

Delaware School-Based Wellness Center Student Survey Results

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

November 15, 2020

School Based Wellness Center Student Survey Results

Between October 2, 2020- November 8, 2020, Health Management Associates (HMA) conducted a survey of students 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 **212 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. Survey analysis for each question show the aggregate results, as well as results stratified by county, insurance type, frequency of service use, as applicable. No respondents in middle school were 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:

- Students in Kent County had a lower percentage of SBWC enrollment and usage
- Students covered by Medicaid and uninsured students had a higher percentage of SBWC usage
- The most common reason why students were not enrolled in a SBWC was because they receive services from an outside primary care physician
- Most students have had very positive experiences with SBWCs
- Students believe that SBWCs are important because they give health care to students who may not otherwise have access and they are an additional source of mental and emotional support for students in school
- Most students believed that their physical and mental health was better because of the services offered by SBWCs
- The most common SBWCs used by students are mental health counseling, sport physicals, annual physicals, and contraceptives
- Many students said that they would be interested in receiving services via telehealth, but are not currently doing so
- Students believed the school and SBWC could do a better job at communicating about service availability during COVID-19
- An overwhelming majority of students believed that SBWCs would be useful at every level of school (elementary, middle, and high school)

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28. Do you think it would be useful for all levels of schools (elementary, middle, and high schools) to have SBWCs? 20

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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? 22

SBWC STUDENT SURVEY RESULTS

Demographic Information

1. In what county is your school located?

n = 169

County	%	Count
New Castle County	42.60%	72
Kent County	53.85%	91
Sussex County	3.55%	6

2. Which level of school do you child attend?

n = 169

Answer	%	Count
Middle School	2.37%	4
High School	97.63%	165
Other	2.79%	18

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

3. What type of health insurance are you covered by?

n = 169

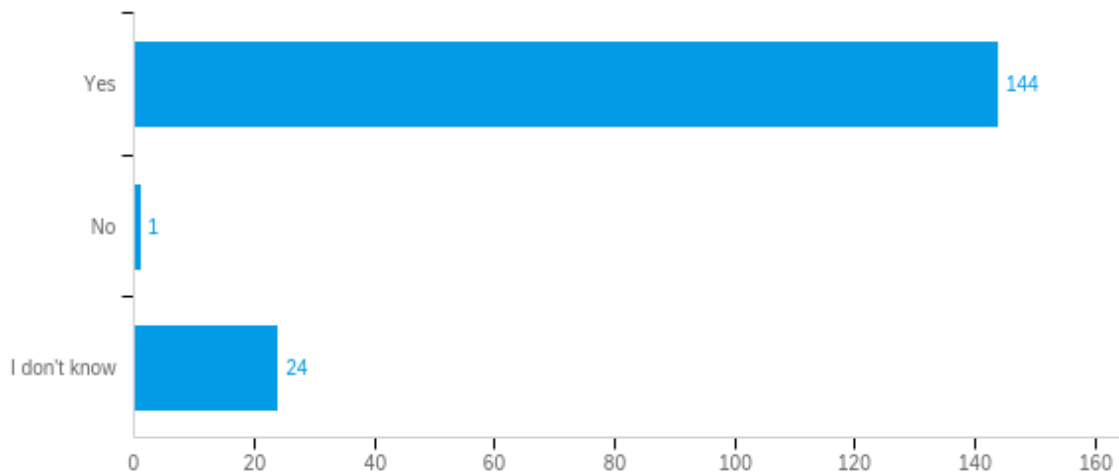
Answer	%	Count
Medicaid/CHIP	8.57%	15
Medicare	8.00%	14
Private Insurance	22.29%	39
Uninsured/No Insurance	6.29%	11
Don't know	53.15%	93
Other	1.71	3

Other Responses: Tricare

SBWC Engagement

4. Is there a school-based wellness center in your school?

n = 169



County

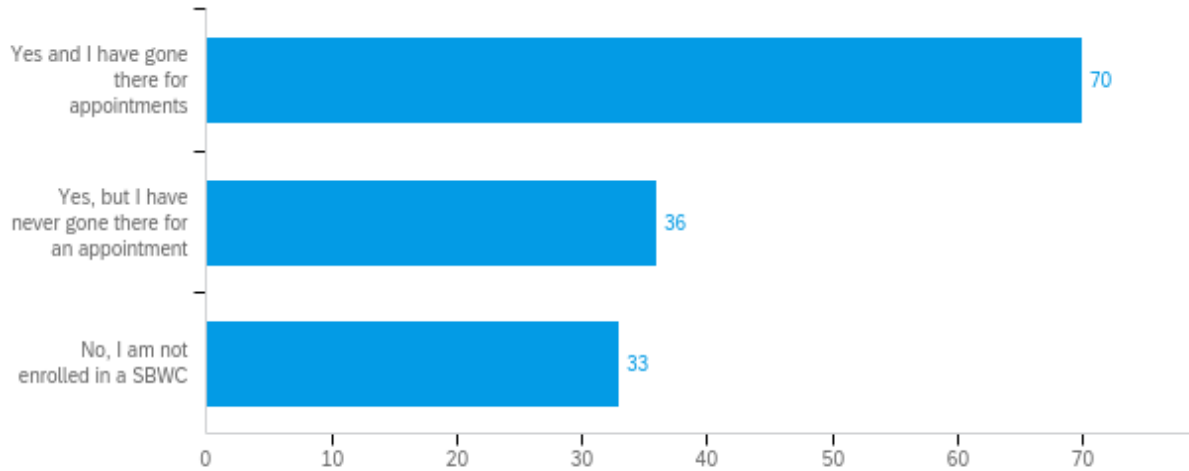
Question	New Castle County	Kent County	Sussex County
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SBWC STUDENT SURVEY RESULTS

Yes	90.28%	63	80.22%	73	100.00%	6
No	0.00%	0	1.10%	1	0.00%	0
Don't know	9.72%	7	18.65%	17	0.00%	0

5. Are you enrolled in a school-based wellness center?

n = 139, respondents who answered "Yes" on Q4.



