

## SAFC Application

Cassandra N Nichols <cnicho2@uw.edu>

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To:UWT SAFC <safcuwt@uw.edu>

Cc:Bernard Anderson <bander48@uw.edu>;Sean G Schmidt <sgs1@uw.edu>

SAFC Application Committee

I submitted two SAFC applications this year, one to continue having a Health Promotion Specialist/Title IX Confidential Campus Advocate and to continue to provide free, accessible, confidential health service for UWT students. Based upon feedback I received from others, I was not alone in not being able to input any of the budgetary requests for each application so this section of the application is blank. I tried for three days, employing various “back door” strategies to provide this information but I was just not able to do so.

Please accept the following budgetary breakdown for each of these applications:

### Health Promotion Specialist

- Personnel Wages: \$60,471
- Fringe Benefits: @31.8
- Supplementary Budget: \$2,000 (non-food related marketing materials)

Student Health Services/TimelyCare: \$131,090.00 (contracted services)  
 \$2,000 for non-food related marketing materials

Thank you. Please let me know if you have any questions or if there is anything else I can do. I will be out of the office on Friday, February 2.

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## Request for 2024 Funding Services and Activities Fee Committee

### BUDGET PROPOSAL CONTACT INFORMATION

Department Name: Psychological & Wellness Services

Create Date: 01/31/2024

Due Date: 02/07/2024

Submitter Name: Cassandra Nichols

UW Email Address: cnicho2@uw.edu

Phone Number: 2083109562

Department Head Approval:

Department Head: Bernard Anderson, Ph.D.

Requested Amount: \$0

## Departmental Information

### STUDENT UTILIZATION

Funds will be used to pay for contracted virtual healthcare services from TimelyCare. Student Health Services (SHS) remains committed to providing compassionate, convenient and free health care services for current students at the UW Tacoma. In June 2023, UW Tacoma implemented the first year of a three-year contract with TimelyCare, a virtual healthcare service designed specifically for students of higher education. TimelyCare delivers free, equitable, on-demand medical care, mental health support, care navigation, and basic needs assistance, serving as a 24/7 virtual extension of campus health resources with licensed providers in all 50 states who deliver high-quality care whenever and wherever students need it. Students can seamlessly log in to TimelyCare – which is both HIPAA and SOC 2 Type II compliant – online or through the mobile application using Single Sign-On (SSO) integrated with UW Tacoma IT to speak with a medical professional. Users can select either on-demand medical care and connect to a provider 24/7 within minutes, or choose to schedule an appointment and select the day and time for a visit, as well as the provider who best meets their needs based on a provider's area of expertise, language, and diversity preferences.

### CORE VALUES/MISSION ALIGNMENT

Implementing TimelyCare as UWT's Student Health Services partner aligns with the Strategic Plan in several ways. The number one value of the Strategic Plan is Access. SHS understands that many students of higher education, especially UWT students, are low-resourced and have many competing responsibilities, as well as the relationship between health and student success. By providing on-demand, free physical and mental healthcare services any time anywhere, access to well-being enhancing services is practically barrier-free. Fully accessible services in turn keeps students connected to campus and in class.

TimelyCare also directly aligns with the objective Students, Goal 2: enhance student well-being. TimelyCare practices a holistic approach to supporting student well-being by offering wrap around services to support the whole person. In addition to free, on-demand physical and mental telehealthcare services, TimelyCare offers prescriptions and a prescription discount card similar to GoodRx, Psychiatric services and related prescriptions, health professionals such as licensed and registered dietitians, sleep and fitness specialists, Care Navigation to get students connected to in-person care local to them regardless of insurance status, and on-demand self-care content such as yoga and meditation, health coaching, and strategies to maintain college health concerns like stress management and healthy eating.

Not only does TimelyCare directly align with Students Goal 2, but contributes to a more resilient and sticky campus. Health is considered a part of Maslow's Hierarchy of Needs (1943, 1954). Offering holistic, free, 24/7/365, on-demand healthcare services directly supports student retention through access and connection to services they may otherwise have no access to, especially for high-need and international students, so that they may engage with their academics to the best of their ability.

