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# School-Based Health Center Orientation

September 2019  
SBHC State Program Office  
[www.healthoregon.org/ah](http://www.healthoregon.org/ah)



# Objectives

- Provide an overview of Oregon's SBHC model
- Review SBHC certification requirements
- Outline data and reporting requirements
- Show examples of how SBHCs can be youth focused
- Identify SPO resources

# Adolescent and School Health Unit

OREGON PUBLIC HEALTH DIVISION  
Adolescent and School Health Unit

Oregon  
Health  
Authority

# Adolescent and School Health Programs

- Adolescent Health Policy and Assessment
- School-Based Health Centers
- School Nursing
- Youth Sexual Health



# Adolescent and School Health Unit

- Our **Vision:** Oregon is the very best place for all youth to learn, grow, and thrive.
- Our **Mission:** To support the health of all youth in Oregon through evidence-based and data driven policies, practices, and programs.



# SBHC State Program Office (SPO)

Our roles:

- Certification
- Technical assistance
- Policy and program development
- Data collection and analysis
- Funding
  - Base funding
  - Mental Health Expansion Grant
  - Special projects/grants

## 9 employees

1 Program Lead  
1 Epidemiologist/Health Economist  
2 Public Health Nurses  
1 School MH Specialist  
2 Research Analyst  
1 Program Analyst  
1 Administrative Support

# Oregon SBHC Model

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## SBHCs are...

- Integrated in the school
- Built on partnerships
- Youth-centered
- Convenient for parents
- Convenient for students
- Accessible – no one shall be denied access due to insurance status or ability to pay
- Effective and lead to better health and educational outcomes

# SBHCs improve health outcomes...

- increased use of vaccination and preventive services
- reduced asthma morbidity
- fewer emergency department visits and hospital admissions
- higher contraceptive use among females
- improved prenatal care and higher birth weights
- lower illegal substance use and alcohol consumption
- reduced violence.



<https://www.thecommunityguide.org/sites/default/files/publications/he-ajpm-evrev-sbhc.pdf>

# SBHCs improve educational outcomes...

- Reduction in rates of school suspension
- Higher high school completion
- Increases in grade point averages
- Increases in grade promotion

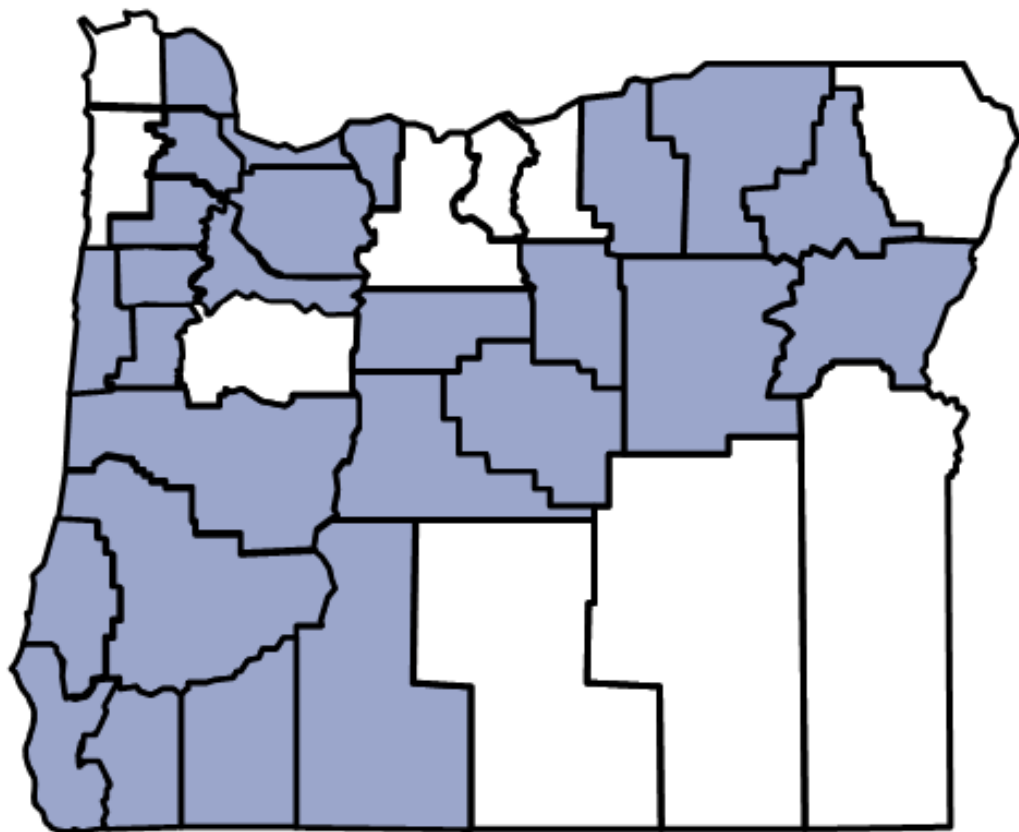


<https://www.thecommunityguide.org/sites/default/files/publications/he-ajpm-evrev-sbhc.pdf>

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# Certified SBHCs in Oregon



**78 certified SBHCs  
in 26 counties**

- 46 high schools
- 6 middle schools
- 11 elementary schools
- 15 combined-grade campuses

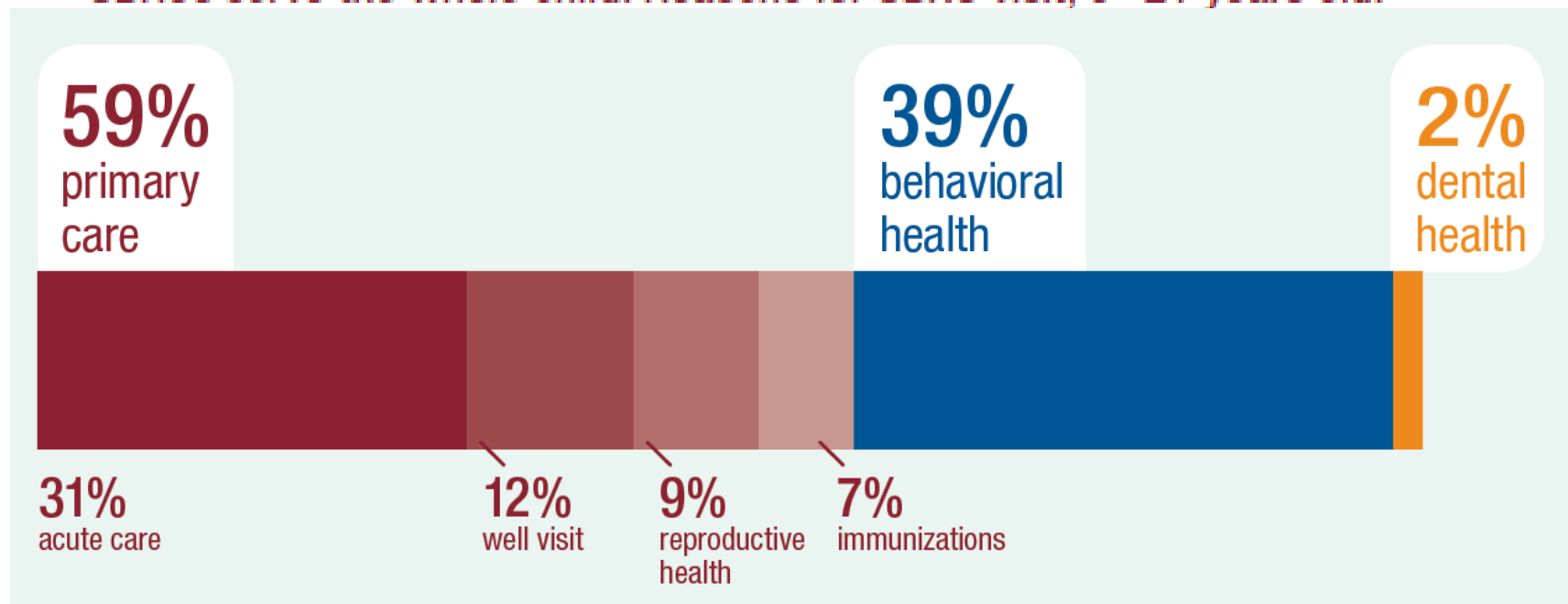
# Certified SBHCs in Oregon

- **73%** sponsored by Federally Qualified Health Centers
- **50%** are state recognized as patient-centered primary care homes.  
[www.primarycarehome.Oregon.gov](http://www.primarycarehome.Oregon.gov)
- **68%** are located in primary care health professional shortage areas.
- **19%** SBHCs have a dental provider onsite.
- **100%** of SBHCs have a mental health provider onsite

# Certified SBHCs in Oregon

During 2017-18 service year:

*SBHCs serve the whole child. Reasons for SBHC visit, 5–21 years old:*



# SBHC Base Funds

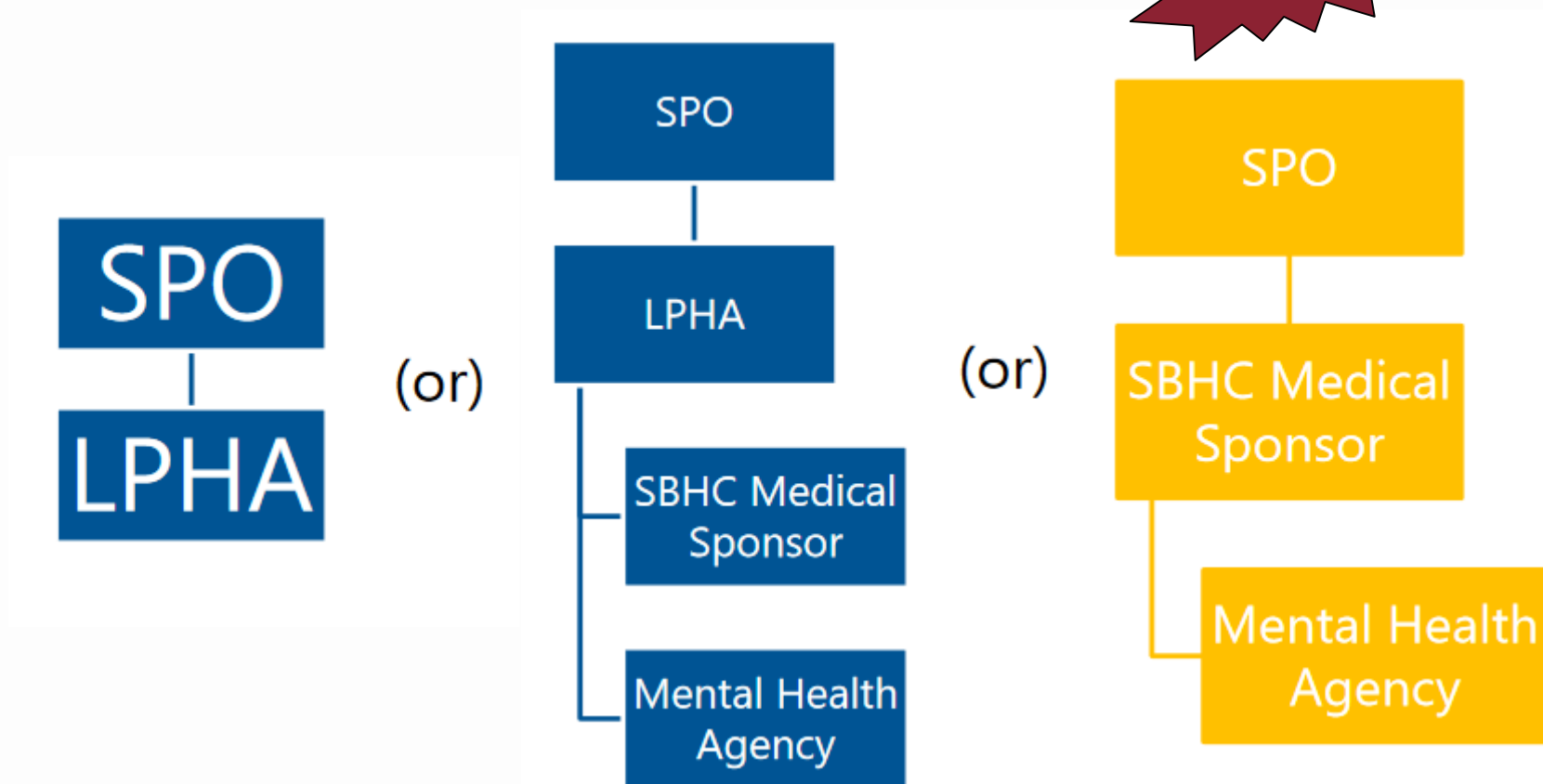
- SBHC Base Funding Formula:
  - Certified SBHCs receive \$60,000/year
- SBHC funds under Program Element 44 shall only be used to support activities related to planning, oversight, maintenance, administration, operation, and delivery of services within one or more SBHCs as required by OHA's SBHC funding formula.



