PROPOSAL SUBMITTAL FORM

Agency Information

Agency Name: Natalie's Sisters Inc.

Mailing Address: P.O. Box 2074 Lexington, KY 40508

Street Address: 667 North Limestone Lexington, KY 40588

Phone: (859) 533 - 5946

Is your Agency registered with the IRS as a 501(c)3 organization? ☑ Yes ☐ No

*Note: Agencies **must** be registered with the IRS as a 501(c)3 organization to be eligible for ESR Program funding.*

Does your agency have a current profile with Blue Grass Community Foundation's GoodGiving.net? ☑ Yes ☐ No

*Note: Agencies **must** have profiles with GoodGiving.net to be eligible for ESR funding.*

Website Address: www.nataliessisters.org

Agency Representative *(typically the Executive Director - Name, Title, Phone, Email)*:

Jani Lewis, Executive Director, (859)533-5946, jani@nataliessisters.org

Person Completing Application *(Name, Title, Phone, Email):*

Emily Owens, Operations and Grants Manager, (502)409-3386, emily@nataliessisters.org

Program Information

Name of program for which funds are being requested: **Drop-in Center**

Total Funding Amount Requested: $ **$52,500**

RFP #11-2019 PROPOSAL SUBMITTAL FORM

- **Save this PDF formatted Proposal Submittal Form to your hard drive before beginning to enter responses in it to ensure your responses are saved to the form.**
- **LIMIT RESPONSES IN TEXT BOXES TO 250 WORDS**
- **REMINDER: All proposals must be written in a clear and concise manner, as there will be no follow-up or clarifications to proposer's submittal form once the evaluation process begins.**

5.1 Program Proposal & Design

5.1.1 Needs Statement—Purpose of the Program Proposal / Problem Statement **15 Points**

Using local data, provide a description of the problem in Fayette County. Identify the specific population your program is targeting (i.e. age, geographical region, economic status, etc.) and explain why. Discuss whether this population is under-served or at-risk. Describe your understanding of the local system of services addressing this problem, obstacles and/or opportunities your clients face, and how your agency fits within this system of services.

Natalie's Sisters' Drop-in Center serves sexually exploited women with Substance Misuse Disorder in the Lexington area; specifically serving women working in street-level prostitution around the North Limestone neighborhood. Substance Misuse Disorder is intrinsically linked to street prostitution as studies have shown that women reporting prostitution had more frequent drug and alcohol use compared with their peers (Burnette, et. al, 2009). Locally, the Lexington Division of Fire and Emergency Services reported 1,567 EMS encounters for an opioid-related overdose in Lexington and a high density of these occurred within the North Limestone neighborhood (LFUCG, 2018).

Women served at the Drop-in Center are 18+ years of age and most are experiencing homelessness though all are experiencing poverty. All women served report currently or previously dealing with Substance Misuse Disorder.

This population is both under-served and at-risk. Though the local system of services is broad, barriers such as mental health issues, homelessness, lack of proper nutrition to support health, arrest warrants, lack of insurance and identification, fear of police and others, and a high likelihood of trauma all hinder success. However, there are facilities offering detoxification, residential treatment and rehabilitation services as well as emergency shelters, day-centers, and medical clinics available everyday. More than 90% of service providers who participated in the Opioid Misuse Resource and Needs Assessment survey agreed that there are resources available in Fayette County to help individuals who misuse opioids (2018). The Drop-in Center is imperative to bridge the gap between service providers and sexually exploited women seeking recovery.

5.1.2 Service Delivery Model **15 Points**

What steps will you take or what activities will you provide to assist clients in achieving these goals? Describe each "unit of service" you will provide for clients and how often and how long this service will be provided (e.g. a one-time three-hour training; a weekly one-hour support group for 12 weeks; one 30-minute health exam twice a year; 1-3 hour advocacy services as needed; etc.) How will these services address the problem as identified in the Needs Statement above? Be specific.

