# Assessment: Assessment Unit Planning

*Program Review 2014-15*

## YC - CalWorks Program Review

**Year Under Review :** 2014-15
**Type of Review:**
**Program Description :** The CalWORKs (California Work Opportunity and Responsibility to Kids) Program is part of California's plan to implement the federally mandated welfare-to-work program, TANF (Temporary Assistance to Needy Families). The CalWORKS program at Yuba College began in 1997 as results of the Welfare Reform Act and related legislation (AB1542). The CalWORKs programs at Yuba College and Clearlake provides students that receive public assistance through this program be mandated, except under certain exemptions, to develop a welfare-to-work plan that is designed to put them on a path toward self-sufficiency. As part of the plan, participants must meet certain weekly work activity requirements. That plan can include a variety of activities including job search activities, community service, subsidized and unsubsidized employment, volunteer experiences, on-the-job training, and/or education.

CalWORKs (CW) is a California Community College Program serving CW students that are receiving the adult portion of cash aid and their families by providing educational and career opportunities, combined with comprehensive support services, enabling student to complete their educational goals, find meaningful employment and successfully transition into the workplace.

The CW program provides:  on one orientation, review of the student's college placement assessment; academic, personal, and career counseling that leads to the completion of a comprehensive educational plan. Each student is provided with case management services, work study funding and placement, job development, off-campus job placement (as appropriate), payment of childcare services, educational supplies, book purchase or book lending library, use of the Early Program as progress reports, and student participation tracking. These services lend in assisting a CW participant to succeed and excel in college.

Staff maintains MIS data collection and input, completion of annual CW Budget, annual CW Program Plan, and CW Year End Report for submittal to the California Community Colleges Chancellor's Office.

**Executive Summary (Include a list of team members):** 14/15 Academic Year
1 – Full time CalWORKs Supervisor beginning March 2015
1 – .40 Counselor
1 – Full time Administrative Secretary II

15/16 Academic Year
1 – .50 Interim Director of CalWORKs the other 50% is Interim Director for EOPS/CARE (July 15, 2015 appointment)
1 – .40 Counselor
1 – Full time Administrative Secretary II

The interim director, wrote the program review after reviewing the previous years' program reviews, they were used as a reference to prepare the 14/15 review. The review process allows our department to summarize all the support and services provided to students and assist in reviewing our departmental procedures and make changes if need to provide improved services to students. Additionally, we will revisit our relationships with county CalWORKs programs (Lake, Sutter, and Yuba) to ensure students are served consistently as required by both State and Federal mandates for participation.
**01SP. Department Goals (Click '?' for Prompt):** Goal #2 - The CalWORKs program definitely prioritizes the needs of the students and re-allocates revenue yearly after reviewing the previous year trends to serve students.

Goal #3 – The CalWORKs program is extremely vigilant of the budget to ensure that resources are spent appropriately according to the state mandates.

Goal #4 – Each is year the program is evaluated as a whole to determine the effectiveness of the services to students and changes are made accordingly.

Goal # 6 – The CalWORKs program is evaluated yearly with the internal audit, additionally; staff are constantly monitoring compliance by file inspections and reviewing MIS data monthly.

Goal #7 – At present no onsite services are provided at the Sutter County Center, the program has experience several transitions. As the new director is hired, they will need to review the need of providing services at that center.

Goal #8 – The CalWORKs program has developed great partnerships with the Sutter and Yuba County Department of Social Services to assist CalWORKs students to achieve the goal as determined by the student's Welfare to Work plan.

Goal #9 – The program is fortune to have a highly experienced counselor and is very knowledgeable in the CalWORKs program that allows for continuity of services. The program strives to maintain its fiscal responsibility by ensuring the budget is reviewed and monitored weekly according to the state mandates.

