

Supporting Students' Basic Needs



Texas Success Center

March 20, 2020

Presenters

- Cara Crowley, Vice President of Strategic Initiatives
 - Amarillo College
- Lisa Black, Director of Student Advocacy Center
 - Northwest Vista College, Alamo Colleges
- Pamela Frias, Interim Director of Student Success
 - San Antonio College, Alamo Colleges
- Debi Gaitan, Vice President for Student Success
 - Northwest Vista College, Alamo Colleges



Format

- Presentations by both colleges
- Q&A
 - Type questions into Q&A box throughout
 - Will pose to panelists after presentations
- Webinar materials will be available online later today
 - <https://tacc.org/tsc/events>





TEXAS ASSOCIATION OF COMMUNITY COLLEGES

COVID-19 Updates

COVID-19

Higher Education Updates:

- **THECB Resources Webpage** - March 16, 2020
- **Governor Greg Abbott's Proclamation** - March 13, 2020
- **THECB Email Updates** - March 13, 2020
- **Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) Guidelines** - March 13, 2020
- **SACSCOC: Emergency Temporary Relocation of Instruction**
- **Federal Student Aid: Guidance for interruptions of study related to Coronavirus** - March 5, 2020

Higher Education Resources:

- Centers for Disease Control and Prevention - **About Coronavirus**
- Centers for Disease Control and Prevention - **Resources for Institutes of Higher Education**
- Teaching Online - **Continuity Guide**
- **Planning for Campus Disruption**
- **Texas Department of State Health Services**
- **TDSHS: Information for Communities & Other Specific Groups**

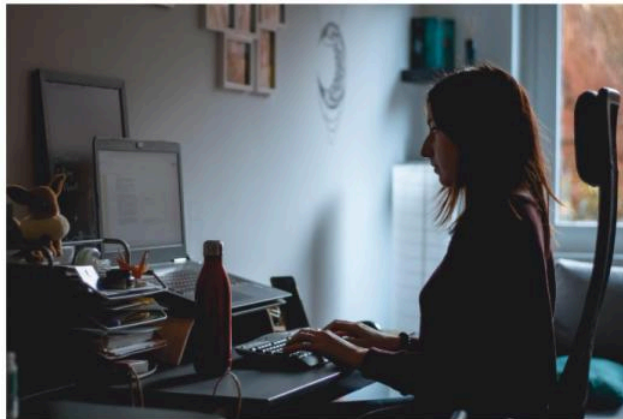




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Remote Support

This page is a resource repository for college staff, faculty, and administrators providing support services to students online in the wake of COVID-19. The repository will be updated as we learn new information. **Submissions are welcome.**



Texas Resources

2-1-1 Texas - A program of the Texas Health and Human Services Commission, 2-1-1 Texas connects Texas citizens with the services they need.

Technology Resources

AT&T - Internet access for qualifying limited income households for \$10/month

Charter Communications - Free broadband internet for new customers in households with college students for 60 days

Comcast Internet Essentials - Free internet service for new customers and free speed upgrade for current customers

EveryoneOn - Search for low-cost internet service and computers by zip code



- Texas Resources
- Free and Low-Cost Internet
- National Resources

Submissions: kshort@tacc.org

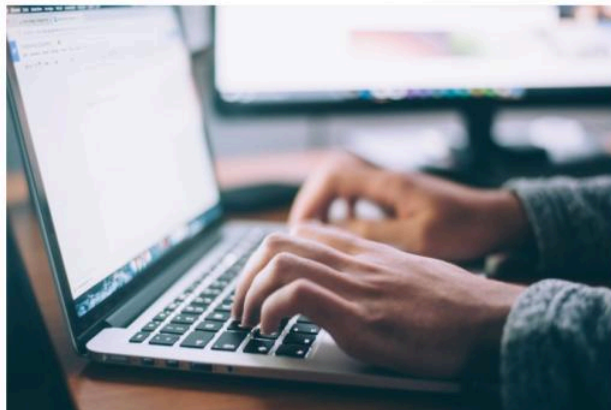




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Remote Learning

This page is a resource repository for instructors and instructional administrators transitioning to teaching online in response to COVID-19. The repository will be updated as we learn new information. **Submissions are welcome.**



