## Program/Service Description: Include Description/Mission Statement/Number of Years at COD/Benefits/Contact (source: Faculty/Dir/Coord/Dean – from AUR)

**Description:** The CalWORKs Program (CW) was funded as a part of the State of California plan for welfare reform, under the 1996 Federal Welfare Reform Law – as required under the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA). The California Community College system is well-established as a key contributor and partner in the statewide effort to meet the Standards addressed in PRWORA, the colleges have many years of experience administering education and training programs and specialized support services for CalWORKs students. The community colleges, working with their local county welfare department partners, can continue to build upon the best practices and successes achieved to engage participants in programs that will enable them to transition off welfare and into a career path that offers the chance of advancement and future economic stability.

**Mission Statement:** “A California Community College program serving CalWORKs students and their families by providing educational and career opportunities combined with an array of high-quality support services that enable students to complete their educational goals, find meaningful employment, and successfully transition into the workforce. Through collaboration and advocacy with our college and community partners, we prepare a segment of California’s workforce by promoting the economic self-sufficiency of CalWORKs students through the attainment of a higher education...”

*Adopted by the California Community Colleges CalWORKs State Advisory Committee, September, 2005*

**Number of Years at COD:** Since 1998.

**Participants in the program/service receive the following benefits:**
- Services and goals intake assessment
- Educational books and supplies
- Academic, financial aid, personal, career, and transfer counseling
- Job Development and Placement through on-campus and off-campus Work Study opportunities and referrals

**Contact Person/Title:**
- Torina Craig, Coordinator, CalWORKs
- Rebecca Martinez, Program Specialist, CalWORKs

**Phone:** 760-674-7835 – T. Craig and 760-862-1343x5478 – R. Martinez
Population Served: Include Number/Eligibility (source: Faculty/Dir/Coord/Dean - from AUR)

Number of Students Served: CalWORKs served 302 unduplicated students during the 2016-2017 academic year; fifty four more students than the previous year (N=248 - 2014-2015).

CalWORKs Eligibility Requirements:
The CW identified students are current TANF (Temporary Assistance to Needy Families) recipient parents who are education program includes College of the Desert as an approved program listed on their welfare-to-work plan; exempt parents may also receive services. All CW students must have a dependent child under the age of 18 living in the home, and must be receiving the adult portion of the TANF grant; “child-only” receiving benefits families are not eligible. Additionally, parents receiving SSI or food stamps only are Not eligible (e.g., Supplemental Nutritional Assistance Program (SNAP), also referred to as Cal-Fresh/EBT), nor are students who are participating in a Tribal TANF program. However, on a very limited basis, CW may serve students who have left TANF cash aid within the past two years and are working. The priorities established by the CCCCO Chancellors office of CW student eligibility to receive CW services are very precise and are as follows:

Eligible Participants:
First Priority
CalWORKs students who are currently receiving TANF cash aid, are in good standing with the college and the county, and who have, or are in the process of developing, a welfare-to-work plan with the local county welfare department that refers them to the college for education and training. CalWORKs students fall into the following categories:

- Self-Initiated Program (SIP) participants are TANF recipients who enrolled in a community college prior to receiving an appraisal by the county welfare department; this status must be confirmed by the county welfare department. The law allows SIPS far greater flexibility in achieving their educational goals.
- Non-SIPs are TANF recipients who have already gone through the appraisal process with the county welfare department prior to enrolling in a community college.
- Exempt students are TANF recipients who have been exempted from required participation in welfare-to-work activities by the county welfare department. These students may “volunteer” to participate in education and training. They must have an educational plan in place with clear goals for completion.
- Cal-Learn students are TANF recipients who are participating in a program for teens under 19 years of age who are pregnant or parenting and have not completed their high school education. They are required to enroll in a high school or equivalency program to earn a high school diploma or its equivalent. Students may volunteer to remain in the program until they reach age 20. These young students may be attending the community college as a part of their Cal-Learn activities, and may then transition into the welfare-to-work program at the county. Cal-Learn students do not have mandatory work activity hours therefore are not eligible for work study.

Second Priority
Post-Employment students are former welfare recipients who left TANF cash aid within the past two years, are employed and need assistance in the areas of upgrading skills, job retention, and job advancement. Colleges may only serve Post Employment students if they have certified, among other requirements, that their caseload of TANF recipient students is insufficient to fully utilize all of their funding allocation. Post-Employment students are eligible for child care services only during their class time. They are not eligible for work study.
**Good Standing with the County**

To be in “good standing,” a student must be meeting county work participation requirements and not be sanctioned. If a student is sanctioned during a term, services may be provided until end of term. The sanction must be cured by end of term for services to continue for the next term. If a student continues to be sanctioned, she or he is no longer eligible for community college CalWORKs services. This criterion does not apply to Post Employment students as they are no longer a part of the county program. However, all participating students must meet the criteria of good standing set by the local college and its CalWORKs program (pages 9 & 10).

