

August 29, 2002

Foundation address

Dear Ms. Kindfunder,

I'd like to tell you about a patient of ours, Stanley, who suffers from diabetes. Stanley enrolled in our diabetes education and support program called SugarBeaters. He attended monthly one-on-one sessions with a University of Healthington medical student, who was trained by the Greater Nevada Medical Center's (GNMC) Diabetes Educator, Jennifer Smithson, RN. At his sessions, Stanley received free testing strips—the extraordinarily expensive strips that aid in successfully monitoring blood sugar levels—and he was taught about diet and exercise. He maintained a blood sugar diary that he shared with his SugarBeaters counselor and made major lifestyle changes. Now, thanks to the education and support of our SugarBeaters program, Stanley lost a significant amount of weight and no longer requires insulin treatments.

Since the Giving Charitable Foundation currently supports the Free Care Clinic, you know our mission is to serve people like Stanley—to provide free medical care and prescriptions to people without insurance. We are committed not only to providing free care and prescriptions, but also to educating and motivating our clients to live healthier lives.

Despite the generous support of individuals and foundations like the Giving Charitable Foundation, the increased cost of medications continues to threaten the Free Care Clinic's ability to fill free prescriptions through our pharmacy. In particular, the costs of medications for our diabetic patients are almost beyond our means. That is why we are requesting \$15,000 to cover the costs of diabetic testing strips for our SugarBeaters program participants.

At the same time that costs are rising, the clinic has seen a dramatic reduction in the number of medications donated by area physicians. These donations are a cornerstone of our pharmacy's efforts to serve our clients. Without them, we find it very difficult to purchase all the medications our patients require. Those medications can turn a seemingly hopeless situation into a success story like Stanley's.

With your help, we can create more success stories. We believe we are creating a community where quality health care and prescription drugs are available to all. We know we are helping diabetic patients lead more productive lives. To continue making all of this possible, we need your partnership.

Thank you for your consideration,

Director

Free Care Clinic
SugarBeaters
Proposal for Funding Support
from the Giving Charitable Foundation

Contents

Proposal	1
Attachment A – organization operation budget	9
Attachment B – project budget	10
Testimonial from a SugarBeaters volunteer	11
Audited financial statement	12
501(c)(3) IRS determination letter	20
Board of directors, with affiliations.....	21

Free Care Clinic
SugarBeaters
Proposal for Funding Support
from the Giving Charitable Foundation

Organization Information

In 1987, the Free Care Clinic (“the clinic”) was established to provide free medical care and prescription drugs to uninsured adults and children. The clinic also has an attached pharmacy; both are open Mondays and Wednesdays from 6 to 9pm. The clinic has only one paid employee (a part-time director at 32 hours each week); beyond that, the clinic relies on volunteer physicians, dentists, specialists, physical therapists, nurses, pharmacists, pharmacy technicians, medical technologists, and administrative personnel to make the clinic’s work possible. Our 12-member board meets quarterly to monitor our procedures, and most board members also volunteer additional time in some capacity at the clinic.

During a typical evening, the clinic office is staffed by a coordinator, a pharmacy secretary, a screener, a record secretary, and the volunteer coordinator. Patients arrive and are greeted by a screener for intake information. The nurse on duty reviews patients’ records for triage and takes their vital signs. Patients then receive information as appropriate about the clinic’s programs, including our Smoking Cessation program, our partnership to offer free mammograms, and our Great Breathers Club for pulmonary support. Many diabetic patients are invited to participate in our SugarBeaters program at this time as well. After their visit, patients speak to volunteers who can ensure that each patient’s needs, including laboratory testing and follow-up appointments, are met.

Patients seeking prescription refills sign in and wait for their prescriptions. The pharmacy is staffed by a registered pharmacist, pharmacy techs from the community, and trained second-year medical students (MS II students) from the University of Healthington (UH) College of Osteopathic Medicine.

We also work with local hospitals, primary care offices, mental health providers, and regional institutions throughout Ourfine County to make medicines and medical care available.

