



STUDENT SERVICES AND ECONOMIC

DEVELOPMENT DEPARTMENT

CALWORKS PROGRAM REVIEW

2009-2010

PREPARED BY

Lois Wilkerson, Administrative Director,
Workforce & Economic Development

and

Mai Le, Program Supervisor

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ORANGE COUNTY ONE-STOP CENTER PROGRAM REVIEW

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Executive Summary

Coastline Community College operates a CalWORKs program under the Student Services and Economic Development Department that is managed by the Orange County One-Stop Center with offices in the One-Stop Center and EOPS at the college administrative center. The funding is from the State California Community College Chancellor's Office through The California Work Opportunities and Responsibility to Kids (CalWORKs) legislation enacted August 11, 1997 and the Federal Temporary Assistance for Needy Families (TANF) Act.

Working with the State guidelines, the CalWORKs office coordinates with the local Social Services Agency to ensure eligibility requirements and referrals are provided following the guidelines of the law. In addition, this office provides additional supportive services and cash aid to the students to enable them to attend higher education programs. This collaboration assists the student in attaining self-sufficiency.

The staff in this program consists of a manager that oversees other One-Stop programs and one classified employee as well as a percentage of an account analyst to complete the budget and financial aspects. However, the resources of the One-Stop and the EOPS office provide assistance with counseling, supportive services, job development, and job placement services.

The major challenge currently facing the CalWORKs program is the continued decrease of state funding for the program and the proposal to eliminate the program in the Governor's budget.

Recommendations emerging from this review include:

1. Increase advocacy efforts at the State level so the program is not eliminated as well as to increase advocacy with the county to assist the students in obtaining child care and ancillary services.
2. Continue to utilize the resources at the One-Stop Centers to connect CalWORKs students to employers for internships, work-study or direct placement by working with Job Developers.
3. Increase coordination with the One-Stop disadvantaged program to assist students at the conclusion of their certificate or degree if student's goals is obtaining employment.

I. Program Summary

In 1996, the Personal Responsibility and Work Opportunity Reconciliation Act resulted in federal welfare reform. It replaced the GAIN and AFDC programs with the Temporary Assistance to Needy Families (TANF) program. The California Work Opportunities and Responsibility to Kids (CalWORKs) program at the State level provides temporary financial assistance and employment focused services to families with minor children who have income and property below the State maximum limits based on family size.

The California Community Colleges CalWORKs Program receives funding to assist students who are currently welfare recipients, or who are transitioning off welfare to achieve long-term, self-sufficiency through coordinated student services. Through the Community College CalWORKs State Advisory Committee, the following mission statement was designed for the program.

“We are 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.”

The Coastline’s CalWORKs program focuses on providing CalWORKs students with special support services to assist them in their educational and career planning while insuring compliance with the Department of Public Social Services (DPSS) welfare-to-work requirements. These services include, but are not limited to work-study, job placement services, subsidized child care services, and coordination with the county welfare officers while enrolled in higher education classes.

The CalWORKs program is under the Student Services and Economic Development Department overseen by management at the One-Stop Center, with the day to day

operation under a Program Supervisor. The office and support staff is housed within the EOPS office to better coordinate services for eligible students. Through the resources offered at the Orange County One-Stop Center and the college's EOPS program, these students are provided counseling and support services to increase their ability to be successful in their educational endeavors. Child Care and Work-Study are components within the program guidelines through the collaborative efforts of funding support by the state and county social service agencies. The program has operated at Coastline Community College since the August 11, 1997 when the legislation was enacted under The California Work Opportunities and Responsibility to Kids (CalWORKs) legislation.

The Coastline College CalWORKs Program provides:

- Supportive atmosphere to enable students to achieve self-sufficiency through personal development and responsibility and by providing the opportunity to enhance their educational and career goals
- Assistance with completion of all county paperwork
- Advocacy with DPSS and other county agencies
- Educational and career guidance
- Opportunities to participate in subsidized work-study program
- Assistance with child care
- Information and assistance with unsubsidized employment
- Workshops/Training's related to the World of Work

II. Priorities Master Plan College

The Master Plan priorities established by the college that are applicable to this program include the following Priorities:

- Coastline will research, develop and implement high-quality services and personalized support that enables access and ensures satisfaction and success.
- Coastline will research and strengthen its partnerships with business, industry, government agencies and educational institutions to address local and global needs, expand opportunities for students and enhance the resources of the college.

