

California Community Colleges Chancellor's Office **2017-18 CalWORKs Program Plans**

Statewide Findings

September 2018



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INTRODUCTION

California Community Colleges receive funds from the California Work Opportunity and Responsibility to Kids (CalWORKs) program to assist students who receive welfare and students in transition off of welfare to achieve long-term self-sufficiency through coordinated student services.

The following data memorandum summarizes initial statewide findings from an analysis of 115 California Community Colleges CalWORKs Program Plans.* These annual plans feature a summary of program components and services, the number of students served, coordination with other agencies, and student outcomes. Program plans were submitted by California Community Colleges and function as a formal agreement between community college CalWORKs programs and the California Community Colleges Chancellor's Office (CCCCO) regarding the implementation of program services.

Responses to closed-ended questions and data reported on the number of students served are presented alongside the most recent demographic information on CalWORKs students available through the CCCCCO Office Management Information Systems Data Mart database.

Responses to the open-ended questions in the program plans were coded for key indicators of essential program elements in order to obtain quantitative data regarding initial and ongoing eligibility, collaboration and coordination, initial intake and case management services, and job development/placement services. Qualitative student outcome data were also reviewed for examples of program success.

It should be noted that with the exception of describing initial and ongoing student eligibility, colleges were not required to complete the open-ended fields of the program plan. Further, not all programs responding to the open-ended questions provided the same level of detail for a given program element. Therefore, the number of respondents for each reporting category may not equal the total number of program plans submitted. The number of programs that did not specify whether they provided a particular service is noted below each chart; this does not necessarily indicate that these programs are not providing a given service, only that the program did not provide sufficient detail in their program plan to make such a determination.

** 2016-17 Program Plans were used for Cuyamaca College and Santa Rosa College as their 2017-18 plans were not available at the time of this analysis.*

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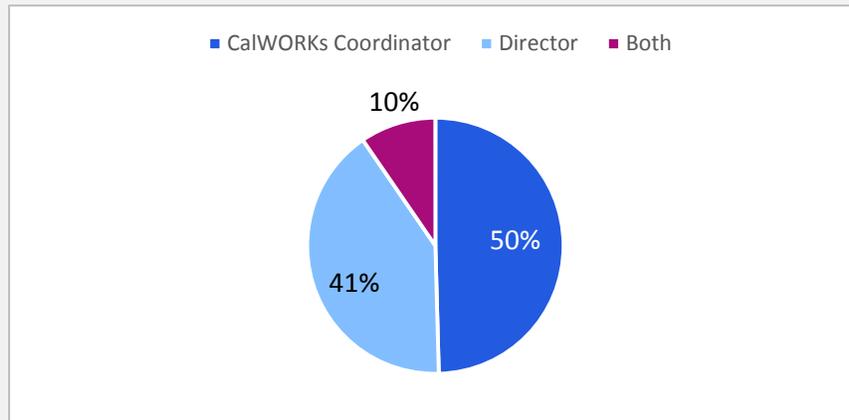
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Build Better Communities



PROGRAM INFORMATION

Half of California Community Colleges reported having a CalWORKs Coordinator, 41% reported having a Director, and 10% reported having both of these staff positions.

Figure 1. Type of CalWORKs Program Staff at California Community Colleges

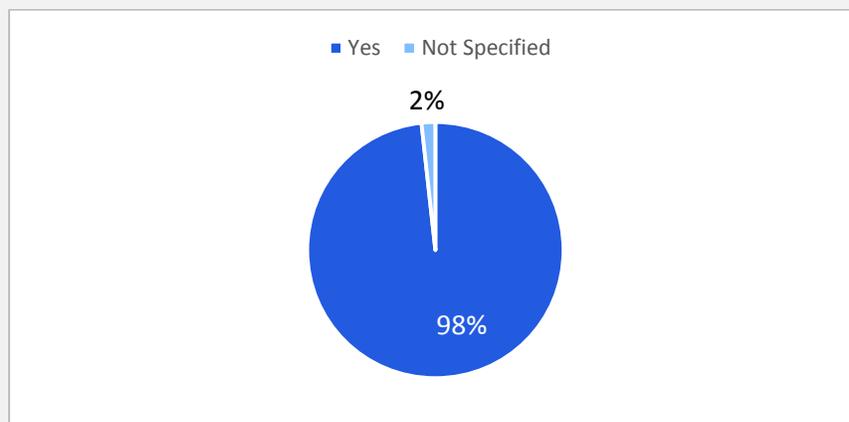


n=115

Note: Percentages may not add up to 100 due to rounding.

The majority of colleges (98%) indicated that they coordinated with their local County Welfare Department to determine and document student eligibility for each academic term.

Figure 2. CalWORKs Program Coordinates with Local County Welfare Department to Determine Student Eligibility



n=115

Note: While two (2) programs did not specify coordinating with their local County Welfare Department to determine student eligibility in their program plan, this does not necessarily indicate that such coordination did not take place.

