STUDENT HEALTH SERVICES

Reviewed & Approved
12/13/23

Summary of Program Review:

A. Major Findings

1. Strengths:

- Student Health Services was essential for Napa Valley College to navigate the COVID-19 pandemic.
- Data shows the program supports our BIPOC student population.
- Data is reflective of a Hispanic Serving Institution, students identifying as Latinx/Hispanics were the majority of students served.
- Majority of students served were younger who may not be as familiar with navigating larger health care systems.

2. Areas for Improvement:

- Missing comprehensive mental health services data.
- Limited access in terms of hours of operation since 2022-23 due to part-time staffing.
- Current office/clinic space limits access: located at the back, periphery of campus in a temporary building unit with college police.

3. Projected Program Growth, Stability, or Viability:

There will be an increased need for Student Health Services with new student housing.
There is an ongoing, growing need for mental health support.

B. Program's Support of Institutional Mission and Goals

1. Description of Alignment between Program and Institutional Mission:

Napa Valley College prepares students for evolving roles in a diverse, dynamic, and interdependent world. It is committed to student achievement through high-quality programs and services.

Student Health Services aligns with the Institutional Mission by addressing the foundational physiological, safety, and emotional needs necessary for students to pursue self-actualization such as career training or higher education.

2. Assessment of Program's Recent Contributions to Institutional Mission:

Student Health Services continues to support the Institutional Mission as above and was essential to navigating the COVID-19 pandemic. The program's expertise and response supported the entire College community.

3. Recent Program Activities Promoting the Goals of the Institutional Strategic Plan and Other Institutional Plans/Initiatives:

Napa Valley College Institutional Strategic Plan, 2018-2023

- *Work with local educational partners to promote opportunities at NVC and equip incoming students with the skills and resources needed for college success*
- *Engage NVC students and assist in their progress towards educational and job training goals*

- *Increase NVC student achievement and completion of educational and job training goals*
- *Achieve equity in student outcomes and promote equity-mindedness as a means to evaluate all District practices*
- *Ensure the fiscal stability of NVC as a community-supported district*
- *Enhance collaboration between NVC and community and civic partners*

Student Health Services increases equitable access to health care to help students achieve success. Good physical and mental health is essential to learning.

Student Health Services regularly partners with community organizations: Napa County Public Health, District Attorney's Office, Napa Opioid Safety Coalition, NEWS (Nurturing, Empowerment, Worth, Safety) Domestic Violence and Abuse services, LGBTQ Connection, Aldea, and Mentis on health promotion, reducing stigma, and raising awareness campaigns.

Former therapist was a Napa Valley College representative on Napa County Mental Health Stakeholder Advisory Committee.

Student Health Services manages the annual Mental Health Allocation which is instrumental in supporting the recurring Mentis MOU and the new TimelyCare MOU to provide mental health support to students.

C. New Objectives/Goals:

- Increase student access and utilization by making Director/Nurse Practitioner a full-time position and creating a new office/clinic space.
- Enhance mental health support capacity to address the growing need.
- Create a student survey that is sent to all students accessing services for both SHS and Mentis.
- Director/Nurse Practitioner will lead activities supporting River Trail Village and Resident Life Goals attainment.

D. Description of Process Used to Ensure "Inclusive Program Review"

Reviewed with Medical Assistant and supervising Dean and VP.

I. DESCRIPTION OF PROGRAM

A. Program Purpose

Describe the purpose of the program – as a general statement.
Following the general statement, a bulleted list may be used to describe the services offered.

Address students' physical and mental health needs to help them succeed.

- Health assessment and treatment
- Reproductive/Sexual health services
- Meet program or athletics requirements (physicals, Tuberculosis testing/screening)
- Opioid Safety (College requirement per new laws)
- Crisis management
- Therapy
- 24/7 mental health support
- Self-care resources

B. Alignment with the Student Pipeline

Identify how the program's areas of responsibility align with the student experience.
At what point(s) does the program support students? Use the response in Section I.A to guide this reflection.

Student Health Services supports student retention and completion of programs. Good physical and mental health is essential to learning.