Coastline Community College has operated a CalWORKs program since 1997. Even though the program has undergone numerous changes in staffing and structure due to decreased funding, the priority to serve students effectively and deliver quality is still the driving force behind the program.

In meeting the college priorities, staff strives to provide a positive and encouraging environment in which students can feel comfortable in requesting assistance in advocacy, education, and personal responsibility. In addition, staff works with the One-Stop Center to partner with business in developing work study opportunities and employment as requested. We partner with the EOPS and counseling offices to assist the students in obtaining an Education Plan and with the OC Social Services Agency in advocating supportive services at needed. Once the student becomes enrolled in a program at the college we partner with the instructional department through the faculty.

III. Program Goals (2009-2010)

CalWORKs goals are designed to meet the needs of the program allowing the students to become self-sufficiency through education. They include:

- 1) Fostering a student-centered environment to approach learning which focuses on student achievement and skill attainment. This is accomplished through individual assistance to the student and maintaining confidentiality in a comfortable environment while building trust between the student and the case worker.
- 2) Access to educational programs that will provide the opportunity to become self-sufficient. While working with students, they are encouraged and mentored to take personal responsibility for their life and those of their children. An education plan is developed to match the career goals they have chosen. Enrollment into classes/program is provided through the CalWORKs staff working with the financial and admission and records department.
- 3) Providing advocacy for the student with the college and the social service agency that has deemed them eligible for the CalWORKs program. This advocacy comes through working with the county social worker to ensure the student receives the necessary child care, transportation, books and other supportive services needed to focus on their education plan. It also comes through working with the EOPS, financial aid, admissions and records office to provide them with all the appropriate services of the college. The case worker partners with the teachers to maintain communication regarding attendance and progress in each course as well as to determine if additional resources and services are necessary.
- 4) Fostering communication to enable the student to understand and accept personal responsibility for their choices and the consequences of their actions.

This is done on an individual basis when working with students and the stress or problems that they bring. It covers parental responsibilities related to communication with their children as well as their communication with all their teachers and college staff as needed.

IV. Service Area Outcomes/Student Learning

Outcomes

Program Mission/Goal	Intended Outcomes	Means of Assessment & Criteria for Success	Analysis of Data Collected	Use of Results
<p>CalWORKs goals are designed to meet the needs of the program allowing the students to become self-sufficiency through education.</p>	<p>#1 CalWORKs students will exhibit understanding of their responsibilities to Welfare-to-Work including participation hours, satisfactory attendance and progress, and federal TANF time limits.</p>	<p>In order to be eligible for the program, students are required to provide proof that they are still receiving cash aid.</p>	<p>100% of students submitted Notice of Action form or CalWIN screen shots to verify eligibility for program.</p> <p>Data collected indicates that 90% of the students with monthly attendance and progress reporting per program requirement.</p>	<p>Successful data results from using the Intake Packet to secure the Notice of Action form/ CalWIN screen shot verification from student's county cash aid worker.</p> <p>Students are advised the importance of submitting monthly attendance and possible consequences of non-compliance.</p> <p>Continued utilization of case notes to document semester activity and verify progress in program.</p>
	<p>#2 Develop off-site work study opportunities that are related to student's majors.</p>	<p>3 students were referred to a job developer at the Orange County One-Stop Center to identify employers.</p>	<p>Placed 3 students with off-site employers. Copies of contracts, timesheets, and invoices are in the students' files.</p>	<p>Case Manager contacts employers regarding the students' progress.</p>
	<p>#3 Students will meet with an Academic Counselor to complete their Student Education Plan (SEP).</p>	<p>SEP in the student's case file documenting an identified occupation/education goal.</p>	<p>In auditing student case files, it was determined that 64 out of 67 (95%) have a SEP that supports their career objective.</p>	<p>Continued partnership with EOPS/CARE and Counseling.</p>

