

1. Assessment Plan - Four Column



PIE - Student Services: CalWORKS Unit

Where We Are: Analysis and Summary

2017-18

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Program Planning Dialog: Our units aim to provide a wide-range of academic, social, and engagement and leadership development support the educational experience of Mt. SAC students. The program staff are looking forward to the new CalWORKs director providing stability and leadership to improve program practices and grow program participants.

External Conditions, Trends, or Impacts (Student Services): 1. Mt. SAC's geographical location serves four (4) county Departments of Public Social Services (Los Angeles, Orange, San Bernardino and Riverside). The impact of serving the various counties presents a more complex process for intaking applications and verification of county benefits since each area has varying regulations. This causes confusion for the students, staff and the county GAIN workers.

2. As reported by county and college CalWORKs representatives, there is a continuing downward trend in the number of CalWORKs participants statewide. This trend represents a challenge for CalWORKs programs at community colleges that are seeking to increase program participants in order to increase program allocations to effectively support the operational needs of their programs.

Internal Conditions, Trends, or Impacts (Student Services): 1. The CalWORKs office lacks adequate confidential workspace for adjunct counseling. The program currently has one full-time counselor and in order to effectively meet the academic and county service delivery needs of CalWORKs students, additional counseling support is needed. In 2017-18, the program hired adjunct counselors, but they do not have an office to provide the counseling services. While they will have a semi-confidential cubicle space for adjunct counseling in 2018 and beyond, CalWORKs requires a counseling office.

2. The front counter staff is serviced by one part-time administrative specialist and hourly staff to fill consistent gaps in front counter coverage. Since the administrative specialist also has additional administrative support responsibilities, there are greater instances of gaps in coverage. An over reliance on hourly staff for front counter coverage can lead to inconsistency of information and services to CalWORKs students, so this is a staffing matter that needs to be addressed to effectively support students and staff.

Critical Decisions Made by Unit: The CalWORKs staff identified operational procedures that need to be changed in order to improve the overall quality of the program services. Issues of concern were addressed in staff and individual meetings and with project teams in an effort to make continuous improvements. Maintaining accurate case files and updating case notes are a priority to the program, so staff have been making greater efforts to do so on the APEX system and uploading all scanned documents to the OnBase.

Notable Achievements for Theme A: To Advance Academic Excellence and Student Achievement: 1. Eleven students were nominated and selected for the 2018 CalWORKs statewide Portraits of Student Success recognition. 2. Thirty CalWORKs students earned a certificate, graduated, and/or transferred by June 2018. 3. A Mt. SAC CalWORKs student was awarded the LAC-5 scholarship at their annual staff retreat in June 2018. 4. The Counseling 54 course (Single Parent Academy) was offered for the second year since the curriculum was revised to focus on CalWORKs and similar student populations.

Notable Achievements for Theme B: To Support Student Access and Success: 1. A comprehensive electronic case management system was developed and all documents

were scanned and uploaded into the College's OnBase document repository system. 2. Organized and offered monthly academic and personal development workshops for CalWORKs and CARE students. Topics included effective parenting, housing resources, and legal rights Harriet Buhai Family Law Center and Welfare Rights.

Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources: 1. Successfully hired a new CalWORKs Director, whom will begin in July 2018. The program has been without a full-time director for several years, so this was an extremely critical hire to bring stability to the program and provide the leadership needed to achieve a wide range of program outcomes. 2. Adjunct counselors were hired for spring 2018, which has greatly increased the program's ability to meet the counseling needs of CalWORKs students. 3. Contract negotiations between Los Angeles County area community college CalWORKs programs and Department of Public Social Services was completed. Mt. SAC will receive an annual allocation of \$127,000 from this contract for the next three years.

Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration: 1. CalWORKs and EOPS/CARE staff made efforts to work more collaboratively, which improved the quality of workshops, the annual parent luncheon, and year-end recognition ceremony. This collaborative efforts were primarily led by the CalWORKs and EOPS/CARE counselors, but staff from both programs provided support. 2. The CalWORKs Work Study component has been faltering for the last several years, so increased efforts have been made to improve collaboration with the Financial Aid Office and Career/Transfer Center since these offices play a key role with work study. There will be ongoing communication between CalWORKs and these offices during the year.

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<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p>Counseling Hours - Hire full time counselor to accommodate the programs steady growth; ensure that students have knowledge of their educational plan in order to successfully matriculate through their program of study. Status: Archive Goal Year(s): 2016-17 Goal Entered: 09/01/2016 Date Goal Archived/Inactivated: 09/02/2016</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2017-18 % Completed: 100 A full-time CalWORKs counselor was hired for fall 2016 and effectively provided the counseling support needed to serve the students in the program. (03/22/2018)</p>
<p>APEX - Develop a comprehensive electronic case management system Status: Archive Goal Year(s): 2016-17, 2017-18 Goal Entered: 09/01/2016 Date Goal Archived/Inactivated: 07/14/2018</p>	<p>No Funding Requested - IT Support Describe Plans & Activities Supported: Continue to expand our APEX capabilities for individual student case management. Lead: Eric Lara, Anisa Alonso Type of Request: IT Support Planning Unit Priority: Low</p>	<p>Reporting Year: 2017-18 % Completed: 100 A comprehensive APEX database was developed and is now fully utilized by CalWORKs faculty and staff. Case notes and academic/contact data are stored in the system for each student as a part of the case management process. (03/22/2018)</p> <hr/> <p>Reporting Year: 2016-17 % Completed: 75 Our APEX system was implemented last year, as we continue to incorporate more functions, our day to day</p>

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operations are improving. (08/21/2017)

<p>Growth - Increase on and off campus awareness of CalWORKs services in order to grow the program by 20% ; approximately 70 students for 2017-18 academic year. Status: Active Goal Year(s): 2017-18, 2018-19 Goal Entered: 09/01/2016</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2017-18 % Completed: 0 The program continues to have a vacancy for the CalWORKs director position and direction for developing a comprehensive outreach/recruitment plan was has not been established. The ongoing goal is to grow the student participation rate by 20% for the 2018-19 academic year since the number this year has been flat. (07/14/2018)</p>
	<p>No Funding Requested - None Describe Plans & Activities Supported: Durring the 17-18 AY we plan on recruiting students via outreach activities off campus. We plan on having a booth at a GAIN job fair. Make a presentation at a Mental Health agency which service the SGV area for students who currently have cash aid and will transition to “adult” cash aid. Go to a GAIN staff meeting in Pomona or El Monte office to make a presentation to their staff.</p> <p>Attend monthly/quarterly meeting with Department of Social Services and county GAIN workers in order to increase referrals to the CalWORKs program and to facilitate students access to priority registration, county documentation and ancillary forms.</p> <p>Hold tabling events to promote CalWORKs to the Mt. SAC community on campus. Participate in Student Life New Student Welcome, EOPS New Student Carnival, REACH outreach events and</p>	<p>Reporting Year: 2016-17 % Completed: 0 With no permanent Director in place, the CalWORKs staff did not do any outreach during the 116-17 AY. Dedicated outreach will be a priority for the next year. (08/21/2017)</p>

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other campus wide information sessions.
Lead: Eric Lara, Ana Silva Turcios, Anisa Alonso
Type of Request: Marketing
Planning Unit Priority: Low