# New First Right of Refusal

- As of July 1, 2019
  - Each biennium Local Public Health Authorities (LPHAs) are given the “right of first refusal” for SBHC contracts with the state

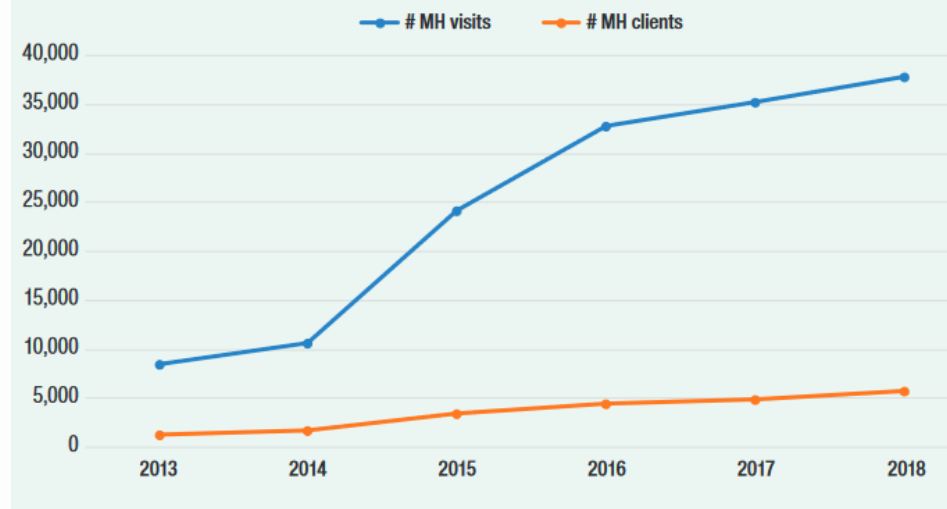
# State SBHC Program Funding



# Mental Health Expansion Grant Funds

- 2013: Initial legislative investment - \$4.6 million
- 2019 Legislature dedicated \$7.5 million, which supports:
  - 48 MH FTE in 62 SBHCs (27 counties)
  - 16 SBHCs supported with MH Youth-Led Projects grants

Figure 14. SBHC trends in number of behavioral health visits and clients, school years ending 2013–2018



**100% of SBHCs now have a MH provider onsite!!!**

# Mental Health Expansion Grant Funds

- Awarded in 2-year grant cycles
  - Currently 2019-2021 biennium
- Next funding cycle will begin spring 2021
- “Funding Formula” for existing grantees
- “Pooled Funding” for:
  - Existing grantees
  - New/previously unfunded SBHCs



# QUESTIONS???

# Standards for Certification

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# SBHC Standards

- In Oregon Administrative Rules
- Clearly defined model
- Standardizes SBHCs in Oregon
- Increases evidenced-based best practice and quality improvement
- Voluntary process
- Only certified sites are eligible for SPO funding

Oregon School-Based Health Centers

## Standards for Certification

Version 4



Oregon  
**Health**  
Authority  
PUBLIC HEALTH DIVISION  
School-Based Health  
Center Program

Oregon  
**SBHC**  
School-Based Health Centers

<https://www.oregon.gov/oha/PH/HEALTHYPEOPLEFAMILIES/YOUTH/HEALTHSCHOOL/SCHOOLBASEDHEALTHCENTERS/Pages/certification.aspx>

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# Role: Sponsoring Agency

- A sponsoring agency is an entity that provides an SBHC or contracts with another entity to provide one or more of the following:
  - Funding
  - Staffing
  - Medical oversight
  - Liability insurance
  - Billing support and
  - Space
- Medical sponsorship requirements shall include:
  - Medical liability coverage
  - Ownership of medical records and
  - Medical oversight

# Role: SBHC Site Coordinator

Primary contact between SBHC & SPO

- Help keep SBHC in compliance
- Notify SPO when out of compliance
- Prepare for and attend SPO site visits
- Submit required information to SPO
- Keep Operational Profile up to date
- Attend meetings with SPO
- Forward communications to others within the SBHC



# Standards for Certification

- Section A: Certification process
- Section B: Sponsoring agency
- Section C: Facility
- Section D: Operations/staffing
- Section E: Comprehensive pediatric health care
- Section F: Data collection/reporting
- Section G: Billing
- Section H: Terminology

# Standards for Certification: Operations/staffing

- SBHCs must be open and offering clinical services (medical, behavioral and/or oral health) a minimum of **three days/week** when school is in session.
- SBHCs must be open for services **at least 15 hours/week**, with availability for same-day and scheduled appointments
- At least one licensed medical professional must be available on-site each day the SBHC is open. (e.g., MD, DO, NP, ND, PA, DMD, EFDA, RDH, RN, LPN and/or QMHP)

# Standards for Certification : Operations/staffing

Table 1: SBHC minimum staffing requirements

SBHC staffing type	Minimum hours per week	Minimum days per week
Office/health/medical assistant	15 hours	Unspecified
Primary care provider	10 hours	2 days
Additional health professional (medical/behavioral/oral health)	10 hours	Unspecified

# Standards for Certification:

## Comprehensive pediatric health care

- SBHCs provide pediatric health care in line with nationally recognized standards of care, including recommendations from the American Academy of Pediatrics Bright Futures guidelines. SBHC providers should refer to Bright Futures to determine age appropriate levels of service.
- <https://brightfutures.aap.org>



# Standards for Certification: Comprehensive pediatric health care

- b. Table 2 specifies the minimum level of comprehensive pediatric health care services that must be available either:
- (1) **On-site:** Services are available on-site at the SBHCC.
  - (2) **▲ On-site:** Laboratory testing is available on-site as point-of-care testing.
  - (3) **● On-site:** Laboratory must have ability to collect specimen/sample. Sample may be sent offsite for diagnostic testing.
- or–
- (4) **Referral:** Services and laboratory testing available by referral (if not on-site) with system for tracking referrals and follow-up. Referral sources should be youth-friendly, confidential and available regardless of a client's ability to pay. A list of referral sources must be available to the SPO upon request.

Table 2: Comprehensive pediatric health care minimum requirements

Comprehensive pediatric health care	Minimum level of service required
<b>History</b>	
Comprehensive medical histories	On-site
<b>Measurements</b>	
Height and weight	On-site
Body mass index (BMI)	On-site
Blood pressure	On-site
<b>Sensory screening</b>	
Vision	On-site
Hearing	Referral
<b>Physical health services</b>	
Comprehensive physical exams	On-site
Evaluation and treatment of non-urgent, acute and chronic conditions	On-site
Medical specialty services	Referral
<b>Developmental/behavioral services*</b>	
Health assessment**	On-site
Assessment of educational, achievement and attendance issues	On-site
Developmental assessments	On-site
Psychosocial/behavioral assessment	On-site
Depression screening	On-site
Alcohol and other drug screening	On-site
Alcohol and other drug assessment***	Referral
Prescriptions for mental health conditions	Referral
Individual, group and family counseling and treatment	Referral
Social services assessment and referral	Referral

Comprehensive pediatric health care	Minimum level of service required
<b>Oral health services</b>	
Visual inspection of teeth and gums	On-site
Preventive oral health education and counseling	On-site
Fluoride supplement prescription	On-site
Comprehensive oral health evaluation and treatment	Referral
<b>Reproductive health services</b>	
Reproductive health exam	On-site
Prescriptions for contraceptives†	Referral
Condom availability†	Referral
STI prevention education and treatment	On-site
Pregnancy prevention education	On-site
Prenatal care	Referral
HW counseling	On-site
HW treatment	Referral
<b>Anticipatory guidance</b>	
Provision of age-appropriate anticipatory guidance	On-site
Targeted patient education	On-site
<b>Procedures</b>	
Immunizations	On-site
Urinalysis	▲ On-site
Hematocrit or hemoglobin	▲ On-site
Blood glucose	▲ On-site
Strep throat†	▲ On-site
Pregnancy testing†	▲ On-site
STI screening and testing†	● On-site
HW screening and testing	● On-site
Tuberculosis testing	Referral
Lead screening and testing	Referral
Dyslipidemia screening	Referral

\* Behavioral health services include mental health and substance abuse.

\*\* Health assessments may be completed through a health assessment tool or through documented assessment of health risks and strengths (e.g., physical growth and development, emotional well-being, violence and injury prevention, etc.)

\*\*\* If not available on-site, a written agreement with the outside provider or agency must be in place to provide services and for sharing information necessary to provide coordinated care.

† SPO recommends on-site access to contraceptives and condoms. Providing access to contraceptives is a clinical best practice recognized by the American Academy of Pediatrics, the Centers for Disease Control and Prevention, and other national and international organizations. However, communities may choose to offer contraceptive services by referral.

‡ Rapid

§ Urine human chorionic gonadotropin (UHG)

¶ Chlamydia, gonorrhea, syphilis



# Standards for Certification: Verification Site Visit

- SBHCs **attest** they meet Oregon's Standards for Certification
  - Initial certification application
  - Operational Profile
- SPO conducts a **verification** site visit of each SBHC
  - within one year of application approval
  - every two years for a representative sample of certified SBHCs in each SBHC system.



