



Testimony Presented to: 5.24.23 – Committee on Education & Workforce Development

Organization: M1 Enterprises USVI, LLC

Presented by: Doug Rideout CEO co-founder

Subject: M1 Healthcare & Technology Remote Workforce Development Progress

Introduction:

- i. *Good day, Honorable Senator Marise James, members of the Committee on Education and Workforce Development, and other Senators present, as well as the listening audience. My name is Doug Rideout, and I am the CEO and Co-founder of M1 Enterprises USVI. I appreciate this opportunity to address the leadership and residents of the U.S. Virgin Islands and share our progress the positive impact we are having in the U.S. Virgin Islands.*
- ii. *The following is an update, and “I promise I will not read all 12 pages.”*
- iii. *Play Video Presentation.*
- iv. *Personal Story:*
 - a. *We are passionate about helping people help themselves.*
- v. *We believe that we have to change the way we look at job creation in the USVI.*
 - a. *The M1 Model is simple.*
 - i. Placement
 - 1. *We are only interested, in-demand careers.*
 - 2. *Working Remote or does not promote leaving the USVI.*
 - 3. *Careers in the Healthcare & Technology fields.*
 - ii. Programs
 - 1. *Build the training program for in-demand careers.*
 - iii. Promotion
 - 1. *Promote what it looks like to work remotely.*
 - 2. *Share the job demand. See Page 8.*
 - 3. *Share the job salaries. See Page 8.*

“This is what we do every day.”

We are having a positive impact on the U.S. Virgin Islands.

M1 Timeline

29 July 2022 M1 officially became a USVI based company.

21 November 2022 M1 was Approved by the Workforce Development Board.

5 January 2023 Doug & Shelly Rideout Moved to the U.S. Virgin Islands.

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9 January 2023 M1 Launched Cohort #1 Medical Billing Job Training.

5 April 2023, 190 Virgin Islanders contact M1 about Working Remotely.

We had to make the decision, to either Slow-down the momentum or redirect our time to our healthcare revenue cycle consulting division to generate enough income to support the large response. We decided to take out a loan to fund the mobilization of the staggering number Virgin Islanders reaching out to M1 about working remotely.

We found a way to continue with the next phase and keep our momentum. M1 is an RT Park company with access to the RT Park Catalyst Fund. M1 received a loan making it possible to address the increasing number of Virgin Islanders contacting M1 about working remotely in the healthcare and technology fields.

15 April 2023 M1 completed Cohort #1 Medical Biller Job Training with an 80% graduation rate.

- Additionally, Cohort #1, has 3 participants that requested M1 job training postponement due to health-related issues. These participants currently have access to the program and instructors with plans to continue once the health-related issue improves. Once these participants return and complete the program we will have a 95% graduation rate.

As of 22 May 2023, we have had 323+ applicants.

90 of these applicants reached out M1 in ONE day during a Workforce Development Career Fair on St. Croix, the remaining where a combination from the M1 website, phone calls and other sources.

As of 29 May 2023, 5 cohorts will be in-process, PENDING Equusworks funding approval.

Our original plans included the self-funding the operational expenses for 20 students a month but the interest in working remotely has far outpaced our original operational budget and will now require funding assistance to continue supporting the large number of Virgin Islanders interested in a career working remotely in the healthcare & technology fields.

Our Vision is to lead the way in developing the USVI into a Remote Workforce Healthcare & Technology HUB.

Currently M1 provides the following training:

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- Medical billing
- Outpatient medical coding
- Inpatient medical coding

Our next phase plans include the follow training:

- Medical Auditing
- Clinical Documentation Integrity
- Cyber Security
- AWS Cloud Computing

The M1 criteria for M1 approved programs:

1. 1-Year or less training time.
2. Working Remotely or does not require or promote leaving the USVI.
3. Healthcare and Technology career fields.

Going forward, our goal is to secure additional funding sources that are more inclusive and flexible for anyone at any income level that has a desire to Learn, Live and Work in the U.S. Virgin Islands.

