

**2010 Basic Needs Funding Application**

**APPLICATION IS BY INVITATION ONLY**

**Contact Information**

Organization Name: Laurel Hill Center

Mailing Address: 2145 Centennial Plaza

City/State: Eugene, Oregon Zip: 97401

Contact Name: Linda Reymers Title: Director of Development

Phone: (541) 485-6340 Email: lindar@laurel.org

Website: www.laurel.org Fax # (541) 984-3124

**Organizational Information**

Mission Statement: Laurel Hill Center is committed to helping people with psychiatric disabilities make choices and acquire skills that increase their self-reliance and ability to live and work in the community.

No. of Employees: 79 FTE: 57

No. of Volunteers (annually)/ Volunteer Hours (annually) 70 / 643

Name of Executive Director: Mary Alice Johnston, Ph.D, CPRP

Name of Board President: Tom Fauria, Ph.D Term Ending Date: January 2011

Number of members on Board of Directors: 10

Total Agency Budget: \$3,447,499 Fiscal Year End: June 30

Geographic Service: Eugene-Springfield and surrounding communities

Unduplicated Lane County Residents Served Last Year: 632

Has your organization been previously funded by UWLC?  No  Yes, Year(s) 1974 to present

Proposed Service(s): Name of Proposed Services: Pathways Learning and Wellness Center

Basic Needs Services: (check primary use of funds)	Geographic Service Area within Lane County
<input type="checkbox"/> Food (hunger relief and nutrition)	
<input type="checkbox"/> Shelter (emergency housing and homelessness intervention)	
<input checked="" type="checkbox"/> Healthcare (emergency and basic health services)	<u>Eugene-Springfield and surrounding communities</u>
<input type="checkbox"/> Safety (domestic violence and child abuse intervention)	
<input type="checkbox"/> Access to Basic Needs (information & referral; transportation; advocacy)	

Annual Funds Requested: \$ 40,000

### **1. Proposed Services Summary:**

Pathways at Laurel Hill Center (LHC) helps some of our community's most vulnerable citizens—adults with severe and persistent mental illnesses—achieve their highest level of self-sufficiency. Research and LHC experience demonstrate that these individuals can and do recover despite significant barriers of poverty, isolation, stigma, victimization, and unemployment. Pathways helps individuals build needed skills and obtain social/emotional support. More than 60 classes, groups and activities incorporate proven advances in psychiatric rehabilitation—peer support; an individualized, strength-based approach; and access to evidence-based employment and education services. Classes include smoking cessation (evidence-based approach for people with SMI); nutrition and exercise; stress management; creative expression; building social support; budgeting; and, developing wellness recovery action plans. Staff and trained volunteers offer classes that enable often isolated individuals to experience empowerment, hope, community and the path to recovery.

### **2. Target Population:** Describe your target population. Basic Needs investments should focus primarily on families and individuals with income 250% or below the federal poverty level.

**Income:** Laurel Hill Center serves adults living in poverty with 90% of LHC participants falling under federal poverty level guidelines. Most individuals live on \$674 in monthly social security income (SSI) payments. Others have been denied SSI and manage with support from family members, part-time jobs, and their meager savings. Veterans with disability benefits primarily account for those with incomes above poverty level. During any month, 5% to 8% are homeless, and many others have experienced homelessness. Last year, we helped 45 people who were chronically homeless succeed in getting and keeping housing.

**Diagnosis:** Individuals served are diagnosed with a severe mental illness—35% with schizophrenic disorders; 24% with bipolar disorder; 19% with major depression, 16% with post traumatic stress disorder; and, 6% with other psychiatric disorders.

**Gender/Children:** Laurel Hill Center serves individuals 18 and older. Women are more likely to seek help for mental illness; 395 of the 632 people (62.5%) served during 2008-09 were women. Of the 395 women served, we are aware of 35 women who have their children living with them (54 children age 18 and younger); 34 of 35 are single parents and 16 of 35 have experienced homelessness and other trauma. We will be applying for a UWLC Strategic/Preventative grant for our new Healthy Parents/Healthy Kids program to holistically address the physical and emotional wellness needs of these children. Pathways will build on this foundation to offer more classes and activities for parents and children in the future.

**Access to technology:** The digital divide still applies to a significant number of people with severe mental illnesses. Pathways classes have helped many participants turn on a computer for the first time, and develop keyboarding, internet and general computer skills – and use technology to obtain needed resources, lessen social isolation and use biofeedback and other tools to help with symptoms. Access to computers is limited for many participants who cannot afford their own or are uncomfortable (or unwelcome) in public venues; Pathways provides access through computer stations and ownership (working with Next Step Recycling).

### **3. Need:** Describe briefly the need or problem these services address. Include the number and percentage of population affected, metro, rural, and multi-cultural. Describe how these services are aligned with the community needs assessment or other local studies.

