



Thank you for attending the webinar on Stackable Credentials.

Below are the answers to the questions that were received during the webinar. MedCerts is excited to work with each of the workforce offices across the country to provide training for National Certifications to participants wanting to increase their employment opportunities in the Healthcare and IT fields.

Jim Restaneo
jrestaneo@medcerts.com
 734-547-3945

Sandy Mead
smead@medcerts.com
 734-237-3960

Where can we find the list of the 32 states this is already approved in? MedCerts home state is Michigan. We are on the ETPL in 24 states and RECIPROCAL approved in 8 states. Below is the list...

Approved

Colorado	Louisiana	New York	South Carolina
Hawaii	Maryland	North Carolina	US Virgin Islands
Illinois	Michigan	Pennsylvania	Vermont
Indiana	Missouri	Oklahoma	Virginia
Kansas	Montana	Pennsylvania	West Virginia
Kentucky	New Jersey	Rhode Island	Wisconsin

Reciprocal

Alaska	Idaho	Minnesota	Oregon
*California	Maine	New Hampshire	Washington

***California workforce office just need to use the out-of-state code on the contract to work with MedCerts**

Are they approved in Illinois? Yes, MedCerts is an approved training provider in Illinois. Pam Harvey is your Education Consultant and can be reached at 734-743-1951.

Are you certified through any state WIN offices? This seems to be workforce offices in Mississippi. If this is correct, then no, we are not approved in Mississippi.

Do you plan on enrolling in our Texas Eligible provider list? Yes, MedCerts is in the process of completing the application for the ETPL in Texas. WIB's can and do approve waivers for training vendors to provide the training if there is the need. MedCerts is approved on the ETPL in 24 states. This is a valid qualification for a waiver in a state we are not on the ETPL. MedCerts online, monitored training - for National Certifications in high demand fields with flexible start dates – provides the answer for needs with many of your participants!



How do you get around a conflict of interest in pairing a one stop with a training provider? Every training provider has something that is unique to them. A workforce can use any provider if there is the “need”.

Examples:

- Semester start dates vs start any time
- Strict instructor led schedule vs flexible online schedule
- Transportation barriers
- Monitored training with provided progress reports
- Multiple semester program vs short-terms programs

I have asked a few times and no one seems to have a list of national or state certifications. Is there somewhere to find that? Unfortunately, there is not a list of all National Certifications. There are many organizations that provide certifications. Determine the sector you are interested in and use Google. In most cases, you need to use training providers on your ETPL – get a list from the schools to see what they offer. The National Healthcareer Association has both patient care and medical office certifications. MedCerts provides the training for the Medical Office exams.

Are these credentials recognized in all states? The Certifications that MedCerts provides are recognized in all states. They are National Certifications from:

- The National Healthcare Association
 - **CMAA** – Certified Medical Administrative Assistant
 - **CEHRS** – Certified Electronic Health Records Specialist
 - **CBCS** – Certified Billing and Coding Specialist
- Pharmacy Technical Certification Board
 - **CPhT** – Certified Pharmacy Technician
- American Academy of Professional Coder
 - **CPC** – Certified Professional Coder
- CompTIA
 - **A+**
 - **Network+**

Why is there no information for the IT Exams National Average Pass Rate? CompTIA is the organization that develops the A+ and Network+ Certifications. They do not publish the exam passing rate.



What is a RBT? Registered Behavior Technician is a paraprofessional who directly gives behavioral intervention in a one-on-one or small group setting from a detailed plan. This is a short-term program and the person usually works with Autistic patients. MedCerts will be offering this Certification program soon.

How does the RBT differ from the longer credential offered by UNIVERSITIES? The RBT is the entry level certification. The college degree would be the long term career goals which create high responsibilities in the workforce and higher income.

Stackable credentials assume a college degree to improve hire ability, but stackable credentials are going to do very little for those without a degree. Having a degree in most circumstances is the best option. But there is a big group of the population that do not have a degree for many different reasons. Achieving a degree is not an option for them. So the question becomes – how can the American Job Centers help provide quality education for careers that are obtainable with the participants? Certifications are an option. Short-term training to get their foot in the door. Training to begin their education and move them forward in the Career Pathway.

If we are saturated with job seekers holding a BA or BS, why would an employer hire an employee with Stackable credentials instead of a bachelors? That is awesome that you are in an area with such high education. National Certifications is not the answer for everyone – it is an option for those that do not have a degree and are looking to further their education in a specific career field – in a short amount of time.

Also the credentials alone in CMAA, CBCS, CEHRS, CPhT are not a livable wage in CO :(You are correct, they are not livable wages in all areas. Keep in mind most participants attending the one stops across the country do not have a degree. These certifications will give them the foundation training to get their foot in the door.

I left education because they became credentialing crazy...is this the new norm? Not necessarily, Stackable Credentials are an option for a lot of participants with the American Job Centers. Credentials can be a big factor for employment.

If we have so many BA degrees would stacking on that degree be best or going on to a Master Degree be best? This answer would depend on the field of the degree and the goal of the person.

