

# Stamps Health Services MSFAC Presentation FY24

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November 4, 2022

# Mandatory Student Health Fee

- Mandatory for all students registered for 4 or more credit hours
- Main source of revenue for Stamps Health Services
- Also provides part of the funding for Wellness Empowerment Center and CARE
- Stamps Health Services does not receive funding from the Institute
  - Student Health Fee
  - Revenue from clinical activities of Stamps
- Wellness Empowerment Center and CARE receive both Health Fee dollars and Resident Instruction dollars
- Financial data presented today are only Health Fee related dollars and include the Health Fee dollars going to Wellness Empowerment Center and CARE.

# Core Services/Covered by Health Fee at SHS

- Primary Care
- Women's Health
- Psychiatry
- Travel/Immunization/Allergy
- Sports Medicine
- Laboratory & Radiology
- Pharmacy
- Unlimited visits to physicians, nurse practitioners, physician assistants and nurses in Primary Care and Women's Health
- 3 hours of Psychiatry visits
- 25 annual contribution towards eye care (\$35,000 maximum)
- Flu shots
- X-ray/interpretation by a board-certified radiologist
- Some lab tests
- Pregnancy testing
- STD testing (gonorrhea and chlamydia)
- Blood pressure screening
- Nurse Advise Line
- Testing for Covid-19
- Covid vaccine

# Wellness Empowerment Center and CARE

- **Wellness Empowerment Center**

- Health Fee provides salary dollars, benefits and travel for the following:
  - Director of Health Promotion
  - 2 Health Educators
  - 2 Nutritionists
- Health Fee also covers other business-related expenses

- **GT CARE**

- Health Fee provides salary dollars, benefits, and travel for 2 Case Managers

# Center for Mental Health Care & Resources: CARE

Tiffany Troutman-Hughes Ph.D- Director  
MSFAC Health Fee Meeting  
November 2022

# CARE

- Center for Assessment, Referral and Education (CARE) offers students:
  - Single point of entry for mental health services and resources on and off campus
  - Mental health assessments
  - Case management, crisis intervention and follow-up services
  - CARE Plan
  - Streamlined access to appropriate campus and community resources
  - Staff composition: 6 case managers (2 supported by the health fee), director, administrative professional
- Location
  - Smithgall Student Services (Flag) Building
  - Located in Suite 102B
  - Phone: 404-894-3498
  - [www.mentalhealth.gatech.edu](http://www.mentalhealth.gatech.edu)
- Hours are Monday, Wednesdays, Fridays 8:00 a.m. – 5:00 p.m., Tuesdays and Thursdays 8:00 a.m. – 7:00 p.m. (virtual appointments between 5:00 – 7:00 pm)
- Services in CARE are confidential and at no additional charge.
- All degree-seeking enrolled students are eligible.
- All students are given an electronic CARE Plan that documents the next steps and referrals.

# 2021-22 Year in Review

Total number of new assessments in CARE: 1,667

Total new clients in CARE since August 2019: 4,910

CARE conducts follow up communication with every client served to assess satisfaction with referrals and whether well-being supports have been accessed.

On average, all students received the next available appointment (counseling, psychiatry) or were connected with the provider of that service the same day as their assessment or within one (1) business day.

# 2021-22 Year in Review

Utilization by Hour	
8:00 AM -10:00 AM	18%
10:00 AM - 12:00 PM	29%
12:00 PM - 2:00 PM	9%
2:00 PM - 4:00 PM	39%
4:00 PM - 5:00 PM	3%
5:00 PM - 7:00 PM	2%

# 2021-22 Year in Review

<b>Top Referrals</b>	<b>Percent:</b>
<b>Off-Campus Counseling Services</b>	59.1
<b>Well-Being Education</b>	27.1
<b>On-Campus Counseling (Georgia Tech Counseling)</b>	27.0
<b>Informal Recreation</b>	26.0
<b>Academic Coaching</b>	15.3
<b>Nutritionist</b>	15.0
<b>Life Skills Workshops</b>	12.5
<b>On-Campus Psychiatry (Stamps)</b>	10.5

# Wellness Empowerment Center

Joi Alexander- Director  
MSFAC Health Fee Meeting  
November 2022

# Wellness Empowerment Center



**VISION:** *WE (Wellness Empowerment) Center educates, advocates, and equips students by utilizing evidence-based strategies to develop proactive skills that will support their academic success and personal development to achieve health equity.*

**MISSION:** *Wellness Empowerment Center will be a preeminent leader in providing inclusive and research-based health and wellness programs and services that promote prevention and foster a culture of holistic wellness to improve the quality of life for students.*

# Community Nutrition



- 2 registered dietitians on staff to help students have healthful and balanced eating habits on and off campus.
- We encourage you to eat a balanced variety of foods that satisfy your body and mind.

# Nutrition Education & Outreach



- Nutrition Counseling
- Grocery Store Tours
- GT Body Positive
- Flavorful Fridays
- Presentations on request
  - Eating on a Budget
  - Nutrition 101
  - Intuitive Eating
  - Body Image and Disordered Eating

# Health Education



- 3 health educators focused on education, outreach, and awareness events related to:
  - Alcohol & Other Drugs
  - Sexual Health
  - Stress /Time Management
  - Sleep
  - Mindfulness/Resilience
  - Pet Therapy
  - HIV Testing
  - Wellness Coaching

# VOICE

- Founded on the premise that everyone has the right to live and learn at Georgia Tech, free of violence or the threat of violence
- 2 VOICE Advocates
- 1 Health Educator



# VOICE Education & Outreach



- Domestic Violence Awareness Month
- Health Relationships Week
- Sexual Assault Prevention Month
  - Teal Ribbon Day
  - Take Back the Night
- Training and workshops
  - Bystander Intervention
  - Healthy Relationships
  - Consent
  - Sexual Violence Prevention