**20 points possible**

**Need:** Less than half of those with mental disorders seek treatment, a statistic that has gotten worse since 2000 for people with SMI. One-quarter of stays in community hospitals involve mental and addiction disorders. Mental illness is the leading cause of disability for people 15-45.

People with severe mental illnesses (SMI) face barriers of poverty, unemployment, self and social stigma, isolation and discrimination. They experience a loss of hope and important life roles such as employee, neighbor, student, family member and friend. Recent research has found that people with SMI are five times more likely to experience a co-occurring medical condition such as heart disease and diabetes and

cancer and on average died 25 years younger, largely because of *preventable* chronic medical conditions. These conditions often arise because of lack of exercise, smoking, poor diets, and medication side effects, giving way to such ailments as cardiovascular disease, type 2 diabetes, hypertension, and liver disease. Clearly, there is a pressing need for amore holistic framework of health integrating mental and physical health. A critical step to improving the physical health of adults with SMI is to develop and implement effective, culturally appropriate and sustainable lifestyle interventions. These interventions must be structured approaches that help people engage in physical activity, manage their weight, eat a more balanced and healthier diet, and engage in health promotion activities. Research also demonstrates that wellness programs must be geared to people with SMI to be effective, and Pathways has the expertise to offer just such a program.

**Affected population:**

- **Total:** Pathways/LHC focuses on people who have severe mental illness, which represents 6% of the population or 20,800 people in the Eugene-Springfield metro area.
- **Multicultural:** Using the 20,800 figure above and projecting from the demographic information compiled by LHC (we could locate no other multi-cultural demographic information for people in the metro area with SMI), multi-cultural statistics *for those qualifying for the Oregon Health Plan who seek assistance* in the metro area are: Caucasian – 89.6% or 18,630 people; Native American – 3.4% or 707 people; African American – 3% or 624 people; Latino/Hispanic – 2% or 416 people; Asian/Pacific – 1% or 208 people; Other – 1% or 208 people.
- **Metro/rural:** Most individuals using LHC services live in the metro area.

**Alignment with community needs assessments:**

- **2009 United Way Needs Assessment Survey:** Nearly 13% of respondents revealed difficulty in getting help for a mental or emotional problem (moderate problem 5.53%; major problem 7.42%).
- **100% Access Healthcare Initiative/2008 Update and Summary:** A key goal is to “better coordinate programs services for people without access to needed medical care”, and Priority Strategies include addressing gaps in services, and coordinating resources, services and care for uninsured and low-income.”

In Oregon, as in most other states, state general funds for mental health services are used to match federal Medicaid funds --Oregon Health Plan (OHP)). Individuals who have obtained disability income (SSI) through Social Security have Oregon Health Plan benefits. There is little funding for mental health services for individuals who have been denied SSI benefits and OHP insurance. United Way of Lane County’s ongoing support plays a critical role in enabling uninsured people with mental illnesses to access mental health services. Laurel Hill’s holistic approach to wellness – integrating mental and physical health – through Pathways’ classes and wellness program addresses gaps in services experienced by some of our community’s most vulnerable members, many who are or have been homeless, and virtually all of whom are very low income.

**4. Service Goals:** Describe your service goals and how you will measure achievement of those goals.  
 You will report the outputs and outcomes in progress reports. **20 points possible**

This year, Pathways will be offering a structured 11 month lifestyle intervention program “Recover the Healthy You” for 60 people with severe mental illnesses. Other Pathways classes and activities will continue to be open to all individuals diagnosed with a mental illness. The “Recover the Healthy You” program will provide a wide range of classes and activities to encourage individuals live more healthy lifestyles and will monitor health status (e.g., weight, blood pressure, blood glucose levels, and triglycerides) at monthly intervals. Development of the program was made possible through funding from Spirit Mountain Community Fund. Findings from research literature noted that programs with the most effective results continued for 24-48 weeks.

<b>Goals for next fiscal year</b>	<b>Measured By</b>
60 people will participate in “Recover the Healthy You” program	Data base with monthly health status reports
400 people will participate in Pathways activities	Sign-in logs

1,450 classes, activities, and groups will be planned and offered	Monthly class schedules
39 Pathways offerings will have a wellness dimension	Monthly class schedules
283 people will participate in wellness-related classes.	Sign-in logs
374 people will use computers to develop computer skills, exercise creativity and access social connections, informational resources, and biofeedback programs to reduce symptoms, with many using computers for the first time.	Sign-in logs
125 people will develop or update their strengths profile	Data base report
125 people will develop or update safety plans to identify early warning signs for escalating symptoms and self-care strategies	Data base report

