



Fall 2024 Program Review Report | Non-Instructional Areas

Department /Area Name: CalWORKs Program For Planning Years: 2025-2026

Name of person leading this review: Irene Carbajal Perez

Names of all participants in this review: Pamela Ford, Marisela Corona, Diane Martinez and Colleen Amezcua

Part 1. Program Overview: Briefly describe how the program contributes to the district mission

The CalWORKs program at Antelope Valley College significantly contributes to the district's mission by providing critical support to a diverse student population, particularly those with limited financial resources. The program helps students achieve their educational and personal goals, promoting self-sufficiency and economic mobility. Through comprehensive services such as counseling, job training, and job placement assistance, CalWORKs equips students with the necessary skills to transition from welfare dependency to long-term self-sufficiency. In doing so, it directly aligns with the college's commitment to student success, offering value, opportunity, and service to the community. The CalWORKs program exemplifies the college's dedication to inclusivity, accessibility, and the growth of its students, thereby advancing the mission of providing quality education to all learners.

Part 2A. Analyze the program review data for your area including equity data and any internal/external environmental scan information (e.g., surveys, interviews, focus groups, advisory groups, etc.)

Use the following questions to guide your analysis:

- Who do you primarily serve and what services do you provide for each of the groups?
How is the work of your area measured or quantified? What is your measure of success?
How do the demographics served by your area's work compare to AVC's service area demographics?
Which race/ethnicity groups experience the largest equity gaps?
What are the success and retention rates (S&R) for your area (if applicable)? Did they decrease or increase in the last year?

The CalWORKs program primarily serves students who are recipients of CalWORKs (California Work Opportunity and Responsibility to Kids), offering support to individuals and families transitioning from welfare dependency to self-sufficiency. The services provided to these students include:

- Counseling services to help students identify educational or career goals based on their personal interests, skills, and academic potential.
Transportation assistance to alleviate commuting barriers.
Priority registration for course enrollment.
Meal cards to support students' basic needs.
Ancillary funds to help students focus on their education without the stress of financial concerns.

The success of the CalWORKs program is measured through both qualitative feedback and quantitative data. A key measure of success includes student satisfaction, as reflected in survey responses. In the Fall of 2024, 74.07% of respondents were very satisfied with the services provided by CalWORKs staff, and 74.07% were very satisfied with the counseling services they received.

While specific demographic data for the CalWORKs program participants is not provided in the text, it can be inferred that the program serves a diverse population, particularly individuals and families with financial constraints. This aligns with the broader mission of Antelope Valley College (AVC), which serves a diverse range of learners, including those from low-income backgrounds. The program's focus on supporting students in overcoming financial and personal barriers to education complements AVC's commitment to inclusivity and educational opportunity.

Part 2B. Based on Part 2A and the reflection questions below, identify the program/area Strengths, Opportunities, Aspirations & Risks:

Use the following questions to guide your analysis:

- Who do you primarily serve and what services do you provide for each of the groups?
- Describe how your program/area incorporates constituent feedback.
- How does your program address equity gaps within the scope of work?

Strengths and Accomplishments: *(Include your data analysis of relevant metrics in your response.)*

Currently, the CalWORKs program serves 330 students at Antelope Valley College. The program excels in helping students identify educational and career goals based on their personal interests, skills, and academic potential. It has also successfully provided essential services such as transportation assistance to alleviate commuting barriers, priority registration, meal cards to support students' basic needs, and funding for fingerprinting to help students secure on-campus employment.

This academic semester, the CalWORKs program reintroduced workshops designed to support student success and retention. These workshops address key topics such as academics, financial literacy, and social skills, equipping students with tools to navigate their educational and personal challenges. By fostering growth in these areas, the program aligns with the college's mission to enhance student development and success.

Opportunities and Challenges: *(Include your data analysis of relevant metrics in your response.)*

The CalWORKs program aims to address two key challenges:

First, the program seeks to increase the utilization of service referrals. While staff actively refer students to various campus resources, actual usage remains critically low. For instance, only 14.29% of students referred to math tutoring accessed the service, 16.67% used writing tutoring, and 18.18% utilized general tutoring. These figures highlight a broader issue of underutilization of the support services recommended by CalWORKs staff.

