

**TransAccess**  
**MISSION FULLFILLMENT REPORT**  
**January 1, 2004 –December 31, 2004**

In 2004 TransAccess provided direct services to 1,300 people with disabilities, and indirect services to just over 1000 persons with disabilities. TransAccess also provided information and referral services to over 500 individuals, which includes employers, service providers, teachers, caregivers, family members and students.

**Program Highlights**

Active students: 264  
Short Term Services: 260  
**Total Students served to date: 733**  
Inactive Students: 60  
2004 Intakes: 28  
Closed Students: 15  
Total PWI served: 134

**Internship Program/School to Career Program**

Internships YTD: 2	Mentorships YTD: 0
Pending Internships: 0	Meetings and Presentations: 44
Employer Contacts: 52	Job Shadowing Sessions: 9 Attendees: 89
New Internship Sites: 0	Business Networking Sessions: 12 Attendees: 41
Attendees to student classes: 119	

**PWI**

- Number of PWI presentations and number of students attending: presentations 68 and 623 students attended
- Number PWI job placement services served YTD: 134
- Number of employer contacts/visits: 418
- Number of job referrals: 2281
- Number of PWI total hires: 120
- Number of PWI placements 90+ days: 78

**Individual pre employment services**

- Resume creation/revision: 477
- Interviewing skills: 280
- Self-advocacy: 54
- Other (college applications, employment applications, job fair navigation): 414

**Workshops offered**

Self-advocacy, Americans with Disabilities Act, Interviewing skills, Resume Writing, Social Security Benefits, Job Fair Navigation, Job Research Skills, Job retention, On-line Job Search, Career Assessment, O-Net, IEP Training.

### **Presentations, Partnerships, Recruitment Sources, Memberships, Volunteers:**

- Total Volunteer Hours for STC and Internship programs: 253.5
- Recruitment: Sylvia, Bob, Sheree, and Daniel met with CAS, Community Options, Cross Cultural Community Services Center, De Anza College/OTI, Eastside Union High School District, Fremont Union High School District, Job Corps, Milpitas Community Center, Milpitas Library, Ohlone College, San Jose One Stop Center, Stanbridge Academy, West Valley College; Cal Hills, Independence, Leland, Lincoln, Oak Grove, Milpitas, Pioneer, Santa Teresa, San Jose Community and Yerba Buena high schools;
- Presentations: Sylvia presented at parent night for Santa Clara Unified, the employment Access Conference, Agilent Recruiters Meeting and Adobe Volunteer Fair. Bob presented at the employment Access Conference, and the Industry Liaison Group, Leggo Robotics Team and the San Jose State University OTI Department. Sheree presented to 18 small businesses at the Sunnyvale Chamber of Commerce
- Training: The team attended Parents Helping Parents advanced I.E.P. Training, Sylvia attended S.E.E.D. training. Daniel attended job developer training. Bob attended CASAS vocational assessment training, Sheree attended Secrets of Successful Networking.
- Employer Meetings: Sylvia, Bob, Sheree and Daniel met with: Amato Pizza, Anchor Blue, Applebee's, Bath and Body Works, Black Angus, Blackberry Farm, Borders, Carpenters Training Committee, Century Theaters (Capitol 16 and Berryessa), Champ's Sports, Chuck E. Cheese, City of San Jose, City of Santa Clara, Clare's After Thoughts, Cyber Hunt Café, Embassy Suites, Evergreen Pet Store, Foot Action, For Your Journey, Fresh Choice, Good Guys, Go-Milpitas.com, Great America, Hallmark, Hampton Inn, Hewlett-Packard, Hometown Buffet, Hope Café, H.P. Pavilion, Hyatt - San Jose, IBM, Inn's of America, Jamba Juice, JoAnn's, Jugo-Slav Napredak, Kay B Toys, Kid's Foot Locker, Landmark Protection, Macaroni Grill, Macy's, Mex Heritage Theatre, Marie Callendar's, Manpower, Mikasa, Millenium, Mojo's, New York & Company, Orchard Supply, Outback Steakhouse, Pac Sun, red Dragon Fly, Rite Aid, Saf Keep Storage, Safeway, Sandwich Mill, San Jose Airport Authority, San Jose Family Camp, San Jose Water District, SBC, Sear's, Sear's Auto, Sheraton – Sunnyvale, Shirtique, Shoe Palace, Shoreline Amphitheater, Shureguard, Spenser's, State Fund, Target, UPS, Valley Water District, Vans Skatepark, Walgreen's, Walmart, Washington Mutual, Whole Foods, Yankee Candles, YMCA (South Valley and East Side)
- Employer Involvement: Bob arranged STC and Internship activities with the following employers: Agilent Technologies, Century Theaters, Connect, Hewlett-Packard, Macy's, Santa Clara County, SRI, Valley Water District, and UPS.
- Business Advisory Committee: The TransAccess PWI Business Advisory Committee met 11/3/04 at TransAccess.
- Community Meetings: Bob, Sylvia, Daniel and Sheree attended: Alum Rock Youth, Adobe Community Partners Summit, Association of Professionals with Disabilities meeting, BACED, CCSC – East Side San Jose, CAPS, Career Options Symposium, Community Collaboration Team, Community Options, CONNECT Awards Luncheon, De Anza College Special Education Advisory Board, Disability Navigator for the Sunnyvale One-Stop center, Fremont Union ROP, Goodwill, Hire Quest,

