

## Accessible Mental Health Care

---

*FY 2017 Buncombe County Community  
Funding*

### ***All Souls Counseling Center***

---

Ms. Sue A. Brooks  
35 Arlington Street  
Asheville, NC 28801

sara@allsoulsounseling.org  
O: (828)259-3369  
M: (828)206-0399  
F: (828)259-3779

### ***Ms. Sara Coplai***

---

35 Arlington Street  
Asheville, NC 28801

sara@allsoulsounseling.org  
O: (828)259-3369  
F: (828)259-3779

# Application Form

---

## Project Name\*

Name of Project

Accessible Mental Health Care

## Amount Requested\*

Amount Requested

\$145,000.00

## Service Area\*

Which Commissioner Districts are served by this program?

Access a map of Buncombe County Commissioner districts [here](#).

District 1

District 2

District 3

## Which county sustainability goal aligns best with the goals of this project?\*

Based on the Buncombe County Sustainability Plan, select a Category, Goal & Objective that align with the focus of the project and the specific results that will be achieved.

Access the Buncombe County Sustainability Plan [here](#).

Community > Healthy People > Increase access to mental health and substance abuse prevention programs

## If applicable, select a second sustainability goal that aligns with project goals.

**Result 2 is optional** - Select if project aligns with more than one Sustainability Category, Goal & Objective.

Community > Equity in Access > Improve equality in access to healthcare

## If applicable, select a third sustainability goal that aligns with project goals.

**Result 3 is optional** - Select if project aligns with more than one Sustainability Category, Goal & Objective.

Economy > Workforce Development > Identify and reduce barriers to employment (e.g., childcare, transportation, housing, insurance)

## ***Project Description***

---

### **Project Description\***

#### Description of Project

All Souls Counseling Center respectfully requests funds to provide mental health services for the low-income uninsured and under-insured people of Buncombe County, resulting in improved health, job retention, and preventing over-utilization of more costly services such as emergency rooms and jails by people with unmet mental health needs. The Counseling Center provides an efficient, coordinated system helping to increase access to quality mental health care since 2000. It allows volunteer licensed therapists with at least 5 years of individual clinical experience and their own private practices, and a board-certified psychiatrist employed by the Counseling Center, to donate care in a way that is organized, equitable and safe while utilizing therapeutic best practices with clients. The Counseling Center quantifies and coordinates the valuable donated care therapists can provide.

Clients are able access to diverse specialties in therapy to help save their lives and protect public safety. Issues addressed include:

- Depression, Anxiety
- Job performance/retention issues
- Stress Management
- Addiction recovery
- Trauma/Domestic Violence
- Relationship Problems
- Grief
- Life transitions
- Parenting Issues, including post-partum depression
- Medication management for established patients

The Counseling Center provides individual outpatient counseling with sliding scale fees based on annual income. Counseling sessions for individuals of any age, couples, family and group therapy take place in a confidential and non-bureaucratic setting at our 35 Arlington Street office on the main bus route in Asheville, NC. Clinical staff also provides collaboration and referrals to community healthcare professionals as needed. More than \$600,000 in prescription assistance from pharmaceutical companies has been obtained by the Counseling Center since 2013 on behalf of patients requiring psychotropic medication who otherwise could not have afforded it.

### **How many people will this project serve?\***

State the number of individuals or households in Buncombe County that will be served by this project. Also state the number of people that will experience the desired result. For example, if dropout prevention services are being delivered to 100 students, how many will successfully graduate from high school?

1,500 unduplicated clients will access mental health care, including bilingual English/Spanish services. 350 clients will access psychiatric care and clinical coordination, and 200 of these clients will receive referrals and placements for follow-up physical health services such as laboratory work and physicals, and records coordination for providers such as Vocational Rehabilitation. The past ten years of our client survey data shows that an average of 90% of the clients receiving services through the Counseling Center independently report receiving assistance with the issue(s) prompting them to seek counseling. We conservatively estimate

that at least 85%, or 1,275 clients will successfully receive treatment for their presenting issue(s) and report improvement in life functioning such as work attendance and personal safety.

