



## Program Review Annual Update

1. **Department:** CalWORKs
2. **Reporting year:** 2013-2014
3. **Names of the individuals participating in the review:** Lisa Gardiner, Director of CalWORKs, and Robin Padgett, CalWORKs Job Placement Specialist
4. **Progress Report: Review previous IPR or NIPR and/or annual update. Describe progress made on any recommendations and any changes made within the program. Previous recommendations and progress:**

### **Prioritized List of Recommendations:**

1. Continue to provide a professional and functional area for the CalWORKs student's needs for academic, career, and employment needs. *On-going*
  - The CalWORKs Career Center in DM130 has 10 computers for student use to support student success in academic, career and employment endeavors. A career library of printed and video material is also available in the CalWORKs Career Center for student use.
2. Continue to work collaboratively with the local welfare department, Lassen WORKs, in order to provide a meaningful and successful process for the LCC CalWORKs student's academic and career goal attainment. *Completed/On-going*
  - Face to face meetings have occurred between LCC CalWORKs staff and Lassen County Community and Social Services personnel on 11/18/2013, 12/09/2013, 12/20/2013, 1/24/2014 and invitation was extended to all county program personnel and clients to attend, "Discover Lassen" promotional event held 2/13/2014.
3. The CalWORKs program needs to work on having additional supportive services including mental health, domestic violence, drug and alcohol abuse, homeless resources to further enable CalWORKs students to overcome obstacles and be successful. *Revised*
  - CalWORKs budget does not allow expenditures for mental health, domestic violence, drug and alcohol abuse and homeless resources. These services are funded out of other programs. In a cooperative effort to support student success for students experiencing any issues related to the above, CalWORKs intake form is in revision process. Revised version will further facilitate student referral to appropriate supportive service agency.
4. Keep LCC CalWORKs program available to Plumas and Modoc counties welfare recipients who are also LCC registered students. *Completed*
  - CalWORKs continues to be available to Plumas and Modoc county welfare recipients who are registered students at Lassen Community College.

5. Implementation of a CalWORKs progress report. *In-progress*
  - Spring 2013 dialogue with Lassen County Community and Social Services identified a county need for a CalWORKs progress report for students. A draft progress report was developed. Further discussion identified the need that the progress report be completed and processed by the Lassen College CalWORKs office with Lassen College faculty to maintain the accuracy of reporting data completed by instructors. Progress reporting is now being revised to provide a spreadsheet emailed to instructors and returned to the CalWORKs office who will then forward the student data directly to Lassen County Community and Social Services. This progress reporting method will be utilized in April 2014.
  
6. Refer all CalWORKs participating in the CalWORKs Work-Study Program to the Lassen Community College Cooperative Work Experience Education orientation and for registration when appropriate. *On-going*
  - CalWORKs and Work Experience maintain a cooperative relationship.
  
7. Evaluate student success in meeting core hour requirements based on documentation. *In-progress*
  - Dialogue with county to determine which agency should take a lead role with this endeavor to avoid duplication of effort.
  
8. Continue to complete all LCC CalWORKs forms, documents, and reports in a timely manner. *On-going*
  - CalWORKs Program Plan and Budget forms were submitted to the California Community College Chancellor's Office by the November 22, 2013 deadline.
  
9. Continue working with County's Welfare needs to monitor participant's compliance with program requirements for those who have been approved to attend school as part of their welfare-to-work plan. *On-going*
  - CalWORKs staff document student hours towards meeting core hour requirements as students request this documentation. This need has lessened as students meet their hours through other means.
  
10. Increase the involvement of CalWORKs with the employment services by requiring regular contacts and progress reports. *Completed/On-going*
  - CalWORKs work study students and/or their employers receive monthly contact from the CalWORKs office. Routinely this contact occurs during the collection of timesheets; often additional communication occurs through campus and community informal interactions. Monthly CalWORKs work study students are evaluated by their supervisors on their quality of work, dependability, job knowledge, reliability and overall performance this information is reported to the CalWORKs office and follow-up occurs where student skill deficiency is noted.
  
11. Increase CalWORKs enrollments. *Completed/On-going*
  - Recruitment efforts 2013-2014 have included presentations at Integrated Case Worker meeting (12/20/2013), "Discover Lassen College" booth (2/13/2014). Each semester campus research to identify potentially eligible students on campus and contact is initiated to determine their interest in the CalWORKs program. Program brochures are available at both Richmond Road and Chestnut Street Community Social Service office locations. March 2014 Lassen Community College counselors and Lassen County Community and Social Service Integrated Case Workers will be provided with referrals sheets to use to refer potential clients to Lassen Community College CalWORKs program.
  
12. Continue to provide individual and group CalWORKs orientations to all participants. *On-going*
  - Each term Job Placement Specialist meets with every CalWORKs student to orient them to program requirements, verify eligibility, assess need for supportive services, build rapport and support student.

