One-Stop-Shop for Basic Needs Access: Evaluating the Effectiveness of Nudging on Students’ Utilization of the United Way of King County Benefits Hubs

**WEB APPENDICES**

September 2022

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# Appendix A. Detailed List of Benefits Hub Resources

The Benefits Hub is a one-stop-shop for resources that support students in persisting in college, attaining credentials, and achieving their academic and financial goals.[[1]](#endnote-1) At the Benefits Hubs, students can receive referrals for programs, assistance completing applications for benefits, and other services including:

## BENEFITS ACCESS

* Free Reduced Price Meal Program
* Health Care
* Utility Assistance
* Transportation
* SNAP
* Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
* Unemployment

## FINANCIAL COACHING

* Budgeting
* Credit
* Debt
* Savings
* Referral to Expert Financial Counselor

## HOUSING SUPPORT

* Rent Assistance
* Mortgage Assistance
* Move-In Assistance

## PAYING FOR SCHOOL

* Financial Aid Completion
* Financial Aid Appeal

## EMERGENCY GRANT

* Emergency Financial Grant
* VISA Gift Card
* Amazon Gift Card

## FOOD ACCESS

* Food Pantry
* Food Bank

## MENTAL HEALTH AND WELLNESS

* Referral to Crisis Connections Warm Line
* Referral to Mental Health Counselor

## LEGAL AND TAX SERVICES

* Free Tax Preparation
* Referral to Legal Counsel for Youth and Children (LCYC)

# Appendix B. UWKC Benefits Hubs Intake Form

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| A black and white logo  Description automatically generated with low confidence | | **Benefits Hub Intake Form** | | | | | | | | Shape  Description automatically generated with medium confidence | | | | | | | | | | |
| Student Status | | | | | | | | | | | | | | | | | | | | |
| **This is my first visit to the Benefits Hub for the 2020-2021 school year** ------- | | | | | | | |  | | | Yes | | | | |  | | | | No |
| (select one) | | | | | | | | **Complete sections 1-5** | | | | | | | | **Complete sections 1-2** | | | | |
| 1. Student Information | | | | | | | | | | | | | | | | | | | | |
| **I am a student enrolled in college at: College Name** | | | | | | | | | | | | | | | | | | | | |
| **Student ID:** | | | **First Name:** | | | | | **Last Name:** | | | | | | | | | | | | |
| **Preferred Name:** | | | **Pronouns:** | | | | | **Year of Birth:** | | | | | | | | | | | | |
| Name you prefer people use when addressing you | | | Some examples include: they/them, she/her, he/him | | | | |  | | | | | | | | | | | | |
| **I am 18 years of age or older** --------------------------------------------------------------- | | | | | | | |  | | | | Yes | | | |  | | | | No |
| 1. Service Request | | | | | | | | | | | | | | | | | | | | |
| **Describe the primary reason for your visit today:** | | | | | | | | | | | | | | | | | | | | |
| **Check all services you are interested in (select all that apply)** | | | | | | | | | | | | | | | | | | | | |
|  | Help paying for an emergency | | | |  | | Help signing up for health insurance | | | | | | | | | | | | | |
|  | Help with housing or rent | | | |  | | Help preparing tax returns | | | | | | | | | | | | | |
|  | Help with FAFSA/WASFA | | | |  | | Help creating spending/savings plan | | | | | | | | | | | | | |
|  | Help paying for utility bills | | | |  | | Help with childcare | | | | | | | | | | | | | |
|  | Help paying for the bus | | | |  | | Help with mental health referral | | | | | | | | | | | | | |
|  | Help paying for groceries | | | |  | | Help with legal services | | | | | | | | | | | | | |
| **Anything else you’d like us to know:** | | | | | | | | | | | | | | | | | | | | |
| 1. Demographic Information | | | | | | | | | | | | | | | | | | | | |
| **One or more of the following applies to me or my family (select all that apply)** | | | | | | | |  | | | | | | | | | | | | |
| Temporary Assistance for Needy Families (TANF) | | | | Medicaid | | | | Currently 60 days behind on a personal or family account | | | | | | | | | | | | |
| Basic Food (SNAP or Food Stamps) | | | | Apple Health | | | | Section 8 Housing Assistance | | | | | | | | | | | | |
| Credit score 619 or below | | | | Pell Grant | | | | Unsure | | | | | | | | | | | | |
| I have completed a financial aid application within the last 12 months ------ | | | | | | | |  | Yes | | | |  | | No | | |  | | Unsure |
| **I am the first person within my immediate family to go to colleg**e ------------ | | | | | | | |  | Yes | | | |  | | No | | |  | | Unsure |
| **I speak another language other than English at home**  -----------------------------  If yes, what language? \_\_\_\_\_ | | | | | | | |  | Yes | | | |  | | No | | |  | | Unsure |
| **I am a parent or guardian of a child who is under age 18**  ------------------------- | | | | | | | |  | Yes | | | |  | | No | | |  | | Unsure |
| If yes, how many children? \_\_\_\_\_ | | | | | | | |  |  | | | |  | |  | | |  | |  |
| **Please Select the Race, Ethnicity, or Origin that you identify with (select all that apply)** | | | | | | | | | | | | | | | | | | | | |
|  | African American/Black | | | | |  | White/Caucasian | | | | | | | | | | | | | |
|  | African | | | | |  | Hispanic or Latino/Latina/Latinx | | | | | | | | | | | | | |
|  | Indigenous Tribe or First Nation or Alaska Native | | | | |  | Multi-racial | | | | | | | | | | | | | |
|  | Asian (Filipino, Korean, Japanese, etc) | | | | |  | Unknown | | | | | | | | | | | | | |
|  | South Asian (Indian, Bengali, etc) | | | | |  | Decline to provide | | | | | | | | | | | | | |
|  | Native Hawaiian or Pacific Islander | | | | |  | Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | | | | | | | | |
|  | Middle Eastern (Iraqui, Saudi, etc) | | | | |  |  | | | | | | | | | | | | | |
| **My current living situation is (select one)** | | | | | | | | | | | | | | | | | | | | |
|  | Rent by myself or with family | | | |  | | Couch surfing | | | | | | | | | | | | | |
|  | Rent with roommates | | | |  | | Currently homeless – living indoors | | | | | | | | | | | | | |
|  | Live in a dorm or other group setting | | | |  | | Currently homeless – living outside | | | | | | | | | | | | | |
|  | Own home | | | |  | | Unsure | | | | | | | | | | | | | |
|  | Living in a car | | | |  | |  | | | | | | | | | | | | | |
| 1. Follow-up Information | | | | | | | | | | | | | | | | | | | | |
| **Email:** | | | | | **Phone:** | | | | | | | | | | | | | | | |
| **Check this box if you would like receive event notifications and Benefits Hub updates** | | | | | | | | | | | | | |  | | | Yes | |  | No |
| **Check this box if you would like to be contacted to share your experience at an event, meeting or blog post** | | | | | | | | | | | | | |  | | | Yes | |  | No |
| 1. Client Certification | | | | | | | | | | | | | | | | | | | | |
| By providing this information, United Way of King County (UWKC) will be able to better prepare for your meeting. Your student identification number will be used to evaluate the program effectiveness in partnership with a research entity and the State Board for Community and Technical Colleges. Analysis will be non-identifying and in aggregate form. | | | | | | | | | | | | | | | | | | | | |
| **Client Signature:** | | | | | | | | **Date**: | | | | | Month/Day/Year | | | | | | | |

