



Fall 2025 Program Review Report | Non-Instructional Areas

Department /Area Name: CalWORKs Program	For Planning Years: 2026-2027
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Name of person leading this review: Irene Carbajal Perez

Names of all participants in this review: Sara Stanton, Katia Martinez, Diane Martinez, Pamela Ford, Colleen Amezcua, Qiana Brown and Peggy Sosa

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

The California Work Opportunity and Responsibility to Kids (CalWORKs) program at Antelope Valley (AVC) 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 student parents 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 at AVC primarily serves student parents who receive CalWORKs cash aid through the Department of Public Social Services (DPSS). Students who qualify for CalWORKs are also supported by Greater Avenues for Independence (GAIN), which helps them meet Welfare-to-Work requirements and move toward employment and long-term self-sufficiency.

Across Los Angeles County including Lancaster and surrounding communities CalWORKs cash aid serves over 11,000 families. At AVC, the CalWORKs program has supported 869 students (301 students in Spring 2025, 249 students in Summer 2025, and 319 students in Fall 2025). The program is specifically designed to address the barriers faced by student parents balancing academic, work, and family responsibilities.

To promote student success, CalWORKs provides a range of services, including:

- Academic and career counseling to help students identify educational and career goals that align with their skills, interests, and long-term objectives.
- Transportation assistance to reduce commuting barriers that may hinder academic progress.
- Priority registration to ensure timely course enrollment and accommodate family or work schedules.
- Clothing for employment on campus.
- Ancillary funds to cover required books, tools, uniforms, and other course-related materials, reducing financial stress.

The CalWORKs program evaluates its effectiveness using both qualitative feedback and quantitative measures of student experience and achievement. Key indicators include student satisfaction, academic progress, persistence, and completion outcomes.

Findings from the Spring 2025 CalWORKs Student Survey:

- 69.23% of students were very satisfied with counseling services.
- 68.00% were very satisfied with technician support.
- 76.92% were very satisfied with CalWORKs staff overall.
- 73.08% were very satisfied with front desk services.

These results demonstrate consistently positive experiences and reflect the program’s commitment to student-centered service and accessibility.

Based on the AVC Student Profile by AVC IERP from Spring 2025 data, the CalWORKs program at AVC serves a population that differs significantly from the college’s overall demographics. CalWORKs students are predominantly female (89.7%), younger adults aged 25–34, and racially diverse, with 43.3% identifying as Hispanic/Latinx and 39.2% as African American/Black, compared to 64.1% Hispanic/Latinx and 14.1% African American/Black in the general AVC population. This overrepresentation of African American/Black students suggests they experience greater economic and systemic barriers, leading to higher participation in CalWORKs services. Meanwhile, White students comprise 12.6% of AVC’s population but only 5.2% of CalWORKs participants, indicating disparities in access and financial need.

In terms of outcomes, CalWORKs students maintain strong academic performance with a 73.2% success completion rate, compared to 79.3% for other AVC students. While slightly lower, this rate reflects consistent achievement despite the additional challenges CalWORKs students face, such as balancing coursework, employment, and parenting. Overall, these data highlight both the equity gaps faced by underrepresented groups, particularly African American/Black students and the effectiveness of CalWORKs in promoting persistence and academic success among student parents and low-income learners.

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.)*

Advocacy

AVC student parents participating in the CalWORKs Program benefit from our strong advocacy efforts. The CalWORKs office serves as a bridge advocating between students and campus services, and between the college and GAIN. GAIN provides case management and oversees Welfare-to-Work requirements, while we ensure that students receive the support they need to remain eligible. One of the most common services we provide is submitting proof of course enrollment to GAIN, which allows students to receive ancillary requests such as books, supplies, and transportation assistance. In addition, CalWORKs at AVC offers comprehensive on-

campus support, including academic counseling, educational planning, work-study placements, priority registration, transportation assistance, gift cards, and funding for fingerprinting to help students secure on-campus employment.

These wraparound services are designed to support low-income student parents as they navigate school, parenting, and GAIN requirements promoting persistence, academic success, and long-term self-sufficiency.

