

SparkPoint at Chabot College Planning Timeline



SparkPoint at Chabot College Planning Timeline

BEGIN PREPARATION FOR LAUNCH

- Continue finalizing services
- Prep space for SparkPoint Center
- Planning for launch
- Outreach
- Staff trainings on financial coaching and data

LAUNCH EVENT

- Hold launch event
- Implementation plan finalized
- Open SparkPoint Center

SPARKPOINT OPEN!

- SparkPoint Open!
- Continue to refine and recruit additional services
- Outreach to community

JAN

FEB

MAR

APR

MAY

JUNE

PREPARATION FOR LAUNCH

- Pilot Fresh Success Program
- Planning for launch event
- Outreach

SPARKPOINT OPEN!

- Soft opening
- Continue to refine and recruit additional services
- Outreach to community

SPARKPOINT OPEN!

- SparkPoint Open!
- Continue to refine and recruit additional services
- Outreach to community

What does success look like?

After 1st year, SP at Chabot College would be successful if...

- Serve at least 200 students
 - 40% will be measurable clients (case managed)
A measurable client is defined as a Chabot College student or Hayward resident who has a baseline in any assessments, in any point in time, and a follow-up in the same assessment within the reporting period.
- Screen and enroll at least 50 clients for CalFresh or other public benefits
- Design capacity to reach 300-400 students in following year.
- 35% of students at Chabot will know what SP is and know how to access it.
Collaborate with existing programs
 - (i.e., EOPS to serve 400-450 each year).
- Design calendar of existing partners providing services at least once/day or workshops.
- Establish VITA site.
 - Students become volunteer assistance in doing taxes through business program. Tapping into other service agencies, partnerships, literacy, employment
- Ensure leadership, faculty, staff buy-in across campus.
- Build SparkPoint Center Visibility:
 - strategic planning goals on agendas
 - Logos on campus
 - Faculty includes logo on syllabi?
- Design Chabot-branded website for SP.
- Design one pager for all SP resources.

YOUR LOGO
HERE

Chabot College

25555 Hesperian Blvd
Hayward, CA 94545

Student Interest Survey

Chabot College will be opening a SparkPoint Center on campus soon! Please take a moment to help us improve your experience by providing feedback.

Are you a current Chabot student?

- ☐ Yes, W Number: _____
- ☐ No

Are you a parent of a child who is under 18 years old?

- ☐ Yes
- ☐ No

Which best describes your current living situation?

- ☐ Living with parents/family: not paying rent
- ☐ Living with parents/family and paying rent
- ☐ Renting with roommate(s)
- ☐ Renting with no roommate(s)
- ☐ Own my own residence
- ☐ Public housing
- ☐ Currently homeless/transitional housing/couch surfing
- ☐ Prefer not to answer

From the list below, what services are you most interested in? (can select more than one)

- ☐ Financial Coaching (budgeting, credit repair, savings)
- ☐ Health and Wellness (MediCal, nutrition, mental health)
- ☐ Career Coaching (career assessments, mentoring)
- ☐ Employment Preparation (resume design, interview prep, job searching)
- ☐ Food resources (EBT, food pantry)
- ☐ Housing resources (support to pay rent, low-income housing information, moving resources)
- ☐ Income Tax assistance (VITA)
- ☐ Legal Services (evictions, immigration issues)
- ☐ Transportation assistance (bus vouchers, buying a car)
- ☐ Volunteer opportunities, internships
- ☐ Other _____

When visiting a center, what is the most important to you? (can select more than one)

- ☐ Diverse staff (ethnicity, language)
- ☐ Easy to access on campus
- ☐ Welcoming front desk
- ☐ Limited amount of paperwork
- ☐ Late hours (4pm-8pm)
- ☐ Early hours (7am-9am)
- ☐ Walk-ins welcome
- ☐ Children welcome to join appointment
- ☐ Childcare
- ☐ Other _____

(optional)

Name _____
Address _____
Phone _____
Email _____

SparkPoint Community College Grant Application PLANNING GRANT

APPLICATION COVER SHEET

INFORMATION ABOUT THE SPARKPOINT CENTER

Name of lead agency: Chabot-Las Positas Community College District: Chabot College

Where are services provided? Please check the relevant box.

☒ Community College

☐ FRC/Community-Based Agency

☐ Community School/K12

☐ Other: _____

Name of primary contact: Dr. Robert Nakamoto

Title: Director of Equity and Student Success, Chabot College

Email: rnakamoto@chabotcollege.edu

Phone #: (510) 723-6692

Name of head of agency / Executive Director¹: Dr. Susan Sperling

Title: President, Chabot College

Email: ssperling@chabotcollege.edu

Phone #: (510) 723-6641

Name of additional contacts: Dr. Matthew Kritscher

Title: Vice President of Student Services, Chabot College

Email: mkritscher@chabotcollege.edu

Phone #: (510) 723-6743

Name of additional contacts: Yvonne Wu Craig

Title: Executive Director of Institutional Advancement, Chabot College

Email: ywucraig@chabotcollege.edu

Phone #: (510) 723-6810

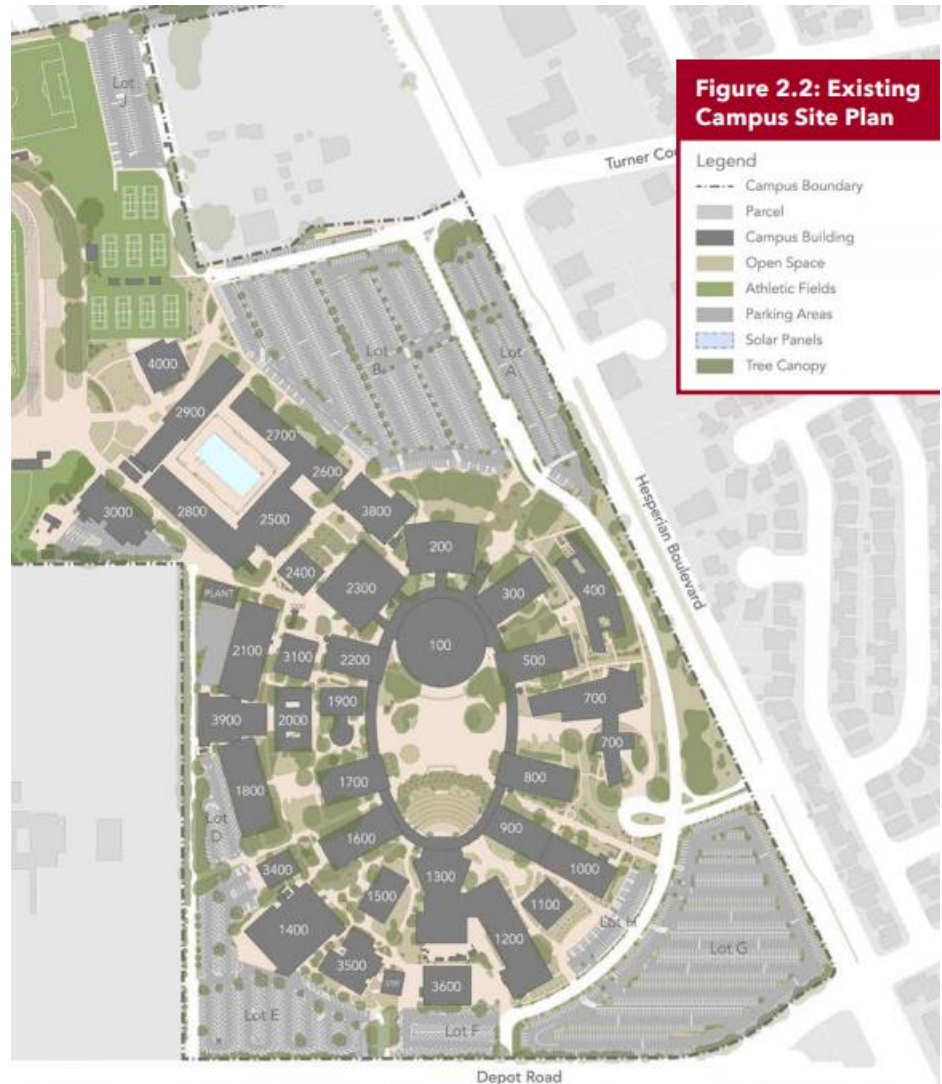


¹ A person who is authorized to sign the MOU on behalf of agency

PART 1 – NARRATIVE QUESTIONS

1. Location of the SparkPoint Center

Our primary goal through this grant is to assess and select a short-term location for Chabot College's SparkPoint Center. Multiple locations on campus – such as the Career and Transfer Center (Building 700, 2nd Floor), Student Life Office (Building 2300, 2nd Floor), or El Centro (Building 700 South) – can be found on the map at right and are suitable for this type of comprehensive resource hub. All spaces identified meet federal standards for accessibility. Further evaluation for the SparkPoint location is needed to better understand each space's potential. At a minimum, we want to ensure the location is in an area with high student foot traffic and office space to accommodate partners. Funding from this grant



would be used to assess current capacity, other potential locations on campus, upgrades necessary for existing spaces, and most importantly, survey potential SparkPoint users. From students to community members, users' needs and wishes will guide this location selection process. Fall 2019 is an ideal time to conduct focus groups and community assessment; this will provide adequate time to

incorporate feedback prior to a soft opening for Chabot College's SparkPoint Center, anticipated in Spring 2020.

