### 🏛 **Dept SS - Occupational Training Institute**    ✎

**SS Program Review Reporting Year:** 2017-18

**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:  32 (trending down)
• CalWORks Foothill College:  13 (trending down)
• Workforce Innovation and Opportunity Act (WIOA): 16 (trending down)
• CompTechS: 150 on-campus interns (trending up) and 17 off-campus interns.  140 Computers were distributed to needy students in 2016-2017 (program is stable).
• Medi-Cal Administrative Activities (MAA):  50 – 150  (staying steady)
• Transitional Subsidized Employment program: 43 (trending down)
    Stay-the-Course: 22 (1st year program)

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. By supporting the college's mission and goals for access; student learning; and core competencies.
2. OTI continuously builds partnerships with community members, groups and agencies in order 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, DARE, Staff Development, Financial Aid, EOPS/CARE, EDC, and Dining Services to support student and academic achievements.

**SS 2c) In what ways and to what extent does program support Colllege 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 special population students such as economically disadvantaged ( i.e. CalWORKs, WIOA and TAA), limited

English proficient, single parents, displaced homemakers, students with disabilities and non-traditional students and provides accessto  De Anza College's career and technical programs. Many of these students are referred directly to OTI by two 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 be 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, Transitional Subsidized Employment (TSE) 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 College have access to refurbished computers in order to complete their school work.  OTI's CompTechS program distributes refurbished computers to disadvantaged 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 at home.

**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.  Staffs are  encouraged to participate in campus-wide discussions, workshops and conferences to understand how to provide services that promote personal and civic responsibility.

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 Christmas, New Year, 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, City Team Ministries a shelter for homeless men, women and children, Sacred Heart Community Services, and Santa Maria Urban Ministries.

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, details the Career Technical Education program plan and is 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 by OTI's WIOA program staff.  WIOA students must have an education plan that conforms to the CTE program requirements as posted on the CalJOBS website.

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 weekly staff meetings.

OTI Program Coordinator II's and the OTI Supervisor work closely with the academic counselors 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.  Many OTI students have become employees of the District.  We make connections during our student workshops by sharing experiences and qualities that make us different but at the same time allow us to appreciate diversity.

OTI has a 42 year history of serving the economically disadvantaged, TANF recipients, dislocated workers, refugees and other special needs student populations.  OTI's student population differs more significantly than the general college population.  For example, at De Anza College in 2016-2017 :

CalWORKs:   Female 89%
                      Male = 11%
Age 18 – 19 –- 4%
20 – 24 –- 26%
25 – 39 –- 59%
40+ --      11%

Asian - 8%
Black - 5%
Hispanic - 56%
White - 24%
Filipino - 3%
Pacific Islander - 2%
Other - 1%

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, socio-economic, ethnic, cultural, disability, religious background and sexual orientation of community college students, faculty, and staff.  OTI staff include:

Female = 5
Male = 3
Asian = 1
Black = 1
Filipino = 1
Latino/a = 3
White = 2

**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, Educational Diagnostic Center,, 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 are put into storage.  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 CPR?:** Funding and program requirements to accomplish our mission have significantly changed over the past 42 years.  This includes significant funding reductions, more complex regulations and reporting requirements. Gone are the days of million dollar contracts from the Department of Labor (JTPA).  The CalWORKs program underwent a 37% reduction in 2009/10 (after a 45% reduction in 2002/03).  Grant projects are more competitive and have declined in dollar amounts as well.  As a result, OTI was forced to eliminate our traditional staffing (Program Coordinator I's) and create new positions that meet current contract requirements.  OTI proposed the creation of two new positions.  First, a Job/Internship Developer position was created to meet the needs of a contract that required full-time job development.  Second, an OTI Specialist position was proposed to address the current needs of the program.  The Job/Internship Developer position was approved, but the OTI Specialist position was not approved.  OTI reorganized staffing in 2012-2013 to meet the new realities of less funding, more complex program requirements, and serving fewer students, all with more accountability for measurable outcomes.

**SS 4b) Are there any significant staffing changes that will be needed over the next five years?:** Based on historical data and the evolving nature of funding available to serve eligible student populations, it is not possible to speculate five years in advance.

**SS 4b) Are there any significant staffing changes that will be needed over the next five years?:** Based on historical data and the evolving nature of funding available to serve eligible student populations, it is not possible to speculate five years in advance. Per the CalWORKs contract we must have at least one full time liaison (coordinator).

