

Medical Assistant Apprenticeship

West Michigan

December 11, 2017

Andrew Bertin

HR Business Partner
Cherry Health

Kelly Wilczak

Senior Regional Sourcing Specialist
Mercy Health





Mission

Cherry Health improves the health and wellness of individuals by providing comprehensive primary and behavioral health care while encouraging access by those who are underserved.

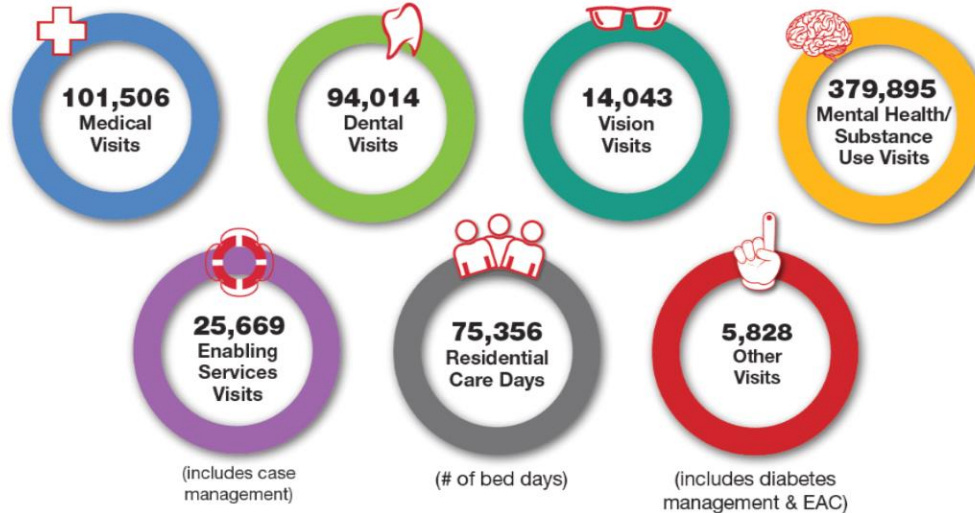
Vision

Our community will be healthier because we will seek out and welcome those who need our services. All will be treated as family with integrated, coordinated care to improve health and personal well-being.

Cherry Health

71,313 patients with 696,311* visits

*Includes both in and out of scope services



Michigan's largest Federally Qualified Health Center

More than 20 locations statewide and over 800 employees

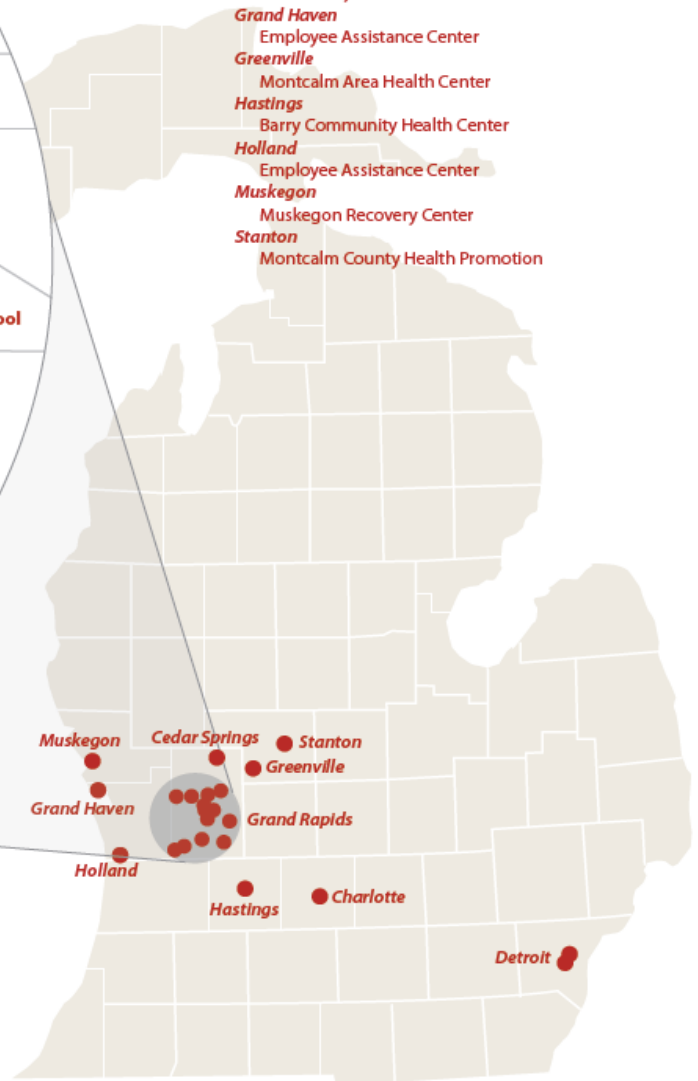
Network of greater than 60 health care providers

