

Company Highlights:

Concord Campus Hosts Charity Event for Women's Shelter



Students pamper women from Love-A-Child shelter.

On May 11, 2011, Milan Institute of Cosmetology in Concord, California, provided free services at its student salon to women from Love-A-Child Missions Homeless Recovery Shelter. For over 20 years, Love-A-Child has been serving needy women and children by providing emergency shelter, food and clothing. It offers hope through substance recovery programs, job training, educational support and many other programs. It is currently the largest recovery shelter in Contra Costa County, serving over 400 women and children annually. 20 women from the shelter were provided with free haircut, hair color and styling services performed by students under instructor supervision. Milan Institute cosmetology students were happy to provide their special guests with some much needed pampering. In addition, students hosted a potluck on the same day to provide refreshments to their clients. They also organized a clothing drive, where students, instructors and administrative staff donated gently used clothing to women and children from the shelter.

The charity event was the idea of Milan Institute of Cosmetology student Lawreisha Henderson. Lawreisha

What's New

Graduate Profiles, Page 2:

Learn how Cosmetology Graduate Marsha Brown made it to the set of the TV show "Beverly Hills Fabulous" as a hair stylist and makeup artist.

Despite an unreliable vehicle and raising seven children, Mona Garcia managed to graduate from the Administrative Medical Assistant program and secure a new position in just nine months.

Campus Profile, Page 3:

This issue's featured campus is the new Milan Institute of Cosmetology in El Paso, Texas. Get to know the city, school director and future plans for the school.

Employer Profile, Page 3:

Family HealthCare Network is one of many valued employers of Milan Institute graduates in the San Joaquin Valley of California. Learn about what the organization looks for in job candidates.

had been volunteering at Love-A-Child Missions. Being a cosmetology student, she understood the power she had to help people feel good by looking good, and that's something she wanted to share with the women from the shelter. She presented a detailed proposal for the event to School Director of the Concord campus, Ben Mangels. Originally, she suggested having a fundraiser to generate money to pay for the student salon services. However, Ben generously decided to offer the services to the Love-A-Child women for free. "Many of these women have suffered domestic violence, and all of them are homeless," said School Director Ben Mangels. "They are members of this community, our neighbors, and it's important for us to do what we can to help them." For more information on how you can help the Love-A-Child Missions, please call (925) 458-5663 or visit the website at www.loveeachildmissions.org.

Graduate Profile: Marsha Brown, Class of 2008

Cosmetology Program

Milan Institute – San Antonio-Ingram Park, TX



“I loved working on the set of the show Beverly Hills Fabulous because of the glamour, energy and excitement of both Beverly Hills and TV.”

From styling hair to applying makeup, Milan Institute Graduate Marsha Brown has played a key role behind the scenes of VH1 reality TV series *Beverly Hills Fabulous*. The show focuses on Elgin Charles Salon, one of the few African-American beauty salons in Beverly Hills. The salon caters to celebrity clientele such as Angela Bassett, Keri Hilson, Serena Williams, Estelle Swaray, Billie Dee Williams, Lauren London, Eve Jeffers, Tia and Tamera Mowry, Joan Collins and Jackée Harry. Marsha’s brother, Elgin Charles, hired her on as his personal assistant a year after she completed the Cosmetology program at Milan Institute in San Antonio-Ingram Park, Texas. She worked every day of

the ten-week shoot of Season One, prepping models before they went on screen and working closely with the directors and producers to make sure everyone was camera-ready. She even had the opportunity to travel with the cast and crew to shoot an episode in Miami. Marsha is undoubtedly enjoying her current success in the cosmetology field, but it took a lot of hard work and dedication to get where she is today.

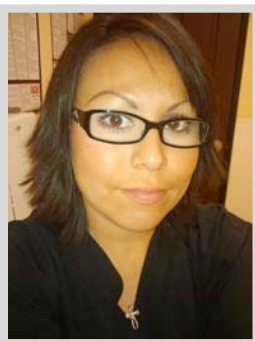
Back in 2007, Marsha was finishing her fifth year working as a machine operator in the Frito Lay Factory in Kentucky. That’s when she decided to move her family of three children to live with her brother, Elgin, in The Dominions, a premier, master-planned, gated community in San Antonio. She began working as a private branch exchange (PBX) operator at the Holiday Inn Hotel near the San Antonio International Airport. Spending more time with her brother, a very talented hair stylist, reminded Marsha of her love for cosmetology. During their childhood days, Marsha and her brother would “play stylist,” doing braiding and Jheri curls on neighbors. It was then that she decided to pursue a career in cosmetology by enrolling at the Milan Institute campus located in San Antonio, Ingram Park.