C. Student Population(s) Served

What is/are the intended student population(s) that the program serves? The student populations may be identified via a bulleted list.

Student Health Services serves all students. When any individual student is treated by Student Health Services, it contributes to the health and well-being of the whole college community.

D. Delivery of Services (Modalities)

How does the program deliver services to students? Describe what the program does to ensure access among students, regardless of location or mode of delivery.

- Nurse Practitioner consultation is available in person and by telephone.
- The Student Health Center stocks Narcan and select prescription and over the counter medication to dispense onsite.
- Students can be referred to outside pharmacies and laboratories.
- TimelyCare provides 24/7, virtual mental health support and resources.
- Mentis therapist provides virtual and in-person therapy.
- Online screening tools and self-care resources are available.

E. Effective Program

Program Reflection:

What does an effective student support service of the type that your program offers look like? Use the responses to Sections I.A – I.D to begin identifying metrics to incorporate into the remainder of the report – to be used to help evaluate effectiveness of the program.

Student Health Services delivers sustainable and effective health services within the Napa Valley College community. By meeting students where they are at, Student Health Services serves marginalized students, i.e. those with no insurance, lower income, and students who may not be as familiar with navigating larger health care systems.

Using a public health model, Student Health Services promotes health, prevention of disease, and empowerment of students to manage illness. Through awareness campaigns and development of health and safety policies, the program impacts the lives of all students. When any individual student is treated by Student Health Services, it contributes to the health and well-being of the whole college community.

As well as providing direct health care services to students, the Director serves on various District Committees.

II. PROGRAM DATA

A. Demand

Number of Students/Visitors Served

Table 1. Summary of Student Health Center Appointments.

Outcome	Annual			3-Year (duplicated)		Pct change from 2020-21 to 2022-23
	2020-21	2021-22	2022-23	Total	Annual Avg	
Total Student Health Center visits	808	1,695	657	3,160	1,053.3	-18.7%
Visits by credit enrolled students	677	1,273	449	2,399	799.7	-33.7%
Pct visits by enrolled students	83.8%	75.1%	68.3%	75.9%	75.7%	***-15.5%***

Source: NVC Student Health Services, NVC Colleague SIS (Retrieved 10/16/2023).
Note: ***Bold italics*** denote a statistically significant percent difference from 2020-21 to 2022-23.

RPIE Analysis: Between 2020-21 and 2021-22, the number of visits to the Student Health Center increased by 110%. Over the last three academic years, the number of visits decreased by 18.7%. NVC students accounted for 68% to 84% of visits to the Student Health Center each year, with an average of 76% of visits across the three-year period.

Program Reflection:

Student Health Services was essential in Napa Valley College navigating the COVID-19 pandemic.
During the pandemic, Student Health Services extended COVID testing to employees, not just students.

These trends reflect the changing course of the COVID-19 pandemic. It also reflects decreased staffing, suspension of weekly COVID testing requirement for unvaccinated students and staff, and the end of the pandemic in 2022-23.

The longtime Director/NP retired in Spring of 2022. Fiscal constraints delayed hiring a new Director/NP. The Director/Nurse Practitioner position decreased to part-time status.
Comprehensive therapist/mental health visit data are not available.

Table 2. Summary of Student Health Center Visitors.

Outcome	Annual			3-Year (unduplicated)		Pct change from 2020-21 to 2022-23
	2020-21	2021-22	2022-23	Total	Annual Avg	
Total Student Health Center visitors	364	609	348	1,074	440.3	-4.4%
Credit enrolled students	280	436	256	819	324.0	-8.6%
Pct credit enrolled students	76.9%	71.6%	73.6%	76.3%	74.0%	-3.4%
Pct enrolled students who returned	53.2%	53.2%	37.5%	53.1%	48.0%	***-15.7%***
Average number of visits by credit enrolled students	2.4	2.9	1.8	2.9	2.4	-25.0%

Source: NVC Student Health Services, NVC Colleague SIS (Retrieved 10/16/2023).
Note: ***Bold italics*** denote a statistically significant percent difference from 2020-21 to 2022-23.

