



DELEGATION ORDER

**Training Proposal for:
Safe Refuge**

Small Business

ET16-0433

Approval Date: April 15, 2016

ETP Regional Office: North Hollywood

Analyst: M. Paccarelli

CONTRACTOR

- Type of Industry: Healthcare
Priority Industry: Yes No
- Number of Full-Time Employees
California: 35
Worldwide: 35
Number to be trained: 14
Owner Yes No
- Out-of-State Competition: NAICS Code Eligible
- Special Employment Training (SET): Yes No
- High Unemployment Area (HUA): Yes No
- Turnover Rate: 19%
- Repeat Contractor: Yes No

FUNDING

- Requested Amount: \$14,560
- In-Kind Contribution: \$15,680

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 Priority Rate SET	Commercial Skills, Computer Skills	14	8-60	0	\$1,040	\$21.28
				Weighted Avg: 40			

- Reimbursement Rate: Job # 1: \$26 SB Priority
- County(ies): Los Angeles
- Occupations to be Trained: Registered Nurse, Therapist, Counselor, Administrative Staff, Frontline Supervisor
- Union Representation: Yes
 No
- Health Benefits: Job #1: \$0.28 per hour

SUBCONTRACTORS

- Development Services: N/A
- Administrative Services: N/A
- Training Vendors: To Be Determined

OVERVIEW

Safe Refuge, founded in 1988 was formerly known as the Substance Abuse Foundation of Long Beach, Inc., (www.asaferefuge.com). It is a 240-bed facility with 90 State-licensed/certified beds. The remaining 150 beds are transitional housing/sober living).

Safe Refuge is certified by the Commission on Accreditation of Rehabilitation Facilities in residential, outpatient, and community housing for drug and alcohol treatment; and for employment services. Its mission is to provide treatment and support for those seeking recovery from addiction. Safe Refuge's services include housing for low-income and homeless individuals and families; outpatient group and individual counseling; and job training and employment services.

Safe Refuge is eligible for priority-industry funding as a Healthcare facility under Special Employment Training (SET) for frontline workers.

PROJECT DETAILS

This proposal will upgrade the skills of employees and equip them to make informed and timely decisions in order to improve client care.

Training Plan

Commercial Skills (85%) - This training will be offered to all occupations and will cover industry-specific skills consistent with most healthcare settings such as infection control, nutrition, sanitation, and medical management.

Computer Skills (15%) – This training will be offered to all occupations in advanced Electronic Health Records which will enhance efficiency, reduce errors, and improve customer service.

Special Employment Training

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.

Frontline Worker

The Company will be training three Frontline Supervisors. These workers spend more than 50% of their time on frontline work duties. As such, they meet the Panel's definition of "frontline workers" and qualify for SET funding.

Turnover Rate

The ETP program is designed to fund training for stable, secure jobs. Thus, the employer's turnover rate cannot exceed 20% annually for the facility where training is requested. But the Panel may accept a higher turnover rate if the employer provided evidence that the proposed training will significantly decrease the turnover, or if the employer experienced a singular reduction in workforce, or if industry data supports a higher turnover rate. If the Panel chooses to impose a turnover penalty, failure to stay under a maximum rate will trigger forfeiture of 25% of the amount earned for each trainee.

Safe Refuge is requesting a waiver to the 20% turnover threshold due to the fact that high turnover in 2015 was an anomaly. According to the Company, its rate has historically remained below 20%, with turnover at 2% in 2013 and 4% in 2014.

However, in 2015, the turnover rate climbed to 30% due to a singular reduction of workforce when Safe Refuge lost two contracts during the rebidding of two specific programs. Safe Refuge had since received new funding from other sources, and is confident that it will retain its current employees for a projected turnover rate of 20% or less by the end of 2016.

However, Safe Refuge is still requesting a waiver due to the general unpredictability of staff retention in the healthcare-rehabilitation sector. Staff recommends this waiver.

RECOMMENDATION

Staff recommends approval of this proposal.

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

8 - 60

Trainees may receive any of the following:

COMMERCIAL SKILLS

- Basic Life Support (BLS)
- Medication Administration & Management
- TB Prevention and Education
- Hepatitis Prevention and Education
- HIV Related Training
- Critical Incident and Infection Control
- Communicable Diseases Prevention and Control
- Alcohol and/or Drug Abuse
- Principles of Recovery
- Recognition of Individuals Under the Influence
- Ethics/Code of Conduct and Rights of Persons Served
- Person and Family Centered Services
- Prevention of Workplace Violence
- Confidentiality, Cultural Competency
- Incident Reporting/Adverse Events
- Non-violent Crisis Intervention
- Program Services Overview
- Housekeeping and Sanitation
- Nutrition, Food Preparation
- Storage and Menu Planning
- Corporate Compliance

COMPUTER SKILLS

- Electronic Health Records

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