

## **Human Services Resource Center Annual Report Notes 2014**

### Mission Vision Values

#### **Mission**

The HSRC provides direct service, outreach and education, and referral services to Oregon State University students that focus on alleviating the effects of hunger, poverty, and other human needs. This is aimed at assisting students in pursuing a quality education. HSRC creates a dynamic learning environment in which students, faculty, staff, and the community can learn how to meet the current societal challenges facing college students.

#### **Vision**

OSU Students will have the ability to pursue higher education without the hindrance of hunger, poverty, and other related human needs

#### **Values**

The Human Services Resource Center believes...

- All OSU students have the right to respect, dignity, and compassion
- All OSU students should have access to resources that meet human needs, and access to resources beyond the classroom that will help students focus their participation on the educational experience
- Much can be learned about the effects of hunger and poverty on University campuses and how institutions can rise to meet this challenge in a best practice model
- Engaging students in leadership, professional development and practicum opportunities produce a higher caliber graduate ready to meet the multifaceted challenges facing society

### Departmental Highlights

- HSRC hosted the inaugural “Educational Materials Access Week,” which created awareness around the cost of educational materials as well as highlighted ways to make them more accessible.
- HSRC partnered with UHDS to create a housing accessibility program for low-income students residing on campus.
- Awarded \$10,000 from the OSU Women’s Giving Circle to start a Textbook Assistance Program
- Partnered with ASOSU to lobby Human Resources to change the maximum work requirements for undergraduates to facilitate their access to the SNAP program.
- Began ground work for the Student Community Center, a \$4.4 Million renovation project in partnership with Childcare and Family Resources.

### Access to Oregon State

All of the work at HSRC is focused on lowering barriers and creating access for students. This is done through three pathways:

- Direct Services: HSRC provides services focused on alleviating the stressors of poverty, hunger, homelessness, and food insecurity. The focus of this work is to drop barriers that are a direct result of poverty, building a foundation upon which a student can be successful academically. It also creates access for students to basic needs that make participation at OSU possible. PLEASE SEE HSRC 2010-2014 SUMMARY FOR NUMBERS
- Education and Outreach: HSRC engages in education in a two-pronged manner. First, we engage in education for students who utilize our services on things like eating on a budget, utilizing public assistance, navigating campus, and other related topics. This education offers students experiencing poverty ways to be proactive about their situation, which creates increased access for them to the campus and to services they need. The second is education to the greater campus community, working to create a more welcoming and understanding environment for students experiencing poverty. This contributes to a less hostile climate for students.
- Action and Advocacy: HSRC works to shift policies on and off campus with the goal of increasing access to basic and student needs (food, water, shelter, textbooks, and technology).
  - HSRC partnered with ASOSU to lobby Human Resources in changing the student work limit from 19.6 to 20 hours in order to help students maintain food stamps.
  - The HSRC Advisory Board held the inaugural Educational Materials Awareness Week, focused on increasing awareness of the costs of educational materials such as textbooks and lab supplies.

### Community Involvement

HSRC engaged in community development through a number of actions:

- Partnering with the Student Sustainability Initiative to start the community garden, which is supporting a farm-to-pantry program and is the focus on service projects on campus.
- Working with Childcare and Family Resources in the groundwork for the Student Community Center, focusing on supporting these two programs as well as other nontraditional student populations.

Events:

- Held the SR3 CONNECT week BBQ
- Co-hosted discussions on homeless LGBTQAAI youth at the Pride Center.
- Hunger and Homelessness Awareness Week with CCE
  - Faces of Homelessness panel
  - TED Talk on hunger
  - “Spinning the Numbers” – distributed pinwheels with statistics on LGBTQAAI homeless youth
  - Non-perishable food drive
  - Service project
- Hygiene Drive
- “Native American Feast” event at the Longhouse
- Everyone Matters @ OSU HSRC Birthday Celebration
- Step outside your world poverty simulation Women’s Center
- Empty Bowls hunger awareness event through Anthropology Department
- Educational Materials Access Week

- Film Screening with CCE of “Inequality for All”
- Moves for Food with Student Hip Hop Association dance event on hunger awareness
- HSRC Culinary Challenge & Arnold Dining Center – Food Pantry promotion event

