

# Comprehensive Program Review Report



## Program Review - Health Center

### Program Summary

#### 2020-2021

**Prepared by:** Joan Daniels, Health Center Director

**What are the strengths of your area?:** The COS Health Center focus is on the total wellness of students, ensuring each student is able to meet their unique goals. This vital work could not be accomplished without a dynamic, passionate and highly skilled team. Each member brings specific resources and talents to the health center, working collaboratively to serve our students.

Strengths of the health center services include an array of care:

1. Medical health services included TB testing, immunization, illness and injury assessment and treatment, provision of over the counter medications, blood sugar and blood pressure assessment, reproductive health education, health promotion and COVID-19 education. A new Medical Advisor agreed to oversee expanded health center services, and new protocols for nursing and health services were established, including plans to test and treat sexually transmitted diseases. In 2019-20 OTC (over the counter ) services totaled 2,900 (2,579- Vis, 122 - Han, 199 -Tul.) Nursing appointments totaled 2,304 (2,067-Vis, 135-Han,102-Tul). Influenza clinics were held, in the fall and spring, with a total of 413 students receiving vaccine. During the COVID-19 closure, nurses interacted with students via phone, Zoom and email 58 times (52-Vis, 6-Han, 0-Tul)
2. Food pantry services addressed the food insecurity of students and included campus snack stations, holiday boxes, lunches, food pantry access, food and grocery gift card distribution. During the pandemic shut down, in-person pantry visits were halted (from March through May). However, drive-through food distributions were held in April and May. Despite the closure, data indicates students accessed the food pantry 1,582 times (1,486-Vis, 20-Han, 76 -Tul). Holiday food boxes and lunches were handed out to 414 students (274-Vis, 60-Han, 80-Tul). Fresh produce was given away through a community partnership with Nutrition on the Go/Food Link and produce purchased through Grocery Outlet at all three sites, serving 1,348 students (1,139-Vis, 103-Han, 106-Tul). Grocery gift cards were handed out to assist students with food purchases (especially helpful during the pandemic when students were not able to come onto campus) for a total of 1,068 (1025-Vis, 16-Han, 37-Tul). Snacks were distributed to 16,597 students (15,583-Vis, 533-Han, 481-Tul). WIC and CalFresh sign-ups were done for 46 students (43-Vis, 0-Han, 3-Tul). There were 611 contacts made for pantry services via phone and email. Total encounters for food pantry services (including snacks) for all campuses were 31,661. Case management to address food insecurity was offered to 33 students. Forty-three students were assisted with CalFresh/WIC sign-ups. In the most recent Mother Load Survey, completed Spring of 2019, students reported a 96% satisfaction rate with food pantry services.
3. Improved access: The health center offered many events last year, which served to educate students on health issues and orient students to health services. Face to face participation for all the events totaled 1,067 students(908-Vis,129-Han, 30-Tul). Events included the health fair (150-Vis, 80-Han, 100-Tul), Healthy Heart Day (56-Vis, 49-Han, 30-Tul), mental health screenings online (306), diabetes awareness (39), Movies for Mental Health (46), Suicide Awareness (17), Safe Talk Workshop (20) and influenza immunization clinic (426-Vis, 4-Han, 2-Tul). Health Center staff visited classrooms to enhance student awareness of Health Center services and specific topics, such as mental health, reproductive choices, nutrition, relationships, and cancer. Data indicates 866 students benefited from these presentations (567-Vis, 182-Han, 117-Tul).
4. Mental Health: Services offered through the health centers included crisis triage, ongoing counseling, couples counseling, group sessions, depression screening and presentations to staff and students. A Licensed Marriage and Family Therapist provided direct service to students, and also supervised a team of interns who delivered psychological services in Visalia. A counselor at Hanford and Visalia campuses was available through the DRAW program. A pilot program, Unplugged Cafe, offered

peer to peer mental health support for 349 students in Visalia. Total student visits for mental health services in 2019-20 on the Visalia campus were 748 (triage,counseling, telehealth). Students accessed mental health services in Hanford (30) and Tulare (10) times. Mental health follow-up (phone, Zoom,email) occurred 204 times, mental health online self-screenings 306 times, case management 168 times (148-Vis, 19-Han, 1-Tul).

5. Online services were developed during the COVID-19 closure, including teletherapy, telemedicine, Zoom room, fill-able forms with Dropbox, and web page resources.

Staff: Student workers, Cindy Piper-Senior Clerical Assistant, Jill Maze-LMFT, Cynthia Norvall-College Nurse(Visalia), Laura Barrientos- College Nurse (Hanford/Tulare), Joan Daniels-Health Center Director, FNP-C, Dr. Jonna Schengel-Dean, Allied Health.

**What improvements are needed?:** In an effort to be in the forefront of student health services, it is vital that this unit engage in continuous analysis to meet the historical needs, along with evolving conditions that influence health care. Based on collaboration with the Health Center team, as we focus on medical and mental health care, the following areas are of greatest importance and present the best positive impact as determined by our internal data, Mother Lode. Below are the areas of greatest focus during this cycle:

Increase overall health services offered, including STD testing and treatment, and routine/minor primary/urgent care.

Move pantry/food storage to a location outside of health center, making it sustainable, more accessible and to better meet student needs.

In order for the food pantry to be sustainable beyond the next year, a budget from general funds should be established (no new state funds were provided for 2020-2021)

Create a basic needs center separate from health services, with food pantry, housing, other basic needs resources, case management in one centralized location.

Increase student engagement with Health Center services/events/education at all three centers.

Increase access through online services.

Develop sustainable budget for student health services by moving costs of salaries, malpractice, medical director to general budget.

Move food pantry and pantry staff costs to general budget (outside of health center restricted funds) in order keep pantry sustainable (note no new state funds are expected for upcoming fiscal year)

**Describe any external opportunities or challenges.:** Title V has specific requirements that govern the Health Center/services for the COS District. Within the Districts Board Policies and Administrative Procedures Title V, Ed Code, Nursing /Behavioral Health licensure along with local polices are the regulations which we must uphold. (BP/AP 5030 Student Fees, BP/AP 5200 Student Health Services).

Food pantry funds have come primarily from state grants, which likely not recur in 2020-21 given the current COVID-19 crisis and limited state funds.

Staff salaries and corresponding annual increases have impacted restricted health center budget available for student care and medical treatment

**Overall SAO Achievement:** Overall SAO Achievement: According to Mother Lode Survey done in 2019, 96% of students were satisfied with their experience at the health center.

In the midst of COVID-19 closure from March until May 2020, according to health center data, increases/decreases in services from 2018-19 to 2019-20 are as follows:

Combined Pantry food giveaways increased by 1,853 encounters.

Total nursing appointments increased by 108 visits.

New case management program had 168 encounters.

New WIC/CalFresh sign-ups had 46 participants.

New online programs were initiated during the COVID-19 campus shut down in Spring 2020, including tele-mental health, health center Zoom room, online appointment requests, online fill-able forms and use of Dropbox, with 204 encounters

Total events and presentations decreased by 604 participants.

Unplugged Cafe (peer to peer mentoring program) continued as a pilot program on Visalia campus, until the COVID-19 closure, with total participation decreasing by 54 participants.

The food pantry remains in the Health Center and no action was taken to move it to its own location, despite this being a need noted in program review for several years, and requested by director.

An adjunct mental health provider was hired for the 2020-21 academic year.  
 Part time Food pantry coordinator was hired for 2019-20 academic year.  
 A new medical advisor was contracted and is assisting in expanding health center services.  
 New protocols for health center services were established.  
 Health center staff developed a strategic plan and objectives/key results for 2019-20 which are aligned with district objectives.  
**Changes Based on SAO Achievement:** Changes Based on SAO Achievement: After review of the goals of 2018-19, new SAO's were developed that are reflective of the current state of the Health Center.

The increased demand for food distribution and basic needs informs the need to move the food pantry to it's own, larger, more accessible location, preferably creating a centralized basic needs center, and hire a full time basic needs coordinator.  
 Recommendation is to create a new program/center and budget to better meet the basic needs of students.  
 The medical needs of some students are not being met, particularly in the area of STD testing/treatment and routine basic primary care/diagnosis/treatment. Expand and improve services utilizing all the available staff within their scope of practice.  
 Continue to develop online telehealth and telemental health counseling, with other venues to improve access and equity at all campus sites. The part time mental health counselor will improve equity in mental health services at Tulare/Hanford sites.  
 Move several staff salaries and food pantry budget to general budget (and out of restricted health center funds) in order to cover the cost of annual staff salary increases, to increase student medical care, and to keep the pantry sustainable.  
 A detailed satisfaction survey needs to be undertaken to determine what additional services students would like to see to improve utilization of the health center(this was set up to occur in Spring 2020, but COVID-19 closure prevented this)

**Outcome cycle evaluation:** In order to align with the Districts Master and Strategic Plans, the Health Center staff will meet every 6 weeks to connect the outcomes to these objectives. Health center staff will periodically review objectives and key results in order to achieve goals. Evaluation and Program Review goals will be in direct collaboration with these areas of focus.

## Action: 2020-2021; 2019-20 Increase student health services and STD testing/treatment on all three campuses.

Medical Advisor to oversee Nurse Practitioner in order to provide STD testing/treatment and routine primary care for common, minor illnesses and injuries.

**Leave Blank:**

**Implementation Timeline:** 2020 - 2021

**Leave Blank:**

**Leave Blank:**

**Identify related course/program outcomes:** STD testing and associated treatment for 100 students during 2020-2021 academic year. Initiate basic urgent care services.

**Person(s) Responsible (Name and Position):** Joan Daniels, Health Center Director

**Rationale (With supporting data):** Sexually Transmitted Diseases(STDs) are common among college students, and the incidence is increasing in Tulare/Kings County. Students frequently request STD testing/treatment. This could easily be done with a willing MD advisor and onsite NP, improving student health and success.

Tulare County Rate per 100,000:

Chlamydia 737.6

Gonorrhea 88.9

From: Lucille Packard Foundation. Sexually Transmitted Diseases. 2019. Kidsdata.org. (<https://www.kidsdata.org/topic/214/stds/table#fmt>)

"More Californians were diagnosed with chlamydia, gonorrhea or syphilis in 2017 than ever before, marking the third year in a row that the state's sexually transmitted disease cases hit a record high, officials said. The trend is mirrored nationwide, where STDs have been rising for five years. Experts blame the increases on falling condom use, fewer public health clinics and people having more sexual partners linked to dating apps."

Many students do not have reliable medical insurance to cover run of the mill urgent care type medical needs. The NP could diagnose and treat these basic issues.

From: Karlamaglia, S. May 2018. STD cases in California reach record high for third year in a row. LA Times, <http://www.latimes.com/local/california/la-me-ln-std-rates-20180515-story.html>.

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**Priority:** High

**Safety Issue:** No

**External Mandate:** No

**Safety/Mandate Explanation:**

## Update on Action

### Updates

**Update Year:** 2020 - 2021

09/09/2020

**Status:** Continue Action Next Year

Continue action next year

**Impact on District Objectives/Unit Outcomes (Not Required):**

## Resources Description

**Adjustment to Base Budget** - Budget augmentation need to cover annual staff salary increases, medical adviser salary/insurance and STD testing/treatment supplies. (Active)

**Why is this resource required for this action?:** Periodically faculty/staff salaries increase district wide. Historically this has come out of restricted health center funds(derived from student health fees). This restricted budget cannot accommodate both an increase in staff salaries and increasing health services, since salary increases have decreased the amount of money available in the health center budget. This amount could be used for student health/STD testing/treatment. Requested amount of increase would cover staff salary increases/MD adviser and malpractice insurance for MD(if requested) and STD testing/treatment.

**Notes (optional):** Breakdown of increased costs:

2019-20 employee 4% salary increase: \$10,000.00

Medical Adviser salary \$2,400.00

Malpractice insurance estimate(if requested) \$3,000.00

STD testing/treatment estimate(100 students) \$3,000.00

Total approximate: \$18,400.00

**Cost of Request (Nothing will be funded over the amount listed.):** 18400

## Link Actions to District Objectives

District Objectives: 2018-2021

**District Objective 4.1** - Increase the use of data for decision-making at the District and department/unit level

**District Objective 4.2** - Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents

## Action: 2020-2021; 2019-20; 2018-19 Food Pantry will increase and sustain services for students with food insecurity.

Move the Food Pantry out of the Health Center and into it's own entity, plan for hiring a full time basic needs coordinator within 5 years.

**Leave Blank:** New Action

**Implementation Timeline:** 2020 - 2021

**Leave Blank:** 10/16/2017

**Leave Blank:**

**Identify related course/program outcomes:** The number of students with food insecurity and other basic needs has increased steadily. The food pantry needs to be relocated outside the health center to a centralized location on campus to improve access, increase visibility and to better meet student needs. Recommendation is create a basic needs center, and to eventually hire a full time basic needs coordinator to oversee basic needs/food pantry center. A sustainable case management model with

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CalFresh sign-ups, greater access to food pantry and basic needs resources will improve student success. Basic needs budget should be created in general budget , in order to keep food pantry and basic needs center sustainable (state has not confirmed additional funding for upcoming years. We received \$85,000 last year).

Data will be collected to demonstrate the number of students served in the new location with new staffing.

**Person(s) Responsible (Name and Position):** Joan Daniels, Health Center Director, food pantry coordinator, and all Health Center staff/faculty

**Rationale (With supporting data):** Increased student food insecurity, new social distancing requirements, the demand for basic needs increasing and the overall traffic increase through the health center demonstrates that the food pantry has outgrown the Health Center. Storage of food in another building on the second story has made management of food stock difficult and time consuming. This is evidenced by the increased number of students served by the pantry (2016-17: 845 and 2017-18:1542;2018-19 1,699; 2019-20-1,582) and combined with other food giveaways, snacks, lunches (2016-17 12,312, 2017-18: 14,758; 2018-19-17,212; 2019-20-20,084). All three campuses combined showed an increase in use of these services by students(totals: 2016-17: 9,728; 2017-18: 15,252; 2018-19:18,911; 2019-20-21,666)The Giant Pantry is ready to become an independent entity.

, since the evidence is clear the need is only going to grow. The demand on Health Center space and staff is not sufficient to sustain the pantry at this level, nor to support the anticipated need.

**Priority:** High

**Safety Issue:** No

**External Mandate:** No

**Safety/Mandate Explanation:**

## Update on Action

### Updates

**Update Year:** 2020 - 2021

09/09/2020

**Status:** Continue Action Next Year

No progress has been made on moving pantry to a more sustainable location even as student food insecurity and basic needs increase over time, and now with dramatic intensity during COVID-19 shut down.

**Impact on District Objectives/Unit Outcomes (Not Required):** Pantry provides non-perishable foods, fresh produce, snacks and grocery gift cards to students at all three sites. The pantry also assists students in signing up for WIC and CalFresh, thus enabling students be more successful academically.

**Update Year:** 2020 - 2021

09/07/2018

**Status:** Continue Action Next Year

Food Pantry remains located in the Health Center. No progress has been made on moving the pantry out of the Health Center and into it's own location. One part time classified staff was hired to manage food pantry.

**Impact on District Objectives/Unit Outcomes (Not Required):** The Food Pantry provides more than non-perishable pantry items at three locations (Visalia, Hanford, Tulare sites) The Food Pantry also supplies inventory for snack stations at 6 sites(Visalia Campus) and at the health centers in Tulare and Hanford. In addition, the pantry was able to provide lunches, holiday gift boxes and grocery gift cards to students. Figures for all three campuses are as follows:

2016-17 number of students served: pantry 845, snacks 8923

2017-18: pantry 1542, snacks 12, 482, lunches 119

2019-20 pantry 1,582, snacks 16,597, lunches/gift boxes 414, grocery gift cards 1,068

Budget from general fund needs to be established to keep the pantry sustainable. The need for a new location and full time classified food pantry coordinator are a high priorities, since the pantry has outgrown the space and staff available in the health center, and the number of students being served continues to increase.

**Related Documents:**

[2017 Mother Lode - Giant Pantry Food Assistance Area Report.pdf](#)

[Food Insecurity SurveyJan 2014 Results.pdf](#)

[3 year report - 2014-2017.xlsx](#)

[Health Center Month End Stats 2016-2017.xlsx](#)

[Pantry Stats.xlsx](#)

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**Facilities** - Food Pantry needs a suitable centralized location on Visalia Campus for food storage and distribution. (Active)

**Why is this resource required for this action?:** The pantry has grown exponentially in the last few years. Health Center facility can no longer meet the need for increased food distribution and storage, especially in advent of COVID-19, social distancing requirements restrict student access to current small space. The increased volume of food needed has made storing and moving food from upstairs location down to pantry location difficult. Ideally, a centralized basic needs center should be established to meet basic needs of students.

**Notes (optional):**

**Cost of Request (Nothing will be funded over the amount listed.):** 6000

**Related Documents:**

[2 year report - 2016-2018.xlsx](#)

[2017-2018 Tulare & Hanford.xlsx](#)

**Personnel - Classified/Confidential** - Full-time classified staff member will coordinate food pantry including: maintaining budget, ordering supplies/food, inventory of supplies, picking up orders, stocking shelves, acquiring funding, recording data about food pantry, oversee distribution of food and ensure upkeep/standards of pantry. (Active)

**Why is this resource required for this action?:** 2018-19: The increase in the number of students accessing the food pantry, along with the increase in need to manage the pantry (ongoing food purchase/stocking/inventory/case management/CalFresh sign-ups) has continued to stretch the ability of current staff to maintain good, sustainable service. It is apparent that a full time food pantry coordinator would maintain services as the student need grows.

2017-18: The primary health clinic staff nurse (Cynthia Norvall) has been coordinating and running the food pantry on her own, which takes away from her primary commitment as a College Nurse. Health Center staff have been responsible for distribution of food from inside the health center, which can interrupt routine health center services. The food pantry has been accessed by an increasing number of students, and this service now exceeds the capacity of health center and staff to sustain.

**Notes (optional):** Food Pantry visits, snack/food giveaways: Visalia 2016-17 =9,663, 2017-18=14, 758. Hanford 2016-17=57, 2017-18=331, Tulare 2016-17=8, 2017-18=163  
Total for all individual food given away 2017-18=14,758

Total for all individual food given away 2018-19=18,213

There was a 56.73% increase from 2016-17 to 2017-18.

There was a 19% increase from 2017-18 to 2018-19.

**Cost of Request (Nothing will be funded over the amount listed.):** 50000

**Related Documents:**

[2017-2018 Tulare & Hanford.xlsx](#)

[2 year report - 2016-2018.xlsx](#)

[Copy of 2019-2020 Health Center stats.xlsx](#)

[Pantry Stats.xlsx](#)

[Health Center Month End Stats 2018 NOTG all.xlsx](#)

**Adjustment to Base Budget** - Food, grocery gift cards (Active)

**Why is this resource required for this action?:** No new state Hunger Free Funds have been committed to this service area this fiscal year. State Hunger Free Funds have supported the pantry for several years. Anticipate Foundation Funds (\$50,000) plus remainder of Hunger Free Funds (\$33,000) will be spent by the end of this fiscal year, with no new state funding on the horizon. In order to keep pantry sustainable, base budget from general funds must commit to financing this service long term. Food drives and fund raising from private sources can no longer meet the anticipated needs of the pantry.

**Notes (optional):**

**Cost of Request (Nothing will be funded over the amount listed.):** 85000

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## *Link Actions to District Objectives*

District Objectives: 2018-2021
<b>District Objective 4.2</b> - Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents

District Objectives: 2015-2018
<b>District Objectives</b> - 4.1 - Improve operational systems based upon data driven decision-making as described in the COS 2.0 manuals.