

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

### **Health Services Fee**

#### **Proposed 2018-19 Fee Increase**

Presented to

**A.S. Board of Directors, May 11, 2018**

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

The Health Services Fee is used to maintain a standard of health care for Western's campus and as a contingency for emergency services. This fee provides a stable funding base for WWU's health related services by providing easily accessible medical, mental health and wellness services to students. It is a mandatory student fee for students enrolled for 6 or more credits. It is also 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.

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** (32%). Each of the departments provides a variety of clinical and educational services to Western's students, some of which are mandated by law.

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

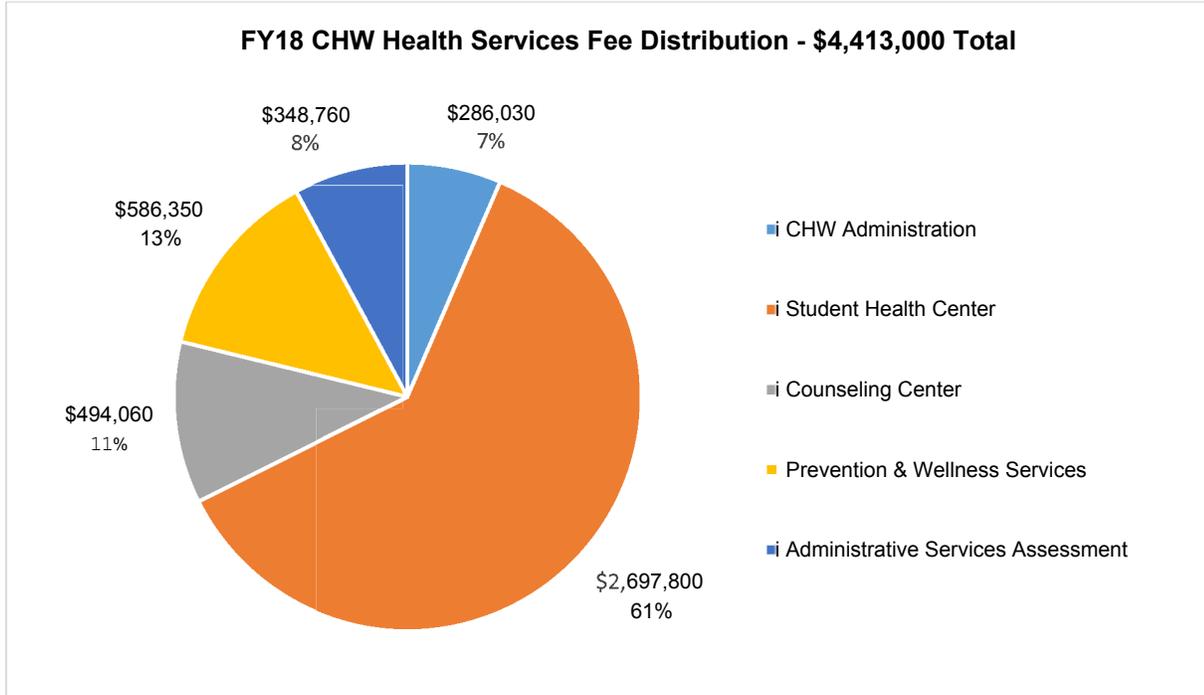
Direct-delivery services include urgent illness and injury care, chronic-illness management and monitoring, extensive women's health, mental health diagnosis and treatment, resources for self-help general health education, peer health education programs, alcohol and other drug counseling and assessment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

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.

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.

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

**Fiscal Year 2017-2018 CHW Self-Sustaining Fund 23073**



**FY18 Fee and Proposed Fee Increase for FY19 with Anticipated Annual Revenue**

<b>FY18 - Current Fee</b>	\$106/Qtr.	\$318 / Academic Year
<b>Proposed Fee Increase</b>	\$7 / Qtr.	\$21 / Academic Year
<b>Proposed FY19 Fee</b>	\$113/Qtr.	\$339 / Academic Year

<b>FY18 Health Services Fee Revenue Budget</b>	<b>\$4,413,000</b>
FY19 Additional Fee Revenue Requested	\$294,000
<b>FY19 Health Services Fee Revenue Budget</b>	<b>\$4,707,000</b>

\*Each \$1/qtr. fee increase generates approx. \$42,000/yr. in Health Services Fee revenue  
 $\$294,000 / 42,000 = \$7 / \text{qtr. fee increase}$

**Other Revenue Sources**

**State Support - Counseling Center**

Currently 68% (\$1,054,785) of Counseling's annual budget is State funded. There is no charge for individual or group counseling sessions. The self-sustaining portion of the budget includes additional funding for FY19 salary & benefit increases (\$11,795). The state budget provides funding for salary & benefit increases for state funded positions.

