



## HEALTHCARE REGIONAL ADVISORY & INDUSTRY SKILLS PANEL

San Antonio Regional Hospital  
999 San Bernardino Road, Upland, CA 91786  
October 28, 2019

### POST MEETING MINUTES & INFORMATION



## Strong Work**Force**

For more information, please contact:  
Susanne Mata, [smata@sbccd.edu](mailto:smata@sbccd.edu)  
*Regional Director, Employer Engagement*  
*ICT & Digital Media Sector, Inland Empire/Desert Region*

OR

Lori Benson, [lbenson@sbccd.edu](mailto:lbenson@sbccd.edu)  
Regional Advisory Project Manager

## **TABLE OF CONTENTS**

Background, Mission, Goals	2
Agenda	3
Industry Advisors (Panelists)	4
Industry Skills Panel Questions & Responses	9
Breakout Group Questions & Responses	11
LinkedIn & Photos	18
Labor Market Information	
Employability Skills Survey Results	
Attendance	

### **- BACKGROUND -**

The Regional CTE Advisory Pilot Project is funded by the Inland Empire/Desert Region Consortium's Strong Workforce Program. This project answers growing interest and requests to provide a “regional advisory format”, accessible to all community colleges, ROP's, and K-12's in our diverse region, while also meeting Perkins and other grant requirements. In partnering with CRY-ROP, a dynamic advisory format has been developed. In collaboration with Inland Empire Economic Partnership (IEEP), Regional CTE Advisory Communities are being established, with meetings facilitated throughout the Region. This format allows for a purposeful gathering of educators and industry advisors, sharing their knowledge and expertise on a regional basis, without over-taxing industry advisors with multiple meetings throughout the year.

### **- MISSION -**

The mission of this project is to promote student success and to innovate for jobs and the economy: to gather community stakeholders sparking innovative, invigorating conversation between educators and industry professionals. Educators discover the latest business and entrepreneurial trends, industry demands, employment skills needed, and training practices. Industry partners gain an understanding regarding the importance of their expertise and advisement, in areas such as: updating curriculum, new coursework and certificates, equipment and programs needed, thus, benefitting community stakeholders, students, individuals, and businesses.

### **- GOAL -**

The overarching goal of this project is to enhance career education and to meet the demands of the economy and the labor market: to evaluate, strengthen, and revise curriculum to ensure alignment from education to employment. Preparing a highly-skilled workforce, meeting today's new and ever-changing industry needs, is at the core. More students will possess valuable skills, earn meaningful certificates, and participate in internship opportunities, leading to living-wage employment in their chosen field of study. Ultimately, career pathways will improve and high-demand jobs will be filled.



## HEALTHCARE WEST AGENDA

SPECIAL THANKS TO:



**SAN ANTONIO HEALTH**

*Lewis - San Antonio  
Healthy Communities Institute*

San Antonio Regional Hospital  
999 San Bernardino Road, Upland, CA 91786  
Aita Auditorium  
Monday, October 28, 2019  
8:45 am – 2:00 pm



Health Workforce Initiative

- 8:45 am Registration, Networking, Light Continental
- 9:00 am Welcome & Introductions: Lori Benson, Project Manager; Jason Cordova, Inland Empire Economic Partnership; Wendy Deras, Regional Director of Employment Engagement for Health, Desert/Inland Empire
- 9:15 am Lewis-San Antonio Healthy Communities Institute  
Terisha Gamboa, Healthy Communities Specialist
- 9:30 am Labor Market Information, Michael Goss, Center of Excellence, Regional Director
- 10:00 am *Industry Skills Panel*  
*Moderator: Angelica Baltazar*  
*Executive Director, Lewis-San Antonio Healthy Communities Institute*
- 11:00 am Panel Q & A - Ask the Experts
- 11:30 am Lunch with Colony High School and Alta Loma Health Academy Students
- 12:30 pm Community College Updates
- 12:45 pm Pathway Development Breakout Groups by Sub-sector
- 1:30 pm Group Report-outs
- 2:00 pm Adjourn, thank you for attending!



#HealthinlandempireAdvisory  
#ieHealthcare

### Follow Us on Twitter:

Inland Empire Economic Partnership Consortium @IEEP_	Inland Empire/Desert Region @cte_iedrc
Advanced Manufacturing Energy/Construction/utilities @jon_caffery	ICT/Digital Media @DSN_Alan
Business & Entrepreneurship @krashkip	Healthcare @InlandEmpireHealthDSN

For post-meeting communication, please join this LinkedIn Group: <http://bit.ly/HealthRACGroup>





## HEALTHCARE

*Please Meet Our Esteemed Panel of Industry Experts:*

### **PANEL MODERATOR**



**Angelica Baltazar, MSW, Executive  
San Antonio Regional Hospital  
Lewis-San Antonio Healthy Communities Institute  
[abaltazar@sarh.org](mailto:abaltazar@sarh.org)**

Angelica Baltazar is the Executive Director of the Lewis-San Antonio Healthy Communities Institute at San Antonio Regional Hospital. She joined San Antonio after a career as a health and human services professional with roles in social work, public health, local government, and most recently, technology. She is experienced across many sectors in both for profit and not-for-profit organizations including education, community organizations, faith-based organizations, and healthcare. She also brings experience in providing technical assistance to local governments giving specific recommendations for policy and environmental strategies to improve residents' health. Angelica's experiences in both the public health and human service industries equip her to work effectively with health and human services administrators, public health organizations, social services, and not-for-profit organizations.

Angelica holds a Bachelor of Social Work (BSW) from California State Polytechnic University, Pomona and a Master of Social Work (MSW) in Policy, Planning, and Administration from Loma Linda University. She is actively involved on local non-profit boards continuing to keep her hands on the pulse of the community.

### **INDUSTRY PANELISTS:**



**Annette Greenwood BSN, MHA, RN**  
**Senior Vice President Patient Care Services**  
**Chief Nursing Officer**  
**Riverside Community Hospital**  
**[annette.greenwood@hcahealthcare.com](mailto:annette.greenwood@hcahealthcare.com)**

Annette Greenwood is the Senior Vice President Patient Care Services, Chief Nursing Officer for Riverside Community Hospital (RCH) since 2015. Annette has served in various leadership roles for over 20 years, providing executive leadership as CNO, COO, and Ambulatory Care Director working in both the public and private sector in acute and ambulatory care facilities. She is a passionate advocate for patients, leading the way with innovations that optimize patient outcomes. Her desire to improve the experience for new graduate nurses led to creative solutions collaborating with multiple academic institutions to provide successful transition to practice programs.

She received her Bachelor of Science Nursing Degree from Loma Linda University and her Master of Healthcare Administration from the University of Minnesota. She is a Fellow with America's Essential Hospitals. Annette participated as a Nursing Thought Leader working on The Future of Nursing Education Re-design through HealthImpact and was the project lead for work defining the Value of Nursing sponsored by the California Hospital Association and HealthImpact.



**Jarrod B. McNaughton**  
**Chief Executive Officer**  
**Inland Empire Health Plan (IEHP)**  
**[mcnaughton-j@iehp.org](mailto:mcnaughton-j@iehp.org)**

Jarrod B. McNaughton is the Chief Executive Officer of Inland Empire Health Plan (IEHP). In this role, he works collaboratively with the IEHP Governing Board to set the strategic vision and provide executive leadership for one of the 10 largest Medicaid health plans and the largest not-for-profit Medicare-Medicaid Plan in the U.S. He cultivates IEHP's strong partnership with Providers, hospitals and hundreds of community partners to deliver quality whole-person care to more than 1.2 million Members. He ensures financial stewardship and stability for IEHP's more than \$5.4 billion operational budget.

A visionary health care leader, Mr. McNaughton joined IEHP in 2018 as Chief Operating Officer (COO). In this role, he was responsible for the operations, claims, provider contracts, enrollment and eligibility, performance improvement and Member services departments, supporting IEHP's organizational directives, advancing IEHP's LEAN transformation, and ensuring IEHP's mission to deliver quality service to our Members and Providers effectively and efficiently.

Prior to IEHP, Mr. McNaughton served in several roles of increasing responsibility in mostly hospitals and

large hospital systems. For nearly 20 years, he has led multi-tiered operational strategies and innovation that consistently generated superior results. He has a well-established reputation for building dynamic teams, developing leaders and fostering key relationships in the community. His ability to remove obstacles and empower everyone, from frontline Team Members to Physicians, will help support IEHP's position of strength in the ever-changing health care environment.

Mr. McNaughton's roles as President of Kettering Medical Center and Executive Vice President of Kettering Health Network demonstrated his strategic business acumen, empathy and visionary leadership. He developed a coordinated and detailed strategy for the entire network and spearheaded many forward-looking changes in services and delivery of care to patients at those facilities. The Kettering Health Network in Southwest Ohio includes eight hospitals, nine emergency departments, many outpatient clinics and over 11,000 employees.

Prior to his role at Kettering Medical Center, Mr. McNaughton was Vice President at San Joaquin Community Hospital. Among his many achievements there, he developed and implemented a new mission and service department that helped increase patient satisfaction scores from the 40th percentile to the 85th percentile in less than a year.

Mr. McNaughton's strong commitment to the community fits well with IEHP's mission and company culture. He is an Assistant Clinical Professor at Loma Linda University and a board member for several educational and non-profit agencies. A volunteer with Global Medical Missions, an international aid organization, he has led short-term mission teams to Kenya, Malawi, Nigeria, India, Nepal, Honduras and Mexico. Away from work, he enjoys singing, musical theater and flying single-engine planes.

Mr. McNaughton pursued an undergraduate degree from Pacific Union College where he earned a bachelor's degree. He earned his master's degree in Business Administration from the University of La Verne, Graduate School of Business. In addition, he is a Fellow of the American College of Healthcare Executives.



**Robert Kambe, Director of Business Relations**  
**Avid Physical Therapy**  
**[bob@avidphysicaltherapy.com](mailto:bob@avidphysicaltherapy.com)**

Bob Kambe is a graduate of the University of California, Davis . He obtained his J.D. from the University of West Los Angeles School of Law.

He spent 18 years in the legal, regulatory and claims divisions for State Farm Insurance and as the Executive Consultant to the President of State Farm Insurance. After leaving State Farm he served as the

Regional Vice President for the Horace Mann Insurance Group restructuring the claims, legal and regulatory departments.

