



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



Council members



Jeff Vincent, Chair
Retired CEO & President
Laird Norton Company



Jeff Charbonneau, Vice Chair
Principal
Zillah School District



Sativah Jones, Secretary
Assistant Director of College
and Career Readiness
Highline Public Schools



Evangelina Shreeve
Chief Diversity Officer &
Director, STEM Education
Pacific NW Nat'l Laboratory



Ruben Flores
Executive Director
Council of Presidents



Paul Francis
Executive Director
State Board for Community
and Technical Colleges



Chris Reykdal
Superintendent
Office of Superintendent of
Public Instruction



Dr. Terri Standish-Kuon
CEO & President
Independent Colleges of
Washington



Tathagata Pal
Graduate Student
Washington State University

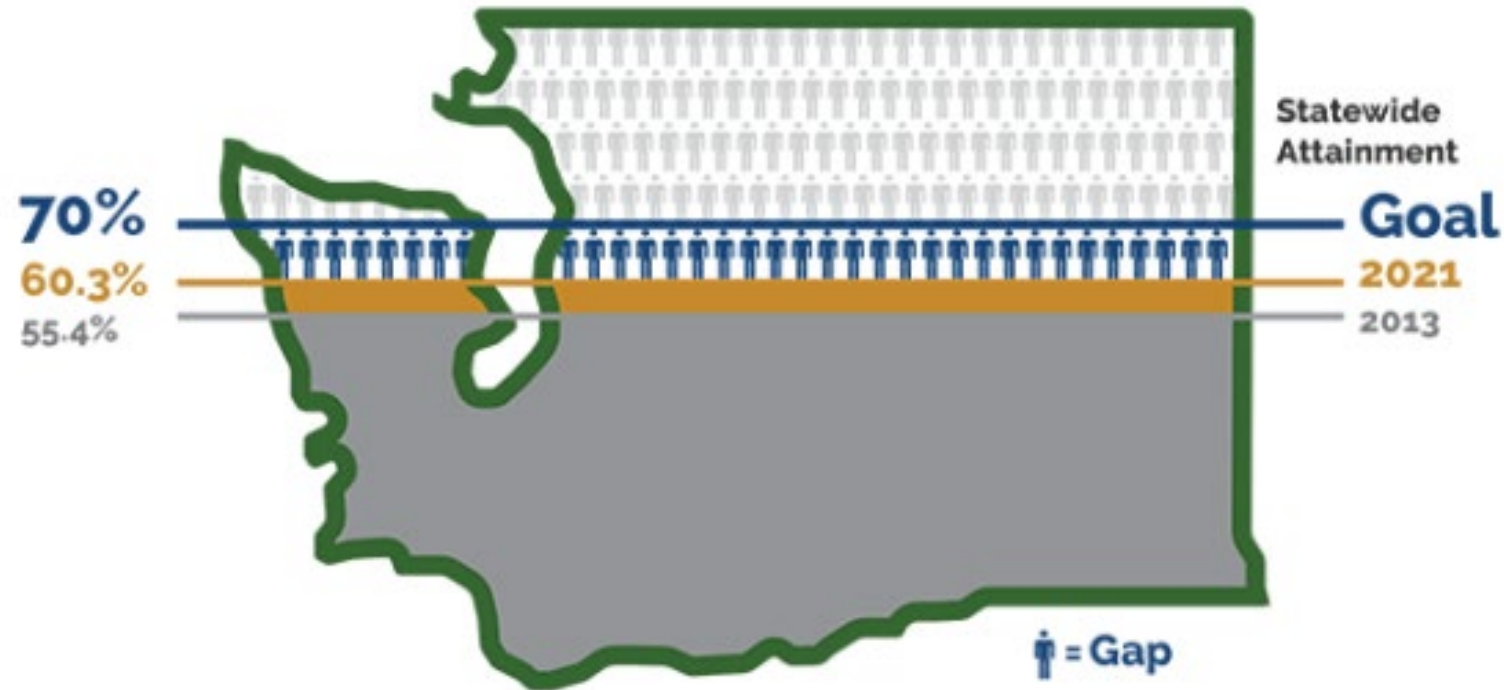


Vacant
Undergraduate Student
TBD



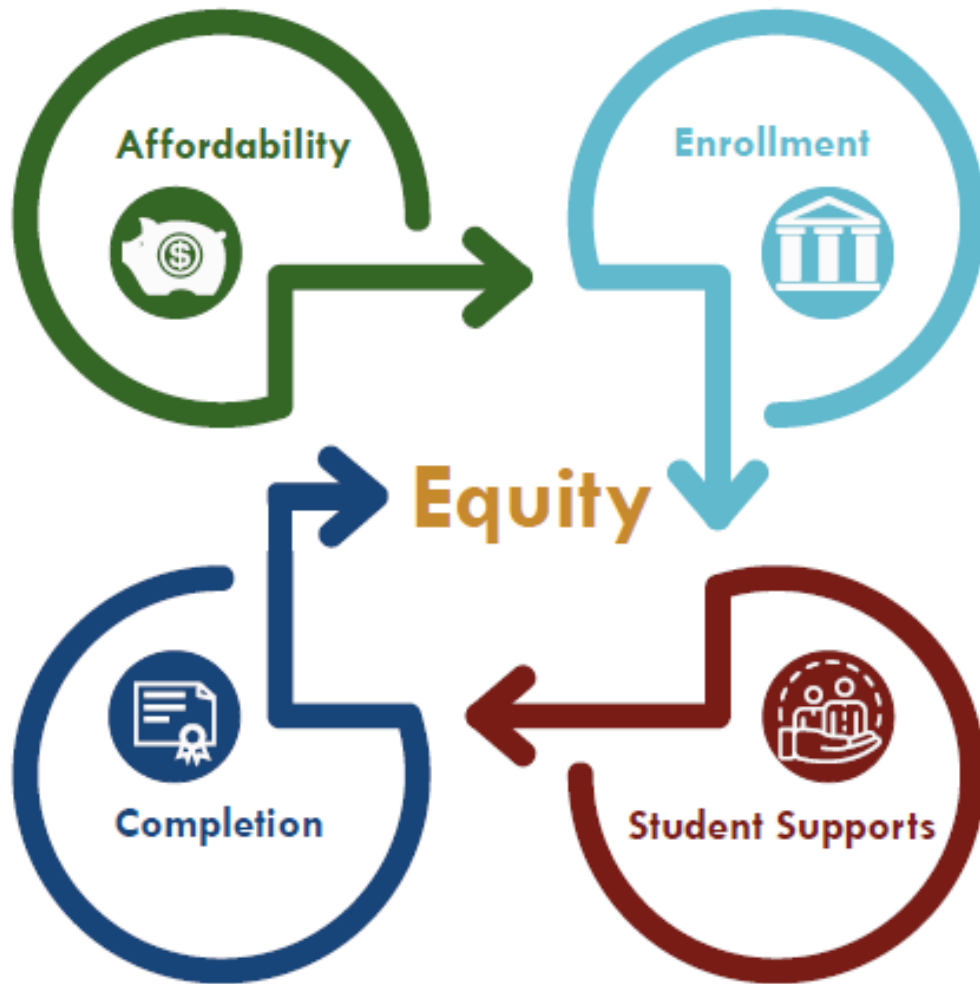
Washington's postsecondary attainment goal

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 high school.





