



CalWORKS

Program Review - Comprehensive Review

2022- 2023

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Program Context

Mission

What is your program's mission statement?

To assist CalWORKs students to transition from public assistance to economic self-sufficiency.

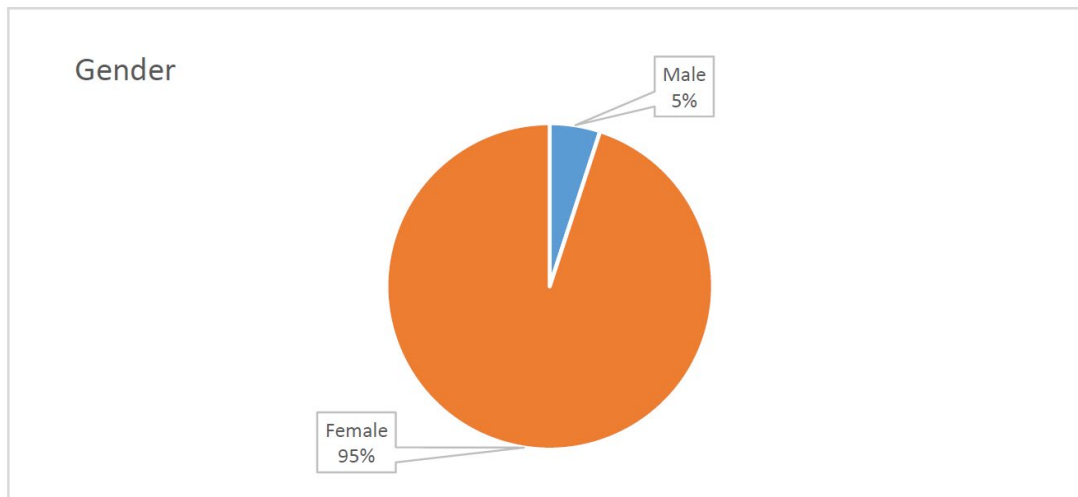
How does your program align with the division, college and district mission?

According to our Educational Master Plan (2022-2027), Cañada's Mission Statement includes a commitment to "...engages and empowers students in transforming their lives and communities through quality education. " Our CalWORKs Program's mission aligns with the College's and also strengthens our commitment to the community. The Program strives to provide supportive environment and resources to meet CalWORKs student's needs and to assist them in reaching their goals.

