2024 Spring Program & Policy Showcase

June 4, 2024

Zoom instructions

- **This webinar is being recorded and will be posted on WSAC's website.**

- **We won't be using the "Raise Hand" option.**

- **Please use the "Q&A" option to ask questions during the webinar.**
  - You may submit questions anonymously.
  - You may view all submitted questions and "upvote" them, if interested.

- **Please use the "Chat" option to introduce yourself to other attendees!**

Agenda

- **WSAC background information** *(5 mins.)*

- **OtterBot** *(20 mins.)*

- **Washington Health Corps** *(20 mins.)*

- **Student basic needs security** *(20 mins.)*

- **Final Q&A** *(15 mins.)*

- **Closing** (5 mins.)

- <u>Note</u>: *Q&A will happen for approximately five minutes after each presentation and again at the end of the webinar.*

Council members

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Chief Diversity Officer & Director, STEM Education
Pacific NW Nat'l Laboratory
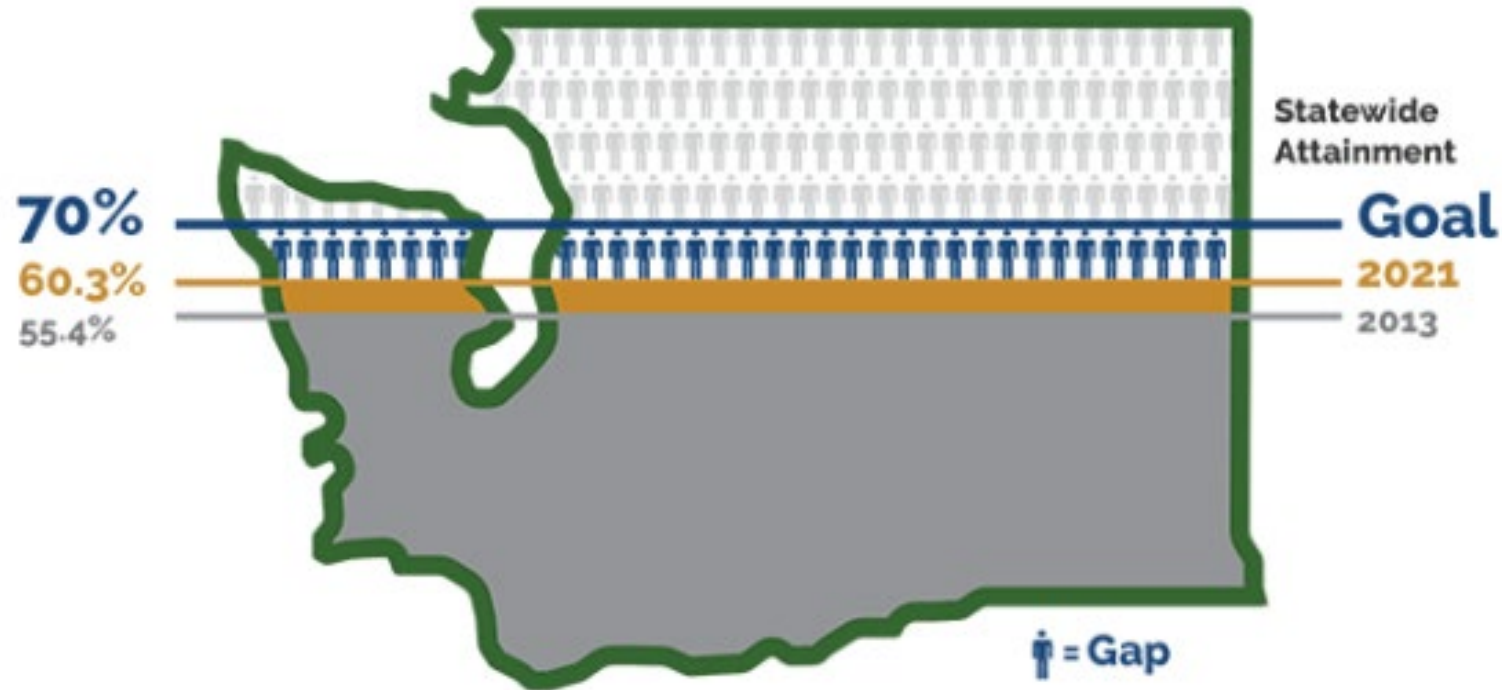
Dr. Terri Standish-Kuon
CEO & President
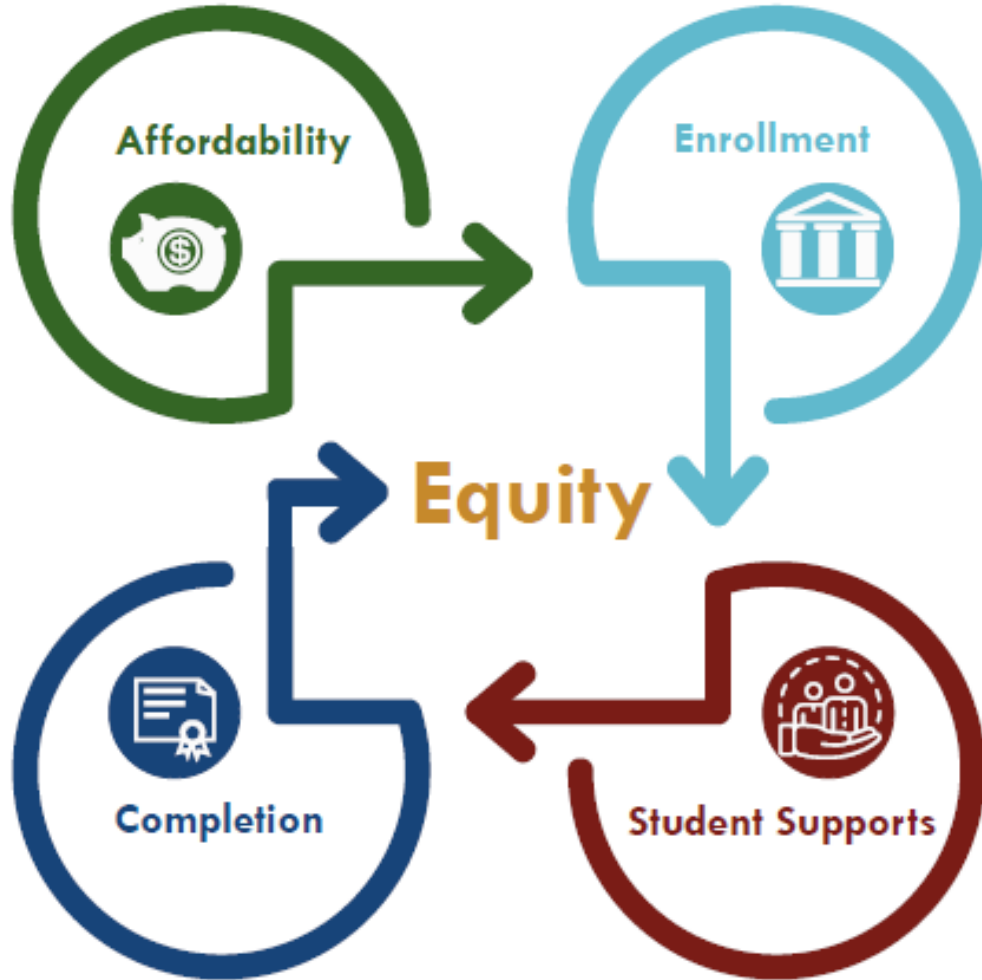Independent Colleges of Washington

Washington's postsecondary attainment goal

At least **70 percent of Washington adults, ages 25–44,** within each racial and ethnic community and region, will have a postsecondary credential. Currently, an estimated 62 percent of Washington's adults have a credential beyond hiah school.