County

Answer	New Castle County		Kent County		Sussex County	
	Percentage	Count	Percentage	Count	Percentage	Count
Yes and I have gone there for appointments	64.62%	42	35.29%	24	66.67%	4
Yes, but I have never gone there for an appointment	23.08%	15	29.41%	20	16.67%	1
No, I am not enrolled in a SBWC	12.31%	8	35.29%	24	16.67%	1

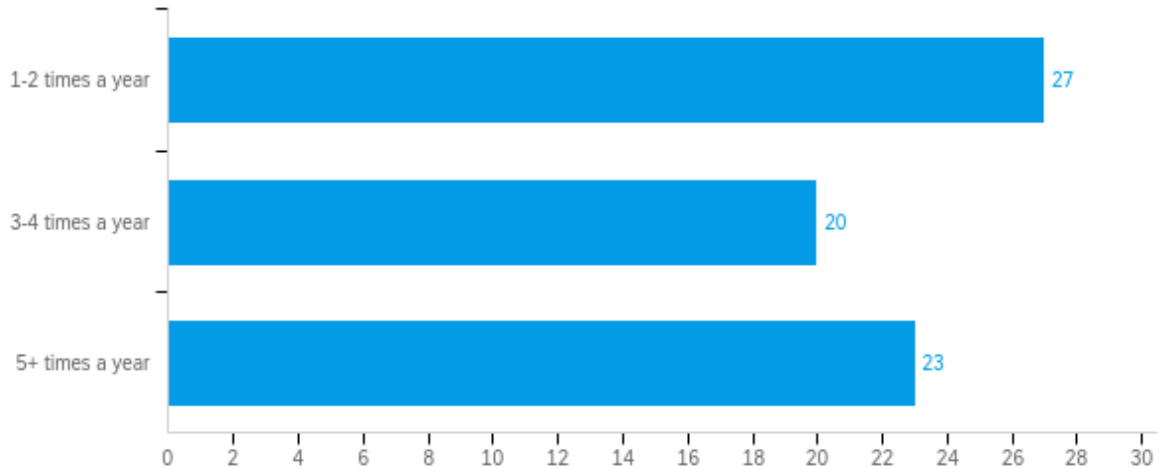
Insurance Type

Answer	Medicaid/CHIP		Medicare		Private Insurance		Uninsured/No Insurance	
	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count
Yes and I have gone there for appointments	84.62%	11	25.00%	3	41.67%	15	75.00%	6
Yes, but I have never gone there for an appointment	0.00%	0	33.33%	4	36.11%	13	12.50%	1
No, I am not enrolled in a SBWC	15.38%	2	41.67%	5	22.22%	8	12.50%	1

6. How often do you go to appointments at a school-based wellness center?

n = 70, respondents who answered "Yes and I have gone there for appointments" on Q5.

SBWC STUDENT SURVEY RESULTS



County

Answer	New Castle County		Kent County		Sussex County	
	Percentage	Count	Percentage	Count	Percentage	Count
1-2 times a year	40.48%	17	3.33%	8	50.00%	2
3-4 times a year	19.05%	8	41.67%	10	50.00%	2
5+ times a year	40.48%	17	25.00%	6	0.00%	0

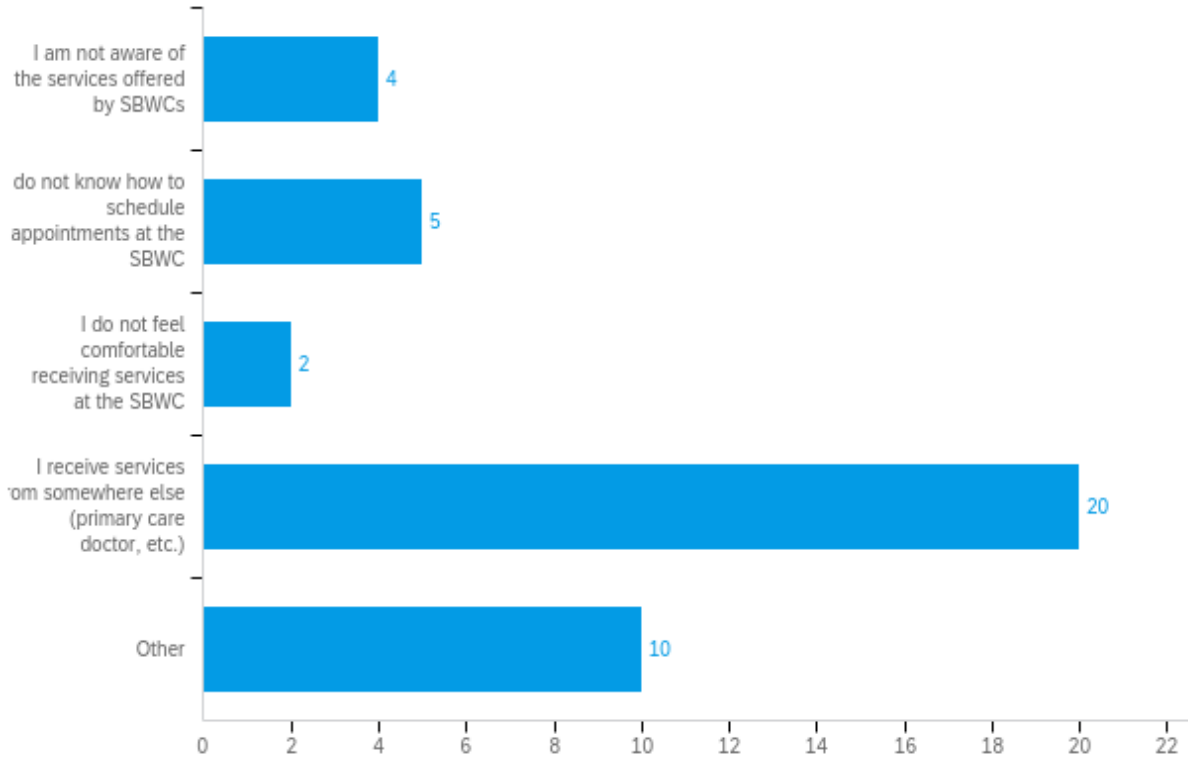
Insurance Type

Question	Medicaid/CHIP		Medicare		Private Insurance		Uninsured/No Insurance	
	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count
1-2 times a year	45.45%	5	33.33%	1	26.67%	4	50.00%	3
3-4 times a year	36.36%	4	0.00%	0	13.33%	2	33.33%	2
5+ times a year	18.18%	2	66.67%	2	60.00%	9	16.67%	1

7. Why have you not used school-based wellness center?

n = 30, respondents who answered "Yes, but I have never gone there for an appointment" on Q5.

