

PERIODIC ADMINISTRATIVE SELF STUDY (PASS) - SINGLE STOP

I. EXECUTIVE SUMMARY

This self-study report demonstrates how the Single Stop Office (SSO), its staffing structure, key functions and operations are designed to support Bronx Community College's (BCC) 2015-2020 strategic plan specifically, Goal #2, Empower Students to Succeed.

In preparation for our Middle States accreditation, we undertook a comprehensive review of our mission, vision, and advising philosophy in order to identify strengths and challenges as we move toward meeting BCC's strategic goals.

At Bronx Community College, SSO collaborated with numerous programs and offices (Academic Success Center, ASAP, Black Male Initiative, College Discovery, CUNY Edge, Disability Services, Division of Workforce and Continuing Education, Future Now, Personal Counseling, Public Safety, Student Life), faculty and staff.

In the 2017-2018 academic year, SSO assisted over 4,900 students and family members with wrap around services. SSO practices a holistic approach to serving students. Providing coordinated access to the safety net or services that connects students to the resources, they need. This allows students to attain higher education, good jobs, and achieve financial self-sufficiency all through a unique one-stop shop.

II. PROGRAM OVERVIEW

a. Brief Organizational History (include significant changes in the past 5 years)

SSO was established in 2010. SSO joined the BCC initiative providing students access to social service benefits, which will help them persist to graduation.

Throughout the past 5 years, SSO experienced significant changes such as staffing, sufficient space, services provided and funding.

Staffing- SSO lacked sufficient staff to support the department's needs. The staff decreased from four employees including a part time employee to two full-time staff in fiscal year 2016-2017. We eventually hired a part-time employee during the 2017- 2018 Fiscal year.

With the decrease in staffing and an increase in services provided i.e., the processing of Petrie Emergency Grants, SNAP Applications, Food Pantry, Clothing drive and Mental Health Workshops, the staff was unable to meet the needs of the students and

the BCC Community to the best of our ability. The decline in the numbers represented below are a result of the decline in staffing and limited resources for SSO. The ability to follow-up on caseloads and provide services that help students maintain retention declined in fiscal year 2017-2018. In that respect, a proposal for a new hire will be submitted for review.

	Fiscal Year 2016-2017	Fiscal Year 2017-2018
Students Serviced	1993	1088
Petrie Grant	101	44
Housing/Shelter	142	145
Food Pantry	4211	2993
SNAP Benefits	28	18
Financial Counseling	280	184
Legal Aid	<u>269</u>	<u>65</u>
	7,024	4537

Space- SSO began in a temporary space in the Gould Memorial Library (GML). We were moved to Loew Hall, Room 123. Unfortunately, we lacked space for our lawyers, financial planners, and staff. SSO subsequently acquired rooms 118, 125, and 127 to provide space for the staff. Room 120 is our BCC Food Pantry. In addition, we acquired Nichols Hall room 103, which is being used to store food pantry items. A wall-to-wall refrigerator and freezer were purchased for food items.

Services provided- SSO has increased their services to students within the last five years. SSO oversees the Carroll & Milton Emergency Grant, BCC Food Pantry, clothing pop-up shops, SNAP Benefits (food stamps), health care facilitators (enrollers), legal consultations, and financial coaching, tax preparation. SSO provides an array of non-academic services to students who are facing financial difficulties due to loss of employment, health insurance and other things that can get in the way of their academic achievement. A great deal of the students serviced are faced with food and clothing insecurities, possible evictions, homelessness and domestic violence.

SSO also provides free benefit screenings for services such as health care, financial counseling, legal assistance, and tax preparation. The Carroll and Milton Petrie Grant allows students who are facing non-academic emergencies, receive financial assistance using a holistic approach. Through the SNAP Program students, facing food insecurities can obtain food for their families. By eliminating economic hardships, food insecurities, and addressing other non-academic challenges students can focus on their education and career goals. This can lead to financial stability, and assist students in advancing to the next level despite their various obstacles they face.