Mercury News Job Fair, Milpitas TPP, Milpitas WAI, Mission College Advisory Committee, NOVA/CONNECT Stakeholders meeting, NOVA Youth, Occupational Outlook Symposium, Occupational Training Institute, Professional and Technical Diversity Network Power Networking Event, Project HIRED Event, Project HIRED Annual Breakfast, San Jose One Stop Center, Sunnyvale Chamber of Commerce.

- Fee-For-Service: Sylvia and Maria met with Eastside high school district to discuss projects and funding for 2004-2005 school year.
  - Sylvia organized a job fair for the Fremont Unified School District. Employer involvement as of February 29: San Jose Arena, Crown Plaza, ChildCare Careers, Lincoln Glen Manor for Seniors, Willow Glen Villa, US Coast Guard, Orchard Supply Hardware, AMC Mercado, Starbucks, Windermere, YMCA of Santa Clara County, Kamans, UPS, Sunnyvale Post Office.
  - Sylvia and Christina provided resume and Kurzweil/Inspiration workshops at Leland and San Jose High Schools.
  - Bob met with Heald College to discuss outsourcing their placement requirement for students with disabilities to TransAccess.
  - Sylvia and Christina organized and conducted the two Boot Camp sessions, which have been billed to San Jose Unified School District.
  - Maria and Sylvia met with San Jose Unified to negotiate the P.O. for the 2004-2005 school year, which was approved for \$75,000 in services. Eastside Unified has approved \$15,000 for the 2004-2005 school year.
  - Maria collaborated with Eastside Unified on a 21<sup>st</sup> Century Grant from the State of California.
  - Bob introduced assessment and ONet training to the high school districts. Eastside Unified has contracted for training for FY 2004 and 2005.

### **A.T. Labs**

DR Evaluations: 28

DR Training: 16

Worker's Comp. Evaluations: 9

Worker's Comp Training: 9

School Evaluations (Students): 10

School Training (Students): 4

School Training (Staff): 17

Private Pay (Individuals and Employers): 19

Scholarship Services: 24

In-Kind Donations: Kurzweil Software

Total Individual Clients receiving Access Technology Evaluations and Training: 97

Total Attendees to Presentations: 265

Total Attendees to Group Trainings: 205

**Total Served in 2004 YTD: 567**

### **Highlights:**

- Presentations: Jane, John and Christina presented at Adobe, CSUN (an international conference on technology for persons with disabilities), Community Association for Rehabilitation, Community Resources for Independent Living, De Anza College,

Fremont Unified High School District Teacher Training, Genentech, Hester School, Microsoft, Northwood Elementary School, Oak Grove High School, Pioneer High School Teacher Training, Samuel Merritt College, Santa Clara High School, Santa Clara Unified School District, Sunnyvale One-stop employment center employee training of assistive technology, and Young Life, Smaller Learning Communities Conference, employment Access 2004, Cal WIA.

