



**Retrainee – Job Creation  
Training Proposal for:  
Lili Mirtorabi, D.D.S., A Professional Corporation**

**Fast Track ≤ \$100,000**

**ET15-0109**

**Panel Meeting of:** June 27, 2014

**ETP Regional Office:** North Hollywood

**Analyst:** L. Vuong

**CONTRACTOR**

- Type of Industry: Healthcare  
Services  
Priority Industry:  Yes  No
- Number of Full-Time Employees  
California: 110  
Worldwide: 110  
Number to be trained: 70  
Owner  Yes  No  
Mgr/Supr 7  
Frontline 63
- Out-of-State Competition: No OSC
- Special Employment Training:  Yes  No
- High Unemployment Area:  Yes  No
- Turnover Rate: 15%
- Repeat Contractor:  Yes  No
- Substantial Contribution:  Yes  No

**FUNDING**

- Requested Amount: \$87,700
- In-Kind Contribution: \$92,200



## **OVERVIEW**

Founded in 1999, Lili Mirtorabi DDS., A Professional Corporation (Lili Mirtorabi DDS), specializes in orthodontics for children and adults at four locations: El Monte, Hawthorne, Huntington Park and Santa Ana. The Company is eligible for the Special Employment Training (SET) funding targeted for frontline workers. Trainees from the El Monte, Hawthorne and Huntington Park locations will participate in this ETP project.

Since 2012, Mirtorabi's clinics have increased their workforce from 67 to 110 employees. With the recent increase in staff and patients, the Company is in the process of developing an internal training program to improve business functions and to support the Company as it continues to grow. In May 2012, as a result of the prior ETP agreement, one employee was approved for the Orthodontic Assistant Permit (OAP) by the California Association of Orthodontists (CAO). As an authorized CAO course provider, the Company seeks to provide the necessary training to have additional employees approved for the OAP to continue to grow its business.

In May 2014, the Company will be moving to a larger location in Hawthorne to better serve their patients. In addition, they anticipate opening two new offices in Whittier and Los Angeles by 2016.

This will be the second Agreement between ETP and Lili Mirtorabi DDS. A substantial contribution does not apply because the applicant has not earned \$250,000 or more within the previous five years at the same facility.

### **Retrainee - Job Creation**

In support of job creation, the Panel offers incentives to companies that commit to hiring new employees. Under the Retrainee-Job Creation program, training for newly-hired employees will be reimbursed at a higher rate and trainees will be subject to a lower post-retention wage.

In support of its facility expansion, Lili Mirtorabi DDS has committed to hire and train seven new employees under this proposal: One Administrative Staff, three Sterilizer Staff, two Dental Assistant, three Laboratory Technician and one Supervisor/Manager (Job Number 2). Trainees must be hired within the three-month period prior to Panel approval or during the term of contract.

### **High Unemployment Area HUA**

The proposed 70 trainees work in El Monte, Hawthorne and Huntington Park which are designated High Unemployment Areas (HUA) with unemployment exceeding the state average by 15%.

### **Wage Modification**

For these trainees, the Panel may modify the ETP Minimum Wage by up to 25% if post-retention wages exceed the start-of-training wages. The Company is asking for a wage modification from the ETP minimum average hourly wage to the SET-HUA Wage of \$12.03 for all trainees in Job Number 1 and to the SET-HUA New Hire Wage of \$10.03 for all trainees in Job Number 2 for Los Angeles County.

All trainees in Job Number 3 meet the ETP Standard Wage of \$16.04 for Los Angeles County; so therefore, the Company is not asking for a wage modification. There is no need to show wage increase for all trainees in Job Number 2 (Job Creation) and Job Number 3 (meet ETP Standard Wage).

### **Training Plan**

The Company intends to provide its new and incumbent employees with job-related skills to become proficient, competent, increase services, meet new demands for higher quality care, comply with changing dental requirements, and expand full-time staff to help the business grow. All trainees in Job Number 2 are newly-hired employees. They need more training in their new positions to provide better services and become more confident. Business Skills, Commercial Skills, Computer Skills and Continuous Improvement will be provided to all occupations.

**Business Skills** – This training will help improve customer service, marketing and financial controls to support the expansion and new employees.

**Commercial Skills** – Trainees will learn dental and patient applications, technologies, procedures and fabrications.

**Computer Skills** – This training will help trainees utilize the company's electronic automation system to track, control and document patient data.

**Continuous Improvement** – Training will focus on performance, team building, time management, improve efficiency and productivity throughout the organization to form a solid business operation.

### **RECOMMENDATION**

Staff recommends approval of this proposal.

### **PRIOR PROJECTS**

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

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned \$ %
ET12-0125	El Monte	09/26/11 to 09/25/12	\$45,738	\$39,754 (87%)

**Exhibit B: Menu Curriculum**

**Class/Lab Hours**

8 - 200

Trainees may receive any of the following:

**BUSINESS SKILLS:**

- Marketing/Sales Techniques
- Project Management/Strategic Planning
- Payroll
- Accounts Payable and Receivable
- Inventory Control
- Office Administration
- Customer Service

**COMMERCIAL SKILLS:**

- Dental/Orthodontic Technology
- Orthodontic Appliances
- Orthodontic Procedures
- Sterilization Procedures
- Patient Records Procedures
- Orthodontic Appliance Fabrication

**COMPUTER SKILLS:**

- Orthotrac Software
- Intermediate and Advanced Microsoft Office
- Electronic Insurance Billing
- Payroll Software (Quickbooks)

**CONTINUOUS IMPROVEMENT:**

- Problem Solving
- Decision Making
- Team Building
- Time Management and Productivity

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