



WACTC PROMISING PRACTICES WEBINAR: MEETING STUDENT BASIC NEEDS

South Puget Sound Community College, Green River College, Lower Columbia College, Edmonds College,
Shoreline Community College
April 21, 2022

HOUSE KEEPING & GROUND RULES

- This session is being recorded.
- Q&A will be monitored for questions.
 - If your question is for a specific panelist or school, please include the name with your question.
- We're here for constructive dialogue and exchange. Please be open-minded and courteous.

Slides and recording will be posted on the SBCTC website soon. Watch your email for the link once they are available.

LAND ACKNOWLEDGEMENT

- SBCTC acknowledges that our community resides on the ancestral lands of the First Peoples. The office of the Washington State Board for Community and Technical Colleges is located in Olympia on the Coast Salish lands of the Nisqually, Cowlitz, and Squaxin peoples.
- We ask you to join us in celebrating the Indigenous Tribes of Washington by acknowledging the ancestral lands; Indigenous communities; elders; and the past, present, and future generations of the Native Peoples across our good state.

LABOR ACKNOWLEDGEMENT

We also acknowledge that our nation and our institutions have benefited and profited from the free enslaved labor of Black people. We recognize the entangled and interconnected histories of Indigenous peoples who were forcibly removed from their land and the plight of the Black people who were forcibly brought to it. We acknowledge the enduring impacts of the African diaspora and lift up the contributions, talents, and dreams of Black communities.

Importantly, we also acknowledge the immigrant and refugee labor that has contributed to the building of this country within our labor force, including voluntary, involuntary, trafficked, and undocumented peoples. We recognize and honor their important contributions to our good state and to this nation.

OUR COMMITMENT

Lastly, we know that such statements only become truly meaningful when coupled with authentic relationships and sustained commitment. As such, we commit to building our collective understanding and action to foster authentic connections with our communities of color to effect meaningful change within our institutions and communities.



Meeting Student Basic Needs

Promising Practices Exchange

Jennifer Dellinger – Policy Associate, Student Support Programs

Katelynn Orellana – Integrations Coordinator, Student Support Programs



Basic Needs Prevalence

In 2019, approximately 13,550 students from 28 Washington State community and technical colleges responded to the #RealCollege survey. The results indicate:

- 41% of respondents were food insecure in the prior 30 days
- 51% of respondents were housing insecure in the previous year
- 19% of respondents were homeless in the previous year

Current State:

- Building Awareness & Understanding
- Basic Needs Assessment & Data Collection

Future State:

- Opportunities for Local, State and National Investments/Grants
- Informed Strategic Focus on Coordinating Supports for Students
- Reduced equity gaps for underserved
- Increased Access, Retention and Postsecondary Attainment

Barriers for Students

Basic Needs Insecurities

- Inequitable impacts for low-income, first-generation, and marginalized student populations access to adequate food, housing, mental health, transportation, and childcare
- Students with dependents have higher rates of insecurity

Barriers to Access:

- Administrative burden, stigma, and shame
- Multiple processes, applications, and documentation
- Basic Education Students, Immigrant Students, Running Start Students

Basic Needs Work

Is Multi-layered:

- Immediate
- Short-term
- Long-term

Is Holistic:

- Planning for today but building for tomorrow - how students are supported to stay on a pathway to completion
- Equitable Access – reducing barriers to support informed choices
- Collaborative – On and off campuses partnerships

College Panelist Introductions

South Puget Sound Community College: **Jennifer Manley**

Green River: **Beth Hawes, Danielle Flores, and Naja'e Stansberry**

Lower Columbia: **Dani Trimble**

Edmonds: **Charlie Thompson**

Shoreline: **Fabian Fuentes**



South Puget Sound
COMMUNITY COLLEGE

Student Basic Needs Support Model

*Utilizing technology to provide basic needs, remove barriers
and increase student persistence and completion*

*Jen Manley, Dean of Student Engagement &
Retention*

Lehualani Keka, Case Manager

**SUCCESS —
—AMPLIFIED**

Supporting Students Experiencing Homelessness Pilot Site

- 2019: SPSCC was one of four Washington community colleges to receive the SSEH grant as part of a pilot program awarded by the State Board for Community and Technical Colleges.
- Spring 2020: Launched Basic Needs Program
 - The SPSCC Basic Needs Pilot Program was initiated parallel to the onset of the COVID-19 pandemic.
- Fall 2020: Served 35 students; by the end of the academic year in 2021, the program had more than doubled.

Advancing Basic Needs Services

Fall 2021: SPSCC established a Personal Support Center to centralize basic needs services for students experiencing hardship and increase student retention and completion.

