

SCHOOL CATALOG

January 1, 2013 - December 31, 2013

2013



MISSION LANGUAGE AND VOCATIONAL SCHOOL, INC.

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A Letter from the Director

Thank you for your interest in MLVS!

If you are interested in gaining new skills that will assist you to get a job, or to get a better job, and to improve the quality of your life, the Mission Language and Vocational School is an incredible place to start. Our community-based education programs have changed the lives of over 28,500 adults and their families by providing training in high-growth career fields and by assisting to place them in a wide variety of jobs.

Mission Language and Vocational School, Inc. (MLVS) is a private, non-profit, community-based educational center located in San Francisco. For almost 45 years, the school has formed a link between the City's Latino and other underserved workers, and the business community. Always concerned with empowering low-income residents to become more integral, productive members of the community, MLVS provides expert and comprehensive language and job skills training programs and meets the personnel needs of employers by referring well-qualified and highly motivated graduates to fill positions in their organizations.

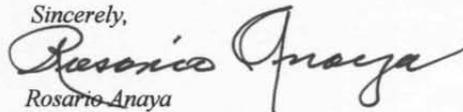
In these challenging times, the focus is on jobs at the expense of education. MLVS provides both, offering vital vocational training programs in high-growth industries which lead to jobs: Healthcare (Medical Assisting, Medical Administrative Assisting, Medical Insurance Billing & Coding), Culinary Arts, Clerical/Office Technology. English, computer literacy and math classes form the basis of all MLVS' training programs, this means that MLVS alumni have a well-rounded education that properly prepares them to enter the workforce and excel in their respective fields. Our commitment is to the longevity of a dynamic learning community, in which any student can thrive.

This catalog is designed to help you learn about MLVS, and, if you wish, to select a program that would interest and benefit you. After you have looked over the catalog, we invite you to visit the school, take a tour, and speak with one of our staff members who will evaluate your experience and help you to select a program.

Thank you again for your interest in MLVS. We look forward to meeting you and having the opportunity to serve you.

Best wishes for your future!

Sincerely,



*Rosario Anaya
Executive Director*

MISSION

Mission Language and Vocational School, Inc. (MLVS) is a private, non-profit, community education center, whose mission is to improve the socio-economic condition of limited or non-English speaking, low-and moderate-income Latinos and other underserved families in San Francisco and the Bay Area through job-specific language and vocational training programs and the creation of economic development initiatives. Support services such as career counseling, job placement assistance, and referral services are an integral part of MLVS' programs. MLVS strives to empower underserved populations and improve the community through social, economic and educational advancements.

HISTORY

In 1962, a group of construction workers gave a different meaning to the concept of building a community-based organization. Realizing the need for education and job training, they established the "Centro Social Obrero", which later became the Mission Language and Vocational School, Inc. After incorporation in 1971, the school was able to purchase the facility at 2929 19th Street and expand its instructional programs. Today, MLVS is a recognized leader and innovator in the field of Vocational English as a Second Language and an expert in job-skills training.

MLVS is a non-profit organization funded by various government agencies and private sources to provide employment training and placement services to Latino and other underserved communities in San Francisco.

PHILOSOPHY

Mission Language and Vocational School believes in achievement through education. Students can best achieve the optimum outcomes for their lives: well-paying jobs, and stable and productive relationships in their communities, through education and training that makes them capable and confident. The Board of Directors also emphasizes the importance of instructing students in their rights and responsibilities as citizens, and instilling a sense of community. The staff and faculty of MLVS are committed to providing quality programs leading to the betterment of our students' lives and futures.

STATEMENT OF NON-DISCRIMINATION

Mission Language and Vocational School does not discriminate on the basis of race, gender, age, physical challenge, national origin, ethnic background, creed, sexual orientation or religion in employing school personnel, or in granting admission to the school, or in offering its students counseling, training, or placement opportunities, or in any other of its programs or activities.

APPROVAL DISCLOSURE STATEMENT

Mission Language and Vocational School, Inc. (MLVS), is a private institution and is granted institutional approval to operate by the Bureau for Private Postsecondary Education pursuant to the California Education Code, Sections 94909(a)(2) and 94897(1). The Bureau's approval means that the institution and its operation comply with the standards established under the law for occupational instruction by private postsecondary educational institutions. Institutional approval must be obtained every five years and is subject to continuing review. In accordance with Education code §94802(c), this institution was previously approved to operate its courses and programs by the former Bureau for Private Postsecondary and Vocational Education prior to 2006, therefore, this institution has been granted an approval to operate until 2012. In January 2012, this institution submitted a re-approval to operate with the newly designated Bureau for Private Postsecondary Education that is currently in process for review pursuant to this chapter.

Such approval authorizes MLVS to offer the following certificate courses and programs:

- Clerical Job Skills Training 630 Hours
- General Business Vocational Preparation* 840 Hours
- Vocational English as a Second Language and Clerical Training I* 1,260 Hours
- Vocational English as a Second Language and Clerical Training II* 1,050 Hours
- Vocational English as a Second Language and Clerical Training III* 840 Hours
- Computer Skills and Office Training* 630 Hours
- Cashier / Customer Service Program* 300 Hours
- Computer Networking Training Program* 1,260 Hours
- Medical Assisting Program 760 Hours
- Pharmacy Technician Training Program* 1,080 Hours
- **Latino Culinary Academy:**
 - Professional Cooking Program* 1,750 Hours
 - Professional Cooking Program- Intensive Course 810 Hours
 - Basic Culinary Skills Program* 480 Hours
 - Professional Baking Program* 540 Hours
 - Restaurant Management Program* 1,155 Hours
- Personal Computer Repair Technician* 520 Hours

*Inactive in the current academic year.

FACILITIES DESCRIPTION

Instruction takes place in the 36,000 square-foot facility owned and operated by MLVS at 2929 19th Street in the Mission District of San Francisco. The building accommodates 500 students and contains twenty classrooms: typing, computer and medical labs, a language laboratory/media center, testing rooms, administrative offices, kitchens, and a cafeteria / multipurpose room.

GENERAL STATEMENT

Prospective students are invited to visit the school, receive a tour of its facilities, and discuss their educational and occupational objectives with MLVS' advisors prior to enrolling or signing enrollment agreements.

California statutes require that a student who successfully completes a course of study be awarded an appropriate diploma or certificate verifying that fact. MLVS offers certificates of completion to all students who successfully complete the program. To acknowledge our students' accomplishments, we also celebrate their achievement with a graduation ceremony. MLVS is not an accredited institution, and does not offer degree programs, which means students are not eligible for federal financial aid.

Although placement in a job upon graduation cannot be guaranteed, the school makes every effort to assist students find employment.

MLVS does not require any particular level of language proficiency. Students will be tested for their English language level, and English as a Second Language courses will be offered when required. The fees are included in the overall program fees. Please see course syllabi for additional information.

MLVS is sponsored by a number of public and private organizations. Prospective students who either meet the eligibility criteria for government-assisted educational programs, and/or those that have their own financial resources, are welcome to apply to any of our programs. Child-care assistance is provided to students who qualify, and free transportation to and from the school is available to students in good standing, as funds allow.

MLVS does not participate in federal or state financial aid because it is not an accredited institution. If a student receives a personal loan to pay for their education program, the student is responsible to pay for the full amount of the loan plus interest minus any refunds if applicable.

In addition, if the student has received federal student financial aid funds, the student is entitled to a refund of monies not paid from federal student financial aid program funds.

Should a student default on a federal or state loan, both of the following may occur:

- (1) The federal or state government or a loan guarantee agency may take action against the student, including garnishing an income tax refund; and
- (2) The student may not be eligible for any other government financial assistance at another institution until the loan is repaid.

MLVS, the facilities it occupies, and the equipment it utilizes, fully comply with all federal, state, and local ordinances and regulations, including those relating to health and safety.

MLVS does not have a pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, nor has had a petition in bankruptcy filed

against it within the preceding five years that resulted in reorganization under Chapter 111 of the United States Bankruptcy Code.

As a prospective student you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

Persons seeking to resolve problems or complaints should first contact their advisor or program manager. Requests for further action may be made to the General Manager or Executive Director, and beyond that to the Board of Directors. A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's internet web site (www.bppe.ca.gov).

All of the information in this catalog is current and correct and is certified to be true by:

Rosario Anaya
Executive Director

ADMINISTRATIVE GUIDELINES

Admissions

Requirements and Procedures

Students need to apply for admission in order to be officially accepted for a program and determine a starting date. In order to register, students will complete the school's application form, call for an appointment to visit the school, and receive a tour of its facilities, take entrance examinations, and schedule a personal interview with an admissions representative. The tour of the MLVS facility gives applicants the opportunity to see the school's equipment and facilities, meet the staff and faculty, and ask questions relating to the school curriculum and career objectives. Personal interviews enable school administrators to determine an applicant's interest and eligibility for enrollment in a program. There are no minimum educational requirements for admission to any of MLVS' programs, but entrance exams are given to determine placement. Students must be over 16 years of age, and there is no maximum age. Ability-to-benefit students are welcome to participate in MLVS' programs and are not subject to having a high school diploma in order to participate in MLVS' programs, but are required to take an independently administered examination, the CELSA exam, to determine class placement, which varies from program to program, and the score of which will not prevent admission to an MLVS program. An Admissions representative will help students explore options for taking the GED or High School Proficiency Exam as part of their Educational Plan if applicable.

