



HEALTHCARE SECTOR CAREER PATHWAY DEVELOPMENT FOR PEOPLE IMPACTED BY THE CRIMINAL LEGAL SYSTEM IN LOS ANGELES

*RESEARCH, EMPLOYER ENGAGEMENT,
AND PARTNERSHIP DEVELOPMENT SERVICES
FINAL REPORT*

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About Medlin Workforce & Reentry Solutions

Founded in 2019, Medlin Workforce & Reentry Solutions (MWRS) is headquartered in Orange County, California and provides services nationwide.

MWRS provides a wide range of services specializing in workforce development and reentry. We strive to be the firm of choice for entities nationwide that focus on reentry and/or workforce development. We utilize evidence-based methods to provide distinctive, lasting, and substantial assistance to entities, and create an environment that attracts, develops excites and retains exceptional and diverse people.

At MWRS, our focus is on providing resources founded in expertise, lived experience and data to enhance best practices and ensure equal access to opportunity.

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PROJECT OVERVIEW

The Board of State and Community Corrections (BSCC) Proposition 47 grant program provides services for individuals who have encountered the criminal or juvenile justice system and have a history of mild to moderate mental health and/or substance use disorders. The Los Angeles County Department of Health Services, Office of Diversion and Reentry (ODR)- which since has moved to the Justice Care and Opportunities Department- was awarded Proposition 47 grant funds to provide community-based services to the target population, including intensive case management, connection to mental health and substance use disorder treatment, interim recovery housing, and employment services.

In January 2021, ODR launched the *Skills and Experience for the Careers of Tomorrow* (SECTOR) program, which provides training and paid work experience in LA County's high-growth sectors that offer career pathways and family-sustaining wages for people impacted by the justice system. The SECTOR Program aims to:



Increase Employment Opportunities



Increase Potential Earnings



Reduce Recidivism Rates



Improve Behavioral Health & Well-being

The overall goals of the program will be met by preparing and matching people with impacted by the criminal legal system, "system-impacted", to good-paying jobs in high-growth industries. At the start of the project, ODR contracted with six community-based providers and currently contracts with five to operate the SECTOR program, serving 600 participants annually. Throughout the report, the sixth organization will be referenced due to the original contract.

To support SECTOR program's goal to place participants into employment in Los Angeles County's high-growth sectors, ODR contracted Medlin Workforce & Reentry Solutions (MWRS) to conduct research and engage employers to help ODR build connections in LA County's growing clinical healthcare sector for system impacted individuals.

The project tasks were broken down into three phases:

Phase 1

Conduct environmental scan and one-on-one relationship building with healthcare employers within select regions in Los Angeles (see Appendix A)

Phase 2

Engage with recruitment and leadership staff with the goal of cultivating relationships and fostering partnerships between the employer and ODR.

Phase 3

Compile research and findings resulting from all phases of the project. The report will include recommendations as well as key lessons learned through discussions.

Phase 1

Goals of this phase were to identify employers who have a track record of hiring employees with barriers (including criminal backgrounds, histories of mental health and/or substance use disorders, homelessness, etc.), get a clearer understanding of their hiring needs – including the current screening process related to criminal background checks, identify occupations that have strong career pathways leading to long-term employment and advancement, and are not among the traditionally known positions for system impacted individuals (i.e., ones that typically have low barriers to entry or are non-clinical in nature). Through this process, MWRS began to build relationships with the recruitment/Human Resources departments or hiring managers of employers identified as a good fit for SECTOR partnerships to move onto Phase 2.

Goals of this phase were to: 1) Learn about the hiring needs within healthcare clinical settings in Los Angeles County target areas (see Appendix A); 2) Identify key employers that have entry level positions that require short-term vocational training, offer a \$21+ starting wage (minimum wage for LA County); and 3) Provide a pathway to advancement and increased earnings, and do not present legal restrictions for people with prior convictions.



Assess Types of
Healthcare Career
Pathways Available



Determine Skills,
Licensing, & Certification
Requirements



Identify Training,
Vocational Programs
& Salary Potential



Develop a Pipeline
of Talent to Meet the
Industry's Needs

At the conclusion of Phase 1, (38) employers were screened (see Appendix B and C) and eight (8) employers were identified as potential Phase 2 candidates (Appendix D).

Phase 2

Goals of phase 2 were to: 1) Understand the needs of the industry, the available education and training in the region, and better align the two along with reentry supportive services to meet the needs of system impacted individuals; 2) Identify occupations and career pathways best suited to this population; and 3) Build relationships with employers interested in partnering with ODR and its SECTOR program providers to support recruitment of SECTOR participants.

Phase 3

Goals of phase 3 were to: 1) Compile all research and findings summarized in a report for ODR and its partners; 2) Develop a roadmap for connecting system impacted individuals to careers in the healthcare industry that offer pathways to career growth; 3) Establish partnerships between one or more healthcare employers and ODR.

EVALUATION METHODS

Our Phase 1 evaluation consisted of a mixed approach of both quantitative and qualitative data collection methods. This included the use of a mapping tool (ArcGIS), one-on-one interviews, focus groups, and online surveys. Phase 1 outreach began in late February 2022 and concluded at the end of May 2022. Outreach to employers was conducted via phone, email, web inquiries, personal contacts, and LinkedIn. Roughly 234 contacts representing 157 different companies were contacted with over 700 total touchpoints.

Mapping Software: ArcGIS

Prior to identifying and contacting potential employers, an interactive online mapping tool, ArcGIS, was utilized to identify employers that fell within a 5+ mile radius of targeted areas within Los Angeles County (see Appendix A). Targeted areas include Antelope Valley, South Los Angeles, and accessible locations to participants in the contracted **SECTOR provider's programs**. After defining the original five territories, one of the SECTOR partners, Covenant House (Territory 3) was removed from the project. However, MWRS continued to contact employers in that territory due to its overlap with Territory 1 (South LA) and Territory 2 (Chrysalis) and proximity to Territory 4 (Center for Living and Learning).

One-on-One Interviews & Focus Groups

Individuals participating in Phase 1 one-on-one interviews engaged in informal conversations with MWRS consultants related to hiring practices and opportunities utilizing a protocol that was tailored specifically to project needs. Individuals that participated in focus groups facilitated by MWRS consultants were guided through similar discussions while simultaneously completing an online modified version of the interview protocol (Appendix E). Although the majority of respondents participated via one-on-one interviews or focus groups, two (2) respondents, who were unable to participate in the focus group, were alternatively provided with an online survey (Appendix E).

Phase 2 offered a free public workshop entitled "Recruiting Untapped Talent During the Great Resignation," which helped educate employers on fair chance hiring, but also was an opportunity to gain feedback on hiring needs/challenges and opportunities for partnership. After completion of the workshop, "1:1 coaching" meetings were offered to attendees to A. answer any questions or explore any concerns employers had after attending the workshop and B. to develop a warm hand off between MWRS to ODR for future employment development.

Additionally, outreach was conducted to training partners identified as providing healthcare related training within (or close) to the target territories. Several meetings were held with training partners to identify their openness to train individuals who are system impacted and gauge their willingness to partner with the SECTOR program.

Limitations/Barriers

In the beginning of the project, outreach was focused on personal contacts, connecting on LinkedIn and via email explaining the project and asking to set up a screening. When these outreach methods proved to not yield the desired results, the list of employers was expanded, and outreach intensified to include previous methods and a higher emphasis on website inquiries and phone calls. Team MWRS experimented with various methods of reaching employers and found that explaining the project and asking to set up a screening resulted in people saying they needed to clear it with someone in management or to email them and then never answered the email or subsequent follow ups. Over time, the team discovered that calling employers, briefly explaining the project, and asking if they could ask them questions about their hiring process yielded better results. Some of the downfall to this was there seemed to be a lack of connection to the project and/or they were hesitant to disclose too much information. In the case of a smaller employer, the contact was answering questions candidly until it came to the one about background checks. The contact then whispered in the phone that their CEO would never consider hiring individuals who had a background and hung up the phone.



MWRS found that contacting employers for screenings was challenging due to 1.) The inability to identify the correct contact as many people have switched roles since the start of the pandemic or 2.) The contact not responding to our inquiries. Additionally, it was discovered that many employers fall under the Department of Health Services Los Angeles (DHS) which was determined to not be a viable lead for the project. Territory 5 Antelope Valley proved to be challenging to find employers within, despite its large radius, as most employers either fell DHS or were through the Antelope Valley Medical Center (who MWRS did conduct a screening

with).

Challenges continued into Phase 2 and Phase 3 when employers who were identified as being potential partners for the SECTOR program based on hiring needs, practices, location and pay, were unable to attend the offered workshop or meet with MWRS/ODR staff. There was a common theme among these employers about being short-staffed and overloaded and not being able to make time for the program; this was in addition to a surge in the pandemic over the summertime. Due to this, invitations for the workshop were extended to employers who met almost all of the requirements for Phase 2 (ex. hiring needs with upward mobility and openness or interest in hiring system impacted individuals) but may have had a lower minimum pay than the desired threshold.

THE NEED

Industry Growth

Over the next decade, healthcare is expected to have the largest growth out of all occupational sectors, creating 2.4 million new jobs. These jobs range from entry level positions to highly skilled direct service professionals. It is predicted that there is going to be a major shortage of skilled workers to fill these positions – which could open up the opportunity to employ system impacted individuals to help fill these gaps.



By 2024, the Bureau of Labor Statistics (BLS) reports that the healthcare industry could see an increase of more than 2 million new jobs. Given this growth, careers in health care are in high demand for many adults seeking meaningful, living-wage employment, including people with a history of incarceration.

Healthcare in Los Angeles County

Los Angeles County employs the greatest number of healthcare workers in California. From 2010-**2020, the County's healthcare employment increased nearly 40 percent.** Despite this growth, the existing shortage of healthcare workers may persist unless there is a concerted effort to recruit, train, hire, and grow existing and new healthcare workers.

According to the Employment Development Department (EDD) Employment Projections, Personal Care Aids (which includes Certified Nursing Assistant [CNA]/Home Health Aide [HHA] positions) will be the fastest growing occupation in Los Angeles County from 2018-2028 with a 46.3% expected growth in jobs (203,170 baseline jobs, expected to grow to 297,260). Other entry level positions, like Medical Assistant s, are expected to increase from 24,200 jobs to 35,630 by 2028.

The fastest growing occupations list for Los Angeles includes in its top ten positions, Physician Assistants, Occupational Therapy Assistants, Nursing Instructors and Teachers, Nurse Practitioners, and Speech-Language Pathologists.

Of Note:

- While Personal Care Aide is the fastest-growing occupation in Los Angeles County, the projected median hourly wage is \$16.45 per hour. Through screenings conducted by MWRS, the average wage reported by employers was \$18 per hour. While this position

does not pay the minimum wage desired by the SECTOR program, it is a viable opportunity for low-skilled or no-experienced candidates to get a foot into the field and further develop themselves.

- Several employers screened shared that a growing need will be for Community Health Workers (CHW) as insurance now reimburses clinics for this position. These workers help to conduct outreach to their own community – especially regarding COVID-19 vaccinations and boosters. This position largely considers individuals with prior convictions and pays an average of \$21.51(determined by rates shared through screenings).
- These growth estimates are based off of historical projections and do not include the impacts of the COVID-19 pandemic. Meaning the large number of individuals who have left the industry over the past two and a half years due to burnout or other factors are not accounted for, and an even larger need for workers could exist within the industry than what is currently known.
- Due to nationwide changes in women’s reproductive rights, Los Angeles is rumored to potentially become a sanctuary city for services. This will lead to an increased need in the county both for clinics and workers and could open up even more possibilities for system impacted workers to become employed.

Healthcare Industry Labor Market in Los Angeles County

The following table (see table 1) provides Labor Market Information on the highest demand open positions employers identified during the screenings. Included are the training length and type, median hourly wages, and training programs available within Los Angeles County.

Table 1. Labor Market Information (LMI) Data on Training Length, Type, Median Salary, and Training Partners

Training Length & Type	Position	Median Salary	Where to find training program
High School Graduate Certification Program Short-term on the job training Moderate term on the job training	Clinical Nursing Assistant (CNA)	\$15.98	Adult Education Regional Occupational Programs (ROP) Los Angeles Mission College Long Beach City College Santa Monica College Los Angeles Harbor College Glendale College East Los Angeles College Los Angeles City College
	Home Nursing Aide	\$15.98	
	Office Receptionist	\$23.26*	
	Dental Office Receptionist	\$23.26*	
	Community Health Worker	\$25.18	

Training Length & Type	Position	Median Salary	Where to find training program
One Year Training/College Postsecondary nondegree award	Licensed Vocational Nurse (LVN)	\$30.62	Concorde Career College Glendale Career College Los Angeles Trade Tech College Marian College Maxine Waters Prep Center LA Mission College
	Medical Assistant (MA)	\$21.45	East San Gabriel Valley ROP Pasadena City College Southern California ROP Santa Monica College UCLA Extension West Valley College
One Year Training/College Postsecondary nondegree award	Dental Assistant (DA)	\$22.29	American Career College Cerritos College West Los Angeles College North-West College United Education Institute
Two Year College	Registered Nurse (RN) (AA Degree)	\$55.27**	Los Angeles Pierce College Rio Hondo College East Los Angeles College Cerritos College Santa Monica College
Four Year College	Registered Nurse (RN) (BA Degree)	\$55.27**	CSU Long Beach Mount St. Mary's College UCLA CSU Los Angeles

*Categorized by the EDD as Medical Secretaries

**EDD LMI does not differentiate RN's who hold AA degrees or BA degrees

Q1 of 2022 is the most recent LMI data available from EDD

EMPLOYERS DEMOGRAPHICS

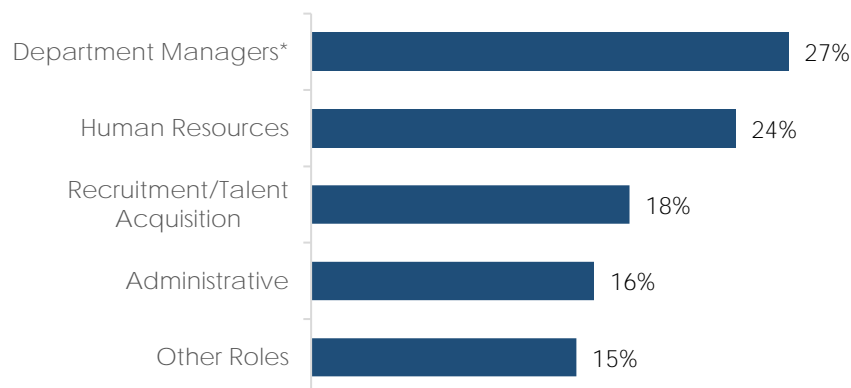
Screenings

Throughout the project, 234 individuals representing 157 different employers were contacted by MWRS resulting in 38 screenings and over 700 touchpoints. Of the 157 employers contacted, nearly a quarter (n = 35) of employers agreed to participate in screenings (see Appendix B).

22% of employers agreed to a screening

Of the 35 unique employers screened, over a quarter of staff were identified as hiring managers – which included Directors, Clinic Manager, Office Manager, Operations Manager or Senior Program Manager (27%), followed by Human Resources staff (24%) and Recruitment/Talent Acquisition staff (18%). The remainder of staff were either in supportive or administrative roles (16%) or “other” roles (Community Outreach Lead, Occupational Lead, Service Coordinator) (15%) (see figure 1). Human resources staff included roles such as HR assistant, coordinator, director, manager, and Chief Officer. Meanwhile, recruitment/talent acquisition included recruiters with varying degrees of experiences such as recruiter, manager of talent acquisition, and director of talent acquisition.

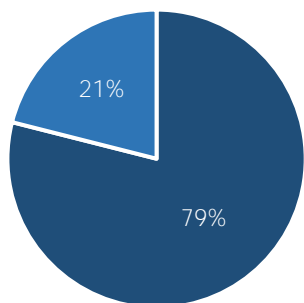
Figure 1. Role of Individuals Screened



*Does not include HR and Recruitment Manager

Over three quarters of employers (79%) screened in Phase 1 completed full screenings and the remainder completed partial screenings (see Figure 2). Full screenings indicate that the interviewee was able to answer every question, whereas partial screenings indicate that there was at least one question the interviewee was not able to answer (e.g., hiring process with regards to background checks). MWRS continued in Phase 2 to follow up with contacts from the “partial screening” list to answer the remaining questions.

Figure 2. Status of Screenings



Of the 35 employers screened, about 79% of completed full screenings, meanwhile 21% completed partial screenings.

- Full screening
- Partial screening

Employer Size

The majority of employers screened (39%) were large employers (identified as having over 250 employees), followed by medium employers (36%), which employ anywhere between 50 to 249 employees. About a quarter of employers who were screened have less than 50 employees at any given time (considered small or micro employers – see Table 2).

