

# [Plans for Health and Wellness Center >>](#) **2018 - 2019 Health and Wellness Center CHC Student Services Annual Plan 2018-2019**

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Name :

2018 - 2019 Health and Wellness Center CHC Student Services Annual Plan 2018-2019

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## **Instructions**

The annual plan provides the opportunity for each program to update their four-year action plan and requires each plan to provide the current status on outcomes assessment, progress on effectiveness measures, and progress each program has made on achieving their goals and objectives.

Please respond to the following questions. Please consult the [Integrated Planning and Program Review Handbook](#) for detailed instructions, the [timeline](#) for due dates, and the [schedule](#) for the four-year plan schedule.

## **1. Mission**

**Updating this Question is Optional on the Annual Plan!**

- a. Tell us your unit's mission: Provide a mission statement for your unit that clearly and succinctly describes your unit's purpose, idealistic motivations, and change it hopes to inspire.
- b. Alignment with the college Mission: **Rubric Item** ([Mission Alignment](#)): The Mission of Crafton Hills College is to advance the educational, career, and personal success of our diverse campus community through engagement and learning. **In what ways does your program advance the mission of the college?**

**Mission:**

To provide accessible and quality medical and mental health services to all registered students that pay the healthfee at Crafton Hills College.

**Alignment:**

Physical and Mental health problems can be a significant barrier to student retention and academic success. Students in emotional distress are at higher risk for disruptive or even dangerous behavioral issues, including suicidal tendencies

The Health & Wellness Center promotes student success by providing:

a. Medical health services.

- Disease prevention and clinical intervention through screening, diagnosis and treatment of common infections and ailments and first aid for minor injuries.

- Health Education and Prevention

b. Mental health services.

- Crisis intervention, one-on-one counseling and group therapy to students experiencing emotional distress including anxiety, stress, depression, anger issues, substance abuse etc.

- Campus-wide stress reduction outreach programs

## 2. Description of Program

**Updating this Question is Optional on the Annual Plan!**

a. Organizational structure and staffing

b. Whom you serve (including demographics and representativeness of population served)

c. Provide a list and a brief description of the services you provide as well as a minimum of three years of trend data for each identified service

d. **Rubric Item:** Describe your [Pattern of Service](#) including standard hours of operation, alternative modes and schedules of delivery (e.g.: online, hybrid, early morning, evening services, etc.) and how that service meets the needs of students or clients

**a. Organization (including staffing and structure)**

The Health & Wellness Center (HWC) is under the Student Services Division governed by the Vice President of Student Services and under the direct supervision of the Dean of Student Services and Student Development.

The HWC staff comprise of:

- 1 Fulltime Non-Instructional Faculty, Coordinator (40 hrs/wk, 10 months)
- 1 Fulltime, Classified Secretary (40 hrs/wk, 12 months)
- 1 Professional Expert Nurse Practitioner/College Nurse ( up to 32 hrs/wk)
- 1 Professional Expert Licensed Marriage and Family Therapist (Mental Health Counselor/Therapist) (up to 30 hrs/wk)
- 1 Independent Contractor Licensed Marriage and Family (Supervisor/Mental Health Counselor/Therapist) (up to 20 hrs/week)
- 1 Professional Expert Trainee (up to 32 hrs/wk)
- 1 Professional Expert Licensed Mental Health Associate/ Intern (up to 32 hrs/wk)

**b. Whom you serve (including demographics and representatives of population served)**

All current registered students who attend Crafton Hills College and pay the health fee. The HWC services provide equal access to all students irrespective of income level, age, color, disability, gender identity, national origin, race or religious creed. The HWC student information system, Pyramed, adopted in Fall 2014 does not provide student identifying information, so the exact demographics of students accessing HWC services is not readily available.

**c. What kind of services you provide and pattern of service**

Health & Wellness Center Services are offered from 8:00 am to 4:30 pm on Mondays to Thursdays and 8:00 am to 1:00 pm on Fridays.

The following services are provided by the Health & Wellness Center:

**Primary Care:**

- Physical Exams

- Screening for Disease (TB, labs etc)
- Treatment of common infections and ailments
- Immunization administration and Titters screening
- Reproductive Health Services: Birth control, pap smears, STD testing and treatment

**Health Education & Promotion:**

- Wellness counseling and weightloss education
- Free flyers and brochures on various health topics
- Classroom presentations
- Inservice day presentations
- Flex day presentations
- Campus-wide health fairs (eg. Soberfest, VAWA)
- Blood donation drives
- Student outreach
- Wellness Outreach ( in Collaboration with DSPS and Each Mind Matters)
- Tobacco-free Campus Campaign

**Mental Health Counseling:**

- Stress
- Anxiety
- Depression
- Eating disorders
- PTSD
- Panic attacks
- Substance abuse
- Intimate partner violence
- Crisis Intervention
- Anger Management

**Online health resources:**

- Health & Wellness Center website
- Student Health 101 - <https://craftonhills.readsh101.com/>
- U-Lifeline (free mental health screening)
- Kognito
- Tobacco-use and e-cig cessation program - [www.theexprogram.org](http://www.theexprogram.org)

### **3. External Factors with Significant Impact**

**Updating this Question is Optional on the Annual Plan!**

What external factors have a significant impact on your program? Please include the following as appropriate:

- a. Budgetary constraints or opportunities
- b. Competition from other institutions
- c. Requirements of four-year institutions
- d. Requirements imposed by regulations, policies, standards, and other mandates
- e. Job market
  - i) Requirements of prospective employers
  - ii) Developments in the field (both current and future)

**a. Budgetary Constraints or opportunities:**

- **Opportunities:**

There are two main sources of income for the health and wellness center: 1) Student Health Fees and 2) Family Pact.

- **Potential revenue opportunities:** Grants and donations. Over \$50,000 was received in grant money in the last two years.

- **Constraints:**

Student enrollment has a direct correlation to HWC budget. A drop in student enrollment means a drop in student health fees which directly impacts the Health & Wellness Center budget. Additionally, students may opt out of the student health fee, which also limits students' abilities to access HWC services. Family Pact revenue has been significantly impacted by the affordable care act and student ability to purchase personal insurance. Several students are also covered under their parents' medical insurance up to 26 years of age. Inability to bill student personal insurance for services provided by the HWC also limits the amount of revenue received.

**b. Competition from other institutions:**

Public health services and Planned Parenthood in the surrounding community provide similar care such as reproductive health services to anyone, irrespective of ability to pay. With a family pact card, eligible students can receive service from any medical health provider of their choice that accepts family pact clients. Higher pay rate from competing institutions both private and public.

**c. Requirements of four-year institutions:** no impact

**d. Requirements imposed by regulations, policies, standards, and other mandates:**

Students can opt out of the student health fee. The Affordable Care Act students may carry other insurance making them ineligible for Family Pact funded-care unless the student meets a threshold for low-income eligibility in order to maintain reproductive health care confidentiality. Potential repeal of the ACA could impact the HWC services to low-income students. Legislative mandates, such as SB320 may alter the level of service currently provided at the health & wellness center.

Additionally, deferred payment of enrollment fees has also impacted health and wellness center revenue.

**e. Job market:** High impact due to competing pay rates and inability to offer full time positions, e.g. nurse practitioner/college nurse

## **4. Progress on Outcomes Assessment**

**Updating this Question is Required on the Annual Plan!**

**Rubric Item:** [Service Area and Student Learning Outcomes Process](#).

a. Please summarize Service Area Outcome (SAO) assessment results. Include a discussion of whether or not the program met its target for each SAO.

b. Please describe any service area improvements you plan to make as a result of the SAO assessment(s).

c. What objective(s) or action step(s) will you add to Question 10 as a result of the SAO assessment(s)? If none, please explain.

d. If your program has SLOs, please address b and c above in relation to the SLO assessment results.

**SAO (2016/2017)**

**1. Students who attend a classroom presentation: will utilize Health & Wellness Center services more readily : The Health & Wellness Center conduct an average of ten**

classroom presentations per semester promoting mental health and medical/clinical services and encourage students to utilize these services as an asset for their success. The Fall 2017 Point of Service Survey indicated that 13% of respondents used the health center as a result of classroom presentations and 28% as a result of referral by another student, friend or employer, 11% seek services because of advertising through posters, bulletin boards and flyers, 13% because of brochures, website or catalog advertising. The HWC attract students directly or indirectly through classroom presentations, flyer distributions and other marketing resources.