**5. Community Return on Investment:** Describe the return on United Way investment. Include such factors as demonstrated cost-effectiveness and efficiency of delivery; leveraging of other financial investments: methods to avoid problems that would cost more later. How does your agency's work improve the effectiveness of the human services network in Lane County? **20 points possible**

A recent study funded by the Kaiser Foundation found that people with psychiatric illnesses (49% of Medicaid beneficiaries) frequently had multiple chronic conditions that require special attention, considerable resources and an intensive approach to care management. (*Faces of Medicaid III: Refining the Portrait of People with Multiple Chronic Conditions*, www.chcs.org). This information coupled with other research prompted our decision to add a more intensive, holistic approach-- "Recover the Healthy You"—within Pathways. This new program and other classes and activities offered in Pathways are open to anyone diagnosed with a mental illness—individuals with SSI and OHP benefits, those who are awaiting decisions from Social Security and the Oregon Health Plan, and those who are discouraged to apply (or reapply) for benefits.

Pathway plays a critical role as one of Laurel Hill's community-based services (others are Supported Housing, Supported Employment, Medication Management, and Intensive Outreach), which work together to help people recover their lives. Their recovery benefits the community by reducing public dollars that would otherwise be spent on much more expensive institutional care in local hospitals (emergency department and in-patient), jail and state psychiatric hospitals. The cost of providing community-based psychiatric rehabilitation services like ours has been shown to be half the cost of a shelter, a quarter the cost of being in prison and a tenth the cost of a state psychiatric bed. Pathways wellness focus, which helps people prevent or better manage serious diseases, will play a preventative role in reducing what would otherwise be a disproportionate need for physical health care. We help people become more self-sufficient and thereby use fewer resources from the human services network. Staff relationships with participants helps streamline referrals to appropriate agencies and monitors follow-up to ensure that agency services are effectively used.

**6. Organizational Capacity:** Describe the ability of your organization to carry out services successfully and efficiently based on current resources, i.e., expertise of staff, diversity of funding streams, board composition and involvement, fiscal and governance systems, and facilities. **10 points possible**

**Staff:** Mary Alice Johnston, Ph.D, our founding Executive Director, is a pioneer in the psychiatric rehabilitation field and has published extensively. Her contributions have been recognized locally and nationally, including receipt of the US Psychiatric Rehabilitation Association's national leadership award. Pathways' staff have relevant certification and most are peers – as are many of the trained instructors of Pathways classes. Peer staff and instructors provide trusted motivation because of their own experience with recovery, assist participants with community integration, and offer social support for often isolated individuals. Pathway's peer environment is integral to its success in helping individuals apply their own talents and resources in reaching their recovery goals.

**Funding:** We receive Medicaid reimbursement for case management and outreach services. Non-reimbursed expenses are supported by recently developed non-profit foundation support and, of course, United Way of Lane County. As a Qualified Rehabilitation Facility, our optical laboratory provides income for Laurel Hill and employs people with disabilities.

**Board:** Our Board members have expertise in areas important to their role in providing oversight and guidance: psychologist, substance abuse specialist, labor specialist, mental health consumer, attorney, financial managers, mental health court judge, property manager, and National Alliance on Mental Illness/Lane County leader.

**Fiscal/Governance:** The Finance Committee is one of the Board's most active and has met monthly. They review and approve budget documents prepared by the Financial Officer and Executive Director, and discuss revenues and expenses for each program/department. Monthly financial statements are prepared by the Financial Officer and reviewed by the Finance Committee and the Executive Director. During the current year, the Finance Committee has looked closely at investments and developed a protocol to determine if a change in advisors is needed.

**Facilities:** Pathways, case management, administration and optical share a building we are purchasing. We also have four housing units for participants, including two apartment complexes built by Laurel Hill with U.S. Department of Housing and Urban Development funds.

**7. Goal Alignment:** Describe how services align with or support one or more United Way goals of Education, Income and Health (please see goal definitions in the instructions). **10 points possible**

**Health:** *Pathways is effective in ensuring that people with mental illness have access to basic health care because they trust us—we are their partners in recovery.* Pathways builds upon Laurel Hill strengths which include: 1) Established positive relationships; 2) Effective home-based outreach and case management services; 3) Readiness to continuously improve our services and develop new programs based on documented advances in psychiatric rehabilitation; 4) A staff development approach that systematically teaches skills that maximize their effectiveness; and 5) Recovery-oriented psychiatric rehabilitation services focused on expanding natural community support systems. People with mental illnesses, who would otherwise not receive health services, are drawn to participate in Pathways because of our safe, supportive peer-support environment. As explained in a *Psychiatric Services* article, our holistic focus on mental and physical health will succeed because of “the special relationship formed between mental health clinicians and consumers...and the potential for adapting evidenced-based approaches intended for mental health service adherence” to physical health care.

