

Healthcare Pathways In Western New York: Healthcare Administration and IT

Introduction And Map Overview

Begin working toward a life-changing opportunity with a career in healthcare!

This map is a tool to help guide your path.

We've partnered with local employers, identified in demand jobs, and highlighted some of the opportunities for advancement right here in Western New York. Whether you have a GED or already have a college degree, we can help you identify a path that is right for you - and the resources and education and training programs to get you there. We are here to help you learn what you need to know so you can start changing your life and your family's life today.



Healthcare Administration and IT Career Paths

Healthcare careers in administration and IT range from taking care of patients, to maintaining medical records, leading healthcare teams and more! Whether you like to help people, are detail-oriented, or want to manage healthcare services, there's a career for you.

Page 2 is a career map that shows some of the most in demand jobs in Western New York. The arrows are a guide to show how you might move from one healthcare job to the next. Keep in mind, you do not have to start from the beginning to move through. With a mix of either education and/or training, you can begin in almost any job.

Page 3 can be used along with page 2 and shows brief descriptions of each job on the career map.

Page 4 provides an overview of some of the educational paths available in WNY to help you enter or advance in these careers.



Career Exploration, Job Search Resources – Local and State

GLOW Workforce Development Board (glowworks.org): The GLOW WDB oversees One Stop Career Centers in each of the GLOW counties. The centers assist customers with preparing for employment and developing needed skills. Visit one of your local centers to receive assistance with exploring career paths, finding a job, or accessing resources and support needed to gain new credentials for employment.

NYSDOL Jobs in Demand Today (dol.ny.gov/jobs-demand-today): Learn more about jobs in each region, including number of openings and pay.

CareerZone (www.careerzone.ny.gov/jz/views/careerzone/index.jsf): Career exploration resources (targeted for youth). Sponsored by NYSDOL.

JobZone (www.jobzone.ny.gov/): Career exploration resource (targeted for adults). Sponsored by NYSDOL.

Career Exploration, Job Search Resources – National

CareerOneStop (www.careeronestop.org/): Career exploration tools, assessments, information about careers. Links to hundreds of occupational profiles with data available by state and metro area. There is a salary info tool to search for wages by zip code.

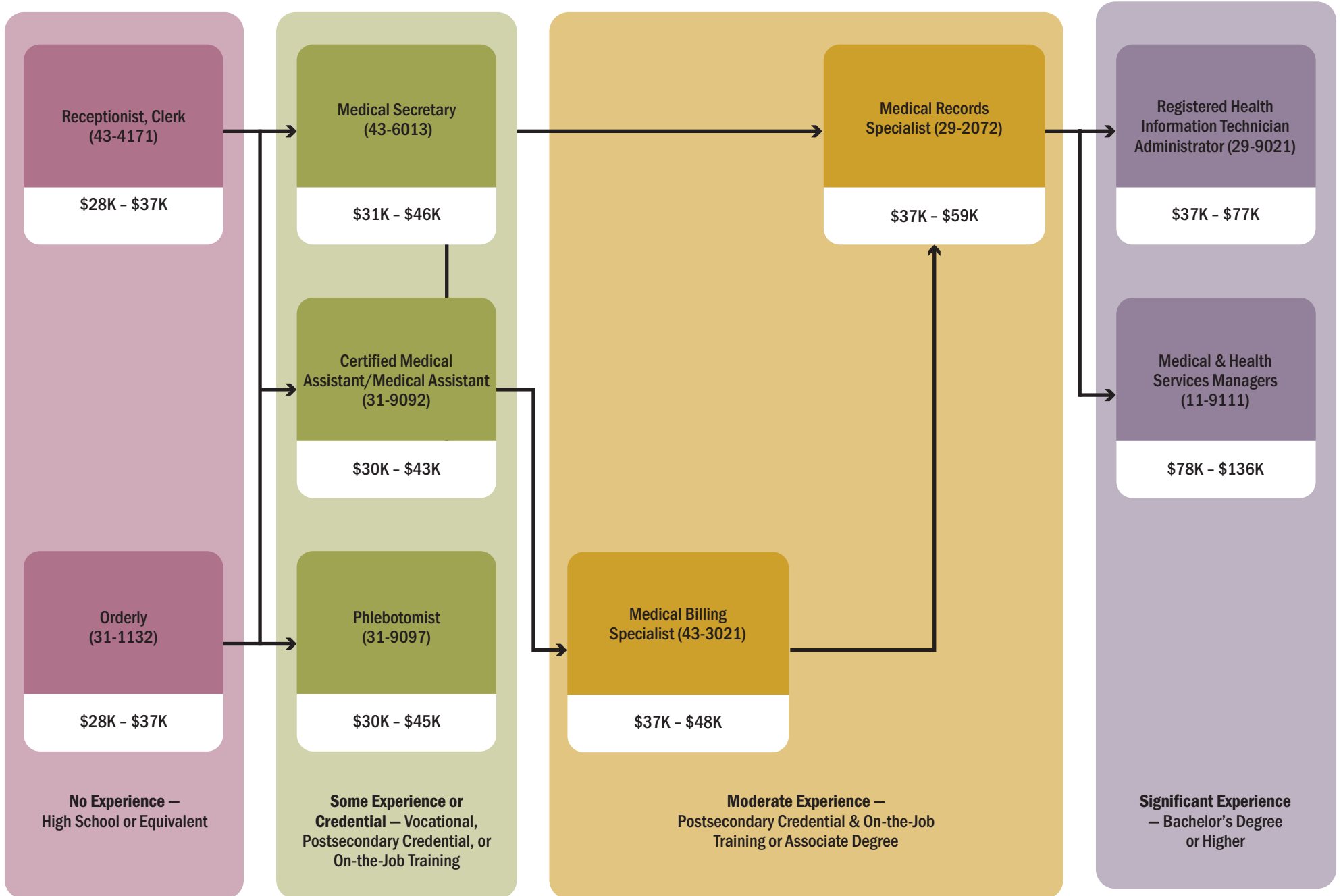
MyNextMove (www.mynextmove.org/): An interactive tool for job seekers and students to explore career options and interests.

Occupational Information Network (O*NET) (www.onetonline.org/): Search or browse 900+ occupations based on your goals and needs.

BLS Occupational Outlook Handbook (www.bls.gov/ooh/) and Career Outlook (www.bls.gov/careeroutlook/about.htm): View summary of each occupation, overview of what they do, pay, job outlook, state and regional information, and links to videos and other resources.

Career Paths In Healthcare:

Health Admin – IT



Standard Occupational Classification (SOC) — Typical Job Titles used by Employers — Overview of Job

Receptionist, Clerk (43-4171) — *Clerk Specialist, Front Desk Receptionist, Greeter, Member Service Representative, Office Assistant, Receptionist, Scheduler* — Answer inquiries and provide information to the general public, customers, visitors, and other interested parties regarding activities conducted at establishment and location of departments, offices, and employees within the organization.

Orderly (31-1132) — *Attendant, Orderly, Patient Care Assistant (PCA), Patient Care Technician (PCT), Patient Escort, Patient Transporter, Transporter* — Transport patients to areas such as operating rooms or x-ray rooms using wheelchairs, stretchers, or moveable beds. May maintain stocks of supplies or clean and transport equipment.

Medical Secretary (43-6013) — *Clinic Office Assistant, Front Desk Receptionist, Medical Office Specialist, Medical Receptionist, Medical Secretary, Physician Office Specialist, Secretary, Unit Clerk, Unit Support Representative, Ward Clerk* — Perform secretarial duties using specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Duties may include scheduling appointments, billing patients, and compiling and recording medical charts, reports, and correspondence.

Certified Medical Assistant / Medical Assistant (31-9092) — *Certified Medical Assistant (CMA), Chiropractor Assistant, Clinical Medical Assistant, Doctor's Assistant, Health Assistant, Ophthalmic Assistant, Ophthalmological Assistant, Optometric Assistant, Outpatient Surgery Assistant, Registered Medical Assistant (RMA)* — Perform administrative and certain clinical duties under the direction of a physician. Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding information for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by physician.