Locations in Barry, Eaton, Kent, Montcalm, Muskegon and Wayne counties

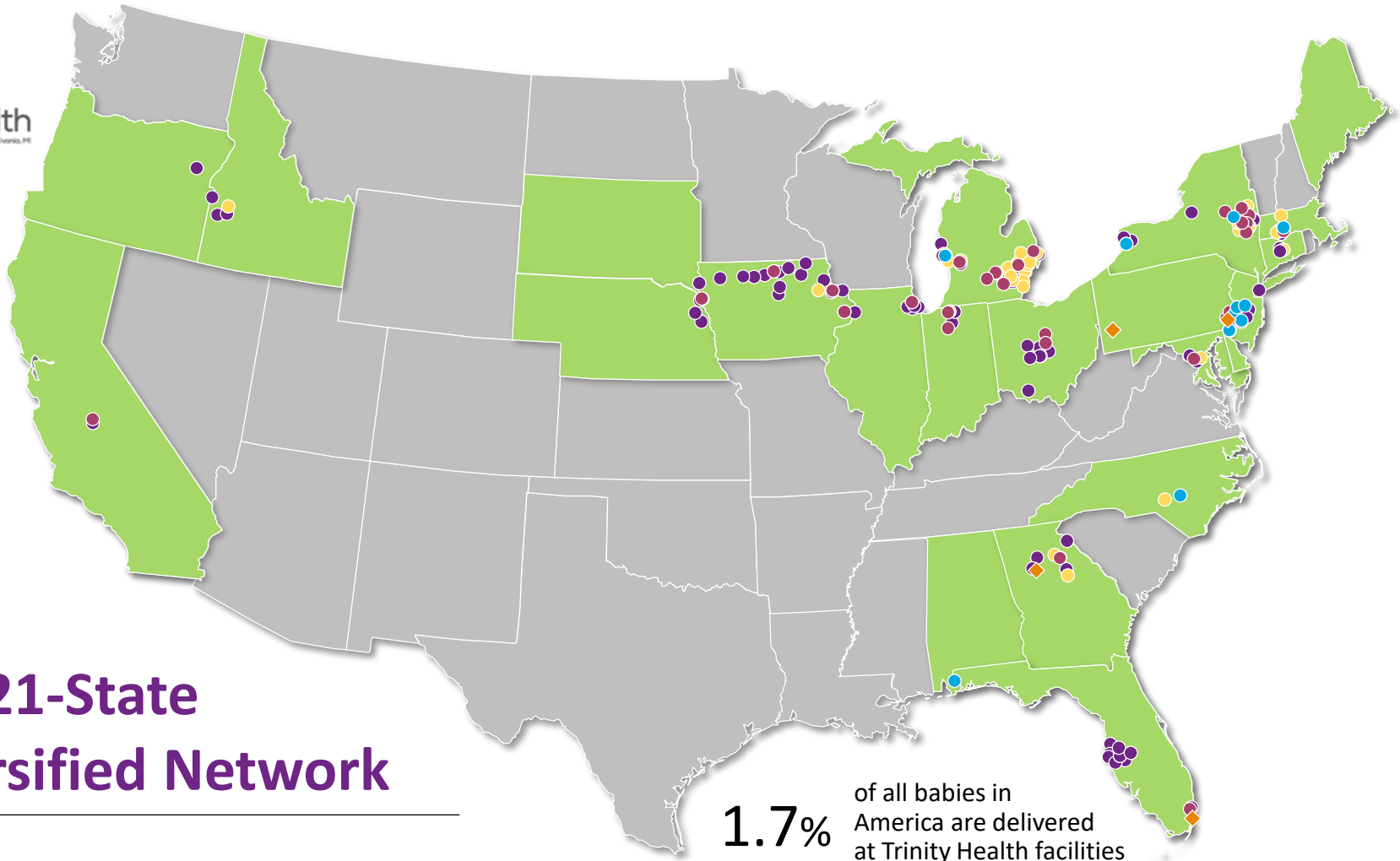
Services include: primary care, women's health, pediatrics, dental, vision, pharmacy, behavioral health, correctional health, school based health centers, school linked program



