

**Student Fee Review Board
Funding Application for Fiscal Year
2021-2022**

Student Health and Counseling
Name of Unit

James Wilterding, MD & Bev Kloeppel, MD Executive Directors
Dean/Director Title

Building 73, University of New Mexico Student Health and Counseling
Campus Address

505-277-3136 jameswilterding@salud.unm.edu
Campus Phone E-mail Address

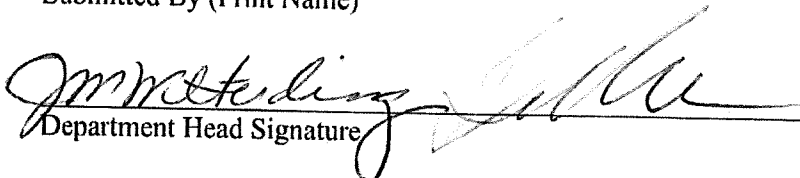
\$ 4,351,771 bkloeppel@unm.edu
Total Amount Requested Alternate Email Address

One-Time Funding ☐ Recurring ☒ Requesting Increase ☒

CERTIFICATION

I certify that the statements herein are true and complete to the best of my knowledge and accept the obligation to comply with the terms and conditions of the Student Fee Review Board. I understand that the SFRB is a **recommendation** body and that its funding allocations are subject to revision by the Budget Leadership Team before final approval.

James Wilterding, MD and Beverly Kloeppel, MD
Submitted By (Print Name)

 9/11/20
Department Head Signature Date

Please submit an electronic version of this application via email to SFRB@unm.edu.

DEADLINE September 11, 2020, 5:00 PM.

***Late applications will not be accepted**

EXECUTIVE SUMMARY

As part of its stated mission, Student Health and Counseling (SHAC) explicitly holds itself accountable to having a measurable impact on student success and wellness. Services are designed with guidance from the Student Health Leadership Counsel, patient satisfaction surveys and the Student Fee Review Board with a focus on busy students for whom the timely access of medical and counseling services for both acute and chronic conditions can make a difference in academic success. SHAC offers affordable, comprehensive and integrated care that is not duplicated or readily available elsewhere. Services offered include: Counseling and Psychiatry, Health Education, General Medical, Sexual Health, Allergy and Immunization, Sports Medicine, Physical Therapy, Massage Services, Acupuncture, Nutrition, Pharmacy, Lab, and X-ray. In 2019-2020, SHAC continued to refine its services to meet the needs of UNM's diverse student body. SHAC also played a central role in the University response to the COVID-19 pandemic.

- In total, SHAC conducted 25,734 face-to-face or virtual visits (Medical & Counseling) and responded to 27,258 secure messages from established clients.
- SHAC remained open during the Spring and Summer semesters and converted Counseling Services and most medical service visits to telehealth and telecounseling, in response to the infectious qualities of the SARS-CoV-2 virus.
- Provided access to a licensed professional counselor for 219 after-hours mental health related calls.
- A SHAC physician or nurse practitioner answered over 250 after-hours calls.
- The SHAC pharmacy filled 20,974 prescriptions.
- The laboratory conducted over 15,691 blood, body fluid, tissue and culture tests.
- 459 X-rays were taken.
- Health Promotion had 6000 contacts with students, parents, faculty and staff (before COVID-19). Also increased social media following to surpass 5900 followers.
- Student fee funding, which provides over half of SHAC's annual budget, subsidizes the cost of services so that regardless of insured status, all students have access to care for the same low cost (\$0-15 copays for visits). We also use funding to engage in extensive collaborations relevant to the health of the campus community as outlined in detail within the application. Student fee funding is critical in order for the services provided to have maximal impact and relevance.

SHAC leadership is requesting SFRB funding at the level of \$4,351,771 for FY 2022, the amount allocated to SHAC in FY 20. For FY21, SHAC was allocated \$3,587,292, including the Emergency funding, a \$633,926 reduction. We would like to fully retain student services in FY22, so we are requesting reinstatement of previous funding levels. Moreover, we are requesting that student fees for SHAC be transitioned from a fee per credit hour allocation, to a Student Health Fee model. A proposal is currently being developed that would convert the SFRB allocation decided upon for FY22, into a health fee model, based on a set health fee per student, to more equitably distribute financial support for SHAC among UNM students.

