

# Student Food Access & Security Toolkit



#UCFoodForAll



Global Food Initiative  
UNIVERSITY OF CALIFORNIA

UC Best Practices to Improve the Student Experience



# How to Use this Toolkit



This toolkit introduces best practices and activities contributed by UC campuses as they continue to advance efforts to nourish and support students. Within the toolkit you will also find templates and links to our GFI funded Food Access and Security study and Institutional Research and Academic Planning (IRAP) survey instruments that include food security and basic needs question sets. All featured resources include campus or project level points of contact so you can reach to you our UC community of practitioners on efforts you may like to further learn from and apply. We have focused our toolkit contributions across three central themes:

- Campus Education and Community Engagement Programs
- Campus Food Access Models
- Policy and Institutional Processes (Campus and Systemwide)

Each section provides examples across multiple campuses in order to highlight the range of activities taking place. While not, exhaustive, the best practices herein provide pithy practitioner insights and lessons learned. In addition, we have also enclosed campus and systemwide project contacts for your reference. This toolkit is one of many resources developed through the UC Global Food Initiative. To find out more look further at: <http://www.ucop.edu/global-food-initiative>

## Credits & Thank You's

We would like to express appreciation for President Napolitano's support through the Global Food Initiative and for all those who contributed to putting this resource together, including:

**EDITORS:** Tim Galarneau, Ruben Canedo, Eric Heng, Alec Rosenberg, and Gale Sheean-Remotto  
**GRAPHIC DESIGN:** Jane Bolling Design

**CONTRIBUTORS:** Over thirty campus partners across nine campuses co-developed all campus level best practices enclosed herein. In addition, staff from UC Agriculture and Natural Resource (ANR) Nutrition Policy Institute, the UC Office of the President's Institutional Research & Academic Planning, and the Office of the President Marketing and Communications office provided input and content on systemwide elements. Though too many to name all together, the demonstration of engagement and support for producing this resource is a testament to the commitment to advance a basic needs secure UC for all students.



# Toolkit Contents



<b>How to use this Toolkit, Credits and Contributors</b> .....	2
<b>Toolkit Table of Contents</b> .....	3
<b>UC Food Access and Security Overview and Progress</b> .....	4
<b>UC GFI Food Access and Security Contacts</b> .....	6
<b>Campus Education &amp; Community Engagement Programs</b> .....	7
UC Berkeley Personal Food Security & Wellness	
UC Davis CalFresh Partnership	
UC Davis Teaching Kitchen	
UC Irvine CalFresh Application Assistance	
UC Los Angeles Cafe 580	
UC Los Angeles Fall Harvest Feast	
UC Riverside Utilizing Peer Networks	
UC Riverside Partnering Between Existing Programs:	
UC San Diego Triton Food Pantry Marketing	
UC Santa Barbara CalFresh Outreach	
UC Santa Barbara Food Bank Partnership	
UC Santa Barbara Partnerships to Maximize Resources	
<b>Campus Food Access Models</b> .....	35
UC Berkeley Food Assistance Program	
UC Davis Food Pantry Model	
UC Los Angeles Community Program Office Food Closet	
UC Los Angeles Farmers Market Gleaning Program	
UC Los Angeles Meal Voucher Program	
UC Los Angeles Swipe Out Hunger	
UC Merced Community Food Pantry Program	
UC Santa Cruz Farm to Family Program	
<b>Policy &amp; Institutional Processes</b> .....	53
UC Berkeley Food Pantry Student Survey Process	
UC Davis Student Food Security Research	
UC Irvine Food Pantry Usage and Tracking	
UC San Diego Food Pantry Usage and Tracking	
UC Santa Barbara Food Procurement	
UC Santa Barbara Inventory Control Systems	
UC Santa Barbara Pantry Staffing Training	
UC GFI Food Access and Security Study 2015-2016	
UC Institutional Research and Academic Planning (IRAP)	
<b>Conclusion</b> .....	75

# UC Food Access and Security Overview and Progress



In 2010 and again in 2013, the University of California (UC) Undergraduate Experience Survey (UCUES) asked students, “How frequently do you skip meals in order to save money?” Results remained consistent in both surveys, 11% responded “somewhat often”<sup>1</sup> and 14% responded “often/very often.” The question was included in UCUES after advisors, counselors, health educators, health services providers, and financial aid officers consistently reported that students were skipping meals for financial reasons. From 2010 to 2014, campuses across the UC system launched efforts to support students in need of food, developing a variety of independent activities. Some campuses launched food pantry/food bank efforts and utilized their campus gardens and farms to provide fresh produce to students in need while others purchased grocery store gift cards and awarded them to students accordingly. Efforts were not institutionally coordinated, however

reflected a growing need experienced across all campuses.

In 2014, President Napolitano launched the Global Food Initiative (GFI)<sup>2</sup> calling upon the UC to develop best practices and solutions to contribute to addressing hunger from the local to the international level to ensure we can adequately feed the world through nutritious and sustainable means. With over twenty-five subcommittees within GFI drawing staff, faculty and students together, a new model for leveraging the complex UC institutional food systems knowledge production and program engagement emerged. Through the subcommittee’s focus on student food access and security and the campuses commitment to support the work, this toolkit came into development.

Appointed as committee co-chairs for the Food Access and Security (FAS) project, Ruben Canedo (UCB) and Tim Galarneau (UCSC), draw from their previous success in higher education

equity and sustainable food system efforts bringing a unique synergy of UC research and practitioner leadership into GFI. From Fall 2014 through Spring 2015, Ruben and Tim visited all ten campuses and engaged student, staff, and faculty leadership from each campus to help guide the development of a plan to address food security across the UC.

Based on their findings and recognizing efforts needed to address not only the immediate emergency relief (i.e., food pantries) but include long term measurable solutions, the co-chairs encouraged the committee charge to go beyond emergency relief and work further upstream at an institutional level. In addition to advancing a systems approach, the former UC Student Regent, Sadia Saifuddin, took great interest in the issue of student food security and worked closely with the GFI subcommittee to ensure progress was achieved

The charge of the subcommittee for its first year focused on two key objectives: (i) Deepening understanding of food insecurity amongst our undergraduate and graduate student communities and (ii) mobilizing efforts to ensure that students were food secure. Through monthly system wide conference calls, focused research and strategy meetings, as well as convening the first annual statewide California Higher Education Food Summit

(CHEFS) we developed four key areas of focus to successfully fulfill our charge:

- 1. Develop a process and assess institutional student food security measures:** Identify previous, current, and developing student and institutional food security efforts at both a campus and systemwide level
- 2. Establish participatory and inclusive committee structures:** Develop multigenerational and multidisciplinary campus food security and access working groups with student (undergraduate and graduate), staff, faculty, administration, and community expert representation. Further, ensure our systemwide subcommittee includes representation reflecting the same level of diverse leadership.
- 3. Integrate and advance applied institutional research:** The UC Nutrition Policy Institute (NPI) submitted and were awarded funding to conduct the first-ever UC Student Food Insecurity Study.<sup>3</sup> The Food Access & Security Committee Co-Chairs worked closely with NPI leadership Lorrene Ritchie (Executive Director) and Suzanna Martinez (Senior Researcher). Existing Institutional Research and Academic Planning (IRAP) survey tools and leadership worked with GFI to introduce new questions to better assess student food and housing security.
- 4. Develop a transformative institutional model:** Design a proactive and sustainable institutional student food security model to guide our work over the next four years.

## THE FOOD ACCESS AND SECURITY PROJECT PROGRESS

Major progress has been accomplished across the UC system since we launched the GFI Food Access & Security Committee efforts. In May of 2015, the co-chairs presented their findings and progress to the UC Regents. The goal was to gain a UC commitment to ensure the UC System will be food secure by 2025. The Regents supported the target goal as well as challenged us to advance and succeed sooner, by 2020. The co-chairs held meetings and site visits with the campuses to gather information on what FAS success would look like based on campus specific needs.

In Spring 2016, the system wide student experience surveys, UCUES and the Graduate Wellbeing, were updated to include both food and housing security questions. This is a major accomplishment and will produce ongoing student data to better understand and evaluate the impact of our efforts. In addition to these, the Education Finance Model (EFM) Committee (oversee systemwide student aid packaging) updated their questions to provide better data on undergraduate basic needs. These data accomplishments were achieved through the leadership collaboration of the UCOP Institutional Research & Academic Planning, NPI, and the EFM Committee. Most recently, President Napolitano approved the Food Access & Security Committee Second Phase Institutional Model and Funding Proposal. Her approval will double campus budgets from her first year



investment of \$75,000, to \$151,000 per campus for the next two years (2016-2018) to implement UC's holistic model for student food security. Additional funding will be provided to sponsor system wide leadership work sessions, committee participation at the annual California Higher Education Food Summit (CHEFS), and general coordination and technical assistance. All of these areas combine for a total funding of \$3.3 million.<sup>4</sup>

Throughout our journey we have had colleges and universities from California, across the country, and international institutions outreach for support and collaboration. The purpose of this toolkit is to share current practices underway and lessons learned from operationalizing institutional food security models across the UC. We hope this toolkit will inform, support, and connect leadership across colleges and universities. As we continue our efforts we anticipate adding additional best practices and resources that can help support a national vision for college level student food security for all. Each campus toolkit contribution includes campus level contacts and resources to follow up with accordingly.

<sup>3</sup>[www.ucop.edu/global-food-initiative/best-practices/food-access-security/index.html](http://www.ucop.edu/global-food-initiative/best-practices/food-access-security/index.html)

<sup>4</sup>[www.universityofcalifornia.edu/press-room/uc-commits-33-million-tackle-food-access-issues](http://www.universityofcalifornia.edu/press-room/uc-commits-33-million-tackle-food-access-issues)

# UC GFI Food Access & Security Contacts



The contacts below serve as a primary leads for questions and further inquiries of systemwide and campus level efforts shared within this toolkit.



## UC Systemwide Project Sponsor

Jerlena Griffin-Desta: Jerlena.Griffin-Desta@ucop.edu

## Primary Contacts, Food Access & Security Committee Co-Chairs

Ruben E. Canedo:  
elias\_canedo@berkeley.edu  
Tim Galarneau: tgalarne@ucsc.edu

## Secondary Contact, Campus Leads

### Berkeley

Ruben E. Canedo:  
elias\_canedo@berkeley.edu

### Davis

Emily Prieto: eprieto@ucdavis.edu  
Timo Rico: terico@ucdavis.edu

### Irvine

Andrea Gutierrez: andrea.g@uci.edu  
Edgar Dormitorio: ejdormit@uci.edu

## Los Angeles

Antonio Sandoval:  
asandoval@cpo.ucla.edu  
Tyler Watson:  
tylerdwatson@gmail.com

## Merced

Vernette Doty: vdoty@ucmerced.edu

## Riverside

Jacqueline Moreno:  
jacqueline.moreno@ucr.edu  
Karen McComb:  
karen.mccomb@ucr.edu

## San Diego

Hayley Weddle: hweddle@ucsd.edu  
Patty Mahaffey: pmahaffey@ucsd.edu

## San Francisco

Barbara Smith:  
barbara.smith@ucsf.edu  
Wendy Winkler:  
wendy.winkler@ucsf.edu

## Santa Barbara

Michael Miller:  
mike.miller@sa.ucsb.edu  
Katie Maynard: kmaynard@geog.ucsb.edu

## Santa Cruz

Heather Bullock: hbullock@ucsc.edu  
Tim Galarneau: tgalarne@ucsc.edu





# Campus Education & Community Engagement Programs





## NS&T 20: Personal Food Security & Wellness



### Campus Program/ Process Details

The course is held in the Morgan Hall Teaching Kitchen, which can accommodate up to 18 students, with 9 cooking stations, each hosting 2 students. The course is offered twice per the week, one section on Tuesday afternoons and one section on Wednesday evenings. The class hosts a one-hour lecture followed by a 2 hour cooking lab.

Three to four recipes are prepared each class period. More than one station cooks the same recipe, which allows students to compare and contrast different qualities of the same dish, share the technique that led to the unique characteristic, and increase their cooking knowledge through this comparison. Cooking different recipes allows for a variation in the foods being introduced and tried.

Students end class with a shared meal they have prepared. Students enjoy this meal, social time, and often feel more comfortable sharing personal insights into their food behavior at this time rather than during lecture. Through instructor prompting, the students often discuss the challenges they face with regard to their ability to purchase or prepare healthy meals, problem-solve on ways to overcome

### Overview

The course Personal Food Security & Wellness (Nutritional Sciences & Toxicology 20) is designed to improve students' nutrition behavior by addressing skills, knowledge, attitudes and barriers related to food security. The course will provide students with the foundation of nutrition knowledge and cooking skills to be able to prepare healthful meals in consideration of limitations such as food availability, budget, and others. Instruction addresses food security, basic nutritional science concepts such as macronutrients and MyPlate, goal setting and behavior change, budgeting, food safety, calculating nutrient needs, and more. Students go on a field trip to the campus garden, complete readings, assignments and an end-of-semester cooking on a budget project.





these barriers, and discuss goals for cooking healthy meals at home.

The course is open to all UCB students, however, the content is especially designed for students experiencing food insecurity and those wanting to develop skills of obtaining and preparing nutritious foods on a budget. The course is marketed through the food pantry, Student Health Services, Cal Athletics, and other Nutritional Sciences courses. There is demand for the class as it is enrolled to its fullest capacity and has a robust waitlist. Beginning spring 2017, all students will be placed on a waitlist and asked to write a narrative as to why they want to be in the class. This will help the instructor identify those that may benefit from the course the most and minimize students from dropping the course.

**The cost** to implement two sections of the course for one semester is approximately \$17,000.

**Instructor:** 30% FTE instructor

**Student Assistant:** 10-12 hours per week

**Food and supplies:** \$3,500

One semester of two sections provides 1,600 high-intensity contact hours.

## Overview Data Snapshot

Data from fall 2016 suggests:

The class is capturing a diverse ethnic group: 33% white, 30% Hispanic or Latino, 47% Asian

Overall number of enrolled students experiencing food insecurity: 49%

–Marginal Food Security: 14%

–Low Food Security: 14%

–Very Low Food Security: 20%

23% improvement in cooking confidence and 22% improvement in attitudes towards cooking ( $p < 0.001$ )

Students report a 27% increased confidence in their ability to cook a nutritious meal without spending a lot of money ( $P < 0.003$ )

Improved beliefs and attitudes with regard to ( $P < 0.05$  for all outcomes):

- Cooking takes too much time
- Regarding liking cooking
- Expense of cooking
- Difficulty of cooking
- Comfort level of cooking
- Ability to cook a nutritious meal
- Ability to cook a nutritious meal without spending a lot of money
- Ability to cook in a short period of time
- Ability to follow a recipe

## Program/Process Challenges

A few students drop after week 3, and by this point in time it is too late to add a student from the waitlist. To minimize drop-outs, going forward, all students will be added to the waitlist and asked to write a narrative about their interests in the course. Students will also be dropped if they do not attend the first two weeks of class.

Originally the course was offered for 1 unit and pass/no pass. However, it was quickly learned that increasing the class to 2 units and for a grade increased student's attentiveness and enhanced their perception regarding the seriousness of the course.

## Program/Process Insights

Original course development and implementation required increased funding during the first year.

## Resources

<https://nst.berkeley.edu/users/mikelle-mccoin>





# CalFresh Partnership between UC Davis and Yolo County



## Campus Program/ Process Details

Key stakeholders include Yolo County Health and Human Services, Student Affairs, Student Health and Counseling Services, The Pantry and ASUCD. The target audience is any UC Davis student who identifies as having food insecurity concerns and is seeking food access. There are no direct costs associated with providing this program; in-kind contributions include the Yolo County eligibility expert's time, receptionist time (Health Education and Promotion), and graphic design (signage, fliers) and marketing support provided by Student Health and Counseling Services. The number of students seeking consultation is increasing as the program becomes further established and awareness of this program increases among UC Davis students.

## Program/Process Challenges

Challenges to consider when planning for implementation of bringing CalFresh consultants to a campus include developing robust marketing efforts and identifying adequate space for client flow and privacy to facilitate optimal utilization of students.

## Overview

CalFresh is a nutrition assistance program that provides monthly benefits to help eligible UC Davis students purchase healthy and nutritious food. An eligibility expert representative from Yolo County's CalFresh program provides regularly scheduled, drop-in assistance to interested students at two locations on the UC Davis campus: the Student Health and Wellness Center and The Pantry, a food bank sponsored by student government. The goal of the project is to increase enrollment among UC Davis students who meet eligibility criteria and to provide information on additional food access resources to qualifying and non-qualifying students. Students are made aware of this opportunity for consultation with an eligibility expert through a variety of media channels. In addition, this service is co-located with direct access to free food at The Pantry and with the Fruit and Veggie Up! program whenever possible to attract and cross-refer students seeking food.