During the last year, the supervisor retired and the position has been filled by the previous CalWORKs coordinator.  This leaves this department with  a vacant full time coordinator  position. Currently, the

duties and responsibilities have been assigned as a Working Out of Class (WOC) position.  It is our hope that the current WOC assignee will apply for the permanent position. Per the CalWORKs contract, there must be a full time coordinator to serve the students whom are participating in this program.   In addition, we are currently in the process of applying for the CalFresh program and receiving continued funding for the Stay-the-Course program. If these two programs are funded we will require at least 1 additional coordinator.

**SS 5a) Have there been any significant facility changes since the last CPR?:** In January 2011 OTI was relocated to the remodeled SEM Building on the west side of campus.  Our new office has provided our students and staff with a sense of belonging and value.  Students and staff now have a confidential meeting space for academic counseling, a very nice reception area, defined space for OTI programs, a play area for small children and office cubicles for OTI staff.  One challenge OTI faced in 2016 is the elimination of the secure and confidential meeting room.  OTI depends on confidentiality for most meetings.  The elimination of access to the Seminar Training Room, OTI has enjoyed for the past six years required OTI convert two cubicles into a meeting space.  Unfortunately, this is not a confidential space, but does serve a good purpose for meetings that do not require confidentiality.

**SS 5b) Are there any significant facility changes that will be needed over the next five years?:** As stated, with the removal of the Seminar Training Room for staff meetings and functions, OTI must make due with less meeting space.  We are also using other meeting rooms on campus, as availability permits.  As stated, converting two cubicles into a meeting space eliminates space for program expansion.   However, for projecting out five years from now is challenging.  We do not  currently anticipate a space shortage.

**SS 6a) Have there been any significant equipment changes since the last CPR?:**   In the last year three computers; one for a counselor, one for the reception area, and one for a coordinator; have been refreshed. In the new fiscal year (July 2018) several computers other computers will be refreshed and 2017 version of our data base software, File Make Pro, will be added.

**SS 6b) Are there any significant equipment changes that will be needed over the next five years?:** Yes, it is anticipated that OTI staff computers, printers and copy machine will need to be replaced within the next three - five years.   OTI orginally requested 3- 5 work stations for CalWORKs and WIOA students but has added one to have a total of 2 student work stations. The work stations would provide a convenient, affordable and accessible place for students to apply for college, register for classes, complete homework assignments and print required documents.
Ballpark estimate:  $5,500 - $7,500
• 3-5 stations
• The student stations would consist of a small adjustable height table and "pony" panel walls, about 30" deep by 54" high, to give a bit of privacy to each station.
• Area should also include a locking cabinet for pantry items and text books for students.
• Scaled drawing will need to be completed to determine the exact number of stations that can fit.

Also, the partitions of two of the front office cubicles have been removed and the space has been converted into a meeting area.  A table with six chairs and a white board has been added.  This change was made after the Seminar building's original conference room was converted into a counseling area for newly enrolled  students.

**SS 7a) Have there been any significant operational cost changes since the last CPR?:** OTI is a self-supporting department, and funding COLAs is challenging to maintain programs, services and staffing through external funds.  Categorical programs such as CalWORKs may receive a budget cut due to lower head count.  Programs such as WIOA, CompTechS and SMAA may or may not see increases.  This may compromise OTI's ability to cover all expenses in the future.

**SS 7b) Will any significant operational cost changes be needed over the next 5 years? :** OTI's funding levels fluctuate depending on availability of external funding, legislative changes, economic and

political priorities and initiatives for vulnerable student populations and other factors that are unpredictable. 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.

Speculating on these operational cost factors is challenging.

**SS 8a) Have there been any significant organizational alignment changes since the last CPR?:**
Historically, OTI is a Workforce Program with a mission of training students for the local labor market in Silicon Valley. This is a much different focus than most student services programs that have a focus on supporting transfer students. With the elimination of the Vice President of Workforce Development at De Anza College, the OTI Supervisor has reported to a number of division managers. Furthermore, the OTI Supervisor now is responsible for what was formerly a Director level position the preceding 28 years (1975 - 2004).

Beginning 2003, the OTI Supervisor reported to the Dean of Biological, Health, Environmental Sciences and Workforce Education. From July 2011 to October 2013, he reported to the Vice President of Finance and Educational Resources. Beginning October 2013, he reports to the Associate Vice President of Student Services (formerly the Director of College Outreach and Relations with Schools) and is now in the Student Services division.

In the absence of a Workforce arm, it makes sense for the OTI Supervisor to report a manager in Student Services. However, this is not ideal as the other student services programs are focused on serving a younger transfer population.

**SS 8b) Are there any significant organizational alignment changes that will be needed over the next :** N/A. Unless the college chooses to increase the focus on CTE, employment and serving local industry.