## **2. Students who utilize the mental health services (individual therapy, group therapy, workshops) will improve knowledge of mental health behaviors and will achieve optimum health.**

Mental health services are currently the number one reason students come to the health and wellness center, 67%. This finding trumps previous surveys where mental health was second reason. This underscores the need for permanent mental health staff! Students who use the Health & Wellness Center Website will receive health information, resources and referrals that will empower them to reduce health risks as well as maintain and/or improve their health and wellbeing.

Faculty and staff believe the Health & Wellness Center is helpful for CHC students and understand the value of physical and emotional health on academic performance. Faculty and staff frequently refer students with emotional and medical problems to the Health & Wellness center. Survey results indicate that 91% of students that utilized health and wellness center services intend to use the service again and/or recommend the service to a colleague or friend.

## **5. Unit's Performance on Institutional Quantitative Effectiveness Indicators**

### **Updating this Question is Required on the Annual Plan!**

Please discuss your program's performance on each data item below.

#### **a. Non-Instructional Program Effectiveness Evaluation Rubric**

i) **Rubric Item:** Describe a significant [innovation or enhancement](#), and the data collected and analyzed that has helped to determine the efficacy of the innovation.

ii) **Rubric Item:** Describe at least three external and internal [partnerships](#) that substantially affect the quality of services to students or clients.

#### **Effective innovation and enhancement**

The health & wellness center has acquired expanded space for operations that currently house three mental health therapy offices and one lactation center. We are one of the few campuses with a lactation center, a growing requirement from the CCC Chancellor's office.

Recently, the health & wellness center experienced an unanticipated attrition of mental health therapists. Thankfully, however, this is being addressed and replacements are in the works. Due to the increasing need of mental health therapists, there is an undeniable need to hire at least one full time therapist that can supervise and meet the growing need of emotional health for our students.

Note: Paperwork is being processed for a mental health associat/intern, a part-time Licensed Marriage & Family Therapist, and a part-time licensed Marriage & Family Supervising

Therapist. By the end of the semester, the HWC will be staffed with four part-time therapists to serve the students. Effort will continue to work on funding for more permanent staffing. The Health & Wellness Center, under Dean Joe Cabrales, successfully initiated a MOU with Redlands University department of Psychology for Mental Health Traineeship. In the absence of a supervising therapist inhouse, an understanding has been created to allow the supervising therapist for San Bernardino Valley College to provides supervision for the current trainee, who in turn provides mental health counseling services to our students.

**External and/or internal partnerships that substantially impact the quality of services to students or clients**

The most recent external partnership is funding support for mental health programs from the CCC Chancellor's office. The HWC received \$36,668 in support funds to expand mental health services, provide staff training and develop stronger relationships with the community-based mental health services. This has strengthened our inter-departmental partnerships on campus. In the Fall of 2017, the health and wellness center was awarded a \$20,000 dollar grant from Truth Initiative to implement a tobacco-free campus campaign and promote a policy change for a tobacco-free campus. This initiative has put the HWC in front and center of campus life in promoting a tobacco-free, smoke-free environment. It has galvanized students and staff alike through the taskforce to create awareness and unite our campus for a healthier tobacco-free environment. The project is ongoing until June, 2019.

Ongoing partnerships still exist with community-based programs like South Coast community Crises Response Team. They have been more involved in educating our staff along with the counseling department and the Crisis Intervention Committee about available community resources. They have readily responded to distress calls to aid students and triage for appropriate level of mental health care.

Another partnership is the Institute for Public Strategies. They have dialogued with the HWC staff to explore program opportunities that will educate students and the campus community about substance use/abuse especially as it relates to underage drinking. This partnership is the brainchild of the SOBERFEST program, a campus-wide substance abuse prevention/education program held on the third week of November. This program provided a platform for Student Senate and various clubs on campus to educate the campus community about the health hazards of substance use and healthier alternatives to feeling high. The partnership with Public Strategies continues to promote SOBERFEST to the community.

The third external partnership is the community blood draw drive by Life Stream conducted on campus two to three times a semester. Students and faculty voluntary contribute to community wellbeing by donating blood.

Seven internal partnerships exist with the following:

1. Instructional faculty to increase awareness of HWC services through classroom presentations
2. Student Life for outreach and campus awareness programs,
3. Kinesiology department for physical activity awareness through dance,
4. Behavioral Intervention Team (BIT)
5. Counseling and disabled student services to cross-refer students in need of HWC services and emotional intervention,
6. COACH cupboard to refer students needing physical nourishment in addition to health services, and
7. DSPS for partnerships in developing campus wide wellness events for mental health

8. EOPS requiring students to utilize Health and Wellness individual therapy and group classes when needed.

## **6. Other Unit-Specific Quantitative and Qualitative Results (Student Services Only)**

Updating this Question is **Required** on the Annual Plan!

- a. **Rubric Item:** How do your [program student demographics](#) relate to the college demographics? What are the discrepancies? – Click [HERE](#) to view program and college demographics by year.
- b. Summarize the results of any quantitative or qualitative measures not provided in any previous question that you have chosen to gauge your program's effectiveness (e.g.: number of transfers, degrees, certificates, student contacts, students serviced, student and faculty satisfaction, equity data, correlation data on the relationship between program participation and student outcomes, Perkin's data, equity data, student research experience, student clubs, etc.) Click [HERE](#) to access your program specific data on degrees and certificates.
- c. What improvements/changes have you implemented or do you plan to implement as a result of your analysis of the measures illustrated in 6a and 6b?

### **Program Effectiveness Measures:**

#### **Student Contacts:**

The Health & Wellness Center had 12,185 recorded encounters with students from June of 2014 to October 2017, based on electronic patient encounter records from SARS & Pyramed. There is an unknown number of encounters with students that drop in to pick up over-the-counter supplies or ask a question that may not have been entered into the system. We seek to increase the number of students accessing the mental health and clinical services by 10% within 2018.

#### **Satisfaction Survey:**

A structured point of service (POS) evaluation survey was randomly filled by students that accessed the health & wellness center in the months of November, December 2015 and January 2016. Sixty-four random participants filled the survey. 94% of those surveyed expressed being highly satisfied with our services and the same are extremely likely to refer someone to the health and wellness center. Asked how we can improve our services, majority of respondents said the following: "no need for improvement", "great service", "..everyone is extremely nice, sincere and knowledgeable", "10/10 great. Friendly & very helpful!!", "everything is perfect! Awesome staff", "thank you for all that you do", "can't think of anything. I think it's fine as is", "serve chocolate covered strawberries ...every other Thursday. No everything is wonderful, can't complain", "inclusion of pepto-Bismal tablets", " I appreciate someone being able to see my eye since I'm very busy w/school and work". etc. Another point of service evaluation survey is currently being administered and results from respondents will be available during Spring Semester, 2018.

#### **Lessons Learned:**

In the previous survey, 97% of clients reported high satisfaction with the services they received at the health & wellness center. In spite of the reassuring responses, the goal is to keep improving and providing a broader range of services to our students so they can see the health & wellness center as a relevant compatriot to their success in college.

## **7. Evaluation**

Updating this Question is **Optional** on the Annual Plan!

You have already provided a description and analysis of the program in questions 1-6, please provide an analysis of what is going well/not well and why, in the following areas:

Alternative modes and schedules of delivery (e.g.: early morning, evening services, etc.)

- Innovation and Implementation of best practices
- Efficiency in operations
- Efficiency in resource use
- Staffing
- Participation in shared governance (e.g., do unit members feel they participate effectively in planning and decision-making?)
- Professional development and training
- Group dynamics (e.g., how well do unit members work together?)
- Compliance with applicable mandates

**Representativeness of population served:**

The students serviced at the health & wellness center are representative of the college population including gender identity, nationality, sexual identity, socio-economic status, age and ethnicity.

**Partnerships (internal & external):**

The HWC works in close collaboration with all student services departments. Faculty and staff frequently refer students in distress to the HWC. We also work in partnership with SBVCCD student health services and campus police. External partnerships include San Bernardino County Community Response Team (CCRT), area hospitals such as Redlands, Loma Linda and Arrowhead and South Coast Community. We partner with several community vendors for health fairs and campus-wide education programs such as Soberfest, Sexual Assault Awareness month, Blood Donation Drives, etc.

**Innovation and Implementation of Best Practice:**

The Health & Wellness Center operates according to state mandates of Title 5 by providing primary health care services to students attending community colleges. Our operations are governed by best practice guidelines of the California Board of Registered Nursing. Through continuing education, the HWC staff commit to staying current in best practices and attend workshops and hands-on trainings in clinical areas such as IUD and nexplanon insertion, a growing trend in community colleges. Webinars are frequently utilized to inform and update staff in current issues in practice.