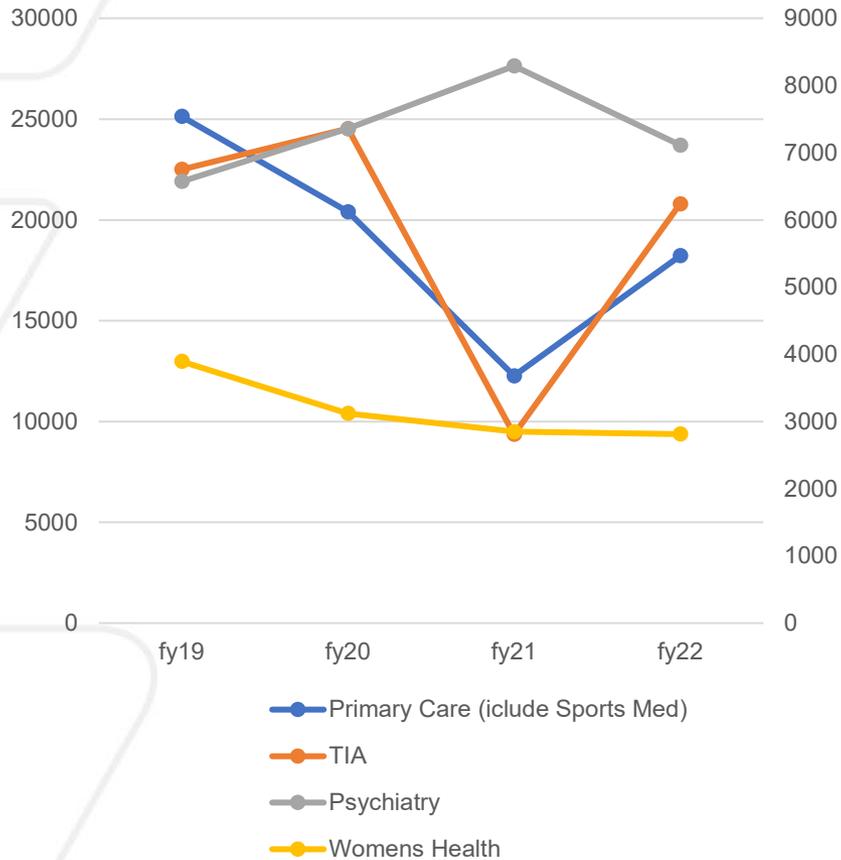
# How To Get Involved

- Healthy Jacket Peer Educators
- VOICE Peer Educators
- Well-Being Activators

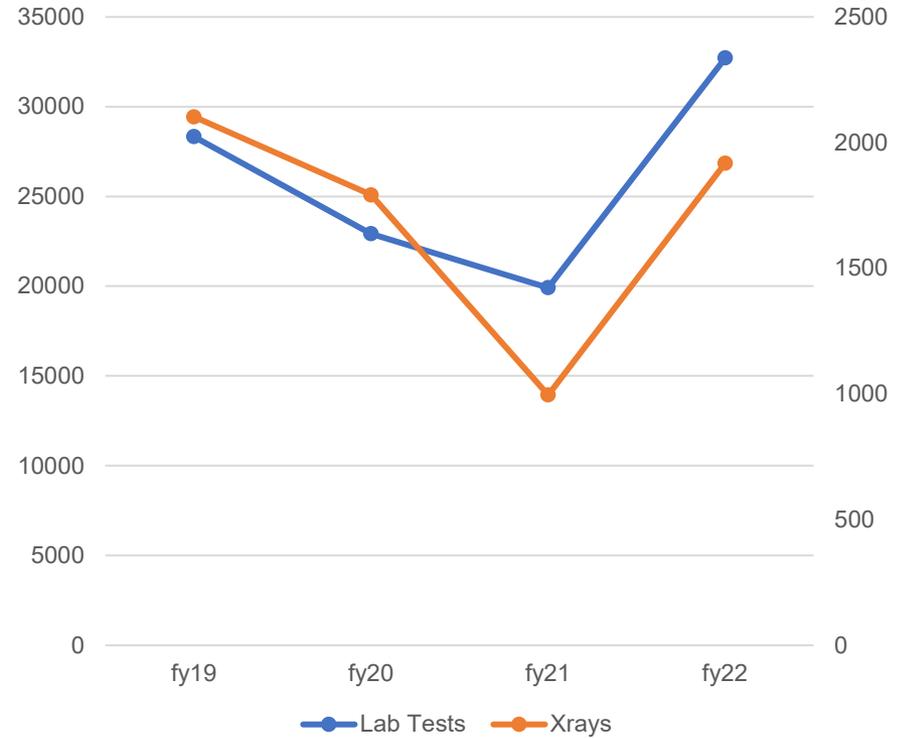


# Patient Visits and Diagnostic Procedures

## Patient Visits

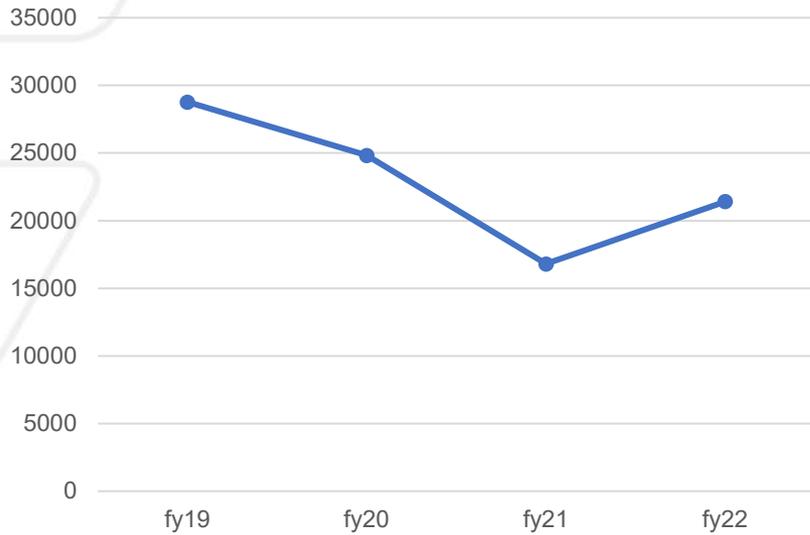


## Diagnostic Services



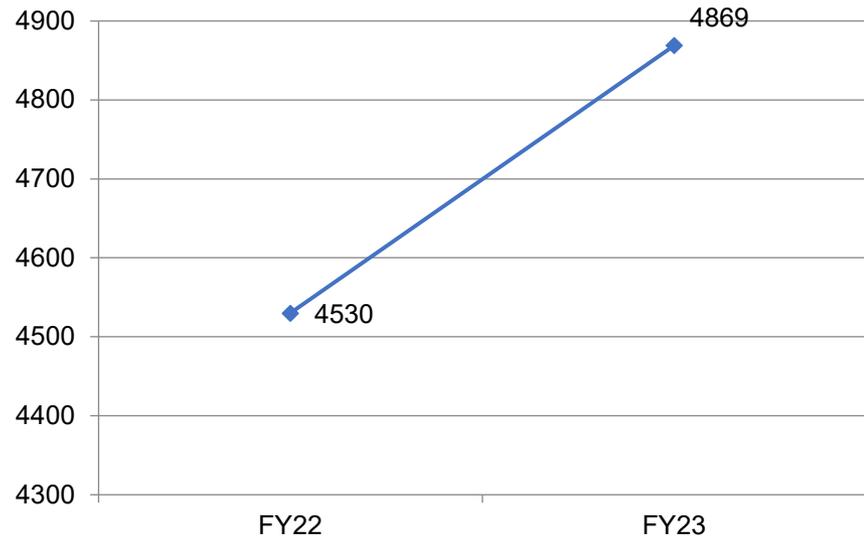
# Pharmacy metrics

## Total Prescriptions FY22



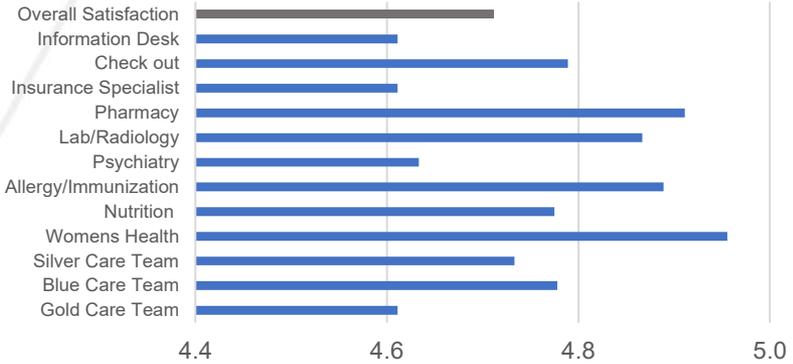