In 2002 the clinic was open 110 evenings and saw more than 570 patients; 4718 prescriptions were filled at the pharmacy in 2004 and we expect to fill at least 4925 in 2005.

However, we exist not only to provide free medical care and prescription medications for our patients, but also to develop support systems that will improve our patients’ lives. The clinic runs several support and education groups, including our new Great Breathers Club for patients with pulmonary diseases. Truly a collaborative effort, the Great Breathers Club utilizes the volunteer services of four MS II students from the University of Healthington, who have been trained by the Pulmonary and Respiratory Educators at Greater Nevada Medical Center to become volunteer leaders of the club. The club sessions offer breathing exercises, group counseling, and education about pulmonary care, including the proper use of an inhaler. Five patients in the current Great Breathers Club smoke and are also in the clinic Smoking Cessation Program, which is facilitated by two MS II students at UH who have been trained and are certified smoking cessation specialists.

In August of this year we instituted a new procedure that allows the physician on duty to see more patients each evening the clinic is open. Dr. Gooddoc, founder of the clinic, works with MS II volunteers from UH, training them in how to write prescriptions for refills. This process gives the students familiarity with writing scripts, reduces time the patient needs to see the physician, and frees up the doctor to see more patients.

As a community organization we pride ourselves on reaching out to anyone who is without health insurance. In fact, 11% of our patients are racial minorities while Nevada is 98% Caucasian.

Unfortunately, this reflects the sad reality that racial minorities are more likely than Caucasians to be without health insurance.

Eighty percent of the clinic budget every year comes from individual private-sector donations; 20% comes from grants and the United Way of Ourfine County. Individual donations have always made up the vast majority of our funding, which tells us that Ourfine County values the service we provide.

Project Information

According to the American Diabetes Association (ADA), 20.8 million children and adults in the United States - 7% of the population - have diabetes¹. The ADA also reports that one out of every 10 health care dollars spent in the United States is spent on diabetes and its complications². In fact, direct medical expenditures on diabetes-related medical issues totaled \$92 billion in 2002³. In that same year, indirect costs resulting from lost workdays, restricted activity days, mortality, and permanent disability due to diabetes totaled \$40.8 billion⁴.

In Nevada alone, the cost of diabetes-related issues reached over \$1 billion in 2003. Indirect costs alone (mortality, disability, work-loss) totaled \$303,450,000⁵. These are just dollar costs that cannot entirely take into account the loss in quality of life suffered by diabetic patients who are unable to afford effective treatment and management options.

Diabetes can affect many parts of the body and can lead to serious complications such as heart disease, blindness, kidney damage, and amputations. People with diabetes can reduce the occurrence of these and other complications by controlling their blood glucose levels, blood pressure, and blood lipids, and by receiving other preventive care practices in a timely manner. However, this kind of treatment is most successful when done in partnership with a professional trained in the care of diabetes. The end result of providing one-on-one support for our diabetic patients through our SugarBeaters program is healthier and more productive adults.

The clinic has been treating patients with diabetes since we opened our doors in 1993. From the beginning, our diabetic patients have asked for help learning to use their glucometers. Frequently, they look for ideas and suggestions for improving their diet.

To meet these needs, Jennifer Smithson, RN, the Diabetes Educator at Greater Nevada Medical Center, conducts a monthly workshop for diabetic patients at the clinic. The session is open to the entire community; individual workshops relate to the effects of the disease (e.g., depression, kidney disease) as well as treatment options (e.g., nutrition, portion control).

For day-to-day living, our patients told us that one-on-one support would be extremely helpful. Because they identified the need, we began our SugarBeaters program almost four years ago. In a sense, this program was created by our patients.

When diabetic patients without insurance do not monitor their blood sugar, and when they make lifestyle choices that impact their diabetes (limited exercise, poor diet, etc.) the only place they can receive treatment is through the clinic or the emergency rooms of area hospitals. Through the one-on-one support

¹ American Diabetes Association, 8/2006, <http://www.diabetes.org/about-diabetes.jsp>

² American Diabetes Association, 8/2006, <http://www.diabetes.org/diabetes-statistics/cost-of-diabetes-in-us.jsp>

³ *ibid.*

⁴ *ibid.*

⁵ *ibid.*

of our program, diabetic patients are avoiding the costly complications associated with poor management of their disease.