# Appendix C. Frequency, Timing, and Schedule of the Nudges

## SCHEDULE OF INTERVENTION

The intervention, emails encouraging students to utilize the Benefits Hubs at Green River College and Highline College, occurred from September 29, 2020, to March 16, 2021. Since both colleges are on a quarter schedule, the intervention took place in the fall, winter, and spring terms. Outreach was conducted with students who were enrolled in the fall 2020 term. Emails were sent from the colleges every Tuesday during the academic term at 9am local (Pacific) time. The schedule of emails was as follows:

1. September 29: Benefits Hub
2. October 6: Benefits Hub (reminder)
3. October 13: Emergency Aid
4. October 20: Emergency Aid (reminder)
5. October 27: Benefits Access
6. November 3: Benefits Access (reminder)
7. November 10: Rent Assistance
8. November 17: Rent Assistance (reminder)
9. November 24: Here for you
10. December 1: Here for you (reminder)
11. January 12: Benefits Hub
12. January 19: FAFSA/WASFA
13. January 26: FAFSA/WASFA (reminder)
14. February 2: Benefits Access
15. February 9: Benefits Access (reminder)
16. February 16: Emergency Aid
17. February 23: Emergency Aid (reminder)
18. March 2: Tax Support
19. March 9: Tax Support (reminder)
20. March 16: Here for you

# Appendix D. Sample Nudge Emails

|  |
| --- |
| **SAMPLE EMAIL MESSAGE FROM HIGHLINE COLLEGE: BENEFITS HUBS** From: Benefits Hub Coach  Subject: Did you know Highline can offer support with money trouble?  Hello [student first name],  Welcome back to classes. As you get into the new term, remember that Highline’s Benefits Hub is here to support you.  Did you know that we offer support with paying your bills, even when times are tough? We are available this fall online and by phone. We can meet when it makes sense for you.  Highline cares, so please reach out. [Schedule an appointment](https://calendly.com/benefits-hub/highline-college?back=1&month=2020-12) online, give us a call at 206-592-3802, or reply to this email.  For more info on Highline resources, click here: <https://supportcenter.highline.edu/>  For additional United Way of King County resources, click here: <https://www.uwkc.org/benefitshub/>  Thank you,  [Benefits Hub Coach] **SAMPLE EMAIL MESSAGE FROM GREEN RIVER COLLEGE: HERE FOR YOU**From: Benefits Hub Coach Subject: Did you know that Green River College can provide support with your bills?  Good Morning [student first name],  Falling short on money for food or housing? Childcare bills keeping you from focusing on school? We know, bills can get tight in college, even for students receiving financial aid.  Good news—Green River is here for you.  The Benefits Hub, available this fall online and by phone, can connect you to lots of resources. We can support you with financial aid challenges, share available food programs, troubleshoot your housing challenge, and more.  To get support, all you need to do is reach out to the Benefits Hub. We can meet when it makes sense for you.  Green River cares, so please reach out. Schedule an appointment online, give us a call at 253-833-9111 (extension 2569), or reply to this email.  For more info on Green River resources, click here: <https://www.greenriver.edu/campus/campus-resources/benefits-hub/>  For additional United Way of King County resources, click here: <https://www.uwkc.org/benefitshub/>  Thank you,  [Benefits Hub Coach] |

# Appendix E. Detailed Table from Analyses Referenced in the Paper

TABLE E-1 | CORRELATION OF BENEFITS HUB USAGE RATES, BY ACADEMIC TERM

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall | Winter | Spring |
| Fall | 1.00 |  |  |
| Winter | 0.35\* | 1.00 |  |
| Spring | 0.33\* | 0.61\* | 1.00 |

\*p < .05

Source | 2020-2021 utilization data obtained from the United Way of King County.

Notes | N = 3,072.

NOTES AND REFERENCES

1. The UWKC Benefits Hub resource page. <https://www.uwkc.org/benefitshub/> [↑](#endnote-ref-1)