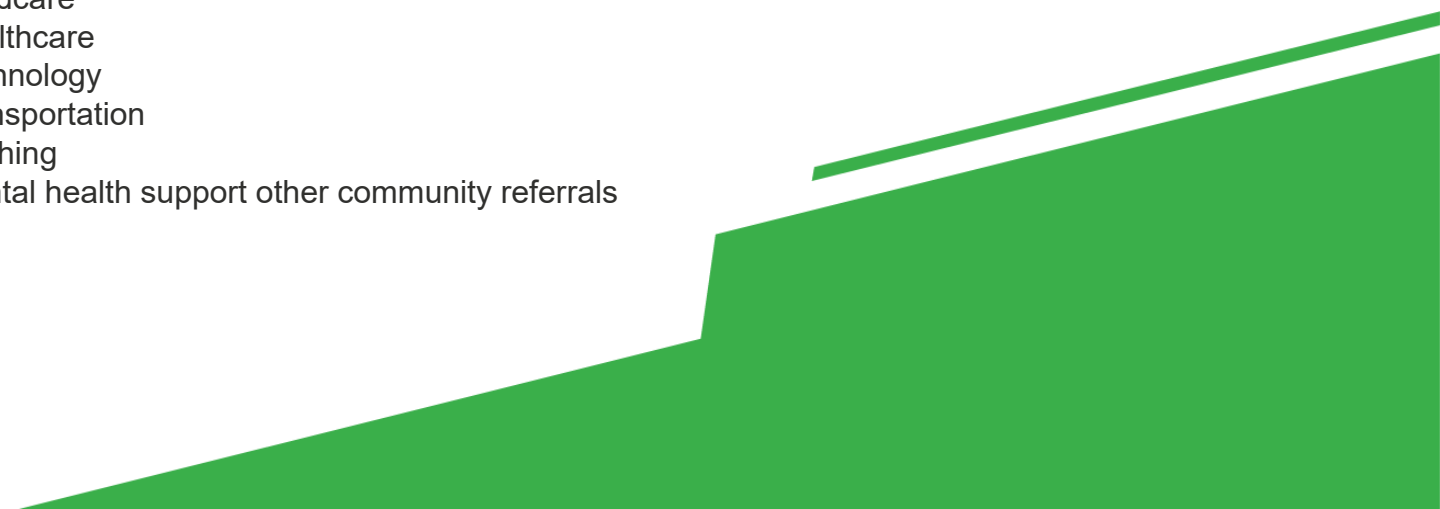
The Personal Support Center offers basic needs support by dedicated, full time Case Management staff offering in-person and virtual support services during daytime, evening, and weekend hours to meet student needs.

Student Basic Needs Survey

- Fall 2021, SPSCC began administering a *Student Needs Survey* as a pilot college of the Washington State Basic Needs Data Collection Instrument in partnership with SBCTC and WSAC.
- Student responses are gathered via a student success technology software, Compass (Hobsons/Starfish). Survey feature allows for embedded basic needs survey questions set to populate for all continually enrolled students at the college, as well as any newly enrolled students for the subsequent quarter.
- **Target Goal:** Reduce and/or remove basic needs barriers for students prior to the start of the subsequent quarter to increase student likelihood to persist and complete academic and personal goals.
- **Survey timeline:** The start date of current student enrollment for the subsequent quarter – the fourth week of the subsequent quarter.
- Example: Spring Quarter 2022: February 22- April 29, 2022.

Survey Response

Students are responded to within 24-48 hours by a full-time Case Manager with outreach and an introductory phone call to students experiencing needs or requesting assistance with:

- Food insecurity
 - Housing insecurity
 - Childcare
 - Healthcare
 - Technology
 - Transportation
 - Clothing
 - Mental health support other community referrals
- 
- A large green decorative graphic in the bottom right corner of the slide, consisting of a solid green area with a white diagonal line and a white horizontal line, creating a stepped effect.

Case Management Supports

Based on needs requested, students are provided assistance within an average of **2-5 business days**.

➤ *Supporting Students Experiencing Homelessness Grant*

➤ *Student Emergency Assistance Grant*

➤ *On-Campus Food Pantry*

- Short-term housing in corporate leased furnished apartments
- Housing rental assistance
- Gift cards: food, fuel, clothing, healthcare, phone bill, childcare support
- Food Pantry: groceries, personal hygiene & feminine hygiene, children's books, winter warmth supplies (blankets, socks, gloves), school supplies, grab and go meals, and other seasonal supplies.