#### Community & Involvement: Employment

HSRC supports 10-12 students annually through employment. Utilizing 4 learning outcomes:

- Gain professional and administrative skills through immersion in a functional office environment.
  - 100% of students in 2013-2014 reported increasing their administrative skills, with the highest gains being reported in email communications and engaging with students who come to HSRC.
  - 80% of students reported an increase in confidence in seeking jobs requiring administrative skills when they leave OSU. The remaining 20% reported no increase, but did not feel their experience decreased this confidence.
- Develop a sense of understanding of poverty as a cross-cutting diversity issue with its own unique set of student experiences, culture, and outcomes.
  - 100% of students in 2013-2014 reported learning something to increase their knowledge about poverty, with 80% reporting that they now have a better understanding of how it impacts OSU students.
  - 80% of students were able to better articulate what poverty is at the end of the academic year than they could when the academic year began.
  - Students reported that the most effective means of learning about poverty was the ongoing staff readings and group discussions.
- Increase critical thinking and problem-solving skills through individual and team responsibilities
  - 90% of students in 2013-2014 reported feeling an increased ability to make independent decisions as a result of working at HSRC.
  - 70% of students reported that they gained skills that made them more effective on teams.
  - 80% reported they were more likely to give constructive feedback to peers and their supervisor.
  - Overall there was a 30% increase in staff responses regarding their likelihood to create new initiatives.
- Practice multiple forms of communication through presenting, writing, networking, and providing peer-to-peer assistance.
  - 70% of students reported feeling more confident in front of groups, either engaging public speaking, facilitation, or meeting management.
  - 100% reported feeling more comfortable in one on one situations with people in crisis, with increases ranging from 20%-50% more comfortable.

HSRC secured funding for two new Graduate Assistant positions which will start in Fall 2014.

#### Healthy Student & Campus Support

HSRC utilizes the model of the wellness wheel to increase student wellness:

- Physical: HSRC provides food and health insurance assistance as well as emergency housing services. HSRC also hosted food demonstrations that focused on healthy eating on a budget, and partnered with the Student Dietetic Association in Nutrition Awareness Week.
- Emotional: We know that students experiencing financial stress are more likely to be at risk for depression and anxiety. HSRC partnered with Counseling and Psychological Services to create a suicide screening program for students experiencing poverty. Students who screen at high-risk will receive outreach from CAPS directly.
- Environmental: HSRC works to create a welcoming campus climate for students experiencing poverty, first generation students, and students from low-income backgrounds. Outreach efforts to faculty, staff, and campus offices focuses on help campus community members to create more open and friendly spaces for students to share their needs and concerns. This year the HSRC did outreach to 8 campus offices, the advising team of 80% of the Colleges, and numerous events outlined in other parts of this report.
- Occupational: HSRC provided employment to 12 undergraduates this year, as well as leadership opportunities to volunteers. HSRC also worked to connect students in need of employment to resources that would help them to get jobs.
- Social: HSRC increased the positive atmosphere within food pantry distributions, engaging students in games, food demonstrations, and educational videos. This has resulted in a 50% increase in students reporting engaging with others at the pantry.
- Spiritual: HSRC partnered with Spiritual Life at OSU to support service opportunities for participants in Spiritual Wellness Week.
- Intellectual: HSRC offered readings and discussions for staff focused on better understanding poverty – particularly how it impacts students. HSRC also sponsored a screening of “Inequality for All,” which included a discussion session afterward. The HSRC Coordinator and staff also gave numerous presentations and published articles listed elsewhere in this report.

#### Student Satisfaction With Services and Supports

The only metric we took this year was through a survey done at the food pantry:

- 73% of respondents reported increased satisfaction with the food pantry experience.
- 50% reported engaging with others at the pantry.
- 62% reported feeling satisfied with the foods offered at the pantry, and 38% reported wanting increased variety. The most often requested changes were to increase protein options for vegan and vegetarians and having more gluten-free products.

#### Teaching and Scholarship

The HSRC Coordinator served on the CSSA Faculty during the 2013-2014 Academic Year, doing the following:

- AHE 510, Internship for CSSA: online course taught Winter 2014
- TCE 530, Fundamentals of Counseling: on campus course taught Spring 2014
- Advising one CSSA student

- Serving on three additional student committees

#### Publications

- Cady, C. (2014). Food insecurity as a student issue. *Journal of College and Character*. To be published November 2014.

#### Internal Reports

No internal reports were produced.

#### Professional presentations:

- Nichols, L., & Tran, J., (2013, October). *What can the human services resource center do for you?* At the Meso-American Student Association, Corvallis, OR.
- Kawasaki, L., & Cady, C. L., (2013, October). *Homeless queer youth*. At the OSU Pride Center, Corvallis, OR.
- Cady, C. L., & McAloney, K. (2013, November). *Stories of status: understanding class and SES from the student practitioner perspective*. At the NASPA Western Regional Conference, Salt Lake City, UT.
- Cady, C. L., & Hoogesteger, L. (2013, November). *Best practices in supporting homeless students*. At the NASPA Western Regional Conference, Salt Lake City, UT.
- Tran, J., (2013, October). *What is the human services resource center?* At Peer Health Educators, Corvallis, OR.
- Cady, C. L., & McAloney, K. (2013, December). *Stories of status: understanding class and SES from the student practitioner perspective*. At the NASPA Multicultural Institute, Las Vegas, NV.
- Nichols, L., & Tran, J., (2014, February). *What is the human services resource Center?* At the OSU Student Life Organization February Meeting, Corvallis, OR.
- Nichols, L., (2014, March). *The human services resource center and student food insecurity*. At Food for Thought, Corvallis, OR.
- Cady, C. L., (2014, March). *The human services resource center: serving OSU students in the Corvallis community*. At the Mayor's Homelessness Oversight Committee, Corvallis, OR.
- Cady, C. L., & Hoffman, J. (2014, March). *Diversity conversations in 140 characters*. At the NASPA Annual Conference, Baltimore, MD.
- Nichols, L., (2014, April). *What is the human services resource center?* At The Other Side Talent Show, Corvallis, OR.
- Nichols, L., & Cady, C. L., (2014, May). *Understanding educational material access*. At Educational Materials Access Week, Corvallis, OR.
- Cady, C. L., (2014, June). *Food insecurity as a student issue*. Keynote presentation at the Workshop on Undergraduate Food Insecurity in Southeastern Wisconsin, Madison, WI.

#### Grants and Contracts

- HSRC received \$10,000 in grant funding from the OSU Women's Giving Circle to support the Textbook Assistance Program.

### Licensure, Certifications

There are not licenses or certifications to report at this time

### Outreach and Engagement

Faculty and Staff outside of Student Affairs:

- The HSRC Coordinator met with academic advising teams from: College of Earth, Ocean, and Atmospheric Sciences, College of Ed, College of Pharmacy, College of Science, College of Liberal Arts, College of Public Health and Human Sciences, College of Business, College of Veterinary Medicine, and the Graduate School. The meetings were focused on sharing HSRC services, and training advisors to provide accurate referrals for students who need these services.
- The HSRC A-Board partnered with the OSU Library, the OSU Beaver Store, and two Biochemistry Professors to offer a presentation about open-source textbooks and educational material access. This targeted OSU faculty.

Corvallis Community:

- The HSRC Coordinator worked with local officials to share testimonies of OSU students regarding unfair and unsafe landlord practices in the Corvallis Community regarding the neighborhood livability panels.
- The HSRC is a member of the 2-1-1 Benton County Initiative, which offers online and phone services connections. The HSRC Coordinator trained local agency directors on serving OSU students in October 2013.

Other institutions:

- The HSRC Coordinator engaged in support of 18 other colleges and universities in the creation of programs like the HSRC or the Food Pantry.

National and Regional

- The HSRC Coordinator and VISTA continued engagement in the College and University Food Bank Alliance, which was founded in 2013 by OSU and Michigan State University. The Alliance has grown in number to include over 90 campuses.
- The HSRC Coordinator organized a proposal for, and launched the NASPA Socioeconomic and Class Issues in Higher Education Knowledge Community. The KC proposal team was convened in April 2013, the proposal was accepted in December 2013, and the KC was launched in March 2014. The HSRC Coordinator currently serves as National Chair.

### Diversity

Diversity, as operationalized within HSRC, is the recognition of difference in race, class, ethnicity, religious belief or non-belief, sexual orientation, gender, sex, size, ability, veteran status, marital status, age, or other salient identity as defined by the person who holds it. We recognize the implications of power and privilege and how they can negatively impact identity, and work to subvert these impacts when they occur.

Because HSRC is an office focused on alleviating class and social inequality, its efforts all fall under the diversity initiative umbrella. Please view this annual report as a whole as example of HSRC diversity work. Here are a few more focused initiatives this year:

- HSRC implemented a new training scheme for hiring as well as a new recruitment model – both focused on increasing diversity among the office staff. The result for 2014-2015 being:
  - 66% of HSRC staff identify as people of color
  - 10% identify as other than heterosexual
  - 10% are international
  - 50% either identify English as a second language, or do not speak English at home
  - 60% identify as being from low-income backgrounds
  - 45% are non-traditionally aged
- HSRC hosted graduate student interns who engaged in an assessment of all written materials including website, forms, outreach materials, and advertisements. This assessment was focused on making HSRC more accessible for persons who do not speak English as their first language. The recommendations offered in this assessment will be implemented in the coming year.

#### International Activities & Accomplishments

- HSRC Coordinator was interviewed for German Public Radio regarding student food insecurity in the United States.

#### Major Awards

- Pink Clipboard Award for Fabulous Contributions to the LGBTQAAI Community
- Contributions to Student Life – Clare
- Everyone Matters at OSU – Clare

#### Program Review

HSRC did not do a program review this year

#### Schedule

HSRC is not on a schedule for program review

#### Action Plan

N/A

#### Professional Organizations

NASPA

College and University Food Bank Alliance

#### Committee Involvement

- Veterans Advisory Committee
- Suicide Prevention Workgroup
- Financial Literacy Council

- Food Insecurity Task Force
- Housing Access Workgroup
- NASPA Western Regional Conference Committee
- Mayor's Homelessness Oversight Committee
- 2-1-1 Benton County Workgroup

### KPI

Upload Numbers here

### Photos and Videos

What is the HSRC YouTube Video

Hunger and Homelessness Awareness Week Video

3 Pics from the year

<https://www.youtube.com/watch?v=ld9my22YvWs>

<https://www.youtube.com/watch?v=RN1Zl5jRfQM>

### Goals

- HSRC will work to alleviate the stressors of poverty, hunger, homelessness, and food insecurity so that OSU students can obtain a quality education.
- HSRC will innovate by creating new programs focused on directly serving students.
- HSRC will engage the OSU, Local, National, and Global community in developing understanding of the impacts of socioeconomic status and class in higher education.
- HSRC will provide experiential professional development for student staff interested in exploring careers in higher education, human services, public health, or other related fields.
- HSRC will forge and maintain strong relationships with partners on and off campus.
- HSRC will be a knowledge creator through ongoing scholarship, trainings, and presentations.
- HSRC will continue to be the leading campus-based Human Services office in the country.

### Outcomes

Our goals come from our strategic plan, and the outcomes are outlined throughout this annual report.

### Learning Goals for Graduates

Competency and Knowledge in Multiple Fields: HSRC student staff receive professional development and training in public health, sociology, higher education administration, and social justice education fields.

Critical Thinking: HSRC staff are encouraged to engage in creative problem-solving as individuals and on teams.

Pluralism and Cultural Legacies: student staff receive training focused on cultural competency, with particular focus on how class and socioeconomic status interplay with student identity.

Collaboration: HSRC forges partnerships with campus and community organizations, as well as encourages students that utilize services to collaborate with staff in developing strong programs that will help students to graduate.

Social Responsibility and Sustainability: students who work and volunteer at HSRC engage in actions and conversations linked to improving the lives of others. The mission of HSRC is to create a sustainable and economically just environment for students on OSU campus.

Communication: HSRC seeks to help student staff develop strong written and verbal communication skills through case management, administrative duties, presentations, and scholarship.

Self-Awareness and Life Long Learning: HSRC staff are encouraged to ask the “big questions” focused on meaning and purpose, as well as reflect regularly on their positionality on campus and in their community.

HSRC does not currently have an assessment plan, and thus also does not have a report.