



2018-19 Program Review – Student Services

Program Overview

Please verify the mission statement for your program. If there is no mission statement listed, please add it here.

Our mission at the Wellness Center is to reduce barriers of academic success by providing health and wellness support. We strive to foster a community of care that recognizes and values the depth, dignity and diversity of all students.

List your Faculty and/or Staff

Mental Health Specialist Janine Greer
Admin Asst. Student Worker – Mary Ann Go
Food Insecurity Ambassador Student Worker – Aldane Walters
Wellness Center Ambassador Student Worker – Logan Ozuck
Mental Health Associate – Cynthia Park
Mental Health Associate – Tami Altman
Nurse RN Breanne Grady – Roots Community Health Clinic (community partner)
Patient Navigator – Roots Community Health Clinic (community partner)

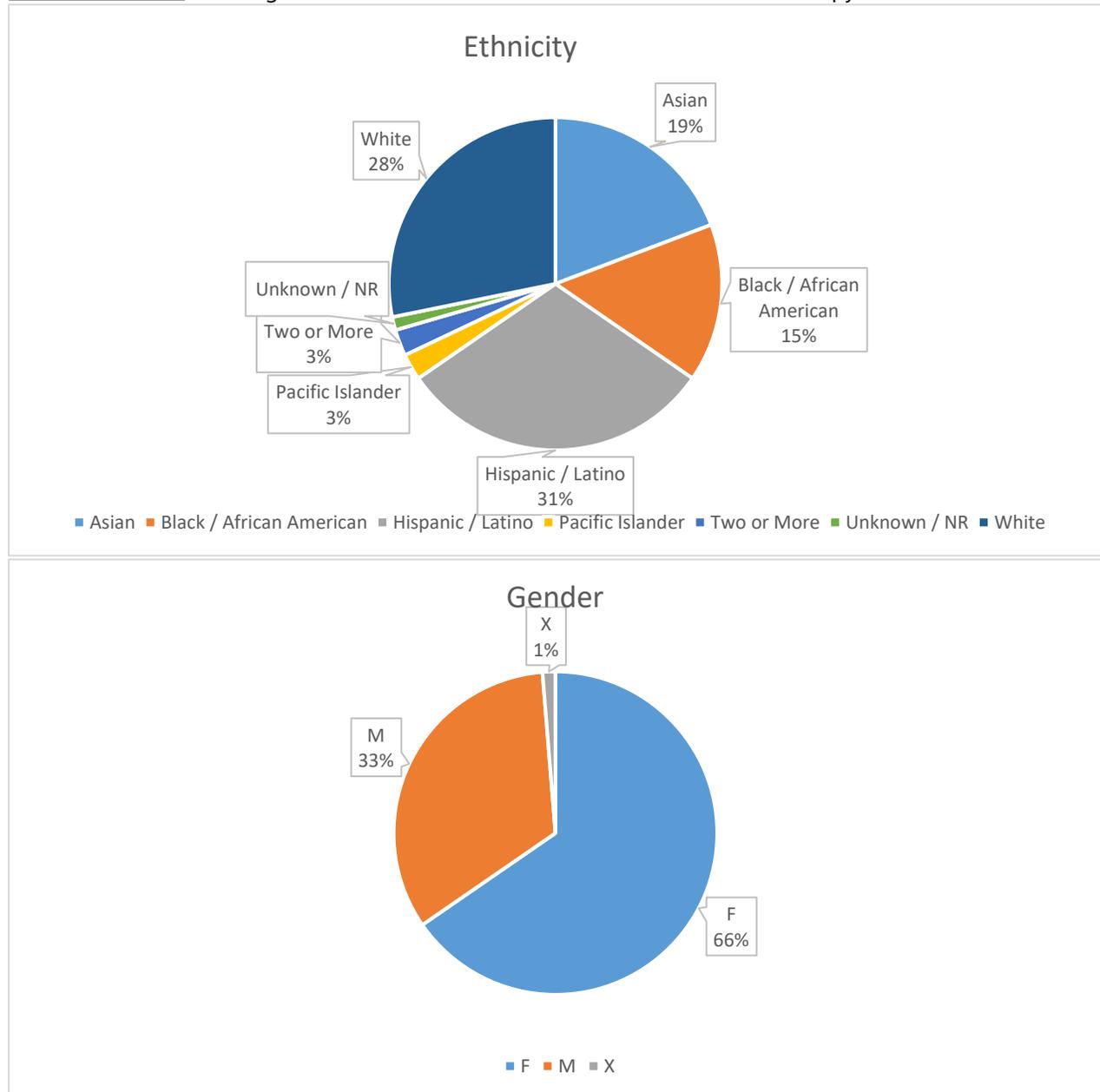
The Program Goals below are from your most recent Program Review or APU. If none are listed, please add your most recent program goals. Then, indicate the status of this goal, and which College and District goal your program goal aligns to. If your goal has been completed, please answer the follow up question regarding how you measured the achievement of this goal.