Ms. Smithson trains seven UH MS II students each year to provide supportive counseling. The students meet one-on-one with the patients and help them by recommending eye exams, reminding them to schedule hemoglobin tests every three months, and referring them to other support agencies.

Pat Hardworker, MT (licensed Medical Technologist) is a member of our board of directors who trains the MS IIs regarding the use of glucometers. Ms. Hardworker is also a resource for information about diabetes for the MS IIs on a nightly basis and is the liaison for the distribution of the strips for the diabetic patients. Additionally, the volunteer physician on duty for the evening is always available to assist SugarBeaters patients.

Each year as UH medical students progress in their education, the clinic welcomes a new group of students who will volunteer their time for the SugarBeaters program. The previous year's volunteers meet with their replacements and their patients before the transition occurs; the meetings ensure effective communication and consistent care for the patients.

Budget and Fundraising

We are honored to receive generous support from our community. Eighty percent of the clinic budget (see the clinic budget, Attachment A) every year comes from individuals; 20% comes from grants and the United Way of Ourfine County. We also rely on the Patient Assistance Program, which saves the clinic over \$12,000 each year on the cost of medications.

Over the years we have also had some wonderful support from private and family foundations (like the Giving Charitable Foundation) and local area businesses such as:

Charleston Savings Bank	Small Family Foundation
Golden Savings Bank	Our Local Savings Institution
Funders' Foundation	Local Resident Foundation

The clinic solicits financial support from churches, towns, and service organizations throughout Ourfine County. We request donations or reduced-rate medications, equipment, and service from all manufacturers and suppliers. In addition, the City of Charleston generously donates space and utilities for our clinic and pharmacy.

Our biggest investment, however, may be the time and effort of our volunteers, who served over 30,000 hours last year at the clinic. By soliciting volunteers to run the clinic and pharmacy, the clinic provides a very effective service at very little cost. The Independent Sector⁶ estimates the value of a single volunteer hour at \$18.04; this means a volunteer investment of over \$500,000 in 2005 alone. However, this does not take into account the high level of skill and training our volunteers possess—medical doctors, pharmacists, technicians, and nurses. We view the dollar value of our volunteer assistance at far beyond the average.

This investment, however, only covers the knowledge and not the materials we need to do our job well. The cost of the diabetic testing strips distributed to SugarBeaters participants is \$1,000 each month. We estimate the administrative costs at just under \$70 each month. Our annual budget for the SugarBeaters program is only \$12,796 (see program budget, Attachment B). The cost of the testing strips is currently covered by our prescription medications line item. In this proposal, we are requesting funds to cover the

⁶ Independent Sector, 8/2006, <http://www.independentsector.org/>

costs of diabetic testing strips for one year.

We intend to build on our extremely successful individual fundraising efforts and to target public and private sector foundations with an interest in increasing access to health care in Nevada. Targeted efforts will include research into organizations that promote healthy lifestyles, diabetes prevention, and medical services for diabetic patients. SugarBeaters is a new effort supported primarily through volunteer time, and we believe this arrangement gives us the time and solid foundation to pursue other funding strategies over the next few years as the program expands.

Outcomes and Sustainability

Our volunteers' input plays a great role in ensuring that we are on track in making quality health care available for free – and keeping our doors open. We hold regular meetings for our volunteer staff to talk about what we can improve, to solicit suggestions, and to determine how the program should be adjusted to meet any changing needs. Attendance at these meetings is outstanding.