**SS 9a) Have there been any significant changes in regulations/laws/policies since the last CPR?:**
The CalWORKs Program has added/revised the following policies:

• For CalWORKs participants who do not have a high school diploma, the county must offer a plan to get a high school diploma or equivalent.
• All CalWORKs applicants and recipients must be informed of domestic violence services. Domestic violence is a good cause for not meeting immunization or school attendance  requirements and victims are now eligible for homeless assistance regardless of abuser's income or assets.
• Veteran's education benefits are exempt as income
• Introduction  of AB 429 which allows continuation of CalWORKs services for the parent(s) of children who have been removed from the home, if the county determines that  supportive services are necessary for family reunification.
• Pregnant women in their second trimester (previously third trimester) are only required to participate 20 hours per week.
• Two parent families only required to participate 30 hours per week or 20 hours if child is under age 6 in assistance is one parent is exempt from  participation.
• All siblings and half siblings in household will be considered part of the family unit.
• California Student Aid Commission must provide notice that CalGrant A and B recipients are potentially eligible for CalFresh, eligible for CalFresh if enrolled less than half-time, work study students eligible for CalFresh until denied participation by institution.

**SS 9b) State significant changes in regulations/laws/policies affecting program over next 5 years.:** The Student Success and Support  Initiative will have an effect on the programs OTI offers to students.  However, the impacts, both positive and negative, are not known at this time.  To date, the impact has been negligible.  This is attributed to the work being done for the fine Counselor and Program Coordinators that work closely with OTI students and helping them stay on track academically.

Federal TANF Reauthorization will have an effect on our CalWORKs program students and staff.  For more information on this subject, please see the following web site:  http://www.clasp.org/issues /temporary-assistance

**SS 10a) State any significant professional development activities for the program since last CPR.:** 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 3, 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 5 years.:** One staff member has applied and been approved for a Staff Development Leave in 2017-2018.  As OTI programs evolve, 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 CPR?:** N/A

**SS 11b) State any significant curriculum issues that will affect the program over the next 5 yrs.:** 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 2012 – 2017 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.  For example, the success rates between 2012-2017 are as follows:

Asian - 84-98%

Caucasian - 76-88%

Filipino - 73-86%

Pacific Islander - 47-69%

African American - 45 - 70% (note: 45% 2015/2016 shows a decline, from 70% in 2014-215).

**SS 12a) Have there been any other significant program changes since the last CPR?:** Yes, OTI's programs fluctuate depending on funding availability, legislative changes, economic impacts on vulnerable student populations and other factors that are unpredictable.   As stated earlier, the passage of SB 1041 (CalWORKs Budget Amendment) has had profound effects on our CalWORKs students and their families.  This legislation significantly restricts CalWORKs recipients from attending college and reduced their cash public assistance from 60 months to 48 months lifetime assistance.

The passage of the Student Success Initiative has had an impact on the CalWORKs and WIOA students.  First, CalWORKs students have Tier I priority registration.  Priority registration is critically important for our CalWORKs students, as CalWORKs services are becoming more restrictive and time limited.  WIOA students are not included in the registration priority system, even though these students are collecting Unemployment Insurance and need to complete their course work quickly, as most are adult students with family support obligations.

Other impacts on CalWORKs students are changes to the Board of Governor (BOG) fee waiver.  CalWORKs students are very low-income and basing BOG on merit as well as need will have a potentially adverse effect on their ability to remain in school.

**SS 2b) Are there any other significant issues that will affect the program over the next five years?:** 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.  For example, on May 1, 2017, OTI was awarded a $70,000 grant from United Way Bay Area.  The grant is called Stay the Course and is focused on assisting "timed-out" CalWORKs students complete their educational goals and transition to their next goal of a certificate, AA/AS degree, transfer or employment.  Another example is a grant awarded by the Federal Department of Labor to develop Apprenticeships in technical Help Desk positions with Silicon Valley companies.  The grant is a five year project with Mission College being the lead agency.  The goal is to place 10 students per year into Help Desk Apprenticeships, creating a new pipeline for local companies looking to fill technical positions with traditionally underrepresented populations.

**SS 13a) How will the new 3SP orientation requirements affect the program over the next five years?:** The 3SP orientation requirement will benefit CalWORKs and WIOA students entering the college.  Many OTI students have never attended college, or have not attended college for many years.  The orientation requirement is an opportunity to help OTI students transition into the college and develop a mindset of "being a college student".  Furthermore, OTI provides its own orientation, where valuable information about services, resources, programs, and courses available at the college, presented to new, incoming students. Clarification of educational goals are addressed at the orientation meetings as well as how to navigate the campus and schedule of classes on their first quarter.  A general college orientation and an OTI orientation are essential for our students.  Many OTI students are older students returning to college after a long absence, or have never been a college student.