We are grateful for the opportunity to serve the students of UNM and for the ongoing support and feedback provided by the SFRB.

STUDENT HEALTH AND COUNSELING

Question 1: SHAC History and Mission

UNM first commissioned a student health service in 1929. Since that time, services have evolved and grown along with the University - always with a focus on student wellness and academic success. Today, UNM Student Health and Counseling (SHAC) is an innovative leader in college health among our peer universities in providing comprehensive, high quality services that are guided by those served. The mission of UNM Student Health and Counseling (SHAC) is to enhance the wellbeing of students through access to the highest quality health care, education and advocacy. SHAC's mission links to and supports a central component of UNM's overall mission which is to "provide students the values, habits of mind, knowledge, and skills that they need to be enlightened citizens, to contribute to the state and national economies, and to lead satisfying lives." SHAC embraces its function in providing direct health services to individual students, as well as collaborative roles in the UNM campus community that support and enhance this mission. SHAC offers the following unique services that are not replicated elsewhere in the University or the community:

- Mental health and medical professionals who are trained in, and focused on, college health related issues.
- Same-day, walk-in care (Monday through Friday) for mental health emergencies, injuries, and acute illnesses, most of which are managed in-house to facilitate a quick return to academic activities for the student. When necessary, providers arrange for and coordinate higher level care, including emergency transport as needed.
- A comprehensive infection control program that involves ongoing planning and coordination with other departments, the UNM Hospitals, and the New Mexico Department of Health. SHAC nurses track and manage thousands of student immunizations annually. SHAC also has a central role in managing disease outbreaks on campus.
- Through Student Fee Review Board (SFRB) funding, SHAC subsidizes services for students to provide cost effective, easily accessed care for the vast majority of medical and mental health issues, regardless of insured status.
- A SHAC physician, physician assistant, or nurse practitioner is available after hours to all UNM students, 24 hours a day, for telephone consultation.
- For after-hours mental health concerns and crises, callers are connected to a licensed professional counselor, and follow-up care is actively managed.
- In response to student input and patient needs, SHAC currently offers a number of specialty and related services, including clinics in Sports Medicine, Sexual Health, International Travel Health, Physical Therapy, Acupuncture, Massage, an in-house pharmacy, and on-site radiology.
- Health Promotion programs that address issues relevant to a college population such as sexual and reproductive health, mental health, nutrition, exercise and weight management.

SHAC supports the University's commitment to diversity by providing services to a diverse student body, ranging from incoming freshmen to graduate students, from those just out of high school to returning students, and from local New Mexico backgrounds to many other states and international origins. Other characteristics of the individual students served include:

- Gender: 60% female; 39% male; 1% transgender and/or gender fluid
- Ethnicity: 1.4% African American-Black; 2.8% American Indian; 3.7% Asian-Hawaiian-Pacific Islander; 28.49% Hispanic; 21.02% White (Non-Hispanic); 40.19% Not Indicated.
- Class Level: 35% Graduate; 62% Undergraduate; 3% Other.

SHAC directors and health promotion staff collaborate with the UNM Ethnic Centers, Veterans Resource Center, LGBTQ Resource Center, Women's Resource Center, Global Education Office, UNM Greek Life, Accessibility Resource Center and many other departments. SHAC is sensitive to those students at high risk for attrition and works to identify and overcome barriers to care that could hinder their academic success.

Question 2: Student Fee Funding- Student fees primarily fund the salaries and benefits for medical and counseling staff.

- In FY20, \$4,351,771 of Student Fee funding was used to finance:
 - Salaries and Benefits = \$3,927,119
 - Professional Liability, Contract Services, IT, Medical Supplies = \$424,652
- In FY21, budgeted use of \$3,587,292 Student Fee allocation:
 - Salaries and Benefits = \$4,089,012
 - Professional Liability, Contract Services, IT, Medical Supplies = \$385,939

The deficit created by SFRB funding reductions and increasing operational costs, for FY21 (\$887,659), will be managed with reduction of staff positions, use of reserves, and one-time CARES funding.

