Ohlone College  
Program Review Report

- Program Description and Scope:
  1. Program Review Title: CalWORKs
  3. Review Type: Student Services Program Review - Directors
  4. Program/Departments: CalWorks (64995)
  5. Authority Code: 82-Director, EOPS, CARE, Calworks
  6. External Regulations: Yes__ No X
  7. Provide a brief narrative that describes the services provided.

CalWORKs received over $120K in state funding, and nearly $27K in federal funding. In order to remain eligible for such funding, CalWORKs students are are required to participate in mandated services.

The Ohlone College CalWORKs Program strives to work with each participant and their respective county to develop a solid, workable plan of study in a field the participant has indicated an interest in or has demonstrated an aptitude for.

The Ohlone CalWORKs program assists CalWORKs students in becoming self sufficient, gain independence from public assistance, obtain a career, and continue lifelong learning.

The Ohlone College CalWORKs Program serves:

Self-initiated Participants (SIP)

SIPs are CalWORKs participants that were enrolled in school before applying for cash aid. Criteria for approving a SIP program are:

- Student is enrolled in school at the time of his/her welfare-to-work appraisal appointment;
- The program leads to an undergraduate degree or certificate, or a California teaching credential;
- The program is on a list that the county has determined will lead to employment, or the student shows that it will lead to employment;
- The student is making “satisfactory progress” in the program.

SIPs are not bound by the core/non-core element of the welfare-to-work program. A SIP can devote all 32/35 hours to
education activities.

Self-referred Participants (SRP)

A self-referred participant is a currently-enrolled student that is also receiving TANF benefits but has not been referred over to the CalWORKs Program. These students cannot receive direct services until officially referred to training by county DSS; however, these individuals can be counted as program participants if they complete and sign a Student Needs Assessment and receive an orientation to the program.

County-referred Participants (CRP)

County-referred participants are currently receiving TANF benefits and have been referred to the college for training. CRPs are limited to vocational training programs and must comply with core/ non-core regulations. Training programs must be on a county-approved list of programs that lead to a certificate or license and employment. CRPs are often told they can only receive training for the first 12 months of assistance. This is not always true, and participants that have been denied training after the first 12 months should request a fair hearing to remedy the problem. CRPs must maintain “satisfactory progress” to receive continued services.

The mission of the CalWORKs staff is to provide quality service and assist students receiving cash aid (TANF) from the Social Services Agency.

- We demonstrate our commitment to assisting students by providing supportive services that help students achieve their educational and career goals.
- We serve as advocates for CalWORKs students by openly communicating with their case managers.
- We recognize and appreciate the socio-economic and cultural diversity of our student population.

The Ohlone College CalWORKs Program exemplifies service, innovation & leadership.

CalWORKs students are afforded an academic counselor who is familiar with the stringent requirements of CalWORKs participants. The counselor provides Educational Plans that comply with the enrolled student's state approved program. The counselor also provides guidance in assisting the student with viable employment options, upon completion of their Welfare-to-Work Plan. The CalWORKs Program supports
eligible students to obtain their educational degrees and certificates and is available to help students meet their Department of Social Services requirements quickly and effectively by providing the following services:

- Educational training programs that lead to employment.
- Work Study assignment paid jobs that do not affect cash assistance.
- Direct communication and advocacy between Ohlone and the Department of Public Social Service (DPSS) about student’s needs, requests and requirements.
- Helpful information on welfare reform and government requirements.
- Provide resources and information on welfare reform and government requirements.

8. Describe how the program specifically serves students, faculty and staff.

CalWORKs provides services for a very diverse group of students with a range of ages and educational levels. Most are unemployed and all receive financial assistance from the Department of Social Services. CalWORKs Staff are not employed by the Social Services Agency but by the Ohlone Community College District as advocates of self-sufficiency through education.

Temporary Aid to Needy Families (TANF) provides cash assistance to needy families to pay for rent, food, clothes and other needs. A CalWORKs eligible family unit must qualify for cash assistance and have at least one dependent child. Generally, in families where parents share custody of the children, the parent designated as “head-of-household” is eligible for assistance.

