



Delaware School-Based Wellness Center Parent Survey Results

Prepared for the Strategic Planning Steering
Committee and Workgroups by Health Management
Associates

November 20, 2020

School Based Wellness Center Parent Survey Results

Between October 2, 2020- November 8, 2020, Health Management Associates (HMA) conducted a survey with parents assessing their experience with school-based wellness centers (SBWCs) in Delaware. The survey was available in English, Spanish, and Haitian Creole. The survey was disseminated by coordinators for SBWCs across the state, public information officers for school districts across the state via the Department of Education, and through the Department of Education social media channels.

The survey collected **437 responses** at the time of close. For reference, there are 1,268 students enrolled in elementary school SBWCs and 24,872 students enrolled in middle/high school SBWCs. For ease of survey flow, no questions required respondents to mark an answer, so not all respondents answered every question. Respondents repeated questions 2-14 for each child they had enrolled in school. Survey analysis for each question show the aggregate results, as well as results stratified by county, insurance type, and frequency of service use, as applicable. No respondents had elementary or middle school children enrolled in a school-based wellness center, so questions were not able to be stratified by school level. Responses to open-ended questions and written responses to “other” options have been consolidated to reflect common themes.

Key findings include:

- Uninsured students had a higher percentage of SBWC enrollment
- Students in Kent County had a lower percentage of SBWC enrollment and usage
- The most common reason why parents did not enroll their child in a SBWC was because their child receives services from an outside primary care physician
- The most common reason why parents enrolled their child in a SBWC was because of its accessibility and ease of enrollment
- Most students receive services 1-2 times a year from a SBWC
- Most parents have had a very positive experience with SBWCs
- Most parents are aware of SBWCs offering physicals, sports physicals, mental health counseling, and contraceptives
- Parents would like SBWCs to offer psychiatric medication management, dental services, and vision services
- Parents felt that SBWCs were important for students to be able to receive confidential health services that work with their schedules and allow them to have some ownership over their healthcare
- Parents believed the school and SBWC could do a better job at communicating with parents about service availability during COVID-19

SBWC PARENT SURVEY RESULTS

- An overwhelming majority of parents believed that SBWCs would be useful at every level of school (elementary, middle, and high school)

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| 26. Health equity is when everyone is able to be as healthy as possible. Health centers are able to serve every child in the school where they are located and help to address difficulties in getting health care when children need it. Do you think SBWCs are currently addressing health equity? ... | 20 |

SBWC PARENT SURVEY RESULTS

27. How do SBWCs address health equity? 20

28. How do SBWCs not address health equity?..... 20

29. How can SBWCs better address health equity for students and families and be more culturally responsive (giving students the best care in accordance with their culture and beliefs) to their communities?..... 21

SBWC Operations 21

30. How could SBWCs better serve your child this year given virtual, in-person, and hybrid learning settings and COVID-19? 21

31. In some states, families are also offered enrollment in SBWCs, meaning that parents/caregivers and/or siblings of a student are able to receive some services from SBWCs. Would you be interested in this option for your family? 22

32. What services would you be interested in having available to families? 23

33. Why not?..... 23

34. What would you need from SBWCs in order to enroll you family? 24

35. Do you think it would be useful for all levels of schools (elementary, middle, and high schools) to have SBWCs? 24

Closing..... 25

36. Do you have anything else to tell us or anything else you would like us to know about the services of SBWCs, as the state plans for the future of SBWCs? 25

SBWC PARENT SURVEY RESULTS

Demographic Information

1. How many children do you have enrolled in school?

n = 410

| | |
|----|-----|
| 0 | 5 |
| 1 | 190 |
| 2 | 140 |
| 3 | 53 |
| 4 | 19 |
| 5+ | 3 |

2. In what county is your child’s school located?

n = 646

| County | % | Count |
|-------------------|--------|-------|
| New Castle County | 46.75% | 302 |
| Kent County | 51.70% | 334 |
| Sussex County | 1.55% | 10 |

3. Which level of school does your child attend?

n = 646

| Answer | % | Count |
|-------------------|--------|-------|
| Elementary School | 12.23% | 79 |
| Middle School | 16.87% | 109 |
| High School | 68.11% | 440 |
| Other | 2.79% | 18 |

Other responses: College, K-12 program, Pre-K

4. What type of health insurance is your child covered by?

n = 646

| Answer | % | Count |
|------------------------|--------|-------|
| Medicaid/CHIP | 29.04% | 194 |
| Medicare | 4.94% | 33 |
| Private Insurance | 60.03% | 401 |
| Uninsured/No Insurance | 2.84% | 19 |
| Other | 3.14% | 21 |

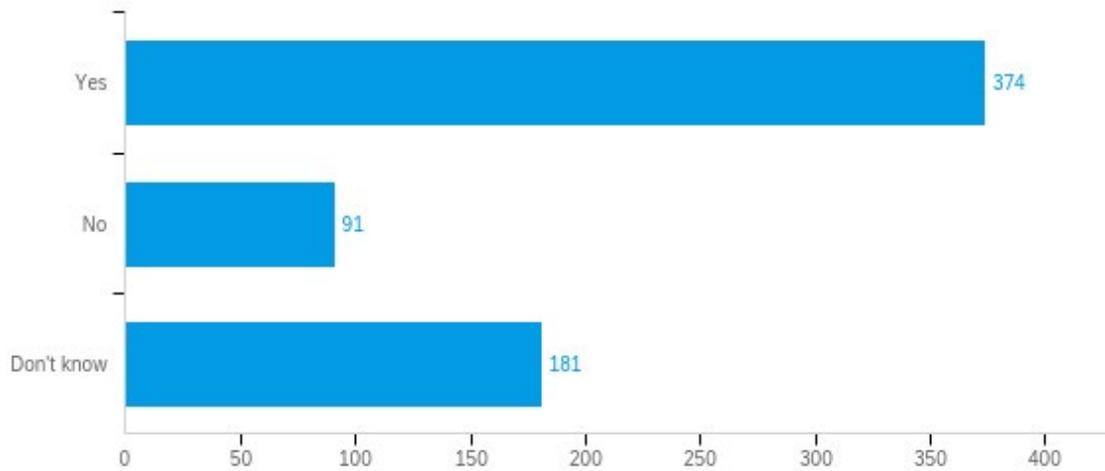
Other Responses: Tricare

SBWC PARENT SURVEY RESULTS

SBWC Engagement

5. Is there a school-based wellness center in your child’s school?

n = 646



County

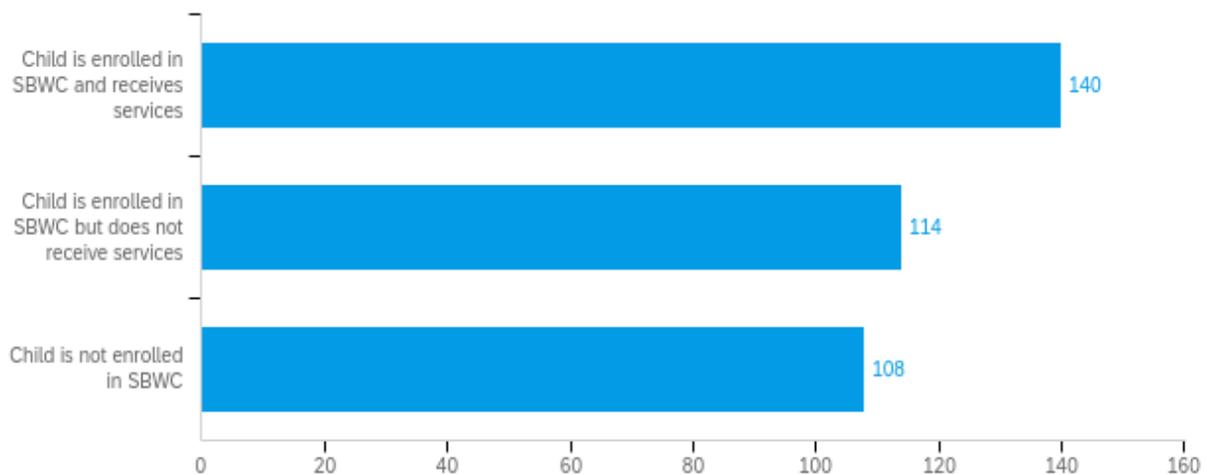
| Question | New Castle County | | Kent County | | Sussex County | |
|------------|-------------------|-------|-------------|-------|---------------|-------|
| | Percentage | Count | Percentage | Count | Percentage | Count |
| Yes | 67.22% | 203 | 49.10% | 164 | 70.00% | 7 |
| No | 14.24% | 43 | 14.37% | 48 | 0.00% | 0 |
| Don't know | 18.54% | 56 | 36.53% | 122 | 30.00% | 3 |

School Level

| Question | Elementary School | | Middle School | | High School | |
|------------|-------------------|-------|---------------|-------|-------------|-------|
| | Percentage | Count | Percentage | Count | Percentage | Count |
| Yes | 3.80% | 3 | 27.52% | 30 | 76.36% | 336 |
| No | 41.77% | 33 | 35.78% | 39 | 3.41% | 15 |
| Don't know | 54.43% | 43 | 36.70% | 40 | 20.23% | 89 |

6. Is your child enrolled in a school-based wellness center?

n = 362, respondents who answered “Yes” on Q5.



