



COUNTY OF LOS ANGELES
invites applications for the position of:

**CHILDREN'S SOCIAL WORKER
TRAINEE/INTERN OR STIPEND INTERN
PROGRAM**

SALARY: \$3,202.28 - \$3,967.46 Monthly
\$38,427.36 - \$47,609.52 Annually

OPENING DATE: 05/26/16

CLOSING DATE: 06/02/16 05:00 PM

POSITION/PROGRAM INFORMATION:



Los Angeles County
**Department of
Children and Family Services**

FIRST DATE OF FILING: 6/1/16 AT 8:00 A.M. (PST) - ONLINE FILING ONLY

EXAM NUMBER:
T9070Z

TYPE OF RECRUITMENT:
OPEN COMPETITIVE JOB OPPORTUNITY

DEFINITION:

Under close supervision, performs social casework functions including the investigation, supervision, placement and care of dependent children, children in foster homes or other child welfare cases through routine or emergency referrals.

CLASSIFICATION STANDARDS:

Positions allocable to this entry level class receive close supervision and training from higher level Children's Services staff in the performance of less difficult tasks. As trainees, the incumbents are assigned a reduced number of cases and are expected to develop progressively increasing skill in preparation for higher level positions requiring the handling of more complex and sensitive cases.

ESSENTIAL JOB FUNCTIONS:

1. Conducts a full-range of client-related and case management services, assessments, and investigations throughout the life of the referral/case by (a) collecting relevant information (e.g., observing the child's well-being and living environment; interviewing reporting parties, clients, suspected perpetrators; collateral contacts; service providers; consulting with colleagues, supervisors; conducting home inspections and assessment of prospective caregivers; monitoring visitations; researching case history files, court reports, official personal records; extrapolating data from CWS/CMS, WCMIS, LEADER, FCI, CACI, CLETS, ESCARS; and/or taking photographs of the child or living environment; etc.), (b) evaluating relevant information to determine the validity of an allegation and assess a child's and/or family's strengths and needs, (c) and determining, implementing, and monitoring the appropriate service or course of action (e.g., initiating preventative measures so that the child remains in the home, developing with the client a plan that mitigates immediate safety threats, or

removing a child from the home, etc.) and obtain approval through consultation with supervisor/administrator to complete the various actions and processes related to client services in order to secure the child's safety and ensure that the child and/or family receives the most appropriate client service that is in the child's best interest according to Federal and California State laws and regulations, departmental policies and procedures, and within the established time frames.

2. Enters data into various computerized systems that maintain client information by operating a state-wide database (i.e., CWS/CMS), reviewing client documents (e.g., personal identifications, medical/dental/psychological information, school information, birth certificates, marriage certificates, photographs, etc.) and/or computer-generated documents and forms, and following Department policies and procedures to ensure that client data are accurate and current.

3. Prepares a wide variety of documents (e.g., standardized forms and templates, legal notices and court reports, written reports, numerical log reports, memoranda, correspondence, etc.) within established response times or time intervals by using various computer systems with appropriate software programs (e.g., word processing), by operating computerized systems (e.g., CWS/CMS, SDM, SNAP, etc.), and/or by filling out standard forms (that consist of narrative, fill-in blanks, and/or checkmark boxes) in order to accomplish a variety of activities (e.g., document information; communicate pertinent information to others; notify clients and lawyers, etc.; initiate a process or course of action, such as a foster home search; etc.) in accordance with Federal and California State laws and regulations and Department policies and procedures.

4. Maintains a variety of confidential information (e.g., completed standards forms; records of communication; contact information; certificates; determinations, referrals, and requests made; agreements reached; court documents; caseload logs; photographs; or any other service-related information/documents, etc.) by organizing hardcopy data using a Departmental case management format and electronic data utilizing computerized systems (e.g., CWS/CMS) in order to document information and ensure the security of the documents in accordance with Federal and California State laws and regulations and Department policies and procedures.