SBWC STUDENT SURVEY RESULTS



Other Responses: Haven't needed it, cannot make an appointment during COVID

8. Why did you or your parent/caregiver choose not to enroll you in a school-based wellness center?

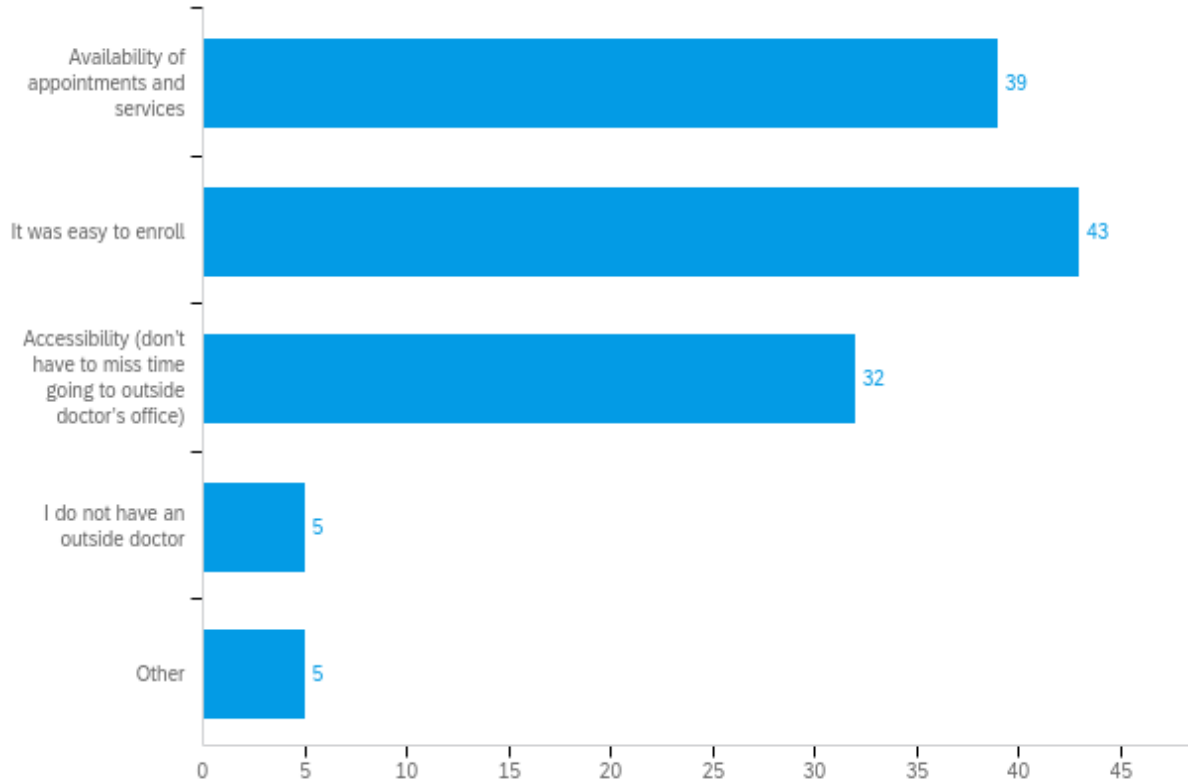
n = 20, respondents who answered "No, I am not enrolled in a SBWC" on Q5.

Because the parents wouldn't get a call that I went there
I haven't felt any need to.
Privacy and I don't want anyone giving me unwanted vaccines or medicine.
Just never thought about it.
I am not sure, it said I needed social security which I do not have
I never really learned what the SBWC was for and I didn't know if my insurance was going to be billed for going there and what were the rules and costs of using the SBWC.
I have a pediatrician.
We have a pediatrician.
I did not know that that was so important

9. Why did you or your parent/caregiver choose to enroll you in a school-based wellness center?

n = 96, respondents who answered "Yes and I have gone there for appointments" or "Yes, but I have never gone there for an appointment" on Q5.

SBWC STUDENT SURVEY RESULTS



Other Responses: Help with mental health

Insurance Type

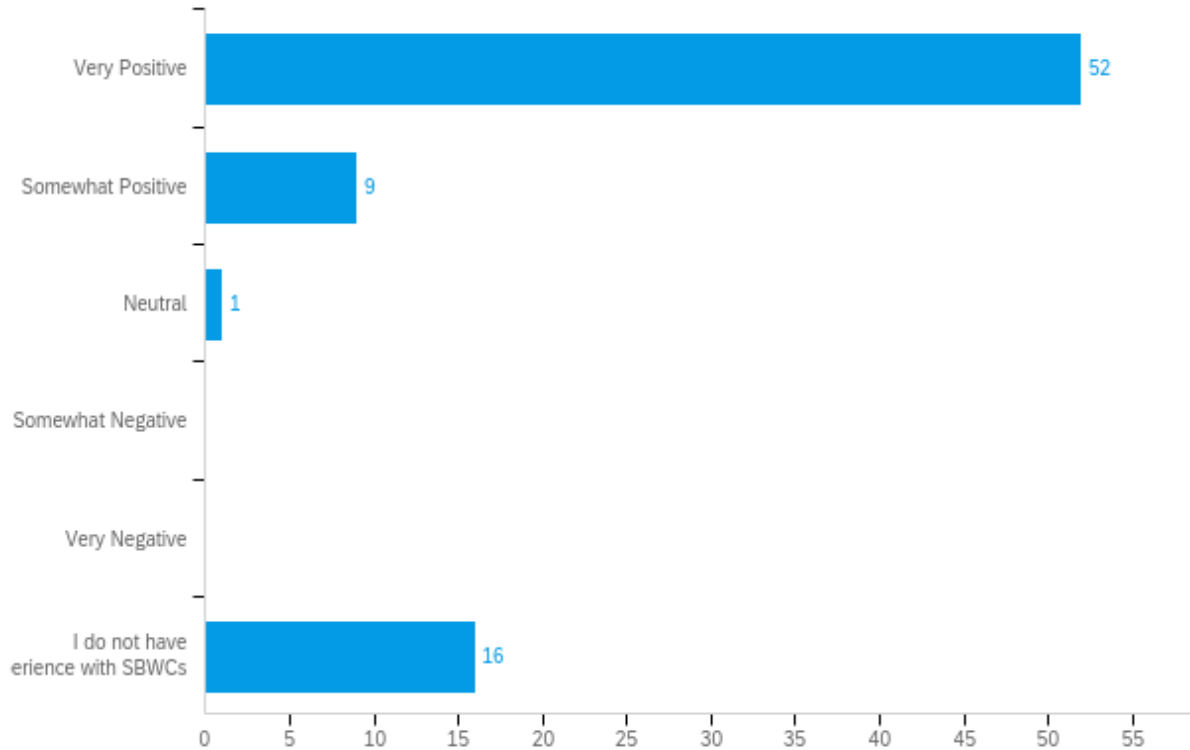
Question	Medicaid/CHIP		Medicare		Private Insurance		Uninsured/No Insurance	
	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count
Other	0.00%	0	0.00%	0	5.00%	2	0.00%	0
It was easy to enroll	46.15%	6	10.00%	1	37.50%	15	27.27%	3
I do not have an outside doctor	0.00%	0	0.00%	0	2.50%	1	27.27%	3
Availability of appointments and services	30.77%	4	60.00%	6	32.50%	13	27.27%	3
Accessibility (don't have to miss time going to outside doctor's office)	23.08%	3	30.00%	3	22.50%	9	18.18%	2

SBWC Experience

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

n = 78, respondents who answered “Yes and I have gone there for appointments” or “Yes, but I have never gone there for an appointment” on Q5.

