EL CAMINO COLLEGE COMPTON CENTER
FOSTER AND KINSHIP CARE EDUCATION
PROGRAM REVIEW

Program Description

1. **Describe the program emphasizing the program's objectives and how the program supports the college's mission and vision statements, strategic initiatives, and core competencies.**

    The mission of the Compton Center Foster and Kinship Care Education Program (FKCE) is to provide quality education and support for foster/kinship parents. The FKCE program brings diverse groups of foster/kinship parents to campus to educate them on existing foster care policies. The FKCE program assists the college with accomplishing its mission, vision, and strategic initiatives by providing trainings to enhance their educational experiences. The FKCE program provides the training necessary for foster/kinship parents to maintain their foster care license.(Strategic Initiative B, C, and D).

2. **Describe the student population served by the program using available data.**

    The Compton Center FKCE program serves foster/kinship parents who live in the cities of Compton, Carson, Lynwood, Watts/Willowbrook, and Paramount. Our FKCE program provides caregivers with approximately 113 workshops which results in 356 hours of training. During the 2009/10 academic year, the FKCE program serviced 400 foster/kinship parents. While most cities served are largely populated by Latinos, the participants in our FKCE program tend to be primarily African American. Addressing the needs of the Latino population is a critical goal necessary to strengthen our FKCE program (Strategic Initiative A, B, and D).

3. **What happens after students participate in the program's activities? If applicable, address whether students are successful in meeting their educational goals.**

    The FKCE program provides a wide range of educational workshops that are intended to aid foster/kinship parents in being effective caregivers. Each workshop is designed to ensure that foster/kinship parents have the latest parenting techniques necessary to assist the foster youth who are placed in their homes. Each workshop has a topic area that is evaluated to ascertain the knowledge covered by the course curriculum. The workshops are designed to provide an overview of topics which range from basic first aid to behavior modification. Each foster/kinship parent is required to attend a given number of training hours to ensure that they maintain their licensing. Participants who complete a workshop receive a certificate of completion. Foster/kinship parents have a stated goal of maintaining a certain number of training hours which is necessary to remain licensed by the state (Strategic Initiative A, B, and C).

**4.   List notable achievements that were linked to the College's Strategic
          Initiatives that have occurred since the last program review?**

This is the first program review conducted in the Compton Center FKCE program. Prior
to the partnership with El Camino College which began in 2006, FKCE was a state
funded program that had historically been allowed to function independently at Compton
College. In the Fall of 2009, the Dean of Student Services placed the Director of
Outreach as the manager in charge of the FKCE program. The program director worked
with the FKCE staff to develop and implement a program plan in Plan Builder and the
staff collaborated to create a Student Learning Outcome (SLO). The SLO is an effective
use of assessment that helps the program achieve the improvement of the program,
processes, and services.

Currently, the FKCE program is working to link budgeting to planning goals and
improvement of the program overall. For example, the program meets with our advisory
board quarterly to provide feedback on instructional techniques and the overall direction
of the program. Additionally, each participant and stakeholder was provided with a draft
copy of the program plan as to ensure that we received their feedback prior to its
placement into Plan Builder (Strategic Initiative B, C, D, E, F, and G).

**5.   What prior program review recommendations were not implemented, if any, and
          why? What was the impact on the program and the students?**

N/A: This is the first program review conducted in the FKCE program.

Student Learning Outcomes (SLO)

**1.   Describe how program personnel are engaged in the creation, discussion, and
          review of SLO – statements, assessment results, and reports.**

The FKCE staff is very involved in the development and assessment of the SLO. The
staff has weekly meetings where we address program effectiveness and student learning.
Additionally, staff attends training that provides an overview of the importance of the
SLO and how to integrate program improvements. For example, the staff met to discuss
how the SLO would be developed and implemented. The staff worked with Survey
Monkey to create and analyze a survey to test the knowledge of behavior modifications
among foster/kinship parents who attend our workshops. The staff worked
collaboratively to develop and implement the entire SLO process. The program director
merely provided guidance and direction when assistance was necessary. The staff did the
work themselves.

Here are some of the variables that were discovered and discussed by the staff as having
impacted the outcomes of the FKCE SLO:

- Findings revealed that participants skipped more questions on the post-survey
  than on the pre-survey.

