

1. Assessment Plan - Four Column



PIE - Student Services: Student Health Services Unit

Where We Are: Analysis and Summary

2017-18

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Program Planning Dialog: All Student Health Services staff (SHS) met to share outcomes and discuss planning priorities for the upcoming year. This includes goals, activities, and priority resources needed to accomplish the plan. This dialog assists in improving the data tracking systems the clinics use to capture their data.

External Conditions, Trends, or Impacts (Student Services): Revenue

The increasing cost of salaries of the Classified Staff has become 85% of the Student Health Fee budget, leaving a very small budget for SHS operational costs and the Student Insurance yearly premium. To be less reliant on the Student Health Fee as the only revenue source, it is important for SHS to seek alternative means for revenue. Mt. SAC Student Health Services is seeking to generate revenue by becoming a Certified Medi-Cal Provider. This certification will allow SHS to bill for certain medical procedures and generate additional income without jeopardizing students and the quality of care.

Hiring the Assistant Director

In the external environment of Southern California, Family and Adult Nurse Practitioners are in high demand. This demand for Nurse Practitioners has increased salary scales, employment benefits, and autonomy, making Mt. SAC less competitive as an employer. The Assistant Director (Nurse Practitioner) position has remained vacant and unfilled for several years. The external market has made SHS explore hiring an Associate or Bachelor-prepared Registered Nurse as a Clinical Coordinator.

Internal Conditions, Trends, or Impacts (Student Services): SHS works to keep abreast of current medical and mental health standards of practice and technology. SHS has incorporated Mediat Electronic Health Records (EHR), to meet standards of health documentation, which is required if we become a Medi-Cal program participant. Next year, the redesign of the Health Center's conference room in Bldg. 67B will allow SHS to develop professional course trainings, including those presented by contracted consultants, to ensure that medical and mental health providers continue to acquire the necessary education needed to meet the changing health demands of the College population.

Critical Decisions Made by Unit: Nurse Clinical Coordinator Position

In response to the unsuccessful attempts to hire a Master's-prepared Registered Nurse, Assistant Director, SHS has requested to change the Assistant Director position to Coordinator, Student Health Services. This Nurse Clinical Coordinator position will be an Associate or Bachelor-prepared Registered Nurse and will be a CSEA 262 position. The Coordinator, Student Health Services and the re-classification request of a current SHS registered nurse is currently under review by Human Resources and CSEA 262 leaders.

Certified Medi-Cal Provider

SHS will pursue becoming a Certified Medi-Cal Provider to bring additional funding resources. As a Medi-Cal Provider, SHS will be able to bill for certain services,

compensating for unpaid student health fees which the unit is currently dependent upon for its budget. Although the process is lengthy and cumbersome, requiring many levels of approval, it will place SHS in a better financial position for the long-term.

Notable Achievements for Theme A: To Advance Academic Excellence and Student Achievement: MENTAL HEALTH STUDENT EQUITY

Student Athletes Math and English -- Fall 2017

Student Health Services implemented interventions to work with student athletes whose grade performances in Math and English were below average. Students doing poorly in math or had poor attitude toward Math and English were selected. A list of students, whose grades at mid-term of Fall 2017 were below average, was extracted from progress reports. Each identified student was called to make an appointment with Dr. Regina Uliana, who provided the interventions. At the time of the appointment and before the intervention, each student was asked to complete a pre-survey on their attitudes toward math. Near the end of the semester, students were requested to complete a post-survey to learn of any changes in their attitudes. Students were also asked to check what changes they made since the interview/intervention. Final grades were compared with the mid-term progress report grades. Also, students who completed the intervention were compared to students who either did not show up for their appointment or could not be contacted despite several attempts. Both "no show" students and "no contact" students were contacted no less than 3 times.

During Fall 2017, eighty-seven (87) student athletes met with a single counselor to discuss their progress in math and eight-eight (88) student athletes discussed their progress in English. The purpose of the interview and project was to determine if discussing student attitudes and study habits as they relate to math and English impact future standing in any math or English course. Final grades for math courses reveal that surveyed students compared to non-survey students received more B's and fewer F's than non-surveyed students. Additionally, slightly more surveyed students withdrew from their course than non-surveyed students.

