



Serving Displaced and Food Insecure Students in the CSU

Executive Summary

In February 2015, California State University Chancellor Timothy White commissioned a study to shed light on how CSU campuses were meeting the needs of displaced and food insecure students and to offer recommendations to ensure success and graduation for these students.

Methods

A mixed methods approach was utilized, including open-ended interviews and focus groups with CSU staff, faculty, and administrators, and CSULB students, survey, and document analysis.

Key Findings

- Staff, faculty, and administrators estimated displaced students at 8.7% and food insecure students at 21%; however, student survey results showed a higher population (12% and 24%)
- 11 campuses had programs for food insecure students ranging from small pantries to large food programs and services. One campus had a program directed at displacement.
- 5 campuses incorporate students' needs as a part of student success directives and the university mission; however, many campus personnel expressed aspirational thinking to support students restrained by actual or perceived institutional barriers.
- Students who experienced food and/or housing instability reported high levels of stress and the need for single points of contact.

Recommendations

CSU System Policy and Practice

- Ensure system wide policy, institutional leadership, and sustainable financial support for training and support services
- Further research on student experience and implementation of practice models
- Advocacy participation

Campus Policy and Practice

- Provide access to food and housing for students who are food insecure
- Develop single points of contact to provide services on campus and off campus
- Make financial aid administrators and housing staff and administrators critical partners in collaborative student affairs work
- Develop linkages with ASI and academic programs
- Peer support from students with similar experiences to provide resources and social solidarity

Next steps

CSU campuses are developing programs to support the needs of displaced and food insecure students; however, a greater understanding of this student population, their experiences with services, and their rates of retention is needed. Funding for further research and piloting of programs is necessary to extend work conducted in the current study with a mixed methods approach utilizing surveys, interviews, and focus groups with students across the CSU system to estimate the incidence of housing and food insecurity in an effort to develop, implement, and evaluate pilot programs on CSU campuses.

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Context

Students who experience food insecurity and housing displacement are invisible, and there is very little research on this student population. While 56,588 students nationally and about 10,000 students in California identified themselves as independent homeless youth¹ on their Free Application for Federal Student Aid in 2013-2014 (U.S. Department of Education unpublished data), this is undoubtedly a low count. Many students are unaware of the status designation, are unwilling to designate themselves as homeless, or become homeless after the FAFSA is completed. The number of students who experience food insecurity² is unknown. What little research is available on food security for students suggests that many college students are struggling with food insecurity, and they may not realize food assistance is available (Patton-López, López-Cevallos, Cancel-Tirado, & Vazquez, 2014; Privitera & Creary, 2013). The experience of student hunger has become normalized as the ordinary and expected *starving student*, thus minimizing the problem of students struggling to eat nutritious meals each day (Patton-Lopez et al., 2014) with approximately two million students residing in households eligible for food assistance from the Supplemental Nutrition Assistance Program (SNAP) (known in California as CalFresh) in the United States (Cady, 2014).

Methods

- Mixed methods utilizing open-ended interviews, survey, and document analysis
- Online survey of staff, faculty, and administrators (N=99)

- Qualitative interviews with staff, faculty, and administrators (N=92)
- Four on-campus focus groups with staff, faculty, and administrators (N= 23)
- Online survey of CSU Long Beach students (N =1,039)
- Focus groups and interviews with CSU Long Beach students (N=16)
- Analysis of campus websites and student support service documents of programs to address food security, housing stability, and emergency funds for students

Findings

Institutional and Student Perceptions of the Problem

Data from staff, faculty, and administrators showed strategies and philosophical approaches to support students experiencing displacement and food insecurity (Qualitative data supplemented in Appendix D).

Incorporation of student needs as a part of the student success directives and the university mission; actively seeking and developing strategies Five campuses with expansive programs specifically designed to address support for students experiencing food insecurity and/or displacement described purposeful program development processes that were based on specific perception of their environment (Appendix B). These programs often began as a product of a clear perception of the need, institutional support at all levels, and an investment of time and financial support for services.

¹This report uses the education sub-title McKinney-Vento Act's definitions of homeless, which includes youth who lack a fixed, regular, and adequate nighttime residence; and unaccompanied, which includes youth not in the physical custody of a parent or guardian. It also uses at-risk of homelessness to refer to students whose housing may cease to be fixed, regular, and adequate (20 U.S.C. § 1001 et seq., 42 U.S.C. §11434a(2)(A); 42 U.S.C. §11434a(6).

²Food security is defined by indicators as directed by the USDA (2015)

<http://www.ers.usda.gov/topics/food-nutrition-assistance/food-security-in-the-us/definitions-of-food-security.aspx>

High food security—Households had no problems, or anxiety about, consistently accessing adequate food.

Marginal food security—Households had problems at times, or anxiety about, accessing adequate food, but the quality, variety, and quantity of their food intake were not substantially reduced.

Low food security—Households reduced the quality, variety, and desirability of their diets, but the quantity of food intake and normal eating patterns were not substantially disrupted.

Very low food security—At times during the year, eating patterns of one or more household members were disrupted and food intake reduced because the household lacked money and other resources for food.

Strategies for serving displaced and food insecure students. CSUs that had the most expansive programs had key elements that ensured a significant, sustainable, and active program presence for students (Appendix B). There were staff on all campuses who served housing and food insecure students and attempted to highlight the needs to their campuses. For campuses that did not have systems in place, these duties of case management, referrals, and service linkage often came on top of the typical duties of the staff, faculty, or administrator. Personnel in financial aid, Disabled Student Services, counseling services, Education Opportunity Programs, and faculty were

What we can do is provide a level of support that lets [students] know that this university genuinely cares about their success, and is willing to do something... (A Dean of Students)

support) and had expanded infrastructure to link both short- and long-term solutions for students, often with a primary focus on food insecurity. This included ongoing funding and a philosophical approach that incorporated a model that viewed food and housing among many supports needed for student success and retention.

Systemic strategies found most common were food pantries, food vouchers, and participant referrals and linkages for students to community housing facilities or other social service resources. Campuses had a limited response to housing displacement. Appendix A provides a chart of current resources specifically identified for students experiencing housing and food insecurity on each campus. Appendix B provides specific information about extensive service programs for students at Chico, Fresno, Humboldt, Long Beach, and San Bernardino.

One long-term strategy to alleviate food insecurity was enrollment of students for CalFresh (public food

assistance). Recently, the Humboldt Housing and Dining Services College Creek Marketplace was approved to have Electronic Benefits Transfer (EBT) -- often known as food stamps -- in one of the campus markets, which will allow students to use CalFresh on campus, the first CSU implementation.

Another long-term strategy was to include designated staff, single points of contact (SPOC), specifically designated to provide services to students experiencing food and housing insecurity.

Students who had SPOC reported feelings of support and connection to the campus community and greater success in staying in college. Further, staff designated to support students with these needs appeared to diminish stigma for students seeking help.

Students who had not made a linkage with a SPOC reported the feeling of solitude or feeling lost on campus.

