

Lassen Community College

CalWORKs

NIPR

2012—2013



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Lassen College
CalWORKs
Non-Instructional Program Review
2013

CalWORKs Executive Summary

CalWORKs (California Work Opportunity and Responsibility to Kids Act) is California's welfare reform program designed to help families become self-sufficient through a variety of educational and work-related activities, including attendance at Lassen Community College. A leader in higher education, Lassen Community College provides individuals with the opportunity to obtain new job skills or enhance existing skills through a variety of programs.

Services Provided by the Program

CalWORKs provides the following direct student support services that are coordinated with Lassen County Health & Social Services and the welfare department Lassen WORKs.

- Service Coordination
- Case Management
- Child Care
- Work Study
- Job Development & Placement

The CalWORKs program receives state categorical funding to assist students who are currently receiving TANF welfare for their child and themselves in order to transition off welfare and achieve long term self-sufficiency through coordinated student services offered at Lassen College in coordination with the county welfare office. Lassen College offers CalWORKs students the ability to gain direct work experience through their participation in the Lassen Community College CalWORKs Work Study program. Currently, CalWORKs funds 75% of student's CalWORKs work-study salary and worker's compensation, with the employer paying the remaining 25%. Placements are available both on and off campus. The LCC CalWORKs program pays prevailing wage with the agreement of the employer. The employer teaches work skills for the position which gives the students the opportunity to become permanently employed.

Lassen Community College Mission statement:

Lassen Community College provides outstanding programs for all pursuing higher education goals. The core programs offer a wide range of educational opportunities including transfer degrees and certificates, economic and workforce development and basic skills instruction. The college serves students, both on campus and in outreach areas, in its effort to build intellectual growth, human perspective and economic potential.

(Governing Board Mission Revision: August 14, 2012)

CCCCO CalWORKs Mission Statement:

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.

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

Services Provided by Lassen Community College CalWORKs Career Center and Staff

- Advocacy for continued Education & Success
- Personal, Academic, and Career Advisement
- Professional CalWORKs Staff Guidance
- Childcare Information and Assistance
- Occupational Labor Market Research
- Job Search Assistance & Techniques
- Individual &/or Group Workshops
- Vocational Resources
- Community & Campus Referrals
- California Career Café Assistance
- Resume/Application Assistance
- Career & Self Assessments
- Computer Lab & Study Area
- Internet-Based Job Search
- CalWORKs Work Study
- General Information
- General Support
- Career Planning
- Job Referrals
- Mentoring

Lassen Community College CalWORKs Program provides services with categorical funding to assist students who are currently receiving TANF welfare for both their child and for themselves in order to transition off welfare and achieve long term self-sufficiency through coordinated student services offered at Lassen Community College. The LCC CalWORKs program also works to ensure compliance with the Department of Public Social Services (DPSS).

CalWORKs provides knowledgeable career and educational guidance with opportunities to participate within the CalWORKs Career Center's activities, individually or in groups, such as a computer lab, study area, job development, job placement, job search, assessment tools, self-exploration, child care, work-study, post-employment retention skills, along with labor market and educational/career research skills exploring possible educational and career opportunities.

LCC CalWORKs Programs success is due to the combined partnerships and teamwork of quality support services and employer occupational mentorships that ensures students succeed at the post-secondary level, complete their educational goals, find meaningful employment, and successfully transition into the workforce. Through collaboration and advocacy with our college student services and community partners, a range of educational/vocational opportunities are available for the Lassen Community College CalWORKs eligible student. The CalWORKs program prepares a segment of our workforce providing a varied range of opportunities that will improve the self-sufficiency skills of students and enhance their ability for long term employment; while, at the same time, provide valuable and meaningful service to community employers, promoting the economic self-sufficiency of the CalWORKs students through the attainment of a higher education, employability skills, and on-the-job training on campus, throughout the community and in outreach areas of LCC.

