

CalWORKs 2021 NIPR

LASSEN COMMUNITY COLLEGE

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CalWORKs 2021 NIPR

SECTION 1: INSTITUTIONAL EFFECTIVENESS PLANNING

I. Program Overview and Objectives

The California Work Opportunity and Responsibility to Kids Program (CalWORKs) is part of California's plan to implement the federally mandated welfare-to-work program, TANF (Temporary Assistance to Needy Families). The CalWORKs program is operated by the California Department of Social Services (CDSS) who provides temporary cash aid assistance, nutrition benefits, health insurance, employment and education services to eligible families who have one or more children under age 18 in the home. Eligible participants are mandated to create a Welfare-To-Work plan and meet monthly hour requirements. When education is the goal of the Welfare-To-Work plan, participants generally meet the required hours with classes and workshops offered through the community college in their county. California Community Colleges CalWORKs programs receive state funding from both Prop 98 funds and Federal TANF funds allocated through the California Community Colleges Chancellors Office and are present on every campus. LCC CalWORKs staff coordinates with local CDSS partners to build upon the best practices to engage students in programs that will enable them to transition off of assistance and into a career path with economic stability.

The LCC CalWORKs program recognizes and supports the diversity and individuality of every student. We are committed to helping each student achieve their academic, career and personal goals by providing services and support to meet their needs. We strive to eliminate barriers and help each student succeed and guide them towards a life of independence and self-sufficiency. These objectives are met by providing the following services:

Advocacy for continued Education & Success

Exchange of documents and communication regarding students cases creating less work and hassle for students, processes enrollment quicker and can aid in clearing up any miscommunications between workers and clients.

Priority Registration

LCC CalWORKs students are able to enroll in classes a week prior to regular students making it easier for them to obtain the classes they need.

Personal, Academic, and Career Advisement

LCC CalWORKs students have access to a counselor specific to the program where they are provided with a variety of services. Students are able to see counselor on a drop-in basis, making it more convenient for students to get the help when they need it.

Books and Supplies

LCC CalWORKs students are provided with free books and supplies needed for each course they are enrolled in, removing large costs typically creating barriers, allowing school to become more easily accessible.

Workshops

LCC CalWORKs program hosts a series of student workshops during each semester providing students with helpful skills and knowledge for managing life and study as a student with other priorities. LCC CalWORKs collaborates with other programs both on and off campus for workshops to increase student learning opportunities and provide students with more resources.

Community & Campus Referrals

Many LCC CalWORKs students need help with and/or qualify for community based services and services on campus. We provide assistance to referring students to other programs and benefits for which they may be eligible.

Computer Lab & Study Area

LCC CalWORKs students have full access to a computer lab and free printing in the CalWORKs area (Basecamp) during regular business hours. Students are also able to check-out laptops for school use for the semester. Some students may receive a laptop from the county if identified as a need in their plan.

LCC CalWORKs Work-Study

LCC CalWORKs students are provided with on or off campus employment for a maximum of 20 hours per week. CalWORKs will work with local businesses to organize employment for students in their field of study. Work-study students are also required to take a Work Experience course in conjunction with employment to gain soft skills and improve performance in the work place and assist in pursuing regular employment after completion of the program. CalWORKs can pay 75% of the students' wages, making it more affordable for employers to hire CalWORKs students.

Tutoring

LCC CalWORKs provides each student with access to free tutoring through referrals to the college's tutoring center. Students have the option of tutoring via Zoom, Khan Academy, Net Tutor, private, or in person on campus. The tutoring center was relocated to the special programs area (Basecamp) this year, partly to increase ease of access for students in special programs.

Description/Evaluation:

- a. Describe and evaluate the program objectives against the LCC strategic plan, specifically the mission statement and strategic goals [available online or in the current catalog].
- b. Evaluate any changes in the program since last review. Include summary of Annual Updates completed since last review.

a) **LCC CalWORKs Mission and Vision Statements:**

The LCC CalWORKs program supports parenting students who are changing their own lives, two generations at a time.