M1 Progress to Securing Additional Funding Sources for Career Training

- M1 has begun this process through a Letter of Intent between LIFT Technologies and M1 to provide Department of Defense Funding for Workforce Development career training provided by LIFT in combination with M1 training.*
- M1 has submitted a proposal to the Department of Education to introduce Medical Terminology & Interactive Anatomy into the high schools. If all goes well we will launch this program on 5 June 2023. This made possible through the following Teaming between M1 and the Medical Simulation Center.*
- M1 has submitted a Teaming Agreement to the Medical Simulation Center to Team with M1 to provide Interactive Career Training.*
- M1 has a pathway for those with disabilities to access accommodations to remove barriers to learning. This has been addressed through Disabilities Rights Director Shammi Carr employment advocate. We are moving forward with learning more about Vocational Rehabilitation and the service available to assist with removing barriers to learning.*

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- v. *M1 has submitted a request to a private finance organization to fund a student loan program.*
- vi. *M1 will be submitting a student line of credit – grant program plan for consideration. This program will allow a participant to take responsibility for a small (\$3,000 to \$6,000) line of credit for a 12-week job training program and once the program is successfully completed they are eligible for additional funding. If the participant completes the programs, accepts employment and resides in the USVI for 2 years after the date of completion the line of credit/loan will be forgiven (grant). This would require government funding.*
- vii. *M1 has submitted a proposal to VIHFA that will address operational and job training tuition funding through the CDBG-DR funds to create 900 remote workforce jobs over the next 3.5 years. Currently M1 offers (medical billing, outpatient medical coding and inpatient medical coding). Additional career training will require additional funding.*

Current Bearers

For every Student that begins the M1 training, we make an investment in them. This is not without risk to M1. Consider that with the medical billing training, we remove all the bearers to learning and provide a laptop, e-books, printed books that are required for national testing, National Exam Fees with (2 attempts), along with the virtual classroom, platform, flights and lodging back and forth to between islands, instructors and the M1 workforce development-loan interest.

The risk is coming in two forms:

- If the Student doesn't complete M1 does not receive full payment.
- If the Student does complete, the full payment for services may be 129 days before M1 is receives full payment.

Program Sustainability

With the high cost of living and operating expenses in the USVI, combined the payment terms, TIME is out running program profits to sustain the M1 Healthcare and Technology Career Training model without outside financial support to continue remote workforce development progress.

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Plans to Address Bearers

- Computer Skills Training
 - Add a M1 computer skills self-assessment on the M1 website.
 - Introduce Computer Skills Training (or) Work with UVI CELL.
- Childcare
 - Contract with a local company to provide short-term childcare.
- Transportation
 - Contract with a local company to provide periodic participant transportation.
- Workforce Development Tuition Funding
 - Access Existing Programs.
 - Develop New Workforce Development Funding Options.
 - See LIFT Technologies Dept of Defense.

Remote Workforce Development Progress

The cohort #1 (20 participants) and cohort #2 (20 participants) were funded through the VIHFA – CDBG-DR – ICF – Skills for Today funding solution. Adele Soto and Katie Zaytoun where instrumental in the success of the funding process for cohort #1 and #2.

Program Debrief - Cohort #1 M1 Certified Professional Biller Program (Remote Medical Biller Training)

20 Started the M1 Certified Professional Biller Program
 16 of 20 Successful Completion
 12 of 16 Completed National Certification Exam (exam results are expected on 5 June 2023)
 4 of 12 Have been Rescheduled to take the National Certification Exam (next cycle in 4-weeks)

1. Elva O [REDACTED] She notified M1 that due to a Surgery, she needs to opt for the Next Available National Exam Cycle in 4 weeks.
2. Esther J [REDACTED] She has opted for Next Available National Exam Cycle in 4 weeks.
3. Simolia J [REDACTED] She has opted for Next Available National Exam Cycle in 4 weeks.
4. Cedaisha H [REDACTED] Completed the program successfully, but did not attend the scheduled National Exam. M1 has made multiple attempts to contact her along with notifying her assigned Skills for Today case manager. As of 17 May 2023, 10:19 am we have not had a response from Cedaisha H [REDACTED].

4 Incomplete (See Summary Below)

1. Linish [REDACTED] Dropped out of the program.
 - a. Did not provide a reason.
2. Shamyah [REDACTED] Family member become ill.
 - a. Postponed training with access to M1 virtual classroom.
3. Isisha [REDACTED] Student become ill and asked to continue when her health improves.
 - a. Postponed training with access to M1 virtual classroom.
4. Candice [REDACTED] Student had a Stroke. Requested to Postponed training until her health improves.
 - a. Postponed training with access to M1 virtual classroom.

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16 of the 20 Graduated, with an additional 3 that have access and a pathway to Graduate.

Do Your Own Research on the Job Demand and Salary

M1 is focused on providing remote workforce development career training for healthcare and technology career fields for in-demand careers, working remotely...”In the U.S. Virgin Islands.”

