

# ADMINISTRATIVE SERVICES, PRESIDENT'S CLUSTER, AND STUDENT SUCCESS AND SUPPORT PROGRAMS, COLLEGE CENTERS ANNUAL PROGRAM PLANNING WORKSHEET FOR 2022

**Program:** Student Health Services

**Planning Year:** 2022-2023

**Last Year CPPR Completed:** 2020

**Unit:** Student Success and Support Programs (SSSP)

**Cluster:** SSSP

**Please complete the following information. Please note that responses are not required for all elements of this document.**

## I. GENERAL PROGRAM INFORMATION

A. Describe changes to program mission, if applicable.

The mission of the Health Services Program is to assist students with clinical care services, mental health services, communicable disease control, illness assessment and referrals, first aid treatment, self-care programs and health education resources.

The Health Services Program guidelines are consistent with the California Code of Regulations (Title 5) 54702, Education Code Section 76401. The program's goal is to encourage and motivate students of all cultural backgrounds, learning abilities, and socio-economic levels to attain the knowledge and skills necessary to work towards their optimal level of wellness and achieve their educational goals.

B. Describe any changes in primary relationships, internal and external, to the District.

- Nursing consultations were offered both in-person, and Telehealth. Front office staff and the director operated in-person services at the start of Fall 2021.
- Faculty MFTs offered Telemental health appointments in the Fall 2021 and at the start of Spring 2022. A hybrid of In-person and Telemental therapy started later in the Spring 2022 semester. Zoom remains the platform for online health appointments.
- Our partnership with CAPSLO/The Center returned to in-person sexual/reproductive services monthly in Fall 2021. Free services are also available in their Arroyo Grande and SLO clinics Monday-Friday for students.
- COVID-19 planning operations:
  - The Director of Health Services representing at the COVID-19 Planning Meetings, and, as part of the COVID-19 Tracing and Communications Team

- Operated an on-site COVID-19 testing site with antigen and pcr testing
- Director representing at the Student Process workgroup and the Tracking App workgroup for the Vaccine Requirement implementation Fall 2021
- Nurses assisted with contact tracing efforts and COVID-19 testing
- Staff assisted with on-going student needs using the Cleared4 platform
- The 2020 mental health grant award was extended through December 2022.
- Contracted with an online wellness peer support pilot program ([Think Hopeful](#)) Spring 2022.
- Health Services Director represents as President Elect for the HSACCC's Board of Directors and Chair of the HSACCC Research Committee.

C. List any changes to program service, including changes and improvements, since last year, if applicable.

**Services changed during the past two academic years to adapt to changes brought forth by COVID-19 operation.**

- Operated Telehealth services and brought back some in-person services. Nursing consultations in-person by appointment during Fall 2021 and in-person mental health appointments in Spring 2022.
- Enhance services and leverage gaps through community partnerships, like with CAPSLO/The Center and SLO County Behavioral Health/Brief Intervention Clinic.
- Expanded programming with the PyraMED EMR by implementing a patient portal in Summer 2021. This provided students access to online scheduling and completion of forms in a secure manner. The system requires regular updating of the health portal to facilitate navigation, autonomy, and enhance patient experience (E.g., students can upload health documents, download their forms, and cancel their appointments).
- Due to low attendance, the "Virtual Lobby" is by appointment only. Staff are available in-person and by phone during regularly scheduled hours.
- Rehired a part-time/hourly NEAT peer educator in Spring of 2022. This student worker is trained in nutrition, works within student health services, and with professional oversight from nutrition faculty department to provide nutritional education to students. She will also work alongside the Program Specialist with oversight from the Director to promote wellness activities.

- Six Student Ambassadors hired through the Chancellors Office in Fall 2021. They help promote basic needs, Cal fresh, and mental health services. Student workers and ambassadors are important to our delivery model because they augment our outreach efforts, promote digital strategies and outside tabling/push in workshops. This position is key to connecting services with students and including the student lens.
- In Summer of 2021 the FT Health Office Assistant position was reclassified to a Program Specialist and filled by an interdepartmental transfer. Operating with a full-time program specialist was a key position for our programming needs.

D. List changes to program in the last year in reference to relevant statutory authority/program regulation and related compliance issues, if any.