Leaving a short retirement he joined his son who is a Doctor of Physical Therapy and an Orthopedic Specialist with Avid Physical Therapy, part of the Team Movement for Life Physical Therapy clinics in California, Arizona and North Carolina with specialists in orthopedics, sports medicine, pediatrics, neurology, hand therapy and vestibular/concussion.

Bob currently serves as the Business Director for the Inland Empire clinics where he also serves as the chairman of the One Future Business Engagement Committee for the Coachella Valley high school medical and health academies and assisting and mentoring student interns and volunteers from College of the Desert and CSUSB.

**Carol Wagner, Clinical Specialist**  
**Providence Health Care**  
[Carol.wagner@dvr-llc.net](mailto:Carol.wagner@dvr-llc.net)

**Marina Karkas, HR Business Partner**  
**San Antonio Regional Hospital**  
[mkarkas@sarh.org](mailto:mkarkas@sarh.org)

**Susaniel Kesling, Associate Faculty, Pharmacy Tech**  
**Chaffey College**  
[Susaniel.Kesling@chaffey.edu](mailto:Susaniel.Kesling@chaffey.edu)

**Angela Coaston, Site Director**  
**Azusa Pacific University**  
[acoaston@apu.edu](mailto:acoaston@apu.edu)

**Justine Rangel, Administrative Manager, Workforce Education & Training**  
**San Bernardino County Behavioral Health Administration**  
[jrangel@dbh.sbcounty.gov](mailto:jrangel@dbh.sbcounty.gov)

## **SPEAKER**



Terisha Gamboa, Healthy Communities Specialist  
Lewis-San Antonio Healthy Communities Institute

[tgamboa@sarh.org](mailto:tgamboa@sarh.org)

Terisha holds a Bachelor's degree in Public Health Policy from University of California, Irvine and a Master's of Public Health degree in Health Education & Promotion from Loma Linda University. After graduating with her MPH, she became a Certified Health Education Specialist, educating in various healthcare and community settings to prevent chronic lifestyle diseases. Her public health experience stems from organizations throughout Southern California, such as the American Diabetes Association of Orange County, AmeriCorps in Downtown Los Angeles, and the Loma Linda Veterans Affairs Preventive Medicine Department. Her main focus has been in clinical health education for weight management, diabetes, and stop-smoking education for heart disease prevention. Terisha is currently a Healthy Communities Specialist at the Lewis-San Antonio Healthy Communities Institute. She manages professional development and wellness programs for the Inland Empire's youth population on lifestyle behaviors in nutrition, physical activity, and mental health. She enjoys working in community health by providing programs that teach community members about preventing disease.

## Healthcare Advisory Industry Skills Panel

### MINUTES

#### Question 1

What types of training, education, or community college credentials are desirable for entry-level positions in your field?

**Marina Karkas:** We have around 2500 employees. Around 60% of the jobs we have here require certification or licensing. We do hire entry level nursing aids that have to be enrolled in a nursing program.

**Carol Wagner:** We have a variety of opportunities. You can start as a Certified Nursing Assistant (CNA). 150 hours of training. We hire Registered Nurses, LVN's, dieticians, therapists, etc.

**Susaniel Kesling:** Minimal for pharmacy technology is you need to be licensed. An associates degree is best.

**Justine Rangel:** For our department we hire LVNs, clinical assistants, site techs, mental health nurses, IT personnel. Peer & Family Advocates would be our most basic position.

#### Question 2

What open positions do you have currently at your facility? What does your hiring process look like?

**Annette Greenwood:** Pretty much across the board. There are all kinds of entry level. My recommendation to someone trying to get their foot in the door I would recommend taking any opportunity you can so you can get experience. Our application process is online.

**Marina Karkas:** Everything is online. The application is pretty simple. We prefer it to be filled out completely. Then we do an interview and a background and health check.

#### Question 3

What interpersonal skills are most important in your industry?

**Robert Kambe:** Listening and communication skills. Being able to communicate with people.

**Carol Wagner:** Soft skills are very important. Being able to do profiles. Be able to work as a team. You're going to be working with the same 7 people 5 days a week. Be able to learn new technology quickly.

**Jarod:** You have to see healthcare as a calling not as a paycheck. We have a need for people who can come in and really crunch information and turn it into meaningful data.

#### Question 4

What foundational/technical skills are necessary for entry level positions within your industry?

**Annette Greenwood:** You have to like humans and have a love for people. You need to be able to use the everchanging technology. Also, project management is a big need. Be bold and hungry to learn and do what it takes.

**Carol Wagner:** Writing and effective speech communication. Understanding the basics of medical technology. To be able to hop from one system to another.

**Susaniel Kesling:** Communication skills including writing. Having the ability to paint a picture and describe it well. Legible handwriting is a must. Be able to use different technologies.

**Angel Coaston:** As faculty we are always looking at students. One thing that keeps kind resonating with me is to have compassion for other people.

### Question 5

What skills/knowledge is being required of new employees to address the latest trends in technology, equipment, regulations, laws, etc.?

**Jarod:** Our regulations change can change from week to week. Depending on the changes that take place we have to train for these changes all the time.

### Question 6

Does your company offer Internships? If so, what are the technical/non-technical skills needed? Also, what type of work do interns participate in?

**Annette Greenwood:** Pretty similar to most of the organizations we have ties to local programs for internships. You can pretty much throughout the hospitals.

**Jarod McNaughton:** I am an internship fanatic. It was my internship that helped propel me up to the position I'm in today. We need more internships and I really encourage them.

**Marina Karkas:** Most of our clinical areas have internships. Nursing departments especially.

**Robert Kambe:** All of our interns basically with physical aid therapists as well as some front office internships.

**Carol Wagner:** Our internships are usually set up through the schools involving many different fields.

**Angel Coaston:** Once you become a student there are lots of opportunities for student work as well as internships.

**Justine Rangel:** We offer several opportunities. For Bachelors and Masters as well as informal internships which are more of the volunteer style internships.

### Question 7

What new technology and/or equipment should educators be incorporating into courses?

**Annette Greenwood:** Interprofessional education and interprofessional communication is key moving forward. How we interact with each other. Never be afraid to ask questions. You don't have to make decisions on your own.

**Angel Coaston:** Really giving people an opportunity and really guide their education. Its better to have an exchange rather than just a lecture.

### Question 8

Where do you see the field of *Healthcare* going from here? Important Trends?

**Jarod McNaughton:** There is a lot of changes happening in the health care world. Bed side manner should not be changed. We need to keep that bedside manner and compassion for our patients. Get involved with your community and programs that can help support you as well so that your connections stay strong with your patients.

## Breakout Notes: Patient Care - Group 1 of 2

### Question 1:

**Educators, what programs are being offered on your campus?**

- *ROP Program:* Medical Assisting, LVN , pharmacy, medicine. There is a range of education question. Campus in Ontario, Chaffey high school colony, Alta Loma los osos, Clairmont, just to name a few.
- *Yucaipa High School:* Medical classes, medical assisting, – Veterinary technicians
- Lake arrow head- emergency medical program
- *Maria-* program in Fontana high, pharmacy technician and other things but mainly those
- *Yolanda-* intern assistant for RN program- Mt. Sac

### Question 2:

**Educators, what technology and programs are being used in the classroom?**

- *Martha:* We have updated our game in technology- chrome books, laptop with mac books.
- *CRY-ROP district:* learning how to scan and impute everything for medical assisting
  - Q) question are people there to assist?
  - A) yes, we have it people coming to help. They have virtual field trips all the time. They were able to watch medical things while they were actually happening. Virtual autopsy where they can talk to each other and ask question while it was live.

- *Maria:* use of computers and virtual field trips where they get to see a day in a life of a medical professional. They get to use echoscopes- I use Prezi when doing presentations.
- *Kelly:* computer labs laptops and electronics such as medical also includes dialysis electro cardiogram that they get to do.
- *Christine:* Approved for ice videos which is made by an occupational therapist where you get to see what the medical professional is doing. Using videos where they see the patience, they are better at understanding how the therapy works.
- *Valley college:* simulators, birth simulators where students in groups get to use it. We need someone who can manipulate the computer, faculty alone cannot do it-we are looking for a technician. we create custom quizzes online where the students can quiz themselves. K studies that are on the computers that students can use as well as tablets computers.

### Question 3:

#### **Educators, what new courses/technology do you see in your departments in the next few years?**

- *Martha:* Trying to find certifications and certify kids in programs- precision exams are being used, testing and certification is more challenging now.
- *Pat:* we don't have many and are trying to certify phlebotomy, we are always the last to know
- Baldy view staff: same idea they outsource their phlebotomy programs and doing some more community classes like CPR. I think some classes that I have gone to ask they want refresher classes for phlebotomy
- *Christine:* only talked about having a trainer strength and conditioning specialist.
- *Maria b:* The community colleges want to get the sims labs certified because they are getting a lot of displacement it will help off-set the clinical side.

### Question 4:

#### **What advice can be given to ROP and high school teachers that would help them better prepare students for transition to community college?**

- *Valerie:* I teach adult and high school class- a lot of my high school students don't understand the acceptance on how to get accepted. I have made an assignment to have them research how to get accepted a lot of my students did not know. It is about informing them to see what they would like. That was a big eye opener for my students- I need more contacts to have universities come and talk about college.
- How can we better that? A lot my students do not know who their counselors are or eve career tech. once you are in college no one will help you- it is more about training them and that is our part as educators
- Counselors just want the students to graduate instead of trying to get them to college- I have a lot of kids who come to me and say that they want to go to college.
- *Christine:* Website career tests can provide valuable information regarding health career options.

- *Maria*: career guidance specialists help students go over all of the soft skill training and we do that throughout the whole year. They find out what is good for them
- I have a question counselor that do credit recovery- how do you deal with students that don't know what they want. A lot of the students are failing because they don't want to be there.
  - a. *Valerie*- I had students like that- I paired them with someone who was interested in that career and it seemed to work. I had to set up strong boundaries from the beginning of the class.
  - b. *Christine*: I have a lot of freshmen who did not want to there
  - c. *Maria*: I made an appointment with the counselor to explain about the program and have them come into the program and see hands on what the program was about- once they saw that is when the credit recovery began to go low.
  - d. Kevin: counselors just want their credits and for them to recover- can the students keep up with that level of work then the counselors will send them to another class.