SBWC STUDENT SURVEY RESULTS



Further Comment
People are incredibly nice and helpful; have helped me with what problems I was having
The ladies there are great!
The SBWC has been amazing from day 1 - everyone in the office really cares about every person who comes in, and they are always willing to help
They were friendly and nice to me every time I went for an appointment. I did not feel as if I were judged when I walked in.
I got my flu shot there every year
It's nice having it available, the nurses there are very helpful and i really like having that as an option (ex. got tested for strep throat once)
I have had a great time with therapy appointments and nutrition appointments.
I have been helped with a lot of personal things there and adjusted my life with their help.
They are very flexible with students' schedules.
My business has been kept confidential, the staff is very nice and extremely helpful

11. Why are SBWCs important?

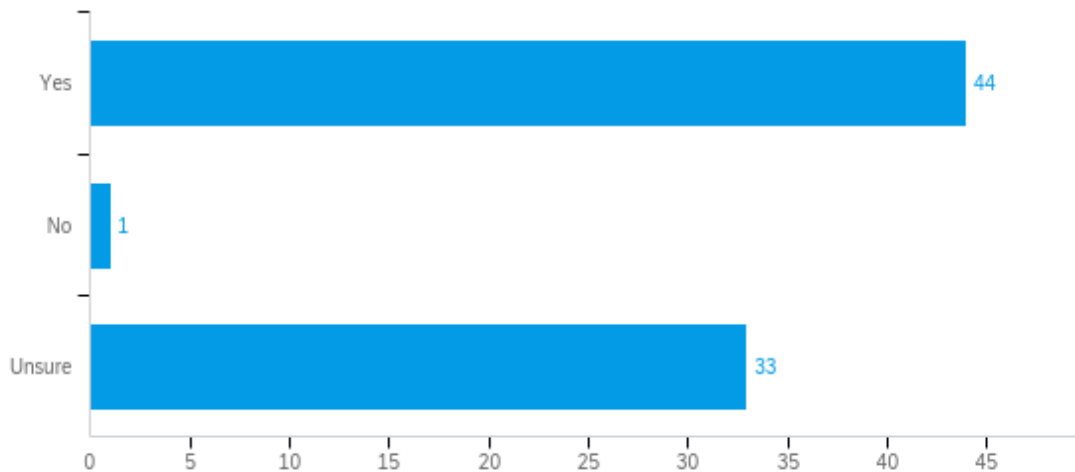
Keeps students safe
So you don't have to miss school to go see a doctor
They are a valuable student resource.
They are there to help people who do not have access to doctors for physical or mental health needs
they provide students easy access to services they might not otherwise have
I can go there to talk to someone if I am having a hard day
Gives students the option to seek help with issues that they are uncomfortable seeking help for elsewhere.
Easy access and it's easy to make appointments

SBWC STUDENT SURVEY RESULTS

They provide an outlet and safe space for students.
Health should be accessible to everyone. If parents do not have the luxury of giving their child health insurance, it can be very hard for them to get the health care that they need. Vaccines are tremendously important, and every student should have access to them.
They help to make school seem like a safe haven for students, allowing them to be checked up on with regards to their health.
They offer students doctor care and you're able to get in much quicker and more easily than with a GP
To inform students of health information that can help them.
SBWCs are important because it's good to know how the students are doing and it's important to know that they have someone that they can go to when things get hard.
SBWCs are important to make sure that children who receive education have good mental health so that students perform well in school. Performance is impacted by multiple factors, all of which are handled by a SBWC.
It gives teens a sense of privacy because everything is confidential. Also it prepares you for going to your own doctor's appointment by yourself when the time comes.

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

n = 78



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	57.89%	11	91.67%	11	84.21%	16
No	0.00%	0	0.00%	0	0.00%	0
Unsure	42.11%	8	8.33%	1	15.79%	3

Why?
They were able to help get me on a medication that helped with a problem I was having physically
Allows me to cope with situations that may arise while I'm in between office visits with outside therapists.
I have therapy through the SBWC, and I've definitely seen positive results. I've improved on ways to cope with my problems, and I've used it in my every-day life.
I was able to get care that I was worried to revive elsewhere

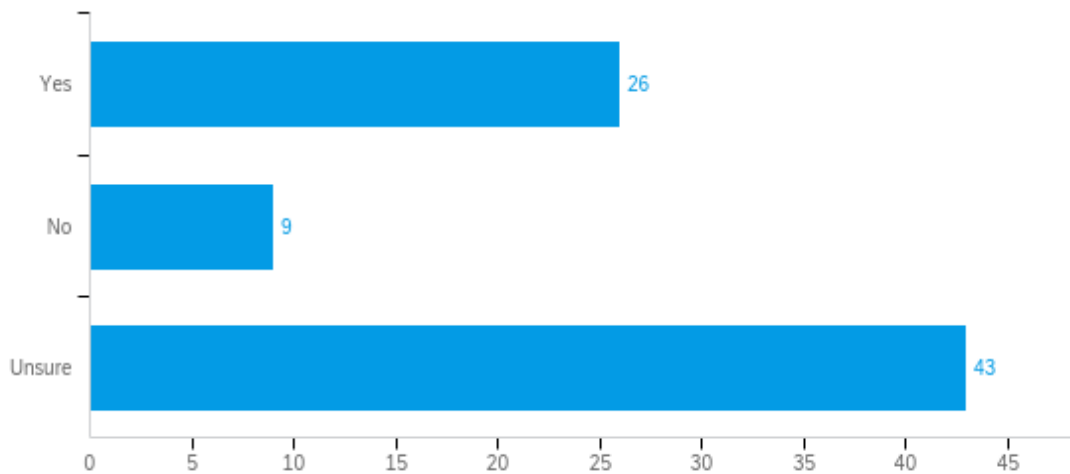
SBWC STUDENT SURVEY RESULTS

Kept me from getting flu
Because they can pay attention to health problems
Because you have the ability to talk to someone, get your body right, and discuss other issues without being scared of your parent finding out.
Students can get the help that they need to push through with whatever they are going through.
They have helped me with potential sports injuries and assisted with proper dietary health.
I've caught up on shots and I speak to the counselor
Helps get a different perspective

Why not?
--N/A--

13. Do you think you perform better in school because of the services offered by the school-based wellness center?

n = 78



Frequency of Service Use

Answer	1-2 times a year		3-4 times a year		5+ times a year	
Yes	42.11%	8	58.33%	7	52.63%	10
No	47.37%	9	33.33%	4	42.11%	8
Unsure	10.53%	2	8.33%	1	5.26%	1

Why?
Because of the positive impact on my physical health, I've missed less school
Because it offers immediate resources to help with issues that may occur during school.
Better mental health leads to better grades.
I don't have to be worried if I won't be able to get a flu shot this year. I won't have to be distracted in school by the thought that I won't be able to get the vaccines I need to stay healthy. I no longer think of being myself as a chore but a release.
The SBWC has helped me figure out what I need in terms of taking care of myself, which has helped me be able to figure out what I need to succeed academically
Knowing that they are there to help me is reassuring. If I have any problems I want to work out, I can confide in them.

