



The Illinois Community College Board and the Illinois Center for Specialized Professional Support are partnering to support HOUSE Liaison's through professional development, training, and resources. The HOUSE Liaison Center will be a central hub for all resources developed under this project.

Look for more information on the HOUSE Liaison Center coming soon!



# IDENTIFYING STUDENTS ON CAMPUS WHO ARE HOMELESS

HOUSE LIAISON PROFESSIONAL DEVELOPMENT SESSION 2



# AGENDA:

Definitions—Ethic of Care, Trauma-Informed Practice



Data sources



Behavioral Cues



Having the Talk



Website Models & Quick Start Resources

# DEFINITIONS

Ethic of Care

Compassionate Assistance

Trauma-informed Practice



## Ethic of Care

- Relationships
- Compassion
- Responsibility to others
- Contextual
- Relationship based
- Benevolence

## Ethic of Justice

- Impartial application of rule
- Regardless of impact
- Utility
- Duty
- Disregard emotion
- Exceptions=favoritism and resentment

# COMPASSIONATE ASSISTANCE

- Make space inviting and inclusive
- Be mindful of language
  - Terminology
  - Translation vs Interpretation
  - Follow up questions
- Be prepared with resources for referrals
- Clarity around next steps and anticipated barriers
- Have time to debrief

[https://media.csuchico.edu/playlist/dedicated/163198322/1\\_fky6d579/1\\_6z4uywbc](https://media.csuchico.edu/playlist/dedicated/163198322/1_fky6d579/1_6z4uywbc)

# TRAUMA-INFORMED PRACTICE

- 1. Safety
- 2. Trustworthiness & transparency
- 3. Peer support
- 4. Collaboration & mutuality
- 5. Empowerment & choice
- 6. Cultural, historical & gender issues

# CONNECTION BETWEEN BASIC NEEDS AND MENTAL HEALTH

- Mental health and basic needs as reciprocal (stats for consideration)
- Mental health issues often preceded by basic needs insecurity
- Disparities
- Services typically siloed



# DATA SOURCES

Technical considerations

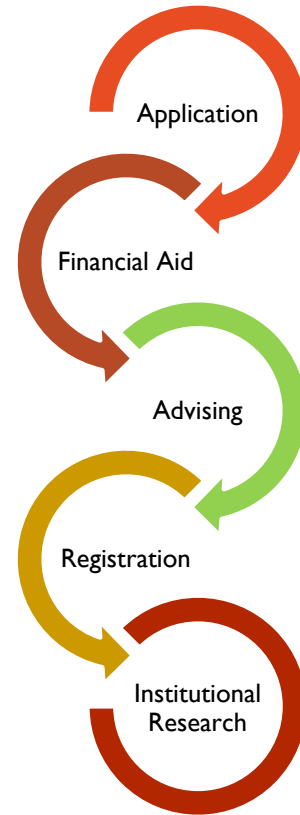
Self-reporting and data issues

Mining your Opt-in services

## CURRENT REPORTING FOR ICCB

A1 report: Annual enrollment & completion

- Students who are homeless
  - Item #131: count of students who are homeless
  - Collection started in FY19
- Students in care
  - Item #132: count of students in care
  - Collection started in FY19



## INTERNAL PROCESS FOR DATA FLOW

## WAYS TO MINE EXISTING DATA FROM OPT-IN SERVICES

- On the up side of opt-in...data collection
- Outreach to students using related services
- QR code integrations to connect Opt out to Opt in services
- Consider a mix of high-touch and low-touch service models

THUS FAR, WHAT IS YOUR MOST VALUABLE CAMPUS RESOURCE FOR STUDENTS EXPERIENCING HOMELESSNESS?