In the long-term, the SparkPoint Center will be incorporated in the college through the Facilities Master Plan. On June 7, 2016, a \$950 million Measure A Bond was approved for Chabot and Las Positas Colleges to upgrade classrooms and labs, retrofit buildings, and improve facilities. Through Chabot College's Facilities Master Plan being developed to utilize the Measure A Bond, a long-term space has been identified in the new Student Center, Building 2300. The design, layout, and specifics of the space are still in development. Hence, conducting focus groups and a community assessment would provide valuable feedback to steer the planning process.

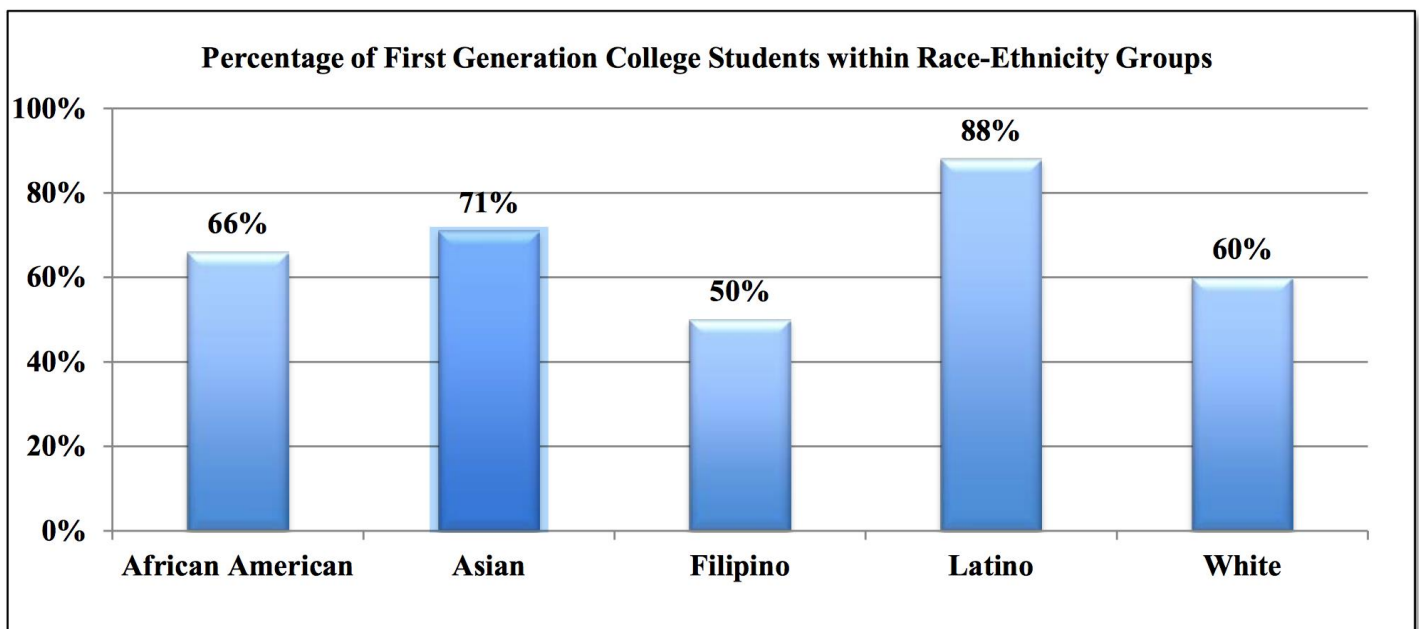
2. Goals & Objectives

Our overarching **goal** for having a SparkPoint Center on the Chabot College campus is to provide a one-stop, integrated service delivery model where students can access a wide range of basic needs, financial support, and career services to address barriers to staying in school and graduating. This goal stems from Chabot College's location and needs of our student body.

Chabot College, located in southwest Hayward, enrolls over fourteen thousand (14,000) students. Its academic offerings include degrees, transfer programs, and certificates in over 175 majors of study. The college is a learning-centered institution with a culture of thoughtfulness and academic excellence, committed to creating a vibrant community of lifelong learners. Two (2) of Chabot's Learning Communities, the Puente Project and Umoja Program, are state and national models of Learning Communities. All of Chabot's Special Programs strive to help those furthest from opportunity.

Diverse in ethnicity, experiences, and backgrounds, Chabot's student body is comprised of a majority of low-income, minority, first-generation college students who are often unfamiliar with the

college environment. Below is a chart indicating the percentage of first-generation Chabot students by race/ethnicity (Chabot Office of Institutional Research, 2018)



Furthermore, Chabot College, a Hispanic-Serving Institution, has a student body that reflects forty percent (40%) Latinx, sixteen percent (16%) Asian American, sixteen percent (16%) White, ten percent (10%) African American, eight percent (8%) Filipino, seven percent (7%) Multiracial, one percent (1%) Pacific Islander, and two percent (2%) Unknown/Other. Twenty-six percent (26%) of students are 19 or younger, thirty-three percent (33%) are between the ages of 20 and 24, thirty percent (30%) are between the ages of 25 and 39, and eleven percent (11%) are older than 40. Forty-eight percent (48%) of students live in nearby Hayward or San Leandro, with other students coming mostly from regions in Alameda and Contra Costa. In addition, Chabot has over three hundred (300) Veteran students and about 109 students identifying as formerly incarcerated.

Despite Chabot College's location in the affluent Bay Area, a survey conducted in 2017 of a representative sample of 1,702 students indicated that around fifty percent (50%) of Chabot students are low-income. Thirty-two percent (32%) of these students had very low incomes according to

national standards, and nineteen percent (19%) had low incomes based on local standards. In addition, seventy-five percent (75%) of students are first-generation college students. Of this population, forty-eight percent (48%) are the first in their family to attend college, and another twenty-seven percent (27%) are the first in their family to earn a four-year degree.

Given the demographics of Chabot's student body and input from college staff, we anticipate the planning process will help us better define what services are most needed in areas including:

Financial Literacy	Career Services
Housing	Food Security
Mental Health	Social Services
Transportation	Other Supportive Services

Furthermore, based on the financial and academic needs of students, the planning phase for our SparkPoint Center will include meeting the following short-term **objectives**:

1. Conduct student focus groups and a community assessment to identify what types of resources/services would be most beneficial to users.
2. Identify space on campus to locate the SparkPoint Center based on user needs and sustainability.
3. Establish new and strengthen existing partnerships to provide services.
4. Work on sustainability plan for future funding (i.e. Fresh Success Program planning, assess other state and federal funding options).

3. **Timeline**

Planning activities for Chabot College's SparkPoint Center are outlined as follows:

Summer 2019:

- **July:**
 - Plan, coordinate, prep, and recruit for August planning retreat.
 - Secure commitments from District/College to develop Fresh Success plan.

- **August:**
 - Planning retreat to coordinate focus groups and community assessment.

Fall 2019:

- **September:**
 - Conduct focus groups and community assessment.
 - Begin providing introductory training to district/college and collaborate to develop Fresh Success plan.
 - Facilitate execution of MOU between District and County for Fresh Success Program.
- **October:**
 - Analyze feedback from focus groups and community assessment.
 - Narrow down list of agencies to contact to provide services.
 - Finalize short-term space on campus for SparkPoint Center.
 - Develop and submit a mid-year amendment to the Fresh Success Employment & Training (E&T) Plan for State and Federal approval.
 - Develop a detailed budget and execute contract between the Foundation and District/College for Fresh Success Program.
- **November – December:**
 - Outreach to providers identified to provide services.
 - Prepare marketing material to notify campus and community of SparkPoint Center.
 - Conduct in-depth Fresh Success training for District/College.
 - Receive technical assistance for Fresh Success Program planning, promotion, and launch.
 - Begin drawing down federal funds upon State and Federal approval of E&T amendment.

Spring 2020:

- **January – March:**
 - Continue to finalize services to be provided.
 - Prep the SparkPoint Center space.
 - Outreach to the campus and community to notify about Center.
 - Pilot Fresh Success Program.
- **April – May:**
 - Soft opening for SparkPoint Center.
- **June:**
 - Continue to recruit additional services, develop the space, and outreach to the community.

