EL CAMINO COLLEGE
STUDENT SERVICES

CalWORKs
PROGRAM REVIEW
AY 2021-2022

Table of Contents

Program Overview

a) **Describe the program. How does the program link to the College's mission statement, or statement of values, and local vision goals? Include program mission if appropriate.**

The California Community Colleges California Work Opportunity and Responsibility to Kids (CalWORKs) program was established in 1997 by Assembly Bill (AB)1542 as part of California's response to the1996 federal welfare reform legislation. The program was codified as a cash aid program for low income families who require assistance meeting their basic needs. In fiscal year 1997-1998, California Community Colleges received $65 million in new Proposition 98 funding to establish a CalWORKs program on every campus and begin building partnerships with local county welfare departments. Colleges were to utilize the funds to assist welfare recipient students in achieving long-term family self-sufficiency through education, welfare-to-work activities directed by county social services, and other academic and career support services.

As an integral partner in the state's welfare system, the community college CalWORKs program serves all 58 counties in the state and is a presence at every campus in the California Community Colleges system. CalWORKs programs are instrumental in providing critical education, training, support services, and job opportunities to assist families living in poverty transition off of welfare to achieve long-term economic self-sufficiency through coordinated student services. The El Camino College CalWORKs program, in partnership with the Los Angeles County Department of Public Social Services (DPSS) and other local County Welfare Departments, assists eligible students obtain their educational degrees and certificates while gaining valuable work experience leading to long term sustainable employment.

Community College CalWORKs programs partner with the statewide welfare system to provide comprehensive student support services that include: (1) service coordination between the colleges and the counties, (2) academic, career, and personal counseling services to focus on goals and develop student education plans, (3) case management to track progress, support persistence, and make appropriate referrals to on-campus and off-campus support services (4) work study employment, (5) job development and placement services, (6) child care, and (7) curriculum redesign to accommodate TANF benefit time limits.

The El Camino College CalWORKs program provides effective academic, career, and socioemotional student support services to low income parenting students through individualized case management and intentional follow up. In order for CalWORKs program participants to maintain eligibility to receive county benefits and stay in compliance with their county approved Welfare-to-Work plan, collaboration and

coordination with DPSS is critical. Our program facilitates greater service coordination for students by offering a wide range of services to help them achieve their goals including counseling, coordination with County Welfare Departments, retention services, referrals to on-campus and off-campus resources, job placement, CalWORKs Work-Study, individual tutoring, and reimbursements for books and supplies.

To be eligible for the El Camino College CalWORKs program, a student must be receiving the adult portion of cash aid and be in the process of developing a Welfare-to-Work (WTW) plan that refers them to El Camino College for education and training. All eligible students must verify their continued eligibility for program services each term they are enrolled and participating in the program. Students submit a Verification of Benefits (VOB) form each primary term to maintain eligibility.

The El Camino College CalWORKs program's mission states that, "CalWORKs supports Single Parent or Two Parent households receiving CalWORKs/GAIN (TANF) achieve long-term self-sufficiency through coordinated student services. The goal of CalWORKs is to help eligible students obtain degrees and certificates while gaining work experience leading to sustainable employment." The CalWORKs program strongly aligns with El Camino College's mission to make a positive difference in people's lives

by providing innovative and excellent comprehensive educational programs and services that promote student learning, equity, and success in collaboration with our diverse communities. The CalWORKs program engages in intentional and strategic case management efforts focused on the low-income, underserved and underprepared parenting student population within our services area, assists students with their transition to and through higher education and into the workforce, and provides support services that enable students to overcome significant academic, financial, and personal challenges in their pursuit of a vocational certificate, associate degree, and/or transfer to a four- year college or university.

The El Camino College CalWORKs Program contributes to the five El Camino College District local goals by assisting low-income, disproportionally impacted parenting students with achieving their academic goals in a timely manner and reaching their professional goals through excellent integrated learning experiences both in and out of the classroom (Completion-1, Transfer-2, and Units Enrolled-3); increasing involvement of students' professional learning/work study opportunities to enhance their educational experience and prepare them for entering the workforce(Workforce-4); and advocating against the one-size fits all approach to student success for historically under-supported categorical programs to effectively serve the educational needs of low income students with dependents receiving public assistance (Equity-5). The program also develops annual goals that are in alignment with the California Community Colleges Chancellor's Office Vision for Success and are inclusive of El Camino College's five core values: People, Respect, Integrity, Diversity, and Excellence.

b) **What students does the program serve (include demographics such as: age, gender, race/ethnicity, financial aid eligibility, class load).**

The El Camino College CalWORKs Program serves students who are current welfare recipients receiving cash aid assistance for themselves and their dependent child(ren). To qualify for CalWORKs, families must have one or more children who are either citizens or lawful permanent residents and must fall below certain income requirements specified in state law (roughly equal to about 80 percent of the federal poverty level for most families). CalWORKs program participants often struggle to balance family and work responsibilities making it difficult for them to stay on the path to reaching their educational and career goals by their expected program completion date. Our program provides intensive case management and additional support services that address the specific challenges low-income parenting students may face both inside and outside of the classroom as they work toward building skills and credentials needed to improve their long-term economic prospects.

CalWORKs student demographics and data have been compiled and provided by the El Camino College Office of Institutional Research and adapted from the California Community Colleges Chancellor's Office Management Information Systems (MIS) Data Mart to assist the CalWORKs program in assessing and evaluating outcomes

for the program's student population.

The data shown in *Figure1*, pulled from California Community Colleges Chancellor's Office MIS Data Mart, indicates that there has been a 51.25% decrease in CalWORKs program enrollment (unduplicated headcount) from 2016-2021. The CalWORKs program accepts new students at any point in the term and serves eligible students on a year-round basis. For context, CalWORKs student enrollment is reported and categorized via MIS into the four areas listed below:

- County-Referred Program Participant students were referred to the community college by the county welfare office with an approved welfare-to-work plan.
- Self-Initiated Program Participant students must be eligible for program services and be enrolled in a community college prior to county appraisal.
- Self-Referred Program Participant students applied for Temporary Assistance for Needy Families program cash aid before enrolling at the community college and are in the process of obtaining an approved welfare-to-work plan through their county welfare office.
- Exempt Program Participant students are Temporary Assistance for Needy Families program recipients who are exempted from participation in all or part of the required welfare-to-work activities. These students may volunteer to participate.

	Annual 2016-2017 Student Count	Annual 2016-2017 Student Count (%)	Annual 2018-2019 Student Count	Annual 2018-2019 Student Count (%)	Annual 2019-2020 Student Count	Annual 2019-2020 Student Count (%)	Annual 2020-2021 Student Count	Annual 2020-2021 Student Count (%)
El Camino Total	320	100.00 %	281	100.00 %	248	100.00 %	156	100.00 %
County-Referred Program Participant	187	58.44 %	210	74.73 %	186	75.00 %	111	71.15 %
Self-Initiated Program Participant	132	41.25 %	71	25.27 %	62	25.00 %	45	28.85 %
Self-Referred Program Participant	1	0.31 %		0.00 %		0.00 %		0.00 %

Figure 1: California Community Colleges Chancellor's Office Management Information Systems (MIS) Data Mart- 2016-2021

The Office of Institutional Research & Planning at El Camino College developed a Student Services Metrics Tool that includes demographic data for students served by the CalWORKs program. Data on gender, ethnicity, age group, day/evening student, and class load is provided in *Figures 2-3* below and illustrates data from academic years 2016-2021. In February 2022, the Office of Institutional Research & Planning revamped the Student Services Metrics Tool which can now be accessed through the Power BI Dashboard platform. *Figures 4-8* highlights demographic data

via tables and charts for academic years 2018-2021. It is important to note that Financial Aid data is expected to be made available in the new Student Services Dashboard in July 2022. This information is not reflected in the charts/tables provided.

The data reveals that about 91% of CalWORKs program participants are female (*Figure 5*). This trend in gender disparities for low income parenting students is seen across the state, especially for historically underserved and marginalized student populations. When looking at the racial/ethnic backgrounds of students served in the El Camino College CalWORKs program, you cannot help but notice that Latino/Hispanic (45%) and Black/African American (34%) groups tend to be underrepresented in higher education and overrepresented in the state's poor population (individuals with low economic status living in poverty). Latino/Hispanic and Black/African American students represent about 79% of the students served in the program.

Approximately 97% percent of CalWORKs students are receiving Financial Aid with a vast majority being Pell Grant and California College Promise Grant eligible. The CalWORKs program serves students with some of the highest socioeconomic needs at El Camino College. In regards to class load, only 30% of CalWORKs students enroll in 12 or more units. Students in the program find it challenging to take on a full course load while managing the responsibilities of college, parenting, and work.

Participant Characteristics

CalWORKs

		Fall 2016	Fall 2017	Fall 2018	Fall 2019*
Term Enrollment		218	191	186	180
Gender	Female	88.5%	90.1%	93.5%	91.7%
	Male	11.5%	9.9%	6.5%	8.3%
Race/Ethnicity	African-American	33.9%	28.8%	29.0%	30.6%
	Amer. Ind. or Alask. Native				
	Asian	2.3%	2.6%	1.6%	4.4%
	Latino	46.3%	51.3%	53.8%	41.1%
	Pacific Islander	0.5%	0.5%	0.5%	0.6%
	White	12.4%	8.9%	9.7%	8.3%
	Two or More	3.7%	7.3%	4.8%	7.8%
	Unknown or Decline	0.9%	0.5%	0.5%	7.2%
Age Group	Under 18	33.0%	30.4%	24.2%	26.1%
	18 to 24	23.4%	26.7%	38.2%	35.6%
	25 to 29	28.9%	32.5%	26.9%	29.4%

	30 to 39	13.3%	9.4%	9.1%	7.8%
	40 to 49	1.4%	1.0%	1.6%	1.1%
	50 to 64				
	65+				
Financial Aid	Pell Grant Eligible	94.5%	96.3%	98.4%	97.8%
	Promise Grant Eligible	98.6%	98.4%	98.4%	97.8%
	Received Financial Aid	98.6%	98.4%	98.9%	97.8%
Mandated Groups	First Generation		12.6%	13.4%	11.1%
	Foster Youth	0.9%	2.1%		0.6%
	LGBT+			2.2%	3.9%
	Veteran	0.5%		2.7%	2.2%
Day/Eve Student	Daytime	89.0%	84.8%	82.8%	77.2%
	Evening	8.7%	9.9%	10.2%	12.2%
	Unknown	2.3%	5.2%	7.0%	10.6%
Class Load (in Units taken)	<6	14.2%	19.4%	11.3%	17.2%
	6-8.5	26.1%	28.8%	27.4%	25.6%
	9-11.5	21.1%	22.0%	23.7%	22.2%
	12+	37.2%	29.3%	36.0%	32.2%
	Not enrolled or N/A	1.4%	0.5%	1.6%	2.8%

*Figure 2: Office of Institutional Research and Planning Student Services Metrics Tool- ECC 2016-2020 * Race/Ethnicity Disclaimer Statement: Decreases in the count for each race/ethnicity is due to a statewide coding error affecting applicants starting in 2019; this resulted in an increase in the "Unknown" count.*

Participant Characteristics

CalWORKs

		Spring 2017	Spring 2018	Spring 2019	Spring 2020
Term Enrollment		202	192	178	146
Gender	Female	88.6%	90.1%	91.6%	91.1%
	Male	11.4%	9.9%	8.4%	8.9%
Race/ Ethnicity	African-American	32.2%	31.8%	27.0%	29.5%
	Amer. Ind. or Alask. Native				
	Asian	2.0%	1.6%	4.5%	4.1%
	Latino	43.6%	49.0%	48.3%	44.5%
	Pacific Islander	0.5%	0.5%	0.6%	0.7%

El Camino College
CalWORKs Student Services Program Review
2021-2022 Academic Year

	White	14.4%	9.4%	10.7%	10.3%
	Two or More	6.4%	7.8%	7.9%	8.9%
	Unknown or Decline	1.0%		1.1%	2.1%
Age Group	Under 18	25.2%	26.0%	24.7%	25.3%
	18 to 24	26.2%	34.4%	38.8%	31.5%
	25 to 29	33.2%	27.6%	27.0%	35.6%
	30 to 39	13.9%	10.4%	9.0%	6.8%
	40 to 49	1.5%	1.6%	0.6%	0.7%
	50 to 64				
	65+				
Financial Aid	Pell Grant Eligible	93.6%	96.4%	98.3%	98.6%
	Promise Grant Eligible	98.5%	97.9%	98.9%	99.3%
	Received Financial Aid	98.5%	98.4%	99.4%	100.0%
Mandated Groups	First Generation		13.5%	12.4%	7.5%
	Foster Youth	1.5%		0.6%	3.4%
	LGBT+			3.4%	2.1%
	Veteran	1.0%	1.0%	2.8%	2.1%
Day/Eve Student	Daytime	84.2%	85.9%	80.9%	74.7%
	Evening	8.9%	7.8%	10.7%	10.3%
	Unknown	6.9%	6.3%	8.4%	15.1%
Class Load (in Units taken)	<6	18.3%	16.1%	12.4%	15.1%
	6-8.5	33.2%	27.6%	27.0%	26.7%
	9-11.5	20.8%	24.5%	27.5%	26.7%
	12+	27.7%	30.2%	31.5%	29.5%
	Not enrolled or N/A		1.6%	1.7%	2.1%