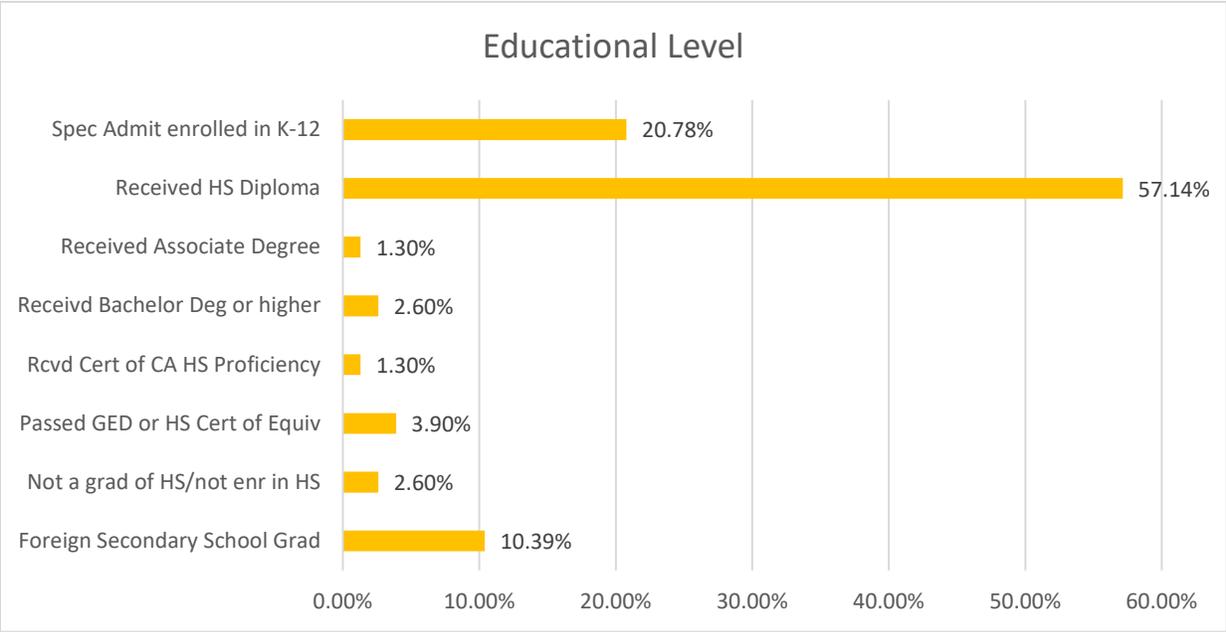
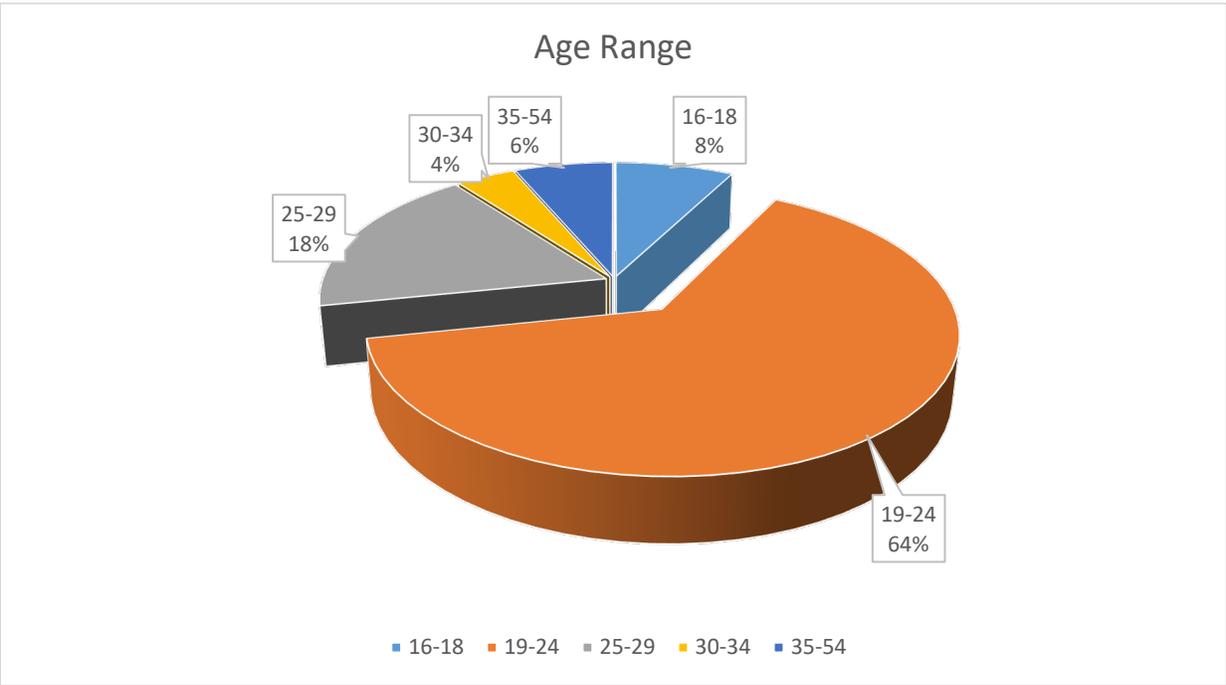
1. Build campus awareness about healthy relationships. Support students with relationship skills tools.
2. Reduce the following barriers to successful matriculation
 - Anxiety and depression
 - Poor sleep hygiene
 - Lack of community
 - Lack of support systems
 - Poor Communication Skills
 - Domestic Violence, unhealthy relationships
 - Housing
 - Stress regarding housing and food insecurity
3. Peer Counseling Program Certificate Groundwork