Strategic Action Plan



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





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



OtterBot supports

Support comes in three ways:

1

Weekly campaigns

2

Responses from the Knowledge Base

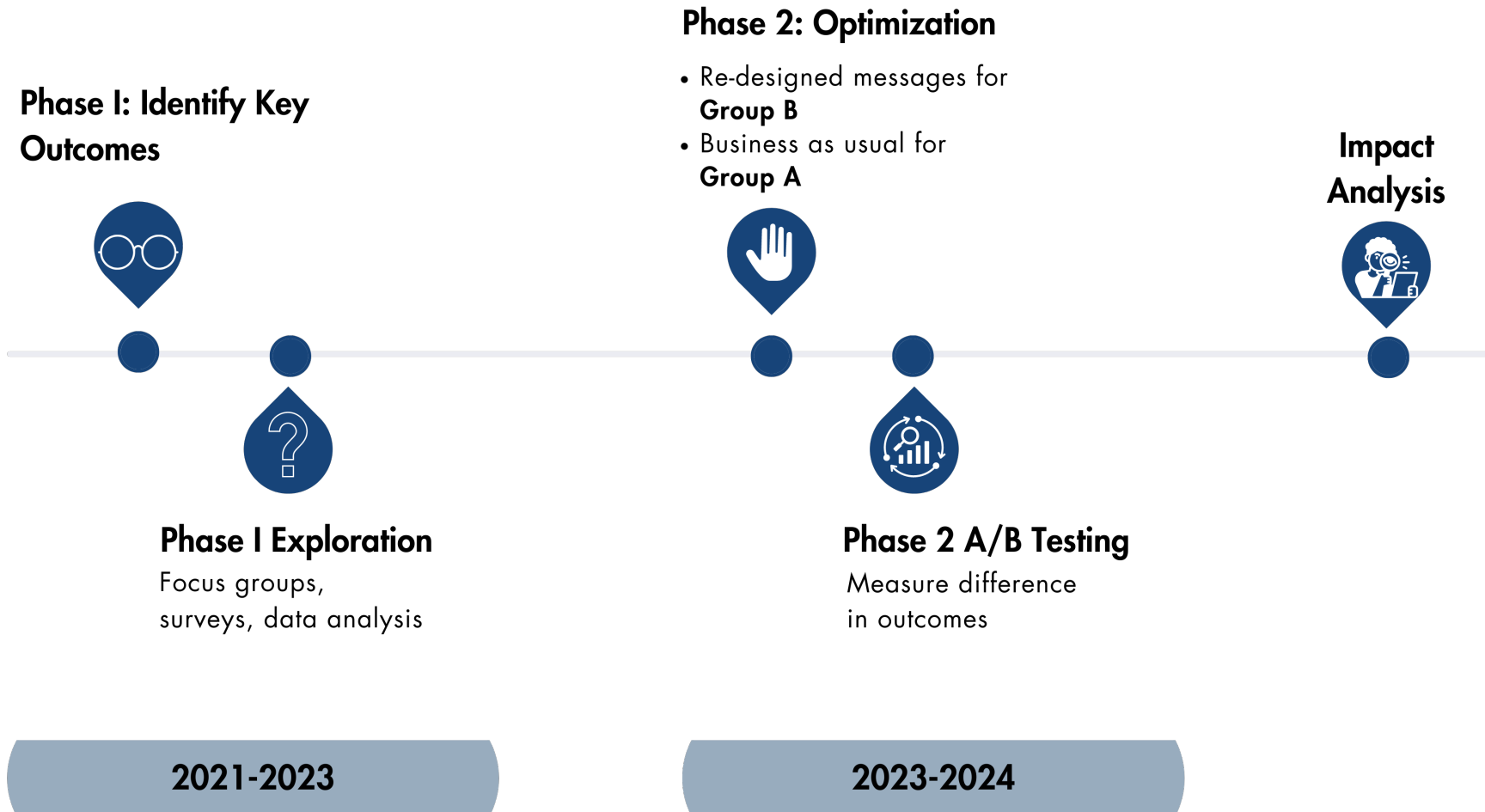
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On-demand information via #Commands



