



*Office of the President*

February 12, 2024

Dr. Rocio Hernandez, Counselor & Coordinator  
CalWORKs

Dear Dr. Rocio Hernandez,

Thank you for all the work you put into completing your comprehensive program review. It has been reviewed by the College Planning Committee and the Executive Team. The College Planning Committee feedback is attached. Below, you will find comments, commendations, and recommendations from the Executive Team. These are provided for incorporation into your annual program planning processes. Typically, recommendations require planning improvements that will be implemented over time. Thus, in your subsequent annual mini-reviews, you'll want to provide updates on progress made towards addressing these recommendations.

**Comments:**

- CalWORKs, a welfare to work reform program, provides academic and career counseling, guidance on the CalWORKs work study program and financial aid process, as well as holding educational and work-related activities to support head of households become self-sufficient.
- Students are referred to VC's CalWORKs program by the County's employment specialists.
- The four-year trend of student headcount, student contacts, and the ratio between student contacts per student are down. The steepest downward trend among these are student contacts.

**Commendations:**

1. In spring of 2023, 97.5% of students assessed met SUO-2.
2. Apart from headcount, student contacts and the ratio between student contacts per student have gone up slightly between the 2021-2022 and 2022-2023 academic years.

**Recommendations**

1. Collect and report data on students that have been served via call or email to capture the impact of CalWORKs more accurately on students.
2. Consider updating SUOs to improve alignment with program and college goals.
3. Increase the number of student contacts each semester to support SUO achievement.
4. Enhance proactive follow up with students to support the increase of student contacts with the counselor and VC CalWORKs activities.

*Ventura College will be a beacon of learning — a source of inspiration and guidance — for our students and community.*

CPC's overall recommendation is strengthen the program, to which I generally concur. However, strengthening will come in the form of increased guidance and collaboration from the appropriate supervising dean. Thank you again for your dedicated work in improving outcomes for our students.

Sincerely,

Handwritten signature of Kimberly Hoffmans in cursive script.

Kimberly Hoffmans, R.N., Ed.D.

President

Ventura College

cc: Gema Sanchez, Interim Dean, Student Affairs

JP Schumacher, Vice President, Student Affairs

# Default Report

CPC Program Review Feedback Form - CalWORKS

November 13, 2023 10:23 AM PST

## Q2 - What is this program doing well?

What is this program doing well?

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Continuous relationship with the County for referrals.

Dedicated individual to provide coordination and counseling. High marks for the 6-factor survey.

Provide Service to students in multiple formats/modalities. Taking on referrals from the county and other outside entities.

Serving the needs of the special population.

One great thing about CalWORKs is its ability to provide essential financial aid and support services to low-income families.

Student engagement.

Serving students in SUO 1 and 2

### Q3 - What could this program improve upon?

What could this program improve upon?

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Increase in staffing to grow the opportunities of our students. Also, the CalWorks office can use or create a way/training to log student contact for all types including emails or phone calls.

Quantifying student contacts. Each email/phone call needs to be counted to get an accurate count for service usage.

Better tracking of # of students served.

It says no difference for gender/ethnicity, but it looks like 100% female and primarily non-white. Maybe this is the population that it serves. More documentation of post-COVID student contacts.

CalWORKS has room for improvement in their total student contacts, which have significantly declined due to the impact of COVID-19.

None

SUO 3

## Q6 - How well do the program's objectives align with the VC Educational Master Plan?

How well do the program's objectives align with the VC Educational Master P...

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Appears to align very well. there is a focus on equity gaps. Low ratio of students to counselor provides opportunity to develop and provide more of a case management approach to support which should include wrap-around services especially for students who may be at risk for not completing or moving towards their goals.

Well

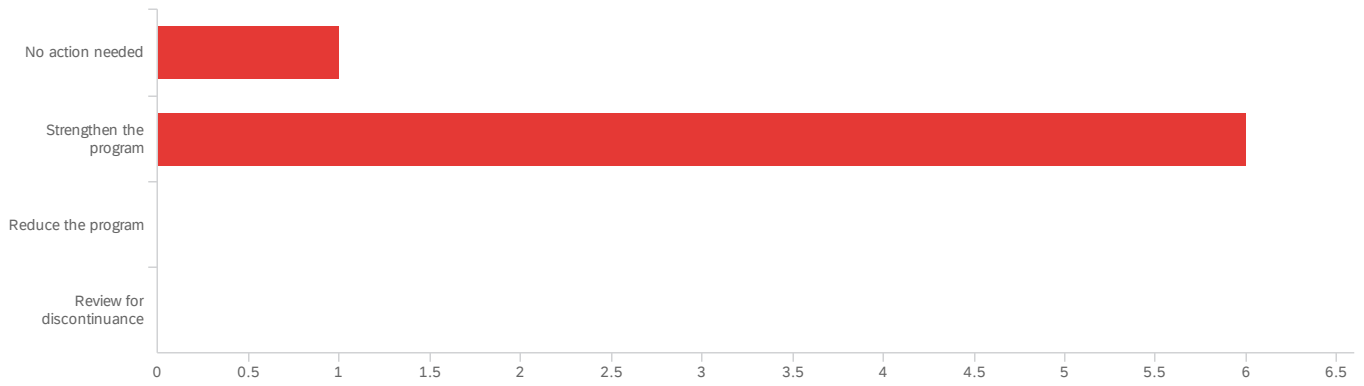
Fairly well.

CalWORKs does align with the goals of equity and access by providing financial aid and essential services to low-income families, they also promote engagement through active participation in employment-related activities, and support success and persistence by enabling access to education, training, and resources, thereby fostering self-sufficiency and long-term economic stability.

Most are aligned.

Aligns well

## Q8 - I recommend the following course of action for this program:



#	Field	Choice Count
1	No action needed	14.29% 1
2	Strengthen the program	85.71% 6
3	Reduce the program	0.00% 0
4	Review for discontinuance	0.00% 0

7

Showing rows 1 - 5 of 5

**End of Report**






# 2023 CalWORKs Comprehensive Program Review Response FINAL

Final Audit Report

2024-02-12

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