

## **Counseling, Health & Wellness Services**

### **Health Services Fee**

### **Proposed 2017-18 Fee Increase**

Presented to

**A.S. Board of Directors, May 25, 2017**

#### **Purpose of the Health Services Fee**

The Health Services Fee is used to establish a standard of health care for Bellingham's campus and as a contingency for emergency services.

The fee is the primary source of revenue that supports the staffing and operations of the **Student Health Center, Prevention & Wellness Services** and a portion of the **Counseling Center** (39%) in order to provide easily accessible medical, mental health and wellness services to students, regardless of their insurance status. Each of the departments provides a variety of clinical and educational services to Western's students, some of which are mandated by law.

It is a mandatory student fee for students enrolled for 6 or more credits and available as an opt-in fee for other students enrolled for 3-5 credits that desire access to Counseling, Health & Wellness services. An average of 200 students/year, that are not required to pay the fee, opt in and utilize services.

This mandatory fee provides a stable, adequate funding base for all of our campus health related services.

#### **Some of the Counseling, Health & Wellness Services Provided to Students**

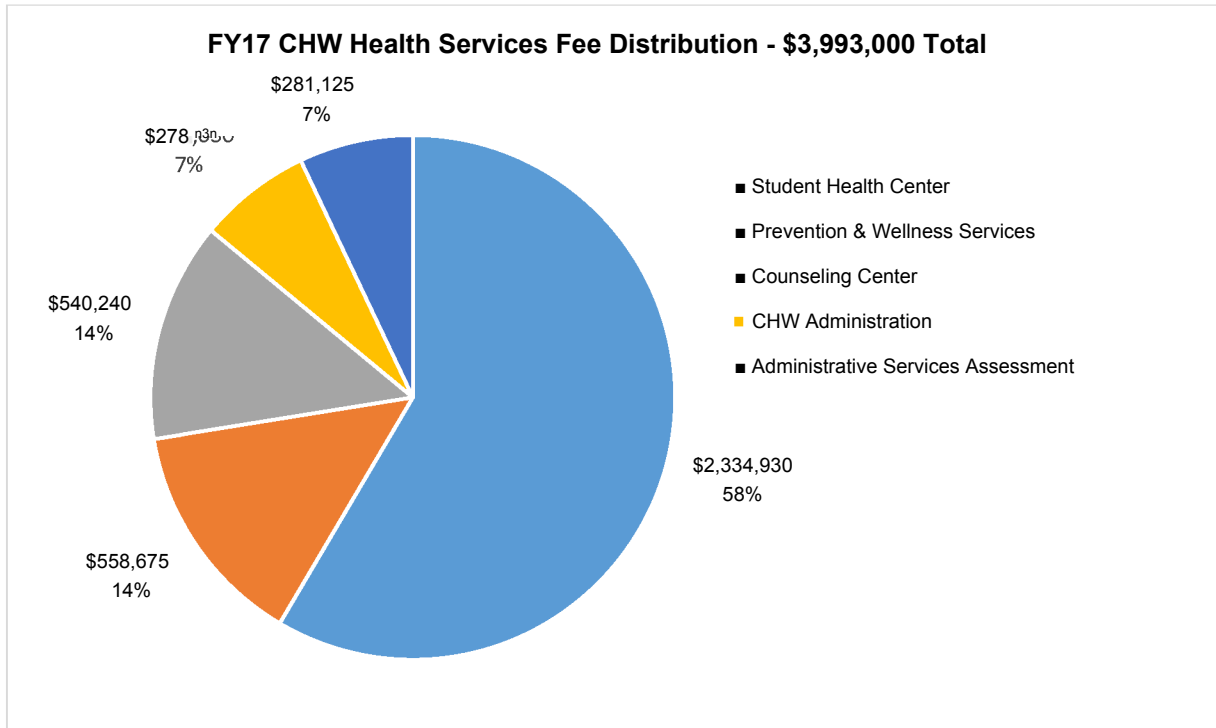
All students receive the educational benefits of the health outreach programs and the benefit of preventive and public health services within a close-knit living community.