Continued on Page 4

Graduate Profile: Mona Garcia, Class of 2010

Administrative Medical Assistant Program

Milan Institute – Indio, CA



“I love my new career. I can honestly say I look forward to going to work. Every day is a learning experience, and I can not get enough of it.”

Before enrolling at Milan Institute in Indio, California, Ramona “Mona” Garcia was a wife and mother of seven children. She had held part-time jobs off and on, but her full-time job was always caring for her large family. Finally in September 2009, she decided to work towards a real career, not just a job. She then enrolled in the Administrative Medical Assistant program as a full time student to pursue her interest in the healthcare field.

Mona had to work hard in order to keep up with her classes while continuing to manage her household. It took her a little while to get used to being back in school, but she soon discovered she was an excellent student. She didn’t have difficulty understanding the course material and soon found herself looking forward to school work. “My experience at Milan Institute was great but also a challenge,” stated Mona. “The staff was wonderful and always willing to help.” However, periodically throughout her training, life’s obstacles tried to get in her way. She had to work around transportation issues due to an unreliable vehicle and raising seven kids was difficult in itself. “Where there is a will, there is a way,” Mona said about her struggles as a student. “I just stayed focused and looked towards the future. My family was always encouraging me. I wouldn’t have made it without their love and support.”

Having successfully completed her training in just eight months, Mona is now working as an Administrative Medical

Continued on Page 4

Campus Profile: Milan Institute of Cosmetology • El Paso, TX



El Paso, TX Campus

The newest addition to the group of Milan Institute schools is the El Paso, Texas, campus located at 1580 George Dieter Drive, Suite 207. The school opened its doors to the El Paso community in August 2010 offering a Cosmetology (Operator License) program. An integral part of the career training program is providing students with hands-on experience. Students are required to complete a certain number of hours in a variety of techniques in the

on-campus student salon. The Milan Institute of Cosmetology student salon in El Paso first began taking clients in January 2011. It is open to the public and offers value-priced beauty services such as haircuts, hair color, pedicures, waxing, facials, microdermabrasion and more. All services are performed by students under instructor supervision. Both seasonal and holiday student salon specials are available.

The school's home, El Paso, is nestled next to the Rio Grande at the point where West Texas, New Mexico and Old Mexico meet. As a result, it is the largest international metroplex in the world and seamlessly blends cultures and traditions: from the historic Old West to the colors of Mexico as well as the heritage of Native Americans. Nicknamed "The Sun City," El Paso residents enjoy sunshine over 305 days a year. Outdoor enthusiasts can take a short ride to the beautiful Franklin Mountains for hiking, mountain biking or rock climbing. In addition, Fort Bliss, one of the largest military complexes of the United States

Continued on Page 4

Employer Profile:

Family HealthCare Network • San Joaquin Valley, CA



Family HealthCare Network is one of the valued employers of graduates from the Milan Institute Visalia campus. Family HealthCare Network (FHCN) is a private, non-profit, community-based organization established in 1976. The organization is governed by a volunteer Board of Directors and has developed a comprehensive primary health care delivery system with center sites located in Visalia, Goshen, Porterville, Hanford, Ivanhoe, Cutler-Orosi, Three Rivers, Woodlake and Springville in California. FHCN offers a wide array of services including Family Medicine, Internal Medicine, Pediatrics, Obstetrics/Gynecology, Family Planning, Dentistry, Clinical Laboratory, Radiology, Ultrasound, Dermatology Telemedicine, Digital Retinal Screening, Integrated Behavioral Health, Integrated Complementary Alternative Medicine, Pharmacy, Health Education and Promotion, Nutrition Counseling, Community Outreach and Patient Transportation and Translation.

Family HealthCare Network has been hiring Milan Institute

graduates for approximately six years. The graduates recruited have been from the Administrative Medical Assistant, Medical Assisting and Healthcare Billing and Coding programs. In April 2011, FHCN conducted interviews at the Visalia campus and hired 10 graduates. "We were very impressed with the applicants we interviewed," said Gracie Robles, FHCN Human Resources Generalist. Managers at FHCN revealed that they recruit from Milan Institute because the graduates are knowledgeable when asked technical questions pertaining to their field of study and are very professional. FHCN staff members also commented that Milan graduates are often excited about being able to apply what they have learned from their on-campus and externship training.

