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Woodrow Wilson Rehabilitation Center

A Division of the
Virginia Department of Rehabilitative Services

Employment & Occupational Skills Training Department

Vocational Training Programs

FY '09 Annual Report

9/10/09

I. Introduction

This Annual Report is published in FY '09. However, because follow-up/outcome studies are conducted one-year post exit from WWRC's Vocational Training Programs, all information contained within this report are for persons fully enrolled in the FY '08 cohort. Therefore, this report reflects program information, demographic information, completion rates, employment outcome, and satisfaction data for persons fully enrolled in Vocational Training Programs within Woodrow Wilson Rehabilitation Center's Employment and Occupational Skills Training Department for the period July 1, 2007 through June 30, 2008.

Data reported in this Annual Report was collected and analyzed internally through the Organizational Development and Quality Assurance Division at WWRC.

II. Executive Summary

For the period of July 1, 2007 through June 30, 2008, Fiscal Year 2008, 451 individuals with disabilities were fully enrolled in Woodrow Wilson Rehabilitation Center's Vocational Training Programs. One-hundred and fifty-two of these individuals were enrolled prior to July 1, 2007, and another 299 were new enrollments after July 1, 2007.

The majority of persons served in FY '08 were predominantly Caucasian (57.9%; n=260), males (60.3%; n=272), and between the ages of 18 and 22 at time of enrollment (70%; n=316). The majority of persons served had documented cognitive disabilities as their primary disability, and psychosocial disabilities the next largest category of primary disability grouping served (see Table 5). 60.31 percent of all persons served had two or more documented disabilities (n=272).

During FY '08, 292 individuals exited WWRC's Vocational Training Programs as either completers or noncompleters. Of the 208 completers, 95% (n=197) were able to be contacted at one-year post exit for follow-up purposes. Data was collected through a combination of phone interviews, direct contact with DRS field counselors, employers and family members as well as information obtained through the AWARE system—the central system for tracking data on DRS clients.

Reported employment outcomes for WWRC Vocational Training graduates are based on the total number of completers able to be contacted at the one-year post exit date. Of the 197 completers contacted for FY '08, 67% (n=132) were employed at one-year post training.

The rehabilitation rate is defined as the proportion of clients who exited the Agency Vocational Rehabilitation (VR) Program with an employment outcome during a given fiscal year, as compared to the total number of clients who received services and exited the program during the same fiscal year. The rehabilitation rate is a measure of program effectiveness. Two categories of clients who exited the program are counted in this performance measure:

- clients categorized as having achieved an employment outcome (VR Status Closed-Rehabilitated); and
- clients categorized as having received services but discontinued participation in the VR program without having achieved an employment outcome (VR Status Closed-Other).

For purposes of this report, rehabilitation rates were calculated only for *graduates* of WWRC Employment and Occupational Skills Training Programs (vs. all program exiters). This is consistent with reported metrics to the Virginia Department of Planning and Budget in which employment rate is reported only for graduates.

The rehabilitation rate for graduates of WWRC Employment and Occupational Skills Training Programs during state Fiscal Year 2008 was 85% (121/143).

This Annual Report contains satisfaction information obtained through a phone interview with persons served who were able to be contacted at one-year post exit from WWRC’s Vocational Training Programs. Overall, respondents to the satisfaction questions expressed a positive view of their experience at WWRC, with 96% (n=115) indicating they would recommend WWRC to family and friends.

III. Program Information

During the 2008 fiscal year, the Employment and Occupational Skills Training Department offered vocational training through seven on-site training programs as well as an External Training Option program for community-based training alternatives. Table 1 lists program areas and various occupational choices available for each.

Table 1. Program Areas and Occupational Choices

Program Area	Occupational Choices
Auto Mechanics	Auto Reconditioning and Detailing Auto Servicing (Tire & Lubrication) General Services Technician
Building Trades (Pilot Program)	<u>Construction Carpentry</u> (Levels I thru IV) <ul style="list-style-type: none"> • Laborer • Carpenter Helper • Cabinet Installer • Cabinet Builder
Business and Information Technology	<u>Business</u> <ul style="list-style-type: none"> • Accounting Clerk • Customer Service Representative <u>Business Support Services</u> <ul style="list-style-type: none"> • Records/Database Management Clerk • Office Services Receptionist • Administrative Assistant • Business Support Specialist

