

Community Service Navigator

*FY 2017 Buncombe County Community
Funding*

Swannanoa Valley Christian Ministry

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Application Form

Project Name*

Name of Project

Community Service Navigator

Amount Requested*

Amount Requested

\$25,000.00

Service Area*

Which Commissioner Districts are served by this program?

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

District 2

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 > Equity in Access > Build an extensive network of social services with locations in each high school district

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.

[Unanswered]

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.

Project Description

Project Description*

Description of Project

Swannanoa Valley Christian Ministry (SVCM) requests \$25,000 to continue the part-time (approximately 22 hours per week) Community Service Navigator (CSN) position in serving eastern Buncombe County residents who are living in situations of poverty. Work responsibilities of the CSN position include: providing to residents with multiple or complex safety, health, and well being needs that are unmet, and where there are significant barriers, including economic, social, or health disparities, with the following: Information, resource referral, service linkage, client advocacy and follow-up. The CSN works in partnership with the Buncombe County Health and Human Services (BCHHS) and other agencies to assure coordination of services among providers to avoid duplication and promote timely access and information on services to address client needs. The CSN would ensure all activities support safety, health, and well being outcomes associated with BCHHS Core Services. This position would serve, as needed, on a BCHHS work group or advisory board. The CSN would meet with other CSN's to network, share information, and build a community of practice. The CSN would work with residents in the SVCM service area with the goal of informing and connecting citizens to formal and informal support resources and providing information about BCHHS services to meet safety, health, and well being needs. The CSN would advocate in conjunction with residents of the community for these needs and serve as a liaison between BCHHS. This position would submit a quarterly report to BCHHS. This report would include the number of clients served by category (child care, housing, etc.), numbers of clients referred, names of community service providers and organizations, and listing and description of meetings attended related to CSN, and a narrative description of CSN activities.

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?

Approximately 150-175 individuals and/or households will be served during this reporting period. One hundred percent of those who meet with the CSN will receive referrals to the BCHHS programs and other community services available in Buncombe County. These referrals include but are not limited to: health care, medication assistance, Medicaid, health insurance, job resources/employment, housing, child care, legal, phone access, home repair and weatherization, services to the elderly, substance abuse programs/meetings, food beyond what SVCM provides, and many other vital services that will allow for better health and quality of life. The ultimate goal through the work of the CSN is for those who have previously felt helpless and hopeless in their situations to be fully aware of the opportunities available to them. In essence, lives will be positively changed through the services offered through the CSN.

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 CSN will be assisting residents who live in Ridgecrest, Black Mountain, Swannanoa, and East Asheville (Owen School District) area who have multiple or complex safety, health, and well being needs that are unmet and where there are significant barriers, including economic, social, or health disparities. The target population includes men, women, and children of all ages, races, and ethnicities. These are men and women

who have lost jobs or are earning low and inadequate income, the elderly and disabled, and the homeless. The CSN will serve those who have inadequate financial and other resources and are living in the depths of poverty. SVCM has a client base of approximately 3,300 people who have received services during the past 5 years. The CSN will work with clients in the geographic area, and needing services not offered by SVCM. Referrals will be made by SVCM staff, intake volunteers, and also by churches, businesses, organizations, individuals, and other service agencies.

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.

The CSN will work closely with residents in our identified community with the goal of informing and connecting them to formal and informal support resources and providing information about BCHHS as well as other organizations and resources to meet safety, health, and well being needs. Core elements include: Connecting under-served populations with resources and programs, ensuring access to BCHHS, working with partners and people in the community to coordinate needed services, bridging the gap between the community and other agencies, making recommendations to BCHHS regarding gaps/needs, and meeting with navigators from other communities to network to share and receive information. The CSN will ensure clients have access to job resources, child care, housing, medical, phone, legal, and a variety of other needed and vital services. The CSN's work will make a significant, positive difference in the lives of those who are unaware of the services that are available to them.

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?

SVCM has been in Ministry since 1975 and is well-respected, and is a trusted place for clients to not only receive services, but also to experience personal growth through opportunities made available through the joint efforts of SVCM, the CSN and the BCHHS. The CSN position has been in place now for more than 3 years. During this time, working together with BCHHS, we have tweaked the model so that it best fits the service needs at SVCM. SVCM's CSN networks with other CSN's who work in the BCHHS service area. Much resource sharing and brainstorming has and is happening that further benefits clients. The SVCM staff, volunteers, clients, and the community are aware of the important impact of the CSN's role that is well-established and respected. Referrals are made by the community on behalf of the clients. SVCM is especially pleased that the CSN position is effective, and we are not just "handing a man a fish but are teaching a man to fish."

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.

