



EOPS/CARE/NextUp & CalWORKs Advisory Committee

Via Zoom: <https://cccconfer.zoom.us/j/93337473484>

Thursday Nov 19th, 9am-12pm

9:00-9:15am: Purpose of the meeting and brief Introductions (All): (15 min)

9:15-9:20am: Brief overview of 4 programs (5 min)

9:20-10am: Review of 2019-20 data, updates & accomplishments, staffing, and program challenges (25 min)

- a. State regulation changes (5 min)
- b. Q&A (10)

10:00-10:30am Discussion Topics (Breakout I into Small Groups): (28 min with 2 minute transition)

- c. Financial Aid
- d. Child Care

10:30-11:00am Discussion Topics (Breakout II into Small Groups): (28 min with 2 minute transition)

- e. Technology
- f. Mental Health

Questions for each group to consider within their discussion:

- 1) Goal of this group is to provide tangible suggestions for ways EOPS/CARE/NextUp & CalWORKs can get our students connected to these resources.
- 2) What are potential barriers within each of these areas, from a student's perspective?
- 3) What can EOPS/CARE/NextUp & CalWORKs do to improve options for students to receive these resources?

11:00-11:05am BREAK

11:05-11:30am: Large group Report-outs/Discussion (25 min)

11:30-11:45am: Future goals for 2020-21 (15 min)

11:45-12:00pm: Community Updates (15 min)

Please complete our brief Evaluation Survey (refer to link in Zoom chat and email)

**EOPS/CARE/NextUP (CAFYES) & CalWORKs Advisory Committee
November 19, 2020**

The mission of the EOPS, CARE, NextUp, and CalWORKs Programs is to minimize barriers and to assist educationally and economically disadvantaged eligible students in achieving their educational and career goals by providing access to “over and above” support services and college resources.

2019-2020 Total # of Students Served in EOPS/CARE/NextUp & CalWORKs:

	2019-2020	2018-2019	2017-2018
EOPS	1451	1184	1109
CARE	99	97	113
NextUp	64	55	54
CalWORKs	145	156	184
Non EOPS/CARE AHC student	18,317	18,071	19,944

SOURCE: 2017-18; 2018-19, 2019-20 data taken from Datamart, 2020
(https://datamart.cccco.edu/Services/EOPS_CARE_Status.aspx);

2019-2020 Total EOPS/CARE/NextUp & CalWORKs Student Aid Disbursements:

	Cash Aid	Food	Gas (emergency)	Graduation Caps & Gowns	Books	Emergency grants (COVID-19)	Emergency loans	Bus Passes
EOPS	\$115,903	\$8,350	\$0	\$4,500	\$191,793	\$6,470	\$4,600	\$635
CARE	\$73,900	\$16,000	\$14,000	\$400	N/A	\$22,855	N/A	N/A
NextUp	\$100,548	\$32,263	\$10,000	\$300	\$31,286	\$24,000	N/A	\$310
CalWORKs	N/A	N/A	\$750	N/A	N/A	\$29,700	N/A	N/A
TOTAL	\$290,351	\$56,613	\$24,750	\$5,200	\$223,079	\$83,025	\$4,600	\$945

2019-20 EOPS/CARE/NextUp & CalWORKs Direct Student Aid (Narrative):

- EOPS distributed a total of \$332,251 in direct aid to students in 2019-20; a 6.3% increase than the \$279,339 in direct aid distributed in 2018-19. The closing of on-campus operations as a result of COVID-19, allowed for savings from travel, banquet/events, office supplies and professional development. We were able to reallocate this additional funding toward direct aid for our students in 2019-20.
- Direct aid provided to EOPS students in cash grant/book voucher/book cards totaling **\$307,696**; **\$13,485** in additional support including cap and gowns, meal cards, and bus passes; during COVID-19 (Spring 2020) EOPS disbursed **\$6,470** in emergency grants and **\$4,600** in emergency loans.