Tips for Online Teaching & Learning

- **Tips for Learning During Disruption** (Rice University)
- **Tips for Instructors and Students Moving to Online Learning** (University of Illinois at Urbana-Champaign)
- **Online Teaching Toolkit** (Association of College and University Educators)
- **Best Practices: Online Pedagogy** (Harvard University)
- **Do This, Not That Teaching Online**

Online Transition & Continuity

- **Teaching Online: Continuity Guide** (Austin Community College)
- **Get Online Fast** (Virginia Community College System)
- **Joint Response Regarding COVID-19 and Advice on Transitioning Face-to-Face Courses Online** (Online Learning Consortium, Quality Matters, University Professional and Continuing Education Association, and the WICHE Cooperative for Educational Technologies)
- **Quality Matters Emergency Remote Instruction Checklist** (Quality Matters)



- Online Teaching & Learning
- Transition & Continuity
- Free and Low-Cost Internet
- Subject-Specific Resources

Submissions: kshort@tacc.org





Texas Success Center

Amarillo College: Cara Crowley



Culture of Caring No Excuses

Cara Crowley
Vice President of Strategic Initiatives
@CaraCrowley4 **cjcrowley@actx.edu**

Theory of Change

1. Removing a life barrier
2. In an accelerated learning environment
3. Through a deep culture of caring

 **Equals Completion**

Amarillo College **Values**

Caring through

wow

innovation

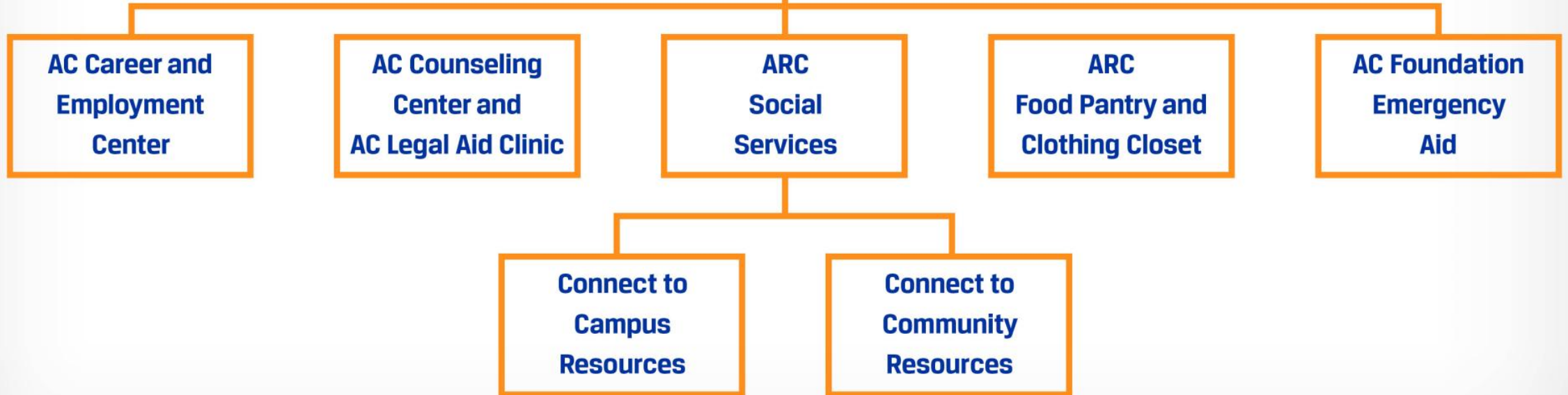
fun

family

yes

Amarillo College **No Excuses** 2020

Eradicate Student Poverty Barriers System





Commitment to Remain Open

- Revised Procedures
- Social Workers
- Community Non-profits & their protocol

AC Food Pantry ~ Continuation of Services

Student Resource List ~ On-going Communication

No Excuses Fund ~ Emergency Aid

Internet Connectivity

FCC's Keep Americans Connected Pledge Program

AT&T

Students, who receive SNAP, TANF, and/or Medicaid assistance, can get \$10 a month access via AT&T Access program

Suddenlink/Altice USA

Households with K-12 or college students and **DO NOT** have current home internet services, can receive Altice Advantage 30 Mbps broadband services free until May 16, 2020.