Second, practices to improve student success and retention include expanding comprehensive support services. While the program currently provides valuable assistance, adopting a more holistic approach through mentoring could enhance both accessibility and effectiveness. Peer mentoring, in particular, could help students connect with others facing similar educational and financial challenges, fostering a sense of community and mutual support. This approach would mitigate external stressors and enable students to focus more effectively on their academic goals.

- Identify 2-3 challenges within your department and explain why these challenges pose a risk to the institution. These challenges can be systems, functions or programs involving financial/business processes, information technology, policies, program administration, compliance issues, etc. What is the likelihood they will pose a disruption to your program/processes with 1 being unlikely and 5 being highly likely?

| Challenge | Likelihood (1 being unlikely and 5 being highly likely) |
|--|---|
| <p>Limited Staffing and High Demand The CalWORKs program operates with a small but dedicated team, including a director, program coordinator, two technicians, one administrative assistant, a technical analyst, and an adjunct counselor, serving 330 students. This team is responsible for managing high-touch services such as counseling, workshops, orientations, academic support, communication and processing documents to the county daily. Despite their efforts, the risk of burnout or staffing shortages remains high, which could disrupt service delivery and negatively impact on student retention and satisfaction.</p> | 4 |
| <p>Compliance with County and State Regulations The program's success relies heavily on effective communication with county offices and strict adherence to state guidelines. Delays</p> | |

| | |
|--|---|
| or errors in documentation, reporting, or communication can lead to funding disruptions, non-compliance issues, and strained relationships with external partners. Additionally, AVC Financial and Fiscal Services often faces pressure to deliver services on short notice from the county, further compounding the challenge of maintaining smooth operations. | 4 |
| | |
| | |

Aspirations: *(Include your data analysis of relevant metrics in your response.)*

The CalWORKs program aspires to be known for its unwavering commitment to fostering student success and self-sufficiency among recipients of California's welfare-to-work program. We envision a future where we make a substantial impact by empowering students to overcome adversity and achieve their academic and career goals. This includes providing a supportive and inclusive environment where students can thrive both academically and personally, while breaking the cycle of poverty through education, job skills, and self-sufficiency. Additionally, the program aims to be a source of hope and opportunity for students facing economic hardship, building strong partnerships with local agencies, employers, and community organizations to create a network of support and opportunity.

Part 2C. Review and comment on progress toward past Outcomes Improvement Plans

List your past **Outcomes Improvement Plans** and progress toward meeting those plans. *If you have not completed your Outcomes Improvement Plans, please review [Operational Outcomes](#) and [Outcomes Improvement Plans](#) training in Canvas and contact the Outcomes Committee directly.*

| Past Outcomes Improvement Plans | Progress Made |
|--|---------------|
| Course improvement plans for the 2023-2024 academic year were not established. However, in alignment with the program review process, CalWORKs will develop and implement improvement plans for the 2024-2025 academic year. | |
| | |
| | |
| | |

Part 2D. Review and comment on progress towards past program review goals:

List your past program review goals and progress towards those goals.

| Past Goal | Progress Made |
|--|---|
| Creating relationships with community agencies for competitive placement to assist students with career opportunities that lead to financial self-sufficiency. | CalWORKs has made efforts to build relationships with community agencies by participating in community events such as job fairs and resource events. While we have been involved in Learning Aligned Employment Program (LEAP) meetings, the program is still in the planning stages, and no placements have been made yet. Although the LEAP goal has not yet been achieved, CalWORKs continues to successfully place students in work-study assignments across campus departments. We will continue working towards expanding these partnerships and placements in the coming year. |

| | |
|---|---|
| Create workshops to support employment and enhance job placement opportunities. | CalWORKs has identified key topics and student needs, and while we have made progress in developing workshops, the goal has not yet been fully realized. We plan to begin offering workshops in Spring 2024, covering important skills such as resume writing, job preparation, and other essential life skills. We will continue working on this goal throughout the next academic year to ensure that these workshops meet the needs of our students. |
| Hire a Job Placement Specialist for CalWORKs program. | Hiring a Job Placement Specialist for CalWORKs remains an ongoing goal for our program. While we are uncertain of the current status of this request, we will continue advocating for the approval of this position. In the meantime, we will focus on building strong relationships with community agencies to leverage their resources and expertise in supporting our students' needs. This goal will remain a priority for the upcoming year. |
| | |