*Figure 3: Office of Institutional Research and Planning Student Services Metrics Tool- ECC 2016-2020 * Race/Ethnicity Disclaimer Statement: Decreases in the count for each race/ethnicity is due to a statewide coding error affecting applicants starting in 2019; this resulted in an increase in the "Unknown" count.*
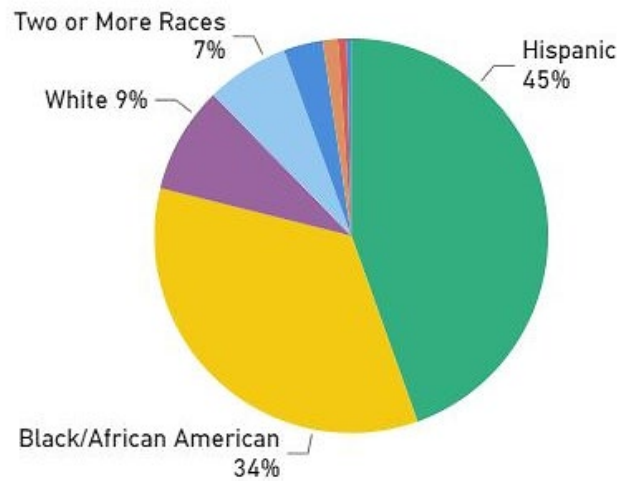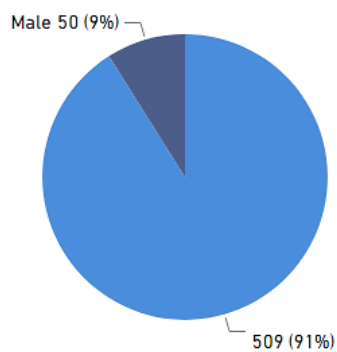
Figure 4: Office of Institutional Research and Planning Student Services Metrics Tool- ECC academic years 2018-2021.
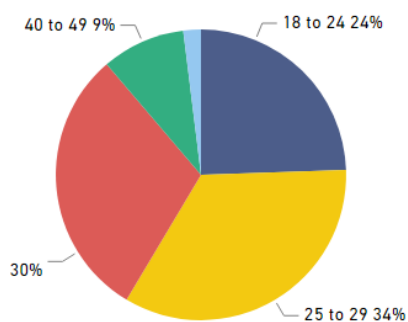
Gender

Gender	Count of Unduplicated Students
Female	509
Male	50

Figure 5: Office of Institutional Research and Planning Student Services Metrics Tool- ECC academic years 2018-2021.

Count of Unduplicated Students
BY AGE GROUP

Age Group	Count of Unduplicated Students
18 to 24	150
25 to 29	209
30 to 39	185
40 to 49	57
50 to 64	12

Figure 6: Office of Institutional Research and Planning Student Services Metrics Tool- ECC academic years 2018-2021.

Unit Load	Count of Unduplicated Students
<6	155
6-8.5	190
9-11.5	150
12+	210
Non-credit or N/A	3

Figure 7: Office of Institutional Research and Planning Student Services Metrics Tool- ECC Fall Semesters, 2018-2021.

Unit Load	Count of Unduplicated Students
<6	133
6-8.5	193
9-11.5	185
12+	229
Non-credit or N/A	4

Figure 8: Office of Institutional Research and Planning Student Services Metrics Tool- ECC Spring Semesters, 2018-2021.

c) **What groups of students has the program served particularly well during the last four years?**

The CalWORKs Program at El Camino College uses the Research and Planning Group for California Community Colleges (RP Group) *Six Success Factors Framework* as a foundation to develop programs and services. Research on community college support indicates that students are more likely to achieve their goals when six success factors are present.

Six Success Factors that Support Student Achievement;

1. Directed- students have a goal and know how to achieve it
2. Focused- students stay on track, keeping their eyes on the prize
3. Nurtured- students feel somebody wants to help them succeed
4. Engaged- students actively participate in class and extracurriculars
5. Connected- students feel like they are part of the college community
6. Valued- students' skills, talents, abilities and experiences are recognized; they have opportunities to contribute on campus and feel their contributions are appreciated

   More information can be found at *http://rpgroup.org/student-support.*

El Camino College
CalWORKs Student Services Program Review
2021-2022 Academic Year

The El Camino College CalWORKs Program has dedicated certificated, classified, and part-time staff that focus on a student-centered approach, which builds on personal connections and understanding of the lived experiences of socioeconomically disadvantaged parenting students. The CalWORKs program, with its model case management infrastructure, is strongly aligned with the statewide Guided Pathways efforts.
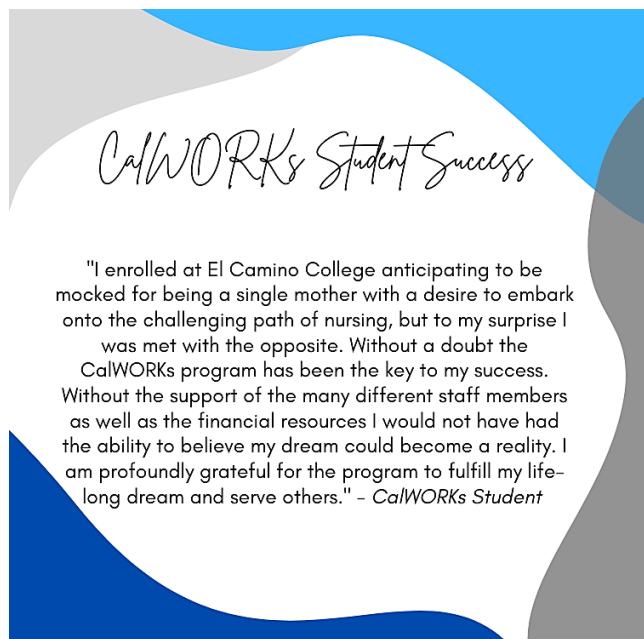
The program was designed to assists single or two-parent households receiving Temporary Assistance for Needy Families (TANF), and those in transition off welfare, achieve economic stability through education, employment, and training programs. Parenting students face acute challenges in their pursuit of a college education. Access to childcare, time management, course scheduling, and the difficulty of navigating community college while raising children and struggling to meet basic needs are just a few of the barriers to academic and career success that student-parents face.

Considering that our program serves predominately Latino/Hispanic and Black/African American single mothers from low income, marginalized communities who are burdened by the stigma associated with being a single woman of color on welfare, our program has served, supported, valued, and nurtured this student group exceptionally well over the last four years. It is important to note that when comparing the success metrics of CalWORKs students to that of the general El Camino College student population (illustrated in *Figure* 9), you will notice that successful course completion rates are lower than the general student population or students who are considered "college ready." However, our program understands that connection, community, guidance, and support paired with resource referral and intrusive interventions/case management is critical when working with such a vulnerable, high need student group. The El Camino College CalWORKs Programs' ability to build meaningful relationships with the student parent population on campus has played a significant role in motivating students to stay on the path. Their path might include breaks to tend to family issues, pregnancy and childbirth occurrences, or to care for a family member, but CalWORKs students have proven successful in meeting their academic and career goals when provided the necessary resources to aid them on their journey.

Successful Course Completion

	Fall 2016	Spring 2017	Fall 2017	Spring 2018	Fall 2018	Spring 2019	Fall 2019	Spring 2020	Fall 2020	Spring 2021
CalWORKs Success. Course Comp.	62.00%	62.50%	63.60%	58.80%	66.50%	57.50%	60.10%	58.20%	52.10%	58.10%
All Students Success. Course Comp.	68.80%	69.30%	69.30%	70.30%	70.00%	70.90%	68.30%	66.60%	N/A	N/A

Course Completion (formerly "Retention Rate'

	Fall 2016	Spring 2017	Fall 2017	Spring 2018	Fall 2018	Spring 2019	Fall 2019	Spring 2020	Fall 2020	Spring 2021
CalWORKs Course Completion	81.20%	78.30%	79.40%	77.70%	83.70%	74.30%	80.70%	71.50%	72.60%	78.00%
All Students Course Completion	83.10%	82.50%	83.20%	82.80%	84.30%	83.70%	83.00%	76.40%	N/A	N/A

Figure 9: Office of Institutional Research and Planning Student Services Metrics Tool- ECC 2016-2021.

The El Camino College CalWORKs Program plays an integral part in the success of parenting students through our promising program practices. Below are snippets of CalWORKs Student Success Stories where students share how their involvement with the El Camino College CalWORKs Program transformed their community college experience:

CalWORKs Student Success

"I enrolled at El Camino College anticipating to be mocked for being a single mother with a desire to embark onto the challenging path of nursing, but to my surprise I was met with the opposite. Without a doubt the CalWORKs program has been the key to my success. Without the support of the many different staff members as well as the financial resources I would not have had the ability to believe my dream could become a reality. I am profoundly grateful for the program to fulfill my life-long dream and serve others." – *CalWORKs Student*

CalWORKs Student Success

"When I see my 4.0 GPA and wonder how did I do it? It makes me want to cry. I know why, because with the help of the CalWORKs program my goals are one step farther from a dream and one step closer to being a reality."– CalWORKs Student

d) **What are notable achievements of the program during the last four years?**

The CalWORKs program had numerous notable achievements since the last program review in 2016;

- Completed CalWORKs program rebranding and updated program flyers and marketing materials.
- Revamped the CalWORKs Program Information Presentation.
- Updated program policies and processes; CalWORKs Counselor and Advisor program guide, CalWORKs Processes & Procedures Guide, CalWORKs Work Study process, and new student intake process to be in alignment with SB 1232.
- Streamlined the CalWORKs Work Study Student Onboarding Process with the Financial Aid & Human Resources departments.
- Developed CalWORKs Work Study Employer Guide, CalWORKs Work Study Info Session Presentation, and CalWORKs Work Study Orientation Presentation to minimize confusion about the program and effectively describe the program's processes and procedures to employers and students.
- Reimagined the resume and job development component to better support students. Individualized text messages and emails were sent to students to offer support in these areas. Intentional follow up was implemented.
- Restructured work assignments for CalWORKs Student Success Coaches in the areas of financial aid, career services, and transfer.
- Implemented workshops in the areas of financial aid, career, mental health and wellness, parenting, and personal development.
- Transitioned to an online CalWORKs Program Intake Form.
- Transitioned to an online CalWORKs Student E-Filing system to update, track, and maintain student records.
- Established an online form for Childcare Services.
- Streamlined student GAIN document submission process by implementing the following online forms: CalWORKs Student Document Submission Form and Verification of Benefits Submission Form.
- Strengthened partnership with Harriet Buhai Center for Family Law to support students with custody, visitation support, restraining orders, parentage, divorce, and property division issues.
- Established partnership with Rainbow Services to offer counseling and housing support for students who were victims of domestic violence.
- Transitioned student scheduling system from SARS to Campus Calibrate.
- Implemented Regroup for mass text messaging and increased proactive communication with students.
- Implemented Ocelot Chatbot on program websites.
- Established a CalWORKs Social Media Presence by way of the EOPS Instagram.
- Increased CalWORKs program visibility on campus by providing comprehensive program updates/information in department staff meetings, department/division monthly highlights, staff advances, advisory committee meetings, managers meetings, president's meetings, committee meetings, and

the board of trustees meeting.

- Director, Assistant Director, staff participation in committees to bring awareness and advocacy for parenting students in the CalWORKs Program.
- Formed grassroots Parenting Student Advocacy group which includes Associated Students Organization leaders, faculty and student leaders from the Child Development department, representatives from the EOPS/CARE & CalWORKs programs, and current ECC student parents.
- EOPS/CARE & CalWORKs Joint Advisory Committee grew by 300%. Representation from local universities and partners increased.
- Utilized available data for targeted and intentional communication with students.
- Developed and implemented a term by term File Review process to guide program efforts in doing more intentional follow up with CalWORKs students (counseling, academic referrals, SAP Appeal assistance, county document support, registration support, parenting resources, wellness checks, etc.)
- Developed and implemented a Strategic Recruitment & Retention Plan to guide the outreach efforts and activities of each CalWORKs team member.
- Implemented the Student Success Coach part-time positions to provide more hands-on support for students needing help navigating resources.
- Hired a full time Student Services Technician dedicated 100% to the CalWORKs program for the first time in the program's history at El Camino College.
- Hired Assistant Director dedicated 75% to the CalWORKs program.
- Implemented a monthly CalWORKs Student Success Calendar of Events that includes Work Study Opportunities, Tips from a Counselor, Mindfulness Workshops, Resource spotlight, Dare to self-care, and CalWORKs Updates.
- The Los Angeles DPSS Contract was re-negotiated and renewed for an additional three years. The contract allows El Camino College to administer and provide out-of-classroom coordination services to students participating in the CalWORKs program. The contract is effective July 1, 2021 through June 30, 2024 for $96,260 annually for three years, totaling $288,780 to provide CalWORKs services to eligible El Camino College students.

e) **What major challenges did the program confront in the last four years? What groups of students need to be a priority during the next four years?**

In March 2020, in-person services were suspended due to the COVID-19 stay-at-home orders forcing El Camino College to transition to online instruction and virtual student support services. Since the arrival of COVID-19, the CalWORKs program had to learn a new modality of how to serve students, as well as reevaluate how we work together to continue providing a community of support for parenting students. Learning to work within this "new normal" was an adjustment for both the CalWORKs team and the students we serve. It created both challenges and opportunities to re-imagine our student support infrastructure and forced us to think outside of the box to ensure that there was no gap in support to students as we transitioned away from the traditional student support services model.