The LCC CalWORKs program is creating a community where families are economically and socially empowered through education.

The LCC CalWORKs Programs goals and objectives support the mission and strategic goals of the institution, primarily, strategic goal four.

Strategic Goal #4

Student Success: Provide a college environment that reaches out to and supports students, minimizes barriers, and increases opportunity and success through access and retention to enable students' attainment of educational goals including completion of degrees and certificates, transfer, job placement and advancement, improvement of basic skills, and self-development through lifelong learning.

LCC CalWORKs is located in Basecamp, Creative Arts 209. EOPS, CARE, TRIO, and tutoring are also housed in Basecamp which allows for easy coordination between programs. Collaboration between programs ensures that students are getting the services they need from multiple programs without duplication or delay. Workshops and other events are co-hosted between programs offering an array of opportunities for students.

The creation of a LCC universal online progress report (via Starfish) conveniently allows for instructors to alert counselors and program staff in a timely manner if any student is having academic difficulties. Progress reports are an early alert detection measure that gives both students and staff an opportunity to speak about progress and identify if any additional help is needed.

Outreach at Lassen County Department of Social Services and Alliance for Workforce Development has been beneficial in recruiting students to LCC CalWORKs as well as general students to campus. In-person outreach was stopped due to COVID-19 and is scheduled to begin again September 2021. Outreach to Modoc and Sierra Counties Department of Social Services will resume in October 2021. These counties are not located within a community college district and the counties can refer students to any neighboring college. Building and maintaining these relationships is essential for student referrals.

COVID-19 brought new challenges to both students and program staff. Students were provided the tools and supplies they needed to successfully take classes online.

Coordination between the CalWORKs counselor, program assistant, county partner, and student were vital. CalWORKs students met and overcame these challenges, persisting each semester.

Throughout COVID-19, LCC CalWORKs program staff attended trainings, conferences and Zoom meetings with County Department of Social Services personnel. The LCC CalWORKs program assistant continued to serve as Region 1 Representative for the CalWORKs Association Board. Having a seat on the board enables the program assistant to give a voice to LCC and other rural colleges. The LCC CalWORKs program is continuously changing and improving to better meet the needs of parenting students. A general survey will inform staff on where changes can be made to meet possible voids.

Project SPARC: The CalWORKs Association received a generous grant from the Blue Shield of California Foundation for a two-year project that will put CalWORKs students at the center of reimagining both the community college and welfare systems.

Using Human-Centered Design, parenting CalWORKs students will conduct their own research regarding conditions and barriers within the public assistance and college systems, will design solutions that make sense to the families living within those systems, will prototype, redesign, and, finally, advocate for the implementation of a set of five recommendations to systems leaders and policy-makers.

Project SPARC is intended reduce poverty among families of parenting college students and increase transfers and degrees. Ultimately, this work has the potential to increase economic justice for California's families and to reduce the wage gap for women in California.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Student Services Planning, and/or Academic Planning tables at the end of the section for any recommendations requiring institutional action.

The LCC CalWORKs program continues to strive to meet program objectives by helping each student achieve their academic, career and personal goals by providing services support, while eliminating barriers. Collaboration and a strong partnership with county social service departments are vital. Outreach to Lassen, Modoc and Sierra counties will start again in the Fall 2021 semester provided there are no COVID restrictions. A general satisfaction survey will be developed and sent out to students. This will be used to measure if LCC CalWORKs staff is meeting student's needs, areas of improvement, and any suggestions to improve the program.

II Administrative Unit and/or Student Learning Outcomes Assessment

Student Learning Outcome Assessment

AUO and SLO assessment is important to maintain and improve institutional effectiveness and provide an effective learning experience for LCC students. Departments are expected to measure AUO and/or SLO annually; these records are maintained in WEAVE and are available for review at any time.

Description/Evaluation:

1. Identify and evaluate Administrative Unit and/or Student Learning Outcomes including the relationship to strategic goals for AUOs and institutional student learning outcomes for SLOs utilizing information from WEAVE.
2. Attach an AUO and/or SLO assessment summary as provided by Office of Institutional Effectiveness.
3. Provide an analysis of findings of the assessment results may be leveraged to support equipment, facility, staffing, or other budget and planning need and include the justification in your analysis.