- The CARE Program provided direct aid to students in the amount of **\$127,177** between Summer 2019-Spring 2020. Types of direct aid are educational grants, ancillary grants for emergency needs, food and transportation grants/cards, etc.
- The NextUp program provided direct aid to students in the amount of **\$198,707** between Summer 2019-Spring 2020. Types of direct aid are educational grants, ancillary grants for emergency needs, food and transportation grants/cards, etc.
- Our CalWORKs program disbursed **\$29,700** in Spring grants 2020 due to Special COVID-19 circumstances.

EOPS/CARE/NextUp & CalWORKs 2019-20 Program Accomplishments

CARE Program:

- We increased the CARE program participation rate by 2 students (99) from the previous year (97)
- We hosted the 11th Annual CARE Turkey Drive which occurred on Tuesday, November 26, 2019; we were able to provide a traditional uncooked Thanksgiving meal to 55 participants of the CARE program. Fundraising efforts occur during the Fall semester and this year the event collected just over to \$3,000 from the Hancock community.
- CARE students maintained a 90% or better compliance rate for every semester this academic year. This means that 90% or more of the CARE participants completed their required three visits per EOPS/CARE regulations.

NextUp (formerly CAFYES) Program:

- We increased the NextUp program participation to 64 students, the goal for 2019-2020 was to have 60 student participants.
- Nine percent (9%) of this 19/20 NextUp population obtained a degree or certificate and/or are transferring to a 4-year University. The national average for foster youth to obtain a college degree of any level is roughly 3%.
- We hosted our 4th Annual Friendsgiving was held on Wednesday, November 20, 2019 and approximately 18 students participated with an additional 30 family and friends. The EOPS Department staff generously donated all the food for the event and this year NextUp partnered with the AHC Culinary Program for proper heating dishes.
- Our NextUp students maintained an 88% or better program compliance rate for every semester this academic year. This means that 88% or more of the NextUp participants completed their required four visits per EOPS/NextUp regulations, two counseling and two specialists' appointments.

CalWORKs Program:

- Our CalWORKs numbers continue to decrease with economic recovery
- We implemented use of electronic vouchers for books with SLO and SB Counties
- We implemented use of revised contract for off campus Work Study
- We implemented off campus Work Study opportunities for CalWORKs students
- We selected a CalWORKs student to represent AHC at the statewide with the CalWORKs Association

EOPS Program:

- EOPS had 267 more students than the prior academic year; a 22.5% student increase.
- EOPS program policies, processes, and procedures manuals were updated; paper application was converted to an electronic/ADA/508 compliant version in Spanish and English; Starfish replaced the SARS scheduling system, Cranium Cafe, Zoom, and Teams was implemented for student, staff, and faculty use.
- In addition to study skills and academic skills workshops, we added a financial aid programming week in February '20 to encourage financial aid FAFSA completion for the 2020-2021 year.
- A new EOPS Director was hired 04/06/2020
- Increased student #'s resulted in changes to Specialist's caseload distribution to more efficiently & effectively serve students & more Counselor/staff/peer appt. options.

Summer 2020 - Fall 2020 EOPS/CARE/NextUp & CalWORKs Progress:

- Developed EOPS Videos using Screen cast-o-matic software
- Delivered thirty faculty in-reach presentations to AHC Faculty/classes
- Increased virtual presence: Zoom link on main AHC EOPS website; Friendly Fridays; Care/NextUp Lounges
- Increased orientations and workshops offered (easier to conduct multiple due to virtual component)
- Intentional, increased social media presence
- In-person early registration support and FAFSA/CADAA support
- In-person EOPS/CARE/NextUp & CalWORKs staffing support on both campuses
- Career Readiness Academy – 1st EOPS cohort!
- Delta HS presentations/outreach
- 100 Day Housing challenge – met goal to house over 50 homeless youth in SB county
- Events: EOPS Month Celebration, Turkey Drive & Angel Tree
- Identified areas EOPS needs to expand; formed working groups that met weekly in Summer and Fall 2020:
 - Breaking Barriers working group – developed survey and tangible goals to begin Spring 2021 (see goals below)
 - Website
 - Student Communication
 - Priority Registration
 - Friendly Fridays/ CARE/NextUp Virtual Lounges