Counseling Center State & Self Sustaining Budget Summary	Ft 18	FY19 Proposed	FY19 Proposal
	Budget	Budget	vs. FY18 Budget
<b>Self-Sustaining Counseling Budget Total</b>	<b>494,060</b>	<b>505,855</b>	<b>11,795</b>
	3256	3250	
State Salaries	721,625	740,040	13,415
State Benefits	264,650	267,230	2,620
State Goods & Services	68,500	63,500	-
<b>State Counseling Budget Total</b>	<b>1,054,785</b>	<b>1,075,320</b>	<b>21,035</b>
	6856	6850	
<b>Total Counseling State &amp; Self-Sustaining Budgets</b>	<b>1,543,345</b>	<b>1,531,675</b>	<b>32,330</b>
	100%	100%	

\*There is an FY19 emergent need state funding request for a Psychologist and Mental Health Counselor pending.

**Fees for Services - Student Health Center (SHC)**

There is currently no charge or limit to the number of standard office visits.

Students are billed for some medical services such as in-house labs, pharmaceuticals and some medical supplies that are provided by SHC.

There has been a continual decline in revenue collected for medical services due to how items/services are provided and billed. Because of billing limitations for Medicaid and some insurers, many services that had previously been billed to student accounts are now billed directly to students by the 3<sup>rd</sup> party providers. For FY19, The Health Center's budgeted revenue from medical services billed to student accounts is being reduced from \$332,000 per year to \$235,000 to more accurately reflect actual revenue and expenses. Although the medical services revenue has decreased, because the related expenses have also decreased, SHC will likely continue to generate \$80-100K in discretionary funding from Health Center medical services that are billed to student accounts. This funding is used to purchase "no - charge" medical supplies and non-durable medical equipment used in exam rooms (bandages, blood pressure cuffs, etc.)

Student Health Center - Medical Services. Revenue & Expense History									
	FY14	FY15	FY16	FY17	FY18	FY19 Year	proposed		
	Actuals	Actuals	Actuals	Actuals	Budget	End Projection	Budget	FY19 vs FY18 Budget	
<b>Revenue</b>	304,594	343,695	263,234	259,167	332,000	235,050	235,000	(97,000)	
<b>Expense</b>	234,946	234,971	192,493	156,350	133,300	145,000	145,200	(43,600)	
<b>Net</b>	149,643	113,724	75,736	102,317	143,200	90,050	39,300	(53,400)	

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

FY18 Beginning Fund Balance: **\$429,800**  
 Current Reserve Fund Balance: **\$423,300**  
 FY18 Year End Projected Fund Balance: **\$400,000**

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

**WWU Compared to other WA State Public Universities** (Not all FY19 fee info is available at this time)

Comparison of Mandatory Health Services Fees							Services / Funding not Comparable to WWU	
Academic Year	Western Washington University	The Evergreen State College	Washington State Univ (Pullman)	Central Washington University			Eastern Washington University	University of Washington
	"Health Services Fee"	"Health Services Fee"	"Health Fee"	"Student Health & Counseling Center Fee"	"Wellness Fee"	CWU Total	"Health & Wellness Fee"	
2016 - 17	\$288	\$276	\$368	\$264	\$54	\$318	\$285	N/A
2017 - 31	\$318	\$309	\$408	\$273	\$54	\$327	\$297	N/A
% increase	6.60%	4.85%	D.00%					
2018 - 19	\$339 (proposed)	\$324	\$408	P	P	Y	P	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 Health and Wellness Fee but has outsourced and has more limited services

University of Washington -no separate Health Fee for comparison. Health services involves tuition & medical center

## **FY19 Budget Planning Assumptions**

Salary Increases for classified and professional staff will have a significant impact on the FY19 budget. This proposal reflects the WWU Budget Office's planning instructions to budget for a 2% increase for classified staff on July 1, 2018 and an additional 2% increase on Jan 1, 2019. Because the actual percentage increase for Professional Staff has yet to be determined, this budget proposal includes a 3% Professional Staff salary increase for FY19 per WWU's Budget Office instructions.

The FY19 budget incorporates salary increases mentioned above and the associated benefits. Increased funding for benefits includes a slight increase to the employer portion of health care costs (from \$913/mo. to \$916/mo. = \$36 annual employer cost increase for all permanent staff).