5. Communicates with a variety of individuals (e.g., the client(s), law enforcement personnel, attorneys, representatives from County and outside service providers, and the public) on civil rights, legal rights and responsibilities, and other numerous issues (e.g., reasons for placement, availability of relinquishment, adoptions, court processes, non-case related general information, etc.) in accordance with Federal and California State laws and regulations and Department policies and procedures related to confidentiality by explaining information in a patient and clear manner, providing written information (e.g., instructions and pamphlets in their primary language, as necessary), defusing a hostile or high-stress situation (as appropriate), using active listening skills with the person, and/or applying motivational techniques (e.g., strength-based language) in order to promote the emotional well-being of the child; encourage clients to participate in services that promote and cultivate a safe and stable environment for the child; ensure that individuals are properly informed about any requests, processes, or actions taken; and ensure that any information provided is understood, complete, and accurate.

6. Offers client(s) various DCFS and/or community resources (e.g., Upfront Assessment, CSAT, Independent Living Program, Adoption Assistance Program, Family Preservation Program, ARS, drug testing and rehabilitation programs, Department of Mental Health immediate and ongoing assessments and referrals, etc.) throughout the life of the referral/case in order to address the client's or the family's immediate or long-term basic needs (e.g., in physical/mental health, emancipation, substance abuse, housing, food, employment, child care, transportation, and education) and monitor compliance with case plan activities by helping clients identify their needs for other services and by either providing the client pertinent information to obtain the assistance or coordinating with other County departments or agencies/community resources to arrange for service delivery (e.g., scheduling appointments for the client, referring the client for drug testing, transporting a child to a counseling session, etc.).

7. Resolves day-to-day issues and challenges presented by a variety of individuals (e.g., clients, the courts, co-workers, supervisors, administrators, public, etc.) by gathering and analyzing relevant information; coordinating activities with other public, private, and community agencies (including law enforcement, various court systems, probation, group and foster homes, medical personnel, school personnel, public health nurses, other emergency services, etc.); handling and mediating conflict among relevant parties; and communicating and interacting with the appropriate people in order to ensure prompt and efficient delivery of client services in accordance with Federal and California State laws and regulations and Department policies and procedures.

8. Represents the Department/unit at various meetings (e.g., TDM, staff meetings; training sessions; conferences; community events; court hearings, meetings with specific groups, such as IEP, MCPC, Regional Center; etc.) by preparing for and attending the meeting in order to orally communicate information to others, educate others and oneself on various topics, address concerns raised by relevant groups, and/or advocate for the child/family during the meeting.

9. Performs various court-related activities pertaining to client services by examining case history and preparing court reports for various hearings, filing petitions, obtaining/reviewing/following court orders, requesting changes in court orders, referencing the Welfare & Institutions Code, obtaining information from County Counsel and attorneys, providing notice to appropriate parties, completing and obtaining appropriate court-related paperwork (e.g., family law orders, medical reports, toxicology reports, pictures, historical documents, progress letters and certificates of completions of court-ordered programs, etc.), obtaining authorizations for various purposes, testifying in court, etc. in order to ensure the protection of a child and the rights of the family, to initiate a process related to client services (e.g., removal orders, investigative warrants, protective custody warrants, dependency hearings, in-and-out/removal of incarcerated parents, delinquency hearings, permanency hearings, termination of parental rights, etc.), to make recommendations to the court, and to ensure that all court documents are legally sufficient in accordance with Federal and California State laws and regulations and are completed within established time frames.

10. Drives a motor vehicle to perform most of the essential job functions listed above.

REQUIREMENTS:

ONLINE FILING ONLY

SELECTION REQUIREMENTS:

Bachelor's degree* from an accredited college with a major in social work **and current enrollment in the Internship or the California Social Work Education Center (CalSWEC) Stipend Intern Program under Federal Title IV-E** with the Department of Children and Family Services in the Los Angeles County during the 2015-2016 academic year.**

PHYSICAL CLASS:

PHYSICAL CLASS II – Light: Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

LICENSE REQUIRED: A California Class C Driver License is required. Candidates must show proof of a driver's license before appointment and will be required to obtain a copy of their driving record from the California State Department of Motor Vehicles before being appointed. A copy of the driving record must be presented at the time of appointment. License must not be suspended, restricted, or revoked. Also, personal vehicle will be required at the time of appointment in order to perform the essential job functions.

AN APPLICANT WHOSE DRIVING RECORD SHOWS FOUR (4) OR MORE MOVING VIOLATIONS WITHIN THE LAST TWO (2) YEARS WILL NOT BE APPOINTED.

