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.

Every eligible CalWORKs student receives comprehensive case management services that includes, but not limited to the following steps:

**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.

**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.

**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.

**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.

**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.

**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.
## STANDARD OPERATING PROCEDURE

<table>
<thead>
<tr>
<th>DEPARTMENT:</th>
<th>Student Services, CalWORKs</th>
<th>TITLE:</th>
<th>CalWORKs Program Counselor</th>
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<tbody>
<tr>
<td>PURPOSE:</td>
<td>Counseling and Case Management</td>
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### PROCEDURE:

**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:

- 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.

**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.