Prioritized List of Recommendations:

1. Continue to provide a professional and functional area for the CalWORKs student's needs for academic, career, and employment needs.
2. Continue to work collaboratively with the local welfare department, Lassen WORKs, in order to provide a meaningful and successful process for the LCC CalWORKs student's academic and career goal attainment.
3. The CalWORKs program needs to work on having additional supportive services including mental health, domestic violence, drug and alcohol abuse, homeless resources to further enable CalWORKs students to overcome obstacles and be successful.
4. Keep LCC CalWORKs program available to Plumas and Modoc counties welfare recipients who are also LCC registered students.
5. Implementation of a CalWORKs progress report.
6. Refer all CalWORKs participating in the CalWORKs Work-Study Program to the Lassen Community College Cooperative Work Experience Education orientation and for registration when appropriate.
7. Evaluate student success in meeting core hour requirements based on documentation.
8. Continue to complete all LCC CalWORKs forms, documents, and reports in a timely manner.
9. Continue working with County's Welfare needs to monitor participant's compliance with program requirements for those who have been approved to attend school as part of their welfare-to-work plan.
10. Increase the involvement of CalWORKs with the employment services by requiring regular contacts and progress reports.
11. Increase CalWORKs enrollments.
12. Continue to provide individual and group CalWORKs orientations to all participants.
13. Continue to develop and present workshops targeted towards CalWORKs student's needs.
14. Continue to foster a collaborative relationship with the Department of Public Social Services (DPSS) and Lassen College CalWORKs with regular meetings.
15. Hire a part-time student assistant if budget allows (\$8,000)
16. Continue staff's attendance at State and Regional trainings to stay current on all issues concerning CalWORKs; continue staff education.
17. Implementation of a tracking method for assessing CalWORKs students' post academic success.
18. Refine CalWORKs "Needs Assessment Intake Form" for an improved referral system for student to on-campus and off-campus services with follow-up procedures.
19. Re-evaluate the time required for the Director on a weekly basis.
20. Whenever there is a change of directorship there should be allowable time for mentorship.
21. Continue with ongoing education and training.
22. A centralized location for the CalWORKs/Career Center office that is more user friendly; consider rooms(HU 103 & 104) in the humanities building because of location and access for students in an instructional setting.
23. The CalWORKs program will collaborate with Work Experience in student success.

Section I: Program Goals & Objectives:

Goals from 2008/2009 NIPR:

Goal 1:

Description:

To develop strategies for academic retention for the Lassen Community College CalWORKs student in order for them to meet their academic and career goals.

Plan:

The strategy implemented was to have a recognizable location on campus for the CalWORKs program that is easily identified.

Documentation:

All CalWORKs services are listed on Lassen Community College CalWORKs brochure.

Evaluation:

CalWORKs Career Center moved the career center to its own location in December 2011 at Room 130 in the dorm. The area allowed for more computers for CalWORKs students' needs for academic, career, and employment needs. The area contains ten computers for CalWORKs students to be used for academics and/or workshops, job board, book loan library, career assessment inventories, and career research materials.

Recommendations:

- Continue to provide a professional and functional area for the CalWORKs student's needs for academic, career, and employment needs.

Goal 2:

Description:

To work with Lassen WORKs, Lassen County Welfare for developing strategies in developing non-credited courses for using as a life skill builder and for introducing a TANF recipient to the community college atmosphere at Lassen Community College.

Plan:

Lassen County Welfare, Lassen WORKs, has been a partner on the LCC CalWORKs advisory committee and has addressed many of the TANF Welfare-to-Work changes, but no non-credited courses have been developed. Strategies have been addressed for CalWORKs students to meet their required core hours by counting hours for course attendance, home work hours, work hours, and time spent in the Lassen Community College CalWORKs Career Center.

Documentation:

Verification of hours is taken from semester course registration, transcripts, and CalWORKs work-study time sheets.

Evaluation:

CalWORKs and Lassen WORKs has worked well together, with regular meetings, CalWORKs advisory participations, welfare trainings on program changes, and making referrals of eligible CalWORKs participating students. Also, Lassen WORKs has been a great participating CalWORKs employer and has hired many LCC CalWORKs graduated students full time, after working for them through the LCC CalWORKs Work-Study Program.

