



FOOTHILL COLLEGE
Program Planning and Review – Student Services

(650) 949-7240 | <http://www.foothill.edu/staff/irs/programplans/programreview.html>

Table of Contents

I. Department/Program Mission 2

II. Department and Program Description & Data 4

III. Service Evaluation17

IV. Service Area Outcomes.....20

V. Resource Planning: Personnel, Technology, Facilities, and Budget 9

VI. Final Summary of Goals, Commitments to Action, and Resource Requests11

I. Department/Program Mission

<p>1. State the department name and everyone who participated in creating the comprehensive program plan.</p>	<p>Naomi Kitajima, MS, NP – Director of Health Services</p>
<p>2. Mission statement of Health Services.</p>	<p>The mission of Health & Psychological Services is to strengthen student learning, retention and success. This is facilitated by supporting the physical, emotional, and social well-being of students through accessible, high-quality, health activities and services. Our primary goal is to assist students in establishing healthy lifestyles, which will have long-term benefits for them, their families and the community.</p> <p>The Health Services sub-contracts and collaborates with community agencies to provide access to Federal/State and County subsidies and funding sources. Eligibility is based on income, pediatrics, insurance status and confidentiality needs. Planned Parenthood is one of the key partners in providing students with subsidized services.</p> <p>Our goal is to maximize subsidized services, labs, medications, immunizations and exams for Foothill students.</p>
<p>3. Health Service's mission is aligned with the college mission as follows:</p>	<p>Health Services mission provides access to basic health services/activities to all Foothill students. Health Services and Psychological Services strengthen student learning, retention and success by contributing to the student's physical, emotional and social well-being.</p> <p>Health Services utilizes innovative programming to educate students on current health issues. Health Services primary goal is to assist students to establish healthy lifestyles, which</p>

I. Department/Program Mission

	<p>will over the long-term, will benefit the student, their families and extend globally.</p> <p>Health Services complies with national standards of the American College Health Association, and the Accreditation Association for Ambulatory Health Care and Planned Parenthood Marmonte Accreditation.</p>
--	---

II. Department and Program Description & Data

<p>1. Indicate all locations and service delivery options available.</p>	<p>Locations offered:</p> <p><input checked="" type="checkbox"/> FH Main Campus</p> <p><input checked="" type="checkbox"/> Middlefield</p> <p><input type="checkbox"/> Off campus</p>	<p>Delivery options offered:</p> <p><input checked="" type="checkbox"/> In-person</p> <p><input type="checkbox"/> Telephone</p> <p><input type="checkbox"/> Email / Online</p>	
<p>2. List current positions and descriptions for all personnel in your area on the chart below (include position titles only, not individual names).</p>			
Foothill College Faculty Positions	Full-time Headcount	Part-time Headcount	Brief Description of duties
<p>Director of Health Services</p>	<p>1 – ten months</p>		<p>Health Services Management: Coordinate with the Federal, State and County agencies, the American College Health Association and the Health Services of California Community Colleges. Supervise managerial functions of the Health Services and participate in District and college committees concerning health issues.</p> <p>Health Education: Develop health education programs, support National Health Awareness programs, and conduct classes on healthy lifestyles issues.</p> <p>Health Counseling: Provide personal health evaluations concerning both physical and psychological factors.</p> <p>Clinical: Provide clinical care within the scope of practice as a Nurse Practitioner.</p>

Classified Positions	Full-time Headcount	Part-time Headcount	Brief Description of duties
Secretary	1		Perform secretarial duties for Health and Psychological Services. Assist the supervisors with a variety of clerical, secretarial and routine administrative duties; facilitate communications and coordinate activities between the supervisor, staff, public and other personnel; establish and maintain positive staff and public relations.
Classified Hourly (TEA) Nurse Practitioner		2 days/week	Perform physical /reproductive exams and clinical assessments, immunizations, orders and interprets labs, manages emergency situations, participates in communicable disease control and management, and maintain Health Services operational functions (census, records and surveys) Assist the Director in planning, developing and implementing a program for Student Health Services in promoting a Violence Free environment for students.
Management Positions	Full-time Headcount	Part-time Headcount	Brief Description of duties
Dean, Adaptive Learning Division	1		Oversee Adaptive Learning Division, Health Services, and Psychological Services.

