

# IMPACT REPORT

2017-2018



Providing high quality services to promote physical and emotional well-being focused on diverse student needs.



## Medical

Illness or Injury Care  
Preventive Care  
Prescriptions  
Herbal Remedies  
Medical Tests  
Labs & Immunizations  
Radiology  
Optometry  
Case Management



## Mental Health

Counseling  
Psychology  
Psychiatry  
Educational Groups  
Workshops  
Relaxation Station  
Case Management



## Sexual Health & Party-Safe

STI Testing  
Contraception  
PrEP HIV Medication  
Party-Safe Strategies



## Wellness

Self-Care Education  
Nutrition  
Peer-Led Classes  
Volunteering



## Support

Violence  
Recovery  
LGBTIQ  
Case Management

46K+

appointments\*

96%

of surveyed students would be satisfied  
returning for future care

54%

of student body served (Health  
Center, CAPS, & Psychiatry)

30K+

labs performed

90%

of surveyed students say their visit  
helped prevent their health concern  
from becoming a barrier to their  
academic success

1,300+

x-rays performed

## Medical Clinic

We are a Patient Centered Medical Home, nationally accredited by the Accreditation Association for Ambulatory Health Care, Inc.

**26,500**  
clinic visits



**25%**  
increase in clinic visits  
since 2012

"[My practitioner] was extremely warm and caring, and I honestly could not thank her enough for everything she did during my visit. I was taken care of by others as well...and they were also extremely helpful. The reasons behind my visit were already pretty distressing, but they all made me feel welcome and more at ease. I am so grateful that I was met by these people at the clinic, and I could not have asked for a better experience."

## Pharmacy

Providing students with integrative care advice, prescriptions and supplies at a low cost

**43,000**  
pharmacy  
transactions



**24,000**  
prescriptions filled

**3,700**  
herbal & natural  
products dispensed

"The pharmacy is so wonderful! Everyone has been so helpful...[the staff] made me feel so welcomed and went out of their way to help me during my darkest hours. I wouldn't be here without them."

## Public Health & Risk Reduction\*

**60**  
patients on  
PrEP HIV  
Prevention



**11,000**  
STI tests



**6,500**  
immunizations



\*See SHOP's section for more information on risk reduction for sexual health, drug & alcohol use, etc.

## Optometry & Nutrition

**560**  
dietitian visits, a **50%**  
increase since 2012



**1,400**  
optometry visits, a **374%**  
increase since 2014



# Mental Health

## Counseling & Psychological Services (CAPS)

Groups, workshops, brief therapy, drop-in consultations, crisis intervention, referrals, & educational outreach

**11,400**  
visits, a **52%** increase  
since 2012

**540**  
crisis visits

**99.8% \***  
seen for intake  
within 14 days

**6 days\***  
average wait time for  
a routine intake  
appointment

**98%**  
agree that CAPS is a  
necessary part of UCSC

**12**  
weekly counseling or  
drop-in groups

**71% \***  
had first follow-up  
within 14 days  
(median=10)



CAPS student volunteers

"[CAPS is] a vital part in maintaining and encouraging retention among students of various backgrounds, abilities, emotional, physical, mental and spiritual capacities and walks of life. I wouldn't know where or how I would have ended up if it wasn't for CAPS and my off-campus referral."

## Psychiatry

Medication services to address mental health concerns

**2,800**  
visits, a **48%** increase  
since 2012

**7 days**

- average wait time for intake session\*
- average wait time between 1st & 2nd appointment\*\*

**4**

- sessions per clients (average)
- full time staff

"[After my appointment] the medication kicked in. I felt better and more calm and sedate. I also want to say that I feel EXTREMELY better today. I woke up positive and strong mentally and happy and my confidence rose by 1000% . Thank you again for your help and the help from CAPS because I don't know what would have happened to me if I didn't ask for help."



\*In 2017-2018, these were the **best score among all the UCs**

\*\*In 2017-2018, this was the **best score among UCs**, with the next highest UC having 16 days

# Campus Advocacy Resources & Education (CARE)

Nonjudgmental support and resources for survivors (and their significant others) of sexual assault, dating/domestic violence, and stalking

**230**  
visits, a **50%** increase  
in the past 12 months

**1,400**  
total services provided

**10,000**  
students, staff & faculty  
at in-person trainings

"CARE has really helped me regain autonomy over myself especially on this campus. [Without CARE] I don't think I would still be on this campus, let alone progressed as much as I have with the aftermath of those events.

I have never felt more comfortable than I have when I go to CARE ... I don't have this fear following me. I definitely love and appreciate CARE so much for what it has done for me and how it has helped me grow."



CARE student volunteers

# Student Health Outreach & Promotion (SHOP)

Information, education, resources and support on issues related to alcohol and other drugs, sexually transmitted infections and sexual health, mental health and other concerns relevant to college students.

**3,600**  
visits

**360**  
HIV tests

**132,000**  
condoms & safer sex  
supplies distributed

**500**  
alcohol & drug  
support visits

**430**  
Birth Control Patrol  
visits

**6**  
peer-led recovery  
groups



SHOP student volunteers

"I grew up in a traditional Mexican household with very conservative parents. Any topics related to sex or sexual health wasn't something that my family liked to talk about. So coming to UCSC I didn't really have a lot of knowledge on contraception and what it means to practice safe sex. SHOP created a culturally sensitive, sex-positive space for me to actively have a conversation about these issues. By having SHOP as a resource on campus, I am confident that many other students, regardless of the communities that they represent, will have a safe space to learn, grow and be empowered."