



RETRAINEE - JOB CREATION

Training Proposal for:

ProTransport-1, LLC

Agreement Number: ET16-0159

Panel Meeting of: August 28, 2015

ETP Regional Office: Sacramento

Analyst: M. Jones

PROJECT PROFILE

Contract Attributes:	SET HUA Job Creation Initiative Priority Rate Medical Skills Training Veterans	Industry Sector(s):	Healthcare Services Priority Industry: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Counties Served:	Contra Costa, Alameda, Sonoma, Stanislaus, Santa Clara, Sacramento	Repeat Contractor:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Union(s):	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No United Steel Workers EMS Local 12911		
Number of Employees in:	CA: 500	U.S.:500	Worldwide: 500
Turnover Rate:	5%		
Managers/Supervisors: (% of total trainees)	N/A		

FUNDING DETAIL

<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">Program Costs</td></tr> <tr><td style="text-align: center;">\$528,450</td></tr> </table>	Program Costs	\$528,450	-	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">(Substantial Contribution)</td></tr> <tr><td style="text-align: center;">\$0</td></tr> </table>	(Substantial Contribution)	\$0	=	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">Total ETP Funding</td></tr> <tr><td style="text-align: center;">\$528,450</td></tr> </table>	Total ETP Funding	\$528,450
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In-Kind Contribution:	100% of Total ETP Funding Required	\$689,000
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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 Medical Skills Training Priority Rate SET HUA	Continuous Impr, Computer Skills, MS Preceptor, MS Didactic	179	8-200	0	\$1,350	\$11.30*
				Weighted Avg: 75			
2	Retrainee Medical Skills Training Priority Rate SET	Continuous Impr, Computer Skills, MS Preceptor, MS Didactic	24	8-200	0	\$1,350	\$24.00
				Weighted Avg: 75			
3	Job Creation Initiative Medical Skills Training Priority Rate SET	Continuous Impr, Computer Skills, MS Preceptor, MS Didactic	137	8-200	0	\$1,600	\$12.86
				Weighted Avg: 80			
4	Job Creation Initiative Medical Skills Training Priority Rate SET Veterans	Continuous Impr, Computer Skills, MS Preceptor, MS Didactic	20	8-200	0	\$1,760	\$13.25
				Weighted Avg: 80			

***Job Number 1:** For Alameda, Contra Costa, Santa Clara, Sonoma and Sacramento Counties, ETP will accept the union-negotiated base wage for the three occupations listed under the Wage Range by Occupation table below. (For Stanislaus County, ETP will use the HUA modified wage.) For EMT, wage progression runs from 7 steps to 10 steps depending on Advanced Life Support (ALS) certification. Paramedics are all ALS with wage progression at 10 steps. Medical Transport Specialist wage progression is 2 steps. Union-negotiated health benefits vary with a floor of \$1.04. All occupations are eligible for the employer-sponsored 401(k) Plan.

Minimum Wage by County: ***Job Number 1 SET:** \$16.44 for Alameda, Contra Costa and Santa Clara Counties; \$15.75 for Sacramento County; and \$15.07 for Sonoma County.
Job Number 1 SET/HUA: \$11.30 for Stanislaus County.
Job Number 2 SET: \$20.55 per hour Priority Statewide Average Wage.
Job Number 3 SET (Job Creation): \$13.70 for Alameda, Contra Costa and Santa Clara Counties; \$13.13 for Sacramento County; and \$12.33 for Stanislaus and Sonoma Counties.
Job Number 4 SET (Veterans): \$13.70 for Alameda, Contra Costa and Santa Clara counties; \$13.13 for Sacramento County; and \$12.33 for Stanislaus and Sonoma Counties.
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
 Up to \$0.84 per hour may be used to meet the Post-Retention Wage for Job Numbers 3 and 4.