Phlebotomist (31-9097) — *Lab Liaison Technician, Mobile Examiner, Patient Service Technician (PST), Phlebotomy Technician, Registered Phlebotomist* — Draw blood for tests, transfusions, donations, or research. May explain the procedure to patients and assist in the recovery of patients with adverse reactions.

Medical Billing Specialist (43-3021) — *Account Services Representative (Accounts Services Rep), Biller, Billing Clerk, Billing Coordinator, Item Processing Clerk (IP Clerk), Medical Biller, Pre-Audit Clerk, Statement Clerk, Statement Distribution Clerk, Statement Services Representative (Statement Services Rep)* — Compile, compute, and record billing, accounting, statistical, and other numerical data for billing purposes. Prepare billing invoices for services rendered or for delivery or shipment of goods.

Medical Records Specialist (29-2072) — *Coder, Health Information Clerk, Health Information Specialist, Health Information Technician (Health Information Tech), Medical Records Clerk, Medical Records Coordinator, Medical Records Technician (Medical Records Tech), Registered Health Information Technician (RHIT)* — Compile, process, and maintain medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the healthcare system. Classify medical and healthcare concepts, including diagnosis, procedures, medical services, and equipment, into the healthcare industry's numerical coding system. Includes medical coders.

Registered Health Information Technician Administrator (29-9021) — *Medical Records Analyst, Medical Records Director* — Apply knowledge of healthcare and information systems to assist in the design, development, and continued modification and analysis of computerized healthcare systems. Abstract, collect, and analyze treatment and followup information of patients. May educate staff and assist in problem solving to promote the implementation of the healthcare information system. May design, develop, test, and implement databases with complete history, diagnosis, treatment, and health status to help monitor diseases.

Medical & Health Services Manager (11-9111) — *Cancer Center Director, Clinical Director, Health Information Management Director (HIM Director), Health Information Manager (HIM Manager), Healthcare System Director, Medical Records Director, Medical Records Manager, Mental Health Program Manager, Nurse Manager, Nursing Director* — Plan, direct, or coordinate medical and health services in hospitals, clinics, managed care organizations, public health agencies, or similar organizations.

| Career Opportunities | EOC | ON BOCES | GCC / BEST Center (BC) | NOTES |
|---|--|------------|--|-------|
| Medical Secretary | | | Medical Admin. Assistant (A.A.S.) Medical Office (Micro.) | |
| Medical Assistant | Registered Medical Assistant (B) | | Clinical Medical Assistant (BC -online cert.) | |
| Phlebotomist | Phlebotomy Technician (R) | Phlebotomy | Phlebotomy (Micro.) Phlebotomy Tech (BC-online cert.) | |
| Medical Billing Specialist | Medical Billing and Coding Specialist (B) | | Medical Billing/Coding (Micro. and BC online cert.) | |
| Health Information Technology/ Medical Registrars/ Medical Records Specialist | | | Certified Electronic Health Records Specialist (BC - online cert.) | |
| Medical & Health Services Manager | | | Medical Office Mgr./Cert. Physician Practice Mgr. (BC - online cert.) | |
| Registered Health Information Technician Administrator | | | Certified Electronic Health Records Specialist (BC - online cert.) | |
| Orderly /Patient Care Technician | | | Patient Care Technician (BC-online cert.) | |
| Receptionist, Clerk | | | Patient Access Representative (BC -online cert.) | |
| | | | | |
| | | | | |

A.A.S. = Associate of Applied Science
A.S. = Associate of Science
Micro. = Microcredential
Cert. = Certificate

EOC Rochester: www.reoc.brockport.edu/courses/
EOC Buffalo: www.buffalo.edu/eoc/programs/allied-health.html
ON BOCES: www.onbores.org/page/workforce-development-programs-and-classes
GCC: www.genesee.edu/academics/program-finder/
BEST Center: www.genesee.edu/about/offices-departments/best-center/online-training/

This workforce product was funded, in part, by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The U.S. Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Grant Number: CC-38930-22-60-A-36 Support for the development/production of this material was provided by a grant under the Strengthening Career and Technical Education for the 21st Century Act administered by the New York State Education Department. This work was made possible through the support of Lumina Fund for PACCE, a sponsored project of Rockefeller Philanthropy Advisors.

Healthcare Pathways In Western New York:

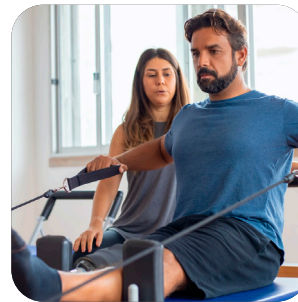
Health Technician

Introduction and Map Overview

Begin working toward a life-changing opportunity with a career in healthcare!

This map is a tool to help guide your path.

We've partnered with local employers, identified in demand jobs, and highlighted some of the opportunities for advancement right here in Western New York. Whether you have a GED or already have a college degree, we can help you identify a path that is right for you - and the resources and education and training programs to get you there. We are here to help you learn what you need to know so you can start changing your life and your family's life today.



Health Technician Career Paths

Healthcare technician careers range from taking care of patients, to maintaining medical records, leading healthcare teams and more! Whether you like to help people, are detail-oriented, or want to manage healthcare services, there's a career for you.

Page 2 is a career map that shows some of the most in demand jobs in Western New York. The arrows are a guide to show how you might move from one healthcare job to the next. Keep in mind, you do not have to start from the beginning to move through. With a mix of either education and/or training, you can begin in almost any job.

Page 3 can be used along with page 2 and shows brief descriptions of each job on the career map.

Page 4 provides an overview of some of the educational paths available in WNY to help you enter or advance in these careers.



Career Exploration, Job Search Resources – Local and State

GLOW Workforce Development Board (glowworks.org): The GLOW WDB oversees One Stop Career Centers in each of the GLOW counties. The centers assist customers with preparing for employment and developing needed skills. Visit one of your local centers to receive assistance with exploring career paths, finding a job, or accessing resources and support needed to gain new credentials for employment.

NYSDDL Jobs in Demand Today (dol.ny.gov/jobs-demand-today): Learn more about jobs in each region, including number of openings and pay.

CareerZone (www.careerzone.ny.gov/jz/views/careerzone/index.jsf): Career exploration resources (targeted for youth). Sponsored by NYSDDL.

JobZone (www.jobzone.ny.gov/): Career exploration resource (targeted for adults). Sponsored by NYSDDL.