- Charlotte*
Eaton Community Health Center
- Cedar Springs*
Cedar Springs School Health Center
- Detroit*
Community Treatment Center East & West
- Grand Haven*
Employee Assistance Center
- Greenville*
Montcalm Area Health Center
- Hastings*
Barry Community Health Center
- Holland*
Employee Assistance Center
- Muskegon*
Muskegon Recovery Center
- Stanton*
Montcalm County Health Promotion



Our Locations



1.7% of all babies in America are delivered at Trinity Health facilities

23,900 Affiliated Physicians

3,900 Employed Physicians

***Includes multiple locations for Trinity Home Health Services, Trinity Senior Living Communities and PACE facilities.



8,500 Colleagues

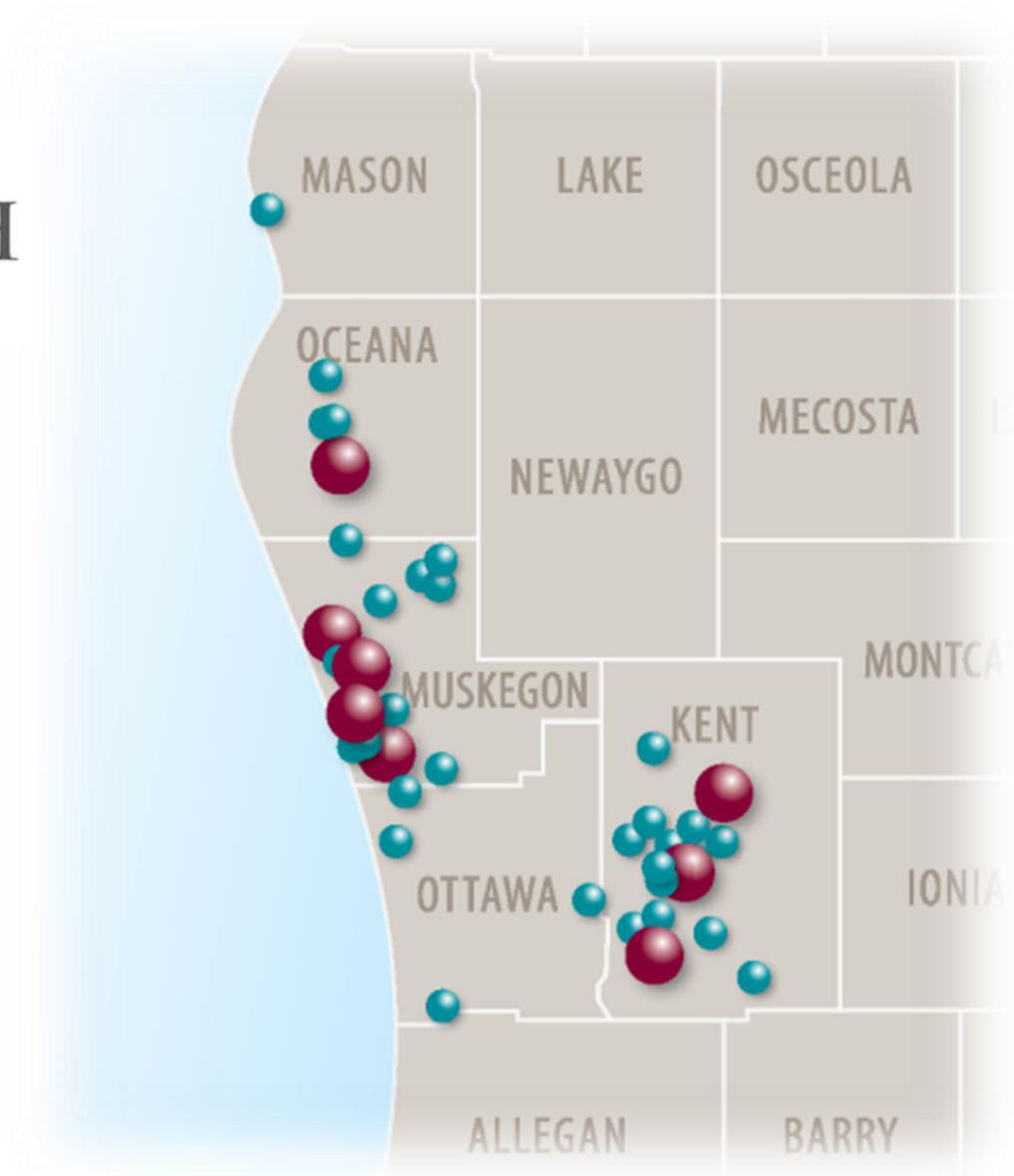
1,300 Medical Staff Physicians

491 Employed Network Providers

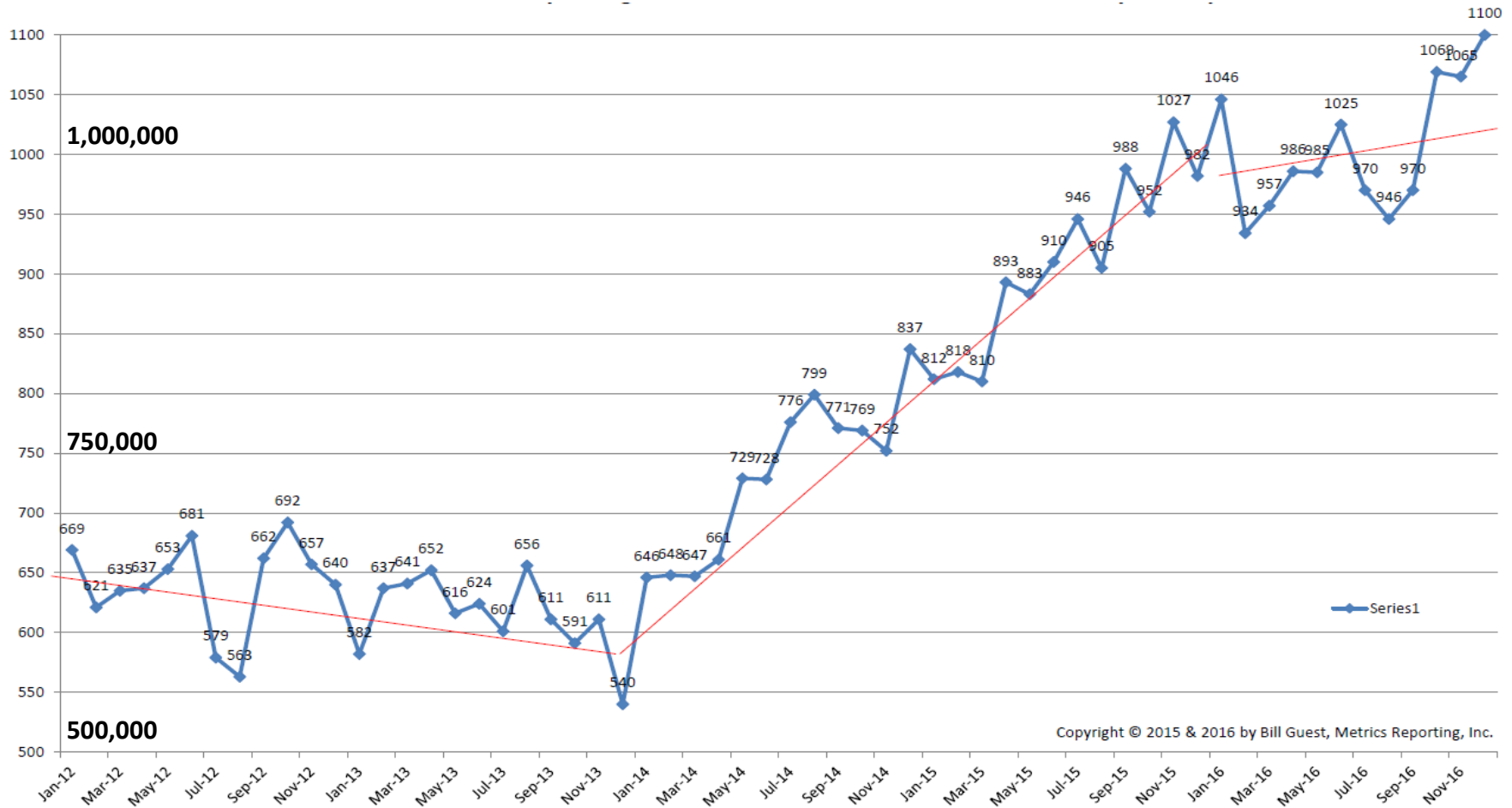
5 Hospital Campuses

Over 60 Medical Offices

5 Counties



US Healthcare Job Openings Trends (1,000s)



Copyright © 2015 & 2016 by Bill Guest, Metrics Reporting, Inc.

2012	2013	2014	2015	2016
------	------	------	------	------

Objectives

Create a continuous pipeline of diverse and highly qualified healthcare talent

Build highly effective career pathways

Work with national organizations to create standard credentials

Collaborate with area employers and educators

Partnership



Program Overview

A Visit from US Secretary of Labor Acosta, Governor Snyder, and Roger Curtis



USDOL Registered Apprenticeship

- Industry recognized credential
- 12 month program
