

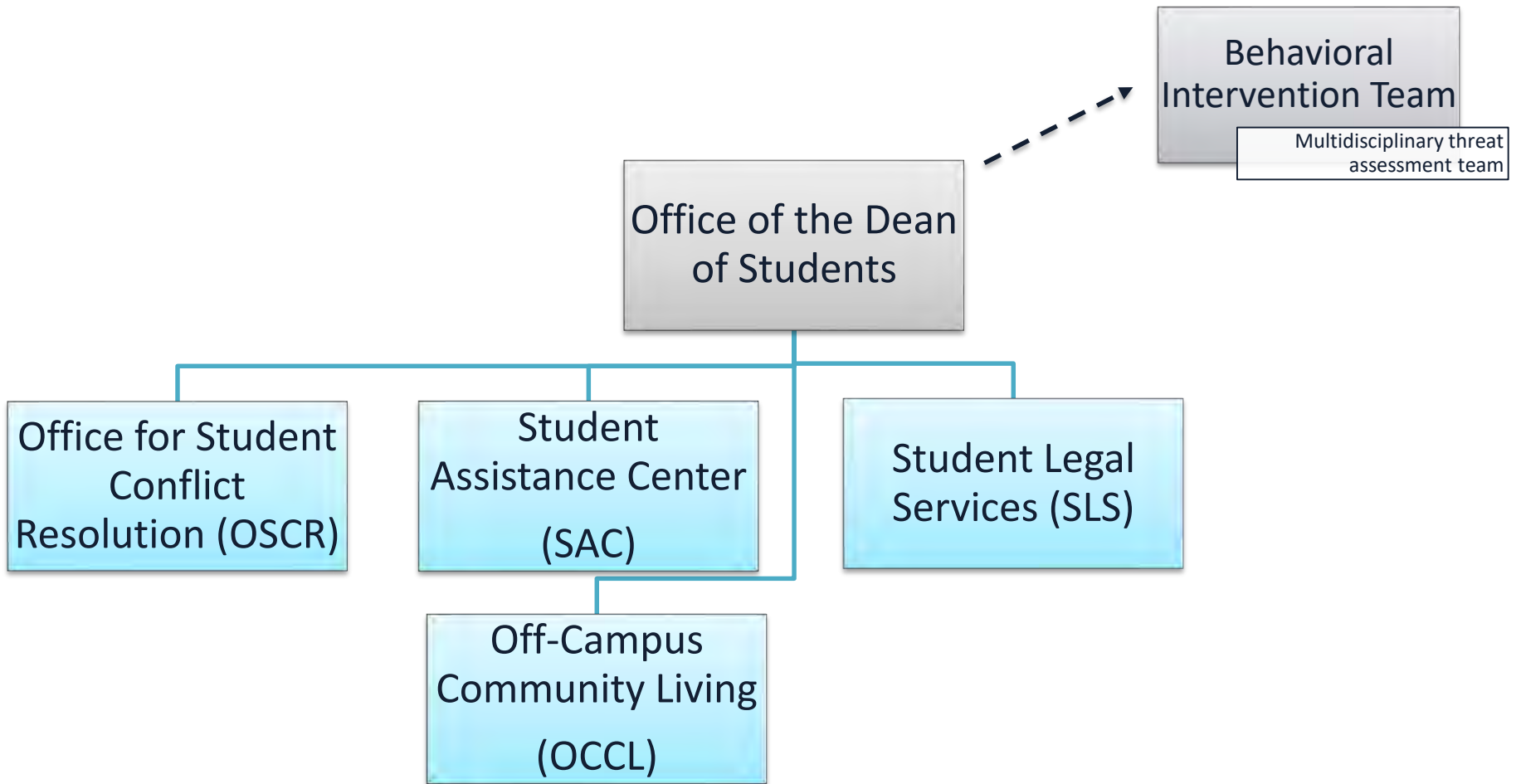


Student Assistance Center

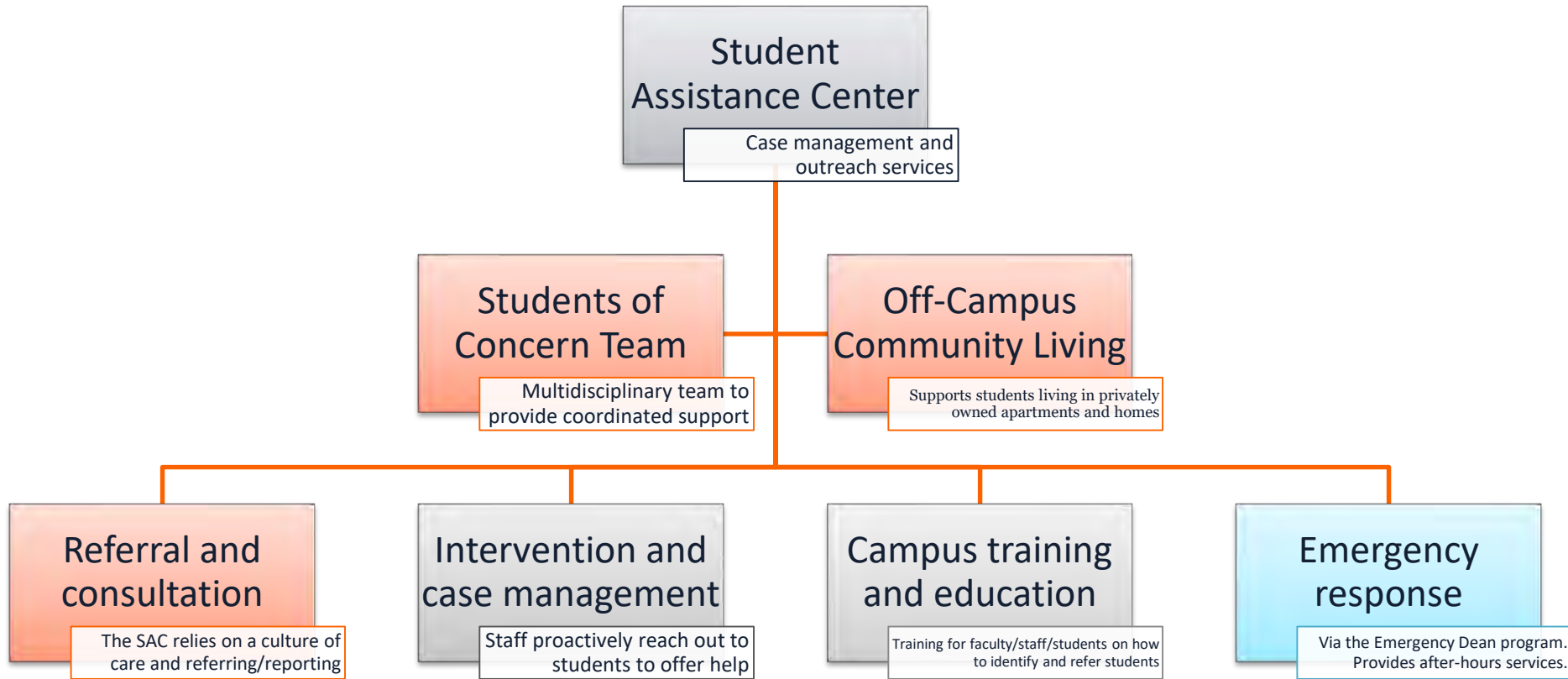
Assistant Dean Arianna Holterman

I ILLINOIS

ODOS Structure



SAC Support Structure



Current SAC Services

- “Drop Ins” now phone based. Monday-Friday 10am-3pm
- Appointments now phone or virtual. Monday-Friday 8:30am-5:00pm
- Emergency Dean program. 5:00pm-8:30am weekdays, all day on weekends and holidays
- Email service at helpdean@Illinois.edu
- Consultation with faculty and staff
- Medical withdrawal and reentry
- Workshops and presentations
- Absence letters and professor notifications



Student Issue: Basic needs

- Extreme financial difficulty
- Housing instability
- Student and parent job or income loss
- Other crises unrelated to covid-19, but impacted by Covid-19
 - Domestic violence
 - House fires

Student Issue: Financial Support

- ILLINOIS CARES: COVID-19 SUPPORT PROGRAM
 - Student Emergency Grant funds of up to \$1,000 was available to students experiencing a COVID-19-related financial hardship due to unexpected expenses, loss of off-campus employment, out-of-pocket medical expenses, technology needs, living expenses or other basic needs.

Student Issue: Financial Support

- Emergency Dean Fund
 - Provides immediate assistance for unanticipated hardships resulting from emergencies or crisis situations.
 - Examples:
 - for victims of a building fire
 - hotel rooms for students displaced due to a crisis situation
 - meal tickets so that students could eat on campus without charge after their residence was destroyed
 - plane fare for a student returning home abruptly to attend the funeral of an immediate family member
 - Please consider donating to the fund.