**Efficiency in Operations:**

The HWC has well trained and qualified staff that render state-of-the-art services to students. Appointments are attended to immediately thereby avoiding long wait lines and a crowded waiting room. There is strong collaboration among staff in handling crisis situations be it calling an ambulance, calming a hysterical student or offering mental health counseling or referral services to a student. This results in positive feedback and high scores on our evaluation forms.

**Efficiency in Resource Use:**

The HWC is constantly seeking for ways to save costs and bring in more revenue. Our astute secretary recycles old patient chart covers and used paper for faxes. We have also decreased the quantities of medications and supplies we order to minimize waste after expiration dates. We constantly screen students for family pact qualification so as to increase our reimbursement revenue for these services as well as provide free reproductive health services to our students. It is in the interest of increasing revenue that the nurse practitioners are training for IUD and nexplanon insertions. The HWC staff are enrolled in the California Medi-Cal reimbursement program in preparation for billing after the Local Education Agency (LEA) application approval.



**Staffing:**

Staffing needs are growing as demand for our services continues to increase. Currently, the HWC only has two full time staff - a coordinator and secretary. There is need for a full time mental health therapist especially as we consider Medi-Cal billing for these services. There is a need for a full time nurse practitioner to handle the volume of immunizations and titers , birth-control refills and other health-issues within the scope of a Nurse Practitioner. Additionally, the Nurse Practitioner now fulfills both roles of Nurse Practitioner and College Nurse due to the vacancy of the College Nurse position.

**Participation in Shared Governance:**

There are regular staff meetings to discuss and share ideas on issues of service improvement and promoting a professional work environment. Openness and sharing of ideas is highly encouraged and sought after. Unit members participate in planning and decision-making around the daily operations of the HWC.

**Professional Development and Training:**

The Coordinator, Hannah Sandy, recently attended the Southern California Health Services Association Community Colleges of California Annual Meeting in October 2017. Additionally, there are frequent online training workshops on family pact that the clinic staff usually participate in. HWC staff are encouraged to participate in campus based workshops that provide useful tools in how we can better serve Crafton Hills College students, such as the NaBITA training for the BIT committee members including the two licensed mental health therapists.

**Group Dynamics:**

Encouraged by Dean Joe Cabrales, dean of student services, the HWC strives to promote an atmosphere that is relaxed and inviting. Staff believe in the fishbowl philosophy of having fun while working. Our core values include collaboration, accountability, integrity, professionalism, personal and professional growth, respect and teamwork. However, budgetary constraints requiring work-hour limitations tend to create a strain in relationships between the coordinator staff. The dean and coordinator are constantly working on improving these conditions.

**Compliance and applicable mandates:**

We ensure that professional licensures and certificates are current and updated to meet the nursing (California Board of Registered Nurses) and mental health (California Board of Behavioral Sciences) mandates.

We fall short of the Americans with Disability Act (ADA) criteria for providing handicapped accessible services given our narrowed passage ways and service area space. This is an area that needs improvement and is a necessary requirement for future growth and effectiveness in service.

## 8. Vision

**Updating this Question is Optional on the Annual Plan!**

- a. Tell us your unit's Vision: Where would you like your program to be four years from now? Dream big while considering any upcoming changes (e.g.: new buildings, growth, changes to the service area, etc.).
- b. Alignment with the college Vision: **Rubric Item ([Vision Alignment](#)):** The Vision of Crafton Hills College is to be the college of choice for students who seek deep learning, personal growth, a supportive community, and a beautiful collegiate setting. **In what ways does your program advance the vision of the college?**

**Vision:**

1. To transform the Crafton Hills College community by creating a supportive environment for students through our clinical and mental health services. To give every student the opportunity to achieve their educational goals by providing supportive tools that will make them emotionally stable and physically fit.
2. Fully Staff the Health & Wellness Center
  - a. Hire a fulltime college nurse practitioner to fulfill dual roles of college nurse and nurse practitioner
  - b. Hire a fulltime Licensed Marriage and Family mental health therapist to supervise mental health interns and trainees and provide therapy
3. Implement Local Educational Agency (LEA) Medi-Cal billing to increase revenue
4. Expand birth control methods to include long-acting reversible contraception (LARC)
5. Provide one powered medical examination table
6. Install bullet-proof divider for secretary space station and door buzz-opener for protection
7. Replace clinical exam curtain
8. Contract with a Medical Waste Disposal Company for the safe disposal of medical waste products
9. Conduct in-service day seminar to educate faculty about health & wellness center services
10. Refurbish the lactation room with an undertable refrigerator, and a handwash basin if possible to create a welcoming center for lactating mothers.
11. Have space dividers to create room for groups in the therapy section common area.
12. Enlist housekeeping to maintain a clean service area environment to promote sanitation and health.
13. Continue to apply for relevant grants that compliment student services.

The health and wellness center programs advance the vision of the college by providing physical and mental stability to students so they can focus in learning and personal growth. The HWC provides a welcoming and supportive community by appropriately addressing student mental health concerns and physical health concerns.

## 9. Progress on Prior Goals

Updating this Question is **Required** on the Annual Plan!

Briefly summarize the progress your unit has made in meeting the goals and objectives identified in your last Four-Year Action Plan.

- **1 - Goal - Expand and preserve mental health and clinical services for CHC students**

Preserve the current health services for CHC students

Priority Rank:

1

**Objectives:**

- **1.1 - Objective - To maintain mental health and clinical services for CHC students with or without other means of healthcare as measured through Pyramed statistics and other data.**

To maintain the current level of health services for CHC students who are without other means of healthcare as measured through Pyramed statistics.

Rationale: A student free from illness and injury is more engaged in learning and is more likely to achieve his/her goals. Without the current funding for staff, services would be significantly reduced.

Priority Rank:

1

Original Start Date:

02/01/2015

Original End Date:

01/01/2020

Revised Start Date:

02/01/2015

Revised End Date:

01/01/2020

Responsible Person:

Coordinator, HWC

Strategic Direction:

1. Promote Student Success

Impact Type:

Site

Institutional Learning Outcome:

-- Pick One --

**Resource Requests:**

- **1.1.r1 - Health Fee collected at registration - \$19 fall/spring & \$16 summer from each student (Program 8210)**

**Description**

Health Fee collected at registration - \$19 fall/spring & \$16 summer from each student (Program 8210) **Note:** Of this amount SBCCD collects \$1.50 for student accident insurance.

**Rationale**

A student that is physically and emotionally healthy is more engaged in learning and is more likely to achieve his/her goals. Without the current funding for staff, services would be significantly reduced. The revenue could be used to fund additional hours for a Nurse Practitioner to perform the roles of both a Nurse Practitioner and College Nurse.

Resource Type:

Ongoing

Expenditure Category:

Professional Expert - Non FTE (2389)

Funded:

No

Funding Source:

Student Health Fees

- **1.1.r2 - Fees collected from students at time of services**

**Description**

Fees collected (6,000) from students at time of services

a) TB skin test

b) Immunizations

c) Physical exams by nurse practitioner

d) Family PACT(MediCal) program

**Rationale**

A student that is physically and emotionally healthy is more engaged in learning and is more likely to achieve his/her goals. Without the current funding for staff, services would be significantly reduced.

Resource Type:

Ongoing

Expenditure Category:

Non-Instruction Hourly (1480)

Funded:

No

Funding Source:

Student Health Fees

First Year Cost/Savings:

\$0.00/\$37,000.00

- **1.1.r3 - Maintenance of Effort (a mandate from the state requiring districts who collect a health fee to maintain the level of services as in 1986-87**

**Description**

Maintenance of Effort - a mandate from the state requiring districts who collect a health fee to maintain the level of services as in 1986-87. The sum of \$67,465.00 was reimbursed in September, 2012.

There has not been a reimbursement or known allocation to the health and wellness center since 2012 through the district resource allocation decision.

To maintain our expanded mental health and clinical services, the HWC is requesting the district to reallocate the Maintenance Effort money of \$67,465.00 to the student health services budget.

**Rationale**

A student that is physically and emotionally healthy is more engaged in learning and is more likely to achieve his/her goals. Without the current funding for staff, services would be significantly reduced. These funds should be reimbursed by the district as they historically were.

Resource Type:

Ongoing

Expenditure Category:

Non-Instruction Hourly (1480)

Funded:

No

Funding Source:

District

First Year Cost/Savings:

\$0.00/\$67,465.00

Second Year Cost/Savings:

\$0.00/\$67,465.00

Third Year Cost/Savings:

\$0.00/\$67,465.00

- **1.1.r4 - More Space needed for operations**

**Description**

The health and wellness center space does not meet the current needs of our expanding services. Three mental health therapists have only one office space for counseling - constantly requesting available space for counseling. The hallway is too narrow and has the printer making an already narrow space narrower thus restricting access for disabled persons with assistive devices.