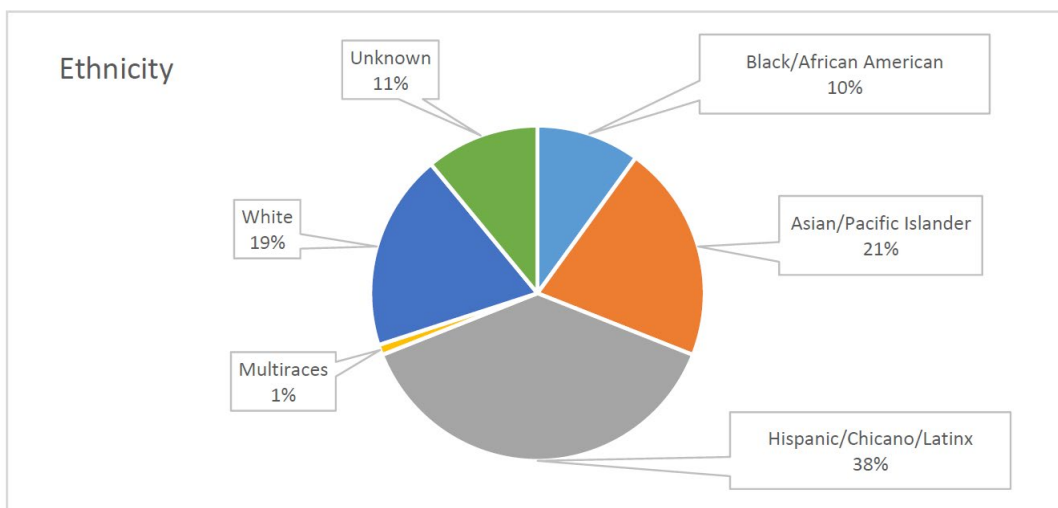
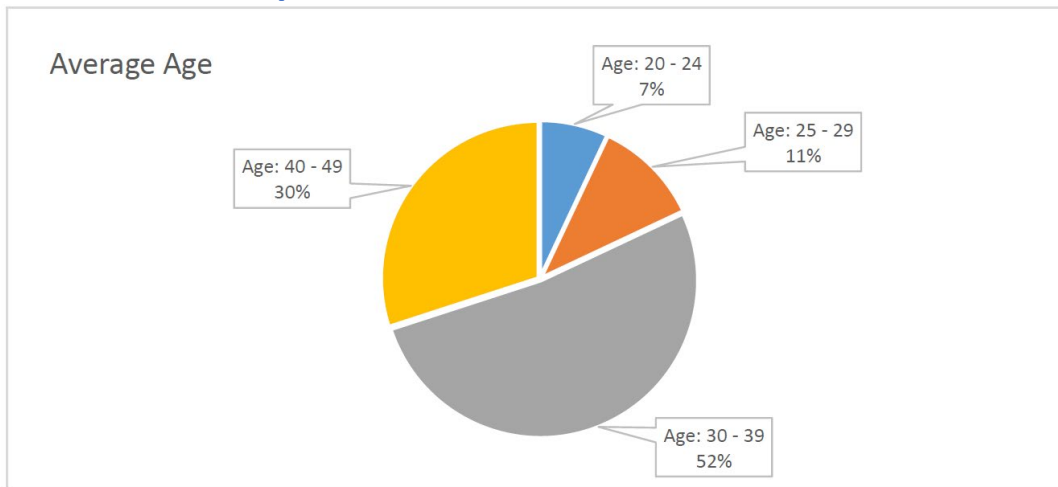
Program Description

Who does your program serve? How do we serve our student populations as a whole?

California Work Opportunity and Responsibility for Kids (CalWORKs) is a state funded program. We serve very low-income students with children who are on the state's cash assistance program. We served 28 unduplicated students in 2019-2020, 33 students in 2020-2021 and 23 students in 2021-2022. 95% of our students are single mothers and the majority of our students are women of color. Below is our student demographic data.



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We believe education is a way out of poverty. CalWORKs Program at Cañada College plays an important role in supporting students to achieve their educational goals by providing counseling, case management, on-campus job placement, food and transportation assistance and other essential services. We work closely with the County Human Services representatives to ensure students have access to county services that support them to become self-sufficient.

What does your program do for students in helping them reach their goals?

The Program Services that we provide students in helping them reach their personal and career goals are:

- Counseling
- Case Management
- Priority registration
- Monthly enrollment verification to the County
- Transportation and Food assistance
- School supplies assistance

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- Professional and personal workshops
- Laptop and mobile internet loan
- Parking permit, graduation regalia, university application fees
- On-campus work study placement
- On and off campus referrals

What are your on and off campus community partnerships?

We have frequent collaboration with other student support services on campus. We work closely with the EOPS/CARE program and recommend students to apply if qualified. We work with the Financial Aid office to assist our CalWORKS students with on-campus work placement. We also connect our students with SparkPoint representatives and encourage them to participate in their saving programs, financial coaching, food pantry, and food grant program.

We partner with the San Mateo County Human Services Agency to increase participants in our Program. We provide documentations to the County to help students maintain their eligibility status with the County and to continue receiving child care as well as cash aid benefits. We host meetings with representatives from the County, Skyline College and College of San Mateo at least once a semester to share information, provide updates, and establish best practices to support students.

How does your program contribute to anti-racism at Cañada College?

