

The Seraph Foundation Addiction, Recovery & Life Outreach

RFP for Coronavirus State and Local Fiscal Recovery Funds

The Seraph Foundation

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Application Form

Question Group

Buncombe County requests proposals for projects to help the community recover from and respond to COVID-19 and its negative economic impacts.

Buncombe County has been awarded \$50,733,290 in Coronavirus State and Local Fiscal Recovery Funds (Recovery Funding), as part of the American Rescue Plan Act. This infusion of federal resources is intended to help turn the tide on the pandemic, address its economic fallout, and lay the foundation for a strong and equitable recovery.

Buncombe County is committed to investing these funds in projects that:

- Align to county strategic plan and community priorities
- Support equitable outcomes for most impacted populations
- Leverage and align with other governmental funding sources
- Make best use of this one-time infusion of resources
- Have a lasting impact

Proposals shall be submitted in accordance with the terms and conditions of this RFP and any addenda issued hereto.

[Click here for the full terms and conditions of the RFP](#)

Coronavirus State and Local Fiscal Recovery Funds*

Name of Project.

The Seraph Foundation Addiction, Recovery & Life Outreach

Amount of Funds Requested*

\$1,599,480.00

Recovery Fund Eligible Category*

Please select one:

Enhance behavioral and mental health services

Brief Project Description*

Provide a short summary of your proposed project.

The Seraph Foundation (previously the Seraph Fund) was established in 2017 as a nonprofit 501(c)3 organization to expand accessibility for individuals in need who are seeking support for mental health and substance use disorders and to offer hope that recovery is possible. Substance dependence is not a new problem. However, effects of the COVID-19 pandemic, along with unintended consequences of required

safety measures and mandates, have exacerbated the ongoing addiction crisis in America. Our aim is to change the way those resources are provided to people in need, and to promote addiction education and prevention in our communities. To accomplish this, The Seraph Foundation will continue its mission to provide support and financial assistance to persons with addiction in need of treatment and has established an outreach program, The ARLO Organization. ARLO is an acronym for "Addiction, Recovery, & Life Outreach."

Project Plan*

Explain how the project will be structured and implemented, including timeframe.

This request is to fund 24 months of operations to establish The Seraph Foundation's ARLO Outreach program and Scholarship Fund. Over the course of 24 months, the Executive Team will ensure that future revenue becomes available for the Organization to become self-sufficient and continue to grow. To begin, the Board of Directors and the Executive Team will work closely together to formally plan the operating budget and initial capital required to begin operations. The team will also begin searching for an ideal location to conduct daily operations conveniently located within Buncombe County. The Executive team will work closely together to ensure the appropriate staff is identified and quickly begin Outreach Activities.

Through ARLO, we are committed to ensuring that its Standard of Care is comprised of a system which is entirely recovery oriented and aiming to reduce stigma in the community. Our culture of recovery focuses on building and sustaining an individual's physical and mental health, engagement in supportive relationships, and productive participation in a community that promotes healing. Within this culture, mind, body, and spirit are sustained and enhanced.

All of the services are provided completely free of charge to the community with the goal of working with individuals on a "street-to-success" basis. We do not discriminate whatsoever in our provision of services.

ARLO's Recovery Program Standard of Care provides:

1. A response to any inquiry by providing current information including the Standard of Care, community resources, hotlines, referral resources, and support groups;
2. An accurate assessment of individual needs with referrals to the appropriate level of care;
3. That screening and assessment policies, procedures and tools:
 - a. Ensure accurate collection of information;
 - b. Ensure screening for co-occurring physical and mental health needs;
 - c. Ensure screening for trauma, housing, criminal justice, employment, family, and other social support needs;
 - d. Are appropriate to the age and developmental capacity of the individual; and
 - e. Are inclusive of cultural and linguistic variations;
4. Coordination with local law enforcement, drug courts, rehabilitation facilities, hospitals, Buncombe County Health Department, NCDHHS and community resources;
5. Priority access to individuals seeking treatment;
6. Assessment and treatment planning services;
7. Consulting services focusing on access to education, insurance, housing, primary care, and support to re-connect with family.

All the activities within the community are tracked and documented with HIPAA-compliant software. ARLO will determine expected performance outcomes in numerous ways. We plan to adopt Salesforce.com as our primary CRM (Customer Relationship Management) system. With this program we will be able to track and collect data, activity, success, and produce statistics in multiple formats – and in real-time – as well as anyone in the country.

Statement of Need*

Describe the need that this project will address. Include data to demonstrate the need, and cite the source of the data.