Reporting

This semester, our team has been able to maintain cleaner and more accurate records of students actively participating in the CalWORKs program. We have been more responsive with GAIN, particularly in situations where students are not enrolled in college or are requesting additional funding for materials that are not deemed necessary by professors. Our improved monitoring allows us to identify students who may be misusing the program and address issues promptly. We also collaborate closely with our partners at DPSS to ensure students are meeting their goals and complying with program requirements.

CalWORKs continually integrates student feedback through student surveys, and direct feedback during counseling sessions to enhance program design and service delivery. This feedback helps identify evolving student needs, such as increased food security support or flexible work-study options. The program's approach to addressing equity gaps focuses on providing targeted academic and financial support to underrepresented and economically disadvantaged students, particularly African American/Black and Hispanic/Latinx learners, who make up over 80% of CalWORKs participants. Data from the Spring 2025 Student Support Services report show improvements in both retention (89%) and success rates (71.5%), reflecting steady growth and the program's effectiveness in closing achievement gaps. Additionally, the increase in program awards from 84 in 2020-2021 to 127 in 2024-2025 demonstrates measurable progress in student completion and degree attainment, underscoring CalWORKs' impact in promoting equitable educational outcomes.

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

To better support and improve student success, the CalWORKs program at AVC should continue strengthening our customer service skills while expanding services that address academic tutoring and opportunities for authentic student engagement. Many CalWORKs participants are single parents and working adults who balance multiple responsibilities, which directly impacts their ability to persist and complete coursework. Enhancing on-campus childcare partnerships, hosting community-building events, offering flexible course options and hybrid advising, and increasing transfer preparation efforts would help students better manage their academic, personal, and employment demands. These efforts will ensure CalWORKs students are better prepared for long-term success both during their time at AVC and beyond.

To help close equity gaps, the CalWORKs program can strengthen its commitment to equitable access and student-centered support by focusing on the unique barriers faced by African American/Black and Hispanic/Latinx student parents, who make up the majority of the program's participants. Increasing outreach and mentoring opportunities, expanding peer support networks, and ensuring representation among staff and leadership will help foster a stronger sense of belonging and trust. Additionally, implementing data-informed interventions, such as early alerts for students at risk of academic difficulty, and connecting them to tutoring, counseling, and financial resources, will help address challenges before they impact persistence. By aligning these strategies with culturally responsive practices and collaborative partnerships across student services, CalWORKs can continue to advance educational equity, retention, and completion outcomes for all student parents.

- 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>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 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.</p>	4
<p>Onboarding Staffing and Review Protocol The CalWORKs program is a small but dedicated team, consisting of a director, administrative coordinator, program coordinator, technician, technical analyst, and three adjunct counselors. This past month, the program onboarded three new hourly staff members to support the technician role. This expansion presents the challenge of updating internal processes to improve workflows and ensure consistent service. Staff are actively reviewing and streamlining office protocols to increase efficiency, clarify roles, and foster a collaborative environment. These efforts naturally involve trial and error and may present occasional challenges, but they are essential for building a more effective and unified team.</p>	3

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

The CalWORKs program aspires to be known for its holistic, student-centered approach that empowers student parents to achieve academic success, economic stability, and personal growth. We strive to be recognized as a model program that not only provides essential services such as counseling, childcare support, work-study opportunities, and academic guidance but also fosters confidence, leadership, and community connection among students who face multiple barriers to higher education.

Our desired future is to continue expanding CalWORKs' impact by strengthening partnerships across campus. As a categorical program, CalWORKs has provided significant support to various departments and programs, including: Outreach and Recruitment, ASO, Equity, EOPS, Palmdale, Counseling, Enrollment Services, CDC, AVC Café, Athletics, ITS, Kinesiology, and Financial Aid.