—●— Pharmacy

## Prescription Count (July-Sept)

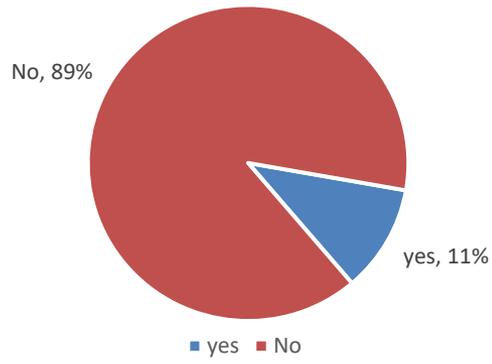


# How do students feel about Stamps?

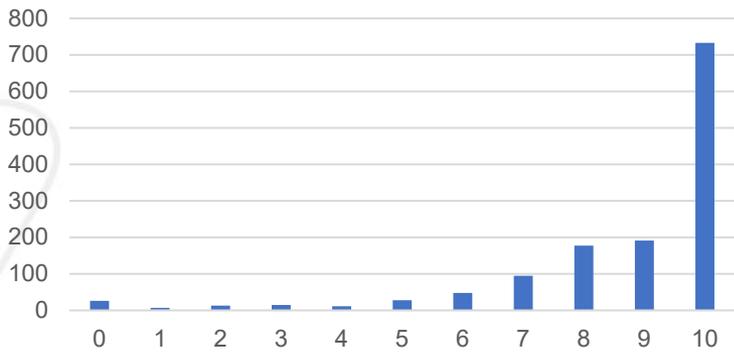
Patient Satisfaction-Stamps Health Services FY22



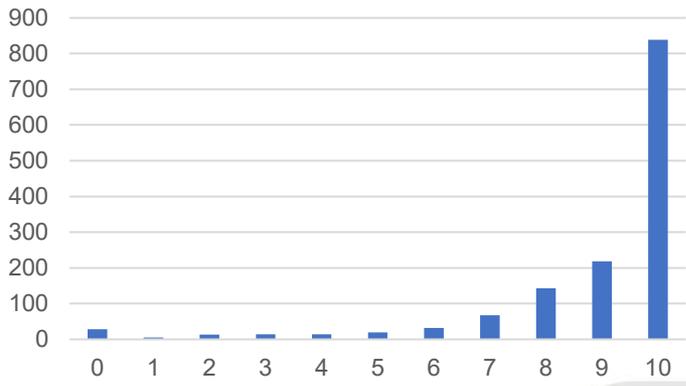
Was there anything else we could have done to make your visit better? FY22



Do you feel that Stamps contributes to your academic success, overall health and wellbeing? FY22