The Natalie's Sisters' Drop-in Center is open four days a week for four hours each day to offer services to any woman who has completed an intake form and fits the population criteria. Services include: the accessibility of the Client Care Coordinator to refer to resources three days a week as-needed, breakfast, lunch, and a take-home sack meal available four days a week, a full toiletry pack available once a week, an outfit including a shirt, pants, undergarments, socks, shoes, and other accessories available once a week, and a small medical triage clinic staffed by a nurse available once a week. Additionally,, partner agencies are present periodically to offer an introduction to their services. For example, partners featuring case management are present once a week, a partner agency providing HIV and Hepatitis C testing are present once a month, and an agency offering peer support is on-site once a month. Though not all of these services directly relates to the main issue of Substance Misuse Disorder, meeting basic needs is a crucial foundation to building trust and opening the door to repeated visits and conversations and is part of a holistic approach to the treatment of substance misuse.

5.1.3 Client Eligibility and Requirements **5 Points**

What eligibility requirements must clients meet to qualify for services? What are the expectations of clients while receiving services? (e.g. client must pay $30 fee for each class; client must remain sober; client is responsible for chores; nothing other than participation in services; etc.)

To participate in our programs, the only qualifications are that clients must be women who have experienced any form of sexual exploitation and are 18+ years of age. They must complete an intake form with our Client Coordinator upon their first visit to the Drop-in Center. While women are inside the Drop-in Center we ask that they follow our guidelines which include not to use any illegal drugs or alcohol, not to be disruptive, and not to talk about any other woman besides themselves. We also communicate that we will call emergency services if a client appears unresponsive. Each of these guidelines are discussed with women after they complete an intake form and they understand they agree to follow these guidelines upon every entry into the Center.

5.1.4 Evidence-Based/Best Practice **10 Points**

Describe the evidence-based or promising practice model on which this service approach is based. Provide particular sources that indicate what you are doing is best-practice.

Natalie's Sisters was originally developed as a faith-based ministry operating through a church utilizing the guiding principle that each woman has infinite worth. As the organization developed into an independent non-profit, it was realized this approach is also called the Person-Centered Model. This approach does not see clients as a problem to be fixed but seeks first to accept and understand them. Then, clients realize they are experts on themselves which boosts their sense of dignity while also increasing the likelihood of success as clients become stakeholders in their own decisions. The person-centered approach ensures each woman is making her own decisions and that Natalie's Sisters is present to remove barriers and provide advocacy. The Drop-in Center also operates on the Stages of Change model which states that people go through six stages: precontemplation, contemplation, preparation, action, maintenance, and termination. The Stages of Change model was developed in the 1970s by DiClemente and Prochaska to help professionals understand their clients with addiction problems and motivate them to change (Gold, 2018). Natalie's Sisters exists to help women in the first four stages: before they are ready to change (precontemplation), as they think about change (contemplation), prepare to change (preparation), and take action (action). Conversely, most recovery oriented organizations are available when an individual reaches the last three stages - after they have taken action steps toward change. This organization is unique in its position to help women through these four stages all while focusing on empowering clients in their decisions.

5.2 Program Measures & Evaluation

5.2.1 Service Efficacy & Desired Outcomes **10 Points**

What do you hope to help your clients achieve? What are some examples of goals you will set with clients? What is your service philosophy in terms of helping your clients achieve these goals? Describe how you define "successful" completion of services. (e.g. service is complete if: client remains for entire three-hour training; client continues services until judge orders otherwise; etc.) What percentage of clients meet that criteria for success?

It is the hope of Natalie's Sisters that women will take steps to work toward sobriety and restoration to the community. Through our person-centered approach, each client will find help to tackle the barriers in front of her by working with the Client Care Coordinator and finding support from volunteers. Our trained volunteers distribute basic needs items while building meaningful relationship to develop trust, support, and normalcy. Along with the Client Care Coordinator, the volunteers support the client's relationships with service providers going forward.