Excerpt in part from the CCCCO CW Handbook – still in “Draft” as of the date of this PRU report from: http://extranet.cccco.edu/Portals/1/SSSP/CalWORKs/Policies/August%202011%20CalWORKs%20Handbook.pdf

**Describe how Program/Service align with and contributes to the College’s Mission**

The primary goal of the CalWORKs program is to assist economically disadvantaged students who receive government assistance transition to financial independence and long-term self-sufficiency through coordinated student services offered at College of the Desert which includes: work study, job placement, child care, coordination, and under certain conditions post-employment and skills training. This overarching goal aligns well with the College of the Desert’s overall mission and strategic goals. It also contributes in a very distinctive manner to the College’s Mission and the Coachella Valley communities the college serves.

**Institutional Outcome(s) Program/Service Supports (source: under college Catalog section “Who are we?”)**

CalWORKs College of the Desert students, who are also Federal TANF recipients as identified by the County of Riverside and other neighboring county agencies, are eligible to receive specialized services to assist them in achieving their educational goals. These services include, but are not limited to, assistance in obtaining County book vouchers, work study opportunities, individualized academic counseling, and other support services that ideally are considered “over and above” those already provided to all COD students. Additionally, CalWORKs students who are single, head of household may also be eligible to participate in the EOPS/CARE programs; which also provides specialized counseling and workshops for single parents, as well as gas cards and financial assistance with child care expenses not already covered by the County agencies.
OVERARCHING PROGRAM LEVEL OUTCOMES

STUDENT SUPPORT SERVICES

1 - PERSONAL DEVELOPMENT AND RESPONSIBILITY
Students utilizing this program/service will demonstrate an ability to:

- display habits of intellectual exploration, personal responsibility, and physical well-being.
- develop individual responsibility, personal integrity, and respect for diverse people and cultures.
- value and accept people with different cultural and linguistic backgrounds and abilities.
- understand ethical issues to make sound judgments and decisions.

2 – SELF-AWARENESS, SELF-UNDERSTANDING, AND SELF-ADVOCACY
Students utilizing this program/service will demonstrate an ability to:

- evaluate their own knowledge, skills, and abilities.
- display three components of an effective self-advocate:
  1. Self-knowledge.
  2. Define their own needs.
  3. The ability to get what they need.
- develop realistic goals.
- appreciate the value of feedback.
- adapt to challenging situations.
- recognize that knowledge is the key to self-advocacy.
- teach the people around them.

3 – SELF-SUFFICIENCY AND INDEPENDENT LEARNING
Students utilizing this program/service will demonstrate an ability to:

- identify and utilize services, programs, and resources to become life-long learners including, but not limited to:
  1. Study/Learning Labs
  2. Supplemental Instruction
  3. Computer-aided tutorials/instruction
  4. Learning Communities
  5. Student Development Courses
  6. Tutorial Assistance
  7. Counseling Services
  8. Special Programs for Student Success
  9. Admissions and Records
  10. Business Services
  11. Financial Aid
  12. Scholarship information
  13. Career/Transfer Services Resources
### PROGRAM/SERVICE SPECIFIC OUTCOMES

**CALWORKS**

**STUDENT LEARNING OUTCOMES**

1a) Student Service/ Learning Outcome(s)

SSOs/SLOs

| 1. | CalWORKs students will become self advocates. |

1b) Program Outcome(s) (POs) aligned with course outcome. Select one or more from PO list below.

| 2. **Self-Awareness, Self-Understanding, and Self-Advocacy** |
| | Students utilizing this program/service will demonstrate ability to: |
| | 2.1 Evaluate their knowledge, skills, and abilities. |
| | 2.2 Display three components of an effective self-advocate: |
| | 2.2.1 self knowledge. |
| | 2.2.2 define their own needs. |
| | 2.2.3 the ability to get what they need. |
| | 2.3 Develop realistic goals. |
| | 2.4 Appreciate the value of feedback. |
| | 2.5 Adapt to challenging situations. |
| | 2.6 Recognize that knowledge is the key to self-advocacy. |
| | 2.7 Teach the people around them. |

1c) Institutional Outcome(s) (IOs) aligned with course or program outcome. Select up to three from IO list below.

| 1. **Personal and Professional Development** |
| | 1. Self-evaluate knowledge, skills, and abilities. |
| | 2. Develop realistic goals. |
| | 3. Display habits of intellectual exploration, personal responsibility, and physical well being. |
| | 4. Demonstrate an understanding of ethical issues to make sound judgments and decisions. |
| | 5. Value diverse cultures and populations. |
| | 6. Value the feedback of others. |

2) Identify Assessment Tool(s) to implement

Self-Advocacy will be measured by:

1. Completing or Updating their Student Educational Plan with their CalWORKs Counselor each semester.
2. Declaring a designated major.
3. Receiving Academic Follow-up services.
4. Completing the BOG Fee waiver application each year.
5. Completing the FAFSA each year.
6. Persisting in the program from Fall to Spring.

