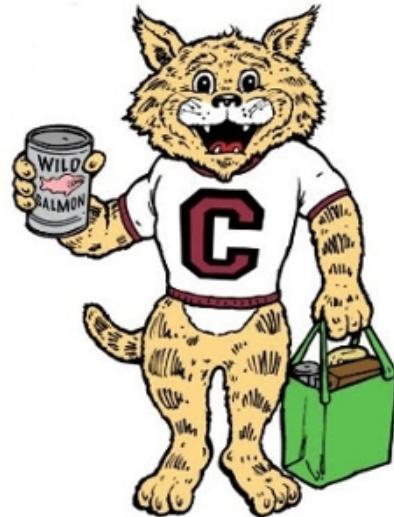


California State University, Chico
Division of Student Affairs



Basic Needs
Annual Report 2018-19

Chico State Basic Needs is a collaborative effort of campus and community-based groups with the goal to improve student success and positively engage the community through the provision of supplemental food, meals, emergency grants, housing, referral services, research-based education and appropriate policy for students experiencing food insecurity, hunger, displacement, homelessness and poverty.

A Challenging Year

The 2018-2019 academic year will always be remembered as the year of the Camp Fire, the worst California wildfire in state history, leaving a wake of death, trauma and billions in housing and property loss.

As a result of the Camp Fire disaster, 376 students reported being directly impacted or displaced by the fire. One hundred and ninety-two Chico students (192) lost their housing and most lost all of their property.

Thanks to the generous financial support from thousands of donors, the University provided \$437,000 in *one-time*, immediate disaster assistance to 376 students through the University Foundation's Wildcats Rise program. An additional \$224,000 was granted to 158 faculty and staff. In early January 2019, the Wildcat Rise campaign ended after \$661,000 was allocated in *one-time* assistance.

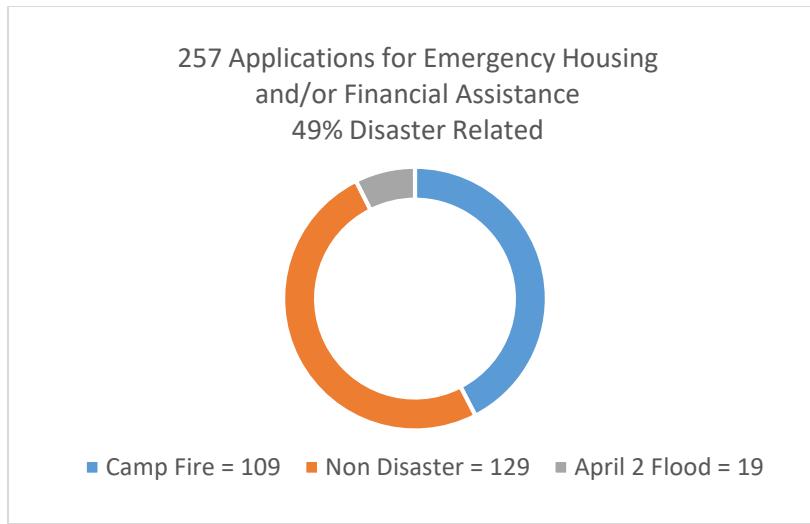
Since January 2019, the responsibility of long-term disaster and recovery support shifted entirely to Basic Needs. Basic Needs received 109 Camp Fire-related applications for basic needs assistance. Student cases range from ongoing housing displacement, to those who are experiencing trauma and disaster-related financial stress, many for the first time.



CAVE volunteers help load a truck for Camp Fire affected residents of Concow

In addition to November's Camp Fire, the Chico area experienced its worst localized flooding in recent memory in early spring. On April 2, a low pressure supercell stalled above Chico releasing 3 to 5 inches of rain in less than two hours. The resulting flashflood not only damaged a number of buildings on campus, it also directly affected the housing of an estimated 60 students, 19 of whom applied for housing assistance.

Thankfully, prior to these disasters, Chico State Basic Needs had already established successful working relationships and protocols with a wide variety of campus and community service agencies (e.g., University Housing, Feeding America, North State Food Bank, Salvation Army) allowing for the more efficient emergency intake and the coordination of campus-based recovery efforts.