RPIE Analysis: Between 2020-21 and 2021-22, the number of visitors to the Student Health Center increased by 67.3%. Over the three-year period reported in Table 2, the number of visitors decreased by 4.4%. Over 76% of the 1,074 unique visitors over the three-year period were credit students. In 2020-21 and 2021-22, more than half of the credit students who visited the Student Health Center had repeat visits, averaging 2.4 and 2.9 visits per student, respectively. In 2022-23, 37.5% of credit students who visited the Student Health Center returned for another visit within that academic year. As a result, the average number of visits per credit student who accessed the Student Health Center decreased to 1.8 that year.

Program Reflection:

Again, these trends reflect the changing course of the COVID-19 pandemic.
Again, 2022-23 data reflects decreased staffing, suspension of weekly COVID testing requirement for unvaccinated students and staff, and the end of the pandemic.
Student Health Services typically manages episodic health conditions rather than chronic conditions that would require regular follow up.

Table 3. Demographics of Student Health Center visitors.

Group	2020-21	2021-22	2022-23	3-Year Total (unduplicated)	
Student Health Center visitors	280	436	256	819	100%
Race/Ethnicity					
African American/Black	37	53	25	90	11.0%
Asian	49	76	49	140	17.1%
Latinx/Hispanic	101	163	100	320	39.1%
Multi-Racial	15	30	13	50	6.1%
White	71	105	64	203	24.8%
Unknown/Not reported	7	9	5	16	2.0%
Gender					
Female	148	232	153	457	55.8%

Group	2020-21	2021-22	2022-23	3-Year Total (unduplicated)	
Male	131	201	101	357	43.6%
Unknown/Not reported	1	3	2	5	0.6%
Age Group					
19 or younger	96	131	86	305	37.2%
20 to 24	87	144	66	217	26.5%
25 to 29	45	67	26	109	13.3%
30 to 34	25	34	36	77	9.4%
35 to 39	10	21	16	39	4.8%
40 to 54	10	33	23	56	6.8%
55 and older	6	6	3	15	1.8%
Unknown/Not reported	1	0	0	1	0.1%

Source: NVC Student Health Services, NVC Colleague SIS (Retrieved 10/16/2023).

RPIE Analysis: Between 2020-21 and 2021-22, the number of distinct visitors to the Student Health Center increased by 55.7%. Between 2021-22 and 2022-23, the number of distinct visitors decreased by 41.3%, resulting in an overall decrease of 8.6% over the three-year period. With few exceptions, this pattern of increase (between 2020-21 and 2021-22) followed by decrease (between 2021-22 and 2022-23) is maintained across all demographic groups reported in Table 3. (The exceptions are among three age groups: students ages 30 to 34, students 55 and older, and students of unknown age.)

Across the three-year period, Latinx/Hispanics claimed the largest share of visitors to the Student Health Center based on race/ethnicity, with 39.1%. Whites claimed the second largest share of visitors based on race/ethnicity, with 24.8%. The majority of Student Health Center visitors (55.8%) over the past three years were female. Together, students ages 19 and younger and students ages 20 to 24 accounted for the majority of Student Health Center visitors. These two age groups accounted for 63.7% of visitors over the past three years.

Program Reflection:

Data is reflective of a Hispanic Serving Institution, students identifying as Latinx/Hispanics were the majority of students served.

The data aligns with national health care utilization data where women tend to visit a health care provider to a greater extent than do men for both physical and mental health concerns.

Table 4. Comparison of NVC Students and Student Health Center Visitors, 2020-21 to 2022.

	All NVC students	Health Center visitors	Difference Health Center visitors from all NVC students
Total headcount	13,018	819	--
Pct of group by Race/Ethnicity			
African American/Black	4.8%	11.0%	***6.2%***
American Indian or Alaska Native	0.3%	0.0%	-0.3%
Asian	13.6%	17.1%	3.5%
Latinx/Hispanic	40.8%	39.1%	-1.7%
Multi-Racial	4.9%	6.1%	1.2%
White	26.4%	24.8%	-1.6%
Unknown/Not reported	9.1%	2.0%	-7.1%
Pct of group by Gender			
Female	57.0%	55.8%	-1.2%
Male	40.7%	43.6%	2.9%
Unknown/Not reported	2.3%	0.6%	-1.7%
Pct of group by Age Group			
19 or younger	45.0%	37.2%	***-7.8%***
20 to 24	23.1%	26.5%	3.4%
25 to 29	11.2%	13.3%	2.1%
30 to 34	6.9%	9.4%	2.5%
35 to 39	4.1%	4.8%	0.7%

