

Comprehensive Program Review Report



Program Review - Health Center

Program Summary

2021-2022

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 COVID-19 testing, N95 mask fitting, TB testing, immunization, STI testing/treatment, illness and injury assessment and treatment, provision of over the counter and prescription medications, blood sugar and blood pressure assessment, reproductive health education, health promotion and COVID-19 education. Our Medical Advisor agreed to continue to oversee expanded health center services, and new protocols for nurse/nurse practitioner were established, including implementing sexually transmitted diseases testing/treatment. In 2020-21 OTC (over the counter) services totaled 21 (21- Vis, 0- Han, 0 -Tul.) Nursing appointments totaled 963 (906-Vis, 33-Han, 24-Tul), including 370 TB tests, 15 Hep B vaccinations, 33 Tdap vaccinations and 235 influenza vaccinations. Other health services totaled 16 students (13-Vis, 1-Han, 2-Tul). During the COVID-19 pandemic nurses interacted with students in person for 676 COVID tests (123 combined health centers, 553 contracted service), COVID contact tracing for 183 students, and 309 N95 mask fittings for CNA and RN students.

2. Food pantry services addressed the food insecurity of students and included pantry food bags pick up and grocery gift card distribution. Drive-through food distributions were held in April and May, serving 806 students.(674-Vis, 77-Han, 55-Tul). Despite COVID restrictions, data indicates students accessed the food pantry 465 times (422-Vis, 24-Han, 19 -Tul). Grocery gift cards were handed out or mailed to students for perishable food purchases (especially helpful during the pandemic when students were not able to come onto campus) for a total of 568 (550-Vis, 7-Han, 11-Tul). WIC and Calfresh sign-ups were done for 31 students total. Case management to address food insecurity and other needs was offered to 75 students. In the most recent Mother Load Survey, completed Spring of 2021, 98% of students reported satisfaction rate with food pantry services(up from 96% last year)

3. Improved access: The health center offered some online events last year, via Zoom, which served to educate students on health issues and orient students to health services. Participation for all the events totaled 170 students. The health center was unable to host the annual face to face health fair this year due to COVID restrictions. Online Mental Health screenings totaled 1016, a significant increase over the previous year. Health Center staff visited classes through Zoom to enhance student awareness of Health Center services and specific topics, such as mental health, sexual assault awareness, reproductive choices, and nutrition. Data indicates 509 students benefited from these presentations.

4. Mental Health: Services offered through the health centers included crisis triage, ongoing counseling, mental health assessments, depression screening and presentations to staff and students, all via online formats(due to COVID-19). Two Licensed Marriage and Family Therapists provided direct service to students in Visalia, Hanford and Tulare. A supervised a team of interns also delivered psychological services in Visalia. An additional counselor at Hanford and Visalia campuses was available through the DRAW program. Weekly Zoom Rooms addressed various mental health topics. Total student visits for mental health services in 2020-21 on the Visalia campus were 604 (triage, counseling, telehealth). Students accessed mental health services in Hanford (105) and Tulare (30) times. Mental health online self-screenings occurredm1016 times, and case management 75 times (via online format).

5. Online services continued during COVID-19 restrictions, including teletherapy, telemedicine, Zoom room, fill-able forms with Dropbox, and web page resources.

Staff: Student workers, Cindy Piper-Senior Secretary, Jill Maze-LCSW, Devonderia Sanchez-LMFT, Cynthia Norvall-College Nurse(Visalia), Laura Barrientos- College Nurse (Hanford/Tulare), Joan Daniels-Health Center Director, RN, PHN, FNP-C, Angela Sanchez, Associate Dean.

What improvements are needed?: The health center team engages in analysis in order to meet historical needs, respond to student recommendations, and evolving conditions. Based on collaboration with the Health Center team, 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 and 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, routine COVID testing.

Relocate food storage to a location near the health center and work with administration to identify a larger space for food pantry, 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 needs to be established (student health fees cannot be used and no new state funds have come through for 2021-22)

Evaluate the basic needs services including food pantry, housing, other basic needs resources, case management and work with a campuswide task force to determine the most advantageous location for the services. Expand staffing to support deeper and more comprehensive basic needs support for students.

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 some 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 (student health fees may not be used to pay for pantry costs)

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).

Although CARES Act funds have helped cover the cost of food and grocery gift cards, food pantry funds have come primarily from state grants, which have not been promised for upcoming school years.

Food pantry coordinator salary and pantry expenses may not be paid out of student health fees (must come from general budget outside of student health fees). Funding outside of health center budget must be provided.

Small food pantry space limits opportunity for expansion.

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

Currently every space in the health center is in use, with the staff work area being used for COVID testing. In the future, a larger health center space would allow the continued expansion of student health service.

Overall SAO Achievement: Overall SAO Achievement: According to Mother Lode Survey done in 2021, 97% of students were satisfied with their experience at the health center.

In the midst of COVID-19 restrictions from September 2020 to June 2021, according to health center data, increases/decreases in services from 2019-20 to 2020-21 are as follows:

Sexually Transmitted disease testing and treatment program was started

New Nurse practitioner services for basic illness/injuries was launched

Combined Pantry food giveaways decreased by 795 encounters.

Total face to face nursing appointments decreased by 853 visits.

Case management program had 131 encounters.

WIC/CalFresh sign-ups had 46 participants.

Online programs were continued during the campus shut down , including tele-mental health, health center Zoom Room, online appointment requests, online fill-able forms and use of Dropbox, continued, with 581 encounters, an increase of 377 remote encounters.

Total events and presentations decreased by 399 participants (total of 509 participants in 2020-2021)

Zoom room for mental health/health information had 170 participants.

The food pantry remains in the Health Center and no action was taken to move it to it's own location, despite this being a need noted in program review for several years to better meet student needs.

An adjunct mental health provider continued to provide mental health services for Tulare/Hanford sites.

The part time food pantry coordinator resigned in Spring 2021, and a temporary coordinator filled in the position.

Medical advisor contract continued and nurse practitioner services expanded.

New protocols for health center services were established for COVID-19 testing/screening.

Health center staff worked on strategic plan and objectives/key results 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.

Continue to offer COVID-19 testing and N95 mask fitting for student programs

The demand for food distribution and basic needs informs the need for a larger, more accessible location. In compliance with recently passed AB 132, review and evaluate current basic needs services and determine action steps to improve access and use of the available services as well as the possible need for additional services and staffing.

STD testing/treatment and routine basic primary care/diagnosis/treatment were continued at no cost to students in a pilot program. Goal is to expand and improve services utilizing all the available staff within their scope of practice.

Continue all online telehealth and tele-mental 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 no cost student medical care, and to keep the pantry sustainable.

Pantry salary and costs must be moved out of health center budget (cannot come out of student health fees)

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(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, 2021 - 2022

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>)

Program Review - Health Center

"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>.

Priority: High

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Update on Action

Updates

Update Year: 2021-2022

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 \$3,000.00
Malpractice insurance estimate(if requested) \$3,000.00
STD testing/treatment estimate(100 students) \$3,000.00

Total approximate: \$19,000.00

Cost of Request (Nothing will be funded over the amount listed.): 19000

Related Documents:

[Month End Stats CURRENT.xlsx](#)

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

Program Review - Health Center

sustain services for students with food insecurity.

Relocate the Food Pantry storage to a location closer to the Health Center and explore options for a larger location for food pantry. Monitor data to determine need to hiring a full time basic needs coordinator in upcoming years.

Leave Blank: New Action

Implementation Timeline: 2020 - 2021, 2021 - 2022

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. A sustainable case management model with CalFresh sign-ups, greater access to food pantry and basic needs resources will improve student success. Basic needs budget needs to be in general budget , in order to keep food pantry and basic needs center sustainable (state has not confirmed additional funding for upcoming years). Student health fees must be used for direct medical services and cannot be used for food pantry expenses.

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 historical 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;2020-21 1,491) and combined with other food giveaways, lunches (2016-17 12,312, 2017-18: 14,758; 2018-19-17,212; 2019-20-19,630;) In 2020-2021 there were food distributions, and groceries and gift cards given out with 1,491 students participating (no snack station or Nutrition on the Go due to COVID-19 restrictions). All three campuses were closed in 2020-21, but food pantry continued to serve students. The hope is that students accessing the pantry will increase as students came back on campus in 2021-2022.

Trends over time display evidence that the need for basic needs/food is going to increase. The demand on Health Center space and staff is not sufficient to sustain the pantry at this level, nor to support the anticipated basic needs. A state grant has been provided to establish basic needs services, and we highly recommend establishing a centralized basic needs center.

Priority: High

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Update on Action

Updates

Update Year: 2021-2022

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

Program Review - Health Center

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](#)

Resources Description

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?: 2020-2021 The salary for pantry coordinator and other pantry expenses cannot come out of student health fees (which are mandated, by the state, for direct medical services only). COVID funds have been used to pay this salary recently, but these will be unavailable next year.

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.

Program Review - Health Center

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](#)

[Month End Stats CURRENT.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. COVID funds have been used this fiscal year. Anticipate COVID funds ending, and Foundation Funds (\$40, 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

Link Actions to District Objectives

District Objectives: 2018-2021

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

District Objectives: 2015-2018

District Objectives - 4.1 - Improve operational systems based upon data driven decision-making as described in the COS 2.0 manuals.