

VISION

The CalWORKs Program strives to provide the most effective academic, personal and career counseling services to students who receive cash aid, or who plan to receive cash aid. The ultimate purpose is to assist, recruit and advocate for current and future CalWORKs students to become self-sufficient through their education at Santiago Canyon College. (Date Created 8/5/2005; Date Revised 5/3/2010)

MISSION

The CalWORKs program responds to the needs and concerns of socio-economically challenged students with dependent children (receiving or eligible for cash aid) by providing specialized counseling, instructional and support services to help insure their achievement of educational goals and career readiness. Ultimately, the CalWORKs program goal for each student is to complete an educational goal that will prepare them as viable members of the workforce. (Date Created 8/5/2005; Date Revised 5/3/2010)

SERVICES-FUNCTIONS

1. **Academic, personal and career counseling:** Counselor meets with students, individually to discuss academic and career goals. Students' goals are mapped out in an educational plan. Students discuss personal issues that impact their academic success. Referrals are made to appropriate student support services.
2. **Childcare assistance:** Students interested in childcare on campus, are referred by the counselor to the Child Development Center. If room is not available, CalWORKs students are put on the top of the waiting list.
3. **Work-study and job placement:** Students looking for employment on campus, are referred to the Student Placement Center. Students can be placed in Federal/ CalWORKs work-study positions or permanent positions on campus.
4. **Assistance in completing social services documents:** Social Services agencies require documentation of students' weekly 32 hour requirement using the Monthly Attendance/Progress Report. Students are also required to complete the Welfare-to-Work Referral for Education/Training which explains how students will meet their hourly requirement and their academic and career goals.
5. **Case management:** Students participate in an intake process, where pertinent data is collected and eligibility is verified. Eligibility is verified at the beginning of each semester. Students' educational plans are developed and updated each semester. Students 32 hour requirement is broken down by class time, study time, and work/work-study. Students are referred to appropriate student support services.
6. **Workshops:** Students attend workshops presented by CalWORKs counselor, campus staff from Financial Aid, Career Center, Adult Re-entry, Health Center, as well as community agencies, such as life skills workshops presented by Mariposa Women's Center and money management workshops presented by Consumer Credit Counseling Service. The RSCCD Board and Mariposa

Women's Center signed a Memorandum of Understanding, in order to introduce and establish a series of Life Skills workshops to enhance student success.

7. **Academic supplies:** Supplies, including USBs, pencils, pens, erasers, rule, binders, scantrons, notebooks, paper, sharpeners, whiteout, highlighters, lead, 3 hole punchers, pencil pouches, backpacks, mini-staplers, dictionaries, post-its, student planners, and index cards, are offered to students.
8. **Book requests:** The counselor completes an ancillary request for Social Services to pay students' books, material fees, parking permit, and health fees.
9. **Monitor 32 hour requirement:** At the beginning of each semester, students complete the Education/ Employment Agreement to break down the weekly 32 hour requirement by class time, study time, and work/work-study. Students meet monthly with the counselor to complete their Monthly Attendance/Progress Reports (41-06).
10. **Open House:** To strength the relationship between Social Services agencies and SCC, the program developed an Annual Open House. The success was immediate because Social Services agencies were more willing to advocate on students' educational goals as a result of their understanding that education is truly the route to self-sufficiency for these students.
11. **Social Services Agencies (SSA) & Educational Partners Stakeholder Joint Meetings :**The SSA meetings provide operational information and lay the groundwork for future collaboration with each of the Region 8 community colleges to create enhanced educational activities that link with the CalWORKs Welfare-To-Work Program.
12. **Region 8 CalWORKs Meetings:** The Region 8 representative attends the CalWORKs State Advisory Meetings at the State Chancellor's Office in Sacramento, brings back updates to the Community College CalWORKs Directors, and then addresses the Region 8 community colleges coordinator/counselors' concerns and comments during these monthly meetings, and then communicates them to the State Advisory Committee.
13. **Regional Educational Liaison Meetings:** Educational Liaisons are specialized staff that were selected to serve as liaisons between SSA and the Community Colleges. CalWORKs counselors from Region 8 meet with the Educational Liaisons to discuss operational issues with SSA. Caseworkers and supervisors from SSA are welcome to attend. The purpose of the meeting and working with the Educational Liaisons is to improve communication and solve specific cases.

