



## Diablo Valley College Meets Student Needs with Virtual Health Care

# DVC

**Type:** Community College

Part of the Contra Costa Community College District

**Founded:** 1949

**Location:** Pleasant Hill  
and San Ramon, California

**Athletics:** California Community  
College Athletic Association

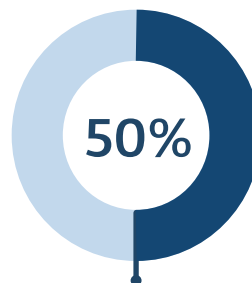
**Enrollment:** ~20,000

Partnered with TimelyMD in fall 2021

### Challenges:

- Institution does not have a health center.
- Campus counseling resources are only available during the day, Monday through Friday.
- Students needed faster access to mental health and medical care.
- Pandemic shifted plans from adding in-person service to virtual care.

### Impact of TimelyCare:



Half of all student visits are for TalkNow, TimelyCare's on-demand emotional support.

"TimelyMD's CollegeBuys system-wide agreement ensured that the product and services had been well vetted for our students. And it made the procurement of the contract seamless. Additionally, their customer service and client success team has been incredibly responsive and easy to work with, providing all the tools to brand and market the TimelyCare services."

**Emily Stone**

Dean, Counseling and Student Success  
Diablo Valley Community College

# A Student-Focused Virtual Health Solution

## Solution:

Using a system-wide agreement through CollegeBuys and funds raised by its students, Diablo Valley College (DVC) partnered with TimelyMD to provide a complete clinical care solution with the TimelyCare platform that supports campus resources. Services include:

- On-demand medical and mental health services
- Scheduled medical and mental health services
- Health coaching
- Care navigation
- Basic needs support

## Results:



**5 minutes:** Average wait time for on-demand emotional support



**44%:** Student visits that occurred after hours



**30%:** Students who said they would have done nothing if TimelyCare was not available to them



**78%:** The percentage of visits where students reported mental health improvement after a visit

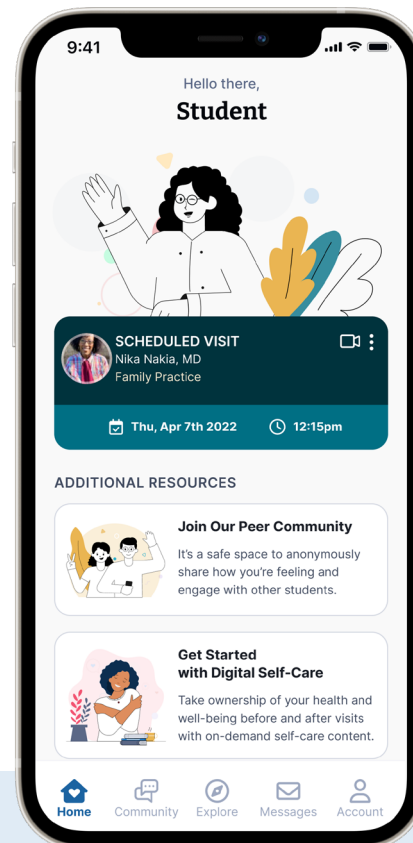
Average DVC  
student rating  
of visits

**4.9/5.0**



Average DVC  
student rating of  
providers

**4.9/5.0**



"I have used this service several times. I work two jobs and go to school. My life is high stress, but I do not have time to have a regularly scheduled counseling appointment. This service is invaluable to me!"

### Student

Diablo Valley Community College

"Our student health and wellness services were expanded and complemented through our partnership with TimelyMD. Both our Care Team and Wellness Team see the TimelyCare platform's 24/7/365 support as an integral part of the wellness services we offer students. When we cannot serve students' brief therapy needs, we refer students to TimelyCare's TalkNow on-demand emotional support. It has been a lifeline for our team to have this resource to offer students."