## Overview Data Snapshot

### CalFresh Applications from UC Davis Students Total Applications

Month	HHSA	MyBCW	Total
October 2014	9	31	40
November 2014	9	29	38
December 2014	6	33	39
January 2015	15	15	30
February 2015	7	18	25
March 2015	9	19	28
April 2015	9	19	28
May 2015	9	17	26
June 2015	3	15	18
July 2015	3	13	16
August 2015	7	29	36
September 2015	23	69	92
October 2015	40	39	79
<b>TOTAL</b>	<b>149</b>	<b>346</b>	<b>495</b>

### HHSA Approved Applications by Location

Month	The Pantry	Student Health & Wellness Center	Total
October 2014	4	2	6
November 2014	5	2	7
December 2014	2	4	6
January 2015	3	11	14
February 2015	2	3	5
March 2015	2	1	3
April 2015	5	2	7
May 2015	5	4	9
June 2015	0	2	2
July 2015	1	0	1
August 2015	1	3	4
September 2015	8	13	21
October 2015	40	39	79
<b>TOTAL</b>	<b>149</b>	<b>346</b>	<b>495</b>

## Resources

<https://shcs.ucdavis.edu/blog/food-insecurity.html#.VnMvgJMrKi4>

[www.cdss.ca.gov/foodstamps/default.htm](http://www.cdss.ca.gov/foodstamps/default.htm)

[www.cdss.ca.gov/foodstamps/PG841.htm](http://www.cdss.ca.gov/foodstamps/PG841.htm)

Additionally, there will be a small percentage of students who do not meet eligibility requirements and identifying and providing other food resources will further support improved food intake among students with food insecurity concerns.

- Location of space(s) for consultations
- Managing reception/information-sharing/traffic flow/high volume of interested students at peak times
- Addressing needs of non-qualifying students by providing universally accessible campus/community food access resources

## Program/Process Insights

The synergy between programs such as CalFresh and the UC Davis Fruit and Veggie Up! programs can enhance the utilization of both programs. When robust marketing is in place students are responsive to these opportunities and being prepared to manage the high volume of participants in a student-centered environment will enhance the success of these programs.

- Co-location of the service with the campus food bank or Fruit and Veggie Up! program substantially increases exposure to the CalFresh program among students
- There is a strong need and interest among students regarding food access resources
- Individual in-person consultation improves enrollment numbers



# UC Davis Teaching Kitchens



## Campus Program/ Process Details

Demonstration and Practice Teaching Kitchens are staffed by a Certified Protection Food Manager (Servesafe certification) which is either the student Teaching Kitchen Assistant or a Registered Dietitian. Two types of classes are offered to UC Davis students: Demonstration Kitchen (students watch while food is prepared and are invited to sample) and Practice Kitchen (provide active, hands-on training in food preparation - ratio of 4 students to each instructor).

Key stakeholders include the Student Health and Counseling Services Nutrition Services Dietitian and dietary student interns, Campus Dining services, Health Education and Promotion Wellness partners and students. Partnership with the campus food provider is an important component of the program, as the campus food vendor provides and stores the majority of food ingredients. This offers a dramatic cost savings and is logistically crucial as food chain of custody must be logged and temperatures recorded and maintained, all of which the food vendor has expertise and the proper procedures and protocols in place.

## Overview

The SHCS Teaching Kitchen mission is to educate UC Davis students in evidence-based nutritional concepts and cooking skills to optimize health during their time here in college and throughout a lifetime.

Along with teaching students how to prepare their own high-quality food, while keeping cost and time management in mind, we also focus on sustainability by using seasonal and local foods when able. On our UC Davis campus, we have a Student Farm where they grow their own organic fruits, vegetables, and herbs for use in the Teaching Kitchen.

All cooking classes are designed with the busy student in mind. The classes provide food preparation and cooking skills, nutrition education and meal suggestions to inspire even the busiest student to cook!





Participation is at no cost to registered students and expenses are underwritten by the SHCS program through student health fees. Individual hands-on classes are limited to 11 students, demonstration classes can accommodate up to 40 students.

A marketing plan is developed for each class and reviewed by the Registered Dietitian to ensure each class is advertised correctly and effectively. Goals of teaching kitchen classes include improving student nutrition awareness and building skills to ensure access to tasty, affordable, easy to prepare, cost effective nutritious meals.

## Overview Data Snapshot

Examples of Demo and hands-on classes offered in 2016.

### Quick and Easy Cooking Demo

Are you busy? Learning recipes in the kitchen that can be done in a hurry and on a budget is the way to go. Come to class to learn nutrition and cooking skills that will get you in and out of the kitchen fast.

**Tuesday, February 9, 2016**

**3:10 PM-4:30 PM**

**Cost: No charge.**

**Eligibility:** All registered students.

**Access:** Registration is preferred.

To register, call the Appointment Desk at (530) 752-2349 or follow the instructions to register using the Health-e-Messaging Appointments Page.

**Location:** SHWC Kitchen, Third floor of the Student Health and Wellness Center

### I ♥ Cooking (Hands-On Cooking Class)

On the Menu: Strawberry Smoothie, Red and White Salad Served with “Hearty” Entree, and Black Bean Brownies. This delicious line up packs a healthy punch! Come have fun learning how to make “Hearty” entree that incorporates heart healthy items like walnuts. This class

is also packed with foods that have fiber that can improve heart health and is associated with maintaining normal weight.

**Thursday, February 18**

**5:10 PM-6:30 PM**

**Cost: No charge.**

**Eligibility:** All registered students.

**Access:** Registration is mandatory; class is limited to 11 students. To register, call the Appointment Desk at (530) 752-2349 or follow the instructions to register using the Health-e-Messaging Appointments Page.

**Location:** SHWC Kitchen, Third floor of the Student Health and Wellness Center

**Thursday, February 25**

**5:10 PM-6:30 PM**

**Cost: No charge.**

**Eligibility:** All registered students.

**Access:** Registration is mandatory; class is limited to 11 students. To register, call the Appointment Desk at (530) 752-2349 or follow the instructions to register using the Health-e-Messaging Appointments Page.

**Location:** SHWC Kitchen, Third floor of the Student Health and Wellness Center

To ensure our students’ needs and expectations are being met, an evaluation using a 5 point Likert scale (Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree) is collected at the end of each class.

A sample of one class entitled “Quick and Easy Meals” (18 students attended





16 students filled out evaluations) is provided below:

1. The cooking class has met my expectations. (14-Strongly Agree / 2- Agree)
2. The Instructor/chef was knowledgeable on the subject. (15-Strongly Agree / 1- Agree)
3. The class gave me ideas and tips I plan to use to cook meals myself. (13-Strongly Agree / 3- Agree)

4. I feel the cooking class was helpful and will help me reach my weight management and health goals. (13-Strongly Agree / 1- Agree / 1-Neutral)
5. I am prepared to make lifestyle changes to reach my health and nutrition goals. (13-Strongly Agree / 3- Agree)
6. I would recommend the Quick & Easy Cooking Class to a friend. (14-Strongly Agree / 2- Agree)

*Comments: Awesome; Delicious smell and taste!; Enjoyed watching and eating! Glad I tried raw veggies; Great class!; Enjoyed use of herbs. And the chefs humor and positive energy; Loved it; Please provide more classes and more often; I liked that it was a small class; Inspiring for me to cook for myself; Thanks for introducing seitan!; I learned about food safety*

### Program/Process Challenges

- **Food Safety** - acquisition, storage and preparation of food items
- **Teaching Kitchen Unit (TKU)** - demonstration preparation station

- expensive to purchase with very specific cleaning, prep and storage requirements

- **Marketing to reach students** in greatest need of support in preparation and food selection skills

### Program/Process Insights

- **Utilize trained, Servsafe certified student assistants** to assist the Teaching Kitchen Dietitian in creating and instructing cooking classes.
- **Include recipe creation, recipe nutritional analysis, and cost analysis** to ensure classes are audience appropriate and attractive to selected student population
- **Preparation and planning to coordinate guest chefs**, gathering food from the Wellness Garden for classes, and assisting in marketing of Teaching Kitchen events.

### Resources

- UC Davis Student Health & Counseling Services Nutrition Services Department Policy and Procedure Manual - Demonstration and Practice Kitchen
- Teaching Assistant Training Binder
- Volunteer Food Safety Guide
- Assorted Waivers and Forms





# On-Campus CalFresh Application Assistance

## Overview

The Campus Social Worker (CSW) office provides case management services to the UC Irvine campus community. This includes providing private support for individual students, staff, or faculty during a crisis. In order to address the person's needs, the CSW mobilizes necessary campus and community resources to maximize the person's physical, social and/or emotional well-being. The CSW data shows that while there was an increase in client cases from 2010 to 2014, most of the needs categories (e.g., academic, financial, housing, mental health) remained proportionate to the number of students served. Food insecurity was the only category that progressively increased during those years.

In the Spring of 2014, UCI administrators and staff members met with individuals from the Second Harvest Food Bank of Orange County to get an understanding of how their services could support the UCI community. At that time, Second Harvest's CalFresh application assistance program had just begun. What resulted from that meeting was a collaboration and partnership between UCI and Second Harvest to offer application assistance on the UCI campus. The onsite model has been extremely beneficial to students who have impacted class and work schedules and face transportation barriers, which make it difficult to go to the local Social Services office. One of the added benefits of this CalFresh partnership is that the students receive advocacy from their Second Harvest/CalFresh coordinator to Orange County Social Services throughout the application process. If the student faces any issues during this process, the student can contact the CalFresh coordinator for additional support.

## Campus Program/ Process Details

CalFresh is the name of California's federally-funded Supplemental Nutrition Assistance Program (SNAP). Although it is also commonly known as "food stamps," the name of the program was changed several years ago in order to emphasize the program's growing emphasis on nutrition. CalFresh issues monthly electronic benefits that can be used to buy most foods at many markets and food stores.



A student may be eligible for CalFresh if they are enrolled in school at least half-time and meet one of the following conditions:

- Employed at least 20 hours per week
- Receive federal work-study
- Receive CalWorks
- Care for a young child
- Do not intend to register for the next school term



**How it works:** Flyers about CalFresh application assistance are placed throughout the campus community including academic advising offices, resident communities, the Counseling Center, the Student Health Center, the Financial Aid office, and other “high-traffic areas.” Students are encouraged to make an appointment online through the Second Harvest website. On-campus appointments take place every Thursday between 11:00am and 3:00pm, and can also be scheduled on a different day if the student’s schedule does not permit them to meet on a Thursday. Once the application is submitted, the CalFresh coordinator can follow the student’s specific case by keeping in contact with their county social services eligibility worker.

The program has evolved over time. Initially, there was one CalFresh coordinator from Second Harvest Food Bank; interns from other local colleges and universities are now trained to provide the on-campus application assistance. This helps ensure privacy for the student who is applying and it also gives professional, human services experience for the interns. The program has also expanded in that Second Harvest now offers CalWorks application assistance and Medi-Cal application assistance, which can be extremely helpful to family members of our students who do not have health insurance.

A recertification process occurs once per year to ensure that the student continues to meet the CalFresh eligibility requirements and still has a need for benefits.

## Overview Data Snapshot

Between June 2014 until November 2015:

Applications submitted: 70

Applications approved: 21

Applications denied: 20

Applications pending: 12

Applications unknown: 12  
(no response from the applicant)

Applications withdrawn: 5

\*21 approved applications are equivalent to 20,862 meals per year

\*In California, households who apply and are approved for CalFresh, receive an average of \$305.10 in CalFresh benefits

## Program/Process Challenges

- **Not all nearby, local grocery stores accept EBT**, making accessibility an issue
- **While some international students and undocumented students could greatly benefit from CalFresh**, they are not eligible because of their legal status
- **Applicants are denied for various reasons**, including not meeting the work requirement (e.g., they did not

have work-study and were working less than 20 hours a week)

## Program/Process Insights

- **If a student is not currently employed, but has work study**, there is a referral process between Second Harvest and the CSW office to connect the student to on-campus employment (e.g., Hospitality & Dining Services) so that the student meets CalFresh eligibility criteria
- **The on-campus application location increases accessibility** for students who might not otherwise apply at the local Social Services office
- **CalFresh benefits do not impact a student’s financial aid package**; it acts as a supplement for food costs and helps the student budget for other household expenses
- **There needs to be an education component** to inform the student body about CalFresh. This can be done via:
  - **Student Parent Orientation Program (SPOP):** provide education about holistic resources available (possibly use video marketing)
  - CalFresh informational sessions at SOAR Food Pantry and graduate and family housing
  - The Registrar’s Office has information identifying low-income students; we may possibly ask students if they are interested in applying for CalFresh by utilizing this data.

CAMPUS SOCIAL WORKER



UCI Wellness, Health & Counseling Services





# 580 Café: Partnerships with Wesley Foundation Serving UCLA



## Campus Program/ Process Details

### Partnership with local communities and food deliveries

580 Café is an outreach of the Wesley Foundation Serving UCLA United Methodist Campus Ministry. 580 has a unique partnership with St. Alban's Episcopal Church, where the café operates, and the church allows use of some facilities and resources. In particular, St. Alban's is allowing the café to expand its function to include the church kitchen that has recently been remodeled and upgraded to include industrial grade kitchen equipment. We receive weekly food donations/deliveries from community businesses, alumni, church groups, and other individuals. Wesley Foundation Serving UCLA is the 501(c)3 nonprofit that is the umbrella organization for receiving fresh produce (grab and go fruit) from the new farmers market gleaning program being coordinated by GFI fellows in partnership with Food Forward, an LA-based nonprofit.

### New equipment

580 Café is serving an increasing UCLA students and has a need to

## Overview

Since 2010, 580 Café has provided a space for students to break bread and build relationships through food, conversation, study and arts. The café is located at St. Alban's Episcopal Church (adjacent to campus) and is easily accessible off the front patio. The café provides a comfortable place for students to relax, study, eat, and more, and receives in-kind food donations from a number of local agencies. UCLA students are welcome to stop by and grab some snacks or a meal, and there is always someone to talk to – anyone can become part of the 580 community. The café is expanding its capacity to store food and serve students, in part due to funding from the UC Global Food Initiative. 580 has recently gained access to the church kitchen, where we hosted our first cooking demonstration and community dinner and plan to host more cooking events in the future.





expand its food storage capacity. Through a partnership with the UCLA Healthy Campus Initiative and UCLA Dining, we are working to secure a donation of a used industrial refrigerator. Through our partnership with the food security work group, we have received \$5,000 in GFI funding to purchase an additional kitchen refrigerator for the café space and other added storage capacity, including shelving, a new table and supplies.

### Cooking Healthy on a Budget Event

We hosted our first cooking demonstration event as part of Food Day on October 22, 2015, in partnership with the UCLA Healthy Campus Initiative. Former White

House Pastry Chef Bill Yosses and several students worked with us to plan and implement the evening cooking event and dinner. The menu included baked butternut squash with lemon and parmesan, sweet potato sage pancakes, broccoli golden raisin salad, and edamame hummus. We had about 40 students and a few community members attend the event, where they observed and participated in the food preparation as Chef Bill explained the dishes. We then had a family-style dinner to enjoy all the wonderful food. The event was well received, and we plan to host more cooking events in the future.

### Overview Data Snapshot

580 Café collects quarterly data on number of students served (no identifiers), number of meals served, and in-kind donations received. On average, 580 serves about 30 UCLA students per day (range is 15-50 students) and roughly 350 meals per week. In-kind food donations total about \$2,000 per month. 580 also has had students conduct surveys, including a current ongoing survey to assess when and how students visit the café, characteristics of students served by the café, opinions on services provided by the café (including food) and ideas for opportunities for improvement.

We administered surveys to the students who participated in our first cooking demonstration, and overall the responses indicated high satisfaction with the event and a high likelihood that students would attend another cooking event in the future. Students especially liked the welcoming atmosphere, friendly staff and healthy recipes, but would have liked to spend more time participating in the food preparation and learning about how to budget for food.

### Program/Process Challenges

- Reaching a broader UCLA student base
- Food storage capacity
- Data collection

### Program/Process Insights

- Create a welcoming space and a community for students
- Listen to student input to drive program/resource changes and updates
- Form and leverage partnerships with UCLA administration and student groups, including the Healthy Campus Initiative

### Resources:

#### Videos

<https://m.youtube.com/watch?v=NpvtVqKqnxQ>

[www.nbclosangeles.com/on-air/as-seen-on/Cafe\\_Feeds\\_Students\\_Hungry\\_for\\_Higher\\_Education\\_Los\\_Angeles-133499803.html](http://www.nbclosangeles.com/on-air/as-seen-on/Cafe_Feeds_Students_Hungry_for_Higher_Education_Los_Angeles-133499803.html)

<https://www.youtube.com/watch?v=JGfwwifza4M>

#### Articles

[http://dailybruin.com/2011/11/17/580\\_cafe\\_offers\\_struggling\\_students\\_free\\_food\\_develops\\_community](http://dailybruin.com/2011/11/17/580_cafe_offers_struggling_students_free_food_develops_community)

<http://prod.umwomen.org:88/news/a-spiritual-home-at-ucla>





# Fall Harvest Feast



## Overview

The Fall Harvest Feast is an annual turkey dinner that provides a warm meal as well as food, leftovers and supplies for the Thanksgiving weekend for up to 100 low income students and family members. This event was created and is run by student, staff and faculty volunteers. The food, venue, centerpieces, music and other supplies are donated by various campus departments, student organizations, volunteers and community partners.

## Campus Program/ Process Details

The event is supported by various campus departments, student groups and off campus organizations, including the UCLA Volunteer Center, UCLA Bruin Resource Center, UCLA Community Programs Office, UCLA Community Service Commission, the Wesley Foundation, University Religious Conference, UCLA Residential Life, Swipes for the Homeless, the UCLA LGBT Campus Resource Center, and the Westwood Village Improvement Association. Staff from these areas and students from food related community service groups serve as the volunteers for the planning of this event. It is intended to provide food, hygiene items and other prize giveaways to students, students with families and local community individuals who are in a food scarce or financially insecure situation.