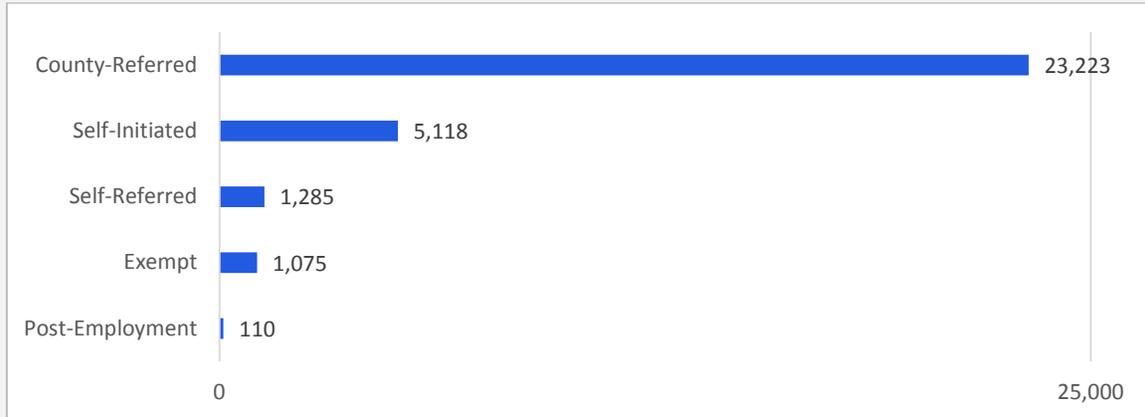
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NUMBER OF CALWORKS STUDENTS SERVED

California Community Colleges CalWORKs Programs reported serving a total of 30,811 students. Three-quarters (75%) of students were county-referred, followed by self-initiated (17%), self-referred (4%), exempt (4%), and post-employment (<1%).

Figure 3. Number of CalWORKs Students Served, by Referral Type



As displayed in Figure 4, two-thirds (67%) of all CalWORKs students served were located in five Southern California counties: Los Angeles, San Diego, Riverside, San Bernardino, and Orange. Los Angeles alone accounted for over one-third (38%) of CalWORKs students served statewide.

COLLABORATION AND PROGRAM SERVICES

- **100%** of colleges reported coordinating/collaborating with County Welfare Department(s), Extended Opportunity Programs and Services (EOPS)/Cooperative Agencies Resources for Education (CARE), Cooperating Agencies Foster Youth Educational Support (CAFYES) Program, Disabled Student Programs and Services (DSPS), Financial Aid, Local Workforce Investment Boards, One Stop Centers, and others
- **100%** of colleges reported providing initial intake and case management services
- **96%** of colleges reported providing job development/job placement services

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Figure 4. Number of CalWORKs Students Served, by County

County	Students Served (n)	Students Served (%)	County	Students Served (n)	Students Served (%)
Alameda	649	2%	Riverside	1,804	6%
Butte	138	<1%	Sacramento	1,377	5%
Calaveras	24	<1%	San Benito	72	<1%
Colusa	2	<1%	San Bernardino	1,793	6%
Contra Costa	239	1%	San Diego	4,028	13%
Del Norte	90	<1%	San Francisco	180	1%
El Dorado	104	<1%	San Joaquin	396	1%
Fresno	982	3%	San Luis Obispo	166	1%
Glenn	5	<1%	San Mateo	66	<1%
Humboldt	100	<1%	Santa Barbara	342	1%
Imperial	251	1%	Santa Clara	564	2%
Kern	189	1%	Santa Cruz	145	<1%
Kings	160	1%	Shasta	190	1%
Lake	21	<1%	Siskiyou	22	<1%
Lassen	20	<1%	Solano	127	<1%
Los Angeles	11,700	38%	Sonoma	250	1%
Madera	177	1%	Stanislaus	502	2%
Marin	48	<1%	Sutter	89	<1%
Mendocino	61	<1%	Tehama	61	<1%
Merced	215	1%	Trinity	4	<1%
Monterey	232	1%	Tulare	648	2%
Napa	23	<1%	Tuolumne	25	<1%
Nevada	38	<1%	Ventura	397	1%
Orange	1,362	4%	Yolo	132	<1%
Placer	78	<1%	Yuba	112	<1%
Plumas	16	<1%	Other*	396	1%

* "Other" includes cases where the county was unspecified in the program plan

Note: Counties reporting no CalWORKs students served included Alpine, Amador, Inyo, Mariposa, Modoc, Mono, and Sierra.

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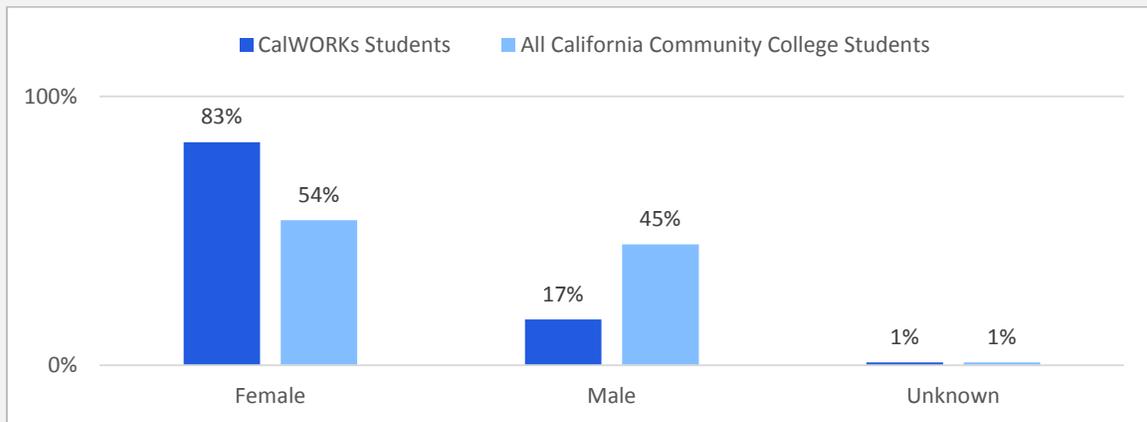


2016-17 STATEWIDE CALWORKS STUDENT DEMOGRAPHICS

When comparing basic demographics of CalWORKs students to all students of the California Community College system, the following trends were observed:

- Females represented a large majority (83%) of CalWORKs students and a smaller majority (54%) of all California Community College students
- CalWORKs students identified as African American at over twice the rate of all California Community College students (15% compared to 6%)
- While one quarter (25%) of CalWORKs students were young people under the age of 25, CalWORKs students were generally older than the overall California Community College student population

Figure 5. Gender of California Community College Students (2016-17), CalWORKs Student and Total Student Population Comparison



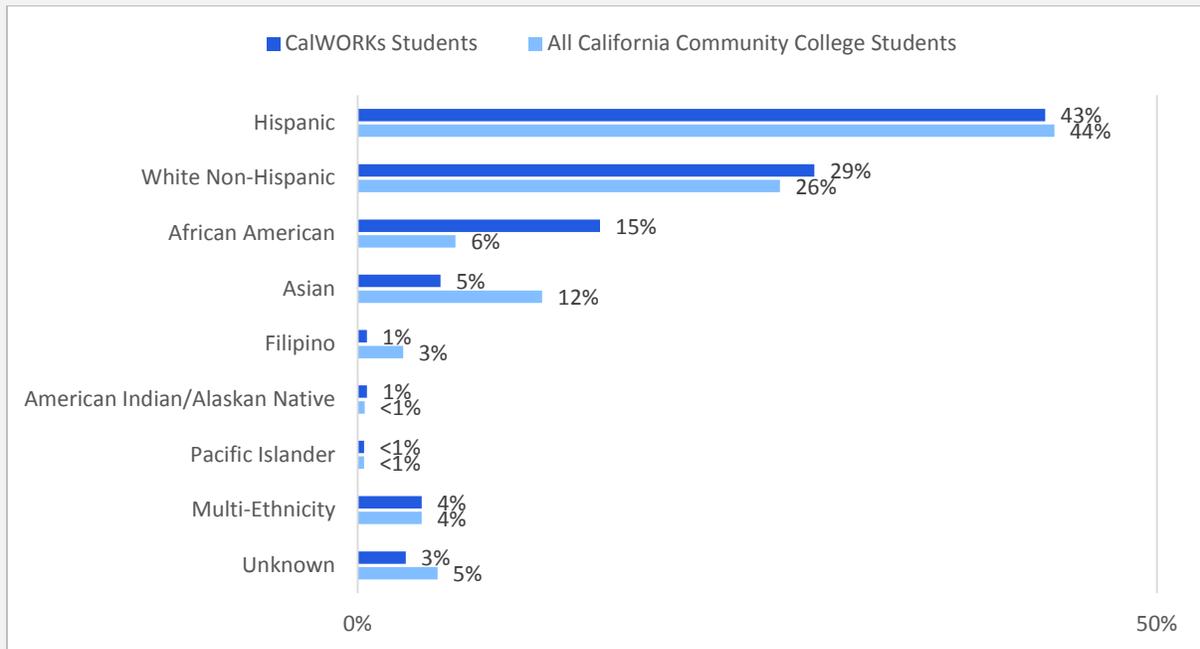
CalWORKs Students n=26,389 (unduplicated); All California Community College Students n=2,379,415 (duplicated)

Source: CalWORKs Status Summary Report, California Community Colleges Chancellor's Office (2016-17). Retrieved from <https://datamart.cccco.edu/>

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Figure 6. Ethnicity of California Community College Students (2016-17), CalWORKs Student and Overall Student Population Comparison



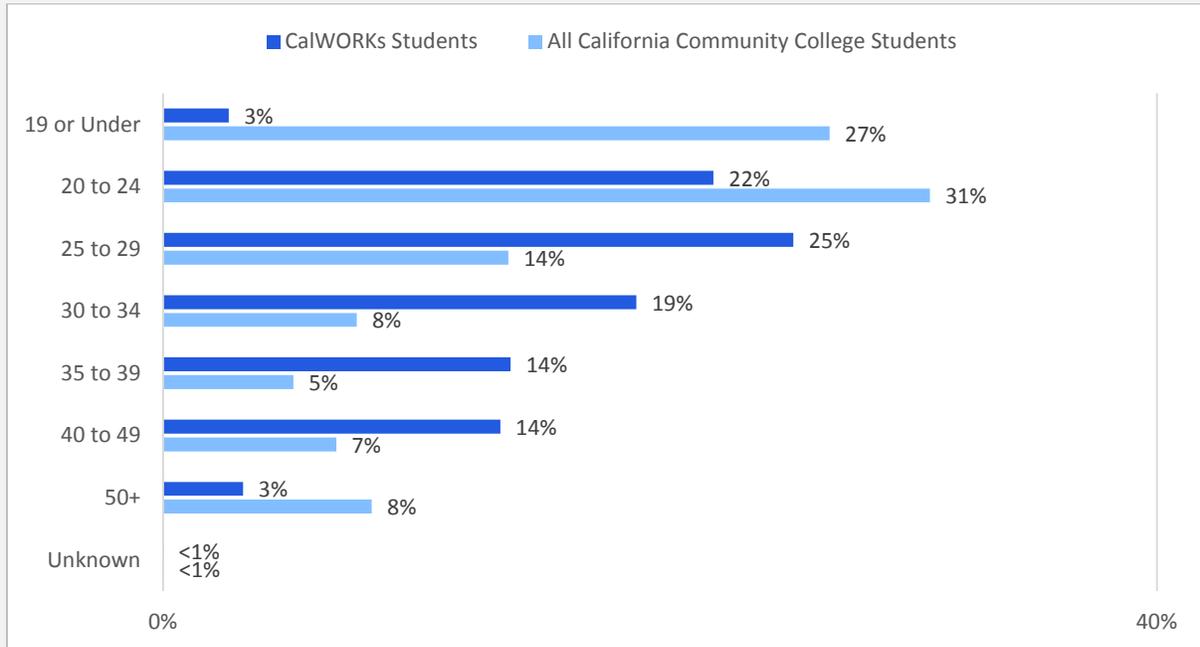
CalWORKs Students n=26,389 (unduplicated); All California Community College Students n= 2,379,415 (duplicated)