All new students are thoroughly screened through our intake process. The process includes assessing student needs and determining which services will best alleviate

their challenges. The intake process takes approximately 30 to 90 minutes. The length of time varies based on the individual needs of each student. SSO uses the Tableau database, provided by Single Stop USA to identify, document and track services that students services and outcomes. The logistics retrieved and stored in the Tableau database include the student’s demographic information which is primarily used to determine referral services from internal departments and external agencies such as; The Carroll and Milton Emergency Petrie Grant, Ten Membership, Foodbank for NYC, HRA POS, NYC Housing Connect, and Access NYC.

Upon completion of the intake process. All students are provided with a plan of action that will assist them with their personal development, and help them persist to graduation by eliminating economic and food insecurities.

Funding- SSO was initially funded by the Robin Hood Foundation, a poverty-fighting nonprofit organization that finances programs across New York City. The Robin Hood Foundation currently funds SSO lawyers and the financial planner that partners with Single Stop. In addition, SSO became a part of the CUNY Initiative and is now supported by tax-levy funds. The Tax-levy funds is the primary operating budget provided to CUNY colleges. Funds come from tuition paid by students and New York State aid.

b. Description of Services Provided to Students, Faculty, Staff, and other constituencies

SSO provides non-academic benefits and services to those students facing housing, financial and food insecurities. Our services include free and quick benefit screening during the following times:

Hours of Operation:

Mon – Thurs 9:00 am – 5:00 pm (5-7pm during certain days)

Fri 9:00 am – 5:00 pm (appointments only)

Location: Loew Hall 125 (Main Office)

Telephone Number: 718-289-5179

E-mail: bcc.singlestop@bcc.cuny.edu

Website: www.bcc.cuny.edu/single-stop/

SSO maintains connections with the non-academic programs by connecting students and family members with resources and tools to them with addressing their emerging needs.

Free Financial Counseling

SSO allows students to meet with a financial expert and learn life-long strategies that can assist them with saving money, building assets and debt management. This service allows students to obtain a free credit report, establish credit, and develop credit management strategies, and improve their credit scores. The financial advisor provides One-on-one, private counseling that assist students in meeting their financial goals. See Appendix # 1

Supplemental Nutrition Assistance Program (SNAP)

SNAP is a federal nutrition program that helps low-income families purchase food. SSO provides on-campus processing of SNAP applications for all students who qualify for SNAP benefits. See Appendix #2

Free Legal Advice/Assistance

An attorney is available, by appointment, to assist students with questions pertaining non-criminal legal matters such as Government Benefits/HRA Disputes and Child Support/Custody cases, divorce, employment, housing eviction, debt collection, public assistance, or other topics including Legal Aid Lawyers will represent students in court when needed. See Appendix #3

Free Tax Preparation Services

Certified tax preparers are available, from January through April, to provide free tax preparation services to our students and their family. The preparers file the necessary tax papers ensuring that the students are aware of any tax credits that they may be eligible to receive. The returns are filed electronically and the preparers make the necessary arrangements for the student to receive any expected refunds through direct deposit or US mail. See Appendix # 4

Food Pantry

SSO opened the BCC Food Pantry on November 16, 2016. Assisted by the Food Bank for NYC, SSO says “NO” to food insecurity by providing nutritional food to the college community. The pantry provides BCC students with ready-to-eat meals to help them get through their day and food for their households. The Food Pantry is funded in part by BCC’s Office of Advancement, Communications and External Relations in cooperation with Food Bank for New York City, which has collaborated with The City University of New York. It also accepts donations from BCC faculty, staff, and administrators, as well as from the public. See Appendix #5

Carroll and Milton Petrie Student Emergency Grant Fund

The Carroll and Milton Petrie Student Emergency Grant Fund has been awarded to Bronx Community College for the purpose of providing quick response emergency grants to matriculated students in good academic standing who are facing a short term financial emergency. The goal of the Petrie Student Emergency Grant Fund is to help students remain in school. Emergencies that can qualify for a Petrie Grant include:

- Homelessness or sudden loss of housing
- Fire in living quarters
- Travel expenses due to illness/death in immediate family
- Overdue utility bills/turn-off notice
- Theft of computer, books, clothing or other essential belongings
- Medical/Dental emergencies
- Food or transportation needs
- Temporary loss of job or income
- Transportation card
- Loss of childcare
- Victims of Domestic Violence
- Other (you may give an explanation of your emergency in personal statement)
See Appendix # 6

Case Management

SSO provides case management by using a collaborative process of assessment, planning, facilitating and advocating for options and services to meet the holistic needs of our students through communication and available resources to promote quality, cost-efficient outcomes.

