



DATE: March 18, 2026
TO: Full Board/Executive Committee
FROM: Jed Silver, Program Manager
RE: Close-out Report for the Medical Assisting Upskilling Project

BACKGROUND

The Medical Assisting Upskilling Project was implemented under the High-Road Training Partnership – Resilient Workforce Program, funded by the California Workforce Development Board through a \$500,000 planning grant (April 1, 2024 – December 31, 2025). WDBCCC partnered with nine local community health clinics in Alameda and Contra Costa Counties to address high turnover among frontline staff.

This initiative aimed to broaden the scope of practice for Medical Assistants, improving retention and continuity of care for vulnerable populations. Through stakeholder engagement and consensus building, four specialized training areas were developed:

- Business Services
- Behavioral Health
- Pre-Natal
- In-home Medical Devices

Additionally, Memorandums of Understanding (MOUs) were secured to ensure ongoing collaboration between clinics, frontline staff, and unions. This effort promotes health and economic equity across the region.

PROGRAM HIGHLIGHTS

1. Medical Assisting Upskilling Project – Curriculum Development

Objective: Broaden the scope of practice for frontline Medical Assistants to improve retention and continuity of care.

Context: Developed through stakeholder engagement and consensus building with nine community health clinics in Alameda and Contra Costa Counties.

Accomplishments:

- Four specialized curricula created: Business Services, Behavioral Health, Pre-Natal, In-home Medical Devices.
- MOUs secured to ensure cooperation among clinics, staff, and unions.

2. Partnership Engagement and Planning Outcomes

Objective: Strengthen collaboration between clinics, unions, and training providers to support workforce development.

Context: WDBCCC partnered with Contra Costa Economic Partnership (CCEP) and Redlo Health Services to design and plan training delivery.

Accomplishments:

- Nine community health clinics are actively engaged.
- Consensus-driven approach ensured alignment with workforce and patient care need

3. Grant Status and Compliance

Objective: Ensure successful completion of planning grant deliverables and fiscal accountability.

Context: The Medical Assisting Upskilling Project was funded through a \$500,000 planning grant from the California Workforce Development Board under the High-Road Training Partnership – Resilient Workforce Program. The grant period was April 1, 2024 – December 31, 2025, and focused on planning activities rather than direct training implementation.

Accomplishments:

- CWDB approved all reports and confirmed objectives met.
- Grant funds fully expended.

CONCLUSION AND NEXT STEPS

WDBCCC secured Employment Training Panel (ETP) funds to pilot the curricula. Lifelong Medical Services will upskill at least 45 Medical Assistants, with pay raises for successful participants. WDBCCC will monitor attrition and promote career advancement.

For further questions, please contact Jed Silver, Program Manager, at jsilver@ehsd.cccounty.us