



2023 REPORT

Basic Needs Services Center

California Community Colleges Chancellor's Office | Daisy Gonzales, PhD, Interm Chancellor



California
Community
Colleges

DAISY GONZALES, PhD
Chancellor

May 1, 2023

The Honorable Gavin Newsom
Governor of California
State Capitol
Sacramento, CA 95814

RE: Receipt of Basic Needs Centers Report for Fiscal Years 2021-2022

Dear Governor Newsom:

Pursuant to Education Code 66023.5, please find enclosed report for Basic Needs Centers, as reported by our local community colleges, for fiscal year 2021-2022.

If you have any further questions on this report, please contact Vice Chancellor Rebecca Ruan-O'Shaughnessy at [rruan-oshaughnessy@cccco.edu](mailto:ruan-oshaughnessy@cccco.edu)

A handwritten signature in black ink that reads "Daisy Gonzales".

Daisy Gonzales, PhD,
Interim Chancellor

Enclosure: Report

BASIC NEEDS SERVICES CENTER REPORT

Prepared By

California Community Colleges Chancellor's Office Educational Services and Support Division

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CALIFORNIA COMMUNITY COLLEGE BASIC NEEDS SERVICES INFORMATION

INTRODUCTION

The Budget Act of 2021 allocated \$30 million annually, starting in 2021-2022, to the California Community Colleges for each college to establish a dedicated Basic Needs Center, and to designate at least one staff person as the campus Basic Needs Coordinator to provide holistic basic needs services and resources to support students. The trailer bill language accompanying this funding requires the California Community Colleges Chancellor's Office to report annually, beginning in May 2023, on the services provided by, as well as the challenges and best practices associated with operating and establishing Basic Needs Centers.

Basic needs security significantly contributes to or is otherwise impacted by financial stability, physical and mental wellbeing, and support networks, which are the core social determinants of educational success that impact equitable student learning, experience and outcomes. As of July 2022, every California community college was providing basic needs services to students, including food security, transportation, technology, health and mental health, housing security and child care. Additionally, every college engaged in strategic conversations locally, and with students, and submitted a basic needs program plan that details their program implementation and priorities.

SYSTEM LEVEL DATA COLLECTION AND REPORTING

To meet the reporting requirement of the statute and maximize the impact of this investment, the Chancellor's Office developed a new dataset to capture system level data and implemented data collection in 2022-2023. Due to implementation challenges for new systems, it often takes at least two years of data collection and reporting for robust statewide data to be available.

The following data represents initial data from one primary term of student-level data (Fall 2022 as well as some initial collection in Summer 2022) reported from 60 colleges, with variation in the completeness and robustness of available data. More complete data for the first year of Basic Needs Center implementation will be available following the completion of 2023-24 academic year. The Chancellor's Office expects improved student-level data as implementation of Basic Needs Centers and associated reporting matures. The Chancellor's Office intends to monitor data submissions and provide additional guidance to colleges to improve compliance with data reporting requirements.

In addition to student-level data, this report also includes data submitted through colleges' Basic Needs Centers program plans, which provide colleges with opportunities to engage in local planning and innovations to establish, improve and mature their program implementation and operations. All 115 physical community colleges have completed their plans, which provides the Chancellor's Office with insight on effective system-level support.

PRELIMINARY PROGRAM DATA

While only 60 colleges have submitted data, this should not be interpreted as only 60 colleges have implemented Basic Needs Centers. The data collection, storage and reporting process is always a separate technical challenge for new initiatives, which requires additional time and coordination from the colleges. As part of the Basic Needs reporting, once designed, colleges were notified about the data reporting requirements in spring of 2022, with initial data collection beginning in Summer 2022. The introduction of new data collection requires several annual reporting cycles for all colleges to be able to update their student information systems to store newly required data elements, and design and implement processes to reliably collect student data, particularly when services are offered in non-traditional context (e.g., drive-through food distribution). Local data collection must then be transmitted to the Chancellor's Office for legislative reporting. These myriad challenges are the key reasons why the Chancellor's Office rarely makes new reporting requirements or new data elements required in the first year unless immediate legislatively mandated reporting requires it. The inconsistency of the first year of data collection and reporting should rarely be used to understand the effectiveness of implementation as a result.

1. Each campus of the California Community Colleges shall report to the office of the Chancellor of the California Community Colleges information that shall include the description and number of basic needs services and resources, broken down by category.

Based on a preliminary first year sample of 60 colleges reporting student-level data, 64,777 contacts were made by over 47,000 California community college students accessing basic needs services through the Basic Needs Center. Almost half of all students who accessed Basic Needs Center resources received food insecurity assistance. Transportation services and technology support services were the next most frequent basic need category that was addressed.

