HUMAN SERVICES

2020 COMPREHENSIVE PROGRAM/UNIT REVIEW
AY 17-18, AY 18-19, AY 19-20

UNIVERSITY of Hawai‘i"
1. Program or Unit Description

The Human Services Program offers 11 courses and a certificate that prepare students for entry and mid-level entry employment in the Human Services field, in such diverse settings as group homes and halfway houses, correctional, developmentally delayed, and community mental health centers; family, child, and youth agencies; and programs concerned with special needs such as alcoholism, drug abuse, family violence, homeless, and aging.

The target student or service population is students who are interested in a career in Human Services or want to develop skills and strategies in intervention and prevention services. The program emphasizes self-awareness and examining the attitudes, knowledge, and skills necessary for a career in Human Services. The program courses provide a diverse group of students with a basic understanding of cultural awareness through place-based pedagogy and Hawaiian-culture based tools (such as the Lokahi Circle and Ka’a’o model) in line with the UH system-wide Hawai’i Papa O Ke A’o initiative to indigenize higher education. Guest speakers and visits to various agencies give students insight into various agencies in the local community. Seminar and Fieldwork placements provide hands-on skills and opportunities in various community agencies and organizations.

Because the CO-HSER is a broad-based certificate, fieldwork placements are wide-ranging and include government, county agencies, non-profit and grassroots agencies and individual projects. This is a list of typical placements within the review period:

- Habitat for Humanity
- Connections Public Charter School
- Keaukaha Elementary School
- Kea’au Elementary and High School
- Kapi’olani Elementary School
- Wāiakea High School – Key Club and Interact Club
- Hawai’i Community College Student Government
- Hale Kea Testing Center at Hawai’i Community College
- Hui Mālama O Nā ‘Ōiwi
- Queen Lili’uokalani Children’s Center (now Lili’uokalani Trust)
- COH Prosecuting Attorney’s Office
- DHS-Child and Welfare Services
- Salvation Army Family Intervention Services
- Hope Services
- The Hawai’i Island Food Basket
- Aging and Disability Resource Center
- Hilo Adult Day Care
- Life Care Center of Hilo
- Salvation Army
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- Lōkahi Substance Abuse Treatment Center
- Bridge House Clean and Sober Living
- Hoʻōla Nā Pua
- YWCA-SASS and Teen Drug Court Programs
- The Pregnancy Center
- The YMCA Visitation Program
- Kona Historical Society
- Neighborhood Place of Kona
- A‘o Na Opio Mai Kaloko (fishpond restoration)
- Kealakehe High School SPED Special Education Program
- Kealakehe High School (teaching assistant)
- Veteran’s Administration
- HawCC Student Government
- Pālamanui trail restoration

Some students also completed service hours in self-directed projects that included mask making for the DOE and HPD, beach clean-ups, soup kitchen and community feedings. Due to the COVID-19 pandemic and difficulty in finding face-to-face placements, the fieldwork placements and volunteer services have been modified at the instructors’ discretion since spring 2020, keeping CLOs and PLOs paramount in the education process, even with necessary modifications.

The Human Services program will continue to be a popular offering at Hawai‘i Community College because it welcomes all students and the program is willing to provide an introductory course with no prerequisites other than a willingness to start with developing one’s abilities to serve our community and to work with pressing issues such as homelessness, domestic violence, poverty, mental illness, child and youth development, etc. The program will evolve as the social issues increase in complexity and funding resources are limited. The compassionate human factor and the belief that informed and caring individuals as engaged citizens can make a difference to better society is at the heart of the Human Services program.

2. Analysis of the Program/Unit

According to the current ARPD the 2019-2020 Overall Health of the Human Services Program is Cautionary with the Demand Indicators as Healthy; Efficiency Indicators as Healthy; and the Effectiveness Indicators as Unhealthy.