Many campuses incorporated campus wide student input and often included Associated Students, Inc. as a driver of many campus models. Staff participants reported that students raised awareness of food and housing insecurity, conducted research to demonstrate the need for services, and volunteered or worked as a part of coursework in the implementation of services.

...I need counseling, I need friends, I need someone to group me or I'm going to get lost and I'm not going to do good because I know I won't if there aren't things to help me.—Terrie

Expressed aspirational thinking to support students, restrained by actual or perceived institutional barriers

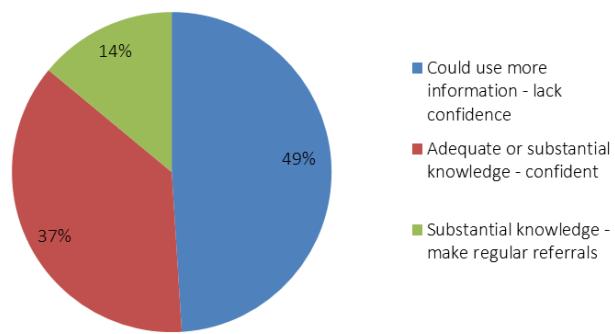
All but one campus had at least one person reported to be responding to the needs of students in food or housing crisis; but the most common response to students with food and housing insecurity was aspirational in thinking and limited in

It makes a difference because it doesn't stigmatize you. It does not make you feel like you're walking along with a scarlet letter on your chest.—Annie

A lot of these conversations take place inside our office with the door shut... I've seen over and over and over again the staff members take their own personal money and many times hundreds of dollars, try to eliminate the food crisis or you know, whatever they can do. It's not really talked about... —A University Staff Person

When asked of their knowledge of on-campus or off-campus resources available to students who experience housing instability or food insecurity (Figure 1), 51% of participants had substantial knowledge of support for students; however, 49% said they were in need of more information about how to appropriately support students facing these social issues.

Fig. 1 Describe your knowledge of on or off campus resources for students who experience housing instability or food insecurity



Student participants articulated concerns that some campus personnel did not understand their level of need when displaced. Nikki spoke about discussing with a residential life staff that she had nowhere to go when the dorms closed. Because of a lack of understanding of her situation, Nikki was told that it

practice. Many interviewees recounted instances where they responded to students on a case-by-case basis; however, no systemic or programmatic approach had been employed. Participants articulated a consistent fear that if programs and services were developed, there would not be enough resources to support their needs. They often recounted doing what they could and hoping for the best.

would not be "fair" to allow her to stay in the dorms.

When talking about being homeless during breaks - I've tried but it's like, "Well if we do that for you, then we have to do that for everybody." Not everyone is in the same situation and it's like, "Well, we try to treat everyone equally." As much as that sounds good, not everyone...is equal.—Nikki

Perceived barriers to addressing needs. Survey data also suggested that staff, faculty, and administrators perceived that there were barriers to students experiencing homelessness and food insecurity seeking to access services.

Student awareness of services. Participants noted a low student awareness of services, lack of methods to identify students needing services, and the lack of knowledge of the population by staff and faculty (Table 1).

Table 1. Staff, faculty, and administrators' perception of the greatest barriers to students experiencing housing instability or food insecurity access the on-campus services

Students do not know about available services	79%
Lack of identification method for this student population	71%
Staff and/or faculty lack of knowledge about this population	63%
There are not enough services available	54%
Eligibility for services is prohibitive	26%
Lack of transportation	26%

Potential stigmatization of students. University representatives recounted great concern for the stigmatization of students who utilize services. Negotiations of whether or not services should be labeled or visible on campus was a paramount issue for staff. They were concerned students would not participate if they worried about being seen as needy.

When students were asked how to deal with the issue of stigma, they suggested while there may be initial hesitation to utilize services, their need for assistance outweighed their fear of stigmatization. The vast majority of the participants said they would

use the pantry or other services if readily available. Further, students suggested that the barrier to services was not stigma, but that they did not know services were available.

I don't think [students] are afraid to ask, I think a lot of times they don't know what to ask, they don't know where to go, they don't know where to start. —Annie

an “unaccompanied homeless youth” or “at risk of homelessness,” which allows them to apply for financial aid without the use of parental tax documents. However, some FAAs appeared to be ambivalent about their role—gatekeeper for the taxpayers versus ensuring expedient financial support for students. On one hand, FAAs expressed a commitment to ensure appropriate financial support for students experiencing crises. However, the administrators were, at times, not confident that the students were homeless and, therefore, required documentation to prevent any fraud, though none reported any incidence of fraud. FAAs also feared that they themselves would be audited and needed to show proof of granting independent status for the student that is not required by law.

Availability of affordable housing. Most consistently, participants found the issue of housing too insurmountable to address and had thus far taken no action to do so. As an auxiliary funding source, on campus housing was not perceived as an avenue of support for displaced students. The local cost of living and limited dorm availability were often raised as barriers as well.

Lack of funding. Staff, faculty, and administrators articulated the need to restrain outreach and promotion of their programs for fear there were too many students in need of services and limited resources. Often, programs and services were the “best kept secret” of the campus because

participants saved resources for the students experiencing the most acute crisis.

Student perception of barriers. A barrier students cited was the complicated intermingling of social services (i.e. SSI or CalFresh) that have increased eligibility restrictions or that completely end when they enter college. They also spoke about how challenging it could be to utilize public benefits on campus. Six students discussed that they had current use of CalFresh, and several suggested that the ability to utilize Electronic Benefits Transfer (EBT) -- often known as food stamps -- on campus would lower barriers to easy access to food.

I want to know that I am not by myself.—Yvette

Student participants also suggested campuses build peer support and linkage among students experiencing food and housing insecurity. Seven students said they wanted to have social support from peers who shared their experiences. All students reported feeling “surprised” that there were students who had experiences similar to their own and suggested the need for linkages.

Perception that addressing the issues of food insecurity or displacement was insurmountable or questioning of the veracity or depth of the problem Participants had differing perceptions of the scope of the problem on their campuses. Administrators on three campuses reported no incidence or singular incidences of housing or food insecurity. On two of those campuses, contradictory reports of housing and food insecurity were given by staff who reported that they consistently provided case-by-case services to students. In some cases, there was a normalizing of the “starving student” as a part of the college vernacular. Some participants suggested, outside of rare circumstances, that students generally have the means to meet their needs, but squander their resources with youthful behavior. For some, there was a concern that the university not “become a social service agency” and that development of some services was outside of the university’s purview.

Survey data showed that staff, faculty, and administrator participants estimated that the student populations on their campuses experiencing homelessness and food insecurity to be 8.70% and 21% respectively (Table 2), though no campuses are regularly investigating the actual incidence. Seven campuses had conducted research to assess food insecurity and one, at the point of this study, reported investigation of the incidence of housing displacement. No research has been conducted on the retention rate of students experiencing these social problems (Table 3).

