers, stationary engineers, tailors, and kindred workers.

**Operatives (semi-skilled)**

Workers who operate machines or other equipment or perform other factory-type duties of intermediate skill level which can be mastered in a few weeks and require only limited training. This includes: apprentices (auto mechanics, plumbers, bricklayers, carpenters, electricians, machinists, mechanics, building trades, metalworking trades, printing trades, etc.), operatives, attendants (auto service and parking), blasters, chauffeurs, delivery workers, dress makers and sewers (except factory), dryer's furnaces workers, heaters (metal), laundry and dry cleaning, operatives, milliners, mine operatives and laborers, motor operators, oilers and greasers (except auto), painters (except construction and maintenance), photographic process workers, boiler tenders, truck and tractor drivers, weavers (textile), welders and flamecutters, and kindred workers.

**Laborers (unskilled)**

Workers in manual occupations which generally require no special training perform elementary duties that may be learned in a few days and require the application of little or no independent judgment. Includes: garage laborers; car washers and greasers; gardeners (except farm) and ground keepers; stevedores; wood choppers; laborers performing lifting, digging, mixing loading, and pulling operations and kindred workers.

**Service Workers**

Workers in both protective and nonprotective service occupations. Includes attendants (hospital and other institutions, professional and personal service, including nurses aides and orderlies), barbers, char-workers and cleaners, cooks (except household), counter and fountain workers, elevator operators, firefighters and fire protection guards, doorkeepers, stewards, janitors, police officers and detectives, porters, waiters and waitresses, and kindred workers.

**Prince George's County, Maryland  
Department of Housing and Community Development**

**HUD/CDBG Income Limits  
Effective April 1, 2018**

**Income Limits**

**FY 2018 Median Family Income: \$117,200**

<b>Household Size</b>	<b><u>EXTREMELY LOW INCOME</u> (30% AMI = Maximum Income)</b>	<b><u>VERY LOW INCOME</u> (50% AMI = Maximum Income)</b>	<b><u>LOW INCOME</u> (80% AMI = Maximum Income)</b>
1	\$24,650	\$41,050	\$54,250
2	\$28,150	\$46,900	\$62,000
3	\$31,650	\$52,750	\$69,750
4	\$35,150	\$58,600	\$77,450
5	\$38,000	\$63,300	\$83,650
6	\$40,800	\$68,000	\$89,850
7	\$43,600	\$72,700	\$98,050
8	\$46,400	\$77,400	\$102,250

Source: U.S. Department of Housing and Urban Development (<http://www.huduser.org>)