Ohlone College
Program Review Report

• Program Description and Scope:
  1. Program Review Title: WorkAbility III
  3. Review Type: Student Services Program Review
  4. Program/Departments: Workability III (64990)
  5. Authority Code: 71-Director, Disabled Students Program and Services
  6. External Regulations: Yes X No
    Describe:
    The WorkAbility III program is a cooperative effort between Ohlone College and Department of Rehabilitation.
    Workability III provides employment services for students with disabilities and assists them in obtaining successful employment. The goal of Workability III is to place students in permanent employment opportunities and for them to be successfully employed for at least 90 days. This will result in having a "Rehabilitated" case closure with Department of Rehabilitation.

  7. Provide a brief narrative that describes the services provided.

    The purpose of the Ohlone WorkAbility III (WAIll) program is to provide employment services to Department of Rehabilitation (DOR) consumers and assist them in obtaining successful employment. WAIll services include: Employment Preparation, Job Development, Placement, Follow-up and Work Experience. WAIll will provide bridges to employment by networking with DOR counselors, public and private employment agencies and employers.

  8. Describe how the program specifically serves students, faculty and staff.

    Any individual wishing to enroll in WorkAbility III services must have a documented disability and an open case with Department of Rehabilitation.

    A student can be referred to WAIll directly by a DOR counselor or indirectly by an Ohlone College DSPS counselor.
The DSPS counselor will need to send the referral to the appropriate DOR counselor, and then the student can be referred for WAIII services.

The referral process begins with a referral form sent to the WAIII office. Once the referral form is received, an intake meeting is scheduled with the DOR counselor, student, and WAIII staff. During the intake meeting, WAIII staff explains the services and expectations of the program. WAIII staff will discuss the job goal of the student, employment history, and assess his/her job readiness. At this time, WAIII staff will determine if the WAIII program is a good match for the students' needs.

Due to WAIII contract stipulations, very specific paperwork must be released to us and in file before we are able to begin working with new referrals. The following documents are required:

- Information Release Form (Medical & Non-medical)
- Referral Form (containing student contact information)
- Verification of Disability
- Individualized Plan for Employment (IPE)

9. Describe how the program or service needs are addressed (how the program/service accomplishes what it's supposed to do.) How are current technologies applied?

   Employment goals of the students are determined by the student and their DOR counselor. An individualized plan for employment or IPE is written with a completion date and an outline of services to be rendered. The WAIII program assists students in achieving their employment goal, as well as offering feedback to DOR counselors with regards to modifying the clients’ goals as necessary.

Students referred to WAIII will receive Job Development, Placement and Follow Up Services. These services will be provided in an individual or group setting, and in accordance with their IPE.
Job Club (Group setting)

Through our partnership with the Tri-Cities One Stop Career Center, WAIII hosts a Job Club program in their resource room on Tuesdays and Thursdays from 9am-noon.

WAIII provides Job Development, Job Placement, Placement, Job Coaching and follow-up services:

- By providing training in specific techniques for seeking employment, the application and interview process and job retention strategies.
- By teaching students how to prepare or update existing resumes and cover letters.
- By determining appropriate jobs that match the students’ skills and experience.
- By networking with employers to develop leads and obtain interviews.
- By providing mock interview practice.
- By providing job related interpreting services for deaf students enrolled in our program.
- By providing job coaching to students needing assistance with adjusting to their new job environment.
- By advocating for students with employers and being their support group when needed.

Job Club allows our students to have full access to all of the Tri-Cities One Stop’s resources including, 14 high speed computers, reference books, videotapes, and disability equipment and adaptive technology, including the Sorenson Video Phone, Text Enlarger, adjustable tabletop for our wheelchair users and specialized software programs. We instruct our students on the “green” philosophy of the career center and campus by instructing them how to save their job searches by email rather than printing it.
We customize a plan to fit each student’s needs. While some students will benefit from our Job Club program, others will require more individualized assistance.