All adult CalWORKs recipients must participate in welfare-to-work activities for the entire time they are on aid, unless they are exempt or have good cause to not participate. Single-parent families and two-parent families who qualify for aid based on the incapacity of one parent must do 32 hours per week. Two-parent families who receive aid based on unemployment of one parent must do 35 hours per week.

As of December 1, 2004, there is no longer an 18 – 24 month time limit on training, and adult recipients can now receive training and education and have it count toward the 32-hour
participation requirement for up to 48 months. However, most of these adult recipients must also meet a core work requirement, which emphasizes work-related activities. If problems arise concerning limits on training, try to resolve them with your case manager first. If negotiations come to a stalemate, participants have the right to request a fair hearing.

All participants must be in “good standing” with both the college and DPSS to continue receiving services. “Good standing” includes maintaining at least a 2.0 GPA, making satisfactory progress in classes (minimum withdrawals, drops), having an education plan on file and not sanctioned for services.

CalWORKs students do not have to be EOPS students. However, 85% are. CalWORKs students do not receive duplicate services. CalWORKs students receive services over, above and in addition to those from EOPS.

CalWORKs students are closely connected to faculty and staff and often collaborate in various CalWORKs related functions and activities.

Some CalWORKS students hold workstudy jobs, and are under the direct supervision of college staff.

9. Describe how the program or service needs are addressed (how the program/service accomplishes what it's supposed to do.) How are current technologies applied?

Ohlone staff maintains files on each CalWORKs student and checks for eligibility to EOPS & CARE programs. We also refer CalWORKs students for proper academic assessment, employment opportunities and testing for possible learning disabilities.

10. Discuss the impact of the program on the college and/or other programs. Highlight any services, reports or functions supplied, in whole or in part, by this service area that supports state or federal compliance mandates for the College.

CalWORKs also works in concert with the CARE program, providing services that are over, and above what EOPS provides. CalWORKs also provides referrals to other departments on campus such as:

- Disabled Services (DSPS)
- Extended Opportunity Programs and Services (EOPS)
Cooperative Agencies Resources for Education (CARE)
Temporary Assistance for Needy Families – Child
Work Study assignment paid jobs that do not affect cash assistance.
Provide resources and information on welfare reform and government requirements.

11. Discuss the impact of the program on the community and the impact of the community on the program.

We maintain a good working relationship with the County Welfare Office by staying in constant communication with all of the employment counselors and supervisors. During new student orientations the County Welfare Office is invited to speak to the students and inform students about new laws and changes within the county. The CalWORKs Staff and the county meet one a month at the partnership meetings at which is a collaborative effort to bring together the campus and the county. We share and suggest strategies to broaden services.

The CalWORKs Program is available to help students meet their Department of Social Services requirements quickly and effectively by providing the following services:

- Educational training programs that lead to employment.
- Direct communication and advocacy between Ohlone and the Department of Public Social Service (DPSS) about student’s needs, requests and requirements.

College Mission

1. Mission Statement
The mission of Ohlone College is to serve the community by offering instruction for basic skills, career entry, university transfer, economic development, and personal enrichment for all who can benefit from our instruction in an environment where student learning success is highly valued, supported and continually assessed.

2. Vision Statement
Ohlone College will be known throughout California for our inclusiveness, innovation and superior rates of student success.

3. Core Values, Goals & Objectives:
College Core Values
- We provide life-long learning opportunities for students, college personnel and the community.
- We open access to higher education and actively reach out to under-served populations.
We promote diversity and inclusiveness.
We maintain high standards in our constant pursuit of excellence.
We value trust, respect and integrity.
We promote teamwork and open communication.
We practice innovation and actively encourage risk-taking and entrepreneurship.
We demonstrate stewardship for our human, financial, physical and environmental resources.

College Goals/Objectives

1. Through innovative programs and services, improve student learning and achievement.
   1. By 2013, have in place an ongoing system for identifying and assessing student learning outcomes at the program and course levels, which includes faculty dialogue and appropriate improvement plans.
   8. By 2015, increase the number of students taking 12.0 units or more per semester to a rate of 30% compared to headcount enrollment.
   10. By 2015, expand the appropriate Student Services available to evening students, part-time students, students on the Newark Campus, and students taking courses online.