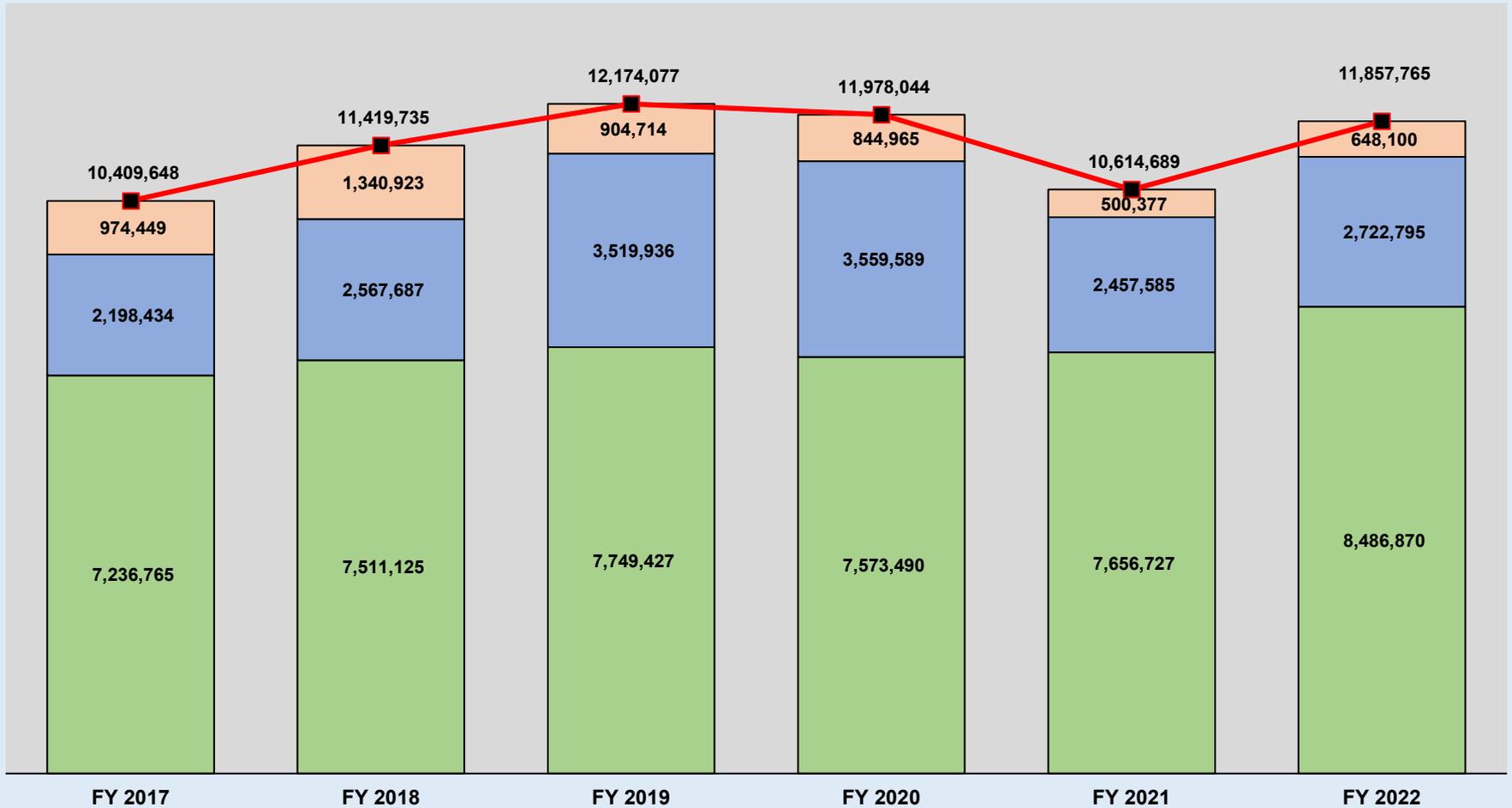


How likely are you to recommend Stamps Health Services to another student? FY22



# Revenue Trends

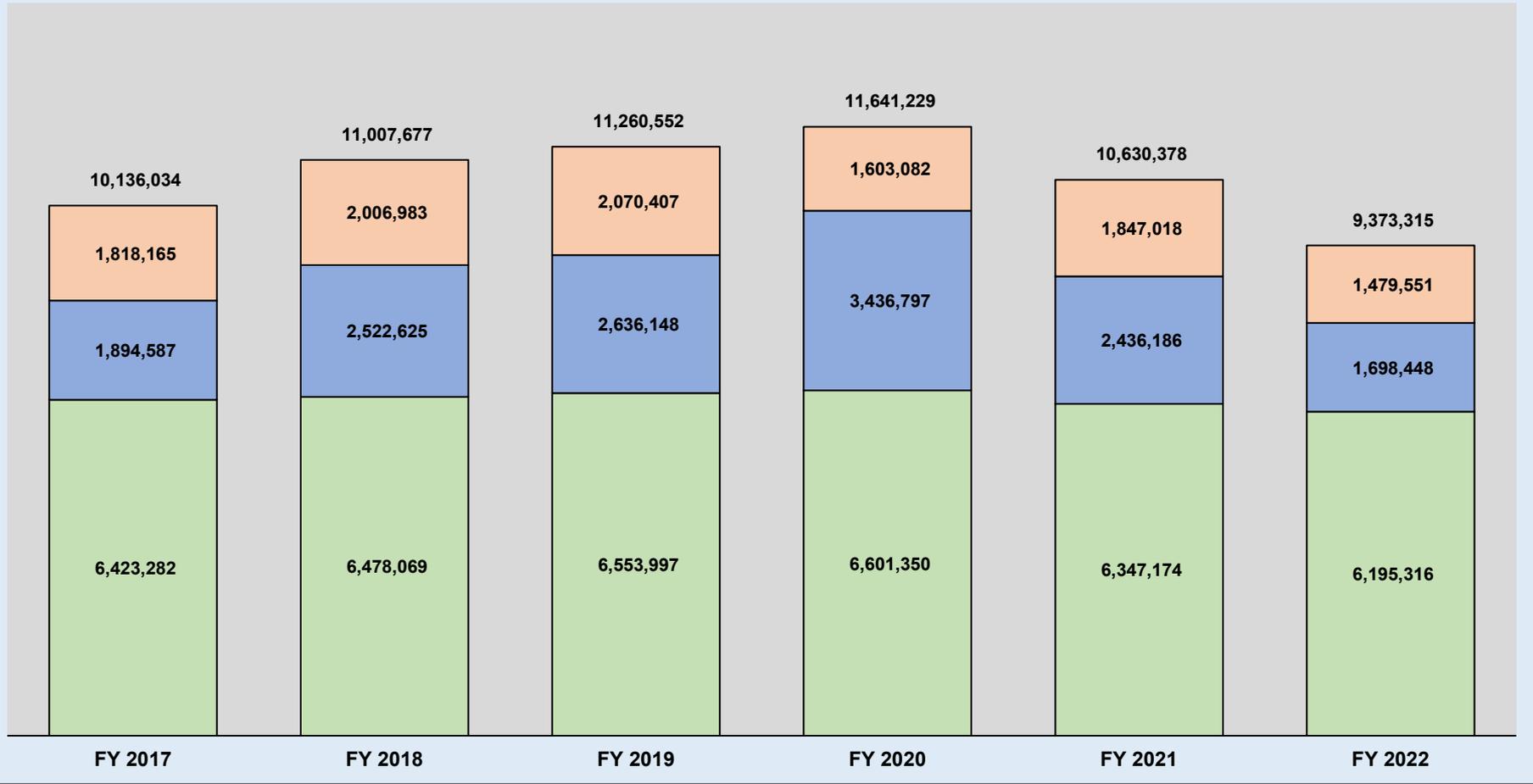
## Revenue by Source FY 2017 to FY 2022



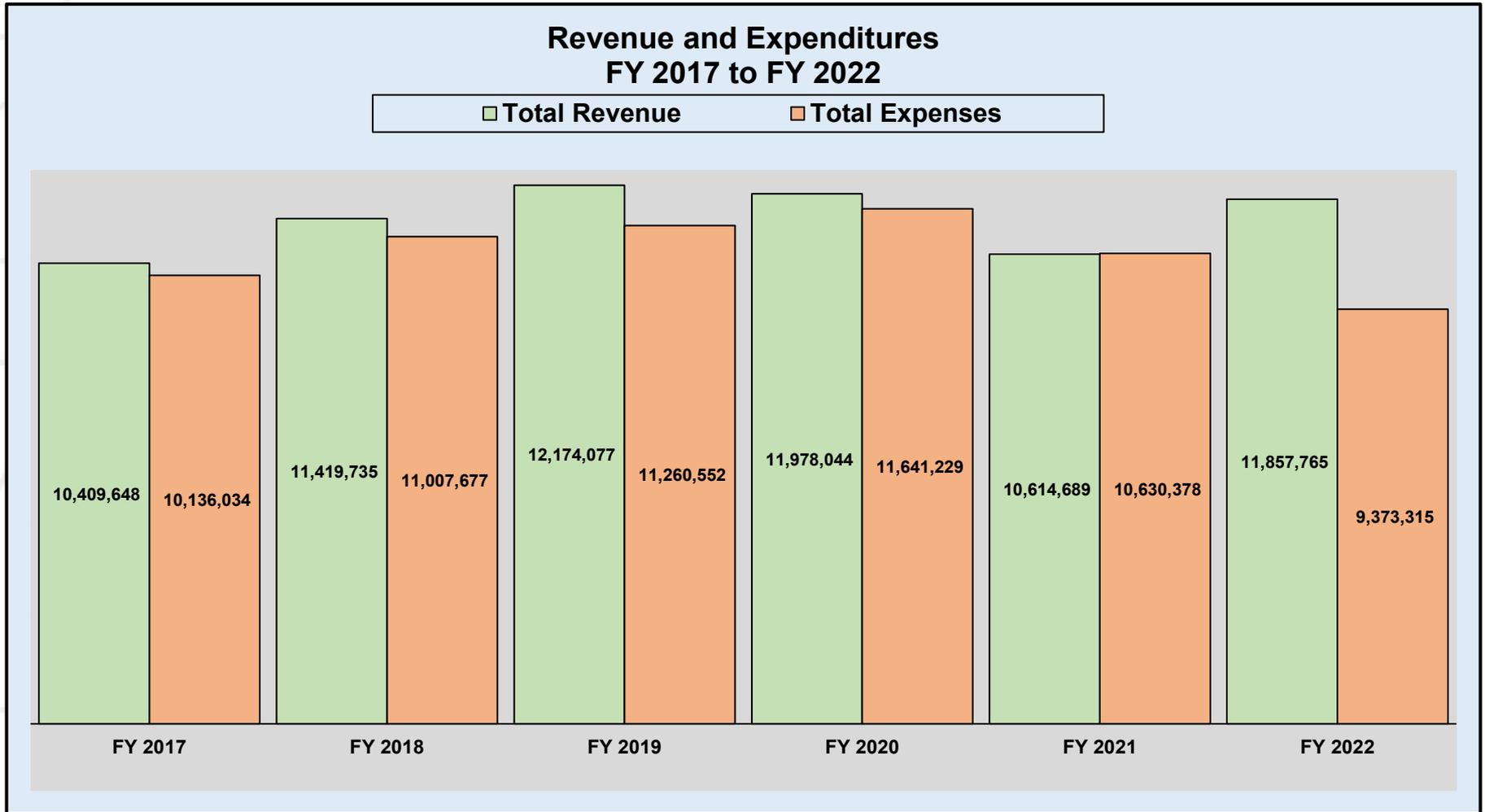
# Expense Trends

## Expense by Type FY 2017 to FY 2022

Personal Services Expenses    Pharmaceutical Expenses    All Other Expenses



# Total Revenues vs. Expenditures

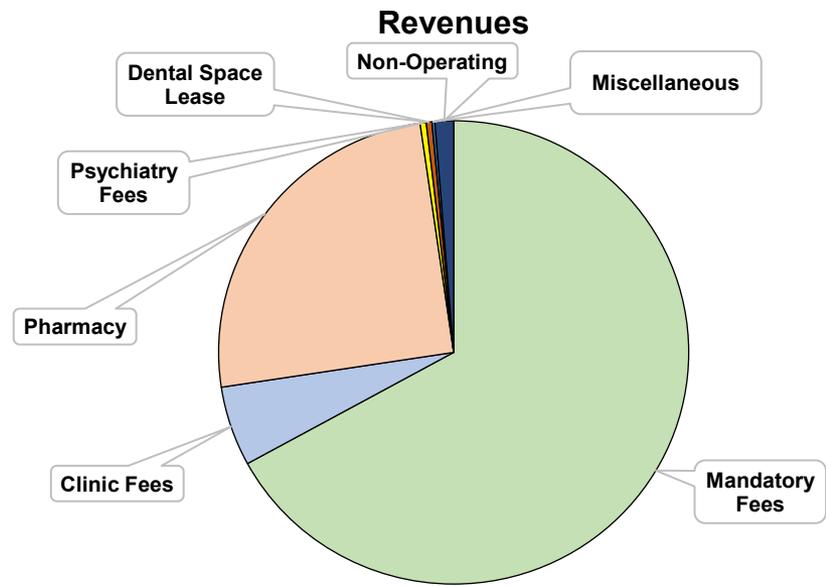


## Revenue over Expense

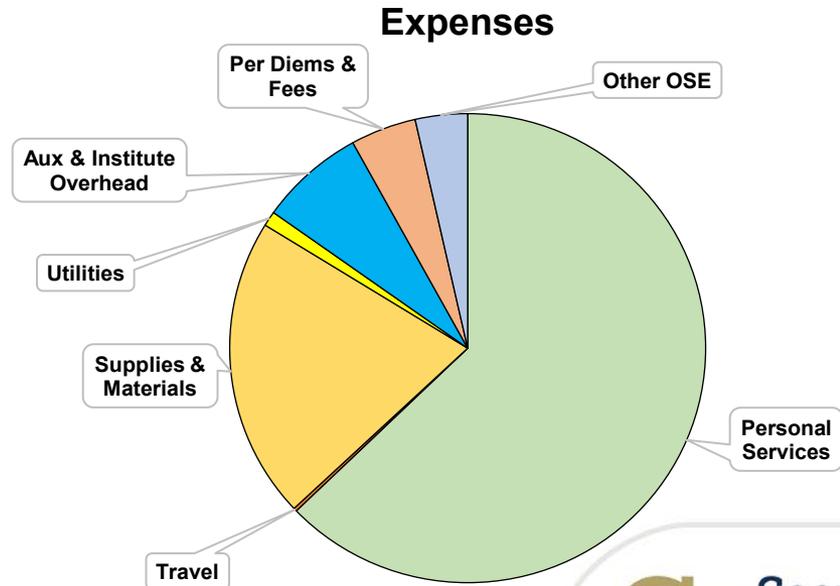
<b>FY 2017</b> \$273,614	<b>FY 2018</b> \$412,058	<b>FY 2019</b> \$913,525	<b>FY 2020</b> \$336,815	<b>FY 2021</b> (\$15,689)	<b>FY 2022</b> \$2,484,450
