PROPOSAL SUBMITTAL FORM

Agency Information

Agency Name: Refuge Clinic

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

Street Address: Same as above

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 Silver Seal of Transparency or higher profile on GuideStar.org? ☑ Yes ☐ No

*Note: Agencies **must** have a Silver Seal of Transparency or higher profile with GuideStar.org 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: **Relational Healthcare for the Underserved**

Total Funding Amount Requested: $ **96,000**

RFP #3-2020 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 Catholic Health Initiatives 2020-2022 Community Health Assessment, members of the community ranked access to care as a top concern, more than 28,000 individuals in Fayette County remain uninsured and 13% of the population experiences frequent physical distress.

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 2020 CHI Community Assessment are among the 16,000 individuals living in poverty in Fayette County.

Mental Health is also a top issue in our community. Suicide is ranked as the 7th leading cause of death for Fayette County according to the 2018 Baptist Health Assessment. In Fayette County, the ratio for residents to mental health providers is 320:1, according to the CHI 2020 Community Assessment. 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. The committee formed by the 2020 CHI Community Assessment, listed mental health, diabetes and hypertension as top health concerns needing to be addressed in the next three years. These are the top health concerns Refuge Clinic treats within its patient population.

Refuge Clinic is focused on health equity and creates a fair and just opportunity for patients to achieve health by removing obstacles such as poverty and discrimination in obtaining access to healthcare.

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 comprehensive primary and dental care, oral surgery, dentures, dermatology, physical therapy, women's health, diabetic and nutritional education, psychiatric care and counseling all free of charge to patients. In 2019, approximately 1,200 patients received services, representing 3,276 patient visits, with an increase of 260 new patients. A team of 39 volunteer providers, with the help of more than 100 other volunteer healthcare professionals, provided 695 clinics. To address barriers of care, Refuge Clinic utilizes a relational healthcare model to provide extensive wraparound services to address disparities of housing, social support systems, transportation, translation services, and other patient needs.

Services are available Monday through Friday from 8:30-4:30. Over 82% of Refuge Clinic patients utilize multiple services at the clinic to achieve optimal health. The average patient visits the clinic four times a month for healthcare, patient advocacy services and social and spiritual support. The Refuge Clinic model is centered on relationships, building trust and speaking to social service needs. The average point of care per patient is one hour, providing adequate time to address multiple issues. Refuge Clinic focuses on prevention at each patient visit to promote optimal health for patients and the community. 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. Refuge Clinic continues to grow in patient numbers and services offered and has capacity to sustain more 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 deemed underinsured by staff, living 200% below Federal Poverty Guidelines and reside in Fayette or Jessamine County. In addition to the 28,000 uninsured individuals in Fayette County, 51,000 individuals rely on Medicaid coverage for healthcare. A large number of this population struggles to find access to care. Limited numbers of providers accept Medicaid, leaving individuals without care while waiting to locate a primary care provider who will accept their insurance. Patients fitting this criteria make up about 40 percent of the patient population at Refuge Clinic.

Patients are not expected to pay for any service 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 keep appointments as scheduled and to show up on time and follow recommended treatment plans including referral appointments. Refuge Clinic works closely with patients to follow guidelines. When a patient refuses to comply with expectations as outlined by the patient guidelines, it is not possible to deliver optimal care. When compliance is broken three times without adequate reason, patients will be discharged to respect the needs of others waiting to receive services.

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 outcomes and overall care for patients, according to the World Health Organization. The world renowned Mayo Clinic, known for its excellence, is founded on a multidisciplinary approach. Association for Talent Development (ATD) reported researchers found utilizing a multidisciplinary approach helps patients feel more at ease and reported patients accept treatments and feel more satisfied with their healthcare regimens when a multidisciplinary approach is used.

A study by NCBI found patients are more likely to practice self management and needed less treatment overall when relational healthcare was practiced. Patients attributed providers spending time with them, feeling heard and having trust in the provider as the biggest factors in understanding and practicing self management of chronic illnesses.