**02SP. Facilitate Learning & Collaboration (Click '?' for Prompt):** The CalWORKs program is available for all students that enroll at Yuba College; most of the students are referred by the county CalWORKs program or are self-initiated to attend college. The CalWORKs program has a website within the Yuba College website that DE students can review, but we do not provide DE courses.
**03SP. Student Contacts (Click '?' for Prompt):** Summer 2014 - 95
Fall 2014 – 310
Spring 2015 – 267
**04SP. Input to Improve (Click '?' for Prompt):** Yes, the CalWORKs program staff is constantly reviewing processes to ensure we provide quality services to students during staff meetings. The program conducted a survey in Spring 2015 to solicit input from CalWORKs students to determine the areas that needed improvement.
**05SP. Course Outlines (Click '?' for Prompt):** N/A
**06SP. Collaboration (Click '?' for Prompt):** The program collaborates with instruction by the use of Early Alert; the counselor for CalWORKs participates on the committee that implemented Early Alert. Additionally, since the interim director is also the director of the EOPS/CARE programs, collaboration is on a daily basis. The program also works closely with the financial aid office; the director provides reports on Pell and BOG fee waivers information that is used for the end of the year report.
**07SP. Catalog Currency (Click '?' for Prompt):** Yes, the catalog description is accurate on the services that a student will receive from the CalWORKs program.
**08SP. Student Progress (Click '?' for Prompt):** Unfortunately, we are unable to anticipate the needs of students, because the county CalWORKs program referred most of the students served (87%). Approximately 90% of the students are only allowed to complete a certificate within 18-24 months.
**09SP. DE Students (Click '?' for Prompt):** The program does not serve solely DE students, most take on campus courses, and some take a DE course. The counselor for CalWORKs makes accommodations with students that are unable to come in for a face-to-face counseling appointment by conducting a telephone counseling appointment. These services most certainly accommodate students with disabilities; the counselor is in communication with DSPS program to provide better serve the students of the CalWORKs program.
**10SP.Disproportionate Impact(Click '?' for Prompt):** Disproportionate is not an issue, as previously mentioned, 87% of the students served are county referred. Therefore the CalWORKs program serves all students that are referred or self-initiated for services.
**11SP. Mapping (Click '?' for Prompt):** No
**12SP. Core Competencies (Click '?' for Prompt):** Since July 2014 when the CalWORKs Counselor/Coordinator position was split and an interim CalWORKs supervisor was not hired until March of 2015, therefore, the CalWORKs program has had the opportunity to assess the previous SAO's. In preparing to complete the program review, the interim CalWORKs director did review the PLOs developed in previous program review and the program continues to work on developing SAOs for the current program year.

**13SP. Professional Development (Click '?' for Prompt):** During the 14/15, the interim CalWORKs Supervisor attended the annual CalWORKs Association Annual Training Institute. All CalWORKs staff attended the annual Yuba College convocation. The CalWORKs counselor and director regularly attend counseling meetings and discusses program updates with staff and interim Dean of Student Services. The counselor also interfaces with instructors from academic departments since she is working on the Early Alert committee. Staff shares information from conferences, trainings, committee meeting at the department's staff meetings and this contributes to student success because the department has the same information and can feel a part of the

department.

**14SP. Reflection (Click '?' for Prompt):** Since the interim director is new to the program review process, it certainly will provide for the opportunity to review the success of the program, develop new processes if needed to provide additional resources to students. The review has also helpful in understanding the SAO process and the benefits of developing, assessing SAOs and make any necessary changes to improve services to students.

**Are you ready to submit your final program review?:** Yes

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# Program Recommendation: Hire a .50 position Employment Services Specialist (ESS)

A .50 position ESS to serve YC (MV & CLC) CalWORKs students.

**Recommendation Priority:** 3. High Priority
**Year(s) Requested:** 2010-2011, 2011-2012, 2014-2015
**Request Date:** 10/15/2015
**Supporting Evidence :** The California Community College allocates money to each college to provide work-study and job placement opportunities for students. At the minimum a .50 Employment Services Specialist position will assist students by placing them in Work Study and other Job Placements to help them meet their required 32 or 35 hour per week welfare to work requirements. Work Study, job placement, and job preparation is designed for students to gain work experience and skills that will make them more marketable when they finish their educational program. CalWORKs Work Study is subsidized employment for CalWORKs students and it provides them with an additional source of income. In addition, if students are unable to meet their mandated work requirement, they may be placed in non-compliance or sanction status, which stops their CalWORKs cash assistance.

## *Plan of Action*

**Staffing - Technical/Clerical -** Rehire a replacement ESS. (Active)
**Budgetary Impact:** The pay for this position was already included in the 2014-2015 CalWORKs allocation and budget. It will remain in future budgets.
**YC - Location:** Yuba College - All

### *Status*

**Reporting Year:** 2013-2014 09/12/2013
**Recommendation Progress:** Recommendation Addressed/Satisfactory Progress
Completed. ESS has been hired.

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10/25/2012
**Recommendation Progress:** Recommendation Addressed/Satisfactory Progress
Completed in April of 2012.