Just as the CalWORKs program staff had to learn new technology and adjust to administering online support services, CalWORKs students also had to get acclimated with taking class solely online, submitting GAIN paperwork electronically, and interacting with staff via chats and emails as the primary mode of communication. To support students with this transition, the CalWORKs team developed a virtual front desk to help connect students with the support they needed in the online environment. In addition, our team continued to bring awareness to the parenting student voices and experiences in college during this dynamic period. CalWORKs students have dual roles as parents and students and during the course of the pandemic needed additional support to navigate higher education and the county offices in the remote environment.

The El Camino College CalWORKs program also developed new workshops around topics such as available resources in the online environment, managing stress and prioritizing health and mental wellness, resume building, interview techniques, and held town hall meetings via Zoom to give students an opportunity to voice their concerns and aid us in meeting their emerging needs. The CalWORKs website was further developed to assist students with forms and information on how to reach staff and schedule appointments. CalWORKs Student Success Coaches were also tasked with conducting proactive follow up to help students navigate the remote learning process by walking them through accessing Canvas, sharing laptop loan program information, connecting them with food/basic needs resources, and also providing CalWORKs grants as a form of direct aid to support the many students who were experiencing financial crisis as a result of the pandemic.

The CalWORKs program experienced several other major challenges over the last four years;

- Pre-pandemic, CalWORKs students visited the office to meet with us face-to-face to process required GAIN paperwork. Email communication was very seldom needed. Our program would complete the GAIN paperwork in the office with the student and make any updates/changes to the forms with the student present. The student would then take the forms back to their GAIN Services Worker (GSW) for review. Since the pandemic, the GSW emails the paperwork to our office, we contact the student to complete the documents, and return the forms back to the GSW via email. This change in process has placed an administrative burden on CalWORKs staff because of the multiple back and forth emails with students to make corrections to their forms due to being filled out incorrectly. Additionally, the Department of Public Social Services (DPSS) struggled with developing an infrastructure to provide support to CalWORKs participants while their offices were closed to in-person services. CalWORKs staff and students had difficulty being able to reach their assigned GSW to close the loop on submitting county required documents so that they could maintain their eligibility for county benefits.

- Transitioning from in-person to remote services and building the infrastructure to effectively connect with and support CalWORKs students with limited online system support.
- Transitioning to an online CalWORKs Student E-Filing system to update, track, and maintain student records.
- Consistently providing academic and socioemotional support to help CalWORKs students cope with new educational changes during the COVID-19 pandemic while simultaneously trying to avoid burnout as program staff.
- Supporting students who found online learning difficult and the lack of human resources available to provide them with the level of one-on-one support they need to navigate this new environment.
- Adjusting program policies and procedures to be in alignment with the implementation of SB 1232.
  - SB 1232 was signed into law on September 30, 2020 and took effect on January 1, 2021. It reflects a significant policy change impacting the areas of supportive services, participation hours and homework time in education, the WTW flow of activities, and county interaction with clients.
- El Camino College currently does not have the infrastructure to systemically collect data on parenting students. The CalWORKs program is advocating to increase awareness and visibility of the parenting student population.

f) **How does the program interact with other on-campus programs or with off-campus entities?**

The CalWORKs program works closely in partnership with other on-campus programs/departments and with off-campus organizations. Monthly program highlights are shared with the Student Services Division and Council. In order to identify eligible students and connect them with comprehensive support services, the program collaborates with the following entities:
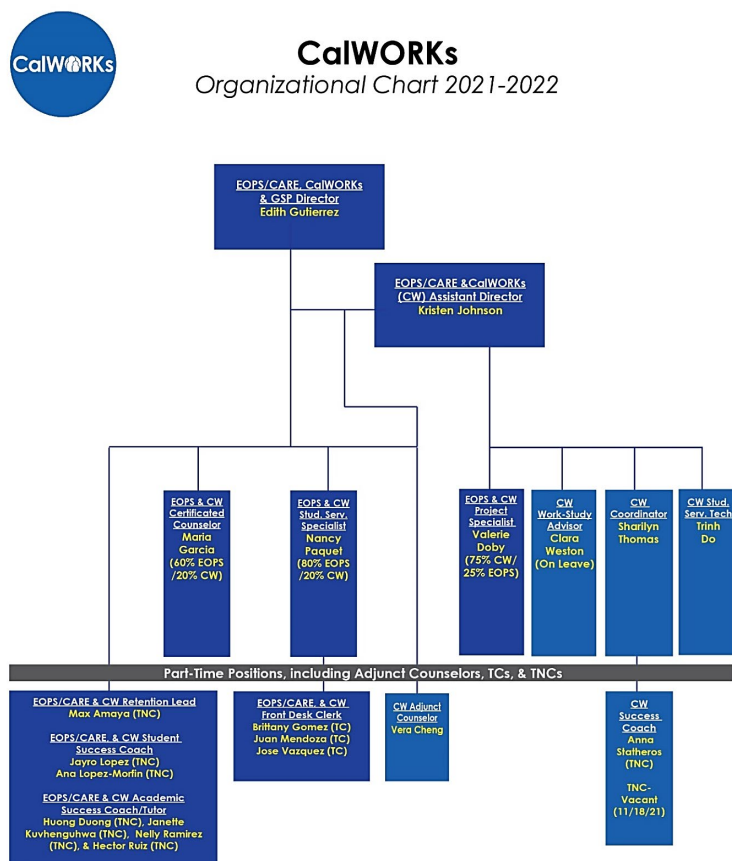
- **Outreach & School Relations**: CalWORKs participated in outreach activities to recruit prospective students by joining College Night events, Student Expo, Spring Reg Fest, Extreme Registration, and New Student Orientations.
- **Financial Aid Office:** CalWORKs works in partnership with the Financial Aid Office to support with financial aid application (FAFSA & CA Dream Act Application) and SAP Appeal assistance. CalWORKs grants are disbursed via Bank Mobile in collaboration with the Financial Aid Office.
- **EOPS/CARE:** CARE & CalWORKs programs coordinate workshops, mini-conferences, and an Annual Warrior Holiday Toy Drive for program participants. Program resources are leveraged in support of parenting students that are eligible for both programs.
- **Career Education:** CalWORKs collaborated with Career Education-Job Developer on job fairs for students. The Job Developer also shares information on Warrior Jobs during departmental staff trainings.
- **Guided Pathways:** EOPS/CalWORKs Counselor served as Guided Pathways Co-

Coordinator for two semesters. Supported with Winter Summit to introduce ideas of success team structure/development and Program Mapper. Efforts were made to involve students from special programs to expand the diverse student representation and voice.

- **Warrior Pantry:** The Warrior Pantry assists students facing food insecurity. CalWORKs students are informed of Warrior Pantry events/activities. CalWORKs Student Success Coaches gather updates on upcoming items and sponsored events.
- **Associated Students Organization (ASO):** Partnership with ASO Policy & Advocacy Committee to increase awareness of the CARE/CalWORKs programs and improve the community college experience at ECC for low income student parents.
- **Inter-Club Council:** Collaboration to promote student involvement and sense of community on campus. Supported with CARE/CalWORKs program recruitment and donated to Warrior Toy Drive.
- **EOPS/CARE & CalWORKs Joint Advisory Committee:** The Joint Advisory Committee exists to facilitate policy development and sharing of information between campus programs, community organizations, and educational institutions to better serve low-income and educationally disadvantaged students.
- **Harriet Buhai Center for Family Law:** The Harriett Buhai Center for Family Law (HBCFL) offers free on-campus family law assistance in the following areas; restraining orders, divorce, paternity, custody, visitation, child support, alimony, and domestic violence for CalWORKs students.
- **Rainbow Services:** Rainbow Services offers counseling and housing support to CalWORKs students who were victims of domestic violence.
- **Los Angeles County Department of Public Social Services:** CalWORKs is currently under contract with LA County DPSS (2021-2024) to provide case management services to support program participants in reaching their academic and career goals.
- **Los Angeles County Community College CalWORKs Consortium (LAC-5)**- The El Camino College CalWORKs program participates in monthly LAC-5 meetings where shared, common challenges faced by students are discussed and through collaborative consultation, consistency in the delivery of services to CalWORKs students is achieved. Attendance at these meetings include high-level representation and involvement from the L.A. DPSS Administration, South Bay Work Force Investment Board, Legal Aid Advocates, and various community representatives.
- **CalWORKs Work Study Partnerships**- CalWORKs has collaborated with the following departments to offer work study opportunities to CalWORKs participants:
  - EOPS/CARE
  - Guided Pathways
  - El Camino College Police Department
  - Special Resource Center

- o Warrior Pantry
  - o Athletics Department
  - o Industry and Technology Department
  - o Center for the Arts
  - o Library and Learning Resources
  - o Outreach and Enrollment Services
  - o Gourmet Blends (Off Campus Employer)
- **El Camino College Federal Work Study Program**- CalWORKs collaborates with the Federal Work Study Program to find opportunities for CalWORKs students to work on campus and earn money to pay for college expenses that are not covered by grants or loans.
- **Student Support Services Division**- Student Support Services Division Management Meetings are held each month. The EOPS/CARE, CalWORKs, & Guardian Scholars Director and Assistant Director attend these meetings, led by the Dean of Student Support Services. Program updates and issues pertinent to the division, including CalWORKs, are shared and discussed with various department managers from Outreach & School Relations, Financial Aid, Student Equity & Achievement, Guardian Scholars, Student Development Office and EOPS/CARE.

g) **Include an Organizational Chart**

CalWORKs
Organizational Chart 2021-2022

EOPS/CARE, CalWORKs & GSP Director
Edith Gutierrez

EOPS/CARE &CalWORKs (CW) Assistant Director
Kristen Johnson

EOPS & CW Certificated Counselor
Maria Garcia
(60% EOPS /20% CW)

EOPS & CW Stud. Serv. Specialist
Nancy Paquet
(80% EOPS /20% CW)

EOPS & CW Project Specialist
Valerie Doby
(75% CW/ 25% EOPS)

CW Work-Study Advisor
Clara Weston
(On Leave)

CW Coordinator
Sharilyn Thomas

CW Stud. Serv. Tech
Trinh Do

Part-Time Positions, including Adjunct Counselors, TCs, & TNCs

EOPS/CARE & CW Retention Lead
Max Amaya (TNC)

EOPS/CARE, & CW Student Success Coach
Jayro Lopez (TNC)
Ana Lopez-Morfin (TNC)

EOPS/CARE & CW Academic Success Coach/Tutor
Huong Duong (TNC), Janette Kuvhenguhwa (TNC), Nelly Ramirez (TNC), & Hector Ruiz (TNC)

EOPS/CARE, & CW Front Desk Clerk
Brittany Gomez (TC)
Juan Mendoza (TC)
Jose Vazquez (TC)

CW Adjunct Counselor
Vera Cheng

CW Success Coach
Anna Statheros (TNC)

TNC- Vacant (11/18/21)

Program Assessment

Program Improvement Assessment

a) **Review the last program review and explain in what way the program has improved its services to students in the last four years. Where applicable, include qualitative and quantitative data and cite sources of the data. Areas to consider for writing about program improvement may include: Student Services Metrics Tool, data that aligns with ECC Institutional Goals, customer service survey findings, and business practices and processes.**

In the last four years, the El Camino College CalWORKS program has made tremendous improvements in the way we support students with college access and retention and offer comprehensive case management services to help them reach their academic and career goals. The program's goal is to help CalWORKs participants enroll, persist, and remain actively engaged until the completion of their degree or certificate, transfer to a four-year university or obtain gainful employment.

The CalWORKs program shifted its focus to include more intrusive interventions in our case management efforts, create programming for parenting students that support them beyond the classroom, and consistently share resources in hopes of fostering more meaningful relationships with our students in the hybrid environment. The path to and through college is challenging for many, but the challenges are especially different for students who are working toward their educational goals while also raising children. The CalWORKs team has a deep understanding of the systemic and institutional barriers parenting students face in their academic journeys and we keep that awareness at the forefront of all the work that we do.

The CalWORKs program distributed a customer service survey to program participants on Monday, February 28, 2022 by emailing it to their El Camino College email address and texting the survey link to the phone number on file. The customer service survey was created using Formstack and had a total of 41 responses, yielding a 46% response rate. Survey results were tabulated using the Formstack charts and data analytics tool *(see Appendix 1 & 2)*.

The major findings of the customer service survey were that the CalWORKs program is providing exemplary support services to student participants that help them in completing their academic and career goals. Ninety-five percent of CalWORKs students rated their overall level of satisfaction with the program as extremely satisfied. Another 78.05% of students rated CalWORKs Program Services as excellent and 21.9% rated program services as good. In regard to students' overall knowledge of program components, CalWORKs participants stated that they have an excellent (70.73%) and good (24.39%) knowledge about program requirements and excellent (65.85%) and good (26.83%) knowledge about CalWORKs Work Study program requirements.