Table 2. Average of staff, faculty, administrator responses to “In your opinion, what percentage of students”

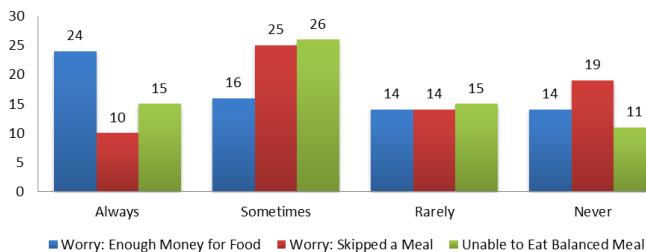
Are homeless and unaccompanied?	8.70%
Experience food insecurity?	21%

Table 3. Average of staff, faculty, administrator responses to “To your knowledge, does your campus track the retention and graduation rates of students who”

	No	I don't know
Experience food insecurity?	54%	42%
Experience housing insecurity?	51%	47%

However, survey results of students suggested the population might be larger. A survey was distributed to a random sample of students of 4,945 CSU Long Beach students. There were 1,039 respondents (21%) and 12% of respondents indicated housing instability and/or food insecurity (Figure 2 and Table 4). This preliminary research provided insight on the needs of students at a large

Fig. 2 Percentage of Students Indicating Food Insecurity



urban campus and begins foundational research on the needs of the student population.

I don't think [students] are afraid to ask, I think a lot of times they don't know what to ask, they don't know where to go, they don't know where to start.—Annie

I feel like once I get my Bachelor's under my belt, I can just keep moving forward. Inside I think I'm falling apart. —Yvette

Students who experienced food and/or housing instability reported managing incredible stress, and addressed the issue that stress could be extremely distracting in class while trying to manage the demands of college and personal life.

Table 4. Number of Student Responses to “Places you may have slept at night if you did not have a stable place to live in the past 12 months”

Temporarily with friends, relatives or other people ("couch surfing") WITHOUT parent	46
Temporarily with friends, relatives or other people ("couch surfing") WITH parent	22
In a car, tent, park, bus or train station, abandoned building, or other public space WITHOUT parent	11
At a motel, in a camper, or 5th wheel WITHOUT parent	8
At a shelter, WITHOUT parent	3
Transitional housing or an independent living program WITHOUT parent	2
Transitional housing or an independent living program WITH parent	2
At a shelter, WITH parent	2
In a car, tent, park, bus or train station, abandoned building, or other public space WITH parent	1
At a motel, in a camper, or 5th wheel WITH parent	1

Recommendations CSU System Policy and Practice

Ensure system wide policy, institutional leadership, and sustainable financial support. Leadership and funding from the Chancellor's Office would facilitate a system-wide commitment. Universities with the largest, most comprehensive programs also had Presidents, Vice Presidents, and Deans of Students who articulated a commitment to students experiencing housing and food insecurity. Current funding appears to be drawn primarily from the President's Office, foundations, ASI funds, and other donations (i.e. unused meals from students). Consistent funding is required.

Further research on student experience and implementation of practice models. Campus research of this population has been generally

minimal and is currently limited to seven campuses. Further, research has largely focused solely on food insecurity; where that research was conducted on campuses, high rates of food insecurity did exist. While the data collection and research undergirds some of the programs, many of the programs have been developed and activated in the last two years. System wide research assessing students' experience will inform ongoing practice.

Participate in advocacy. Support is needed for the upcoming reauthorization of the Higher Education Act introduced by U.S. Senator Patty Murray (D-WA) to correct the policy shortcomings for students who experience housing displacement. Further, the CSU can support improvement of CalFresh enrollment policy for students, which can be prohibitive.

Campus Policy and Practice

Provide access to food and housing for students who are food insecure. Meal plans and food pantries can be a critical resource for students. Information on how to develop campus food pantries is available.³ Long-term strategies to diminish displacement for food insecurity include expanded outreach and enrollment of students for CalFresh utilization of EBT on campus. Increased emergency housing options on and off campus housing (i.e. community agencies and Section 8 enrollment) will provide options for students who are displaced.

Develop single points of contact to facilitate connections to services on campus and off campus. A contact often could be someone in financial aid, EOP, counseling services, or a Dean of Students office who could act as a SPOC knowledgeable, willing, and able, within the context of their job duties, to make linkages to services on campus.⁴ Several campuses incorporate services for students within other contexts (i.e. EOP or foster care programs), or market the services as accessible just like any other service, such as financial aid. This strategy appeared to make accessing programs normative, diminishing stigma.

Include financial aid administrators and housing staff and administrators as critical partners to student affairs collaborative work. While the financial applications/implications of campus housing as a separate auxiliary unit is clear, the application of services has to be interlinked with other student affairs. Training should include recent guidelines issued by the U.S. Department of Education to assist financial aid administrators in making determinations of eligibility; this guidance specifically instructs them on their obligation to make determinations, the types of documentation that may be considered, and how to proceed if a youth is unable to produce documentation (U.S. Department of Education, 2016-2015; U.S. Department of Education, 2015).

Linkages with ASI and academic programs. Campuses should include students in the development, implementation, and evaluation of programs. ASI provided leadership on many campuses. Further, universities can incorporate faculty and students in nutrition, social work, public policy, and hospitality management/culinary arts.

Social supports for students with similar experiences for shared resources and social solidarity. While no campuses included this strategy, students expressed a strong need for a shared space to connect, normalize, cope, and share resources.

Next Steps

Students who face displacement and food insecurity do experience very serious barriers; however, this is not an issue of vulnerability and protection, but one of providing for student well-being as part of a mission for student success. Given support, these students can achieve graduation. Empirically grounded strategies currently in place can be strengthened and new strategies can be developed to match the articulated needs of both the students and the university.

CSU campuses are developing programs to support the needs of displaced and food insecure students;

³College and University Food Bank Alliance <http://www.cufba.org>

⁴For more information about how to designate a SPOC, see <http://www.naehcy.org/sites/default/files/dl/s poc-tips.docx>

however, a greater understanding of this student population, their experiences accessing and utilizing existing services, and their rates of retention is needed. Funding for further research and piloting of programs is needed. Faculty at CSU Long Beach and Humboldt are currently working collaboratively to develop and implement in-depth study of these issues at rural and urban campuses. In 2016 and 2017, faculty at CSU Long Beach and CSU Humboldt will be extending work currently conducted with a mixed methods approach utilizing surveys, interviews, and focus groups with students across the CSU system to estimate the incidence and understand of housing and food insecurity and develop, implement, and evaluate pilot programs on CSU campuses.