4. Partners and Planning Committee Members

Chabot College's SparkPoint Center has formed the **SparkPoint Steering Committee**, which will also serve as the Planning Committee. The SparkPoint Steering Committee has already been

actively involved in the planning process and is aware of upcoming planning activities. The Steering Committee will consist of the following representatives:

Name	Title	Affiliation
Ana Maciel	Financial Aid Outreach Specialist	Chabot College
Arnold Paguio	Director, Student Life Services	Chabot College
Bobby Nakamoto	Director, Student Equity and Success	Chabot College
Debbie Trigg	Dean, Counseling	Chabot College
Elsa Saenz	CalWORKs Counselor & Coordinator	Chabot College
Emily Chan	CalWORKs Counseling Assistant II	Chabot College
Ena Yasuhara Li	Vice President, Community Impact	United Way Bay Area
Juztino Panella	Counselor	Chabot College
Lileen Shannon	Manager, Higher Education	United Way Bay Area
Matthew Kritscher	Vice President, Student Services	Chabot College
Nathaniel Rice	Director, Disabled Students Programs & Services	Chabot College
Stacy Thompson	Vice President, Academic Services	Chabot College
Susan Sperling	President	Chabot College
Terri Anderson	Director, Student Equity and Success – Counseling	Chabot College
Yvonne Wu Craig	Executive Director, Institutional Advancement	Chabot College

Additionally, the following agencies have either already expressed interest in supporting Chabot's SparkPoint Center or will be contacted for possible partnerships:

- Chabot College Federal Credit Union
- Hayward Chamber of Commerce

- Alameda County Food Bank
- Vita
- Tiburcio Vasquez Health Center
- A-1 Community Housing Services
- Davis Street Family Resource Center
- One Stop Career Center
- Fremont Bank

5. **Steering Committee**

Chabot College's SparkPoint Center will be overseen by Dr. Robert Nakamoto, Director of Equity and Student Success at Chabot College. Dr. Nakamoto reports to Dr. Matthew Kritscher, Vice President of Student Services at Chabot College. All SparkPoint activities will be shared with Dr. Susan Sperling, President of Chabot College, who will provide overall strategic direction and help leverage college funding and space.

Under the direction of Dr. Nakamoto, Chabot College's **SparkPoint Steering Committee** will provide oversight and guidance related to the operations of the Center. The group has already started meeting to assess the feasibility of a SparkPoint Center and begin planning. The SparkPoint Steering Committee will include members previously mentioned in section 4: "Partners and Planning Committee Members."

6. **Staffing**

Dr. Robert "Bobby" Nakamoto: The primary contact for Chabot's SparkPoint Center is Dr. Robert Nakamoto, Director of Equity and Student Success at Chabot College.

As Program Director, Dr. Nakamoto will oversee and coordinate all SparkPoint activities. This includes managing providers who will offer services in the Center. The planning process will identify specific providers we will partner with. Dr. Nakamoto will report to and be guided by the SparkPoint Taskforce (Steering Committee).

Elsa Saenz: Elsa Saenz is a CalWORKs Counselor & Coordinator at Chabot College. She has extensive experience working with Alameda County Social Service Agencies. In collaboration with Dr. Nakamoto, Elsa will set-up the Fresh Success Program, a federal reimbursement program to fund future staffing for the SparkPoint Center.

Emily Chan: Emily Chan is a CalWORKs Counseling Assistant II at Chabot College. Emily will provide additional counseling and administrative support. She will assist students with the Fresh Success application process as well as set-up data collection and reporting systems for the program. Emily will also support training for other counselors and the SparkPoint Coordinator to implement the Fresh Success Program.

7. Funding

Through this planning process, one of our primary goals is to work on a sustainability plan for Chabot College's SparkPoint Center. This will include assessing future funding sources, such as federal and state grants/programs, as well as further developing the Fresh Success Program. Once in place, we anticipate funding generated through Fresh Success will maintain SparkPoint Center staffing.

In addition to addressing funding sources for sustainability, the planning process will assess and establish community partnerships. As mentioned in question 4 "Partners and Planning Committee Members," we look to expand our list of possible partners and determine which services Center participants desire/need most.

SparkPoint Steering Committee members represent all levels of leadership throughout the Chabot campus. Steering Committee members are in full support of establishing a sustainable Center. Their support is exemplified by the College dedicating space for the new SparkPoint Center and being actively involved in planning the temporary location.

PART 2 - BUDGET

1. What percentage of the total project budget is the requested grant? 6%
2. What percentage of the total organization or school/district budget is the program? .02%
3. Other committed and potential funders (to be included in the UWBA Proposal Budget Excel template). Please provide a list of other funding sources, including those that are pending. List the amount committed or pending with each funder. Please see "United Way Bay Area – Financial Section" Attachment

PART 3 - CHECKLIST

1. ☒ IRS 501(c)(3) determination letter or applicable school district form.
2. N/A IRS Form 990 (same fiscal year as audit/financial statements)
3. Financial Audit, Financial Review or Financial Statements depending on organization's budget size and requested grant amount, as described below:
 - ☒ If agency gross receipts are above \$2 million, an audit less than 2 years old is required (regardless of requested grant amount).
 - ☐ If agency gross receipts are below \$2 million:
 - ☐ For grant request more than \$10,000, please provide the highest level of financial documentation available, which may include an audit or a financial review (unreviewed financial statements not acceptable).
 - * Note: Financial review must include revenue and expense detail and signatures of an outside CPA, Board President, and/or Executive Director. Financial statements must include, at minimum, assets, liabilities, net assets, revenue, expenses, and change in net assets.
4. ☒ Letter/Statement signed by superintendent indicating board concurrence with UWBA Non-discrimination policy: "...whereby the organization actively seeks to hire and promote individuals, recruit volunteers and provide services to individuals without regard to race, creed, color, gender, sexual orientation, disability, marital status, veteran status, national origin, age or physical disability..."
5. ☒ District Budget

**UNITED WAY BAY AREA - FINANCIAL SECTION (Updated 5/31/19)-Planning
Grant**

Organization Name: Chabot College

Please fill in the budget for your SparkPoint Center (column B) and how you anticipate using UWBA funding (column C). ***Proposed budget** reflects proposed funding amt due when submitting application. ****Actual Program Budget** denotes final award amount for grant period.

Revenue	Proposed Program Budget*	Proposed Use of UWBA Funds*	Actual Program Budget**
Government grants			
Foundation grants		\$15,000	
Individual donations			
Earned income			
Carryover (c/o) from 2018-2019 UWBA Grant* Indicate reason for c/o			
Other income			
Total Revenue	\$0	\$15,000	0
Expenses	Proposed Program Budget	Proposed Use of UWBA Funds	Actual Program Budget
PERSONNEL			
Compensation of officers, directors, etc.			
Other salaries and wages		\$10,064	
Pension plan contributions			
Other employee benefits - <i>what is the % of benefits?</i>		\$806	
Payroll taxes			
PROFESSIONAL FEES			
Professional or fundraising fees			
Accounting fees			
Legal fees			
PROGRAM AND OPERATING			
Supplies and minor equipment		\$500	
Purchase of major equipment			
Telephone and telecommunications			
Postage and shipping			
Rent and occupancy - <i>How is this used? What is the method of calculation?</i>			
Equipment rental and maintenance			
Printing and publications			
Travel		\$1,761	
Conferences, conventions, and meetings			
Interest			
Depreciation, depletion, etc.			
Other expenses not covered above (itemize) (i.e., Overhead, client expenses (food, giveaways, awards, incentives), Adm. Food Costs)		\$1,869	
Total Expenses	\$0	\$15,000	\$0

**Chabot College SparkPoint Center
United Way Bay Area
One-Year Budget**

Description	FY 01 FTE	FY 01 Amount	Total
Elsa Saenz, Chabot CalWorks Counselor & Coordinator. (Non-Instructional Rate at \$47.92/hour x 3 hours/week x 35 weeks = \$5,032)	7%	\$ 5,032	\$ 5,032
Emily Chan, Chabot CalWorks Counseling Assistant II (Non-Instructional Rate at \$47.92/hour x 3 hours/week x 35 weeks = \$5,032)	7%	\$ 5,032	\$ 5,032
Total Salaries:		\$ 10,064	\$ 10,064
Benefits: [(0.08 Fringe Benefit Rate X \$5,032 = \$403) x 2 = \$806] Includes: Unemployment Insurance, Worker's Compensation, Medicare, FICA, Medical	8%	\$ 806	\$ 806
Total Staff Costs		\$10,870	\$10,870
Non-Personnel			
Supplies and Minor Equipment		\$ 500	\$ 500
Travel to Sacramento to Fresh Success Training and other Fresh Success Campus sites.		\$ 1,761	\$ 1,761
Other Expenses: Food for meetings; giveaways; promo materials.		\$ 1,869	\$ 1,869
Total Direct Costs		\$ 4,130	\$ 4,130
Total Staff and Direct Costs		\$ 15,000	\$ 15,000

PART 3 Continued – CHECKLIST ITEM #1

1. IRS 501(c)(3) determination letter or applicable school district form.

Chabot College's Statement of Non-Profit Status can be found on the following page.