Notable Achievements for Theme B: To Support Student Access and Success: SHS STUDENT PEER HEALTH EDUCATORS SS-1 Student Equity

The Student Health Center uses a peer-to-peer health education model for its health education and prevention activities. Each semester, Student Peer Health Educators conduct supervised activities that reach students on campus. In addition to outreach activities, Student Peer Health Educators also assist in coordinating events and the distribution of materials. Below are the number of students reached through health education activities during Spring and Fall 2017:

Class Presentations			
Outreach Events/Booths			
Health Fair			
		300	
*Visits to Vendor Booths			
*Workshop Attendance			
Newsletters		2,007	400
*Feeling Anxious?	1,889		400
*Winter Flu Season			700
*Sexual Assault Awareness Month			700
Video Library			
Total Students			

SHS MENTAL HEALTH SERVICES - CCAPS 2017-2018 Report

SHS implemented the use of the mental health screening instrument, Counseling Center Assessment of Psychological Symptoms (CCAPS), for students receiving personal counseling services. The CCAPS-34, is a 34-item instrument with seven subscales that measure common psychological symptoms and distress in college students. The seven subscales include depression, generalized anxiety, social anxiety, academic distress, eating concerns, hostility, and alcohol abuse. CCAPS-34 results rank students in mild, moderate, and elevated ranges of distress. Repeating the administration of CCAPS-34 at selected session intervals provides clinically meaningful and useful data on

5,869

counseling progress and appropriate level of care.

From April 2017 to April 2018, 464 students completed the initial CCAPS-34, 105 students completed at least two administrations. Students who reported in the elevated range of distress at their initial administration showed a decrease in distress symptoms on subsequent administrations. These results place our students at the 52nd percentile compared to the national average change made by students from other colleges administering CCAPS. Compared to the national average change made by students from other colleges administering CCAPS, Mt. SAC's students receiving personal counseling average change for hostility subscale is at 79th percentile, academic distress subscale is at 67th percentile, depression subscale is at 65th percentile.

MENTAL HEALTH STUDENT EQUITY 2017/18

REACH Program (Foster Youth)

Program interventions were planned and conducted by a Mental Health Counselor. The goal was that 75% of REACH Program Ambassadors would be able to accurately identify stress management strategies. A post group survey was administered to measure knowledge of stress management resources. Six of the six attendees identified 3 new stress management strategies and early warning signs of stress.

Low-Income, Minority Students

The goal was to provide ongoing, individual counseling to at least ten low-income, minority students. Students were tracked on MediCat, an electronic records management system. Out of 207 students seen between April 2017 and April 2018, nine self-identified as low-income, minority students receiving ongoing counseling (3 or more sessions).

Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources: In 2018, Student Health Services received notification of an NRA Phase 8 allocation to fulfill the PIE requests for technology upgrades. As a result, Staff Nurses upgraded from Laptops to Desktop computers, high-speed scanning equipment and new copiers. By making these improvements, all ergonomic goals for staff in the nursing stations were achieved. Funding allowed for the replacement of an old microscope that was broken. Furthermore, eight new signature pads were installed in order to expedite student check-in at computer portals. Included in the allocation were \$26,500 for the conversion of the board conference room in 67B to a training room with a digital screen monitor and internet access. This space conversion will accomplish many goals in providing space for in-service trainings to staff, as well as hosting collaborative meetings.

External resources were pursued and awarded through the California Community College's Chancellor's Office. Student Health Services obtained a two-year grant of \$250,000 for expansion of Mental Health Services that target vulnerable populations. The grant will begin in May 2018, leveraging many resources and external partnerships that will strengthen the mental health services at MtSAC.

Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration: Student Health Services leverages its resources by collaborating with internal MtSAC departments and external partnerships. This cooperation and collaboration offers a realm of specialized services to the student population.

Recent collaborations include the following:

BEHAVIOR WELLNESS TEAM

The Behavior and Wellness Team meets at the Health Center - Bldg. 9E, twice a month to discuss and resolve student behavioral issues. BWT members include representatives from Student Services, Student Life, Campus Safety, Academic Advising, Continued Education, Student Health, Access & Wellness, and Mental Health Counselors. As a result of this collaboration, a process has been put into place to triage BWT referrals on a timely basis.

HOMELESSNESS AND BASIC RESOURCES COMMITTEE

Two SHS staff participate in the Homelessness and Basic Resources Committee, formed to reduce food insecurities, housing and support services for Mt.SAC's student population. This participation has led to the launching of CalFresh enrollment for students at Mt. SAC during Mountie Fresh Day on April 11, 2018. A total of 85 students enrolled in CalFresh on this day, with 300 more in attendance.