### SAF-FUNDED PROGRAM OR SERVICES GOALS AND OUTCOMES

Beginning with TimelyCare implementation in June 2023, our goal was to increase awareness and usage of TimelyCare via an ongoing comprehensive marketing campaign and intentional campus partnerships to get as many students registered with TimelyCare as possible. Extensive and intentional marketing of TimelyCare is ongoing since its implementation, including information about what TimelyCare is and how to register using the following strategies: developing informative webpages and incorporating them into HuskiesCare; flyers on all campus bulletin boards, on various tables in all buildings, and the TVs around campus; using sandwich boards in high-traffic areas; sending emails to all students; leveraging faculty connections by sharing marketing materials in PowerPoint sizes and speaking about TimelyCare in classrooms; training RAs and Pack Advisors how to promote SHS in their spaces with students; posting frequently to PAWS social media (@uwtspaws) as well as cross-posting to other Student Affairs social media accounts and the main UW Tacoma Instagram account; posting to the Grit List (maximum allowance); discussing TimelyCare in detail at New Student and Family Orientation; promoting TimelyCare at the Husky Health Coalition meetings; partnering with ASUWT to develop new, exciting marketing materials such as Instagram reels; and offering a time-based incentive to increase registrations (\$50 amazon gift card).

We continue to prioritize collaboration with other Student Affairs offices to increase awareness and usage. The Health Promotion Specialist will continue to strengthen the Student Health presence on campus, particularly with faculty and Advising, to solidify knowledge of "who to call" when supporting a student's well-being. Additionally, the Health Promotion Specialist will maintain the relationship between UWT and SHS via regular meetings, strategic use of user data, and working with the SHS team to increase SHS visibility, access, and usage.

**STUDENT UTILIZATION (COMPARISON OVER PAST 2 YEARS)**

SHS is currently in year one of a three-year contract with TimelyCare. It had been challenging to obtain comprehensive usage data in a timely manner per the SHS contract from our previous SHS partner Virginia Mason Franciscan Health (VMFH), prior to TimelyCare implementation in June 2023. VMFH data provided shows that usage rates remain constant over academic year 2022-2023. The most commonly used services, through January 2023, at Virginia Mason Franciscan Health were for concerns related to cold and flu symptoms, immunizations, allergies, mental health concerns and establishing psychiatry services, and aches and pains.

At this time, January 2024, 246 students have completed the one-time registration process for TimelyCare since June 2023. Aggregate data to date shows that students are utilizing all of the services TimelyCare offers, with medical services being utilized the most often for the following symptoms that are consistent with past VMFH usage: sinus/cold/flu related symptoms, mental health concerns, skin conditions, acid reflux, allergies, reproductive concerns, and prescriptions. To date, 68 visits were utilized at TimelyCare (37 unique member visits), with 66% of visits occurring outside of typical business hours. Average time spent waiting for a visit to start was 6 minutes, and average time spent in the visit was around 30 minutes.

Students are not required to complete satisfaction data after their visit with TimelyCare, contributing to less aggregate data than usage data. However, satisfaction data to date is positive. Students report feeling hopeful about the future and feeling a sense of relief after their visit with TimelyCare. Students report that with the help of TimelyCare, they are more likely to complete their course of study or graduate, feel more comfortable engaging with peers, improve their grades, and remain in classes.

**COLLECTION OF FEEDBACK & IMPROVEMENTS**

TimelyCare collects robust usage and satisfaction data from users and provides monthly reports to the Health Promotion Specialist. The Specialist uses the reports to inform marketing and awareness efforts, with plans to continue to use Social Norming Theory and Social Marketing Theory to highlight positive satisfaction data points as a way to increase the number of student registrations.

