

# Golden West College

## NON-INSTRUCTIONAL PROGRAM REVIEW

Spring 2016

Department Name: **CalWORKs**

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# NON-INSTRUCTIONAL PROGRAM REVIEW PROMPT

## PROGRAM INFORMATION: CalWORKs

Assume the reader doesn't know anything about your program/department. Briefly describe your department and how your department supports one or more of [Golden West College's mission and goals](#).

The CalWORKs/Re-Entry programs are committed to assisting students in achieving their academic, career and personal goals through a supportive and individualized approach. The CalWORKs program provides specialized services for economically disadvantaged students/parents who are receiving cash-aid/welfare benefits through CalWORKs/TANF/GAIN programs for themselves and their children. Services offered:

- Individualized Academic and Personal Counseling
- Work-Study Program
- Monthly Gas Vouchers
- School Supplies
- Processing of county paperwork to maintain compliance status and receive Ancillary support services for cost of books, required class materials and fees
- Advocacy on behalf of students with Social Services
- Priority Registration
- Counseling 199: Employability Skills Class taught by CalWORKs counselors
- Student Success Workshops

The Re-Entry Program assists students of age 25 and older or Post-CalWORKs students who have timed-out completely of receiving cash-aid. This program has been closed due to loss of funding in the past years. However, we are currently in the process of redeveloping and recruiting for this program thanks to Basic Skills Initiative funding recently granted to us. Services to be offered:

- Individualized Academic and Career Counseling
- School Supplies
- Monthly Gas Vouchers
- Book Vouchers
- Student Success Workshops

**Program Contributions:** Describe how your department contributes to the campus. Consider areas such as diversity, campus climate, student success, campus processes, student support, and other college goals below.

The CalWORKs Department is an essential contributor to student success and student support on campus. We have continued success in serving the low income, single parent, and basic

skills student population. We provide student success workshops that are open to the general student population. We participate in and support campus events. We work collaboratively with EOPs/CARE, financial aid, counseling, the Career and Transfer Center, and enrollment services. Placement and mentorship of CalWORKs work study students as needed across campus. +

**College goals (check all that apply):**

- Institutional Mission & Effectiveness
- Instructional Programs
- Student Support Services
- Library and Learning Support Services
- Student Engagement
- Student Equity
- Human Resources
- Facilities & Campus Environment
- Technology
- Fiscal Resources
- Planning Processes
- District Collaboration
- Community Relations
- Business, Industry, Governmental Partnerships

**External Requirements:** Indicate any requirements that are imposed on your program/department by the state, federal regulations, or other external accrediting bodies (If applicable).

**CalWORKs:** Current documentation of welfare/cash-aid must be obtained and on file for each student every semester in order to provide CalWORKs services. Social Services Agencies (SSA/county) requires students to have specific paperwork completed by our program including 41-05 monthly attendance reports, 41-06 Welfare to Work (WTW) contract, and WTW Educational Ancillary Request forms. This paperwork is vital for CalWORKs students to maintain SSA/county supportive services such as child care, transportation expenses, textbooks and fees assistance, monthly cash-aid.

**Post-CalWORKs:** Documentation of when a Post-CalWORKs student's cash-aid has timed-out must be obtained prior to providing services.

\*Note: Timed Out = 48 months duration of receiving cash aid has expired.

## **REVIEW OF LAST CYCLE PROGRAM REVIEW**

Provide assessment of your previous program review initiatives. Summarize any accomplishments that your program/department achieved. (2 pg. limit) [Link to Previous Program Review Reports](#)

- Updated the program website
- Developed an Online Orientation for CalWORKs students and incorporated into the program website starting Fall 2014
- Updated the program brochure
- Hired a One Year Temporary Full-Time Counselor which has reinforced consistency and support to CalWORKs students.
- Amplified outreach efforts throughout the community and county social services agencies (SSA). Temporary Full-Time Counselor conducted presentations at SSA regional locations, Teen Parent Programs, Collete's Children's Home.
- Offered Counseling 199: Employability Skills class during the spring semesters
- Offered Student Success Workshops and collected satisfaction surveys which confirmed most students found the workshops helpful and valuable
- As part of SLO assessment, collected data on our small group and individual program planning sessions which determined that 92% of our students attended one of these sessions and counselors were able to complete Education Employment Agreement forms for each student
- Secured funding through SSSP for 160 day case management position and summer counseling hours
- Piloted a new service, in collaboration with county SSA, to have their case workers on site to provide direct assistance to CalWORKs students
- Provided CalWORKs Work-Study
- Received grant funding to revive services for Re-Entry and Post CalWORKs students