Demand
New and Replacement positions both at the State (for the 3 years: 1306/1270/1250) and County (for 3 years: 190/192/183) levels have remained mostly steady for the 3-year period. The Human Services Program and the classes offered are popular offerings at Hawai‘i Community College. The lead full-time Human Services faculty has been awarded several teaching awards and has taught HSER 110 courses with near maximum
enrollment during the 3-year period. Although enrollment in general has dropped at HawCC over the review period with SSHs dropping from 1,098 in 2017-18 to 939 in 2018-19 to 744 in 2019-20, the program still delivers a proportionately high number of SSHs for a certificate program. SSHs seem to present a truer measure of the demand for HSER, rather than the number of majors. The collection of data reflected in the ARPD is inadequate to capture the actual number of CO-HSER-seekers, because most students will embed obtaining the CO-HSER within the pursuit of an A.A. degree and not list HSER as their major. This inability to capture the true number of CO-HSER seekers has been a problem since the inception of the program 33 years ago. Most HSER students are Liberal Arts or Administration of Justice majors as the financial aid benefits are greater if students list a two-year program versus a Certificate of Competence, which allows a smaller number of semesters under financial aid. Although the number of official majors doubled from 2018-19 to 2019-20 from 5 to 10, there are significantly more CO graduates each year than majors (22 in 2017-18; 34 in 2018-19; and 14 in 2019-20). The increase in majors with a drop in graduates for this last 2019-20 AY, needs to be tracked in the next CPR.

Efficiency
The efficiency indicators have changed from Cautionary in 2018-19 to Healthy in 2019-20. It seems that the increase in fill rate from 66.9% to 78.2%, probably due to the offering of fewer courses and the embedding of the CO within the PSY and SOC Concentrations, may have increased the efficiency indicator.

Effectiveness
The Effectiveness indicator changed from Healthy in 2018-19 to Unhealthy in 2019-20 due to the decrease in certificates completed dropping from 34 to 14. Despite the drop of certificates awarded, student completion and withdrawals stayed within 5 points during the 3-year period. Student persistence has increased overall due to faculty establishing strong student-faculty and student-student bonds and involving them in HawCC activities and services. The embedding of the HSER Certificate within the A.A. PSY Concentration and the A.A. SOC Concentration has also made Human Services courses popular with LBRT majors. Students that transfer with their CO-HSER to UH Hilo receive a waiver of the Global and Community Citizenship requirement due to the HSER. 193/293 140 hr. fieldwork requirement. The development of citizenship and community service is important to Human Services both in courses as well as in a volunteerism component that has the students in the community making contacts, networking, observing and participating in providing services to our community.

COVID 19 impacted enrollment significantly with the mandate of only offering online or distance learning courses starting with the spring 2020 semester. The Human Services Program is known to be a high touch program with courses providing lots of interactive activities within the curriculum and in the community. The current mandate due to COVID-19 and the environment of online learning has provided an opportunity for the Human Services program to discuss increasing online and distance learning and increase program outreach to both remote areas and working adults.
Discuss significant program or unit actions

1) The Coordinatorship of the HSER Program has had several transfers in leadership during this review period which made for some challenges in continuity. The Coordinatorship switched from Ms. Sandi Claveria in 2017-18 and 2018-19 to Dr. Elizabeth Shaver in 2019-20. Then in this upcoming 2020-21 AY, the Coordinatorship shifted again from Shaver to Ms. Claudia Wilcox-Boucher. There have always been between two to three SSCI & PS faculty teaching Human Services courses (HSER 110, 193 and 293). One full-time faculty, Sandi Claveria was hired to teach Human Services only; and three full-time Social Sciences Faculty (Shaver, Wilcox-Boucher, Jones) teach Human Services courses as assigned. This affords a strong foundation of qualified and experienced faculty to support the students. There are ongoing discussions about how to strengthen students’ learning by aligning with other Human Services Programs in the UHCC system, primarily at Leeward CC and UHMC, but this is mainly with their SUBS programs. HawCC is the only CC in the system that has such a highly developed broad-based HSER Program which affords a value-added aspect to the A.A. Liberal Arts Degree or workforce-related focus. The CO-HSER is embedded within the A.A. Concentrations of Psychology and Sociology which gives our students an invaluable opportunity to explore those fields through required fieldwork.

