

DELEGATION ORDER



**Retrainee - Job Creation
Training Proposal for:
Eminence Healthcare, Inc.**

Small Business

ET17-0266

Approval Date: October 3, 2016

ETP Regional Office: Sacramento

Analyst: W. Sabah

CONTRACTOR

- Type of Industry: Services
Healthcare
Priority Industry: Yes No

- Number of Full-Time Employees
California: 45
Worldwide: 45
Number to be trained: 58
Owner Yes No

- Out-of-State Competition: No OSC
- Special Employment Training (SET): Yes No
- High Unemployment Area (HUA): Yes No
- Turnover Rate: 7%
- Repeat Contractor: Yes No

FUNDING

- Requested Amount: \$54,010
- In-Kind Contribution: \$55,000

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, Cont. Improv. Skills, Commercial Skills	41	8-60	0	\$770	*\$15.60
				Weighted Avg: 35			
2	Retrainee Job Creation Initiative SB <100 SET	Business Skills, Computer Skills, Cont. Improv. Skills, Commercial Skills	17	8-60	0	\$1,320	*\$12.77
				Weighted Avg: 60			

*It will be made a condition of contract that the trainees in this Job Number 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.

- Reimbursement Rate: Job #'s 1 & 2: \$22 SB Non-Priority
- County(ies): Fresno
- Occupations to be Trained: Substance Abuse Counselor, Administration Staff, Eligibility Coordinator, Outreach Coordinator, IT Staff, Clinical Supervisor, Owner
- Union Representation: Yes
 No
- Health Benefits: Job #1: \$1.60 per hour Job #2: \$0.77 per hour

SUBCONTRACTORS

- Development Services: Strategic Business Solutions, LLC of Visalia assisted with the development of this proposal for a flat fee of \$3,775.
- Administrative Services: Strategic Business Solutions, LLC will also assist with administrative services for a fee not to exceed 13% of earned funds.
- Training Vendors: To Be Determined

OVERVIEW

Founded in 2005 and located in Fresno, Eminence Healthcare, Inc. (Eminence) (www.eminencehc.com), is an outpatient substance abuse and mental health clinic. Eminence provides counseling services focused on cognitive, behavioral and motivational enhancement to encourage behavioral change. Staff uses a variety of therapies to reduce community and individual problems related to mental health issues and substance abuse.

Need for Training

According to Eminence, the patient population demographic has changed dramatically with the enforcement of the Affordable Care Act as it requires healthcare services to utilize a more 'holistic' approach to addressing client's medical conditions. Clinics are also challenged with providing high-quality, affordable patient care services to patients with severe diagnosis who have not sought medical attention until symptoms have become intensified. To keep up with the increase inpatient care demand, Eminence requires additional staff and training on advanced and critical care skills.

Eminence expanded its' services to newly formed school districts in the San Joaquin Valley. In addition, the Company will train employees on the TriPPP software system that focuses on managing patients, processes and products. This software will allow staff to keep track of counselor's time schedules, responsibilities, patient drug usage, and other valuable information to provide better treatment. The training will ensure employees are utilizing the tools efficiently and accurately to offer quality patient care.

This is Eminence's third proposal in the last five years. In this proposal, some training curriculum will be repeated; however, Eminence ensures repeated courses will not be delivered to the same incumbent workers. Duplicated courses will only be delivered to new employees, expanding on training delivered in the previous project.

Retrainee – Job Creation

The Panel offers incentives to companies that commit to hiring new employees. Newly-hired employees will be reimbursed at a higher rate, and trainees will be subject to a lower post-retention wage.

Eminence has committed to hiring 17 new employees (Job Number 2). The date-of-hire for all trainees will 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.

Eminence is creating new jobs to keep up with the escalating high demand of its patient population. The San Joaquin Valley continuously requests that Eminence provide services at their school sites. The Company's goal is to serve qualifying beneficiaries in the San Joaquin Valley that are suffering from substance abuse by adding 40-50 new clinics at school sites over the next 8-10 months. Eminence plans to hire new employees during the term of this proposal to accommodate the growth associated with the increase of new patients and school districts.

SET/HUA

Eminence is eligible for ETP funding under Special Employment Training provisions for frontline workers. 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 under this proposal work in a High Unemployment Area (HUA). This is a region with unemployment exceeding the state average by 15%, under the Panel's standards. The Company's location in Fresno County qualifies for HUA status under these standards. However, Eminence is not asking for a wage modification.

Training Plan

Business Skills: Training will be provided to all occupations to improve communication, critical thinking and problem solving skills. Training will also allow staff to tailor specific treatment plans for each patient and provide different types of group therapy for quality care.

Computer Skills: Training will be offered to all occupations in the Company's healthcare information systems and electronic medical record technology to track, control, and document vital patient data. Training will provide accurate documentation on patient charts and allow staff to complete reports quickly and proficiently.

Continuous Improvement: Training will be offered to all occupations in leadership, organization, time management, teambuilding and quality improvement skills. Training will cultivate a cohesive company culture that will translate to improved services and a positive workplace environment

Commercial Skills: Training will be offered to all occupations on client interaction to insure employees can properly assess and document client's needs and treatment plans. Substance Abuse Counselors will also learn to use appropriate techniques and principles during group therapy sessions. Training will provide expertise that is consistent across the organization.

RECOMMENDATION

Staff recommends approval of this proposal.

ACTIVE PROJECTS

The following table summarizes performance by Eminence under an active ETP Agreement:

Agreement No.	Approved Amount	Term	No. Trainees (Estimated)	No. Completed Training	No. Retained
ET16-0141	\$40,128	07/28/2015-10/26/2016	48	65	65

Based on ETP Tracking Systems, 1,833 reimbursable hours have been tracked for potential earnings of \$40,128 (100% of approved amount). According to the ETP Forms System, Eminence submitted the closeout invoice. The contractor projects final earnings of \$40,128 (100% of approved amount).

PRIOR PROJECTS

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

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned \$ %
ET10-0138	Fresno	09/04/2009-09/03/2011	\$52,800	\$27,150 (51%)

During the term of its contract, Eminence worked almost exclusively with schools. Many of these schools lost their federal/state funding. Losing many key customers severely impacted Eminence's business – and many workers were laid off. Due to this, the Company's focus shifted from training to obtaining new customers. As a result, project performance was negatively impacted. In the next contract, Eminence expanded their customer base to include customers that are not dependent upon state/federal funding. They also hired an experienced training coordinator and public agency liaison to administer and complete the project successfully.

Exhibit B: Menu Curriculum

Class/Lab Hours

8-60

Trainees may receive any of the following:

BUSINESS SKILLS

- Site Planning/Scheduling
- Admissions/Eligibility/Patient Screening Process
- Strategic Planning

COMPUTER SKILLS

- Electronic Medical Records System Training
- Microsoft Office Suite Training
- TriPPP System

CONTINUOUS IMPROVEMENT

- Four Pillars of Success Training
- Quality Control and Process Analysis

COMMERCIAL SKILLS

- Patient Assessment Skills
- Group Counseling Techniques
- Intervention Protocols
- Substance Abuse Counseling Protocols

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