



MEDICAL ASSISTANT APPRENTICESHIP

2026

PROPEL
AMERICA

WELCOME EVERYONE!

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Strategic Partnerships (CA)**

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TWO CRISES WITH A SHARED SOLUTION

HEALTHCARE TALENT SHORTAGE

National shortage of healthcare workers:

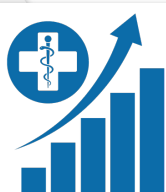
Over 1 in 5 healthcare workers have left their jobs since 2020, worsening already existing shortages.

High demand, low supply:

Bureau of Labor Statistics projects a 14% growth in roles like medical assistant by 2032 - much faster than average.

Aging workforce & patients:

Nearly half of U.S. healthcare workers are over 45, while the population needing care is older and growing.



YOUTH WITHOUT OPTIONS

Opportunity youth lack meaningful opportunities:

Nearly 1 in 8 young people are disconnected from both school and work

Disconnected youth face lasting barriers:

The impact of a lack of options is lower lifetime earnings, poorer health outcomes, and greater risk of involvement in the justice system.

Opportunity youth is a talent pool overlooked:

Investing in young people is a workforce and economic imperative to solve a looming labor shortage



THE PROBLEM WE SET OUT TO SOLVE

- California faces both healthcare workforce demand and a large population of young adults disconnected from school or work.
- Medical Assistant roles are a critical entry point into healthcare careers and outpatient care teams.
- Traditional training pathways can be too costly, too slow, or disconnected from employment.
- Apprenticeship creates an earn-and-learn pathway where young adults can build skills while earning wages.

PROPEL AMERICA'S JOBS-FIRST HIGHER EDUCATION MODEL

Debt-free job training in 2 medical pathways in 5 regions with a stipend and access to emergency funds



Tuition is covered by Pell with Propel covering any gaps

Accelerated, with academic, coaching, and durable skill support focused on retention and completion



60-70% hire rates since 2019

Durable design: Stackable credentials, employers committed to advancement

Propel Alumni Retention + Advancement:



remain employed 1+ year later



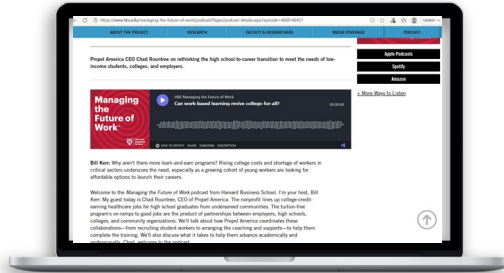
enrolled or intend to enroll in more education

PROPEL'S CHARGE

Propel America is a **nonprofit organization** on a mission to **increase representation in the healthcare workforce** by helping **young adults access pathways to careers in healthcare**



NATIONAL RECOGNITION. LOCAL IMPACT.



Propel CEO Chad Rountree featured expert on Harvard Business School's *Managing the Future of Work*.



Awarded \$1.75 million in grants across the span of 5 years, 40% of which was received in 2025.



EdLoC Boulder Fund Winner: CEO recognized for his vision in building "generational prosperity" for young adults of color.



Selected for a \$1.5 million multi-year unrestricted grant.



Selected as a recipient of +\$500K grant as part of High Road Training Partnership fund.

OUR FELLOWS

Propel America serves **opportunity youth** who historically **lack access to** healthcare careers

22

AVERAGE AGE

95%

IDENTIFY AS FEMALE

94%

IDENTIFY AS
PEOPLE OF COLOR

QUAEESA D.

Newark, NJ

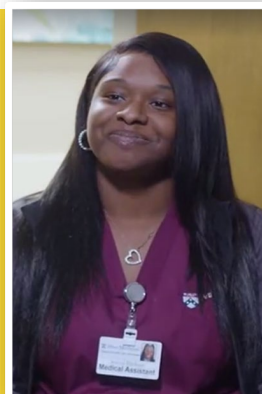
Hired as MA by
RWJBarnabas
Health



ARMANI B.

Camden, NJ

Hired as MA by
Penn Medicine



CHRISTINA T.

Camden, NJ

Hired as MA by
Cooper Health



LUCIA E.

Los Angeles, CA

Hired as MA by
El Puerto Health
Clinic



FROM VISION TO IMPLEMENTATION

COYA Planning Grant helped Propel design and register a Medical Assistant Apprenticeship Program in Los Angeles County.

The grant supported partnership development, program design, standards development, employer engagement, and early implementation.

Propel served as the lead intermediary and sponsor, coordinating across employers, training partners, technical assistance partners, and workforce stakeholders.

The work moved from concept to execution with the first MA apprentice cohort launched in December 2025.

