

# Who Receives What Service from the CARES Network

## Who Receives What Service from the Basic Needs System

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# Food Access

## Food Access

Each campus has a Riverbat Bites Food Pantry that offers a variety of dry goods, grab-and-go meals, a microwave, and information on accessing state and federal benefits.

**Who is eligible?** All enrolled students, Dual Credit and ECHS, faculty, and staff

**Riverbat Bites Food Pantries are located:**

North	Central	South
<b>Cypress Creek</b> Building 2000, Room 2117	<b>Eastview</b> Building 2000, Room 2167	<b>Hays</b> Room 1114
<b>Northridge</b> Building 4000, Room 4138	<b>Highland</b> Building 1000, Room 2220.1	<b>Riverside</b> Building G, Room 8135
<b>Round Rock</b> Building 2000, Room 2109	<b>Rio Grande</b> Room 1014.01	<b>South Austin</b> Room 1102
<b>San Gabriel</b> Room 1113.33	<b>Elgin</b> Rooms 1139, 1140, and 1141	

Hours vary at each location. For up-to-date details visit

<https://students.austincc.edu/personal-resources/riverbat-bites-food-pantry/>

# Child Care & Family Resources

## **Child Care and Family Resources**

Child care and family resources are designed to help bridge gaps that parenting students face while attending college and possibly working.

**Who is eligible for childcare scholarships?** Students in 6+ credit hours who meet income requirements (Financial Aid Student Aid Index of less than \$1,500)

### **Child Care Scholarships**

Child Care Scholarships offer financial assistance to low-income students to help cover the cost of child care while they attend ACC classes. Our scholarship fund uses various sources with different eligibility criteria. Students meet with a Child Care Specialist to find the scholarship that is the right fit for their area of study and financial needs.

### **New Child Care Scholarship requirement for the 2025-2026 school year**

Eligible students first apply for the Child Care Subsidy with Workforce Solutions. Child Care Specialists will assist students with the application process. With this partnership and the adjustments to the scholarship rubric, ACC will be able to help nearly 200 parenting students.

### **Family Resource Corners- All ACC students may access Family Resource Corners**

ACC and the Austin Diaper Bank, with funding provided by the Austin Community Foundation, are providing diapers, wipes, and period products to the Riverbat Bites Food Pantry at Highland and Round Rock. All other pantries have items provided by the Food Pantry budget.

### **Parenting Student Liaison**

ACC Advocates will have a specific person to oversee and coordinate services for our parenting students from one centralized location. All advocates are trained to support parenting students.

### **Drop-in Child Care Centers**

Coming soon! Drop-in child care will launch in fall 2026 at the Round Rock campus, offering short-term care to allow students to attend class and study—more details to follow.

### **Additional Services**

If a student needs scholarship funding, they may be eligible for SNAP, TANF, WIC, or other services to help them stabilize their budget. Trained staff are available to assist these individuals in connecting with local, state, and federal benefits.

### **Who to Contact**

Child Care Specialists: [childcarespecialists@austincc.edu](mailto:childcarespecialists@austincc.edu)

# Housing Resources

## **Housing Resources- through the Advocacy Team**

ACC offers connections and referrals to housing resources, and our services are designed to help students bridge to long-term, supportive community resources.

Housing resources are available to students by making an appointment with an Advocate who will provide holistic case management to support students.

**Who is eligible?** All full-time, part-time enrolled students, and students enrolled in HB8 CE courses

### **Housing Connector** (Travis Co. only)

ACC established a partnership with Housing Connector, and the Advocates are trained community partners who can connect students to housing. This is a case-managed program, and students meet with an advocate to determine if it is the appropriate program to fit their housing needs. This program is scheduled to launch in August 2025.

### **Coordinated Housing Assessment** (Travis Co. only)

In the 2025-2026 fall semester, a selected group of Student Advocates will be trained to complete the Coordinated Housing Assessment, helping our unhoused students connect to the housing and resources they need to end their homelessness.

### **Housing Resource Connection**

Student Advocates will support students and parenting students in locating safe and supportive housing through a property partner with Housing Connector or by utilizing a housing listserv provided by Foundation Communities. Student Advocates may also refer students to other supportive housing resources available to them.

### **Who to Contact**

Student Advocates: [sac-group@austincc.edu](mailto:sac-group@austincc.edu)



# Student Emergency Support

## **Student Emergency Fund & Other Financial Supports**

The Student Emergency Fund (SEF) is a combination of ACC Foundation scholarship funding and institutional funding designed to support students during emergencies when their ability to stay in school is jeopardized.

**Who is eligible?** All full-time and part-time enrolled students, Dual Credit, and students enrolled in HB8 CE courses

### **2025-2026 Program Guidelines**

To begin the process, students submit a Community Resource Support Request. They are connected with a Student Advocate who assesses their financial or emergency situation. The Advocate helps connect students to appropriate internal and community resources. If emergency funding is the most appropriate support and the student qualifies, the Advocate will submit a funding request on the student's behalf.

### **New SEF requirements for the 2025-2026 school year**

- Students must be actively enrolled in classes; just registering for classes is not sufficient.
- Students must meet with a student advocate to complete an assessment.
- Students may receive a maximum of \$1,000 within an academic year (including fall, spring, and summer semesters)
- Students may receive emergency funds one time a semester and after the 12th class day of any long semester.
- SEF will close at the end of each semester, depending on available funds, and will be unavailable during intersession.