- BA in Computer Science, National Certifications would be best. These are very vendor specific certifications for IT and would definitely enhance a person's career pathway and income.
- BA in Healthcare - in Social Work, a master is better - but in medical administration, certifications could be a better avenue for the person
- BA in Business – a person could choose PMP - Project Management Professional certification if “projects” is their focus. A Masters in Business – would be better if you are looking at high end business opportunities.

Keep in mind, this “Stackable Credentials” presentation is directed for our participants in the American Job Centers. Most participants are entry level, career changers or people with barriers and the goal is entry level stackable credentials to gain skills and employment.



What are the mentors and instructor hours of availability? MedCerts student support team is available Monday - Friday, 8:30am to 6:00 EST. Students can contact us via live chat, emails and phone calls. Emails or chats that are after hours – are answered the next business day.

Is the employment in the field of training and how much of it is due to your staff? MedCerts student employment records are achieved from workforce offices, students and employment records. The goal is teamwork – the student, the workforce office and MedCerts job search assistance to achieve the employment success we are all working for.

Is it possible to flood the market with health care and the job be filled in the future? It is possible – but if your goal is a career in healthcare... achieving the training and broadening your knowledge with horizontal certifications will give you the advantage in today's work field.

How do you know when a credential is needed I normally go to the CareerOneStop Credential finder, but I get confused when I see Core, Specialty or Advance credentials. Most participants will be starting at the “core” or “specialty” credential.

Complete the assessment with the participant, determining their skill levels and the pathway. In most cases you can provide the participant with “The Plan” and have them do their homework. The available training in your area (or MedCerts online training) can be the “next step”.

There is a push for 'portable credentialing,' but not all certifications are recognized nationally. You are correct – determine what credentials are approved in your region/state. What is the employment demands in your area? MedCerts training for Healthcare and IT certifications are recognized nationally.

I am assuming that there are renewal requirements for most credentials. Can you talk a little about that? The healthcare Certifications required Continued Education Units over a period of two years. Most of these “credits” can be done online and have a low cost or are free. The Certification Body will inform each person on their requirements to keep the certifications updated.

I have seen on many occasions that an employer will hire a person with a degree over a person with a Cert even if that Cert is job specific-- Thoughts? This is true – Some HR personnel will favor degree over credentials -- or credentials over degrees. The goal for the American Job Centers is to provide the best options for each participant. As well as education to “match” for area employers.

Employers do lots of things that don't make sense! Yes, there are times that seems to be the case. 😊



Can a Veteran apply his military training, certifications towards a national certification? Not to my knowledge. To achieve National Certification, a person must pass a specific exam. The knowledge gained by the veterans experience will definitely help them with the exam objectives and the success of passing the exam. They may still need education to help prepare for the specifics of the Certification exam.

Is the MyCAA-Military Spouse Scholarship available to eligible spouses of Veterans? Sorry, this grant is specific to spouses of “active duty” soldiers. And specific ranks... E1 – E5, O1 – 2, and WO 1-2.

I am really interested in obtain a stackable diagram for IT professionals. Is there anywhere I can search for one? This is a good snapshot... CompTIA certifications are the foundation for both Microsoft and Cisco.



I have been getting a lot of interest in Cyber Security. Is there a certification for that field? This is definitely an excellent career choice. The **CompTIA** path is the best beginning. A person must understand the variety of computers (desktops, laptops, tablets, smart phones). Both the hardware and operating system. CompTIA’s **A+** certification validates those skills.

Network+ validates a person’s skills on networking and IP (internet protocols) – you must understand how a network operates – how a computers is assigned an “address” - to be able to keep a network secure.

Security+ is the beginning knowledge of keeping that network secure. Pass this certification exam and begin your career in Cyber Security! Of course the college degree can help with Cyber Security – as well as Microsoft and Cisco certifications.



Is any of these credentials beneficial for people with a background?

Will felony convictions for Fraud disqualify an individual from working in the medical field?

I know there are some restrictions for folks with a background working in many medical related fields.

For Healthcare, I would answer NO. But it depends upon the background.

One of the participants of the webinar provided this: **Laws are changing, I work with a hospital in an internship program and felons are looked at on an individual bases. My intern has a felon and was just hired.**

Are there any restrictions or barriers for people with a criminal background seeking certification in any of these certification/training programs? The CompTIA programs could be good ones for those with a criminal background (depending on the type of back ground). They must be computer savvy.

Any national certifications for behavioral health dealing with substance abuse? MedCerts does not offer this. I did a search and found: <https://www.mynextmove.org/profile/ext/cert/21-1023.00>

Are you aware of edX? www.edx.org Yes, this is a site similar to the www.gfcleanfree.org site - offers FREE courses.

Can they keep us updated on the pilot program in PA? Thanks. We sure can! We are all very excited about this Pilot program and the upcoming results – If you are interested in update, please email Sandy Mead at smead@medcerts.com

This was fabulous... I was sitting there taking notes the whole time...will be using this right away.

Thanks! Our goal was to provide the workforce offices across the country with ideas and “The Plan” for stackable credentials. Workforce participants do not fit in a “one solution fits all model”. Choices are always best and MedCerts training for National Certifications in Healthcare and IT are an option.