- The facilitator read the pre-survey questions out loud to the participants. However, the facilitator failed to read the questions during the post-survey.
- The surveys may have not been user friendly for the participants.
- During the post-survey participants may have been restless and in a rush to leave the workshop.

The participants may have been uncertain of their knowledge after the workshop. The staff determined that in order to obtain useful and accurate results, test variables must be kept the same. None the less, the results of the SLO are useful. The staff learned, and in many cases confirmed, that many of the program participants struggled with reading. This fact is an ongoing discussion among the staff and will be used in the development of future workshops (Strategic Initiative B, C, E, and F).

2. **How does the program ensure that SLO's are assessed consistently?**

The SLO will be assessed consistently by administrating it each semester. It is a requirement that the FKCE program has a SLO that demonstrates the program effectiveness, accountability, and assesses the educational goals of the participants. The SLO process is integrated into the development of workshops and the overall program plan (Strategic Initiative A, B, and E).

3. **Have the SLO assessment results indicated the need to change or modify components of the program? If so, were the changes implemented?**

Yes. The results of the SLO confirmed the notion that many of our program participants may struggle with reading and writing. The staff plans to share the results from the SLO with the workshop facilitators to ensure improved communication with our participants who may have trouble reading or writing. For example, during the pre-survey the facilitators read the questions out loud and during the post-survey the questions were not read out read. Staff drew the conclusion that the failure to read the questions during the post-survey may have resulted in the low scores on the post versus the pre survey because the questions remained the same. We learned that there must be special attention taken to ensure that the test variables remain consistent (Strategic Initiative A, B, C, E, and G).

Program Improvement

1. **What activities has the program engaged in to improve services to students?**

The office has been recently renovated with new carpet, tables, chairs, and blinds. This is an attempt to brighten up the FKCE building so that it remains a welcoming environment for our foster/kinship parents. Additionally staff has been hired to provide necessary program support and to create a professional environment of teamwork and shared responsibility. The program is currently moving in the direction of integrating greater uses of technology and innovative teaching methods. The goal is to create a program that attracts and retains new foster/kinship parents. Prior to the SLO and 2010/11 program plan, the use of technology in workshops was nonexistent. The staff is working to address

this issue because the participants would benefit greatly if presentations were accompanied by PowerPoint presentations or other visuals aids. The FKCE program is working to improve our communication and collaboration with other departments on campus. The FKCE staff is seeking out administrators, faculty and staff who work at the Compton Center that may have experience in foster care education to serve as presenters in the program. One of the program's goals is to work with Compton Center staff to connect foster/kinship parents with the educational opportunities available on campus. The FKCE program works with the Compton Unified School District, The Department of Children and Family Services, and the Probation Department to bring a diverse group of workshop presenters to the center (Strategic Initiative A, B, C, E, F, and G).

2. **How have program personnel used metrics to improve program services? (Provide metrics from the last four years).**

Currently, the FKCE does not employ the use of metrics. However, the FKCE program must input information into the state database which is monitored by the Community College Chancellor's office. The FKCE program is a federally funded program that has its own budgeting and planning processes. Each year an end of the year report is completed and submitted to the state. The staff reviews this information and trouble areas are assessed. The SLO has also been implemented and the results are being used to measure the success of our participants (Strategic Initiative A, B, E, and G).

The data that we collected over the last four years is as follows:

Year	# of participants	# of workshops	# of workshop hours
2010-2011	423	99	411
2009-2010	440	114	478
2008-2009	424	92	410
2007-2008	436	94	376