- 24 hrs/wk on-the-job training
- 16 hrs/wk in-class learning
- 100% of tuition paid
- Quarterly wage increases

Making the Business Case

Primary care and specialty care practices projected 25% growth

Medical Assistants are in high demand and low supply

Aligns with our organizations' strategies around:

- Patient Experience
- Employee Engagement
- Continuous Learning
- Retention
- Good stewards of our resources
- Population Health

Cost savings:

Average MA Apprentice training cost:
\$23,941

Average turnover cost for an MA:
\$26,769



The MA apprenticeship helps assimilate individuals to the organization, and rotation through the different locations helps individuals identify the place they fit best.

Braided Funding

MA Apprenticeship Funding Opportunities – As of September 16, 2015

This chart outlines various funding opportunities that could be used in support of the MA apprenticeship program. Funding types that are in bold are more likely options than others. Some funding types cannot be used in combination; those constraints are listed in the notes section for each item as appropriate.

#	Funding Type	Amount	Income-Based?	Notes
1	Skilled Trades Training Fund	\$3,000	No	Competitive award process; provides funding for either/both classroom and on-the-job training. WMW will apply 10/1/15 for funding to be available 1/1/16.
2	Registered Apprenticeships and Pre-Apprenticeships	Varies	No	WMW will look into availability of funds based on local regulatory provisions from Department of Labor (DOL)/Workforce Innovation and Opportunity Act (WIOA). Funds cover Youth and individuals with a disability.