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# FY22 Actuals to FY23 Budget

Revenue	FY22 Actuals	FY23 Budget
Mandatory Fees	8,486,870	8,356,211
Clinic Fees	593,917	693,762
Pharmacy	2,722,863	3,131,189
Psychiatry Fees	25,208	52,031
Dental Space Lease	49,308	48,612
Miscellaneous	36,829	25,000
Non-Operating	(57,231)	159,217
<b>Total Revenue</b>	<b>11,857,765</b>	<b>12,466,022</b>



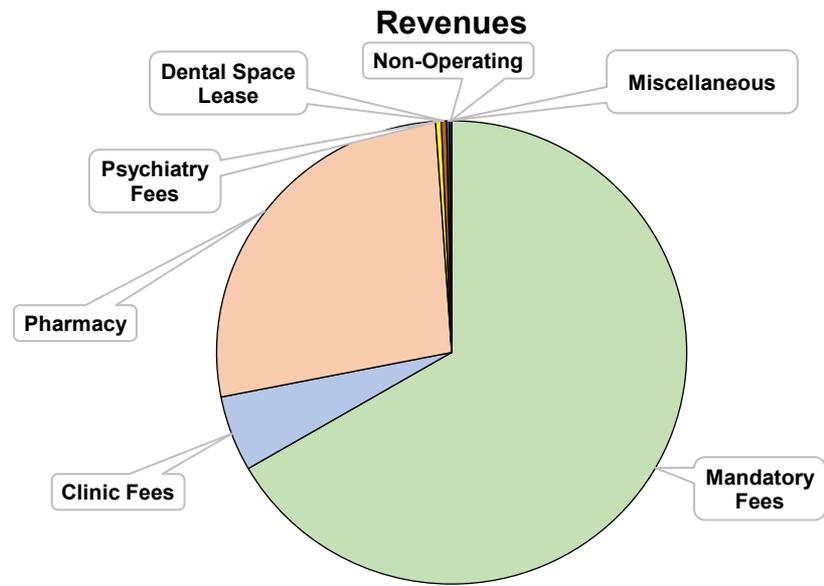
Expenses	FY22 Actuals	FY23 Budget
Personal Services	6,195,316	8,199,189
Travel	8,283	29,329
Supplies & Materials	1,929,145	2,712,040
Utilities	93,781	133,149
Aux & Institute Overhead	331,325	936,728
Per Diems & Fees	399,800	583,625
Other OSE	415,665	462,831
<b>Total Expenses</b>	<b>9,373,315</b>	<b>13,056,891</b>