Summer 2020 and Fall 2020 Card and Grant Distribution Totals:

	Cash Aid	Gas/Food Cards	Book Vouchers	Book cards (Follett)
NextUp Fall	\$37,125	\$13,900	\$9,170	N/A
NextUp Summer	\$21,763	N/A	\$3,442	N/A
CARE Fall	\$21,025	\$3,100	N/A	N/A

CARE Summer	\$11,648	N/A	N/A	N/A
EOPS (July-Sept)	\$72,025	N/A	N/A	\$31,769
CalWORKs Fall	Chancellor's Office Restriction	\$625 (gas) \$625(food)	N/A	\$850
CalWORKs Summer	Chancellor's Office Restriction	\$425 (gas) \$425(food)	N/A	\$850

EOPS/CARE/NextUp/CalWORKs Staffing:

Director: Vanessa Dominguez (began April 6, 2020)
 Counselors (FT): Lydia Maxwell, Sandra Kramer, Juanita Tuan, Kiri Villa
 CARE/NextUp Coordinator, and Foster Youth Liaison: Alexandra Spiess
 CalWORKs Coordinator: Edwin Hodges
 Specialists: Joseph Adams, Lilian Ojeda, Stacy Krelle
 Counseling Assistant/Specialist: Joanna Davis
 EOPS Assistant: Veronica Reyes
 Office Service Technicians: Nancy Uvias Alcantar, Fabian Mendoza

Program Challenges:

COVID-19 occurred in March 2020. EOPS's response to the pandemic included the transition to fully remote/virtual services. Working remotely created associated personnel challenges: non-ergonomic home workstations, smaller, singular screens and remote access to desktop all posed barriers to an efficient workplace. Staff reported having a harder time making contact with students due to lack of student follow-through. Many students expressed having a more challenging time engaging through remote services.

EOPS Program Challenges:

- The EOPS department experienced sudden turnover in leadership, supplemented with interim placements, and a learning curve for new leadership.
- Staff were granted out of class placements to ensure the department met timely deadlines and commitments
- COVID-19 introduced a host of new software programs (Cranium Café, Zoom, SuccessNet (Starfish)) wherein staff were expected to learn and begin implementing immediately.
- COVID-19 introduced a new and unfamiliar virtual working world, which took a toll on the program's overall ability to connect and effectively assist students as promptly as prior practice.
- COVID-19 impacted our student prison population: Designated Faculty Counselor and EOPS staff were unable to go out to the prison and classes were cancelled. If AHC does

not offer classes in the prison in Fall 2020, students will need to reapply to EOPS as a new student when classes are re-opened.

- EOPS employed three part-time counselors. In Fall 2020, these three individuals began working under General Counseling. Though they were able to maintain providing services to past EOPS student whom they had established relationships with, the three part-time counselors were not able to be a part of the EOPS departments planning, decisions and events, and resulted in a reduction of counseling services for EOPS students as a whole.

CARE Program Challenges:

- Participants of the CARE program are typically single parents/head of households who participate in the county's CalWORKs program. These students continually face challenges with childcare for younger children and after school care, unfortunately many have been unable to utilize our onsite Children's Center because of long waitlists or their child is not of age. These challenges impact a student's ability to attend courses on campus during certain times of the day. When COVID-19 occurred many of our students were unable to work because childcare/school was no longer available. This became a struggle for many of our students during the Spring semester and will continue to be for some time.
- CARE participant numbers continue to be lower than previous years due to a strong economy and more students working versus attending school. The CARE program is also heavily reliant on San Luis Obispo and Santa Barbara County's Department of Social Services in making referrals to our programs.

