

PROGRAM REVIEW
TRI-CITIES ONE STOP CAREER CENTER
2008-09

Submitted by Tina Dodson

Program Description

The Tri-Cities One Stop Career Center is one of six One Stops in the EastBAY *WORKS* system. The One Stop is funded through Workforce Investment Act (WIA) funds provided through the Department of Labor. This federally funded program is nationwide. The funding which starts at the national level is sent to the state, then to the counties for local dissemination through the local area One Stops. The services provided are based on federal legislation and mandates created at the state and county level are set to comply with those laws. Program performance goals are set at the county level and the annual funding allocation is calculated using a formula based on the local area unemployment rate. The objectives for providing services are based on the legislation, but implementation is determined at the local level.

Ohlone College serves as the fiscal agent for the allocation of funds and benefits from a relationship with the local workforce investment board. Having a One Stop located on a community college campus creates a unique opportunity in helping the college to meet its goal of providing for the community and being a strong partner in local area workforce development. Unlike other student services provided at the college, the One Stops primary target population is unemployed adults and dislocated workers in the district Tri-Cities area. This does not mean, however, that the One Stop does not provide services to students. In fact, the center has provided many services to students in the areas of career exploration, transitional planning for job search, supportive services to “soon to graduate” students, resume writing and interviewing workshops, job fairs and access to local employer recruiting events.

As we plan for our future on the new campus in Newark, we have been actively participating with multiple departments within the college community to provide more career planning and job readiness services directly to students. We have partnered with the Allied Health programs, including the Registered Nurse and Respiratory Therapy programs to work with students in developing their job search strategies. WIA funds have paid for the professional licensing exams that these students must pass before becoming gainfully employed in their fields. We have led presentations for biotech and ESL students on how to write resumes and how to prepare for a job search. We have also worked with grant supported projects for international students and our new Environmental Studies Solar Technology program. Career and Technical Education students have also benefited from the infusion of job readiness information provided to their faculty by the One Stop.

Program Scope

The services provided through the One Stop Career Center serves the Ohlone College community, students, faculty and staff in a variety of ways. The center provides a location where students, faculty and community members can focus on their job search and employability skills. Through multiple workshops, career counseling, recruiting efforts, and a comprehensive resource room, center users develop the skills that are necessary to obtain active employment within the community. Our job development efforts help to connect local area employers with qualified candidates within the college and the community at large. Through participation with local economic development agencies, including the cities of Fremont, Newark, and Union City and each of their individual chambers of commerce, relationships and activities are developed that serve all job seekers. Recruiting events and onsite job fairs assist the job seeker in connecting with good employment opportunities. The One Stop also partners with multiple campus programs in the bidding process and operation of grants that are workforce driven. In the past we have participated in grants in the fields of nursing, information technology, biotechnology and, most recently, green technology. There is also a strong partnership in the Career and Technical Education and Tech Prep grants.

With the move to the Newark campus, the One Stop has been able to expand its student services to include classroom tours and workshops that target specific programs of study. These efforts will improve the student's awareness of employer expectations as they prepare for their careers. Increased exposure also assists faculty by providing information to their students by topic experts in the field of career development.

The One Stop Career Center employs multiple technologies in teaching program participants about the job search process. Our center uses computers that are up-to-date with software that is appropriate for meeting employer needs. Clients are also taught how to conduct a paperless job search. Our message board is a flatscreen monitor that displays current information and community resources to assist our clients multiple needs. Our website is kept current with events updated continually. Job folders are available on all of our computers with current job leads that are arranged in multiple categories. This includes a folder for students seeking part time jobs, internships, and entry level opportunities. Additionally, our computers have software for students with disabilities, typing tutorials and career exploration.

This program offers a unique opportunity for students and faculty to access information regarding career planning, job preparation and job search skills. Because our funding stream is through the department of labor, there are requirements within the system that facilitate partnerships with local cities, agencies, and workforce development programs that might be difficult to develop independently. This information is accessible in the One Stop and includes labor market information and economic forecasting. The impact for students and the community is great as we provide a free resource to those trying to develop their skills, improve their economic situation and develop meaningful careers. All of these things contribute to a vital economy and a higher standard of living for the

entire community. We provide an avenue for adult learners to explore the possibility of returning to school. Students become savvy about how to access employers, the job search process and accessing community college resources. All of these activities increases the colleges integrity as an agent of workforce development.

