

▼  **Dept SS - Occupational Training Institute**



2018-19 Annual Program Review Update Submitted By: Sabrina Stewart

SS Program Review Reporting Year: 2018-19

SS 1a) Program Name: The Occupational Training Institute (OTI)

SS 1b) Name(s) of the author(s) of this report: Sabrina Stewart

SS 1c) Number students served annually & trend increasing, even, decreasing: OTI serves students in various programs. The following list is a snapshot of OTI programs and number of students served:

- CalWORKs De Anza College: 42 (trending down)
- CalWORKs Foothill College: 12 (trending down)
- Workforce Innovation and Opportunity Act (WIOA): 13 (trending down)
- CompTechS: 13 off campus internships.. 110 Computers were distributed in 2018-2019. (program is stable).
- Medi-Cal Administrative Activities (SMAA): 50 – 150 (staying steady)
- Transitional Subsidized Employment program: program/contract ended 6/30/18
Stay-the-Course: program/contract ended 6/30/18

The downward trends are the result of state and federal budget reductions, legislative changes (SB 1041 and WIOA) that have restricted access, tightening program regulations, reducing timelines for participation, the high cost of living (especially for very low-income students) and budget cuts.

SS 1d) Who are the typical students served by this program? : CalWORKs = Low income adults with children (TANF recipients)

WIOA = Dislocated workers and low-income adults

CompTechS = General student population

School-Based MediCal Administrative Activities (SMAA) = General student population

SS 2a) What is the program Mission Statement?: Mission Statement -OTI prepares socio-economically disadvantaged students with career training and employment services including counseling and advisement, job preparation and placement while concurrently providing employers with qualified employees.

SS 2b) In what ways and to what extent does program assure the quality of its services to students?: 1. OTI supports the college's vision and values of equity, development of human capacity and innovation by providing support and opportunity to underrepresented populations.

2. OTI continuously builds partnerships with community agencies and members, and colleagues to develop strategic programs and services that benefit our students, the



college and the community.

3. Serving as a one-stop/single point of entry for special populations served by OTI (e.g. CalWORKs, WIOA). OTI recruits targeted student groups and provides services that are designed to assist them in moving to self-sufficient employment.

4. Work closely with programs, services and committees such as Career Technical Education programs, Staff Development, Financial Aid, EOPS/CARE, DSPS, and food assistance programs to support student and their academic achievements.

SS 2c) In what ways and to what extent does program support College Mission statement?: De Anza College's mission is to provide an academically rich, multicultural learning environment that challenges students of every background to develop their intellect, character and abilities; to realize their goals; and to be socially responsible leaders in their communities, the nation and the world. OTI serves students such as those that are economically disadvantaged (i.e. CalWORKs, WIOA and TAA), limited English proficient, single parents, displaced homemakers, students with disabilities and other non-traditional students and provides access to De Anza's programs and services. Most OTI students are referred by Workforce Boards, the Employment Development Department (EDD), and the Social Services Agency in Santa Clara County. Counseling and advising for OTI's special populations also require knowledge of external compliance requirements. The services OTI provides is an avenue for these students to access the college and develop their intellect, character and abilities; to realize their goals; and to become socially responsible leaders in their communities, in part by learning new skills and working in jobs to help them become economically self-sufficient.

SS 3a) In what ways and to what extent does the program assure equitable access for all students?: Access to CalWORKs and Workforce Innovation and Opportunity Act (WIOA) programs are prescribed by federal eligibility criteria. OTI serves only eligible students referred by agencies that determine eligibility.

All students at De Anza and Foothill Colleges have access to refurbished computers. OTI's CompTechS program distributes refurbished computers to students such as CalWORKs, WIOA, EOPS, Veterans, DSP&S, and Financial Aid. This affords students more equitable access to college by providing a computer of their own. CompTechS offers IT paid internships to all students who are interested and eligible to provide the opportunity for work experience and to earn (minimal) income.

