

# ACADEMIC CASE MANAGEMENT:

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## How to Support Youth as College Students

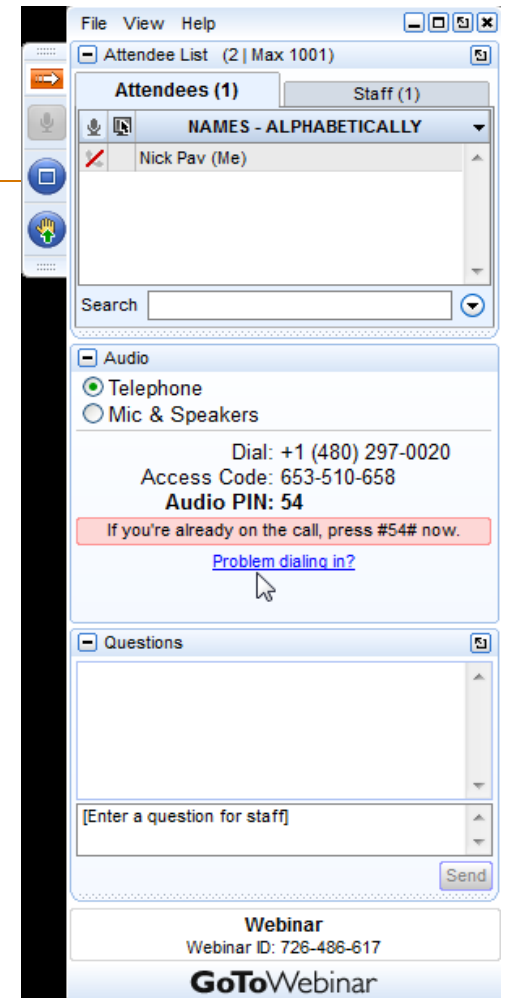
August 22, 2018



[www.jbay.org](http://www.jbay.org)

# Information to Participate

- Call-in information
  - Phone number: (213) 929-4232
  - Access code: 938-943-763
- To submit live questions, click on the “Questions” panel, type your question, and click “send”
- Presentation materials and audio will be posted at <http://www.jbaforyouth.org/trainings-2/>



# Today's Presenters

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**CHARMAINE LINLEY** | Transitional Housing Director  
*Olive Crest*

**LUPE MUÑOZ** | Program Supervisor  
*New Alternatives*

**DANIELLE SAPORITA** | Program Director  
*New Alternatives*

**LUCY SOLORZANO** | Senior Social Worker, Education & Employment Specialist  
*Orange County Social Services Agency*

**SIMONE TURECK** | Associate Policy Director  
*John Burton Advocates for Youth*

# What's different about case managing foster/homeless youth *in college*?

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Post-secondary education has its own systems, calendars & processes

Previous educational instability, trauma, absence of academic support = higher likelihood of challenges in college