Career Exploration, Job Search Resources – National

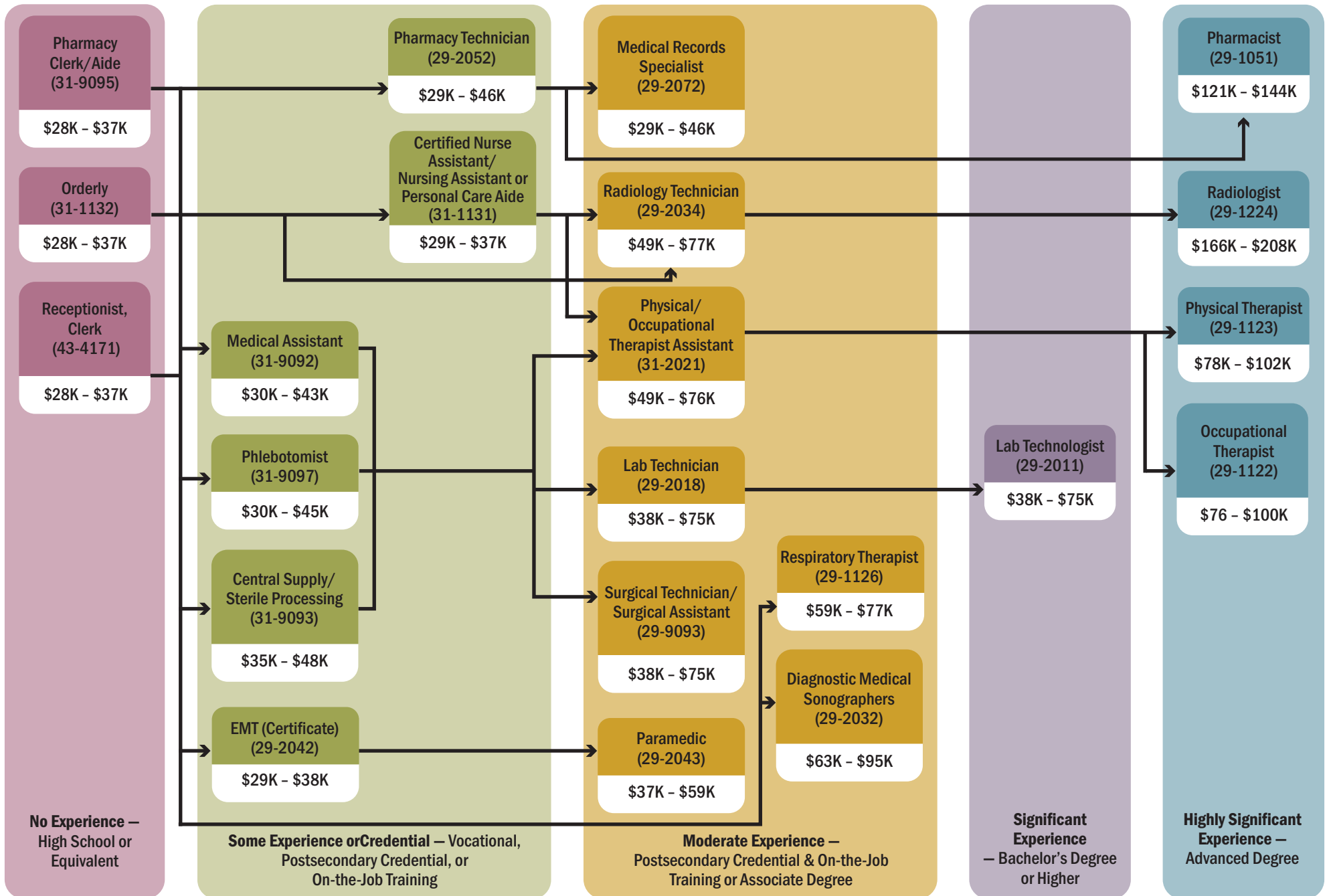
CareerOneStop (www.careeronestop.org/): Career exploration tools, assessments, information about careers. Links to hundreds of occupational profiles with data available by state and metro area. There is a salary info tool to search for wages by zip code.

MyNextMove (www.mynextmove.org/): An interactive tool for job seekers and students to explore career options and interests.

Occupational Information Network (O*NET) (www.onetonline.org/): Search or browse 900+ occupations based on your goals and needs.

BLS Occupational Outlook Handbook (www.bls.gov/ooh/) and Career Outlook (www.bls.gov/careeroutlook/about.htm): View summary of each occupation, overview of what they do, pay, job outlook, state and regional information, and links to videos and other resources.

Career Paths In Health Technician



Standard Occupational Classification (SOC) — Typical Job Titles used by Employers — Overview of Job

Pharmacy Clerk/Aide (31-9095) — *Certified Pharmacist Assistant, Drug Purchaser, Front Counter Clerk, Pharmacist Assistant, Pharmacy Aide, Pharmacy Ancillary, Pharmacy Assistant, Pharmacy Cashier, Pharmacy Clerk* — Record drugs delivered to the pharmacy, store incoming merchandise, and inform the supervisor of stock needs. May operate cash register and accept prescriptions for filling.

Orderly (31-1132) — *Attendant, Orderly, Patient Care Assistant (PCA), Patient Care Technician (PCT), Patient Escort, Patient Transporter, Transporter* — Transport patients to areas such as operating rooms or x-ray rooms using wheelchairs, stretchers, or moveable beds. May maintain stocks of supplies or clean and transport equipment.

Receptionist, Clerk (43-4171) — *Clerk Specialist, Front Desk Receptionist, Greeter, Member Service Representative, Office Assistant, Receptionist, Scheduler* — Answer inquiries and provide information to the general public, customers, visitors, and other interested parties regarding activities conducted at establishment and location of departments, offices, and employees within the organization.

Medical Assistant (31-9092) — *Certified Medical Assistant (CMA), Chiropractor Assistant, Clinical Medical Assistant, Doctor's Assistant, Health Assistant, Ophthalmic Assistant, Ophthalmological Assistant, Optometric Assistant, Outpatient Surgery Assistant, Registered Medical Assistant (RMA)* — Perform administrative and certain clinical duties under the direction of a physician. Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding information for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by physician.

Phlebotomist (31-9097) — *Lab Liaison Technician, Mobile Examiner, Patient Service Technician (PST), Phlebotomy Technician, Registered Phlebotomist* — Draw blood for tests, transfusions, donations, or research. May explain the procedure to patients and assist in the recovery of patients with adverse reactions.

Central Supply/Sterile Processing (31-9093) — *Central Processing Technician (CPT), Central Service Technician (CST), Central Sterile Supply Technician (CSS Technician), Certified Registered Central Service Technician (CRCST), Instrument Technician, Sterile Preparation Technician, Sterile Processing and Distribution Technician (SPD Tech), Sterile Processing Technician (Sterile Processing Tech), Sterile Technician, Sterilization Technician* — Prepare, sterilize, install, or clean laboratory or healthcare equipment. May perform routine laboratory tasks and operate or inspect equipment.

EMT (Certificate) (29-2042) — *EMT, First Responder* — Assess injuries and illnesses and administer basic emergency medical care. May transport injured or sick persons to medical facilities.

Pharmacy Technician (29-2052) — *Accredited Pharmacy Technician, Certified Pharmacy Technician (CPhT), Chemotherapy Pharmacy Technician (Chemo Pharmacy Technician), Compounding Technician, OR Pharmacy Tech (Operating Room Pharmacy Tech), RPhT (Registered Pharmacy Technician)* — Prepare medications under the direction of a pharmacist. May measure, mix, count out, label, and record amounts and dosages of medications according to prescription orders.

Certified Nurse Assistant/Nursing Assistant or Personal Care Aide (31-1131) — *Certified Medication Aide (CMA), Certified Nurse Aide (CNA), Certified Nurses Aide (CNA), Certified Nursing Assistant (CNA), Licensed Nursing Assistant (LNA), Nurses' Aide, Nursing Aide, Nursing Assistant, Patient Care Assistant (PCA), State Tested Nursing Assistant (STNA)* — Provide or assist with basic care or support under the direction of onsite licensed nursing staff. Perform duties such as monitoring of health status, feeding, bathing, dressing, grooming, toileting, or ambulation of patients in a health or nursing facility. May include medication administration and other health-related tasks. Includes nursing care attendants, nursing aides, and nursing attendants.

Medical Records Specialist (29-2072) — *Medical Records Analyst, Medical Records Director* — Apply knowledge of healthcare and information systems to assist in the design, development, and continued modification and analysis of computerized healthcare systems. Abstract, collect, and analyze treatment and followup information of patients. May educate staff and assist in problem solving to promote the implementation of the healthcare information system. May design, develop, test, and implement databases with complete history, diagnosis, treatment, and health status to help monitor diseases.

Radiology Technician (29-2034) — *Computed Tomography Technologist (CT Tech), Diagnostic Radiologic Technologist (DRT), Imaging Technologist (Imaging Tech), Mammographer, Radiographer, Radiologic Technologist (RT), Radiology Technician (Radiology Tech), Registered Radiologic Technologist (RT (R)), X-Ray Technician (X-Ray Tech), X-Ray Technologist (X-Ray Tech)* — Take x-rays and CAT scans or administer nonradioactive materials into patient's bloodstream for diagnostic or research purposes. Includes radiologic technologists and technicians who specialize in other scanning modalities.

