

**LFUCG 2022 ESR Overnight Emergency Shelter – RFP #42-2023
Project Cover Sheet – Bluegrass Care Navigators Medical Respite Program**

Organization or Lead Applicant Name:

Hospice of the Bluegrass, Inc. dba Bluegrass Care Navigators

Authorized Representative:

Elizabeth D. Fowler, President/CEO

Organization or Lead Applicant Address:

1733 Harrodsburg Road, Lexington KY 40504

Phone Number:

859-296-6810

E-mail:

lfowler@bgcarenav.org

Title of proposed project:

Bluegrass Transitional Care Winter Weather Emergency Shelter for Seniors and those with Physical Disabilities

Brief summary of proposed project (250 words or less):

Bluegrass Transitional Care (BTC) is a case management division of Bluegrass Care Navigators established in 2011, focusing on effective transition for at-risk frail participants, preventing avoidable hospital readmissions and emergency department visits post-discharge. Rooted in compassionate care, every participant is treated with dignity and respect. BTC proposes to operate a Winter Weather Emergency Shelter Program for Seniors and those with Physical Disabilities, defining households broadly. We will offer emergency shelter via motel rooms for individuals aged 62 and older, along with their households and those with physical disabilities who are ineligible for other shelters in Fayette County. Exclusions do apply. Referrals and admissions will be accepted 27/7/365.

We will secure 20 rooms at Bluegrass Extended Stay, 2753 Richmond Road, offering accessible options. Our program maintains households together during emergency shelter, facilitating the transition to permanent housing with support from home coaches, social workers, and volunteers. Lodging is provided in local hotels, with a focus on low-barrier entry and housing-focused engagement. Individualized case plans address barriers to self-sufficiency, connecting participants with resources and aiding in securing affordable housing. Fundamental necessities and transportation options are provided. Collaboration with community agencies is integral to discharge planning.

BTC prioritizes participant success without imposing unnecessary requirements. We're committed to inclusive care, providing translation services and honoring participant preferences. We actively engage with Lexington Continuum of Care and collaborate with various agencies. No additional staff hiring is required for the Winter Weather Emergency Shelter Program. Our proposal runs from November 1, 2023, to April 1, 2024.

Project Narrative

Section 1: Qualifications of the firm and key personnel

Bluegrass Care Navigators (BCN) is a nonprofit organization with a distinguished track record of delivering exceptional care to individuals and families dealing with critical illnesses. In the year 2022 alone, BCN touched the lives of nearly 15,000 individuals, including children. Our unwavering commitment to serve all Kentuckians within our service area, regardless of their insurance status or financial capacity, is at the core of our mission.

Founded in 1978, BCN has evolved into a prominent regional 501c3 healthcare provider, governed by a dedicated 23-person Board of Directors led by a distinguished 13-person executive team, with a workforce of over 750 team members. We operate from 7 regional offices, manage 2 in-patient hospice care centers, and administer a Program for All-Inclusive Care of the Elderly (PACE) across our expansive 9,797 sq-mile footprint. Our multidisciplinary teams, comprised of physicians, nurses, aides, social workers, chaplains, and highly trained volunteers, provide care to over 2,000 individuals within a 32-county service area encompassing central, eastern, and northern Kentucky each day.

Our mission is to provide patient-centered care to the seriously ill and their families with excellence and compassion; engage in community partnerships, education, and counseling; offer opportunities to staff, volunteers and donors to enrich lives through their gifts. We walk alongside those in their healthcare journey, providing expert and compassionate care without regard to race, color, religion, gender identity, sexual orientation, or disability. Our principal activities center on the relief of suffering and improving the quality of life for individuals experiencing a serious illness

and their families, with hospice care remaining our cornerstone. BCN has expanded over the years to offer adult and pediatric palliative care, home health, transitional care, medical respite for those experiencing homelessness, PACE, free community grief care, and integrative medicine.

Over four decades, BCN has been a source of hope and peace for individuals and their families. What distinguishes us is the longevity of our services and the exceptional team of highly trained professionals dedicated to the welfare of those in need.

