November 9, 2022

Linda Ramos, JBAY

Equity in the Time of Need

Best Practices and Recommendations for California's College Basic Needs Centers

JBAY JOHN BURTON Advocates for Youth

Things to Know

1. The session is being recorded and will be posted on www.jbay.org.
2. All attendees are muted for the session.
3. Place questions in the Q/A so they can be answered by our content experts.
4. A copy of the presentation and a link to the recording will be sent out to registrants.
5. Audience members can enable closed captioning through the menu bar on your screen.

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Basic Needs Overview

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BASIC NEEDS DEFINED

Basic needs are defined by California Education Code to include housing, food, clothing, hygiene, technology, transportation, childcare, and mental health services.

BASIC NEEDS INSECURITY

#RealCollege 2021: Basic Needs Insecurity Among Los Angeles Community College Students During the Ongoing Pandemic

FOOD INSECURITY

44%
Worried about running out of food

40%
Could not afford to eat balanced meals

32%
Cut size of meal or skipped meals

#Real College 2021 Report

HOUSING INSECURITY

29%
Did not pay full utilities

27%
Could not pay full amount of rent

13%
Moved in with other people

#Real College 2021 Report

IMPACT OF BASIC NEEDS INSECURITY

Education

- Lower grades/GPA
- Lower completion rates
- Increased financial aid disqualification

Wellness

- Increased levels of anxiety & depression
- Increased exposure to violence
- Increased exposure to chronic trauma

Housing

- Overcrowding or substandard housing
- Increased risk for infectious disease, and
- Increased stress levels

DISPROPORTIONATE IMPACT

- **African American**

  16 percentage point difference between African American students experiencing basic needs insecurity compared to their White peers

- **Foster Youth**

  29% of foster youth experience homelessness, **double the rate** of other community college students.

- **Students with Dependents**

  54% of parenting students at two-year colleges were food insecure.

  More than half of all Black female parenting students experience basic needs insecurity.

- **LGBTQ+**

  Approximately **two-thirds** of LGBTQ+ students face basic needs insecurity.

  Nonbinary students had **highest rates** of basic needs insecurity of any gender identity.

Basic Needs Centers

Legislation and Requirements

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Investment in Basic Needs

$40 million annually to support California Community College Basic Needs Centers

Basic Needs Directive

- Hire a Basic Needs Coordinator
- Assist students with enrollment in CalFresh
- Collaborate to ensure students have full access to financial resources and aid
- Coordinate with the local homeless response system to facilitate access to housing support services
- Cultivate partnerships with community-based programs to facilitate access to services
- Develop a local list of all on- and off-campus basic needs services and resources
- Streamline the application and intake process to minimize duplication and eliminate barriers to access
- Develop and implement outreach plan
- Provide easy access to student basic needs

Student Basic Needs: Barriers to Access

- *LACK OF ACCESS* TO CAMPUS RESOURCES, INCLUDING CHALLENGES WITH TIMING AND TRANSPORTATION
- *NEGATIVE PERCEPTIONS* OF HELP-SEEKING AND OF PUBLIC BENEFITS PROGRAMS
- *BELIEF* THAT THEY (THE STUDENT) CREATED THE CURRENT PROBLEM
- *LACK OF AWARENESS* OF HOW TO ACCESS RESOURCES

Maintain Student-Centered Approach

- Creating request forms and standard communication protocols to help students understand processes and next steps.
  - Infographics, Instructional videos
- Designing opportunities for direct access to staff where students can ask questions.
  - drop-in/ virtual “office hours,” chat function
- Facilitating and streamlining linkages to campus and community resources.
  - co-location of services, coordination of virtual office hours
- Offering hours of operation and service delivery models that address the needs of students across varying demographics, including evening and online students.

Community of Practice

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BASIC NEEDS COMMUNITY OF PRACTICE

7 Campuses Selected

- Napa Valley
- San Joaquin Delta
- Mt. San Antonio
- Lake Tahoe
- Allan Hancock
- Mission College
- San Diego

4 Collective Sessions

- Benchmarks
- Active Minds
- Cerritos College
- Leah's Pantry

Individual Technical Assistance

- Partner Collaboration
- Student Engagement
- Case Management
- Assessment/Intake

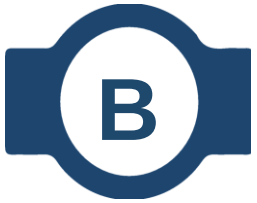
Basic Needs Campus Goals

- Create Basic Needs Task Force
- Create dedicated space for Basic Needs Center
- Increase utilization of basic needs pantry
- Increase CalFresh enrollment
- Create basic needs grant application and distribution protocol
- Increase FAFSA/CADAA submission among BNC recipients
- Develop data collection and evaluation methods to assess impact of BNC services on student outcomes
- Increase rates of course retention and completion

BEST PRACTICES

Using data to drive the prioritization of student basic needs and integration within campus strategic planning efforts and equity plans.