REVISITING THE WATERFALL



---

## COLLEGE RESOURCES FROM SESSION I WATERFALL FEATURE

- Food/pantry
- Community partners
  - DRS office
  - Health department
- Counseling
- Transportation support
- Rent/utility assistance
- FAFSA/independent student status
- Emergency needs funding
- Financial aid refunds

# BEHAVIORAL CUES

Student Behaviors

Faculty Reports

Syllabus Scenarios

# STUDENT BEHAVIORS

- Students staying late/sleeping on campus until buildings close
- Social behavioral changes
- Lack of participation in class, sudden decline in academic achievement
- Poor hygiene



# FACULTY REPORTING BEHAVIORS TO COUNSELING

- Late assignments/missing midnight deadline
- Late to class
- Falling asleep in class
- Tshirt story

## SAMPLE ATTENDANCE POLICIES #1

I expect you to come to every class on time and with your reading and writing assignments completed, prepared to participate in discussion and group work. You are allowed three absences during the semester, which you should save for illness and emergencies that prevent you from attending class. Regardless of the reason for your absences, you will be penalized beginning with your fourth absence from class. Specifically, your final grade for the course will be dropped by a third of a letter for each absence after three (for instance, a grade of C+ would drop to a C with 4 absences). If you are the victim of an emergency or an illness, please remain in contact with me by email or phone.

## SAMPLE ATTENDANCE POLICIES #2

Attendance is taken at all lectures, and participation in weekly sections will be graded on the following scale:

- Unexcused absence= 0 points
- In class, but asleep or obsessed w/laptop= 1 point
- In class, but silent or ill-prepared= 2 points
- In class and making an okay contribution= 3 points
- In class and making quality contributions= 4 points
- In class, but your cell phone rings= -5 points

# HAVING THE TALK

Plain Language

Scripting

Syllabus Language Redux

# WAYS TO ASK STUDENTS TO DISCLOSE

## Plain language

- Do you ever need help finding a place to stay?
- Does your current home meet your needs?
- Do you need help paying rent/bills?
- Do you need help?
- Are you ok?
- Do you move around a lot?
- Do you stay in the same place every night?
- Tell me about where you live? Is this temporary?

## Bureaucratic language

- Did your high school or school district homeless liaison determine that you were an unaccompanied youth who was homeless or were self-supporting and at risk of being homeless?
- Did the director of an emergency shelter or transitional housing program funded by the U.S. Department of Housing and Urban Development determine that you were an unaccompanied youth who was homeless or self-supporting and at risk of being homeless?

# RESOURCES TO CREATE YOUR OWN SCRIPT

- **Ventura County Community College District**
  - [team\\_3\\_basic\\_needs\\_resource\\_center\\_project.pdf \(vcccd.edu\)](https://vcccd.edu/team_3_basic_needs_resource_center_project.pdf)
  - Includes pre/post survey for food and housing security
- **California State University**
  - [researching-basic-needs.pdf \(calstate.edu\)](https://calstate.edu/researching-basic-needs.pdf)
  - Includes food and housing security questions for students
  - Includes awareness and action assessment for employees

## ROLLING OUT INFORMATION

- Advisors/Counselors
  - caseload size
  - Standard intake with questions
  - Classroom/student organization visits
- Student government/organizations
- Website/social media
- High traffic locations on campus
- Faculty
  - Syllabus language
  - Voluntary confidential questionnaire
- Registration/billing
  - Send information along with bill

## SYLLABUS LANGUAGE—BAKERSFIELD COLLEGE, CA

### **Renegade Nexus (Basic Needs Center)**

If you face challenges securing your basic needs, you are not alone. Any student who is experiencing difficulty with transportation, affording materials for classes, accessing food on a regular basis, maintaining mental and physical well-being, and/or lacking a safe place to live, is encouraged to contact our basic needs center, the Renegade Nexus, by completing the [Renegade Nexus Referral Form](#) or by visiting us in-person at the Office of Student Life in the Campus Center. Furthermore, please notify the professor if you are comfortable in doing so. This will enable them to provide any resources that they may possess.