Specific to this proposal for winter weather emergency shelter services, our key team members working directly with participants and the administration of the program include:

Jamie Cody, RN, Transitions Program Manager: Jamie, a registered nurse since 1999, has been with BCN since 2012, steadily advancing within the organization. She holds the “Transitional Care Model: Evidence-Based Transitional Care for Chronically Ill Older Adults” certification from the University of Pennsylvania’s Ralston-Penn Center. Jamie has overseen all operations of our Medical Respite since its inception and will be the project lead for the winter weather program.

Home Nurse/Coach: Based on assessments, the nurse/coach sees the participant once a week or as needed, providing additional telephonic support when necessary. This staff member also is responsible for discharge planning with the participant. We will have three Lexington home nurses/coaches offer services for this project with assignments based on the need and intensity of the intervention. All staff have worked with medical respite clients in the past.

Home Social Worker: This role provides hotel visits as needed for community resource and program referrals, counseling, and assessments. This is a current position working in another program that will be completed by November 1st and transitioned into the winter weather program. This staff has worked with medical respite clients in the past.

Trained Volunteers: BCN boasts a pool of over 250 highly trained volunteers who contribute across all lines of service, providing transportation as needed, delivering food, and offering companionship.

All project personnel possess prior public sector experience, having direct service experience with homeless services programs at the local level via BCN's Medical Respite program. The Medical Respite program is considered an emergency shelter for those experiencing homelessness being discharged as "otherwise discharged home from hospitalization" but have no home to return to and cannot enter the congregate shelter system.

Section 2: Proposed method to accomplish the work

Bluegrass Transitional Care (BTC), established in 2011, is a robust case management program. The program's primary aim is to transition at-risk frail participants effectively, thereby preventing avoidable hospital readmissions and emergency department utilization after discharging home. Our program is deeply rooted in compassionate care, ensuring every participant receives dignified and respectful treatment. Under the umbrella of BTC, we will operate the proposed Winter Weather Emergency Shelter Program for Seniors and those with Physical Disabilities, offering a much-needed option for emergency shelter. For the purposes of this winter weather program, households

are defined as all individuals who would occupy a housing unit together. A household can include both related and unrelated individuals.

BTC will provide a safe haven for individuals (1) aged 62 and older (seniors) along with their entire household and (2) households containing at least one individual with a physical disability. These sub-populations also must qualify as “otherwise not be eligible to access other emergency shelter options within Fayette County” with verification from BTC intake staff. Exclusions will be made for those with serious mental illness, households with minor children, individuals unable to adhere to hotel/motel rules, those incapable of caring for themselves according to average daily living requirement standards and lacking a caregiver, or those eligible to enter another emergency shelter within the surrounding area. The program will establish clear referral and eligibility criteria, ensuring transparency within the community.

Referrals will be accepted via homeless service providers and/or healthcare entities during business hours, with urgent referrals accepted via BTC’s 24/7/365 office number. Eligibility criteria includes:

- Seniors over the age of 62 experiencing homelessness;
- Individuals experiencing homelessness in Fayette County whose physical disabilities preclude them from utilizing an existing emergency shelter within the surrounding area.
- Ineligibility for entry into existing emergency shelters (will be confirmed during the screening and referral process by BTC staff).

- Individuals must be able to maintain themselves independently in the hotel setting (or independently with the assistance of an identified, established caregiver who provides daily care and support).
- Individuals accessing services must be agreeable to hotel rules including no unauthorized visitors or pets.

Our unique program ensures that households remain together while receiving emergency shelter and supportive services. Beyond offering a stable environment, our program is pivotal in facilitating the transition to permanent housing, reuniting families, and establishing connections with long-term supportive services via our home coaches, social workers, and volunteers.

The shelter component of our program provides lodging in local hotels, featuring low-barrier entry and housing-focused engagement, with a primary focus on offering person-centered supportive services. We create individualized case plans that address all barriers to self-sufficiency, connect participants with community resources, and assist in securing long-term affordable housing. Additionally, we ensure that all participants have access to fundamental necessities such as food, clothing, hygiene products, and transportation with LexTran monthly bus passes, provided to the participant and their household. BTC will utilize optional taxi/UberHealth for emergency use only.