County

| Answer | New Castle County | Kent County | Sussex County |
|---|-------------------|-------------|---------------|
| Child is enrolled in SBWC and receives services | | | |
| Child is enrolled in SBWC but does not receive services | | | |
| Child is not enrolled in SBWC | | | |

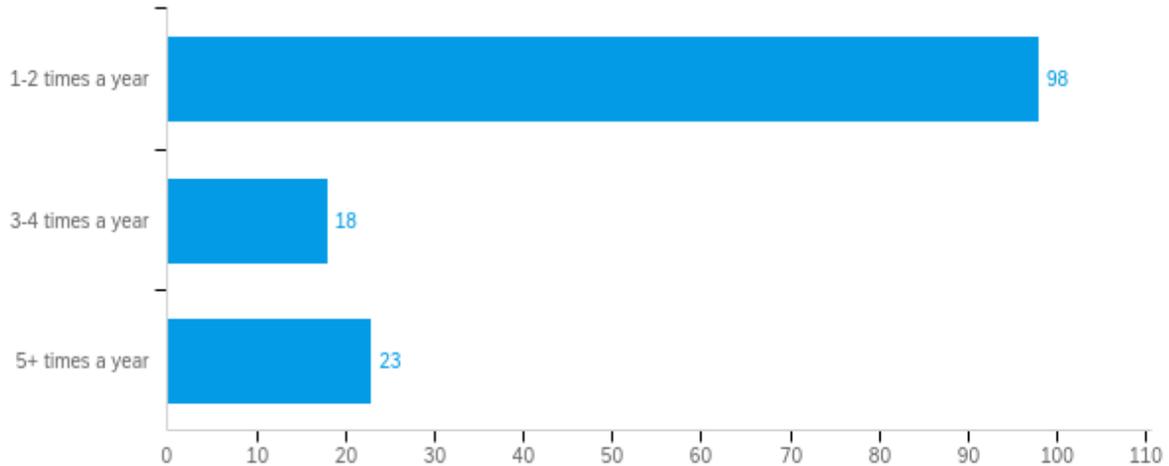
SBWC PARENT SURVEY RESULTS

| | | | | | | |
|--|--------|----|--------|----|--------|---|
| Child is enrolled in SBWC and receives services | 49.00% | 98 | 23.87% | 37 | 71.43% | 5 |
| Child is enrolled in SBWC but does not receive services | 31.00% | 62 | 32.90% | 51 | 14.29% | 1 |
| Child is not enrolled in SBWC | 20.00% | 40 | 43.23% | 67 | 14.29% | 1 |

Insurance Type

| Answer | Medicaid/CHIP | | Medicare | | Private Insurance | | Uninsured/No Insurance | |
|--|---------------|-------|----------|-------|-------------------|-------|------------------------|-------|
| | % | Count | % | Count | % | Count | % | Count |
| Child is enrolled in SBWC and receives services | 35.96% | 32 | 50.00% | 5 | 38.65% | 97 | 70.00% | 7 |
| Child is enrolled in SBWC but does not receive services | 30.34% | 27 | 30.99% | 3 | 32.27% | 81 | 30.00% | 3 |
| Child is not enrolled in SBWC | 33.71% | 30 | 20.00% | 2 | 29.08% | 73 | 0.00% | 0 |

7. How often does your child receive services at a school-based wellness center?
n = 139, respondents who answered “Child is enrolled in SBWC and receives services” on Q6.



County

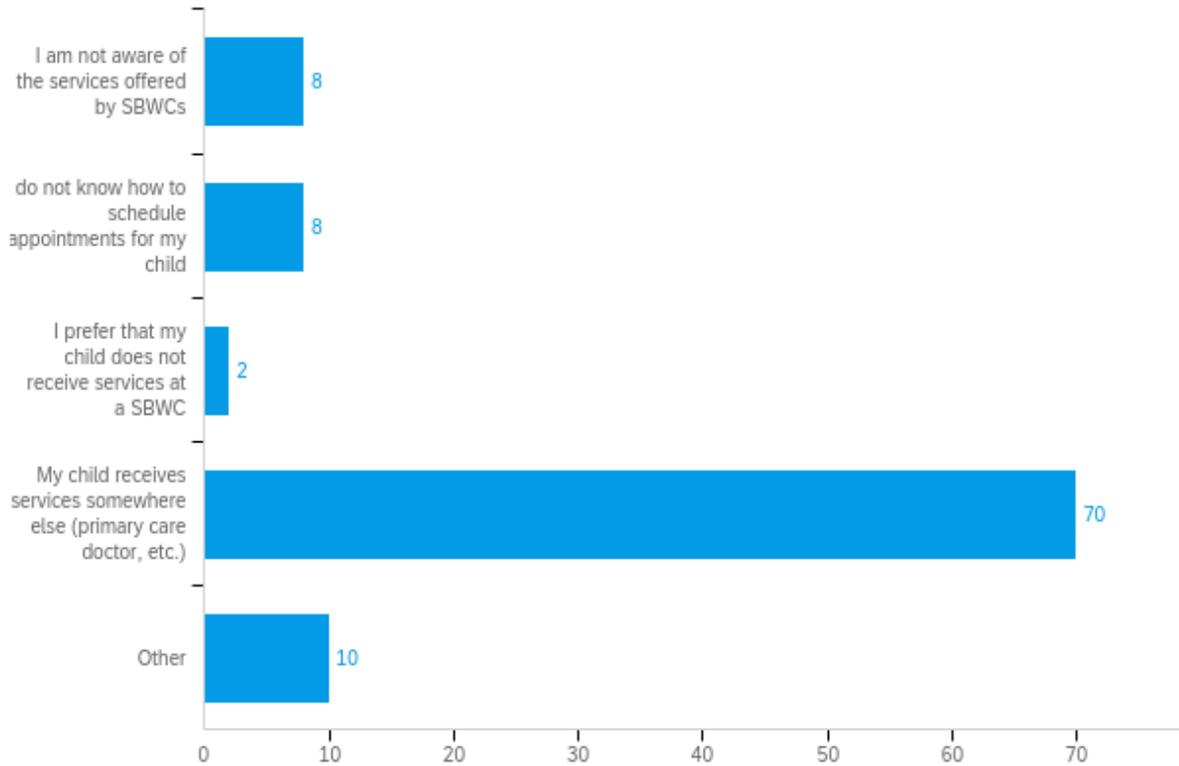
| Answer | New Castle County | | Kent County | | Sussex County | |
|-------------------------|-------------------|-------|-------------|-------|---------------|-------|
| | % | Count | % | Count | % | Count |
| 1-2 times a year | 72.45% | 71 | 66.67% | 24 | 60.00% | 3 |
| 3-4 times a year | 11.22% | 11 | 19.44% | 7 | 0.00% | 0 |
| 5+ times a year | 16.33% | 16 | 13.89% | 5 | 40.00% | 2 |

Insurance Type

| Question | Medicaid/CHIP | | Medicare | | Private Insurance | | Uninsured/No Insurance | |
|-------------------------|---------------|-------|----------|-------|-------------------|-------|------------------------|-------|
| | % | Count | % | Count | % | Count | % | Count |
| 1-2 times a year | 84.38% | 27 | 80.00% | 4 | 64.95% | 63 | 83.33% | 5 |
| 3-4 times a year | 6.25% | 2 | 0.00% | 0 | 14.43% | 14 | 0.00% | 0 |
| 5+ times a year | 9.38% | 3 | 20.00% | 1 | 20.62% | 20 | 16.67% | 1 |

8. Why has your child not received services at a school-based wellness center?
n = 96, respondents who answered “Child is enrolled in SBWC but does not receive services” on Q6.

SBWC PARENT SURVEY RESULTS



| Other - Text |
|--|
| I use the service on a as needed basis. |
| School hasn't started in person |
| My child usually receives care from her Pediatrician however, with COVID had difficulty making a wellness appointment for a physical to return to school & sports. The wellness center at her school assisted us with this and she got in quickly. She had one appointment recently for the above. |
| My child will receive services while in school for certain things impacting her while in school. I schedule doctor's appts for her with her primary care doctor normally. |

9. Why did you choose not to enroll your child in a school-based wellness center?

n = 83, respondents who answered "Child is not enrolled in SBWC" on Q6.

