Executive Summary

Successes

Overall, the Health and Counseling Services had a very positive year. There were many changes in programs, procedures, and staff which occurred to improve overall services. These include:

- Full implementation of case management system
- Full implementation of the role of the Associate Director of Health and Counseling
- Expanded outreach programs across all departments of the campus
- Increased utilization of health and counseling services when compared against the prior academic year
- Implementation of walk-in system for services
- Success in the Our Voice collaboration in bringing more information and energy to campus regarding sexual assault
- Implementation of the free STI policy and the GET REAL GET TESTED event
- Improved integration of the health and counseling staff
- Successful implementation of the health insurance program.

Challenges

The biggest challenge we have had in the Health and Counseling Center is to diversify the staff. Despite a couple of openings, it has been difficult to attract candidates from diverse populations. However, the staff has received a significant amount of education on diversity issues.

Another challenge is the implementation of the Medicat system in health services. This is a challenge primarily due to the resistance of IT services to devote resources to implementation.

General Directions for the 2011-12 Academic Year

- Expand the customer service orientation of health services and staff.
- Look for opportunities to expand service offerings related to health and counseling.
- Seek and act on opportunities to hire diverse staff and to provide additional education to existing staff.
- Further evolution of the integrated care model and how it applies to the UNC Asheville student population.