



## CalWORKs NON-INSTRUCTIONAL ANNUAL PROGRAM REVIEW and PLAN 2012

### 1. Program Description/Mission:

The California Work Opportunities and Responsibilities to Kids (CalWORKs) program at Citrus College is responsible for providing support services to students who are recipients of Temporary Assistance to Needy Families (TANF).

A primary goal of CalWORKs is to provide the student with the educational training necessary to acquire job skills, which will lead to their self-sufficiency.

### 2. Key functions/goals of this Department/Program:

CalWORKs provides a variety of services to ensure students complete county requirements in a timely manner. An overview of these services includes:

- Academic, personal and career counseling
- Case management
- Completion of GAIN and DPSS paperwork
- Work Study and Job Development
- Child care, mental health, housing and legal aid referrals

### 3. Assessment of Outcomes:

Populate with the existing Unit Outcomes			
<u>Outcome</u>	<u>Assessment</u>	<u>Result</u>	<u>Change</u>
Upon successfully completing the New Student Orientation, students will demonstrate the fulfillment of county requirements and CalWORKs program requirements resulting in successful compliance of the student contract.	A semester checklist in the student's file was used to track the required contacts. At the end of the semester, the files of the students who attended orientation will be reviewed to check if they fulfilled their contract requirements.	First cycle: Success was not met because approximately 70% of the students did not complete their contacts.  Second cycle: Success was met with a 97% completion rate.	After the first cycle results, improvements were made to provide additional reminders to students regarding their contract requirements. A new checklist that listed each appointment requirement was created for student use.
As a result of participating in the CalWORKs work study program, students will gain an understanding of three important career skills: 1) A better understanding	A questionnaire is administered at the end of the semester.  <u>Criteria for success:</u> - 80% of the students will report that they	First cycle: The criterion for success was met for skills one and three.  Second cycle: the criterion for success was met in all three skills.	This SLO is complete and will no longer be assessed.  After first cycle results, students were strongly encouraged to submit a résumé with their work-

<p>of the career field they intend to pursue.</p> <p>2) Resume writing.</p> <p>3) Professionalism in the work place.</p>	understand the three career skills.	Third cycle: the criterion for success was met in all three skills.	<p>study interest form to be considered for job placement. Résumé writing workshops were offered to the students to assist them in the development of their résumé.</p> <p>The criterion for success was met in the last two years of this SLO; therefore, a new SLO will be created in 2012-2013.</p>
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#### 4. Recommendations/Next Steps:

	<b>Previous Recommendation</b>	<b>Progress/Persons Responsible</b>	<b>Status</b>	<b>Est. completion</b>
1	CalWORKs staff will meet monthly to discuss bridging activities that may be completed in our office and implement those activities by the beginning of the spring semester.	CalWORKs Staff	The study area in the CalWORKs office is now being used by students. They may complete supervised study time here. Two computers and printers, which are located in the study area, were purchased in the spring semester for student use.	Complete
2	Develop two career specific workshops for CalWORKs students and offer them in the spring semester.	Director and Graduate Intern	A Career in Nursing workshop was offered on 03/16/12 and a Career in Social Work workshop was offered on 04/13/12.	Complete
3	Using the satisfaction survey, develop a third SLO for the CalWORKs program and have it assessed by the end of the spring semester.	Director, Counselor, and Educational Advisor	A new SLO has been developed. The SLO will focus on the student's understanding of graduation requirements.	Complete
4	Since the 2008 Site Review, there have been changes to the CalWORKs organizational chart. A 49% Administrative Clerk and Student Aide positions are vacant.	Director and Human Resources	Due to the budget climate, the vacancies were not filled in 2011-2012. The Admin. Clerk II vacancy has been approved to fill in 2012-2013. The target date for hiring a Student Aide is spring 2013.	January 2013

	<b>New Recommendation</b>	<b>Progress / Persons Responsible</b>	<b>Status</b>	<b>Est. completion</b>
1	<p>Visually enhance the EOPS/CARE and CalWORKs office space to recognize student achievement.</p> <p><i>"Identify ways to more visibly acknowledge and reward student achievement and transfer."</i></p> <p>CCSP 2.3.7</p>	CalWORKs staff	In Progress	June 2013
2	Increase the number of CalWORKs students that are ready to be referred to work-study positions on campus.	Director, Educational Advisor, Adjunct Counselor	In Progress	June 2013

3	Increase the number of SEP's completed this year.	Adjunct Counselor, Educational Advisor	In Progress	June 2013
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## 5. Resources requested:

### CaWORKs

#### Certificated Personnel (FNIC)

Position	Discuss impact on goals / SLOs	Cost	Priority
CaWORKs Counselor Full Time	A FNIC request for a full time counselor for 2013-2014 will be submitted this year. The majority of CaWORKs students only have approximately 1 ½ - 2 years to complete their educational goal. The CaWORKs program needs a full time counselor to be able to complete comprehensive Student Educational Plan's (SEP's), probation counseling and career counseling for the students it serves.	Salary \$54,699 Benefits \$6,372 Health \$20,246 <hr/> Annual \$81,317	2
Adjunct Counselors	In order to provide enough counseling appointments to CaWORKs students once the full time Educational Advisor retires in January, the CaWORKs program will need to hire adjunct counselors to begin in the winter term.  Estimate: 50 weeks x 17.5 hours per week (875 hours annually) x \$45.80 per hour = \$40,075 + \$4,669 (benefits) = \$44,744 Total	Hourly \$40,075 Benefits \$4,699 Health -0- <hr/> Annual \$44,744	2

#### Classified Personnel

Position	Discuss impact on goals / SLOs	Cost	Priority
Administrative Clerk II (49% vacancy)	Supports the recommendation to streamline services with county by having front office coverage for scheduling appointments and faxing county documents.	Salary \$11,632 Benefits \$2,569 Health -0- <hr/> \$14,201 annually	2
Student Aide Part time	Supports the Administrative Clerk II in providing clerical assistance for student needs. Note: cost includes \$110 for workers compensation insurance.	\$5,927 annually	2

#### Staff Development (Division)

Item	Discuss impact on goals / SLOs	Cost	Priority
Microsoft Office 2010 training	Assist clerical staff in tracking data with the latest technology. Excel specifically.	on campus resources	2
MIS data elements training	Ensure tracking of data is done correctly to report accurate numbers to the Chancellor's Office.	on campus resources	2

#### Facilities (Facilities)

Describe repairs or modifications needed	Discuss impact on goals / SLOs	Building / Room	Priority
N/A			

#### Computers / Software (TeCS)

Item	Discuss impact on goals / SLOs	Cost	Priority
N/A			

**Equipment**

<b>Item</b>	<b>Discuss impact on goals / SLOs</b>	<b>Cost</b>	<b>Priority</b>
N/A			

**Supplies (Division)**

<b>Item</b>	<b>Discuss impact on goals / SLOs</b>	<b>Cost</b>	<b>Priority</b>
N/A			