# SYLLABUS LANGUAGE—MIRACOSTA COLLEGE

MiraCosta College offers its students incredible support services through the Campus Assessment, Resources, and Education (CARE) program. The CARE Team is committed to taking a holistic approach to help students succeed while addressing any challenges you may be experiencing to meet your basic needs such as food, housing, transportation, mental health, childcare, legal aid, etc. On-campus and off-campus resources are often provided to students to help meet your short-term and long-term needs with the goal of improving the outcomes of your academic and personal success. Here are a few ways that the CARE team can help:

- Linkage to referrals
- Free food and groceries
- CalFresh application assistance
- Connection to technology resources such as computers and hotspots
- Emergency grants to support financial needs
- And more depending on your needs!

To learn more about the services offered, please visit [www.miracosta.edu/CARE](http://www.miracosta.edu/CARE) and check out the [CARE Resource Guide for Basic Needs](#). As your professor, I want to know how to support you in the best way possible. Please feel free to reach out to me if you have any questions about CARE and I can connect you with our amazing CARE team via the CARE Referral.

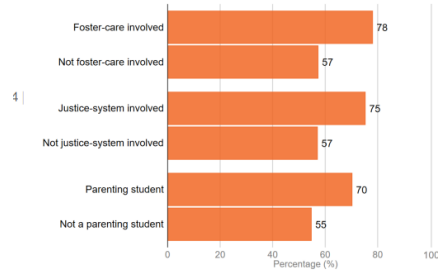
# HOPE CENTER

# #REALCOLLEGE SURVEY

# FL2020 DATA

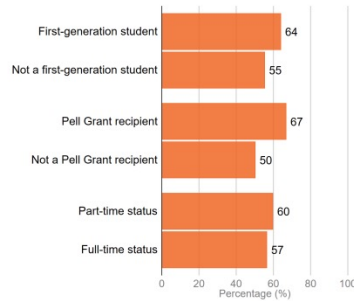
# DISPARITY BY SECTOR

FIGURE 20 | DISPARITIES IN BASIC NEEDS INSECURITY, BY FOSTER-CARE INVOLVED, JUSTICE-SYSTEM INVOLVED, AND PARENTING STATUS



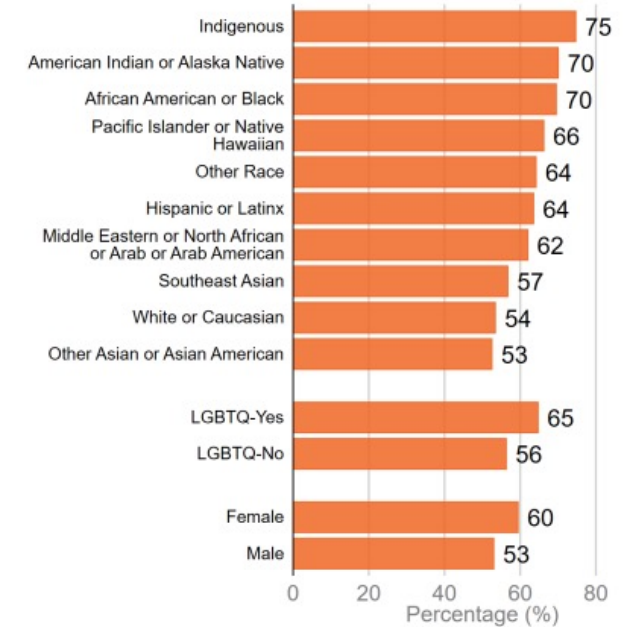
SOURCE | 2020 #RealCollege Survey

FIGURE 19 | DISPARITIES IN BASIC NEEDS INSECURITY, BY FIRST-GENERATION STATUS, PELL GRANT STATUS, AND ENROLLMENT STATUS



SOURCE | 2020 #RealCollege Survey  
NOTES | First-generation status is determined by whether a student's parents' highest level of education completed is a high school diploma or GED. For more details on how each measure of basic needs insecurity was constructed, refer to the [web appendices](#).