# Verification Review Tool



800 NE Oregon St., Ste. 805  
 Portland, OR 97232  
 Phone: 971-673-0871  
[SBHC.Program@state.or.us](mailto:SBHC.Program@state.or.us)  
[www.healthoregon.org/sbhc](http://www.healthoregon.org/sbhc)

## Certification Verification Review Tool

Reference: [Oregon School-Based Health Centers Standards for Certification, Version 4](#)

Site Name: \_\_\_\_\_ Date: \_\_\_\_\_  
 Site Staff: \_\_\_\_\_ SPO Staff: \_\_\_\_\_  
 This Certification Verification Site Visit is for:  
☐ Initial on-site verification review  
☐ On-site verification review with notice  
☐ On-site verification review without notice  
☐ Administrative review of compliance at request  
☐ Transfer of medical sponsor  
☐ Transfer of location  
 Waiver(s) in place at time of review: \_\_\_\_\_

Section A: Certification Process		
Certification Standard	Compliant?	Comments
A.2.a: At least 1 person from an SBHC must attend SBHC orientation, provided by the program, within 1 year of approval of certification app.	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Section B: Sponsoring Agency		
Certification Standard	Compliant?	Comments
B.1.a: SBHC sponsoring agency/ies provides: <input type="checkbox"/> Funding <input type="checkbox"/> Staffing <input type="checkbox"/> Medical oversight <input type="checkbox"/> Liability insurance <input type="checkbox"/> Billing support <input type="checkbox"/> Space	<input type="checkbox"/> YES <input type="checkbox"/> NO	Sponsoring agency:

As of July 2019

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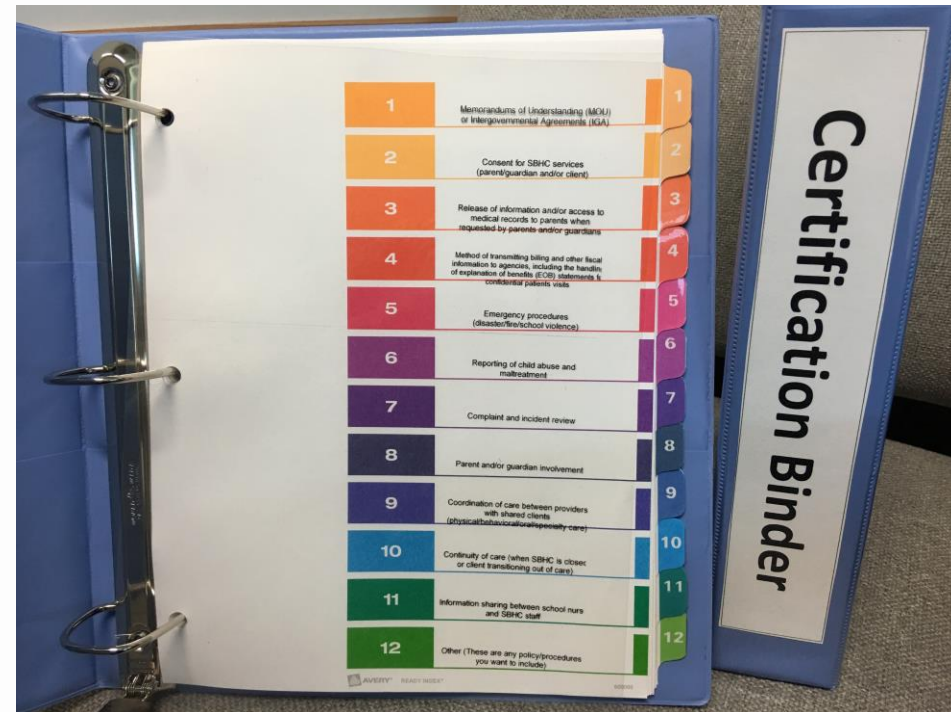
<https://www.oregon.gov/oha/PH/HEALTHYPEOPLEFAMILIES/YOUTH/HEALTHSCHOOL/SCHOOLBASEDHEALTHCENTERS/Pages/certification.aspx>

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# Certification Binder

- Organization of a variety of documents required for the certification process;
  - MOUs
  - required SBHC-specific policies
- Review by SPO site reviewer during certification verification visits
- Training of new SBHC staff on basic policies and procedures



# Site Visit Report

- Who attended site visit
- Who we met with during visit
- Who attended debrief
- Strengths of staff
- Impression of SBHC model
- Items corrected at visit
- Waivers in place
- Key findings
- Areas for improvement

## SBHC Site Visit Report

Site Visited: **Fake SBHC2**

SPO Evaluator: Karen Vian

Date of Visit: 9/21/2018

Certification Status: Certified with Action Items

Site Contact

First Name: Jane

Last Name: Doe

### Active Certification Waivers

Date Created	Certification Section	Expected Date of Compliance

### Certification Verification Site Visit Purpose

- |   |   |
|---|---|
| <input type="checkbox"/> Initial on-site verification review                | <input type="checkbox"/> Administrative review of compliance at request |
| <input checked="" type="checkbox"/> On-site verification review with notice | <input type="checkbox"/> Transfer of Medical Sponsor                    |
| <input type="checkbox"/> On-site verification review without notice         | <input type="checkbox"/> Transfer of SBHC location                      |

The "Oregon School-Based Health Centers Standards for Certification, Version 4" outlines the minimum requirements Oregon SBHCs must meet to be certified by the Oregon Health Authority Public Health Division's SBHC State Program Office (SPO). One method of measuring SBHC compliance with certification requirements is an on-site verification review. The SPO conducts on-site verification reviews in accordance with Section A.4 (OAR 333-028-0240).

The SBHC Site Visit Report is a written report of the findings from the on-site verification review. If the site was found to have certification deficiencies, items will be listed and required corrective actions to be completed within a specified timeline. In addition, SPO may take action in accordance with OAR 333-028-0250 which includes waivers, warnings, suspension, or revocation.

If no certification deficiencies were found during the on-site verification review, the report is your written finding indicating no deficiencies were found.

**Narrative**

### Site Visit Notes

SBHC verification site visit attended by Jane.

Met with the school principal during the visit.

Debrief attended by Jane, health department administrator, medical assistant, school counselor.

Jane is a new SBHC Site Coordinator.

Overall this SBHC is youth-friendly and was very busy during my visit.

I observed two well child visits; the students were both very talkative with provider and both voiced getting

# Site Visit Report

- Action Item
- Plan
- Deadline
- Date Completed

## SBHC Site Visit Report

Site Visited: <b>Fake SBHC2</b>	SPO Evaluator: Karen Vian
Date of Visit: 9/21/2018	
Certification Status: Certified with Action Items	
Site Contact	
First Name: Jane	
Last Name: Doe	

Active Certification Waivers		
Date Created	Certification Section	Expected Date of Compliance

their health care needs fully met by SBHC during their visits.

Items corrected during visit: They updated the sign on the door advertising the clinic hours as the hours changed recently.

This site does not have policies in place at this time.

Areas for improvement: reviewing job responsibilities, workflow, and demand on current Support Staff; often SBHCs and clinics are run with one individual at front desk doing office, scheduling, check-in tasks, and one individual doing rooming, laboratory, and other clinic tasks to support provider.

### Action Items Section E: Comprehensive Pediatric Health Care

Action Item: Quality Control (QC) was not done in August or September months for CLIA-waived pregnancy test. Package insert says QC should occur monthly.

Plan: Submit QC for pregnancy test for October, November, and December.

Deadline: 12/21/2018

Date Completed:



# Certification Plaque



# Standards for Certification: Waivers

- SBHCs must notify the program **within 20 calendar days** of any change that brings the SBHC out of compliance
- Waiver must include:
  - an explanation of the non-compliance
  - a plan for corrective action
  - date for meeting compliance.
- SPO will approve or deny the waiver within two weeks of submission.

The screenshot displays the 'SBHC Detail - Web' interface for 'Fake SBHC'. The 'Cert Waiver' tab is active, showing a table of 'Certification Waivers' and a 'Certification Waiver Info' form.

Select	Date Created	Section Letter	Expected Completion	Approved	Date Approved	Date Resolved
<input type="checkbox"/>	7/11/2019	F: Data Collection/Reporting	6/30/2020			
<input type="checkbox"/>	5/30/2019	A: Certification Process	No		6/25/2019	6/24/2019

**Waiver Instructions**  
Instructions on how to fill out a waiver are in the Operational Profile User's Guide located on the State Program Office website under the Certification Standards tab.  
To submit the waiver, click the red "WAIVER INFORMATION COMPLETE: Submit to SPO" button ONCE to send the waiver to the State Program Office for review.

**Certification Waiver Info**  
Date Created: 7/11/2019

**Submitter Contact**  
First: Fakey  
Last: McFakerson  
Title: Site Coordinator  
Email: site.coordinator@county.or.us  
Phone: 541-867-5309

**County Contact**  
Has County Public Health been notified? ☒ Yes ☐ No  
First: Head  
Last: Honcho  
Title: Administrator  
Email: administrator@county.or.us  
Phone: 503-754-8218

**Certification Section F: Data Collection/Reporting**  
Which standard is not being met?  
Did not complete required number of student satisfaction surveys.  
Explanation of why standard is not met  
Staff did not offer students the iPad on a regular basis

**Action plan to meet standard**  
Retraining of staff to occur

**Expected date of compliance**  
6/30/2020

**WAIVER INFORMATION COMPLETE: Submit to SPO**



# Standards for Certification: Other

- New Site Coordinator
- Medical sponsor change
- Transfer of location on school grounds
- Transfer of location off of school grounds (to another school)
- Closure of a SBHC
- Opening a new SBHC

# Mental Health Expansion Grant Requirements

- Support behavioral health capacity (FTE) within SBHC
- May use grant dollars for:
  - Billable services
  - Direct services without reimbursement
  - Prevention, education and outreach activities
- Meet data requirements outlined in Standards
- Notify SPO of **extended vacancies** in grant-funded positions within 20 days
- Participate in **SBHC Orientation webinar** ✓
- Participate in **SPO check-ins** and **site visits**

# Mental Health Expansion Grant Requirements

- Provide **inclusive, welcoming services** for youth from diverse backgrounds
- Prioritize **school-aged youth**
- Strategy to ensure access, **regardless of ability to pay**
- Work with medical sponsor to **coordinate SBHC services** (integration)
- Work with medical sponsor to support relationship with **SBHC host school**
- Report known suicides to OHA Suicide Prevention and Intervention Coordinator

# QUESTIONS???

# SBHC Data & Reporting Requirements

# SBHC Data Related Requirements

- Operational Profile
- Annual Operating Revenue Information
- Key Performance Measures (KPMs)
- Visit/Encounter Data
- Student Satisfaction Survey
- Mental Health Expansion Grant Report

