

Excellence in Student Service – Team 2021



Left to Right: Kaira Bradley, Danielle Munoz, Jessica Thomas, Erin Lund, Anastasia Herrera-Tan

CARES Office

Kaira Bradley, Administrative Assistant

Hong Chau, Student Assistant

Brianna Danielson, Graduate Student Assistant

Mercedes Hendley, Student Assistant

Anastasia Herrera-Tan, Case Worker

Erin Lund, Rapid Rehousing Coordinator

Danielle Munoz, Interim Director

Jessica Thomas, Case Manager

The CARES team exemplified leadership during the pandemic, going above and beyond to keep operations steady for students through ever-changing times. Together, the CARES team has served over 600 students in the 2020-2021 school year who were seeking support for food, housing and financial crisis. The case managers supported students with hotel and on campus emergency housing bookings, meal cards, advocacy, collaboration with academic affairs, support post-hospitalization, and providing a safe and caring space. Of the students served in the CARES office 87% remained in good academic standing and 84% of students persisted to the following semester. Together the CARES team makes up an administrative assistant, 2 case managers, 3 student assistants and an interim director. All staff and student assistants played an important role in making sure students had a safe space to discuss their

crisis, qualified and effective team members to assist, and a caring culture that is focused on student success. Over 1,500 students accessed the emergency grants, and the CARES team was ready and available to help many of these students through their application process, and over 300 were supported with CalFresh applications. In addition to supporting students, staff and faculty, the CARES team was also able to launch a Wellness Ambassador training to support the campus as students return. Many thanks to the staff and student employees for your dedication, time and talent!

Excellence in Student Service Team Award Nominees

ASI Children's Center

Student Affairs Business Resources (SABR)

Student Affairs Marketing and Communications

Student Athlete Resource Center (SARC)