If we build an **affordable** and **supportive** educational environment, more Washington residents will **enroll** in and **complete** a credential-bearing program.

> *Equity* is an outcome in which justice is realized within our society through a continuous, intentional process of identifying and abolishing racism and all forms of oppression designed to marginalize students, communities, and families who are Black, Indigenous, Latinx, Native Hawaiian and Pacific Islander, regardless of immigration status, and all oppressed groups.
>
> **WSAC Equity Definition**

Strategic Action Plan

Policy development and stakeholder engagement cycle

2024   **2025**

June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.
WSAC webinar	**WSAC stakeholder engagement sessions**	Council approves policy and budget requests	Policy and budget requests sent to Governor			Governor's budget released WSAC webinar	**Session begins**

Ongoing stakeholder engagement via policy cluster work groups →

OtterBot

Sarah Weiss, Director of College Access Initiatives, WSAC

Kasey Eickmeyer, Quantitative Equity Research Associate, MDRC

Meet OtterBot

- What is OtterBot?

- How it works

- Outcomes and impact

- Capital One Foundation grant

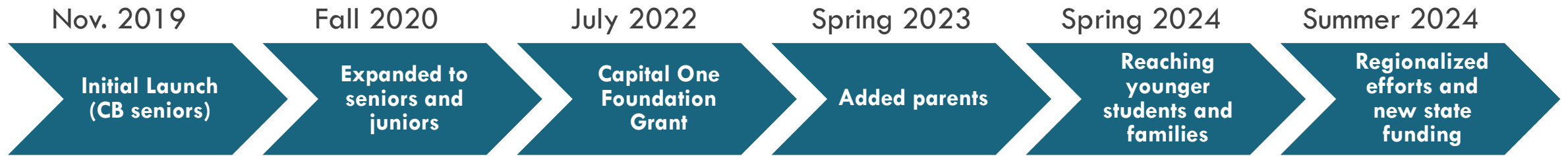- Regionalization efforts and future learning/expansion

What is OtterBot?

- Free texting service to support Washington high school students and their parents/guardians

- **College Bound students and parents/guardians with phone numbers on record are automatically enrolled**
  - *Other students and parents/guardians can opt in*

- Available 24/7 and can provide information on financial aid, college planning, etc.

Timeline of OtterBot work

Nov. 2019	Fall 2020	July 2022	Spring 2023	Spring 2024	Summer 2024
Initial Launch (CB seniors)	Expanded to seniors and juniors	Capital One Foundation Grant	Added parents	Reaching younger students and families	Regionalized efforts and new state funding

What does OtterBot text about?

Financial Aid

- FAFSA completion
- WASFA completion
- Verification
- Award letters
- Appeals
- Scholarship search

Admissions & Enrollment

- Admissions applications
- Admissions requirements
- Enrollment steps

College-going Information

- Terms and definitions
- Campus navigation
- Transition prep
- Socioemotional support

Reminders & Notifications

- Orientations
- Class registrations
- Scholarships
- Priority application dates

Support comes in three ways:

1 Weekly campaigns
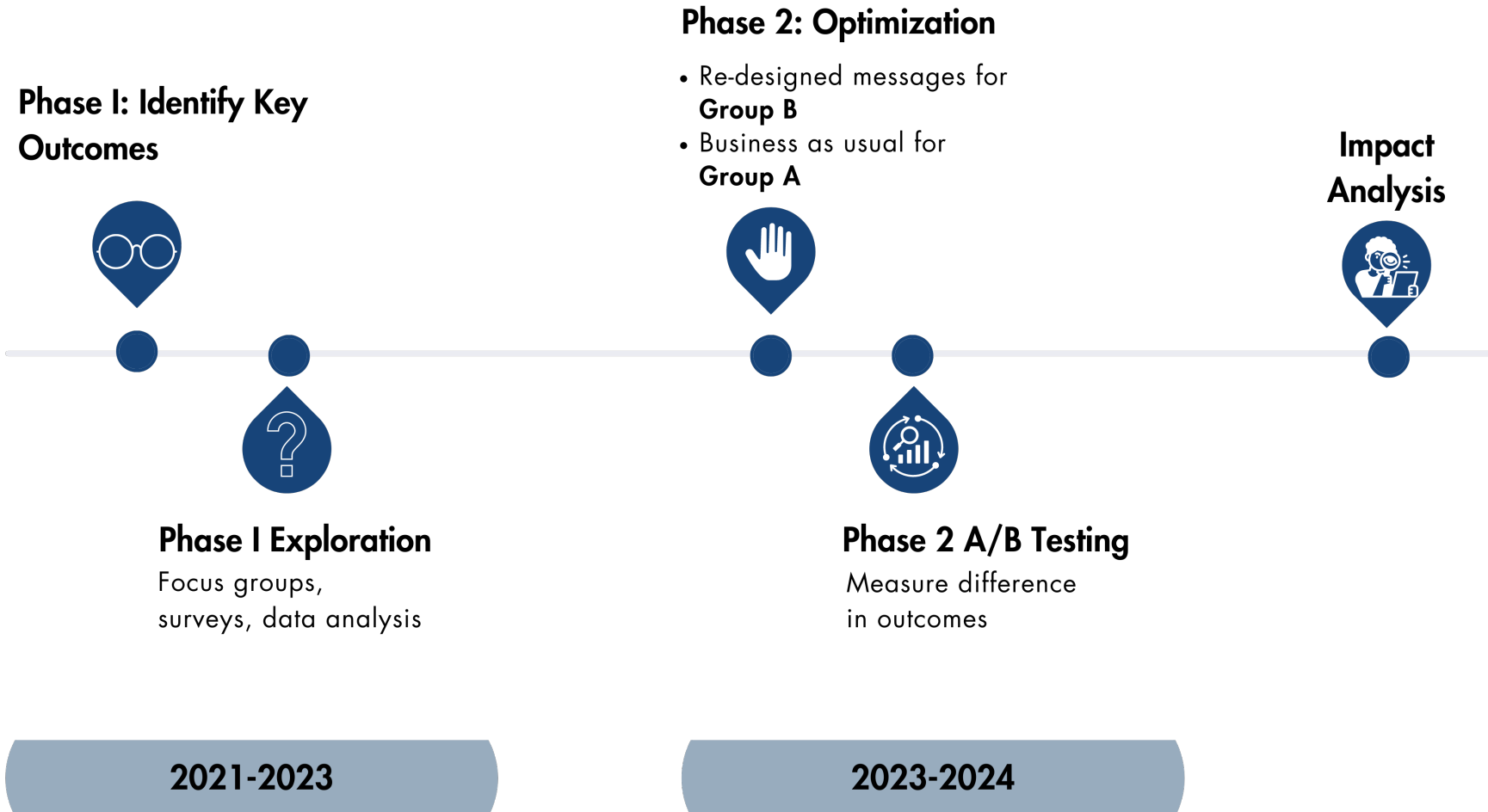
2 Responses from the Knowledge Base
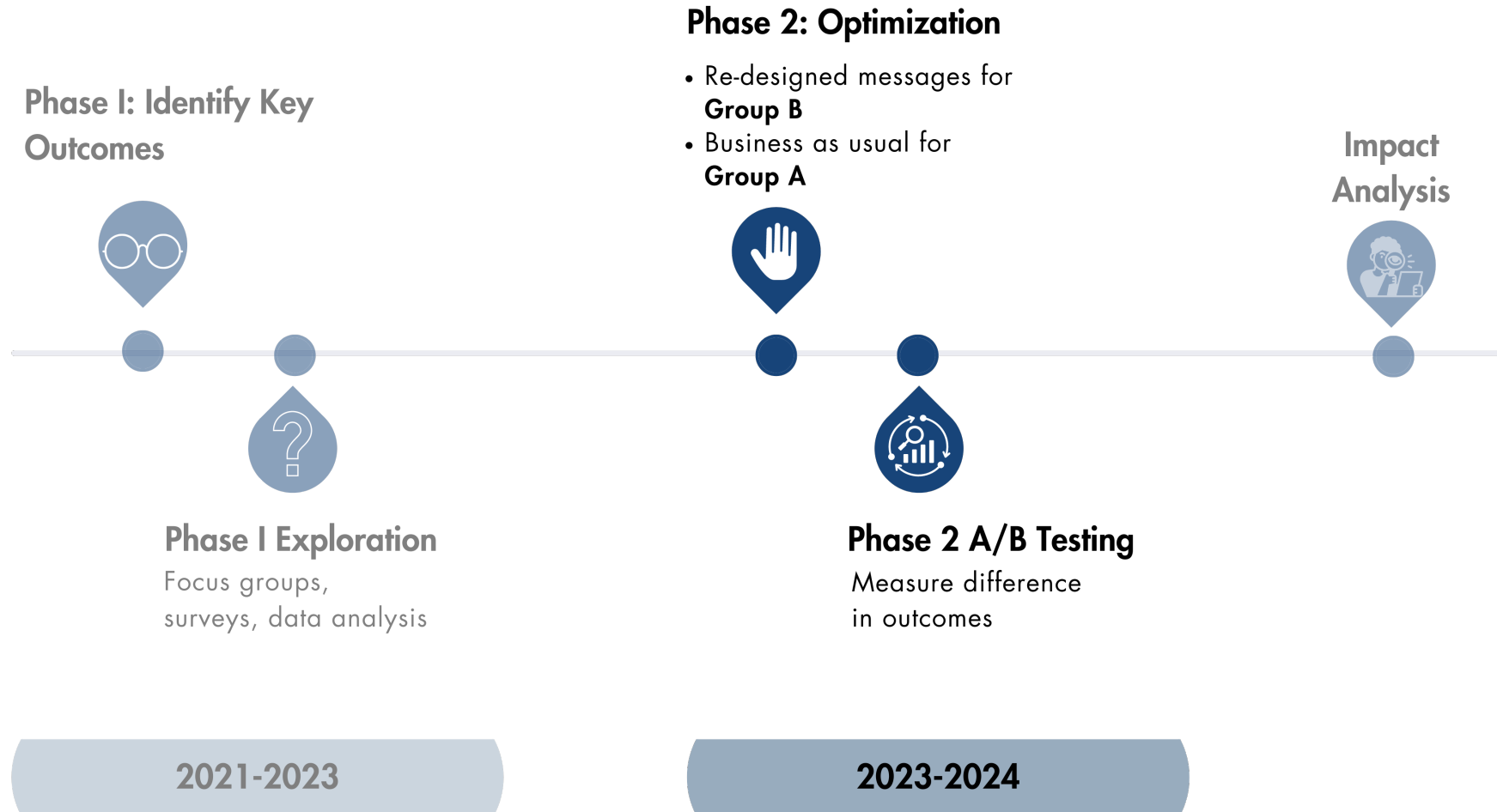
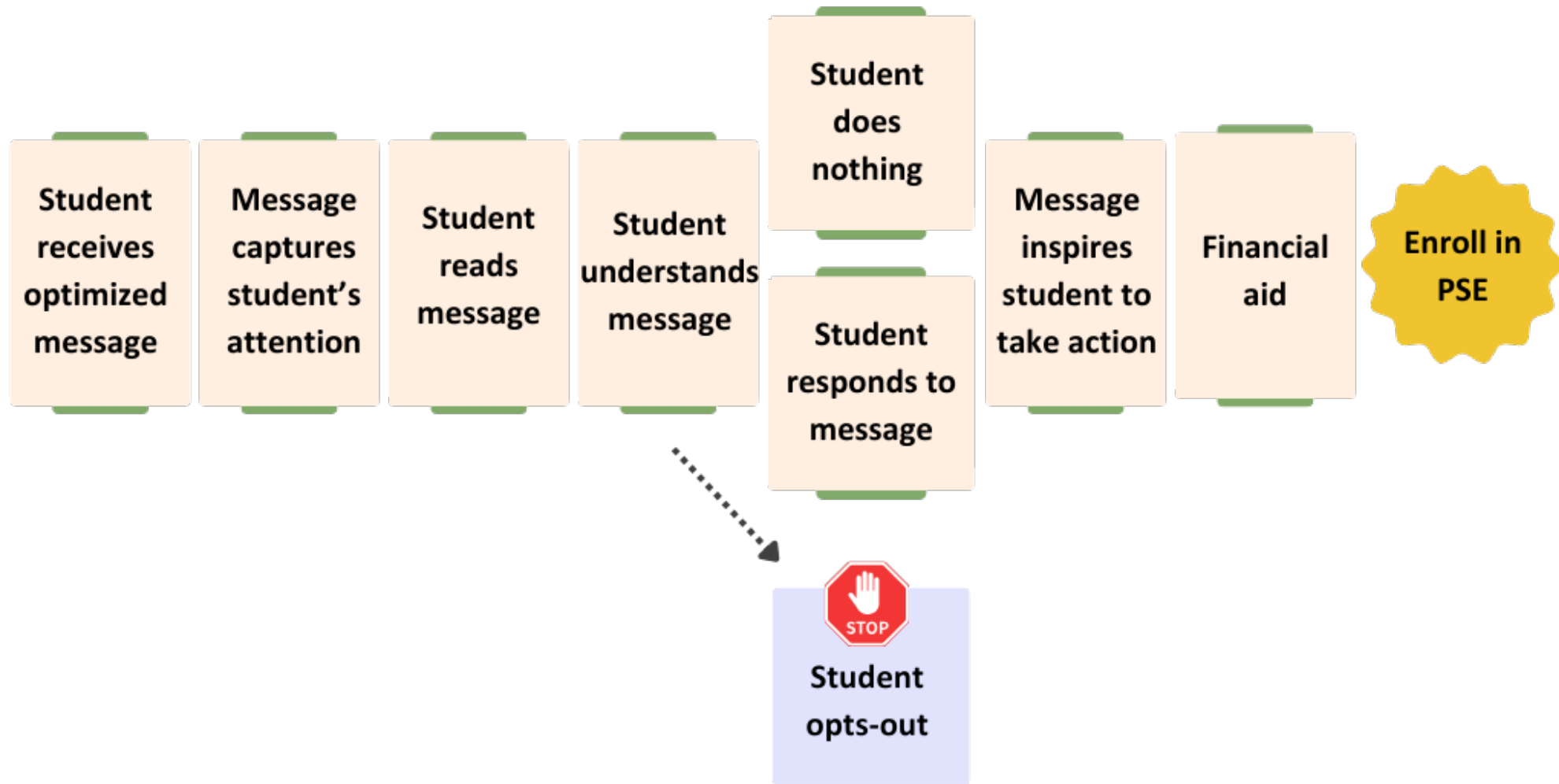**3** On-demand information via #Commands

OtterBot research overview

Phase I: Identify Key Outcomes

Phase 2: Optimization

- Re-designed messages for **Group B**
- Business as usual for **Group A**

Impact Analysis

Phase I Exploration

Focus groups, surveys, data analysis

Phase 2 A/B Testing

Measure difference in outcomes

2021-2023

2023-2024

OtterBot research overview (cont.)