# Operational Profile

Fake SBHC

SBHC ID 753

Details

Operations

Staff

Shift Hours

Services

Cert Waiver

KPM

PH Revenue

MH Revenue

SBHC Name Fake SBHC

Host School Name Fake High School

## SBHC Info

### SBHC Physical Address

Address Line 1 555 Ne 9th ave

Address Line 2

Portland or 97211

Phone 555-555-5555

Fax 555-555-5555

InfoSystem Epic

Primary Care EMR Fancy EMR

Mental Health EMR Fancy EMR

### SBHC Mailing Address

☐ Same as Physical

Mail Address Line 1 555 Ne 9th Ave

Mail Address Line 2

Portland OR 97211

Bill 3rd party ☒ Yes ☐ No

Electronic Claim ☐ Yes ☒ No

## County Info

County Cascadiaq

Edit County Info

Primary Contact Testy Smithtest

Phone 555-555-5553

Email TS@cascadiaq.co.com

## System/Medical Sponsor Info

System zCascadiaTest

Edit System Info

Primary Contact kj sdf Willam

Phone 503-123-4564

Email joe@testsystem.com

## Mental Health Agency

Mental Health Oregon Mental Health Agency

Primary Contact Thanos

Phone 123-971-1101

Email OMHA@OMHA.com

## Accuracy Confirmation

This information is accurate ☐

Confirmed by

## Dental Health Agency

Dental Health Oregon Dental Agency

Primary Contact Captain America

Phone 123-123-1234

Email ODA\_Dental@Dental

# Operational Profile

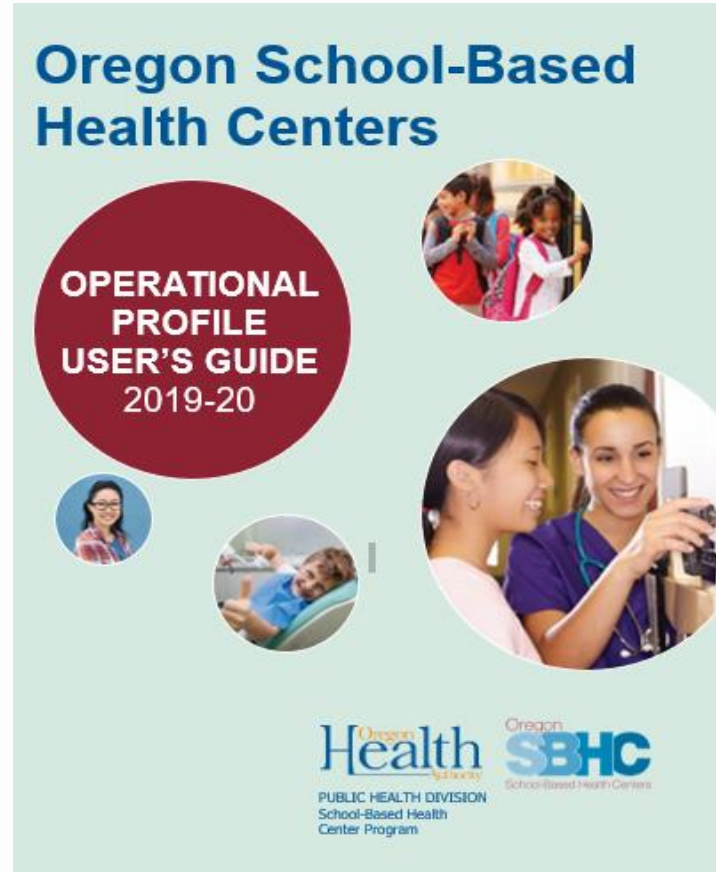
- When is the information required to be updated and confirmed?
  - Initial site certification
  - By October 1<sup>st</sup> of each year
  - Prior to your certification site visit
  - As changes occur during the year



**Email [sbhc.program@dhsosha.state.or.us](mailto:sbhc.program@dhsosha.state.or.us) with questions on the Operational Profile.**



# Operational Profile User's Guide



<https://www.oregon.gov/oha/PH/HEALTHYPEOPLEFAMILIES/YOUTH/HEALTHSCHOOL/SCHOOLBASEDHEALTHCENTERS/Pages/certification.aspx>

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Adolescent and School Health Unit

# Annual Operating Revenue Information

- **Submission**

- ✓ October 1<sup>st</sup> of every year
- ✓ Retrospective data report for the previous service year of July 1<sup>st</sup> through June 30<sup>th</sup>



# Key Performance Measures

- Well visit
- Comprehensive Health Assessment
- Optional Measure for 2019-2021
  - Adolescent Immunization
  - Chlamydia Screening
  - Depression Screening
  - Nutrition Screening
  - Substance Use Screening

# Key Performance Measures



- SBHCs are required annually to perform a random chart audit on a subset of their charts for clients ages 5-21
  - Submitted by October 1st
  - Enter into the Operational Profile
- On our website you'll find Guidance documents that outline the definitions and requirements, including criteria for the eligible population for each Core and Optional measure.
- Any physical, mental or oral health visit should be included in the chart audit, unless stated otherwise.

# Visit/Encounter data

- All visits – physical health, behavioral health, oral health
- All clients – clients of any age (not just school-age)
- Usefulness of visit data
  - ✓ Types of visits, types of diagnoses, client demographics
  - ✓ Create reports, brochures, marketing materials
  - ✓ Apply for grants
  - ✓ Present data to legislature, school board, community partners, potential funders

# Visit/Encounter data deadlines

- **Mid-year reporting**
  - ✓ January 15<sup>th</sup> of every year
  - ✓ Covers all visits from 7/1 through 12/31
- **Year-end reporting**
  - ✓ July 15<sup>th</sup> of every year
  - ✓ Covers all visits from 7/1 through 6/30



**Data must be submitted to the State Program Office in a secure manner to be HIPAA compliant.**

# Student Satisfaction Survey

- Administered on iPad
- Client ages 12 to 19
- Administer it one time to a client
- Each SBHC is given a number of surveys to complete each year

SBHC Satisfaction Survey

Begin Survey in English

Comenzar la Encuesta en Español

EXIT

v1.2

**SBHC**  
School Based Health Centers

Last Survey: \_\_\_\_\_

Complete: \_\_\_\_\_  
Declined: \_\_\_\_\_  
Incomplete: \_\_\_\_\_  
Total: \_\_\_\_\_

To Be Synced: 2

**SYNC**

Last Synced: \_\_\_\_\_

# Student Satisfaction Survey deadlines

- **Mid-year reporting**
  - ✓ January 15<sup>th</sup> of every year
  - ✓ Surveys completed since the beginning of school year
- **Year-end reporting**
  - ✓ June 30<sup>th</sup> of every year
  - ✓ Remainder of surveys completed since mid-year





# Student Satisfaction Survey – Parental/Guardian Notification

Students between the ages of 12 and 19 who visit the SBHC may be asked to complete an anonymous survey after their visit. The survey asks about the student's satisfaction and experience at the SBHC, as well as some general questions about their physical and mental health status. Students can refuse to take the survey and this will not affect their ability to get care at the SBHC. A copy of the survey is available below. If you have questions about the survey, please contact the SBHC State Program Office at [sbhc.program@dhsosha.state.or.us](mailto:sbhc.program@dhsosha.state.or.us).

<https://www.oregon.gov/oha/PH/HEALTHYPEOPLEFAMILIES/YOUTH/HEALTHSCHOOL/SCHOOLBASEDHEALTHCENTERS/Pages/data-requirements.aspx>

# Mental Health Expansion Grant Report

- Biannual narrative reports:
  - January 2020
  - July 2020
  - January 2021
  - July 2021
- Biannual mental health encounter data:
  - January 15, 2020
  - July 15, 2020
  - January 15, 2020
  - July 15, 2020



# QUESTIONS???

# Youth Focus

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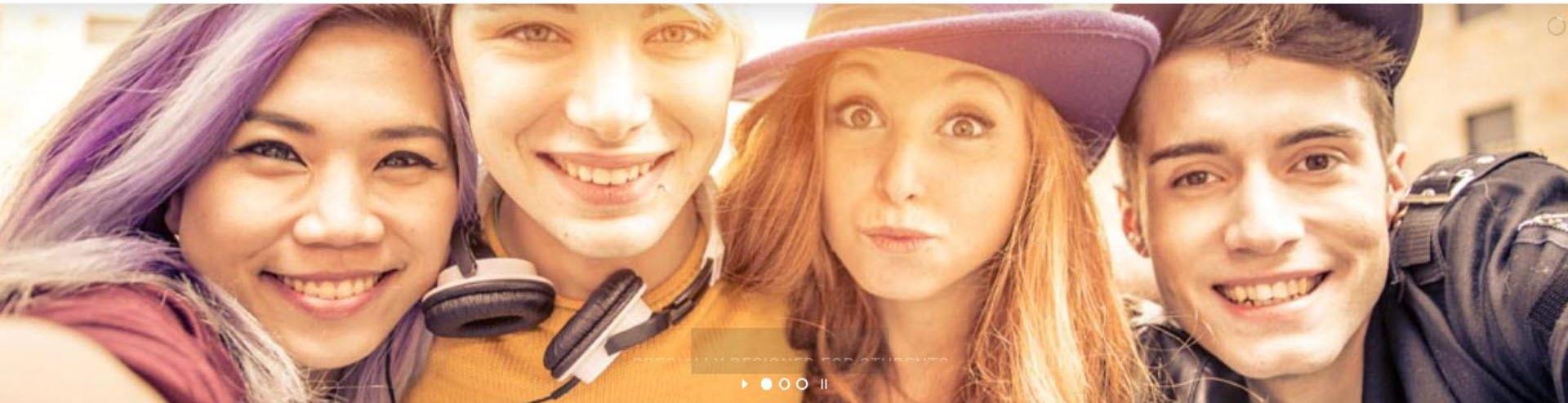
Oregon  
Health  
Authority

# Bethel SBHC Website

CALL OUR OFFICE TODAY (541) 607-1430 | For all Bethel kids



[Health Care Services](#) [Mental Health Services](#) [BHC Blog](#) [About Us](#) [Contact](#) [New Patient Forms](#)



NURSE PRACTITIONER



COUNSELING



VACCINATIONS



SPORTS PHYSICALS

Oregon  
Health  
Authority

# Estacada SBHC Affordability



## Have You Heard About The School Based Health Center?

As you become more independent, there is a lot to think about - school, friends, family, body image, self-esteem your mind matters to us, and our trained staff at the School Based Health Center (SBHC) are here for you! At the School Based Health Center you can get the same kinds of health services that you get at a regular primary care clinic, conveniently located here at school! Our health providers are specifically trained to work with teens and are available to help you with whatever you need.

### Common Topics You Can Have Addressed:

- Your health questions - our priority is to partner with you
- Emotional health and wellness
- Guidance for healthy relationships
- Bullying
- Health exams and sports physicals
- Weight, diet, and overall physical health
- Drug or alcohol use or experimentation
- Sexual Health
- Treatment for illness and infections
- Vision exams and hearing screenings
- Immunization and vaccines

### Location and Hours:

We are located in the orange building just past the high school. See our sign Orchid Health Wade Creek Clinic.

M: 8-7 T: 8-7 W: 8-5 TH: 8-5 F: 8-5

Trustworthy Convenient Confidential

### You Privacy is Important

At the School Based Health Center we have strict policies around confidentiality. For the most part, talk about will stay between you and your health provider and will not be shared with your parents or others. If something needs to be shared, we will always talk with you about it first, and work with you on how to do that.

