

Focusing Philanthropy Final Report 2021

Health Careers Campaign

Executive Summary

The 2021 Focusing Philanthropy Health Careers Campaign with JVS successfully supported 40 Bay Area residents with new entry-level career pathways in the healthcare sector. JVS operates our healthcare training programs, in partnership with training and employer partners, to build a holistic program that prepares job seekers for specific in-demand skills for these careers. For many clients enrolled in JVS healthcare programs, this was the first opportunity to set a career trajectory in the fastest growing labor market in the country. The program provides these job seekers with transferable skills for future careers in the healthcare sector, supporting their journey to family-sustaining wages and economic mobility. While our total enrolled cohort number was larger, the following individuals were served by the Focusing Philanthropy grant. 10 Certified Dental Assistants, 15 Certified Medical Assistants, and 15 Medical Administrative Assistants were identified, trained, and placed in an active job search for healthcare careers.

Given a 6-month timeline for securing job placement, 15 Medical Administrative Assistants and 10 Certified Dental Assistants completed the program and were placed in healthcare jobs. Of the 15 Certified Medical Assistants who completed the JVS program, 10 have been placed while 5 remain in an active job search. Average wages earned for program graduates range from \$21 an hour for Dental Assistants, \$24 an hour for Medical Assistants, to \$26 an hour for Medical Administrative Assistants. This introduction to the healthcare workforce offered job seekers wages well above minimum wage for entry-level positions.

The \$238,000 in Focusing Philanthropy funding covered 10 weeks of JVS training for 10 Certified Dental Assistant and 15 Certified Medical Assistant trainees. The funding also covered 15 Medical Administrative Assistant trainees completing 12 weeks of JVS training. Forty job seekers were individually supported through \$6,000 in training and staff support. Associated work-based learning expenses are covered separately by JVS, through a mix of public funding and employee contributions. JVS prioritizes work-based learning experience as a critical component for client success and future career advancement.

Program Overview

- **EXCEL (Excellence Through Community Engagement and Learning)** is the Medical Administrative Assistant Internship Program run by JVS in direct partnership with UCSF. The EXCEL program includes a 6-week in-depth training program and a 16-week paid internship at UCSF. Continuing professional development and career advancement support is provided to EXCEL graduates as they continue along their careers, with the average period for participant engagement between 2 and 2.5 years.
- **Medical Assistant (MA) Program:** JVS partners with San Francisco State University's College of Extended Learning to collaboratively implement a 15-22-week MA certification training. This training program includes ten weeks of classroom training at San Francisco State University (SFSU) focused on clinical skills, with one day per week taught by JVS focused on occupation-specific employment readiness skills.
- **Dental Assistant (DA) Program:** JVS partners with Eden Area Regional Occupational Program (EAROP), Dental Perfections and EFDAA to collaboratively implement a 10-week DA Certificate training. This training program includes five weeks of hybrid classroom training focused on clinical skills, with one day per week taught by JVS focused on occupation-specific employment readiness skills. Participants complete the program with the necessary certifications required for employment at a dental office prior to going into externship. Coursework includes 140 classroom hours (lecture and labs). This classroom training is followed by a 160-hour externship at a local dental office.

Program Highlights

JVS successfully executed the healthcare programs in hybrid settings, pairing hands on skill building and virtual workshops. This allowed JVS clients flexibility to work around childcare scheduling, commuting limitations, and any disruptions caused by the pandemic. The EXCEL program success extended to include an additional unit for Medical Administrative Assistants on billing and coding. The EXCEL program expansion is expected to continue growing in scope in 2022.

While the program was successful in certifying 40 new entry-level careers in the healthcare sector, JVS did experience challenges during the program. Unforeseen circumstances of the global pandemic, namely the Omicron variant, disrupted job seeker training, on site work-based learning, and absences due to illness or childcare disruptions. We have also seen an emerging need for vaccine education and support services for JVS clients. As vaccination requirements were mandated in the healthcare sector, predominantly self-identified Black and Brown JVS clients rescinded program acceptances. As JVS remains committed to racial equity and offering economic mobility to all job seekers, we continue to explore ways to address this issue.

Client Success Stories

Dental Assistant: Betssy is a single mother of two who lived in transitional housing when she started her JVS programming. She's an SF resident who was working as a licensed beauty advisor at Sephora; the store was closed due to COVID. She was unemployed for more than 13 weeks before applying to JVS's dental assistant training. After completing the accelerated training, Betssy started an externship at a dental office before quickly being offered a permanent position there, making \$25 an hour.

Colleen was a paraprofessional and early childhood educator for several years. During the pandemic, she pivoted to emergency childcare positions and online learning hubs, but her employment was never stable as the uncertainty continued. To support herself and her daughter, Colleen decided to pursue an MA certificate with JVS. She faced many hurdles while in the program from health to technology to supporting her teens through a pandemic, but she graduated. She's currently working at UCSF through a staffing agency making \$20 an hour and is in the interview process for an internal position and potential wage increase.

Micah is a 22-year-old who had exhausted her UI benefits after being laid off from her job as a security guard, when the building closed due to COVID. She lives with her father who is 72 years old in section 8 housing. She applied for JVS's Dental Assistant training in August of 2021, and was offered an externship at the community clinic in her home neighborhood. Following her externship, she was offered a job as a dental assistant making \$24 an hour.

Alexis was working in retail management and the food service industry prior to the pandemic. When the pandemic hit, Alexis used it as the impetus to begin training in healthcare, a dream that she had always had. Alexis was looking forward to a career that was more stable and that she could stay and grow in. The EXCEL training built on her customer service experience and gave her new computer and digital skills. After completing the EXCEL training and internship at UCSF, Alexis was hired as a Patient Care Coordinator III at UCSF making \$28 an hour.