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
Our area will be developing Operational Outcomes this 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 began by focusing on in-house efforts, cultivating a strong work ethic among students seeking employment on campus. By working directly with student workers, the program has helped students gain professional experience and exposure to workplace expectations. The motivation and professionalism demonstrated by the CalWORKs team towards student workers have become a model for students, showing them the standards of a productive work environment and expanding their understanding of available office work opportunities.
Create workshops to support employment and enhance job placement opportunities.	CalWORKs continues to collaborate on job placement initiatives, assisting students in securing on-campus employment. Last fiscal year, the program funded over \$168,000 in student employment. Additionally, CalWORKs has recently learned it can award approximately \$12,000 through TANF to support job placement programming. The program continues to explore ways to leverage its resources and policies to support campus partners and expand employment opportunities for students.
Hire a Job Placement Specialist for CalWORKs program.	Conversations have been held with the VP of Student Services and the Dean of Counseling, both of whom expressed support for bringing on a job specialist. However, due to hiring policies and internal procedures, this position has not yet been filled. CalWORKs will continue to advocate for this role to enhance student employment support.

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 events university campus tour or leadership conference during the 2025-2026 academic year.	<ol style="list-style-type: none"> 1. Identify target universities and conferences. 2. Plan the tour with student involvement. 3. Promote the two events through emails and flyers. 	<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

							4. Prepare students by holding an informational session before the events to ensure they get the most out of the experience.	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.	<p>1. Assess the presence of CalWORKs on campus by conducting a surveys for current students</p> <p>2. Update CalWORKs materials (flyers, pamphlets, and website). Promote success stores. Highlight student success in campus through testimonials on campus event.</p>	<p>1. Event Attendance: Track the number of students, staff, and faculty attending program specific events.</p> <p>2. Survey Feedback: Conduct surveys after 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?"</p>
#3	ILO 2. Creative, Critical, and Analytical Thinking				Goal #5 Education: Expansion of offerings and effective course scheduling.	To Student Parenting workshop opportunities for CalWORKs students. Workshops will include life skills, student success strategies, and personal development topics.	<p>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.</p> <p>2. Promote and Evaluate Workshops: Market the workshops through</p>	<p>1. Higher Workshop Attendance and Engagement: Track the increase in student participation and attendance at workshops, aiming for greater involvement in each session.</p> <p>2. Positive Feedback and Skill Development: Collect and analyze student feedback to gauge satisfaction and measure</p>

							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 student engagement and success.	improvements in skills related to the workshop topics
#4	Choose ILO				Choose an item.			

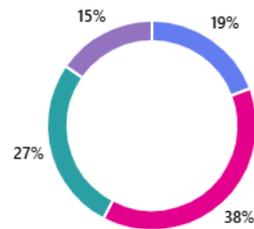
***if applicable for instructional areas*

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	50,000	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 for required data).

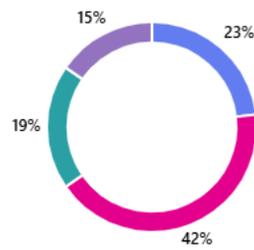
CalWORKs Program Review 2025

● New Student	5
● 1-2 semesters	10
● 3-4 semesters	7
● 5 or more semesters	4



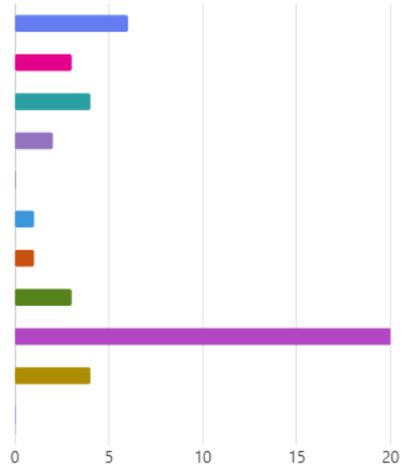
3. How many semesters have you been in CalWORKs Program

● New student	6
● 1-2 semesters	11
● 3-4 semesters	5
● 5 or more semesters	4



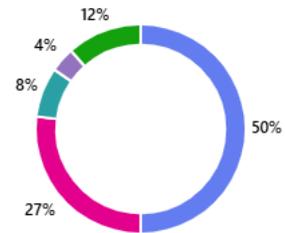
4. What other AVC student service programs do you participate in? (Select all that apply)

- EOPS/CARE 6
- OSD (Office of Student with Disabilities) 3
- Student Equity (A2MEND, Book Help, Dreamers Center, Focus 180, Pride Center, Puente, Umoja... 4
- Marauder Promise (Previously FYE) 2
- Career Center 0
- Transfer Center 1
- Guardian Scholars/ Foster Youth/ Next Up 1
- Health Services 3
- Basic Needs 20
- None of the above 4
- Other 0



