



HEALERS OF TOMORROW

Healthcare Academy Spotlight, Featuring JVS & Homebridge

December 8, 2021

San Francisco Office of Economic and Workforce Development
www.oewd.org

HealthCare Academy Program Overview

Our Vision

Have a skilled talent pool that **attracts, retains,** and **expands** the healthcare industry's workforce and enhances the standard of living for all San Franciscans.

Our Mission

Support, enhance, and advance a world class healthcare sector through strategic partnerships, employer engagement, in-demand training, and employment opportunities while strengthening the economic vitality of San Francisco.

Our Goals

- 1 Improve quality of services available to job seekers and businesses through the workforce system to promote hiring of San Franciscans
- 2 Provide employers with trained and skilled workers while expanding employment opportunities
- 3 Increase access to sector training for populations underserved by the workforce system

HealthCare Academy Training Programs



HealthCare Academy Benefits

- Gainfully employed workforce
- Opportunities for career growth
- Support growing
- In demand
- industries



- Trained, screened and work-ready candidates
 - Savings on hiring & training
- Reduced turnover rates
 - Increase Productivity
 - Diverse candidates
 - Local jobseekers
 - Higher Retention



- Defined Career Pathways
- Opportunities for Growth
- Certifications & Degrees
- Articulation & Lifelong Learning



- Career Counseling
- Career Development
- Contextualized Training
 - Supportive Services
- Growth Opportunities
- Increased Earnings



Providers and Partners



HealthCare Academy: JVS Sector Coordinator

- HealthCare Academy Outreach, Orientations & Triage
- Direct Placement Services
- Academy Employer Engagement & Partnerships
- Career Expos & Hiring Events
- Community of Learning Meetings
- Graduation & Student Celebrations!



HealthCare Academy: JVS Training Programs

- **Medical Administrative Assistant (EXCEL)**
- **Medical Assistant Certification**
- **Dental Assistant Training**
- **Phlebotomy Certification Training**
- **Registered Dental Assistant Training**



Excellence Through Community Engagement & Learning Program (EXCEL)

- **In Partnership with: JVS, OEWD, UCSF & HSA**
- **Training Program Overview**
 - Training: 9 weeks of content contextualized to Medical Administrative Role
 - Internship: 16 week paid internship onsite at UCSF
 - 45-50 participants served per year
 - 20 cycles completed since 2010
- **Client Success Story**
 - [Erica King](#)
 - Then & Now



HealthCare Academy: Homebridge



- **Agency History & Services**

- 500K+ hours of IHSS care to 1,000+ complexly-diagnosed recipients
- 300 fulltime Home Care Providers, 85 Program Support & Administration

- **Workforce Initiatives**

- Values founded in extensive and continuous skills training and supports
- BUILDE: Belonging, Unity, Inclusion, Leadership, Diversity & Equity

- **STEPS to Success**

- Launched in 2018: Four Tiers, 300+ hours, 100+ trainees/yr
- Sept 2021: HCP IV-C to “On the Job CNA”
- Jan 2022: \$20.50 - \$24.00

HealthCare Academy: Homebridge Client Success Story



HOMEBRIDGE

Crystal Robinson **Home Care Provider & CNA** **Candidate**

- Started Homebridge in November, 2017 (\$14.00/hr)
- Currently HCP III (\$21.75/hr)
- Fulltime Caregiver plus HCP IV-C in training (“OTJ CNA”)
- Anticipated CNA Test: Jan-Feb 2022



Crystal Robinson
CNA Candidate

Q & A