Source: CalWORKs Status Summary Report, California Community Colleges Chancellor's Office (2016-17). Retrieved from <https://datamart.cccco.edu/>

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Figure 7. Age of California Community College Students (2016-17), CalWORKs Student and Total Student Population Comparison



CalWORKs Students n=26,389 (unduplicated); All California Community College Students n= 2,379,415 (duplicated)

Source: CalWORKs Status Summary Report, California Community Colleges Chancellor’s Office (2016-17). Retrieved from <https://datamart.cccco.edu/>

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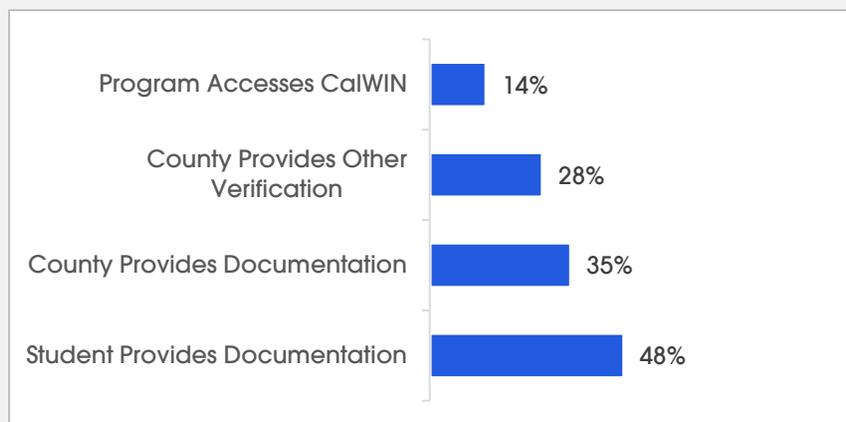
INITIAL AND ONGOING CALWORKS PROGRAM ELIGIBILITY

California Community College CalWORKs Programs indicated four primary methods of determining initial student eligibility for services, including:

1. **Accessing the CalWIN database**, an online real-time system providing client information regarding eligibility for public assistance programs and the delivery of program benefits.
2. **Obtaining documentation from the local County Welfare Department** to verify the student is receiving cash aid, which may include any of the following forms:
 - a. Notice of Action (NoA)
 - b. Verification of Benefits (VoB)
 - c. Welfare to Work (WTW) contract or exemption
 - d. Passport to Services
3. **Obtaining other forms of verification from local County Welfare Department staff**, such as a direct referral or a verification list such as the Community College Verification of Aid (CCVA).
4. **Requesting that the student acquires and provides documentation from the local County Welfare Department** verifying that the student is receiving cash aid.

While programs frequently reported using multiple methods to determine initial eligibility, over half (54%) reported seeking proof of eligibility directly from the County Welfare Department. Forty-eight percent (48%) of programs indicated that students were responsible for obtaining and providing the necessary county documentation.

Figure 8. Method of Determining Initial Eligibility



n=115

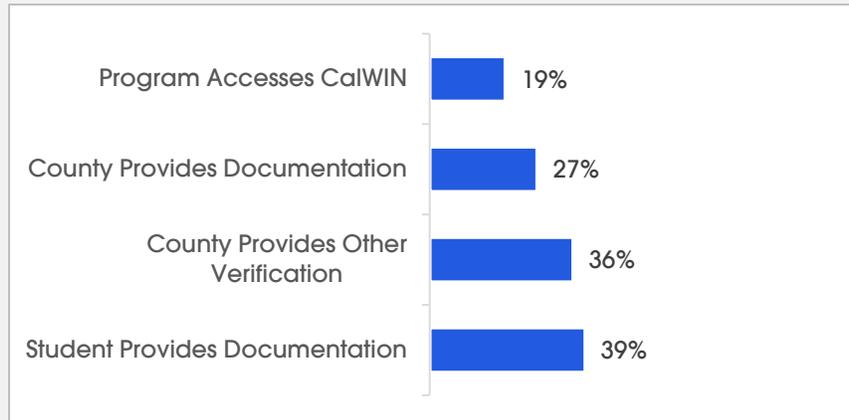
Note: Programs may report using multiple methods for determining initial eligibility. Therefore, percentages may exceed 100.

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In determining ongoing eligibility, half of California Community College CalWORKs Programs indicated seeking proof of eligibility directly from the County Welfare Department. However, programs more frequently reported obtaining sign-off from county representatives on lists of continuing students as opposed to requiring more extensive documentation from the county.