Student fees allow SHAC to:

- Provide equitable access for all students — Services are heavily subsidized by student fees to make them affordable and equitably available to all students, regardless of insured status. Appointment fees are low regardless of insured status or plan co-pays and coinsurances. This is also true for the 20% of UNM students who are completely uninsured. SHAC contracts with the health plans through the UNM Medical Group.
- Subsidize mental health services — The burden of mental health issues is increasing for college students, which impacts the entire campus community. SHAC addresses these issues at both the individual and community level in the following ways:
 - Affordable and accessible psychiatry care for students with complex mental health problems, including management of pharmacologic treatment.
 - Access to an online mental health platform (TAO) from all digital devices.
 - Daily access for mental health crises during business hours.
 - After-hours access, 7/365, to a licensed counselor, with coordination of follow up care as needed.
 - First two counseling visits are at no cost to the student (Triage & follow-up), and subsequent visits for ongoing counseling are only \$15 or less regardless of insured status.
 - Free workshops designed for currently arising issues are offered each semester.

- Coordination of care for students with significant mental illness requiring additional resources.
- Staff is actively engaged in campus wide prevention and mental health promotion.
- Offer affordable, specific medical services to meet student needs: —
 - \$15 co-pays on selected specialty clinic appointments such as Sports Medicine.
 - When appropriate, patients established with a SHAC provider can obtain follow up care via secure messaging or telephone calls, allowing them to attend to academic demands without interruption.
 - Because the student population is very physically active, there are high rates of musculoskeletal injuries. SHAC has x-ray capability and the expertise to manage most of these injuries in-house — at both a cost and time savings to students.
 - After hours on-call access to a SHAC medical provider 24/7/365.
 - Free STI testing on Tuesdays (Gonorrhea & Chlamydia only), by on-line appointment only and with education.
 - Pharmacy "student discount" regardless of insured status.
 - Adequate numbers of clinicians are staffed to provide timely access to care for students even during periods of peak demand that occur during the academic year.
 - Management of environmental exposures such as needle stick injuries in HSC students.
 - Student fee utilization toward health promotion and "campus initiatives" in FY2019-20: Health Education is a key element of our mission to enhance the wellbeing of students through access to the highest quality health care, education, and advocacy.
- Specific additions/changes in 2019-20: —
 - SHAC responded to the COVID-19 pandemic — directors and staff were called upon to consult with UNM student leaders, faculty, staff, and various departments to identify and address health and safety concerns. SHAC remained open during the Spring and Summer semesters to serve students during the pandemic, including telehealth services for students who completed the semester out of state
 - SHAC staff members with expertise in public health and epidemiology, collaborating with UNM Emergency Operations, UNM Hospital and Health Sciences Center staff and the New Mexico Department of Health, helped to develop guidelines for reopening UNM to a hybrid model in Fall of 2020. Also, SHAC continues to serve as the central campus point of contact for students with COVID-19 symptoms or exposure.
 - Counseling Services lead the development of a Pandemic Mental Health Screening Tool available to all students, faculty and staff.
 - Counseling Services and the Office of Student Affairs collaborated to create a new website consolidating information on mental health services available on campus. Additional Case Manager hours were added to help connect students in distress with campus and community assistance.
 - Health promotion distributed new information to students regarding SHAC services, prevention of SARS-CoV-2 infection, and information on how to stay healthy during lock downs, quarantines and isolation.