Recommendations:

- Continue to work collaboratively with our local welfare department, Lassen WORKs, in order to provide a meaningful and successful process for the LCC CalWORKs student's academic and career goal attainment. Identify who is a part of the advisory committee and keep documentation of meeting minutes.

Goal 3:**Description:**

To expand Lassen Community College CalWORKs services to LCC's outreach areas.

Plan:

CalWORKs services have been offered to Lassen Community College CalWORKs eligible students living in Plumas and Modoc counties.

Documentation:

CalWORKs students from these areas have been very limited. Services for these students have been on an as needed bases, but not of the extent to travel to the outreach areas. During the fiscal years 9/10, 10/11, 11/12, & 12/13 there has only been four students attending Lassen Community College who were CalWORKs eligible for services, two from Plumas County and two from Modoc County, all other students resided within Lassen County. All information is from LCC Datatel MIS system.

Evaluation:

The CalWORKs program has had one great success from a Modoc county welfare recipient. This student graduated with a transfer degree and continued on to CSU-Chico. The students took many courses by correspondence and on-line, however, there was still a need for the student to commute to LCC for courses, and to move his family to Susanville for the last semester. Both Plumas and Modoc county welfare departments work well with the CalWORKs program, but there has been very little interest from these areas since the last NIPR.

Recommendations:

- Keep LCC CalWORKs program available to Plumas and Modoc counties welfare recipients, LCC registered student's as needed.

Goals for 2012/2013 NIPR:

Goal 1:

Description:

Continue to refine strategies for academic retention for the Lassen Community College CalWORKs eligible student to meet their academic and career goals.

Plan:

Implement a mandatory “CalWORKs Progress Report” and require regular visits to the CalWORKs Career Center to help CalWORKs students’ success and retention. Continue to work with Lassen WORKs to achieve 100% compliance with the student’s welfare to work plan.

Documentation:

Data will be recorded and evaluated with changes made to the plan in conjunction with the student and their worker when appropriate.

Evaluation:

Evaluate if monitoring progress and advising changes improves students’ success and retention.

Recommendations:

- Implementation of a CalWORKs progress report.

Goal 2:

Description:

To increase strategies for job retention skills leading to self-sufficiency.

Plan:

Encourage CalWORKs work study students to enroll in Lassen Community College Cooperative Work Experience Education courses where appropriate.

Documentation:

By student registration and grades in Cooperative Work Experience courses.

Evaluation:

By enrollment into Lassen Community College Cooperative Work Experience Education courses, the retention skills learned will be beneficial for their success and economic self-sufficiency.

Recommendations:

- Refer all CalWORKs students in the CalWORKs Work-Study Program to the Lassen Community College Cooperative Work Experience Education orientation and for registration when appropriate.

Goal 3:**Description:**

Continue to advise students on how to meet their required core hours with Lassen College activities.

Plan:

Strategies to be implemented are to implement a computer software program to help students with tracking employment, resume referrals, interview scheduling, placement tracking, job postings, and surveys.

Documentation:

The software program will track the usage by students of the program.

Evaluation:

Evaluate student success in meeting core hour requirements based on documentation.

Recommendations:

- Purchase appropriate tracking software.

Section II: Outside Compliance Issues:

Annual reports and operational program reports and fiscal audits are submitted both by e-mail and/or as documents mailed to the CalWORKs office at the California's State Chancellor's Office.

Reporting dates are:

- August:
 - Last date to submit MIS data to Chancellor's Office for funding purposes.
 - Year-end expenditure reports.

- September:
 - Summer MIS data due.

- November:
 - Program plan and budget forms due.

- December:
 - Request for relocated funds/declaration of unused funds due.
 - Response from Chancellor's Office on requests to reallocate funds.

- January:
 - Fall MIS data due.

- February:
 - Request for reallocated funds/declaration of unused funds due.
 - Response from Chancellor's Office on request to reallocate funds.

- April:
 - Requests for reallocated funds/declaration of unused funds due.
 - Response from Chancellor's Office on requests to reallocate funds.

- June:
 - Response from Chancellor's Office on requests to reallocate funds.
 - Requests for reallocated funds due.
 - Report unused funds without penalty.
 - Spring MIS data due.

