

# Ohlone College Program Review Report

- **Program Description and Scope:**

- *Program Review Title:* One Stop Career Center
- *Academic year:* 2015/2016
- *Review Type:* Student Services Program Review - Directors
- *Program/Departments:* One-Stop Center (68901)
- *Authority Code:* 78-One Stop
- *External Regulations:* Yes X No     
Program goals and outcomes are defined by Workforce Investment Act (WIA) federal law as interpreted by the Alameda County Workforce Investment Board
- *Provide a brief narrative that describes the services provided.*  
The Tri-Cities One Stop Career Center (One-Stop) is a department within Ohlone College Student Services. The One-Stop is federally funded by the Workforce Investment Act of 1998 to operate a career center based on a concept where access to job training, education, and employment services are available for job seekers at a single community location. The One-Stop specializes in two industry sectors: Advanced Manufacturing and Information Communication Technology. These are high-growth, high-wage sectors as determined by the Alameda County Workforce Investment Board (ACWIB). Job seeker services include individualized career advising, job opportunities, internships, on-the-job (OJT) training, resume writing, interview preparation, access to computer equipment for job search, and referrals to vocational training. The One-Stop also works with local employers to connect qualified candidates to hiring managers and to assist local businesses with recruitment and hiring.

- **College Mission**

- *Mission Statement*  
Ohlone College responds to the educational needs of our diverse community and economy by offering high quality instruction supporting basic skills, career development, university transfer, and personal enrichment and by awarding associate degrees and certificates to eligible students in an innovative, multicultural environment where successful learning and achievement are highly valued, supported, and continually assessed.
- *Program Relation to College Mission.*
  - Career Entry (CTE)
  - Economic Development
  - Support Services
- *State your program Mission/Purpose.*  
The mission of the Tri-Cities One-Stop Career Center is to connect people with employment and training opportunities to empower the individual and strengthen the local economy. Our purpose includes guiding job seekers to find jobs and career advancement opportunities and developing the local workforce to meet local labor demands.
- *Briefly describe program accomplishments.*  
After 14 years of continuous funding to its 6 one-stop centers, the ACWIB released a Request for Proposal (RFP) on November 18, 2013. The RFP was to select new service providers to deliver industry sector based employment services. One-Stop staff worked diligently and collaboratively, along with the support and leadership of Ohlone College's administrative staff, to submit a winning proposal on January 23, 2014. Ohlone Community College District (the District) was awarded \$693,853.00 to operate the Tri-Cities One-Stop Career Center for program year 2014-2015. For PY 2015-2016, the District was refunded in the amount of \$692,501 to operate the Tri-Cities One-Stop starting July 1, 2015 thru June 30, 2016. The contract renewal is every twelve months for the period of July 1, 2014 to June 30, 2017, contingent upon contract performance, availability of funds, and barring any significant legislative changes. This award allows for Ohlone College to once again align with its mission by providing workforce and economic development services to students and residents within surrounding communities.

- **Student/Program Achievement**

- *List area-specific outcomes.*  
Expected outcomes are determined by the ACWIB at the county level. It is the One Stop's responsibility to respond to those goals and provide an array of work readiness, career advising, and vocational training services to target populations at Ohlone College and in the community to include but not limited to; veterans, individuals with disabilities, CalWORKs participants, older workers, ex-offenders, dislocated workers and long-term unemployed adults. For program year 2015-2016, the One-Stop will continue to provide sector-based programs and services within a sector framework. Jobseekers will receive relevant certificates, degrees and appropriate job readiness services to meet the needs of employers, with emphasis on the assigned priority industry sectors of Advanced Manufacturing and Information Communication Technology.
- *Identify internal and/or external benchmarks and regulations.*  
The One-Stop is governed by the ACWIB's interpretation of the new Workforce Innovation and Opportunity Act (WIOA) regulations, formerly the Workforce Investment Act (WIA). Annual funding criteria are set by the ACWIB. Monthly performance reports are used to gauge progress on meeting contractual performance goals. Below are the performance benchmarks set by the ACWIB for program year 2015-16.