NextUp Program Challenges:

- Participants of the NextUp program tend to face a plethora of challenges while attending college. Often the biggest challenge is finding and maintaining reliable housing. The most requested assistance that we receive is for financial assistance for housing, followed closely by transportation and food. During this year, the Housing Authority began offering slots to former foster youth through Section 8 in Santa Barbara County. However, when COVID-19 occurred those saved spots are no longer available nor were all NextUp students eligible for this service. Ultimately housing instability causes fluctuations in the student's ability to remain in their classes for the entire semester, increasing their drop/withdrawal rates and resulting in being dismissed from the college or losing their financial aid.
- Success rates and persistence continue to be a struggle for students who participate in NextUp. A large percentage of NextUp students have lost access to their Pell grant monies because of their low completion rates and/or GPA. While the overall percentages of success and retention at Allan Hancock College are higher than the national average for foster youth they continue to play a large role in students not persisting semester to semester, mainly because students no longer have access to financial aid and thus choose to work instead of continuing with school.

- The CARE/NextUp Specialist resigned from AHC in Fall 2020. This position is not being filled at this time, due to low participant enrollment. The impact on students is a longer wait time to meet with the CARE/NextUp Coordinator, Specialist, or Counselor, and less time for intrusive advising due to increasingly taxed staff/department resources.

CalWORKs Program Challenges:

- All CalWORKs students are referred by the Department of Social Services of San Luis Obispo or Santa Barbara County. It is imperative that we maintain a collaborative relationship with the county as all CalWORKs students are referrals. We are dependent on referrals for our CalWORKs students.
- CalWORKs students must be on welfare to work plan through the county. In past practice, the counties goal was to push for employment, thus shortening their time frame in which they can attend classes.

LVC Challenges:

- Most programming, orientation sessions, workshops, and events for students tend to occur on the Santa Maria campus; in 2020-21, a concerted effort will be made to collaborate with the LVC campus and bring the same opportunities that students receive at the Santa Maria campus to the LVC campus.

State Regulation Changes, October 26,2020

The purpose of this Emergency Guidance is to provide clarity on Executive Order 2020-13, which (1) suspends specified Extended Opportunity Programs and Services (“EOPS”) regulations that exclude less than full-time students from EOPS eligibility until the end of the 2020-2021 academic year; and (2) extends all temporary suspensions of certain EOPS regulations set forth in the Executive Order 2020-03 through the end of 2020-2021 academic year. The Executive Order only impacts a subset of EOPS regulations, and all other EOPS regulations remain in effect pursuant to Title 5 of the California Code of Regulations (“Title 5”).

Guidance on (1) the Eligibility of Student Enrolled Less Than Full-Time

The COVID-19 pandemic continues to impose significant economic hardships on many people, including community college students. It also has caused major disruptions in instructional delivery, with most classes switching to remote learning in all the California Community Colleges until at least the end of the Fall 2020 term. As a result, **students are facing unprecedented challenges accessing education and navigating the new learning environment, and many are unable to enroll full time given their other responsibilities.** Executive Order 2020-13 **aims to provide colleges with flexibility so they can extend program access to students who enroll less than full time as a result of COVID-19 to ensure those students receive services and support critical to their ongoing academic success.**

Section 56220(b) of Title 5 provides that generally, a student must be enrolled full-time at the time of acceptance into the EOPS program to receive services. The Section, as an exception,

allows EOPS Directors authority to extend EOPS services to some non-full time students if they have at least nine units at the time of acceptance. However, this exception cannot be applied to more than 10% of the EOPS student population. Executive Order 2020-13 temporarily suspends that 10% cap; in effect, it **gives EOPS Directors the discretion to expand access to more less than full-time students so they may participate in the EOPS program as long as they are enrolled in at least nine units for academic year 2020-21 at the time of acceptance into the program.**

This temporary suspension is not intended to displace EOPS-eligible students who are currently enrolled full-time. Colleges should establish policies that will guide their approach to utilizing this flexibility to ensure that implementation does not negatively or disproportionately affect currently EOPS-eligible students.