Description:

The CalWORKs program follows many rules, regulations, and procedures that are required by the California Community Colleges CalWORKs Program Handbook (updated Nov. 2010), Lassen County Welfare Department, and Lassen Community College in order to serve CalWORKs students. The Lassen Community College CalWORKs Program plan is both accepted by Lassen County Welfare Department and Lassen Community College representatives.

Plan:

Continue to submit all required documents, reports, and MIS data by required dates.

Documentation:

The CalWORKs required compliance issues are listed on the California Community Colleges Chancellor's Office web site CalWORKs Annual Calendar located at <http://extranet.cccco.edu/Divisions/StudentServices/CalWORKs/AnnualCalendar.aspx>.

Evaluation:

LCC CalWORKs has been efficient and timely with meeting required deadlines.

Recommendations:

- Continue to complete all LCC CalWORKs forms, documents, and reports in a timely manner.
- Continue to foster a collaborative relationship with the Department of Public Social Services (DPSS) and Lassen College CalWORKs with regular meetings.
- Continue working with the County's welfare needs to monitor participant's compliance with program requirements for those who have been approved to attend school as part of their welfare-to-work plan.

Section III: Student Learning Outcomes/Administrative Unit Outcomes

SLO 1:

Description:

Demonstrate communication and technology competency skills for career and educational research development, job search, resume, cover letter, application writing, and obtaining labor market statistics.

Plan:

CalWORKs student's use of the CalWORKs Center will be tracked throughout the year to determine the student use of the technology.

Documentation:

Documentation in students CalWORKs file and on Datatel.

Data Element SC11 - Employment Assistance Services

Graph indicates the number of CalWORKs students who received employment related services from the CalWORKs Career Center.

	Job Search	Job skills	Interview Skills	Resume Writing	Job Placement	Other Employment Services
FY 9/10	57	49	35	36	49	124
FY 10/11	74	61	61	58	59	125
FY 11/12	51	18	33	33	17	152
FY 12/13	24	25	25	24	23	86

Data is from the California MIS-CalWORKs-CAW through Datatel.

Evaluation:

LCC CalWORKs eligible registered students have dropped during the FY 12/13. This is partly due to the change in California and federal welfare guidelines. Parents who had 60 months lifetime TANF eligibility, dropped to 48 months, and in October 2012 it dropped to 24 months for some welfare recipients.

Recommendation:

- Increase the amount of CalWORKs involvement with the employment services by requiring regular contacts and progress reports.

SLO 2:**Description:**

Demonstrate progress toward educational and career goals.

Plan:

Obtain CalWORKs students' degree and certificates completions thus promoting CalWORKs students' successes.

Documentation:**CalWORKs Goal Achievements:**

FY 9/10	22 Goal Attainments	FY 11/12	14 Goal Attainments
1	CA Child Development	1	CA AJ
1	CA CSU Gen. Ed.	2	AA AJ
1	Cert CSU Gen. Ed.	1	AS Coorectional Science
2	AS Drug & Alcohol Paraprofessional	1	CA CSU Gen. Ed.
2	CA Drug & Alcohol Paraprofessional	1	Cert CSU Gen. Ed.
1	AA Gen. Ed. Social Science	3	AA Gen. Ed. Social Science
1	CA Graphic Design	1	CA Pisto Smith
1	CA Gunsmith Machinist & Metal Finish	1	AS University Studies Math & Physical Science
2	AS Human Services	1	AA University Studies Natural Science
2	CA Human Services	1	CA VN
1	CA Journalism	1	AS VN
2	AS VN		
1	CA VN		
3	CA Welding		
1	AS Welding Tech		
FY 10/11	18 Goal Attainments	FY 12/13	37 Goal Attainments
1	CA AJ	1	CA Child Development
2	Cert CSU Gen. Ed.	5	CA CSU Gen. Ed.
2	CA CSU Gen. Ed.	4	AS Drug & Alcohol Paraprofessional
2	CA Drug & Alcohol Paraprofessional	4	CA Drug & Alcohol Paraprofessional
1	AS Drug & Alcohol Paraprofessional	2	AA Gen. Ed. Social Science
2	CA Human Services	1	CA Gunsmith Machinist & Metal Finishing
1	AS Human Services	4	AS Human Services
1	AS Office Administration Assistant	4	CA Human Services
1	AA University Studies Allied Health	1	CA Long Gun
1	AA University Studies Business Admin.	1	AA University Studies Allied Health
1	AA University Studies Natural Science	2	AA University Studies Business Administration
3	AA University Studies Social Science	1	AA University Studies Humanities
		7	AA University Studies Social Science

