

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

Medical Occupations Advisory Meeting  
**Medical Office and Billing Specialist**  
February 23, 2018  
11:00 a.m. to 1:00 p.m.  
Cabrillo Lane, Room 16

**Committee Members Present:**

Patty Bucho, Long Beach City College  
Jodie Kresl, SELACO  
Chasity Nelson, SELACO  
Paula Gallegos, Kaiser Permanente  
Wendy Rojas, Pioneer Medical Group  
Lacey Wells, Pioneer Medical Group  
Emma Naparan, Racho Los Amigos  
Pearl Ozad, UCLA Pharmacy Technician  
Nell Oliva, Metropolitan State Hospital Pharmacy Technician  
Muskan Shingra, Pharmacy Technician Students  
Rajvi Lothe, Medical Assistant Student

**Committee Members Absent:**

Betty Furgeson, Kaiser Permanente  
Anna Leon, SELACO  
Amy Tacosky, MedPost Urgent Care  
Cathy Grace, CVS Pharmacy Technician

**In Attendance:**

Dr. PaoLing Guo, **Principal**; Nancy Amara, **Assistant Principal**; Melissa Van Aalsburg, **Secretary I**

**Instructors:**

Karen Dennis, Georgia Grissom, and Teresita Lubrino

**Minute Items**

**Welcome**

**By Nancy Amara/Dr. PaoLing Guo**

Nancy thank everyone for their time and efforts into helping make ABC Adult School a better school for our students.

Later in the meeting, PaoLing thanked everyone for coming and helping us grow. We want to meet industry standards, and we need your help to make sure what we are offering if needed in the workforce. We are very proud of our Medical Occupations pathway because it is our strongest. We will soon be interviewing for a new dental assistant instructor, so we may be able to get the program up and running. The ABC Adult School serves 23,000 duplicated students and 9300 unduplicated students. Locally adult school enrollment is down, and there is a slight decline, but the ABC Adult School is still maintaining strong numbers in all of our programs. If you have any recommendations for our career pathways, please do not hesitate to contact us. All of our administrators have an

open door policy, and you can contact us on our website as well. You do not need to wait until the advisory meetings to give us your recommendations. We are here to serve you, our community, and our student body.

## **Introductions and Meeting Overview**

### **By Nancy Amara**

Nancy spoke about the importance of our advisory meeting. We meet with industry professionals twice a year to review the curriculum of our career pathways. We want to make sure that what our students are learning is needed to prepare them to enter the workforce in an entry level position. The ABC Adult School has a dual accreditation. The school as a whole is accredited by the Western Associate of Schools and Colleges (WASC) and the College on Occupational Education (COE). For our COE accreditation, we are required to have two advisory meetings for each of our eleven career pathways.

Emma Naparan, Rancho Los Amigos, mentioned that she is here to hire someone. She is always looking for new people to work for Rancho Los Amigos. Emma mentioned that many people who apply for jobs don't fill out the applications properly, and they automatically get rejected. She mentioned that she gets hundreds of applications, and she doesn't have the time to see which ones are missing information. She wanted to make sure we let our students know to complete their applications thoroughly and completely; otherwise, they will miss out on many good job opportunities.

## **Review of Previous Advisory Committee Minutes**

### **By Nancy Amara**

Nancy went through and reviewed all of the recommendations given by the committee members in the previous advisory minutes.

Our Medical Assistant committee members had three recommendations for our program. Lee Natividad, AMP Staffing Network, recommended the students learn the basics of coding. Christopher Visperas, MedPost Urgent Care, recommended a shift in focus to ICD-10. He mentioned that the billing and understanding of ICD-10 is more important at times than the practical training. Patty Bucho, Long Beach City College, added that Dental Assistant training is now a part of the CareMore cross training.

Our Medical Office and Billing Specialist committee members had two recommendations for our programs. Jodie Kresl and Anna Leon, SELACO, mentioned that there is a steady trend of multi-trained medical professionals. Many employers want employees who can perform both front and back office duties. Anna and Jodie also mentioned that they would like to see Phlebotomy has a training program on CalWORKS, iTrain, and SELACO. Phlebotomy needs to be listed in order for SELACO to pay for the students training.

Our Pharmacy Technician committee members had one recommendation for the program. Lauren Macalintal, Molina Health Care, mentioned the hands-on labs combined with written exams help for different types of learners. The program is well thought out and prepares students for immediate placement.

Patty Bucho, Long Beach City College, motioned to accept the minutes. Paula Gallegos, Kaiser Permanente, seconded the motion. The minutes were approved.

