



## CALWORKS STUDENT SERVICES ANNUAL PROGRAM REVIEW 2015-2016 AND PLAN 2016-2017

### 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 (CaWORKs) program is committed to providing CaWORKs students a variety of comprehensive counseling and supportive services, which are necessary for students 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 students' 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.

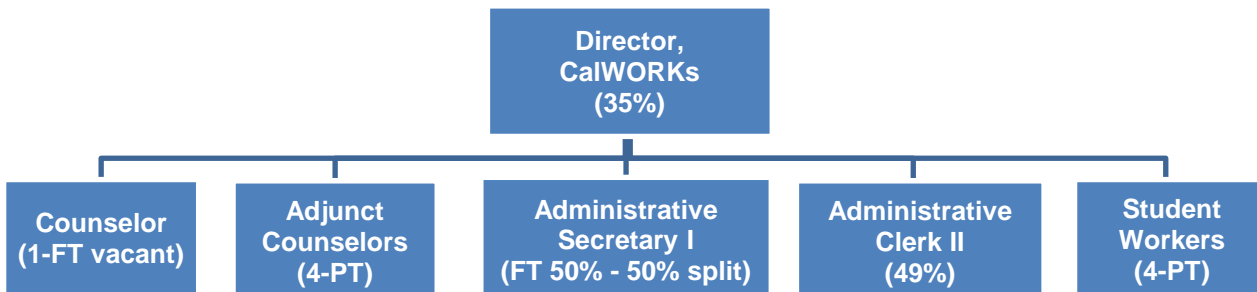
#### **Program Description:**

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:

- Academic, personal, and career counseling
- Advocate for students with obstacles preventing them from self-sufficiency
- Case management
- Child care, mental health, housing, and legal aid referrals
- Completion of county paperwork
- Monitor academic progress and address probation status
- Referral to on campus support services
- Work study and job development
- 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	<p>Through counseling and case management, students will acquire knowledge of CalWORKs and Greater Avenues for Independence (GAIN) documentation and community resources.</p> <p>Students will be able to identify and understand the purpose of five frequently used CalWORKs/GAIN forms. Students will be asked to answer seven questions asked in a multiple choice or true/false format.</p>	<p>The student's 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 fall 2015, the survey was administered to 43 students. Of the 7 questions asked, the criteria of success were met for 5 questions. The two questions that did not meet the criteria for success were "How often do you have to complete a GAIN issued progress report?" (Multiple choice) and "CalWORKs staff does not email or fax the monthly attendance reports (MAR)" (true or false).</p> <p>In spring 2016 the survey was administered to 21 students. Only one question did not meet the criteria for success, which was, "How often do you have to complete a GAIN issued progress report?" Only 67% of the students answered this question correctly.</p>	<p>CalWORKs staff met in early spring to discuss the fall results. At this meeting it was decided that counselors would clarify at orientation how often the GAIN progress report needs to be submitted. Counselors also thought that students answered the GAIN progress report question incorrectly because the students will bring in the document to have it completed as soon as they receive it in the mail.</p> <p>In regards to the MAR question, counselors have all agreed to follow the same protocol of not emailing or faxing MAR unless the student's file is being audited and the request is coming from the service worker. This change was implemented in spring and it is believed that is why the criteria for success was met in that semester.</p> <p>Counselors decided to develop a new SLO in the 2016-2017 year because</p>

				all questions, except the GAIN progress report, met the criteria for success. Clarifying the time frame for completing the GAIN progress report will be developed into a program goal next year.
2	<p>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> <p>Students will know their personal eligibility requirements and time limits for benefits.</p>	<p>Counselors will develop a series of workshops focused on understanding the various time limits to receive county benefits, how students may access this information, and how to maximize their time.</p> <p>Students will be provided a questionnaire at the end of each workshop. They will be asked a series of questions measured on a Likert scale that will assess their understanding of the workshop topic.</p> <p>Criteria for success: Eighty percent (80%) of the respondents will answer "agree or strongly agree" to the questions.</p>	NEW! Will be assessed 2016-2017	NEW! Will be assessed 2016-2017

#### 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 2015-2016	Person(s) Responsible	Status/ Progress	Completed
1	<p>Provide more opportunities for students to visit four-year colleges through campus tours.</p> <p>CCSP 2.3.6; Other: Student Equity Plan</p>	Counselors	Completed	May 2016
2	<p>Provide additional opportunities for internships, job shadowing and work experience to help students apply learning to careers.</p> <p>CCSP 1.1.6; EFMP pg. 345; Other: CaWORKs Program Plan</p>	Counselors, Director	Completed	February 2016
3	<p>Establish a probation intervention program and informational campaign regarding the loss of BOGW for probation students.</p> <p>Other: SSSP Plan</p>	Counselors, Director	Completed	April 2016
4	<p>Establish a bridging activity through "Love Notes" curriculum.</p> <p>Other: CaWORKs Program Plan</p>	Counselors, Director	Faculty assigned to this project resigned. Refer to New Goal #3 below.	Estimated Completion June 2017

## 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), CCSP Annual Implementation Plan (AIP) item, and/or the Educational Facilities Master Plan (EFMP) goal, using the following format.