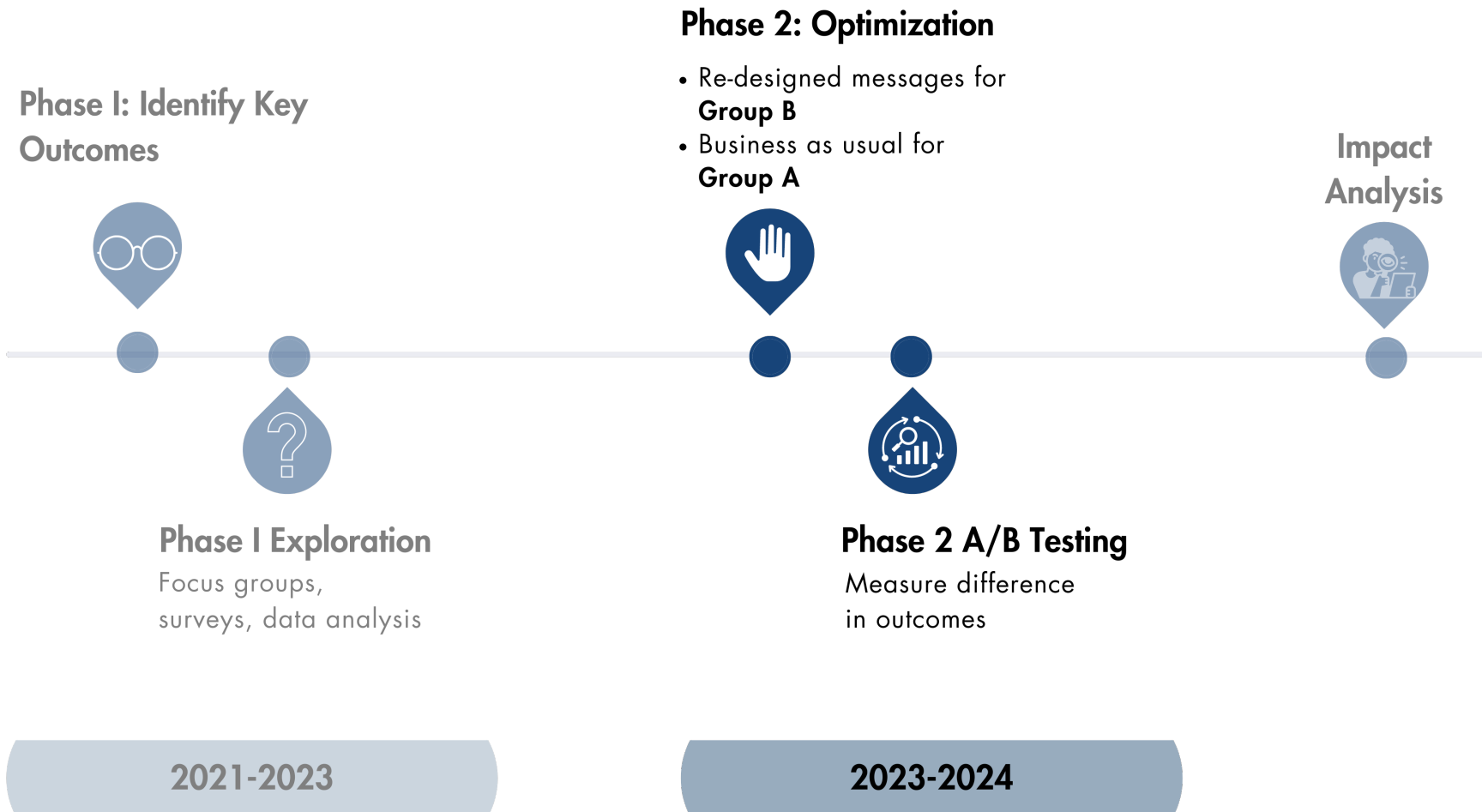


OtterBot research overview



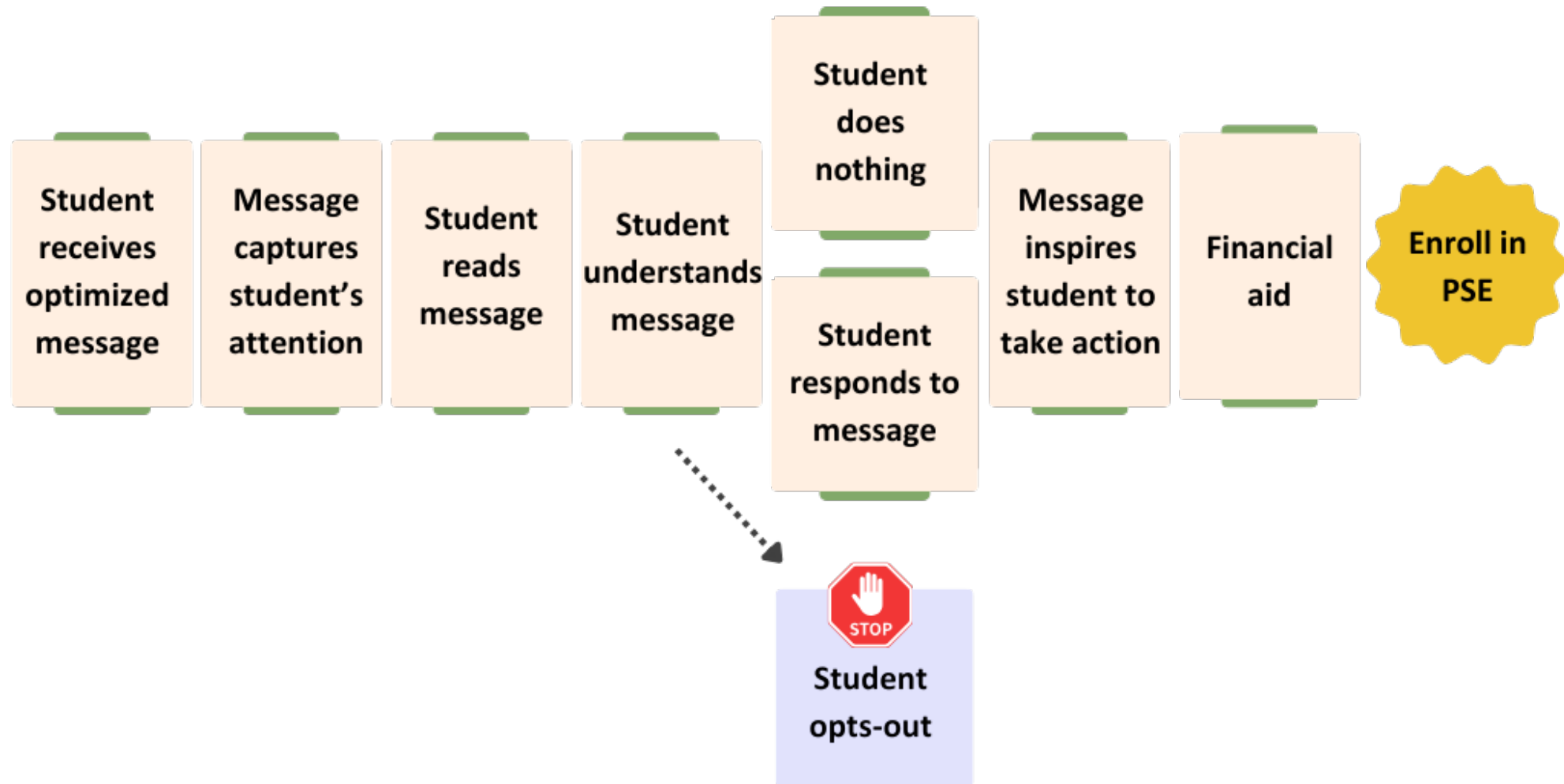


OtterBot research overview (cont.)