The costs associated with the event include the cost of catering, venue space, room decor and any other miscellaneous items. The cost of



catering and the room charge come close to \$1,500, which reflects a discounted rate given to the event by the campus student catering services. The event also involves several volunteer hours to solicit for raffle prize donations like food gift cards, groceries and small hygiene items to put into gift bags for participants to take home after the dinner. Over the past six years, the Fall Harvest Feast has served more than 500 guests, and given away more than \$3,000 worth of prizes and takeaway items.

It has also been a great way to bring this cross section of students and campus members together to form a community and shed light on the issue of food insecurity.

## Overview Data Snapshot

- 80-100 guests
- 15 prize giveaways
- 100 gift bags

## Program/Process Challenges

- **Getting the set date**, location and proper catering order
- **Ensuring the appropriate audience is invited** to the event and there is enough food for all guests and leftovers to take home
- **Serving substantial donated raffle prizes** and take home items

## Program/Process Insights

- **Select date**, confirm event location and catering
- **Recruit and invite past volunteers** to participate in the planning
- **Host 3-4 planning meetings** to discuss logistic details, room decor, entertainment, event promotion and possible raffle prize donations
- **Create donation letter request** and solicit local businesses for donated raffle prizes

## Resources

- [www.cpo.ucla.edu/cpo/food-http://newsroom.ucla.edu/stories/students-host-a-family-thanksgiving-for-needy-peers](http://www.cpo.ucla.edu/cpo/food-http://newsroom.ucla.edu/stories/students-host-a-family-thanksgiving-for-needy-peers)
- <http://dailybruin.com/2014/12/03/inspired-by-grandfather-13-cousins-devote-themselves-to-charity-work/>
- <http://newsroom.ucla.edu/stories/a-fall-harvest-feast-for-students-240873>
- <http://volunteer.ucla.edu/fall-harvest-feast/>





# Utilizing Peer Networks: Education & Community Engagement



## Campus Program/ Process Details

The Power of the Peers at UC Riverside is a network of over 25 individual peer programs throughout Student Affairs, that work together collaboratively on trainings and programming campus-wide. Collectively, the network is made up of 50 student leaders/trainers and 250 student peer mentors/educators, with guidance provided by 20+ professional staff advisors.

Collective focus of the Power of the Peers network relates to the Mental Health Initiative put forth in our student wellness strategic plan. Peer groups within the network maintain their own identities, missions, goals, and organizational structures. These peer groups vary across topics and demographics, from Chicano Link Mentors, to Community OUTreach Educators, to Sexual Assault & Violence Educators. These groups come together regularly to plan campus-wide events, cross-market each other's programs, and participate in collaborative trainings, including an annual Zero Week training for all organizations in the network.

## Overview

**UC** Riverside has established a network of peer education and mentorship groups on campus, including peers at the various cultural and gender centers, health and wellness centers, and academic departments. The students in these communities are typically well connected to the general student body, visible and approachable as resource people, and are considered gatekeepers and “first responders” for students in need or in crisis. Therefore, by conducting trainings to raise awareness and promote food security resources to these groups, we are equipping some of our most connected students with valuable information about how to refer fellow students to resources, as well as mobilize groups and recruit volunteer support.



Peer networks are advised to include training and disseminate promotional materials for food security resources, including, but not limited to, where to seek support in CalFresh enrollment, where to pick up emergency meal cards or affordable meal boxes off-campus, and information about the R'Pantry. Peers in the network routinely complete trainings on topics like cultural competency and stigma and help-seeking, so information about food insecurity could also be integrated into these existing trainings.

### Program/Process Challenges

- Since food security efforts, particularly the establishment of a food pantry, are in formative stages at UCR, it can be challenging to keep the entire network informed on our resources and policies as they develop

### Program/Process Insights

- Since food insecurity is an issue that students of any identity and backgrounds can face, utilizing a group with the breadth and diversity such as those of UCR's peer network is a critical strategy. Furthermore, gaining peer and staff advisor buy-in has been very successful, as many (if not all) of the groups feel a responsibility to contributing to the elimination of student hunger.

### Resources

- Information about UCR's Power of the Peers network: [well.ucr.edu/peers/becomeapeer.html](http://well.ucr.edu/peers/becomeapeer.html)
- Power of the Peers Zero Week training agenda





# Partnering Between Existing Programs: Gardens & Pantries

## Overview

**UC** Riverside's community garden was founded in 2009 as a space for student volunteers and wider community to practice gardening, learn about agriculture in our county, and explore food related issues. The R'Pantry, a more recently established program (2015) provides no-cost, non-perishable food items as well as education about food access to students. Both programs are connected to the student body in that they depend on a network of student volunteers. Partnering between established programs provides a space to develop areas of common interest. Specifically, creating a relationship between pantries and gardens (as well as other food initiatives) provides potential for maximizing outreach, engaging students in a more holistic education about food systems, and providing space for support between and across food initiatives.

## Campus Program/ Process Details

R'Garden and R'Pantry are both the product of departmental collaborations working to provide resources for students at UCR. R'Garden works with agriculture and sustainability departments, and is connected to departments such as Dining, by providing produce to the university dining commons, as well as through partnership with the UCR Swipes organization.

R'Pantry is a product of the partnering between gender and ethnic/culture programs, including but not limited to Chicano Student Programs, Undocumented Student Programs, Women's Resource Center, as well as centers under the AVC of Health and Wellness.

Established programs are advised to come together and map out assets

that are already in place; programs such as pantries and gardens may have some overlap, such as Dining providing support for both R'Pantry and R'Garden. With the assets clearly defined, both programs can decide how to maximize the resources provided. One example of this is utilizing the Swipes organization's planting/harvesting season. This student organization comes to the R'Garden to help with planting and harvesting, Swipes provides seeds and transplants, and the resulting produce supports local community homelessness and food access initiatives. Daily maintenance is left to volunteers and student staff at the garden. R'Pantry volunteers who are unable to assist in weekly food distributions or shopping are directed to provide support for the garden and organized in bi-monthly volunteering



events. Some of the excess produce is distributed within the pantry when harvest season comes. By connecting these already existing protocols and providing support, a much stronger network is in place for all these different organizations.

Trainings and demonstrations on gardening and pantry operations, promotional materials (including information on food access, food systems, and volunteering opportunities), and tools for use for planting and harvesting all create a potential cost. In the case of already established programs such as the R'Pantry and R'Garden these may already exist and simply need to be adjusted to reflect the new partnership before being cross-promoted at volunteer events, distributions, and to stakeholder departments.

## Program/Process Challenges

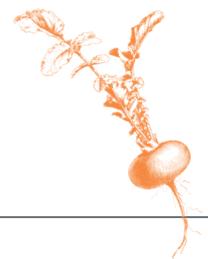
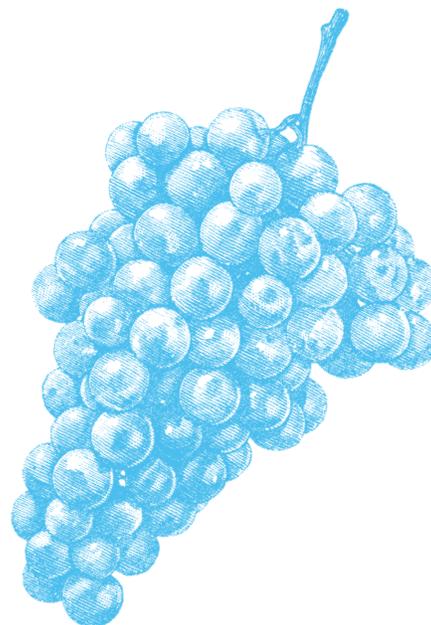
- **Permanent space for gardens and pantries.** Not all campuses are able to ensure permanent spaces for programs year after year which can lead to difficulty establishing protocol between programs.
- **Since the R'Pantry is so new** it can be challenging to keep the network of partners up-to-date or to form exact protocols.
- **Distance between programs-** if the campus is large, as many UCs are, programs can be far apart and make access difficult for students.
- **Continuing education and communication** between programs, stakeholders, and students.
- **Working closely with the environmental health and safety department** to facilitate planting, harvesting, delivering and storing produce safely.

## Program/Process Insights

- **Since many organizations** on campus are already committing to food access and sustainability work, these connections can foster a more communicative/collaborative environment
- **Communication can also be facilitated** with partnering as not all programs are connected to each other.
- **Student involvement can occur on a more holistic level** and programs can foster communities while providing education about food systems.

## Resources

<http://ucrtoday.ucr.edu/28933>  
<http://ucrtoday.ucr.edu/10287>  
<http://ucrtoday.ucr.edu/26234>  
[www.cacscw.org/pantry\\_garden.php](http://www.cacscw.org/pantry_garden.php)





# Triton Food Pantry Marketing



## Campus Program/ Process Details

Campus partners involved in the marketing of the pantry included representatives from Financial Aid, the Colleges, Associated Students, Student Health, Counseling and Psychological Services, Student Research and Information, and several student leaders. The largest component of the marketing campaign was an email sent to financial aid users about the opening of the pantry, who it was intended for, and how to access the resource. While not all students who need to use the pantry receive financial aid, the workgroup predicted that there was likely a large overlap between financial aid users and students experiencing food insecurity. The emails were sent in waves, so that not all students found out about the pantry at once. Because the pantry was a new student-run service, it was important to pace the marketing to ensure that there was enough food when students visited.

At the same time that the Financial Aid Office emails were being sent, an article was featured in This

## Overview

The Triton Food Pantry was created in February 2015 as a resource to provide emergency relief to students experiencing food insecurity. The pantry is run out of the Associated Students, and is overseen by UCSD's Food Insecurity Workgroup. When opening the pantry, we wanted to ensure that our marketing was informative, cost-effective, and reached a wide range of student populations. Members of the workgroup came together to create a comprehensive marketing plan with the goal of raising awareness about the food pantry and its mission. This plan included both electronic and in person campaigns, specifically emails, press releases, business cards, and presentations.





Week @ UCSD, a weekly newsletter that goes out to all staff and any interested UCSD partners about current events on campus. To further market the pantry, the Food Insecurity Workgroup also developed several in-person marketing strategies. Student leaders on the committee visited college council meetings to present about the pantry, and also tabled in heavily trafficked areas on campus. The Associated Students President was able to announce the opening of the pantry to over 500 staff members at the Student Affairs All Staff Meeting, urging them to refer students to the pantry.

Business cards with the Food Pantry's mission, location, and contact information were created so that staff who have a frequent contact with students can give them out when needed. The cards are delivered to various departments by the student managers of the pantry, and are reprinted as often as needed. Of the marketing strategies listed above, this is the only one with cost associated. Currently, we are able to receive about 500 cards for fifty dollars.

Finally, members of the Food

Insecurity Workgroup function as ambassadors to their various departments regarding our initiatives. For example, our representative from Student Health has been able to educate her colleagues, including doctors and nurses, about how to refer the pantry to students who are food insecure. This peer-to-peer marketing approach has helped ensure that awareness about the food pantry is widespread.

## Overview Data Snapshot

The email sent out by the Office of Financial Aid included the following text:

*There is a great new resource that opened on campus this quarter: The Triton Food Pantry.*

*This initiative was developed to combat food insecurity on our campus, an issue which we know is faced by over 20% of our UCSD community (UCUES Survey, 2014). We learned that food is a flexible expense, which some students sacrifice in order to pay for other things such as tuition, housing, and transportation.*

*We are excited to offer the Triton Food Pantry as a resource to any UCSD student experiencing food insecurity. Each student is allowed to pick up food once per academic week. The Triton Food Pantry is located on the first floor of the Original Student Center, next to A.S. Soft Reserves.*

*For more information about hours, how to support, or anything else, please visit [facebook.com/TritonFoodPantry](https://facebook.com/TritonFoodPantry) or email [foodpantry@ucsd.edu](mailto:foodpantry@ucsd.edu).*

*Regards,  
The Triton Food Pantry Team*

The email was sent to groups of student recipients over the course of about a month. Out of approximately 25,000 UCSD undergraduates, about 12,500 receive financial aid. Data for

usage before and after the emails went out is provided below:

Feb 9-13 2015 No emails sent. Pantry users: 19

Feb 15-20 2015 No emails sent. Pantry users: 28

Feb 23-27 2015 1,500 undergraduate students emailed by Financial Aid. Pantry users: 90

March 2-6 2015 4,500 undergraduate students emailed by Financial Aid. Pantry users: 118

March 9-13 2015 6,500 undergraduate students emailed by Financial Aid. Pantry users: 149

As business cards continued to be distributed, and members of the work group presented to staff and student groups on campus, the number of pantry users continued to climb. Today (December 2015), the pantry sees an average of approximately 200 students each week

## Program/Process Challenges

- **Pacing:** When marketing for the pantry, we wanted to be mindful of the fact that the service was brand new, and thus operations needed to be smoothed out before we could handle significant usage. We did our best to balance this reality with our goal of raising awareness to all students in need by pacing various aspects of the marketing plan (e.g. sending out the Financial Aid email in waves, waiting until after the emails were sent to do presentations).
- **Reach:** Because one of the main strategies for marketing was contacting financial aid recipients via email, we needed to be intentional about how to reach students who experience food insecurity, but do

# Resources

## Triton Food Pantry

Phone: 858-534-5694

Email: [foodpantry@ucsd.edu](mailto:foodpantry@ucsd.edu)

## Financial Aid

Phone: 858-534-4480

Email: [finaid@ucsd.edu](mailto:finaid@ucsd.edu)

## Counseling and Psychological Services (CAPS)

Phone: 858-534-3755

Website: [caps.ucsd.edu](http://caps.ucsd.edu)

## Student Promoted Access Center for Education & Service (SPACES)

Phone: 858-534-7330

Website: [spaces.ucsd.edu](http://spaces.ucsd.edu)

## HDH Nutrition

Email: [tastebuds@ucsd.edu](mailto:tastebuds@ucsd.edu)

## The Zone

Phone: 858-534-5553

Website: [zone.ucsd.edu](http://zone.ucsd.edu)

## The General Store Co-op

Phone: 858-450-3080

Website: [thegeneralstorecoop.com](http://thegeneralstorecoop.com)

## Undocumented Student Services

Phone: 858-822-6916

Website: [undoc.ucsd.edu](http://undoc.ucsd.edu)

## Student Health Services

Phone: 858-534-3300

Email: [studenthealth@ucsd.edu](mailto:studenthealth@ucsd.edu)

## College Deans of Student Affairs

Revelle: 858-534-3492

Muir: 858-534-3587

Marshall: 858-534-4390

Warren: 858-534-4731

Roosevelt: 858-534-2237

Sixth: 858-822-5953

## CalFresh Program

Website: [www.calfresh.ca.gov](http://www.calfresh.ca.gov)



not receive financial aid. The business cards and presentations were implemented with the goal of reaching these populations.

- **Intended users:** It was important for us to make sure that students understood that while the pantry is open to all students, it is intended for students experiencing food insecurity. In our marketing, we always make an effort to include our mission so that students understand the purpose of the resource.

## Program/Process Insights

- **Collaboration:** The strongest aspect of our marketing plan was having a diverse group of stakeholders. By bringing together representatives from student government, student organizations, Housing, Dining & Hospitality, Student Health, Financial Aid, the Colleges, and other departments, we were able to reach more students than if one department had taken the sole lead on marketing.
- **Student engagement:** Student engagement in the marketing process not only increased the amount of students we were able to reach, it also made our messaging more intentional and impactful. For example, students developed the logo and mission for the pantry, and were responsible for the majority of the presentation content. Having students play a strong role in the marketing also helped create a culture of students helping students on campus.
- **Expansion:** The marketing strategy outlined above will be tailored to reach graduate students in Winter 2016. Once again we will be partnering with Financial Aid and student leaders, to launch a comprehensive marketing plan designed to increase graduate student usage of the pantry.

## Resources

<https://www.facebook.com/tritonfoodpantry>

[http://ucsdnews.ucsd.edu/feature/triton\\_food\\_pantry\\_opens\\_at\\_uc\\_san\\_diego](http://ucsdnews.ucsd.edu/feature/triton_food_pantry_opens_at_uc_san_diego)

<http://crowdsurf.ucsd.edu/tfp>





## CalFresh Outreach



Amy Lopez, Outreach Manager with the Santa Barbara Food Bank, providing outreach to students in the AS Food Bank

### Overview

The CalFresh Program, formerly known as Food Stamps and federally known as the Supplemental Nutrition Assistance Program (SNAP), can add to an individual's budget to put healthy and nutritious food on the table. The program issues monthly electronic benefits that can be used to buy most foods at many markets and food stores. The amount of the benefit is based on the size of your household, your income, and your bills. CalFresh helps to improve the health and well-being of qualified households and individuals by providing them a means to meet their nutritional needs. This is a federally funded program; only permanent residents or citizens can qualify. Parents with children who are citizens can apply on their child's behalf.

In 2013, the Associated Students of UCSB contacted the Santa Barbara Food Bank for assistance with CalFresh outreach on campus to help provide students with more access to healthy and nutritious food. The program has since expanded as a campus-wide initiative with the support of the Financial Aid Office.

### Campus Program/ Process Details

#### Process

The Associated Students (AS) Food Bank reached out to the Santa Barbara Food Bank to seek assistance regarding CalFresh. The partnership began with a monthly three-hour info and enrollment session on campus. The AS Food Bank now provides space for the Food Bank staff member to work remotely while supporting efforts on campus. From the partnership, the AS Food Bank was also connected to an Isla Vista resource, the Isla Vista Youth Project. The IVYP ensures that non-traditional students, single parents and families have access to resources for their children to thrive.

