PROGRAM COMPREHENSIVE REPORT

2023-2024

Program Review (S) - CalWORKS

<div style="background:#1a6b5c; color:white; text-align:center;">2023 - 2024</div>

General Information

Please enter your program's purpose statement.

The CalWORKs office offers assistance to students who are registered in California's welfare to work reform program with the County of Ventura Human Services Agency. CalWORKs is designed to help head of households become self-sufficient through a variety of educational and work-related activities. Through academic counseling we work with students in choosing the best course of study to meet career goals for welfare to work participation.

Briefly describe your program and the services that it offers to students.

The Ventura College CalWORKs program works closely with the County of Ventura Human Services agency in serving students who are in the Welfare to Work program, are head of their household and are receiving cash aid benefits. Students are typically referred to our office by the County's employment specialists as part of their Welfare to Work Activities. Services assist CalWORKs recipient students and those students transitioning off of CalWORKs in achieving long-term self-sufficiency through coordinated services. Services include academic and career counseling, completion of county required documentation, guidance for the CalWORKs work study program and the financial aid process, communication and advocacy with the students' employment specialist as needed in support of the student's educational program. Our program office additionally houses computer stations that are available for student use for school related activities. As funding permits we provide school supplies for our students at the beginning of the semester.

How does your program support VC's mission?

CalWORKs supports the VC mission by placing students at the center of their learning experience, working to assist in their educational and career goals while participating in the welfare to work program. CalWORKs assists students with their academic goals, whether that be earning an associate degree and/or certificate as well as assisting with transfer and workforce preparation.

SWOT Analysis: What are the strengths of your program?

The strength of our program is having a program coordinator and counselor who works specifically with the county Employment Specialists and is able to offer direct academic counseling to the referred county WTW participants. Having a counselor for the CalWORKs program helps students have a connection to campus and assists the county with having a direct contact for their WTW participants.

SWOT Analysis: What are the weaknesses of your program?

A challenge in the program is the need for an adjunct counselor. Given the split role of the counselor/coordinator, an adjunct counselor can assist with providing additional counseling availability. Space in the program office is a potential barrier however, given that there is only one office space that provides privacy for counseling appointments.

SWOT Analysis: What are some opportunities for your program?

Opportunity exists in hiring an adjunct counselor. The program budget currently supports this part-time hire for a few hours a week.

SWOT Analysis: What are some threats to your program?

The lack of understanding on campus about how CalWORKs functions provides a barrier for our program and our students. Like any other program, our staff needs professional development to be able to build the program by the best practices of other programs serving student parents. Our students are still students on campus. Often our students and staff/faculty are relegated on campus when our office provides academic counseling and services like other programs do. The only difference with our area is that we service students who are specifically in CalWORKs. This does not mean our students or staff/faculty should be limited.

Program Planning

Service Usage

How many total student contacts occurred in your program in the previous year?

The student contact count is an inaccurate representation. Prior to COVID and remote services our office checked in every single student who walked through our door into the kiosk. Now the majority of our students call or email, these are not marked into the kiosk as they would have been had they been coming in in-person. When we get phone calls or emails we simply respond. If those are to be inputted in the kiosk we need guidance as to that expectation.

Describe the trend in usage over the past two years?

It is challenging to describe a trend. See answer to the previous question. The only observation we can make is that we are receiving more referrals from the county and therefore an increase in students in our program. Referrals however are not inputted as student contacts. They are simply contacted and scheduled for appointments.

Are there any student gender groups more than 5 points lower than the overall VC student population?

No

Are there any student ethnic groups more than 5 points lower than the overall VC student population?

No

Briefly describe what your program has done to close equity gaps in students accessing your program?

Having a larger percentage of females and Hispanic students is out of the control of our program office. Our students are referred to us from the county. The county is also unable to control the number of mothers that end up single and in their current situation. This is a larger societal issue.

Six Factors Survey

Six Factors Survey: General Observations

Consistent with prior years with the exception of 2022 when only one student completed it

Which of the six factors did your program score the highest on?

Direct

Why do you think your program scored the highest on this factor?

Because of our work with the county

Which of the six factors did your program score the lowest on?

Focused

Why do you think your program scored the lowest on this factor?

Because students often first come to use confused, thinking we work with the county as opposed to the college.

SUOs

Briefly describe the results of your SUO assessments.

In regards to SUO 3, we were increasingly having students meet completion, however, with the process of COVID and the changes in county requirements has made this a little challenging. While students still need to complete their Individual training plans, the receipt of their supportive services funds no longer depends on the document, thus reducing the urgency of completion.

Which SUO initiative(s) had the greatest impact on improving outcomes for your program?

SUO 2 showed the greatest impact with an improvement in students understanding the connection between their degree/program of study and to their WTW plan/county requirements.

Objective

5 -Year Objective
Increase Student Head Count by 15%

What specific actions will you take to meet this objective?
Improve Customer Service with our front desk and Ventura County Human Services Agency offices.
Improve relationships with county partners to increase referrals.

Which of the following Educational Master Plan Goals does this objective align with?
Goal 3: Strengthen local/regional partnerships and community engagement

Which of the following Student Equity Plan Goals does this objective align with?
Goal 1: Access and Successful Enrollment

Review Type
Comprehensive

Program Review Cycle
2023 - 2027

Objective Status
Active

Completion Date
08/14/2028

> **Resource Requests**
>
> **Resource Request Status**
> Active
>
> **Request Year**
> 2023- 2024
>
> **Resource Request Title (First 3 letters of Program Name+2-digit Year + 2-digit Request Number)**
> CAL2301
>
> **Description of Resource Request**
> Counselor Part-Time, CalWORKs program.
>
> **Estimated Cost**
> 15,000.00
>
> **Do you have categorical funds available to fund this request? If yes, please enter the FOAP below.**
> 121-37041-1420-641000 and 121-36038--1420-641000
>
> **Type**
> Other (Not Prioritized)
>
> **New/Replacement**
> New
>
> **Priority**
> 01
>
> **Primary Contact For This Resource Request**
> Rocio Hernandez
>
> **Administrator, Faculty, or Staff Request**
> **Equipment, Technology, or Facilities Request**

Objective

5 -Year Objective
Increase Weekly Student Appointments by 3%

What specific actions will you take to meet this objective?

1. Work with Dean to begin the process of hiring adjunct for the CalWORKs program.
2. Hire an adjunct counselor to provide counseling appointments on Friday's
3. Hire an adjunct counselor with availability to continue during the summer

Which of the following Educational Master Plan Goals does this objective align with?
Goal 5: Effectively manage campus resources to meet student and community needs

Which of the following Student Equity Plan Goals does this objective align with?
Goal 1: Access and Successful Enrollment

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Request Year
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Resource Request Title (First 3 letters of Program Name+2-digit Year + 2-digit Request Number)
CAL2301

Description of Resource Request
Counselor Part-Time, CalWORKs program

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