Physical/Occupational Therapist Assistant (31-2021) — *Certified Physical Therapist Assistant (CPTA), Home Care Physical Therapy Assistant, Home Health Physical Therapist Assistant, Licensed Physical Therapist Assistant (LPTA), Licensed Physical Therapy Assistant, Outpatient Physical Therapist Assistant, Per Diem Physical Therapist Assistant (Per Diem PTA), Physical Therapist Assistant (PTA), Physical Therapy Assistant (PTA)* — Assist physical therapists in providing physical therapy treatments and procedures. May, in accordance with state laws, assist in the development of treatment plans, carry out routine functions, document the progress of treatment, and modify specific treatments in accordance with patient status and within the scope of treatment plans established by a physical therapist. Generally requires formal training.

Lab Technician (29-2018) — *Certified Clinical Laboratory Technician, Clinical Laboratory Technician (Clinical Lab Technician), Laboratory Assistant (Lab Assistant), Laboratory Technician (Lab Tech), Medical Laboratory Technician (MLT), Medical Laboratory Technicians (Medical Lab Technician), Medical Technician* — Perform routine medical laboratory tests for the diagnosis, treatment, and prevention of disease. May work under the supervision of a medical technologist.

Surgical Technician/Surgical Assistant (29-9093) — *Certified First Assistant (CFA), Certified Registered Nurse First Assistant (CRNFA), Certified Surgical Assistant (CSA), Certified Surgical First Assistant (CSFA), Certified Surgical Technician, Gastrointestinal Technician (GI Technician), Registered Nurse First Assistant (RNFA), Surgical First Assistant, Surgical Scrub Technician (Surgical Scrub Tech), Surgical Technician (Surgical Tech)* — Assist in operations, under the supervision of surgeons. May, in accordance with state laws, help surgeons to make incisions and close surgical sites, manipulate or remove tissues, implant surgical devices or drains, suction the surgical site, place catheters, clamp or cauterize vessels or tissue, and apply dressings to surgical site.

Paramedic (29-2043) — *First Responder, Flight Paramedic* — Administer basic or advanced emergency medical care and assess injuries and illnesses. May administer medication intravenously, use equipment such as EKGs, or administer advanced life support to sick or injured individuals.

Diagnostic Medical Sonographers (29-2032) — *Cardiac Sonographer, Diagnostic Medical Sonographer, Medical Sonographer, Registered Diagnostic Medical Sonographer (RDMS), Sonographer, Staff Sonographer, Ultrasonographer, Ultrasound Technician (Ultrasound Tech), Ultrasound Technologist (Ultrasound Tech)* — Produce ultrasonic recordings of internal organs for use by physicians. Includes vascular technologists.

Respiratory Therapist (29-1126) — *Cardiopulmonary Rehabilitation Respiratory Therapist, Certified Respiratory Therapist (CRT), Registered Respiratory Therapist (RRT), Respiratory Care Practitioner (RCP), Respiratory Therapist (RT), Staff Respiratory Therapist, Staff Therapist* — Assess, treat, and care for patients with breathing disorders. Assume primary responsibility for all respiratory care modalities, including the supervision of respiratory therapy technicians. Initiate and conduct therapeutic procedures; maintain patient records; and select, assemble, check, and operate equipment.

Lab Technologist (29-2011) — *Clinical Laboratory Scientist (CLS), Clinical Laboratory Technologist, Histologist Technologist, Medical Laboratory Technologist (Medical Lab Tech), Medical Technologist (MT), Microbiology Technologist* — Perform complex medical laboratory tests for diagnosis, treatment, and prevention of disease. May train or supervise staff.

Pharmacist (29-1051) — *Clinical Pharmacist, Hospital Pharmacist, Informatics Pharmacist, Pharm D (Pharmacy Doctor), Pharmacist in Charge (PIC), Pharmacy Coordinator, Pharmacy Informaticist, Pharmacy Services Clinical Coordinator, Registered Pharmacist, Retail Pharmacist* — Dispense drugs prescribed by physicians and other health practitioners and provide information to patients about medications and their use. May advise physicians and other health practitioners on the selection, dosage, interactions, and side effects of medications.

Radiologist (29-1224) — *Diagnostic Radiologist, Interventional Neuroradiologist, Interventional Radiologist, Neuroradiologist, Nuclear Medicine Physician, Nuclear Medicine Specialist, Physician, Radiologist* — Diagnose and treat diseases and injuries using medical imaging techniques, such as x rays, magnetic resonance imaging (MRI), nuclear medicine, and ultrasounds. May perform minimally invasive medical procedures and tests.

Physical Therapist (29-1123) - *Acute Care PT (Acute Care Physical Therapist), Doctor of Physical Therapy (DPT), Home Care Physical Therapist (Home Care PT), Inpatient Physical Therapist (Inpatient PT), Outpatient Physical Therapist (Outpatient PT), Pediatric Physical Therapist (Pediatric PT), Registered Physical Therapist (RPT), Therapist* — Assess, plan, organize, and participate in rehabilitative programs that improve mobility, relieve pain, increase strength, and improve or correct disabling conditions resulting from disease or injury.

Occupational Therapist (29-1122) — *(Assistive Technology Trainer, Certified Hand Therapist (CHT), Early Intervention Occupational Therapist, Home Health Occupational Therapist, Industrial Rehabilitation Consultant, Occupational Therapist (OT), Pediatric Occupational Therapist (Pediatric OT), Pediatrics and Acute Care Occupational Therapist, Registered Occupational Therapist (OTR)* — Assess, plan, and organize rehabilitative programs that help build or restore vocational, homemaking, and daily living skills, as well as general independence, to persons with disabilities or developmental delays. Use therapeutic techniques, adapt the individual's environment, teach skills, and modify specific tasks that present barriers to the individual.

| Career Opportunities | EOC - Rochester(R)/Buffalo(B) | GV / ON BOCES | GCC / BEST Center (BC) | NOTES |
|---|--|--|---|-------|
| Medical Secretary | | | Medical Admin. Assistant (A.A.S.) Medical Office (Micro.) | |
| Medical Assistant (MA) | Registered Medical Assistant (B) | | Clinical Medical Assistant (BC -online cert.) | |
| Phlebotomist | Phlebotomy Technician (R) | Phlebotomy (ON BOCES) | Phlebotomy (Micro.) Phlebotomy Tech (BC-online cert.) | |
| Central Sterile Processing Technician | Sterile Processing Technician (R) and (B) | | Sterile Processing Technician (BC -online cert.) | |
| Orderly /Patient Care Technichian | | | Patient Care Technician (BC-online cert.) | |
| Pharmacy Technician | Pharmacy Technician (R) | | Pharmacy Technician (BC - online cert.) | |
| Certified Nursing Assistant | Nursing Assistant (R) | Certified Nursing Assistant (GV and ON BOCES) | Health Studies (A.S.) | |
| Medical Billing Specialist | Medical Billing and Coding Specialist (B) | | Medical Billing/Coding (Micro. and BC online cert.) | |
| Health Information Technology/ Medical Registrars/ Medical Records Specialist | | | Certified Electronic Health Records Specialist (BC - online cert.) | |
| Surgical Technician/Surgical Assistant | | | Surgical Technologist (BC -online cert.) | |
| Physical Therapist Assistant (PTA) | | | Physical Therapist Asst. (A.A.S.) Phys. Therapy Aide (BC-online cert.) | |
| Respiratory Therapist | | | Respiratory Care (A.A.S.) | |
| Technician - Other | | | EKG Technician (BC -online cert.) Dialysis Tech. (BC -online cert.) | |

A.A.S. = Associate of Applied Science

A.S. = Associate of Science

Micro. = Microcredential

Cert. = Certificate

EOC Rochester: www.reoc.brockport.edu/courses/

EOC Buffalo: www.buffalo.edu/eoc/programs/allied-health.html

GV BOCES: www.gvboces.org/page/adult-education-programs

ON BOCES: www.onboces.org/page/workforce-development-programs-and-classes

GCC: www.genesee.edu/academics/program-finder/

BEST Center: www.genesee.edu/about/offices-departments/best-center/online-training/

This workforce product was funded, in part, by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The U.S. Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Grant Number: CC-38930-22-60-A-36 Support for the development/production of this material was provided by a grant under the Strengthening Career and Technical Education for the 21st Century Act administered by the New York State Education Department. This work was made possible through the support of Lumina Fund for PACCE, a sponsored project of Rockefeller Philanthropy Advisors.