The AS Food Bank staff provides referrals to students who utilize our pantry as well as IV Youth Project resources. As part of the collaborative efforts, the IV Youth Project undertakes campus outreach along with our food bank, providing services for students and staff on campus.



More recently, remote and satellite on-campus outreach expanded to twice a month in our pantry. In 2015-2016, two student advocates were hired to assist our AS Food Bank-CalFresh enrollment efforts with expanded hours on campus. Hours at several locations were expanded on campus that have student traffic, including one first-year residence.

#### Target Audience

- Undergraduate and graduate students
- Office in Isla Vista is available for families for consultation

#### Costs

- Publication {edits still to be made}
- Two work-study student staff paid by the Financial Aid Office. Other outreach staff is provided by the Santa Barbara Food Bank through their CalFresh Outreach Grant.

#### Stakeholders/Partners

Santa Barbara Food Bank Outreach Manager, Amy Lopez (alopez@foodbanksbc.org), UCSB Financial Aid Office Director, Mike Miller (mike.miller@sa.ucsb.edu), Isla Vista Youth Projects Family Resource Center. Our outreach locations include: UCSB Wellness Collaborative, Isla Vista Food Co-Operative, UCSB Education Opportunity Programs & UCSB Student Health Center.

#### Data Snapshot

The general comment from the county is that they have seen a significant increase in UCSB students applying to CalFresh and that has impacted their service. Data from November to December 2015 with four outreach locations on a weekly basis show the following:

- # of materials distributed: 240 unique students
- # of students prescreened: 205
- # of applications completed and Cal-Fresh benefits initiated: 55

#### Program/Process Challenges

Space limitations: The AS Food Bank office and pantry is small for the number of students served. We must be creative in using office and desk space to support students with Cal-Fresh while attending to our other duties. This becomes especially dif-

# STRETCH

YOUR  
FOOD BUDGET  
WITH

# CALFRESH

- benefits up to \$194 per month (household of one)
- get application assistance from CalFresh advocates

[foodbank.as.ucsb.edu](http://foodbank.as.ucsb.edu)





Marilyn Becerra, CalFresh Advocate, providing professional peer-to-peer service

difficult during peak hours, when we do not have enough waiting space for students needing assistance from the CalFresh advocates. As we increase our outreach for CalFresh, the lack of offices to host advocates will require additional partnerships.

The limited hours also make it difficult for students with impacted schedules to seek assistance and lastly, identifying full-time career staff who can provide one-on-one service for CalFresh requires additional county training and mentorship that may take time to schedule.

## Program/Process Insights

- **Be consistent:** Consistent and regular hours are helpful for students to remember and return for support and/or refer their peers.
- **Build trust with your students:** Students are able to refer others once they are able to build trust with the process.
- **Ensure staff are knowledgeable:** Knowledgeable peer staff such as those at AS Food Bank have been instrumental as advocates and referral out to the program.
- **Build institutional referral bridges:** Three years in, there is buy-in from campus services who refer for CalFresh from Financial Aid and Student Affairs programs and services.
- **Campus leadership:** Ensure campus leadership supports your CalFresh outreach, from space and programming needs to how it weaves into Financial Aid. It's important that campus Financial Aid offices consider an approach where CalFresh is additive and does not impact financial aid or students will be wary of pursuing additional support.

## Resources

- UCSB Webpage: [foodbank.as.ucsb.edu/calfresh-campaign/calfresh-informationals](http://foodbank.as.ucsb.edu/calfresh-campaign/calfresh-informationals)
- CalFresh: [www.calfresh.ca.gov](http://www.calfresh.ca.gov)
- Legal Services of Northern California: <http://calfresh.lsnr.net/special-rules-for-students/>
- CA County Offices for CalFresh Support: [www.calfresh.ca.gov/PG839.htm](http://www.calfresh.ca.gov/PG839.htm)





# Associated Students Food Bank Partnership with the Isla Vista Food Co-op



## Overview

In 2012 the Associated Students Food Bank approached the Isla Vista Food Co-op to explore donation opportunities. What started out as an in-kind arrangement evolved into conversations about education and outreach. Through three years of partnership, the Isla Vista Food Cooperative has deepened its relationship with the campus through cooking, nutrition, and mindful lifestyle education, and supporting sourcing for campus programming, event planning, conferences and meetings. Additionally, this partnership has helped the Isla Vista Food Co-op to explore ways to be more accessible to low-income students and families in Isla Vista.

## Process

What seem like two very different services became a beautiful collaboration that has helped grow each organization.

Melissa Cohen, General Manager of the Isla Vista Food Co-op, and Tuyen Nguyen, Associated Students Food Bank Coordinator, began a conversation to learn about the work of each entity.

This relationship helped connect the Isla Vista Food Co-Op with food security efforts. For example, the IV Food Co-Op now also has its own advocates helping students and community members apply for CalFresh in-store once per week.

## Target Audience

This can be used by organizations who are exploring ways to support local businesses and organizations while increasing resources for campus services.

## Costs

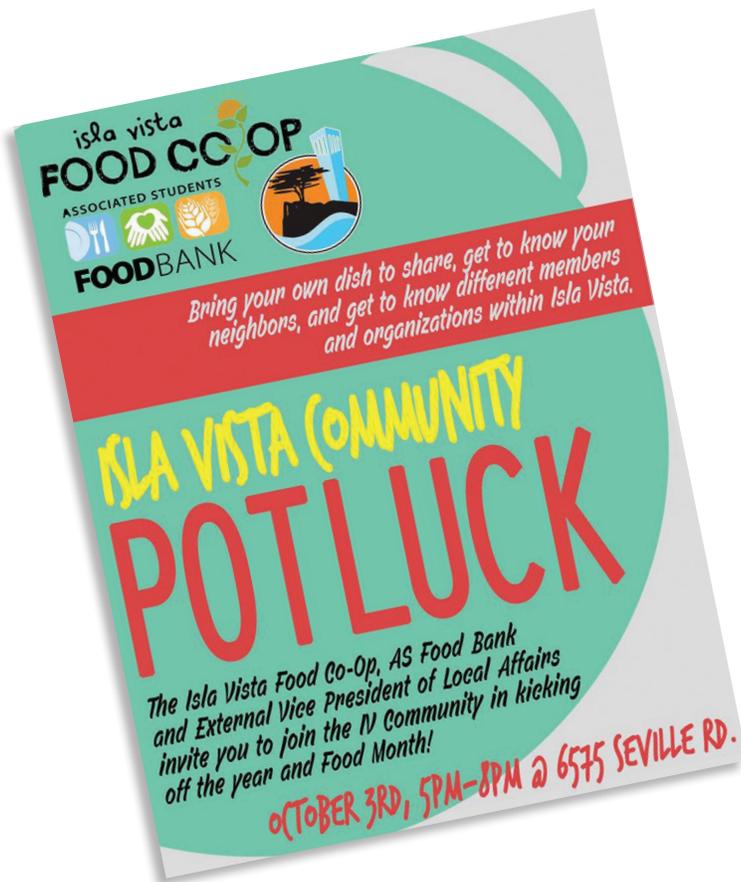
This a mutual partnership that helps expand the Isla Vista Food Cooperative's mission-minded business through education and outreach programs. The IV Food Co-op continues to contribute \$250 a quarter to the AS Food Bank to provide allergy-free and/or diet-specific options to clients with dietary needs.

## Stakeholders/Partners

Isla Vista Food Cooperative and Associated Students Food Bank

## Overview Data Snapshot

- Increased EBT use in the Isla Vista Food Co-Op from \$26,000 in FYE13 to \$58,000 in FYE15.
- Expanded workshops to provide students more access to cooking, nutrition, and shopping on a budget.
- Shared training to help bridge diverse target audiences.





# Campus & Community Partnerships to Maximize Resources



## Campus Program/Process Details

### Process

UCSB food Security efforts overall are great examples of years of collaboration culminating in a collective vision. Specifically, the CalFresh Outreach Expansion Campaign, The Food, Nutrition, and Basic Skills Program, and the development of the Food Security Plan are key elements for our ongoing success. Over the past 5 years, what was once a vision for a food pantry on the campus evolved into conversations about long-term, sustained change to achieve food security. Through the work of the AS Food Bank, we have been able to build relationships with community and campus partners while sharing our resources. Thus, when these initiatives launched we had the trust and buy-in of our partners to work together. Here are the ways in which we began to build relationships:

## Overview

The success and innovation of our program is a result of many years of campus and community partnerships. Without those collaborations, we would not exist today or advance a vision on campus where every student can access and purchase healthy and affordable food. These partnerships have allowed us to expand as a service in many ways.



- **Identify services/need:** Early on, with limited staff and resources, we needed help to spread the word about our services. We began with colleague referrals, and through intake surveys we were able to identify areas of need. Once we determined partners and services, we focused on building effective relationships. One unique partner that highlights a target audience is the Office of International Students and Scholars.
- **Understand needs:** When serving a wide range of the student community it is important to better inform ourselves of other services on campus. In the case of international students at UCSB, we

learned that international scholars experienced hardship during their second year. Undergraduate students experience homesickness and a lack of familiarity with American food, which can limit their access to food. Identifying target audience concerns allows you to better understand how to respond.

- **Collaborate:** Once a need is identified, suggest opportunities for collaboration within the means of each organization or individual. We began this particular partnership by attending the first Thanksgiving Luncheon for international students, giving us visibility in that population. We became organizing partners in the years to follow.

- **Build upon the relationship:** Once the trust is built with our service, the organization can become our advocates. We no longer have to outreach to international students because the OISS team has built us into their orientation and does one-on-one referrals. We continue to work with them on the Thanksgiving Luncheon to anchor the relationship.

We have built many relationships like this one over the years that have helped to minimize our work but grow our impact. Thus, when we call for a coalition to build a holistic curriculum, our partners already know the need. Now we can work together with shared interests and goals to create solutions for our campus.





# Campus Food Access Models





# UC Berkeley Food Assistance Program



## Overview

Results from the 2012 University of California Undergraduate Experience Survey (UCUES) indicated that over 23 percent of UC Berkeley undergraduates had skipped meals to save money. The campus community grew concerned about students showing signs of food insecurity based on these survey results, as well as reports from other areas of campus (e.g., University Health Services). The Financial Aid and Scholarships Office (FASO) joined the campuswide Food Security Committee, which was tasked with both understanding the root causes of this issue and addressing the immediate needs of our students. Through these efforts, FASO developed the Food Assistance Program in fall 2013; the goal is to provide eligible students with short-term funding that can be used at on-campus restaurants and with local food merchants during breaks and in emergency situations. FASO staff work with students to understand how they are or are not using their financial aid funding and assist them in developing spending plans and long-term solutions with the goal of reaching food security.

## Campus Program/ Process Details

Students are encouraged to develop a reasonable spending plan to ensure they have sufficient funding for expenses. Students should utilize all of the resources available, including the student loans in the financial aid package. Students in need of additional resources after utilizing all available financial aid resources may complete the Application for Food Assistance.

**APPLY:** Students can download and submit the Application for Food Assistance Form: [financialaid.berkeley.edu/forms](http://financialaid.berkeley.edu/forms)

**REVIEW PROCESS:** A FASO counselor evaluates applications for food assistance in conjunction with the student's financial aid package to determine if the student has used all of the available gift aid and student loans. The counseling staff may request additional information to determine if the student has sufficient funding to cover current living expenses (e.g., rent, utilities, books, etc.) and to determine why the student has insufficient funding for food. This information is also used to establish a longer-term financial solution for the student.



**USING THE AWARD:** Eligible students receive Cal 1 Card dollars, which can be used at any of the campus restaurants and at select off-campus food merchants chosen from a list of those participating in the Cal 1 Card program. FASO opted to restrict the list to ensure we meet students' immediate food needs. Funds are awarded on a case-by-case basis and are available for use within a few hours of award notification. There is limit on use; all funds expire on the last day of the summer term.

## Overview Data Snapshot

Demographic Aggregate Analysis:

- Approximately 51% of all applicants receive assistance
- 91% live off campus, not with relatives
- 85% are juniors or seniors
- 66% are continuing students
- 64% are independent students
- 35% are student-parent

## Program/Process Insights

### • Communication and Collaboration with Campus Partners

Communication and collaboration are critical components of launching a new program targeted at meeting basic student needs. Providing clear information to students and staff about the purpose and eligibility requirements of the program are necessary for successful implementation. Collaboration with campus partners ensures maximized resources and accurate communication of information to students and other stakeholders. We experienced a significant number of applications in our first cycle of the program. Students were not properly advised about the program eligibility

requirements by campus staff, which resulted in numerous applications from ineligible students, i.e., non-aid recipients. We have since worked closely with our campus partners and student leaders to improve our student-facing communications and our public resources around this program.

### • Self-Investment and Financial Wellness

Across the UC system, all students seeking financial aid are expected to invest in their education through a combination of loan, work, family support, and/or outside scholarships. This investment often covers basic necessities, such as room and board and/or food. However, many students and families choose not to borrow loans; this can, unfortunately, translate into students going without basic necessities, including food. If there is a component of self-help or self-investment in the student financial aid package, it would be the importance of teaching students the essentials of borrowing through a financial wellness program. Such a program can assist students in understanding when or how much to borrow, as well as how to build a spending plan that will support their overall financial wellness. UC Berkeley launched a peer mentoring and financial literacy program, Bears for Financial Success, in spring 2014. The Bears for Financial Success peers focus on providing students the skills to develop spending plans, in addition to understanding savings, debt, credit cards, and identity theft. Combining the support provided through the food assistance program with the services offered through Bears for Financial Success allows UC Berkeley to approach the food-security issue with both

short- and long-term solutions, addressing students' immediate needs while providing them with the skills necessary to make informed financial decisions in the future.

## Program/Process Challenges

### • Determining the Size and Scope of the Food-Insecure Population

Understanding the population is necessary in order to identify, plan, and address the root causes. We have reviewed the population of students who have received funding through the Food Assistance Program, and while we have highlighted some trends or patterns in this population, we have found that the root causes vary greatly. Additionally we are limited to data for those students who have self-identified as being in need. It is reasonable to assume that there is a portion of this population that we have yet to identify or assist through our support programs. Leveraging our campus partnerships that are also collecting data on food insecure students can assist us in developing a more complete picture of how large this population is.

### • Securing Funding

Opportunities for funding may be limited or come from a variety of sources. A best practice passed on from the establishment of UC Berkeley's peer mentoring program is to draft a standard proposal for funding that can be easily modified and submitted as new funding opportunities arise. One challenge specific to starting a food assistance program may be determining how much funding is necessary until you can understand the scope and the number of students who are, in fact, food insecure.



# The Pantry



## Overview

The Pantry is an anonymous, student-run food bank that provides non-perishable food items, fresh produce, basic toiletries, family planning resources, and food security deposit through programs like CalFresh to all UC Davis students. It was founded in 2010 by a group of students after the University of California Undergraduate Experience survey discovered that 25% of students were “frequently” skipping meals because they did not have the financial means to pay for them. Every year, we serve 4,000 to 6,000 students here at UC Davis 5 days a week. The Pantry has won the Outstanding Community Service Award (2013), Gold Community Service Award (2014), and the Go Green Grant (2013). In addition, the Pantry awards scholarships to three students to help finance their groceries every quarter.

## Campus Program/ Process Details

### 1. How the Pantry Works

All a student needs to receive food from The Pantry is their UC Davis student ID card. Once they show their card, they are entitled to three points worth of food of personal items. Pantry items that are for “sale” are shelved in the middle and put on the top of the shelf underneath a sign with their respective point value (personal items are all one point and can be found on the left side shelf). Students cannot receive duplicate items (i.e. you can give them one can of carrots, but not two or three). After a student selects what they wish to receive, you or a volunteer can retrieve that item from the middle shelf. After that student has received their items, you can mark them off on our count sheet as one tally. We are open Monday through Friday from 10am-1pm and Monday through Thursday from 4-6 pm.

### 2. The Pantry's Team

We have four directors that run The Pantry: Unit Director, Assistant Director, Internal Director, and External Director. Each director has 2

interns working with them. We also have permanent volunteers who come to help out on a weekly basis as well as an “Adopt-a-Week” program that entails different centers, clubs, sports teams, fraternities, sororities, and service organizations volunteering to staff The Pantry for one week.

### 3. Programs

The Pantry is partnered with EFAP (Emergency Food Assistance Program), the student farms (called Fresh Focus), CalFresh, and The Nugget.

### 4. Funding

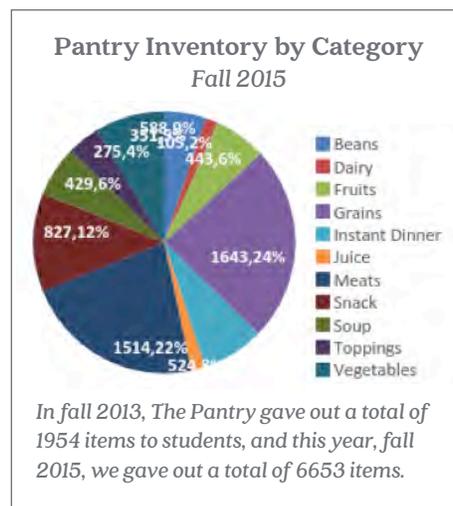
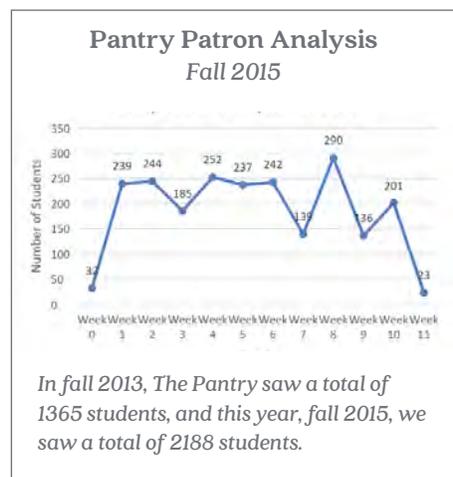
The Pantry operates almost entirely on donations from the community.