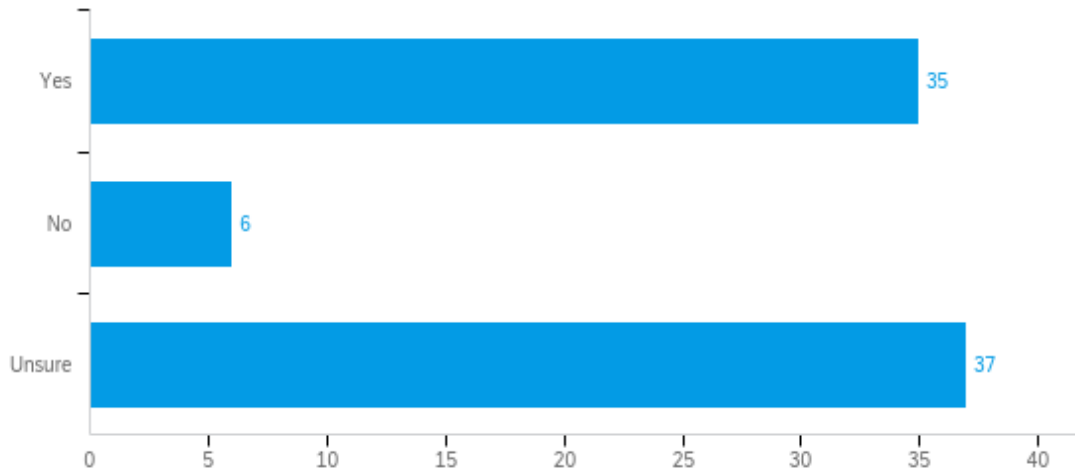
SBWC STUDENT SURVEY RESULTS

Because they are efficient
They help me prioritize my schoolwork.
They offered emotional and mental support when I didn't have access to it, and it helped me focus on what was important aka school rather than what was bothering me.
I am able to get help if I feel the need.

Why not?
I've only gone there for a physical, so I'm unsure if that helped me or not
Because it has nothing to do with school
I have found the counseling extremely unhelpful and in fact I feel it has hindered me, but my GP requires it

14. Do you think your family saves money because of the services provided by a SBWC?

n = 78



Frequency of Service Use

Question	1-2 times a year		3-4 times a year		5+ times a year	
	%	Count	%	Count	%	Count
Yes	47.37%	9	83.33%	10	47.37%	9
No	42.11%	2	0.00%	0	0.00%	0
Unsure	10.53%	8	16.67%	2	52.63%	10

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	40.00%	4

Why?
My brother has used our SBWC for get a physical for sports.
We don't have to pay for the medication or appointments I receive
My grandmother does not have to spend her limited income on a vaccines or therapy sessions. I am grateful to receive treatments from the wellness center.

SBWC STUDENT SURVEY RESULTS

I don't have to go to an outside or private doctor which can be expensive
We pay more for the regular doctor than the Wellness Center.
Depo
Because there is no out-of-pocket cost.

Why not?
We personally do not use it as I have a primary care doctor.
I have complicated health issues that I need a specialist for, so I'm just an outlying case where it doesn't help. But it helps my parents save money from my brother's appointments.
We get other insurance due to benefits from my mom's job

SBWC Services

15. What services offered by SBWCs have you used?

n = 78

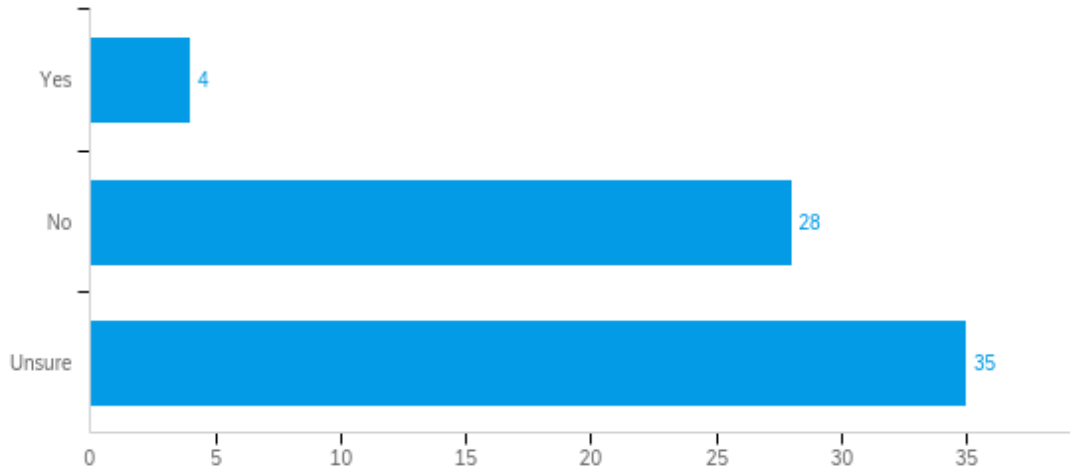
Answer	%	Count
Mental health counseling/therapy	20.34%	24
Substance use treatment	0.00%	0
Annual physicals/well visits	13.56%	16
Sports physicals	19.49%	23
Immunizations	5.08%	6
Chronic disease/medication management	0.85%	1
Sexually transmitted infection (STI) screenings and treatment	7.63%	9
Pregnancy screening	3.39%	4
Contraceptives, birth control, abstinence education	14.41%	17
Dental cleanings	0.00%	0
Nutrition counseling and management	5.08%	6
Health education	5.08%	6
Group therapy/health empowerment groups	3.39%	4
Home visits	0.00%	0
Social service navigation (food, housing, energy, welfare/income)	0.00%	0
Insurance navigation and enrollment	0.00%	0
Referrals to community providers (pediatricians, therapists, etc.)	0.85%	1
Other	0.85%	1

Other responses: Doctor's visit

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

n = 67

SBWC STUDENT SURVEY RESULTS



What additional services should be offered by SBWCs?
IUD
I don't think you should need parent's permission for birth control.