Requesting expansion into the vacant former assessment center space next door to accommodate our counseling and clinical needs.

**Rationale**

The current set-up violates the mandates of the Americans with Disability Act of 1990 Title III (Public Accommodations). The narrow hallway restricts access for disabled persons with assistive devices.

Resource Type:

Ongoing

Expenditure Category:

Building Improvements (6220)

Funded:

No

Funding Source:

None

First Year Cost/Savings:

\$0.00/\$1,000.00

Second Year Cost/Savings:

\$1,000.00/\$0.00

Third Year Cost/Savings:

\$1,000.00/\$0.00

- **1.1.r5 - Nurse Practitioner**

**Description**

The Nurse Practitioner is an advanced practice nurse who is licensed to assess, diagnose, treat, counsel and refer patients experiencing acute health issues or requesting health maintenance support. Like the college nurse, the nurse practitioner also provides immunization services, birth-control refills, TB testing, laboratory specimen collection and other functions required to run and maintain normal clinic services. As of September 2017, the HWC no longer has a college nurse. The Nurse Practitioner is functioning in a dual role of college nurse and nurse practitioner. It is proposed that the two roles be combined into one in hiring a full time nurse practitioner/college nurse.

**Rationale**

A full-time nurse practitioner/college nurse will ensure that students have access to primary care services on campus so they don't have to take time off to get healthcare services. Also, given the long wait time before scheduled visits, the health and wellness center nurse practitioner meets a need for acute infections, respiratory conditions etc. The nurse

practitioner also provides physical exams for the student community. Having a clinician with the ability to prescribe medications is a valuable resource to enhance student retention and success.

A full-time nurse practitioner on site would produce a cost savings as opposed to two separate roles of Nurse Practitioner and College Nurse. Currently, Crafton Hills College utilizes a nurse practitioner as professional expert. Interest in the college nurse or nurse practitioner roles are limited due to lack of funds for full time positions. Therefore, creating a full-time Faculty position for the nurse practitioner is critical in maintaining current and expanding clinical services to students.

Resource Type:

Ongoing

Expenditure Category:

Non-Instruction Hourly (1480)

Funded:

No

Funding Source:

Student Health Fees

First Year Cost/Savings:

\$78,000.00/\$10,000.00

Second Year Cost/Savings:

\$78,000.00/\$10,000.00

Third Year Cost/Savings:

\$78,000.00/\$10,000.00

- **1.1.r6 - Supervising Mental Health Therapist**

**Description**

The supervising Mental Health Therapist works with individual, families and groups of students to address and treat mental disorders and to promote emotional wellbeing. Responsibilities include individual and group counseling services and active participation in the CHC behavioral team functions including risk assessment, crisis intervention, staff development by recommending best practices to support students struggling with psychological or emotional issues. The supervising Mental Health Therapist also provides supervision of trainees and interns who provide therapy to students in emotional distress.

The HWC will benefit from the services of a full time mental health supervising therapist to better meet the growing needs of our students in the area of emotional health.

**Rationale**

The mental health needs of students at Crafton Hills College are no different from the national average. Therefore having a fulltime therapist on campus is essential to student success and retention. As the relationship between mental health and student success is more clearly understood, there is increased awareness and aspiration for community colleges to make available mental health counseling services to students during school time.

A recent survey of students using the Health & Wellness Center revealed that mental health counseling was the second reason students sought our services, second to birth control. Common issues addressed in counseling include but not limited to depression, anxiety, academic stress, addiction and substance abuse, low self-esteem, grief etc.

A full time licensed therapist will ensure that we have a mental health expert in-house during regular clinic hours.

Resource Type:

Ongoing

Expenditure Category:

Consultants & Other Services (5113)

Funded:

No

Funding Source:

Student Health Fees

First Year Cost/Savings:

\$78,000.00/\$0.00

Second Year Cost/Savings:

\$78,000.00/\$0.00

Third Year Cost/Savings:

\$78,000.00/\$0.00

- **1.1.r7 - Adjunct Faculty Mental Health Therapist**

**Description**

A licensed adjunct faculty mental health therapist to work up to 24 hours a week providing mental health therapy to students in emotional distress.

**Rationale**

A licensed mental health therapist as adjunct faculty will ensure continued availability of services to students needing mental health therapy to meet the growing needs of students' emotional health. The adjunct faculty position will provide more stability to the department.

Resource Type:

Ongoing

Expenditure Category:

Non-Instruction Hourly (1480)

Funded:

No

Funding Source:

Student Health Fees

First Year Cost/Savings:

\$56,000.00/\$0.00

Second Year Cost/Savings:

\$56,000.00/\$0.00

Third Year Cost/Savings:

\$56,000.00/\$0.00

- **1.1.r8 - Mental Health Intern**

**Description**

Mental Health Intern is a Master's prepared mental health therapist that is fulfilling licensure requirements by providing therapy to students in emotional distress under the supervision of the licensed supervising therapist. This position is \$25 an hour for the first year of internship and \$30 for the second.

**Rationale**

The mental health intern applies therapeutic skills to provide therapy to students needing emotional support.

Resource Type:

Ongoing

Expenditure Category:

Professional Expert - Non FTE (2389)

Funded:

No

Funding Source:

Student Health Fees

First Year Cost/Savings:

\$30,000.00/\$0.00

Second Year Cost/Savings:

\$30,000.00/\$0.00

Third Year Cost/Savings:

\$30,000.00/\$0.00

**Actions/Activities:**

- **1.1.a1 - Provide quality and relevant health services and education**

Provide high quality health clinical and mental health services. Healthcare needs during the college years differ significantly from other times of life.

Start Date:

02/01/2016

End Date:

01/31/2019

Responsible Person:

Coordinator, HWC

Status Code:

Work is Underway

**Progress Description:**

Ongoing

**Measurements/Documentation of Progress:**

Ongoing

- **1.1.a2 - Promote in administrative meetings the importance of the student health fee**

In order to meet Title 5, 54700, which states "any district that provided health services in the 1986-87 fiscal year, must maintain that level of services regardless of how much is collected from the health fee," students should pay the student health fee to fund necessary services provided by the center. This message should be carried by the dean to other



administrators and managers, so others can learn about the center's obligations.

Start Date:

02/01/2015

End Date:

01/31/2018

Responsible Person:

Coordinator, HWC

Status Code:

Work is Completed and Ongoing

**Progress Description:**

Ongoing

**Measurements/Documentation of Progress:**

Ongoing

- **1.1.a3 - Expand HWC services into space next door**

Dean Cabrales to place request and make a case for expansion to VP Administration.

Administration to authorize cleaning and fixing of vacant space and help moving the services needed for expansion of the health and wellness center.

Start Date:

10/02/2017

End Date:

01/31/2018

Responsible Person:

Dean, Student Services

Status Code:

Work is Completed

**Progress Description:**

Completed

**Measurements/Documentation of Progress:**

Space occupied - activity accomplished

- **1.1.a4 - Research Full-Time Nurse Practitioner Position**

Contact Human Resources to discuss and assess the classification and salary options for a full-time, permanent Nurse Practitioner position.

Start Date:

11/08/2017

End Date:

02/28/2018

Responsible Person:

Health and Wellness Center Coordinator

Status Code:

Work is Underway

**Progress Description:**

Ongoing

**Measurements/Documentation of Progress:**

Ongoing

- **1.1.a5 - Implement an option to hire full-time nurse practitioner**  
Select the best option in consultation with Human Resources to create, advertise, and hire a full-time, permanent nurse practitioner.

Start Date:

03/01/2018

End Date:

03/01/2019

Responsible Person:

Health and Wellness Center Coordinator

Status Code:

Work is Underway

**Progress Description:**

NA

**Measurements/Documentation of Progress:**

NA

- **1.1.a6 - Full time Supervising Therapist**  
Work with Dean of Student services/Development and human resources to facilitate process and identify funding

Start Date:

07/01/2018

Responsible Person:

Coordinator

Status Code:

Work is Underway

**Progress Description:**

NA

**Measurements/Documentation of Progress:**

NA

- **1.1.a7 - Implement an option to hire a licensed supervising mental health therapist**  
Work with Dean of Student Services/Development and Human Resources to identify funding resources for hiring a licensed full time supervising mental health therapist

Start Date:

07/01/2018

Responsible Person:

Coordinator

Status Code:

Work is Underway

**Progress Description:**

NA

**Measurements/Documentation of Progress:**

NA

- **1.1.a8 - Implement an option to hire adjunct faculty licensed mental health therapist**

Work in conjunction with Dean for Student Services/Development, Director of EOPS/CARE and human resources to identify funding sources for licensed mental health as adjunct faculty

Start Date:

01/01/2018

Responsible Person:

Coordinator

Status Code:

Work is Underway

**Progress Description:**

NA

**Measurements/Documentation of Progress:**

NA

- **1.1.a9 - Increase the number of students served**

Increase number of students served by 10%. Increase promotional activities to advertise health and wellness center services to the student population through campus-wide publications, classroom presentations, participate in campus programs and post flyers and adverts for specials offered at the health and wellness center.