## **Review Mission Statement**

### **By Nancy Amara**

"The mission of the ABC Adult School is to improve the quality of life by providing our diverse community with meaningful opportunities to fulfill career, educational, and personal goals through lifelong learning." We offer many different departments that allow for our students to achieve lifelong learning. We offer ESL, Academics, Parent Education (Mommy and Me classes), Community Education, Career Technical Education, and Adults with Disabilities. Our school embraces our ability for our students to practice lifelong learning. Our youngest students are

four months old, and our oldest are in their 90s. Our goal is to revise our mission statement every three to six years. This usually coincides with our WASC accreditation renewal.

## **Job Placement Numbers**

### **By Rachelle Schulz**

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 19%, a completion rate of 89%, and a placement rate of 81%. Our Medical Office and Billing Specialist pathway has a graduation rate of 19%, a completion rate of 100%, and a placement rate of 81%. Our Pharmacy Technician pathway has a graduation rate of 8%, a completion rate of 72%, a placement rate of 88%, and a licensure rate of 100%.

Pearl Ozad, UCLA Pharmacy Technician, mentioned that by 2020 all Pharmacy Technicians must be licensed. The work the students complete will have to be up to PTCB Standards.

Emma Naparan, Rancho Los Amigos, mentioned that when students apply for a job, they need to look at the bare minimum of the job requirements. If it is a county job, based on their scores they will be banded. Once they are banded they will only receive 12 phone calls before they are removed from the list. They will only call three times for each job opening for a maximum of four openings. If you do not respond, they will remove you from the list. PaoLing mentioned that our new job developer will be able to help students by creating an application that will allow our students to shine. Karen Dennis, Instructor, asked if applicants struggle with applying because they do not know how to use a computer. Paula Gallegos, Kaiser Permanente, responded that using the computer is not the problem. Most of the time it is because the applicant left out required information or documents. Most of the time, she notices that students forget to upload their certificates. Emma Naparan, Rancho Los Amigos, added that many jobs can get hundreds, if not thousands, of applicants. The companies do not have the time or resources to follow up with each applicant who forgot to attach the required documentation.

Karen Dennis, Instructor, mentioned that we should have a Medical Assistant class in Spanish. We can base the class off the the book given by Kaiser for the Spanish speaking jobs. Three Medical Assistant students, who are fluent in Spanish, applied for a Spanish job with Kaiser Permanente. Only one of the three students passed the Spanish speaking test.

Nancy Amara went over the median wages according to the California Occupational Guides for LA County. The median wage for a Pharmacy Technician in LA County is \$18.16 an hour. The median wage for a Medical Assistant in LA County is \$16.82.

## **Medical Occupations Program Content**

There are six areas that we need to look at for our program content. We need to determine if we successfully achieve all six of these areas:

1. Requirements for Admission
2. Course Outlines
3. Program Length

4. Program Objectives
5. Competency Tests
6. Method of Evaluation

In our small groups for each program, we will discuss all six of these topics.

### **Requirements for Admission**

Are the admission requirements appropriate for the program? Do you suggest any changes?

Everyone agreed that the admission requirements were appropriate

### **Program Length and Content**

Is the amount of time sufficient for an entry level position? Are the topics/classes and depth appropriate for the program? Any Suggestions?

Chasity Nelson, SELACO, would like to see soft skills added to the curriculum, so students can learn to be professional.

### **Program Objectives**

Are the objectives shared sufficient and relevant? Should there be other objectives or are any of the current ones outdated or irrelevant?

Everyone agreed the program objectives are sufficient and relevant.

### **Competency Tests**

What tests are used in the programs? Are they sufficient? Any Suggestions?

Everyone agreed the competency tests are sufficient.

### **Instructional Materials**

What type of instructional materials does the instructor use? Is it appropriate? Any recommendations?

Everyone agreed the instructional materials are appropriate.

### **Equipment**

What type of equipment is available to students? What is needed? Are there any gaps?

Everyone agreed the equipment is satisfactory.

### **Methods of Evaluation**

How are students evaluated in the program? Is this sufficient? What type of portfolio, if any, should students have when they finish the program and look for a job? Is industry certification needed or preferred?

Everyone agreed the methods of evaluation are sufficient.

### **Instructional Delivery Modes**

How is the subject matter taught? Is one method better than another in this type of program? Any Suggestions?

Jodie Kresl, SELACO, mentioned that based on today's feedback, the way the material is taught is effective.

### **Any Other Comments, Suggestions, Recommendations?**

**Adjournment**

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

Transcribed by: Melissa Van Aalsburg

Signature: \_\_\_\_\_ Date: \_\_\_\_\_