

Program Endorsement Brief: 0514.20 – Medical Office Technology

Medical Administrative Assistant

Los Angeles/Orange County Center of Excellence, June 2021

Summary Analysis

Program Endorsement:	Endorsed: All Criteria Met <input checked="" type="checkbox"/>	Endorsed: Some Criteria Met <input type="checkbox"/>	Not Endorsed <input type="checkbox"/>
Program Endorsement Criteria			
Supply Gap:	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
Living Wage: (Entry-Level, 25th)	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
Education:	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
Emerging Occupation(s)			
Yes <input checked="" type="checkbox"/>		No <input type="checkbox"/>	

The Los Angeles/Orange County Center of Excellence for Labor Market Research (COE) prepared this report to provide Los Angeles/Orange County regional labor market supply and demand data related to two middle-skill occupations: *medical assistants* (31-9092); and *medical secretaries and administrative assistants* (43-6013). Middle-skill occupations typically require some postsecondary education, but less than a bachelor’s degree.¹ This report is intended to help determine whether there is demand in the local labor market that is not being met by the supply from community college programs that align with the relevant occupations.

Based on the available data, there appears to be a supply gap for the two occupations of interest in the region. In addition to more than half of incumbent workers having completed an associate degree or some college, half also have entry-level wages that exceed the living wage in Los Angeles County. **Therefore, due to all the criteria being met, the COE endorses this proposed program.** Detailed reasons include:

Demand:

- **Supply Gap Criteria** – Over the next five years, there is projected to be nearly **7,500 jobs available annually** in the region due to new job growth and replacements, **which is more than the 4,131 awards conferred annually** by educational institutions in the region.

¹ The COE classifies middle-skill jobs as the following:

- All occupations that require an educational requirement of some college, associate degree or apprenticeship;
- All occupations that require a bachelor’s degree, but also have more than one-third of their existing labor force with an educational attainment of some college or associate degree; or
- All occupations that require a high school diploma or equivalent or no formal education, but also require short- to long-term on-the-job training where multiple community colleges have existing programs.

- **Living Wage Criteria** – In Los Angeles County, the majority (50.4%) of annual job openings for the two occupations have entry-level wages above the county’s living wage (\$15.04/hour).²
- **Educational Criteria** – Within the LA/OC region, 50.1% of the annual job openings for the two occupations typically require a high school diploma.
 - National-level educational attainment data indicates between 54% and 63% of workers in the field have completed some college or an associate degree.

Supply:

- Between 2017 and 2020, 16 community colleges in the LA/OC region offered programs that have historically trained for the two occupations of interest, conferring an average of 629 awards annually between 2017 and 2020.
- Between 2016 and 2019, there was an average of 3,502 awards conferred annually in related training programs by non-community college institutions throughout the region.

Occupational Demand

Exhibit 1 shows the five-year occupational demand projections for the two occupations of interest. In Los Angeles/Orange County, the number of jobs related to these occupations is projected to increase by 4% through 2024. There will be nearly 7,500 job openings per year through 2024 due to job growth and replacements.

This report includes employment projection data by Emsi, which uses EDD information. Emsi’s projections are modeled on recorded (historical) employment figures and incorporate several underlying assumptions, including the assumption that the economy, during the projection period, will be at approximately full employment. To the extent that a recession or labor shock, such as the economic effects of COVID-19, can cause long-term structural change, it may impact the projections. At this time, it is not possible to quantify the impact of COVID-19 on projections of industry and occupational employment. Therefore, the projections included in this report do not take the impacts of COVID-19 into account.

Exhibit 1: Occupational demand in Los Angeles and Orange Counties³

Geography	2019 Jobs	2024 Jobs	2019-2024 Change	2019-2024 % Change	Annual Openings
Los Angeles	48,667	50,269	1,602	3%	5,408
Orange	17,843	18,689	846	5%	2,063
Total	66,510	68,958	2,448	4%	7,471

² Living wage data was pulled from California Family Needs Calculator on 5/19/2021. For more information, visit the California Family Needs Calculator website: <https://insightcced.org/2018-family-needs-calculator/>.

³ Five-year change represents new job additions to the workforce. Annual openings include new jobs and replacement jobs that result from retirements and separations.