CalWORKs participants rated the quality of customer service as excellent (82.93%) and timeliness of staff's response to student request(s) as excellent (73.17%) *(see Appendix 2)*.

The CalWORKs Customer Service Survey also measured students' accessibility to services. Students rated access to the following services as excellent *and* good: counseling (100%), staff (97.56%), academic coaches (92.68%), and remote/virtual services (100%). Overall, CalWORKs students rated the following services as excellent and good based on their experience with the program: counseling, academic coaching, transfer/graduation services, career services, financial aid services, and workshops/activities *(see Appendix 2)*.

The CalWORKs program re-imagined the delivery of services to students over the last four years and also made significant improvements by increasing the effectiveness of program service delivery during the course of the pandemic. The pandemic exacerbated many of the challenges that already exist for low-income parenting students like lack of affordable and flexible childcare options, struggling to meet basic needs, experiencing mental and emotional distress, and confronting food and housing insecurities. The CalWORKs team has been intentional about making ourselves accessible and available to help students address these challenges head on through various modes of communication- email, text, call, chat, Zoom office hours, and even some in-person support when allowable. CalWORKs Success Coaches proactively connect with students to assist them in navigating the remote learning process and pair them with academic and social resources to keep them enrolled.

In the last two years, CalWORKs counselors have also begun utilizing the CalWORKs program's intrusive case management approach. In addition to providing academic/career counseling and educational planning, our counselors also supported with the CalWORKs Program Intake process, file review, progress reports, drafting extension letters for GAIN, community agency referrals, Title IX advocacy, and offering professional development workshops to students. The CalWORKs Program Intake Process includes a discussion regarding the required hours of GAIN approved activity for a single or two parent household. Referrals for tutoring support, parenting resources, childcare assistance, CalWORKs Work Study, EOPS/CARE, and financial aid also occurs with the counselor. It is important to highlight that the Customer Service Survey revealed that in the hybrid environment, 56.1% of students prefer over-the-phone appointments, and 26.83% of students have no preference *(Figure 10)*. Although over-the-phone appointments allow students a certain level of flexibility, we've learned that virtual meetings or in-person meetings are much more effective. Counselors can share their screens and walk students through processes step by step while having the student's undivided attention. We acknowledge that these appointment types can be difficult for parenting students, but the CalWORKs program encourages students to consider in-person and virtual counseling appointments when their schedule allows.

25. What is your preference for CalWORKs counseling appointments in the hybrid environment?
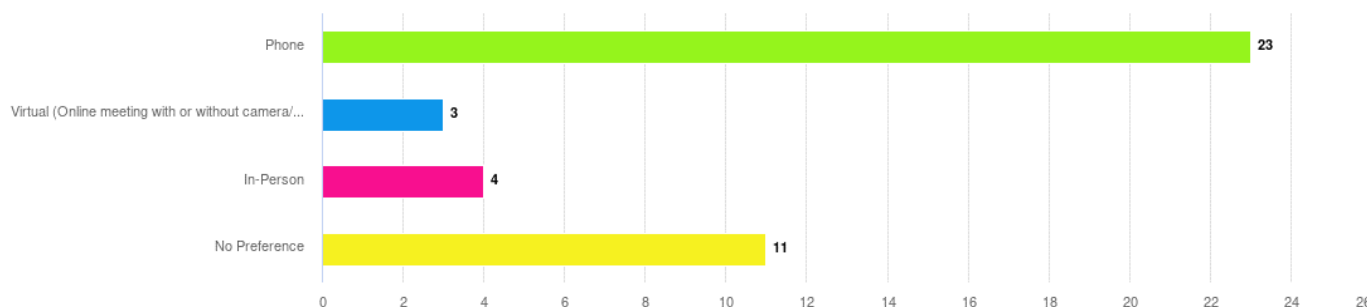

Figure10: Office of Institutional Research and Planning Student Services Metrics Tool- ECC academic years 2018-2021.

In the 2021-2022 academic year, the CalWORKs program provided added specialized technical assistance in support of the CalWORKs program and improved the accuracy of MIS data by hiring a full-time CalWORKs Student Services Technician. In prior years, the CalWORKs program had a temporary-classified staff member completing this work (20-24hrs), which was a challenge due to the numerous reports requested monthly and quarterly by LA County DPSS, MIS data entry and recording for the Chancellor's Office, as well as maintaining internal student databases. The workload to ensure compliance was not sustainable by continuing to employ a temporary-classified staff member. The new full-time Student Services Technician is currently able to assist with workshop and student activity development, review CalWORKs grant eligibility and award grants to students, offer Satisfactory Academic Progress Appeal technical support to students, engage in consistent one-on-one student contact, and participate in specialized CalWORKs trainings- all of which the former part-time technician was unable to support with due to limited hours in the department.

b) **Using the data sources selected above, review and list equity gaps within the program's data. Focus on examining student data by race/ethnicity in order to dismantle racism on campus.**

The El Camino College CalWORKs Program served 45% Hispanic/Latino students and 34% Black/African American students from 2018-2021. These ethnic/racial groups make up 79% of all CalWORKs students served. The successful course completion rates of all program participants are relatively low (approximately 60%) when compared to the college-wide average, but when comparing successful course completion rates for Hispanic/Latino (61.9% average between fall and spring terms from 2018-2021) and Black/African American students (53.25% average between fall and spring terms from 2018-2021) it is important to note that racial equity gaps exist in terms of course success and retention for these specific student groups *(Figures 11 &12)*.
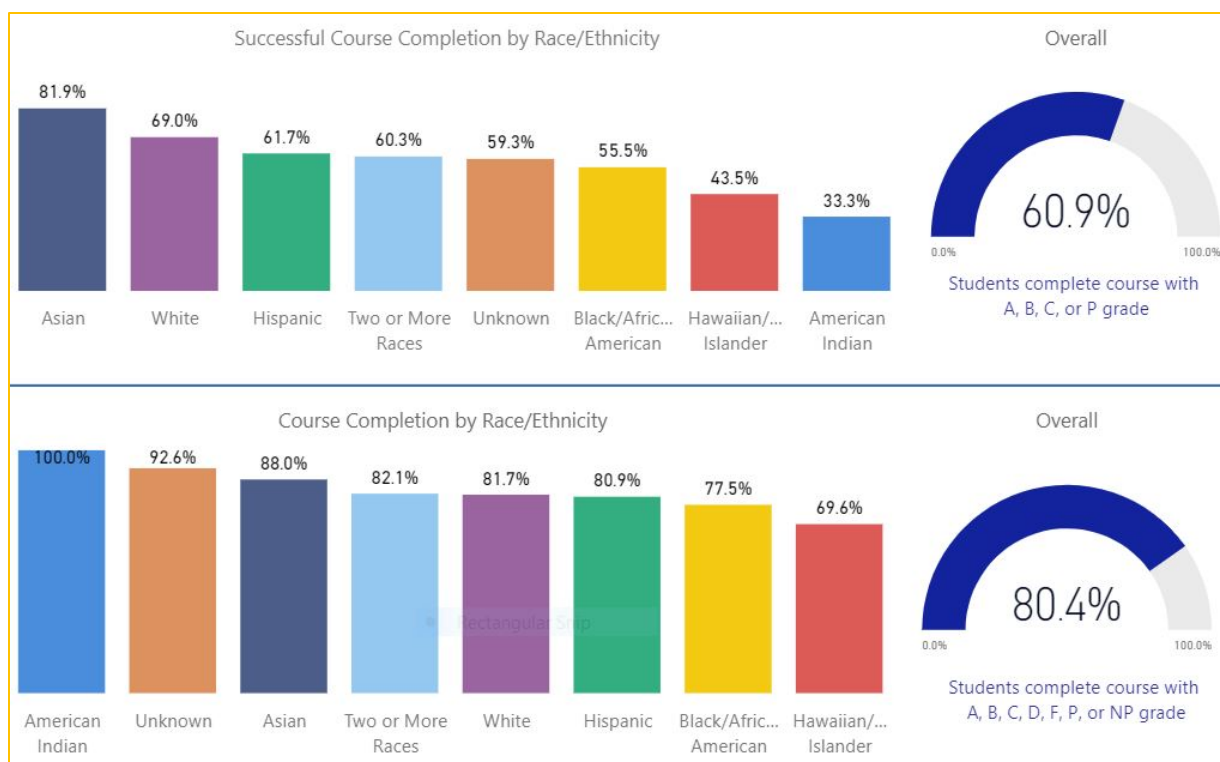
Figure11: Office of Institutional Research and Planning Student Services Metrics Tool- ECC Fall terms: 2018-2021. Successful course completion is defined as the percentage of students enrolled at first census who receive a C/Passing or better as a final course grade. Inc P grades (IA, IB, IC, IPP) are also considered passing.
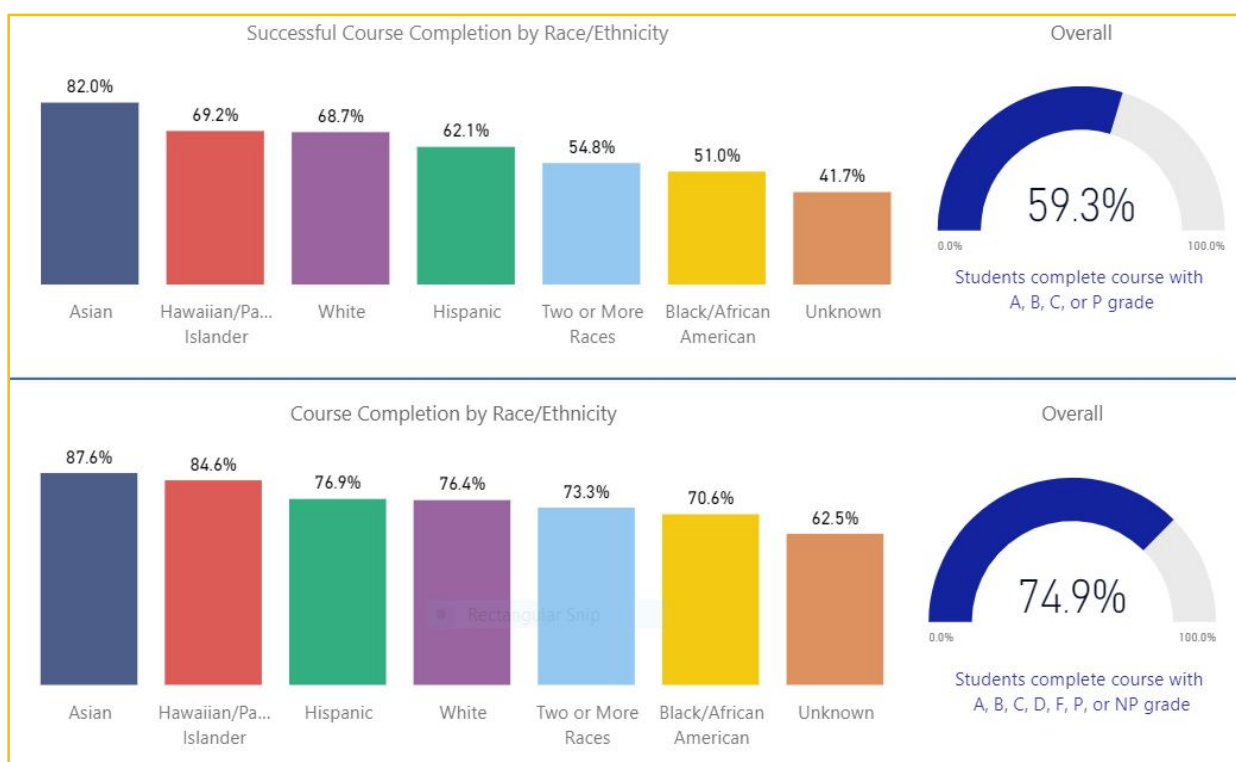

Figure12: Office of Institutional Research and Planning Student Services Metrics Tool- ECC Spring terms: 2018-2021. Course completion (formerly "retention rate") is defined as the percentage of students who remain enrolled through the end of a course out of all students enrolled at census date.

El Camino College
CalWORKs Student Services Program Review
2021-2022 Academic Year

When it comes to finding where inequities in community college education lie, you won't have to look far. The low income, minoritized parenting student population lack the institutional support necessary to persist from semester to semester. The CalWORKs student population overall ranks 16 percentage points below El Camino College's baseline marker (70%) for two-term retention. However, Black/African American parenting students rank a staggering 25 percentage points below the college's baseline marker for two term retention *(Figure 13)*.