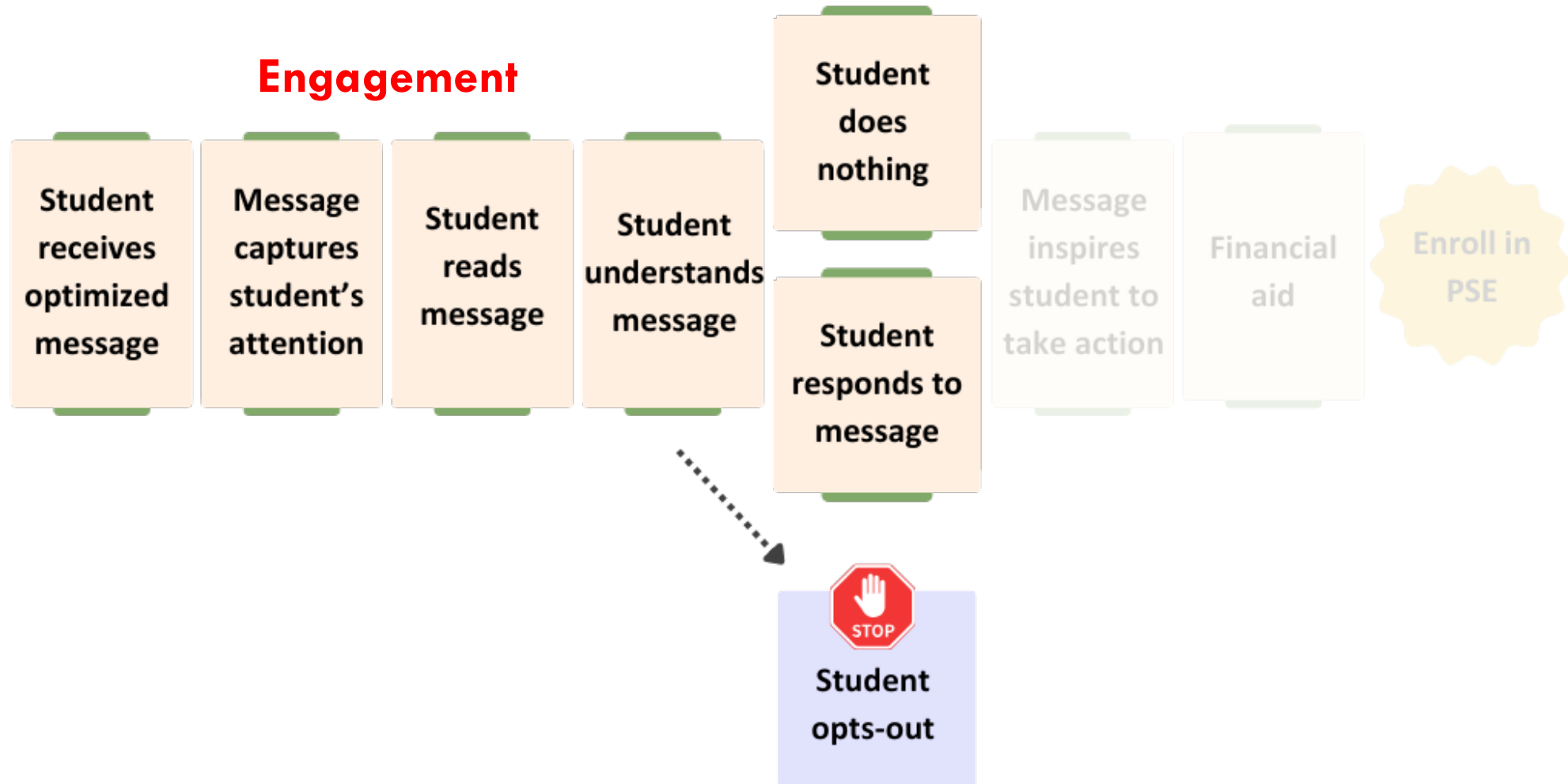


OtterBot theoretical pathway



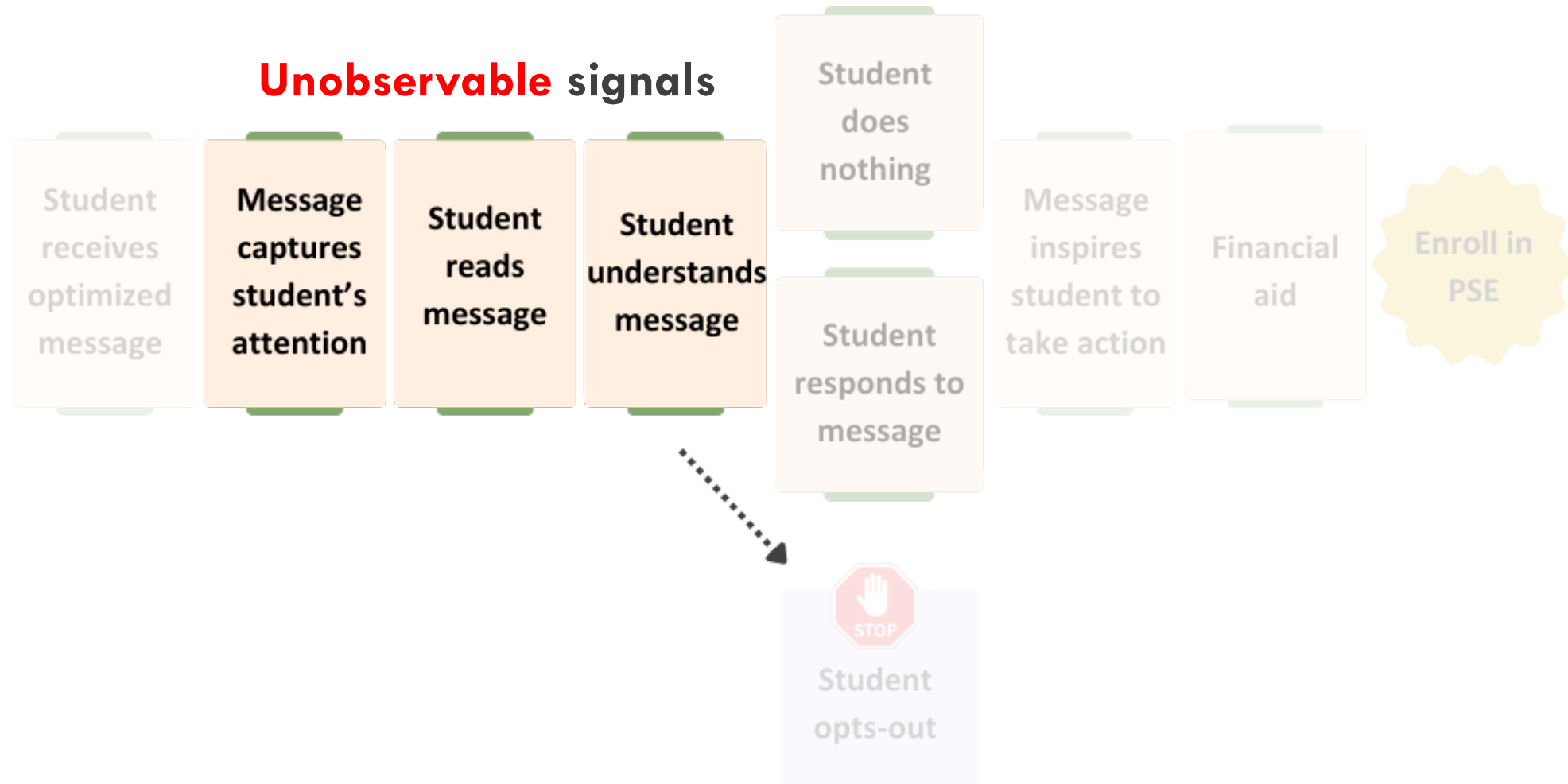


OtterBot theoretical pathway (cont.)



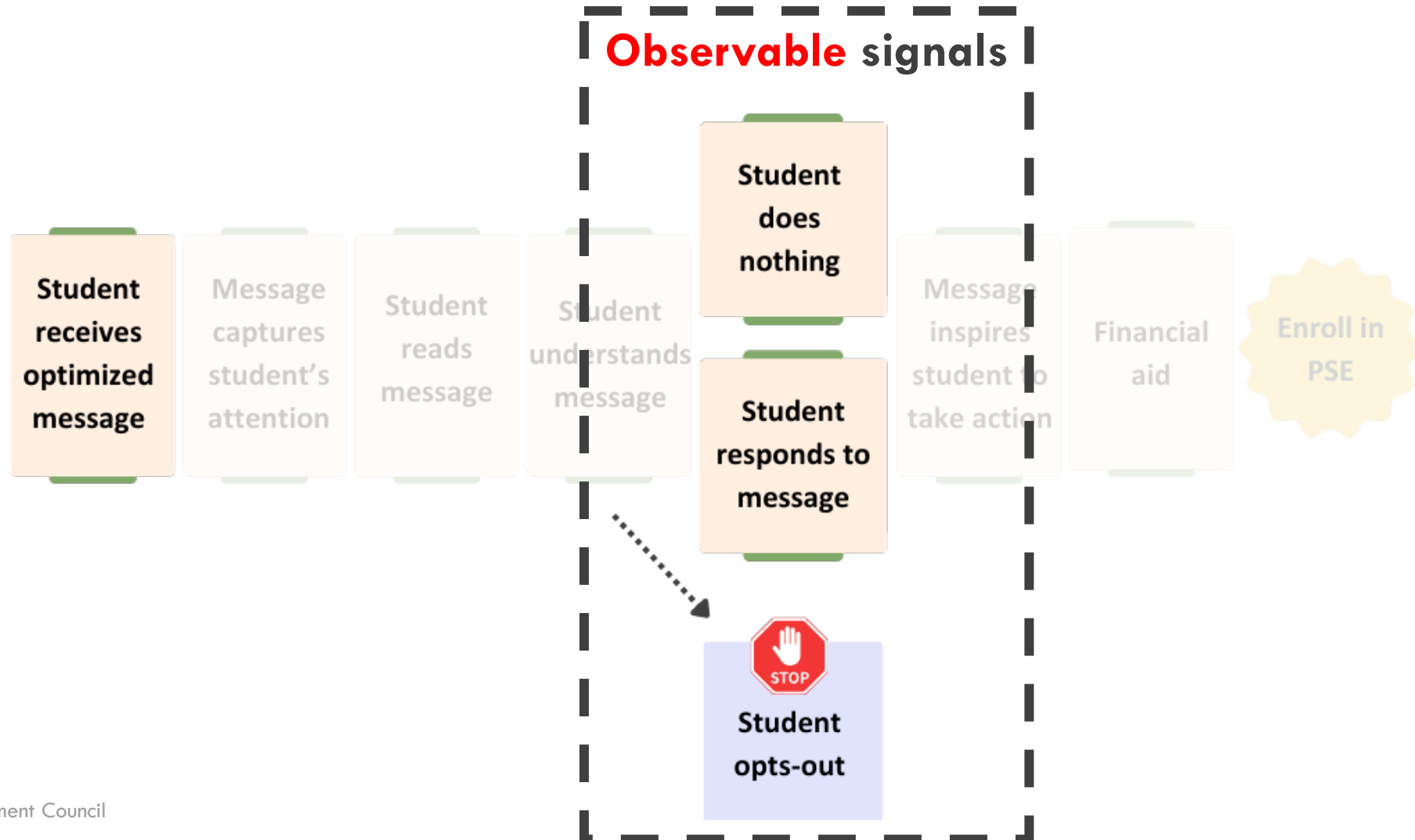


OtterBot theoretical pathway (cont.)