## Program/Process Challenges

A major challenge that The Pantry faces is promoting our services to the right audience. Since we are an anonymous service, we don't actually know if the student really needs the Pantry or if they are abusing it (however, we never turn anyone away). Our Pantry is fairly small, and we have trouble finding space to put all our food because there are a lot of regulations for where we can store our nonperishable items. Finally, The Pantry operates on a budget of \$7,547 per year- a majority of that budget goes to paying our four directors; therefore, we are left with little to spend on promoting and other expenses for the Pantry.



## Overview Data Snapshot



## Program/Process Insights

In addition to providing students with food on a daily basis, The Pantry gives out 3 quarterly scholarships of \$250 each to buy additional groceries at a local supermarket. We also have fresh produce at The Pantry from our student farms on Mondays and Thursdays and The Nugget on Fridays which students can get on top of their daily three points. We also provide resources for nutrition education such as new recipes every week of different meals that students can put together with food from The Pantry.

## Resources

### 1. Videos:

**Pantry History:**  
[www.youtube.com/watch?v=7vBRCJ09xYI](http://www.youtube.com/watch?v=7vBRCJ09xYI)

**How does the Pantry Work?**  
[www.youtube.com/watch?v=KQkBvvtloE4](http://www.youtube.com/watch?v=KQkBvvtloE4)

### 2. Articles:

[www.wsj.com/articles/colleges-launch-food-pantries-to-help-low-income-students-1428408001](http://www.wsj.com/articles/colleges-launch-food-pantries-to-help-low-income-students-1428408001)

### 3. Website:

<http://thepantry.ucdavis.edu/>



## Key Contacts

Unit Director: Erika Hapa  
ebhapa@ucdavis.edu  
Assistant Director: Maria Chang  
mwongchang@ucdavis.edu  
Internal Director: Jessica Bee  
jebec@ucdavis.edu

External Director: Shannen Nguyen  
sannguyen@ucdavis.edu  
The Pantry Email:  
director@thepantry.ucdavis.edu  
thepantryvolunteer@gmail.com



## Community Programs Office Food Closet



### Overview

The Community Programs Office Food Closet was created in 2009 to address issues of food insecurity among UCLA students. The food closet is located in the center of campus on the first level of the Student Activities Center. Its hours of operation are 8 a.m. - 8 p.m. Monday to Friday. Due to the stigmas attached with issues of food insecurity, the food closet operates on an honor system so that users can remain anonymous and have a safe space. Starting as a single cabinet with instant ramen and Campbell's soup, the food closet now operates as a fully stocked pantry with fresh produce, breads, canned goods, hygiene products and more. The daily operations of the food closet are supported by weekly donations from UCLA alumni, campus organizations and community partners. For the past eight years, the food closet has served as a leading model for addressing hunger at colleges and universities nationwide. This year, students hope to expand the food closet's services by increasing access to healthy foods, identifying special needs and assessing the work we do.

### Campus Program/ Process Details

The food closet is a student staff partnership in the Community Programs Office (CPO) that addresses food insecurity on campus. Food closet founder Abdullah Jadallah saw an unmet student need and worked diligently with CPO leadership to identify an unmarked closet space in the Student Activities Center to be used as the food closet. Since then, the food closet has been certified by UCLA as a food establishment that operates as an official eating establishment. When the food closet first opened, donations and other goods were inconsistent. Today, the food closet partners with various campus entities, alumni, community organizations, local food banks and grocery stores to ensure a constant stream. The food closet's growth has compelled students to organize regular pick ups and meetings with contributors. One of the food closet's strongest supporters is the Westside Food Bank, which ensures that fresh produce is always available. Monetary donations allow the food closet to purchase additional food and other basic necessities that students may have difficulty obtaining.



Users of the food closet are students who face financial challenges during their time at UCLA. Many have long days on campus due to class, work, and leadership in student organizations. Therefore, the food closet is designed to provide these students with necessary energy to complete their busy days. Continuing to abide by its founding principle of anonymity, the food closet does not track its users, who are free to use the service on an as needed basis. The food closet continues to thrive with the support of staff and student workers of the CPO who dedicate time from their daily work schedules to ensure the food closet is stocked. For the past two years, a dedicated team has overseen daily operations. The role of the food security coordinator is to ensure donations are picked up daily and the food closet is well-stocked. In addition, the food security coordinator also serves as a student representative on the campus food security work group. Based on feedback from the CPO food closet testimonial book, the

food closet has had a positive impact. Students are grateful and appreciative of the resources that the food closet provides them. It has become a vital resource for students, one that has helped students graduate successfully from UCLA.

### Overview Data Snapshot

Although the food closet does not officially collect user data, foot traffic has been estimated as 150 to 200 daily users. On average, the food closet receives 650-700 pounds of fresh produce, canned goods and toiletries each week. Focus groups are currently being planned, so we may gain a better understanding of student needs and how to address them.



### Program/Process Challenges

- Providing healthier food options for students
- Storage space for donations
- Collection of data
- Getting constant donations throughout the year

### Program/Process Insights

- Working with community partners and alumni set-up a constant source of donations
- Users are anonymous and the food closet uses the honor system
- Continual increase in student use
- Location is easily accessible to all UCLA students

### Resources

#### Articles

- [www.cpo.ucla.edu/cpo/food-closet/](http://www.cpo.ucla.edu/cpo/food-closet/)
- <http://uclafund.ucla.edu/yourimpact/giftsatwork/food-closet.aspx>
- [http://test.studentaffairs.ucla.edu/article\\_foodcloset.html](http://test.studentaffairs.ucla.edu/article_foodcloset.html)
- [http://magazine.ucla.edu/exclusives/hope\\_fills\\_ucla\\_food\\_closet/](http://magazine.ucla.edu/exclusives/hope_fills_ucla_food_closet/)
- [www.youtube.com/watch?v=JGfwwifza4M](http://www.youtube.com/watch?v=JGfwwifza4M)





# Farmers Market Gleaning Program



## Campus Program/ Process Details

UCLA students have partnered with Food Forward, which gleans excess produce from multiple farmers markets across Los Angeles and Ventura counties. UCLA students serve as volunteers at markets in Pacific Palisades and Brentwood, on Sunday afternoons. The process lasts several hours and includes distributing and collecting boxes from farmers, weighing and recording the produce, and distributing the produce among different local receiving agencies. In return for our volunteer service, we receive a portion of the gleaned produce each Sunday (8-10 boxes) and deliver to three UCLA locations. We determined the best locations to drop off produce based on existing campus food resources and reported student need communicated by staff and student leaders. The three drop-off sites are:

1. University Village, off campus university-owned apartments primarily for graduate students and their families;
2. CPO Food Closet, our on campus food pantry;

## Overview

Through a partnership with the Los Angeles-based nonprofit Food Forward, UCLA students collect unsold and/or donated produce every Sunday from two local farmers markets in West Los Angeles and deliver it to food insecure UCLA students. Student volunteers, both undergraduate and graduate, collect 100-300 pounds of fresh produce weekly and bring it to graduate student family housing, the Community Programs Office (CPO) Food Closet and 580 Café, a community church partner that provides food resources for students. We aim to improve existing campus food donation resources and expand food access in new locations through the produce deliveries.

3. 580 Café, our community partner that provides an off-campus space for students to study and receive snacks and meals.

By partnering with Swipe Out Hunger, a student group already involved in food security efforts, we have established a good first source of volunteers to train for these markets. In addition, we have started connecting with graduate students from the Public Health Nutrition Club to be another source of volunteers and bridge the gap between the graduate and undergraduate communities. Ultimately, we aim to recruit students who receive the produce to help with the effort and help ensure program sustainability.

The gleaning and deliveries depend on our use of vans provided through CPO, which also coordinates the food closet, to transport 3-4 student volunteers and carry the 8-10 boxes each Sunday. Student volunteers must get driver safety trained through CPO to drive the vans.

We have also coordinated cooking demonstrations in conjunction with the produce deliveries at both 580 Café and University Village. The goal is to incorporate some of the delivered produce through fun, healthy, inexpensive cooking events. In Fall 2015, we hosted “Cooking Healthy on a Budget” with 580 Café and a professional chef, and in Spring 2016 we hosted a similar event at University Village with a graduate student chef. To maximize efficiency, we have partnered with the Public Health Nutrition Club for quarterly “pop up” food demonstrations that give recipients an easy recipe and samples of healthy snacks and meal ideas.



## Overview Data Snapshot

Each week, we track the boxes of produce we receive and deliver, as well as the number of graduate students who pick up produce at University Village. Per our agreement with Food Forward, we currently receive about 8-10 boxes of produce each week. The amount depends on a number of factors, including the other agencies receiving produce and the total amount of produce gleaned from the farmers' market on a given day (which in turn depends on seasonality, farm yields, market sales, and other factors). The weight of each box of produce varies from 10 to 60 pounds, depending on whether it is filled with leafy greens, stone fruit or a mix of produce. The total amount of produce gleaned from a single farmers' market ranges from 200-1,000 pounds per week, and the 8-10 boxes we receive is typically 200-300 pounds of produce. The boxes are distributed to the three drop-off locations according to student

need, preexisting food donation sources and ability to utilize produce:

- 6-8 boxes to University Village (mix of produce) serving 40-65 graduate students and their families;
- 1-2 boxes to the food closet (mainly grab-and-go fruit and vegetables);
- 1 box to 580 Café (all grab-and-go fruit).

Since the program began in November 2015, we have gleaned and delivered nearly every Sunday (excluding some holidays) and delivered nearly 22,000 pounds of fresh produce. In an average week, we deliver about 433 pounds of produce to 35 graduate students and their families at University Village, and many other students at our other two delivery locations.

We administered a survey in Fall 2015 and Fall 2016 to assess program impact. Surveys were given to graduate students waiting in line to receive produce at University Village. The most recent survey shows that



a majority of recipients (58 percent) use the program monthly (1-4 times per month), including 38 percent who pick up 3-4 times per month. Most recipients (77 percent) intend to continue picking up produce, most (77 percent) agree that the produce has increased their personal or family fruit and vegetable consumption, and most (77 percent) agree that receiving the produce has had a positive impact on their family finances.

## Program/Process Challenges

- **Recruiting enough volunteers** from student groups for each Sunday, especially during less active school times, such as finals week, Thanksgiving break, holiday weekends, etc.
- **Getting enough students to complete UCLA driver's safety training** to drive the vans
- **Creating a user-friendly sign-up system** for new volunteers and drivers to avoid relying on the same point people each week
- **Limited ability to meet the demand at our new drop-off site** in graduate family housing

## Program/Process Insights

- **Partnering with a local nonprofit** has brought UCLA into the greater Los Angeles community

- **Working with the farmers' markets** gets students one step closer in the "Farm to Fork" food chain to understand one type of modern food system
- **Identifying three different drop-off locations** gives greater access to the large student population
- **Working with the drop-off location stakeholders** has helped establish assistance with on-site produce distribution (e.g. after we drop off the boxes, the University Apartments Residents Association coordinates volunteers to manage organizing the produce and the line of graduate students)

## Resources:

### Articles

[UCLA Newsroom](#)  
[ucla.in/1NsXbdH](http://ucla.in/1NsXbdH)





# Economic Crisis Response Team Meal Vouchers Program

## Overview

The Economic Crisis Response Team (ECRT) provides support and guidance to students who have self-identified, or are identified by UCLA faculty or staff, as experiencing a financial crisis that impacts their academic success at UCLA. Our meal vouchers program was created in 2010 to address gaps in short-term student food access aside from financial aid packages. ECRT Team works closely with the financial aid office to determine the number of vouchers each student is eligible for and to comply with cost of education guidelines. Thus, students are expected to maximize and use all of the available resources they are eligible for. Meal vouchers are not intended to be used as an alternative to financial aid, such as loans. The program has expanded over time with more students needing meals than ever before.

## Campus Program/ Process Details

The meal vouchers program is available to all enrolled UCLA students, without a meal plan, and campus faculty and staff can make referrals for students in need. Students can request voucher(s) in person by visiting a distribution location on campus (various times and locations depending on the day of week). Students with meal plans who live on campus are not eligible for meal vouchers. Students must complete a financial aid form (available at all distribution locations); if upon review the form verifies that the student has maximized all available resources, then they can receive up to 11 vouchers per quarter for up to three quarters. Undocumented, AB540, and international students are eligible to receive up to 20 vouchers per quarter through degree completion.

The meal vouchers program was started with funding from the Office of the Vice Chancellor. Currently, roughly 80 percent of meal vouchers

are donated through the efforts of the student group Swipe Out Hunger, which collects unused swipes from student meal plans and converts them into meal vouchers in a 1 swipe : 1 meal voucher ratio. These donated meal vouchers are all dining hall vouchers, which allow students to “swipe” into select “To-Go” restaurants. The remaining vouchers are purchased from Associated Students UCLA (ASUCLA) Food Services, which operates campus restaurants and food vendors. The ASUCLA vouchers are purchased for \$7 each and have no cash value until redeemed. The dining hall vouchers appear to be more popular among students. The dining hall vouchers do not always last an entire academic quarter or year, so ECRT must also purchase vouchers to supplement the program and meet



student need. In addition to funding from the Chancellor’s Office and Student Affairs, the meal vouchers program has received \$10,000 from the Global Food Initiative to help fill this gap in vouchers.

## Overview Data Snapshot

We track the number of food vouchers distributed and how many students access them each year. We have data from the past six academic years, plus Fall 2016 and the start of Winter 2017.

We have distributed 34,962 meal vouchers to 5,874 individual students (an average of about six meal vouchers per student). While the number of vouchers and students has varies from year to year. The average number of vouchers accessed per student has increased (Table 1).

**Table 1. Disbursed Meal Vouchers**

Since inception: 34,962 meal vouchers were issued to 5,874 students.

Disbursed Meal Vouchers	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17*
Number of Students Accessing Vouchers	436	989	1,365	591	1,190	963	340
Number of Dining Hall Vouchers	0	1,007	1,326	3,120	7,432	4,157	2,924
Number of ASUCLA Vouchers	451	3,645	6,236	764	1,602	2,496	103
Total Number of Vouchers	451	4,652	7,562	3,884	9,034	6,653	3,027
Average Number of Vouchers Accessed per Student	1.03	4.70	5.54	6.57	7.59	6.91	8.90

\*through January 26, 2017

## Program/Process Challenges

- **Targeting voucher access to students in need** (ensuring/ monitoring that students who have true need for food are accessing vouchers)
- **Meeting the meal voucher demand** (ensuring we don’t run out of vouchers)
- **Assisting students whose need** is greater than the food voucher program can provide

## Program/Process Insights

- **Dining hall vouchers** are more popular and seem to better address the short-term need of a meal or a few meals
- **Highest need** appears to be among undocumented students and students with very long commutes
- **More students are missing meals** and needing access to vouchers than ever before





# Swipe Out Hunger at UCLA



## Campus Program/ Process Details

Through our relationship with dining, swipes are converted in a variety of ways. Firstly, they are converted into meal vouchers for the Economic Crisis Response Team. Secondly, the food value on the swipe (about \$2.50) buys non-perishables from Dining Services that stock the Community Programs Office Food Closet in the Student Activities Center and the University Religious Conference Food Depot. From our recent efforts, we have even converted swipes for our quarterly event Sandwiches for Smiles in which Dining Services gives us bread, peanut butter and jelly to make more than 500 sandwiches for the houseless of Santa Monica.

Every 10th week, board members of Swipe Out Hunger table outside of four dining halls—Rendezvous, Bruin Plate, Covell, and De Neve—in order to encourage students with meal plans to sign a form to donate however many swipes they'd like. Swipes are taken out of premier plans by lunch period the following day and out of regular plans for the entire quarter.

## Overview

**S**wipe Out Hunger at UCLA is an undergraduate club that is making systematic changes in dining policies by converting leftover meal swipes into different avenues to feed people both on and off campus. Our second mission is to raise students' awareness of food insecurity and hunger through outreach and destigmatizing food insecurity on our campuses. Swipe Out Hunger formerly Swipes for the Homeless is part of the national Swipe Out Hunger movement, founded at UCLA in 2009.



There are no direct costs associated with the Swipes conversion process; however, because Swipe Out Hunger also focuses on destigmatization, the group holds various events throughout the quarter both on and off campus, including Sandwiches for Smiles, People Assisting the Homeless (PATH) cooking nights and weekly gleans from local farmers markets.