Once an applicant has completed the admission procedures, the school reviews the application and informs the applicant of its decision.

The school has an open enrollment system. Individuals may apply at any time and enroll in a four- or six-week program cycle. The following items must be completed at the time of application:

- An MLVS application;
- An entrance examination;
- An Enrollment Agreement;
- Submission of personal documents, if applicable; and
- Payment of tuition, if applicable.

The school reserves the right to decline admission to applicants who do not successfully complete the above admission procedures.

Transferring into or out from MLVS/ Challenging Exams

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at Mission Language and Vocational School is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the program is also at the complete discretion of the institution to which

you may seek to transfer. If the certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Mission Language and Vocational School to determine if your certificate will transfer.

If you are a student transferring into MLVS from another institution, MLVS Student Services representatives will review your coursework and determine how to best integrate the previous coursework you have completed into your academic profile and adjust your academic program as needed. Students who have comprehensive work/hands-on experience may receive credit for prior experiential learning by requesting to test out of certain basic skills components in order to expedite program completion. This will be determined by the school on an individual basis, and is subject to the same appeals process as the grievance procedures. Students will not be charged additional fees, as all testing fees are included in the registration fee of \$100.

Please note, MLVS does not have any specific transfer agreements with other institutions.

Hours of Operation

MLVS is open Monday through Thursday from 8:00 am to 6:00 pm and 8:00 am to 5:00 pm on Friday. Classes are in session between the hours of 8:00 am and 4:00 pm. Other classes and activities benefiting the community are held in MLVS' classrooms in the morning and evening.

The school is closed for the following holidays:

New Year's Day	Veterans Day
Martin Luther King Day	Thanksgiving Day
Presidents' Day	Friday after Thanksgiving
Cesar Chavez Day	Christmas Eve
Memorial Day	Christmas Day
Independence Day	New Year's Eve
Labor Day	

Attendance Policy

At Mission Language and Vocational School, Inc. (MLVS), we consider good attendance and punctuality extremely important criteria in developing work habits essential to our students' success. Most companies mail out requests for verification of attendance when considering students for employment. A poor attendance record may reduce the possibility of gaining employment.

Students are required to sign in and out of school just as they would on a job. This encourages business-like attendance habits and enables the school to keep a record of the hours that students spend in school.

Students who have been tardy or absent must obtain and show their instructors “excused” or “unexcused” absence or tardy slips to be admitted to class. Unexcused tardiness for a total of one hour will be considered a whole day of unexcused absence. Absence for no valid reason, results in a verbal warning. Two verbal warnings and a further written warning may lead to probation or dismissal from the school.

Students are encouraged to schedule medical or dental appointments after school hours and should notify the school if they plan to be absent.

If students have valid, personal emergencies that require a leave-of-absence, the school will do its best to accommodate them upon their return, provided that the program they were in is still available.

Leave of Absence Policy

MLVS permits students to request a leave of absence (LOA) for up to 180 days during any 12-month period if there are legitimate extenuating circumstances that require the students to interrupt their education.

In order for a student to be granted an LOA, the student must provide the School’s Executive Director or the Student Services Manager with a written request, prior to the leave of absence, outlining the reasons for the LOA request and the date the student expects to return to school.

If the LOA request is approved by MLVS, a copy of the request dated and signed by both parties, along with other necessary supporting documentation will be placed in the student’s file.

Re-admission Following a Leave of Absence

Upon the student’s return from an LOA, the student will be permitted to complete the coursework begun prior to the leave of absence.

The institution will make every attempt to insure that students can re-enter at the point at which their education was interrupted and will enable them to complete the coursework begun prior to the leave of absence request. However, if the institution recognizes that it will be unable to assure that a student can re-enter and complete the assignments begun prior to the leave of absence; the student’s request for an LOA will have to be denied.

Failure to Return from a Leave of Absence

A student who fails to return from an LOA on or before the date indicated in the written request will be terminated from the program, and the institution will invoke the Cancellation/Refund Policy.

As required by federal statute and regulations, the student’s last date of attendance prior to the approved leave of absence will be used in order to determine the amount of funds the institution earned and make any refunds which may be required under federal, state, or school policy (See Cancellation/Refund Policy).

Effects of Leave of Absence on Satisfactory Academic Progress

Students who are contemplating a leave of absence should be cautioned that one or more of the following factors may affect their eligibility to graduate within the maximum program completion time:

- Students returning from a leave of absence are not guaranteed that the module required to maintain the normal progression in their training program will be available at the time of re-entry.
- They may have to wait for the appropriate module to be offered.
- They may be required to repeat the entire module from which they elected to withdraw prior to receiving a final grade.

Academic Achievement

Grading System

The progress and quality of students work is measured by a system of letter grades and grade percentages. Tests are administered before students enter, and after they complete the program to determine entry level and measure final progress. The meaning of each grade and its equivalent percentages is as follows:

	Meaning	Percentage
A	Excellent	90-100
B	Very Good	80-89
C	Good	70-79
D	Below Avg.	60-69
F	Failing	0-59

Graduation Requirements

To be eligible for graduation, students must:

- Complete all required classroom modules with a grade of at least 70 percent;
- Meet the grade requirements for the module components, as applicable;
- Successfully complete required clock hours in an approved externship, if applicable;
- Receive satisfactory evaluation from the externship facility; and
- Complete all program requirements.

Examinations

In order to receive a certificate of completion for any MLVS program, students must pass the coursework and final exam for each course in the program syllabus, and complete an internship/externship, if required. Students in programs that prepare them for licensing exams are not

required to take the exams to complete the MLVS program. Culinary students take the ServSafe exam during their program, although this certificate is not required to pass MLVS' program. Culinary students are also given a cumulative practical and written final exam prior to being placed on an internship or externship. There is no cumulative final exam for other programs. Students take entrance and exit exams in English and math to determine placement upon enrollment, and progress upon completion.

Certificate of Completion

The goal of each student participating in our training program is to obtain a Certificate of Completion applicable to each of the *Programs* offered. This certificate shows that a student has successfully completed the requirements of his or her program, and has the marketable skills necessary to compete in the job market. In order to achieve at the highest level possible, students must cooperate at all levels of the program. General requirements outside of daily attendance include maintaining a degree of professionalism in both manner and dress, fully cooperating with staff and fellow students, and showing a high degree of integrity in all endeavors relating to and involving the program.

Record/Diploma Retention Policy

All student academic current records are maintained retained, and secured for a period of five years after the date of the student's graduation, withdrawal, or termination, and disposed of in accordance with local, state, and federal regulations. MLVS permanently maintains student transcripts. All student records are immediately available during normal business hours for inspection and copying. Records are maintained on the school site at 2929 19th Street, San Francisco, CA 94110. Records are kept in the school computer system and in paper form; MLVS maintains complete records for each student that includes curricula, grades, attendance, completion dates, prior education and training, certificates and awards received.

Current records (three years following a student's completion or withdrawal) may be immediately reproduced from MLVS computers by direct program staff during regular hours of operation, and within two (2) business days for a record that is no longer current. The institution has personnel scheduled to be present at all times during normal business hours who know how to operate the devices and can explain the operation of the devices to any person authorized by California Private Postsecondary Education Act of 2009 (the Act) to inspect and copy records; and any person authorized by the Act or this chapter to inspect and copy records shall be given immediate access to the document reproduction devices for the purpose of inspecting and copying stored records and shall, upon request, reimburse the institution for the reasonable cost of using the institution's equipment and material to make copies at a rate of ten cents (\$0.10) per page. MLVS maintains a second set of all academic and financial records required by the Act in fire resistant cabinets in the building.

Student academic transcripts, which include grades, are available upon written request by the student. Student records may only be released to the student or his/her designee as directed by the Family Educational Rights and Privacy Act of 1974.

Transcript and certificate requests must be made in writing to the Student Services Department. Official transcripts will be released to students who are current with their financial obligation (i.e. tuition and fees due to the school are paid current per the student's financial agreement). Certificates will be released to students who are current with their financial obligation upon completion of their school program.

Students are provided an official transcript free of charge upon completing graduation requirements as stated in the previous paragraph. There is a fee of \$15 for each additional official transcript requested. Normal processing time for transcript preparation is approximately three to five days.