Everyone On

Website assists households determine internet providers available via their zip code

***Be the
Change***



Texas Success Center

Alamo Colleges Lisa Black
District: Pamela Frias
Debi Gaitan

Everything comes after food, shelter, and clothing...even college
(especially during disasters)

Debi Gaitan, MA, Vice President for Student Success
Northwest Vista College dgaitan@alamo.edu

Pamela Frias, MSW, BSW, Interim Director, Student Advocacy Center
San Antonio College pfrias3@alamo.edu

Lisa Black, LMSW, BSW, Director, Student Advocacy and Resource Center
Northwest Vista College lblack13@alamo.edu



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POVERTY-INFORMED STUDENT PROFILE

60% Housing Insecure

17% Homeless in Previous Year

Only 5% of Homeless Students Utilize housing benefits.

48% Food Insecure



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Alamo Colleges District

Northwest Vista College • St. Phillips College • Northeast Lakeview College • Palo Alto College • San Antonio College



98,774+

ENROLLED
STUDENTS
(AND GROWING)



300+

DEGREE &
CERTIFICATE
PROGRAMS



12,756

DEGREES
AWARDED
2017-2018



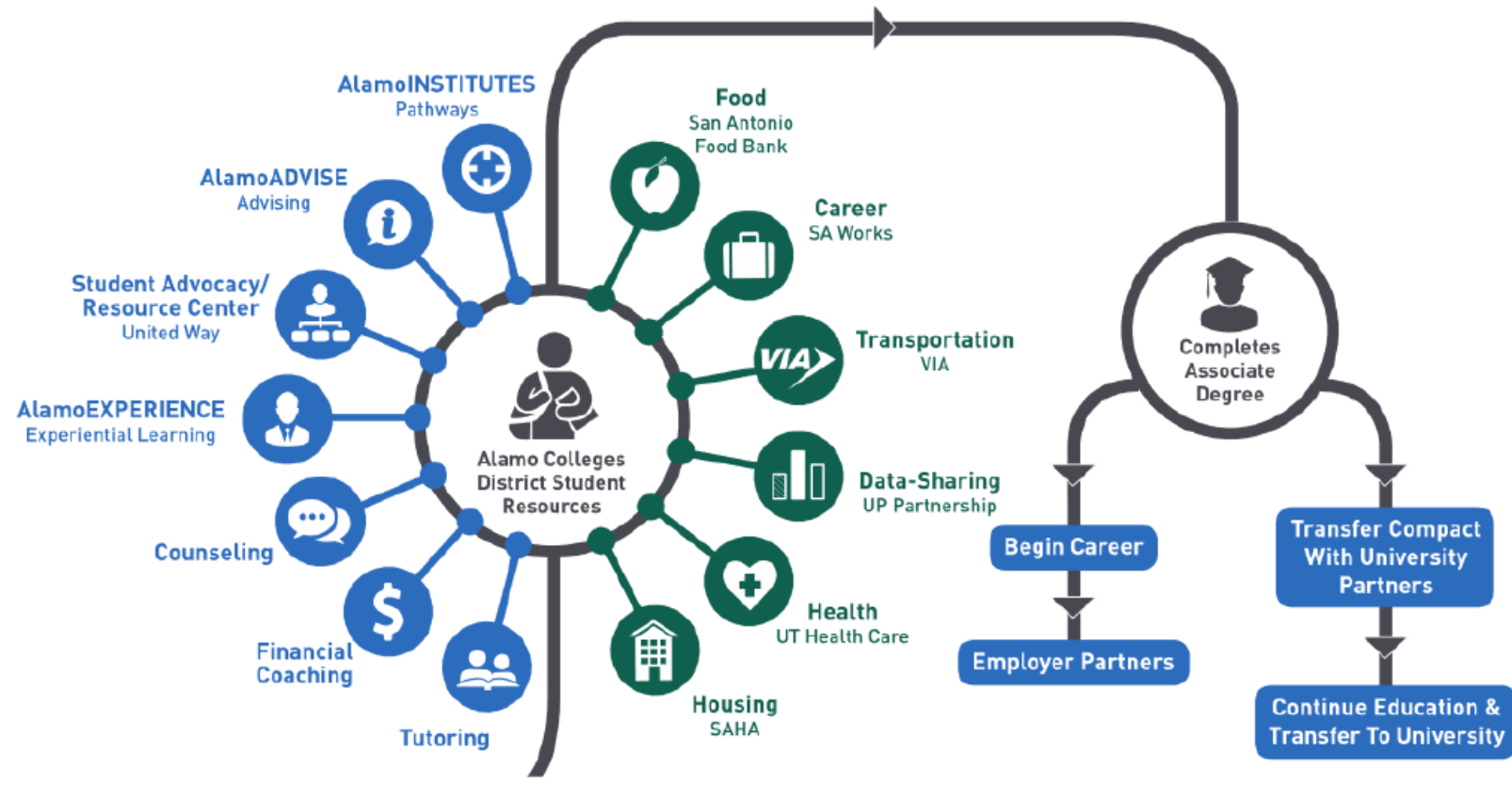
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The Alamo Colleges Eco-System