Phase I: Identify Key Outcomes

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Impact Analysis

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2023-2024

OtterBot theoretical pathway (cont.)

Engagement

Student receives optimized message → Message captures student's attention → Student reads message → Student understands message → Student does nothing / Student responds to message → Student opts-out

Message inspires student to take action → Financial aid → Enroll in PSE

Unobservable signals

Student receives optimized message

Message captures student's attention

Student reads message

Student understands message

Student does nothing

Student responds to message

Message inspires student to take action

Financial aid

Enroll in PSE

Student opts-out

- Response rate was significantly larger among treatment group

- **More students who received treatment messages responded and remained opted-in**

- Opt-out differences driven by parents opting out of student messages—"wrong number"

> "We want to make sure that you know your options! What is your understanding of what College Bound can provide?"

- **Half of all survey respondents in both groups** understand what College Bound provides…
  - …but about **one-third (30%)** are unsure

Response	Control %	Treatment %
It covers tuition at public colleges	11.6	10.3
It covers fees	1.4	3.8
All of the above	52.2	51.3
Unsure	33.3	32.1
Prefer not to answer	1.4	1.3

Where OtterBot is headed—audience expansion

FY25 funding (one-time) for expansion to additional student and parent audiences

SB 6053 and receiving contact information via OSPI

Implementation and continued learning from the OtterBot research study

- Counselor Project
- Additional regionalization efforts
- Continued learning
- **wsac.wa.gov/otterbot**

- Established in 1989 to address healthcare workforce shortages
- **State Health Professional Loan Repayment Program** (HPLRP—now SHP) and the **Federal State Loan Repayment Program** (FSLRP—now FHP)
- WA Health Corps (WHC) was established by the legislature in 2019 (SHP and a new Behavioral Health Program, BHP)
- **Other partners include:**
  - WA Department of Health
  - WHC Planning Committee

Federal Health Program (FHP)

- Awards use federal funds matched with state dollars

- **Maximum award:** $70,000

- **Minimum service obligation:** two years
  - Minimum hours/week: 40
  - Maximum leave time allowed away from site: 35.7 days

State and Behavioral Health Programs (SHP & BHP)

- Awards use state funds only

- **Maximum award:** $75,000

- **Minimum service obligation:**
  - Three years (full-time) <u>or</u> up to five years (working at least 24 hours/week)
  - Minimum hours/week: 24
  - Maximum leave time allowed away from site: 40 days

WHC provider eligibility

- Be a **permanent employee** of pre-approved, eligible site(s) who is seeing patients when the contract starts (July 1)

- Have and maintain a WA health professions license that is **current, full, permanent, unrestricted, and unencumbered**

- Provide "Comprehensive Primary Care"

Eligible Provider Types	Federal Health Program (FHP)	State Health Program (SHP)	Behavioral Health Program (BHP)
Certified Nurse Midwife	✔	✔	
Chiropractor		✔	
Doctor of Dental Surgery (DDS)	✔	✔	
Doctor of Medical Dentistry (DMD)	✔	✔	
Doctor of Osteopathic Medicine (DO)	✔	✔	
Forensic Pathologists		✔	
Licensed Midwife		✔	
Naturopathic Doctor (ND)		✔	
Pharmacist	✔	✔	
Registered Dental Hygienist	✔	✔	
Substance Use Disorder Professional	✔	✔	✔

Eligible Provider Types	Federal Health Program (FHP)	State Health Program (SHP)	Behavioral Health Program (BHP)
Doctor of Medicine (MD)	✓	✓	◆
Licensed Clinical Psychologist	☆	✓	
Licensed Independent Clinical Social Worker	☆	✓	
Licensed Marriage and Family Therapist	☆	✓	
Licensed Mental Health Counselor	☆	✓	
Licensed Practical Nurse		✓	◆
Nurse Practitioner	✓	✓	◆
Physician Assistant	✓	✓	◆
Registered Nurse	✓	✓	◆

☆ For FHP only, indicated provider types require a full independent license. Individuals with the associate level license are eligible for the SHP and BHP awards.

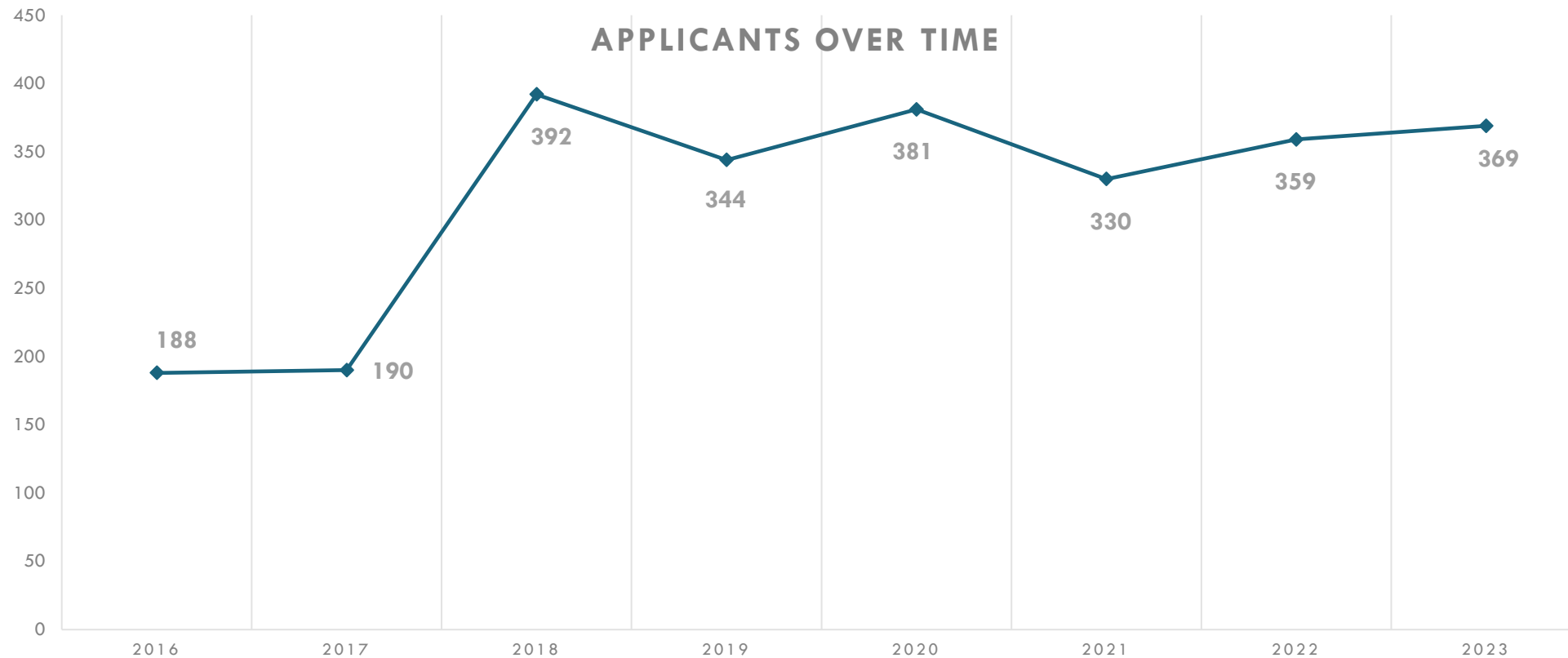◆ Only if specializing in mental health

Eligible WHC sites

- Federally Qualified Health Centers (FQHCs)

