



**CalWORKs
STUDENT SERVICES ANNUAL
PROGRAM REVIEW 2014-2015
AND PLAN 2015-2016**

Committee Members:

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1. Program Mission/Description:

Program Mission and Relationship to College Mission:

The Citrus College California Work Opportunities and Responsibilities to Kids (CalWORKs) program is committed to providing CalWORKs 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 CalWORKs 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 CalWORKs 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.

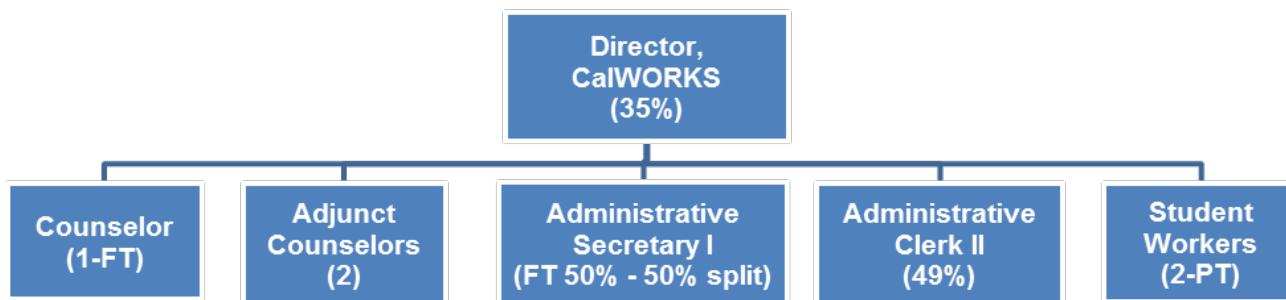
Program Description:

The CalWORKs 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 CalWORKs students through the attainment of a higher education.

2. Key Functions/Goals:

- 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
- Monitor academic progress and address probation status
- Advocate for students with obstacles preventing them from self-sufficiency
- Workshops and Support Groups

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 and/or document with a survey.

Populate with the existing Unit Outcomes				
	Outcome	Assessment	Result	Change
1	Through counseling and case management, students will acquire knowledge of CalWORKs and Greater Avenues for Independence (GAIN) documentation and community resources.	<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 seven questions. The questions will be asked in a multiple choice or 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: Seventy five percent (75%) of the respondents will answer the questions correctly.</p>	<p>In attempting to analyze the data, errors in the criteria for success, questions and sampling were discovered.</p> <p>Instead of analyzing the data, corrections will be made to the criteria of success, questions, and the sampling.</p>	<p>The majority of students that answered the questionnaire did not answer all questions correctly. This provided the counselors with a teaching moment and they discussed the requirement with the student. The counselors decided that the new criteria for success will be: 75% of the respondents will only miss 2 questions.</p> <p>Additionally, the counselors realized that the first semester student may have less of an understanding of the forms because the county has not requested them to be completed yet. Therefore, the assessment will only be given to students who have completed at least one semester in CalWORKs.</p> <p>Lastly, two of the seven questions need modification.</p>

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 Recommendation/ Goals 2014-2015	Person(s) Responsible	Status/ Progress	Completed
1	Develop a Citrus College CalWORKs Portraits of Success to visibly acknowledge and reward student achievement and transfer.	All staff	Completed – Appendix A	May 2015
2	Explore the feasibility of hiring tutors for CalWORKs students.	Director	Completed – Appendix A	April 2015
3	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	Completed – Appendix A	June 2015

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 Recommendation/ Goals 2015-2016	Person(s) Responsible	Estimated Completion	Budget Priority
1 st	Provide more opportunities for students to visit four-year colleges through campus tours. CCSP 2.3.6; Other-Student Equity Plan	Counselors	June 2016	2
2 nd	Provide additional opportunities for internships, job shadowing and work experience to help students apply learning to careers. CCSP 1.1.6; EFMP pg. 345; Other-CalWORKs Program Plan	Counselors, Director	June 2016	1
3 rd	Establish a probation intervention program and informational campaign regarding the loss of BOGW for probation students. Other-SSSP Plan	Counselors, Director	June 2016	2
4 th	Establish a bridging activity through "Love Notes" curriculum. Other-CalWORKs Program Plan	Counselors	June 2016	2

Program Projections contained in the Educational & Facilities Master Plan 2011-2020	Progress toward completion: (please check one)		
	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 (above). Include the reference number in the "Discuss impact on goals / SLOs" field below. Use the Link to Planning Key found on the General Budget Guidelines page below to complete the Link to Planning column.