**Individualized Approach**

Students who require more individualized assistance with their job search will benefit from our 1 on 1 approach. WAIII staff will schedule appointments with students to meet in their offices or in the career center. These students will benefit from our customized, hands-on approach.

10. *Discuss the impact of the program on the college and/or other programs. Highlight any services, reports or functions supplied, in whole or in part, by this service area that supports state or federal compliance mandates for the College.*

WAIII continues to maintain our partnership with the Tri-Cities One Stop Career Center. We run a Job Club program there twice a week, where we provide assistance with job seeking strategies, career exploration, interview preparation and other employment related services. The One Stop also benefits from our partnership by increasing the number of students using the career center. WAIII participates in the Ohlone College Job Fairs hosted by the One Stop Career Center twice a year at the Newark campus.

11. *Discuss the impact of the program on the community and the impact of the community on the program.*

Part of WAIII’s success is due to the strong partnerships we have and continue to establish with local agencies, businesses and the community. Through networking, outreach and on-going employment support services, WAIII is able to expand employment opportunities for our non-academic, disabled students. Employers are able to benefit from our program by offering them pre-screened employees, a more diverse work force, as well as free interpreting services for deaf employees.

WAIII continues to maintain relationships with local businesses, such as Safeway Stores, Bank of America, Manpower, Trader Joes, Target, Sears, Allied Barton Security, Macys and
Sunflower Market. For example, when WAIII staff heard that a new grocery store called Sunflower Market was coming to Fremont, we reached out to management to market our program which led to three placements by the time the store opened its doors and ultimately resulted in three successful case closures.

Along with all the advantages the students have with their new found employment, there are also public advantages. The students are able to contribute to society by providing a service and paying taxes. This reduces their dependence on long-term government assistance.

In addition, WAIII participates in recruitment events hosted by Department of Rehabilitation. Annually, WAIII hosts a Job Circle recruitment event at the Newark Ohlone campus. WAIII staff collaborate with DoR staff and various other employment agencies in the East Bay. These events allow disabled job seekers an opportunity to meet and be interviewed by local employers who are aware all applicants have open cases with DOR. There are always a wide array of job opportunities available, including warehouse, retail, and office positions. WAIII students often obtain employment through these events.

**College Mission**

1. **Mission Statement**
   The mission of Ohlone College is to serve the community by offering instruction for basic skills, career entry, university transfer, economic development, and personal enrichment for all who can benefit from our instruction in an environment where student learning success is highly valued, supported and continually assessed.

2. **Vision Statement**
   Ohlone College will be known throughout California for our inclusiveness, innovation and superior rates of student success.

3. **Core Values, Goals & Objectives:**
   **College Core Values**
   - We provide life-long learning opportunities for students, college personnel and the community.
   - We promote diversity and inclusiveness.
   - We maintain high standards in our constant pursuit of excellence.
   - We value trust, respect and integrity.
• We promote team work and open communication.

College Goals/Objectives

1. Through innovative programs and services, improve student learning and achievement.
   1. By 2013, have in place an ongoing system for identifying and assessing student learning outcomes at the program and course levels, which includes faculty dialogue and appropriate improvement plans.

2. Support the economic vitality of the community through educational programs and services that respond to identified employment needs.
   2. Within the context of the CTE Strategic Plan, by 2012, identify needs of local employers and create responses through our existing programs, contract education, and new program development.

4. Briefly describe how the program supports the college mission, vision selected college values.

Due to the diverse spectrum of our students and the versatility of our program, Workability III supports the college mission, vision and values in the following manner:

- The tools we offer our students provide life long learning opportunities not only by allowing them to obtain current employment, but to prosper when better opportunities become available.

- By providing employment placement services to our students with disabilities, we not only promote ethnic and cultural diversity, we provide services to a population of students which is often overlooked and under-serviced. Through our line of work we promote diversity by showcasing our students’ abilities. We do this by educating staff and employers about the contributions the disabled students have to offer.