## CalWORKs Program Student Learning Outcomes for 2013-15

#1 College Mission/Goals	#2 Program Objective/ Intended Outcomes	#3 Means of Assessment and Criteria of Success	#4 Summary of Data Collected	#5 Use of Results
<p><b>Program Goal:</b></p> <p>1. We will realign our programs and processes to meet student educational needs that reflect available resources in sustainable ways.</p> <p>2. Lifelong Learning: Demonstrates life-long learning strategies that are based on on-going self-assessment, education, and acceptance of personal responsibility.</p>	<p>1. We will update the Calworks website to make the information more accessible and streamlined.</p> <p>2. An online orientation was created and we will link it to our website and incorporate it into the new student intake process.</p>	<p>1. Staff will evaluate the new website and make updates and changes in Fall 2013 and Fall 2014.</p> <p>2. We will pilot the online orientation in Fall 2013. A satisfaction survey will be created and administered to determine if this process is effective and to identify areas in need of improvement.</p>	<p>1. Program website was updated and the online orientation and a checklist was included. Department staff and faculty reviewed the site for accuracy and ease of use.</p> <p>2. The online orientation underwent several revisions. The orientation was originally not required, but beginning in Fall 2015 we required every student to complete the orientation before the intake appointment with a counselor. A satisfaction survey was given to students in the spring 2016 semester. Data shows that 94% of students understood the purpose of the orientation, 88% understood eligibility requirements, and 100% answered correctly about attendance reports after completing the orientation. However, only 38% and 13% answered correctly regarding the ancillary form and the EEA respectively.</p>	<p>1. Staff will continue to update the website with any new changes. We will add information about the new services available to re-entry and former CalWORKs students.</p> <p>2. We will use survey results to continue to make improvements to the orientation and the entire intake process. The data shows that we need to make major improvements to make the information about the EEA and ancillary forms more clear. We will make revisions and administer another survey.</p>

## SWOT ANALYSIS

### Strengths:

- What does your program/department do well?
- What do you believe your students, potential employers, or transfer institutions see as your program's/department's strengths?

- Continue to provide specialized services to CalWORKs students assisting them to maintain financial services with the county which supports their livelihood and provides educational and career opportunities towards self-sufficiency
- Provide individualized academic and personal counseling to each student
- Support and advocacy for students navigating the social service system
- Comprehensive intake process and case management for each student
- Counselors and staff readily accessible to assist students in meeting their individual needs
- Student Recognition Luncheon acknowledging CalWORKs graduates and student success
- Highlight CalWORKs student success in Chancellor's Office Portraits of Success
  - \*Last year, one of our students received a scholarship
- Ongoing staff training and meetings to stay updated on program, federal and state policies (SB1041) and encourage teamwork/collaboration approach
- Continue to nurture partnership and rapport with Social Service Agencies and community organizations for the benefit of serving our students
- Increased collaboration with the EOP&S/C.A.R.E programs to assist mutual students
- Provide on campus work study experience to CalWORKs students

#### Weaknesses:

- In what areas does your program/department need to improve?
- What are your program's/departments immediate needs?
- What limitations or barriers is your program experiencing?
- Inability to provide language translation assistance to increasing number of new students speaking various languages
- Coordinating new legislative changes on a continual basis with county caseworkers.
- Difficulty assisting students to meet CalWORKs hourly requirement during summer and intersession semesters due to limited course offerings
- Lack of functional database to track statistics efficiently

#### Opportunities

- What opportunities exist for your program/department?
- What opportunities exist that may allow your program/department to expand/improve on efficiency?
- What external funding opportunities are available for your program/department?  
(If applicable)

- What partnerships/collaboration (internal, district-wide, and external) can be established or expanded to the benefit of your program/department?
- Increase collaboration with EOP&S/C.A.R.E and other campus programs to maximize resources and services to students
- Continue to build partnership with Orange County Social Services and Maximus to coordinate services for CalWORKs participants/students
- Establish partnership with Los Angeles County Social Services to better coordinate services for CalWORKs/GAIN participants/students
- Redevelopment and recruitment for Re-Entry/Post CalWORKs program
- Review and continually update program SLOs with program objectives
- Streamline CalWORKs intake and documentation process
- Reorganization of program management and staff
- Coordinate outreach efforts with EOP&S/C.A.R.E to increase student participants