Coastline Community College CalWORKs Survey

Gender: Male – 6 Female – 13

Marital Status: Married – 8 Single – 8 Divorced – 1 No Answer – 2

Children Under 18:

Number of children	Number of Participant
0	1
1	6
2	4
3	2
4	4
5	1
No answer	1

Average Length of time in CalWORKs Program: 13 months

Satisfaction Rating – 1 = Not Happy 5 = Very Happy

Counseling	4.6
Processing Ancillary	4.6
Campus Referrals	4.3
Community Referrals	4.3
Childcare Assistance	4.3
Work Study	4.4
Overall Rating of CalWORKs Program	4.7

Comments from participants:

Keep up the great work.
Lori Wood at the College always goes above and beyond for me. She is super helpful and has made working with CalWORKs a pleasure. I'm thankful for your program and Lori Wood
I am happy with the service I have been receiving.
Love the program!
The staff is very nice, they help a lot and are kind.
Keep up the good work
Lori is the BEST!

CalWORKs Student Satisfaction Survey



In partnership with Coastline Community College

Orange County One-Stop Center
5405 Garden Grove Blvd., Suite 100
Westminster, CA 92683
Phone: 714-241-4900
www.oconestop.com

Date

Gender

Marital Status

Parental Status (number of children under 18, residing with you)

Academic Goal

Length of time you have participate in the CalWORKs Program

Please rate your satisfaction with the CalWORKs services by checking one box for each item below:

- | | | | | | |
|---|-------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| 1. Counseling? | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| | 1 = Not Happy | | | | 5 = Very Happy |
| | <input type="checkbox"/> Do not Use | | | | |
| 2. Processing Ancillary? | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| | 1 = Not Happy | | | | 5 = Very Happy |
| | <input type="checkbox"/> Do not Use | | | | |
| 3. Campus Referrals? | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| | 1 = Not Happy | | | | 5 = Very Happy |
| | <input type="checkbox"/> Do not Use | | | | |
| 4. Community Referrals? | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| | 1 = Not Happy | | | | 5 = Very Happy |
| | <input type="checkbox"/> Do not Use | | | | |
| 5. Childcare Assistance? | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| | 1 = Not Happy | | | | 5 = Very Happy |
| | <input type="checkbox"/> Do not Use | | | | |
| 6. Work Study? | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| | 1 = Not Happy | | | | 5 = Very Happy |
| | <input type="checkbox"/> Do not Use | | | | |
| 7. Overall rating of CalWORKs program? | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| | 1 = Not Happy | | | | 5 = Very Happy |
| | <input type="checkbox"/> Do not Use | | | | |

We appreciate your comments:

V. Integration and Coordination

The CalWORKs administrative office is housed at the Orange County One-Stop Center located in Westminster and the program staff is located at the One-Stop Center part-time and the EOPS office part-time. The program is under the umbrella of the Student Services and Economic Development Department.

The coordination with the EOPS office includes services for academic counseling, priority registration, and fee waivers. Most students are co-enrolled into the EOPS program in order to provide services that assist the disadvantaged students. CalWORKs staff provides career and personal guidance, advocacy for the students, intake, and program planning, which includes an education plan. During the program, staff coordinates with the One-Stop Center to assist the students in job preparation and focused topic workshops, job development and placement into work-study employment, part-time and full-time employment. The administrative oversight and budgeting of the program is also conducted by the One-Stop Center to reduce costs to the program.