- **Food Security Services: 31,361**

Food security services include: CalFresh application assistance and referral, accessing the on-campus food pantry, drive-thru food distribution, on-campus meal vouchers, and grocery store gift cards, partnering with on-campus student support programs and community organizations that provide food security resources or other types of services designed to improve food security.

- **Housing Security Services: 4,156**

Housing security services include rapid rehousing, rental vouchers, eviction assistance, emergency funds for rent payments, referrals to available student with the county housing authority, or other types of services designed to improve housing security.

- **Transportation Services: 15,179**

Transportation services include free or discounted public transit vouchers, gas gift cards, waive or reduce on-campus parking fees, and partnering with local transit authority to increase public transportation options.

- **Mental Health Services: 1,615**

Mental health services include Medi-Cal application assistance, provide early intervention and suicide prevention support, incorporating trauma-informed principles into service delivery models, develop peer-to-peer mental health support programs, partner with county behavioral mental health service providers, and contract with third-party mental health service providers.

- **Physical Health Services: 4,466**

Physical health services include Medi-Cal and Covered California application assistance, provide basic on-campus preventative health appointments, provide healthy cooking demonstrations,

- **Technology Support Services: 9,091**

Technology support services includes access to on-campus high-speed internet, providing laptops and tablets, Wi-Fi hotspots, and referrals to discounted internet service providers.

- **Childcare support Services: 524**

Childcare support includes priority access to on-campus childcare facilities, awarding grants to cover the cost of childcare, providing play areas near computer/study labs for student-parents, and providing lactation rooms.

2. The number of students served by the basic needs services and resources.

- 47,858 unique California community college students accessed basic needs services through the newly funded Basic Needs Centers in during summer and fall 2022. These students may have received services at more than one campus.

3. The socioeconomic and demographic backgrounds of these students.

Of the students receiving basic needs services:

- 58% female
- 39% male
- 2% unknown
- <1% non-binary

Of the students receiving basic needs services:

- 6% 18 years of age or younger
- 54% 18-24 years of age
- 40% 25 years or older

Of the students receiving basic needs services:

- 14% Asian
- 8% Black/African American
- 48% Hispanic/Latino
- 5% Two or more races
- 4% Unknown
- 20% White
- <1% American Indian/Alaska Native
- <1% Native Hawaiian/Pacific Islander

4. Challenges and best practices in the implementation of the basic needs services and resources.

According to the Basic Needs Center program plans, by July 2022, 77 colleges were providing services from their Basic Needs Centers; the remaining colleges all have a plan to establish and staff their Basic Needs Centers by June 2023.

Challenges as reported by the colleges include:

- Identifying and hiring qualified staff to oversee and administer services through the basic needs service centers.
- Identifying adequate space on campus to co-locate all basic needs services.
- Engaging in thoughtful local planning with students and community stakeholders, which enhances the local governance process.

Best practices as identified by the colleges include:

- Creation and/or expansion of campus-based food pantries
- Increase student CalFresh/public benefit outreach, information, and application assistance
- Provide campus-based mental/health services

- Student outreach, identification and recruitment:
 - Analyze income data from the Free Application for Federal Student Aid
 - Include information about basic needs services on course syllabi, college catalogs, Canvas student portals and other web-based tools
 - Implementation of streamline application and intake processes for basic needs services
- Basic needs services:
 - Creation and/or expansion of campus-based food pantries
 - Increase student CalFresh/public benefit outreach, information, and application assistance
 - Provide campus-based mental/health services

Establish community-based partnerships:

- Co-location of county CalFresh and other public benefit access staff to provide real-time eligibility determination.
- Create referral/emergency housing placement process with county housing authority.
- Develop or expand relationships with the county behavioral health and community-based mental health service provider.

5. Whether students who used the basic needs services and resources remained enrolled or graduated from a campus maintained by the district.

Because student-level data collection for basic needs services within the California Community College system were initiated in the 2022-2023 academic year, persistence and graduation rates for students receiving services through the Basic Needs Center are not yet available, because Spring 2023 is not yet complete and annual awards information isn't reported by colleges until the September after the academic year ends. Additionally, the impacts on graduation rates of basic needs assistance wouldn't likely start to be revealed in graduation rates for two to three years at the earliest. Alternatively, below are average Course Success Rates, an often-used short-term measure of student success that measures the percentage of courses attempted that a student successfully completes with a C or better, for students receiving basic needs services as reported by the 60 colleges that were able to initiate reporting.