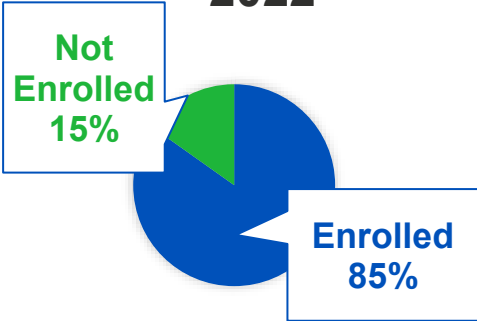
Meeting Basic Needs Requests from Survey Responses to Support Students

- In the first 6 months of this model (September-February)
- 58% of student responses to the survey requested and received assistance with basic needs support.
- (575 student needs met)
- **Spring quarter 2022 to date:**
 - **335 student responses to the survey (February 22, 2022 - Present)**
 - **157 students requesting and receiving support (100% needs met)**
 - **(47% of responses)**

The Impact of Case Management Support on Student Persistence and Completion

In Winter Quarter 2022, 336 students requested and received basic needs resources and case management personal support.
Of these 336 students, 285 registered and are currently enrolled for Spring Quarter 2022. (85% retention and persistence rate)

STUDENT ENROLLMENT WINTER 2022-SPRING 2022





South Puget Sound
COMMUNITY COLLEGE

THANK YOU!

Jen Manley

Dean, Student Engagement & Retention

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Lehualani Keka, *Case Manager*

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**SUCCESS —
—AMPLIFIED**

Expansion and Process Improvements in the Emergency Funding ▶ Application Process

Green River College

Beth Hawes, Assistant Director of Financial Aid

Danielle Flores, Emergency Funding Specialist

Najae Stansberry, Benefits Hub Coordinator

What it used to be

Gator Pledge

- Very siloed in terms of where assistance came from

Added SEAG Feb 2020

CARES (HEERF) May 2020

Initially employee-facing application; converted May 2020

Triage team from across campus

Review committee for \$1000+; FA, WFE, Completion, Benefits Hub

What it is now



Student-facing [online application](#)



Single application for all funding sources

Spring and Summer 2022 - UWKC book/supply application



Single point person for all questions



Funding determined during triage process

Best practices for different student populations: International, Basic Skills, Running Start, Self-funded, Financial Aid
Requests for books, supplies, class fees/tuition, laptops to GP



Referrals to services/supports

Financial Aid, WFE, CCAMPIS, Benefits Hub

Connecting with Benefits Hub



All students get at least 2 referrals to connect with Benefits Hub



Connected with a coach to determine need

If UWKC funding is available, coaches help students' complete applications

If not, students are connected with community partners who can assist



Support resources provided

DoorDash- finals hot meals, weekly groceries

Gator Pantry

Financial coaching

Tax Prep

Connection to public benefits

Equity

Internet and utilities support

Acute Cards

Impacts of Emergency Funding

- ▶ Retention and completion rates: 75% of students who receive emergency funding complete the quarter in which they receive funding.
- ▶ Approx. 78% of students who receive emergency funding enroll in the next quarter or subsequent quarters.
- ▶ With data provided by students as part of the application process, we have been able to identify areas of significant and/or unmet need and have been able to use this information to strengthen our application for additional need-specific funding.

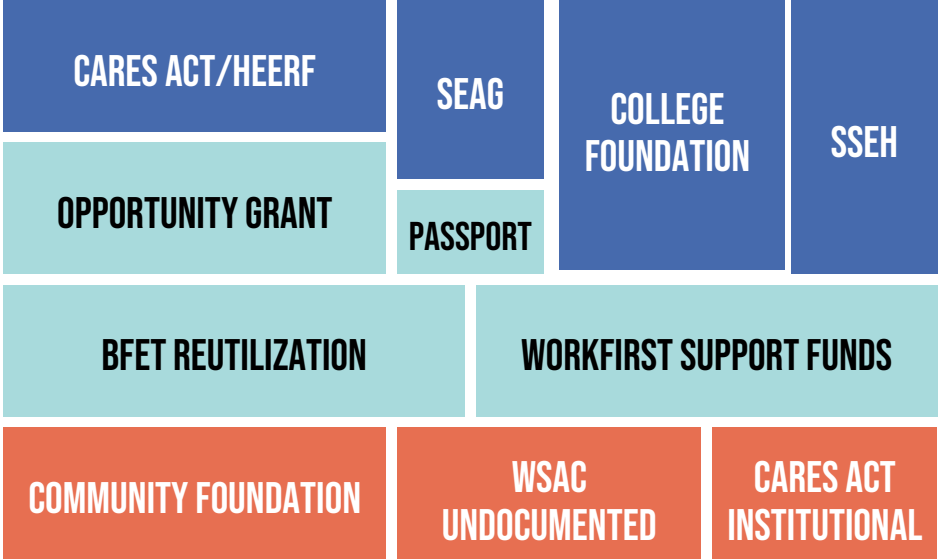
Emergency Assistance Applications			
Date	4/18/2022	Amounts	Averages
Applications	12481		
CARES	7756	\$9,330,647	\$1,487
<i>CARES-Financial Aid</i>	3492	\$4,565,938	\$1,520
<i>CARES-Running Start</i>	172	\$187,723	\$1,400
<i>CARES-Basic Skills</i>	740	\$807,289	\$1,685
<i>CARES-Self Funded</i>	907	\$1,153,140	\$1,569
FSEOG	120	\$188,882	\$1,642
SEAG	252	\$264,219	\$1,383
WSAC	17	\$15,541	\$1,036
Gator Pledge	3035	\$352,233	\$352
Benefit Hub only	1138		