Student Issue: Financial Support

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Office of the Dean of Students

STUDENT AFFAIRS

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COMMUNITY OF CARE

STUDENT ASSISTANCE CENTER

EMERGENCY DEAN

EMERGENCY DEAN FUND

BEHAVIORAL INTERVENTION TEAM

REFER A STUDENT

RESOURCES ▾

HOME » RESOURCES » CAMPUS RESOURCES

CAMPUS RESOURCES

Your Well-Being

Bias Incident Response

Sexual Misconduct Response

Mental Health Matters

Academic Support

Financial Concerns

Finding Employment

General Support Services



Student Issue: Financial Support

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School of Social Work, University of Illinois > Uncategorized > C-U Community Resource Guide: COVID-19

NEWS
STUDENT NEWS
FACULTY & STAFF NEWS
ALUMNI NEWS
RESEARCH NEWS

C-U Community Resource Guide: COVID-19

An organic guide to Champaign-Urbana community resources during the COVID-19 Pandemic- A collaborative effort between the School of Social Work Community Learning Lab (CLL) and UniPlace Christian Church. Scroll over to view more.

If you have resources you'd like added, email Katie Shumway, CLL Director at kshumway@illinois.edu.

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COVID-19 RESOURCES

STUDENT ASSISTANCE CENTER
go.illinois.edu/sac

Due to the COVID-19 pandemic, many students have experienced a sudden loss of financial resources as our economy has swiftly contracted. We recognize that a loss of financial resources can result in difficulties related to food, housing, transportation, medical care, technology, etc. In light of this, we have compiled some campus and community resources below that may assist you. Please do not hesitate to call us at (217) 333-0050 or email helpdean@illinois.edu if you have any questions or concerns about accessing these resources.

COVID-19

[CU Community Resource Guide](#)

An organic guide to Champaign-Urbana community resources during the COVID-19 Pandemic. A collaborative effort between the School of Social Work Community Learning Lab (CLL) and UniPlace Christian Church.

[Champaign County Coronavirus Response](#)

This is a website that provides resources for Champaign County.

FOOD INSECURITY

[Eastern Illinois Food Bank](#)

The Eastern Illinois Food Bank provides free and very low cost food to more than 220 food pantries and other agencies and programs serving individuals and families struggling with hunger. There are pantries located in the campus town area and the surrounding communities.

[Supplemental Nutrition Assistance Program \(SNAP\)](#)

SNAP, formerly known as Food Stamps, offers nutrition assistance to millions of eligible, low-income individuals and families and provides economic benefits to communities. To get SNAP benefits, you must apply in the State in which you currently live and you must meet certain requirements, including resource and income limits. In most cases, once you submit your application, your State agency or local SNAP office will process it and send you a notice telling you whether or not you are eligible for benefits within 30 days. College students are not eligible for SNAP benefits unless they work at least 20 hours a week or have a child under the age of six.

HOUSING/UTILITIES

[Champaign County Regional Planning Commission](#)

(217) 328-3313
The Champaign County Regional Planning Commission is an intergovernmental membership organization that provides a variety of programming in the areas of regional, environmental and transportation planning; economic, community, and workforce development; social services; early childhood education; and technical assistance in East Central Illinois.

The CCRPC has an emergency rental assistance and utilities program for those impacted by COVID-19. You can see information on the [website](#).

[Housing Authority of Champaign County](#)

Business Hours: (217) 378-7100
After Hours: (217) 384-6564
HACC provides assistance to low and moderate-income households of Champaign County through a variety of housing and supportive service programs.

[Salvation Army](#)

(217) 373-7832
The Salvation Army is a Christian organization that provides emergency and transitional shelter. They also have utility assistance programs.

UNEMPLOYMENT

[Unemployment Insurance](#)

Unemployment insurance is a state-operated insurance program designed to partially replace lost wages when you are out of work. Like fire, accident, health and other types of insurance, it is for an emergency – when you are temporarily or permanently out of a job, or if you work less than full time because of lack of work.

The program ensures that, if you meet the eligibility requirements of the law, you will have some income while you are looking for a job, up to a maximum of 26 full weeks in a one-year period, depending on when the claim was established.