In July 2018, Basic Needs established an online Application for Assistance <https://www.csuchico.edu/basic-needs/application-for-assistance.shtml> to assist students in their request for basic needs services. During the academic year, 257 applications were received, of these, almost half (49%) were disaster related (129 non-disaster, 109 Camp Fire and 19 April flood).

1. Basic Needs Programs and Goals

Hungry Wildcat Food Pantry

Established in 2013 in the office of Kathleen Moroney, the Hungry Wildcat Food Pantry continues to be the hallmark program of Chico State Basic Needs.

The primary goal of the Pantry is to continue to support student academic success and well-being through the provision of supplemental food, supplemental meal access, on-the-spot CalFresh USDA SNAP application assistance, hygiene products, basic needs services and referrals for students experiencing poverty.

The goals of Chico State Basic Needs align with the student success, retention and graduation goals of the California State University Graduation and Basic Needs Initiatives.

The California State University 2018 *Study of Student Basic Needs* reported that 50% of Chico State students, an estimated 8,000 students, experience low (24%) to very low (26%) food security. The system-wide research also indicated that 48% of Chico State students are eligible for CalFresh USDA SNAP food assistance benefits.

Poor nutrition resulting from food insecurity *is a symptom* of increasing student poverty, a fundamental barrier to short-term, learning, academic persistence, student retention and graduation, especially for traditionally underrepresented students.

Farm to Student

California State University, Chico's University Farm continues its leadership in the development of regenerative agriculture and the production of organic produce.

Since 2015, the Hungry Wildcat Food Pantry has purchased and distributed more than 42,000 pounds of organic produce from the University Farm's Organic Vegetable Project.

Through the provision of high quality, organic produce, the Pantry aligns with the University's strategic goals of sustainability and student well-being.



The University's Farm Organic Vegetable Project provides more than 10,000 pounds of high quality produce to the Pantry annual. OVP staff prepare starts for planting.

CalFresh Outreach Collaboration

The Hungry Wildcat Food Pantry, in collaboration with CalFresh Outreach, assisted more than 1,300 students with on-the-spot CalFresh enrollments at the Pantry during the last academic year. In addition to providing in-Pantry application assistance, the Pantry actively promotes long-term food assistance through CalFresh in all its outreach (e.g., classroom presentations, pop up pantries).

After years of effort, the Associated Students USDA SNAP (CalFresh EBT) application was recently approved by the USDA. Soon students will be able to use their CalFresh EBT cards at University food markets.

Homeless and Displaced Student Services and Emergency Grants

Basic Needs goal is to continue to provide support for short-term emergency housing and emergency grants for students experiencing homelessness, displacement or unexpected financial crisis.

The California State University 2018 *Study of Student Basic Needs* (Crutchfield, Maguire) reported that 3.3% of Chico State students, an estimated 500 students, experience homelessness or displacement during the academic year. Limited, affordable housing supply, exacerbated by the 20% estimated population surge after the Camp Fire (<1% vacancy rate) continues to be a leading cause of Chico State student financial stress — *the primary barrier to student retention and graduation*.

This last academic year, Basic Needs and University Housing placed 45 students into emergency housing, up from 13 the previous year.

Quality Meal Access

The Basic Needs Project's goal is to provide nutritious meals to food insecure students who lack access to a kitchen for meal preparation or have unstable living situations. With Associated Students Dining and Associated Students Sustainability Grant support, the Hungry Wildcat Food Pantry distributes redeemable campus dining meal cards for students in immediate need of a nutritious meal.

In addition to the distribution of meal cards, the Associated Students administers a text notification system that alerts students when there is food available after a catered event on campus.

This and additional food rescue efforts continue to support student success while actively demonstrating the wellness and sustainability values and goals of the University.

Research, Nutrition Education, Curricula Integration and Service Learning

In addition to providing direct food and housing services, Basic Needs also helps support the academic goals of the institution through the support of graduate student and faculty research, nutrition education, and the integration of basic needs and service learning opportunities into the curriculum.