As part of El Camino College's Local Vision Goals, Black/African American students have been identified as a disproportionally impacted student group. This vision for success goal focuses on decreasing achievement gaps to improve completion, transfer, and graduate rates for this particular group. However, parenting students face different challenges juggling two major life transitions: becoming a college student and being a parent. It is also important to shed light on the intersectionality that exists between being low-income, a person of color, and often times a first-generation college student that lacks the social capital to navigate the community college system. The institution will need to implement intentional support tailored to meeting the needs of Black/African American low-income parenting students.
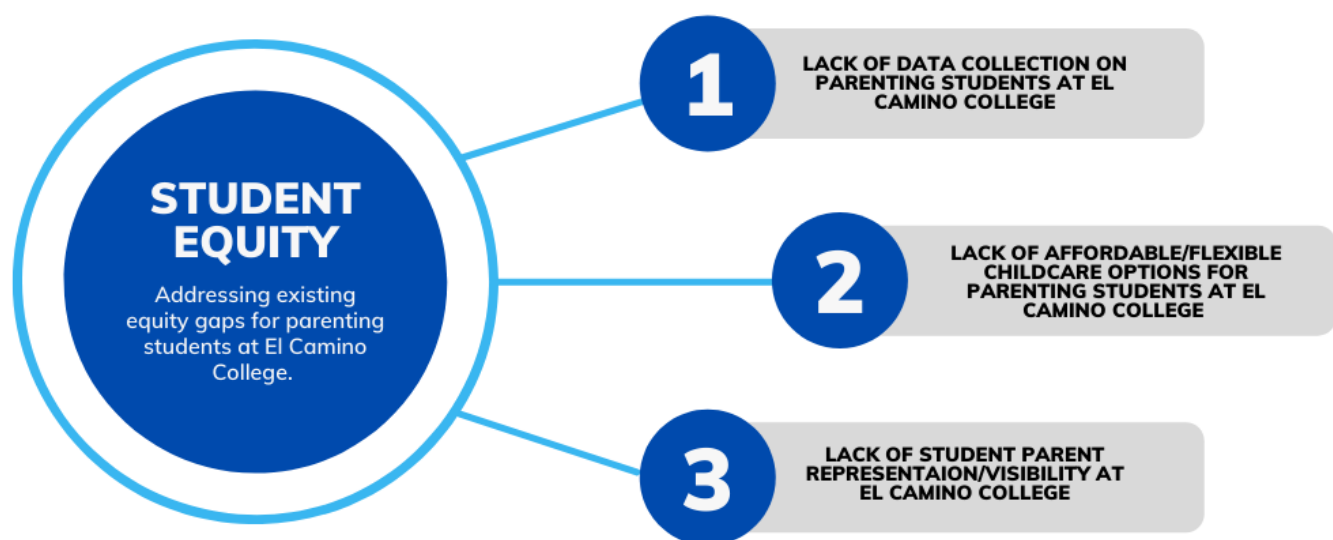

Figure 13: Office of Institutional Research and Planning Student Services Metrics Tool- ECC academic years 2018-2021.

When examining equity gaps that exist within the CalWORKs program's data and within the institution as whole, it is important that we highlight the needs, increase visibility of, and develop initiatives to better support parenting students at El Camino College. Parenting students have been invisible on our campus because we do not currently have the infrastructure to systemically collect data on them as an institution.

When you consider access to childcare, course scheduling, struggling to meet basic needs, and navigating a space where you don't see yourself reflected in the campus culture you can understand why identifying student parents on campus and connecting them to available resources is so important to their overall success. According to the Hope Center, an organization that seeks to redefine what it means to be a student-ready college, "roughly one-in-five college students provide primary care to at least one child while pursuing a higher education credential." When provided with adequate resources and support, parenting students excel on their academic and personal journeys.

The pandemic has caused a significant decrease in enrollment for community colleges across the state. Social unrest has magnified the socioeconomic challenges faced by parenting students and the societal injustices that exist in the educational and welfare systems. As part of recovery with equity in mind, the CalWORKs program plays a critical role in helping parenting students access the resources necessary to achieve their educational and career goals at El Camino College. Our efforts help lead the way for the institution to better serve parenting students, especially those living in poverty.

STUDENT EQUITY
Addressing existing equity gaps for parenting students at El Camino College.

1 LACK OF DATA COLLECTION ON PARENTING STUDENTS AT EL CAMINO COLLEGE

2 LACK OF AFFORDABLE/FLEXIBLE CHILDCARE OPTIONS FOR PARENTING STUDENTS AT EL CAMINO COLLEGE

3 LACK OF STUDENT PARENT REPRESENTAION/VISIBILITY AT EL CAMINO COLLEGE

Addressing the needs of parenting students, a student population that is often overlooked and undervalued in higher education, has historically been low on the priority list for most intuitions. However, developing a supportive and welcoming environment for parenting students may include the creation of spaces, like a Childcare Center or Family Resource Center, where parenting students' academic and socioemotional needs are met and they feel seen, heard, and valued. These physical spaces have the potential to change the way parenting students experience community college and help to break the generational cycle of poverty. Education is the pathway to economic freedom and parenting students can truly benefit from intentional support from El Camino College. Often times parenting students feel like

they don't belong and that their voices aren't heard. They're also often grouped in with adult learners, yet they have different needs.

Barriers to Success for Parenting Students: Lack of data collection; Lack of campus wide polices establishing clear student parent supports; Establishing infrastructure to identify student parents on campus and track student parent achievement and educational outcomes; Lack of information on campus resources for student parents; Lack of affordable and flexible childcare solutions; Unwelcoming campus culture; Lack of campus awareness of Title IX policies for pregnant and parenting students.

2. Service Area Outcomes Assessment

Based on the program's work during the past four years, review the program's SAOs and respond the following questions:

2017-2018 SAO #1	The El Camino College CalWORKs Program will monitor and assist any student who is not meeting satisfactory academic progress each term. The CalWORKs Program will maintain an academic probation rate of no more than twenty percent (20%) of the Los Angeles County CalWORKs student population served at El Camino College.
2017-2018 SAO #2	In order to align with the mission of the CalWORKs Program to help students find long term sustainable employment, CalWORKs will require that at least forty percent (40%) of its total student population will have an up to date resume on file.
2018-2019 SAO #1	The El Camino College CalWORKs Program will monitor and assist any student who is not meeting satisfactory academic progress each term. The CalWORKs Program will maintain an academic probation rate of no more than twenty percent (20%) of the Los Angeles County CalWORKs student population served at El Camino College.
2018-2019 SAO #2	In order to align with the mission of the CalWORKs Program to help students find long term sustainable employment, CalWORKs will require that at least fifty percent (50%) of its total student population will have an up to date resume on file.
2019-2020 SAO #1	The El Camino College CalWORKs Program will monitor and assist any student who is not meeting satisfactory academic progress each term. The CalWORKs Program will maintain an academic probation rate of no more than twenty percent (20%) of the Los Angeles County CalWORKs student population served at El Camino College.
2019-2020 SAO #2	In order to align with the mission of the CalWORKs Program to help students find long term sustainable employment, CalWORKs will provide services to help students develop or update their resumes. require that at least fifty percent (50%) of its total student population will have an up to date resume on file.
2020-2021 SAO	The El Camino College CalWORKs Program will monitor and assist any student who is not meeting satisfactory academic progress

#1	each term. The CalWORKs Program will maintain an academic probation rate of no more than twenty percent (20%) of the Los Angeles County CalWORKs student population served at El Camino College.
2020-2021 SAO #2	In order to align with the mission of the CalWORKs Program to help students find long term sustainable employment, CalWORKs will provide services to help students develop or update their resumes. require that at least fifty percent (50%) of its total student population will have an up to date resume on file.

a) To what extent were they achieved? (fully, partially, not achieved)

SAO #1 for academic year's 2017-2018, 2018-2019, 2019-2020, and 2020-2021 were developed to maintain compliance with the El Camino College CalWORKs program's contract with the Department of Public Social Services (Section 4.2.17.1). The program is required to maintain an academic probation rate of less than 20% annually. It is expected that at least 80% of CalWORKs students enrolled in the program remain in good academic standing with the institution. SAO #1 was fully achieved in the last four years.

4.2.17 ACADEMIC PROBATION RATE

Contractor shall reduce the number of CalWORKs Participants on academic probation each Fiscal Year.

4.2.17.1 Contractor shall reduce the number of Los Angeles County CalWORKs Participants on academic probation by five percent (5%) annually or until the number of CalWORKs Participants on academic probation is twenty percent (20%) or less of the Contractor's Los Angeles CalWORKs student population.

SAO #2 for academic year's 2017-2018, 2018-2019, 2019-2020, and 2020-2021 were developed to improve and increase student utilization of job development and job placement services. The program aimed to improve ongoing employment services, particularly as students prepared to transition from the CalWORKs program into the workforce. Resume building is a key component of career readiness. Job development appointments were scheduled with students to meet with the CalWORKs Job Developer/Advisor for resume review. However, the CalWORKs Program struggled to maintain records of and track resume submissions for students from academic years 2017-2020. In 2020-2021, the program implemented a better record-keeping system by tracking resume submissions in the CalWORKs Access Database and adding the resumes to the student's E-File. Fifteen student resumes were submitted in the 2020-2021 academic year, yielding a 12% submission rate. SAO #2 was not achieved in the last four years.

b) What evidence supports that SAOs were partially or fully achieved?

Based on data gathered from the Office of Institutional Research and Planning Student Services Metrics Tool, SAO #1 for academic years 2017-2018, 2018-2019, 2019-2020, and 2020-2021was fully achieved. The program maintained an academic probation rate of less than 20% annually for CalWORKs participants (*Figure 14*).

Probation (Fall and Spring only)										
	Fall 2016	Spring 2017	Fall 2017	Spring 2018	Fall 2018	Spring 2019	Fall 2019	Spring 2020	Fall 2020	Spring 2021
Academic (Level 2)	3.70%	3.50%	3.10%	1.00%	2.20%	5.10%	8.30%	3.40%	2.70%	4.00%
Progress (Level 2)	3.20%	1.50%	2.10%	1.60%	1.60%	3.90%	6.10%	0.00%	0.90%	1.00%

Figure 14: Office of Institutional Research and Planning Student Services Metrics Tool- ECC 2016-2021.

There is no data to analyze the outcomes for SAO#2 for academic year's 2017-2018, 2018-2019, and 2019-2020. The CalWORKs program lacked a consistent record-keeping system to track this SAO. However, in 2020-2021, the program began utilizing its CalWORKs Access Database to track student resume submissions. Only 12% of program participants submitted resumes in 2020-2021. Consequently, SAO#2 was not achieved.

c) To what extent SAOs were designed to focus on students in the program with the greatest needs?

The CalWORKs program continuously seeks to improve program services and reduce the stress parenting students often feel working with multiple programs and agencies to obtain the resources needed to achieve academic and career success. The CalWORKs program's SAO's were designed with the following goals in mind:
1. Students participating in the Education-to-Work activities will be able to connect their educational training (career development and resume preparation) directly to job skills.
2. Through early intervention, case management, and resource referral, CalWORKs will keep less than 20% of its student population off of academic probation.

As previously shared, financial considerations, family care needs, and lack of childcare are the main reason for stop outs and drop outs among low income parenting students in college. The CalWORKs Program understands that a college education improves socioeconomic prospects for our students' entire family. The program's SAO's were developed to help students achieve economic security, family support,

and personal fulfillment by offering comprehensive programs and services that facilitate student growth in these areas.

d) To what extent SAOs were designed to respond to students with diverse learning needs, and to prepare them to actively engage in a diverse society?

In developing the program's SAO's, it is important to note that understanding the learning needs of low-income parenting students extend well beyond the social and administrative skills of our staff. To maximize the learning experiences of this particular student group, we must recognize that the learning needs of each student is a product of socioeconomic factors, individual learning history, and family background. The CalWORKs program is intentional about building rapport and meaningful relationships with our students. Although parenting students may face many of the same challenges in pursuit of a college education, areas and levels of support may vary depending on the needs of each individual student.

The mission of the CalWORKs program is to help eligible students obtain degrees and certificates while gaining work experience leading to sustainable employment. The SAO's were developed to decrease the number of students on academic probation and prepare them to enter the workforce. The program's job development component focuses on career and major exploration, job skills development, and resume building so that students are competitive candidates once they obtain a degree or certificate and enter the job market.

Program Vision and Future Planning

1. Program Vision
a) Describe the vision of the program for the next four years considering the assessment reported in the previous section. A vision statement describes the desired future state of the program.

El Camino College CalWORKs Program Mission: The CalWORKs program supports Single Parent or Two Parent households receiving CalWORKs/GAIN (TANF) achieve long-term self-sufficiency through coordinated student services. The goal of CalWORKs is to help eligible students obtain degrees and certificates while gaining work experience leading to sustainable employment.

El Camino College CalWORKs Vision Statement: The CalWORKs program is committed to providing a safe space for parenting students to feel supported, encouraged, valued, and motivated on the path to achieving social and economic justice through education.

Every effort is made to provide excellent customer service and offer a welcoming and inclusive learning environment for parenting students. The goal is to keep CalWORKs students well informed with program requirements, student support services, and

career opportunities available to assist them while attending El Camino College. The vison for the El Camino College CalWORKs program within the next four years include:

1. Implementing institutional identification and data collection on parenting students at El Camino College.
2. Increasing visibility of student parent supports on the El Camino College campus.
3. Increasing exposure to opportunities for education and training for parenting students at El Camino College.
4. Increasing access to enhanced student support services for parenting students while at El Camino College.
5. Improving parenting students' ability to establish lasting economic security after the completion of their academic/career goal at El Camino College.