Discharge planning will start at intake, and throughout the emergency shelter intervention, the team will collaborate with the participant on a plan. Collaboration with community agencies to prepare the participant for a return to the community is vital to the success of the intervention. All

referrals are rigorously screened by Bluegrass Care Navigators nurses, and enrollment is extended only to those who meet BTC's eligibility standards as previously described.

The BTC program prioritizes helping participants receive adequate supportive services to achieve success without imposing extraneous expectations and requirements on individuals. Our overarching goal is to assist 20 eligible participants at a time, providing emergency shelter with the highest quality physical and psychosocial support, irrespective of race, color, religion, sex, sexual orientation, handicap, or national origin. To this end, BCN has instituted a "Non-Discrimination in Participant Care" policy to ensure inclusivity in all services and benefits provided. We provide translation services to persons with limited English proficiency through a third-party language line provider. BCN honors participant translation preferences and collaborates, within certain safeguards, with a participant's preferred family member with better English proficiency or preferred community-based (volunteer or paid) translators.

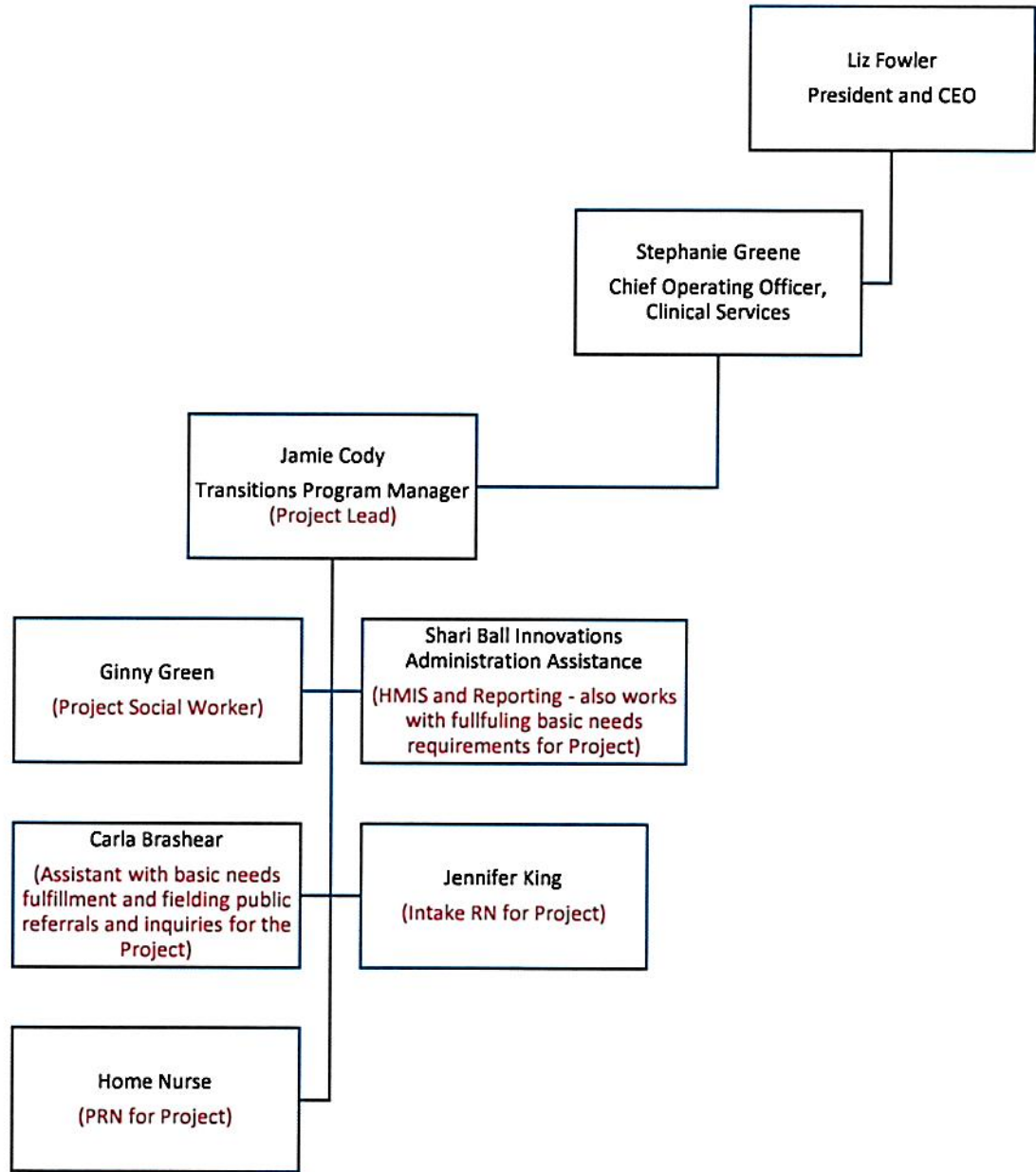
BTC actively participates in the Lexington Continuum of Care, coordinating care and services with various agencies including, but not limited to, Lexington Housing Authority, Community Action Council, AIDS Volunteers of Lexington, local landlords and apartment associations, LFUCG Community and Resident Services, LexTran Wheels, the LFUCG Office of Homelessness Prevention and Intervention, Moveable Feast, Lexington Rescue Mission, Catholic Action Center, KY Prescription Assistance Program, Kentucky Department for Community Based Services, and home health agencies.