2) An 18-credit CO-Community Health Worker (CHW) was proposed in the 2019-2020 AY. In collaboration with UHMC and a TAAACCT Grant, 23 Certificates of Competence (10 PAL and 13 Hilo) were awarded in 2017-2018 to Big Island residents. In the 2018-2019 AY, in collaboration with EDvance and HiNet, 6 non-credit COs in Community Health Worker were awarded. Due to the proposer of the CO-CHW (SSCI/PS Dept. Chair) being on sabbatical in Spring 2019, the proposal was delayed and is currently going through the CRC process to be implemented in Fall 2021.

Results of Prior CPR’s Action Plan:
The Past Goals of the 2014 – 2017 CPR included:
1. Monitoring HSER majors and fostering an increase in the number of majors enrolled to ensure that students interested in these courses have access to adequate financial aid. The two strategies mentioned were to monitor HSER majors in STAR-GPS and to continually collaborate with Department faculty on how to increase opportunities for HSER Program majors to complete their education in a timely and cost-effective manner. On-going collaborative efforts with Counselors and Dept. members continue.

2. Ensuring that the HSER Program meets current industry needs of Hawai‘i Island, by program faculty conducting outreach to various potential student employers in the social services field with the purpose of confirming that the attitudes, values, skills and
knowledge taught in the HSER Program reflect the professional standards, ethics, practices and prevalent trends in the expanding field of human services. **Informal efforts made on Strategy 1 through Advisory Council and individual faculty, but this should be carried over as a more formalized effort for the next ARPDs and CPR cycle.**

○ Strategy 2: One potential strategy to accomplish this goal is to request HSER 193/293 practicum students draft/conduct an outreach survey with local social service agencies during AY18--19. HSER 193/293 students in the following year can analyze the results and collaborate with faculty on developing program improvements based on the survey findings. **Plan still needs to be accomplished.**

3. Program faculty have identified HSER 110, a GE-designated course with no prerequisites, as needing further support to ensure that students who register for the course are aware of the subject matter and requirements necessary to succeed. Faculty seek to ensure that the students registering for HSER 110 are appropriate for the course in regards to their interest level in the content and their commitment to college level work. In order to support student success among non-major students, especially those from the trades and other public service programs, the HSER faculty will collaborate with academic advisors and the Counseling Center staff to explain what Introduction to Human Services is, what students need to do in order to successfully complete the course, and to help advise students into HSER 110 whom it will benefit the most.

○ Strategy 1: Program faculty plan to develop a brochure for HSERV 110 that would be distributed to faculty and counseling faculty/staff. Also, faculty will seek opportunities to talk about this course in other department’s monthly meetings and in other appropriate venues over the next two years. **To be carried over as an Action Item in the next CPR cycle.**

4. HSER faculty require additional support for professional development in order to maintain program relevancy/currency and to ensure that educational and programmatic improvements are adequately preparing students for careers in human services. Hence, additional professional development is critical for program improvement.

○ Strategy 1: Faculty require support for receiving funds to attend (and possibly to present at) a minimum of two professional conferences per year, one on Oahu and one on the mainland. Due to the ongoing financial deficit and COVID 19 restrictions, faculty have not requested funds to attend conferences other than the Hawaii Student Success Institute (CC system-wide). Human Services Faculty have taken advantage of professional development in the community and trainings offered at Hawai‘i Community College, especially summer 2020, such as: AVID, Ka‘ao Transformation, PD-Summer Institute, FYE, HSCADV, ITSO Badging and TIC 101. **Covid-19 effectively limited all face to face professional development and faculty have attended many of the workshops and trainings offered by HawCC and AVID online.**

**ARPD Data Table for HSER**
3. Program Learning Outcomes or Unit/Service Outcomes

a) List of the Program Learning Outcomes or Unit/Service Outcomes

Upon successful completion, students are prepared to:

PLO1: Portray a respectful attitude harmonizing with place, culture, and diverse perspectives, through a reflection of values and self-awareness.
PLO2: Evaluate employment and educational opportunities through a comprehensive awareness of the function of Human Services in the community.
PLO3: Utilize communication skills and implement strategies to assess the multiple causes of social issues and concerns.

b) List the Program Learning Outcomes or Unit/Service Outcomes that have been assessed in the period of this Comprehensive Review.