Externship Training

Upon successful completion of all classroom requirements, if applicable, students are expected to begin the externship portion of their program. The required number of externship clock and credit hours/units must be successfully completed within eight weeks from the date students begin their externship. Students must complete at least 20 clock hours, but no more than 40 clock hours per week at an approved externship site. The school recommends that students complete at least 25 clock hours per week. Students must make up absences that occur during the externship to ensure that the required extern hours are completed prior to graduation.

Students who interrupt their externship training for more than 3 consecutive days without permission from the school may be terminated from the program by the school. Students who do not complete their externship training within the required 8 weeks may appeal for an extension based upon extenuating circumstances, if any. Extenuating circumstances include prolonged illness or accident, death in the family, or other events that make it impractical to complete the externship within the required completion time. Students' appeals must include written documentation of the extenuating circumstances and should be submitted to the general manager and approved by the school's Executive Director.

Required Study Time

In order to complete the required class assignments, students are expected to spend outside time studying. The amount of time will vary according to the ability of the individual student. Students are responsible for reading all study materials given them by their instructors and must turn in assignments at the designated time.

Textbook Policy

All textbooks are included in the cost of tuition. One uniform is also provided. Incidental supplies, such as paper and pencils, are to be furnished by students.

General Conduct Standards

The time spent at MLVS is not just a time for learning business skills. It is also a time of transition during which students are encouraged and expected to develop a professional manner. The standards of conduct to be maintained at MLVS are those found in business and industry. Regard for courtesy, proper workplace manners, and etiquette in both situational and interpersonal communication is fundamental within the MLVS environment and its training of individuals. We expect students to always conduct themselves in a manner that is a credit to other students, the community, the school, and, of course, themselves. Upon admission to the school, students receive copies of the “Student Handbook” which explains the rules of conduct. Students are responsible for adhering to these rules.

1. Students are required to sign in and out during the course of each day.
2. All students will help maintain a healthy learning environment by refraining from activities that are harmful or offensive to others. These include: physical or verbal harassment or threat of harassment; permitting unsafe working conditions; disregard for established health and safety practices; and interfering with another student’s learning.
3. As adult learners, students are expected to arrive physically and mentally prepared to learn. Optimum learning cannot take place if a student is under the influence of non-prescription drugs or alcohol. If this happens, students will be promptly referred to counseling. Students may risk being expelled or suspended from participating in their MLVS programs if it is determined that they are not entirely in control of their ability to learn and participate in the programs.
4. Students are not allowed to bring food or drinks into the classrooms.
5. Each student is responsible for participating in the development of an individual plan for his or her own training and subsequent job placement. Each student is expected to follow the terms of his or her plan.
6. Students are required to remain in the classroom or training areas unless they are on a scheduled break or have permission from the instructor.
7. Students who are enrolled in a course are required to be present each day of their program, to complete all the required instructional clock hours, and class and homework assignments.
8. All students must adhere to the school’s dress code policy, which is discussed at the student orientation and throughout the student’s program.
9. No cell phones, charging cell phones or I-pods are allowed during class session.

The following, in or around school may be cause for immediate dismissal: dishonesty; unprofessional conduct; insubordination; non-compliance with safety rules; being under the influence of drugs or alcohol; being vulgar or abusive; harassing fellow students, teachers or staff members, or individuals in the community; fighting; gambling and vandalism of school property or equipment.

Student Rights

1. Students have the right to work and study in a place that is safe, accessible and comfortable.
2. Students have the right to consult with their counselors or advocates at reasonable times throughout their course of study.
3. Students have the right and responsibility to participate in planning sessions that affect their course of study and job search. Students are considered equal members of the vocational planning team.
4. Students have the right to request extensions of their course of study if they miss scheduled course hours due to circumstances beyond their control. Legitimate reasons might include illness, disability, or the death or serious illness of a member of their immediate family.
5. Students have the right to be treated by their instructors, trainers, all personnel and peers in a respectful manner, and as adult learners.
6. Students have the right to study at a rate that is consistent with their learning ability, provided they continue to meet the minimum academic standards outlined in the course curricula.
7. Students have the right to discuss or appeal any decisions made about their course of study to the Executive Director of MLVS. This may be done only after first attempting to resolve their concerns with the course instructor, Student Services Manager and/or the General Manager.
8. Once accepted into a course of study, students have the right to reasonable accommodation for any disability that might affect their studies while on MLVS' premises.
9. Students have the right to have information about their enrollment and progress in class kept confidential.

Dress Code

A professional appearance is important to success in the business world. Students at MLVS are expected to dress in a businesslike manner. Wearing clothing with holes, jeans and tennis shoes is not permitted at the school. Students enrolled in the Medical and Culinary programs are required to wear, daily, the standard uniform and shoes with a closed toe. One uniform is included in the tuition price. MLVS students should dress for success and feel confident in having a professional appearance.

Clothing and Personal Property

All personal property is the sole responsibility of the student. The school does not assume liability for any loss or damage. Clothing and other small items should be marked clearly with the student's name and address. Vehicles should always be locked to avoid theft.

Termination Procedures

The school may terminate students for any action or behavior it deems to be in violation of school policy, including, but not limited to:

-
- Violation of the school's attendance policy
 - Violation of general conduct standards

Notices of all terminations are made in writing; terminations may be appealed to the Executive Director.

Student Activities

Throughout the school year, activities that encourage school spirit and develop student leadership may be offered. The school believes that participation in these activities is an important part of the educational process, and student involvement is encouraged.

Field Trips - MLVS believes that training is enriched by observation and real-life applications. When appropriate, visits are arranged to industrial or professional locations.

Special Lectures - Guest lecturers are invited to speak to students about career opportunities and current industry applications of educational programs.

Supportive Services – Students are referred to other service providers for healthcare, childcare, transportation, housing, etc.

Community Activities – Students are encouraged to participate in community activities and civic engagement, such as the Cesar Chavez Holiday breakfast, parade and celebration; MLVS' anniversary celebration; among others.

Counseling

Students' educational objectives, grades, attendance and conduct are reviewed on a regular basis. Students will be notified if their academic standing or conduct is unacceptable. Failure to improve academic standing or behavior may result in further action. Tutorial programs and academic counseling are provided for students who are experiencing difficulties with their class work. Students are encouraged to seek academic assistance through the Education Department. Credit is granted for previous training when appropriate, allowing educational plans to be revised according to a student's skill level.

For personal problems that may require professional counseling, the school has information available on community resources that address these types of needs.

Placement Assistance

MLVS' team of employment specialist's orient the trainees to the labor market, counsel them to determine their career goals, prepare them for future employment, refer them for jobs, and arrange for employment interviews. There are no guarantees of placement, but the school makes every effort to find employment for its graduates.

Drug Abuse Prevention

Information on drug abuse prevention is available at the school for all students and employees.

Physically Challenged Students

Physically challenged students should make arrangements to meet with the school's Student Services Manager prior to the start of class to review the facilities and required accommodations.

Health/Medical Care

Students must take proper care of their health so that they can do their best in school. This means regular hours, plenty of sleep, sufficient exercise and nutritious food. Students who become seriously ill or contract a communicable disease should stay at home to recover. However, they must notify the school immediately. All medical and dental appointments should be made after school hours. The school will not be responsible for rendering any medical assistance but will refer students to the proper medical facility upon request.

Financial Assistance

MLVS has traditionally operated government-sponsored programs funded by a number of public agencies as well as foundations, corporations, Workers Compensation Insurance agencies, the Workforce Investment Act (WIA) program and Community Development Block Grant (CDBG) administered through the City and County of San Francisco, CALWorks and PAES participants, funded by the California Employment Development Department (EDD) and administered through the Department of Human Services (DHS), and private individuals. There is no cost for participating in WIA, CDBG, or EDD funded programs. The funding sources are recognized as Third Party Payers, and any claim will be handled through this third party.

These programs provide assistance to low-income citizens, immigrants, refugees and CALWorks recipients over the age of eighteen who are unemployed or underemployed. Priority is given to heads-of-household and individuals with low-level English skills. Applicants must meet eligibility criteria determined by the funding sources. The third party funding source pays for tuition. For low-income, economically disadvantaged, and/or those with financial hardship, MLVS reserves the right to sponsor or offer partial or full scholarships to these individuals in order to meet tuition costs in the event a primary funding source (WIA, CDBG, DHS, Vocational Rehab, foundations, etc.) is unable to pay. Programs offered from year to year may vary depending upon current funding levels/requirements.

Students seeking admission to these programs must:

1. Be citizens of the United States, legal residents, or have employment certificates;
2. Be residents of the City of San Francisco, if applicable;

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3. Be unemployed or underemployed (earning a minimum salary, working a temporary job, or working less than 20 hours a week);
 4. Be economically disadvantaged: e.g. have a low income or receive economic assistance (Temporary Assistance for Needy Families (TANF), General Assistance, SSE, etc.);
 5. Be 18 years of age or older;
 6. Meet eligibility criteria under the Workforce Investment Act [Title III applicants only].