Statement of Non-Profit Status

June 18, 2019

To Whom This May Concern:

Please find below Chabot College's Statement of Non-Profit Status.

This letter is to certify that Chabot College is a non-profit public institution of higher education operating under the laws of the State of California.

Chabot College is a political subdivision of the State of California established and operated under the California Education Code, Sections 72000 and following. The College is governed by its duly elected Chabot-LasPositas Community College District Board of Trustees and as a political subdivision of the State, is not subject to federal (26 USC section 170) and state income taxes. The District's Tax Identification Number is 94-1670563; because the District is not a 501(c)(3) status organization, the Tax Identification Number is not listed in Publication 78 of the Internal Revenue Service.

Sincerely,

Dale Wagoner
Vice President, Administrative Services

PART 3 Continued – CHECKLIST ITEM #2

2. IRS Form 990 (same fiscal year as audit/financial statements)

Does not apply. As a public institution of higher education, Chabot College does not maintain an IRS Form 990.

PART 3 Continued – CHECKLIST ITEM #3

3. Financial Audit, Financial Review or Financial Statements depending on organization's budget size and requested grant amount, as described below:

Chabot-Las Positas Community College District's most recently audited financials can be found using the link below.

<http://www.clpccd.org/business/documents/2017-18FINALDistrictaudit.pdf>

PART 3 Continued – CHECKLIST ITEM #4

4. Letter/Statement signed by superintendent indicating board concurrence with UWBA Non-discrimination policy: X“...whereby the organization actively seeks to hire and promote individuals, recruit volunteers and provide services to individuals without regard to race, creed, color, gender, sexual orientation, disability, marital status, veteran status, national origin, age or physical disability...”

Chabot-Las Positas Community College District's Board Policy establishing the District's commitment to diversity and non-discrimination can be found using the link below.

<http://www.clpccd.org/board/documents/7100BPCommitmenttoDiversity.pdf>

The Board approved and adopted Equal Employment Opportunity Plan for Chabot-Las Positas Community College District can be found using the link below.

<http://www.clpccd.org/HR/documents/Attachment1.pdf>

PART 3 Continued – CHECKLIST ITEM #5

5. District Budget

Chabot-Las Positas Community College District's Adopted Budget for the fiscal year 2018-2019 can be found using the link below.

<http://www.clpccd.org/business/documents/2018-19AdoptedBudgetBookfinal2.pdf>



Implementation Plan

Submitted by:

Emily Barrick
Nicole Salviejo
Lizette Bricker
Kim Lopez

Introductory Summary

The primary goal of this project is to establish and operate a SparkPoint center on the College of San Mateo Campus. The overall plan includes establishing a location, hiring staff, creating buy-in and offering support services. Services will include benefits assistance, financial literacy, and food distribution.

The SparkPoint Center is located at the College of San Mateo campus in Building 1, Room 155, adjacent to the college's Health Services Center, Personal Counseling Center, and Public Safety departments. The food pantry, operated by SparkPoint, is located next to the SparkPoint Coordinator's office in room 157 and is stocked with shelving and refrigerators donated by our food distributor and community partner, Second Harvest.

A full-time SparkPoint Coordinator and Director were hired in August 2018. These roles work collaboratively to establish and maintain partnerships on campus as well as within the San Mateo county community.

The planning period will cover the period of April 1, 2018 - October 31, 2018. The planning and implementation plan will cover target populations, partners, operational details, metrics/outcomes, marketing and outreach. The official launch of the SparkPoint College of San Mateo program will occur on Wednesday, November 14, 2018.

Goals:

Goals for the Planning Period (April 1, 2018 - October 31, 2018):

- Hire Staff (SparkPoint Director and SparkPoint Coordinator)
- Establish and maintain a functional work space/environment
- Conduct a steering committee/Establish partners
- Plan and conduct launch event
- Engage in marketing/outreach/branding
- Implement/continue buy-in strategy

Target Population

The SparkPoint Center target population will include a collaboration with existing campus programs as well as the current food pantry that is open to the community. These programs include, but are not limited to, Volunteer Income Tax Assistance, Year One Promise, Multicultural & Dream Center, Extended Opportunity Program Services/Cooperative Agencies Resources for Education, CalWorks, Financial Aid, Career Center, Learning Communities, and Veterans Resource Opportunity Center.

List of Partners

External Partner	CONTACT	Services
Second Harvest	Whitney Genevro, Partnership Manager	Primary provider for food and supplies for the campus food pantry, conducts benefits enrollment services for CalFresh.
San Mateo Credit Union	Michele Enriquez, Community Relations Manager	Financial literacy (workshops/online learning)
Samaritan House	La Trice Taylor, Associate Director of Programs & Services	Benefits, housing, food, and financial support services (referral)
County of San Mateo	Justin Frances Administrative Secretary Community Service Area Behavioral Health and Recovery Services	Benefits, housing, food, and financial support services (referral)
StarVista	Clarise Blanchard, PhD Department Director, Clinical and Community Services	Counseling, Case Management, Crisis Intervention and Suicide Prevention

District Steering Committee

Name	Agency	Title/Role	Staff/ Member	E-mail
Avendano, Arianna	EOPS/CAR E (CSM)	Program Services Coordinator	Member	avendanoa@smccd.edu
Barrick, Emily	College of San Mateo SparkPoint	Director	Staff	barricke@smccd.edu
Bricker, Lizette	College of San Mateo	Dean of Enrollment	Staff	brickerl@smccd.edu
Lamson, Julie	Cañada SparkPoint	Program Services Coordinator	Member	lamsonj@smccd.edu
Leiva, Adolfo	Cañada SparkPoint	Director	Member	leivaa@smccd.edu
Lopez, Flor	Skyline SparkPoint	Program Services Coordinator	Member	lopezfl@smccd.edu
Lopez, Kim	College of San Mateo	Vice President, Student Services	Staff	lopezk@smccd.edu
Menjivar, Claudia	College of San Mateo	Director of Financial Aid Services	Member	menjivar@smccd.edu
Nemeyer, Andrea	United Way Bay Area	Program Specialist, Higher Education	Member	anemeyer@uwba.org
Rojo, Rich	Community Relations & Marketing	Director	Member	roior@smccd.edu
Salviejo, Nicole	College of San Mateo SparkPoint	Program Services Coordinator	Staff	salviejon@smccd.edu
Santizo, Jackie	Multicultural & Dream Center (CSM)	Program Services Coordinator	Member	santizoj@smccd.edu
Shannon, Lileen	United Way Bay Area	Manager, Higher Education	Member	lshannon@uwba.org
Thompson, Chad	Skyline SparkPoint	Director	Member	thompsonc@smccd.edu
Topete Eng Goon, Gaby	Associated Students (CSM)	ASCSM Treasurer	Student Member	gabrielatopeteengg@my.smccd.edu
Zammit, Tiffany	Year One Promise	Director	Member	zammitt@smccd.edu

Operational Details

Staffing and Scheduling:

The College of San Mateo SparkPoint is staffed with a full-time Coordinator, Director and part-time student assistants. In addition, an Office Assistant from the Health Services Center will dedicate a portion of their job responsibilities to SparkPoint services. The SparkPoint center is located in Building 1 with hours of operation Monday-Friday 8:30am-5:00pm.

The SparkPoint Coordinator will provide direct support services acting in a case manager role by assisting students and community members with enrollment in benefits and referrals to financial and housing resources and services. The Coordinator will be responsible for data tracking/reporting and recommend changes as necessary to the program strategy. This role will evolve and grow based on the needs of our students and local community.

The SparkPoint Director will assess, evaluate, and oversee the SparkPoint program. Primary responsibilities include, in collaboration with the SparkPoint Coordinator, identifying relevant client-centered goals and creating and implementing the programmatic vision. Additionally, the Director will monitor operations and reporting, to ensure program accuracy. The Director in collaboration with the Coordinator will hold regular meetings and maintain clear communication with campus and community partners.

The Office Assistant will be responsible for coordinating appointments, dissemination of information, ordering/purchasing supplies, and handling Food Pantry correspondence.

The student assistants and Office Assistant are responsible for maintaining the Food Pantry and will ensure that is well stocked and in compliance with Second Harvest standards. Additionally, they will support the SparkPoint team with data collection and entry on ECM/Salesforce systems for tracking and reporting purposes. They also support the SparkPoint team with completing initial client interest forms, answering incoming telephone calls, scheduling appointments, and checking email correspondence.

