

# BREKELEY CITY COLLEGE

## STUDENT SERVICES ANNUAL PROGRAM UPDATE

California Work Opportunity and Responsibility to Kids (CalWORKs)  
2014-2015 Program Review

### Executive Summary

The CalWORKs program serves students and their families by providing educational and career opportunities combined with effective academic support services that enable them to complete their educational goals, find meaningful employment, and successfully transition into the workforce. Services provided by the CalWORKs program include counseling, childcare, job development, workshops, referrals to college and community programs, and school supplies. The program collaborates with Alameda and Contra Costa County, Departments of Human Services, in ensuring CalWORKs students have access to available county services. The program contributes towards meeting the College's strategic planning goals of students' equity and success.

### Success Stories

In 2013-14 academic year CalWORKs served 44 unduplicated numbers of students

10 out of 44 CalWORKs students participated in work-study opportunity. Students were placed in various departments and programs on campus that closely matched their educational and career goals.

8 out of 44 students graduated in the 2013-14 academic year; one student transferred to the University of California, Davis; and three students transferred to the California State University system.

CalWORKs offered total of ten workshops on the following topics: eligibility for job placement, job search, resume writing, cover letter writing, interview skills, how to ace the interview, dress for success, how to make a lasting first impression, employer expectations, how to keep the job after placement

In spring 2014 semester, CalWORKs and the EOPS/CARE program hosted an "EOPS/CARE/CalWORKs Transfer Faire Day." Local universities and colleges participated in the event and provided information to students about admission, financial aid, and scholarships.

CalWORKs and EOPS/CARE programs in collaboration with Title III grant provided series of workshops/informational sessions to CalWORKs participants to learn about healthy food and community resources. CalWORKs students also learned about preparing healthy meals for families with young children and partnering with the County to provide more affordable healthy food to low-income families.

### Program Needs:

#### Personnel:

- 1.0 FTE – Coordinator or Director
- 0.50 FTE – Classified level Job Developer

- 0.50 FTE - Classified level Math tutors
- 0.50 FTE -Classified level English tutors
- 0.50 FTE- Classified level Outreach/Recruitment Personnel Staff
- 0.75 FTE- Classified staff

## **I. Mission, History, and Description of Services Provided**

### Mission:

CalWORKs/TANF program provides educational and career opportunities and support services that enable students to complete their educational goals and find meaningful employment and successfully transition into the workforce, thereby attaining economic self-efficiency to support their families.

### History of CalWORKs at the Community Colleges

In 1996, the federal government redesigned welfare. The new program, named Temporary Aid to Needy Families, TANF implemented changes which included establishing time-limits on aid for welfare recipients, minimum participation hours and welfare-to work activities that allowed job training and education. In response to new federal regulations for welfare recipients, California recognized the significant role that Community Colleges would play in providing career and educational training for CalWORKs recipients. They also recognized the significance of education in the elimination of poverty. *(This information is obtained from the CalWORKs Association website.)*

### Description of Services Provided:

The CalWORKs program acts as a liaison between the Department of Social Services, the student, and the college, to ensure the alignment between the students' welfare to work plan and the program they are pursuing at Berkeley City College. To this end, academic and personal counseling, supervised study time and/or tutoring, information and referral services, work study as well as job/personal development and success workshops are provided.

The Counselor meets with each student monthly to develop education plans that integrate the academic and career interests, career goals, skills and labor market trends for each student, reviews and signs academic and program progress reports ensuring that students are engaged in the county required study time for the hours they are scheduled to be in class and makes childcare and work-study recommendations, reviews and completes county documents, communicates with county personnel and evaluates student progress.

The program is supervised by the Vice President of Student Services and is staffed by a Program Coordinator (.25), Counselor (.50), Short-term Classified level Clerical Assistant, and two Student Aides. The District has established Partnership with Alameda County Social Services Department.

### Student Learning Outcomes (SLOs) / Service Area Outcomes (SAOs)

The CalWORKs program SLO and SAOs assessed the following:

Learning Outcomes: As a result of attending the CalWORKs new students' orientation, students will describe a) the services that CalWORKs provides and their responsibilities for compliance with regulations at Berkeley City College CalWORKs program and b) students will acquire skills developing a resume, a cover letter, and job interview skills.

Area Outcomes: Students will receive academic counseling services, child care services, supplies, financial support, and workshops.

Assessment Tool: After completion of CalWORKs orientation and Workshop Series, students were assessed on their knowledge of services and skills acquired through the orientation and the workshop series.