Business and Information Technology (continued)	<u>Computer Support Specialist</u> <ul style="list-style-type: none"> • A+ Certification Path • MCDST Certification Path <u>Information Technology</u> <ul style="list-style-type: none"> • Help Desk Technician • Systems and Network Administrator • Web Applications Developer <u>TRAIN IT Distance Learning Programs</u> <ul style="list-style-type: none"> • Computer Support Specialist • Desktop Support Technician • Microsoft Office Specialist • Systems and Network Administrator • Web Applications Developer • Project Manager Professional
Drafting/CAD Operator	Architectural Drafter Mechanical Drafter
Food Services	Baker's Assistant Cafeteria Attendant Kitchen Assistant Cook's Assistant
Health Occupations	Personal Care Aide Nurse Aide
Materials Management	Stock Clerk

The **External Training Option Program (ETO)** provides training in over 100 occupational areas in the local community surrounding WWRC, and in select statewide communities across the Commonwealth of Virginia. In addition to the ETO and on-site training programs, modified and/or prescriptive training programs are available, upon request, for anyone desiring training in a vocation that is not a part of the typical course offerings, or for individuals who require selective placement for disability-related reasons. Training curricula may be abbreviated or adapted for these students, sometimes representing a combination of on-site and community-based programming and instructional delivery systems.

All training programs (except for Customer Service Representative) offer a **Student Internship Program (SIP)** providing opportunities to determine if trainees are job-ready. Interns are typically placed with employers across the state in the last four to six weeks of vocational training. The internship experience reduces anxiety participants may face on a job, provides actual work experience and serves as a final evaluation of training success. In the local area alone, more than 100 employers participate in the Student Internship Program annually. In addition, students may enroll in internship experiences, which take place in their home communities. This statewide Student Internship Program is coordinated by community sponsors, Center counselors, and Vocational Training staff.

In addition to these core services, vocational training offers directly related ancillary services within an integrated service delivery system including: academic support services, work behavior strengthening, job seeking/keeping skills training, job development, placement, and follow-up. Students do not enroll at WWRC solely for the purposes of these ancillary services, rather they

are provided as part of a comprehensive continuum of services available to students enrolled in training programs. Highlights of these ancillary services follow:

Educational Support Services (ESS) are available for all enrolled students through special education or adult basic education assessment and instruction. The services typically include trade-related academics, academic instruction to support independent living rehabilitation objectives, GED preparation and testing, and improvement of basic literacy skills.

Job Seeking/Keeping Skills is a supportive service program that provides participants with skills necessary to locate, obtain, and maintain employment. Job Seeking Skills Curricula (JSS) follows a career development model. This program is frequently the beginning of a transition period from a training environment to the workplace. In addition, students discover job-seeking techniques needed to become competitively employed.

The elements of **Job Development, Placement, and Follow-Up** are critical to the ultimate goal of obtaining employment and are delivered in coordination and collaboration with the client, WWRC case manager, DRS Field Counselor (or other sponsor), and other individually identified stakeholders critical to successful employment outcomes.

IV. Demographic Information

Tables 2-6 present detailed information, based on fully enrolled individuals (during the period of July 1, 2007 and June 30, 2008), including age, gender, ethnicity, and multiple and most frequent disabilities.

Table 2. Age

Age	<i>Number</i>	<i>Percentage</i>
Below 18	1	.2%
Between 18 and 22	315	69.8%
Above 22	135	30%
TOTAL	451	100%

Table 3. Gender

Gender	<i>number</i>	<i>percentage</i>
Female	179	39.7%
Male	272	60.3%
TOTAL	451	100%

Table 4. Ethnicity

Ethnicity	<i>number</i>	<i>percentage</i>
African American	176	39.1%
Asian	5	1.1%
Caucasian	260	57.6%
Other/Unknown	10	2.2%
TOTAL	451	100%

Table 5. Disability Frequency (alphabetical by RSA Categories)

RSA Disability Codes – most frequent	<i>number</i>	<i>percentage</i>
Blindness and Other Visual (RSA Codes 01, 02)	1	.2%
Cognitive (RSA Code 17)	253	56.1%
Communicative (RSA Code 09)	9	2%
Deafness and Hearing Loss (RSA Codes 03, 04, 05, 06, 07)	12	2.7%
Mobility, Orthopedic, and Neurological (RSA Codes 10, 11, 12, and 13)	58	12.9%
Other Mental (RSA Code 19)	19	4.2%
Other Physical (RSA Codes 15 and 16)	26	5.8%
Psychosocial (RSA Code 18)	66	14.6%
Respiratory (RSA Code 14)	2	.4%
Unknown	5	1.1%
TOTAL	451	100%

Table 6. Multiple Disabilities

Disability – admissions with multiple disabilities	<i>number</i>	<i>percentage</i>
1	179	39.7%
2 or more	272	60.3%
TOTAL	451	100%

V. Completion Information

During FY '08, a total of 292 students exited a WWRC Vocational Training Program. Two hundred eight individuals (71%) completed their program while eighty-four individuals (29%) ended their program without completing.

