Tuffy’s Basic Needs Services Center: Creating a Holistic Food Assistance Program

Carmen Curiel, Associate Dean of Students and Director, Care Services
Victoria Ajemian, Basic Needs Center Coordinator
February 6, 2020
CSUF Demographics

• Located in Fullerton, CA; 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
The Dean of Students Office helps Titans reach higher by serving as an advocate for students, connecting them to appropriate resources, and collaborating meaningfully with the campus community.

We assist students in navigating the university and resolving educational, personal, and other concerns that affect the quality of their Titan experience.
Why Does CSUF Offer Care Services?

Care services are needed when students experience distress that negatively impacts them academically, emotionally, behaviorally, or physically.

The Associate Dean and Care Services and Basic Needs Center Coordinators offer care-related guidance and resources to students who experience distressing situations.

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
Location: McCarthy Hall 143
Spring Semester Hours: Monday-Friday, 8am-5pm
CalFresh Outreach Coordinator: Thurs. 10:00am-2:00pm
CalFresh Outreach Coordinator Walk in Hour: Thurs. 2:00pm-3:00 pm
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.
Additional Basic Needs Services

Hygiene Products

- Full sized hygiene products including: soap, deodorant, shaving cream, shampoo, conditioner, razors, toothbrushes, toothpaste, combs, menstrual products and washcloths.

- Students can access up to 5 hygiene products per month.

Professional Attire
Tuffy’s Career Closet

- Provides students with free, gently worn professional attire.
  - Items include dress pants, dress shirts, dresses, skirts, suits, blazers, and ties.

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

Majority of donations for hygiene products & Tuffy’s Career Closet are from faculty and staff.
### Basic Needs Services Requests

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<thead>
<tr>
<th></th>
<th>Total Number of Referrals</th>
<th>Fall 2019*</th>
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<tbody>
<tr>
<td>2016-2017</td>
<td>36</td>
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<tr>
<td>2017-2018</td>
<td>67</td>
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<tr>
<td>2018-2019</td>
<td>236</td>
<td>151</td>
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<td>Fall 2019*</td>
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**Food Insecurity**

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<td>2016-2017</td>
<td>26</td>
<td>35</td>
<td>101</td>
<td>110</td>
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<td>2017-2018</td>
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**Housing Insecurity**

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<tr>
<td>2016-2017</td>
<td>10</td>
<td>20</td>
<td>71</td>
<td>40 (12 placed)</td>
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<td>2017-2018</td>
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**Financial Insecurity**

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<td>2016-2017</td>
<td>34</td>
<td>70</td>
<td>144</td>
<td>76</td>
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<td>2017-2018</td>
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<td>Fall 2019*</td>
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**Emergency Grants**

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<tr>
<td>2016-2017</td>
<td>$300 (1)</td>
<td>$7,478.51 (20)</td>
<td>$22,930.97 (40/22)</td>
<td>$8,401.54 (19)</td>
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<td>2017-2018</td>
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<td>Fall 2019*</td>
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*8/23/2019 – 12/20/2019
## Tuffy’s Basic Needs Services Center Usage

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<th>2017-2018</th>
<th>2018-2019</th>
<th>Fall 2019*</th>
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<tbody>
<tr>
<td><strong>Total Number of Visitors</strong></td>
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<tr>
<td></td>
<td>682</td>
<td>2304</td>
<td>1,274</td>
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<tr>
<td><strong>Hygiene Products Request</strong></td>
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<tr>
<td>2017-2018</td>
<td>438</td>
<td>1758</td>
<td>941</td>
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<tr>
<td>2018-2019</td>
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<tr>
<td>Fall 2019*</td>
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<tr>
<td><strong>Hygiene Products Distributed</strong></td>
<td>N/A</td>
<td>N/A</td>
<td>4,061</td>
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<tr>
<td>2017-2018</td>
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<tr>
<td>2018-2019</td>
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<td>Fall 2019*</td>
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<tr>
<td><strong>Tuffy’s Career Closet</strong></td>
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<tr>
<td>2017-2018</td>
<td>54</td>
<td>465</td>
<td>330</td>
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*8/23/2019 – 12/20/2019*
Holistic Food Assistance

We aim to provide holistic food assistance to students who are facing food insecurity.