**Assessment Tools include:**

- SARS Student Appointment Database – statistical report:
- “Reason Code Detail Report” for SEP appointment & major designation (Marked: Attended - S - COUN and S COMP SEP per Fall 2016 and Spring 2017 semesters).
- SARS Unduplicated List of Students by Reason Code for full year academic follow-up services (includes S SEP Update, S Advising, S Follow up, Follow up, S At Risk).
- Annual MIS Data Report (both current and previous year data).
<table>
<thead>
<tr>
<th>3a) Expected level of achievement vs.</th>
<th>3b) Actual results</th>
</tr>
</thead>
</table>
| **3a.1** - 90% of CalWORKs students will receive counseling/advising services. | 3b.1 *98% (159/162) Exceeded target in Fall 2016*  
*80% (121/152) Did not meet target in Spring 2017* |
| **3a.2** - 90% of CalWORKs students have a designated major. | 3b.2 *98% (159/162) Exceeded target in Fall 2016*  
*80% (121/152) Did not meet target in Spring 2017* |
| **3a.3** - 75% of CalWORKs students will receive academic follow up services. | 3b.3 – *43% (107/248) Did not meet target for the 2015-2016 year* |
| **3a.4** - 80% of CalWORKs students will complete and receive the BOG Waiver. | 3b.4 – *90% (224/248) Exceeded target for the 2015-2016 year* |
| **3a.5** – 70% of CalWORKs students will complete the FAFSA and receive the Pell Grant. | 3b.5 - *69% (172/248) Did not meet target for the 2015-2016 year* |
| **3a.6** – *75% of CalWORKs students will persist from Fall to Spring.* | 3b.6 – *52% persisted from Fall to Spring (85/162) Did not meet target from Fall'15 to Spring’16* |

3a.1 & 3a.2) Data collected from SARS “Reason Code Detail Report” for SEP appointment & major designation (Marked: Attended - S - COUN and S COMP SEP per Fall 2016 and Spring 2017 semesters).

3a.3) Data collected from SARS “Unduplicated List of Students by Reason Code” for full year academic follow-up services (includes S SEP Update, S Advising, S Follow up, Follow up, S At Risk).

3a.4 & 3.a5) Data available from the State Chancellor’s Office through the MIS data collection system. The data is collected from each college at the end of the semester. It is then complied and an annual report is created and made available to each institution every spring for the previous year.
3a.6) Using an Excel spreadsheet, Persistence data is derived by combining the Fall ’16 and Spring ’17 MIS data. All duplicates were counted (N=85) and compared to the Fall list of unduplicated students from MIS (N=162).

5) Identify gaps between expected and actual results.

3b.1 – 3b.6: Based upon the data available from the 2016-2017 assessment, CalWORKs students are identifying their majors and completing Student Educational Plans at 80% or above. Unfortunately, they are not coming back in for academic follow-ups as much as we would like (43%). CW students are completing their FAFSAs and receiving both the BOG Fee Waiver (90%) and the Pell grant (69%). In regard to persistence, we fell far short of our goal of 75% persistence from Fall to Spring attaining only a 52% persistence rate.

6) Document results and outline needed changes.

CalWORKs students are becoming stronger self advocates in some respects. They are receiving counseling services and have a designated major. They are applying for and receiving financial aid when eligible at a relatively high rate.

However, because they are only required to come in for one appointment, it is difficult to set up follow up appointments. We stress the importance of follow-up services for students to stay on track and achieve their educational goals. We are cognizant of the CalWORKs students’ obligations, which include work, school, and parenting; consequently we are hesitant to compel program requirements upon them. Offering a monthly transportation service may help increase follow up services. We will review after the next assessment cycle. In regard to the persistence issue, there are many reasons that CalWORKs students persist at such a low rate. Some may have timed out of services from the County and cannot afford to continue with college. Others may have found employment to help their families in the short term, sacrificing their own long term educational goals and dreams. It is very challenging because for many, it is not their own choice to stop out, but the demands of providing for their families.

<table>
<thead>
<tr>
<th>Program Requirements from outside agencies (source: Faculty/Dir/Coord/Dean)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• CalWORKs Handbook/Program Guidelines (Draft), Chancellor’s Office, California Community Colleges Student Services Division</td>
</tr>
<tr>
<td>• CalWORKs Auditing Guidelines, Student Services Division – Categorically Funded Programs, Chancellor’s Office, California Community Colleges</td>
</tr>
<tr>
<td>• Title 5 Regulations governing CalWORKs and TANF use of funds.</td>
</tr>
<tr>
<td>• California Education Code</td>
</tr>
</tbody>
</table>
**RESOURCES**

### Staffing for Program/Service: Include Funding Budget Level/Current Staffing Level

*(source: Faculty/ Dir/Coord/Dean)*

#### 2016-17 Funding/Budget Level:

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Program Funds</td>
<td>$248,688</td>
</tr>
<tr>
<td>Work-study Funds</td>
<td>$10,308</td>
</tr>
<tr>
<td>State Child Care Funds</td>
<td>$0</td>
</tr>
<tr>
<td>TANF Funding</td>
<td>$69,225</td>
</tr>
<tr>
<td><strong>Total Categorical/Restricted Funds (Actual Expenditure)</strong></td>
<td><strong>$248,668</strong></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$328,221</strong></td>
</tr>
</tbody>
</table>