Hiring Timeline

The timeline for hiring the full-time SparkPoint Coordinator and SparkPoint/Wellness Center Director were completed in July of 2018. Both positions are funded permanently by the College of San Mateo.

Services

SparkPoint will provide College of San Mateo students and local community residents with the following services:

Financial Literacy	Benefits Enrollment	Food Distribution
Budget Planning	Eligibility screenings and application support for public benefits including General Assistance, Cash Assistance, CalFresh, and Medi-Cal.	Food Pantry Access
Credit Score Education		Supplemental snacks included as part of subsidized 'Grab-N-Go' meal option located at the College of San Mateo Bookstore for students.
Banking Relationship Support		
One-on-One Financial Coaching Sessions	Referrals and program information for emergency housing, child care, transportation, and other support programs.	Supplemental snacks included as part of free SparkPoint Snacks basket program to be distributed at various highly trafficked student support service offices.
Financial Education Workshops		

Service Flow

One-on-One: The strategy for delivery of services for an individual will involve a combination of on-site delivery and referrals. An initial intake form will be presented to the client/participant to determine the necessary and appropriate avenue for delivering services when they check-in with the Health Services front desk in room 147. Once the intake form is complete, the Coordinator will evaluate and screen the client to determine what follow-up and coaching is appropriate which will either consist of on-site visits or referral to external partners (see figure 1).

Workshops: Utilizing community and campus partnerships, Sparkpoint workshops will offer services ranging from financial literacy to food/benefits assistance.

Staff Development/On-boarding:

Initial on-boarding of staff will include orientation to available resources, partners, and referral network. Once the referral network and partnership have been established, the Coordinator will attend workshops and trainings to assist students in financial coaching, benefits enrollment, and determine if additional services are available to provide through our center. The Coordinator will attend an ECM training conducted by the United Way of the Bay Area to become familiar with their data tracking system and stay up-to-date with their evolving program requirements as mandated by the San Mateo County, State of California, and Federal government.

Benefits Enrollment

The Coordinator will evaluate and assist a client to identify their benefits eligibility. The client's initial intake form (see figure 1) will provide information for the Coordinator to create a client-centered plan that identifies ways to access both public and private benefits and determine appropriate referrals when needed.

Financial Coaching

The Coordinator will provide financial coaching by assisting our clients with budget planning, credit score education, banking relationship support, one-on-one financial coaching sessions, and financial education workshops to be coordinated with specified student services departments and faculty. SparkPoint commits to working with clients for up to three years to achieve their financial goals.

A measurable client will work towards achieving the following outcomes:

1. Earn a self-sufficient income

- a. To achieve the following outcome, the Coordinator will work with the client to identify potential employment opportunities that fit into their academic schedule and do not interfere with accomplishing their post-

secondary and career goals. The Coordinator will also help identify what public benefits and/or money-saving programs the client may be eligible for and will support them with the application process.

- b. Examples include providing resume resources, referrals to outside clients for potential job interviews, goal setting, job benefit assistance such as how to fill out a W-2, file taxes, securing documentation for I-9. Additional examples include support with CalFresh and/or Medi-Cal benefits enrollment.

2. Build enough savings to cover 3 months of living expenses

- a. To achieve the following outcome, the Coordinator will work with the client to create and maintain a personalized budget and emergency savings plan based on their income and monthly expenses.
- b. Examples include providing budgeting tools/systems that are most relevant and user-friendly. The Coordinator will also assist the client in applying for and accessing free/low-cost banking services.

3. Manage Credit

- a. To achieve the following outcome, the Coordinator will work with the client to build awareness and understanding about their personal credit score. The goal is for each client to create an individualized plan to build, manage and repair their credit score to a minimum of 700.
- b. Examples include providing tools that detail their credit history, analyzing account data, and starting the planning process for credit development and repair, which will be inclusive in their overall budget plan.

4. Eliminate revolving debt

- a. To achieve the following outcome, the Coordinator will work with the client to understand any of their outstanding debt and create a plan with an ultimate goal of eliminating all revolving debt.
- b. Examples include reviewing any and all debt collection communication, including but not limited to, postmark letters, phone calls, and emails.

Provide support, not inclusive of legal advice, to resolve collections-related issues.

Food Pantry

The SparkPoint team will provide food pantry services to CSM students and San Mateo county community members. Qualification for enrollment in our food pantry service will be dependent upon the individual's self-reported income and household size. Qualification information is shared with our food bank distributor, Second Harvest, on a monthly basis and with United Way of the Bay Area on a yearly basis. The current hours of operation for our food pantry are Monday – Friday 9 am – 6 pm.

Appointments are preferred, but walk-ins are also welcomed. New food pantry clients will complete an initial intake form (see figure 2) and will have the option to shop immediately after. Clients will have the opportunity to access the Food Pantry once a week and must sign in at the Health Services Center front desk in room 147 prior to shopping. Sign in requires providing their full name, student identification number (if applicable), household ages and size.

The Food Pantry is regulated by the Coordinator, Office Assistant and student assistants. Regulation includes coordinating weekly Second Harvest orders and delivery, maintenance of the Food Pantry to ensure its cleanliness meets Second Harvest Food safety and storage requirements, and supervising client intake and shopping.

In addition to maintaining the Food Pantry, SparkPoint provides two additional food services to our College of San Mateo student community, Grab-N-Go and SparkPoint snacks.

Grab-N-Go

In partnership with Associated Students of College of San Mateo, Second Harvest, and the College of San Mateo Bookstore, SparkPoint is assisting with providing students with an affordable 'Grab-N-Go' meal option. This meal

option includes a bottled water, dry packaged snack, and fruit for a subsidized price of five dollars (the retail price is roughly eight dollars) available at the Bookstore for students.

SparkPoint Snacks

In partnership with Second Harvest Food Bank, SparkPoint will collaborate with specific College of San Mateo Academic departments and offices to provide free, accessible dry snacks to students. Examples of dry snacks include granola bars, nuts, and fruit leathers. The dry snacks will be placed in baskets throughout campus in highly trafficked areas such as Academic Counseling and Career Counseling offices.

SparkPoint Participant Criteria

Prior to the official November 14, 2018 SparkPoint launch, the Coordinator will collaborate with targeted campus departments and student groups (i.e. Year One Promise, MESA, METAS, and Multicultural Dream Center) to offer financial coaching and/or access to food pantry services. This soft launch will take place in October and will serve to connect identified at-risk students to on-campus services addressing their food insecurity needs and/or financial literacy skills development. Students participating in these programs identify with at least one or more of the following criteria:

1. Are the first in their families to pursue higher education
2. Come from low-income households
3. Experience housing and/or food insecurity
4. Qualify as AB540 and/or AB801 status

The October launch will help develop awareness and interest amongst the student and local San Mateo community that the College of San Mateo is officially opening a SparkPoint Center in November 2018.

Strategy for Other Referrals

The Coordinator will work with the client to identify appropriate referrals and provide a soft hand-off between client and referral service. Appropriate referrals will require the establishment of robust linkages with resources in the community related to housing, legal aid, and healthcare. Key partners include, but are not limited to the following:

Provider	Services
College Coordinator	<u>Benefits Assistance</u> : Referrals and program information, determination of eligibility, and assistance with enrollment with follow-up. (Specific Benefits: CalFresh and MediCal)
San Mateo Credit Union	<u>Financial Literacy</u> : Online financial improvement modules, and in-person workshops.
VITA	<u>Tax Prep Assistance</u>
Second Harvest/Campus Pantry	<u>Food Pantry</u> : Provides food to eligible campus and community members.
Samaritan House	<u>Housing/Healthcare/Job/Financial Assistance</u> : (upon referral) provides information, screening, and assistance with housing, food, healthcare, worker resources and financial literacy.

Metrics and Outcomes

- SparkPoint outcomes and metrics will be modeled and replicated after the SparkPoint at Cañada College and Skyline College. The following grant deliverables will be measured between November 1, 2018 through June 30, 2019.
- SparkPoint at College of San Mateo will:
- Serve at least 100 participants.
- Serve at least 40 measurable clients.
 - A measurable client is defined as a College of San Mateo student or San Mateo resident who has a baseline in any assessments, in any point in

time, and a follow-up in the same assessment within the reporting period.

- Screen and enroll at least 50 participants for CalFresh or other public benefits.
- Design capacity to serve 200 participant per year.
- In collaboration with College of San Mateo Financial Aid and The Office of Planning, Research, and Institutional Effectiveness, will collect student persistence data.

Marketing and Outreach


The SparkPoint Director and Coordinator will work in collaboration with United Way of the Bay Area and College of San Mateo's marketing department to create a SparkPoint website, flyers, retractable banners, table cloths, pens, and any additional relevant marketing materials to distribute to College of San Mateo students and the local community. See figures 3 & 4 for examples of current flyers.