FIGURE 18 | DISPARITIES IN BASIC NEEDS INSECURITY BY RACIAL AND ETHNIC IDENTITY, LGBTQ STATUS, AND GENDER IDENTITY



# WEBSITE MODELS

STUDENT DISCLOSURES

# LONG BEACH CITY COLLEGE—HOUSING OPT IN



## Housing Resources



The goal of the Basic Needs Program Emergency Housing Assistance is to address homelessness and housing insecurity by connecting students with resources that will support them on a path toward housing stability. Case management services are provided with a trauma-informed approach that supports our students' holistic well-being and develops skills of self-sufficiency.

If you find yourself without a safe place to sleep at night, we can connect you with community resources that provide safe shelter, showers, and even a safe place to park if you are sleeping in your car.

Please email [basicneeds@lbcc.edu](mailto:basicneeds@lbcc.edu) for more information about what housing resources we can connect you with.

### Emergency Housing Programs

If you are currently unhoused, please contact our team at [basicneeds@lbcc.edu](mailto:basicneeds@lbcc.edu) or (562) 938-5045. The Basic Needs Program has a network of housing agencies that we can refer you to based on your current situation and your needs. All emergency housing programs are for students that are currently, or at risk of being unhoused.

#### LBCC Safe Parking Program

An on-campus program providing a safe, secure, and convenient location to sleep in your vehicle overnight. Additional benefits include access to Wi-Fi and showers, financial assistance for vehicle registration, and referrals for long-term housing assistance.

[LBCC Safe Parking Flyer](#)

[Jovenes, Inc.](#)

[Shower of Hope](#)

[Project Realization](#)

[211 – Housing Services Hotline](#)

[Mental Health America of Los Angeles](#)

[Long Beach Multi-Service Center](#)

Share this page



This item appears in

Basic Needs Program

Related Contacts

LAC, E-131

**Justin Mendez**

Basic Needs Program Manager, Basic Needs

(562) 938-4756

[Send email](#)

LAC, E-131

**Dianka Lohay**

Basic Needs Program Coordinator, Basic Needs

(562) 938-3241

[Send email](#)

# LONGBEACH SAFE PARKING OPT IN

## LBCC Safe Parking Program Sign-up Form

Long Beach City College has started an on-campus Safe Parking Program for students sleeping in their vehicles to have a convenient, safe, and secure location to stay overnight with access to wi-fi and restrooms. Showers are also available in the mornings.

Safe Parking hours are 7 nights a week, Monday to Sunday, 10pm-7am.

Showers are available Monday to Saturday, 6am-8am. Showers are available for all students experiencing homelessness. Sign-ups are required for shower in advance because only 1 person is allowed at a time for each Men & Women locker room. Please email [jmendez@lbcc.edu](mailto:jmendez@lbcc.edu) to be added to shower list.

To enroll in the Safe Parking Program:

1. You must be currently enrolled in classes.
2. You must be an independent student with no children or spouse sleeping in the vehicle with you.

Benefits of the LBCC Safe Parking Program:

1. Safe and secure place to sleep overnight
2. Access to wi-fi, restrooms, and showers.
3. Assistance with updating Driver's License, Registration, and Insurance.
4. Referrals to long term housing support



For any other questions, please email Basic Needs Program Manager, Justin Mendez at [jmendez@lbcc.edu](mailto:jmendez@lbcc.edu).



Best E-mail to contact you. \*

Your answer

Do you have anyone else sleeping in the vehicle with you? \*


- Yes
- No
- Pet(s) only

Do you need assistance to pay for your Driver's License, Vehicle registration, or Insurance?

- Driver's License
- Registration
- Insurance
- None - I have all of the documents needed



If you have current Driver's License, Registration, and Insurance, please upload pictures here. If you need assistance with payment for any of these documents, please email [jmendez@lbcc.edu](mailto:jmendez@lbcc.edu).

 Add file

Do you have any other notes or questions you would like to add?

Your answer



Submit

Clear form

Never submit passwords through Google Forms.

