



**Training Proposal for:**  
**Seersoft, Inc. dba California Rehabilitation Specialists**  
**Agreement Number: ET15-0213**

**Panel Meeting of:** July 25, 2014

**ETP Regional Office:** North Hollywood

**Analyst:** M. Webb

**PROJECT PROFILE**

Contract Attributes:	Retrainee SB <100 Medical Skills Training SET HUA	Industry Sector(s):	Services  Priority Industry: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Counties Served:	Los Angeles	Repeat Contractor:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Union(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Number of Employees in:	CA: 40	U.S.: 40	Worldwide: 40
<u>Turnover Rate:</u>	3%		
<u>Managers/Supervisors:</u> (% of total trainees)	N/A		

**FUNDING DETAIL**

<b>Program Costs</b>	-	<b>(Substantial Contribution)</b>	<b>(High Earner Reduction)</b>	=	<b>Total ETP Funding</b>
\$99,110		\$0	\$0		\$99,110

<b>In-Kind Contribution:</b>	100% of Total ETP Funding Required	\$222,775
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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 SB <100 SET	Computer Skills, Continuous Improvement, Commercial Skills, MS Didactic MS Clinical with Preceptor	19	8-160	0	\$1,320	\$27.09
				Weighted Avg: 60			
2	Retrainee Medical Skills Training SB<100 SET HUA	Computer Skills, Continuous Improvement, Commercial Skills, MS Didactic, MS Clinical with Preceptor	26	8-160	0	\$1,320	\$16.04
				Weighted Avg: 60			
3	Retrainee Medical Skills Training SB<100 SET Job Creation Initiative	Computer Skills, Continuous Improvement, Commercial Skills, MS Didactic, MS Clinical with Preceptor	19	8-200	0	\$2,090	\$13.37
				Weighted Avg: 95			

**Minimum Wage by County:** Job Number 1 (SET): \$27.09 in Los Angeles County: Job Number 2 (SET/HUA): \$16.04 in Los Angeles County: Job Number 3 (SET/Job Creation): \$13.37 in Los Angeles County.

**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 \$2.45 per hour may be used to meet the Post-Retention Wage in Job Numbers 1 and 2.

Wage Range by Occupation		
Occupation Titles	Wage Range	Estimated # of Trainees
<b>JOB NUMBER 1</b>		
Licensed Vocational Nurse		1
Occupational Therapist		2
Physical Therapist		11
Registered Nurse		3
Speech & Language Pathologist		2
<b>JOB NUMBER 2</b>		
Administrative/Clerical Staff		11

Hyperbaric Technician		1
Physical Therapy Assistant		4
Respiratory Care Practitioner		10
<b>JOB NUMBER 3</b>		
Physical Therapy Assistant		4
Respiratory Care Practitioner		2
Licensed Vocational Nurse		5
Occupational Therapist		2
Physical Therapist		5
Speech & Language Pathologist		1

## **INTRODUCTION**

Founded in 2007, Seersoft, Inc. dba California Rehabilitation Specialists (CalRehab) offers services in physical, occupational and speech therapy. CalRehab originally started as a medical billing and accounting firm but soon added therapy and staffing services to remedy an underserved field. The Company referrals come directly from acute care hospitals, insurance adjusters, physicians, clinics and other healthcare providers.

Headquartered in Granada Hills, CalRehab owns and operates seven clinics in the surrounding areas. These locations include Long Beach, Huntington Park, Van Nuys, Covina, Panorama City, Los Angeles, and Northridge. Employees from all locations will participate in training under this Agreement. This will be the first Agreement between CalRehab and ETP.

## **PROJECT DETAILS**

Through the *Affordable Care Act*, preventative and wellness services (including physical therapy) are now available for more individuals. As a result of the Act, CalRehab's patient volume has increased. At the same time, stricter documentation requirements mean that staff must learn new reporting procedures. Specially, outcome-based documentation of patients' functional improvements must be provided, and Medicare billing codes must be identified.

To demonstrate compliance, CalRehab has invested \$125K in new equipment and technology. The Company has purchased a new Electronic Medical Records System and Medicare billing software that will be used to process claims for Medicare Part A+B contracts. CalRehab will also implement *Telemedicine*, a telecommunications tool used to provide services to remote patients. Employees will use Telemedicine and Medicare software programs to perform job duties on a daily basis. Staff will participate in Computer Skills training to ensure they can complete tasks utilizing the new system and software program.

CalRehab will also introduce Aquatic Therapy to their list of services. Contingent on a patient's medical condition, an exercise program is developed and performed while the patient is submerged in water to support their weight and reduce the force of stress placed on joints. Trainees will participate in training from qualified instructors to learn new techniques and safety precautions necessary to perform aquatic therapy.

With an increase in patient volume associated with the new services and business requirements, CalRehab has begun expanding its workforce to meet patient and business needs. Newly-hired Therapists will participate in Commercial and Medical Skills Training to ensure they are providing proper care to patients. Incumbent staff will also receive Medical

Skills Training to improve their skills and learn new advancements in areas such as stroke rehabilitation and occupational therapy.

### **Retrainee - Job Creation**

CalRehab has committed to hiring 19 full-time employees (Job Number 3). Newly graduated Therapists will participate in an extended residency training program to gain hands-on experience with patients. Trainees will receive up to 1400 hours of Commercial and Medical Skills Training to increase knowledge and better understand their role as a professional therapist. Courses provided under this program include Cold Laser, Occupational, and Physical Therapy Skills.

The Panel offers incentives to companies that commit to hiring new employees. Training for newly-hired employees is reimbursed at a higher rate and trainees are subject to a lower post-retention wage.