Clothing Assistance

BCC's SSO seeks to help reduce student barriers to education and employment. In doing so, we host an annual clothing pop-up shop for students and their families who are in need of casual and professional attire. With donations from faculty, staff, students and outside entities, we are able to provide students with clothing for themselves and their families. In addition, SSO works in collaboration with CUNY Edge in seeking professional attire for employment through their Dress for Success Program. In addition, SSO collaborated with The Office of Workforce Development to secure 500 coats and space for long-term storage of clothing. See Appendix # 7

SSO also refers students to New York City Area Programs and Services such as:

Human Resources Administration (HRA)

Students are assessed and referred to HRA, if they meet the guidelines for the Supplemental Nutrition Assistance Program (SNAP). They are also referred for temporary cash assistance through the Temporary Aid to Needy Families Program (TANF), and the Home Energy Assistance Program (HEAP) for students whose utilities either have been shut off or are scheduled to be shut off.

Identification New York City (IDNYC)

SSO refers students who need to get identification and cannot necessarily attain it through DMV. IDNYC requires less documentation obtain an ID that is accepted.

Childcare Services

SSO refers students to childcare facilities. Through careful screening, we refer students to both internal and external agencies that educate, advocate and provide support that enriches the lives of their children. This fosters a sense of security for our students and empowers them to persist with their educational goals.

Family Eviction Prevention Supplement (FEPS)

Students are referred to FEPS for guidance to assist them through the eviction process. Through this program, students who qualify may be eligible for rental support for their families. FEPS can also help students retain a current apartment or to move to a new one (FEPS-to-move).

Homebase/Catholic Charities of New York

SSO refers students who have outstanding rent arrears to receive help in paying the high balances owed. This is done once the students are issued a notice to appear in court.

BronxWorks

SSO refers individual students to BronxWorks to improve their economic and social well-being. Bronx Works is able to provide services to the entire family. They are able to feed, shelter, teach and support their neighbors to build a stronger community.

NYC Housing Connect

SSO refers students with housing insecurities to NYC Housing Connect to help assist and apply for affordable housing opportunities available to them in the New York City.

Part of the Solution (POTS)

SSO refers students to POTS for a variety of services, some that include soup kitchens, food pantry, haircuts, shower facilities, clothes, and mail, medical and dental on site. They can also assist with placing students in shelters.

Robin Hood

Robin Hood is one of SSO community based partnerships that assist our students with referrals for affordable housing, legal services, tax preparation, job, readiness training, and health care for low-income New Yorkers, predominately undocumented immigrants, who are eligible for public health insurance programs and immigration services. Robin Hood also provides shelter, transitional housing, services for lesbian, gay, bisexual, and transgendered (LGBTQ) youth.

Safe Horizons

SSO refers students to safe horizons who need resources to survive life threatening issues such as domestic violence, child abuse, rape, sexual assault, human trafficking, stalking, youth homelessness, victims of abuse to name a few.

TEN Membership

Ten Membership is a resource tool used to directly connect students to free resources that they qualify for.

c. Mission Statement

Single Stop endeavors to provide a holistic approach to social service resources to students and their immediate family members by offering a suite of comprehensive services that supports and promotes student success. We are committed to enhancing the personal and professional growth for all students who persist towards graduation by partnering with them on their personal journey and helping them overcome their economic struggles. (Aligns with Strategic Goals 1, 2, 4, 6 & 7)

d. Vision Statement

The Single Stop vision of a “One Stop Shop” Service Center focuses its efforts on providing support for students in achieving their academic goals.

e. Department Goals/Objectives 2017-2018

While assessing our students, we found that one of the primary reason for students dropping out of school was taking on work responsibilities to meet the financial obligations of their families. In doing so, it prolongs the time needed to complete their degrees or fosters the decision to postpone their education further. BCC and Single Stop hope to reduce if not prevent our students from having to choose between the two. More than 20 million families in the US struggle to make ends meet, yet each year, billions in federal and state government resources, set aside to help, go unclaimed. As Coordinators of Single Stop, our purpose is to ensure that students know about these benefits by empowering them with as many resources as possible to stabilize their financial stability and reassure their academic success.