## Overview Data Snapshot

- Swipes donated:
  - Fall 2014: 7,000-15,000
  - Winter 2015: 4,000-8,000
  - Spring 2015: 5,000-8,000
- Board: 24 members

## Program/Process Challenges

- **Working with UCLA Dining** to shift from non-perishables to fresh food
- **Outreach to students** to secure donated swipes
- **Branding ourselves on campus** for outreach outside of the 10th week swipes drive

## Program/Process Insights

- **Communicate with ResLife and present at building association** meetings to share information with floor residents

- **Promote visibility** at the dining halls—music, signage, clipboarding—necessary to reach potential student donors
- **Brand everything you can** to spread the word—Swipes at UCLA has “I Swiped” stickers that are distributed and worn all week

## Resources

[swipehunger.org/ucla](http://swipehunger.org/ucla)

<http://dailybruin.com/2015/11/05/ucla-alumni-nourish-students-through-food-depot>



### Key Contacts

Savannah Gardner, Board Member,  
Swipe Out Hunger at UCLA  
[scfgardner@gmail.com](mailto:scfgardner@gmail.com)  
[swipehunger.org](http://swipehunger.org)

 Swipe Out Hunger at UCLA

Tiana Austel, President,  
Swipe Out Hunger at UCLA  
[swipes@ucla.edu](mailto:swipes@ucla.edu)



# The UC Merced Pantry: Education and Community Engagement



## Campus Program/ Process Details

The Food Pantry is a distribution held at a UC Merced off-campus location (closer to the area in which the off-campus students live). It is a partnership with the USDA, the Merced County Food Bank (MCFB) and also receives grant funding from the United Way. It is staffed by staff and students who volunteer their time. A partnership with Merced college allows the Food Pantry to hold cooking demonstrations about 9 months a year. Additionally, at the distribution students and community members often receive basic toiletries (e.g. toothpaste/toothbrush, shampoo, conditioner, body wash, deodorant, T.P., paper towels, dish soap etc.). The Food Pantry also provides educational handouts on topics such as food storage, food safety and cooking temperatures, recipes and more. The UC Merced Food Pantry distribution serves approximately 100 students, and 100 community members each month, and the food is delivered to the site via the MCFB. Of the 100 community members about one third are age 66+.

## Overview

The UC Merced Food Pantry is a partnership with the USDA through the local Merced County Food Bank. It is a once-a-month distribution serving an average of 250 people, half are students, and half are community members. Individuals receive a variety of canned fruit and vegetables as well as rice, beans, or noodles, frozen or canned meat, cereal, juice and often eggs or cheese or yogurt, and some fresh produce such as apples or corn or salad.

## Overview Data Snapshot

USDA Food Distribution:

- 1 time a month, 4 hours, off-campus location
- Average number of recipients 200
- On average 40% are students 60% are community members
- On average: 43% identify as Hispanic, 19% White, 12% African American, 11% Asian, 1% Native American

## Program/Process Challenges

- **Volunteer coverage** (individuals and groups from campus departments & units, community members, students)
- **MCFB delivery time consistency** (delivery truck truck has been early every time this year to drop off food and to pick up pallets at close of Food distribution)
- **Not always having enough food delivered**
- **Having no say in the food to be distributed**

## Program/Process Insights

- **Distributes a robust amount of food** to a large number of people in a short period of time
- **Provides regular access to food** at an off campus location ideal as we have NO campus space available
- **Brings the campus and community together** on equal ground and presents positive “face of campus” to community

## Resources

- **IMPACT VIDEO:**  
[www.youtube.com/watch?v=evzpk5kHNB0&list=PL1BA6EA43AD3F1CDA&index=2](http://www.youtube.com/watch?v=evzpk5kHNB0&list=PL1BA6EA43AD3F1CDA&index=2)





# Farm to Family: Bringing Fresh & Organic Produce to the Community Food Pantry UC Santa Cruz



## Campus Program/ Process Details

On harvest days, CASFS staff, resident assistants from Family Student Housing, and interns from the Global Food Initiative (GFI) head to the farm at 7 a.m. to glean produce from the fields and orchards, and gather any surplus organic product that has already been harvested. Resident assistants and GFI interns help with the set up and distribution of produce. Alan VanderPass is the main contact for the Community Food Pantry at FSH; the main contact for this collaboration at CASFS is field production manager Kirstin Yogg. The schedule of a typical day:

- 7 a.m. — Harvesting at the CASFS Farm
- 8:30 –10:30 a.m. — Pantry set up at FSH Community Room
- 4 – 6 p.m. — Community food pantry open to all students and family members
- 6 – 6:30 p.m. — Clean up and pantry closure

## Overview

**F**arm to Family is a successful collaboration that gives UC Santa Cruz students and their families greater access to fresh, organic produce at no cost through a Community Food Pantry. Partners include the Center for Agroecology and Sustainable Food Systems (CASFS) and Family Student Housing (FSH), which operates the pantry as part of its mission of providing on-campus housing to students and their families.

On the first and third Wednesday of the month, the pantry opens its doors to all students from 4 - 6 p.m., distributing food provided by Second Harvest Food Bank, as well as fresh produce harvested at the CASFS-run 30-acre campus farm. Farm to Family brings together students, families, and volunteers, who glean produce from the fields, dramatically increasing the array of food options available to patrons of the food pantry. Gleaning is an effective way of harvesting and distributing food that might otherwise not be used.





Gleaning takes place after farm apprentices finish the main harvest; participants gather surplus produce from the fields, as well as any already-harvested produce designated surplus by apprentices or Farm staff. The Farm is located on lower campus, near CASFS's central offices. Later that morning, a FSH community room is transformed into the Community Food Pantry; furniture is removed to make way for a "shopping" area. Collapsible tables are set up to display the food and fresh produce, and a designated waiting area with chairs is organized for patrons.

CASFS donates 12 boxes of produce for each food distribution, for a total of 24 boxes per month. After the food bank and farm deliveries arrive, volunteers select items for distribution that day. All food is arranged on the tables, with local and organic produce displayed centrally to make it easily accessible to students. Volunteers make display signs to convey any

limits on what patrons can select (e.g. "unlimited," "limit two," etc.). Guests "shop," filling an average of two bags per visit with groceries—enough for 12 individual meals.

As a resource, the food pantry is available to all students, but its location in Family Student Housing makes it particularly convenient for student families that live in the FSH community. Farm to Family encourages students to eat more organic produce, and it has increased student engagement with the UCSC Farm. Gleaning reduces food waste at the production level, and the availability of organic produce is a popular feature of the pantry that prompts many students to line up early to "shop."

### Overview Data Snapshot: adjusted according to featured effort

CASFS provides 12 boxes of produce twice a month, May through October.

Of those served in 2014-15, 33 percent were FSH students and families, 64 percent were UCSC students and families that do not reside in FSH. Each distribution serves on average 85 families at UCSC.



## Program/Process Insights

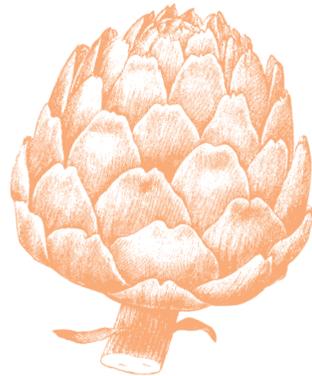
- We are currently evaluating a **proposal** to expand the program and provide year-round supplemental support to the community food pantry by forging a winter student-based partnership with the UCSC Farm.
- We are evaluating a **potential new distribution site**. Our current site is at capacity, and we are working to identify a centrally accessible site that would reach students across campus.
- To **increase student civic engagement and leadership**, we are developing a staffing model that includes internships for student coordinators of distribution sites.

## Resources

- Farm to Family Flyer 2015: <https://drive.google.com/file/d/OB4obds5ez9lXTDdIQ2JwN09kbIE/view?usp=sharing>
- CASFS Website: [casfs.ucsc.edu](http://casfs.ucsc.edu)
- CHES Website: <http://housing.ucsc.edu/family/>
- FSH Pantry FB Page: <https://www.facebook.com/events/383926745119125/>



# Policy & Institutional Processes





# UC Berkeley Food Pantry Survey: Education and Community Engagement



## Campus Program/ Process Details

UC Berkeley’s Food Pantry user survey asks a variety of multiple choice questions, including: frequency at which people use the Pantry, how people learned about the Pantry, why people visit the Pantry, age, sex/ gender, sexual orientation, ethnicity, grade status, social class while growing up, financial aid received, disabilities, whether students are considered independent and/or have dependents, whether they are in-state or out-of-state, immigration status, whether they have a meal plan, what percent of budget they allocate to food expenses, living situation, and open-ended questions offering space to share testimonials and comments/ suggestions.

Survey questions were refined over time and are targeted at gathering a variety of data from students, to both inform Food Pantry operations as well as to paint a picture about who uses the resources. Students are asked to complete the survey each time they

## Overview

The UC Berkeley Food Pantry is a direct response to the need among the student population for more resources to fight food insecurity—the lack of nutritious food. It was established to provide emergency relief to help students as a part of the campus-wide food security efforts. In order to track usage, student demographics, and other relevant data, students fill out a comprehensive survey that feeds into Food Pantry annual reports.



visit the Food Pantry using a computer at the check-in area, and generally the survey takes no longer than 5 minutes to complete.

The survey is administered through a Google Form, which populates a spreadsheet with responses as soon as they are submitted. This spreadsheet is then used to compile the data following the end of the semester or academic year. The data are then compared with university-level data, to understand if the demographic of Food Pantry users vary from university-wide demographics. Once the data are compiled and summarized, the Food Pantry team can use the information to better target its efforts and to support grant applications, etc.

## Overview Data Snapshot

- Food Pantry open M-F, 9:30am-3:30pm
- Fall 2015 semester: 891 unique users, 1300 total visits
- 47% URM, 67% Women, 77% Pell Grant, 87% US Citizens, 68% Heterosexual, 18% With Dependents

- “The Food Pantry makes me feel more supported here at Cal. With a full stomach, I feel mentally and physically ready to tackle the rigor of school.”

## Program/Process Challenges

- **Repetitive survey administration:** while the survey is useful in gathering both quantitative and qualitative data about students who visit the Food Pantry, students who regularly visit the Pantry are forced to fill out the same repetitive survey each time they visit.
- **Missing data:** as is a challenge with any survey, some students do not answer all the questions, or forget to take the survey as a whole. Since the process takes a few minutes to complete, it is somewhat tedious and students may not answer the survey questions to the fullest extent had they only had to fill it out once or twice per semester.
- **Time:** since survey responses feed

## Program/Process Insights

- **We are currently piloting** administering the survey only at the end of the semester, and instead using SID scanners to capture number of visits by unique individuals throughout the semester. We hope this will save time and provide more reliable data.
- **Considering the data we collect** informs much of what we can accomplish, we are constantly revisiting the survey questions to ensure that they ask the most appropriate questions in a sensitive manner.
- **Aside from supporting Food Pantry work,** the data gathered – particularly the qualitative testimonials – help to break down stigma of what it means to experience food insecurity, since it sheds light on the diverse range of students who use the Food Pantry.

## Resources

- UC Berkeley Pantry Webpage Resource:  
<http://pantry.berkeley.edu>





# Center for Student Affairs Assessment



## Campus Program/ Process Details

Public postsecondary institutions are not immune to food security concerns. As demonstrated by the UC Undergraduate Experience Survey (UCUES) from 2012-2014, 23% of students indicated that they skipped meals at least “somewhat often” in order to save money. This was highly correlated with students’ financial status, working status, ethnicity and gender. This behavior increased to 37% for American Indians, and 33% for African American and Chicano/Latino students. This response was also more prominent for students of lower income who depended financially on their family.

Studies indicate that food insecurity may have a negative impact on academic outcomes among children at different ages. Food insecurity and hunger have been associated with behavioral and attention problems, absenteeism, psychosocial dysfunction, low test scores, and grade repetition among others (Pia et al, 2009). Although there isn’t extensive research on its effect on academic outcomes for college students, food security impacts an individual’s physical and mental ability

## Overview

**T**he Center for Student Affairs Assessment (CSAA) fosters a culture of research-based practices that improve the student experience and enhance student learning at UC Davis. Research results are used to guide theory, improve existing programs and resources, and inform institutional policy. CSAA aims to increase divisional efficiency and effectiveness, with a measurably positive impact on the student experience.

For the Global Food Initiative (GFI), CSAA aims to develop, demonstrate, and export solutions for food security, health and sustainability by measuring programmatic outcomes and by integrating GFI efforts to support food security and access for students. CSAA coordinates tasks related to research, evaluation and assessment to advance GFI efforts at UC Davis.



and can also reduce the potential for social and economic development as it increases risk of diet related diseases.

The development of programs and policies to address food security and access concerns on campuses is of high priority to avoid its potential detrimental effect on the educational experience and outcomes for students.

Aligned with a multi-disciplinary strategy, an inventory of campus resources, and an effective assessment strategy of programmatic outcomes, CSAA is developing an impact evaluation plan to guide policy and promote evidence based decision-making with regards to campus food access and food security.

In addition to effective research and evaluation strategies, the Center has access to current and historic data on students. Using these resources, it is the intent of the Center to develop a research approach that will build new knowledge concerning food security and its impact on student retention and graduation rates.

## Overview Data Snapshot

The Swipe Card Strategy reports real-time results of students who engage a campus service. Swipe is voluntary and students are not required to use their card to engage in a service from food security partners. The swipe card project collects student identification information, the date and time of swipe, the service provided, and the location where the service is provided. Partners obtain aggregated demographic information and trend lines of services provided over periods of time. Food security partners at UC Davis are already engaging in this effort to collect information to assess demand and improve campus services.

## Program/Process Challenges

### Methodology

Through a systematic review of available online information and surveying, the environmental scan team in CSAA is developing a matrix of characteristics (i.e., type of food available, related services, nutritional benefit, frequency of fresh fruit and vegetable delivery, access times) where campus resources may have similar or differing characteristics. The methodological approach to help design the research is below:

1. **Conduct a needs assessment plan** to identify areas of opportunity on campus.
2. **Assess food security** across different groups on campus using a validated methodology, with emphasis on students' perceived barriers and source of concerns.
3. **Collaborate across campus** to identify and complete impact evaluation of current programs with potential to offer policy recommendations.
4. **Complete a community and campus food security assessment** including a profile of food resources and assessment of food resource accessibility, availability and affordability.
5. **Develop a data repository and dictionary** to facilitate data collection, development of measurement tools and advance knowledge on food security.
6. **Create constructs, explore mediators and moderators** to food security outcomes pertaining to time-to-degree and retention.

7. **Develop tools to share casual and inferential statistics** that inform campus community on food insecurity, pro-actively.

8. **Develop survey tools, regression models and evaluation metrics** with long-term planning outcomes and the impact of student behavior.

The methodological approach includes a normative need, perceived need, expressed need, and relative need approach to determine inventory. This mechanism helps to triangulate services among constituents and service providers.

1. **A normative need approach, which relies on the existence of standards or 'norms'** established by custom, authority, or general consensus, against which the quantity or quality of a situation, condition, or set of criterion is measured. These typically determined by standards established by National boards and associations.
2. **A perceived need approach,** in which needs are identified according to what people think their needs are or feel their needs to be. This method is collected through a survey to campus constituents.
3. **An expressed need approach,** which explores whether a need exists (and if so, whether it is being met or going unmet) based on the actual attempts (successful or otherwise) of individuals to obtain a given service. This technique is assessed by review online resources that communication such information to constituents.



4. A **relative need approach**, which investigates gaps in service levels that exist between similar communities at an institution. External resources will be explored within a 15 mile radius to determine how gaps can be met to meet campus need.

## Program/Process Insights

To help guide the inventory of food resources into a centralized data repository where other variables are to be collected through student data systems, the Center intends to begin with four additional components that help structure the on-campus resources:

### 1. Food Service Eligibility Assessment

- Does the student have a UC Davis student ID?
- Does the student receive financial aid?
- Has the student been recommended from campus health/other professional?
- Is the student working at least 20 hours per week and getting paid for it?
- Has the student been approved for some kind of work study program?

- Is the student participating in an on-the-job training program?
- Is the student receiving CalWORKS benefits?
- Is the student exerting parental control over a child under age 6?
- Is the student exerting parental control over a child between age 6 and 12, and no childcare services are available?
- Is the student exerting parental control over a child under age 12 and is a single parent attending school full time?

2. **Track and determine demographic** and other characteristics of students who receive service from a type of food service.

3. **Determine type of products served** by food service entity.

- Lacto-vegetarianism
- Lacto-ovo vegetarianism
- Vegan
- Glutent
- Pescetarian Diet
- Belief-based diets

### 4. Similar off-campus food security programs and services.

The approach is aimed to assist with the following questions/statements (but not limited to them):

- Food sufficiency versus food shortage in the house
- Access mainly to low quality food
- Access to a limited variety of food
- Access mainly to non-desirable foods from a healthy perspective
- Hunger as a consequence of food insecurity (where hunger is defined as a physiological state due to prolonged, involuntary lack of food, and that results in discomfort, illness, weakness, or pain that goes beyond the usual uneasy sensation)
- Some individual-level indicators of food insecurity are:
  - Worries that food would run out
  - Inability to afford a balanced meal
  - Cutting size meals or skipping meals
  - Eating less than felt should
  - Experiencing hunger but not eating
  - Weight loss
  - Weight gain
  - Going a whole day without eating





# Tracking Food Pantry Usage



## Campus Program/ Process Details

The SOAR Food Pantry was established on October 5, 2015. It is currently located within the SOAR Center’s Multi-Purpose Room (MPR), in a space that was formerly used for storage of office and program supplies. The space is small (56in. width x 120in. length). In partnership with the Orange County Food Bank the SOAR Food Pantry provides non-perishable food free of charge to students who self-identify as food insecure. In order to track the use of the Food Pantry and better understand the students we serve, we established a card swipe system.