40 to 54	6.2%	6.8%	0.6%
55 and older	3.4%	1.8%	-1.6%
Unknown/Not reported	0.1%	0.1%	0.0%

Source: NVC Student Health Services, NVC Colleague SIS (Retrieved 10/16/2023).
Note: ***Bold italics*** denote a statistically significant difference between the percent of all NVC students and the percent of Health Center visitors. Only credit enrolled visitors are reported.

RPIE Analysis: Table 4 compares the proportion of Student Health Center users claimed by demographic groups between 2020 and 2022 with the proportion each group claimed among the NVC credit-student population. The population shares among Student Health Center users claimed by the following groups differed from the NVC student population by more than 3% (±3%):

Groups with larger shares among Student Health Center visitors:
- *African American/Black students (6.2% difference)*
- *Asian students (3.5% difference)*
- *Students ages 20 to 24 (3.4% difference)*

The difference in the shares claimed by African American/Black students is statistically significant.

Groups with lower shares among Student Health Center visitors:
- *Students 19 years old or younger (7.8% difference)*
- *Students of unknown race/ethnicity (7.1% difference)*

The difference in the shares claimed by students 19 and younger is statistically significant.

Program Reflection:

Student Health Services serves our BIPOC student population.
Student Health Services makes health care accessible to young adults who may have less experience navigating larger health care systems.
The College's youngest students may be dual enrolled with less need for student health services (generally healthy, rely on parents to determine health needs) or access (not on campus).

Needs of Students/Services Sought

Table 5. Health Center appointments by appointment type.

Appointment Type	Percent Annual Visits 2020-21	2021-22	2022-23	3-Year Total	Difference from 2020-21 to 2022-23
COVID Related Services	51.6%	72.8%	29.4%	58.7%	***-22.2%***
Immunization	1.8%	1.1%	1.6%	1.4%	-0.2%
Medical	3.8%	3.0%	12.0%	4.9%	8.2%
Mental Health Services (NP)	0.9%	2.0%	3.3%	2.0%	2.4%
Physical Exam	18.3%	9.4%	22.3%	14.3%	4.0%
Admissions	*5.6%*	*3.1%*	*11.8%*	*5.4%*	6.2%
Other Physical	*0.1%*	*0.2%*	*1.1%*	*0.3%*	1.0%
Sports	*12.6%*	*6.1%*	*9.4%*	*8.5%*	-3.2%

Sexual/Reproductive Health	3.7%	1.9%	5.3%	3.0%	1.6%
TB Screening/Testing	19.9%	9.8%	26.1%	15.7%	6.2%
Total	677	1,273	449	2,399	--

Source: NVC Student Health Services, NVC Colleague SIS (Retrieved 10/16/2023).
Note: ***Bold italics*** denote a statistically significant change in appointment type from 2020-21 to 2022-23.
Appointments are reported for credit enrolled students only.

RPIE Analysis: Table 5 provides more information about the individual visitors to the Student Health Center each year, as reported in Table 1 (above). The types of appointment sought by Student Health Center visitors varied over the past three years. In 2020-21 and 2021-22, the majority of visits were associated with Covid-related services. This category accounted for 51.6% and 72.8% of visits in the two years, respectively. In 2022-23, the plurality of visits (29.4%) were associated with Covid, while 26.1% of visits were associated with TB screening/testing.

Demand for the following types of services increased by more than 3% over the past three years:

- *Medical (8.2%)*
- *Physical exams associated with admissions (6.2%)*
- *TB screening/testing (6.2%)*
- *Physical exams overall (4.0%)*

(These differences are not statistically significant.)