Part 3. Based on Part 2 above, please list program/area goals:

| Program /Area Goal # | Goal Supports which: | | | | ESP Goal Primarily Supported: | Goal (Student-focused) | Steps to be taken to achieve the goal? | Measure of Success (How would you know you've achieved your goal?) |
|----------------------|---|-------|-------|----------------------------|--|--|---|---|
| | ILO | PLO** | SLO** | OO (Service area Outcomes) | | | | |
| #1 | ILO 4. Career and Specialized Knowledge | | | | Goal #6 Success: Boost success rates by prioritizing the student experience. | Facilitate two university campus tours during the 2024-2025 academic year. | <ol style="list-style-type: none"> 1. Identify target universities. 2. Plan the tour with student involvement. 3. Promote the university tour through emails and flyers. 4. Prepare students by holding an informational session before the tour to ensure they get the most out of the campus visit. | <ol style="list-style-type: none"> 1. Number of participants: The event will be considered a success if at least 80% of registered participants sign up and attend the tour. 2. Student feedback: Positive feedback from participants will indicate whether the universities visited meet students' needs and expectations. |
| #2 | ILO 3. Community /Global Consciousness | | | | Goal #3 Resources: Increase student awareness about campus resources. | Enhance program pride and visibility on campus. | <ol style="list-style-type: none"> 1. Assess the presence of CalWORKs on campus by conducting a surveys for current students 2. Update CalWORKs materials (flyers, pamphlets, and website). | <ol style="list-style-type: none"> 1. Event Attendance: Track the number of students, staff, and faculty attending program-specific events. 2. Survey Feedback: Conduct surveys after |

| | | | | | | | | |
|----|--|--|--|--|--|--|--|--|
| | | | | | | Promote success stories. Highlight student success in campus through testimonials on campus event. | events or campaigns to gather feedback on participants' awareness of the program. Ask questions like, "How familiar are you with the program?" and "How likely are you to participate in future events?" | |
| #3 | ILO 2. Creative, Critical, and Analytical Thinking | | | | Goal #5 Education: Expansion of offerings and effective course scheduling. | To increase workshop opportunities for CalWORKs students. Workshops will include life skills, student success strategies, and personal development topics. | <ol style="list-style-type: none"> 1. Identify, Plan, and Schedule Workshops: Survey CalWORKs students to identify key life skills, student success strategies, and personal development topics of interest. Based on this feedback, collaborate with experts or professionals to design relevant workshops. 2. Promote and Evaluate Workshops: Market the workshops through multiple communication channels, highlighting their practical benefits to encourage attendance. After each workshop, collect feedback from participants to evaluate its effectiveness and make improvements for future sessions, ensuring continued | <ol style="list-style-type: none"> 1. Higher Workshop Attendance and Engagement: Track the increase in student participation and attendance at workshops, aiming for greater involvement in each session. 2. Positive Feedback and Skill Development: Collect and analyze student feedback to gauge satisfaction and measure improvements in skills related to the workshop topics |

| | | | | | | | | |
|----|------------|--|--|--|-----------------|--|---------------------------------|--|
| | | | | | | | student engagement and success. | |
| #4 | Choose ILO | | | | Choose an item. | | | |

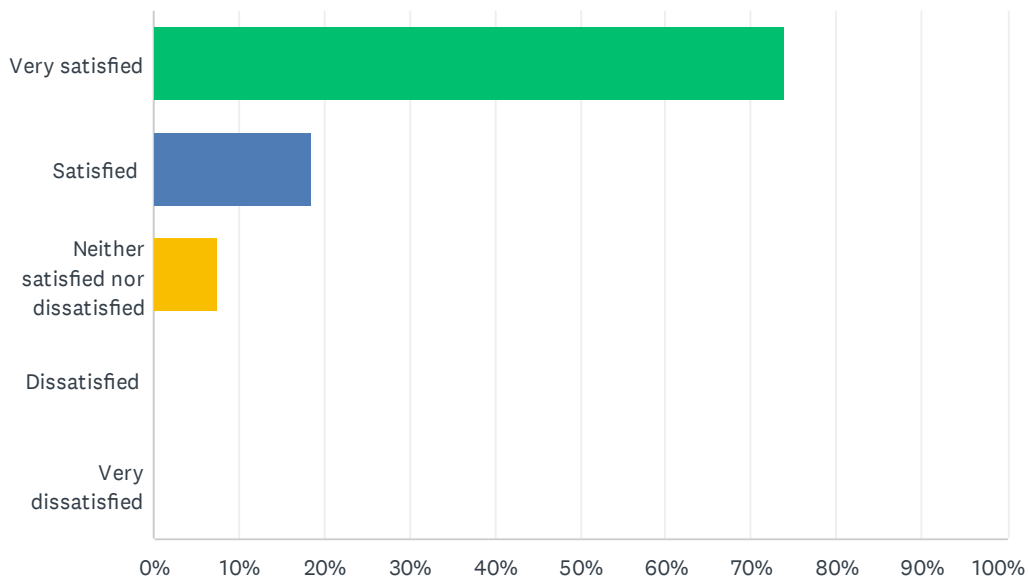
***If applicable for instructional areas*