[Virtual Job Board](#)

The Virtual Job Board is a service provided to students at the University of Illinois at Urbana-Champaign. The job board is intended to assist students in finding part-time employment. University of Illinois departments are encouraged, but not required, to post their student employment positions on the job board; therefore, students should be aware that this is not a comprehensive listing of all on-campus student employment opportunities and may want to explore other options for securing on-campus jobs.

[News-Gazette](#)

The Champaign-Urbana newspaper has a job posting to their website. This may help you find positions in the community.

TECHNOLOGY

[Equipment Loan](#)

The Student Assistance Center has partnered with the Office of the Provost and Technology Services to connect students to loaned technology resources. Please contact the Student Assistance Center at helpdean@illinois.edu or (217) 333-0050 if you need an equipment loan while enrolled in classes.

CHILDCARE

[Child Care Assistance Program \(CCAP\)](#)

The Child Care Assistance Program (CCAP) is funded by the Illinois Department of Human Services and assists low income parents with child care payments in the six counties of Champaign, Douglas, Macon, Piatt, Iroquois and Vermilion. Please contact the [Child Care Resource Service](#) with additional questions or concerns.

SHORT TERM LOANS

[Office of Student Financial Aid](#)

(217) 333-0100
Monday-Friday, 9:00 am-5:00 pm
The Office of Student Financial Aid administers financial aid programs and services to students and their families, striving to increase affordability and enhance student enrollment and graduation. The office is dedicated to maintaining fiscal and regulatory integrity, providing timely and accurate information and ensuring the proper stewardship of all University, federal, state and private funds.

ADDITIONAL NEEDS

[United Way](#)

The United Way is focused on creating community-based and community-led solutions that strengthen the cornerstones for a good quality of life – education, financial stability and health. You can get help by dialing 211 or utilizing the 211 website at www.211illinois.org/211.

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STUDENT AFFAIRS



Student Issue: Technology

- Equipment
 - SAC working with the Office of the Provost and Technology Services to ship technology (laptops, hotspots, etc.) to students in need. Please refer students to us that report technology needs.
- Connectivity
 - Asynchronistic vs Synchronistic learning
 - All members of the home using the internet services at the same time
- System capabilities
 - Test proctor sites
 - Additional equipment needed (microphones, webcams, printers)



Student Issue: Online learning

- Lack of academic structure
 - Set class times
 - Study groups
- Lack of concentrated space
- Students report feeling “overwhelmed”
 - Competing family responsibilities (ex: helping with childcare of siblings, care taking for ill relatives, etc.)
 - Learning independently
 - Using new learning platforms or using them in different ways
 - Increased anxiety and depression...trying to learn during a pandemic

Student Issue: Physical and Mental Health

- Students, friends, and families with Covid-19
- Health issues unrelated to Covid-19, but impacted by Covid-19
 - Hospitalizations (without visitors)
 - Access to healthcare
 - Access to medical records
 - Lack of knowledge of how to utilize insurance plans
- Students may not realize that McKinley Health Center and the Counseling Center still able to consult and/or meet with students remotely

Student Issue: Responsiveness to Communication

- Student unresponsiveness to email communication...raises the concern of faculty and staff

AND

- Faculty and staff unresponsiveness to email communication (or grading)...raises the concern of students

COMMUNITY OF CARE

[STUDENT ASSISTANCE CENTER](#)[EMERGENCY DEAN](#)[BEHAVIORAL INTERVENTION TEAM](#)[REFER A STUDENT](#)[RESOURCES ▾](#)[HOME](#) > [REFER A STUDENT](#)

REFER A STUDENT

[Refer a Student](#)[Why Make a Referral?](#)[Common Concerning Behaviors](#)[Practical Tips for Intervening](#)

Students, faculty, staff, parents, and others are strongly encouraged to report behaviors they feel are concerning or worrisome.

[Refer a Student Now »](#)

Referral Process



Making a referral

- Online referral system
- Open to campus and the community
- Phone, email, other channels of information



Referral assessment

- Emergency need
- Determine appropriate level of concern and which team is best suited to manage the report



Interventions

- Implement
- Monitor
- Re-evaluate



Data collection

- Online system/database
- Referral source demographics
- Student demographics

Contact information

Student Assistance Center

Associate Dean:

Katherine Snyder

Assistant Deans:

Ann Marie Morgan

Arianna Holterman

John Lantz

Ranya Hasan

Dana DeCair (OCCL)

300 Turner Student Services Building

610 E. John Street

Champaign, IL 61801

(217) 333-0050



Helpdean@Illinois.edu

