

## Student Health and Wellbeing Services Existing FTES Service Capacity

Calculations from Spring 2018 (Updated 2/16/2018)

<u>Service Level</u>	<u>Counseling</u>	<u>Medical</u>	<u>Psychiatry</u>	<u>Health Ed. &amp; Prevention</u>
<b>Minimally Compliant</b>	8500	9500	1500	10000
<b>Reasonable Service</b>	5500	5800	650	6000
<b>Fully Responsive</b>	4400	5000	300	4000
<b>State of the Art</b>	3000	4000	250	3000

### **Definitions of Service Levels**

**Minimally Compliant:** Meets minimal executive order or other legal guidelines. Requires frequently turning away students in all cases where their concerns are not critical to immediate safety or required to meet minimal legal or executive order standards for basic services.

**Reasonable Service:** Services are available to meet urgent needs, and the majority (80%) of those seeking a reasonable level non-crisis services are able to get their needs met within a reasonable period of time (1-2 weeks for initial non-crisis visit for counseling, less than 2 hours for walk-in medical visit, less than a month for initial psychiatry visit). Those students in the top 20% of need (i.e. chronic conditions, long-term therapy, etc.) can be provided basic case management and episodic care but will need to find long-term care off-campus or through their home provider. This is a reasonable target level for universities in HSU's classification.

**Fully Responsive:** Services are available for all students promptly to meet expectations, and capacity exists to meet the needs of 95% of student needs within usually within a few days for counseling and within an hour for medical walk-in visits. Any student who wants psychiatric services can receive them within a week or two. Unmet needs are generally restricted to the 5% of students who use services at a level more than 2 standard deviations outside the norm.

**State of the Art:** Services are available for all students a level that meets expectations and timeliness at other top universities. Screenings for risk factors are encouraged to not only respond to students seeking services but also to identify additional students who could benefit from services and facilitate proactive appointments. All student needs are met, with almost no complaints. "

### **Assumptions:**

Continued funding from all existing grants, student affairs transfer at existing level for negotiated salary increases, AS funding for food pantry and other educational programs continues at current levels, Psychology Department funding for training clinic and MOU continues at agreed levels indefinitely, North Coast Rape Crisis Team services and Check It continues with existing dean of students/student affairs funding, no additional services added to the MBU, productive of staff members at five-year historical averages, and assumes a Headcount/FTES ratio of 1.06 (i.e. 2016 8,503 headcount / 8,020 FTES) as service demand is tied primarily to headcount. Space renovation timelines to match operational needs. Changes to these assumptions will result in delays or reductions in levels of service and/or additional planned deficit spending for a period of time.

<b>Reasonable Service Weighted Average:</b>	<b>4,943 FTES</b>
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