The CalWORKs counselor has a strong collaborative relationship with the Orange County Social Services Department. The SCC CalWORKs program has invited county case managers/supervisors and members of local community agencies to an Annual Open House, during the spring semester. Attendees are welcomed with breakfast, introduced to the campus via tour, and educated on support services and career programs at SCC. A successful CalWORKs student is highlighted and presents on his/her educational journey.

The CalWORKs counselor attends meetings with Orange County Social Services Department (bi-monthly), the Region 8 CalWORKs college representatives (bi-monthly), and county educational liaisons (as needed). The CalWORKs counselor attends county resource fairs, which allow case managers the opportunity to interact with SCC CalWORKs staff.

The CalWORKs program utilizes qualitative and quantitative data to assess program effectiveness. The surveys utilized were the “End of Term” survey and “Workshop Evaluation” survey.

The purpose of the End of Term survey is for students to rate services utilized, workshops, evaluation of the program’s services and an opportunity to provide qualitative analysis. The End of Term survey was created in spring 2007. End of Term surveys are in the process of being updated, and the new form will be used at the end of fall 2009.

1. CalWORKs “End of Term”

The data collected through the End of Term Survey evaluates CalWORKs student’s program satisfaction which indicates clearly that the most beneficial services students receive are counseling and book services.

End of Term Results

Academic Year	Student Services	5 point Likert Scale
07-08	• Counseling	4.5
	• Book Request/County Forms	4.5
	• Academic Supplies	4
	• Work-Study	3
	• Workshops	3
	• Child Development Center	4
	• Financial Aid	4
	• EOPS/CARE	3
	• DSPS	3
	• Career Center	2
	• Job Placement Center	3
	• Academic Success Center	3
	• Tutoring Center	2
	• MaSH	4
• Writing Center	4	
08-09	• Counseling	5
	• Book Request/County Forms	5
	• Academic Supplies	4
	• Work-Study	4
	• Workshops	3
	• Child Development Center	4
	• Financial Aid	3
	• EOPS/CARE	4
	• DSPS	3
	• Career Center	3
	• Job Placement Center	4
	• Academic Success Center	3
	• Tutoring Center	4

	<ul style="list-style-type: none"> • MaSH • Writing Center 	4 4
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It is the intent of the program to contact the Rancho Santiago Community College District research Department in order to validate the surveys currently used in the program.

The workshop evaluations are the surveys used for the purpose of collecting student's perceptions of the effectiveness of the workshops. The workshop evaluation was created in the fall 2007.

2. Mariposa Life Skills (Workshop Evaluation)

Student's attendance was over 50% and students' evaluations clearly demonstrated the workshops as beneficial to their educational and personal endeavors.

Academic Year	Mariposa Life Skills Workshops	5 point Likert Scale
07-08	<ul style="list-style-type: none"> • Mariposa: Setting Boundaries • Mariposa: Focus in Anger • Mariposa: Conflict Resolution • Mariposa: Domestic Violence • Mariposa: Alcohol & Drug Use 	4.5 4 5 4 3
08-09	<ul style="list-style-type: none"> • Mariposa : Self-Esteem • Mariposa: Setting Boundaries • Mariposa: Focus in Anger • Mariposa: Conflict Resolution • Mariposa: Domestic Violence 	5 3 4 4 4

Workshops Offered

2006-2007	2007-2008	2008-2009
Financial Aid	<ul style="list-style-type: none"> • Welcome Back: Study Skills • Career Goals and Planning • Early Scheduling • Financial Aid • Mariposa: Setting Boundaries • Mariposa: Focus in Anger • Mariposa: Conflict Resolution • Mariposa: Domestic Violence • Mariposa: Alcohol & Drug Use • Lead by Example • Interview Techniques • Career Development Process 	<ul style="list-style-type: none"> • Psychological Services and Stress Management • Nutrition for Parents on the Go • Balancing Personal Finances • Financial Aid • Mariposa : Self-Esteem • Mariposa: Setting Boundaries • Mariposa: Focus in Anger • Mariposa: Conflict Resolution • Mariposa: Domestic Violence

The CalWORKs program provides comprehensive counseling to each student it serves. Comprehensive counseling includes: academic, personal, and career counseling targeted to prepare each student for the workforce.