Mapping SLO and SAO to Institutional Learning Outcomes

The 2013-14 CalWORKs SLO and SAO were linked to two of the seven BCC’s Institutional Outcomes: Self-Awareness/ Interpersonal Skills, and Information Competency.

Activity for development of self-awareness: Students who attended the new students’ orientation and met with a CalWORKs counselor, and staff, were provided information about college CalWORKs, BCC programs and services, and information about county requires, to help the students effectively describe the provision of the Mutual Responsibility Contract to stay in compliance with the college CalWORKs program as indicated on the survey result. Students also received regular reminder calls, emails, and Facebook messages to inform them of important events and deadlines.

Activity for information competency: Students were provided information about the CalWORKs program requirements through orientation, the Mutual Responsibility Contract, presentations from County and Bananas Childcare Inc., and during counseling sessions. Students also attended monthly workshops and information sessions about job search, resume and cover letters, as well as job interview skills.

**II. ASSESSMENT, EVALUATION, AND PLANNING**

**Quantitative Assessments**

Headcount and Demographic of CalWORKs Students

Headcount	2010-2011	2011-2012	2012-2013	2013-2014	2014-15*
Total	39	76	62	44	48

\*Fall2014 numbers only

The headcount data indicates the unduplicated number of students served each academic year. While BCC CalWORKs program has placed special retention and persistence efforts, majority of the students are referred to CalWORKs by their county services provider.

Age	2010-2011		2011-2012		2012-2013		2013-2014	
18 & 19	1	3%	3	4%	3	5%	0	0%
20 to 24	11	28%	25	33%	15	24%	13	30%
25 to 29	13	33%	13	17%	13	21%	13	30%
30 to 34	6	15%	19	25%	12	19%	8	18%
35 to 39	4	10%	9	12%	9	15%	4	9%
40 to 49	4	10%	6	8%	10	16%	6	14%
50 +		0%	1	1%	0	0%	0	0%
Total	39	100%	76	100%	62	100%	44	100%

Gender	2010-2011		2011-2012		2012-2013		2013-2014	
Female	33	85%	64	84%	52	84%	38	86%
Male	5	13%	9	12%	6	10%	2	5%
Unknown	1	3%	3	4%	4	6%	4	9%
Total	39	100%	76	100%	62	100%	44	100%

Ethnicity	2010-2011		2011-2012		2012-2013		2013-2014	
African-American	21	54%	40	53%	27	44%	15	34%
Amer. Indian/ Alaskan Native		0%		0%	1	2%		0%
Asian	1	3%	3	4%	4	6%	1	2%
Filipino	1	3%		0%		0%		0%
Hispanic	3	8%	11	14%	8	13%	15	34%
Pacific Islander	2	5%	1	1%		0%		0%
Two or More Races	2	5%	4	5%	4	6%	5	11%
Non-Respondent	3	8%	10	13%	9	15%	3	7%
White Non-Hispanic	6	15%	7	9%	9	15%	5	11%
Total	39	100%	76	100%	62	100%	44	100%

**Summary:** The demographic data indicates that the program serves the population that it is designed to serve.

### Student Learning Outcomes Assessment Results

The survey was administered in the end of the fall 2014 semester at the new students' orientation and workshops conducted in October 2014.

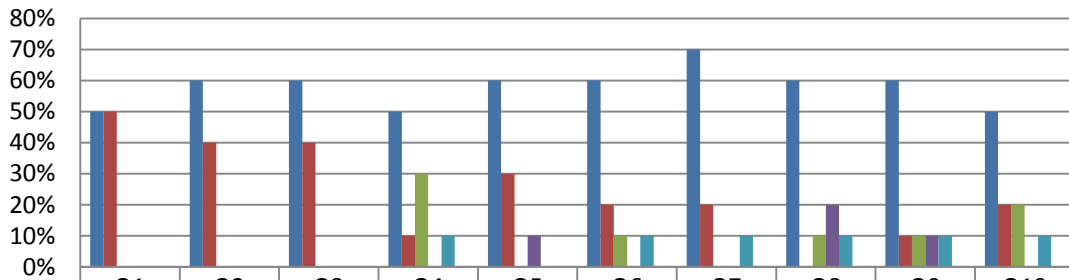
#### Assessment Tool:

The following ten-question survey was administered to students who attended the fall 2014 new students' orientation. Results and summary of the survey is indicated below.

#### Question:

- 1) I know the services provided by the CalWORKs programs.
- 2) I understand the eligibility requirements for the CalWORKs programs.
- 3) I know how long I can remain eligible for the CalWORKs services.
- 4) I know how to remain in compliance with the county and the BCC CalWORKs program.
- 5) I know how to use my book request and supplies request forms.
- 6) I know the minimum number of participation hours to stay compliant with the county program.
- 7) I know how to schedule a counseling appointment with my CalWORKs counselor.
- 8) I know the different educational options at Berkeley City College.
- 9) I know that I must complete my monthly attendance each month.
- 10) I know how to check and use my priority registration.

