



CaWORKs STUDENT SERVICES ANNUAL PROGRAM REVIEW 2013-2014 AND PLAN 2014-2015

Committee Members: (Alphabetized by last name)

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| Toni Billiet | Connie Caballero | Ida Esquivel |
| Sara Gonzales-Tapia | Nellie Hernandez | Efren Rangel |
| Ana Silvia Turcios | | |

1. Program Mission/Description:

Program Mission:

The Citrus College California Work Opportunities and Responsibilities to Kids (CaWORKs) program is committed to providing CaWORKs students a variety of comprehensive counseling and supportive services, which are necessary for the student to overcome personal barriers and transition off of public assistance. The CaWORKs faculty and staff provide a safe, welcoming, and positive environment for students and will advocate on the student's behalf to ensure they are receiving the appropriate services from the county. The CaWORKs program fosters a belief that education and training are the best solution for welfare recipients so they may gain economic stability for themselves and their family.

Program Description:

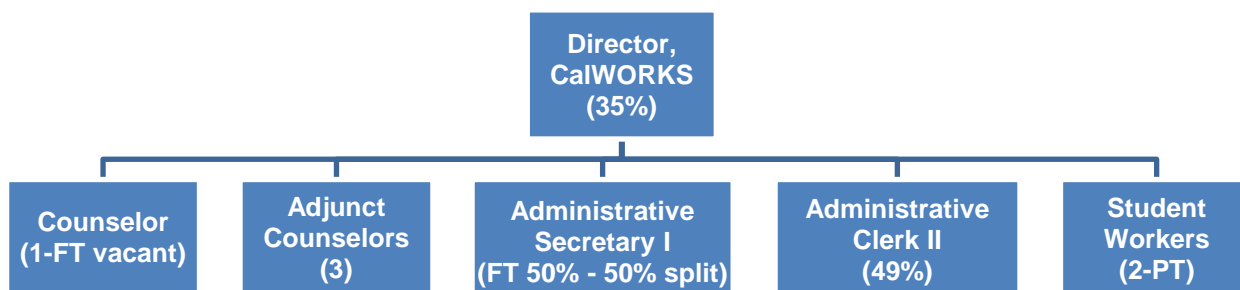
The CaWORKs program at Citrus College is responsible for providing support services to students who are recipients of Temporary Assistance to Needy Families (TANF). Through collaboration and advocacy with our college and community partners, the department prepares a segment of California's workforce by promoting the economic self-sufficiency of CaWORKs students through the attainment of a higher education.

2. Key Functions/Goals:

Key Functions/Goals include:

- Academic, personal and career counseling
- Case management
- Completion of county paperwork
- Work study and job development
- Child care, mental health, housing and legal aid referrals
- Referral to on campus support services

Organization Chart



3. Assessment of Outcomes:

Assessment: *How did you assess the outcomes? What method did you use?*

Result: *What was the product or consequence of your assessment?*

Change: *What will you do differently as a result of what you learned from the assessment?*

Prompt: You may also include an analysis of workload/scope of work, and/or additional data (ARCC/Scoreboard and CCSSE surveys) to address this topic. Use existing data or document with a survey.

| Populate with the existing Unit Outcomes | | | |
|--|---|--|---|
| Outcome | Assessment | Result | Change |
| 1. Students will understand the rules of their county approved educational employment contract Welfare to Work (WTW) plan and the requirements to meet their academic goals. | <p>Students will acquire knowledge of graduation requirements after completion of the Student Educational Plan (SEP) appointment.</p> <p>As a result of completing a SEP in CalWORKs, students will understand the following:</p> <p>Q1. Their county approved career goal.</p> <p>Q2. Learn how many units are required to earn an associate degree.</p> <p>Q3. The English and Math courses required for completion of the associate degree.</p> <p>CalWORKs students will be asked to complete a pre questionnaire before meeting with the counselor and a post questionnaire at completion of their appointment.</p> <p>Criteria for success: - 75% of the students will answer Q1, Q2, and Q3 correctly in the post.</p> | <p>Sixty-eight (68) students completed the pre and post questionnaire in spring 2014.</p> <p>Results:</p> <p>Q1. 94% answered correctly in pre and 99% answered correctly in post.</p> <p>Q2. 49% answered correctly in pre and 72% answered correctly in post.</p> <p>Q3. 75% answered correctly in pre and 82% answered correctly in post.</p> | <p>After only meeting the criterion for success in question 1 and question 3 in the first cycle of this SLO, the following changes were made:</p> <p>Question was revised to read, "...the GAIN/County approved major." Success was attained.</p> <p>Question 2 did not meet the criterion. Based on the student's answers, the hypothesis may be made that because many of the students are pursuing their associate degree for transfer (AAT/AST), their goal is to attain "transferable units" and not "degree applicable units."</p> <p>Question 3 was revised to specify what English and Math level is required to attain an associate degree. Success was attained.</p> <p>CalWORKs staff is satisfied with the results of this SLO and will begin a new SLO in 2014-2015.</p> |

