THE BLURRED LINE BETWEEN CSSO & SOCIAL SERVICE AGENT

March 7, 2018: Chief Student Services Officers Conference

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THE CALIFORNIA COMMUNITY COLLEGES SHALL, AS A PRIMARY MISSION, OFFER ACADEMIC AND VOCATIONAL INSTRUCTION AT THE LOWER DIVISION LEVEL FOR BOTH YOUNGER AND OLDER STUDENTS, INCLUDING THOSE PERSONS RETURNING TO SCHOOL.
A primary mission of the California community colleges is to advance California’s economic growth and global competitiveness through education, training, and services that contribute to continuous workforce improvement.
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES MISSION

“THE MISSION OF THE CALIFORNIA DEPARTMENT OF SOCIAL SERVICES IS TO SERVE, AID, AND PROTECT NEEDY AND VULNERABLE CHILDREN AND ADULTS IN WAYS THAT STRENGTHEN AND PRESERVE FAMILIES, ENCOURAGE PERSONAL RESPONSIBILITY, AND FOSTER INDEPENDENCE.”
CALIFORNIA DEPARTMENT OF HEALTH & HUMAN SERVICES

1. DEPARTMENT OF AGING
2. DEPARTMENT OF CHILD SUPPORT SERVICES
3. DEPARTMENT OF DEVELOPMENTAL SERVICES
4. EMERGENCY MEDICAL SERVICES AUTHORITY
5. DEPARTMENT OF HEALTH CARE SERVICES
6. DEPARTMENT OF MANAGED HEALTH CARE
7. DEPARTMENT OF PUBLIC HEALTH
CALIFORNIA DEPARTMENT OF HEALTH & HUMAN SERVICES

1. DEPARTMENT OF REHABILITATION
2. DEPARTMENT OF SOCIAL SERVICES
3. DEPARTMENT OF STATE HOSPITALS
4. OFFICE OF STATEWIDE HEALTH PLANNING & DEVELOPMENT
5. OFFICE OF HEALTH INFORMATION INTEGRITY
6. OFFICE OF THE PATIENT ADVOCATE
7. OFFICE OF SYSTEMS INTEGRATION
8. OFFICE OF LAW ENFORCEMENT SUPPORT
WHERE THE LINES CROSSED
DISPLAYING THE NEED

- Contracting Out Student Health Services to a Professional Medical Provider
- Supporting Student Success Outside the Classroom: Serving Homeless and Food-Insecure Students
- Health & Mental Health Services Programs: Blueprint to Bringing This Important Support Service to Your Campus
- Education Outside the Wall: Reaching & Serving Formerly Incarcerated Students
- Guiding Veterans to Success in College
- Addressing Food Insecurity
- Social Justice in Action: Serving Those Students in the Shadows
THE OLD/CURRENT CONTINUUMS

- TRANSFER
- DEGREE COMPLETION
- CERTIFICATE COMPLETION
- STUDENT ENGAGEMENT/ACTIVITIES
  Clubs, Student Government, Athletics, etc.
- ACCESS
- HEALTH CARE
- TITLE IX
  Protection & Assistance to Victims
THE NEW PARADIGMS

- **STUDENT EQUITY PLAN**
  Requires services for disproportionately impacted students

- **AB 1995**
  Access to shower facilities for homeless students

- **CCC STUDENT MENTAL HEALTH PROGRAM**
  Access to Mental Health

- **TITLE IX**
  Providing safety, rape crisis assistance, LGBTQI Safety, Transgender assistance and protection

- **CALLED OUT GROUPS**
  Current/Former Foster Youth; Veterans

- **IMPLIED INSECURE GROUPS**
  Food Insecure; Housing Insecure; Transportation Insecure; Childcare Insecure; Mental Stability Insecure; Parents; Adult School Students

- **CIVIC ENGAGEMENT**
  Encouraging community activity / activism
MOVING TOWARDS IDEAS/SOLUTIONS

- CREATIVE IMAGINEERING
- NEW PARTNERSHIPS
A CASE STUDY
Aundriana is a fourth year student who is involved in multiple activities on campus. She was a cheerleader and now works for one of the offices as a student worker. I have known her since her first year, though I have lost track of her. I have seen her, spoken to her, and heard of her because she is active. She has participated in various in-reach and outreach activities. She has always seemed happy. In a recent conversation with her, she disclosed that she was homeless. When I pressed, she explained that she has been homeless her entire college career. So I told her to come see me.
AUNDRIANA - A CASE STUDY

I did what I do pre meeting. Pulled her transcripts. Saw that she was above a 2.0 but had many Fs and Ws. Some passing grades but maybe 1 out of 3 or 4 now. Followed up with Financial Aid to discover that she had lost her aid because of SAP. Saw that she was enrolled in 1 unit. Realized that she was in the 1 unit because it provide access to the bus system and student employment.
AUNDRIANA - A CASE STUDY - WHERE TO START

1. HOUSING
2. EMPLOYMENT
3. FINANCIAL AID
4. STABILITY
5. RESPECT
6. HUMILIATION
7. EMBARRASSMENT
8. TRUST
AUNDRIANA - A CASE STUDY - FINDING SOLUTIONS

1. Reached out to my contact in the county who was providing regularly a room and board rental list for secure bed placements.
2. Contacted financial aid to see if she would be eligible for SAP appeal.
3. Looked for course in the second start accelerated program.
4. Ensured she had a current educational plan.
5. Contacted various offices to see who had a non-work-study, temporary employment position.
6. Verified funds from foundation account would cover expenses. Found a room with meals for $700 per month (about $23) per day.
7. Working to verify Medi-Cal eligibility and food stamp eligibility.
8. Working to get her stable.
SECTION 1

SOME IDEAS/EXAMPLES
BHAGS

1. Department of Behavioral Health
2. Other Non Profits/Churches
3. County Resources: DCFS, DSS, DBH
4. Residence Halls
5. Food Banks
6. Medical Workshops / Medical Partnerships
7. Rape/Sexual Assault Partnerships (e.g. Project Sister)
8. Serving the One
9. Making “Yes” the Default
QUESTIONS?