



Orientation: Case Study #1

MEDICAL RECORDS AND MEDICAL OFFICE RECEPTIONIST: Everytown Adult and Continuing Education Center

The Everytown Adult and Continuing Education Center offers a variety of adult education integrated vocational training programs. These programs align closely with the immediate employment needs in the region. The Everytown Center collaborates directly with the regional Workforce Development Board and offers programming that directly relates to local employment needs and growth areas.

The course structure for this program includes a 1-week pre-vocational component, a 10-week technical/vocational program, and a 1-week post-vocational class. The Medical Records and Office Receptionist course is 130 hours and is taught by adult education instructors in collaboration with experts in this vocational area. Key features of the vocational course include medical terminology, basic office management concepts, written and oral communication, and records security and management.

The post-vocational class provides students with a debriefing opportunity and a wide array of workforce preparation activities, including certification testing preparation and job application support. The center collaborates with the local one-stop to provide modules on résumé development, interviewing, and job placement. Also, information is provided to students about further education opportunities within the medical records field. Many students receive assistance in applying for and enrolling in continuing postsecondary education.

The Everytown Center is housed in a complex that includes medical offices, and students can access those offices for authentic experience and practice. Students in the program are mostly at intermediate educational levels or above and include a mixture of native English speakers and second language learners. A variety of supportive services are available, including childcare, transportation, clothing, counseling, and advising.


The center acquires most of the funding for its vocational programming through dedicated fundraising activities, although some funding for target clientele (TANF, dislocated workers, etc.) is available through the regional WIB. Basic education instructional delivery is covered through state adult education funding.

With your team, discuss the following:

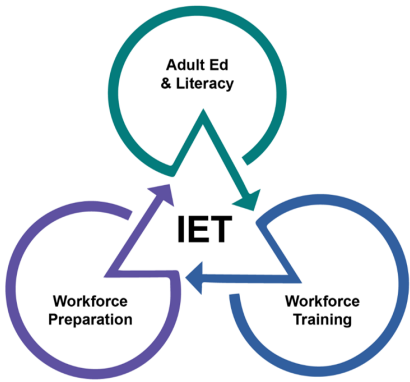
- What aspects of this program meet WIOA regulations for an IET program?
- What makes or would make it an IET program?
- What information is missing that would help you decide if it meets the requirements for an IET program?

Federal IET Requirement

Within the overall scope of the IET program, IET programs must have integrated, concurrent, and contextualized delivery of the three program components →



Is it an IET?



IETs must also:

- Be of sufficient intensity and quality
- Offer adult education, workforce preparation, and workforce training simultaneously within the overall scope of the IET program;
- Use occupationally relevant instructional materials;
- Have a single set of learning objectives;
- Align adult education instruction with the state's content standards; and
- Be a part of a career pathway

State/Territory Requirements: States and territories may add other requirements for IET. It's important to check the local policy to understand if the IET program meets all requirements.

Source: *Regulations at 34 CFR §463.37*

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