Wages

The labor market endorsement in this report considers the entry-level hourly wages for the two occupations in Los Angeles County, as they relate to the county's living wage. Orange County wages are included below in order to provide a complete analysis of the LA/OC region. Detailed wage information, by county, is included in Appendix A.

Los Angeles County — More than half of the job openings for these occupations have entry-level wages **above** the living wage for one adult (\$15.04 in Los Angeles County). Typical entry-level hourly wages are in a range between \$14.44 and \$16.72. Experienced workers can expect to earn wages between \$21.27 and \$23.94, which are higher than the living wage estimate.

Orange County — Both of the occupations studied in this report have entry-level wages **below** the living wage for one adult (\$17.36 in Orange County). Typical entry-level hourly wages are in a range between \$14.66 and \$16.96. Experienced workers can expect to earn wages between \$21.60 and \$24.28, which are higher than the living wage estimate.

Job Postings

Over the past 12 months, there have been 24,942 online job postings for the two occupations of interest. Of these 24,942 job postings, 46% were for *medical assistants* (11,413 job postings); 39% for *medical secretaries* (9,796); and 15% for *patient representatives* (3,733), an emerging occupation. The highest number of job postings were for medical assistants, medical receptionists, front desk receptionists, dental receptionists and dental front office. The top skills were scheduling, appointment setting, front office, customer service, and administrative support. The top employers, by number of job postings, in the region were PIH Health, Optum, and University of California.

It is important to note that the job postings data included in this section reflects online job postings listed in the past 12 months and does not yet demonstrate the impact of COVID-19. While employers have generally posted fewer online job postings since the beginning of the pandemic, the long-term effects are currently unknown.

Educational Attainment

The Bureau of Labor Statistics (BLS) lists a postsecondary non-degree award as the typical entry-level education for *medical assistants* and a high school diploma or equivalent for *medical secretaries and administrative assistants*. In the LA/OC region, the majority of annual job openings (50.1%) typically require a high school diploma. National-level educational attainment data indicates that between 54% and 63% of workers in the field have completed some college or an associate degree.

Of the 55% job postings listing a minimum education requirement in Los Angeles/Orange County, 97% (13,271) requested a high school diploma and 3% (373) requested an associate degree.

Educational Supply

Community College Supply — Exhibit 2 shows the annual and three-year average number of awards conferred by community colleges in the related TOP codes: Medical Office Technology (0514.20); Medical Assisting (1208.00); Clinical Medical Assisting (1208.10); and Administrative Medical Assisting (1208.20). The colleges with the most completions in the region are Santa Ana, North Orange Adult, and Saddleback. Over the past 12 months, there were three other related program recommendation requests from regional community colleges.

Exhibit 2: Regional community college awards (certificates and degrees), 2017-2020

TOP Code	Program	College	2017-18 Awards	2018-19 Awards	2019-20 Awards	3-Year Average
0514.20	Medical Office Technology	East LA	-	-	1	0
		Glendale	10	11	21	14
		LA City	-	3	-	1
		LA Harbor	1	1	2	1
		LA Trade	16	1	3	7
		Santa Monica	14	14	28	19
		LA Subtotal	41	30	55	42
Supply Subtotal/Average			41	30	55	42
1208.00	Medical Assisting	Cerritos	42	39	17	33
		East LA	1	1	33	12
		Glendale	1	20	1	7
		LA Pierce	-	-	5	2
		Long Beach	39	51	61	50
		Pasadena	15	17	16	16
		West LA	30	15	19	21
		LA Subtotal	128	143	152	141
		North Orange Adult	131	148	76	118
		Orange Coast	31	25	12	23
		Saddleback	27	35	28	30
		Santa Ana	131	142	174	149
		OC Subtotal	320	350	290	320
		Supply Subtotal/Average			448	493
1208.10	Clinical Medical Assisting	Long Beach	4	8	-	4
		West LA	5	12	16	11
		LA Subtotal	9	20	16	15
		Saddleback	24	22	15	20
		OC Subtotal	24	22	15	20

TOP Code	Program	College	2017-18 Awards	2018-19 Awards	2019-20 Awards	3-Year Average
Supply Subtotal/Average			33	42	31	35
1208.20	Administrative Medical Assisting	Glendale	16	19	22	19
		Long Beach	-	1	-	0
		Santa Monica	6	5	13	8
		West LA	13	12	16	14
		LA Subtotal	35	37	51	41
		Saddleback	12	23	11	15
		Santiago Canyon	48	40	15	34
		OC Subtotal	60	63	26	50
Supply Subtotal/Average			95	100	77	91
Supply Total/Average			617	665	605	629