During the hour of operation of the Food Pantry, the UCI Food Access and Security Coordinator or a student volunteer sit at the entrance with a laptop connected to the card swipe reader. The card reader is connected to a university database developed by the Division of Undergraduate Education (DUE) and pulls student information from the Office of Registrar through the student ID card. All data can be viewed in real-time through an administrative website provided by DUE. The website can only be viewed by approved staff members with their UCNID and password. If

## Overview

Student food access and security have been a growing concern on college campuses across the nation. In the state of California, the high cost of living and the rise in college tuition and fees have made student access to affordable and healthy food an urgent concern. Since the SOAR Center was established in 2011, there has been a growing need among UCI students to access nutritious food. The 2014 UCUES (see data below) and UCI Student Affairs Food Survey Results (see attached Food Survey Results for UCI) indicate that a significant amount of UC and UCI students have experienced food insecurity.

During the last couple of years, addressing student food insecurity has become a system-wide priority for the University of California. In Spring 2015, President Janet Napolitano allocated \$75,000 to each individual campus to address student food access and insecurity. At UCI, the funds were used to hire the UCI Food Access and Security Coordinator, establish the SOAR Food Pantry, and provide emergency food vouchers to students with high need. In Fall 2015 Andrea Gutierrez was hired to serve as the UCI Food Access and Security Coordinator and her main responsibility was to establish the SOAR Food Pantry and work with the Associated Student of the University of California Irvine (ASUCI) and the Muslim Student Union (MSU) to develop initiatives to address student food insecurity.

### How frequently UC undergraduate students skipped meals to save money

	2010		2012		2014	
	#	%	#	%	#	%
Never	16,438	26.5%	13,052	24.8%	14,248	26.0%
Rarely	15,255	24.6%	12,651	24.1%	13,229	24.1%
Occasionally	16,064	25.9%	13,157	25.0%	13,234	24.1%
Somewhat often	6,436	10.4%	5,733	10.9%	6,063	11.1%
Often	4,547	7.3%	4,839	9.2%	4,863	8.9%
Very often	3,338	5.4%	3,148	6.0%	3,231	5.9%
Total	62,078	100%	52,580	100%	54,868	100%

Irvine	Never	1,961	22.7%	1,531	21.0%	1,972	23.1%
	Rarely	2,149	24.9%	1,659	22.7%	2,066	24.2%
	Occasionally	2,393	27.7%	1,967	26.9%	2,074	24.3%
	Somewhat often	931	10.8%	856	11.7%	1,056	12.4%
	Often	665	7.7%	762	10.4%	804	9.4%
	Very often	535	6.2%	529	7.2%	553	6.5%
	Total	8,634	100%	7,304	100%	8,525	100%

students do not have their ID, we are able to manually enter their student ID number directly to the card reader web interface.

The card reader provides us with basic demographic information and it tracks the frequency of their visits. Demographic information includes: Student ID numbers, first name, last name, e-mail, class level, major and academic school, grade level, GPA, their First Generation Low Income (FGLI) status, and their race/ethnicity. The data from the 2015-2016 academic year indicates:

A total of 655 unique student visitors used the food pantry for a total of 2,942 visits. Student clients came from diverse backgrounds. The student populations who accessed the service the most were: Mexican-American/ Chicana/o (31%), Chinese/Chinese American (13%), Vietnamese (11%), Latino/Other Spanish-American (9%), Black/African American (8%), and White/Caucasian (7%).

The data also shows the pantry was visited mostly by Seniors (57%), followed by Juniors (25%) and Sophomores (15%). Freshmen and Graduate students also visited the pantry, but at lower rates. Of the visitors, a total of 24 students needed additional support and guidance and 5 of these students were referred to the Campus Social Workers for further assistance.

### Program/Process Challenges

- **Technical difficulties:** There are minor technical difficulties associated with our card swipe reader system. It is powered by our internet network and we occasionally experience delays in the system or network failures. This can delay the registration process, but usually only for a few minutes.
- **Technology requirements:** In setting up the computer and the swipe reader system, one must be mindful of having adequate power outlets

and extension cords.

- **Extension Students:** In the past few months, we have experienced an increased number of visits from Extension students. Because these students have a different student ID card, their swipes do not register in our system. Moving forward, we will explore ways to add Extension students to our database.

### Program/Process Insights

- **Using existing resources:** Using a well-known card swipe system proves effective and comfortable for students using the pantry.
- **Simple scanning process:** The easiness of swiping the student ID card makes the experience of using the pantry normal and non-invasive for students.
- **Privacy:** No student users have expressed concerns about swiping in when visiting the pantry. They appreciate the efficiency of swiping

**SOAR FOOD PANTRY**

Mondays 10am-1pm,  
Tuesdays 10am-1pm &  
Thursdays 10am-1pm

**UCI** Student Outreach and Retention Center

A student-initiated service available to UCI students who need access to emergency food. We provide free basic food supplies and information about additional resources to address long term needs.

Contact Andrea Gutierrez [andrea.g@uci.edu](mailto:andrea.g@uci.edu) with questions.



# Tracking Food Pantry Usage



## Campus Program/ Process Details

The SOAR Food Pantry was established on October 5, 2015. It is currently located within the SOAR Center’s Multi-Purpose Room (MPR), in a space that was formerly used for storage of office and program supplies. The space is small (56in. width x 120in. length). In partnership with the Orange County Food Bank the SOAR Food Pantry provides non-perishable food free of charge to students who self-identify as food insecure. In order to track the use of the Food Pantry and better understand the students we serve, we established a card swipe system.

During the hour of operation of the Food Pantry, the UCI Food Access and Security Coordinator or a student volunteer sit at the entrance with a laptop connected to the card swipe reader. The card reader is connected to a university database developed by the Division of Undergraduate Education (DUE) and pulls student information from the Office of Registrar through the student ID card. All data can be viewed in real-time through an administrative website provided by DUE. The website can only be viewed by approved staff members with their UCNID and password. If

## Overview

Student food access and security have been a growing concern on college campuses across the nation. In the state of California, the high costs of attendance (i.e., rent and living expenses) challenges student access to affordable and healthy food. Since the SOAR Center was established in 2011, there has been a growing need among UCI students to access nutritious food. The 2014 UCUES (see data below) and UCI Student Affairs Food Survey Results (see attached Food Survey Results for UCI) indicate that a significant amount of UC and UCI students have experienced food insecurity.

During the last couple of years, addressing student food insecurity has become a system-wide priority for the University of California. In Spring 2015, President Janet Napolitano allocated \$75,000 to each individual campus to address student food access and insecurity. At UCI, the funds were used to hire the UCI Food Access and Security Coordinator, establish the SOAR Food Pantry, and provide emergency food vouchers to students with high need. In Fall 2015 Andrea Gutierrez was hired to serve as the UCI Food Access and Security Coordinator and her main responsibility was to establish the SOAR Food Pantry and work with the Associated Student of the University of California Irvine (ASUCI) and the Muslim Student Union (MSU) to develop initiatives to address student food insecurity.



# Tracking Food Pantry Usage



## Campus Program/Process Details

In the process of researching ways to capture usage data, our workgroup discovered that a scanning system had been developed on campus for the University Events Office. The system was designed so that they could track attendance at events such as concerts or game nights. After meeting with the Director of the University Events Office to discuss the food pantry's needs, he agreed to let us use the scanning system free of charge.

The scanning system is relatively simple: an event/activity is created through the system's administrative interface, including date, event/activity type, and any restrictions (e.g. UCSD students only). Once the event/activity is created, it will appear as an option on the Student Life Scanning page. During each shift at the food pantry, a student worker or volunteer logs in to the scanning website and selects the appropriate Triton Food Pantry event/activity (e.g. Winter Week 1). They can then scan or manually enter students' PID numbers, and the system will indicate whether the PID is valid or invalid. The PID and certain demographic information is then stored in the

## Overview

Created in February 2015 under the Associated Students, the Triton Food Pantry provides free produce and dry goods to any student experiencing food insecurity. The pantry is overseen by UCSD's Food Insecurity Workgroup, which includes representatives from student government, student organizations, Housing, Dining & Hospitality, Student Health, Financial Aid, and several other departments. When developing operating procedures for the pantry, the workgroup decided that keeping track of student IDs was critical for two reasons. The first reason is that gathering student IDs allows us to track usage numbers for the pantry, which informs how much food to order. More importantly, tracking student IDs provides the opportunity to learn demographic information about students experiencing food insecurity. This allows us to tailor our interventions to better address the issue.



scanning system administrative page, which can only be accessed by staff members who have been given a username and password.

In addition to being user-friendly, the scanning system is also highly cost effective. Student workers at the pantry are easily able to manually type in student users' PIDs, and thus we did not buy an ID scanner for several months. Furthermore, there is no additional software required for the pantry to track usage, as the scanning system runs through a website. Finally, the scanning webpage can easily be accessed on an iPad, or even a smart phone if necessary.

## Overview Data Snapshot

In addition to tracking PIDs, the scanning system pulls certain demographic information from the Registrar's Office, which can then be included in an event/activity report. Currently, the scanning system pulls the following information: college, gender, under/over 21, class level, and whether or not the student lives on campus.

Because students can use the pantry once per week, each week a new event/activity is created in the scanning system for the pantry (e.g. Food Pantry Fall Week 1). The event/activity is set up so that students can only scan in once, which helps uphold the one-visit-per-week limit. Because each week is its own event/activity in the scanning system, it is easy to generate reports on how many users visited the pantry in any given week. Excitingly, it is also possible to create aggregate reports for any food pantry event/activity within a specified date range. This allows us to track usage per week, quarter, academic year, etc.

An excerpt from one of the Fall 2015 weekly reports is included below:

	Attendance	Percentage
Freshman	12	6.22%
Sophomores	20	10.36%
Juniors	51	26.42%
Seniors	101	52.33%
None	9	4.66%
<b>TOTAL</b>	<b>193</b>	
Over 21	120	62.18%
Under 21	73	37.82%
<b>TOTAL</b>	<b>193</b>	
On-Campus Housing	119	61.66%
Off-Campus Housing	74	38.34%
<b>TOTAL</b>	<b>193</b>	

## Program/Process Challenges

- **Data categories:** Because the data from the PIDs is being pulled from the Registrar's Office, we do not have much control over the categories. For example, gender was previously being presented as only one of two options (male or female).
- **Technical difficulties:** As with any system, there are technical difficulties associated with our scanning process. Specifically, IDs sometimes appear as invalid during finals week despite the fact that the student is enrolled. This likely is caused by delays in updating whether or not a student has paid fees for the upcoming quarter.
- **Privacy:** Initially, some members of our campus community were worried that scanning student IDs



**TRITON  
FOOD  
PANTRY**

### What is the Triton Food Pantry?

The mission of the Triton Food Pantry is to provide a discreet service to UCSD students in need of food. Our goals are to ensure that every student has enough energy to get through the day and that no student needs to give up a single meal for any reason. We aim to build a network of resources and awareness about food insecurity.

### Why have the Triton Food Pantry?

The Triton Food Pantry is an initiative that was developed to combat food insecurity on our campus, an issue which we know is prevalent in over 20% of our UCSD undergraduate community (UCUES Survey, 2014). We learned that food is a flexible expense, which some students sacrifice in order to pay for other, more mandatory things such as tuition, housing, and transportation.

The Triton Food Pantry serves our Tritons in need through emergency relief, so that students can always have access to food.

would deter students from using the pantry, and thus preferred a more anonymous protocol. Luckily, no student users have expressed concerns about scanning in when visiting the pantry.

## Program/Process Insights

- **Leveraging existing resources:** The ability to use an already existing scanning system has been immensely beneficial. While the University Events Office sounds like an unlikely partner for resource sharing, the system serves both



of our needs wonderfully. We are optimistic that other campuses may have existing systems in place for tracking student attendance, and hope that our example can serve as inspiration for resource sharing with food pantries.

- **Improvements:** Since implementing the use of the scanning system, several improvements to the system have been made including the ability to aggregate reports, and the option to collect additional demographic data (such as race/ethnicity).

- **Normalizing the scanning process:** By training the student workers and volunteers to treat the scanning process the same way they would treat scanning in to the library or gym on campus, we've been able to normalize the experience of using the pantry.
- **Data collection:** The ability to gather information about users of the pantry is invaluable in our efforts to address food insecurity on campus. By becoming more knowledgeable about the populations that are most impacted, we can create more targeted solutions.

## Resources

<https://www.facebook.com/tritonfoodpantry>

[http://ucsdnews.ucsd.edu/feature/triton\\_food\\_pantry\\_opens\\_at\\_uc\\_san\\_diego](http://ucsdnews.ucsd.edu/feature/triton_food_pantry_opens_at_uc_san_diego)

<http://crowdsurf.ucsd.edu/tfp>





# Food Procurement



## Overview

The Associated Students Food Bank distributes both fresh produce and non-perishable food along with some toiletries. The AS Food Bank is a shop-per choice pantry that opens 3 days weekly for 9 hours a day, distributing over 3,000 food and toiletries items along with over 1,000 lbs of fresh produce. With limited space and staff resources, the procurement process is essential to ensure efficient and smooth operations.

## Purchasing/Food Source

The AS Food Bank sources from various vendors, including:

- **Santa Barbara Food Bank:** Fresh produce & non-perishable food. Free fresh produce with delivery charge and reduced-cost non-perishable food.
- **Costco Wholesale:** Non-perishable food and some toiletries.
- **Isla Vista Food Co-Op:** Produce bags & yearly donations of gluten free items.

- **Campus Edible Project:** Contributing citrus since November 2015.
- **On campus donations:** Non-perishable food.

## Process

When we opened in 2011, most food came from donations with purchasing from various sources. We then became agency members of the Santa Barbara Food Bank. As our pantry increased in volume while our space and resources remained the same, we needed to be creative with our space, staff time, and process to integrate new needs, such as fresh produce, that would reduce our food cost. We explored delivery and pick up from the Santa Barbara Food Bank and now use a mix system with one day of delivery and one day of pick up. The pick up provides us with further benefits, options such as utilizing the rental vehicle for Costco purchasing on the same day.

We have established the following purchasing and sourcing schedule:

- Monday: Delivery from SBFB 8am - 9am
- Wednesday: Pick up from SBFB at 7:30am with arrival on campus at 8am. Shopping at Costco wholesale 10am.

- Tuesdays or Fridays (non distribution days): Donation pick ups.

We explored delivery with the Santa Barbara Food Bank to allow other staff members to be involved in the purchasing process. In our first several months utilizing delivery, we faced challenges such as delivery time, consistency, and location. Over the years, we made several adjustments that have worked better.

With our pantry opening at 9am on distribution days and our lack of refrigeration, we needed same day delivery so clients receive fresh produce. Additionally our delivery needed to be on site before 9am to be unloaded and set up in our pantry in time for distribution. The initial deliveries were not able to fit those times and created more stress among our staff and clients.

When the Santa Barbara Food Bank was able to expand their service, we started receiving deliveries every Monday at 8am, providing our staff one hour to unload and set up the pantry. This short turn-around time before 9 am distribution requires more staff and volunteer support.

The lack of consistency in delivery has been challenging for our staff, as every delivery can potentially be different. An hour window can turn

into a 20-minute window. This makes staffing and volunteer coordination difficult. Staff are asked to be adaptable and able to troubleshoot any situation in order to meet the service expectation of opening the pantry at 9am. When we were not able to take delivery due to time conflict, we continued our pick up, and we were able to better control our time.

The location of delivery is not ideal, as it requires an extra person to watch the delivery while it is being unloaded into the pantry. Our Wednesday pick up from the Santa Barbara Food Bank provides us with a controlled area where there are less variables to manage, allowing our team to take their time to unload and inventory food coming in.

#### Target Audience

Managers running the pantry.

#### Costs

- We spend \$50,000 a year on food. This number is steady the past two years although we have increased the number of students serviced. The integration of fresh produce has helped to reduce food costs. We have also reduced the maximum on some categories and reprioritized others.



- Purchasing projections of non-perishable goods are based on cost per item. Items in each category have a cost limit. For example, a starch item must be under \$1, whereas items in the miscellaneous category are limited to under \$0.30 each. This helps us to prioritize Breakfast, Beans, Starch, Sauce, Soups, Vegetables, and Fruits.

### Overview Data Snapshot

Each delivery or pick up from the Santa Barbara Food Bank is 1,000 to 1,500 pounds of food. We are able to distribute over 1,000 lbs of fresh produce a week and 3,000 items of food a week.





# Inventory Control Systems



AS Food Bank staff, Cynthia Tello, verifying expiration dates and performing quality control for donated items.

## Overview

At UC Santa Barbara, our inventory control system calls for any handling of cash or cash equivalent to be handled by university employees. Our service is therefore run by a full-time staff and student assistants. We established a management system to ensure that all funds and items are accounted for and that loss is limited.

## Campus Program/Process Details

### Process

All items that come into our pantry are inventoried by hand. Non-perishable food and toiletries need to be inspected for quality and safety, such as indentation and expiration dates. Fresh produce also undergo a quality inspection before being placed on the shelf. Inventory is counted in per items based on category, aligning with

our distribution. Fresh produce are recorded based on pounds.

As clients leave the pantry, we inventory items out. We began our check out process manually, and then transitioned to an electronic system. Items are checked out by category. This information helps with purchasing projections.

At the end of each day, staff perform an actual count of the items remaining in the pantry. Another staff member will complete a second actual count to reconcile the data. *We have found that the second actual count has helped to minimize human errors.*

Data are entered into an Excel document to reconcile the overall inventory for the week. With so many items coming in and out of our pantry on a weekly basis, this helps to inform supervisors and employees where the mistakes are coming from and how to minimize those mistakes to be more accurate. This also informs us if we need to adjust any procedures to assist with this. Our staff has changed our inventory process over the years to help reduce errors.

If you would like a detailed training document of our inventory system, please contact Katie.