### Billing & Insurance

No student will be turned away due to ability to pay. We welcome ALL students, and accept most insurance including the Oregon Health Plan. If you don't have insurance, don't worry - we will still see you.

Stop by or call us @ 503-630-8550

We want to partner with you to provide the best care possible. Make your appointment today!

Find us on Facebook @OrchidHealthWadeCreekClinic

## Billing & Insurance


No student will be turned away due to ability to pay. We welcome ALL students, and accept most insurance including the Oregon Health Plan. If you don't have insurance, don't worry - we will still see you.




# Milwaukie SBHC Integration



# Newport SBHC Integration

**Newport High School- Newport, Oregon**  
August 7 · 🌐

Vaccinations are required for school. The Vaccine For Children (VFC) program allows all children without insurance and money to be vaccinated. Below are the Lincoln County Walk-in-Clinic schedules for August 2019 (no appointment needed): English Spanish After September 5th, please call your School-Based Health Center (SBHC) to get school vaccines: Newport SBHC 541-265-0472 Taft SBHC 541-265-0474 Toledo SBHC 541-265-0473 Waldport SBHC 541-265-0471  
<https://nhs.lincoln.k12.or.us/.../august-2019-lincoln-county.../>

  
**Public Health**  
Prevent. Promote. Protect.

NHS.LINCOLN.K12.OR.US  
**August 2019 - Lincoln County Walk-in-Clinic Schedule for School Required Vaccines - Newport High School**



# Sandy SBHC Integration

You are invited to participate in:  
Sandy High School

## Yoga and Mindfulness for Mental Health

Join other students in this confidential weekly group where we will learn the fundamentals of yoga, mindfulness techniques, and develop strategies to cope with the stressors of daily life. Contact Batinah at the School-Based Health Center with questions at x7902, or stop by to inquire. This group may be for you if you experience anxiety, panic, depression, low self-esteem, difficulty focusing, test or performance anxiety, and/or many other common daily challenges. Free to SHS students. All body types and genders welcome. No prior experience required.

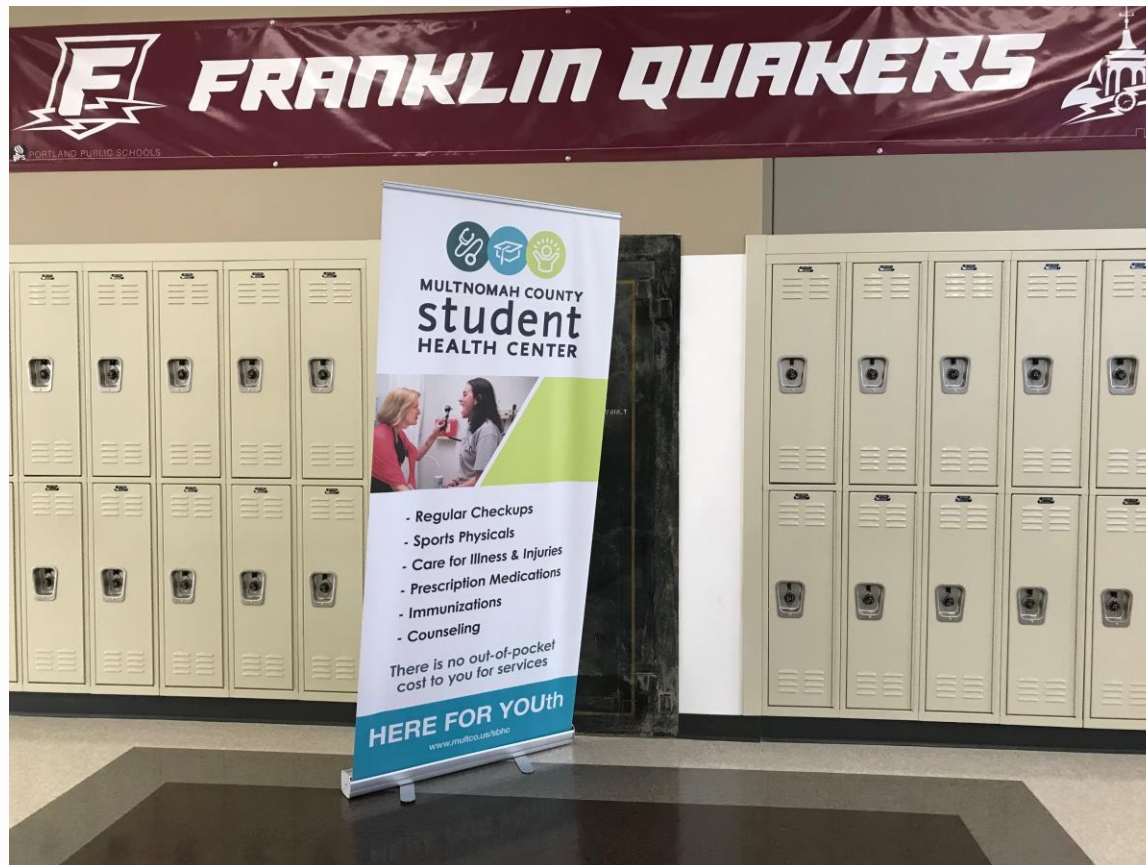
Time and specific location TBD.  
Group is run by SBHC therapist  
Batinah Dawdy White, MS, LPC,  
RYT-200, and YogaCalm  
Certified Youth Instructor at  
Sandy High School.



# Sandy SBHC Accessibility



# Franklin SBHC Visibility



# Centennial SBHC Welcoming





# Baker SBHC Furniture



# Jackson SBHC Environment



# Milwaukie SBHC Mural





# Marshfield SBHC Mural





# Madras SBHC Availability

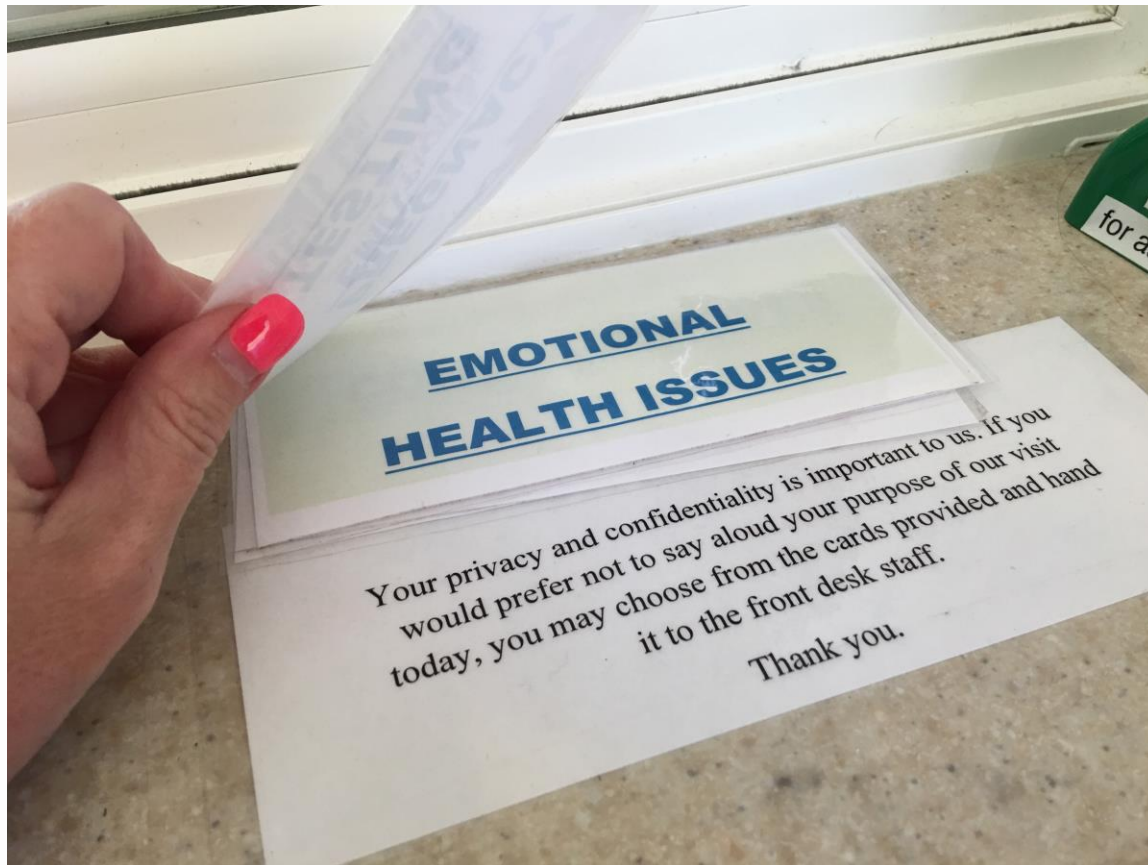
**Madras High SBHC Hours**  
For after hour access call 541-383-3005.  
Lunch from 1pm-2pm

MONDAY:	8am-5pm
TUESDAY:	8am-5pm
WEDNESDAY:	8am-5pm
THURSDAY:	8am-5pm
FRIDAY:	10am-12pm

**Horario de Madras High SBHC**  
Para acceso fuera del horario laboral, llame al 541-383-3005.  
Almuerzo de 1pm-2pm

LUNES:	8am-5pm
MARTES:	8am-5pm
MIÉRCOLES:	8am-5pm
JUEVES:	8am-5pm
VIERNES:	10am-12pm

