



Training Proposal for:

SkillServe, Inc.

Agreement Number: ET16-0335

Panel Meeting of: January 22, 2016

ETP Regional Office: North Hollywood

Analyst: M. Webb

PROJECT PROFILE

Contract Attributes:	Retrainee Priority Rate SET Medical Skills Training HUA	Industry Sector(s):	Healthcare Services Priority Industry: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Counties Served:	Los Angeles, Orange, San Bernardino, Ventura	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: 1,400	U.S.: 1,400	Worldwide: 1,400
<u>Turnover Rate:</u>	12%		
<u>Managers/Supervisors:</u> (% of total trainees)	N/A		

FUNDING DETAIL

Program Costs	-	(Substantial Contribution)	(High Earner Reduction)	=	Total ETP Funding
\$295,488		\$0	\$0		\$295,488

In-Kind Contribution:	100% of Total ETP Funding Required	\$451,990
------------------------------	---	------------------

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	Computer Skills, Cont. Imp., MST-Didactic, MST-Preceptor	304	8-200	0	\$972	\$21.63
				Weighted Avg: 54			

Minimum Wage by County: SET Statewide: \$21.28 per hour

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

Although employer provides health benefits, they are not being used to meet Post-Retention Wage.

Wage Range by Occupation

Occupation Titles	Wage Range	Estimated # of Trainees
Respiratory Therapists		29
Licensed Vocational Nurses		206
Registered Nurse		69

INTRODUCTION

Founded in 1984, SkillServe, Inc. (SkillServe) is an administrative entity that owns and manages 12 skilled nursing facilities located in and around the Los Angeles area. These facilities provide sub-acute and rehabilitation care for the elderly population including medications, treatments and assistance with daily living activities.

The Company is headquartered in Long Beach. The facilities under management are in Los Angeles, Orange, San Bernardino and Ventura counties. Employees from all locations will participate in training under this Agreement.

PROJECT DETAILS

Recent changes in the healthcare industry have impacted the way SkillServe conducts business. The Affordable Care Act has revised standards for patient care, implemented new medical coding regulations, and increased the number of documentation procedures required of Healthcare facilities. Training will focus on recently mandated documentation requirements and new reporting procedures.

Computer Skills training on the Electronic Medical Recordkeeping System (EMR) will ensure SkillServe is uniform with all other healthcare providers, as required by the federal mandate.

Medical Skills Training will cover patient assessment and care, pain management, physical therapy skills and services, and equipment operation. Preceptor training will also be included to provide hands-on experience and assure that medical staff at all company facilities follow the same protocol. Continuous Improvement training in communication, conflict resolution and documentation will enhance these skill sets and improve the related processes and procedures.

Training Plan

Computer Skills (5%): Training will be offered to all occupations in the use of the Company's EMR software. Trainees will use this program daily and must demonstrate they are capable of navigating all computer programs utilized by the Company.

Continuous Improvement (10%): Training will be offered to all occupations to improve employee skill sets. Topics such as Communication Skills, Conflict Resolution and Documentation Skills will help trainees improve communication between staff and patients and ensure staff can properly document services provided.

Medical Skills Training (85%): Training will be offered to all occupations to increase the skills of SkillServe's medical staff. Staff will receive Didactic/Preceptor training to remain current in medical treatment. Courses include Internal Feeding Management, Post Mortem Care, Nutritional Needs, and Wound Management and Skin Care.

The Panel has established a "blended" reimbursement rate for nurse upgrade training, recognizing the higher cost of delivery for the Clinical Preceptor model. All 304 nurses and therapists to be enrolled in ETP will participate in Medical Skills Training. Staff will receive Didactic training to remain current in medical treatment for the elderly population. Training to be delivered will ensure all SkillServe locations are consistent in the level of care being provided to patients. Trainees will gain new skills to provide medical services and meet staffing needs at facilities in the Southern California area.