| Part 4: Resource Requests that Support Program Goals (Based on the above analysis, please use the following space to document resource requests) | | | | | | |
|--|--------------------------|--|-----------------------|-------------------------|----------------------------------|----------------------|
| Type of Resource Request | Summary of Request | Which of your Program/area goals (Part 3) does this request support? | New or Repeat Request | Amount of Request, (\$) | One-Time or Recurring Cost, (\$) | Contact's Name |
| Classified Staff | Job Placement Specialist | #1 and 3 | Repeat | 48531.59 | Recurring | Irene Carbajal Perez |
| Choose an item. | | | Choose an item. | | Choose an item. | |
| Choose an item. | | | Choose an item. | | Choose an item. | |
| Choose an item. | | | Choose an item. | | Choose an item. | |
| Choose an item. | | | Choose an item. | | Choose an item. | |

Part 5: Insert your Program Review Data here and any other supporting data. (See Part 2A above).
 Required:

- Supporting data/information

Q13 How satisfied were you with the services you received from your CalWORKS counselors?



| ANSWER CHOICES | RESPONSES |
|------------------------------------|-----------|
| Very satisfied | 74.07% |
| Satisfied | 18.52% |
| Neither satisfied nor dissatisfied | 7.41% |
| Dissatisfied | 0.00% |
| Very dissatisfied | 0.00% |

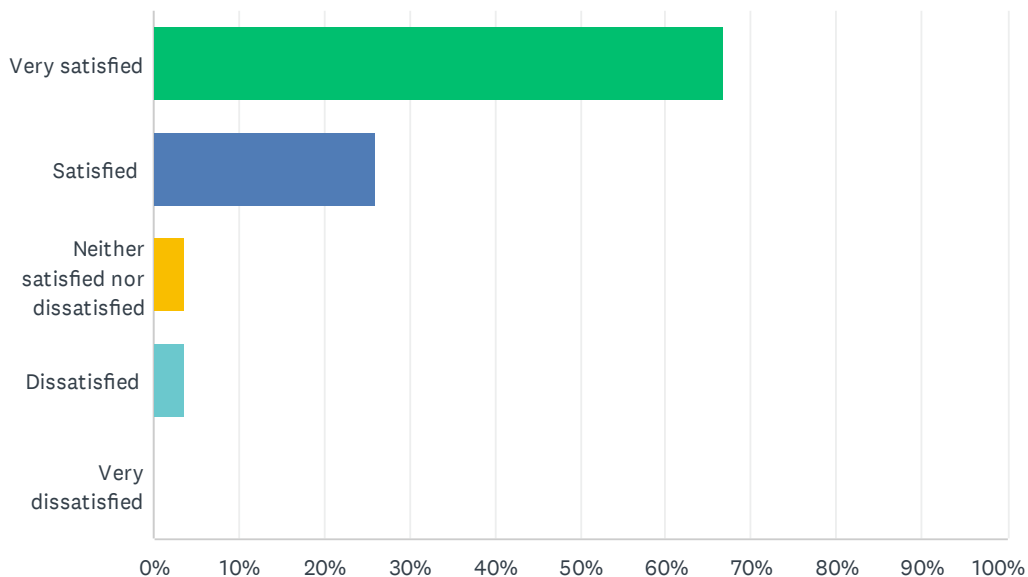
| # | PLEASE EXPLAIN WHY YOU GAVE THAT RATING: | DATE |
|---|---|--------------------|
| 1 | Important to my education. | 11/6/2024 8:11 AM |
| 2 | Colleen, Cheryl and Marisela have been the biggest help thought out my educational journey help | 11/5/2024 7:38 PM |
| 3 | nice people and help with gas and food | 11/5/2024 11:22 AM |
| 4 | They always answer any questions I have | 11/4/2024 9:23 PM |
| 5 | she is very helpful and even when its not an appointment she helps out. | 11/4/2024 7:48 PM |
| 6 | CalWORKS counseling services are a very helpful resource | 11/4/2024 6:09 PM |
| 7 | Could be more supported by my tech. | 11/4/2024 5:30 PM |
| 8 | The counselors were very helpful | 11/4/2024 2:42 PM |
| 9 | Very patient and friendly | 11/4/2024 2:08 PM |

CalWORKS Program Survey 2024

10 Everytime I have an appointment it's nothing but great outcomes and everything isn't forced I am never put inside of a box it's always information that will broaden my horizons in my work field.