BCN recently completed a substantial federal grant, and therefore, BTC will not require additional staff hiring for the upcoming Winter Weather Emergency Shelter Program for Seniors and those with Physical Disabilities. We have also had standard staffing attrition that has allowed us to create the capacity necessary for the operation of this program. We will seamlessly reassign and redistribute roles and responsibilities among our existing staff to accommodate this program's needs.

Our proposal commences on November 1, 2023, and will conclude on April 1, 2024, at 11 a.m. or at the required hotel check-out time of the participants. The last full night to be covered under this program will be March 31, 2024. BTC will secure a block of rooms for all the nights within the dates mentioned above, comprising 20 rooms located at 2753 Richmond Road, Bluegrass Extended Stay. Among these, 15 are located on the first floor, with 4 being ADA accessible, 2 singles, and the remainder doubles. An additional 5 rooms are available on the second floor, offering a mix of smoking and non-smoking options. All participant-level data will be entered into the KYHMIS system.

Our program boasts a distinctive staffing model that seamlessly integrates clinical, social, and spiritual teams. BTC will accept referrals 24/7/365 as rooms are available and in close collaboration with the Office of Homelessness Prevention and Intervention and local emergency shelters. If at any time, single individuals are agreeable to be housed in double rooms with each other, BTC will arrange and will be agreeable to serving more than 20 households at any given time.

Although we pull in additional comprehensive staff as needed, below is a brief organizational chart directly related to project management.



Section 3: Cost proposals, line-item budget and budget narrative

Bluegrass Care Navigators - Bluegrass Transitional Care Winter Weather Shelter

Line-Item Narrative Budget

		Winter Weather Nov 1 - March 31	
Staff Salaries		# of Employees:	
	Full-Time (FTE)	1	\$ 39,333
		Total Salaries	\$ 39,333
	Narrative Description	The 1 Full-Time FTE reflects a combination of time allocated by various Bluegrass Care Navigators team members: RN (\$10,251), Administration Assistants (6,310), Home Social Worker (13,771); and Transitions Program Manager (6,759) as well as staff on-call pay (2,242).	
Staff Fringe Benefits			
	Narrative Description	The Staff Fringe Benefit Rate is 27.5%, which is included in the salary figures above.	
Space/Facilities			\$ 217,360
	Narrative Description	Hotel/motel lodging: Winter Weather = 20 rooms/night at \$71.50 for 3,040 nights	
Operating Expenses			\$ 59,180
	Narrative Description	Food - Kroger Delivery and Emergency Pre-Made (51,680.00) Transportation - LexTran (4,500), Taxi (2,000), UberHealth (1,000)	
Indirect Cost 10%			\$ 31,587
TOTAL WINTER WEATHER PROGRAM BUDGET			\$ 347,460