- Not only is our program conducted with the utmost professional standards, but it continuously evolves as the economy and community's needs change. Workability III staff strive to remain competitive in order to fulfill the needs of local businesses and our students.
-The integrity of the Workability III program and staff have been critical in earning the trust and respect of local businesses, our partnering agencies and our student population.

-In order to better serve our students' and employers' needs, the Workability III Staff promotes ongoing team work and open communication.

5. Briefly describe how the program supports selected college goals.

The Ohlone College Workability III program is unlike any other employment services agency since the scope of our services promote both the hearing and deaf disabled local workforce. Due to the changing needs of the local economy, the WAIII staff is constantly improving and adapting in order to achieve our placement goals as stated on the Workability III contract.

Throughout the years, Workability III has remained successful in exceeding the contract expectations as outlined by the Department of Rehabilitation. WAIII goals are evaluated yearly.

6. Briefly describe how the program supports selected college objectives.

The Workability III staff is proactive and in constant communication with local businesses in order to be knowledgeable of the employers' needs in order to better guide and prepare our workforce to meet current economic trends.

- Program SLOs & Assessment

1. Student Services SLO -

Students will learn the skills involved in conducting their own job search.


      Students will learn to develop an employment portfolio, including resume, cover letter, references, and letters of recommendation.
Students will participate in various interviewing techniques, which may lead to future employment and successful case closure with Department of Rehabilitation.

b. *Indicate your planned method of assessment.*

While attending Job Club or working individually with WAIll staff, students will prepare an employment portfolio. WAIll staff will assist students with organizing their skills in a format that will highlight their strongest attributes to employers. Students will learn how an employment portfolio is an excellent tool to market themselves to potential employers.

Through on-going involvement with the WorkAbility III program, students will practice various interviewing techniques, participate in videotaped mock interviews, informational interviews, and discuss appropriate interview questions.

c. *Enter assessment results and analyze student success in achieving this SLO.*

During the 2011-2012 fiscal year, a total of 109 clients were referred to WorkAbility from Department of Rehabilitation.

Of the 109 clients:

- 104 of them completed employment portfolios
- 102 of them participated in interview preparation

The students who did not complete the 2 listed activities were considered not "Job Ready" and referred back to Department of Rehabilitation.

d. *Future Action*

**Student/Program Achievement**

1. *List area-specific outcomes.*

Program Goals:

For the 2011-2012 fiscal year, WAIll is required:
- To receive 60 new referrals from DoR
- To place 40 DoR consumers in employment consistent with their IPE or job goal
- To place 30 DoR consumers in employment that will result in "Rehabilitated Case Closure" with DoR.

**2011-2012 Results**

- WAIII received 109 referrals from DoR.
- WAIII placed 79 DoR consumers in employment consistent with their IPE or job goal
- WAIII placed 40 DoR consumers in employment which resulted in "Rehabilitated Case Closure" with DoR.

WAIII is a performance based program and it is crucial that our goals are met every fiscal year. Through the hard work of WAIII staff, the program's goals are met and exceeded every year.

2. *Identify internal and/or external benchmarks and regulations.*

The program goals for Workability III are set by the Department of Rehabilitation and evaluated every three months during quarterly meetings.

A student's successful achievement is determined by a job placement that matches their employment goal as previously
determined by the student and his/her DoR counselor. The 40 students successfully placed reflect those individuals who have met their Individual Plan for Employment (IPE) and remained employed for at least 90 days, which results in case closure with DoR.

WAIIII students are encouraged to accept jobs that will allow them to get work experience and earn an income while working towards their IPE. During this process it is sometimes necessary for WAIIII staff to request a re-evaluation of the student's job goal with DoR in order to determine if the goal set is feasible for the student.

If it is determined by WAIIII staff that a student enrolled in our program is not "Job Ready", such student is then referred back to DoR with proper documentation of attendance, effort and/or other behaviors that prevent the student from achieving a successful placement.