Planned Parenthood Mar Monte Positions	Full-time Headcount	Part-time Headcount	Brief Description of duties
Clinic Coordinator, Health Services Specialist		.8	Coordinate Planned Parenthood clinical services, coordinate medical follow-up, maintain clinic records, assist clinician procedures, perform audits and chart reviews, maintain statistical information, oversee inventory and function as a Health Services Specialist. Acts as the Safety Coordinator, Abnormal PAP coordinator and Referral Coordinator.
Health Services Specialist/Receptionist	1		Intake of patients vital signs, immunizations, tuberculin skin tests, blood draw and basic laboratory analysis provides education materials, provides client follow-up on lab results and referrals, screens financial, medical and social history, determines eligibility for funding, Medi-Cal or private pay. Enters patient information, verifies reconciles daily long, purges inactive files and maintains customer service standards.

Health Services Specialist/Educator	1		As above (half time HHS) and also half-time plan and implement targeted community outreach, education programming for campus prevention/education programs, such as (AIDS Awareness, Smoke Cessation, Cholesterol/Lipid Screening, etc) and prepares educational and informational materials
Staff Physician		.2	Provides direct medical management of clinic patients, performs medical exams, acts as a medical supervisor and consultant to mid-level clinicians, and participates in quality assurance. Maintains telephone consultation with clinicians.
Physician's Assistant		.2	Provides physical exams and primary care exams, orders immunizations, labs and x-rays, performs routine lab tests, I & D of simple abscess, injections, splinting, contraception and emergency care. Provides, but not limited to the above.
Physician's Assistant/Quality Management Clinician		.2	As above PA job description. Quality Assurance/Audit designee. (attends MC meetings and communicated to clinic staff regarding issues covered, monitors CLIA< OSHA and other regulatory requirements, orients new clinicians, performs audits,

Physician's Assistant/Quality Management Clinician		.2	As above PA job description. Quality Assurance/Audit designee. (attends MC meetings and communicated to clinic staff regarding issues covered, monitors CLIA< OSHA and other regulatory requirements, orients new clinicians, performs audits, monitors abnormal lab follow-up, oversees medication and emergency supplies
Nurse Practitioner		.4	Patient exams/referrals/treatments. Organize rape prevention activities.
Contracted Positions	Hours per Week	Months per Year	Brief Description of duties
Registered Dietician	8-10 hrs	10	<ul style="list-style-type: none"> • One-to-one counseling for nutritional consultation for students. • Supports Director of Health Services in program development, and lectures • Assists with collection and reports of required data
Student Worker Positions	Hours per Week	Months per Year	Brief Description of duties
Smoke Cessation Counselor	25	10	One-to-one counseling for smoke cessation. Supplies such as Nicotine gum/patches and quit kits are provided for free.
Smoke Cessation Monitor			Monitor campus and educate

<p>3. Given available data, describe the trends in overall student usage (# served by total headcount, amount served through telephone, amount served through online communication). Are there changes in overall usage? What are the implications for your department/program?</p>	<p>See attached charts for: Categories of clinical visits and website utilization. The graphs indicate an increase in overall utilization of the clinical Health Services. There is an increase in website utilization and interest in services.</p>
<p>4. Scheduling of services: Given available data, describe the patterns in usage (times of day, times of year, weekend usage). Are there changes in when students access services? What are the implications for your department/program?</p>	<p>Peak times of utilization of the Health Services:</p> <ul style="list-style-type: none"> • 8:30 to 1:00pm • Mon-Thurs • Fall, Winter, Spring
<p>5. Student Demographics: Given available data, describe the trends with respect to student demographics and underrepresented students. Are there changes in access to and use of services? How will your program address any needs/challenges indicated by the data?</p>	<ul style="list-style-type: none"> • Approximately 40% of the students qualify for State Office of Family Planning (SOFP, sliding-scale services and are considered low income. 20% of the clinic visits are SOFP funded visits. • International students are required to have entrance-screening vaccines/TB testing during their orientation. They come first to Health Services for any health concern. • Allied Health is required to have entrance exams, lab, and immunizations at low cost for physical entrance exams. • Health Services needs stable, consistent staffing with MD, Psychiatric coverage.
<p>6. Student Academics: Given available data, describe the trends with respect to the academic characteristics of students, such as transfer or basic skills status. Are there changes in access to and use of services? What are the implications for your department/program?</p>	<p>Not applicable</p>
<p>7. International Students: Given available data, describe the trends with respect to international students. Are there changes in access to and use of services? What are the</p>	<ul style="list-style-type: none"> • As the International student population increases the clinic load increases. International students: -require more time due to language barriers.