DESIRABLE QUALIFICATIONS:

- **Any Paid** experience (**excluding** the internship experience obtained from either Internship program offered by the Department of Children and Family Services or CalSWEC Stipend Intern Program), performing a variety of social casework or related services in connection with child protective program or adoption services in a child welfare agency. To receive credits, applicants must clearly identify related paid experience from MM/DD/YY to MM/DD/YY and hours worked.

SPECIAL REQUIREMENTS INFORMATION:

*To qualify, applicants **MUST** include a legible copy of the **official diploma, official transcripts or official letter** from the accredited institution registrar's office which shows the area of specialization with your online application by Friday, July 15, 2016.

Verification of applicant's enrollment in the 2015-2016 Internship or CalSWEC Stipend Internship Program **AND completion of the internship with the Los Angeles County Department of Children and Family Services, will be acquired either from the school's Registrar's Office or from the Office of Education and Licensure Program in the Department of Children and Family Services Los Angeles County immediately after the online application filing.

EDUCATION WITHHOLD:

Applicants who anticipate completing their Bachelor's Degree by June 30, 2016 may apply for this examination but will be withheld from the placement on the certification list until all required documentation is submitted to the Exams Section.

ADDITIONAL INFORMATION:

EXAMINATION CONTENT:

The examination will consist of an evaluation of related training and experience based on application information and Desirable Qualifications weighted 100%.

Candidates must achieve a passing score of 70% or higher on the exam in order to be placed on the Eligible Register.

NO PERSON MAY COMPETE FOR THIS EXAMINATION MORE THAN ONCE EVERY 12 MONTHS.

ELIGIBILITY INFORMATION: Applications will be processed on an as-received basis and promulgated to the eligible register. The names of candidates receiving a passing grade in the examination will be placed on the eligible register in the order of their score group for a period of (12) months following the date of promulgation.

SELECTIVE CERTIFICATION:

If there is a need to make appointments for special bilingual skills, to serve the County population, a selective certification list may be instituted in accordance with Civil Service Rule 11.03. Applicants who know any language other than English may indicate on the application. Their bilingual skills will be tested before they are added to the list.

SPECIAL INFORMATION:

FINGERPRINTING CLEARANCE AND BACKGROUND INVESTIGATION: All Department of Children and Family Services employees are fingerprinted and subject to criminal background check by the State Department of Justice and Federal Bureau of Investigation. Employment/Promotion is contingent upon passing the background checks. An individual with job-related convictions as defined by the County policy (PPG 514) or the requirements of a "sensitive position" may be withheld from appointment or may be discharged.

APPOINTMENT INFORMATION

Candidates who are selected for an employment must successfully complete the pre-employment requirements, which include fingerprint clearance and background investigation, medical examination and psychological evaluation.

Appointees must be willing to work after hours, weekend shifts and holidays.

VACANCY INFORMATION:

The eligible register resulting from this examination will be used to fill vacancies in the Department of Children and Family Services.

AVAILABLE SHIFT: ANY

APPLICATION AND FILING INFORMATION:

APPLICATIONS MUST BE FILED ONLINE ONLY.

Applicants are required to submit a standard Los Angeles County Employment Application online to be considered for this examination. Paper application and/or resumes cannot be accepted in lieu of online application.

All applicants MUST complete the filing process ONLINE (via electronic submission). Applications will not be accepted by mail, fax, or in person.

We must receive your application, by 5:00 p.m. (PST) on or before the last day of filing.

All required documents must be submitted at the time of filing or during the examination process. Any missing required documents not submitted by the deadline will result in your application being rejected as incomplete.

Note: If you are unable to attach the required documents, you may e-mail them to JimenJ3@dcfs.lacounty.gov by Friday July 15, 2016. You may also fax the documents to (213) 738-6470. Please make sure to reference **your full name (Last, First name), examination title and number** on the subject line of your e-mail or in your fax.

Apply online by clicking on the "**APPLY**" tab for this posting. You can also track the status of your application by using this website.

All information is subject to verification. We may reject your application at any time during the examination and hiring process, including after appointment has been made. Falsification of any information may result in disqualification or rescission of appointment.

