



**Retrainee - Job Creation  
Training Proposal for:  
Charles E. Thomas Company, Inc.**

<b>Small Business</b>
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**ET16-0302**

**Approval Date:** December 11, 2015

**ETP Regional Office:** North Hollywood      **Analyst:** M. Reeves

**CONTRACTOR**

- Type of Industry: Construction
  
- Priority Industry:  Yes  No
  
- Number of Full-Time Employees
  - California: 70
  - Worldwide: 70
  - Number to be trained: 25
  - Owner  Yes  No
  
- Out-of-State Competition: No OSC
- Special Employment Training (SET):  Yes  No
- High Unemployment Area (HUA):  Yes  No
- Turnover Rate: 10%
- Repeat Contractor:  Yes  No

**FUNDING**

- Requested Amount: \$29,120
- In-Kind Contribution: \$28,500

**TRAINING PLAN TABLE**

Job No.	Job Description	Type of Training	Estimated No. of Trainees	Range of Hours		Average Cost per Trainee	Post-Retention Wage
				Class / Lab	CBT		
1	Retrainee SET SB <100 Priority Rate	Business Skills, Commercial Skills, Computer Skills, Continuous Imp., HAZWOPER	19	8-60	0	\$1,040	\$20.55
				Weighted Avg: 40			
2	Retrainee SET SB <100 Job Creation Initiative Priority Rate	Business Skills, Commercial Skills, Computer Skills, Continuous Imp., HAZWOPER	6	8-60	0	\$1,560	\$13.31
				Weighted Avg: 60			

- Reimbursement Rate: Job #'s 1 and 2: \$26 SB Priority
- County(ies): Los Angeles
- Occupations to be Trained: Administration Staff, Construction Manager, Construction Field Staff, Sales Staff, Frontline Manager, Inventory/Warehouse Staff, Service Staff, Shop Staff
- Union Representation:  Yes  
 No
- Health Benefits: Job #'s 1 and 2 : \$1.25 per hour

**SUBCONTRACTORS**

- Development Services: Strategic Business Solutions, LLC in Visalia assisted with development for a flat fee of \$2,038.
- Administrative Services: Strategic Business Solutions will also provide administrative services for a fee not to exceed 13% of payment earned.
- Training Vendors: To Be Determined

**OVERVIEW**

Founded in 1949 and located in Gardena, Charles E. Thomas Company, Inc. (CET) specializes in general construction services for the Retail, Industrial, Commercial, and Petroleum industries. Its customer base includes customer base that includes commercial property owners, fuel dispensers, fast food establishments, and car washes. The Company offers building construction/renovation, fuel systems installation/servicing, Point of Sale (POS) systems installation/servicing, car wash installation/servicing, and pump and tank compliance/testing.

## Need for Training

During the economic downturn, instead of laying off workers, CET diversified its services, adding commercial construction. This means that in addition to being able to install pumps, tanks, and car wash systems, the Company will now be able to bid on entire projects including building construction and management of other subcontractor work. This shift in focus requires employees to gain more skills in general and specific construction expertise. These include skills in heavy equipment, underground construction, vapor recovery, leak detection, and HAZWOPER. Additionally, the credit industry will be requiring all POS systems upgraded to accept smart cards by next year. Training on POS programming and installation will allow the Company to be prepared to handle a large influx of installations.

## Retrainee - Job Creation

The Panel offers incentives to companies that commit to hiring new employees. Under the Retrainee-Job Creation program, training for newly-hired employees will be reimbursed at a higher rate and trainees will be subject to a lower post-retention wage.

CET has committed to hiring a total of six new employees in the occupations of Service Staff and Construction Field Staff (Job Number 2). CET has identified an immediate demand for these occupations to support the Company's efforts in expanding its business capacity, most notably in the areas of commercial construction and POS/Smart Card systems programming. The hiring plan that CET has in place will help ensure that the Company has the necessary resources to keep pace with industry demand.

The date-of-hire for all trainees must be within the three-month period before contract approval or within the term-of-contract. Trainees will be hired into "net new jobs" as a condition of contract.

## Training Plan

Training will be delivered Class/Lab and E-Learning methods.

**Business Skills** – This training will be offered to Administration Staff, Construction Managers, Sales Staff, and Frontline Managers. Each of these occupations has a customer service/sales component in their job description. Therefore, this training will provide workers with advanced customer service skills and account development techniques designed to enhance customer relations and increase market share.

**Commercial Skills** – This training will be offered to Construction Field Staff, Service Employees, Construction Management Staff, Inventory/Warehouse Staff, and Shop Staff. Underground construction training will help CET establish standards for digging, shoring, and identifying environmental hazards. Training will also cover leak detection technology, vapor recovery systems, heavy equipment operation, automated car wash systems installation/repair, and petroleum dispensing systems.

**Computer Skills** – This training will be offered to Service Staff, Sales Staff, and Inventory/Warehouse Staff. The new chip-imbedded Smart Card payment processing system is a sweeping change in technology impacting the petroleum dispensing industry. With this new technology rolling out in 2016, CET employees must receive extensive product knowledge training for these systems. Training will also cover programming requirements for POS equipment.

**Continuous Improvement** – This training will be offered to all occupations. Training will focus on Lean principles, with emphasis on process analysis and waste reduction. This training will help CET maximize capacity, efficiency, and service quality.

### **Certified Safety Training**

Hazardous Waste Operations and Emergency Response Standard (HAZWOPER). This training is also a series of courses specifically designed for workers who handle hazardous substances as first-responders, or clean-up as needed at a hazard disposal or emergency site. Completion of the training results in a certificate that expands employment opportunities. Each certification requires an 8-hour annual refresher course. This coursework must be approved by Cal-OSHA, and the instructors must be certified by Cal-OSHA. This training will be provided to Service Staff, Shop Staff, Construction Field Staff, and Construction Managers.

### **RECOMMENDATION**

Staff recommends approval of this proposal.

**Exhibit B: Menu Curriculum**

**Class/Lab and E-Learning Hours**

8 - 60

Trainees may receive any of the following:

**BUSINESS SKILLS**

- Account Development

**COMMERCIAL SKILLS**

- Underground Construction Best Practices
- Leak Detection
- Vapor Recovery Systems Installation, Repair, and Testing
- Heavy Equipment Operation (Backhoe, Trencher, Bobcat, Crane/Hoist)
- Fuel Dispensing Equipment Installation/Repair/Testing (*E-Learning and Class/Lab*)
- Automated Car Wash Systems Installation/Repair
- Green Building Practices
- Underground Tank Installation/Testing
- Confined Space
- API (American Petroleum Institute) WorkSafe Advanced Safety Training (*E-Learning and Class/Lab*)

**COMPUTER SKILLS**

- Point of Sale (POS) Systems Training (Gilbarco/Veeder Root) (*E-Learning and Class/Lab*)

**CONTINUOUS IMPROVEMENT**

- LEAN Processes
- Materials Handling

**HAZWOPER**

- Hazardous Waste/HAZWOPER

Note: Reimbursement for retraining is capped at 60 total training hours per trainee, regardless of the method of delivery.