<https://docs.google.com/forms/d/e/1FAIpQLSfMOHLMgoyWschnrRDzsGFyr-Oh9Rn8LjAwf0itm-sjm95BsQ/viewform>

# GREAT OPT OUT LANGUAGE



The screenshot shows the website for Northeast Texas Community College. At the top, there is a navigation menu with links for GET STARTED, ABOUT US, ACADEMICS, STUDENTS, VISITORS, ATHLETICS, and a prominent APPLY NOW button. Below the navigation is a breadcrumb trail: Home > Student Services > Student Life > NTCC CARE CENTER > Eagle Food Pantry > Eagle Food Pantry FAQ's. On the left side, there is a sidebar menu with a dark blue header 'EAGLE FOOD PANTRY' and several links: Eagle Food Pantry FAQ's (highlighted in red), Donation Box Label, Eagle Food Pantry Flyer, and Eagle Food Pantry Web Tool Kit. Below the sidebar are three dark blue buttons: REQUEST CAMPUS TOUR, APPLY TO NTCC, and NTCC TUITION & FEE CALCULATOR. The main content area is titled 'Eagle Food Pantry FAQ's' and contains three questions and answers. To the right of the text are three red hearts stacked vertically.

**N** **NORTHEAST TEXAS**  
COMMUNITY COLLEGE

GET STARTED ABOUT US ACADEMICS STUDENTS VISITORS ATHLETICS **APPLY NOW**

Home > Student Services > Student Life > NTCC CARE CENTER > Eagle Food Pantry > Eagle Food Pantry FAQ's

**EAGLE FOOD PANTRY**

Eagle Food Pantry FAQ's  
Donation Box Label  
Eagle Food Pantry Flyer  
Eagle Food Pantry Web Tool Kit

**REQUEST CAMPUS TOUR**

**APPLY TO NTCC**

**NTCC TUITION & FEE CALCULATOR**

## Eagle Food Pantry FAQ's

**Q: What if I know of a student or coworker on campus who could use the assistance, but they will not come and get the food?**

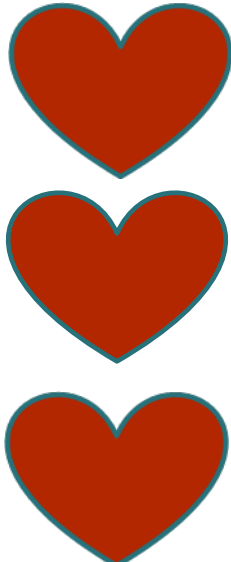
A: Come over and get it for them. We understand that some people do not want to come to the pantry, so you can help by collecting some items for them. The only thing we track is what food we have and how many people visit the pantry.

**Q: How do I get food assistance?**

A: It is easy. Simply visit the Food Pantry, select the items needed and have a great day.