<p>Student Success - Increase the successful course completion of CalWORKs students by providing increased access to tutoring support. This will require more space and funding to hire more tutors. Status: Active Goal Year(s): 2017-18, 2018-19 Goal Entered: 07/01/2017</p>	<p>No Funding Requested - None Describe Plans & Activities Supported: Promote, via email, during overviews and in our counseling session, our dedicated EOPS/CARE/CalWORKs tutoring center to Lead: All CalWORKS staff Type of Request: Marketing Planning Unit Priority: Medium What would success look like and how would you measure it?: Increase in student course completion. Documentation Attached?: Yes Related Documents: CW Tutors 16-17.pdf</p>	<p>Reporting Year: 2016-17 % Completed: 75 Academic Year 2015-2016 vs. Academic Year 2016-2017 : Increased students served by 29%, 80 to 103 students. Increased tutoring hours by 36%, 2819.7 to 3833.7 hours. Increased number of tutors by 36%, 25 to 34 tutors. Increased overall student success rate by 12.5%, 77.5% to 90% Please see attached for additional data. (08/24/2017)</p>
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<p>Technology - Improve processing of documents and eliminate excessive paperwork by providing staff with scanners to facilitate electronic files. Status: Archive Goal Year(s): 2016-17 Goal Entered: 09/01/2016 Date Goal Archived/Inactivated: 06/30/2017</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2017-18 % Completed: 100 All CalWORKs and academic (education plans) documents are scanned and uploaded immediately to OnBase as a part of each student's electronic casefile. All historically documents have been scanned and they are now being shredded. Each staff member has a desktop scanner to make this process seamless. (07/14/2018)</p>
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<p>Outreach and Recruitment (1) - Collaborate with Non-credit and implement CalWORKs workshops for Adult Basic Education, English as a Second Language, Electronic System Technician, In Home Support</p>	<p>No Funding Requested - Coordinate with NC Describe Plans & Activities Supported: Coordinate with NC to go and present to their students at least twice a semester.</p>	<p>Reporting Year: 2017-18 % Completed: 0 Progress to coordinate with campus partners in Non-Credit was not made due to shifting of staff responsibilities. Efforts to partner with Non-Credit will be a priority as there are CalWORKs eligible students in Non-Credit programs.</p>
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<p>Services, ESL Career Conference, General Education Diploma, and High School Diploma programs in order to inform potentially eligible CalWORKs student about support services.</p> <p>Status: Active</p> <p>Goal Year(s): 2017-18, 2018-19</p> <p>Goal Entered: 08/20/2017</p>	<p>Work with Community Education to send their Short-term training students, who are receiving county funding, to our office to formally apply to CW.</p> <p>Lead: Eric Lara, Anisa Alonso</p> <p>Planning Unit Priority: High</p> <p>What would success look like and how would you measure it?: An increase in CalWORKs participant as a result of recruitment from collaboration with Non-Credit campus partners.</p>	<p>(07/14/2018)</p> <hr/> <p>Reporting Year: 2016-17</p> <p>% Completed: 0</p> <p>We had one presentation at the ESL conference during the Fall 2016 semester. We will be making a more concerted effort to outreach during the next academic year.</p> <p>(08/21/2017)</p>
<p>Outreach and Recruitment (2) - Participate in on-campus inreach events; and outreach to CalLEARN programs to bring awareness about CalWORKs support services to potentially eligible students.</p> <p>Status: Active</p> <p>Goal Year(s): 2016-17, 2017-18, 2018-19</p> <p>Goal Entered: 09/01/2016</p>	<p>Report directly on Goal</p> <hr/> <p>No Funding Requested - Tabling events</p> <p>Describe Plans & Activities</p> <p>Supported: Hold tabling events to promote CalWORKs to the Mt. SAC community. Participate in Student Life New Student Welcome, EOPS New Student Carnival, REACH outreach events and other campus wide information sessions.</p> <p>Lead: All Staff</p> <p>Type of Request: Marketing</p> <p>Planning Unit Priority: High</p>	<p>Reporting Year: 2017-18</p> <p>% Completed: 0</p> <p>Outreach activities were not conducted in 2017-18. Increased outreach to community partners such as CalLEARN will be made in 2018-19 to ensure CalWORKs clients are made aware of educational opportunities at Mt. SAC. (07/14/2018)</p>
<p>Outreach and Recruitment (3) - Attend monthly/quarterly meeting with Department of Social Services and county GAIN workers in order to</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2017-18</p> <p>% Completed: 25</p> <p>A representative from CalWORKs attended most county meetings, but greater effort needs to be made to follow-up</p>