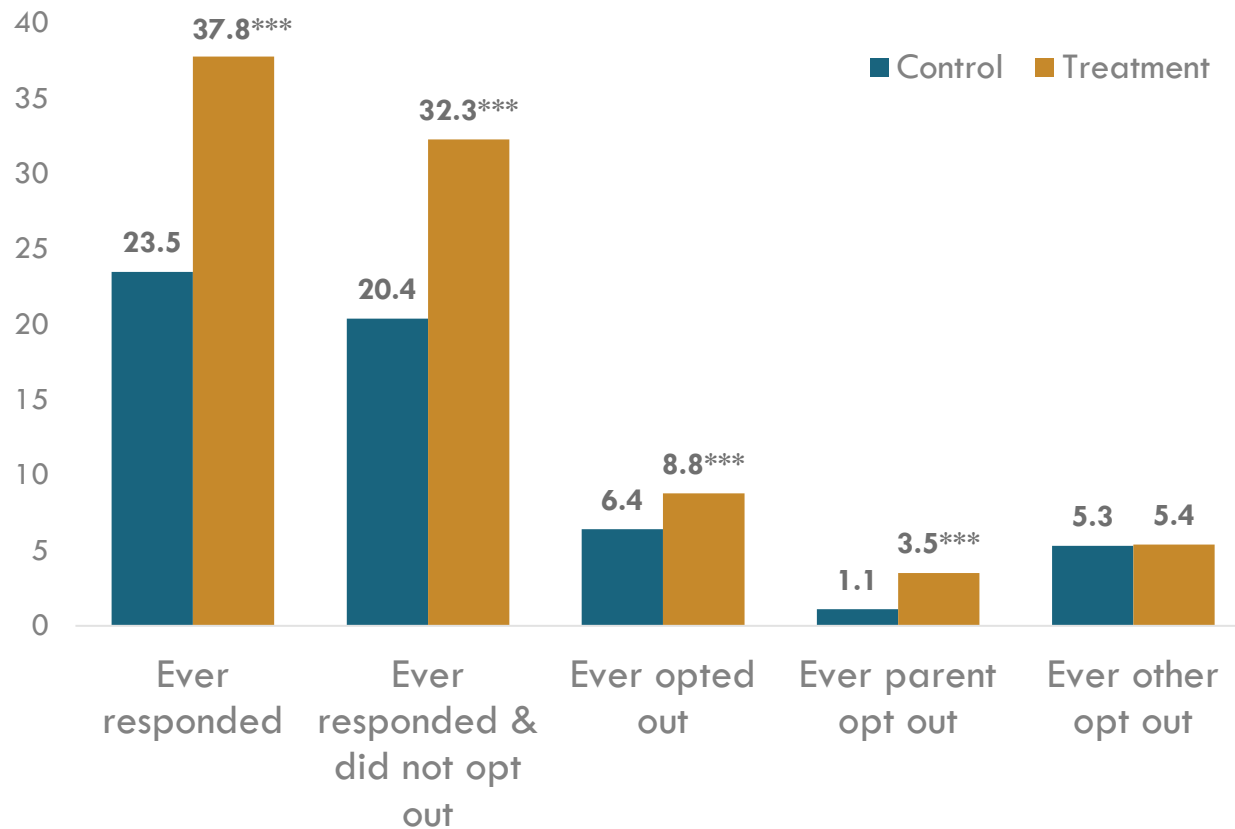


OtterBot theoretical pathway (cont.)





OtterBot engagement



- 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”



OtterBot: knowledge of College Bound

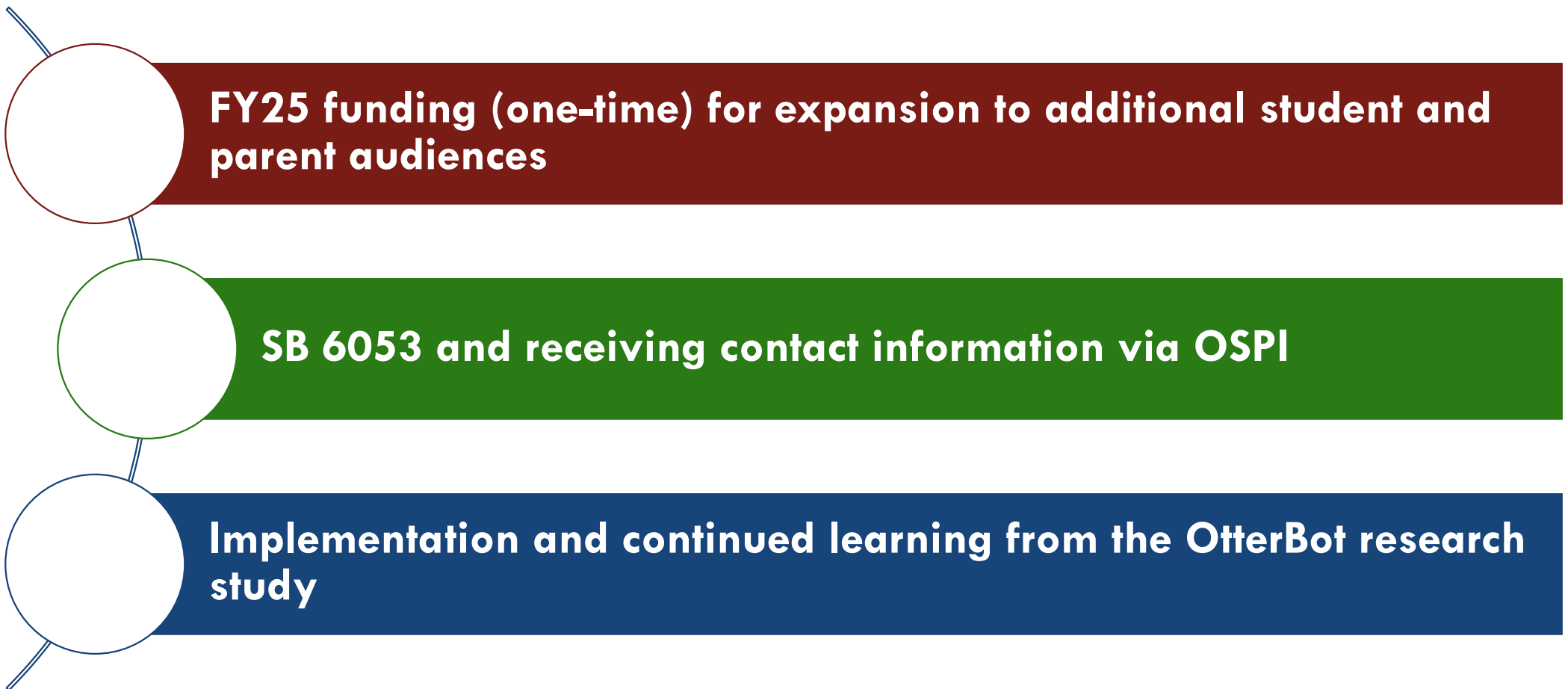
We want to make sure that you know your options! What is your understanding of what College Bound can provide?

- **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



Where OtterBot is headed—partnerships with trusted messengers

Attn High School Counselors:
Transform student support with OtterBot to help your students thrive!



OtterBot

Join the OtterBot Counselor Project and Become a Trusted Resource for Your Students' Success!

What is OtterBot?
The Washington Student Achievement Council (WSAC) offers a unique tool designed to support high school students, including College Bound students, in navigating education after high school.

Why participate?

- Provide personalized assistance to students, empowering them to make informed decisions about their future.
- Gain valuable knowledge on how OtterBot works and improve counselor-student interactions.
- Your students can earn compensation for participating in user testing and shaping the future of OtterBot.

How can You Help?

- Inform and encourage your students to sign up for OtterBot
- Collaborate with WSAC to customize OtterBot for your school and provide feedback on its effectiveness.

Get Involved Today!
Scan the QR code to learn more and become a part of this innovative project:



For more info, visit: wsac.wa.gov/otterbot

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





Washington Health Corps (WHC)

*Luis Zepeda-Chavez, Program Manager,
WSAC*



Overview

- 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) or 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