5. What is your educational goal? Check the area that best applies to you.

- Obtain an associate degree and transfer to a baccalaureate granting institution. 13
- Obtain a two year associate degree without transfer. 7
- Earn a career technical certificate without transfer. 2
- Improve basic skills in English, reading or math. 1
- Other 3



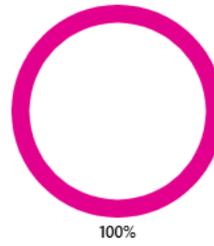
6. Your Gender

- Male 0
- Female 25
- Prefer not to say 1
- Other 0



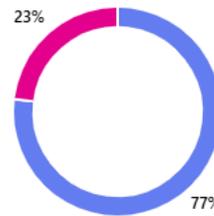
7. Are you a current or former foster youth?

- Yes 0
- No 26



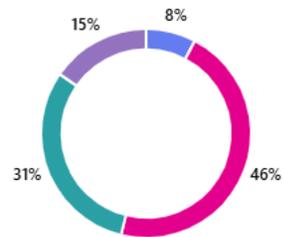
8. Are you a first generation college student (i.e neither of your parents have completed 4-year college degree)?

- Yes 20
- No 6



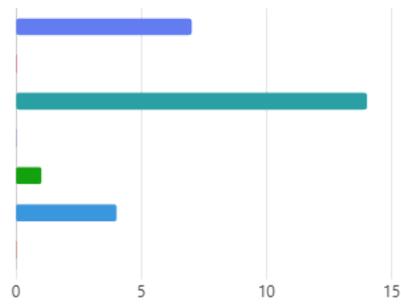
9. Your age group:

- 18-24 2
- 25-34 12
- 35-44 8
- 45-54 4



10. Your Ethnic group: (check one)

- African American 7
- Asian 0
- Hispanic/ Latino 14
- Native American/ Alaska Native 0
- White (non Hispanic) 1
- Multi-Racial 4
- Other 0



11. Rate your level of agreement for each statement below regarding the services you received from the CalWORKs counselor:

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree
- N/A

The counselor has helped you in identifying educational or career goals that are based upon your personal interest, skills, and...

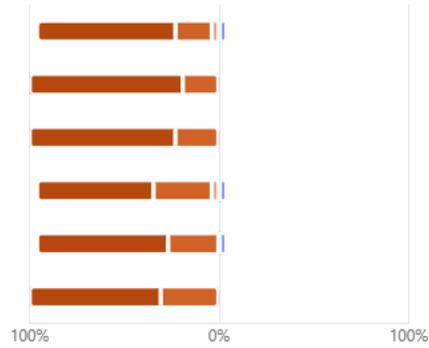
The counselor has created a student education plan for you

The counselor has reviewed your student education plan to ensure that it is aligned with your educational and career goals.

The counselor has introduce you to AVC Course catalog and other information regarding your major and required course work

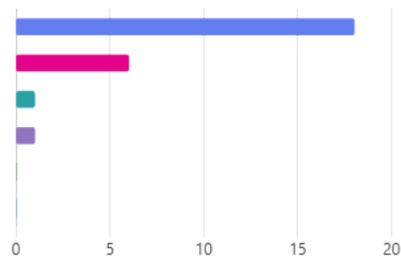
The counselor has explained the importance of following your educational plan

The counselor has helped you identify the course you need to take to complete your goals towards earning a certificate, degree...



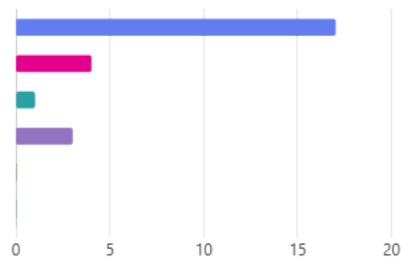
12. How satisfied were you with the services you received from your CalWORKs counselor?