Start Date:

01/01/2018

End Date:

01/31/2019

Responsible Person:

Coordinator

Status Code:

Work is Completed and Ongoing

**Progress Description:**

NA

**Measurements/Documentation of Progress:**

NA

- **1.2 - Objective - Pursue funding sources to maintain and increase clinical services to students**

To pursue other funding Sources to maintain and increase clinical services to students

Rationale: Funding outside of the college is a practical approach as the financial situation in the state declines.

Priority Rank:

2

Original Start Date:

02/01/2016

Original End Date:

01/01/2019

Revised Start Date:

02/01/2016

Revised End Date:

01/01/2019

Responsible Person:

Coordinator, HWC

Strategic Direction:

7. Develop Programs and Services

Impact Type:

Department

Institutional Learning Outcome:

-- Pick One --

**Resource Requests:**

- **1.2.r1 - Family PACT (Family Planning, Access, Care and Treatment) Medi-Cal program**

**Description**

Expand Family PACT (Family Planning, Access, Care and Treatment) Medi-Cal program.

Provide Long Acting Reversible Contraceptive (LARC) devices such as IUDs and implants.

**Rationale**

Revenue from family pact has significantly reduced as a result of the affordable care act which provides health insurance for students that would otherwise qualify for family pact. Providing long acting reversible contraceptive devices will attract more female students to utilize our contraception services and bring in more revenue in reimbursement.

Resource Type:

Ongoing

Expenditure Category:

Non-Instruction Hourly (1480)

Funded:

No

Funding Source:

None

First Year Cost/Savings:

\$5,000.00/\$10,000.00

Second Year Cost/Savings:

\$10,000.00/\$15,000.00

Third Year Cost/Savings:

\$15,000.00/\$20,000.00

- **1.2.r2 - Be awarded Tobacco-Free Campus Grant**

**Description**

Receive the Tobacco-Free Campus Grant.

**Rationale**

Funding outside of the college is a practicable approach to maintain and increase funding. This will offset the state's financial situation and the decline of Mandated Cost Reimbursement.

Resource Type:  
One-time  
Expenditure Category:  
Part-Time / Overtime / Student (2380)  
Funded:  
No  
Funding Source:  
Grant  
First Year Cost/Savings:  
\$20,000.00/\$20,000.00  
Second Year Cost/Savings:  
\$20,000.00/\$20,000.00

▪ **1.2.r3 - Student Equity funding for expanded mental health services**

**Description**

Since 2016, the HWC has received funding from the Student Equity categorical fund in order to expand mental health services to students.

**Rationale**

This ongoing support is instrumental in continuing services to this student population.

Resource Type:  
Ongoing  
Expenditure Category:  
Professional Expert - Non FTE (2389)  
Funded:  
No  
Funding Source:  
None  
First Year Cost/Savings:  
\$30,000.00/\$0.00  
Second Year Cost/Savings:  
\$35,000.00/\$0.00  
Third Year Cost/Savings:  
\$35,000.00/\$0.00

▪ **1.2.r4 - Local Education Agency Medi-Cal Reimbursement**

**Description**

The Local Education Agency (LEA) Medi-Cal Reimbursement program will generate additional funds. Work is underway to implement LEA reimbursement.

**Rationale**

LEA Medi-Cal Reimbursement program will increase revenue for services rendered by both clinical and mental health.

Resource Type:  
Ongoing  
Expenditure Category:  
Non-Instruction Hourly (1480)  
Funded:

No  
Funding Source:  
State  
Second Year Cost/Savings:  
\$0.00/\$10,000.00

**Actions/Activities:**

- **1.2.a1 - Collaborate with SBVC, Student Health Center to establish programs together**

Collaborate with SBVC, Student Health program to establish future programs together when applicable.

Start Date:

02/01/2015

End Date:

01/01/2019

Responsible Person:

Coordinator, HWC

Status Code:

Work is Completed and Ongoing

**Progress Description:**

NA

**Measurements/Documentation of Progress:**

NA

- **1.2.a2 - Implement LEA Medi-Cal Billing Program**

Collaborate with Medical Billing Technology (MBT) to implement for Local Educational Agency (LEA) Medi-Cal Billing Option Program so the HWC can bill students with Medi-Cal for reimbursable services such as:

1) Health Care services including immunizations, physical exams, diagnostic and referral services

2) Mental health services including primary prevention, crises intervention, assessments, and referrals and training for teachers in detection of mental health problems.

Start Date:

02/01/2015

End Date:

01/31/2018

Responsible Person:

Coordinator, HWC

Status Code:

Work is Underway

**Progress Description:**

State agencies and Medical Billing Technology are working out the kinks in having colleges bill for services

**Measurements/Documentation of Progress:**

Will be measured when the first bill is submitted through Pyramed system

- **1.2.a3 - Work with CHC Grants office to pursue additional funding**

In order to augment the meager budget of the HWC, grants are needed to generate and expand programs and services.

Start Date:

09/01/2017

End Date:

06/30/2021

Responsible Person:

Coordinator, HWC

Status Code:

Work is Completed and Ongoing

**Progress Description:**

NA

**Measurements/Documentation of Progress:**

NA

- **1.3 - Objective - Engage the services of a reproductive health provider proficient in the insertion of Long Acting Reproductive Contraception (LARC) to supervise the Nurse Practitioner to ensure safe and accurate insertions of Intrauterine Devices and Nexplanon implants.**

Priority Rank:

5

Original Start Date:

08/01/2017

Original End Date:

12/31/2018

Revised Start Date:

08/01/2017

Revised End Date:

12/31/2018

Responsible Person:

Coordinator

Strategic Direction:

4. Expand Access

Impact Type:

Only Students

Institutional Learning Outcome:

-- Pick One --

**Resource Requests:**

- **1.3.r1 - Provide a stipend for LARC Provider**

**Description**

An estimated stipend of \$1000/month x 5 months (\$5000) is requested to contract a provider to devote 4 hours per week with the Health & Wellness Center. Once the services have begun, the program will generate revenue which will offset the one-time beginning costs.

**Rationale**

Long Acting Reversible Contraception (LARCs), intrauterine devices (IUDs) and nexplanon implants are rapidly becoming the contraceptive

option adopted in colleges and universities across the country. Several students at CHC have requested Long Acting Reversible contraception (LARC) as an alternative birth control option. Such students are currently referred to the county level. To provide on-site placement with a proficient certified health provider (Medical doctor, Nurse Practitioner or Physician Assistant) will empower Health & Wellness Center NPs to provide safe, efficient and effective long-acting reversible contraception for our student population.

Resource Type:

Ongoing

Expenditure Category:

Consultants & Other Services (5113)

Funded:

No

Funding Source:

None

First Year Cost/Savings:

\$5,000.00/\$20,000.00

Second Year Cost/Savings:

\$5,000.00/\$20,000.00

Third Year Cost/Savings:

\$5,000.00/\$20,000.00

**Actions/Activities:**

- **1.3.a1 - Identify a Certified/Experienced LARC provider**

Contact the San Bernardino reproductive health department and/or Loma Linda University to identify a healthcare provider proficient in the insertion of Intra Uterine Devices (IUDs) and Nexplanon implants that is willing to devote 4 hrs/week (to allow adequate scheduling of patients) with the Health & Wellness Center to instruct/supervise the Nurse Practitioners in the art of IUD/Implants placements.

Develop an agreement and define financial implications for relationship of said provider with the Health & Wellness Center.

Start Date:

08/01/2017

End Date:

12/31/2018

Responsible Person:

Hannah Sandy

Status Code:

Work is Planned but not yet firmly scheduled

**Progress Description:**

NA

**Measurements/Documentation of Progress:**

NA

- **2 - Goal - Enhance and maintain quality improvement**



Continue to enhance quality improvement by encouraging clinical and mental health staff to earn continuing education credits, maintaining current certification and the coordinator attending annual conferences by the Health Services Association for California Community Colleges (HSACCC).

Priority Rank:

4

**Objectives:**

o **2.1 - Objective - To complete Program Review and Planning Process**

To complete Program Review and Planning Process.

