

February 22, 2018


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Student Health Services, CSUF

# HEALTH CENTER FEE

*“Providing the Services and Support to Achieve Your Highest Potential”*

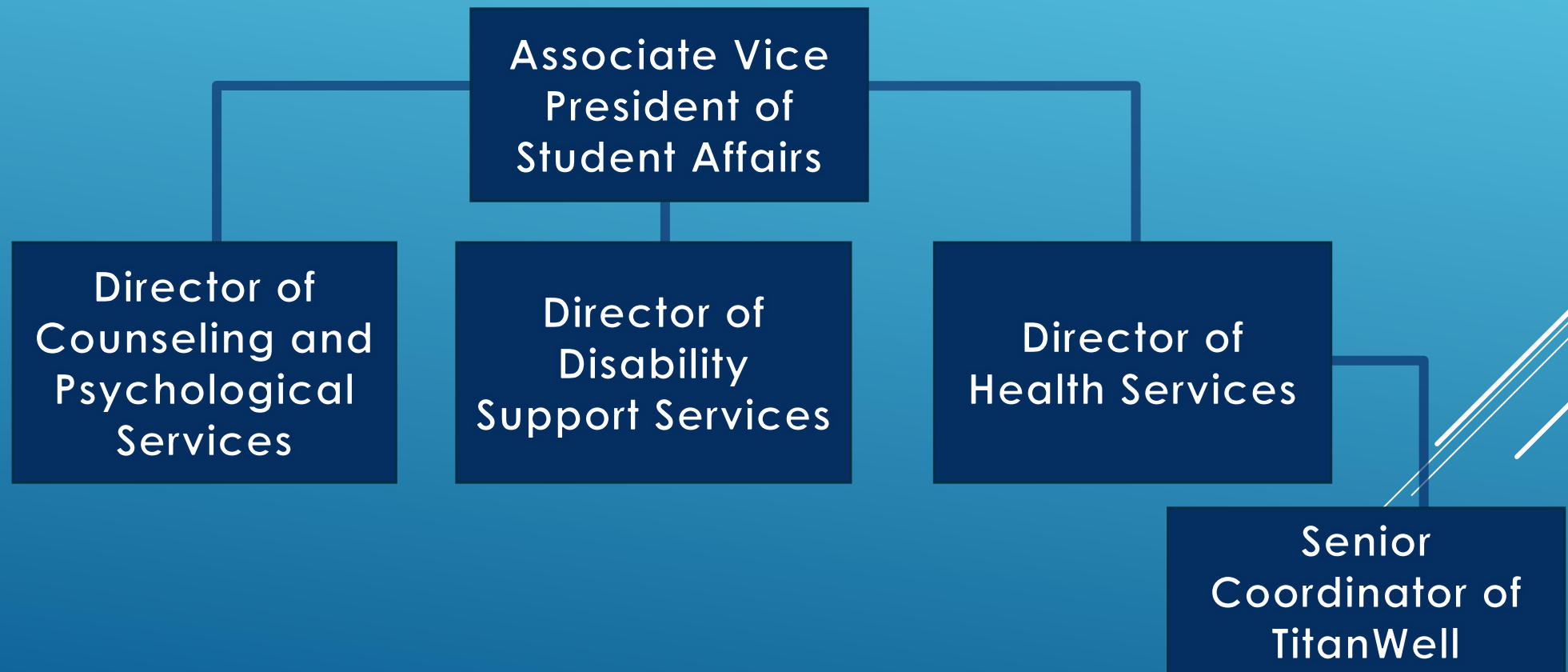
**STUDENT WELLNESS**

# OVERVIEW

- **Governance**
  - **History**
    - Fee Proposal Fall 2011
  - **Revenues and Expenditures**
  - **Purpose**
    - What We Have Accomplished
      - Mental Health Services
      - Education and Prevention
  - **Questions**
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# GOVERNANCE

## Student Wellness – Management Team



# GOVERNANCE

## ➤ **Management Team**

- Director of Health Services
- Director of Counseling and Psychological Services
- Director of Disability Support Services
- Senior Coordinator TitanWell