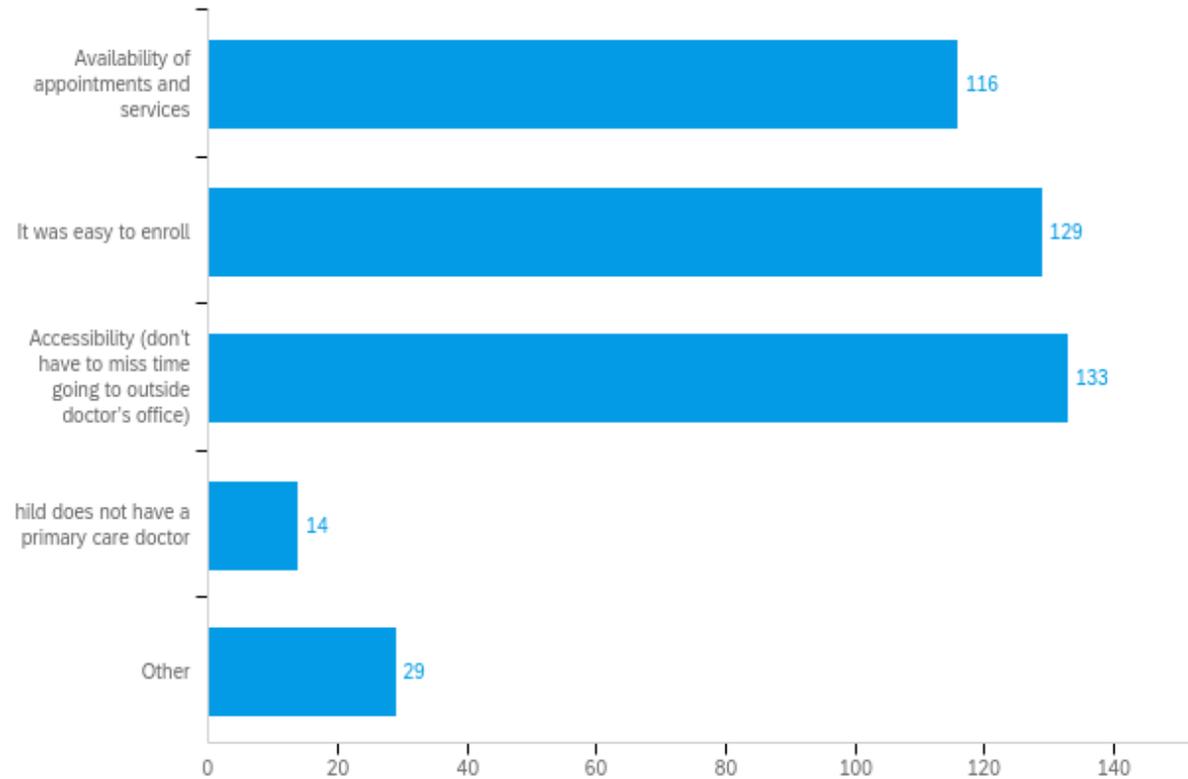
| |
|---|
| Prefer our primary care doctor. |
| Not needed |
| I don't want anyone making decisions or administrating vaccines or medication without my presence or consent! Children's health should be up to the parent not the schools! |
| He's not in school at the moment because the school is not open. |
| We have private insurance, and are able to take him to the doctor when needed as appointments are fairly easy to obtain |
| He said would never use the service |
| I do not agree with the government's ideas when it comes to my child. |
| Don't have any information regarding services provided or how qualified the provider is. Have a primary. |
| I don't know what SBWC exactly means and what it is for |
| Did not want them to have access to reproductive and sexual health care without my knowledge |

SBWC PARENT SURVEY RESULTS

| |
|---|
| We have a family doctor and I don't want the school in our life that much |
| COVID-19 , my child is a remote learning student |

10. Why did you choose to enroll your child in a school-based wellness center?

n = 421, respondents who answered “Child is enrolled in SBWC and receives services” or “Child is enrolled in SBWC but does not receive services” on Q6.



| Other - Text |
|---|
| Have outside counseling and wanted in house counseling. |
| Flu shot. |
| Enrolled in case child 1 needs care and cannot get to primary doctor |
| I want him to have as much access to care as can be made available to him. |
| I wanted my child to have access to confidential services if she were to need them. |
| Easy to schedule DIAA sports physicals |
| For support for anxiety if he should need someone to talk to while at school. |
| Child can have more control over their wellness |
| Trust in staff that work there. |

Insurance Type

| Question | Medicaid/CHIP | | Medicare | | Private Insurance | | Uninsured/No Insurance | |
|-----------------------|---------------|----|----------|---|-------------------|-----|------------------------|---|
| Other | 7.69% | 6 | 42.86% | 3 | 5.83% | 19 | 7.14% | 1 |
| It was easy to enroll | 26.92% | 21 | 28.57% | 2 | 32.52% | 106 | 7.14% | 1 |

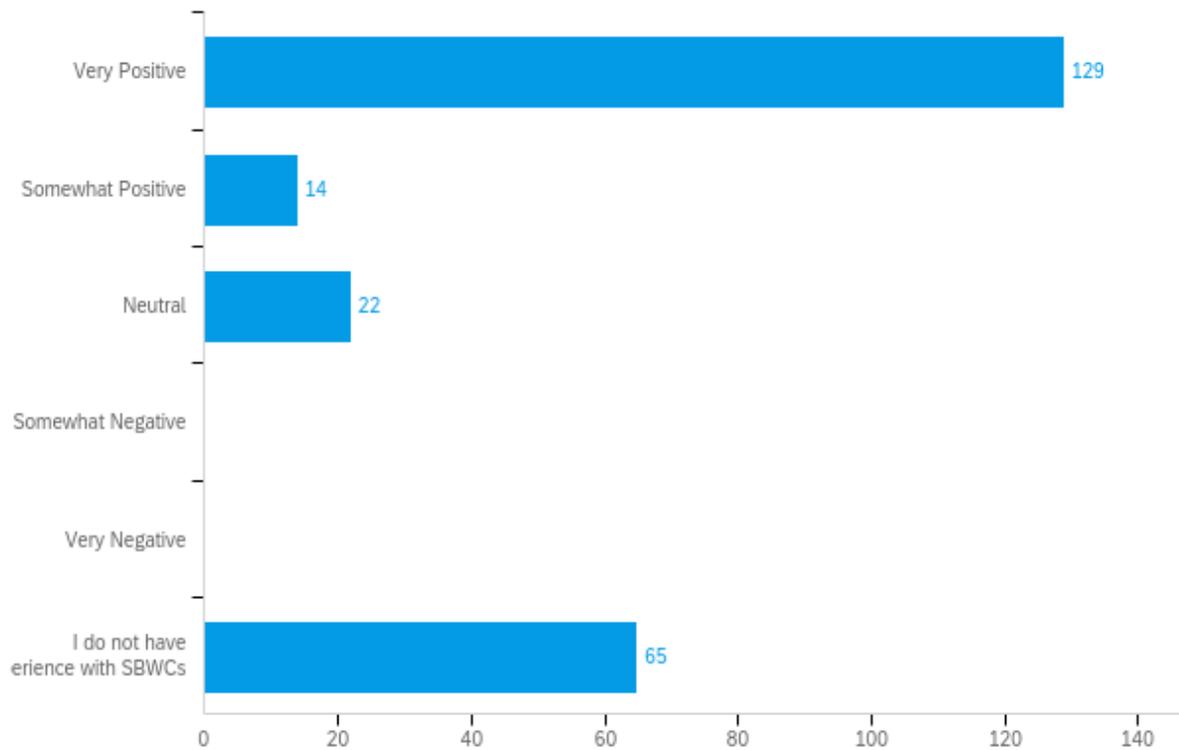
SBWC PARENT SURVEY RESULTS

| | | | | | | | | |
|---|--------|----|--------|---|--------|-----|--------|---|
| Child does not have a primary care doctor | 3.85% | 3 | 0.00% | 0 | 1.23% | 4 | 50.00% | 7 |
| Availability of appointments and services | 26.92% | 21 | 14.29% | 1 | 28.83% | 94 | 14.29% | 2 |
| Accessibility (don't have to miss time going to outside doctor's office) | 34.62% | 27 | 14.29% | 1 | 31.60% | 103 | 21.43% | 3 |

SBWC Experience

11. How has your experience been with school-based wellness centers?

n = 230, respondents who answered "Child is enrolled in SBWC and receives services" or "Child is enrolled in SBWC but does not receive services" on Q6.



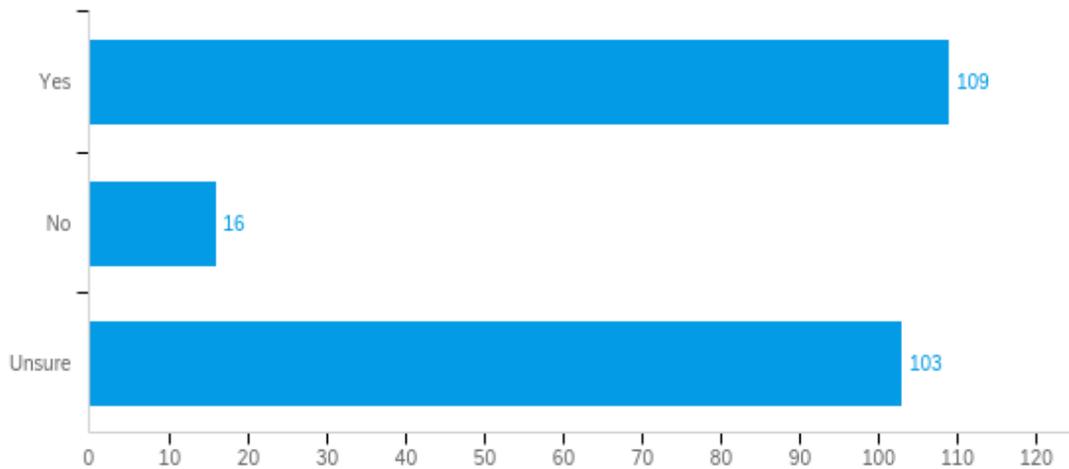
| Further Comment |
|--|
| Because of Covid-19 not much interacting. |
| Easy to schedule, pleasant staff, fast service |
| Great scheduling |
| He easily made the appointment himself and took himself there for a sports physical. I thought it was good experience for working towards being an adult. |
| I have not met or spoken with counselor. It would be a good idea for her to introduce herself to myself and my husband to get prior important information that my daughter did not have the answers. |
| I truly value the care my daughter is able to get at the wellness center and it helps me not miss work. |