Healthcare Pathways In Western New York:

Human Services

Introduction and Map Overview

Begin working toward a life-changing opportunity with a career in healthcare!

This map is a tool to help guide your path.

We've partnered with local employers, identified in demand jobs, and highlighted some of the opportunities for advancement right here in Western New York. Whether you have a GED or already have a college degree, we can help you identify a path that is right for you – and the resources and education and training programs to get you there. We are here to help you learn what you need to know so you can start changing your life and your family's life today.



Human Services Career Paths

Careers in human services can include working with those with developmental disabilities, mental health and/or substance use disorders, or others seeking supportive services. Whether you like to work with kids, adults, or families, there's a career for you!

Page 2 is a career map that shows some of the most in demand jobs in Western New York. The arrows are a guide to show how you might move from one healthcare job to the next. Keep in mind, you do not have to start from the beginning to move through. With a mix of either education and/or training, you can begin in almost any job.

Page 3 can be used along with page 2 and shows brief descriptions of each job on the career map.

Page 4 provides an overview of some of the educational paths available in WNY to help you enter or advance in these careers.



Career Exploration, Job Search Resources – Local and State

GLOW Workforce Development Board (glowworks.org): The GLOW WDB oversees One Stop Career Centers in each of the GLOW counties. The centers assist customers with preparing for employment and developing needed skills. Visit one of your local centers to receive assistance with exploring career paths, finding a job, or accessing resources and support needed to gain new credentials for employment.

NYSDOL Jobs in Demand Today (dol.ny.gov/jobs-demand-today): Learn more about jobs in each region, including number of openings and pay.

CareerZone (www.careerzone.ny.gov/jz/views/careerzone/index.jsf): Career exploration resources (targeted for youth). Sponsored by NYSDOL.

JobZone (www.jobzone.ny.gov/): Career exploration resource (targeted for adults). Sponsored by NYSDOL.

Career Exploration, Job Search Resources – National

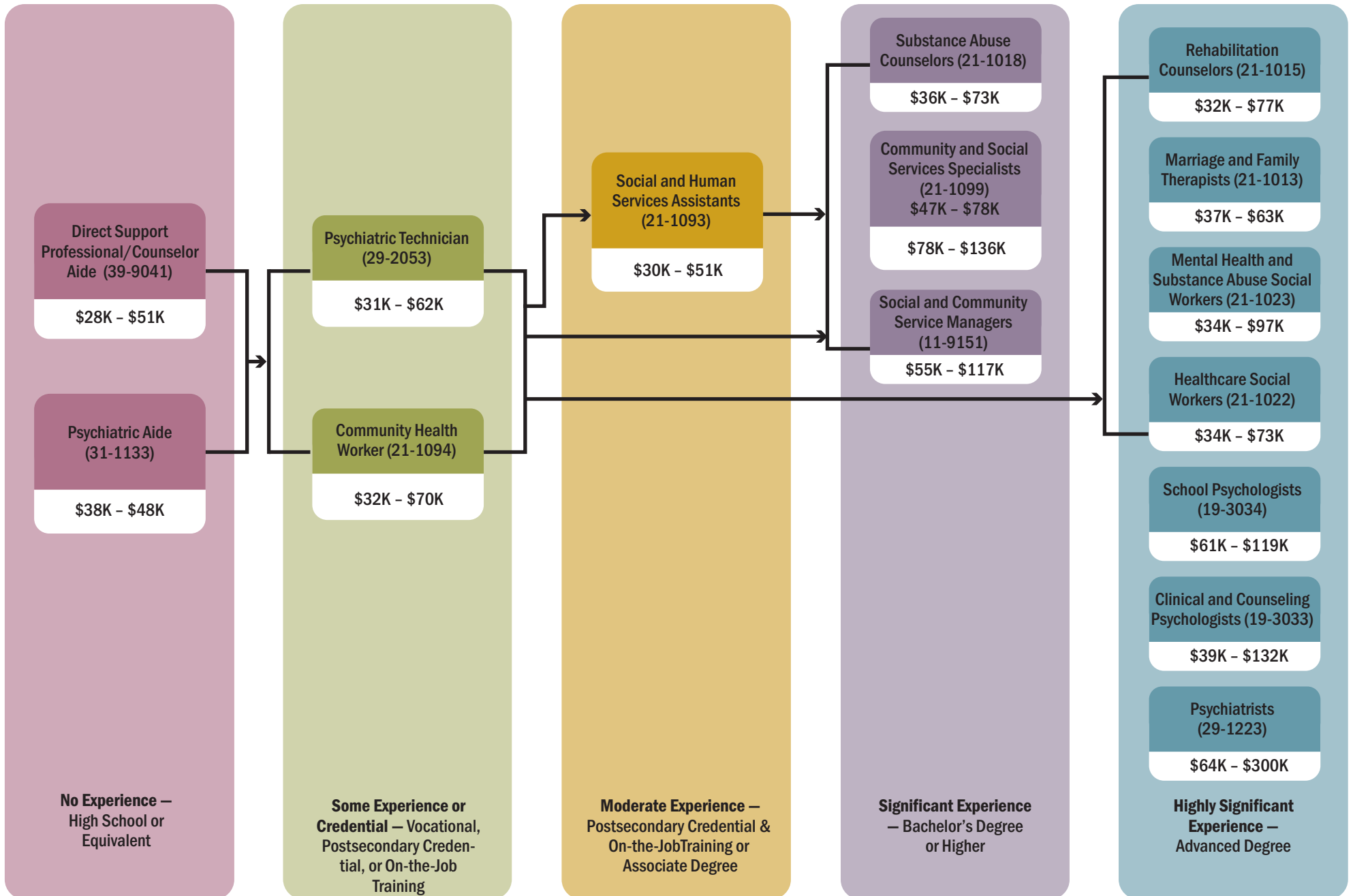
CareerOneStop (www.careeronestop.org/): Career exploration tools, assessments, information about careers. Links to hundreds of occupational profiles with data available by state and metro area. There is a salary info tool to search for wages by zip code.

MyNextMove (www.mynextmove.org/): An interactive tool for job seekers and students to explore career options and interests.

Occupational Information Network (O*NET) (www.onetonline.org/): Search or browse 900+ occupations based on your goals and needs.

BLS Occupational Outlook Handbook (www.bls.gov/ooh/) and Career Outlook (www.bls.gov/careeroutlook/about.htm): View summary of each occupation, overview of what they do, pay, job outlook, state and regional information, and links to videos and other resources.

Career Paths In Human Services



Standard Occupational Classification (SOC) – Typical Job Titles used by Employers – Overview of Job

Residential Advisors/Direct Support Professionals (39-9041) – *Counselor Aides, Residential Program Specialists, Residential Direct Support Professionals* – Coordinate activities in resident facilities in secondary school and college dormitories, group homes, or similar establishments. Order supplies and determine need for maintenance, repairs, and furnishings. May maintain household records and assign rooms. May assist residents with problem solving or refer them to counseling resources.

Psychiatric Aides (31-1133) – *Health and Wellness Managers, Mental Health Administrators, Mental Health Coordinators* – Assist mentally impaired or emotionally disturbed patients, working under direction of nursing and medical staff. May assist with daily living activities, lead patients in educational and recreational activities, or accompany patients to and from examinations and treatments. May restrain violent patients. Includes psychiatric orderlies.

Psychiatric Technicians (29-2053) – *Psychiatric Care Technicians, Behavior Technicians, Behavioral Health Technicians* – Care for individuals with mental or emotional conditions or disabilities, following the instructions of physicians or other health practitioners. Monitor patients' physical and emotional well-being and report to medical staff. May participate in rehabilitation and treatment programs, help with personal hygiene, and administer oral or injectable medications.

