Retraine - Job Creation
Training Proposal for:
Compassionate Care Home Health Agency, LLC

Agreement Number: ET18-0159

Panel Meeting of: January 24, 2018
ETP Regional Office: Sacramento

PROJECT PROFILE

<table>
<thead>
<tr>
<th>Contract Attributes:</th>
<th>Retraine</th>
<th>Priority Rate</th>
<th>SET</th>
<th>HUA</th>
<th>Medical Skills Training</th>
<th>Job Creation</th>
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<tbody>
<tr>
<td>Industry Sector(s):</td>
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<td>☑ Yes</td>
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<td>Counties Served:</td>
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<td></td>
<td></td>
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<td>Repeat Contractor:</td>
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<td>Union(s):</td>
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<td>Number of Employees in:</td>
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<td>U.S.:110</td>
<td>Worldwide: 110</td>
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<td>Turnover Rate:</td>
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<td>Managers/Supervisors:</td>
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FUNDING DETAIL

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<tr>
<th>Program Costs</th>
<th>(Substantial Contribution)</th>
<th>(High Earner Reduction)</th>
<th>Total ETP Funding</th>
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<tbody>
<tr>
<td>$236,224</td>
<td>$0</td>
<td>$0</td>
<td>$236,224</td>
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</table>

In-Kind Contribution: 100% of Total ETP Funding Required $350,000
### TRAINING PLAN TABLE

<table>
<thead>
<tr>
<th>Job No.</th>
<th>Job Description</th>
<th>Type of Training</th>
<th>Estimated No. of Trainees</th>
<th>Range of Hours</th>
<th>Average Cost per Trainee</th>
<th>Post-Retention Wage</th>
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<tbody>
<tr>
<td>1</td>
<td>Retrainees</td>
<td>Cont. Imp.,</td>
<td>76</td>
<td>8-200</td>
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<td>SET HUA Medical Skills</td>
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<tr>
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<td>MS-Didactic</td>
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<td>MS-Preceptor,</td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Medical Skills</td>
<td>MS-Didactic</td>
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<tr>
<td>3</td>
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<tr>
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<tr>
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<td>$1,700</td>
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<tr>
<td></td>
<td>Priority Rate</td>
<td>Computer Skills</td>
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<tr>
<td></td>
<td>Medical Skills</td>
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</tbody>
</table>

*It will be made a condition of contract that these trainees will never be paid less than the State or local minimum wage rate as in effect at the end of retention regardless of the wage expressed in this table. The highest minimum wage rate will prevail.

**Minimum Wage by County:** Job Numbers 1 & 3 (SET/HUA): $12.53 per hour in Fresno County; Job Numbers 2 & 4 (SET/HUA/Job Creation): $11.00 per hour in Fresno County

**Health Benefits:** ☑ Yes ☐ No This is employer share of cost for healthcare premiums – medical, dental, vision.

**Used to meet the Post-Retention Wage?** ☐ Yes ☑ No ☐ Maybe

Although the employer provides health benefits, they are not being used to meet Post-Retention Wage.

### Wage Range by Occupation

<table>
<thead>
<tr>
<th>Occupation Titles</th>
<th>Wage Range</th>
<th>Estimated # of Trainees</th>
</tr>
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<tbody>
<tr>
<td><strong>Job Number 1</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Certified Home Health Aide</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Therapist</td>
<td>22</td>
<td></td>
</tr>
<tr>
<td>Registered Nurse</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>Licensed Vocational Nurse</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td>Medical Social Worker</td>
<td>3</td>
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</table>
INTRODUCTION

Founded in 2003 and located in Fresno, Compassionate Care Home Health Agency, LLC (Compassionate Care) is a Home Health Agency (HHA) that provides in-home, skilled nursing services to the elderly and infirmed. Compassionate Care provides rehabilitative and therapeutic services that include physical, speech and occupational therapies. In addition, the Company provides social services that engage patients and increase quality of life. The Company is Medicare and Medi-Cal Certified, and licensed by the Department of Public Health of California. Training will take place at its single facility in Fresno.