3. **If applicable, explain any patterns in student success, retention, and persistence in terms of student characteristics and program objectives and discuss planned responses or changes.**
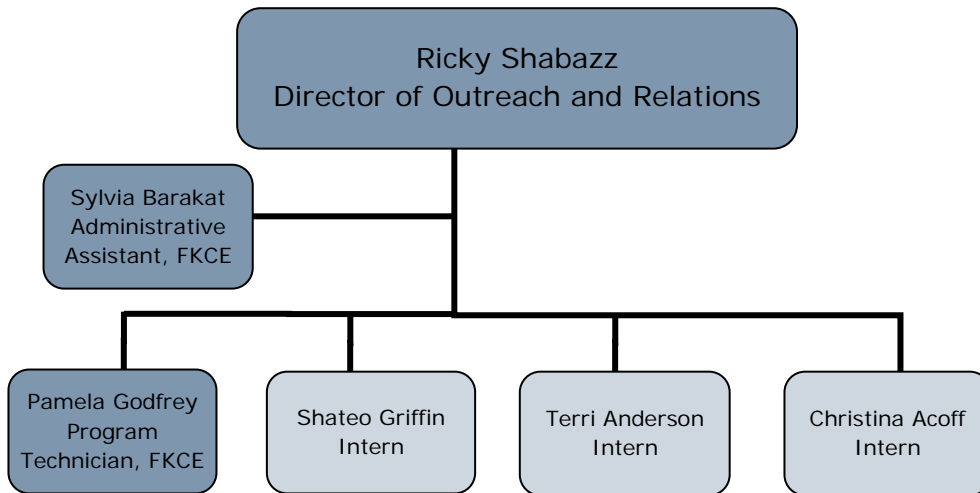
Because of confidentiality issues, the FKCE program does not monitor names of participants who complete the state required number of hours to sustain their foster care license. The program must maintain the highest level of sensitivity to the participants. Attendance is recorded but is tracked by the Chancellor's Office, therefore, student success, retention, and persistence is not monitored by the FKCE program.

Program Environment

1. **Discuss the program environment, including the relationship among program staff and students and involvement with other programs or support areas.**

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FKCE is a program within student services. The Director of Outreach oversees one full-time program technician, one part-time administrative assistant, and three part-time interns. Program staff collaborates with the consultants who serve as workshop facilitators. There are 5-10 facilitators who work in the FKCE program. Additionally, the program works with other departments to provide information during our workshops. For example, Financial Aid and EOPS routinely provide presentations during workshops. As the program progresses, staff will continue to carry out the mission and vision of the college which is to provide people with respect, integrity, diversity, and excellence. As leaders of the program we want to demonstrate accountability in the program to ensure educational success (Strategic Initiative A, B, C, and D).

2. **Describe the number and type of staff and faculty (include current organizational chart).**

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                    │        Ricky Shabazz          │
                    │ Director of Outreach and      │
                    │          Relations            │
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        ┌─────────────────┐
        │ Sylvia Barakat   │
        │ Administrative   │
        │ Assistant, FKCE  │
        └─────────────────┘
   ┌──────────────┬──────────────┬──────────────┬──────────────┐
┌──────────┐ ┌──────────┐ ┌──────────┐ ┌──────────┐
│ Pamela   │ │ Shateo   │ │ Terri    │ │ Christina│
│ Godfrey  │ │ Griffin  │ │ Anderson │ │ Acoff    │
│ Program  │ │ Intern   │ │ Intern   │ │ Intern   │
│ Technician,│└──────────┘ └──────────┘ └──────────┘
│ FKCE     │
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3. **Describe facilities or equipment needs for the next four years?**

The FKCE program is currently housed in a converted apartment building which was purchased many years ago. Unfortunately, the building is greatly in need of updating. Recently the district spent approximately $10,000 to purchase new carpet, blinds, tables, and other items for the building. However, this failed to address the leaky roof or the upstairs portion of the building. Nonetheless, the FKCE building is an environment that provides support and training for foster/kinship parents to be effective caregivers. Services are provided on the bottom floor of the building. We receive requests to use the upstairs portion but it is uninhabitable. The downstairs portion does not have problems facility-wise. The FKCE building provides a comfortable and relaxed environment that foster/kinship parents and foster youth can call their own. The program technician serves as a resource in the community.

Over the next four years the Compton Center will need to address the overall condition of the FKCE building by working to improve the upper level. The upper level has not been maintained and rendered the space unsafe to use. We hope during the upcoming years

plans are made to improve the upper level to address expanding the program services by creating a computer lab and additional space for foster youth (Strategic Initiative B, C, F, and G).

4.   **Describe how well the scheduled hours of availability meet student demand and indicate the specific hours the program operates.**

One of the main objectives in the FKCE program is to be available to the participants that the program serves. With this in mind, the FKCE program operates Monday through Saturday. The traditional hours of operation are 9am to 5pm M-F. Workshops are offered three times during the week, which are on Tuesdays and Thursdays from 9am to 12pm, and on Wednesday nights from 6pm-9pm. Saturday workshops are available only when a consultant is available to administer the class. Traditionally, Saturday workshops target the Spanish speaking population. These hours appear to be working as there have not been requests to change the hours of operation. However, there has been an increased demand to offer more workshops in Spanish (Strategic Initiative B, D, and G).