## Fall 2014 CalWORKs Orientation



	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
Strongly Agree	50%	60%	60%	50%	60%	60%	70%	60%	60%	50%
Agree	50%	40%	40%	10%	30%	20%	20%	0%	10%	20%
Neutral	0%	0%	0%	30%	0%	10%	0%	10%	10%	20%
Disagree	0%	0%	0%	0%	10%	0%	0%	20%	10%	0%
Strongly Disagree	0%	0%	0%	10%	0%	10%	10%	10%	10%	10%
Neutral	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Analysis: The survey results indicated that overall students remarked “strongly agree” as their level of awareness about the CalWORKs services and program requirements. This indicates that the information provided in the CalWORKs new students’ orientation helped increase students’ awareness of the CalWORKs services and procedures.

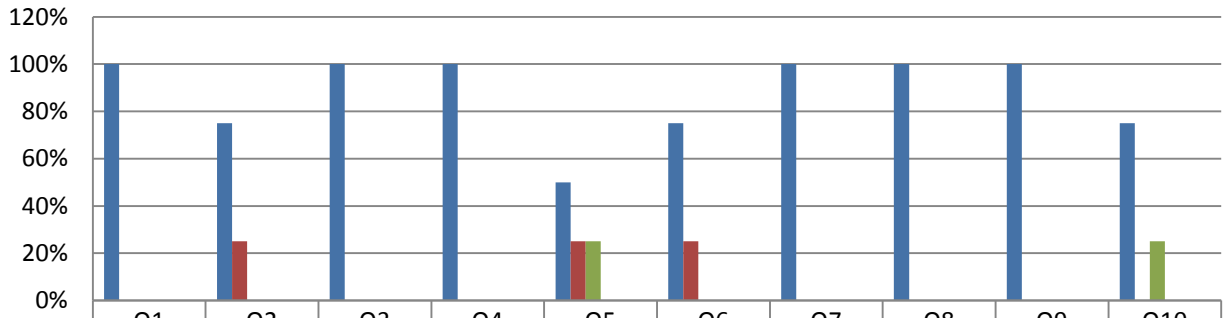
### Service Area Outcomes

The following ten-question survey was administered to students who attended the Resume and Cover Letter writing workshop in October 2014. Results and summary of the survey is indicated below.

#### Survey Questions:

- 1) I understand the basic expectations from a potential employer.
- 2) I understand the skills needed for creative problem solving.
- 3) I understand how to excel during a telephone interview.
- 4) I understand how to turn challenging questions into opportunities.
- 5) I know how to identify job qualifications and requirements.
- 6) I know how to translate my job skills into a resume format.
- 7) I understand the difference between resume types.
- 8) I understand the basic structure of a cover letter.
- 9) I understand the basics of customer service.
- 10) I understand the significance of references pertaining to resumes.

## CalWORKs Resume/Cover Letter Workshop



	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
Strongly Agree	100%	75%	100%	100%	50%	75%	100%	100%	100%	75%
Agree	0%	25%	0%	0%	25%	25%	0%	0%	0%	0%
Neutral	0%	0%	0%	0%	25%	0%	0%	0%	0%	25%
Disagree	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Strongly disagree	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Not Applicable	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Analysis: The survey data indicated that there is a noticeable improvement in the understanding of resume, cover letter, job search, and references pertaining to resumes as a majority of the participants self-rated as a strongly agree level for each of the categories.

### Qualitative Assessment

CalWORKs program conducts assessments on a three year cycle to investigate student learning outcomes and area services effectiveness. Assessment results are analyzed and then discussed with the CalWORKs department and advisory group. Programs and services are implemented based on the feedback received via survey.

Advisory Committee: The CalWORKs Advisory Committee members provide input on the program's services and policies to ensure compliance with the CalWORKs implementing guidelines and further the programs efforts. The Advisory committee memberships include elected members from the college faculty, administrative and student services, UC Berkeley undergraduate admission officers, CSU East Bay EOP and recruitment members, SFSU undergraduate admission officers, Holy Names University Dean of Student Services, and community partners: Family Paths, and INROADS, and student representatives. The advisory board meets twice each academic year and plays an instrumental role in implementing EOPS/CARE programs services and activities. During the 2013-14 academic year, CalWORKs advisory committee met twice and the following inputs were provided:

- Since funding for the Foodie Project is scheduled to end by October 2014, the committee recommended that CalWORKs/EOPS request additional Title III -grant funds to continue the project.
- Explore partnerships with local childcare centers, like the YMCA and BCC student services programs, to establish a child care center on campus.
- Explore off-campus work-study/employment opportunities for CalWORKs students.