Medical office visits, public health response to communicable diseases in the campus community, individual and group counseling sessions, and crisis and outreach services are provided as needed at no additional charge to students who have paid the fee.

Direct delivery services include urgent illness and injury care, chronic illness management and monitoring, extensive women's health, mental health diagnosis and treatment, resources for self-help general health education, peer health education programs, alcohol and other drug counseling and assessment services, and rapid nursing assessment.

Please see websites for comprehensive list of services for each dept, <http://www.wvu.edu/chw/>

**FY17 CHW Self-Sustaining Fund 23073**



**FY17 Fee and Proposed Fee Increase for FY18 with Anticipated Annual Revenue**

<b>FY17 - Current Fee</b>	96.00 / Qtr	288.00 / Academic Year
<b>Proposed Fee Increase</b>	10.00 / Qtr	30.00 / Academic Year
<b>Proposed FY18 Fee</b>	106.00/Qtr	318.00 / Academic Year

**FY17 Health Services Fee Revenue Budget** **\$3,993,000**

FY18 Additional Fee Revenue Requested \$420,000

**FY18 Health Services Fee Revenue Budget** **\$4,413,000**

\*Each \$/qtr fee increase generates \$42,000/yr in Health Services Fee revenue  
 $\$420,000 / 42,000 = \$10.00 / \text{qtr fee increase}$

**WWU Compared to other WA State Public Universities** (Not all FY18 fee info is available at this time)

WWU and other Washington State Public Universities							May 20,2017	
Comparison of Mandatory Flealth Services Fees							Services / Funding not Comparable to WWU	
	Western Washington University	The Evergreen State College	Washington State University	Central Washington University			Eastern Washington University	University of Washington
Academic Year	"Flealth Services Fee"	"Flealth Services Fee"	"Flealth Fee"	"Student Flealth & Counseling Center Fee"	"Wellness Fee"	CWU Total	"Flealth & Wellness Fee"	
2014 - 15	\$255	\$249	\$360	\$264	\$33	\$297	\$265	N/A
2015 - 16	\$255	\$264	\$360	\$264	\$33	\$297	\$274	N/A
2016 - 17	\$288	\$276	\$368	\$264	\$33	\$297	\$285	N/A
% ine	10.42%		10.87%					
2017 - 18	\$318 (proposed)	?	\$408	?	?	?	?	N/A

Washington State University Fee includes assessment for Counseling Center 6.9M remodel which is spread over 10 years  
 Central Washington University has a separate Wellness Fee  
 Eastern Washington University has a Flealth and Wellness Fee but has outsourced and has more limited services  
 University of Washington -no separate Flealth Fee for comparison. Flealth services involves tuition & medical center

**Other Revenue Sources**

**Student Fees for Services** - Student Health Center

No charge for office visits. Students are billed for medical services and supplies.

**State Support** - Counseling Center, currently 61% (**\$835,430**) of Counseling's annual budget

No charge for counseling sessions.

**CHW Reserve Fund** - Supports all CHW depts.

FY17 Beginning Fund Balance: **\$269,965**

Current Reserve Fund Balance: **\$281,900**

FY17 Year End Projected Fund Balance: **\$330,000**

The self-sustaining reserve fund is vital to ongoing operations. It is primarily used for purchases (medical equipment, computers & furniture), maintenance & repairs (renovations & ongoing maintenance) and non-permanent personnel (coverage for extended staff absences due to illness). A reserve balance of \$300,000 to \$400,000 is normally required to provide for the ongoing expenses mentioned as well as any emergency expenditures critical to maintaining operations.