PROPEL AT-A-GLANCE

[+3,000]

applications received

[\$0]

out-of-pocket costs for enrolled talent

[66%]

of talent remain employed
after 1 year*

compared with 41% national avg

[+1,300]

alumni served



[+90%]

of alumni reported that Propel prepared
them well for their job

[12]

healthcare employer partners

[95%]

of Propel talent identify as people of color

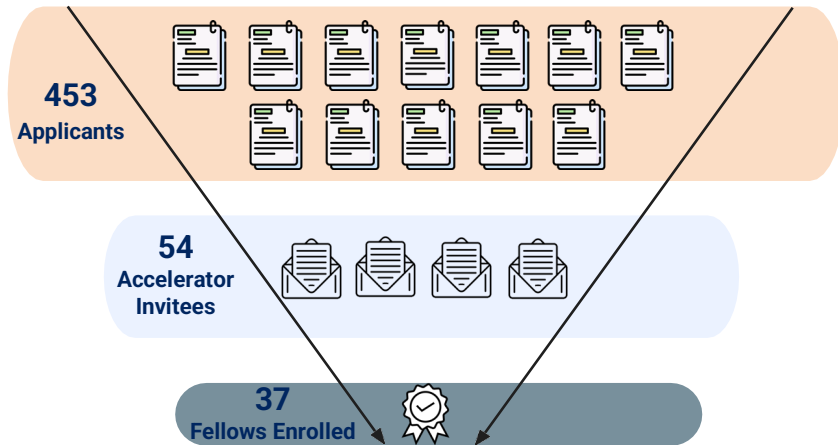
[+90%]

of alumni remain in a
healthcare-related field after 1 year

*FY '24 and '25

A SELECTIVE ADMISSIONS PROCESS AND COACHING SUPPORT HELP ENSURE HIGH-QUALITY CANDIDATES

We leverage a sophisticated admissions process to select the most committed and prepared candidates*.



We support talent success by providing coaching and professional development.



Access to Our Hire-Ready Coaches

- New talent is paired with a **Hire-Ready Coach** to support **their success** in their career pathway
- Talent receives a **personalized development plan** and works with their coach on aligned goals
- Coaches **facilitate effective onboarding** by leveraging key aspects of your company's initial 90-day success plan



CCALAC & PROPEL: WORKFORCE DEVELOPMENT PARTNERS

- **Launched a medical assistant pathway in Fall 2024**
 - Follows Propel's traditional pathway model
 - Fellows from this pathway are part of CCALAC's AHEC Scholars program
- **Launched a medical assistant apprenticeship pathway in Fall 2025**
 - Propel and CCALAC were awarded a California Opportunity Youth Apprenticeship (COYA) grant to help cover planning costs
 - Apprentices will be placed at CCALAC's member health centers
- **Launching additional Medical Assistant cohorts in Fall 2026**
 - Awarded COYA implementation grant to support expansion
 - Refining apprenticeship model to meet employer needs
 - Braiding public & philanthropic funding

APPRENTICESHIPS CAN LOWER COSTS, IMPROVE RETENTION, AND STABILIZE FRONTLINE ROLES

The model is not only lower-cost; it is designed to improve readiness, reduce turnover risk, and stabilize frontline roles over time.



Lower net costs

The Work Opportunity Tax Credit can generally provide up to **\$2,400 per eligible new hire**



Higher retention

Structured coaching supports apprentices through the highest-risk early-tenure window.

93% of apprentices who complete a Registered Apprenticeship retain employment.



Faster productivity

Hire-ready preparation helps talent contribute sooner.

87% of employers reported improved **co-worker productivity** from apprenticeship programs.



Stronger stability

Clear pathways and wage progression give talent a reason to stay.

91% of employers reported apprenticeship improved their **talent pipeline**, and **91%** reported increased employee loyalty.



Lower turnover risk

81% of employers reported reduced worker turnover from apprenticeship programs.

How the Apprenticeship Works



Recruit, Prepare & Hire

Propel recruits and vets motivated talent, preparing them for hire through our Accelerator program to get them ready for hire.

We then work with you to interview, hire, and onboard apprentices.



Apprenticeship I: Months 1-6

Apprentices complete training toward their Medical Assistant certification while also working as an apprentice in your clinic—building skills, confidence, and value for your team.



Apprenticeship II: Months 7-14

After passing their certification exam, apprentices earn a mid-point raise and continue building skills as they complete apprenticeship hours.



Post-Apprenticeship

A transition into the employer's regular Medical Assistant role and salary.

ELIGIBILITY & COMMITMENT

- High school diploma or GED
- 18-24 years of age
- Reliable transportation for travel to and from clinic
- English language proficiency, with being bilingual with English/Spanish fluency preferred
- Successful completion of background check
- Ability to work a set schedule during the apprenticeship
- Remain employed for at least 12 months post-placement
- Participate in employer and Propel check-ins to support retention and career growth
- Attend all required sessions, coaching check-ins, and labs
- Maintain professionalism during the apprenticeship
- Complete all certification and training requirements

What is the apprenticeship schedule?