SS 3b) State ways and extent that program encourages personal and civic responsibility.: OTI supports institutional standards and following shared governance structures to promote and embrace the diversity of our community and uphold the dignity and worth of the individual. OTI staff members are encouraged to participate in campus-wide discussions, workshops, and conferences to understand how to provide services that promote personal and civic responsibility for students and as professional development. for themselves.

CalWORKs students must maintain a minimum number of hours of "work participation" activities (e.g. 20, 30, and or 35) during school breaks such as winter break, spring break and the six week summer break. To meet this requirement during school breaks, OTI arranges volunteer experiences for CalWORKs students at community-based



organizations such as Second Harvest Food Bank and City Team Ministries. Workshops and orientations are also sponsored to provide information and training in areas such as financial literacy, mental health, parenting skills, and workforce preparation.

CompTechS provides opportunities for students to volunteer in our computer refurbishing laboratory, where they learn new skills while refurbishing donated computers, which are, in turn distributed to disadvantaged students on De Anza and Foothill College campuses. Over 3,000 systems have been donated and over 1,800 distributed to students during the past 14 years.

SS 3c) State ways & extent program designs, maintains and evaluates counseling &/or academic advising: Academic counseling and advising are key components in serving OTI students. In particular, CalWORKs students must comply with TANF regulations that are enforced by County Social Services. In order for CalWORKs students to maintain compliance with TANF regulations, all CalWORKs students must have an approved Education Plan that is approved by a college counselor which are approved by the County for each student. Similar to CalWORKs, Workforce Innovation and Opportunity Act (WIOA) students are under obligation to meet the regulations of the Employment Development Department (EDD) and the referring Workforce Board. WIOA programs are prescribed and must conform to Career Technical Education (CTE) programs that are listed on the CalJOBS website and students must have an education plan that conforms to the program requirements.

The CalWORKs and WIOA programs are designed to incorporate counseling and advising components to serve the unique needs of referred students in CalWORKs and WIOA. Students are required to meet with a counselor to discuss their academic and career goals and develop a Comprehensive Education Plan that is approved by the counselor. Counseling services are maintained each quarter by the OTI Supervisor requesting counseling assignments through the Counseling and Matriculation Division. The evaluation for this component is conducted through meetings with the program coordinators and staff meetings.

OTI program supervisor and coordinators work closely with the academic counselor to assist them with understanding the CalWORKs and WIOA regulations, student's timelines, program requirements and limitations in regards to what is allowable while enrolled in their program.

SS 3d) State ways & extent program support/enhances student understanding & appreciation of diversity: OTI promotes institutional policies to create an environment that makes students feel comfortable, safe, and respected. Our program promotes appreciation of diversity by taking the time to learn about each student's background and interests, and by taking time to explain services when potential students contact us or attend orientations. Our staff develop long term relationships with the students which allows us create specific plans to ensure success for each student. Upon completion of the student's goal we celebrate their success with end of year events and nomination for achievement on the county and state levels.



OTI has a 42 year history of serving the economically disadvantaged, TANF recipients, dislocated workers, refugees and other special student populations. OTI's student population differs more significantly than the general college population.

CalWORKs: Female 84%
Male = 16%

Age 18 - 24 -- 5%
41 - 60+ -- 4%

Asian - 9%
Black - 8%
Hispanic - 52%
White - 24%
Other/Unknown - 15%

The WIOA student population age ranges from 30 - 55+. Most of these students are dislocated workers retraining or upgrading their training in order to return to work.

All OTI employees, which culturally and ethnically reflect the students we serve, are expected to demonstrate understanding of, sensitivity to, and respect for the diverse academic, socioeconomic, ethnic, cultural, disability, religious background and sexual orientation of community college students, faculty, and staff. OTI staff include:

Female = 4
Male = 2
Asian = 1
Black = 1
Filipino = 1
Latino/a = 2
White = 1

SS 3e) State ways & extent program regularly evaluates admissions & placement practices: All OTI students must go through an eligibility process. Eligibility is determined by a number of factors and by various external agencies such as County Social Services, Employment Development Departments, and Workforce Boards. Each of these agencies has their own evaluation and placement instruments they used in determining services for their clients. For example, Santa Clara County Social Services Agency uses the new OCAT (On-line CalWORKs Assessment Tool). Some One-Stops use WorkKeys, Myers-Briggs and other appropriate assessments.

