

Program History

CalWORKs

November 2008

How Did You Get Where You Are?

In 1998 while Copper Mountain College (CMC) was still a satellite center of College of the Desert (COD), both campus' maintained Academic Skills Centers (ASC), supporting regular classroom instruction with computerized learning in foreign languages, mathematics, and nursing. At that time the CMC's Skills Center was only open 20 hours per week for class-specific program support, with an additional 39 hours for general word-processing use. CMC's Skills Center was located in the Greenleaf Library and lacked the necessary resources to service students effectively.

With the aid of federal funds, in 1999 the California State Chancellor's Office implemented the categorical program *CalWORKs* (*California Work Opportunity and Responsibility to Kids*), formerly known as AFDC (*Aid to Families with Dependent Children*). The Chancellor's Office began distributing funds between community colleges and county social service departments to aid and support eligible candidates into the workforce through education.). During this time period CMC was still a satellite center of COD, and hired its first *CalWORKs* Coordinator to fully implement *CalWORKs* at CMC as part of the District Wide installation plan. (**Evidence Section, Item One, California Community College CalWORKs Resource Manual, located in Workforce Development Center Library**)

CMC's *CalWORKs* Coordinator wrote two grants that resulted in creating CMC's Workforce Development Center (WFDC). The grants paid for the remodeling of the then library's audio-visual storage room to what is currently CMC's WFDC. It also funded new furniture, computer stations, and some of the employee's salaries. Per Mrs. Murillo, CMC's *CalWORKs* Coordinator at the time, the original purpose of these grants were to create a "One-Stop-Shop" that incorporated *CalWORKs*, Career Development, WorkStudy, Childcare, and the Academic Skills Center. (**See Workforce Development Center Program Review, Evidence Section, Item Two**)

CMC's WFDC became a "catch-all" lab space, offering support services in all these areas, including CMC's *CalWORKs* Program where it currently remains. In 2001, under Superintendent Pulliam's direction and Justification for Reclassifying Copper Mountain College from a Center to a College Report, CMC became its own college. However, by that time, CMC had exhausted all grant-funding yet CMC never created a separate budget to continue to manage the center. Thus, some staff were either moved, eliminated, or the general fund picked-up some the of salaries of the remaining staff.

In August 2005 *CalWORKs* had a full-time Coordinator who was planning to retire in September 2005. At the same time, CMC's Nursing Program was in need of faculty but did not have the funding to support additional faculty members. As the Nursing Program is one of high demand, when the *CalWORKs* Coordinator retired, the funds used to support her position were moved to support the Nursing Program. To date, that position has not returned to the level it

was, instead, the CalWORKs Program became part of the TRiO Program Director's responsibility.

Not only did the CalWORKs Coordinator retire, the Director of Copper Mountain College's Title III Grant, the *Transfer Empowerment Program*(TEP) was leaving immediately to accept a new position at College of the Desert. The college was now faced with losing two staff in Management positions who were responsible for two very viable Programs at the College. A new job description was created for the TEP Director which now included overseeing the CalWORKs Program. The position was split seventy-five percent of time allotted to TEP, and twenty-five percent of time was allotted to CalWORKs. **(Evidence Section, Item Two).**

Staffing – Titles, Roles and Responsibilities

Title: Workforce Center Coordinator – also the CalWORKs Program Coordinator –
From c. 2000 – August 2005
Full Time Faculty Position with Supervisory Authority

Roles & Responsibilities: Job development and placement for CalWORKs students; Ensure Student Educational Plans are completed for CalWORKs students; Develop Childcare policies for CalWORKs recipients; Provide interface with off-campus groups and agencies for potential partners with the college; Supervise Workforce Center Staff; and teach various courses in career development, and work experience. Write grants for funding of Workforce for expanded work experience.

Title: Program Assistant – Full Time
From c. 2000 – August 2005

Roles & Responsibilities: Responsible for all intake, monitoring, and record keeping of CalWORKs students; assisted with walk-in clientele. Administered and tracked the VTEA Book Loan Program, and assisted the Center Coordinator with daily tasks and projects.

Title: Career Specialist – Part Time – 19 hours per week
From c. 2000 – July 2005

Roles & Responsibilities: Provide assistance to clients of the Workforce Center in assessing their interests and skills; provide information about career options; assist clients in choosing a career or college major; interviewing and tracking CalWORKs participants; and assist with walk-in clientele in the Workforce Center.

As indicated previously, the summer of 2005 brought many changes to the WFDC. The *Transfer Empowerment Program* had moved into the WFDC, support staff had been moved to different departments, and the Director of TEP was now also responsible for the CalWORKs Program. AS of August 2005 the changes to CalWORKs staffing were and remain as follows:

Title: CalWORKS Program Director – Only 25%
Remaining 75% for the Transfer Empowerment Program
Management Position instead of Faculty Position

Roles and Responsibilities remained the same.

Title: Program Assistant – Position no longer existed, staff moved to another
Department.