United Way of the Bay Area Funding

Current budget schedule:

Revenue	Awarded	NOTES
(32129) UWBA Funds	\$30,000	
PROGRAM AND OPERATING		
Supplies and minor equipment	\$4,500	"Pantry Paper Bags: \$76 (x12 months = \$912) Whiteboard (Nicole's office): \$59.50 *Remaining for Basic office supplies (paper, etc.)"
Purchase of major equipment	\$4,300	"SparkPoint Laptop: \$600 Tablet (2): \$600 All-in-1 Printer: \$530 Toner: \$312 (x4 refills per year = \$1,248) Shredder: \$300"
Travel	\$1,000	
Conferences, conventions, and meetings	\$500	\$2,500 (UWBA projected)
"SparkPoint Snacks "	\$2,082	"Supplemental Snacks Baskets (20) 8.5""x11"" Tabletop Sign Holder (20) "
SparkPoint Launch	\$12,000	"Confirmed Expenses as of 9/13 Facilities: \$1,000 Catering (Pacific Dining): \$4,000 Entertainment (Rudy Ramirez): \$800 Decor (Balloons): \$400 Raffle Giveaway (3 Total): \$300"
Printing and publications	\$2,600	Emily and Nicole's business cards and nametag: \$100.00
Branded Giveaways	\$3,018	"Pens: \$118 Insulated Grocery Bags: \$382 (500 x \$3.82 + Setup Fee + Tax= \$2,400) Bottle/Can Opener Keychains: \$500 "
Total Revenue	\$30,000	
Total Expenses	\$30,00	

Figure 1



SPARKPOINT® WELCOME FORM

Date: ____/____/____

This information is used to serve you more effectively and is only used for SparkPoint programs. All information you provide on this form is kept confidential and will not be shared without prior consent. Please see a staff member for questions.

PERSONAL INFORMATION

First Name: _____ MI: _____ Last Name: _____

Date of Birth: ____/____/____ Gender: ☐ Female ☐ Male ☐ Other: _____

Address: _____ Apt/Unit #: _____

City: _____ State: _____ Zip Code: _____

Home Phone: (____) ____-____ Cell Phone: (____) ____-____

Work Phone: (____) ____-____ Email: _____

Are you a veteran? ☐ Yes ☐ No Are you an active military personnel? ☐ Yes ☐ No

Marital Status: ☐ Single ☐ Living with a partner ☐ Married/Domestic partnership

Race/Ethnicity: ☐ African American ☐ African ☐ Middle-Eastern/Arab ☐ Caucasian ☐ Latino
☐ Decline to State ☐ Native American ☐ Asian ☐ Native Hawaiian/Pacific Islander
☐ Multi-racial ☐ Other: _____

Would you identify as being of Hispanic, Latino, or Spanish origin? ☐ Yes ☐ No ☐ Decline to State

Primary Language Spoken At Home: _____ Is everyone in your household enrolled in health insurance? ☐ Yes ☐ No

How did you hear about the SparkPoint Center?
☐ 2-1-1 ☐ Workshop ☐ Flyer/brochure ☐ Nonprofit agency/staff ☐ Local business
☐ Event ☐ Friend/family ☐ Walk-in ☐ TV/news ☐ Social media/Internet

If referred, what is the name of the person, workshop or agency? _____

EDUCATION AND INCOME INFORMATION

What is your highest level of education completed? (Check ONE)

☐ Eighth grade or less ☐ Some high school ☐ High school diploma/GED ☐ Some college
☐ Two-year degree ☐ Trade/vocational certification ☐ Four-year degree ☐ Graduate/Professional degree

Are you currently in school or training? Yes ☐ No ☐

Are you currently enrolled in public benefits? Yes ☐ No ☐

Are you currently employed? Yes ☐ No ☐

INTERESTS AND GOALS


Check all that apply
 (Speak with a staff member to see which services are available at your center)

☐ Enrolling in college/school ☐ Finding a job/career ☐ Getting job training
☐ Healthcare enrollment ☐ Improving credit ☐ Learning to budget
☐ Public benefits ☐ Reducing debt ☐ Other: _____

For Sparkpoint Staff Only: SP Location _____ Initials _____ Date _____ ☐ Orientation ☐ Workshop

version 6/13/2018

Figure 2


SPARKPOINT[®]
 COLLEGE of SAN MATEO

Last Name
First Name
G Number (if applicable)

Mailing Address
City/State
Zip Code

Date of Birth
Number of people in Household

What is the age distribution?

Please enter the total number of household members that fall into the age categories below.

0-5 years	6-12 years	13-21 years	22-54 years	55-75 years	76+


FINANCIAL ELIGIBILITY


Number of Persons in Family	Monthly Income	Annual Income
1	\$1,961	\$23,540
2	\$2,655	\$31,860
3	\$3,348	\$40,180
4	\$4,042	\$48,500
5	\$4,735	\$56,820
6	\$5,428	\$65,140
7	\$6,122	\$73,460
8	\$6,815	\$81,780

I CERTIFY THAT MY HOUSEHOLD INCOME DOES NOT EXCEED THE FINANCIAL GUIDELINES LISTED ABOVE.

Signature
Printed Name
Date

SparkPoint Staff Signature
Printed Name
Date


 UNITED WAY BAY AREA


 College of San Mateo



 FOOD BANK
OF SAN MATEO COUNTY

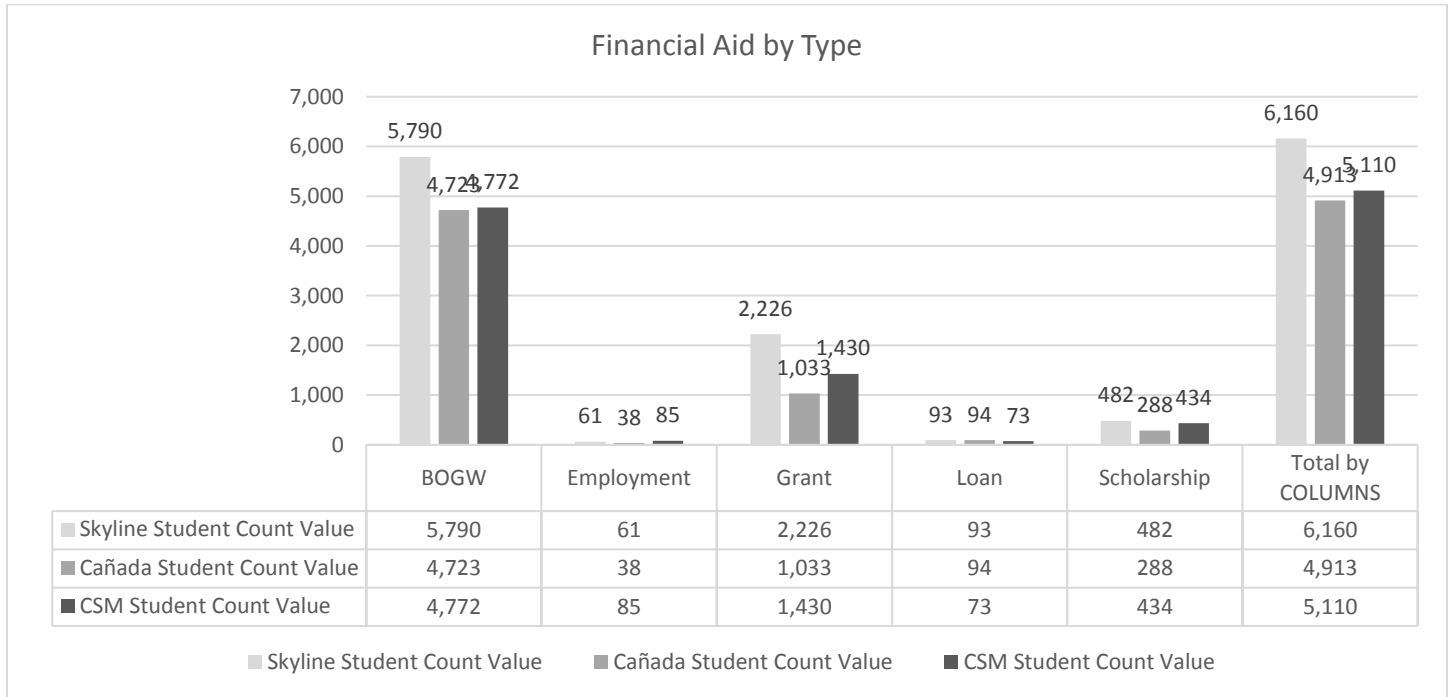
Figure 3



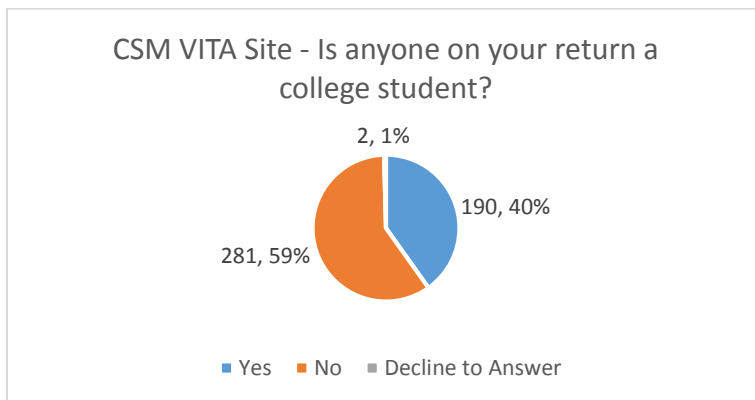
SparkPoint at College of San Mateo: Findings from Data/Needs Assessment