Fill out your application completely. The acceptance of your application depends on whether you have clearly shown that you meet the **Selection Requirements and Supplemental Questionnaire**. Provide any relevant education, training, and experience in the spaces provided, so we can evaluate your qualifications for the job. For each job held, give the name and address of your employer, your job title, beginning and ending dates, number of hours worked per week, description of work performed, and salary earned. If your application is incomplete, it will be rejected.

SOCIAL SECURITY NUMBER: All applicants MUST enter a valid social security number at the time of filing. Entering anything other than a valid social security (i.e., 000-00-0000, 111-11-1111, etc.) will result in an automatic rejection of your application.

COMPUTER AND INTERNET ACCESS AT PUBLIC LIBRARIES: For candidates who may not have regular access to a computer or the Internet, applications can be completed on computers at public libraries throughout Los Angeles County.

NO SHARING OF USER ID AND PASSWORD: All applicants must file their application online using their OWN user ID and password. Using a family member or a friend's user ID and password may erase a candidate's original application record.

California Relay Services Phone: (800) 735-2922
ADA Coordinator Email: JimenJ3@dcfs.lacounty.gov
Teletype Phone: (800) 899-4099
Alternate Teletype Phone: (800) 897-0077

Department Contact Name: Juan Jimenez
Department Contact Phone: (213) 351-5898
Department Contact Email: JimenJ3@dcfs.lacounty.gov

**COUNTY OF LOS ANGELES
Employment Information**

Any language contained in the job posting supersedes any language contained below.

Your Responsibilities:

1. Completing Your Application:

a. Before submission of the application, it is your responsibility to ensure disclose the effect of the Windfall Elimination Provision and the Government

Social Security Act of 2004: Section 419 (c) of Public Law 108-203, the Social Security Protection Act of 2004, requires State and local government employers to

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that all information provided is correct and complete on the application. Incomplete applications cannot be accepted.

b. Please list separately the PAYROLL TITLE for each job. Do not group your experience. Specify the beginning and ending dates for each job. If you are a County employee and have been promoted, do NOT list all of your time with the County under your present payroll title.

c. Your Social Security Number must be included for record control purposes. Federal law requires that all employed persons have a Social Security Number.

d. To receive APPROPRIATE CREDIT, include a copy of your diploma, transcript, certificate, or license as directed on the job posting.

2. Minimum or Selection Requirements are listed in the job posting.

a. YOUR APPLICATION WILL BE ACCEPTED ONLY IF IT CLEARLY SHOWS YOU MEET THESE REQUIREMENTS. The information you give will determine your eligibility and is subject to verification at any time.

b. You must be at least 16 years of age at the time of appointment unless other age limits are stated on the job posting. The Federal Age Discrimination in Employment Act (ADEA) of 1967, as amended, prohibits discrimination on the basis of age for any individual over age 40.

c. Your experience may be paid or unpaid unless the job posting states otherwise. Experience is evaluated on the basis of a verifiable 40-hour week.

3. Application Deadline:

a. All job applications must be completed and submitted by the last day of the filing period and closing time indicated on the job posting. Job postings with an open continuous filing period are subject to closure without prior notice. It is to your advantage to file your application early and not wait until the last allowable date and time as you will not be able to apply once the filing period has closed.

b. Applications for positions designated "Apply in Person" must be filed in person at the address provided on the job posting.

4. Change of Name or Address:

To change personal information such as your name or address, log into your profile and make the necessary change. This can be done at any time.

5. Promotional Examinations:

a. Some of your experience may have been in a position in which such work is not typically performed. If such experience is permitted as indicated on the job posting, a signed Verification of Experience Letter (VOEL) signed by your department's Human Resources Office must be attached to your application unless otherwise stated on the job posting.

b. If indicated on the job posting, permanent employees who have COMPLETED THEIR INITIAL PROBATIONARY PERIOD AND HOLD A QUALIFYING PAYROLL TITLE may file for promotional examinations if they are within six months of meeting the experience requirements by the last day of filing or at the time of filing for open continuous exams.

6. Equal Employment Opportunity/Non-Discrimination Policy:

a. It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, color, religion, sex, national origin, age, sexual orientation or disability.

b. If you require material in an ALTERNATE FORMAT or are an individual requesting REASONABLE ACCOMMODATION(S) in the examination process for a physical or mental disability, please CONTACT THE AMERICANS WITH DISABILITIES ACT (ADA) COORDINATOR LISTED ON THE JOB POSTING. The provision of reasonable accommodation may be subject to verification of disability as allowable with State and Federal law. All disability-related information will remain confidential.

