

SAFETY AND HEALTH INVESTMENT PROJECTS FINAL REPORT

Forklift Training for Trainers

Project Contact Person
Nancy Dicus

n.dicus@vigilantcounsel.org

Vigilant

August 30th, 2013

Author of Report

Valerie Pyle



Funding and support for this project has been provided by the State of Washington, Department of Labor & Industries, Safety & Health Investment Projects.

Vigilant is solely responsible for the content of and views expressed in this report and related materials unless they have been formally endorsed by the Washington State Department of Labor and Industries.

PART I

Narrative Report

Organization Profile:

For awarded organizations, to include partners and collaborators, provide a brief description of each organization. Mission, vision, and purpose for each of the organizations who applied (this includes partners and collaborators) for the grant.

We began as Timber Operators Council (TOC) in 1960, early on helping wood products employers with employment law counsel, safety, training and employee benefits. We have sponsored a group retrospective rating program since 1984 in partnership with L&I. In 1999, TOC diversified to serve all industries with an additional focus on general manufacturing and food processing. Our name was changed in 2010 to Vigilant; membership includes 485 members with over 800 locations with the majority remaining wood products related at 63% of membership. Vigilant serves members in WA, OR, ID, MT, & CA.

Brief Statement of organization's vision/mission

Vigilant benefits employers and employees by providing a unique combination of affordable expert counsel, personalized solutions and group programs they couldn't access by going it alone.

We are a vibrant and continuously improving employers' organization with proven advocates intensely committed to providing quality service and living Vigilant's core values.

Abstract:

Present a short overview of the nature and scope of the project and major findings (less than half a page).

The 4 hour training was offered to employers & employees in all industries, with a focus on high hazard industries, throughout Washington in 18 different locations with an emphasis on rural areas. All employers were made aware of the training through personal contact i.e.; canvassing local areas, referral, distributing flyers and one paid advertisement for the Yakima class. The training was open to any industry or person. Any employers with power-industrial truck hazards were encouraged to attend. Trainees received a CD which included a workbook, handouts, pre-test/post-test, forms, checklists and other useful training tools.

Major findings: Students showed marked improvement in their knowledge as evidenced by pre and post testing done onsite.

Purpose of Project:

Describe what the project was intended to accomplish.

To reduce injuries from workers being struck by equipment, specifically caused by forklifts in high risk industries, by ensuring trainers of forklift operators are well-equipped and skilled to provide the training and to ensure management systems are in place. Currently there is no regulation that requires trainers to be certified to certify operators.

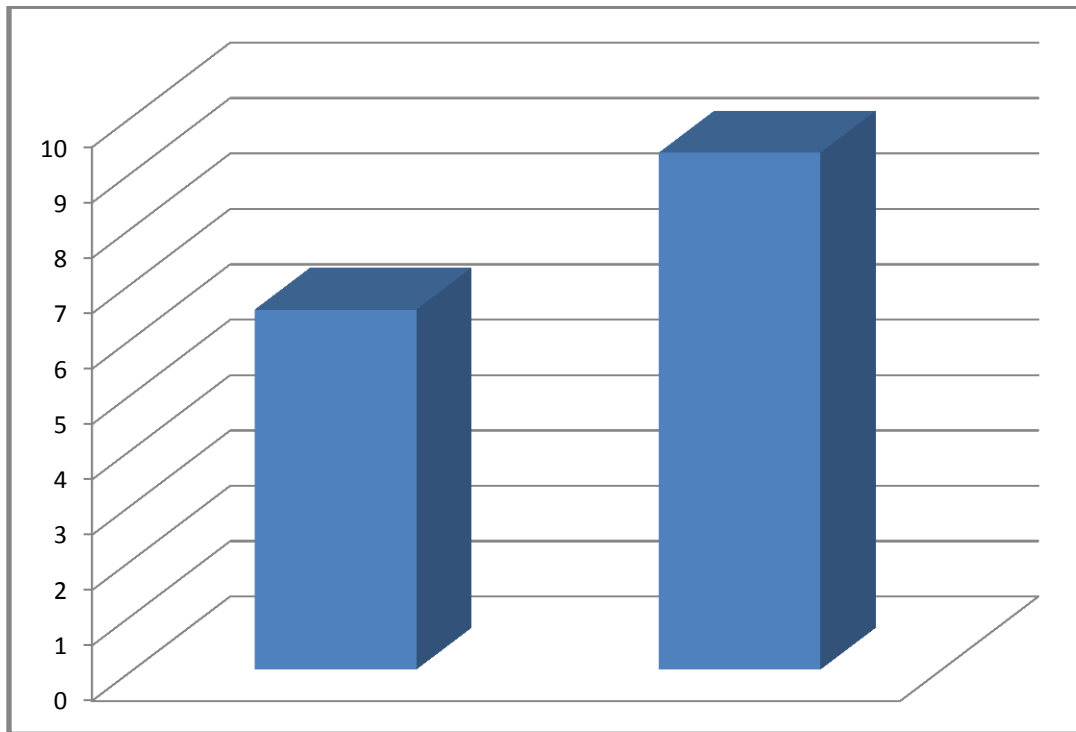
Statement and Evidence of the Results:

Provide a clear statement of the results of the project include major findings and outcomes and provide evidence of how well the results met or fulfilled the intended objectives of the project.

We served a total of 369 participants through this grant, despite the fact that we originally predicted a participation 250-300 people. The demand for these courses was higher than we had expected, thus prompting us to ask for funding for three additional locations. Each student was given a pre-test and a post-test to measure improved knowledge. Ninety percent of students showed improvement in their pre/post-test (see chart A for more details), with an overall improvement percentage of 30% for all 18 classes. Every single class Vigilant delivered had a measureable improvement, with raw data ranging from 15% (the class in Kettle Falls) to 38% (the class in Moses Lake)—Also, 39.5% of the participants had a significant improvement (significant = 40% or more improvement from the pre-test to the post-test), and 16.85% of those were showing a 50% or better improvement. Through pre/post test results, we are confident that people are not only more aware of the injuries and deaths that can happen (and can be avoided) by properly training employees on power-industrial trucks, but they know how to provide high quality training on accountability systems, requirements for pre-shift inspections and utilization of checklists, traffic, and pedestrian management.

Pre-Test vs. Post-Test score comparison on Chart A

CHART A



Pre-test vs. Post Test Scores

Measures to Judge Success:

If relevant, state what measures or procedures were taken to judge whether/ how well the objectives were met and whether the project or some other qualified outside specialist conducted an evaluation.

Visitation and review by Department of Labor and Industries reflected the learning outcomes were met and feedback and performance results from attendees indicated that as well.

Relevant Processes and Lessons Learned:

Specify all relevant processes, impact or other evaluation information which would be useful to others seeking to replicate, implement, or build on previous work

AND

Provide information on lessons learned through the implementation of your project. Include both positive and negative lessons. This may be helpful to other organizations interested in implementing a similar project.

In addition to the pre-test and post-test measurement we also gave each participant a course evaluation. Feedback was evaluated to ensure participants achieved the learning outcomes. 98.85% of all participants who responded to the course evaluation stated that the class was useful and relevant.

Lessons learned: when we advertised, we got a couple of participants who did not fit our target audience and therefore we abandoned strategies related to advertising in newspapers and found that our trainers going business to business and personally introducing the program netted better results in terms of both numbers of participants and targeted learners.

Product Dissemination:

Outline of how the products of the project have been shared or made transferrable.

All attendees were provided with a CD containing all class material, handouts, and additional training materials to be used by the trainer to ensure proper safety training for the forklift operators at their locations. They were encouraged to duplicate the documents as needed to ensure consistency of the training.

Results of our grant was published in Vigilant's August 2013 newsletter, which is distributed to approximately 500 companies in 5 states, nearly 200 of which are in Washington state. The grant summary will also be posted on the public side of our website in September 2013.

Feedback:

Provide feedback from relevant professionals, stakeholder groups, participants, and/ or independent evaluator on the project.

To verify desired outcomes we sent out emails to approximately 100 of the participants and their managers which included plant managers, supervisors, and safety managers.

We received feedback from 8% of those surveyed regarding the effectiveness of the training. We asked for evidence within their own plants regarding safety and safety awareness as a result of this class. We also asked them to verify pre-class and post-class accidents and near misses to verify reductions in unsafe behaviors. Combined, the respondents reported 18 accidents or near misses in the 12 months before the Forklift Train the Trainer class and only 1 in the month since completing the training. This represents a 94.4% improvement with the most significant improvement in one location of 10 near misses or accidents before and only one near miss after the training.

Participants shared valuable feedback on their experience with the training program. Comments can be found on chart B.