Figure 9. Method of Determining Ongoing Eligibility

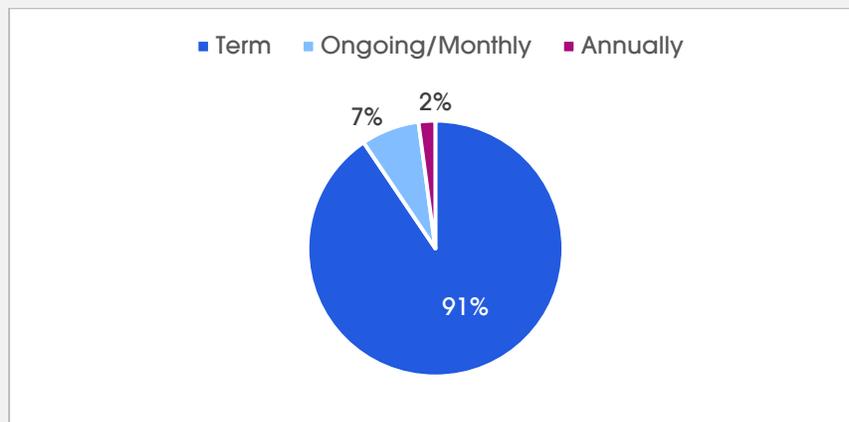


n=101

Note: Programs may use multiple methods for determining ongoing eligibility. Therefore, percentages may exceed 100. An additional fourteen (14) programs did not describe their method(s) of determining ongoing eligibility.

The figure below reveals that the majority of programs (91%) determine ongoing eligibility at the beginning of each term.

Figure 10. Frequency of Determining Ongoing Eligibility



n=95

Note: An additional twenty (20) programs did not specify the frequency of determining ongoing eligibility.

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COLLABORATION AND COORDINATION

California Community College CalWORKs Programs reported collaborating and coordinating with a variety of campus and community partners.

As displayed in the following figure, the most frequently cited partners included:

- **County Welfare Departments**
- **Extended Opportunity Programs and Services/Cooperative Agencies Resources for Education (EOPS/CARE)** - *Several programs indicated being co-located with EOPS/CARE, facilitating greater service coordination for students participating in both programs*
- **Financial Aid**
- **Disabled Student Programs and Services (DSPS)**

CalWORKs programs also often reported extensive relationships with a wide range of additional campus partners, including:

- **Career centers**
- **Health and wellness services**
- **Counseling**
- **Child development centers**
- **Admissions and records**
- **Student affairs**
- **Tutoring services**
- **Foster youth programs**

Further, programs described partnerships with external education partners, including:

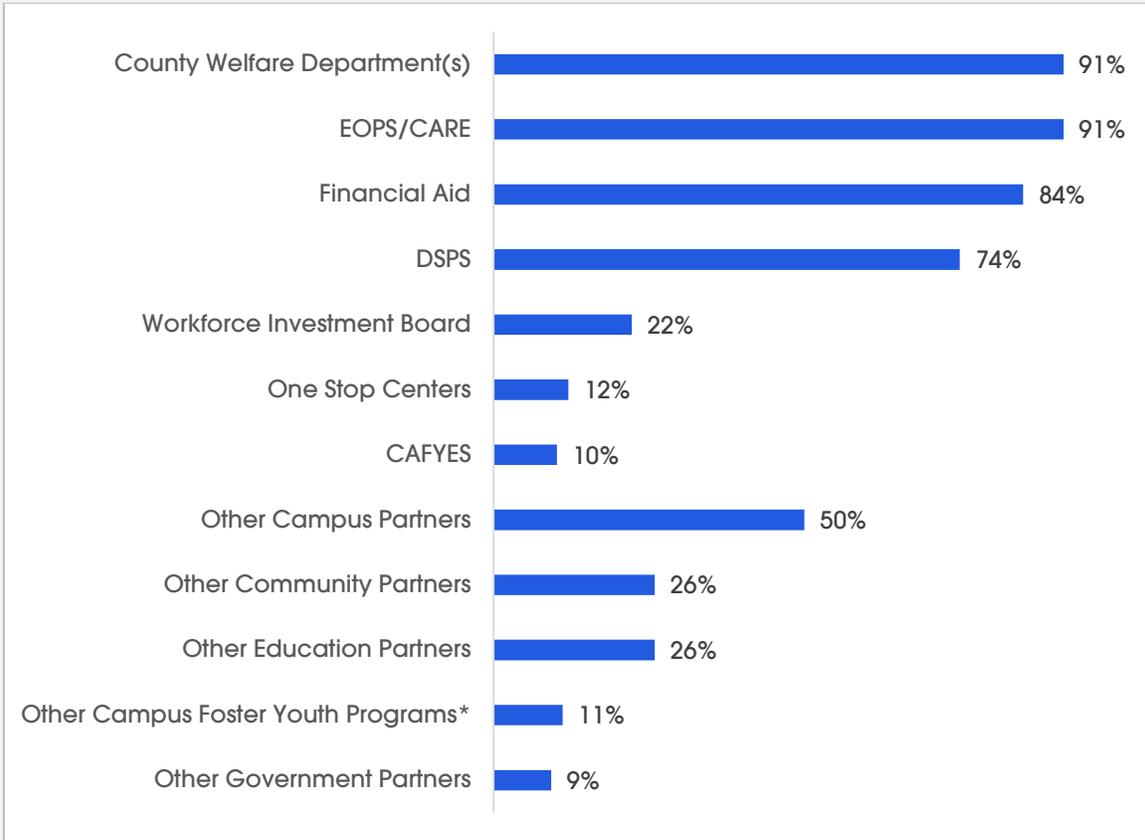
- **Community colleges**
- **Universities**
- **Adult education programs**
- **School districts**
- **County Offices of Education (COEs)**
- **Collaboratives between local County Welfare Departments and CalWORKs program staff** - *Programs commonly noted that these county or regional coalitions improved communication with County Welfare Departments, facilitated shared learning across colleges, and streamlined services for students*

Over one-quarter (26%) of CalWORKs programs indicated off-campus community partners with which they coordinated referrals, co-hosted events, provided employment opportunities, or arranged other services for their students. These partners most frequently included nonprofit organizations addressing various needs (e.g., legal, housing, child care, employment, domestic violence, etc.) and local businesses. A number of programs also cited working with other local government entities, including housing authorities and child welfare departments.