Of the 350 clients receiving psychiatric care and clinical coordination, more than \$300,000 in prescription assistance will be obtained for them and dispensed.

### **Describe the people this project will serve.\***

Characterize the demographics of the project's target population in terms such as age, gender, income, race, ethnicity, geographic area, etc. Include information about method of referral/recruitment of the target population.

The target population is low-income uninsured and under-insured (i.e., high deductibles or co-pays) Buncombe residents. According to a NC Budget & Tax Center brief published in May 2015, 17% of the county population was estimated to be uninsured, about 43,238; 38.5% has been identified as low-income, about 95,885. Local 211 data from the past fiscal year shows mental health/addiction services are the 4th highest need from callers. An objective in Safe, Low-Crime Communities of the Sustainability Plan is to "expand community-based victim assistance services to help relieve stress...reduce vulnerability to repeated victimization." Reducing vulnerability occurs when victims of crimes can access mental health care, relieving stress and learning and utilizing a cadre of skills to respond to life events so they are not victimized again. Referrals come from 211, and victim service providers including Helpmate, Pisgah Legal Services, law enforcement, health providers, Mission, DHHS, and others.

### **What key steps will you take to achieve the results of this project?\***

Describe the core elements of your implementation plan, including milestones that will take place within the funding timeframe.

Our ongoing implementation plan begins with clients accessing services simply by calling the Counseling Center to complete a 3-5 minute intake process. The phone is answered daily by an experienced clinical manager with a psychiatric nursing background who triages the calls, or the Executive Director when needed. Requests for services are matched with an appropriate therapist based on needs and schedule. The therapist contacts the client directly within 3-5 business days from the initial request; the first appointment usually occurs within 1-3 weeks. The appointment schedule is the result of mutual agreement between the assigned therapist and client; appointments usually begin on a weekly basis until treatment concludes. Psychiatric appointments are usually once per month after the client has met with the therapist for three visits and then become spaced out in time as appropriate according to the degree of client stabilization.

### **Describe the evidence of success that backs this project's approach.\***

What evidence of success (i.e. evidence-based research, practice model, accreditation, industry standards, and/or other framework) are you using as a basis for your project design?

Therapists have been trained in outpatient counseling methods developed as a result of evidence-based research. For example, nine therapists practice EMDR, eye movement desensitization and reprocessing, developed by a Department of Defense/Department of Veterans Affairs project to effectively treat trauma. Thirteen therapists have been trained in addiction recovery.

The Counseling Center also improves the health system by reducing over-utilization of more costly services, such as emergency rooms and jails. A report from NC DHHS, "North Carolina's Mental Health Crisis," in January 2014 stated "In fiscal year 2012, hospital emergency departments saw 17,000 more visits for behavioral health issues than in FY 2010. Unfortunately, Buncombe County's suicide rate per population

remains high at 16.8% over the state average rate of 12.2%. When people can access mental health care easily, they are engaged in treatment which can prevent crises.

### **Describe your data collection, tracking, and reporting procedures.\***

Explain your methods for documenting project, service and client information. Include a description of any software or other tools utilized.

All Souls Counseling Center utilizes a specifically-designed client database for capturing all client data ranging from client demographic information to diagnosis codes utilized in treatment. We also maintain a detailed daily call log to capture all calls into the Center. The Executive Director prepares aggregated monthly report client statistics which are reviewed at each monthly Board meeting. The Finance Committee of the Board also reviews expenses of the Counseling Center on a monthly basis, specifically the number of sessions provided and the associated monthly costs. All client treatment information is maintained in a highly confidential manner, with the database only accessible by the administration and then by pass code. Treatment files are also maintained according to stringent HIPAA regulations, residing behind 2 different locked doors unless in active use by treating therapists.

### **Explain your technological resources and capacity.\***

Explain your current technological strengths and barriers and how this impacts your ability to track data and report outcomes. Who is responsible for adaptation and use of technology within your organization?