These youth are balancing multiple priorities

These youth are reliant on educational financial aid

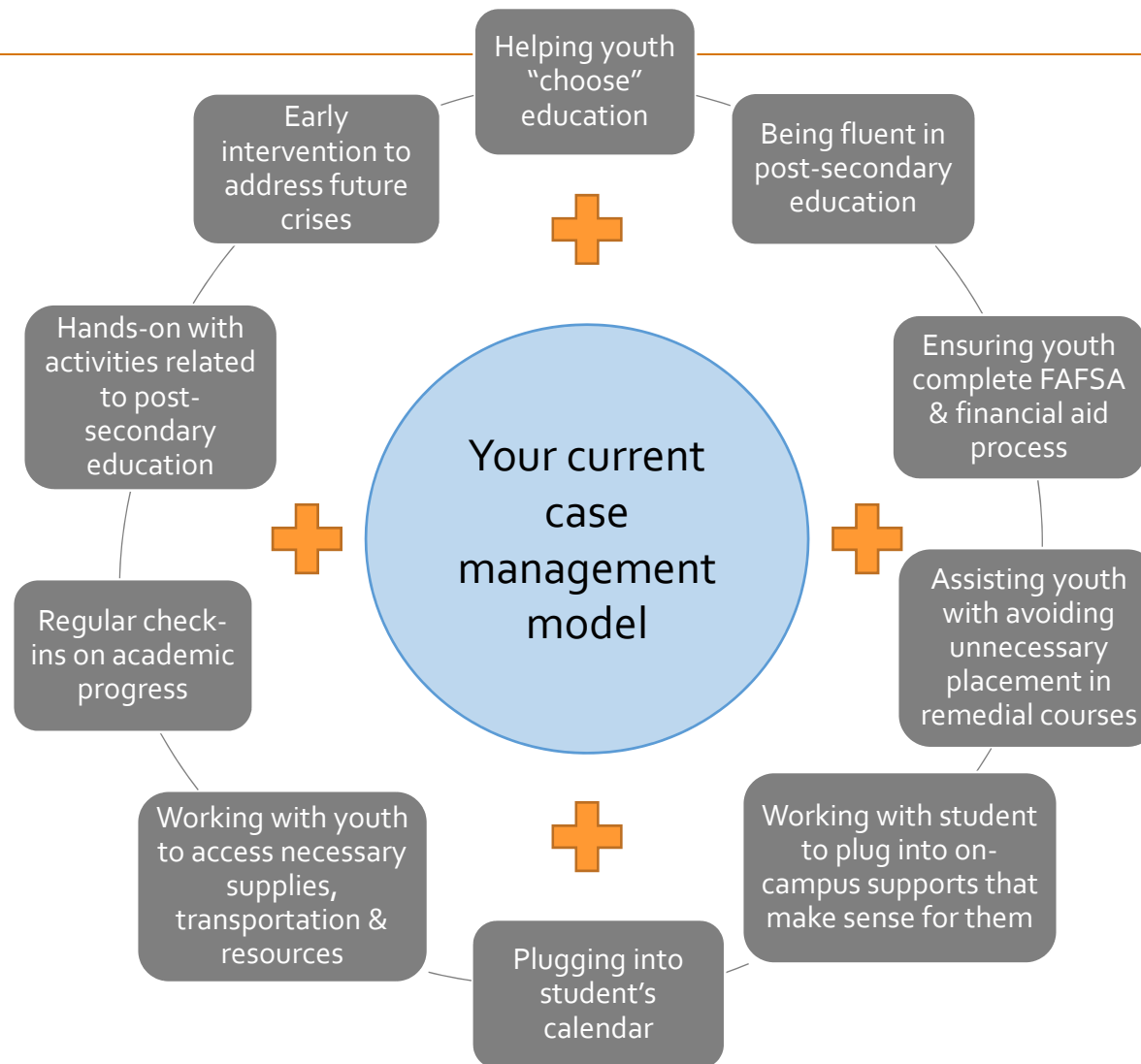
# Why Should Providers Emphasize Post-Secondary Education in their Programs?

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## Higher education levels =

- ↓ Lower unemployment rates
- ↑ Higher earnings
- ↓ Lower rates of incarceration
- ↑ Improved health outcomes
- ↑ Higher levels of civic participation including voting
- ↑ Greater likelihood of one's children attending college
- ↑ Increased career satisfaction

# Start with a Strong Foundation for Case Management, then Build Out



# 1. Helping Youth “Choose” Education

MEETING YOUTH WHERE THEY ARE: Understanding where youth are and where they want to be

OPTIONS: Ensuring they are aware of their post-secondary education options

PROBLEM SOLVING: Understanding barriers to post-secondary education and how to address them

PLANNING: Utilizing available tools to help youth explore their path, make a plan then act, i.e.:

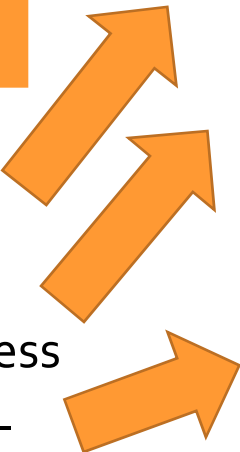
- “My Path” website – info on exploring careers, choosing a college, applying & paying for it; has assessment to identify career paths; lists all CTEs in CA - <https://www.cccmypath.org>
- “Salary Surfer” – online tool that provides comparative salary info for the various CTE program fields - <http://salarysurfer.cccco.edu/SalarySurfer.aspx>

## 2. Being Fluent in Post-Secondary Education

### Case manager checklist



- Understanding the range of education options
- Understanding application, matriculation & enrollment process
- Being familiar with financial aid – how to apply & how to maintain
- Being aware of important timelines & deadlines
- Being aware of relevant campus resources
- Knowing where to go for additional info & resources/staying updated



