



UH SYSTEM STUDENT BASIC NEEDS MASTER PLAN: A 3-YEAR STRATEGY

PRODUCED BY:
UH SYSTEM STUDENT BASIC NEEDS COMMITTEE





TABLE OF CONTENTS:

| | |
|--|----|
| Acknowledgements:..... | 1 |
| Student Basic Needs Master Plan: Preamble..... | 3 |
| Executive Summary..... | 4 |
| Context: Student Basic Needs Insecurity in the U.S. & Hawai‘i..... | 8 |
| UH Basic Needs Committee: Progress Report 2019-2022..... | 11 |
| Student Basic Needs Master Plan: | |
| Function, Vision, Goals and Priorities..... | 16 |
| UH System Best Practices & Priorities..... | 19 |
| UH Campuses Best Practices & Priorities..... | 27 |
| University of Hawai‘i at Hilo..... | 28 |
| University of Hawai‘i at Mānoa..... | 34 |
| University of Hawai‘i–West O‘ahu..... | 42 |
| Hawai‘i Community College..... | 48 |
| Honolulu Community College..... | 54 |
| Kapi‘olani Community College..... | 60 |
| Kaua‘i Community College..... | 66 |
| Leeward Community College..... | 72 |
| UH Maui College..... | 78 |
| Windward Community College..... | 84 |
| Resourcing and Partnerships to Support Student Basic Needs Security - UH | |
| System & Campuses..... | 90 |
| Appendix A..... | 91 |

ACKNOWLEDGEMENTS:

The UH System Student Basic Needs Committee would like to offer our sincere mahalo to The Harold K.L. Castle Foundation for their generosity that helped launch the current work supporting the basic needs of students at the University of Hawai'i System. Thanks also to The Lumina Foundation which helped us launch the website to support this work. We would also like to acknowledge the University of Hawai'i Office of Communications for generating continuous announcements to call attention to student basic needs insecurity, and for helping to copy edit the UH System plan. Of course none of this could have happened without all of the campus-level administrators, faculty and staff who supported your campus' basic needs efforts. We know that this is just a start, especially in establishing the structure for ongoing student support, and there is much work to do to support our students. We also know how primary the campus-level basic needs committees and key actors are to moving forward this work. Lastly, we'd like to thank the UH System administration and President David Lassner for initiating the creation of the UH System Student Basic Needs Committee.



STUDENT BASIC NEEDS MASTER PLAN: PREAMBLE

The Function of the UH Student Basic Needs Master Plan: A living document

The University of Hawai‘i Student Basic Needs Master Plan (SBNMP) is intended to serve as a “living document”—responding to measured changes in student basic needs insecurity and resource availability—and direct UH Student Basic Needs Committee priorities, goals and programming. The SBNMP will be periodically updated (every three to five years) to account for changes in student needs, new research findings and knowledge of best practices emerging nationally and across the UH System. Each UH campus will be tasked to provide specific campus-level priorities and goals to account for campus environment, culture and resourcing.

The Principles of Student Basic Needs Master Planning for the UH System: Leadership, Culture of Care, Inclusivity, Sustainability

The principles underlying the UH Student Basic Needs Master Planning process consist of: leadership, culture of care, inclusivity and sustainability. These principles help to structure and strengthen the SBNMP process while providing opportunities for input from a diverse set of UH and community stakeholders:

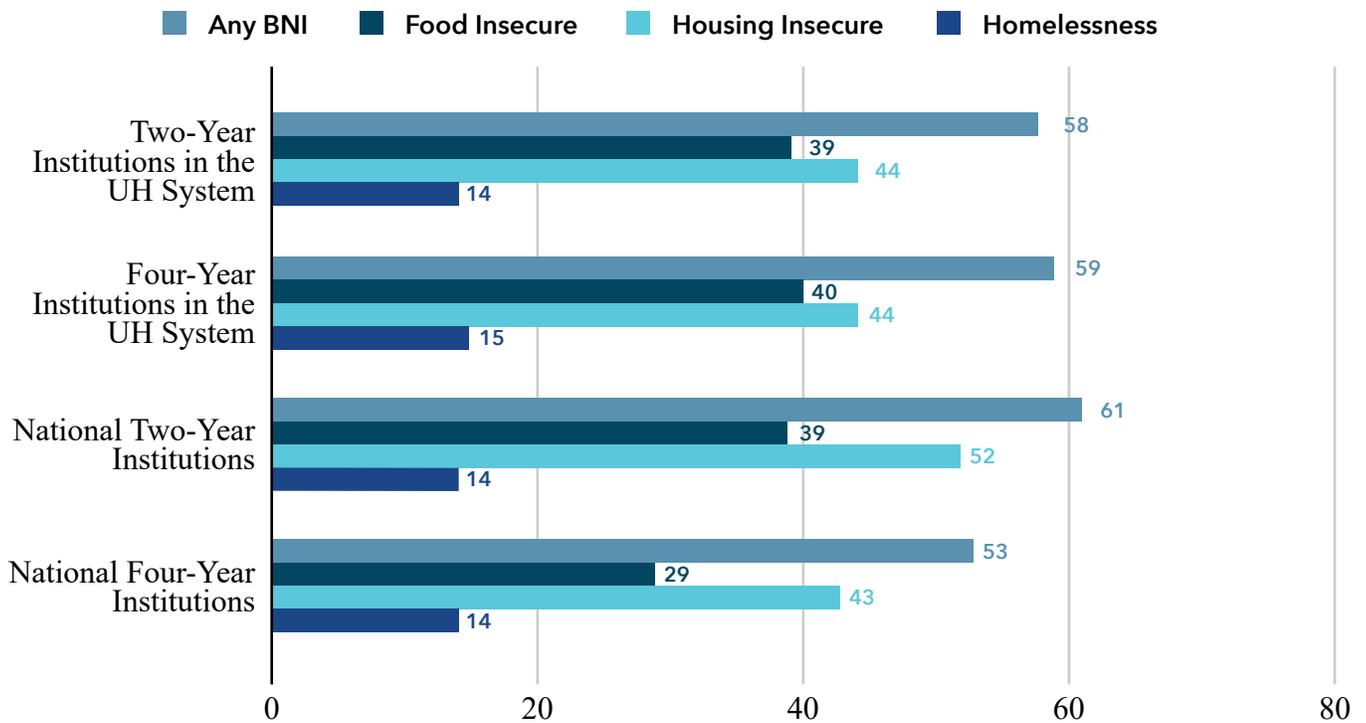
- **Leadership:** Leadership is the ability of an individual or a group of individuals to influence and guide other members of an organization. As appointed by UH President David Lassner, the UH Student Basic Needs Committee has been assigned the leadership responsibility to provide the strategic direction, priorities and programming, including research, education, communications, staffing, direct services and other programming, for the UH System over the long term.
- **Culture of Care:** The UH System Student Basic Needs Committee and the UH Student Basic Needs Master Planning process is committed to creating a safe, welcoming, caring and inclusive environment for all UH students to access the essential basic human needs for academic success and human well being are fulfilled. The UH System Student Basic Needs Committee and the UH Student Basic Needs Master Plan intend to fulfill this obligation in such a way that the dignity of all students is maintained and that basic needs insecurity is destigmatized and understood in the context of larger socio-economic conditions, including histories of structural racism.
- **Inclusivity:** The UH Student Basic Needs Committee membership and the SBNMP process has, and will continue to be, representative of all 10 UH campuses and is informed by a diverse set of UH and community stakeholders, including undergraduate and graduate students.
- **Sustainability:** The UH System and the UH Student Basic Needs Committee are committed to the above principles and addressing basic needs insecurity in the student population over the long-term.

EXECUTIVE SUMMARY

Summary of Student Basic Needs Insecurity Data

National [#RealCollege](#) survey results presented by [The Hope Center for College, Community and Justice](#) show that students across the U.S. experienced high levels of basic needs insecurity, with 39% experiencing food insecurity, 46% experiencing housing insecurity, while 17% experienced homelessness (Figure 1).

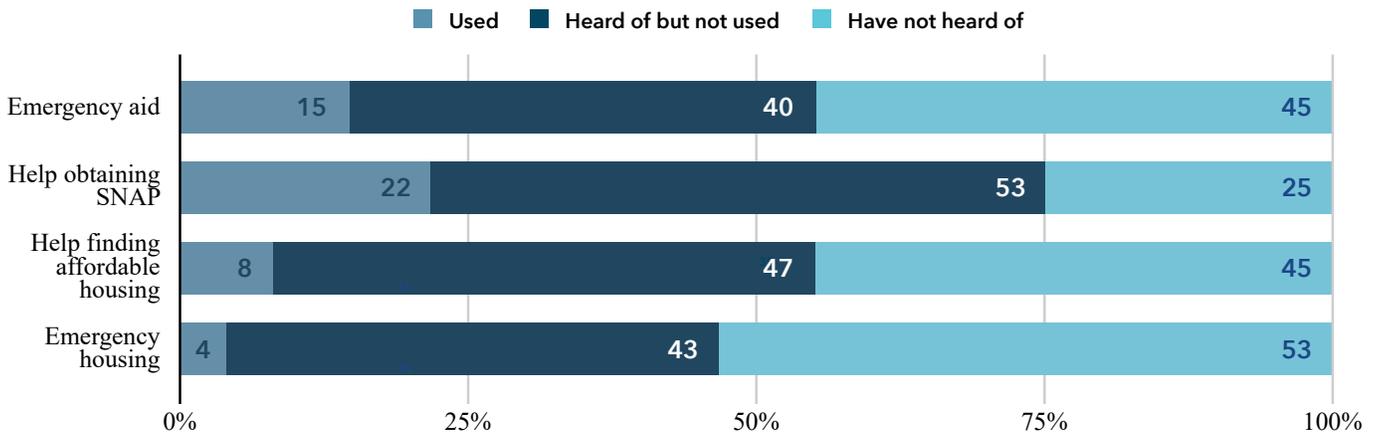
Figure 1. Comparison of basic needs insecurity rates



The [UH System report](#) composed by The Hope Center also highlights similar findings. Of those who responded, 39% were food insecure within the prior 30 days, 44% were housing insecure within the last year, and 14% experienced homelessness within the last year.

While high levels of basic needs insecurity were identified, The Hope report also showed that only a small number of students reached out for support. Of those who responded to the survey in fall 2020, 45% of students have not heard of emergency aid, 25% never heard of assistance for SNAP applications, 45% didn't know of available resources for finding affordable housing, and 53% never heard of emergency housing (Figure 3).

Figure 3. Use of campus supports among students who experienced basic needs insecurity in the University of Hawai‘i



Emergency Aid for Students

In April of 2020, the [Urgent Student Relief Fund](#) (USRF) was launched in response to the COVID-19 pandemic, awarding a total of \$1,064,929.89 in student aid between April 1 - August 24, 2020. USRF funds were divided based on the student population of each UH campus and allocated to qualified students through an online application process. Federal Coronavirus Aid, Relief, and Economic Security Act (CARES) and Higher Education Emergency Relief Fund (HEERF) dollars were also utilized to assist students experiencing financial or other forms of basic needs insecurity due to the COVID-19 public health and economic crisis. As of September 30, 2021, a total of \$242.4 million was awarded to the UH System with [\\$74.6 million](#) expended or otherwise allocated to UH students in the form of emergency aid grants.¹ Hundreds of students across the UH System have benefited from the implementation of these types of Emergency Aid. In addition to student basic needs insecurity [data gathered before the onset of the COVID-19 pandemic](#), the above indicate the level of basic needs insecurity in the UH student population and the need for ongoing research, coordination and long-term master planning for addressing student basic needs insecurity well into the future.

UH System Student Basic Needs Recommendations

To ensure that UH students’ basic needs are met, there needs to be an on-going committee with appropriate resources. This includes staffing, education and a clearinghouse of resources available to students. For UH to successfully address our students’ needs, there needs to be both a system-level commitment and campus-level commitment. This document lays forth the UH Master Plan to address both these areas and our identified needs.

¹ HEERF funds are one-time with no expectation of additional support beyond FY22. HEERF funds are to be used to address COVID-19 related costs and revenue shortfalls, including the need for enhanced student support during this economic and health crisis.

| BEST PRACTICE | DESCRIPTION | ESTIMATED COST: 3 YEARS |
|---|--|---|
| Core Staff: UH Student Basic Needs Coordinator and UH Student Basic Needs Committee Chairperson | UH Student Basic Needs Coordinator and Committee Chairperson: Provide salary, benefits and course release for 3 years to support foundational basic needs programming at the System level. Core staff will carry out all necessary coordination, planning and operations to support the completion and implementation of the UH Student Basic Needs Master Plan and related activities in close coordination with the UH Student Basic Needs Committee (UHSBNC) and key constituencies, including students. The UHSBNC will support UH System- and campus-level basic needs programming. | \$360,000 (\$120,000 annually) |
| Basic Needs Outreach & Education Events | Multiple (2-3) public education and outreach events will be coordinated by the project personnel (above) and in consultation with the UHSBNC. Events will include, but are not limited to, inviting national experts to dialogue with the UHSBNC and UH administrative leadership, conduct public talks and provide strategic advice to UH and prospective funders (philanthropic, governmental). In addition, there will be multiple system-level education and outreach events directed toward the UH student body, faculty and staff to raise awareness of the issue of student basic needs insecurity, connect students to basic needs resources, and solicit input into the improvement of delivery of food and basic needs programming in the UH System. | \$150,000 (\$50,000 annually) |
| Maintain & Update the UH Student Basic Needs Online Clearinghouse | UH Student Basic Needs online clearinghouse will be regularly updated with current data, plans, news and resources. The UH Student Basic Needs site will be linked with each of the 10 UH campus home pages. | \$25,000 |
| Iterative Basic Needs Survey to Measure Progress | Contract with The Hope Center for College, Community, and Justice (The Hope Center) to deliver the #RealCollege survey to students across the UH System every three years. This process will serve to measure changes in student basic needs insecurity through time and the efficacy of UH basic needs programming, and allow for adjustments in the UHSBNMP to align with emerging priorities. The UHSBNC will also facilitate an annual review of UH basic needs programming and efficacy. | \$100,000 (Survey will occur once over next 3 years) |
| Emergency Aid | Following procedures developed during the COVID-19 pandemic, the UHSBNC will work with the UH Foundation and individual UH campuses to provide emergency student funding as circumstances and needs arise. | In-Kind |

| BEST PRACTICE | DESCRIPTION | ESTIMATED COST: 3 YEARS |
|-------------------------|---|-------------------------|
| Campus-Level Committees | <p>Create a 2-3 person campus-level Student Basic Needs Committee. The campus-level Student Basic Needs Committee is ideally headed and organized by the UH Student Basic Needs Committee member previously assigned by each UH chancellor. Committee members may include counselors, advisors, faculty, financial aid representatives, or others familiar with the basic needs of students at a campus. Campus-level Student Basic Needs Committees will provide updates to the UHSBNC each month, inform the committee about changes to campus programming, resources and plans, and provide updates to the online clearinghouse.</p> | In-Kind |

CONTEXT: STUDENT BASIC NEEDS INSECURITY IN THE U.S. & HAWAI'I

Table 1. Key Terms & Definitions:

| | |
|------------------------|---|
| BASIC NEEDS | Students' basic needs include access to nutritious and sufficient food; safe, secure, and adequate housing—to sleep, study, cook, and shower; healthcare to promote sustained mental and physical well-being; affordable technology and transportation; resources for personal hygiene care; and childcare and related needs (The Hope Center). |
| BASIC NEEDS SECURITY | There is an ecosystem in place to ensure that students' basic needs are met. When students are insecure, there is no ecosystem to support basic needs. Basic needs insecurity is not an individual characteristic and instead a structural one (The Hope Center). |
| BASIC NEEDS INSECURITY | Students experiencing any basic needs insecurity includes those who experienced food insecurity, housing insecurity or homelessness (The Hope Center) |
| FOOD SECURITY | When all students, at all times, have physical, social and economic access to sufficient, safe and nutritious food that meets their food preferences and dietary needs for an active and healthy life (IFPRI 2019; FAO 2020). |
| FOOD INSECURITY | Food insecurity is the limited or uncertain availability of nutritionally adequate and safe food, or the ability to acquire such food in a socially acceptable manner. The most extreme form is often accompanied by physiological sensations of hunger (The Hope Center). |
| HOUSING INSECURITY | Housing insecurity encompasses a broad set of challenges that prevent someone from having a safe, affordable and consistent place to live including the inability to pay rent or move frequently (The Hope Center). |
| HOMELESSNESS | Homelessness means that a person does not have a fixed, regular and adequate place to live. Students are considered homeless if they are identified as experiencing homelessness or signs of homelessness (for instance, living in a shelter, temporarily with a relative, or in a space not meant for human habitation) (The Hope Center). |

Recent Trends in Student Basic Needs Insecurity: National Data

Student basic needs security is critical for ensuring strong academic performance, persistence and graduation and overall student well-being. [In a previous national study](#) conducted between 2015 and 2019 by [The Hope Center for College, Community and Justice](#) (The Hope Center), findings indicate that students across the U.S. experienced high levels of basic needs insecurity in 2019, with 39% being food insecure in the prior 30 days, 46% experiencing housing insecurity in the previous year, while 17% experienced homelessness in the previous year. U.S. college students have been hit particularly hard by the COVID-19 pandemic as [recent research indicates](#) (PDF) that nearly 3 in 5 students experienced some form of basic needs insecurity during the fall 2020 semester.

A limited number of students applied for campus support in 2020 to provide aid for basic needs insecurity. In relation to food security, 53% of students at two-year colleges and 58% at four-year colleges heard of, but did not use help to obtain SNAP benefits. In addition, 52% of students at two-year colleges and 49% of students at four-year colleges had heard of, but had not used emergency housing support. Nation-

al trends also show that students of color experience higher rates of basic needs insecurity. Of the 68% of Black males that experience basic needs insecurity at two-year colleges, only 31% actually utilized campus supports indicating a 37% point gap. Similarly, of 60% of Latinx female students at four-year colleges, only 26% used available campus supports, creating a 34% point gap. Both of these statistics show a larger gap in percentage points for students of color who do not access supports than the percentage gap for White male students at four-year colleges (17%).

UH System Student Basic Need Insecurity: 2021

UH contracted with [The Hope Center](#) to administer the #RealCollege Survey to students across all 10 campuses in the UH System. The study found that a total of 58% of UH respondents experienced some form of basic needs insecurity, with 39% experiencing food insecurity in the previous 30 days, 44% experiencing housing insecurity in the past 12 months, and 14% experienced homelessness in the previous 12 months. Despite the low response rate (2%), these UH findings are consistent with the [prior national studies](#) of student basic needs insecurity conducted over the last five years.

In addition to key data mentioned above, 38% of students who took the #RealCollege Survey showed at least moderate anxiety, while 58% of students who experienced basic needs insecurity didn't apply for campus support because they didn't know how. Similarly, 15% of students who had some form of basic needs insecurity utilized emergency aid, while 45% didn't hear of any emergency aid programs on campuses. As troubling as these findings are, it is clear that students are not informed enough about on-campus support to address basic needs insecurity. These statistics support the formation of our SBNMP to specifically address informing student populations about campus resources.

Key Risk Factors and Root Causes of Student Basic Needs Insecurity

A growing number of studies examining the relationship between socio-economic characteristics and basic needs insecurity have been conducted over the last 20 years ([Wilcox et al. 2021](#)). Findings indicate that low socio-economic status (SES)² is a reliable predictor of individual and household food insecurity for the general population and for U.S. college students ([Tarasuk et al. 2001](#); [Olson et al. 2011](#); [Gaines et al. 2014](#); [Darmon & Drewnowski 2015](#); [Dharmasena et al. 2016](#); [El Zein et al. 2017](#); [Goldrick-Rab et al. 2019](#); [USDA ERS 2020](#)). Numerous studies have also shown that basic needs insecurity is common for college students with low SES ([Broton and Goldrick-Rab 2016](#); [Morris et al. 2016](#); [Martinez et al. 2018](#)). High-risk groups for food, housing and financial insecurity have been identified as: students at two-year institutions; African-American students; students who are financially independent of parents or guardians; LGBTQ+

2 SES refers to a diverse set of economic and social attributes, such as level of educational attainment, ethnicity, immigration status, prior incarceration, occupation and financial assets, and serves to define an individual's economic and social position in relation to others in society. See: Andrew, M. K. (2010). Social vulnerability in old age. In *Brocklehurst's Textbook of Geriatric Medicine and Gerontology* (pp. 198-204).

students; students who had experienced childhood food insecurity; being both a low-income and first-generation college student; students with prior military service; single mother students; students who are former foster youth; federal Pell Grant recipients; and students with prior criminal convictions ([Engle and Tinto 2008](#); [Dubick et al. 2016](#); [Bruening et al. 2017](#); [El Zein et al 2017](#); [Bruening et al. 2018](#); [AACU 2019](#); [Goldrick-Rab et al. 2018](#); [Goldrick-Rab et al. 2019](#)). Such risk factors should serve to inform targeted basic needs outreach programming.