Appendices

- A. CSU Housing, Funding, and Food Options for Displaced and Food Insecure Students
- B. Five Case Studies of CSU Programs for Displaced and Food Insecure Students
- C. Single Points of Contact for Programs for Displaced and Food Insecure Students
- D. Qualitative Data Related to Findings and Recommendations

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Appendix A: Housing, Funding, and Food Options for Displaced and Food Insecure Students

List of CSUs	FOOD OPTIONS		FUNDING OPTIONS		HOUSING OPTIONS	
	Food Pantry	Alternate Food Options	Emergency Funds/Grants	Short Term Loans	University Housing	Alternate Housing Options
Bakersfield	Food Pantry - Guardian Scholars/Housed in EOP Department			Up to \$250 maximum – repayment within 45 days		
Channel Islands						Housing guidance / referrals for Foster Youth Students - PATH Scholars Program
Chico	Hungry Wildcat Food Pantry	CalFresh enrollment		Up to \$500 maximum – repayment within 90 days	Housing support available to foster youth during holiday breaks - PATH Scholars Program	Referrals to local off-campus resources: 6th Street Center for Youth
Dominguez Hills	CSUDH Food Bank - Office of Student Life		Faculty & Staff Student Support Grant (Min \$250 - \$1,000)			
East Bay				Emergency Loan Program		
Fresno	Fresno State Student Cupboard	RDH Complimentary Meals Catered Cupboard CalFresh enrollment		\$400 - \$600 - repayment due date varies	"Safe Room" - Available for emergency (1-2day) housing needs	
Fullerton				Up to \$500 – repayment due within 45 days		
Humboldt	Oh Snap! Food Pantry	CalFresh enrollment		\$50min-\$500max - repayment due date varies		
Long Beach	University Interfaith Center: Free Meals/Food Pantry	The Meals Assistance Program (Feed A Need)	Student Emergency Grant (Up to \$500)		Short-term Housing Assistance Program (up-to 18 days)	

List of CSUs	FOOD OPTIONS		FUNDING OPTIONS		HOUSING OPTIONS	
	Food Pantry	Alternate Food Options	Emergency Funds/Grants	Short Term Loans	University Housing	Alternate Housing Options
Los Angeles				Up to \$250 – Repayment within 30 days		
Maritime					Mandatory residency requirement for enrolled undergrad students (exemption options available)	Connecting students to other students during summer months for/as potential roommates
Monterey Bay				Up to \$400 – Charged against students' financial aid award		
Northridge	Matador Food Bank	Housing Food Pantry - Available for Foster Youth & others housing students who need help		Up to \$300 - Bookstore Loan	Housing support available for foster youth through EOP Resilient Scholars program	
					If space is available - accommodates students with housing needs	Referrals to local off-campus housing resources
Pomona		Food Vouchers - redeemable at student cafeteria only (informal collaboration between UHS and on-campus dining [Foundation])	For Renaissance Scholars Only	Up to \$250 – Repayment due date varies		HUD-VASH Vouchers - for Student Veterans / Referrals to off-campus VA housing resources
					Housing support for foster youth student through Renaissance Scholars	Referrals to local off-campus housing resources
					6 "Safe rooms" - Available for emergency housing needs	Referrals to local off-campus housing resources

List of CSUs	FOOD OPTIONS		FUNDING OPTIONS		HOUSING OPTIONS	
	Food Pantry	Alternate Food Options	Emergency Funds/Grants	Short Term Loans	University Housing	Alternate Housing Options
Sacramento	ASI Food Pantry		Hornet Proud Fund / Student Emergency Grant Funds (Up to \$1,500)	Amount varies – Repayment within 60 days		
San Bernardino	The DEN - CSUSB Food Pantry	Food Cards - Available for Renaissance Scholars (foster youth) only	Financial support available through Renaissance Scholars for foster youth students for housing /food	Short Term Emergency Loans: \$50-\$600 / Major Emergency Loans: Up to 100% of tuition (applied to tuition ONLY)	15 beds available for Renaissance Scholars only - For summer / emergency housing	
San Diego		Economic Crisis Response Team (ECRT) - Referrals to local off-campus food resources		Up to \$1,000 - repayment dates vary		Economic Crisis Response Team (ECRT) - Referrals to local off-campus housing resources
San Francisco				SF State - HOPE Fund Crisis Loan Up to \$500 – repayment dates vary		
San Jose	SJSU Food Shelf			Up to \$500 – repayment within 60 days or by the last day of instruction		
San Luis Obispo	Cal Poly Food Pantry	Meal Vouchers		\$300 - \$500 – repayment period may not exceed 90 days		
San Marcos		Reduce Student Hunger Food Distributions	Student Emergency Fund - ASI	Up to \$1,000 – repayment due approximately weeks after the term has begun		
Sonoma				Up to \$150 - ASI Short-Term 30 day loan		
Stanislaus			Financial support available through Promise Scholars for foster youth students for housing	Short Term Loans - repayment due within 30 days	Housing support for foster youth students through Promise Scholars	

Appendix B: Five Case Studies of CSU Programs for Displaced and Food Insecure Students

California State University, Chico

Chico State offers many services in order to meet the unique needs of their student experiencing instability. Some of these services include a *Hungry Wildcat Food Pantry*, *Veggie Bucks* to access fresh local produce, a CalFresh enrollment program to assist students in accessing nutritious meals on a consistent basis, as well as a campus support program, *PATH Scholars*, for current and former foster youth and homeless/unaccompanied youth, which provides additional resources, situational emergency loans, and campus housing during campus breaks.

FOOD INSECURITY

Food Pantry: The Hungry Wildcat Food Pantry was started in 2013 after a professor called the student affairs office to inquire about resources for hungry students. The food pantry honors the honesty of students and does not request students verify their need for food; food is given to any Chico State student without any explanation required and students can utilize the pantry as frequently as needed. The pantry is solely funded through faculty and staff donations and volunteers. To date, the Hungry Wildcat Food Pantry has served over 100 students.

Veggie Buck Program: The Hungry Wildcat Food Pantry staff volunteers realized students would benefit from access to fresh, organic produce. Students who utilize the pantry are offered paper vouchers known as *Veggie Bucks* that can be redeemed for student-farmed organic fruits and vegetables at the University Farm's Organic Vegetable Project (OVP) weekly market table on campus. The Veggie Bucks are supported through donations to the Pantry and through a donation jar at the OVP market. To date, 390 Veggie Bucks have been distributed to students in need. It is estimated that more than 500 pounds of fresh produce have been distributed to more than 90 students during this period.

Moving forward the Hungry Wildcat Food Pantry is working cooperatively with the Center for Healthy Communities and the Organic Vegetable Project to establish a sustainable funding model and distribution systems to scale the program to meet the expanding needs of the students. This includes researching and implementing a system to accept Cal Fresh EBT payments at the OVP market and on campus.

CalFresh Enrollment: Through Chico State's Center for Healthy Communities, the campus offers CalFresh enrollment, verification, and recertification assistance services to eligible students in partnership with state and county social services departments. CalFresh can provide students with additional financial resources that support healthy eating and academic success.

The outreach program consisting of 10-15 interns each semester, partners with the College of Natural Sciences, the Financial Aid department, the EOP and REACH programs, Associated Students representatives, and many on and off campus student organizations. The interns provide CalFresh application assistance to students through a drop-in office, the Hungry Wildcat Food Pantry, class presentations, and campus events including "CalFresh Day," a partnership with the student Health Professionals Association. Through these efforts, over 600 students were prescreened and enrolled in the CalFresh program during the Fall 2015 semester.