SBWC PARENT SURVEY RESULTS

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|---|
| My family and I recently moved to DE and needed assistance with getting my son a physical to play sports. The Wellness Center handles the physical and also assisted me with other concerns. The staff is AWESOME! |
| Not as accessible as they say |
| SBWC took my child's concerns very seriously and made him feel comfortable with discussions and treatment. |
| I'm glad the school has a SBWC, but I wish the kids (or at least my child) had a better feel for how to go about getting services. I know the SBWC did bring in each child during their 6th-grade year to do introductions, but I don't think there has been consistent reach-out done each year. |
| Very important to have this resource with children with disabilities |
| Wellness center reached out to me for available services that I wasn't aware of. Very helpful and convenient. They are very good with communication |

12. Do you believe the school-based wellness center has had a positive impact on your child's physical or emotional health?

n = 228



Frequency of Service Use

| Answer | 1-2 times a year | | 3-4 times a year | | 5+ times a year | |
|---------------|------------------|----|------------------|----|-----------------|----|
| Yes | 57.14% | 52 | 100.00% | 17 | 90.91% | 20 |
| No | 5.49% | 5 | 0.00% | 0 | 0.00% | 0 |
| Unsure | 27.36% | 34 | 0.00% | 0 | 9.09% | 2 |

| Why? |
|--|
| The relationship built with the councilor is very good. |
| Additional help was giving a in school approach. |
| It's another healthy support system! |
| He got his shots and physical and was able to do sports which he loves |
| She feels comfortable going to the nurse to talk about any issues |
| Especially with COVID it has helped her mental and emotional help. |
| They have somewhere safe to go to get services that they may feel unsure when talking to a parent about. |
| Not missing time from school for medical attention |

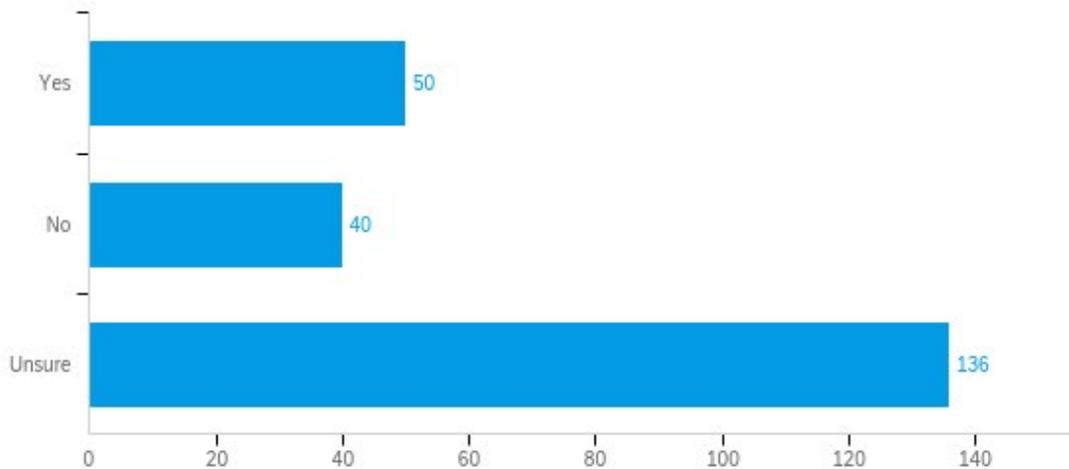
SBWC PARENT SURVEY RESULTS

They guide them and are aware of their health like vaccines

| Why not? |
|---|
| Use primary care doctor |
| He's not taken advantage of the services and they have not reached out. |
| It was just for sports physicals. |

13. Do you believe you child performs better in school because of the services offered by the school-based wellness center?

n = 226



Frequency of Service Use

| Answer | 1-2 times a year | | 3-4 times a year | | 5+ times a year | |
|--------|------------------|-------|------------------|-------|-----------------|-------|
| | Percentage | Count | Percentage | Count | Percentage | Count |
| Yes | 18.89% | 17 | 64.71% | 11 | 72.73% | 16 |
| No | 22.22% | 20 | 0.00% | 0 | 9.09% | 2 |
| Unsure | 58.89% | 53 | 35.29% | 6 | 18.18% | 4 |

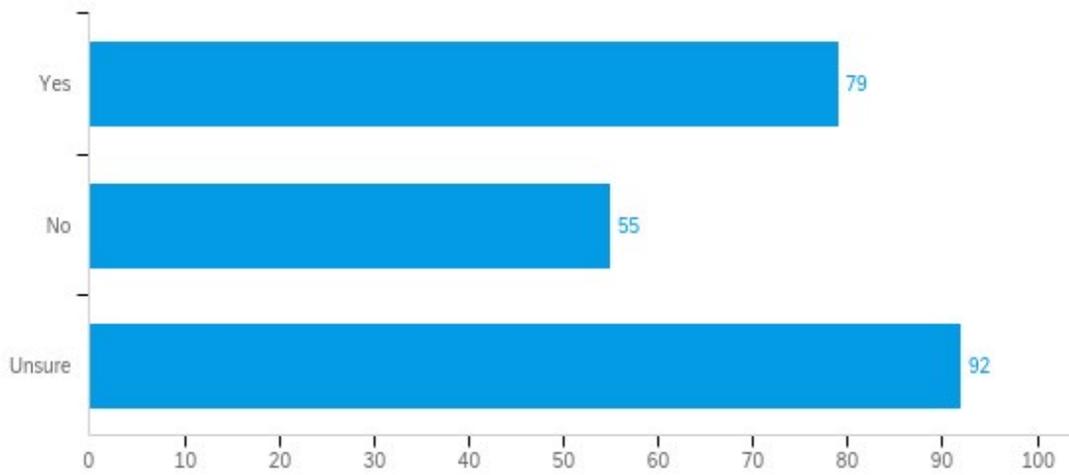
| Why? |
|--|
| My son knowing that his health is good will keep his mind focused on his schoolwork and allow him to do his best to succeed. |
| There's a comfort level for my child knowing there is someone at the school that can be available if needed. |
| Ease of getting in/out quickly and returning to class on-time. |
| Not missing class time to go to doctor's appointment |
| Knowing there is a place to express themselves openly and honestly is very important |

| Why not? |
|---|
| Student has a primary care doctor and counselor outside of school |
| Those services don't play a major role in my child's daily life. |
| It could be, but we just used it for a sports physical. |

SBWC PARENT SURVEY RESULTS

14. Do you believe your child’s health care costs are different, or your family saves money because of the services provided by a SBWC?

n = 226



Frequency of Service Use

| Question | 1-2 times a year | | 3-4 times a year | | 5+ times a year | |
|----------|------------------|-------|------------------|-------|-----------------|-------|
| | % | Count | % | Count | % | Count |
| Yes | 49.45% | 45 | 82.35% | 14 | 50.00% | 11 |
| No | 20.88% | 19 | 11.76% | 2 | 27.27% | 6 |
| Unsure | 29.67% | 27 | 5.88% | 1 | 22.73% | 5 |

Insurance Type

| Question | Medicaid/CHIP | | Medicare | | Private Insurance | | Uninsured/No Insurance | |
|----------|---------------|-------|----------|-------|-------------------|-------|------------------------|-------|
| | % | Count | % | Count | % | Count | % | Count |
| Yes | 20.41% | 10 | 42.86% | 3 | 38.13% | 61 | 60.00% | 6 |
| No | 28.57% | 14 | 28.57% | 2 | 25.62% | 41 | 0.00% | 0 |
| Unsure | 51.02% | 25 | 28.57% | 2 | 36.25% | 58 | 4.00% | 4 |

| Why? |
|---|
| If we were utilizing the SBWC for all of the services offered, we would definitely be saving on co-pays at the primary care office. |
| There is no fee for service |
| I pay a lot of money for appointments since they don't have insurance |
| If we did not have the SBWC available I think my child would put off seeking help - issue might worsen and we would probably end up paying more |

| Why not? |
|-------------------------------------|
| We have insurance |
| Still spend same amount on coverage |
| We are underutilizing the services. |
| Use primary care doctor |

SBWC Services

15. What services are you aware of offered by SBWCs to address the social, emotional, and physical wellbeing of students?