Importantly, recent studies have also indicated that students of both moderate- and middle-income status are increasingly found to be insecure in basic needs ([Morris et al. 2016](#); [Brotton and Goldrick-Rab 2017](#); [Goldrick-Rab et al. 2017](#); [Goldrick-Rab et al. 2018](#)). In multiple large-scale studies, low- and even moderate-income status has been identified as a key predictor of student food and basic needs insecurity across individual U.S. colleges, multi-campus university systems, and national studies involving a diverse range of post-secondary institutions ([Brotton et al. 2018](#); [Goldrick-Rab et al. 2018](#), [Martinez et al. 2018](#); [Wooten et al. 2019](#)). This pattern has been partially explained through the identification of the growing levels of economic inequality ([Saez 2017](#); [Saez 2020](#)) and declining income mobility in the U.S. ([Chetty et al. 2017](#)), which has influenced the overall affordability of attending college ([Kelchen et al. 2017](#); [Payne-Sturges et al. 2018](#)).

Multiple studies have indicated that declining affordability of higher education can be traced to the broader socio-economic factors of the stagnation of U.S. family incomes, and need-based financial assistance programs not keeping pace with the increasing cost of attending college in the U.S. ([Kelchen et al. 2017](#); [Brotton and Goldrick-Rab 2017](#); [US GAO 2018](#)). These factors are compounded by the fact that, until recently, U.S. college students have been eligible for federal SNAP benefits only in certain cases ([US GAO 2018](#)). Such circumstances can leave many U.S. college students with limited purchasing power to fulfill basic food, housing and other financial needs ([Bruening et al. 2017](#)).

Critically important are the findings indicating that basic needs insecurity and inadequate food consumption contributes to an increased risk of malnutrition and chronic illness, poor mental health, alcohol use, compromised academic performance and reduced likelihood of college graduation ([Darmon & Drewnowski 2015](#); [Brotton and Goldrick-Rab 2017](#); [Bruening et al. 2018](#); [Phillips et al. 2018](#); [US GAO 2018](#); [Haskett et al. 2020](#); [Leung et al. 2021](#)). Many of these conditions and negative performance outcomes were significantly exacerbated by the economic and public health impacts of the COVID-19 global pandemic ([Goldrick-Rab et al. 2020](#); [Davitt et al. 2021](#); [Duran & Núñez 2021](#); [Goldrick-Rab 2021](#)).

UH BASIC NEEDS COMMITTEE: PROGRESS REPORT 2019-2022

The University of Hawai‘i Student Basic Needs Committee (UHSBNC) was formed in 2019 by UH President David Lassner to better understand and address food and other forms of basic needs insecurity in the student population. The role of the UHSBNC is, through a range of research, education, outreach and planning activities, to help understand the nature and extent of basic needs insecurity and ensure that all students in the UH system have access to basic needs resources for strong academic performance, persistence and graduation and overall student wellbeing.

Since its founding in 2019, the UHSBNC has defined and executed on the following basic needs priorities:



Image: Timeline of UHSBNC Key Activities (2019-2022)

1. The Hope Center Research on Student Basic Needs Insecurity in the UH System

In 2020, the UH contracted The [The Hope Center](#), a leading student basic needs research team, to administer the #RealCollege Survey to students across all 10 campuses in the UH System. The [study](#), published in June 2021, found that a total of 58% of respondents experienced some form of basic needs insecurity, with 39% experiencing food insecurity in the previous 30 days, 44% experiencing housing insecurity in the past 12 months and 14% experiencing homelessness in the previous 12 months. Despite the low response rate (2%), these UH findings are consistent with the findings of [The Hope Center's 5-year national study](#) of more than 195,000 students in higher education.

The UHSBNC has used this and other data to inform the development of the first UH System Student Basic Need Master Plan to guide future research, education and outreach activities over the next three years. Throughout the planning process, the UHSBNC will use the survey data to inform the types of programming and resources that may best meet the needs of UH students. The UHSBNC anticipates basic needs surveys being administered to students every three years to ensure that basic needs master planning is informed by recent data and in alignment with changing students needs.

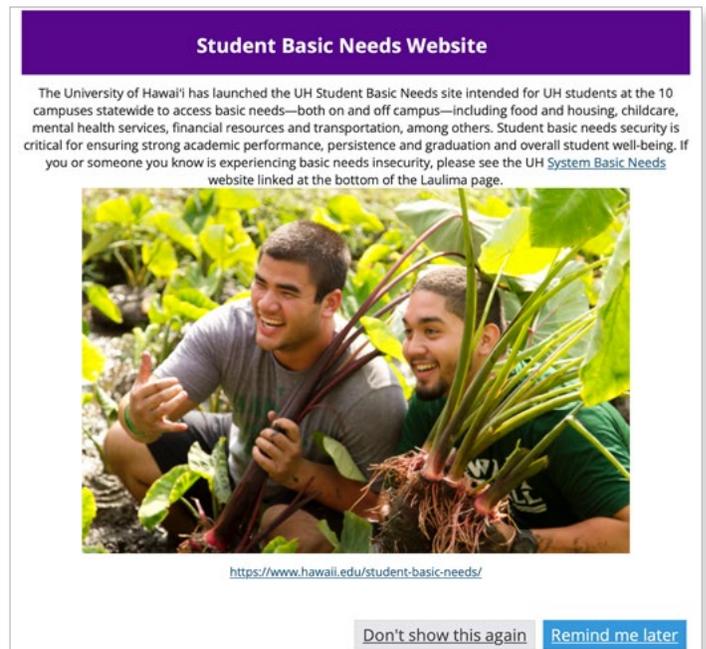
2. UH System Student Basic Needs Coordinator:

In January 2021, the first UH System Student Basic Needs Coordinator (see appendix A) was hired to help support basic needs related projects and tasks. The Student Basic Needs Coordinator has assisted with crafting the university’s basic needs website, providing consistent updates to the UH Student Basic Need website and working toward completing the UH System Student Basic Needs Master Plan (see below for details).

3. Laulima & Course Syllabi Basic Needs Statement:

In February 2021, the UHSBNC collaborated to produce a basic needs statement that course instructors can include on their course syllabi that directs students to the UH Student Basic Needs website. An announcement was also sent to students informing them of the permanently embedded link in Laulima (the online course management platform for UH) for easy access to the Student Basic Needs website. The statement is as follows:

Basic needs include food and housing, childcare, mental health, financial resources and transportation, among others. Student basic needs security is critical for ensuring strong academic performance, persistence and graduation and overall student well being. If you or someone you know are experiencing basic needs insecurity, please see the following resources: [UH System Student Basic Needs](https://www.hawaii.edu/student-basic-needs/).



The screenshot shows a notification from the UH Student Basic Needs Website. At the top, there is a purple header with the text "Student Basic Needs Website". Below the header, there is a paragraph of text: "The University of Hawai'i has launched the UH Student Basic Needs site intended for UH students at the 10 campuses statewide to access basic needs—both on and off campus—including food and housing, childcare, mental health services, financial resources and transportation, among others. Student basic needs security is critical for ensuring strong academic performance, persistence and graduation and overall student well-being. If you or someone you know is experiencing basic needs insecurity, please see the [UH System Basic Needs website](https://www.hawaii.edu/student-basic-needs/) linked at the bottom of the Laulima page." Below the text is a photograph of two young men in a garden, smiling and looking at a large plant. At the bottom of the notification, there is a URL: <https://www.hawaii.edu/student-basic-needs/>. At the very bottom, there are two buttons: "Don't show this again" and "Remind me later".

4. UH Student Basic Needs Site:

The [UH System student basic needs website](#) launched on February 1, 2021. The purpose of this website is to deliver campus-based resources to those in need within UH campus communities. The website highlights basic needs resources by campus and connects students to an online clearinghouse of community resources in partnership with [findhelp.org](#). It also provides a clear description of the UH Student Basic Needs Committee, and displays all of the #RealCollege surveys collected for each campus (with the exception of Kaua'i CC). The student basic needs website has a Resources for Administrators section, which includes the student basic needs syllabi statement.



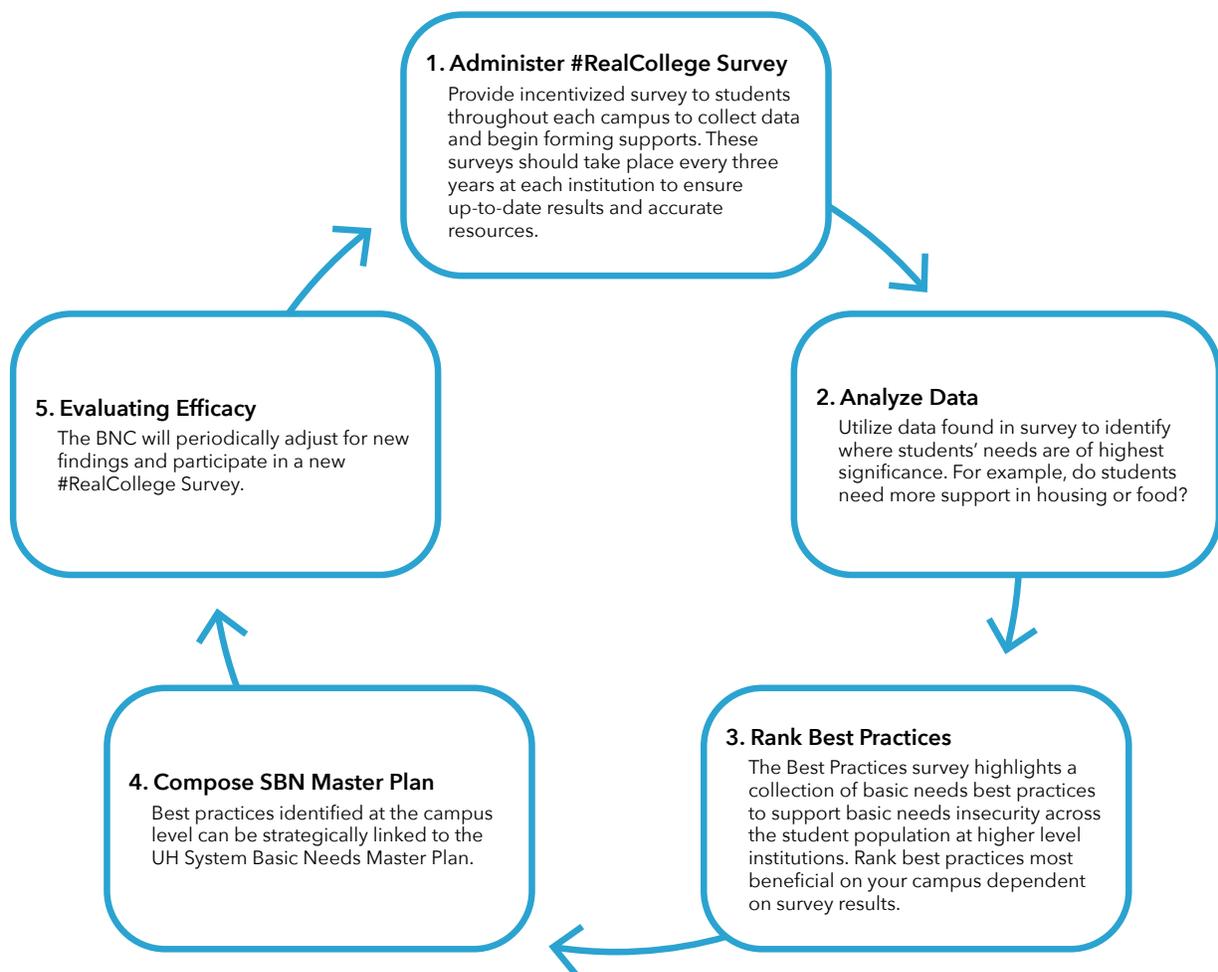
To further destigmatize the use of basic needs supports, the UHSBNC worked in collaboration with Lilinoe Andrews, faculty specialist at UH-West O'ahu, to bring a completely translated version of the basic needs website to students. Launched in September of 2021, this site, entitled [Nā Pono Ola Haumāna](#) provides every resource in 'Ōlelo Hawai'i for the UH community, and supports the recognition of 'Ōlelo Hawai'i as an official language of the State of Hawai'i.

5. Launch Findhelp.org Online Clearinghouse of Basic Need Resources

In March 2021, the UHSBNC partnered with [Findhelp.org](#)—a basic needs database and search engine—to create an comprehensive online clearinghouse of basic need service providers—local and national—that are readily available for students (also available for faculty and staff) to utilize when in need. The purpose of this resource is to connect those within the campus community who are insecure in basic needs to resources that can help them gain access to support related to food, finances, housing and health care, etc. In addition to connecting students to resources, the Findhelp.org site allows the UH Student Basic Needs Committee to access user meta-data and generate reports on user trends (e.g. number, locations and time period students seeking food or housing support). This data will be used by the UHSBNC to inform the master planning process, and to adjust planning and programming based on student needs.

6. UH Student Basic Needs Master Planning Process

With technical assistance from The HopeCenter, the UH Basic Needs Committee has started the planning process for basic needs across the UH System and campuses. This document is to help provide a road map of basic needs initiatives that the UH system and campuses will take part in to bring forth accessible basic needs resources to all students. It will advise best practices and long-term and short-term goals, while also taking into consideration the most sustainable approach to accomplishing next steps. With appointed committee members from each campus, the UHSBNC is collaborating to input campus-specific details that will promote integration of the UH system master plan by each campus. It is critical that the master plan also incorporates Native Hawaiian best practices to support the destigmatization of basic needs support and enhance our approach utilizing cultural knowledge.



7. Monthly UH Student Basic Needs Webinars

In summer 2021, the UHSBNC started a series of outreach webinars to inform students of basic needs resources. In these webinars, the student basic needs coordinator provided students with a practical half-hour demonstration of the new [Students Basic Needs website](#). Students learned how to find community, island, state and federal resources to support their food, housing, financial, counseling, childcare and other basic needs. Similar webinars are continuing through the fall 2021 semester. Attendees also receive a thorough walk-through of the UH [findhelp.org](#) site to accurately search for federal, state and community basic needs resources.

8. UH Student Basic Needs Communications

To raise community awareness of the issue of student basic needs insecurity nationally and within the UH System, the UHSBNC has produced a series of [publicly facing news articles](#) documenting the work of the UH Student Basic Needs Committee.

The image displays three screenshots from the University of Hawaii's news website. The first screenshot shows a profile for Mikyla H'ilei Thomas, a 30-year-old Milliani resident, with a photo of her wearing a blue shirt and a tan cap. The second screenshot shows UH West Oahu staff and students volunteering at an emergency food distribution site, with a photo of people in red shirts loading boxes onto a pallet. The third screenshot is a graphic titled "of UH students surveyed in 2020 lacked food, housing or other basic needs" with a play button icon. Below the graphic are survey results: 58% experienced at least one form of basic needs insecurity, 39% experienced food insecurity in the prior 30 days, and 44% experienced housing insecurity in the previous year. A quote indicates that 39% of UH students surveyed experienced food insecurity last year.

STUDENT BASIC NEEDS MASTER PLAN: FUNCTION, VISION, GOALS AND PRIORITIES

The Function of the UH Student Basic Needs Master Plan: A Living Document

The University of Hawai‘i Student Basic Needs Master Plan (UHSBNMP) is intended to serve as a “living document”—responding to measured changes in student basic needs insecurity and resource availability—and direct UH Student Basic Needs Committee priorities, goals and programming. The UHSBNMP will be periodically updated (every three to five years) to account for new research findings and knowledge of best practices emerging nationally and across the UH System. Each UH campus will be tasked to provide specific campus-level priorities and goals to account for campus-level needs, culture and resourcing.



The Principles of Basic Needs Master Planning for the UH System: Leadership, Culture of Care, Inclusivity, Sustainability

The principles underlying the UH Student Basic Needs Master Planning process consist of: leadership, culture of care, inclusivity and sustainability. These principles help to structure and strengthen the SBNMP process while providing opportunities for input from a diverse set of UH and community stakeholders:

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- **Culture of care:** The UH System Student Basic Needs Committee and the UH Student Basic Needs Master Planning process is committed to creating a safe, welcoming, caring and inclusive environment for all UH students to access the essential basic human needs for academic success and human well being are fulfilled. The UH System Student Basic Needs Committee and the UH Student Basic Needs Master Plan intend to fulfill this obligation in such a way that the dignity of all students is maintained and that basic needs insecurity is destigmatized and understood in the context of larger socio-economic conditions, including histories of structural racism.
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- **Sustainability:** The UH System and the UH Student Basic Needs Committee is committed to the above principles and addressing basic needs insecurity in the student population over the long-term.

Achieving Student Basic Needs: A Multi-pronged Approach

To enhance university-wide awareness of the issue of student basic needs insecurity, increase student knowledge of services available, and to begin addressing basic needs insecurity across the University of Hawai'i System, a multi-pronged approach will be taken. Our approach will involve university staff, faculty, administrative leadership and key partners in the philanthropic community. Given recent survey findings (see below) and the resource constraints faced at the UH System and campus level, a priority of UH basic needs programming will focus on outreach and education, with the aim of connecting qualified students to available resources, along with limited direct provisioning of basic needs resources to students on-campus.

The available data indicate that due to a lack of student knowledge about available services, the application process, and/or who qualifies, there are significant gaps between the range of basic needs services currently offered to UH students and the volume of services being utilized. For example, the 2021 UH System [report](#) prepared by The Hope Center for College, Community and Justice (The Hope Center) indicated that 58% of students who participated in the survey did not apply for campus-level basic needs support services because they believed they were not qualified or did not know how to apply. Similarly, only 15% of respondents who indicated experiencing some form of basic needs insecurity used emergency aid. 45% of the student respondents had not heard of the emergency aid programs available on their campus.

Given the significant awareness gap and limited resources available for direct services provisioning on individual campuses, the UHSBNC has identified the following approach to basic needs staffing, research, planning, education and outreach and direct service priorities:

- **Capacity Building:** Essential university basic needs capacity building will be achieved through ongoing staffing of the UH System Student Basic Needs Coordinator position and the support for the UH Student Basic Needs Committee (UHSBNC) and chair in order to maintain the momentum and develop and implement new basic needs programming.
- **Iterative Basic Needs Research and Planning:** Assessments of the UH student body and a review of basic needs plans and priorities will be conducted every 3–5 years (following the protocols outlined herein) to account for new research findings, emerging best practices in the field, and changing resources conditions at the system and campus level.
- **Outreach and Education:** A priority will be placed on student-focused outreach and education to raise awareness of basic needs insecurity across the UH System and its potential impacts on student academic success, to destigmatize basic needs insecurity, and to connect students to basic needs resources in accessible ways.
- **Centralized Basic Needs Resource Access:** Through multiple strategies and points of entry (e.g. Lulima, social media, course syllabi, registration), all UH students will be informed of and directed to the UH System [Student Basic Needs](#) site and the [findhelp.org](#) search engine to gain access to key basic needs services providers.
- **Campus Level Organization and Implementation of Basic Needs Plans:** The formation of campus-level committees will guide campus-level basic needs planning and service provision.

UH SYSTEM BEST PRACTICES & PRIORITIES

To ensure that national best practices and UH institutional priorities for student basic needs planning were integrated and highlighted in the inaugural UH Student Basic Needs Master Plan (UHSBNMP), the UH Basic Needs Committee management team³ drafted and completed a [basic needs best practices survey](#) to help university staff merge existing student needs data with best practices to clarify basic needs priorities and programming most effectively executed at the UH System level. This process was replicated at each of the 10 UH campuses. The outcomes of this process are represented in each of the [UH Campus Student Basic Needs Master Plans](#). This iterative process—evaluating student basic needs insecurity across the UH system, defining programming priorities based on institutional best practices, and reconciling priorities with institutional capacity and resource constraints—will be repeated every three years to re-assess basic needs priorities as new data becomes available and institutional resource circumstances change.

³ The UH System Basic Needs Committee Management Team: Hae Okimoto, Associate Vice President for Student Affairs; Albie Miles, UH Basic Needs Committee Chair; and Rainbow Uli'i, UH System Student Basic Needs Coordinator.



2021 UH System #RealCollege Survey: Key Findings

In 2020, UH contracted [The Hope Center](#) to administer the #RealCollege Survey to students across all 10 campuses in the UH System. The [study](#) published in June 2021 found that a total of 58% of respondents experienced some form of basic needs insecurity, with 39% experiencing food insecurity in the previous 30 days, 44% experiencing housing insecurity in the past 12 months, and 14% experiencing homelessness in the previous 12 months. Despite the low response rate (2%), these UH findings are consistent with the findings of [The Hope Center's 5-year national study](#) of over 195,000 students in higher education.

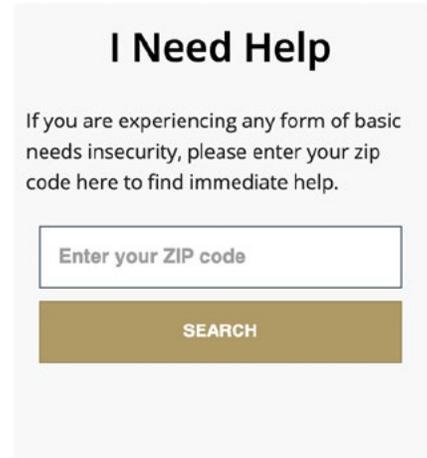
In addition to the key data mentioned above, 38% of students who took the #RealCollege Survey showed at least moderate anxiety. **Importantly, 58% of students who reported experienced basic needs insecurity did not apply for support because they didn't know how. Similarly, only 15% of students who had some form of basic needs insecurity utilized emergency aid. 45% of respondents were not aware of any emergency aid programs on campuses.** As troubling as these findings are, it is clear that students are not informed enough about on-campus support to address basic needs insecurity. These statistics support the formation of our SBNMP to specifically address informing student populations about campus resources.

The #RealCollege Survey identified campus support available to students, and whether students used, heard of but had not used, or had not heard of those types of support. The identified resources on the survey were Emergency Aid, Help Obtaining SNAP, Help Finding Affordable Housing and Emergency Housing. Of those who completed the survey, 40% heard of but had not used emergency aid, 53% heard of but had not used help obtaining SNAP, 47% heard of but had not used help finding affordable housing, and 43% heard of but had not used emergency housing. For emergency aid, 45% of students who completed the survey did not know it existed, showing a clear lack of awareness in students for emergency financial support. Of survey respondents 53% have never heard of emergency housing identifying the importance of resource awareness.

Of the students who experienced basic needs insecurity, multiple reasons were identified for not applying for the types of campus support mentioned above. 78% of students attending a two-year college and 77% of students attending a four-year university stated that they did not think they were eligible for campus support. A total of 66% of students attending a two-year college and 72% of students attending a four-year university didn't apply for campus support because they felt other people needed those programs more than they did. Other reasons identified by students include not knowing the campus support existed, not knowing how to apply, not needing those programs, having difficulty completing the application, being too embarrassed to apply, and feeling that students in their situation do not use those programs.

Tracking and Using UH System Findhelp.org User Meta-Data

The [Findhelp.org](#) basic needs search engine (embedded in the UH Basic Needs website) is used to connect UH students to community, state and federal resources that support basic needs security. The Findhelp.org site is linked across the [UH Student Basic Needs website](#) in multiple locations and accessed through a simple search box (see image below). Between March 2021 and December 15, 2021, there have been a total of 1,498 identified users that have created accounts using the UH single sign-on capabilities. These users have completed a total of 8,568 searches within this timeframe. Data show the most popular of those searches are those under the categories of housing, money and food.



The graphic below shows the number of searches from the UH Findhelp.org site between its launch in March 2021, until the end of the Fall 2021 semester. The “Program” line shows the amount of times users selected an action that generated a list of basic needs programs to select from, a process similar to selecting a search category. Meta-data derived from the UH Findhelp.org site will be used on an ongoing basis to identify student needs and inform subsequent updates to the UHSBNMP. Data will also be used to determine how frequently students are accessing support and logging self-referrals for programs. With this user meta-data, the UH Student Basic Needs Committee will be better able to track how trends in student basic needs align with programming and outreach efforts aimed at reducing basic needs insecurity. This information will also be used to design priorities, best practices and programs as part of future UH Student Basic Needs Master Planning.

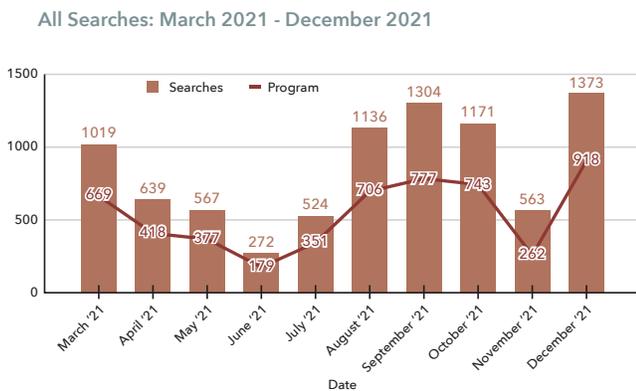


Image: Number of searches from the UH Findhelp.org site between March 2021 until the end of the Fall 2021 semester.

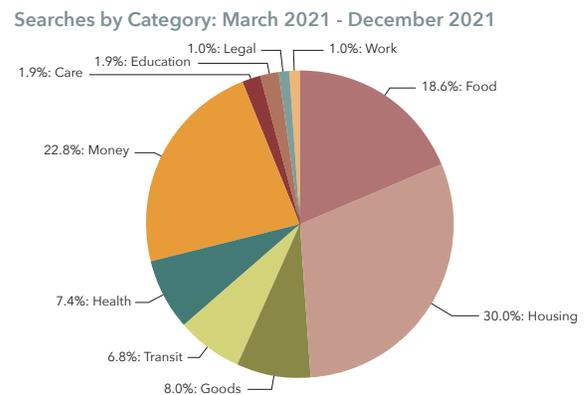


Image: Searches by category from the UH Findhelp.org site between March 2021 until the end of the Fall 2021 semester.



UH System and UH Campuses: Coordination of Basic Needs Programing Efforts

To better understand the capabilities of the UH System, it is important to note that the system itself does not carry the majority of the funds for basic needs efforts. UH campuses are more likely to have the capacity to implement direct services to students. In addition, the UH System will need to receive buy-in and monetary funds from the campuses to be able to implement certain best practices. Because the Basic Needs Best Practices Survey asks for best practices according to priorities that the UH System has the working capacity to implement immediately, the identified best practices prioritize strategies such as staffing, institutional policy, partnerships, emergency aid and outreach and education.

UH Basic Needs Staffing Plan

To coordinate overall UH student basic needs planning and prioritize best practices, it is critical that there be a UH System student basic needs coordinator position, as well as a UHSBNC chair. The coordinator will manage the operational aspects of the committee, interfacing with campus resources and the community. The chair will be someone recognized as a leader in this area, from within the UH System, able to convene and lead faculty and staff. The chair will be an overload position. Since the basic needs coordinator was hired in February 2021, the basic needs committee was able to complete multiple projects. To have someone dedicated to the necessary basic needs efforts in the system is crucial, and therefore UH System basic needs representatives are suggesting that there continue to be dedicated staff for these efforts.

Maintaining both the basic needs coordinator position and UHSBNC chair (course overloads) will require a total cost of \$120,000 per academic year. Some of the duties for both positions are included in the table below.

UH Student Basic Needs Institutional Policy, Partnerships & Sustainability

As the SBNMP has been completed, it is crucial that the UH System accept the plan as a key part of institutional policy to better continue practices. In addition, the UH System SBNMP also includes crafted best practices from each campus, as teams worked to tailor a plan that worked for their individual campuses. Allowing this SBNMP to be considered a part of institutional policy for the UH System will ensure that plans are executed and measurable.

Partnerships are a large part of the continuance of basic needs support across the UH System. With help from the Lumina Foundation and Harold K. L. Castle Foundation, the basic needs committee was able to hire a coordinator, construct a basic needs website, and craft the basic needs master plan. With help from more partners, it's clear that the UH System and campuses will likely be able to decrease the rate of basic needs insecurity for students.

Upon adoption of the SBNMP by UH academic officers (estimated for spring 2022), the UHSBNC is committed to seeking funding to support UH System and campus-level initiatives outlined in the master plan in perpetuity. UHSBNC will seek extramural funding for basic needs programming through public and private sources.

Outreach & Education

The UH System basic needs representatives are recommending that there be consistent basic needs webinars occurring at least once a month to help destigmatize basic needs, and deliver information and resources to students. Similar to the basic needs webinars from summer 2021, these webinars will cover multiple important topics for basic needs security including but not limited to: financial literacy, basic needs education for faculty/staff, basic needs resource support, website introductions, etc.

Measuring Efficacy

UH contracted with The Hope Center in 2020 to bring the #RealCollege survey to students. This survey was the foundation of the [UH System and Campus' Student Basic Needs Reports](#). The reports have provided the UHSBNC, campus administration and the general public with new information on rates of student basic needs insecurity across the UH System. The UHSBNC recommends that the UH System continue to contract with The Hope Center to deliver the #RealCollege Survey every three years on an ongoing basis. Doing so will support the UHSBNMP as a living document, enabling the UH System and individual campuses to adjust the plan as needed based on current data. Subsequent studies of the UH student population will measure and assess rates of basic needs insecurity, priority needs, student awareness

of available resources and services, and how students are gaining access to basic needs services and resources.

Emergency Aid

The UHSBNC is responsible for managing the [Urgent Student Relief Fund \(USRF\)](#) for the UH System in collaboration with the UH Foundation. The USRF (initiated in April 2020) will be distributed on a case-by-case basis to UH campuses based on the decision of the UHSBNC. Funds transferred to each campus will be allocated to UH students as direct payments. Students eligibility for USRF support will be determined by each UH campus.

Recommendations

| BEST PRACTICE | DESCRIPTION | ESTIMATED COST: 3 YEARS |
|--|---|---|
| <p>Core Staff: UH Basic Needs Coordinator and UH Student Basic Needs Committee Chairperson</p> | <p>UH Student Basic Needs Coordinator and Committee Chairperson: Provide salary, benefits and course release for 3 years to support foundational basic needs programming at the system level. Core staff will carry out all necessary coordination, planning and operations to support the completion and implementation of the UH Student Basic Needs Master Plan and related activities in close coordination with the UHSBNC and key constituencies, including students. The UHSBNC will support UH System and campus-level basic needs programming.</p> | <p>\$360,000 (\$120,000 annually)</p> |



| BEST PRACTICE | DESCRIPTION | ESTIMATED COST: 3 YEARS |
|---|---|---|
| Student Basic Needs Outreach & Education Events | Multiple education and outreach programs will be coordinated by the project personnel (above) and in consultation with the UHSBNC. Events will include, but are not limited to, inviting national experts to dialog with UHSBNC, UH administrative leadership, conduct public talks and provide strategic advice to UH and prospective funders (philanthropic, governmental). In addition, there will be multiple system level education and outreach events directed toward the UH student body and staff to raise awareness of the issue of student basic need insecurity, connect students to basic need resources, and solicit input into the improvement of delivery of food and basic needs programming in the UH System. | \$150,000 (\$50,000 annually) |
| Regularly Scheduled Student Basic Needs Electronic Communications | On an ongoing basis, the UHSBNC will organize the circulation the following electronic communications: a reminder to UH faculty to include a basic needs course syllabus statement; a basic needs webinar schedule; a Lualima pop-up window directing students to the Student Basic Needs online clearinghouse; multiple UH News stories on student basic needs insecurity; and related electronic communications via social media during orientation week. | In-Kind |
| Maintain & Update the UH Student Basic Needs Online Clearinghouse | UH Student Basic Needs online clearinghouse will be regularly updated with current data, plans, news and resources. The UH Student Basic Needs site will be linked to from each of the 10 UH campus home pages. | In-Kind |
| Iterative Basic Needs Planning and Measuring Efficacy | Contract with The Hope Center for College, Community, and Justice (The Hope Center) to deliver the #RealCollege survey to students across the UH System every three years. This process will serve to measure changes in student basic needs insecurity through time and the efficacy of UH basic needs programming, and allow for adjustments in the UHSBNMP to align with emerging priorities. The UHSBNC will also facilitate an annual review of UH basic needs programming and efficacy. | \$100,000 (Survey will occur once over next 3 years) |
| Emergency Aid | Following procedures developed during the COVID-19 pandemic, the UHSBNC will work with UH Foundation and individual UH campuses to provide emergency needs as they arise. | In-Kind |
| Campus-Level Committees | Create a 2-3 person Campus-level Basic Needs Committee. The Campus-level Basic Needs Committee is ideally headed and organized by each UH Student Basic Needs Committee member previously assigned by each UH chancellor. Committee members may include counselors, advisors, faculty, financial aid representatives or others familiar with the basic needs of students at the campus. Campus-level Basic Needs Committees will provide updates to UHSBNC each month, inform the committee about changes to campus programming, resources and plans, and provide updates to the online clearinghouse. | In-Kind |

Implementation Plan

| PRIORITY 1: STAFFING PLAN | | | | | |
|--|--|-----------|-------------|---|-------------|
| FALL 2021 | SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 | SPRING 2024 |
| <ul style="list-style-type: none"> - Extend BN coordinator position - Create campus-level basic needs committees | <ul style="list-style-type: none"> - Make BN coordinator position permanent & state-funded - Implement UH basic needs communication package every semester | | | <ul style="list-style-type: none"> - Implement another BN survey to determine BN insecurity across students in UH System | |

| PRIORITY 2: OUTREACH & EDUCATION | | | | | |
|---|--|---|---|---|---|
| FALL 2021 | SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 | SPRING 2024 |
| <ul style="list-style-type: none"> - Hold monthly webinars related to BN resource navigation | <ul style="list-style-type: none"> - Implement a semester long financial literacy class | <ul style="list-style-type: none"> - Hold one BN webinar per month | <ul style="list-style-type: none"> - Hold one BN webinar per month | <ul style="list-style-type: none"> - Hold one BN webinar per month | <ul style="list-style-type: none"> - Hold one BN webinar per month |

| PRIORITY 3: INSTITUTIONAL POLICY, PARTNERSHIPS, AND SUSTAINABILITY | | | | | |
|--|--|--|-------------|-----------|---|
| FALL 2021 | SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 | SPRING 2024 |
| <ul style="list-style-type: none"> - Submit SBNMP to Harold K. L. Castle Foundation for funding support | <ul style="list-style-type: none"> - Confirm acceptance of SBNMP as institutional policy across the UH System | <ul style="list-style-type: none"> - Solidify partnerships with community organizations to support financial needs of SBN efforts | | | <ul style="list-style-type: none"> - Construct an updated version of the SBNMP for the UH System |

The UH System level basic needs plan above gives information and recommendations for the entire UH System, while the following section will provide priorities for each individual campus. All 10 campuses demonstrate different circumstances and capabilities for basic needs programming. They also outline future best practices and priorities, while highlighting implementation plans up until Fall 2023. Each plan is campus-specific, and unique to the campus' capacity for basic needs work.



UH CAMPUSES BEST PRACTICES & PRIORITIES



UNIVERSITY OF HAWAI'I AT HILO

Student basic needs security is critical for ensuring strong academic performance, persistence to graduation and overall student well being. The UH Hilo student basic needs plan is built on three pillars provided by UH Hilo campus administration:

1. Culture of Care, which includes enhancing awareness and sharing resources and responsibility for addressing student basic needs insecurity across the UH Hilo campus;
2. Partnerships to help expand upon the work that has been established in the area of student basic needs security;
3. Sustainability, which includes ongoing assessments as a way of making data-informed decisions about student basic needs priorities and programming at UH Hilo.

UH Hilo Student Basic Needs Goal: To make the food security and other basic needs of UH Hilo students a priority through holistic, consistent and accessible support services which will increase their perpetual self-sufficiency and academic success.



SUMMARY: STUDENT BASIC NEEDS SECURITY AT UH HILO⁴:

2021 [The Hope Center Report](#): Per the March, 2021 [The Hope Center Publication for UH Hilo](#), invitations to participate in [The Hope Center #RealCollege Survey](#) were sent by email to 3,165 students from UH Hilo. 145 students participated in the survey with an estimated response rate of 4.6%.

We learned that:

- 64% experienced at least one form of basic needs insecurity, including
 - 44% who experienced food insecurity in the prior 30 days,
 - 53% who experienced housing insecurity in the previous year, and
 - 23% who experienced homelessness in the previous year.

We also learned that:

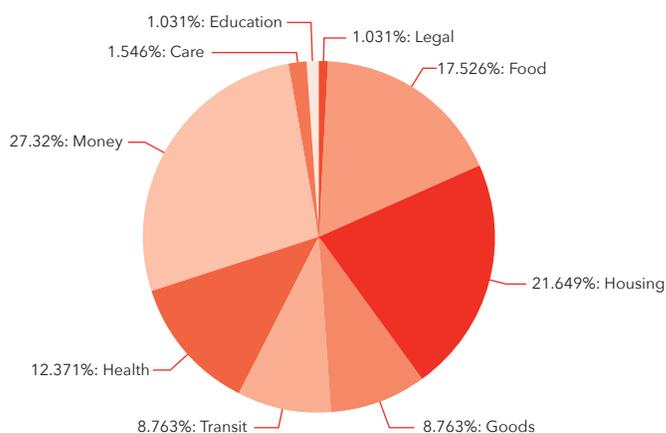
- 26% had a close friend or family member who was sick with COVID-19, while 1% were sick with COVID-19 themselves;
- 47% exhibited at least moderate anxiety;
- 20% of students who experienced basic needs insecurity used emergency aid, but 48% had not heard of emergency aid programs on campus;
- 62% of students experiencing basic needs insecurity did not apply for campus support because they did not know how;
- 49% of students experiencing basic needs insecurity received some form of public assistance.

2021 [Find Help User Data](#): Find Help is the University of Hawai'i branded version of findhelp.org, an online platform and search engine that allows students to find basic needs resources available in their community. Basic needs resources available on the website include food and housing, childcare, mental health, financial resources and transportation, among others. a

Data gathered during the fall 2021 semester indicate that UH Hilo affiliated users completed 333 searches. The top three searches were for the following:

1. Financial Aid & Loans (13)
2. Help Pay for Gas (13)
3. Financial Assistance (12)

Searches by Category | 2021-08-15 to 2021-12-15



⁴ To be updated periodically approximately every 1-3 years with additional research support from The Hope Center.

EXISTING BASIC NEEDS PROGRAMS AND PRACTICES AT UH HILO:

Currently, our campus has a number of resources/services that support the basic needs of our students. The services provided help to address food insecurity, housing insecurity, financial assistance, and health services (including mental health).

1. Direct Services:

- a. Weekly meal bags are offered by the Office of the Vice Chancellor for Student Affairs (VCAA) in collaboration with various departments across the campus.
- b. A [Campus and Community Resources website](#) managed by Associate Vice Chancellor for Student Affairs (AVCSA) that links to the UH Student [Basic Needs website](#).
- c. Supplemental Nutrition Assistance Program (SNAP) application support available through the Campus and Community Services Office.
- d. Free Application for Federal Student Aid (FAFSA) support is offered to students through the UH Hilo Financial Aid Office.
- e. Housing support is available for students in crisis that is coordinated between CARE Team Coordinator and UH Hilo Director of Housing.
- f. Access to in-person Student Medical Services and Counseling Services for students who are physically in Hilo and availability of telehealth for students located across the State of Hawaii.

2. Staffing:

- a. Student staff in the Office of the Vice Chancellor for Student Affairs and several departments across the division assist with different student basic need initiatives.
- b. Overload is currently provided for a Campus Center staff member to assist with providing SNAP application support.
- c. A casual employee was hired and overload is currently provided for several staff in the Financial Aid office to provide outreach to students who may have specific financial needs (outstanding obligations, professional judgment, etc.)

3. Emergency Aid:

- a. Urgent Student Relief funding is made available to students through philanthropic partnership with the UH Foundation, and is managed by the Office of the Vice Chancellor for Student Affairs.
- b. Higher Education Emergency Relief Fund (HEERF) is made available through the federal government. Criteria is determined by campus leadership with the Financial Aid office providing support in administration of the funds.
- c. UH Hilo Crisis Fund is co-managed by the Vice Chancellor for Student Affairs and the Associate Vice Chancellor for Student Affairs with awards processed through the UH Hilo Financial Aid office.
- d. Retention grants are made available to UH Hilo students with outstanding financial obligations. These grants are managed by the Financial Aid office.

4. Outreach to Students:

- a. Awareness of resources is provided through weekly UH Hilo Happening emails that are sent to all students by the UH Hilo Associate Vice Chancellor for Student Affairs.
- b. The following statement is provided to faculty for inclusion in their syllabi:



i. *Basic needs include food and housing, childcare, mental health, financial resources and transportation, among others. Student basic needs security is critical for ensuring strong academic performance, persistence and graduation and overall student well being. If you or someone you know are experiencing basic needs insecurity, please see the following resources: [UH System Basic Needs](#).*

- c. Webinars hosted by the UH System Basic Needs Committee are shared with UH Hilo students via email and social media.
- d. A variety of campus departments provide information at the UH Hilo Campus Center Plaza, Library Lanai or outside the Hale Kehau Dining Room about basic needs resources on campus and in the community.
- e. Flyers and informational materials are placed in the weekly meal bags distributed to UH Hilo students.

5. Education for Faculty and Staff:

- a. Emails announcing the availability of basic needs support for students (emergency funding, meal bags, etc.) are sent to faculty and staff via the all-employee listserv. Employees are encouraged to share the opportunities with students.
- b. All employees have access to the full suite of Innovative Educator webinars, including topics about meeting student basic needs. This initiative is managed by the Interim Vice Chancellor for Administrative Affairs.
- c. Via the Division of Student Affairs (DSA) Professional Development Committee, DSA members have access to a variety of professional development offerings related to student basic needs through third party training vendors, such as [Academic Impressions](#) and [PaperClip Communications](#).

6. Measuring Impact:

- a. Students who participate in the weekly meal bag program are asked to complete a survey at the end of each semester. This semester, we are able to add retention as another way to measure the impact of this program.
- b. The Director of Financial Aid completes an analysis of outcomes for those students who received a retention grant in the previous year.

7. Institutional Policy:

- a. Discussions have started about how to more holistically provide basic needs support to students at UH Hilo.

8. Partnerships:

- a. [Vibrant Hawaii Hubs 1.0 and 2.0](#) provided inaugural funding for the current weekly meal bags program. Hubs 1.0 also provided enough resources for prepared meals twice a week.
- b. Through a private gift to support general programming and services, the LGBTQ+ Center was able to join the meal bag program as a sponsor.

NEW BASIC NEEDS PRIORITIES AND BEST PRACTICES:

The UH Hilo Council of Vice Chancellors defined the following eight priority areas for basic needs programming. As the campus develops a formal committee to advise on student basic needs, the ranking below may change.

| PRIORITY LEVEL | DESCRIPTION |
|----------------|---|
| 1 | Direct Service: Implementation of provisioning programs that will directly support student basic needs security |
| 2 | Staffing: Adjust or increase on-campus basic needs support staffing |
| 3 | Emergency Aid: Increase availability of emergency financial aid from a variety of sources |
| 4 | Outreach to Students: Communications and programming (e.g. webinars) directed toward UH students intended to raise awareness of basic needs insecurity and connect students to resources and services that will support basic needs security |
| 5 | Education for Faculty and Staff: Providing faculty and staff with educational opportunities (professional development) to better understand basic needs insecurity and how best to connect students to basic needs resources |
| 6 | Measuring Impact: Measuring the efficacy of basic needs programming |
| 7 | Institutional Policy: Changes to university policy that serve to address upstream determinants of basic needs insecurity (e.g. tuition cost, financial aid, etc.) |
| 8 | Partnerships: Creating partnerships with others outside of the University |

Priority 1: Coordinate Direct Services to Students

The first priority for UH Hilo is to coordinate direct services to students. The campus will work to better assess the needs and provide services relating to personal hygiene, financial literacy and need, and food insecurity.

Priority 2: Ensure Adequate Staffing for Basic Needs Programming

The second priority for UH Hilo is to ensure adequate staffing to sustain various basic needs efforts and services on the campus. This priority can be viewed as a means to support the first priority.

Priority 3: Increase Financial Resources Provided Directly to Students

The third priority for UH Hilo is to increase financial resources for students. This will be done by analyzing FAFSA completion data, outcomes for students who received financial aid, and assessment of data based on need and other aid provided. The data will be used to evaluate additional funding sources to supplement additional aid to students.

The top three new priorities are detailed further below and placed within an estimated timeline for implementation.

| PRIORITY 1: COORDINATE DIRECT SERVICES TO STUDENTS | | | |
|--|--|---|---|
| PRIORITY 2: ENSURE ADEQUATE STAFFING FOR BASIC NEEDS PROGRAMMING | | | |
| SPRING 2022 | FALL 2022 | SPRING 2022 | FALL 2023 |
| <ul style="list-style-type: none"> 1) Better define food insecurity needs and assess outcomes of prior food insecurity projects on campus. 2) Better assess needs for hygiene and toiletry items. 3) Begin plans for a financial literacy program (increasing hours for current part-time casual hire). | <ul style="list-style-type: none"> 1) Start discussions to formalize structure and provide adequate resources (location, funding, staffing) for an on-campus food pantry. 2) Examine the possibility of meal vouchers in addition to or as a replacement for meal bags. 3) Appoint a working group to propose a project around hygiene and toiletry needs. 4) Assess outcomes for SNAP assistance. 5) Pilot financial literacy program. | <ul style="list-style-type: none"> 1) Redesign food insecurity project for Fall 2022 implementation. 2) Determine feasibility of hygiene and toiletry needs proposal. 3) Determine whether to continue SNAP assistance. 4) Deep dive into FAFSA completion data. 5) Determine the effectiveness of a financial literacy program. | <ul style="list-style-type: none"> 1) Implement a redesigned food insecurity project. 2) Adequately resource hygiene and toiletry needs proposal. 3) Provide resources to better incorporate SNAP assistance into an existing position (reband position or redescribe into another position) 4) Provide resources to make permanent the duties currently being provided by casual hire in FA office for outreach and support assistance (1.0 FTE) 5) Adequately resource financial literacy program. |

| PRIORITY 3: INCREASE FINANCIAL RESOURCES PROVIDED DIRECTLY TO STUDENTS | | | |
|--|--|---|--|
| SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| <ul style="list-style-type: none"> 1) Appointment of Campus Basic Needs Committee. 2) Appointment of Institutional Aid task force. | <ul style="list-style-type: none"> 1) Deep dive into outcomes for students who received financial aid, including those who received HEERF, including assessment of data based on need and other aid provided. 2) Research and evaluate additional funding sources. | <ul style="list-style-type: none"> 1) Review Institutional Aid task force recommendations plus HEERF outcomes to formulate a proposal for 22-23 additional institutional and other sources of aid. | <ul style="list-style-type: none"> 1) Implement proposal(s) for additional financial aid to students. |



UNIVERSITY OF HAWAI'I AT MĀNOA

UH Mānoa Basic Needs Goal: To make the food security and basic needs of our UH Mānoa students a priority through holistic, consistent and accessible support services which will increase their perpetual self-sufficiency and academic success.



SUMMARY: STUDENT BASIC NEEDS SECURITY AT UH MĀNOA⁵:

2021 [The Hope Center Report](#): Per The Hope Survey report of March 2021, a total of 18,025 students at the University of Hawai'i at Mānoa (UHM) were invited to complete the questionnaire and 68 students participated—a response rate of 0.4%. Obviously this is not considered a valid response rate upon which we could draw campus wide conclusions. Nevertheless, the responses do provide insights into challenges that some UHM students face. The Hope Survey results revealed:

We learned that:

- 52% experienced at least one form of basic needs insecurity, including
 - 35% experienced food insecurity in the prior 30 days
 - 34% experienced housing insecurity in the previous year
 - 3% experienced homelessness in the previous year

We also learned that:

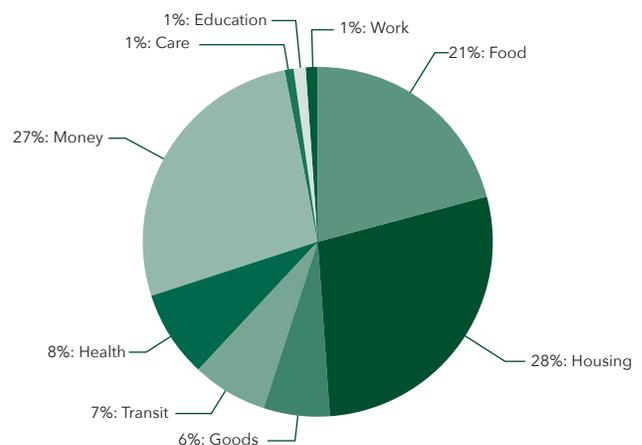
- 41% exhibited at least moderate anxiety
- 16% of students who experienced basic needs insecurity used emergency aid, but
- 32% had not heard of emergency aid programs on campus
- 50% of students experiencing basic needs insecurity did not apply for campus supports because they did not know how
- 41% of students experiencing basic needs insecurity received some form of public assistance

The UH Mānoa campus is dedicated to supporting students and their basic needs. There are many offices and services on the campus that work to support students in meeting their various needs. Some of these offices and services are listed below and describe what is currently offered and how each would like to expand with additional support.

[Find Help](#) User Data: Data indicated that UH Mānoa had 377 distinct identified users during the fall 2021 semester who accessed 554 sessions, and 1,777 searches on the UH System Find help website. The top five searches were:

1. Help Pay for Housing (105)
2. Help Pay for School (98)
3. Financial Aid & Loans (75)
4. Help Pay for Food (47)
5. Emergency Food (37)

Searches by Category | 2021-08-15 to 2021-12-15



⁵ To be updated approximately every 1-3 years with additional research support from The Hope Center.

EXISTING BASIC NEEDS PROGRAMS AND PRACTICES AT UH MĀNOA:

Currently, the UH Mānoa campus has a number of resources and services that support the basic needs of our students. The services provided include food, financial assistance, emergency relief funding, health services, and housing and shelter.

1. On-Campus Food and Toiletries

- The UH Mānoa Office of Student Life and Development is implementing Food Vault Hawai'i to provide basic dry food and some produce to students who self identify as needing assistance. The program is offered during fall and spring semesters. Since COVID, Food Vault Hawai'i's physical location has been closed but students are able to request food and toiletries through a google form (<https://forms.gle/usPD2ZEG3Byj4mW29>) during fall and spring. Available resources are packed for the students and made available for pick-up in our office.

2. Financial Assistance

- The UH Student Basic Needs Committee and the Find Help website reached out to the UH Mānoa LGBTQ+ Center for consultation on how to enhance access to resources for LGBTQ+ communities in Hawai'i and for recommendations on updating a comprehensive list of resources for students. Community organizations and agencies specific to housing, food insecurity, health and wellness and financial help were added. A pop up window was also developed inviting all visitors to the Find Help website to click on it for additional resources specific to the "LGBTQ+ 'Ohana."
- Initially funded by generous donations through the UH Foundation during the COVID pandemic, this Urgent Student Relief/CARES program has grown to provide emergency grants for students to support their Cost of Attendance (tuition/course materials/food/housing/health and child care) needs. With the federal stimulus funds now driving the program, enrolled UH Mānoa students, including non-citizens in a classified degree program are supported. Grants are paid directly to students regardless of any balance owed to UH at the time, to ensure immediate financial assistance. These federal grant monies are independent of the financial aid rules/limits.
- Student Parents at Mānoa (SP@M) & Bridge to Hope are providing assistance with SNAP Applications for all students, not just parents (eligibility/documents and overall process). Currently offering weekly drop-in hours & appointments on-demand, assistance with childcare subsidy applications (eligibility/expected co-payments/documents/timeline & process). Assistance with WIC Nutrition application (parents of children under 5, including international students).

3. Physical and Mental Health Services

- The University Health Services Mānoa-Health Promotion Alcohol and Drug Education Program (ADEP) provides support for the basic needs of college students, particularly in the area of substance abuse prevention. ADEP includes the BASICS program, which provides brief alcohol and other drug screening, counseling and education. It also incorporates the Mānoa Alcohol project, which provides campus-wide education aimed at reducing high-risk drinking, particularly among the college undergraduate population. Finally, ADEP also includes the Mālama Project which provides peer support for students impacted by substance use and dependence. Mālama Project supports students in recovery to achieve their goals for health and well-being and academic success.
- The Counseling and Student Development Center (CSDC) offers support to UH Mānoa students to assist with mental health and wellness concerns. Our approach is encouraging, collaborative, goal focused and culturally sensitive. We are here to help students develop more personal awareness and learn the skills they need to be successful while they are here at UH Mānoa and beyond. Going through life changes, becoming independent, relating well with others, being successful, living

meaningfully and making important life decisions are inherently challenging and often difficult or stressful. The built-in demands of academic life contribute to the overall stress college students inevitably feel. Juggling a course load while meeting all the other personal, social and financial responsibilities can bring on discomfort, anxiety, depression and other emotional or physical symptoms. Our comprehensive counseling and psychological services are designed to be responsive, accessible, preventative and personalized to meet the needs of our diverse student population. All services are confidential. UH Mānoa students seeking individual, couples and/or group counseling are provided these basic services free of charge. CSDC also offers urgent consultation to faculty and staff in regards to students in crises and welcome partnerships across our campus community via mental health promotion and training/workshop activities. In addition, psychiatric services/consultation and assessment services are available for a fee.

- The UH Mānoa LGBTQ+ Center is working with the Hawai'i Department of Health Sexual and Gender Minority Work Group to create a list of LGBTQ+ affirming providers with particular attention to the mental and physical health needs of transgender and gender diverse students. UH Mānoa is also working with the Kua'ana Project to serve the needs of transgender and mähū students with gender affirming healthcare.

4. Housing and Shelter

- Assistance with state cash assistance and strategies to combine with college classes; rental subsidy applications (when open enrollment); landlord /tenant concerns; referrals to legal aid and legal resources (divorce/child custody).
- As the LGBTQ+ incidence of houseless in Hawai'i is overrepresented when compared to heterosexual and gender conforming individuals, the LGBTQ+ Center works with the Hawai'i Health and Harm Reduction Center, Residential Youth Services and Employment, and the YO! Project to address students who are kicked out of their homes by family for being LGBTQ+.



NEW BASIC NEEDS PRIORITIES AND BEST PRACTICES:

The Office of the UH Mānoa Vice Provost for Student Success (OVPSS) defined the following eight priority areas for new or expanded basic needs programming. As the campus develops a formal committee to advise on student basic needs security the rankings below may change.

Office of the UH Mānoa Vice Provost for Student Success Draft Priorities:

| PRIORITY LEVEL | DESCRIPTION ⁶ |
|----------------|--|
| 1 | Formation of a UH Mānoa Basic Needs Advisory Committee. |
| 2 | Direct Services: Implementation of provisioning programs that will directly support student basic needs security, including food, toiletries, health care, housing and emergency financial assistance. |
| 3 | Outreach to Students: Communications and programming directed toward UH students intended to raise awareness of basic needs insecurity and connect students to resources and services that will support basic needs security. |
| 4 | Partnerships: Creating partnerships with others outside of the university. |
| 5 | Staffing: Adjusting or increasing basic needs staffing. |
| 6 | Measuring Impact: Measuring the efficacy of basic needs programming. |
| 7 | Institutional Policy: Changes to university policy that serve to address upstream determinants of basic needs insecurity. |
| 8 | Education for Faculty & Staff: Providing faculty and staff with educational opportunities (professional development) to better understand basic needs insecurity and how best to connect students to basic needs resources. |

1. Formation of a UH Mānoa Basic Student Needs Advisory Committee:

- The campus will form an advisory group that will be constituted and convened under the Office of the Vice Provost for Student Success (OVPSS) to help to provide guidance and direction for the campus to address student basic needs.

⁶ Draft priorities by the Office of the UH Mānoa Vice Provost for Student Success

2. On-Campus Food and Toiletries

- The Office of the Vice Provost for Student Success (OVPSS) will create a new food program with Sodexo that permits Student Success to purchase meal plans or points for students to be distributed to students in need. OVPSS to work with the Sodexo team to highlight a program that permits students to donate meal plan points to a “bank” for other students to access. Additionally, we will look into the [Swipe Out Hunger](#) model.
- With additional funding secured, the UH Mānoa Office of Student Life and Development will expand and enhance staffing and services provided through the [Food Vault Hawai'i](#). The program needs a previously swept full-time position to be fully re-established. Food Vault Hawai'i currently operates with several student fellows but filling these positions has not been easy and the need to retrain staff puts a strain on constantly taxing limited human resources.

3. Financial Assistance

- With additional funding secured, expand and enhance emergency student financial assistance. The Mānoa Urgent Student Relief/CARES Program program is slated to end once the federal funds are exhausted as soon as fall 2021. There are no other options through UH for students to obtain cash grants payable directly to them that they can use for non-UH needs. Should additional monies become available, students in urgent financial need would have a place to turn to for help. UH Foundation monies need to be generated in the hopes that we can establish an emergency loan program for students. Once funds are secured, setting up an emergency fund for students would be a primary goal.
- With additional funding secured, enhance existing program offerings via Student Parents at Mānoa (SP@M) & Bridge to Hope. Funds would be used to to train and hire graduate student assistants to assist with a range of basic need programing, including SNAP enrollment. Funds for undergraduate student assistants would be used to run social media campaigns about financial resources and opportunities, outreach programs for SNAP and foodbanks, and childcare gap funding for students in need awaiting a state or federal child care subsidy.

4. Health Services

- With additional funding secured, expand existing programming within the Alcohol and Drug Education Program, these funds could be used to purchase an online alcohol and other drug use education program for UH Mānoa first year undergraduates. These online education programs are designed to address the emotional, social and academic pressures associated with substance use on college campuses. Many colleges and universities have already implemented online substance use prevention education programs and found them to be successful in terms of increasing protective behaviors and reducing high-risk health behaviors among college students.
- With additional funding secured, the LGBTQ+ Center would like to establish a “gender-affirming closet” on campus. This closet will assist students who are growing into the acceptance of their gender identity by making gender appropriate clothing available to them. This will require a minimal start-up investment on the part of the university because there is interest by the Hawai'i LGBTQ+ community to donate clothing to start the project. Space is needed because the shared physical space of the LGBTQ+ Center and the Women's Center does not allow for additional storage or a changing area.

5. Housing and Shelter

- With additional funding secured, the OVPSS to establish an emergency on-campus housing program with Student Housing Services in which students in need can have a temporary place to live at no cost to the student. Hilo has a similar program which could be used as a model.

6. Specific Student Groups

- With additional funding secured, create and expand resources available through the Pasefika Advancement Program (PAP) of the UH Mānoa Office of Multicultural Student Services. The Pasefika Advancement Program (PAP) provides Pacific Islander students at UH Mānoa and UH community colleges with information, mentorship, advising, resources, food, student work, financial resources, etc. either in an emergency or an ongoing basis. During the pandemic, such services have been expanded to students and their family members who needed it most, especially with regards to food, resources and information on COVID-19. PAP also provided mentoring and advising in support of current students and recent graduates seeking employment opportunities relating to their field of study that pay a living wage. Many Pacific Islander students (local/continental U.S./home island nation) need additional resources in almost everything mentioned above. Many desperately need financial assistance to pay for living expenses, rent, tuition and books. Medical expenses affect adult students with children pursuing graduate degrees. Some recent UH Mānoa Pacific Islander graduates can't even pay student fees owed to the university (\$1,000 or less), which further pushed them to live in poverty because they can't show proof of a graduate certificate to employers. Employment opportunities as student workers would help Pacific Islander students gain skills and experience for prospective careers that pay a living wage. A budget for food to meet and share with students on a regular basis would help with mentoring, advising and empowering students in navigating this time of uncertainty. More Division of Student Success fellowship awards will surely help Pacific Islander students to lessen the burden of many students and their families living in poverty.

The top three new priorities are detailed further below and placed within an estimated timeline for implementation.

| PRIORITY 1: FORMATION OF UH MĀNOA BASIC NEEDS ADVISORY COMMITTEE | | | |
|--|---|---|---|
| SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| 1) Form an advisory group to address basic student needs. | 1) Meet monthly to review accomplishments, affirm benchmarks, and work toward implementation. | 1) Meet monthly to review accomplishments, affirm benchmarks, and work toward implementation. | 1) Meet monthly to review accomplishments, affirm benchmarks, and work toward implementation. |

| PRIORITY 2: ON-CAMPUS FOOD AND TOILETRIES | | | |
|--|---|---------------------------------|-----------------------------|
| SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| 1) Research opportunities for food program with Sodexo | 1) Organize a food program with Sodexo to purchase meal plans/points for students. 2) Ensure position is re-established to assist with Food Vault and other basic needs. | 1) Look into Swipe Hunger Model | 1) Fully implement programs |

| PRIORITY 3: FINANCIAL HELP | | | |
|---|--|-------------|-----------|
| SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| 1) CARES Act funding is depleted 2) Work with UH Foundation to establish emergency funds for students 3) BN Committee to create criteria for emergency fund program | 1) Implement emergency fund program 2) Hire and train student assistants to enhance Student Parents at Mānoa (SPAM), Bridge to Hope | | |

| PRIORITY 3: HEALTH SERVICES | | | |
|-----------------------------|---|-------------|-----------|
| SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| | 1) Purchase educational programs for first-year undergraduates to understand the pressures surrounding substance use. 2) Establish a "Gender-Affirming Closet" for students who are growing to accept their gender identity. | | |

| PRIORITY 3: HOUSING AND SHELTER | | | |
|--|--|-------------|-----------|
| SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| (1) Research emergency on-campus housing programs. | 1) Establish an emergency on-campus housing program at no cost to the student. | | |

| PRIORITY 3: SPECIFIC STUDENT GROUPS | | | |
|---|--|---|-----------|
| SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| 1) Establish support for programs like Pasefika Advancement Program (PAP) and Office of Multicultural Student Services. | 1) Expand support for programs like Pasefika Advancement Program (PAP) and Office of Multicultural Student Services. | 1) Continue to support programs like Pasefika Advancement Program (PAP) and Office of Multicultural Student Services. | |



UNIVERSITY OF HAWAI'I-WEST O'AHU



SUMMARY: STUDENT BASIC NEEDS SECURITY AT THE UNIVERSITY OF HAWAI'I - WEST O'AHU⁷:

2021 [The Hope Center Report](#): UH West O'ahu student participation in The Hope survey was low (4.2%), likely due to the timing of its distribution and well-documented survey fatigue. Invitations to complete the questionnaire were sent by email to 3,168 students from UH West O'ahu and 134 students participated. UH West O'ahu plans to regularly update this data every 3 years along with other campuses.

We learned that:

- 56% experienced at least one form of basic needs insecurity, including
 - 39% who experienced food insecurity in the prior 30 days,
 - 40% who experienced housing insecurity in the previous year, and
 - 8% who experienced homelessness in the previous year.

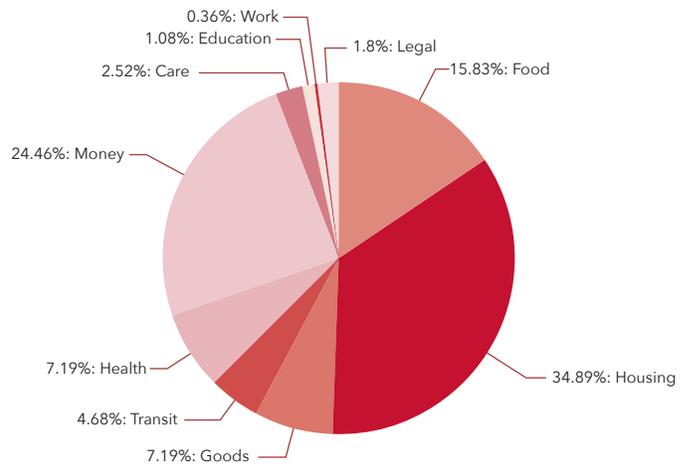
We also learned that:

- 23% had a close friend or family member who was sick with COVID-19, while 1% were sick with COVID-19 themselves.
- 42% of students exhibited at least moderate anxiety.
- 16% of students who experienced basic needs insecurity used emergency aid, but 39% had not heard of emergency aid programs on campus.
- 60% of students experiencing basic needs insecurity did not apply for campus supports because they did not know how.
- 57% of students experiencing basic needs insecurity received some form of public assistance.

Find Help User Data: Find Help is the University of Hawai'i branded version of findhelp.org, an online platform that allows students to use a search engine to find basic needs resources available in their community. Data from this resource indicated that UHWO affiliated users completed 463 searches in the period of the fall 2021 semester. The top three searches were:

1. Help Pay for School (20)
2. Help Find Housing (20)
3. Financial Aid & Loans (19)

Searches by Category | 2021-08-15 to 2021-12-15



⁷ To be updated approximately every 1-3 years with additional research support from The Hope Center.

EXISTING BASIC NEEDS PROGRAMS AND PRACTICES AT UH WEST O'AHU:

Currently, our campus has a number of services for students that support basic needs security, however, they are located in a variety of offices. A recent convening of several UHWO staff and faculty confirmed that it is difficult to know where to turn for various resources, contact information, etc. The following UH West O'ahu basic needs programs and practices are current as of Fall 2021:

- **Emergency Aid:** Distribution of temporary Student Aid and CARES ACT funding.
- **Outreach to Students:** Basic needs course syllabus statement was shared with all instructional faculty at beginning of Fall semester (August 2021). Basic Needs webinars were run multiple times throughout the semester.
- **Direct Service:** UH System and Campus Basic Needs website was launched; FAFSA screening & application support was provided; weekly harvest of fresh vegetables and fruit was available in the UH West O'ahu Māla (garden) on campus every Tuesday each week.
- **Institutional Policy:** Financial Aid assistance was provided to students in need by financial aid staff. UH West O'ahu is now working to create a standing Basic Needs Committee, likely to be formally approved by the UH West O'ahu Faculty Senate for AY 2022-23.
- **Education for Faculty & Staff:** Held a student basic needs webinar for UH West O'ahu faculty and staff as part of the Fall 2021 Institute Week. Interest was expressed and request were made for more training opportunities like this by attendees.
- **Staffing:** There is support from campus administration, yet there is no central position, office, or committee to compile all of these efforts and develop further into a centralized resource.
- **Partnerships:** Partnered with Hawaii Food Bank for several on-campus food distributions from July-November 2021.
- **Measuring Impacts:** No progress to date has been made in measuring impact.



NEW BASIC NEEDS PRIORITIES AND BEST PRACTICES:

The UH West O'ahu assessment of student basic needs priorities and best practices was completed by a convening of faculty and student affairs staff in October 2021. The rankings of UH West O'ahu basic needs priorities and best practices is reflected in the table below.

| PRIORITY LEVEL | DESCRIPTION |
|----------------|--|
| 1 | Communications and programming directed toward UH students intended to raise awareness of basic needs insecurity and connect students to resources and services that will support basic needs security. |
| 2 | Providing faculty and staff with educational opportunities to better understand basic needs insecurity and how best to connect students to basic needs resources. |
| 3 | Changes to university policy that serve to address upstream determinants of basic needs insecurity (e.g. tuition, financial aid, etc.). |
| 4 | Implementation of provisioning programs that will directly support student basic needs security (e.g. food pantry). |
| 5 | Emergency Financial Aid |
| 6 | Basic needs staffing |
| 7 | Measuring the efficacy of basic needs programming |
| 8 | Creating partnerships with others outside of the University (e.g. food banks, foundations). |

University of Hawai'i-West O'ahu: Basic Needs Best Practices and Priorities

The top three new priorities are detailed further below and placed within an estimated timeline for implementation.

| PRIORITY 1: DESTIGMATIZING BASIC NEEDS & STUDENT OUTREACH | | | |
|---|---|-------------|---|
| SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| 1) Basic Needs statement presented to UHWO faculty. | 1) Basic Needs syllabus statement is now included in the official UHWO syllabus template for all faculty. 2) Continue to promote basic needs webinars and OER education. | TBD | Social media outreach to students in conjunction with ASUHWO student representatives. |

| PRIORITY 2: EDUCATION FOR FACULTY AND STAFF | | | |
|---|---|-------------|---|
| SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| 1) Promote syllabus statement. 2) Webinar held during Institute Week (12/15) | 1) Create AY 2022-23 PD schedule in conjunction with OPDAS. | TBD | 1) Solidify and implement a PD schedule for training for all UHWO faculty, staff, administrators who work directly with students. |

| PRIORITY 3: INSTITUTIONAL POLICY | | | |
|---|--|--|--|
| SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| 1) Establish a Basic Needs campus advisory committee to receive feedback on current vs. best practices. | 1) Hold initial meeting with UHWO division Chairs and VCAA to present the need for a standing committee. | 1) Continue working with UHWO Basic Needs campus advisory committee. 2) Advocacy for campus policy on student basic needs | 1) Present proposal for standing UHWO Basic Needs Committee to Faculty Senate. 2) Develop a campus policy on student basic needs. 3) Integrate basic needs training to new faculty and staff orientation regarding direct students to appropriate campus support services. |

With additional funding secured, UH West O'ahu would aim to advance the following additional priorities and basic needs best practices:

- Staffing to coordinate all basic needs efforts across the UH West O'ahu campus;
- Incorporate WIC/SNAP assistance along with student financial aid advising (FAFSA);
- Host events for student parents to increase financial literacy as it relates to navigating bureaucracies for financial aid, childcare, etc.;
- Build up the UH West O'ahu campus garden for periodic harvesting by students.



HAWAI'I COMMUNITY COLLEGE

Hawai'i Community College Basic Needs Goal: To make the food security and human needs of our Hawai'i College (Hawai'i CC) students a priority through holistic, consistent and accessible support services which will increase their perpetual self-sufficiency and academic success.



SUMMARY: STUDENT BASIC NEEDS SECURITY AT HAWAI'I COMMUNITY COLLEGE⁸:

2021 The Hope Center Report: The Hawai'i CC response rate for The Hope Report was just 3%, or 73 out of the total 2,430 students invited to complete the questionnaire. However, these responses are comparable to the more representative survey data derived from a nation-wide study of basic needs insecurity at two-year colleges across the U.S. Based on the available survey data, the top three issues identified by Hawai'i CC students were: housing insecurity, food insecurity, and homelessness.

We learned that:

- 50% experienced at least one form of basic needs insecurity
- 37% experienced housing insecurity in the previous year
- 31% experienced food insecurity in the prior 30 days
- 10% experienced homelessness in the previous year

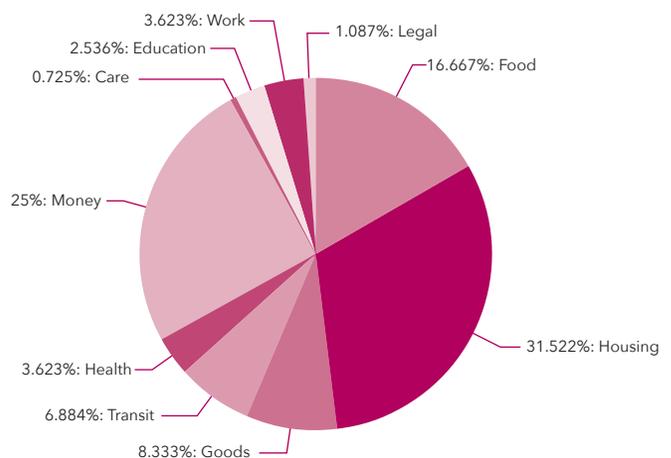
We also learned that:

- 17% had a close friend or family member who was sick with COVID-19, while 2% were sick with COVID-19 themselves.
- 34% of students exhibited at least moderate anxiety.
- 9% of students who experienced basic needs insecurity used emergency aid, but 50% had not heard of emergency aid programs on campus.
- 50% of students experiencing basic needs insecurity did not apply for campus supports because they did not know how.
- 63% of students experiencing basic needs insecurity received some form of public assistance.

Find Help User Data: Hawai'i CC affiliated users on Find Help have completed 474 searches in the Fall 2021 semester. The top three most popular search terms:

1. Help Pay for Housing - housing (16)
2. Help Pay for School - money (14)
3. Financial Assistance - money (14)

Searches by Category | 2021-08-15 to 2021-12-15



⁸ To be updated approximately every 1-3 years with additional research support from The Hope Center.

EXISTING BASIC NEEDS PROGRAMS AND PRACTICES AT HAWAI'I CC:

Hawai'i CC embraces the concept of Kauhale that traditionally means the Hawaiian village. Envisioned as an “academic village without walls”, Kauhale is an ‘ohana (family) of administrators, faculty, staff, students, their families, and the Hawai'i Island community that contribute measurably to the success of the college mission and outcomes. Hawai'i CC has several basic needs support services currently operated by staff and faculty across our Kauhale.

- 1. Emergency Aid:** Hawai'i CC offers temporary emergency aid through HEERF funding. Outreach occurs via the UH system basic needs website, Hawai'i Community College resource page, SNAP outreach through the HINET Ho‘ōla ‘Ike program, System and campus e-mail announcements and course syllabi statements on basic needs.
- 2. Direct Services:** Direct services include a monthly food distribution in partnership with Hawai'i Food Basket, FAFSA and scholarship application support through the Financial Aid office and the Counseling, Advising, and Support Services Center, and there is some access to hygiene and toiletry items. Limited case management with wrap-around support for eligible student groups is available through the 13th Year Program and HINET Ho‘ōla ‘Ike in collaboration with the Department of Human Services. Additional case management for veterans, former foster youth, and formerly incarcerated students is available through the Special Populations Counselor.
- 3. Physical and Mental Health Services:** All students have access to personal counseling via the Mental Wellness and Personal Development Service office. Students with disabilities can receive accommodations and support via Hā‘awi Kōkua - Disability Services. Childcare is available for a fee to student parents through the Hawai'i Community College Children's Center.
- 4. Cultivating Personal Connections:** In addition, the committed faculty, staff, lecturers, and community members of the Hawai'i CC Kauhale make a practice of getting to know students and their fundamental needs. They often create lasting relationships that stem from a simple encounter at a walk-up window or from a tutoring or academic counseling session. They regularly offer ad hoc support and advice related to applications, finances, goal setting, work, and life. Ad hoc food drives and informational outreach events often take place via student clubs and human services courses.

NEW BASIC NEEDS PRIORITIES AND BEST PRACTICES:

Hawai'i CC staff ranked the student basic needs priority areas through a series of small group and one-on-one discussions. Participants included over fifteen key staff and faculty who work directly with students across campus locations on a range of basic needs support services. The discussions were passionate and the ranking of basic need priorities for the campus proved to be a complex and challenging task. Initial rankings of basic needs priorities changed as Hawai'i CC staff worked through the dynamics of student need and limitations of institutional support. Two items were ranked for each priority level one, two, and three, respectively.

To address the basic needs areas that ranked highest, three action areas were identified. The top priorities for Hawai'i CC are Institutional Policy and Staffing. It is the view of Hawai'i CC staff that if new basic needs efforts are to be successful, individual UH campuses will need direction and support in the form of policy mandates and additional funding from the state, UH System and campuses. Hawai'i CC staff articulated the need for dedicated basic needs staff and a broader recognition by the campus community that student basic needs are essential to the academic success of students.

| PRIORITY LEVEL | DESCRIPTION |
|----------------|--|
| 1 | Institutional Policy: Changes to university policy that serve to address upstream determinants of basic needs insecurity (e.g. tuition, cost, financial aid, etc.) |
| | Staffing: Adjusting or increasing basic needs staffing and formation of a new Basic Needs Committee. |
| 2 | Education for Faculty & Staff: Providing faculty and staff with educational and professional development opportunities to better understand student basic needs insecurity and how best to connect students to basic needs resources. |
| | Partnerships: Creating partnerships with others outside of the university (e.g. food banks and foundations). |
| 3 | Outreach to Students: Communications and programming (e.g. webinars) directed toward UH students intended to raise awareness and connect students to resources and services that will support basic needs security. |
| | Direct Services: Implementation of provisioning programs that will directly support student basic needs security (e.g. food pantry). |
| 7 | Emergency Aid: Providing emergency financial aid on a need basis. |
| 8 | Measuring Impact: Measuring the efficacy of basic needs programming. |

In order to continue to investigate, advocate, outreach, and provide direct services in the basic needs arena, Hawai'i CC will form a new Basic Needs Committee that will help shape these vital efforts. The committee acknowledges the necessity to destigmatize the use of basic needs resources for students and to position the campus as a place to access support, camaraderie, and community resources as well as education.

Hawai'i CC is excited to continue the development of a One-Stop basic needs center that will offer systematic support to increase accessibility of basic needs services for all students. The center will offer direct services and direct connections to partner agencies in key areas of financial literacy, food insecurity via SNAP support and a food pantry, housing, mental health and wellness, services for special populations, digital technology support, and workforce preparation. The campus has already secured grant funding for a five-year structural renovation plan to create a welcoming facility which can house basic needs staff and host visiting partner agencies. Next steps involve facility design and seeking immediate grant funding for basic needs support staff.

Hawai'i Community College: Basic Needs Best Practices and Priorities

The top three new priorities are detailed further below and placed within an estimated timeline for implementation.

| PRIORITY 1: INSTITUTIONAL POLICY AND STAFFING | |
|--|---|
| | FALL 2023 |
| To advance basic needs initiatives and expand basic needs staffing, Hawai'i CC needs an institutional foundation that recognizes basic needs as core to student academic success. By Fall 2023, Hawai'i CC will integrate student basic needs into the mission/philosophy of the campus. | Basic needs security integrated into the Hawai'i CC mission and philosophy. |

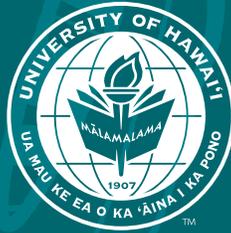
| PRIORITY 2: CREATION OF THE HAWAI'I CC BASIC NEEDS COMMITTEE; EDUCATION FOR FACULTY & STAFF; PARTNERSHIPS | | | | |
|---|---|---|--|--|
| FALL 2021 | SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| <ol style="list-style-type: none"> 1) Collect Kauhale input regarding student basic needs. 2) Create an informal Basic Needs Committee. | <ol style="list-style-type: none"> 1) Write and submit a proposal to the College Council to create a formally sanctioned Basic Needs Committee. 2) Explore and implement methods to attract students back to Hawai'i CC as a community resource including events, social media announcements, and centralized basic needs referral information. | <ol style="list-style-type: none"> 1) Continue implementation of student outreach and centralized basic needs referral information. 2) Enhance efforts to make basic needs training opportunities available for faculty and staff. 3) Collaborate with faculty to integrate basic needs resource awareness components into First Year Experience curriculum. | <ol style="list-style-type: none"> 1) Create an implementation plan for the initial phase of the food pantry. 2) Explore partnerships for student housing support with groups such as UH Hilo, the Hawaii County Office of Housing and Community Development, and Hawaii Public Housing Authority. | <ol style="list-style-type: none"> 1) Implement the initial phase of the food pantry. 2) Continue student housing discussion and solidify agreements with new partners. 3) Continue planning for the Hawai'i CC Community Garden Cooperative and solidify agreements with internal and external stakeholders. |

PRIORITY 2: CREATION OF THE HAWAI'I CC BASIC NEEDS COMMITTEE; EDUCATION FOR FACULTY & STAFF; PARTNERSHIPS

| FALL 2021 | SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
|-----------|--|--|---|-----------|
| | 3) Advocate for institutional philosophy that centers basic needs and resilience factors as key to academic success. | 5) Confirm campus-wide use of basic needs syllabus statements. | 3) Research and develop concept for a Hawai'i CC Community Garden Cooperative in partnership with the Agriculture Department, Culinary Department, Sustainability Committee and external organizations. | |

PRIORITY 3: OUTREACH TO STUDENTS; DIRECT SERVICES VIA DEVELOPMENT OF BASIC NEEDS ONE-STOP CENTER

| FALL 2021 | SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
|--|--|--|---|---|
| <p>1) Engage Kauhale including students, faculty, and staff to collect input into the design of the center.</p> <p>2) Seek grant funding to hire a One-Stop Center Project Coordinator and Care Coordinator.</p> | 1) Continue one-stop planning and design discussions with Kauhale, including students, faculty, and staff. | <p>1) Select a facility Design Consultant.</p> <p>2) Create grant funded Project Coordinator and Care Coordinator Positions.</p> | <p>1) Kauhale follow-up consultation on center design.</p> <p>2) Hire for Project Coordinator and Care Coordinator Positions.</p> | <p>1) Compile all design inputs and set a date to share with Kauhale.</p> <p>2) Project Coordinator and Care Coordinator to implement and scale up enhanced basic needs support services.</p> |



HONOLULU COMMUNITY COLLEGE



SUMMARY: STUDENT BASIC NEEDS SECURITY AT HONOLULU COMMUNITY COLLEGE⁹:

2021 [The Hope Center Report](#): Invitations to complete the questionnaire were sent by email to 3,378 students from Honolulu Community College (Honolulu CC) and 171 students participated. The estimated response rate is 5.1%.

We learned that:

- 60% experienced at least one form of basic needs insecurity, including
 - 41% who experienced food insecurity in the prior 30 days,
 - 48% who experienced housing insecurity in the previous year, and
 - 17% who experienced homelessness in the previous year.

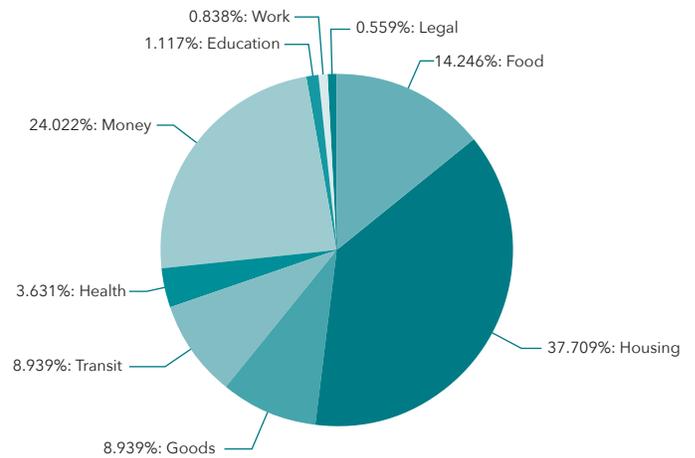
We also learned that:

- 22% had a close friend or family member who was sick with COVID-19, while 5% were sick with COVID-19 themselves.
- 38% of students exhibited at least moderate anxiety.
- 19% of students who experienced basic needs insecurity used emergency aid, but 40% had not heard of emergency aid programs on campus.
- 51% of students experiencing basic needs insecurity did not apply for campus supports because they did not know how.
- 69% of students experiencing basic needs insecurity received some form of public assistance.

[Find Help](#) User Data: Honolulu CC affiliated users on the Findhelp.org site had a total of 570 searches for the fall 2021 semester. The top three most common search terms were:

1. Help Pay for Housing - housing (51)
2. Help Pay for School - money (32)
3. Financial Aid & Loans - money (23)

Searches by Category | 2021-08-15 to 2021-12-15



⁹ To be updated approximately every 1-3 years with additional research support from The Hope Center.

EXISTING BASIC NEEDS PROGRAMS AND PRACTICES AT HONOLULU COMMUNITY COLLEGE:

Honolulu CC offers a wide range of services and resources to help students with basic needs, including financial assistance, mental health and wellness, housing referrals, and other facets that contribute to the overall health and wellbeing of students. Assistance and support falls under various departments and initiatives have been on-going through the pandemic. Some of these initiatives will continue to be a part of our annual efforts, while others may be pandemic driven. The long-term sustainability of pandemic driven efforts may be limited by the nature of the temporary funding available to Honolulu CC students. The following is a list of activities that were offered to help provide students with the necessary support to continue and pursue their educational goals.

1. **Financial and Food Security Initiatives:** Honolulu Community College has been actively involved in various financial and food insecurity initiatives from pre-pandemic to the present. Before the pandemic, Honolulu CC began its partnerships with various entities such as Hawaii Nutrition Employment and Training (HiNET) who provided over \$50K in financial resources to the college. Aloha Harvest - a nonprofit that rescues quality excess food and delivers it free of charge to social service agencies feeding the hungry in Hawai'i - fed over 1,900 students between Fall 2019 and March 2020. Voluntary Organizations Active in Disasters, Veterans Services, and Veterans Integration to Academic Leadership (VITAL) were also key actors supporting student basic needs. These services all act as a source of financial assistance for the Honolulu CC student population. Since the pandemic, Honolulu CC has distributed over \$1,320,731.00 to 2,533 students through multiple Urgent Student Relief funds initiatives.
2. During the pandemic, mental health and wellness became a top priority for our students. Issues ranging from financial stressors to homelessness weighed heavily on many of our students. Honolulu CC quickly pivoted to ensure that support outside of the classroom was provided through: wellness screenings, student support groups, referrals to campus and community agencies, and regular check-ins. Outreach to students became an all hands on deck approach and much more personalized. Digital technology platforms such as Signal Vine made it possible for students to get timely information on various basic needs support initiatives and financial resources.



NEW BASIC NEEDS PRIORITIES AND BEST PRACTICES:

The Honolulu Community College Basic Needs Committee (Honolulu CC BNC) re-evaluated the results of its campus goals that were set in July 2021. After careful consideration, the committee has identified its top three priorities that will take us through to Fall 2022. The Honolulu CC BNC strongly felt that these priorities will help to begin meaningful discussions with its administration and campus community at-large. Through these efforts, the committee hopes to build stronger connections with all key stakeholders which in turn will build sustainable programming and continued resources for our students.

Selected by the Honolulu CC BNC in October, 2021, the top three basic needs priorities are listed and described below:

| PRIORITY LEVEL | DESCRIPTION |
|----------------|--|
| 1 | Institutional Policy: Changes to university policy that serve to address upstream determinants of basic needs insecurity (e.g. tuition cost, financial aid, etc.). |
| 2 | Staffing: Adjusting or increasing basic needs staffing. |
| 3 | Outreach to Students: Communications and programming (e.g. webinars) directed toward UH students intended to raise awareness of basic needs insecurity and connect students to resources and services that will support basic needs security. |
| 4 | Partnerships: Creating partnerships with others outside of the University (e.g. food banks, foundations). |
| 5 | Direct Services: Implementation of provisioning programs that will directly support student basic needs security (e.g. food pantry). |
| 6 | Emergency Aid: |
| 7 | Education for Faculty and Staff: Providing faculty and staff with educational opportunities (Professional Development) to better understand basic needs insecurity and how best to connect students to basic needs resources. |
| 8 | Measuring Impact: Measuring the efficacy of basic needs programming. |

Priority 1: Institutional Policy & Staffing:

Staffing is a key element for the Honolulu CC campus to sustain efforts surrounding student basic need support. The Honolulu CC BNC has requested the institutionalization of a stipend for an individual(s) to dedicate time in ensuring Honolulu CC is meeting its institutional and UH System commitment to this cause.

Honolulu CC has already begun to mandate various policies like integrating basic needs statements in course syllabi. The Honolulu CC web page has also been modified to show access to key food distribution sites. The Honolulu CC BNC commends the work that has already started. Areas of policy that the Honolulu CC BNC would like to address include fiscal policies and practices that will enable purchasing flexibility and easier food distribution to students.

Priority 2: Outreach to Students:

Honolulu CC has been successful in advertising various basic needs resources via campus website and faculty course syllabus. The Honolulu CC BNC would like to develop additional outreach efforts including basic needs webinars, podcasts, social media, Signal Vine messaging, through student life and student government activities, student orientations and advising/academic support avenues. During the onboarding process, every student attending Honolulu CC is informed of basic needs resources. Honolulu CC BNC intends to use a social norming and destigmatizing approach to the issue of students accessing basic needs resources. Adding basic needs resource links to faculty and staff’s signature lines in email is another way Honolulu CC BNC intends to reach students.

Priority 3: Partnerships / Direct Services:

Partnerships with community organizations to address basic needs insecurity is an on-going effort at Honolulu CC. Our partnership with Aloha Harvest helped us feed over 1,347 students in Fall 2019. We hope to resume that partnership in Fall 2022. Additionally, Honolulu CC has been working with the Department of Human Services (DHS) to administer the HINET program which helps roughly 25-30 students each month with SNAP and reimbursements for transportation, books, tools, etc. October 2021, for example, HINET students at Honolulu CC received a total amount of \$24,187 in SNAP benefits. Beyond these existing partnerships, the Honolulu CC BNC hopes to make stronger connections with community partners (e.g. Hawaii Food Bank, Helping Hands, IHS) to help students find food, shelter, and mental health and wellness resources.

The top three new priorities are detailed further below and placed within an estimated timeline for implementation.

| PRIORITY 1: INSTITUTIONAL POLICY & STAFFING | | | |
|--|---|--|---|
| SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| <ul style="list-style-type: none"> 1) A person dedicated to lead this effort. (Full-Time professional) 2) Secure sustainable compensation and budget allocation. 3) Begin looking at fiscal policy and guidelines and working with Honolulu CC Financial Officer to determine parameters to food purchasing and distribution. | <ul style="list-style-type: none"> 1) Institutionalized position. 2) Integrated policies that are mindful of student basic needs. 3) Appropriately adjusted budget allocations to meet the demands of the program. | <ul style="list-style-type: none"> 1) Institutionalized policies in place. 2) Permanent position and location of office will be identified. 3) Revising the Honolulu CC Basic Needs campus master plan. | <ul style="list-style-type: none"> 1) Implementing institutional policies. 2) Committee to begin working with various groups such as Committee on Student Affairs, Student Life and Development, Student Government, Student Activities Board and other service areas to build a cohesive and collaborative programming that supports our Honolulu CC students. Efforts should be coordinated by Honolulu CC BNC and its community of supporters. |

| PRIORITY 2: OUTREACH TO STUDENTS | | | |
|--|--|---|--|
| SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| <p>1) Campus media to assist the committee with stronger social media presence regarding activities around Basic Needs (Drives, HINET, Urgent Student Relief Funds).</p> | <p>1) Committee to coordinate training to all services areas and instructional areas to learn how to refer students in need to various resources on and off-campus.</p> <p>2) Identify what types of messaging should go out to students via social media vs. email vs. text.</p> <p>3) Encourage Honolulu CC institution to add information on basic needs resources on signature line.</p> | <p>1) Work with onboarding initiatives to provide information and necessary messaging to all incoming students.</p> <p>2) Committee to work on a sustainable annual plan and calendar of communication for Honolulu CC.</p> | <p>1) Committee to work with various departments, campus committees and organizations to bring further awareness of basic needs resources to students.</p> <p>2) Further develop Honolulu CC website to have various videos about resources, a referral guide, outreach materials.</p> |

| PRIORITY 3: PARTNERSHIPS | | | |
|--|---|--|---|
| SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| <p>1) Aloha Harvest will provide a presentation for the Sustainability Committee (feeding the community and reducing waste).</p> | <p>1) Work with Institutional Research to gain institutional data for refining our campus activities.</p> <p>2) Evaluate past programs and initiatives related to basic needs.</p> <p>3) Identify community partnerships.</p> <p>4) Partner with Sustainability Committee to outreach and educate campus regarding basic needs resources.</p> | <p>1) Work with community partners to build programming initiatives.</p> <p>2) Begin to identify, build, and showcase our various partnerships both on and off-campus.</p> | <p>1) Implement our partnership activities.</p> |



KAPI'OLANI COMMUNITY COLLEGE

Kapi'olani Community College Basic Needs Goal: To prioritize the basic needs of our students through holistic, consistent, and accessible support services to increase self-sufficiency and academic success.



SUMMARY: STUDENT BASIC NEEDS SECURITY AT KAPI'OLANI COMMUNITY COLLEGE¹⁰:

2021 [The Hope Center Report](#): Invitations to complete the questionnaire were sent by email to 6,369 students from Kapi'olani Community College (Kapi'olani CC) and 169 students participated. The estimated response rate is 2.7%.

We learned that:

- 56% experienced at least one form of basic needs insecurity, including
 - 38% who experienced food insecurity in the prior 30 days,
 - 38% who experienced housing insecurity in the previous year, and
 - 14% who experienced homelessness in the previous year.

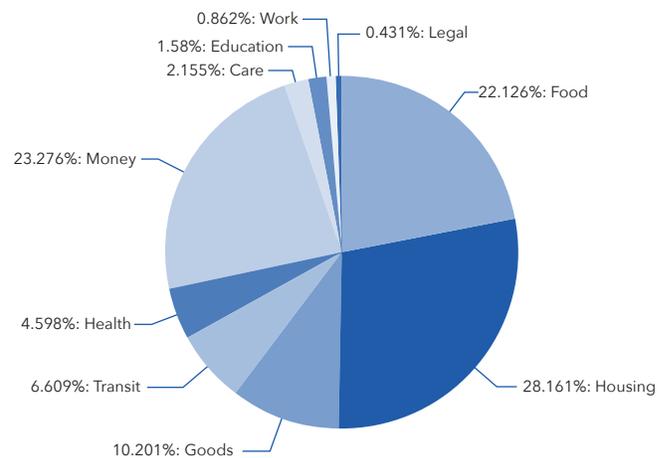
We also learned that:

- 21% had a close friend or family member who was sick with COVID-19, while 4% were sick with COVID-19 themselves.
- 38% of students exhibited at least moderate anxiety.
- 8% of students who experienced basic needs insecurity used emergency aid, but 53% had not heard of emergency aid programs on campus.
- 61% of students experiencing basic needs insecurity did not apply for campus supports because they did not know how.
- 49% of students experiencing basic needs insecurity received some form of public assistance.

[Find Help](#) User Data: The University of Hawai'i has partnered with Find Help to provide students with additional access to federal, state, and community level resources to support basic needs. Fall 2021 data from this resource indicated that Kapi'olani CC affiliated users completed 1,266 searches in the fall 2021 semester. The top three searches were:

1. Help Pay for School - money (56)
2. Help Pay for Housing - housing (53)
3. Help Pay for Food - food (44)

Searches by Category | 2021-08-15 to 2021-12-15



¹⁰ To be updated approximately every 1-3 years with additional research support from The Hope Center.

EXISTING BASIC NEEDS PROGRAMS AND PRACTICES AT KAPI'OLANI COMMUNITY COLLEGE:

1. The Kapi'olani CC campus offers outreach through the Kapi'olani CC resource page on the UH Student Basic Needs website which connects students to on-campus and off-campus services, UH News articles, social media announcements, UH System emails, and the UH System basic needs course syllabi statement. The on-campus food pantry at Kapi'olani CC collects student information and alerts students and community members in the database of on-campus and community basic needs events and opportunities.
2. Kapi'olani CC offers multiple direct services to students on campus. Food security support includes the Pohukaina Food Pantry, which provides a weekly free shopping experience for any UH student, as well as the community. In addition, Kapi'olani CC organizes and supports regular 'Ohana Produce Plus Food Distributions in partnership with the Waikikī Community Center and the Hawai'i Foodbank. Weekly lunches are donated to students by Kapi'olani CC faculty in collaboration with the Kapo'oloku Native Hawaiian Student Success Program. Further, the Kapi'olani student organizations offer access to hygiene and toiletry items and organize campus events that support basic needs. In partnership with the State of Hawai'i Department of Human Services, the HINET Ho'ola 'Ike program delivers assistance and support for college and workforce training by offering help in completing the SNAP application, reimbursement for books, supplies, and transportation. Various student support programs offer FAFSA screening & application support and scholarship application support. The Student Parent Program provides referrals for child care benefits, legal services, and other community resources. The Ka'au Program for Student Mental Health and Wellness Office provides on-campus and virtual resources to the campus community dealing with mental health conditions.
3. The only institutional policy related to basic needs, initiated by the Kapi'olani Student Congress is to offer the U-PASS at a significantly reduced rate and as part of tuition and fees paid by every student, regardless of using the U-Pass.
4. Currently, the staffing of the campus food pantry is by faculty and staff volunteers. The campus funds full time equivalent (FTE) positions for financial aid, mental health and wellness, student parents, and the HINET Ho'ola 'Ike program.
5. Kapi'olani CC also has a strong partnership with the UH Foundation and private donors for the campus food pantry initiative and campus community feeding program. Community-based organizations, such as the Waikiki Community Center and the Hawai'i Foodbank, also support food security on the Kapi'olani CC campus.
6. Measuring the impact of overall basic needs is not occurring at Kapi'olani CC. The basic needs services currently being provided are spread across various campus programs, some of which have experienced staff turnover in the past few years or are entirely run by faculty and staff volunteers. For food security, monthly reporting has occurred since January, 2020 as part of the requirements for compliance with the Hawai'i Foodbank. Data collected includes the number of adults and children served by households, the number of currently employed and receiving government assistance, and since February 2021, the number impacted by COVID-19.



NEW BASIC NEEDS PRIORITIES AND BEST PRACTICES:

The Basic Needs/Food Security Committee at Kapi‘olani CC, consisting of faculty, staff, administrative support, and the campus UH Foundation Director of Development, ranked the following priority areas for the campus moving forward:

| PRIORITY LEVEL | DESCRIPTION |
|----------------|--|
| 1 | Outreach to Students: Communications and programming (e.g. webinars) directed toward UH students intended to raise awareness of basic needs insecurity and connect students to resources and services that will support basic needs security. |
| 2 | Emergency Aid |
| 3 | Direct Services: Implementation of provisioning programs that will directly support student basic needs security (e.g. food pantry). |
| 4 | Staffing: Adjusting or increasing basic needs staffing. |
| 5 | Partnerships: Creating partnerships with others outside of the University (e.g. food banks, foundations). |
| 6 | Education for Faculty & Staff: Providing faculty and staff with educational opportunities to better understand basic needs insecurity and how best to connect students to basic needs resources. |
| 7 | Institutional Policy: Changes to university policy that serve to address upstream determinants of basic needs insecurity (e.g. tuition cost, financial aid, etc.) |
| 8 | Measuring Impact: Measuring the efficacy of basic needs programming. |

Kapi‘olani CC’s first priority is outreach to students. The campus plans to destigmatize basic needs by integrating advising with basic needs support programs, collaboration with student organizations, the Service & Sustainability Learning Program and Resiliency Core Leaders, dissemination of basic needs information to faculty & staff in partnership with Faculty Senate, Chancellor’s Advisory Council, and Student Services, and providing outreach activities to new students through semester activities.

Kapi‘olani CC does not have a standardized approach to emergency aid distribution, other than procedures and guidelines established through COVID-19 relief funding. Therefore, Kapi‘olani CC will partner with the UH Foundation to identify basic needs support opportunities and develop and launch a new emergency aid fund.

Kapi'olani Community College: Basic Needs Best Practices and Priorities

Many basic needs direct services are offered to Kapi'olani CC students. However, there is no organized way these services are provided to students. Therefore, Kapi'olani CC's third priority is to establish a 1.0 FTE Basic Needs Coordinator responsible for a case-management process that will bring all of these direct services to students and plan and conduct activities to increase direct service usage. Current food security will also be enhanced through the UH Foundation Giving Tuesday Campaign and the purchase of refrigeration.

The top three new priorities are detailed further below and placed within an estimated timeline for implementation.

| PRIORITY 1: OUTREACH TO STUDENTS | | | | |
|---|--|---|---|---|
| FALL 2021 | SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| 1) Improve data tracking of current basic needs services to support improvement of outreach efforts | 1) Partner with Service & Sustainability Learning Program & Resiliency Core Leaders to extend hours of campus food pantry 2) Partner with Strategic Planning Group and ConSOLIDated Planning Group (Civic & Climate Action 2022-2027) to administer a focus group with students that have used various basic needs services to determine effect on academic success 3) Attend Spring Faculty Senate meeting to present Basic Needs Plan and request collaboration with the Academic & Institutional Policy and Procedures Committee to support mandatory addendum to syllabi to include basic needs resources and other pertinent student services | 1) Conduct outreach activities for new students through Ho'opili (New Student Orientation to the Kapi'olani campus) 2) Create and launch a shared database to increase usage of basic needs support services | 1) Conduct outreach activities for new students through Ho'opili (New Student Orientation to the Kapi'olani campus) | 1) Conduct outreach activities for new students through Ho'opili (New Student Orientation to the Kapi'olani campus) |

| PRIORITY 1: OUTREACH TO STUDENTS | | | | |
|----------------------------------|--|-----------|-------------|-----------|
| FALL 2021 | SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| | 4) Attend Chancellor's Advisory Council (CAC) meeting to spotlight Basic Needs efforts, resources, and how everyone on campus can use them | | | |

| PRIORITY 2: EMERGENCY AID | | | | |
|---------------------------|-------------|---|---|----------------------------------|
| FALL 2021 | SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| N/A | N/A | 1) Partner with UH Foundation to identify basic needs support opportunities | 1) Develop a new emergency aid fund linked to UH Foundation https://www.uhfoundation.org/scholarships/supporting-students | 1) Launch new emergency aid fund |

| PRIORITY 3: DIRECT SERVICES | | | | |
|--|---|--|--|--|
| FALL 2021 | SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| 1) Support the UH Foundation Giving Tuesday Campaign designated to fund the campus food pantry 2) Apply for HEERF funding to identify 1.0 FTE Campus Basic Needs Coordinator to create a sustainable case management system, and to support campus basic needs efforts such as the campus food pantry | 1) Inventory all basic needs related campus services to include on BN System Website 2) Purchase refrigeration to add fresh food options at campus food pantry | 1) Hire a 1.0 FTE Basic Needs Coordinator responsible for case-management process, emergency aid funding, and campus basic needs efforts such as the Pohukaina Food Pantry | 1) Plan for basic needs direct services activities for the fall semester | 1) Conduct basic needs activities to increase direct service usage |



KAUA'I COMMUNITY COLLEGE

Kaua'i Community College Human Needs Goal: To make the food security and human needs of our Kaua'i CC students a priority through holistic, consistent and accessible support services which will increase their perpetual self-sufficiency and academic success.



SUMMARY: STUDENT BASIC NEEDS SECURITY AT KAUA'I COMMUNITY COLLEGE¹¹

Student Support Survey Data:

The Kaua'i Community College (Kaua'i CC) student participation in The Hope survey was extremely low which prevented the campus from receiving a report summary. However, Kaua'i CC administered its own Student Support Survey in the fall semester of 2020 with our institutional research office. The survey received a 15% participation response rate (excluding early college students). The following statistics are based on survey respondent data:

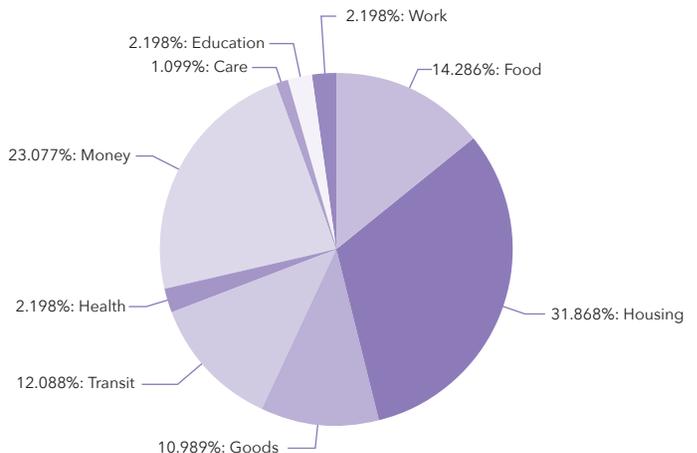
- 81% used their smartphone to access course content.
- 40% could not afford to eat balanced meals and worried when food would run out.
- 24.1% were food insecure (last 30 days) because “There wasn’t enough money for food.”
- 75% agreed with the statement “My life has purpose.”
- 56% agreed with the statement “I worry about things in my life that I cannot control.”
- 46% agreed with the statement “COVID-19 makes me feel anxious and stressed.”
- 62% were unemployed for COVID and non-COVID related reasons.
- 40% live in a multi-generational household.
- 27% had children. Of those respondents with children, 62% had children at home engaged in distance learning, and 52% did not have reliable child care.

In response to the above survey data, Kaua'i CC secured funding to offer emergency student aid, campus meal vouchers, a campus pantry, child care assistance and increased the number of electronic devices available for check out at the library.

Find Help User Data: The University of Hawai'i has partnered with Find Help to provide students with additional access to federal, state, and community level resources to support basic needs. The participation on this site has been minimal for users with a Kaua'i zip code and has primarily been accessed by residents living in the Kīlauea, Kapa'a, Līhu'e, and Kōloa communities. The heat map of site usage has been informational as we consider how to outreach to the other half of our island. As expected, housing has been the most searched topic and has been an identified struggle for many students for many years. Data from this resource indicated that Kaua'i CC affiliated users completed 155 searches in the fall 2021 semester. The top three searches were:

1. Help Pay for Gas - transit (7)
2. Help Pay for Housing - housing (7)
3. Help Pay for Food - food (4)

Searches by Category | 2021-08-15 to 2021-12-15



¹¹ To be updated approximately every 1-3 years with additional research support from The Hope Center.

EXISTING BASIC NEEDS PROGRAMS AND PRACTICES AT KAUA'I COMMUNITY COLLEGE:

Currently, our campus has a number of support services that are operating out of Hale Mālama which is dedicated to the health, safety, overall well-being, and quality of life for all students at Kaua'i CC. Hale Mālama believes that students who are able to uncover their voice, discover their purpose, and recover their individual truth will not only take their place in society as strong and resilient individuals but will also have the academic passion to create positive change. Overall, we believe our efforts are matching our capacity and continue to push us to do more. The following programs and practices are operational at Kaua'i CC:

1. Our survey of current services on campus revealed that we are doing more than we realized to support Kaua'i CC students in meeting their human needs. Operating as one Kaua'i community in service to our people, our strengths are with our partnerships across our campus departments and in our community-based organizations. This is in the form of our Ho'ai Food and Goods pantry where perishable & non-perishable food items, toiletries, household items, diapers/wipes, and more are available.
2. Non-CARES emergency aid funding is also available for students and enables them to apply for up to \$500 per semester of monetary assistance. In addition, our campus bookstore in partnership with the culinary arts program provides hot and cold meals for meal voucher participants. Our campus website links our students to additional campus resources such as the Wellness Center, Child Care Grants, SNAP application assistance, FASFA support, art therapy groups, job placement through our career center, and much more.

NEW BASIC NEEDS PRIORITIES AND BEST PRACTICES:

The Kaua'i CC campus conducted a survey to identify our human needs priority areas with the Vice Chancellor for Student Affairs, financial aid, academic advising, mental health, human needs, student government, 13th year program, campus university office and other service areas. The Kaua'i CC Chancellor has reviewed the survey results and agrees with the following ranking and focal areas.



Kaua'i Community College: Basic Needs Best Practices and Priorities

| PRIORITY LEVEL | DESCRIPTION |
|----------------|--|
| 1 | Direct Services: Implementation of provisioning programs that will directly support student basic needs security (e.g. food pantry). |
| | Outreach to Students: Communications and programming (e.g. webinars) directed toward UH students intended to raise awareness of basic needs insecurity and connect students to resources and services that will support basic needs security. |
| | Partnerships: Creating partnerships with others outside of the university (e.g. food banks, foundations). |
| 2 | Emergency Aid: Increase availability of emergency financial aid from a variety of sources. |
| | Education for Faculty & Staff: Providing faculty and staff with educational opportunities (professional development) to better understand basic needs insecurity and how best to connect students to basic needs resources. |
| 6 | Staffing: Adjusting or increasing basic needs staffing. |
| 7 | Measuring Impact: Measuring the efficacy of basic needs programming. |
| 8 | Institutional Policy: Changes to university policy that serve to address upstream determinants of basic needs insecurity (e.g. tuition, cost, financial aid, etc.). |

Kaua'i CC's human needs priorities and implementation plan highlights areas the committee believes need to be addressed in order to shift to a long-term commitment and sustainability of our support services. Destigmatizing human needs will help to normalize services and support for the overall health and wellness of our students. Recognizing the critical role our faculty and staff play in this current covid climate, we believe professional development (PD), campus policy, and program efficacy will help to bridge our students to the human needs services they are in need of and put them in contact with our support services coordinators.



Kaua'i Community College: Basic Needs Best Practices and Priorities

The top five new priorities are detailed further below and placed within an estimated timeline for implementation.

| PRIORITY 1: DESTIGMATIZING HUMAN NEEDS (AND MENTAL HEALTH) | | | | |
|--|---|--|--|---|
| FALL 2021 | SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| 1) Kaua'i CC Video Compilation of support services/ human needs embedded in all course syllabus and presented. | 1) Campus Mental Health & Wellness fair in May 2022. 2) Increase program(s) visibility | 1) Development of Kaua'i CC policy of student human needs 2) Cabinet approval | 1) Implement policy of student human needs at Kaua'i CC 2) Establish a human needs campus advisory committee. | 1) All Kaua'i CC faculty and staff trained to direct students to appropriate campus support services. |

| PRIORITY 2: FACULTY AND STAFF PD (E.G. WEBINAR) ON STUDENT HUMAN NEEDS INSECURITY | | | | |
|--|---|--|--|--|
| FALL 2021 | SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| 1) Solidify Behavioral Intervention Team: Care team referral process and training for faculty and staff. 2) Offer 3 professional development events:poverty-informed, trauma-informed, culturally-informed. | 1) Conduct a survey of faculty and staff to identify training and support needs. 2) Finalize PD schedule for AY 2022-23. | 1) Create an art activity schedule for faculty & staff to support mental health. 2) Non-clinical assessment of suicide protocol communicated to campus. | 1) Create AY 2022-23 professional development schedule. 2) Conduct campus climate surveys of human needs and mental health. | 1) Solidify and implement a professional development schedule. 2) Offer two opportunities for faculty and staff to participate in off-campus activities at Alakoko. |

| PRIORITY 3: DIRECT HOUSING SUPPORT | | | | |
|--|--|--|--|--|
| FALL 2021 | SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| 1) Determine housing climate of student, faculty and staff. 2) Inventory of community housing resources. 3) Follow up on student housing inquiry from Spring 2021. | 1) Follow up on UH system feasibility study for student & faculty housing. 2) Analyze campus data from fall 2021. | 1) Solidify list of contacts at housing resources. 2) Determine the Kaua'i CC process for assisting housing insecure students, F, & S. 3) Begin conversations with the County of Kaua'i. | 1) Follow up with the County of Kaua'i on emergency housing for students. 2) Implement a process for housing assistance for students. | 1) All Kaua'i CC faculty and staff trained to direct students to appropriate campus support services. 2) Commitment from UH System to find alternative ways to support student housing development. |

| PRIORITY 4: ADVOCACY FOR CAMPUS POLICY ON STUDENT HUMAN NEEDS | | | | |
|---|--|---|--|---|
| FALL 2021 | SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| <ul style="list-style-type: none"> 1) Hale Mālama Instagram account for support services & mental health normacy. 2) Visibility of support service programs on campus. 3) Hale Mālama professional development series for faculty and staff. | <ul style="list-style-type: none"> 1) Rework syllabus statement for direct link to campus website for support programs. 2) Approval by VCAA. | <ul style="list-style-type: none"> 1) Dedication of wellness/sensory garden on campus. 2) Schedule of area activities for students. 3) Continue professional development series and Instagram. | <ul style="list-style-type: none"> 1) Development of awareness activities for AY 2022-23. 2) Community outreach to solidify referral processes. 3) Analyze HN program access and quality. | <ul style="list-style-type: none"> 1) Increase campus capacity through Hale Mālama to implement early identification and intervention case management of new students. |

| PRIORITY 5: EVALUATING EFFICACY OF EXISTING HUMAN NEEDS PROGRAMMING | | | | |
|--|--|---|---|---|
| FALL 2021 | SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| <ul style="list-style-type: none"> 1) Utilize Achieve the Dream components for holistic student support. 2) Solidify data gathering methods for all human needs programs. 3) Create a participant survey. | <ul style="list-style-type: none"> 1) Development of the Mālama Matrix data collection system. 2) Streamline intake for students accessing all program services. | <ul style="list-style-type: none"> 1) Implementation of all Mālama Matrix components across all Hale Mālama programming. | <ul style="list-style-type: none"> 1) Evaluate Mālama Matrix ease of use, aggregating of data collected, alignment with PLO goals. 2) Make needed adjustments to the Mālama Matrix for Fall 2023. | <ul style="list-style-type: none"> 1) All Hale Mālama faculty, staff, interns, and student workers trained on Mālama Matrix components. 2) Review of data for current ARPD. |

A KEY LONG-TERM NEED FOR KAUA'I COMMUNITY COLLEGE: FREE/REDUCED TUITION & CAMPUS HOUSING

Affordable and accessible housing continues to be a significant challenge for the self-sufficiency and academic success of Kaua'i CC students. Kaua'i has three emergency shelters on the island: one for the houseless community with 16 beds, one for women and families impacted by domestic violence, and one for women in recovery from substance abuse. When our students find themselves in unsafe or emergency situations, there are few housing resources available for them to stabilize and recover. Many students and their families experience financial instability due to the high cost of living which can make degree completion difficult or lengthy. It is the belief of the administration, staff, and faculty involved in basic needs planning at Kaua'i CC that every student who wants to learn and use higher education for social mobility should not be deterred by tuition and housing costs.



LEEWARD COMMUNITY COLLEGE

Leeward Community College Student Basic Needs Goals: Our goal is that by creating access to food, students are better equipped to apply efforts towards academic success. We believe that well nourished students lead to enriched minds.



SUMMARY: STUDENT BASIC NEEDS SECURITY AT LEEWARD COMMUNITY COLLEGE¹²

2021 [The Hope Center Report](#): At Leeward Community College (Leeward CC) 6,363 students were invited to participate. 140 students participated with a 2.2% response rate.

We learned that:

- 57% experienced at least one form of basic needs insecurity.
- 40% who experienced food insecurity in the prior 30 days.
- 46% who experienced housing insecurity in the previous year.
- 12% who experienced homelessness in the previous year.

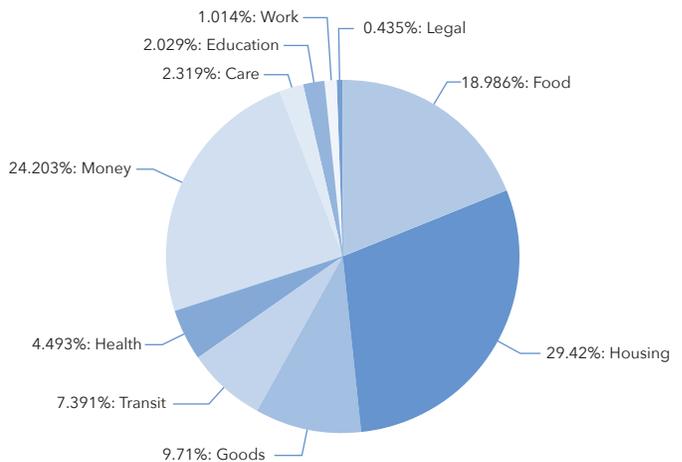
We also learned that:

- 30% had a close friend or family member who was sick with COVID-19, while 2% were sick with COVID-19 themselves.
- 34% of students exhibited at least moderate anxiety.
- 19% of students who experienced basic needs insecurity used emergency aid, but 54% had not heard of emergency aid programs on campus.
- 65% of students experiencing basic needs insecurity did not apply for campus supports because they did not know how
- 57% of students experiencing basic needs insecurity received some form of public assistance.

[Find Help](#) User Data: The University of Hawai‘i has partnered with Find Help to provide students with additional access to federal, state, and community level resources to support basic needs. Data from this resource indicated that Leeward CC affiliated users completed 1,118 searches in the fall 2021 semester. The top three searches were:

1. Financial Aid & Loans (50)
2. Help Pay for School (49)
3. Help Pay for Housing (45)

Searches by Category | 2021-08-15 to 2021-12-15



¹² To be updated approximately every 1-3 years with additional research support from The Hope Center.

EXISTING BASIC NEEDS PROGRAMS AND PRACTICES AT LEEWARD COMMUNITY COLLEGE:

Currently, our campus has a number of support services that are operating out of mainly the Student Life office. The following items are operational.

1. On-Campus Food and Toiletries:

- The Student Life Office is implementing [HĀNAI IĀ LEEWARD](#), which includes access to dry food products, feminine hygiene, toiletry items, pet food, and keiki items. We are open weekly at the Wai‘anae Moku campus and every other week for two days of that week at the Pu‘uloa campus. Starting fall 2021 we implemented a drive through option at the Wai‘anae Moku campus for students who may not be LumiSight approved to enter the campus.
- The Plant Biology and Agriculture courses provided eggplants and green beans during the first half of the semester when they were harvesting from their courses. We collaborated with our Culinary department to provide 15-20 culinary meals the last half of the semester during our distributions at the Pu‘uloa campus.

2. Financial Assistance:

- The Leeward CC Urgent Student Relief/CARES Program. Initially funded by generous donations through the UH Foundation during the COVID pandemic, this Urgent Student Relief/CARES program has grown to provide emergency grants for students to support their Cost of Attendance, including tuition, course materials, food, housing, health and child care. With the federal stimulus funds now driving the program, enrolled Leeward students, including non-citizens in a classified degree program are supported. Leeward CC disbursed \$1,000 in support to each student who met the following criteria:
 - Enrolled in Leeward CC as their home campus;
 - Enrolled in at least 6 Leeward CC Fall 2021 credits by August 12th, 2021;
 - Estimated Family Contribution (EFC) of \$6,000 or less (Pell eligibility cut off is EFC 5846) or HINET participant (if no Leeward CC FAFSA, Free Application for Financial Student Aid).
- In addition, students were also able to apply for a maximum of \$1,000 in emergency aid if they were enrolled in Leeward CC as their home campus. Priority was given to domestic students, those registered for 3 credits in the System and above for Summer, and those registered with 6 credits in the System and above for Fall.
- An automatic additional \$500 was granted to students who did not benefit from the debt forgiveness program and who indicated that they have financial hardship because they did not benefit from the financial forgiveness.
- Additional monies were allocated to students who received the debt forgiveness but under \$500. The additional amount will be the difference between \$500 and their debt forgiveness award if they indicate that they have financial hardship because they did not benefit from the full financial forgiveness.

3. Hawai‘i Nutrition Employment and Training (HINET) Program:

- The [Hawai‘i Nutrition Employment and Training](#) (HINET) program provides assistance with SNAP applications for all students, including eligibility, documents and the overall application process. Students who qualify for HINET may receive the following benefits:
 - Tuition assistance;
 - Assistance with books and mandatory fees (pending the availability of funds);
 - Service learning support;
 - Workforce training;
 - Educational advising;
 - Academic coaching and personal support;
 - Other support services.

4. Health Services:

- Leeward CC Student Life Office: [HĀNAIĀ LEEWARD](#) has partnered with [I Support the Girls](#) organization to provide free feminine hygiene products in our pantry at the Pu‘uloa campus. At the Wai‘anae Moku campus the feminine hygiene products are in the female and all gender bathrooms for students to take freely.
- Leeward CC Mental Health and Wellness Support: The new Leeward CC Mental Health and Wellness Center assists with mental health and wellness concerns. They provide direct care services to students.
- Leeward CC Student Health Center: The Leeward CC Student Health Center is located on the Pu‘uloa and Wai‘anae Moku campus. Our health center at the Pu‘uloa campus is staffed with a full-time registered nurse (EN) and a part-time physician. In addition to processing health clearances, providing TB clearance and immunizations, it is a fully functioning medical clinic. Students, faculty, and staff can be evaluated for common medical concerns such as cough/cold, sore throat, bladder infection, rash, musculoskeletal pain, pregnancy testing, STI screening, etc. They can also do physical exams and women’s health exams. The Health Center also provides flu shots and in December has been taking appointments for Covid Booster vaccinations. At the Wai‘anae Moku campus it is staffed with a Student Assistant who is in direct contact with our RN at the Pearl City campus to assist you with any health clearance or health-related concerns. Medical evaluations are offered via telehealth.



NEW BASIC NEEDS PRIORITIES AND BEST PRACTICES:

The Basic Needs/Food Security Committee at Leeward CC ranked a draft of priority areas for the campus moving forward:

| PRIORITY LEVEL | DESCRIPTION |
|----------------|--|
| 1 | Partnerships: Creating partnerships with others outside of the University (e.g. food banks, foundations). |
| 2 | Direct Services: Providing more options for students to access the pantry. Emergency Aid: Continue to allocate emergency funds to students. |
| 4 | Outreach to Students: Communications and programming (e.g. webinars) directed toward UH students intended to raise awareness of basic needs insecurity and connect students to resources and services that will support basic needs security. |
| 5 | Institutional Policy: Changes to university policy that serve to address upstream determinants of basic needs insecurity (e.g. tuition, cost, financial aid, etc.). |
| 6 | Staffing: Adjusting or increasing basic needs staffing. |
| 7 | Education for Faculty & Staff: Providing faculty and staff with educational opportunities (Professional Development) to better understand basic needs insecurity and how best to connect students to basic needs resources. |
| 8 | Measuring Impact: Measuring the efficacy of basic needs programming. |

Leeward CC’s first priority is to create long-lasting partnerships to supplement the offerings in the on-campus pantry. One of the main priorities is to outreach to students. Hānai iā Leeward plans to destigmatize basic needs services by integrating advising with basic needs support programs, collaboration with student organizations, dissemination of basic needs information to faculty & staff, and promoting the Sign Up video to students. We created the [Promotional Video for Hānai iā Leeward](#) that explains to students what the pantry is and how it is like any other resource on campus like tutoring and seeing an academic advisor.

Leeward Community College: Basic Needs Best Practices and Priorities

The top three new priorities are detailed further below and placed within an estimated timeline for implementation.

| PRIORITY 1: DESTIGMATIZING HUMAN NEEDS AND MENTAL HEALTH | | | |
|--|--|--|---|
| SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| Gather more student testimonials for future videos | Opening the pantry more frequently, maybe every week Mental health: working with the Mental Health counselor on a video | Scaling up to allow pantry use daily, based on the student life office hours | Increase Wai'anae Moku's hours to be daily |
| PRIORITY 2: CAMPUS FINANCIAL SUPPORT | | | |
| SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| Potentially hosting quick 30 min talk story sessions to promote the pantry and why we need donations | UH Giving Tuesday | | UH Giving Tuesday |
| PRIORITY 3: PARTNERSHIPS | | | |
| SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| Revisit the Memo with Hawai'i Foodbank to be a food pantry site | Receive approval from OGC | Implement the Hawai'i Foodbank food pantry | Scale up and create videos to explain the difference between the hawai'i foodbank pantry on our campus and Hānai iā Leeward or just designate Wai'anae Moku for the Hawai'i foodbank pantry |



UH MAUI COLLEGE



SUMMARY: STUDENT BASIC NEEDS SECURITY AT UH MAUI COLLEGE¹³:

2021 [The Hope Center Report](#): Invitations to complete the questionnaire were sent by email to 2,936 students from UH Maui College (UHMC) and 81 students participated. Thus, the estimated response rate is 2.8%.

We learned that:

- 66% experienced at least one form of basic needs insecurity, including
 - 51% who experienced food insecurity in the prior 30 days,
 - 53% who experienced housing insecurity in the previous year, and
 - 16% who experienced homelessness in the previous year.

We also learned that:

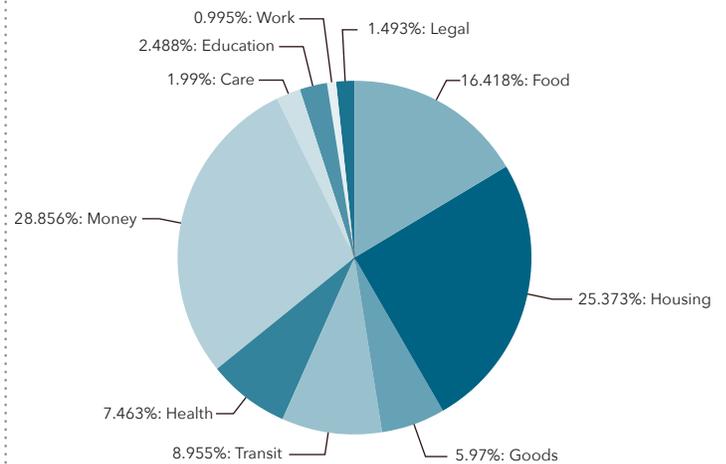
- 23% had a close friend or family member who was sick with COVID-19, while 2% were sick with COVID-19 themselves.
- 28% of students exhibited at least moderate anxiety.
- 12% of students who experienced basic needs insecurity used emergency aid, but 42% had not heard of emergency aid programs on campus.
- 60% of students experiencing basic needs insecurity did not apply for campus supports because they did not know how.
- 62% of students experiencing basic needs insecurity received some form of public assistance.

[Find Help](#) User Data: Find Help user data summary from the UH Basic Needs website taken for fall 2021 show that of the 345 searches initiated by students affiliated with UHMC, the top three searches are as follows:

1. Help Pay for School (23)
2. Help Pay for Housing (14)
3. Financial Aid & Loans (13)

This search data is in alignment with the survey data from the 2021 The Hope Center report with the exception of students searching for ways to pay for school which did not appear in the report.

Searches by Category | 2021-08-15 to 2021-12-15



¹³ To be updated approximately every 1-3 years with additional research support from The Hope Center.

EXISTING BASIC NEEDS PROGRAMS AND PRACTICES AT UH MAUI COLLEGE:

1. UH Maui College (UHMC) had a Backpack Buddies food distribution program through the Maui Foodbank. Due to COVID-19 campus shutdowns, the program was discontinued in 2020. The campus had some meal ticket programs implemented with food trucks, and some intermittent, one time donations from donors but no other systemized campus-based basic needs programming has been implemented since March 2020.

NEW BASIC NEEDS PRIORITIES AND BEST PRACTICES:

A small contingent of UHMC campus stakeholders met in July 2021 to complete the University Basic Needs Best Practices survey to identify new basic needs priorities. The following priorities will be included in the UHMC Basic Needs three year plan, and are ranked from highest priority (1) to lowest priority (8):

| PRIORITY LEVEL | DESCRIPTION |
|----------------|--|
| 1 | Staffing: Adjusting or increasing basic needs staffing. |
| 2 | Institutional Policy: Changes to university policy that serve to address upstream determinants of basic needs insecurity (e.g. tuition, cost, financial aid, etc.). |
| 3 | Direct Services: Providing more options for students to access the pantry. |
| 4 | Outreach to Students: Communications and programming (e.g. webinars) directed toward UH students intended to raise awareness of basic needs insecurity and connect students to resources and services that will support basic needs security. |
| 5 | Education for Faculty & Staff: Providing faculty and staff with educational opportunities (Professional Development) to better understand basic needs insecurity and how best to connect students to basic needs resources. |
| 6 | Partnerships: Creating partnerships with others outside of the University (e.g. food banks, foundations). |
| 7 | Emergency Aid: Continue to allocate emergency funds to students. |
| 8 | Measuring Impact: Measuring the efficacy of basic needs programming. |

1. Staffing:

- Adjusting or increasing basic needs staffing is needed to be able to offer consistent services to support students, manage basic need efforts and move priorities forward with guidance from key stakeholders. Additional staffing is also critical in establishing meaningful relationships between UHMC staff and students, allowing reliability in basic needs services, and the ability to consistently provide accurate information to help students meet their basic needs. Staffing is also necessary to maintain efforts and to manage resources as they grow at the campus. Faculty stakeholders can meet and offer assistance to staff. With a minimum of six hours per week, a food pantry and related BN practices could be maintained. Student clubs would also be contacted to establish a student volunteer program to assist this staff. There are no staff currently assigned to do this work at UHMC.
- Basic needs action planning: UHMC will continue to discuss funding sources to hire a student assistant to manage a food pantry or similar distribution service. Estimated costs for a pantry to be open twice a week on the second and fourth week each month for a total of four hours a week will cost approximately \$200 a month. Guidance will be offered by a faculty advisor. UHMC is also looking for a community partner to be an agency to purchase foods and other needs for the pantry. UHMC will need continued funding to make these purchases, which could come from the Urgent Student Relief Fund through Aloha and Maui United Way and the UH Student Basic Needs Committee account.

2. Institutional Policy:

- The UHMC Basic Needs Committee advises that UHMC and the UH System work together to establish a “culture of care” at UHMC. It is believed that support from the UH President and UH Vice President of Community Colleges will help set the precedent for UH Chancellors to inform campus faculty and staff that it is the responsibility of all faculty and staff to assist students in meeting basic needs, addressing needs holistically, and establish greater equity on the UHMC campuses. It is understood that such an approach will serve to increase retention, graduation and student satisfaction rates.
- UHMC Basic Needs Master Plan is to be included in the UHMC Strategic Plan for Student Success. The UHMC Student Success Coordinator will work with the accreditation steering committee to include basic needs goals in the UHMC Strategic Plan by fall 2022.



UH Maui College: Basic Needs Best Practices and Priorities

- The UHMC Basic Needs Committee aims to work with the UH Institutional Research (IR) Office to collect data that serves to identify students who qualify for financial assistance to receive referrals to on- and off-campus basic needs support and services. UHMC and UH Community College (UHCC) administration will inform the UHMC Basic Needs Committee on plans for IR positions at UH Maui College.
- 3. Direct Services:** Implementation of provisioning programs that will directly support student basic needs security (e.g. food pantry).
- In order for direct services to be established and maintained, basic needs staffing (#1 above) and appropriate institutional policies (#2 above) need first to be in place. Beyond these enabling conditions, physical space is needed for storage of food and other goods. Support from the UHMC administration and departments are needed to ensure that direct services can occur successfully. With a creative vision and support for a robust program, processes, and agreements between departments and community partners, UHMC can help its students. The UHMC Basic Needs Committee will develop a comprehensive plan and proposal for use of physical space on campus to be presented the UHMC Chancellor by Spring 2022. The Committee is now exploring how other campuses are carrying out their basic needs support services.
- 4. Outreach to Students:**
- Communications and programming (e.g. webinars) directed toward UHMC students are intended to raise awareness of basic needs insecurity and connect students to resources and services that will support basic needs security. Once infrastructure is in place, communications need to be robust. These efforts need to be made to normalize, and destigmatize asking for help.
- 5. Education for Faculty & Staff:**
- Providing faculty and staff with educational resources and professional development opportunities to better understand student basic needs insecurity and how best to connect students to available resources.
 - It is the view of the UHMC Basic Needs Committee that faculty and staff need to be more aware of available resources and appropriately trained to provide student referrals to key agencies and people who can help. Supporting “warm” (i.e. person-to-person) referrals that assist students with accessing basic needs resources will create a culture of care and allow the creation of strong partnerships with community agencies.
- 6. Partnerships:**
- UHMC will utilize the data collected on open and closed loop referrals to seek out donors with UH Foundation (UHF) representatives and other community stakeholders. UHMC is currently seeking a non-profit agency to help purchase food from the Maui Food Bank for an on-campus food pantry. Maui College will work with the UHF to establish a giving campaign to directly assist UHMC students. These efforts will provide additional resources at a larger scale and serve to reach a greater number of students.
- 7. Emergency Aid:**
- UHMC will seek out donors using UHF representatives and others in the community to help students with emergencies to keep them in school.
- 8. Measuring Impact:**
- Once infrastructure is established and best practices are discovered, the UHMC Basic Need Committee will work with the IR office to assess impacts of helping students to meet their basic needs (i.e. retention and completion rates, student satisfaction, graduation, etc.)

The top three new priorities are detailed further below and placed within an estimated timeline for implementation.

| PRIORITY 1: STAFFING | | | |
|--|----------------------|--|---|
| SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| 1) The UHMC BN Committee will hold discussions for funding and creating a BN staff position. | 1) Onboard BN staff. | 1) BN staff will work to increase funding opportunities and partnerships for UHMC. | 1) BN staff will use data to work to increase funding opportunities for UHMC. |

| PRIORITY 2: INSTITUTIONAL/CAMPUS POLICIES | | | |
|---|--|--|---|
| SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| 1) UHMC BN committee will hold discussions to look at existing policies to establish a culture of care. | 1) UHMC BN Committee will decide if revisions are necessary and work with administration to make changes | 1) UHMC BN Committee will decide if new policies will need to be created | 1) UHMC BN Committee will vett new policies with faculty, staff and admin for approvals |

| PRIORITY 3: DIRECT SERVICES | | | |
|--|---|--|--|
| SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| 1) Craft plan for on-campus food pantry and receive approval from chancellor. 2) Identify a community partner to support the purchase of goods for the food pantry. | 1) Put in a request for space to be used for a food pantry. | 1) Increase food pantry size and supplies. 2) Allow for more access to the food pantry by adjusting hours based on staff funding. | 1) Add other BN services to the food pantry like a clothes closet, distribution of transportation vouchers and meal tickets. |



WINDWARD COMMUNITY COLLEGE

Windward Community College Goal: To make the basic needs resources accessible for our Windward CC students minimizing barriers in order to support academic success.



SUMMARY: STUDENT BASIC NEEDS SECURITY AT WINDWARD COMMUNITY COLLEGE¹⁴

2021 The [The Hope Center Report](#): The Windward Community College (Windward CC) student participation in The Hope survey was very low (1.5%).

We learned that:

- 53% experienced at least one form of basic needs insecurity
 - 13% who experienced food insecurity in the prior 30 days
 - 44 who experienced housing insecurity in the previous year
 - 3% who experienced homelessness in the previous year

We also learned that:

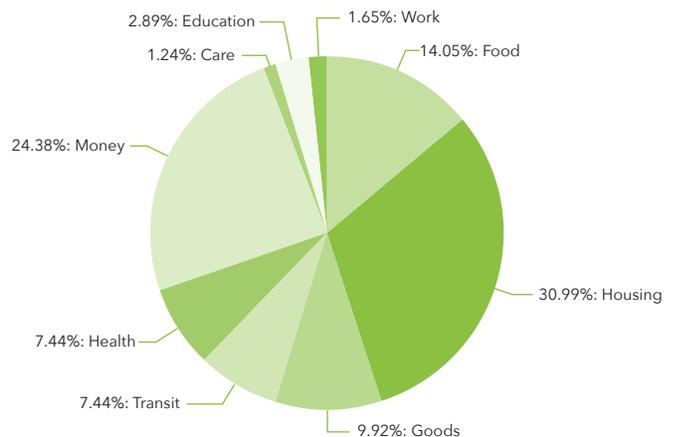
- 12% had a close friend or family member who was sick with COVID-19, while 4% were sick with COVID-19 themselves.
- 36% of students exhibited at least moderate anxiety.
- 0% of students who experienced basic needs insecurity used emergency aid, but 27% had not heard of emergency aid programs on campus.
- 38% of students experiencing basic needs insecurity did not apply for campus supports because they did not know how.
- 22% of students experiencing basic needs insecurity received some form of public assistance.

The responses also showed that many of the students have suffered from anxiety. Many students who responded that they have been experiencing basic needs insecurity have not received any form of assistance. Another finding was that several students were unaware of the campus resources or aid to support basic needs.

In response to this survey data, Windward CC’s master plan will look to secure resources and support to continue offering emergency student aid, campus meal/vouchers, a campus pantry while spreading the word on the services to reach more students and educate and train our campus faculty/staff.

Find Help User Data: The participation on this site has given great insight to communities as to what members of our Windward CC communities are searching for. The total number of searches by Windward CC affiliated users were 409, while the top three needs searched were housing (30.99%), money (24.38%) and food (14.05%). The charts seen below represent searches from the fall 2021 semester.

Searches by Category | 2021-08-15 to 2021-12-15



¹⁴ To be updated approximately every 1-3 years with additional research support from The Hope Center.

EXISTING BASIC NEEDS PROGRAMS AND PRACTICES AT WINDWARD COMMUNITY COLLEGE:

Windward CC offers several services and resources to help students meet a range of basic needs. Assistance and support initiatives were on-going prior to the COVID-19 pandemic. The pandemic has reinforced the need for Windward CC to continue and expand student support services. Most of the existing basic needs initiatives will continue, however maintaining the services once pandemic driven funding concludes is anticipated to be a challenge.

Windward Community College provides students with food security such as the food pantry, Meals with a Mission, and Hawaii Nutrition Employment and Training (HINET) program. Windward CC also provides financial assistance offering assistance with Pell Grant, Scholarships, Third Party Payments, Emergency Aid - Urgent Student Relief Fund (pandemic driven), and HINET reimbursements for mileage, bus passes, internet access and books.

NEW BASIC NEEDS PRIORITIES AND BEST PRACTICES:

A committee was formed on the Windward CC campus consisting of faculty members who work directly with students and/or Windward CC resources and services that support student basic needs. Under the direction of the Vice Chancellor for Student Affairs (VCSA), the committee members include the Student Life coordinator, HI-Net coordinator, TRiO Student Support Services (TRiO SSS) coordinator, and counselors. This diverse group of actors analyzed the data from The Hope Survey, the Find Help user data (above), and drew on their professional experiences with students to rank Windward CC basic needs priorities. The VCSA of Windward CC has reviewed and endorsed the survey results and ranking. The Windward CC campus plans to continue and expand the four key support services outlined below:

| PRIORITY LEVEL | DESCRIPTION |
|----------------|--|
| 1 | Emergency Aid: Continue to allocate emergency funds to students. |
| 2 | Outreach to Students: Communications and programming (e.g. webinars) directed toward UH students intended to raise awareness of basic needs insecurity and connect students to resources and services that will support basic needs security. |
| 3 | Education for Faculty & Staff: Providing faculty and staff with educational opportunities (Professional Development) to better understand basic needs insecurity and how best to connect students to basic needs resources. |
| 4 | Measuring Impact: Measuring the efficacy of basic needs programming. |

1. Emergency Aid:

- Student Aid and temporary CARES funding has helped students during the pandemic, however it is important to continue similar financial support services for the significant number of Windward CC students who struggle financially while attending college.
- Specific student supports will include but are not limited to the Windward CC Food Pantry distributions, Meals with a Mission hot meal distribution and scholarship workshops.

2. Outreach to Students: Windward CC will promote communications and programming in ways that destigmatize basic need insecurity and access to student basic needs. Windward CC will provide additional outreach to raise student awareness and connect those in need with resources and services that will support basic needs security.

- Once communications and programming infrastructure is in place, communications need to be robust and significant effort needs to be placed on normalizing and destigmatizing students asking for help.
- Windward CC will implement an annual social media campaign to normalize student aid, display videos at Welina Windward (student orientation) or New Student Orientation, and send student semester reminders. Windward CC will include basic needs security messaging in VCSA and Chancellor Newsletters.

3. Educate Faculty and Staff: Providing faculty and staff with educational opportunities (e.g. Professional Development) will encourage better understanding of basic needs insecurity and how best to connect students to basic needs resources.

- Windward CC will provide more opportunities for faculty to give, participate and serve in basic needs activities.
- Windward CC will provide annual updates and training, information and resources to faculty and staff.
- Windward CC will create a basic needs flyer that staff can hang in their office.

4. Measuring Impact: While we tried to maintain a level of discreteness, Windward CC will have to find a process to track students to see if there are correlations of success.

- The existing infrastructure used at Windward CC will need to be examined for its successfulness of supporting students' basic needs (i.e. retention and completion rates, student satisfaction, etc.).
- Conduct focus group(s) with student leaders about basic needs campaigns and their effectiveness.
- Send out anonymous surveys to gauge outreach effectiveness and evaluate other student needs.
- Annually assess the effectiveness of the Windward CC basic needs initiatives.

Windward Community College: Basic Needs Best Practices and Priorities

The top three new priorities are detailed further below and placed within an estimated timeline for implementation.

| PRIORITY 1: EMERGENCY AID | | | |
|--|--|--|--|
| SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| 1) Host Scholarship Workshops (Free Money Friday) 2) Meals on a Mission | 1) Host Scholarship Workshops (Free Money Friday) 2) Meals on a Mission 3) Informal/Unofficial Car Pool Program 4) Open showers and laundry for students in need of this service. | 1) Create - Informal/Unofficial Car Pool Program | 1) Host Scholarship Workshops (Free Money Friday) 2) Meals on a Mission 3) Informal/Unofficial Car Pool Program 4) Open showers and laundry for students in need of this service. |

| PRIORITY 2: OUTREACH TO STUDENTS | | | |
|--|---|-------------|---|
| SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| 1) Create a video to promote food pantry and Meals on a Mission. 2) Post or send information via Windward CC social media, Student Life social media, TRiO SSS. | 1) Send out semester reminders and maintain Basic Needs Website. 2) Display video at Welina Windward or NSO. | | 1) Send out semester reminders and maintain Basic Needs Website. 2) Display video at Welina Windward or NSO. 3) Include the basic needs video in VCSA and chancellor newsletters. |

| PRIORITY 3: EDUCATING FACULTY & STAFF | | | |
|--|---|-------------|--|
| SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| 1) Send an email out to staff listing basic needs services for students and contacts. 2) Create a basic needs flyer that staff can hang in their offices. | 1) Convocation - present data, initiatives and wish list or call for help 2) Establish a Basic Needs Committee including faculty, staff and community. | | 1) Convocation - present data, initiatives and wish list or call for help. |

| PRIORITY 4: MEASURING IMPACT | | | |
|------------------------------|--|---|---|
| SPRING 2022 | FALL 2022 | SPRING 2023 | FALL 2023 |
| | <ol style="list-style-type: none"> 1) Create a focus group with student leaders to discuss student needs and how to better campaign. 2) Send out anonymous surveys to gauge the effectiveness of the outreach and other students' needs. 3) Assess if we need to finish, continue, modify, or cancel an initiative. | <ol style="list-style-type: none"> 1) Gather student testimonials for letters for promotional use. 2) Assess if we need to finish, continue, modify, or cancel an initiative. | <ol style="list-style-type: none"> 1) Send out anonymous surveys to gauge the effectiveness of the outreach and other students' needs. 2) Assess if we need to finish, continue, modify, or cancel an initiative. |

WINDWARD COMMUNITY COLLEGE BLUE SKY BASIC NEED PROGRAMING AND SERVICES:

Though resources are currently limited, Windward CC hopes to find innovative ways to further meet the basic needs of the student population. Blue sky basic need programming are programs and services that Windward CC would provide to students if additional financial, staffing or material resources were made available to the campus. Blue sky basic need programming include a new car share program and hygiene program to provide direct aid to students.

RESOURCING AND PARTNERSHIPS TO SUPPORT STUDENT BASIC NEEDS SECURITY - UH SYSTEM & CAMPUSES

UH System Commitments

At present, neither the UH System nor the 10) individual UH campuses have the capacity to provide the level of financial aid funding and basic needs support that all students need. Despite these limitations, the UH System is committed to creating and sustaining the UHSBNC and its related research, education, communications and outreach priorities outlined herein. UH System is committed to supporting this body of work through in-kind, community fundraising and extramural grant making activities.

Foundation and Community Support

Upon approval of the UHSBNMP by UH academic officers (estimated for spring 2022), the UHSBNC is committed to seeking funding to support UH System and campus-level initiatives outlined in the master plan in perpetuity. UHSBNC will seek extramural funding for basic needs programming through public and private sources, community-based fundraising and through partnering with local and national foundations. Individual UH campuses will be responsible for fundraising to support basic needs provisioning and outreach events directed toward their campus community.

Advocacy in Changing UH Internal Policies & Procedures

The university will commit to aligning policies and procedures to support student basic needs in order to provide greater support for student's success:

- a. [UH Systemwide Policies and Procedures Information System \(PPIS\)](#)
 - i. [Financial aid policies](#)
- b. Utilize policies to strengthen the need for financial assistance for students

APPENDIX A

UH Student Basic Needs Coordinator Job Description

Supports the UH System Student Basic Needs Committee (BNC). Assists with the creation of surveys of all 10 UH System campuses to identify available resources and gaps in student basic needs provisioning. Distributes, collects, organizes, and analyzes survey data. Assists in developing a comprehensive online clearinghouse in partnership with UH ITS that centralizes outreach information and directs students and faculty/staff to basic needs resources on an off campus. Assists in drafting and finalizing the UH System Basic Needs Master Plan. Assists with drafting reports and grant applications. Under the general supervision of the UH System BNC Chair, administers and implements all operational aspects of the BNC website. Manages and inputs information on website. Assists in developing proactive Supplemental Nutrition Assistance Program (SNAP) outreach and enrollment programming for all eligible students across the UH System. Assists with organizing outreach media products/events to raise faculty, staff, and student awareness of student basic needs insecurity and available resources. Assists in organizing Professional Development (PD) opportunities for the UH Basic Needs Committee focused on Basic Needs Master Planning and related topic.

Primary Qualifications:

Education/Training: Bachelor's Degree from an accredited four (4) year college or university in Food Systems, Public Health, Education, Hawaiian Studies, Social Sciences, Public Administration, or related field.

Experience: Up to one (0-1) year of experience in project support/coordination.

Knowledge: Knowledge of student basic needs insecurity at the local and national level.

Abilities and Skills: Strong oral communication and presentation skills to translate basic needs information to students, administrators, community stakeholders, and the general public. Demonstrated ability to understand oral and written documentation, write reports and procedures, and communicate effectively in a variety of situations. Demonstrated ability to establish and maintain effective working relationships with internal and external organizations, groups, team members and individuals. Demonstrated ability to operate a personal computer and apply word processing software, data management. Must be able to work in on- and off-campus settings, and with a variety of traditional and non-traditional students as necessary.

Secondary Qualifications:

Experience working with diverse communities of color, including college students and indigenous populations. Strong written communication in the form of reports and grant applications. Experience working with diverse groups and working in collaboration with an executive committee. Knowledge of Hawai'i, Hawaiian history, and Hawaiian philosophy. Demonstrated experience in incorporating Hawaiian Language and Hawaiian Cultural practices to design, implement, and conduct outreach, recruitment, and retention programs and activities relating to student basic needs. Experience developing and utilizing electronic research tools including: (e.g. Survey Monkey, Qualtrics, Google Surveys). Functional knowledge and understanding of principles, theories, federal and state laws, rules, regulations and systems associated with basic needs insecurities.”