# Clatskanie SBHC Confidentiality

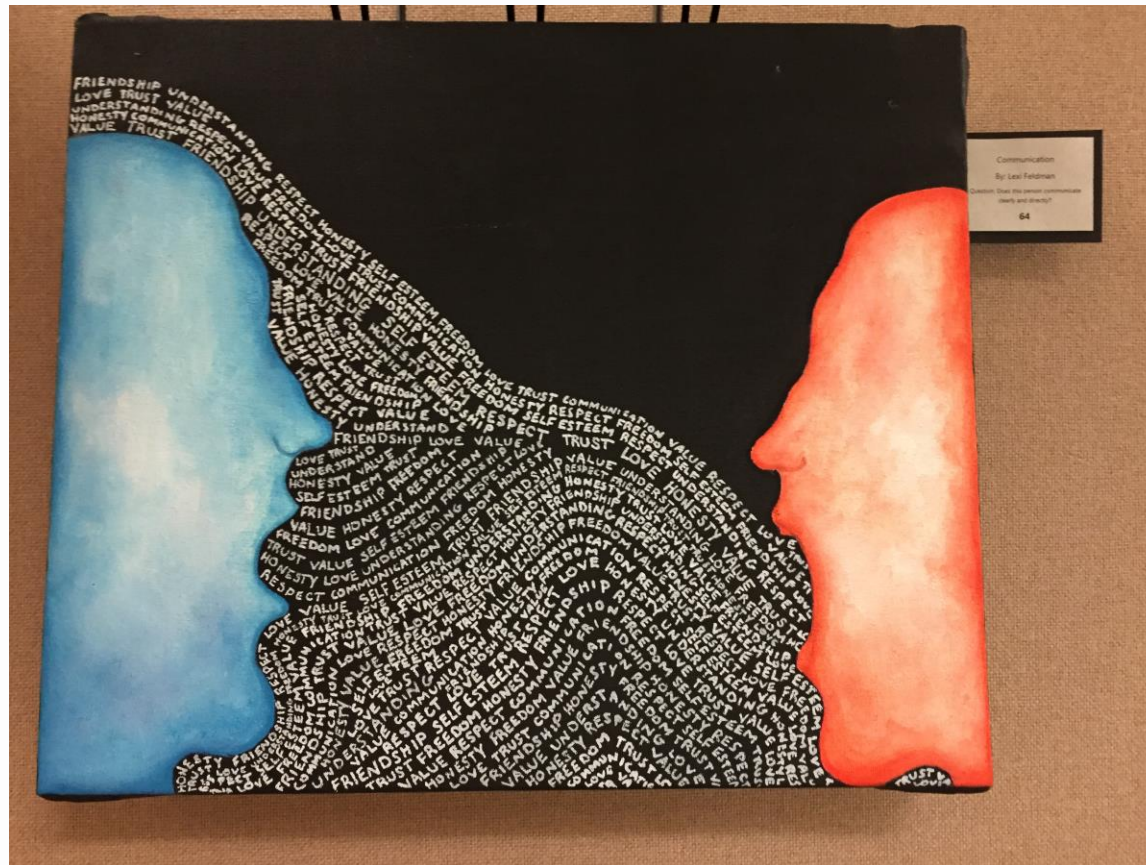


# Roosevelt SBHC Bulletin Board





# La Grande SBHC Student Artwork



# Benson SBHC Safe Space for All



# Roosevelt SBHC Surveys





# La Pine SBHC Best Practices

**LaPine Community HEALTH CENTER**

## Youth Annual Wellness Exams

**For Ages 12 - 21 Years Old**

**Offered at Our Following Locations**

- Main Clinic
- Sunriver
- LaPine & Gilchrist School Based Health Centers

**The Youth & Guardian will each receive their choice of a \$25 Gift Card for:**

**Call 541-536-3435**

**Wellness Exams are only covered by insurance companies once per year.**

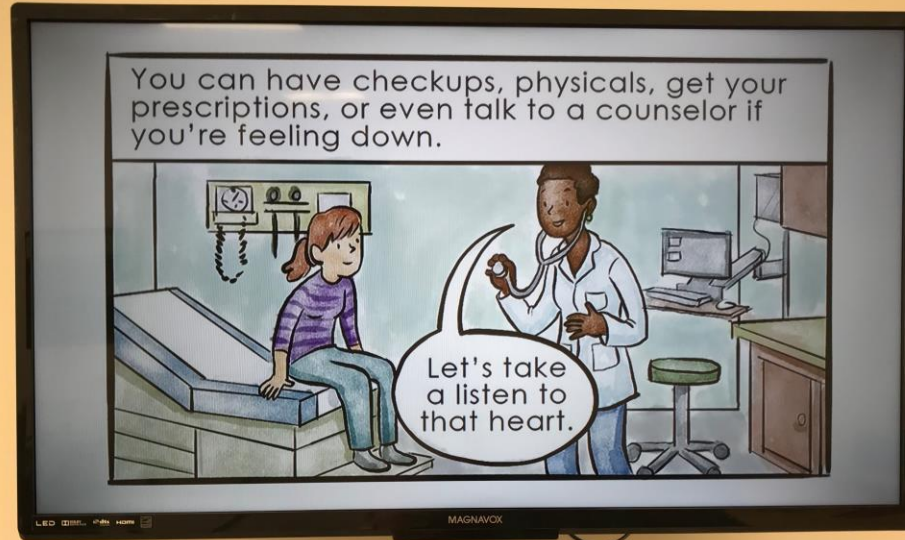
LaPine Community HEALTH CENTER Youth Wellness Exam

# Multnomah SBHCs Flexibility





# Multnomah SBHCs Comics



# Rex Putnam SBHC Messaging



# Beaverton SBHC Accessibility



# Franklin SBHC Youth Engagement

**FRANKLIN STUDENT HEALTH CENTER  
YOUTH ACTION  
COUNCIL**

**WHAT WE DO:**

- Raise awareness and educate peers about health issues.
- Advocate to make our school & community a healthier place.
- Advise the health center on student health issues.

**TO JOIN** stop by the health center for more information or come to a meeting and check it out.

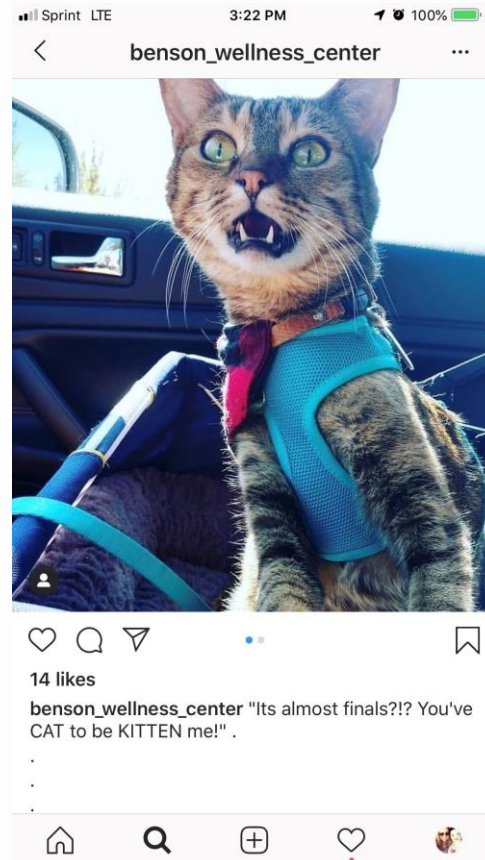
**MEETINGS  
MONDAYS @  
LUNCH IN  
ROOM S153**

**SNACKS  
PROVIDED!**

**ALL STUDENTS ARE WELCOME!**

MULTNOMAH COUNTY  
student  
HEALTH CENTER

# Benson SBHC Social Media



# SPO Resources

OREGON PUBLIC HEALTH DIVISION  
Adolescent and School Health Unit

Oregon  
Health  
Authority



**[www.healthoregon.org/sbhc](http://www.healthoregon.org/sbhc)**

**[sbhc.program@dhsosha.state.or.us](mailto:sbhc.program@dhsosha.state.or.us)**



## Oregon School-Based Health Centers

### Health at School

#### School-Based Health Centers

#### News from Oregon SBHCs

#### Certification Standards

#### SBHC Data Requirements

#### Funding

#### Planning for a New School-Based Health Center

#### Health System Transformation

#### Reports and Publications

#### State and National Partners

#### Coordinators Meetings

#### Trainings and Presentations

#### Contact Us

### The SBHC Model

Healthy kids learn better. School-Based Health Centers (SBHCs) ensure that kids can get the care they need, without missing class time.

SBHCs are a unique health care model for comprehensive physical, mental and preventive health services provided to youth and adolescents either within a school or on school property. With easy access to health care in a school setting, SBHCs reduce barriers such as cost, transportation, and concerns surrounding confidentiality that often keep children and youth from seeking the health services they need. SBHCs provide a full range of physical, mental and preventative health services to all students, regardless of their ability to pay.

Each SBHC is staffed by a primary care professional who may be a doctor, nurse practitioner or physician's assistant, other medical or mental health professionals and support staff, such as a receptionist. The centers are comfortable and accessible to encourage kids to either make an appointment to come in or to drop by when they need medical attention and/or want to learn more about health issues.

SBHCs have existed in Oregon since 1986 and succeed through unique public-private partnerships between the Oregon Public Health Division, school districts, county public health departments, public and private practitioners, parents, students, and community members.

### Goals of SBHCs

- Improve access to affordable quality primary care and mental health services for school-aged youth
- Provide patient-center care services for all students, regardless of insurance status
- Reduce costs related to unnecessary hospital stays and use of emergency rooms
- Improve educational outcomes because healthy kids learn better
- Save parents time by reducing missed work hours

### SBHC Clients

Services are available to students regardless of their ability to pay, insurance status, race, color, national origin, religion, immigration status, sexual orientation, handicap, or gender. Reasonable accommodations are made to provide confidential services to non-



Program email  
[SBHC.program@state.or.us](mailto:SBHC.program@state.or.us)

### SBHCs and Quality Care

Oregon's SBHCs are staffed by trained, licensed professionals deeply committed to serving the health care needs of young people. Numerous required protocols are in place in order to maintain a high standard of care. Taking that a step further, Oregon SBHCs have certification standards to reduce site-to-site variability.

For more information, please view the current [Oregon SBHC Standards for Certification Version 4 \(pdf\)](#).



