

Student Service Program Review (Foster and Kinship Programs) Latest Version

Student Services (1) - Program Description First Submission: Version by Willis, Lydell on 12/14/2023 17:35

a) Describe the program. How does the program link to the College's mission statement, statement of values, or strategic initiatives?

Foster & Kinship Care Education (FKCE) is a categorical program, funded by the California Community Colleges Chancellor's Office. The FKCE Program provides quality education and support opportunities for caregivers of children and youth in out-of-home care so that these providers may meet the educational, emotional, behavioral, and developmental needs of children and youth. The FKCE program brings diverse groups of foster/kinship parents to campus to educate them on existing foster care policies. The pieces of training are designed for all caregivers to learn the skills, knowledge, as well as identify the resources needed to be effective caregivers as they care for the children placed with their families. The elements of these objectives are integrated into all subject matter taught to the caregivers. Caregivers will have the opportunity to, take specialized care ("D" and "F" Rate) classes that will address the special and extraordinary needs of some of Los Angeles County's most vulnerable children and youth. There are other categorical topics mandated by the Chancellor's Office which include parenting skills, permanency planning, reunification, or emancipation, specialized areas, and training of trainer. These classes are designed to meet the criteria established by the Chancellor's Office and the Department of Children and Family Services (DCFS).

The FKCE program assists the college with accomplishing its mission, vision, and strategic initiatives by being a welcoming and inclusive community providing training to enhance their educational experiences to foster children. The FKCE program supports Compton College's strategic initiatives to improve recruitment, enrollment, retention, and completion as the programs are designed to meet the needs of our students. The workshops provided by FKCE are tailored to meet all mandatory topics and educational hours to identify and provide a clear path for foster/kinship parents to earn and maintain their foster care license.

b) Describe the student population served by the program using data. Please note the source of the data. If necessary, please contact the Office of Institutional Effectiveness to obtain data.

The FKCE program does not serve students on campus, it serves foster parents in Los Angeles County.

c) Describe how interaction with the program helps students succeed or meet their educational goals.

N/A

d) How does the program interact with other on-campus programs or with off-campus entities?

The FKCE program interacts directly with programs on campus that support our current and former foster youth. Programs like Guardian Scholars and The NextUp program can be used as a direct referral services for parents who may have foster youth that are interested in post secondary education. As stated earlier the FKCE program also works directly with The Department of Children & Family Services (DCFS) who not only refer foster parents to our program but assist in providing trainings as well.

e) List notable achievements that have occurred since the last Program Review.

The FKCE program continues to maintain an accessible website that facilitates the community earning about Foster and Kinship Care Education classes and how to enroll in the classes. Furthermore, the FKCE program has expanded workshop offerings and continues to revamp and make additions related to the needs of participants.

f) What prior Program Review recommendations were not implemented, if any, and why? What was the impact on the program and the students?

There was a recommendation for a full time admin assistant for the program however due to the lack of state program funding the position was not funded.

Student Services (2) - Program Environment First Submission: Version by Willis, Lydell on 12/14/2023 17:36

a) Describe the program environment. Where is the program located? Does the program have adequate resources to provide the required programs and services to staff and students? If not, why?

The program environment is healthy. The program environment is congenial with program personnel focused on program tasks. The program's staff create a seamless customer-centered service delivery system for both participants and trainers. The principle of personal leadership is a high value in the work environment. The FKCE staff often go beyond their scope of responsibility as they provide services to participants by connecting them to the resources and persons in Student Services. FKCE staff collaborates with other on-campus programs to provide services that support the success of the participant.

The FKCE program is housed within the Student Services Division in the Student Equity Department. The Director of Basic Needs and Student Success oversees one full-time program technician. There are currently 5 professional experts that facilitate FKCE workshops. Program staff collaborates with professional experts who serve as workshop facilitators. One of the FKCE experts also helps with entering data for the programs state requirements as well.

b) Describe the number and type of personnel assigned to the program. Please include a current organizational chart.

The Director of Basic Needs & Success supervises the FKCE Program Technician, and there are 5 FKCE professional experts that conduct the classes.

		Lydell K. Willis Dir. of Student Basic Needs & Success		
		Oluwatosin Williams Program Coordinator		
		Pamela Hembrick-Godfrey Program Technician		
Sandra Smith FKCE Professional Expert	Reginald McCoy FKCE Professional Expert	Ciara Jaskiewicz FKCE Professional Expert	Juanita Cruz FKCE Professional Expert	Linda Jones FKCE Professional Expert

c) Describe the personnel needs for the next four years.

Personnel will need to stay where it is currently, there could be room for a part-time admin assistant to assist with data collection and entry,

d) Describe facilities needs for the next four years.

The current facilities in the new student services building will meet expectations for the next 4 years.

e) Describe the equipment (including technology) needs for the next four years.

Computer equipment needs to continue to stay updated to accommodate online classes. Classes are held in the student service building, which requires equipment in conference/classrooms to stay updated and working for in person classes. The tv/projection combination in the ssb conference rooms need to be repaired and operable.

f) Describe the specific hours of operation of the program. Do the scheduled hours of operation meet the needs of staff and students?

One of the main objectives of the FKCE program is to be available to the participants that the program serves. The FKCE program operates Monday through Friday. The traditional hours of operation are 9 am to 5 pm M-F. Workshops are offered four times during the week, and one workshop per month is held in Spanish, a sample of the calendar has been uploaded for review.

g) Describe the external factors that directly affect the program. Take into consideration federal and state laws, changing demographics, and the characteristics of the students served by the program. How does the program address the external factors?