3. Enter assessment results for area-specific outcomes and analyze trends.

WorkAbility staff continously monitor the program goals on a weekly basis to ensure our numbers will be met by the end of the fiscal year. Workability III has weekly staff meetings to ensure our goals will be met by the end of the fiscal year.

The Workability program has a high success rate of exceeding it's program goals, while meeting the needs of students and Department of Rehabilitation counselors.

4. Analyze program budget trends and expenditures. Comment on how the program can best use budget resources.
Since Workability III is a grant funded program, our budget is determined by DoR and managed by our Contract Administrator.

Operating Expenses include:

- Travel Mileage
- Training
- Office Supplies
- Communications
- Contracted Services

5. Analyze the program's current use of staff, equipment, technology, facilities, and/or other resources. Comment on how the program can best use these resources.

WorkAbility III staff utilize private office spaces when meeting with students to maintain confidentiality. Since WAIII offers services to a diverse disabled population, the office spaces must be accessible, especially for such clients that require the use of wheelchairs. WAIII staff uses laptops which are extremely important when meeting with clients offsite. WAIII staff require the daily use of a copy machine, fax machine and scanner. To effectively communicate with our deaf clients, WAIII staff require Sorenson VRS systems in each office.

6. Describe any additional notable program achievements(optional).
7. Additional Program Table Data
8. Future Action

Current levels of achievement indicators maintained.

Workability III continues to exceed program goals.

- Program Analysis
  After assessing student learning outcomes/impacts, student/program achievement, and the status of previous program
improvement objectives (PIOs), analyze the data and any identified
trends, and summarize you findings. Use these data and trends to
prioritize, revise, or develop new PIOs.

1. Describe program achievements and successes.

**Professional Development**

The Workability III staff has earned the "Interwork Institute
Employment Services" Certificate in order to improve
understanding of disabilities, resources and job placement
strategies. The training consisted of 6 workshops including:

- Tools for Developing Successful Placements
- Transition, Work After High School
- Positive Employment Outcomes via Partnership Development
- Developing Meaningful Employer Relationship-Positive Placements
- Mental Health and Co-occurring Disabilities in Employment
- Customized Employment and where do we go from here?

**Project Ability Collaboration**

The Workability program formed a collaboration with
Manpower Staffing Agency and Department of Rehabilitation. The collaboration, named Project Ability, is a partnership to provide individuals with disabilities increased opportunities for employment in a variety of industries. This collaboration also provides a workforce solution to employers by using an untapped pool of talent, our disabled workforce.

Ohlone College Workability staff will pre-screen disabled job seekers for project eligibility and then refer to a participating Manpower office to be enrolled with Manpower and Project Ability. All students who become Project Ability clients will be eligible for Project Ability jobs as well as any other jobs
for which they may qualify for in the Manpower database.

Requirements to Join Project Ability

- Job seeker requirements
- Disability
- Ability to work 1-90+ days
- Legally allowed to work in U.S.
- Age: Must be 18+
- Willing to work in defined geographic area
- Job-ready and able to work independently
- No minimum hour requirements

By placing our disabled students through a temporary agency, they will benefit from this on many levels. The jobs available range from short-term, long-term and permanent positions. Students will be able to do “job try-outs” to learn skills or for those looking for a career change. Students with gaps in their work history will benefit by having current work experience on their resume. Since more that 60% of employers use a staffing solution like Manpower to assist them with matching talent to their needs, there are a lot of employment opportunities available for our disabled students. Manpower’s high demand jobs include:

- Accounting Clerk
- Administrative Assistant
- Assembler
- Call Center/Telemarketing Representative
- Casual Laborer
- General Office Clerk
- Data Entry Clerk
- Food Service
- Janitorial/Maintenance
- Mystery Shopper
- Process/Machine Operator
- Quality Assurance/Control
- Receptionist
- Sales
- Shipping and Receiving/Warehouse
- Test Technician
Certificate of Appreciation

Ohlone College WorkAbility was presented with a Certificate of Appreciation at the San Jose District Annual Awards event honoring advocates, employers and individuals with disabilities who are examples of the mission and values of Department of Rehabilitation.