LOWER COLUMBIA COLLEGE

DANI TRIMBLE, DIRECTOR OF WORKFORCE & CAREER SERVICES

FUNDING SOURCES LEVERAGED



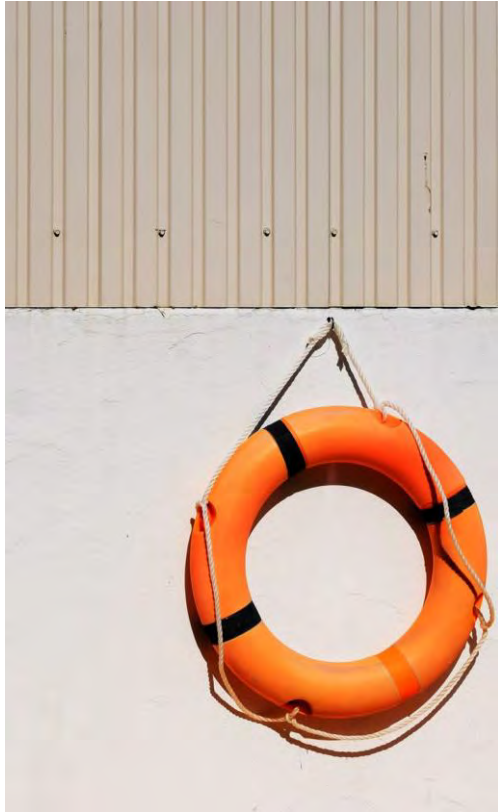
HOLISTIC BASIC NEEDS SUPPORTS



TYPICAL STUDENT SUPPORT



HOLISTIC STUDENT SUPPORT



SCALING STUDENT SUPPORTS IMMEDIATE

IMMEDIATE



Vouchers for groceries, gas,
and personal hygiene



Emergency housing
vouchers such as a
hotel stay



On campus food pantry:
groceries, hot meals,
snacks, hygiene kits,
clothes, baby items



SCALING STUDENT SUPPORTS SHORT TERM

SHORT TERM



Rental assistance, eviction prevention, transitional housing, emergency aid



Connections to public benefits such as basic food, unemployment, TANF, housing subsidies, childcare



On campus support: Workforce programs, TRiO, counseling and mental health support, CCAMPIS, financial aid advising, academic support



SCALING STUDENT SUPPORTS LONG TERM

LONG TERM



Employment Navigator provides job search support and makes direct referrals and placements with local employers in partnership with WorkSource and local workforce development council



Case management support for goal setting, life skills, and financial literacy for long term self sufficiency



Christina Castorena, VP Student Services
Charles Thompson, MEd
Associate Dean, Workforce Funding
Edmonds College

Where we started- 2020

SEAG and SSEH 20-21

Applications	331
Requested need	\$260,427
Grants provided	\$26,475

\$233,952 Unmet Need

Where we started- 2020 (continued)

Student Basic Needs Task Force October 2019

Brought together student support programs on campus

Goal to make referrals smooth with shared activities

Strong campus desire for a one-stop

Where we started- 2021

SEAG and SSEH expanded

Provided funds for professional staff

Triton Food Pantry needed to expand

President and leadership team supported

Established the one-stop in the new site

New one-stop in the Olympic Building

Identified Basic Needs Goals

Be student focused

Trust the student

Minimal requirements

Quick response to meet crisis

Follow up with additional services



Consolidate campus resources for student basic need supports

Lower barriers for financial support

Process applications quickly and distribute funds efficiently

Mitigate stigma by offering a safe and welcoming space

Locate with Triton Food Pantry

First Steps



College Leadership Commitment

PLT added the hub to plan for expanded Food Pantry

Created Common Application

Only tell their story once

Hired Care Navigator

Professional staff No visiting many offices

Combined Processes for Awards

State, Foundation, City of Edmonds, Puget Sound Transit Grant

New Home- Jan 4, 2022



The Olympic Building located at the north end of campus with easy access for community

Opened January 4, 2022

Food Pantry on the 1st floor

Staffed with students

Easy student access



Offices for full time staff

Care Navigator

211 Community Resource Advocate

Shared open space for other services



Triton Student Resource Hub



More to come!

