Ohlone College
Program Review Report

- **Program Description and Scope:**
  - *Program Review Title:* WorkAbility III
  - *Academic year:* 2015/2016
  - *Review Type:* Student Services Program Review
  - *Program/Departments:* Workability III (64990)
  - *Authority Code:* 71-Director, Disabled Students Program and Services
  - *External Regulations:* Yes_X_ No__

    The WorkAbility III (WAIII) is a grant funded program of Department of Rehabilitation (DOR). The program's structure is Ohlone College manages the budget and has direct authority over WAIII staff, while DOR has authority over how the federal funds will be used in the program. Ohlone College and DOR are governed by the American with Disabilities Act (ADA), in addition to Section 504 of the Rehabilitation Act, which addresses access and services for individuals with disabilities.

  - *Provide a brief narrative that describes the services provided.*

    The WAIII program is a cooperative effort between Ohlone College and Department of Rehabilitation (DOR). The goal of the WAIII program is to provide employment services to DOR consumers and assist them in obtaining and maintaining successful employment. This will lead to self-sufficiency. The WAIII program offers an array of vocational services, including, but not limited to: Pre-Employment Preparation, Job Search Assistance, Job Development/Placement, Job Coaching, Job Retention Assistance, Progress Monitoring, Post Employment Follow Up, and Work Experience Development.   When program participants have been successfully employed for at least 90 days of employment, it will result with a "Rehabilitated" case closure with DOR.

- **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.*

- Economic Development
- Support Services

o *State your program Mission/Purpose.*

The Greater East Bay District of the Department of Rehabilitation (DOR) and Ohlone Community College combined staff and resources to provide vocational rehabilitation services and advocacy to DOR consumers at Ohlone College resulting in employment, independence and equality for people with disabilities. As employment continues to be a major obstacle for many disabled individuals, WAIII will provide bridges to employment by networking with DOR counselors, employers, public and private employment agencies and community partners.

o *Briefly describe program accomplishments.*

- WAIII is recognized by DOR as being one of the top performing programs in the Bay Area and has consistently met its goals every fiscal year.

- Our program is the only one in the Bay Area that offers services to Deaf consumers, as every staff member is required to be fluent in ASL.

- One staff member acquired a Career Coach Certification. This accomplishment has enhanced the level of our services to individuals with higher education.

- We have now started offering services to Spanish speaking individuals.

- WAIII coordinated efforts with DOR and partnering agencies to develop and host Job Placement Circles, job fairs exclusively for disabled job

seekers.

- WAIII provide Deaf awareness training to employers who hired our deaf participants.

- WAIII has worked very hard on developing relationships with employers. Our efforts were rewarded this year as we have over 5 business that reach out to us for their staffing needs. Our program's reputation for "just the right match" is stronger than ever and businesses feel confident we provide pre-screened qualified job seekers.

- **Student/Program Achievement**
  - *List area-specific outcomes.*
    <u>Consumers Served</u>
    The WAIII program provides services to disabled adults over the age of 18. WAIII provides services to a variety of disabilities, including deafness, autism, chronic illness, learning disabilities, memory loss, mental illness, and physical disabilities.

    Each WAIII program is designed distinctively based on the demographic needs of the college, DOR and the community. Due to the close proximity of the California School of the Deaf, there is a large population of deaf students on campus and in the local community. When WAIII was developed at Ohlone College this need was met by requiring all WAIII staff to be fluent in American Sign Language. As a result, serving the deaf became the Ohlone College WAIII program's specialty. WAIII is a sought after program by deaf consumers, as it is the only one in the San Francisco Bay Area that offers full services to the Deaf and Hard of Hearing consumers.

    <u>Referral Process</u>
    Every consumer referred to the WAIII program will attend an intake meeting with WAIII staff and his/her respective DOR Counselor. WAIII

staff will evaluate each individual consumer to ensure that the program services offered will match his/her needs. WAIII will provide a Program Packet that will list the services provide. In addition, DOR Counselors will provide a Referral Packet to WAIII with the following documentation: Referral Form, Release of Information Forms (Medical and Non-medical), Proof of Disability Forms and Individual Plan for Employment (IPE) with an employment goal. Once consumer has successfully completed an intake meeting, he/she will be eligible to receive WAIII services.