**Question 5:**

**Industry: What job openings and/or internship opportunities are currently available at your facility?**

**Industry: What are some of the biggest skills gaps that you have identified with the incoming student population?**

*Christine*: I saw a lot of students coming in that were not ready for college and the students do not understand the concept of late work being late even if it's one minute.

*ROP*: The students they don't understand what late is and get that 10 percent reduction- it's the soft skills that need to be taught prior to let them out to the real world. If I didn't take late work half my students would be failing.

*Martha*: how I fix that is by having a time in time out sign in sheet and I also have fake money that I use for them. They lose money if they don't sign in or if they are tardy. I make it kind of fun at the end of the quarter. It is worth it to me and it teaches them payroll, responsibility and makes it fun for them.

*Yolanda*: that teaches them good work ethic- so that they do not think that it is ok to do that in the real world. I think they are still very week in the writing- they don't even use spell check.

*Valerie*: teaching them to do vitals and it hurts to say that they cannot multiply easy numbers and they cannot tell time. They have to pull out their phone.

## Breakout Notes: Patient Care – Group 2 of 2

**Question 1:**

**Educators, what programs are being offered on your campus?**

- EMT, Paramedic, Dental Assistant, Dental Hygiene, Medical Assistant, Fire Tech, Radiology Tech, Respiratory Care, Health Careers Academy, Pharmacy Tech, LVN.

**Question #2:**

**Educators, what technology and programs are being used in the classroom?**

- Rim of the World High School: Z Space, software, text and curriculum

- Telehealth: Bob Kambe: upcoming, but already used with mental health practices
- Anatomized table (Vista del Lago) laptops with Medisoft software with mock scenarios for billing
- EHR for medical assisting
- New technology: MVC Makerspace: 3D printers, laser cutters, workstations
- EMS: simulators with video, animated

**Question #3:**

**Educators, what new courses/technology do you see in your departments in the next few years?**

- Health Information Specialist Position
- Cyber Security – HIT Programs, MVC
- Pain Management: physical therapy, any profession, LLU and APU
- Dialysis- need more education because diabetes is high in this region
- NEPRIS – virtual contact / speakers

**Question #4:**

**What advice can be given to ROP and high school teachers that would help them better prepare students for transition to community college?**

- Jillian Killer: Dual enrollment with Mt. San Jacinto
- Students are well prepared when they come out of the ROP programs
- ICEV certification <https://www.icevonline.com/industry-certifications> Val Verde district
- GenerationGO!: workforce readiness: 50 hours of training <http://wp.sbcounty.gov/workforce/youth/>

**Question 5:**

**Industry: What are some of the biggest skills gaps that you have identified with the incoming student population?**

- Baldy View ROP: 19 out of 23 students were hired from their internships
- Skills Gaps: soft skills, interpersonal skills

**Additional discussion:**

- Benefits for current high school students
- What services are offered?
- Exposure to students of that careers are available?
- When they know what services are provided? This would be helpful to show the types of jobs that are available for students.
- A 9<sup>th</sup> grade into program would be very helpful. Students could take this to check their interest before committing to a program/class.
- Crafton Hills College currently sets up field trips so students can see what careers are like.

**Breakout Notes: Administrative**

**Question 1:**

**Educators, what programs are being offered on your campus?**

- Dawna Hughes (CRYROP Colton High School)

- Medical Front office / health info technology
- Academy of pathway learning
- 4 yr. program with internships and externships
- Ellen Sampong (CRYROP Curriculum Developer)
- Virginia Kreiser (CRYROP) – Adult school teacher with RN & Bachelor degree
  - Avg age 20
  - Students can go through the program and see if they really want to complete the program

**Question 2:**

**Educators, what technology and programs are being used in the classroom?**

- Dawna Hughes (CRYROP Colton High School)
  - Computer work and some excel work
  - Presentation skills like prezi
- Ellen Sampong (CRYROP Curriculum Developer)
  - Scheduling software called Open-EMR
  - Program walks students through cancelations and appointment changes/medical records
- Virginia Kreiser (CRYROP)
  - Cahoots and Quizlet and YouTube
  - YouTube to show interview skills
  - 10 Chapter book on the pieces of the body and each student has to teach a chapter to the class and learning projection of voice etc.

**Question 3:**

**Educators, what new courses/technology do you see in your departments in the next few years?  
Industry, what new technology do you see coming? Recommendations for the classroom?**

- Virginia Kreiser (CRYROP)
  - 3-d imaging of the heart or lungs is available

QUESTION? How is AI going to change the medical industry?

**Question 4:**

**What advice can be given to ROP and high school teachers that would help them better prepare students for transition to community college?**

- Virginia Kreiser (CRYROP)
  - Need to know the need from industry on levels like the advisory
  - Learning about bootcamps or thinking beyond the traditional to bring industry in

**What advice can be given to community college faculty that would help them better prepare students for transition to work/career?**

- Ellen Sampong (CRYROP Curriculum Developer)
  - Training for jobs

**Question 5:**

**Industry: What are some of the biggest skills gaps that you have identified with the incoming student population?**

- Virginia Kreiser (CRYROP)
  - Communication & listening skills
    - Students don't listen and are so eager to speak
    - Students need to know how to shut off and do things for self-care
    - Stay off the phone before bed or get outside
- Ellen Sampong (CRYROP Curriculum Developer)
  - Students don't listen or read to understand anymore
  - They need to show interest
  - Need to acknowledge their actions/decisions and not make excuses that they are late
- Moderator
  - Need to be present and not mind wandering or day dreaming
  - Work ethic needs improvement like chronic tardiness
    - "Only 15min late" doesn't cut it

**Other questions and important conversation as needed.**

- Moderator
  - Different methods of learning and we need to find out how to be most effective
  - Once a year I do a dementia VR Tour with fogged up glasses/fingers tied/pebbles in shoes to show perspective
  - Students need to find more mentors and industry needs to be more open to mentees
    - Need to be taking notes on your students to be able to understand and personal issues that may be going on at home
- Ellen Sampong (CRYROP Curriculum Developer)
  - Come from old school text heavy lessons
  - Need videos
  - Teaching has become stressful because of different learning techniques that are of different learning styles
- Dawna Hughes (CRYROP Colton High School)
  - Community college teachers need to catch up to the times and new ways of learning
  - Need to be relatable to all students and try to connect with them at their level
- Virginia Kreiser (CRYROP)
  - No cookie cutter one size fits all method in teaching
  - No child left behind is causing more problems than solutions
  - Students need a heart in the work. If it is a paycheck they will not last
  - Nursing and nursing homes is a thankless job that people need to prepare for

**Breakout Notes: Mental/Behavioral Health/Gerontology**

**Question 1:**

**Educators, what programs are being offered on your campus?**

Psychology program at SBVCC leads to technicians at hospitals and prisons.

ReachOut – MIND (Moving in New Directions) on high school campuses in the mental health field.

**Question 2:**

**Educators, what technology and programs are being used in the classroom?**

**Industry Partners, what technology and programs are being used in your industry?**

Padlet – Computer based flash cards.

ReachOut – MIND (Moving In New Directions) on high school campuses in the mental health field.

SwiftRiver – Electronic program where students prepare medications on the computer.

N.E.P.R.I.S. – Connects industry professionals with the students in the classroom.

Panarama – Looks at student’s well-being and then gives lesson plans to improve mental health of the class. (Survey/Assessment)

**Question 3:**

**Educators, what new courses/technology do you see in your departments in the next few years?**

**Industry, what new courses/technology do you see coming? Recommendations for the classroom?**

Baldy View ROP – Youth Mental Health First Aid Training for educators. (8 hour class) Teachers get a certificate. “Train the Trainer”

University of Laverne – Certificate for dementia care specialist (4 classes) and an Age Friendly Community Certificate (4 classes). Helps a community to deal with people who have dementia.

Direct Change – Youth create films to promote social justice in schools and communities.

Q.P.R. – Questions, Persuade, Refer-Program that offers training.

**Question 4:**

**What advice can be given to ROP and high school teachers that would help them better prepare students for transition to community college?**

**What advice can be given to community college faculty that would help them better prepare students for transition to work/career?**

More soft skills!

Make the articulation/dual enrollment process easier.

**Question 5:**

**Industry: What job openings and/or internship opportunities are currently available at your facility?**

**Industry: What are some of the biggest skills gaps that you have identified with the incoming student population?**

ReachOut – takes interns all year round in all departments

Soft skills

Students not being prepared for field trips and not dressing appropriately.

Students show-up with facial piercings to internship and school.

Marijuana use will cause students to fail employer drug tests.



**THANK YOU** for joining the Regional Advisory Community for HEALTHCARE. Your partnership is important to the success of students and to the regional effort to build a strong workforce. A special thanks to teachers and students at Alta Loma High School and Colony High School for their presentations.

*Please join the LinkedIn group to keep important conversations moving forward:*

<http://bit.ly/HealthRACGroup>

*Photo Link:*

<https://photos.app.goo.gl/6oobdar3YmAwgMXy7>

## Health Middle-Skill Occupation Growth and Earnings, 2018 to 2023 Inland Empire/Desert Region (Riverside & San Bernardino counties)

Health Middle-Skill Occupations	2018 Jobs	2023 Jobs	Annual Job Openings	Median Hourly Earnings	Avg. Annual Earnings
<b>HIGH SCHOOL DIPLOMA + MODERATE TO LONG-TERM TRAINING</b>					
Pharmacy Technicians	3,782	4,257	403	\$18.29	\$39,930
Medical Equipment Preparers	585	659	91	\$24.07	\$49,320
Opticians, Dispensing	727	831	75	\$17.55	\$41,140
<b>POSTSECONDARY NONDEGREE AWARD</b>					
Licensed Vocational Nurses	7,532	8,364	722	\$25.11	\$52,880
Phlebotomists	1,400	1,549	178	\$20.26	\$43,540
Medical Records and Health Information Technicians	2,090	2,298	171	\$22.43	\$57,480
Surgical Technologists	1,074	1,252	125	\$27.39	\$58,500
Psychiatric Technicians	1,571	1,547	124	\$34.62	\$72,810
Occupational Therapy Assistants	272	342	51	\$34.50	\$72,500
Diagnostic Medical Sonographers	612	700	51	\$39.26	\$84,230

Source: EMSI 2019.3  
October 2019  
[michael.goss@chaffey.edu](mailto:michael.goss@chaffey.edu)



