

ABC Adult School
12254 Cuesta Drive, Cerritos, CA 90703
(562) 229-7960

Medical Occupations Advisory Meeting
Medical Office and Billing Specialist
January 18, 2019
11:00 a.m. to 1:00 p.m.
Cabrillo Lane, Room 13

Committee Members Present:

Rene Calapini, Alta Med
Milette Espiritu, AMP Staffing Network
Lisa Hain, Trusted Life Care
Jodie Kresl, SELACO
Lee Natividad, AMP Staffing Network
Lacey Wells, Pioneer Medical Group
Pearl dazo, UCLA
Art Degante, Optimal MD Solutions
Adilene Mendoza, CVS Pharmacy

Committee Members Absent:

Paula Gallegos, Kaiser Permanente
Kristen Marabella, Pioneer Medical Group
Wendy Rojas, Pioneer Medical Group
Amy Tecosky, MedPost

In Attendance:

Dr. PaoLing Guo, **Principal**; Chuck Minear, **Assistant Principal**; Nancy Amara, **Assistant Principal**; Caroline Fortuno, **Job Developer**; Maria J Garcia, **Secretary II**;

Instructors: Carolyn Cervantes, Karen Dennis, Georgia Grissom, Teresita Lubrino

Students: Ramona Guerrero, Sohanabanu Khalak

Minute Items

Welcome

By Dr. PaoLing Guo

Chuck presented himself as the Assistant Principal of the Career Technical Education Center at ABC Adult School Cuesta Campus, he thanked everyone for coming to the Medical Advisory (second advisory of the year). We appreciate your time and contribution, he added, without you being here we can't run the program. We value your input, we take note of your input, we do the most of your input that we can. He proceeded to introduce Dr. Guo. PaoLing thanked everyone for coming to today's meeting. We appreciate your time and input into our Medical Occupations curriculum. Governor Newsom released the budget last Thursday, and adult education statewide will receive another 3.46 % of the increase, so for adult education \$300,000 only. We are working very closely with State legislators, with the Department of Finance for Adult Education, and the consortium, so we are looking into obtaining additional funding, which will help us grow. Statewide we know how many people in the community need career training. We are adding a new career pathway to ABC Adult School During the winter break. The board recently approved the lowest bidder \$460,000 to construct the 2 classrooms; we are looking into spending over \$80,000-

100,000 for the constructional equipment. Building a new career pathway is very expensive. The next step we ask from you is to refer your students to come to and try the dental training program. The dental assistant program under the leadership of Chuck Minear and Nancy Amara will start this August, we expect the construction to be completed by May. We submitted 3 applications to the American Dental Association Board, hopefully this program will take off very soon in August. This afternoon we are meeting with Pacifica College to talk about the articulation, CNA program, LVN program. We are looking into how this college will help us to work together to get this program off the ground, the application process is going to take place. We thank you for continuing to work together to help us grow and to invest in the population we serve in our region.

Introductions and Meeting Overview

By Nancy Amara

Nancy thanked everyone for coming to today's meeting. Cabrillo Lane is our satellite campus and we have CTE classes, Medical classes, and Cosmetology. The next career pathway being brought into our system is dental assistant. In addition to CTE classes on this campus, we offer ESL classes and community education classes; we also share our campus with some of the District special education programs as well. After we do our introductions we are going to review our previous advisory committee minutes, we are going to have job center updates, talk about recruiting practices and apprentice, and job placement, and then we are going to go over some program updates and financial aid updates, COE updates and labor market and program reviews.

Job Center Update

Recruiting Practices and Apprentice

Job Placement

By Caroline Fortuno

Caroline welcomed everyone, it is good to see you all again. In your folder, we included flyers. The first flyer talks about our work center workshops, so this is one way we help prepare the students, we will help them build their resume, we do interview workshops, we help them become familiar with job searching on some of the different websites. We do individual appointments as well; Caroline meets with the student to help them with any obstacles or barriers they might have in getting employment. The other flyer is our contract to have some of our students complete their externship or apprenticeship hours with our employers. Before we send out any of our students to do hours we will need to have a contract with the employer, it has to be approved by the school district board. It could take a few weeks to get processed. The apprenticeship and externship not only benefits the student, but it benefits you as a business because you get to train these individuals and if there is an opening, you get to hire them. It is very beneficial for our students they get the hands on experience they need, and they get to complete their program. Another way we do our recruiting practices is one of our biggest events that is coming up it's our Spring Career Fair, we are going to partner up with SELACO this year, our local workforce development board. It is going to be a great event, a great resource not only for our students, but it will be open to our community members as well. Another way of our recruiting practices is me getting out into the community. I go to many of our chamber events to see any other workforce development boards that have events, recruitments, and work events to let people know and make them aware of our services and how we are training our students. If any of you are interested in having some of our students to complete externship hours, come see me I can guide you through this. Paoling thanked SELACO for their collaboration and mentioned this is going to be our annual event.