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| <p>2. Through counseling and case management, students will acquire knowledge of CalWORKs documentation and community resources.</p> | <p>Students will be able to identify and understand the purpose of five frequently used CalWORKs/GAIN forms.</p> <p>Students will be asked to answer questions on a brief questionnaire. The questions will be in a multiple choice, true/false format. Their responses will be scored and placed in their file. The counselor will review their results at their next appointment.</p> <p>Criteria for success: 75% of the respondents will answer the questions correctly.</p> | <p>Results will be assessed in spring 2015.</p> | <p>To be assessed spring 2015</p> |
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4. Previous Recommendations/Goals:

Prompt: Provide an outline of the previous recommendations. Insert title of person(s) responsible. Status should be Completed or In Progress. If goal is in progress, explain why under status. Indicate completion date by Month/Year.

| | Previous Recommendations/Goals 2013-2014 | Person(s) Responsible | Status/Progress | Completed |
|---|---|--|--|---|
| 1 | <p>Increase awareness of educational opportunities for the CARE/CalWORKs population through community outreach. EFMP pg. 345</p> | All Staff | <p>An introductory letter and program brochure was mailed to continuation high schools, a teen pregnancy center, YWCA and other organizations serving the CalWORKs population.</p> | March 2014 |
| 2 | <p>Develop Strategies to encourage CalWORKs students to complete English and Math courses at the associate degree level at the earliest stage in their matriculation CCSP 1.1.3</p> | All Counselors, Director and Administrative Clerk II | <p>An email blast was sent and phone calls were made instructing students to schedule a SEP appointment with a CalWORKs counselor by November 11, 2013 (deadline for receiving priority registration). Counselors were instructed to plan English and Math courses first. One hundred and thirty one (131) students completed this appointment in the fall. Ninety-three (93) students completed the SEP in the spring semester.</p> | June 2014 |
| 3 | <p>Increase specialized programs to support student learning for CalWORKs students CCSP 2.2.4</p> | All Counselors | <p>The CalWORKs Achievement program was launched in fall 2013 and modified in spring 2014. CalWORKs students may earn a gas card after completing three activities (tutoring, workshop, and</p> | <p>This goal was very successful; therefore the program will be continuously offered as a CalWORKs service.</p> |

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| | | support group). As a result, the number of students attending CalWORKs workshops and support groups increased significantly in spring. | |
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5. New Recommendations/Goals:

Prompt: List new recommendations/goals in order of priority. Indicate estimated completion date by month/year. If applicable, reference the Citrus College Strategic Plan (CCSP) objectives that require funding and the Educational Facilities Master Plan (EFMP) goals, using the following format. Example: **CCSP 2.3.2 / EFMP pg. 361**

| | New Recommendations/Goals 2014-2015 | Person(s) Responsible | Estimated Completion | Budget Priority |
|-----------------|--|----------------------------------|---------------------------------|----------------------------|
| 1 st | Develop a Citrus College CalWORKs Portraits of Success to visibly acknowledge and reward student achievement and transfer. | All staff | June 2015 | 2 |
| 2 nd | Explore the feasibility of hiring tutors for CalWORKs students. | Director | June 2015 | 2 |
| 3 rd | Staff training: Engage staff in training opportunities to improve their knowledge of policies which affect students in the areas of transfer, financial aid, and program mandates. | Director | June 2015 | 2 |

