Alameda County School Health Centers
2017-18 Summary of Evaluation Findings
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The mission of the Alameda County Center for Healthy Schools and Communities (CHSC) is to foster the academic success, health, and well-being of Alameda County youth by building universal access to high-quality supports and opportunities in schools and neighborhoods. We envision a county where all young people graduate from high school healthy and ready for college and career. School Health Centers are one approach CHSC uses to create universal access. School Health Centers provide a range of integrated medical, behavioral health, health education, and youth development services in a safe, youth-friendly environment at or near schools throughout Alameda County.

This is a summary of key highlights from the 2017-18 School Health Centers Evaluation, conducted by the School Health Services Research and Evaluation Team from the University of California, San Francisco (UCSF). Data are drawn from several methods, including the Efforts to Outcomes clinical evaluation database; Client and Youth Program Participant Satisfaction Surveys (Client Survey); Quarterly Reports and Activity Logs completed by School Health Center directors; and the California Healthy Kids Survey and School Health Center Custom Module (CHKS-SHC).

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Serving Students and Community Members

The reach of the School Health Centers has increased over the years.

- The number of School Health Centers in Alameda County increased from eleven in 2005-06 to 28 in 2017-18.
- In the last five years (2012-13 to 2017-18), the number of student and community clients served by the School Health Centers increased from 11,813 to 15,758, and the number of client visits increased from 52,226 to 60,653.
- In 2017-18, 37,383 Alameda County students attended a school that was considered a “primary school served” by a School Health Center; 27% of the students in these schools made at least one visit to the School Health Center.
- The School Health Centers served a diverse client group in 2017-18:
  - Over half (59%) of all clients were female.
  - Most were Latino (50%), African American (22%), or Asian/Pacific Islander (13%).
  - Most were 15-19 years old (60%) or 10-14 years old (25%).
  - One-third (36%) were from the community, including graduates, family members, and out of school youth.

According to the CHKS-SHC, high frequency School Health Center users who used the centers ten times or more were more likely (83%) than low frequency users (73%) and non-users (59%) to have received free/reduced lunch. This demonstrates that the School Health Centers are potentially reaching students with greater socioeconomic needs who are traditionally underserved by health care systems.

Offering Integrated Services and Achieving High Client Satisfaction

In 2017-18, the 28 School Health Centers offered 26 hours of behavioral health services, 21 hours of medical services, and 20 hours of health education per week on average. Twelve sites also offered 14 hours of dental services on average.

- Most visits were for medical (45%) or individual behavioral health (25%) services, but also included dental, first aid, health education, and group behavioral health.
- One-third (29%) of the visits required referrals to other services, and over half of those referrals were to internal School Health Center providers (58%). Other referrals included external behavioral health providers and school supports.
- Most clients (63%) returned for multiple visits, demonstrating the value of integrated services.

According to the Client Survey, clients reported high levels of satisfaction with the School Health Center programs and services.

- Nearly all clients agreed that the School Health Center was easy to get help from when they need it (98%), helped them get care sooner than they normally would (97%), and was a safe place to go if they had a problem (99%).
- Nearly all clients agreed that the School Health Center staff:
  - Treat them with respect (99%)
  - Care about them (99%)
  - Listen carefully (99%)
  - Keep their information private (99%)
  - Make them feel welcome (99%)
  - Make them feel safe talking about their problems (98%)
  - Are easy to talk to (98%)
Improving Access to Care

According to the CHKS-SHC, high frequency School Health Center users were more likely to know where to go with questions about their health or for help if feeling stressed and to have talked to a doctor or nurse about moods or feelings in the past year.

<table>
<thead>
<tr>
<th>Usual Source of Health Care (to get help from a doctor or nurse) (*p&lt;0.05) (Data Source: CHKS)</th>
<th>SHC high frequency users (10+ visits)</th>
<th>SHC low frequency users (1-9 visits)</th>
<th>SHC non-users</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Strongly agree/agree they know where to go with questions or concerns about their health</td>
<td>93%</td>
<td>88%</td>
<td>88%</td>
</tr>
<tr>
<td>*Strongly agree/agree they know where to go for help if feeling stressed, sad, angry or nervous</td>
<td>86%</td>
<td>77%</td>
<td>78%</td>
</tr>
<tr>
<td>*Talked to a doctor or nurse about moods or feelings (about things like feeling stressed, sad, angry or nervous), past year</td>
<td>62%</td>
<td>45%</td>
<td>41%</td>
</tr>
</tbody>
</table>

IMPACT: Improving Physical Health

The School Health Center model approaches young people holistically, offering integrated health and wellness services.

Physical Health Services

Over one-third (39%) of School Health Center visits included a physical health service. Of these, 32% were for injury/pain/discomfort treatment, 18% for immunizations, 15% for nutritional counseling, 11% for physical activity counseling, and 9% for well care visits.