11/4/2024 12:18 PM

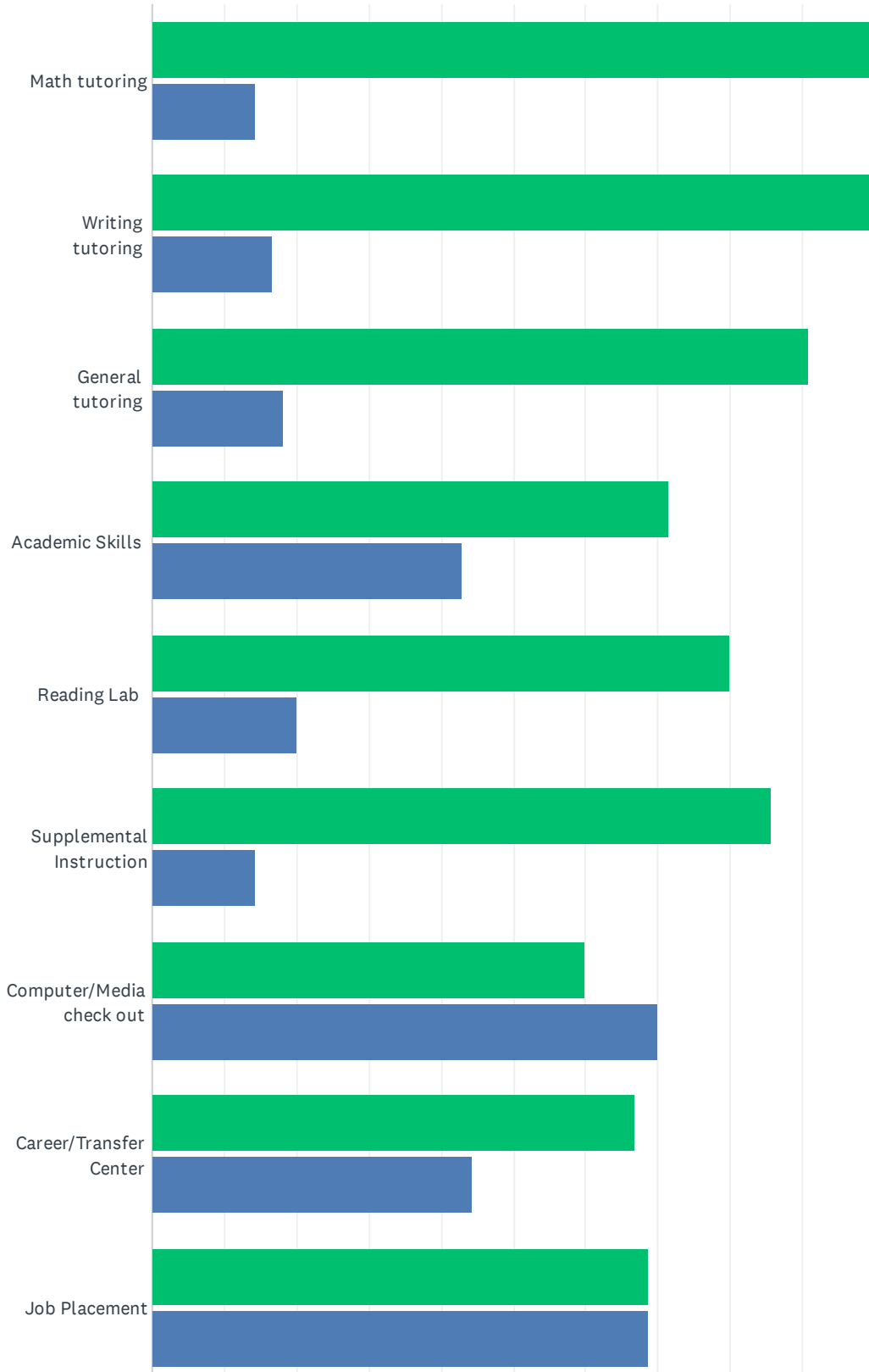
Q14 How satisfied were you with the services you received from your CalWORKS Technician?