- SHAC provided 1000 doses of influenza immunizations and administered another 3000 doses to protect students during a prolonged influenza season.
- SHAC Pharmacy called students with pending prescriptions when UNM moved to online classes after Spring Break 2020, to arrange for pick-up at SHAC or transfer to nearby Pharmacy.
- Construction began on the renovation of the plaza level space for SHAC Counseling Services, Pharmacy and Health Promotion.
- Planned additions/changes in 2020-21:
As with any health care facility, the range of services provided is very labor intensive. This results in significant budget allotments for salary and benefits in order to attract and retain quality staff who are professionally licensed. Additionally, there are a number of areas where SHAC has unique financial concerns.
 - Health care related inflation, which annually outpaces the overall average inflation rate in the US has led to significant increases in the cost of pharmaceuticals, medical supplies, and malpractice insurance.
 - Unpredictable costs of managing public health issues (e.g. COVID-19, Ebola, etc.) on campus. SHAC has experienced many additional costs related to COVID. The costs have been primarily in the area of Personal Protective Equipment for SHAC providers, plexiglass barriers, additional cleaning supplies and equipment, and IT equipment for the conversion to telehealth and other integrated communication systems.
 - Increased cost over time of regulatory compliance:
 - Maintenance of SHAC's accreditation with the Accreditation Association for Ambulatory Health Care (AAAHC), NM Board of Pharmacy and Commission on Laboratory Accreditation, which demonstrates to UNM administration, health care regulators, Medicaid and health plans that SHAC meets industry standards for quality and safety.
 - Increased cost of Information Technology:
 - Electronic Health Record maintenance
 - Pharmacy operations software and connectivity
 - Compliance with health care related security and privacy requirements (HIPAA and FERPA)

Another ongoing concern, is that Student Fee support is not distributed evenly among the eligible students. All UNM campus students are eligible to be seen at SHAC, regardless of their insurance status, so those students taking more credit hours are paying significantly more for access to SHAC. For example, students can take 1 credit hour, paying approximately \$8.50, to use SHAC services. A full-time student, taking 15 hours, contributes approximately \$123 per semester. Faculty, and staff can take a class using tuition remission benefit and use SHAC for their healthcare, without providing significant student fee support.

SHAC leadership is requesting that SFRB funding be transitioned from a fee per credit hour allocation, to a Student Health Fee model, based on a fee paid by each student per semester. The Health Fee model would result in a more equitable distribution of financial support for

SHAC. Student leadership would have continued input into the Health Fee allocation each year. Many colleges and universities have adopted such a model.

SHAC will continue to provide support for students and UNM as the COVID-19 pandemic continues, including the planning and implementation of vaccine clinics for Influenza and COVID-19 (when available).

SHAC is in the process of adding an isolation area to diagnose and treat respiratory infections safely. Point of care testing for students with COVID-like symptoms will be added as soon as testing equipment and reagents are available.

The SHAC Plaza Level renovation should be complete in December of 2020 and Counseling Services, Pharmacy and Health Promotion will relocate. The new space will significantly increase the privacy for students utilizing these services.

Summary of Outcomes:

- o In 2019-2020, SHAC continued to refine services to meet the needs of UNM's diverse student body and experienced persistently high demand, until the COVID-19 pandemic limited the number of students on campus. SHAC remained open to serve students and transitioned much of the care to Tele-Health and Tele-Counseling, in response to the infectious qualities of the SARS-CoV-2 virus.
- o SHAC conducted 25,734 face-to-face or virtual visits (Medical & Counseling) and responded to 27,258 secure messages from established clients.
- o SHAC provided access to a licensed professional counselor for 219 after-hours mental health related calls.
- o A SHAC physician or nurse practitioner answered over 250 after-hours calls.
- o SHAC provided daily walk-ins for mental health crises: Addressed 99 mental health crisis walk-ins between August 2019 and March 2020.
- o The SHAC pharmacy filled 20,974 prescriptions.
- o The laboratory conducted over 15,691 blood, body fluid, tissue and culture tests.
- o 459 X-rays were taken.
- o Health Promotion had about 6,000 contacts with students, parents, faculty and staff, before COVID and provided evolving information to help students avoid COVID-19. Also increased social media following to surpass 5,900 followers.
- o Student fee funding, which provides over half of SHAC's annual budget, subsidizes the cost of services so that regardless of insured status, all students have access to care for the same low cost (\$0-15 copays for visits). We also use funding to engage in extensive collaborations. Student fee funding is critical in order for the services provided to have maximal impact and relevance.
- o An important component of SHAC's Quality Management Program is our participation in the American College Health Association's Patient Satisfaction Assessment. This is a validated, 19-question survey sent to all students who access care each semester at SHAC. The survey assesses the performance of the service on key indicators and provides the opportunity to compare our results to other college health services. In the fall of 2019, 619 students

responded to the survey. SHAC performed very well when compared to other health services across the country in student satisfaction. For example, 71% of students gave SHAC a 5/5 and 17% a 4/5 for overall satisfaction with their visit to SHAC. 89.4% reported that they were likely or very likely to recommend SHAC to another student. About 79% reported SHAC as the "primary care or usual source of care while enrolled at UNM". The full survey results are available on request.