Once the client has been referred to OTI, our Program Coordinators conduct an in-depth, one-on-one evaluation with the potential student. At the point of entry, any special needs of the student are identified and the potential student is referred to any number of services needed to assist in matriculating into the college. This includes, but not limited



to the college's placement/assessment for math and English/ESL, Disabled Student Programs and Services conference meeting with an instructor, informational interviews with current or former students and any other instrument that may be of assistance.

The main purpose for our program is to train students for the workforce. We strive to regularly ensure that our resources and processes support student learning and transition to employment. Excellence and improvement are important so we maintain an ongoing dialogue about the quality of services and improvements needed with all of our referring agencies, college departments, faculty, and local employers in order to appropriately assess our students.

SS 3f) State ways & extent program maintain student records securely & confidentially?: All student and program files are kept in a secure storage room in the OTI office. Student and program files are kept for minimum time required by state regulations and/or contractual obligation, usually five years. Files are rotated on an annual basis, where the expired files are shredded using District services. Previous year's files will be scanned and stored via Banner. OTI also uses FileMaker Pro and Banner for CalWORKs and WIOA student's data base. The CompTechS program currently maintains comprehensive EXCEL spread sheets for computer donations, distributions and internship participants.

SS 4a) Have there been any significant staffing changes since the last APRU?: Since the last APRU, 1 program coordinator position has been eliminated and 1 program coordinator has been transferred to a different department. The elimination of the position was facilitated by the ending of a working out of class assignment and decrease in workload. Lack of funds was the cause of the other program coordinator position being transferred. The workload for both positions has been assumed by a program coordinator with the same classification and responsibilities and the program supervisor. Staffing changes were supported by De Anza Administration and Human resources.

SS 4b) Are there any significant staffing changes that will be needed?: Existing programs are being restructured to make its services available to more students and requests are being made to implement new programs. Hopefully, these changes will increase the number of students we serve on both campuses generating the need for additional staff.

SS 5a) Have there been any significant facility changes since the last APRU?: There have been no significant facility changes since the last APRU.

SS 5b) Are there any significant facility changes that will be needed over the next five years?: No significant changes are anticipated within the next 5 years.

SS 6a) Have there been any significant equipment changes since the last APRU?: Since the last APRU, 5 computers have been refreshed and 2 scanners (to save old files to Banner)

SS 6b) Are there any significant equipment changes that will be needed over the next year?: No significant equipment changes anticipated within the next year.

SS 7a) Have there been any significant operational cost changes since the last



APRU?: OTI is a self-supporting department and there will always be challenges in maintaining programs, services and staffing. Although there has been a significant increase in the number of low income families leaving Santa Clara county, thereby reducing the number of students participating in the program, the CalWORKs budget has remained unchanged as promised by the county and the state. However, due to a good job market and decrease in their federal budget, WIOA referrals have decreased causing us to generate less revenues than in previous years. Within the last 5 years, the state halted SMAA payments but has promised to begin paying invoices from as low ago as the 20120-2013 FY but the return will be pennies on the dollar rather than the amounts originally invoiced. Our Fund 14 budget was reduced from \$18,000 to \$10,000. All circumstances may or may not adversely affect our department.

SS 7b) Will any significant operational cost changes be needed over the next year? :

OTI's funding levels fluctuate depend on a variety of unpredictable factors. Factors effecting OTI's operational costs include:

- COLAs
- External funding fluctuations
- Legislative changes to categorical programs
- Availability and success in applying for grant funding,
- Staffing turnover
- Other college/District policy changes.