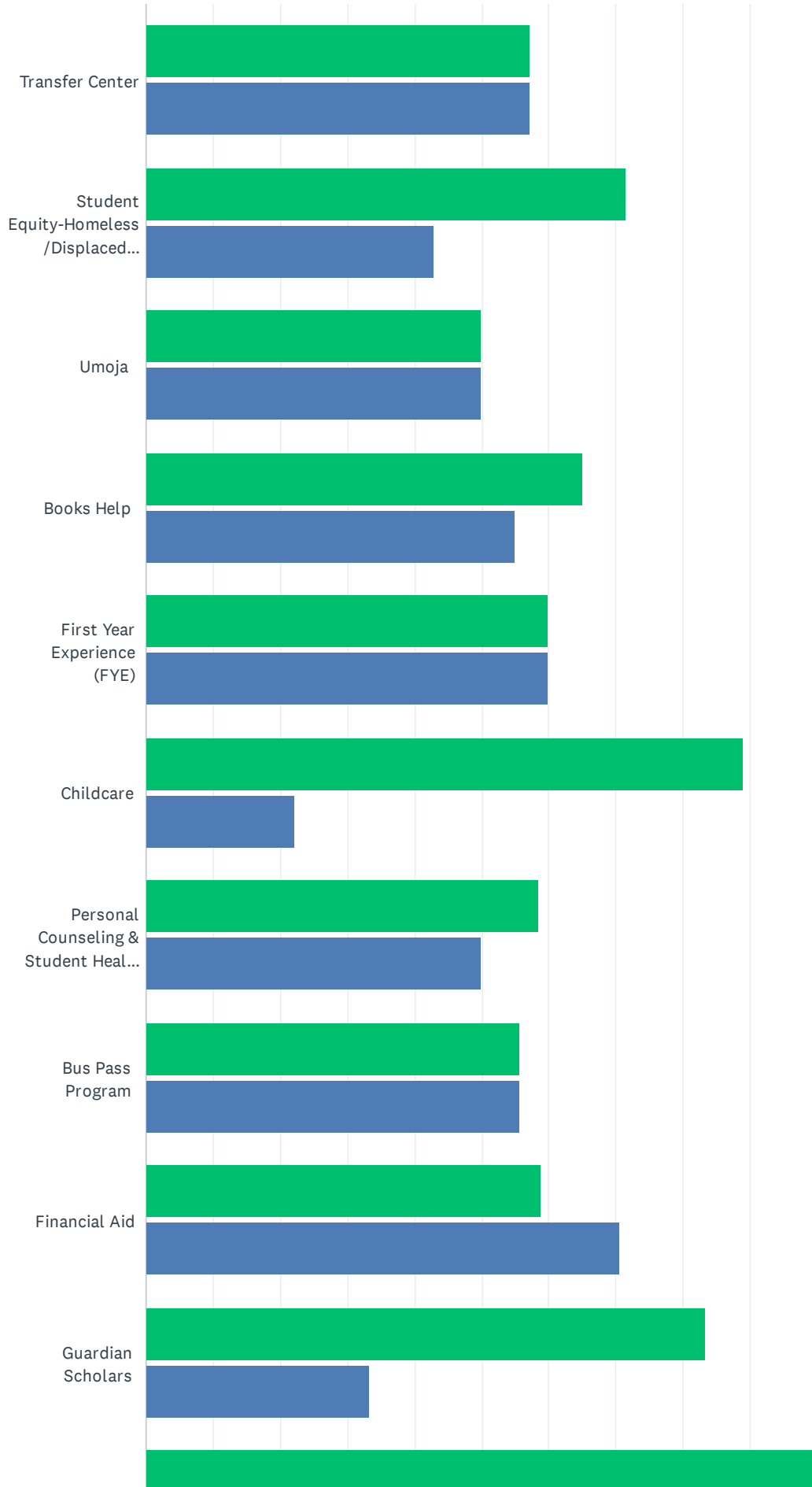
| ANSWER CHOICES | RESPONSES |
|------------------------------------|-----------|
| Very satisfied | 66.67% |
| Satisfied | 25.93% |
| Neither satisfied nor dissatisfied | 3.70% |
| Dissatisfied | 3.70% |
| Very dissatisfied | 0.00% |