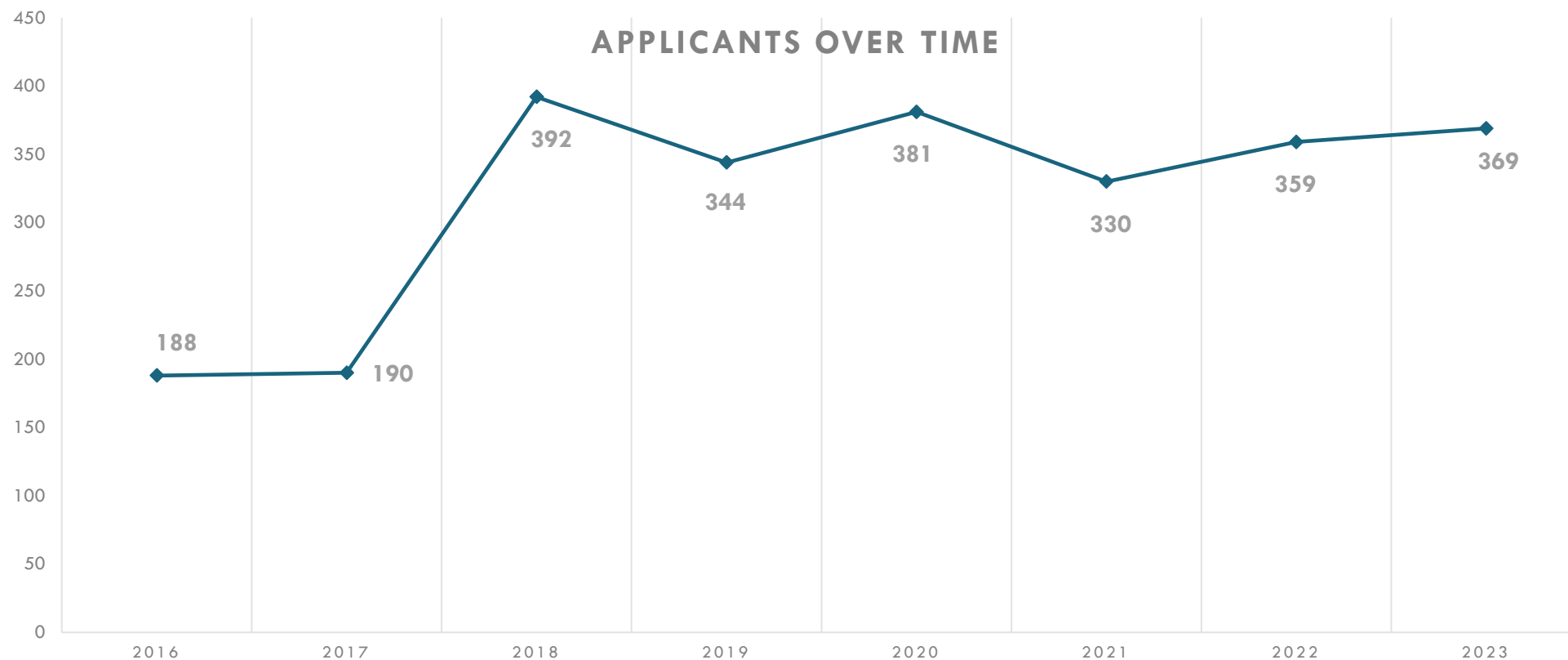


Eligible WHC sites

- 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)



WHC provider applications: 2016–23



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 or two semesters)

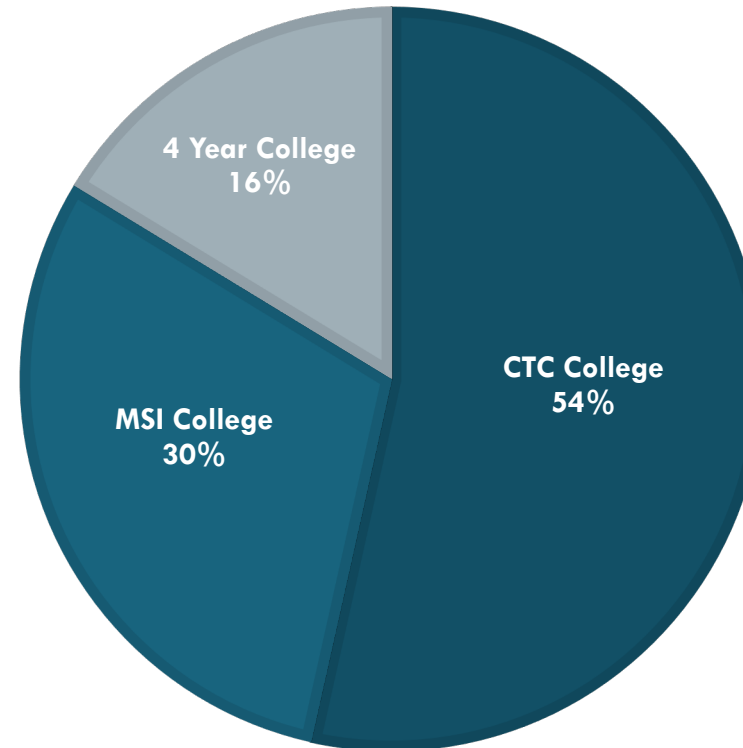


2023 awardees: Nurse Educator LRP

- 58 total applications
- **44 awards provided**
 - 34 full-time
 - 10 part-time

AWARDED BY COLLEGE TYPE

■ CTC College ■ MSI College ■ 4 Year College

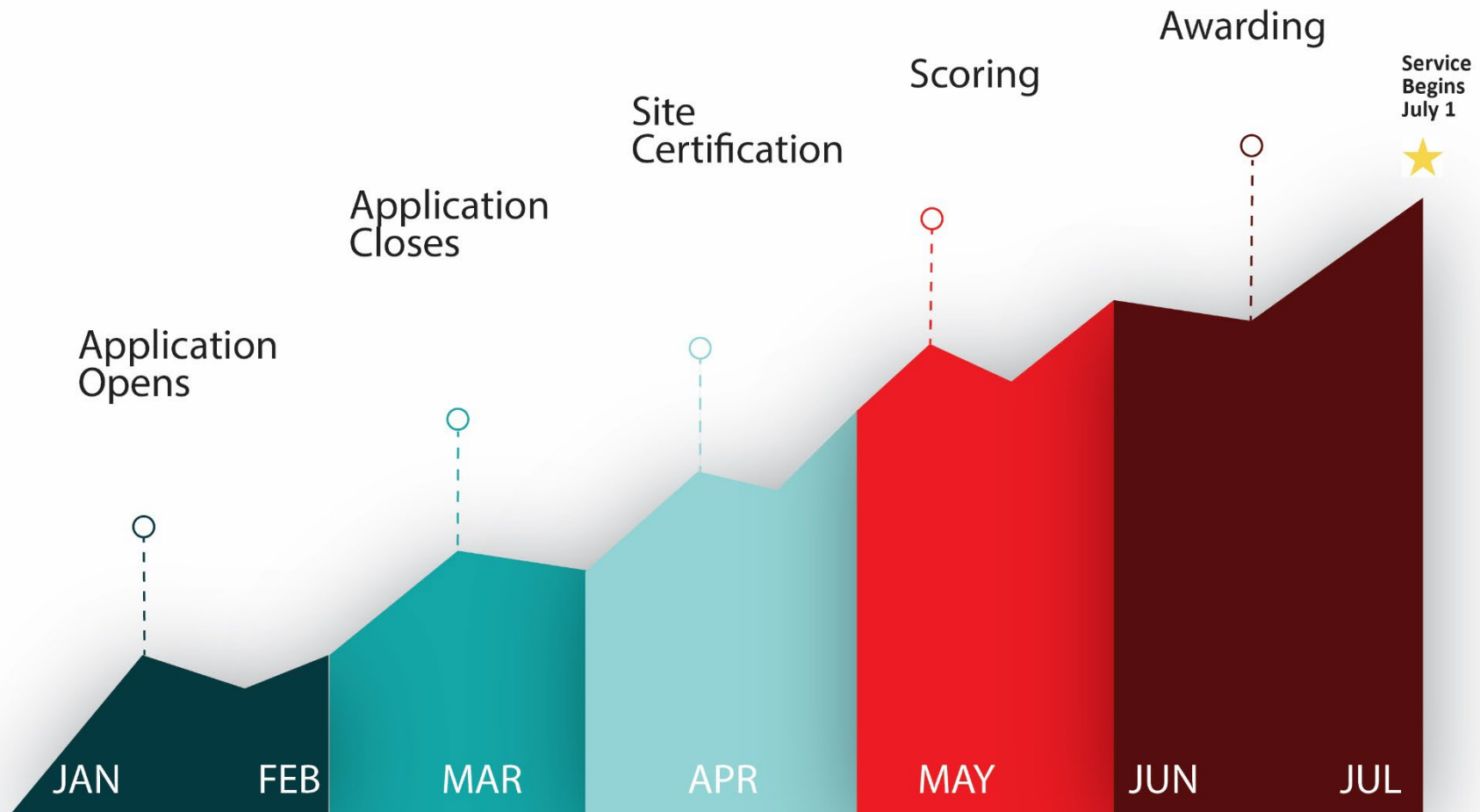




2025 WHC application process & timeline

- **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 HEALTH CORPS PROVIDER APPLICATION TIMELINE



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



Future WHC projects and additional information

- **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)