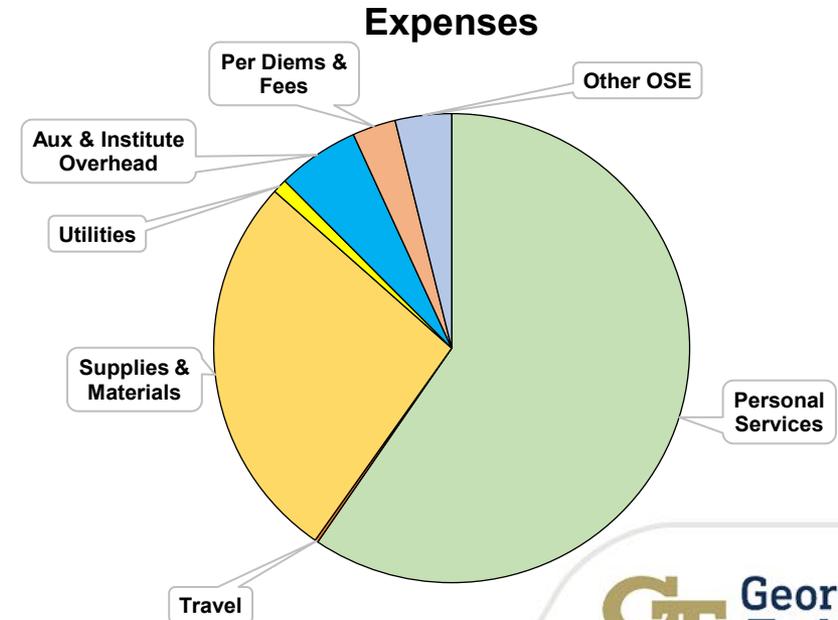
<b>Cash Flow</b>	<b>\$2,484,450</b>	<b>(\$590,869)</b>
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# FY23 Budget to FY24 Budget

Revenue	FY23 Budget	FY24 Budget
Mandatory Fees	8,356,211	8,776,795
Clinic Fees	693,762	693,762
Pharmacy	3,131,189	3,555,135
Psychiatry Fees	52,031	50,469
Dental Space Lease	48,612	48,612
Miscellaneous	25,000	25,000
Non-Operating	159,217	20,103
<b>Total Revenue</b>	<b>12,466,022</b>	<b>13,169,876</b>



Expenses	FY23 Budget	FY24 Budget
Personal Services	8,199,189	8,330,921
Travel	29,329	29,935
Supplies & Materials	2,712,040	3,769,083
Utilities	133,149	137,143
Aux & Institute Overhead	936,728	782,755
Per Diems & Fees	583,625	413,541
Other OSE	462,831	535,099
<b>Total Expenses</b>	<b>13,056,891</b>	<b>13,998,477</b>



Cash Flow	(\$590,869)	(\$828,601)
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# Financial Trends

- FY20 and 21 had a decrease in patient visits to SHS; FY22 had an increase in patient visits
- Mandatory Fee Revenue: Declined from FY19 to FY21 but a significant increase in FY22 so that there was an overall increase from FY19 to FY22 by \$737K. This increase was due to changes in enrollment.
- Pharmacy Revenue: Declined from FY19 to FY22 by \$797K.
- Personal Services: Declined from FY19 to FY22 by \$359K due to open positions.
- Pharmacy Expenses: Declined from FY19 to FY22 by \$938K.
- FY22 had a decrease in All Other Expenses (due to Institute Overhead credit for COLA, less non-Inventory Equipment purchases and less equipment purchases)

# Personal Expenses

- Stamps, Health Initiatives and CARE all had significant number of open positions in FY22.
- For FY22, open positions resulted in a savings of \$1,015,744 and is a major factor in why SHS was not more in the hole.
- Open positions in FY22 were manageable due to decreased patient volumes and decreased demand for services.
- Almost fully staffed FY23.
- Additional market and equity adjustments needed.

# Summary Trends

- Revenue
  - Patients visits are increasing
  - Fee revenue increasing
  - Pharmacy revenue increasing
  - Diagnostics revenue increasing
- Expenses
  - Salaries on the rise
    - COLA
    - Market and equity adjustments
  - Other Expenses on the rise
    - Quest
    - Buzzcard
    - Supplies