Community Health Workers (21-1094) – *Health Advocates, Health Navigators, Community Liaisons, Community Health Advocates/Navigators/Workers* – Promote health within a community by assisting individuals to adopt healthy behaviors. Serve as an advocate for the health needs of individuals by assisting community residents in effectively communicating with healthcare providers or social service agencies. Act as liaison or advocate and implement programs that promote, maintain, and improve individual and overall community health. May deliver health-related preventive services such as blood pressure, glaucoma, and hearing screenings. May collect data to help identify community health needs.

Social and Human Service Assistants (21-1093) – *Peer Support Specialists, Care Managers, Youth Advocates, Care Coordinators, Social Work Assistants, Outreach Specialists* – Assist other social and human service providers in providing client services in a wide variety of fields, such as psychology, rehabilitation, or social work, including support for families. May assist clients in identifying and obtaining available benefits and social and community services. May assist social workers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse, human relationships, rehabilitation, or dependent care.

Substance Abuse, Behavioral Disorder, and Mental Health Counselors (21-1018) – *Counselors, Therapists, Mental Health Counselors, Substance Use Disorder Counselors* – Counsel and advise individuals with alcohol, tobacco, drug, or other problems, such as gambling and eating disorders. May counsel individuals, families, or groups or engage in prevention programs. Counsel and advise individuals and groups to promote optimum mental and emotional health, with an emphasis on prevention. May help individuals deal with a broad range of mental health issues, such as those associated with addictions and substance abuse; family, parenting, and marital problems; stress management; self-esteem; or aging.

Community and Social Service Specialists, All Other (21-1099) – *Community Habilitation Specialists, Community Engagement Specialists, Community Outreach Specialists, Community Based Care Managers*

Social and Community Service Managers (11-9151) – *Program Supervisors, Shelter Managers, Directors of Social Work, Program Coordinators, Directors of Outpatient Services* – Plan, direct, or coordinate the activities of a social service program or community outreach organization. Oversee the program or organization's budget and policies regarding participant involvement, program requirements, and benefits. Work may involve directing social workers, counselors, or probation officers.

Rehabilitation Counselors (21-1015) – *Disability Services Coordinators, Resource Navigators, Rehabilitation Specialists* – Counsel individuals to maximize the independence and employability of persons coping with personal, social, and vocational difficulties that result from birth defects, illness, disease, accidents, aging, or the stress of daily life. Coordinate activities for residents of care and treatment facilities. Assess client needs and design and implement rehabilitation programs that may include personal and vocational counseling, training, and job placement.

Marriage and Family Therapists (21-1013) – *Child and Family Therapists, Family Counselors, Behavior Specialists, Clinical Therapists* – Diagnose and treat mental and emotional disorders, whether cognitive, affective, or behavioral, within the context of marriage and family systems. Apply psychotherapeutic and family systems theories and techniques in the delivery of services to individuals, couples, and families for the purpose of treating such diagnosed nervous and mental disorders.

Mental Health and Substance Abuse Social Workers (21-1023) – *Mental Health Social Workers, Behavioral Health Case Managers, Crisis Workers* – Assess and treat individuals with mental, emotional, or substance abuse problems, including abuse of alcohol, tobacco, and/or other drugs. Activities may include individual and group therapy, crisis intervention, case management, client advocacy, prevention, and education.

Healthcare Social Workers (21-1022) – *Licensed Clinical Social Worker, Clinical Therapists, Medical Social Workers* – Provide individuals, families, and groups with the psychosocial support needed to cope with chronic, acute, or terminal illnesses. Services include advising family caregivers. Provide patients with information and counseling, and make referrals for other services. May also provide case and care management or interventions designed to promote health, prevent disease, and address barriers to access to healthcare.

School Psychologists (19-3034) – *Certified School Psychologist* – Diagnose and implement individual or schoolwide interventions or strategies to address educational, behavioral, or developmental issues that adversely impact educational functioning in a school. May address student learning and behavioral problems and counsel students or families. May design and implement performance plans, and evaluate performance. May consult with other school-based personnel.

Clinical and Counseling Psychologists (19-3033) – *Licensed Psychologists, Clinical Psychologists* – Assess, diagnose, and treat mental and emotional disorders of individuals through observation, interview, and psychological tests. Help individuals with distress or maladjustment understand their problems through their knowledge of case history, interviews with patients, and theory. Provide individual or group counseling services to assist individuals in achieving more effective personal, social, educational, and vocational development and adjustment. May design behavior modification programs and consult with medical personnel regarding the best treatment for patients.

Psychiatrists (29-1223) – *Child and Adolescent Psychiatrists, Outpatient Psychiatrists, Inpatient Psychiatrists* – Diagnose, treat, and help prevent mental disorders.

| Career Opportunities | EOC/BOCES | GCC | BEST Center (BC-online) | NOTES |
|--|-----------|--|---|-------|
| Residential Advisors (39-9041) | | | Social Service Asst/Peer Support Specialist (BC-online cert.) | |
| Psychiatric Aides (31-1133) | | | Peer Support Specialist (BC - online cert.) | |
| Psychiatric Technicians (29-2053) | | | Registered Behavior Technician (BC - online cert.) | |
| Community Health Workers (21-1094) | | Human Services A.S. or A.A.S. | | |
| Social and Human Service Assistants (21-1093) | | | Social Service Assistant, Peer Support Specialist, or Recovery Coach(BC -online cert) | |
| Substance Abuse, Behavioral Disorder, and Mental Health Counselors (21-1018) | | Human Services A.S. or A.A.S. Alcohol & Substance Abuse Studies (A.S.) | | |
| Community and Social Service Specialists, All Other (21-1099) | | Human Services A.S. or A.A.S. Gerontology Cert. | | |
| Rehabilitation Counselors (21-1015) | | Human Services A.S. or A.A.S. | | |
| Mental Health and Substance Abuse Social Workers (21-1023) | | Human Services A.S. or A.A.S. Alcohol & Substance Abuse Studies (A.S.) | | |
| Healthcare Social Workers (21-1022) | | Human Services A.S. or A.A.S. | | |
| School Psychologists (19-3034) | | Liberal Arts & Sciences: Humanities & Social Sciences (A.A.) | | |
| Clinical and Counseling Psychologists (19-3033) | | Liberal Arts & Sciences: Humanities & Social Sciences (A.A.) | | |
| Psychiatrists (29-1223) | | Liberal Arts & Sciences: Humanities & Social Sciences (A.A.) | | |

A.A.S. = Associate of Applied Science
A.S. = Associate of Science
Cert. = Certificate

GCC: www.genesee.edu/academics/program-finder/

BEST Center: www.genesee.edu/about/offices-departments/best-center/online-training/

This workforce product was funded, in part, by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The U.S. Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Grant Number: CC-38930-22-60-A-36. Support for the development/production of this material was provided by a grant under the Strengthening Career and Technical Education for the 21st Century Act administered by the New York State Education Department. This work was made possible through the support of Lumina Fund for PACCE, a sponsored project of Rockefeller Philanthropy Advisors.

Healthcare Pathways In Western New York: Nursing and Administration

Introduction and Map Overview

Begin working toward a life-changing opportunity with a career in healthcare!

This map is a tool to help guide your path.

We've partnered with local employers, identified in demand jobs, and highlighted some of the opportunities for advancement right here in Western New York. Whether you have a GED or already have a college degree, we can help you identify a path that is right for you – and the resources, education, and training programs to get you there. We are here to help you learn what you need to know so you can start changing your life today.



Nursing and Administration Career Paths

Healthcare careers in nursing and administration range from taking care of patients, to maintaining medical records, leading healthcare teams and more! Whether you like to help people, are detail-oriented, or want to manage healthcare services, there's a career for you.

Page 2 is a career map that shows some of the most in demand jobs in Western New York. The arrows are a guide to show how you might move from one healthcare job to the next. Keep in mind, you do not have to start from the beginning to move through. With a mix of either education and/or training, you can begin in almost any job.

Page 3 can be used along with page 2 and shows brief descriptions of each job on the career map.

Page 4 provides an overview of some of the educational paths available in Western New York to help you enter or advance in these careers.