## **Strengths**

The CalWORKs program continues to ensure comprehensive academic, transfer, and employment services are provided to students. The program offers a new student orientation to help familiarize students with the CalWORKs program services, requirements, and college resources. During the new student orientation, members from the county Alameda County Social Service Agency and Bananas Childcare Inc. are present, to ensure students receive important information related to the agencies' policies, procedures, and legislative changes that might affect their eligibility as well as ensure they understand and follow the proper steps required to remain eligible for county services, Bananas Inc. childcare program, and BCC CalWORKs program.

The CalWORKs staff also provides extensive follow-up services to ensure all students meet their counselor to develop a Student Educational Plan (SEP), submit their monthly attendance forms to the county in a timely manner, and provide students with work-study opportunities. In 2013-14 academic year, all (100%) of the CalWORKs students had an updated SEP on file, 79% maintained a 2.00 or higher cumulative GPA, and 23% of CalWORKs students participated in work-study opportunities on campus.

## **Weaknesses**

The funding for the program is unstable and the program is short of staffing in several important areas. The Coordinator position has been vacant for the last three semesters. Refilling the position is delayed due to budget limitation. The clerical aid staff is a temporary 65 days position, which will end early spring 2015 semester.

The program is in-need of on campus child care center as the current service is provided through contract agreement with a third party vendor. This creates more paperwork for the students, as they have to meet and submit documents to BCC CalWORKs, county social service programs, and the third party vendor (Bananas Inc.) to become eligible for childcare.

## **Opportunities**

BCC is in the process of expanding the college space through the purchase of a new building. The CalWORKs program will request space on campus for a child care center.

## **Limitations**

Since the current job developer position is only for 65 days per academic year, the staff does not have sufficient time to explore partnerships with office campus agencies. The program will benefit from a classified level job developer, who is dedicated to preparing CalWORKs students to meet their Welfare-to-Work requirements. This includes, developing resumes, cover letter and job interview skills, and placing students in positions that compliment the student's academic goals.

## **Action Plan for Continuous Improvement**

Recruitments of CalWORKs students- In 2013-14 the program served only 44 students, which impacted the programs funding from the state, resulting in the decline of the programs retention rate. Recruitment efforts including collaboration with the county social services programs and Welfare-to-Work workers will be implemented to ensure at least 80 students are served in the 2014-15 academic year.

Increase retention and persistence of CalWORKs students: Ensure all CalWORKs students have access to college and community resources to ensure successful completion of their educational goals. Also, the counseling staff will encourage students to enroll in one of the Learning Communities at BCC to address the retention challenge that the program has recently experienced.

Students on academic probation: Students who received below 2.0 GPA, will receive a referral to CalWORKs tutors and staff will ensure students submit their mid-semester academic progress reports by the due date to ensure appropriate intervention is provided to those in need.

Student eligibility update form: In order for students to become eligible for BCC CalWORKs services, they must submit a Student Eligibility Update (SEU) Form with the county social services program stamp at the beginning of each semester. However, some students experience long delays in receiving their completed SEU from the county, which affects their eligibility for college-based CalWORKs program. Develop direct communication or identify the contact person at the county to assist with completing the SEU in a timely manner.

Implement SLO/ASO: To better assess student satisfaction with CalWORKs program services, it is recommended that a survey instrument be developed for use by spring 2015 semester. The feedback received from the current assessment will be discussed in the Fall 2014 and Spring 2015 advisory committee meetings and services/programs will be implemented to address findings.

Continue to provide work-study opportunities: CalWORKs program will continue to provide work-study opportunities to eligible students to help them meet their Welfare-To-Work requirements and receive employment preparedness training and experiences.

Continue to conduct monthly workshops: During the 2013-14 academic year, several Job Readiness and Life Skills workshops were offered. As indicated in the survey conducted at the end of the workshops for SLO, majority of the students rated the effectiveness of the workshops as "Excellent." This means the workshops are beneficial in helping students enhance their job related skills.

### **Meet District FTES Target**

The Berkeley City College CalWORKs program will engage in the following activities that will contribute to the District's 2014-15 FTES target:

- Insure that all CalWORKs students who enrolled in 12 or more units remain enrolled when the census day figures for each semester are reported to the district office.
- Regularly check student's enrollment to ensure if a student drops below 9 units, they receive counseling services and explore late start classes.
- During the counseling visits and mid-semester progress report session, make sure all CalWORKs students remain current with their SEP and complete their AA/AS and/or transfer college/university by target date according to their SEP.