According to the Client Survey, most clients agreed that the School Health Centers helped them to learn how to take better care of their health (98%) and eat better or exercise more (87%).

Reproductive Health Services

One in four (27%) School Health Center visits included a sexual/reproductive health service. Most were for contraceptive counseling/maintenance (87%), chlamydia screening (33%), other STI screening/counseling (34%), pregnancy tests (29%), and HIV screening/counseling (23).

According to the Client Survey, nearly all (96%) of clients agreed that the School Health Center helped them to use protection (like condoms, birth control) more often.

Non-Clinical Physical Health Services

School Health Centers reached beyond the clinic walls to provide public health services to the entire student population, including:

- 25,879 Health fairs/outreach contacts with youth, and 3,747 with adults
- 22,436 First aid supplies given to youth
- 7,106 Reproductive health education contacts with youth
- 3,298 Other health screenings for youth (e.g. mass immunizations, STD screenings)
- 3,229 Nutrition health education contacts with youth
IMPACT: Improving Oral Health

Twelve of the School Health Centers provide vital oral health services to their clients, including screening/assessment, preventive, diagnostic, and restorative services.

- Nearly all registered School Health Center dental clients had a clinical baseline dental assessment (98%); 89% were found to have decay (defined as “urgent, in pain”, “urgent, not in pain” or “some suspicious areas”) at baseline.

- Demonstrating the effectiveness of the School Health Center dental services, decay improved or did not worsen over time in 78% of clients screened (i.e., improved or remained at “no decay” or “some suspicious areas” from baseline to follow-up).

In addition, 5,727 dental screenings were conducted school-wide for youth.

IMPACT: Improving Behavioral Health

School Health Centers provide essential services across all three tiers of CHSC’s School-Based Behavioral Health model.

Tier 1 Universal Supports

*Tier 1 universal prevention/school-wide supports reach all students to raise awareness of behavioral health issues and School Health Center services.* School Health Centers reached beyond the clinic walls to provide school-wide behavioral health services to the entire student population, including:

- 15,340 Safety/climate presentation/activity contacts with youth and 1,816 with adults
- 1,953 Trauma screenings for youth

Tier 2 And 3 Targeted Supports

*Early (Tier 2) and Intensive (Tier 3) Intervention provide more targeted supports to students in need.* In 2017-18, 28% of all School Health Center visits included individual or group behavioral health services. Most of these services were for individual/group/family therapy (80%).

According to the CHKS-SHC, high frequency users were more likely than non-users to have experienced chronic sadness and hopelessness (46% vs. 29%) and to have seriously considered suicide (26% vs. 13%). This demonstrates that the School Health Centers may be reaching students more likely to need behavioral health services.

School Health Centers also provided more intensive Tier 2 and Tier 3 behavioral health services outside of the clinic setting, including:

- 5,151 Coordination of Services Team (COST) discussions about connecting individual youth to support services
- 800 School staff consultations (not including COST)
- 405 Individual crisis intervention/grief support contacts with youth
- 216 Group crisis intervention/grief support contacts with youth
- 133 Restorative justice circle activities with youth

Impact on Students

According to the Client Survey, most clients agreed that the School Health Center helped them get along with other people (86%) and deal with stress/anxiety (91%).

According to the CHKS-SHC, high frequency School Health Center users were more likely than non-users to report that there is a teacher or adult at school who really cared about them (67% vs. 56%), and to have received counseling to help deal with issues like stress, feeling sad, family problems, or alcohol or drug use, within the past year (51% vs. 29%).
IMPACT: Enhancing Academic Success

School-Wide Activities

Studies have documented that healthy students have improved academic outcomes. School Health Centers are designed to provide health and wellness services to support the school population and help eliminate barriers to academic success. The School Health Centers provided a variety of youth enrichment activities and community supports in 2017-18 including 1,829 youth development contacts with youth and 1,287 job training/career exploration contacts with youth.

Academic Impact

In 2017-18, after their School Health Center visits, 97% of clients were sent back to class. Without health services on/nearby campus, students might have missed a portion of the school day to have their health needs addressed.

According to the Client Survey, clients agreed that the School Health Centers helped them miss less school or class time than going somewhere else for help (92%), have goals and plans for the future (88%), get better grades (74%), and skip less school or cut classes less (71%).

Conclusion

School Health Centers in Alameda County are making a difference for youth. The evaluation data highlighted in this brief demonstrate that they have helped increase access to health care, reach students in need, improve student physical, oral and behavioral health outcomes, and enhance academic success. School Health Centers play a vital role in supporting students’ healthy development and academic success by providing a safe environment with caring adults and access to confidential, developmentally appropriate health services.