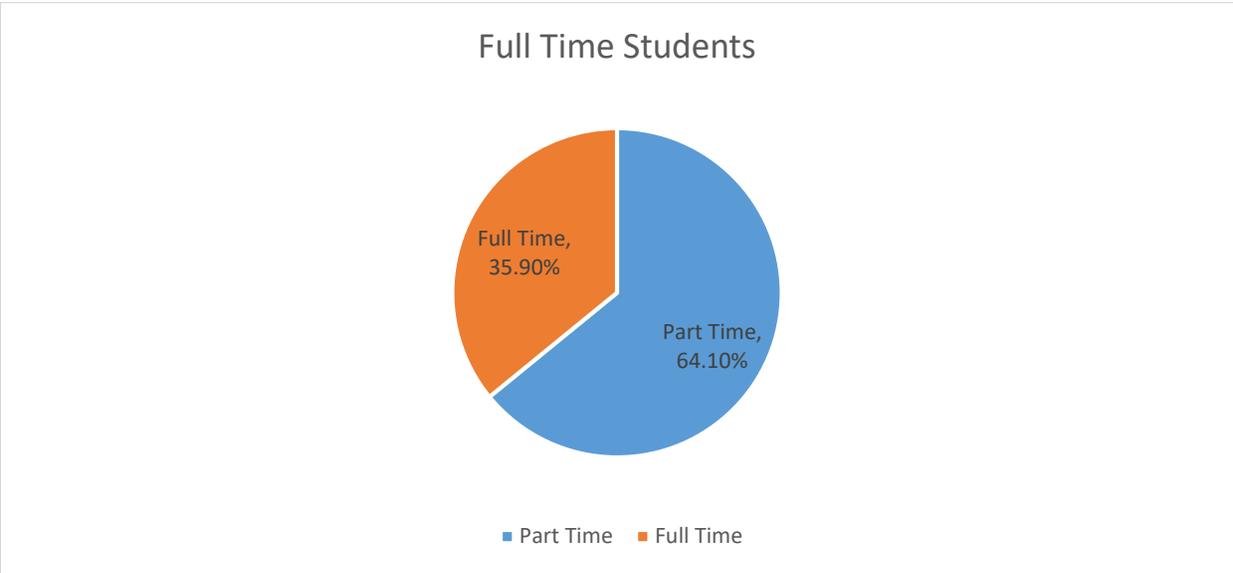
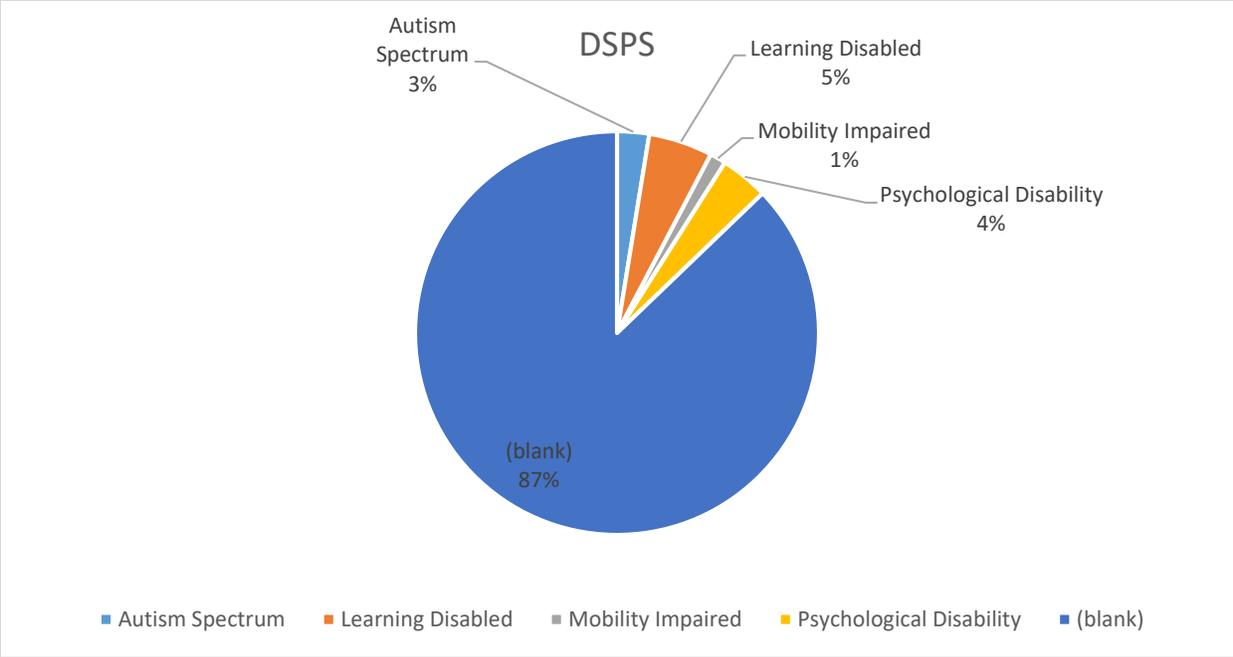
Describe your current utilization of facilities, including labs and other space

