Assessment: Assessment Unit Planning

Program Review 2014-15

YC - Human Services Program Review

Year Under Review : 2014-15
Type of Review: Annual Update
Program Description : The Human Services program is a two-year program that was created to meet the increasing need for paraprofessionals and generalist human services workers. It operates as a terminal CTE degree leading to employment in a variety of fields: chemical dependency, social services, mental health, senior support services, programs that serve people with disabilities, educational facilities, etc. For those working in the field of human services, this program provides additional skills and training enabling these employees to be more successful and meet the increasing needs in the field.
Completing the courses offered in the Chemical Dependency Counseling major qualifies the students to apply for certification by CCAPP [California Consortium of Addiction Programs and Professionals]. Our catalog refers to certification by CAADAC, but this organization has merged with another certification agency and is now CCAPP. [NOTE: See full discussion below under 161P: Refelction, "Program Direction" heading.]
It is important to note that though the Associate in Science degree qualifies a person to begin work in the field of Human Services, these jobs are the beginning steps in a career ladder that leads to long and satisfying careers. Increasingly, our students are interested in transferring to universities to complete degrees in Social Work, Psychology and Counseling. Toward this purpose, two of the classes [HUSEV 10 & 11] are articulated with CSU Chico's Social Work program, and accepted by Humboldt State University's Social Work program on a case-by-case evaluation.
The primary mission of Yuba College District is to provide rigorous, high quality degree and certificate curricula in lower division arts and sciences and in vocational and occupational fields, as well as to serve the needs of a diverse community. The Human Services program provides certificates and degrees leading to entry level employment in a variety of human service occupations as described above. The program also offers Associate degrees which provide the foundation for further education in the fields of Counseling, Psychology and Social Work at the Bachelors and Masters level. This includes the potential career path toward licensure as a Marriage and Family Therapist or Licensed Clinical Social Worker.
Executive Summary (Include a list of team members): Sissa Harris [Part-time faculty at CLC] is completing this review, at the request of Walter Matsuda, Dean of Arts, Humanities and Education regarding some of the Marysville Campus specifics.
During the 2014-15 school year Doug Harris and Deborah Johnson also taught at the Clear Lake Campus.
I do not have a list of the Marysville Part-time faculty.
Note: There is no full-time faculty in the District working in Human Services.
01IP. Department Goals (Click '?' for Prompt): There are no department goals & objectives for the Human Services Program
02IP. Access to Support Services (Click '?' for Prompt): -Office Hours, -DSPS, -EOPS, -Library Services, -Counseling Services
03IP. Follow up to question 02IP (Click '?' for Prompt): There are no DE classes.
04IP. Degrees/Certificates (Click '?' for Prompt): Degrees and Certificates awarded at Yuba College: No data available

Degrees and Certificates awarded at the Clear Lake Campus:
Human Services Associate in Science degrees granted:
- 2013-14 = 9
- 2014-15 = 10

Chemical Dependency Counseling Associate in Science degrees granted:
- 2013-14 = 4
- 2014-15 = 6

Chemical Dependency Counseling Certificate of Awareness
- 2013-14 = 3
- 2014-15 = 1 [NOTE: Even the program from our Certificate event reports that 5 students received this certificate, so I believe this number is incorrect.]

Chemical Dependency Counseling Certificate of Achievement
- 2013-14 = 9

- 2014-15 = 1 [Note: Even the program from our Certificate event reports that 4 students received this certificate, so I believe this number is incorrect. All students who qualify for the Associate degree also qualify for the certificate of achievement. Thus, more students should have been awarded this certificate, but perhaps did not apply for it.]

05IP. Improve Completion (Click '?' for Prompt): At the Clear Lake Campus, faculty work very closely with students. Primarily because we only offer one section of each course in a two-year period, students form a tight-knit cohort where more experienced student mentor less experienced students. CLC students also formed the Human Services Student Association [HSSA] to bring awareness to the agency and to fund-raise for scholarships. This is an official club under our Student Government. HUSEV faculty have served as advisers to this group.
I can't speak to what the Marysville campus has done.

06IP. Course Outlines (Click '?' for Prompt): At the end of the 2014-15 school year, with the exception of HUSEV-15, all course outlines were up to date.
However, CTE courses require updates every two years and thus, faculty need to be recruited to do this work as I [Sissa Harris] am now directed to work on WCC curriculum due to the realignment.

07IP. Collaboration (Click '?' for Prompt): All faculty work closely with EOPS, CalWorks and General Counseling staff in completing early alerts and progress reports. We work closely with DSPS in providing accommodations for students with disabilities.