## **CHW all Depts.- Expenses by Type**

### **Classified Staff**

2% July 1, 2018 and 2% Jan 1, 2019 salary increase **\$18,905**

Classified staff step increases **\$4,690**

Total **\$23,595**

*Note: FY18 salary negotiations for Registered Nurses resulted in a 28% salary increase in FY18.*

*Registered Nurses will not receive the classified staff 2% + 2% across the board salary increases in FY19.*

### **Professional Staff**

3% across the board salary increase (proposed % increase not final) \$51,440

New - 9 month (.750 FTE) ADCAS Asst. Risk Reduction Specialist **\$33,750** - see Attachment A

Increase existing M.D. position from .750 FTE to .833 FTE \$10,815.

Total \$96,005

**Student Workers** - Impact of increase to the minimum wage **\$280**

### **Benefits**

Increase to the employer portion of health care costs **\$1,475**

Benefits associated with salary increases **\$8,895**

Benefits for new .750 FTE Asst. Risk Reduction Specialist position \$16,525

Total \$26,895

**Goods & Services** - Decrease to SHC medical services expenses for lab, RX and Supplies (\$43,600)

**Administrative Services Assessment** increasing from 7.35% to 7.875% of gross revenue \$40,425

**Contingency** - \$53,400 unallocated by dept, but primarily for Health Center goods & services

**Total Expenses by Type** \$240,600 - \$43,600 Medical Services Expense reduction = \$197,000

CHW all Depts. - Expenses by Department

Counseling, Health & Wellness Services FY19 Self-Sustaining Budget Proposal			
CHW SELF-SUSTAINING FUND 23073	FY18	FY19 Proposed	FY19 Proposed
REVENUE	Budget	Budget	vs. FY18 Budget
Health Services Fee-to all CHWdepts.	4,413,000	4,707,000	254,000
Medical Services - Health Center	332,000	235,030	(97,000)
<b>CHW Revenue Total</b>	<b>4,745,000</b>	<b>4,942,000</b>	<b>197,000</b>
EXPENSE			
<b>Counseling, Health &amp; Wellness (CHWAdmin)</b>			
Salaries	170,224	175,559	5,475
Benefits	55,312	55,597	735
Goods & Services	59,394	59,994	-
<b>CHWAdmin Total</b>	<b>235,030</b>	<b>292,290</b>	<b>6,260</b>
<b>Student Health Center (SHC)</b>			
Salaries	1,932,700	2,040,430	57,730
Benefits	552,400	559,555	7,255
Goods & Services	334,700	341,100	3,600
<b>StudentHealthCenter Total</b>	<b>3,029,300</b>	<b>3,051,235</b>	<b>21,435</b>
<b>Counseling Center (CCTR)</b>			
Salaries	353,705	369,225	10,520
Benefits	121,355	123,130	1,275
Goods & Services	13,500	13,500	-
<b>Counseling Center Total</b>	<b>494,060</b>	<b>505,355</b>	<b>11,795</b>
<b>Prevention &amp; Wellness Services (PWS)</b>			
Salaries	393,534	439,739	46,105
Benefits	149,426	167,006	17,530
Goods & Services	43,290	43,290	-
<b>Prevention &amp; Wellness Services Total</b>	<b>535,350</b>	<b>650,035</b>	<b>63,635</b>
<b>CHW Total Salary Expense</b>	<b>2,905,253</b>	<b>3,025,143</b>	<b>119,330</b>
<b>CHW Total Benefit Expense</b>	<b>939,493</b>	<b>1,016,333</b>	<b>26,395</b>
<b>Total Personnel Expense</b>	<b>3,394,756</b>	<b>4,041,531</b>	<b>146,775</b>
<b>Total Goods &amp; Services Expense</b>	<b>501,434</b>	<b>457,334</b>	<b>43,600</b>
<b>Contingency - Goods &amp; Services Expense</b>		53,400	53,400
<b>CHW Personnel and Goods &amp; Services Contingency</b>	<b>4,396,240</b>	<b>4,552,315</b>	<b>156,575</b>
<b>*Administrative Services Assessment (ASA)</b>	<b>343,760</b>	<b>339,135</b>	<b>40,425</b>
<b>CHW Total All Expenses</b>	<b>4,745,000</b>	<b>4,942,000</b>	<b>197,000</b>
Revenue Less Expense	0	0	0

**CHW all Depts. Expenses by Department (detail)**

**CHW Administration - Increased Expenses**

Salaries	5,475
Benefits	785
<b>Total</b>	<b>6,260</b>

**Student Health Center - Increased Expenses**

Salaries	57,780	(Includes Increasing M.D. from 9 to 10 month position)
Benefits	7,255	
Goods & Services	(43,600)	Medical Services expenses reduction
<b>Total</b>	<b>21,435</b>	