Our food assistance program provides immediate and short-term relief, and we connect students to long-term community resources to support them beyond their tenure at CSUF.

Through our partnerships, skills-based workshops and financial literacy workshops are available to provide students with skills and strategies to further assist.
Holistic Food Assistance

• **On-Campus Resources**
  – Donated meals at the Gastronome
  – ASC Guest cards
  – Titan Bites
  – CalFresh enrollment assistance (Orange County residents only)
  – Skills based and financial literacy workshops

• **Off-Campus Resources**
  – Referrals to off-campus, full-service pantries
  – Referrals to CalFresh enrollment assistance sites
Basic Needs Services
Food Assistance Partnerships

- Housing and Residential Engagement
- Aramark
- Auxiliary Services Corporation
- Information Technology
- TitanWell
- 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, specifically providing students with access to the Gastronome (on-campus dining facility).
HRE and Basic Needs Center Partnership
Food Assistance Roles

**HRE Role:**
- Acts as liaison with Aramark, who manages the Gastronome
- Coordinates student meal swipe donations
- Loads meals onto students' Titan Cards
- Addresses any access issues

**Care Services Case Management Role:**
- Assessing for need
- Coordinating meal swipe access with housing staff
- Connecting students with additional food support past the two week meal swipes
Aramark

Aramark, the third party vendor that oversees the Gastronome, matches swipe donations from students. Students can donate one guest swipe from their meal plans.

In conjunction with HRE and Aramark, Tuffy’s Basic Needs Services Center provides two weeks of meal access to the Gastronome from meals donated by students and matched by Aramark.
Aramark and Basic Needs Center Partnership
Food Assistance Roles

**Aramark Role:**
• Matching guest swipe donations from students

**Care Services Case Management Role:**
• Assessing for need
• Coordinating meal swipe access with housing staff
• Connecting students with additional food support past the two week meal swipes
Auxiliary Services Corporation (ASC)

Auxiliary Services Corporation oversees the on-campus restaurants (separate from the Gastronome). ASC donated $10 guest cards that students can use to access a meal immediately.

ASC guest cards can be distributed along with Gastronome access so students can access a meal immediately while Gastronome access is being provided.

ASC guest cards can also be distributed when the Gastronome is closed (Winter/Spring Break and during the summer).

ASC guest cards are also a means to provide food support on-campus in conjunction with off-campus resources for students who are only on campus a few times a week, and, therefore, may benefit from other food assistance options.
ASC and Basic Needs Center Partnership
Food Assistance Roles

**ASC Role:**
• Donating ASC guest cards to Tuffy’s Basic Needs Services Center

**Care Services Case Management Role:**
• Assessing for need
• Coordinating meal access (ASC guest cards, Gastronome access or a combination of)
• Connecting students with additional food support past the two week meal swipes
Information Technology (IT)

IT manages the TitanBites opt-in messaging system, which provides access to food from on-campus catered events.

Students can opt-in to receive either text messages or emails notifying them of available food.

Full-time faculty and staff who are approved administrators are able to send TitanBites alerts.
IT and Basic Needs Center Partnership
Food Assistance Roles

**IT Role:**
- Developed TitanBites messaging system
- Provides technical support and management of messaging system
- Provides access to Titan Bites administrators

**Care Services Role:**
- Conducts the TitanBites Administrator trainings for faculty and staff
- Promotes TitanBites to students
TitanWell

TitanWell is responsible for the promotion of healthy choices and behaviors.

TitanWell hosts a series of workshops that focus on nutrition, how to eat balanced meals, and eating healthy on a budget.

Tuffy’s Basic Needs Services Center will refer students to TitanWell workshops to help with obtaining skills to eat healthy, balanced meals on a budget. TitanWell will refer students who may need additional food assistance.
TitanWell and Basic Needs Center Partnership
Food Assistance Roles

**TitanWell Role:**
- Facilitates workshops a few times throughout the semester
- Promote TBNSC as a support office for students who may be food insecure

**Care Services Role:**
- Promote workshops through social media
- Refer students as an intervention
Second Harvest Food Bank (SHFBOC)

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.
SHFBOC and Basic Needs Center Partnership
Food Assistance Roles

**SHFB Role:**
- Provides a CalFresh Outreach Coordinator, who is on campus once a week to assist students with CalFresh applications
- Provides information about alternate locations where 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
Questions & Discussion

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