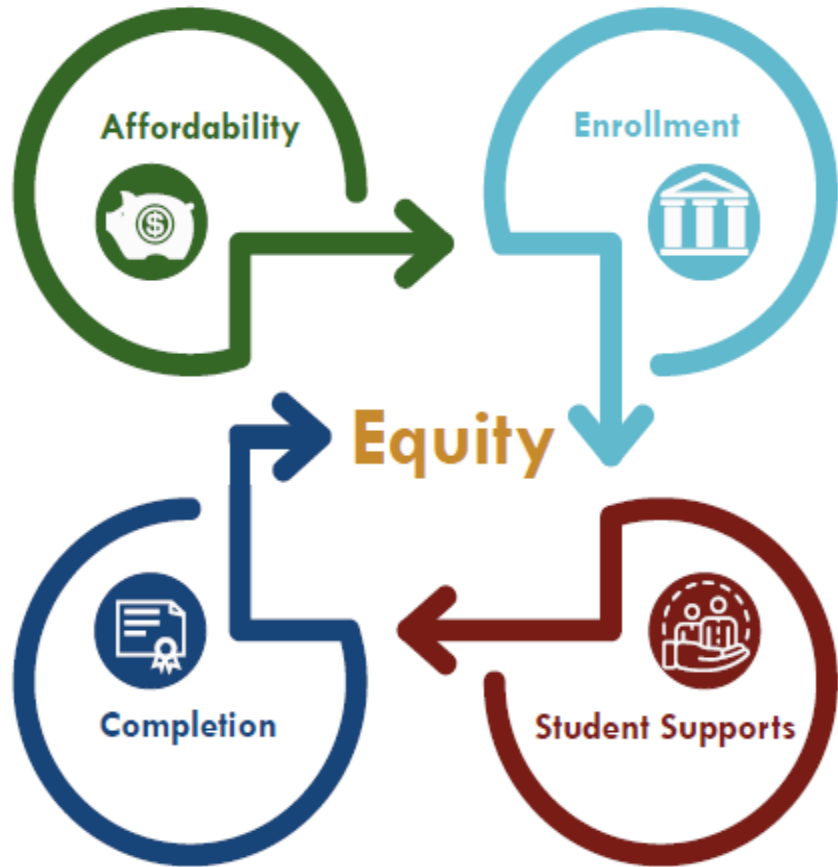


Student Basic Needs Security

*Ami Magisos, Associate Director of
Strategy & Partnerships, WSAC*



Why focus on students' basic needs?



WSAC Strategic Action Plan:

Access to basic needs should not be a barrier for Washington residents seeking a postsecondary degree.

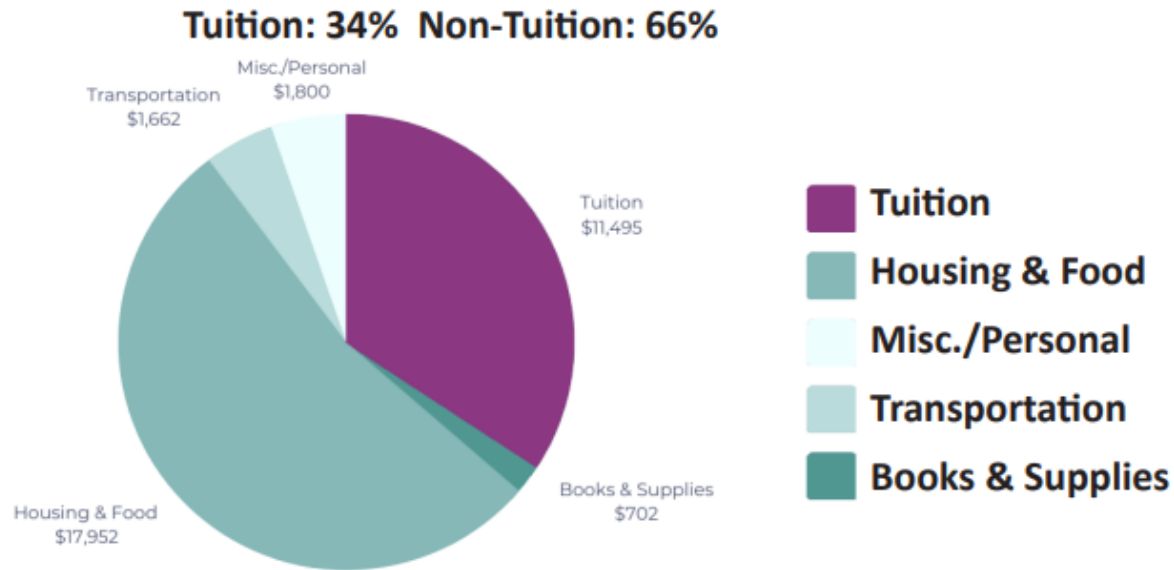
- Basic needs encompass access to **affordable housing, sufficient food, quality childcare, mental healthcare**, and other needs
- Access could be provided through higher education institutions, existing federal or state public benefits, and/or local resources



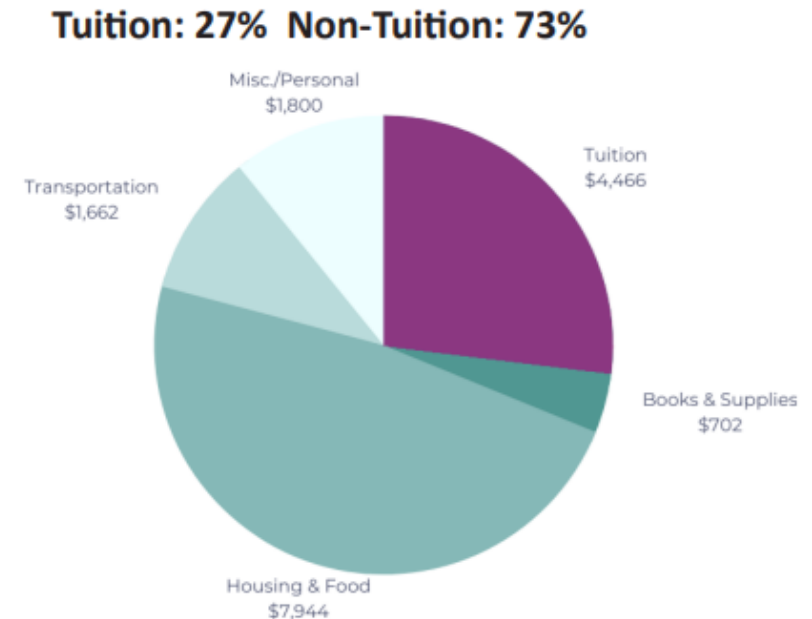
Why focus on students' basic needs?

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

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



Cost breakdown: community or technical college,
living with parents



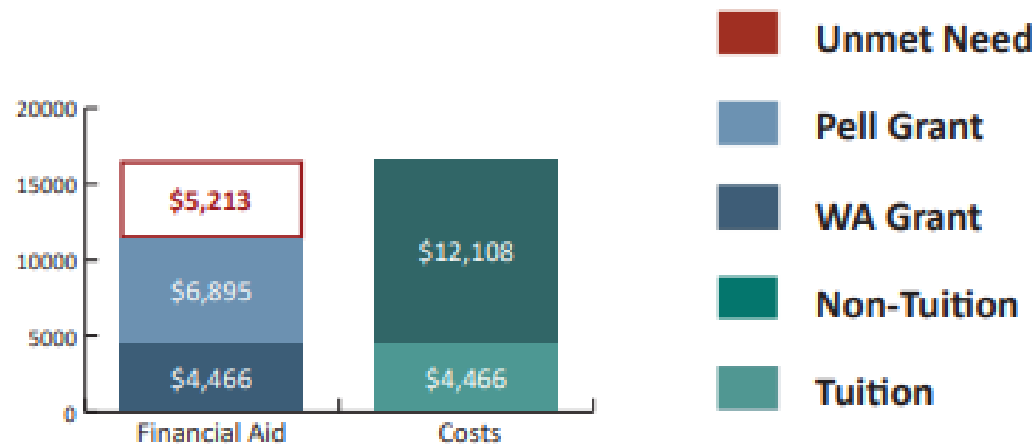


Basic needs and actual affordability

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

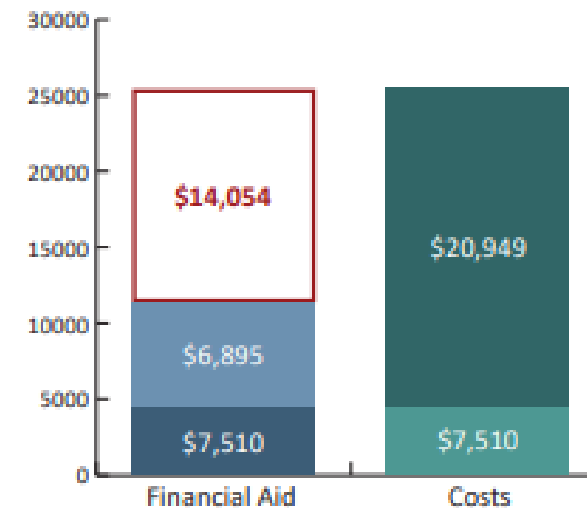
Community or technical college,
living with parents

