



STANDARD OPERATING PROCEDURE

DEPARTMENT:	Student Services, CalWORKs	TITLE:	CalWORKs Program Counselor
PURPOSE:	Counseling and Case Management		
<p>Every CalWORKs student is required to meet with the CalWORKs Counselor at least twice a semester. The CalWORKs Counselor Irina Rivkin provides all SEP's (Student Educational Plans) in accordance to the student's signed W-T-W plan. Academic and career counseling is provided, along with crisis counseling, referral, and comprehensive case management, maintained for tracking and monitoring student progress for retention, persistence and completion.</p>			
PROCEDURE:	<p>Every eligible CalWORKs student receives comprehensive case management services that includes, but not limited to the following steps:</p> <p>Step 1: The CalWORKs Counselor Irina Rivkin provides an initial needs assessment to determine the type of supportive services needed by the student, to which the student needs to be referred.</p> <p>Step 2: Orientation to the college and distribution of the Student Contract of Understanding, as well as, identification of supportive services available on and off campus.</p> <p>Step 3: Development of a Student Educational Plan (SEP) enabling the meet their work participation hours and county approved education/ training activities, as agreed in the WTW Plan. The SEP also helps the student plan the courses necessary to reach their vocational and academic goals.</p> <p>Step 4: Referral to other college services, such as Financial Aid, DSPS, and specialized counseling, and/or referral to other community services (Domestic Violence, Mental Health, Substance Abuse, Scholarships, housing, etc.). This includes referral to Supervised Tutoring (Math/Writing Labs), so that a student can document study/tutoring hours on campus, both for childcare purposes and for meeting county-required welfare-to-work activity hours.</p> <p>Step 5: CalWORKs Counselor Irina Rivkin coordinates with the CalWORKs Program Coordinator and county Employment Counselors to monitor and document hours/ progress of student participation in approved education and training activities, work-study and other assigned activities.</p> <p>Step 6: Intervention process to follow-up on a student's progress throughout the academic term, and to identify and address potential barriers to success.</p>		



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PROCEDURE:	<p>Step 7: CalWORKs Counselor Irina Rivkin coordinates with the CalWORKs Program Coordinator to ensure that each individual student file is developed and contains the following:</p> <ul style="list-style-type: none"> ● Student Eligibility Update SEU Form (updated each new term) ● Student Intake Form/ Authorization for the Release of Information form ● Case notes and documentation of counseling and supportive services ● Student Educational Plan – SEP ● CalWORKs required Academic Progress Report ● Current class schedule, academic history report and/or transcript(s) ● County required Homework/Study Time Statement & Verification of Training (college stamp required) ● County required Attendance & Monthly Progress Reports (college stamp required) ● Laney Supervised Tutorial (LRNRE 501 and Math 501) and all pertinent documentation ● Employment Status and/or Work-Study related documents/ timesheets ● Child care agreements and verification form processed by Laney CalWORKs. <p>Step 8: CalWORKs Counselor Irina Rivkin provides continuing counseling services to help students update and change their SEP’s as needed, address changes in programs and students’ circumstances, and progress towards both short-term and long-term goals. Ongoing counseling includes but is not limited to academic, personal, and career counseling necessary to maximize progress; Financial Aid Petitions; Transfer planning (for students wishing to transfer); Learning Disability Testing referral (for students whose progress may be affected by potential learning challenges); work-study referral; collaborative advocacy with on and off-campus instructional and student service programs; Graduation Petitions; and more.</p>		