



CalWORKS **Student Services**

Vision/Narrative

The CalWORKS program began in 1997 as a direct result of the Welfare reform act of 1996 funding has been continuous since inception. CalWORKS purpose is to assist welfare to work recipient students and those in transition off of welfare to achieve long-term self-sufficiency through a variety of coordinated student services. Eligible students include those who are CalWORKS/TANF cash aid recipients, whose education program has been approved by the county as part of their welfare-to-work plan.

The Gavilan College CalWORKS program receives federal, state, and multi-county funding to assist eligible students to achieve long-term self-sufficiency. CalWORKS services include: case management, educational, career, and personal counseling, subsidized employment, job readiness, child care assistance, laptop loan program, textbook vouchers, required supplies, advocacy, as well as coordination with students' county department of social services.

Over the last five academic years we have seen a decrease in eligible CalWORKS students which can be attributed to (1) the growing economy and (2) a shift in legislation that reduced the length of time a CalWORKS recipient can participate in the program, from five to four years, and (3) a once in a lifetime exemption that allows parents with young children 0-23 months to be exempt from Welfare to Work participation. Despite the decrease in students served our funding levels have remained constant at the state and county levels, allowing the program to offer additional services such as meal cards, gas cards, and grants.

Furthermore, in the last year we partnered with Gavilan's Community Education program to offer short term Career Education certificated programs such as Welding, Phlebotomy, Pharmacy Tech., and Veterinarian Assistant. Both Santa Clara and San Benito County have approved to pay for the course fees, ancillary costs associated with the course and all of the supportive services. Gavilan is the first college to be known to have this type of partnership.

Additionally, California Department of Social Services launched CalWORKS 2.0 Next Generation in 2017. The state is working to provide a holistic, wrap around approach to serving the entire CalWORKS family. Santa Clara County is a leader in this endeavor. The county has built into our contract a number of service delivery goals that align with many of the Districts goals such as retention and completion.

Looking ahead the Gavilan College CalWORKS program will be moving to a new location that is separate from the EOPS/CARE space we currently share. This opportunity will provide (1) additional space in our current location to host a Santa Clara County Employment Counselor on site once a month (2) dedicated space for the two county provided mental health therapists (3) increase our Office Assistant to Full Time status, and (4) create a distinction between programs with the ability to grow.

The Gavilan College CalWORKS vision is to end poverty through higher education so that all CalWORKS students reach self-sufficiency.

Feedback from Supervisor / Dean



The CalWORKs program has partnered with Community Education to increase program offerings to CalWORKs-eligible students and has already seen some success in increased participants. The program objectives are focused and intentional. CalWORKs services are high impact but there is a need for establishing baseline data for program completion.



Program Objective 1: Establish a baseline of retention within the CalWORKs program to align with the District goals, Guided Pathways, and county contractual obligations.

Strategy and Goal(s):

Strategy #2: Increase student completion and meet institutional goals, improve student services and enhance curriculum and programs.

Goal #1: Increase student, institutional and programmatic outcomes as defined by Institutional Effectiveness, Equity, and other college benchmarks.

IEC Program Review:

No: Guided Pathways is focused on retention and completion. In addition, our county contract includes a variety of goals one of which pertains to retention.

Progress:

No- None -

Activity 1: Counselor will conduct two follow up attempts with each student per term.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 2: Program Specialist will track and monitor enrollment for each student per term.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 3: Supervisor will initiate case conference with county partners as needed with students at risk within the term.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 4: Increase Office Assistant to Full Time in order to assist with managing student files, scheduling appointments, and other program support.

Personnel Request

Job Classification	Quantity	FTE	Amount (\$)	Fund Source / Type
Classified	1	100%	\$ 35000.00	Categorical / On-Going



Non-Personnel Request - *none*

Activity 5: Counselor will refer students to additional support programs to ensure retention and success (AEC/GUID 557, Tutoring, Math Lab, Learning Commons)

Personnel Request - *none*

Non-Personnel Request - *none*

Rankings:

Ranker	Comments	Rank
Dean		12
Vice-President		12
Budget Committee		
President's Council		



Program Objective 2: Establish a baseline of completion within the CalWORKs program to align with the District goals, Guided Pathways, and county contractual obligations.

Strategy and Goal(s):

Strategy #2: Increase student completion and meet institutional goals, improve student services and enhance curriculum and programs.

Goal #1: Increase student, institutional and programmatic outcomes as defined by Institutional Effectiveness, Equity, and other college benchmarks.

Strategy #2: Increase student completion and meet institutional goals, improve student services and enhance curriculum and programs.

Goal #4: Evaluate gaps in student outcomes and identify and implement programs and services to increase student achievement.

IEC Program Review:

No: Guided Pathways focused and a county contractual performance goal.

Progress:

No- None -

Activity 1: Counselor will provide in depth academic counseling with students to ensure their ed-plans reflect available course offerings and students are enrolling in a manageable course load.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 2: Program Specialist will assist students in developing and maintaining a weekly schedule (TBA) that includes study time, tutoring, etc. as necessary

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 3: Counselor will follow up with students two times per term to ensure students are supported.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 4: CalWORKs staff will meet monthly for case management meetings to discuss students who are at risk and develop a plan to support the students needs timely.



Personnel Request - *none*

Non-Personnel Request - *none*

Activity 5: Students will submit completed Progress Report and meet with counselor by week 11 to monitor progress of courses.

Personnel Request - *none*

Non-Personnel Request - *none*

Rankings:

Ranker	Comments	Rank
Dean		12
Vice-President		12
Budget Committee		
President's Council		



Program Objective 3: Increase student satisfaction with program staff and services while identifying gaps and needs for improvement.

Strategy and Goal(s):

Strategy #2: Increase student completion and meet institutional goals, improve student services and enhance curriculum and programs.

Goal #2: Assess Service Area and Student Learning results to inform program plans, make program improvements, and determine resource allocation.

Strategy #6: Commitment to the practice of continuous quality improvement in accordance with accreditation standards.

Goal #3: Create a formal continuous quality improvement process.

IEC Program Review:

No: There have been many changes to the services provided such as meal cards, grants, flux in services in Hollister, and minimal evening hours. In effort to best serve our students it is crucial to know how we are doing. Additionally, we are moving to a new location and it will be extremely beneficial for us to know how students feel about the current level of staff and services so that we can modify our services to best fit their needs.

Progress:

No- None -

Activity 1: Increase PT Office Assistant to FT

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 2: Meet with SBC & SCC at minimum quaterly to ensure students receive supportive services timely.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 3: Continue to collaborate with EOPS, CARE, Financial Aid, Business Office, etc. to best serve our students

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 4: CalWORKS staff will have monthly case mgmt. meetings to effectively manage student issues.



Personnel Request - *none*
Non-Personnel Request - *none*

Activity 5: Continue to host our program orientation, end of term meetings, and workshops that provide beneficial information and services to our students.

Personnel Request - *none*
Non-Personnel Request - *none*

Activity 6: Increase program services available in the evening, in Hollister, and Morgan Hill.

Personnel Request

Job Classification	Quantity	FTE	Amount (\$)	Fund Source / Type
Faculty	1	50%	\$ 25000.00	Categorical / On-Going
Classified	1	50%	\$ 25000.00	Categorical / On-Going

Non-Personnel Request - *none*

Activity 7: Satisfaction survey will be made available to students in the fall that align with county expectations.

Personnel Request - *none*
Non-Personnel Request - *none*

Rankings:

Ranker	Comments	Rank
Dean		11
Vice-President		11
Budget Committee		
President's Council		