### Target Audience

Staff and volunteers who perform the main inventory control.

### Costs

Electronic inventory control system costs vary depending on what you use.

### Program/Process Challenges

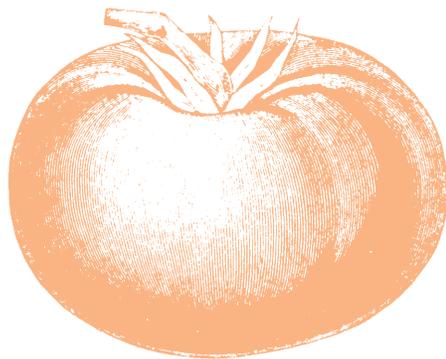
- Inventory errors occur more often with a high volume of clients during peak period.
- Same-day delivery and space constraints contribute to errors when items need to be inventoried quickly.

### Program/Process Insights

- Inventory system has changed and improved with new staff.
- Successful inventory system has helped to reduce cost through increased efficiency, and informed purchasing projections.

### Resources

- AS Food Bank Procedure Manual
- [www.clover.com](http://www.clover.com) is the inventory system we currently use.





## Staff Training for Holistic Service



AS Food Bank Staff and executive leadership at the Fall 2015 Retreat

coming into our pantry and provide more personal service. As demand increased along with our volume of clients, we needed to find ways to maintain the same level of service. Thus, we needed to shift our training for our staff. Training that once happened on-the-job now needed to be more intentional. With this intentional time, we are able to add more training to help our staff be better advocates, working to empower our clients to be their own advocates for institutional change. Our protocol provides integrated individual training, group training, shadowing, and on-the-job training. The learning continues throughout employment. We now have a quarterly training for all new staff.

We begin training with a staff orientation, which includes basic expectations, their role, and how they fit into larger organization. Other training includes administrative paperwork, safety, emergency protocol, Sexual Harassment Title Nine Training, driver training, cash handling, and inventory control. We also have added, incorporated, and expanded as follows:

### Overview

Our staff has been essential in the success of our service and the increasing number of students utilizing our pantry. With the change and growth in service, we have had to transform how we train our staff to meet our mission of meeting immediate food needs while referring students out to other resources on campus.

### Campus Program/Process Details

#### Process

What began as a service that saw five students a day grew to serve 300 to 400 students daily. When the pantry was slower, our staff were able to have more one-on-one time with students and build more in-depth relationships. We had the ability to know and remember the names of most students

- **Resource Information and Referral Training:** Our staff has always been asked and paid to search for resources on campus to build their knowledge. New staff review the AS Food Bank website and update information for resources. They are also trained in the UCSB distressed student protocol. Additionally, since it is important that our staff are sensitive to the needs of the range of clients we service, we began our training with one-on-one conversations regarding our client's needs. With the increased in volume of clients, we worked more closely on training in relationship-building with limited time and integrated safe zones diversity and difference to enhance our staff knowledge of diverse communities.
- **Customer service training** was expanded due to the multitasking and constant adjustments required of our staff. Our basic customer service training also now includes multitasking and crowd control training (scenario-based,

shadowing, and on- the-job training), messaging, framing, language use, relationship building, & resource referral.

Food safety is critical to our operations. Staff completes the ServSafe on-line training and the inventory system. We integrated more fresh produce education to perform quality control of fresh produce sourced from the Santa Barbara Food Bank.

A unique role is required of our staff and each individual brings a very different level of expertise. Some might be more administratively strong, while others are better at building relationships with clients. We needed to do a complete training and use the team to help train each other. The weekly staff meeting has helped to build the team and address critical issues. They help staff begin to reflect about their connection to issues they don't work with directly such as institutional change, but are a great bridge to share information with our clients. The weekly conversations have also helped our staff to support each other through

issues that come up, whether it be daily processes or interactions with clients. This empowers staff to have ownership in the service and challenge each other to resolve challenges that our service faces. This also helped us integrate education about food issues, social justice issues, and personal development.

#### Costs

Training has additional costs associated, but it helps to makes staff more competent, efficient, motivated, and connected. Each new staff are trained 6 hours a week during the training quarter.

#### Program/Process Challenges

It is difficult to find time with all staff members who have different schedules.

#### Resources

Inquire about the staff training schedule and checklist.

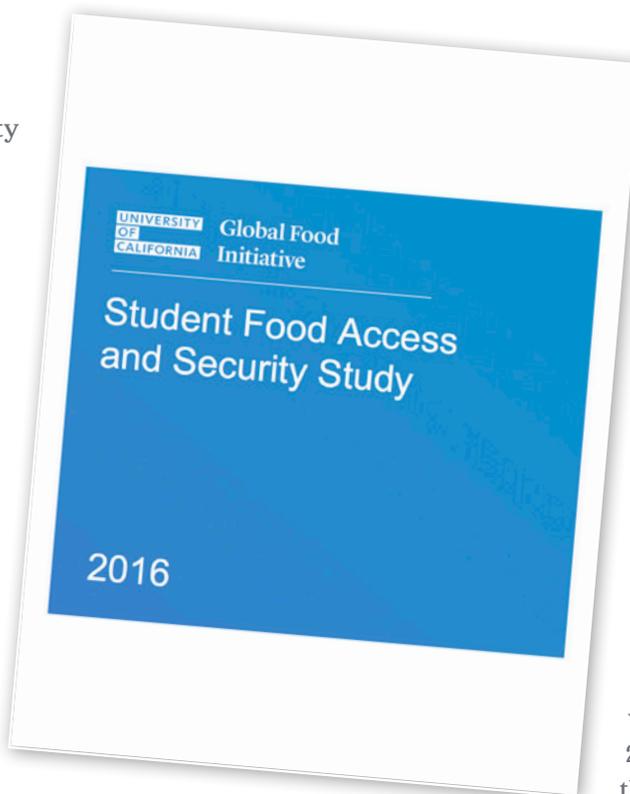




# Student Food Access and Security Study

## Overview

Understanding and addressing food insecurity is an integral part of the University of California's Global Food Initiative. The U.S. Department of Agriculture's Current Population Survey Food Security Supplement results indicated 14 percent of households (17.4 million households) were food insecure. Just under half of these (6.9 million households) experienced very low food security. With limited studies on college student populations and anecdotal responses to existing UC student experience surveys there was immediate interest in better understanding the student experience with food security. Further, given its potential to widen disparities in students' academic achievement, food insecurity, and future success President Napolitano funded the UC Nutrition Policy Institute (NPI) to conduct the Food Access and Security study—the University's first in-depth food security study of its students to gauge the extent of food insecurity at UC and develop effective responses. The study leads included Lorrene

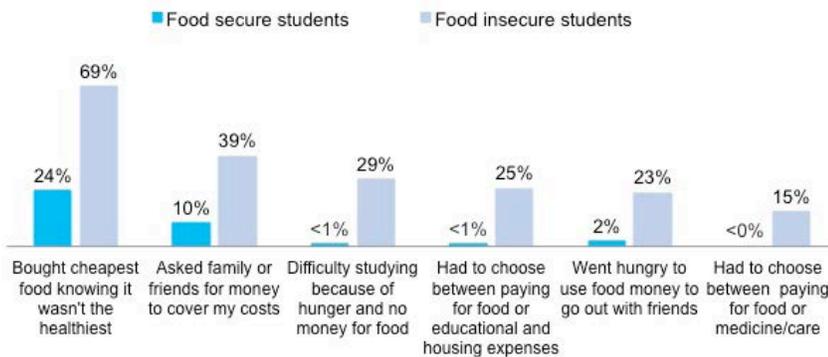


Ritchie and Suzanna Martinez of the Nutrition Policy Institute as well as Katie Maynard from UC Santa Barbara's Geography Department. In addition, there was extensive consultation and participation from UCOP and campus level stakeholders as well as external USDA USDA food insecurity experts in confirming the validity of the report's findings.

## Survey Details

The broad term food insecurity can encompass a number of experiences—from a poor quality diet that lacks variety, to a diet with irregular eating patterns and reduced food consumption. To increase our response rate, we used the National College Health Assessment survey which already was set to be administered on 4 UC campuses. On the remaining 6 campuses the UC Institutional Research and Program planning division administered what we call the “got food?” survey. These two surveys were administered online in spring 2015 to a random sample of more than 66,000 students across all 10 campuses. Of those asked to participate, 8,932 undergraduate and graduate students— a 14 percent response rate—completed the survey. Students were asked to answer questions about instances over the prior 12 months when they had to skip or reduce the size of meals or lacked money to purchase food. The final report web link is enclosed below for further review.

## More food insecure students bought unhealthful yet affordable food, experienced hunger that affected the ability to study, and had to choose between eating or covering cost of attendance



### Overview Data Snapshot

- **UC's Food Access and Security survey**, which used USDA definitions, found that 19 percent of student respondents indicated they had "very low" food security, which the USDA defines as experiencing reduced food intake at times due to limited resources.
- **An additional 23 percent of survey respondents** were characterized as having "low" food security, defined by the USDA as reduced quality, variety or desirability of diet, with little or no indication of reduced food intake.

### Further Survey Finding Details

- **The findings showed that food insecure students** were more likely than food secure students to receive federal nutrition assistance and need-based financial assistance, like Pell Grants and to have experienced food insecurity as a child.
- **Although previous studies have shown that current and childhood food insecurity are related**, it is

important to note that the study found that 57 percent of food insecure students were new to food insecurity, suggesting that students who are on their own for the first time may require financial literacy training and additional information about economic and food access resources, financial aid, and making healthy choices on a limited budget.

- **The largest risk factor for food insecurity among students** was childhood history of food insecurity
- **Fifth year students had 4 times the odds of food insecurity** compared to graduate students, 3 times the odds for 2-4th years, and 2 times the odds for 1st years
- **Hispanic and black students had double the odds of food insecurity** compared to whites living off campus or having another living situation such as living with a friend. Being homeless had twice the odds compared to students living at home.
- **Young adults** (17-24 years old and 25-34 years old), had 2 times the odds of food insecurity compared to those 35 plus years old

- **Receiving financial aid** had 2 times the odds

### Challenges & Opportunities

The survey window included the end of the spring quarter so our response rate was hindered by the scheduling and period for students to participate. Even though the prevalence of food insecurity was not associated with the response rate, it remains possible that non-respondents were systematically different than respondents in terms of food insecurity. The prevalence of food insecurity would be an overestimate if students for whom food insecurity is an issue were more likely to respond than students who are not experiencing food insecurity.

We convened additional campus level round table discussions to sample perspective on student food insecurity to gather qualitative aspects

The study has helped inform systemwide and campus level leadership toward proactive strategies to address student food insecurity

Conducting a second study in two years will allow us to track food insecurity and understand whether our response/solutions to date have helped to reduce food insecurity as well as challenges to this effort.

### Resources

- Nutrition Policy Institute <http://npi.ucanr.edu>
- Food Access and Security Study <http://regents.universityofcalifornia.edu/regmeet/july16/e1attach.pdf>
- GFI Food Access and Security Project Efforts [www.ucop.edu/global-food-initiative/organization/index.html#access](http://www.ucop.edu/global-food-initiative/organization/index.html#access)
- National College Health Assessment Survey [www.acha-ncha.org/overview.html](http://www.acha-ncha.org/overview.html)



# UC Institutional Research and Academic Planning: Food Insecurity Reporting

## Overview

**UC** is a leader in advocating for the purpose and importance of public higher education. By providing timely, accurate, consistent and reliable information about UC and the environment in which it operates, Institutional Research and Academic Planning (IRAP) illustrates UC's progress, challenges and outcomes in support of its mission. IRAP provides evidence-based analyses and reports that inform and shape strategic planning, institutional policy creation and revision, and decision support. IRAP is based in Oakland, California at the UC Office of the President and collaborates with the Undergraduate Education and Institutional Research departments on campuses to assess undergraduate student experience and learning outcomes, and provide decision support on factors influencing graduation rates, trends in degrees awarded, and outcomes. In addition, IRAP works with Financial Aid and Student Affairs on all campuses and system-wide to revise existing student survey tools and examine needs for adding new instruments to ensure campus and systemwide leadership have the most relevant and timely data to improve our student experience and graduation success.

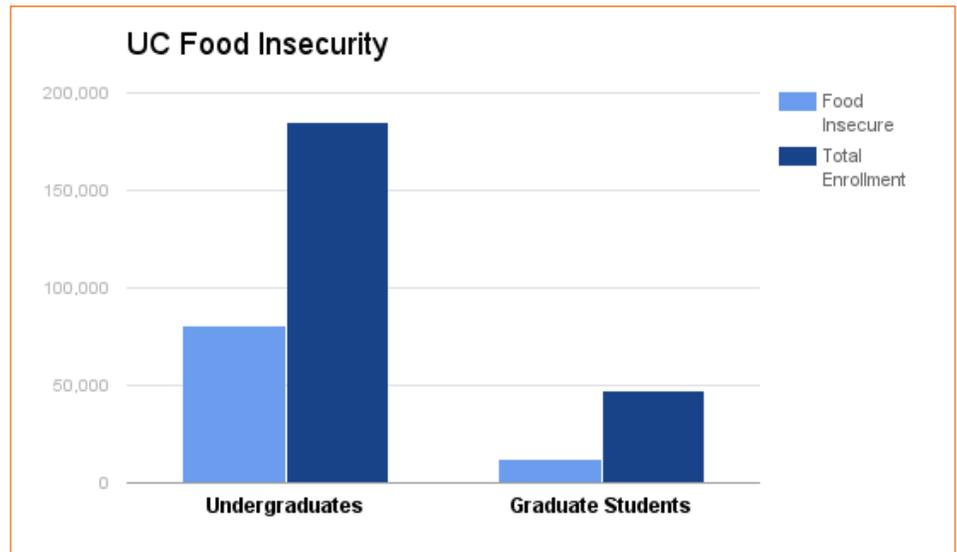


## Student Assessment Details

Through the UC Undergraduate Student Experience Survey (UCUES) and the Graduate Well-Being Survey, IRAP is providing important data sets for campuses and the entire system to understand the personal and academic experiences of students across the UC system. These two system wide surveys solicit student opinions on a broad range of academic and co-curricular experiences, including instruction, advising and student services. The surveys provide information about student behaviors including time use and academic engagement and community involvement. It documents students' self-perceptions and goals, political beliefs and affiliation, and perceptions of the role of the research university. It also collects background demographic information, such as students' self-reported language background, family immigration experience and social class. Data from these surveys have been used in institutional and

administrative research, as well as various instructional and scholarly research. They have been well integrated into policy discussions and learning outcomes assessment at the University of California. Spring 2016, was the first version of these surveys to include three of USDA's questions to identify frequency of food insecurity.

In addition to the student experience surveys, IRAP also supports UC Financial Aid leadership with the undergraduate Cost of Attendance Survey (COAS) conducted once every three years. COAS is a sample population survey that hones in on the financial experiences of undergraduate students, in order to, inform campus student budgets. Financial aid and institutional research staff at UC campuses and the Office of the President originally developed the Cost of Attendance Survey in 1995. Since the first administration of the survey in 1996-97, the survey has shifted from a paper format to a mixed-mode survey and finally to an entirely web-based survey. Individual survey questions have changed only in minor ways from one administration of the survey to the next. Spring 2017 will be the inaugural UC Graduate Student Cost of Attendance Survey.



## Overview Data Snapshot

- **Systemwide Undergraduate Enrollment: 184,748**
- **2016 UCUES, Weighted Food Insecurity Results: 80,941 (44%)**
- **Systemwide Graduate Student Enrollment: 47,288**
- **2016 Graduate Well-Being Survey, Weighted Food Insecurity Results: 11,992 (25%)**

## Challenges & Opportunities

- \* Similar to USDA FS assessment tools, UC survey tools do not include qualitative questions.
- \* We know food insecurity is not an isolated challenge, many students

are struggling because of high costs of living. Cost of living items include books, housing, utilities, medical needs, and cell phone bills.

- \* Future analyses will be produced to cross reference experience surveys with cost of attendance surveys.

## Resources

- UC Institutional Research & Academic Planning Site [www.ucop.edu/institutional-research-academic-planning](http://www.ucop.edu/institutional-research-academic-planning)
- Undergraduate Student Experience Survey <http://studentsurvey.universityofcalifornia.edu>
- 2013 Costs of Attendance Survey [www.ucop.edu/student-affairs/\\_files/2013\\_COAS\\_report.pdf](http://www.ucop.edu/student-affairs/_files/2013_COAS_report.pdf)

# Conclusion



We honor all of those who have contributed to this toolkit from campus working group leaders and UCOP key advisors to statewide and national partners. We share this toolkit in solidarity with all the students, staff, faculty, administrators, community members, and champions of college student success. With the continued support of the UC Global Food Initiative and President Napolitano, our systemwide working group will advance new best practices and

make those available for colleagues and peers working across higher education.

From farm to campus pantries and increasing Cal Fresh enrollment to data driven analysis and financial aid planning, we have provided a snapshot into the integrated efforts currently underway in the University of California. We welcome feedback and ongoing communication with practitioners in order to work stronger together, in a network focused on nourishing our students.

In closing, we acknowledge that along with food insecurity, students are struggling with housing insecurity. These challenges provide a unique opportunity to engage them through an intersectional platform, to advance a discourse of “basic needs” security. This platform offers an opportunity for us to unite to honor our commitment to undergraduate and graduate student success. Within the UC we strive to embrace the wholeness of students across personal, academic, and professional development needs. We look forward to an ongoing journey of deep learning, strategizing, and mobilizing to make higher education basic needs secure.