SSO serviced 5758 students for fiscal year 2017-2018. This includes students who received multiple services.

- 1088 Students participated in the intake process (*Goal 2: 1.3*)
- 18 students applied for SNAP benefits (food stamps), 13 were approved (*Goal 2:1.3*)
- 83 students received public assistance. (*Goal 2:1.3*)
- 38 students enrolled in health insurance (*Goal 2:1.3*)
- 184 received financial counseling (*Goal 2:1.3, Goal 6:1.2*)
- 65 students received legal counseling (*Goal 2:1.3, Goal 6:1.2*)
- 2993 students and families were serviced by the BCC/Food pantry (*Goal 2:1.3, Goal 6:1.2*)

- 44 students received the Carroll & Milton Petrie Student Emergency Grant (*Goal 2:1.3, Goal 6:1.2*)
- 101 students participated in Single Stop Clothing Pop Up Shop *
- 378 students received tax preparation services * (*Goal 2:1.3*) See Appendix # 8

f. Student Learning Outcomes (see appendix 2,3,4,5,6)

- Students will demonstrate knowledge and understanding of the various services that SSO offers in tax preparation, legal assistance, and financial counseling.
- Students will acknowledge their understanding that there are various outcomes in their tax preparation, legal assistance, and financial counseling.
- Students will understand the services available at the SSO offices.

g. Alignment with BCC Strategic Plan

- Goal 2.3 – Provide efficient, accessible, user-friendly and integrated student services and support structures that address the holistic needs and well-being of every BCC student.
- Goal 7.2 – Promote pride in BCC.
- Goal 7.3 – Engage faculty, staff, students, alumni and supporters in telling their BCC success stories. Students presented testimonials and video presentations detailing how the services provided by Single Stop’s made a difference in their lives. With video presentations, their success stories were shared at meetings and various workshops to bring awareness to the campus community.

h. Notable Accomplishments of SSO

- Manager received an anonymous donation of \$45,000 for the Petrie Grant
- Manager was awarded 20,000 for the Food Pantry.
- Manager received a donation of \$2,500 from United Health Care
- Healthline, the second largest consumer health information site on the web with an audience of over 60 million users, acknowledged SSO and for making the cut as one of the Best Healthiest Universities based on their strict criteria regarding the food insecurity initiative.
- Manager in collaboration with Eddy Bayardelle, VP, Division for Advancement, Communications & External Relations received a donation of 125 Turkeys from MCU for the Thanksgiving holiday.
- President Thomas Isekenegbe visited SSO to partake in the giving out turkeys to approximately 55 BCC Students.
- SSO in collaboration with Dean Adam of Workforce Development received a donation of 500 coats from the Urban League.

- Manager in collaboration with Eddy Bayardelle, VP, Division for Advancement, Communications & External Relations Renewed Carroll & Milton Student Emergency Grant \$300,000 for three years.
- Tami Hepbourn joined the SSO as the Administrative Assistant/Office Manager in June of 2017.
- Angie Fierro joined the SSO as a part-time College Assistant in September of 2017.
- Manager, Coordinator and Administrative Assistant were certified to complete 2010e Housing applications for New York City (HRA)
- Manager, Coordinator, and Administrative Assistant were certified in Mental Health First Aid Awareness Training.
- Provided Mental Health First Aid Training workshops for the campus community in collaboration with New Initiatives Center for Health Equity, NYC DOHMH Bronx Neighborhood Health Action Centers.
- Manager and Administrator Coordinator received a wall-to-wall refrigerator/freezer and commercial toaster oven. (Goal 4: 1.1)

III. MANAGEMENT REVIEW

a. Key processes and procedures

The intake process includes assessing student needs and determining which services they can benefit from. This includes their demographic information and ongoing services that include internal departments and external agencies. The below listed practices:

- Assessment for student needs and determining which services they can benefit from.
- Referrals to internal and external partners/departments.
- Appointments with internal and external partners/departments.
- Follow-up to see if further assistance is necessary and that students challenges are resolved.

b. Record keeping

SSO records are maintained in several databases such as Tableau (student in-take) TEN Membership, Food Bank, and Food Pantry, (pest control, food delivery and maintenance of the food pantry), MOZEO, HRA POS, Petrie and Food Pantry. SSO will be trained to use the Starfish Database tool.

c. Website/Marketing Materials/Printed Resources

The marketing resources currently utilized are Single Stop USA, BCC Single Stop Webpage, brochures and pamphlets created by the BCC Communications and Marketing Team in collaboration with Duplicating Services. See Appendices # 9, 10, 11, 12, and 13

d. Space

SSO occupies Loew Hall Rooms, 118, 120, 123, 125 and 127; Nichols Hall Room 103, and Snow House 3rd Floor (Clothing Pop-Up Shop).

e. Technology/ Other Resources

- Access NYC
- Benefit Enrollment Network (BEN)
- CUNYFirst
- Feed NYC
- HRA 2010E Portal
- HRA POS
- MOZEO
- New York Foodbank
- OSSES
- Tableau
- TEN Membership
- Starfish will be implemented as an additional data tool.

f. Budget

SSO is in need of dedicated funds to facilitate workshops, purchase office equipment, and acquire promotional and marketing materials for the office. See Appendix # 14

IV. STAFFING REVIEW

a. Organizational Structure, See Appendix # 15

b. Staff Roles and Responsibilities

Dedra Polite – Manager

To oversee the delivery of non-academic support services for the student population of BCC in c collaboration with various internal and external agencies. See Appendix # 16

Lorraine Diaz – Administrative Coordinator

The Administrative Coordinator is responsible for making sure students are receiving full assessments by the SSO and providing best service SSO can deliver. One of her main job responsibilities is managing multiple tracking databases and ensuring documentation of all client data including contact, referrals and outcomes are properly recorded. The Administrative Coordinator also oversees the Carroll and Milton Petrie Emergency Grant and submits SNAP applications for students. See Appendix # 17

Tami Hepbourn – Administrative Assistant/ Office Manager

The Administrative Assistant provides support for the Director and Administrative Coordinator. She supervises the day-to-day operations of the intake office and supervises support staff, i.e., college assistants, work-study student and interns. See Appendix # 18

Angie Fierro - College Assistant/Intake Coordinator

The intake coordinator is responsible for screening for all first time students seeking services from SSO. Other relevant duties consist of assisting the office manager in supervising the day-to-day operations of the intake office staff. See Appendix # 19

c. Training Structure

The SSO Staff is constantly increasing their knowledge base by attending on-going trainings and workshops designed to enhance professional growth as it relates to the services provided:

- Food Bank for NYC
- Food Pantry Certification
- Mental Health Awareness Certification
- SNAP Benefit Training
- TABLEAU
- TEN Membership
- Supportive Housing Network – 2010E Application Training
- Tax Preparer Training
- BIT Meetings
- Financial Planning Workshops
- Human Resources Administration
- Response to Crisis Situations
- Workplace Violence Prevention workshop

V. Assessment Plan (How, what and when assessments are conducted in the department; what other data are reviewed/considered)

Robin Hood assesses SSO’s efforts annually by measuring student enrollments through Tableau and subsequent outcomes to determine if SSO’s goals were met. In addition, SSO surveys students who received services to measure student comprehension of their benefits. The Carroll and Milton Petrie Emergency Grant is measured and assessed by funding usage. Depletion of the grant funds means SSO was successful in the administration of the allocated funds.

In addition, student retention and graduation rates or transfer to other institutions is documented for grant recipients. The Food Pantry data is tracked to see how many students are using the services along with feedback from students. This is a quantitative assessment of students serviced. SSO is also listed on the CUNY Satisfaction Survey to assess students’ satisfaction with SSO services.

VI. Self-Study Methodology (Description of the current self-study process)

The self-study process includes surveys. In order to improve the services, we provide, students be asked to complete a confidential survey after receiving services from SSO.

