



**Training Proposal for:
California Health Sciences University, LLC**

Small Business ≤ \$50,000

ET16-0157

Approval Date: August 17, 2015

ETP Regional Office: Sacramento

Analyst: L. Fraizer

CONTRACTOR

- Type of Industry: Healthcare Services
Priority Industry: Yes No
- Number of Full-Time Employees
California: 35
Worldwide: 35
Number to be trained: 31
Owner Yes No
- Out-of-State Competition: No OSC
- Special Employment Training (SET): Yes No
- High Unemployment Area (HUA): Yes No
- Turnover Rate: 12%
- Repeat Contractor: Yes No

FUNDING

- Requested Amount: \$9,548
- 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	Business Skills, Computer Skills, Continuous Impr	31	8-60	0	\$308	\$16.00
				Weighted Avg: 14			

- Reimbursement Rate: \$22 SB Non-Priority
- County(ies): Fresno
- Occupations to be Trained: Administrative Staff, Admissions/Student Services Staff, Marketing/Communications Staff, IT Staff, Faculty Professor, Frontline Manager
- Union Representation: Yes
 No
- Health Benefits: N/A

SUBCONTRACTORS

- Development Services: Strategic Business Solutions, LLC in Visalia assisted with the development of this project for a flat fee of \$671.
- Administrative Services: Strategic Business Solutions, LLC will also provide administrative services for a fee not to exceed 13% of payment earned.
- Training Vendors: To Be Determined

OVERVIEW

California Health Sciences University, LLC (CHSU or University) (www.chsu.org) was formed by a prominent Central Valley family as a remedy for the shortage of healthcare services in their area. This privately-owned University provides an option for health professionals seeking continuing education programs and doctorates. Currently, the University is only operating one program, the College of Pharmacy, at its location in Clovis.

The first class of Doctoral Pharmacist candidates began in August 2014, and a new group of candidates are currently being enrolled for the 2015-2016 school year. However, the University plans to open four more doctoral schools (Allied Health, Dentistry, Podiatry, and Medical School) in the next couple of years.

Need for Training

This will be CHSU’s second agreement. The University is requesting ETP funding to continue the training efforts that began under the previous ETP Agreement (ET14-0341). Training in the

previous Agreement primarily focused on newly purchased software systems. For this proposal, CHSU's main focus is on trainees that did not previously participate. These are newer employees who need training on software systems, the academic assessment process, and professionalism in customer and student services. The Company also plans to train all workers on advanced modules of the software programs to help improve quality, capacity and sustainability.

The Curriculum does contain a few courses from the previous Agreement. However, trainees who were included in the previous contract will not be trained in the repeat courses.

Training Plan

Business Skills: Training will be offered to Frontline Managers, Faculty Professors, Administrative Staff and Admissions/Student Services Staff. Training will include course topics such as Academic Assessment Skills, Proposal Writing, Admissions Processes and Classroom Management. Training will insure organizational management, improve information workflow and provide superior customer service.

Computer Skills: Training will be offered to all occupations. Training will allow staff to provide accurate documentation on administrative processes, complete reports quickly and proficiently, and use new software to provide curricular design and accreditation compliance. Trainees will learn to use the Comprehensive Academic Management System (CAMS), ExamSoft Software and Website Development.

Continuous Improvement: Training will be offered to all occupations. Employees will receive training in Leadership, Team Building and Team-Based Learning Theories and Applications. These skills will enable team-based learning theory and principles to enhance the quality of student learning, improve leadership capabilities, and increase product quality.

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.

All trainees work in Fresno County, a High Unemployment Area (HUA) with unemployment exceeding the state average by 25%. The determination of HUA status is based on unemployment data from the Labor Market Information Division of the Employment Development Department.

➤ Wage Modification

Under HUA provisions, all trainees qualify for the Standard ETP Minimum Wage rather than the Statewide Average Hourly Wage. The Panel may modify the ETP Minimum Wage for these trainees by up to 25% if post-retention wages exceed the start-of-training wages. However, CHSU is not asking for a wage modification.

RECOMMENDATION

Staff recommends approval of this proposal.

PRIOR PROJECTS

The following table summarizes performance by CHSU under an ETP Agreement that was completed within the last five years:

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned \$ %
ET14-0341	Clovis	05/05/14- 05/04/15	\$22,000	\$9,146 (41%)

CHSU requested training to increase software proficiency, improve best practices and address student learning needs. The contract fell short due to a miscalculation of the amount of training hours required. Funding for ET14-0341 was based on the estimated amount of time needed to complete modules purchased from training vendors. However, CHSU trainees completed the modules in less time than originally projected. The lack of a formalized training plan, coupled with a focus on implementing University programs, resulted in less time to train than initially expected. To improve performance, the University has developed a detailed training plan and adjusted the amount of training time per module. This has decreased the weighted average hours and “right-sized” the amount of funding in the current proposal.

Exhibit B: Menu Curriculum

Class/Lab Hours

8 - 60

Trainees may receive any of the following:

BUSINESS SKILLS

- Admissions Processes
- Proposal Writing
- Classroom Management
- Academic Assessment Skills

COMPUTER SKILLS

- Comprehensive Academic Management System Software
- ExamSoft Software
- Website Development

CONTINUOUS IMPROVEMENT

- Teambuilding
- Leadership
- Team Based Learning Theories and Applications

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