Medical Occupation Career Programs updates

Financial Aid Updates

COE updates

Review of Previous Advisory Committee Minutes

Labor Market and Program Review

- **Medical Insurance Specialist**
- **Medical Assistant**
- **Pharmacy Technician**

By Chuck Minear

One of the most exciting things we are doing this year is Financial Aid. It took us 6 years to get approved by the federal government. Students can receive up to \$6095 a year from the financial aid program. The ABC Adult School has decided to only offer the PELL Grant and not to offer any loans. Grants do not have to be paid back; whereas, loans need to be paid back. Our programs are very low cost, and we do not want our students to go into debt over them. Many students who qualify for the PELL Grant will be able to have the programs paid in full. Most will have money remaining to use for other educational related expenses. We are very excited to offer financial aid, and we encourage all our students to apply, but not all of them qualify. All they have to do is go to the FAFSA website, they will know right away if they qualify, and how much they qualify for; not everybody qualifies for the full amount. We were not required to offer financial aid, but we saw the real benefit for our students.

Our secretary Melissa VanAalsburg at the main campus will get the names, contact the students, and walk them through the process. Financial Aid students are required to commit to complete the whole program, those students all declare. Financial aid students and non-financial aid students are required to complete certain number of hours; if they are absent they need to make up for those hours. We are not allowed to have different criteria for financial aid or non-financial aid students. The minutes from our last Advisory meeting are in your folder, when we get into groups the teachers will review them with you, approved them, and write them down on your notes.

COE is our accreditation agency along with WASP. The council on educational occupation accredits us. Since 2015, we received the full accreditation in 2021; we have to reapply for the accreditation. The accreditation allow us to go to the federal government and request financial aid, that's the way they check that we are teaching appropriately, so one of the requirements is that we complete and place students. There are three papers in your folder, 3 different placement rate charts: Pharmacy Technician, Medical Assistant, and Medical Office and Billing Specialist.

These official numbers go to COE. This is how it works, students that come in and start a program between July 1 and June 20 of a set school year, between that program, they have a year to complete (except for Cosmetology they have a year and a half). If a student finishes by June 30 we have until December 1st every year to place them in a job, it's not a whole lot of time, we work hard to get students placed. We also teach one of classes, if someone came in and they want to take one class like Medical terminology and a couple of other classes, they are not considered a student in the program, they are considered someone on the side.

Some students come in for a few classes, but later decide they want to complete a program. The most important thing to look at on the chart is the bars at the top that is what we have to report. Pharmacy Technician had a 87% graduation rate, it means students who came into the program, they finished the pharmacy tech and other courses that allowed them to get a diploma as well. Graduation means the student did the whole pathway. Completion means that the student learned enough to get a job in their field. Our goal here at ABC adult school is to help the students get a job, it is our number one goal according to the State of California, they want people to get employed. What we report to COE is the completion rate not the graduation rate. Licensure rate is how many people got their license and the only career path in this room that licenses right now is Pharmacy Tech. The other career paths like Medical Assistant, Billing and Coding and Office Specialist get certified. Out of all the people who declare we have to complete 60% or more and out of all of those who complete, 70% have to get a job. If we are below those numbers, we go on probation for a little over a year, If we do not improve those numbers over the minimum we have to do one of two things close the school or close the program; the school cannot run a program that is not accredited.

The Pharmacy Technician program is doing very well, licensure rate is really high, the placement rate has been pretty consistent for the last few years, and completion rate dropped a little bit, but the students are getting a job. Medical Office and Billing raters are very good. Most of the students that complete are getting their career technical diploma, and they get jobs, the placement rate is very good. Chuck commented, when we have a lower number of students it is very important that we get every student placed. Georgia and Caroline are doing an excellent job on getting the students placed. For Medical Assistant, most of our students do not get a diploma, but they do complete all modules, completion rates stay in the 80% zone. On the other hand, the placement rates have continued to

decline, the graduation rate is all over the place that will straighten out as more students do financial aid, because they will be required to finish the whole program. These numbers show us that our program is high quality; it also shows us the need for advertising, and some other ways to reach out to the community to show them that we have a program here that is very beneficial for them. Our curriculum, our instruction, our basics are very good, but what is not good is our recruitment, we are having issues recruiting students at the adult school. Part of it is our name, Georgia, Instructor said, I tell my students do not put on your resumes ABC Adult School "CTEC" the reason is, people do not think its quality education, Career technical Education gives it a little bit of a bump.

One of the attendees comment was, that the school needs to work on advertisement, and change the name of the school. Chuck announced we are in talks with Cerritos Mall; we will be putting some advertising up in the mall soon. We also ordered new posters to place at the Cab Lane campus. Karen Dennis Instructor, suggested purchasing a larger marquee also for the Cab Lane campus, and PaoLing added we need the city's approval to proceed with our plan to place a larger marquee.

Chuck asked the attendees to work with the teachers on what they need in their classrooms that they do not have, give them some suggestions. We need your input, also ideas on how we can promote the school. We need your professional ideas on how to get the word out.

Completion and Placement

Please write any comments, questions or suggestions you have about our Completion and Placement
Jodie Kresl, SELACO, Strengthen students in both billing & coding and medical terminology and anatomy. Medical office terminology applies to medical group and billing companies; before going to a private practice, it would be smoother.

Questions, Comments and Suggestions during group discussion

Jodie Kresl, SELACO, More recruiting, more advertising, testimonials, banners re-posted.

Any other Comments or Commendations

Adjournment

Chuck thanked everyone for coming and contributing to today's Medical Occupations Advisory Meeting.

Transcribed by: Maria J Garcia

Signature: _____ Date: _____

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