2. Support the economic vitality of the community through educational programs and services that respond to identified employment needs.
   4. By 2013 provide opportunities across the curriculum for students to acquire key skill sets and concepts that will help them succeed in the workplace.

7. Increase access to higher education of under-served and under-represented demographic groups in the District and local communities.
   1. By 2013, increase the enrollment of under-represented groups to approximate the demographic percentages of the district population.
   2. Annually increase retention and success rates of under-served demographic groups.

4. Briefly describe how the program supports the college mission, vision selected college values.

- CalWORKs supports the college in meeting all the components of its mission
- Since our students are educationally disadvantaged, we will insure that the necessary basic skills courses meet
their needs.
- CalWORKs students have direct access to university transfer, economic development and personal enrichment opportunities through counseling appointments and interaction with program staff.

5. Briefly describe how the program supports selected college goals.

- CalWORKs will consistently monitor and assess their learning outcomes. The goal is to have all of them full met and assessed by 2013.
- CalWORKs currently requires that students follow state mandates and are in compliance with their current Welfare to Work Program as agreed upon by the county. The student must be fully participating in 32-35 hours of WTW activity per week. The goal is to have 100% full time enrollment by 2015.

6. Briefly describe how the program supports selected college objectives.

See Above

- Program SLOs & Assessment
  1. Student Services SLO -

  Goal One: Program participants will learn personal responsibility by becoming familiar with on-campus and off-campus support services through an ongoing intake and orientation process.


  Learning Outcome:1.1 Prior to enrolling in classes, program participants will have a plan specific to their needs based on intake data, interviews and referrals from county social services and other partner agencies.

  - Be able to identify and access campus support resources;
  - Demonstrate knowledge of specific support services’ deadlines, i.e. Financial Aid, EOPS, CARE, fee waiver, etc.;
  - Have an education plan on file by the completion of their first semester;
  - Be able to explain the process for acquiring county
approval prior to each semester;
• Learn to register, add, drop classes online

b. **Indicate your planned method of assessment.**

   Student files will document intake, eligibility, intervention and other services participated by students, on continuous basis (semester-to-semester).

c. **Enter assessment results and analyze student success in achieving this SLO.**

   SD_ASSESSMENT#

d. **Future Action**

**Student/Program Achievement**

1. **List area-specific outcomes.**

   See SLO's

2. **Identify internal and/or external benchmarks and regulations.**

   See SLO's

3. **Enter assessment results for area-specific outcomes and analyze trends.**

   TBD

4. **Analyze program budget trends and expenditures. Comment on how the program can best use budget resources.**

5. **Analyze the program's current use of staff, equipment, technology, facilities, and/or other resources. Comment on how the program can best use these resources.**

6. **Describe any additional notable program achievements (optional).**

7. **Additional Program Table Data**

8. **Future Action**

   Current level of focus maintained. Describe.

**Program Analysis**

After assessing student learning outcomes/impacts, student/program achievement, and the status of previous program improvement objectives (PIOs), analyze the data and any identified trends, and summarize you findings. Use these data and trends to prioritize, revise, or develop new PIOs.
1. Describe program achievements and successes.

**CalWORKs Orientation & Information Session**

The CalWORKs Coordinator continued to provide information and county processes that lead to student success. Workshop topics included, but were not limited to:

- County 32/hour per week activity requirements
- Double Dipping
- Welfare Fraud
- Ohlone College Processes

**CalWORKs Portraits of Success.** A magazine that highlighted the success stories of CalWORKs Students.

**CARE/CalWORKs Retreat**

The retreat served as an avenue to expose students to speakers, topical workshops, networking and bonding opportunities.

**CalWORKs Peer Mentors**

- Participated and assisted in orientations and in workshops directed students to various departments on campus
- Advised students to meet with CalWORKs Peer Advisor; tutors and Counselors
- Maintained a 2.0 GPA
  - Completed at least 9 units every semester

2. According to the evidence, what are the areas needing improvement?

CalWORKs will continue working on outcomes, and as they are met, to set new ones.

- **Outside Review Results 06/02/2011**
  1. List each team members name and title.

    Ron Travenick, VPSS

  2. Discuss key feedback provided by team and how it was incorporated into the report.

    TBD

- **Attached Files**