We monitor and assess our SugarBeaters program in several ways:

- A written assessment sheet for each patient is completed each evening indicating progress (or lack of progress), patient needs, requests made by the patient for assistance
- The assessment sheet is filed in the social service section of the patient's folder for review by the physician
- An informal verbal report is given to the director about the sessions at the end of the evening
- Immediate concerns are referred to the physician on duty that same evening.
- The MS II group leader meets regularly with the MS II volunteers to discuss the progress of the program. Recommendations are discussed with the clinic director at a monthly meeting and are generally implemented immediately.
- The MS II students submit a report of their experience including recommendations for improvement
- There is also a closing session group meeting with the MS II volunteers and the clinic director where recommendations and suggestions are shared (i.e., the criteria for the selection process for future MS II volunteers).
- The clinic director submits a report to the Dean of Student Affairs at the UH College of Osteopathic Medicine at the end of the year (May).

Monthly monitoring is the key to the program's (and the patient's) progress and success. Patients who keep their monthly appointments, maintain a blood sugar diary for review, follow their testing schedule, record their meals, and take their medications significantly improve their chances of success.

Also essential to the success is the rapport and relationship built between the MS II volunteer and the patient. The volunteer can become aware of a patient's emotional and personal needs and can provide support, recommendations, and referrals to the office for follow-up.

Finally, SugarBeaters is on the agendas of the clinic board meetings at the beginning and end of the MS II school year for discussion of the success of the program.

We are excited about the growing relationship we have with the Oceanview Clinic in Lakeside, Nevada; we are learning from each other through the regular exchange of ideas. The Oceanview Clinic currently operates a monthly workshop for their diabetic patients, but they do not yet offer one-on-one patient support like our SugarBeaters program. We look forward to sharing with them the results of our work. We see great potential to share successes and key learnings with other free clinics throughout the region and country.

In the past, we have not needed to place a great emphasis on grant funding. Some grants, especially from the United Way of Ourfine County, have provided the additional funds needed beyond donations from the private sector. With the expansion of our services—SugarBeaters, Great Breathers, Smoking Cessation, and Wellness groups—we are looking for additional funding support from foundations and have plans to apply for support from the following:

The Very Special Charitable Trust
Joan and John Doe Foundation

Extra Special Family Foundation, Inc.
The Lastname Foundation

We also hold frequent raffles of gift baskets donated by volunteers. These baskets will be placed in four banks in the local community and at local festivals for visibility. We plan to sell 500 coffee mugs at the community center. They will be advertised on Charleston Public Access television.

These are several of the activities that comprise our annual fundraising campaign. Our mainstay for fundraising, however, is our annual report that is distributed in the late fall. This is the only appeal, though we are considering a mid-year report to our supporters. In addition, we are actively working to refine our resource development plan.

Conclusion

Living with diabetes requires resources and support. The Free Care Clinic is here for patients without insurance; many of our diabetic patients also have a need for education, counseling, and support to successfully manage their disease. The SugarBeaters program works one-on-one with diabetic patients to help them learn better living choices while providing them with testing strips—a costly but useful maintenance tool. With your support we will help our SugarBeaters patients maintain their health and sugar levels, avoiding complications and living longer, healthier lives.

Free Care Clinic Budget 2006

Public Support & Revenue		
City of Charleston		\$2,000
United Way		\$18,000
Donations & Grants		\$75,000
Municipalities		\$3,000
Investment Income		\$12,468
	Revenue Total	\$110,468
Expenses		
Salaries		\$26,000
Benefits		\$0
Licenses		\$340
Supplies		\$3,000
Telephone		\$1,600
Postage & Shipping		\$900
Technology		\$2,500
Rental & Maintenance of Equipment		\$1,800
Insurance		\$2,500
Assistance to Individuals		\$500
Membership Dues		\$100
Awards & Grants		\$850
Miscellaneous		\$1,500
Prescription Medications		\$63,000
(Prescription Medications includes \$12,000 for diabetic testing strips)		
	Expenses Total	\$104,590

Free Care Clinic
SugarBeaters Budget 2006

Salary (3 hrs/month)	\$520.00
Benefits	\$0.00
Supplies	\$60.00
Telephone	\$32.00
Postage & Shipping	\$18.00
Technology	\$50.00
Rental & Maintenance of Equipment	\$36.00
Insurance	\$50.00
Miscellaneous	\$30.00
Diabetic Testing Strips	\$12,000.00
SugarBeaters Total	\$12,796.00