PROJECT DETAILS

This will be Compassionate Care’s First Agreement. Training will focus on recent healthcare industry changes including the Affordable Healthcare Act, and the Center for Medicare and Medicaid Services (CMS) Home Health Quality Reporting Requirements system.

The Affordable Care Act has resulted in new quality standards, decreased reimbursement for services, increased patient population, and increased the number of high acuity patients receiving rehabilitative care. More than 80% of Compassionate Care’s referrals come from acute care hospitals. Training is required to ensure workers have the skills and knowledge to manage multiple patients with a higher level of acuity. Medical Skills training will help improve clinical outcomes and reduce patient re-admittance.

In 2016, the CMS unveiled major changes to HHA’s reporting of quality care data for its patients and staff. HHAs are mandated to report this data to Home Health Care Consumer Assessment of Healthcare Providers and Systems Survey to assess quality of patient care. Compassionate Care’s staff need training to ensure new CMS quality standards and guidelines are met and the Company can continue to serve Medicare and Medicaid patients. The assessment information will also be made available to prospective clients. Training will ensure staff meet CMS quality standards and are able to provide first-rate care to patients.
Retrainee - Job Creation

The Panel offers incentives to companies that commit to hiring new employees. Training for newly-hired employees will be reimbursed at a higher rate and trainees will be subject to a lower post-retention wage. Compassionate Care has committed to hiring 62 new employees (Job Numbers 2 and 4). Job Creation trainee occupations include Registered Nurse, Certified Home Health Aide, Administrative Staff, Therapist, Therapy Assistant, Licensed Vocational Nurse, Medical Social Worker, and Intake Coordinator.

Due to a shortage of home health services in King and Kern counties, Compassionate Care expanded its service into these areas in October 2017 and has contracted with 80 new clients to provide services in January 2018. Compassionate Care projects increased clients in these counties by January 2019. The Company is also expanding services to include End-of-Life Hospice care to clients and their families. To meet this demand, the Company must significantly increase in staff.

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:

Training will be delivered by in-house experts via class/lab, didactic and preceptor delivery methods.

Medical Skills Training

The Panel has established a higher reimbursement rate for nurse upgrade training, recognizing the higher cost of delivery for the Clinical Preceptor and Didactic models.

Medical Skills Training – Didactic: Therapists, Licensed Vocational Nurses, Registered Nurses, Therapy Assistants, Medical Social Workers and Home Health Aides will receive Medical Skills didactic training to improve patient care. Courses include Diabetic Management, Post-surgery Orthopedic and Neurological Rehabilitative Care, Medication Monitoring/Evaluation, Patient and Family Care Education, Physical Therapy, Occupational Therapy, Speech Therapy, Home Health Aide Services and Medical Social Services.

Medical Skills Training – Preceptor: Therapists, Licensed Vocational Nurses, Registered Nurses, Therapy Assistants, Medical Social Workers and Home Health Aides will receive bedside medical skills training with a Preceptor. All workers will train with Preceptors to validate skills, and become familiar with patient acuity levels. Courses include Patient Assessment & Care, Intravenous Therapy, Medication Administration & Management, Dementia Care and Enteral Feeding Tube Management.

Computer Skills: Training will be offered to all occupations in the new Electronic Medical Records system to accurately enter and retrieve patient information. Staff will also receive training on Microsoft Office, Kinnser and OASIS.

Continuous Improvement: Training will be offered to all occupations in multiple skills such as team building and customer service. Courses including Greif and Bereavement, National Patient Safety Goals, Team Building and Problem Solving.
Commitment to Training

The Company’s current training budget is approximately $100,000 per year. Training programs include new hire orientation, sexual harassment prevention, safety and computer skills training.

ETP funds will not displace the existing financial commitment to training. Safety training is provided in accordance with all pertinent requirements under state and federal law.

➢ Training Infrastructure

Compassionate Care’s Chief Operating Officer (COO) will oversee the training plan and will work with department leads on implementation. In addition, two training coordinators will schedule and coordinate all training efforts for staff and an administrative assistant will work with trainers on all training record keeping documents. On a monthly basis, the training progress will be reported back to the COO.