The program review and planning process evaluates the HWC's relationship to the mission of CHC and determines the future directions and allocation of fiscal and human resources; and provides the background necessary for making informed decisions.

Priority Rank:

6

Original Start Date:

01/01/2013

Original End Date:

01/01/2020

Revised Start Date:

01/01/2013

Revised End Date:

01/01/2020

Responsible Person:

Coordinator, HWC

Strategic Direction:

7. Develop Programs and Services

Impact Type:

Site

Institutional Learning Outcome:

-- Pick One --

**Actions/Activities:**

▪ **2.1.a1 - Attend Staff Development Programs on Program Review and Planning as they are offered**

Attend Staff Development Programs on Program Review and Planning as they are offered

Start Date:

02/01/2015

End Date:

01/31/2019

Responsible Person:

Coordinator, HWC

Status Code:

Work is Completed and Ongoing

**Progress Description:**

NA

**Measurements/Documentation of Progress:**

NA

- **2.2 - Objective - Generate Quality Improvement (QI) in all clinical and educational services provided**

Generate “quality assurance” in all clinical and educational services provided.

Rationale: College students have unique health care needs that are not recognized in the community. Consequently, students quickly come to value the confidential, convenient, supportive and affordable health services that are available to them in the HWC.

Priority Rank:

7

Original Start Date:

02/01/2015

Original End Date:

02/01/2019

Revised Start Date:

02/01/2015

Revised End Date:

02/01/2019

Responsible Person:

Coordinator, HWC

Strategic Direction:

1. Promote Student Success

Impact Type:

Department

Institutional Learning Outcome:

-- Pick One --

**Actions/Activities:**

- **2.2.a1 - Update and implement standardized procedures, protocols and guidelines to provide safe and quality health services and education.**

Update and implement standardized procedures, protocols and guidelines to provide safe, relevant and quality health services and education.

Start Date:

02/01/2015

End Date:

01/31/2019

Responsible Person:

Coordinator, HWC

Status Code:

Work is Completed and Ongoing

**Progress Description:**

NA

**Measurements/Documentation of Progress:**

NA

- **2.2.a2 - Encourage employees to maintain and improve professional skills and licenses**

Encourage employees to maintain and improve professional skills and licenses.

Encourage HWC staff to earn continuing education units through webinars and conferences/workshops

Start Date:

02/01/2015

End Date:

01/31/2018

Responsible Person:

Coordinator, HWC

Status Code:

Work is Completed and Ongoing

**Progress Description:**

NA

**Measurements/Documentation of Progress:**

NA

- **2.2.a3 - Empower employees to participate in continuing education in the area of college health, preventative medicine, ambulatory care, public health and more.**

Empower employees to participate in continuing education in the area of college health, preventative medicine, ambulatory care, public health and mental health.

Start Date:

02/01/2015

End Date:

01/31/2019

Responsible Person:

Coordinator, HWC

Status Code:

Work is Completed and Ongoing

**Progress Description:**

NA

**Measurements/Documentation of Progress:**

NA

- **2.2.a4 - Evaluate and improve services through student satisfaction surveys, i.e. POS**

Evaluate and improve services through student satisfaction surveys, i.e. POS

Start Date:

02/01/2015

End Date:

01/31/2019

Responsible Person:

Coordinator, HWC

Status Code:  
Work is Completed and Ongoing

**Progress Description:**

NA

**Measurements/Documentation of Progress:**

NA

- **2.2.a5 - Utilize social media to improve communication with students**  
Update website and improve other means of technologies to communicate with students. Implement survey on website to measure its effectiveness. Update, activate and engage students through social media via facebook, twitter and instagram.

Start Date:

02/01/2015

End Date:

01/31/2020

Responsible Person:

Coordinator, HWC

Status Code:

Work is Completed and Ongoing

**Progress Description:**

NA

**Measurements/Documentation of Progress:**

NA

- **2.2.a6 - Measure impact of mental health therapy service area outcome**

Work with the research department to develop a service area outcome measurement for mental health therapy interventions and administer survey to students seeking therapy.

Start Date:

01/16/2018

End Date:

06/30/2018

Responsible Person:

Coordinator

Status Code:

Work is Completed and Ongoing

**Progress Description:**

NA

**Measurements/Documentation of Progress:**

NA

## **10. Four-Year Action Plan (Goals, Objectives, Resources, and Actions)**

Updating this Question is Required on the Annual Plan!

**Rubric Item:** Reflect on your responses to all the previous questions. Complete the Four-Year Action Plan, entering the specific program goals ([goal rubric](#)) and objectives ([objective rubric](#)) you have formulated to maintain or enhance your strengths, or to address identified weaknesses. **In writing your objectives and developing your resource requests, take into account student learning and program assessment results.** Assign an overall priority to each goal and each objective. In addition, enter any actions and/or resources required to achieve each objective. (Click here to see a definition of [goals](#), [objectives](#), [actions](#), and how they work [together](#).)

- **1 - Goal - Expand and preserve mental health and clinical services for CHC students**

Preserve the current health services for CHC students

Priority Rank:

1

**Objectives:**

- **1.1 - Objective - To maintain mental health and clinical services for CHC students with or without other means of healthcare as measured through Pyramed statistics and other data.**

To maintain the current level of health services for CHC students who are without other means of healthcare as measured through Pyramed statistics.

Rationale: A student free from illness and injury is more engaged in learning and is more likely to achieve his/her goals. Without the current funding for staff, services would be significantly reduced.

Priority Rank:

1

Start Date:

02/01/2015

End Date:

01/01/2020

Responsible Person:

Coordinator, HWC

Strategic Direction:

1. Promote Student Success

Impact Type:

Site

Institutional Learning Outcome:

Not Applicable

**Resource Requests:**

- **1.1.r1 - Full Time Mental Health Therapist**

**Description**

The Mental Health Therapist works with individual and groups of students to address mental health disorders and to promote emotional wellbeing. He/she provides assessment, short term therapy, and effective and rapid intervention to students in crises. The Mental Health Therapist also provides supervision to Mental Health Trainees and Associates/Interns working at the Health & Wellness Center. This ensures continuous and daily staffing during Health and Wellness Center operational hours.

**Rationale**

Many college students struggle with mental health concerns like anxiety, depression, substance abuse and suicidal ideations. Support for emotional well-being with the goal of reducing substance abuse and suicide is of uttermost importance. Point of Service Surveys conducted at the Health & Wellness Center in the last two years indicate that the primary reason students sought services at the health and wellness center was for mental health related issues.

Resource Type:

One-time

Expenditure Category:

Consultants & Other Services (5113)

First Year Cost/Savings:

\$78,000.00/\$0.00

Second Year Cost/Savings:

\$78,000.00/\$0.00

Third Year Cost/Savings:

\$78,000.00/\$0.00

- **1.1.r2 - Full Time Nurse Practitioner**

**Description**

The Nurse Practitioner is an advanced practice, Masters prepared, Registered Nurse who is licensed to diagnose, manage and treat patient conditions with prescriptions or other modalities. The nurse practitioner also fulfills the regular functions of a college nurse by providing immunization, birth-control refills, TB testing, laboratory specimen collection and other functions required to run and maintain normal clinic services. A full time nurse practitioner will ensure continuity and availability of clinical intervention for students.

**Rationale**

A full-time nurse practitioner is trained and skilled to take care of acute infections, respiratory conditions and other emergent health issues that can be handled by the health & wellness center. The nurse practitioner also provides physical exams for the student community. Having a clinician with the ability to prescribe medications is a valuable resource to enhance student retention and success.

It is a challenge to retain a part time nurse practitioner when the competition readily offers full time nurse practitioner jobs. Therefore, creating a full-time Faculty position for the nurse practitioner is critical in maintaining current and expanding clinical services to students.

Resource Type:

Ongoing

Expenditure Category:

Professional Expert - Non FTE (2389)

First Year Cost/Savings:

\$78,000.00/\$10,000.00

Second Year Cost/Savings:

\$81,000.00/\$10,000.00

Third Year Cost/Savings:

\$84,000.00/\$10,000.00

- **1.1.r3 - Hire Mental Health Therapist**

**Description**

A licensed mental health therapist to work up to 30 hours a week providing mental health therapy to students in emotional distress.

**Rationale**

A Licensed Mental Health Therapist will maintain existing collaboration between EOPS/CARE/CalWORKS continued availability of high level mental health services to students to meet the growing needs of students' emotional health.

The adjunct faculty position will provide more stability to the department. This position could also serve as supervising therapist if they meet the Board of Behavioral Sciences' requirements.