Three major gaps in the Continuum of Care for Substance Use Disorders have been identified. These three gaps are:

- PROPER outreach into the community by qualified, certified, and altruistic resources;
- "PROJECT MANAGEMENT" – based navigation within the multitude of resources currently available throughout Asheville and Buncombe County; and
- Education and practical application of LIFE SKILLS required to succeed and transition to a "normal" life as a productive member of society.

These three gaps can best be filled by people that are already experiencing this type of recovery. It has been shown that persons with SUD, and their family members are much more likely to confide in people in recovery themselves because of the mutual bond they have. The ARLO program is governed by a formal Board of Directors. A qualified Executive team providing leadership and oversight to daily operations directs and leads individuals living recovery. We have found ourselves much more able to identify and connect those struggling with SUD to resources and programs which have proven to be successful when guided by people that have experienced it themselves.

Link to COVID-19*

Identify a health or economic harm resulting from or exacerbated by the public health emergency, describe the nature and extent of that harm, and explain how the use of this funding would address such harm.

The effects of COVID-19 have been profound in the recovery community. Reports from the Centers for Disease Control state:

"The disruption to daily life due to the COVID-19 pandemic has hit those with substance use disorder hard," said CDC Director Robert Redfield, M.D. "As we continue the fight to end this pandemic, it's important to not lose sight of different groups being affected in other ways. We need to take care of people suffering from unintended consequences."

Synthetic opioids (primarily illicitly manufactured fentanyl) appear to be the primary driver of the increases in overdose deaths, increasing 38.4 percent from the 12-month period leading up to June 2019 compared with the 12-month period leading up to May 2020. (<https://www.cdc.gov/media/releases/2020/p1218-overdose-deaths-covid-19.htm>)

Within Western North Carolina and surrounding areas, the struggle of addiction affects individuals in every walk of life. The effects of the COVID-19 Pandemic have hit our region hard. It was reported that:

"[due to] Isolation and lack of support...North Carolina as a whole — and Buncombe County specifically — also started seeing an increase in suicide rates and overdoses" Furthermore, "You've got quarantine measures; you've got people who are having decreased access to their faith community, their social supports; there's all the stress and anxiety and economic loss that is getting layered," ... "everyone's feeling some level of stress related to this, but when you take individuals that are already wrestling with a mental health need or someone who is struggling in recovery from substance use, it makes it even more difficult to retain that stability." (<https://www.citizen-times.com/story/news/local/2020/08/05/covid-anxiety-depression-tripled-substance-abuse-up-15-nc/5547156002/>)

Population Served*

Define the population to be served by this project, including volume and demographic characteristics of those served.

The demographic targeted is anyone wanting to recover from drug and alcohol use and abuse. The widespread affect Substance Use Disorder has on the population is The disease of addiction does not see race, color, sexual preference, ethnic background, or religion; and neither does Seraph. No one seeking recovery is ever turned away. The major need of the targeted population is to stay clean and sober, and to assimilate as a productive member of society. This initially could include food, housing, mental health assistance, structure (6 to 12-Month Program) and guidance through a NCCPSS and Life Coach. Each client's needs will be assessed and prioritized as appropriate. The client will then be navigated to appropriate resources and tracked through the process until completion. There are no time limits on how long this process may take, as every person's journey is different.

Our ultimate goal is to: "Provide the face and voice of recovery, promote community wellness and engagement, and support all recovery pathways." Every person's path to recovery is different; however, every recovery begins by taking the first step. We help by connecting individuals struggling with addiction to the required resources and support throughout their recovery journey.

ARLO will also target Buncombe County's manufacturing industry through Recovery Education in the Workplace. The Recovery Outreach Program (Recovery Education in the Workplace) collaborates with local companies, groups, churches, school systems, agencies, and organizations to provide training and education on how to identify and prevent substance use along with resources for recovery. We will aim to establish an ongoing and consistent presence inside manufacturing facilities and workplaces dedicated to meeting the needs of those struggling with addiction and providing the option to enter ARLO's Six-Month Recovery Program Standard of Care.

Results*

Describe the proposed impact of the project. List at least 3 performance measures that will be tracked and reported. If possible, include baselines and goals for each performance measure.

Below is a general outline of the processes and activities of each participant. All individual participant information is recorded in compliance with HIPAA regulations and available to us, updated in real-time.

1. Initial contact is made with participant. All individual background, demographic, drug(s) of choice, and current situation is recorded.
2. An assessment is made as to needs of the Client
3. Needs are then prioritized
4. 6-12 Month program is developed
5. NCCPSS, Life Coach, is assigned
6. Client is routed to the appropriate initial resources
7. Client is supported and assisted in obtaining the resources required through completion
8. Client is proactively contacted 2-3 times per week by ARLO staff and their NCCPSS, Mentor, Sponsor, etc.