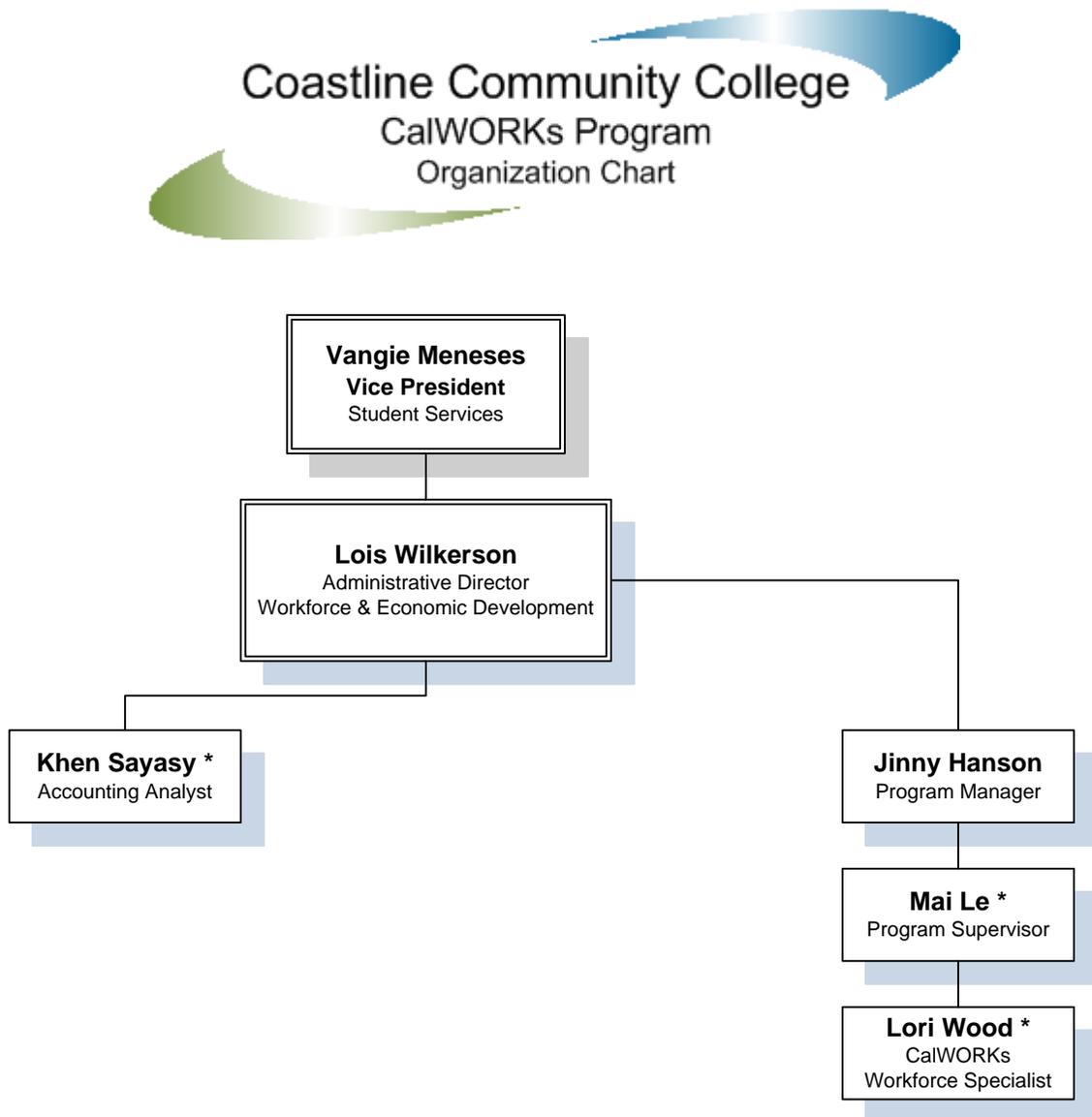
In addition, there is a coordinated effort with the county social services agency to ensure the programs being developed or designed will provide CalWORKs recipients with the training and experience necessary to secure employment that leads to self-sufficiency. The Orange County Social Services Agency determines and documents the eligibility of the student and ensures services provided are not duplicating other county services. They also make certain that the services fit within the student's welfare-to-work plan prepared with the Social Worker. Staff advocates on behalf of the student with their county social worker to ensure child care, transportation, and other supportive services are paid for.

Through the education plan, there is a coordinated effort with the counseling and the instructional department. Programs must remain viable and in demand for Orange County to continue approving the college's programs. Staff works with faculty to track progress and assistance that may be needed.

The One-Stop management team works with the district to coordinate the required tracking and budget of the program so district personnel accurately report the data to the Chancellor's Office as required by law.