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Figure 11. Partners in Collaboration and Coordination



n=109

Note: An additional six (6) programs did not specify their collaboration partners.

* "Other Campus Foster Youth Programs" includes programs such as the Foster Youth Success Initiative (FYSI), Guardian Scholars, Inspiring Scholars, and Foster Youth Services. It does not include Cooperating Agencies Foster Youth Education Support (CAFYES), which is reported separately, and is not included in the "Other Campus Partners" category.

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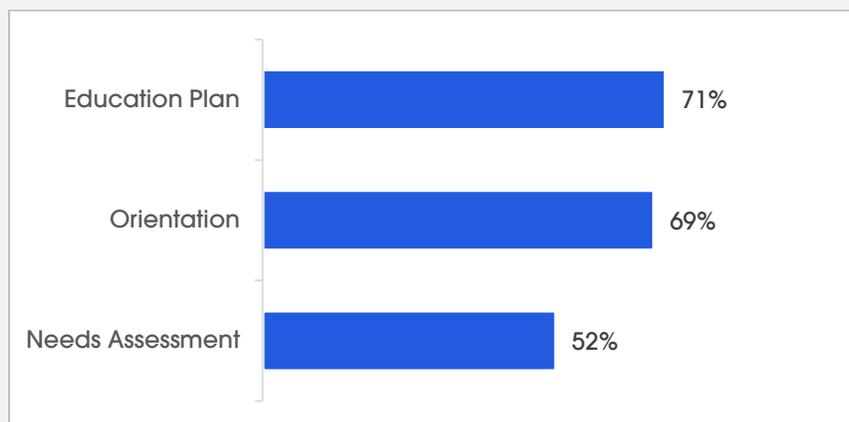


INITIAL INTAKE AND CASE MANAGEMENT SERVICES

Three core initial intake activities were identified across California Community College CalWORKs Programs:

- 1. Orientation:** Sixty-nine percent (69%) of programs reported requiring students to complete an orientation to review program requirements and available services. Orientation formats varied across programs and entailed either an individual appointment, a group meeting, and/or a recorded presentation available online.
- 2. Needs Assessment:** Over half of programs (52%) indicated that program staff conduct a formal needs assessment with students. These needs assessments identify a student's interests, goals, strengths, challenges, and/or barriers in order to determine what services are needed. It should be noted, however, that these assessments do not include academic or vocational assessments administered by the college and are exclusive of assessments conducted by County Welfare Departments.
- 3. Education Plan:** Seventy-one percent (71%) of programs reported that program staff complete an individualized education plan with students that is based on student academic and career goals and which details the courses necessary to achieve those goals.

Figure 12. Initial Intake Activities



n=99

Note: Programs may describe multiple initial intake activities. Therefore, percentages may exceed 100. An additional sixteen (16) programs did not describe their initial intake activities.

Similarly, three core case management services were identified across California Community College CalWORKs Programs:

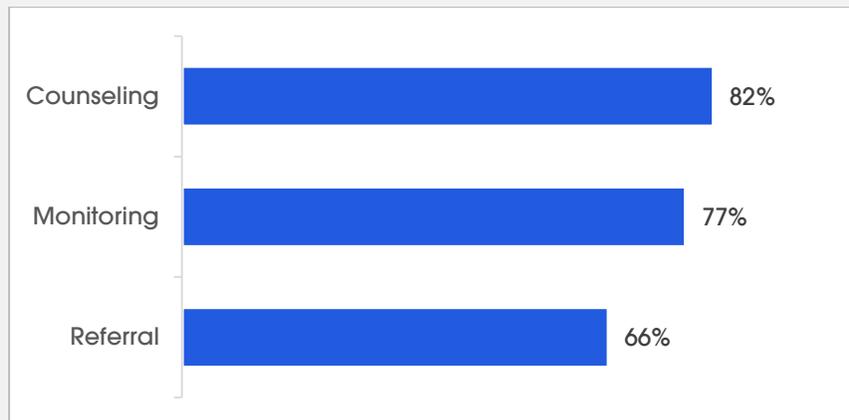
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1. **Counseling:** Eighty-two percent (82%) of programs reported providing academic, career, and/or personal counseling to students.
2. **Referral:** Sixty-six percent (66%) of programs indicated referring students to campus or community-based services as a part of case management activities.
3. **Monitoring:** Seventy-seven percent (77%) of programs reported monitoring the ongoing progress of students as a part of case management activities. Monitoring activities may include student progress reports, semester reviews of educational plans, required follow-up case management appointments, and/or ongoing assessments.

While the frequency of case management meetings was not consistently reported by programs, many described holding regular and/or drop-in case management meetings with students. Further, some programs reported requiring students to attend a minimum number of case management sessions throughout the term.

Figure 13. Case Management Services



n=94

Note: Programs may describe multiple case management services. Therefore, percentages may exceed 100. An additional twenty-one (21) programs did not describe their case management activities.

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JOB DEVELOPMENT AND PLACEMENT SERVICES

Ninety-seven percent (97%) of California Community College CalWORKs Programs reported providing job development and/or job placement services to students. Among programs detailing the types of employment services provided, the majority indicated directly placing students in on-campus work-study positions and providing job readiness counseling or training.