The Wellness Center occupies approximately ¼ of the 1st floor of the Annex Building at 2000 Center Street. The nursing station has a clinic room with a sink, medical refrigeration and an examination table. Immediately outside of the clinic room is the Wellness Center waiting area with four chairs for patients, two desks, one with a computer and phone line. We have two office spaces designated solely for mental health appointments and one office space that is currently being converted from a shared lunch area to a Wellness Center meeting room/office for focus groups, therapeutic groups and operations and storage for the BCC Food Pantry. The Wellness Center shares the suite with the International Office, Umoja Village and three instructional classrooms.

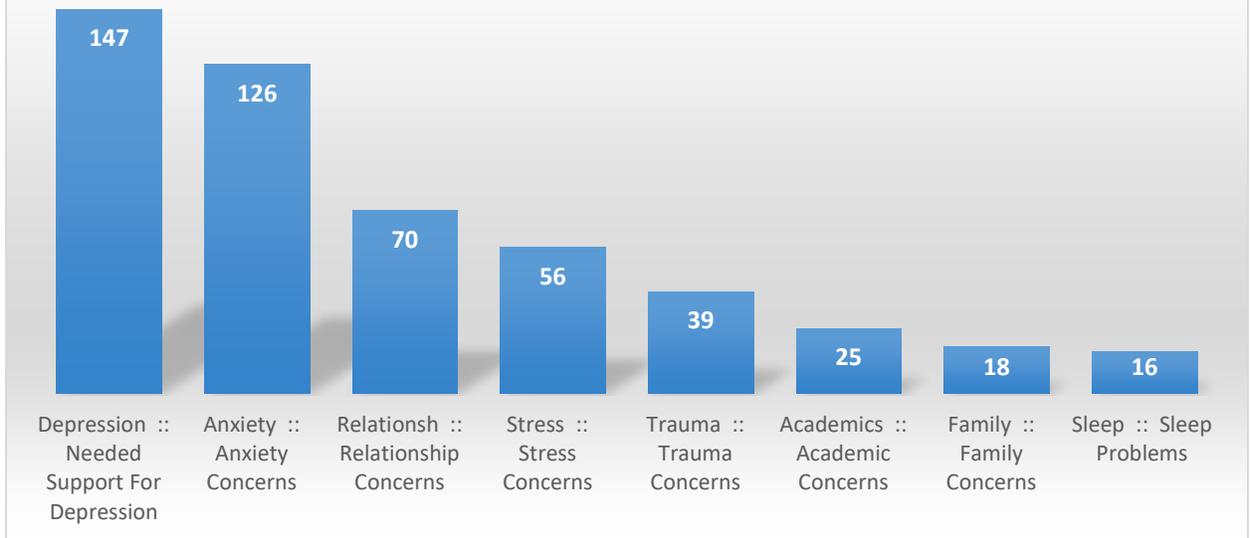
Students Served During the Fall Semester 138 students were referred for therapy.







Diagnosis/Concerns





BERKELEY CITY COLLEGE WELLNESS CENTER

Clinical Services by Roots Community Health Center

FALL 2018 CLINIC ACTIVITY REPORT

Clinical Visits Summary

SEX/GENDER ID

• Females	58
• Males	31
• Unspecified	<u>5</u>
TOTAL:	94

ETHNICITY/RACE:

• Asian	31
• Black/AA	15
• Caucasian (Non-Hispanic)	16
• Latino or Hispanic	14
• Other: (Arab, Middle Eastern, etc)	0
• Unspecified:	<u>18</u>
TOTAL:	94

AGE RANGE:

• Under 18 y/o	0
• 18 – 25 y/o	55
• 26 – 30 y/o	11
• 31 – 40 y/o	5
• 41 – 50 y/o	3
• 51 y/o & above	<u>20</u>
TOTAL:	94

VISITS ACCORDING TO TIME FRAME:

• 09:00 am – 09:59 am	15
-----------------------------	----

BCC Clinic-Fall 2018 Report

• 10:00 am – 10:59 am	15
• 11:00 am – 11:59 am	25
• 12:00 pm – 13:00 pm	18
• 13:00 pm – 13:59 pm	21
TOTAL:	94

VISITS ACCORDING TO DAY OF THE WEEK:

• Monday	19
• Tuesday	25
• Wednesday	35
• Thursday	15
TOTAL:	94

Clinical services provided^{1,2}

• Health Education	40
• Illness	34
• Injury	17
• Health/Wellness Check (BP, Weight, blood glucose)	9
• Urgent Visit	6
• Wound Care	9
• OTC medications	15
• Flu Vaccinations	32
• TB Skin Test	3
• TB Blood Test	1
• STI Lab Testing	1
• Rapid Pregnancy tests	3
• Plan B	0
• Condoms	442
• Tampons	124
• Feminine pads	17
• Medical referrals	27
• Social/community resource referrals	14
• BCC Mental health referrals	11
• Eye Exam Vouchers	26
• Health system guidance	17
• Health Navigator Visits (Medi-Cal/Cal-Fresh/community resources)	12

¹ Grand total not given because multiple services are frequently provided at each clinical visit.

² STI testing and TB blood testing were not available until November 4, 2018, when lab service was established.

Please enter your College Mission Statement

Berkeley City College's mission is to promote student success, to provide our diverse community with educational opportunities, and to transform lives. The College achieves its mission through instruction, student support and learning resources which enable its enrolled students to earn associate degrees and certificates, and to attain college competency, careers, transfer, and skills for lifelong success.