VI. Organization

The CalWORKs program is under the Student Services and Economic Development Department overseen by management at the One-Stop Center, with the day to day operation under a Program Supervisor. The office and support staff is housed within the EOPS office to better coordinate services for eligible students. See Organizational Chart:



* funded by CalWORKs

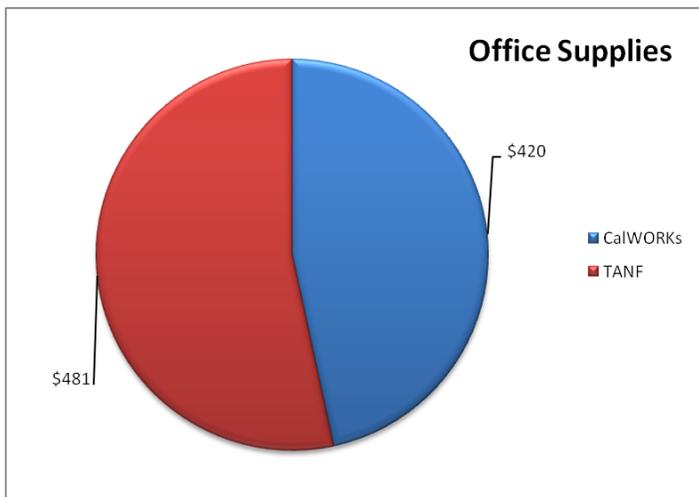
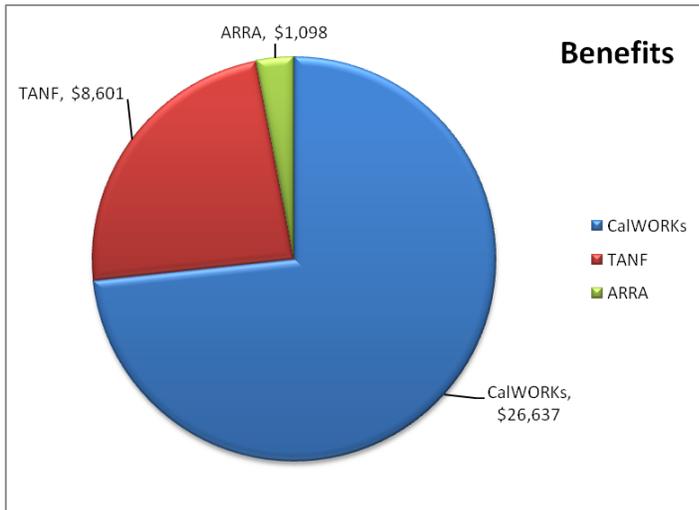
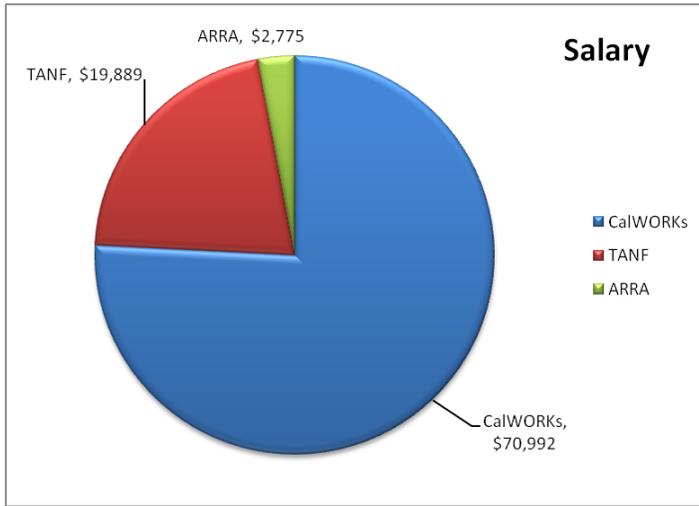
VII. Budget

Funding for the CalWORKs program comes from Proposition 98 and includes CalWORKs Program funds for Coordination, Work Study, Job Development and Child Care. These funds can only be used to provide services to eligible county CalWORKs recipients. The table below shows the funding for three years. The funding fluctuates from year to year based on the number of students enrolled the prior year and the allocation from the State and Federal budgets.