| Program Projections contained in the Educational & Facilities Master Plan: 2011-2020 | Progress toward completion: (please check one) | | |
|---|---|------------------------|--------------------------|
| CalWORKs | Completed | In Progress | Not yet begun |
| EFMP – 1 Develop workshops tailored to strategies for success in specific careers. | X | | |
| EFMP – 2 Expand the support group for CalWORKs students with bridging activities to satisfy county regulations that require students to complete 32 to 35 hours of activities year round. | X | | |
| EFMP – 3 Evaluate the pilot intervention strategies and expand to a greater number of students if data indicates that the interventions had a positive impact on student success. | X | | |
| EFMP – 4 Increase awareness of educational opportunities for the CARE and CalWORKs population through community outreach such as high school teen parent programs at continuation high schools and by distributing flyers at Laundromats, churches, and the Women Infants and Children program. | X | | |
| EFMP – 5 Expand the work study program to include off campus employment sites. | | | X |
| EFMP – 6 Reinstate peer counseling. | X | | |

6. Resources Requested:

Prompt: All requests should be linked to new recommendations in section 5 (above).

CalWORKs**Certificated Personnel (FNIC)**

| Position | Discuss impact on goals / SLOs | Cost | Priority |
|----------------------------|--|---|-----------------|
| Full time tenure counselor | <p>Goal: The CalWORKs program needs a full time tenured counselor to be able to complete comprehensive SEP's, probation counseling and career counseling for the students it serves. A tenured position adds stability to the program by limiting the risk of having a high turnover rate in this position.</p> <p>Impact: The majority of CalWORKs students only have approximately one and a half to two years to complete their educational goal. Having a tenure full time counselor on staff will help ensure students have a SEP early on and are completing their welfare to work plans within the timeframe they are allowed to attend Citrus.</p> | Salary \$57,655 Benefits \$6,718 Health \$21,909 <hr/> Total: \$86,644 | 2 |

Classified Personnel

| Position | Discuss impact on goals / SLOs | Cost | Priority |
|---|--|--|-----------------|
| Administrative Clerk II - 100% (convert 49% position to 100%) | <p>Goal: Convert Admin Clerk II 49% to a 100% position to have sufficient time to track all student contact.</p> <p>Impact: Increase ability to collect data on program mandates, SLO's and student successes for reporting purposes.</p> | Salary \$35,538 Benefits \$7,595 Health \$21,909 <hr/> Total: \$65,042 | 2 |
| Student Employment Technician II - 49% | <p>Goal: Hire Student Employment Technician to expand work study program to off campus positions and prepare students for placement by providing job readiness workshops to students.</p> <p>Impact: More students will be prepared to seek work study employment and have a greater chance of being placed if opportunities are offered off campus.</p> | Salary \$20,218 Benefits \$4,321 Health -0- <hr/> Total: \$24,539 | 2 |
| Outreach Specialist - (EOP&S/CARE 50% - 50% split) | <p>Goal: Hire outreach specialist to have a single person designated to outreach and recruitment.</p> <p>Impact: Increase the number of students served in CalWORKs and develops new partnerships with organizations that serve the CalWORKs population in the surrounding communities.</p> | Salary \$46,684 Benefits \$9,977 Health: \$21,909 <hr/> Total: 78,570 (EOP&S/CARE 50%-50% split) | 2 |

Staff Development (Division)

| Item | Discuss impact on goals / SLOs | Cost | Priority |
|-----------------------------|---|---|-----------------|
| CalWORKs Training Institute | Annual training for CalWORKs program staff, county welfare directors and legal advocates. Training focuses on changes/updates to state welfare policies, best practices, and Chancellor's Office updates. | \$300-\$500 per person; 4 people in attendance = \$2000 maximum | 2 |
| Counselor conferences | Counselors need to remain up to date on transfer policies, as well as campus specific programs and services in order to provide quality counseling to students. | \$65 per person, varies per conference; 4 people in | 2 |

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| | | attendance = \$260 maximum | |
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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

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

Supplies (Division)

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