Please enter your Student Services Mission Statement

Transforming lives by providing student support services aiming success

Please include the essential functions of your department, program or unit, any unique characteristics or trends affecting the unit, as well as a description of how the unit aligns with the college mission

The Wellness Center aligns itself with the college mission by offering psycho-educational workshops and events tailored for subgroups in need of additional support; e.g. Veterans, Umoja, EOPS and Cal-Works students. The department functions within student services supporting students' physical and emotional health. The following services are offered:

Nursing M-Th 9-2pm

Acupuncture Tu 2-6pm

Mental Health M-F by appointment

BCC Food Pantry Mon 12-3pm serving over 100 students weekly

During the Fall Semester 138 students were referred for therapy. The majority of people who sought mental health assistance were students of color (71%). The political environment seems to be increasing angst amongst students of color. The Mental health team has noted there is an increase in the severity of acute symptoms. A triage appointment system was implemented to help with backlog by servicing more students with 20-minute 'Triage' appointments. We are in need of additional clinician's and office space in order to meet demands of mental health requests. Spring 2019 we are piloting a P2P Wellness Coaching Program to support students with various health and wellness goals to address the growing need for assistance.

Fall 2018 is the first semester the Wellness Center has engaged Mental Health Associates (Trainees.) The trainees have been a great addition to the team. During the spring semester both Associates are planning to offer group therapy to help support more students.

Please discuss the relationship and engagement with other support services, programs, and/or instruction or administrative units and how these relationships support the department, program or unit to meet its goals.

The Wellness Center avails itself to SSSP by offering psychoeducational workshops and events tailored to subgroups who are in need of additional support. Our goal is to broaden awareness about various topics that impede student success i.e. sleep hygiene, anxiety, depression, domestic violence and food insecurity while offering tools to assist department staff and students with helping students to overcome individual challenges.

The Wellness Center facilitated the following activities for special populations:

Healthy Relationships	EOPS	9/20/18
Check up from the Neck Up	EOPS	11/1/18
International Student Focus Group	Wellness Center	12/5/18
Solidarity in Mental Health Summit	Main Campus	11/9/18

Please describe how external factors (if applicable), such as State and Federal laws, advisory board recommendations, changing demographics, etc. have an impact on the support services your department, program or administrative unit provides.

Funding for health and wellness comes directly from the student health fees collected at the beginning of the semester. Due to declining enrollment fewer fees are collected, shrinking budget sources which may have an adverse effect on staffing. Over the past two years we have received additional funding (29k) directly from the state to support our food pantry efforts with minimal reporting requirements. The state has also sent additional funding for mental health direct services. These funding streams are not permanent. The Wellness Center needs to consider exploring potential billing sources i.e. Medi-Cal or individual insurance as possible funding sources in the future.

Filter for your Service Area's Student Group in the data dashboard above. Examine the demographics of the students your Area has served over the past three years. Be sure to consider student sub-populations, particularly student status in terms of: gender, race and ethnicity, age range, veterans' status, foster youth status, disability status, low income status. Briefly explain the changes in students served by your department or unit over the past three years and any disparities in outcomes. If there are disparities, please create an 'improvement action' below to address them.

The Wellness Center data is not calculated on the dash board and is working with the research office to determine how to collect data while still remaining HIPAA compliant.

Does your department, program or service area provide Student Success & Support Program (SSSP) services?

The Wellness Center’s purpose is to support students with completing their college courses, aid with persistence through each semester and achieve their long-term educational goals by addressing health and wellness needs.

Please provide the following information about these specific SSSP services, as applicable, for students in your program or college over the past three years:

# of student that completed orientation	N/A
# of students that completed assessment	N/A
# of completed Student Educational Plans (SEPs)	N/A
# of Abbreviated versus Comprehensive SEPs	N/A
Total # of follow-up services	N/A

What has your service area done over the last 2-3 years to improve SSSP services?

Over the past 3 years the service area has grown in a few different ways enabling the Wellness Center to support students with expanded services. A growing partnership with Roots Community Health Clinic has helped the center and the district offer nursing and nurse practitioner hours M-Th 9-2pm. Historically maintaining nursing staff has been a challenge for a variety of reasons. In 2016 a full-time mental health specialist was hired. Prior to 2016 mental health services were offered through a contract agency. The contract was rescinded in lieu of having a part-time faculty member who could offer additional hours at a reduced cost. Focus groups are being facilitated to assess student needs and help shape programming. Relevant educational workshops and health centered events are offered every semester. The center has established an online mental health referral process replacing ad hoc referrals via email.