Participants under these programs may be eligible for supportive services including transportation allowances, childcare assistance, and certain medical services. Check with an advisor to see what supportive services might be available to you and what procedures are required to receive them.

Students who are financially capable, and therefore do not qualify for government-supported education, will pay tuition for their courses.

MLVS does not participate in federal or state financial aid because it is not an accredited institution. If a student receives a personal loan to pay for their education program, the student is responsible to pay for the full amount of the loan plus interest minus any refunds if applicable.

In addition, if the student has received federal student financial aid funds, the student is entitled to a refund of monies not paid from federal student financial aid program funds.

Should a student default on a federal or state loan, both of the following may occur:

- (1) The federal or state government or a loan guarantee agency may take action against the student, including garnishing an income tax refund; and
- (2) The student may not be eligible for any other government financial assistance at another institution until the loan is repaid.

Cancellation/Withdrawal/Refund Policy

STUDENT'S RIGHT TO CANCEL/WITHDRAWAL

You have the right to cancel this Agreement and obtain a refund. The School, for all students, without penalty or obligation, shall refund 100 percent of the amount paid for institutional charges, less a reasonable deposit or application fee not to exceed one hundred dollars (\$100), if the notice of cancellation is made prior to or on the first day of instruction or 7 days after enrollment, whatever is later.

Cancellation shall occur when you give written notice of cancellation to the address of the School shown on the top of this Agreement. You can do this by mail, hand delivery, or email. The written notice of cancellation, if sent by mail, properly addressed with postage prepaid, is effective as of the date of mailing.

The written notice of cancellation need not take any particular form and, however expressed, is effective if it shows that you no longer wish to be bound to this Agreement.

REFUND POLICY

A student may withdraw from a program for which a fee is charged after instruction has started and receive a prorated refund for the unused portion of the tuition and other refundable charges if

the student has completed 60% or less of the instruction. To determine the refund, a registration fee, not to exceed one hundred dollars (\$100.00), will be deducted from the tuition charge. The net tuition charge divided by the number of hours in the program will be the hourly charge for the program. The amount owed by the student for the purpose of calculating a refund is derived by multiplying the total hours attended by the hourly charge for instruction plus the amount of the registration fee and the documented cost of any books or equipment that was not returned.

FORMAL COMPLAINT AND GRIEVANCE PROCEDURE

It is the strict policy of the Mission Language and Vocational School, Inc. (MLVS), to assure the fair and equitable treatment of all enrollees and applicants in a manner consistent with the school's policies and regulations. MLVS has adopted formal complaint and grievance procedures to be followed by students or applicants wishing to submit a formal complaint. These procedures will be fully explained during the orientation session. They are included in the Students' Handbook and are also available at the Student Services office upon request.

1. A written complaint should be given to the Student Services Manager. Within five working days, a meeting should be scheduled to discuss the nature of the complaint and measures taken to resolve the complaint.
2. If not satisfied with the initial meeting or meetings, the issuing party may request a hearing with the General Manager, as the next step the Executive Director, and, if necessary and still unresolved, the Board of Directors of MLVS. Within five working days the requesting party should be given written notice regarding the time, date, and locations of the scheduled hearing.
3. Within ten working days from the date of the hearing, a written decision regarding the matter shall be issued to the participant and all other involved parties.
4. The decision shall be final unless the matter concerns contractual responsibilities of the school to one of its funding sources.
5. Upon request, the school shall provide the participant with the name and a telephone number of a contact person at a respective funding or regulatory agency.
6. Unresolved complaints may be directed as follows:

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833; P.O. Box 980818, West Sacramento, CA 95798-0818; www.bppe.ca.gov; (888) 370-7589 or by fax (916) 263-1897; (916) 431-6959 or by fax (916) 263-1897.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll free or completing a complaint form, which can be obtained on the bureau's internet website www.bppe.ca.gov.

PROGRAM/COURSE DESCRIPTIONS

All MLVS courses will be offered on the MLVS campus located at 2929 19th Street, San Francisco, CA 94110.

CLERICAL PROGRAMS

Mission

The program's mission is to prepare competent entry-level clerical associates, incorporating values, ethics, and professionalism. The program promotes an interdisciplinary approach to the study of clerical office administration, and procedures, as well as the ethics and values associated with such a career. The program's foundation provides a basis for analytical skills which lead to life-long learning, and a successful career.

Purpose

Multi-skilled Clerical professionals are educated to work in the public and private settings performing administrative-clerical duties. The practice of Clerical technology requires specialized skills requiring both formal education and practical experience that serve as standards for entry into the profession. Our clerical programs emphasize the skills and knowledge needed for employment in the business sectors: office clerks, unit coordinator, insurance companies, mailroom clerks and secretaries or receptionists.

Objectives

The successful graduate will:

- Receive a Clerical Job Skills Training Program Certificate of Completion.
- Demonstrate excellent communication and customer service skills.
- Be well versed in Digital Literacy: MS Word, PowerPoint, and Excel.
- Type 45 w.p.m. with speed and accuracy.
- Demonstrate proficiency in clerical office procedures, such as data entry, processing claims, scheduling appointments, and completing referrals.
- Demonstrate proficiency in electronic records management.

Equipment

These programs utilize MLVS' computer lab, equipped with 25 PC computers with current Microsoft Software and its applications: MS Word, Excel, PowerPoint, and Access, in addition to other standard software programs.

CLERICAL JOB SKILLS TRAINING

This eighteen-week program is geared toward advanced English as a Second Language (ESL), or native English speakers with keyboard knowledge and office experience who need to brush-up

their clerical skills. Students are trained for typist, office clerk and administrative assistant positions.

There is a maximum of 630 instructional hours in the following classes:

- Business Math I, II 60 Hours
- Business English I, II, III 90 Hours
- Keyboarding/Typing (See page 34) 90 Hours
- Filing 30 Hours
- 10-Key Calculator 60 Hours
- Computer Skills 180 Hours
- Bookkeeping 30 Hours
- Office Simulation 30 Hours
- Job Preparation 30 Hours
- Interview Skills 30 Hours

COMPUTER SKILLS AND OFFICE TRAINING PROGRAM

The Computer Skills and Office Training Program is an eighteen (18) week program for native speakers of English or those with intermediate to advance ESL capabilities, and typing entry level skills at 35wpm. Students receive intensive training in PC computers to perform data processing, word processing, database, and spreadsheets, using the most current software for these applications (meeting industry/technology standards). Students also review Business English and Math, as needed, and will take Job Preparatory courses. This program will help prepare students for data processing, word processing, clerical and general office clerk positions.

There are a total of 630 instructional hours required for this program.

- Introduction to Computers 210 Hours
- Business Math 60 Hours
- Business English 90 Hours
- Keyboarding/ Typing (See page 34) 150 Hours
- Filing 30 Hours
- Ten-Key 30 Hours
- Job Preparation 30 Hours
- Interview Skills 30 Hours

GENERAL BUSINESS VOCATIONAL PREPARATION

This twenty-four week program is for students with advanced English as Second Language ability, but who lack office experience. This course is designed to give skills that will enable students to gain confidence in future job situations. Students are trained as general office clerks, receptionists and for administrative assistant positions.

There is a maximum of 840 instructional hours in the following classes:

- Business Math I, II 60 Hours
- Business English I, II, III 90 Hours
- Keyboarding/Typing (See page 34) 210 Hours
- Filing 30 Hours
- 10-Key Calculator 90 Hours
- Bookkeeping 30 Hours
- Computer Skills 210 Hours
- Job Preparation 30 Hours
- Interview Skills 30 Hours
- Office Simulation 60 Hours

VOCATIONAL ESL AND CLERICAL TRAINING I

This thirty-six week program is for entry level English as Second Language students with no clerical skills and is based upon pre-testing scores. The first twenty-four weeks are spent in intensive English as a Second Language instruction with emphasis on oral communication in job-related situations. The final portion of the program is similar in content to Clerical Job Skills Training, with instruction in basic office skills. Students are trained for positions as typists, receptionists, office clerks, secretaries, and mailroom clerks.

There is a maximum of 1,260 instructional hours in the following classes:

- Grammar I, II, III 240 Hours
- Interaction I, II, III 240 Hours
- Business Math I, II 60 Hours
- Computer Skills 180 Hours
- Business English I, II, III 90 Hours
- Filing 30 Hours
- Keyboarding/Typing (See page 34) 210 Hours
- 10-Key Calculator 90 Hours
- Bookkeeping 30 Hours
- Office Simulation 30 Hours
- Job Preparation 30 Hours
- Interview Skills 30 Hours

VOCATIONAL ESL AND CLERICAL TRAINING II

This thirty-week program is for students at intermediate English as a Second Language level. The first eighteen weeks are spent in intensive English as a Second Language instruction with emphasis on oral communication in job-related situations. The remainder of the program is similar to that of Clerical Job skills Training, with instruction in basic office skills. Students are

trained for positions as mailroom clerks, messengers, office machine operators, general office clerks, and typists.