**Examples: CCSP 5.3, AIP 5.1.2, and/or EFMP pg. 361**

	<b>New Recommendation/ Goals 2016-2017</b>	<b>Person(s) Responsible</b>	<b>Estimated Completion</b>	<b>Budget Priority</b>
1 <sup>st</sup>	Hire a full-time tenure track counselor to provide long term counseling support to CalWORKs students. CCSP 5.3; Other: CalWORKs Program Plan	Director	June 2017	2
2 <sup>nd</sup>	Develop new methods of communicating deadlines for submitting county documents. CCSP 5.6; Other: CalWORKs Program Plan	Counselors	June 2017	3
3 <sup>rd</sup>	Engage in outreach activities to increase enrollment and provide student support. CCSP 5.5; EFMP pg. 345	Counselors and Director	June 2017	2
4 <sup>th</sup>	Develop new workshop series including cross cultural awareness, use of technology for career planning and degree completion, and healthy relationships. CCSP 3.1, 5.3, 9.4	Counselors	June 2017	2

<b>Program Projections contained in the Educational &amp; Facilities Master Plan 2011-2020</b>	<b>Progress toward completion: (please check one)</b>		
<b>CalWORKs</b>	<b>Completed</b>	<b>In Progress</b>	<b>Not yet begun</b>
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 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
Full-time tenure track CalWORKs Counselor	<p>Goal: Provide long term sustainable counseling services to CalWORKs students by employing a full-time tenure counselor.</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 \$60,583 Benefits \$8,560 Health \$21,814 <hr/> Total: \$90,957	2	CCSP 5.3; Other: CalWORKs Program Plan
Full-time tenure track CalWORKs Counselor/Coordinator	<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 \$60,583 Benefits \$8,560 Health \$21,814 <hr/> Total: \$90,957	2	CCSP 5.3; Other: CalWORKs Program Plan

### Classified Personnel

Position	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
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> <p>New recommendation #4</p>	Salary \$ 21,241 Benefits \$2,039 Health \$-0- <hr/> Total: \$ 23,280	2	CCSP 4.1, 5.5; EFMP pg.345

**Staff Development (Division)**

<b>Item</b>	<b>Discuss impact on goals/SLOs</b>	<b>Cost</b>	<b>Priority 1,2 or 3</b>	<b>Link to Planning</b>
CalWORKs trainings provided by Chancellor's Office and the CalWORKs Association	Goal: Send all staff to annual training for CalWORKs.  Impact: Training focuses on changes to state welfare policies, best practices, and Chancellor's Office updates.  New recommendation #1-4	\$500-\$1500 per person (four staff to attend)	2	CCSP 3.3
Annual CSU Counselor conference	Goal: Send counselors, adjuncts, and educational advisors to the annual CSU Counselor conference.  Impact: Counselors, adjuncts, and educational advisors will remain up to date on admissions, transfer policies, and campus specific programs and services for the CSU system.  New recommendation #4	\$75 per person <u>X 4 counselors</u> \$300	2	CCSP 3.3
Annual UC Counselor conference	Goal: Send counselors, adjuncts, and educational advisors to the annual UC Counselor conference.  Impact: Counselors, adjuncts, and educational advisors will remain up to date on admissions, transfer policies, and campus specific programs and services for the UC system.  New recommendation #4	\$60 per person <u>X 4 counselors</u> \$240	2	CCSP 3.3
Love Notes Training	Goal: Establish a bridging activity through Love Notes curriculum.  Impact: Counselors will be able to develop a new workshop series on healthy relationships.  New recommendation #4	\$665 per person	2	CCSP 3.1, 3.3, 5.4

**Facilities (Facilities)**

<b>Describe repairs or modifications needed and location</b>	<b>Discuss impact on goals/SLOs</b>	<b>Cost</b>	<b>Priority 1,2 or 3</b>	<b>Link to Planning</b>
N/A				

**Computers / Software (TeCS)**

<b>Item</b>	<b>Discuss impact on goals/SLOs</b>	<b>Cost</b>	<b>Priority 1,2 or 3</b>	<b>Link to Planning</b>
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				