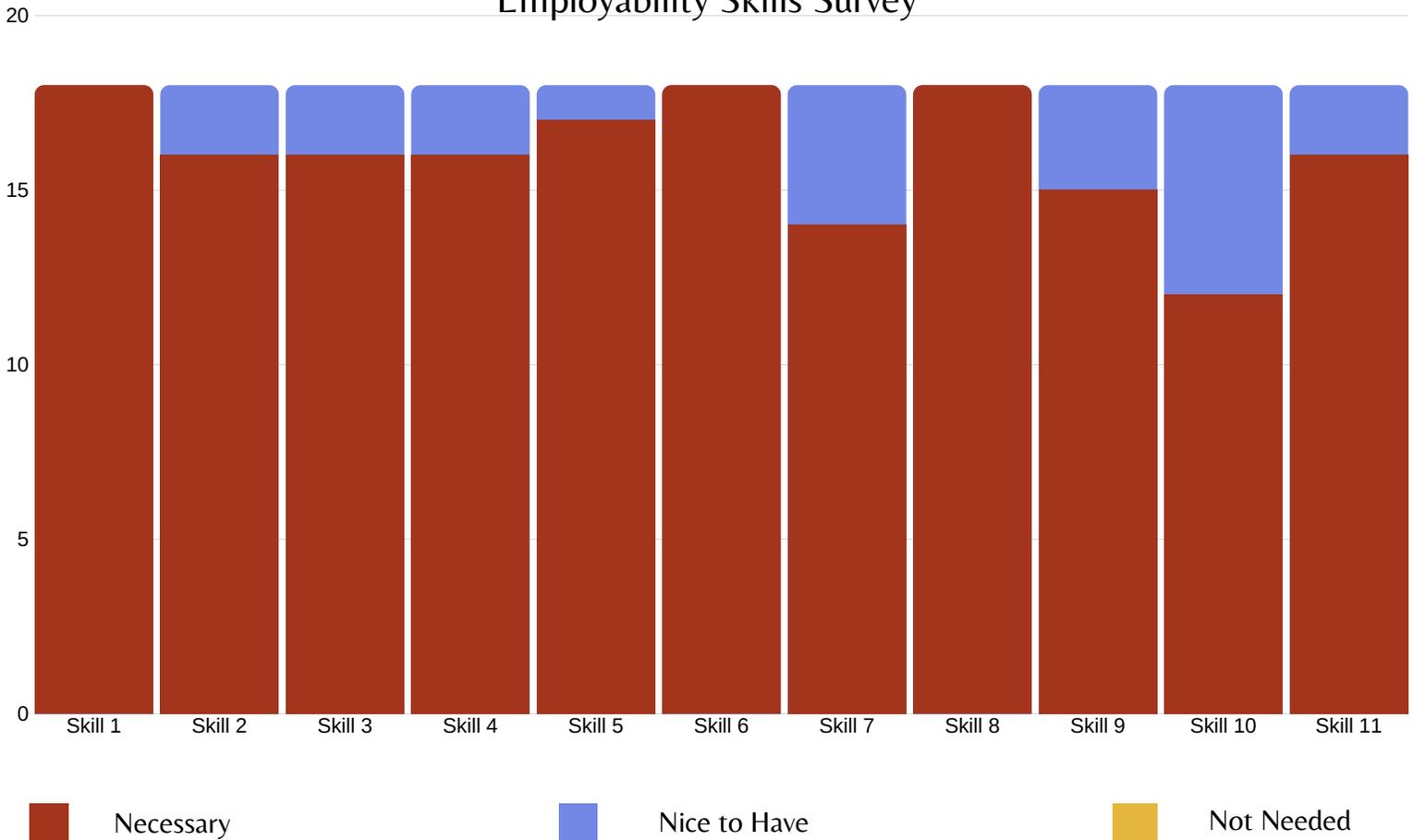
## Health Middle-Skill Occupation Growth and Earnings, 2018 to 2023 Inland Empire/Desert Region (Riverside & San Bernardino counties)

Health Middle-Skill Occupations	2018 Jobs	2023 Jobs	Annual Job Openings	Median Hourly Earnings	Avg. Annual Earnings
<b>ASSOCIATE DEGREE</b>					
Dental Hygienists	1,586	1,919	169	\$45.38	\$93,180
Clinical Laboratory Technologists and Technicians	1,825	2,046	162	\$24.71	\$58,030
Respiratory Therapists	1,779	2,005	132	\$35.39	\$74,220
Radiologic Technologists	1,608	1,815	129	\$36.02	\$75,090
<b>BACHELOR'S DEGREE</b>					
Registered Nurses	30,585	34,370	2,377	\$47.46	\$101,670

Source: EMSI 2019.3  
October 2019  
[michael.goss@chaffey.edu](mailto:michael.goss@chaffey.edu)

# Healthcare

## Employability Skills Survey

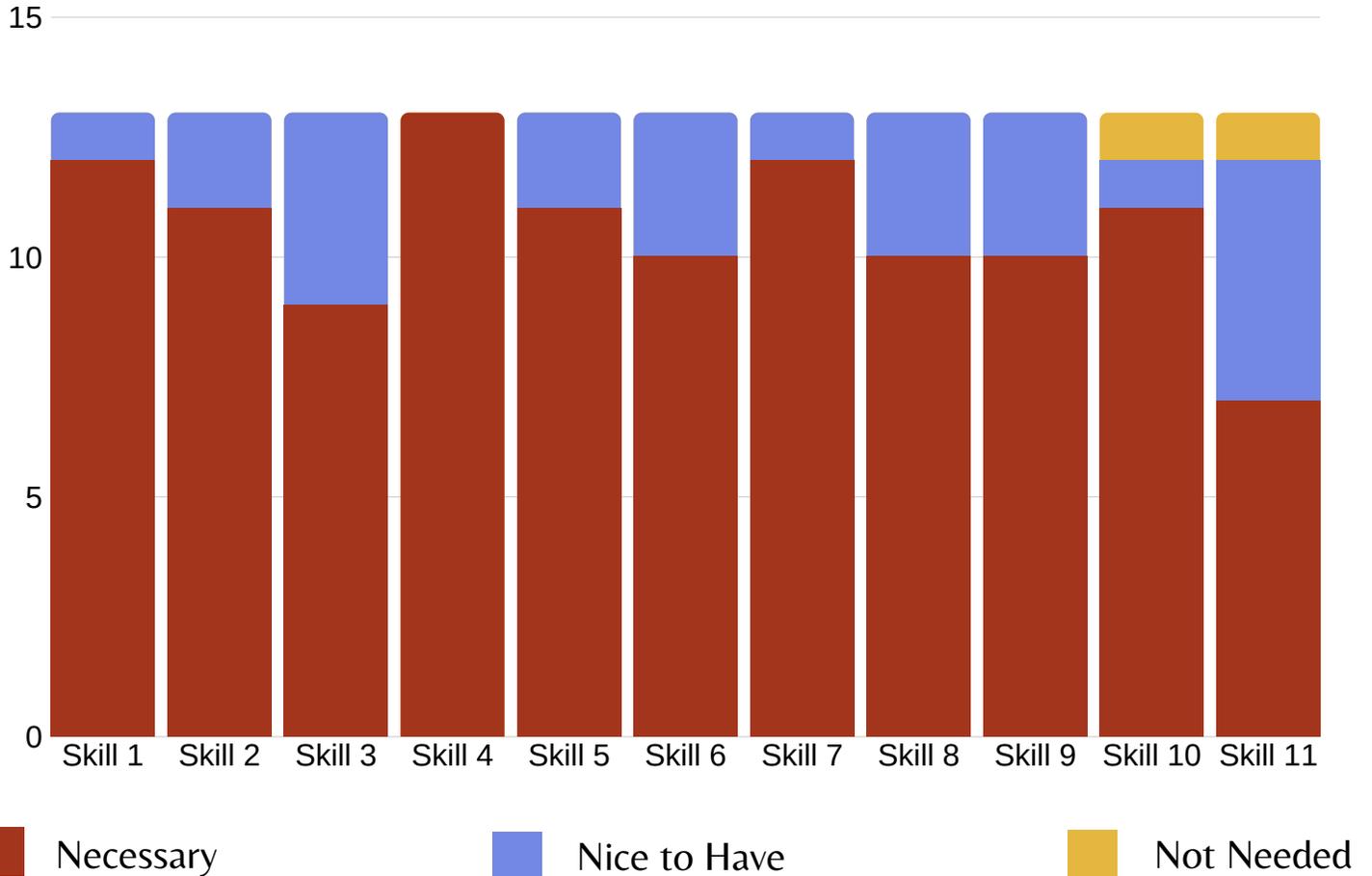


1. Identify barriers to accurate and appropriate communication.
2. Demonstrate elements of written and electronic communication such as accurate spelling, grammar, and format.
3. Understand the need to adapt to changing and varied roles and responsibilities.
4. Practice time management and efficiency to fulfill responsibilities.
5. Demonstrate the qualities and behaviors that constitute a positive and professional work demeanor, including appropriate attire for the profession.
6. Explain the importance of personal integrity, confidentiality, and ethical behavior in the workplace.
7. Understand the characteristics and benefits of teamwork, leadership, and citizenship in the workplace setting.
8. Respect individual and cultural differences and recognize the importance of diversity in the workplace.
9. Participate in interactive teamwork to solve real issues and problems.
10. Interpret policies, procedures, and regulations for the workplace environment, including employer and employee responsibilities.
11. Maintain a safe and healthful work environment.

## Additional Comments

- Soft skills which includes communication
- The need to have mock interviews among themselves for practice. Real world mock interviews with professionals evaluating appearance, how prepared they are to answer interview questions and feedback.
- It's important to be your patient's advocate as some may not be able to verbalize their needs. They may be confused, have dementia, or stroke that prevent them from expressing their needs.