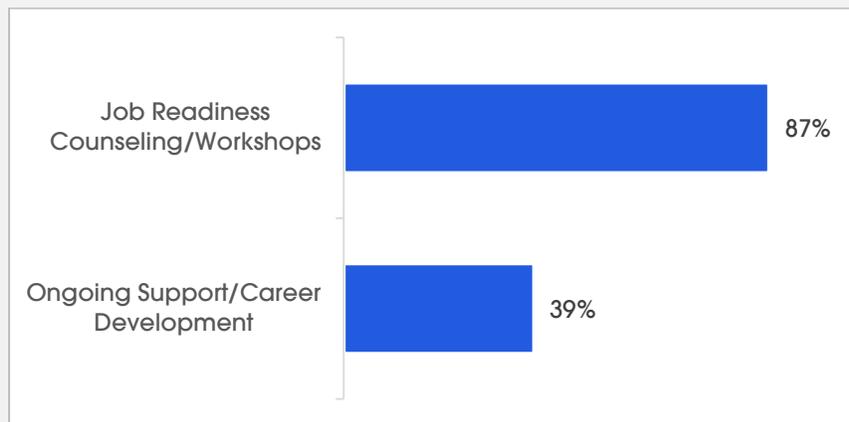
Programs frequently noted facilitating job readiness activities through either individual counseling appointments or group workshops. Frequently cited job readiness activities included:

- **Resume building**
- **Cover letter writing**
- **Job searching**
- **Application assistance**
- **Interview attire consultation and support**
- **Mock interviews**
- **Job skill development workshops**

Although mentioned less frequently, ongoing support and career development activities provided by programs included:

- **Job and career counseling**
- **Stress and time management workshops**
- **Employment evaluations**

Figure 14. Job Development Services



n=77

Note: Programs may have described both job readiness and ongoing job support services. Therefore, percentages may exceed 100. An additional thirty-four (34) programs did not describe their job development services and four (4) programs reported that they did not provide any job development or placement services.

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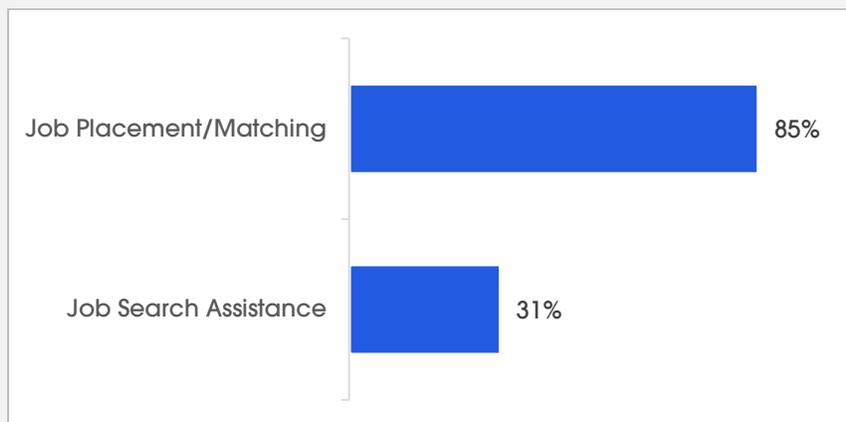
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The majority of programs (85%) described a guided, hands-on method to placing or matching students to jobs. This approach was frequently discussed within the context of CalWORKs students participating in work-study, and commonly included:

- **Identifying and recruiting campus departments and/or off-campus employers** to provide job opportunities for CalWORKs students
- **Coordinating requests directly from on-campus departments** for work-study students participating in the CalWORKs Program
- **Referring students to specific job opportunities** based on their established career goals and/or academic major as well as the needs of the employer
- **Hosting job fairs** in which on- and off-campus employers interview students for available positions
- **Supporting employers and students throughout the hiring process**, including pre-screening students, arranging interviews, and processing new hire paperwork

Thirty-one percent (31%) of programs indicated supporting students generally with job search activities, including advertising employment opportunities via online portals, bulletin boards, email, and/or individual counseling appointments.

Figure 15. Job Placement Services



n=86

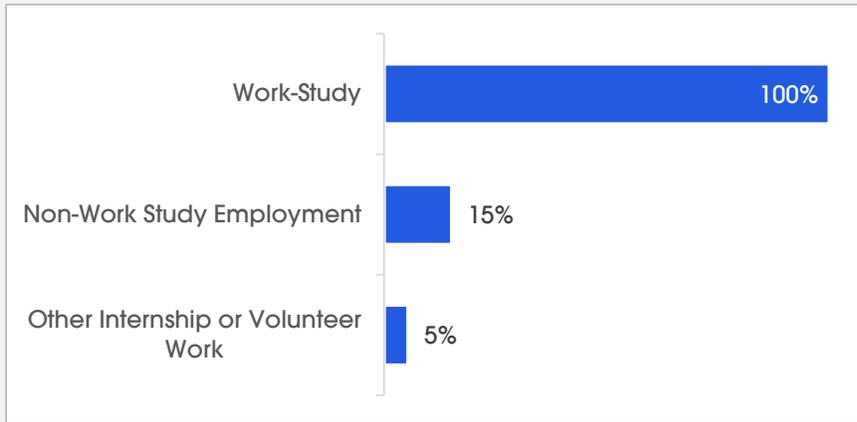
Note: Programs may have described both job placement/matching and job search assistance services. Therefore, percentages may exceed 100. An additional twenty-five (25) programs did not describe their job placement services and four (4) programs reported that they did not provide any job development or placement services.

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All programs (100%) reported placing students in work-study positions. Many programs described leveraging CalWORKs and Federal Work-Study dollars to fund positions for their students. A number of programs reported helping students obtain positions outside of work-study that were either subsidized through other funding sources or unsubsidized.

