

**LANE COUNTY FY 20-21 BUDGET COMMITTEE
COMMUNITY FUNDING REQUEST INFORMATION FORM**

Due Date: March 4, 2020

Instructions: Complete all questions and submit to:
Budget Office, 125 E. 8th Ave, Eugene, OR 97401

Contact Person: Joseph Szelesta
Joseph.Szelesta@lanecountyor.gov
541-682-3741

Agency/Organization Name: White Bird Clinic

Contact Person and Title: Chris Hecht, Executive Coordinator **Email:** checht@whitebirdclinic.org

Mailing Address: 341 E 12th Ave, Eugene, OR, 97401 **Phone:** 808-895-3030

Amount Requested from County: \$ 183,671

Please note: Due to Oregon Public Contracting laws, the county may be required to hold a competitive selection process in order to award funds for this project/service.

Project/Service Name and Description: (please include target population, #of persons to be served, length of project, how & where services will be delivered, other community partners, and measurable outcome result to be achieved)

Please see section 1 of the attached funding proposal for the Dusk to Dawn Medical Clinic.

(to be completed by County Administration)

Advisory Committee Assigned for review: _____

Advisory Committee Recommendation: _____

Please attach additional information about this service and your organization you would like to tell us.

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Contact Person: Joseph Szelesta, Joseph.Szelesta@lanecountyor.gov, 541-682-3741

Project/Service Name: Dusk to Dawn Medical Clinic

Project/Service Budget:

- Include/describe other revenue sources that will be leveraged to implement this project/service.
 - If this service has been provided in the past, please provide historical data of funding sources and project expenses.
- Please see the project budget of the attached funding proposal.**

Revenue	FY 19-20 Actual	% of Tot	FY 20-21 Request
Federal			
State			
Cities			
Other:			
TOTAL			
Expense			
Personnel			
Materials & Services			
Other:			
TOTAL			
Net Request	Please see the project budget of the attached funding proposal.		
FTE			

Do any other entities, public or private, provide this service? Yes or No . If Yes, Who? And describe your relationship with those agencies:

Please see section 2 of the attached funding proposal.

Describe the demand for this service and the impact on citizens/customers if this service is not provided.

Please see section 3 of the attached funding proposal.

If this is an ongoing service, how do you plan to sustain the service beyond June 30, 2020?

Please see section 4 of the attached funding proposal.

Please attach additional information about this service and your organization you would like to tell us.

Please see section 5 of the attached funding proposal.



White Bird Clinic

Dusk to Dawn Medical Clinic Community Funding Request Prepared for the Lane County Budget Committee 3 March 2020

1. Project/Service Name and Description: (please include target population, #of persons to be served, length of project, how & where services will be delivered, other community partners, and measurable outcome result to be achieved)

The Dusk to Dawn Medical Clinic project is a partnership between White Bird Clinic and Saint Vincent De Paul to provide easily accessible site-based medical services to individuals who are unstably housed, homeless, or in temporary shelter. The clinic will be located in a 2,400 square foot building on the Dusk to Dawn campus and will offer acute and preventative care to community members who currently access health care primarily via emergency medical services (EMS). The clinic will operate one day a week throughout the 2020-2021 fiscal year, with a provider, a nurse, and support staff offering integrated care to at least twenty patients each day. The project will improve individual health outcomes and public health while reducing excessive use of EMS. Additional benefits include conserving health care resources and increasing EMS availability for response to life-threatening emergencies.

This project aligns with the Lane County Poverty and Homelessness Board Strategic Plan and will fulfill goals pertaining to the County's efforts to expand shelter and supportive housing:

GOAL 2.4: Increase access to integrated health care for persons who are unstably housed, homeless or are community members in supportive housing.

- a) Support collaboration among community health care organizations that serve people who are homeless and supportive housing community members.
- b) Develop expanded outreach and site based healthcare for people who are homeless and supportive housing community members.