5.   **Describe the influences that external factors such as state laws, changing demographics, and the characteristics of the students served have on the program and services and how the program addresses these factors.**

State and federal laws governing foster youth are forever changing. President Bush signed into law the Fostering Connections to Success and Increasing Adoptions Act of 2008 (Public Law 110-351). This law gives states the ability to establish relative guardianship programs with federal financial participation in the costs. PL 110-351 also makes federal funds available for foster care, kinship-guardianship, and adoption assistance benefits to youth who meet certain conditions (e.g., employment and education related requirements) until age 21.It is the first new child welfare law since 1997.

Program staff must stay up-to-date with new laws so that they can provide participants with current information. Demographics on campus are forever changing. The need to reach the Latino population is an important aspect as the program strives to uphold the vision of the center. The majority of the population in FKCE tends to be African Americans who are of an older generation. The consultants in the program tend to deliver instructional information in a manner that addresses the educational level of the participants. Additionally, as the program strives to follow the vision of the center, staff is working hard to create a diverse environment by incorporating more bilingual speakers to reach the Spanish speaking population. The goal is to have a program that reflects the community that is being served (Strategic Initiative A, B, C, D, and G).

Customer Services

1.   **Administer a customer services survey and list the major findings. Describe exemplary services that should be expanded or shared with other programs.**

Currently, the FKCE program does not have a customer service survey. However,

the statewide FKCE program has an evaluation form that is used to prepare for future surveys. The staff used a 1-5 scale based on the participant's evaluation. The evaluation form consists of 7 questions regarding how well the services are being delivered to the participants. The questions on the evaluation form are on a scale from 1 to 5, 1 being poor and 5 being excellent. The participant's feedback about the services demonstrated positive feelings and attitudes towards the program. The in-service workshops provided on campus have been well received by participants. For example, workshops provide participants with the ability to gain knowledge on parenting skills and other techniques to be effective caregivers. Participants find the program very useful in accessing Department of Children & Family Services resources for assisting the children who are placed in their homes. Participants who attended the FKCE workshops often express gratitude and appreciation to the program. The program will continue to create an environment that stresses the vision of the college (Strategic Initiative A, B, C, D, and G).

2. **What aspect of the program's services needs improvement? Explain how the program will address services improvements.**

As mentioned above, the biggest growth area for FKCE is bringing the program in line with the policies and procedures at El Camino College. The staff and program participants have a long standing history of operating independent of the center. As the Compton Center moves towards accreditation, there is a need to ensure that the FKCE program continues to improve on the process of linking budgeting to planning. This includes the creation of program plans, assessment, and keeping all of the stakeholders abreast to the direction of the program.

There continues to be a need to increase communication, collaboration, and staff development. This is necessary to ensure that the program is providing the highest level of service possible. These issues are currently being addressed by providing staff with training, hiring staff who have high levels of self efficacy, and involving all of the stakeholders in the planning process. For example, the FKCE program has a website, a plan in Plan Builder, and has completed the first SLO. We also plan to integrate a customer service survey using Survey Monkey to assess the perception of participants in 2011/12 (Strategic Initiative B, C, D, E, F, and G).

Conclusions and Recommendations

1. **Summarize the program's strength and areas that need improvement.**

Strengths
- Institutional/college support
- Knowledgeable staff/trainers/consultants
- Community support
- Facilities
- Growth Potential
- One of the largest programs in Compton, Carson, Lynwood, Watts/Willowbrook, and Paramount

Needs Improvement
- Facilities condition
- Increase Latino population

2.   List prioritized recommendations.

1. Provide more topics for student learning outcomes to be assessed across different workshops.
2. Make sure workshops address the educational level of the participants.
3. Incorporate more technology during the workshops.
4. Facilitators provide educational handouts to the participants.
5. Integrating campus resources into workshops such as hiring student workers, collaborating with the Child Development, Nursing and Psychology departments at the center to provide workshops to the participants.

3.   Continue Program.

Yes. Continuing the FKCE program will benefit the campus and the community at large. The FKCE program offers several educational workshops that ensure that foster/kinship parents are effective caregivers. The program assists the college in meeting its mission and strategic initiatives by bring more people on campus to be educated (Strategic Initiatives A, B, C, D, E, F, and G).