College options info:

<http://www.cacollegepathways.org/help-youth-plan/college-options/>

CCC matriculation info:

<http://stepforward.cccco.edu>

Webinars on financial aid for foster & homeless youth:

<https://youtu.be/2bKGSJ1mV54>  
<https://youtu.be/G2sVgr6wA-w>  
<https://youtu.be/euBqbE8rFeQ>

Foster youth campus support programs:

<http://www.cacollegepathways.org/find-campus-support-programs/find-campus-support-programs-for-foster-youth/>

Homeless Youth Liaisons:

<http://www.cccstudentmentalhealth.org/resources/>



### 3. Ensuring Youth Complete FAFSA & Financial Aid Process

Ensure youth complete FAFSA/CADAA & submit Cal Grant GPA Verification by March 2, submit Chafee Grant app if FY, & apply for scholarships

Work with youth individually on FAFSA

Offer FAFSA workshop or collaborate with another program who offers this

Know where & who to send youth to at local colleges for support with financial aid

Track status of FAFSA applications to ensure any issues are addressed

Make sure youth complete any verification requested by school upon FAFSA completion

If youth loses eligibility for financial aid because they do not make Satisfactory Academic Progress, help them to file an appeal

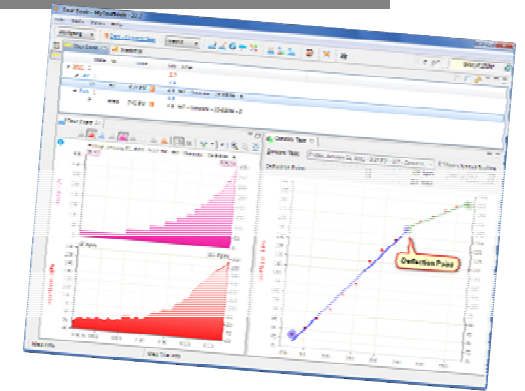
## 4. Assisting Youth with Avoiding Placement in Remedial Courses

Find out about the assessment process at your local colleges

If the school uses assessment test, help youth prepare; if school utilizes multiple measures, assist youth in acquiring HS transcripts



If student places in remedial courses, inquire about options to accelerate remediation



<http://www.jbaforyouth.org/ccassessmentandremediation/>

## 5. Working with Student to Access On-Campus Supports that Make Sense for Them

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### Have personal connections with key individuals on local campus

- Case manager should be on first-name basis with at least one key support person on each local campus.
- Warm referrals – take youth on campus and introduce them to support program staff in person.

### Be aware of all potential on-campus supports

- FYSI Liaisons
- Homeless Youth Liaisons
- Foster youth support programs (NextUp/CAFYES, Guardian/Renaissance Scholars, etc.)
- EOPS/EOP, DSPS, TRIO, CARE, CalWORKs

FYSI Liaisons:

<http://extranet.cccco.edu/Divisions/StudentServices/FosterYouthSuccessInitiatives/FYIpc.aspx>

Homeless Youth Liaisons: <http://www.ccstudentmentalhealth.org/resources/>

Foster youth campus support programs: <http://www.cacollegepathways.org/find-campus-support-programs/find-campus-support-programs-for-foster-youth/>

## 6. Plugging into Student's Calendar



Awareness of the academic calendar of the school(s) your youth are attending

Helping student manage conflicting priorities

- (i.e. education, job, child care if parenting)

Being programmatically flexible

- (letting the student's academic calendar take precedent over program activities)

Structuring support intensity based on academic calendar

- (i.e. frequent check-ins during first 2 weeks of school, TLC during finals week, etc.)

Flagging activities of importance or interest

*Reminders, reminders, reminders!*

- (i.e. "Are you ready for your priority enrollment date?" "Since you plan on transferring, have you connected with the transfer center? Now is the time")

# 7. Working with Youth to Access Necessary Supplies, Transportation & Resources

## Books\* & Supplies

- Ensure students have books on time – if they do not have money for books because financial aid is delayed they can get behind in classes and have trouble catching up



## \*Textbook support:

- ILP or other county resources
- Campus support programs
- Burton Book Fund – <http://www.jbaforyouth.org/burton-book-fund-information/>

## Transportation

- Assist youth with figuring out transportation issues – can be significant obstacle, particularly in areas with limited public transportation

## *Everything else affects school too!*

- Childcare
- Housing
- Mental health needs
- Legal issues

## 8. Regular Check-ins on Academic Progress

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Have youth provide mid-term (or more frequent) grade updates to case manager to help youth foresee obstacles before its too late.