ISLO	Strat Goal	AUO	ASSESSMENT MEASURE /TARGET
1,2,4	4	LCC CalWORKs students will develop and understand a Student Educational Plan (SEP) that reflects the educational goals of the student, and will make academic progress each semester.	Measure: SEP's will be reviewed during orientation each semester and compared to student's schedules. Target: 90% of students will have a SEP and will be making academic progress.

100% of CalWORKs students had their SEP completed and/or updated for Summer 2020, Fall 2020, and Spring 2021 semesters. SEP's are sent to county partners each semester for documentation of students' progress on degree completion.

ISLO	Strat Goal	AUO	ASSESSMENT MEASURE /TARGET
2,3,4	4	LCC CalWORKs students will be familiar with on campus support programs as well as, on and off campus resources.	Measure: A survey will be used to assess the student's knowledge of support programs and resources. Target: 85% of students will have knowledge of support programs and resources.

Sixteen (16) of 17 unduplicated students had completed the survey for the 2020-2021 school year. All students who completed the survey (100%) stating that they were aware of services both on and off campus. This exceeds the 85% target.

ISLO	Strat Goal	AUO	ASSESSMENT MEASURE /TARGET
1,2,4	4	LCC CalWORKs students will persist from one academic year to fall of the next academic year.	Measure: Persistence Target: 50% of students will persist (or graduate) from one year to the next.

Twelve (12) of 14 unduplicated students persisted or graduated from Fall 2020 to Fall 2021. This is an 86% persistence rate which far exceeds that of the college at large. One student graduated in December 2020. Two students graduated in May 2021. One student successfully completed the LVN program.

ISLO	Strat Goal	AUO	ASSESSMENT MEASURE /TARGET
2,4	4	LCC CalWORKs students who participate in work-study will demonstrate employee performance skills necessary to gain and maintain employment.	Measure: Employer evaluations will be used to determine employee performance. Target: 80% of work-study students will have a positive employee performance.

Four students participated in work-study during the 2020-2021 school year. All of the employer evaluations were positive. All employers (100%) stated that students were ready for the workforce and had the skills to be successful in a job. This exceeded our 80% target rate. The number of work study students was a bit lower than usual due to COVID, and lack of job placement opportunities.

Planning Agenda:

List recommendations and actions by the above evaluation of AUO and/or SLO results. Complete Institutional Effectiveness Planning, Student Services Planning and/or Academic Planning tables at the end of the section for any recommendations requiring institutional action. For any items needing Human Resources Planning, Institutional Technology Planning, or Facilities Planning action, please make sure to include the information within the appropriate section and table later in the program review document.

N/A

III. Equipment

Description/Evaluation:

1. List capital outlay equipment, age of equipment and replacement schedule.
2. Identify any existing equipment maintenance/service agreements.
3. Evaluate the condition of capital outlay equipment in light of the replacement schedule and available funds.
4. Evaluate the effectiveness of and need for additional maintenance /service agreements.
5. Justify any proposed modification or additions to equipment available for students and/or faculty/instructional assistants within the program.

LCC has an established replacement cycle for computers. The CalWORKs Program Assistant and Counselor are overdue for replacement computers. Several laptops will be requested to be purchased this year to loan out to CalWORKs participants.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Student Services Planning, and/or Academic Planning table at the end of the section for any recommendations requiring institutional action.

The IT department has new laptops to be distributed to employees this year to replace those with outdated computers. Two to three laptops will be slated for purchase for student use.

IV. Outside Compliance Issues (if appropriate for program)

Description:

If appropriate, describe the role of outside compliance issues on the program.

In addition to meeting CalWORKs program eligibility, students must comply with their county social services regulations and welfare-to-work plans. CalWORKs college staff collaborate with county workers

to advocate for students and help make their educational and work experiences run as smoothly and efficiently as possible.