Demand for the following types of services decreased by more than 3% over the past three years:

- *Covid-related services (-22.2%)*
- *Physical exams associated with sports (-3.2%)*

The decrease in demand for Covid-related services is statistically significant.

Program Reflection:

This data again reflects the course of the COVID-19 pandemic and Student Health Services changing role in supporting students as they return to campus.

It also reflects decreased hours of operation, suspension of weekly COVID testing requirement for unvaccinated students and staff, and the end of pandemic in 2022-23.

Comprehensive mental health/therapist visit data is not available. Student Health Service's full-time therapist resigned in October 2021, and due to fiscal constraints, the position remains vacant.

NVC contracted with Mentis to provide a part-time therapist for the past 3 years. Starting in July 2023, Mentis provides 1 FTE therapists: .5 Miguel and .5 Lili. Ricardo is an Outreach Specialist. Mentis data is not included in this analysis. Therapists provide services to a combined average of 5 students per day.

Table 6. Summary of TimelyCare appointment types, 7/1/2022 to 7/31/2023 .

	Appointment Type	
Appointments	Scheduled Counseling	TalkNow
Requested appointments	92	42

Completed appointments	64	36
Percent of appointments completed	69.6%	85.7%
Avg length of appointment (minutes)	54	26
Percent of requested appointments by Gender		
Male	18.8%	71.4%
Female	81.3%	28.6%

Source: NVC Student Health Services. Data is provided via standardized TimelyCare reporting, allowing for limited customization.

RPIE Analysis: TimelyCare delivers services to students via scheduled counseling appointments and TalkNow. Between July 1, 2022 and July 31, 2023, the majority of appointments requested (68.7%) were for scheduled counseling. TalkNow appointments were completed at a higher rate than scheduled counseling appointments (with the two claiming completion rates of 85.7% vs. 69.6%, respectively). Appointments held via scheduled counseling and those held via TalkNow also differed in terms of the time spent on each appointment. The average length of TalkNow appointments was 26 minutes, which the average among scheduled counseling appointments was 54 minutes. Based on the one year of data provided by Mentis, male students appear to have a preference for the TalkNow offering, as 71.4% of the requests for TalkNow were made by male students. Female students appear to prefer scheduled counseling, as they accounted for 81.3% of the requests for appointments of that type.

Program Reflection:

TimelyCare is a virtual wellbeing platform that launched at Napa Valley College beginning of FY23 to address the growing need for student mental health support. Efforts to increase awareness and utilization are underway.

The data aligns with national health care utilization data where women tend to visit a health care provider to a greater extent than do men for mental health concerns.

Table 7. Comparison of TimelyCare Mental Health Services to NVC Overall, by race/ethnicity.

Race/Ethnicity	All NVC Students AY 2022-23	TimelyCare requested appointments 7/1/2022 to 7/31/2023	Difference TimelyCare requested appointments from all NVC students
African American/Black	4.7%	24.3%	***19.6%***
American Indian or Alaska Native	0.2%	0.0%	-0.2%
Asian	14.1%	16.5%	2.4%
Latinx/Hispanic	45.7%	41.8%	-3.9%
Multi-Racial	4.8%	2.9%	-1.9%
White	25.4%	12.7%	-12.7%
Unknown/Not reported	5.1%	1.9%	-3.2%

Source: NVC Student Health Services. Data is provided via standardized TimelyCare reporting, allowing for limited customization.
Note: Some TimelyCare race/ethnicity categories have been recoded to match Napa Valley College reporting: TimelyCare Native Hawaiian or Other Pacific Islander Native is reported as Asian, and Middle

Eastern/North African is reported as White (per US Census). ***Bold italics*** denote a statistically significant difference between the percent of all NVC students and the percent of TimelyCare visitors.

RPIE Analysis: Table 7 compares the proportion of TimelyCare users claimed by demographic groups between July 1, 2022 and July 31, 2023 with the proportion each group claimed among the NVC credit-student population in academic year 2022-23. The population shares among TimelyCare Services users claimed by the following groups differed from the NVC student population by more than 3% (±3%):

Groups with larger shares among TimelyCare Services users:

- *African American/Black students (19.6% difference)*

The difference is statistically significant.