What services are provided

Triton Food Pantry

Full time Resource Navigator

Full time Community Resource Advocate

Weekly

Veterans Housing Resource Outreach

CARES of Wa Employment Coaching

Triton Student Resource Hub (continued)

Emergency Grant Assistance for Students



Food Assistance

Homeless Prevention

Housing Navigation

Transportation

Utilities

Childcare Expenses

Technology

Connection to 211 and other
community resources

Enrollment in public benefits

Campus and Community Support

Combined funding and services from campus and community partners

Student Emergency Assistance Grant (SEAG)

Edmonds College Foundation

Veteran Resource Grant

WorkFirst Student Assistance

City of Edmonds College Rescue Grant

Supporting Students Experiencing Homelessness (SSEH)

Cares of Washington

Verdant Health District

Volunteers of America Western Washington (VOAWW)

Workforce Snohomish-WorkSource

Over \$500,000 available yearly for basic needs

Results-Winter Quarter 2021

Number of Requests **199 unduplicated** **Amount requested \$392,336**

Grants Awards	Number of students	Total Awarded
SEAG	<i>74 students 149 awards</i>	\$74,204
SSEH	<i>8 student awards</i>	\$9,932
College Foundation	<i>5 students 8 awards</i>	\$7,914
City of Edmonds	<i>3 students 3 awards</i>	\$5,000
Total 90 students	168 awards	\$97,050

Triton Food Pantry serves on average 50 students per day

Thank You

Contacts

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Expanding Supports to Adult Learners

Shoreline Community College &
United Way Benefits Hub

Fabian Fuentes, Benefits Hub Program Coordinator





UNITED WAY
BENEFITS HUB
Everyday Financial Tools

Benefits Hub is here to help with everyday financial tools to keep you in school.

Services Include:

- Help paying for groceries
- Utility bill assistance
- Access to food
- Paying for the bus
- Mental health & wellness referrals
- Free tax preparation
- Financial coaching
- Financial aid application assistance
- Emergency financial grants
- Housing supports
- Legal counsel referrals


Overview of Partnership

- WSAC Adult Learner Regional Pilot
- Goals of Pilot:
 - Identification
 - Enrollment
 - Partnerships
 - Recruitment and retention of adult learners






Engagement

- Engaged with over 500 individuals
 - Virtual events/workshops, in-person community events, postcards, K-12 parent listserv, email, phone calls
 - Interactions during 1:1 appointments with the Benefits Hub after attending workshops/events:
 - **Prospective Student 1:** Received support with emergency funding, food access, and mental/health wellness referral.
 - **Prospective Student 2:** Received support with benefits access and support applying for FAFSA.
 - **Prospective Student 3:** Received support with FAFSA, benefits access, financial coaching, and tax support.
- 



What We Learned

- Access to information
 - Include basic needs information with outreach and enrollment support for prospective students
 - Language
 - In-person and virtual events
 - Find multiple opportunities for outreach
 - Virtual events
 - Community in-person events
 - Postcard
 - K-12 parent email listserv
 - Partnerships are essential
 - Community based-organizations
 - Advocacy/Housing
 - BIPOC communities
- 



College Panel Discussion

Building a Future Focused on Supporting Students

- **Ways To Get Involved**
 - BN Learning Community
 - BN Coalition Building
 - BN Assessment Implementation
- **Additional Connections**
 - Connecting with other Colleges
 - Ask questions, learn and grow, build community support networks
 - **Incorporating Student Voice**
 - Student focus groups, Student led advisory group etc.



WACTC/SBCTC PROMISING PRACTICES EXCHANGE

Do you have a promising practice at your college that is:

- Advancing racial equity, closing equity gaps?
- Increasing enrollment, student success, graduation?
- Re-engaging adult students?

Please share it! Go to:

<https://www.sbctc.edu/about/task-forces-work-groups/strategic-enrollment/promising-practices.aspx>



PRESENTER CONTACT INFORMATION

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