



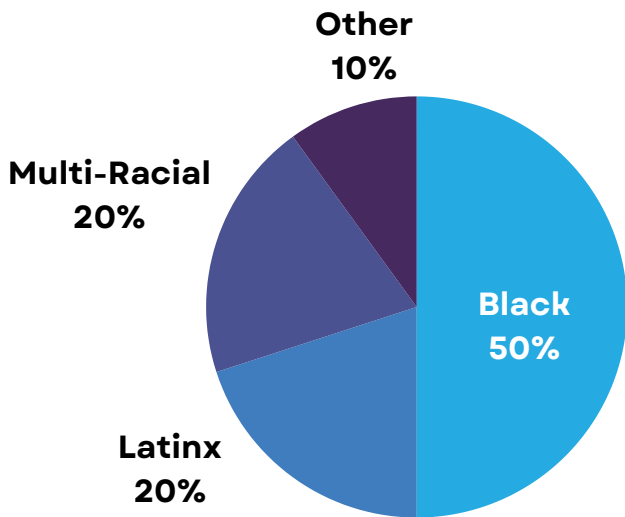
Medical Assistant Program 2024-2025 Infographic

In collaboration with Alameda County Social Services Agency, The Unity Council's Medical Assistant (MA) Program supports CalWORKs recipients earn Medical Assistant and Phlebotomy certificates and secure employment with local healthcare employer partners.

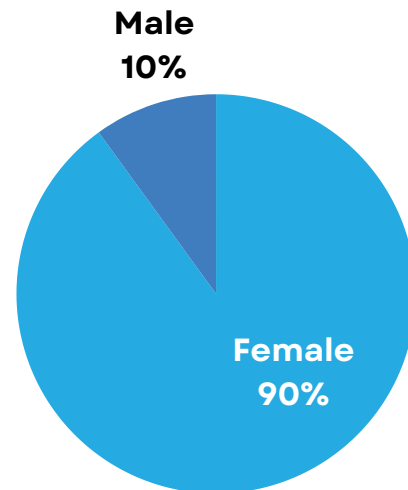
Client Demographics

During July 2024 - June 2025, 10 clients successfully completed the Medical Assistant Program. The following charts display participants' race/ethnicity, gender, and city of residence.

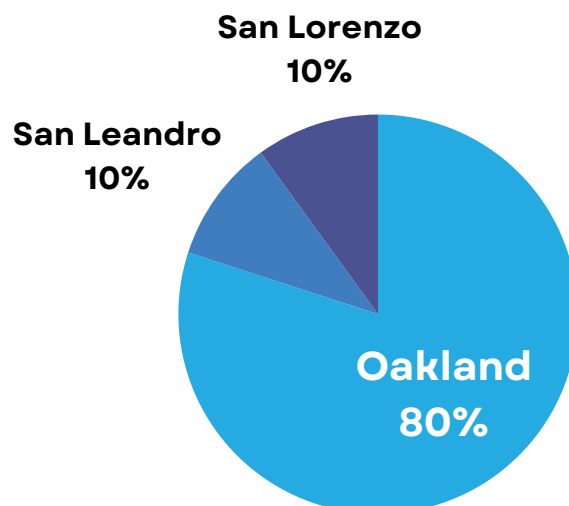
Race/Ethnicity



Gender



City of Residence



Survey Analysis

The 10 MA students were surveyed after completing each of the three stages of the program: (1) the onboarding/job readiness training, (2) the MA classes, and (3) their externship.

They rated their job-related skills on a scale from 1 (lowest) to 5 (highest) at each stage Below are the averages:

Job-Related Skill	Stage 1	Stage 2	Stage 3
Customer Service Skills	4.5	4.58	4.6
Communication Skills	4.5	4.67	4.7
Conflict Resolution Skills	4.5	4.58	4.6
Interviewing Skills	3.7	4.58	4.1

Onboarding/Job Readiness Training



80%

reported the workshops helped to orient them to begin a rigorous clinical medical assistant training



90%

stated they learned valuable skills in the workshops that can be applied in future jobs



80%

indicated that overall, the workshops helped them improve their job skills

Medical Assistant Classes*



100%

reported they felt more prepared for their externship after taking the medical assistant classes



100%

stated the class instructor made it easier to understand the class material



92%

indicated they were satisfied with the medical assistant classes

Externship

Externships consisted of 160 hours of MA work and 40 hours of Phlebotomy, either at a clinic or a hospital.



100%

reported they learned valuable job-related skills in their externship



70%

stated they were satisfied with their externship experience

Overall Experience



100%

reported being more confident they can find and maintain a medical assistant job



90%

stated the service(s) they received helped address their needs



70%

indicated being satisfied with the services they received



100%

reported the program had a positive impact in their life



90%

would recommend the program to others

*2 additional survey responses were submitted, even though there were only 10 participants. Since survey responses were anonymous, there was no way of knowing who submitted more than one response so the findings from this survey include all 12 responses.