**Contract Period:** 7/01/15 – 6/30/16

	<b>Adult</b>	<b>Dislocated Workers</b>
<b>Enrollments</b>		
Enrollments – by 6/30/16	<b>91</b>	<b>141</b>

	Adult	Dislocated Workers
<b>Local Performance Measures</b>		
Training Set-Aside/Percentage to be expended	\$ 43,720 / 100%	\$74,907 / 100%
Percentage of training in assigned industry sector	60%	60%
Minimum number of On the Job Training (OJT) placements in the assigned industry sectors	13	
Percentage of OJT goal in the assigned industry sectors	60%	60%
Entered Employment	75.5 / 69	78% / 110
Percentage of participants employed as a result of training in and industry sector	60%	60%
Percentage of placements in assigned industry sectors	35%	35%

o Performance goals are based on a minimum number of participants to be served. Achievement of State and local performance goals will be evaluated 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.
3. Through reports generated by CalJOBS, EastBay Works and other data management systems.

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

The Tri-Cities One-Stop Career Center is on track to meet the program enrollment goals for PY 15-16. Job placement goals as reported in the first quarter for PY 15-16 is lower than expected. With continuous on-campus employer recruitments and Fall Job Expo on October 30th, placement numbers should begin to increase in the second quarter.

**CONTRACT PERFORMANCE INDICATORS REPORT**

PY 2015-2016 1st Quarter

07/01/2015 through 09/30/2015

**PY 2015/16 ENROLLMENTS AND PLACEMENTS**

AGENCY NAME	ASSIGNED SECTORS SERVICE GROUP	CONTRACT PERFORMANCE				INTENSIVE ENROLLMENTS		INTENSIVE PLACEMENTS					
		UNIVERSAL CUSTOMERS	WIA STAFF ASSISTED	WIA CASE MANAGED	CASE MGMT GOAL	% OF CASE	ENTER EMPLOY	# EE	% OF EE	EE IN SECTOR	% OF SECTOR		
<b>TRI CITIES</b>	<b>ADV MFG/ICT</b>												
<b>Ohlone College</b>	UNIVERSAL	278											
	ADULTS		50	35	91	38%	16	14	69	20%	75.5%	6	43%
	DISLOCATED WKR		38	33	141	23%	19	18	110	16%	78%	3	17%
	<b>PLACEMENT GOAL IN ASSIGNED SECTOR</b>												35%

⌘ INCLUDES PARTICIPANTS ENROLLED IN STAFF ASSISTED SERVICES IN PY 2014/15, BUT BEGAN INTENSIVE SERVICES IN PY 2015/16

⌘ INCLUDES PARTICIPANTS ENROLLED IN PY 2013/14, WHOSE CLOSURE OCCURS PY 2014/15

o *Analyze program budget trends and expenditures. Comment on how the program can best use budget resources.*

The total operating budget for the One-Stop in program year 2015-2016 is \$832,501 in which \$772,501.00 is received from the ACWIB and \$60,000 from Mission Valley ROP to provide job readiness to ROP students. The One-Stop monthly average expenditures total approximately \$73,000.00 per month whereby 97% of the monthly expenditures are for staff salaries and benefits. The remaining 3% are expenditures that include, but are not limited to, client support services, office supplies, travel, and professional development. The total operation cost of the One-Stop center for program year 2015-2016 is approximately

\$876,000.00. The One-Stop continues to collaborate with ACWIB and local community partners to engage in special projects for additional funding allocations. The One-Stop will not fill the current case manager vacancy in PY 15-16. This will generate a saving of approximately \$45,000.00. Although this vacancy has existed since October 2014 due to extended medical leave of a case manager, the service level for PY 14-15 and the first quarter of PY 15-16 has been maintained; hence the one-stop does not have an immediate staffing need to fill this current vacancy.

The One-Stop continues to collaborate with ACWIB and local community partners to engage in special projects for additional funding allocations.