Due to additional investment at the end of last fiscal year and this fiscal year, the Counseling Center client database was upgraded and the accounting database expanded. This has resulted in increased records security, more efficient management of therapy slots available, and real-time accounts management for clients as most pay sliding scale fees. The Counseling Center was also able to add online credit card acceptance. We expect these investments to result in increased capture of client fees, which contributes to about a third of the budget.

The Clinical Manager and Development Director are responsible for tracking client data and reporting outcomes to the Executive Director. The Accountant maintains client accounts and provides fiscal oversight of the budget under the direction of the Executive Director.

## **Organizational Profile**

---

### **How does the proposed project support your mission and strategic plan?\***

State your mission and the date of your most recent strategic plan, and explain how the proposed project helps advance your organizational goals.

The mission of All Souls Counseling Center is to be an accessible source of high-quality mental health counseling services and psychotropic medication management for uninsured and under-insured people. Our strategic plan was formulated in 2010-2012 as a result of a capacity building grant and was adopted in 2013. The first task was to recruit and train a diverse Board of Directors which has been accomplished with the current Board Chair a family physician, the Vice Chair a practicing attorney specializing in employment law, and the Treasurer the former CFO of Four Seasons Hospice. After a 15-year tenure by the original Director, the Board assessed the current growth needs of the Counseling Center and hired Mr. McNair Ezzard to develop and implement a new strategic plan to manage the needed growth.

The proposed project helps advance our goals by eliminating the one barrier preventing more counseling sessions from being provided: financial resources.

## What expertise/accomplishments do you have that are relevant to the proposed project?\*

List your organization's strengths as well as accomplishments from the past 3 years that position the organization to be successful with the proposed project.

High quality care from therapists willing to donate 70% of their care directly responds to the goal "equity in access." Their work has resulted in over 20,000 counseling sessions provided in the past 3 years. Their work is supported by Vanderbilt and Harvard Medical School-trained psychiatrist Dr. Kate Gregory who has worked in her capacity since 2002.

The Center's primary aim is to minimize barriers people face accessing mental health care. Cost: sliding scale fees. Location: confidential yet centrally located by a bus stop. Time: appointments M-F 9-9 and Saturday mornings. Accessibility: clients have the contact number for therapists. Easily-accessed mental health care is preventive, with cost per session at \$52/session. Compared to the \$77.30 daily cost of housing a person in jail in medium custody, as calculated by the NC Department of Public Safety, and the incalculable cost of lives lost to suicide, investing in accessible mental health care has a high return on investment.

## Describe partners that are critical to the success of your organization.\*

List any external partners, intermediaries or advisors important to your success, and describe their role and evidence of their commitment. Describe successful collaborations with these people or groups.

All Souls Counseling Center's 15 years of quality service has been made possible by the collaborative support of partners such as Employment Assistance Program, N.C. Division of Vocational Rehabilitation, UNCA Counseling Center, A-B Tech, ABCCM Medical Clinic and Pharmacy, Western North Carolina Community Health Services, Blue Ridge Community Health Services, MAHEC Family Medicine, private practitioners, and others. For example, the Western Carolina Medical Society entered into a Memorandum of Understanding with the Counseling Center this year to refer patients participating in Project Access for mental health care when needed. Homeward Bound collaborated to provide confidential space at A-Hope Homeless Shelter for one of our therapists. Helpmate and Our Voice refer some clients directly from their counselors when additional treatment or psychiatric care is needed. The Counseling Center also hosts two supervisory groups for substance abuse counselors and a support group with WNCAP.

## Financial Information

### Nonprofit financial assurance requirements:

Financial statements, prepared using a recognizable basis of accounting (i.e., modified accrual) and IRS Form 990s must be submitted to Buncombe County annually.

- Organizations with annual revenues of \$300,000 or greater must submit financial statements audited in accordance with generally accepted auditing standards.