### Emily Stone

Dean, Counseling and Student Success  
Diablo Valley Community College

Ready to transform your campus? **Get started at [timely.md](https://www.timely.md)**

**From:** TimelyMD newsletter@timely.md  
**Subject:** HTML Proof - Four steps to address the mental health crisis on your campus  
**Date:** March 23, 2023 at 6:33 PM  
**To:** katie.schlesinger@timely.md



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## Take action against the mental health crisis on your campus

TAKE ACTION NOW

The mental health crisis plaguing our country, and specifically our young adults, was addressed on the biggest stage in our nation at the [State of the Union address](#) on Tuesday. With this acknowledgement from our country's leaders of the importance of expanding access to mental health care and providing more support through virtual health and well-being platforms, we want to remind you that your institution can meet your students' needs through TimelyMD.

Thanks to the pre-negotiated MSA with CollegeBuys, powered by the Foundation for California Community Colleges, instituting a virtual care program with TimelyMD is quick and easy. Here are the simple steps to launch your telehealth program:

1. Connect with TimelyMD to review the service options available and select the program that meets your District's needs.
2. Submit an Order Form for the CCD approved program selection.
3. Leverage your funding from California's Budget Act of 2021.
4. Launch your new telehealth program and quickly give your students access to the care they need.

With funding from the state of California and federal funding available to your district, now is the time to start the process of bringing your students the mental health care they need.



timelyMD

TimelyMD  
1315 S. Adams St.  
Fort Worth, TX 76104

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## Learn how community college campuses adapted to meet the needs of students

[DOWNLOAD THE CASE STUDY](#)

Did you know that the **estimated student to counselor ratio for California Community Colleges is 7,000:1?**

Instead of waiting for an appointment, TimelyMD's partnership with the Foundation for California Community Colleges (FCCC) CollegeBuys program means students have on-demand emotional support through telehealth. With TimelyMD's extensive provider network, students not only gain access to more providers but also providers with diverse backgrounds and specialties. **Over 180,000 California Community College students are now supported by TimelyMD**, and they are empowered to choose the provider that best meets their needs.

## Ready to learn more about TimelyMD?

Find out how TimelyMD meets the health and well-being needs of California Community College students.

LEARN MORE



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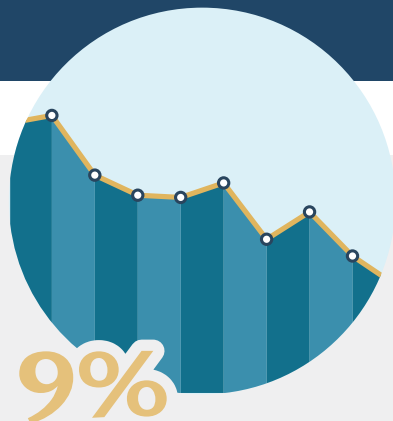
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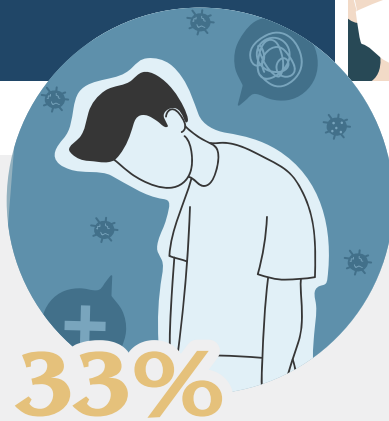
# California Community Colleges Support Students with TimelyMD Telehealth

In 2020, the COVID-19 pandemic affected higher ed in **unique and challenging ways**. Schools closed campuses. Classes moved online. Community and connections were lost.

**Community colleges in California had to adapt to meet the needs of students.**



Enrollment drop from the previous year for California Community Colleges going into the fall 2020 semester<sup>11</sup>



Number of students who showed major depressive or anxiety disorders in a survey prior to the fall 2020 semester<sup>12</sup>



Ratio of students to counselors at California Community Colleges<sup>7</sup>

When students were away from campus and access to services was limited or unavailable, **telehealth provided health and wellness services to fill the gap.**

## The Challenge

Community colleges across California, including Los Rios Community College District, Modesto Junior College and Porterville College, faced a daunting challenge as COVID-19 spread across the country. Students of color, low-income and working-class students were some of the hardest hit by the pandemic, both physically and economically. With campuses closed, how can these institutions meet the health and wellness needs of historically underserved students?