Understanding the complexities of the matriculation process, using technology and navigating the college system can be overwhelming for these students.  Providing an in-depth orientation is time consuming, but beneficial in the long term.

**SS 13b) How will the new 3SP assessment requirements affect the program over the next five years?:** Most OTI students will benefit from the 3SP requirement in order to properly determine their educational status and needs.  However, some students such as WIOA students returning to college and

enrolling into short-term Career Technical Education programs will not benefit from the 3SP assessment requirement.  This will be a non-essential requirement for some re-entry students that have advanced education backgrounds.  The 3SP requirements are targeted on new college students, primarily the high school graduate entering college for the first time.  This does not describe the student population served by OTI. One size, does not fit all.

**SS 13c) Effect of the new 3SP student education planning requirements over next 5 years.:** All OTI students are required to have a comprehensive  Education Plan.  Determining the student's educational goal at the point of entry into the college is a requirement by OTI funders.  OTI takes this a step further and has agreements that students will complete their required coursework in order to obtain their documented education goal.  This is part of OTI's evaluation requirements.  The college requirement to have a Comprehensive Education Plan is beneficial for OTI students and helps them stay focused on their educational goals.

**SS 14a) 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 14b) How many SSLO/SLO statements have been assessed since the last CPR?:** SSLO #3.

**SS 14c) Summarize the outcomes assessment findings and resulting program enhancements since last CPR:** SSLO #3:  It was hypothesized resource needs for each student would 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

**SS 14d) What are the program outcome assessment plans for the next five years?:** 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 15) Analysis of the program from last CPR to now to 2018–19.:** The Occupational Training Institute (OTI) is a dynamic, self-funded department.  Since 2008-09, OTI has reported to an Instructional Dean (Biological, Health, Environmental Sciences and Workforce Education) until June 2011.  From July 2011 to October 2013, OTI reported to the Vice President of Finance and Educational Resources.  Beginning October 2013, OTI reports to the Director of College Outreach and Relations with Schools (now the Associate Vice President of Student Services) and is now in the Student Services division.

Throughout this time, OTI's anchor programs include:
• CalWORKs
• Workforce Investment Act (Workforce Innovation and Opportunity Act)
• CompTechS
• Transitional Subsidized Employment  (TSE)
• Medi-Cal Administrative Activities (MAA)

Other funding supporting OTI staffing and operations include:
• Perkins funds from De Anza and Foothill Colleges
• Fund 14 "B" Budget
• SSSP funds for counseling

Other programs operated by OTI during this period, but not currently include:
• CalSuccess – Food Stamp Employment Training program
• TANF/Child Development Careers

New programs operated by OTI include:

• Silicon Valley High Tech Apprenticeship Initiative/SVHTAI (new as of October 2015)
• Stay the Course, funded by United Way Bay Area

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.  Fortunately, OTI has been fairly successful in maintaining a healthy budget, even during the economic downturn of 2008/09.

However, as a result of numerous factors, including legislative changes which resulted in budget reductions, such as a 37% funding cut in CalWORKs in 2009/10, similar funding reductions in the Federally funded Workforce Investment Act (now WIOA), a deferral of funding from the MAA program and the closure of the CalSuccess program, OTI was forced to reorganize staffing to meet the new realities of less funding, more complex program requirements, and serving fewer students, with more accountability for measurable outcomes.

OTI anticipates continued challenges in maintaining a healthy budget, recruiting eligible students, and providing relevant training and employment services for eligible residents of our community.

De Anza College supports OTI through a small allocation of "B" budget dollars ($18,303) each year, along with computers and office equipment, office space, payroll support (usually paid for with Indirect costs, except for CalWORKs)  and Senior Administration's support.  However, OTI does not receive any "A" budget dollars to support staffing.  OTI is a strong contributor, bringing additional resources and students into the college.  OTI students are De Anza and Foothill College students, and they generate apportionment from the state, adding dollars into the general fund.

During times when external funding is abundant, OTI also brings additional resources to the colleges.  For example, through the federally funded American Recovery and Reinvestment Act (ARRA) program, OTI contracted with Santa Clara County Social Services Agency to provide subsidized employment for CalWORKs students on our campuses.  Through the ARRA program, over 85 student employees worked throughout the colleges providing support and free labor within the District.

Over the past 42 years, the amount of apportionment generated by students served by OTI is significant.  Clearly, these students were enrolled and retained in college classes as a result of OTI's support and services. However, OTI has never been the beneficiary of the college's general fund apportionment in regards to salary and benefits.

**SS 16a) 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 (DSPS)
EOPS
Financial Aid
Health Services
Honors Program
International Students Office
Learning Communites
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 16b) Who wrote the Divisional Perspective?:**

**SS 16c) Summarize the CPRs written by the programs of the Division.:**