Chart B

Sample of Qualitative Feedback

"I wasn't aware of many of the fines. I am glad to know about them now. It will be good for our company."- participant feedback, Moses Lake

"Covered subject very well. Well presented."-participant feedback, Moses Lake

"Excellent learning experience. Very knowledgeable. Learned some things I didn't know & got updated on new Rule and Regulations."-participant feedback, Wenatchee

"Good information and can be very helpful in training other people."-participant feedback, Wenatchee

"Handouts, outlines and instruction manual for our training at our company is very helpful."
- participant feedback, Tacoma

"Training was one of the better I've attended. Appreciate the examples and take-aways which we can start using right away. Thank you!"- participant feedback, Yakima

Project's Promotion of Prevention:

Explain how the results or outcomes of this project promote the prevention of workplace injuries, illnesses, and fatalities?

The trainers were not only educated about the rules and regulations surrounding Forklift safety; but also focused over half of the class time to helping them become advocates for safety and gave them the skills they needed to train their employees. By dedicating the first half of the class to their own education and the second half to making sure they were comfortable and had the tools to effectively teach their people, it ensured that the class would have a long-term and lasting impact on safety at their facilities. By allowing them some lecture time and some hands on role-playing experience, participants left with the knowledge and the tools to immediately begin to improve the environment of safety in their facilities.

Uses:

How might the products of your project be used within the target industry at the end of your project?

Is there potential for the product of the project to be used in other industries or with different target audiences?

Any industry that uses Forklifts in their operation to move product would benefit from this training. The training was opened up to a variety of industries. Among the participants were retail warehouses, wood products manufacturing, food processing plants and more.

Additional Information

Project Type <input type="checkbox"/> Best Practice <input type="checkbox"/> Technical Innovation <input checked="" type="checkbox"/> Training and Education Development <input type="checkbox"/> Event <input type="checkbox"/> Intervention <input type="checkbox"/> Research	Industry Classification (check industry(s) this project reached directly) <input checked="" type="checkbox"/> 11 Agriculture, Forestry, Fishing and Hunting <input checked="" type="checkbox"/> 21 Mining <input type="checkbox"/> 22 Utilities <input checked="" type="checkbox"/> 23 Construction <input checked="" type="checkbox"/> 31-33 Manufacturing <input checked="" type="checkbox"/> 42 Wholesale Trade <input checked="" type="checkbox"/> 44-45 Retail Trade <input checked="" type="checkbox"/> 48-49 Transportation and Warehousing <input type="checkbox"/> 51 Information <input type="checkbox"/> 52 Finance and Insurance <input type="checkbox"/> 53 Real Estate and Rental and Leasing <input type="checkbox"/> 54 Professional, Scientific, and Technical Services <input type="checkbox"/> 55 Management of Companies and Enterprises <input type="checkbox"/> 56 Administrative and Support and Waste Management and Remediation Services <input type="checkbox"/> 61 Educational Services <input type="checkbox"/> 62 Health Care and Social Assistance <input type="checkbox"/> 71 Arts, Entertainment, and Recreation <input type="checkbox"/> 72 Accommodation and Food Services <input type="checkbox"/> 81 Other Services (except Public Administration) <input type="checkbox"/> 92 Public Administration																
Target Audience: This training is for trainers of all Powered Industrial Truck (PIT) Operators however, for simplification in this application we refer to PITs as forklifts.																	
Languages: English																	
Please provide the following information - - <i>(information may not apply to all projects)</i>	List, by number above, industries that project products could potentially be applied to. 11,21,23,31,32,33,42,44,45, 48,49																
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 40%; padding: 2px;"># classes/events:</td> <td style="text-align: center; padding: 2px;">18</td> </tr> <tr> <td style="padding: 2px;"># hours trained</td> <td style="text-align: center; padding: 2px;">63</td> </tr> <tr> <td style="padding: 2px;"># companies participating in project</td> <td style="text-align: center; padding: 2px;">182</td> </tr> <tr> <td style="padding: 2px;"># students under 18</td> <td style="text-align: center; padding: 2px;">0</td> </tr> <tr> <td style="padding: 2px;"># workers</td> <td style="text-align: center; padding: 2px;">369</td> </tr> <tr> <td style="padding: 2px;"># companies represented</td> <td style="text-align: center; padding: 2px;">182</td> </tr> <tr> <td style="padding: 2px;"># reached (if awareness activities)</td> <td style="text-align: center; padding: 2px;">9100</td> </tr> <tr> <td style="padding: 2px;">Total reached</td> <td style="text-align: center; padding: 2px;">9,100</td> </tr> </table>	# classes/events:	18	# hours trained	63	# companies participating in project	182	# students under 18	0	# workers	369	# companies represented	182	# reached (if awareness activities)	9100	Total reached	9,100	Potential impact (in number of persons or companies) after life of project? 369 Trainers from 182 companies *an average # of 50 ee's of each of their companies=approx. 9,100 impacted
# classes/events:	18																
# hours trained	63																
# companies participating in project	182																
# students under 18	0																
# workers	369																
# companies represented	182																
# reached (if awareness activities)	9100																
Total reached	9,100																
Have there been requests for project products from external sources? No <i>If Yes, please indicate sources of requests:</i> Not yet but material will be made available through L&I and we will provide it to any interested parties that contact us directly.																	