To assist with new staff, Compassionate Care has two hiring coordinators to bring on an estimated three new hires per month. The Company has also retained National Training Systems Inc. to assist with the administrative duties. A training plan is in place and will begin upon approval.

Retention Modification

Compassionate Care considers employees that work 30 hours per week or more full-time staff. Trainees that work more than 30 hours per week are offered full-time benefits such as Medical, Dental and 401K benefits. The company is requesting to reduce the full-time requirement from 35 hours per week to 30 hours per week.

RECOMMENDATION

Staff recommends approval of this proposal.

DEVELOPMENT SERVICES

National Training Systems Inc. (NTS) in Ladera Ranch assisted with development for a flat fee of $18,858.

ADMINISTRATIVE SERVICES

NTS will also perform administrative services for a fee not to exceed 10% of payment earned.

TRAINING VENDORS

To Be Determined
Exhibit B: Menu Curriculum

Class/Lab Hours

8-200 Trainees may receive any of the following:

**COMPUTER SKILLS**
- Clinical Services System Management
- Electronic Medical Records Application Skills
- Kinnser
- Consolo
  - OASIS
- MS Office Suite (Intermediate & Advanced ONLY)
  - Word
  - Excel
  - PowerPoint

**CONTINUOUS IMPROVEMENT**
- Communication Skills
- Coordination of Care
- Customer Service
- Case Management
- Documentation Skills
- Interdisciplinary Team Process
- National Patient Safety Goals
- Problem Solving
- Team Building
- Quality Assessment and Improvement
- Psychological and Spiritual Related to Death
- Activities of Daily Living
- Behavior Management
- Grief and Bereavement

**MEDICAL SKILLS TRAINING – DIDACTIC**
- Advanced Cardiac Life Support
- Patient Advanced Directives
- Arterial Blood Gas Interpretation
- Assessing Cardiac Changes
- Assessing Respiratory Function
- Basic Life Support
- Body Mechanics
- Cardiac Conditions
- Care of the Pleurx Patient
- Central Venous Access Devices
- Center for Medicare Services Compliance Updates
- Concepts of Death and Dying
- Dementia Care
- Depression
- Diabetic Management
- Disease Management
- Electrolyte Imbalance
- Elder Abuse
- Enteral Feeding Tube Management
- End-of-Life Care
- Medical Equipment Skills
- Functional Mobility & Ambulation
- Gastrointestinal Assessment & Management
- Handling of Death in a Home
- Medical Waste Management
- Home Care
- Hospice Skills
- ICD-10 Coding
- Incontinence Management (Colostomy Care, Urinary Catheter)
- Infection Control
- Intravenous Therapy
- Influenza Vaccination
- Medication Administration & Management
- Neurological Conditions
- Clinical Orientation
- Occupational Therapy Skills
- Orthopedic Conditions
- Pain Management (Acute & Chronic)
- Palliative Care
- Patient Assessment & Care
- Patient Fall Prevention
- Patient Transfer Techniques
- Physical Therapy Skills
- Pressure Ulcers
- Point-of-Care Laboratory Testing
- Rehabilitation Skills
- Respiratory Care
- Speech Therapy Skills
- Supplies, Medical Gasses and Drugs
- Tracheotomy Care
- Urinary Management (Foley Catheter, Input/Output)
- Wound Management
- Wound Vac Therapy

**MEDICAL SKILLS TRAINING – PRECEPTOR**
- Patient Assessment & Care
- Dementia Care
- Diabetic Management
- Enteral Feeding Tube Management
- Medical Equipment Skills
- Infection Control
- Intravenous Therapy
- Medication Administration & Management
- Wound Care
- Rehabilitation Skills
- Body Mechanics
- Functional Mobility & Ambulation
- Infection Control
- Neurological Conditions
- Occupational Therapy Skills
- Orthopedic Conditions
- Patient Assessment & Care
- Physical Therapy Skills
- Rehabilitation Skills
- Speech Therapy Skills

Safety Training cannot exceed 10% of total training hours per-trainee.

Note: Reimbursement for retraining is capped at 200 total training hours per trainee, regardless of the method of delivery.