Executive Order 2020-13 revives the following emergency actions taken by the Chancellor pursuant to Executive Order 2020-03, with respect to the noted Title 5 Sections, which would have expired after 180 days:

- Section 56254(a), (c): **the requirements that a grant award "not to exceed \$900" and the total award amount "not to exceed \$1800" are suspended.**
- Section 56254(d): **the requirement that a grant award "be disbursed to each student equally among terms in the college academic year" is suspended.**
- Section 56258(a): **the requirement that an emergency loan "not exceed \$300 in a single academic year," and that the loan be "repaid within the academic year" are suspended.** However, districts authorizing such emergency loans must require them to be repaid within a reasonable timeframe.
- Section 56295(a): **the requirement that certain supplemental costs "shall not exceed 10%" of a college's EOPS allocation is suspended.**
- Section 56295(b): **the requirement that a request to purchase "hardware and/or software" be approved by the Chancellor of the California Community Colleges is suspended.**

2020-2021 EOPS/CARE/NextUp & CalWORKs Department Goals:

- Obtain Canvas shell
- Extend Priority Registration for 1-week (pilot PR in April 2021 for Fall 2021 registration)
- Transition to a more efficient case management system
- Purchase and distribute additional technology, such as laptops and hotspots
- Breaking Barriers Vision and Goals:
 - Vision: *We have met several times and are at a place where we can create a vision statement for this group. To Be Done By Fall 2022, EOPS/CARE/NextUp & CalWORKs will create an environment for both staff and students that is inclusive*

and supportive; where every gender, race, and ethnicity is understood and celebrated by staff, and whereas every student in the EOPS/CARE/NextUp & CalWORKs programs feel they have received support to achieve their academic and personal goals.

- By August 2021, EOPS/CARE/NextUp & CalWORKs will increase the number of Black/African-American students in our programs to 4% by strategically outreaching to programs that students of color are a part of. (2019-20 Institutional data reflects 328 total AHC students are black, 36 of which are currently EOPS/CARE)
- Identify Student Barriers/Student Experience:
 - Survey 1) current students, *What are your current challenges or concerns? to be Completed by November 30th 2020*, asking about current barriers students are facing and ways they feel EOPS/CARE/NextUp & CalWORKs programs and staff could better assist
 - Survey 2) survey to non-EOPS students, *Do you know about EOPS? If so, is there a particular reason you have not applied? To be completed by November 30th 2020*, asking if there are barriers which prevent students from applying to our programs
 - *An exit survey will be provided to students to reflect on the assistance received during the academic year, to be completed May/June 2021*
- EOPS/CARE/NextUp & CalWORKs Team *professional development geared towards strengths and opportunities for improvement, to be completed by May 1st 2021*:
 - Implicit Bias
 - Gallup Strengths trainings
 - increase diversity sensitivity training
 - awareness of implicit bias
 - improve team-building skills
 - goal to become more inclusive, respectful, and collaborative with each other and with the students we serve
 - staff survey accessing workplace satisfaction: whether team members feel supported, respected, included and welcome
- By April 2021, EOPS/CARE/NextUp & CalWORKs programs will *showcase different cultures and diverse populations virtually and on-campus*

Donate Today!

Annual CARE Turkey Drive

The CARE program is excited to announce the CARE Turkey Drive for the program's single parents. Generosity from the community will provide a Turkey feast for a CARE student at Allan Hancock College.