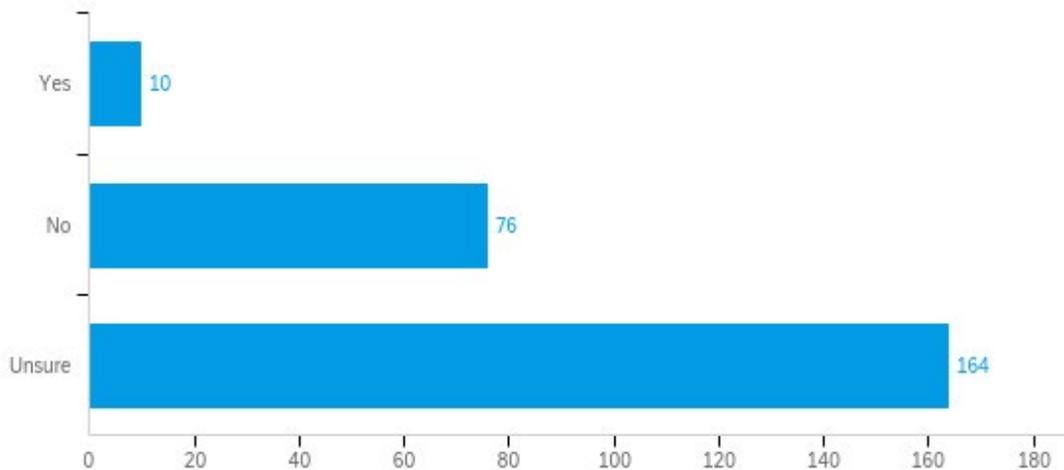
n = 250

| Answer | % | Count |
|---|--------|-------|
| Mental health counseling/therapy | 11.86% | 141 |
| Substance use treatment | 4.63% | 55 |
| Annual physicals/well visits | 11.02% | 131 |
| Sports physicals | 14.21% | 169 |
| Immunizations | 7.32% | 87 |
| Chronic disease/medication management | 2.35% | 28 |
| Sexually transmitted infection (STI) screenings and treatment | 7.32% | 87 |
| Pregnancy screening | 6.31% | 75 |
| Contraceptives, birth control, abstinence education | 9.08% | 108 |
| Dental cleanings | 0.93% | 11 |
| Nutrition counseling and management | 5.21% | 62 |
| Health education | 7.15% | 85 |
| Group therapy/health empowerment groups | 2.94% | 35 |
| Home visits | 0.59% | 7 |
| Social service navigation (food, housing, energy, welfare/income) | 2.10% | 25 |
| Insurance navigation and enrollment | 1.35% | 16 |
| Referrals to community providers (pediatricians, therapists, etc.) | 3.78% | 45 |
| Other | 1.85% | 22 |

Other responses: Vision, Psychiatric medical evaluation

16. Are there services not offered by SBWCs that you think should be offered?

n = 250



| What additional services should be offered by SBWCs? |
|---|
| Sleep Classes- what are sleep patterns, how to improve sleep, why our body and brain needs sleep to heal. |
| Possible psychiatric provider to have the ability to prescribe anti-depressants and anxiety meds for student that have a chronic illness. |

SBWC PARENT SURVEY RESULTS

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|---|
| Family therapy |
| Offer these services all at every SBWCs not just some |
| Vision / Dental |

17. What types of services are needed for students in elementary school?

| |
|--|
| Hygiene, social interaction |
| SEL resources, immunizations, eye exams |
| Mental health and how to regulate emotions with some sort of yoga/meditation class |
| Health and nutrition |
| Counseling |
| Health education |
| Primary care, management of chronic issues |
| Abuse |
| Same as offered to older grades, explained on an age level appropriate basis |
| Dental, social service navigation, nutrition, personal hygiene |
| Vision & hearing |
| Community service |
| Should be determined by the child's parents(s) |
| Eye exams for glasses |

18. What types of services are needed for students in middle school?

| |
|---|
| Hygiene, sleep classes |
| Social media etiquette and how what they type affects EVERYONE. |
| Health and wellness, Mental health (peer pressure and to help cope with changes they're going through at that time) |
| Counseling |
| Immunizations, sex education, and counseling |
| Dental, social service navigation, nutrition, personal hygiene, contraception |
| Sex education, STD info, peer pressure |
| Substance abuse counseling, contraceptives, pregnancy screenings, and sports physicals |
| Should be determined by the child's parents(s) |
| dental, eye exams for glasses |

19. What types of services are needed for students in high school?

| |
|---|
| Vision, dental, medical, sex education, STD info, peer pressure |
| Eating disorder treatment, Mental health counseling, NP that can prescribe medications for mental health or other chronic conditions |
| Dental, eye exams for glasses |
| There should be more life transition services. |
| Should be determined by the child's parents(s) |
| STI/pregnancy prevention is the most important to me. I like that my child has access to those things, in case he doesn't feel comfortable coming to me for help. |
| Pregnancy and sexual health, birth control |
| Nutritional education |

SBWC PARENT SURVEY RESULTS

| |
|---|
| Life skills, how to make a doctor's appointment |
|---|

20. How can SBWCs better support students and their families as they get older and transition across school levels (elementary, middle, and high school)?

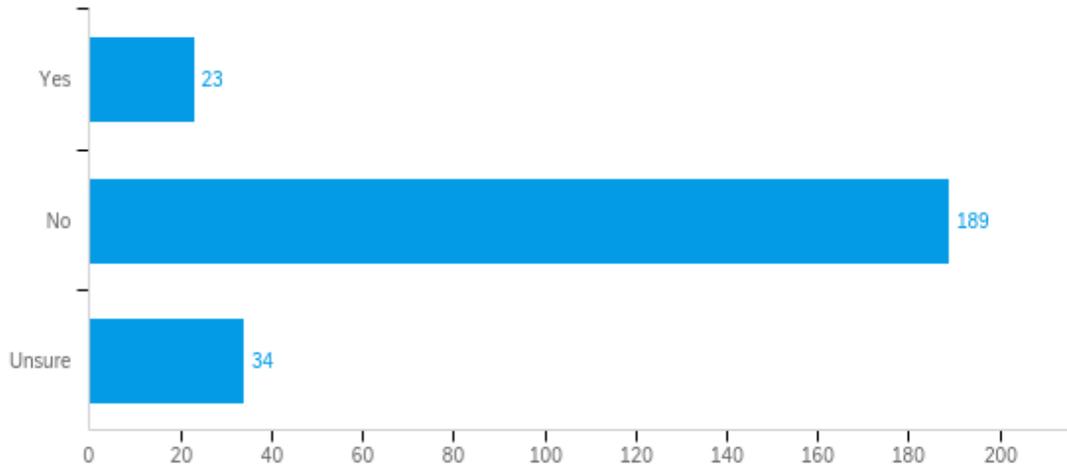
| |
|--|
| Provide virtual parent courses |
| Collaboration |
| Maybe transition of student information from one center to another (coordination of care) |
| Have appropriate services available at appropriate ages |
| Provide info to parents on what they offer but can't do that if they aren't in the schools. |
| Care management for students at high risk for illness, mental health |
| Keep good health records |
| Continue to communicate with community about their services |
| Better communication with existing primary care |
| If every school at every level had a wellness center, I think all of the students, and our community as a whole, would greatly benefit. |
| Don't agree with schools over-reaching in family values. Don't believe schools have rights to guide children's sexual orientation, values or reproduction. |
| Offering some sort of transition services from one SBWC to another so that the students and families feel there is continuous care. |
| Try to make the student more aware of the services and that they are free and most do not require parent permission. |
| Help navigating service options and insurance. |
| More newsletters on everything that SBWC has to offer and provide room for feedback which is always appreciated! |
| Giving more talks at school |
| Maybe help enrolling students and family with food assistance when a parent loses a job or has a decrease in income |
| By reaching to students more and less to parents - for high school age. |