- General Business Meetings: John met the Department of Rehabilitation for the quarterly meeting.
- Other Fee-for-service: Christina met and continues to meet with Evergreen Community College Advisory Committee, Fremont Union High School District, Santa Clara Unified High School District, Eastside School District and San Jose Unified High School District to create more earned income opportunity with student services and teacher training. Christina has met with Portola valley and Berryessa School Districts for new business development.
  - The ad Hoc Committee for the potential scanning business has met. Staff are in process to write a business plan and the committee will meet again November 18.
  - Christina has met with the regional representative for Kurzweil software to develop an MOU for TransAccess to provide the training for his sales.
  - Jane has increased number and frequency of ergonomic and Voice recognition evaluations and trainings for Department of Rehabilitation Counselors.
  - Jane has met with the Adobe, San Jose DR District Administrator, State Compensation Insurance Fund, UNUM Provident, Alliance for Community Care, Department of Rehabilitation Pleasant Hill, Yosemite Technologies, Valley Medical Center.
  - Ranya has been researching mid-size companies and Private Worker's Compensation Insurers for the AT Labs to target marketing of services.
  - Ranya has worked with the Lab team to develop a page describing our Dragon training services. This page will be informational as well as a marketing tool for Dragon services. Ranya will strategically link it to the search engines.
  - Ranya has created a brochure for Dragon training.
- Other: Christina's job title has changed to Manager, Assistive Technology Services. She will be responsible for developing new relationships with employers and schools to grow our fee-for-service business and will continue to provide assessments and training to clients.
  - Christina is in discussion with San Jose State University O.T. graduate program to make TransAccess an official internship site.
  - The two interns from the San Diego State disability/employment program completed their internship. Their 15 week internship was paid by San Diego State. We had an intern from San Jose State as well.
  - The team received I.E.P. training, ergonomics training and certification, vocational assessment training and Kurzweil training.

## **General**

- Maria presented to or met with: NOVA Workforce Board annual board retreat re: employment services and trends; CAL WIA; DR San Jose District Contract Manager; Patty O'Sullivan, Global Diversity and Work/Life Manager from Agilent, Career

Advancement Services, National Semiconductor Diversity, Hewlett-Packard Diversity, Oracle Diversity, State Fund Diversity, S.M. Co. Client Benefits Counselor, Project HIRED and SAF, Kenneth Frasse, Executive Director of Lion's Blind Center regarding grant collaboration, Annette Rodarte of ESUHSD re: Cal WIA Grant Collaboration, Diana Drews of SAF and George Archambeau of Project HIRED re: resource and service collaboration and consolidation; Mylene Padolina and Bill gates of Microsoft, The Telecommuting Advantage and The Pathfinder School.

- Maria continues to attend and participate at a leadership level the Professional Technical Diversity Network, Silicon Valley Partnership, the Governor's Committee for the Employment of Persons with Disabilities, the Santa Clara County Committee for Persons with Disabilities, and the Community Collaboration Team and AISS.
- Maria participated in the following events: The California Governor's Committee quarterly business meetings, Silicon Valley Partnership Committee to create a Professional Development Group for Persons with Disabilities, AFP Training Meeting, Silicon Valley Industry Liaison Group Meeting, Rainbow Push Coalition Education Committee Conference Planning, Project HIRED Annual Breakfast, San Jose Chamber of Commerce Small Business Expo, Adobe Community Partner Summit, San Jose Mercury News Career Fair and Diversity Career Fair, Symposium for Nonprofit Executives, CEN Leader's Link, California Health Incentives Improvement Project Strategic Planning Meeting.
- The first phase of the TransAccess database is complete.
- All staff completed CPR training (as required by Department of Rehabilitation).
- TransAccess and SAF have been selected by the Governor's Committee for the Employment of Persons with disabilities to win the Distinguished Service Award for the employment Access Conference.

### **Events and PR**

- Employment Access 2004 was held at the Microsoft Conference Center in Mt. View, September 29<sup>th</sup> and 30<sup>th</sup>, 2004 it included 22 speakers, a technology fair and a job fair. Sponsors: Microsoft, Sun Microsystems, Lockheed Martin Space Systems Company, Wilson Sonsini Goodrich & Rosati Foundation, Siemens, State Compensation Insurance Fund, Agilent, National Semiconductor and Sun Microsystems. Employment Access 2005 will be held September 28<sup>th</sup> and 29<sup>th</sup> at the Microsoft Conference Center.
- Maria was interviewed by Barry Poole for the community affairs program on KEZR 94.5 KBAY and Mix 106.5 in January and by Gimmy Park Li for the community affairs program on KBAY, KNBR, KFOG and KSAN in February.
- The Business Journal interviewed Maria and John for an article on access technology. The article and photos ran in the January 2, 2004 Business Journal edition.
- Ranya continues to update the website and has designed an on-line and email newsletter that will begin in November. She has also updated the links page of the website.
- Ranya continues to update and create flyers, brochures and PR, i.e.: Boot camp, Vocational Assessment, Beaumont Foundation updates, Certificates of appreciation

and achievement, and supports the grant process by creating necessary attachments such as flow charts, etc. Ranya updated the donor wall to reflect all the new donors!

- The TransAccess on-line auction closed September 1, 2004.
- Maria and Staff implemented monthly tours of TransAccess and conducted 6 tours since the beginning of June. Ranya designed and created story boards of client success stories, thank you letters and program information for our office to help illustrate the impact of our services to visitors and is updating our donor wall. She also created business cards with tour dates and information.