Resource Type:

Ongoing

Expenditure Category:

Non-Instruction Hourly (1480)

First Year Cost/Savings:

\$56,000.00/\$0.00

Second Year Cost/Savings:

\$56,000.00/\$0.00

Third Year Cost/Savings:

\$56,000.00/\$0.00

- **1.1.r4 - Mental Health Intern**

**Description**

Mental Health Intern is a Master's prepared mental health therapist that is fulfilling clinical contact hours requirements by providing therapy to students in emotional distress under the supervision of the licensed supervising therapist. This position is \$25 an hour for the first year of internship and \$30 for the second and \$35 for all subsequent years of service.

**Rationale**

The mental health intern applies therapeutic skills to provide counseling to students needing emotional support. The intern also actively participates in planning and implementation of campus wide mental health education activities and facilitates group sessions.

Resource Type:

Ongoing

Expenditure Category:

Professional Expert - Non FTE (2389)

First Year Cost/Savings:

\$30,000.00/\$0.00

Second Year Cost/Savings:

\$30,000.00/\$0.00

Third Year Cost/Savings:

\$30,000.00/\$0.00

- **1.1.r5 - Renovation of Health & Wellness Center**

**Description**

The Health and Wellness Center has benefited from additional space for operations to house the Mental Health Therapists. This has created easier access and more privacy to clients and an overall student-friendly environment.

Room for Improvement exists as identified below:

1. Improved indoor air quality, especially in the mental health counseling wing - indoor air circulation is poor.
2. Install Impact Barrier at the secretary's work area and put a door release knob under the desk for each door to clinical and mental health counseling areas. This protection exists at our sister college, health center reception area.
3. Change damaged/stained ceiling tiles
4. Change floor tiles in room 105
5. Touch-up/paint walls in certain areas.
6. Provide conference center round table
7. Improve ambience in breastfeeding room - lamp, rug, wall painting/pictures

**Rationale**

The current set up meets the space needs of the department. Renovation and improvements in functionality and aesthetics is needed for a more welcoming therapeutic environment.

Resource Type:

One-time

Expenditure Category:

Building Improvements (6220)

- **1.1.r6 - Student Health Fee collected at registration - \$21 Fall/Spring and \$18 Summer (Program 8210)**

**Description**

Health Fee collected at registration - \$21 fall/spring & \$18 summer from each student (proposed fees from chancellor's office, ) **Note:** Of this amount SBCCD collects \$1.50 for student accident insurance.

**Rationale**



To maintain/increase staff coverage of HWC staff, Full time and Temporary. Covers salaries for Coordinator and Secretary and other operational costs of the HWC.

Resource Type:

Ongoing

Expenditure Category:

Professional Expert - Non FTE (2389)

First Year Cost/Savings:

\$250,000.00/\$0.00

Second Year Cost/Savings:

\$250,000.00/\$0.00

Third Year Cost/Savings:

\$250,000.00/\$0.00

- **1.1.r7 - Revenue from clinical service fees**

**Description**

The Health & Wellness Center will continue to receive the revenue generated in the administration of the following services:

a) TB skin test

b) Immunizations

c) Physical exams by nurse practitioner

d) Family PACT(Medi-Cal) program

**Rationale**

This revenue contributes to the Health & Wellness Center reserve that pays in part the salaries of Mental Health Therapists and Nurse Practitioner.

Resource Type:

Ongoing

Expenditure Category:

Non-Instruction Hourly (1480)

First Year Cost/Savings:

\$0.00/\$37,000.00

**Actions/Activities:**

- **1.1.a1 - Hire Full time Supervising Therapist**

Work with College Administration to determine funding

Start Date:

07/01/2019

End Date:

06/30/2020

Responsible Person:

Dean, Student Services & Student Development

- **1.1.a2 - Hire a licensed supervising mental health therapist**

Work with Dean of Student Services/Development and Senior

Administration to identify funding resources for hiring a licensed full time supervising mental health therapist

Start Date:

07/01/2019

End Date:  
06/30/2020  
Responsible Person:  
Dean and Coordinator

- **1.1.a3 - Hire full-time nurse practitioner**

Copy from previous and paste  
Start Date:  
07/01/2019  
End Date:  
06/30/2020

Responsible Person:  
Dean and Coordinator

- **1.1.a4 - Hire Licensed Mental health therapist**

Continue existing partnership between Mental Health and EOPS/CARE/CalWorks in providing mental health counselor for consideration of adjunct faculty assignment in the EOPS/CARE/CalWorks.

Start Date:  
07/01/2019  
End Date:  
06/30/2020

Responsible Person:  
Dean and EOPS Director

- **1.1.a5 - Renovation of Health & Wellness Center**

Dean Cabrales and Coordinator will continue to make a case for expansion/renovation of HWC to Senior Administration. Coordinator, discussed with Larry Cook, Maintenance & Grounds director, the areas that need renovation on 4/4/19. Larry said there were plans to replace indoor air ventilation system.

Start Date:  
04/08/2019  
End Date:  
06/30/2020

Responsible Person:  
Dean Student Services and

- **1.1.a6 - Provide quality and relevant health services and education**

Provide high quality clinical and mental health services. Healthcare needs during the college years differ significantly from other times of life.  
- The Health & Wellness Center currently provides the following services:

1) Clinical Services:  
- Well Visits/Check Up

- Sick Visits - Diagnoses and Treatment
- Immunizations & Titers
- Reproductive Health Services
- Family Pact
- Health Education

2) Mental Health Assessment and Counseling/Therapy

Start Date:

02/01/2016

End Date:

06/30/2020

Responsible Person:

Coordinator, HWC

- **1.1.a7 - Increase the number of students served**

Increase number of students served by 10%. Increase promotional activities to advertise health and wellness center services to the student population through campus-wide publications, classroom presentations, participate in campus programs and post flyers and adverts for specials offered at the health and wellness center.

Start Date:

01/01/2018

End Date:

06/30/2019

Responsible Person:

Coordinator

- **1.2 - Objective - Pursue funding sources to maintain and increase clinical services to students**

To pursue other funding Sources to maintain and increase clinical services to students

Rationale: Funding outside of the college is a practical approach as the financial situation in the state declines.

Grant funding was received from Truth Initiative in the Fall of 2017 for \$20,000 for implementing a tobacco-free policy on campus. Grant activities are ongoing.

Priority Rank:

2

Start Date:

02/01/2016

End Date:

06/30/2019

Responsible Person:

Coordinator, HWC

Strategic Direction:

7. Develop Programs and Services

Impact Type:

Department

Institutional Learning Outcome:

Not Applicable

**Resource Requests:**

▪ **1.2.r1 - Family PACT (Family Planning, Access, Care and Treatment)**

**Medi-Cal program**

**Description**

Expand Family PACT (Family Planning, Access, Care and Treatment) Medi-Cal program.

Provide Long Acting Reversible Contraceptive (LARC) devices such as IUDs and implants.

This activity is on hold and does not seem to get district approval. While CHC HWC is willing to implement, SBVC chooses not to participate.

**Rationale**

Revenue from family pact has significantly decreased as a result of the affordable care act which provides health insurance for students that would otherwise qualify for family pact. Providing long acting reversible contraceptive devices will attract more female students to utilize our contraception services and bring in more revenue in reimbursement.

District will only approve services endorsed by both health centers. Providing LARC is not an objective Valley College seeks to pursue.

Resource Type:

Ongoing

Expenditure Category:

Non-Instruction Hourly (1480)

First Year Cost/Savings:

\$5,000.00/\$10,000.00

Second Year Cost/Savings:

\$10,000.00/\$15,000.00

Third Year Cost/Savings:

\$15,000.00/\$20,000.00

▪ **1.2.r2 - Tobacco-Free Campus Grant**

**Description**

Pursue the Tobacco-Free Campus Grant.

A grant of \$20,000 was received in Fall 2017 through June of 2019 and grant activities are underway as proposed.

**Rationale**

Funding outside of the college, i.e. grants, is necessary to the operations of the HWC in promotion of campus mental health personnel and health initiatives .

Resource Type:

One-time

Expenditure Category:

Part-Time / Overtime / Student (2380)

First Year Cost/Savings:

\$20,000.00/\$20,000.00

Second Year Cost/Savings:

\$20,000.00/\$20,000.00

- **1.2.r3 - Local Education Agency Medi-Cal Reimbursement**

**Description**

The Local Education Agency (LEA) Medi-Cal Reimbursement program will generate additional funds. Work is underway to implement LEA reimbursement.

**Rationale**

LEA Medi-Cal Reimbursement program will increase revenue for services rendered by both clinical and mental health providers.