Evaluation:

LCC CalWORKs has assisted students reach their academic goals, but there is always room for additional strategies to overcome student barriers.

Recommendation:

- Implement a tracking method to assess CalWORKs students' post academic successes.

SLO 3:**Description:**

Demonstrate personal, social, and civic responsibility skills through participation in Lassen Community College activities and processes.

Plan:

Administer CalWORKs Needs Assessment Intake Form & Survey for obtaining information on student's involvement for community and LCC activities.

Documentation:

2009/10 CalWORKs Needs Assessment Intake Form & Survey with 49% return rate.

On Campus Participation Rate: EOPS-40%; CARE-15%; DSPS-0%; BOGW-76%; FA-62%; St. Loan- 19%; FAWS-15%; WE-15%, CDC-6%

Community Agency Activities: Lassen WORKs-49%; EDD-8%; AFWD-15%; LCN-8%; Cal. Dept. of Rehab.-2%; SSI-2%, Child Care Services-2%.

2010/11 CalWORKs Needs Assessment Intake Form & Survey with 47% return rate.

On Campus: EOPS-22%; CARE-8%; DSPS-2%; BOGW-32%; FA-29%; St. Loan- 10%; FAWS-8%; WE-10%

Community Agency Activities: Lassen WORKs-20%; EDD-3%; AFWD-4%; LCN-2%; Cal. Dept. of Rehab.-0%; Child Care Services-13%.

2011/12 CalWORKs Needs Assessment Intake Form & Survey with 25% return rate.

On Campus: EOPS-46%; CARE-5%; DSPS-4%; BOGW-96%; FA-75%; St. Loan- 29%; FAWS-25%; WE-17%

Community Agency Activities: Lassen WORKs-8%; EDD-0%; AFWD-4%; LCN-4%; Cal. Dept. of Rehab.-0%; Child Care Services-4%.

2012/13 CalWORKs Needs Assessment Intake Form & Survey with 45% return rate.

On Campus: EOPS-20%; CARE-16%; DSPS-0%; BOGW-92%; FA-80%; St. Loan- 24%; FAWS-8%; WE-4%

Community Agency Activities: Lassen WORKs-32%; EDD-4%; AFWD-4%; LCN-0%; Cal. Dept. of Rehab.-8%; Child Care Services-8%.

Evaluation:

The goals of the CalWORKs program needs to integrate both the Institutional Learning Outcomes and the Strategic Initiatives of Lassen College. The Student Learning Outcomes for the program need to be mapped to the ILOs.

Recommendation:

- Refine CalWORKs “Needs Assessment Intake Form” for an improved referral system for student to on-campus and off-campus services with follow-up procedures.

Section IV: Personnel and Support Services:

Description:

The CalWORKs Director changed mid academic year.

CalWORKs has two staff members, CalWORKs Director (10% stipend of a full time LCC faculty member) and CalWORKs Job Placement Specialist (100% work load). CalWORKs staff report to the Dean of Student Services for direction and approvals for the program.

With one full time manager and one part time faculty load assigned to oversee CalWORKs, the needs of the students are met.

Documentation:

CalWORKs Director

Responsibility

The duties of the CalWORKs Director are to provide daily management of the program components including, but not limited to, childcare when needed (otherwise taken care of by the welfare department), and program coordination and to prepare program plans, including instructional/educational components and budget reports on schedule for the Chancellor's office. The position reports to the Dean of Student Services.