Assessed in 2018-19:
Program SLO1:
HSER 110 (CLO2 & CLO3),
HSER 193 (CLO2, CLO3, & CLO4),
HSER 293 (CLO1, CLO2, & CLO4)
Program SLO2:
HSER 110 (CLO2),
HSER 193 (CLO1, CLO2, & CLO4),
HSER 293 (CLO2 & CLO4)
Program SLO3:
HSER 110 (CLO1),
HSER 193 (CLO2 & CLO3),
HSER 293 (CLO2, CLO3, & CLO4)

The assessment results have shown that the Human Services program courses HSER 110, 193, 293 fall slightly below the expected benchmark of 70% in the high 60s. Closing the Loop assessments were originally scheduled for spring 2020. However, due to the onset of the COVID-19 pandemic and the unexpected change to online modality at mid-semester, these re-assessments did not occur. With the continuance of social distancing at most agencies, CTL assessment continues to be inaccessible at this time. Rescheduling will have to take place in consultation with the Institutional Assessment Coordinator. Please
see the graph below of aggregated PLO assessment results for the Spring 2019 assessments.

**HSER Program**

**Spring 2019 Assessment Results**

- Dark Green = Exceeds
- Light Green = Meets
- Orange = Partly Meets
- Red = Does not Meet

**d) Discuss changes that have been made as a result of the assessment results.**

Discussions about refining assessment artifacts and rubrics continue with the teaching faculty and more integration and collaboration of the courses taught by different faculty continue to heighten the impact of the program. The HSER program has had multiple changes in Program Coordination in the last review cycle and there is a need for better communication and agreement on teaching assignments and fieldwork standards.

The core of the program remains the same with the triangle of the HSER. 110 class and two semesters of Seminar and Fieldwork (HSER 193/293) hands-on experience in the community.
4. Action Plan

Based on findings in Parts 1-3, develop an action plan for your program or unit from now until your next Comprehensive Review date. Be sure to focus on areas to improve identified in ARPD data, comparable unit-developed measures or program-developed metrics, assessments of student learning or unit/service outcomes, results of survey data, and other data used to assess your program or unit. This plan should guide your program/unit through to the next Comprehensive Program/Unit Review cycle and must detail measurable outcomes, benchmarks and timelines. Include an analysis of progress in achieving planned improvements. Specify how the action plan aligns with the College’s Mission and Strategic Plan: HawCC Strategic Directions 2015-2021.

Discuss how these recommendations for improvement or actions will guide your program or unit until the next Comprehensive Review. Be sure to list resources that will be required, if any, in section 5 below. *The action plan may be amended based on new initiatives, updated data, or unforeseen external factors.

Goals for 2020-2023 CPR
Goal #1: Peer Mentoring Program to increase Retention and Transfer Rates
In 2019-2020 HSER did apply for a Perkins grant for Perkins funding to support a peer mentorship/counseling and tutoring program for personal and academic growth and emotional support to improve retention, persistence, and personal/professional development of Human Services students. Instructor Elizabeth Shaver, HSER Coordinator for 2019-20, wrote the grant and took the lead in its implementation. Activities included implementation of a peer mentor program to offer peer mentor training, participation in human services and wellness events, and cultural enrichment activities rooted in Native Hawaiian culture. Although this grant has ended, a peer mentor program will be further pursued and developed over the next 3-year period.

A pilot mentor program with two Human Services graduates who are Sociology majors under Dr. Okinaka at UH-Hilo has been started. These UHH students get SOC Internship credit for being mentors to HawCC HSER students in Sandi Claveria’s HSER 110, 193 and 293 classes. They have assisted with support services, building network contact, interpersonal skills, advocating as well as case management skills. It has been a positive connection and will continue in Spring 2021. The HSER Program believes that this is an example of increasing student retention as they guided at least three students to "puka through" and not give up, using creative ways to obtain their goals. This relationship with LBRT/HSER graduates who have transferred to UH-Hilo will continue to be developed as part of the mentoring program and Goal #6 as well. HawCC HSER alumni routinely do presentations, workshops and tours for Human Service students. *(HGI Action Strategy 2: Implement structural improvements that promote persistence to attain a degree and timely completion.)*