For Fall 2022, the systemwide average course success rate for students receiving basic needs services was 66%, which is close to the systemwide average course rate for all students (71% in Fall 2022). Given that students receiving services from a basic needs center are, by definition, disproportionately facing far greater challenges than students in general, the closeness of these success rates provide some initial suggestion of the meaningfulness and effectiveness of these services (e.g., they are helping students be able to stay enrolled and successfully complete their courses in the midst of the food or housing insecurity or other challenges they are facing). As data collection and reporting becomes more mature, more substantive and longer-term analyses will be conducted to explicate these effects in further detail in the future. Given the myriad challenges students receiving basic needs services are facing in their higher education journey and the disproportionate impact basic needs insecurity has on underrepresented student populations, this data begins to help highlight the importance of basic needs services to advancing equity and student success.

6. Basic Needs Center funding.

Basic Needs Center funding requires each California community college campus to establish and/or expand a Basic Needs Center and designate at least one staff person as the Basic Needs Coordinator to provide holistic, comprehensive basic needs services and resources to students to support their successful matriculation through the California community colleges and beyond. The Basic Needs Center is intended to be a one-stop, single location and point of contact for students to more easily access and gain awareness of basic needs services and resources. The colleges shall make a reasonable effort, when feasible, to locate all on-campus basic needs services and resources at the Basic Needs Center.

Districts report actual expenses in the following categories: salaries and benefits, supplies and materials, operating expenses and services, capital outlay, and other. As shown in Figure 1, instructional and non-instructional salaries and benefits account for 39% of Basic Needs Center funding expenditures with operating expenses and supplies an materials accounting for about 15% each. About 12% of total expenditures was direct aid to students, represented in the Other category.

Figure 1

Expenditure Category	Percentage of Total Expenditures
Salaries and Benefits (instructional & non-instructional)	39%
Operating Expenses	14%
Supplies and Materials	15%
Other (includes direct aid to students)	12%
Capital Outlay	3%

CONCLUSION

Basic needs security remains the top need identified by students that impacts their equitable enrollment, persistence and completion. This investment for basic needs centers not only provides critical resources for the California community colleges students, the ongoing nature of the funding also has brought additional certainty to the system, allowing colleges to engage in local planning and conversations, invest in building out the necessary service delivery infrastructure and deliver services in a way that maximizes program impact on students.

Since the inception of this investment, the Chancellor’s Office has focused on strengthening the enabling conditions for colleges to quickly ramp up capacity to support student basic needs. In addition to providing field guidance on funding allocations, program implementation and data collection and reporting, the Chancellor’s Office also introduced the [California Community Colleges Basic Needs Center Toolkit](#) to provide practical action steps, innovative practices and research-supported strategies to accelerate college level implementation of the basic needs centers. Simultaneously, the California Community Colleges continues to invest in professional development activities for basic needs practitioners by partnering with the other two segments of public higher education through the annual California Higher Education Basic Needs Alliance (CHEBNA) learning series, to provide best practices and insights on various basic needs topics ranging from CalFresh to housing to mental health to basic needs research.

To date, every California community college has a food pantry and is delivering basic needs services to students, both inside and outside of the basic needs centers, including case management and referrals, large farmers market events with free produce, nutrition education, CalFresh clinics, childcare co-ops, etc. Moreover, colleges are making great strides towards creating a student-centered support ecosystem that coordinate across various student support service programs to address the students' social determinants of educational success, particularly financial stability. Ninety-eight percent of the college basic need centers are partnering with the student support categorical programs to identify and outreach to students for basic needs services. Basic needs centers and financial aid offices are also working in tandem to ensure that students are maximizing their receipt of financial aid. The Chancellor's Office is also supporting the advancement of this core social determinant at the system level by seeding pilots, facilitating learning communities and partnering with internal and external stakeholders to explore solutions that minimizes and/or removes student burdens associated with applying for and receiving the support they deserve to achieve educational success.

Although it will take until the completion of the 2023-2024 academic year to receive complete system level data for the first year of basic needs center implementation, and it will take even longer to have data on the persistence and graduation rates for students receiving services through the Basic Needs Center, the systemwide average course success rate for students receiving basic needs services shows promising signs of the meaningfulness and effectiveness of the services provided and highlights the importance of basic needs services to advancing equity and student success. The California community colleges will continue to lean into continuous improvement and engage in the design and redesign of the basic needs services delivery to meet the diverse needs of our student population and support our students' journey towards economic and social mobility.

APPENDIX A:

At colleges throughout the country, there is a rapidly growing awareness of the serious challenges that students face meeting basic needs. As recently as 2017, a survey of California Community College faculty and staff found that 56.8% of respondents had direct contact with students experiencing basic needs insecurity multiple times per week or even daily.¹

“Students shouldn’t be forced to make the heartbreaking choice between getting an education and eating,” says Sen. Bill Dodd, D-Napa. “Hunger is a serious problem on college campuses across the state[...].”²

To address community college student food insecurity, \$2.5 million in funding in the California state budget in 2017-18, \$10 million in 2018-19 and \$3.9 million in 2019-20 for California Community Colleges to participate in the Hunger Free Campus Initiative. Colleges participating in the Hunger Free Campus Initiative are required to:

- Establish or expand food pantries on campus.
- Provide students with information about CalFresh benefits and aid students in accessing these benefits.

This funding has made it possible for California community colleges to create or expand their on-campus food pantries and food distribution programs.

Pursuant to Cal. Ed. Code § 66027.8 (2017, repealed as of January 1, 2022, by its own provisions), this point-in-time report provides information about the Hunger Free Campus Initiative efforts from 2017-2020. Colleges were required to report information about on-campus food pantries and food distribution programs, campus meal programs, CalFresh, basic needs centers, and how colleges are serving former foster youth. More comprehensive and timely information is included in the 2021-22 California Community Colleges Basic Needs Center Report to be published in June 2023.

HUNGER FREE CAMPUS PROGRAM INFORMATION

A. The hours of operation for any on-campus food pantry and the unduplicated count of the number of people served.

- 102 community colleges operated an on-campus food pantry
- 264,954 (unduplicated) students were served by an on-campus food pantry

Prior to the pandemic, the majority of on-campus food pantries were open Monday-Friday, from as early as 8:00am to 5:00pm. Fewer than 10 colleges had food pantries available after 5:00pm. During the pandemic, most on-campus food pantries did not operate due to campus closures. However, many colleges shifted to providing “drive-thru” food pick-up so that students would still have access to this valuable resource. Now that colleges are transitioning back to fully on-campus, food pantry hours range from early morning to early evening statewide.

1 Office of the President. (2018). Basic Needs Survey Report. The University of California.

2 Dobbs, B. (2019). Press release: Sen. Dodd Tackles College Student Food Insecurity.

- B. The names of the local community-based pantry or pantries, food bank or banks, or soup kitchen or kitchens that partner with the campus food pantry or deliver an on-campus food distribution.
- 103 California community colleges partnered with 306 local community-based food banks to provide on-campus food distribution. See Appendix A for a complete list of college partnerships.
- C. The unduplicated number of students, faculty, and staff who donated a campus meal through an on-campus meal sharing program.
- 17 California community colleges operated an on-campus meal sharing program.
 - 431 students, faculty or staff donated to the on-campus meal sharing program. At many campuses, faculty and staff make money donations to support the meal sharing program.
- D. The unduplicated number of students who received a donated meal through an on-campus meal sharing program.
- 2151 students received a donated meal through and on-campus meal sharing program.
- E. The name of on-campus restaurants or qualifying food vendors that have been approved to participate in the CalFresh Restaurant Meals Program (RMP).
- 1 California community college dining providers participated in the CalFresh Restaurant Meals Program.
 - 7 colleges were in progress of applying for participation in the CalFresh RMP.
 - Multiple campuses are within 1 mile of restaurants that do participate.
- F. A list of on-campus point of sale (POS) locations that accept electronic benefit transfer (EBT) payments.
- 18 California community colleges either accept or are developing the ability to accept EBT payment at on-campus POS locations.
- G. The estimated unduplicated count of the number of students assisted with a CalFresh application and the number of staff serving the campus with informed CalFresh referral and information or other anti-hunger services.
- 12,447 (unduplicated) California community college students received assistance applying for CalFresh.
- H. The number of staff serving the campus with informed CalFresh referral and information or other anti-hunger services.

- More than 1,100 California community college personnel assisted with Cal Fresh applications and or made referrals and provided information about other anti-hunger services.
- I. Whether the campus has designated a “basic needs center,” and, if so, information about the accessibility and the hours of operations of the center.
- 56 colleges were operating a basic needs center. Similar to food pantries, the majority of basic needs centers are open from early morning until 5:00pm. About half of the colleges’ basic needs centers are open past 5:00pm.
- J. A description of how the campus is serving the specific needs of students who are foster youth or former foster youth.

Like all students experiencing food insecurity, foster youth and former foster youth have access to a variety of support and resources. Specifically:

- Basic needs coordinator or CalFresh liaisons work collaboratively with the on-campus foster youth liaison/coordinator.
- Many colleges use a case management framework to proactively provide with CalFresh application assistance and referrals and other anti-hunger resources.
- Equity emergency grants are also available to assist former foster youth with transition to the online learning environment including grants to provide access to food resources.
- Guardian Scholars (and other foster youth focused programs) students are given priority access for special holiday food distribution events.

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