- Indian Health Service Facilities

- Critical Access Hospitals

- Correctional Facilities

- Behavioral Health Facilities

- Centers for Medicare & Medicaid Services Certified Rural Health Clinics (RHCs)

APPLICANTS OVER TIME

Chart: Applicants over time, 2016–2023

Year	Applicants
2016	188
2017	190
2018	392
2019	344
2020	381
2021	330
2022	359
2023	369

Note: Application numbers include all submitted applications. Applicants may apply for the Federal Health Program (FHP), the State Health Program (SHP) and the Behavioral Health Program (BHP) on the same application. Applications eligible for FHP funds are awarded first then SHP applicants and remaining eligible applicants are awarded with BHP funds.

WHC funding summary

Program	Funding Source	2019–21	2021–23	2023–25
FHP	Federal grant funds	$2 million	$2 million	$2 million
FHP	State matching funds	$1.05 million	$1.05 million	$1.1 million
SHP	State funds	$7.65 million	$7.65 million	$15.4 million
BHP	State funds	$2 million	$12.25 million	$12 million
Nurse Educator	State funds	-	$6 million	$6 million

2023 application cycle: Behavioral Health Providers

Behavioral Health Providers	Total Eligible Applicants	Awards Provided	Percent Awarded
Licensed Clinical Psychologist	6	4	67%
Licensed Independent Clinical Social Worker	68	32	47%
Licensed Marriage & Family Therapist	8	4	50%
Substance Use Disorder Professional	26	19	73%
Licensed Mental Health Counselor	65	43	66%

Nurse Educator Loan Repayment Program (LRP)

- Must be a **registered nurse** who holds an **advanced degree** (beyond a bachelor's), serves as a faculty member, and teaches at an approved WA nursing school

- **Maximum award:** $75,000

- **Minimum service obligation:** 3–5 years (depending on full- vs. part-time)
  - Must teach at least one class per academic term to remain in good standing (i.e., one class for three quarters <u>or</u> two semesters)
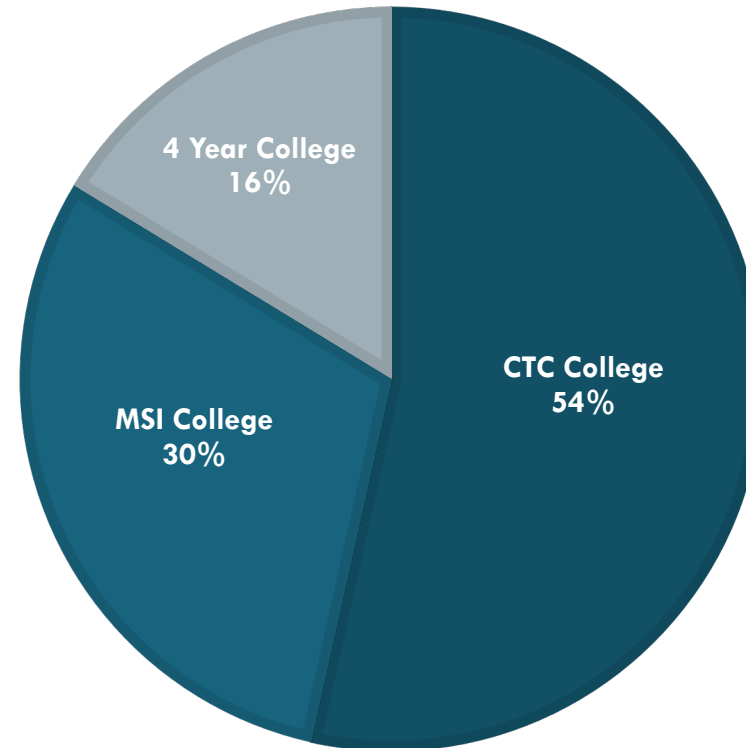
- 58 total applications

- **44 awards provided**
  - 34 full-time
  - 10 part-time

AWARDED BY COLLEGE TYPE

■ CTC College ■ MSI College ■ 4 Year College
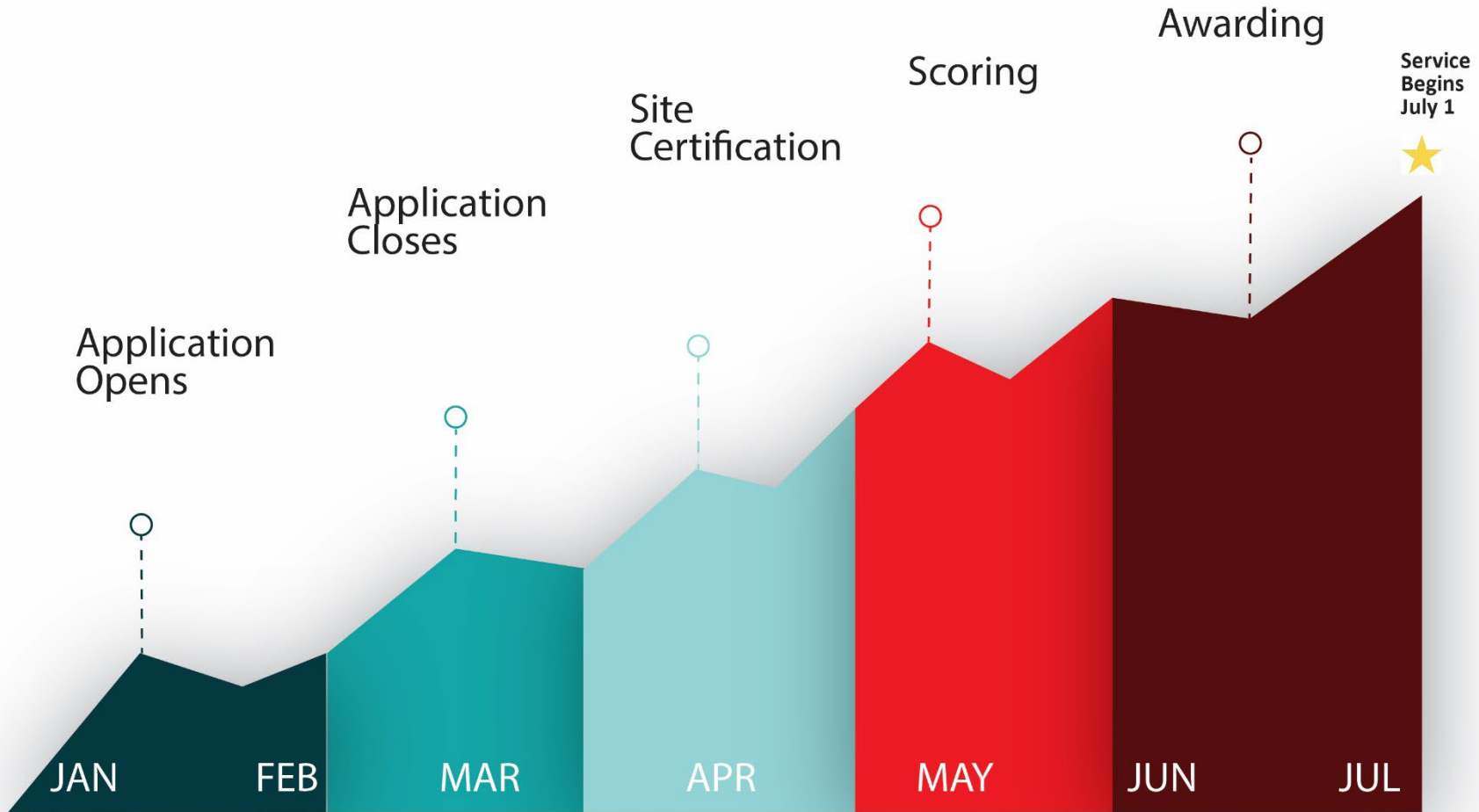