<p>implications for your department/program?</p>	<ul style="list-style-type: none"> - require detailed health education and prevention. • All International students must have a Health Statement verified in the Health Services. • Insurance claims and disputes are facilitated through the Health Services. • Many International students are minors. As a result more administrative time is required to obtain appropriate consent and waivers before they are seen. • To waive a co-payment, all International students must come to the Health Services first for a referral to outside clinics. • Approximately 30% of clinic visits are International students requiring double to triple the time to disposition the patient through the clinic. As the International student population increases so will the need for more staff. • Health Services personnel are ethnically diverse: <ul style="list-style-type: none"> ▪ 71% Minorities (10 employees) ▪ 50% Asian (7 employees) ▪ 14% Black (2 employees) ▪ >1% Hispanic (1 employee) ▪ 29% White (4 employees) • Languages spoken by the staff: Spanish, Hmong, Tagalog, Korean, and or Mandarin
<p>8. Optional: Provide any additional data relevant to your program. (Indicate the source of the data).</p>	
<p>9. Are you seeing trends that are not reflected in the data cited above? If yes, please explain.</p>	

Summary of Planning Goals & Action Plans				
10. Identify 1-3 operational goals for the next 3 years and link them to one or more college strategic initiatives or to your operations .				
Department Operational Goals	College Strategic Initiatives			
Identify 1-3 operational goals	Building a Community of Scholars	Putting Access into Action	Promoting a Collaborative Decision-making Environment	Operations Planning
Complete construction and installation needs of Health Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
To establish an electronic medical records and appointment system for Psychological Services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
To provide psychiatric consultation and services to support the staff in Health Services and Psychological Services in the provision of student Mental Health services. 4 hrs (two times per month).	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
To provide evidence-based practices with a Clinical Psychologist to provide consultant services in the provision of student mental health services. 4 hours (two times per month)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collaborate to establish a campus wide Behavioral Intervention Team	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Establish a system where the phone is answered every time in the Health Services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Establish Health Service in the CAIR (CA Immunization Records) system	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Re-establish compliance with the Federally mandated (DFSCA) Drug-				

Free Schools and Communities Act and Campuses Regulations.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Re-establish AB 1088 (Oropeza) Mandatory Orientation: Sexual Violence Prevention: to provide educational/prevention programming on the campus.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Re-establish Health Services Advisory Committee.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
To implement Pandemic Education and Prevention strategies to the Foothill College campus and provide H1N1 and seasonal influenza vaccines. California Ed Code, Section 76403.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
To increase reproductive visits, providing access for students to the SOFP/FAMPACT (State Office of Family Planning) funding and services.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
To increase awareness of the college smoking policy and cessation services.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11. What is your plan for accomplishing your goals?				
Dept/Program Operational Goals	Activities	Measures	Timeframe	
Complete construction and installation needs of Health Services as per the original design of the office.	<ul style="list-style-type: none"> Contract services for a buzzer entry to the clinic and disabled automatic door opener at the entrance of the clinic. Procure wall designs and signage for Psychological services. Purchase file cabinets for both 	<ul style="list-style-type: none"> Install buzzer entry system to clinic. Install automatic door opener for disabled students. 	Fall 2010	