In partnership with county offices in the CSU, Chico service area, the program also assists students through the verification process. Eligible students receive on average \$150 a month. If half of the number of students assisted this fall is multiplied by the average \$150 received, this equates to \$45,000 of additional food money for students *monthly*. This additional financial assistance not only supports students' healthy eating and academic success, but also supports those businesses on and off campus that sell healthy food.

"I think what's unique is we have students at the center that are actually trying to help other students apply for CalFresh..."

~Chico Staff Member

California State University, Fresno

The Fresno State Food Security Project is a five point initiative to alleviate food insecurity for students. This integrated approach includes collaborative work at all levels of leadership, the Fresno State Student Cupboard, educational resources, Resident Dining Hall meals, the Catered Cupboard, and assistance for housing and emergency financial assistance.

CAMPUS ADVISORY AND ASSESSMENT

Food Security Advisory Board: Composed several faculty, staff, administrators and students on campus who examine what the campus is doing to assist with food insecurity and what it could be doing more of.

Campus Faculty & Staff Collaborations: Collaborations are helping to lower stigma and grow awareness about food insecurity and the available campus services through classroom projects via marketing, management, sociology, public health, and agricultural course.

Campus Assessment of Need: Campus research and assessments were conducted on food insecurity and housing instability for students in 2012.

FOOD INSECURITY

Food Security Project: The Food Security Project has five initiatives to meet the needs of students experiencing food insecurity.

- **Fresno State Student Cupboard:** The Student Cupboard provides free food and hygiene items for undergraduate and graduate students who are food insecure.
- **Educational Resources:** Workshops are provided on money management, budget friendly meals, and other ways to educate students in need. In addition, the program assists students who are food insecure with understanding the eligibility requirements and registration process for CalFresh, WIC, and other resources that are available to them.
- **Resident Dining Hall (RDH) Complimentary Meals:** RDH Complimentary Meals are gift certificates that can be given to undergraduate and graduate students who are food insecure and in immediate need. Students will receive a gift certificate for a breakfast, lunch or dinner at the RDH on campus.
- **Catered Cupboard:** The Fresno State Mobile app includes the Catered Cupboard. This is a convenient and immediate way to communicate to students, who are food insecure. Those students who use the app are alerted when food is available at the conclusion of campus catered events through a push notification on their phone.
- **Good Samaritan Fund:** The Good Samaritan Fund is available to assist students who experience a momentous occurrence ranging from extreme misfortune to a personal tragedy that negatively impacts their success as a student at Fresno State.

HOUSING INSTABILITY

Campus collaboration with University Housing: A “Safe Room” is a space available for temporary housing that supports 1-2 days of emergency housing needs for students.

FINANCIAL ASSISTANCE

Short –Term Loan Program: The Short-Term Loan Program is available to assist students with unanticipated Educational expenses. Students may request the amount necessary to meet their financial needs up to \$600.

“Food insecurity is a growing issue on college campuses. Fresno State is working hard to make sure that food insecurity isn't a problem on our campus. The *Food Security Project* has several initiatives to help meet the needs of students experiencing food insecurity.”

-Fresno Staff Member

California State University, Humboldt

Humboldt State University (HSU) takes a holistic approach when working with students facing food insecurity. HSU Social Work students and faculty and Health Education staff have partnered with campus and community stakeholders to develop a program that puts a primary focus on students' overall wellbeing, which is why Humboldt offers a variety of services to their students including a food pantry, farm stand, CalFresh application assistance, cooking classes, student lounge, a food shuttle, stress management techniques, and more. The campus staff considers the individual student's needs and circumstances in order to assess how to best help them achieve success and health.

FOOD INSECURITY

Food Pantry: Humboldt State University's *Oh Snap! Food Pantry* began in October 2014. It is located in the recreation and wellness center where it is easily accessible by the student population. The staff at the food pantry realized that the students needed more than dried and canned goods to stay nourished, so they began working with a local farmer to provide fresh produce at the pantry. Since it opened, the *Oh Snap! Food Pantry* has had over 4,000 visits by students who are able to come once a week to access food.

Cooking Classes: In an effort to increase the health of the student's food choices, the university began holding cooking classes using small appliances typically found in a dorm room or apartment. These classes teach students how to create healthy low-cost meals from foods offered at the food pantry and farm stand and, at the end of the class, the students leave with recipes and ingredients to recreate the meals on their own. This was one way of educating students about nutrition as well as showing them how to practically prepare new foods.

CalFresh Enrollment: Through the Humboldt County Department of Health and Human Services CalFresh Partnership Outreach with the Social Work Department, a peer outreach model for CalFresh application assistance is made possible. In the same building as the food pantry, students are also able to sign up to receive food benefits from CalFresh if they are eligible. The CalFresh Office on campus utilizes students to help register individuals for CalFresh benefits.

"Last year I was introduced to Oh Snap as a student who was struggling with food insecurity and since then I am truly thankful for all that the program provides. The fact that the pantry offers a good variety of healthy food choices has helped influence my urge to cook more at home. Now as a worker I see how helpful Oh Snap is to our student community here at HSU and we are looking forward to continuing to aid students in the fight against food insecurity."

- Humboldt Social Work
Student and Oh Snap!
Student Assistant

California State University, Long Beach

The CSULB Student Emergency Intervention Program is a comprehensive campus-wide initiative that identifies and immediately serves some of CSULB's most at-risk students, which include displaced students, food insecure students and students experiencing an emergencies or crisis. The program provides meals, short-term temporary housing and emergency funds for unexpected expenses that could delay a student's academic progress.

CAMPUS ADVISORY BOARD/COMMITTEE

The Committee is comprised of a dedicated group of staff, administrators, faculty and student leaders: Office of the Dean of Students, Counseling & Psychological Services, Disabled Student Services, School of Social Work, Office of Financial Aid, 49er Shops, Housing & Residential Life, Educational Opportunity Program, Student Financial Services, Interfaith Center, Associate Students Inc., Women & Gender Equity Office and Student Health Services.

FOOD AND HOUSING SECURITY

The Meal Assistance Program – “Feed a Need”: The program provides students that are food insecure and/or experiencing a student emergency healthy and well-balanced meals in one of the three University Dining Commons. To ensure confidentiality, the meals are placed on the students ID card. “Feed A Need” asks residential students to donate one meal. The 49er Shops has donated hundreds of meals as well.

Short Term Housing Assistance Program: The program provides displaced students with a room in one of the residential halls to ensure the student’s safety and well-being until he/she can acquire permanent and secure housing.

FINANCIAL ASSISTANCE

Student Emergency Grant: The fund provides financial assistance to students who experience temporary emergency financial hardships and can receive up to \$500.00 dollars. Student Financial Services also offer each student applicant individual financial counseling.

SUSTAINABILITY

Fundraising Campaign: In addition to the Office of the President and The Division of Students Affairs sponsorship, the two sources of fundraising campaigns include the University’s *I Declare* campaign, and *The CSULB Beachfunder*.