The fixings provided in the meal are:

12-14 lb. Turkey

Rolls & Butter

Green Beans

Cranberry Sauce

Potatoes & Gravy

Pumpkin Pie & Whipped Cream

ANY AMOUNT IS WELCOMED TO COVER THE \$35 COST OF THE MEAL. CASH IS ACCEPTED AND CHECKS MAY BE MADE PAYABLE TO THE ALLAN HANCOCK COLLEGE FOUNDATION, SUBJECT LINE: CARE TURKEY. ANY EXCESS FUNDS WILL BE USED TO SUPPORT CARE INITIATIVES THROUGHOUT THE YEAR.

THANK YOU FOR YOUR SUPPORT OF OUR CARE STUDENTS.

For more information please contact
805-922-6966 x 3978



EOPS/CARE/NextUp & CalWORKs Advisory Committee

Via Zoom: <https://cccconfer.zoom.us/j/93337473484>

Thursday Nov 19th, 9am-12pm

Notes:

Purpose of the meeting and brief Introductions

- Review goals for the year
- Feedback as to what we can do better
- Introductions of attendees

Brief overview of 4 programs

- LO – Shared video of all four programs
 - <https://youtu.be/vhreqCqFNIi>

Stats, Successes, challenges, goals we completed in 2019-2020

- VRD provided highlights of summer and fall work done within each program
 - EOPS application has been revised to be more user friendly
 - Please refer students, even if they do not think they will qualify
 - Numbers for EOPS, CARE, NextUp have gone up and CW decreased due to a better economy
 - Looking at how to outreach to current AHC students who may not know about the CalWORKs program
- Disbursements
 - 2019-2020
 - This was the first time that CalWORKs was permitted to offer grants to students - \$29,700
 - EOPS \$332,251
 - CARE \$127,177
 - NextUp \$198,707
- Program Accomplishments
 - CARE
 - Participation has increased
 - Annual CARE Turkey Drive is happening now
 - Last year 55 participants were provided with a full Thanksgiving meal
 - CARE students maintained 90% compliance rate
 - NextUp
 - Increased to 64 exceeding the 60-participant goal
 - 9% obtained a degree or certificate

- Including last year, the program staff hosted 4 annual Friendsgiving events with 18 students who brought family and friends for a total of 30 attendees
 - NextUp students had an 88% compliance rate with 4 required visits – An additional visit more than the EOPS and CARE requirement
 - CalWORKs numbers are down due to the economy
 - An electronic book voucher has been implemented with San Luis Obispo and Santa Barbara counties
 - We've implemented off campus WorkStudy for students
 - A CalWORKs student was selected to represent AHC at the statewide CalWORKs Association meeting
 - EOPS 267 more students – 22.5% student increase
 - The application has been converted to an electronic format
 - Virtual modalities such as Cranium Café, Zoom and Teams have been implemented for connections with students, staff, and faculty
 - Academic and study skills workshops are available and added a financial aid programming week in February to encourage the completion of financial aid applications
 - The new director was hired and started April 6, 2020
- Progress
 - A Canvas Shell is desired to use as a hub for general contact, workshops/orientations and ease of connection and communication with students
 - The use of the Cast-O-Matic software has helped with videos as another form of information dissemination
 - Specialists provide virtual in-reach presentations to AHC classes
 - Increase of virtual presence
 - Zoom link on the main EOPS webpage has allowed students to connect virtually throughout the day
 - Friendly Fridays and the CARE/NextUp Lounges are open discussion sessions and may also include workshops and informational sessions
 - Increased the number of orientations and workshops to accommodate students' schedules
 - Staff are available in-person on the Santa Maria and Lompoc Valley Center campuses
 - In collaboration with other Hancock departments we participated in in-person early registrations
 - This included assistance with the FAFSA and CADAA
 - Career Readiness Academy – fist cohort this year
 - Provides guidance on soft skills and job preparation
 - Will continue every semester
 - Intend to add a Spanish session