Months	Title	Wage	MON	TUE	WED	THUR	FRI
1-6	MA Apprentice I	State Minimum Wage	MA Apprentice I on Floor				RTI Instruction
7-14	<i>Upon Passing Exam</i> Certified MA Apprentice II	Wage increase (recommended 5-10%)	Certified MA Apprentice II on Floor				
Completed	Certified MA	Wage increase (recommended 5-10%)	Regular FTE (Full-time Employee)				

How employers structure the apprenticeship role?

Employer partners tailor the apprenticeship role to align with their workflows, staffing models, and patient care needs. Propel works closely with each partner to co-design a structure that supports both organizational goals and apprentice success.

New Roles: MA Apprentice I and II

Employer creates dedicated apprentice roles that clearly outline the responsibilities, competency expectations, and progression of developing Medical Assistants.

Modified Role: Non-Certified MA

Employer extends the standard MA onboarding period from 3 months to 14 months to align with the Apprenticeship I & II structure and allow for gradual skill development.

Hybrid Role: Front Office Coordinator

Employer hires the apprentice into a front-desk position and structure the workday so they split time between administrative duties and supervised on-the-job clinical training.

What are the apprenticeship milestones?



- ✓ Successfully complete a 90 day onboarding plan with the support of their Hire Ready Coach
- ✓ Complete a minimum of 2000 on-the job-hours over 14 months
- ✓ Complete their Medical Assistant coursework through LMU
- ✓ Schedule and pass their medical assistant certification exam
- ✓ Complete their clinical competencies with your mentorship and support

Apprenticeships Are A Win-Win

Employers

- Hire pre-vetted talent **with healthcare experience**
- Cover **immediate responsibilities** in your clinic
- Mentor apprentices to become a Medical Assistant who **stays and grows with your organization**

Apprentices

- Get paid to **train and get certified as a Medical Assistant**
- Develop with the support of an **on-the-job mentor**
- Receive additional support from a **Propel coach**

On-the-Job
Training
(OJT)

Related
Technical
Instruction
(RTI)

Wage Progression

LEVERAGING COYA FOR PROGRAM DEVELOPMENT

Propel America's use of a California Opportunity Youth Apprenticeship (COYA) Planning Grant was strategic for developing a Registered Medical Assistant Apprenticeship Program in Los Angeles

- Funds were used for planning and developing customized talent pipelines with major local healthcare employers (like Community Clinic Association of Los Angeles) and supports our partnership with accredited education and training providers (Loyola Marymount University)
 - This planning phase involved understanding the employers' specific human capital needs, their work culture, and tailoring the curriculum and externship structure to ensure Fellows are hire-ready

WHAT COYA PLANNING FUNDING MADE POSSIBLE

COYA planning support helped Propel:

- Finalize employer partnership infrastructure with CCALAC

- Identify and secure related technical instruction partners

- Establish technical assistance support through NCAD

- Define partner roles and responsibilities

- Build program design, OJT structure, and apprentice supports

- Develop a funding sustainability plan

- Prepare for registration and implementation

EARLY PROGRESS & MILESTONES

- Registered with the U.S. Department of Labor Office of Apprenticeship
- Standards submitted to California DAS and awaiting registration
- 5 MOUs secured with CCALAC member health centers
- First cohort of 5 apprentices launched in December 2025
- 100% apprentice retention at the six-month mark
- Second cohort planning underway for September 2026



PROPEL AMERICA MEDICAL ASSISTANT APPRENTICESHIP

- Alignment with labor market needs
 - In-demand sector focus and employer-driven training
- Supporting Fellow/Apprentice success in the workplace
 - Providing comprehensive support for participants not only to get a job but to persist and advance in their careers
- Adaptation for long-term impact
 - Propel America's MA apprenticeship is built to support a long-term career trajectory, not just a single job

WHAT WE LEARN ALONG THE WAY

- Employer interest does not automatically equal employer readiness.
- Community clinics need clear guidance on supervision, mentorship, onboarding, and wage progression.
- Flexible RTI matters because apprentices are also full-time employees.
- Workforce funding must be brought in early to avoid missed OJT or supportive-service opportunities.
- Coaching and wraparound supports are essential for retention.
- Cohort-based implementation helps create peer support, shared learning, and stronger program structure.

WHAT COMES NEXT

- COYA continuation funding supports expansion from pilot implementation to additional cohorts.
- Propel is deepening employer engagement through CCALAC and member clinics.
- Future growth includes strengthening RTI capacity and exploring additional community college partnerships.
- Workforce partnerships with AJCCs, Goodwill Southern California, and other partners will support referrals, co-enrollment, supportive services, and OJT alignment.
- Long-term vision: a scalable healthcare apprenticeship model that can expand access to MA careers and future allied health pathways.

CLOSING: COYA'S IMPACT



**Registered Medical
Assistant
apprenticeship
pathway**



**Stronger employer-
connected healthcare
talent pipeline**



**Paid pathway for
opportunity youth**



**A support model that
includes coaching,
mentorship, RTI, OJT,
and wraparound services**



**A foundation for future
allied health
apprenticeship expansion**

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THANK YOU



PROPEL
AMERICA

Q&A

You have

Questions

We have

Answers