SS 8a) Have there been any significant organizational alignment changes since the last APRU?: Due to the budget and workload changes, 1 Program Coordinator II position has been eliminated and 1 Program Coordinator II has been transferred to another department.

SS 8b) Are there significant organizational alignment changes that will be needed over the next year: If a new program is implemented, a new Program Coordinator /Job Developer may be required.

SS 9a) Have there been any significant changes in regulations/laws/policies since the last APRU?: CalWORKs 2018-2019 changes:

After applying the base amount for the CalWORKs program, the prior-prior year (2016-2017 FY) data would be used

CalWORKs dollar for dollar match could no longer include financial aid. ie. BOG (Promise grant) and Pell grants.

Introduction of CalWORKs 2.0: increase students locus of control vs total compliance driven program

WIOA:

Students are expected to apply for FASFA, if eligible.

SS 9b) State significant changes in regulations/laws/policies affecting program over next year.: Changes expected for CalWORKs is as follows:

Totally eliminate match requirement



Return time allowed on aid to 60 months

SS 10a) State any significant professional development activities for the program since last APRU.: Each year, OTI staffs are participate in in numerous professional development activities including, but not limited to Foothill-De Anza staff development activities, CalWORKs quarterly Regional meetings for Regions 4, CalWORKs Association Training Academy, Perkins Non-Traditional and Special Populations annual conference, Latina Leadership Conference, Workforce Development Conferences, National Science Foundation ATE conferences, Job Developer Training, CalWORKs 101 training, CalWORKs Advisory, CalWORKs Consortium meetings, Safety Net, NOVA Stakeholder, and Joint Ventures Silicon Valley. The Computer Lab Instructional Coordinator attends technical training workshops/seminars. The OTI Accountant attends CPA workshops. The OTI Administrative Assistant seminars attends workshops for Administrative Assistants. Many more conferences, classes, workshops and seminars are attended by OTI staff.

OTI staff provides training for new employees, student workers and volunteers. Materials are provided explaining the CalWORKs, WIOA, CompTechS, SMAA and other programs and the mission and philosophy that drive services.

SS 10b) State any significant professional development needs for the program for the next year.: As OTI programs evolve and student needs arise, OTI staff will continue to be supported by the Staff Development Office, external sources and initiatives.

SS 11a) Have there been any significant curriculum since the last APRU?: N/A

SS 11b) State any significant curriculum issues that will affect the program over the next year.: All CalWORKs students must now participate in Orientation to College in order to qualify for Priority Registration.

SS 11c) State the aggregate student success rate in the instructional portions of the program?: Success Rates:

The aggregate success rates from 2018-2019 for CALWORKS students enrolled in instructional programs at Foothill and De Anza Colleges was fairly consistent, ranging from 68-72%, exceeding the 60% requirement.

SS 11d) State gap of student success rates with targeted groups.: CalWORKs students face a number of academic barriers, compared to a traditional college student transitioning from high school to college. CalWORKs students are primarily single-parents and some two parent families. Most have a poor experience in K-12, learning disabilities, lack a high school diploma or GED, are victims of domestic abuse, and are also required to meet federal work participation rates required by CalWORKs regulations. The success rates reflect the quality work and determination of the students and the support provided by the CalWORKs staff. However, there are noticeable discrepancies that need to be addressed.

Asian - 84-98%

Caucasian - 76-88%

Filipino - 73-86%

Pacific Islander - 47-69%



African American - 45 - 70%

SS 12a) Have there been any other significant program changes since the last APRU?: No significant changes for the 2018-209 FY

SS 2b) Are there any other significant issues that will affect the program over the next year?: Yes, the primary issue is the high cost of living in the Foothill-De Anza service area. However, the need for OTI's services will continue as long as there are students and families struggling financially. In order to address specific needs, OTI continues to pursue external funds to support OTI's mission. We are working toward the expansion of internships to other disciplines with focus on CTE programs, rather than being focused only on IT/Help Desk area.