SHAC is able to achieve these outcomes for the students of the university because of student fee funding through the SFRB. We also understand that student fee funding is a finite resource and are working to diversify and grow our self-generated revenue.

Question 3: Description and justification of the SFRB balance forward:

SHAC ended the most recent fiscal year with a SFRB balance forward of \$68,187.86. The balance forward will fund IT equipment to augment Telehealth services, COVID testing site IT equipment and to help cover the deficit anticipated with the FY20-21 SFRB reductions.

Question 4: Student Fee Request - \$4,351,771

SFRB funding for SHAC, including the Emergency Funding provided, is at the same level it was in FY2007. The following table summarizes SFRB Funding awards and actual amounts (after pull-backs and reductions) received for the past 5 years:

Year	SFRB Allocation	Actual Allocation	Reduction in Funding
2016-17	\$4,578,571	\$4,542,737	\$ 35,834
2017-18	\$4,678,571	\$4,463,086	\$ 215,485
2018-19	\$4,635,043	\$4,486,362	\$ 148,681
2019-20	\$4,486,362	\$4,351,771	\$ 134,591
2020-21	\$4,221,218	\$3,587,292 (budgeted)	\$ 633,926
Cumulative reductions			\$1,138,924

Student utilization of SHAC has increased over the same time period. SHAC has managed to offset some of the decreases in SFRB funds by improving earned revenue. Our long-term strategic plan is to continue to grow mission appropriate services, but if student fee support continues to diminish, we will need to place more emphasis on the revenue earning potential of the services we maintain or add. SHAC was fortunate to receive one-time CARES funds (\$600,000) to maintain basic services in FY21.

SHAC is requesting that 2021-2022 SFRB funding be considered at the at the FY 20 level of allocation: \$4,351,771. Moreover, SHAC is requesting a transition to a Health Fee model to distribute the cost of SHAC more equitably among eligible students. SHAC is not requesting one-time funding this year.

Question 5: Non-SFRB Sources of Funding

SHAC has been allocated \$474,613 in I & G funding, earmarked to support specific counseling services, including \$44,590 for TAO (Therapist Assisted Online Mental Health Resource) available to students, faculty & staff at UNM. The remainder of SHAC's revenue is self-generated, primarily through the billing of insurance for those students insured with health plans SHAC is contracted with.

Question 6: Student Participation at SHAC

Student Health Leadership Council (SHLC) - SHLC meets every second Wednesday of the month from 12:00pm-1:00pm with anywhere from 8-30 students in attendance. This group of students were used not only as our advisory student board on services and offerings, but also helped to create new materials and redesign student health prevention programs. Multiple SHAC staff meet with the students over the year to gather feedback on certain topics (such as services, patient comments, marketing, policies, etc.) as well as to educate the students on their own background, college work, and profession. This allowed the council to become more familiar and comfortable with the SHAC staff on multiple levels.

Students Employed at SHAC:

- Health Promotion employed one undergraduate in the areas of marketing, peer to peer stress education support, informal needs assessments, outreach/educational events and program evaluation.
- IT department employed an undergraduate student to provide direct technical support to clinical staff, which was critical in the deployment of over 200 laptops to provide tele-health services during the pandemic.
- Fiscal Services employed an undergraduate student to assist in the implementation of a new inventory system which proved to be critical to the tracking of cleaning and medical supplies during the pandemic.
- Nursing employed an undergraduate student to assist with day to day nursing tasks.