#### Current Staffing:

<table>
<thead>
<tr>
<th>Position</th>
<th>#</th>
<th>FT/PT</th>
<th>Funding Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coordinator/Counselor (July 2017 to Present);</td>
<td>1</td>
<td>FT</td>
<td>100% CalWORKs Funded - Counselor/Coordinator 100% CalWORKs (July 2017 to Present)</td>
</tr>
<tr>
<td>Program Specialist</td>
<td>1</td>
<td>FT</td>
<td>100% CalWORKs</td>
</tr>
<tr>
<td>Adjunct Counselor (Technician)</td>
<td>2</td>
<td>PT</td>
<td>100% CalWORKs</td>
</tr>
<tr>
<td>Program Assistant (Technician)</td>
<td>1</td>
<td>PT</td>
<td>100% CalWORKs</td>
</tr>
<tr>
<td>CW Work Study – On and Off Campus</td>
<td>25</td>
<td>Hourly</td>
<td>100% CalWORKs Work-Study</td>
</tr>
</tbody>
</table>

### Facilities (source: Faculty/ Dir/Coord/Dean)

1) **List of all facilities (Please indicate if any of these were added last year):**

CalWORKs, EOPS/CARE, and Foster Youth Services are centrally located on the second floor of the Cravens Student Services Center (CSSC) Building. The suite contains four offices, one storage room, two workstations, and two front counter areas. Moreover, in April 2016, the vacated adjacent suite (formerly occupied by TRiO) was added to increase existing office space for the four Special Programs Unit; adding much needed growth space to accommodate a growth in staffing and program student enrollments. Added to the space are four offices, one storage room, two larger workstations and two front counter areas. Additionally, a larger office was donated to house the campus “Mini Corps” program which was displaced from their previous location due to building retrofits.

2) **Assessment of adequacy of current facilities:** The added office space in 2015-2016 although adequate at the time, may now need to expand. CalWORKs has served fifty four more students in the 2016 -2017 academic year then were served in the year prior, and it is anticipated that the program will continue to grow. As of July 2017 the program hired a full-time counselor/coordinator for the CalWORKs program, and in order to adequately serve the increasing student population the program will need to hire additional faculty. After filling the counselor/coordinator position the TRIO Educational Talent search program hired a full-time director who is now housed in the once vacant office space. In order to keep up with the program’s growth new positions will need to be added, and doing so will require additional office space.
### Equipment and Supplies (source: Faculty/Dir/Coord/Dean)

**Equipment:** No Additional Equipment was added during the 2016-2017 fiscal cycle. Currently, CalWORKs utilizes two Dell computers, a Buitronics Copier, one HP Officejet Pro 8500 Premium Fax machine and scanner, and an HP 4000 TN Black and White printer, plus two CISCO telephones. The HP 4000 TN Black and White printer is no longer supported by our IT department, and will need to be replaced. Lastly, and over and above “one-stop” student work center is also in development, funded by a special reallocation of Student Equity Funds offered by the CCCCO late during the 2015-2016 fiscal cycle.

**Supplies:** All supplies/materials for CALWORKS are purchased through TANF program funds only. In the 2016-17 fiscal year, CalWORKs spent $5,870 on supplies/materials which included paper, printing cartridges, copier maintenance agreement, postage, as well as college copy charges and catering contributions for Academic Recognition Ceremonies.

### Summary- Narrative Interpretation (source: Faculty/Dir/Coord/Dean)

**Staffing for Program/Service:** The 2016-2017 staffing for the Special Programs Unit (EOPS/CARE/CalWORKs and Foster Youth) included 18 staff, both full time, part time and student workers. As of July 1, 2017 CalWORKs is an independent program, and is no longer included in the EOPS/CARE and Foster Youth aegis. Positions that were not filled due to lack of office space have now been filled such as: 1 Counselor/Coordinator, 1 part-time Technicians, and 1 student worker (funded by Federal Work Study). In the 2016-2017 year CalWORKs had three adjunct counselors, and although the counselor/coordinator position has now been filled, there has been a change in the availability of counseling services due to: the resignation of one counselor, and the reduction of a different counselor’s work load from three days per week to one. Due to the increased need of CalWORKs services and the need of the program to service multiple campuses, more positions are needed: 1 full-time counselor/case manager, and additional part-time program assistants possibly funded through CalWORKs WORK Study funds.

**Funding/Budget:**
CalWORKs and TANF funds are allocated by the State of California Chancellor's Office for Community Colleges each year utilizing three sources of funding:

1. **Program Funds** are State funds allocated for Work Study and Program Coordination and can only be used with a 1 to 1 match from another program.
2. **Child Care Funds** are State funds allocated for Child Care. The County of Riverside covers the cost of Child Care for our students. Therefore, we request permission from the Chancellor’s Office to transfer these funds to cover Work-Study and Program Coordination where needed with a dollar to dollar match.
3. **TANF Funds** are Federal funds and can be used for any purpose needed in the program. Note: Salaries, supplies and program expenses are allowable expenditures from this fund.