## ➤ **SHAC (Student Health Advisory Committee)**

- Students
- Faculty
- Staff

## ➤ **Executive Order 943**

- AAHC Accreditation (Accreditation Association of Ambulatory Health Care)

# HEALTH CENTER FEE HISTORY



Nurse Couper

- The *Policy of the Board of Trustees on Student Health Services* was adopted initially as a comprehensive system-wide policy in **1977**.
- Revised in May **1988** and required that basic student health services be available to all regularly enrolled students at no additional charge.
  - Treatment for illnesses and injuries
  - Family planning services
  - Health education
  - Counseling for individual health problems
- In addition, the policy allowed campuses to offer additional elective, “augmented” services free of charge or for a fee.

# MORE HISTORY

- In the **early 1990's**, a dramatic change to the fiscal climate prompted a reevaluation of the existing policy.
  - Several CSU campuses reported an inability to provide basic health services without additional revenue.
- Accordingly, in November **1992**, the Board of Trustees delegated to the Chancellor the authority to approve exceptions to the fee restrictions of the policy.
  - Such exceptions were permitted with the understanding that a task force would undertake a comprehensive review of the provision and financing of student health services.
- **1994** – CSUF Students Voted for a Mandatory Health Fee of \$40 per year

# EVEN MORE HISTORY

- **1997/98** Fee was \$50 per year
- 10 Year Health Center Fee History

## CAMPUS BASED FEES

Health Services	\$85	\$90	\$90	\$90	\$90	\$70	\$72	\$74	\$76	\$78	\$80	\$160	\$160	\$163
	07/08	08/09	09/10	10/11	11/12	Fall 12	Spring 13	Fall 13	Spring 14	Fall 14	Spring 15	15/16	16/17	17/18

- In August **1995**, Executive Order 637, *CSU Policy on Student Health Services* was issued
- Updates to the Executive Order
  - 2002 - EO 814
  - 2005 - EO 943



# FALL 2011

## WHAT WAS PROPOSED AND APPROVED IN FALL 2011?

- Increase fee from \$45/sem. to \$70/sem. (Fall 2012) and \$2 increments each semester for 5 semesters
- Fall 2017 - \$81.44/semester
  - Increase number of Mental Health Counselors from 10 to 18
    - Ratio 1:3500/3600
  - Case Manager
  - Increase Psychiatric Care
  - Additional Receptionist
  - After Hours Phone Crisis Service





# CSU HEALTH CENTER FEE

## 2016-17 System-wide Health Center Fee

Maritime	\$680	Sacramento	\$232
Humboldt	\$428	Fresno	\$226
Sonoma	\$388	East Bay	\$225
Stanislaus	\$376	Channel Islands	\$190
San Francisco	\$314	Monterey Bay	\$186
San Luis Obispo	\$308	Los Angeles	\$165
San Marcos	\$302	<b>Fullerton</b>	<b>\$163</b>
San Diego	\$300	Dominguez Hills	\$150
Bakersfield	\$296	Northridge	\$120
San José	\$290	Long Beach	\$90
Chico	\$270		
Pomona	\$265		
San Bernardino	\$247		

**Average: \$269**

***CSUF fee is \$100 less than the average  
and we are the largest CSU.***

# REVENUE & EXPENSES

## FALL 2017

### Revenue

\$81.44/semester 40,439 students

**\$3,302,221**

Deposits to cashier (Health Services)

**\$84,192**

**Total Revenue Collected Fall 2017:**

**\$3,386,413**

### Expenses

#### Salaries

**\$4,223,873**

- Management Salaries, Counseling, Psychiatry  
Health Services, TitanWell, Benefits

#### Supplies


**\$376,585**

- Promotional Items & Supplies & Services


**Total Expenses:**

**\$4,600,458**


# PURPOSE

- International Recommendations for Counselor to Student Ratio – 1 to 1000/1500
  - Growing Nation-wide Mental Health Crisis on Campuses
  - Data From our Campus
    - Healthy Minds Survey
    - NCHA
      - Major Depression
      - Aggressive Behavior
      - Considered Attempting Suicide (9% - 3,240)
      - Made a Suicide Plan (3% - 1,080)
      - Attempted Suicide (1% - 360)
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# PURPOSE CONT.

- Increased Demand
  - Increased Severity
  - Increased Housing On Campus
  - Barrier to Access in the Community/Cost
  - Training for Faculty, Staff & Students
  - Campus Resource for a Safer Campus Community
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# WHAT HAS BEEN ACCOMPLISHED


- 17 ½ Counselors
    - Including 1 full time person at the Irvine Campus
    - Plus 3 Doctoral Interns from our APA Accredited Internship Program
  - 1 Case Manager
  - Receptionist
  - Ratio Change: 1 to 2,285                      With Interns: 1 to ~2,000
  - Current Ratio: 1 to 1800                      Recommended ratio 1:1400
  - Increased Psychiatric Services
    - Addition of Full Time Psychiatric Nurse Practitioner
  - After Hours 24/7 Call Service ProtoCall
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# WHAT HAS BEEN ACCOMPLISHED CONT.


- Primary Care Provider to patient – 1 to 2500
- Current CSUF ratio – 1 to 5,055
- Addition of Pharmacist
- Addition of Physician
- Addition of 2 Nurse Practitioners in Health Services
- Expanded Campus Support and Training
- Expansion of TitanWell/Health Education and Prevention
  - TitanWell HUT – On campus 4 hours a day, in different locations, Monday- Thursday
  - BACCHUS Peer Health Educators
  - Nutrition Advocates/Peer Program
  - Active Minds
  - Addition of Health Educator and Dietician



# AND THERE'S EVEN MORE!

- Wellness Classes
    - Art of Wellness
    - Mood Wellness
    - Stress Wellness
    - Thought Wellness
    - Yoga as Healing
  - Student Wellness Without Walls
    - The TitanWell Hut
    - Collaboration with many areas on campus
    - Fullerton Flu Fighters
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# ONGOING BASIC & AUGMENTED SERVICES

- Primary Care Medical Visits
  - Radiology
  - Pharmacy
  - Family PACT Family Planning Services
  - Laboratory Services
  - Immunization Services
  - Counseling
  - Psychiatry
  - Physical Therapy
  - Orthopedics and Sports Specialist
  - Chiropractic
  - Acupuncture
  - Optometry
  - Walk-In Care
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# ONGOING BASIC & AUGMENTED SERVICES STATISTICS

## ➤ Fall 2017 Number of visits

• Primary Care	7115
• Nursing	3157
• TitanWell	165
• PTSR	1657
• Chiropractic	1148
• Acupuncture	14
• Psychiatry	730
• Orthopedics	161
• Optometry	33
• Family PACT	915

# ONGOING BASIC & AUGMENTED SERVICES STATISTICS

## CAPS 2016-17

- 6% of the CSUF student body used services at CAPS
- Provided 9,351 counseling and 1,951 psychiatric appointments which were utilized by 2,340 students
- Each semester, CAPS offered 4 weekly psychotherapy groups to provide students with added counseling support
- Case Management was provided for 103 students with 181 case management appointments
- Participated in 161 Outreach Events, serving 4,052 students
- Yoga as Healing and Eating Task Force Added
- 50 Wellness Workshops were offered
- Daily Walk-in/Crisis : 524 appointments for 460 students
- Irvine Campus: 1 Full time counselor provided 500 psychotherapy appointments to 131 students

# ONGOING BASIC & AUGMENTED SERVICES STATISTICS

## **TitanWell 2016-17**

- Total attendance for workshops, individual appointments, campus events, and the Titan Hut was 30,189
  - 2015 – 2016: 39,424
- Presented 4 different sessions at the national BACCHUS Convention:
  - Greek Up the Party, Sleep Eazzzy, Dog Therapy Pilot Program, & Nutrition Advocates
- Collaborations:
  - University 100, New Student Programs, American Language Program, Fraternity and Sorority Life, Housing and Residence Life, University Athletics, Allied Health Academy, Diversity Inclusion Resource Centers
- Programming included:
  - Sleep Health
  - Stress Management
  - Nutrition Workshops
  - Sexual Health
  - Alcohol and Other Drugs

**QUESTIONS?**