Table 2. Size of Employer by Range

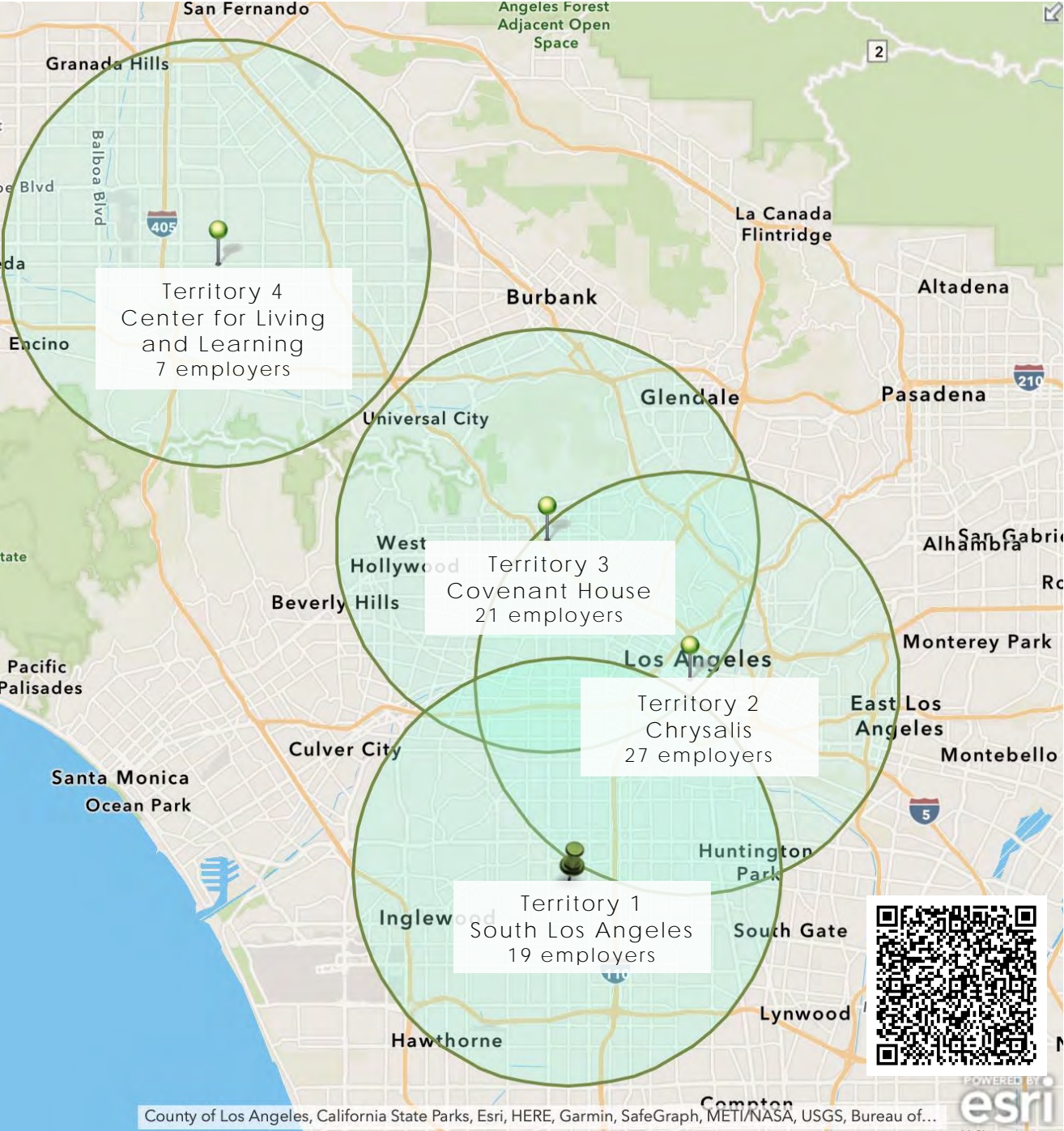
Number of Employees	Size of Employer	Percent
1 - 9	Micro	11%
10-49	Small	14%
50-249	Medium	36%
250+	Large	39%

Employer Location(s)

The project had five designated territories within Los Angeles County, focusing on South Los Angeles, Antelope Valley, and areas surrounding contracted SECTOR partners. MWRS worked to identify clinical healthcare employers within these given territories: Territory 1 – South Los Angeles; Territory 2, Chrysalis; Territory 3 – Covenant House; Territory 4 – Center for Living and Learning, and Territory 5 – Antelope Valley (see Figure 3 for Territories 1- 4 and Figure 4 for Territories 4 and 5).

Most of the employers who completed screenings came from Territory 2 - Chrysalis (27) followed by Territory 3 - Covenant House (21) and Territory 1 - South Los Angeles (19). This was to be expected as Territory 1, 2 and 3 overlapped in their radius, so an employer might not have had multiple locations, but one location may have fallen within the radius of two or all three of these territories. A portion of these did have multiple locations with a presence in each of the territories individually (see Appendix A).

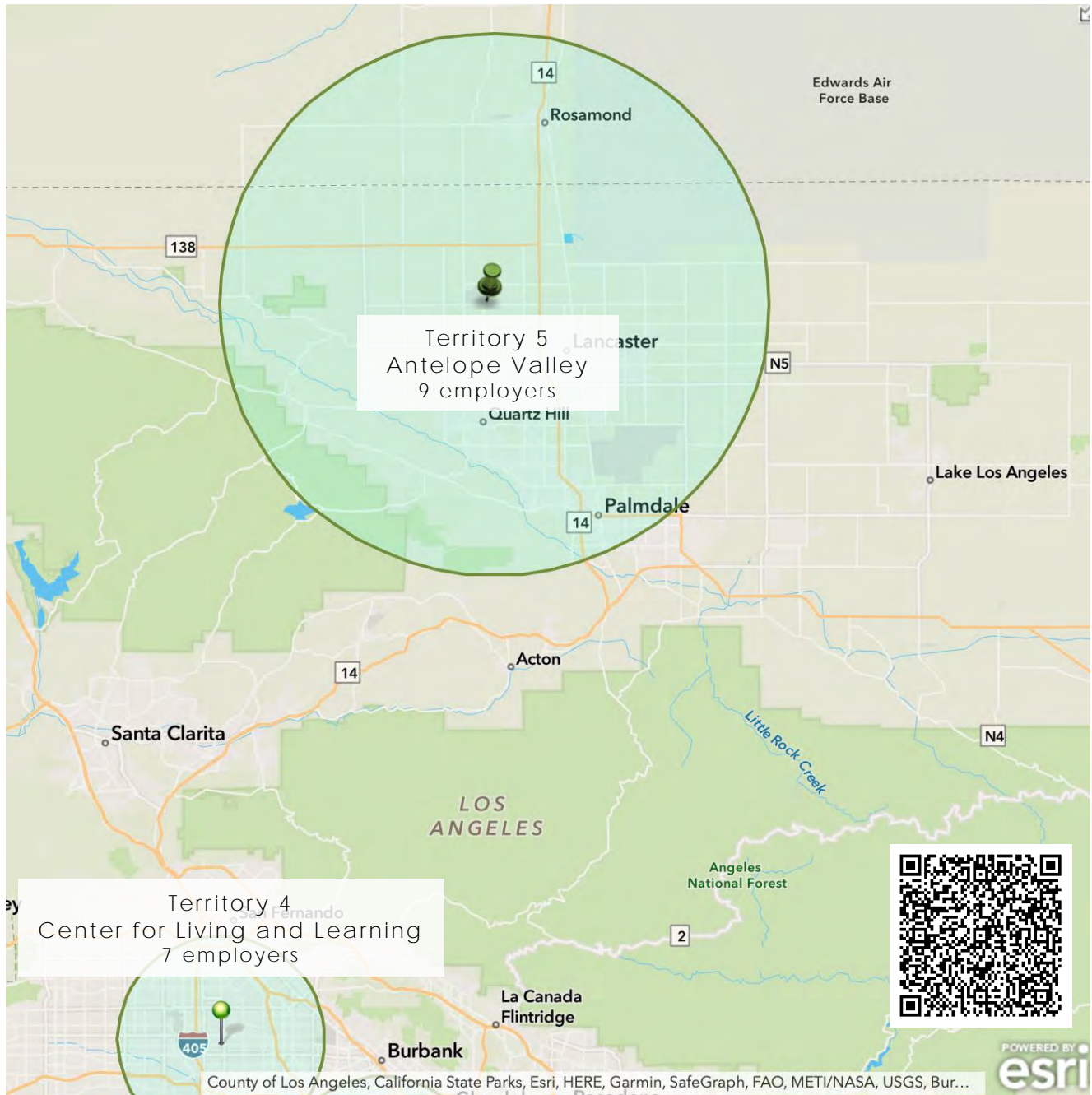
Figure 3. Map of Los Angeles County: Territories 1 – 4



See Appendix A for detailed map of employers and see [link](#) or scan QR code for interactive map

Territory 4 - Center for Living and Learning, had seven (7) and Territory 5 - Antelope Valley, had nine (9).

Figure 4. Map of Los Angeles County: Territory 4 and 5



One employer screened was not immediately located within the target territories but was in proximity to the central Los Angeles area.

See [Appendix A](#) for detailed map of employers and see [link](#) or scan QR code for interactive map

HIRING PRACTICES

Hiring Needs

A large portion of the larger employers screened have multiple locations countywide and seem to have universal hiring practices and policies made by one central department/person. Their processes include having candidates apply online, recruiters screen resumes and conduct phone or in-person interviews, hand off to the hiring manager who then conducts one or multiple interviews, and if they decide to hire the applicant, they pass them back to Human Resources who handles the background check, drug testing, health screening and onboarding. Some mentioned that they have legal departments that handle the decision of hiring or not should an individual have a conviction – of which they shared is based on factors like length of time since the conviction, what the conviction was and what the person has been doing since the conviction.



Vacant Positions in High Demand

Employers described various positions that are high in demand including both clinical and nonclinical positions.

The most mentioned **clinical** positions included:

- Medical Assistant and/or Certified Nursing Assistant (CNA)
- Licensed Vocational Nurse (LVN) and/or Registered Nurses (RN)
- Dental Assistant
- Surgical Technician
- Pharmacy Assistant
- Patient Services Representatives
- Phlebotomists

Nonclinical positions within clinical settings included:

- Sterile Processing Technician
- Environmental Services Technician (i.e., janitorial)
- Community Health Workers
- Patient Transport Technician
- Food Service/Cooks
- Receptionist/ Front Desk
- Call Center
- Patient Transport
- Facilities Attendants

Background Checks

Over the course of the project, it was discovered that there were several employers (11 employers, or 31.4% of those screened) who had some sort of connection to reentry – whether it be through familial involvement or past/current programs they ran/participated in and were open to learning about the project. Additionally, there were some who provided policy driven answers (ex. “We follow Ban the Box”) without expanding on or disclosing more information on what possible restrictions or “nonstarters” may be. These typically were the employers that said, background checks were “case by case,” and then defaulted to saying that they did not handle that part of the process so they did not know what would/would not be permissible. Some also deferred that another staff member/department made those determinations for applicants and that they were not a part of that part of the decision-making process.

Figure 5. Background Check Requirements



Of those who run background checks (83%), 30% mentioned hiring was “case by case” and two large employers specifically mentioned “Ban the Box” policies. For those that run background checks, there was a myriad of answers of what they would/would not consider, with the majority saying they did not know what would be considered. For those that did know, the checks included various levels of criminal, employment, education, DMV, sex offense and live scan fingerprinting. There did not seem to be a consensus among the employers for what was ran or what was considered. One employer did say that they could not share what was ran, but that people did have to “pass” the check, and another shared that they do have people with extensive conviction histories working for their place of employment. Note, this was an employer that does not provide clinical healthcare.

Two employers shared that hiring restrictions for employees working at their school sites are more stringent and generally criminal convictions are not permissible for these locations. For the majority of those who said it was a case-by-case basis, different methods of evaluating this were identified including Human Resources working with the Legal Department to determine if the conviction would affect the applicant carrying out the duties of the desired role, and consideration for time since and severity of the offense. Despite that, one employer said they would not hire anyone with a conviction regardless of time or what it was; one said they did have

some “nonstarter” backgrounds, but that it was case by case (and would not share what the nonstarter convictions were). Another employer mentioned no MediCare/MediCal fraud, no elderly, spousal or child abuse and no drug offenses and that they go back 10 years (they were the only one to mention anything more than the standard seven years) and yet another mentioned they would consider something minor but that it was case by case.

Overall, getting background information proved challenging as it seemed like contacts were giving a “legal” or generic answer to the question. Part of this could be due to the format of the screenings, not having a genuine connection with the Consultant, as well as simply following general HR policies of not disclosing that type of information. For the employers where a Human Resource staff, Supervisor or Office/Hiring Manager were screened, it seemed that more in-depth information on the background checks was obtained versus employers where a support staff or recruiter were screened who may have not known this information or been at liberty to share.

Drug Screenings

While it seemed like the majority of employers who completed screenings conduct drug tests as part of their hiring process, a large portion did not disclose specifically that they did, or it was assumed that a drug screen is a part of their “health screening.” Six employers shared that they do not conduct drug screenings and three said it is a case by case or “as needed” situation. Most of the larger employers shared that they follow federal guidelines for drug screens meaning marijuana use is not permitted – **even with a doctor’s note or prescription.**

Other Hiring Needs

Additionally, employers were asked questions related to hiring timelines. Over three quarters of employers (86%) indicated that they hired throughout the year. The remainder of employers (14%) indicated that hiring was on a needs-only basis.

Figure 6. Hiring Needs for Open Positions



While it was not specifically asked, several clinics expressed the need for applicants to be bilingual in a second language as a requirement for employment. There was also a consistent theme with employers who now require COVID-19 vaccinations having difficulties hiring candidates as some candidates do not have the vaccine or have not been boosted.

Non-Clinical Employers

Of the 35 unique employers contacted, six were found to be within healthcare, but do not employ clinical positions. While these employers did not offer direct opportunity for entry level clinical employment, they did offer a wealth of information. One employer indicated that although they did not hire for clinical positions themselves, they do provide training, advocacy, workforce development and other services to support their network of community (healthcare) clinics. In addition, the same employer was able to assist in providing 2021 average salaries and general requirements for entry level positions across all clinics in the association. This employer also shared that health insurance now allows clinics to bill for Community Health Workers (CHW) employees, which will open the door for clinics to hire for more of these positions. **CHW's** – which typically employ people from under resourced communities and/or system impacted individuals - are hired because they represent a specific community and can provide outreach and support to individuals within their community guiding them in their healthcare process.

With COVID-19, there is also a greater emphasis on hiring for this position to help communicate information regarding vaccinations and boosters to specific demographics within a community. This position requires a basic education (roughly 6-month training program) making it relatively easy for candidates to access in a short amount of time. The employer also shared that this could be an opportunity for community colleges to create a training program for these types of positions, helping to attract more students to their program.

Requirements/Training & Salary

All employers initially considered for Phase 2 provided an average hourly salary of \$21.00 for entry-level positions. Ranges vary from \$18.00 per hour to \$24.50 per hour. The hourly rates are dependent on certain qualifications such as having a high school diploma or GED, certificate, licensure, or a previous professional background/related experience. Additionally, MWRS added a handful of employers to Phase two despite their salary threshold being below the desired wage but based on their openness to consider system impacted individuals for employment.

CAREER PATHWAYS

Career pathways are small groups of occupations within a career cluster. Occupations within each cluster share common skills, knowledge and interests. By identifying the skills a person possesses, it makes it is easier to identify which cluster they should pursue.



Health science is a pathway that focuses on natural and behavioral sciences as they relate to medicine and the greater healthcare system. The health science cluster is a group of occupations that require similar skill sets within the health science field. It also can refer to an educational area focused on teaching healthcare students how to work in the field.

Within health sciences, there are five clusters which include Biotech Research & Development (see Appendix F), Diagnostic Services (see Appendix G), Health Informatics (see Appendix H), Health Support Services (see Appendix I) and Therapeutic Services (see Appendix J). Most entry level positions fall within Health Support Services which includes positions like community health workers, environmental service aides, cooks and servers and patient representatives. The next most common cluster would be Health Informatics which includes patient advocate or supporter positions like medical records, medical assistants, schedulers, coders and transcribers.

Advancement Opportunities

Throughout the screenings, most employers did not seem to have clear professional pathways for employees to move up within the company. However, several employers screened in Phase 1 expressed that they prefer to hire internally first which leads to a culture of growth and upward mobility.

Of the employers who did express that upward mobility was possible or encouraged, there seemed to be no clear-cut pathway for advancement other than to lead or supervisory positions (ex. MA to MA Lead or Supervisor). One employer did share that non-clinical positions like Environmental Services Technicians can move into clinical positions like Surgical Technician or Pharmacy Clerk/Assistant based on their skills and experience but did not share details on how that was possible or how often it happens. Another employer mentioned that they do not do a good job (internally) of linking their employees with external training opportunities which would help their professional growth. This employer also shared their high rates in turnover – which could be related.

Non-clinical employers had slightly better opportunities in that some expressed that employees can move into higher positions and that the employer encourages this growth. For example, Support Specialists can move to Case Managers and Case Managers can move into management. Another provider shared that most positions are cross trained and that is how a person can advance internally.

See [Appendix K for Health Science Clusters Career Pathways](#)

OCCUPATIONAL TRAINING

Nearly 75% of healthcare practitioners are required to obtain licensure*. Healthcare is the most heavily licensed occupational group in the U.S. Even entry level support positions like nursing assistants and technicians are licensed at a rate of over 50%.

To obtain licensure, one must (generally) first complete some type of formal training program. MWRS conducted outreach to training partners within Los Angeles County to identify types of training offered, costs for training completion, any barriers to enrollment for system impacted individuals and willingness to partner with SECTOR.

Encouraging news among community college programs is the development and growth of the “Rising Scholars Network” (RSN) which is a network of California Community Colleges committed to serving incarcerated and formerly incarcerated students by providing degree-granting programs in correctional facilities and on-campus support for students who are system impacted.

When discussing services with representatives from RSN, they indicated that there are no barriers for admissions to the colleges for system impacted individuals and that barriers for students occur when they are at the licensing stage (after training completion). RSN representatives also shared that they do not track programs or employment and their services align with the Guided Pathways Initiative in that they provide supportive services such as housing, substance use/recovery, and academic counseling.

Los Angeles County also provides Career Technical Education (CTE) training through the Los Angeles Unified School District (LAUSD). Among their classes provided are Allied Health Career training. This program shared that while there are not formal barriers for system impacted individuals to apply to training, they typically will discuss (prior to admission) the challenges of getting employed after training with a candidate so that the candidate does not waste their time or money on training only to find out that they are unable to gain employment post-training. Representatives from this program expressed interest in partnering with SECTOR and shared that they currently have existing partnerships (within other training sectors) with other reentry service providers.



See Appendices L - P for educational and training facilities in Los Angeles County

See [Appendix L](#) for Private Training Programs

See [Appendix M](#) for Apprenticeships

See [Appendix N](#) for Four Year College Programs

See [Appendix O](#) for Los Angeles Community College District (LACCD) Programs

See [Appendix P](#) for Adult and Career Education

OCCUPATIONAL LICENSURE

* "Licensure" or "license" is used as a "catch all" phrase for "clearance," "credential" or "license" – which all reflect government regulations.

Why Occupational Licensure Law Changes Matter

In California, 1 in 3 adults, or an estimated 8 million Californians, have an arrest or criminal record which is routinely used against them when applying for occupational licensing. California also has an extensive and sometimes complicated regulatory system which bars people from gaining employment (anything from tree trimming to doctors). Since minorities are overrepresented in the carceral system due to overcriminalization and over-policing, this creates unfair barriers to obtaining employment for people of color. For instance, caregiving is a fast-growing field which has a shortage of qualified workers. This profession is typically employed by women, and more often than not, women of color. For those who have convictions, especially minor convictions like petty theft or DUI's, these laws unfairly ban them from working in this field – despite the great need.



It is also important to note that while the enactment of these recent laws may have extinguished automatic denials, potentially opening the door for candidates to obtain licensure, an employer could still choose to deny an applicant upon review of their application based on their own internal hiring policies. Although the new legislation eliminated automatic disqualification, it did not eliminate the barrier altogether.

State/Federal Legalities for Occupational Licensing

According to the US Bureau of Labor Statistics, positions within the healthcare field are projected to grow 16% from 2020 to 2030. Furthermore, occupations within the healthcare field are projected to contribute to this growth more so than any of the other occupational groups. While this is good news for many, this poses challenges for those with prior convictions given the stigma surrounding the hiring of formerly incarcerated individuals. Thanks to new and ever-changing laws, access to these positions for those who are system impacted has been improved and some barriers have even been eliminated.

State Licensure

Over time, advocacy efforts have led to increased access to healthcare positions. Prior to 2014, individuals with criminal histories were automatically denied the opportunity to be considered for Certified Nursing Assistant (CNA) licensure – a job predominately worked by women (roughly 90%).¹

¹ [Certified nursing assistant demographics and statistics in the US](#) (2022). Zippia.

