1. Assessment Plan - Four Column

PIE - Student Services: CalWORKS Unit

Where We Are Now: Analysis and Summary

2018-19

Contact Person: LaTesha Hagler, Director of CalWORKs
Email/Extension: lhagler1@mtsac.edu | (909) 274-5391
Program Planning Dialog: The CalWORKs Program at Mt. San Antonio College is designed to support student-parents with access to educational programs to become gainfully employed and financially self-sufficient by providing comprehensive services, including individualized academic counseling, advocacy and support, case management, and community resource referrals. Through creating a positive and engaging environment, Mt. SAC's CalWORKs program cultivates each student-parent's sense of community, achievement, and leadership while valuing their individuality and unique needs. The CalWORKs program strives to enhance student capacity, engagement, and success in Mt. SAC's academic community through advocacy and mentorship, collaboration and partnerships, and academic programs. Since the arrival of the CalWORKs director (July 2018), the program has received stable leadership and direction. The CalWORKs director collaborates with the program's staff/faculty to develop strategies and priorities to improve the practices, operational procedures, and quality of service offered to students. The CalWORKs staff is committed to the success of the program and its students by seeking to further advance the mission and vision of the program. As a student-centered campus, Mt. SAC's CalWORKs program aims to mirror this model by providing a wide-range of academic, social, and leadership development opportunities that impact the educational experience of student-parents.

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 of at least 30% decrease 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.

3. As reported by the Chancellor's Office's recent interpretation of the dollar-for-dollar match for CalWORKs state funds, colleges will no longer be able to use the money received by CalWORKs students' Pell awards and BOG Fee Waivers (Community College Promise Grant) as allowable for the $1 to $1 required match. Mt. SAC has used "need based financial aid" to achieve its 1 to 1 match since that has been included since 2010 as allowable under the guidelines of the Chancellor's Office CalWORKs Handbook. Elimination of this match allowance would require Mt. SAC to identify over $650,000 of general funds for the local match. The CalWORKs Association is working with legislators to have the 1:1 match language deleted for 2020-21. (The CO has given us "hold harmless" status for 2019-20.) However, as of June 2019, the 1:1 match language is still present in the budget and the Chancellor's Office has not initiated effort to support this change. No other categorical program has a 1:1 match.

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. The program hired one adjunct counselor to provide additional counseling support but will need to consider hiring more adjuncts based on students' needs and future growth of the programs. The CalWORKs adjunct counselor does not have an office to provide counseling services. While a semi-confidential cubicle space for adjunct counseling is

available, 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. Lack of appropriate administrative support creates hardships for the program and requires the CalWORKs director at times to lead clerical efforts to prevent the program's integrity and quality of services from being compromised. 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.

3. The CalWORKs department lacks an administrative assistant position to provide a variety of higher-level administrative support to the assigned manager, professional staff, and faculty. These duties include: coordinating multiple calendars, schedules, oversight of student workers/temporary employees, loading faculty schedules, facilitating faculty evaluation processes, making travel arrangements and preparing action items for Board of Trustees. Currently, the CalWORKs department is reliant upon support from other areas (e.g., general counseling and Dean of Student Services office) that have administrative assistants available to perform complex administrative duties.
Critical Decisions Made by Unit: The CalWORKs staff identified priorities to improve the overall quality of program services, which include documenting and tracking students' progress in order to capture retention, success, and performance. The CalWORKs staff is currently collaborating with IT and Institutional Research to develop a robust data tracking system that is aligned with the Student Services Division's student outcomes research efforts, including case management to meet the program's reporting efforts to demonstrate the impact of support services.

CalWORKs counselors providing counseling support to CARE students are now counted toward EOPS/CARE required contacts, to reduce the barriers for students to participate in both programs. The CalWORKs and EOPS/CARE directors met frequently to ensure both program needs were met.
Notable Achievements for Theme A: To Advance Academic Excellence and Student Achievement: The CalWORKs staff is committed to providing excellent support to students as they seek to achieve their educational goals and aspirations. As one of the most vulnerable student populations on campus, demonstrating students resiliency and highlighting their achievements and success is exceptionally important.

1. The CalWORKs program served approximately 327 students during the 2018-19 academic year.

2. CalWORKs Counselors and Program Specialists provided more than 1,800 contacts during the 2018-19 academic year.

3. 31 CalWORKs students earned their certificate, degree, and/or transferred for 2018-19. Of these students, 24 participated in the annual EOPS/CARE/CalWORKs End of Year Recognition Ceremony.

4. The retention rates for CalWORKs students during the Spring 2018 term was 89.1%.

5. The success rate for CalWORKs students during the Spring 2018 term was 74.2%.

6. The persistence rate for CalWORKs students from Fall 2018 to Spring 2019 was 93%, with a GPA between 2.0 to 4.0.

7. CalWORKs tutoring served 64 students for a total of 1,635 hours during 2018-19.

8. 33 students were nominated and selected for the 2019 CalWORKs statewide Portraits of Student Success recognition.