Non-Community College Supply — For a comprehensive regional supply analysis, it is also important to consider the supply from other institutions in the region that provide relevant training programs. Exhibit 3 shows the annual and three-year average number of awards conferred in programs crosswalked to TOP that have historically trained for the two occupations of interest. Due to different data collection periods, the most recent three-year period of available data is from 2016 to 2019. Between 2016 and 2019, non-community college institutions in the region conferred an average of 3,502 awards annually in related training programs.

Exhibit 3: Regional non-community college awards, 2016-2019

CIP	Program	Institution	2016-17 Awards	2017-18 Awards	2018-19 Awards	3-Year Average
51.0705	Medical Office Management / Administration	Concorde Career College- North Hollywood	15	13	0	9
		Los Angeles ORT College- Los Angeles Campus (CLOSED)	21	10	14	15
		National Career College	44	22	20	29
51.0706	Health Information / Medical Records Administration / Administrator	Eagle Rock College	0	3	1	1
		Fremont College	0	9	5	5
		University of Phoenix- California	13	6	2	7
51.0710	Medical Office Assistant / Specialist	Concorde Career College-Garden Grove	14	12	14	13
		Concorde Career College- North Hollywood	0	0	17	6

CIP	Program	Institution	2016-17 Awards	2017-18 Awards	2018-19 Awards	3-Year Average
		Eagle Rock College	5	0	0	2
		Platt College- Anaheim	0	6	9	5
		Platt College- Los Angeles	25	15	17	19
		Pomona Unified School District Adult and Career Education	16	31	23	23
		Premiere Career College	2	1	0	1
		United Education Institute-Huntington Park Campus	34	31	43	36
		Virginia Sewing Machines and School Center	91	105	0	65
51.0714	Medical Insurance Specialist / Medical Biller	ABC Adult School	0	10	16	9
		Advanced College	0	5	0	2
		American College of Healthcare and Technology	18	17	14	16
		Carrington College-Pomona	11	0	0	4
		Diversified Vocational College	0	33	60	31
		Downey Adult School	78	98	51	76
		Eagle Rock College	40	53	36	43
		Glendale Career College	4	8	6	6
		Hacienda La Puente Adult Education	74	35	36	48
		Healthcare Career College	7	0	0	2
		North-West College-Anaheim	33	19	13	22
		North-West College-Glendale	4	11	8	8
		North-West College-Long Beach	3	19	11	11
		North-West College-Pomona	12	7	7	9
		North-West College- Van Nuys	10	5	11	9
		North-West College-West Covina	73	45	52	57
		Palladium Technical Academy Inc	8	5	3	5
		PCI College	0	0	3	1

CIP	Program	Institution	2016-17 Awards	2017-18 Awards	2018-19 Awards	3-Year Average
		Pomona Unified School District Adult and Career Education	0	4	10	5
		University of Antelope Valley	0	0	12	4
		Valley College of Medical Careers	15	2	8	8
51.0716	Medical Administrative / Executive Assistant and Medical Secretary	Galaxy Medical College	19	18	14	17
		High Desert Medical College	9	2	7	6
		North-West College- Anaheim	0	0	0	0
		North-West College- Glendale	2	1	0	1
		North-West College- Long Beach	1	2	2	2
		North-West College- Pomona	5	3	1	3
		North-West College- Van Nuys	3	0	1	1
		North-West College- West Covina	9	5	12	9
51.0801	Medical / Clinical Assistant	ABC Adult School	0	8	8	5
		American Career College- Anaheim	190	188	164	181
		American Career College- Los Angeles	312	281	256	283
		Angeles College	28	28	46	34
		Baldwin Park Adult & Community Education	32	34	31	32
		California Career Institute	32	28	10	23
		California Healing Arts College	16	16	17	16
		Career Care Institute	61	52	34	49
		Career Networks Institute	18	13	17	16
		Carrington College- Pomona	21	0	0	7
		CBD College	47	44	28	40
		CES College	19	12	2	11
		Concorde Career College- Garden Grove	86	106	74	89
		Concorde Career College- North Hollywood	152	115	78	115