**School-to-Career/Internship/PWI Student Client Statistics      Percentage**

*Gender*

Male	37%
Female	63%

*Disability*

Learning Disability	78%
Mobility	4%
Sensory	3%
Emotional	3%
Multiple	10%
Autism	2%

*Ethnicity (Based on those replying)*

White	32%
Hispanic	49%
Asian	12%
Afro-American	6%
American Indian or Alaskan Native	1%

*Education and Age Group*

High School	74%
Average Age (ranging from 16-19)	17
College/Univ.	26%
Average age (ranging from 18-57)	35

**School-to-Career/Placement/Internship Service Evaluation Summary**

**SDS Self-Directed Search/Onet Training**

**On a scale of 1-5:**

How would you score the SDS Self-Directed Search activity? 4

Did you find the activity helpful in deciding on future careers? 4

How would you rate Onet in researching jobs? 4

Do you think you will use Onet again? Yes: 81% No: 19%

Did the SDS/Onet help you thin about a career? Yes: 73% No: 27%

What did you like about the class activity?

- It was really helpful in starting a career.
- It showed me the types of jobs that match my interests.
- I liked the activity because it showed me how to research a job and what qualifications are needed.
- It helped me find out what I am going to do after high school. It helps to find a job.
- It listed jobs that I have not known about before and this was helpful.
- I liked that it helped me out a lot on thinking what I want to do in life.
- It helps you find options and careers that you want. That's what I like about it.
- It was fun and got my attention.

What did you not like about the class activity?

- It was a little boring
- That they only came once.
- Wasn't that helpful, still don't know what I want to do with my life.
- Its results of jobs for me was not interesting to me and all it did was stress me out on what I'm going to do.
- It made me think about my future.
- It is hard to use the computer.

### **Overall Service Evaluation**

**On a scale of 1-5:**

Overall the services you received were: 4

Overall, how would you rate the interview skills you received? 4

Overall how would you rate the resume writing skills you received? 4

Overall, how would you rate the mock interview sessions? 4

The interview skills I received assisted me in understanding my strengths and abilities. 4

Creating a resume assisted me in understanding what skills I have to offer an employer. 4

The assistance I received from TransAccess helped me gain knowledge of my strengths and weaknesses related to my disability. 3.5

Would you recommend TransAccess services to others? Yes: 92% No: 8%

Comments:

- The help that I got was very useful and I appreciate it a lot.
- Keep doing great work – Thank you
- Very good
- Use this to help you find a great job, especially if you nave a disability. It is a great service.
- They did a great job.
- It is good for people to use TransAccess because they know many employers so they could help you get a job and they also help you with many skills about finding jobs.

- TransAccess was a very useful service. They helped me do my resume and are very friendly people.
- They were extremely helpful and reliable. I am more confident in my interview skills.
- I learned a lot of new things.
- I liked that they got people to come in and interview us it was fun.

**Boot Camp Evaluation**

On a scale of 1-5 how would you rate the following:

Interview skills/resume writing: 4.5

Self Directed Search: 4

Guest Speakers: 4

Dream Job Exercise: 4

HP Pavilion Tour: 4

Videos: 3

*What did you enjoy most about Boot Camp?*

- The experience and skills given to me.
- The people that made it happen
- Everything
- I enjoyed learning important facts that can help me in school at a job.
- I enjoyed the field trip most.
- Guest speakers

*What did you least like about Boot Camp?*

- It was short
- The videos were long
- Walking everywhere

*How can we improve Boot Camp?*

- I don't know
- I think it is fine the way it is now.
- Make it longer.
- Prepare us for more interviews.
- Don't show the movie.
- Don't walk to the arena.

*Would you recommend Boot Camp for next year?*

Yes: 100%                      No: 0%

**AT lab Services**

Services are rated on a scale of 1-5 (1=poor and 5=excellent).

The service you received was:

Clearly explained:	5
Courteous:	5
Professional:	5
Centered on your needs:	5

The expertise of the evaluator was: 5

Your needs were met and your concerns addressed: 4

The range of assistive technology hardware and software was adequate for your needs: 4  
What, if any, areas do you feel could be improved or strengthened:

- None.

Additional comments:

- My limited abilities are being assisted with the guidance of the evaluators suggestions.
- I will never replace years of 10 keying or data entry by touch, but it's a step in the right direction.
- I thank the heavenly father for the evaluator and your organization. Without your services, I don't know what I would do.
- The evaluator was very helpful, professional and a delightful person. Thank you!