Groups with lower shares among TimelyCare Services users:

- *White students (12.7% difference)*
- *Latinx/Hispanic students (3.9% difference)*
- *Students with race/ethnicity unknown/not reported (3.2% difference)*

(These differences are not statistically significant.)

Program Reflection:

TimelyCare supports our BIPOC student population.
It offers 24/7 mental health support year-round. Students can choose from a diverse therapist pool.

III. EVALUATION OF EFFECTIVENESS

Program Reflection:

Student Health Services increases equitable access to health care. The data shows that the program supports our BIPOC student population. This is important because BIPOC experiences disproportionately worse health outcomes. By meeting students where they are at, raising awareness of health needs, and destigmatizing mental health, Student Health Services reduce barriers to better health outcomes.

The data also shows that the program supports young adults who may not be as familiar with navigating larger health care systems. Student Health Services is a good introduction to health care for these students. It gives students the opportunity to receive reliable health advice in a safe, confidential setting.

The program was essential in navigating the COVID-19 pandemic.
Highlighted by the COVID-19 pandemic, the knowledge and expertise of the Director is invaluable to college outcomes.
The effectiveness of the program cannot be measured with visits alone.
The impact of episodic visits such as crisis intervention and emergency contraception are immeasurable.

In the future, it would be interesting to gather data on whether students who utilize Student Health Services correlates with transfer and completed degrees or certificates.
The full scope of Student Health Services is not reflected in this report because comprehensive data on mental health visits is not available.

IV. PROGRAM HIGHLIGHTS

The program-level plan that emerged from the last review (fall 2019) included the following initiatives:

Enhance Program Capacity

- Unify mental health therapists within Student Health Services
- Establish SHS advisory committee
- Utilized electronic health records (Pyramed) to analyze student Health status

Student Education

- Expand educational offerings for classes and clubs

Expand Services / Develop New Services

- Initiate tele-counseling services
- Add to website resources
- Implement Medi-Cal LEA billing to derive income and expand services to Medi-Cal students

Enhance Community Mental Health Support

- Establish Peer Support Team
- Support student led groups
- Invite outside agencies to host health-related groups on campus

Addressing Disaster/Interpersonal Violence

- Train therapist in Threat Assessment
- Work within Emergency Response Committee (ERC) to Promote training and policies for evacuation shelters and other crises
  Train Counselors in Psychological First Aid

A. Accomplishments/Achievements Associated with Most Recent Three-Year Program-Level Plan

- The COVID-19 pandemic halted many of these initiatives but highlighted the need and value of Student Health Services.
- Student Health Services utilizes electronic health records for secure documentation of health information and electronic prescribing.
- With the launch of NVC's new website, Student Health Services' webpages have been redesigned to better communicate services and resources.
- Tele-counseling services are provided through TimelyCare and Mentis services.
- TimelyCare gives students the opportunity to connect with other students through a Peer Community Board.

B. Recent Improvements

- The Chancellor's Office partnered with Medical Billing Technologies in July 2023 which allows Student Health Services to reestablish FamilyPACT services.
- Student Health Services continues to enroll in the Local Education Agency Billing Option Program for potential future financial support.
- Director attends Napa County Mental Health Stakeholder Advisory Committee meetings as NVC representative.
- TimelyCare and Mentis MOUs provide mental health services in the absence of a College therapist.
- TimelyCare gives students 24/7 access to mental health support.
- Starting in July 2023, Mentis MOU provides 1.0 FTE therapists (0.5-Miguel, 0.5-Lily) and 1.0 FTE Outreach Specialist.
- Mentis therapists schedule one-hour sessions with students and report seeing a total of 5 students per day between the two of them.

- In Fall 2023, Mentis services are in the Transfer/Career Center.
- Mentis Outreach Specialist leads Wellness Cafés: group sessions aimed at destigmatizing mental health, developing coping skills, and facilitating peer connection.

C. Effective Practices

- Tele-counseling has made mental health support more accessible.
- Director/NP collaboration with mental health clinicians is essential for coordination of care and holistic support of students.
- Electronic health record utilization is secure and facilitates record keeping.