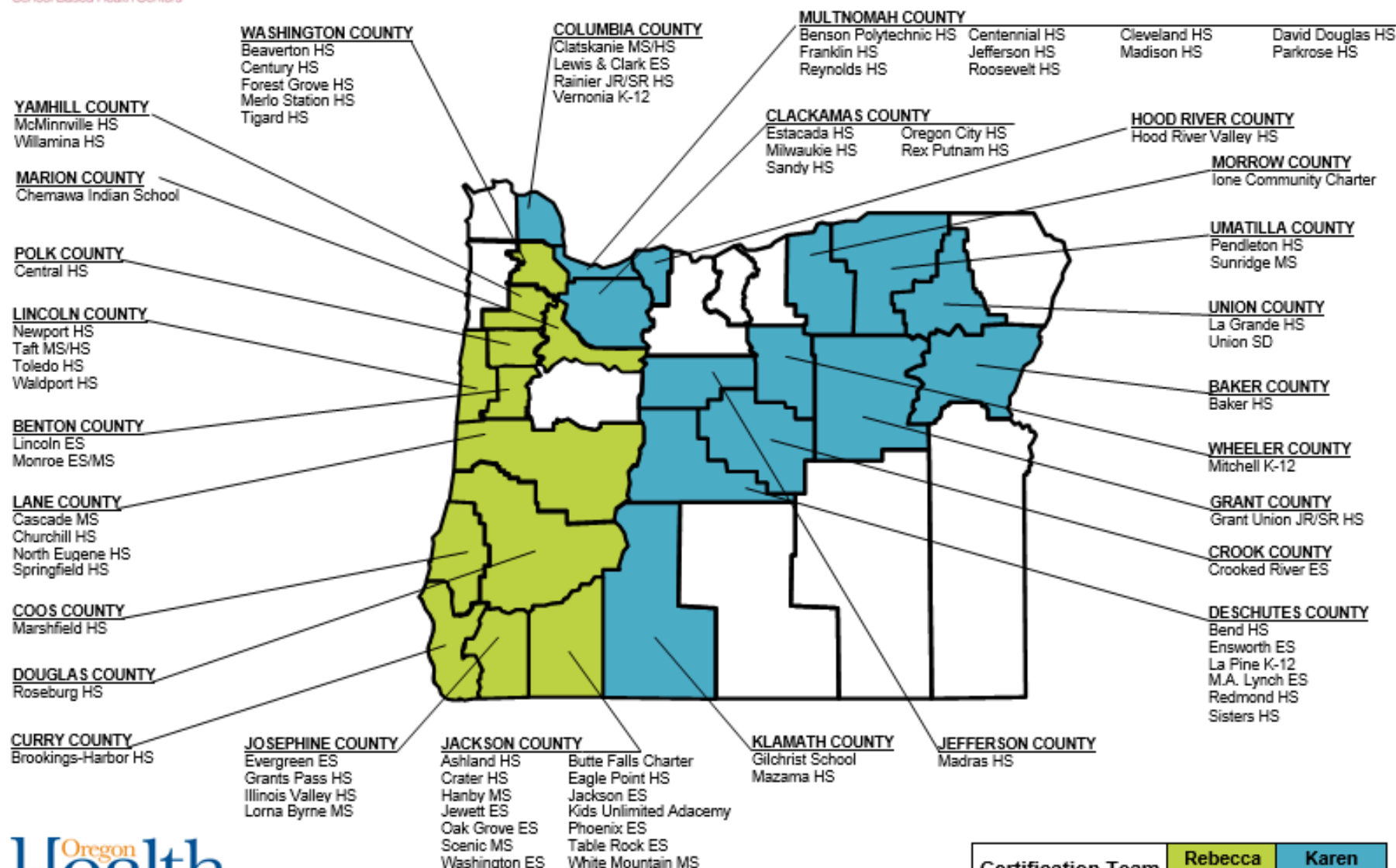
Fact Sheet - English



# CERTIFICATION TEAM TERRITORIES

## Oregon School-Based Health Centers

**Certified SBHCs = 78**  
As of July 2019



# Re-Certification Checklist



800 NE Oregon St., Ste. 805  
Portland, OR 97232  
Phone: 971-673-0871  
[sbhc\\_program@ohsua.state.or.us](mailto:sbhc_program@ohsua.state.or.us)  
[www.healthoregon.org/sbhc](http://www.healthoregon.org/sbhc)

## Re-Certification Process for CERTIFIED SBHCs

### ANNUAL CERTIFICATION REQUIREMENTS

To remain certified, SBHCs must stay in compliance per Standards for Certification. The list below outlines recurring due dates and deliverables, as required by the Standards for Certification and the SBHC State Program Office (SPO).

<b>JULY 15:</b>	<ul style="list-style-type: none"> <li>Visit/encounter data submission from prior school year*</li> <li>Mental Health Expansion Grant final report (covers January-June), if applicable</li> </ul>
<b>OCTOBER 1:</b>	<ul style="list-style-type: none"> <li>Update the Online SBHC Operational Profile for the current school year. More info in the <a href="#">Operational Profile Users Guide**</a> <ul style="list-style-type: none"> <li>Includes entire profile (Details, Operations, Staff, Shift Hours, Services)</li> <li>Includes Key Performance Measures*</li> <li>Includes Annual Operating Revenue Information*</li> </ul> </li> </ul>
<b>OCTOBER:</b>	<ul style="list-style-type: none"> <li>In-person Coordinator meeting (usually in Portland)***</li> <li>SBHC Coordinators receive new Satisfaction Surveys (paper or electronic)*</li> </ul>
<b>WINTER:</b>	<ul style="list-style-type: none"> <li>Coordinator Meeting via webinar***</li> </ul>
<b>JANUARY 15:</b>	<ul style="list-style-type: none"> <li>Visit/encounter data mid-year submission for current school year*</li> <li>Satisfaction Surveys mid-year submission*</li> <li>Mental Health Expansion Grant mid-year report (covers July-December), if applicable</li> </ul>
<b>SPRING:</b>	<ul style="list-style-type: none"> <li>Coordinator meeting via webinar***</li> <li>Each biennium, existing contracting agreements are reviewed by SPO with LPHA when contracts are renewed e.g. Spring 2021, Spring 2023</li> </ul>
<b>JUNE 30:</b>	<ul style="list-style-type: none"> <li>Satisfaction Surveys end-of-year submission*</li> </ul>
<b>ONGOING:</b>	<ul style="list-style-type: none"> <li>Update Operational Profile as changes occur (e.g., staffing, operating hours, contact information or other updates). More info in the <a href="#">Operational Profile Users Guide**</a></li> </ul>

As of Aug 2019

Page 1 of 2

## CERTIFICATION VERIFICATION SITE VISIT REQUIREMENTS

After the initial on-site verification review, the SPO will conduct an on-site verification review (site visit) every two years for a representative sample of certified SBHC in each SBHC system

<b>STEP 1:</b>	<b>SPO will schedule Certification Verification Site Visit</b>
SPO will contact LPHA and applicant (if not the LPHA) or tribe to schedule site visit.	
<b>STEP 2:</b>	<b>Fulfill Pre-site Visit Requirements</b>
<input type="checkbox"/> Review and update, if needed, the Online SBHC Operational Profile <b>no less than two weeks prior to site visit</b> (login information provided by <a href="#">SBQ**</a> ) <ul style="list-style-type: none"> <li><input type="checkbox"/> Details</li> <li><input type="checkbox"/> Operations</li> <li><input type="checkbox"/> Staff</li> <li><input type="checkbox"/> Shift Hours</li> <li><input type="checkbox"/> Services</li> </ul> Instructions to complete Operational Profile include: <ul style="list-style-type: none"> <li>Operational Profile Users Guide**</li> <li>SBHC Role Descriptions are listed in the Standards for Certification**</li> </ul> <input type="checkbox"/> Email required materials to assigned Public Health Nurse** <b>no less than two weeks prior to site visit. This may include, but is not limited to:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Required policies and procedures</li> <li><input type="checkbox"/> Documentation of blood borne pathogen training for each employee with occupational exposure</li> <li><input type="checkbox"/> Documentation of privacy training for all SBHC workforce (physical, mental health, dental health)</li> <li><input type="checkbox"/> ALERT IIS vaccine eligibility by age report</li> <li><input type="checkbox"/> ALERT IIS vaccine eligibility by vaccine report</li> </ul>	
<b>STEP 3:</b>	<b>Prepare for Site Visit</b>
<input type="checkbox"/> Review Standards for Certification** <input type="checkbox"/> Review and fill out the Certification Verification Review Tool** for areas that will be assessed during the site visit <input type="checkbox"/> Schedule two well-child visits of school-aged youth to occur during site visit <input type="checkbox"/> Review and update, if needed, the Online SBHC Operational Profile <b>no less than two weeks prior to site visit</b> <input type="checkbox"/> Update as needed the certification binder with partnership agreements and policies and procedures	
<b>STEP 4:</b>	<b>Day of Site Visit Requirements</b>
SPO will conduct the following activities: <ul style="list-style-type: none"> <li>Review of documents, policies and procedures, and records</li> <li>Review of electronic medical record systems, review of electronic health records systems, and review of practice management systems</li> <li>Review of data reports from electronic systems or other patient registry and tracking systems</li> <li>Interviews with practice management, clinical and administrative staff. This includes interviews with school staff including office, administration, and school nurse, if available.</li> <li>On-site observation of practice staff with at a minimum 2 patients; with consent of the patient, parent, or guardian and</li> <li>On-site observation of patient environment and physical environment during business hours</li> </ul> SBHC will participate in site visit including having Site Coordinator on site, invite partners to exit interview, and participate in exit interview.	
<b>STEP 5:</b>	<b>Site Visit Report</b>
SPO will send written site visit report within two weeks of site visit <input type="checkbox"/> Complete any indicated Action Items by listed deadlines	
<b>STEP 6:</b>	<b>Congratulations – Your SBHC is CERTIFIED!</b>

\*More information can be found on the [Data Requirements](#) page at [www.healthoregon.org/sbhc](http://www.healthoregon.org/sbhc).

\*\*More information can be found on the [Certification Standards](#) page at [www.healthoregon.org/sbhc](http://www.healthoregon.org/sbhc).

\*\*\*Archived meetings can be found on the [Coordinators Meetings](#) page at [www.healthoregon.org/sbhc](http://www.healthoregon.org/sbhc).

As of Aug 2019

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<https://www.oregon.gov/oha/PH/HEALTHYPEOPLEFAMILIES/YOUTH/HEALTHSCHOOL/SCHOOLBASEDHEALTHCENTERS/Documents/SBHC%20Certification/SBHCReCertificationProcess.pdf>

OREGON PUBLIC HEALTH DIVISION  
Adolescent and School Health Unit



# Suggested Practices



## School-Based Health Centers

### Suggested Practices

Companion Document to Standards for Certification, Version 4

Updated October 2018

This document is meant to provide some basic guidance for existing certified school-based health centers (SBHCs), and may be useful to sites planning for an SBHC. It is not a comprehensive guide, nor does it address all clinical best practices. The intent of the document is to provide a foundation on which to build a successful, sustainable center. This document is not a prescribed check list of items or ideas; rather, this document refers to other documents, websites and resources to help support your efforts. This document is also intended to help persons new to the SBHC model have some array of resources at hand.

This document is a companion to the [Oregon School-Based Health Centers Standards for Certification, Version 4](#). The majority of this document is structured so that it follows the outline format of the certification standards. For example, if you have a question about Table 2 in the standards and what 'Provision of age appropriate anticipatory guidance' means, then you would look in this document for any explanation or resource available. Not all elements of the certification standards have a listed resource.

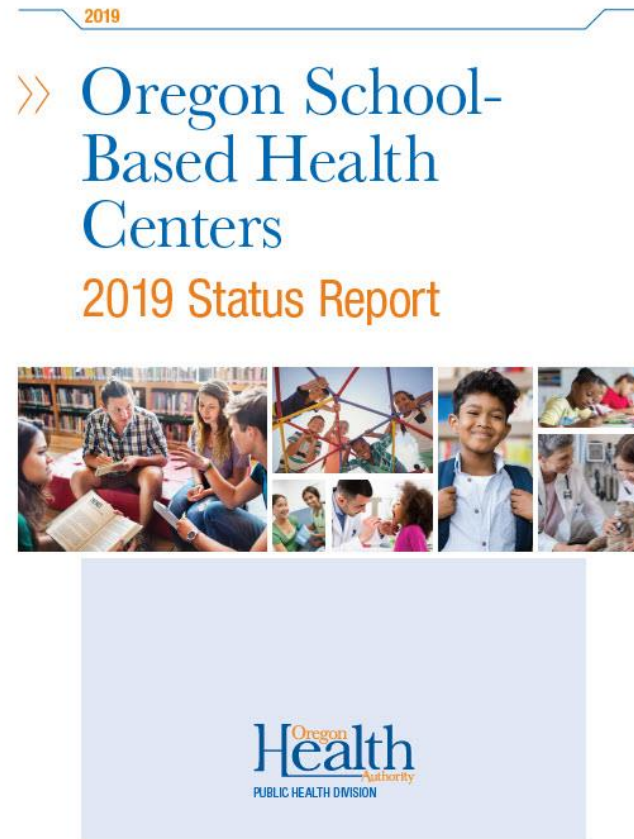


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<https://www.oregon.gov/oha/PH/HEALTHYPEOPLEFAMILIES/YOUTH/HEALTHSCHOOL/SCHOOLBASEDHEALTHCENTERS/Documents/SBHC%20Certification/SuggestedPractices.pdf>