Due to job loss from the economic fallout during COVID-19, 26% of all undergraduate students lost wages from off-campus jobs, and 18% lost wages from on-campus jobs<sup>1</sup>. With over 40% of California community college students at age 25 or older and already working full time, job loss placed a tremendous strain on working-class students.<sup>2</sup>

Over 67% of California community college students are people of diverse ethnic backgrounds.<sup>2</sup> So, one of



# The Challenge

the most concerning takeaways uncovered by recent survey data is the significant negative impact from the pandemic on students of color, Indigenous, low-income and working-class students compared to their white and wealthier peers in areas like spending for technology and living expenses.<sup>1</sup> Additionally, students of color, low-income and working-class students were found to be more likely to have anxiety and depression.<sup>1</sup>

“ In March 2020 [our] campus transitioned to 100% online instruction. The on-campus wellness center was closed. The college nurse assisted students via email and telephone with mainly referrals to local healthcare agencies. Our college nurse retired at the end of the spring semester. So, [we were] facing fall 2020 with no college nurse or wellness center. Porterville is a medically underserved community, and COVID-19 worsened the situation.

- Kim Behrens, MSN, RN - Associate Dean, Health Careers at Porterville College

”

Historically, community college enrollments have increased in periods of economic downturn, including the recent Great Recession, but that has not held true since the pandemic.<sup>10</sup> Research shows that freshman

enrollment is down 22.7% for the fall 2020 semester, compared to the same time last year.<sup>3</sup> Additionally, nine out of 10 community colleges saw drops in enrollment for this fall, compared with last year.<sup>4</sup> This trend continued for community colleges in California, where enrollment fell more than 9% from the prior year.<sup>1</sup> Going into the fall 2020 semester, it was key that community colleges adjust their strategies for enrollment and retention to focus on caring and supporting students.

Even prior to the pandemic, community colleges in the state of California were estimated to have a 7,000:1 student to counselor ratio, which puts incredible stress on campus mental health services.<sup>7</sup> The need for emotional support continues to rise, with 89% of college students reporting that they're experiencing stress or anxiety due to the pandemic.<sup>5</sup> Similarly, California students reported a large increase in worry and anxiety related to paying for and attending school, meeting their basic needs (i.e. food, housing, healthcare), and maintaining the health and well-being of themselves and their families.<sup>6</sup>


With a student population dispersed from campus, navigating remote learning, concerned about family and financial stressors, and in need of support for physical and mental health care, these schools needed to find ways to make students feel seen and supported.

# The Solution

Leaders at Los Rios CCD, Modesto Junior College and Porterville College needed to respond to the growing need for virtual healthcare services for thousands of students. Having a strategic telehealth partner enabled these schools to quickly scale to meet the need for medical and mental health care.

In 2020, The Foundation for California Community Colleges (FCCC) CollegeBuys program announced a new partnership with TimelyMD to make virtual care available to all 116 California Community Colleges. Through the contract, colleges have the opportunity to provide students access to on-demand and scheduled medical support from board-certified or board-eligible clinicians, as well as on-demand mental and emotional support from licensed counselors and behavioral health specialists.

TimelyMD came alongside campus leaders to understand the unique needs of each campus and created a customized telehealth program for their students.



**TimelyMD telehealth programs offer 6 unique services:**

1. 24/7 access to quality medical care
2. Emotional support when students need it
3. Counseling services that fit in students' schedules
4. Advanced mental health support for students
5. Health coaching and strategies
6. Faculty and staff guidance for how to support students



# The Solution

## What are the benefits of telehealth for community colleges?



### 24/7 Care

Telehealth with TimelyMD makes medical and mental health services accessible 24/7/365, regardless of the student's location.