Our Program provides inclusive and antiracist culture to all students in our program. We provide access to education to our low-income student parents through counseling and case management. We ensure all direct student services (transportation, meal cards, college school supplies, internet and laptop assistance, funding for work-study) are allocated equitably with transparency to all students. We welcome students' feedback and listen to their voices on an ongoing basis. In our monthly workshops, students learn to share, understand and support others from different cultures and perspectives.

Equity and Access

Describe how your program assures equitable access to all of its students by providing appropriate, comprehensive, and reliable services to all students.

We tailor our services to meet the needs of our students. The services are provided to all students in the Program, regardless of their academic standing. Our case management allows us to assess each individual's needs. Since the majority of our students are single parents with young children, their basic needs (food and transportation) are prioritized. This year we put aside more funding to assist students to meet these essential needs by providing additional gas cards and food cards.

The San Mateo County Human Services Agency provides emergency shelter and assists students in finding housing. We also partner with HIP Housing, a non-profit organization that provides housing for San Mateo County residents, and advocate for needed student housing.

How does your program work towards eliminating equity gaps? How does your program support marginalized populations? (ie. BIPOC, LGBTQIA+, 1st Gen, Foster, Homeless, Undocumented, Veteran, Low-Income, etc.) How

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does your program support Cañada College as an HSI and ANAPISI designated institution? How does your program take into account location (access and awareness)?

We attempt to close equity gaps by providing and expanding access to education for all CalWORKs students. We provide technology equity through a laptop and mobile internet loan program. We support student learning and success by advocating for tutors at the County location site. We also conduct a mid-term progress evaluation and wellness check and develop intervention strategies with students as needed. Nearly every semester, we encounter students who cannot register due to a financial hold on their student account. Paying off the hold (even for a small amount) can be a barrier for our students. They work long hours just to pay the high rent in the Bay Area, and cannot afford an additional expense. We put aside the funds to assist those students so they can register for classes in a timely manner. We also pay any additional student fees if students are not able to pay. We make sure all our students have their required textbooks and supplies by the start of the semester. Our goal is to ensure our students have equal access to education and have all resources to achieve academic success.

How does your program take into account delivery method(s) to best serve students? (ie. marginalized, underserved, underrepresented, disproportionately impacted, etc.)

Our office is open every day for in-person services. Our CalWORKs counselor is also available in-person, by phone and Zoom. The majority of our students are single parents with young children. To accommodate their busy schedule, we also offer evening appointments.

We have implemented the mid-term progress evaluation and wellness check during week six. Our counselor reaches out to students to check on class progress and personal well-being. Our check-in often happens in the evening when students are off work. This is effective in helping us stay connected with the students, identify additional support and retain them in school.

Looking Back

Major Accomplishments and Challenges (500 word limit)

Describe major accomplishments and challenges since the last program review cycle.

ACCOMPLISHMENTS

Program Services

To comply with the shelter-in place order in Spring 2020, our Program had to rapidly respond to support students for their remote learning. We put together these services to support them during the start of the COVID-19 pandemic.

- Laptop and Chromebook loan delivered at the County location in Belmont and student's homes
- Mobile internet shipped directly to student's homes
- Amazon eGift Cards to help students purchase protective masks
- On-line tutoring specifically for CalWORKs students
- Weekly check-in with the County and instructor to provide support to at-risk students

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In addition to our monthly workshops, we hosted monthly support group meetings to CalWORKs students. The meetings were well received because students were able to connect with one another. Students bonded through sharing life experiences and personal struggles. Some of the topics were Self-Care Tips for Parents, Appreciate & Respect Your Uniqueness and How to Teach Your Child Responsibility. We have actively participated and served as planning committee members for the 16th Annual CARE/CalWORKs Student Conference. We sponsored five CalWORKs students to attend this retreat event focusing on self-care. The conference was well received - students felt relaxed, recharged and also gained techniques to help them better manage stress.