In addition, to the one to one counseling; the program has established a strong partnership with social services; and a Memorandum of Understanding between Rancho Santiago Community College District and the Mariposa Women's Center took place fall 2007 to further serve students.

The Mariposa Women's Center and Santiago Canyon College created and established a slew of Life Skills workshops that enhances student's personal, educational, and future professional growth.

The CalWORKs program determines its strengths, challenges and program needs through evaluation of each student's counseling experience and participation in the Life Skills workshops provided by the Mariposa Women's Center. Counseling and book services were listed as the most important services received by students.

SLO Analysis:

- **100% of the 23 CalWORKs students were able to complete the Education/Employment Agreement and calculate the required hours.**
- **Since students completed the Education/Employment Agreement during counseling appointment, the CalWORKs counselor was able to answer questions regarding student employment goal, certificate/training program and estimated completion date.**
- **All of the 23 CalWORKs students, who completed the Education/Employment Agreement, were able to calculate the 32 hours of education and work-study activities.**
- **The process to validate the students learning outcome assessment was through the counselor on-on-one observation. The process included the counselor explaining the requirement and the form to be filled out.**
- **The counselor verified that the total number of hours equaled 32.**
- **The counselor observed students' ability to complete the form.**

Challenges:

The inability to provide students with work-study due to current budget situation, and outreach to the community due to lack of personnel.

Opportunity and Needs:

Despite the current lack of resources the CalWORKs program attempts to provide each student opportunities to enhance their educational experience and exposure to the workforce through the mentioned comprehensive counseling, monthly attendance meeting and life skills workshops.

The needs of the CalWORKs program are lack of personnel to provide outreach to the community thus increasing the number of students served, and the uncertain budget reductions.

The SCC CalWORKs program is a small but growing program. In 06-07, the CalWORKs program served 18 students. In 07-08, 26 students were served and, in 08-09 34 students were served. Due to outreach efforts such as the Annual Open House, the amount of students was steadily increasing.

The SCC CalWORKs program works closely with Financial Aid to ensure that all eligible CalWORKs students apply for federal work-study. Specialized one-to-one Financial Aid/CalWORKs workshops are offered.

For the past three years the CalWORKs counselor met with each student by the tenth of each month to complete their Monthly Attendance/Progress Report and verify that students are meeting their weekly 32 hour requirement. Each report was completed and faxed to the each student's assigned case manager.

The SCC CalWORKs program staff will continue to work closely with the community and Orange County Social Services and continue to strive to increase support services to meet the needs of student participants. Workshops will continue to be focused on students' interests and self sufficiency. CalWORKs will continue to work with the budget concerns regarding work study opportunities for students.

The program developed an Annual Open House and success was immediate because Social Services agencies were more willing to advocate on students' educational goal as a result of their understanding that education is truly the route to self-sufficiency for these students. The CalWORKs counselor will continue to collaborative with the Orange County Social Services Department to ensure that SCC CalWORKs students are receiving appropriate services and that their stated educational goal are being approved by their case manager.

In the fall 2007, the RSCCD Board and The Mariposa Women's Center signed a Memorandum of Understanding in order to establish a series of Life Skills Education Workshop to enhance students' success. The workshops are very successful and well attended by students.

CalWORKs program utilizes two different surveys to assess program effectiveness; the End of Term Survey and the Workshop Evaluation. Both survey results indicate that counseling, book services and the workshops are rated the highest in terms of services needed and provided.

The current budget reductions have negatively impacted the ability of SCC CalWORKs students to obtain federal work study on campus in the spring 2009 and no CalWORKs student was placed on employment.

Due to budget cuts the Outreach staff was laid off and the Annual Open House cancelled. The program lacks the proper technology and personnel to fully continue to provide comprehensive services.