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<p>increase referrals to the CalWORKs program and to facilitate students access to priority registration, county documentation and ancillary forms. Status: Active Goal Year(s): 2016-17, 2017-18, 2018-19 Goal Entered: 09/01/2016</p>	<p>Report directly on Goal</p>	<p>with county GAIN workers to increase referrals to Mt. SAC. (07/14/2018)</p>	
<p>Adjunct Counselor - Hire one adjunct counselor to fill in hours when our FT counselor is teaching class. Status: Archive Goal Year(s): 2017-18 Goal Entered: 08/21/2017 Date Goal Archived/Inactivated: 07/14/2018</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2017-18 % Completed: 100 An adjunct counselor was hired in spring 2018. The program will continue to employ the adjunct counselor and possibly add another for 2018-19. (07/14/2018)</p>	
	<p>Full Funding Requested - Hire a Adjunct Counselor Describe Plans & Activities Supported: Need a second office to house our Adjunct counselor. A cubical will not be sufficient for this request, we need privacy due to the high sensitivity of our students needs. a closed door office is required. Lead: Eric Lara Type of Request: Staffing Planning Unit Priority: High What would success look like and how would you measure it?: Build, or find, a new office which will allow for privacy for our adjunct counselors.</p>	<p>Reporting Year: 2016-17 % Completed: 25 While the CalWORKs office did have an adjunct counselor during the Fall 2016 semester, this counselor was let go due to funding. With restored funding, based on salary savings, we will move forward with reviewing applications to hire another adjunct counselor. (08/21/2017)</p>	<p>; Durring the Fall semester, our FT counselor teaching a course on-load, so a need for an adjunct counselor is high. (08/21/2017)</p>
<p>Replace Student Services Program Specialist II - Hire a new staff member in the CalWORKs office. The new positon will be a Project/Program Specialist (Range 79) Status: Inactive Goal Year(s): 2017-18 Goal Entered: 09/01/2017</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2017-18 % Completed: 100 At the conclusion of the hiring process, which did not yield a successful candidate, a decision was made not to fill this position for the immediate future. (07/14/2018)</p>	
	<p>Full Funding Requested - Replace a vacancy in the CalWORKs office. Describe Plans & Activities</p>		

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<p>Date Goal Archived/Inactivated: 07/14/2018</p>	<p>Supported: Former Employee Gabby Ulloa resigned from her position in May 2017. She as classified as a Student Services Program Specialist II (Range 79), this will be replaced by a Project/Program Specialist (Range 79)</p> <p>Type of Request: Staffing</p> <p>Planning Unit Priority: High</p>	
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<p>Education and Career Guidance - Improve CalWORKs students' educational goal completion by providing information, success strategy tools, and on/off-campus resources through an Educational and Career Conference.</p> <p>Status: Active</p> <p>Goal Year(s): 2018-19</p> <p>Goal Entered: 07/15/2018</p>	<p>Full Funding Requested - The funding will be used to for workshop presenter, secure a venue, supplies, food, and transportation assistance for students.</p> <p>Describe Plans & Activities</p> <p>Supported: CalWORKs students face unique challenges as college students due to their role as parents on county cash aid. Many of them are re-entry students that need customized support to help them navigate college and beyond. An all day educational and career development conference will provide the students an experience that will help CalWORKs students gain the tools and strategies to succeed in college and prepare for gainful employment.</p> <p>Lead: LaTasha Hagler and Ana Silvia Turcios</p> <p>One-Time Funding Requested (if applicable): 20000</p> <p>Type of Request: Non-Instructional Supplies</p> <p>Planning Unit Priority: Medium</p> <p>What would success look like and how would you measure it?: CalWORKs students that complete</p>	
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Unit Goals

Resources Needed

Where We Make an Impact: Closing the Loop on Goals and Plans

the conference will have a stronger understanding of the value of their education to career aspirations.

Documentation Attached?: No