Case Management
WAIII staff perform case management duties to maintain contact with consumers, monitor progress in the program, coordinate job search activities and investigate any challenges that are presented. WAIII staff use a database program to record client notes, track activities completed and plan future happenings. Case management is an important aspect of the program as it allows WAII staff to always know the status of the consumers and where they are in the job search process.

Employment Services To Participants

- Career Case Management and coordination of appropriate services from available community resources to promote participants' success in the workplace.

- Provide Pre-Employment Services in English and American Sign Language including: career exploration, labor market research, job search strategies, networking, employment portfolio development, interview preparation, and development of employment, volunteer and internship opportunities.

- Provide Post-Employment Services in English and American Sign Language including: job coaching, advocacy, job retention and follow up services.

- Provide expressive and receptive interpretation and transliteration in American Sign Language, or oral interpreting for deaf and hard of

hearing participants in a variety of vocational/social services settings, and during job interviews, job fairs, informational interviews, on-the-job training and other related events.   WAIII staff will utilize the register appropriate to the language and intent of the speaker.

- Provide outreach services to advertise program functions and recruit participants and employers by conducting oral and American Sign Language presentations. WAIII employs various outreach methods, such as utilizing social media, placing calls to engage businesses, and by networking with community partners.

- Collaborate with Department of Rehabilitation, One Stop Career Centers and other agencies in the local community to organize and implement job fairs and on-site recruitment events for individuals with disabilities.

- Prepare, implement and present workshops for job seekers, conduct internal job search workshops and external community presentations and informational sessions.

- Determining the program participants' barriers to employment and setting up an action plan. Examples include:

-Developing opportunities for program participants to gain valuable work experience for those lacking relevant experience, with large gaps in their work history or for those seeking a career change.
-Referring individuals with a criminal record to the appropriate agency for expungement services.

WAIII Services for Employers:
Workability III is a great resource to employers because in addition to our client services, employers benefit from:
-Tax Incentives

-Access to hidden applicant pool
-Section 503 mandate for companies with federal contracts
-Professional career matching and recruiting
-Personal and attentive customer care and follow up
-Workplace accommodation guidance and strategies

Ohlone Workability III stands out from other employment programs because in addition to the standard tax incentives employers receive, our program focuses not on placing any individual on any given job, but we go to great lengths to understand the employer's needs. Since our approach is very hands on, we get to know our program participants well and are able to make the right match for both the employer and the job seeker. This business practice results in greater job satisfaction for job seekers and job retention for employers and it has become our program's trademark. This has been a long term goal that we are starting to see come to fruition and continue to work on.

Program Goals/Outcomes:
In order for the WAIII program to be successful, performance goals must be met every fiscal year, as outlined in the contract with DOR. This contract is renewed every three years. The categories evaluated are: consumer referrals, job placements, job coaching and case closures. Through the WAIII team's professionalism, expertise, creativity and commitment, program goals are met and exceeded every fiscal year. When providing job coaching and interpreting services for our Deaf and/or disabled consumers, WAIII staff are required to work various work schedules, including nights, weekends and graveyard shifts to guarantee our consumers are trained and transitioned into their new jobs.

For the 2014-2015 fiscal year, WAIII was required:

- To receive 60 new referrals from DoR

- To provide Employment Preparation Services to 60 consumers

- To place 40 DoR consumers in employment consistent with their

IPE or job goal

- To provide Job Coaching services to 35 consumers

- To place 30 DoR consumers in employment that will result in "Rehabilitated Case Closure" with DoR.

2014-2015 Outcomes:

- WAIII received 51 referrals from DoR. (goal not reached due to DOR staffing shortages)

- WAIII provided Employment Preparation Services to 133 consumers

- WAIII placed 65 DoR consumers in employment consistent with their IPE or job goal

- WAIII provided Job Coaching support to 52 consumers

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WAIII placed 42 DoR consumers in employment which resulted in "Rehabilitated Case Closure" with DoR.

For the 2015-2016 fiscal year, WAIII is required:

- To receive 60 new referrals from DoR

- To provide Employment Preparation Services to 60 consumers

- To place 40 DoR consumers in employment consistent with their IPE or job goal

- To provide Job Coaching services to 35 consumers

- To place 30 DoR consumers in employment that will result in "Rehabilitated Case Closure" with DoR.