CAVE leaders help pick up food inventory at one of the Saturday Food Bank distributions

Internal & External Outreach, Fundraising and Grant Coordination

Basic Needs continues to manage outreach to the campus, community, state and national stakeholders.

Endowment, fundraising and grant development efforts support Basic Needs initiatives, with the goal of it becoming a sustainable organization and a national success model.

2. Accomplishments

Through the generous support of thousands of donors, Basic Needs has been able to continue to expand and improve services making a positive difference in students' lives.

Highlights of the 2018-2019 academic year include:

- Provided immediate disaster assistance, emergency housing and agency relations during the Camp Fire and the April 2 flash flood.
- Served more than 6,000 students, with an average of 200 students served per day which is a 50% increase from the previous year.
- Expanded and diversified inventory, distributing more than 50 tons of food, which is a 42% increase from the previous year.

- Distributed enough food to make 83,000 meals.
- Expanded and diversified food supply, receiving inventory from 5 different food banks (North State Food Bank, Food Bank of Contra Costa and Solano Counties, Second Harvest of San Clara and San Mateo Counties, San Francisco and Marin Food Bank and Second Harvest Food Bank of San Joaquin and Stanislaus Counties).
- Presented more than 2,000 students with CalFresh information and assistance, resulting in 1,324 USDA SNAP enrollments and more than \$2.5 million in local economic impact.
- Awarded a \$16,684 Associated Students Sustainability gleaning and food rescue grant resulting in more than 20,000 pounds of rescued inventory.
- Purchased more than \$10,000 of produce through the University Farm's Organic Vegetable Project becoming the largest customer of the Project.
- Assisted dozens of students with off-campus housing support and placed 45 displaced or homeless students in short-term emergency housing through University Housing and community partnerships (e.g., CHAT Chico Housing Action Team, 6th Street Youth Center). This is a 246% increase from the previous AY (13 placements in AY 2017-2018).
- Developed a new basic needs program, Vision Day, in collaboration with the Chico Breakfast Lions (Lions International). Provided free eye screening, exams and glasses for 24 students who lacked adequate insurance.
- Provided more than \$18,000 in emergency grants and employment opportunities for students in unexpected financial crisis and in need of temporary employment. Facilitated more than 60 student volunteers and supported service learning curriculum in several courses (e.g., Social Work 170).
- Through its annual fundraising effort —called the “Chico Cares Campaign”— Basic Needs raised more than \$100,000 having received generous support of more than a thousand donors, including the Hodes Family Foundation and the Student Philanthropy Council.
- Established and hired a Basic Needs Coordinator. Basic Needs professional staff now totals two individuals.
- Distributed more than a ton of high quality bread and baked goods during the month of May as part of Feeding America's grocery recovery program.

Diversity and Graduation Efforts

Chico State Basic Needs directly supports the diversity and graduation goals of the California State University's Basic Needs and Graduation Initiatives.

Current research continues to demonstrate the need for the integration of basic needs services as underrepresented students experience food and housing insecurity at higher rates than average and experience lower rates of academic persistence, retention and degree obtainment.

To increase impact amongst underrepresented students, the Basic Needs and the Hungry Wildcat Food Pantry continue to collaborate with many offices and academic departments in Student and Academic Affairs (e.g., EOP, TRIO, PATH Scholars, Off Campus Services, School of Social Work, DREAM Center, Student Success Center, Student Life and Leadership, Diversity, the WREC, Athletics, Associated Students, Tribal Relations, Rec Sports, Summer Orientation, Cross Cultural Leadership Center, AS Sustainability, University Housing, CARE Team, Student Health Services, Academic Advising, Financial Aid & Scholarship, and Financial Services).

3. Policies and Procedures

Basic Needs continues an ongoing working relationship with Environmental Health and Safety, Risk Management, Butte County Public Health and Feeding America to support the safe operation of the Pantry. The Pantry is inspected by Butte County Public Health and the Food Banks of Contra Costa and Solano Counties and has received its second annual public health permit.

Food and occupational safety training continues as an essential part of operations.

4. Resource Summary

Research demonstrates the positive short and long-term economic impacts of student basic need services. To increase student success, classroom learning, retention, graduation rates, and long-term economic growth, basic needs services are an excellent target for proactive federal, state, university and private investment.