The FKCE program is government-funded. When there are budget cutbacks that directly affect FKCE, it limits our availability in services and workshops. The Department of Children and Family Services has a direct need to increasing the pool of available resource families. There is a shortage of suitable homes therefore, there are more children needing homes than there are homes. Training of prospective foster and adoptive parents is a high priority, however, without funding, we are unable to pay our qualified professional experts to teach the courses that are needed for licensing and certification. To address internal factors, the FKCE staff build relationships with key stakeholders and community-based organizations that can provide workshops that are free of charge.

Student Services (3) - Service Area Outcomes (SAO) First Submission: Version by Willis, Lydell on 12/14/2023 17:36

a) List and describe the program's SAO assessment results.

The program does not currently have SAO assessment results. It is unclear if the program has ever been assessed or the data from that assessment is unavailable.

b) How were the SAOs developed? Who was engaged in the creation of the SAOs?

N/A

c) How often are the SAOs assessed and who is engaged in the discussion?

N/A

d) What has been done if the SAO assessment results were not as anticipated?

N/A

e) Where are the SAOs assessment results shared with staff, students, and the public?

N/A

f) Have the SAO assessment results indicated the need to change or modify components of the program? If so, were the changes implemented?

N/A

Student Services (4) - Program Improvement First Submission: Version by Willis, Lydell on 12/14/2023 17:36

a) What activities has the program engaged in to improve services to students?

This program does not service students at Compton College and therefore does not have student engagement.

b) How have program personnel used metrics to improve program services? Provide metrics from the last four years.

Currently, the Program Technician has attendees submit a survey for feedback after each class. They then use this information to determine best times for programming, class topics, and request for additional information.

c) If applicable, explain any patterns in student success, retention, persistence, graduation, and transfer in terms of student characteristics and program objectives and discuss planned responses or changes.

N/A.

Student Services (5) - Customer Service First Submission: Version by Willis, Lydell on 12/14/2023 17:36

a) How was the survey conducted? Please include a copy of the survey.

There is no customer survey sent out to students because the FKCE program does not serve students directly. Surveys are distributed to foster parents who attend the FKCE training classes after the completion of each class to assess the class effectiveness.

b) What were the major findings of the customer service survey?

[https://forms.office.com/Pages/AnalysisPage.aspx?](https://forms.office.com/Pages/AnalysisPage.aspx?AnalyzerToken=HaVMNr5MOMjYdS0WmOYUgc18YgjcMhVQ&id=hGohMmQr7UGOsSQunCaFwXLG0RaLxzIBpkgD5InakuNURUJGVktHSEVKVUpCSkRLTU1DM1dTUKMyOC4u)

[https://forms.office.com/Pages/AnalysisPage.aspx?](https://forms.office.com/Pages/AnalysisPage.aspx?AnalyzerToken=HaVMNr5MOMjYdS0WmOYUgc18YgjcMhVQ&id=hGohMmQr7UGOsSQunCaFwXLG0RaLxzIBpkgD5InakuNURUJGVktHSEVKVUpCSkRLTU1DM1dTUKMyOC4u)

[https://forms.office.com/Pages/AnalysisPage.aspx?](https://forms.office.com/Pages/AnalysisPage.aspx?AnalyzerToken=HaVMNr5MOMjYdS0WmOYUgc18YgjcMhVQ&id=hGohMmQr7UGOsSQunCaFwXLG0RaLxzIBpkgD5InakuNURUJGVktHSEVKVUpCSkRLTU1DM1dTUKMyOC4u)

[https://forms.office.com/Pages/AnalysisPage.aspx?](https://forms.office.com/Pages/AnalysisPage.aspx?AnalyzerToken=HaVMNr5MOMjYdS0WmOYUgc18YgjcMhVQ&id=hGohMmQr7UGOsSQunCaFwXLG0RaLxzIBpkgD5InakuNURUJGVktHSEVKVUpCSkRLTU1DM1dTUKMyOC4u)

c) Describe exemplary services that should be expanded or shared with other programs.

FKCE is a distinct program from other student support services programs, as it does not necessarily serve current students. FKCE focuses on serving community members and participants that are caregivers.

d) What aspect of the program's service needs improvement? Explain how the program will address service improvements.

The program has done a great job in pivoting to serve the needs of a diverse community. For example the hosting of both in person and online classes for those that want options to fulfill their requirements have been pivotal to the program. Currently the only need for improvement is a way to get required certificates out to attendees that are virtual or online.

Student Services (6) - Conclusions and Recommendations First Submission: Version by Willis, Lydell on 12/14/2023 17:35

a) Summarize the program's strengths.

The strength of the program is continuing to create trainings that target the emotional and physically challenges of children in foster care. The program technician Pamela Hembrick-Godfrey has been involved with the FKCE program for 20 years and has deep ties in the community that serve foster youth. The consistency and knowledge that the program has in place is invaluable and is one of the main reasons why Compton's program is so successful.

b) Summarize the program's areas that need improvement.

Currently the program needs to find a trainer that has a medical background to conduct workshops on children with specific physical medical conditions.

c) List the program's recommendations in a prioritized manner to help better understand their importance to the program.

1. Continued support from the state and the college in funding the FKCE program
2. Assistance with data entry and reporting
3. Succession planning as the current program tech is nearing retirement