PROGRAM EXPANSIONS FOR SPRING 2016

The following services will be initiated in Spring 2016:

- **Mobile Food App:** A cell phone application for students to be alerted when food is available at the conclusion of campus catered events.
- **Hotel Vouchers:** The hotel vouchers will provide local, off-campus, short-term emergency housing for displaced students with children.
- **The Food Pantry:** The Food pantry is being moved to larger space in order to expand the amount of food that can be provided to CSULB students.

“...our structure is very seamless and it’s very efficient... students so far are very grateful for the anonymity, the confidentiality from the meal cards, to the grants, all the way to the follow-through.”

-Long Beach State Staff Member

California State University, San Bernardino

The faculty and staff at San Bernardino have taken an invested interest in the wellbeing of their students, and as a community they have responded to the needs of their students. They see hunger not only as an individual student issue, but also as a community wide issue. CSU San Bernardino offers their students many resources if they are experiencing food insecurity. One of these resources is a well-stocked food pantry called The Coyote DEN, which stands for Delivering Emergency Nourishment.

CAMPUS ADVISORY BOARD/COMMITTEE

The University has an Advisory Board to address issues of campus food insecurity. This board consists of: faculty, student support specialists, such as advisors, EOP staff, and Health Center staff, student government, and off campus representatives from a local food pantry, Helping Hands.

FOOD INSECURITY

Food Pantry: The DEN opened in mid January 2015. It began in response to a need that was vocalized by faculty and staff who had reported personally supporting students through money and food. At the DEN, students can receive a bag of groceries. The campus recognized that some of their students live in their vehicles, so they include a map of where all campus microwaves are found and the hours of availability.

The university also offers *Hungry Student Kits*, which are bags of ready to eat and microwaveable food and snacks to support a hungry student with one meal. This strategy was developed to address the reality that sometimes students have different levels of need, and some students may just need something to get through the day. These bags are very accessible, as they are placed at various locations throughout campus, and they are available to students.

SUSTAINABILITY

The DEN is supported by a federal partnership with the USDA's Hispanic Serving Institutions National Program, student, faculty and staff conducted food drives and a generous community partnership with an organization called *Helping Hands Pantry*. According to staff in the Office of Community Engagement, the outpouring of generosity on campus from faculty, staff and students has been so incredible that they have only had to rely on their community partner for one initial delivery.

"I didn't want to ask for help and now that I did I'm so happy I came."

– CSUSB Student

Appendix C: Single Points of Contact for Programs for Displaced and Food Insecure Students

List of CSUs	FOOD OPTIONS FOR FOOD INSECURE STUDENTS			
	Food Pantry	Point of Contact	Alternate Meal Options	Point of Contact
Bakersfield	Food Pantry - Guardian Scholars/Housed in EOP Department	Monica Diaz Guardian Scholars Coordinator Phone 661-654-3215 Fax 661-654-6971 E-mail mdiaz_padilla@csub.edu Website www.csub.edu/eop Office Administration East 100		
Chico	Hungry Wildcat Food Pantry	Office of the Vice President for Student Affairs, Kendall Hall, room 110 or call our office, 530-898-6131 for access to the pantry.		
Dominguez Hills	CSUDH Food Bank - Office of Student Life	Office of Student Life California State University, Dominguez Hills Loker Student Union, Suite 121 1000 East Victoria Street Carson, CA 90747 Telephone: (310) 243-2081 Fax: (310) 217-6926		
Fresno	Fresno State Student Cupboard	Food Security Project Jessica Medina, Coordinator jemedina@csufresno.edu 5150 N. Maple Ave., JA67 Fresno, CA 93740 P 559.278.0866	RDH Complimentary Meals Catered Cupboard	Food Security Project Jessica Medina, Coordinator jemedina@csufresno.edu 5150 N. Maple Ave., JA67 Fresno, CA 93740 P 559.278.0866
Humboldt	Oh Snap! Food Pantry	http://hsuohsnap.org Recreation & Wellness Center, RM 122 Contact 707-826-4565		

List of CSUs	FOOD OPTIONS FOR FOOD INSECURE STUDENTS			
	Food Pantry	Point of Contact	Alternate Meal Options	Point of Contact
Long Beach	University Interfaith Center: Free Meals/Food Pantry	Brotman Hall, Room 178 Phone: (562) 985-7595 Contact: Pastor Adele Langworthy	The Meals Assistance Program (Feed A Need)	Office of the Dean of Students Carol Menard Fulthorp Email: Carol.Menard@csulb.edu
Northridge	Matador Food Bank	http://www.csun.edu/mic/apps/clublisting/contactClub.php?clubId=10000012	Housing Food Pantry - Available for Foster Youth & others housing students who need help	EOP Resilient Scholars Program, Program coordinator, Jina Gonzalez Telephone: (818) 677-4151 ; Fax: (818) 677-4153 Office location: University Hall 205 18111 Nordhoff Street Northridge, CA 91330-8366
Pomona			Food Vouchers - redeemable at student cafeteria only (informal collaboration between UHS and on-campus dining[Foundation])	University Housing Services Cal Poly Pomona 3801 West Temple Avenue Pomona, CA 91768 (909) 869-3307
Sacramento	ASI Food Pantry	ASI Student Engagement and Outreach- 1st floor of the University Union 916.278.4148 http://www.asi.csus.edu/programs/food-pantry/ debrown@csus.edu		

List of CSUs	FOOD OPTIONS FOR FOOD INSECURE STUDENTS			
	Food Pantry	Point of Contact	Alternate Meal Options	Point of Contact
San Bernardino	The DEN - CSUSB Food Pantry	The Den 5500 University Parkway San Bernardino, CA 92407 Faculty Office Building, Room 227 Email leaveyourpawprint@csusb.edu (909) 537-7387	Food Cards - Available for Renaissance Scholars (foster youth) only	EOP Renaissance Scholars Program California State University, San Bernardino 5500 University Parkway, UH-395 San Bernardino, CA 92407 (909) 537-5042
San Diego			Economic Crisis Response Team (ECRT) - Referrals to local off-campus food resources	ecrt@mail.sdsu.edu
San Jose	SJSU Food Shelf	Elizabeth Agramont-Justiniano, Food Shelf Program Assistant: elizabeth.agramont-justiniano@sjsu.edu or call 408-924-4125.		
San Luis Obispo	Cal Poly Food Pantry	Campus Health & Wellbeing Building 27, Lower Level (PULSE office) Phone: 805-756-6181 Email Theresa Fagouri: tfagouri@calpoly.edu	Meal Vouchers	Joy Pedersen, Assistant Dean of Students Phone: 805-756-6749 Email: jmpeders@calpoly.edu
San Marcos			Reduce Student Hunger Food Distributions	Curtis Bovee Bovee004@cougars.csusm.edu