At the Drop-in Center, success is achieved anytime a client participates in the Stages of Change. Though some clients jump from precontemplation to contemplation and back again for a long time, these steps are counted as successful. For example, a woman has received a new outfit after two weeks in dirty clothing. This restores feelings of indignity and distraction and she can begin to think about the next step appropriate for her, such as finding emergency housing for the night. If she is clothed and rested, she may begin to think about detoxification as her next step toward sobriety. Other goals include receiving new identification, finding housing, reuniting with family members, finding day labor, connecting with a counselor available on the bus route, and developing a plan after completing detoxification or short-term rehabilitation. 100% of clients meet our criteria for success when they come to the Drop-in Center because they have made the choice to come inside, thus participating in the Stages of Change.

5.2.2 Client Empowerment & Community Impact **10 Points**

Describe what meaningful difference these services make in the lives of people served. What value is added to the community? Provide examples. (e.g. client demonstrates change in attitude; client has behavior change; etc.)

Many women have been addicted to a substance, without a home, and involved in prostitution for more than a decade. Before Natalie's Sisters began serving women, they were not aware services were available to help them in Lexington. This hope has helped to kick-start change and we have seen many complete recovery plans, become re-introduced into family life, become housed, and even gain custody of their children.

The ripple effect of change in the life of even one woman has immense value in the community. Restoring women brings more people into the workforce, keeps more people out of detention centers, hinders the trafficking of more opioids and lessens the occurrence of prostitution in the North Limestone neighborhood. Lastly, the relationship between community members and police has seen improvement as police are being trained to see sexually exploited women as victims and not as perpetrators. Additionally, our clients observe the positive police partnership with Natalie's Sisters, leading to more trust and respect of law enforcement.

An example of this impact is found in a client called L.. She found housing with help from Natalie's Sisters and is receiving disability payments. We have connected her with Helping Thru Him to furnish her apartment and have provided bus passes for medical and therapy appointments. She has maintained sobriety for many months. Though she has a history of resisting arrest and multiple overdoses, she is now frequently visited by a police officer who checks in on her as a friend.

5.2.3 Data Assessment & Quality Improvement **10 Points**

While it doesn't have to be complicated, evaluation is more than saying "we provided this many 'units of service.'" How will you know if your services have been effective? How does this relate to the desired outcomes for your clients? How will the information gathered be used to improve your services in the future? Be specific (for example, data collection may be through focus groups, pre-and post-tests, client satisfaction surveys, etc.), and also **be specific regarding sampling size and frequency of evaluation.**

Services are viewed as effective by the number of referrals made and the percentage of referrals that were substance misuse related. These numbers can also be broken down to view the number of women participating in ongoing case management and therapy, the number of women participating in Medically Assisted Treatment (MAT), attending Alcoholics or Narcotics Anonymous meetings, or living in a long-term rehabilitation facility or sober-living facility. We also view our services as effective through the consistency of relationships with the police, service providers, and the return of clients day to day. This consistency of contact with clients indicates an increase in trust and shows clients view the services as effective themselves.

These numbers determine which resource connections are successful for clients so that services are adjusted and clients are referred to the resources which have the least amount of barriers and the most evidence of success for previous clients. A daily log is kept every day that the Drop-in Center is open which records who visited that day and what services they received. We also keep track of phone calls and messages with women and service providers in the process of change. This gives us an accurate sample size that includes every client so we are able to evaluate these numbers monthly.

5.3 Capacity & Sustainability

5.3.1 Staff Qualifications & Experience **5 Points**

Provide information on the key/primary individuals that will be involved in the provision of services and demonstrate that they have the capacity to address the stated need. List each position by title and name of employee, if available. Describe the anticipated roles and responsibilities for each person as it relates to this project. Describe the experience, expertise, and capacity of each individual to address the proposed activities.

Executive Director: Jani Lewis
The Executive Director is responsible for the implementation and evaluation of programs and services among other leadership duties. Jani developed the original ministry as a program out of Southland Christian Church where she oversaw volunteers and implemented local community outreach. She is a survivor of sexual exploitation and Substance Misuse Disorder. She has also been on the board of directors and on the advisory council at The Refuge for Women and The Nile Ministries and has trained multiple new nonprofits on the Natalie's Sisters model across the country.