- o *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.*

The One-Stop is fully staffed with a total of 10 Ohlone Community College District employees. There is one classified manager, the One-Stop Director, and 9 classified employees which includes: 4 Case Managers at 100%, 2 Job Developers at 100%, 2 Student Services Assistant at 100% and 1 Eligibility Coordinator at 50%. As of November 2015, one case manager, Abby Hirashiki has resigned. Even with participating in additional special projects, such as the H1B "Ready to Work" grant to serve long-term unemployed, the One-Stop still has the staffing capacity for case management and job development. The One-Stop recently updated computer equipments in June 2014 with anticipations that the equipment life cycle will surpass the end of the contract period of June 30, 2017.

- o *Additional Program Table Files.*

- o *Future Actions*

Strategies to improve achievement indicators. Specify.

The One Stop strives for continual improvement in the delivery of services to Ohlone students and job seekers from the community. The One-Stop responds quickly to local area needs of job seekers and employers to maintain a strong local area workforce. This is demonstrated through our swift transition in program year 2014-2015 and continued in program year 2015-2016 to become a Specialized One-Stop Center focusing high-growth, high-wage industries such as Advanced Manufacturing and Information Communication Technology. Strategies include continual evaluation of goals, successes, and areas to improve. The One-Stop's initiative this year is to continue developing and strengthening inter-department collaborations with other Ohlone College departments to increase on campus visibility to students. The one-stop plans to partner with Student Activities Office to develop and advise a new student club, "The Ohlone Professional" (TOP). The focus of TOP will be to advise students on career readiness and soft skills development. The One-Stop will continue to partner with Ohlone College Contract/Community Education to build training programs that not only response to the need of the workforce, but will lead to jobs in high-growth, high-wage industries. For PY 2015-2016, the one-stop is working to launch a Cybersecurity certificate program in partnership with Contract/Community Education. Adjustments are made to respond to rapid changes within the areas of economic development as expressed by ACWIB local labor market information, our clientele, local area employers, community based partners and the college community.

- **Program Improvement Objectives**

1. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Strengthen inter-department collaborations with other Ohlone departments, such as Contract/Community Education, to build training programs for in-demand skills, increase participant/student enrollments, and help meet local employment needs.

*Notes (optional): Please include any notes related to your PIO. (2500 Character limit)*

The One-Stop Career Center will develop and strengthen inter-department collaborations with other Ohlone departments to build programs for high wage, high demand skills, increase participant/student enrollments, and help meet local employment needs. Recruitment for the programs will include, but not limited to veterans, disadvantaged adults, dislocated workers, CalWORKs participants, ex-offenders, long-term unemployed individuals, and older workers. For program year 2014-2015, the one-stop collaborated with Contract Education and the Science, Engineering, and Mathematics Division at Ohlone College to launch a 1-year, 16.5 unit, Bio-manufacturing certificate program schedule to start on January 2015. In addition, the One-Stop partnered with Contract Education and the Business, Technology, and Learning Resources Division to build an Information Communication Technology (ICT) program targeting post 911 veterans who have been honorable discharged in the past 48 months. For PY 15-16 One-Stop once again is partnering with Contract Education and the Business, Technology, and Learning Resources Division to launch an 18 unit Cybersecurity certificate program to assist long-term unemployed high-technology professionals gain the current skills needed to reenter the workforce. These programs create cohorts of students from a pre-determined targeted population which improve retention, completion, and success rates. The programs will address employer demands that aligns with the ACWIB local labor market research and provide internship opportunities.

*Program PIO will address the following:*

- Career Technical Education (CTE) Related
- Increase Program Enrollments
- Access to high quality courses - community needs

*How will you assess the effectiveness of your PIO:*

The effectiveness of the PIO will be assessed by the One-Stop's ability to outreach, recruit, and enrolled WIA/WIOA participants in to these training programs. Upon completion of the training program, the One-Stop will assist certificated students to be placed into high-growth, high-wage internships, OJTs, or employment opportunities.