Career Exploration, Job Search Resources – Local and State

GLOW Workforce Development Board (glowworks.org): The GLOW WDB oversees One Stop Career Centers in each of the GLOW counties. The centers assist customers with preparing for employment and developing needed skills. Visit one of your local centers to receive assistance with exploring career paths, finding a job, or accessing resources and support needed to gain new credentials for employment.

NYSDOL Jobs in Demand Today (dol.ny.gov/jobs-demand-today): Learn more about jobs in each region, including number of openings and pay.

CareerZone (www.careerzone.ny.gov/jz/views/careerzone/index.jsf): Career exploration resources (targeted for youth). Sponsored by NYSDOL.

JobZone (www.jobzone.ny.gov/): Career exploration resource (targeted for adults). Sponsored by NYSDOL.

Career Exploration, Job Search Resources – National

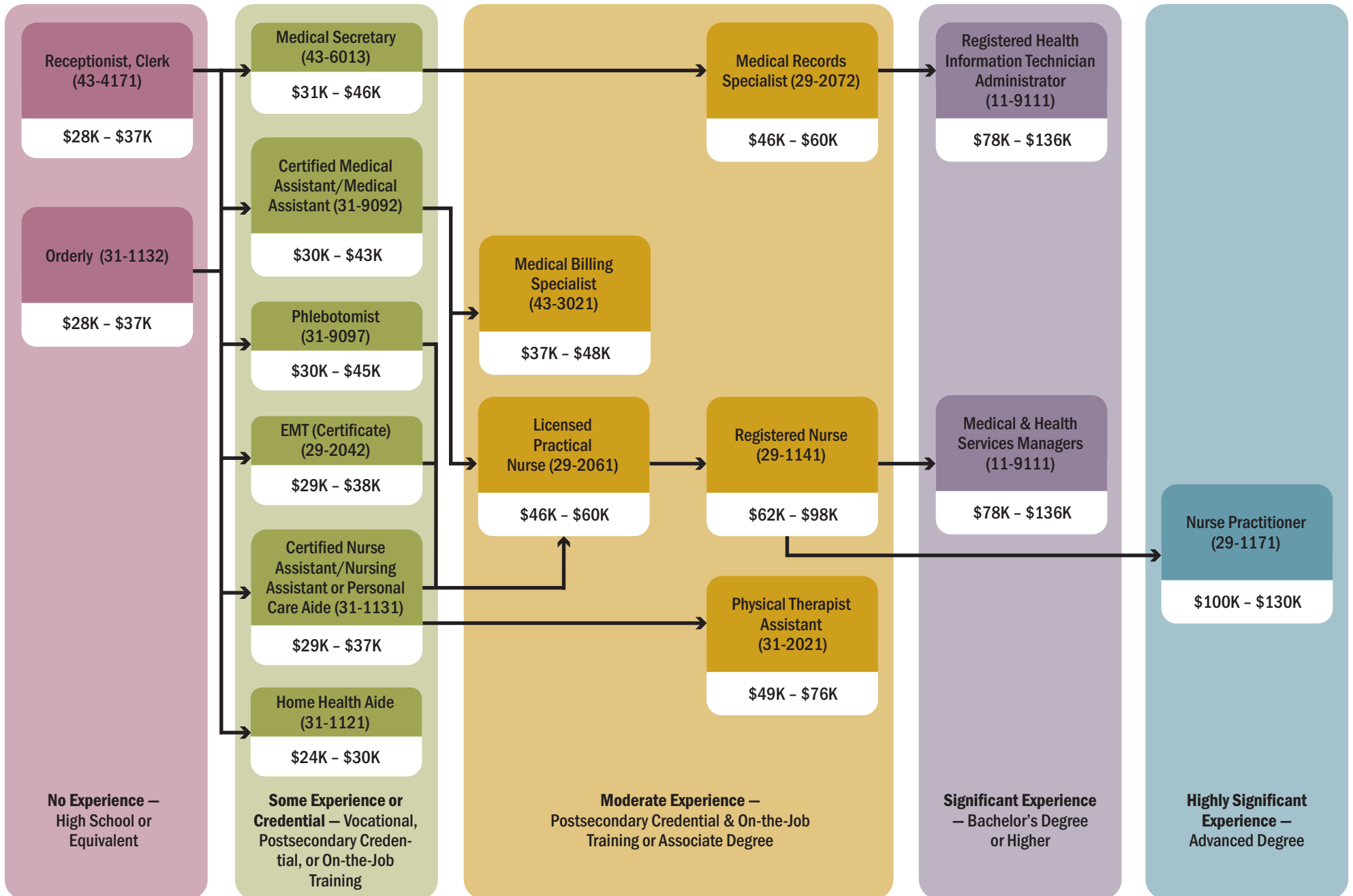
CareerOneStop (www.careeronestop.org/): Career exploration tools, assessments, information about careers. Links to hundreds of occupational profiles with data available by state and metro area. There is a salary info tool to search for wages by zip code.

MyNextMove (www.mynextmove.org/): An interactive tool for job seekers and students to explore career options and interests.

Occupational Information Network (O*NET) (www.onetonline.org/): Search or browse 900+ occupations based on your goals and needs.

BLS Occupational Outlook Handbook (www.bls.gov/ooh/) and Career Outlook (www.bls.gov/careeroutlook/about.htm): View summary of each occupation, overview of what they do, pay, job outlook, state and regional information, and links to videos and other resources.

Career Paths In Healthcare: Nursing and Administration



Standard Occupational Classification (SOC) — Typical Job Titles used by Employers — Overview of Job

Orderly (31-1132) — *Attendant, Orderly, Patient Care Assistant (PCA), Patient Care Technician (PCT), Patient Escort, Patient Transporter, Transporter* — Transport patients to areas such as operating rooms or x-ray rooms using wheelchairs, stretchers, or moveable beds. May maintain stocks of supplies or clean and transport equipment. CareerOneStop, ONET.

Receptionist, Clerk (43-4171) — *Clerk Specialist, Front Desk Receptionist, Greeter, Member Service Representative, Office Assistant, Receptionist, Scheduler* — Answer inquiries and provide information to the general public, customers, visitors, and other interested parties regarding activities conducted at establishment and location of departments, offices, and employees within the organization.

Medical Secretary (43-6013) — *Clinic Office Assistant, Front Desk Receptionist, Medical Office Specialist, Medical Receptionist, Medical Secretary, Physician Office Specialist, Secretary, Unit Clerk, Unit Support Representative, Ward Clerk* — Perform secretarial duties using specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Duties may include scheduling appointments, billing patients, and compiling and recording medical charts, reports, and correspondence.

Certified Medical Assistant/Medical Assistant (31-9092) — *Certified Medical Assistant (CMA), Chiropractor Assistant, Clinical Medical Assistant, Doctor's Assistant, Health Assistant, Ophthalmic Assistant, Ophthalmological Assistant, Optometric Assistant, Outpatient Surgery Assistant, Registered Medical Assistant (RMA)* — Perform administrative and certain clinical duties under the direction of a physician. Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding information for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by physician.

Phlebotomist (31-9097) — *Lab Liaison Technician, Mobile Examiner, Patient Service Technician (PST), Phlebotomy Technician, Registered Phlebotomist* — Draw blood for tests, transfusions, donations, or research. May explain the procedure to patients and assist in the recovery of patients with adverse reactions.

EMT (Certificate) (29-2042) — *EMT, First Responder* — Assess injuries and illnesses and administer basic emergency medical care. May transport injured or sick persons to medical facilities.

Certified Nurse Assistant/Nursing Assistant Or Personal Care Aide (31-1131) — *Certified Medication Aide (CMA), Certified Nurse Aide (CNA), Certified Nurses Aide (CNA), Certified Nursing Assistant (CNA), Licensed Nursing Assistant (LNA)* — Nurses' Aide, Nursing Aide, Nursing Assistant, Patient Care Assistant (PCA), State Tested Nursing Assistant (STNA) — Provide or assist with basic care or support under the direction of onsite licensed nursing staff. Perform duties such as monitoring of health status, feeding, bathing, dressing, grooming, toileting, or ambulation of patients in a health or nursing facility. May include medication administration and other health-related tasks. Includes nursing care attendants, nursing aides, and nursing attendants.