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

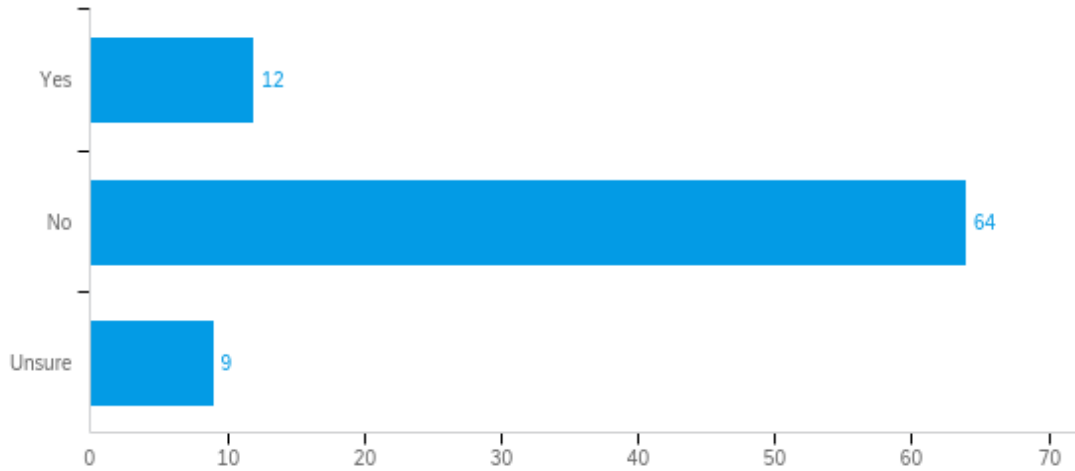
Giving people that do not have access to this type of care in their everyday life.
I never had any experience with SBWCs before high school so even just knowing they exist would be nice
They should offer scholarships or help with financial
Advertising it more to students and adults.
They have a good transition
Offer more obvious help with job applications, maybe?
Always keep parents in the loop with what the child has going on, at least until they are 18+ and can make their own decisions.
They can help by making them feel comfortable and letting students know that it's okay to talk about their problems and know that what they talk about will be confidential
SBWCs can better support students and their families through communication if families/students need it and be as helpful and encouraging as possible. Transitions are hard especially for younger students but with the right people who care, students and families will be able to stress a bit less.

SBWC Telehealth

18. Have you received SBWCs services via appointments over the phone or on video (telemedicine)?

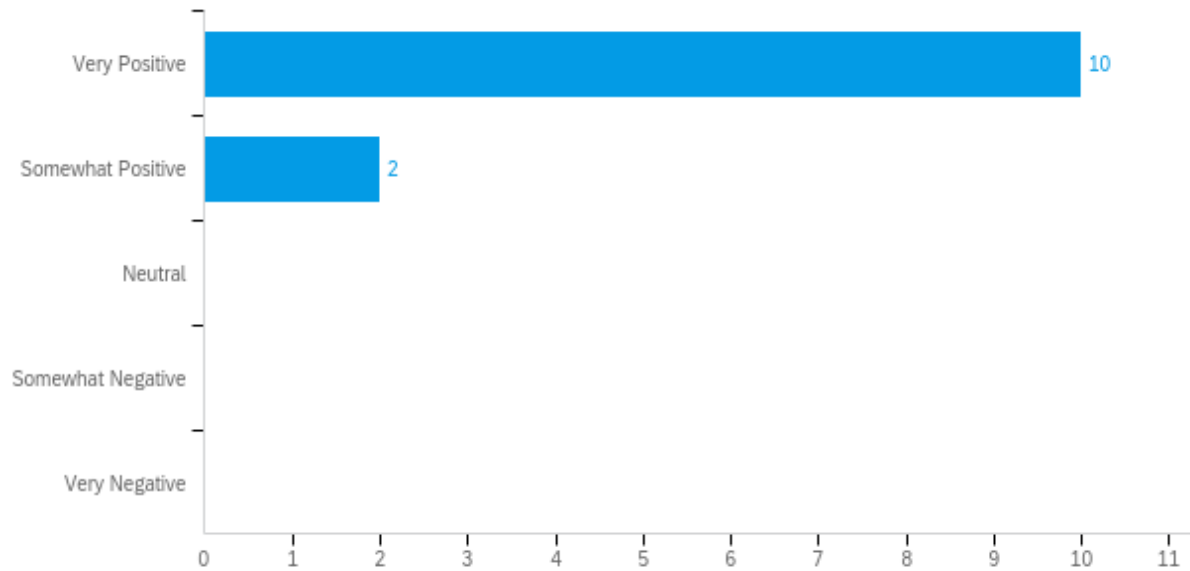
n = 85

SBWC STUDENT SURVEY RESULTS



19. How was your experience receiving these services?

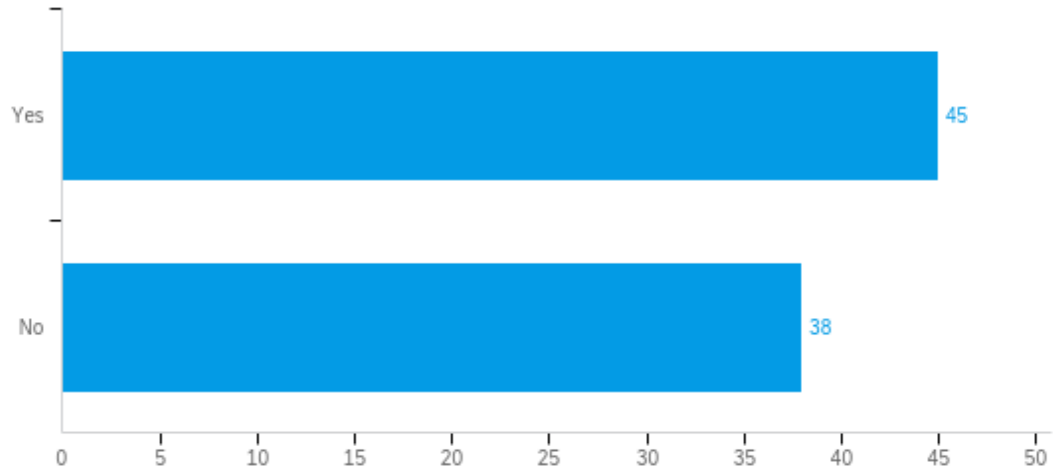
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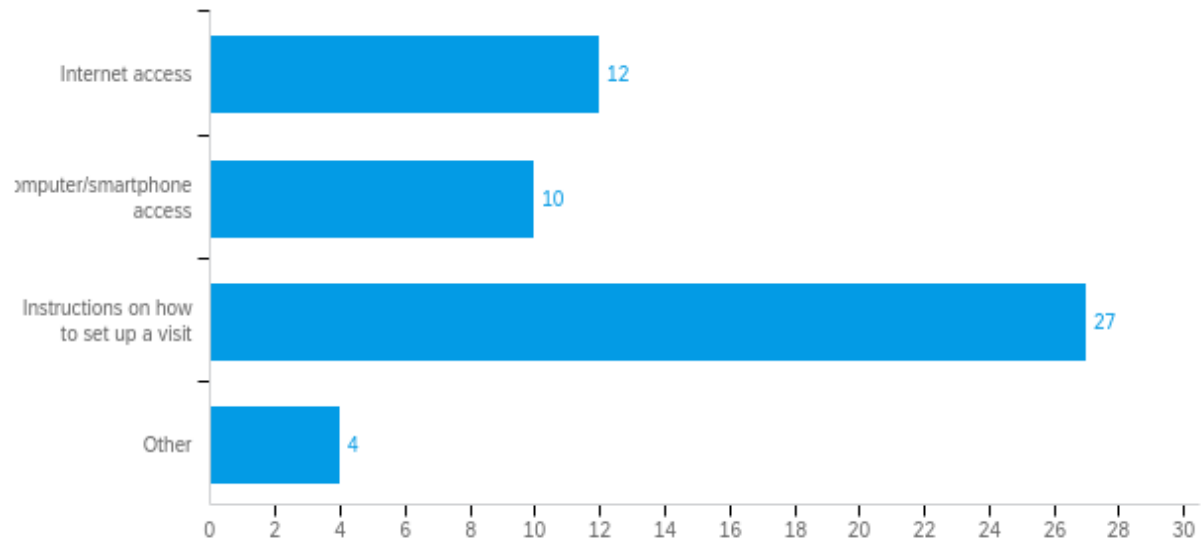
20. Would you be interested in receiving services via appointments over the phone or on video (telemedicine) if offered by SBWCs?

n = 83

SBWC STUDENT SURVEY RESULTS



21. What would you need to do this?
n = 45, respondents who answered "Yes" to Q20.



Other Responses: Nothing, I have already done this

22. Why would you not be interested in receiving services via appointments over the phone or on video (telemedicine)?

n = 38, respondents who answered "No" to Q23.