Evaluation:

Assess changes in compliance or identification of compliance-related needs and the impact on the program.

N/A

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation.

Complete Institutional Effectiveness Planning, Facilities Planning, Technology Planning and Human Resource Planning Forms as appropriate for any recommendations requiring institutional action.

VI. Prioritized Recommendations

A. Prioritized Recommendations for Implementation by Program Staff

List all recommendations made in Section One that do not require institutional action (ie. curriculum development) in order of program priority.

B. Prioritized Recommendations for Inclusion in the Planning Process

List all recommendations made in Section One that should be included in Lassen College’s planning and budgeting process, specifically in the Educational Master Plan, Student Services Master Plan, or Institutional Effectiveness Master Plan. Separate recommendations into the appropriate plan(s). Items to be included in the Human Resource Master Plan, Institutional Technology Master Plan, or Facilities Master Plan should be addressed in Sections Two, Three or Four in lieu of or in addition to inclusion in the Academic Master Plan. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations for Inclusion in Institutional Effectiveness Master Plan

CalWORKs 2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	None			

Prioritized Recommendation for Inclusion in Student Services Master Plan

CalWORKs 2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	None			

Prioritized Recommendations for Inclusion in Educational Master Plan

CalWORKs 2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	None			

Section Two: Human Resource Planning

I. Program Staffing

Description/Evaluation:

1. List the current staffing for the program include: managers, faculty positions, and classified staff.

LCC CalWORKs department is consists of the Associate Dean of Student Services, a part time CalWORKs Counselor, a full time Program Assistant, and a part time Administrative Assistant.

2. This section provides an opportunity for analysis and justification of projected staffing needs to support the program. Work-study student needs may be included.

There are no staffing needs at this time.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

N/A

II. Professional Development

Description/Evaluation:

1. Describe the professional development and professional activities of the program staff relevant to program improvements that has occurred during the period under review. (workshops, conferences, staff development, work experiences, etc.)

LCC CalWORKs staff annually attends the California Community Colleges Chancellors Office's, New Directors training in the fall and the CalWORKs Association's, Annual Training Institute in the spring. Staff has attended student success conferences, workforce development workshops and participates in shared governance as members of various Planning Committees.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

N/A

III. Administrative Unit and/or Student Learning Outcome Assessments

Description/Evaluation:

1. Describe any results from assessment of administrative units and/or student learning outcomes that affect human resource planning

N/A

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

N/A

IV. Prioritized Recommendation

Prioritized Recommendations for Implementation by Program Staff

List all recommendations made in Section Two that do not require institutional action (ie. curriculum development) in order of program priority.

N/A

Prioritized Recommendations for Inclusion in the Planning Process

List all recommendations made in Section Two that should be included in Lassen College's planning and budgeting process. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

N/A

Prioritized Recommendations for Inclusion in Human Recourse Master Plan

CalWORKs 2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	None			

Section Three: Facilities Planning

I. Facilities

Description/Evaluation:

1. Describe and evaluate the Lassen Community College facilities available to the program.

The CalWORKs office is located in the Creative Arts building, room 209. EOPS, CARE, and TRIO programs are located in the area as well making coordination easier between the programs. CalWORKs students continue to have access to student computers, printers and a study area located in the area.

2. Describe and evaluate additional facilities utilized off-campus by the program (attach any relevant rental agreements)

N/A

3. Describe any facilities needs identified by assessments of administrative unit and/or student learning outcomes

4. Justify any proposed modifications or additions to existing facilities that would better serve the program planned for the next five years.

Ongoing from the CalWORKs 2017 NIPR and subsequent Annual Updates, several changes are needed to allow equal access to all students.

