

ABC Adult School

12254 Cuesta Drive, Cerritos, CA 90703
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Medical Occupations Advisory Meeting

January 17, 2020

11:00 a.m. to 1:00 p.m.

Cabrillo Lane, Room 13

Committee Members Present:

Patty Bucho, Long Beach City College
Paula Gallegos, Kaiser Permanente
Johnny Hsu, CVS Pharmacy
Jodie Kresl, SELACO
Sandra Marks, Dean of Health Occupations, Cerritos College

Committee Members Absent:

Millette Espiritu, AMP Staffing Network
David Haynes, United Medical Imaging
Sohanabanu Khalak, Martin Luther King Hospital
Lee Natividad, AMP Staffing Network
Wendy Rojas, PIH
Ryan Turner, Walgreens Pharmacy

In Attendance:

Dr. PaoLing Guo, **Principal**; Chuck Minear, **Assistant Principal**; Nancy Amara, **Assistant Principal**; Rachelle Schulz, **TOSA/Lead Instructor**; Ty Holloway, **Job Development Specialist**; Melissa Van Aalsburg, **Secretary II**;

Instructors: Karen Dennis, Georgia Grissom, Teresita Lubrino, Ramona Guerrero

Students: Russell Shieh, Medical Assistant; Rosalyn Miranda, Medical Office and Billing Specialist; Valarie Perez, Pharmacy Technician

Minute Items

Welcome

By Dr. PaoLing Guo

We appreciate you come to our Medical Occupations Advisory today. We have to hold 22 advisories every year starting in October. This year we started offering an LVN program in conjunction with Pacific College. All the General Education courses will be offered at ABC Adult School at no cost. These General Education credits can be transferred to any college or university towards an associates or bachelor's degree. By students taking the General Education classes on our campus they can save up to \$2700. On top of the LVN program, we are working with other agencies to offer our students a CAN certificate. We are always looking into new ways to help our students advance their learning. If you know of any other areas or programs we can work with, please let us know. This will allow us to offer these training opportunities to the population we serve.

Introductions and Meeting Overview

By Nancy Amara

The ABC Adult School offers a wide array of programs for our students. On our Cabrillo Lane campus we offer Career Training, Community Education, and English as a Second Language.

Minutes of Previous Advisory

By Chuck Minear

Chuck reviewed the minutes from our previous advisory meeting. Pharmacy Technician committee members recommended more face to face communication with patients. Medical Assistant committee members recommended adding a CNA program, and as we mentioned earlier we are working on finding different ways to offer our students a CNA program.

Sandra Marks, Health Occupations Division Cerritos College, motioned to approve the minutes, and Paula Gallegos, Kaiser Permanente, seconded the motion. The minutes were approved.

Job Center Update

Recruiting Practices and Apprenticeship

Job Placement

By Ty Holloway

Ty works with all of our Career Technical Education students who are interested in one of our 12 different career programs. Ty also working with all of our different agencies and keeps that open communication with them. When students are completed with their program, Ty helps them with their job search. The main goal after completing our program is to get a job or enter post-secondary education.

Medical Occupations Career Programs Update

Financial Aid Update

COE and Perkins Update

Labor Market and Program Review

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

By Chuck Minear

Our financial aid program is starting to grow. It took seven to eight years to get the program started. We had to obtain the Council on Occupational Education (COE) accreditation, and we had to apply for approval with the Department of Education. We are growing slowly but consistently. Because our programs are low cost, most students receive money to help with other educational related expenses. Sandra Marks, Health Occupations Division Cerritos College, asked if it affects their ability to attend other schools. Students are able to receive up to 600% of the Pell Grant. This is the equivalent to 6 full academic years of education. Sandra Marks, Health Occupations Division Cerritos College, mentioned that we should offer financial advice to our students and recommend they save the money received to help them with tuition and fee payments in the future.