Meeting Students' Basic Needs as a Retention Strategy

Sustainability-Community Partnerships



Services are tiered in based on the priority needs of the humans we serve, teach, support.

Student Advocacy Center's Core Services

PRE-DISASTER CORE SERVICES

CORE SERVICE 1: FOOD

On-site Food pantry, applications for public assistance (SAC Helpline)

CORE SERVICE 2: SHELTER

Emergency rent assistance, emergency utility assistance, emergency housing referrals (SAC Helpline)

CORE SERVICE 3: CLOTHING

Clothing closet

CORE SERVICE 4: MENTAL AND PHYSICAL HEALTH

Personal counseling, psychiatry services or referrals for complex and chronic mental illness, referrals for other medical services including HIV, STD, and pregnancy testing; eye and dental screenings

CORE SERVICE 5: ACCESS AND EQUITY

Childcare or referrals, bookstore vouchers, VIA/transportation/gas cards, emergency grants, financial literacy

COVID-19 REMOTE SERVICES

CORE SERVICE 1: FOOD

On-site outdoor food fairs and referrals to local pantries

CORE SERVICE 2: SHELTER

Emergency rent assistance, emergency utility assistance, emergency housing referrals (SAC Helpline)

CORE SERVICE 3: CLOTHING

CORE SERVICE 4: MENTAL AND PHYSICAL HEALTH

Personal counseling, psychiatry services or referrals for complex and chronic mental illness, referrals for other medical services including HIV, STD, and pregnancy testing; eye and dental screenings

CORE SERVICE 5: ACCESS AND EQUITY

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Reaching 100% Remote Ready

Tactical Cross-College Processes

- Loosening the grip through disbursed authority in decision making
- Subject matter expert - SME teams
- Addressing our work in a virtual world
 - Technology procurement (equipment)
 - Technology procurement (if necessary) platforms
- Training: equipment, platform, and modality



Coaching Your Teams to Practice

- Model expectations
- Break all your bad habits
- Using business needs to practice communication and connecting
- De-bugging prior to go-live
- Model comfort with ambivalence during unsure times



Addressing Privacy Concerns

Emergency rule for telehealth and telemedicine services adopted effective immediately.

Governor Abbott announced on March 17th adoption of an emergency rule governing telemedicine and telehealth services provided by health professionals – specifically including mental health professionals – to reduce barriers to accessing services as a result of the Corona Virus pandemic.

The emergency rule, which can remain in effect for up to 120 days, requires health care plans to reimburse providers delivering services via telemedicine or telehealth at the same rate as in-person visits. In addition, health plans may not limit, deny, or reduce payments based on the platform used by the provider to deliver services, or require documentation beyond what is currently required for in-person visits.

The emergency rule does not expand coverage beyond what is currently included in an individual's health care plan or cover services provided before March 17, 2020. The rule allowing health plans to deny payment for services delivered by audio-only telephone, text, or fax remains in effect. However the update from OCR (see below) would allow video chats that could include FaceTime, Facebook Messenger video chat, Google Hangouts and even Skype.

Although the Governor's news release and the preamble to the emergency rules focus on telemedicine, the rule itself specifically includes telehealth services provided by mental health professionals.

The inclusion of mental health professionals in this emergency rule is a direct result of the coordinated advocacy and collaboration between the Texas Counseling Association, the National Association of Social Workers – Texas, the Texas Association of Marriage and Family Therapists and the Texas Psychological Association.

For additional information contact jan@txca.org.

- Bravely move forward to serve the students with expedience now more than ever
- Strike a balance between caution and getting stuck
- Support your teams in ways that allow them to set aside rivalry or past power struggles

1.5 Hour Telehealth Training

<https://www.telehealthresourcecenter.org/event/nctrc-webinar-distance-counseling-best-practices-in-higher-education/?fbclid=IwAR33syU0ILnIRvUu2fGXsMdCnvIGXYcqdsuAW67N6AdWiTK3c-qa4sUIeoY>



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Communication Planning

- Your Resources
- Community Resources (broad)
- Emerging Resources (narrow/metered)



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COMMUNICATION RESOURCE GUIDE

1. COLLEGE SPECIFIC VISTA

8-5 M-W/F AND R 8-7

PHONE: 210-486-4181

EMAIL: Nvc-studentadvocacyctr@alamo.edu

STUDENTS WILL BE SEEN VIA ZOOM FOR BOTH SCHEDULED AND "WALK-IN"

NVC Student Advocacy 4-Core Remote Services:

- o **Case management** provides one-to-one assessment and planning to help coordinate and monitor student's health and human service needs.
- o **Counseling** and mental health support services are provided via a secure online environment. Brief, solution-focused mental health counseling can scheduled.
- o **Information and Referral** service which provides information about support programs accessed through public and private service providers after a brief assessment of client needs (but not diagnosis and evaluation) to facilitate appropriate connection to community resources.
- o **Emergency Assistance** is provided for students through emergency grants to help with unexpected emergencies such as rent and utilities.


2. OVERALL HELPFUL COMMUNITY RESOURCES

- o Texas 211 can be called from any landline or cellphone. It is 24hour up-to-date information and referral for Bexar and surrounding counties for all health and human service related resources. <https://www.211texas.org/cms/>
- o San Antonio Food Bank has the most access to emergency food and can be reached at 210-431-5779 or 1-800-246-9121.
- o The Center for Health Care Services has a 24/7 substance abuse and mental health crisis line reached at 210-223-7233.
- o Hotline for residents to ask questions about the virus. The hotline is available in English and Spanish. Residents can call 210-207-5779. M-F 8am– 7pm and Sat/Sun 9:30am-4:30pm. www.sanantonio.gov/health/news/alerts/2019ncoronavirus Information regarding COVID-19 is also available in American Sign Language at this link: <http://sat.ahasalerts.com/ActiveAlerts.aspx?id=1334>

3. DAILY HIGHLIGHT - MARCH 23-27

1	FOOD FOR CHILDREN OUT OF SCHOOL	https://mail.alamo.edu/owa/redir.aspx?C=ucv1Wpm7_6nC2JtiHvYw6kBR37w3o15hEqfm-NXQKEG-nv5MvXCA_&URL=https%3a%2f%2fnowcasts.com%2fnews%2fmap-where-pick-free-breakfast-lunch-while-schools-closed-coronavirus
2	MENTAL HEALTH CRISIS	https://www.crisistextline.org/ TEXT HOME TO 741741
3	HOUSING – EVICTIONS HALTED	https://therivardreport.com/bexar-county-halts-evictions-through-april-16/?utm_term=Autofeed&utm_medium=Social&utm_source=Facebook#EchoBox=1584480420
4	PERSONAL HEALTH CARE	https://www.enroutehealth.com/
5	UNEMPLOYMENT	PENDING – WILL HAVE BY WEDNESDAY 3/25

Creating a Referral System for Faculty and Staff



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Alamo Colleges Advocacy Referral

Please submit this form for students who may need assistance outside of classroom such as emergency aid, mental health support, case management, etc. This form is for faculty/staff referrals and is not intended for students to self report.

This form is not intended for Code of Conduct violations, Strategies of Behavioral Intervention or Title IX reports. Please see your campus specific websites for access to those forms.

Background Information

Your full name:

Your position/title:

Your email address:

Urgency of this report (required):

Date of incident (required):
Format is YYYY-MM-DD.

Home school of student (required):

Involved Parties

Name or Organization	Select Gender	Select Role	ID Number
<input type="text"/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text"/>
DOB (YYYY-MM-DD)	Phone number	Email address	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

Reason for Referral

Please select the best response for the current situation

- Consider using systems you already have in place – ours is Maxient
- Provide access based on your bandwidth



Thank you!



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Questions?



Texas Success Center

Concluding Thoughts

- Thank you to our presenters!
- Webinar: Supporting Students in Times of Crisis
 - Presented by InsideTrack
 - Friday, March 27 at 11:00 Central
 - Login details at <https://tacc.org/tsc/events>



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kshort@tacc.org