# Annual Status Report or Update



<https://www.oregon.gov/oha/PH/HEALTHYPEOPLEFAMILIES/YOUTH/HEALTHSCHOOL/SCHOOLBASEDHEALTHCENTERS/Pages/publications.aspx>

OREGON PUBLIC HEALTH DIVISION  
Adolescent and School Health Unit



# SBHC Fact Sheets



- Individual SBHC reports are created annually and sent to the Coordinator by the end of the calendar year.
- The fact sheet includes:
  - Statewide data on Oregon SBHCs
  - Site-specific data
  - School indicators

STATE-LEVEL DATA		Service Year: July 1, 2017 to June 30, 2018	
General SBHC Information	Number of certified SBHCs in Oregon:	76	
	Total number of clients served:	35,813	
	Total number of visits:	115,077	
	# of Oregon school-aged children (5-21) with access to an SBHC:	61,384	
Health System Transformation	% SBHCs with PCPOH recognition:	31%	
	Tier 1 / Tier 2 / Tier 3 / Tier 4 / Tier 5:	T1/ 0% T2/ 4% T3/ 20% T4/ 23% T5/ 3%	
Sponsorship	% SBHCs sponsored by FQHCs:	78%	
	% SBHCs sponsored by LPHAs (& FQHC status):	30% (25%)	
Billing/ Sustainability	OHP/Medicaid:	52%	
	Insurance status of SBHC clients- CCare/Other Public:	3%	
	Private:	20%	
	Unknown/ None:	23%	
State-level Patient Data	% of SBHCs billing private insurance:	100%	
	Average number of visits per client:	3.3	
	Male % clients, % visits:	43% clients, 40% visits	
	Female % clients, % visits:	55% clients, 59% visits	
	School-aged youth: % clients, % visits:	76% clients, 78% visits	
	Most common reasons for SBHC visits:	Mental health, Well visit, Immunization, Reproductive Health	
SBHC Services	% of visits with oral health component:	4%	
	% of clients who received immunizations:	31%	
	% of clients who received Adolescent Well Visit (ages 12 to 21):	44%	
SBHC Staffing	% of SBHCs with Dental Providers:	11%	
	% of SBHCs with Mental Health Providers:	100%	
	% of visits provided by Nurse Practitioners (N.P.):	34%	
	% of visits provided by Physician Assistants (P.A.):	6%	
	% of visits provided by Medical Doctors (M.D.):	9%	
	% of visits provided by Mental Health Providers:	32%	
	% of visits provided by Registered Nurses/Licensed Practical Nurses (R.N./L.P.N.):	10%	

# Brochures

**Oregon**  
**School-Based Health Centers**  
Health care a few steps away

¡No necesitas pasarla en el hospital!

**What's an SBHC?**

SBHCs are medical clinics that offer children and youth health care either in a school or on school grounds. They help children and youth get the care they need when they need it.

SBHCs have primary care providers such as doctors, nurse practitioners and physicians' assistants. Some have dental and mental health providers. They work with school nurses to help youth stay healthy and in school.

Community partnerships that include schools, school boards, parents, students and medical professionals create and support SBHCs.

**How can an SBHC help?**

- Well-child exams
- Sick visits
- Minor injury treatment
- Vision, dental and other health screenings
- Immunizations
- Alcohol and drug counseling
- Mental health counseling
- Reproductive health services
- Classroom presentations

**Who can go?**

SBHCs serve children and youth who attend the school. Some SBHCs serve students within the district or county, teachers and staff at the school, and other community members.

**Why go?**

- SBHCs are convenient.
- It's easy to drop by or make an appointment.
- Parents spend less time away from work.
- Students spend less time away from school.
- Care is youth-centered.
- Services are affordable.

**Need more info?**

[www.healthoregon.org/sbhc](http://www.healthoregon.org/sbhc)

**What about payment?**

SBHCs serve children and youth even if they don't have insurance or can't pay. SBHCs can bill Oregon Health Plan and often bill other insurance.

**Oregon Health Authority**  
**SBHC**  
School-Based Health Centers  
DHHS 01-02 (01/14)

**Oregon**  
**Centros de salud en las escuelas**  
(School-Based Health Centers o SBHC)  
El cuidado de la salud a solo unos pasos

Toma en serio tu salud

**¿Qué son los SBHC?**

Los SBHC son clínicas médicas que ofrecen cuidado de la salud a niños y jóvenes en escuelas o en predios escolares, y los ayudan a recibir la atención que necesitan en el momento en que la necesitan.

Los SBHC cuentan con proveedores de atención médica primaria tales como médicos, enfermeras con práctica médica y médicos asociados. Algunos tienen proveedores de salud mental y dental. Los centros trabajan con las enfermeras escolares para ayudar a los jóvenes a mantenerse sanos y a no faltar a la escuela.

Las asociaciones comunitarias, que incluyen escuelas, juntas escolares, padres, alumnos y profesionales médicos, son quienes crean y respaldan los SBHC.

**¿Cómo puede ayudar un SBHC?**

- Exámenes de rutina
- Visitas por enfermedad
- Tratamiento para lesiones menores
- Exámenes de visión, dentales y otras evaluaciones de salud
- Inmunizaciones
- Terapia para problemas de alcohol y drogas
- Terapia para salud mental
- Servicios de salud reproductiva
- Presentaciones en el aula

**¿Quiénes pueden ir?**

Los SBHC atienden a los niños y jóvenes que asisten a la escuela. Algunos SBHC atienden a los alumnos del distrito escolar o del condado, a los maestros y al personal escolar, y a otros miembros de la comunidad.

**¿Por qué debo ir?**

- Los SBHC son convenientes.
- Es fácil acercarse o hacer una cita.
- Los padres pierden menos tiempo de trabajo.
- Los alumnos pierden menos tiempo de clases.
- La atención se centra en los jóvenes.
- Los servicios son accesibles.

**¿Necesita más información?**

[www.healthoregon.org/sbhc](http://www.healthoregon.org/sbhc)

**¿Cómo se paga?**

Los SBHC atienden a niños y jóvenes aunque no tengan seguro o no puedan pagar. Los SBHC pueden enviar la factura al Plan de Salud de Oregon y con frecuencia la envían a otras compañías de seguros.

**Oregon Health Authority**  
**SBHC**  
School-Based Health Centers  
DHHS 01-02 (01/14)

<https://www.oregon.gov/oha/PH/HEALTHYPEOPLEFAMILIES/YOUTH/HEALTHSCHOOL/SCHOOLBASEDHEALTHCENTERS/Pages/index.aspx>

OREGON PUBLIC HEALTH DIVISION  
Adolescent and School Health Unit

**Oregon**  
**Health**  
Authority

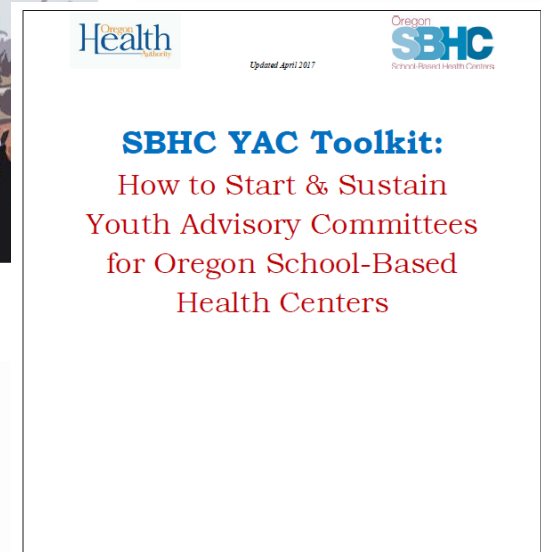
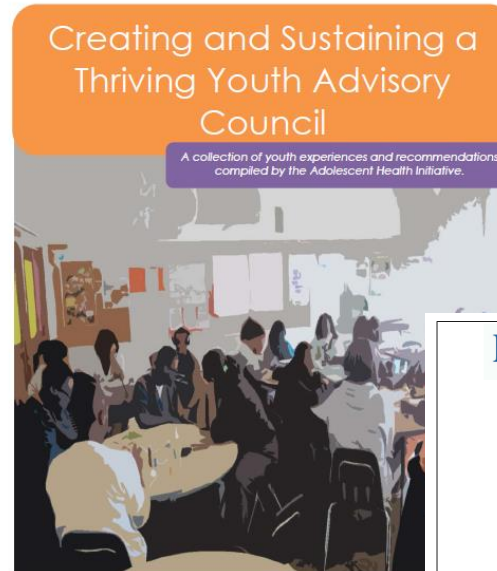
# Coordinator Meetings & SBHC Trainings

- Coordinator Meetings
  - October in-person
  - Winter webinar
  - Spring webinar
  - <https://www.oregon.gov/oha/PH/HEALTHYPEOPLEFAMILIES/YOUTH/HEALTHSCHOOL/SCHOOLBASEDHEALTHCENTERS/Pages/coordinators.aspx>
- Trainings and presentations
  - <https://www.oregon.gov/oha/PH/HEALTHYPEOPLEFAMILIES/YOUTH/HEALTHSCHOOL/SCHOOLBASEDHEALTHCENTERS/Pages/training.aspx>



# Youth Advisory Councils (YACs)

- Youth-driven groups that focus on advising, supporting and advocating for SBHCs and their services.
- During the 2017-2018 school year, 37 certified SBHCs had a YAC.



# Important Dates

- JULY 15:**
- Visit/encounter data submission from prior school year\*
  - Mental Health Expansion Grant final report (covers January-June), if applicable

- OCTOBER 1:**
- Update the Online SBHC Operational Profile for the current school year. More info in the Operational Profile Users Guide\*\*
    - Includes entire profile (Details, Operations, Staff, Shift Hours, Services)
    - Includes Key Performance Measures\*
    - Includes Annual Operating Revenue Information\*

- OCTOBER:**
- In-person Coordinator meeting (usually in Portland)\*\*\*
  - SBHC Coordinators receive new Satisfaction Surveys (paper or electronic)\*

- WINTER:**
- Coordinator Meeting via webinar\*\*\*

- JANUARY 15:**
- Visit/encounter data mid-year submission for current school year\*
  - Satisfaction Surveys mid-year submission\*
  - Mental Health Expansion Grant mid-year report (covers July-December), if applicable

- SPRING:**
- Coordinator meeting via webinar\*\*\*
  - Each biennium, existing contracting agreements are reviewed by SPO with LPHA when contracts are renewed e.g. Spring 2021, Spring 2023

- JUNE 30:**
- Satisfaction Surveys end-of-year submission\*

- ONGOING:**
- Update Operational Profile as changes occur (e.g., staffing, operating hours, contact information or other updates). More info in the Operational Profile Users Guide\*\*

# Contact Us

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# QUESTIONS???

# Thank You

[www.healthoregon.org/ah](http://www.healthoregon.org/ah)