PROGRAM	2007-2008	2008-2009	2009-2010
CalWORKs	\$117,922	\$135,820	\$107,331
TANF	\$30,718	\$31,630	\$28,971
ARRA	n/a	n/a	\$3,873
TOTAL	\$148,640	\$167,450	\$140,175

The priorities in funding include staff for coordination and case management and work-study. Coastline has effectively leveraged subsidized child care funds through partnering with the Orange County Social Services Agency.

The pie charts show the budget categories for the 09/10 program year.

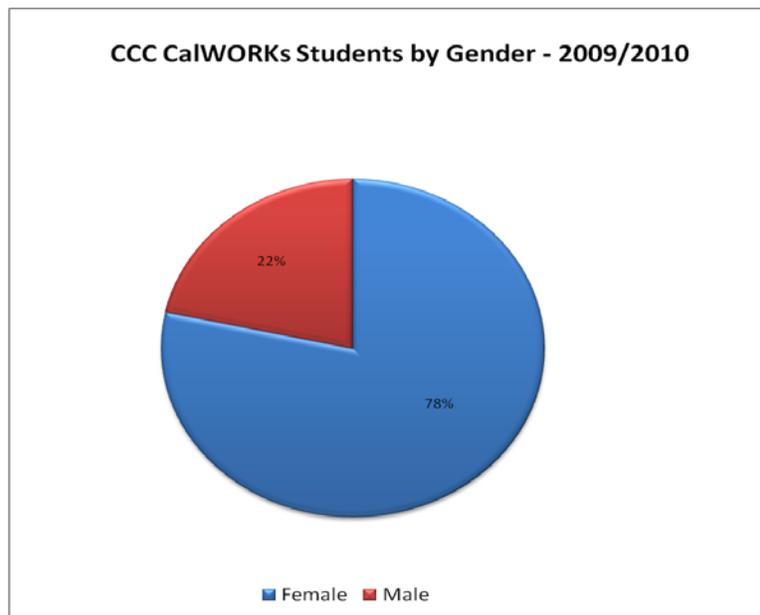


VIII. Students

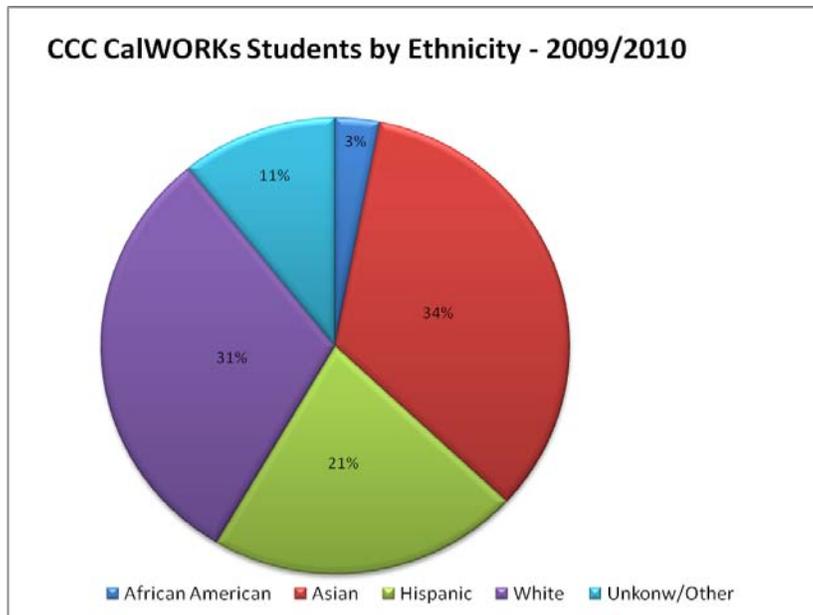
The chart below shows the number of students enrolled in the CalWORKs program for the past three years.