## *Related Goals*

| Institutional Learning Outcomes |
|---|
| **Communication -** Effectively use language and non-verbal communication consistent with and appropriate for the audience and purpose. |
| **Critical Thinking -** Analyze data/information in addressing and evaluating problems and issues in making decisions. |
| **Global Awareness -** Articulate similarities and differences among cultures, times, and environments, demonstrating an understanding of cultural pluralism and knowledge of global issues. |
| **Information Competency -** Conduct, present, and use research necessary to achieve educational, professional, and personal objectives. |
| **Personal and Social Responsibility -** Interact with others by demonstrating respect for opinions, feelings, and values. |

# Program Recommendation: Priority registration for all Yuba College

# YC - CalWorks Program Review

## CalWORKs students

Include CalWORKS students in the Priority registration category of registration.

**Recommendation Priority:** 3. High Priority
**Year(s) Requested:** 2011-2012
**Request Date:** 02/03/2012
**Supporting Evidence :** This service is imperative to CalWORKs students because it will assist students to meet their Welfare to Work (WTW) plan requirements. Each student has a limited WTW plan time clock. Many students are required to enroll in education related to employment and must try to comlplete their training within a short time span. The maximum amount of months a CalWORKs recipient may receive cash aid is 48. However, not all new CalWORKs students matriculate with 48 months left on their CalWORKs time clock. In addition, if students are unable to meet their mandated work requirement due to the inablity to register into needed courses per their Student Educational Plan (SEP), they may be placed in non-compliance or sanction, which stops their CalWORKS Cash assistance.

### *Plan of Action*

**Curriculum/SLO -** Work with the Director of Admissions and Records, CAA, the Senate, and other parties to include CalWORKS students in the Priority registration category of registration. (Active)

**Budgetary Impact:** None.
**Timeline/Responsible Party:** Before Summer/Fall Registration (April/May 2012). Continue to pursue this recommendation if CalWORKs students are not included in the Summer/Fall 2012 Priority registration.

### *Status*

**Reporting Year:** 2013-2014 07/01/2013
**Recommendation Progress:** Recommendation Addressed/Satisfactory Progress
The CalWORKs Counselor/Coordinator sits as the Vice President on the California Community Colleges CalWORKs Association Executive Board. She, along with other many other interested parties at the state level pushed for Priority registration for all CalWORKs students at community colleges statewide. On July 1, 2103, via a trailer bill, Priority Registration for CalWORKs Students became Law. Therefore, Yuba College (MV, CLC, and SCC) complied with this law.

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10/25/2012
**Recommendation Progress:** Recommendation Needs Improvement/Attention
Changes to priority Reg at the state level pushed this goal off track.

New 03/27/13 On Thursday, March 21, 2013, Senate Budget Subcommittee 3 voted to coordinate with Senate Budget Subcommittee 1 on the issue of Priority Enrollment for CalWORKs students at Community Colleges.

### *Feedback*

**Feedback:** On Thursday, March 21, 2013, Senate Budget Subcommittee 3 voted to coordinate with Senate Budget Subcommittee 1 on the issue of Priority Enrollment for CalWORKs students at Community Colleges.
(03/27/2013)
**Approval Status:** Approved

### *Related Goals*

| Institutional Learning Outcomes |
| --- |
| **Communication -** Effectively use language and non-verbal communication consistent with and appropriate for the audience and purpose. |
| **Critical Thinking -** Analyze data/information in addressing and evaluating problems and issues in making decisions. |
| **Global Awareness -** Articulate similarities and differences among cultures, times, and environments, demonstrating an understanding of cultural pluralism and knowledge of global issues. |

**Information Competency -** Conduct, present, and use research necessary to achieve educational, professional, and personal objectives.

**Personal and Social Responsibility -** Interact with others by demonstrating respect for opinions, feelings, and values.

**Technological Awareness -** Select and use appropriate technological tools for personal, academic, and career tasks.

YC - CalWorks Program Review

**YC Goal 5 -** The CalWORKs Counselor/Coordinator sits as the Vice President on the California Community Colleges CalWORKs Association Executive Board. She, along with other many other interested parties at the state level pushed for Priority registration for all CalWORKs students at community colleges statewide. On July 1, 2103, via a trailer bill, Priority Registration for CalWORKs Students became Law. Therefore, Yuba College (MV, CLC, and SCC) complied with this law.

