

Program Endorsement Brief: 0514.20/Medical Office Technology
Medical Administrative Office Technician Certificate
 Orange County Center of Excellence, March 2021

Summary Analysis

Program Endorsement:	Endorsed: All Criteria Met <input type="checkbox"/>	Endorsed: Some Criteria Met <input checked="" 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 type="checkbox"/>	No	<input checked="" type="checkbox"/>
Education:	Yes <input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Emerging Occupation(s)			
	Yes <input type="checkbox"/>	No	<input checked="" type="checkbox"/>

The 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 one middle-skill occupation: *medical secretaries and administrative assistants* (43-6014). 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 *medical secretaries and administrative assistants* in the region and nearly half of workers in the field have completed some college or an associate degree. However, typical entry-level wages are lower than the living wage in Orange County. **Therefore, due to some of 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 **4,480 jobs available annually** in the region due to new job growth and replacements, **which is more than the 807 awards conferred annually** by educational institutions in the region.
- **Living Wage Criteria** – Within Orange County, **typical entry-level hourly wages** for medical secretaries and administrative assistants are **\$16.98, which is lower than the**

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.

California Family Needs Calculator hourly wage (living wage) for one adult in the region (\$17.36 in Orange County).²

- **Educational Criteria** – The Bureau of Labor Statistics (BLS) lists a **high school diploma** as the **typical entry-level education for medical secretaries and administrative assistants**.
 - However, the national-level educational attainment data **46.2% of workers in the field have completed some college or an associate degree**.

Supply:

- There are **11 community colleges** in the LA/OC region that issue awards related to medical office technology, conferring an average of **139 awards annually** between 2016 and 2019.
- Between 2014 and 2017, there was an average of **668 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 *medical secretaries and administrative assistants*. In Los Angeles/Orange County, the number of jobs related to these occupations is projected to increase by 8% through 2024. There will be nearly 4,500 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	25,030	26,911	1,881	8%	3,261
Orange	9,158	9,958	801	9%	1,219
Total	34,188	36,870	2,682	8%	4,480

Wages

The labor market endorsement in this report considers the entry-level hourly wages for *medical secretaries and administrative assistants* in Orange County as they relate to the county’s living

² Living wage data was pulled from California Family Needs Calculator on 3/18/2021. 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.

wage. Los Angeles 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.

Orange County— The typical entry-level hourly wages for *medical secretaries and administrative assistants* are \$16.98, which is below the living wage for one adult (\$17.36 in Orange County). Experienced workers can expect to earn wages of \$24.32, which is higher than the living wage estimate. Orange County's average wages are below the average statewide wage of \$21.21 for this occupation.

Los Angeles County— The typical entry-level hourly wages for *medical secretaries and administrative assistants* are \$16.69, which is above the living wage for one adult (\$15.04 in Los Angeles County). Experienced workers can expect to earn wages of \$23.90, which is higher than the living wage estimate. Los Angeles County's average wages are below the average statewide wage of \$21.21 for this occupation.

Job Postings

There were 9,272 online job postings related to *medical secretaries and administrative assistants* listed in the past 12 months. The highest number of job postings were for medical receptionists, dental front office workers, front desk receptionists, veterinary receptionists, and dental receptionists. The top skills were: administrative support, scheduling, front office work, appointment setting, and customer service. The top three employers, by number of job postings, in the region were: PIH Health, Anthem Blue Cross, and Prime Healthcare Services.

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 high school diploma as the typical entry-level education for *medical secretaries and administrative assistants*. However, the national-level educational attainment data indicates 46.2% of workers in the field have completed some college or an associate degree. Of the 53% of *medical secretaries and administrative assistants* job postings listing a minimum education requirement in Los Angeles/Orange County, 91% (4,472) requested a high school diploma, 6% (318) requested a bachelor's degree and 2% (111) requested an associate degree.

Educational Supply

Community College Supply—Exhibit 2 shows the three-year average number of awards conferred by community colleges in the related TOP codes: Medical Office Technology (0514.20), and Administrative Medical Assisting (1208.20). The colleges with the most completions in the region are: Santiago Canyon, Glendale, Saddleback, and Santa Monica. Over the past 12 months, there were no other related program recommendation requests from regional community colleges.