Developing sustainable cross-departmental and cross-sector partnerships based on identified student needs.



Developing a trauma-informed case management structure linked to a robust technology platform that aligns with student data management systems.

Developing a comprehensive campus outreach and engagement strategy that includes staff and faculty trainings and ongoing professional development opportunities.

Mt. San Antonio College

Basic Needs Center

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Basic Needs Committee

- Cross-campus basic needs committee formed and charged with addressing food and housing insecurity.
- Co-chaired by administrator and faculty.
- Committee members lead programmatic support until Basic Needs Resources program launched in 2019.

From Committee to Comprehensive Program

2017

Basic Needs Committee (BNC) formed

13 members from across campus

2018

BNC led programs

Mountie CalFresh Days

Launch of Mobile Food Pantry w/local partner

Hunger & Homeless Awareness Week Activities

Faculty Flex Presentations

2019

BNC continued Mobile Food Pantry

Hired Basic Needs Resources Coordinator

Transitioned programming to Basic Needs Resources program

2020

Secured permanent space for Mountie Fresh Food Pantry

Opened the Pantry in January

Awarded JBAY grant

Campus Peer Navigator for housing referrals

Closed the Pantry in March

Transitioned to Drive-Thru Food Pantry

2021

Secured space for BNR Center

Re-opened Mountie Fresh Food Pantry

Added housing support with Jovenes Inc.

Added case management with social workers

Received ongoing funding from Chancellor's Office

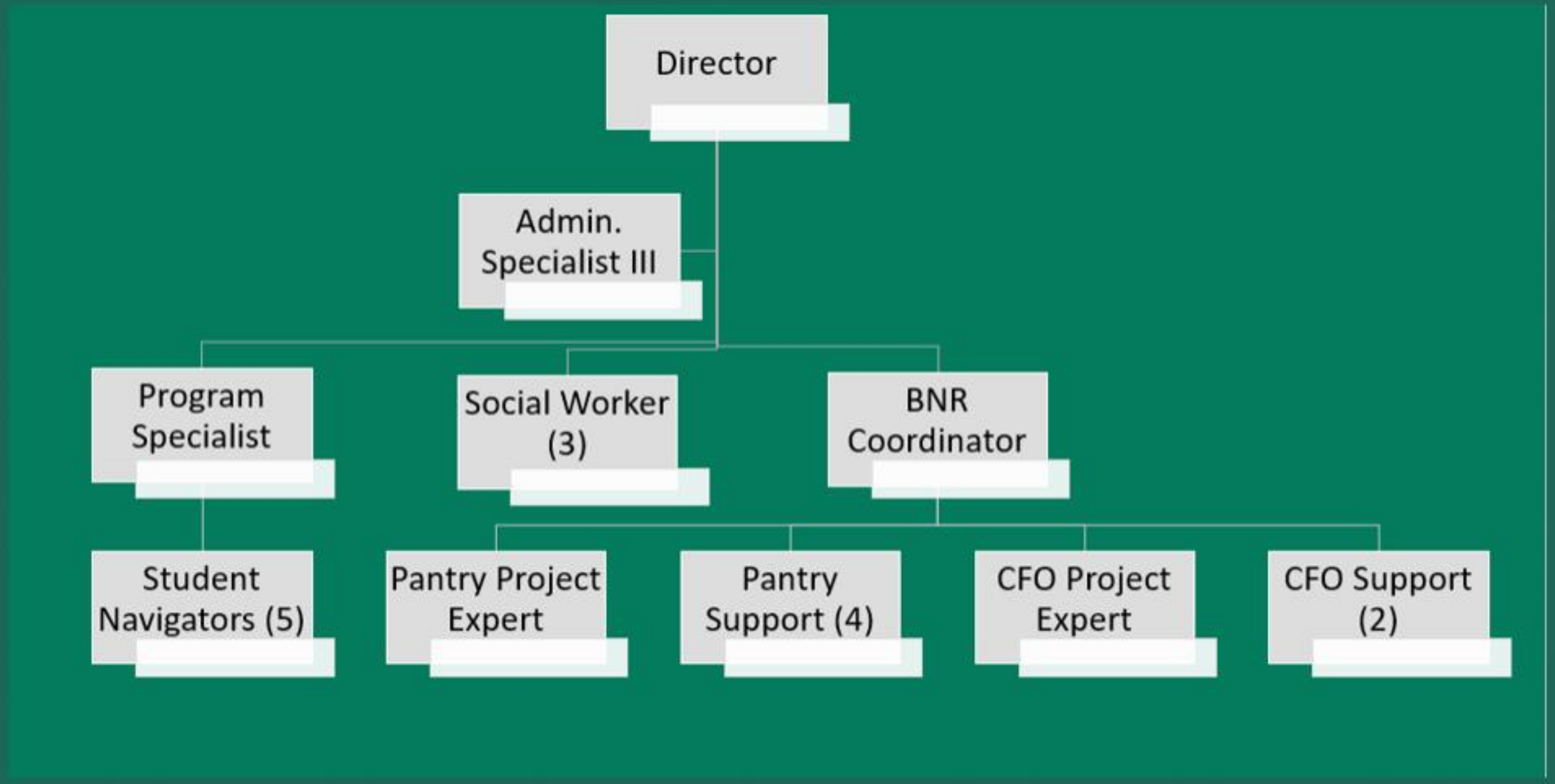
2022

Hired Director of BNR

Hiring additional permanent positions

Just getting started!

Basic Needs Resources Organizational Chart



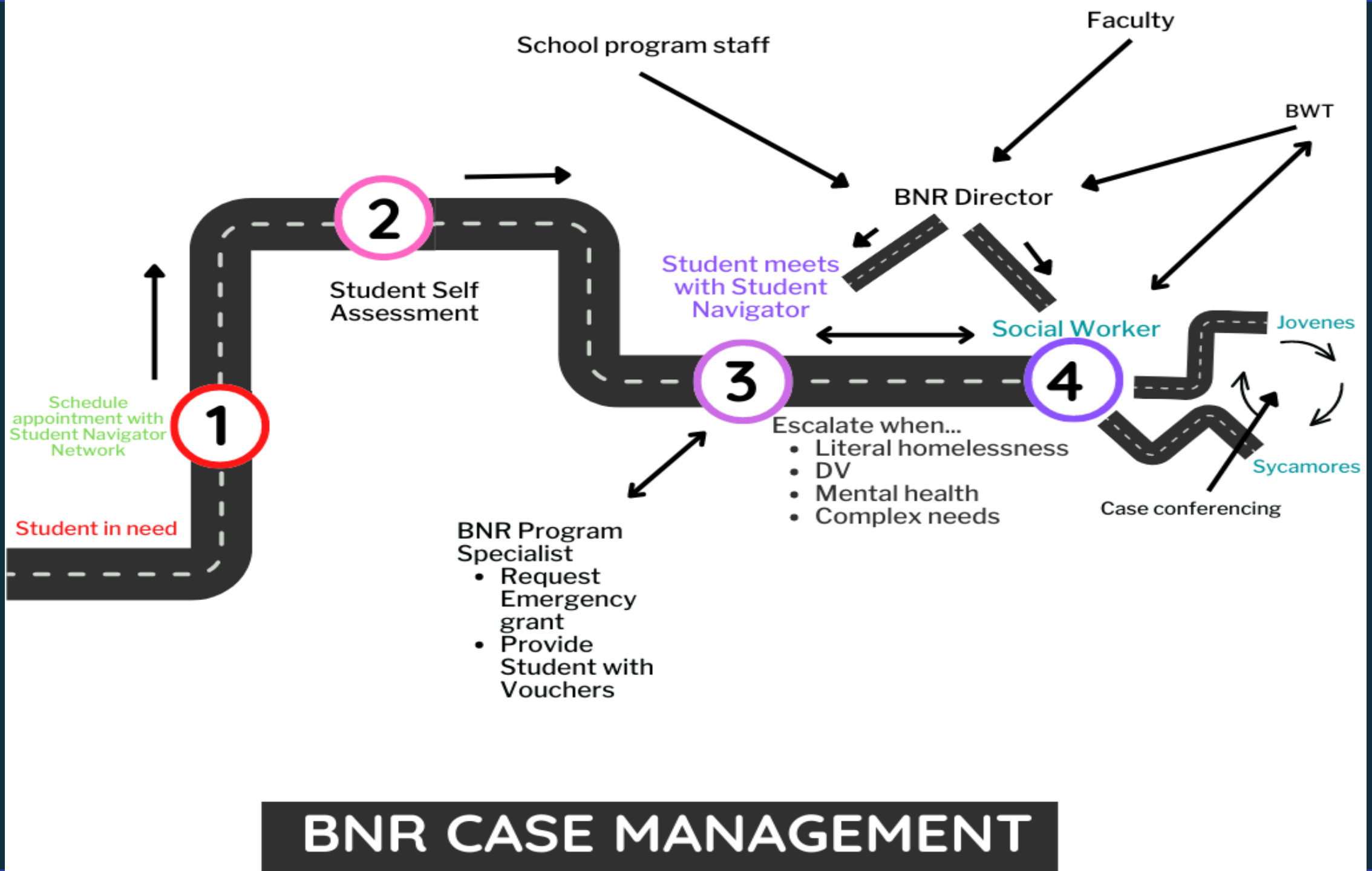
Campus Outreach and Engagement Strategy

- Basic Needs Ally Training
- Mountie Fresh Food Pantry Orientation Training
- Mountie Fresh Snack Racks Orientation
- Flex Day/ Classified Professional Development Day

Power of Campus and Community Partners

Campus Partners
• EOPS • Rising Scholars • REACH Guardian Scholars • DREAM • Tutoring Center • Pride Center • NonCredit • CalWORKS • BWT • Financial Aid

Community Partners
• Sowing Seeds for Life (LA Regional Food Bank donations) • Buddhist Tzu Chi Foundation USA • Chico State University's Center for Healthy Communities (CalFresh Outreach Grant) • Grocery Outlet Bargain Market, West Covina • Sacred Heart Catholic Church, Covina • Leah's Pantry • Rise, Inc.



BNR CASE MANAGEMENT

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Basic Needs Center

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BASIC NEEDS CENTER

Dr. Ricky Gutierrez-M., Program Manager, Empowerment Resource Center & Pride Center
Ana Villegas MSW, Basic Needs Manager

STARTED FROM THE BOTTOM…

First Basic Needs task force – September 2020

- Steering committee included Director of Student Activities, Student Activities Coordinator, Empowerment Center Manager/Homeless Liaison, CalWORKs Director
- Invited colleagues, students, and community stakeholders which resulted in wide representation
- Created vision, mission, shared terminology, and goals for task force
  - Submitted formal proposal to administration spring 2021

With the Task Force in place we got to work:

- Basic Needs Funding Proposal – February 2022
- Transportation Survey – spring 2021
- Research on Housing Needs – Summer 2021 (report provided February 2022)

...now we're here!

- Basic Needs Center Location
- Staffing
  - Basic Needs Manager
  - Student Program Specialist
  - CalFresh Ambassadors
- Laundry Service - Every Tuesday
- Vouchers
  - Gas
  - Food
  - Textbook and Supply
- Hygiene Kits
- RTD Transportation for all students

Cross-Department Collaboration

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Our task force includes:

- Delta Pride Center & Empowerment Resource Center Manager
- Basic Needs Manager
- Director of Student Activities
- Director of CalWORK's
- CalWORK's Project Manager
- Academic Counselors
- Resource Specialist/Success Coach
- Associated Students of Delta College Rep
- Faculty
- Data Analyst
- Director of Child Development center
- Director of Facilities Management & Operations
- Foundation Director
- Assistant Superintendent/Vice President of Student Service
- Director of Financial Aid & Scholarships
- Dean of Student Services
- Vice President of Administrative Services
- Community Agencies/Consultants

Currently working to shift task force to a subcommittee of Student Equity & Success (shared governance process)

Community Connections

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- Delta College Foundation - fundraising efforts
- Uplift All Foundation - Laundry Services
- Second Harvest - Food pantry partnership
- Catholic Charities - CalFresh application assistance
- John Burton Advocates for Youth (JBAY) - Critical needs grants and emergency grants
- San Joaquin Regional Transit District (RTD) - student bus passes

Integration into Strategic Plan

STRATEGIC GOALS AND OBJECTIVES

Student-Centered	**Strategic Goal 1** Increase student success metrics for all students, especially for disproportionately impacted students, to significantly reduce equity gaps.	**Objectives** 1.1 Significantly Reduce Equity Gaps 1.2 Meet Student Basic Needs 1.3 Promote Student Health, Wellness, and Safety
Innovative and Inclusive	**Strategic Goal 2** Improve operational practices to ensure access to an equity-minded, student-centered experience.	**Objectives** 2.1 Establish and Implement Integrated Planning Model 2.2 Stabilize Technology 2.3 Recruit and Retain a Diverse Workforce 2.4 Institute Systematic Professional Development for Diversity, Equity, and Inclusion
Community-Focused	**Strategic Goal 3** Initiate and promote community partnerships, increase engagement, and expand opportunities for innovation, entrepreneurship, and cultural and intellectual exchange.	**Objectives** 3.1 Increase Community Engagement 3.2 Enhance Employer Relationships 3.3 Establish the Delta College Foundation as a Community Resource 3.4 Promote and Celebrate Innovation

Integration into Strategic Plan

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Metrics for Objective 1.2: Meet Student Basic Needs

By Fall 2027, reduce the percentage of students reporting basic needs insecurity from 60% to 40%.

Students' basic needs include access to nutritious and sufficient food; safe, secure, and adequate housing—to sleep, to study, to cook, and to shower; healthcare to promote sustained mental and physical well-being; affordable technology and transportation; resources for personal hygiene; and childcare and related needs.

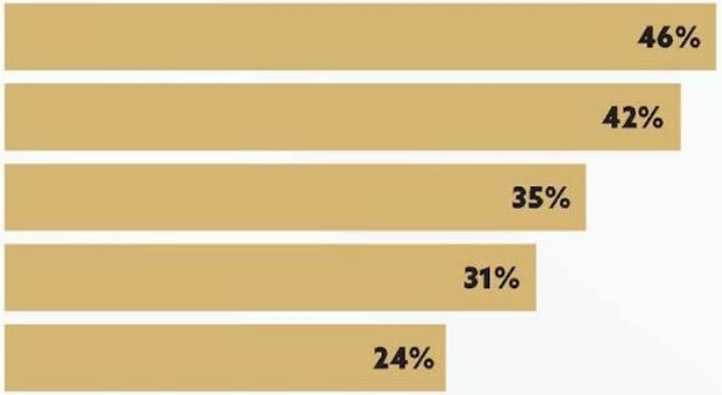
All enrolled students will be surveyed using the #RealCollege survey annually.

1,173 Students

42% Food Insecure

31% Housing insecure due to COVID

18% Homeless due to COVID



51%	African American/Black	**41%**	Pacific Islander	**54%**	Non-binary/third gender/prefer not to answer
50%	Asian	**41%**	Latinx	**43%**	Female
48%	Two or more	**39%**	Other	**38%**	Male
42%	Unknown	**30%**	White		

(Source: Hope Center #RealCollege Survey 2020)

Note: Definitions for Food Insecurity, Housing Insecurity, and Homelessness can be found in the Appendix

Some points on data

- Context for integration into Strategic Plan
  - Institutional Research & Effectiveness (IRE) is part of basic needs task force
  - Cross-departmental work facilitated the campus-wide integration
- Delta College participated in the Hope Center #RealCollege Survey in 2020 to identify metrics
- Measuring impact of services (i.e. Basic Needs Center)
  - Student completion, persistence, and progress rates
- Continuous assessment
  - Basic Needs Assessment added on student information system
    - It will appear as a task/to-do for students to complete

Question/Answer

Recommendations

Campus

- Integrate basic needs goals within the campus equity and strategic plans.
- Create pathways for the timely delivery of emergency funding resources in collaboration with fiscal services and financial aid distribution processes.
- Create flexibility and low-barrier access to basic needs resources, including food pantry and emergency funding support.
- Modify existing financial aid policies and appeals processes.
- Design robust outreach strategies to elevate basic needs center services that address student well-being.
- Expand operational hours and service models.
- Campus representatives should engage with the local Continuum of Care system to create robust partnerships to address the educational and housing needs of housing insecure and unhoused students.

Recommendations

State

- **Centralize data collection and facilitate outreach by integrating a basic needs assessment section into CCCApply and student enrollment processes.**

- **Centralize and expand training opportunities for basic needs program staff:**
  - Basic Needs Toolkit
  - Vision Resource Center Professional Development
  - California Community College Health and Wellness website: www.cccstudentmentalhealth.org

- **Maintain funding for basic needs centers.**

- **Reform Satisfactory Academic Progress policies within postsecondary institutions in California that participate in state-authorized student financial aid programs.**

Resources

- CCCCO Health and Wellness Resources
  - Basic Needs Toolkit
- Breaking Down Barriers: Guidelines for California Community College Homeless Liaisons
- CCCCO Vision Resource Center
- The Overlooked Obstacle: How Satisfactory Academic Progress Policies Impede Student Success and Equity
- Profiles of Success: How Communities are Using the Homeless Housing, Assistance and Prevention Program to Reduce Youth Homelessness
- Parenting While in College: Basic Needs Insecurity Among Students with Children

THANK YOU

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