Program SAO Summary Evaluation Form

Division/Program: CalWORKs Semester(s) Evaluated: Fiscal year 2016-2017, 2017-2018and 2018-2019 (July 1 – June 30) Next Evaluation: July 15, 2020	Lead Evaluator: Shalita Tillman Participants: Bonnie Cruz, Anita Hernandez, Patricia Valenzuela, Wendy Nahuat

Service Area Outcome Statement	*CalWORKs students who meet with the CalWORKs Job Developer to gain employability skills may increase their opportunity of obtaining employment.*
Strategic Initiatives aligned with the SAO.	☒ Access ☒ Student Success ☐Facilities ☒Communication, Culture, & Climate ☐Leadership & Professional Development ☐Effective Evaluation and Accountability
SAO Assessment Tool	Internal department data (Spreadsheet); Datatel data.
Criteria – What is "good enough"? Rubric	There is always room for improvements to continue job development and job placement growth.
What are the results of the assessment? Are the results satisfactory?	 SBVC CalWORKs work-study placement data comparison for 2016-2017 (111 placements), 2017-2018 (76 placements) and 2018-2019 (80 placements) show placements declined by 35 however there is a small increase in CalWORKs work-study placements for 2018-2019. Results are satisfactory in the aspect that the program was able to assist students in achieving meaningful employment to obtain transferrable workforce skills. Receiving additional college work-study funding for FY 2018-2019 in the amount of $75,000 from San Bernardino County Transitional Assistance Department allowed for more work-study placements. This funding provided on campus departments and off campus employers with a reimbursement incentive at 100%.
Were trends evident in the outcomes? Are there gaps?	The team's discussion brought about a number of theories that may have contributed to the trends in CalWORKs work-study placements over the last 3 years. 1. Increased wages absorbed more work-study funding for reimbursement allowing for fewer work-study placements. 2. The implementation of <u>mandatory</u> employment workshops resulted in students being more successful with work-study placements. This also increased participation in CalWORKs work-study.

SBVC CalWORKs Student Job Placement

- 2016-2017: 42%
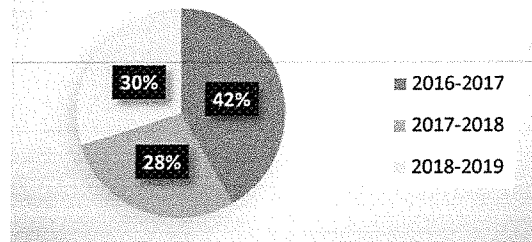- 2017-2018: 28%
- 2018-2019: 30%

	3. Students that exhaust their time on aid no longer qualify for services from the SBVC CalWORKs Program. This includes ending their work-study assignment. 4. Students obtaining full-time positions (ex. Amazon fulfillment centers and other logistic distribution centers in the Inland Empire). 5. Are students obtaining permanent sustainable employment to meet their livelihood needs (Temporary/seasonal employment)?
What content, structure, strategies might improve outcomes?	1. Seek additional funding to assist with more CalWORKs work-study placements. 2. Develop more unsubsidized (permanent) employment opportunities for CalWORKs students. 3. Build stronger follow-up and tracking methods regarding student's employment status.
Will you change evaluation and/or assessment method and or criteria?	No change planned at this time.
Evidence of Dialogue (Attach representative samples of evidence)	*Check any that apply* ☐E-mail Discussion with ☐FT Faculty ☐Adjunct Faculty ☐Staff Date(s): ☒ Discussion with ☐FT Faculty ☐Adjunct Faculty ☒Staff Date(s): September 2018 ☐Department Meeting. Date(s): ☐Division Meetings. Date(s): ☐Campus Committees. Date(s): (ex: Program Review; Curriculum; Academic Senate; Accreditation & SLOs)
Will you rewrite the SAOs	NO
Response to program outcome evaluation and assessment? How were/are results used for program improvement.	☐Professional Development ☐Intra-departmental changes ☐Curriculum action ☐Requests for resources and/or services ☒Program Planning /Student Success

Description:

CalWORKs is the welfare reform program established by Assembly Bill (AB) 1542. San Bernardino Valley College CalWORKs Program is designed to assist students receiving County CalWORKs enhance and achieve educational goals and employment self-sufficiency. Qualified students are eligible to receive the following services: book vouchers, book loans, access to computer lab, meal vouchers, parking permit vouchers, gas cards, child care assistance, educational counseling, and employment services.

SBVC CalWORKs Demographics	2016-2017 Student Count and (%)		2017-2018 Student Count and (%)		2018-2019 Student Count and (%)	
San Bernardino Total	431	100%	424	100%	347	100%
County-Referred Program Participant	247	57.31%	255	60.14%	188	54.18%
Exempt Program Participant	36	8.35%	27	6.37%	18	5.19%
Self-Initiated Program Participant	1	0.23%	1	0.24%	2	0.58%
Self-Referred Program Participant	147	34.11%	141	33.25%	139	40.06%

SBVC CalWORKs Demographics San Bernardino	2016-2017	2017-2018	2018-2019
CalWORKs - California Work Opportunity & Responsibility to Kids Total	50	50	54
Associate in Science for Transfer (A.S.-T) Degree	4	9	6
Associate in Arts for Transfer (A.A.-T) Degree	11	6	5
Associate of Science (A.S.) degree	3	1	3
Associate of Arts (A.A.) degree	20	20	22
Certificate requiring 60+ semester units	0	0	1
Certificate requiring 30 to < 60 semester units	7	8	14
Certificate requiring 18 to < 30 semester units	5	3	2
Certificate requiring 6 to < 18 semester units	0	3	1

SBVC CalWORKs Student Job Placement

30%

42%

28%

- 2016-2017
- 2017-2018
- 2018-2019

Assessment:

The SBVC CalWORKs Program is an exclusive program strictly for students that are county CalWORKs participants and are in good standing with the county CalWORKs Program. Students must meet specific guidelines to be a participant. Services cannot be rendered to students who does not fall into the eligibility category. Therefore there may be variation between students enrolled in the SBVC CalWORKs Program and the general population of students on campus. Most eligible students are referred by the county CalWORKs Program, some self identify and other students are reached by SBVC CalWORKs outreach and recruitment efforts. The program's structure allows for a more concentrated relationship with students to provide a pathway for follow up services, academic/non-academic guidance, educational/career attainment, supportive services, help meet needs and resources that pertain to SBVC CalWORKs students.

Progress from Last Year's Action Plan:

Though there has been a decline in program enrollment there has been minimal growth in the area of work-study placement and graduation/transfer for CalWORKs students. The department continues to identify the best methods to increase enrollment, work-study placements and graduation/transfer rate. A meeting with the County Transitional Assistance Department disclosed they have also experienced a decline in participants in the county CalWORKs Program. This could clearly have an impact on enrollment for the SBVC CalWORKs Program as well as the SBVC CalWORKs work-study placements. Students who do not meet the County CalWORKs requirements do not qualify for SBVC CalWORKs Program assistance. Efforts to share program services are being made within the community by attending events, presentations and distributing program brochures and flyers around campus and in the community.

SAOs/SLOs/PLOs: (Summarize how the assessment of SAOs, PLOs and/or any SLOs that shows significant effect has influenced your goals. 200 Words Max)

SBVC CalWORKs work-study placement data comparison for 2016-2017 (111 placements), 2017-2018 (76 placements) and 2018-2019 (80 placements) show placements declined by 35 however there is a small increase in CalWORKs work-study placements for 2018-2019. Results are satisfactory in the aspect that the program was able to assist students in achieving meaningful employment to obtain transferrable workforce skills.

Receiving additional college work-study funding for FY 2018-2019 in the amount of $75,000 from San Bernardino County Transitional Assistance Department allowed for more work-study placements. This funding provided on campus departments and off campus employers with a reimbursement incentive at 100%. Reimbursing wages at 100% allowed for development of new workforce partnerships.

Departmental/Program Goals:

Increase program enrollment *(SAO correlates to SBVCs Strategic Initiative 2-Student Success, Initiative 3-Communication, Culture, Climate)*

Increase Job Placement *(SAO correlates to SBVC's Strategic Initiative 2-Student Success, Initiative 3-Communication, Culture, Climate)*

Increase educational goal completion *(SAO correlates to SBVC's Strategic Initiative 2-Student Success, Initiative 3-Communication, Culture, Climate)*

Challenges & Opportunities:

Challenges
1. Lack of space for program growth
2. Support with outreach and marketing efforts
3. Clear and concise communication on campus (verbal and written)
4. Mental health resources for students

Opportunities
1. Internal and external wrap around services for students
2. Food vouchers ($10.00 increments) to assist students with food insecurities (received from Counseling & Matriculation)
3. Outstationed San Bernardino County Employment Service Specialist located in department to assist students
4. Received TAD funds in the amount of $75,000 for additional CalWORKs work-study placements

Action Plan:

Action Steps	Department Goal	Necessary Resources to Complete	Target Completion Date
Bring awareness of program, program needs and program benefits to adult learners by conducting presentations, outreach and in-reach efforts to all stakeholders.	1. Increase program enrollment 2. Increase Job Placement 3. Increase educational goal completion	Seek collaboration with designated outreach person(s) as well as the marketing department to discuss best practices and methods to promote and market programs benefits to students and the community. Develop a more extensive partnership with the Transfer Center.	Department goals 1, 2 and 3 target date June 30, 2020. However efforts will be ongoing.