

# ALAMEDA COUNTY BOARD OF SUPERVISORS' SOCIAL SERVICES COMMITTEE

Monday, November 25, 2024  
2:30 p.m.

Supervisor Nate Miley, Chair  
Supervisor Lena Tam

Location: Board of Supervisors' Chambers – Room 512 – 5th fl  
County Administration Building  
1221 Oak Street, Oakland, CA 94612

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## Summary/Action Minutes

### I. INFORMATIONAL ITEM: Overview of the Early Childhood Apprenticeship Program [Attachment](#)

#### Presenters

Andrea Ford, Director, Social Services Agency and Dr. Roslynn Hyneman, Department of Workforce Development, YMCA of the East Bay

#### Summary

An overview was provided on the Early Childhood Apprenticeship Program (ECAP), which supports CalWORKs participants in gaining early childhood education (ECE) credentials, work experience, and placement in ECE positions. The program was established in 2019 to address the countywide ECE workforce shortage, which has increased due to the expansion of Universal Pre-K and Transitional Kindergarten. Labor market analysis shows ~9,000 additional early educators are needed in the county over the next 5 years, and approximately 2,000 positions are currently vacant. Attrition and workforce age trends indicate ongoing replacement needs, with ~40% of educators and 50% of center directors over age 50, and many educators lack access to affordable degree pathways.

The CalWORKs apprenticeship model is funded through a blended structure combining CalWORKs Single Allocation with support from First 5 Alameda County and Tipping Point Community, with the YMCA of the East Bay serving as the implementation partner. Program partners include higher education institutions, child development centers, and mentor teacher networks.

The program model includes:

- Recruitment: Recruiting CalWORKs participants into the apprenticeship education and training program
- Teaching child development and early learning skills and knowledge, addressing the dual-role of professional and parent
- Earn & Learn Model: On-the-job training, including no-cost college coursework, cohort learning, and support services for participants
- Support for obtaining child development teacher permit
- Job Placement: upon successful completion of program, participants may be placed in a full-time position

A tiered structure is used to move participants from entry-level classroom roles toward achieving the Associate Teacher Permit, and ultimately toward Associate's and Bachelor's degree completion.

Program Results (2019–2024)

- 83 CalWORKs apprentices have participated

- 55 apprentices (66%) completed the apprenticeship
- 55 apprentices (100%) were offered and accepted ECE positions
- 55 graduates earned the Associate Teacher Permit
- 43 apprentices (78%) are projected to earn an Associate's degree
- 1 graduate has completed a Bachelor's degree
- Average hourly wages increased from \$19.13 to \$28.00 after completion of 12 units and permit attainment

The estimated cost is ~\$300,000 per 20-apprentice cohort (approximately \$15,000 per apprentice). An external evaluation is currently underway through the Center for the Study of Child Care Employment to assess outcomes and inform potential scaling and replication.

The Committee also heard participant experiences, noting that the program provides access to higher education, stable employment, and opportunities for professional advancement, particularly for CalWORKs recipients who previously faced barriers to enrolling in or completing ECE training programs.

Purpose:

- Report progress**
- Advocacy or Education**
- Request Social Services Committee Recommendation or Position
- Other:

Speakers

There were no speakers on this item.

Committee Feedback

There was no committee feedback on this item.

Action

This item was informational only and required no Committee action.

**II. INFORMATIONAL ITEM: Overview of CalWORKs Job Training and Placement Services Medical Assistant Certification Program**

[Attachment](#)

Presenters

Andrea Ford, Director, Social Services Agency and Ebony Hanzy, Administrative Specialist II, Department of Workforce and Benefits Administration

Summary

An update was provided on the CalWORKs Medical Assistant (MA) Certification and Employment Pathway Program, which prepares CalWORKs participants for entry-level clinical employment in community health settings. The program is a collaboration between the Social Services Agency (SSA), Health Care Services Agency (HCSA), Alameda Health System, and community clinic partners. The intent is to provide a direct pathway to employment that supports family economic stability while helping address ongoing MA staffing shortages in local clinics and safety net health centers.

Participants receive paid training and hands-on clinical instruction while remaining engaged in CalWORKs eligibility and supportive services. The program includes:

- Tuition and certification exam support
- Classroom and lab-based clinical instruction
- Clinical externship placement at partner clinics
- Case management and academic coaching
- Interview practice and job placement assistance
- Childcare, transportation, and work readiness support

The program aligns with workforce needs identified in the County's health safety net system. Community clinics continue to report challenges recruiting and retaining certified MAs, particularly those with

multilingual skills and experience working with diverse patient populations. The training program emphasizes customer service, cultural responsiveness, trauma-informed care, and medical terminology, with a focus on preparing participants for clinic environments serving Medi-Cal and uninsured patients.

To participate, individuals must:

- Be an active CalWORKs recipient
- Be 18 years or older
- Hold a high school diploma or GED, or be willing to enroll in GED completion before certification
- Pass a basic reading, writing, and math assessment used to determine readiness for MA coursework
- Commit to clinical training hours and externship placement
- Meet with a CalWORKs case manager to develop a participation plan

Participants may enroll regardless of prior healthcare experience; many participants are entering the field for the first time. Case managers assist with class scheduling, attendance support, and barrier removal.

The structured pathway includes:

1. Mandatory orientation interview with a panel representing Alameda County Social Services Agency, Spanish Speaking Unity Council, and Bay Area Medical Academy
2. Drug screening and background check
3. Essential skills and job readiness training to prepare for a Math and English assessment
4. Complete 7 course modules to prepare for national Medical Assisting and Phlebotomy exams
5. Assignment to a Clinical Externship in a community clinic that includes 40 hours of phlebotomy and 200 hours of hands-on training
6. Weekly check-ins with training coordinators and CalWORKs case managers
7. Completion of required clinical hours
8. Preparation for the Certified Clinical Medical Assistant (CCMA) exam
9. Job placement assistance and interview preparation
10. Transition into employment with continued post-placement follow-up

Participation and Completion (Since Program Launch)

- 45 CalWORKs participants have enrolled
- 34 participants have completed MA coursework
- 17 participants have completed the clinical externship requirement
- 15 participants are currently in clinical externship placement
- 14 graduates have been hired in MA positions at community clinics

Participants who complete the program are eligible to sit for the Certified Clinical Medical Assistant (CCMA) exam. Program staff report a need to expand the number of clinic externship placement slots to increase the number of graduates completing certification.

The Committee also reviewed the barriers to completion most reported by participants:

- Childcare and caregiving responsibilities
- Physical and mental health challenges
- Transportation limitations
- Time needed to balance coursework and CalWORKs participation requirements

Program staff noted that retention improves when participants receive:

- Stable childcare
- Predictable clinic schedules
- Transportation subsidies
- 1:1 case management and tutoring support

Funding for the program currently comes from CalWORKs Single Allocation and ongoing workforce partnership agreements, with the program exploring opportunities to expand externship capacity and increase placement pipelines through stronger clinic hiring agreements.

Purpose:

- Report progress**
- Advocacy or Education
- Request Social Services Committee Recommendation or Position
- Other:

Speakers

There were no speakers on this item.

Committee Feedback

Supervisor Tam would like to receive information on how many participants have bilingual skills at the next report.

Action

This item was informational only and required no Committee action.

**PUBLIC COMMENT**

None.

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