**IMPORTANT NOTE:** The Chancellor’s Office during the 2015-2016 officially recognized CalWORKs as a Statutory Program, similar to EOPS, in which the CalWORKs program funding will always be guaranteed 95% of the previous year’s allocation.
GOALS/ACHIEVEMENTS/CHALLENGES

Program/Service Goal Summary for year (source: Faculty/Dir/Coord/Dean)

1. Ensure that CALWORKS Counselors are teaching CALWORKS students about their General Education Graduation requirements (COD, CSU, and UC General Education Patterns) during student appointments.  
   **Met 98% of program participants have completed and signed a comprehensive SEP.**

2. Update process and procedures manual for CALWORKS to improve staff understanding and training.  
   **Ongoing with efforts by the new Director to cross-train staff in all areas of Special Programs that students enrolled in the program can leverage, if they so choose to do so, meet the program specific criteria and follow the program specific requirements accordingly.**

3. Restored and Hired CalWORKs Assistant to assist in the continued growth and increased number of referrals being received from the County.  
   **This position was filled and staff began mid. August 2017.**

4. Effectively and efficiently leverage all program resources from all four programs to better accommodate the growing number of Special Programs Unit (EOPS, CARE, Foster Youth Services and CalWORKs) Program staff and the growing numbers of students referred into the program.  
   **Ongoing and In-progress.**

5. Complete the hiring and training of 2-full time counseling staff – one EOPS/CARE and one CalWORKs – 
   **EOPS/CARE has hired a fulltime counselor, and as of July 2017 CalWORKs has hired a full time coordinator/counselor.**

6. Supported and developed programing for professional development and training opportunities, both on and off campus for all CalWORKs staff members; improving program effectiveness and efficiency.  
   **Ongoing and In-progress.**

7. Develop and launch a year-end “Gala Celebration” to honor the academic achievements of all graduating Special Programs Unit (EOPS/CARE, CalWORKs, and FYS) students, with their respective family members in attendance.  
   **Ongoing and In-progress.**

Program/Service Accomplishments for year (source: Faculty/Dir/Coord/Dean)

- Provided academic, financial aid, personal, career, and transfer counseling to students.
- Issued Academic Survival kits to all CALWORKS Students.
- Completed multi-semester CALWORKS Student Educational Plans (SEPs).
- Provided EOPS fee waivers for CALWORKS students transferring to CSU’s and UC’s and wrote letters of recommendation.
- Provided first priority registration for qualified CALWORKS students.
- Mandated progress reports of all students in fall and spring for early alert monitoring – **applies to only CW students participating in CARE program.**
- Provided an Academic Recognition Ceremony honoring CALWORKS scholars each semester.
- Honored CALWORKS graduates and those who earned certificates during Spring Academic Recognition Ceremony.
- Provided caps and gowns for all graduating CALWORKS students participating in EOPS/CARE.
• Provided caps and gowns for all graduating CALWORKS students not eligible for EOPS/CARE by leveraging County approved CalWORKs/ABE funds – *current CW CCCC0 guidelines, in draft form only, do not permit the use of CW or TANF funds to purchase graduation regalia.*
• Due to increase in program allocations, provided “survival kits” which included up-to-date materials which would greatly benefit CalWORKs students (e.g., Smart phone “power bank”, high capacity computer flash drives, etc.).
• Conducted and increased outreach activities at local high/continuation schools.
• Facilitated CALWORKS Advisory Committee meeting in both fall and spring; increased the number of community advisory committee members to include local foundation officers and public social services representatives.
• Provided CARE Grants for out-of-pocket child care costs to all eligible CalWORKs/CARE students in the amount of $800.00 in fall 2015 and $1,200 in spring 2016.
• Provided Gas Cards to all eligible CalWORKs/CARE students in the amount of $50 a month during the 2016-2017 fiscal year.
• Collaborated with the Career/Transfer Center, the Financial Aid Office and other programs/services on and off campus to provide mandatory workshops for CalWORKs/CARE students.
• Coordinated outreach and recruitment activities for potential CalWORKs students in the Coachella Valley with over 40 organizations contacted.
• Continued the Off-campus college/university tours – Fall 2016 (UC San Diego) and Spring 2017 (UC Los Angeles); additionally, added tours to major cultural events to enhance the multicultural educational benefits to our students (e.g., *The Getty Center™*, *La Jolla Aquarium/Scripps Institute®*).
• Coordinated outreach and recruitment activities for potential CalWORKs students in cooperation with Riverside County Department of Public Social Services CalWORKs staff during their County-sponsored Educational Training events which are held on-site at the various Riverside County DPSS Workforce Centers.