Client Care Coordinator: Carrie Miller
The Client Care Coordinator is responsible for helping clients identify and achieve their goals. She communicates and advocates on behalf of clients regarding resource and referral agencies while helping to identify and remove barriers. She documents all client interactions at the Drop-in Center and performs all intake interviews when new clients arrive. She is a certified peer support specialist who relates to clients through her own recovery journey. She has maintained sobriety for 10 years and is able to offer much support through her expertise in conflict resolution and crisis intervention. She is trained in motivational interviewing and evidence-based recovery interventions. Before coming to Natalie's Sisters, she was Program Director at Refuge for Women, KY where she was responsible for an ongoing residential care program focusing on substance abuse recovery and healing from trauma. She also has Bachelor's and Master's degrees in counseling with an Advanced Certification in Substance Use Disorder Recovery.

5.3.2 Partnership & Resource Leverage **5 Points**

How do your programs and services support our community's comprehensive response to the identified priority area of Community Wellness & Safety? Does your organization have any formal agreements or informal working relationship with other local service programs?

What role does your governing board members, volunteers, and / or donors play in facilitating viable service delivery and program administration? Does your program have any major civic benefactors or corporate sponsors? Describe other secured funding sources and committed operational resources your organization has allocated for the proposed program.

The community has had a strong reaction to the opioid crisis and we find our model has encompassed Mayor Gorton's call for a more holistic approach. Natalie's Sisters promotes the Housing First push and is a member of Congressman Andy Barr's Recovery Working Group to identify solutions and resources. Because of the rise in funding and positive outcomes in Medically Assisted Treatment, we've referred many women in this direction and recognize substance misuse as both a disorder and brain disease.

We hold a formal strategic partnership with the Lexington Police Department. We also partner with AIDS Volunteers, Inc. (AVOL), Jubilee Jobs, Refuge Medical Clinic, The Nest, Refuge for Women, Kentucky Counseling Center, Salvation Army, The Well, The Nile-Addiction Recovery Treatment, Voices for Hope, Bluegrass.org, Stepworks, and many more.

Our Board of Directors oversee all programs and budgets and consists of professionals who use their expertise to ensure compliance. There are around 50 volunteers serving the Drop-in Center alone through hostessing and cooking meals. Additionally, 400 donors support all efforts through financial and in-kind donations. Major benefactors include The Rouse Family, Mr. and Mrs. Jimmy Rousey, and the National Christian Foundation. Natalie's Sisters is the recipient of $25,000 annually from Southland Christian Church to support this program. Other funding comes from local churches, civic groups, and businesses including the Junior League of Lexington who supplied $3,000 to cover meals, Wilmore Free Methodist Church and Journey Church who provide about $450 in operational funding monthly, plus many more.

5.3.3 Outreach & Inclusion Strategy **15 Points**

Demonstrate how the program will ensure services are available and accessible by all potential participants, especially related to language barriers for persons with limited English proficiency; persons with physical or other disabilities; and persons impacted by poverty and economic distress.

Has your organization enacted any policies (or employs any standard operating procedures) to ensure equitable service opportunity and / or benefit program to a diverse cross-section of the greater community?

It is our goal that every sexually exploited woman would be able to access our services with ease. If a language barrier exists, we have the ability to call upon our volunteers for help with Spanish and American Sign Language translation. If another language presents itself or a more immediate need arises, funding is built into our budget to access phone interpreter services or utilize online resources such as Google Translate. Anyone with a physical or other type of disability is able to be served as all bathrooms and rooms are on one level. Currently, the stairs to the front door of the Drop-in Center can be difficult to access for those with a physical disability but the building is currently undergoing construction to put in a handicap accessible entrance and is due to be completed before the summer. The location of the building in an area of lower socioeconomic status and an area known for prostitution allows clients to access the Center easily without needing to overcome the barrier of transportation. The Drop-in Center exists to serve everyone within the target population equally. The intake process ensures that a client is identified as a member of the specific population served and once this criteria is determined we are able to serve women of any race, ethnicity, sexual orientation, or age.