Number of Students		
2007-2008	2008-2009	2009-2010
33	34	67

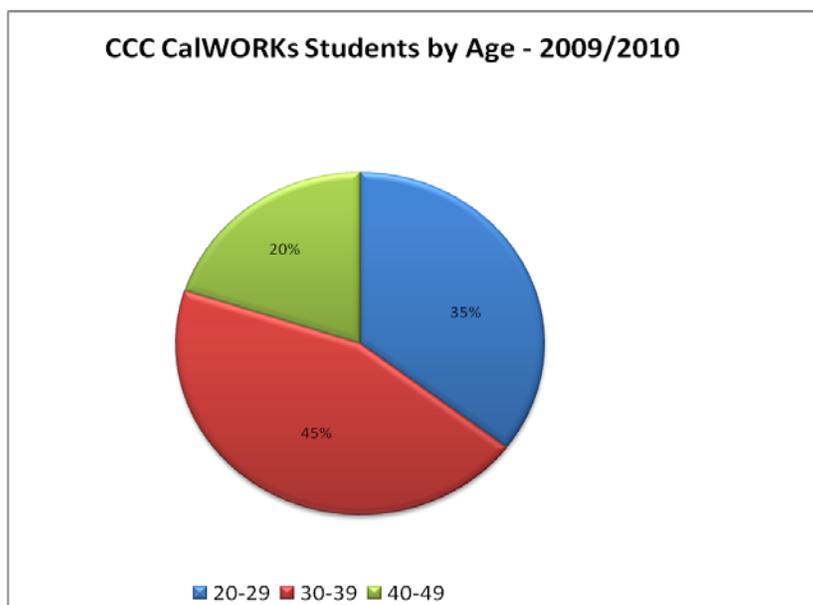
Considering the conditions and circumstances of qualification for public cash aid, it is not surprising the CalWORKs program served primarily women (78%) in the 2009-2010 year; however, it is encouraging that 22% of participants were men



The CalWORKs program serves a higher percentage of Asian students and a lower percentage of African American.



The program seems to serve more students in age groups from 30 through 39.



IX. Evaluation Process

In evaluating the program we took a look at the strengths of the program. They include:

- 1) Coordinating with the EOPS counselor to provide individualized counseling to tailor an educational plan to the student's goals.
 - ✓ Our CalWORKs staff refers the students to meet with the EOPS and/or Academic Counselor for their educational plans. Through the use of the EOPS Counselor and other college counseling services, each student has a plan on file that is reviewed with them yearly to ensure the goals that have been set in the education plan are being followed and are on track.
 - ✓ Students also receive referrals to other college resources to better assist them in strengthening their skills and succeeding in their program.

- 2) Staff support to assist the student in personal and career guidance through a comprehensive case management approach utilized at the One-Stop Center. This approach is used to enhance the students' vocational/educational program, with an emphasis on providing training and assistance leading to self-sufficiency. This includes many areas:
 - ✓ Evaluating the students' eligibility to determine if they are qualified for the CalWORKs program
 - ✓ Providing orientation to the program requirements and the students' responsibilities.
 - ✓ Assisting each enrolled students in tracking their activities and progress.
 - ✓ Assisting the student in enrolling in classes through fee waivers and working with County Social Workers to approve auxiliary services, such as books and child care.

- ✓ Assess the students' needs and barriers to employment (i.e., child care, language barriers, and counseling issues.) Additional services are provided and referrals are made, as needed. Once the students begin classes, our staff requests attendance and performance evaluation from the instructors. Our staff meets with the students on a monthly basis to review and discuss their attendance and performance based on the instructors' comments.
 - ✓ Maintaining the required documents in the student's case file, i.e. case notes, California Community College Board of Governors Fee Waiver application, 41-05 Education/Training form, educational plans, class schedule, 41-06 Attendance/Progress report form, grade report, instructor's monthly attendance and performance evaluation, supportive service request form, resume, and CalWIN screen shots.
- 3) Coordinate with the One-Stop Center to identify work-study placements with employers and college departments that are in the student's career path to allow them to be more marketable when they complete their educational goals as well as allow the students to meet their work participation requirements in the CalWORKs program.
- ✓ A Job Developer meets with the student to determine their career goals and job interests in order to place them in an appropriate work-study assignment
 - ✓ For the on campus based work-study assignments, the students meet with Human Resource staff and will be paid a similar wage to the Federal Work Study rates.
 - ✓ For the off-site work-study assignments, the employers provide work experiences that are directly related to the furtherance of the student's educational program with wage rates from minimum wage to \$12 per hour.
- 4) Coordinate with the One-Stop Center to assist in employment opportunities upon completion of program