SS 13a) What are the current/active program outcome statements?: Student Service Learning Outcome #5
OTI students will learn, acquire and identify skills that are necessary to create a plan to achieve a sustainable career.

Student Service Learning Outcome #3

Upon completion of intake and orientation CalWORKs students will be able to demonstrate their ability to identify and access resources and services available to them in De Anza College and the surrounding community. (This SSLO is ongoing).

Student Service Learning Outcome 2 - Upon completion of the CalWORKs program at Foothill and/or De Anza College, 85% of the students will have participated in one or more employment related activities.

SS 13b) How many SSLO/SLO statements have been assessed since the last APRU?: SSLO #2 and #3

SS 13c) Summarize the outcomes assessment findings and resulting program enhancements since last APR: SSLO #3: Outcome shows the need for supportive services are reflected by the decline as students progressed through the academic year.

Fall 2009 = 60 reported supportive service needs

Winter 2010 = 71 reported supportive service needs

Fall 2010 = 95 reported supportive service needs

Winter 2011 = 46 reported supportive service needs

Fall 2011 = 42 reported supportive service needs

Winter 2012 = 48 reported supportive service needs

Fall 2012 = 47 reported supportive service needs

Winter 2013 = 75 reported supportive service needs

Fall 2013 = 25 reported supportive service needs

Winter 2014 = 23 reported supportive service needs



Fall 2014 = 73 reported supportive service needs
Winter 2015 = 38 reported supportive service needs

Fall 2015 = 99 reported supportive service needs
Winter 2016 = 69 reported supportive service needs

Fall 2016 = 40 reported supportive service needs
Winter 2017 = 36 reported service needs

Fall 2017 = 38 reported supportive service needs
Winter 2018 = 27 reported supportive service needs

Fall 2018 - 32 reported supportive services needs
Winter 2019 - 27 reported supportive service needs

SS 13d) What are the program outcome assessment plans for the next year?: Track outcomes of the following two SSLOs:

Student Service Learning Outcome #1

Upon completion of intake and orientation CalWORKs students will be able to demonstrate their ability to identify and access services available through the Financial Aid system.

Student Service Learning Outcome #5

OTI students will learn, acquire and identify skills that are necessary to create a plan to achieve a sustainable career.

SS 14) Analysis of the program from last APRU, now, and anticipate over next year.:

The Occupational Training Institute (OTI) is a dynamic, self-funded department whose purpose is to serve underrepresented students that span various special population that has the potential to serve students only its categorical programs but the entire De Anza student population.

Throughout this time, OTI's anchor programs include:

- CalWORKs
- Workforce Investment Act (Workforce Innovation and Opportunity Act)
- CompTechS
- Medi-Cal Administrative Activities (MAA)

Other funding supporting OTI staffing and operations include:

- Perkins Funds: De Anza and Foothill Colleges
- Fund 14 "B" Budget
- SSSP funds for counseling

OTI's programs are funded by Federal, State and County funding and include grants,



contracts, categorical funds and revenue generating initiatives. OTI's annual budget ranges between \$1 million – to over \$2.5 million, depending on availability of funding opportunities and OTI's effectiveness in acquiring project funds. We anticipate challenges in maintaining a healthy budget, recruiting eligible students, and providing relevant training and employment services for eligible residents of our community.

SS 15a) Name of the Division and the names of the programs.: Student Services

Division:

Academic Success Programs

Admissions and Records

Assessment Center (Placement Tests)

Bookstore

CalWORKS

Career Services

Child Care

Counseling and Advising

Dining Services

Disability Support Programs & Services (DSPPS)

EOPS

Financial Aid

Health Services

Honors Program

International Students Office

Learning Communities

Office of College Life

Occupational Training Institute

Student Success and Support Program (SSSP)

Student Success Center (Tutoring)

Transcript Request

Transfer Planning

Veteran Services

Workforce Education

SS 15b) Who wrote the Divisional Perspective?:

SS 15c) Summarize the CPRs written by the programs of the Division.: