Making the Case for Homeless College Students: A Case Manager Perspective

[Webinar] Wednesday, October 2, 2-3:15PM ET
HAVE A QUESTION?
This webinar is for you. Enter your questions in the questions pane and click ‘Send’.

RECORDING & HANDOUTS
An archive of this webinar and all materials will be posted [here](#).

If you’ve signed up for this webinar, you will receive a link to the recording in an email after the webinar is over.
HELLO!

I am Jillian Sitjar
Program Manager, Higher Education
jillian@schoolhouseconnection.org
SchoolHouse Connection works to **overcome homelessness through education**. We provide strategic advocacy and technical assistance in partnership with schools, early childhood programs, institutions of higher education, service providers, families, and youth.

- **Website**
- Federal and state policy advocacy
- Q&A from our inbox
- Webinars and implementation tools
- Youth leadership and scholarships
Causes of Homelessness

#1 Trauma

#2 Abuse and Neglect
- 20-40% sexual
- 40-60% physical

#3 Domestic violence

#4 Family homelessness

#5 Parental substance abuse and mental illness

#6 Deep poverty and lack of affordable housing

#7 Death of a parent or caregiver

#8 Prior experience of foster care
14% university students
18% community college students

14% of four-year students and 18% of two-year college students respondents replied they experienced homelessness within the last year (Hope Center)
WHY HIGHER EDUCATION

Jobs
Over 95% of jobs created since 2010 have gone to college-educated workers.

Beyond High School
By 2020, 65% of all jobs will require education beyond high school.

Afford Housing
Postsecondary education is necessary for a job that pays enough to afford housing and avoid homelessness.

Cost
The cost of attending college has skyrocketed over the last several decades with federal pell grants not keeping pace.

Health & Well-Being
High school and college graduation are linked to other important indicators of health and well-being.
Challenges

- Transition from High School
- FAFSA
- Awareness
- Resources (specifically lack of emergency housing)
- Stigma
- Trauma
Best Practices

- Identification
- Higher Education Liaisons
- Emergency Housing
- Emergency Aid
- Access to Other Resources (food, transportation, childcare)
Addressing Housing Insecurity on college campuses

Dani Haynes
Coordinator of Student Case Management
Danielle “Dani” Haynes

- Coordinator of Student Case Management
- Worked with survivors of trauma for the last 10 years
- Worked at higher education institutions for the last 3 years
- Practice case management with a trauma informed focus
- Main functioning areas under my purview:
  - Food insecurity
  - Housing insecurity
  - Financial insecurity
  - Students of concern (bias, mental/physical health, passing of loved ones, trouble transitioning, issues with peers, etc.)
  - Training faculty/staff on dealing with distressed students
  - Building partnerships with supporters both on campus and in the community
BGSU and Student Case Management

1. BGSU and Student Case Management
   - Research institution
   - 16,000 students
   - Students are required to live on campus their first two years
   - 6,000 students residing in 9 residence halls

2. Student Case Management Services
   - BGSU started having a non-clinical case manager in 2018
   - Goals of Student Case Management Services:
     - Assist students experiencing housing and food insecurity
       - Food Assistance Programs: Grab-N-Go food bag program and the Falcon care program
     - Assist student experiencing financial hardships
       - Student Emergency Fund
     - Serve students of concern that are referred or self-identify with academic support, mental/physical support, absence notifications problems with peers, faculty and/or staff
     - Assist students reporting bias incidents
       https://www.bgsu.edu/dean-of-students/support-and-guidance.html
Recognizing the Problem

See It, Hear It, Report It
Incident Reporting Form

Bowling Green State University is committed to fostering a safe and welcoming campus community. In turn, it is the responsibility of each person within the University community to join in creating an environment in which others have a positive experience.

This incident report form is available to anyone who would like to notify the University about the following:

Bias Incident: for situations based upon actual or perceived race, color, national origin, religion, creed, age, marital status, mental or physical disability, veteran status, sex, sexual orientation, or gender identity/expression.

Sexual/Relationship Misconduct (Title IX): for situations involving sexual violence, sexual misconduct, sexual or gender-based harassment, stalking, intimate partner violence, or domestic violence.

Student Issue and/or Concern for an individual whom you feel may be struggling physically or psychologically.

Student/Student Organization Misconduct that allegedly occurred on or off campus.

Once a report has been submitted, the student(s) will be contacted by a staff member, and you along with any witness(es) listed may be asked to meet with a staff member to provide additional information and/or participate in a hearing. While you may choose to submit a report anonymously, please understand that while doing so may impact the University’s ability to follow-up if limited information is available.

If you have any questions, please contact the Office of the Dean of Students at 419-372-2843.

*Student conduct records are protected by the Family Educational Rights and Privacy Act (FERPA) of 1974.

Background Information

Enable additional features by logging in.

There are multiple ways that the Office of the Dean of Student can receive notification of a student facing housing insecurity.

- See It, Hear It, Report link. It can be done online anonymously or by faculty/staff/public/students/police
- A call to the office with the student name, information, issue
- Walk-in: the Office of the Dean of Students have walk-in hours Monday thru Friday 8-5pm. A student/parent/faculty/staff/ etc. One can call and ask for the dean on duty during this time and receive assistance and resources, if applicable.
- Self disclosure
What does it look like?

Food Insecure

- Not enough meal swipes to last through the semester
- Making a conscience decision to go without a meal or food to pay something else
- Rationing food to make it last longer
- Eating poorly nutritious meals because it is cheap
What does it look like

Housing insecure/homelessness

• Without permanent place to stay (couch surfing, staying in others' residence hall, sleeping in cars, etc.)
• Sleeping in campus buildings and/or staying in campus facilities til close to limit time on the streets.

https://www.youtube.com/watch?v=xZFLvSlhm3A
Course of Action:

- **Reactive Steps:**
  - Recognizing the problem: students are housing insecure (at risk of losing their home)
  - Students are homeless
  - Acknowledge the challenges for students in maintaining stability
  - Addressing university issues
  - Community limitations

- **Proactive steps:**
  - Financial stability workshops (partnerships with local bank)
  - Living off campus workshops
    - Off-Campus commuter services
  - Changing the stigma of asking for assistance
  - Learning resources available
## Intake Process

### Current Stressors & Concerns:

Please rate the level of stress you experience in the following areas of your life.

<table>
<thead>
<tr>
<th>Physical Health Comments:</th>
<th>Not a concern</th>
<th>A little stress</th>
<th>Moderate stress</th>
<th>A lot of stress</th>
<th>Extreme stress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relationships (family, friends, etc.) Comments:</td>
<td>Not a concern</td>
<td>A little stress</td>
<td>Moderate stress</td>
<td>A lot of stress</td>
<td>Extreme stress</td>
</tr>
<tr>
<td>Academic Comments:</td>
<td>Not a concern</td>
<td>A little stress</td>
<td>Moderate stress</td>
<td>A lot of stress</td>
<td>Extreme stress</td>
</tr>
<tr>
<td>Living Environment Comments:</td>
<td>Not a concern</td>
<td>A little stress</td>
<td>Moderate stress</td>
<td>A lot of stress</td>
<td>Extreme stress</td>
</tr>
<tr>
<td>Financial Comments:</td>
<td>Not a concern</td>
<td>A little stress</td>
<td>Moderate stress</td>
<td>A lot of stress</td>
<td>Extreme stress</td>
</tr>
<tr>
<td>Emotional/Mental Health Comments:</td>
<td>Not a concern</td>
<td>A little stress</td>
<td>Moderate stress</td>
<td>A lot of stress</td>
<td>Extreme stress</td>
</tr>
<tr>
<td>Food Security Comments:</td>
<td>Not a concern</td>
<td>A little stress</td>
<td>Moderate stress</td>
<td>A lot of stress</td>
<td>Extreme stress</td>
</tr>
</tbody>
</table>

### Current Supports:

Please identify where you get support and help from. Please check all that apply.

- Friends
- Significant other
- Club/Group
- Religion/Faith
- Mental Health Provider
- Physician
- Other: ____________________________

### Action Plan

Please list any specific goals that you hope the Case Manager will be able to support you with at this time:

Please identify any barriers or challenges that you may experience toward accomplishing the identified goals:

### Area of Need

1. Physical and mental health (dental, medical, behavioral, health, cognitive, spiritual, etc.):

2. Basic needs (housing, food, clothing, transportation, financial assistance, etc.):

3. Social needs (connections, friends, mentor, life engaging activities):

4. Academic needs (accommodations, time management, tutor, books, supplies):

---

Division of Student Affairs  
www.tgju.edu/studenthandbook  
361 Bowen-Thompson Student Union  
Bowling Green, OH 43403  
Phone: 419-372-2363  
Fax: 419-372-6439

---

### Goals

<table>
<thead>
<tr>
<th>Goals</th>
<th>Action Steps (who and what)</th>
<th>Target Dates</th>
<th>Progress &amp; Accomplishments (to be completed at 2nd apppt.)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Resources & Services

• Food Assistance programs and services
  • Grab-N-Go Food Bag Program
  • Falcon Care Program: meal swipe donations
  • Monthly Mobile Food Pantry: on campus accessible to both students and community members
  • Community garden
  • Refer to community resources

• Housing assistance:
  • Partnered with a local Days Inn and secured a low rate for students facing housing insecurity
  • Student Emergency Fund
  • Local SA/DV shelter
  • If available emergency housing through residence life
Challenges

