

# Crisis Assistance and Resource Education Support (CARES)

## Who we are

The CARES office provides support to students who are in crisis or experiencing unique challenges to their education. It coordinates referrals to campus and community resources and offers follow-up support to address a variety of issues including transportation barriers, mental health & wellness, and physical health & wellness.

## Demographics for Fall 2018 (N=466)

### Gender

66% of them are female.

34% of them are male.

### Ethnicity

35% were Hispanic/Latinx.

19% were Asian/Pacific Islander.

16% were White.

16% were Black/African American.

13% were Other.

1% were Native American.

### Class Level

22% were freshmen.

9% were sophomores.

31% were juniors.

33% were seniors.

5% were graduates.

### Age

Average age was 23 years old.

Ranging from 16-60 years old.

## Demographics for Spring 2019 (N=307)

### Gender

66% of them are female.

34% of them are male.

### Ethnicity

36% were Hispanic/Latinx.

16% were Asian/Pacific Islander.

15% were White.

18% were Black/African American.

13% were Other.

2% were Native American.

### Class Level

15% were freshmen.

11% were sophomores.

35% were juniors.

35% were seniors.

4% were graduates.

### Age

Average age was 23 years old.

Ranging from 18-33 years old.

## Key Performance Indicators (Case Management)

### Fall 2018 (n=160)

Average Term GPA was 2.51.

Average Unit Load was 12.78.

80% of students were full-time.

37% of students were enrolled with 15 units or more.

83% of students were in good academic standing.

83% of students persisted to Spring 2019.

62% of students persisted to Fall 2019.

### Spring 2019 (n=189)

Average Term GPA was 2.31.

Average Unit Load was 12.63.

80% of students were full-time.

27% of students were enrolled with 15 units or more.

79% of students were in good academic standing.

67% of students persisted to Fall 2019.

## Key Performance Indicators (CalFresh)

Fall 2018 (n=287)

Average Term GPA was 2.93.

Average Unit Load was 13.56.

90% of students were full-time.

45% of students were enrolled with 15 units or more.

90% of students were in good academic standing.

90% of students persisted to Spring 2019.

73% of students persisted to Fall 2019.

Spring 2019 (n=118)

Average Term GPA was 2.80.

Average Unit Load was 13.32.

87% of students were full-time.

37% of students were enrolled with 15 units or more.

86% of students were in good academic standing.

75% of students persisted to Fall 2019.

## Services

1. **Basic Needs** – provides a variety of resources to meet the housing, food, clothing, and financial needs of students and hosts events such as professional attire drive, basic needs resource fair, and pop-up pantry.
2. **CalFresh Outreach** – helps students with the application, upload documents, advocacy support between the student and the county office, and answer questions along the way.
3. **Student Emergency Services (Grant & Housing)**
  - a. **Student Emergency Grant** assists students who experience a financial emergency or unanticipated expenses causing short-term financial hardship that requires immediate attention to keep a student in college.
  - b. **Student Emergency Housing** is a collaboration between Student Affairs CARES Office and Housing & Residential Life. The program provides short-term housing assistance to students who are unexpectedly displaced from their homes. Students who qualify stay for up to 30 days in the residence halls and receive a meal plan.
4. **Case Management** – supports students with different issues and concerning behavior. Health center screening referrals are also provided.
5. **Behavior Intervention Assistance** - monitors reports of students of concern and track patterns, behaviors, and disturbances to groups or individuals. A multidisciplinary team

performs a threat assessment and determines the appropriate response and mechanisms to intervene and respond to a crisis or concerning behaviors.

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