Each and every participant touchpoint is entered into the system. Throughout the Recovery Plan, goals and milestones are set, including sobriety time and participation in outside Community engagements. These data are then compiled to measure against Recovery Plan Goals. Based upon experience, the nature of Substance Use Disorder requires flexibility with regard to the definition of "success." However, we predict the nominal success rate of goal achievement to goals assigned in the Recovery Plan to be at or greater than 50%.

Evaluation*

Describe the data collection, analysis, and quality assurance measures you will use to assure ongoing, effective tracking of contract requirements and outcomes.

ARLO has adopted and will be implementing Salesforce.com as our primary CRM (Customer Relationship Management) system. Salesforce.com is one of the most powerful, HIPAA compliant CRM programs available. With this program – which will be operational prior to funding distribution – we will be able to track and collect data, activity, success, and produce statistics in multiple formats – and in real-time – as well as anyone in the country. Furthermore, we are in the process of evaluating additional clinical software that will track more detailed health information about our participants.

Our systems are designed so that each participant's information and progress is tracked in real time. From the recording of data, we can extrapolate any number of data points in order to track success, recognize challenges early, and be prepared to proactively adjust any approach to better accomplish our mission.

Equity Impact*

How will this effort help build toward a just, equitable, and sustainable COVID-19 recovery? How are the root causes and/or disproportionate impacts of inequities addressed?

The nature of Substance Use Recovery is inherently diverse. The various manifestations of addiction affect people of all races, color, sexual preference, ethnic background, or religion; and neither does Seraph. No one seeking recovery is ever turned away. The ultimate goal of this program is to provide a single point of contact to individuals seeking to assimilate back into society productively and succeed in life, contributing to the community along the way. COVID-19 has greatly exacerbated the inherent issues with addiction and further marginalized those that are struggling. ARLO is intended to establish a baseline and support the journey and growth of the individuals it serves by providing:

- Recovery Support – Support multiple recovery pathways, navigate individuals to recovery resources, promote community wellness & engagement and provide hope to encourage recovery.
- Recovery Outreach Education – Provide on-site recovery support and connections for the individual and employer.
- Recovery Events and Activities – Provided social connection to engage the individual and build family support, along with meditation and mindfulness classes.

Initially, these programs and activities will focus on returning the statistical baseline of the addicted population to pre-COVID numbers with the ultimate goal of reducing the instances of relapse and overdose thereafter.

Project Partners*

Identify any subcontractors you intend to use for the proposed scope of work. For each subcontractor listed, indicate:

- 1.) What products and/or services are to be supplied by that subcontractor and;
- 2.) What percentage of the overall scope of work that subcontractor will perform.

Also, list non-funded key partners critical to project.

Seraph may determine that subcontracting of certain clinical and coaching services as well as housing may be provided by part-time, 1099, and partners. However, we do not plan to utilize subcontractors at this time.

Capacity*

Describe the background, experience, and capabilities of your organization or department as it relates to capacity for delivering the proposed project and managing federal funds.

Since 2017, our non-profit organization works to help those in need access the proper treatment to recover from addiction and alcoholism. We create and support community events geared toward educating the public about substance use disorder, how to prevent it, recognize it, and address it, and we sponsor projects that start conversations about addiction and how to face it honestly and compassionately. The stigma of addictive drug and alcohol use keeps people sick - we aim to debunk that stigma and support initiatives that alleviate the shame of addiction and focus on solutions.

Our Board of Directors is comprised of diverse individuals who have experienced addiction recovery personally as well as the struggle associated with loved ones who suffer these disorders. The Executive Leadership team is all college educated, comprised of Ph.D, MBA, MS, and Licensed Clinicians. Each individual brings extensive experience in Recovery, Life, and business. The effects of the COVID-19 pandemic, along with unintended consequences of required safety measures and mandates, have exacerbated the ongoing addiction crisis in America. Treatment is effective and many people successfully achieve recovery from substance dependence. Unfortunately, many others lack the resources necessary to seek professional help in fighting their addiction. Our aim is to change the way those resources are provided to people in need, and to promote addiction education and prevention in our communities. The Seraph Foundation will continue its mission to provide support and financial assistance to persons with addiction in need of treatment and has established an outreach program, The ARLO Organization. ARLO will proactively work with addicts in Buncombe County and establish active collaborations focused on identifying and developing resources, ensuring smooth transitions among levels of care, and facilitate effective care coordination, benefitting individuals and the community as a whole.

Budget*

Provide a detailed project budget including all proposed project revenues and expenditures, including explanations and methodology. For all revenue sources, list the funder and denote whether funds are confirmed or pending. For project expenses, denote all capital vs. operating costs, and reflect which specific expenses are proposed to be funded with one-time Buncombe County Recovery Funds.