08IP. Catalog Currency (Click '?' for Prompt): The current catalog accurately reflects degree/certificate requirements.
The current catalog makes reference to our Chemical Dependency Counseling Degree and certificate, stating that completing this degree or certificate meets requirements for certification by CAADAC. Not only has CAADAC "gone away" [it merged with another certification agency and became CCAPP], but there are two additional courses required for certification now. These courses, though offered at Yuba College, are not yet required for our degree or certificate. [NOTE: See full discussion of this under 161P. Reflection, "Program Direction" heading.]
We began the process of updating degrees/certificates in order to add these course requirements to them, but that process has halted for Yuba College.
The HUSEV-15 course was re-written last year, but did not make it through Curriculum committee due to problems with cross-listing. This need to be resolved, or the course needs to be deleted from the Catalog

09IP. For CTE Programs Only (Click '?' for Prompt): Industry Trends: From 2012-22 Occupational Employment Projections, Yuba-Sutter Counties, http://www.labormarketinfo.edd.ca.gov/data/employment-projections.html#Proj : Expected job growth in Human Service fields in Yuba-Sutter Counties is as follows

- Mental Health Counselors – not listed in this report
- Eligibility Workers +20%
- Child/Family/School Social Work +14.3%
- Social Workers +17.6%
- Educational Social Workers +10%
- Substance Abuse Counselors not listed on this report
- Human Services Assistants +9.1%%

Lake County: Because Lake County [Clear Lake Campus] was part of the YC Human Services Program in the year under review, I will include North-Coast Regional labor market information [http://www.labormarketinfo.edd.ca.gov/data/employment-projections.html#Long]: Expected job growth in Human Service fields in the North-Coast regions is as follows

- Mental Health Counselors +25%
- Child/Family/School Social Work +12.5%
- Healthcare Social Work +20%
- Substance Abuse Counselors +13.3%
- Human Services Assistants +13%

From a larger perspective, the Job Outlook: 2012-2022, Human Service Occupations [U.S. Department of Labor – Occupational Outlook Handbook, 2014-15 edition]
http://www.bls.gov/ooh/community-and-social-service/home.htm

- Substance Abuse Counselor +31%
- Social and Human Service Assistants +22%
- Health Educators and Community Health Workers [paraprofessional] +21%
- Social Workers + 19%
- Rehabilitation Counselors +20%
- Mental Health Counselors +29%

It should be noted that graduating students find employment in a variety of settings. Our graduating students also find employment opportunities in Behavioral Health [Mental Health and Alcohol and Other Drug Services], as well as a number of private non-profit human service organizations serving seniors, people with disabilities, domestic violence survivors, child and family services, advocacy organizations, etc.

10IP. DE Students (Click '?' for Prompt): N/A
11IP.Disproportionate Impact(Click '?' for Prompt): N/A
12IP. Mapping (Click '?' for Prompt): No
13IP. Course SLOs (Click '?' for Prompt): According to TracDat, SLO assessment at Yuba College is as follows:

COURSE	# SLO	Assessment Method
HUSEV 10	3	3
HUSEV 11	1	1
HUSEV 11B	0	0
HUSEV 15	1	0
HUSEV 20	3	3
HUSEV 21	3	3
HUSEV 22	3	3
HUSEV 23	3	3
HUSEV 24	3	3
HUSEV 25	3	3
HUSEV 26A	3	4
HUSEV 26B	3	3
HUSEV 30	1	1
HUSEV 31	2	2
HUSEV 32	1	1
HUSEV 33	1	1
HUSEV 34	1	1
HUSEV 35	2	2
HUSEV 36	2	1
HUSEV 37	1	0

It is clear that writing SLO's for the HUSEV courses is not complete, nor are the assessment methods. Since CLC HUSEV faculty is now directed to work on curriculum in WCC's Curricunet, Marysville campus HUSEV faculty need to be trained and hired to do this work. There are stipends for Curriculum work that are approved by the District.

CLC Human Service Program faculty assessed all courses offered in the 2014-15 school year. We will assess the following courses this school year:
Fall 2015

- HUSEV 10 Introduction to Human Services
- HUSEV 23 Legal/Ethical Aspects of Human Services
- HUSEV 26A Supervised Field Work Practicum
- HUSEV 28 Skills & Techniques of Group Counseling
- HUSEV 35 Addiction and Domestic Violence

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- HUSEV 11 Understanding Diverse Racial and Ethnic Cultures
- HUSEV 21 Intro. to Physiological and Psychological
- HUSEV 25 Basic Chemical Dependency Counseling
- HUSEV 26B Supervised Field Work Practicum
- HUSEV 32 Relationship Addiction/Co-dependency

A minimum of one SLO is assessed each time that a course is offered. This has been true for at least three years. Of the assessments completed since the 2011-12 school years, 88.2% of course SLO assessments "Met" or "Exceeded" instructor expectations.
In the 2011/12 and 2012/13 school years one instructor reported that her results were "below expectations" [11.8% of courses assessed]. Adjustments were made to those courses, and her successive assessments met or exceeded expectations. This instructor is no longer working for CLC, so I do not have her input concerning specific adjustments that she made in her teaching or curriculum.

