

## Guidance Letter for College Campus Support of County Liaison Partnership



**Background:** [All County Letter \(ACL\) 22-48](#) (released June 10, 2022) requires County Welfare Departments (CWDs) to designate at least one staff member to serve as a point of contact for public higher education campus staff and provide information on programs and services offered by CWDs to students. For additional clarification, see [All County Information Notice \(ACIN\) No. I-85-22](#) (released January 12, 2023). The Following guidance was created by the Center for Healthy Communities (CHC) in partnership with County Welfare Directors Association of California (CWDA), California Department of Social Services (CDSS), California State University (CSU), University of California (UC), and California Community Colleges (CCC).

**Purpose:** To best serve college students in meeting their basic needs, this campus guidance seeks to unify and mutually benefit CWDs and campus basic needs staff through collaborative best practices by setting clear and realistic expectations.

### Campus Staffing

- Campus to identify 1-2 campus staff (e.g., CalFresh Outreach Coordinator, Basic Needs Manager, etc.) who will 1) be the main points of contact for County staff, and 2) promptly update these contacts when staffing changes occur. CHC, in partnership with CSU, UC, CCC, will maintain an updated list of college campus liaisons. If a campus experiences staff changes and would like to update their contacts, they can request a change by submitting a ticket via the [CFO Resource Hub Support Desk](#).

In addition to the above, campus main point(s) of contact will:

- Track and document student challenges with high level of detail to ensure efficient communication with county staff:
  - Track challenges to easily resolve issues or demonstrate patterns that can be shared with the county. For example, document students reporting being enrolled in a new Local Program that Increases Employability (LPIE) who are being denied benefits due to not meeting a student eligibility criteria. Reasons for denial may include county eligibility workers being unaware of the most recently updated LPIE list, or a campus program was removed from the LPIE list and students were not aware. It is important to note campus staff capacity will need to be considered with implementation of this best practice. Campus staffing may need to expand to meet this recommendation.
  - Create an online tracker or use [a template tracker](#), where case numbers, topic area, and description of issue can be documented and shared with the county. Note any PII level data must be kept secure, talk to your campus IT if needed.

- Ensure campus staff are trained and or have access to reputable resources, such as use of the [CHC CFO CalFresh Resource Hub](#) and [CDSS CalFresh Resource Center Policy page](#).

### **Collaborative Meetings**

Campus main point(s) of contact will:

- Set up recurring monthly or quarterly meetings with county liaison(s) to help build strong partnerships with the shared goal of supporting students, ensuring both campus and county needs are being met. For example, the county can share if any mass communication is planned to go out that may reach students. Campus staff can inform the county liaison about any upcoming social media campaigns or financial aid emails related to CalFresh potentially increasing application load being sent to the county.
  - Keep in mind, both campus and county staff capacity must be considered, and adjusting how often these meetings occur may be a determining factor. It is also important to note regular meetings may also contribute to a reduction in workload for both county and campus staff due to more efficient communication and mutual understanding. When county or campus capacity is a concern, other spaces can offer support, such as attending social service advisory boards, connecting with segment higher ed leads, or contacting the [CFO Resource Hub Support Desk](#).

### **Campus Events**

Campus main point(s) of contact will:

- Notify point of contact at the County Welfare Office at least two weeks in advance of campus events that may impact the county. For example, if a campus is conducting a large-scale Medi-Cal or CalFresh Outreach event the county liaison(s) should be notified in advance. This allows county partners to be better prepared for processing an increase in applications and lower chances of students experiencing delays.
- Understand not all counties have the same resources, and only some counties may be able to collaborate with campus for on-campus events, such as county CalFresh interviews during campus CalFresh Outreach Week virtually or on-site. Other counties, especially smaller or more rural ones, may not have a team to partner on such events as easily.
- Consider inviting county liaison to relevant basic needs or food security campus training virtually or in-person. This may help campus staff and county staff learn from one another and strengthen their partnership.

### **Data Sharing**

When possible, campus main point(s) of contact will:

- Establish mutual sharing agreements such as a Memorandum of Understanding (MOU) or data sharing between campus and county departments. This can create more efficient systems of sharing information (such as reasons for denial, number of students accessing benefits, etc.) while also ensuring identifiable information is protected and following their own privacy policies.

**Additional Resources**

- [CDSS CalFresh Resource Center Policy Page](#)
- [CHC CFO CalFresh Resource Hub](#)
- [Medi-Cal Home Page](#)
- [BenefitsCal Help Page](#)
- [GetCalFresh.org FAQ Page](#)