**Reserve Fund - Future Challenges/Plans**

At some point in the next 5 years, the Health Center & Counseling Center will need to change their current Electronic Medical Records/Billing/Scheduling software. Although current software is functioning well, the Health Center's software was implemented in 2003 and the software company has been sold enough times that support by the vendor is an ongoing concern. The Counseling Center uses a separate software for scheduling, clinic notes and reports. A future purchase of one software product that would meet the needs of both facilities should allow for easier, secure exchange of data and would have enhanced features that newer products offer. There would need to be a one-time expense for a new software product in the range of \$100-250K. Ongoing licensing and support is currently ~40K but this would also increase significantly.

**FY18 Revenue (Non - Health Services Fee)**

WA State's Apple Care insurance program (Medicaid) requires that some services that had previously been billed to WWU student accounts be billed directly to students. The decline in revenues from medical services (lab & pathology, medications, medical supplies) has stabilized since last year and the net revenue from charges for these procedures is between \$75-90,000 per year. If the Affordable Care Act is changed as to not require all individuals to have health insurance, we would likely see fewer requests for direct billing and an increase in students requesting that charges be billed to their student accounts. If that is the case, Health Center revenue for medical services would increase.

**FY18 Expenses - Total Increase \$420,000 - details below both by Expense Type and by Dept.**

**Increased Expenses by Type-Totals for All CHW Departments (\$420,000)**

As in two prior years, salary increases for classified and professional staff will again have a significant impact on the FY18 budget. Because the actual % increase is still being negotiated, this budget was prepared using WWU Budget Office instructions of 2% for classified staff and 4% for pro staff. The FY18 budget incorporates salary increases at these levels as well as associated benefits. Funding has also been included for an increase to the employer portion of health care costs from \$888/mo to \$970/mo (\$984 annual employer cost increase for all permanent staff).

**Classified Staff** 2% across the board salary increase, steps and net adjustments pre new hires \$28,515 and \$50,000 fill-in staffing Total \$78,515

**Professional Staff** 4% across the board salary increase and net adjustments per new hires \$66,025 and \$67,845 fill-in staffing Total \$133,870

**Student Workers** - Impact of increase to the minimum wage **-\$705**

**Benefits** - Increase to the employer portion of health care costs and benefits associated with salary increases \$86,935

**Goods & Services** - \$ 52,340

**Administrative Services Assessment** increasing from 6.5% to 7.35% of all gross revenue **\$67,635**

**Budget Detail - Increased Expenses by Department (\$420,000)**

**CHW Administration - Increased Expenses (\$11,380)**

Salaries	4,900
Benefits	3,245
Goods & Services	3,235:
	Communications/Telecom (2,000), other supplies, etc. (1,235)

**Student Health Center - Increased Expenses (\$272,370)**

Salaries	61,080
Classified Fill-In*	50,000 (Peak time/illness coverage Med Asst, LPN, RN)
Pro Staff Fill-In*	50,000 (Peak time/illness coverage (ARNP & MD))
Benefits	64,385
Goods & Services	46,905:
	Computer & other Supplies (2,000)
	Custodial Services (7,000)
	Contracted Psych Services (10,000)
	Professional Licenses/Fees (1,500)
	Software Licensing & Support (20,000)
	Subscriptions (5,000) -UptoDate medical resource and HINet community health
	Janitorial Supplies (1,000)
	Other Goods & Services (\$405)

\*FY17 Fill-In cost budget for classified and pro staff is 58,685. Anything above this amount has historically covered by savings from vacant positions and fee collected due to over enrollment. This budget provides an increase to funding that allows flexibility to hire hourly, temporary staff to assist with patient care during peak times and for times when permanent staff are out due to illness. Extended illnesses are covered by the reserve fund.

