

West Hills College Lemoore
Student Services C.A.R.E. Remote Services
(Concern. Activate. Remedy. Evaluate.)

C.A.R.E. refers to how C.A.R.E. Teams will go about assisting students within their identified Learning Area:

Concern: Identify the Concern the student is having.

Activate: Work to Activate internal and/or external resources to assist the student.

Remedy: Once internal and/or external resources have been activated, work to Remedy the student’s concern.

Evaluate: In order to close the loop, evaluate how well the student’s concern was resolved.

C.A.R.E. Teams

Learning Area	Counselor	Pathway Navigator	Administrator/Data Coach
Arts and Letters/CD	Tiffani Gonzalez	Jennifer Rodriguez	Elmer Aguilar
Social Science/AOJ	Marta Hendricks	Jose Murrieta	Elmer Aguilar
Math/Science/Pre-Professional	Leonel Burgos	Mayra Villegas	Callie Branan
CTE	Teresa Quillici/Mandy	Rita Boogusch	Nestor Lomeli
Health Careers/Allied Health	Rupinder Rai	Sze Ki Liu	Deborah Soria

General Counselors – CARE Team Counselors

Focused C.A.R.E. Responsibilities

- Provide proactive intrusive counseling supports
- Provide non- academic supports referrals
- Monitor probation/disqual student
- Monitor and manage early alerts
- Log outreaches in INSPIRE

General Advisors – Pathway Navigation

Focused C.A.R.E. Responsibilities

- Manage Zoom Rooms
- Support Pre-Enrollment Efforts
- Complete Abbreviated Education Plans (Dean or designee will support)
- Complete Petitions (Dean or designee will support)
- Log outreaches in INSPIRE

CARE Team Administrator/Data Coach

Focused C.A.R.E. Responsibilities

- Support Data needs of the Care Counselors
- Monitoring support efforts
- Coordinate cross team communication
- Monitoring early alerts to ensure they are completed

Affinity Groups

During this time of transition to online instruction and remote student supports, all Affinity Groups will be moving to remotely support students by implementing current practices and procedures within their area. The Associate Dean of Instruction and the VPSS will monitor the various department needs and restructure as needs present themselves.

Affinity Group	Counselor	Advisor	Administrator/Data Coach
EOPS	Wendy / Pa	Eva	Maria G.
DSPS	Derek / Matt	Cristina	Maria G.
CalWORKs	Gisselle/Pa	N/A	Maria G.
Athletics	Carol	N/A	Val
Veterans	Rupinder	Jan Young	Callie
Dreamer/CAMP	TBD	Yesenia	Val

Evaluation – Assessment for Quality Improvement

C.A.R.E Team and Affinity Group Objectives (Including Categorical Programs)

Goal	Objective	Baseline
1.1. Increase student engagement and completion.	1.1. Increase the number of Inspire outreaches by counselor by 5% percent above the 2018-2019 baseline data. (Persistence, retention, completion, Stay Strong/Finish Strong Component). 1.2. Increase the number of comprehensive ed. plans completed by 3% above the 2018-2019 baseline data for the entire counseling department 1.3. 100% of open EarlyAlert case will be closed.	1.1. During the Spring 2019, there were 3,220 outreaches made by the Counseling Department in Inspire. 1.2. Baseline-During the 2018-2019 AY, there were 2,480 Comprehensive Educational Plan completed (Total of 5,024 students) 1.3. N/A
2.1. Develop Social Support Resources.	2.1. Increase student social support programs that promote student success and completion 2.1. Centralize college efforts around social support programs for effectiveness and efficiency.	2.1. N/A 2.1 N/A

C.A.R.E Team Counselor and Advisor Expectations

- Meet weekly with team
- Keep accurate notes in INSPIRE
- Keep tracking sheet updated
- From 4/13 – 5/22 all efforts will be dedicated to C.A.R.E.