Student Volunteers: SHAC continues to provide relevant experiences for student volunteers in many areas. Two examples are the annual fall flu shot clinic in which HSC students get direct hands-on experience with injections and supporting student outreach requests for various health related educational materials. Experiences such as these provide an avenue for student volunteers to gain valuable health care related experience.

Student Interns: In 2020 two student interns had significant roles health promotion projects.

Residents: Under supervision of the SHAC psychiatrist, SHAC provided clinical experience for a senior UNM School of Medicine psychiatry resident physician. This provided expanded psychiatry services for UNM students.

Student Fee Review Board: SFRB members represent student constituents and have significant control over the funding of services offered - their input is solicited and valued.

SHAC continues to partner with other UNM academic departments to offer career experience.

Question 7: Specific improvements in visibility/accessibility

SHAC is obliged to inform the diverse student body of the range of services offered and regularly seeks student feedback to identify effective methods to market our services. We also supplement our general health promotion activities with outreach to groups who for various reasons bear higher risk for poor medical and/or mental health outcomes. These activities have included the following over the past year:

- In addition to all freshman entering UNM, we gave presentations and educational materials to student orientations for graduate resource center and graduate studies, English, Architecture, Law, Physician Assistant Program and School of Medicine.
- In order to support residence hall staff and student advisors, we presented to both Res Life and American Campus Communities, adding a mental health component to better assist RA's with situations that may occur. SHAC was able to assist resident advisors with their mandated outreach to student residents on topics that included, sexual health, nutrition, physical health, and mental health.
- As part of a larger UNM Wellness organization, SHAC participated with 12 other wellness departments during Welcome Back Days. We also attended and provided educational materials for students at specific welcome back events, such as cultural centers and athletics.
- SHAC continues to use using social media to reach to more students.
- Created TAO groups for clients on waitlists for counseling and tailored TAO modules for their specific needs.
- SHAC's Health Promotion team delivered a weekly email with a variety of health content including COVID-19 updates, prevention techniques, a peer to peer student blog, virtual mental health breaks, and healthy recipes.
- Health Promotion created a social media calendar incorporating a holistic approach to health. This calendar includes physical, mental, nutritional, and sexual health resources with a variety of channels (Facebook, Snapchat, Instagram, and Twitter) and methods (stories, posts, Instagram live/TV, polls, contests, etc.)
- In collaboration with other campus partners, SHAC utilizes digital media and signage across campus for health education.
- Student feedback through the Student Health Leadership Council has resulted in improved health education programming to meet student needs and expectations.
- Mental health and nutrition workshops are held each semester which emphasize practical tools that students will use for a lifetime.
- As the pandemic impacted University programs, SHAC continually updated its website with the most current COVID-19 related resources, including new procedures for accessing care at SHAC.

Question 8: Collaboration with other campus units and/or off-campus entities in 2019-2020

- New Student Orientation: Traditionally a summer long event filled with face to face activities and tours. SHAC collaborated extensively to transition to a virtual format to include: online videos describing services in "SHAC 101" and holistic health and wellness in "Staying Well while in College." The health promotion team also collaborated with NSO to create multiple "SHAC Q & A Mixers" throughout the summer to answer questions that incoming students and their families had about health and available services and specifically regarding SHAC and UNM's response and preparations related to the pandemic.
- Counseling Services provided student orientation presentation for Law and Medical School addressing student stressors related to pandemic, economic downturn, racial tensions and polarized politics.