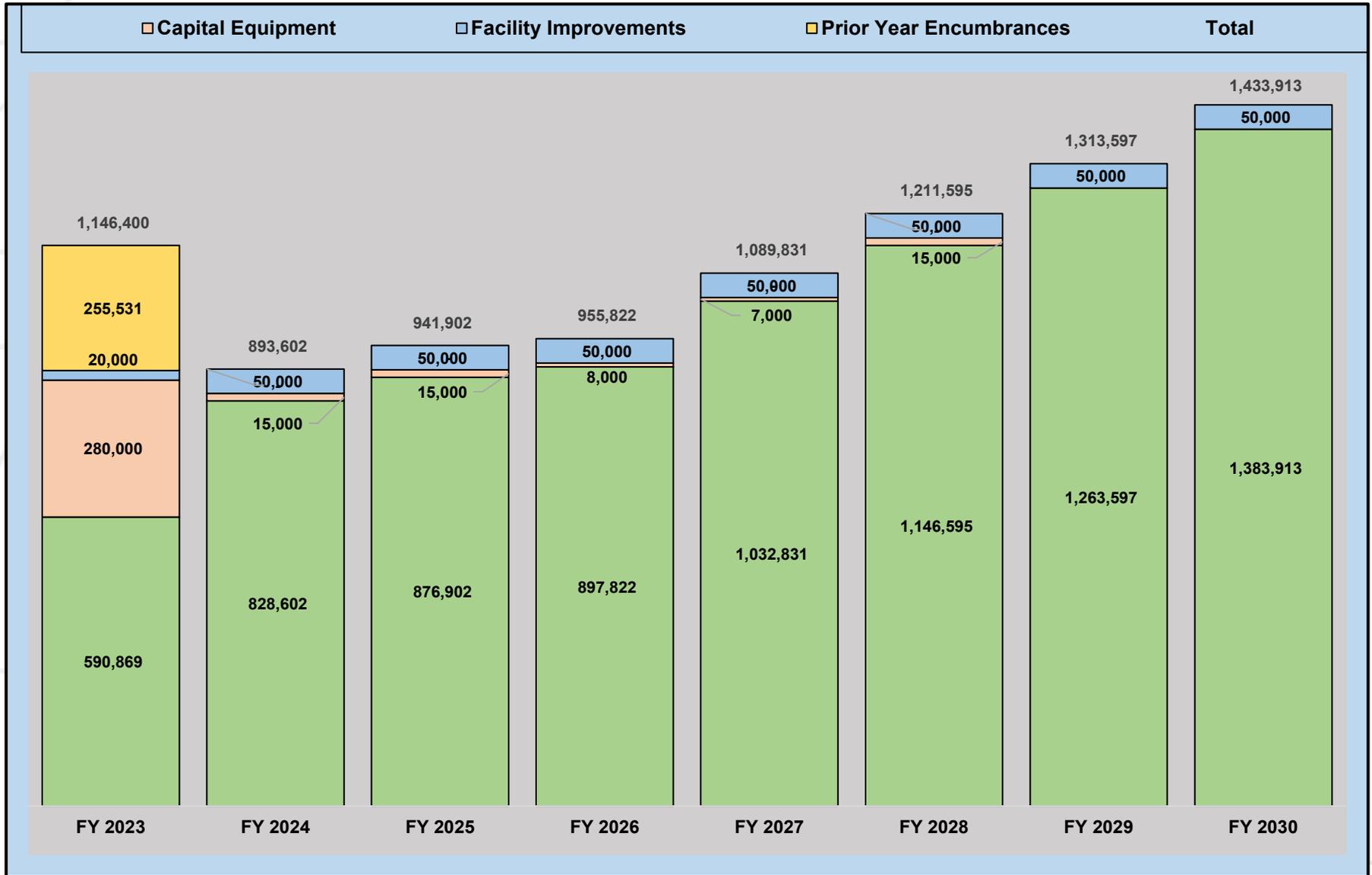
## Reserve Balance as of June 30, 2022

- Student Health Services currently has a Reserve balance of \$8.5M
  - FY22 had a surplus of \$2.5M
    - Revenue increased by \$1.2M
      - Increase in Student Mandatory Fees, Clinic Fees and Pharmacy Revenue
    - Expenses decreased by \$1.3M
      - Decrease in Personal Services due to unfilled positions
      - Decrease in Pharmacy Expenses in FY22
      - Decrease in Small Value Equipment and Other Equipment
      - Credit from GT for COLA expenses

## Strategic Use of Reserves \$8.5M

- **\$8.5 million (shown in graph)**
  - 8 Years of expected uses.
    - \$256K - Prior year obligations
    - \$8M – 8 years of projected deficits caused by increases in Health care costs
    - \$340K – Future capital equipment needs
    - \$370K – Future repairs and maintenance for the SHS Facility

# Strategic Use of Reserves \$8.5M



# Challenges and Uncertainties

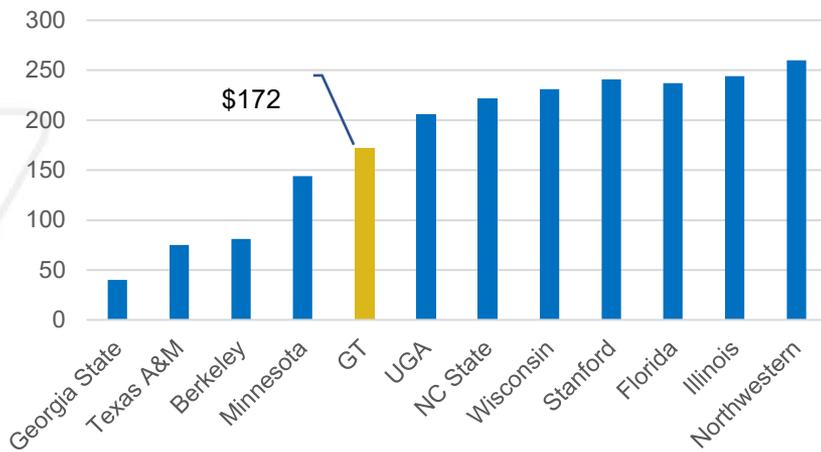
- Ongoing Covid efforts
- Significant increases in salary expenses (internal and external market forces)
- Persistent pressure to limit fee increases. Historically the Health Fee has only been increased to add a service or positions. The fee has not increased to cover increased costs of maintaining services (merit raises, increases in expenses due to inflation, etc.)
- Limited areas in which to cut expenses in a significant way except in staffing
- Aligning Stamps operation/facility to GT 10 year enrollment projections.

# Health Fee increases

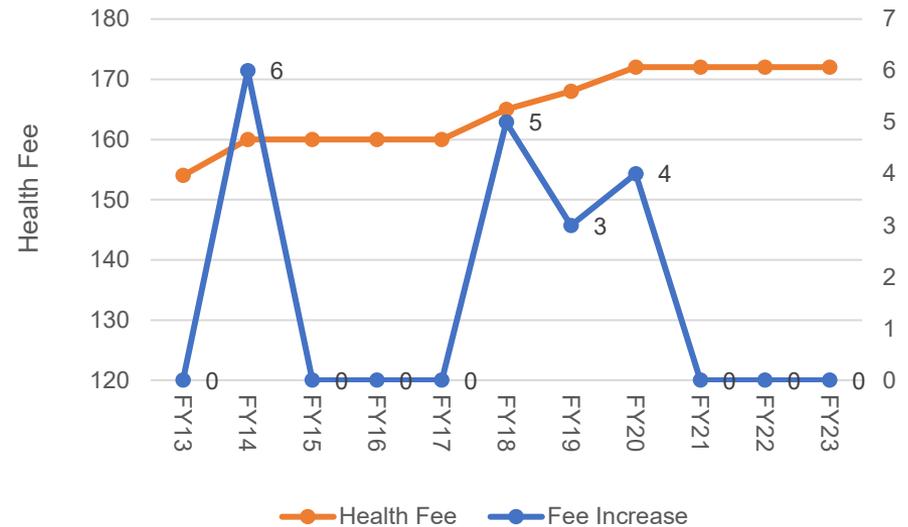
- 2014: \$6; open and staff new Primary Care Clinic (Silver), increase hours in Psychiatry
- 2018: \$5; fund 3 care coordinators (psychiatry), fund health educator positions in Wellness Empowerment Center , and a pharmacy technician
- 2019: \$3; .75 FTE psychiatrist
- 2020: \$4; \$3 for care managers in CARE, \$1 to reduce fees to see psychiatrist

# GT Health Fee

Peer Institutional Mandatory Health Fee Analysis  
Fall FY22  
(per semester)



Stamps Health Services Health Fee History



# Strategic options

## Revenue

1. Mandatory Health Fee
  - Increase Fee
2. Clinical Services
  - Increase Pharmacy charges
  - Increase Laboratory charges
  - Increase charges for medical supplies (crutches, splints, etc)
  - Increase Psychiatry visit charges
  - Add No-show fees to all visits
  - Charge for procedures
  - Charge a visit fee for every visit to Stamps
3. In the short term, use reserves to fund operational losses.
4. Other revenue
  - Consider commercial insurance billing

# Strategic options

## Expenses

1. Manage expenses to the extent possible but unlikely to reduce due to increases in personal services and constant add on expenses/price increases.
2. Reduction in services.
3. Consider elimination of \$25 annual contribution towards eye care (\$35,000 maximum).
4. Move positions in **Wellness Empowerment Center** , CARE off Health Fee and onto RI dollars

## Considerations:

1. Need to keep salaries at Stamps competitive with the market
2. Ability to align to GT enrollment projections.

# Conclusion

- For FY24 we are not requesting a health fee increase
- Negative cash flow will be funded from reserves
- Long term fee adjustments will be necessary to maintain current level of services unless a new funding model is implemented

# Questions



**Mandatory Fee Detail & Request Form**  
 Fiscal Year 2024  
 Georgia Institute of Technology  
 Health Fee

**Instructions:** Report ACTUALS ledger detail only. Include all fiscal year activity (i.e., do not filter on Bud Ref). The report should reflect the most accurate financial projection, to include planned surplus or deficit. It is not necessary to balance revenue and expense.