**SERVICE BENEFITS TO STUDENTS**

In addition to healthcare access being a basic need, it is a best practice recommended by a number of health organizations, including the American College Health Association, to provide low-barrier health services to students of higher education. This is a known fact, and heavily supported by the Masters-level Health Promotion Specialist. Healthcare services, including mental health support, are in-line with holistic models for student support in higher education. TimelyCare as UWT's SHS directly enhances student well-being by providing low to no-barrier telehealthcare services, which positively impacts academic performance, success, and retention. SHS and evidence-based health promotion efforts are a key part of supporting the whole student and play a significant role in supporting student retention and success by providing preventative and secondary clinical care, management of acute and ongoing illnesses, psychiatric services, mental health support, care navigation, and prescription management. That SHS is accessible virtually, 24/7/365 makes it easier to connect to services and ultimately stay connected to UWT from anywhere.

**Staff Budget Requests**

Category	Details	Amount Requested
PERSONNEL TOTAL:		\$0

**Other Budget Requests**

Category	Details	Amount Requested
SUPPLEMENTAL TOTAL:		\$0

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## Request for 2024 Funding Services and Activities Fee Committee

### BUDGET PROPOSAL CONTACT INFORMATION

Department Name: Psychological & Wellness Services

Create Date: 01/30/2024

Due Date: 02/07/2024

Submitter Name: Cassandra Nichols

UW Email Address: cnicho2@uw.edu

Phone Number: 2083109562

Department Head Approval:

Department Head: Bernard Anderson, Ph.D.

Requested Amount: \$0

## Departmental Information

### STUDENT UTILIZATION

These funds will be used to continue to employ our Health Promotion Specialist/Health Educator and the UWT Campus-Based, Confidential Advocate for Title IX (Madie Brown, M.S.) . As a Health Promotion Specialist, Ms. Brown provides leadership and functional responsibility for the planning, development, implementation, and evaluation of campus health promotion. This includes encouraging our campus community to engage in health seeking behaviors and other health-related topics as part of a comprehensive health promotion program that operates within a social justice and health equity lens. Additionally, Ms. Brown services as a liaison between TimelyCare (Student Health Services) and UWT. Last year she surveyed UWT students's health practices using the American College Health Association (ACHA), National College Health Assessment (NCHA) and the results helped to inform her as she created the UWT Huskey Health Coalition. As a Campus-Based Confidential Advocate, Ms. Brown provides Title IX based advocacy for victims of violence who are seeking support and services. The Health Promotion Specialist/UWT Campus-Based Confidential Advocate for Title IX increases students' awareness of and positive behaviors towards life-long health improvement and prevention of life-threatening situations common on all campuses of higher education, such as suicide, sexual assault and other acts of violence, alcohol and other drug abuse, and accessibility of resources and supports at UWT. In fall 2023, Ms. Brown received Mental Health First Aid Training and is qualified to provide quarterly workshops (starting in Spring 2024) for students, staff, and faculty about how to identify, engage with, and refer students who are having mental health-related difficulties.

### CORE VALUES/MISSION ALIGNMENT

The proposed Health Promotion Specialist position responsibilities align with several of the strategic priorities within UW Tacoma's strategic plan 1. Advance student success academically, professionally and personally (especially as it applies to Enhancing Students' Well-Being). Students learn best and academically excel when they are physically and emotionally healthy and are knowledgeable about behaviors that maintains good health. Success indicators include strengthening the persistence to graduation and increase in student awareness of and satisfaction with availability and access of UWT resources and support. 2. Promote and Model Inclusive Excellence and Social Justice. Many UWT economically disenfranchised students grew up with or currently have inadequate health care and access to learning how to prevent illness and poor health. Having an on campus Health Promotion Specialist whose expertise is in student development enables all students (especially those with less access to reliable education options) to learn or improve existing health and wellness practices. Success indicators include the improved satisfaction of traditionally unrepresented groups with the UWT experience. Additionally, Under Title IX, discrimination on the basis of sex can include sexual harassment or sexual violence, such as rape, sexual assault, sexual battery, and sexual coercion. While any student may experience sexual violence, women, transgender and non-binary students, and students who do not meet gender stereotypes and expectations are especially vulnerable. Having a Health Promotion Specialist who provides education about violence prevention and a Title IX Confidential Advocate to assist students who have experienced gender-based violence addresses the university commitment to equity, inclusion, and social justice. 3. Build a Thriving Community that is Welcoming and Sustainable. Students who are healthy, know how to improve their health, have access to services to take care of their health, and operate within a learning culture that advocates for health are better able to thrive, academically succeed, and persist to graduate. Success indicators include increased confidence among students, faculty and staff that UW Tacoma cares about and is responsive to the concerns of students who represent all demographic groups.