There is a maximum of 1,050 instructional hours in the following classes:

- Grammar II, III 150 Hours
- Interaction II, III 150 Hours
- Business Math I, II 60 Hours
- Business English I, II, III 90 Hours
- Computer Skills 180 Hours
- 10-Key Calculator 60 Hours
- Bookkeeping 30 Hours
- Office Simulation 30 Hours
- Filing 30 Hours
- Keyboarding/Typing (See page 34) 210 Hours
- Job Preparation 30 Hours
- Interview Skills 30 Hours

VOCATIONAL ESL AND CLERICAL TRAINING III

This twenty-four week program is for students at advanced English as a Second Language level. The first twelve weeks are spent in English as a Second Language instruction emphasizing ways of improving oral communications within job-related situations. The final portion of the program is similar in content to that of Clerical Job Skills Training, with instruction in basic office skills. Students are trained for positions as mailroom clerks, messengers, office machine operators, general office clerks, and typists.

There is a maximum of 840 instructional hours in the following classes:

- Grammar III 60 Hours
- Interaction III 60 Hours
- Business Math I, II 60 Hours
- Business English I, II, III 90 Hours
- Computer Skills 180 Hours
- 10-Key Calculator 30 Hours
- Bookkeeping 30 Hours
- Office Simulation 30 Hours
- Filing 30 Hours
- Keyboarding/Typing (See page 34) 210 Hours
- Job Preparation 30 Hours
- Interview Skills 30 Hours

PERSONAL COMPUTER REPAIR TECHNICIAN PROGRAM

The Personal Computer Repair Technician Program is an 18-week program for native speakers of English or those with intermediate to advanced ESL capabilities. Computer repair skills will be acquired through a series of hands-on lab exercises and lectures which are designed to teach and improve PC configuration and troubleshooting skills necessary to function as a PC support or help-desk technician. Students will also review Business English and Business Math, as well as take Job Preparatory courses. This course will help prepare students for a career as an entry-level information technology (IT) professional and/or a personal computer (PC) technician. Students are also prepared to take the Comp TIA A+ exams after completing the program, both the Essentials and Practical Application portions.

There are a total of 520 instructional hours required for this program.

- Introduction to Computer Repair 20 Hours
- On the Motherboard 40 Hours
- System Configuration/ Disassembly and Power 40 Hours
- Logical Troubleshooting 30 Hours
- Memory 30 Hours
- Storage Devices 30 Hours
- Multimedia Devices 30 Hours
- Basic Windows and Windows Commands 30 Hours
- Windows XP, Vista, and 7 30 Hours
- Business Math 90 Hours
- Business English 90 Hours
- Job Preparation 30 Hours
- Interview Skills 30 Hours

COMPUTER NETWORKING TRAINING PROGRAM

The Computerized Networking Program offers hands-on training in a project-based model with interactive lessons stored on the computer lab's Web server. Students learn a complete range of basic through advanced networking concepts-from pulling cable to installing software and/or changing CPUs, motherboards, and computer cards. The objective to prepare students for the Networking Essentials and Windows NT Workstation and CISCO Tests, either of which could lead to a Desktop Support position or Network Cable Installer position (median wages \$18/hr). With work experience and independent study, graduates of this program could pass further Microsoft and/or CISCO exams and become licensed Networking Technicians.

There are a total of 1,260 instructional hours required for this program.

- Vocational English as a Second Language (VESL) III 45 Hours
- VESL Interaction III 45 Hours
- Business English I 30 Hours
- Intro to Computers/Microsoft Word 60 Hours
- Typing 30 Hours
- Business English II 30 Hours

• Office 2007/Microsoft Word	60 Hours
• Excel	60 Hours
• Business Math	30 Hours
• Self-Esteem Development	30 Hours
• Computer Terminology	30 Hours
• A+ Preparation	90 Hours
• Access	60 Hours
• Internet Skills	30 Hours
• CISCO Networking I	90 Hours
• Microsoft Networking Essentials	90 Hours
• CISCO Networking II	90 Hours
• Job Skills	60 Hours
• Office Communications	30 Hours
• Microsoft Windows NT 4.0	90 Hours
• Interview Skills	30 Hours
• Job Preparation II	30 Hours
• Internet Job Research/Communications	30 Hours
• Networking Tutorial (Cycles 4-6)	90 Hours

CASHIER / CUSTOMER SERVICE TRAINING PROGRAM

This program is open to native speakers or those with limited English proficiency. Students receive instruction in cashiering, operation of cash registering equipment, payment transactions, handling merchandise, and basic sales techniques. This program prepares students for employment in the field of retail sales and other related occupations.

There are a total of 300 instructional hours required for this program.

• English as a Second Language	180 Hours
• Cash Register Training	60 Hours
• Customer Service Training	40 Hours
• Job Preparation / Interview Skills	20 Hours

HEALTH PROGRAMS

Mission

The program's mission is to prepare competent entry-level medical assistants, incorporating values, ethics, and professionalism. The program promotes an interdisciplinary approach to the study of medical office administration, clinical procedures, and the ethics and values associated with such a career. The program's foundation provides a basis for analytical skills leading to national certification, life-long learning, and a successful career.

Purpose

Medical assistants are multi-skilled health professionals educated to work in ambulatory settings performing administrative and clinical duties. The practice of medical assisting requires mastery

of a complex body of knowledge and specialized skills requiring both formal education and practical experience that serve as standards for entry into the profession. Our Medical Assistant (MA) programs emphasize the skills and knowledge needed for employment in doctors' offices, clinics, hospitals, insurance companies, and or other related healthcare venues.

Objectives

The successful graduate will:

- Receive a Medical Assisting Program Certificate of Completion.
- Be eligible to sit for the National Health Association Certified Exam: (*CCMA-AAMA-CMBS*).
- Demonstrate proficiency in administrative medical office procedures, such as processing insurance claims, scheduling appointments, and completing referrals.
- Demonstrate proficiency in clinical procedures such as patient intake, taking vital signs, giving injections, administering EKGs, drawing blood, and assisting with patient exams, clinical procedures and office surgeries.
- Demonstrate proficiency in electronic medical records management.

Equipment

These programs utilize the medical office simulation laboratory: Autoclave, Blood Pressure Cuffs, examination tables, EKG machines, stethoscopes, scales, and thermometers. They also utilize a lab equipped with all standard equipment for the practical portion of the program. These programs also use MLVS' computer lab, equipped with 25 PC computers with current Microsoft software and its applications: MS Word, Excel, PowerPoint, and Access, in addition to Medisoft for medical office management and coding as well as other standard software programs.

MEDICAL ASSISTING PROGRAM

This thirty-six week program is available to both native speakers and those with advanced English as Second Language proficiency. The Medical Assisting Program prepares students with the skills needed to work as part of a healthcare team in doctors' offices, hospitals, clinics, nursing homes and health maintenance organizations. Graduates of the program will be qualified for entry-level positions as medical assistants, clinical assistants, ward clerks, administrative assistants and medical office receptionists. Skills and knowledge developed include: the history of medicine; medical ethics; legalities; patients' rights; knowledge of instruments; muscular, cardiovascular and respiratory systems; medication administration; nutrition; general office skills; and various office procedures including insurance billing.

The entire program consists of eight modules requiring a maximum total of 760 instructional hours, plus an externship with a qualified medical workplace and a final exam. In order to better prepare students for gainful employment in the dynamic and changing Health Care employment sector, MLVS groups students into programmatic tracts depending on students' capabilities, interests and acuity. These tracts are Medical Assisting Administrative, Medical Assisting Clinical and Medical Assisting Billing and Coding.

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- Introduction to Medical Assisting 120 Hours
 - Medical Terminology 120 Hours
 - Medical Lab 240 Hours
 - Computer Information Systems.-Medisoft / Medical Manager 120 Hours
 - Business English 90 Hours
 - Typing 70 Hours

 - Externship (job experience, non-instructional hours) 160 Hours

PHARMACEUTICAL TECHNICIAN TRAINING PROGRAM

The Pharmaceutical Technician Training Program is a thirty-eight (38) week program for which tuition may be assessed on an individual basis, is open to native speakers of English or those with advanced ESL capabilities. Trainees receive thorough training in, and demonstrate proficiency in tasks related to all aspect of pharmacy assisting. They become fluent in medical terminology. They understand the body as an anatomical unit, and understand the physiological processes which occur in this unit; e.g., the various structures within the body; skeletal, muscular, nervous and cardiovascular as well as the pathologies and medical treatments particular to them. In addition, trainees receive a comprehensive course in pharmacology, ranging from molecular to the clinical application of therapeutics.

