PROPOSAL SUBMITTAL FORM

Agency Information

Agency Name: Refuge Clinic

Mailing Address: 2349 Richmond Road Suite 220 Lexington, Ky 40502

Street Address: 2349 Richmond Road Suite 220 Lexington, Ky 40502

Phone: (859) 225 - 4325

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.refugeclinic.org

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

Rachel Smith, Executive Director, 859-225-4325 ext. 203, rsmith@refugeclinic.org

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

McCall Thacker, Development Coordinator, 859-225-4325 ext. 206, mthacker@refugeclinic.org

Program Information

Name of program for which funds are being requested: **Charitable Behavioral Health and Wraparound Se**

Total Funding Amount Requested: $ **76,000**

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.

Access to affordable healthcare continues to present itself as an issue in Fayette County. According to the County Health R ankings and Roadmaps, 18% of the poplulation lives in poverty, 16% remains uninsured and 17% reported having inad eqaute social support. In the 2017-2019 KentuckyOne Health Assessment, access to healthcare ranked as the leading cau se of death, along with alcohol and drug use. In the 2015-2017 KentuckyOne Health Rankings, community surveys ranked access to care as a top area of concern.

Refuge Clinic's target population consists of individuals most affected by lack of access to care. Patients are uninsured or underinsured, and according to the 2018 B aptist Health Assessment, fall in the bottom 15% for annual household income in Fayette County.

Mental health is a top issue in our commu nity. Suicide is ranked as the 7th leading cause of death for Fayette County according to the 2018 Baptist Health Assessm ent. Access to mental health services for patients living in these margins is not affordable, and oftentimes not covered by in surance companies. In Fayette County, the ratio for residents to mental health providers is 370:1, according to the Robert Wood Johnson County Health Rankings. This number becomes more egregious considering most mental health providers do not provide services for the uninsured and often limit the number of Medicaid patients seen.

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.

Refuge Clinic provides extensive healthcare in several areas including primary and dental care, dermatology, pharmaceutic als, physical therapy, women's health, diabetic and nutritional education, psychiatric care, counseling and substan ce misuse disorders. These services are provided to over 1,000 patients annually, representing over 2,500 patient visits, wi th an average annual increase of 200 new patients. Services are provided through 42 volunteer providers and over 100 other support healthcare volunteers to ensure patients receive best care. To address barriers of care, Refuge Clinic utilizes a relational healthcare model to provide extensive wraparound services to address health dispartiies of housing, social sup port systems, transportation, translation services, and other patient needs.

Services are available to patients five days a week, Monday through Friday from 8 :30-4:30. Over 75% of Refuge Clinic patients utilize multiple services to acheive optimal health. The average patient comes to the clinic three times a month for healthcare, patient advocacy services and social and spiritual support. The Refuge Clin ic model is centered on relationships, building trust and speaking to social service needs with an intentionality to give adeq uate time to address a multitude of issues, often spending a minimum of one hour per point of care.

With a wide availability for appointments, free services, assistance with transportation, translation, and other social barriers, Refuge Clinic addresses the issues facing this patient population. Growth in needof services is anticipated and Refuge Cli nic has capactiy and resources to accommodate this growth.

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.)

In order to be eligible to receive services from Refuge Clinic, patients must be uninsured or underinsured, living below 200 % Federal Poverty Guidelines and reside in Fayette or Jessamine County. Patientsare not expected to pay for any services they receive at the clinic, but they are required to provide verification of income and residence at their initial appointment. Patients sign a patient guideline form agreeing to be respectful of providers, volunteers and staff, to be responsible to k eep appointments as scheduled and to show up on time and follow recommended treatment plans including referral appointments.

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.

Refuge Clinic practices a relational and multidisciplinary care model. The use of multidisciplinary teams improves health ou tcomes and improves overall care for patients. According to the World Health Organization, improved care and commu nication is achieved through a multidisciplinary team approach. This model addresses health inequities by utilizing resourc es to combat social barriers preventing patients from receiving care. Harvard Health Publishing reported connecting with others in a relational way relieves harmful levels of stress, which adversly affects coronary arteries, gut function, insulin regulation and the immune system. A lack of social connections can lead to depression and cognitive decline later in life.