### **Training Plan**

**Computer Skills (15%):** Training will be offered to all occupations to familiarize staff with new software programs being used by CalRehab. Trainees will participate in courses for Patient Billing & Accounts Receivable, Medicare Endeavor, and the Electronic Medical Records Application Skills system.

**Continuous Improvement (15%):** This training will be offered to all occupations to improve overall skill sets and increase knowledge in procedures such as discharging and coordinating patient care, proper documentation, and team building.

**Commercial Skills (50%):** This training will be offered to Therapists, Physical Therapy Assistants, and Pathologists, to ensure they can provide rehabilitation services to patients. Newly hired therapist will also receive extensive training to increase capabilities and become comfortable with providing therapeutic services.

**Medical Skills Training (20%):** This training will be offered to Therapists, Physical Therapy Assistants, Pathologists, Licensed Vocational Nurses, and Registered Nurses. Staff will receive Didactic/Preceptor training to remain current in therapy treatment. Courses include Ventilator and Tracheotomy Care, Wound Care, and Rehabilitative Nursing Skills.

### **Training Hours Limitation**

To handle a higher patient volume, CalRehab must expand their workforce by hiring permanent full-time staff. The Company has difficulty recruiting experienced staff and result to hiring therapists with limited work experience. To achieve a higher level of competency, an extended residency training program has been developed to prepare newly graduated therapists with skills required to provide services to CalRehab patients. Trainees will receive approximately 1,440 hours of Medical and Commercial Skills training. As a result, upfront cost for CalRehab is high (trainee wages, clinical training, preceptors, etc.). In order to capitalize on training hours under the proposed ETP Agreement, CalRehab requests that newly hired trainees in Job Number 3 receive a maximum amount of 200 training hours.

### **Commitment to Training**

The Company will continue to deliver New Employee Orientation and other mandated training outside of this ETP project. Training is company-wide and job specific.

CalRehab 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.

➤ Training Infrastructure

A thorough training plan for newly hired staff has been established and is set to begin August 3, 2014. CalRehab has hired a third party vendor to assist with documentation, enrollment, tracking hours, invoicing, and closeout procedures. Each facility will have a contact person on staff to assist with administration of this project. Staff will be responsible for documentation of training hours and will work directly with the third party representative to ensure all contract obligations are met.

**SET/HUA ETP Minimum Wage**

The 26 trainees in Job Number 2 work in a High Unemployment Area (HUA). This is a region with unemployment exceeding the state average by at least 25%. CalRehab facilities in the cities of Los Angeles qualify for HUA status under these standards. These trainees meet and qualify for the ETP Minimum Wage (\$16.04) rather than the Statewide Average Hourly Wage.

**Temporary to Permanent Hiring**

Trainees in Job Number 3 fall under the Panel guidelines for “temporary to permanent” employment. CalRehab will retain these employees through a temporary agency, with the intention of hiring them into full-time, permanent positions after training.

These trainees must be determined eligible to participate in ETP-funded training before the start of training, while on payroll with the temporary agency. However, the retention and post-retention wage requirements cannot be satisfied until after they have been hired.

**RECOMMENDATION**

Staff recommends approval of this proposal.

**DEVELOPMENT SERVICES**

CalRehab retained National Training Systems, Inc in Ladera Ranch to assist with development of this proposal for a flat fee of \$10,764.

**ADMINISTRATIVE SERVICES**

CalRehab 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**

8-160 (Job Numbers 1 & 2) Trainees may receive any of the following:  
8-200 (Job Number 3)

### **COMMERCIAL SKILLS**

#### REHABILITATION SERVICE SKILLS

- Aquatic Therapy
- Brain Injury Rehabilitation
- Cardiac Rehabilitation
- Cold Laser Therapy
- Conditioning Protocol for Therapy Patients
- Functional Capacity
- Functional Restoration
- Hyperbaric Oxygen
- Occupational Therapy Skills
- Stroke Rehabilitation
- Speech & Language Pathology Skills
- Physical Therapy Skills
- Respiratory Assessment & Care
- Respiratory Care Practitioner Skills

### **COMPUTER SKILLS**

- Electronic Medical Records Application Skills
- MS Office (Intermediate & Advanced ONLY)
  - Word
  - Excel
  - PowerPoint
- Nordan Medicare Endeavor
- Patient Billing & Accounts Receivable (PBAR)

### **CONTINUOUS IMPROVEMENT**

- Conflict Resolution
- Coordination of Care
- Customer Service
- Discharge Planning
- Documentation Skills
- Finance & Accounting
- ICD-10 (Billing Codes)
- Leadership Skills
- Preceptor Skills
- Reporting
- Team Building

### **MEDICAL SKILLS TRAINING-DIDACTIC**

- Arterial Blood Gas Interpretation (ABG)
- Annual Skills Updates
- Basic Life Support (BLS)
- Biofeedback
- Body Mechanics
- Equipment Skills
- Ergonomics
- Functional Restoration
- Infection Control
- Mobility Assessment
- Passy-Muir Valve Placement (PMV)
- Patient Assessment & Care
- Rehabilitative Nursing Skills
- Safe Patient handling
- Splint Assessments & Measurements
- Telemedicine
- Ventilator & Tracheotomy Care
- Wheelchair Assessment
- Wound Care

### **MEDICAL SKILLS TRAINING-PRECEPTOR**

- **Rehabilitative Services**
  - Conditioning Protocol for Therapy Patients
  - Occupational Therapy Skills
  - Patient Assessment & Care
  - Physical Therapy Skills
  - Rehabilitative Nursing Skills
  - Respiratory Care Practitioner Skills
  - Speech & Language Pathology Skills

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