Describe your current level of staff, including full-time and part-time faculty, classified staff, and other categories of employment.

As previously mentioned, Peralta has a contract with Roots Community Health Center. The medical staff includes a Nurse on Wed/Thurs, Nurse Practitioner and Medical Assistant Mon/Tue and a Patient Navigator on Mondays. Mental Health is short one ½ time licensed provider, which will have an impact on direct services. An active search is underway.

The Wellness Center has a small team of Health and Wellness Ambassadors with the following responsibilities:

- Food insecurity
- Outreach and administrative support
- Nursing Support and outreach (district)

Students Served – Assessment

List your Service area outcomes

**Goals in italics*

Build campus awareness about healthy relationships. Support students with relationship skills tools.

- **Outcome:** Facilitated 4 workshops on healthy relationships. Provided literature.
- Reduce the following barriers to successful matriculation

Lack of community

- **Outcome:** BCC Food Pantry Team is a group of volunteers who are connecting around food insecurity on campus. Volunteers receive a T-Shirt and are invited to participate in a variety of activities. All students are welcome and referrals are often made through mental health as a possible avenue for community and support.

Domestic Violence, unhealthy relationships

- **Outcome:** Facilitated 4 workshops on healthy relationships last semester. Provided literature.

Stress regarding housing and food insecurity

- **Outcome:** BCC Food Pantry Team distributes free fruits and vegetables every Monday from 12-3pm. All students are invited to take advantage of the services. The Alameda County Food Bank periodically sends a representative to enroll students in Cal Fresh.

Peer Counseling Program Certificate Groundwork

- **Outcome:** The Wellness Center assisted with program development for the new Peer to Peer Wellness Coaching Program pilot. HUSV 119 Field Work in Social Services class has ten students whose field work placement will be with the Wellness Center Spring 2019. The P2P Wellness Coaches will assist students with wellness goal setting and health education campaigns and presentations.

How does your department, program, or unit ensure that students are aware of learning or service area outcomes?

This is an area in need of improvement. Quantifying how students are benefiting from our programming outside of surveys is challenging. We collect various surveys from students and have not communicated the results to the student body in consistent manner. Current work with the campus statistics and research department is underway to determine how we can look at student persistence over time as potential assessment indicator.

Where are the service area and/or program level outcomes published? If on a website, please specify the URL.

Our service area outcomes are not published on our webpage. As a part of the website refresh the departmental goals will be added to a section of the Wellness Center Homepage.

Briefly describe at least three of the most significant changes/improvements your department, program or service area made in the past three years as a response to analysis and discussion of program level outcomes and/or service area assessment results. Please state the service area outcome and assessment cycle (year) for each example.

1. The Wellness Center has a practice of embedding workshop/educational opportunities within already established programming. The rationale is to avoid hosting events with low attendance in spite of targeted outreach efforts.
2. Implementing the Triage Model has assisted with addressing and assessing students while on the waiting list. Students can have 20-minute check ins and be referred if out needed.
3. Mental Health Internships were added to the center last semester to expand services.

Briefly describe three of the most significant plans for service area improvements for the next three years as a result of what you learned during the Assessment process.

1. Remodel of Wellness Center space to best avoid potential HIPAA violations.
2. Expansion of food pantry services by outlining funding, staffing and storage space for non-perishable food items.
3. P2P Wellness Coaching Program Piloted and analyzed – full roll out.
4. Sponsoring exercise classes in the Student Lounge during college hour

What do members of your service area do to ensure that meaningful dialogue takes place in both developing and assessing your service area outcomes?

Wellness Center staff meets regularly and talks through projects with the goal of benefiting the students as the compass. Direct feedback through the Wellness Ambassadors is used to make informed decisions about programming and services.

Briefly describe the results of any student satisfaction surveys or college surveys that included evaluation and/or input about the effectiveness of the services provided by your department, program or administrative unit. How has this information informed department, program or administrative unit planning and goal setting?

The Wellness Center has utilized the Happy surveys provided by the district Health Services Office. Workshops on Healthy Relationships were incorporated into programming as a result of the responses. The satisfaction surveys collected to date have had an average of a 4.5/5 satisfaction rating. Surveys collections needed to be standardized for efficient data analysis. Fall 2018 a new survey was developed by the mental health team with a planned focus on increasing the number of surveys collected for Spring 2019.

How do you know that your program is effective? What are the indicators that measure your effectiveness? What are the expected results of these indicators?

The Wellness Center utilizes data qualitative data from repeat clients as well as surveys to measure our work and indicate effectiveness. Repeat clients are an indicator of the scarcity of mental health resources as well as the effectiveness of the help clients are receiving. Due to limited staff and space, students regularly ask for additional health and wellness resources. As a result we have the 'Tabling with a Purpose' project. The Outreach Ambassador contacts local agencies to invite them to host and outreach table and engage with our students on Wednesdays from 1130am-130pm. The Wellness Center expect to continue to advocate for additional resources, space, and staff in order to meet the students' needs.

Engagement

Discuss how faculty and staff have engaged in institutional efforts such as committees, presentations, and departmental activities. Please list the committees that full-time faculty participate in.

Last fall the Wellness Center hosted a daylong interactive event titled "Mental Health Summit 2018 – Solidarity in Mental Health". A number of faculty members and students participated by volunteering, presentations, performances and attendance.

Discuss how faculty and staff have engaged in community activities, partnerships and/or collaborations.

Partnered with Scott Hoshida from Professional Development Office the full time staff member has assisted with a number of flex day activities informing faculty about the concept of trauma informed care. Discussions and plans to establish a community of practice are ongoing.

Discuss how adjunct faculty members are included in departmental training, discussions, and decision-making.

N/A

Prioritized Resource Requests Summary

In the boxes below, please add resource requests for your program. If there are no resource requested, leave the boxes blank.

Resource Category	Description/Justification	Estimated Annual Salary Costs	Estimated Annual Benefits Costs	Total Estimated Cost
Personnel: Classified Staff	The Wellness Center Admin currently is a student worker who can't have access to prompt for requisitions. ½ time	16,000		16,000
Personnel: Student Worker	Wellness Ambassadors 1 Food Insecurity 1 Outreach 1 Webpage Master	10,000 10,000 10,000		30,000
Personnel: Part Time Faculty	2 – ½ time Mental Health Faculty Members Reduce waiting lists	28,800 28,800		57,600

Personnel: Full Time Faculty				
-------------------------------------	--	--	--	--

Resource Category	Description/Justification	Total Estimated Cost
Professional Development: Department wide PD needed	Mental Health oriented Conference/Trainings MHW A Annual Conference The Psychotherapy Institute	\$2500
Professional Development: Personal/Individual PD needed	Psychodrama Workshop – Psychotherapy Modality CEU's	\$1700

Prioritized Resource Requests Summary - continued

Resource Category	Description/Justification	Total Estimated Cost
Supplies: Software	Photoshop – event branding/logos	\$350
Supplies: Books, Magazines, and/or Periodicals		
Supplies: Instructional Supplies		
Supplies: Non-Instructional Supplies		

Resource Category	Description/Justification	Total Estimated Cost
Technology & Equipment: New	Copy machine – HP LaserJet Enterprise MFP M632fht J8J71A#BGJ <ul style="list-style-type: none"> • Black and white laser jet 5 year service agreement w/ phone support \$4000 • Maintenance service parts \$720 • Toner \$400 High Yield 	\$5120
Technology & Equipment: Replacement	N/A	

Prioritized Resource Requests Summary – continued

Resource Category	Description/Justification	Total Estimated Cost
Facilities: Classrooms	N/A	
Facilities: Offices	RM 105 Annex Bldg. Office P2P Wellness Coaching Meeting Individual Meeting space /WC meeting space/Food Pantry Operations.	
Facilities: Labs	N/A	
Facilities: Other	Students experience a limited amount of privacy while in the waiting area. The waiting area faces a hallway with a fair amount of foot traffic headed towards the International Office. The medical staff from our community partner Roots Community Health Center recommends reconfiguring space in the Wellness Center to best avoid potential HIPAA violations. The recommendation is to add higher panels, a small privacy cubicle and a door to the entrance. Vendor www.ki.org	19,000

Resource Category	Description/Justification	Total Estimated Cost
Library: Library materials	N/A	
Library: Library collections	N/A	

Resource Category	Description/Justification	Total Estimated Cost
OTHER	N/A	
Total Cost		132,270