

2010 Basic Needs Funding Application

Contact Information

Organization Name: WHITE BIRD CLINIC

Mailing Address: 341 EAST 12TH AVENUE

City/State: EUGENE, OREGON Zip: 97488

Contact Name: CHUCK GERARD Title: CLINIC COORDINATOR

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Organizational Information

Mission Statement: White Bird Clinic is a collective environment organized to enable people to gain control of their social, emotional and physical well-being through direct service, education and community.

No. of Employees: 84 FTE: 52.87 FTE

No. of Volunteers (annually)/ Volunteer Hours (annually) 385/14,325

Name of Executive Director: Chuck Gerard

Name of Board President: Gina Tormohlen Term Ending Date: 12/31/2010

Number of members on Board of Directors: nine

Total Agency Budget: \$2,719,469 Fiscal Year End: June 30th

Geographic Service: Lane County

Unduplicated Lane County Residents Served Last Year: 10,501

Has your organization been previously funded by UWLC? No Yes, Year(s) 1987-present

Proposed Service(s): Name of Proposed Services: Basic Medical and Dental Services

Basic Needs Services: (check primary use of funds)

Geographic Service Area within Lane County

Food (hunger relief and nutrition)

Shelter (emergency housing and homelessness intervention)

Healthcare (emergency and basic health services)

Safety (domestic violence and child abuse intervention)

Access to Basic Needs (information & referral; transportation; advocacy)

Eugene/Springfield metro area and Lane County

Annual Funds Requested: \$ 68,500

1. Proposed Services Summary:

As confirmed by the most recent United Way Needs Assessment Survey, access to affordable health care remains the major concern of many Lane County residents. White Bird Clinic addresses the priority of basic health services through its Medical and Dental Clinics located at 1400 Mill Street in Eugene. Providing morning walk-in clinics and follow-up and/or on-going care in the afternoons, these Clinics serve over 5200 low-income and un-/under-insured patients each year. Every morning, those waiting on our ramps are triaged for severity of medical/dental condition, screened for economic status and, as time and staffing allow, are able to see the care provider most appropriate for their presenting problems.

White Bird Clinic proposes to provide comprehensive medical and dental health care services for at least 500 low-income uninsured patients arriving in pain/need of care. United Way funding will allow us to continue to see families and individuals living in households below 200% of Federal Poverty Level who are unable to pay our sliding fee scale and who do not qualify for other assistance.

2. Target Population:

Both the Medical and Dental Clinics seek to serve low-income (below 200% Federal Poverty Level) residents of Lane County who are under or uninsured and in need of treatment. We welcome families, children, minorities and non-English speaking patients as well as the physically and/or mentally handicapped. In our Medical department, special clinics are for mental health medication management and for immigration physicals. In our Dental department, preventive hygiene services and self-care instructions encourage family members to break generational habits and improve both dental and medical health, since these are so often interconnected. These services are needed and accessed by low-income patients.

3. Need:

20 points possible

Access to affordable medical and dental care remains the problem most readily identified by respondents in the 2009 United Way Needs Assessment Survey, and affordable access is cited as a major problem by the largest number of Survey respondents. 90% of the patients who must delay care are adults and over 90% of the time it is due to cost. Untreated medical conditions in adults lead to further complications and suffering, affecting their ability to work and/or learn, and ultimately to fully recover. Untreated dental conditions in adults often lead to greater pain and the extraction of permanent teeth which, in turn, affects the person’s social and work options, as well as their self esteem. Untreated medical and dental conditions affect the person’s quality of life and enable infections in the family as well as the incidence of disease in our community.

4. Service Goals:

20 points possible

Outputs:	Safety Net Clinic Practitioner Hours:	Medical – 1344 hours/year
		Dental – 1728 hours/year
Outcomes:	Safety Net Patients treated, healing begun:	Medical – 1100
		Dental – 1100
	Safety Net Patients return for continuing care:	Medical – 600
		Dental – 100

Because our patients have limited incomes, they often eschew on-going/preventive care for urgent daily needs. Nevertheless, our goal will be to get patients out of pain, begin effective treatment, involve them in their self care, and provide instruction about good health practices for themselves and their family members.

5. Community Return on Investment:

20 points possible

White Bird has a 40 year history of providing cost effective and efficient services to those in the community with no where else to turn. Our established agreements and partnerships make these efficiencies possible. Sacred Heart leases our facility at 1400 Mill Street at the perfectly reasonable rate of \$1 a month. McKenzie-Willamette and Sacred Heart donate medications and their pharmacists unit-dose these for our patients who cannot afford prescriptions. Through partnership agreements with a variety of agencies, we are able to refer our patients for reduced-cost care by medical, dental and diagnostic specialists. We engage patients in their treatment planning, in preventive and self-care instructions, encouraging them to teach their family members, often providing the tools (i.e. toothbrushes, dressing changes) which allow this and can prevent further problems. Our staff are active in the work of the Safety Net Clinics and the 100% Access Coalition and we are careful to avoid duplication of services. We frequently apply for grants which will bring additional services and dollars into our community and we leverage the funds we receive in order to expand services. Medical and Dental share the administrative umbrella provided by White Bird whose administrative cost rate is below 10%.