Duties

- Facilitate campus and community advisory committees involved with CalWORKs.
- Manage program budget and expenditures with collaboration with Manager / Job Placement Specialist of CalWORKs
- Prepare and communicate budgets and programs plans for/to the Chancellor's Office in with collaboration the Job Placement Specialist of CalWORKs
- Supervise Job Placement Specialist of CalWORKs.
- Regularly attend Student Services Manager's meetings.
- Coordinate instructional classes/workshops for CalWORKs student in areas of life long living skills, career exploration and skill development for gainful employment, interpersonal relationships and empowerment through education.

Plan:

To advertise and hire a Director position at LCC for the upcoming year that is qualified to meet the needs of CalWORKs students.

Recommendation:

- Re-evaluate the time required for the Director on a weekly basis.
- Whenever there is a change of directorship there should be allowable time for mentorship
- Redirect the program; facilitate collaboration with Work Experience to better include work skill development and accomplishment of shared objectives

Documentation:**CalWORKs Job Placement Specialist:**

Summary: Approximately 75% of this position would be direct student/community contact fulfilling the position of Job Placement Specialist. Approximately 25% of the duties of this position include budgeting, reporting, billing and reimbursement calculations. Plans, coordinates, and implements a college-wide job development and placement service to assist students, including those with special needs, in the job search process to secure employment and job training.

Distinguishing Characteristics: This is a specialized position that could follow along several career ladders, namely, in human resources and/or vocational guidance. Advancement to this position requires compliance with the job qualifications and the ability to seek job opportunities for students.

Essential Duties and Responsibilities

- Review educational plans completed by LCC counselor to confirm educational plan is aligned with passport for service.
- Establishes and maintains temporary, full-time, part-time, and graduate jobs and referral resources. Develops and maintains a computer-aided database of available jobs, out-sources, and referrals.
- Sources potential jobs, including those for students with special needs, by telephone, personal contact, and off-campus interviews with employers.
- Schedules in-person visits to various companies to develop positions for students and promote campus job placement services.
- Assists students with the design and content of resumes after they have taken a class/workshop .Critiques and advises students on the preparation of resumes.
- In collaboration with classes/workshops will conducts skill, ability, and interest assessments and counsels students on job seeking, retention, and performance of jobs. Prepares written materials, administers career batteries (or seeks assistance from the Assessment Technician) and conducts personal interviews to complete assessments.
- In collaboration with the Work Experience Coordinator conduct follow-up with students and employers at the work site to evaluate on-the-job progress, working conditions, and receive feedback.
- Works with employers on subsidized and specially funded arrangements governing jobs such as, but not limited to, city and county work programs, WIA, and WIB.
- Maintains and updates job orders, application files, student interviews, references, letters of recommendation, and performance-related information.

- Publicizes and makes arrangements for job fairs and other similar activities. Plans, coordinates and implement on-campus career fairs.
- Refer students to suitable employment off campus, volunteer opportunities, and/or internships.
- Maintains and updates knowledge of changes in District, State or Federal rules and regulations governing employment programs. Prepares communications to staff and students in this regard.
- Compiles statistics and other data for special reports. Routinely prepares reports on job placement transactions, retention, and success rates.
- Ensures equal and fair treatment of all student applicants for and recipients of job placement assistance.
- Performs other duties as assigned that support the overall objective of the position

Plan:

Continue with the CalWORKs Job Placement Specialist at 100% CalWORKs.

Evaluation:

Current CalWORKs Job Placement Specialist has worked in the LCC CalWORKs program since January, 2007. Has a Bachelor of Arts in Social Science from California State University with a major of Career and Life Planning and certification in Welfare GAIN assessments. Post graduate studies from California Coast University in Education Administration with certification in Career Development. Has sixteen years working with welfare clients and eighteen years career guidance, assessments, and employment placing.

Recommendations:

- Continue with ongoing education and training.
- Continue staff's attendance at state and regional trainings to stay current on all issues concerning CalWORKs; continue staff education.
- Hire part-time student assistant if budget allows.
- Monitor and advise students to ensure compliance with their welfare to work plan.
- Work in collaboration with Director/Coordinator on budget and expenditures of CalWORKs
- Communicate with Director/Coordinator of CalWORKs in budget and program plans for/ to the Chancellor's office.
- Recruit CalWORKs students to Lassen Community College.