- Very satisfied 18
- Satisfied 6
- Neither satisfied nor dissatisfied 1
- Dissatisfied 1
- Very dissatisfied 0
- Other 0



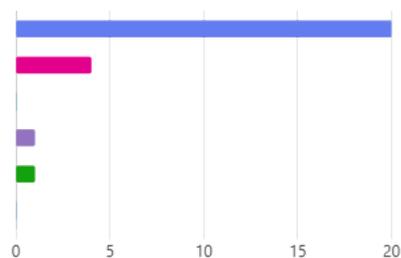
13. How satisfied were you with the services you received from your CalWORKs Technician?

- Very satisfied 17
- Satisfied 4
- Neither satisfied nor dissatisfied 1
- Dissatisfied 3
- Very dissatisfied 0
- Other 0

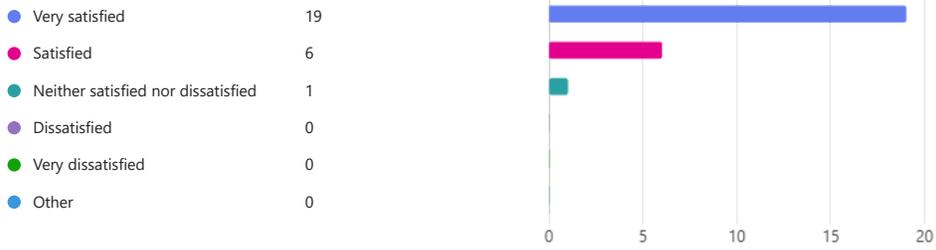


14. How satisfied were you with the services you received from your CalWORKs Staff?

- Very satisfied 20
- Satisfied 4
- Neither satisfied nor dissatisfied 0
- Dissatisfied 1
- Very dissatisfied 1
- Other 0



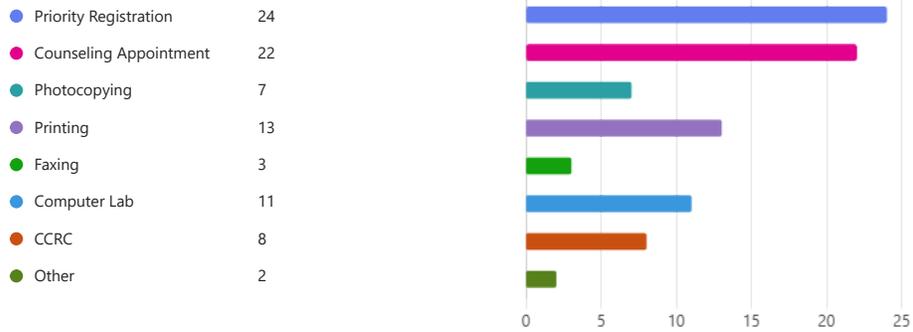
15. How satisfied were you with the services you received from your CalWORKs Front Desk?



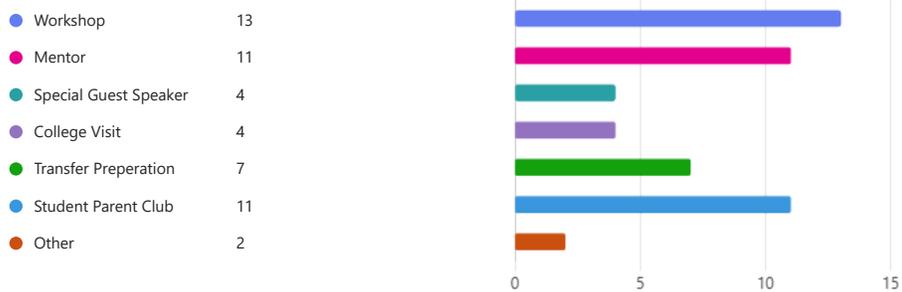
16. Which of the following Counseling appointment formats works best for you?