Title: Career Specialist – part time – Position increased to 29 hours to make-up for
loss of Program Assistant.

Title: Transfer Empowerment Program – Program Assistant – Part Time
Five additional hours were added to this position to provide administrative support
for CalWORKs Director.

Title: Student Workers – twenty hours a week – complete work appropriate to their level
such as filing, making forms, ensuring folders are made for all CalWORKs students,
and basically supporting the Director as necessary.

The Workforce Development Center's Program Review addresses these issues, and the
College continues to work to find funding to return staffing to a level of compliance. Meetings
are referenced in the WFDC Program Review, and will continue in Spring 2009.

In October 2009 CMC had to submit its CalWORKs Program Plan and Budget for 08-
09. This plan includes adding a part-time CalWORKs Coordinator, faculty position, as well as a
part-time Program Assistant. The addition of these personnel will be instrumental in improving
the current status of the Program, and in offering support classes for CalWORKs students. Plan
is currently awaiting approval from the State.

Work Product – What is delivered?

The entire process a *CalWORKs* student engages in from the time they are approved a
CMC Program of Study, to when they graduate with a Certificate or Degree is in direct
correlation with **CMC's Mission Statement**. *CalWORKs* students/clients are a very diverse
group of people whose only common denominator is needing assistance in obtaining an
education to become a productive member of society. CMC partners with the County, other
social service agencies, and other internal programs to nurture every client from *welfare-to-work*
through a comprehensive educational program. *CalWORKs* Programs statewide strive for self-
sufficiency of every client they serve.

Copper Mountain College's *CalWORKs* Program serves clientele throughout the Morongo
Basin. Eligible clients are referred to CMC from either the Twentynine Palms, or Yucca Valley
offices of Social Services. *CalWORKs'* clients are given a "Welfare-to-Work" plan that specifies
exactly what a client must complete in order to continue to receive aid from San Bernardino

County. All Welfare-to-Work plans include some type of academic requirement which is supplied by Copper Mountain College.

CalWORKs clients meet with their perspective County Employment Specialist to assess their educational goals, working together to design an acceptable program that works for both the student and the county. The client is then referred to CMC's CalWORKs Director to construct their Student Educational Plan, as well as any other needs the client/student may have. Clients can study anything from their GED to Nursing, as long as the end result allows the student to incorporate themselves into the workforce.

In addition to Academic Counseling, CMC's CalWORKs' Program offers tutoring, school supplies, food and gas cards when possible. We hold Orientations each semester to validate the student's enrollment at the College, while informing them of the services we can offer. This year we hope to add laptop computers for CalWORKs' students to be able to loan, and will also be providing roll-type book bags for those who cannot obtain one from the EOPS Program. Each semester the Coordinator of CMC CARE/EOPS program meets with the Director of CalWORKs to discuss ways we can make our Programs more effective, how we can collaborate on different events, and pick-up costs the other Program may not be able to.

Support Services – Whose services do you use, or affect you or you have an effect on (connections?)

The CalWORKs Program works closely with EOPS/CARE as many of the students belong to both Programs. We also work with the Disabled Students Program Services (DSPS) for those students who are in CalWORKs and DSPS. It is essential in knowing if a student has a documented disability so we can develop their Student Education Plan according to the student's ability, and to work with their Employment Specialists to get authority to add or drop classes that may affect the student's Welfare-to-Work Program.

This year, with the budget cuts negatively affecting so many various Programs, CalWORKs WORK-STUDY funding has been crucial in allowing these students to maintain their Student Worker positions at the college. We work closely with Financial Aid and payroll to monitor expenditures, ensuring we do not exceed our allotted funds.

CMC's CalWORKs Program also partners with employers in the community to assist in placing student workers in jobs that closely relate to their intended educational goals. Again, finding employment during this weak economy is difficult, and many students do not have transportation which reduces their ability to find employment outside the college.

We also work closely with the County Welfare Office in discussing student cases, and in meeting State Required paperwork. This relationship continues to grow, and 2009 will find the CMC's CalWORKs Program Director becoming more involved with the County in attending staff meetings and client orientations so that we are all keeping informed, and saying the same thing to our students/clients.

CalWORKs relies on the General Reed Bookstore to provide us with the most current booklist each semester, including the cost of each book so we can provide CalWORKs' students with Mock Receipts to give to their Employment Specialist to receive a voucher to pay for their books.

We work directly with our IS Department personnel who maintains the MIS Information database we must update each quarter. We provided the tech with an updated

excel database, and she in-turn submits to the State. We also work with the Chancellor's Office, and the website in retrieving current information, and forms we are required to maintain on each CalWORKs Student.

Facilities:

As indicated herein, and in the WFDC Program Review, the CalWORKs Program resides inside the WFDC. This has been problematic in that in most CCC's the CalWORKs Program is located near the EOPS/CARE Program because so many of these students belong to both Programs. Having these Programs closer together makes keeping track of them much more efficient. Many of the CARE students do not understand they must check-in with the CalWORKs Program, and being in a separate facility does not lend to assisting in this required process.