14IP. Program SLOs (Click '?' for Prompt): There has been no assessment of Program SLO's. All faculty are part-time in the HUSEV program. There are now stipends for doing this work and faculty should be trained and hired to do so.
15IP. Professional Development (Click '?' for Prompt): In the past year, Clear Lake Campus faculty have participated in all District sponsored faculty events at the Clear Lake Campus. I do not have the answer for Marysville faculty.
Clear Lake Campus faculty have complete all FLEX hours.
16IP. Reflection (Click '?' for Prompt): Primarily, writing this review is my way of communicating Human Services program needs

to the new Dean of Yuba College. This program needs attention. CLC has taken the lead in Program Reviews and Curriculum for several years now, and will soon be realigning with WCC. Thus, it is critical to being faculty on board at Yuba College to take over these tasks.

General Analysis of the Human Services program and students: In the past, most students were interested in receiving the Chemical Dependency Counseling degree/certificate, but currently there is an increased interest in the Human Services degree. This particular degree, at the present time, only requires one Human Service course. The Human Services faculty from WCC and CLC met with Dean Ed Davis and other campus Deans dating back to when Bryon Bell was the Clear Lake Campus Dean. We also held a district-wide meeting with faculty [all part-time] from the Marysville campus, and faculty with knowledge of Curricunet and the curriculum approval process to discuss changes needed for both the Human Services and Chemical Dependency Counseling degree/certificates. Curriculum work was started in Curricunet by Sissa Harris in the 2014-15 school year, and most courses were revised. HUSEV-15 was written, but never made it through the Curriculum Committee process due to a persistent cross-listing issue. The degree revisions were not started at that time as we were advised to complete course updates first.

Human Services faculty agree to and are proposing a major revamping to the Human Services degree to make the degree less theoretical [Sociology and Psychology based] and more skills based [Human Services]. This meets the needs of employers better, and will ultimately boost enrollment in our Human Services sections. This work has started in the WCC Curricunet, but there is no lead faculty to take up the task for Yuba College. There are two courses that need names changes prior to completing the degree revisions. NOTE: At the current time, more Human Service degrees are being granted than Chemical Dependency Counseling degrees at Clear Lake Campus. I do not have data to compare this to Marysville.

The number of students who can complete a Chemical Dependency Counseling degree/certificate is limited by the number of internship placements that the community can take on. Numbers fluctuate through the years from a low of four students to a high of ten, for the HUSEV 26-A/B courses [Internships]. It must be noted that Doug Harris has voluntarily reduced his compensation for teaching these two courses at the Clear Lake Campus, so that they can be offered with less than the targeted number of student enrollments. I cannot speak to whether this is a challenge for the Marysville campus. For the proposed revision to the Human Services degree, faculty agreed that an internship would be beneficial. Thus, the degree revision should include either HUSEV 26-A or CWEE [Cooperative Work Experience Education]. Adding HUSEV 26A to the degree requirements will boost enrollment in this class once the degree revision is approved.

Internship opportunities need to be cultivated in the community, but this requires great effort on the part of part-time faculty who are not compensated to do this work. Doug Harris [HUSEV 26-A/B part-time faculty at CLC] estimates that it takes 5-7 hours of time in meeting with agency staff to bring each new sponsoring agency on board.

Future Goals:
The CLC Human Services program is currently updating courses and degree and certificate requirements, but doing so in the WCC Curricunet system. This is a laborious process, but is beginning well with the WCC and CLC part-time faculty meeting with Counseling faculty and agreeing on necessary changes. All changes will be taken to the Advisory Board for input and approval. This process must also be done for the Marysville campus of Yuba College. Part-time faculty will need to be retained for this task and compensated through the stipend process.

Two new courses have completed the curriculum process and both have been taught at CLC [HUSEV 27 & 28]. The report available to me does not show that these have been taught at Marysville. These classes are vital components to the field of human services/Chemical Dependency Counseling.

It is the conclusion of the Human Services faculty that the Chemical Dependency Awareness degree and certificate lacks sufficient content to enhance occupational potential for students and should be retired.