Student Success

- Our persistence rate in 2021 - 2022 is 73% which has gone up significantly compared to the prior two academic years impacted by the COVID pandemic.
- 23% percent of our students graduated in 2021-2022.
- Our College awarded three transfer associate's degrees, nine associate's degrees, and six certificates to CalWORKs students. Two students have transferred to San Jose State University and CSU East Bay.
- Three CalWORKs students applied and were awarded Cañada College Scholarships.
- Two students were offered a job in a health care setting after completion of their Medical Assisting Internship.
- Two students were offered a full-time temporarily position with the San Mateo County Human Services Agency.

Career 137

In Spring 2020, the San Mateo County Human Services Agency initiated the Work-Study Program - offering Cañada College courses at the County location, and placing students to work at their site. We participated in this new initiative and worked collaboratively with our Community, Continuing and Cooperative Education at the District to offer CRER 137. The class was taught by our CalWORKs counselor. We successfully advocated to have writing tutors there.

This collaboration yielded an increase in our CalWORKs student participants since all students applied to the Program. As a result, we were able to increase our number by about 18% in 2020-2021

Grant/Funding

In Fall 2020, we applied and were awarded a \$2,500 grant to promote California's Earned Income Tax Credit (CalEITC) and the Young Child Tax Credit (YCTC) within the community. With the fund, we were able to hire a work-study CalWORKs student to promote these tax credits.

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Our budget for direct services to students has allowed us to support student's needs (i.e. food cards, laptop loan, transportation assistance and educational supplies). According to the survey results, students found these services to be very helpful, especially during this difficult time. In 2019-2020, we spent \$15,650 on direct services to students, in 2020-2021 we spent \$14,762 and in 2021-2022 we spent \$25,883.

Considering our accomplishments, the staffing in our Program consists a 0.5 FTE CalWORKs Coordinator/Counselor, 0.15 FTE Program Services Coordinator, 0.15 FTE Office Assistant and 0.04 FTE Accounting Technician.

CHALLENGE

To qualify for our College CalWORKs Program, students need to be a CalWORKs recipient receiving cash assistance from the County Social Services. It is important for us to work closely with the County to recruit new students. Due to the high cost of living in the Bay Area, the County has experienced a decline in CalWORKs participants as they have moved out of the area. In addition, because of the COVID-19 pandemic, the County's Work-Study Program has been put on hold. These factors have impacted our student enrollment.

Because of the relationship that we have with students, we are able to connect and retain several current students. Recently, the County representatives have expressed their interest in re-launching the Work-Study Program in Spring 2023 - offering courses at their site and placing students to work at their facilities. We are excited to take part in their Work-Study Program and connect their CalWORKs participants with our Program. Recruiting new students continues to be our challenge, yet we are hopeful with our collaboration and outreach efforts.

Impact of Resource Allocations Process

Describe the impact to date of previously requested resources (staff, non-instructional assignment, equipment, facilities, research, funding) including both resource requests that were approved and were not approved. What impact have these resources had on your program/department/office and measures of student success or client satisfaction? What have you been unable to accomplish due to resource requests that were not approved?

CalWORKs Program did not request resources in the last Program Review.

How have these resources (or lack of resources) specifically affected disproportionately impacted students/clients?
N/A

SAOs and SLOs

State your Service Area Outcomes (SAOs) and/or Student Learning Outcomes (SLOs).

We have conducted CalWORKs Program Survey (SAO) to evaluate our current services and identify areas for improvements.

Describe how your program assessed your SAOs and/or SLOs.

The following is our anonymous survey, 70% of our students participated in the survey.

1. What is your educational goal at Cañada College?

- o Obtain a certificate
- o Obtain an associate's degree
- o Complete courses to transfer to a university

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- ☐ Undecided
- ☐ Others:

Results: certificate (56%), AA/AS (25%), transfer (13%) and undecided (6%)

2. Please let us know which of the following services are helpful to you. Select all that apply.

- ☐ Academic counseling (ex: course planning, registration, student educational plan)
- ☐ Workshops (ex: Raising Responsible Children Through Choices & Consequences, Building Self-Esteem in Children, Mindful Technology Weaning Off Screens & Returning to In-Person Life, Reading Food Labels)
- ☐ Monthly food assistance
- ☐ Transportation assistance – gas cards
- ☐ Laptop loan
- ☐ School supplies
- ☐ On campus work-study

