



**Training Proposal for:  
Eminence Healthcare, Inc.**

<b>Small Business ≤ \$50,000</b>
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**ET16-0141**

**Approval Date:** July 27, 2015

**ETP Regional Office:** Sacramento

**Analyst:** K. Smiley

**CONTRACTOR**

- Type of Industry: Services
  
- Priority Industry:  Yes  No
  
- Number of Full-Time Employees
  - California: 48
  - Worldwide: 48
  - Number to be trained: 48
  - 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: \$40,128
- 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 HUA	Business Skills, Computer Skills, Cont. Imp., Commercial Skills	48	8-60	0	\$836	\$16.50
				Weighted Avg: 38			

- Reimbursement Rate: \$22 SB Non-Priority
- County(ies): Fresno
- Occupations to be Trained: Substance Abuse Counselors, Administrative Staff, Clinical Supervisor, Eligibility Coordinator, Outreach Coordinator, Information Technology Staff, Quality Assurance Coordinator, Owner
- Union Representation:  Yes  
 No
- Health Benefits: \$1.50 per hour

**SUBCONTRACTORS**

- Development Services: Strategic Business Solutions, LLC of Visalia assisted with development of this proposal for a flat fee of \$2,534.
- 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](http://www.eminencehc.com)), is an out-patient substance abuse and mental health clinic. Eminence provides counseling services focused on cognitive, behavioral and motivational enhancement to encourage behavior change. Staff uses a variety of therapies to reduce community and individual problems related to metal health issues and drug abuse. This is the Company's second ETP Agreement.

## Need for Training

Eminence seeks to be in the forefront of changing mental health therapy trends and procedures to provide the best possible care for patients. Recently, Eminence has developed proprietary software that will allow incumbent workers to be more efficient and promote a high standard of care. Electronic Medical Records System (EMRS) training will take place in August 2015 and will allow all employees to have a proficient working knowledge of the system and its applications. This training will enhance treatment plans and insure accurate input of health care information. The EMRS will allow staff to track patient drug usage and record data to provide the best possible treatment.

Eminence intends to cultivate the skills necessary to develop treatment plans and ensure proper coverage and utilization at all clinic sites. This training will focus on time management, efficiency, prescribed treatment intervals, as well as availability for open door counseling. Eminence intends to enhance the admissions and screening process with training on Insurance Health Care Providers, School District Protocols, and Treatment Plan Protocols. This training will allow Eminence to provide a “wholistic” approach to treatment and maintain the highest level of patient care.

Eminence plans to provide training on Group Counseling techniques and principles. According to the Company, group therapy is becoming more prevalent in substance abuse facilities as a means of treatment. Eminence also plans to train on Support Group Counseling and Cognitive-Behavior Counseling to provide the most up-to-date counseling services.

## Training Plan

**Business Skills:** Training will be provided to Administrative Staff, Clinical Supervisor, Eligibility Coordinator, Outreach Coordinator, Quality Assurance Coordinator and the Owner to improve communications, critical thinking and problem solving skills. Courses will include Admissions, Eligibility Requirements, Patient Screening Process and Strategic Planning.

**Commercial Skills:** Training will be offered to Substance Abuse Counselors to ensure a uniform method of assessment is being used for all patients. Courses will include Patient Assessment Skills, Group Counseling Techniques and Intervention Protocols.

**Computer Skills:** Training will be offered to all occupations to effectively utilize and support the Company's electronic healthcare systems. Courses will include Electronic Medical Records System, Microsoft Office Suite and Epitomax.

**Continuous Improvement:** Training will be provided to all occupations to improve teamwork, processes and productivity throughout the clinic. Courses will include Four Pillars of Success.

## SET/High Unemployment Area

All trainees work in a high unemployment area, with unemployment exceeding the state average by 15%. These trainees qualify for the ETP Minimum Wage rather than the Statewide Average Hourly Wage.

### ➤ SET Wage Modification

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. Eminence is requesting a wage modification to \$16.50.

**RECOMMENDATION**

Staff recommends approval of this proposal.

**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. The Company's focus necessarily shifted from training to obtaining new customers. As a result, project performance was negatively impacted. However, since its last contract, Eminence has expanded its customer base to include customers that are not dependent upon state/federal funding. Eminence now has an experienced training coordinator and public agency liaison to coordinate training. And to ensure this project is successful early on, Eminence has scheduled a significant amount of training for August and September 2015.

**Exhibit B: Menu Curriculum**

**Class/Lab Hours**

8-60

Trainees may receive any of the following:

**BUSINESS SKILLS**

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

**COMPUTER SKILLS**

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

**CONTINUOUS IMPROVEMENT**

- Four Pillars of Success

**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.