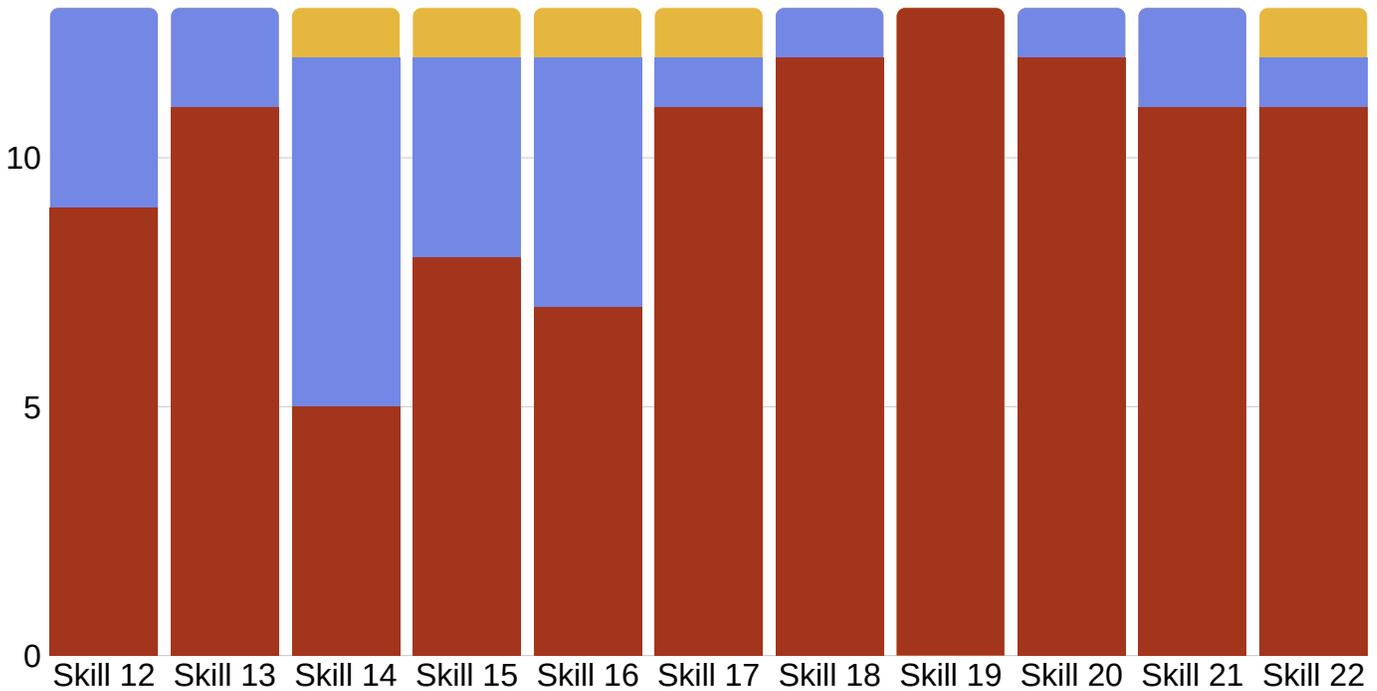
# Patient Care I



1. Know basic human body structure and function in relationship to specific care between prevention, diagnosis, pathology, and treatment.
2. Recognize common disease and disorders of the human body.
3. Compare normal function of the human body to the diagnosis and treatment of disease and disorders.
4. Use medical terminology in patient care appropriate to communicate information and observations.
5. Accurately spell and define occupationally specific terms related to health care.
6. Describe the various roles and responsibilities of health care workers as team members in an integrated health care delivery system
7. Recognize and practice components of an intake assessment relevant to patient care.
8. Conduct a basic interview to acquire new knowledge (e.g., medical and family histories).
9. Identify and summarize major life events that impact health care practices and patient outcomes.
10. Collect and synthesize information or data about the patient's symptoms and vital signs.
11. Evaluate information gathered and connect patient data to appropriate system of care.

# Patient Care I (continued)

15



Necessary



Nice to Have



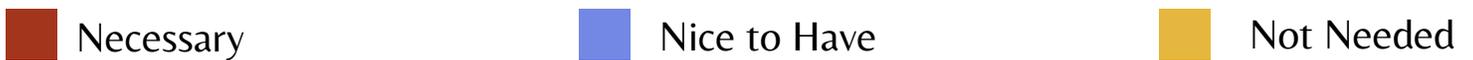
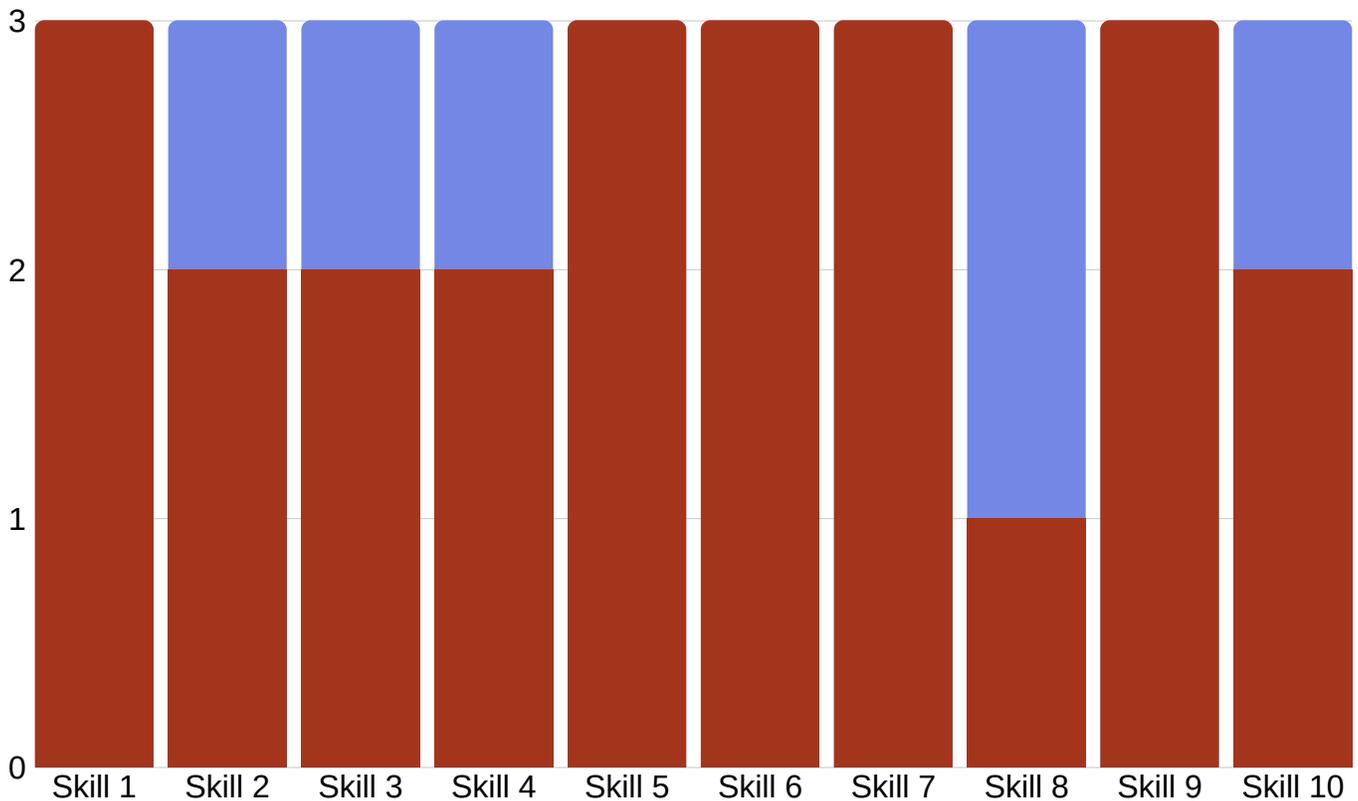
Not Needed

12. Recognize the integrated systems approach to health care delivery services: prevention, diagnosis, pathology, and treatment.
13. Implement wellness strategies for the prevention of injury and disease.
14. Research factors that define cultural differences between and among different ethnic, racial, cultural groups and special populations.
15. Determine appropriate equipment for transportation and transfer, including the modification of equipment and techniques to accommodate the health status of the patient.
16. Demonstrate appropriate transport and transfer methods that accommodate the health status of the patient.
17. Integrate proper body mechanics, ergonomics, safety equipment, and techniques to prevent person injury to patients and clients.
18. Demonstrate use of facility policies and procedures of infection control while performing patient care.
19. Practice proper hand hygiene.
20. Demonstrate use of appropriate personal protective equipment (PPE).
21. Comply with hazardous waste disposal policies and procedures, including documentation, to ensure that regulated waste is handled, packaged, stored, and disposed of in accordance with federal, state, and local regulations.
22. Understand scope of practice and related skills within prevention, diagnosis, pathology, and treatment occupations.

Additional Comments:

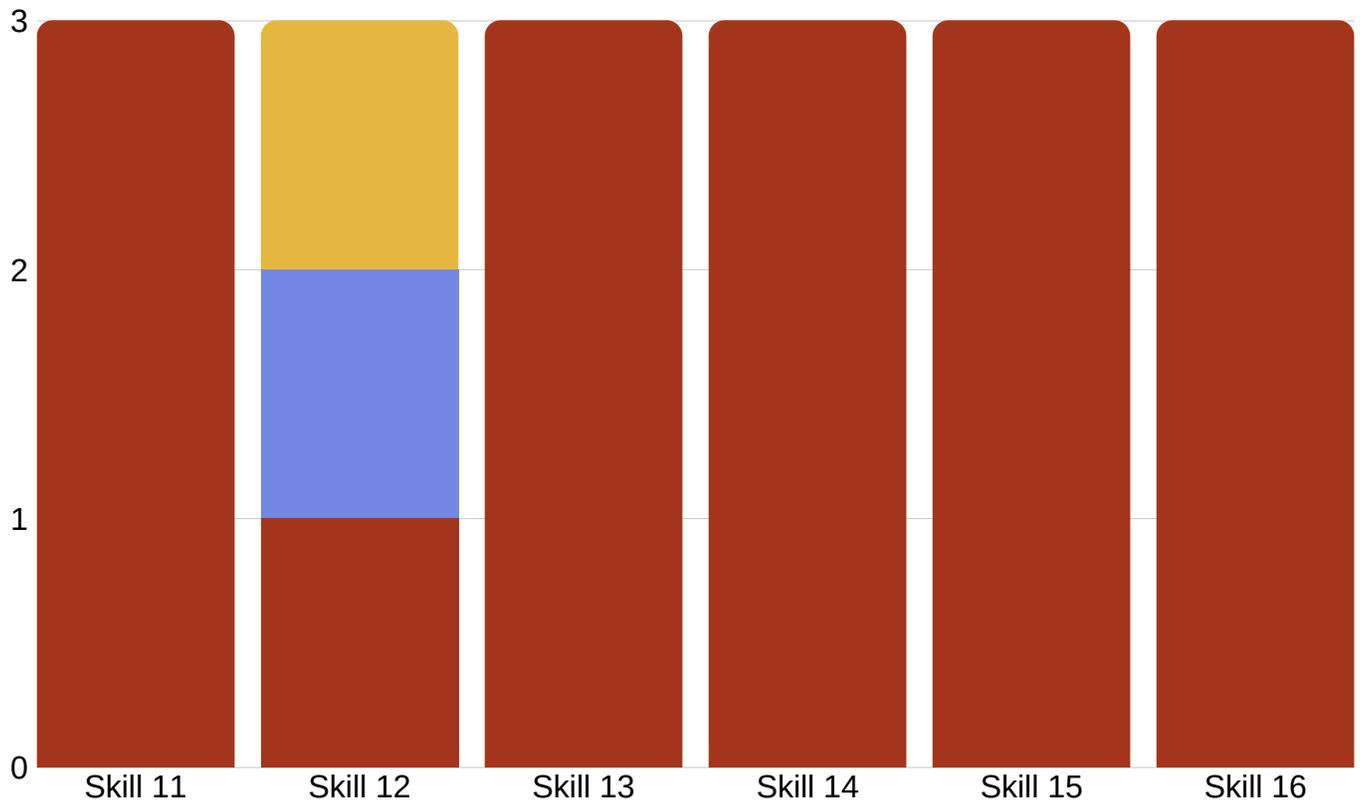
- This seems thorough.
- It's important to wash your hands with soap and water beside using the sanitizer. After a certain time, sanitizer is not as effective.