Mental health is a critical component of the Refuge Clinic multidisciplinary team. Through providing these services to patients, the clinic identifies mental health barriers hindering patients from obtaining optimal health. From 2017 to 2018, Refuge Clinic experienced a 21% growth in mental health services alone.

Through a relational healthcare model, patients partner with healthcare professio nals invested in their lives to experience better overall health. The Refuge Clinic patient population mimics the Medicaid population in battling similar social barriers. Typical reasons for noncompliance are cost of treatment, depression, patient g eneral understanding of treatment and social factors. Due to relationtionships formed, patients at Refuge Clinic have d ecreased noncompliance issues when compared to a typical Medicaid population. Patients show up for appointments, follo w treatment plans, and turn to the clinic in times of celebration or giref, viewing the clinic as a true place of refuge and supp ort

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?

Refuge Clinic desires to provide medical, dental and mental health care for those in need. Refuge Clnic's goal is 100% of p atients receiving treatment see improvement in their overall health and experiencea decrease to barriers in reaching this go al. Refuge Clinic creates a caring and trusting environment where patients feel confident addressing barriers to becoming h ealthy.

Mutual respect between patients and healthcare providers creates a safe space for achieving health goals. Relational healt hcare is critical to create trust. Refuge Clinic providers are able to operate outside the constraints on the healthcare system , with a commitment to our patients unhindered by time restrictions or insurance regulations.

Refuge Clinic defines success by patient compliance. The national average no show rate among Medicaid patients is arou nd 40%, while Refuge Clinic patients have less than 25% no show rate. Frequency in utilization of services is another meas ure of success, with 75% of patients coming to the clinic for multiple services. In 2017, 65% of diabetic and hypertensive pa tients at Refuge Clinic achieved their goal in lowering blood pressures and hemoglobin A1cs, with an increased improv ement of disease management. In the 2019 Refuge Clinic patient survey, 97% of patients reported better understanding of how to maintain their health and reported their providers are thorough in explanations of medications and treatments. Evid ence of efficacy is apparent in the culture of "family" at the clinic, often termed by our patients' perceptions of the care the y receive.

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.)

Refuge Clinic connects the hurting to health, which in turn restores greater health to the community. Daily life change occur s through improved medical, dental and mental health. One Refuge Clinic patient commented on the medical and mental h ealth care she received saying, "Refuge Clinic helped me to get healty enough to get a car and job for the first time in years . I love everyone here!"

Another patient commented on how her improved mental health affects her community, "This clinic is a major thing! You ca n get any type of help here you need. My family has noticed a change in me, and my boyfriend asked about coming to the clinic for mental health too. People have seen the transformation in my life!"

A patient receiving multiple services from the clinic commented, "How has this place not impacted my life? Socially, medica lly, spiritually. There's no words, it's absolutely wonderful!"

You have given me the ability to chew again without discomfort. I couldn't have aff orded this on my own. You are a sanctuary of healing!"

Refuge Clinic is a stong proponent of em powerment and recently hosted an On The Table discussion for patients. During this time, 100% of patients identified the cl inic as a space of safety and inclusion, and cited improvement in their health, providing them the capacity to invest in their communities. Patients at Refuge Clinic join together weekly in community groups. Through these groups, patients discuss

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.**

Refuge Clinic values excellence and frequently evaluates systems to improve care for patients. Endeavors for improvement include annual patient surveys to invite feedback from patients. Feedback is reviewed and evaluated by our quality assurance team comprised of our Medical Director, Clinical Coordinator, Director of Operations and Executive Director. This team also conducts annual chart audits from 10% of the patient population, creating changes to delivery in care when necessary for achieving improved health, such as decreased and maintained HgA1cs for diabetes, and lowered blood pressure readings for hypertensive patients. Refuge Clinic conducts preventative screenings with 100% of patients to ensure they receive necessary care and treatment. The patient advocacy team also performs follow up surveys with 100% of patients receiving referrals for specialty and social services. These evaluations relate to Refuge Clinic's desired outcomes through creating greater access to care and available services for the community.

Refuge Clinic measures effectiveness through an increase in patients served and services provided. In the past two years, the clinic witnessed a 45% increase in patient visits, and added five extended services, two being counseling and psychiatric care. A higher volume of patient visits each year indicates the need for free care, enabling volunteers and staff to build relationships with more patients, treat their health conditions and in turn creates an impact in the community.