2. Future Planning
Based on the assessment reported in the previous section and considering the Guided Pathways framework:

- Advance towards a more equitable program to close equity gaps among groups of students
- Clarify students' paths to completion, further education and employment
- Help students explore options and build foundation skills
- Help students stay on the path

a) Develop program goals to be completed during the next four years.

- **GOAL 1: Strengthen Student Parent Community & Rapport Building**
  - The CalWORKs program will provide a safe space for students to feel supported, encouraged, valued, and motivated while on the path to achieving their academic and career goals.
- **GOAL 2: Heighten Targeted Outreach & Recruitment Efforts of Student Parents**
  - The CalWORKs program will conduct targeted outreach to the student parent population at El Camino College and in the surrounding community to increase program enrollment.
- **GOAL 3: Increase Intrusive Interventions and Case Management Efforts Tailored to the Individual Needs of Student Parents**
  - The CalWORKs program will increase program retention by proactively identifying students who are struggling academically and providing them the holistic support and academic resources necessary to maintain satisfactory academic progress and be in good standing with the college and the program.

Goal Two
Heighten Targeted Outreach & Recruitment Efforts of Student Parents

Goal One
Strenghten Student Parent Community & Rapport Building

Goal Three
Increase Intrusive Interventions and Case Management Efforts Tailored to the Needs of Student Parents

01 The CalWORKs program will provide a safe space for students to feel supported, encouraged, valued, and motivated while on the path to achieving their academic and career goals.

02 The CalWORKs program will conduct targeted outreach to the student parent population at El Camino College and in the surrounding community.

03 The CalWORKs program will increase program retention by proactively identifying students who are struggling academically and providing them the holistic support and academic resources necessary to maintain satisfactory academic progress and be in good standing with the college and the program.

b) Develop/adjust the program's Service Area Outcomes (SAOs).

SAO #1: The El Camino College CalWORKs Program will monitor and assist any student who is not meeting satisfactory academic progress each term. The CalWORKs Program will maintain an academic probation rate of no more than twenty percent (20%) of the CalWORKs student population served at El Camino College.

SAO #2: CalWORKs students will demonstrate an understanding of the development, usage and benefit of following a comprehensive Educational Plan semester by semester. The El Camino College CalWORKs Program will increase the number of students who have an updated Educational Plan on file by 25% each term.

SAO #3: The El Camino College CalWORKs Program will increase the attainment of degrees and certificates for program participants each academic year.

c) What projects will the program complete to achieve the desired goals and SAOs? Please specify at least two for each goal and SAO.

GOAL 1, SAO #1, & SAO #3:
- Initiative 1: Provide academic, career, and financial resources tailored to the needs of parenting students.
- Initiative 2: Develop a sense of community for parenting students in the CalWORKs program through community building and empowerment activities.

GOAL 2 & SAO #3:
- Initiative 1: Build rapport with ECC stakeholders, GSW's, and off campus organizations to increase referrals to the ECC CalWORKs program.
- Initiative 2: Increase CalWORKs Work Study participation.
- Initiative 3: Access available data and reporting tools to conduct targeted outreach to students.

GOAL 3, SAO #1, & SAO #2:
- Initiative 1: Conduct fall, winter, spring, and summer term file review.
- Initiative 2: One-on-one SAP Appeal Assistance.
- Initiative 3: Increase number of counseling contacts for CalWORKs students.

d) When the next program review is due, how will the program determine if the goals and SAOs have been met? Please specify at least one quantitative target or qualitative accomplishment for each goal and SAO.

When the next program review is due, the CalWORKs program will analyze the data provided by the Office of Institutional Research and Planning, review internal programmatic data, and look closely at the services provided to determine if SAO's and program goals were met in accordance with our SAO and goal markers.

The CalWORKs Program will increase the number of students who have an updated Educational Plan on file by 25% each term.

SAO #1 — The CalWORKs Program will maintain an academic probation rate of less than 20% of the CalWORKs student population served at El Camino College.

SAO #2

SAO #3 — The CalWORKs Program will increase the attainment of degrees and certificates for program participants each academic year.

3. Program Resources

In the following areas, what are the resources needed by the program to meet the goals and SAOs for the next four years?

- List resources in order of priority. You might want to prioritize them within each category and/or develop an overall prioritized list of resources.
- Explain how these resources contribute to achieving the program's goals and SAOs.
- Explain how these resources contribute to the ECC Institutional Goals.

a) Staffing
- **Hire two CalWORKs Student Success Coaches-**
  - The EOPS/CARE, CalWORKs, & Guardian Scholars Department created the Student Success Coach part-time position out of the need to provide more one-on-one, hands-on support to students navigating campus resources. The Success Coaches assist CalWORKs students in developing self-efficacy by identifying and overcoming obstacles that may be impeding academic success. They work with students to learn strong time management and organization skills and motivate them to practice self-regulation and take ownership of their academic success. As of spring 2022, the existing two Success Coach positions are vacant. The program serves one of the most vulnerable student populations on campus and hiring two Student Success Coaches to provide student-centered support and assistance to students experiencing barriers to academic and career success is critical in helping to close equity gaps at El Camino College.
  - Beyond the request for two part-time positions, the program currently has adequate staffing to support the CalWORKs student population. We don't anticipate a large growth in population for the near future; however, we do plan to continue recruiting as many CalWORKs eligible students as possible. We plan to rehire for any vacancies that result from retirements or resignations over the next four years. Open communication with staff approaching retirement or those who plan to explore other job opportunities will help this process and allow the CalWORKs program to coordinate efforts.

b) Facilities and Equipment
The CalWORKs program is located on the second floor of the new Student Services building in room 227. The program shares office space with the EOPS/CARE and Guardian Scholars programs. There is only one main entrance and two service windows to answer general questions and schedule appointments for counseling and advisement for over 2,000 students between all four programs.

- o **Lack of Storage Space**
    - There is a lack of space to store items accumulated from the many program events and student development activities hosted in our department and the thousands of paper student files in the office. In order to minimize future costs from having to repurchase items for events and activities year after year due to our inability to store items, the CalWORKs program needs a dedicated space in the Student Services Building to house archived physical files and decorative items for events. Providing academic and career activities for CalWORKs students is in alignment with El Camino College's local vision goal to increase the number of disproportionately impacted students earning a degree or certificate, transferring, and attaining a living wage.
- o **Welcoming Space for Parenting Students**
    - Currently, El Camino College does not have a childcare center or family friendly spaces on campus for parenting students. Adjusting our campus environment to account for students that have family obligations is in the best interest of both the student and the college. Parenting students are vital contributors to our society and when they are supported in their educational efforts we increase the diversity of our campus both demographically and intellectually. Establishing a physical family resource center or childcare center on campus is in direct alignment with the college's goal to decrease equity gaps for disproportionately impacted student groups.

c) **Technology/Software**
- o **Access to Institutional Analytics**
    - Access to Institutional Analytics through Financial Aid and the ECC Application will help the CalWORKs program conduct outreach to identify potentially eligible low income parenting students. Many historically underserved, marginalized students lack the navigational capital to seek out the support services needed to help them in successfully completing their academic journey. The CalWORKs program will utilize this data to provide this student group with the tools necessary to achieve their academic and/or career success.
- o **Establish Infrastructure to Track Students with Dependents on Campus**
    - Effectively serving specific student populations starts with knowing who they are. Currently, El Camino College is not identifying and tracking parenting students from initial enrollment through the completion of a certificate, degree and/or transfer. The needs of this student group are going unmet and by looking at current/available data- they do not exist. For student parents to succeed academically, El Camino College must implement

systems to identify parenting students, assess their needs and provide timely and accurate information regarding financial aid, local and subsidized child care, degree requirements, and employment opportunities. The El Camino College mission statement denotes making a positive difference in people's lives. Parenting students should be acknowledged and included as a valued part of the El Camino College campus community.

d) Contract/Services
- **Title IX (Protections for Pregnant and Parenting Students) Awareness Employee Training**
  - In efforts to continue to create a safe and effective learning environment for parenting students, there needs to be an increased awareness of the Title IX protections that exist for pregnant and parenting students. Title IX of the Education Amendments of 1972 ("Title IX"), 20 U.S.C. §1681 et seq., is a Federal civil rights law that prohibits discrimination on the basis of sex, including pregnancy and parental status, in educational programs and activities. All public and private schools, school districts, colleges, and universities receiving any Federal funds must comply with Title IX.

    Our college is required to excuse students' absences due to pregnancy or childbirth for as long as their doctor deems necessary. Instructional faculty must reschedule exams missed due to pregnancy or childbirth. When students return, our college must allow them to return to the same academic and extracurricular status they had before they left. The college must also give students a chance to make up missed work.

    There is a lack of awareness of these polices amongst faculty and staff at El Camino College. These policies can lessen wage gaps for women in California and strengthen support for low-income parenting students. Mandatory Title IX training should be implemented to encourage institutional support of these policies.

Appendix #1- Customer Service Survey Instrument

El Camino College CalWORKs Program
Formstack Form

In an effort to provide effective services for students, we ask that you complete the following survey. We will use your feedback in our ongoing efforts to improve our services to students. The survey is anonymous and voluntary.

1. Overall, how satisfied are you with the CalWORKs program at El Camino College? *

○ Extremely Satisfied

○ Somewhat Satisfied

○ Neither Satisfied nor dissatisfied

○ Somewhat dissatisfied

○ Extremely Dissatisfied

For questions 2-4, please rate your overall knowledge of the following:

2. CalWORKs Program Services *

○ Excellent

○ Good

○ Average

○ Poor

○ N/A

3. CalWORKs Program Requirements *

- ○ Excellent
- ○ Good
- ○ Average
- ○ Poor
- ○ N/A

4. CalWORKs Work Study Program Requirements *

- ○ Excellent
- ○ Good
- ○ Average
- ○ Poor
- ○ N/A

For questions 5-10, please rate the following aspects of the CalWORKs program based on your experiences with the program:

5. Hours of Operation *

- ○ Excellent
- ○ Good
- ○ Average
- ○ Poor
- ○ N/A

6. Quality of Customer Service *

○ Excellent

○ Good

○ Average

○ Poor

○ N/A

7. Access to Counselors *

○ Excellent

○ Good

○ Average

○ Poor

○ N/A

8. Access to Staff *

○ Excellent

○ Good

○ Average

○ Poor

○ N/A

9. Access to Academic Coaches *

○ Excellent

○ Good

○ Average

○ Poor

○ N/A

10. Access to Remote/Virtual Services *

○ Excellent

○ Good

○ Average

○ Poor

○ N/A

For questions 11-13, please rate the CalWORKS program communication based on your experiences with the program:

---

11. Timeliness of response to your request(s) *

○ Excellent

○ Good

○ Average

○ Poor

○ N/A

4/13/22, 6:34 PM   Spring 2022 ECC CalWORKs Customer Service Survey - Formstack

○ Excellent

○ Good

○ Average

○ Poor

○ N/A

13. Quality of Communication (Content of communication is beneficial to you) *

○ Excellent

○ Good

○ Average

○ Poor

○ N/A

For questions 14-22, please rate the following CalWORKs services based on your experiences with the program:

14. Priority Registration *

○ Excellent

○ Good

○ Average

○ Poor

○ N/A

El Camino College
CalWORKs Student Services Program Review
2021-2022 Academic Year

15. GAIN Materials Request Assistance: *

- ○ Excellent
- ○ Good
- ○ Average
- ○ Poor
- ○ N/A

16. Grants *

- ○ Excellent
- ○ Good
- ○ Average
- ○ Poor
- ○ N/A

17. Counseling Services *

- ○ Excellent
- ○ Good
- ○ Average
- ○ Poor
- ○ N/A

18. Academic Coaching Services *

○ Excellent

○ Good

○ Average

○ Poor

○ N/A

19. Transfer/ Graduation Services *

○ Excellent

○ Good

○ Average

○ Poor

○ N/A

20. Career Services *

○ Excellent

○ Good

○ Average

○ Poor

○ N/A

21. Financial Aid Services *

○ Excellent

○ Good

El Camino College
CalWORKs Student Services Program Review
2021-2022 Academic Year

○ Average

○ Poor

○ N/A

22. Workshops/ Activities *

○ Excellent

○ Good

○ Average

○ Poor

○ N/A

For questions 23-24, thinking about your personal schedule and commitments, overall what is the best time for you to access the following CalWORKs services?

23. Counseling *

○ Morning (8am-12pm)

○ Afternoon (12pm-5pm)

○ Evening (5pm and after)

24. Academic Coaching *

○ Morning (8am-12pm)

○ Afternoon (12pm-5pm)

○ Evening (5pm and after)

The hybrid (in-person & remote) environment has introduced and normalized new methods of CalWORKs counseling appointments for students: virtual, phone, and in-person appointments. We would like to learn more about your preferences and experiences so we can evaluate how we continue to offer CalWORKs counseling appointments in the future.

---

25. What is your preference for CalWORKs counseling appointments in the hybrid environment? *

○ Phone

○ Virtual (Online meeting with or without camera/ Counselor ability to share screen)

○ In-Person

○ No Preference

26. If you have a preference for either phone, virtual, or in-person, what are the main reasons? (Skip question if no preference.)