	offices.		
To establish an electronic medical system in Psychological Services	Purchase electronic medical system	This system will track census, data, type of visits and streamline medical records.	Fall 2010
To contract with a Psychiatrist to provide consultation on diagnosis, medication management and evaluation of clinical practices in Psychological Services.	Contract with Psychiatrist to provide 4 hrs (two times per month) for a total of 8 hrs per month.	<ul style="list-style-type: none"> Number of clients consulted on per month. Institute an evaluation yearly of quality and quantity of services provided. 	2011 or when funds become available.
To contract with a Psychologist to provide consultation on evidence-based practices and clinical consultation of clients.	Contract with Psychologist to provide 4 hrs (two times per month) for a total of 8 hrs per month.	<ul style="list-style-type: none"> Number of clients consulted on per month. Institute an evaluation yearly of quality and quantity of services provided. 	2011 or when funds become available.
Collaborate to establish a Campus wide Behavioral Intervention Team	<p>*Coordinate with Psych Services, International Students, PE, Adaptive Learning, Counseling, Student Activities Academic Senate and Clubs to establish a Campus-wide Crisis Management Team</p> <p>*Expand education on the suicide prevention QPR education program on campus.</p>	<ul style="list-style-type: none"> Identify representatives for each constituency. Record minutes of meetings. Distribute procedural document for the campus Provide information on Web-site Continue teaching QPR Gatekeeper classes on campus 	Spring 2011
Answer phones consistently	Assign a new employee to help receptionist in the mornings.	Hire a morning employee 8:30-1:00 pm	Fall 2010
Transfer current and past records to comply with the CAIR State system	Assign designated person 2 days/wk to the task of inputting past and current records.	Hire a two day/week employee or student dedicated to inputting records	Summer 2010

Implement a DFSCA activities and Biennial Review	<ul style="list-style-type: none"> • Re-establish Addiction support groups on campus. • Continue on Drug/Alcohol/Addiction programming. • Re-establish Biennial Review documentation • Contract half-time Addiction Counselor for both campus programming and counseling services. 	<ul style="list-style-type: none"> • Coordinate with Psychological Services to establish groups. • Educate campus community on campus resources and referrals. • Apply for grants to coordinate services with HSACCC and Region IV. • Distribute procedural document for the campus • Provide information on Web-site 	Spring 2011
Implement an active student LIVE (Living in a Violence Free Environment) program on campus. Required by AB 1088 and in addition	<ul style="list-style-type: none"> • Coordinate with identified campus groups for sponsorship of speakers, self-defense and assertiveness classes. • Schedule speakers and activities to support a LIVE environment 	<ul style="list-style-type: none"> • Record type of activities, number of participants and collect evaluations • Distribute procedural document for the campus • Provide information on Web-site 	Spring 2010
Form Student Health Services Advisory Committee with campus representation.	<ul style="list-style-type: none"> • Identify constituents • Re-establish committee 	Meeting minutes	Winter 2010
Pandemic Education and Prevention Plan	<ul style="list-style-type: none"> • Record number of vaccines given • Record number of class orientations • Record PEP Talk video “hits” to website • Provide educational materials to campus • Implement on-going hygiene campaign 	<ul style="list-style-type: none"> • Vaccine count • Record number • Check website “hits” 	Fall 2010
Increase reproductive visits.	<ul style="list-style-type: none"> • Utilize college and Health Services websites and International Students website for PRing reproductive 	<ul style="list-style-type: none"> • Record census • Record tabling • Record orientation 	Fall 2010

	services. <ul style="list-style-type: none"> • Table on campus during campus outreach events. • Provide educational materials to campus • Record number of class orientations 	numbers	
12. Are additional resources needed to accomplish your department operational goals? If yes, identify the resource, as well as the purpose and rationale for each resource.			
Identified Resource	Purpose	If requesting funding, provide a rationale of how each request supports one or more college strategic initiative and/or supports student learning & success.	
Complete construction and installation needs of Health Services	<ul style="list-style-type: none"> • Provide better access to services. • Provide efficient usage and add aesthetics to the Health Services and Psychological Services. 	<ul style="list-style-type: none"> • Provides open access and outreach to student support services. 	
Psychiatric consultation	Support the staff in Health Services and Psychological Services in provision of student mental health services.	<ul style="list-style-type: none"> • Provides open access and outreach to student support services. 	
Psychologist consultation	Support the staff in Health Services and Psychological Services in provision of student mental health services.	<ul style="list-style-type: none"> • Provides open access and outreach to student support services. 	
To purchase an Electronic Medical Records System	<ul style="list-style-type: none"> • Provide appointment records • Streamline communications and data collection 	<ul style="list-style-type: none"> • The EMR contributes to data collection for Accreditation goals of Foothill College. • Students will benefit from streamlined communication and ease of appointment with better access to records. 	
Increase phone access for students.	Hire student 25hrs/week for phone services	<ul style="list-style-type: none"> • Provides better access to Health Services and better outreach of services provided. • Contributes to the success and retention of students. 	
Register immunizations in the CAIR State system	Hire student 25hrs/week	<ul style="list-style-type: none"> • Provides better access to Health Services and better outreach of services provided. • Contributes to the success and retention of 	