However, in 2014, California Governor Jerry Brown signed bill SB 1384 into law, which eliminated automatic denials of Certified Nursing Assistant (CNA) licensure based on the presence of a past conviction. This bill has opened the door for typically lower-income women who previously would not have had access to CNA jobs they otherwise would qualify for if not for their criminal convictions, to obtain licensure for a living wage job.

Additionally, in 2018, Governor Jerry Brown signed Assembly Bill 2138 (effective into law in 2020), which helps further mitigate the use of criminal records in the denial of licenses. Under this bill, after July 1, 2020, California state licensing boards** cannot ask for criminal history information on the licensure application. Instead, these boards will run a fingerprint background check to **identify what is on a person's conviction history**. This narrows the grounds that a licensing board can deny licensure based off conviction histories or formal professional discipline where previously boards could deny licensure based on “any act involving dishonesty, fraud or deceit.”

For those with conviction histories, these boards may then ask for mitigating information regarding criminal histories to determine if the crime is “**substantially related**” to the qualifications, functions, and duties of the desired position (e.g., Registered Nurse (RN), Licensed Vocational Nurse (LVN), Phlebotomist, etc.) or to **evaluate an applicant's rehabilitation**. Disclosing any additional or mitigating information is voluntary on behalf of the applicant, and the decision to not disclose information cannot be used as a factor to grant or deny licensure. Additionally, convictions that occurred more than seven (7) years prior to the application date or that have been dismissed or expunged per 1203.4a, 41, 42 or pardon, or if outside of California and more than seven years or dismissed per 1203.4 cannot be used as a justification to deny a license; exceptions are for crimes **identified as “serious” or “violent”** per PC 1192.7(c) (see Appendix Q). Note, AB 2138 does not apply to CNA/Home Health Aide and Emergency Medical Service (EMS) positions like paramedics and firefighters.

Note:

It is important to note that although AB-2138 was signed in 2018, the law actually went into effect on July 1, 2020. Inadvertently, the enactment of this law came during unprecedented times when Covid-19 first started sweeping the nation and severely impacted the healthcare industry. The presence of Covid-19 resulted in a shortage of staff needed to meet the high demand of individuals requiring care due to the virus. The sudden emergence of natural disasters further reinforces the need for flexibility and adaptability within the healthcare sector with regards to their hiring practices. Such flexibility and adaptability would allow healthcare employers to tap into an untapped supply of talent to meet the demand, regardless of conviction histories.

Most recently, in 2019, **AB 1076, the “New Expungement Law”** was signed into law by California Governor Gavin Newsom for anyone who receives a conviction after January 1, 2021, to automatically have all infractions, misdemeanor, and non-violent felony convictions sealed and expunged. Exceptions are serious felonies classified under PC 1192.7(C) (Appendix Q) and Tier II or Tier III sex offenses* (Appendix S). This applies to those who have successfully completed probation without any probation violations, who are not required to register as a sex offender, who are not facing a current open criminal case and/or not currently on probation or parole. This

is beneficial for those who may not seek expungement on their own due to the process, cost, or being unaware that the option exists. However, the record could still be obtained despite being sealed for applications to a state licensing board. **Note**, for licensing, the conviction still must be disclosed, but may or may not result in a disqualification depending on the conviction type, time that has passed, or other mitigating factors.

* **Note:** Some other licensing boards will also not consider certain financial crimes, but this does not apply to healthcare positions. Additionally, this law does not apply to teaching or positions under code 11105(P) which can still require reporting of any past conviction(s).

AB 1720 Care facilities: criminal background checks is currently in legislature. Under existing law, background checks are required for individuals applying for licensure in community care facilities, residential facilities for the elder and child daycare centers – including individuals connected with these facilities such as employees, volunteers and officers. Existing law also prohibits those with criminal convictions from registering as a home health aide. This bill would authorize a simplified criminal record exemption for applicants and no longer require applicants to sign a declaration under penalty of perjury regarding any criminal convictions. This would open up the opportunity for more individuals to obtain licensure within home and residential care facilities.

** **“Board”** may be used interchangeably with Agency, Bureau, Commission, Department etc. to reflect the government agency that oversees the OL

Federal Regulations

In addition to policies/laws implemented at the state level, there are also requirements for providers receiving federal funds. According to the U.S. Department of Health and Human Services, the Office of Inspector General (OIG) “has the authority to exclude individuals and entities from Federally funded health care programs pursuant to section [1128](#) of the [Social Security Act](#) (Act) (and from Medicare and State health care programs under section [1156](#) of the Act).”² In an effort to prevent healthcare fraud, the OIG maintains a database called the List of Excluded Individuals/Entities. The LEIE contains two types of exclusions: mandatory and permissive exclusions. Any provider hiring an individual/entity on the list may be subject to civil monetary penalties (CMP).

MANDATORY

OIG is required by law to exclude from participation in all Federal health care programs individuals and entities convicted of the following types of criminal offenses: Medicare or Medicaid fraud, as well as any other offenses related to the delivery of items or services under Medicare, Medicaid, SCHIP, or other State health care programs; patient abuse or neglect; felony convictions for other health care-related fraud, theft, or other financial misconduct; and felony convictions relating to unlawful manufacture, distribution, prescription, or dispensing of controlled substances.

² [Background Information](#) (n.d.). U.S. Department of Health and Human Services – Office of Inspector General

PERMISSIVE

OIG has discretion to exclude individuals and entities on a number of grounds, including (but not limited to) misdemeanor convictions related to health care fraud other than Medicare or a State health program, fraud in a program (other than a health care program) funded by any Federal, State or local government agency; misdemeanor convictions relating to the unlawful manufacture, distribution, prescription, or dispensing of controlled substances; suspension, revocation, or surrender of a license to provide health care for reasons bearing on professional competence, professional performance, or financial integrity; provision of unnecessary or substandard services; submission of false or fraudulent claims to a Federal health care program; engaging in unlawful kickback arrangements; defaulting on health education loan or scholarship obligations; and controlling a sanctioned entity as an owner, officer, or managing employee.

Per the U.S. Department of Health and Human Services, “OIG’s exclusions process is governed by regulations that implement sections of the Act. When an individual or entity gets a Notice of Intent to Exclude (NOI), it does not necessarily mean that they will be excluded. OIG will carefully consider all material provided by the person who received the NOI as we make our decision. All exclusions implemented by OIG may be appealed to an HHS Administrative Law Judge (ALJ), and any adverse decision may be appealed to the HHS Departmental Appeals Board (DAB). Judicial review in Federal court is also available after a final decision by the DAB.”³

This is relevant as some employers may have stricter hiring policies with regards to criminal backgrounds due to federal or other funding they receive.

Applying for Occupational Licensure

The majority of health occupations require a state license or certification to work in California. Licensing requirements vary, but most include the following: 1) completion of an accredited education program 2) completion of clinical hours and/or work experience 3) passing of a state licensing/certification exam, and 4) application for state licensure.

For those who complete formal training or a degree for a position that requires state licensure, the candidate must apply for licensure from the appropriate licensing board.



In California, licensing boards can no longer ask for conviction information at the time of application but will now run a background check via fingerprints (except for CNA/HHA licensure which still requires a full background check) to obtain a person's history. All candidates with a conviction* (no matter how long it has been, or if it is expunged or not) will then be referred to the “Enforcement Division” for determination. The Enforcement Division will review a candidate's file and approve or deny the application. If the conviction(s) are over seven (7) years old and/or

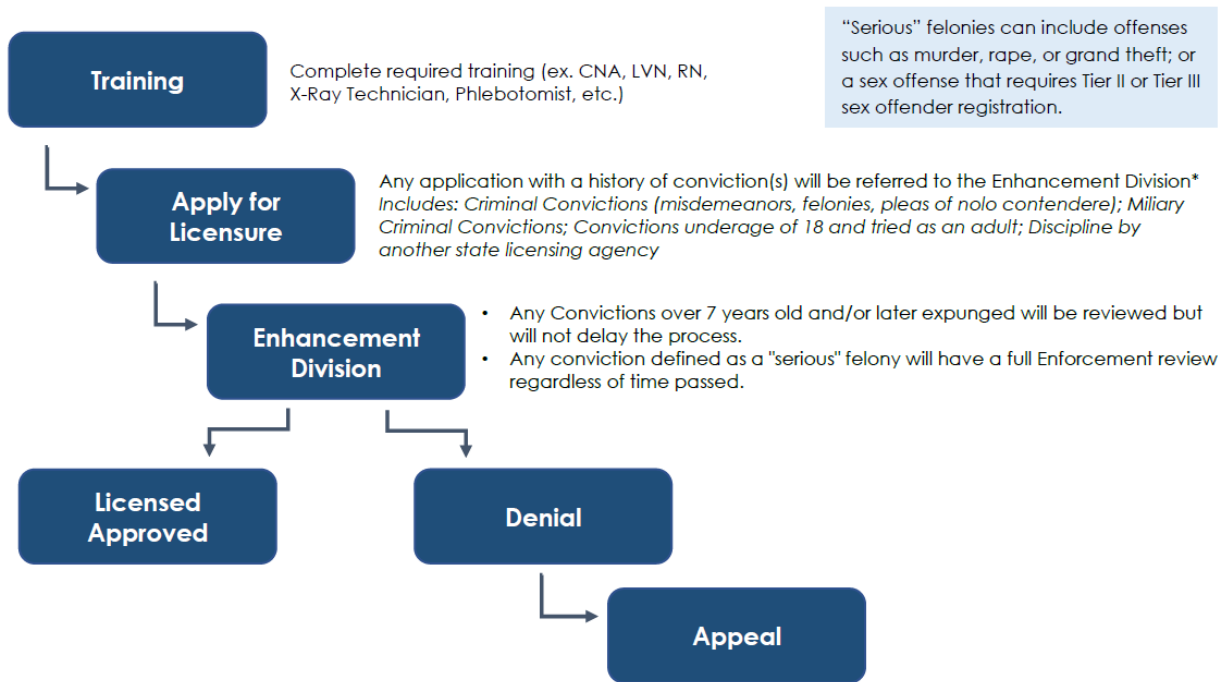
³ [Background Information](#) (n.d.). U.S. Department of Health and Human Services – Office of Inspector General

was/were later expunged, the review will be brief, and the applicant should not expect a delayed response.

* Convictions are defined as criminal convictions (misdemeanors, felonies, pleas of nolo contendere), military criminal convictions or discipline by another state licensing agency.

For conviction(s) defined as a “serious felony” (i.e., a serious or violent offense such as murder, rape, or grand theft, or a sex offense that requires Tier II or Tier III registration), the applicant should expect a full Enforcement review no matter how old the conviction(s) is/are.

Figure 7. Licensure Application Process



* Including certified arrest records and certified court documents, letters of reference and prior performance evaluations (from healthcare) with your application may speed up the process.

** You do not need to report non-payment of child support. However, if the case is with the District Attorney for non-payment, your license will be issued on a temporary basis for 150 days upon which you need to arrange payments.

*** If denied licensure, provide any missing information the board may be missing (e.g., 1203.4 dismissals are excluded from fingerprint background checks. You can provide this for accuracy).

**** If the background is correct, you have the right to appeal by going to a hearing before an Administrative Law Judge (directions included in denial letter).



During the Enforcement review, the licensing board will attempt to obtain copies of: certified copies of arrest or investigation record from the arresting agencies (ex. Police, Sheriff, CHP, Campus Police etc.); and certified copies of court disposition records (usually titled “Final Minute Order”). The Enforcement Review and final decision is dependent on the receipt of these records. If the conviction has been dismissed or expunged, this will not show up on a fingerprint background check and the applicant may be asked to supply proof. The licensing board cannot require applicants to supply any of these documents, however, applicants can voluntarily supply them which could speed up the process.

Advice: First obtain the applicant's criminal record and complete Post Conviction Relief (PCR). The applicant may need to correct mistakes on their RAP sheet and ensure that PCR is reflected correctly before the person even applies.

Make sure a candidate knows exactly what is on their background and what they must disclose so they don't put "no" for convictions and get deemed untrustworthy. Applicants do not have to report non-payment of child support, however, if their case is with the District Attorney for non-payment, licensure may be issued on a temporary basis of 150 days. At the end of that time, if a payment plan has not been set up, the license will be suspended.

Candidates should front-load the application with rehabilitation information to try and avoid a denial and get an unrestricted license. Disclose everything at the time of application - even if dismissed. This can include proof of payment of restitution, fines, and fees, completion of programs, certificates/education/schooling/training, job performance evaluations, volunteer work, letters of support (ideally from people who are aware of the conviction(s), and can attest to the applicant's potential and skills related to the desired profession – these should not be from family members), photos etc.

If the licensing board has trouble obtaining these documents, it could further delay the application process. MWRS suggests that SECTOR assist clients with submitting these documents at the time of application to shorten the process.

Prior to July 2020, most applications were processed in two weeks. Now 80% of applications with documents attached are now processed within four weeks.

After the Enforcement Division has completed their review of the applicant, they will either approve or deny the application. The vast majority of approvals take less than 30 days and only a small percentage are denied. Denial letters are sent in the mail directly to the applicant with instructions on where and how to appeal the decision.

If an applicant is denied, the Board must notify the applicant in writing of: 1. The denial or disqualification of the application; 2. Any existing procedure the Board has for the applicant to challenge, appeal or request reconsideration; 3. The applicant's right to appeal the decision; and 4. The fact that the applicant can request a copy of the complete history and question the accuracy of the record.

MWRS would advise all applicants to request a copy of their history prior to appealing so they are aware of what is/is not on their application. Applicants should review the history for any missing or incomplete information (ex. provide proof of a 1203.4 dismissal) and can provide proof of the missing information to the Board in challenge of the accuracy of the record.

If the background information is correct, the applicant has the right to appeal the decision before an Administrative Law Judge (ALJ) within 60 days. At the hearing, the applicant can

provide evidence, witnesses, and testimony to show that their conviction history is not related to the license they are seeking and that they are effectively rehabilitated. Applicants may also have legal representation, though it is not required, MWRS would suggest having representation of some sort to assist with the appeal. The ALJ will then hear the case and provide the Board a proposed decision. The Board then has 30, 60, or 100 days (depending on the governing laws) to **decide whether to 1) adopt in its entirety 2) modify or 3) reject ALJ's proposed order and issue its own order.**

Possible outcomes include public reproof, probation, denial of application, or a withdrawal of the appeal. According to the Board of Nursing appeals process posted online, denials after hearing are rare and generally occur when the applicant provides no appeal, the ALJ orders the denial, or the applicant does not appear at the hearing.

Of note, licensing boards do not share applicant information/files, so if an applicant was previously licensed as an LVN and is now applying to be an RN, they will need to go through the same process and have the same review. Failure to disclose all or part of a conviction could result in disciplinary action as it will be considered a falsified application.

Advice: There are local organizations in Los Angeles County who may be able to assist with Occupational Licensing questions and appeals (see Appendix R).

HIRING PROCESSES

Non-Licensed Employment Restrictions

For non-licensed positions, employment is up to the employer's discretion and their internal hiring policies, but there are state regulations which they must abide by.

Under California Labor Code 432.7, an employer cannot enquire about, seek or utilize particular criminal convictions set aside by federal or state law on the initial employment application.⁴ The Fair Chance Act (Government Code 12952) states that after an offer of employment, employers are



allowed to conduct a criminal history check, but the law requires an individualized assessment about the applicant's conviction history.⁵ Title VII of the Civil Rights Act of 1964 – business necessity (Green factors) states that an employer must consider the nature and gravity of the offense or conduct; the time that has passed since the offense, conduct and/or completion of the sentence; and the nature of the job held or sought.⁶

For the majority of employers screened in Phase 1, they mentioned they look at the candidate as a whole and consider factors such as time passed since the conviction, what a candidate has been doing since the conviction (ex. rehabilitative programs, work, school etc.), the severity of the conviction and whether or not it substantially* relates to the position they are applying for. Larger employer referenced having a legal department that makes these decisions and that there is not a set “matrix” for determination. Smaller employers shared that the decision was more discretionary based on the hiring manager or HR policies.

Note: For an employer to deny an applicant, their conviction must be “substantially related” to the position they are apply too. However, in practice, almost any conviction can be considered “substantially related.”

Despite legislation banning automatic licensure denials, employers are only required to meet the bare minimum to “prove” that an applicant was given a fair chance for applying to a position. Given such low thresholds, there does not appear to be any court cases brought forth regarding an unjust review of the hiring process for system-impacted individuals.

⁴ [California Labor Code § 432.7](#) (2022). California Legislative Information.

⁵ [California Government Code § 12952\(a\)](#) (2019). California Legislative Information.

⁶ [Enforcement Guidance on the Consideration of Arrest and Conviction Records in Employment Decisions under Title VII of the Civil Rights Act](#) (2012). U.S. Equal Employment Opportunity Commission.

It is important to keep in mind that employers have a broad range of needs which may span beyond clinical or patient care. If a client's conviction history limits opportunities within a clinical setting, depending on the skills and interests of the client, there is a wealth of opportunity in administrative, technical and support positions within healthcare that could also lead to job stability, increased wages, and opportunities for stable employment.

Benefits to Employers

Many employers have found that appropriate screening and matching qualifications and skills of an individual who has a conviction history can truly benefit and increase the quality of their workplace. Two large studies conducted indicate that people with conviction histories might outperform their peers who do not have criminal legal system involvement.



Researchers at Harvard and the University of Massachusetts/Amherst tracked 5,000 individuals admitted to the military with moral character waivers because of a felony level criminal background.⁷ In comparison to their peers who did not require waivers, these individuals were just as likely to successfully carry out their employment contract, no more likely to be terminated for reasons of poor performance or misconduct and were more quickly promoted. A second study, by the Wharton School and Evolve national human resources firm, found that system impacted people were one to one and a half percent more productive than other employees. Small differences like these can represent significant benefits in the workplace.

While neither study was specific to the healthcare field, there have been smaller studies showing people with criminal records are also valued employees in the healthcare sector. Johns Hopkins University Medical Center found that their employees with criminal records had a lower turnover rate after 40 months of employment than other employees and no reports of problematic terminations.⁸ Another study conducted at the Transitions Clinic Network (TCN) showed that physicians indicated formerly incarcerated community health workers (CHW's) helped to "bridge the gap" between the physicians and their patients, so that physicians could better understand and address the patient's needs. For example, one physician stated patients often are more relaxed after he tells them he worked with the CHW's and noted that having the CHW "has been really essential in establishing trust and in helping patients know that we are there to help them."⁹

In 2011, the Health and Human Services (HHS) Office of the Inspector General conducted a study to determine the prevalence of hiring individuals with criminal records in nursing homes. In analysis of a random sample of 260 nursing facilities from the collective 15,728 Medicare-certified nursing facilities, they identified that most of them (92 percent) had at least one individual with a criminal history employed at their facility. Additionally, they found almost half of

⁷ [New Research from UMass Amherst Sociologist Finds Ex-felons in the Military are Promoted Faster, to Higher Ranks than Other Enlistees](#) (2018). University of Massachusetts Amherst.