SBWC Telehealth

21. Has your child received SBWCs services via appointments over the phone or on video (telemedicine)?

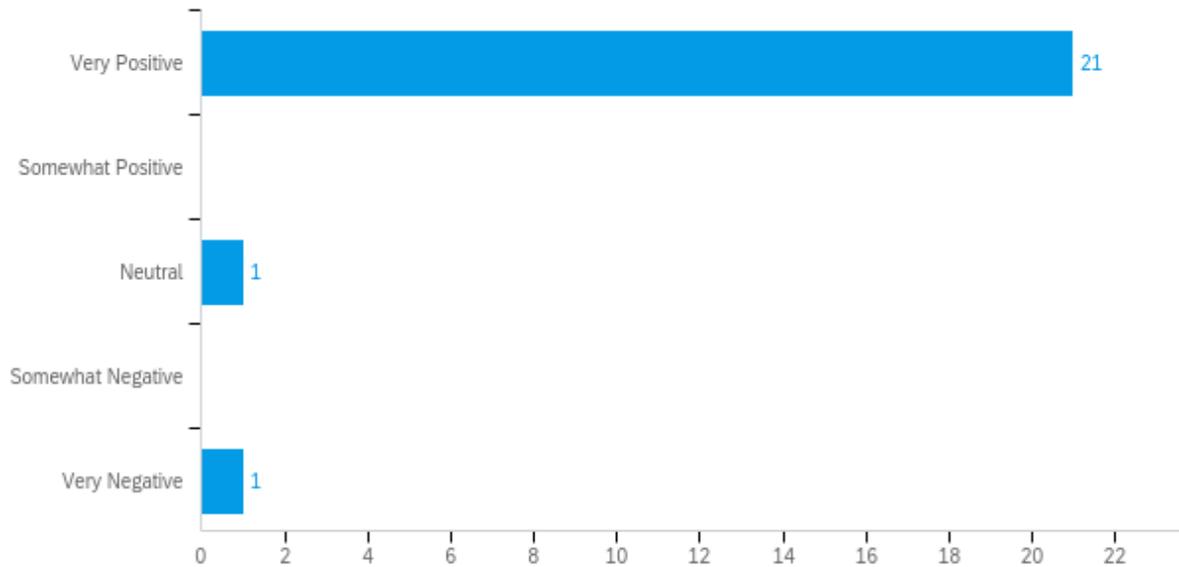
n = 246

SBWC PARENT SURVEY RESULTS



22. How was your child's experience receiving these services?

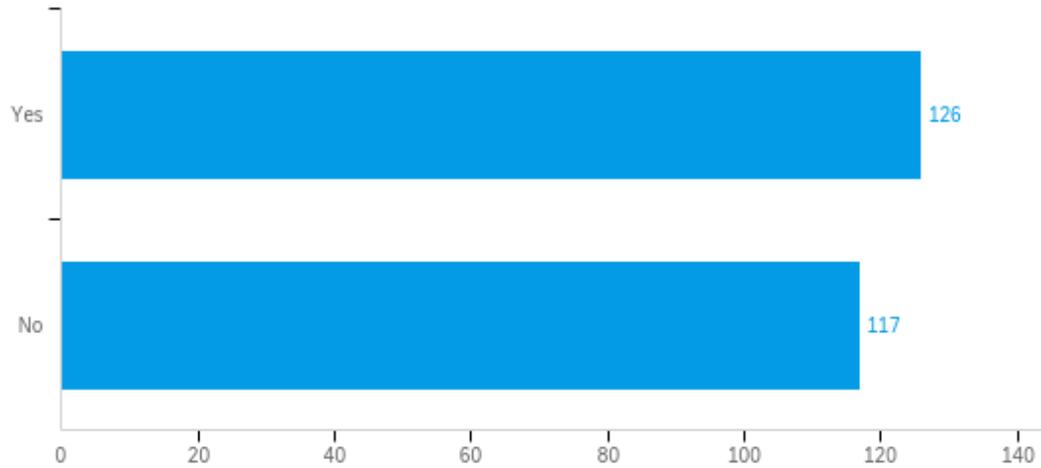
n = 23



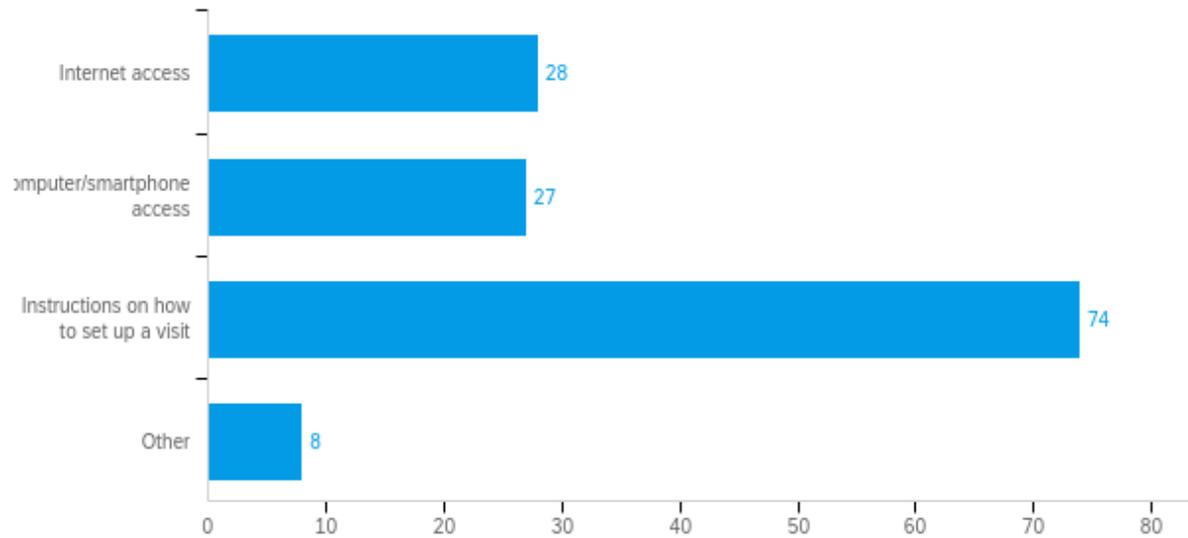
23. Would your child be interested in receiving services via appointments over the phone or on video (telemedicine) if offered by SBWCs?

n = 243

SBWC PARENT SURVEY RESULTS



24. What would your child need to do this?
n = 126, respondents who answered "Yes" to Q23.



Other Responses: Provider who speaks Spanish

25. Why would your child not be interested in receiving services via appointment over the phone or on video (telemedicine)?

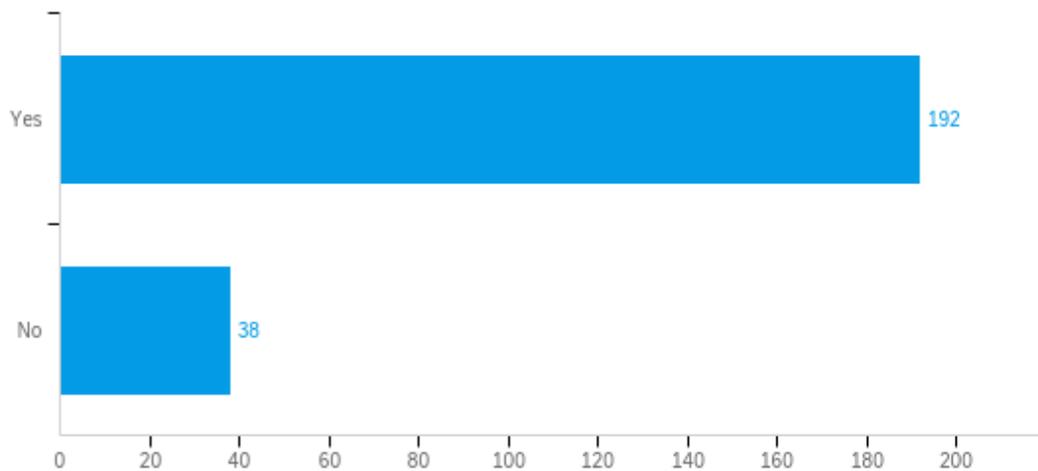
n = 117, respondents who answered "No" to Q23.

| |
|---|
| He is tired of video/zoom |
| We have a primary doctor already |
| I don't have as much confidence in telehealth services as in person services. |
| Not needed |
| Basic better understanding in person. |
| We usually only need sports physicals and they have to be done in person |
| Too impersonal |
| Not sure what kind of services are offered via phone/video |
| You can't get a shot or physical over the phone |

Health Equity

26. Health equity is when everyone is able to be as healthy as possible. Health centers are able to serve every child in the school where they are located and help to address difficulties in getting health care when children need it. Do you think SBWCs are currently addressing health equity?

n = 230



27. How do SBWCs address health equity?

| |
|--|
| Availability & accessibility |
| By allowing all students regardless of income or insurance access to healthcare. |
| Access to care for all students. I think the schools need to advertise the services more so parents and students are aware |
| By providing services to students who may have difficulty getting to the doctor (parents working, no vehicle, etc.). |
| I think for a school like ours, where everyone receives free breakfast and lunch, and many do not have access to healthcare, that it's really important for them to have a SBWC that they can go to. |
| They always make sure my child is safe and healthy |
| Multi languages |
| Providing access to dental services. |