The Pharmaceutical Technician Training Program will prepare trainees for positions at the front counter as well as the back drug preparation area. They are taught to use of the necessary equipment, and to maintain records according to standards of the FDA and the DEA. All methodologies comply fully with all regulatory agencies including HIPAA, CAL-OSHA and the State of California Board of Pharmacy. At the conclusion of the program, trainees complete an externship, under the direct supervision of a pharmacist licensed by the State of California. During this externship, they practice those skills that they have learned in the program. Following the externship, trainees are required to pass final examinations in all of the course work which has been presented as outlined in the course listings. In order to practice in the State of California, pharmacy technicians must become certified, by successfully completing a test that shows that they have the knowledge needed to perform the duties of a pharmacy technician. MLVS prepares students for this exam. The certification exam is given by the Pharmacy Technician Certification Board (PTCB), which is a separate entity from the school, and does not constitute part of MLVS' program. PTCB's certification is valid nationwide.

There are a total of 1,080 instructional hours required for this program.

Introduction to Pharmacy Technology	138 Hours
Administrative Assisting	54 Hours
Pharmacy Management	108 Hours
Introduction to Pharmacology	162 Hours
Dosage Calculations and Lab Techniques	354 Hours
Medical Terminology/ Anatomy / Physiology	84 Hours
Keyboarding/Typing (See page 34)	30 Hours

Business English	40 Hours
Job Skills	20 Hours
Externship	90 Hours

Requirements for a Certified Pharmacy Technician

MLVS' Pharmaceutical Technician Training program meets one of the criteria listed below (number 2) a training course for a certified pharmacy technician. The type of training course is described by number 3 (a-g) below, which is highlighted.

From the State of California, Board of Pharmacy website, at http://www.pharmacy.ca.gov/applicants/apply_for_a_license.shtml#faq_tech:

“Effective January 1, 2004, there are only four ways to qualify for pharmacy technician registration (California Business and Professions Code section 4202). California law now requires that an applicant for a pharmacy technician permit must meet one of the following criteria:

1. Have obtained an associate of arts degree in pharmacy technology.
2. Have completed a course of training specified by the board (typically provided by employers under requirements of California Code of Regulations Section 1793.6 (provided below).
3. Have graduated from a school of pharmacy approved by the American Council on Pharmaceutical Education or recognized by the board.
4. Be certified by the Pharmacy Technician Certification Board. California Code of Regulations section 1793.6 describes the training courses acceptable to the board (item 2 above).

This training is:

1. Any pharmacy technician training program accredited by the American Society of Health--System Pharmacists,
2. Any pharmacy technician training program provided by a branch of the federal armed services for which the applicant possesses a certificate of completion, or
3. **Any other course that provides a training period of at least 240 hours of theoretical and practical instruction, provided that at least 120 of these hours are in theoretical instruction in a curriculum that provides:**
 - a. **Knowledge and understanding of different pharmacy practice settings.**
 - b. **Knowledge and understanding of the duties and responsibilities of a pharmacy technician in relationship to other pharmacy personnel and knowledge of standards and ethics, laws and regulations governing the practice of pharmacy.**
 - c. **Knowledge and ability to identify and employ pharmaceutical and medical terms, abbreviations and symbols commonly used in prescribing, dispensing and record keeping of medications.**
 - d. **Knowledge of and the ability to carry out calculations required for common dosage determination, employing both the metric and apothecary systems.**

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- e. **Knowledge and understanding of the identification of drugs, drug dosages, routes of administration, dosage forms and storage requirements.**
 - f. **Knowledge of and ability to perform the manipulative and record-keeping functions involved in and related to dispensing prescriptions.**
 - g. **Knowledge of and ability to perform procedures and techniques relating to manufacturing, packaging, and labeling of drug products.**

CULINARY PROGRAMS

Mission

The program's mission is to prepare competent entry-level culinary technicians, incorporating values, ethics, and professionalism. The program promotes an interdisciplinary approach to the study of culinary arts, and the ethics and values associated with such a career. The program's foundation provides a basis for analytical skills leading to national certification (ServSafe), life-long learning, and a successful career.

Purpose

MLVS' Culinary Programs help students gain culinary techniques and practical experience utilized in the food service industry. The practice of culinary arts requires specialized skills requiring both formal education and practical experience that serve as standards for entry into the profession. Our culinary programs emphasize the skills and knowledge needed for employment in the food service sectors: hotels, restaurants, hospitals, and bakeries.

Objectives

The successful graduate will:

- Receive a Professional Cooking Program-Intensive Course Certification of Completion.
- Be eligible to sit for the national certification ServSafe exam.
- Demonstrate excellent interpersonal, communication, and customer service skills.
- Demonstrate leadership and team-player: able to direct and provide training to peers.
- Be organized and well versed in hospitality.
- Demonstrate front and back of the house competence with speed and accuracy.
- Multitask: high-end recipe preparations within time constraints.
- Posses' excellent basic knife cut technique and cooking principle concepts.
- Be proficient in kitchen sanitation and cleanliness.

Equipment

These programs utilize an industrial-sized kitchen equipped with all standard equipment for the practical portion of the program. They also utilize MLVS' computer lab, equipped with 25 PC computers with current Microsoft software and its applications: MS Word, Excel, PowerPoint, and Access, in addition to other standard software programs.

Latino Culinary Academy

The Mission Language and Vocational School, Inc. opened the United States' first Latino Culinary Academy (LCA) in the fall of 1999. The LCA concept was developed based on the results of a job market analysis of the San Francisco Bay Area, which projected that the food service industry will remain the number one employer into the year 2005. This is not surprising, as the food service industry has long been an integral part of the community. The Bay Area is renowned for its diversity in fine dining and is the nation's number one market for dining. The restaurant business in and around San Francisco forms a major part of our economy. Unfortunately, as we take a closer look at the dining industry and its work force, we see that immigrants hold the majority of lower-level positions. These low-income workers are held back from advancement not by lack of experience, but rather by lack of formal training.

The primary purpose of LCA is to provide its students with the skills to achieve higher-level positions in an important job market; positions that will not only improve their quality of life, but will be a reinvestment in the community. The LCA concept was conceived as an alternative to the status quo. This community-based culinary academy is designed to both train and serve its diverse, multicultural population. Trainees of the Academy will have some practical experience in the food service industry, and will utilize MLVS' program to study culinary techniques, as well as to develop the communication and management skills necessary to achieve higher levels of responsibility in future employment and increase their earnings.

Professional Cooking Program

This sixty-week program is open to native speakers and to those with advanced English as Second Language ability. Students cover an array of subjects, from knife skills and the making of stocks and sauces, through the handling and cooking of seafood, poultry, meats, vegetables and grains. They can also expect to prepare a variety of breads, pastries and desserts.

The basic text for the program is "Professional Cooking" by Wayne Gisslen, John Wiley & Sons, Inc.; the standard text used by more culinary training programs than any other text. This program will prepare a student for an entry-level position as Sous Chef, Assistant Chef or Chef in a small restaurant, a Lead Cook, Cook or Pantry position in a hotel, restaurant, cafeteria, or production kitchen.

There are 1,540 hours of cooking instruction plus 210 hours of an externship in a cooperating food-related business for a total of 1,750 hours.

- Introduction: The Food Service Industry 35 Hours
- Sanitation and Safety, Tools and Equipment 70 Hours
- Basic Cooking Principles: The Recipe, The Menu, and Pre-Preparation 140 Hours
- Stocks, Sauces, and Soups 140 Hours
- Understanding and Cooking Meats, Poultry, Fish, Shellfish, and Vegetables 420 Hours
- Potatoes and Other Starches 35 Hours

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- Salads, Dressings, Sandwiches and Hors D’Oeuvres 70 Hours
 - Breakfast Preparation 70 Hours
 - Food Preparation and Garnish 35 Hours
 - Recipes from International Cuisines 35 Hours
 - Bakeshop Production: Yeast Products, Quick Bread, Cakes and Icings, Cookies, Pies and Pastries, Creams, Custards, Puddings, and Frozen Desserts 385 Hours
 - Masterpiece Meals Presentation 105 Hours
 - Externship 210 Hours

Professional Cooking – Intensive Course

This intensive twenty-seven (27) week program is open to native speakers and to those with Limited English Proficiency. This program includes Culinary Terminology, Work-related English, Basic Math and Introduction to Computers. Students are prepared for entry-level positions as Lead Cook, Cook and Pantry for Restaurants/Cafeteria and Production Kitchens. The students are trained in all aspects of cooking only; Baking is not included.

There are 750 hours of cooking instruction plus 60 hours of an Externship in a cooperating food related industry for a total of 810 hours.

