

Ohlone College

Program Review Report

- **Program Description and Scope:**

- *Program Review Title:* CalWORKs
- *Academic year:* 2015/2016
- *Review Type:* Student Services Program Review
- *Program/Departments:* CalWorks (64995)
- *Authority Code:* 82-Director, EOPS, CARE, Calworks
- *External Regulations:* Yes_ No X
- *Provide a brief narrative that describes the services provided.*

While the CalWORKs program is supervised by the EOPS Director, it is a separate program from EOPS & CARE, with its own state allocation. CalWORKs is the state's welfare program for families with children. These students may be part of EOPS and/or CARE, but it is not mandatory. However CARE students must be part of the EOPS program.

The Ohlone College CalWORKs Program strives to work with each participant and their respective county, to develop a solid and workable plan of study in a field the participant has indicated an interest in or has demonstrated an aptitude for. Some of these students are re-entry students, have lost employment or who have never worked. Many come in at academic levels that are far below the college basic skills courses. These students will have a very difficult time matriculating and need many remedial and supportive services. While the CalWORKs program does not offer monetary assistance, students report that the programs, activities, counseling and empowerment opportunities have proven to increase self-esteem, and motivation.

- **College Mission**

- *Mission Statement*

Ohlone College responds to the educational needs of our diverse community and economy by offering high quality instruction supporting basic skills, career development, university transfer, and personal enrichment and by awarding associate degrees and certificates to eligible students in an innovative, multicultural environment where successful learning and achievement are highly valued, supported, and continually assessed.

- *Program Relation to College Mission.*
 - Basic Skill
 - Career Entry (CTE)
 - Economic Development
 - Personal Enrichment

- Support Services
- *State your program Mission/Purpose.*

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.
- *Briefly describe program accomplishments.*

- Published the second "Portraits of Success" magazine, which highlights the personal stories and accomplishments of CalWORKs students. This was published in collaboration with the College Advancement Department.

- In the year 2013-2014, CalWORKs served 66 students. Sixty (60) were referred by the county. Six (6) were self-referred.

- **Student/Program Achievement**

- *List area-specific outcomes.*

- By Fall 2015, increase the number of students taking 12.0 units or more, to a rate of 30% compared to headcount enrollment.

- By Fall 2015, begin to expand the appropriate services to; evening,

part-time, online and Newark Center students

- *Identify internal and/or external benchmarks and regulations.*
 - Students must stay in compliance with Alameda Social Services or the county from which they are receiving aid.
 - Students must meet with the Ohlone College CalWORKs Counselor twice per semester.
 - Students must provide a completed CalWORKs Intake and maintain a completed file in the CalWORKs Department
 - Students must have a current Educational Plan in their CalWORKs File
 - Students must provide a monthly Attendance / Progress Report (Due on the 5th of the month for the previous month).
 - Students must attend 2 one-hour workshops during the semester, when offered (may be in conjunction with EOPS and / or CARE)
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Students must attend the CARE/ CalWORKs Spring Retreat (when offered)

- Students must maintain a 2.0 GPA each semester and complete at least half of their enrolled units enrolled
- Students must provide the CalWORKs Office with Mid Semester Progress Reports (MSPRs)
- *Enter assessment results for area-specific outcomes and analyze trends.*
 - Coordinator will track students' progress with county workers.
 - Counselor contacts will be tracked on Sars-Grid.
 - Coordinator will regularly check student files to insure that required documentation is in place
 - Coordinator will receive and trace all monthly Attendance /Progress Reports and forward to the county worker.
 - Sign-in sheets will determine students participation in workshops and orientatios.
 - Students must attend the CARE/ CalWORKs Spring Retreat (when offered)
 - Students must maintain a 2.0 GPA each semester and complete at least half of their enrolled units enrolled
 - Students must provide the CalWORKs Office with Mid Semester Progress Reports (MSPRs)
- *Analyze program budget trends and expenditures. Comment on how the program can best use budget resources.*

CalWORKs & TANF is allocated \$194,373 for the 2014-2015 academic year.

- \$128,353; staff salaries

- \$12,037; student workers (work-study)

- \$42,115; benefits

- \$11,868; programming for students

While salaries and benefits absorb approximately 85% of the budget, it is important to note that the core of the program rests in the counseling and coordination services. CalWORKs does not provide any financial assistance to students, but it does provide vital support services such as; workshops, transportation assistance, school supplies, etc. These students require a large amount of personal attention; however the goal is to give them tangible resources and experiences that point them towards self-sufficiency. The allocation has an upward trend in the areas of benefits and salaries due to increases in Step & Column for staff and faculty. The allocation had a slight downward trend in the given allocation, due to a reduction of students.

- 2012-2013; 89 students

 - 2013-2014; 60 students
- *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.*
Staff

- 1 FT Coordinator

- 1 FT EOPS Counselor; Approx.10 FTE
- 1 PT CalWORKs Counselor; .67 FTE

Counselor/Staff Contacts (CalWORKs students only)

- Spring 2014-FT counselor; 25 contacts
- Spring 2014-PT counselor; 70 contacts
- Fall 2014-FT counselor; 17 contacts
- Fall 2014-PT counselor; 68 contacts

Note: These numbers include those students who saw the counselors more than once.

While the CalWORKs counselor is only part-time, she is essentially seeing all the CalWORKs students, at least twice per semester. The EOPS counselor generally picks up those who cannot make an appointment with the part-time counselor.

- The FT Coordinator is in direct contact with each student, over the course of each semester. The coordinator guides students in the processes of the social service requirements, as it relates to their educational goals. The coordinator also processes every book and supply list, monitors GPA's, class attendance and other things that might cause

disruptions in their social services cases

Equipment

- All staff have needed equipment

Facilities

- All staff members have personal offices to serve students.

- *Additional Program Table Files.*
- *Future Actions*
Current levels of achievement indicators maintained.

- **Program Improvement Objectives**

1. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

What: Increase CalWORKS population to 50 students by Fall. 2016. Why: Self-sufficiency and entry/advancement in the work force are the primary goals of the CalWORKS program. This is accomplished through multiple direct contacts with students and social service programs.

Notes (optional): Please include any notes related to your PIO. (2500 Character limit)

Program PIO will address the following:

- Success Rates
- Increase Program Enrollments

- Increase Degrees/Certifications
- Service Impacts

How will you assess the effectiveness of your PIO:

- *Track the number of students who inquire about the program and services
- *Track the number of additional students who participate in the program

PIO Action Plan:

How will you accomplish this?

*Collaborate with; Social Service Agencies, AC Hire Program and Tri-Cities One-Stop Center. *The AC Hire program will help to locate students who are looking for work, as well as those needing further education. *AC Hire will provide outreach at: shelters, and other community agencies, *AC Hire is available to host a campus event for potential and current CalWORKs. *Contact students who are getting ready to graduate to help them prepare for employment

What is your timeline?

Fall 2016

Who is going to do this?

*The CalWORKs Coordinator in concert with the Director of Student Life & EOPS Director *Collaborative events and services with Tri-City One Stop, AC Hire, churches and other social service agencies.

PIO Status:

- New

Closing the loop - Describe the results of your PIO implementation or completion:

Conclusion: Complete if PIO has been completed

Fiscal Resources Status:

PIO Resources:

- Resource: No Resources Identified

Attached Files: