Supporting Holistic Student Wellness Through Care Services

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CSUF Demographics

- Located in Fullerton, California; only CSU in Orange County
- Enrollment: 39,868 (Fall 2019)
- 57% female student enrollment
- 110 Degree Programs
  - 55 undergraduate
  - 55 graduate
- Designated as a Hispanic Serving Institution

- Fall 2019 Ethnic Distribution of Students:
  - 43.8% Hispanic/Latinx
  - 20.5% Asian
  - 19.3% White
  - 7.1% International
  - 3.9% Multi-Race
  - 3.2% Unknown
  - 2.0% Black/African-American
  - 0.2% Pacific Islander
  - 0.1% Native American
Cares Services Team
What Are Care Services?

Helping students develop healthy plans of action that restore well-being and promote success.

This can consist of accessing involvement opportunities on campus; helping them problem solve specific challenges; providing university related information.
Care Services are designed for:

- Students *with a Concern*
- Students *in Distress*
- Basic Needs Services
Students With Concern and In Distress

The Associate Dean & Care Services Coordinator offer care-related guidance and resources to students who experience distressing situations. Services are designed for:

- Students *with* concerns – students who have *university-related challenges or issues* for which they seek assistance largely because they *are unable to resolve themselves* or don’t know where to get help

- Students *in Distress* - students who struggle with *academic, personal/emotional, and behavioral difficulties* that hinder their success
Basic Needs Services

The Basic Needs Center Coordinator oversees the operation of Tuffy's Basic Needs Services Center (TBNSC) and offers care-related guidance and resources to students who experience food, financial, and/or housing insecurity. Services are designed for students who are:

- Enrolled and matriculated at the time of their request
- Experiencing an unforeseen crisis or emergency that could impact their ability to stay enrolled at CSUF
- *Are in good academic standing
- Have exhausted all forms of financial aid including grants and loans
Tuffy's Basic Needs Services (TBNSC)

• Basic Needs Initiative History
  – Phase 1 2015: CSU Chancellor Timothy White commissioned a study on food and housing security among CSU students, primarily from the perspectives of staff, faculty, and administrators.
  – Phase 2 2016: Students across the 23 campuses were surveyed about the prevalence and severity of basic needs issues.
Tuffy's Basic Needs Services

Phase 2 findings:

– 41.6% of CSU students reported food insecurity
– 10.9% reported experiencing homelessness one or more times in the last 12 months.
– Students who reported food insecurity, homelessness, or both also experienced physical and mental health consequences associated with lower academic achievement.
Types of Basic Needs Assistance

Food assistance:
- Donated meals at the Gastronome
- ASC Guest cards redeemed at on-campus dining locations
- TitanBites
- Referrals to full service pantry
- CalFresh enrollment

Emergency Temporary Housing:
- Students may be housed for up to 2 weeks in an apartment located on campus while they acquire stable and permanent housing.

Emergency Grant:
- Students who experience an unforeseen emergency, crisis, or catastrophic event may apply.
- Students must demonstrate how the nature of the crisis impacts them financially and their ability to persist and complete their education.
Types of Basic Needs Assistance

Full-Sized Hygiene Products:

• Students can access full sized hygiene products including: soap, deodorant, shaving cream, shampoo, conditioner, razors, pads, toothbrushes, toothpaste, combs, menstrual products and washcloths.

Students can access up to 5 hygiene products per month.

Tuffy’s Career Closet:

• Students can access Tuffy’s Career Closet, which provides students with free, gently worn professional attire.
  – Items include dress pants, slacks, collared shirts, dress shirts, dresses, skirts, suits and blazers.

Students can access up to 6 items of professional attire per month.
Partnership Defined

We define a partnership as two areas working together to provide a support service with each area playing a critical role. The service cannot exist without both parties contributing in their respective roles.

Our partnerships are established based on the needs of the students who seek our services.
Students With Concern and In Distress Partnerships

- Counseling and Psychological Services (CAPS)*
- Disability Support Services (DSS)*
- Office of Financial Aid*
- Records and Registration
- Assistant Deans for Student Affairs
- Office of Student Conduct*
- Housing and Residential Engagement (HRE)*
- Title IX
- Discrimination, Harassment and Retaliation (DHR)
- University Police (UPD)*
Counseling and Psychological Services (CAPS)

Care Services can contact CAPS to assist students in seeing a counselor outside scheduling a regular appointment.

CAPS submits a Student in Distress form for students who are transported but would like care services support in notifying their faculty.
Disability Support Services (DSS)

We consult directly and frequently with DSS staff to confirm if a student is registered with their office. When appropriate, we connect students who may benefit from disability support services.
Office of Financial Aid

Students often have financial aid related concerns which can often be a source of distress. Our collaboration with Financial Aid is essential in responding to student issues regardless of the source of referral.
Sometimes an incident/a student’s behavior falls under both Care Services and Conduct.

In these instances, we confer and transfer the case back and forth depending on which side of the house is best suited to take the lead.
Housing and Residential Engagement (HRE)

HRE may refer escalated student concerns to Care Services. Care Services staff consults with the Assistant Dean and Assistant Director of Residential Conduct on cases involving residential students.
University Police (UPD)

UPD notifies the Dean of Students Office when students have been transported from campus to a local hospital.

This notification initiates a care services outreach. If the student grants consent, we notify faculty of their hospitalization and request they consider granting academic accommodations due to hospitalization.
Basic Needs Services Partnerships

- Housing and Residential Engagement*
- Aramark
- Auxiliary Services Corporation
- Information Technology
- TitanWell
- Career Center*
- Office of Financial Aid*
- Office of the President*
- Second Harvest Food Bank of Orange County*
Housing and Residential Engagement (HRE)

HRE is one of our critical partners in providing key services through TBNSC. This partnership is essential in our food assistance program and emergency temporary housing placements.
Housing and Residential Engagement (HRE)

Food Assistance

• **HRE's Role:**
  • Acts as liaison with Aramark, who manages the Gastronome (on campus dining hall)
  • Coordinates student meal swipe donations
  • Loads meals onto students' Titan Cards
  • Addresses any access issues

• **Care Services' Role:**
  • Provide case management by:
    • Assessing for need
    • Coordinating meal swipe access with housing staff
    • Connecting students with additional food support past the two week meal swipes
Housing and Residential Engagement (HRE)

Emergency Temporary Housing

• **HRE's role:**
  - Assist in placing students requesting emergency housing by
    - Managing occupancy
    - Checking in/out students and Issuing key card access
    - Reviewing housing policies

• **Care Services' Role:**
  - Provide case management by:
    - Meet with students and assess for placement suitability
    - Review housing policies and expectations
    - Coordinate placement with housing
    - Following up with students to discuss long term housing plan
Career Center

Often, the unforeseen circumstance is that a student is unemployed or experiences a reduction in work hours and they need career development support.
Career Center

Career Stylist Support at Tuffy’s Career Closet

• **Career Center’s role:**
  • Conducts career stylist hours in TBNSC, where they help students select interview appropriate attire and provide feedback on resume or cover letters
  • Promotes Tuffy’s Career Closet at Career Fairs
  • Assigns two full-time staff liaisons for students

• **Care Services’ role:**
  • Refers students to Career Center liaisons, Career Fairs, and workshops
  • Provides professional attire for distribution at Career Fairs
  • Provides materials needed for mobile closet (clothing, clothing rack, mirror, mannequins)
Office of Financial Aid

Regardless of basic needs referral type, we collaborate with the Office of Financial Aid, who plays a crucial role in following ways:

• Verifies student’s financial aid award details

• Awarding additional grants beyond Tuffy’s Basic Needs Services Center’s emergency grant based on Care Services' student meeting
Office of the President

The Office of the President coordinates and hosts an annual hygiene product drive.

Donations from this drive are distributed to students through the basic needs center during the academic year.
Second Harvest Food Bank of Orange County assists students with CalFresh applications to provide long term food assistance in addition to immediate food assistance from TBNSC resources.
Second Harvest Food Bank (SHFBOC)

• **SHFBOC’s role:**
  - Provides a CalFresh Outreach Coordinator, who is on campus once a week to assist students with CalFresh applications
  - Provides information about alternate locations students can apply for benefits
  - Provides staffing for CalFresh Outreach and Enrollment Day
  - Acts as a liaison with OC SSA for CalFresh Outreach and Enrollment Day

• **Care Services’ role:**
  - Provides office space and parking passes for campus hours
  - Pre-screens students who may be eligible for CalFresh
  - Promotes CalFresh Outreach and Enrollment Day
  - Provide campus space logistics for CalFresh Outreach and Enrollment Day
Round Table Discussions

With individuals from different institutions discuss the following:

• What is an existing partnership on each of your campuses? What are the roles of the partnership? What is the purpose of the partnership?
• What difficulties have you encountered in creating these partnerships? How did you overcome difficulties? How were these difficulties managed?
• What are potential partnerships you can establish? What will be the components of the partnership?
• How will these partnerships support student wellness?
Questions?

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