# Administrative Services



1. Understand the specific roles and responsibilities of health care workers, including the health care administrative role of leadership for individuals and the organization within a variety health care delivery systems.
2. Recognize the different general methods of funding health care (e.g., Out-of-Pocket Payments, Health Insurance, Government Funding, and Charities).
3. Recognize major specific payment systems (e.g. Medicare, Medicaid, and Workers Compensation).
4. Describe common medical record documentation formats (e.g. Subjective, Objective, Assessment, Plan (SOAP) Notes, and Admission Notes).
5. Understand the major forms of health care interventions (e.g., preventive, curative, and palliative).
6. Understand the basics of business principles, systems thinking, and business management.
7. Understand development of financial statements, statement generation, reimbursement systems, costing process, measurement and control.
8. Know the role and relationship of public policies and community engagement on the health care delivery system.
9. Understand and maintain standards of excellence, professional, ethical, and moral conduct required in management of personnel and policy within the health care delivery systems.
10. Describe an effective health care information system, including resources, routes, and flow of information.

# Administrative Services (continued)



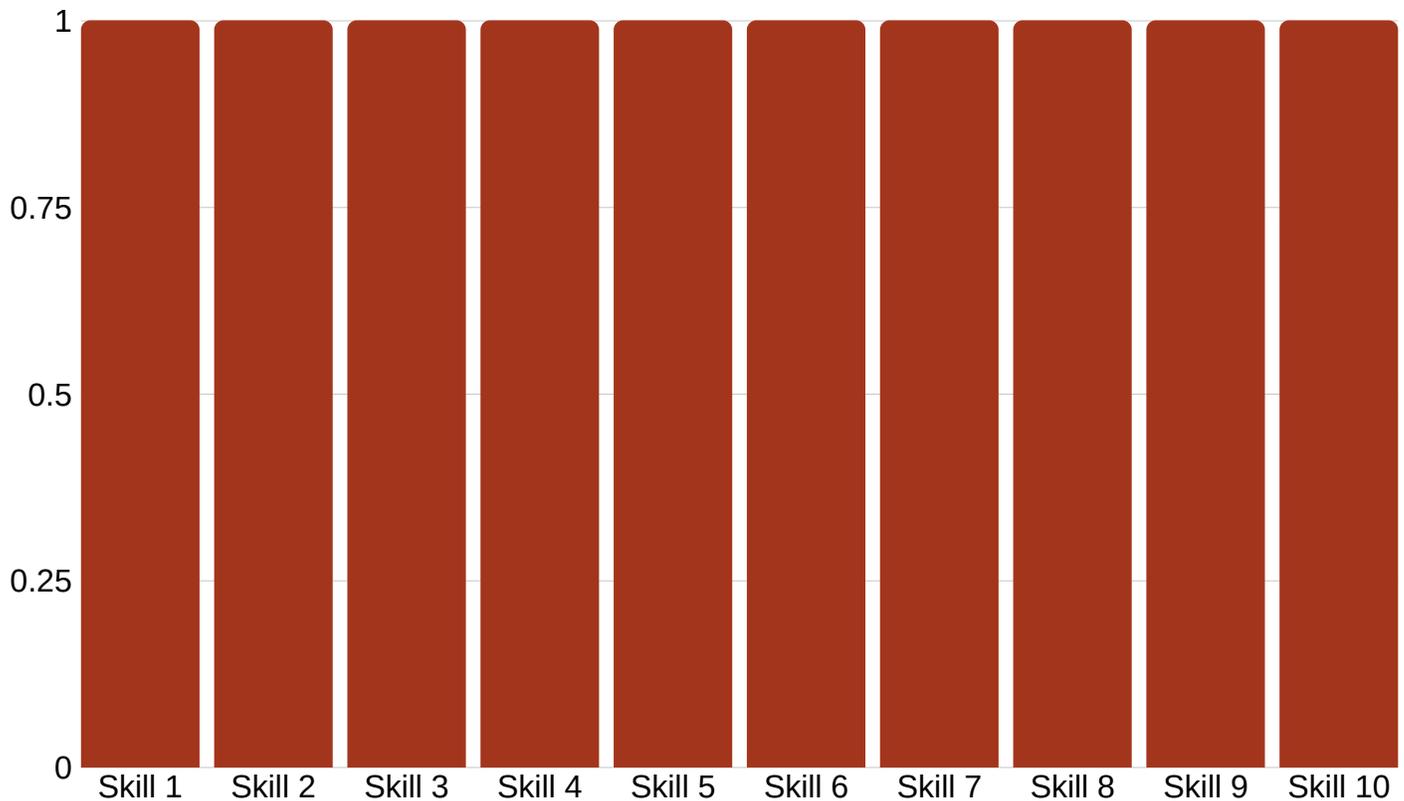
■ Necessary                      ■ Nice to Have                      ■ Not Needed

11. Use an electronic health care patient information system to optimize the acquisition, storage, retrieval, and use of information in health and bio medicine.
12. Understand common file formats for document and medical imaging, digitizing paper records, and storing medical images.
13. Know how to schedule and manage appointments for providers.
14. Understand how to use health information effectively.
15. Understand how to communicate health/medical information accurately and within legal/regulatory bounds across the organization.
16. Understand how to transfer information to third-parties.

Additional Comments:

- None

# Patient Care II - Therapeutic Services

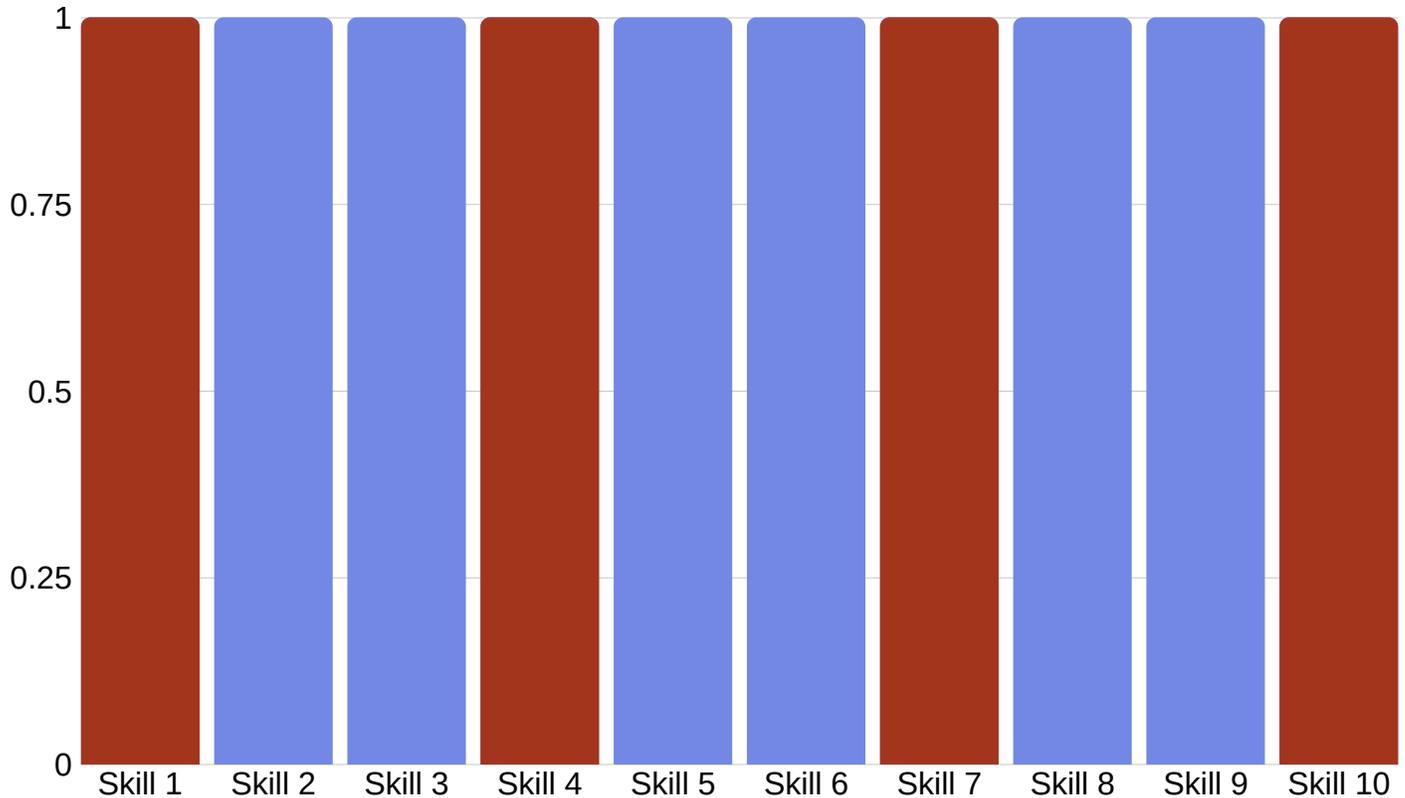


■ Necessary                      ■ Nice to Have                      ■ Not Needed

1. Know basic human body structure and function in relationship to specific care between prevention, diagnosis, pathology, and treatment.
2. Recognize common disease and disorders of the human body.
3. Compare normal function of the human body to the diagnosis and treatment of disease and disorders.
4. Use medical terminology in patient care appropriate to communicate information and observations.
5. Accurately spell and define occupationally specific terms related to health care.
6. Describe the various roles and responsibilities of health care workers as team members in an integrated health care delivery system.
7. Recognize and practice components of an intake assessment relevant to patient care.
8. Conduct a basic interview to acquire new knowledge (e.g., medical and family histories).
9. Identify and summarize major life events that Impact health care practices and patient outcomes.
10. Collect and synthesize information or data about the patient's symptoms and vital signs.