Goal #2: Start CHW Program and Follow-Up on Big Island Graduates
As described in the Analysis section of this report, a follow-up survey of the 23 CO graduates to see if they are employed and in which fields could also be drafted and conducted by HSER 193 and/or 293 practicum students. The results would be helpful in assessing the viability of the Community Health Worker (CHW) Certificate for our island. There is state legislation that supports the hiring of Community Health Workers in Community Health Centers. Currently the CO proposal is before Administration with support from the Social Sciences and Public Services Department faculty. There have been several discussions among teaching faculty about teaching the HSER 101: Community Health Worker Foundations course starting in Fall 2021. The Dept realizes that the success of the prior CO-CHW offering was due largely to a grant that covered the tuition costs and books. However, the effort afforded the development of collaborations with community non-profit agencies such as HOPE services and Hui Mālama Ola Nā ʻŌiwi to allow their workers time to attend the program and contribute to the development of in-service training and upgrading. (HGI Action Strategy 3: Anticipate and align curricula with community and workforce needs.) The offering of the CO-CHW directly addresses the current need for para-professional outreach community workers in entry level positions in community social services agencies exacerbated by the onset of the COVID-19 health pandemic and supported by legislative efforts to support CHW positions in community health centers.

Goal #3: Continue to support the offering of HSER courses in Early College (EC)
HSER 110 has been a consistent offering in a number of EC programs island-wide both on the east and west sides of the island for the last two CPR periods. There have been informal discussions with DOE teachers who are interested in giving their students the opportunity to obtain the CO-HSER, specifically Kea’au High School. The Program’s target is piloting an EC CO-HSER program by the end of the next CPR period. (HGI Action Strategy 1: Strengthen the pipeline from K–12 to the university to improve college readiness and increase college attendance)

Goal #4: Offering more HSER courses online
Social Science faculty Dr. Lucy Jones is well prepared and certified to teach online courses. She has agreed to teach HSER 110 online asynchronous in Fall 2021. Due to COVID-19, HSER teaching faculty can now teach the HSER 110, HSER 193, HSER 293 courses via ZOOM. They now have the option of delivering the core curriculum either face-to-face or online, depending on the state of the pandemic in upcoming semesters. (HGI Action Strategy 4: Solidify the foundations for Hawai‘i CC at Pālamanui, our newest campus, and establish large-scale student support services for Native Hawaiians, low-income students, and the under-represented populations served.)

Goal #5: Continue Strengthening Relationship with UH-Hilo to encourage Transfers
HawCC Human Services and Social Sciences faculty will continue to work closely with UH-Hilo Faculty, especially those in the Sociology, and Psychology Departments, to
ensure positive transfer and course alignment; streamlining the process by which our students can take UH-H classes for HawCC tuition rates for certain required courses, such as PSY 213 and 214 in the PSY Concentration, that are low-enrolled at our campus.

(HGI Action Strategy 2: Implement structural improvements that promote persistence to attain a degree and timely completion.)

Goal #6: Continue rich Town/Gown Collaborations and Engagement which informs curriculum and PLOs
These are examples of how Human Services and Social Sciences faculty have been leaders at Hawai’i Community College in student and community engagement:

- Advisor for Student Government (2016 – current)
- Founder and Advisor for Unity with Aloha (2018 – current)
- Coordinator of the Food Distribution for HawCC - Manono and Pālamanui (2017 -current.
- Coordinators of the Domestic Violence Summit (2018 and 2020), specifically geared towards student engagement

Human Service students and faculty regularly participate in the Family Violence Interagency Committee (FVIC), American Cancer Society, Kuikahi Mediation Workshops, PRIDE, Christmas and Merrie Monarch Parades, Food Basket distributions and feedings, BLM, and other community engagements. The faculty, instructors and students of the Human Services program takes pride in being one of the more visible and engaged academic programs in our community and will continue to keep this high level of college/community engagement involving students to increase their skills and commitment to the HSER profession. (HGI Action Strategy 3: Anticipate and align curricula with community and workforce needs)

5. Resource Implications

There are no additional resources requested for Human Services but a note that with the recent vacancy of the Sociology and Psychology faculty positions at Hawai’i Community College, the Social Sciences faculty that supports the Human Services Program offerings will be required to teach those disciplines as well.