28. How do SBWCs not address health equity?

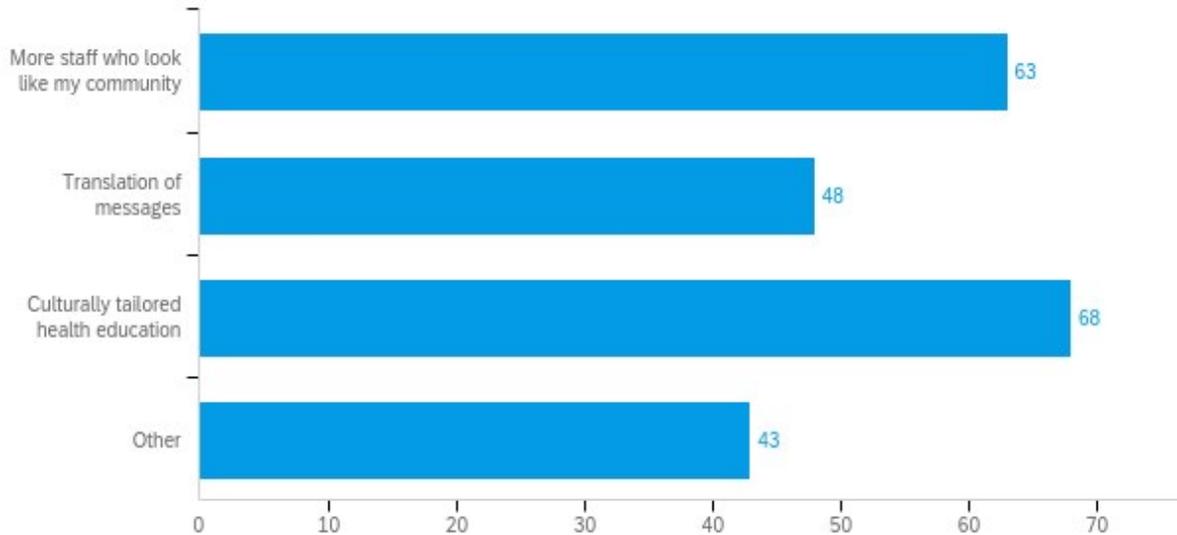
| |
|--|
| Health equity needs to be addressed at all ages. The current SBWC set up is reactive not proactive in addressing health equity |
| Need SBWCs in elementary schools and middle school. |
| Many students are not being checked up on over time. |
| Not all "good areas" have the same needs. Everything should be offered across the board. |
| Not enough people even know it is there. Especially at the elementary and middle school level. |
| Families are unaware of services. |
| It's difficult to address health equity when students are at home. |
| There isn't enough staff. |

SBWC PARENT SURVEY RESULTS

Asking insurance information. I understand the need to be reimbursed, but if people are afraid of a bill regardless of income, they won't ask for help. I didn't like having to provide my insurance information.

29. How can SBWCs better address health equity for students and families and be more culturally responsive (giving students the best care in accordance with their culture and beliefs) to their communities?

n = 178



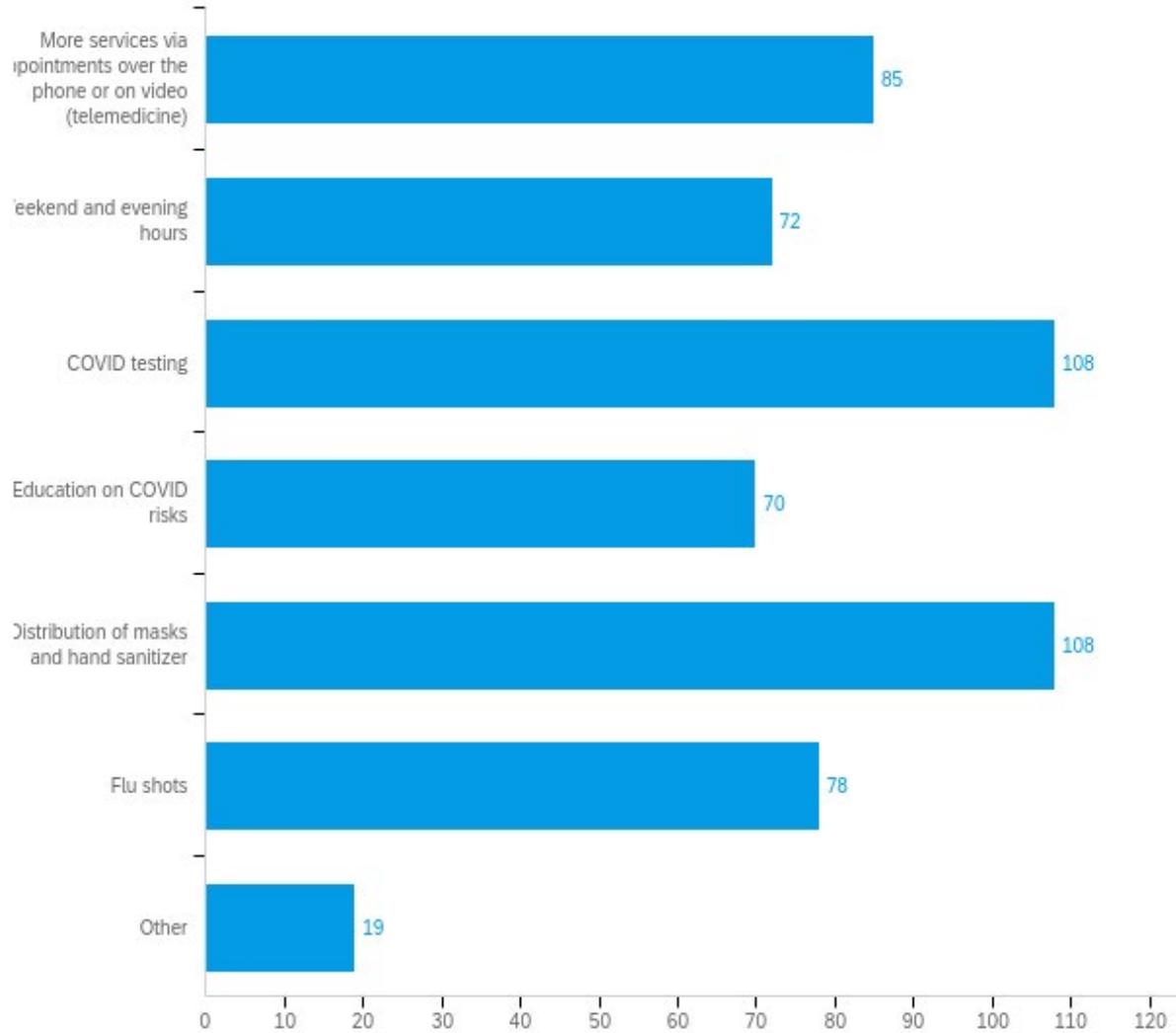
Other Responses: Have staff that are more diverse and culturally sensitive, Time and understanding of the child's need (too many children not enough counselors), More administrators need to be classroom involved

SBWC Operations

30. How could SBWCs better serve your child this year given virtual, in-person, and hybrid learning settings and COVID-19?

n = 347

SBWC PARENT SURVEY RESULTS

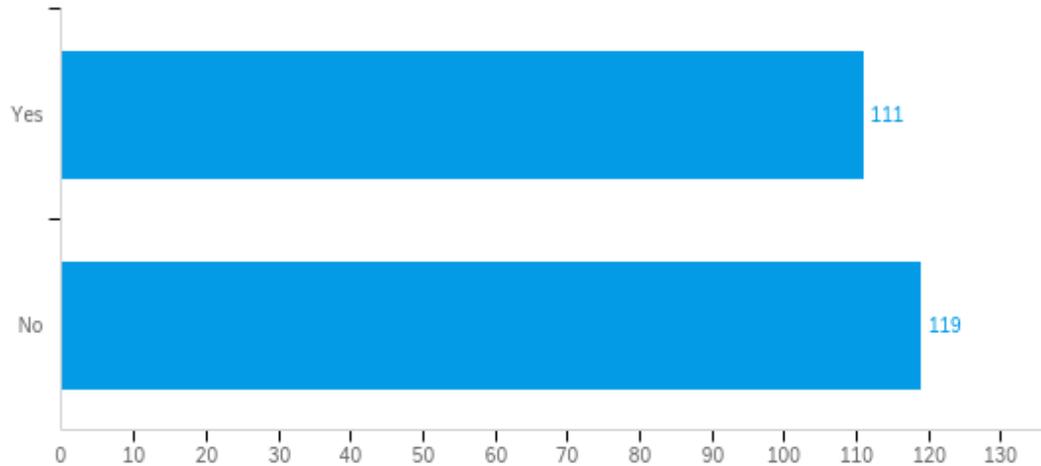


Other Responses: Talk to child about mental health, pneumonia shots

31. In some states, families are also offered enrollment in SBWCs, meaning that parents/caregivers and/or siblings of a student are able to receive some services from SBWCs. Would you be interested in this option for your family?

n = 230

SBWC PARENT SURVEY RESULTS



32. What services would you be interested in having available to families?

n = 111, respondents who answered "Yes" to Q31

| Answer | % | Count |
|--|--------|-------|
| Mental health counseling/therapy | 10.11% | 64 |
| Substance use treatment | 2.84% | 18 |
| Annual physicals/well visits | 10.27% | 65 |
| Immunizations | 9.32% | 59 |
| Chronic disease/medication management | 4.42% | 28 |
| Sexually transmitted infection (STI) screenings and treatment | 4.90% | 31 |
| Pregnancy screening | 3.95% | 25 |
| Contraceptives, birth control, abstinence education | 5.21% | 33 |
| Dental cleanings | 8.21% | 52 |
| Nutrition counseling and management | 7.27% | 46 |
| Health education | 6.79% | 43 |
| Group therapy/health empowerment groups | 5.85% | 37 |
| Home visits | 3.32% | 21 |
| Social service navigation (food, housing, energy, welfare/income) | 5.53% | 35 |
| Insurance navigation and enrollment | 4.90% | 31 |
| Referrals to community providers (pediatricians, therapists, etc.) | 6.16% | 39 |
| Other | 0.95% | 6 |