PROJECT SISTER

Project Sister, a non profit community partner, has begun ongoing drop-in services for victims of domestic violence or sexual assault. These services are offered at the Health Center - Bldg. 9E in a confident, sensitive manner by trained advocates.

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<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p>Electronic Medical Records - SS-4 Implement phase two of the Electronic Medical Records Management system, giving student access to medical records</p> <p>Status: Archive Goal Year(s): 2016-17, 2017-18 Goal Entered: 09/01/2016 Date Goal Archived/Inactivated: 04/11/2018</p>	<p>Report directly on Goal</p> <p>Full Funding Requested - Four Signature pads for student signatures Staff training</p> <p>Describe Plans & Activities Supported: SHS installed and implemented four kiosks - - two kiosks in each clinic waiting room during 2016/17. The students are now checking in and completing their history form and Counseling Center Assessment Psychological Symptoms (CCAPS) form (for students who have mental health appointments).</p> <p>The plans for implementing phase two of the Electronic Record Management system in 2017-18 is to: 1) install four waiting room</p>	<p>Reporting Year: 2017-18 % Completed: 50 The opening of the EHR portal in under process. (03/22/2018)</p> <p>Reporting Year: 2017-18 % Completed: 75 Eight signature pads were purchased and incorporated into the EHR. The signature pads are being used at the four kiosk stations by the students for check-in and staff had signature pads installed at their work stations to acquire student signatures for necessary paperwork. Student Health Services with working with MediCat and the portal is in the process of being opened. (03/22/2018)</p>

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Kiosks; 2) open the portal to all students to make appointments, access laboratory and radiology results, complete forms and have access to program health forms.

During summer 2017, SHS will initiate phase two, making a portal available to students who wish to access their medical records, laboratory and radiology results.

Lead: Jose Pena/Marti Whitford
One-Time Funding Requested (if applicable): 684

Type of Request: Professional Development

Planning Unit Priority: High

What would success look like and how would you measure it?: 70% of students will report satisfaction with efficient check-in services on a customer satisfaction survey

Documentation Attached?: No

No Funding Requested - No resources needed

Planning Unit Priority: Low

SHS Student Peer Health Educators - SS-1 Student Equity
 Incorporate Student Peer Health Educators into current and newly-developed student health education and outreach programs.

Status: Active

Goal Year(s): 2017-18, 2018-19

Goal Entered: 09/01/2016

Report directly on Goal

Reporting Year: 2017-18

% Completed: 100

These are the results for semesters, Fall of 2017 and Spring 2018, where Student Peer Health Educators were incorporated into health education and outreach programs.

Bystander Intervention

Thirty-eight students attending Step Up! Bystander Intervention presentations will increase their understanding of the Five Steps of the Decision-Making process and report their intent to intervene to help someone in need. Prior to the event, 6% of students knew the Five Steps of the Decision-Making process. After attending the event, 90% of

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
	<p>Report directly on Goal</p>	<p>the students were able to write the Five Steps of the Decision-Making process. There was an increase to 97% of students who reported that are “likely” or “very likely” to intervene to help someone in need.</p> <p>Active Shooter Training Eighty-two students attending Active Shooter Training-How to Survive will increase their understanding of what to do when a student hears a gunshot on campus. Prior to the event, 48% of students knew what to do when they hear a gunshot on campus. After attending the event, 95% of students knew what to do when they hear gunshots.</p> <p>Welcome to the Party Thirty-five students attending Welcome to the Party will increase their understanding of where to go and what to do if a student has been sexually assaulted. Prior to the event, 64% of students knew where to go and what to do if a student has been sexually assaulted. After attending the event, 100% of students knew where to go and what to do if a student has been sexually assaulted.</p> <p>S.O.S. – Save our Sleep Twenty-four students attending S.O.S. – Save our Sleep will increase their understanding in recognizing sleep deprivation symptoms. Prior to the event, 39% of students were confident in recognizing sleep deprivation symptoms. After attending the event, 88% of students were confident in recognizing sleep deprivation symptoms.</p> <p>(04/12/2018)</p>

<p>SHS Satellite Center - SS-8 Finalize establishment of the Satellite Center Status: Archive Goal Year(s): 2016-17, 2017-18 Goal Entered: 09/01/2016 Date Goal Archived/Inactivated: 03/01/2018</p>	<p>Full Funding Requested - Purchase of a microscope to be used during medical visits at 9E. Describe Plans & Activities Supported: The cost of the microscope will be \$7867.61 Planning Unit Priority: High What would success look like and</p>	<p>Reporting Year: 2017-18 % Completed: 100 A Microscope was purchased and set-up in the laboratory in 9E. (03/22/2018)</p>
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<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
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how would you measure it?:
Resolution of illness, wellness in the student

Full Funding Requested - Work with Human Resources to advertise in nurse practitioner periodicals and organizations. Organize a hiring committee with RNs or Nurse Practitioners as members. Ongoing funding to staff the position, estimated at \$116,672.

Describe Plans & Activities
Supported: Hire Assistant Director, Student Health Services, who will be a concurrent provider as a Nurse Practitioner. This provider will continue to provide student access for medical care.

Lead: M. Whitford

On-Going Funding Requested (if applicable): 116672

Type of Request: Staffing

Planning Unit Priority: High

What would success look like and how would you measure it?: The new position will be delivering services by Spring 2018

Reporting Year: 2017-18
% Completed: 0

After two hiring programs, a Nurse Practitioner was not hired for the Assistant Director, Student Health position. It is now under consideration to change the Assistant Director, Student Health to Coordinator, Student Health. This will change the position to a RN. (03/22/2018)

SHS Staff Education - SS-5 All SHS staff will attend yearly pertinent staff development and training.
Status: Archive
Goal Year(s): 2016-17
Goal Entered: 09/01/2016
Date Goal Archived/Inactivated: 06/30/2017

SHS Collaboration with Los Angeles Health Agencies - SS-7 SHS will strengthen collaboration with L.A.

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Health Agencies and Covered California to ensure access for students to medical care and insurance.
Status: Archive
Goal Year(s): 2016-17
Goal Entered: 09/01/2016
Date Goal Archived/Inactivated: 06/01/2017

SHS Collaboration with Los Angeles Health Agencies 2 - SS-8 SHS will continue in the participation of Campus Emergency Preparedness. 2016-17 SHS will complete health care emergency training.

 2016-17 This training was not offered, but will budget for next year
Status: Archive
Goal Year(s): 2016-17
Goal Entered: 09/01/2016
Date Goal Archived/Inactivated: 06/30/2017

SHS Quality Assurance - SHS services, with the enhanced technology of the EHR, will develop a quality assurance program that will review SHS clinic services.

 SHS has developed a mental health chart peer review and initiated the peer review. 2017-18 RN and Clinician medical chart review tool has been developed and the peer chart review will be initiated. Patient satisfactions surveys have been developed will be initiated in 2017-18
Status: Archive
Goal Year(s): 2017-18

No Funding Requested - None
Describe Plans & Activities Supported: Student Health Service will conduct monthly Electronic Medical Health Record review utilizing the approved quality assurance tool:
 Each month each Mental Health Counselor will peer review two Mental Health records per counselor
 Any concerns will be discussed during the monthly Mental Health Counseling Meeting
 The Medical Director will review two Nurse Practitioner medical

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Goal Entered: 09/01/2016
Date Goal Archived/Inactivated: 06/30/2017

records monthly
Any concerns will be discussed with the Nurse Practitioner
Each month the Director, Student Health will review 5 Medical records completed by the RNs and concerns will be discussed with the RN and Medical Director
Twenty Five patient satisfaction survey will be dispensed quarterly
Lead: Marti Whitford
One-Time Funding Requested (if applicable): 0
Planning Unit Priority: Medium
What would success look like and how would you measure it?:
Documentation of the standard of services of Student Health
No Funding Requested - None
Describe Plans & Activities
Supported: Student Health Services will complete peer medical record review for quality assurance; Mental Health clinician will complete two medical record review per clinician per month
The mental Health clinician will meet monthly to review the Medical record review.
The Medical Director will review two medical records of the nurse practitioner monthly
Patient satisfaction surveys will be collected quarterly and reviewed
Lead: MWhitford
One-Time Funding Requested (if applicable): 0
Planning Unit Priority: Medium
What would success look like and how would you measure it?: Student

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
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Health Services has documented that patients outcomes meet the community standard of practice

<p>Crisis Intervention Program - Students will receive prompt and efficient response for Mental Health and Medical Crisis Status: Archive Goal Year(s): 2017-18 Goal Entered: 06/21/2017 Date Goal Archived/Inactivated: 04/12/2018</p>		
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<p>Upgraded Technology - Upgrade technology to improve the management of electronic medical records, student confidentiality and employee ergonomic standards Status: Archive Goal Year(s): 2017-18 Goal Entered: 06/22/2017 Date Goal Archived/Inactivated: 03/01/2018</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2017-18 % Completed: 100 Upgraded technology was implemented as planned to improve student confidentiality, management of electronic medical records and employee ergonomics. All purchases have been made and installation of equipment made at desks and student portal stations. (04/05/2018)</p>
	<p>Full Funding Requested - 2 desk top computers @ \$696.00 (2) \$1392.00 1 wireless Cannon scanner @ 399.99 (1) \$ 992.00 8 Electronic signature pads @146.62 (6) \$1172.96 (4 kiosk, 4 nursing stations) 1 HP Elite Monitor (1) \$ 600.00 1 Multi-function Printer HP LaserJet (1) \$ 277.00</p>	<p>Reporting Year: 2017-18 % Completed: 100 All purchases were made from a one-time, Phase 8 funding allocation. SHS was able to secure discounts, allowing for the purchase of two scanners, instead of one. One was placed at the Nursing Station and one at the Check-in counter. All signature pads have been placed in the student check-in portals. Two Nurses were upgrades from Laptops to Desktops. Instead of a double monitor screen, investment was made in purchasing two larger monitors for administration offices. (04/05/2018)</p>
	<p>\$4,434.00 Describe Plans & Activities Supported: 1) Purchase 2 desktop computers, and one scanner for the nurses work station. This will allow</p>	<p>Reporting Year: 2017-18 % Completed: 100 Upgraded technology with the purchase of new equipment, funded through the PIE process. Discounts allowed for the purchase of two printers and two scanners. This equipment upgraded electronic management system for students to access medical records. Electronic management at the clinics creates more efficiency between both clinics in</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
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the staff to work in a correct ergonomic manner. Increasing patient management in a timely manner.

2) Purchase six electronic signature pads. Including student signatures on electronic documents will increase the confidentiality of their electronic records.

3) Purchase of a double monitor screen for the desktop of the administrative specialist III. This will improve Productivity and the efficacy of managing numerous budget screens.

Lead: Marti Whitford

One-Time Funding Requested (if applicable): 4434

Type of Request: Non-Instructional Equipment

Planning Unit Priority: High

What would success look like and how would you measure it?: 1) Staff work stations will be improved to meet ergonomics standards

2) All student electronic medical record forms will contain student electronic signature

3) The staff will be able to monitor the student budgets and records accurately.

patient care.

Staff at the clinics were reviewed for improved ergonomics. This led to changes in positioning of computers and the purchase of two desktop computers that replaced the use of laptops. (03/22/2018)

<p>Training Room - Conversion of the board room into a training room to provide 10 in-service trainings to staff</p> <p>Status: Active</p> <p>Goal Year(s): 2017-18, 2018-19</p> <p>Goal Entered: 09/28/2017</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2017-18</p> <p>% Completed: 75</p> <p>This goal received funding approval for \$26,500 from the New Resources Allocation Phase 8. However, the work order has not be fully executed as there was a delay in receiving quotations. The following Requisitions have been processed and are awaiting approvals from Fiscal to begin purchasing technology:</p>
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	<p>Report directly on Goal</p>	<p>R0058146 Apex Audio \$3265.73; R0058147 One Diversified \$5,303.41; R0058150 One Diversified \$1,328.54; R0058151 Troxell \$424.24; R0058180 GST \$5,720.49; R0058184 GST \$662.19; R0058185 Centerpoint \$7,495.13.</p> <p>We anticipate all technology will be installed and functional by August 31, 2018. At that time, we will begin scheduling professional in-service trainings for staff and student assistants. A total of ten trainings will be hosted in the new training center. Additionally, we will host the Behavior and Wellness Team on a bi-monthly basis in the training room. Other hosted meetings will take place once the project is completed. (03/22/2018)</p>
	<p>Partial Funding Requested - Resources are needed to bring professional consultants to continue to educate staff on the changing medical needs of the student population. A total of 10 trainings will be conducted in the new training room to continue to elevate the knowledge of clinical staff.</p> <p>Describe Plans & Activities Supported: Installation of new technology in the board room will provide needed training space for student intern class trainings, student assistant trainings, in-service trainings for staff and meetings for campus staff. Once completed in Summer 2018, SHS plans to provide in-service trainings on health-related topics that pertain to youth to its staff, interns and student assistants. While some funding is allocated through a Mental Health Grant, other funding is still needed for health-related topics pertaining to youth. Funding will go towards payment of</p>	<p>Reporting Year: 2017-18 % Completed: 75</p> <p>SHS was allocated \$26,500 for this project from a one-time, Phase 8 funding approval. All purchase requisitions have been made after a delay in receiving quotes from Facilities staff. This allocation of funds provided the needed hardware, cabling and software needed to convert the board room into a training space with the capacity to seat 12 people.</p> <p>The project is slightly behind schedule, with anticipated completion date of July 1, 2018. Trainings will begin immediately after the room is completed. We expect to meet the target of 10 trainings by December 31, 2018.</p> <p>All technology equipment has been ordered and installation is projected to take place in the summer of 2018. Although, the goal is almost complete we are seeking additional funds of \$3,000 to apply towards professional development of staff, interns and student assistants. A total of ten trainings will be scheduled on health related topics that relate to student health, specifically, re-occurring health problems. (04/23/2018)</p> <p>Reporting Year: 2017-18 % Completed: 100</p> <p>SHS was allocated \$26,500 for this project from a one-time,</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
	<p>professional consultants. Lead: Marti Whitford One-Time Funding Requested (if applicable): 3000 On-Going Funding Requested (if applicable): 0 Type of Request: Professional Development Planning Unit Priority: High What would success look like and how would you measure it?: Conversion by Summer 2018, providing at least 10 trainings by December 2018. Ninety percent of staff will be trained. Staff will be more abreast of student population's needs.</p>	<p>Phase 8 funding approval. All purchase requisitions have been made after a delay in receiving quotes from Facilities staff. This allocation of funds will provide the needed hardware, cabling and software needed to convert the board room into a training space with the capacity to seat 12 people.</p> <p>The project is slightly behind schedule, with anticipated completion date of July 1, 2018. Trainings will begin immediately after the room is completed. We expect to meet the target of 10 trainings by October 31, 2018. (04/05/2018)</p>

<p>MediCal Provider Certification - Increase revenue by becoming a Certified MediCal Provider Status: Active Goal Year(s): 2018-19 Goal Entered: 04/19/2018</p>	<p>Full Funding Requested - Estimates for these costs are currently being secured. Describe Plans & Activities Supported: Becoming a MediCal Provider will Increase revenue for Student Health Services to operate two clinics on a full time basis. In order to pass inspection, both clinics will need to make adjustments to its hot water temperature to pass inspection. Facilities is aware of the low hot water temperature and has informed us that we will need to invest in upgrading the current system. In discussions with Facilities, we have been informed that we must consider a circulation system that pumps hot water through the piping so hot is always available at the tap. Lead: Marti Whitford, Director</p>	
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Type of Request: Facilities , Non-Instructional Equipment
Planning Unit Priority: High
What would success look like and how would you measure it?: Student Health Services will not rely solely on student health fees to maintain its operations. This guarantees a level of service.

Wheelchair Accessible Kiosks -
 Upgrade waiting room Kiosks in clinic (building 67), to make it wheelchair accessible for student check-in
Status: Active
Goal Year(s): 2018-19
Goal Entered: 06/01/2018

Report directly on Goal

Reporting Year: 2017-18
% Completed: 0
 Reception area Computer Kiosks have not been upgraded for wheelchair accessibility and confidentiality in the clinic in building 67B. These two issues are critical in complying with laws that give accessibility to individuals in wheelchairs. The computer kiosks are used for student check-in at the clinics. Besides wheelchair accessibility, student confidentiality is jeopardized for all students as the computer screens are visible to others.

In the current work environment, wall mounted platforms hold desktop computers at standing level without any screen protection while students are logging in.

We obtained a verbal quote from Facilities for the upgrades needed. This upgrade will cost approximately \$7,000. The estimate includes the removal of wall mounts that hold the desktop computers; repairing walls; installing wheelchair accessible tables with appropriate protections for screens.

If funded, this will be a priority for the upcoming fiscal year, to be completed as soon as possible.

(06/01/2018)
Related Documents:
[2018-06-06 67B-140_Privacy_for_Student_Check-in_Computers.pdf](#)