

**DELEGATION ORDER**



**RETRAINEE - JOB CREATION**

**Training Proposal for:**

**Wittman Enterprises, LLC**

**Agreement Number: ET17-0248**

**Approval Date:** October 13, 2016

**ETP Regional Office:** Sacramento

**Analyst:** J. Lazarewicz

**PROJECT PROFILE**

Contract Attributes:	Retrainee Job Creation Initiative	Industry Sector(s):	Services  Priority Industry: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Counties Served:	Sacramento	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: 120	U.S.: 120	Worldwide: 120
<u>Turnover Rate:</u>	10%		
<u>Managers/Supervisors:</u> (% of total trainees)	7%		

**FUNDING DETAIL**

Program Costs	-	(Substantial Contribution)	(High Earner Reduction)	=	<b>Total ETP Funding</b>
\$89,000		\$0	\$0		\$89,000

<b>In-Kind Contribution:</b>	<b>100% of Total ETP Funding Required</b>	<b>\$120,000</b>
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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	Business Skills, Comm'l Skills, Computer Skills, Mgmnt Skills	108	8 - 200	0	\$750	*\$16.10
				Weighted Avg: 50			
1	Retrainee Job Creation	Business Skills, Comm'l Skills, Computer Skills	5	8-200	0	\$1,600	*\$13.42
				Weighted Avg: 80			

\*It will be made a condition of contract that the trainees in this Job Number will never be paid less than the State or local minimum wage rate as in effect at the end of retention regardless of the wage expressed in this table. The highest minimum wage rate will prevail.

**Minimum Wage by County:** Job Number 1: \$16.10 in Sacramento County; Job Number 2 (Job Creation): \$13.42 for Sacramento 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 \$3.60 per hour may be used to meet the Post-Retention Wage in Job Number 1; and up to \$1.92 per hour in Job Number 2.

Wage Range by Occupation		
Occupation Titles	Wage Range	Estimated # of Trainees
<b>Job Number 1</b>		
Accounting Staff		17
Medical Coding/Billing Staff		27
Administrative Staff		10
Customer Service Representative		30
Support Staff		10
Quality Assurance Staff		6
Supervisor		6
Manager		2
<b>Job Number 2-Job Creation</b>		
Customer Service Representative		5

## **INTRODUCTION**

Founded in 1991 and located in Rancho Cordova, Wittman Enterprises, LLC (Wittman) ([www.webillems.com](http://www.webillems.com)) provides medical coding and billing services including custom electronic submission of claims. The Company also offers fire and false alarm billing, first responder and assessment billing (treat-no-transport), and custom data analysis. The Company provides services to non-profit organizations, and municipal and special district agencies in the Emergency Medical Services (EMS) industry.

Wittman is eligible for standard retraining as a company primarily engaged in providing services directly to customers located both inside and outside of California as outlined under 22CCR Section 4416 (d)(3).

### **Need for Training**

Wittman has adapted to the ever-changing medical billing environment by modifying and adding services to meet specialized needs. The Company's commitment to employee education has positioned it operate successfully in a climate of increased governmental regulations and third party contracting.

Medical billing and coding is a growing industry that requires a broad skillset. Training will focus primarily on an in-house Training and Quality Assurance Initiative program. The program implements modern training methods, updated for Wittman's current business model. The Company also provides training to Medical Coders to become certified by the National Academy of Ambulance Coding, Inc. as Certified Ambulance Coders. Continuing education is also as needed to maintain this certification.

In addition, Wittman is training all Medical Coders on the International Statistical Classification of Diseases and Related Health Problems 10th Revision (ICD-10). Training topics include auditing, charting, coding, insurance and related billing.

### **Retrainee - 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.

The Company has grown steadily by 8% in the last two years. To support this growth, the Company is expanding their business capacity by adding newly hired employees to an existing function.

Wittman has committed to hiring five Customer Service Representatives (Job Number 2). The date-of-hire for all Job Creation trainees 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.

## **PROJECT DETAILS**

### **Training Plan**

Training will be delivered via class/lab by in-house experts and outside vendor in the following:

**Business Skills (5%):** Training will be offered to all occupations in customer service and communication skills. This training is intended to support Wittman's commitment to excellent customer service and ensuring that each customer receives a personalized approach.

**Commercial Skills (80%):** Training will be offered to all occupations. Topics include Medical Coding, Auditing, Medicare/Medicaid, ICD-10 and Ambulance Billing. Training will provide the skills needed for trainees to keep pace with the ever-changing medical billing environment.

**Computer Skills (10%):** Training on Novitas, Noridian, Zoll, and Docuware software programs will be offered to all occupations. Training will provide skills for trainees to effectively utilize specialized reports as necessary to perform job functions.

**Management Skills (5%):** Training will be delivered to Managers. Management training will focus on the development of management's leadership skills. Trainees will receive training in Team Building, Decision Making, and Leadership.

### **E-Learning**

Wittman utilizes online training as a delivery method, to provide course topics to trainees, conducted by outside vendors. Training is provided online by a live instructor and delivered to trainees located at the Company's location in Rancho Cordova. Due to the cost of sending trainees out-of-state, this delivery method is cost effective and suitable for the employer and trainees. E-learning will only be used for the Ambulance Coder Certification course.

### **Commitment to Training**

Wittman currently has an annual training budget of \$86,000, which includes sexual harassment prevention, workplace violence prevention and new-hire orientation.

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

#### ➤ Training Infrastructure

The Company has two staff members dedicated to uploading and maintaining rosters. Training schedules will be developed on a monthly basis to allow management to schedule training.

### **Impact/Outcome**

Training will increase production capacity and facilitate growth to stay competitive.

### **RECOMMENDATION**

Staff recommends approval of this proposal.

### **DEVELOPMENT SERVICES**

N/A

### **ADMINISTRATIVE SERVICES**

N/A

## **TRAINING VENDORS**

National Academy of Ambulance Coding, Inc. of Mechanicsburg, PA, will provide some Commercial Skills training via E-learning. Other trainers will be identified for ETP record-keeping purposes, as they are retained.

**Exhibit B: Menu Curriculum****Class/Lab/E-learning Hours**

8-200

Trainees may receive any of the following:

**BUSINESS SKILLS**

- Business Communication
- Business Fundamentals
- Customer Service
- Data Entry
- Standard Operating Procedures

**COMMERCIAL SKILLS**

- Anatomy
- Medical Terminology
- ICD-10
- New Client Transition
- First Responder Clients
- Errors and Exceptions Reporting
- HIPPA
- Medical Billing
- Medicare/Medicaid
- Ambulance Billing
- Industry Specific Terminology
- Certified Ambulance Coder

**COMPUTER SKILLS**

- Zoll
- Docuware
- Noridian
- Novitas

**MANAGEMENT SKILLS (Managers/Supervisors Only)**

- Team Building
- Leadership
- Effective Meetings for Leaders
- Decision Making
- 7 Habits of Highly Effective Managers

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