Relational healthcare is foundational to Refuge Clinic. Patients partner with healthcare professionals invested in their lives to experience better overall health. Providers are able to care for patients outside the constraints of time limits and insurance requirements, allowing them to spend adequate time with patients and build relationships. Through this model, Refuge Clinic looks beyond standard healthcare to care for the whole individual in order to help them succeed physically, emotionally and spiritually. Due to this, patients are more likely to show up for appointments, follow treatment plans, and turn to the clinic in times of celebration or grief, viewing the clinic as a true place of refuge and support.

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 most in need. Refuge Clinic's goal is 100% of patients receiving treatment see improvement in their overall health, with decreased barriers in attaining this goal. Refuge Clinic creates a caring and trusting environment where patients feel confident addressing barriers to becoming healthy. The clinic strongly believes its role is to serve as a partner in supporting and empowering patients with resources needed to create and achieve their healthcare goals while investing in their own health.

The clinic defines success by patient compliance. The national average no show rate among Medicaid patients is 41%, while Refuge Clinic patients have a 23% no show rate. Frequency in utilization of services is another success indicator, with 82% of patients coming to the clinic for multiple services. Refuge Clinic performs prevention screenings with 100% of patients to ensure proper treatments plans are in place. This allows the patient to stay in front of disease processes and properly manage any current chronic conditions.

Refuge Clinic also measures success by the growth of mental health services provided to patients. 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 24% growth in mental health services. A Spiritual and Mental Health Coordinator oversees all counseling and psychiatric services and is completing an LPCC in counseling, which will increase capacity for mental health services.

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 is a reliable source of excellent healthcare to the community for those most at risk. Through the clinic, residents of Fayette County are able to receive necessary care and services they otherwise would not have access to or be able to afford. Refuge Clinic provides a healthcare home to those who are often left to utilize emergency rooms for primary care issues, which relieves a tremendous financial burden from the community. Refuge Clinic is committed to providing top level care to patients, and through relational healthcare, patients experience overall improved health physically, emotionally and spiritually. Life change happens through relationships built between patients, volunteers and staff.

One Refuge Clinic patient commented on how the clinic changed her outlook on life, "It gave me hope to know that people are out there that actually care. It gives me reassurance in humankind that people actually want to help me."

Another patient commented on her experience, "The clinic has impacted my life and helped me tremendously. They helped me to get free medication, I don't know what I would do without the clinic. I can depend on them to get in and be taken care of."

A patient reflected on having access to care by saying, "The clinic changed my life so much. When you don't have insurance it's hard to find anyone to help you. It was so hard for me knowing I was suffering and couldn't find care. Finding this placed helped me!"

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. Through performing prevention screenings with 100% of patients, the clinic regularly receives feedback from patients on the effectiveness of the treatment plan in place to help them monitor and maintain disease processes. The clinical team regularly reviews protocols and treatment measures, and adjusts processes as needed to improve services. Refuge Clinic performs annual chart audits on diabetes and hypertension in order to evaluate patient progress and to provide insight into any treatment measures that may need to be altered to lead to better progress. Chart audits provide accurate data from each patient's care including milestones in achieving improved health, such as decreased and maintained HgA1cs for diabetics, and lowered blood pressure readings for hypertensive patients. 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. Last year, the clinic took on the care of 336 new patients, a 42% increase compared to 2018. A higher volume of patient visits and new patients coming to obtain services indicates the need for charitable care in the community. Tracking the trend of this increase allows Refuge Clinic to measure effectiveness in addressing needs pertinent to 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 service agencies, prescription assistance program, transportation, and serves as an advocate to patients in the community.
Spiritual & Mental Health Coordinator, Derek Sloan, BS Youth and Family Ministry, MA Christian Leadership, pursuing LPCC and LCADC. Cultivates opportunities for spiritual and mental health among patients through building relationships, offering counseling and 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.
Dental Coordinator, Cady Jean-Baptiste, X-Ray Certified, OSHA trained, 6 years dental experience - Coordinates all dental clinics, schedules providers for dental clinics, assists providers and oversees dental clinic supplies.
Administrative Services Coordinator, Kate Witten, BS Family Science, 4 years administrative experience - New patient processing for all patients, managing and overseeing clinical schedules, answering and returning phone calls and medical record requests.
Refuge Clinic operates with key healthcare volunteer leaders to oversee various departments, including Dr. Greg McMorrow, MD, Medical Director, Dr. Jon Bott, DMD, Dental Director, Dr. Sid Shih, MD of Psychiatry, Mental Health Advisor and Dr. Kent Davis, MD, Addictionologist, Advisor in Substance Misuse Disorders.