4 Year College
16%

CTC College
54%

MSI College
30%

- **Cycle begins in January 2025** (application opens during first week)

- Application closes in early March

- *Note: Sites must apply for eligibility before the application cycle*

WASHINGTON STUDENT ACHIEVEMENT COUNCIL
EDUCATION · OPPORTUNITY · RESULTS

WASHINGTON HEALTH CORPS PROVIDER APPLICATION TIMELINE

Application Opens

Application Closes

Site Certification

Scoring

Awarding

Service Begins July 1

JAN FEB MAR APR MAY JUN JUL

* The Preapproved Site Application is open year round but needs to be completed and approved before a provider can apply from that site.

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- **Behavioral Health conditional scholarship** *(launching Spring 2025)*

- **Behavioral Health stipend** *(launching early 2025)*

- Additional WHC information: **wsac.wa.gov/washington-health-corps**
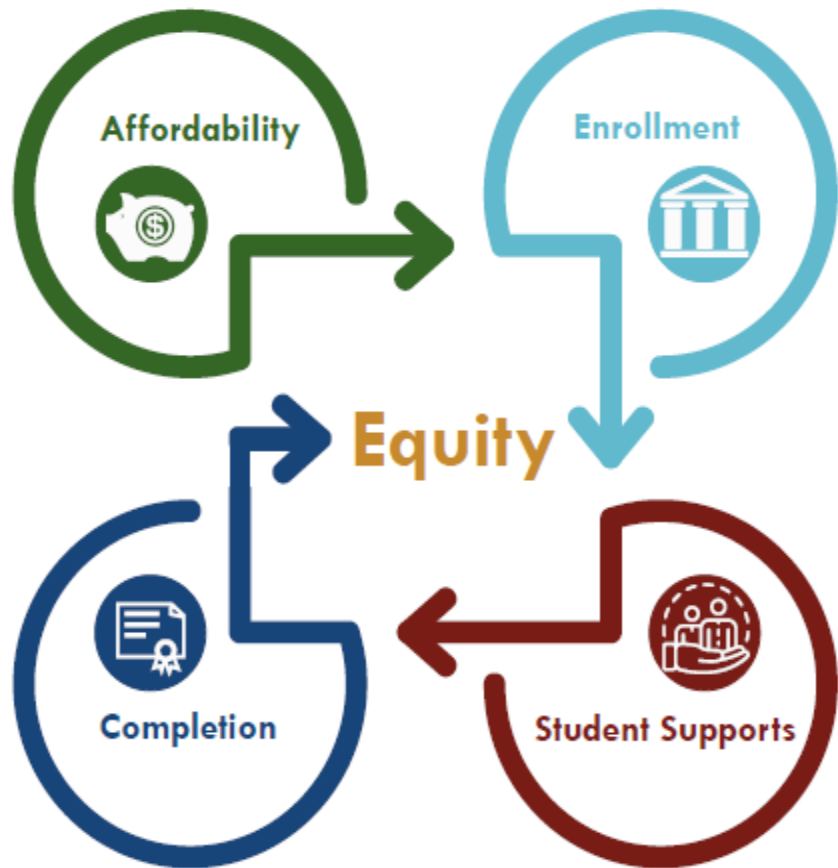 - health@wsac.wa.gov
  - (888) 535-0747 (ext. 5)

Student Basic Needs Security

Ami Magisos, Associate Director of

Strategy & Partnerships, WSAC

WSAC Strategic Action Plan:

Access to basic needs should not be a barrier for Washington residents seeking a postsecondary degree.
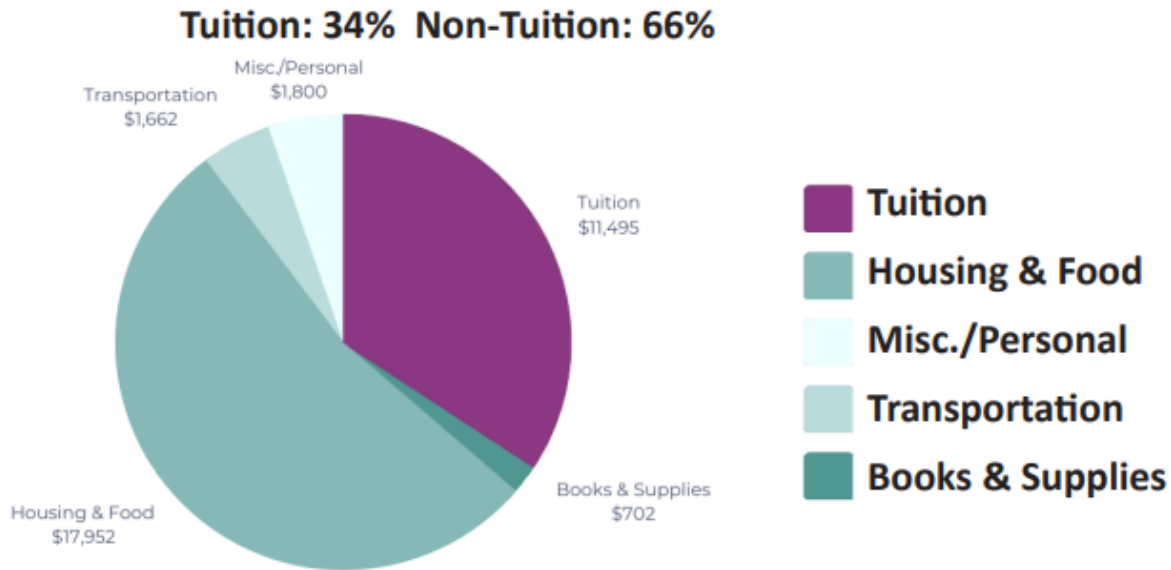
- Basic needs encompass access to **affordable housing, sufficient food, quality childcare, mental healthcare,** and other needs
- Access could be provided through higher education institutions, existing federal or state public benefits, and/or local resources
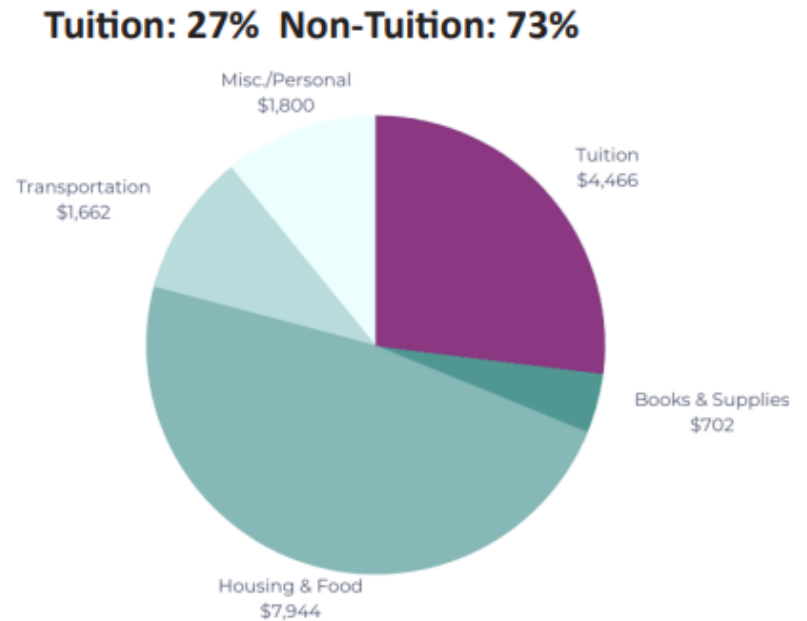
Why focus on students' basic needs?