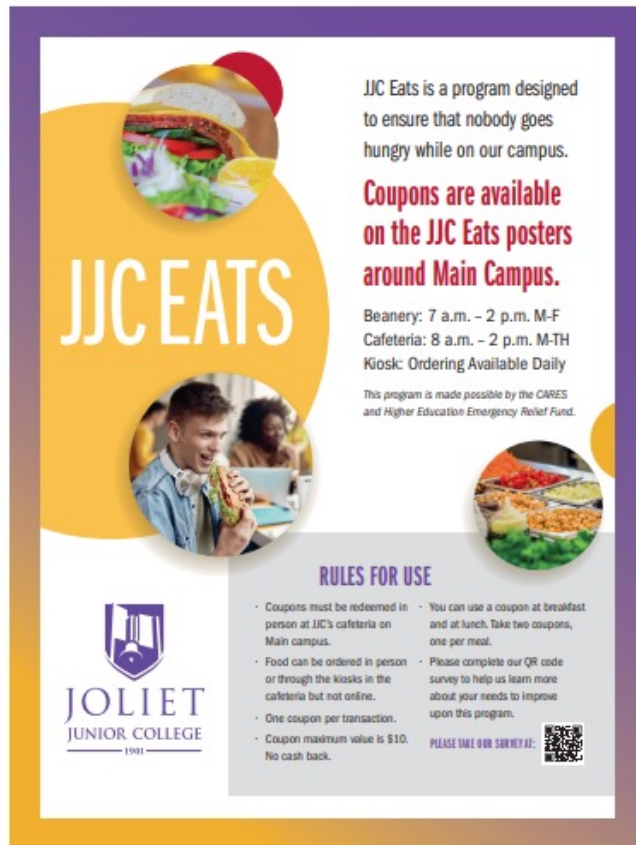
**Q: What does the food pantry need?**

A: We are constantly in need of pasta, jar pasta sauce, peanut butter, breakfast foods, macaroni and cheese, ramen noodles and box dinners. These are items that students want, and we can't keep enough in stock. Foods that can be cooked easily or microwaved are usually popular. Additionally, there is always a need for protein such as tuna, canned chicken and canned meats. We now accept toiletry items including such as travel-sized products and baby products.



<https://www.ntcc.edu/student-services/student-life/ntcc-care-center/eagle-food-pantry/eagle-food-pantry-faqs>

# JJC EATS—OPT OUT



The poster features a purple border and a yellow-to-purple gradient background. At the top left, there are three circular images: a burger, a salad, and a smoothie. The text 'JJC EATS' is prominently displayed in white on a yellow circular background. Below this, there is a circular image of a student eating. The bottom left corner features the Joliet Junior College logo and name. The bottom right corner includes a QR code and the text 'PLEASE TAKE OUR SURVEY AT:'.

JJC Eats is a program designed to ensure that nobody goes hungry while on our campus.


**Coupons are available on the JJC Eats posters around Main Campus.**

Beanery: 7 a.m. – 2 p.m. M-F  
Cafeteria: 8 a.m. – 2 p.m. M-TH  
Kiosk: Ordering Available Daily

This program is made possible by the CARES and Higher Education Emergency Relief Fund.

**RULES FOR USE**

- Coupons must be redeemed in person at JJC's cafeteria on Main campus.
- Food can be ordered in person or through the kiosks in the cafeteria but not online.
- One coupon per transaction.
- Coupon maximum value is \$10. No cash back.
- You can use a coupon at breakfast and at lunch. Take two coupons, one per meal.
- Please complete our QR code survey to help us learn more about your needs to improve upon this program.

PLEASE TAKE OUR SURVEY AT: 

How did you hear about JJC Eats?

60% via posters around campus

29% via staff and faculty

21% via other students

21% via JJC email

15% via iCampus

Preferred coupon pickup location:

38% in cafeteria itself

40% via posters near cafeteria bathroom

30% via posters in corridors elsewhere (purple cow still popular)

# RESOURCES

- Trauma-Informed Practice and other tools
  - [Basic Needs Center Toolkit \(cccstudentmentalhealth.org\)](http://cccstudentmentalhealth.org)
- Website favorites:
  - [Eagle Food Pantry FAQ's | Northeast Texas Community College \(ntcc.edu\)](http://ntcc.edu)
  - [LBCC Safe Parking Program Sign-up Form \(google.com\)](http://google.com)
- Syllabus language
  - [Basic Needs Syllabus/Canvas Language \(miracosta.edu\)](http://miracosta.edu)
  - [SOC Syllabus Statements - Google Docs](#)
- Scripting & survey language
  - [https://www.vcccd.edu/sites/default/files/team\\_3\\_basic\\_needs\\_resource\\_center\\_project.pdf](https://www.vcccd.edu/sites/default/files/team_3_basic_needs_resource_center_project.pdf)
  - [researching-basic-needs.pdf \(calstate.edu\)](http://calstate.edu)



# WHAT QUESTIONS DO YOU HAVE FOR ME?

## Contact info:

Patty Zuccarello

Principal Consultant

Zuccarello & Associates

[pattyzuccarello@gmail.com](mailto:pattyzuccarello@gmail.com)

312-203-9987



Illinois Center for Specialized Professional Support,  
Illinois State University, College of Education

The Illinois Community College Board and the Illinois Center for Specialized Professional Support are partnering to support HOUSE Liaison's through professional development, training, and resources. The HOUSE Liaison Center will be a central hub for all resources developed under this project.

Look for more information on the HOUSE Liaison Center coming soon!