With annual operational costs nearing \$200,000, leveraging adequate federal, state, university and private support to provide basic needs services continues to be *the ongoing challenge* of the department.

Every dollar invested by the federal government, state, university or individual donor has a positive multiplying factor in its return to the community. For example, through USDA SNAP food benefits, Basic Needs helps support \$2.5 million in estimated local economic impact through CalFresh enrollments.

Human Resources

Appropriate and adequate human resources for basic needs efforts is essential in the quest to improve overall student academic performance, retention and graduation rates, especially amongst traditionally underrepresented students.

2018 marked *the first state funding allocation* for Basic Needs. Through a CSU system-wide grant award, the Chico State Basic Needs received \$80,000 in one-time state-supported funds allocated through Senate Bill 85 (SB 85). The majority of these funds have been allocated to support operations, student employment and intern opportunities.

To begin to address the increasing growth in demand for basic needs services, the University invested California State University Graduation Initiative funding to hire the Pantry's first Basic Needs Coordinator in late spring. The Coordinator provides essential operational and managerial support for the growing unit.

In addition, Basic Needs has formally requested the addition of a new, case manager position in support of the ever increasing caseload, as facilitating requests for emergency housing and economic assistance requires additional human resources. A number of CSU campuses have already established this critical position as a student services professional.

Facilities/Equipment

In the beginning of the 2018 spring semester, the Hungry Wildcat Food Pantry opened its third temporary location in the Student Services Center, Room 196, on the Chico State campus.

The primary advantages of this location from previous locations is that the Pantry is strategically located on the ground floor of the Student Services Center and has proximity to truck access, making the unloading of 100,000 pounds of inventory more efficient (e.g., palletized delivery).

The primary challenge with this temporary location is that it lacks the adequate space to support the demand, the confidential intake and the storage required of the Pantry. With an average of 200 plus visitors a day, the Pantry is often crowded beyond the capacity of the room. Lines of students form, especially on Mondays', when visitation often peaks beyond 300 participants.

Most importantly, the Pantry lacks a sink. For safety, the Pantry requires access to clean water and would benefit significantly with an on-location commercial grade sink(s) and drain for efficient hand washing and inventory preparation (e.g., produce handling).

To maintain safety and stakeholder expectations, Basic Needs strongly recommends continued University action to facilitate the acquisition of appropriate and adequate space and resources.

Basic Needs is currently working with University experts and outside developers on the development and integration of business systems onto a proven data platform to move away from analog processes to increase efficiency and the quality of data.

5. Program Assessment - Objectives

Despite a very challenging year marked by disasters and a record caseload (257), Basic Needs accomplished its program objectives of the year:

1) Expanded Inventory to Address Growing Need

Maintained, expanded and distributed 50 tons of food, a 42% increase over the previous year.
Diversified its sources of food through Feeding America food distribution and recovery programs.

2) Strategic Planning

To ensure appropriate growth and stewardship, Basic Needs established strategic program plans for the unit including a proposed organizational chart that includes an administrator, coordinator and case manager positions.

3) Program Sustainability

Despite a delay in annual fundraising due to the Camp Fire, Basic Needs was successful in attracting more than \$100,000 in private donations.