The CSN's data is obtained directly from client or from their SVCM client file and entered (written) onto the Pre-Assessment Worksheet. Spreadsheets are maintained by CSN sorting client information by name, SVCM client number, and date of initial contact. These spreadsheets include client's name, address, and resource information given to them, as well as any subsequent meeting dates. A separate spreadsheet is kept noting how many times particular resource information is distributed in a given month (i.e., job resources, housing medical, child care, legal, etc.). The CSN completes a quarterly report setting out the number of clients served by category of need; names of BCHHS programs and number of clients referred; names of

community service providers and organizations and number of clients referred; a list and description of all meetings attended relating to CSN position; and a narrative of activities.

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?

The CSN uses an HP Pavilion laptop computer that is available to this position exclusively. The current CSN is technologically savvy and can manage most issues that arise. However, we also use the services of a volunteer computer technician and a local computer service as needed. The BCHHS personnel overseeing all the county CSN's are available for any issues requiring technological adaptation. Problems with tracking data and reporting outcomes are an issue with clients who do not follow-up by reporting their efforts. Many times they do not have access to a phone or don't have paid minutes. In essence, contacting them for follow-up is sometimes difficult. We will continue working with clients to overcome these barriers by stressing to clients the importance of follow-up.

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 SVCM is to provide vital services for those who are living in situations of poverty and hardships to meet both basic and emergency needs. SVCM also provides a variety of life-enhancing opportunities for job placement, job training, and educational advancement to help clients maximize their full potentials. The CSN position is vital in this role. Combining the programs offered by SVCM with services through BCHHS, the CSN helps to connect the under-served populations with resources and programs not offered by SVCM. The work of the CSN connects clients with programs and services that enhance personal growth, and making a positive difference in their lives. SVCM's Executive Committee and Board of Directors underwent a substantial strategic plan in early 2009. While the Executive Committee continually makes plans for SVCM's future, we most recently met in 2015 for this specific purpose, and will meet again in 2016. We recognize the role of the CSN as vital to SVCM's mission.

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.

SVCM has been in Ministry since 1975, and is well-respected. While SVCM offers a variety of services to those who are living in poverty and situations of hardship, there are many services available through the BCHHS that are not offered through SVCM. Prior to the establishment of the CSN position in December 2012, little coordination of services were offered outside our service area through Buncombe County. With this position in place, the CSN has made countless referrals for SVCM clients so they have access to BCHHS including, but not limited to: Medicaid, Justice Program, Veterans' Assistance, Child Protective Services, Job

Link, Child Care Subsidy, and Work First. Other services referrals and information provided clients include temporary and permanent housing, insurance, job resources, legal resources, medical resources, transportation, veterans services, and phone access. In essence, clients have received significant benefits that protect, enhance, and improve quality of life.

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.

Patti Windisch has worked in the CSN position since October 2013. She is very knowledgeable of the CSN duties, and has an extensive knowledge of the available resources and services. Renaë Brame, who supervises the CSN position, has served as SVCM's Director for approximately fourteen years. She is well-respected by the Swannanoa Valley Community and has helped to establish a volunteer base of 200 people and has started many programs such as the homeless shelter, on-site GED Program, Job Skills and Educational Scholarship Program, and many other life-enhancing opportunities for SVCM clients. In addition to the Director, the Assistant Directors, Intake volunteers, and other volunteers promote the CSN position, referring clients to the CSN on a regular basis. SVCM and BCHHS's leadership work closely together to ensure that services are available to SVCM clients. Since this position's inception, more and more opportunities are available that were not previously available to SVCM clients.

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.

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.

SVCM is classified as a 501c3 of the Internal Revenue Code, non-profit organization. SVCM is an inter-church organization of local units of a church, not subject to the filing of a form 990.

Financial Statements - Upload here

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

Audit Report (Financial) 2014.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.

Financial statements by a certified public accountant were not previously required by BCHHS, but are required with 2016/2017 FY. SVCM will have 2015 financial statements prepared by CPA.

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.

Grant CSN 2016 Budget.xls

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.

The budget figures for current year and proposed year are the same. The CSN works at SVCM. All funding for this position and costs are provided by the BCHHS.

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.

None

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

None

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

\$7.25 - \$12.49 per hour - 4 temporary, five month positions

\$15.00 - \$19.00 per hour - 6 part-time positions (one position is 30 hours per week, one position is 16 hours per week, three positions are 20 hours per week, and one position is approximately 10 hours per week).

\$25.00 - \$29.99 per hour - 1 full time position

Note: Currently none of the SVCM employees are provided health insurance. However, the Executive Committee and Board of Directors plan to discuss employee benefits in early 2016.