1. Financial Aid applicants are potential SparkPoint clients. Many students may need additional supports to be able to focus on SparkPoint goals (to be “SparkPoint ready”). **With eligibility for some federal aid being about \$50,000 for families, students are likely to be facing housing instability and transportation challenges.** They may also have food insecurity and other challenges that take precedent in focus over SparkPoint goals.

2. CSM has more financial aid recipients than Cañada, but fewer than Skyline. CSM has around the same number of BOGW recipients compared to Cañada College (+49) and fewer than Skyline College (-1,067). Roughly the same number of students receive a scholarship (434) compared to Skyline College (482) and more than Cañada College (288).



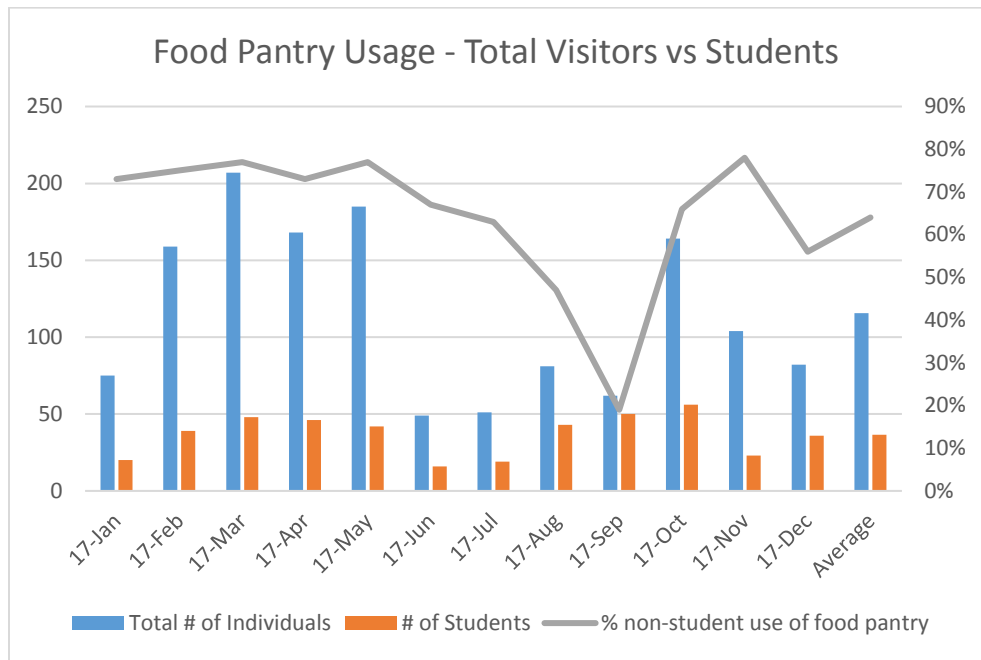
3. Around 60% of CSM VITA site clients are community members (non-students). This suggests a need to cater services to community members who are not currently enrolled in CSM as students. This also suggests an existing culture of community members accessing services.



Yes	No	Decline to Answer	Total
190	281	2	473

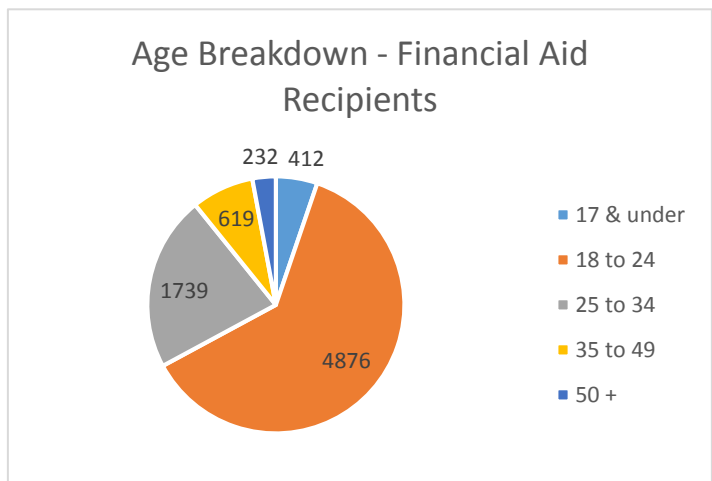
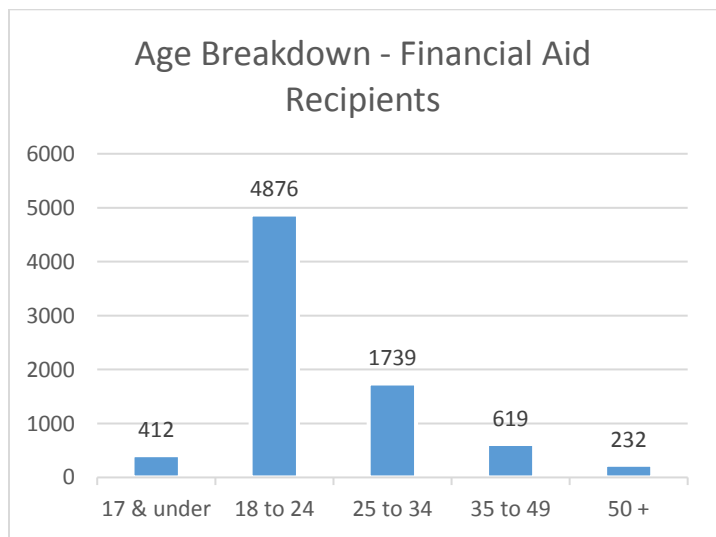
4. On average, 64% of food pantry visitors are not students (community members). Non-student use of the food pantry is as high as 78% in November (Thanksgiving?) and 77% in March (spring break?) to as low as 19% in September (when classes resume). If you exclude outliers, **median use of food pantry by non-students is 67% for the year.** This reinforces

the need to cater services to community members who are not currently enrolled in CSM as students. This also suggests an existing culture of community members accessing services.