### On-Demand Services

For mental health and emotional support, telehealth enables students to reach out at the exact moment of need – even in the middle of the night.



### Scalability of Services

With TimelyMD's nationwide network of diverse providers that includes specialists, telehealth complements campus healthcare services.



### Student Recruitment

According to recent data, 60% of prospective students say mental health services is a very important factor when selecting where they will go to school.<sup>8</sup>



### Continuity of Care

TimelyMD is able to share records back to campus clinics to provide full continuity of care that is simple for clinicians and seamless for students.



### Campus Marketing

Unique to TimelyMD is its customized marketing program that helps drive student awareness, with assets that compliment the brand and style of each college.



### No Wait Times

TimelyMD fills the gap with after-hours care, eliminates wait times to see a provider and allows on-campus resources to see more critical patients.

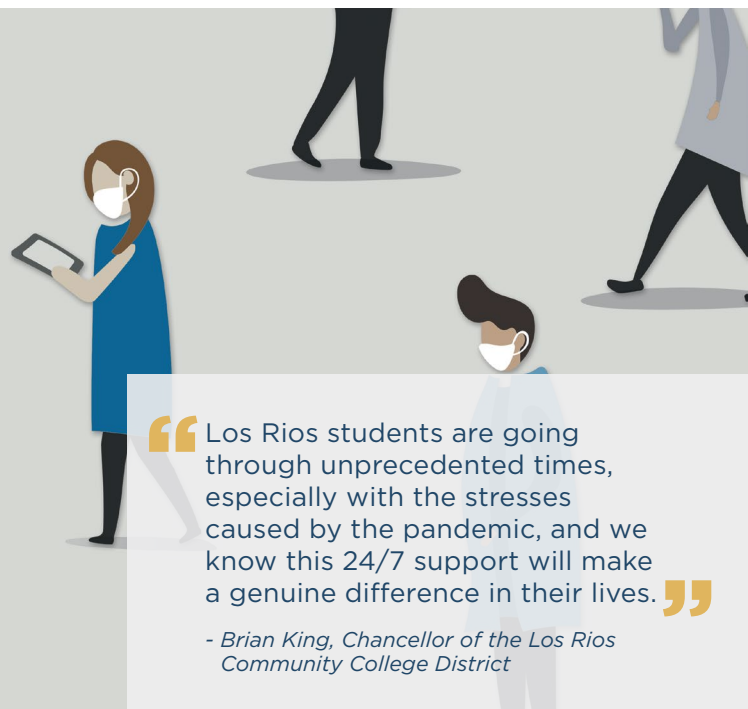


### Student Ambassador Program

TimelyMD's Student Ambassador Program empowers students at each campus to take ownership of marketing efforts, while gaining valuable, real-life marketing experience.

## TimelyMD + CollegeBuys

CollegeBuys, powered by the Foundation for California Community Colleges, offers competitive pricing on a wide range of products and services for higher education, including telehealth through TimelyMD. CollegeBuys and TimelyMD have formed an alliance to provide California college students access to no-cost, 24/7/365, on-demand medical and mental health services. Learn more at [timely.md/collegebuys](https://timely.md/collegebuys).



“ Los Rios students are going through unprecedented times, especially with the stresses caused by the pandemic, and we know this 24/7 support will make a genuine difference in their lives. ”

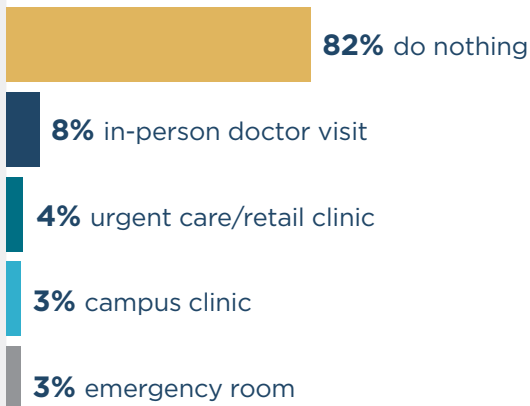
- Brian King, Chancellor of the Los Rios Community College District

# The Results

By making an investment in student health, Los Rios CCD, Modesto Junior College and Porterville College filled a need for students who needed support during the COVID-19 pandemic. Each school's telehealth program integrates into existing healthcare services and offerings.