**PIO Action Plan:**

*How will you accomplish this?*

The first step is to identify the skills and employment needs of the local community. This is done by reviewing labor market information from the Alameda County Workforce Investment Board that identify specific in-demand skills and certifications. The current data directs the One-Stop to address needs of job seekers in industries such as Advanced Manufacturing and Information Communication Technology. The next step is to partner with Ohlone College Contract/Community Education and targeted academic departments that can provide CTE programs and offer available courses/programs that will meet the needs of the labor market. Once the specific courses/programs are identified, a Contract/Community Education cohort training program is established and approved. Once approved, recruitment and outreach efforts can begin, targeting dislocated workers, Ohlone students, veterans, disadvantaged adults, community members, and other specialized populations. Partnering with instructors/academic counselors, interested candidates will be assessed and screened for eligibility and suitability. Suitable candidates will be accepted and enrolled into the program as capacity allows.

*What is your timeline?*

Bio-Manufacturing Certificate Program: January 2015 through December 2015. ICT A+CompTIA program: March 2015 through August 2015 ICT Cybersecurity program: January 2016 through May 2017.

*Who is going to do this?*

Within the One-Stop Career Center, the Director will communicate and connect with other departments and community entities. The Coordinator will collaborate with other entities for program structure, development, and logistics. Job Developers will outreach and recruit targeted candidates and connect with local employers for internships, OJTs, or employment opportunities. Student Services staff will manage WIA eligibility and enrollment requirements. Case Managers will assess participants' suitability for the specific training programs and provide follow-up and support throughout duration of the training.

*PIO Status:*

- In-Progress

*Closing the loop - Describe the results of your PIO implementation or completion:*

*Conclusion: Complete if PIO has been completed*

*Fiscal Resources Status:*

- 

**PIO Resources:**

- Resource: People Time  
Description: Staff time

1. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*  
Provide students with the soft skills needed to successfully enter the workforce and enrich their out-of-classroom experiences at Ohlone College.

*Notes (optional): Please include any notes related to your PIO. (2500 Character limit)*

Tri-Cities One-Stop is partnering with Student Activities to establish The Ohlone Professional (TOP) club. One-Stop staff will be advisors to TOP, with the intent to infuse on-going career readiness and soft skills preparation into club activities. The improving economy has resulted in local employers continuously seeking qualified candidates to meet their individual workforce needs. Local employers, such as Tesla, have shared with the Tri-Cities One-Stop Career Center that they are looking beyond hard skills and emphasizing the need for applicants to possess solid soft skills. Skills such as professionalism, flexibility, and team work.

*Program PIO will address the following:*

- Student Learning & Achievement
- Success Rates

*How will you assess the effectiveness of your PIO:*

The effectiveness of this PIO will be assessed by the follow criteria: Approval of the club by Inter Club Council (ICC).-Fall 2015 Recruitment activities and club memberships.-Spring 2016 Club members are engaged in career readiness and soft skills development activities.-Spring 2016

**PIO Action Plan:**

*How will you accomplish this?*

Designated one-stop staff serving as club advisors are currently working with an ASOC Senator, Mira Chandra, to complete and submit the New Club Registration form, establish club leadership team, and build the purpose and mission of the club. Recruitment for club memberships will start upon approval.

*What is your timeline?*

The planning and approval process of the TOP club will occur during Fall 2015. The goal is to begin recruiting for club memberships starting Spring 2016. Club meetings and activities will begin as early as Spring 2016.

*Who is going to do this?*

One-Stop staff Robert Hernandez and Trisha Tran will be the advisors to the The Ohlone Professionals (TOP) club. The One-Stop has partnered with ASOC, where by an ASOC Senator, Mira Chandra, will serve as TOP's first President.

*PIO Status:*

- New

*Closing the loop - Describe the results of your PIO implementation or completion:*

*Conclusion: Complete if PIO has been completed*

*Fiscal Resources Status:*

**PIO Resources:**

- Resource: People Time

**Attached Files:**