### Threats/Challenges

- What challenges exist for your program/department?
- What budgetary constraints is your program/department facing?
- Are there upcoming changes to state and federal regulations that will impact your program? Elaborate.
- Increase in second language student population (i.e. Farsi, Arabic, etc.) and no translation assistance available – we are having to rely on family members to interpret complex program information
- Students entering with very low levels of basic skills
- Coordinating efforts with county (SSA) to ensure students' paperwork is processed in a timely manner
- Due to lack of permanent funding for program and staff, it continues to be difficult to maintain consistency and program support
- Loss of Temporary Full-Time Counselor will impact consistency of support for program and students
- Delay in adoption of California State Budget which jeopardizes program continuity and supportive services to students
- Loss of 25% match dollar support from campus for CalWORKs Work-Study limits the number of students we provide this opportunity to
- Ongoing changes and increasing requirements for CalWORKs students on county, state, federal levels that create more challenges for students to stay in school and meet their educational goals

## **PROGRAM DATA AND ANALYSIS**

## **Measures of Scope of Program (Who does your department serve? How many do you serve?)**

- Student      Number of Students Served: 283 (based on MIS tally and served but not enrolled students from Spring 2013 through Fall 2015)
- Faculty      Number of Faculty Served: **Click here to enter text.**
- Staff      Number of Staff Served: **Click here to enter text.**
- Managers      Number of Managers Served: **Click here to enter text.**

**Click here to enter text.**

## **Measures of Effectiveness/Customer Satisfaction?**

- What type of data did you use to measure customer satisfaction? Provide your analysis of the data.
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We used satisfaction surveys to measure our workshops and online orientation. We found that 95% of the students surveyed about the workshops were satisfied. We used a survey to measure the satisfaction with the online orientation. Current data shows that we can make some improvements and will continue to survey and make changes as needed.

- What type of data did you use to measure departmental accomplishments? Provide your analysis of the data

As part of SLO assessment, data was collected on our small group and individual program planning sessions. It was determined that 92% of our students attended one of these sessions and counselors were able to complete Education Employment Agreement forms for each of these students.

## **Measures of Efficiency/Productivity**

- What type of data did you use to measure improvements in efficiency and productivity? Focus on:
  - o Time
  - o Personnel
  - o Other Resources

We used surveys to assess and measure effectiveness of services we provide to students: Online Orientation, Program Planning, and Student Success Workshops.

## **Review of Budget/Expenditures**

Provide a breakdown of your allocated budget and actual expenditures

(Please summarize here and provide excel spreadsheet of your budget as an attachment)

The CalWORKs/TANF budgets are categorically funded through the state and federal government. The majority of CalWORKs funds are allocated through California State Proposition 98 funds. Funds are distributed to the college through the apportionment process, based on a standard base allocation for each college plus the number of eligible CalWORKs students served. The biggest challenge is that funds tend to fluctuate from year to year which has not always been sufficient. However, with assistance from the General Fund budget we have been able to maintain the program and continue the same level of services for our students which we very proud of.

## PROGRAM PLANNING

Based on your analysis of previous program review and current data/information:

- **What does your program want to accomplish in the next three years?**
  - Create a streamlined application, orientation, planning and documentation process.
  - Review program SLO's.
  - Secure permanent Classified staff and counselor
  - Increase collaboration and partnership with other campus programs to maximize resources and services to students
  - Coordinate outreach efforts and increase program participants thus increasing student enrollment
  - Acquire a database system specific to our program criteria and tracking needs
- **What areas does your program plan to improve?**
  - Decrease paperwork that may create roadblocks to student success
  - Continue to improve Online Orientation based on student survey feedback
  - Case management and data tracking
- **What specific actions will you take to improve upon those areas?**
  - Collaborate with staff to streamline intake and documentation process
  - Work with promotions to continually improve our Online Orientation
  - Acquire a new database system specific to our program needs
- **How will you assess whether your program has accomplished those goals?**

The department will review our newly developed process and analyze and compare it to our current process. Input from staff, faculty, and students will be utilized.

## RESOURCE ALLOCATION

In order to accomplish those goals, what resources do you need? You will need to fill out the resource request forms and include them with your Program Review Report. [Link to resource request form.](#)

- Staffing

- Facilities
- Technology
- Equipment
- Funding for Professional Development