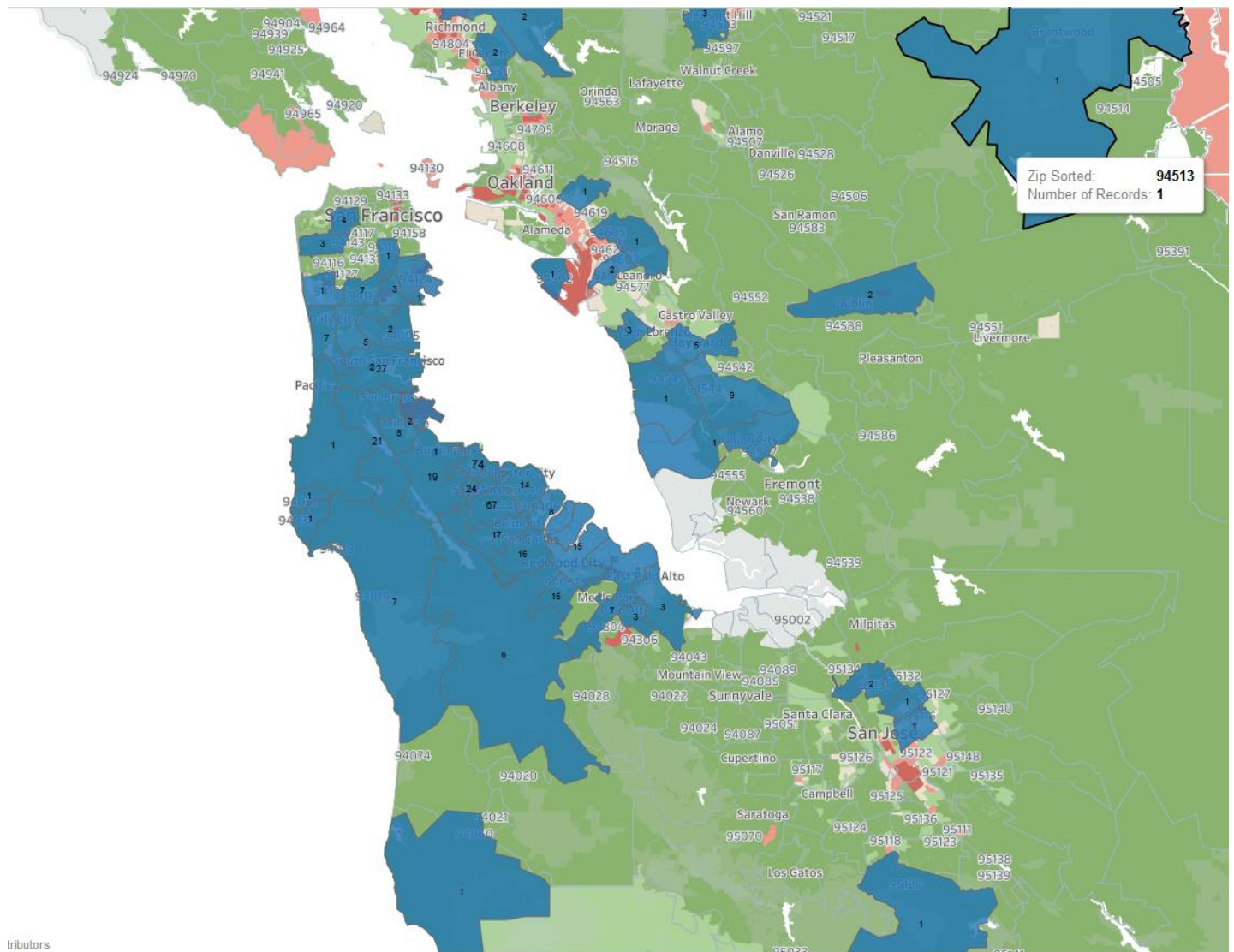


5. Lowest food pantry usage is in June, July and September. The chart also suggest high usage in October and in the spring. If SparkPoint services take up follows a similar trend, outreach might be best in August and September leading up to an opening/launch in October.

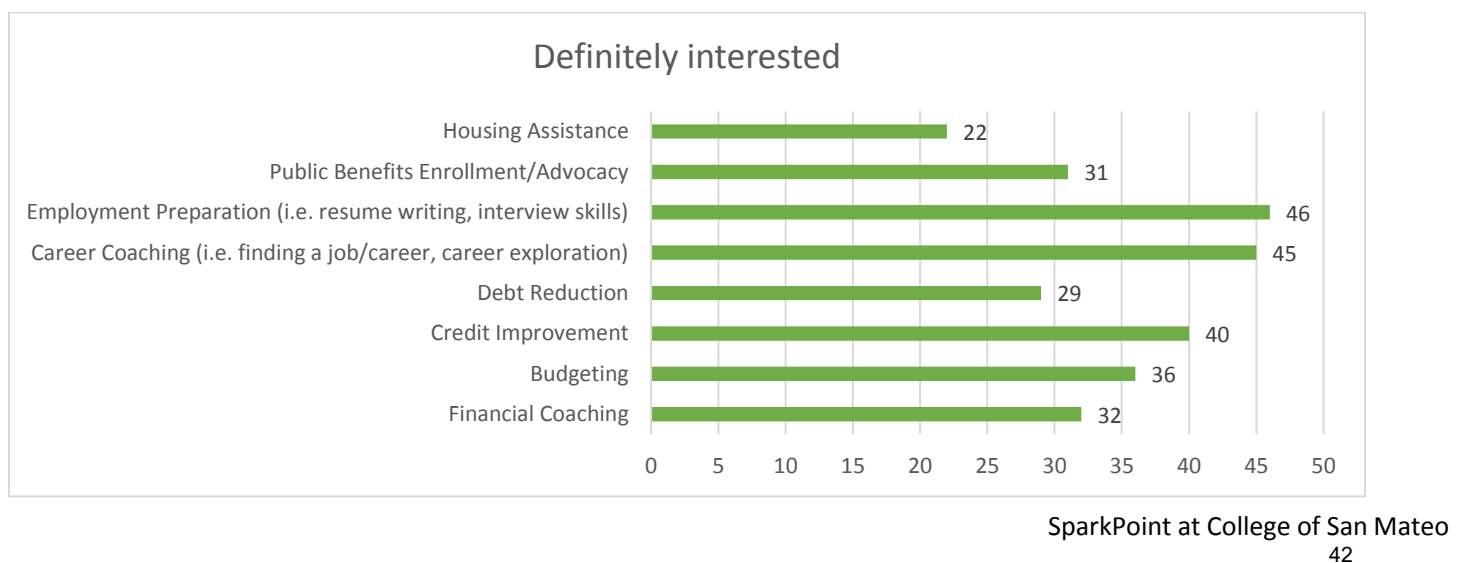
6. More than half of financial aid recipients are between the ages of 18-24. This suggests a need for services around career exploration for students as many of these individuals will be in the early stages of their career and post-secondary education.



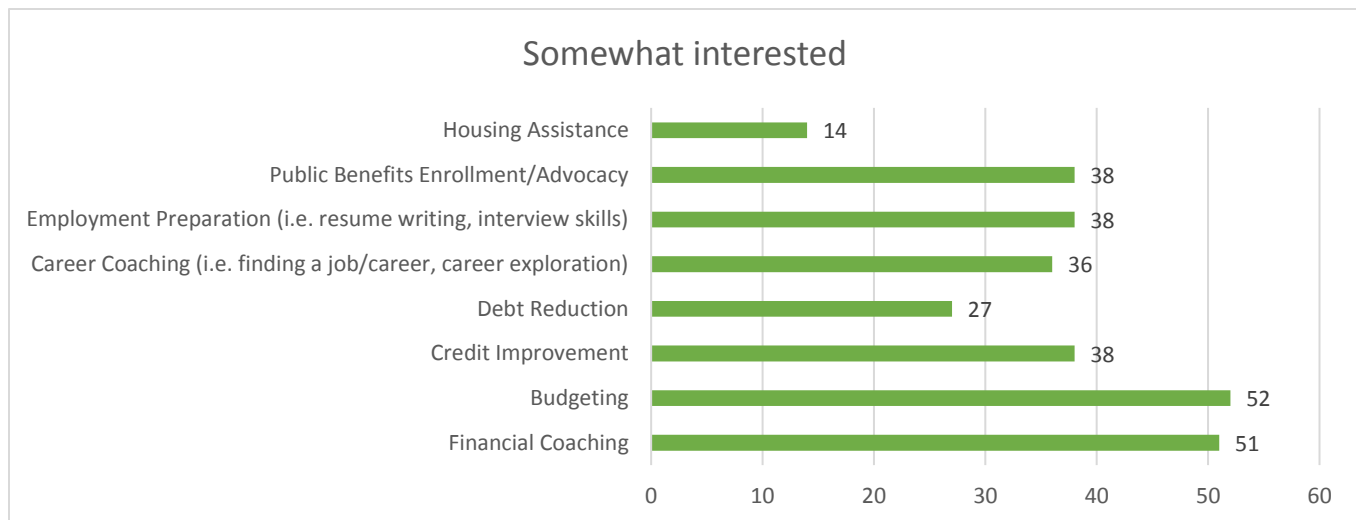
7. Potential clients are commuting from all over the Bay Area.



8. Employment preparation (i.e. resume writing, interview skills) and career coaching (i.e. finding a job/career, career exploration) received the highest # of “definitely interested” responses in the interest survey at the VITA site and food pantry



9. Budgeting and financial coaching were ranked highest in “somewhat interested” services.



Other services that were noted (“What other services would you like to see offered to meet your needs?”)

- support group for single mothers with low income
- retirement (x2)
- legal assistance (x2)
- daycare
- housing (x3)

Recommendations:

- 1. Outreach:**
 - a. Do outreach with existing programs (Financial Aid, Food Pantry, EOPS, etc.)
 - b. Do outreach in the community. Find out what resources people are using to make things work, what community agencies we can partner with.
 - c. Make outreach materials that can relate to a diverse audience and that can be used in many different places
- 2. Launch/timing:** Establish foundations for a SparkPoint Center between now and September. Have services ready to launch in October.
- 3. Goals:** Anticipate client count at higher than Cañada but lower than Skyline. (Serve 100 in year 1?)
- 4. Services:**
 - a. Partner with the career center for services around career exploration as many individuals will be in the early stages of their career and post-secondary education, and because it received the highest # of responses for services that potential clients are definitely interested in
 - b. Look into partner agencies that provide employment preparation and career coaching
 - c. Look into partner agencies that provide budgeting/financial coaching
 - d. Look into partner agencies to provide housing services