Results: academic counseling (38%), workshops (38%), monthly food assistance (12%), transportation assistance (6%), and work-study (6%)

3. Overall, how satisfied or dissatisfied are you with the CalWORKs program at Cañada College?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

Results: very satisfied (100%)

4. What other support services would you like to see to help you achieve your academic goal?

Results:

- None
- Good
- Time management tips
- All services available
- Time Management Skills
- All the support that CalWORKs provides!
- How to better learn our finances and to budget

5. Comments or suggestions on how we can improve our program.

Results:

- Thanks for all the support

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- Good
- I have no suggestions at this time. The Cañada College CalWORKs program is great.
- Thank you for all of your support.
- Workshops of engagement on a mindful activity.
- I much appreciate your support. Great Services.
- We Appreciate CalWORKs!!!
- None at this time. You guys are great!

SAO/SLO Assessment Results and Impact

Summarize the findings of your program's SAO/SLO Assessments. What are some improvements that have been, or can be, implemented as a result of SAO/SLO Assessment?

The majority of our CalWORKs students pursued a certificate program in which they could complete in a short period of time. The certificate programs provide practical skills to help students become employable and support their family.

Students appreciated our wrap-around services. They enjoyed our monthly personal and professional workshops and would like us to continue offering more workshops focusing on time and budget management. Overall, students were highly satisfied with our CalWORKs Program Services.

Looking Ahead

SAOs and SLOs for the Next Review Cycle

State your SAOs and SLOs for the next review cycle. Describe how you will address identified opportunities for improvement. Discussion how you will address anti-racism in the next program review cycle. Discuss how you will address equity in the next program review cycle.

1. CalWORKs Program Survey

We want to continue listening to our student's feedback and concerns through our annual program survey and use the results to add and/or enhance our services.

2. Focus Group Interview

We would like to have a meaningful conversation with CalWORKs students through a focus group of 3 - 5 CalWORKs students. The purpose is to have a better understanding of their life situations, challenges, needs and services that they would like us to offer.

Program Improvement Initiatives/Resource Requests

What change could be implemented to improve your program? How might an anti-racism lens be considered in the proposed changes? How might an equity lens be considered in the proposed changes?

1. Incorporating cultural diversity and anti-racism topics as part of our monthly student workshops.

2. Re-launching our monthly support group meetings so students can connect with one another and share their life experiences and personal struggles.

3. Revamping CalWORKs Peer Mentoring to assist CalWORKs students with their transition, challenges and progression at Cañada College.

4. Out-posting at the County locations to promote the awareness of CalWORKs Program and college opportunities.

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How will you address the opportunities for improvement that you identified throughout the prior sections of this Program Review? What additional Anti-Racism training do you/your program need in the upcoming year? What research or training will you need to accomplish these plans? What supplies, equipment, or facilities improvements do you need?

