



**Retrainee - Job Creation
Training Proposal for:
FlexCare LLC**

Small Business ≤ \$50,000

ET15-0448

Approval Date: May 4, 2015

ETP Regional Office: Sacramento

Analyst: K. Smiley

CONTRACTOR

- Type of Industry: Services

- Priority Industry: Yes No

- Number of Full-Time Employees
 - California: 44
 - Worldwide: 44
 - Number to be trained: 59
 - Owner Yes No

- Out-of-State Competition: Competitors Outside CA
- Special Employment Training (SET): Yes No
- High Unemployment Area (HUA): Yes No
- Turnover Rate: 11%
- Repeat Contractor: Yes No

FUNDING

- Requested Amount: \$49,500
- In-Kind Contribution: \$52,050

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	Business Skills, Computer Skills, Continuous Improvement Skills	37	8-60	0	\$880	\$16.00
				Weighted Avg: 40			
2	Retrainee Job Creation Initiative SB <100	Business Skills, Computer Skills, Continuous Improvement Skills	22	8-60	0	\$770	\$16.00
				Weighted Avg: 35			

- Reimbursement Rate: Job #s 1 & 2: \$22 SB Non-Priority
- County(ies): Placer County
- Occupations to be Trained: Recruitment Staff, Operations Staff, and Client Relations Staff
- Union Representation: Yes
 No
- Health Benefits: NA

SUBCONTRACTORS

- Development Services: Sierra Consulting Services of Cameron Park assisted with development for a flat fee of \$4,450.
- Administrative Services: Sierra Consulting Services will also assist with administrative services for a fee not to exceed 13% of earned funds.
- Training Vendors: To Be Determined

OVERVIEW

FlexCare LLC (FlexCare), www.FlexCarestaff.com, founded in 2006 and located in Roseville, is a registered nurse staffing agency. FlexCare is certified by the Joint Commission Accreditation of Healthcare Organizations (JCAHO) and provides travel nurses and permanent placement nurses to hospitals across the United States. FlexCare started out as company providing nurses to its California customers but has expanded into a nursing agency that provides nurses to hospitals all over the country.

Need for Training

FlexCare has purchased and installed two new software programs, Sales Force, a Customer Relationship Management (CRM) program and Microsoft Office 360. This software will allow Recruitment and Operations Staff to be more effective and efficient. Sales Force CRM will allow recruiters to effectively find well-qualified nurses for the hospitals they contract with. Microsoft Office 360 will track and manage nurse's work profiles including, certifications, licenses, and assignments.

Out-of-state competitors have an advantage over FlexCare due to economy of scale. These third-party large vendor management companies are able to standardize billing rates for services to hospitals. According to the Company representative, in order for FlexCare to remain competitive they must provide training that enhances their employees skill set.

FlexCare seeks funding to upgrade incumbent workers' skill sets and train newly hired employees. Many of the hospitals they serve have specific requirements regarding nurse experience and licenses. The training will help FlexCare place nurses based on those requirements.

Training is only for full-time permanent employees, not for the nurses being placed on temporary assignments. This is in keeping with the Panel's standards to fund training for a staffing agency such as FlexCare. (Title 22, CCR Section 4427.)

Retrainee - Job Creation

In support of 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.

FlexCare is experiencing an increased need for effective, experienced and licensed nurses. In the past four months FlexCare has contracted with 50 new hospitals nationwide and has grown at an average rate of 51% since 2007. To accommodate this growth, FlexCare purchased 14,000 square feet of office space in Roseville and are expected to move into the new space in June. FlexCare is projected to hire 70 new full time Recruitment and Operations Staff positions to their company in the next 2 years. The newly hired Recruitment and Operations Staff will recruit, process, and place nursing staff all across the nation.

FlexCare has committed to hiring 22 new employees as shown in Job Number 2 which will include 15 Recruiting Staff and 7 Operations Staff. These will be considered net-new-jobs under the current Agreement. Job Creation Retrainees will receive training in the newly purchased Sales Force CRM software as well as in advanced Excel and Microsoft Office programs.

Training Plan

Business Skills - Training will be offered to all staff related to job duties with the purpose of improving operations and recruitment efficiency and customer service skills. The training will also insure that FlexCare maintains compliance when handling medical documentation. Training will include Business Communication, Compliance Analysis, and Project Management & Methodology.

Computer Skills - Training will be offered to all staff related to job duties with the purpose of expanding and enhancing their skill set in their upgraded internal software system. Training will include Salesforce CRM, Intermediate Microsoft Office, and Intermediate QuickBooks.

Continuous Improvement - Training will be offered to all staff related to job duties with the purpose of improving their team building environment and process capabilities. Training will include Leadership/Coaching, Decision Making, and Time Management.

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

- Business Communication
- Business Fundamentals
- Business Writing
- Behavior Style Strategies
- Conflict Resolution
- Creative Marketing
- Customer Relationship Management
- Customer Service
- Communication styles
- Cost Control
- Compliance Analysis
- Interpersonal Communications
- Leadership
- Marketing/Sales Techniques
- Negotiating
- Planning and Organization
- Product Knowledge
- Project Management and Methodology
- Project Requirements Analysis and Specifications
- Retaining Customers
- Relationship Building
- Strategic Planning
- Successful Selling Techniques/Sales
- Time Management

COMPUTER SKILLS

- Salesforce CRM
- Microsoft Office 365
- QuickBooks

CONTINUOUS IMPROVEMENT

- Cross Training
- Communication Skills
- Creating a Quality Organization
- Change Management
- Decision Making
- How to Coach and Mentor
- Leadership/Coaching
- Meeting Management
- Production Scheduling
- Production Operations/Workflow
- Process Improvement
- Project Management

- Problem Solving and Decision Making
- Process Capability
- Team Building
- Teamwork Development Skills
- Time Management

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