Exhibit 2: Regional community college awards (certificates and degrees), 2016-2019

TOP Code	Program	College	2016-2017 Awards	2017-2018 Awards	2018-2019 Awards	3-Year Award Average
0514.20	Medical Office Technology	East LA	1	-	-	0
		Glendale	9	10	11	10
		LA City	40	-	3	14
		LA Harbor	4	1	1	2
		LA Trade	11	16	1	9
		Santa Monica	8	14	14	12
		LA Subtotal	73	41	30	48
Supply Subtotal/Average			73	41	30	48
1208.20	Administrative Medical Assisting	East LA	3	-	-	1
		Glendale	16	16	19	17
		Long Beach	-	-	1	0
		Pasadena	1	-	-	0
		Santa Monica	6	6	5	6
		West LA	4	13	12	10
		LA Subtotal	30	35	37	34
		Saddleback	20	12	23	18
		Santiago Canyon	28	48	40	39
		OC Subtotal	48	60	63	57
Supply Subtotal/Average			78	95	100	91
Supply Total/Average			151	136	130	139

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 training programs for *medical secretaries and administrative assistants*. Exhibit 3 shows the annual and three-year average number of awards conferred by these institutions in the related Classification of Instructional Programs (CIP) Codes: Medical Office Management/Administration (51.0705), Health Information/Medical Records Administration/Administrator (51.0706), Medical Office Assistant/Specialist (51.0710), Medical Insurance Specialist/Medical Biller (51.0714), and Medical Administrative/Executive Assistant and Medical Secretary (51.0716). Due to different data collection periods, the most recent three-year period of available data is from 2014 to 2017. Between 2014 and 2017, four-year colleges in the region conferred an average of 668 awards annually in related training programs.

Exhibit 3: Regional non-community college awards, 2014-2017

CIP Code	Program	College	2014-2015 Awards	2015-2016 Awards	2016-2017 Awards	3-Year Award Average
51.0705	Medical Office Management/ Administration	Concorde Career College-North Hollywood	20	24	15	20
		Los Angeles ORT College-Los Angeles	17	4	21	14
		Los Angeles ORT College-Van Nuys	5	11	9	8
		National Career College	6	43	44	31
51.0706	Health Information/ Medical Records Administration/ Administrator	University of Phoenix-CA	16	27	13	19
51.0710	Medical Office Assistant/ Specialist	American Career College-Anaheim	4	1	-	2
		American Career College-Long Beach	6	15	-	7
		American Career College-Los Angeles	4	3	-	2
		Concorde Career College-Garden Grove	-	-	14	5
		Eagle Rock College	14	15	5	11
		Galaxy Medical College	34	-	-	11
		Glendale Career College	8	-	-	3
		Los Angeles ORT College-Van Nuys	1	-	-	0
		Platt College-Los Angeles	45	59	25	43
		Pomona Unified School District Adult and Career Education	30	-	16	15
		Premiere Career College	4	1	2	2
		United Education Institute-Huntington Park	-	3	34	12
Virginia Sewing Machines and School Center	44	50	91	62		

CIP Code	Program	College	2014-2015 Awards	2015-2016 Awards	2016-2017 Awards	3-Year Award Average
51.0714	Medical Insurance Specialist/ Medical Biller	Advanced College	2	3	-	2
		American College of Healthcare	12	17	18	16
		Carrington College-Pomona	11	16	11	13
		Concorde Career College-Garden Grove	31	14	-	15
		Downey Adult School	162	97	78	112
		Eagle Rock College	-	-	40	13
		Galaxy Medical College	6	-	-	2
		Glendale Career College	-	9	4	4
		Hacienda La Puente Adult Education	57	60	74	64
		Healthcare Career College	14	7	7	9
		North-West College-Glendale	11	6	4	7
		North-West College-Long Beach	18	9	3	10
		North-West College-Pasadena	6	10	10	9
		North-West College-Pomona	7	8	12	9
		North-West College-Santa Ana	1	9	33	14
		North-West College-West Covina	23	13	73	36
		Palladium Technical Academy	16	11	8	12
Valley College of Medical Careers	17	20	15	17		
51.0716	Medical Administrative/ Executive Assistant and Medical Secretary	Advanced College	1	-	-	0
		American College of Healthcare	2	1	-	1
		Galaxy Medical College	-	6	19	8
		North-West College-Glendale	12	5	2	6
		North-West College-Long Beach	-	1	1	1
		North-West College-Pasadena	4	2	3	3
		North-West College-Pomona	4	3	5	4
		North-West College-West Covina	17	12	9	13
Supply Total/Average			692	595	718	668

Appendix A: Occupational demand and wage data by county

Exhibit 4. 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)	9,158	9,958	801	9%	1,219	\$16.98	\$20.48	\$24.32

Exhibit 5. 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)	25,030	26,911	1,881	8%	3,261	\$16.69	\$20.13	\$23.90

Exhibit 6. Los Angeles and Orange Counties

Occupation (SOC)	2019 Jobs	2024 Jobs	5-Yr Change	5-Yr % Change	Annual Openings
Medical Secretaries and Administrative Assistants (43-6013)	34,188	36,870	2,682	8%	4,480

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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March 2021