- Limited budget
- Getting people to understand homelessness and how it looks today
- The perception of a college student
- Stigma
- Lack of housing options
- Lack of financial aid
Major Players

• Residence life
• Hotels
• Shelters
• Surrounding universities
• Alumni office
• Buy-in from area and the university
Advice

- Think outside of the box
- Be creative and learn the culture of the university
- Remember your goal is to assist the students how you can
- Realize you will not be able to help everyone
- Seek assistance from others in the field
Housing Strategies: A Case Manager Perspective University of WA Tacoma
Roseann Martinez MSW, LICSW
Office of Student Advocacy and Support
October 2, 2019
• Founded in 1990
• Became a 4-year campus in 2006
• 46-acre campus footprint
• One of three UW campuses
Urban Serving University

- serve a diverse population of students
- key stakeholders in the P-16 education pipeline
- deeply committed to training and preparing a workforce of urban teachers (social workers, computer scientist, health care pros).
- majority of graduates continue to live and work in the same area
- leaders in community engagement and outreach
- economic drivers and serve as business innovators
- positively affect urban health by eliminating chronic diseases and health disparities

Source: Coalition of Urban Serving Universities (usucoalition.org)
5,375 STUDENTS
Income levels

- 73% of students receive financial aid
- 56% of students are first to college, first to degree
- 50% of students eligible for Pell grants
- 10% of students receive veterans benefits
- 18% of students are military-affiliated
Case Management model
  – Strengths based
  – Goals and action steps
  – Collaborative

Harness on campus supports and community resources

Social Work Graduate training
Intake

- Referrals
- Every door a right door
- Phone call
- Walk in
- Email
- Referral form
- CARE team
Referrals

- self
- family
- staff
- faculty
- other students

OSAS
Year End Results 2018-2019

> Wrap around case management services provided to over 200 students.

> Provided one on one contact to those students in over 300 individual sessions.
Case Management Model

Support Plan

> Presenting issue

> Area of Need
  – Physical and Mental Health
  – Basic Needs
  – Social Needs
  – Academic Needs

> Goals
  – Actions steps/target dates/accomplishments and progress
University Housing

> Court 17
> Apartment style (2 bed, 1 bed and studio)
> 350 beds
> One emergency room/bed
> 7k to 13k per academic year
> No on-Campus food service
The Struggle to Stay in College

- Students report they do not have enough money for living expenses (housing, transportation and food) compromising college success.
- Nationally, homeless students have a greater likelihood of exiting college.
- UWT students homeless rate is 10%, national average is reported as 14%.
- Prompted partnership between TCC, UWT and THA to remove these barriers and retain students.
- Early outcomes of partnership showed participating students were 3x more likely to stay in school.
Housing Initiatives

> Husky2Husky
> Private/informal relationships
> CHAP program with Tacoma Housing Authority and Tacoma Community College
  – Koz Market Street (new building to come)
Husky2Husky

> Partnership
  • Shared Housing Services
  • Community members/families
Introducing Husky2Husky (H2H), an innovative Homesharing Program that offers Tacoma residents the opportunity to help a UW Tacoma student obtain affordable housing by utilizing that 'spare room' in their home. This program offers housemate matches based on lifestyles and personalities.

H2H IS AN INNOVATIVE RESOURCE FOR A MASSIVE PROBLEM:
Students often grapple with the rising costs of living, tuition and meeting basic needs. This can create barriers that undermine their ability to academically succeed. UW Tacoma has begun a partnership with Shared Housing Services to provide UW Tacoma students with safe, stable, and affordable housing to assist in their ability to pursue educational goals.

WHAT IS HOMESHARING?
H2H is a safe, low-cost screening and referral service that processes applications, completes background checks, and builds compatibility profiles for qualified Home Providers (those who wish to rent out rooms in their house in exchange for an agreed level of support such as assistance with household tasks and/or a financial exchange) with qualified Home Seekers (UW Tacoma students needing affordable housing). The H2H Homesharing program benefits Home Providers and Home Seekers by facilitating a home share situation that is mutually helpful to each side. It's a win-win!

WHO IS SHARED HOUSING SERVICES?
Shared Housing Services is a non-discriminatory, non-profit, serving Tacoma and Pierce County since 1991. Their programs promote diversity, equity and inclusiveness while aiming to reduce and prevent homelessness through creating a culture of sharing resources for the good of our community as a whole. www.sharedhousingservices.org

HOW DO I QUALIFY?
You must meet all of the following conditions to qualify:

- Be currently enrolled at UW Tacoma.
- Complete an application, background check ($25 fee) and an intake appointment with Shared Housing Services.
- While participating in the H2H program, you must maintain your enrolled student status and regularly check in/follow up with the Office of Student Advocacy and Support.