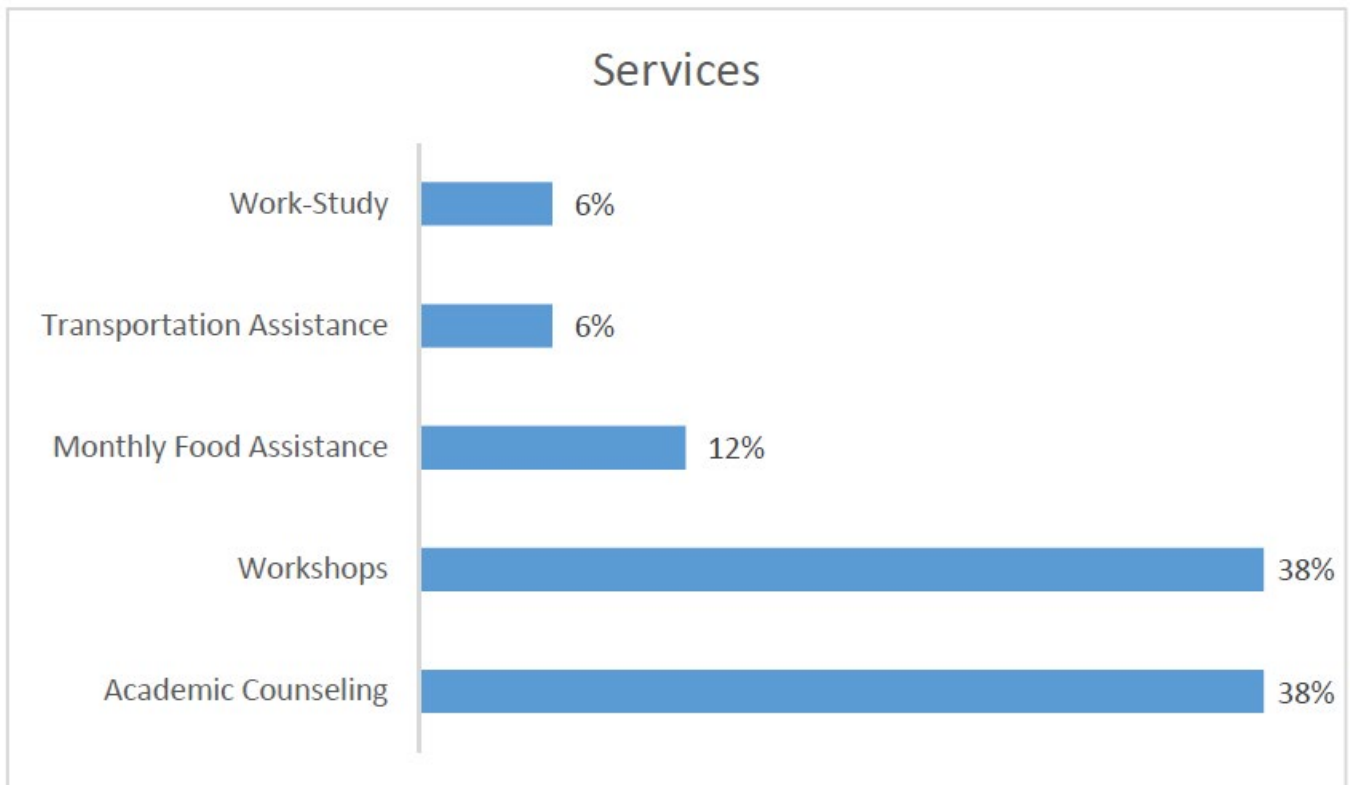
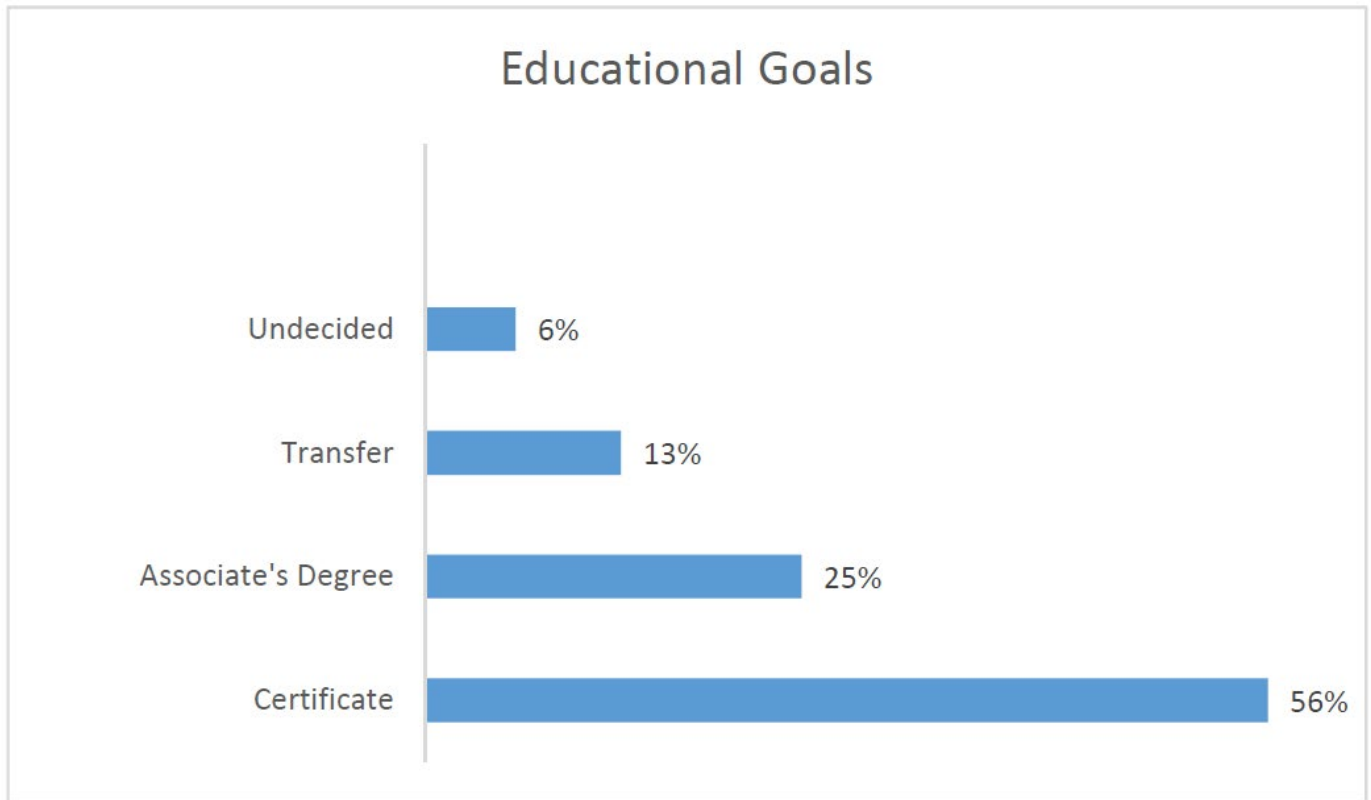
CalWORKs Program serves one of the most vulnerable populations, our students are low-income parents with young children receiving cash assistance from the County's social services. To continue improving our program and to better serve our students, we have participated in ongoing professional development and trainings with Chancellor's Office and CalWORKs Association. Some of these trainings are:

- Welfare To Work CalWORKs Student Rights and Benefits - Recent Laws and ACL's by CalWORKs Chancellor's Office.
 - The training provided us with the in-depth information about CalWORKs WTW Student Reform in 2021. The Reform empowers students to choose their education path and establishes a more efficient process for student WTW participation (reducing huddles that student had to go through.)
- Title IX Training for CCC CalWORKs Staff by Western Center on Law & Poverty
 - The training provides us with information of Title IX's legal protections for students who are pregnant, parenting or have to terminate pregnancy.

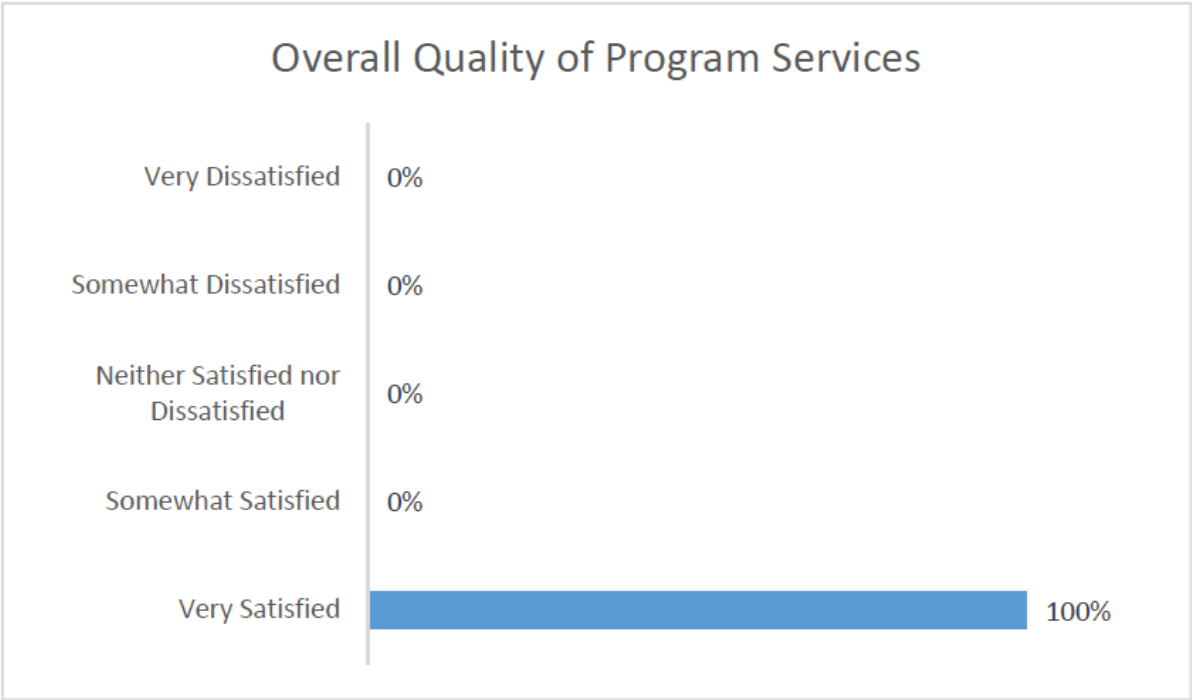
The future workshops that we plan to attend are:

- Bring Parenting Students into the Equity Conversation.
- Increase Training and Policy Action on Social Justice, Anti-Racism, and LGBTQ+.

Tables & Graphs



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Goals

Goal Status

1 - New (PR)

Goal Title

Permanent Funding for Program Office Assistant

Goal Description

To continue daily operations to support students needs

Program Review Cycle When the Goal Begins

2022 - 2023

Who's Responsible for this Goal?

Sarah Aranyakul

Mapping

- CAN College Goals: (X - Selected)

CAN College Goals

- Equity-Minded and Antiracist College Culture: X
- Student Access, Success and Completion: X

Resource Requests

Item Requested

Permanent Funding to cover 15% salary/benefits of our office Assistant

Item Description

CalWORKs currently pays 15% salary/benefits of our office assistant using TANF fund. Currently, we receive about \$30K of TANF Fund which is grant funding and fluctuates yearly. The primary purpose of TANF Fund is to be used for direct services to students. With the increase of COLA each year, we will be spending over 50% of the fund on the salary/benefits. Thus, we will have less fund available to provide direct services to students.

Status

New Request - Active

Type of Resource

Non - Instructional Personnel

Cost

\$16,882 (salary & benefits)

One-Time or Recurring Cost?

Recurring Cost

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Critical Question: How does this resource request support closing the equity gap?

Our office assistant provides all CalWORKs students access to our services when they walk in or call our office. The position provides a front desk coverage and following-up activities.

Critical Question: How does this resource request support Latinx and AANAPISI students?

The total percentage of Latinx and AANAPISI students in our Program is 59% which is the largest number of our student population. Having a dedicated and reliable office assistant is essential for our daily operations so we can continue supporting our underserved students.

If requesting Personnel please complete the New Classified Hiring/Position Justification or the New Faculty Position Proposal Below.

NEW CLASSIFIED HIRING/POSITION JUSTIFICATION

Justification

This position has been reviewed by the department or division and is recommended for hiring.

NEW FACULTY POSITION PROPOSAL

C. Program Vitality and Viability

D. What is the evidence of student demand to justify the proposed position?