⁸ [The Johns Hopkins Hospital Success in Hiring Ex-Offenders](#) (2016). John Hopkins Medicine.

⁹ Moreno, et al. (2016). [Evaluation of Health Care Innovation Awards \(HCIA\): Primary Care Redesign Programs](#).

all nursing facilities had five or more employees with a criminal record. When analyzing all employees at the nursing facilities, the study found above five percent had at least one conviction recorded in the FBI database.¹⁰

In Phase 2 of the project, many employers expressed the challenges they are facing in hiring quality candidates including employing expensive employment agencies, offering significantly high signing bonuses and revisiting their salary structures to maintain a competitive edge. By opening up the door to candidates they may not have otherwise considered, can alleviate some of these stressors.

Tax Credits

The Work Opportunity Tax Credit (WOTC) is a federal tax credit available to employers for hiring and employing individuals from certain targeted groups who have faced significant barriers to employment, such as individuals recently released from prison. The amount of the tax credit that employers can claim depends on the target group of the individual hired, the wages paid to that individual, and the number of hours that individual worked during the first year of employment. The maximum tax credit for hiring an individual with a criminal conviction is \$2,400. California also offers a state tax credit (offered through EDD) of up to \$9,600 to employers who hire individuals from certain target groups (including those recently released from prison). MWRS recommends that SECTOR utilize WOTC tax credits to educate and incentivize employers in hiring system impacted individuals. The tax credit(s) may be a tipping point for employers on the fence about hiring.

Federal Bonding

To address employers' concerns about legal liability, the US Department of Labor's Federal Bonding Program provides employers with a degree of coverage and security through "Fidelity Bonds" for hard-to-place job seekers such as people with criminal convictions. The bonds issued by the Federal Bonding Program (FBP) serve as a job placement tool by providing the employer with a guarantee of the job honesty of an at-risk job seeker. The program was designed to reimburse an employer for any loss due to theft of money or property by an employee with no deductible amount. Over 42,000 at-risk job seekers have been placed into jobs backed by the bonding program. This can serve as another incentive for an employer who may be on the fence about hiring a candidate.

Practices/Policies Adopted by Other States/Jurisdictions

Some employers within the healthcare sector are taking approaches to facilitate pre-release/post-release training opportunities to aid reintegration back into society. For example, St. **John's Well Child** (one of the screened employers) provides the necessary training for formerly incarcerated individuals to obtain a Medical Assistant (MA) position post-release.

¹⁰ [Nursing Facilities' Employment of Individuals with Criminal Convictions](#) (2011). U.S. Department of Health and Human Services - Office of the Inspector General

The Tri County Care Skilled Nursing Facility in Missouri partners with the Department of Corrections Division of Offender **Rehabilitative Services at Vandalia, Missouri Women's Diagnostic and Correctional Prison** to provide a work-release program to become a Certified Nurse Assistant (CNA). In addition, individuals can obtain experience by working at the facility during their incarceration. This is provided through a grant with the Workforce Development Board in partnership with state agencies.

The James T Vaughn Corrections Facility in Smyrna Delaware has a home health aid program started by Susan Conley who manages medical operations for the Department of Corrections. Inmates are taught the same training that is taught at Delaware Tech, and after graduating from the in-custody program, inmates can use their skills within the prison helping elderly or disabled inmates with day-to-day care. Care includes getting infirmed or elderly inmates out of bed, preparing meals or assisting with writing letters, and assisting with the increasing number of individuals in custody in hospice. Due to security concerns, there are limitations to accessing certain medical tools, so hands on medical or intimate care like administering medications, taking vital signs, or bathing is not available. After release, participants can connect with **DelTech's workforce training program to become fully licensed as a Certified Nursing Assistant and pursue employment in the field.**

As mentioned previously, employers screened shared that a growing need within the field will be for Community Health Workers (CHW). The Transitions Clinic Network (TCN) based out of San Francisco, California, and Via Care Community Health Center in Los Angeles are both staffed by CHW's who have histories of incarceration. These individuals connect patients with health and social services through outreach, educational and advocacy efforts. They also serve as cultural liaisons to ensure the provision of culturally relevant health services. This type of role is employed for both community and clinical settings.

See [Appendix T for Other State/Federal Legal Barriers](#)

See [Appendix U for Additional Employer/Training Models](#)

RECOMMENDATIONS



Develop an outreach and engagement strategy specific to local healthcare providers in your area

Based on feedback from employers in Phase 1, there is a [high need for employees](#) in just about every aspect of the healthcare industry right now. Identifying the types of employers in your geographical area (e.g., hospitals, outpatient centers, clinics, specialty offices, administrative offices, etc.), the types of training offered in your area (e.g., medical assisting, x-ray technicians, home health, community health etc.) and being able to match your clients with these needs will be key. The urgency that employers have to hire – exemplified by their using expensive agencies to help recruit, offering incredibly high sign-on bonuses, and other methods to attract employees – may increase their willingness consider hiring individuals based primarily on their ability to do the job versus their conviction histories. The opportunity for SECTOR partners to create a pipeline of qualified, vetted, and reliable workers for an employer can be a big selling point, especially for employers experiencing difficulties in hiring and high turnover rates.

Note: Due to the aftereffects of COVID-19 and the Great Recession, most healthcare facilities are extremely understaffed, there is a high rate of turnover (even among hiring managers or upper-level management positions) and despite the need for qualified candidates, many employers may not have the time to talk with or fully interact with outside providers. MWRS suggests SECTOR target specific employers within their local territory and begin developing a relationship with the hiring manager/HR team in that location. Identify their core areas of need and identify solutions to help assist them. This can be done through identifying their core positions they have a hard time filling and the skills needed, then working with training partners to create a curriculum to match those needs. Enroll candidates in the training to create a pipeline of employees that will fulfill these needs. Additionally, for employers who hire from externships, work with training partners to match specific applicants with employers where they will be a fit. Utilize job coaches and job developers to assist candidates with soft skills and support as they navigate their new careers. These same staff can also provide support to the employer who may need training advice or assistance with employees not performing up to par. Eventually through trust building and successfully placing trained and reliable candidates, SECTOR can position themselves as the go-to source of candidates for the employer.

It is also important to note that several employers mentioned that to their knowledge, they had not ever had applicants with convictions apply, or if they had, the convictions were minor like a misdemeanor DUI. This alludes to the fact – which was confirmed by SECTOR partners and education training partners – that candidates with convictions think they are not able to obtain employment in the healthcare field, so they just do not apply.

With further employer education on the benefits of hiring system impacted individuals and increasing exposure of healthcare employers to system impacted candidates who are applying

for healthcare jobs, MWRS predicts there will be a greater interest in the field by system impacted individuals. Over time, MWRS believes SECTOR could be successful in training and placing individuals in the field – effectively reducing the skilled worker shortage currently experienced by providers.



Assist employers in crafting appropriate screening practices

One employer screened in Phase 1 expressed an openness to hiring people with criminal records but did not know what screening processes they should implement to yield appropriate hires. This employer is extremely small and was in the process of exploring the implementation of background checks. For employers like this, the Safer Foundation and the National Employment Law Project (NELP) have created a free guide: [A Healthcare Employer Guide to Hiring People with Arrest and Conviction Records](#), to help employers navigate the process of implementing safe and legal policies and procedures for hiring. The EEOC also offers [Best Practices for Employers and Human Resources/EEO Professionals](#) to establish effective screening processes.

By SECTOR providing resources to employers who may need assistance in creating an effective screening process, SECTOR can position themselves as the go-to for employer education in this area and then help screen and vet potential applicants to further assist the employer in their hiring process.

Johns Hopkins Hospital and Health System (JHHS) is the largest private employer in the state of Maryland. JHHS' willingness to focus on and hire populations with barriers to employment in healthcare is a widely recognized model embedded in the core of the organization's practices and is further supported and promoted by hospital leadership.

JHHS has a plethora of entry level positions including clerical, food services, and environmental services. The Johns Hopkins Hospital and Health System Hiring Model should be used as a foundation for any employer looking to create guidelines for criminal background checks. This model employs elements from the EEOC guidance document and includes the following processes:

- Strong partnerships with trusted community organizations that refer qualified job candidates.
- Normal application and interview process, no questions about criminal records.
- Once a conditional offer is made, a background check is performed.
- Applicants are not asked to self-disclose criminal records. Self-disclosure requests can have a chilling effect on the applicant pool. Further, many applicants may not know exactly what is on their records. Additionally, criminal background checks can be inaccurate. Applicants' answers on self-disclosure forms may not match their background check because of errors.

- Any information from the background check is reviewed by human resources and a former Baltimore City homicide detective, who serves as a full-time specialist. The investigator reviews the application of people with criminal records and occasionally participates in interviews.
- Results of the background checks are kept away from day-to-day supervisors and colleagues.
- Peer mentors and coaches are utilized as needed.

MWRS suggests that after developing relationships with healthcare employers, SECTOR assists employers in creating a similar screening process. Most large employers who were spoken to seemed to have a formal process in place already, whereas micro to medium sized employers could benefit from a structured process. **By positioning your organization as a “pre-screener” of applicants, you can help reduce HR costs for the employer – creating a win-win situation for both SECTOR and the employer.**



Utilize client and employer testimonials to develop new relationships

Testimonials from individuals currently working in healthcare who have overcome conviction history or licensing barriers, or employers who are currently hiring individuals with conviction histories can go a long way with employers. Sharing research and/or testimony can show employers that system impacted individuals can make reliable employees.

Research from the Society for Human Resource Management (SHRM) and the SHRM Foundation has found that there is increasing support among people in the United States for second chances, and that people would be proud to work for an employer (or patronize a business) that hires people who have a conviction history or who have been incarcerated. SHRM has also published a digital toolkit [Getting Talent Back to Work](#) which highlights the importance of partnerships between service providers and employers. While most employers who are open to second chances generally do not come from the healthcare industry, MWRS found that there was a portion of employers screened who were knowledgeable in reentry and would be open to hiring second chance individuals. By utilizing success stories from both the employer and employee, it could help dispel myths that other employers may have and could potentially make them more willing to hire someone who is system impacted. John Hopkins is one of the largest private employers in Maryland and the largest in Baltimore City and is frequently utilized as a successful reentry hiring model nationwide in healthcare. By establishing local employers as successful fair chance hiring models, SECTOR could utilize these relationships to encourage other employers to do the same.

ODR has connections to individuals working in the healthcare field and can assist if you in providing these speakers if you do not have any current candidates. Other options may include

utilizing individuals or employers from out of the area who can also attest to the benefits of hiring someone with a criminal history.



Frame Fair Chance hiring as a solution to increasing diversity & inclusion

Every year, nearly 700,000 people reenter society from incarceration, they are among the estimated 70 million adults in the United States who have an arrest and/or conviction record.

A disproportionate number of people with records are people of color, who have mostly been charged with non-violent crimes. Employers who have taken part in programs to give these individuals a second chance have praised their enthusiasm, work ethic and loyalty. Blanket policies that automatically disqualify criminal records can be a diversity and race equality issue. Further, if 1 in 3 people in the US are system impacted, that is a large number of diverse thought processes, innovation, raw talent, and natural soft skills that employers are missing out on.

According to a survey conducted by the Price Center, 82% of companies believe that viable talent is overlooked due to criminal records, and 74% agreed that fair-chance policies increase the pool of qualified candidates. Another study showed that 85% of HR Executives and 81% of business leaders say that individuals with conviction histories perform equally or better than employees without records.

Individuals with convictions know how difficult it is to get a job, therefore they will do whatever they can to keep the job. This attitude could help influence other employees to be more productive as well.

In 2021, the Employee Engagement & Retention Report stated that 49% of employees claimed they would be more engaged if their employer took a stance on racial and social injustice issues. By hiring system impacted individuals, it could help attract and retain other employees who may not be system impacted, creating a more diverse and talented workforce.

With diversity and inclusion at the forefront of most **employers'** policies, educating them on the importance of fair chance hiring and how it fits into their model would be a major value-add for SECTOR to provide.



Educate staff on occupations available for system impacted individuals

Ensure staff working with system impacted individuals are aware of the healthcare occupations available for those with convictions and potential barriers to accessing these jobs so they can

identify appropriate career pathways for their clients. Additionally, it is recommended to review labor market data (available on EDD and Bureau of Labor Statistics websites) to stay current on labor market needs and upcoming in-demand positions. By knowing these statistics, SECTOR can engage with training partners to ensure candidates are being trained for in-demand jobs within the healthcare industry.

Being able to communicate barriers and educate clients on barriers is important to developing client trust and ensuring their success. Staff should know what barriers exist, to what extent and how those barriers may affect their client(s). **For example, are the barriers within the employer's hiring process, within state licensure, are there activities that the client can pursue prior to applying (e.g., dismissals, pardons) that will enhance their chances of obtaining licensure or being employed?** SECTOR should work to eliminate as many barriers as possible prior to engaging a client with training or the licensing/application process.



Have a clear understanding of both client and employer needs to make a successful match

Having a clear understanding of your client's employment expectations, skills and needs will be key to placing them into a lasting employment opportunity. This includes things like does your client need to pick up children from school or childcare at a certain time. What type(s) of transportation are available to them and how far can they commute or travel? Are they looking to move up in the company right away or are they okay with developing their skills over time? Do they like working in a team or by themselves?

Knowing these factors and then knowing the true requirements of the employer – for example, do employees work frequent overtime? What shift(s) do people work? Does this change? What does career advancement look like? What is the patient load or call volume like on a daily basis? Knowing these factors can truly make or break the success and long-term commitment of your client to that company. For instance, if a client has childcare constraints and the employer consistently asks employees to work overtime at the last minute, or if you have a client who has a learning disability or works at a slower pace and you place them into a high-volume call center with little supervision or training, the chances of them failing will be high. This will cause the client to be discouraged and the employer to lose trust in the partnership going forward.

Also, SECTOR should help clients research their record first. They should research the requirements of the specific license they are seeking and if they may be barred before they spend money to go to school; advise them to pay fines/fees/restoration as soon as they can as a Board may use this information for denial.

Being able to truly understand the needs of both your client and the employer, in addition to their actual hiring requirements and the convictions/constraints your client may have, will be key to a successful placement.

Note: SECTOR partners can utilize tools like oneline.org to identify their client's strengths and interests to best match them to a career pathway. Partners can then link the client with the appropriate training to get the client started on their career.



Utilize training partnerships to create new opportunities with employers

MWRS recommends developing relationships with education/training partners to gain access to employers the training/education partner already has relationships with. If an employer already trusts a candidate's training and skills from a certain training partner, by feeding SECTOR clients into that training program, clients will hopefully have a greater chance of getting a foot in the door. One employer shared how they work directly with UCLA and Charles Drew University to train their incoming applicants. They hire from these programs because they trust the training offered and can also rely on the quality of candidates these programs produce.

Based on feedback from the screenings, employers do not offer a lot of formal room for growth other than to lead or supervisory positions; they are also facing high turnover rates and difficulties hiring, especially in entry level positions. By developing partnerships with training providers, SECTOR can further develop a client's skills and assist them in moving up in the professional hierarchy. SECTOR can then work with employers to back-fill the promoted positions with new candidates. Having a true understanding of the needs of the employer in addition to any skills gaps – with regards to both hard and soft skills – will put SECTOR candidates a leg above others who may be applying.

For the employer who expressed that they do not effectively train employees for advancement or do a good job of connecting them with education to help them advance in their careers, having established relationships built with training partners in the community can become a **“package” deal for an employer**. Meaning the employer can spend less time on recruiting/training and have a solid relationship with SECTOR to both recruit, train and help advance reliable employees – effectively reducing their turnover rates and increasing employee retention.

While formal hard skills training is important, SECTOR should not discount the supportive services and training they can offer in-house. Employers across the board shared that soft skills like showing up to work on time, having a good attitude/willingness to work stood out for them over hard skills/training. They shared that they could teach a person a position, but not the skills to deal with difficult patients, workplace challenges, staffing shortages etc.

CONCLUSION

Healthcare has been one of the hardest hit industries since the start of the COVID-19 pandemic, losing as estimated 20% of its workforce, including 30% of nurses. This year alone, 1.7 million people have quit their healthcare jobs – equivalent to 3% of the healthcare workforce each month (Bureau of Labor Statistics). Employers are sharing the difficulties in hiring quality candidates, high turnover rates, and the challenge of staying competitive with other industries.

According to the US Bureau of Labor Statistics, positions within the healthcare field are projected to grow 16% from 2020 to 2030 – this is not factoring in the effects of the pandemic. In Los Angeles County, several of the fastest growing occupations are within healthcare, with the number one occupation being Personal Care Aides.