Here's a look at the collective impact since the launch of these programs:

## If TimelyMD wasn't available:<sup>13</sup>



Telehealth fills the gap for students who would not have sought care otherwise.



## AVERAGE PATIENT SATISFACTION RATING

# 4.8 out of 5 Stars

Students consistently report positive experiences using TimelyMD's telehealth services.<sup>13</sup> High-quality care from student-focused providers creates an environment for student health and wellness to flourish.

“TimelyMD offers an extension to our current services. It is quick, accessible and always available. School health services end at 5 p.m., so students need additional access. It is also an easy referral solution for our online instructors.”

- Amy Yribarren, RN, Director of Health Services at Modesto Junior College

# 56%

of students sought after-hours visits at no cost to them when care wasn't available from on-campus resources.<sup>13</sup>

TimelyMD saves students money on unnecessary medical bills, with the average ER bill totaling \$1,389 and urgent care bill ranging from \$100 to \$150.<sup>9</sup>

Community college students continue to face difficult circumstances. Medical and mental health issues exacerbated during this challenging time will persist, and this student population will continue to need care that meets them where they are. By launching telehealth programs, these schools took steps to ensure that students have access to services that support their health and wellness — now and in the future.

# Campus Profiles



## Los Rios Community College District

### OVERVIEW:

The Los Rios Community College District is the second-largest community college district in California and one of the most significant economic drivers for the Sacramento region.

The district's four colleges serve a unique and diverse student population, with nearly one-third of its students below the poverty line.

**STUDENT ENROLLMENT: ~75,000 students enrolled annually**

AGE		ETHNICITY/RACE	
1.7%	under 18	37.1%	White
28.4%	18-20	27.8%	Hispanic/Latino
24.4%	21-24	18.3%	Asian/Pacific Islander
17.2%	25-29	9.6%	African American
15.8%	30-39	6.7%	Multi-race
12.5%	40+	0.5%	Native American



## Modesto Junior College

### OVERVIEW:

One of the oldest community colleges in the state, Modesto Junior College has a nearly 100-year history of serving its students and community. With 43% of its students being the first in their families to attend college, Modesto Junior College is making a difference as a Federally-Designated Hispanic-Serving Institution.

**STUDENT ENROLLMENT: 19,114 (fall 2019)**

AGE		ETHNICITY/RACE	
6.7%	under 18	54.8%	Hispanic/Latino
27.2%	18-19	31.5%	White
32.7%	20-24	5.2%	Asian
13.1%	25-29	3.2%	African American
12.2%	30-39	2.1%	Unknown
7.5%	40+	1.4%	Filipino
		1.1%	Pacific Islander
		0.6%	American Indian
		0.1%	Multi-race

## PORTERVILLE COLLEGE

## Porterville College

### OVERVIEW:

Part of the Kern Community College District, Porterville College serves a smaller community of students who have an array of goals while attending the institution — from earning certificates and enhancing job skills to earning two-year degrees or transferring to a four-year university.

**STUDENT ENROLLMENT: 4,574 (fall 2019)**

AGE		ETHNICITY/RACE	
41.4%	under 19	80.0%	Hispanic/Latino
30.3%	20-24	12.7%	White
11.1%	25-29	3.2%	Asian
10.9%	30-39	2.1%	Multi-race
6.3%	40+	0.7%	American Indian/ Native Alaskan
		0.7%	Black/African American
		0.4%	Unknown
		0.2%	Pacific Islander

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