- Introduction: The Food Service Industry, Sanitation and Safety , Tools and Equipment 50 Hours
- Culinary Terminology/Work-related English, Basic Math, Introduction to Computers 125 Hours
- Basic Cooking Principles: The Recipe, Menu and Pre-Preparation 100 Hours
- Stocks, Sauces, and Soups 100 Hours
- Understanding and Cooking Meats, Poultry, Fish and Shellfish, and Vegetables 225 Hours
- Potatoes and Other Starches 25 Hours
- Salads and Salad Dressings, Sandwiches and Hors D’Oeuvres 50 Hours
- Breakfast Preparation 50 Hours
- Food Preparation, Garnish, Masterpiece Meal Presentation 25 Hours
- Externship 60 Hours

Basic Culinary Skills Program

The sixteen (16) week basic culinary skills program is open to native speakers and to those with limited English as Second Language ability. This program prepares trainees for entry-level positions as Short Order Cooks, Restaurant/Cafeteria Cooks and Kitchen/Food Preps. The program includes 60 hours of Culinary Terminology, Work-related English, Basic Math and Introduction to Computers.

There are 420 hours of instruction and 60 hours of an Externship for a total of 480 hours.

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- Introduction: The Food Service Industry, Sanitation and Safety, Tools and Equipment 50 Hours
 - Culinary Terminology/Work-related English, Basic Math, Introduction to Computers 70 Hours
 - Basic Cooking Principles: The Menu, and Pre-Preparation 75 Hours
 - Stocks, Sauces, Soups, Salads, Sandwiches and Hors D'Oeuvres 75 Hours
 - Cooking Meats, Chicken, Fish, and Vegetables 50 Hours
 - Potatoes and other Starches 25 Hours
 - Breakfast Preparation 50 Hours
 - Food Preparation, Garnish and Masterpiece Meal Presentation 25 Hours
 - Externship 60 Hours

Professional Baking Program

This intensive eighteen (18) week program is open to native speakers and to those with Advanced English as Second Language ability. The Course curriculum includes Tarts and Pastries; comprehensive Cake Decorating; Chocolate Work; Candies and Confections; Mousses and Custards; Hot and Cold Soufflés; Sorbets, Ice Creams and other Frozen Desserts; an assortment of Breakfast Pastries, from Muffins to Croissants; and Bread work, from Brioche to Sourdough.

Text for this program is “Professional Baking” by Wayne Gisslen, John Wiley & Sons, Inc. The program prepares students for an entry-level position as Baker or Baker/Pastry Chef in a Restaurant/Cafeteria or as an Assistant in a Bakeshop or Hotel.

There are 480 hours of instruction and 60 hours of an Externship for a total of 540 hours.

- Introduction: The Food Service Industry, Sanitation and Safety, Tools and Equipment 50 Hours
- Culinary Terminology/Work-related English, Basic Math, Introduction to Computers 80 Hours
- Bakeshop Production: Basic Principles 50 Hours
- Yeast Products, and Quick Breads 75 Hours
- Cakes, Icings, Cookies, Creams, Pastries, Custards, Puddings, Frozen Desserts and Sauces 200 Hours
- Masterpiece Meals Presentation 25 Hours
- Externship 60 Hours

Restaurant Management Program

This thirty-three (33) week program is open to native speakers and to those with Advanced English as Second Language ability. This program will prepare the students for an entry-level position as an Assistant Restaurant/Cafeteria Manager or provide sufficient skills to perform as Owner/Operator in future endeavors in Food and Beverage or Hotels. The students are trained in all aspects of restaurant management, personnel, purchasing, and cash and financial management.

There are 1,015 hours of cooking instruction plus 140 hours of an Internship and an Externship for a total of 1,155 hours.

- Introduction: The Food Service Industry 35 Hours
- Pre-Opening, Personnel Management, and Personnel Training 210 Hours
- Menu, Kitchen, Dining Room, and Bar Management 210 Hours
- Cash and Financial Management 70 Hours
- Purchasing 70 Hours
- Cleanliness, Sanitation, Safety and Security 140 Hours
- Energy, and Equipment Management 140 Hours
- Operational Marketing Management 140 Hours
- Externship 140 Hours

Keyboarding/Typing Description

All students are given an evaluation of their knowledge of keyboarding skills upon admission, to be used as a placement guide for the appropriate class. Students work individually rather than in cohorts. Upon completion of one level, students may proceed to the next level.

Keyboarding/Typing skills are categorized as follows:

Keyboarding 0010: Keyboarding for Computers (60 hours)

Students will acquire basic knowledge of the keyboard to interact more efficiently with desktop computers, computer terminals, or electronic communication systems. Instruction covers introduction to the keyboard and development of basic keyboarding skills.

Keyboarding 0020: Keyboarding Skill Development (90 hours)

Keyboarding skill development on computer keyboard with associated software, emphasizing proper technique. Keyboarding drills target individual student deficiencies. The student will develop touch control of the keyboard and proper typing techniques to build basic speed. Topics also include skill building for accuracy/speed, keyboarding practice working in a simulated office, and learning the ten-key numeric keypad.

Keyboarding 0030: Clerical Keyboarding (60 hours)

Emphasis on touch control and proper typing techniques to build speed/accuracy. Enhancing keyboarding skills while focusing on formats of business documents such as reports, letter, memorandums, and tables.

MLVS may accept credits earned at other institutions through challenging examinations and achievement tests.

Schedule of Tuition and Fees

The following schedule of total tuition fees reflects the total charges for the entire educational program. Each of the following are the total charges for an entire program, including a \$100 fee for registration and a fee of \$0.50 per \$1,000 of institutional charges for the Student Tuition Recovery Fund (STRF), that are both non-refundable. Both of these charges will be paid by a third party payer, or in the case of the STRF, waived if all tuition and fees are paid by a third party payer. For total program fees plus books, uniforms, and other costs, please see individual enrollment agreements.

	<u>Total Hours</u>	<u>Tuition</u>
• Clerical Job Skills Training	630 Hours	\$5,703
• General Business Vocational Preparation*	840 Hours	\$6,142
• Vocational English as a Second Language and Clerical Training I*	1,260 Hours	\$7,748

• Vocational English as a Second Language and Clerical Training II*	1,050 Hours	\$7,748
• Vocational English as a Second Language and Clerical Training III*	840 Hours	\$6,142
• Computer Skills and Office Training*	630 Hours	\$6,142
• Computer Networking Training Program*	1,260 Hours	\$8,218
• Cashier / Customer Service Training Program*	300 Hours	\$6,142
• Medical Assisting Program	760 Hours	\$8,624
• Pharmaceutical Technician Training Program*	1,080 Hours	\$8,218
• Latino Culinary Academy:		
Professional Cooking Program	1,750 Hours	\$8,633
Professional Cooking-Intensive Course	810 Hours	\$8,214
Basic Culinary Skills Program*	480 Hours	\$6,142
Professional Baking Program*	540 Hours	\$7,748
Restaurant Management Program*	1,155 Hours	\$8,218
• Personal Computer Repair Technician*	520 Hours	\$6,142

* Inactive in the current academic year.

STUDENT TUITION RECOVERY FUND (STRF) DISCLOSURE

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all of part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency program attending certain schools regulated by the Bureau for Private Postsecondary Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was a material failure to comply with the Act or the Division within 30-days before the school closed or if the material failure began earlier than 30-days prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act."

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

SCHOOL DEPARTMENTS

Student Services Department

Our services are comprehensive. We take a personalized approach to the total development of our students by providing quality education and training. MLVS' multicultural staff is available to assist students with their educational and personal needs. This essential support service provides the help that students often need to remain in the classroom and on the job. We strive to assist trainees in reaching their maximum potential by making students aware of their rights and responsibilities. This department provides services in the following areas:

- Recruitment and outreach
- Case Management
- Pre- and post-testing of students' skills
- Childcare assistance and transportation, if applicable
- Legal, medical and housing referrals
- Orientation

Housing

MLVS does not have dormitory facilities under its control, nor does it provide housing for students. The institution has no responsibility to find or assist a student in finding housing. Housing must be located and secured by the student at market rates, unless they qualify for public assistance. MLVS is located in the Mission District of San Francisco in a mixed-use neighborhood with rentals available, including low-income housing. Current rates in the Mission are an average of \$2,675 for a one-bedroom. Due to these high rates, MLVS makes housing referrals to its students through its community partners who can help them locate more affordable housing.

Education Department

The Education Department oversees the development, implementation, and evaluation of the school's educational programs, and the hiring, training and day-to-day management of the teaching staff. It counsels students in developing and pursuing their educational objectives and monitors and gives feedback on their progress. The continued success of the students at Mission Language and Vocational School depends on the quality of instruction given by our outstanding teaching staff. We employ instructors with BA's and MA's, certificates and credentials in English as a Second Language, Medical Assisting, and Culinary Skills. Our Business Skills instructors have a depth of experience teaching in their areas: computers, bookkeeping, etc.

