ACADEMIC CASE MANAGEMENT:
How to Support Youth as College Students

August 22, 2018
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

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*?

<table>
<thead>
<tr>
<th>Post-secondary education has it’s own systems, calendars &amp; processes</th>
<th>Previous educational instability, trauma, absence of academic support = higher likelihood of challenges in college</th>
</tr>
</thead>
<tbody>
<tr>
<td>These youth are balancing multiple priorities</td>
<td>These youth are reliant on educational financial aid</td>
</tr>
</tbody>
</table>
Why Should Providers Emphasize Post-Secondary Education in their Programs?

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

Early intervention to address future crises

Helping youth “choose” education

Being fluent in post-secondary education

Hands-on with activities related to post-secondary education

Ensuring youth complete FAFSA & financial aid process

Regular check-ins on academic progress

Assisting youth with avoiding unnecessary placement in remedial courses

Working with youth to access necessary supplies, transportation & resources

Working with student to plug into on-campus supports that make sense for them

Plugging into student’s calendar

Your current case management model
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/G2sV9r6wA-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/cccassessmentandremediation/
5. Working with Student to Access On-Campus Supports that Make Sense for Them

<table>
<thead>
<tr>
<th>Have personal connections with key individuals on local campus</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Case manager should be on first-name basis with at least one key support person on each local campus.</td>
</tr>
<tr>
<td>• Warm referrals – take youth on campus and introduce them to support program staff in person.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Be aware of all potential on-campus supports</th>
</tr>
</thead>
<tbody>
<tr>
<td>• FYSI Liaisons</td>
</tr>
<tr>
<td>• Homeless Youth Liaisons</td>
</tr>
<tr>
<td>• Foster youth support programs (NextUp/CAFYES, Guardian/Renaissance Scholars, etc.)</td>
</tr>
<tr>
<td>• EOPS/EOP, DSPS, TRIO, CARE, CalWORKs</td>
</tr>
</tbody>
</table>

FYSI Liaisons: [http://extranet.cccco.edu/Divisions/StudentServices/FosterYouthSuccessInitiatives/FYLpc.aspx](http://extranet.cccco.edu/Divisions/StudentServices/FosterYouthSuccessInitiatives/FYLpc.aspx)

Homeless Youth Liaisons: [http://www.cccstudentmentalhealth.org/resources/](http://www.cccstudentmentalhealth.org/resources/)

Foster youth campus support programs: [http://www.cacollegepathways.org/find-campus-support-programs/find-campus-support-programs-for-foster-youth/](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

**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

Have youth provide mid-term (or more frequent) grade updates to case manager to help youth foresee obstacles before it’s 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

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

- 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 it’s 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

• 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/casemanagementcheckinguide/
Provider Experience Using Check-in Guide

- 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

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


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

CLICK ON THE “QUESTIONS” PANEL, TYPE IT AND HIT “SEND”