Other Responses: Family/relationship counseling, services for school staff

33. Why not?

n = 119, respondents who answered "No" to Q31

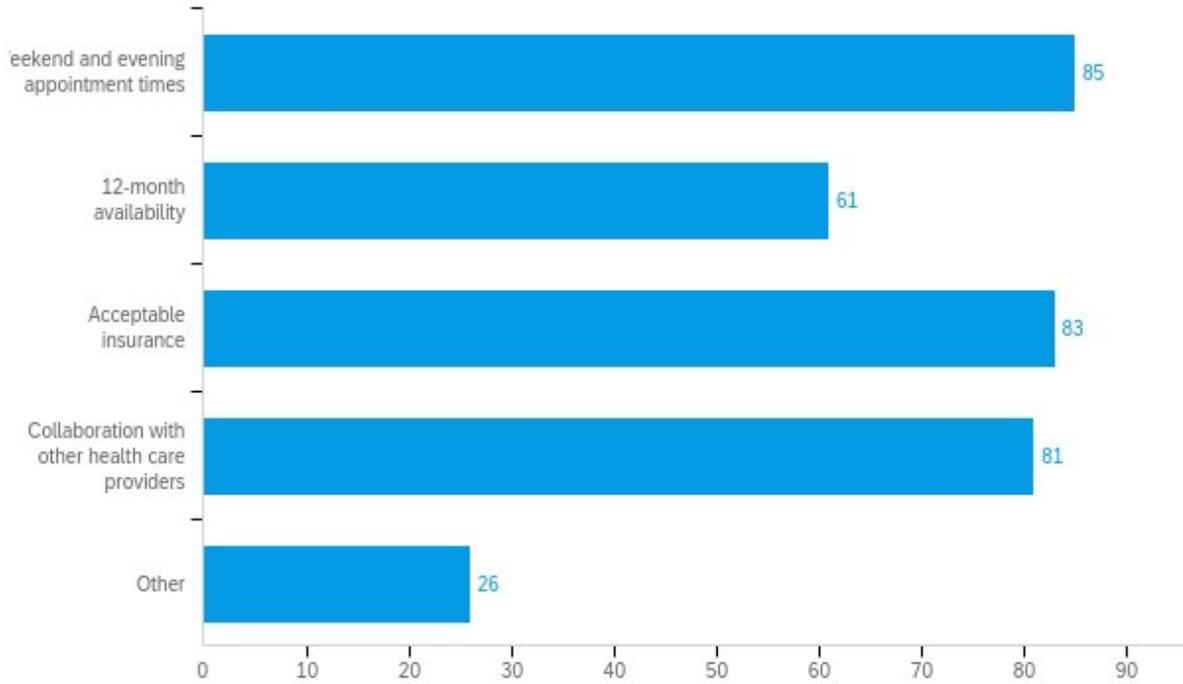
| |
|---|
| We have primary care providers, but I think it's a great idea for families that do not |
| Our family is privately insured. But I think this is a great option for the many families who don't have that luxury. |
| Don't need it |
| Confidentiality is not kept in any school setting. Privacy does not exist there. |
| That's my child's place of comfort when in an emergency or she needs to talk before she comes to me. |
| Because it would be expensive for my budget |

SBWC PARENT SURVEY RESULTS

| |
|--|
| Personally I feel tax dollars are better served when tailored towards the children. |
| Would prefer to leave the resources of SBWC to those truly in need |
| I think with the number of students, the staff would be busy already so adding additional folks would overwhelm them |

34. What would you need from SBWCs in order to enroll you family?

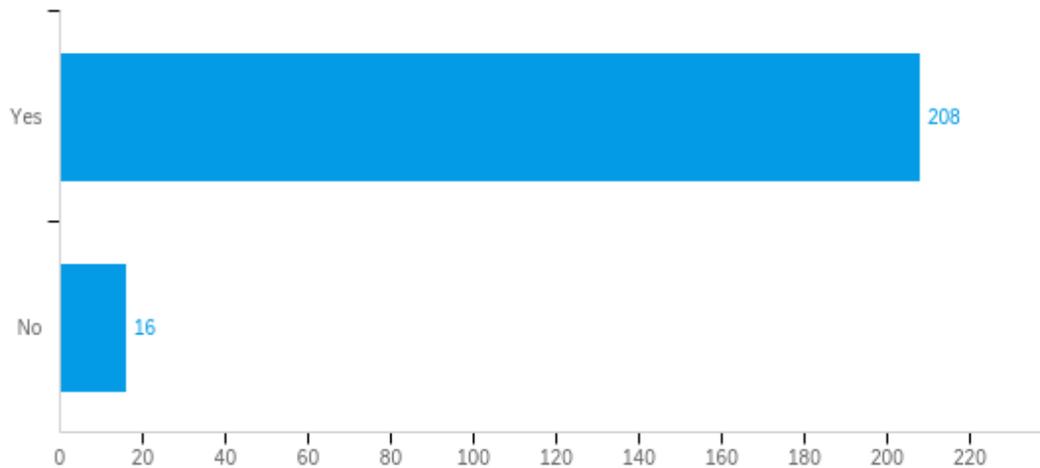
n = 230



Other Responses: MDs on staff

35. Do you think it would be useful for all levels of schools (elementary, middle, and high schools) to have SBWCs?

n = 224



Why?

SBWC PARENT SURVEY RESULTS

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| It depends. I would not want my elementary student going to health care professional without me so timing of appointments would be important |
| In underserved communities this is essential |
| So that all students have access to these services. |
| Access to quality providers is limited at best in this region with many PCPs not accepting new patients or having limited availability. |
| There are issues at every level. |
| It would be beneficial to work in collaboration with the school nurse with screenings, immunizations, and referrals. |
| If it were available at each age, then children will think of it as normal and would be more like to engage in services starting at an early age. |
| Being proactive is important providing a safe environment and help so kids can go to school and have less to worry about. |
| To allow support and meet the need of students as they grow throughout their schooling career. |
| Intervention starts at the very beginning with mental and physical issues. If we miss it during the early developmental stages, we miss the whole picture. |
| It would provide much needed care to those without insurance or transportation |
| Because some kids won't talk to their parents |
| Because that way we would all feel safer |
| Equitable care for children |
| There is a lack of dental care in Delaware. Having dental care at the schools would elevate some of the rotten teeth. |
| Beneficial to students for any type of accident or emergency |

| Why not? |
|---|
| Don't need it |
| We're teaching people (especially those with low IQs) to be too dependent on government for their well-being. |
| Parental responsibilities not the schools |
| Schools and medical shouldn't mix |
| Elementary students aren't involved in their own healthcare choices like HS students are. |
| I think with a school nurse in elementary schools, that is sufficient. As the kids get older and in middle and high school, it may be useful and more comfortable for them to have a wellness center in the school. |
| Elementary and middle school students are too young to make their own decisions about their health. |

Closing

36. Do you have anything else to tell us or anything else you would like us to know about the services of SBWCs, as the state plans for the future of SBWCs?

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|--|
| Schools should be schools and stop trying to be hospitals as well. |
| Taking a parent's right away to decide healthcare for their children is wrong. |
| State funding must be maintained for the centers! |
| I suggest more diversity so that the students can identify with the staff and the diverse staff can understand different cultures. |

SBWC PARENT SURVEY RESULTS

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| I would love to see expansion of services to all schools, provide access to care including medical, and mental health. The wellness centers should be staffed with people that have experience in pediatrics, public health |
| My oldest child loves the people at the wellness center in her school, she says they are very nice and help her with anything she needs. I believe this has helped her get more comfortable in school. I recommend at least the high schools and middle schools to have them, especially for when they have people to talk to. |
| Too much waste in the state system. |
| SBWCs can help level the playing field and help students be healthier and happier, which will in turn help their educational experiences. I truly feel that the investment upfront in SBWCs will have long-term benefits for years to come. |
| You need to take into consideration and respect the diversity of the students you work with. Not all families practice western medicine only. |
| Make the older (high school) children aware of the fact that their information is not going to be leaked outside of the office, that is what my 12th grader fears, that her friends would find out why she is going to the SBWC. |
| Try not to fleece the taxpayer too much. |
| Looks a lot like socialized medicine. |
| I am in full support of SBWCs providing STI/pregnancy prevention services, mental health services, and domestic violence awareness and services. |
| Should be determined by the child's parents(s)and clearly these services would be funded by tax dollars so the entire enterprise should be on a ballot. |
| More information that SBWCs are in our school system cause I was only aware of only having school nurse for now. |
| Please expand the services. I feel like it creates more equity. I also think it can help destigmatize treatment for all kinds of illnesses mental and physical |
| It would be good if each school had pediatric doctors in the health center who can deal with the situation of the pandemic |
| Thank you for the opportunity to participate, I learned a lot more about what SBWC has to offer. Although I knew or heard the SBWC was available I was not aware of everything that my child could receive or benefit from. |
| There were many years when I moved here I struggled to get work and could not get health care. This would have helped my family during this lapse of time. A healthy family is essential. |
| This type of service offers students the ability to receive care without always notifying a parent. Every child's home situation is different and if perhaps this was a service when I was in high school, I may not have ended up a teen mother. My mother refused to take me for birth control. Having access to that at school would have been extremely helpful. |
| My children have had a great experience with the School Based Health Center (SBHC) and as a staff member there I have seen how they impact all students. They are always positive, welcoming and helpful. We would be lost without them in our school. |