Section V: Facilities and Equipment

Description:

The point of contact for CalWORKs services is the CalWORKs Career Center located in room 130 in on the ground floor the LCC Residence Hall. The CalWORKs Career Center provides eligible CalWORKs students with career information, vocational assessments, self-assessment, transferable skill assessments, job readiness training, workplace etiquette, interview techniques, resumes building, cover letter creation, application completion, and job search techniques. A job board is offered, as well as a small library of books and media technologies on various job market topics

There are ten student computers at the CalWORKs Career Center where CalWORKs students can do homework, assessments, and career and educational research. There are a number of free educational and occupational research sites for the CalWORKs student, such as the California Career Café, O*NET, Bureau of Labor Statistics, State of California Employment Development Department, Career One Stop, and the United States Department of Labor. There are also a variety of local, state, and federal job site listings for students to apply.

The CalWORKs Career Center offers the CalWORKs student a Job Search Handbook that offers the student information on self-assessment, job search techniques and tips, setting job search goals, marketing job skills for employment, applications, resume, cover letters, interviewing skills, and follow-up techniques.

All CalWORKs work-study students are required to participate in an orientation for the work program and receive a “Lassen Community College CalWORKs Handbook.” Topics covered in the handbook are as follows:

- CalWORKs Mission Statement
- LCC Academic Calendar
- CalWORKs program
- Education and Career Goals
- CalWORKs Career Center
- Work-Study Program
- Job Skill Information
- Knowing how to fill out time sheets
- Understanding Pay Day Schedule
- Work Experience Education
- Campus Map

Plan:

There is an orientation for the CalWORKs Work-Study Program and an individual orientation for all CalWORKs eligible students. Group orientations should also be implemented.

In order to fully provide services, 100% of the CalWORKs students “Passport to Services” showing eligibility is required. Additionally, the “Welfare-to-Work Plan,” when completed provides opportunity for better individualized services for the student’s success.

Documentation:

The following shows the participating CalWORKs students since the last NIPR:

	CalWORKs Eligible Students		CalWORKs Work Students			CalWORKs Eligible Students		CalWORKs Work Students			CalWORKs Eligible Students		CalWORKs Work Students						
FY 9/10					FY 10/11					FY 11/12					FY 12/13				
9SU	28	15			10SU	43	27			11SU	32	0			12SU	11	2		
9FA	70	12			10FA	66	19			11FA	61	10			12FA	41	12		
10SP	67	27			11SP	70	12			12SP	58	6			13SP	34	12		
Non-Duplicated	109	37			Non-Duplicated	106	34			Non-Duplicated	96	10			Non-Duplicated	55	15		

Evaluation:

CalWORKs students are provided with personal and academic support through groups and workshops on topics that address barriers to academic/vocational success. These strengthen student retention through activities designed to increase student self-confidence.

To help CalWORKs students reach their goals, they are also referred to other on campus programs where appropriate (EOPS, DSPS, Financial Aid, etc...). Referrals are also made to other non-profit agencies within the community to assist with student retention and success.

It is important to continue to provide CalWORKs services that enhance the student’s skills for goal attainments, such as the CalWORKs Career Center. With the necessary resources such as computers, textbook loan library, educational supplies, and occupational/career/self-assessments CalWORKs students can be more successful.

Recommendation:

- Continue to provide individual and group CalWORKs orientations to all participants.
- A centralized location for the CalWORKs/Career Center office that is more user friendly; consider rooms(HU 103 & 104) in the humanities building because of location and access for students in an instructional setting.

Section VI: Budget

Description:

Lassen Community College CalWORKs receives an allocation amount of funding for CalWORKs, Child Care, and TANF. Both CalWORKs and Child Care funds come from the state of California, and the TANF funds are from the U.S. Federal Government. The CalWORKs Program has a minimum funding allocation of \$125,000.00 per fiscal year. Any additional amount is determined by the unduplicated eligible student count from the previous fiscal year. The CalWORKs program is a 12 month program and the extra funding is not determined until September.