2. According to the evidence, what are the areas needing improvement?

Workability III had seen an increase in referrals of individuals who in addition to having a disability, have other barriers to employment which include criminal records or other factors that will come up on an employers' background check.

In accordance with Ohlone College Life Long Learning philosophy, Workability III staff will continue to seek and take advantage of training opportunities that will allow us to better serve our diverse student population.

**Program Improvement Objectives:**

1. Objective:

   Develop a marketing plan to pitch to various local businesses in order better respond to high unemployment and transfer rates for disabled students as compared to the overall Ohlone population

   a. *Action Plan*

      *Year 1:*

      - Form program improvement committee

      - Prepare marketing plan proposal

      *Year 2:*

      - WAIII staff participated in an online "On the Job Training" seminar to learn the details of this Department of Rehabilitation hiring incentive and learn strategies to market
it to local businesses.

-Workability III staff developed an On The Job Training (OJT) marketing proposal to pitch to local businesses. The marketing proposal can be pitched in the following ways:

  • In person
  • Over the phone
  • In an email response to a job posting
  • Employment proposal

b. **Staffing**
   
   **Year 1:**
   
   The Workability III program is fully staffed.

   **Year 2:**
   
   The Workability III program is fully staffed.

c. **Assessment Plan: List Assessment Strategies**
   
   **Year 1:**
   
   To have a marketing plan in place by the end of Fall 2012

   **Year 2:**
   
   To assess the success rate of the On The Job Training marketing proposal.

d. **Which college goal(s) does this program improvement objective work to achieve? Clearly describe how your PIO will help achieve one or more of the college goals and objectives, has impact beyond the particular department, and contributes to student learning/success.**

   2. Support the economic vitality of the community through educational programs and services that respond to identified
employment needs.  

Rationale:  

The Ohlone College Workability III program is unlike any other employment services agency since the scope of our services promote both the Hearing and Deaf disabled local workforce. Due to the changing needs of the local economy, the WAIII staff is constantly improving and adapting in order to achieve our placement goals as stated in the Workability III contract.

Throughout the years, Workability III has remained successful in exceeding the contract expectations as outlined by the Department of Rehabilitation. WAIII goals are evaluated yearly.

2. PIO Assessment  
   a. Enter assessment results with analysis.  

   WorkAbility staff developed a system to better market the On The Job Training (OJT) program to local businesses. OJT is a hiring incentive offered to employers through the Department of Rehabilitation. This program will help ensure that our students are trained properly in the ways of the organization at minimal to no cost to the employer. OJT allows the employers to see how dedicated and motivated the students are during the training period and we are optimistic that it will lead to permanent employment.

   OJT is used when:
   
   - A student has no experience in the field
   - A student has a large employment gap
   - A student is unable to "sell" themselves in an interview
   - Job duties need to be altered or carved
   - Extended training time will be needed to learn the job

   WAIII staff will use different approaches to pitch OJT to the employer, such as in an email response to a job posting, over the phone, in person and through an employment proposal.

   b. Describe how PIO achieved one or more of the college goals and objectives, had an impact beyond the particular
department, and contributed to student success/learning.

Workability III supports the college mission, vision and values by providing employment placement services to students with disabilities. WAIII promotes diversity by advocating for the disabled population, which is often overlooked and under-serviced. WAIII supports diversity by showcasing our students’ abilities by means of educating staff and our community’s employers about the contributions disabled students have to offer.

c. Analyze the impact of reallocation or addition of resources. If money or resource was not used, give rationale.

OJT is a hiring incentive offered through Department of Rehabilitation.

d. Future Action
Current level of focus maintained. Describe.

WAIII staff continues to develop creative strategies to market the OJT program to local businesses.

• Outside Review Results 05/23/2012
  1. List each team members name and title.

    N/A

  2. Discuss key feedback provided by team and how it was incorporated into the report.

    N/A

• Attached Files