Do your own research on www.ziprecruiter.com



Job: Remote Medical Coder

Location: Remote Nationwide



Average Medical Coder Salary:



Job: Remote Medical Biller

Location: Remote Nationwide



Average Medical Biller Salary:

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Placement Initiatives

Healthcare organizations that M1 has met with and have stated interested in hiring or placing M1 graduates. The organizations M1 has met with that are based outside of the USVI will be Remote Workforce jobs that do not require leaving the USVI for work.

- Schneider Regional Medical Center
 - Requested 5 M1 Medical Billers
- Juan F. Luis Hospital
 - Medical Billers and Medical Coders
- Island Therapy
 - They express a need for 1 Medical Biller
- Plessen Healthcare
 - Medical Billers and Medical Coders
- www.nurseo.com
 - Nationwide placement company
- www.alliantmanagement.com
 - Hospital Management Group with approximately 45 hospitals within their network. M1 has the corporate contract to provide revenue cycle related services.

M1 Vision

The U.S. Virgin Islands has the opportunity to become a technology HUB at a rapid pace considering the current remote workforce job demand. The pandemic escalated the acceptance of a Remote Workforce and with technology leveling the workforce playing field, combined with the M1 specialized training and 25 years of expertise, we can work together to create a healthcare & technology HUB along with other remote workforce career fields to support the M1 Vision.

Plans

Our plans target demand driven healthcare and technology careers that provide disposable income, working remotely, trained within 1-year and creates an attractive career path to STOP the Brain-drain in the USVI.

Pre-Apprenticeship Program and Registered Apprenticeship Program

We have requested guidance to proceed with the process to begin a M1 Apprenticeship Program.

- *Dr. Tawakol CEO of Plessen Healthcare, has expressed interest in collaborating with M1 to support the M1 Apprenticeship Program that will provide Plessen Healthcare with a trained workforce.*

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- *Doug Koch CEO of Juan F. Luis Hospital, has expressed in work together with the M1 programs.*

The plans for a M1 Pre-Apprenticeship and Apprenticeship Program will add additional Health & Technology related career field training that does not require or promote the participants to leave the U.S. Virgin Islands.

The M1 Impact Story

During a recent Workforce Development Job Fair, I met a gentleman (32 years old), born and raised Virgin Islander that followed up and met with me about working remotely. He began sharing that he is planning on Leaving the USVI for better career opportunities and lower cost of living. He said “if I stay here, I’m stuck”. I asked him to research AWS Architect. He became excited about this career field. I asked him, “If, I pay for your training, would you stay in the USVI?” His response was, “Yes, definitely, this is my home.” This is the M1 Impact.



Average AWS Architect Salary:

The M1 Vision and Plan is to become the USVI partner for healthcare & technology remote workforce career development.

M1 has a 15-year commitment to the Research and Technology Park through our Park Tenant Agreement.

This agreement creates a conduit to funding through a MOA with the UVI Research and Technology Park working in conjunction with M1 Enterprises USVI, LLC for healthcare and technology remote workforce development.

The Next Step

M1 in conjunction with the RT Park, M1 will be submitting a M1 Healthcare & Technology Remote Workforce Development Career Training Proposal that will support the M1 Vision to Develop the U.S. Virgin Islands into a Healthcare & Technology Remote Workforce HUB.

M1 has developed a relationship with LIFT Technologies and has submitted a partnership plan that includes the expansion of DoD funded job training services into the USVI.

LIFT Technologies is a Department of Defense funded program that includes a workforce development funding component.

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M1 Enterprises USVI, LLC

64 West Palm Drive
Kingshill, VI 00850
Trade Name: VI E-CELL M1 ENTERPRISES USVI
Registrants: M1 Enterprises USVI, LLC
UVI Research & Technology Partner
Articles of Organization
Business Identification Number: DC0119965
Registration Date: 29 July 2022
Approved by the Workforce Development Board: 21 November 2022
Launched M1 Training: 9 January 2023

Contact Information:

479-754-1503
Doug@M1enterprises.com

Federal Contracting/SAM Registration Data

UEI: U8ECDTS9NMT3
CAGE: 9DJS8
EIN: 66-1016517
DUNS: 118892027
NAICS: 611710 Educational Support Services
611519 Other Technology and Trade School
561110 Office Administrative Services
541219 Other Accounting Services
561410 Document Preparation Services
541611 Administrative Management & General Management Consulting Services

Vendor ID: V00001871