**Student Success Data -Program/Service (source: Office of Institutional Research)**

| **•** Served 302 unduplicated CALWORKS students, Fall 2016, Winter 2016, Spring 2017. Note: 42 of CalWORKs students were also identified as EOPS/CARE.  
| **•** Dean’s List and/or Honor Roll (3.0 or above GPA):  
| 29 CALWORKS students during 2016-2017, a decrease of 31 students from the prior year.  
| 53 % of CALWORKS students persisted from Fall to Spring, far below our projected target of 75%.  
| 16 CALWORKS students earned AA/AS degrees and/or CTE Certificates. |

**Program/Service Challenges: (source: Faculty/Dir/Coord/Dean)**

Over the past five years, CALWORKS, along with other Categorical programs was riddled with an unstable budget from the State over the past 5-years. Since that time, the program, regardless of fiscal challenges and reductions in staff support, continued to provide a high level of “over and above and in addition to” services to the students and with the appointment of a New Program Director in Spring 2016, the program continues to show significant, marked growth and a robust level of improvement in support services to students. Effectively leveraging other “non-State” funded resources – e.g. the CW ABE/ESLN, GRE/HSP MOU agreement with Riverside County DPSS - the CW program was re-aligned to provide greater transparency and accountability; thereby increasing and delivering ALL CW services to ALL CW students in a very equitable manner. Also, effective in the late part of the 2015-2016 fiscal year, CW funds were partially restored, with full restoration occurring during the current fiscal cycle.
In conclusion, the CALWORKS Program continues to provide comprehensive services to the most vulnerable students on campus. Our increase in the annual unduplicated student head counts over last year is one of the clearest points to that fact.

**Program/Service Objectives/Goals for 2017-18 (source: Faculty/Dir/Coord/Dean)**

1. **Hire a Job Placement Specialist** - Due to a significant increase in CALWORKs funding, it is imperative to hire a Job Placement Specialist focusing on creating both on-campus and off-campus work-study opportunities for CalWORKs students in the Coachella Valley. Offering meaningful work opportunities both on and off campus is the top priority of the CalWORKs Program enabling students to gain invaluable work experience leading to self-sufficiency. CalWORKs funds are extremely restrictive and will need to be returned if we cannot obtain more work opportunities for our CW students.

2. **Secure a 5-year renewable Contract with Riverside County DPSS CalWORKs** to significantly increase the number of CW students participating in the Off-Campus Subsidized Work Study program (SWS).

3. **Secure a 5-year renewable Contract with Riverside County DPSS Contracts Division** to increase significantly the CW/ABE funding levels to maximize the growing demand for CW related services targeted to ABE/ESLN/GRE/HSP students referred by the County to the College.

4. **During counseling appointments, increase CALWORKS student understanding of the college catalog rights in regard to both Admissions & Records and Financial Aid policies and procedures and launch a survey, similar to the one utilized in General counseling; thereby allowing for better SLO outcome measures.** Included in the program assessment will be a measure of the students’ understanding, skill and use of assist.org for transfer preparation.

5. **Launch a first-ever, over and above one-stop student success center** in the newly acquired office space to better assist the growing number of students being served by all four programs the Special Services Unit.

6. **Develop a “Manual of Policies and Procedures” (MPP) which will be used to support the current practices and procedures in place for all four programs: EOPS, CARE, CalWORKs and Foster Youth Services**

7. **Develop and Refine current websites** for all four programs to better meet the needs of our growing student base.

8. **Increase community based partnerships with organizations linked to helping our target populations served by the four programs**

9. **Assess the feasibility to increase the current part-time classified support staff to full-time status; thereby increasing even more the number of students being served by the CW programs.**

10. **Increase the outreach and in-reach efforts of the Special Programs Unit (EOPS/CARE, CalWORKs and FYS) and coordinate with campus-based outreach operations at Indio, Mecca-Thermal, West Valley and Palm Springs off-campus centers, to provide Special Program Services to students attending the off-campus sites.**

11. **Incorporate, CW students enrolled in the Foster Youth Services program into the CalWORKs program – a trend currently in place by the State Chancellor’s Office under the CAFYES model so when additional funding becomes available, the FYS program can secure a more solid base of funding under the auspices of the 48-year old EOPS model; **NOTE: A majority of the CW students currently in the CW program also participate in other Special Programs within the same Unit and therefore benefit greatly from leveraging maximum support and services.**
### Program/Service Objectives/Goals for 2018-19 (source: Faculty/Dir/Coord/Dean)

1. Secure CW funding when available to build out the CW program even further than current efforts.
2. Hire two full-time classified staff - Program Specialist and Program Technician funded by all categorical funds (EOPS/CARE, CW, CW-ABE and CW-County Work-study).
3. Hire one full-time Certificated Counselor supported by all Special Programs Unit Budgets.
4. Build out the CW On and Off Campus Work-study components, making it the largest in Region IX.
5. Expand the “one-stop” student success center to serve the increase of students served.
6. Hire a full-time, Certificated Special Programs Unit Supervisor/Coordinator, funded by all categorical and county funds (EOPS/CARE, CW, CW-ABE and CW-County SWS).
7. Develop a working model for Interns to serve as paraprofessional advisors (i.e., graduate students at CSUSB Palm Desert Campus) to ensure “over and above and in addition to” levels of services are maintained.