According to the State, the CalWORKs Program has to be identified by signs so students know where to locate the office. This was noted to the Maintenance Director who handled all signs at CMC, but with the RFE beginning, he did not want to expend funds for signs until all offices were relocated and could be identified correctly. This has since been completed, and the CalWORKs Program shared costs with TEP in purchasing a large, outside bulletin board which will hang on the west side of our building, providing students easier access to our location. We are also working on purchase door signs which are also mandated by the State.

As is, our facility is not conducive to hosting two Programs, and act as the One-Stop-Shop for the Morongo Basin. As noted previously, discussions are currently being held to determine the best outcome for this situation. When we hire two additional people for CalWORKs, and refill the Career Counselor Position, it will be quite difficult to service our students effectively without offices, and space to hold our required paperwork, and Program Binders.

The Remodel for Efficiency, currently under construction at Copper Mountain College will definitely improve current spacing issues, and place staff where they should be, instead of where they fit. This will provide better access for our students, and a smoother flow for all new and enrolled CMC students.

Technology:

Once all staffing is in place for the CalWORKs Program, students technological skills will be assessed through our OPAC Testing Software. This Program is filled with basic skill exams in Microsoft Word, and Excel to determine a student's level of competency. Once students are tested, classes can then be assigned to assist them in developing their weak areas.

Additionally, all CalWORKs students have access to the Programs on the Workforce Computers that include:

- Internet Access
- Microsoft Office Suite – includes Excel, Publisher, Word, and Power Point
- PLATO Program – assists students with skills in English, Math, and Science
- Key Pro – A typing tutorial program

- Reading Academy – An Adult Literacy Skill Building Program
- Adobe Photoshop – Graphics and beyond
- Adobe PDF Access
- CHOICES and Eureka – Career and College Exploration Programs
- CD-ROM Resources – Resources for college textbooks
- E-Mail Access through CMC portal

With the aid of our Career Counselor, CalWORKs students will spend extensive time on the TRUE COLORS Program (EUREKA) which is a Career and College Exploration Program.

Staff computers are equipped with:

- Internet and Intranet Access
- Microsoft Office Suite with the same programs as student computers
- Student Access for student tracking for TEP only
- COCO to use for student information, counseling entries and financial aid information (CMC is currently implementing its new ERP Datatel Program known as Colleague and we will convert to that Program as dictated by implementation progress.)
- County screens to consolidate budgets and purchase requests
- SAN network that allows us to have access to same files for particular program

All of student information is maintained on an Excel Database, however, this year the Program Director is looking into hiring a consultant who can create an Access data base specifically designed for CalWORKs. Introduced at the CalWORKs Summit Meeting in San Diego, 2008, he is completely set-up to put this program on anyone working with CalWORKs. This will be researched more thoroughly in Spring 2009.

PROGRAM DATA & INPUT

CalWORKs Program

Data Element/Source (eg enrollment/COCO)
Fall 2007 - CalWORKs Program Handbook 2007-2008 - Located in Director's Office - Used in all aspects of operating the CalWORKs Program at CMC.
Fall 2007 - CMC's Annual Program Plan 2007-2008 - Located in Director's Office - CalWORKS 2007 Blue Folder - Used as guide to complete goals we have submitted to the State to improve our CalWORKs Program. See Appendix 1
Fall 2007 - CMC's Annual Program Budget 2007-008 - Located in Director's Office - Included in same folder as Program Plan - Used as a guide for Program Expenditures for both Program and Business Office. See Appendix 1
September 2007 - Budget Allocation From State - Located in Director's Office - Included in same folder as Program Plan & Budget -Used to create local budget, match requirements, and amount to spend on Work Study. See Appendix 2
Ongoing - CMC Student Spreadsheets - Located on Director's Computer - CalWORKs 2008 Folder - Used to keep required information on CalWORKs students that is submitted to State via MIS reports. See Appendix 3
Ongoing - Chancellor's Website - CalWORKs Section - Used to research current and/or changed information regarding CalWORKs Program, Conference Information, Current Forms.
October 2007 - Meeting between EOPS/CARE Coordinator, and CalWORKs Coordinator to address the needs of both CARE and CalWORKs students. One area we agreed upon was combining our Advisory Committee as many of the same community members would attend both. See Appendix 4
Input Element/Source (eg Program needs/2002 Advisory Committee Meeting identified needs)
Review goals submitted for 07-08 plan and determine status of each.
Current Program Review is written per the 07-08 Program Plan which was when Program Review Started. In October 2008, CMC submitted it's 08-09 Program Plan/Budget. This will be part of our continuing Program Review Cycle and addressed in 2009.
Next Advisory Board Meeting needs to contain more specific CalWORKs goals so the group can speak intelligently to our SWOT. Since this was the first combined meeting, it was not specific enough. Follow-up meeting was held with Jim Barr to discuss CalWORKs specifically.
Need to research how we can serve CalWORKs GED students.