There is indication this revenue generating resource will soon be made available to CCCs.

Resource Type:

Ongoing

Expenditure Category:

Non-Instruction Hourly (1480)

Second Year Cost/Savings:

\$0.00/\$10,000.00

**Actions/Activities:**

- **1.2.a1 - Collaborate with SBVC, Student Health Center to establish programs together**

Collaborate with SBVC, Student Health Services Center and School of nursing to plan future programs together, such as healthfairs, wellness programs, when applicable.

Start Date:

02/01/2015

End Date:

06/30/2021

Responsible Person:

Coordinator, HWC

- **1.2.a2 - Implement LEA Medi-Cal Billing Program**

Collaborate with Medical Billing Technology (MBT) to implement for Local Educational Agency (LEA) Medi-Cal Billing Option Program so the HWC can bill students with Medi-Cal for reimbursable services such as:

1) Health Care services including immunizations, physical exams, diagnostic and referral services

2) Mental health services including primary prevention, crises intervention, assessments, and referrals and training for teachers in detection of mental health problems.

Start Date:

02/01/2015

End Date:

06/30/2020

Responsible Person:

Coordinator, HWC

- **1.2.a3 - Work with CHC Grants office to pursue additional funding**  
In order to augment the budget of the HWC, grants are needed to generate and expand programs and services.

The HWC was awarded \$20,000 by Truth Initiative for implementing a campaign to recommend 100% tobacco-free campus policy. Project is ongoing till June 30,2019.

The CCC Chancelor's office awarded CHC \$36,668 for strenthening mental health services through trainings and campus-wide events up to June 30, 2020. Project is ongoing.

Start Date:

09/01/2017

End Date:

06/30/2021

Responsible Person:

Coordinator, HWC

- **1.2.a4 - Tobacco-free Campus Grant**

Grant Proposal was written in collaboration with the research department and the HWC was awarded \$20,000 by Truth Initiative to promote and influence policy change for a 100% tobacco-free, smoke-free campus.

This grant is in progress and the HWC has successfully engaged the campus in campaign activities including a taskforce that has put together a policy change that is working its way to board discussions.

Start Date:

09/01/2017

End Date:

06/30/2019

Responsible Person:

Coordinator, HWC

- **1.2.a5 - Tobacco-free Campus Initiative**

The recent campus wide survey exploring sentiments for a Tobacco-Free Campus had 59% of respondents in support of a smoke-fre campus if Quit smoking services were provided

The Grant sponsor, Truth Initiative, has installed a software with the different campuses, BecomeanEx.com to support students and staff wanting to quit smoking. This software is available to the entire SBCCD community until December 2019.

Start Date:

04/01/2019

End Date:

06/30/2019

Responsible Person:

Coordinator

- **2 - Goal - Enhance and maintain quality improvement**

Continue to enhance quality improvement by encouraging clinical and mental health staff to earn continuing education credits, maintaining current certification and the coordinator

attending annual conferences by the Health Services Association for California Community Colleges (HSACCC).

Priority Rank:

4

**Objectives:**

○ **2.1 - Objective - To complete Program Review and Planning Process**

To complete Program Review and Planning Process.

The program review and planning process evaluates the HWC's relationship to the mission of CHC and determines the future directions and allocation of fiscal and human resources; and provides the background necessary for making informed decisions.

Priority Rank:

6

Start Date:

01/01/2013

End Date:

01/01/2020

Responsible Person:

Coordinator, HWC

Strategic Direction:

7. Develop Programs and Services

Impact Type:

Site

Institutional Learning Outcome:

Not Applicable

**Actions/Activities:**

▪ **2.1.a1 - Attend Staff Development Programs on Program Review and Planning as they are offered**

Attend Staff Development Programs on Program Review and Planning as they are offered

Start Date:

02/01/2015

End Date:

06/30/2021

Responsible Person:

Coordinator, HWC

○ **2.2 - Objective - Generate Quality Improvement (QI) in all clinical and educational services provided**

Generate "quality assurance" in all clinical and educational services provided.

Rationale: College students have unique health care needs that are not recognized in the community. Consequently, students quickly come to value the confidential, convenient, supportive and affordable health services that are available to them in the HWC.

Priority Rank:

7

Start Date:

02/01/2015

End Date:

06/30/2020

Responsible Person:

Coordinator, HWC

Strategic Direction:

1. Promote Student Success

Impact Type:

Department

Institutional Learning Outcome:

Not Applicable

**Resource Requests:**

- **2.2.r1 - Purchase of Space Saver Cabinet Treatment Table with Step Stool**

**Description**

Replace the current treatment table in SSB 105 with a new Space Saver Cabinet Treatment Table with step stool.

**Rationale**

Provide a comfortable, modern exam table for conducting medical exams on clients that use the HWC.

Resource Type:

One-time

Expenditure Category:

Equipment & Furniture (6400)

First Year Cost/Savings:

\$1,000.00/\$250.00

Second Year Cost/Savings:

\$0.00/\$250.00

Third Year Cost/Savings:

\$0.00/\$250.00

- **2.2.r2 - Purchase Powered Procedure Chair**

**Description**

Purchase a new Powered Procedure Chair to replace current worn out chair in SSB 103.

**Rationale**

Current chair is worn out, heavy duty and occupies so much space in a very tiny exam room.

A new procedure chair would accommodate the needs of our students and provide the needed technology for different postural exam requirements.

Resource Type:

One-time

Expenditure Category:

Equipment & Furniture (6400)

First Year Cost/Savings:



\$3,000.00/\$1,000.00

Second Year Cost/Savings:

\$0.00/\$1,000.00

Third Year Cost/Savings:

\$0.00/\$1,000.00

**Actions/Activities:**

▪ **2.2.a1 - Safe Medical Waste Disposal**

The Public Health Environmental Services audit report last June expressed areas needing improvement in the current Health and Wellness Medical Waste Disposal System.

The Dean of Student Services and Student Development and the HWC Coordinator followed up with Michael Nugyen, the SBCCD Environmental Health and Safety Administrator, and discussions are underway to improve medical waste pick up disposal for sharps and biomedical hazards.

Purchase Sharps Containers for safe disposal of medical sharps.

Start Date:

04/04/2019

End Date:

04/30/2020

Responsible Person:

Dean, Student Services & Student Development

▪ **2.2.a2 - Update and implement standardized procedures, protocols and guidelines to provide safe and quality health services and education.**

Update and implement standardized procedures, protocols and guidelines to provide safe, relevant and quality health services and education.

Start Date:

02/01/2015

End Date:

06/30/2020

Responsible Person:

Coordinator, HWC

▪ **2.2.a3 - Encourage employees to maintain and improve professional skills and licenses**

Encourage employees to maintain and improve professional skills and licenses.

Encourage HWC staff to earn continuing education units through webinars and conferences/workshops

Start Date:

02/01/2015

End Date:

07/31/2020

Responsible Person:

Coordinator, HWC

- **2.2.a4 - Empower employees to participate in continuing education in the area of college health, preventative medicine, ambulatory care, public health and more.**

Empower employees to participate in continuing education in the area of college health, preventative medicine, ambulatory care, public health and mental health.

Start Date:

02/01/2015

End Date:

06/30/2020

Responsible Person:

Coordinator, HWC

- **2.2.a5 - Evaluate and improve services through student satisfaction surveys, i.e. POS**

Evaluate and improve services through student satisfaction surveys, i.e. POS

Start Date:

07/01/2015

End Date:

01/31/2019

Responsible Person:

Coordinator, HWC

- **2.2.a6 - Utilize social media to improve communication with students**

Update website and improve other means of technologies to communicate with students. Implement survey on website to measure its effectiveness.

Update, activate and engage students through social media via facebook, twitter and instagram.

Start Date:

02/01/2015

End Date:

01/31/2020

Responsible Person:

Coordinator, HWC

- **2.2.a7 - Measure impact of mental health therapy service area outcome**

Work with the research department to develop a service area outcome measurement for mental health therapy interventions and administer survey to students seeking therapy.

Start Date:

07/01/2019

End Date:

06/30/2020

Responsible Person:

Coordinator

- **2.2.a8 - Medical Drapes**

Request Maintenance to provide two curtains/medical drapes to divide exam area in exam room SSB 105

Start Date:

04/01/2019

End Date:

06/30/2019

Responsible Person:

Coordinator, HWC

## **11. Comments**

This space is provided for participants and managers to make additional comments. Comments are not required.

**There are no comments for this plan.**

## **12. Supporting Documents**

This question is for attaching supplemental materials. Supporting documents are not required.

- [2017-18-dq-non-instructional-feedback\\_Health\\_Final.docx](#)