- Health Services operates as a Healthcare facility and as such, requires guidance from CDPH for healthcare facilities, in response to COVID-19 public health orders. Public health orders from the local and state agencies have changed over the last year. We stay updated and adapt to all requirements for educational and healthcare facilities.
- The Director of Health Services hired several part-time temporary medical assistants to operate a COVID-19 testing site and comply with the campus Vaccine Requirement.
  - Expanded COVID-19 testing to include PCR and antigen testing and increased the number of employees and students testing due to new public health orders surrounding isolation and quarantine AND following the implantation of Resolution 09-21 (Vaccine Requirement).
  - Between January 1, 2021, and February 25, 2022, the testing site on campus reported 8,137 PCR tests and 315 rapid antigen tests.
  - The methodology used to calculate the maximum health fee was updated and resulted in a higher allowable maximum fee for 2022-23 (table below). The mandatory Cuesta College Health Services Fee is currently set at \$19 per term for Fall and Spring semesters and \$16 per summer session.

Fee	Semester	Summer	Intersession <sup>[1]</sup>	Quarter Term
<b>Health Fee</b>	<b>23.00</b>	<b>20.00</b>	<b>20.00</b>	<b>20.00</b>

II. **ANNUAL PROGRAM SUPPORT OF DISTRICT'S MISSION STATEMENT, INSTITUTIONAL GOALS, INSTITUTIONAL OBJECTIVES, AND/OR INSTITUTIONAL LEARNING OUTCOMES**

- A. Provide updates, if any, in how your program addresses or helps to achieve the District's Mission Statement in the last year.
- **Inspires a diverse student population to achieve their educational goals.**
  - **Through innovative and challenging learning opportunities, Cuesta College enhances lives by promoting cultural, intellectual, personal, and professional growth.**

Health Services supports and enhances the mission of Cuesta College by helping students achieve and maintain optimal physical, mental, and emotional health, and educating students toward taking responsibility for their own health and wellness. We use several modalities to support a diverse student body along their educational journey by enhancing the experience with health and wellness programs.

- **Physical Health:** Nursing consultations and referrals via in-person and Telehealth; STI testing and treatment (operated through our partnership with CAPSLO/The Center); TB assessments and skin testing; flu vaccination clinics, COVID-19 testing, "Chat with a Nurse", Virtual Lobby, and online health education tools.
- **Mental and Emotional Supports:** mental health workshops, individual, family and couples' therapy, group therapy, social media wellness content, trainings, stigma reduction activities, and health promotion activities (Movies for Mental Health, Suicide Prevention Forum, Cougar Voices, Meditation workshops, etc.).
- **Social Supports:** Participation in campus virtual events, facilitation of social support workshops and events, online peer support using "Think Hopeful", participation on Cuesta's Cougar Voices Team, referrals to campus resources like the Cuesta PRIDE club, Wired Like This, and other social supports.
- **As department we participated in Cuesta's "Call to Action," specifically looking at:**
  - Building spaces for open dialogue; commit to learning, self-reflection, and institutional reflection; commit to structural changes; and change the student experience.
  - We identified our priority next planning year to aggregate data in a meaningful way using our EMR/PyraMED and comparison with district data to measure our program outcomes and better reflect on equity gaps. Typical district measures of success are not directly linked to Health Service records.
  - We will also participate in the Healthy Minds Study (HMS) Survey with the added module, "Climate for Diversity, Equity, and Inclusion" Spring 2022, which will provide critical data in the areas of mental health, DEI, and retention, persistence, and competition.