**Counseling Center - Increased Expenses (\$42,030, Self-Sustaining Budget)**

Salaries	14,820
Pro Staff Fill-In	17,845 (Peak time/illness coverage Counselors)
Benefits	8,165
Goods & Services	1,200 (Protocol after hours service)

**Prevention & Wellness Services - Increased Expenses (\$26,585)**

Salaries	14,445
Benefits	11,140
Goods & Services	1,000 (Dues & Memberships and Supplies)

**Administrative Services Assessment (\$67,635) - paid centrally for all depts.**

FY18 CHW Health Services Fee Proposal - May 25, 2017

<b>Counseling, Health &amp; Wellness Services FY18 Self-Sustaining Budget Proposal</b>				
<b>CHW SELF-SUSTAINING FUND 23073</b>	<b>FY17</b>	<b>FY18 Proposed</b>	<b>FY18 Proposed</b>	
<b>REVENUE</b>	<b>Budget</b>	<b>Budget</b>	<b>vs. FY17 Budget</b>	
Health Services Fee - to all CHW depts.	3,993,000	4,413,000	420,000	
Medical Services - Health Center	332,000	332,000	-	
<b>CHW Revenue Total</b>	<b>4,325,000</b>	<b>4,745,000</b>	<b>420,000</b>	<b>%of</b>
<b>EXPENSE</b>				<b>Total</b>
<b>Counseling, Health &amp; Wellness (CHW) Admin</b>				<b>Increase \$</b>
Salaries	167,485	172,385	4,900	
Benefits	53,750	56,995	3,245	
Goods & Services	56,795	60,030	3,235	
<b>CHW Admin Total</b>	<b>278,030</b>	<b>289,410</b>	<b>11,380</b>	<b>3%</b>
<b>Student Health Center ( SHC)</b>				
Salaries	1,675,515	1,836,595	161,080	
Benefits	576,565	640,950	64,385	
Goods & Services	414,850	461,755	46,905	
<b>Student Health Center Total</b>	<b>2,666,930</b>	<b>2,939,300</b>	<b>272,370</b>	<b>65%</b>
<b>Counseling Center ( C Ctr)</b>				
Salaries	390,325	422,990	32,665	
Benefits	137,615	145,780	8,165	
Goods & Services	12,300	13,500	1,200	
<b>Counseling Center Total</b>	<b>540,240</b>	<b>582,270</b>	<b>42,030</b>	<b>10%</b>
<b>Prevention &amp; Wellness Services (PWS)</b>				
Salaries	377,005	391,450	14,445	
Benefits	139,380	150,520	11,140	
Goods & Services	42,290	43,290	1,000	
<b>Prevention &amp; Wellness Services Total</b>	<b>558,675</b>	<b>585,260</b>	<b>26,585</b>	<b>6%</b>
CHW Total Salary Expense	2,610,330	2,823,420	213,090	
CHW Total Benefit Expense	907,310	994,245	86,935	
<b>Total Personnel Expense</b>	<b>3,517,640</b>	<b>3,817,665</b>	<b>300,025</b>	
<b>Total Goods &amp; Services Expense</b>	<b>526,235</b>	<b>578,575</b>	<b>52,340</b>	
<b>CHW Personnel and Goods &amp; Services</b>	<b>4,043,875</b>	<b>4,396,240</b>	<b>352,365</b>	
<b>*Administrative Services Assessment (ASA)</b>	<b>281,125</b>	<b>348,760</b>	<b>67,635</b>	<b>16%</b>
<b>CHW Total All Expenses</b>	<b>4,325,000</b>	<b>4,745,000</b>	<b>420,000</b>	
<b>Revenue Less Expense</b>	<b>0</b>	<b>0</b>	<b>0</b>	