Wage Range by Occupation		
Occupation Titles	Wage Range	Estimated # of Trainees
Job Number 1		
Emergency Medical Technician (EMT)		131
Paramedic		24
Medical Transport Specialist		24
Job Number 2		
Registered Nurse		20
Training Coordinator		1
Frontline Training Supervisor		3
Job Number 3 Job Creation		
Registered Nurse		4
Emergency Medical Technician (EMT)		103
Paramedic		10
EMT Frontline Field Supervisor		1
Dispatcher		3
Customer Service Representative		3
Support Staff		5
Marketing/Sales Representative		1
Frontline Supervisor		1
Billing/Accounts Receivable Representative		3
Frontline Training Supervisor		1
Medical Transport Specialist		2
Job Number 4 Veterans Job Creation		
Emergency Medical Technician (EMT)		15
Paramedic		5

INTRODUCTION

ProTransport-1, LLC (ProTransport) (www.Protransport-1.com) was founded in 2000 in Cotati. The Company is a leading provider of non-emergency inter-facility ambulance services for patients and healthcare facilities throughout the Bay Area and Central Valley. The Company is known nationally for patient advocacy and its unique approach to technology integration which has led to being featured in *Inc. Magazine's* list of the fastest growing private companies in America four years running. All 14 locations in California will participate in training.

PROJECT DETAILS

ProTransport staff will require multiple skills and competencies in order to uphold high standards. The safety and quality of care during patient transportation is directly related to how well the staff is trained. As well, a combination of increasing call volume and acuity of patients

has affected the need for additional training in quality of care. For instance, inter-facility transfers require a unique set of skills distinct from training by a hospital-based provider. The ETP-funded training will allow staff to become more familiar with the demands of providing care during ground transport, and to handle the variety of patient contingencies that may arise.

Retrainee - Job Creation

In support of Job Creation, the Panel is offering 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.

ProTransport has committed to hiring 157 new employees (Job Numbers 3 and 4). ProTransport represents that the date-of-hire for all trainees in the Job Creation program 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.

ProTransport’s call volumes and patient acuity has increased in recent years, as more of the population is eligible for healthcare under The Affordable Care Act. The Company has expanded its business capacity, investing over 2 million dollars in new equipment (a Computer-Aided Dispatch Software System, Employee Scheduling Management Software, HR Software, 10 fleet vehicles and 20 ambulances, with additional ambulance acquisitions to be made in late 2015) and hiring more staff to meet the increased demand.

Veterans Program

As a Veteran-owned company, ProTransport is committed to providing employment opportunities for those who have served our country. The Company attends and sponsors two Veterans events per year to meet and share employment openings with the Veteran community.

The Panel has established a higher reimbursement rate and other incentives for training California Veterans. The rate is \$22 per hour, consistent with the “blended rate” for Medical Skills Training. The Veteran trainees in this proposal are in Job Number 4.

Training Plan

Computer Skills (10%): Training will be offered to Billing Staff, Accounts Receivable Representative, Dispatcher, Customer Service Representative, Emergency Medical Technician (EMT) and Support Staff to increase efficiency and proficiency in the newly installed system. Training course topics will include ICD-10 and Computer-Aided Dispatch.

Continuous Improvement (20%): Training will be offered to all occupations to improve customer service and knowledge to ensure high quality service. Training course topics will include Customer Service, Ambulance Operations Skills, and Standard Operating Procedures.

Medical Skills Training (70%):

The Panel has established a “blended” reimbursement rate for medical skills training, recognizing the higher cost of delivery for the Clinical Preceptor model. Medical Skills training will be reimbursed at a blended rate of \$22 per hour, linked to course titles. The standard class/lab rate for priority industries, \$18 and \$20 per hour, will apply to Business Skills, Computer Skills and Continuous Improvement training.

For this project, approximately 24 Registered Nurses (RNs), 254 Emergency Medical Technicians (EMTs) and 39 Paramedics will participate in medical skills training utilizing both didactic and clinical-preceptor training delivery.

Commitment to Training

ProTransport currently has an annual training budget of \$171,000, which includes training such as Sexual Harassment Prevention, ProTransport Policies and Procedures, and basic safety.

The Company represents that ETP funds will not displace the existing financial commitment to training. Safety training is, and will continue to be, provided in accordance with all pertinent requirements under state and federal law.

SET/HUA

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.

The trainees in Job Number 1, 3, and 4 may work in a High Unemployment Area (HUA) with unemployment exceeding the state average by 25%. The determination of HUA status is based on unemployment data from the Labor Market Information Division of the Employment Development Department. The Company's locations in Stanislaus County qualify for the HUA wage; this modification is requested for trainees in Job Number 1 only.

Union Support

Three of the occupations being trained are represented by United Steelworkers (USW) EMS Local 12911, throughout all locations where training will take place. These occupations are: EMT, Paramedic and Medical Transport. The union letter of support is included with this proposal.

RECOMMENDATION

Staff recommends approval of this proposal.