Unmet need: \$5,213 (31%)



Community or technical college,
living independently

Unmet need: \$14,054 (55%)



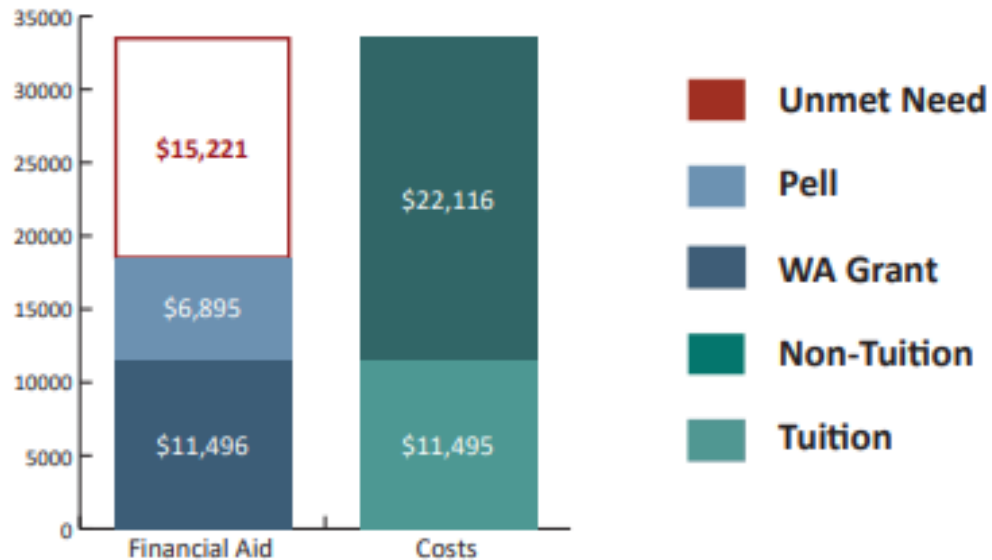


Basic needs and actual affordability

There is also a significant gap of unmet need for students from low-income backgrounds at four-year institutions

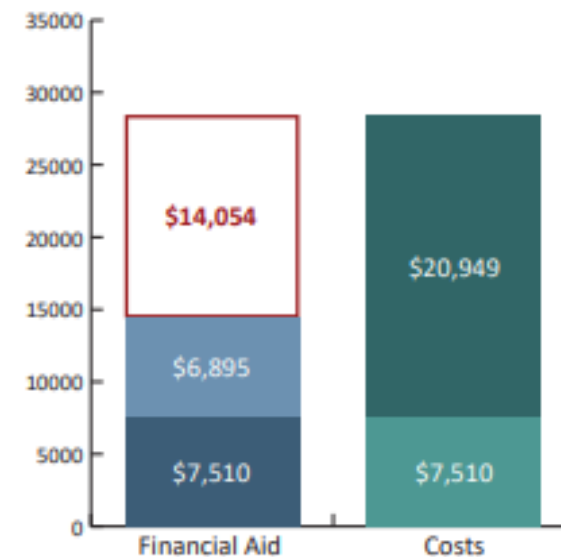
Four-year research institution,
living on campus

Unmet need: \$15,221 (45%)



Four-year regional institution,
living independently

Unmet need: \$14,054 (49%)

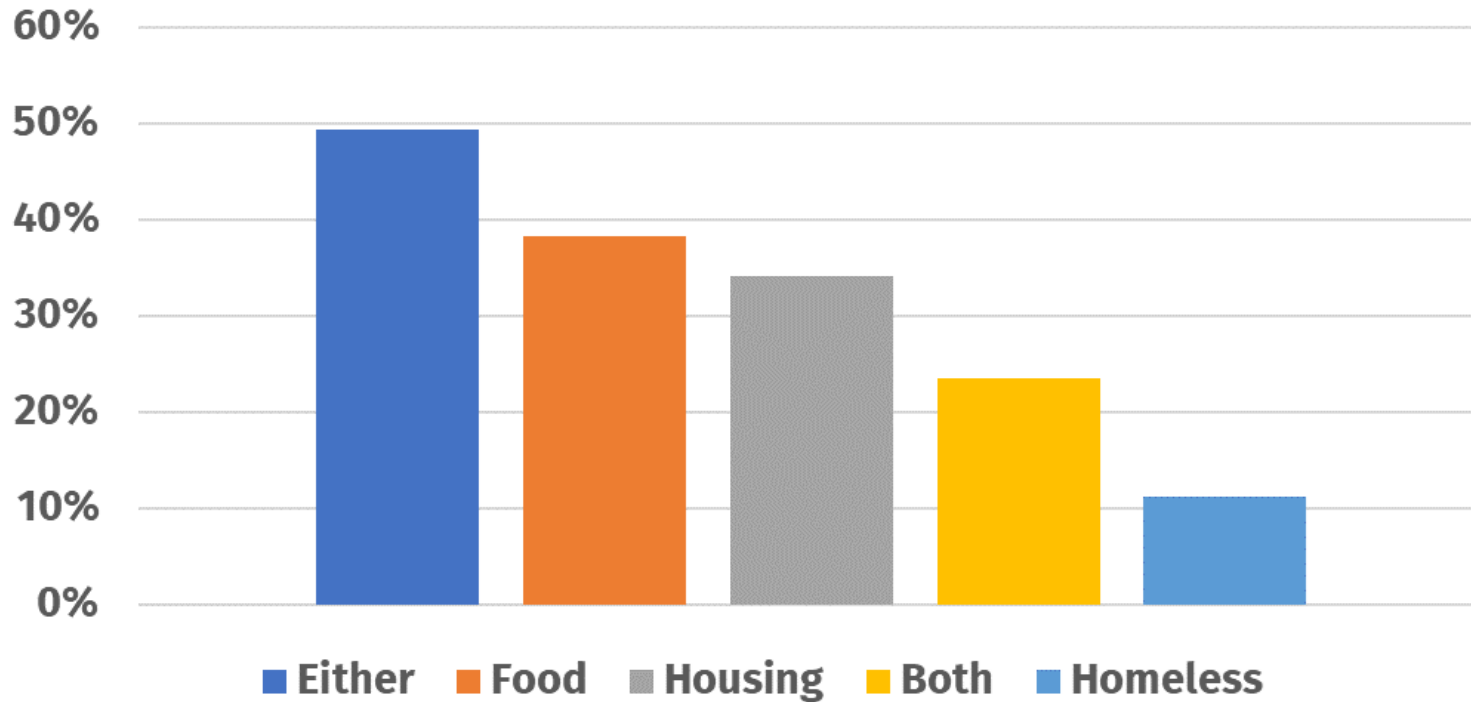


Cost numbers are for the 2022–23 academic year, as calculated by the Washington Financial Aid Association.



Insights on prevalence of basic needs insecurity

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 healthcare services in the past 12 months
- **Only 34%** of respondents said they had reliable access to needed mental / behavioral health services 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% • Medicaid or public health insurance: 15% • Housing assistance programs: 2% • Utility assistance programs (e.g. help paying for heat or water): 4% • Transportation assistance programs: 3% • Childcare assistance: 1% • Tax refunds: 8%	• Food resources: 14% • Housing resources: 6% • Health care: 7% • Mental/behavioral healthcare: 7% • Childcare: 0.8% • Navigation/case management: 2%

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



State legislative advances for student supports

Passport to Careers <i>(Former foster and unaccompanied homeless youth)</i>	
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 public schools

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%

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.**

Source: Calculations by WSAC and SBCTC grant administrators, 2023



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



Closing

- Please use the “Chat” 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