### **Other Financial Supports**

- Connection to the textbook lending library
- SNAP, WIC, and FAFSA application completion assistance

### **Who to Contact**

Student Advocates: [sac-group@austincc.edu](mailto:sac-group@austincc.edu)

# Student Needs Assessment &

## **Student Needs Assessment & Community Resource Connection**

The ACC Basic Needs Division aims to help students address problems before they escalate into emergencies. We strive to maximize community resources to bridge gaps that may prevent students from reaching their educational goals.

**Who is eligible?** All enrolled students, Dual Credit and ECHS, faculty, and staff

### **Student Needs Assessment**

As part of a pilot for the FY26 academic year, the Student Needs Assessment will be available at the Highland and Round Rock campuses. It opens a few weeks before each semester and closes about six weeks in. For Fall, it will be open from August 15 to September 30.

The assessment is a brief 10-question survey, with four additional questions for students who report experiencing housing instability. Students self-identify their needs using a scale-based system, allowing staff to offer support proactively.

A Student Advocate or ConnectATX staff member may contact those who complete the assessment to connect with helpful ACC and community resources, address needs before they become emergencies, and support long-term stability and success.

### **Community Resource Connection**

Launching in the fall of 2025, ACC is partnering with United Way to incorporate ConnectATX onto our website as our main tool for community resource navigation. Student Advocates will utilize ConnectATX to identify suitable resources for their students, and we will connect students with a specific score on the Student Needs Assessment to the Community Health Workers (case managers) who work with the ConnectATX department.

### **Who to Contact**

Student Advocates: [sac-group@austincc.edu](mailto:sac-group@austincc.edu)

# C.A.R.E. Network Center

## **C.A.R.E Network Center**

The Round Rock C.A.R.E. Network Center is a holistic network of care - both resources and services - committed to helping a student address their basic needs. Students can access a variety of basic needs support services, including mental health, childcare, housing and utilities assistance, and food. Over the next few years, support services will expand to include drop-in childcare and medical care.

### **C.A.R.E. Network Center**

**Who is eligible?** Our C.A.R.E. Network Center offers a range of services with varying eligibility requirements. Eligibility requirements vary by the program or service within the C.A.R.E. Network Center. The services within our Center are available to most students at ACC.

#### **Specific Services Provided**

- **Basic Needs Connection** - Advocates are on-site to help students connect with resources. Staff are also available to assist with government benefit applications.
- **Mental Health Counseling** - Counselors are on-site to provide mental health support.
- **Riverbat Bites Food Pantry** - Shelf-stable items, with limited fresh food available. Grab-and-go meals and a microwave. Diapers, wipes, and period products are also available via a partnership with Austin Diaper Bank and Austin Community Foundation.

#### **Hours of Operation**

The C.A.R.E. Network Center is open during regular business hours. Programs and services within the Center may have unique hours depending on staff availability.

#### **Who to Contact**

C.A.R.E Network Center website: <https://students.austincc.edu/care-network-center/>

# Mental Health Counseling Services

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Mental Health Counseling is offered

- Video telemental Health
- At the C.A.R.E Network Center
- At the following campuses: Eastview, Elgin, Hays, Highland, Northridge, S. Austin, Rio Grande, Riverside

**Who is eligible?** Currently enrolled, credit, Adult Education, Continuing Education), physically located in Texas, and not presently receiving counseling from an outside counselor. Students must be at least 18 years old for ACC mental health counseling services. Please note that **minor-aged students currently engaged in services** will be allowed to continue their sessions.

## Services Provided

- Initial assessment of needs
- Short-term, solution-focused or goal-oriented counseling
- Up to 12 sessions within 12-months
- Individual counseling
- Psychoeducational, open and ongoing workshops
- Counseling Groups
- De-escalation/Coping skills
- Referrals to on or off campus resources

## Scope of Practice

- Mild to moderate anxiety, depression, and stress management
- Grief and loss
- Managing symptoms of trauma
- Self-esteem concerns
- Identity development issues
- Adjustment issues such as transitioning to college life or new life circumstances
- Academic-related issues such as difficulty with attention, motivation, perfectionism, test anxiety, or self-management
- Interpersonal relationship issues such as break-ups, interpersonal conflict, communication, assertiveness, and family issues

## What our Mental Health Counseling providers cannot treat, but can provide referrals for

- Eating disorders
- Substance use disorders requiring clinical treatment
- Complex trauma
- Chronic or severe symptoms of depression, anxiety, and PTSD
- Personality Disorders



- Severe mood or psychotic disorders; psychosis, hallucinations, mania, or delusions
- Psychological or neuropsychological testing (e.g., ADHD or learning disability assessments)
- DSM Diagnosis (mental disorder)
- Ongoing care after hospitalization for mental health issues
- Medication management or psychiatric services
- Court-mandated or Child Protective Services counseling documentation
- Requests for letters of support concerning any mental health counseling services including, but not limited to the following: scholarship letters, emotional support animals, and accommodations.

### **Who to Contact**

<https://students.austincc.edu/mental-health-counseling/>