List of CSUs	FUNDING OPTIONS FOR FOOD AND HOUSING INSECURE STUDENTS			
	Emergency Funds / Grants	Point of Contact	Short Term Loan Type Programs	Point of Contact
Bakersfield			Up to \$250 maximum – repayment within 45 days	Office of Financial Aid and Scholarships 9001 Stockdale Highway Bakersfield, CA 93311-1022 Phone: (661) 654-3016 Fax: (661) 654-6800 Email: finaid@csub.edu
Chico			Up to \$500 maximum – repayment within 90 days	Financial Aid & Scholarship Office Student Services Center (SSC) 250 California State University, Chico Chico, CA 95929-0705 530-898-6451 finaid@csuchico.edu
Dominguez Hills	Faculty & Staff Student Support Grant (Min \$250 - \$1,000)	Financial Aid Office 1000 East Victoria Street Carson, CA 90747 Welch Hall B-25 finaid@csudh.edu Telephone: (310) 243-3691 or iheart@csudh.edu		
East Bay			Emergency Loan Program	Office of Financial Aid 25800 Carlos Bee Boulevard Hayward, CA 94542 (510) 885-2784 finaid@csueastbay.edu

List of CSUs	FUNDING OPTIONS FOR FOOD AND HOUSING INSECURE STUDENTS			
	Emergency Funds / Grants	Point of Contact	Short Term Loan Type Programs	Point of Contact
Fresno			\$400 - \$600 - repayment due date varies	Financial Aid 5150 North Maple Avenue M/S JA64 Fresno, CA 93740 P 559.278.2182
Fullerton			Up to \$500 – repayment due within 45 days	Office of Financial Aid California State University, Fullerton P.O. Box 6804, UH 146 Fullerton, CA 92834-6804 General Information (657) 278-3125
Humboldt			\$50min-\$500max - repayment due date varies	Humboldt State University Student Financial Services #1 Harpst Street, Suite 285 Arcata, CA 95521-8299 Phone: (707) 826-4407
Long Beach	Student Emergency Grant (Up to \$500)	Office of the Dean of Students Carol Menard Fulthorp Email: Carol.Menard@csulb.edu		
Los Angeles			Up to \$250 – Repayment within 30 days	Student Financial Services Tina Mimiaga, Student Loan Services and Collections Supervisor Phone: (323) 343-3596 tmimiag@cslanet.calstatela.edu
Monterey Bay			Up to \$400 – Charged against students' financial aid award	FINANCIAL AID 5283 Sixth Avenue Seaside, CA 93955 (831) 582-5100 financial_aid@csumb.edu

List of CSUs	FUNDING OPTIONS FOR FOOD AND HOUSING INSECURE STUDENTS			
	Emergency Funds / Grants	Point of Contact	Short Term Loan Type Programs	Point of Contact
Northridge			Up to \$300 - Bookstore Loan	Financial Aid & Scholarship Department 18111 Nordhoff Street Northridge, CA 91330-8307 1-818-677-4085
Pomona	For Renaissance Scholars Only	Renaissance Scholars 3801 West Temple Avenue Pomona, California 91768 Makeda Bostic (909) 869-3169	Up to \$250 – Repayment due date varies	California State Polytechnic University, Pomona Student Accounting & Cashiering Services 3801 West Temple Avenue Pomona, California 91768 (909) 869-2010 sacs@cpp.edu
Sacramento	Hornet Proud Fund/Student Emergency Grant Funds (Up to \$1,500)	Office of Student Affairs (916) 278-6060	Amount varies – Repayment within 60 days	Lassen Hall Lobby 6000 J Street Sacramento, CA 95819-6044 Phone: (916) 278-6554
San Bernardino	Financial support available through Renaissance Scholars for foster youth students for housing/food	EOP Renaissance Scholars Program California State University, San Bernardino 5500 University Parkway, UH-395 San Bernardino, CA 92407 (909) 537-5042	Short Term Emergency Loans: \$50-\$600 / Major Emergency Loans: Up to 100% of tuition (applied to tuition ONLY)	Student Accounts Office California State University, San Bernardino 5500 University Parkway, San Bernardino CA 92407-2318 909-537-5162
San Diego			Up to \$1,000 - repayment dates vary	Student Account Services San Diego State University 5500 Campanile Drive San Diego, CA 92182-7425 Telephone: 619-594-5253

List of CSUs	FUNDING OPTIONS FOR FOOD AND HOUSING INSECURE STUDENTS			
	Emergency Funds / Grants	Point of Contact	Short Term Loan Type Programs	Point of Contact
San Francisco			SF State - HOPE Fund Crisis Loan	Kathleen Kelly Assistant to the Interim Associate Vice President & Dean of Students kakelly@sfsu.edu (415) 338-6773
			Up to \$500 – repayment dates vary	Fiscal Services / Loans & Collections 1600 Holloway Avenue, ADM 358, San Francisco, CA 94132 (415) 338-1728 fcalsvcs@sfsu.edu
San Jose			Up to \$500 – repayment within 60 days or by the last day of instruction	Bursar's Office One Washington Square San José, CA 95192-0138 Phone: 408-924-1601 Email: bursar@sjsu.edu
San Luis Obispo			\$300 - \$500 – repayment period may not exceed 90 days	Cal Poly Financial Aid Office California Polytechnic State University Administration Building, Room 212 San Luis Obispo, CA 93407-0201 805.756.7243
San Marcos	Student Emergency Fund - ASI	ASI - Student Emergency Fund Email: sef@csusm.edu Call: (760) 750-7627	Up to \$1,000 – repayment due approximately weeks after the term has begun	Emergency Loan Contact: Marietta Kimball mkimball@csusm.edu (760) 750-4492

List of CSUs	FUNDING OPTIONS FOR FOOD AND HOUSING INSECURE STUDENTS			
	Emergency Funds / Grants	Point of Contact	Short Term Loan Type Programs	Point of Contact
Sonoma			Up to \$150 - ASI Short-Term 30 day loan	Associated Students at Sonoma State University 1801 East Cotati Ave - Student Center, 2nd Floor Rohnert Park, CA 94928 707.664.4323
Stanislaus	Financial support available through Promise Scholars for foster youth students for housing	Promise Scholars California State University Stanislaus One University Circle Turlock, California 95382 (209) 667-3957	Short Term Loans - repayment due within 30 days	Financial Aid & Scholarships Office California State University Stanislaus One University Circle Turlock, California 95382 (209) 667-3336