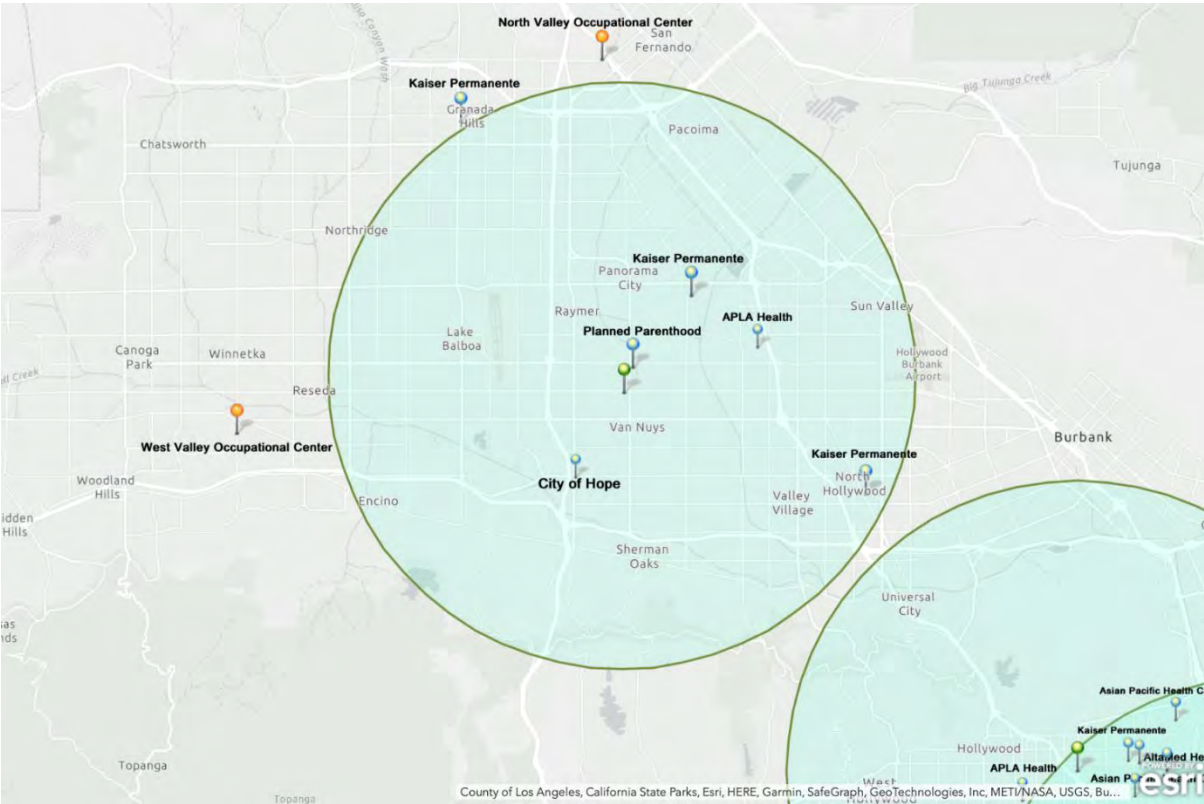
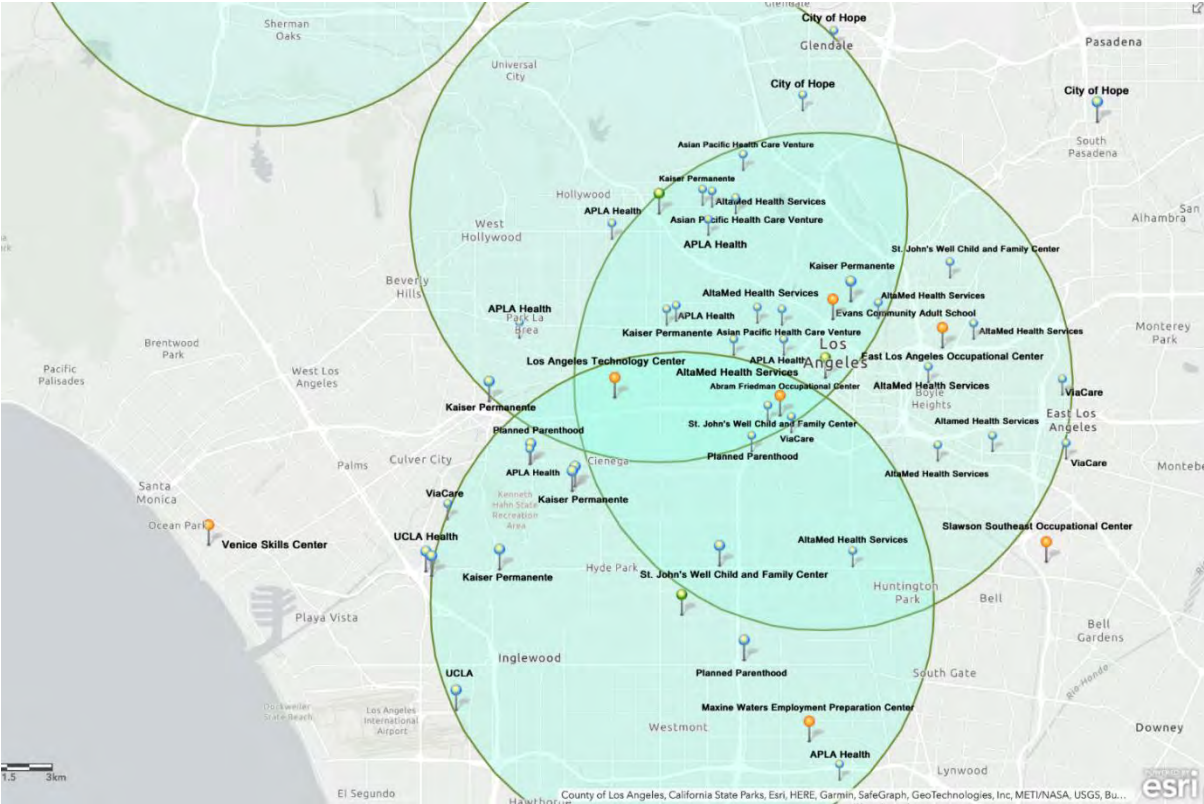
While many employers in healthcare are still apprehensive or reluctant to hire system impacted individuals, law changes like Ban the Box and recent occupational licensure changes are increasing access to positions for those with convictions. Those who may have been screened out during the application phase now have a better chance to obtain employment within a rewarding career.

These factors combined create an unprecedented opportunity for system impacted individuals to get a foot in the door in the healthcare field, while earning a living wage and having upward mobility opportunities, which in turn is proven to lower recidivism.

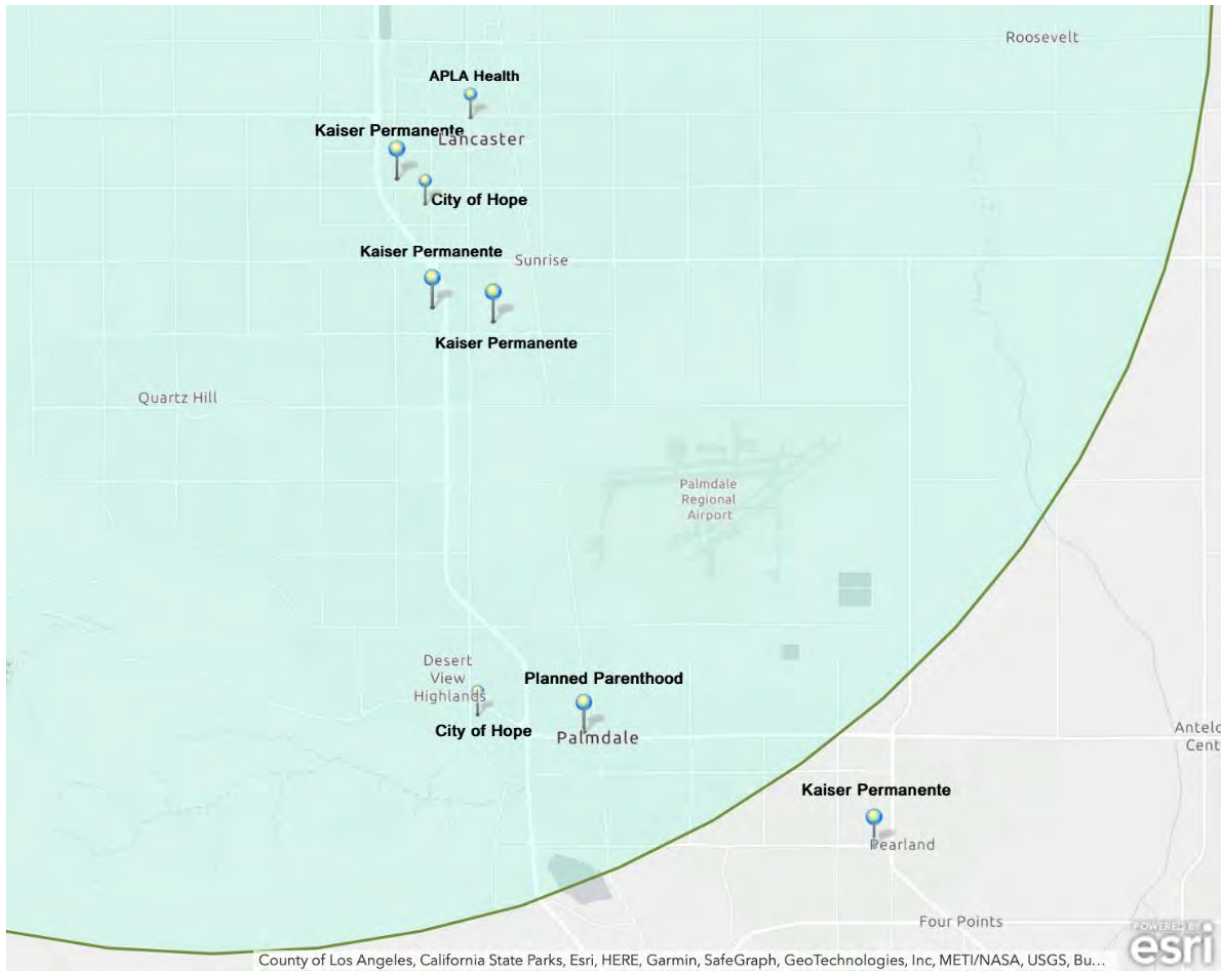
With the growing need for reliable and trained workers within the field, and the legal bar being lowered for people to gain access, healthcare looks promising for those looking for a second chance and partnerships like SECTOR are positioned to help make it happen.

APPENDIX

Appendix A. Overlay of Employers & Training Partners Per Territory



Appendix A. Overlay of Employers & Training Partners Per Territory (Continued)



Appendix B. Employers by Geographical Area

Employer Participation in SECTOR Screenings by Region

AREA 1	AREA 2	AREA 3
<ul style="list-style-type: none"> - Planned Parenthood - UCLA - Kaiser Permanente - CCALAC - Maxim Healthcare - City of Hope - iSCORE - LA Care - Altamed Health Services - APLA Health - South Central LA Regional Center - St. John's Well Child and Family Center - 3C Medical Clinic - Western Woman's Medical Clinic - Lakha Medical Clinic - South Central Family Health Center - UMMA Community Clinic - Kerlan Jobe - Cedar Sinai 	<ul style="list-style-type: none"> - Planned Parenthood - UCLA - Kaiser Permanente - CCALAC - Maxim Healthcare - City of Hope - iSCORE - LA Care - Altamed Health Services - APLA Health - South Central LA Regional Center - St. John's Well Child and Family Center - 3C Medical Clinic - Western Woman's Medical Clinic - Lakha Medical Clinic - South Central Family Health Center - UMMA Community Clinic - CareMore - The People Concern - White Memorial Community Health Center 	<ul style="list-style-type: none"> - Planned Parenthood - UCLA - Kaiser Permanente - CCALAC - Maxim Healthcare - City of Hope - iSCORE - LA Care - Altamed Health Services - APLA Health - South Central LA Regional Center - St. John's Well Child and Family Center - 3C Medical Clinic - Barlow Respiratory Hospital - Hollywood Healthcare & Diagnostic Imaging - Garfield Health Center - Homeless Health Care Los Angeles - Kheir Clinic - Asian Pacific Health Care Venture, Inc. - MLK Community Hospital
<div style="background-color: #003366; color: white; text-align: center; padding: 2px;">AREA 4</div> <ul style="list-style-type: none"> - Planned Parenthood - UCLA - Kaiser Permanente - CCALAC - Maxim Healthcare - City of Hope - iSCORE - LA Care - Altamed Health Services - APLA Health - Van Nuys Urgent Care 	<div style="background-color: #003366; color: white; text-align: center; padding: 2px;">AREA 5</div> <ul style="list-style-type: none"> - Planned Parenthood - UCLA - Kaiser Permanente - CCALAC - Maxim Healthcare - City of Hope - iSCORE - LA Care - Antelope Valley Medical Center - Bartz-Altadonna - High Desert Medical Group - Antelope Valley Care Center 	

Appendix C. Employers Participation in SECTOR Screenings

Employer Screenings by Status

Status of Screening	Healthcare Sector Employer Name	Count
Full Screening	AltaMed Health Services	1
	Antelope Valley Care Center	1
	Antelope Valley Medical Center	1
	APLA Health	1
	Asian Pacific Health Care Venture, Inc.	1
	Barlow Respiratory Hospital	1
	Bartz-Altadonna	1
	City of Hope	1
	Community Clinic Association of Los Angeles County (CCALAC)	3
	Garfield Health Center	1
	Homeless Health Care Los Angeles	1
	Interventional Spine Care & Regenerative Experts (ISCORE)	1
	Kaiser	1
	Kerlan Jobe - Cedar Sinai	1
	Kheir Clinic	1
	LA Care	1
	Maxim Healthcare	1
	Planned Parenthood LA	1
	South Central Family Health Center	1
	St. John's Well Child and Family Center	1
	The Help Group	1
	The People Concern	1
	UCLA	1
	UMMA Community Clinic	2
	Van Nuys Urgent Care	1
	Western Women's Medical Clinic	1
	White Memorial Community Health Center	1
Full Screening Total		30
Partial Screening	3C Medical Clinic	1
	CareMore	1
	High Desert Medical Group	1
	Hollywood Healthcare & Diagnostic Imaging	1
	Lakha Medical Clinic	1
	MLK Community Hospital	1
	South Central LA Regional Center	1
WERC / DHS	1	
Partial Screening Total		8
Grand Total		38

Appendix D. Employers Participation in Phase 2 Roundtables

Employer Phase 2 Roundtables Participation Status

<i>Round 2 Candidate?</i>	<i>Healthcare Sector Employer Name</i>	Count
Yes	Altamed Health Services	1
	APLA Health	1
	City of Hope	1
	Kaiser	1
	Planned Parenthood LA	1
	St. John's Well Child and Family Center	1
	UCLA	1
Yes Total		7
No	3C Medical Clinic	1
	Antelope Valley Care Center	1
	Antelope Valley Medical Center	1
	Asian Pacific Health Care Venture, Inc.	1
	Barlow Respiratory Hospital	1
	Bartz-Altadonna	1
	CareMore	1
	Community Clinic Association of Los Angeles County (CCALAC)	1
	Garfield Health Center	1
	High Desert Medical Group	1
	Hollywood Healthcare & Diagnostic Imaging	1
	Homeless Health Care Los Angeles	1
	Interventional Spine Care & Regenerative Experts (ISCORE)	1
	Kerlan Jobe - Cedar Sinai	1
	Kheir Clinic	1
	LA Care	1
	Lakha Medical Clinic	1
	Maxim Healthcare	1
	MLK Community Hospital	1
	South Central Family Health Center	1
	South Central LA Regional Center	1
	The Help Group	1
	The People Concern	1
	UMMA Community Clinic	1
	Van Nuys Urgent Care	1
	WERC / DHS	1
	Western Women's Medical Clinic	1
	White Memorial Community Health Center	1
No Total		28
Grand Total		35

LA County ODR SECTOR Focus Group Protocol

Employer Details

Name of Facilitator

Open-ended

Clinic Name

Open-ended

Website URL

Open-ended

Full Name (First Name and Last Name)

Open-ended

Job Title

Open-ended

E-mail Address

Open-ended

Phone Number

Open-ended

Location Address

Open-ended

Hiring Practices

1. On average, how many vacant roles do you have at any given time?

- a. 1-10
- b. 11-50
- c. 51-100
- d. 101 - 500
- e. 500+

2. What entry-level position(s) do you hire for?

Prompt(s): What entry-level positions are highest need? How often do entry-level employees move into higher positions? And, from which position(s)? To which position(s)?

- Receptionist/Front Desk
- Call Center
- Medical Assistant
- Environmental Services/Facilities/Janitorial
- Other:

3. Who is in charge of hiring?

- Human Resources
- Recruiter
- Clinic/Office Manager
- Department Manager
- Other: _____

LA County ODR SECTOR Focus Group Protocol

4. Hiring process for all vacant roles?

Prompt(s): Do you all do background checks and/or drug screening(s)? For which positions do you drug test for? If they run a background check, find out what they are/aren't looking for on it and if anything is acceptable/not acceptable for charges. Is this per position or across the board for all roles? Any exceptions? How do you apply to a position? i.e. online, in person, etc.

- Apply online
- Inquire in person
- Phone Screen
- In-person Interview
- Background Check
- Drug Screening
- Reference check
- Health Screening
- Other:

5. Avg. starting salary/hourly amt. for entry-level position?

Open-ended

6. Basic requirements and certifications relevant for entry-level roles? (check all that apply)

- a. Highschool Diploma/GED
- b. Vocational Certificate
- c. 6 months of experience
- d. Other: _____

7. Do you hire year-round or during specific times of the year? *

- a. Year round
- b. Specific times of the year
- c. Other:

8. Do you have multiple locations? If so please list the locations. If not, type N/A

Prompt(s): If multiple locations, do each handle hiring differently? Is there a central location? Or do they all have same hiring process? Does it vary from clinic to clinic? Are there separate hiring managers?

Referrals

9. Any referrals for individuals we should reach out to?

Open-ended

CAREER PATHWAYS



BIOTECHNOLOGY RESEARCH & DEVELOPMENT

The Biotechnology Research & Development pathway is a great fit for people who excel in the sciences. It includes a range of careers that use advancements in science and technology to improve healthcare.

Consider a career in the Biotechnology R&D pathway if you would like to:

- Investigate relationships between humans and disease
- Work to improve the testing of disease, including genetic testing
- Evaluate medication strength and purity
- Build and maintain databases of clinical results
- Analyze and report on health data
- Invent medical devices that help patients live longer, safer and higher-quality lives

This pathway is highly focused on science and mathematics, so having strong abilities in these areas is crucial to one's success. In addition, an Associate's, Bachelor's, or Master's degree is required along with a state license for most positions.

POTENTIAL CAREERS

- Biologists and Biostatisticians
- Epidemiologists
- Pharmacologists
- Research Assistants
- Nuclear Medicine Providers
- Technical Writers for Health Journals or Magazines

POTENTIAL EARNINGS



High School Diploma/GED³:
\$36.33/hour; \$75,566/year



Advanced Degree w/Specialization³:
\$190.35/hour; \$395,928/year



[READ MORE](#)

EDUCATIONAL REQUIREMENTS



***Requires CA State Licensure**

****Does Not Require CA Licensure**

EDUCATION & TRAINING PARTNERS

Laboratory Assistant



- West Los Angeles College – [1 Year Certificate in Biotechnology](#)
 - Requirements: New students have never applied to any of the LA Community College District Campuses. Returning Students have applied for one or more LACCD campuses, but enrollment or attendance was more than 1 year ago. Create LACCD profile and complete application. No written or oral test required.
 - To get started, enroll in Biotech 001 and Biotech 002
 - [\\$0 Tuition Promise Program](#)

Technical Writer / Research Assistant

- Four-Year College or University
 - Requirements: Typically entails a high school diploma or GED, certain coursework completed at the high school level and minimum aptitude test scores. These vary between schools.

POTENTIAL EMPLOYERS

Laboratory Assistant

- UCLA Health
- Cedars-Sinai
- Kaiser
- Providence



Research Assistant

- UCLA Health
- AltaMed
- Cedars-Sinai

Pharmacologist

- UCLA Health
- Cedars-Sinai
- Via Care Community Health



Salary source: 1) Bureau of Labor Statistics Occupational Employment & Wage Statistics; 2) Bureau of Labor Statistics (ONET); 3) Salary.com; 4). ZipRecruiter

CAREER PATHWAYS



DIAGNOSTIC SERVICES

Careers in the Diagnostic Services pathway focus on testing and examining patients to help diagnose their illness or injury. Someone in this pathway may not directly interact with patients, but that depends on the occupation they choose. These careers work closely with other medical professionals to help guide the plan of care for each patient. From blood samples to x-rays, these diagnostic tools help patients in hospitals and outpatient facilities.