The majority of attendance costs—housing, transportation, and food, among others—are not tuition

Cost breakdown: four-year research institute, living on campus

Tuition: 34% Non-Tuition: 66%

Misc./Personal $1,800
Transportation $1,662
Tuition $11,495
Housing & Food $17,952
Books & Supplies $702

Cost breakdown: community or technical college, living with parents

Tuition: 27% Non-Tuition: 73%

Misc./Personal $1,800
Transportation $1,662
Tuition $4,466
Books & Supplies $702
Housing & Food $7,944

Legend:
- Tuition
- Housing & Food
- Misc./Personal
- Transportation
- Books & Supplies

Cost numbers are for the 2022–23 academic year, as calculated by the Washington Financial Aid Association.
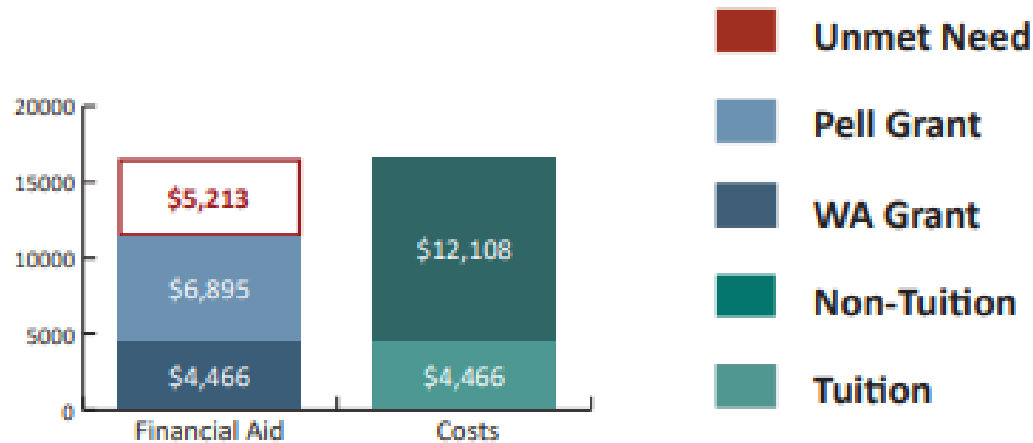
Basic needs and actual affordability

At community and technical colleges, there is a large gap of unmet need for students from low-income backgrounds

Community or technical college, living with parents

Unmet need: $5,213 (31%)

Unmet Need	
Pell Grant	
WA Grant	
Non-Tuition	
Tuition	

Financial Aid: $5,213; $6,895; $4,466
Costs: $12,108; $4,466

Community or technical college, living independently

Unmet need: $14,054 (55%)

Financial Aid: $14,054; $6,895; $7,510
Costs: $20,949; $7,510

Cost numbers are for the 2022–23 academic year, as calculated by the Washington Financial Aid Association.

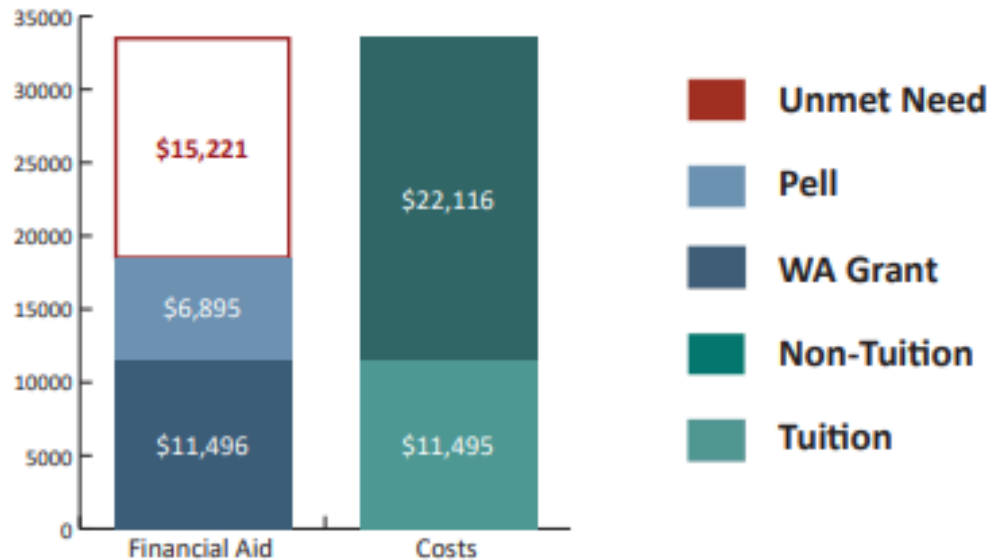There is also a significant gap of unmet need for students from low-income backgrounds at four-year institutions
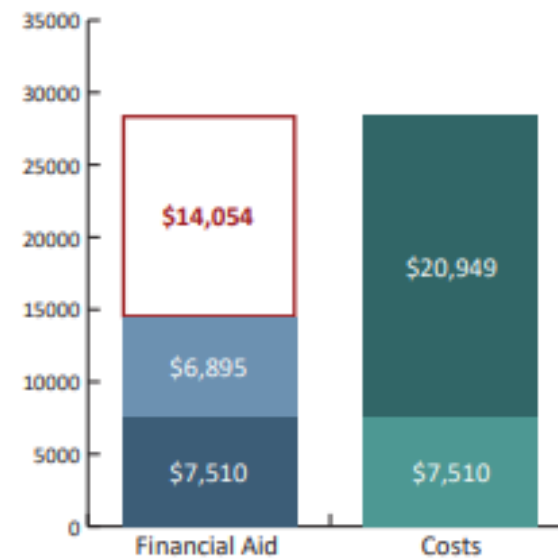
Four-year research institution, living on campus

Unmet need: $15,221 (45%)

Four-year regional institution, living independently

Unmet need: $14,054 (49%)

Legend:
- **Unmet Need**
- **Pell**
- **WA Grant**
- **Non-Tuition**
- **Tuition**

Left chart — Four-year research institution:
- Financial Aid: $15,221 (Unmet Need), $6,895 (Pell), $11,496 (WA Grant)
- Costs: $22,116 (Non-Tuition), $11,495 (Tuition)

