



CALIFORNIA STATE UNIVERSITY
FULLERTON

STUDENT AFFAIRS

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

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CSUF Demographics

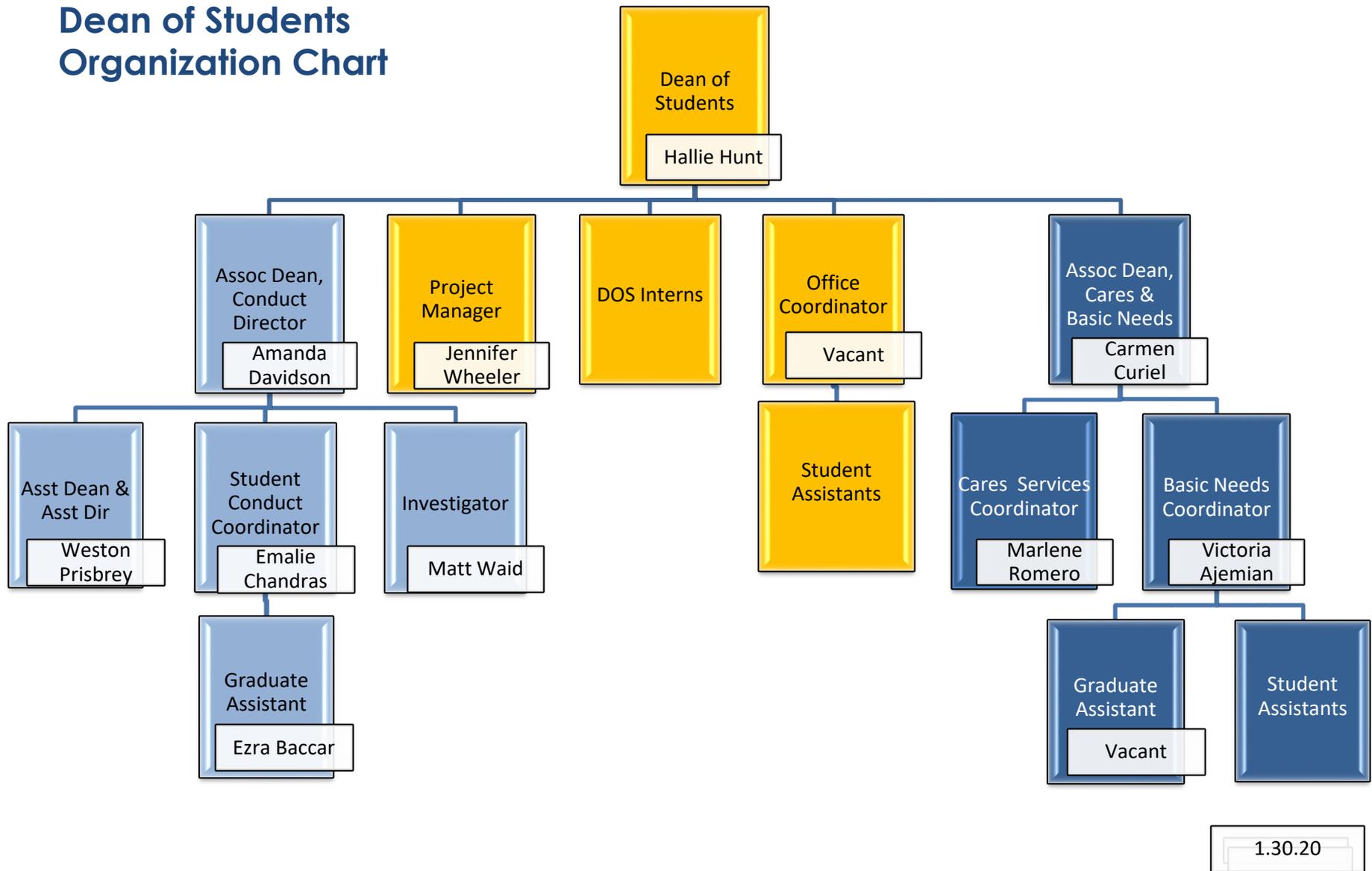
- Located in Fullerton, CA; only CSU in Orange County
- Enrollment: 39,868 (Fall 2019)
- 57% female student enrollment
- 110 Degree Programs
 - 55 undergraduate
 - 55 graduate
- Designated as a Hispanic Serving Institution
- Fall 2019 Ethnic Distribution of Students:
 - 43.8% Hispanic/Latinx
 - 20.5% 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

Dean of Students

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.

Dean of Students Organization Chart



1.30.20

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

TUFFY'S BASIC NEEDS SERVICES



CALIFORNIA STATE UNIVERSITY, FULLERTON

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

Total Number of Referrals			
2016-2017	2017-2018	2018-2019	Fall 2019*
36	67	236	151
Food Insecurity			
2016-2017	2017-2018	2018-2019	Fall 2019*
26	35	101	110
Housing Insecurity			
2016-2017	2017-2018	2018-2019	Fall 2019*
10	20	71	40 (12 placed)
Financial Insecurity			
2016-2017	2017-2018	2018-2019	Fall 2019*
34	70	144	76
Emergency Grants			
2016-2017	2017-2018	2018-2019	Fall 2019*
\$300 (1)	\$7,478.51 (20)	\$22,930.97 (40/22)	\$8,401.54 (19)

Tuffy's Basic Needs Services Center Usage

Total Number of Visitors		
2017-2018	2018-2019	Fall 2019*
682	2304	1,274
Hygiene Products Request		
2017-2018	2018-2019	Fall 2019*
438	1758	941
Hygiene Products Distributed		
2017-2018	2018-2019	Fall 2019*
N/A	N/A	4,061
Tuffy's Career Closet		
2017-2018	2018-2019	Fall 2019*
54	465	330

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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