This periodic self-study process was conducted through a series of meetings among the Dean of Academic Services, the Manager of the Single Stop Office (roles and responsibilities included in section IV). Moreover, it included a comprehensive review of all key processes and procedures of the SSO (i.e. reports, resources, and student surveys). Review outcomes from various assessment measures as listed above. Assessed mission, vision, and stated goals to determine SSO overall effectiveness. Details were presented in report format. See Appendix # 20

VII. Findings (include data tables or charts; highlights of comments from surveys)

Survey results graph, Students serviced, Food Pantry, Financial counseled, tax service, and workshops. In addition, The Carroll and Milton Petrie Report results.

See Appendices # 21, 22, 23, 24, 25, 26, 27, and 28

a. Areas of Strength

SSO strives daily to meet the needs of BCC students and families on their terms at the places they frequent most. Our “one-stop-shop” model provides unprecedented ease of access to a holistic set of services, in one place at one time.

Provide coordinated access to connect students to the resources they need to attain higher education, obtain good jobs, and achieve financial self-sufficiency

b. Areas in Need of Improvement

- The Carroll and Milton Petrie Emergency Grant has been developing and facing numerous revisions to enhance SSO’s operations with the hope of increasing the number of positive outcomes for the students. Coordination of this effort with the (Office of Strategic Initiatives and the Bursar’s Office) needs to be improved. While several meetings have occurred, there needs to be ongoing dialogue to continue moving toward a streamlined process.
- Marketing/Student Outreach. SSO will increase its presence at college-wide events and FYS workshops/classes.
- To increase the number of qualified permanent staff to provide services for the BCC student population.
- Funds for facilitating workshops, purchase equipment and promotional and marketing materials for the office.

c. Action Plans and Timelines

Single Stop 2018-2019 Annual Plan, Goals, and Timelines

- Single Stop will screen 1000 students with the New Tech data tool provided by Single Stop. (*Goal 6: 1.3*)
- Targeted Goal: Total of 300 students to apply for tax services.

- Targeted Goal: Total of 100 students to receive financial counseling from the financial planner. (*Goal 1: 1.2 1.3*)
- Targeted Goal: Total of 75 students receive legal counseling from the lawyer

Recommend 2-3 colleagues external to the college familiar with the operations of the department who will conduct a review of the area. At least one must be from a community college within CUNY. Include name, title, affiliation and contact information.

VIII. Recommend 2-3 colleagues external to the college familiar with the operations of the department who will conduct a review of the area. At least one must be from a community college within CUNY. Include name, title, affiliation and contact information.

The Peer Review process is a voluntary (non-paid) commitment. Peer Reviews are expected to spend one day on campus and submit a report of their findings. The following colleagues are being recommended for the peer review:

1. Deborah Harte, Single Stop Director, BMCC, 212-220-8174
2. TBA

IX. External Review Report

- a. Summary (Names and affiliation of External Review Team, review dates and process)
- b. Program Overview
- c. Management Review
- d. Staff Overview
- e. Assessment Plan
- f. Strengths
- g. Areas in need of Improvement
 - Staffing
 - Equipment – Scanners, Copy Machine
 - Additional Office Space
- h. Recommendations

X. Appendices

- Appendix #1- Free Financial Counseling
- Appendix #2- Supplemental Nutrition Assistance Program (SNAP)
- Appendix #3- Free Legal Advice/Assistance
- Appendix #4- Free Tax Preparation Services
- Appendix #5- Food Pantry
- Appendix #6-Carroll and Milton Petrie Student Emergency Grant Fund
- Appendix #7- Clothing Assistance
- Appendix #8- Department Goals/Objectives 2017-2018
- Appendix #9, 10, 11, 12, 13 –Website/Marketing Materials/Printed Resources

- Appendix #14- Budget
- Appendix #15- Organizational Structure
- Appendix #16, 17, 18, 19- Staff Roles and Responsibilities
- Appendix #20- Self-Study Methodology
- Appendix #21, 22, 23, 24, 25, 26, 27, 28- Findings (include data tables or charts; highlights of comments from surveys)
- Appendix #29, 30, 31, 32, 33, 34, 35, 36, and 37 - Printed Resources