### Program/Service Objectives/Goals for 2019-20 (source: Faculty/Dir/Coord/Dean)

1. Secure CW funding when available to build out the CW program even further than current efforts.
2. Hire one full-time Certificated Counselor/Case Manager supported by CalWORKs Budget.
3. Build out the CW On and Off Campus Work-study components, making it the largest in Region IX.
4. Expand the “one-stop” student success center to adequately serve the increase of students served.
5. Develop a working model for Interns to serve as paraprofessional advisors (i.e., graduate students at CSUSB Palm Desert Campus) to ensure “over and above and in addition to” levels of services are maintained.
6. Continue to build campus collaborations with: Career and Workforce Solutions Center, Cooperative Work Experience Education, Financial Aid and other programs which align with the mission of CalWORKs.

Completed By: Dr. John C. Sousa, Director, EOPS/CARE, CalWORKs and Foster Youth Services Programs  
Date: 10/14/2016  
Revised By: Carol Amelia Lasquade, Interim Director, EOPS/CARE, CalWORKs and Foster Youth Services Programs  
Date: 03/07/17  
Revised By: Torina Craig, Counselor/Coordinator, CalWORKs  
Date: 11/7/17
**Program Review Update**

**Program Name:** CalWORKs

1. Staff Needs

NEW OR REPLACEMENT STAFF (Administrator, Faculty or Classified) ¹

<table>
<thead>
<tr>
<th>Staff Position</th>
<th>Reason</th>
<th>TCP*</th>
<th>Annual TCP*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counselor/Case Manager</td>
<td>Case Management is integral to the success and retention of</td>
<td>R</td>
<td>$62,540 Paid 100% by CalWORKs</td>
</tr>
<tr>
<td></td>
<td>underrepresented student. CalWORKs students particularly had an overall</td>
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<tr>
<td></td>
<td>persistence rate of less than 75% last year. A case manager could</td>
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<td></td>
<td>monitor students by: reviewing education plans and ensuring accuracy</td>
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<td>of major, accessing student time on aid and gauging the congruence of</td>
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<tr>
<td></td>
<td>their career goals in relation to time on aid “time clock”, conducting</td>
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<tr>
<td></td>
<td>a midterm check-in and “in-reach” to increase retention, evaluating</td>
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<td></td>
<td>students work readiness and providing students with exposure to work</td>
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<td></td>
<td>study opportunities collaborated through the Career and Workforce</td>
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<tr>
<td></td>
<td>Solutions Center, provide campus and community referrals to maximize</td>
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<td></td>
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<tr>
<td></td>
<td>resources.</td>
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</tbody>
</table>

* TCP = “Total Cost of Position” for one year is the cost of an average salary plus benefits for an individual. New positions (not replacement positions) also require space and equipment. Please speak with your college Business Officer to obtain accurate cost estimates. Please be sure to add related office space, equipment and other needs for new positions to the appropriate form and mention the link to the position. Please complete this form for “New” Classified Staff only. All replacement staff must be filled per Article I, Section C of the California School Employees Association (CSEA) contract.

¹ If your SLO assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the “reason” section of this form.
**Program Name: CalWORKs**

2. **Equipment (excluding technology) Needs Not Covered by Current Budget**

| List Equipment or Equipment Repair Needed for the upcoming academic year. Please list/summarize the needs of your unit on your college below. Please be as specific and as brief as possible. Place items on list in order (rank) or importance. | *Indicate whether Equipment is for (I) = Instructional or (N) = Non-Instructional purposes | **Annual TCO**
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td></td>
<td>Cost per item</td>
<td>Number Requested</td>
</tr>
<tr>
<td>1. <strong>Reason: Not Applicable</strong></td>
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<td></td>
</tr>
</tbody>
</table>

* Instructional Equipment is defined as equipment purchased for instructional activities involving presentation and/or hands-on experience to enhance student learning and skills development (i.e. desk for student or faculty use). Non-Instructional Equipment is defined as tangible district property of a more or less permanent nature that cannot be easily lost, stolen or destroyed; but which replaces, modernizes, or expands an existing instructional program. Furniture and computer software, which is an integral and necessary component for the use of other specific instructional equipment, may be included (i.e. desk for office staff).

** TCO = “Total Cost of Ownership” for one year is the cost of an average cost for one year. Please speak with your college Business Officer to obtain accurate cost estimates. Please be sure to check with your department chair to clarify what you current budget allotment are. If equipment needs are linked to a position please be sure to mention that linkage.

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2 If your SLO assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the “reason” section of this form.
**Program Name:** CalWORKs

3. **Technology (Computers and equipment attached to them) ++**

   Needs Not Covered by Current Budget: ³

   **NOTE:** Technology: excludes software, network infrastructure, furniture, and consumables (toner, cartridges, etc.)

<table>
<thead>
<tr>
<th>EQUIPMENT REQUESTED</th>
<th>New (N) or Replace (R)?</th>
<th>Program: New (N) or Continuing (C)?</th>
<th>Location (i.e. Office, Classroom, etc.)</th>
<th>Is there existing Infrastructure?</th>
<th>How many users served?</th>
<th>Has it been repaired frequently?</th>
<th>Cost per item</th>
<th>Number Requested</th>
<th>Total Cost of Request</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place items on list in order (rank) or importance.</td>
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</table>

³ If your SLO assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the “justification” section of this form.