Why not?
Mom would say no
I don't need them right now
I feel like it's less personal and your doctor can't accurately tell what's wrong when you're over a phone as opposed to in person
I prefer in person consults.
I cannot talk about my issues over the phone due to family issues
The Internet can be glitchy or have problems with communication.

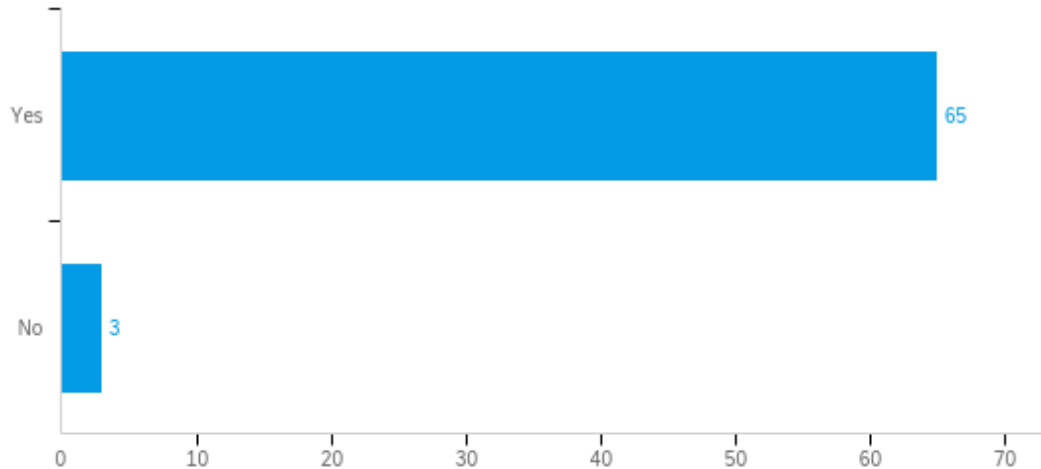
SBWC STUDENT SURVEY RESULTS

To be honest, I would contact my regular doctor because I believe it would be easier especially if I am not in school (online).

Health Equity

23. 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 = 68



24. How do SBWCs address health equity?

They are easily available to all students.
They are checking up on everyone.
They allow any student that needs it to receive medical help.
Students are able to go during the school day and receive discounted and/or free medication when needed
They make sure that everyone (students and families) are happy and healthy.
Organizing appointments so that everyone has a equal opportunity. With no cost it gives students who are less financially capable to get the same resources
The SBWC welcomes everyone into their office, with no questions asked. From what I've seen, they treat every student fairly and try to give them the best possible care.
They treat every student equally and make sure to accommodate those with more needs than others.
I just know that my health is better because of them
SBWCs address health equity through yearly checkups (more if need be) for all students no matter what.
They allow students who can't afford health insurance or people with problems acquiring health insurance to get checked out by people.
They are in all high schools

SBWC STUDENT SURVEY RESULTS

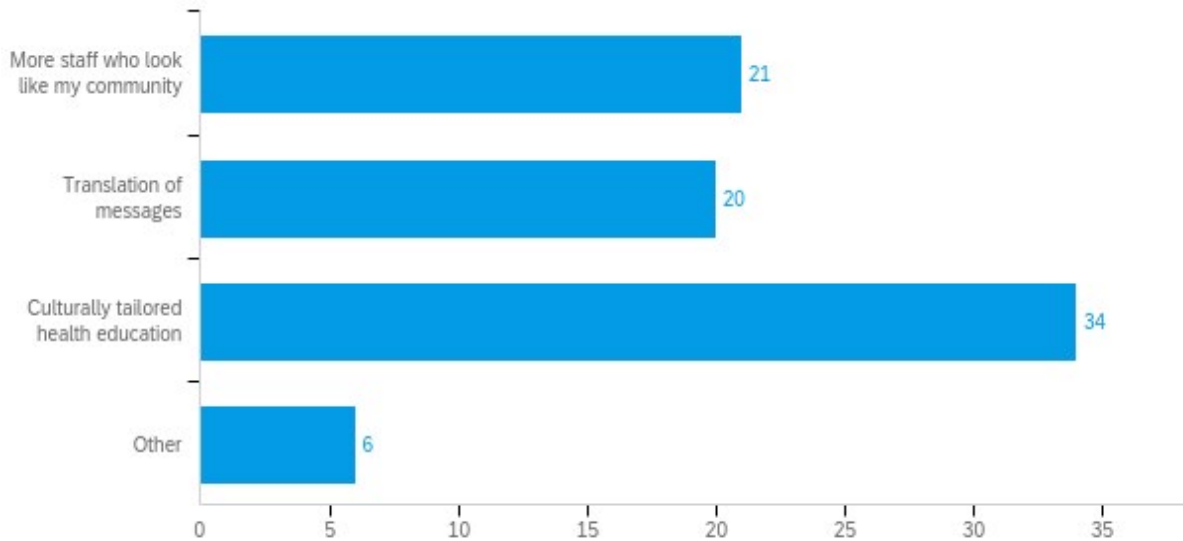
25. How are SBWCs not addressing health equity?