		students.	
LIVE programming	Increase speakers, programming, in-services on rape prevention and relationship violence awareness.	Contributes to the success and retention of students.	
Implement a DFSCA activities and Biennial Review	<ul style="list-style-type: none"> • Contract half time Addiction counselor • Procure speakers on topics of addiction • In-service college community on awareness of addiction interventions and referral services. 	<ul style="list-style-type: none"> • Provides better access to Health Services and better outreach of services provided. • Contributes to the success and retention of students. 	
Pandemic Education and Prevention	Increase orders and supplies for influenza campaign.	Contributes to the success and retention of students.	

III. Service Evaluation	
<i>Service Evaluation Overview</i>	
1. Student Services Survey: Given results of the Fall Student Services Survey, describe any trends with respect to student knowledge of and use of program services . Are there changes over time? What are the implications for your department/program?	<ul style="list-style-type: none"> • Student Services Program Planning Survey <ul style="list-style-type: none"> ▪ Have used Health Services= helpful or better 29% ▪ Have used Health Services=not helpful 4.3% ▪ Have never hear do Health Services 14.4% • Try to increase awareness of Health Services and satisfaction with the services provided.
2. “Internal” Evaluation: Given results of the Internal Evaluation, describe any trends with respect to internal perceptions of program effectiveness . Are there changes over time? What are the implications for your department/program?	<ul style="list-style-type: none"> • Health Services has monthly documented meetings where employees give input on internal perceptions of program effectiveness. • Employees are evaluated annually and are given opportunities to provide input
3. “External” Evaluation: Given results of the External Evaluation, describe any trends with respect to external perceptions of program effectiveness . Are there changes over time? What are the implications for your department/program?	<p>Three external evaluations of Health Services will be continued as follows:</p> <ul style="list-style-type: none"> -American College Health-NCHA survey -Student Services Survey -Planned Parenthood Mar Monte patient satisfaction survey
4. Point of Service Surveys: Given results of the Point of Service Survey, describe any trends with respect to student evaluations of service . Are there changes over time? What are the implications for your department/program?	<p>The key survey will be the Planned Parenthood Mar Monte survey, which will be administered every 6 months to every patient entering the clinic for a two-week period.</p>
5. Optional: Provide any additional data relevant to service satisfaction or perceived effectiveness of your program. (Indicate the source of the data).	
6. Are you seeing trends in service satisfaction or perceived effectiveness that are not reflected in the data cited above? If yes, please explain.	<p>With the construction and opening of the new clinic (2008), patients have found the clinic to be professional in appearance and HIPPA compliant in contrast to the portables in the parking lot.</p>

Summary of Planning Goals & Action Plans			
7. Identify 1-3 goals for the next 3 years related to service evaluation and provide action plans for accomplishing your goals.			
Dept/Program Operational Goals	Activities	Measures	Timeframe
Provide adequate consultation to Psychological Services.	<ul style="list-style-type: none"> Institute consultation services Institute clinical consultation and medication evaluation for students requiring mental health services. 	<ul style="list-style-type: none"> Number of consultations. Internal evaluations of consultations provided. 	Fall 2011
Census and data collection systems in Psychological Services.	<ul style="list-style-type: none"> Purchase Electronic Medical System Institute Data collection systems (CRM) 	Data collection on type of services and census information.	Fall 2010
Pandemic Education and Prevention	Purchase adequate vaccines and supplies for preventive intervention of the Pandemic.	<ul style="list-style-type: none"> Number of vaccines given Number of educational in-services given to students. 	Fall 2010
Increase access, awareness and utilization of Health and Psychological Services and access with surveys.	Utilize web sites, classroom presentation, tabling, health fairs, PR materials and continue with American College Health-NCHA surveys.	<ul style="list-style-type: none"> Website hits Census from outreach activities Survey with 3 surveys (internal and external) 	Fall 2010
Comply with Mandates and Title V	Document activities on the Drug Free Schools Act, AB1088 (Sexual Violence Prevention) and institute an Advisory Board.	<ul style="list-style-type: none"> Document activities Coordinate with campus constituencies to comply with the Mandates 	Fall 2011