Consider a career in the Diagnostic Services pathway if you would like to:

- Perform MRI, x-ray, or ultrasound procedures
- Analyze laboratory results
- Draw blood
- Explain diagnostic procedures to patients

In general, someone in this pathway will need to be trained on using the proper equipment to run tests and evaluations. In addition, many states require professional to obtain a certification, registration, or licensure.

POTENTIAL CAREERS

- Phlebotomists
- Radiologists and Radiology Technicians
- Pathologist
- Histology Technicians
- Physician Assistants
- Diagnostic Medical Sonographers
- Dental Laboratory Technician

POTENTIAL EARNINGS



High School Diploma/GED:
\$23.89/hour; \$49,700/year



Advanced Degree w/Specialization:
\$154,29/hour; \$320,927/year



[READ MORE](#)

EDUCATIONAL REQUIREMENTS

EDUCATION/TRAINING	POSITION	TRAINING
Associate Degree	**Diagnostic Medical Sonographer¹ \$51.05 per hour	- Casa Loma College - WCUI – Smith Chason College - CBD College - Cypress College
Vocational Training	*Radiology Technician¹ \$42.73 per hour	- Cypress College - Loma Linda University - LA Unified Adult Education* - E.L.A Occupational Center*
	**Dental Laboratory Technician¹ \$24.21 per hour	- Los Angeles City College - Cypress College - Pasadena City College - Citrus College
	Phlebotomist¹ \$23.89 per hour	- Los Angeles Career College - Los Angeles City College - Los Angeles Southwest College - LA Unified Adult Education

*Los Angeles Unified Adult Education Career Training Programs

*Requires CA State Licensure

**Does Not Require CA Licensure

EDUCATION & TRAINING PARTNERS

Vocational Training & Associate Degree Programs



- [LA City College](#)
 - Requirements: High School Diploma or GED. Open admissions policy.
 - \$0 Tuition – free to apply. Financial Aid Available. \$23,540 estimated CA Resident sticker price.
- [LA Unified Adult Education Career Training Programs](#)
 - Requirements: Complete [application](#) to begin admissions process.
 - \$46 per unit. Not including book, fees and supplies. Average course is 3 units. Financial aid available.
- [Cypress College](#)
 - Requirements: Meet an Advisor, Submit application, entrance exam
 - Financial Aid available

POTENTIAL EMPLOYERS

Phlebotomist

- Kaiser
- Cedars-Sinai
- UCLA Health
- County of Los Angeles



Physician Assistant

- Kaiser
- Western Women's Medical Clinic
- UCLA Health
- UMMA Community Clinic



Salary source: 1) Bureau of Labor Statistics Occupational Employment & Wage Statistics; 2) Bureau of Labor Statistics (ONET)

CAREER PATHWAYS



HEALTH INFORMATICS

The health informatics pathway involves a wide variety of occupations made up of people responsible for managing patient information, financial information and computer applications related to healthcare. Someone interested in this pathway must be able to analyze medical data and will need a solid background on how a medical facility works and common informatics systems.

Consider careers in health informatics pathway if you would like to:

- Maintain accurate medical records
- Be responsible for admission and discharge papers
- Help patients access their medical records
- Schedule patient appointments
- Work with or create software that tracks patients

Careers in this pathway do not typically involve direct patient care, but someone in health informatics is often considered to be a patient advocate or supporter. Because the careers vary so widely, the level of education and certifications needed depends heavily on the specific job.

POTENTIAL CAREERS

- Medical Record Technicians
- Medical Assistants
- Software System Developers
- Information Technology Project Managers
- Schedulers
- Coders
- Transcribers

POTENTIAL EARNINGS



High School Diploma/GED:
\$17.82/hour; \$37,082/year



Bachelor's Degree:
\$62.21/hour; \$129,392/year



[READ MORE](#)

Appendix H. Health Informatics Career Pathways Flyer (Continued)

EDUCATIONAL REQUIREMENTS

EDUCATION/TRAINING	POSITION	TRAINING
Bachelor's Degree	**IT Project Manager¹ \$85.60 per hour	- Cal State Los Angeles - Devry University - CSU San Bernardino - University of La Verne
	**Software System Developer¹ \$62.21 per hour	- Cal Poly Pomona - University of Southern California - CSU Fullerton - University of California, Irvine
Vocational Training	**Medical Coder² \$29.06 per hour	- Cal State Los Angeles - NIU College - East Los Angeles College - Los Angeles Mission College
	**Medical Record Technician¹ \$25.37 per hour	- East Los Angeles College - National Career College - Cypress College
	**Medical Scheduler³ \$22.00 per hour **Medical Assistant¹ \$21.45 per hour	- East LA Occupational Center* - Evans Community Adult School* - Maxine Waters Employment Preparation Center* - North Valley Occupational Center*
	**Medical Transcriptionist¹ \$17.82 per hour	- Los Angeles Southwest Community College - Los Angeles City College - El Camino College

*Los Angeles Unified Adult Education Career Training Programs

***Requires CA State Licensure**

****Does Not Require CA Licensure**

POTENTIAL EMPLOYERS



Medical Scheduler / Call Center

- UCLA Health
- iSCORE
- UMMA Community Clinic
- Asian Pacific Health Care Venture

Medical Assistant

- Planned Parenthood LA
- St Johns Well Child
- iSCORE
- Bartz-Altadonna
- APLA Health
- UMMA Community Clinic
- Asian Pacific Health Care Ventures



Salary source: 1) Bureau of Labor Statistics Occupational Employment & Wage Statistics; 2) Salary.com; 3) Indeed.com

CAREER PATHWAYS



HEALTH SUPPORT SERVICES

Support Services is a vital field in healthcare. Careers in this area help provide a welcoming and safe environment for patients and the public. The Support Services pathway is often unnoticed by patients, but it is what keeps healthcare facilities running. Support services employees work behind the scenes to ensure other healthcare professionals can accomplish their duties.

Consider careers in Support Services if you would like to:

- Help guide patients and their families through their healthcare journey
- Prepare food for patients and families or monitor patient food intake
- Make sure microscopes and other testing instruments are properly calibrated
- Perform preventative maintenance on medical building systems
- Educate the community on important health topics

It is rare to need a certification or licensure to obtain a career in this pathway. Many employers offer on-the-job training to individuals interested in starting a career in supportive services.

POTENTIAL CAREERS

- Pharmacy Aides
- Health Educators
- Dietetic Technicians
- Maintenance or Electrical Engineers
- Cooks and Servers
- Patient Representatives
- Community Health Workers
- Environmental Service Aide

POTENTIAL EARNINGS



High School Diploma/GED³:
\$14.16/hour; \$29,448 /year



Bachelor's Degree¹:
\$63.39/hour; \$131,851/year



[READ MORE](#)

Appendix I. Health Support Services Career Pathways Flyer (Continued)

EDUCATIONAL REQUIREMENTS

EDUCATION/TRAINING	POSITION	TRAINING
Associate Degree	**Dietetic Technicians¹ \$21.80 per hour	- Los Angeles Southwest College - Los Angeles City College - Long Beach City College - Orange Coast College
Vocational Training	**Community Health Worker¹ \$25.18 per hour	- Los Angeles Valley College - Loma Linda University Health - Charles Drew University
	*Pharmacy Aide¹ \$23.55 per hour	- Cal State Los Angeles - West Los Angeles College - American Career College - Cerritos College
High School Diploma or G.E.D.	**Maintenance & Repair Worker² \$20.76 per hour	- San Joaquin Valley College - Suftech School - Los Angeles Trade Tech
	**Cooks & Servers¹ \$19.58 per hour	- LA Hospitality Training Academy - Los Angeles City College - L.A. Mission College - Slawson Southeast Occupational Center
	**Patient Representative² \$22.88 per hour	- UCLA Extension
	**Environmental Service Aide³ \$14.16 per hour	

*Requires CA State Licensure
 **Does Not Require CA State Licensure

POTENTIAL EMPLOYERS

Patient Representative



- UCLA Health
- Cedars Sinai
- AltaMed
- LA Care
- South Central Family Health

Community Health Worker

- CCALAC Community Clinics
- Via Care
- St Johns Well Child



Salary source: 1) Bureau of Labor Statistics Occupational Employment & Wage Statistics; 2) Bureau of Labor Statistics (ONET); 3) ZipRecruiter

CAREER PATHWAYS



THERAPEUTIC SERVICES

The therapeutic services pathway is the most popular health science career pathway. It is focused on working with patients to provide care, treatment, or counseling to improve the patient's status over time. To work in therapeutic services, it is crucial to have great communication skills, be a quick thinker and effective problem-solver to effectively work with patients, their relatives, and other healthcare professionals.

Consider careers in Therapeutic Services if you would like to:

- Focus on preventing illness, disease, or injury
- Work with people of all ages
- Help patients hear, see, or speak better
- Assist with surgeries and maintain sterile environments
- Help patients regain their mobility and independence

Depending on the career chosen within this pathway, students will also need to obtain a certification, registration, or licensure. These vary by occupation and can either be at the state or national level.

POTENTIAL CAREERS

- Nurses
- Physical Therapists
- Speech Language Pathologists
- Surgical Technicians
- Athletic Trainers
- Home Health Aides
- Audiologists
- Anesthesiologists

POTENTIAL EARNINGS



High School Diploma/GED¹:
\$16.65/hour; \$34,637/year



Advanced Degree w/Specialization¹:
\$135.41/hour; \$281,668/year



[READ MORE](#)

Appendix J. Therapeutic Services (Continued)

EDUCATIONAL REQUIREMENTS

EDUCATION/TRAINING	POSITION	TRAINING
Bachelor's Degree	<p>*Registered Nurse¹ (RN) \$58.57 per hour</p> <p>**Athletic Trainer¹ (AT) \$30.92 per hour</p>	<ul style="list-style-type: none"> - Mount St. Mary's College (RN) - UCLA (RN) - CSU Los Angeles (RN) - CSU Long Beach (RN & AT) - CSU Fullerton (RN & AT) - CSU Northridge (AT)
Associate Degree	<p>*Registered Nurse¹ (RN) \$58.57 per hour</p>	<ul style="list-style-type: none"> - American Career College - Los Angeles City College - Los Angeles Harbor College - Los Angeles Southwest College
Vocational Training	<p>**Surgical Technician¹ (ST) \$33.34 per hour</p> <p>*Home Health Aide¹ (HHA) \$16.65 per hour</p>	<ul style="list-style-type: none"> - CBD College (ST) - American Career College (ST) - Concorde Career College (ST) - LA Mission College (HHA) - West Los Angeles College (HHA) - Advance Career Institute (HHA)

*Requires CA State Licensure **Does Not Require CA Licensure

EDUCATION & TRAINING PARTNERS

Vocational Training & Associate Degree Programs



- West Los Angeles College
 - Requirements: Create LACCD profile and complete application. No written or oral test required.
 - [\\$0 Tuition Promise Program](#)
- LA Mission College
 - Requirements: 18+, must have COVID vaccination. Create [CCC account](#) to submit application.
 - \$46 per unit. Also offer the CA College Promise Grant and FAFSA
- American Career College
 - Requirements: Meet an Advisor, Submit application, entrance exam
 - Financial Aid available
- Concorde Career College
 - Requirements: 17 years old to start, 18 at time of first clinical or externship. Must have Diploma/GED
 - Financial Aid available

POTENTIAL EMPLOYERS



Home Health Aide (HHA) / Clinical Nursing Assistant (CNA)

- Antelope Valley Medical Center • Bartz-Altadonna • APLA Health • City of Hope • Antelope Valley Care Center

Surgical Technician (ST)

- Kaiser • ISCORE • UCLA Health

Registered Nurse (RN)

- Maxim Healthcare • LA Care • ISCORE • Antelope Valley Care Center
- Antelope Valley Medical Center • UCLA Health





Salary source: 1) Occupational Employment & Wage Statistics; <https://www.bls.gov/oes/>



Health science is an area of study that focuses on natural and behavioral sciences, as they relate to medicine and our greater healthcare system. The health science career cluster is used to describe a group of occupations that require similar skills within the health science field. It also refers to an educational area focused on teaching students how to be healthcare professionals. The health science career cluster was once known as vocational education, which is still used in some educational programs.

 <p>BIOTECH RESEARCH & DEVELOPMENT</p> <ul style="list-style-type: none"> - Biologists and Biostatisticians - Epidemiologists - Pharmacologists - Research Assistants - Nuclear Medicine Providers - Technical Writers for Health Journals or Magazines 	 <p>DIAGNOSTIC SERVICES</p> <ul style="list-style-type: none"> - Phlebotomists - Radiologists & Radiology Technicians - Pathologist - Histology Technicians - Physician Assistants - Diagnostic Medical Sonographers - Dental Laboratory Technician 	 <p>HEALTH INFORMATICS</p> <ul style="list-style-type: none"> - Medical Record Technicians - Medical Assistants - Software System Developers - IT Project Manager - Schedulers - Coders - Transcribers
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 <p>HEALTH SUPPORT SERVICES</p> <ul style="list-style-type: none"> - Pharmacy Aides - Health Educators - Dietetic Technicians - Maintenance or Electrical Engineers - Cooks and Servers - Patient Representatives - Community Health Workers - Environmental Service Aide 	 <p>THERAPEUTIC SERVICES</p> <ul style="list-style-type: none"> - Nurses - Physical Therapists - Speech Language Pathologists - Surgical Technicians - Athletic Trainers - Home Health Aides - Audiologists - Anesthesiologists
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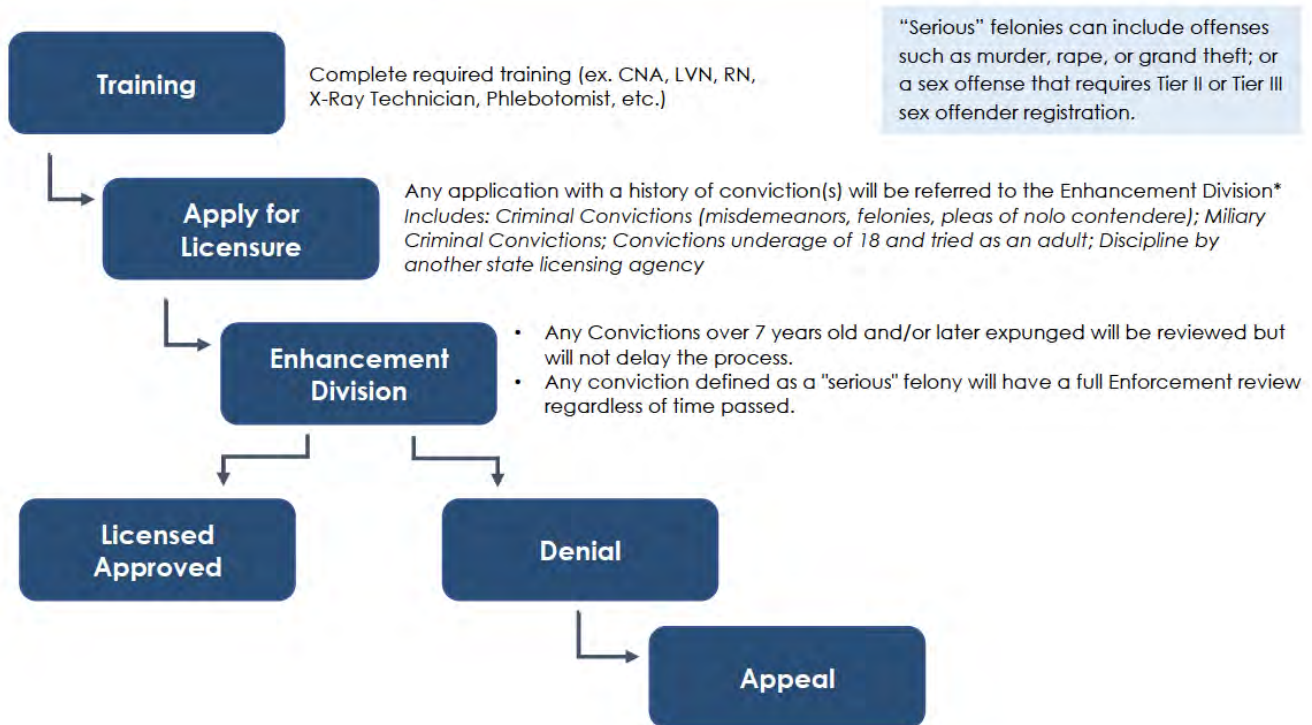
[READ MORE](#)

OCCUPATIONAL LICENSING

CALIFORNIA STATE LICENSURE PROCESS WITH A CONVICTION HISTORY

According to the *US Bureau of Labor Statistics*, positions within the healthcare field are projected to grow 16% from 2020 to 2030. Furthermore, occupations within the healthcare field are projected to contribute to this growth more so than any of the other occupational groups. While this is good news for many, this poses issues in particular for those with prior convictions given the stigma surrounding the hiring of formerly incarcerated individuals. However, thanks to new and changing laws in this area, achieving occupational licensure after incarceration is possible.

LICENSURE APPLICATION PROCESS



* Including certified arrest records and certified court documents, letters of reference and prior performance evaluations (from healthcare) with your application may speed up the process.

** You do not need to report non-payment of child support. However, if the case is with the District Attorney for non-payment, your license will be issued on a temporary basis for 150 days upon which you need to arrange payments.

*** If denied licensure, provide any missing information the board may be missing (e.g., 1203.4 dismissals are excluded from fingerprint background checks. You can provide this for accuracy).

**** If the background is correct, you have the right to appeal by going to a hearing before an Administrative Law Judge (directions included in denial letter).