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 the underserved in the community creates improved community wellness through the positive 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, Jessamine County Health Department, Fayette County Health Department and Mission Lexington.
Volunteers provide free clinical services, committing to serve for a one year minimum. Clinic leadership meets with the medical and dental directors quarterly to discuss delivery of care and improvement of services rendered. The clinic board is composed of leaders committed to upholding the vision and purpose of Refuge Clinic. Staff, volunteers and board members all carry responsibility to invite financial support for ongoing delivery of services.
Key financial partners include Baptist Health, Southland Christian Church and The Copia Foundation. These partners share a like mindedness and focus on improved community health and wellness.
Southland Christian Church commits to 38% of the budget, with Baptist Health covering 11% of the budget. Through partnerships, Refuge Clinic operates from a free facility space, has pharmaceutical support through Lexington Compounding Pharmacy and Spencer Drug, and receives discounted services through Quest Diagnostics, McKesson and Patterson Dental. Refuge Clinic's pharmaceutical and laboratory partnerships saved the clinic over $209,000 last year.

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 addresses barriers to healthcare through providing all healthcare services free of charge in order to remove the financial burden to patients. The clinic partners with Kentucky Refugee Ministries to offer free translation services and utilizes dozens of volunteers to provide free transportation services in order to remove language and transportation barriers. The clinic space is ADA compliant and the patient advocate team assists disabled patients in applying for transportation services such as Wheels. The Spiritual & Mental Health Coordinator and Patient and Community Advocate connect with patients daily to identify any barriers keeping patients from utilizing services, and works with patients to create solutions to barriers specific to each patient. Refuge Clinic partners with other specialty offices to provide free or reduced cost referral services. The clinic provides extra social support for patients as needed, such as childcare while attending an appointment, helping with job resumes, clothing, food, rent assistance, visiting patients in the hospital and serving as references for court cases.

Refuge Clinic is resolved in promoting Title VI, posting and maintaining an equitable care policy to serve all people regardless of their socioeconomic, immigration, sexual orientation, religious affiliation and/or health status. The clinic maintains an extensive policy and procedure handbook, reviewed and updated annually, constructed by the multidisciplinary care team to create clear measures of excellence in equitable care for every patient.

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.)* **The Program Budget will be the same for both FY21 and FY22; there will be no increases in award for Year 2 of the grant.**

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 2021. It requests the allocation of all projected funding amounts (City and non-City sources) for anticipated FY 2021 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 **Relational Healthcare for the Underserved**

FY 2021 (July 1, 2020--June 30, 2021) 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)	3	80,000	50,000	30,000
Part-Time		0		
Total Salaries		80,000	50,000	30,000
3. Consultant Services	$	5,000	3,000	2,000
list details	Translation Services for patients			
4. Space/Facilities	$	0		
list details				
5. Operating Expenses	$	63,000	43,000	20,000
list details	Laboratory Services, Pharmaceuticals, Medical Supplies, Medical Equipment, Patient Care & Encouragement, Transportation			
6. Scholarships / Stipends	$	0		
list details - numbers & amounts				
7. Other	$	0		
list details				
8. TOTAL FY21 PROGRAM BUDGET *(Program budget will be the same for FY22; no increase in award for Year 2 of the grant)*	$	148,000	96,000	52,000

Cost per Program Participant: $ 123

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**: 04/01/2020