27. Please rank your preference for CalWORKs Counseling appointments. (1 being your first preference, 2 being your second preference, etc.).

In Person *

(1 being your first preference, 2 being your second preference, etc.).

Virtual (Online meeting with or without camera/ Counselor ability to share screen) *

(1 being your first preference, 2 being your second preference, etc.).

Phone *

(1 being your first preference, 2 being your second preference, etc.).

No Preference *

(1 being your first preference, 2 being your second preference, etc.).

28. What are some of the challenges you have experienced in connecting with us?

30. How did you hear about the CalWORKs program? (Check all that apply) *

☐ Friend/ Family

☐ Other Students

☐ ECC Website

☐ General Counselor Referral

☐ Instructor Referral

☐ Flyer

☐ ECC Campus Orientation

☐ Financial Aid Office

☐ Other:

29. Do you have anything else you would like to share for us to consider?

Submit Form

Appendix #2- Customer Service Survey Instrument

El Camino College CalWORKs Program Survey Responses

1. Overall, how satisfied are you with the CalWORKs program at El Camino College?
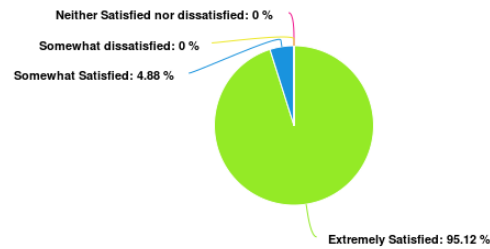
Neither Satisfied nor dissatisfied: 0 %
Somewhat dissatisfied: 0 %
Somewhat Satisfied: 4.88 %
Extremely Satisfied: 95.12 %

2. CalWORKs Program Services

Average: 0 %
Poor: 0 %
N/A: 0 %
Good: 21.95 %
Excellent: 78.05 %

3. CalWORKs Program Requirements

Excellent	Good	Average	Poor	N/A

4. CalWORKs Work Study Program Requirements

Excellent	Good	Average	Poor	N/A
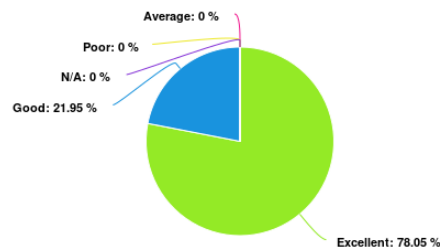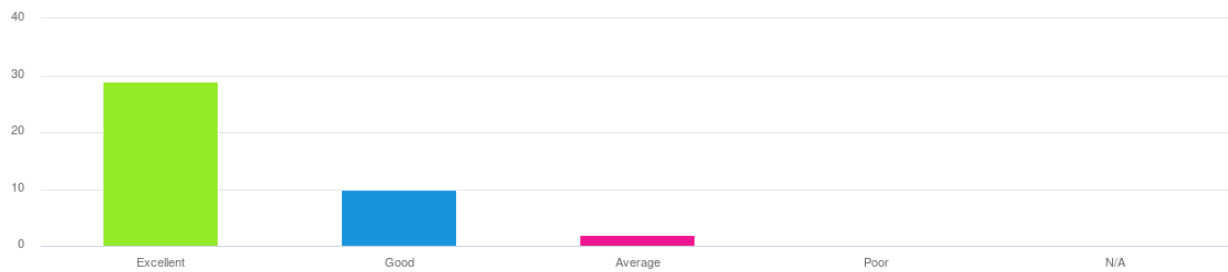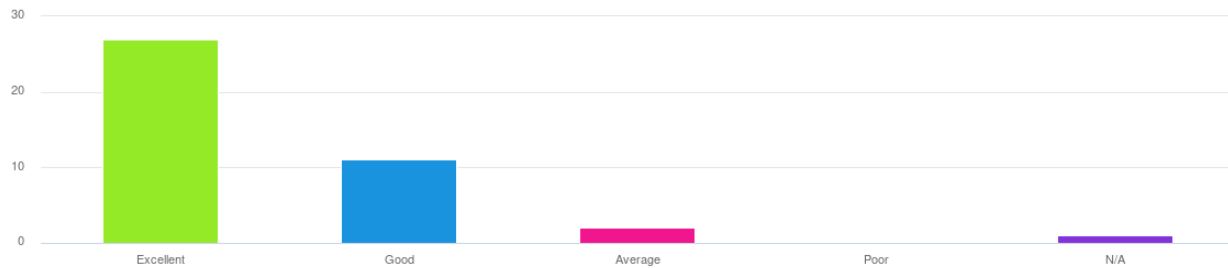
5. Hours of Operation
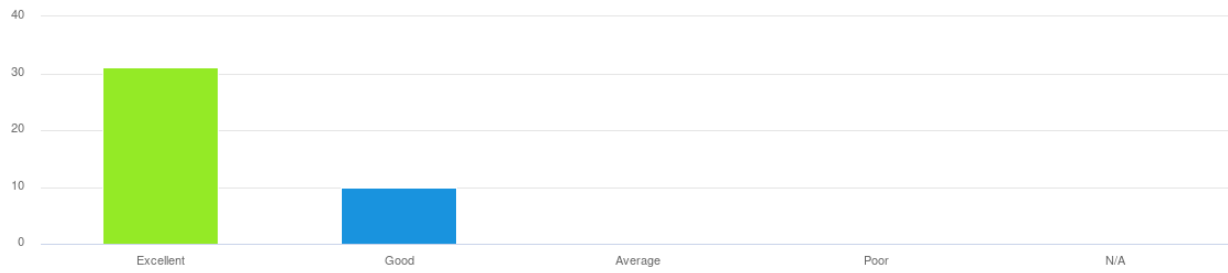
6. Quality of Customer Service
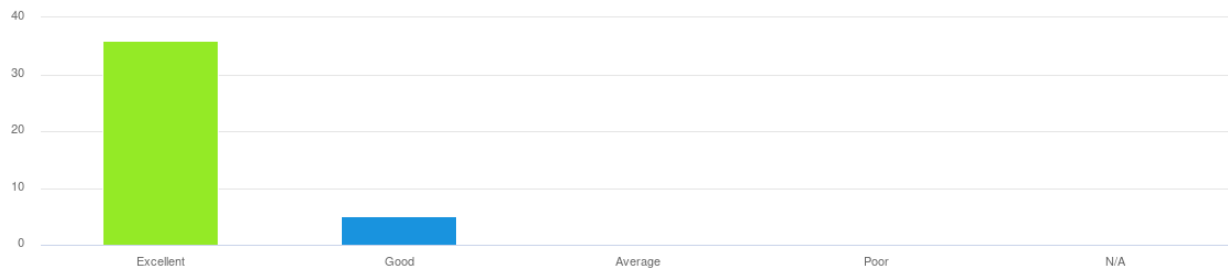
7. Access to Counselors
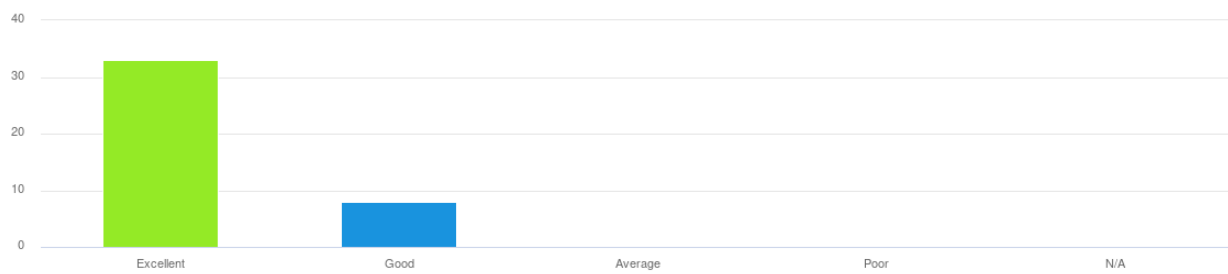
8. Access to Staff
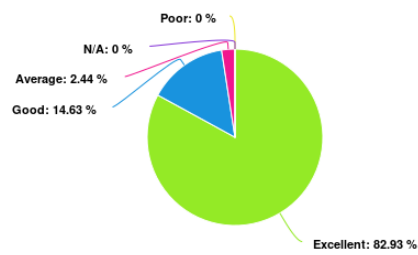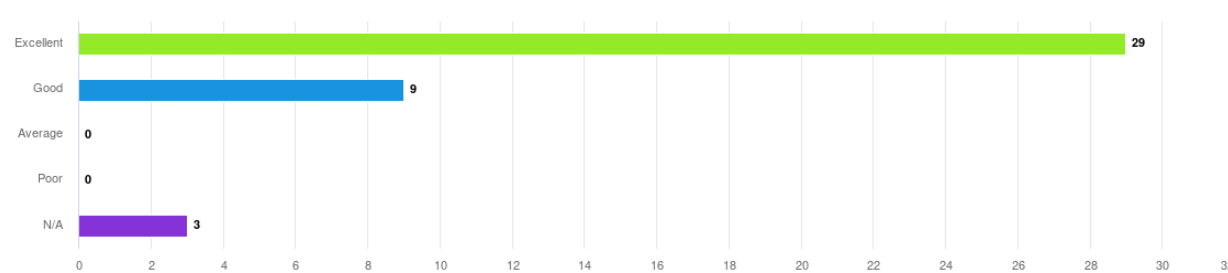
Poor: 0 %
N/A: 0 %
Average: 2.44 %
Good: 14.63 %
Excellent: 82.93 %

9. Access to Academic Coaches

Excellent	29
Good	9
Average	0
Poor	0
N/A	3

10. Access to Remote/Virtual Services

Average: 0 %
Poor: 0 %
N/A: 0 %
Good: 24.39 %
Excellent: 75.61 %

11. Timeliness of response to your request(s)

	Excellent	Good	Average	Poor	N/A
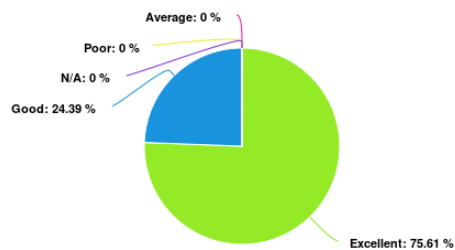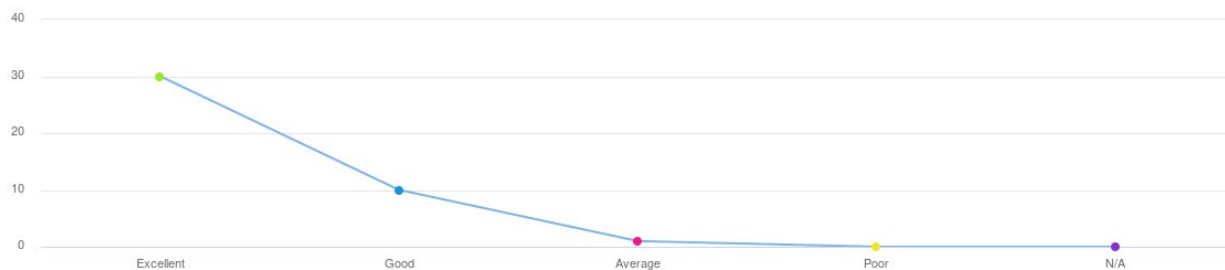
12. Quantity of Communication (Frequency of communication from the program)
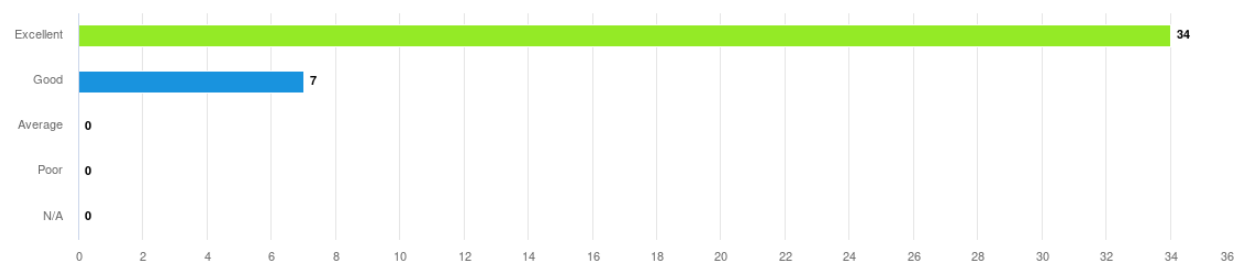
	Value
Excellent	34
Good	7
Average	0
Poor	0
N/A	0