Figure 16. Types of Jobs

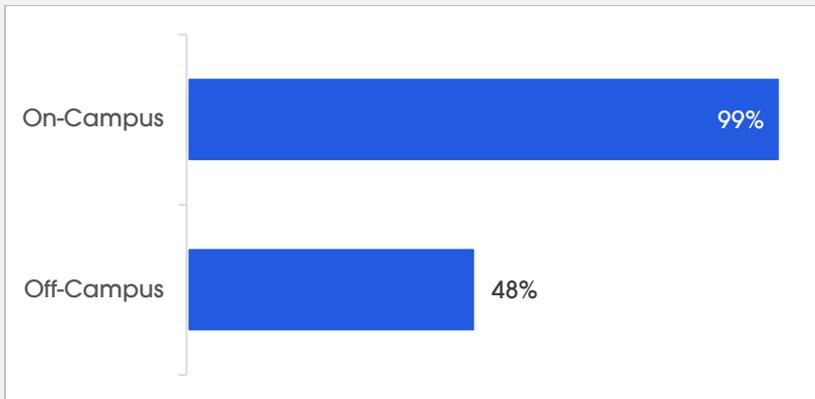


n=92

Note: Programs may have described supporting students in securing multiple types of jobs. Therefore, percentages may exceed 100. An additional nineteen (19) programs did not describe the types of jobs in which students were placed and four (4) programs reported that they did not provide any job development or placement services.

Nearly all programs (99%) reported supporting students in obtaining on-campus employment. Almost half (48%) reported supporting students in obtaining off-campus employment.

Figure 17. Location of Jobs



n=79

Note: Programs may have described supporting students in obtaining employment both on and off campus. Therefore, percentages may exceed 100. An additional thirty-two (32) programs did not describe the location of jobs in which students were placed and four (4) programs reported that they did not provide any job development or placement services.

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STUDENT SUCCESS

In their 2017-18 Program Plans, California Community College CalWORKs Programs highlighted program outcomes, student successes, and promising program practices.

Featured student achievements included making the Dean's List, winning scholarships, earning certificates, obtaining associate's degrees, transferring to four-year universities, and joining the workforce in their chosen field.

Many programs recognized the persistence of their students in pursuing their goals while balancing the demands of school, work, and family. Programs underlined their dedication to supporting students academically and personally, from organizing laptop lending programs and peer support groups to hosting recognition events and holiday parties for students and their families.

Below is one student's story of his experience in a CalWORKs program.

"While attending [community college], I was offered a part time work-study position which has been a huge blessing. My supervisor works with my class schedule every semester so that I am able to take a full load of classes. Being a part of the CalWORKs program has been a great opportunity to meet new people, work, and get experience in what I now love, which is computer technology. Moreover, being a student worker has brought joy to my home because it is a part-time position which allows me to be home when needed and it helps pay some of the many bills that parents have. Most importantly, it provides for my wife and kids which has been a psychological relief that has helped me stay focused on my studies.

Being a part of the CalWORKs program has helped me succeed in my college career. The program has provided me with all the necessary tools to accomplish my goal. I have received money for transportation, books, supplies, and support from the CalWORKs staff. I honestly am very thankful that such a program is available to CalWORKs students. From my personal experience, it has made a great difference in my life and has allowed me to keep pushing forward to accomplish my goals. The program has also helped me get my confidence back and in December 2016 I will be obtaining my AA degree in Computer Applications and Office Technology. I am also very happy because I will be a first generation college graduate.

I have become self-sufficient and I am even considering to transfer to a university to get my Bachelor's in computer technology, something I never thought was possible.

[...] I would like to thank the CalWORKs program for helping me achieve my goals and even pushing me to make long term goals that I know I will achieve." – F.F.

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KEY TAKEAWAYS

California Community College CalWORKs Program Plans for the 2017-18 academic year reflected a diversity of program services and practices in supporting students to achieve their personal, academic, and career goals. Key takeaways from each of the four program components discussed in this report are presented below.

- 1. Eligibility.** Programs often indicated utilizing multiple methods for determining initial and ongoing student eligibility and described direct communication with the County Welfare Department as an integral part of the process. Most frequently, programs obtained verification from their local County Welfare Department or alternatively, programs requested that the student provide the requested county documentation. While a smaller proportion of programs reported directly accessing the CalWIN database, those that did suggested such access streamlined program enrollment and aided in monitoring student eligibility.
- 2. Collaboration and Coordination.** Programs frequently discussed leveraging an extensive network of campus partners in order to streamline service delivery, provide employment opportunities, and facilitate additional supports for students. Regular meetings with the County Welfare Department and neighboring California Community College CalWORKs Programs were often mentioned as key to coordinating services, sharing knowledge, and receiving support. Collaboration with off-campus partners beyond those providing education or employment services suggest that linkages to community-based services can not only serve to leverage campus resources but to connect students to resources available to them beyond their time at the college.
- 3. Initial Intake and Case Management Services.** Many programs expressed how overwhelming it can be for students to navigate the system and to balance the demands of school, work, family, and meeting program requirements. Recognizing this, programs commonly indicated a desire to alleviate student stress and support their success. Although the extent to which this was accomplished by programs is unknown, common initial intake activities and case management services suggest that programs are generally assisting students in understanding and managing program requirements as well as providing ongoing academic, career, and/or personal counseling.
- 4. Job Development and Placement Services.** Job readiness activities (e.g., resume building, mock interviews, job searching, etc.) and placement in on-campus work-study positions were the most prevalent job services described by CalWORKs programs. Available data imply there may be an opportunity to improve ongoing employment services, particularly as students prepare to transition from the CalWORKs program, and to expand the number of off-campus employment opportunities.

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