| # | PLEASE EXPLAIN WHY YOU GAVE THAT RATING: | DATE |
|---|--|--------------------|
| 1 | Important to my success | 11/6/2024 8:11 AM |
| 2 | nice people and help with gas and food | 11/5/2024 11:22 AM |
| 3 | They are all very helpful and amazing. | 11/4/2024 7:48 PM |
| 4 | She's very insightful | 11/4/2024 6:09 PM |
| 5 | Thorough explanation | 11/4/2024 2:08 PM |
| 6 | I don't really speak with them after feeling as though they don't care enough, I had an incident with a professor in the past about plagiarism, and I spoke with my tech seeking guidance and showing I did what I needed to do and they did not back me up, it was proved it was my original work and my professor apologized to me due to me taking the necessary steps. | 11/4/2024 12:18 PM |

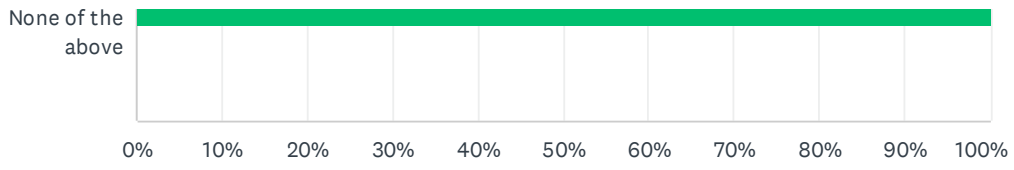
Q15 For which services, if any, did a CalWORKS staff member refer you and which of those services did you use? (Check all that apply)