Home Health Aide (31-1121) — *Caregiver/Certified Home Health Aide (CHHA), Certified Medical Aide (CMA), Certified Nurses Aide (CNA), Home Attendant, Home Care Aide, Home Health Aide (HHA), Home Health Provider, Hospice Aide, In Home Caregiver* — Monitor the health status of an individual with disabilities or illness, and address their health-related needs, such as changing bandages, dressing wounds, or administering medication. Work is performed under the direction of offsite or intermittent onsite licensed nursing staff. Provide assistance with routine healthcare tasks or activities of daily living, such as feeding, bathing, toileting, or ambulation. May also help with tasks such as preparing meals, doing light housekeeping, and doing laundry depending on the patient's abilities.

Medical Records Specialist (29-2072) — *Medical Records Analyst, Medical Records Director* — Apply knowledge of healthcare and information systems to assist in the design, development, and continued modification and analysis of computerized healthcare systems. Abstract, collect, and analyze treatment and followup information of patients. May educate staff and assist in problem solving to promote the implementation of the healthcare information system. May design, develop, test, and implement databases with complete history, diagnosis, treatment, and health status to help monitor diseases.

Medical Billing Specialist (43-3021) — *Account Services Representative (Accounts Services Rep), Biller, Billing Clerk, Billing Coordinator, Item Processing Clerk (IP Clerk), Medical Biller, Pre-Audit Clerk, Statement Clerk, Statement Distribution Clerk, Statement Services Representative (Statement Services Rep)* — Compile, compute, and record billing, accounting, statistical, and other numerical data for billing purposes. Prepare billing invoices for services rendered or for delivery or shipment of goods.

Licensed Practical Nurse (29-2061) — *Charge Nurse, Clinic Licensed Practical Nurse (Clinic LPN), Clinic Nurse, Home Health Licensed Practical Nurse (Home Health LPN), Licensed Vocational Nurse (LVN), Office Nurse, Pediatric LPN (Pediatric Licensed Practical Nurse), Private Duty Nurse, Radiation Oncology Nurse, Triage LPN (Triage Licensed Practical Nurse)* — Care for ill, injured, or convalescing patients or persons with disabilities in hospitals, nursing homes, clinics, private homes, group homes, and similar institutions. May work under the supervision of a registered nurse. Licensing required.

Registered Nurse (29-1141) — *Certified Operating Room Nurse (CNOR), Charge Nurse, Emergency Department RN (Emergency Department Registered Nurse), Oncology RN (Oncology Registered Nurse), Operating Room Registered Nurse (OR RN), Psychiatric RN (Psychiatric Registered Nurse), Relief Charge Nurse, School Nurse, Staff Nurse, Staff RN (Staff Registered Nurse)* — Assess patient health problems and needs, develop and implement nursing care plans, and maintain medical records. Administer nursing care to ill, injured, convalescent, or disabled patients. May advise patients on health maintenance and disease prevention or provide case management. Licensing or registration required.

Physical Therapist Assistant (31-2021) — *Certified Physical Therapist Assistant (CPTA), Home Care Physical Therapy Assistant, Home Health Physical Therapist Assistant, Licensed Physical Therapist Assistant (LPTA), Licensed Physical Therapy Assistant, Outpatient Physical Therapist Assistant, Per Diem Physical Therapist Assistant (Per Diem PTA), Physical Therapist Assistant (PTA), Physical Therapy Assistant (PTA)* — Assist physical therapists in providing physical therapy treatments and procedures. May, in accordance with state laws, assist in the development of treatment plans, carry out routine functions, document the progress of treatment, and modify specific treatments in accordance with patient status and within the scope of treatment plans established by a physical therapist. Generally requires formal training.

Registered Health Information Technician Administrator (11-9111) — *Cancer Center Director, Clinical Director, Health Information Management Director (HIM Director), Health Information Manager (HIM Manager), Healthcare System Director, Medical Records Director, Medical Records Manager, Mental Health Program Manager, Nurse Manager, Nursing Director)* — Plan, direct, or coordinate medical and health services in hospitals, clinics, managed care organizations, public health agencies, or similar organizations.

Medical & Health Services Managers (11-9111) — *Cancer Center Director, Clinical Director, Health Information Management Director (HIM Director), Health Information Manager (HIM Manager), Healthcare System Director, Medical Records Director, Medical Records Manager, Mental Health Program Manager, Nurse Manager, Nursing Director)* — Plan, direct, or coordinate medical and health services in hospitals, clinics, managed care organizations, public health agencies, or similar organizations.

Nurse Practitioner (29-1171) — *ACNP (Acute Care Nurse Practitioner), Adult Nurse Practitioner, Advanced Practice Registered Nurse (APRN), ARNP Specialist (Advanced Registered Nurse Practitioner Specialist), Family Nurse Practitioner (FNP), Family Practice Certified Advanced Registered Nurse Practitioner, Gastroenterology Nurse Practitioner, Nurse Practitioner (NP), Pediatric Nurse Practitioner (PNP), Women's Health Care Nurse Practitioner)* — Diagnose and treat acute, episodic, or chronic illness, independently or as part of a healthcare team. May focus on health promotion and disease prevention. May order, perform, or interpret diagnostic tests such as lab work and x rays. May prescribe medication. Must be registered nurses who have specialized graduate education.

| Career Opportunities | EOC - Rochester(R)/Buffalo(B) | GV / ON BOCES | GCC / BEST Center (BC) | NOTES |
|---------------------------------------|---|---|--|-------|
| Orderly | | | Patient Care Technician (BC-online cert) | |
| Medical Records Specialist | | | Electronic Health Records Mgt./Specialist (BC online Cert) | |
| Phlebotomist | Phlebotomy Technician (R) | Phlebotomy (ON BOCES) | Phlebotomy (Micro) Phlebotomy Tech (BC-online cert) | |
| Central Sterile Processing Technician | Sterile Processing Technician (R) and (B) | | Sterile Processing Technician (BC -online cert.) | |
| Medical Assistant (MA) | Registered Medical Assistant (B) | | Clinical Medical Assistant (BC -online cert) | |
| Certified Nursing Assistant (CNA) | Nursing Assistant (R) | Certified Nursing Assistant (GV and ON BOCES) | Health Studies (A.S.) | |
| Home Health Aide | Home Health Aide (R) | Home Health Aide (ON BOCES) | Health Studies (A.S.) | |
| Medical Billing Specialist | Medical Billing and Coding Specialist (B) | | Medical Billing/Coding (Micro or BC online cert.) | |
| Medical Administrative Assistant | | | Medical Admin. Assistant (A.A.S.) | |
| Licensed Practical Nurse (LPN) | Practical Nurse (R) | Licensed Practical Nurse GV and ON BOCES | | |
| Registered Nurse (RN) | | | Nursing (A.A.S.) | |
| Respiratory Therapist (RT) | | | Respiratory Care (A.A.S.) | |
| Physical Therapist Assistant (PTA) | | | Physical Therapist Assistant (A.A.S.) | |

AAS = Associate of Applied Science

AS = Associate of Science

Micro = Microcredential

Cert = Certificate

EOC Rochester: www.reoc.brockport.edu/courses/

EOC Buffalo: www.buffalo.edu/eoc/programs/aiiied-healthn.htm

GV BOCES: www.gvboces.org/page/adult-education-programs

ON BOCES: [ON BOCES: www.onboces.org/page/workforce-development-programs-and-classes](http://www.onboces.org/page/workforce-development-programs-and-classes)

GCC: www.genesee.edu/academics/program-finder/

BEST Center-GCC: www.genesee.edu/about/offices-departments/best-center/online-training/

This workforce product was funded, in part, by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The U.S. Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Grant Number: CC-38930-22-60-A-36. Support for the development/production of this material was provided by a grant under the Strengthening Career and Technical Education for the 21st Century Act administered by the New York State Education Department. This work was made possible through the support of Lumina Fund for PACCE, a sponsored project of Rockefeller Philanthropy Advisors.