CIP	Program	Institution	2016-17 Awards	2017-18 Awards	2018-19 Awards	3-Year Average
		Downey Adult School	232	262	214	236
		Eagle Rock College	0	0	6	2
		East San Gabriel Valley Regional Occupational Program	98	53	54	68
		Glendale Career College	28	39	15	27
		Hacienda La Puente Adult Education	28	14	21	21
		Healthcare Career College	23	27	11	20
		Integrity College of Health	0	5	6	4
		InterCoast Colleges-Santa Ana	4	3	3	3
		Los Angeles ORT College-Los Angeles Campus (CLOSED)	0	0	0	0
		Modern Technology School	8	4	6	6
		National Career College	68	66	90	75
		National Polytechnic College	9	8	8	8
		North-West College-Anaheim	80	57	60	66
		North-West College-Glendale	22	54	51	42
		North-West College-Long Beach	43	73	71	62
		North-West College-Pomona	55	44	67	55
		North-West College- Van Nuys	31	27	75	44
		North-West College-West Covina	117	87	127	110
		Palladium Technical Academy Inc	30	18	12	20
		Platt College- Anaheim	0	11	10	7
		Platt College- Los Angeles	40	9	8	19
		Premiere Career College	23	23	3	16
		Regan Career Institute	3	15	19	12
		South Coast College	16	12	10	13
		Southern California Health Institute	0	13	46	20

CIP	Program	Institution	2016-17 Awards	2017-18 Awards	2018-19 Awards	3-Year Average
		Trinity School of Health and Allied Sciences	1	1	0	1
		UEI College- Gardena	161	156	171	163
		United Education Institute-Anaheim	109	107	144	120
		United Education Institute-Encino	154	163	184	167
		United Education Institute-Huntington Park Campus	208	183	208	200
		United Education Institute-West Covina	113	143	125	127
		Universal Healthcare Careers College	74	77	83	78
		University of Antelope Valley	55	50	49	51
		Valley College of Medical Careers	31	36	27	31
51.0802	Clinical/Medical Laboratory Assistant	Los Angeles ORT College- Los Angeles Campus (CLOSED)	79	61	26	55
		Grand Total / Average	3,675	3,497	3,334	3,502

Appendix A: Occupational demand and wage data by county

Exhibit 4. Los Angeles County

Occupation (SOC)	2019 Jobs	2024 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	Entry-Level Hourly Earnings (25 th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75 th Percentile)
Medical Secretaries and Administrative Assistants (43-6013)	24,846	25,228	382	2%	2,726	\$16.72	\$20.17	\$23.94
Medical Assistants (31-9092)	23,822	25,042	1,220	5%	2,682	\$14.44	\$17.35	\$21.27
Total	48,667	50,269	1,602	3%	5,408			

Exhibit 5. Orange County

Occupation (SOC)	2019 Jobs	2024 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	Entry-Level Hourly Earnings (25 th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75 th Percentile)
Medical Secretaries and Administrative Assistants (43-6013)	9,131	9,274	143	2%	1,020	\$16.96	\$20.46	\$24.28
Medical Assistants (31-9092)	8,712	9,414	702	8%	1,043	\$14.66	\$17.62	\$21.60
Total	17,843	18,689	846	5%	2,063			

Exhibit 6. Los Angeles and Orange Counties

Occupation (SOC)	2019 Jobs	2024 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	Typical Entry-Level Education
Medical Secretaries and Administrative Assistants (43-6013)	33,977	34,502	525	2%	3,746	High school diploma or equivalent
Medical Assistants (31-9092)	32,533	34,456	1,923	6%	3,725	Postsecondary non-degree award
Total	66,510	68,958	2,448	4%	7,471	

Appendix B: Sources

- O*NET Online
- Labor Insight/Jobs (Burning Glass)
- Economic Modeling Specialists, International (Emsi)
- Bureau of Labor Statistics (BLS)
- Employment Development Department, Labor Market Information Division, OES
- California Community Colleges Chancellor's Office Management Information Systems (MIS)
- California Family Needs Calculator, Insight Center for Community Economic Development
- Chancellor's Office Curriculum Inventory (COCI 2.0)

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