13. Quality of Communication (Content of communication is beneficial to you)

Average: 0 %
Good: 19.51 %
Poor: 0 %
N/A: 0 %
Excellent: 80.49 %

14. Priority Registration

	Value
Excellent	34
Good	6
Average	0
Poor	0
N/A	1

15. GAIN Materials Request Assistance:

Average: 0 %
Poor: 0 %
N/A: 0 %
Good: 21.95 %
Excellent: 78.05 %
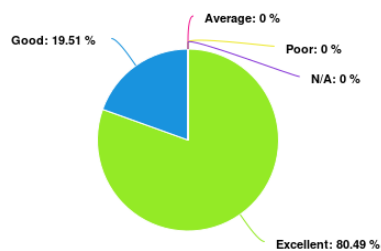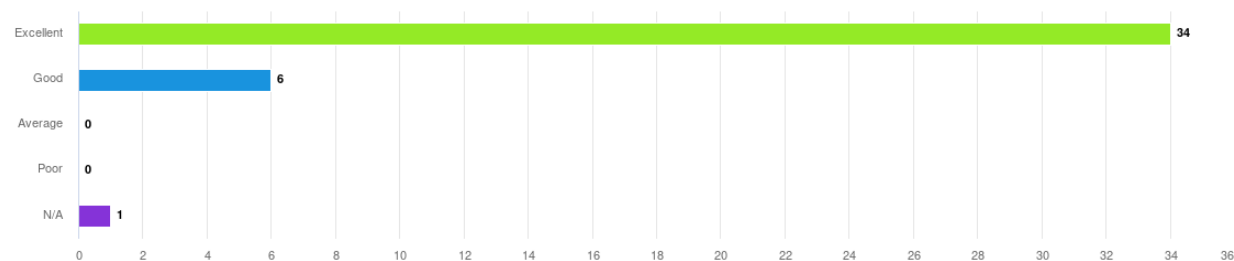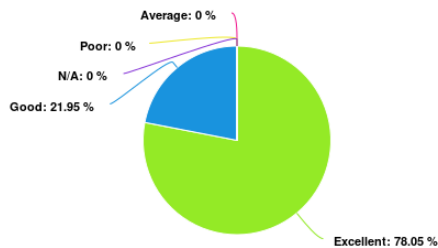
16. Grants
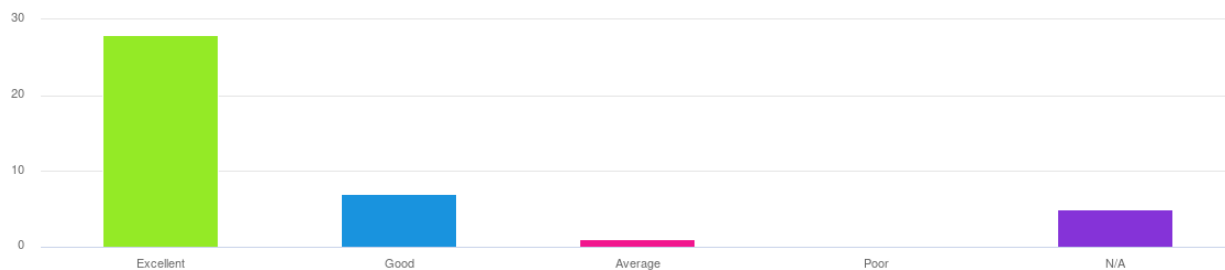
17. Counseling Services
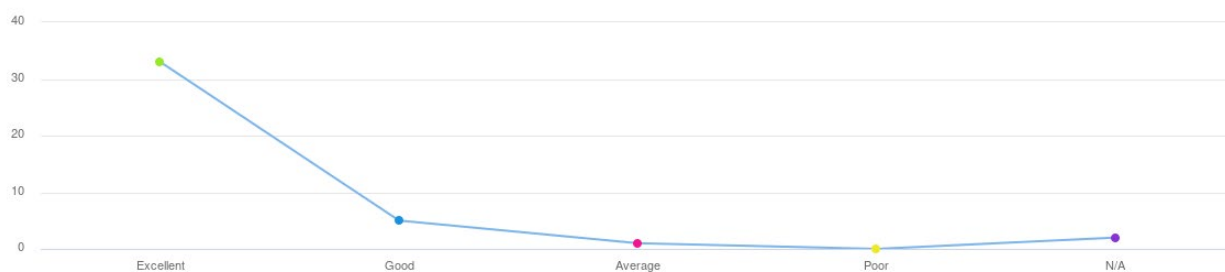
18. Academic Coaching Services
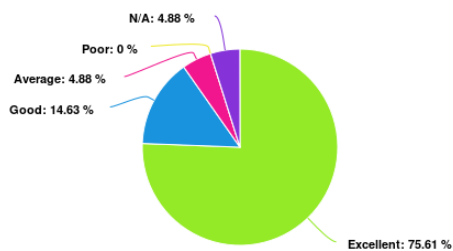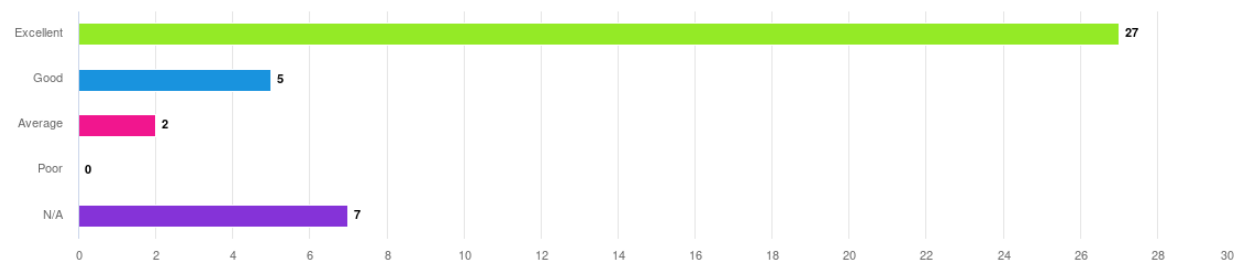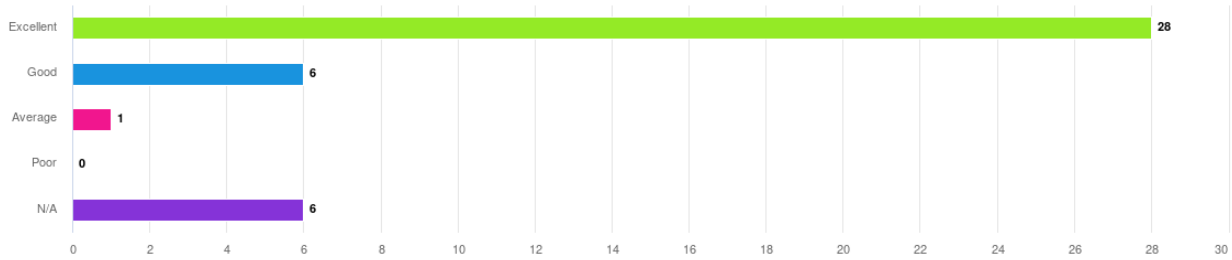
N/A: 4.88 %
Poor: 0 %
Average: 4.88 %
Good: 14.63 %
Excellent: 75.61 %

19. Transfer/ Graduation Services

Excellent	27
Good	5
Average	2
Poor	0
N/A	7

20. Career Services

Rating	Count
Excellent	28
Good	6
Average	1
Poor	0
N/A	6

21. Financial Aid Services

N/A: 9.76 %
Poor: 0 %
Average: 2.44 %
Good: 14.63 %
Excellent: 73.17 %

22. Workshops/ Activities

N/A: 7.32 %
Poor: 0 %
Average: 2.44 %
Good: 12.2 %
Excellent: 78.05 %

23. Counseling

Time	Count
Morning (8am-12pm)	21
Afternoon (12pm-5pm)	17
Evening (5pm and after)	3

24. Academic Coaching

Time	Count
Morning (8am-12pm)	20
Afternoon (12pm-5pm)	19
Evening (5pm and after)	2

25. What is your preference for CalWORKs counseling appointments in the hybrid environment?

Preference	Count
Phone	23
Virtual (Online meeting with or without camera/...	3
In-Person	4
No Preference	11

30. How did you hear about the CalWORKs program? (Check all that apply)

Source	Count
Friend/ Family	8
Other	8
Other Students	7
ECC Website	16
General Counselor Referral	9
Instructor Referral	1
Flyer	3
ECC Campus Orientation	2
Financial Aid Office	6
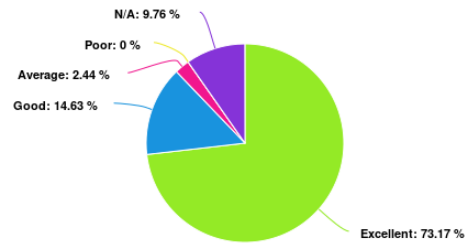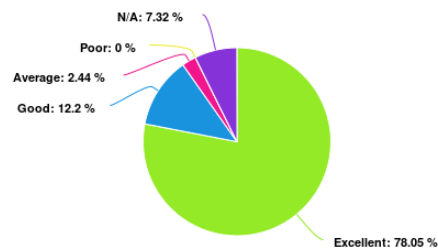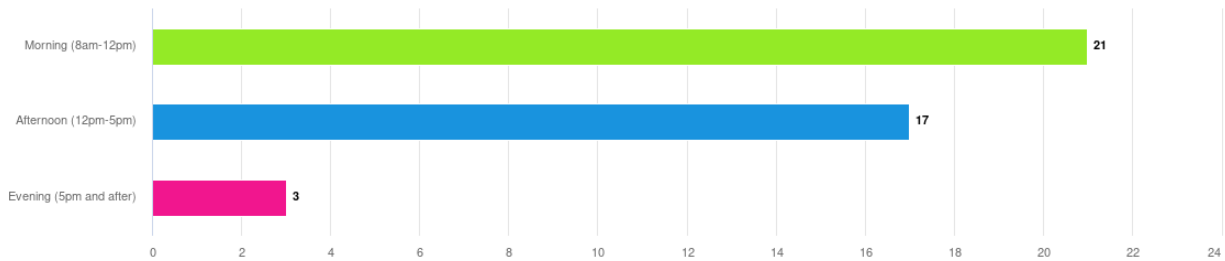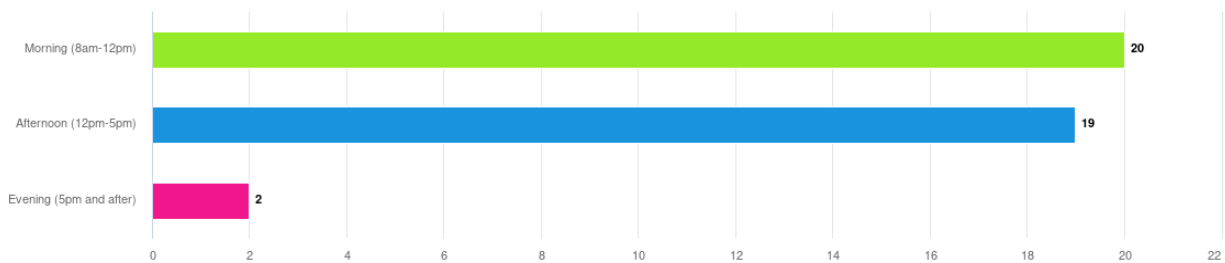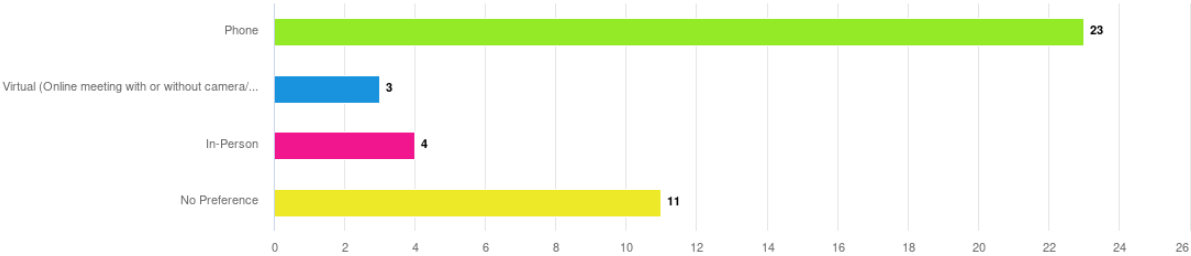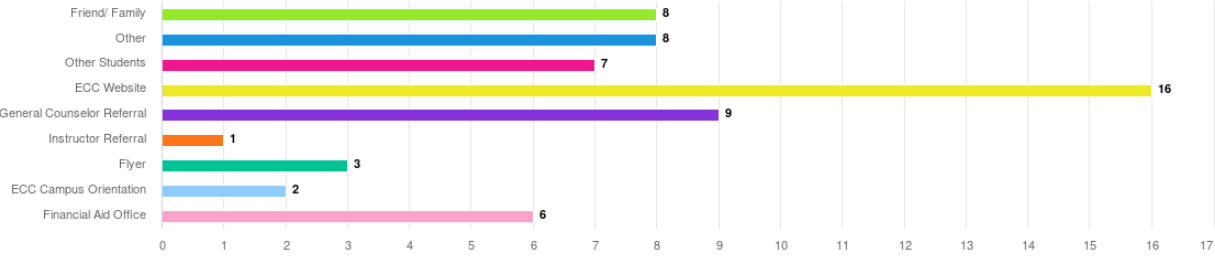
Appendix #3- Sources

The Hope Center: https://hope4college.com/wp-content/uploads/2022/02/parenting_students_brief.pdf

UC Davis Wheelhouse: The Center for Community College Leadership and Research-https://education.ucdavis.edu/student-parents