Appendix L. Private Training Programs

PRIVATE TRAINING PROGRAMS					
Address	Programs Offered	Certifications	Program Cost	Program Length	Prerequisites
Allied Medical & Health Services 730 S. Central Ave Ste 208 Glendale, CA 91204	Vocational Nursing	Licensure is awarded by the State through the Bureau of Vocational Nursing and Psychiatric Technician (BVNPT) after passing the Competency Examination (NCLEX).	\$19,000	1,564 hours; 18 months	N/A
	Nursing Assistant	Licensure is awarded by the State after passing the Competency Examination, which is made up of Skill and Theoretical (written) Proficiency evaluation by Department of Health Services licensing agencies (American Red Cross or NATAP).	\$1,200	152 hours: 3 months	N/A
University of Phoenix Online	RN to BSN	N/A	(\$42,000) \$350 per credit	120 credits; 14 months	N/A
West Coast University Online	BSN	N/A	N/A	12 months	Must be an RN or possess an AS in Nursing to apply
American Career College 4021 Rosewood Ave. Los Angeles, CA 90004	Medical Assistant	Diploma	Additional information available by request only		
	Pharmacy Technician	Diploma	N/A	N/A	N/A
	Vocational Nursing	Diploma	N/A	N/A	N/A
	Nursing	AS	N/A	N/A	N/A
Futuro Health ¹ (Online/Hybrid)	Clinical Medical Assistant (Entry Level) Other Career Paths with this Training: Certified Medical Assistant (Entry/Intermediate) Chiropractic Assistant Doctor's Assistant Health Assistant Ophthalmic Assistant Ophthalmological Assistant Optometric Assistant Outpatient Surgery Assistant Registered Medical Assistant (RMA)	Certificate / Certification Required to take the Certified Medical Assistant (CMA) Certification Exam offered through the American Association of Medical Assistants (AAMA) or through the National Center for Competency Testing (NCCT). Some medical assistant programs include a phlebotomy component that prepares you for: National Phlebotomy Certification (NCPT) is offered through the National Center for Competency Testing (NCCT). Licensure by a California Certified Phlebotomy Technician 1 (CPT1) licensing agency.	\$50 non-refundable registration fee for Jump Start coursework. \$100 non-refundable registration fee for the Medical Assistant Program. \$77-\$119 Background Check and Drug Screen cost. Up-to-date Immunization costs. \$20 per month for optional SEIU-UHW Membership. This fee is waived for current SEIU-UHW members.	8-12 Months of Training; Clinical Externship (non-paid) accounts for 4-6 weeks (Required)	Jump Start Coursework ² Proof of high school diploma/ GED or equivalency Satisfying proficiency in math, reading, and writing

Appendix L. Private Training Programs (Continued)

PRIVATE TRAINING PROGRAMS					
Address	Programs Offered	Certifications	Program Cost	Program Length	Prerequisites
Futuro Health ¹ (Online/Hybrid)	Pharmacy Tech	Certificate of Completion	<p>Students who enroll in this program during 2022 will have 100% of their tuition covered by the Futuro Health Scholarship Fund. Students can expect to pay some minimal out-of-pocket costs associated with application and enrollment.</p> <p>\$50 non-refundable registration fee for Jump Start coursework.</p> <p>\$100 non-refundable registration fee for the Pharmacy Technician Program.</p> <p>\$77-\$119 Background Check and Drug Screen cost.</p> <p>Up-to-date Immunization costs.</p> <p>\$20 per month for optional SEIU-UHW Membership. This fee is waived for current SEIU-UHW members.</p>	9-12 months of training; including 130 hours of nonpaid clinical externship	¹ Jump Start coursework
Los Angeles County College of Nursing and Allied Health (DHS) 1237 North Mission Road Los Angeles, CA 90033	Nursing	AS; NCLEX-RN exam	\$2,400 per semester; plus fees, books, supplies	N/A	<p>Pre-entrance examination: Test for Essential Academic Skills (current ATI TEAS) with a minimum individual total score of 64.7%.</p> <p>The ATI TEAS measures basic essential skills in the academic content area domains of reading, mathematics, science, and English and language usage.</p> <p>Study materials are available on the ATI testing website (www.atitesting.com).</p>

Appendix L. Private Training Programs (Continued)

¹ Futuro Health

Futuro Health is currently offering Medical Assistant and Pharmacy Technician training. They also offer (not available at time of report) training for Advance Telehealth Coordinator Certificate; Health IT Support; Care Coordinator: Behavioral Health Populations; Care Coordinator: Chronically Ill Populations; Community Health Worker with Behavioral Health; Healthcare Data Analytics; Healthcare Project Management; Behavioral Health Micro-Credential; Patient Care Representative; Phlebotomy; Sterile Processing Technician; Medi-Cal Peer Support Specialist; English Readiness for Allied Health (for Spanish Speakers); COVID-19 Readiness for Healthcare Workers; Pandemic Readiness for LVN/LPN's <https://portal.futurohealth.org/Catalog/>

² Jump Start

Jump Start courses help students begin an education journey online, acquire knowledge common across multiple allied health careers, and improve their candidacy for an education program through Futuro Health. Pima Medical Institute is offering the Jump Start course for Futuro Health.

Jump Start into Medical Assistant

Introduction to Human Body for healthcare and Medical Terminology are both required courses for the Medical Assistant Program. Futuro Health offers these courses through Pima Medical Institute. These courses are fully online and are taken sequentially. Students need to complete both courses with a passing grade, as defined in the course syllabus.

If you have completed a course in Introduction to Human Body in the last five years at an accredited college or university and received a "C" grade or higher, you do not have to repeat this course. If you have completed a course in Medical Terminology at any point in the past at an accredited college or university and received a grade of "C" or better, you will not need to re-take this course. You will need to submit unofficial transcripts to prove course completion at some point.

Appendix M. Apprenticeships

APPRENTICESHIPS						
Trade or Occupation	Program Length & Starting Wage	Min. Age	Prerequisites	Physical Requirements	Exams	Contact Phone/ Email
Certified Nursing Assistant	12 months; \$12.50 per hour	18	¹ High School/ GED/ Equivalent Must Pass Drug Test	No	Written Test: No Oral Exam: No	Jeffrey Forrest, Apprentice Coordinator Jeffrey.Forrest@c anyons.edu Strong Workforce Apprenticeship Group Health Care Apprenticeship Program 26455 Rockwell Canyon Road Santa Clarita, CA 91355
Dental Assistant	12 months; \$15.00 per hour	16	None	No	Written Test: No Oral Exam: No	Tiffany Miller, Coordinator (310) 287-4200 Los Angeles Community College District Dba West Los Angeles Community College (Wlacc) 9000 Overland Avenue Culver City, CA 90230
Dental Assistant	12 months; \$15.00 per hour	16	¹ High School/ GED/ Equivalent	Yes: Apprentice must be able to perform the essential functions of the apprenticeship program, with or without a reasonable accommodation, and without posing a direct threat to the health and safety of the individual or others again, from Master Standards.	Written Test: No Oral Exam: No	Tiffany Miller, Coordinator (310) 287-4200 West Coast Dental / Wlacc Master Apprenticeship Committee 12121 Wilshire Blvd #1111 Los Angeles, CA 90026

Appendix M. Apprenticeships (Continued)

¹CNA Application Procedures

Obtain COC application, complete and submit. This is an online process found on the main COC webpage canyons.edu

- Schedule placement tests with Assessment Center and obtain placement tests results
 - Schedule an appointment for advisement/orientation
 - Obtain Pre-Admittance Packet (see below) from the Health Professions and Public Safety Office (BONH 243A)
 - Register for class through regular college registration process
- NOTE: All transcripts of high school and/or college credits should be forwarded to COC as soon as possible and preferably prior to your counseling/advisement session

In order to register, a Pre-Admittance Packet must be picked up in the Health Professions and Public Safety Office. (BONH-243A) All students are required to provide the following documentation to the Health Professions and Public Safety Office prior to the first day of class: (forms and instructions are included in the packet)

- Application for Nurse Assistant/Home Health Certification (for HHA, need CNA Certification)
- Clear Background Check
- Live Scan Fingerprinting
- Physical Examination
- Current TB - 2-Step Process
- Clear Drug Screening
- Emergency Information
- Voluntary Participation Waiver/Release of Liability
- Covered Employee Notification of Rights Material
- Current CPR Card for Healthcare Professionals
- Current L.A. City Fire Card
- Malpractice Insurance
- Subject Release
- Nursing Patch (CNA or HHA)
- Student Badge (Student RN or Student CNA)

Appendix N. Four Year College Programs

4-year College Programs		
University	Location	Phone Number
California State University	5151 State University Drive Los Angeles 90032-8171	(323) 343-4700
Charles R. Drew University of Medicine and Science, Mervyn M. Dymally School of Nursing	1748 E. 118th Street Los Angeles 90059	(323) 568-3301
Mount Saint Mary's University – Los Angeles	12001 Chalon Road Los Angeles 90049	(310) 954-4230
National University **Campuses: San Diego; Los Angeles; Fresno	16875 West Bernardo Drive San Diego 92127	(858) 521-3911
University of California Los Angeles	700 Tiverton Avenue – Box 956918 Los Angeles	(310) 825-4321
West Coast University **Campuses: Los Angeles; Orange County; Inland Empire	12215 Victory Blvd North Hollywood 91606	(949) 783-4800

Appendix O. LACCD Programs

LOS ANGELES COMMUNITY COLLEGE DISTRICT (LACCD) PROGRAMS

Address	Programs Offered	Degree or Certificate	Length/Units	2022-23 Cost of Attendance	Financial Aid/Scholarships
¹ East LA College 1301 Avenida Cesar Chavez Monterey Park, CA 91754-6099	Clinical Medical Assistant	Certificate of Achievement		\$46 per unit Up to \$33,551.00	Kaiser Permanente Health Equity Scholarship. The Kaiser Permanente Health Equity Scholars Program aims to support young leaders who have a demonstrated interest in pursuing a clinical (e.g., pharmacist, physician, practitioner, nurse) or non-clinical (e.g., accounting, business administration, human resources, marketing, public policy) career in the healthcare industry. The application is now open for the 2022-23 academic year and students will be awarded in the Fall Term of 2022. \$5,000 Scholarship opportunity for students interested in healthcare careers CA College Promise Grant (Formerly Board of Governors Fee Waiver) FAFSA
	LVN to RN	AS; Certificate of Achievement			
	RN	AS			
	Medical Assistant	AS			
	Pharmacy Technology	AS			
	Front Office Medical Assistant	Certificate of Completion			
Admin. Medical Assistant	Certificate of Achievement				
¹ LA City College 855 N. Vermont Ave., Los Angeles CA 90029	RN	AS	2 years	\$46 per unit Up to \$33,774.00	CA College Promise Grant (Formerly Board of Governors Fee Waiver) Pacific Medical Training Scholarship FAFSA
LA Harbor College 1111 Figueroa Pl., Wilmington, CA 90744				\$46 per unit Up to \$33,551.00	CA College Promise Grant (Formerly Board of Governors Fee Waiver) FAFSA
¹ LA Mission College 13356 Eldridge Ave., Sylmar CA 91342	Pharmacy Technician	AS; Certificate of Achievement – Advanced Certificate of Achievement – Basic		\$46 per unit	CA College Promise Grant (Formerly Board of Governors Fee Waiver) FAFSA
LA Pierce College 6201 Winnetka Ave. Woodland Hills, CA 91371	Nursing	AS		\$46 per unit	CA College Promise Grant (Formerly Board of Governors Fee Waiver) FAFSA
LA Southwest College 1600 West Imperial Highway Los Angeles, CA 90047-4810	Nursing Certified Nursing Assistant/Home Health Aide	AS Certificate of Achievement		\$46 per unit	CA College Promise Grant (Formerly Board of Governors Fee Waiver) FAFSA

Appendix O. LACCD Programs (Continued)

LOS ANGELES COMMUNITY COLLEGE DISTRICT (LACCD) PROGRAMS					
Address	Programs Offered	Degree or Certificate	Length/ Units	2022-23 Cost of Attendance	Financial Aid/ Scholarships
¹ LA Trade Tech 400 W. Washington Blvd Los Angeles, CA 90015-4108	Nursing	AS	32 units + 21 GE units	\$46 per unit Up to \$31,770	CA College Promise Grant (Formerly Board of Governors Fee Waiver)
	LVN to RN	AS	28 units		FAFSA
LA Valley College 5800 Fulton Ave. Valley Glen, CA 91401-4096	RN	AS	2 years	\$46 per unit	CA College Promise Grant (Formerly Board of Governors Fee Waiver) FAFSA
¹ West LA College 9000 Overland Ave. Culver City, CA 90230-3519	CNA	Courses only		\$46 per unit	CA College Promise Grant (Formerly Board of Governors Fee Waiver) FAFSA
	Medical Assistant	AS			
	Admin. Medical Assistant	Certificate of Achievement	22 units		
	Clinical Medical Assistant	Certificate of Achievement	31.5 units		
	Pharmacy Technology	AS	61.3 units		
Pharmacy Technician	Certificate of Achievement	31.3 units			

¹Rising Scholars Network available on campus.

Appendix P. Adult and Career Education (Continued)

DIVISION OF ADULT AND CAREER EDUCATION PROGRAMS					
Address	Programs Offered	Certification	Cost	Length	Prerequisites
Abram Friedman OC 1646 S. Olive St. 5th Floor, Room 503 Los Angeles, CA. 90015	HiSET	High School Equivalency	Preparation courses are free. ¹ Exam	Self-paced	² Prerequisites
East LA Occupational Center 2100 Marengo St. Los Angeles, CA 90033-1321 (323) 224-5970	HiSET	High School Equivalency	Preparation courses are free. ¹ Exam	Self-paced	² Prerequisites
Evans Community Adult School 717 N. Figueroa St. Los Angeles, CA 90012-2118 (213) 613-7900	Medical Assistant	Certificate of Completion; Must take and pass exam to earn state certification	Tuition Free; Cost of Materials and Licensing Exam	Approximately 6-months	N/A
	Pharmacy Technician (coming soon)	Certificate of Completion; Must take and pass exam to earn state certification	N/A	1 semester	N/A
	Medical Office Admin.	N/A	Tuition Free; Cost of Books	5 courses; 90-hours per course	N/A
Harbor Occupational Center 740 N. Pacific Avenue San Pedro, CA 90731-1630 (310) 547-5551	HiSET	High School Equivalency	Preparation courses are free. ¹ Exam	Self-paced	² Prerequisites
	Adult HS Diploma	Diploma	Tuition Free	Varies	N/A
	Medical Office Admin.	N/A	N/A	N/A	N/A
Slawson Southeast Occupational Center 5500 Rickenbacker Rd. Bell, CA 90201	HiSET	High School Equivalency	Preparation courses are free. ¹ Exam	Self-paced	² Prerequisites
	Medical Office Admin.	N/A	\$100 per course	5 courses; 90-hours per course	N/A
LA Technology Center 3721 W. Washington Blvd. Los Angeles, CA 90018-1160 (323) 732-0153	HiSET	High School Equivalency	Preparation courses are free. ¹ Exam	Self-paced	² Prerequisites
	Medical Office Assistant	N/A	N/A	N/A	N/A

Appendix P. Adult and Career Education (Continued)

DIVISION OF ADULT AND CAREER EDUCATION PROGRAMS					
Address	Programs Offered	Certification	Cost	Length	Prerequisites
Maxine Waters Employment Preparation Center 10925 S. Central Avenue Los Angeles, CA 90059-1023 (323) 357-7700	High School Diploma	Diploma	Tuition Free	Varies	N/A
	HISET	High School Equivalency	Preparation courses are free. ¹ Exam	Self-paced	² Prerequisites
	Health Info. Technology	N/A	N/A	N/A	N/A
North Valley Occupational Center 11450 N. Sharp Ave. Mission Hills, CA 91345-1232 (818) 365-9645	High School Diploma	Diploma	Tuition Free	Varies	N/A
	HISET	High School Equivalency	Preparation courses are free. ¹ Exam	Self-paced	² Prerequisites
	Medical Assistant	N/A	\$1,253	500 hours	N/A
	EMT	N/A	N/A	N/A	Must possess BLS CPR certification before starting program Must take First Responder Course offered
	First Responder	N/A	N/A	18-weeks; 90 hours	Pre-requisite for EMT
West Valley Occupational Center 6200 Winnetka Avenue Woodland Hills, CA 91367-3826 (818) 346-3540	HISET	High School Equivalency	Preparation courses are free. ¹ Exam	Self-paced	² Prerequisites
	Nursing Assistant Long Term Care	Certificate of Completion; Must take and pass exam to earn state certification	\$250 registration fee; \$55 fingerprinting fee; \$850 program cost; Separate costs for books, exams, supplies, preparation, certifications and/or licenses provided by outside vendors may be incurred.	N/A	Completion of Medical Terminology (HIT/1), 8.0 reading level (See test schedule in next column), No criminal record, Current I.D., TB clearance, Physical exam, BLS valid CPR Healthcare Provider Card, Social Security number

Appendix P. Adult and Career Education (Continued)

DIVISION OF ADULT AND CAREER EDUCATION PROGRAMS					
Address	Programs Offered	Certification	Cost	Length	Prerequisites
West Valley Occupational Center 6200 Winnetka Avenue Woodland Hills, CA 91367-3826 (818) 346-3540	Pharmacy Technician	Certificate of Completion; Must take and pass exam to earn state certification	"\$650 (Registration fee only). Approximate total cost for the program is \$1,500, (includes: registration, insurance, books, supplies). Students must also purchase insurance directly from an insurance carrier. Separate costs for books, exams, supplies, preparation, certifications and/or licenses provided by outside vendors may be incurred.	N/A	Employment level competency in written and verbal communication in English. High School Diploma or High School Equivalency Test, no criminal record, Basic "C" CPR Certificate , TB clearance and physical exam, 9.0 reading level and basic math skills. Typing speed of 25 wpm highly recommended.
	Medical Office Administration	Certificate of Completion	\$0 + Textbook and/or supplies	5-courses	Employment level competency in written and verbal communication in English. Typing 30 wpm and Computer Foundations are highly recommended.
Venice Skills Center 611 5th Ave. Venice, CA 90066-3512 (310) 664-5888	High School Diploma	High School Diploma	Tuition Free	Varies	N/A
	HiSET	High School Equivalency	Preparation courses are free. 1Exam	Self-paced	2Prerequisites
	Dental Assistant	Certificate of Completion; Must take and pass exam to earn state certification	\$800; These fees are separate from registration fees and may need to be paid directly to an outside vendor	3 courses; 540 hours; 45 credits	Enrollment requires at least 18 years of age or older upon course sequence completion, a high school diploma or equivalency certificate, a 10.0 reading level as measured by the TABE D 9/10 and a 10.0 math skill level equivalent to a Math 3 (53-03-57).
	Pharmacy Technician	Certificate of Completion; Must take and pass exam to earn state certification	Books, supplies, and licensing are approximately \$800. These fees are separate from registration fees and may need to be paid directly to an outside vendor	540 hours; 40 credits	Enrollment requires at least 18 years of age or older upon course sequence completion, a high school diploma or equivalency certificate, a 10.0 reading level as measured by the TABE D 9/10 and a 10.0 math skill level equivalent to a Math 3 (53-03-57).

Appendix P. Adult and Career Education (Continued)

¹HiSET Fees

In California, the HiSET test fee is \$12.75 per computer-based subtest and \$17 per paper-based subtest. The California state administrative fee of \$20 and test center fees are not included in the HiSET test fees. Test center fees vary. [Contact your test center for details.](#)

Note: The HiSET test fee includes the cost of one printed transcript and one printed certificate.