Ninety-five percent of all program completers were able to be contacted for follow-up one year after exiting (n=197).

VI. Certification and Employment Outcome Information

During FY '08, there continued to be an increased emphasis in the acquisition of industry certification exams as external validation of skills acquired. The pass rate across three training programs requiring this type of credentialing was 93%. Licenses and certifications attained included during the reported year included: Certified Nurse's Aide (C.N.A.); International Customer Service Association Certification; A+ Core and Operating Systems Certification; Microsoft Office Specialist (MOS) certifications; and, Systems and Network Administrator certifications. Twenty-one students worked on their General Educational Development (GED) high school equivalency exam during the year. Of those twenty-one, eleven received their full GED; seven received passing scores on at least one section and are continuing their studies for full GED attainment; and three received passing scores on at least one section but left WWRC before obtaining their full GED.

Outcome data is reported for graduates able to be contacted one-year post-exit from the WWRC Vocational Training Program. For FY '08, there was an aggregate employment rate of 67% across all training programs. This number is based on 132 employed completers as compared to 197 completers contacted. Of the 132 employed completers, 64% (n=85) were employed in the field for which they were trained (see Table 7). The average weekly wage of completers employed was \$255.24 (range: \$22.50/week - \$1,025.20/week). The average hourly rate for graduates able to be contacted was \$8.49 (3% decrease in average hourly rate from previous fiscal year). The actual hourly wage for graduates ranged from a minimum of \$4.50 to a maximum of \$35.00 per hour. The average number of hours worked per week was twenty-nine (29 hours/week), down from 33 the previous fiscal year. The work week across all employed individuals ranged from a minimum of five hours to a maximum of forty-five hours per week (see Table 8). One hundred and twenty-three of the contacted graduates were employed in private industries (93%) while nine (7%), were employed in public industries.

Table 7. Employment Outcomes for Graduates

E& OST	2008		FY 2007		FY 2006	
Program Exiters	292		286		306	
Graduates	208	71%	200	70%	259	85%
Graduates contacted	197	95%	189	95%	227	88%
Contacted graduates employed	132	67%	134	71%	162	71%
Contacted graduates employed in field trained	85	64%	80	60%	105	65%

Table 8. Hours Worked Per Week

	Number of Hours Worked per Week					
	<10	10-<20	20-<30	30-<40	40+	Did Not Respond
Number of clients	13	10	25	34	47	3

Table 9. Employment: Private vs. Public Industries

	Private	Public	Unknown
Number of clients	123	9	0

VII. Satisfaction Information

During one-year post exit contacts with program exiters to obtain employment outcome data, level of satisfaction with WWRC and vocational training programs is collected via a phone interview. Questions are asked of those employed to obtain satisfaction levels of various program issues. Seventy-eight individuals provided general responses and the analysis is illustrated in Table 10 below. **All categories may not equal 100 percent due to rounding.*

Table 10. Satisfaction Data (Employment Related)

Statement	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	N/A or No Answer
My training program fully prepared me for my current job.	36% (n=28)	38% (n=30)	3% (n=2)	5% (n=4)	0% (n=0)	18% (n=14)
My student internship (SIP) was helpful in preparing me for my job.	38% (n=30)	37% (n=29)	5% (n=4)	4% (n=3)	3% (n=2)	13% (n=10)
The tools and equipment I used in my training program were up-to-date	33% (n=26)	41% (n=32)	5% (n=4)	8% (n=6)	1% (n=1)	12% (n=9)
The instructor(s) provided satisfactory (good) training.	53% (n=41)	33% (n=26)	1% (n=1)	3% (n=2)	0% (n=0)	10% (n=8)

My training program prepared me to deal with co-workers and other personnel.	41%	42%	3%	1%	1%	12%
	(n=32)	(n=33)	(n=2)	(n=1)	(n=1)	(n=9)

A total of one hundred and twenty individuals who exited WWRC Vocational Training Programs in FY '08 provided specific feedback regarding their instructional and residential experiences, including recommendations for program improvement. In general, respondents had an overall positive view, with 96% (n=115) indicating they would recommend WWRC to family and friends.