13. Continue to develop and present workshops targeted towards CalWORKs student needs. *On-going*
  - This semester the following workshops were offered: Microsoft WORD Basics, Wednesday, Jan. 30<sup>th</sup>, 2014 @ 4:00pm; Using the internet for Research, Thursday, Feb. 6<sup>th</sup>, 2014 @ 9:00am; and Building Your Career with Cooperative Work Experience, Thursday, Feb 11<sup>th</sup>, 2014.
14. Continue to foster a collaborative relationship with the Department of Public Social Services and Lassen College CalWORKs with regular meetings. *Completed*
  - November 18<sup>th</sup> the CalWORKs Director met with Lassen County Community and Social Services Director to discuss program and budget plans. CalWORKs Coordinator and Job Placement Specialist met with both Caseworker Supervisors on 12/9/2013 to discuss student recruitment. As a result of meeting, LCC CalWORKs staff provided a presentation on 12/20/2013 to Integrated Case Management staff county wide, Lassen County Director of Community Social Services, and Program Manager of Community Social Services and discussed benefits of CalWORKs as well as the resources LCC provides to the community at large. CalWORKs Director and CalWORKs Job Placement Specialist have continued dialogue with Lassen County Community and Social Services Director through meetings regarding AB 86 initiatives and by extending invitations to all Lassen County Community Social Services staff and clients to attend, "Discover Lassen" promotional event held 2/13/2014.
15. Hire a part-time student assistant if budget allows (\$8,000) *In-process*.
  - Budget for position has been revised to \$5,000 of CalWORKs funds. Recruitment is ongoing, suitable candidate has not yet been identified.
16. Continue staff's attendance at State and Regional trainings to stay current on all issues concerning CalWORKs; continue staff education. *On-going*
  - CalWORKs Director has received individualized training via telephone conferences with Cristina Mora, Student Senate & CalWORKs Program Liaison Chancellor's Office, California Community Colleges, meetings and mentorship from prior Lassen Community College CalWORKs Director and meetings with Lassen County Community and Social Services personnel.
17. Implementation of a tracking method for assessing CalWORKs students' post academic success. *In-progress*
  - As the CSO program is implemented, follow up capabilities of the program will be explored.
18. Refine CalWORKs "Needs Assessment Intake Form" for an improved referral system for student to on-campus and off-campus services with follow-up procedures. *In-progress*
  - Intake form is being revised.
19. Re-evaluate the time required for the Director on a weekly basis. *In-progress*
  - Director completes monthly timesheets documenting hours.
20. Whenever there is a change of directorship there should be allowable time for mentorship. *In-progress*
  - Current CalWORKs Director has been mentored by previous CalWORKs Director. While this courtesy has been greatly appreciated, it should be noted that mentorship has been provided which has increased the work hours for the prior CalWORKs Director, for which she has not been compensated.
21. Continue with ongoing education and training. *On-going*
  - CalWORKs Director has received individualized training via telephone conferences with Cristina Mora, Student Senate & CalWORKs Program Liaison Chancellor's Office, California Community Colleges, meetings and mentorship from prior Lassen Community College CalWORKs Director and meetings with Lassen County Community and Social Services personnel.
  - CalWORKs Job Placement Specialist is completing courses in School Community Relations and Education Personnel Management through California Coast University.

- 22. A centralized location for the CalWORKs/Career Center office that is more user friendly; consider rooms (HU 103 & 104) in the humanities building because of location and access for students in an instructional setting. *Terminated*
  - HU103 &104 are no longer an option as they have been allocated for a different purpose. In the future this recommendation may be revisited as space becomes available elsewhere.
- 23. The CalWORKs program will collaborate with Work Experience in student success. *On-going*
  - CalWORKs and Work Experience maintain a cooperative relationship.

**5. Outcome Assessment (SLOs/PSLOs/AUOs):**

AUOs #1 and #3 are in the revision process to more directly capture program specific student learning data. Revised AUOs are scheduled for assessment Spring 2014, once they are approved.

AUO #2 was assessed Fall 2013. Limitations in the data require more information to be gather to drive a better decision making point.

**6. Curriculum: N/A**

**7. Program Emerging Needs Assessment: Describe needs that have developed since the previous review. Consider emerging needs in staffing, equipment, training, facilities, or funding, Include data sources in the previous item that support emerging program needs.**

- Further exploration is needed to determine the impact CSO will have on staff time and what needs may arise from implementing this program.
- District funding for professional development via one-on-one mentorship of newly appointed individuals to stipend positions. (\$2000.00)

**8. Progress and Reprioritization of Recommendations:**

- a. Review the prioritized recommendations in the previous program review.
- b. Record outcomes of items in the planning agendas for each section.
- c. Specify any changes in priority as well as any additions or deletions.
- d. Provide updated planning agenda forms for each planning committee.

Table 1. 2013-2014 CalWORKs Prioritized Recommendations Requiring Institutional Action for Inclusion in Educational Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost	Expected Outcome

Table 2. 2013-2014 CalWORKs Prioritized Recommendations Requiring Institutional Action for Inclusion in Human Resource/Professional Development Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost	Expected Outcome
1, 3	Provide professional development funds to use for faculty mentorship of new appointees to stipend positions. (CalWorks 2013 IPR recommendation #20)	Fall 2014	\$2000	Aid in expedient transitions of new stipend appointees.

Table 3. 2013-2014 CalWORKs Prioritized Recommendations Requiring Institutional Action for Inclusion in Facilities Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost	Expected Outcome

Table 4. 2013-2014 CalWORKs Prioritized Recommendations Requiring Institutional Action for Inclusion in Institutional Technology Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost	Expected Outcome

Table 5. 2013-2014 CalWORKs Prioritized Recommendations Requiring Institutional Action for Inclusion in Student Services Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost	Expected Outcome
4	Update program marketing materials. (CalWorks 2013 IPR recommendation #11)	Fall 2014	\$2,500	Provide program brochures, banner and/or other marketing materials consistent with established district style. Professional appearing marketing materials represent the program better in recruiting students and internship sites.
4	Share cost of CSO annual license with Work Experience (CalWorks 2013 IPR recommendation #17)		\$2000 Cal WORKs contribution	Increase student work based learning placement and follow up.

**9. Additional Information: Describe or note additional information pertinent to the program, particularly information which supports new needs or growth or that documents program successes.**

- The distance between the CalWORKs program office and the office of the CalWORKs Director, presents logistical challenges. To address this challenge and enhance the effective sharing of program information, the CalWORKs Program requests shared network drive space to house program information including forms, budget information and student tracking data.
- Future program enhancements include adding to the CalWORKs webpage.