Special Employment Training/Priority Industry

Trainees under Special Employment Training (SET) must earn at least the Statewide Average Wage of \$28.37/hour at the end of the retention period. The Panel may modify the minimum wage requirement for companies in priority industries such as healthcare, up to 25% below the state average hourly wage (\$21.28). The Company is requesting this wage modification.

Commitment to Training

SkillServe spends approximately \$265,000 annually for training at all 12 sites. Courses include new hire orientation, mandated training, and Medical Skills training. Training delivered in the past has been both company-wide and job specific. The Company is committed to training its staff upon completion of the ETP program. Training will continue to be offered to staff members to ensure competency within the company and provide high-level healthcare to patients.

SkillServe 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

Each SkillServe location will have an assigned employee to coordinate training development and will be held responsible for collecting and returning training rosters to the Human Resources Director located in Long Beach. In addition, the Company has hired a third party consultant to provide assistance with project administration

Other Resources

The Company has participated in the Enterprise Zone (EZ) program at the time it was in place. During the past 3 years, SkillServe facilities have received approximately \$600,000 in EZ funding.

RECOMMENDATION

Staff recommends approval of this proposal.

DEVELOPMENT SERVICES

Tax Credit Co. in Los Angeles assisted with development of this proposal for a flat fee of \$20,000.

ADMINISTRATIVE SERVICES

Tax Credit Co. will also perform administrative services for a fee not to exceed 13% of payment earned.

TRAINING VENDORS

N/A

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

8-200

Trainees may receive any of the following:

COMPUTER SKILLS

- Electronic Medical Records
- Intermediate and Advanced Microsoft Office
- Patient Billing, Accounts Receivable and Financial

CONTINUOUS IMPROVEMENT

- Achieving Quality Improvement
- Case Management and Discharge Planning
- Chain of Command
- Charge Nurse Training
- Communication Skills
- Conflict Resolution Skills
- Customer Service Skills
- Disaster Management
- Documentation Skills
- Fraud Prevention and Reporting Abuse
- Organization and Time Management Skills
- Organizational & Administrative Structure
- Preventing Elder Abuse
- Preventing Loss and Theft of Personal Property
- Social and Recreational Needs
- Team Building Skills
- Utilization Review

MEDICAL SKILLS - DIDACTIC

- Admissions, Discharges, Transfers
- Blood Borne Pathogens
- Care and Treatment of Cardiovascular Patients
- Case Management/Discharge Planning
- Choking, Prevention and Intervention
- CPR
- Decontamination Procedures
- Developing a Plan of Care
- Diabetes Care and Management
- Drug Management
- Educating the Patient and Family
- Enteral Feeding Management
- Fall Prevention
- HIPPA rules
- Immunization
- Incident Reporting
- Infection Control
- Injury and Illness Prevention
- IV & Central Lines Management

- Laboratory Skills
- Managing Hepatitis B
- Managing TB
- Managing the Death of a Resident
- Medication Administration and Management
- Nail Care
- Nutritional needs
- Occupational Therapy Skills & Services
- Operating Adaptive Equipment
- Oral Hygiene
- Pain Management
- Patient Assessment and Care
- Pharmacy Skills & Services
- Physical Therapy Skills & Services
- Post-Mortem Care
- Problems and Needs of Aged, Ill and Disabled Residents
- Rapid Response/Emergency Skills
- Resident's Dignity, Privacy and Rights
- Respiratory Assessment and Care
- Restraint Management
- Speech and Language Pathology Skills
- Treating Dementia
- Ventilator and Tracheostomy Care
- Wound Management and Skin Care

MEDICAL SKILLS – CLINICAL PRECEPTOR

- Application and Release of Restraints
- Enteral Feeding Management
- Infection Control
- IV Insertion and Therapy
- Medication Administration
- Patient Assessment and Care
- Patient Fall Prevention
- Respiratory Assessment and Care
- Restorative Nursing Skills
- Transfer and Repositioning Techniques
- Ventilator and Tracheostomy Care
- Wound Management and Skin Care

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