Disclaimer: The County of Los Angeles is not responsible or in any way liable for any computer hardware or software malfunction which may affect the employment application or the application selection process.

You assume all responsibility and risk for the use of this system and the Internet generally. This system and the information provided on it are provided on an "as is" and "as available" basis without warranties of any kind, either express or implied. No advice or information given by the County of Los Angeles or its respective employees shall modify the foregoing or create any warranty.

The County of Los Angeles expressly disclaims any warranty that the information on this system or on the Internet generally will be uninterrupted or error free or that any information, software or other material accessible from the system is free of viruses or other harmful components. You shall have no recourse against the County of Los Angeles as the system provider for any alleged or actual infringement of any proprietary rights a user may have in anything posted or retrieved on our system.

The County of Los Angeles shall not be liable for any direct, indirect, punitive, incidental, special or consequential damages arising out of or in any way connected with the use of this system or with the delay or inability to use it (or any linked sites), or for any information obtained through this system, or otherwise arising out of the use of this system, the Internet generally or on any other basis.

NOTE: Your application is submitted using Secure Encryption to ensure the

Pension Offset Provision to employees hired on or after January 1, 2005, in jobs not covered by Social Security. The County of Los Angeles does not participate in the Social Security System. All newly hired County of Los Angeles employees must sign a statement (Form SSA-1945) prior to the start of employment indicating that they are aware of a possible reduction in their future Social Security benefit entitlement. For more information on Social Security and about each provision, you may visit the website www.socialsecurity.gov, or call toll free 1-800-772-1213. Persons who are deaf or hard of hearing may call the TTY number 1-800-325-0778 or contact a local Social Security office.

Record of Convictions: As part of the selection process you may be required to complete and submit a Candidate Conviction History Questionnaire (CCHQ). PLEASE DO NOT SUBMIT THE CCHQ WITH YOUR APPLICATION, unless instructed to do so. A full disclosure of all convictions is required, when requested. Failure to disclose convictions will result in disqualification. Not all convictions constitute an automatic bar to employment. Factors such as your age at the time of the offense (s), and the recency of offense(s) will be taken into account, as well as the relationship between the offense(s) and the job(s) for which you apply. However, any applicant for County employment who has been convicted of workers' compensation fraud is automatically barred from employment with the County of Los Angeles (County Code Section 5.12.110). ANY CONVICTIONS OR COURT RECORDS WHICH ARE EXEMPTED BY A VALID COURT ORDER DO NOT HAVE TO BE INCLUDED.

For more information regarding convictions that are not subject to disclosure, please refer to the CCHQ from the link below:
http://file.lacounty.gov/dhr/CCHQ_2014.pdf

Americans with Disabilities Act of 1990: All positions are open to qualified men and women. Pursuant to the Americans with Disabilities Act of 1990, persons with disabilities who believe they need reasonable accommodation, or help in order to apply for a position, may contact the ADA/Personnel Services for Disabled Persons Coordinator. Hearing impaired applicants with telephone teletype equipment may leave messages by calling the teletype phone number on the job posting. The County will attempt to meet reasonable accommodation requests whenever possible.

Veteran's Credit: In all open competitive examinations, a veteran's credit of 10 percent of the total credits specified for such examinations will be added to the final passing grade of an honorably discharged veteran who served in the Armed Forces of the United States under any of the following conditions: During a declared war; -or- During the period April 28, 1952 through July 1, 1955; -or- For more than 180 consecutive days, other than for training, any part of which occurred after January 31, 1955, and before October 15, 1976; -or- During the Gulf War from August 2, 1990 through January 2, 1992; -or- For more than 180 consecutive days, other than for training, any part of which occurred during the period beginning September 11, 2001, and ending on August 31, 2010 the last day of Operation Iraqi Freedom; -or- In a campaign or expedition for which a campaign medal or expeditionary medal has been authorized and awarded. Any Armed Forces Expeditionary medal or campaign badge, including El Salvador, Lebanon, Grenada, Panama, Southwest Asia, Somalia, and Haiti qualifies for credit.