- Offices in CA 209 are not ADA compliant and a student in a wheelchair cannot adequately access staff offices for services. Office doorways need to be widened to meet current ADA requirements.
- Bathrooms in the Creative Arts building are also not ADA accessible. Ideally, electronic doors are needed for students in wheelchairs to allow all students of various mobility to both enter and exit unassisted
- Provide lactation rooms in multiple locations on campus as mandated in Ed Code. ([AB 2785](#) & [ED Code 66271.9](#))
- Install baby changing stations in the men's and women's bathrooms in every building on campus as mandated, starting in Creative Arts. ([AB 1127](#) & [Govmt Code](#))

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness, Facilities Planning, and Technology Planning Forms as appropriate for any recommendations requiring institutional action.

LCC serves many students at various points in their lives. Better access to student bathrooms, offices, doorways, and support services for parenting students are necessary to address equity issues and afford students sufficient access to services and support for their educational goals and needs.

II. Prioritized Recommendations

Prioritized Recommendations for Implementation by Program Staff

List all recommendations made in Section Three that do not require institutional action (ie. curriculum development) in order of program priority.

N/A

Prioritized Recommendations for Inclusion in the Planning Process

List all recommendations made in Section Three that should be included in Lassen College's planning and budgeting process. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations for Inclusion in the Facilities Master Plan

CalWORKs 2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
4	ADA compliant office doors	Spring 2022	Already paid for	Equal access to program staff and services for all students
4	ADA accessible bathrooms in Creative Arts (electronic door)	Spring 2022	\$5,000	Safety of students in building and ADA compliance
4	Diaper Changing Stations in each student building in both men's and women's bathrooms	Spring 2022	\$350 each x 10 = \$3,500	Family friendly environment on campus and greater access for student parents
4	Lactation rooms on campus for breastfeeding moms	Spring 2022	\$600 per room	Increased access and retention of women

Section Four: Technology Planning

I. Institutional Technology

Description/Evaluation:

1. Describe and evaluate technology and technology support provided for instruction and instructional support.

[Click here to enter text. For the evaluation portion, ask yourself “How is it working?” Good? Bad? N/A](#)

2. Describe any technology and technology support needs identified by assessment of administrative unit and/or student learning outcomes.

[N/A](#)

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Facilities Planning, Technology Planning and Human Resource Planning Forms as appropriate for any recommendations requiring institutional action.

[Click here to enter text. Ask yourself, “What are we going to change?” Go into detail here and provide a snap shot of the items in the table\(s\) below. N/A](#)

II. Prioritized Recommendations

Prioritized Recommendations for Implementation by Program Staff

List all recommendations made in Section Four that do not require institutional action (ie. curriculum development) in order of program priority.

[N/A](#)

Prioritized Recommendation for Inclusion in the Planning Process

List all recommendations made in Section Four that should be included in Lassen Community College’s planning and budgeting process. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

[Two to three lending laptops are needed to meet the higher demands of students taking online courses.](#)

Prioritized Recommendations Inclusion in Institutional Technology Master Plan

CalWORKs 2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
4	Lending Laptops (2)	Spring 2022	\$1,680 (\$840 each)	Better support for CW students taking online courses.

Lassen Community College Master Plan Overview

Six master plans comprise the Comprehensive Institutional Master Plan. Recommendations from program reviews will be input into the selected master plans as determined by faculty in the prioritized recommendation spreadsheets. To better understand which master plan might be most appropriate for each program recommendation, a summary/objective of each plan is included below. More information can be found in the Shared Governance and Consultation Council Handbook and the Comprehensive Institutional Master Plan.

Institutional Effectiveness Master Plan (IEMP): the IEMP addresses college needs not addressed in other plans. These needs include research, governance, outcome assessment, and administrative operations.

Educational Master Plan (EMP): The EMP addresses the instructional planning needs of the college.

Student Services Master Plan (SSMP): The SSMP highlights the services needed to maximize the student experience through a variety of key student support services.

Institutional Technology Master Plan (ITMP): The ITMP addresses the technology needs of the campus.

Facilities Master Plan (FMP): The FMP addresses the physical infrastructure, facility, and maintenance needs of the campus.

Human Resources Master Plan (HRMP): The HRMP identifies and manages the administrative functions of recruitment, selection, evaluation, and professional development needs of the College to ensure a fully-staffed and highly functioning team of employees.