DEVELOPMENT SERVICES

ProTransport retained National Training Systems, Inc. in Ladera Ranch to assist with development of this proposal for a flat fee of \$28,950.

ADMINISTRATIVE SERVICES

ProTransport also retained National Training Systems, Inc. to perform administrative services in connection with this proposal for a fee not to exceed 13% of payment earned.

TRAINING VENDORS

To Be Determined

Exhibit B: Menu Curriculum**Class/Lab Hours**

8-200

Trainees may receive any of the following:

CONTINUOUS IMPROVEMENT

- Ambulance Operation Skills
- Customer Service
- Documentation Skills
- Communication Skills
- Conflict Resolution
- Crisis Prevention & Intervention (CPI)
- Critical Thinking
- Call Center & Dispatch Protocols
- EMS Communication & Protocols
- HIPPA
- Leadership Skills
- Performance & Quality Improvement
- Preceptor Skills (Train-the-Trainer)
- Standard Operating Procedures

COMPUTER SKILLS

- Intermediate to Advanced Microsoft Office Skills
- ICD -10
- Computer-Aided Dispatch

MEDICAL SKILLS TRAINING – CLINICAL WITH PRECEPTOR

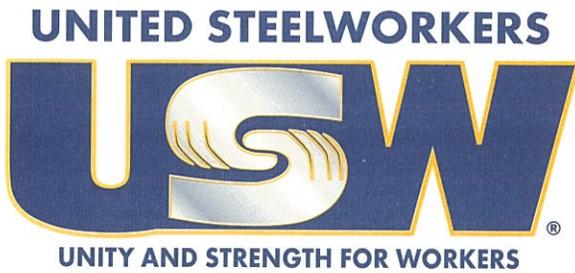
- Ambulatory Patient Care Training
 - Advanced Cardiac Life Support
 - Code Blue Response & Procedures
 - Cardiac Patient Care
 - Critical care Transport
 - Code of Conduct
 - Critical Incidence Stress
 - Equipment Operation
 - Injury Prevention
 - NICU/PICU Team Transport
 - Standard Operating Procedures
 - Trauma Patient Care
 - Geriatric Patient Care
 - Patient Safety
 - Pediatric Patient Care
 - Pre-Hospital Trauma Life Support
 - Respiratory Arrest
 - Patient Assessment & Pre-Hospital Care
 - Patient Transport Techniques

MEDICAL SKILLS TRAINING – DIDACTIC

- Advanced Cardiac Life Support
- Basic Life Support (BLS)
- Airborne Pathogens

- Bloodborne Pathogens
- Body Mechanics
- Cardiac Assessment
- Care of the Bariatric Patient
- Care of Geriatric Patient
- Care of the Renal Patient
- Care of and Treatment of Shock Patients
- Care of the Stroke Patient
- Chronic Obstructive Pulmonary Disease (OCPD)
- Code Blue Response and Procedures
- Critical Care Skills
- Decontamination Procedures
- Dysrhythmia Recognition & Interpretation
- EKG & Cardiac Monitors
- Emergency Medical Technician (EMT) Skills Training (including EMT-1)
- Equipment Operation Skills
- Hazardous Materials/Protection
- HIPPA
- Medical Transport of High-Risk Patients
- Medication Administration & Reconciliation
- Neonatal Intensive Care Unit (NICU) Transport
- Neurological Assessment & Pre-Hospital Care
- Orthopedic Assessment & Pre-Hospital Care
- Orthopedic Stabilization & Traction
- Oxygen Administration
- Pain Management
- Patient Assessment & Pre-Hospital Care
- Pediatric Patient Care
- Pharmacology & Pharmacokinetics
- Pre-Hospital Trauma Life Support
- Psychiatric Patient Care
- Respiratory Arrest
- Respiratory Assessment & Pre-Hospital Care
- Renal Care
- Restraints
- Standards of Care
- Ventilator Operation

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



ET16-0159

District 12

Robert LaVenture
District Director

Chris Youngmark
Assistant to the Director

Ron Espinoza
Sub-District Director

SENT VIA EMAIL

June 30,, 2015

Employment Training Panel
1100 J Street, 4th Floor
Sacramento, CA. 95814

To whom it may concern:

This letter is to confirm the support of the United Steelworkers (USW) on behalf of its EMS Local 12911 for the Protransport-1 training proposal as submitted to the Employment Training Panel.

Sincerely,



Fernie Mirelez, Staff Representative,
United Steelworkers International Union

Cc: Union file