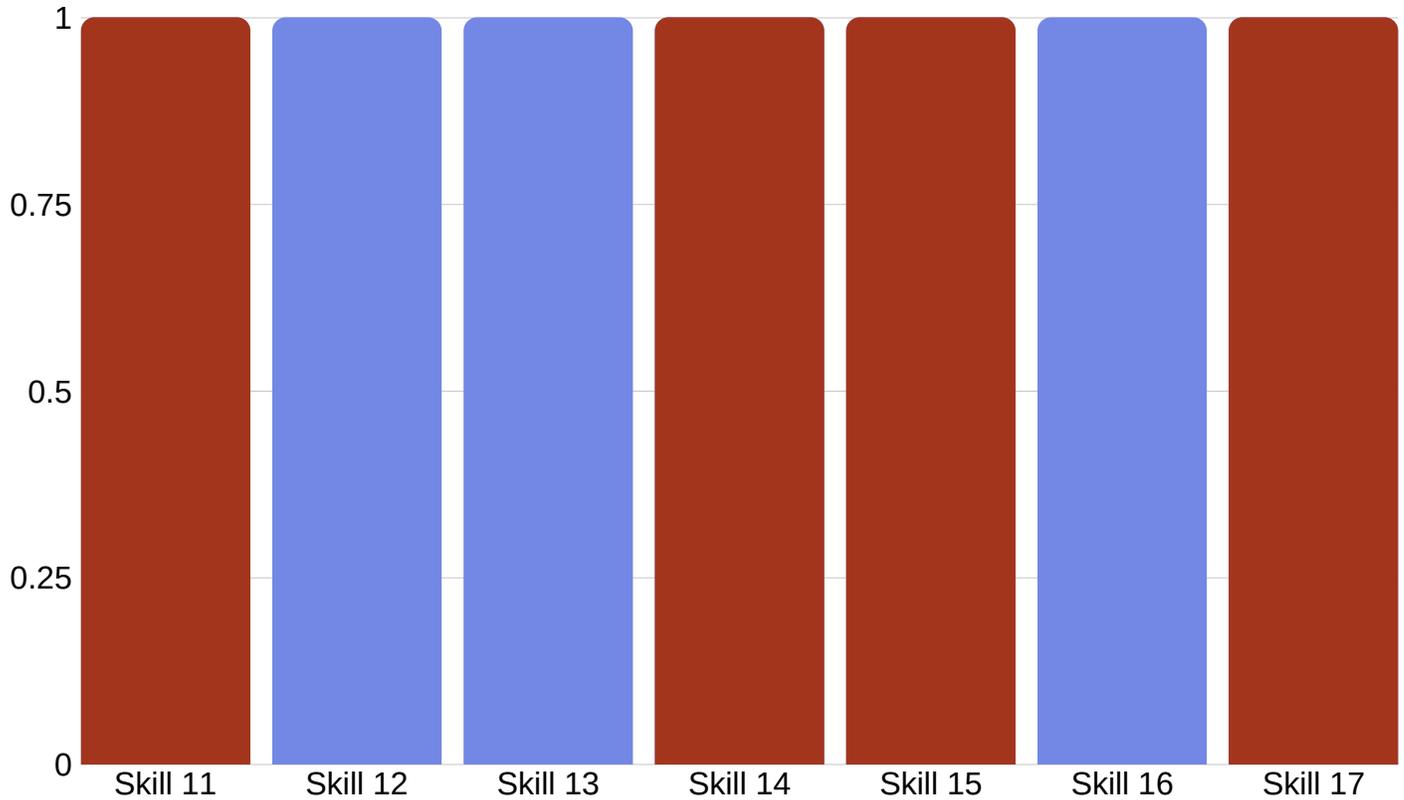
# Public and Community Health



■ Necessary      ■ Nice to Have      ■ Not Needed

1. Identify the roles and responsibilities of public health in addressing populations, health disparity, and disaster prevention and management.
2. Conduct outreach and health education at community sites with various cultural groups.
3. Compare normal function of the human body to the diagnosis and treatment of disease and disorders.
4. Assess how policies, regulations, and programs differentially impact older adults and their caregivers, particularly among historically disadvantaged populations.
5. Identify the various environmental factors that affect a community's health and safety such as water quality, air quality, food supply, industrial hygiene, and solid and hazardous waste disposal.
6. Describe the various roles and responsibilities of health care workers as team members in an integrated health care delivery system.
7. Research data regarding disease or injuries, including rates, risk factors, disease determinants, and causation of morbidity and mortality.
8. Describe the post-disaster emotional environment and the steps that rescuers can take to relieve their own stressors and trauma and those of disaster survivors.
9. Describe the roles and responsibilities of a member of a Community Emergency Response Team (CERT) in immediate response.
10. Describe the basic epidemiological concepts of rates, causation, and public health surveillance.

# Public and Community Health (continued)



■ Necessary      ■ Nice to Have      ■ Not Needed

11. Identify the carriers or vectors that promote the transfer of these agents from the environment to the human.
12. Understand the role of service providers and the use of community recreation and health services in their involvement with older persons.
13. Evaluate the process and outcome of community-based health education programs.
14. Explain how public health can utilize health policy and law to improve the health of populations.
15. Know public policies that have an impact on people's health.
16. Expand health knowledge to provide information and referrals and advocacy on a range of health topics more effectively.
17. Evaluate methods to prevent, detect, cure, and minimize disease, injury, and violence in the population.

Additional Comments:

- None

**FINAL ATTENDANCE: Healthcare Regional Advisory**

First Name	Last Name	Email	Job Title	Company
<b>COMMUNITY COLLEGE / 4-YEAR</b>				
Rachel	Arciniega	rachel.arciniega@chaffey.edu	ADN	College
Lori	Benson	lbenson@sbccd.edu	Project	SBCCD
Alan	Braggins	alan.braggins@chaffey.edu	Director,	Empire/De
Angela	Coaston	acoaston@apu.edu	Director	Pacific
Nikki	Cook	nikki.cook@mvc.edu	ent	Valley
Tyler	Courvice	trc614@yahoo.com		IEDRC
TANYA	CUSICK	TANYA.CUSICK@CHAFFEY.EDU	R-	COLLEGE
Sarah	Davila	sarah.davila@chaffey.edu	Faculty	College
Wendy	Deras	wederas@collegeofthedesert.edu	Director,	COD
Lisa	Doget	lisa.doget@chaffey.edu	Director	College
Michael	Goss	coe@chaffey.edu	of Labor	College
Susaniel	Kesling	Susaniel.Kesling@chaffey.edu	r	College
Janet	Lehr	janet.lehr@rcc.edu	Business,	City
Sherrie	Loewen	sherrie.loewen@chaffey.edu	Dean	College
sana	Massad	smassad@valleycollege.edu	Director -	Bernardin
JoAnn	Munroe	joann.munroe@vvc.edu	Director	Valley
Avi	Nair	anair@sbccd.edu	Assistant	SBCCD
Kelly	Niles-Yokum	Kniles@laverne.edu		of LaVerne
David	Oleson	dave.oleson@vvc.edu	Chair -	Valley
Yolanda	Simental	ysimenta@sbccd.cc.ca.us	director	Bernardin
Marlene	Swider	drswider@ocbrokcheducation.org		NGE
Maria	Valdez	mvaldez@sbccd.cc.ca.us	c	Bernardin
Monique	Ware	mware@craftonhills.edu	Develope	Hills
Peggy	Weber	pweber@valleycollege.edu	Develope	Bernardin
Erin	Wendell	coe@chaffey.edu	Assistant	College
Arwyn	Wild	awild@llu.edu	Director	Linda
Daniel	Word	dword@craftonhills.edu	Career	Hills
<b>HIGH SCHOOL / ROP</b>				
Rosa	Aguilar	aguero@fUSD.net	Teacher	Unified
Maria	Aguilera - Garcia	maria_aguilera-garcia@bvrop.org	e	View ROP
David	Aman	david_aman@cry-rop.org	ty	Redlands
Valerie	Backus	vbackus@murrieta.k12.ca.us	Coordina	Valley
Shehzad	Bhojani	shehzad.bhojani@sbcss.net	tor -	Bernardin
Lisa	Biesiada	lbiesiada@valverde.edu	r	High
Maria	Boucher	BoucMD@fUSD.net	Instructo	High
Kelly	Brandon	Kelly_Brandon@bvrop.org	r	View ROP
Cynthia	Canchola	ccanchola@rcoe.us	r	RCOE
Marta	Chavez	christine_hernandez@cry-rop.org	Terminol	CRY-ROP
Julie	Christine	jchristine@rcoe.us	Sports	RCOE
Lisa	Comnick	christine_hernandez@cry-rop.org	Terminol	CRY-ROP
Eunmi	Franco	eunmi.franco@cjuhsd.net	Teacher	Joint