Goals for the 2015-16 and beyond at the Marysville Campus include [Note that Clear Lake's goals are covered in the WCC program review]:

1. Re-convene the advisory committee to include representation from a broad base of Social Service/Social work programs. Develop a Mission Statement, Program Goals and Objectives. Discuss and gain approval for proposed degree/certificate changes.
2. Complete changes to the Human Services Degree through Curriculum Committee
3. Complete changes to Chemical Dependency Counseling degree and certificate through Curriculum Committee
4. Retire the Chemical Dependency Awareness degree and certificate
5. Complete Chancellor's Office paperwork and form 510 for new degrees and certificates
6. Complete CCAPP Accreditation Process. This insures that students receiving our certificates and degrees automatically

qualify for state certifications available. Accredited educational facilities are listed on the CCAPP website which will bring students to our campuses – see discussion below in Program Direction. [Note: our catalog makes reference to CAADAC, but this certification agency has merged into CCAPP.]

7. Continue marketing efforts, including developing a brochure and marketing tools to advertise the program in the community.
8. Increase student enrollment with community outreach
9. Hire one full-time faculty or program facilitator to serve Yuba College and take the lead in Human Services

Program Direction:
Curriculum: All program curriculum changes are being driven by the values of the Council on Social Work Education [http://www.cswe.org/]. These include providing curriculum that addresses Policy, Practice, Research and Field experience. This approach provides students with broad-based skills in Human Services upon graduation, and a solid foundation should they decide later to transfer into bachelor degree programs.

Chemical Dependency: This program has recently added two courses to the curriculum that are required for certification by CCAPP – HUSEV 27 and 28. [CAARR and CAADAC have joined together to form the California Consortium of Addiction Programs and Professionals (CCAPP). Our catalog notes that our degree/certificate qualifies students for CAADAC certification. This agency no longer exists.] Although, these courses are not currently required for our degrees or certificates, graduating students cannot receive full certification from CCAPP without completing them. This is our primary motivation for revising this degree and certificate. The college also needs to complete our accreditation with CCAPP as competing institutions have done so, and draw students away from Yuba College. Put simply, this application needs to be completed and accreditation paperwork submitted to CCAPP in order to be recognized and posted on their web site.
Human Services: [Reiterating information some information above…] This particular degree requires only one Human Service course at the present time. Since it qualifies graduating students for entry level work at Social Services, Mental Health, and other human service agencies, there must be a more skills based curriculum. We propose adding coursework in diversity, law and ethics, case management, professional growth, group facilitation skills, two electives [student choice] and an internship to this degree. This will better prepare workers entering the field and reduce employer training needs making our student more marketable and desirable to employers. This ultimately will boost enrollment in our Human Services sections.
Faculty Recruitment: Ultimately, the Human Services program needs one full-time faculty member to provide guidance for the program. The person selected must have broad-based experience in the field as the program trains students to work in multiple human service occupations.

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

Program Recommendation: Hire Full-time Faculty for Human Services

Hire one full-time faculty or program facilitator to serve Yuba College and take the lead in Human Services program and curriculum development, and to work on articulating courses with local Bachelor in Social Work Programs. Note: Human Services 10 and 11 are articulated with CCU Chico's Social Work program.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2010-2011, 2011-2012, 2012-2013, 2013-2014, 2014-2015, 2015-2016
Request Date: 10/14/2015
Supporting Evidence : This is a long-standing recommendation. The program is substantial and yet survives without the guidance of a full-time faculty member. Enrollments at Yuba College justify a FTEF. Substantial curriculum work and degree/certificate revisions are necessary. At the present time there are no part-time faculty that work for Marysville Campus that can do this work.
Evaluation Plan: This would reinvigorate the Human Services and Chemical Dependency Counseling programs.

Plan of Action

Staffing - Faculty - The Human Services program prepares students for vital CTE employment in the service area. The program needs the direction of a full-time faculty member with broad experience in the Human Services field. This has been noted in every program review since the 2010-2011 school year. The curriculum and degrees in this program are out of date and the Chemical Dependency degrees and certificates must be updated to reflect current state requirements for certification. The program needs promotion within the community so that we do not lose students to other institutions close by.
Data from the 2013-14 school year shows:
Sections offered: 36; Census numbers: 821; FTEF: 2.56; FTES: 62.13; WSCH: 1,848.7; FTES/FTEF: 24.22;WSCH/FTEF: 720.74

YC - Human Services Program Review

(Active)

Budgetary Impact: A full-time faculty member most likely will initially cost more to the district in salary and benefits than several part-time faculty members.

Timeline/Responsible Party: The Human Services faculty consider this to be high priority. The responsible party will be the appropriate Dean in moving this proposal forward.

DE Related: No

YC - Location: Marysville Campus