17. What services from the CalWORKs program did you find most beneficial? (check all that apply)



18. What additional CalWORKs services would you like to see provided? (Select Multiple)

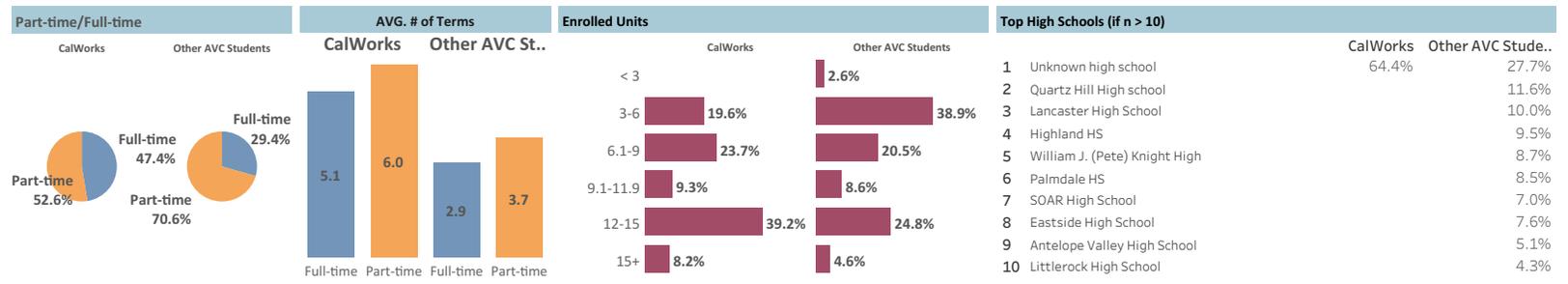
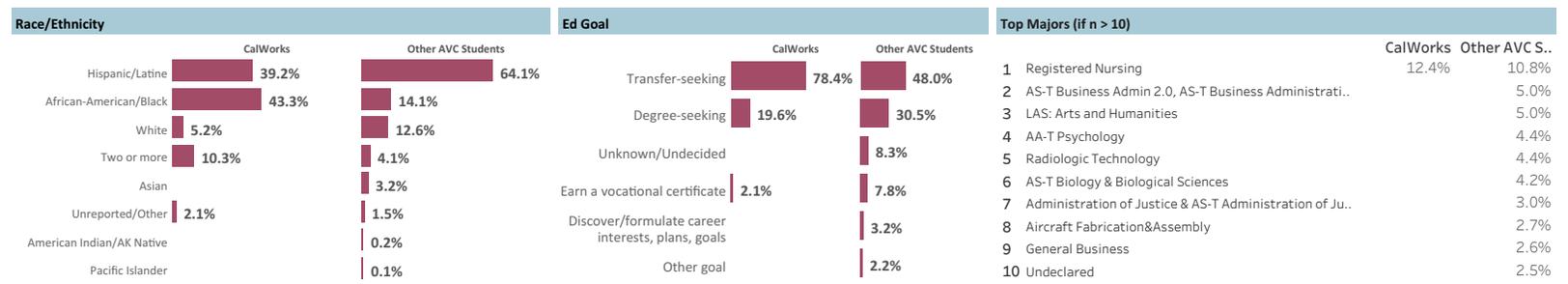
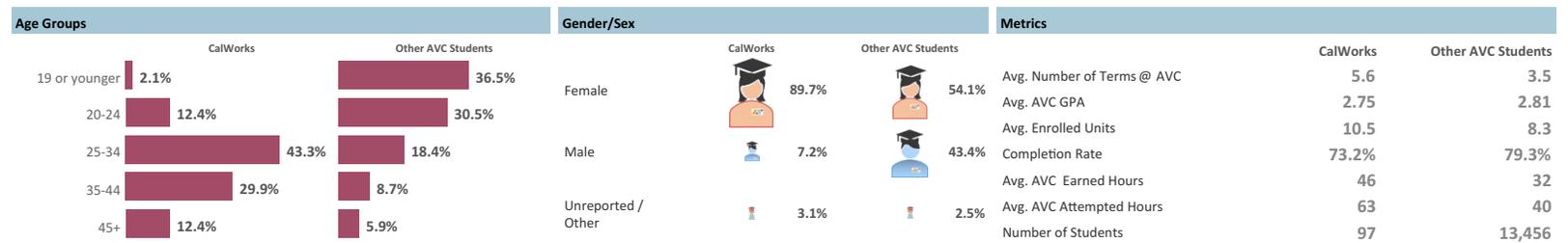




