

Meeting Summary for Healthcare Hub Grant  
March 6, 2024

Discussion:

1. **Pre-requisites:** Medical Terminology is a prerequisite course for the medical assistant certificate program at STCC.
2. **Program Eligibility:** Applicants must be math and English eligible before they are placed in the medical assistant certificate program.
3. **Medical Assistant Tutors:** A follow-up from an initial discussion amongst the medical assistant training programs is that students would benefit from tutoring. A recommendation was made to include the cost of tutors in the medical assistant training.
4. **Recruitment and single point of contact:** Shana will be the single POC at STCC. The single POC of contact at MassHire Holyoke is:?. The single POC of contact at MassHire Springfield is:?
5. **Referral process:** Careers centers will refer candidates to STCC by contacting Shana Perez. Shana will also refer students to MassHire to apply for the grant, with the understanding most students will qualify for other funding now available at the college.
6. **Competition against multiple funding sources:** The career centers discuss highlighting job placement services and one-on-one job coaching as additional benefits for participants
7. **Case management and Customer Support:** Discussion to maintain communication and sustain support of grant participants include case managers attending program orientation better connect with customers and potentially provide extra help, and a case managers attend classes as a guest.

Next Steps:

1. **Pre-requisites:** Medical Terminology will be offered twice in the summer. Session I & II. Applicants will be able to complete the prerequisite prior to the start of the program. The grant will cover the cost of the course.
2. **Program Eligibility:** N/A
3. **Medical Assistant Tutors:** Shana explained that tutoring is embedded in the program and direct support is provided by faculty. She does not believe the added tutoring support is needed, but she would confer with Chris Scott before making a final decision.
4. **Recruitment and single point of contact:** Shana will work with the admissions office and the career centers to ensure all candidates are contacted and receive the necessary communication and follow-up from the college. Shana will also ensure the candidates take the necessary next steps to complete their registration and enrollment.
5. **Referral process:** N/A
6. **Competition against multiple funding sources:** N/A

8. **Case management and Customer Support:** Shana will seek approval to allow case managers to attend orientation and stop in a class session to see and connect with grant recipients.
7. **Section 30:** MHHCWB will explore the possibility of STCC's medical assistant program Section 30 approved, which would allow those who have been laid off to continue collecting their unemployment while attending the program.

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<https://docs.google.com/document/d/1gRaY3aC33YPZS8V0WzFGmMdRG-LfDh7IhoHc7Y0-NoA/edit?usp=sharing>

**Next Meeting: Wednesday, March 27, 2024 @ 1pm - Zoom**