Focus on Psychological issues	Behavioral Intervention Team, QPR Suicide Prevention and Mental Health Screenings	<ul style="list-style-type: none"> In-services on campus community Document activities and establish protocols to be utilized by the campus 	Fall 2011	
8. Are additional resources needed to accomplish your department service evaluation goals? If yes, identify the resource, as well as the purpose and rationale for each resource.				
Identified Resource	Purpose	If requesting funding, provide a rationale of how each request supports one or more college strategic initiative and/or supports student learning & success.		
Psychiatric consultation	Support the staff in Health Services and Psychological Services in provision of student mental health services.	<ul style="list-style-type: none"> Provides open access and outreach to student support services. Contributes to the success and retention of students. 		
Psychologist consultation	Support the staff in Health Services and Psychological Services in provision of student mental health services.	<ul style="list-style-type: none"> Provides open access and outreach to student support services. Contributes to the success and retention of students. 		
Implement a DFSCA activities and Biennial Review	<ul style="list-style-type: none"> *Contract half time Addiction counselor *Procure speakers on topics of addiction *In-service college community on awareness of addiction interventions and referral services. 	<ul style="list-style-type: none"> Provides better access to Health Services and better outreach of services provided. Contributes to the success and retention of students. 		
Pandemic Education and Prevention	Increase orders and supplies for influenza campaign	Contributes to the success and retention of students.		
LIVE programming	Increase speakers, programming, in-services on rape prevention and relationship violence awareness.	Contributes to the success and retention of students.		

IV. Service Area Outcomes

Service Area Outcome Assessment

1. **Be sure and complete your service area outcomes. SAOs are listed in a separate document. Please refer to your SAOs to complete this section, but do not-relist the SAOs themselves.**

2. Are additional resources needed to accomplish your service area outcome goals?
If yes, identify the resource, as well as the purpose and rationale for each resource.

Identified Resource	Purpose	If requesting funding, provide a rationale for how each request supports one or more college strategic initiative and/or supports student learning & success.
Census Monitoring with a Electronic Medical System	To provide a means of census and data collection for Psychological Services.	<ul style="list-style-type: none"> • Provides open access and outreach to student support services. • Contributes to the retention and success of students.
Pandemic Education and Prevention	To provide education and preventive services on the topic of the Pandemic	<ul style="list-style-type: none"> • Provides open access and outreach to student support services. • Contributes to the retention and success of students.
Surveys and assessment of Health Services	To provide a means of evaluation of services and data collection	<ul style="list-style-type: none"> • Provides open access and outreach to student support services. • Contributes to the retention and success of students.

V. Resource Planning: Personnel, Technology, Facilities, and Budget

Faculty

1. What staffing needs do you anticipate over the next four years. (Consider: [retirements](#), [PDL](#), [reassigned time](#), [turnover](#), growth or reduction of the program)

None

Classified Staff

2. What staffing needs do you anticipate over the next four years. (Consider: retirements, PDL, reassigned time, turnover, growth or reduction of the program)

- ½ Addiction Counselor/Programmer
- Full time Nurse Practitioner
- Two 25 hrs/week students
- A Psychiatrist and Psychologist one-half day/week for Psych Services

Technology and Equipment (see definitions below)

3. Are the existing equipment and supplies adequate for meeting the needs of the program? If no, explain.

New laptop needed April 2010 for Health Services Director

4. Do you have adequate resources to support [ADA](#) needs in your physical and/or online services? If no, explain.

No. Health Services requires an ADA automatic door for students with disabilities and buzzer for entry into the clinic.