PART II

Financial Information Budget Summary

Project Title: Forklift Train the Trainer

Project #: 2011XA00181

Report Date: August 1st, 2013

Contact Person: Nancy Dicus

Contact #: 425-349-4477

Start Date: February 6th, 2012

Completion Date: June 20th, 2013

1.	Total budget for the project	\$ <u>134,900.</u>
2.	Total SHIP Grant Award	\$ <u>99,740.</u>
3.	Total of SHIP Funds Used	\$ <u>99,403</u>
4.	Budget Modifications (if applicable)	\$ <u>N/A</u>
5.	Total In-kind contributions	\$ <u>48,093.13</u>
6.	Total Expenditures (lines 3+4+5)	\$ <u>147,496.13</u>

Instructions:

- Complete the Supplemental Schedule (Budget) form first (on the next page).
- The final report must include all expenditures from date of completion of interim report through termination date of grant.
- Indicate period covered by report by specifying the inclusive dates.
- Report and itemize all expenditures during specified reporting period per the attached supplemental schedule.
- Forms must be signed by authorized person (see last page).
- Forward one copy of the report to **Project Manager Name, SHIP Project Manager** at **PO Box 44612, Olympia, WA 98504-4612**

PART II
(Continued)

*Financial Information
Supplemental Schedules (Budget)*

Project Title: Forklift Train the Trainer

Project #: 2011XA00181

Report Date: August 1st, 2013

Contact Person: Nancy Dicus

Contact #: 425-349-4477

Total Awarded: \$99,740.

ITEMIZED BUDGET: How were SHIP award funds used to achieve the purpose of your project?

	Budgeted for Project	Amount Paid Out	Difference
A. PERSONNEL	\$4,732.00	\$4,699.00	\$33.00
Explanation for Difference and other relevant information: Small variance due to less payroll needed.			

	Budgeted for Project	Amount Paid Out	Difference
B. SUBCONTRACTOR	N/A	N/A	N/A
Explanation for Difference and other relevant information: No sub-contractors used			

	Budgeted for Project	Amount Paid Out	Difference
C. TRAVEL	N/A	N/A	N?A
Explanation for Difference and other relevant information: In-kind			

	Budgeted for Project	Amount Paid Out	Difference
D. SUPPLIES	\$3,675.00	\$3,604.52	\$70.48
CLASS EXPENSE	\$86,608.00	\$86,400.00	\$208.00
Explanation for Difference and other relevant information: Amount budgeted to the participant count was mis-calculated by \$208.00			

	Budgeted for Project	Amount Paid Out	Difference
E. PUBLICATIONS & PROMOTION	\$4,725.00	\$4,700.00	\$25.00
Explanation for Difference and other relevant information: N/A			

	Budgeted for Project	Amount Paid Out	Difference
TOTAL DIRECT COSTS	\$99,740.00	\$ 99,403.52	\$336.48

	Budgeted for Project	Amount Paid Out	Difference
TOTAL INDIRECT COSTS	0	0	N/A

	Budgeted for Project	Amount Paid Out	Difference
TOTAL SHIP BUDGET	\$99,740.	\$99,403.52	\$336.48

	Budgeted for Project	Amount Paid Out	Difference
F. IN-KIND	\$35,160.00	\$48,093.13	\$12,933.13

Explanation for Difference and other relevant information:

Our expenses were higher than projected due to the fact that utilizing our own people for marketing proved to be the most efficient and cost effective way to ensure class sizes and reach the trainers within each company. This required our Safety Professionals to spend more of their time canvassing.

We also added an additional class to reach 9 more learners than originally planned for.

Also administration of the project took longer than originally expected and is reflected in the higher in-kind expense.

I hereby certify that the expenditures listed on this report were made with my approval:

Date

Signature of Project Manager

Supporting Document Files Submitted on CD