	Account Code Mapping	FY 2020 Actuals	FY 2021 Actuals	FY 2022 Actuals	FY 2023 Projected	FY24 Projection without rate change	FY24 Incremental requested fee change	FY24 Projection with rate change
<b>REVENUE</b>								
<i>Student Fees</i>								
Mandatory Fee Revenue (net of waivers)	40xxxx							
Non-Mandatory Student Fees		7,573,489	7,656,727	8,486,870	8,356,211	8,776,795	0	8,776,795
<i>Sales &amp; Services</i>								
Sales & Services	441xxx, 449xxx							0
Fines	442xxxx							0
Housing Rental Income	4511xx							0
Other Rental Income	4512xx							0
Advertising Revenue	4521xx							0
Commissions - Outsourced Operations	452101, 452201							0
Food Services Sales	4522xx							0
Athletic Camps, Conference, Programs	4526xx							0
Royalties/License Revenue	4528xx							0
Other Sales	452xxx except otherwise listed							0
Health Services	454xxx	4,187,284	2,912,859	3,391,296	3,925,594	4,347,978		4,347,978
Other Sales & Services	44xxxx or 45xxxx not otherwise listed							0
<i>Miscellaneous Revenues</i>								
Other Miscellaneous Revenues	47xxxx							0
Gifts	485xxx							0
Other Income	4xxxxx not otherwise listed	217,271	45,103	-20,402	184,217	45,103		0
<b>Total Revenue</b>		<b>\$11,978,044</b>	<b>\$10,614,689</b>	<b>\$11,857,765</b>	<b>\$12,466,022</b>	<b>\$13,169,876</b>	<b>\$0</b>	<b>\$13,124,773</b>
<b>EXPENDITURES</b>								
<i>Personal Services</i>								
Salaries - Faculty/Staff	51xxxx-53xxxx, except 523xxx to 525xxx	5,023,178	4,878,727	4,745,547	5,972,263	6,215,102		6,215,102
Salaries - Students	523xxx-524xxx	14,948	5,709	7,426	34,682	34,682		34,682
Salaries - Casual Labor	525xxx	0	0	0	0	0		0
Fringe Benefits	55xxxx,56xxxx	1,563,224	1,462,737	1,442,343	2,192,244	2,006,137		2,006,137
Allocated Personal Services	59xxxx	0	0	0	0	75,000		75,000
<i>Travel</i>								
Travel - Employee	64xxxx	21,471	0	8,283	29,329	29,935		29,935
Travel - Non-Employee	65xxxx							0
Allocated Travel	698xxx							0
<i>Operating Supplies and Expenses</i>								
Purchases for Resale/Cost of Goods Sold	702xxx-703xxx	0	0	0	0	0		0
Motor Vehicle Expense	712xxxx	0	0	0	0	0		0
Supplies & Materials	714xxx	3,105,063	2,314,850	2,232,357	2,712,040	3,769,083		3,769,083
Repairs and Maintenance	715xxx except 715200	52,229	48,932	40,807	86,829	86,829		86,829
Repair & Rehabilitation Reserve Contribution	715200	0	0	0	0	0		0
Utilities	717xxxx	82,973	80,186	93,781	133,149	137,143		137,143
Rental Payments (Non-Real Estate)	719xxx	9,790	7,066	8,813	12,000	12,000		12,000
Insurance	720xxx	3,066	0	3,058	6,000	6,300		6,300
Software	733xxxx	0	8,095	0	6,000	6,300		6,300
Publications and Printing	742100	3,008	5,709	2,685	10,000	10,000		10,000
Equipment (Small Value)	743xxx-744xxx	18,620	90,637	8,083	16,973	17,652		17,652
Real Estate/Authority Lease Rental	748xxx	0	0	0	0	0		0
Per Diems & Fees	751xxx-752xxx	359,594	259,202	413,004	583,625	413,541		413,541
Contracted Services	753xxx	76,484	147,601	128,463	122,000	231,860		231,860
Telecommunications	771xxx	6,820	6,875	6,938	46,086	7,215		7,215
Scholarships	78xxxx except 781180 and 783xxx	0	0	0	0	0		0
Other Grant Expense	781180	0	0	0	0	0		0
Stipends	783xxx	0	0	0	0	0		0
Other Operating Expenses	727xxx & other 7xxxxx not listed	116,887	100,247	99,603	156,943	156,943		156,943
Allocated Operating Expenses	798xxx	594,998	710,327	331,325	936,728	782,755		782,755
<i>Equipment/Capital Outlay</i>								
Lease/Purchase - Principal	8181xx, 8183xx							0
Lease/Purchase - Interest	8182xx, 8184xx							0
Motor Vehicle Purchase	8411xx							0
Equipment Purchase	8431xx, 8433xx	6,024	28,538	0	0	0		0
Land and Land Improvements	8501xx							0
Building and Facilities Renovation & Improvement	860xxx, 870xxx							0
Other Capital	8xxxxx not otherwise listed							0
<b>Total Expenditures</b>		<b>\$11,058,377</b>	<b>\$10,155,439</b>	<b>\$9,572,516</b>	<b>\$13,056,891</b>	<b>\$13,998,477</b>	<b>\$0</b>	<b>\$13,998,477</b>
Beginning Net Assets and Reserves (July 1)	3xxxxx				8,476,181	7,818,645		7,818,645
Surplus/(Deficit) from above schedule					(590,869)	(828,602)		(828,602)
Transfer (to) or from other sources	9xxxxx				(66,667)	168,333		168,333
<b>Final Net Assets and Reserves (June 30)</b>				<b>\$8,476,181</b>	<b>\$7,818,645</b>	<b>\$7,158,377</b>	<b>\$0</b>	<b>\$7,158,377</b>

**Instructions:** Break out the final net assets as of the end of each fiscal year using the rows below. Row 77 and 84 should tie.

Reserved for Renewal & Replacement	323100			3,725,369	3,757,722	3,936,528		3,936,528
Capital Liability Reserve Fund	329600							
Other Unrestricted Net Assets (Including encumbrance reserve)	3xxxxx not otherwise listed			4,750,812	4,060,923	3,221,849		3,221,849
<b>Total Net Assets and Reserves</b>				<b>\$8,476,181</b>	<b>\$7,818,645</b>	<b>\$7,158,377</b>	<b>\$0</b>	<b>\$7,158,377</b>