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.

Refuge Clinic places emphasis on hiring the most qualified individuals with high character focused on serving the community with the mindset to improve health outcomes for patients.

Patient and Community Advocate, Samantha Cook, MSW, facilitates all referrals to outside medical offices, social services agencies, prescription assistance program, transportation, and serves as an advocate to patients in the communtiy.

Spiritual Care Coordinator, Derek Sloan, BS Youth and Family Ministry, MA Christian Leadership, pursuing MA in Clinical and Mental Health Counseling and MA in Addiction Counseling, cultivates opportunities of spritual growth for patients through buliding relationships, pastoral care services, identifying social barriers to healthcare, and community building as well as equip a team of volunteer leaders to serve in this capacity.

Clinical Care Coordinator, Sandi Chinn, RN, oversees all medical clinics, trains and equips medical volunteers, manages medical supply inventory, provides nursing care and ensures patient follow up.

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.

Providing charitable health services, education and preventative services to those marginalized in our community creates improved community wellness through the impact made on individuals and families.

Refuge Clinic partners with Natalie's Sisters, Refuge for Women, Hope Center, Lexington Leadership Foundation, Jubilee Jobs, Homeless and Housing Coalition of Kentucky, Micah Legal, Salvation Army, Home Based Community Waiver Programs, Hospice, Adventure Serve, Habitat for Humanity, Lexington Fire Department, God's Pantry, UK Polk Dalton, Behavioral Health Group, Fresh Stop, Baby's Health,Kentucky Refugee Ministries, Jessmaine County Health Department, Fayette County Health Department and Mission Lexington.

Volunteers contribute to providing free delivery of clinical services, committing to a minimum annual service time. Healthcare providers have quarterly team meetings to discuss delivery of care and improvement of services rendered. Refuge Clinic board is comprised of leaders committed to upholding the vision and purpose of Refuge Clinic. Staff, volunteers and board members all carry responsibility in inviting financial support for ongoing delivery of services.

Key finanical partners include Baptist Health, Southland Christian Church and The Copia Foundation. These benefactors share a like mindedness and focus on imp

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?

Refuge Clinic ensures accessiblity to the community and removes the financial burden of healthcare through providing free services including translation and transportation. The clinic space is ADA compliant and assists disabled patients in applying for transportation services such as Wheels. The Spiritual Care Coordinator and Patient and Community Advocate connect with patients daily to identify any barriers keeping patients from utilizing services. Refuge Clinic partners with other offices to provide free or reduced cost referral services. The clinic provides extra social support for patients as needed, such as childcare while attending appointments, helping with job resumes, clothing, food, rent assistance, visiting patients in the hospital and serving as references for court cases.

The Patient and Community Advocate ensures equitable opportunities for all who need services. The patient advocate team connects with each person receiving wraparound services to identify barriers, and assists in preventing further stop gaps in receiving care.

Refuge Clinic enforces Title VI, posting and maintaining an equitable care policy. In annual care assessments, the clinic makes adjustments to qualifications and or services provided to ensure patients receive the best care, and identifies areas of improvement for access to care. Since opening, Refuge Clinic expanded services to the underinsured and expanded services to include all districts of Fayette County.

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 **Refuge Clinic**

Program Name **Charitable Behavioral Health and Wraparound Services**

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)	2	$60,000	**$30,000**	$30,000
Part-Time	0	0	**0**	0
Total Salaries		$60,000	**$30,000**	$30,000
3. Consultant Services	$	$5,000	**$3,000**	$2,000
list details	Translation Services through Kentucky Refugee Ministries.			
4. Space/Facilities	$	0	**0**	0
list details	N/A			
5. Operating Expenses	$	$63,000	**$43,000**	$20,000
list details	Laboratory Services, Pharmaceuticals, Medical Supplies, Medical Equipment, Patient Care & Encouragement, Vehicle maintenance and insurance.			
6. Scholarships / Stipends	$	0	**0**	0
list details - numbers & amounts	N/A			
7. Other	$	0	**0**	0
list details	N/A			
8. TOTAL PROGRAM BUDGET	$	$128,000	**$76,000**	$52,000

Cost per Program Participant: $ **128**

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)*: McCall Thacker

Title: Development Coordinator **Date**: 4/16/19