6. Organizational Capacity:

10 points possible

White Bird is fully staffed for the success of this project. The staff doctor, dentists, volunteer practitioners and clinic staff are caring professionals committed to quality healthcare for their patients. The administrative team shares an average of ten years in program guidance and at White Bird. We are maintaining a healthy mix of federal, state and local funding, including private foundation awards and fund raising in support of the clinic. The Board meets monthly to monitor the activities of each program. Several Board members are past staff/volunteers at Medical/Dental and all are dedicated to our human service mission. Ten years remain on our lease of the Medical/Dental facility; White Bird owns it's other facilities. Our fiscal systems are audited annually and we have been without findings for over five years and we have just completed a comprehensive A-133 federal audit without issues.

7. Goal Alignment:

10 points possible

This proposed Basic Needs project, although primarily focused on Healthcare goals, supports both Income and Education project goals. Through the services of our Medical and Dental Clinics we ensure access to basic healthcare. In providing healthcare, we contribute to the health of families and of their children preparing for school; being sick or in pain is not a desirable condition for learning. In providing affordable healthcare, we also contribute to the stabilization of families' income by subsidizing their needed care when they are unable to pay and by minimizing their sick time so that they can return to work.

8. Collaborations:

10 points possible

White Bird Medical and Dental staff refer patients between their clinics in order to provide clients a broader opportunity for overall health. We also refer between other White Bird programs, specifically - Crisis Intervention, when illness is only one aspect of their presenting problems; Info Line, when they need information and access to other community resources; Chrysalis when alcohol and/or substance abuse treatment is indicated; Counseling when emotional issues are a challenge/obstacle; Homeless when case management can help with the chaos of living on the street. We collaborate with other healthcare providers to create resources for patients, including diagnostic and specialist consultations and care. We solicit and utilize private practitioners to expand the care possible in our clinics and for our patients. Through active staff involvement in inter-agency meetings, including 100% Access and Safety Net Clinics, we foster inter-agency coordination and collaborations.

9. Alignment of Services with Values:

10 points possible

White Bird maintains long term collaborative partnerships which are centered on client needs and community solutions. In-house, our eligibility and screening systems ensure a fair process

for patient assistance. We have hired qualified staff familiar with our community and who are multi-lingual/multi-cultural in order to better serve our minority populations. We subscribe to a translation service for those languages which staff cannot manage; White Bird pays for staff training in multi-cultural skills. While focusing on care for those who come to our doors, we watch trends and participate in long term planning for solutions through our agency and the community. Our grant requests are geared to the enhancement of community services and resources capacity even as we work to align our responses to emerging patient needs. We report regularly and accurately to each of our funding sources, tracking both fiscal and program outcomes to meet the most stringent audit requirements. By teaching and example, we introduce prevention strategies to reduce harm to individuals, families and our community.

Basic Needs Application

Proposed Services BUDGET

(fill in the green cells)

Agency Name:

WHITE BIRD CLINIC

Proposed Services:

BASIC MEDICAL AND DENTAL SERVICES

	Prior 12 Months	Future 12 Months
REVENUE/SUPPORT		
United Way Funding/Request (do NOT include Donor Designations)	\$65,900.00	\$68,500.00
Public Support: Contributions/Fundraising Events (include Donor Designations)	\$17,102.00	\$17,950.00
Government Funding	\$135,928.00	\$139,000.00
Foundation/Corporation/Other Grants or Major Gifts	\$49,779.00	\$51,250.00
Program Service Fees or Membership Dues	\$85,413.00	\$87,840.00
Other Revenue	\$6,276.00	\$6,450.00
Total Revenue	\$360,398.00	\$370,990.00
Actual		
EXPENSES		
Personnel Related	\$235,349.00	\$239,250.00
Client Assistance	\$84,190.00	\$87,200.00
Other Direct Program Expenses	\$13,533.00	\$15,640.00
Administrative Overhead	\$27,326.00	\$28,900.00
Total Expenses	\$360,398.00	\$370,990.00
NET (should be zero)	\$0.00	\$0.00

What percent of your agency budget do these proposed services represent?	18%	18%
What percent of your agency revenue is the United Way request?	3%	3%
Number of employee FTE's (full-time equivalents) in proposed services?	6.39	6.39
Percentage United Way request to overall proposed services revenue	18%	18%
Administrative overhead percentage applied to proposed services	8%	8%

Completed by:

Dee Hall