![timelycare logo]

Summary

Type:
Private, HBCU

Founded:
1869

Location:
Orangeburg, SC

Athletics:
NCAA Division II

Enrollment:
~2,200

Launched TimelyCare in fall 2020

Campus Impact of TimelyCare

87% of students, faculty, and staff report mental health improvement after a visit

"One of the Best Things We Could Have Ever Done"

Claflin University Trusts TimelyCare to Improve Campus Health and Well-Being

Challenge

As the oldest HBCU in South Carolina, Claflin University's guiding principle to value people by "providing a safe, wholesome, and healthy environment" resonates deeply within its community. This principle makes meeting the health and well-being of students a top priority. However, Claflin's campus health and counseling staff found themselves overwhelmed, with students experiencing significant barriers to accessing care and a lack of after-hours services. The need for virtual care became even more apparent during the pandemic and has persisted in the years since.

> " I don't want to say the pandemic created trauma on the campus, but it changed things. Mental health took on a whole new meaning."
>
> **Dr. Karl Wright**
> *Provost*

As their close-knit, highly personal learning environment was disrupted, leaders at Claflin focused their attention on mental health and overall wellness when students returned to campus. However, developmental workshops conducted by experts, the student government's partnership with university leaders to elevate student awareness around mental health support, and a host of other campus initiatives weren't enough to meet students' needs. Even before the pandemic, the "counseling center could not really deal with the flow," said Claflin's Vice President of Student Affairs Dr. Leroy Durant, and "it wasn't available when students need assistance — weekends, after 5:00, and during breaks."

"We were going with TimelyCare's reputation in higher education and customer service. TimelyCare was our choice because of the things we are looking for in terms of being able to provide optimal service and value for money. It was a no-brainer."

Dr. Zia Hasan
Vice President for
Institutional Effectiveness

Campus Impact of TimelyCare

47% of all student visits and
41% of all faculty and staff
visits are for after-hours care

"Had we not partnered with TimelyCare, we'd have lost a tremendous amount of students, faculty, and staff at the university. Because they would've had to drop out. And when students leave a university, that is money leaving a university. But by having TimelyCare available, they're able to continue their education and continue their job at the university."

Dr. Leroy Durant
Vice President for Student
Development & Services

Additionally, Dr. Durant recognized the need for robust support for Claflin faculty and staff, "I think we forgot that faculty and staff are human beings as well. They go through the same things. Plus, they're the ones who have to deal with the students."

As a small, rural, HBCU with a limited number of medical clinic staff and only one mental health counselor, Claflin needed to find a solution to address:

- Growing demand for mental health care to help students persist
- Lack of broad access to diverse mental health counselors
- The need to better support faculty and staff
- Affordable crisis management and after-hours care

Solution

Claflin leaders wanted to expand equitable access to mental health and medical care for their students, faculty, and staff. They needed a comprehensive solution to holistically support the campus community 24/7, and as an HBCU, they also required a network of diverse care providers who reflected their campus community.

"Because of the stigma, especially in the African American community, students don't want anyone to see them going into a place for psychological service. But when they can do it from their room, they feel more comfortable."

Dillon Beckford
Assistant Dean of Students, Executive Director of Resident Life and Student Conduct

Ready to transform your campus? **Get started at timelycare.com**

Representation Matters
by Seli Fakorzi

*Director of Mental Health
Operations for TimelyCare*

When students can't find primary care health providers who resemble them, their beliefs, and their culture, it can prevent them from achieving health equity and getting the health outcomes and care they need. Over 13% of the U.S. population identify as Black or African American, and yet, only 5% of physicians and 13% of Licensed Professional Counselors are Black. In higher education, studies by the Journal of Adolescent Health show that 40% of Black college students requested campus health services. However, the national trends of representation persist on campus, with only 11.7% of staff working at college counseling centers being Black.

Research shows that Black patients have better results when they are treated by Black medical students and public health workers. With more than half of TimelyCare's provider network identifying as people of color, TimelyCare's diverse and culturally responsive provider network reflects and is proud to serve students who embody diversity in race, ethnicity, gender identity and expression, age, religion and worldview, language, health, ability, sexual orientation, socioeconomic and immigration status, and more.

Claflin administrators considered alternative solutions, but they chose TimelyCare to deliver a trusted, comprehensive, and cost-effective solution that met the unique needs of their campus.

By partnering with TimelyCare, Claflin University expanded its campus health services to include the following resources at no cost to students:

- On-demand emotional and mental support
- Appointment-based counseling sessions
- Advanced psychiatric care
- On-demand and scheduled medical care
- Health coaching services
- On-demand self-care tools and resources
- A nationwide peer support community

"
Insurance rates for mental health and hospital bills are high. And a lot of students don't have family to help them. So, if they have an anonymous app to go through, they can receive help from experts and peers. TimelyCare is very helpful."

A'Saudia Doxey
Student

Top Reasons for Mental Health Visits at Claflin University:

Anxiety

Depression

Stress

Family Issues

"Knowing someone who looks like you and is very similar to you and has been through some of the same things as you, makes you feel ten times better."

Shaniyah Sisco
Student

TimelyCare Student Rating

Visit Rating	Provider Rating
4.9/5.0	**4.98/5.0**
★★★★★	★★★★★

TimelyCare Faculty + Staff Rating

Visit Rating	Provider Rating
4.8/5.0	**4.96/5.0**
★★★★★	★★★★★
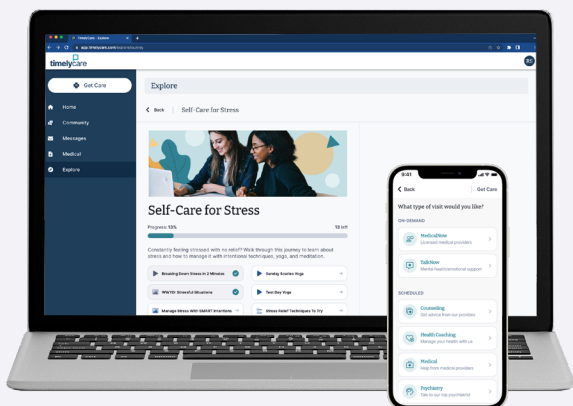
Results

Extending the reach of campus services through a partnership with TimelyCare has produced positive results at Claflin helping to:

- Reduce the burden on the campus' clinical services
- Eliminate long wait times for counseling sessions
- Deliver reliable after-hours and crisis support
- Promote continuity of care through TimelyCampus
- Provide a safe, secure, and private way to seek support
- Ensure representation through a robust network of diverse care providers
- Remove financial and insurance barriers that often prevent access to care

Claflin University students, faculty, and staff are experiencing the positive results of the school's partnership with TimelyCare. Long wait times are gone. The burden on campus health staff is decreased. Now, care is accessible 24/7, which helps their campus community thrive. Beyond delivering mental health and medical support, this collaboration helps contribute to Claflin's culture of well-being, creating a healthier campus through a connected system of care.

"TimelyCare was one of the best things we could have ever done on Claflin campus."

Dillon Beckford
Assistant Dean of Students, Executive Director of Resident Life and Student Conduct

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