Download a copy of the budget form [HERE](#). Complete the form, and upload it using the button below.

Seraph - Recovery-Funds-budget-(FINAL).xlsx

Special Considerations*

Provide any other information that might assist the County in its selection.

Along with long-term recovery, one of Seraph's major goals is stigma reduction. Therefore, the most important assets we possess are our employees, volunteers, and the ability to reach out and be heavily involved in the community. This requires nothing less than high-quality human resources. The nature of our business – and the purpose of this grant application – is to retain people with the necessary skills and qualifications to continue that growth and reach as many individuals and families as possible that are struggling with substance use disorder. The budget we have proposed will fund the growth of our footprint in Buncombe County, increase charitable contributions to sustain that growth through community outreach and

public relations, and most importantly, to have certified “boots on the ground” recovery coaches to work alongside each program participant or individual seeking assistance with substance abuse. Our focus on unbiased guidance will help individuals of all backgrounds to assimilate and give back to a healthier community for decades to come.

File Attachment Summary

Applicant File Uploads

- Seraph - Recovery-Funds-budget-(FINAL).xlsx

Coronavirus State and Local Fiscal Recovery Funds Proposed Project Budget

Organization Name:	The Seraph Foundation
Project Name:	The Seraph Foundation Addiction, Recovery, & Life Outreach
Amount Requested:	\$1,599,480

Proposed Project Revenue Funder	Amount	Confirmed or Pending?	Notes
Proposed Buncombe COVID Recovery Funds	\$ 1,599,479.79	Pending	
List other sources here			
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Total	\$ 1,599,479.79		

Proposed Project Expenses	Proposed Recovery Funds	Other Funds	Total	Capital or Operating Expense?	Notes
Executive Director	\$ 233,499.00		\$ 233,499.00	Operating	Organizational Oversight, Community Outreach, & Fundraising
Operations Director	\$ 233,499.00		\$ 233,499.00	Operating	Overall Addiction Program Management & Consulting
Fundraising Manager	\$ 59,132.30		\$ 59,132.30	Operating	Community Engagement, Communications, & Relationships
Licensed Recovery Support Specialist (LCAS)	\$ 121,963.80		\$ 121,963.80	Operating	Peer Recovery and Program Guidance
Recovery Support Specialist Coordinator (FT)	\$ 107,464.22		\$ 107,464.22	Operating	Peer Recovery and Program Guidance
Licensed Recovery Support Specialist (LCAS - PT)	\$ 61,548.90		\$ 61,548.90	Operating	Peer Recovery and Program Guidance
Recovery Support Specialist (FT)	\$ 88,131.46		\$ 88,131.46	Operating	Peer Recovery and Program Guidance
Recovery Support Specialist (PT)	\$ 44,632.73		\$ 44,632.73	Operating	Peer Recovery and Program Guidance
Life Coaching (PT)	\$ 37,382.94		\$ 37,382.94	Operating	Resumes/Jobs/Life Skills
Additional Fringe	\$ 98,725.44		\$ 98,725.44	Operating	Additional Employment Expense
Miscellaneous Operating Capital	\$ 20,000.00		\$ 20,000.00	Operating	Operational Cash on Hand
Startup Costs	\$ 1,500.00		\$ 1,500.00	Capital	Corporate & IRS Filings
Rehabilitation and Living Expense Scholarships	\$ 240,000.00		\$ 240,000.00	Capital	Funding for Low Income Rehab/IOP/Counseling/Coaching (10/mo)
Office Supplies	\$ 10,000.00		\$ 10,000.00	Operating	
Technology/Computing	\$ 15,000.00		\$ 15,000.00	Capital	Computers/Website/Software
Telephone	\$ 12,000.00		\$ 12,000.00	Operating	
Professional Fees	\$ 3,000.00		\$ 3,000.00	Operating	Accounting/Legal
Training	\$ 2,000.00		\$ 2,000.00	Operating	
Subscriptions	\$ 1,000.00		\$ 1,000.00	Operating	
Automobile	\$ 24,000.00		\$ 24,000.00	Capital	
Insurance	\$ 24,000.00		\$ 24,000.00	Capital	
Rent	\$ 120,000.00		\$ 120,000.00	Operating	Convenient Location in Asheville
Utilities	\$ 20,000.00		\$ 20,000.00	Operating	
Furniture & Fixtures	\$ 16,000.00		\$ 16,000.00	Capital	Offices/12-Step Meeting Rooms
Travel	\$ 5,000.00		\$ 5,000.00	Operating	Conferences/Mileage
Total	\$ 1,599,479.79		\$ 1,599,479.79		