V. PROGRAM PLAN

Based on the information included in this document, the program is described as being in a state of:

- ○ Viability
- ○ Stability
- ● Growth

*Please select ONE of the above.

This evaluation of the state of the program is supported by the following parts of this report:

(Identify key sections of the report that describe the state of the program. Not an exhaustive list, and not a repeat of the report. Just key points.)

Student Health Services is in a state of growth.

- BIPOC students need and utilize Student Health Services.
- The full scope of Student Health Services is not reflected in this report because comprehensive mental health visit data is not available.
- There is an opportunity to improve access.
- The Director's health knowledge and expertise is necessary to support new Student Housing in Fall 2024.

Complete Columns A – D of the 3-Year Program Planning Template (Excel file accompanying this report) to outline the three-year plan for the program. For the fall 2023 program review cycle, the 3-year program plan will span 2024-2025 through 2026-2027.

COLUMN A	COLUMN B	COLUMN C	COLUMN D
Program/Service	**Unit-Level Initiative**	**Anticipated Year of Implementation**	**Anticipated Outcome of Initiative**

VI. RESOURCES NEEDED TO IMPLEMENT PROGRAM PLAN

A. Describe the current state of program resources relative to the plan outlined above. (Resources include: personnel, technology, equipment, facilities, operating budget, training, and library/learning materials.) Identify any anticipated resource needs (beyond the current levels) necessary to implement the plan outlined above.

Description of Current Program Resources Relative to Plan:

Resources to achieve most initiatives exist.

- The current Director is interested in full-time position.
- Family PACT Electronic Billing Service Agreement submitted. FamilyPACT provider training and application underway.
- Existing facilities do not readily accommodate new office/clinic space. Will need renovation of existing, available space.
- Therapist position remains vacant.
- Annual Mental Health Allocation funds ongoing 3-year TimelyCare contract, a small portion of Director and Medical Assistant salaries/benefits, and one-third of current Mentis MOU.
- May need additional funding outside of Student Health Fees and Mental Health Allocation to support growth of Student Health Services.

B. Complete Columns E – F of the 3-Year Program Planning Template to identify the resources needed in order to implement each unit-level initiative. If more than one type of resource (e.g., operating expenses, technology, supplies, facilities, equipment, etc.) is needed to implement the initiative, list them on consecutive rows following the unit-level initiative.

Note: Resources to support program plans are allocated through the annual planning and resource allocation process (not the program review process).

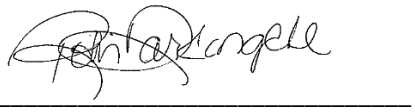
The completed 3-Year Program Planning Template will serve as a draft/starting point for upcoming annual planning and resource allocation cycles.

COLUMN A	COLUMN B	COLUMN C	COLUMN D	COLUMN E	COLUMN F
Program/ Service	Unit-Level Initiative	Anticipated Year of Implementation	Anticipated Outcome of Initiative	Description of Resource Need	Type of Resource Need

STUDENT HEALTH SERVICES FALL 2023

Completed by Supervising Administrator:

Melissa Datu/Robin Darcangelo



Date:

12/12/23

Strengths and successes of the program, as evidenced by analysis of data, outcomes assessment, and curriculum:

- The Director's knowledge and expertise supports the College's operational needs in the event of emergency/disaster.
- Student Health Services is a means of providing health equity. The data shows it supports our BIPOC and younger student population.
- TimelyCare provides students with 24/7, year-round mental health support.
- The program supports State initiatives such as the Campus Opioid Safety Act which aims to reduce opioid-related overdoses and deaths through public colleges providing life-saving education, information, and federally approved opioid overdose reversal medication, and starting January 2024, also fentanyl test strips on campus.
- Medical Assistant position was essential for Student Health Services to respond to the COVID-19 pandemic and supports the Director's administrative duties.

Areas of concern, if any:

- Physical location and colocation with College Police are barriers to student access.
- There is no room to co-locate mental health services in the current office/clinic space.

Recommendations for improvement:

Develop a survey for student feedback.

Additional information regarding resources:

Consider FT position fall 24-25 for Director of Student Health Services