- 100 Day Housing Challenge – in collaboration with other community agencies, met goal of housing of 50 homeless youth
- Events
 - EOPS Month Celebration – In conjunction with the Friendly Fridays, the EOPS journey was celebrated with program alumni and a presentation of the origination of EOPS with the EOPS Association President, Danita Scott
 - Turkey Drive – This is the 12th Annual event that serves our single parents and their families by local and community donations
 - Angel Tree
 - AS Shared the virtual tag/web form
 - 130 children on the list to date
 - Can donate directly to fund or select a child to sponsor
 - Webpage – Items that have recently or will be added are:
 - Added are electronic application, calendar of events and student resources
 - Coming are staff bios and advisory committee information
 - Working groups that include breaking barriers to change the institutional climate
 - Distribution
 - Review of year-to-date ongoing support by way of grants/cards
- Program Challenges
 - COVID
 - Resignation of the CAFYES/CARE specialist
 - Left a gap in the NextUp program
 - Staff are filling in to cover and maintain level of events and working with students
 - There now 2 vacant specialist positions
 - Reassignment of our part-time counselors
 - They are reassigned to general counseling and do meet with our program students
- State Regulation Changes
 - Student challenges
 - Some students are unable to enroll full-time
 - ♦ State Regulation Change: The chancellor’s office extended executive order 2020-13 to allow the EOPS director discretion on permitting less than FT students, must be enrolled in at least 9 units for academic year 2020-21 at the time of acceptance, to be accepted into EOPS
 - Suspensions are afforded to:
 - ♦ Grant award to not exceed \$900 and the total not to exceed \$1800;
 - ♦ Grant awards be disbursed to each student equally
 - ♦ Emergency Loan not exceed \$300 in an academic year and payback within the same academic year;
 - ♦ Certain supplemental costs “shall not exceed 10%” of the college’s EOPS allocation; and

- ♦ The approval from the Chancellor's office for the purchase of hard/software
- EH – The CalWORKs program has increased the time allowed to receive services

Shana with Fighting Back – In collaboration with AHC, Delta, Santa Maria, and Righetti high schools received a tour of the Hancock campus

- Youth Empowerment Summit
 - Over 300 attendees
 - Youth panel with a former AHC student

Discussion Topics (Breakout I into Small Groups):

- Financial Aid
- Child Care

Discussion Topics (Breakout II into Small Groups):

- Technology
- Mental Health

Questions for each group to consider within their discussion:

- 1) Goal of this group is to provide tangible suggestions for ways EOPS/CARE/NextUp & CalWORKs can get our students connected to these resources?
- 2) What are potential barriers within each of these areas, from a student's perspective?
- 3) What can EOPS/CARE/NextUp & CalWORKs do to improve options for students to receive these resources?

Large group Report-outs/Discussion

- Financial Aid
 - Barriers
 - FAFSA/CA Dream Act applications
 - ♦ Don't know how to fill them out, no assistance, or staff do not know how to assist
 - ♦ Parents – minimal contact so the student does not have access to parents' taxes, student may not have parent support, marital status of parent can get confusing
 - ♦ Process – it takes too long, student don't always understand the follow up requirements,
 - ♦ Students do no always access to the required technology or understand that they must communicate through their AHC email
 - How we can assist