2015-2016 outcomes will be accessed at the end of the fiscal year.

Staffing
Due to the vacancy of a Job Placement Specialist/Interpreter position last

year, it resulting in decreased program functioning while recruitment, selection, and training of the new employee occurred. This position was particularly challenging to fill as it required a very specific set of qualifications for the job and after three recruitments the position was finally filled.

- o *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 program participant's success is determined by a job placement that matches his/her employment goal as previously determined by the participant and his/her DoR counselor. The 42 participants 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. During this process it is sometimes necessary for WAIII staff to request a re-evaluation of the participant's job goal with DoR in order to determine if the goal is feasible.

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

  In addition, DOR uses other methods to measure the success and accomplishments of the WAIII program. For example, DOR will evaluate the ease of access to the program, services offered, and whether the outcomes match the employment goals of the participants. WAIII staff are scheduled to meet at the DOR office every two weeks for new referrals, project collaborations, and to discuss consumer progress and challenges.

  The WAIII program has received praise from DOR Counselors, Supervisors, and Contract Administrators for the overall functions of the WAIII program.
- o *Enter assessment results for area-specific outcomes and analyze trends.*
  WAIII staff continously monitor the program goals on a daily basis to ensure each goal will be met or exceeded by the end of the fiscal year. WAIII staff use a MS Access Database program, developed by the Program Manager, to record consumer's job search progress, job placement information, and to track 90 days of successful employment.   The WAIII program receives a production report each

month that shows the number of DOR consumers that are "coded" to the WAIII program. The report will show where each consumer is at in the DOR process, such as "Service", "Job Ready", "Employed", "Closed Rehabilitated" or "Closed Not-Rehabilitated". WAIII will monitor the report to check for accuracy. All clients served by WAIII must be on the list and in the correct status. If any consumers are missing from the list or in the wrong status, WAIII must address these issues with the respective DOR Counselor in a timely manner. This is important for auditing purposes, as it shows that WAIII and DOR are in collaboration with services rendered.

o *Analyze program budget trends and expenditures. Comment on how the program can best use budget resources.*
In Fiscal Year 2014-2015, DOR provided a program budget of $310,542. A large portion of the budget was used to pay for staff salaries. Additional operating expences included: mileage, training, office supplies, communication equipment and contracted services.

- Mileage/Travel: $4618.00 (WAIII staff travel regularly to provide job development, job coaching and interpreting services for our participants)

- Training: $2500.00 (Expense used for professional development training)

- Office Supplies: $2000.00

- Communications: $3000.00 (Expense used for communication equipment)

- Contracted Services: $6424.00 (Used to hire sign language interpreters for deaf participants in employment setting)

Ohlone College contributes a "certified time" match to the WAIII

program, and DOR uses that match to receive additional funds from the federal government. From this match, Ohlone will redirect staff time from their original college duties to WAIII duties.

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 WAIII program has a Program Manager and two Job Placement Specialist/Interpreters. By filling one of our Job Placement Specialist positions, the program is fully staffed as of January 2015. Due to the specialized requirements of the position it was challenging process to recruit, interview and hire the right candidate. After three recruitment attempts, the positon was filled.

WAIII staff utilize two private office spaces and one cubicle space to perform the functions of the job. The private offices are a necessity of the job, as highly confidential information is exchanged between WAIII staff and program participants. Since WAIII provides services to a very diverse disabled population, the office spaces must be accessible, especially for clients that require the use of a wheel chair.

WAIII staff require high speed computers to perform various functions of the job, including case management, job development, and when networking with local businesses. Also, WAIII staff use laptop computers when meeting with clients and community partners off campus. WAIII staff require the daily use of a copy machine, fax machine and scanner. WAIII staff use the Sorenson Video Phones to communicate with deaf consumers.