CalWORKs

Certificated Personnel (FNIC)

Position	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Tenure track CalWORKs counselor – Full Time	<p>Goal: Convert non-tenure counselor into tenure position.</p> <p>Impact: 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>New recommendation #1-4</p>	Salary \$57,655 Benefits \$8,147 Health \$21,909 <hr/> Total: \$87,711	2	Other – CalWORKs Program Plan
Tenure track CalWORKs counselor/coordinator – Full Time	<p>Goal: Assist part-time director with coordination of CalWORKs program.</p> <p>Impact: The CalWORKs program is heavily regulated by welfare policy. In order to operate a program that is in compliance, a coordinator would assist the director in attending critical meetings and collaborating with staff at the county level. The coordinator would be responsible for implementation of current policies in the office.</p> <p>New recommendation #1-4</p>	Salary \$57,655 Benefits \$8,147 Health \$21,909 <hr/> Total: \$87,711	2	Other – CalWORKs Program Plan

Classified Personnel

Position	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
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> <p>New recommendation #2 & 3</p>	Salary \$35,538 Benefits \$7,619 Health \$21,909 <hr/> Total: \$65,066	3	CCSP 5.2.4
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</p>	Salary \$20,128 Benefits \$4,315 Health \$-0- <hr/> Total: \$24,443	2	CCSP 1.1.6; EFMP pg.345

	offered off campus. New recommendation #2			
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Staff Development (Division)

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
CalWORKs trainings provided by Chancellor's Office and CalWORKs Association	Goal: Send all staff to annual training for CalWORKs Impact: Training focuses on changes/updates to state welfare policies, best practices, and Chancellor's Office updates. New recommendation #1-4	\$500-\$1500 per person depending on location; 4 people in attendance	2	CCSP 1.2.2
Counselor conferences	Goal: Send counselors to annual conferences provided by the UC and CSU systems. Impact: 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. New recommendation #1	\$65 per person, varies per conference; 4 people in attendance	2	CCSP 1.2.2

Facilities (Facilities)

Describe repairs or modifications needed and location	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Reconfigure office cubicles with glass paneling so occupant faces the front counter SS 236, cubicle C6	Goal: Reconfigure office cubicles to be more functional Impact: Provide faster service to students at the front counter. New recommendation # not linked	Cost = \$2,511 (not an allowable expenditure in CalWORKs)	2	CCSP 3.1.5

Computers / Software (TeCS)

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
N/A				

Equipment

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
N/A				

Supplies (Division)

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
N/A				

Appendix A

CalWORKs Annual Program Review 2015-2016

	Previous Recommendation/ Goals 2014-2015	What was accomplished?
1	Develop a Citrus College CalWORKs Portraits of Success to visibly acknowledge and reward student achievement and transfer.	Counselors were able to get 15 students to write their Portrait of Success. Their testimonies will be printed into a newsletter, which will be used to showcase the great potential that CalWORKs students have.
2	Explore the feasibility of hiring tutors for CalWORKs students.	The director evaluated the need for tutors and determined that there is a need; however, the difficulty is finding a time that works for the majority of students. Students respond that they cannot come to tutoring because it conflicts with other obligations, such as class time or picking up children from school/day care. Tutors would have to be available in four (4) hour blocks, five (5) days a week to accommodate most schedule requests and this was not financially feasible.
3	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.	Counselors attend monthly Tuesday trainings provided to all counselors in the entire division. Counselors also attended CSU and UC counselor conferences in the fall and the CalWORKs Association and Ensuring Transfer Success training in the spring. Staff meetings were used as a platform to discuss policy mandates in CalWORKs and Financial Aid.