**8. Collaborations:** Describe collaborative or innovative aspects of this service. Considerations may include partnerships that meet the holistic needs of clients; how your approach demonstrates systems thinking; how you enable clients to access a broad range of services; how these services leverage existing community resources and access new resources. **10 points possible**

Local organizations providing classes, volunteers or other resources to Pathways include Center for Family Development, Greenhill Humane Society, Lane Arts Council, Lane County Animal Services, Lane County Mental Health, Lane Community College, Lane Independent Living Alliance, New Zone Gallery, Next Step Recycling, Options Counseling Services, Oregon State University, Social Security Administration, Tamarack Wellness Center, University of Oregon, Womenspace. Additionally, individual consultants and trainers in areas such as writing, nutrition, animal therapy, sign language and fiber arts conduct Pathways classes. Pathways classes and “Recovering the Health You” program are specifically developed to meet the holistic health needs of clients.

**9. Alignment of Services with Values:** Describe how services align with United Way of Lane County's values (See the overview) **10 points possible**

**Integrity:** Laurel Hill's annual audit reports on our stewardship of the monies we receive and evidences cost-effectiveness in how we spend the money we receive. Pathways' and other volunteers receive the training and support (and thanks!) they need to be productive. Our integrity has earned us the trust of the thousands of people Laurel Hill has served over the years.

**Impact:** Pathways helped improve the lives of 360 people last year, more than half of the 632 people served by Laurel Hill (and has helped nearly 100 chronically homeless people find and keep housing over the last two years). By focusing on recovery, we have impact by enabling people to contribute to the life of our community while decreasing their use of community resources. We maintain our relevance by keeping abreast of proven psychiatric rehabilitation practices and applying these practices in ways that work for our community. We are a learning organization committed to developing the quality of our work, and we track results as a guide to our future work.

**Voluntarism:** Peer and community volunteers conduct many of Pathway's classes and activities. Peer volunteers serve on a council that helped develop and guide Pathways. Community Health Providers volunteer to present workshops during our annual Wellness Fair, which Pathways helps to produce.

**Diversity/Inclusiveness:** The first statement in our diversity policy explains that cultural competency is essential to our work, that we must promote "awareness of the crucial role of culture in the rehabilitation and recovery process." Our culture-centered approach works to ensure that we do not "inappropriately impose our own cultural beliefs" while valuing cultural backgrounds as a source of strength. LHC values the participation and insight of people with psychiatric disabilities in shaping our work, as well as their own recovery; 44% of LHC's staff have received services as participants. Leadership: Our Director of Rehabilitation is African-American and people of Latino and Japanese descent are on our board.

**Community Leadership:** Pathways staff and volunteer class leaders are people of ages, and many have psychiatric disabilities. Pathways plays an integral role in convening community members to learn about mental and physical illness during our annual Wellness Fair; we also participate in groups convened by UWLC and mental health professionals. We seek opportunities through the media, our community-based work and other venues to educate people about mental illness in order to reduce stigma and provide a more supportive community environment for those we serve.

# Basic Needs Application



## Proposed Services BUDGET

(fill in the green cells)

Agency Name:

Laurel Hill Center

Proposed Services:

Pathway Learning and Wellness Center

	Prior 12 Months	Future 12 Months
<b>REVENUE/SUPPORT</b>		
United Way Funding/Request (do NOT include Donor Designations)	\$26,544.00	\$40,000.00
Public Support: Contributions/Fundraising Events (include Donor Designations)	\$5,700.00	\$15,000.00
Government Funding - Grants	\$9,995.00	\$24,974.00
Foundation/Corporation/Other Grants or Major Gifts	\$25,000.00	\$40,000.00
Program Service Fees or Membership Dues		
Other Revenue -Medicaid fee for service	\$137,503.00	\$150,503.00
<b>Total Revenue</b>	<b>\$204,742.00</b>	<b>\$270,477.00</b>
	<b>Actual</b>	<b>Estimated</b>
<b>EXPENSES</b>		
Personnel Related	\$147,575.00	\$196,615.00
Client Assistance	\$1,600.00	\$2,500.00
Other Direct Program Expenses	\$33,081.00	\$41,404.00
Administrative Overhead	\$22,486.00	\$29,958.00
<b>Total Expenses</b>	<b>\$204,742.00</b>	<b>\$270,477.00</b>
<b>NET</b> (should be zero)	<b>\$0.00</b>	<b>\$0.00</b>

What percent of your <b>agency</b> budget do these proposed services represent?	6%	6%
What percent of your <b>agency</b> revenue is the United Way request?	1%	1%
Number of employee FTE's (full-time equivalents) in proposed services?	4.50	6.00
Percentage United Way request to overall proposed services revenue	13%	15%
Administrative overhead percentage applied to proposed services	12%	12%

Completed by:

Mary Alice Johnston