**Counseling Center - Increased Expenses (Self-Sustaining Budget only)**

Salaries	10,520
Benefits	1,275
<b>Total</b>	<b>11,795</b>

**Prevention & Wellness Services - Increased Expenses**

Salaries	46,105	(Includes 33,750 for Asst. Risk Reduction Specialist)
Benefits	17,580	(Includes 16,525 for Asst. Risk Reduction Specialist)
<b>Total</b>	<b>63,685</b>	

**Other - All CHW Depts. - Increased Expenses**

Admin Services	40,425	based on % of gross revenue
Contingency*	53,400	
<b>Total</b>	<b>93,825</b>	

**Total Expenses by Dept. \$197,000**

**\*Contingency** - Budget allocations to CHW departments for goods and services have yet to be determined but are intended to cover increases to goods and services for day to day operations. The Health Center will utilize most of this contingency funding as there will be new ongoing costs for accreditation as well as an upgrade to the electronic medical records/billing software and increased facility maintenance/custodial costs. There is also a possibility that the contingency will be needed if the Professional Staff salary increase is more than the estimated 3%. The contingency budget will be allocated to CHW depts. once Professional Staff salaries and WWU's FY19 Internal recharge rates for telecom, custodial and maintenance services are established.

## **Fiscal Impact**

**Increasing the Health Services Fee from \$106/qtr. to \$113/qtr. in 2018-2019** 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 \$21/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 or eliminated. If not reducing services, the impact of not increasing the fee would be a shift to more user specific revenue sources which would require a significant change to the current business model.

## **Budget Summary**

Because 82% of all CHW self-sustaining budget expenditures are for salaries and benefits, the increase to personnel costs for FY19 has prompted a request for additional fee revenue to maintain current levels of service.

Permanent salary and benefit savings due to staffing changes have been accounted for. The FY19 mandated **salary and benefits increases for all staff and adding one month to existing M.D. position will require \$96,500.** Prevention & Wellness Services has proposed a new **ADCAS Assistant Risk Reduction Specialist position** which will cost **\$50,275.** A **\$9,800 increase to goods & services** is also requested (\$53,400 contingency - \$43,600 medical services expense reduction). An increase to the **Administrative Services Assessment from 7.35% to 7.875%** will require **\$40,425. Total new expenses \$197,000**

An additional \$97,000 in Health Services Fee revenue is being requested to replace the Medical Services revenue that had been previously budgeted to support program expenses.

Counseling, Health & Wellness Services is requesting A.S. Board support for a **\$7/qtr. increase to the Health Services Fee to generate an additional \$294,000** per year in fee revenue to support operations for all depts.

## **ATTACHMENT A**

### **Prevention & Wellness Services**

#### **Alcohol & Drug Consultation & Assessment Services (ADCAS) - New Position Request**

**Assistant Risk Reduction Specialist** - .750 FTE \$33,750 salary + \$16,525 benefits = \$50,275

ADCAS currently has one full time, 10 month, Risk Reduction Specialist position. This staffing level is no longer sufficient to handle the referral volume and voluntary student requests for direct service (all individual sessions, risk reduction program classes, and support groups) and basic training commitments. It limits our ability to provide the additional trainings, outreach programming and events required of an effective, comprehensive, best practice-based service.

To meet the expected referral level and service requests, support timely provision of quality, best practice-based services, to continue to provide trainings to many campus groups and classes, and fulfill outreach commitments of programming and events, Prevention & Wellness Services is requesting permanent funding for a full time, 9 month (0.75 FTE) Alcohol and Drug Services Assistant Risk Reduction Specialist position.

#### **History of the Staffing Shortfall**

Beginning in 1989 Western's alcohol and drug services was staffed with a full time, 12 month Coordinator and a full time, 9 month Alcohol and Drug Risk Reduction Assistant.

From fall 1989, ADCAS had student volunteers working with ADCAS staff assisting in the delivery of direct service groups and outreach programming. These student volunteers have been Peer Health Educators. They have filled an essential service delivery role in fulfilling the ADCAS obligation to provide alcohol and drug risk reduction services for all students who are required to participate in ADCAS services due to violation of University Residences or WWU policy and to provide outreach programs and events.

Since fall 2005, ADCAS staffing has been reduced to one full time, 10 month, Risk reduction specialist who had to heavily rely on large numbers (12-18) of student volunteers (Peer Health Educators) to assist with vital services and basic outreach.

For a variety of reasons, the interest of volunteers to work in the alcohol/drug area has decreased significantly over the past few years, to the point of having no volunteers to assist with ADCAS services and programs for 2017/18, where we typically have had 12 to 18 per year during the past two decades. Unfortunately, the lack of interest in volunteering with the alcohol/drug topic area does not appear to be changing.

Due to the challenges described, the alcohol and other drug risk reduction program no longer has the staffing to effectively deliver the comprehensive services and outreach required.