### **Increase Student Success**

8 out of 44 students graduated in the 2013-14 academic year; one student transferred to the University of California, Davis; and three students transferred to the California State University system.

### **Increase Persistence**

In addition to the information provided in the meeting of the district's FTES goals, the CalWORKs program will prioritize increasing the retention and persistence of CalWORKs students by implementing specific



strategies as noted in the Action Plan section of this document.

### **Increase College Completion**

At the end of the 2013-14 academic year, 79% of the CalWORKs students completed their classes with at least 2.0 or higher cumulative GPA.

## **III. RESOURCE NEEDS**

### **Current Staffing Level**

	<b>Headcount</b>	<b>FTE Equiv.</b>
<b>Faculty (Permanent)</b>	-0-	-0-
<b>Faculty (PT/Adjunct)</b>	1	n/a
<b>Classified Staff(Permanent)</b>	-0-	-0-
<b>Classified Staff (Hourly)</b>	2	n/a
<b>Students</b>	3	n/a
<b>ICC/Consultant/Other</b>	-0-	n/a

#### **Narrative:**

**Coordinator:** Currently the program position is vacant and was staffed through fall 2014 by a temporary part-time coordinator, who works 2.5 hours a day, three days a week. The coordinator is responsible for planning, development, coordination, supervision, and evaluation of all services, including budget preparation, hiring staff, childcare expenditure, students' eligibility for the program services and event planning.

**Classified Staff:** The clerical Staff is a 65 day temporary position, who provides supportive services with the program operations, including customer services, scheduling counseling appointments, monitor students' eligibility and office support.

**Counselor:** The part-time, 20 hours a week, counselor provides counseling and advising services to students on an appointment basis. The counselor actively participates in college and counseling department meetings to advocate for the students' needs and stays current with information related to students academic, transfer and career development.

**Student-Aides:** The CalWORKs has three student workers who provide supportive services to the program coordinator and counselor. Each student works 20 hours per week.

### **Human Resource/Personnel Requests**

**Full-time Coordinator/Director:** There remains a need to hire a full-time CalWORKs Coordinator as the current load is being carried out by a temporary coordinator. The full time Coordinator/Director will provide leadership in the following areas: a) budget development, expenditure, and end-of-year expenditure reports for the state chancellor's office, b) oversight program services to students, including meetings with counselors, job developers and clerical assistants, to ensure the effective planning and delivery of services to individual students in CalWORKs program at BCC, c) tracking of day to day office functions for students to ensure coordination and monitoring of the CalWORKs student database, SARS appointment schedules, MIS submit to the State Chancellor's office, child care contracts with Bananas Inc. and direct expenditures to students such as child care, work study and supplies, etc.

Part-time Classified Staff: The unfilled .50 CalWORKs Clerical Assistant position has created a critical shortage in human resources to provide optimum support to students and program staff. The clerical staff will support the coordinator/director with the indicated duties and responsibilities.

CalWORKs Job Developer: This part-time, classified position will be responsible for establishing effective relationships with employers to place students in on and off campus subsidized work study and will meet with students to determine appropriate referrals for placements. Additional responsibilities would include: a) establishing effective relationships with County welfare departments to meet shared CalWORKs student employment preparation objectives, b) establishing effective relationships with on campus departments including Financial Aid, the transfer and career centers and vocational faculty, c) tracking work study placements and expenditures, and d) provide job readiness workshops and training.

**Facilities:**

- Storage room to store old students' files, outdated textbooks from the Book Loan program, and supplies
- Child Care Center on campus or near the campus

**Technology:**

- Updated computers for the clerical aide desk and part-time counselor
- Software system for book inventory and check-out program records
- Printer for student usage in the computer lab
- Automated SARS services in the following areas: automated phone calls/texts, reminder emails, and online appointments.

**Funding:**

- CalWORKs needs stable College and State Chancellor's office funds to continue providing core services to students. Funds are needed for the following areas:
  - College funded: 0.50 FTE outreach staff
  - College funded: 0.50 FTE classified level two tutors
  - State Chancellor's office: \$30,000.00 increase in child care services
  - State Chancellor's office: \$20,000 increased work-study funds
  - State Chancellor's office: \$30,000.00 increased in program funds

**Equipment:**

- Copy machine
- Fax machine
- Printer for EOPS/CARE computer lab
- Ergonomic chairs for the program staff