6.0 Program Budget Summary Form Instructions

Proposal Submittal shall be considered incomplete and shall be rejected without completed Budget Summary Form. *(Including total amount of ESR grant request.)*

For organizations requesting funding for more than one program in this RFP, combine into a single Program Budget narrative for the proposal.

Please note that the Program Budget will be part of the grantee agreement with LFUCG and regular tracking and expenditure reporting will be required.

To ensure readability and uniformity, please use the Program Budget form included. Provide brief line-item detail as specified in each section below and verify all calculations.

This section provides a summary of the total proposed Program Budget for FY 2020. It requests the allocation of all projected funding amounts (City and non-City sources) for anticipated FY 2020 program expenditures.

Total Program Budget

Column A should reflect projected expenditures for the entire program (not just the proposed LFUCG ESR grant funding request portion). When the chart is completed this column should equal ESR Grant Funding Request plus other/non-ESR program funding. (A=B+C)

ESR Grant Funding Request

Column B is the grant amount being requested from this RFP to support this program's services to eligible Fayette County Participants.

Non-LFUCG Program Funding

Column C is the non-LFUCG ESR funding that is allocated to the Total Program Budget (A-B = C).

This form is for the budget for the PROGRAM applying for ESR funds, not the total agency budget.

For each category identify the amount requested and the amount to be leveraged through other programs or organizations (if applicable).

Staff Salaries – Identify the number of Full-time position salaries allocated to the program, and part-time positions allocated to the program, and the amounts of each allocated to Columns A, B, & C.

Consultant Services – In the "List Details" box, **briefly** describe any expenses associated with providing expanded supportive services or other services for which the organization intends to contract with another entity. Any of these expenses to be provided by the proposing organization should be included in other line items.

Space/Facilities – In the "List Details" box, **briefly** list the basis of the allocation of rental costs, utilities, janitorial costs, and any other facility costs for the Program. Identify any office or program space in an LFUCG owned building, and any other costs (rent, monthly utilities, etc.) reimbursed to LFUCG.

Scholarships/Stipends – In the "List Details" box, **briefly** list the type of scholarships or stipends, and include the number of people or organizations to receive funds.

Operating Expenses – In the "List Details" box, **briefly** list the costs associated with expenses, supplies, utilities, and any other expense associated directly with the operation of the project.

Other – In the "List Details" box, **briefly** list any other costs for the Program not covered above.

PROGRAM BUDGET SUMMARY

Agency Name **Natalie's Sisters Inc.**

Program Name **Drop-in Center**

FY 2020 (July 1, 2019-June 30, 2020) Total Program Budget

	# of Employees:	Column A Total Program Budget [= B+C]	Column B ESR Grant Funding Request	Column C Non-ESR Program Funding [A-B]
1. Staff Salaries for Program				
Full-Time (FTE)	1	40,000	15,000	25,000
Part-Time	1	18,000	18,000	0
Total Salaries		58,000	33,000	25,000
3. Consultant Services	$	0		
list details	N/A			
4. Space/Facilities	$	19,800	10,000	9,800
list details	Building Rent - $11,000 Building Maintenance - $6,000 Buildiing Utilities - $2,800			
5. Operating Expenses	$	14,700	7,700	7,000
list details	Office Supplies - $2,000 Telephone/Internet - $2,000 Pest Control - $700 Food - $7000			
6. Scholarships / Stipends	$	3,650	1,800	1,850
list details - numbers & amounts	Special Events (Birthdays, holiday parties, etc.) for 80 clients - $2,000 Identification Scholarships for 24 clients - $400 Recovery Sponsorships (travel, study materials, etc.) for 5 clients - $500 Clothing and Toiletries for 200 clients - $750			
7. Other	$	0		
list details				
8. TOTAL PROGRAM BUDGET	$	96,150	52,500	43,650

Cost per Program Participant: $ **481**

I understand that this document in its entirety is incorporated into my grant Agreement with the Lexington-Fayette Urban County Government.

Authorized Representative *(typed name)*: Emily Owens

Title: Operations and Grants Manager **Date**: 4/19/19