3	ITAs (Individual Training Accounts)	Up to \$6,000	Yes	Individual applies for funding to be paid for training expenses (tuition, fees, books). Requires enrollment in WIOA programming through WMW. Individuals receiving this funding may or may not be eligible to receive funding from #4, and will be determined on a case-by-case basis based on availability of funds.
4	Customized & Incumbent Worker Training	Up to \$25,000 per employer	No	Requires 50% employer match. Individuals must be employed for at least six months. Requires enrollment in WIOA programming through WMW. Individuals receiving this funding may or may not be eligible to receive funding from #3, and will be determined on a case-by-case basis based on availability of funds.
5	OJTs (On-the-job training)	\$1,000 (average)	Yes	For eligible new hires.
6	TAA (Trade Adjustment Assistance)	Varies	No	Federal program for dislocated individuals who lose jobs due to foreign trade.
7	Registered Apprenticeship Veterans Employment (RAVE)	Up to \$100,000	No	Funding is paid directly to Veterans who are in a DOL-approved apprenticeship and have GI Bill eligibility.
8	Federal Financial Aid via FAFSA (Free Application for Federal Student Aid)	Up to \$5,775	Yes	Pell Grant; individual receives money for college tuition and fees, any excess is refunded to the individual to provide for books, transportation, housing, and other related expenses.