In addition to addressing strategic goals, the Dusk to Dawn Medical Clinic project directly responds to an issue recently brought forward by the Eugene Springfield Fire Department (ESF). ESF reports excessive, inappropriate EMS utilization in the Dusk to Dawn campus area which reduces their ability to respond to life-threatening emergencies elsewhere. White Bird, Saint Vincent De Paul, and ESF met and developed this proposed project, with each organization providing unique perspective and expertise that will contribute to the project's success.

As disadvantaged community members are disproportionately afflicted by many illnesses due to disparities in social determinants of health, those who are unstably housed, homeless, or in low-barrier temporary shelter represent substantial need for health care. Because there are no medical services in the Dusk to Dawn program's



region, individuals utilize EMS for acute but not emergent problems. EMS treatment is many times more expensive than a primary care encounter. Ambulance transport plus emergency room treatment becomes an order of magnitude more expensive. These dramatically increased costs, along with reduced availability of EMS response and emergency room treatment for life-threatening emergencies, constitute a crisis for our community and the institutions that provide and fund health care.

The Dusk to Dawn Medical Clinic will provide an alternative to EMS, one that is medically appropriate and optimizes patient outcomes. ESF reports two types of inappropriate EMS encounters. The first type is for a problem that is not acute or emergent, and could be treated in primary care. The second type is for an acute problem that could have been prevented by early intervention in a primary care setting. Easily accessed, site-based care directly addresses both types. Geographically distributed primary care clinics are a proven way to address these obstacles using a cost-effective integrated care delivery model that prevents expensive EMS use and improves health outcomes for medically disenfranchised individuals.

White Bird's integrated care supports patients with co-occurring physical and behavioral health issues, which can increase the difficulty of accessing health care. Clinic staff will help patients navigate the larger healthcare system and connect them with medical and social resources in the community. Enabling services at White Bird include substance use counseling, crisis intervention, mental health services, insurance enrollment, and homeless case management. Successfully addressing social determinants of health-related barriers to treatment improves patient outcomes and lowers the cost of caring for many of our community's greatest consumers of health care resources.

The Population Served

The target population is persons in the region living at or below 200% of the Federal Poverty Guideline (FPG), with special emphasis on individuals who are unstably housed, homeless, or in low-barrier temporary shelter such as Dusk to Dawn. A 2019 report by security.org found that 0.4% of Eugene residents are unhoused, the highest population-adjusted rate of homelessness in the United States. The 2019 Point in Time Count found 2,165 individuals experiencing homelessness in the area, including 1,633 individuals without shelter and 841 who were chronically homeless. The count showed a 44% increase from the previous year in the number of individuals experiencing unsheltered homelessness.

Measuring Success

The primary performance indicators used for assessing this project will be the number of patients using clinic services, the number of clinic visits, the number of patients newly enrolled in primary care, patient insurance status, the number of uninsured patients who received application assistance, and ESF's report on decrease in use of EMS. Patient satisfaction will be measured, with special attention to the questions on getting needed care and getting care quickly. Quality of care will be measured using the federal Health Resource Services Administrations' Uniform Data



System (UDS) reporting tool, an annual report including patient demographics, staffing, and clinical measures. Clinical measures on diabetes, depression, body mass index screening, blood pressure, cervical cancer screening, colorectal cancer screening, asthma, and more will be reported using our Electronic Health Record system.

2. Do any other entities, public or private, provide this service? Yes or No . If Yes, Who? And describe your relationship with those agencies:

There are no medical services provided at or near the Dusk to Dawn facility except EMS.

3. Describe the demand for this service and the impact on citizens/customers if this service is not provided.

As noted above, there is excessive utilization of EMS by individuals at the Dusk to Dawn low-barrier temporary shelter. The demand is so great that ESF has requested that White Bird provide medical services on site. Further evidence of need may be found in the final report on White Bird's temporary medical clinic operated at Saint Vincent De Paul's Service Station December 2018 - January 2019.