List of CSUs	HOUSING OPTIONS FOR DISPLACED STUDENTS			
	University Housing	Single Point of Contact	Alternate Housing Options	Single Point of Contact
Channel Islands			Housing guidance / referrals for Foster Youth Students	Promoting Achievement Through Hope - PATH Program Leticia Cazares, Foster Youth Counselor leticia.cazares@csuci.edu Telephone: 805-437-3923 Email: path.center@csuci.edu
Chico	Housing support available to foster youth during holiday breaks - PATH Scholars Program	Marina Fox PATH Scholars Program Coordinator Student Services Center 310 California State University, Chico 400 West First Street Chico, CA 95929-0710 Office: 530-898-6831 Fax: 530-898-4567 msfox@csuchico.edu	Referrals to local off-campus resources: 6th Street Center for Youth	Jennifer Barzey, ASW Program Manager 130 W. 6th Street Chico, CA 95928 Phone: 530-894-8008
Fresno	"Safe Room" - Available for emergency (1-2day) housing needs	University Courtyard 5152 N. Barton Ave. M/S RH82 Fresno, CA 93740-8013 (559) 278-2345		
Long Beach	Short-term Housing Assistance Program (up-to 18 days)	Office of the Dean of Students Carol Menard Fulthorp Email: Carol.Menard@csulb.edu		
Maritime	Mandatory residency requirement for enrolled undergrad students (exemption options available)	Housing and Residential Life 200 Maritime Academy Drive Vallejo, CA 94590 (707) 654 – 1400	Connecting students to other students during summer months for/as potential roommates	Housing and Residential Life 200 Maritime Academy Drive Vallejo, CA 94590 (707) 654 – 1400

List of CSUs	HOUSING OPTIONS FOR DISPLACED STUDENTS			
	University Housing	Single Point of Contact	Alternate Housing Options	Single Point of Contact
Northridge	Housing support available for foster youth through EOP Resilient Scholars program	EOP Resilient Scholars University Hall 205 18111 Nordhoff Street Northridge, CA 91330-8366 Gina Gonzalez Telephone: (818) 677-4151		
	If space is available - accommodates students with housing needs	Student Housing and Conference Services Pacific Willow Hall, building 6 17950 Lassen St. Northridge, CA 91325 (818) 677-2160	Referrals to local off-campus housing resources	
Pomona			HUD-VASH Vouchers - for Student Veterans / Referrals to off-campus VA housing resources	Veterans Resource Center Elke Azpeitia Veterans Services Coordinator 909.869.2782 emazpeitia@cpp.edu
	Housing support for foster youth student through Renaissance Scholars	Renaissance Scholars 3801 West Temple Avenue Pomona, California 91768 Makeda Bostic (909) 869-3169	Referrals to local off-campus housing resources	
	6 "Safe rooms" - Available for emergency housing needs	University Housing Services (Building 59) 3801 West Temple Avenue Pomona, CA 91768 (909) 869-3307	Referrals to local off-campus housing resources	
San Bernardino	15 beds available for Renaissance Scholars only - For summer / emergency housing	Housing and Residential Life 6000 University Pkwy. San Bernardino, CA 92407 (909) 537-4155		

List of CSUs	HOUSING OPTIONS FOR DISPLACED STUDENTS			
	University Housing	Single Point of Contact	Alternate Housing Options	Single Point of Contact
San Diego			Economic Crisis Response Team (CERT) - Referrals to local off-campus housing resources	ecrt@mail.sdsu.edu
San Francisco	Temporary housing in the dorms - If space is available	Dean of Students 1600 Holloway Avenue San Francisco, CA 94132, SSB, Suite 403 Phone: (415) 338-3888 E-mail: life@sfsu.edu		
Stanislaus	Housing support for foster youth students through Promise Scholars	Promise Scholars California State University Stanislaus One University Circle Turlock, California 95382 (209) 667-3957		

Appendix D: Qualitative Data Related to Findings and Recommendations

Incorporation of student needs as a part of the student success directives and the university mission; actively seeking and developing strategies

Five campuses with expansive programs specifically designed to address support for students experiencing food insecurity and/or displacement described purposeful program development processes based on a clear perception of the need, institutional support at all levels, and an investment of time and financial support for services.

Developing a program. *So we spent about a year trying to identify location, identify our allies, identify resources in order to really start to build up our practices and so that way when we were able to be close to launch we knew that...hopefully we knew that once we launched we would actually have a pretty solid response as far as students use, faculty support, staff support in which we've been blessed it the sense that everybody has really come and wrapped their arms around [the food pantry] and being able to support it.*

...originally when we did a lot of our start-up research we contacted one school and we asked the question of how do you reduce the stigma on your campus and they said, "what are you talking about? We don't know anything about that". Well, they had been doing this for 20 years, having a food pantry on campus. There is no stigma because it's just another resource students know about. We hope here at [our campus] that hopefully it won't take 20 years but hopefully within a few years we can say that there is no stigma here on our campus either because our students know this is a resource that is available to them to help them be successful just like any other.

Single Points of Contact. *I think the key thing that I need to be doing is being the kind of in between person between the front line people who are doing some tremendous work and being creative about how to serve the students, how to meet this need, I need to continue to be that person looking for ways that we get the organizational support that we need.*

Institutional Philosophy. *[Housing and food] fits into a larger umbrella of just what is wellness about and how much is wellness some of our responsibility and helping students to be successful. I think a comprehensive notion of wellness includes vocation, includes multicultural, includes emotional, and includes just physical. So in the larger umbrella, I think this is very much what the university ought to be about because I think we're wanting to promote a comprehensive or organic view of wellness.*

Expressed aspirational thinking to support students, restrained by actual or perceived institutional barriers

Many interviewees recounted instances where they responded to students on a case-by-case basis; however, no systemic or programmatic approach had been employed. Participants articulated a consistent fear that if programs and services were developed, there would not be enough resources to support their needs.

A lot of these conversations take place inside our office with the door shut...I've seen over and over and over again the staff members take their own personal money and many times hundreds of dollars, try to eliminate the food crisis or you know, whatever they can do. It's not really talked about.

And so I think front line people are doing, even what I would say heroic efforts, at reaching out, at making it a safe place for students to talk about food insecurity, and maybe even housing instability. So I think tremendous things are happening that really show the heart of [the campus]. I don't think that is well known...

I don't think we've adequately answered that here, but I think we have a lot of folks that are extending beyond their job descriptions in some ways to be able to try to help students both in the now and in the long term on these issues.

'The other thing is we don't have anything that we can necessarily do about it either. I mean apart from referring them to financial aid, what else can we do? I think ...I was referred to the police because the Dean of Students if a student were to be found on campus and if someone was living on campus and he said it has happened that there would be a homeless person living on campus, that would be referred to the police.

Perception that addressing the issues of food insecurity or displacement was insurmountable or questioning of the veracity or depth of the problem

Participants had differing perceptions of the scope of the problem on their campuses. In some cases, there was a normalizing of the “starving student” as a part of the college vernacular. Some participants suggested, outside of rare circumstances, that students generally have the means to meet their needs, but squander their resources with youthful behavior. For some, there was a concern that the university not “become a social service agency” and that development of some services was outside of the university’s purview.

...the representative from [our campus] said that she talked to many people from all over the campus and found that they have never, they could maybe think of one person who has experience this issue and they really....right now, they don't have that and if they do have someone who is experiencing the issue, then they don't really have anything they could do about it, is what she said.

These students are often self identified or referred to services. To the best of my knowledge and experience at this campus, we don't have targeted services and don't track this population. There is no public information, and those who know a little will refer students to others who they think can help, this often leads the students to track a trail of various services in hopes of gaining support but there is limited follow-up, as there is no point person for this population. Not having standardization or procedures in place means each student in population has different supports and different experiences on/with campus.