- SHAC collaborated with University Communications and Marketing (UCAM) to provide health related information and resources, including being given permission to take over the University's Instagram account and conduct a COVID Q &A for the 20,000 followers in real time.
- SHAC collaborated extensively with UNM Information Technology to create automated processes that support SHAC providers in novel COVID related processes. These include contacting students who report symptoms concerning for COVID, scheduling them for testing if needed and tracking results for quick follow up and intervention to prevent spread of the virus and to ensure that infected students are safe and obtaining any needed care.
- SHAC medical and health promotion staff have consistently worked with UCAM, UNM IT and others to put current and accurate information on the Bring Back the Pack website for all UNM students, staff and faculty.
- SHAC collaborated with the UNM resource centers to create the "Summer of Care" educational campaign in response to the pandemic. This initiative focused on, sexual assault, substance abuse and violence prevention, as well as providing mental health, nutrition, and sexual health resources to students dealing with the additional challenges of the pandemic.
- SHAC partnered with the Graduate Resource Center (GRC) to provide promotional materials and programming specifically targeted to graduate and professional students.
- SHAC supported American Indian Student Services with information on the use of PPE for drive-through clinics in which they handed out COVID related supplies such as hand sanitizer, masks, gloves, and other resources.
- SHAC has provides subject matter expert support to any campus organizations requesting information on how to safely provide services to students, faculty or staff.
- SHAC is involved in collaboration with the Student Activities Center, UCAM and Recreational Services to promote health and wellness during the pandemic, including:
 - Creating a virtual health and wellness fair.
 - Teaching grounding and breathing exercises, healthy breakfast options, lunch time work outs and providing information on safer sex during COVID.
- Employee Wellness, a department within the Division of Human Resources, is responsible for the UNM Wellness Alliance, a task force compromised all health entities on campus, including SHAC.
- SHAC is a primary participant in the UNM SMART team, advocating for survivors of sexual misconduct and providing confidential services.
- The director of counseling and other staff members regularly consult with departmental staff and faculty across all campuses on mental health issues and policies and regarding specific students of concern, including a primary role on the campus-wide Behavior Assessment and Response Committee (BARC).
- SHAC mental health staff continues to advance the JED Healthy Campus initiatives and to promote the use of TAO on a variety of topics such as coping with stress and anxiety, anger management, problem solving, interpersonal communications and evaluating alcohol and drug use.

- SHAC works with UNM Health Sciences clinical training programs to provide immunization tracking and compliance and blood and body fluid exposure management for all HSC students.
- SHAC leads and collaborates with infection control and prevention programming internally, campus-wide, with UNM Hospitals, and with the New Mexico Department of Health.

Question 9: Evaluation of impact on the student population

Patient Surveys: SHAC participates in a patient satisfaction survey with the American College Health Association. The survey is validated and provides both qualitative (through comments) and numeric data, allowing comparison to peer institutions. Survey data is used for quality improvement, to inform decision about services provided and is shared with the entire SHAC staff.

Comments and Complaints: SHAC has an anonymous comment and complaint process by which anyone can provide feedback on any aspect of the operation. These are fielded by the office of the Executive Director as they are received and are reviewed monthly by the leadership team.

Quality Management Program: As a fully accredited health care facility, SHAC must demonstrate that we engage in meaningful quality improvement activities. Through the American College Health Association, we collaborate on a national level with peer institutions in these activities. This allows us to compare ourselves to other similar college health centers. Quality improvement projects in FY2019-20 included studies from different areas: Allergy & Immunization, Medical Services, Counseling Services, Women's Health, Pharmacy and Health Promotion.

Question 10: Recommendations of last year's SFRB SHAC

No recommendations were provided from last year's SFRB.

SHAC leadership fully acknowledges that the support of the students of UNM, as expressed in activity fee funding, participation in health promotion, and through various feedback mechanisms, are absolutely critical to our ability to offer the current range and quality of services. We welcome the SFRB and any student leaders to meet with any of the senior leadership team upon request for a more in-depth review of how we utilize this valuable resource.