When looking for a potential new hire, FHCN managers noted that in addition to technical skills, soft skills are also very important. They seek candidates who have great customer service skills, a positive attitude and enthusiasm. Professionalism, teamwork and strong work ethic are essential. Also, applicants with strong verbal/written communication skills and critical thinking/problem solving skills will have an advantage.

FHCN advises current Milan Institute healthcare students to

Continued on Page 4

Graduate Profile: Marsha Brown (Continued)

Despite her busy schedule and personal obligations, Marsha stayed focus on her career training. She continued to work part-time as a PBX operator at the Holiday Inn while attending school part-time. In addition to raising her own children as a single mother, Marsha also helped care for her nephew while her brother traveled back and forth to California for business. A few months into the Cosmetology program, she quit her job at the hotel and became a full-time student in order to focus on her goal of becoming a hair stylist as quickly as possible. 13 months after enrolling, she successfully graduated.

Marsha's first position out of school was working as a hair stylist at Fantastic Sams in Ingram Park. She then moved on to the Fantastic Sams located in Converse, Texas, which specialized in African-American hair services such as weaving, braiding and relaxers. She stayed with the company for a little over a year, and then moved to California in September 2010 to work with Elgin on *Beverly Hills Fabulous*.

Marsha plans to continue her career as a hair stylist and makeup artist for TV productions. "I loved working on the set of the show because of the glamour, energy and excitement of both Beverly Hills and TV," said Marsha about her experience. She is currently spending time with her other brother in Tacoma, Washington, and styling hair at a local salon. In July, she plans to return to California to start filming the next episodes of *Beverly Hills Fabulous*. Her ultimate goal is to become a hair stylist at Elgin Charles Salon and to continue doing hair and makeup for other TV shows.

"Continue your classes and make your hours. It will pay off," advises Marsha to her fellow cosmetology students. "Also, learn how to braid. If you can do that, you can do anything, whether it's African-American or Caucasian hair."

Graduate Profile: Mona Garcia (Continued)

Assistant at Werner Gonzalez Family Practice in La Quinta, California. It is a small practice run by a female physician who has about 25 years of medical experience. Mona first came to the family practice as an extern while still attending Milan Institute. "My externship was exciting," said Mona. "I don't remember having a single bad moment. The administrative medical assistant I worked with did a very good job on training me and explaining what my job duties were. I began sitting at the front desk with supervision and wasn't afraid to ask for help. I asked a lot of questions and tried to learn as much as possible." Impressed with her externship performance, the family practice hired her on as a full-time administrative medical assistant in less than a month after she graduated. Mona recently celebrated her one-year anniversary with the

practice. "I love my new career," said Mona. "I can honestly say I look forward to going to work. Every day is a learning experience, and I can not get enough of it." She plans to advance her career in healthcare by becoming an office manager or unit secretary of a hospital someday.

"If you want to have a successful career, you have to give 100% during school and after you graduate," advises Mona to her fellow students. At the beginning of 2009, before she had even heard of Milan Institute, she set a goal of enrolling in a healthcare school and becoming an administrative medical assistant. A year and a half later, she had achieved exactly what she set out to do. "Thank you, Milan Institute, for being a part of my journey."

Campus Profile: Milan Institute of Cosmetology – El Paso, TX (Continued)

Army, lies to the east and northeast of the city, providing military families access to cosmetology training and student salon services at the El Paso campus.

School Director Miguel Gamino has been overseeing the El Paso campus operations since day one. Before joining Milan Institute of Cosmetology, Miguel had worked for 15 years as a school director for several medical, technical and business career training schools. This is his first opportunity directing a cosmetology school and so far, says it is his favorite type. "We have a great atmosphere here at this campus," said Miguel. "Our cosmetology students are very passionate about their career choice. I have a strong, hardworking team of instructors and administrative staff, and we are all proud of our school and students."

Having only been opened for less than a year, Milan Institute of Cosmetology in El Paso has already been well received by the community. Today, the campus has 161 students. The school has exciting plans for the future, including adding a new Massage Therapy program and Student massage spa. For more information on the Cosmetology career training program or student salon services at Milan Institute of Cosmetology in El Paso, Texas, please call (915) 857-4444 or visit the website at www.MilanInstitute.edu.

Employer Profile: Family HealthCare Network (Continued)

always make the most of training, whether it's in class, in lab or at an externship site. They also noted that flexibility once employed is important. "If you have a passion for something, do it, and you will enjoy going to work every day," recommends Gracie Robles, FHCN Human Resources Generalist. "Do not give up on your goals. Hard work and dedication pays off!" For more information on the Family HealthCare Network, please visit the website at www.FHCN.org or call the corporate office at (559) 737-4700.