

STUDENT HEALTH & COUNSELING SERVICES (SHCS)

JANUARY 2018 – JULY 2021

Accessibility Acknowledgment

[Read the Accessible 2018-21 SHCS Report](#)

Who We Are

Student Health & Counseling Services hosts a state-of-the-art expanded facility which provides integrated counseling, medical, and wellness services to students. We enhance students' educational experience by addressing health-related barriers to learning, enabling students to make informed health decisions for lifetime wellness through collaboration, education, and innovation.

Our Facility

Newly expanded additional 11,200 sq feet which includes:



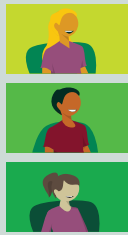
- Added Athletic Training Suite
- Conference and Training Rooms
- Additional Counseling and Group Therapy Offices
- Updated Urgent Care Area
- Expanded Provider Workstation Area
- Updated and expanded COVE Kitchen Training area
- Additional exam rooms

Services Provided

- Primary Care
- Urgent Care
- Nutrition Counseling
- Athletic Training
- Sports Medicine
- Immunization & Vaccine Services
- Pharmacy Services
- Counseling Services—Individual Group and Urgent Care Therapy
- Peer Counseling
- Peer Health Education
- Health & Wellness Promotion
- Confidential Advocate
- Patient Care Coordinator

Lifetime Wellness

Peer Counseling Services



32
trained Peer
Counselors



of students **agree/strongly agree** they will make **positive lifestyle changes** as a result of the presentations & workshops offered by Student Health & Counseling Services

Course Syllabus Policy Revision

April 2021—Updated policy now requires Student Health & Counseling Services statement information and contact for student support on course syllabus. **Course Syllabus Policy** (csus.edu/umannual/acada/aca-170.htm)



534

external care and support referrals

Collaboration

Campus Educational Equity Committee Collaboration
BIPOC Student Mental Health Interviews

Sleep and Wellness Nap Classes Collaboration
with All Inclusive Recreation

Academic Affairs Wellness in the Classroom
BIPOC Student Mental Health Interviews

Expansion of Counseling Services
through campus satellite offices

Housing & Residential Life

Engineering

Athletics



Peer Counselors Campus Partners Site Collaboration

Full Circle Project

Dreamer's Resource Center (DRC)

MLK Center

College Assistance Migrant Program (CAMP)

PRIDE Center

Multicultural Center (MCC)

Education



Innovation



- **Counseling & Psychological Services Coordinators Roles**
 - Outreach Coordinator
 - Diversity Coordinator
 - Peer Counseling Coordinator
 - Practicum Training Coordinator
 - Clinical Coordinator
 - Group Therapy Coordinator
- **Electronic direct referrals coordination to Crisis Assistance & Resource Education Support (CARES)**
 - Food Insecurity Screening in Clinical & Nutrition Services
 - Total # referrals:
 - ◇ Primary Care—399
 - ◇ CAPS (Counseling and Psychological Services)—133
- Screen for Disordered Eating (SDE)—Nutrition Services
- Wellness in the Classroom—**2,472 students reached**
- Faculty Learning Community
 - **over 300** faculty members reached through monthly newsletter
 - **27 trained faculty members** to incorporate Wellness in the Classroom Model



Diversity, Equity, and Inclusion

Student Health and Counseling Services (SHCS) is committed to providing a safe, welcoming, and affirming environment for all students. We recognize that many students in our Hornet community are impacted by ongoing discrimination and oppression. At SHCS we stand as allies to marginalized communities and are fully committed to affirming the values of inclusivity and belonging. We believe that Black Lives Matter.

- Counseling & Psychological Services Diversity Coordinator
- Revision of Diversity, Equity, and Inclusion Statement
- Anti-Racism Campus Committee Member
- SHCS Staff Diversity and Inclusion Committee
- Queer Connect, Women of Color, Women Empowerment, Chicas y Platicas (Girl Talk) Counseling Groups
- Healing Circles
- Counseling Staff and Peer Health Educators presented at the Sac State Fall 2020 Convocation



Total # Clinical Appointments

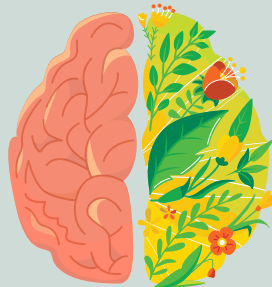
42,118



Total # Counseling Appointments

27,228

Patient Visits



Total # Unique Patients

17,152



Total # Telehealth Appointments
(beginning March 2020)

3,625



Total # Group Counseling Attendees

3,322

Patient Satisfaction

CSU Chancellor's Student Health Satisfaction Survey – Spring 2021

90%

probably would/definitely would recommend student health services to a friend

91%

satisfied/very satisfied with counseling or psychological services

91%

satisfied/very satisfied with most recent visit

91%

satisfied/very satisfied with the ability to get an appointment time when wanted it

Quotes:

"I love how professional everyone was during my process of getting health service from the student health and counseling center."

"The staff take the time to fully describe treatment, medication, vaccination, and to know the student."

"My counselor makes time for me and has been vital in bringing my mental health back to a positive place. I don't know that I would have gotten through this semester as successfully as I did without the services I've received from the student health and counseling center, and my counselor in particular."

"I appreciate that despite how bad I may feel about myself I have never felt judged for my culture or lifestyle. I truly believe this is a safe place for everyone."