- 5) Coordinate with the Orange County Social Services Agency to assist with subsidized child care allowing us to direct funds to other services that provide more one-on-one assistance with their case manager.
- 6) Maintain an excellent partnership with county agencies, faith-based and community-based organizations and employers to ensure eligibility and partner services to leverage funds
- 7) Leverage One-Stop job preparation and focused-topic workshops for these students
- 8) A system to track the services provided to the student in support of work-study, counseling, job preparation, child care, etc.

Findings

- The major challenge that is facing the CalWORKs program is the continued decrease of state dollars for the program and the Governor's proposal to eliminate the program entirely for budget year 2010-2011. When CalWORKs was first established at Coastline, it had an Instructor Coordinator, two full-time staff and one part-time staff. In 2002-2003 the CalWORKs programs were cut by 50% during the statewide budget crisis. We find ourselves again in that position and must find a way to advocate for the program to remain in place for the success of the students.
- Limited course offerings during intersession and summer sessions create continued challenges in providing the required CalWORKs hours for activities the students need to meet.

X. Program Support

Staffing, Facilities, Technology, and Equipment

The CalWORKs program is under the general direction of Vangie Meneses, the Vice President of Student Services at the college. Lois Wilkerson, Administrative Director of Workforce and Economic Development, oversees the budget and administration of the project. Mai Le, Program Supervisor, is responsible for the oversight of the program operations and coordination of services to students under the direct supervision of Jinny Hanson, Program Manager. Lori Wood, Workforce Specialist, is responsible for case management and coordination with the students and case workers at the County and staff at the college. The CalWORKs State Program budget pays for a portion of three staff members, i.e. Mai Le (33%), Lori Wood (66%), and Khen Sayasy (5%). The CalWORKs Federal TANF budget pays for a portion of two staff members, i.e. Mai Le (10%) and Lori Wood (24%). Khen Sayasy is under the supervision of Lois Wilkerson and is responsible for budgeting, reports and supportive services.

Each staff person has the computer, printer, and copier and scanner equipment needed to conduct their daily responsibilities. The facilities that are provided are adequate to meet the privacy needs of the students and provide room for staff. Staffing, facilities, and technology meets the standards required today and equipment has been maintained effectively by the college IT department.

Compliance

The CalWORKs compliance requirements include policies and procedures that are governed by federal, state and local government. The staff work conscientiously to ensure that the program adheres to all requirements, and the program is in full compliance with all regulations, including:

California Education Code §79200-79203

California Education Code §84759

California State Budget Act Language for CalWORKs - §6870-101-0001

Personal Responsibility and Work Opportunity Reconciliation Act of 1996, H.R. 3734

Assembly Bill "4x4" – Human Services Trailer Bill (July 2009)

Assembly Bill "8x4" – CalWORKs Policy and Fraud Trailer Bill (July 2009)

Temporary Aid to Needy Families, Deficit Reduction Act of 2005, Final Rule (October 2008)

Assembly Bill 1542 – California Work Opportunity and Responsibility to Kids

California Community Colleges Chancellor's Office – CalWORKs Program Handbook, 2009-2010

In addition we work with the following agencies that establish and monitor compliance directives for the CalWORKs program:

California Department of Social Services (CDSS) – CalWORKs/Food Stamps

California Department of Social Services (CDSS) – Community Care Licensing Division

County of Orange, Social Services Agency

Riverside County Department of Public Social Services

Los Angeles County Department of Public Social Services

XI. Recommendations

1. Since many Categorical/Student Services programs are being severely impacted by the budget shortfall, the Student Services wing will engage in planning that will optimize collaboration and utilization of existing resources to continue services to students.
2. Work with the IT & Graphics and Publications Departments to upgrade our Website.