CalWORKS Program Survey 2024



CalWORKS Program Survey 2024



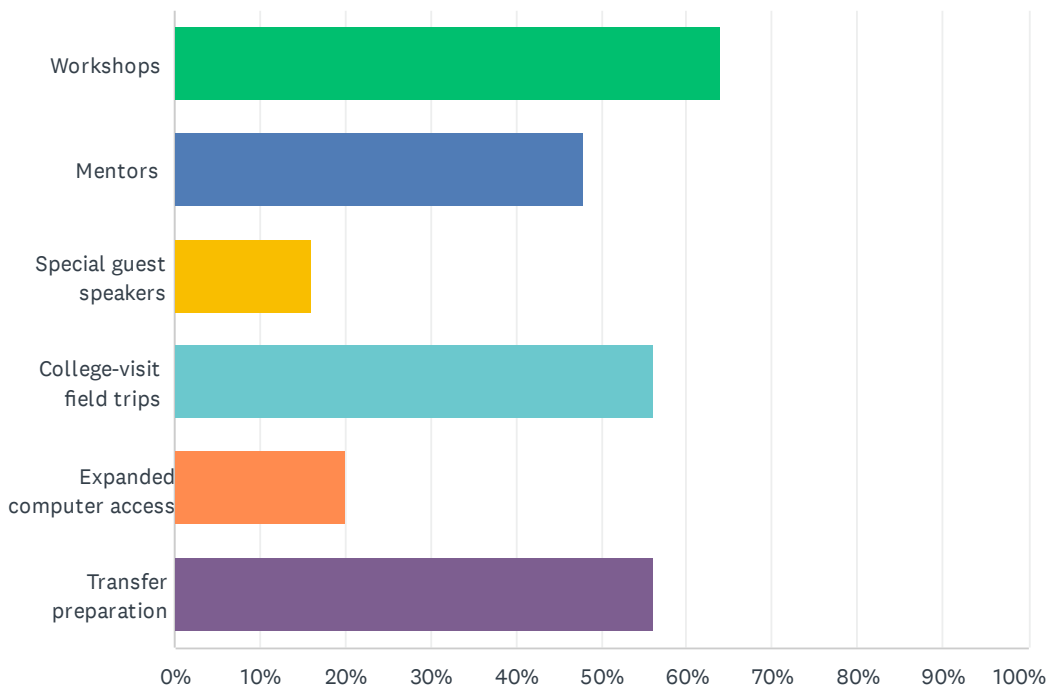
■ Referred ■ Used

CalWORKS Program Survey 2024

| | REFERRED | USED | |
|---|--------------|--------------|--|
| Math tutoring | 100.00% 7 | 14.29% 1 | |
| Writing tutoring | 100.00% 6 | 16.67% 1 | |
| General tutoring | 90.91% 10 | 18.18% 2 | |
| Academic Skills | 71.43% 5 | 42.86% 3 | |
| Reading Lab | 80.00% 4 | 20.00% 1 | |
| Supplemental Instruction | 85.71% 6 | 14.29% 1 | |
| Computer/Media check out | 60.00% 6 | 70.00% 7 | |
| Career/Transfer Center | 66.67% 6 | 44.44% 4 | |
| Job Placement | 68.75% 11 | 68.75% 11 | |
| Transfer Center | 57.14% 4 | 57.14% 4 | |
| Student Equity-Homeless/Displaced Student Support | 71.43% 5 | 42.86% 3 | |
| Umoja | 50.00% 2 | 50.00% 2 | |
| Books Help | 65.00% 13 | 55.00% 11 | |
| First Year Experience (FYE) | 60.00% 3 | 60.00% 3 | |
| Childcare | 88.89% 8 | 22.22% 2 | |
| Personal Counseling & Student Health Services | 58.33% 7 | 50.00% 6 | |
| Bus Pass Program | 55.56% 5 | 55.56% 5 | |
| Financial Aid | 58.82% 10 | 70.59% 12 | |
| Guardian Scholars | 83.33% 5 | 33.33% 2 | |
| None of the above | 100.00% 4 | 0.00% 0 | |

| # | OTHER (PLEASE SPECIFY): | DATE |
|---|-------------------------|-------------------|
| 1 | Important information | 11/6/2024 8:11 AM |

Q19 What additional CalWORKS services would you like to see provided? (Select your top three)



| ANSWER CHOICES | RESPONSES |
|---------------------------|-----------|
| Workshops | 64.00% |
| Mentors | 48.00% |
| Special guest speakers | 16.00% |
| College-visit field trips | 56.00% |
| Expanded computer access | 20.00% |
| Transfer preparation | 56.00% |

| # | OTHER (PLEASE SPECIFY): | DATE |
|---|--|--------------------|
| 1 | child care for an 1hr or 2 while going to counselor visits or learning lab or just visiting the college, workshops that students can create to teach the public a Entrepreneur help like services for logo creation or advertising | 11/5/2024 11:22 AM |
| 2 | Grants | 11/4/2024 9:24 PM |
| 3 | Meal Cards and Gas cards | 11/4/2024 6:09 PM |
| 4 | More calworks students workers | 11/4/2024 12:44 PM |

Q20 If you checked "Workshops" in the previous question, what specific topics would you like to see covered in workshops?

| # | RESPONSES | DATE |
|----|--|--------------------|
| 1 | Help single parents. | 11/7/2024 8:56 AM |
| 2 | Workshop on nursing education | 11/6/2024 8:11 AM |
| 3 | I believe many people lack resume building skills. A resume workshop would be helpful. | 11/5/2024 7:38 PM |
| 4 | Nutrition and fitness crash workshops fitness clubs or gym access fathers and birth and beyond mothers birth and beyond Entrepreneur help ex: logo, website... | 11/5/2024 11:22 AM |
| 5 | Transfer Child oriented Strong moms United Jobs Etc | 11/5/2024 11:04 AM |
| 6 | Grants , programs | 11/4/2024 9:24 PM |
| 7 | early child development | 11/4/2024 7:48 PM |
| 8 | *How/When to apply for scholarships. *How to improve credit/financial literacy. *How to improve keyboarding/typing speed | 11/4/2024 6:09 PM |
| 9 | Na | 11/4/2024 5:06 PM |
| 10 | Unknown | 11/4/2024 3:51 PM |
| 11 | NA | 11/4/2024 2:42 PM |
| 12 | - Transfer workshops for students in CALWORKS. - Money handling workshops - Grant/scholarships for students in CALWORKS. -Parenting as a full time student workshop to encourage students. | 11/4/2024 2:36 PM |
| 13 | Creating resumes. Finding work. Social media security, what to post and what not to post. Creating time management skills. | 11/4/2024 2:08 PM |
| 14 | Na | 11/4/2024 2:07 PM |
| 15 | Works shops that can help us better communicate with employers, financial investment work shops teach us how we can invest what we have for generational wealth etc. | 11/4/2024 12:18 PM |
| 16 | Manage time and investment | 11/4/2024 12:11 PM |