- Ask students what resources are available to them and find a way to accommodate
 - Increase staff trainings
 - When transferring a call, let the student know who you are and where you are sending them so they know how to follow up
 - ♦ Walk with them to the other department if in person
- Technology
 - Barriers
 - Students must search multiple areas for multiple links
 - Do not always have a quiet study space or internet at home
 - Students/parents need access to their own H# information, AHC email to register and access records
 - Parents need assistance in keeping their information accessible and not get lost
 - Students no longer get portfolios to keep information together
 - How we can assist
 - Is there a way departments can collectively help students have their information on their phones?
 - Home visits
 - Have students add the Outlook app to their phones so that they can receive notifications
 - Know the student's preferred method of communication
 - ♦ Plans may limit text messages
 - Use messaging in social media
- Follow Ups for Technology and Financial Aid
 - Have a designated day to offer assistance, help with forms, ie. Financial Aid Friday, etc.
 - Be more intentional in support of students completing their application: FASFA
 - Help with follow-up: where to keep sign-in information, FSA ID, etc. Working with Cal-SOAP and being more intentional about how we help students beyond the initial completion of the application
 - Currently working on a "Check List" that can be shared
- Childcare
 - Barriers
 - COVID-19 exposure to their children
 - Reduced availability to childcare facilities
 - Time conflict with school aged children
 - How we can assist
 - Find opportunities to offer students respite care (short term break from children)
 - Support groups, mentoring/coaching programs
 - AHC Childcare center provide detailed visual demonstration of COVID 19 precautions in place

- Provide forum for students to express themselves, struggles and accomplishments in a safe space
- Ideal: Canvas Shell for EACH program
- Survey students to better gauge times THEY are available for supportive services (i.e. 7pm)
- SB County is now paying fulltime childcare costs in the hopes more childcare providers can remain open and operate with full staff support
- Mental Health
 - Barriers
 - Access to Mental Health Services
 - Follow through from the student when provided resources for mental health support
 - Stigma tied to the term “mental health”
 - Gaps in resources available to students
 - How we can assist
 - Mental Health groups, discussion groups, etc.
 - Collaborate with local non-profits to improve students access to mental health resources
 - Supporting students in developing “new routines” to help manage stress and coping skills
 - Sponsor Physical Activities to get students and families moving
 - Socially distant scavenger hunt? Picnic on the lawn? Etc.
 - Coordinate EOPS program resources offering in conjunction with other school events (i.e. food share) to help better meet their needs
 - Promote self-care
 - Survey to students

Future goals for 2020-2021

- Canvas Shell – need to have a CRN but hope to still achieve this task
 - Orientations and workshops may be required for various services and this would be the best avenue to the students
 - LO – the conference had other EOPS programs that use it and it was appealing to the eyes and this would make it easier for them to view on their own time and access as a refresher at any time
 - EH – One stop to access each of our programs individually
- Early registration
 - Proposing pilot to extend the 1-day priority registration to 3 days in April for the fall registration
- Transition of the case management system

- Database is not compatible with district
- Working with IT Services to better utilize AHC technology
- Purchase and distribute additional laptops and hotspots
- Breaking Barriers
 - Meet weekly on how to break down barriers and create an institutional climate change
 - Vision Statement *read by Vanessa*
 - Increase Black/African-American students in program by 4%
 - 36 out of 328 are in EOPS
 - ID student barriers and look at student experience
 - To Better id our gaps
 - Non-EOPS students
 - Work with Institutional Effectiveness to build into the district survey to students if they know about us, if so why haven't they applied
 - Exit survey
 - Reflection of services received
- Professional Development
 - Staff will participate in implicit bias training and Gallup Strengths Finder
 - A survey will be provided to staff on workplace satisfaction
 - The department will showcase monthly different cultures and diversity populations
 - Feed Back
 - AS – Trauma Informed
 - JM – CRIM – Resilient Model
 - How to have more control of your nervous system
 - How to move forward with how resilient students or staff are
 - Shana – Have certified CRIM trainers
 - JM – Students with disabilities, was this mentioned? In order to reach out to them
 - VRD – not specific to the word but are included and are working with LAP to streamline the forms and eliminate barriers

Community Updates

- Delfina – Cal Poly is hoping to have an earlier year
 - It would be helpful to have FAFSAs done in January
- Shannon – currently collaborating with SBCOE targeting seniors of completing the FAFSA and the entire financial aid process
 - Assisting all seniors within Santa Barbara County so that they have extra support with ILP

Next tentative advisory committee meeting: Thursday, April 15 – 10am-12 noon