Relationship to Ohlone College Mission, Values, and Goals

“The mission of Ohlone College is to serve the community by providing a center for career, technology, science, and liberal arts education; cultural enrichment, economic development, and lifelong learning. The College affirms its commitment to open access for all adults who can benefit from its instruction.”

The One Stop Career Center provides a place for individuals of all ethnic, economic and educational backgrounds to have equal access to employment services. We provide a venue for lifelong learning and contribute to economic development and a vital local area workforce. As a department within student services, we work collaboratively with other student services programs to assist student access career development and employment services. We provide professional services while respecting individual confidentiality. We teach clients how to be entrepreneurial and how to develop their soft skills. We provide support and sensitivity with clients who are feeling threatened and vulnerable as they cope with unemployment, and we help people manage their perspective of themselves and the employment market expectations.

One Stop Learning Outcomes

The learning outcomes for One Stop customers are determined by individualized client needs. Clients are assessed through formalized tools, counseling, interviewing and completion of a comprehensive application. Individual employment plans are developed for clients accepted into the Workforce Investment program. These plans are created by the counselor and the client to reflect goals and steps toward meeting those goals. Although each client’s situation is unique, the ultimate outcome for all clients is to enter the workforce and to earn a sustainable wage (as defined by the county.) In some cases, individuals are job search ready and work toward immediate re-entry into the workforce. In others, the counselor and the client may determine that additional training is required. If this is the case, the client must research three training providers, and discuss with at least three employers the necessity of further training to meet employment objectives.

One Stop outcomes are tracked by the county using the Smartware database system. Specific program outcomes are set annually by the county and state as part of the center’s funding criteria. For 2008-09, criteria was determined to include enrollment into the WIA program, job placement, specific wage targets and retention. There is also a specific number of training requirements and job placements based on that training.

Contract Period: **7/01/08 – 6/30/09**

Activities: **One-Stop Career Center Operations**

FUNDING ALLOCATION PERIOD 2008-09	ADULT PROGRAM	DISLOCATED WORKER PROGRAM
Enrollments by 6/30/09	100%	100%
Exits by 6/30/09	50%	50%
Exits by 6/30/10	100%	100%
Entered Employment	76.5%	83%
Entered Employment with Credential	58%	67%
Average Earnings	\$15,000	\$16,200
Retention Rate	79%	86.5%

Performance Goal achievement will be evaluated in two (2) different ways by the Alameda County Workforce Investment Board:

1. Through the Contract Performance Indicator Reports compiled monthly that are based on Actual exit outcomes reported by the program providers via MIS forms.
2. Through the Performance Reports by Grant compiled annually that are based on the State calculations from the base wage file records.

Assessment of Student Success in Reaching Student Learning Outcomes

Monthly monitoring of program goals is done through the Smartware system at the county level. Outcomes are based on the numbers listed above in the funding allocations. These targets are also scrutinized by the Alameda County Workforce Board on a quarterly basis. Targets are projected in the written contract and quarterly assessments and planning are based on those targets. Successfully meeting funding criteria is assessed in March of each year to determine whether a One Stop will continue to be eligible for funding in the upcoming year. If numbers are not meeting the proposed targets, plans must be set in place to address the issues that are affecting outcomes. (See exhibit I & II).

Planning and Implementing Changes to Improve Learning

In the arena of Workforce Development, the One Stop must maintain fluidity so that it can make adjustments to services as dictated by the local area employment and workforce needs. Client needs and workforce needs are continually monitored throughout the fiscal year to insure that job seekers are receiving the services necessary to help them meet their individual employment needs. Resources are provided through WIA funding and through working with multiple area partners both mandated and voluntary. This merging of services helps to provide an array of services to clients without duplication of those provided elsewhere within the community. In this way the One Stop works as an information resource to individuals in obtaining services on an “as needed” basis. One Stop staff participates in several types of community outreach that enables us to assess community need for workforce development. This information informs us as to what areas of our services require adjustments and improvements.