9. A Mt. SAC CalWORKs student was awarded the LAC5 scholarship at their annual staff retreat in June 2019.

10. 6 CalWORKs students were acknowledged and awarded Mt. SAC scholarships.

11. The Counseling 54 course (Single Parent Academy) was offered for the third year since the curriculum was revised to focus on CalWORKs and similar student populations.

 12. 23 CalWORKs students participated in the CalWORKs Work Study Program earning more than $54,000 in un-subsidized wages.

13. 14 CalWORKs students nominated for Students of Distinction.

14. 11 CalWORKs students attained a GPA of 3.5 or higher and 12 students attained a GPA between 3.0 to a 3.49 in Spring 2019

Notable Achievements for Theme B: To Support Student Access and Success: 1. Developed new CalWORKs icon and marketing literature to increase program awareness to campus and community partners.

2. Organized and offered monthly academic and personal development workshops for CalWORKs and CARE students. Topics included goal setting, scholarships, workstudy, transfer, workforce, and expungement.

3. Revised CalWORKs Mission, Vision, Values and established priorities.

4. Professional Development Trainings to enhance student access and success: CalWORKs New Director Training, CalWORKs Annual Training Institute, LAC5 Regional Training, Trauma Informed CARE Training, ACCCA 101, CalWORKs Association Board, CalWORKs Region 8 Representative.

Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources: 1. A full-time CalWORKs director was hired and started 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. Successfully met criteria for year one of three of the DPSS contract, which allows us to sustain salary and benefits ($127,000) for CalWORKs staff.

3. Hired two CalWORKs workstudy students to provide clerical and front counter support at the CalWORKs office.

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 effort was primarily led by the CalWORKs and EOPS/CARE directors, but staff/faculty from both programs provided support.

2. The CalWORKs Work Study Programs continues to have lower participation than expected, 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 have been improvements to the structure of this program, which will assist us with growing Work Study participants for 2019-20.

Contributors to the Report: LaTesha Hagler and CalWORKs staff: Danette Perkins, Yesenia Reyes, Ana Silvia Turcios (faculty), Anisa Alonso, Rajwattie Chatarpaul, Huu Bui (CalWORKs/EOPS) and Evie Loadjaja (CalWORKs/EOPS).

Related Documents:
CW Program Guide Sept. 2018 (2).pdf
2019 CalWORKs Program Legislative Report.pdf

Unit Goals	*Resources Needed*	*Where We Make an Impact: Closing the Loop on Goals and Plans*
Growth - Increase on and off campus awareness of CalWORKs services in	**Report directly on Goal**	**Reporting Year:** 2018-19 **% Completed:** 0

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
order to grow the program by 10% for 2019-20 academic year. **Status:** Active **Goal Year(s):** 2017-18, 2018-19, 2019-20 **Goal Entered:** 09/01/2016	**Report directly on Goal**	The ongoing goal is to develop a comprehensive outreach and recruitment plan to grow student participation by least 10% for 2019-20 academic year since the number of students eligible for CalWORKS services has decreased by more than 30% statewide. (07/22/2019)
		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)
	Request - No Funding Requested - None **Describe Plans & Activities Supported (Justification of Need):** 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. 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. Hold tabling events to promote	**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)

CalWORKs to the Mt. SAC community on campus. Participate in Student Life New Student Welcome, EOPS New Student Carnival, REACH outreach events and other campus wide information sessions.

Lead: Eric Lara, Ana Silva Turcios, Anisa Alonso

Planning Unit Priority: Low

Request - No Funding Requested - None.

Describe Plans & Activities Supported (Justification of Need): During the 2018-19 AY, the CalWORKs director attended 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. As this continues to be a priority, the CalWORKs director and staff will develop an outreach plan to promote services to eligible CalWORKs students.

Lead: LaTesha Hagler, Ana Silvia Turcios, Danette Perkins, Yesenia Reyes, Anisa Alonso

Type of Request: OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

Planning Unit Priority: Low

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	Documentation Attached?: No	
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	**Request - No Funding Requested -** None **Describe Plans & Activities Supported (Justification of Need):** Promote, via email, during overviews and in our counseling session, our dedicated EOPS/CARE/CalWORKs tutoring center to **Lead:** All CalWORKS staff **What would success look like and how would you measure it?:** Increase in student course completion. **Planning Unit Priority:** Medium **Documentation Attached?:** Yes **Related Documents:** CW Tutors 16-17.pdf	**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)
	Request - Full Funding Requested - Hire a Adjunct Counselor_copy **Describe Plans & Activities Supported (Justification of Need):** 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 **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. **Planning Unit Priority:** High	
Outreach and Recruitment (1) - Collaborate with Non-credit and implement CalWORKs workshops for Adult Basic Education, English as a Second Language, Electronic System	**Report directly on Goal**	**Reporting Year:** 2018-19 **% Completed:** 25 CalWORKs faculty/staff participated in ESL conference, ABE/HSD presentations, ESL presentations and non-credit orientation session. The ongoing goal to coordinate with