In early 2015, the WAIII program relocated to office spaces inside the One Stop Career Center. This is the ideal location for our program, as it allows our program to truly partner with the One Stop Career Center and to combine efforts in developing employment opportunities. WAIII staff and participants have full access to the One Stop's resources including, the computer lab, reference books, videotapes and disability equipment and adaptive technology, including the Sorenson Video Phone, Text Enlarger, adjustable table for our wheel chaired users and specialized software programs. We instruct our partipants on the "green" philosophy of the campus and show them how to conduct a paperless job search.

o *Additional Program Table Files.*
  ▪ [Program Participants' Job Goals, FY 2014-2015](#) - Attached is the WAIII's program participants' employment goals for the 2014-2015 fiscal

year. The goals were sorted in to 6 categories and a pie chart was created to show the percentage of individuals in each category.
- Disabilities Served, FY 2014-2015 - The following attachment shows the various disabilities served by the WAIII program in the 2014-2015 fiscal year. A pie chart was created to illustrate the percentage of disabilities served in each category.
  - o *Future Actions*
    Current levels of achievement indicators maintained.
    The WAIII program will continue to work toward meeting our performance goals, while meeting the employment needs of program partipants and the local 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?*

     The Workability III program will greatly benefit by implementing a client database. A database will simplify and centralize updates to client information, improve quality of client service, and reduce errors. This will result in increased efficiency and allow WAIII staff to focus on higher-value work.

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

     Program PIO will address the following:

     - Course Retention
     - Course Completion
     - Success Rates
     - Student Learning & Achievement

     How will you assess the effectiveness of your PIO:

     The Key Benefits to a Client Database: Every WAIII staff member will have access to the most up-to-date client information. The client?s information will be in one and only one place, meaning that no WAIII staff member will have to wonder if they are looking at the latest info. A client database will display the status of every client. The status of clients is no longer unknown or only known to a few WAIII staff members. Every WAIII staff member will know where to find the information they need at the moment they need it. A client database adds lots of productivity gains. It reduces the endless spinning of wheels by staff members and will reduce mundane, automate-able work. A client database will allow

multiple WAIII staff member to have access to the software at multiple locations. WAIII staff will have the tools to track specific client information and create reports. A client database can provide an easy way to automatically contact clients by a triggered email or phone alert. Once the client database has been established and initated, the program manager will meet with staff members on a weekly basis to assure the database is serving the needs of the WAIII program.

PIO Action Plan:
How will you accomplish this?

The WAIII program manager will set up an action team to discuss and develop an approach to setting up a client database. The action team will research database software and explore resources/software available at Ohlone College.

What is your timeline?

January 2015, The action team was established February-April 2015, The action team researched database options June 2015, The initial client database was developed and launched July-October 2015, WAIII team has been using database program and providing feedback to program manager for any changes that may be needed

Who is going to do this?

Danny Navarrete

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: WAIII Program Manager
- Resource: No Resources Identified

2. *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?*

The WAIII program is in need of a new program brochure to market our services to the disabled student population and local employers.

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

Program PIO will address the following:

- Awareness of, and sensitivity to, diverse cultures and perspectives.
- Student Learning & Achievement
- Success Rates
- Increase Program Enrollments
- Equity/Disproportionate Representation

How will you assess the effectiveness of your PIO:

WAIII will assess if: -Referrals to our program have increased? -There is an increase in requests for program information (by phone, email or drop-in).

PIO Action Plan:
How will you accomplish this?

The WAIII program manager will develop an action team to redesign the brochure to include current information and give it a fresh, new look.

What is your timeline?

January 2016: Action team will meet to discuss content of brochure and design ideas. February/March 2016: Action team will start designing layout of the brochure April/May 2016: Action team will finalize brochure and share with various community partners for feedback June/July 2016: Brochure will be ready to print.

Who is going to do this?

Danny Navarrete Narda Mamou Dana Pope

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
  Description: WAIII Program Manager and staff
- Resource: Non-Instructional Equipment
  Description: Printing of brochures, covered by WAIII grant
  Est. Cost: $500.00
- Resource: No Resources Identified

Attached Files:

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- WAIII Chart, Education Demographics.docx
- WAIII Chart, Workplace Accommodations1.docx
- WAIII Chart, Ethnic Demographics.docx
- WAIII Chart, DOR offices referring to WAIII.docx
- WAIII Chart, Deaf Hearing Breakdown1.docx
- WAIII Chart, Where Participants Live.docx
- WAIII Chart, Client Caseload Breakdown.docx
- WAIII Chart, Age Demographics.docx
- Employers.docx
- WAIII Chart, Gender Demographics.docx