5 EASY STEPS:

Step 1: Complete an online application located on the Shared Housing Services website:
Home Seeker: tacoma.uw.edu/H2H/HomeSeeker
Please put “UW Tacoma” under the section that asks “How did you hear about Shared Housing Services?”

Step 2: Complete the criminal background check:
Background checks are completed at Shared Housing Services’ offices and must be done within 30 days of submitting the application.

Step 3: Shared Housing Services will conduct an intake on all Home Providers/Home Seekers to determine needs, requirements and compatibility of lifestyles to begin the home share referral process.

Step 4: When a referral is made, the Provider and Seeker begin a dialogue to get to know each other.

Step 5: If a home share match is made, the Provider and Seeker negotiate their living arrangements and document the negotiated arrangements on a Homeshare Agreement form (provided by Shared Housing Services).
What is Shared Housing Services?

- They connect people while fostering independence through innovative and affordable housing
- Create a culture of community members sharing resources to prevent homelessness
- Homesharing is a simple idea available to many: A home provider offers accommodation to a home seeker in exchange for an agreed level of support in the form of financial exchange, assistance with household tasks, or simple companionship.
Husky2Husky

> Successes
  • Story

> Challenges
  • Want to live independently
  • Do not want to live with someone they do not know
Informal Partnerships

> Property management companies
> Realtors
> Alumni
> Community partners
  • Catholic Community Services
CHAP (College Housing Assistance Program)

- CHAP is one aspect of THA’s (Tacoma Housing Authority) Education Project
- THA’s mission is to provide high quality, stable and sustainable housing and supportive services to people in need. It does this in ways that help them prosper and help our communities become safe, vibrant, prosperous, attractive and just.
- THA is very interested in using a housing dollar not just to house people but also to help them and their children succeed in school and help public schools and colleges educate low-income students.
Koz Market Street

- Tacoma Housing Authority – CHAP

- 52 students with housing insecurity placed in THA/Koz sponsored low income housing micro-studio apartments.
Koz Partnership

> ASUWT leadership initiative
> Partnership Koz-THA-UWT
> 52 property based micro-studio apartments
  - 3 levels of subsidy
    > 37 below 30%
    > 10 below 40%
    > 5 below 50%
> UWT case management and referral
> Koz management determines eligibility and reports to THA
Eligibility

• Be a UWT or TCC student who is homeless or near homeless
• Must meet THA eligibility criteria for income (up to 50% of Area Median Income), background check and lawful residency
• Rental units must pass THA inspection
Koz Opinion Survey

> 40% respondents
> 100% of Koz student respondents stated that securing housing at Koz had positively improved their academic success
> 43% - positive improvement on their physical health
> 76% - positive improvement on their mental health
> 48% - an increase of their financial well-being
> 62% - increase in their overall satisfaction in relationships
> 71% - positive improvement in their overall quality of life
Future housing through KOZ/THA

> Additional housing development
> January 2020
> 75 units for students
  – 52 studios
  – 19 one bedroom
  – 4 two bedroom
UWT Responsibilities

- Case Management and referral
- Marketing
- Field inquiries about the program from students
- Support the Koz application process
- Security deposit assistance in some cases
- Referrals to community partners
Resources for All Students

> Emergency aid
> Food pantry
> Case (CARE) management
Challenges

> Lack of affordable housing
> Seattle spill
> Rapid growth downtown Tacoma
> Parking
Advice for Case Managers Working with Housing Insecure Students in Higher Education

- Advocate
  - City, county, state
  - Non profit housing orgs
- Allow the student space to make their own decisions
- Educate them on options
- Warm hand off
Contact Information

University of Washington Tacoma
Office of Student Advocacy and Support

Roseann Martinez LICSW, MSW
253-692-5934
roseann@uw.edu
See you at NAEHCY’s 31st Annual Conference!

November 2-5 \ Washington, DC

**5 Sessions:**

- What’s Hot on the Hill(s): Federal and State Policy Advocacy
- Education Leads Home: A National Campaign on Student Homelessness
- Lessons of College Liaisons: Supporting Students Experiencing Homelessness
- NC's Focus on Access to Quality Child Care for Children Experiencing Homelessness
- Early Childhood Homelessness State Profiles

Find us at the Exhibit Tables!
Youth Leadership and Scholarship - Application Open

Scholarship open to applicants:
- Born on or after November 11
- Entering college for the first time in the 2020-21 school year
- Who have experienced homelessness within the last 6 years

DC Summit
Leaders in policy, advocacy, and mentorship

https://www.schoolhouseconnection.org/youth-leadership/scholarship-program/
4 Things You Can Do To Help Homeless and Foster Youth

Resources

- Tip Sheets for Helping Homeless Youth Succeed in College
- Higher Education Webinars
- The Hope Center Report - College and University Basic Needs Insecurity
- 2016 GAO Report on Federal Financial Assistance for Homeless and Foster Youth