Every year we review our Perkins Core Indicators which tells us if the students are progressing in their programs. The main point of review is the capstone classes that students take. A capstone course is a course that only relates to that one career program. For example, Computer Essentials is taken by everyone regardless of career program, so we wouldn't consider that class to be a capstone; whereas, Medical Office and Billing Specialist is only taken by students that are taking the Medical Office program. We also look at the non-traditional students taking the program. For example, women are more likely to take the Medical Assistant program and men are more likely to take the IT Technician program. A non-traditional student would be a male taking Medical Assistant and a female taking IT Technician. Patty Bucho, Long Beach City College, asked about how we collect this information. When we collect job information from our students, we send out surveys, postcards, catch them before they leave, speak with their instructors, or view any social media information they may have posted about getting jobs.

Patty Bucho, Long Beach City College, mentioned that many facilities are switching Medical Assistant programs to LVN programs. The enrollment at Long Beach City College has dropped. Sandra Marks, Health Occupations Division Cerritos College, added that because the economy is good, many students don't need to attend school because they

are able to find higher paying jobs elsewhere. Chuck mentioned that we are in need of students as well. We are promoting to all of our students to complete the Career Technical Diploma program instead of taking individual classes.

For our programs we track the graduation, completion, and placement rates for all of our students. The most important of the three are the completion and placement rates. In order to maintain our COE accreditation, we must maintain a 60% completion rate. If we don't maintain a 60% completion rate for two consecutive years, we will automatically lose our accreditation for our entire CTEC program. The licensure rate is only applicable to Pharmacy Technician because they must receive a license in order to work. Completion is when a student takes enough classes in a program to get a job. If a student stops attending and doesn't get a job, they are considered dropped. Graduation is a student who completes all of the classes necessary in their program or career pathway. Placement is a student who gets a job, goes into military service or onto higher education. Our Medical Assistant pathway has a graduation rate of 62%, a completion rate of 69%, and a placement rate of 78%. Our Medical Office and Billing Specialist pathway has a graduation rate of 62%, a completion rate of 79%, and a placement rate of 78%. Our Pharmacy Technician pathway has a graduation rate of 83%, a completion rate of 96%, a placement rate of 86%, and a licensure rate of 76%.

The median wages according to the California Occupational Guides for LA County. The median wage for a Pharmacy Technician in LA County is \$19.82 an hour. The median wage for a Medical Assistant in California is \$17.90. The median wage for a Medical Secretaries (Medical Office and Billing) in California is \$20.37.

Sandra Marks, Health Occupations Division Cerritos College, mentioned that it would be useful to offer a program with both Medical Assistant and Medical Office and Billing Specialist. Many employers want someone who is able to do both jobs. Patty Bucho, Long Beach City College, mentioned that many employers aren't requiring certification for Medical Office. They are wanting their employees to know Electronic Health Records.

For our Pharmacy Technician program there are excellent job prospects, but we are having difficulty with students applying for their state licensure. 24% of our students go through the whole program, but don't turn in their final licensure paperwork. Patty Bucho, Long Beach City College, mentioned that they have the same struggles with their students. She mentioned that they have found a way for students to apply for their licensure in class. Chuck mentioned that it may be best to make it a requirement to complete the program and receive their diploma.

Karen Dennis, mentioned that no one can get the education that they can get at our school for such a low cost. Paula Gallegos, Kaiser Permanente, mentioned that the minimum wage is going up to \$15 an hour, and why would people want to work in a skilled job when they can work at McDonalds and make a similar wage. Sandra Marks, Health Occupations Division Cerritos College, mentioned that the students who want to do Medical Assistant or Pharmacy Technician want to further their career, and they are using these jobs as their entry into the field. Paula Gallegos, mentions interviewing the students to make sure they understand what the program/job entails, so they don't complete a program or drop the program because it doesn't included what they thought it would.

Any Other Comments, Suggestions, Recommendations?

Adjournment

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

Transcribed by: Melissa Van Aalsburg

Signature: _____ Date: _____