



**Retrainee - Job Creation  
Training Proposal for:  
R.S.S.E., Inc.**

<b>Small Business ≤ \$50,000</b>
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**ET16-0138**

**Approval Date:** August 4, 2015

**ETP Regional Office:** Sacramento

**Analyst:** W. Sabah

**CONTRACTOR**

- Type of Industry: Services
  
- Priority Industry:  Yes  No
  
- Number of Full-Time Employees
  - California: 10
  - Worldwide: 10
  - Number to be trained: 13
  - Owner  Yes  No
  
- Out-of-State Competition: No OSC
- Special Employment Training (SET):  Yes  No
- High Unemployment Area (HUA):  Yes  No
- Turnover Rate: 1%
- Repeat Contractor:  Yes  No

**FUNDING**

- Requested Amount: \$12,760
- In-Kind Contribution: \$15,000

**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 SB <100 SET HUA	Business Skills, Commercial Skills, Computer Skills, Continuous impr	10	8-60	0	\$880	\$13.75
				Weighted Avg: 40			
2	Retrainee Job Creation SB <100 SET	Business Skills, Commercial Skills, Computer Skills, Continuous Impr, PL-Comm Skills	3	8-60	0	\$1,320	\$14.00
				Weighted Avg: 60			

- Reimbursement Rate: Job #'s 1 and 2: \$22 SB Non-Priority
- County(ies): Shasta
- Occupations to be Trained: Service Technician, Administration Staff, Sales Staff, Owner
- Union Representation:  Yes  
 No
- Health Benefits: N/A

**SUBCONTRACTORS**

- Development Services: Strategic Business Solutions, LLC in Visalia assisted with development for a flat fee of \$900.
- Administrative Services: Strategic Business Solutions, LLC will also provide administrative services for an amount not to exceed 13% of amount earned.
- Training Vendors: To Be Determined

**OVERVIEW**

R.S.S.E., Inc. (RSSE) ([www.rsse.biz](http://www.rsse.biz)), located in Redding, has been supplying equipment to engineering & construction companies located in Northern California for over 50 years. RSSE's services include sales, installation, and repair of fuel dispensing systems; Point of Sale systems; air compressors; lubricating equipment; and hydraulic vehicle lifts. Additionally, the Company provides compliance testing for all fuel dispensing operations. The Company's customer base includes service stations, convenience stores, truck stops, airports, municipalities, auto repair shops, and other commercial entities.

**Need For Training**

The addition of Radio Frequency Identification (RFID) chips in credit and debit cards requires upgrades to point of sale systems from the fuel pumps to the cash register. RFID technology uses computer chips to track the cards used by consumers. Training is required for installation, troubleshooting, and repair of various fuel dispensing systems including service equipment such as air compressors and hydraulic vehicle lifts.

Additionally, RSSE's staff requires training on the newly purchased S2K by Davis ware. This fully integrated computer software will upgrade all internal systems and allow staff to manage inventory with serial number lookups, schedule equipment maintenance by customers, dispatch/schedule technicians, access customer equipment history, and complete accounting functions including other internal management functions. Training will allow staff to improve customer service, increase efficiency and stay current on updated standard operating procedures, accounting skills and computer software skills.

### **Retrainee - Job Creation**

In support of job creation, the Panel is offering incentives to companies that commit to hiring new employees. Training for newly-hired employees will be subject to a lower post-retention wage.

RSSE will expand its current business capacity. The Company is experiencing steadily increasing sales. In order to meet demand and provide outstanding customer service, the Company will hire 3 Service Technicians (Job Number 2). The date-of-hire for trainees will be within the three-month period before contract approval or within the term-of-contract. These trainees will be hired into "net new jobs" as a condition of contract.

### **Training Plan**

**Business Skills** - Training will be offered to all occupations on Account Development and Job Estimating Skills. Training will allow employees to effectively communicate with customers, improve customer satisfaction, acquire new business and provide accurate job estimates.

**Commercial Skills** - Training will be offered to Service Technicians, Sales Staff and Owners. Training will focus on operating, installing, troubleshooting, and repairing various fuel dispensing systems and proper handling of trenchers, bobcats and backhoes.

**Computer Skills** - Training will be offered to all occupations on Davis ware S2K Software, QuickBooks, and EMV Software system. Training will allow employees to efficiently manage inventory, schedule equipment maintenance, and improve control processes. Additionally, training will allow trainees to accurately integrate Davis ware S2K software and QuickBooks to improve internal accounting functions.

**Continuous Improvement** - Training will be offered to all occupations to improve efficiencies and reduce waste. Training will focus on process analysis, job staging, work processes and inventory control to provide trainees with the skills to recognize and recommend changes to improve internal processes.

**Productive Lab - Commercial Skills**

Productive Lab (PL) training will be provided to new hire Service Technicians to supplement Class/Lab training. This training will strengthen their understanding of how to properly use the excavation and trenching equipment in hazardous environments. Training on basic controls and simulated practice can be performed in class/lab environments; however, PL training is required on jobsites to increase proficiency and insure a safe work environment.

Trainees will use trenchers, bobcats and backhoes during PL training. PL will take place at job sites. The trainer-to-trainee ratio for all training will not exceed 1:1. Each trainee will receive up to 10 hours of PL. Advanced certified trainers will provide constant supervision and direction while trainees complete the proper process of equipment handling. The trainer will offer coaching and mentoring throughout. Once a trainee can perform all tasks repetitively at production pace, the trainer will certify competency.

**SET/HUA**

Under SET, the participating employer is not required to demonstrate out-of-state competition. To qualify under SET, trainees must be earning at least the statewide average hourly wage at the end of the retention period.

However, all trainees work in a High Unemployment Area (HUA) exceeding the state average by at least 25%. The Company's location in Shasta County qualifies for HUA status under these standards. RSSE is requesting a wage modification to \$13.75 per hour (9% below the Standard Minimum Wage) to train 10 trainees in Job Number 1. Job Number 2 (Job Creation) will not need a modification as they qualify for the New Hire Standard Minimum Wage.

**RECOMMENDATION**

Staff recommends approval of this proposal.

**Exhibit B: Menu Curriculum****Class/Lab Hours**

8-60 Trainees may receive any of the following:

**BUSINESS SKILLS**

- Account Development
- Job Estimating Skills

**COMMERCIAL SKILLS**

- Fuel Dispensing and Service Equipment Installation and Repair
- Excavation and Trenching Equipment
- Forklift Training
- Confined Space

**COMPUTER SKILLS**

- Davis ware S2K Software
- Quickbooks
- EMV Software System

**CONTINUOUS IMPROVEMENT**

- LEAN Processes

Safety Training will be limited to 10% of total training hours per-trainee.

**Productive Lab**

0-10

**COMMERCIAL SKILLS (trainer-to-trainee ratio not to exceed 1:1)**

- Excavation and Trenching Equipment

Note: Reimbursement for retraining is capped at 60 total hours per-trainee, regardless of method of delivery. PL is capped at 10 hours per-trainee.
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