²To take the HiSET exam in California, you must be a California resident, or a member of the armed forces assigned to duty in the state of California, have not completed high school and meet the following eligibility requirements:

- Age: To take the HiSET exam in California, you must meet any one of the following requirements:
 - You must be 18 years of age or older or within 60 days of your 18th birthday (regardless of school enrollment status).
 - You must be within 60 days of when you would have graduated from high school had you remained in school and followed the usual course of study. (May not currently be enrolled in school.)
 - You must be 17 years of age and out of school for at least 60 consecutive days. You must also provide a letter of request from the military, a postsecondary educational institution or a prospective employer.
 - You must be 17 years of age, have accumulated fewer than 100 units of high school, be confined to a state or county or correctional agency, and meet all of the following criteria:
 - You do not have a realistic chance of completing the requirements for a high school diploma.
 - You have adequate academic skills to successfully complete the HiSET exam.
 - You understand the options available regarding acquisition of a high school diploma, the high school equivalency certificate, or the high school proficiency certificate and the requirements, expectations, benefits and limitations of each option.
 - You have sufficient time left to complete the entire HiSET exam; however, if released before the test is completed, you may complete testing at an authorized testing center.
- Residency: Proof of California residency must be verified, both at the time of registration and before admittance to the testing room. Find out about acceptable evidence for California residency.
- Test Preparation or Instruction: You are not required to take HiSET preparation courses before taking the test.
- Practice Test: You are not required to take the HiSET practice test before taking the exam.

Appendix P. Adult and Career Education (Continued)

- Identification: Identity and age must be verified by current photo identification at time of scheduling and/or before admittance to the testing room. Acceptable identification includes:
 - photographic driver's license, with a signature, issued by any U.S. state or foreign government
 - photographic identification card, with a signature, issued by any of the U.S. Armed Forces, any U.S. state, or any foreign government
 - photographic Tribal enrollment card with a signature
 - photographic identification card or badge, with a signature, issued by a California department or agency (e.g., California Conservation Corps)
 - photographic passport, with a signature, issued by the United States or a foreign government

Note: The identification must include your name, birth date, signature, photograph and address.

Appendix Q. California Penal Code 1192.7 (c) 1192.7. (c)

As used in this section, "serious felony" means any of the following:

- (1) Murder or voluntary manslaughter;
- (2) mayhem;
- (3) rape;
- (4) sodomy by force, violence, duress, menace, threat of great bodily injury, or fear of immediate and unlawful bodily injury on the victim or another person;
- (5) oral copulation by force, violence, duress, menace, threat of great bodily injury, or fear of immediate and unlawful bodily injury on the victim or another person;
- (6) lewd or lascivious act on a child under 14 years of age;
- (7) any felony punishable by death or imprisonment in the state prison for life;
- (8) any felony in which the defendant personally inflicts great bodily injury on any person, other than an accomplice, or any felony in which the defendant personally uses a firearm;
- (9) attempted murder;
- (10) assault with intent to commit rape or robbery;
- (11) assault with a deadly weapon or instrument on a peace officer;
- (12) assault by a life prisoner on a non-inmate;
- (13) assault with a deadly weapon by an inmate;
- (14) arson;
- (15) exploding a destructive device or any explosive with intent to injure;
- (16) exploding a destructive device or any explosive causing bodily injury, great bodily injury, or mayhem;
- (17) exploding a destructive device or any explosive with intent to murder;
- (18) any burglary of the first degree;
- (19) robbery or bank robbery;
- (20) kidnapping;
- (21) holding of a hostage by a person confined in a state prison;
- (22) attempt to commit a felony punishable by death or imprisonment in the state prison for life;
- (23) any felony in which the defendant personally used a dangerous or deadly weapon;
- (24) selling, furnishing, administering, giving, or offering to sell, furnish, administer, or give to a minor any heroin, cocaine, phencyclidine (PCP), or any methamphetamine-related drug, as described in paragraph (2) of subdivision (d) of Section 11055 of the Health and Safety Code, or any of the precursors of methamphetamines, as described in subparagraph (A) of paragraph (1) of subdivision (f) of Section 11055 or subdivision (a) of Section 11100 of the Health and Safety Code;
- (25) any violation of subdivision (a) of Section 289 where the act is accomplished against the victim's will by force, violence, duress, menace, or fear of immediate and unlawful bodily injury on the victim or another person;
- (26) grand theft involving a firearm;
- (27) carjacking;
- (28) any felony offense, which would also constitute a felony violation of Section 186.22;
- (29) assault with the intent to commit mayhem, rape, sodomy, or oral copulation, in violation of Section 220;

Appendix Q. California Penal Code 1192.7 (c) 1192.7. (c) (Continued)

- (30) throwing acid or flammable substances, in violation of Section 244;
- (31) assault with a deadly weapon, firearm, machinegun, assault weapon, or semiautomatic firearm or assault on a peace officer or firefighter, in violation of Section 245;
- (32) assault with a deadly weapon against a public transit employee, custodial officer, or school employee, in violation of Sections 245.2, 245.3, or 245.5;
- (33) discharge of a firearm at an inhabited dwelling, vehicle, or aircraft, in violation of Section 246;
- (34) commission of rape or sexual penetration in concert with another person, in violation of Section 264.1;
- (35) continuous sexual abuse of a child, in violation of Section 288.5;
- (36) shooting from a vehicle, in violation of subdivision (c) or (d) of Section 12034;
- (37) intimidation of victims or witnesses, in violation of Section 136.1;
- (38) criminal threats, in violation of Section 422;
- (39) any attempt to commit a crime listed in this subdivision other than an assault;
- (40) any violation of Section 12022.53;
- (41) a violation of subdivision (b) or (c) of Section 11418; and
- (42) any conspiracy to commit an offense described in this subdivision.

Appendix R. Occupational Licensing Help

Who Can I Contact for Help with an Occupational Licensing Matter related to my criminal history?

Depending on where you live, you will be assigned to a local Office of Administrative Hearings location that serves your county. You may contact an organization listed below for assistance. Please note that each provider listed below may have capacity, eligibility, geographic, income and other restrictions and may not be able to assist you.

<p><i>A New Way of Life Reentry Project</i> Website: www.anewwayoflife.org Phone: 323-563-3575</p>	<p><i>Legal Aid Foundation of Los Angeles</i> Website: https://lafla.org/ Phone: 213-640-3904</p>
<p>Alameda County Public Defender's Office Clean Slate Program Website: http://www.co.alameda.ca.us/defender/ Phone: 510-268-7400</p>	<p><i>Legal Services of Northern California</i> Website: www.lsnr.net Phone: 866-815-5990</p>
<p><i>Bay Area Legal Aid</i> Website: www.baylegal.org Oakland Office Phone: 1-800-551-5554 Richmond Office Phone: 510-233-9954</p>	<p><i>Neighborhood Legal Services of Los Angeles</i> Website: https://www.nlsla.org/ Phone: 800-433-6251 Email: reentryclinic@nlsla.org</p>
<p><i>California Rural Legal Assistance</i> Website: www.crla.org Marysville Office* Phone: 530-742-5191 *Limited to residents of Colusa, Sutter, and Yuba counties Oxnard Office** Phone: 805-486-1068 **Limited to residents of Ventura County</p>	<p><i>Public Counsel</i> Website: http://www.publiccounsel.org/ Phone: (213) 385-2977</p>
<p><i>Community Legal Services in East Palo Alto</i> Website: www.clsepa.org Phone: 650-326-6440</p>	<p><i>Rehabilitation and Inclusion Council of the National Association of Social Workers CA Chapter</i> Website: http://www.naswca.org/ Email: RICouncil@naswca.org</p>
<p><i>East Bay Community Law Center</i> Website: www.ebclc.org Phone: 510-548-4040</p>	<p><i>Root & Rebound</i> Website: https://www.rootandrebound.org/ Phone: 510-279-4662</p>

** Practicing Law Institute: Overcoming Criminal Record-Related Barriers to Employment and Occupational Licensing in California training. From Reentry in California – Overcoming Legal Barriers to Community Reintegration 2022. Recorded 8/16/2022 in San Francisco.

Appendix S. Tier 2/3 Offenses

There are three sex offender tiers in California:

Tier 1: Tier 1 is reserved for individuals convicted of relatively minor sex crimes. This includes most misdemeanors and some non-violent felonies. The minimum registration requirements for Tier 1 offenders is 10 years.

Tier 2: Tier 2 is reserved for individuals convicted of moderately serious sex crimes and/or those convicted of a second sex offense. This includes violent misdemeanors and some felonies. The minimum registration requirements for Tier 2 offenders is 20 years.

Tier 3: Reserved for individuals convicted of the most serious and reprehensible sex crimes in California. Tier 3 carries a lifetime requirement to register as a sex offender.

Tier 2 Sex Offense

You may be classified as a Tier 2 sex offender if you are convicted of any of the following crimes:

- Incest
- Rape, where victim is an adult and incapable of giving consent
- Sodomy, where victim is incapable of giving consent
- Sodomy, where the victim is under the age of 14
- Oral copulation, where the victim is incapable of giving consent
- Oral copulation, where the victim is under the age of 14
- Lewd acts with a child under 14
- Contacting a minor to commit felony sodomy, oral copulation, or forcible penetration
- Penetration with a foreign object, where the victim is incapable of giving consent
- Penetration with a foreign object accomplished using force, fear, or intimidation, or
- Annoying a child (subsequent offense).

You may also be classified as a Tier 2 offender if this is your second conviction and/or you are deemed to be a risk to re-offend. The minimum registration requirement for a Tier 1 offender is 20 years. The 20-year timeframe will be paused if you are convicted of another crime during that period. The clock will begin to run again once you have completed your criminal sentence.

Tier 3 Sex Offense

You may be classified as a Tier 2 sex offender if you are convicted of any of the following crimes:

- Rape
- Sex trafficking of children
- Felony sexual battery

- Pimping and pandering with a minor
- Aggravated sexual assault of a child
- Forcible sodomy
- Lewd acts with a child under 14
- Oral copulation by force
- Seducing a child using harmful material
- Forcible penetration with a foreign object of a minor, and
- Soliciting another to commit a sex crime.

Most crimes involving minors under the age of 14, force, fraud, and violence will be categorized as Tier 3 offenses. You may also be categorized as a Tier 3 offender if:

- You have been sentenced to life in prison
- Your sentence has been aggravated because of prior strike offenses and/or violent convictions
- You are considered to be a habitual sex offender, or
- You are assessed to be high-risk for re-offending.

*Excerpt from [Law Office of Vikas Bajaj, APC](#)

Appendix T. Other State/Federal Legal Barriers

Other State/Federal Legal Barriers

Federal Barrier: * Basis for Liability: 42 C.F.R. §1001.101 et seq. 42 U.S.C. § 1320a-7(a) et seq. and 42 C.F.R. §1001.101 et seq. create numerous barriers to employment in the health care industry for individuals with misdemeanor or felony convictions, including convictions for most drug-related offenses. For individuals with drug-related (i.e. unlawful manufacture, distribution, prescription, or dispensing of a controlled substance) and certain other types of convictions (i.e. crimes related to patient abuse or healthcare fraud), a number of these federal statutes and regulations require permanent mandatory exclusions from employment in a health care office or institution that participates in any federal health care program such as Medicare, Medicaid and state Block Grant programs.

Given the large market for healthcare services and the forecasted shortages of skilled workers, qualified individuals who can show evidence of rehabilitation should be given full consideration to work in their profession.

* Potential Administrative Remedies:

Department of Health and Human Services (HHS) should amend 42 C.F.R. §1001.201 et seq. so that permissive exclusions from employment within a facility receiving federal health care payments apply only to positions that require either medical competency or fiduciary trust.

Department of Health and Human Services (HHS) should amend 42 C.F.R. §1001.1801 so that the waiver process takes into account the type of employment being sought, the nature and seriousness of the offense forming the basis for the exclusion, the length of time since an offense occurred, and evidence of rehabilitation.

* Potential Legislative Remedies:

The Administration should encourage Congress to eliminate all mandatory exclusions under 42 U.S.C. § 1320a-7(a) and amend federal law to require individualized determinations of the suitability of individuals with criminal records to obtain particular positions within an entity which receives federal health care payments and to limit the scope of exclusions so that they apply only to positions requiring either medical competency or fiduciary trust.

*Excerpt from [National HIRE Network Barriers to Employment in the Health Care Industry](#)

Appendix U. Additional Employer/Training Models

Additional Models

1. Johns Hopkins Hospital & Health System: An Employer Model for Hiring

Johns Hopkins Hospital and Health System, under the leadership of President Ronald Peterson and Senior Director of Central Recruitment Services Michele Sedney, is the premier model of a healthcare employer successfully hiring people with records from the community into entry-level and middle-skill positions.

Johns Hopkins is a worldwide and nationally acclaimed hospital and health-care system with more than 40,000 employees. As the second-largest employer in Maryland, it attracts 9,000 to 12,000 applicants per month and hires 1,800 people per year. Johns Hopkins launched an initiative to hire those in the Baltimore community with records after recognizing the hospital had a need to find stable, reliable employees to fill entry-level, higher-turnover positions. By hiring from this population, the hospital system advanced its mission to better serve the local community.

While many people with records at John Hopkins are hired into entry-level positions, such as food service technician, environmental services technician, and clerical positions, some are placed in middle- or high-skill positions in IT and clinical roles. Johns Hopkins staff also have access to career development opportunities and funding for additional certification and training. With or without a record, not all people are well suited for a career in healthcare. Johns Hopkins attributes much of its program's success to thorough screening. 100% of their candidates have their background checked after an offer is extended: 50% are hired; 25% are ruled out based on conviction background; 25% are ruled out for other reasons.

The program has been widely recognized as a national leader in promoting the hiring of people with records.

2. Mount Sinai Health System, Institute for Advanced Medicine, Coming Home Program: An Employer Model for Hiring Community Health Workers

The Mount Sinai Health System, Institute for Advanced Medicine's Coming Home Program is located in New York City. Since the program's inception in 2006, it has served more than 3,000 patients returning home from prison and jail and has successfully employed nine formerly incarcerated staff members as community health workers.

The Coming Home Program (CHP) operates out of a hospital-based clinic (part of a six-site network of hospital and community clinics caring for more than 13,000 patients with or at-risk for HIV/AIDS). CHP's mission is to improve the physical and mental health and emotional and social well-being of people with a history of incarceration during their transition from prison or jail to their communities. The threefold objectives are to:

- Provide continuity of care from incarceration through reentry and beyond
- Offer targeted counseling and supportive services from formerly incarcerated staff

- Ensure all clinic staff are able to work effectively with formerly incarcerated people through ongoing training

3. Roseland Community Hospital: Hiring for Healthcare Career Pathways

Roseland Community Hospital ("RCH") has served the residents of Chicago's far South Side for more than 85 years. As a non-profit, safety net hospital, Roseland has long been dedicated to serving the community to the fullest extent possible. More recently, however, the hospital leadership recognized that providing opportunities for workers with conviction records was an important part of that mission. "People make mistakes. Things happen," says Paulette Clark, Roseland's human resources manager. "If people want to turn their lives around and we can help, then we'd like to do that." After coming to that realization, the HR team obtained the approval of the hospital CEO, which provided them with top-down support for hiring those with records.

Working with Safer Foundation, Roseland decided to hire workers as part of a healthcare career pathway program. The employees start in lower-level positions, receive training from Roseland, and eventually advance into patient-care positions. Safer Foundation helped find qualified applicants, and the HR team examined the applicants' resumes holistically, looking for indications they were making efforts to leave their pasts behind them. The managers who would oversee the work of the new employees interviewed the applicants, and, when the results of those interviews came back favorably, the applicants were offered positions. Things are going well, and Roseland hopes to continue hiring people as a part of this pathway program. As Clark sees it, "People deserve a second chance. We're open to giving them opportunities."

**Excerpt from "[A Healthcare Employer Guide to Hiring People With Arrest Conviction Records](#)"
National Employment Law Project*

Appendix V. HiSET Testing Centers

Testing Center	Test Type	Phone	Notes
Evans Community Adult School 717 N. Figueroa St., Los Angeles, CA 90012	Computer Paper	(213) 613-7900	Get Directions **
Belmont Community Adult School 1575 W. Second St., Los Angeles, CA 90026	Paper	(213) 483-8689 (213) 241-8500	Get Directions **
Mid-City ABE Adult Learning Center 1510 Cambria St., Los Angeles, CA 90017	Paper	(213) 483-8689	Get Directions **
Los Angeles Unified School District 1646 S. Olive St., Rm 503, Los Angeles, CA 90015	Paper	Test Center* (213) 765-2573	Get Directions **
Downtown Job Club 1625 Olympic Blvd Ste. 900, Los Angeles, CA 90015	Computer	Test Center* (855) 694-4738	Get Directions **
Roosevelt Community Adult School 465 S. Mathews Street, Los Angeles, CA 90033	Paper	Test Center* (855) 694-4738	Get Directions **
East Los Angeles Occupational Center 2100 Marengo St., Los Angeles, CA 90033	Computer Paper	Test Center* (323) 276-7000	Get Directions **

* Please call the test center number provided to schedule appointment(s).

**Please click [here](#) to obtain additional information regarding testing centers in a nearby location

Appendix U. HiSET Testing Centers (Continued)

Testing Center	Test Type	Phone	Notes
Jefferson Alternative Education & Work Center (A Place Called Home) 2830 S. Central Ave. Los Angeles, CA 90011	Paper	Test Center* (213) 765-2573	Get Directions **
East Los Angeles Skills Center 3921 Selig Pl., Los Angeles, CA 90031	Computer	Test Center* (213) 765-2573	Get Directions **
East Los Angeles Service Center 3921 Selig Pl., Los Angeles, CA 90031	Paper	Test Center* (213) 765-2573	Get Directions **
Jefferson Community Adult School 1319 E. 41st St., Los Angeles, CA 90011	Paper	Test Center* (213) 765-2573	Get Directions **
Wilson Community Adult School 4500 Multnomah St., Los Angeles, CA 90032	Paper	Test Center* (213) 765-2573	Get Directions **
American Career College-Los Angeles Campus 4021 Rosewood Ave., Los Angeles, CA 90004	Paper	Test Center* (562) 595-8893 x235	Get Directions **
ACCEF-HSE Academy at Los Angeles 4021 Rosewood Ave, Los Angeles, CA 90004	Paper	Test Center* (562) 595-8893 x235	Get Directions **

* Please call the test center number provided to schedule appointment(s).

**Please click [here](#) to obtain additional information regarding testing centers in a nearby location

Appendix U. HiSET Testing Centers (Continued)

Testing Center	Test Type	Phone	Notes
Manual Arts Community Adult School-PBT 4131 S. Vermont Ave., Los Angeles, CA 90037	Paper	Test Center* (213) 765-2573	Get Directions **
Eastside Learning Center 4355 Michigan Ave., Los Angeles, CA 90022	Computer Paper	Test Center* (213) 765-2573	Get Directions **
Huntington Park Community Adult School 2945 Belgrave Ave., Huntington Park, CA 90255	Paper	Test Center* (213) 765-2573	Get Directions **
Los Angeles Technology Center 3721 W. Washington Blvd., Los Angeles, CA 90018	Computer Paper	Test Center* (213) 765-2573	Get Directions **

* Please call the test center number provided to schedule appointment(s).

**Please click [here](#) to obtain additional information regarding testing centers in a nearby location

Refer to the [HiSET Test Taker Bulletin](#)