Temporary Medical Clinic Report

In response to the urgent needs of vulnerable community members at Camp 99, White Bird mobilized a rapid response team and set up a temporary clinic at the Service Station across Hwy 99 from the camp. With funding from Lane County, medical, behavioral health, and enabling services were provided daily except Sunday, from December 25, 2018 through January 7th, 2019. In addition to residents of Camp 99, individuals utilizing SVDP's Service Station received services at the clinic.

The temporary clinic offered medical care sixteen hours per week. Crisis response workers and behavioral health counselors including drug and alcohol counselors were available eight hours each week. OHP outreach and enrollment specialists were also on site.

Medical Conditions/Symptoms Encountered

Chronic Illnesses

Hypertension
Diabetes
Asthma
Chronic Obstructive Pulmonary Disease
Arthritis

Illnesses/Infections

Cellulitis / Skin infections
Pneumonia
Fever
Upper respiratory infections
Abscesses
Influenza
Headaches / Migraine
Diarrhea



Conditions

Kidney pain / potential kidney stone
Knee / joint pain
Limb pain / swelling
Broken teeth / tooth ache
Scabies

Treatments

Wound care
Breathing treatment / nebulizer
Burn care
Medications prescribed: 50; 20 were delivered to patients on-site.

Referrals

CAHOOTS
Sacred Heart Emergency Rooms
White Bird Dental Program
White Bird Behavioral Health Program
White Bird Medical Program
Primary care providers

Lessons Learned

Concern surrounding the acute needs of residents of Camp 99 led to White Bird's temporary clinic project. The clinic successfully addressed those needs during its tenure. In addition to remediating acute problems, the project served as a very direct needs assessment for the population served. Most needs assessments are conceptual, asking hypothetical questions about what services a client might utilize. In contrast, the temporary clinic offered patients a range of services and tracked which were used. Reviewing the project, the following conclusions emerge:

- Clients present with multiple, complex issues, a combination of medical, behavioral health, substance use, and shelter-related concerns.
- Roughly 2/3 of medical issues were immediately resolved in clinic, often with necessary medications provided on-site.
- Acute medical problems are by far the most common motivator for clients to seek help. Once at the clinic, chronic, life-threatening issues can be addressed, and the patient can begin primary care with White Bird.
- Easily accessed care is essential for early intervention, before an issue develops into a major problem. Especially when working with patients who are challenged to pursue follow up care, catching an issue early is the most reliable way to ensure successful treatment.
- Providing comprehensive enabling services embedded within a medical clinic is more successful than outreach for enrolling clients in services.

The temporary clinic project's success demonstrates White Bird's ability to respond to unmet community need and provide high quality integrated health care and enabling services to the target population. The proposed project will build on that success to offer a permanent clinic with greater capacity and enhanced services. Prior success meeting this ongoing need makes a compelling case for funding the proposed project.



Considering the accelerating growth in the number of individuals experiencing homelessness in our community, the demand for medical services will continue to increase. Without an intervention such as site-based medical clinics, patients will receive delayed and/or inappropriate treatment and EMS resources will be further strained.

4. If this is an ongoing service, how do you plan to sustain the service beyond June 30, 2021?

Enrolling eligible patients in health insurance will be one of the program's goals, in order to develop sustainable funding for ongoing operation. The proportion of patients enrolled in health insurance on admission to the clinic will be tracked, along with the number of patients successfully enrolled by clinic staff. Data analysis will guide the management of health insurance outreach and enrollment activities in order to reduce reliance on external funding and gain economic self-sustainability.

5. Please attach additional information about this service and your organization you would like to tell us.

White Bird Clinic helps individuals gain control of their social, emotional and physical well-being through direct service, education, and community. White Bird opened in 1969 as a grassroots free clinic organized by student activists and concerned practitioners, offering a crisis hotline and medical care for counter-culture youth in Eugene. The clinic is a Federally Qualified Health Center committed to providing accessible, patient-centered human services.