**SAF-FUNDED PROGRAM OR SERVICES GOALS AND OUTCOMES**

This is the third year that UWT has had a Health Promotion Specialist/Health Educator/Title IX Campus-Based Confidential Advocate this year and the programming, services, and impact for UWT students continues to grow. Ms. Brown provides health and wellness information for all new students at new and transferring student orientations throughout the year. She provides classroom and student event health and wellness outreach workshops and programming throughout the academic year. Ms. Brown oversees efforts to ensure that all UWT students meet the university requirement to be vaccinated for measles, mumps, and meningitis meningococcal ACWY. Last year implemented a campus-wide ACHA, NCHA student survey which is a nationally recognized research survey that assists colleges and universities in collecting precise data on a wide range of health and wellness issues that impact student populations and affect their academic performance. In addition to being able to gauge UWT students' health and wellness practices in a variety of areas (medical and mental health; food, financial, and housing insecurity; sexual, physical, verbal, and emotional violence), the confidential, aggregate data can be compared to the data at all other universities who also surveyed their students using the NCHA. Last year, over 2 million students at over 1,000 colleges and universities participated in the NCHA. The UWT sample size (according to the UWT Institutional Research Department) was large enough to generalize findings for the entire student population. The data allowed and continues to allow us to target specific health and wellness related areas that need more services and educational programming. As an example, the data we received helped to inform the development of the UWT Huskey Health Coalition this year that is co-chaired by Ms. Brown and ASUWT President Holly Wetzel. The over 30 members of the Coalition include students, staff (Student Affairs, Library, Campus Safety and Security), and faculty (Social Work, Nursing). Based upon the NCHA data, the Coalition includes 3 subcommittees that focuses on Mental Health, Basic Needs, and Alcohol and Other Drug Misuse. Starting in June 2023, the university contracted with TimelyCare, which specializes in providing free to students, confidential, virtual, health care services to students in higher education. In addition to primary care, TimelyCare provides urgent care, psychiatry, nutrition services, preventative services, and assistance with health related referrals in the South Sound area. Providers (physicians, nurse practitioners, physician assistants, nutritionists) are available 24 hours/day, 7 days a week and students are able to make same day appointments with no wait. If they wish, students can request to work with BIPOC providers and providers who are fluent in languages other than English. Finally, in her position, Ms. Brown provides confidential advocacy services for UWT students who have been victims of crime. This includes referrals to medical and mental health care, assistance if a student chooses to file a police report or Student Conduct report, and reasonable accommodations for classes and housing.