Students are expected to participate fully in their education process. Student progress is closely monitored and program effectiveness is continuously evaluated. The department provides training in the following areas:

- Vocational English as a Second Language (VESL)
- Computer Skills
- Clerical Skills
- Interview Skills
- Culinary Skills
- Business English
- Business Math
- Office Procedures
- Job Preparation
- Healthcare
- Cashiering and Customer Service

Educational Library and Learning Resources

MLVS has a small library of books and learning resources that are available through the Education Department to students. Students access the library and learning resources through their instructors who coordinate through the Education Department Supervisor to gain access to resources. These are for items above and beyond books that each student receives as part of the program. Popular items include vocational employment related books and dictionaries. MLVS' main learning resources for students are the four computer labs that provide students with access to software learning resources such as ESL skills, Typing, Ten-Key, Microsoft Office applications, Medisoft, and more, in addition to the Internet for research. Students are able to utilize the computer labs during drop-in hours, lunch time and after school and do not have restricted access due to passwords, etc.

Employment Department

The job development staff provides vocational counseling to identify individual skills, define career objectives, and encourage maximum performance from all MLVS students.

The department:

- Works closely with private industry employers, community organizations, and government agencies to match trainees with specific employment opportunities.

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- Analyzes the needs of private industry employers to ensure that training programs reflect today's job-market needs.
 - Encourages mentorships with local business people and former students to assist trainees in their efforts to gain practical pre-employment experience.
 - Organizes guest lectures and tours of Bay Area companies to better acquaint students with the business world.

FACULTY AND STAFF

The MLVS faculty is comprised of a well-rounded group of individuals who bring a high level of competency and dedication to our programs. Faculty members strongly believe in the school's policy of providing students with a quality education and hands-on experience in order to help them succeed in today's job market. Faculty members are:

Mr. Victor Magallanes, CERT pending, earned his Bachelor of Arts in ESL and Phonetics from New College of California, located in San Francisco, California. In addition to many years of working as a Spanish-English translator, Mr. Magallanes has also worked as an English instructor for ten years between the Peruvian-North American Cultural Institute and the Chorrillos Military Academy, both in Lima, Peru.

Ms. Milagro Monroy, CERT Renewal Pending, has a Bachelor of Sciences in Business Administration from the Modular Abierta University in San Salvador, El Salvador. She has fifteen years of experience in teaching computers and office machines at MLVS and City College of San Francisco, where she is a business instructor.

Dr. Ana Marina Portillo earned her Doctor of Medicine (MD) from the National University of San Salvador, El Salvador, upon completing her Obstetric/Gynecology residency. She has 25 years of experience in the medical field, and 5 years of teaching experience, including having taught Parasitology, Medical Terminology, Anatomy, and Physiology (TAP), in addition to CPR at Sanford Brown College and Jose Maria Vargas University in Miami, Florida. Dr. Portillo currently works as the lead TAP and clinical lab skills instructor at MLVS.

Chef Michael Grigsby is a graduate of Le Cordon Bleu's Culinary Arts-Baking and Pastries program and has over 4 years of experience in the culinary field. Formally trained in classical French cuisine techniques, he is also well versed in Sous-vide cooking, Molecular Gastronomy as well as wine and beverage pairing. Chef Grigsby in addition possesses a wide range of experience in varied culinary styles. His culinary passion and cutting edge technique are a testament to his commitment to excellence.

Ms. Rosamunda Maria Ayala earned a Bachelor of Arts in Cultural Anthropology from San Francisco State University. She is a licensed Pharmacy Technician and studied Classical Guitar at the Academia Nitzuga Mangore, San Salvador, El Salvador. She has been an instructor for nearly 10 years, and worked for 8 years in the medical field as a pharmacy technician and transcribing medications. She has an indelible passion for academic justice and forms part of the Sylvan Learning Center faculty in West Portal, San Francisco.

The administration, which, with various support staff, handles day-to-day operations, consists of:

Rosario Anaya	<i>Executive Director</i>
Ricardo Alva	<i>General Manager / Business Manager</i>
Natalie Hopner	<i>Executive Assistant</i>
Rosamunda Ayala	<i>Education Department Manager</i>
Itala Portal	<i>Administrative Assistant/ Case Manager</i>
Elsy Tadeo	<i>Job Developer</i>
Lecy Rodriguez	<i>Bookkeeper</i>

The policy-making body of MLVS is the Board of Directors. Members are:

Jose Chapa	<i>Chair</i>
Diana Verdugo	<i>Treasurer</i>
Eva Royale	<i>Secretary</i>
Judge Paul Alvarado	<i>Board Member</i>
Esther Casco	<i>Board Member</i>
Dr. Eurania Lopez	<i>Board Member</i>
Ray Sloan	<i>Board Member</i>
Carlos Rodríguez	<i>Board Member (Inactive)</i>

DONORS AND PARTICIPATING BUSINESSES

Mission Language and Vocational School's continued success is strongly related to the local business community's ongoing participation in terms of making donations to the school and offering employment opportunities to our students.

We would like to thank the following Donors and participating Companies:

AFT 2121; Alliance for Jobs and Sustainable Growth; Anonymous; AT&T California; Gladys Elizabeth Barbieri; California Federation of Teachers; Carlos A. Ausejo, E.A. Taxes and Bookkeeping; Carpenters Local 22; John & Lolita Casazza; Esther Casco; Cervantes Design; Jose Chapa; Comcast; Comerica; Compañeros del Barrio; Carlos Cornejo; De Alba Communications; Department of Human Services; Employment Development Department of California; Yolanda Equizabal; Farwest Sanitation; Flores Law Firm; Flex Academy; Fresca Restaurants, Inc.; Gymboree Corporation; Holiday Inn Fisherman's Wharf; Dr. Ana Maria Horta; Hotel Council of San Francisco; Housing Development and Neighborhood Preservation; Instituto Laboral de la Raza; Lawrence Jacobson; JP Investments; Kaiser Permanente; Gus Konstin; La Cocina; Laborer's Local 261; Lennar Urban; Dr. Eurania Lopez; Makras Real Estate; Tomasita Medál; Mexican Consulate of San Francisco; Mission Housing Development Corporation/ Caritas Management; Mission Neighborhood Centers; Tom Neely, CPA; Northern California District Council of Laborers; Office of House Democratic Leader Nancy Pelosi; Pacific Heights Chevron; Bert Polacci; Office of San Francisco Public Defender Jeff Adachi; OtherLab; Pacific Gas and Electric Company; Veril L. Phillips; Raymond Ponce; Recology; Agustin Rosas-Maxemin; Luis & Liliana Rossi; San Francisco Building and Construction Trades Council; San Francisco Coalition for Responsible Growth; San Francisco Fire Fighters Local 798; San Francisco Giants; San Francisco Labor Council; San Francisco Office of Economic and

Workforce Development; San Francisco Police Officers Association; San Francisco State University; San Francisco Unified School District; Dr. David & Mrs. Barbara Sanchez; Santos & Urrutia; Michael Scranton; A. John Shimmon; SSL Law Firm; Sutter West Bay Hospitals; Teamsters Union Local 350; Teamsters Union Local 856; Jeff Trager; Frances Tywoniak; United Educators of San Francisco Local 61 AFT; Univisión; Wells Fargo Bank; Susan Wong; Young Community Developers, Inc.

Employer Partners:

Balompie Café, Mary Ann Bañez MD, Bon Appetit Management Company, California Pacific Medical Center, San Francisco State University Step to College Program, Kaiser Permanente, SF Hilton Hotel, Nation Health Association, Treasure Island Job Corps Center, Mission Hiring Hall, La Cocina, CA Employment Development Department (EDD), Dress for Success, Rex Hotel, Glide Memorial Wellness Center, Goodwill, Self-Help for the Elderly, Hospitality House, Young Community Developers, Inc., St. Regis Hotel, Dr. Esther Chan MD, Downtown Medical Travel Health, Dr. William Fishkin MD, Patricia Gisela Cavero MD, Randall Go OD, Holiday Inn, KQED, Dr. Lisa Law MD, Dr. Simon K. Lee MD, Meridian Medical Group, Mission Neighborhood Health Center, Dr. Anthony Ngo MD, Pediatric Medical Group of San Francisco, Primary Health Care Association, Richmond District Medical Group, San Francisco International Airport, San Francisco Unified School District, Dr. Howard E. Schwat MD, Dr. David Segars MD, South of Market Health Center, St. Anthony Foundation, Sunset Health Services, Karen P. Tuan MD, UCSF/ SF General Hospital, UCSF Positive Health Program @ San Francisco General Hospital, Whole Foods Market, Dr. Kevin Wong MD, Dr. Tony Wong MD, Woodhouse Fish Company, Sunset Health Services, Dr. Karen P Tuan MD, Pedia Health Medical Group, Curbside Café, Community Health Services, US Health Workers, First Health Urgent Care Clinic, North East Medical Services, Potrero Hill Center, Clinic by the Bay, Chinese Community Health Center, Florida Street Catering Services.