CHW FY18 Increased Expense by Type		**Fee Increase Required Per Qtr.	FY18 Increased Expenses	%of Total Fee Increase
Classified Staff Increase - 2%			16,950	
Classified Step Increases			5,470	
SHC Classified Staff Adjustments			6,095	
SHC Classified Hourly Temp fill-in			50,000	
<b>Classified Staff Subtotal</b>		<b>1.80</b>	<b>78,515</b>	<b>18%</b>
Pro Staff Increase - 4%			67,865	
SHC Pro Staff Adjustments per new hires			(895)	
SHC Pro Staff Hourly Temp fill-in			50,000	
Counseling Ctr Pro Staff Hourly Temp fill-in			17,845	
Cell phone stipend adjustments			(945)	
<b>Pro Staff Subtotal</b>		<b>3.20</b>	<b>133,870</b>	<b>32%</b>
<b>Student Minimum Wage Increase</b>			<b>705</b>	
<b>Total Change all CHW Staff &amp; Student Salaries</b>		<b>5.00</b>	<b>213,090</b>	
Employer Health Care Cost Increase (\$82/mo.)			48,170	
Other Increase to Benefits perSalary Increases			38,765	
<b>Total Change to all CHW Benefits</b>		<b>2.10</b>	<b>86,935</b>	<b>21%</b>
<b>Total Change to Goods &amp; Services</b>		<b>1.30</b>	<b>52,340</b>	<b>13%</b>
ASA Increase on FY17 Budgeted Revenue (.85%)			36,765	
ASA on FY18 Proposed New Revenue (7.35%)			30,870	
<b>*Total Increase to FY18 ASA</b>		<b>1.60</b>	<b>67,635</b>	<b>16%</b>
<b>FY18 CHW Total Expense Increase</b>		<b>10.00</b>	<b>420,000</b>	<b>100%</b>
*FY17 Administrative Services Assessment 6.5%. Increased to 7.35% forFY18. Assessed on all CHW revenue				
**Each \$1 / qtr. increase to the Health Services Fee generates ~42K in additional revenue per year				

Counseling Center State & Self Sustaining Budget Summary	FY17 Budget	FY18 Proposed Budget	FY18 Proposal vs. FY17 Budget	%of Total Increase \$
<b>Self-Sustaining Counseling Budget Total</b>	<b>540,240</b>	<b>582,270</b>	<b>42,030</b>	<b>54%</b>
	39%	40%		
State Salaries	574,462	596,292	21,830	
State Benefits	219,146	232,621	13,475	
State Goods & Services	41,822	41,822	-	
<b>State Counseling Budget Total</b>	<b>835,430</b>	<b>870,735</b>	<b>35,305</b>	<b>46%</b>
	61%	60%		
<b>Total Counseling State &amp; Self-Sustaining Budgets</b>	<b>1,375,670</b>	<b>1,453,005</b>	<b>77,335</b>	

\*FY17 - Counseling Center received ~92,400 for Suicide Prevention and an additional 61,425 for partial funding of a counselor position from WWU. This was allocated to the Counseling Center budget as state funds.

## **Fiscal Impact**

Increasing the Health Services Fee from \$96/qtr. to \$106/qtr. In 2017-2018 would insure that current services are maintained. Students paying tuition and the mandatory fees would be impacted by an increase to this fee as they would be required to pay an additional \$30/academic year.

If the Health Services Fee is not increased, or only partially supported, other means of support would need to be provided and/or some services would need to be limited. The impact of not increasing the fee would be a shift to more user specific revenue sources. An FY18 budget deficit would need to be covered by whatever salary savings there might be from vacant positions, increased fee revenue from students electing to pay the fee that are otherwise not required to do so, and the reserve fund.

## **Budget Summary**

Counseling, Health & Wellness Services has historically not requested increases to the Health Services Fee unless there have been significant increases to the cost of operations. Because over 80% of all CHW expenditures are for salaries and benefits, any increase to personnel costs has a big impact. Permanent salary and benefit savings due to staffing changes have been accounted for. The total FY18 increase for **salary and benefits is \$300,025**. There is a net increase in **goods and services of \$52,340**. An increase to the **Administrative Services Assessment from 6.5% to 7.35% will require \$67,635**. Counseling, Health & Wellness Services is requesting that the A.S. Board consider and support a **\$10.00/qtr. increase to the Health Services Fee to generate an additional \$420,000** per year in fee revenue to support operations for all depts.