### **Promote cultural, intellectual, and professional growth**

- **Staff participated in Professional Development Opportunities:**

- The Faculty Therapist participated in the following professional development opportunities: (In-progress) Law and Ethics, Supervision Certification for Associate supervision; (Completed) SLO Acceptance Project -LGBTQ+ affirming therapist certificate July 2021, QPR gatekeeper train the trainer, EMDR – Dealing with intense emotions and complexed trauma
  - The Director participated in the following professional development: HSACCC Conference for California Community College Directors, Hispanic Serving Institutions (HSI) in practice/Fall Flex Days, a Beloved Community Group Spring/summer/fall 2021, Racial Equity Leadership Alliance (follow-up to the California Community Colleges Racial Equity Leadership Alliance eConvening on understanding and addressing anti-Black racism in Jan 2021, Regional Meeting for HSACCC Fall 2021, several Management Training Series through Cuesta College, Creating a Culture of Wellbeing for BIPOC Students, COVID response and impact webinars, EEO training, Creating a Culture of Respect/Management Training Series, and the 21-day Equity Challenge.
  - The Director, Program Specialist, and Registered nurses alternated attendance at the CCC Health and Wellness Program Training Series, which included: Trauma Informed Practices to Best Support College Student Success, Black Mental Wellness: A Systemic Approach to Resilient Campuses for Black Students, Looking Beyond the Rainbow: Supporting the Mental Health of LGBTQ+ Students, Undocu-Resilience: Mental Health Knowledge and Practices that Support Undocumented College Student Success.
  - In addition to the above CCC Health and Wellness Series, the Program Specialist also attended: Promoting Racial Equity in Student Mental Health, I Don't See Color, I Just See People: Becoming Culturally Competent, and the 2021 Latinx Connect Conference.
  - Registered Nurses completed: an intensive Tobacco Cessation Program and Certification in Spring 2022, The 4<sup>th</sup> Wave: Vaccines Variants and the Future,
  - BIPOC Conference w/Wiley College, webinar on Creating a Culture of Well-Being, APHA- webinar: The 3<sup>rd</sup> Year of COVID: Is This the New Normal?, and other nursing professional development CEUs through NetCE.
- **The Director, Faculty Therapist, Program Specialist, and Registered Nurses attended/participated in the following activities or served on district wide committees and taskforce groups:**
    - The Student Health Services Director serves on the Student Intervention and Response Team (SIRT), COVID-19 Planning team, Management Senate, Wellness Committee, Basic Needs Taskforce, Cougar Voices, COVID-19 Contact Tracing Team, Project Director for the Mental Health Grant, Professional Development Committee, Student Process Workgroup and App/Cleared4 workgroup as part of the Vaccine Requirement implementation, and hiring committee/s.

- The director serves on the following off-campus committees and groups: HSACCC Board of Directors-President Elect, HSACCC Research Chair, and the Multi-Agency Suicide Prevention Summit Planning.
- The Program Specialist works with campus groups to align our services, including: ASCC, Monarch Center, Latina Leadership Network, Cougar Voices, Teacher pathways, Multicultural graduation event; Cultural Center (Hispanic Heritage Month, planning team), Ethnic Studies Planning Team.
- Our Faculty MFT served on San Luis Obispo Mental Health Advisory Board to provide input on County Mental Health services and spending. This helps establish relationships with all county agencies that provide mental health services which helps facilitate quicker connections to services for our students. They also served on Suicide Prevention Council and work regularly with County Crisis Stabilization Unit to keep up to date on changes and services provided for our community and students. They served on SIRT (Behavioral Intervention Team), CCFT negotiation committee, GALA Pride and Diversity, LGBTQ+ County Task force, and GALA Pride and Diversity Education Committee. They also facilitated an emotional support workshop for Cougar Voices, a book discussion – “Everything you want to know about Indians and were afraid to ask”, and an equity discussion for the 21-day challenge on Native Americans.

**We prepare students to become engaged citizens in our increasingly complex communities and world.**

- SHS sponsored or participated in the following health and wellness events in the last year: STI testing week partnering with The Center, Valentine’s month giveaway, The loneliness Epidemic 2021, Nutrition Month Special, Edúcate si se puede Resource Fair, Contest: Share your thoughts, inspire others, win!, Out of the darkness virtual campus walk, Happy hour with the therapist, Journey of Hope, Multicultural graduation with LLN and Cuesta Black Union, LGBTQ+ Spanish Language Lounge – Central Coast Pride 2021, International Students- Fall Orientation, Welcome back event with ASCC, Health Services presentation- Biology students (Bio 295) STEM seminar, Student Success festival Virtual Event, Student Success festival SLO, Hispanic Heritage month, resource fair in-person and online, Suicide prevention summit and forum, Influenza clinics and STI clinics, Survival kit and wellness promotion with ASCC, Photography Contest, Cougar Voices: Mental Health and well-being, Meditation and coloring event with the Cuesta Library, Health Services presentation- College Success Studies 225.