* TCO = “Total Cost of Ownership” for one year is the cost of an average cost for one year. Please speak with your college Business Officer to obtain accurate cost estimates. Please be sure to check with your department chair to clarify what you current budget allotment are. If equipment needs are linked to a position please be sure to mention that linkage. Please speak with your Microsupport Computer Supervisor to obtain accurate cost estimates.

++ Technology is a computer, equipment that attaches to a computer, or equipment that is driven by a computer.

Remember to keep in mind your college’s prioritization rubrics when justifying your request.
Program Name: CalWORKs

4. Facilities Needs Not Covered by Current Building or Remodeling Projects*4

<table>
<thead>
<tr>
<th>List Facility Needs for the upcoming academic year. (Remodels, Renovations or added new facilities)</th>
<th>Annual TCO*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place items on list in order (rank) or importance.</td>
<td>Total Cost of Request</td>
</tr>
</tbody>
</table>

1. Reason: Not Applicable

* Please contact your college VP of Business or your Director of Facilities, Operations and Maintenance to obtain an accurate cost estimate and to learn if the facilities you need are already in the planning stages.

*4 If your SLO assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the ‘reason’ section of this form.
5. Professional or Organizational Development Needs Not Covered by Current Budget*5

List Professional Development Needs for the upcoming academic year. Reasons might include in response to assessment findings or the need to update skills to comply with state, federal, professional organization requirements or the need to update skills/competencies. Please be as specific and as brief as possible. Some items may not have a cost per se, but reflect the need to spend current staff time differently. Place items on list in order (rank) or importance.

<table>
<thead>
<tr>
<th>Annual TCO*</th>
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</thead>
<tbody>
<tr>
<td>Cost per</td>
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<tr>
<td>item</td>
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<td>Number</td>
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<td>Requested</td>
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<tr>
<td>Total Cost</td>
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<tr>
<td>of</td>
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</tr>
<tr>
<td>Request</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Reason: Not Applicable

*It is recommended that you speak with Human Resources or the Management Association to see if your request can be met with current budget.

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5 If your SLO assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the “reason” section of this form.
**Program Name:** CalWORKs

6. **Student Support Services (see definition below**)**

   Services needed by your Program over and above what is currently provided by student services at your college. These needs will be communicated to Student Services at your college.

**List Student Support Services Needs for the upcoming academic year.**
Please list/summarize the needs of your unit on your college below. Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current staff time.

| 1. | Reason: Not Applicable |

**Student Support Services include for example:** tutoring, counseling, international students, EOPS, job placement, admissions and records, student assessment (placement), health services, student activities, college safety and police, food services, student financial aid, and matriculation.

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6 If your SLO assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the “reason” section of this form.
7. **Library Needs Not Covered by Current Library Holdings**

Needed by the Program over and above what is currently provided. These needs will be communicated to the Library

<table>
<thead>
<tr>
<th>List Library Needs for the upcoming academic year.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please list/summarize the needs of your unit on your college below. Please be as specific and as brief as possible. Place items on list in order (rank) or importance.</td>
</tr>
</tbody>
</table>

| 1. | Reason: Not Applicable |

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\[7\] If your SLO assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the “reason” section of this form.
Program Name: CalWORKs

8. Learning Support Center Services Not Covered by Current budget *

<table>
<thead>
<tr>
<th>List Learning Support Center Services Needs</th>
</tr>
</thead>
<tbody>
<tr>
<td>If your unit is responsible for running a learning support center such as the Writing and Reading Center, the Math Learning Center, Computer lab or similar learning support center please address those needs here. These do not include laboratory components that are required of a course. Place items on list in order (rank) or importance.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Cost of Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>If the cost is the responsibility of an administrative unit you do not need to list it here.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cost per item</th>
<th>Number Requested</th>
<th>Total Cost</th>
<th>Ongoing (O) or one-time (OT) cost</th>
</tr>
</thead>
</table>

1. Reason: Not Applicable

*It is recommended that you speak with your college IMC and/or Lab Coordinators to see if your request can be met within the current budget and to get an estimated cost if new funding is needed.
**Program Name: CalWORKs**

9. OTHER NEEDS not covered by current budget

<table>
<thead>
<tr>
<th>List Other Needs that do not fit elsewhere. Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) or importance.</th>
<th>Annual TCO*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Cost per item</td>
</tr>
<tr>
<td>1.</td>
<td></td>
</tr>
</tbody>
</table>

**Completed By:** Dr. John C. Sousa, Director, EOPS/CARE, CalWORKs and Foster Youth Services Programs  
Date: 10/11/2016

**Revised By:** Carol Amelia Lasquade, Interim Director, EOPS/CARE, CalWORKs and Foster Youth Services Programs  
Date: 03/07/17

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[8] If your SLO assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the “reason” section of this form.