The clinic's program model capitalizes on the wide variety of services offered, allowing it to provide comprehensive integrated care and treat the whole person. The clinic operates ten programs, including a low-barrier day center, a medical clinic, 24-hour crisis service, counseling, outpatient drug and alcohol treatment, a human services information and referral center, homeless case management, CAHOOTS mobile crisis intervention, a dental clinic, OHP and benefits enrollment, and mental health outreach in schools. When community members have an unmet need, White Bird adds or expands services in response.

White Bird's medical program is a patient-centered primary care home offering acute and ongoing preventative health care to very low-income, housing insecure community members in Eugene and Springfield. The clinic has been recognized by the Oregon Health Authority as providing high quality, patient-centered care. We approach every encounter as an opportunity to treat the whole person, offering a constellation of resources intended to address the social determinants of health and the barriers that prevent disadvantaged community members from accessing care.



Better Care, Better Health, Lower Costs

White Bird promotes health equity for all sectors of the community. Consistent advocacy for this principal has built a deep trust in the agency throughout Eugene and Springfield, especially in the frequently disenfranchised populations that access its services.

One of White Bird Clinic's core values is accessibility, which value underlies this request for funding. The proposed project will allow more unhoused and low-income residents to access primary health care. Increased access to care will improve public health and conserve community resources by diverting patients from EMS.

For fifty years, White Bird has served as the safety net below the safety net, caring for our community's most vulnerable members, including those who cannot successfully access care from other providers. White Bird is therefore the ideal agency to offer this alternative to emergency medical services for unhoused and low-income individuals. Project funding will allow White Bird Clinic to strengthen its role as a community resource, fostering population health while conserving community health care resources.

White Bird Clinic

Dusk to Dawn Medical Clinic Project Budget

FY 2020-2021

Income

In-Kind

Facilities

Medical Clinic Facility

weekly cost	annual cost	note
\$1,008	\$50,400	\$1.75/sq foot/month

Facilities

Total In-Kind

\$50,400 Provided by SVDP

Total Income

\$50,400

Expense

Direct Expenses

Personnel

	hours/wk	wage/hour	weekly cost	annual cost	note
Provider (MD/DO/NP)	10	\$84	\$840	\$42,000	8 hours clinic operation
Registered Nurse	10	\$35	\$350	\$17,500	plus set up and take down
F/O Receptionist/Assistant	10	\$18	\$180	\$9,000	1 day per week
Scribe	8	\$18	\$144	\$7,200	50 weeks per year
Certified Medical Assistant	12	\$18	\$216	\$10,800	
Project Manager	2	\$22	\$44	\$2,200	
Insurance Support/Billing	3	\$18	\$54	\$2,700	
Custodian	2	\$18	\$36	\$1,800	
			<u>\$1,864</u>	<u>\$93,200</u>	

Taxes/Fringe Benefits

\$746 \$37,280 40% of base

Total Personnel Expenses

\$2,610 \$130,480

Equipment, Supplies & Materials

Client Transportation	\$10	\$500	LTD passes for referred care
Medical Fixtures & Equipment	\$124	\$6,184	
Office Equipment & Supplies	\$39	\$1,968	
Other Supplies	\$8	\$398	
Over the Counter Medications	\$30	\$1,500	
Sanitization	\$9	\$427	
Test Kits	\$29	\$1,440	
Water/snacks	\$20	\$1,000	
Wound & Surgical Supplies	\$15	\$726	
	<u>\$283</u>	<u>\$14,143</u>	

Total Equipment, Supplies & Materials

Facilities

Medical Clinic Facility

\$1,008 \$50,400

Total Facilities

Total Direct Expenses

\$2,892 \$195,023

Indirect Cost

\$39,048 27%, excludes in-kind facility

Total Expense

\$234,071

Expense minus Income

\$183,671