CalWorks
97

Other AVC Students
13,456

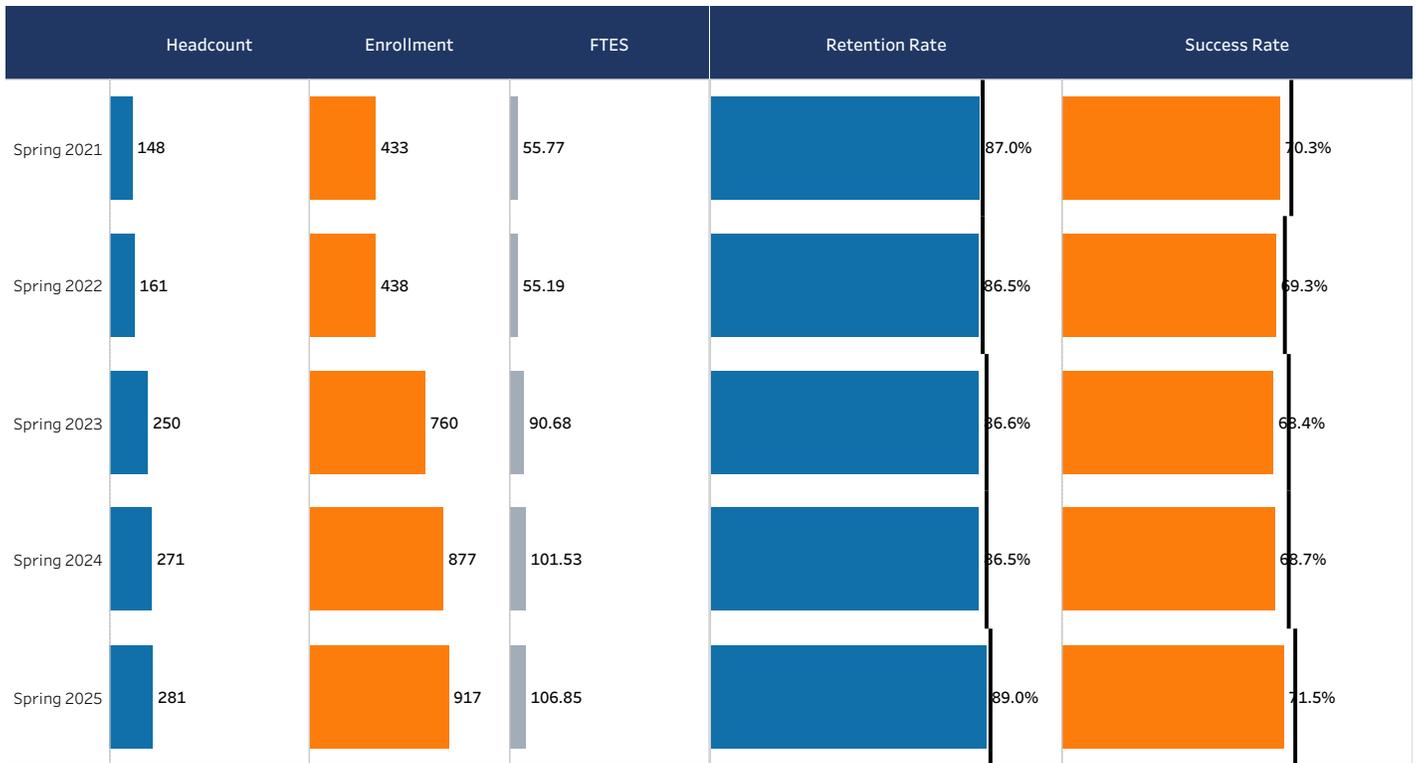
Cohort Selector
CalWorks SP2025





Student Support Services (Special Populations)

Student Service CalWORKs - California Work .. Term Type Spring Terms



CalWORKs - California Work Opportunity & Responsibility to Kids Program Awards

	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025
AA-T/AS-T	15	14	13	15	17
AA/AS	39	39	27	42	55
Certificate	27	27	24	30	49
AVC Local Certifica..	3	5	1	2	4
BS			1		
Non-Credit Certific..		1	1	3	2
Grand Total	84	86	67	92	127

Source: CCCC DataMart; Last Update: October 2025