Carol	Gallegos	carol_gallegos@bvrop.org	Instructo	View ROP
Jessica	Garcia	jessica_garcia@bvrop.org	r-Health	View ROP
Michael	Garcia	MJIMENEZ@YAHOO.COM	r	View ROP
Christine	Gonzales	chgonzales@beaumontusd.k12.ca.us	teacher,	High
Kimberly	Hansen	kim_hansen@bvrop.org	Teacher	View ROP
James	Hattar	james_hattar@cry-rop.org	ty	CRY-ROP
Mary	Haus	mary.haus@cjuhsd.net	Teacher	High
Dawna	Hughes	Christine_hernandez@cry-rop.org	Service	CRY-ROP
Jenni	Huter	jhuter@tvusd.k12.ca.us	Based	Valley
Chris	Junker	christopher_junker@cry-rop.org	ent	Redlands
Megan	Kelley	christine_hernandez@cry-rop.org	Design	CRY-ROP
Julian	Kiler	jkiler@rcoe.us	- RCOE	Lago HS
Virginia	Kreiser	virginia_kreiser@cry-rop.org		CRY-ROP
Trina	Le	trina_le@bvrop.org	tor	View
Brian	Leidner	brian_leidner@rimsd.k12.ca.us	Teacher	World
JJ	Light	janet.light@sbcusd.com	Instructo	Cajon High
Cristina	Lopez	cristina_lopez@bvrop.org	Liaison	View ROP
Pat	Manning	christine_hernandez@cry-rop.org	Terminol	CRY-ROP
Jennifer	Moore Walker	wldflwr69@gmail.com	e	olony High
Nikki	Morrisette	mrslady2pac@gmail.com	Nurse	Fusd
Nick	Mugridge	nmugridge@rusd.k12.ca.us	Liaison	Unified
Christine	Pendergraph	christine_pendergraph@bvrop.org	tor	View ROP
Ellen	Sampong	ellen_sampong@cry-rop.org	m	Redlands-
Shane	Sands	ssands@murrieta.k12.ca.us	Principal	Valley
Stephanie	Schrum	stephanie.schrum@sbcss.net	Specialist	SBCSS ROP
Donna	Schulte	Dschulte@rusd.k12		RUSD/CTE
Kevin	Sells	kevin_sells@bvrop.org	Instructo	View ROP
GEORGE	TIWARI	TIWAGE@FUSD.NET	INSTRUC	UNIFIED
Valerie	Torrez	valerie_torrez@bvrop.org	Instructo	View ROP
Jay	Watkins	trainerj29@yahoo.com	r Baldy	1975
Ron	Weston	rweston@rusd.k12.ca.us	Coordina	Unified
Christine	Yang	christine.yang@cjuhsd.net	Teacher	Joint

#### BUSINESS PARTNERS

Annie	Ahmed	q.annieia@gmail.com		Career
Rene	Alvarez	ralvarez@goodwillsocal.org	Service	Southern
Karl	Aragundi	karl.aragundi@siatech.org	m	Charter
Angel	Baltazar	ABaltazar@sarh.org	Drector	Antonio
Cari	Coburn	cbc91711@yahoo.com	of	Villa
Andy	Cohen	andy@rahrancho.com	and	Home
Jason	Cordova	Jcordova@ieep.com		IEEP
Patricia	Etem	petem@healthcareers.org	Southern	Career
Terisha	Gamboa	tgamboa@sarh.org	Communi	Advisory
Annette	Greenwood	Annette.Greenwood@HCAhealthcare.com	Vice	Communit
Elizabeth	Hulsey	ehulsey@goodwillsocal.org	Manager	Southern

Bob	Kambe	bob@avidphysicaltherapy.com	of	Physical
Marina	Karkas	mkarkas@sarh.org	Business	
Erika	Lemon	erika.lemon@oakmontmg.com	Director	of San
Christina	Ly	cly@goodwillsocal.org	pathways	Southern
Dan	McGuire	Dan@Rahrancho.com	of Sales	Home In
Jarrod	McNaughton	mcnaughton-j@iehp.org	CEO	IEHP
Jacky	Morales	Jmorales@ieep.com		IEEP
John	Orta	Jorta@ieep.com		IEEP
Roxanna	Rabadi	rrabadi@sarh.org	ty Health	
Justine	Rangel		e	SBCDBH
Israel	Riley	iriley@goodwillsocal.org	Service	Southern
Carol	Wagner	carol.wagner@providencegrouphc.com	n	e Group
Yara	William	Tiffany@we-reachout.org	of	Reach Out
Annalisa	Wurm	awurm@ieep.com		IEEP

### STUDENTS and INTERNS

Stephanie	Posade		Intern	Antonio
Kathia	Rodes		Intern	SARH
Cassandra	Romero		Intern	SARH
Erin	Costello		Intern	SARH
John	Allbecker		Student	HS
Isabel	Franco		Student	HS
Irene	Jurinario		Student	HS
Lillian	Raffee		Student	HS
Grace	Zaldivar		Student	HS
Amier	Alqadio		Student	HS
Leanna	Salazar		Student	HS
Samantha	Frank		Student	HS
Arianna	Posada		Student	HS
Denisse	Loera		Student	HS
Chandler	Sanchez		Student	HS
Frances	Alvarez		Student	HS
Saul	Castellanos		Student	HS

Moderator  
Panelist  
Speaker

**Meeting - San Antonio Regional Hospital - October 28, 2019**

Work Address 1	Work Address 2	Work City	Work State	Work Zip	Work Country
5885 Haven Ave		Rancho Cuc	CA	91767	US
9400 Cherry Avenue	Building A	Fontana	CA	92335	US
14213 Lauramore		Fontana	CA	92336	US
16130 Lasselle St.		Moreno Va	CA	92551	US
5885 HAVEN AVE		RANCHO CU	CA	91737	US
5885 Haven Ave		Rancho Cuc	CA	91701	US
5885 Haven Ave		Rancho Cuc	CA	91737	US
13106 Central Ave		Chino	CA	91710	US
5885 Haven Avenue		Rancho Cuc	CA	91737	US
4800 Magnolia Av	BIST BE220E	RIVERSIDE	CA	92509	US
5885 Haven		Rancho Cuc	CA	91737	US
701 S. Mount vern		San bernard	CA	92410	US
18422 Bear Valley		Victorville	CA	92395	US
18422 Bear Valley		Victorville	CA	92395	US
710 S Mt. Vernon		San bernard	CA	92410	US
701 S. Mt. Vernon		San Bernard	CA	92410	US
11711 Sand Canyon		Yucaipa	CA	92399	US
701 s. Mt. Vernon		San Bernard	CA	92410	US
13106 Central Ave		Chino	CA	91710	US
250 S. G St.		San Bernard	CA	92374	US
5565 N. Berkeley S		San Bernard	CA	92407	US
10755 Oleander A		Fontana	CA	92337	US
1501 S. Bon View s		Ontario	CA	91761	US
1214 Indiana Ct.		Redlands	CA	92374	US
41870 McAlby Cou		Murrieta	CA	92562	US
601 North E Street		San Bernard	CA	92415-002	US
18150 Wood Rd.		Perris	CA	92570	US
6821 Oleander Av		Fontana	CA	92336	US
1501 S Bon View a		Ontario	CA	91761	US
3939 13 street		Riverside	CA	92503	US
1214 Indiana Cour		Redlands	CA	92374	US
9301 Wood Road		Riverside	CA	92508	US
1214 Indiana Cour		Redlands	CA	92374	US
4725 Benito St.		Montclair	CA	91763	US

1501 S. Bon View		Ontario	CA	91761	US
2890 Inland Empir		Ontario	CA	91764	US
1501 S. BON VIEW		ONTARIO	CA	91761	US
Cherry Valley Blvd		Beaumont	CA	92223	US
13400 Pipeline Av		Chino	CA	91710	US
1214 Indiana Cour		Redlands	CA	92374	US
8880 Baseline Rd.		Rancho Cuc	CA	91701	US
1214 Indiana Cour		Redlands	CA	92374	US
32225 Pico Pio Ro		Temecula	CA	92592	US
1214 Indiana Ct		Redlands	CA	92374	US
1214 Indiana Cour		Redlands	CA	92374	US
15150 Lasselle St,		Moreno Va	CA	92551	US
2890 Inland Empir		Ontario	CA	91764	US
27400 State Highw		Lake Arrow	CA	92352	US
1200 Hill Drive		San Bernard	CA	92407	US
2890 Inland Empir	Suite 100	Ontario	CA	91764	US
1214 Indiana Cour		Redlands	CA	92374	US
3850 East Riversid		Ontario	CA	92508	US
9235 timberline LN		Rancho Cuc	CA	91730	US
3380 14th Street		Riverside	CA	92501	US
2890 Inland Empir		Ontario	CA	91764	US
1214 Indiana Cour		Redlands	CA	92374	US
24150 Hayes Ave		Murrieta	CA	92562	US
670 E. Carnegie Dr		San Bernard	CA	92408	US
5472 Park Place		Chino	CA	91710	US
9453 CITRUS AVE		FONTANA	CA	92335	US
1501 S. Bon View		Ontario	CA	92336	US
Baldy View Region		Ontario	CA	91764	US
3380 Fourteenth S	2nd Floor - Instruc	Riverside	CA	92501	US
1245 N. Euclid Ave		Ontario	CA	91762	US

444 S Waterman A	Suite H	San Bernard	CA	92408	US
12224 Beverly Blv		Whittier	CA	90601	US
2018 Del Rosa Ave		San Bernard	CA	92024	US
10134 6th St. Suite		Rancho Cuc	CA	91207	US
5425 E. 4th St.		Long Beach	CA	90814	US
4445 Magnolia Av		Riverside	CA	92582	US
16938 Bear Valley		Victorville	CA	92395	US



**Work Phone**

909-652-6674

909-652-8497

9092681086

951-571-6907

9096526668

9096526690

9096526691

9096527755

9512073797

9512228974

8016189164

(909)384-8930

760-245-4271

7602454271

9093848927

9093848934

909-389-3399

909-384-8292

9096527755

855-558-1100

9098554404

(909) 357-5490

(909)947-3400

9097933115 x200

9516961600

9093862636

951-490-0400

1.909.3575.5800

(909)947-3400

9519015259

909-580-5006 x 4896

951-789-5690

909-580-5006 x4942

9096216781 ext. 2210

626-824-3383
909-980-6490
9099473400
951 845 3408
909-591-3902 x4893
9097933115
9099895511
909-430-2368
951506.7948
909-809-6207
909-580-5006 x4897
9515714880 ext 36159
909-980-6490
(909) 336-2038
909-881-8120
909-980-6490
909-307-5500 x 30312
9099302929
3232835867
9512754783
9099806490
(909) 793-3115
9516961409
909-252-4556
9095487292 3555
9095100497
909-947-3400
9517642284
9517887135
909-988-5560

951-809-4573
5628845275
9098853261
909-466-5472
310-795-5638
951-205-6705
323-333-4815