Technology & Equipment Definitions

- **Non-instructional Equipment and Supplies:** includes equipment for “office use” that is non-instructional and that is not used in a lab or classroom – it includes non-programmatic equipment for individual instructors and staff, such as a desktop computer for office use. Desktop technology (computers, printers, scanners, faxes) and software requests are processed through your Dean or Director.
- **Instructional Equipment and Supplies:** includes technology, software, and supplies used in courses or labs, including occupational program equipment. Instructional program equipment requests are prioritized by the department and then by the Dean or Director.
- **Durable Equipment and Furniture:** includes non-instructional, non-technology equipment (chairs, tables, filing cabinets, vehicles, etc.) necessary to improve the operational functioning of the program/department.
- **Note:** It is recommended that divisions perform and maintain an inventory of all their technology and equipment.

<i>Facilities</i>	
5. Are your facilities accessible to students with disabilities? If no, explain.	No. The original floor plans for the Health Services requested an automatic door opener for disabled students to comply with college clinic accreditation, but the final Health Services did not have one installed. Also, an automatic door buzzer was in the original floor plans for the entry from the waiting room to the clinic was never installed and is needed.
6. List needs for upgrades for existing spaces.	<ul style="list-style-type: none"> • Disability access door- entrance to the clinic • Buzzer for entry into the clinic (from the waiting room to the clinic).
7. List any new spaces that are needed.	None
8. Identify any long-term maintenance needs.	Disabled door installed at entrance and buzzer into clinic area
9. Are available general use facilities, such as student spaces and office/work space adequate to support the program? Please explain.	Yes
10. Are work orders, repairs, and support from district maintenance adequate and timely? Please explain.	Yes
<i>Budget</i>	
11. Are the A-budget and B-budget allocations sufficient to meet student service needs in your department/program?	Marginal—To meet federal compliance regulation; Health Services needs added personnel, consultants to accomplish these basic goals.
12. Describe areas where your budget may be inadequate to fulfill program goals and mission.	Funding is needed for the following: <ul style="list-style-type: none"> -Addiction Counselor/Programmer (half-time) -Receptionist full-time for Health Services -Health Educator/Outreach (half-time) -Clinical Psychologist and Psychiatrist consultants
13. Are there ways to use existing funds differently within your department/program to meet changing needs?	Remove Academic Counselors from the Health Services account in compliance with Title V Reg 54702.

Summary of Planning Goals and Action Plans

<p>14. What are your goals with respect to resource planning and how will those goals be measured?</p>	<ul style="list-style-type: none"> • To complete the original construction design of the Health Services and Psychological Services and complete original orders for interior design and furniture. • To provide Clinical consultation for Psychological Services with contracting of professional consultants. • To purchase an Electronic Medical System for Psychological Services for data collection and medical records management. • To stabilize staffing in the Health Services with fewer providers and to deliver more consistent care to students. • To increase census and data collection in all areas of the Health Services. • To comply with Federal/State/Title V Mandates.
<p>15. Are additional resources needed to accomplish your resource planning goals? If yes, identify the resource, as well as the purpose and rationale for each resource.</p>	
<p>Identified Resource</p>	<p>Purpose</p> <p>If requesting funding, provide a rationale for how each request supports one or more college strategic initiative and/or supports student learning & success.</p>
<p>Complete construction and installation needs of Health Services</p>	<ul style="list-style-type: none"> • Provide better access to services. • Provide efficient usage and add aesthetics to the Health Services and Psychological Services. <ul style="list-style-type: none"> • Provides open access and outreach to student support services
<p>To establish an electronic medical records and appointment system for Psychological Services.</p>	<ul style="list-style-type: none"> • Provide appointment records • Streamline communications and data collection <ul style="list-style-type: none"> • The EMR contributes to data collection for Accreditation goals of Foothill College. • Students will benefit from streamlined communication and ease of appointment with better access to records.
<p>Establish a system where the phone is answered every time in the Health Services.</p>	<p>Hire student 25hrs/week for phone services</p> <ul style="list-style-type: none"> • Provides better access to Health Services and better outreach of services provided. • Contributes to the success and retention of students.