Plan:

Continue the license of the CSO program at \$3000 per year to help track activity of students in the CalWORKs program (\$3000.00)

Documentation:

Academic Year	2009-2010	2010-2011	2011-2012	2012-2013
Base Allocation	\$ 125,000.00	\$ 125,000.00	\$ 125,000.00	\$ 125,000.00
Unduplicated Student Count	109	106	96	56
Allocation based on Count Formula	\$ 54,630.00	\$ 40,238.00	\$ 52,972.00	\$ 43,569.00
% of Allocation based on Count	30%	24%	30%	26%
Special TANF Work-Study Allocation	\$ 74,388.00			
Total Allocation	\$ 254,018.00	\$ 165,238.00	\$ 177,972.00	\$ 168,569.00
Student Work Count	19	34	11	15
Student Work Cost	\$ 71,972.00	\$ 95,892.00	\$ 37,160.00	\$ 56,300.00
Staff Cost	\$ 146,469.00	\$ 77,214.00	\$ 98,890.00	\$ 86,365.00
Operating expense	\$ 27,801.00	\$ 4,450.00	\$ 27,419.00	\$ 25,904.00

Evaluation:

The CalWORKs student enrollment has taken a large decline during the 2012/13 fiscal year. A possible reason for this decline is the change in the California welfare clock from 48 months to 24 months for receiving welfare benefits.

Recommendations:

- Increase CalWORKs enrollments.
- Continue to develop and present workshops particular to CalWORKs students' needs.
- Discuss the possibility of additional short term vocational programs with Academic Planning.

Section VII: Summary and Prioritized Recommendations:

Section I: Program Goals & Objectives:

1. Continue to provide a professional and functional area for CalWORKs students' needs for academic, career, and employment needs.
2. Continue to work collaboratively with our local welfare department, Lassen WORKs, in order to provide a meaningful and successful process for the LCC CalWORKs student's academic and career goal attainment.
3. The CalWORKs program needs to work on having additional supportive services including mental health, domestic violence, drug and alcohol abuse, homeless resources to further enable CalWORKs students to overcome obstacles and be successful.
4. Title change to CalWORKs manager (25%) /job placement specialist (75%).
5. Keep LCC CalWORKs program available to Plumas and Modoc counties welfare recipients, LCC registered student's as needed.
6. Implementation of a CalWORKs progress report.
7. Refer all CalWORKs participating in the CalWORKs Work-Study Program to the Lassen Community College Cooperative Work Experience Education orientation and for registration when appropriate.
8. A centralized location for the CalWORKs/Career Center office that is more user friendly; consider rooms(HU 103 & 104) in the humanities building because of location and access for students in an instructional setting.
9. The CalWORKs program will collaborate with Work Experience in student success.
10. Evaluate student success in meeting core hour requirements based on documentation.

Section II: Outside Compliance Issues:

1. Continue to complete all LCC CalWORKs forms, documents, and reports in a timely manner.
2. Continue to foster a collaborative relationship with the Department of Public Social Services (DPSS) and Lassen College CalWORKs with regular meetings.
3. Working with County's Welfare needs to monitor participant's compliance with program requirement for those who have been approved to attend school as part of their welfare-to-work plan.

Section III: Student Learning Outcomes/ Administrative Unit Outcomes

1. Increasing the number of CalWORKs involvement with the employment services by requiring regular contacts and progress reports.
2. Implementation for a tracking method for assessing post CalWORKs student academic success.
3. Refine CalWORKs "Needs Assessment Intake Form" for an improved referral system for student to on-campus and off-campus services with follow-up procedures.

Section IV: Personnel and Support Services:

1. Re-evaluate the time required for the Director on a weekly basis.
2. Whenever there is a change of directorship there should be allowable time for mentorship.
3. Continue with ongoing education and training.

4. Continue staff's attendance at State and Regional trainings to stay current on all issues concerning CalWORKs; continue staff education.
5. Hire part-time assistant if budget allows.

Section V: Facilities and Equipment

1. Continue to provide individual and group CalWORKs orientations to all participants.

Section VI: Budget

1. Increase CalWORKs enrollments.
2. Continue to develop and present workshops particular to CalWORKs student needs.