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
Technician, In Home Support Services, ESL Career Conference, General Education Diploma, and High School Diploma programs in order to inform potentially eligible CalWORKs student about support services. **Status:** Active **Goal Year(s):** 2017-18, 2018-19 **Goal Entered:** 08/20/2017	**Report directly on Goal**	campus partners in Non-Credit will continue to be a priority as there are CalWORKs eligible students in Non-Credit programs. (07/22/2019)
	Request - No Funding Requested - Coordinate with NC **Describe Plans & Activities Supported (Justification of Need):** Coordinate with NC to go and present to their students at least twice a semester. Work with Community Education to send their Short-term training students, who are receiving county funding, to our office to formally apply to CW. **Lead:** Eric Lara, Anisa Alonso **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. **Planning Unit Priority:** High	**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. (07/14/2018) **Reporting Year:** 2016-17 **% Completed:** 0 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. (08/21/2017)
	Request - No Funding Requested - None. **Describe Plans & Activities Supported (Justification of Need):** During AY 2018-19, CalWORKs staff/faculty presented at ESL conference, facilitated classroom presentations for ABE/HSD, and presented at NC orientations for several short term programs. **Lead:** LaTesha Hagler, Anisa Alonso, Ana Silvia Turcios, Danette Perkins and Yesenia Reyes **Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/	

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD. **Planning Unit Priority:** Low **Documentation Attached?:** No	
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. **Status:** Active **Goal Year(s):** 2016-17, 2017-18, 2018-19 **Goal Entered:** 09/01/2016	**Report directly on Goal**	**Reporting Year:** 2017-18 **% Completed:** 0 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)
	Request - No Funding Requested - Tabling events **Describe Plans & Activities Supported (Justification of Need):** 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. **Lead:** All Staff **Planning Unit Priority:** High	
	Request - No Funding Requested - None. **Describe Plans & Activities Supported (Justification of Need):** CalWORKs staff participated in several outreach events during 2018-19, which included New Student Welcome, Counselor Day, High School Outreach and will continue to promote program services to during in/outreach events to prospective CalWORKs	

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

students.
Lead: All Staff
Type of Request: OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.
Planning Unit Priority: Low
Documentation Attached?: No

Outreach and Recruitment (3) - 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.
Status: Active
Goal Year(s): 2016-17, 2017-18, 2018-19
Goal Entered: 09/01/2016

Report directly on Goal

Reporting Year: 2018-19
% Completed: 100
The CalWORKs director attended all county meetings and will continue to attend to maintain collaborative relationships with county GAIN workers to help increase and streamline referrals to Mt. SAC.   (07/22/2019)

Reporting Year: 2017-18
% Completed: 25
A representative from CalWORKs attended most county meetings, but greater effort needs to be made to follow-up with county GAIN workers to increase referrals to Mt. SAC. (07/14/2018)

Request - No Funding Requested - None.
Describe Plans & Activities Supported (Justification of Need): CalWORKs director attended monthly/quarterly meetings during 2018-19 and will continue to strengthen partnership with local county offices in order to increase referrals and streamline process.
Lead: LaTesha Hagler
Type of Request: OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD. **Planning Unit Priority:** Low **Documentation Attached?:** No	
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. **Status:** Archive **Goal Year(s):** 2018-19 **Goal Entered:** 07/15/2018	**Request - Full Funding Requested -** The funding will be used to for workshop presenter, secure a venue, supplies, food, and transportation assistance for students. **Describe Plans & Activities Supported (Justification of Need):** 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. **Lead:** LaTesha Hagler and Ana Silvia Turcios **What would success look like and how would you measure it?:** CalWORKs students that complete the conference will have a stronger understanding of the value of their education to career aspirations. **Planning Unit Priority:** Medium **Documentation Attached?:** No **One-Time Funding Requested (if applicable):** 20000	

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
Strategic Planning and Support - Develop an advisory board, including at least 10-15 county, campus, and community representatives to serve and support the advancement of the program's mission, vision, and values. **Status:** Active **Goal Year(s):** 2018-19 **Goal Entered:** 06/24/2019	**Request - No Funding Requested -** None. **Describe Plans & Activities Supported (Justification of Need):** Seek guidance and support from campus and community partners to improve the overall quality of CalWORKs program. **Lead:** LaTesha Hagler, CalWORKs Director **What would success look like and how would you measure it?:** Completion of Advisory board and dates scheduled for upcoming meetings. **Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD. **Planning Unit Priority:** Low **Documentation Attached?:** No	
Increase professional development opportunities for CalWORKs staff and faculty. - Offer professional development growth opportunities for staff and faculty by attending at least two training opportunities a year. **Status:** Active **Goal Year(s):** 2018-19, 2019-20 **Goal Entered:** 06/24/2019	**Request - No Funding Requested -** None. **Describe Plans & Activities Supported (Justification of Need):** Ensure all staff engage in professional development opportunities at twice a year. **Lead:** All Staff. **Type of Request:** PROFESSIONAL & ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning opportunities for Mt. SAC employees. **Planning Unit Priority:** Low	

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	Documentation Attached?: No	