- Those with revenues between \$100,000 and \$300,000 must submit financial statements reviewed in accordance with SSARS 19.
- Those with revenues of less than \$100,000 must submit non-disclosure financial statements compiled in accordance with SSARS 19.

All financial statements must be reported on by a certified public accountant and include a full balance sheet, income statement, and cash flow statement.

These requirements are considered minimum requirements. Organizations may submit a higher level of assurance than is required.

### **IRS Form 990 - Upload Here**

Click Choose File to upload a copy of the 990 form you most recently completed.

FY 2015 Counseling Center Form 990 - for Public Inspection.pdf

### **If your organization does not have a 990, briefly state the reason.**

Include a statement of intent to comply with nonprofit financial assurance requirements as listed above.

### **Financial Statements - Upload here**

Click Choose File to upload a copy of the most recently completed financial statements (audit, compilation or review).

ASCC 2015 Audit Report FINAL.pdf

### **If your organization does not have financial statements, briefly state the reason.**

Include a statement of intent to comply with nonprofit financial assurance requirements as listed above.

### **Complete Budget Worksheet - Upload Here\***

Download the budget form [Here](#).

Complete the budget form for this project/program and the overall agency. Save it to your computer, then upload it by clicking Choose File.

All Souls Counseling Center budget.xlsx

### **Budget Narrative\***

Describe all differences between current year and proposed year. List all pending funding sources with expected date of notification. Please detail any other information that may help clarify the budget.

Line 1: \$30,000 capital request for window replacements in proposed year, with additional \$15,000 increased request over last year's request for increased counseling services, psychiatric services, and clinical coordination.

Line 2: potential grantors include Mission Health System (a significant funder for 12 years) to be determined 10/16, United Way of Asheville and Buncombe County (a funder for 14 years) 6/16, and several local churches and faith communities that have historically funded the Counseling Center services for years.

Line 6: funding from the Governor's Crime Commission was approved through FY 2017.

## **What (if any) portion of requested funds will be used to support capital expenses?\***

Capital projects are defined as those used to acquire or upgrade physical assets such as property, buildings, or equipment. Please detail.

\$30,000 of this request would support a portion of the total cost of window replacement. The Counseling Center is located in a building dated from 1895 and many windows were replaced in the 1980s with ill-fitted and energy-inefficient wooden windows. Many of these replacement windows have either cracked or created leaks in the building around the window frames. We hope to replace these with standard-size, double-hung, double-pane (energy efficient), vinyl windows and have a plan to approach four identified funders with a giving history with the Counseling Center to provide the rest of the funding. (One funder has committed resources to the project pending investment from other funders.)

## **Employee Wages**

Please provide information about the wage breakdowns of your employees. Living wage for Buncombe County has been identified as \$11.00 per hour for employees with employer-provided health insurance and \$12.50 per hour for employees without.

### **Employees with employer-provided health insurance\***

List the number of employees in your organization with employer-provided health insurance in each wage category. For salaried employees, use hourly wage equivalents.

\$7.25 - \$10.99 per hour

\$11.00 - \$14.99 per hour

\$15.00 - \$19.99 per hour

\$20.00 - \$24.99 per hour

\$25.00 - \$29.99 per hour

\$30.00 - \$34.99 per hour

\$35.00 - \$39.99 per hour



\$40.00+ per hour

All Souls Counseling Center is proud to provide living wages to the staff. Two fte employees are in the \$15-19.99 range, one employee in the \$25-29.99 range and one in the \$35-39.99 range.

**Employees without employer-provided health insurance\***

List the number of employees in your organization without employer-provided health insurance in each wage category. For salaried employees, use hourly wage equivalents.

\$7.25 - \$12.49 per hour

\$12.50 - \$14.99 per hour

\$15.00 - \$19.99 per hour

\$20.00 - \$24.99 per hour

\$25.00 - \$29.99 per hour

\$30.00 - \$34.99 per hour

\$35.00 - \$39.99 per hour

\$40.00+ per hour

All Souls Counseling Center does not have employees without employer-provided health insurance.