Outreach

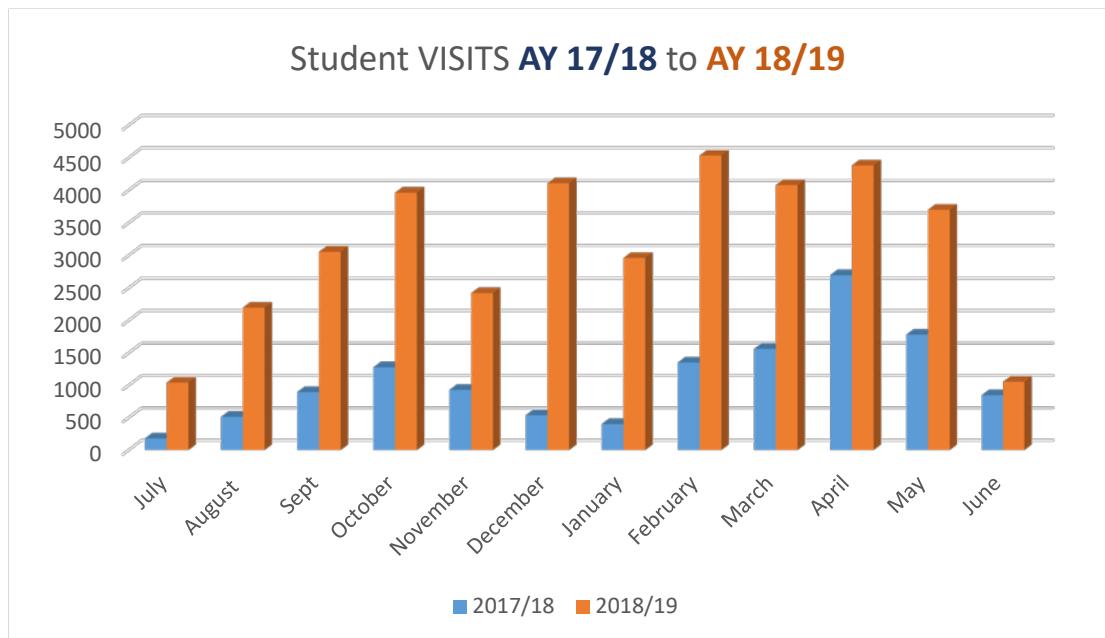
4) Basic Needs successfully expanded its outreach and stakeholder relations through its ongoing social media, classroom and community presentations and appreciation campaigns (e.g., direct thank you correspondence).



The Student Athletic Advisory Committee sponsors annual food drives in benefit of the Pantry.

Assessment – Usage

Comparison with the previous academic year, visits were up 189% from year to year.



VISITS		
	2017/18	2018/19
July	179	1041
August	513	2196
Sept	895	3055
October	1278	3963
November	929	2421
December	536	4108
January	401	2960
February	1352	4534
March	1562	4081
April	2696	4382
May	1781	3700
June	847	1054
TOTAL	12,969	37,495

6. Analysis

National research has demonstrated that many students experiencing food and/or housing insecurity have lower GPAs and higher academic concerns than food secure students.

Ongoing institutional support for a Basic Needs data platform integration will be necessary to appropriately capture, study and understand the impact of the Pantry on student learning, outcomes, grade points and graduation rates. Basic Needs is working with campus systems integrators to improve its data collection, analysis and reporting.

While serving an estimated 6,000 students is a significant accomplishment considering the high rate of growth, about 2,000 estimated students with low to very low food security remain underserved.

Additional efforts to expand the usage of USDA SNAP and other benefits (e.g., Medi-Cal) are required to improve longer-term food and housing security on campus.

Appropriately addressing basic needs at Chico State will require an ongoing University commitment to expand the Pantry, advocate for ongoing state-support State budget allocation and hire additional requested staff (e.g., case manager). This is especially true when considering the support needed to address the increasing demand and provide appropriate case management with regard to food and housing insecurity.

7. Program Objectives for Next Academic Year

1) Continue to Expand Inventory

Maintaining and expanding product inventory to meet growing demand is a primary objective/goal of Basic Needs.

2) Strategic Planning

To ensure appropriate growth and stewardship, and to continue to develop and implement tactical and longer-term plans for Basic Needs, including facilities, human resources and financial support.

3) Secure Facility and Human Resources

Basic Needs will continue to advocate for the development of more appropriate Pantry space (currently, the Pantry is housed in a remodeled conference room without access to water or adequate storage or office space) and the additional hire of a professional case manager to sustain service levels.

4) Program Sustainability

Efforts to expand State, stakeholder support and fundraising is a primary objective/goal of Basic Needs. To assist in this effort, this coming spring, Basic Needs will manage the third annual Chico Cares fundraising campaign with University Advancement, the Student Philanthropy Council and stakeholders.

5) Outreach

In order to expand food acquisition and stakeholder support, Basic Needs seeks to constantly improve its communication and outreach its audiences. This includes improved campus, vendor and community relations.

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