A campaign medal holder or Gulf War veteran who originally enlisted after September 7, 1980 (or began active duty on or after October 14, 1982, and has not previously completed 24 months of continuous active duty) must have served continuously for 24 months or the full period called or ordered to active duty.

This also applies to the spouse of such person who, while engaged in such service was wounded, disabled or crippled and thereby permanently prevented from engaging in any remunerative occupation, and also to the widow or widower of any such person who died or was killed while in such service. A DD214, Certificate of Discharge or Separation from Active Duty, or other official documents issued by the branch of service are required as verification of eligibility for Veterans preference. Applicants must submit the documentation for each open competitive exam to qualify for veteran's credit.

Employment Eligibility Information: Final appointment is contingent upon verification of U.S. citizenship or the right to work in the United States. Immigration law provides that all persons hired after November 6, 1986, are required to present original documents to the County, within three (3) business days of hiring, which show satisfactory proof of: 1) identity and 2) U.S. employment eligibility.

Los Angeles County Child Support Compliance Program: In an effort to improve compliance with court-ordered child, family and spousal support obligations, certain employment and identification information (i.e., name, address, Social Security number and date of hire) is regularly reported to the State Directory of New Hires which may assist in locating persons who owe these obligations. Family Code Section 17512 permits under certain circumstances for additional employment and identifying information to be requested. Applicants will not be disqualified from employment based on this information.

The California Fair Employment and Housing Act (Part 2.8 commencing with Section 12900 of Division 3 of Title 2 of the Government Code) and the Regulations of the Fair Employment and Housing Commission (California Code of Regulations, Title 2, Division 4, Sections 7285.0 through 8504) prohibits employment discrimination based on race or color; religion; national origin or ancestry, physical disability; mental disability or medical condition; marital status; sex or sexual orientation; age, with respect to persons over the age of 40; and pregnancy,

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privacy of all information you transmit over the Internet.

childbirth, or related medical conditions.

By accepting the Use Disclaimer set forth here, you agree to all of the above terms and further agree to use this Online Job Employment Application System only for the submission of bona fide employment applications to the County of Los Angeles. Any other use of this Online Job Employment Application System, including without limitation any copying, downloading, translation, decompiling, or reverse engineering of the system, data, or related software, shall be a violation of the Use Disclaimer.

Test Preparation: Study guides and other test preparation resources may be accessed through the Department of Human Resources website at: <http://hr.lacounty.gov>. Additional test preparation resources may be listed on the job posting.

Benefit Information: Depending on the position, the successful candidate will enroll in a contributory defined benefit pension plan if the candidate is a "new member" of the County's defined benefit plan (LACERA) on or after January 1, 2013 (first employed by the County on or after December 1, 2012) – unless she or he established reciprocity with another public retirement system in which she or he was a member before January 1, 2013. It should be noted that County employees do not pay into Social Security, but do pay the Medical Hospital Insurance Tax portion of Social Security at a rate of 1.45%. The Los Angeles County Employees Retirement Association (LACERA) has reciprocal agreements with several public retirement systems in California.

Accreditation Information: Accredited institutions are those listed in the publications of regional, national or international accrediting agencies which are accepted by the Department of Human Resources. Publications such as American Universities and Colleges and International Handbook of Universities are acceptable references. Also acceptable, if appropriate, are degrees that have been evaluated and deemed to be equivalent to degrees from United States accredited institutions by an academic credential evaluation agency recognized by The National Association of Credential Evaluation Services or the Association of International Credential Evaluators, Inc. (AICE).

APPLICATIONS MAY BE FILED ONLINE AT:
<http://hr.lacounty.gov>

Position #T9070Z
CHILDREN'S SOCIAL WORKER TRAINEE/INTERN OR STIPEND INTERN
PROGRAM
JJ

Los Angeles, CA 90010

CHILDREN'S SOCIAL WORKER TRAINEE/INTERN OR STIPEND INTERN PROGRAM Supplemental Questionnaire

* 1. Which of the following DCFS programs you belong to:

- DCFS Stipend Intern Program
- DCFS Intern Program
- None of the above

* 2. Which of the following colleges you are graduating from:

- Azusa Pacific University
- California State University, Los Angeles
- California State University, Long Beach
- Whittier College
- Other

3. If you selected other on question number two, please list the college you graduated or are graduating from:

* Required Question