## Program Recommendation: Update YC CalWORKs Web Page

Revise and update the Yuba College CalWORKs Web page. The website needs to be a showcase of our Success stories, our scholarship recipients and better highlight our program and services.

**Recommendation Priority:** 2. Medium Priority
**Year(s) Requested:** 2011-2012
**Request Date:** 03/01/2012
**Inactive Date:** 06/30/2012
**Supporting Evidence :** Students need a better website page to access the CalWORKs Program information. We currently provide students and County Social Workers with verbal instructions and written materials regarding access to our program and services. An updated web page will allow the CalWORKs program to better discuss our program and services with current and potential students via the telephone and in person.

### *Plan of Action*

**Equipment -** Produce Web pages along with YCCD Webmaster. (Active)
**Budgetary Impact:** Minimal as there is already an active website page(s) to work from.
**Timeline/Responsible Party:** CW Counselor/Coordinator and YCCD Webmaster. Completion by the end of June 30, 2012.

### *Status*

**Reporting Year:** 2013-2014 11/15/2013
**Recommendation Progress:** Recommendation Addressed/Satisfactory Progress
We continue to work with the WebMaster on both the Website and Portal for our needs.

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08/01/2012
**Recommendation Progress:** Recommendation Addressed/Satisfactory Progress
Portions of the Yuba College-CalWORKs Website have been revised and continues to be updated. The YC CW Counselor/Coordinator is in contact with the webmaster about updating the YC CW website for Marysville and Clear Lake Campuses. More updates will be made to the YC CW website pages this year.

### *Related Goals*

Institutional Learning Outcomes

**Communication -** Effectively use language and non-verbal communication consistent with and appropriate for the audience and purpose.

**Critical Thinking -** Analyze data/information in addressing and evaluating problems and issues in making decisions.

**Information Competency -** Conduct, present, and use research necessary to achieve educational, professional, and personal objectives.

**Personal and Social Responsibility -** Interact with others by demonstrating respect for opinions, feelings, and values.

## Program Recommendation: Technology/Datatel

We'd like our MIS database to be "patched" everytime Datatel gets an update. Without this, we are not able to see the students we've entered into the database system. We then need to keep separate lists. This is not at all efficient.

**Recommendation Priority:** 3. High Priority
**Year(s) Requested:** 2013-2014
**Request Date:** 11/15/2013
**Supporting Evidence :** ddd
**Evaluation Plan:** yy

### *Plan of Action*

**Equipment -** Work with Director, Dean and IT to complete this request. (Active)
**Budgetary Impact:** Staff time to create several different Lists through out the semester that should be able to be created by Datatel and paper cost and frustration cost.
**Timeline/Responsible Party:** Coordinator/Dean/IT/Vice Chancellor

### *Related Goals*

| College - Yuba College Program Review |
|---|
| **YC Goal 3 -** Steward our institutional resources with increasing effectiveness and efficiency. |
| **YC Goal 6 -** Evaluate our programs, services and processes to ensure continuous quality improvement. |
| **YC Goal 8 -** Develop partnerships to enhance educational resources and student opportunities. |

| Institutional Learning Outcomes |
|---|
| **Communication -** Effectively use language and non-verbal communication consistent with and appropriate for the audience and purpose. |
| **Information Competency -** Conduct, present, and use research necessary to achieve educational, professional, and personal objectives. |

| YCCD Board of Trustees Vision Statement |
|---|
| **YCCD VS 3 -** Developing and maintaining programs and facilities that best meet with needs of our students and communities; |

## Program Recommendation: Tenure for the Full-Time Yuba College (YC)CalWORKs Counselor as a sign of stability for the CalWORks program.

Tenure for the Full-Time Yuba College (YC)CalWORKs Counselor as a sign of stability for the CalWORks program.

**Recommendation Priority:** 3. High Priority
**Year(s) Requested:** 2013-2014
**Request Date:** 11/01/2013
**Inactive Date:** 11/30/2015
**Supporting Evidence :** We have one full-time Counselor/Coordinator for the entire program who covers Marysville and Clear Lake Campus. Preferably, this program would have one full-tie Coordinator and one full-time Counselor. At Marysville Campus, supported only by on-going contracts and developed by the Coordinator, there are monies available for Adjunct CalWORKs Counselors. There is a small amount of funding in the CalWORKs allocation for an Adjunct counselor at the Clear Lake Campus.
**Evaluation Plan:** This goal is inactive at this time until the CalWORKs program at the state level determines that counselor's positions should receive tenure