**STUDENT UTILIZATION (COMPARISON OVER PAST 2 YEARS)**

During the time period of the beginning of Fall quarter 2023 until the end of January, 2024, Health Promotion efforts (workshops, outreach programming, classroom requests) have reached over 2,800 students covering topics such as sleep, nutrition, sexual consent and relationships, mental health, as well as encouraging referrals to Psychological and Wellness Services (PAWS) and TimelyCare (UWT Student Health Services). Free condom dispensers were placed in the Tioga Library mens and womens restrooms and their all-gender restroom in CEI during the 2023 Winter Quarter and were so heavily utilized that they continue to have to be refilled twice a week. Due to this success, Health Promotion further increased student access to safer sex supplies by installing additional free condom dispensers in the GWP mens and womens restrooms in GWP and JOY and the all-gender restroom in MAT during the Fall 2023 quarter. TimelyCare (a confidential, free, virtual, 24/7/365 health care service for higher education students) was introduced to UWT students in June 2023. TimelyCare UWT student user and satisfaction data from June 2023 through the end of January 2024 showed that students are using these services both during and after business hours for a variety of symptoms and 100% of students reported feeling more hopeful after their appointment with TimelyCare providers. Additionally, 100% of the students that responded to surveys in October 2023 reported that with the help of TimelyCare, they believe that they were more likely to successfully complete their courses. The NARCAN (Naloxone nasal spray; opioid overdose treatment) Initiative was soft-launched in Fall 2023 due to the unavailability of NARCAN kits across the state and has served 15 campus communities since then. NARCAN is free and readily available to any UWT student. Eighty percent of NARCAN users reported feeling personally supported by UWT. Between July 2022 and June 2023, Ms Brown worked with 18 UWT students who were victims of violence for a total of 148 hours over a 12 month period.

**COLLECTION OF FEEDBACK & IMPROVEMENTS**

In the field of Health Promotions, it is common to collect feedback on programming and to track which students benefit from services. Methods may include card-swiping mechanisms and employing educational technologies (which are used to engage students in the classroom) to include audience response systems. Our Health Promotion programs include pre and post questionnaires to gauge what attendees have learned as a result of educational programming or surveys at the end of programs or presentations to elicit feedback from attendees about positive reactions and areas to further address in future programming. Students who receive medical care through TimelyCare are able to provide feedback about the satisfaction of their care. Assessing the health and wellness factors in the lives of UWT students, Health Promotions surveyed students all across the campus. Thirteen percent of students responded to the survey and this was found to be generalizable according to the UWT Institutional Review office. The findings included feedback such as 56% of students agreed that student health and wellness matters should be treated as a priority on campus. 56% also reported that they had experienced loneliness over the past year and 78% reported that they experienced moderate to severe psychological distress over the past year. Twenty-three percent of students reported they over the past year reported that they considered suicide in the past year and 6% (double the national average) reported that they had "seriously considered" suicide the last time they drank alcohol. Forty-six percent of students reported that they experienced food insecurity in the past year (in comparison to 13% of the national average). Fifty-five percent reported that they had financial problems and challenges over the past five months. Thirty-four percent of students who used cannabis over the past three days reported that they drove when under the influence. Having this information from students allows us to prioritize particularly concerning areas of their own health and wellness and to focus more specifically in those areas when doing Health Promotion programming and other forms of campus outreach.

**SERVICE BENEFITS TO STUDENTS**

The most meaningful and significant ways that our Health Promotion Specialist/Title IX Confidential Campus Advocate benefit students is to address and improve the overall health of UWT students. Students who are more likely to have good health and solid wellness practices are more likely to perform academically and to persist through to graduation. Graduates will more likely will carry these good these good health and wellness practices into the rest of their lives. Health Promotion can assist students who are struggling with basic needs (such as housing or food insecurities and/or dealing with significant financial need) and provide advisement to the university how we may better address those needs. Health Promotion efforts assists and provides confidential advocacy for students who are victims of violence. Ms. Brown in Health Promotions assisted in the research of identifying a virtual student health care service and she serves as a liaison between TimelyCare and UWT. She created the Huskey Health Coalition, a campus-wide group (students, staff, faculty) who help to assess the needs of students in terms of their mental health, basic needs, and alcohol and drug use and providing advisement about how to best address those concerns. Other examples of how Health Promotions benefits students is by providing and overseeing efforts for having free safer sex supplies for UWT students and NARCAN to help save lives if once has a drug overdose. Health Promotions efforts help students identify if they are experiencing health and mental health concerns and how to access free student health and mental health care.

**Staff Budget Requests**

Category	Details	Amount Requested
PERSONNEL TOTAL:		\$0

**Other Budget Requests**

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**Supplemental Documents**