

# **CalWORKs** Parenting Student Support Services

## Program Review Presentation

### Cohort 2: 2022-2023



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# CalWORKs Profile

*California Work Opportunity & Responsibility to Kids (CalWORKs) is a state program to assist means-tested, low-income individuals with dependents while they reestablish their career goals through training and education. CalWORKs through the California Community College system is directly tied to county eligibility of the statewide CalWORKs program and focuses on the academic and educational goals of CalWORKs recipients. Our program was written into Education Code in 2017, but had been a long-term temporary program since the inception of CalWORKs in 1998. CCC CalWORKs collaborates with local counties and practices a case management model in order to help assure the persistence, graduation, transfer, and overall academic health of student population.*



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# Historical Analysis

## Program Strengths:

- Quick access to academic counseling with dedicated CalWORKs counselors
- Quick access to class and study materials through lending library including both required and recommended materials
- Multiple opportunities for direct support services
- Multiple contact methods for students regarding available services (including email, canvas, and physical resources fliers)

## Program Challenges:

- Predetermined population, county constraints
- Identifying the best support methods for parenting students that still encourages contact with program representatives
- Work-study challenges related to financial aid restrictions
- Recruitment during continual decline
- Equitable distribution of direct services



# Objectives

- Regrow our program to pre-pandemic numbers and beyond
- Continue to evolve equitable services for our students
- Re-engage the relationship side of our program
  - Grow our parent-to-parent mentorship program
  - Increase tutoring support for students
  - Hold informational engagement events to connect our students
- Regrow our work-study program and provide meaningful off-campus employment opportunities for students



# Strategic Enhancement

CalWORKs will continue to survey students on a variety of needs, barriers, and successes, to determine how to continuously shape and grow our student supports. We have determined that each semester and year the needs of our students shift so we have to continually evaluate and adjust our programming.



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# Strategic Enhancement

Student Services Outcomes	How/When can it be measured?
After attending the CalWORKs New Student orientation, I am able to understand college CalWORKs program requirements and my responsibilities.	A student takes a quiz after going through the orientation. Quiz requires 80% correct responses to pass. Students may take quiz as many as times as necessary to demonstrate comprehension.
After attending the CalWORKs New Student orientation, I am able to identify and find campus resources and services to support my education including tutoring, counseling/advising, BeaverCares, HomeBases, DSPS, Career & Pathways, etc.	A student takes a quiz after going through the orientation. Quiz requires 80% correct responses to pass. Students may take quiz as many as times as necessary to demonstrate comprehension.
After completing a comprehensive education plan with my CalWORKs counselor, I am able to understand the required courses and length of time for completion of my academic goals.	Follow-up phone calls, emails and questions received from them will constitute qualitative data. Records will be stored in student contact logs.
As a result of working with the CalWORKs program, I am able to maximize my county interactions and resources.	Student surveys of needs and barriers each semester will provide data on areas of support for students with the county.



# Planning Steps

- Complete hiring for full-staffing
- Create ongoing needs & barriers surveys
- Adapt direct services as assessed through surveys
- Align direct services to meet institutional equity goals
- Continue with robust outreach and recruitment
- Create CalWORKs community engagement events to connect students with campus
- Have a liaison at DHA bureaus
- Grow off-campus and on-campus work-study opportunities
- Case management contacts for both academic and work/life balance needs & barriers