Right chart — Four-year regional institution:
- Financial Aid: $14,054 (Unmet Need), $6,895 (Pell), $7,510 (WA Grant)
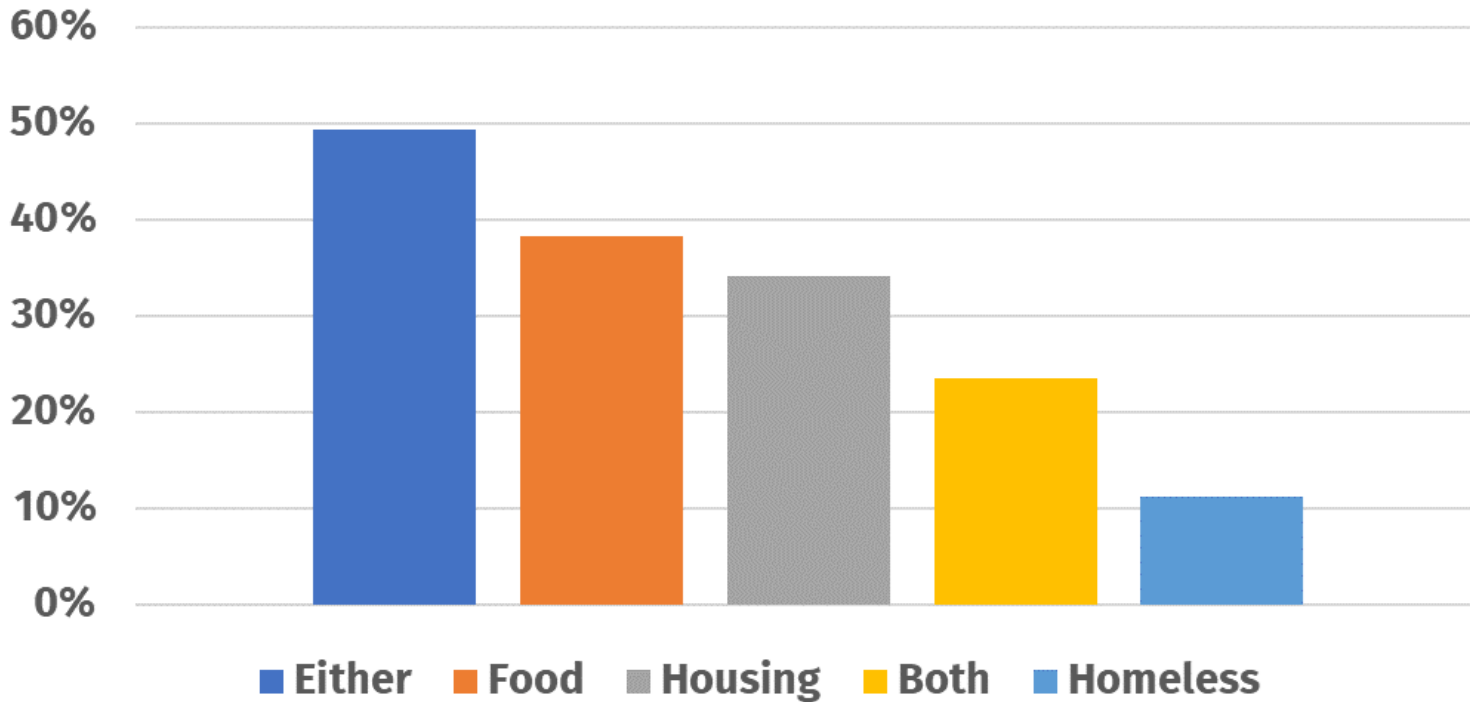- Costs: $20,949 (Non-Tuition), $7,510 (Tuition)

Cost numbers are for the 2022–23 academic year, as calculated by the Washington Financial Aid Association.

Overall insecurity rates amongst respondents:

==49% of respondents experienced *either food insecurity or housing insecurity*==

38% of respondents experienced *food insecurity* in the last 30 days

34% of respondents experienced *housing insecurity* in the last 12 months

24% of respondents experienced *both food insecurity and housing insecurity*

11% of respondents experienced *homelessness* in the last 12 months

Are students accessing healthcare?

- **Only half** of respondents said they had reliable access to needed <u>healthcare services</u> in the past 12 months

- **Only 34%** of respondents said they had reliable access to needed <u>mental / behavioral health services</u> in the past 12 months

Among those who reported unreliable or no access, top barriers included:

Healthcare	Mental/Behavioral Healthcare
27% "I have health insurance, but it still costs too much"	24% "I had difficulty finding an available appointment"
24% "I wasn't able to find a care provider"	21% "I wasn't sure where to go"
15% "I was lacking information"	20% "I wasn't able to find a care provider"

Source: Washington Student Achievement Council (https://wsac.wa.gov/sites/default/files/2023.BasicNeedsReport.pdf)

Are students accessing resources?

Less than half of students experiencing insecurity accessed basic needs support resources in the prior 6 months.

49% accessed **public resources**	**34%** accessed **campus resources**
• Food benefits: 11%	• Food resources: 14%
• Medicaid or public health insurance: 15%	• Housing resources: 6%
• Housing assistance programs: 2%	• Health care: 7%
• Utility assistance programs (e.g. help paying for heat or water): 4%	• Mental/behavioral healthcare: 7%
• Transportation assistance programs: 3%	• Childcare: 0.8%
• Childcare assistance: 1%	• Navigation/case management: 2%
• Tax refunds: 8%	

Source: Washington Student Achievement Council (https://wsac.wa.gov/sites/default/files/2023.BasicNeedsReport.pdf)

Passport to Careers	
(Former foster and unaccompanied homeless youth)	
CTCs only	**Limited time**
• Emergency Assistance Grants • Childcare subsidies • Mental/behavioral healthcare grants (four CTCs)	• "Bridge Grants" and increased eligibility for full Washington College Grant

New statewide basic needs legislation

Supporting Students Experiencing Homelessness **grant program**

- Services to students who are experiencing homelessness or have aged out of foster care
- Pilot → permanent for publics

Postsecondary Basic Needs Act

- Basic needs navigators
- Strategic planning
- Assessment of basic needs security
- Food security pilot

Supporting Students Experiencing Homelessness grant program

6,700 students served:

- **Persistence during term:**
  - Universities: 93%
  - CTCs: 87%
- **Retained or graduated in next term:**
  - Universities: 90%
  - CTCs: 77%

Source: Calculations by WSAC and SBCTC grant administrators, 2023

How were these students supported?

- **Case management** and connection to resources
- **Housing:** emergency, short-term, homelessness prevention, start-up costs to enter rentals
- **Food assistance**
- **Laundry, hygiene, storage, etc.**

Postsecondary Basic Needs Act

Infrastructure to support:

- **Basic need navigators** are guiding students to access resources in all publics
- All publics have completed basic needs strategic plans
- **Fall 2024** Basic Needs Survey

Proactive food security:

- **Innovative pilot strategies:** meal plans, prepaid cards, etc.
- Campuses with diverse assets and challenges
- Evaluation

What's on the horizon?

Knowledge development

- 2024 basic needs survey
- Parenting students
- Food security pilot

Policy and practice

- Former foster and homeless youth
- Flexible resources
- Outreach innovations

- **Please use the "<u>Chat</u>" option to answer the following questions:**
  - What is your biggest takeaway from today's webinar?
  - What programs, policies, and/or topics would you like WSAC to cover in future webinars?

- **Summer stakeholder engagement sessions** *(2025 proposals)*
  - Tuesday, July 9, 1–3 pm, Zoom
  - Thursday, July 11, 10 am–12 pm, Zoom

- **Questions?**
  - Heather Hudson, heatherhu@wsac.wa.gov
  - Joel Anderson, joela@wsac.wa.gov