Partnership with workforce development board and other community partners to identify federal, state, and local funds that can be braided

Employers pays remaining tuition not covered by grants, scholarships, or training funds



Apprenticeship**USA**

Outcomes

Cherry Health

Hired: 7 total apprentices
Graduated: 4
Post-grad retention: 100%
Graduating next week: 2

Mercy Health

Hired: 35 total apprentices
Graduated: 16
Post-grad retention: 81%
Graduating next week: 14

All Employers

Hired: 50 total apprentices
Graduated: 24
Currently enrolled: 20
Cohort 1: 28% diverse
Cohort 2: 32% diverse



Operations

Regular meeting schedule – meet biweekly throughout development then scaled back to monthly going forward. Should have representation from each apprenticeship partner:

Employers

Educators

Michigan Works - Business and Jobseeker

USDOL

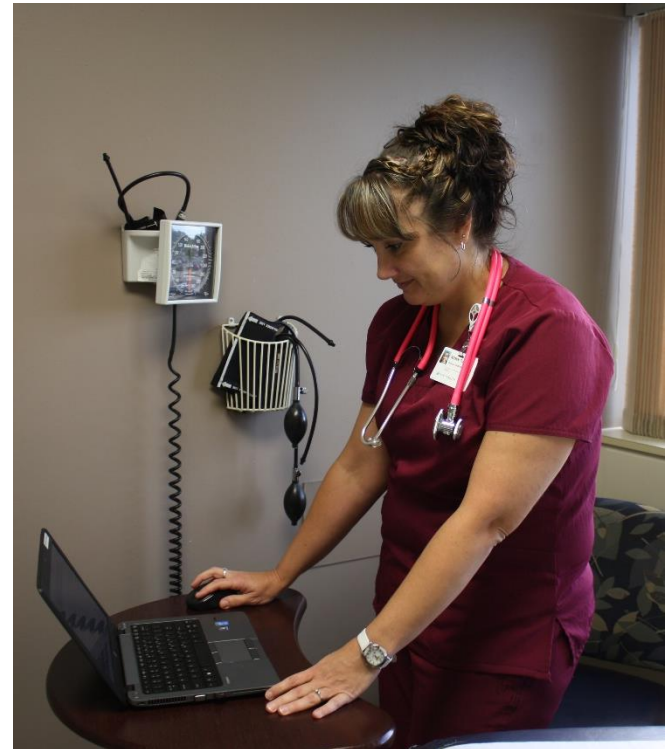
TIA

Surveys - conduct regular surveys of the apprentices throughout the program to and identify areas of opportunity and success. Surveys should ask about experiences with educator, employer, and Michigan Works.

Recruitment & Selection Process

Michigan Works, Employers, and Educators work together to promote the opportunity with community partners

1. Application of Interest
2. Information Session
3. Assessments
4. Meet with Career Coach, resume and interview prep, career pathway
5. Employer application
6. Employer selection and hiring process (varies)
7. If selected: Michigan Works funding application, college registration



Recommendations

- Understand that each employer has different budgets, processes, timeframes, capacities, and scope of services offered
- Employers may have common goals and visions, but they still must adhere to their organizations' needs and strategies
- Ensure the program is employer-led and demand driven
- Identify point person or people for the employer (should be rep from HR and clinical), educator, and Michigan Works
- Establish timelines early to allow for the internal processes at each employer
- Michigan Works as the convener and apprenticeship sponsor
- The group must build trust and rapport in order for this model to work

Questions