Well, let everyone know that it is a good option to attend there, there are students who do not realize how important the service there is

I haven't heard anything about them during these times

26. 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 = 42



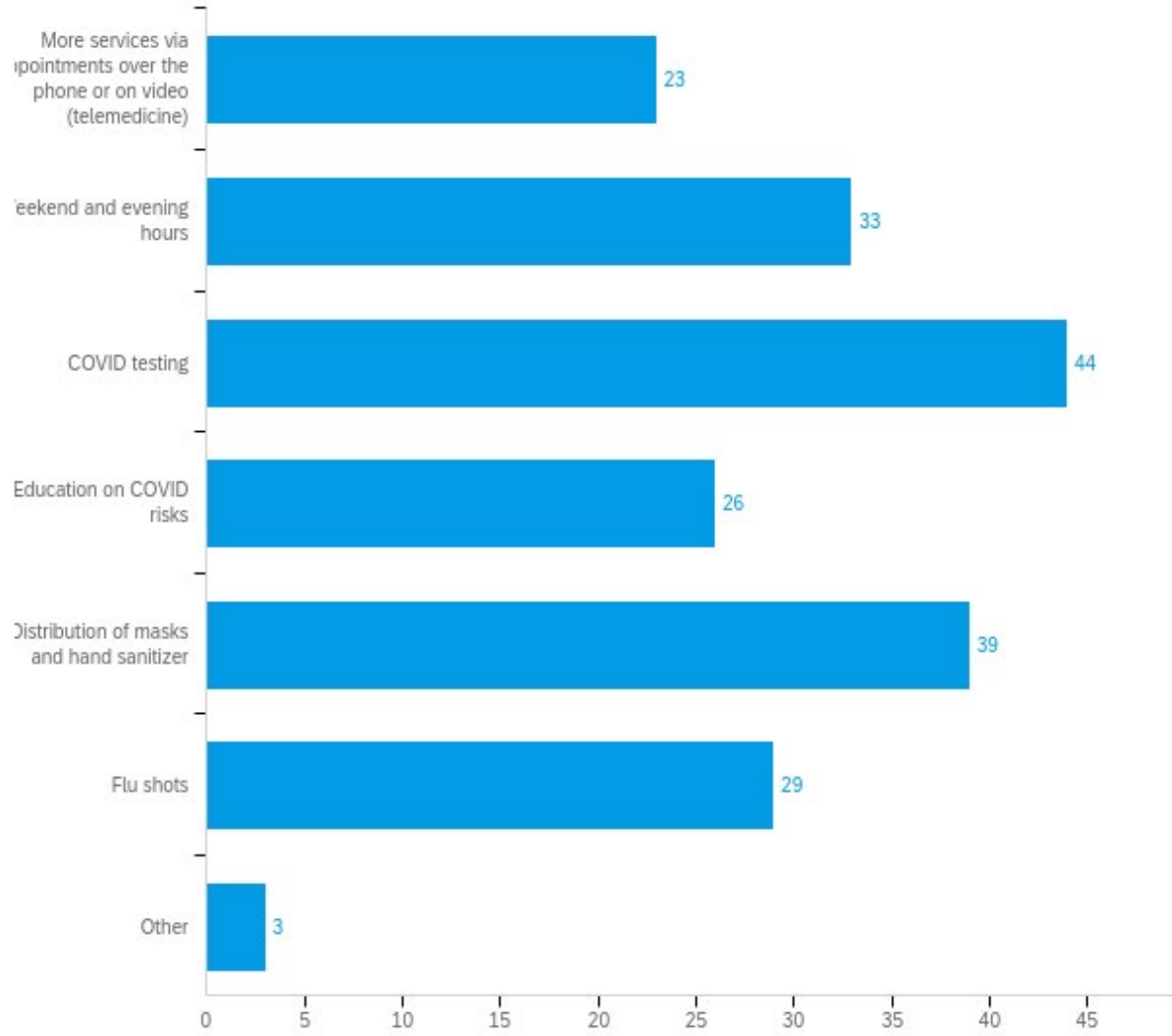
Other Responses: Being understanding about personal or traditional reasoning behind certain health objections

SBWC Operations

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

n = 62

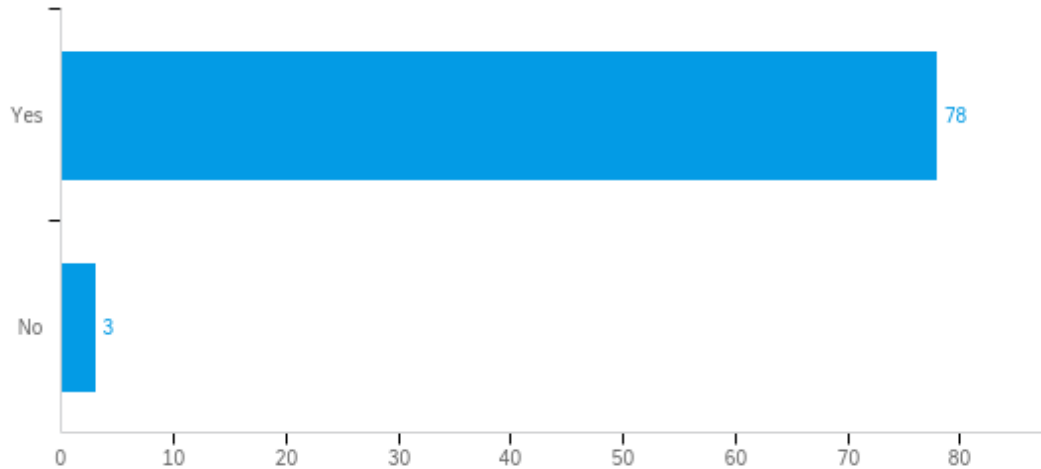
SBWC STUDENT SURVEY RESULTS



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

n = 81

SBWC STUDENT SURVEY RESULTS



Why?
All students need to have access to physical and mental health professionals who can help them.
It would make sure no-one gets sick.
So we can all be helped more than just a nurse's office.
A lot of high schoolers (including myself) didn't even know about them until we were into high school and didn't know what they were for
Little kids should be informed on COVID 19 and learn how to prevent it so it could potentially help it spread less.
To help slow down the spread of COVID-19.
Health accessibility should not be limited to one age group/ place.
A SBWC is, in my opinion, essential for the wellbeing of students. If they don't have one, students won't have a place to turn in their time of need.
Everyone should be informed when it comes to their own health.
Because that way we would all feel safer
Many students struggle at younger ages, but don't have the correct resources to get help. A lot of people I know have had these issues before they'd gotten to high school.
Elementary/middle schools have students that need an early/positive start on health
Would be helpful to students and their families
Children of any age may not be able to go to the doctor, it should be provided no matter the age range
Saves time and keeps the child in school
I don't think elementary needs it, but middle schoolers are becoming more mature and need more education

Why not?
Because the health and insurance system should not be introduced at such an early age where people are sent to the wellness center for any problem they may have. The school nurse does a well enough job to treat a large category of problems in grades 1-8. Definitely not elementary school. Middle school would only be helpful for sexual health and advice so just make more classes for that. High school is good.

SBWC STUDENT SURVEY RESULTS

Closing

29. 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?

I just think we should have maybe COVID tests once in a while and maybe enforce social distancing better.
Most kids are even more depressed than they were before since they can't socialize with others. I know this is a big favor to ask, but please find a way we can go back to school more.
In 2018, 4.3 million children were uninsured. 5.4% of people are uninsured in Delaware. Public health insurance companies either decline or decide to raise cost; That strips millions of children to access to flu shots, mental health help etc. (especially in low income families). If health centers across Delaware can get students the help and access to resources that they need, I cannot think of any reason as to why SBWC's are not important.
You guys are great!
It's amazing and should be shared with more schools to offer the same benefits to everyone