SFRB Funding Request Form

STUDENT FEE REVIEW BOARD
FISCAL YEAR 2021-2022

DEPARTMENT Student Health & Counseling
VICE PRESIDENT Eliseo Torres

INDEX # 037028

	DESCRIPTION	A ORGANIZATION OPERATING BUDGET 2019 - 2020	B TOTAL BUDGET 2020 - 2021 (not including SFRB)	C SFRB BUDGET 2020 - 2021	D TOTAL BUDGET 2021 - 2022 (not including SFRB)	E SFRB BUDGET REQUESTED 2021 - 2022	F SFRB FUNDING INCREASE/DECREASE REQUEST 2021 - 2022
1	Faculty salaries						-
2	Staff salaries	4,141,856.00	1,240,962	3,047,809	1,240,962	2,955,884	
3	SUBTOTAL NON-STUDENT SALARIES (Line 1+2)	\$ 4,141,856.00	\$ 1,240,962.00	\$ 3,047,809.00	\$ 1,240,962.00	\$ 2,955,884.00	\$ (91,925.00)
4	Student (student employment & workstudy)	10,158.00	-	7,300	-	7,300	
5	GA, TA, RA - Pay and Benefits						
6	Fringe Benefits on Staff & Faculty salaries	1,260,928.00	438,253	1,033,903	438,253	1,002,648	
7	TOTAL COMPENSATION (Lines 3 - 6)	\$ 5,412,942.00	\$ 1,679,215.00	\$ 4,089,012.00	\$ 1,679,215.00	\$ 3,965,832.00	\$ (123,180.00)
	GENERAL EXPENSES						
8	Office Supplies/General Operating	55,874.00	62,740	250	66,221	250	
9	IT Computers/Supplies	99,186.00	65,000	45,736	-	45,736	
10	Lab Supplies	11,475.00	-	11,000	-	11,000	
11	Supply Costs F&A Unallowable	4,202.00	500	1,611	500	1,611	
12	Travel	4,597.00	12,300	-	12,300	-	
13	Medical Supplies/Outpatient Lab	370,362.00	432,096	45,000	332,096	45,000	
14	Communications	62,085.00	55,930	-	55,930	-	
15	Services (Exclud. Prof Liab & Contract)	108,602.00	85,200	46,620	50,200	46,620	
16	Professional Liability (Malpractice & F&A)	87,036.00	-	87,036	-	87,036	
17	Contract Services General	183,786.00	140,385	106,097	113,372	106,097	
18	Plant/Equip Repairs and Maint	53,667.00	72,390	-	60,390	-	
19	IT Comp hardware/software/copier rent	29,679.00	-	18,424	-	18,424	
20	Inventory for Resale(COGS (Pharmacy))	728,956.00	453,591	-	650,000	-	
21	Licenses, Other Operating	1,409.00	960	-	960	-	
22	Administrative Overhead	423,900.00	423,900	-	423,900	-	
23	Banner Tax, Found Surch, Fees, Bad De	52,897.00	39,135	24,165	39,135	24,165	
24							
25							
26							
27							
28							
29							
30							
31							
32	TOTAL GENERAL EXPENSES (Line 8 - 30)	\$ 2,277,713.00	\$ 1,844,127.00	\$ 385,939.00	\$ 1,805,004.00	\$ 385,939.00	\$ -
33							
34	GRAND TOTAL EXPENSES (Line 7+32)	\$ 7,690,655.00	\$ 3,523,342.00	\$ 4,474,951.00	\$ 3,484,219.00	\$ 4,351,771.00	\$ (123,180.00)

Form C

External Funding Sources

This form is used **ONLY** if you have **EXTERNAL FUNDING SOURCES**

DEPARTMENT Student Health & Counseling

VICE PRESIDENT Eliseo Torres

INDEX(es) # 037008, 037028, 037000, 037022

STUDENT FEE REVIEW BOARD

FISCAL YEAR 2021-2022

	FUNDING SOURCE	2020-2021 BUDGET	2021-2022 FORECASTED BUDGET	Funding Increase Request for 2021-2022
1	Student Fee Review Board (SFRB)	3,587,292	4,351,771	
2	UNM Instruction & General	474,613	474,613	-
3	Private Donations			-
4	Fundraising/Foundation/Development			-
5	State Funding			-
6	Federal Funding CARES	600,812	-	(600,812)
7	Grants (including federal and private)			-
8	Self-Generated Revenue (\$355,763 carry forward from FY 20)	3,335,576	3,009,606	
9				-
10	If Other(s), please list below:			-
11				-
12				-
13				-
14				-
15				-
16				-
17				-
18				-
19				-
20				
21				
22				
23				
24				
25				-
26				-
27				-
28				
29				-
30				-
	TOTAL OPERATING INCOME/REVENUE	\$ 7,998,293.00	\$ 7,835,990.00	\$ (600,812.00)

*The narrative response to question #5 must reflect this information