B. Provide updates, if any, to how your program addresses or helps to achieve the District’s [Institutional Goals and Objectives](#), and/or operational planning initiatives in the last year.

### **Institutional Goal 1: Access. Increase student access to higher education.**

Health Services programs and services are developed based on best practices, theory based, professional guidelines, and health risk appraisal and surveys. The balance of clinical treatment, education, and prevention are key elements of a comprehensive health program. Health Services must also focus on critical health issues and trends that students are facing including alcohol, tobacco and other drugs, nutrition and eating disorders, sexual health, mental health, stress management, personal safety and violence, and health advocacy. The Health Services Program plays a pivotal role in supporting a healthy campus environment and contributes to student retention and success.

**And**

### **Institutional Goal 2: Completion. Increase the number of students earning an Associate Degree including Associate Degrees for Transfer (ADT), credentials, certificates, or specific job-oriented skill sets**

Health Services promote student success by addressing non-academic factors which impede learning. This is done through access to acute care services, health promotional activities, and social and emotional support. We remain engaged with our student body groups and partner with clubs, student groups, and other departments across the campus and community to ensure student success.

- By promoting Telehealth services, social media wellness tips, a virtual lobby to access live help, and online health education, such as Student Health 101 and Wellness Central in Canvas, Health Services provides health and wellness access to all students, including distance education students.
- By creating opportunities for non-traditional students, including evening only and re-entry, to access services beyond “normal” office hours or through Telehealth, we have decreased barriers to care and provided greater opportunity for students to access health services.

*\*\*specific changes to program that increase access and reduce barriers are also addressed in detail in section I. Changes to general program information.*

SHS strives to reduce barriers to disproportionately impacted student groups. Student Health Services partners with several clubs and programs serving diverse students and integrates culturally appropriate health and wellness outreach.

- There are health and wellness support resources on our basic needs’ webpage, undocumented ally health support resources on the SHS webpage, and presentations are provided throughout the year to diverse student groups, such as at the Student Success Festival, Cougar Welcome Days, Educate-Sí Se Puede 2022, Veterans, and International Student orientation.
- Safe Zone, QPR, and Mental Health First Aid training is offered regularly and presented to new employees at orientation. Nurses and therapists participate in cultural sensitivity training and attend continuing education workshops that include recognition of cultural

differences, equity, bias, and privileged. We have an LGBTQ+ Certified affirming therapist on staff. The therapist provides input and represents the needs of diverse groups through participation in the following campus and community committees: SIRT (Behavior Intervention Team); GALA Pride and Diversity; LGBTQ+ County Taskforce; GALA Pride and Diversity Education Committee; and Mental Health Services Advisory Board, SLO County

- Bilingual and bicultural staff on site and make meaningful effort to include bilingual material in our marketing.
- An academic success coach funded by the grant works directly with students on the Autism Spectrum and other mental health disorders. In the first year, unduplicated students served went from 50 a year, to over 50 unduplicated students in Fall of 2021 (a 50% increase).
- A bilingual program specialist who works directly with the following groups: LLN board team, LLN Cuesta College chapter, Cougar voices, Monarch Center Dream Team, ASCC, Hispanic Heritage Month (planning team), Cultural Center, Teacher Pathways, Safe bar network (sexual assault prevention), Campus Well network, The Center (alliance for sexual reproductive health services), Out of the darkness campus walk-AFSP org, Journey of Hope-TMHA alliance, and Promotoras.

**Institutional Goal 6: Facilities and Technology Integrate and improve facilities and technology to support student learning and the innovations needed to serve our diverse communities**

- Promoted new and on-going online resources, including Mindwise, Campus Well, Wellness Central on Canvas, social media content and a digital relaxing room. Created Video tutorial for PyraMed (English & Spanish)
- HIPAA compliant Zoom App was incorporated into PyraMed for telehealth services, eliminating providers from setting their own Zoom appt.
- Constant updating of the health portal to improve the technology features and patient experience.
- Updated computers, laptops, and iPads (for easy access to online forms and screeners in the health center).
- Requested a department Chromebook for student access to private offices while connecting to a remote therapist.
- Launch a digital peer support program March 2022, “Think Hopeful”. Think Hopeful is helping people along their healing journey to build healthy habits, a positive mindset, and strong social support by creating a safe space where a nurturing peer community can anonymously support each other with guidance from Coaches, Wellness Groups, trackable and personalized goals, along with the ease of access.

**Institutional Goal 7: Build a sustainable and stable fiscal base.**



Health Services is a fee supported program and funds generated from the mandatory Health Services Fee enables services. Historically, as enrollment decreases our budget is negatively impacted. Cuesta College FTES remains 16% below Spring 2020. This brings a reduction of funding for Health Services. This concern is heightened by the fact we have not raised the health fee since 2014.

This year, California Community College districts updated the methodology used to calculate the maximum. This updated methodology results in slightly higher allowable maximum fees for 2022-23. The mandatory Cuesta College Health Services Fee is currently set at \$19 per term for Fall and Spring semesters and \$16 per summer session, significantly less than the allowable fees.

<b>Fee</b>	<b>Semester</b>	<b>Summer</b>	<b>Intersession<sup>[1]</sup></b>	<b>Quarter Term</b>
<b>Health Fee</b>	<b>23.00</b>	<b>20.00</b>	<b>20.00</b>	<b>20.00</b>

Prior to the pandemic, Health Services was moving through the participatory governance process to consider an increase to the Student Health Fee, in alignment with the neighboring Districts, and as allowable by the Implicit Price Deflator.

Collecting the health fee from all students except those who met an exemption criterion was critical during the past two years to sustain our program. This change allowed our program to operate. When appropriate, we will need to reevaluate the student health fee to match the increased cost to operate a health center and the increase in demand for mental health services.

We expanded mental health services using the 2020 Mental Health Grant award, which ends December 31, 2022. New funding was allocated to California Community Colleges to support mental health and basic need centers/services. The 2021-2022 California State budget included *on-going funding*. Linked [here](#) is the 2021-22 Categorical Programs Allocation Report, Volume 2. This report includes information regarding funds included in the 2021-2022 California State budget to support basic needs and mental health services. For reference, you can find Volume 1 [here](#).

- This new funding is critical to expand and provide sustainable mental health programs on our campuses. Previous funding for mental health were one-time funding or through grant awards. Though these funds help to support targeted objectives, like reducing stigma, building community partnerships, and creating early intervention programs, it failed to address other long-term solutions.

### III. ANNUAL MEASUREMENTS, ANALYSIS AND IMPROVEMENTS

Programs are often impacted by institutional or other organizational change. Please review program-relevant institutional data sources, such as institutional enrollment trends, which along with some other relevant program data, is available on the [SLOCCCD Institutional Research website](#). Other organizational or departmental measurements may provide useful information for planning in your program; please describe those measurements and the data below.

#### A. Data Summary:

- Describe data collection tool(s) used.
  - o Survey Monkey/Health Services Satisfaction Survey Fall 2021
  - o PyraMED
  - o SARS

#### B. Data Interpretation:

- Describe results from previous improvement efforts to the program based on institutional or departmental changes.

Satisfaction surveys were sent to students who have attended an appointment or engaged in health promotional activities at the health center during the Fall 2021 semester. 309 surveys were sent and 122 responded (response rate 39.48%).

(1) How satisfied are you with mental health therapy services?

(a) 83% were *satisfied* or *very satisfied*

(2) If you have used our sexual reproductive services through CAPSLO/The Center, how satisfied were you with the healthcare you received?

(a) 88% were *satisfied* or *very satisfied*

(3) How satisfied are you with nursing consultation services (including TB risk assessment, TB skin test, Immunization review, or any other in-person or online appointments with the nurse)?

(a) 92% *satisfied* or *very satisfied*

(4) How satisfied are you with the events, contests & workshops promoted by Cuesta Health Center?

(a) 84% *satisfied* or *very satisfied*

(5) How satisfied are you with the Health Center's media content & communication channels (social media, website, newsletter, emails)? 77% *satisfied* or *very satisfied*

(6) How satisfied are you with our support staff (front office and wellness/events staff)?

(a) 77% *satisfied* or *very satisfied*

(7) How satisfied are you with Cuesta's Student Health Services in general?

(a) 83% *satisfied* or *very satisfied*

- (8) Utilizing health services regularly (more than once) this semester has helped me to be more successful in my studies. Do you agree with this statement?  
(a) 84% agree or strongly agree
- (9) Looking to the future, do you consider it convenient to maintain a hybrid delivery model of service, including in-person and Telehealth/online appointments?  
(a) 90% agree or strongly agree
- Identify areas if any that may need improvement for program quality and growth.
    - We identified our priority next planning year is to aggregate data in a meaningful way using our EMR/PyraMED and comparison with district data to measure our program and better reflect on the equity gaps and areas for improvement. Typical district measures of success are not directly linked to Health Service records.
    - We will also participate in the Healthy Minds Study (HMS) Survey with the added module, “Climate for Diversity, Equity, and Inclusion” Spring 2022, which will provide critical data in the areas of mental health and DEI.
  - Recommend any changes and updates to program based on the analysis above. For elements that require funding, complete the [Resource Plan](#) Worksheets.
    - Requested additional funding for a FT Mental Health Therapist and Nurse Practitioner.

#### **IV. ANNUAL PROGRAM OUTCOMES (ASOS AND SSOS), ASSESSMENT AND IMPROVEMENTS**

Your program has established either Administrative Service Outcomes or Student Service Outcomes. Those outcomes are assessed and tracked in the Course or Program Assessment Summary. Review CPAS documents for ASO or SSO assessment results for program outcomes.

- A. Describe any results from improvement efforts arising from ASO or SSO assessment in the last year.

Cluster Priority Goals	Status/Results (2022)
1. Provide administrative and service excellence	<ol style="list-style-type: none"> <li>1. 2022 APPW completed.</li> <li>2. Satisfaction survey completed Fall 2021. HMS survey to all student planned for Spring 2022 (<i>pending</i>).</li> <li>3. Updated Influenza Clinic Protocol and Medication orders.</li> <li>4. Prioritized a FT Mental Health Counselor for College in Resource sheet.</li> <li>5. Participated in multiple activities and events across campus and community.</li> <li>6. Providers participated in professional development.</li> </ol>
2. Provide Continuous Outreach and In-reach	<ol style="list-style-type: none"> <li>1. Boosted social media content. Subscribed to Campus Well.</li> <li>2. Presented services at multiple classrooms, departments, and campus events, including targeted outreach to underrepresented students. See section 2.</li> <li>3. Subscribed to "Up-to-Date" for current patient education handouts</li> </ol>
3. Provide innovative and technological services through online delivery of health supports and an electronic medical record (EMR) and is synced with a new scheduling system.	<ol style="list-style-type: none"> <li>1. Developed enhanced features with PyraMED EMR to improve patient experience.</li> <li>2. Purchases "Think Hopeful" digital peer support pilot.</li> <li>3. Updated website and digital resources, like "Relaxation room" online.</li> </ol>
4. Increase collaboration with other departments to align services.	<ol style="list-style-type: none"> <li>1. Therapist, Director, and Program Specialist participates in multiple county and campus groups to provide therapeutic lens and align services in community. See section 2.</li> <li>2. Provided TB clearance for students and employees (fee based).</li> <li>3. Provided health services outreach to new employee orientations reaching over 60 new employees.</li> </ol>
5. Contribute to a positive and safe campus culture.	<ol style="list-style-type: none"> <li>1. Staff participated in various committees and activities to improve campus climate through culturally competent activities and professional development opportunities, such as 21-day challenge and department "Call to Action". See section 2 for a list of activities and professional development completed.</li> </ol>
6. Civic and community engagement	<ol style="list-style-type: none"> <li>1. Therapist, Director and Program Specialist engage with multiple community groups, such as TMHA collaborations, County Mental Health taskforces, Suicide Prevention, and HSACCC Executive Board. See section 2.</li> </ol>

B. Recommend changes and updates to program based on assessment of program outcomes. For elements that require funding, complete the [Resource Plan](#) Worksheets and review the Resource Allocation Rubric.

- The most significant updates are for personnel and described in area VI.

## V. ANTICIPATED SERVICE CHALLENGES/CHANGES

Provide a brief description of challenges or changes anticipated in the next year and any needs that have emerged as a consequence.

We anticipate new staff next year and while this improves services, training in a small department diverts time and attention from other priorities. Engaging students through the pandemic has been challenging, and we recognize the need for strategic planning to recover from the climate changes because of the pandemic. Mental Health Services started hybrid very recently, and we have yet to see how scheduling versus student demand will transpire, and what adjustments might be needed to remain student focused. The director is monitoring scheduling and student demand and communicates regularly with staff. As mentioned within the budget implications, the department needs to examine the student health fee that has not increased since 2014, if we are to build a sustainable program moving forward. This is balanced by the understanding that students face financial hardships during the pandemic. Ultimately, a small increase in the fee, may far outweigh the hardships by bringing new or enhanced services to students and improved staffing.

Operating the COVID-19 testing site and participating in COVID planning and operations diverts time and attention from the director and resulted in shifts in priorities for the department over the past two years. Though this was essential and appropriate, it cannot go without mention. While the pandemic was unprecedented, given ongoing health concerns and climate change, it is likely that federal emergency aid will be needed for years to come and services like Student Health will experience the impact ongoing ([hope4college.com](http://hope4college.com)).

## VI. OVERALL BUDGET IMPLICATIONS

Provide a brief description of the immediate budget request(s) made in your [Resource Plan](#). These elements will be reflected in the District planning and budget process.

### Elements:

#### A. Personnel:

Some positions remained vacant during remote operations. With a plan for a robust Fall 2022 in-person and telehealth program, and with the continued rise of mental health concerns, we anticipate changes prior to the upcoming academic year.

- Hire a second FT Therapist with the new on-going funding in the state budget allocated for mental health services.
- Rehire a PT Faculty Nurse Practitioner following the 2020 retirement of Christine Clickard using Student Health Fee funds.
- Reclassify the vacant PT Program Specialist to a PT Health Office Assistant using the Student Health Fee funds.

## Justification:

- Prior to the pandemic, appointment usage pulled from SARS reports increased by 50%-200% in the Fall/Spring and Summer sessions respectively over a five-year period. These trends are the best predictors of demand for services moving forward.
- Citing mounting evidence of ongoing harm, U.S. Surgeon General Vivek H. Murthy issued a public health advisory in December 2021 on the mental health challenges confronting youth, a rare warning and call to action to address what he called an emerging crisis exacerbated by pandemic hardships. Data
- PT Faculty Family Nurse Practitioner (FNP) position remains unfilled. This will be a critical rehire for Fall 2022 and we will begin the recruitment process by Summer 2022. This position is important because it offers a greater scope of practice than an RN. This position is funded by the student health fee.
- Following the transfer of the PT program specialist to the reclassified FT position, the department was left with a vacant PT Program Specialist. Plan is to reclassify this position to a PT Health Office Assistant.
- The Health Office Assistant position is the primary, front-line person who directs all students, checks students in/out, and answers phones/emails, etc. Currently the Program Specialist is primarily performing these duties with assistance from the director and nurse. Without additional front office support the Program Specialist is limited in her other duties. This not optimal as the Director has little administrative support dedicated to requisitions, budgeting, and other duties. The Director is forced to provide administrative support and back-up when priorities dictate better use of the Director's time. This position is funded by the student health fee.
- Executive Leadership requests consideration to increase the director to 12-months. Funding is currently not identified.

## B. Equipment/furniture:

(A.) The office needs two new ergo dynamic office chairs for the Program Specialist and Registered Nurse in SLO.

(B.) Mental Health Therapists are requesting upgrades to the therapy spaces in SLO to create a more therapeutic environment for students.

- 2 small desks
- 6 chairs
- 2 small tables

- Light Covers that provide outdoor feel for florescent lights
- Soundproof insulation
- Dimmer switches to help set appropriate lighting for students that are suffering from anxiety and can be adjusted for providing meditation exercises and work setting.

C. Technology:

- Annual Subscription/Software:
  - PyraMED, Campus Well, Think Hopeful, Up-to-Date

D. Facilities:

As mentioned above, we are requesting to update the therapy spaces this requires assistance to remove and replace furniture or upgrade lighting if approved.