"Nurses and staff are very approachable and make me feel comfortable enough to ask questions."

"Counseling services virtually have been great! I appreciate that at the initial intake the counselor was honest about her schedule and gave me the option to continue with her or see someone else she thought would be a good fit. She was right and my current counselor has been nothing but supportive, thought provoking and really hears me."

Patient Care Coordinator Survey Data—January 2018 – July 2021

63%

of survey respondents agree/strongly agree they were able to successfully transition care to an outside provider with Patient Care Coordinator assistance.

92%

of survey respondents agree/strongly agree the Care Coordinator was helpful in the referral process and provided resources that met their needs.

Quotes:

"I have already recommended the services to friends and am still looking for a therapist but the tools I was given have been so helpful."

"I am very grateful that this resource exists; it made an experience that had been daunting and draining feel manageable."

"Very helpful and sending outside services. She followed up with me weeks after to ensure I was able to find a provider. I am very thankful for the help from Student Health, and I was successful in finding a therapist that meets my needs."



Patient Satisfaction, cont.

Counseling Services Patient Care Satisfaction Survey Data—January 2018 – April 2020

Top presenting concerns for care: **Stress, Anxiety, & Depression**

94%

of survey respondents agree/strongly agree the counseling center responded to their needs in a timely manner.

94%

of survey respondents agree/strongly agree the services were delivered in a culturally appropriate manner.

97%

of survey respondents agree/strongly agree *"my counselor understood me"*.

97%

of survey respondents agree/strongly agree *"I feel a positive rapport with my counselor"*.

96%

of survey respondents agree/strongly agree *"I feel that the therapy I received was effective"*.

97%

of survey respondents agree/strongly agree *"I would recommend my counselor to other students"*.

78%

of survey respondents agree/strongly agree *"I am more likely to continue my education and graduate from Sac State based on my counseling experience"*.

Quotes:

"I knew that I always had someone who would sit and genuinely listen to me rather than seeing me as just another patient. I am very happy with the counseling service I've received."

"I felt noticed, included, acknowledged and truly helped through these counseling sessions."

"I was able to start making progress on issues that I have been dealing with for most of my life; I honestly could not have survived this semester without his help and guidance. I have made a complete 180 in my emotional state since starting therapy."

"Was very considerate of all my needs, was effective at reading me, though not pushing me in any way. She listened to what I had to say, encouraged me to look through different perspectives, and helped me grow as a person. I am glad she was my counselor, and I would recommend her to those who may have a harder time admitting things to themselves."

"I cannot express my admiration for the CAPS services and staff enough! This experience has changed my life and I am so grateful that this service is offered for students, it was the best thing I have done for myself in a very long time."

"Counseling Center: Beautiful, modern and convenient space. Counseling Services: Overall, top notch from intake through end. It was a good choice for me to seek services here. Receptionists: Warm, friendly, and professional. Counselor: Kind, compassionate, insightful yet gently firm."



Points of Pride



2020 Active Minds Programming Innovation Award
Awarded California Mental Health Services Authority Grant—BIPOC Student Mental Health Interviews
Awarded Associated Students, Inc. Grants
Awarded University Enterprises, Inc. Grant—Sleep Wellness Grant
Awarded CalFresh Outreach & CalFresh Healthy Living Grants
Passed Accreditation from the Accreditation Association for Ambulatory Health Care—March 29, 2019
Awarded Food Insecurity Screening Grant
LEED Gold Building
Exercise is Medicine
Gold Campus Award



Quality Improvement

National College Health Assessment 2018 & 2021

2018

1,213
respondents

2021

2,480
respondents

BIPOC Student Mental Health Quality Improvement Interviews

42
participants



AAPI Mental Health Quality Improvement Focus Group Project

34
participants

Adverse Childhood Experiences Screening June 2020 – July 2020

150
respondents

Strategic Next Steps

Develop and implement campus wellness initiatives to:

- 1** *Wellness (Health & Well-being) as a University Imperative.*
- 2** *Expand faculty and staff wellness professional development through Wellness in the Classroom Initiatives to enhance student learning and academic success.*
- 3** *Strategic Marketing & Communications across campus to support student wellness and mental health.*
- 4** *Expand online health and wellness education and services.*



COVID-19 Pandemic Response - March 2020 - July 2021

COVID Testing

Clinical COVID Testing - 3,449

Mandatory COVID Testing - Over 14,000

Surveillance COVID Testing - (Summer 2020) - 2,700

COVID Vaccinations

22,439

COVID vaccines and boosters
(from March 2020 - February 2022)



COVID Education & Messaging



Student Affairs Communications alongside Student Health & Counseling Services communicated to Sac State students through email and text messages with updates regarding the COVID-19 pandemic and the University.

42

external emails

206

internal emails (csus.edu)

18

text messages

COVID-19 Pandemic Response - March 2020 - July 2021, cont.

Campus Response - Virtual Telehealth Services

- Clinical Telehealth Appointments - **3625**
- Counseling Telehealth Appointments – **9647**
- Counseling Group Telehealth Attendees – **818**
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- Peer Counseling sessions
 - Motivation 101 Peer Counseling Group Series
- Wellness Education



Pandemic Response Highlights

- Transitioned to all virtual services
- Transition to virtual training
- Offered Motivation 101 Group Series in Spring 2021 to support student persistence during distance learning environment
- Vaccines and tests administered by Student Health & Counseling Services
- Mandatory testing