→ so youth can connect to the appropriate resources (i.e. tutoring, talk to professor) to improve grades before it's too late

→ to ensure youth have option of dropping with a W if necessary

Ensure youth understand the importance of maintaining Satisfactory Academic Progress (SAP) and know the potential impact on their financial aid

## 9. Hands-on with Activities Related to Post-Secondary Education

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Enrollment,  
matriculation,  
financial aid,  
priority enrollment,  
and more!



It's more than  
just reminders...  
do these things  
*with* your youth

# 10. Early Intervention to Prevent Future Crises

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Encourage student to develop relationship with key faculty early on (counselor, program staff, financial aid, professors!)

When student has academic trouble, ensure they are doing everything they can to address before its too late (tutoring, talking to professor)

Foresee common obstacles before they become crises (i.e. ensure you're aware which of your youth may need to withdraw from classes before W deadline passes)

Ensure student is managing financial aid appropriately



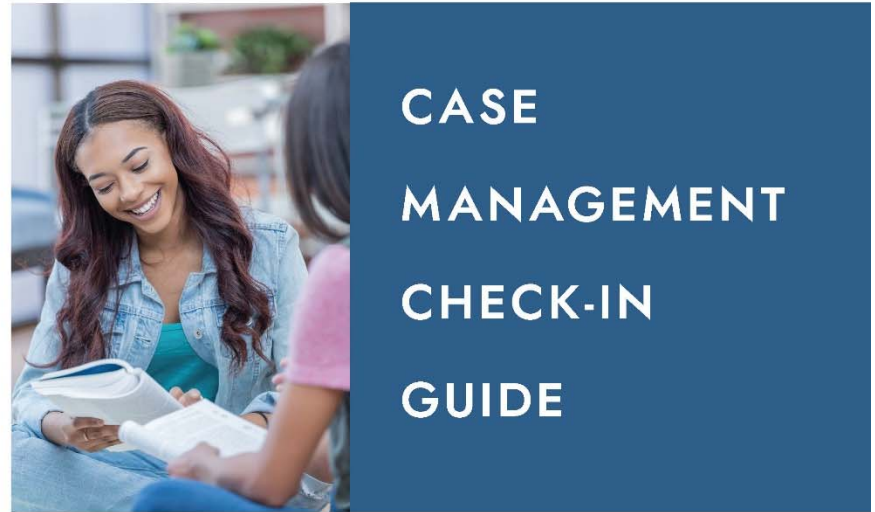
**WEBINAR: AFTER THE FAFSA**  
<https://youtu.be/euBqbE8rFeQ>



# Tool for Academic Case Management

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- Provides week-by-week guidance based on academic calendar for case managers to follow.
- Asks targeted questions at the right time, building trust and providing timely reminders, support and referrals to on-campus resources.
- Download here:  
<http://www.jbaforyouth.org/casemanagementcheckingguide/>



A CHRONOLOGICAL GUIDE TO ASSIST  
CASE MANAGERS WORKING WITH  
COLLEGE STUDENTS



# Provider Experience Using Check-in Guide

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Improved communication between case managers, youth & college attending

Youth more engaged – more available for meeting & speaking up when needing assistance

Youth report feeling more supported

Helps with early identification of issues

# Upcoming Webinar

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**Thursday, September 27, 2018 from 2:00 to 3:00 p.m.**

**“Addressing Stigma: Strategies for Facilitating Access to Basic Needs Support at Community Colleges”**

**Registration link:**

**<https://attendee.gotowebinar.com/register/2806412563248964099>**

All upcoming webinars can be found at:

<http://www.jbaforyouth.org/upcoming-events-trainings/>

All previously recorded webinars can be found at:

<http://www.jbaforyouth.org/trainings-2/>

# Question & Answer

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CLICK ON THE "QUESTIONS" PANEL, TYPE IT AND HIT "SEND"