<p>Establish Health Service in the CAIR (California Immunization Records) system</p>	<p>Hire student 25hrs/week</p>	<ul style="list-style-type: none"> • Provides better access to Health Services and better outreach of services provided. • Contributes to the success and retention of students. 	
<p>To implement Pandemic Education and Prevention strategies to the Foothill College campus and provide H1N1 and seasonal influenza vaccines. California Ed Code, Section 76403.</p>	<p>Increase orders and supplies for influenza campaign.</p>	<p>Increase orders and supplies for influenza campaign.</p>	

VI. Final Summary of Goals, Commitments to Action, and Resource Requests

1. Upon completion of this program plan, provide a comprehensive summary of your goals and action plans for the next 3 years.

- Access--The Health Services strives toward high visibility on the Foothill College campus. Services provided and campus-outreach efforts are based on surveys, current research/statistics, and data collected nationally and locally and upon trends that affect the health and mental health of college students. Health Services is committed to providing access to students of all socio-economic, age groups, ethnic backgrounds, with physical/psychological challenges or with social challenges (fostered, Vets, post incarceration). Outreach efforts are both on-line and on campus.
- Quality care is the goal of the Health Services. To provide expert consultation for clinical and mental services on the campus by striving toward National Ambulatory Care Accreditation for College Health within the next 3 years. Collaboration with The American College Health Association, Health Services Association of California Community Colleges and Planned Parenthood Mar Monte provide an accredited system of professional monitoring of the Foothill College Health Services.
- Education and Prevention—The Health Services strives to educate the student population on pertinent health issues and provide preventive education on the campus and on-line. Services such as Smoke Cessation, Nutrition Counseling and Acupressure, Immunization campaigns, National Mental Health screenings are examples.
- Compliance with Federal/State/Title V/District Board Policy—Programs such as Violence/Rape Prevention, Drug and Alcohol Prevention, HIPPA, Smoke Cessation all strive for a safer, healthier student population.
- Collaboration and communication with students and campus community by instituting a Medical Advisory Committee and continuing on campus/district committees that enhance the learning environment on campus and adds to the success of students academically.

2. Final Resource Request Summary: **When the program planning and review form is online – the section below will automatically fill in with your responses from each section. Until this is ready, these sections will be cut and pasted from previous sections.**

Note: If you are requesting resources this year, these items have to be included in your current program review. If you want the college to understand your full range of need, then list every current and upcoming resource need in each section above.

Resource	Purpose	Rationale	Estimated Cost
Psychiatric consultation	Support the staff in Health Services and Psychological Services in provision of student mental health services.	Quality care is the goal of the Health Services. To provide expert consultation for clinical and mental services on the campus by striving toward National Ambulatory Care Accreditation for College Health within the next 3 yrs.	\$2400/month
Staffing in Health Services	<ul style="list-style-type: none"> • Immediate phone communication and compliance with the State California Immunization registry. 	<ul style="list-style-type: none"> • Provides better access to Health Services with timely response to calls and provides better outreach of services with ease of quality record keeping. • Contributes to the success and retention of students. • Supports two students in both a learning environment and financial aid. 	\$25,000 for two students/year
Complete construction and installation needs of Health Services	<ul style="list-style-type: none"> • Provide better access to services. • Provide efficient usage and add aesthetics to the Health Services and Psychological Services 	Compliance with National Ambulatory Care Accreditation standards.	\$12,000 on time from existing construction fund.
Pandemic Education and Prevention Plan	Influenza vaccines and supplies	Contributes to the success and retention of students	\$48,000
To purchase an Electronic Medical	<ul style="list-style-type: none"> • Provide appointment 	<ul style="list-style-type: none"> • The EMR contributes to data collection for 	To be contracted \$4,000/year Initial fee

Records System	records <ul style="list-style-type: none"> • Streamline communications and data collection 	Accreditation goals of Foothill College. <ul style="list-style-type: none"> • Students will benefit from streamlined communication and ease of appointment with better access to records. 	
Surveys and assessment of Health Services and Psychological Services	To provide a means of evaluation of services	To provide data and information for Accreditation.	\$5,000 biennially
Laptop	To provide Health Services Director with replacement for laptop in need of replacement. Greater than 4 yrs old.	Allows Director to work at-home and at Foothill College.	\$2,400 (On the college schedule for replacement.
<i>Supervising Administrator Signature</i>		<i>Completion Date 1/22/10</i>	