

Working Woman's Home Association 2023 Grant Application

Within the City of Montgomery and its environs, the intent and purpose of the Working Woman's Home Association is:

1. To aid and assist distressed and abused women and children
2. To aid in the education of women to the end that they may become self-sufficient
3. To aid and assist women in providing emergency housing
4. To aid and assist elderly persons, particularly women, in meeting their basic needs

Instructions: Please complete the following questions and submit form at the end. This form allows information from another document to be inserted or pasted in the question response space. It is also possible to edit information on the form after submission.

Email attachments to secretary@wwhassn.org.

** This grant application is requesting funds to be awarded in January 2023. NO grant applications will be able to be submitted after the deadline - 5:00 pm on Monday, June 13, 2022.

Name of Organization/Agency *

Medical Outreach Ministries

Address *

5741 Carmichael Parkway

City, State, and Zip *

Montgomery, AL 36117

Website Address *

www.momclinic.org

Executive Director Name *

Molly Stone

Telephone *

334-281-8008

Email address *

molly.stone@med-outreach.org

Project or Program Proposal Contact Person (if different from above)

Molly Stone

Telephone

3342818008

Email Address

molly.stone@med-outreach.org

Funding Requested *

\$30,000

Briefly state the purpose and goals of this project or program. *

Founded in 1993, Medical Outreach Ministries' mission is "As a witness for Jesus Christ, Medical Outreach Ministries exists to minister to the physical, emotional, and spiritual needs of the medically underserved by providing free healthcare services." There is a great need for access to healthcare in MOM's service area. More than 13% of adults ages 18 to 64 in MOM's target area are uninsured, totaling more than 29,000 people, and high rates of chronic disease and lifestyle risk factors compound the problem of a lack of insurance. These women are using the local emergency rooms as their only source of care or simply not seeking preventative care until their health conditions are out of control. The COVID-19 crisis exposed serious vulnerability within MOM's patient population, the majority of whom are living with a chronic condition. This has reemphasized the need for and importance of MOM's services to ensure that patients have the care they need to stay safe and healthy.

The goals of the clinic are (1) to provide high quality, routine primary and preventative care and medications at no charge to eligible patients; (2) to offer specialty care as needed either in-house or through an extensive referral network; (3) to work with patients to achieve positive health outcomes; and (4) to improve the quality of life for the whole community by making efficient use of healthcare resources and reducing the burden on local emergency rooms.

Medical Outreach Ministries will provide compassionate primary and specialty medical care for low income, working women living in the City of Montgomery. Each potential patient will first be screened for eligibility. All patients must be adults ages 19-64, have a household income below 200% of the Federal poverty level (currently \$55,000 for a 4-person household), and have no public or private insurance. After successful completion of the screening process, each patient will be assigned to one of the clinic's primary care providers – one of seven volunteer physicians or the staff nurse practitioner. Providers will evaluate each patient's current and past health risk factors and behaviors to uncover underlying conditions and determine the best treatments. Physicians and nurses will provide education on nutrition, exercise, and medication adherence to ensure that patients have the resources they need, and MOM's Resource Coordinator will offer referrals to community resources to meet the non-medical needs of patients, as necessary.

Providers will make referrals to in-house volunteer specialists for gynecology, orthopedics, pain management, and minor surgery, as well as ancillary services including mental health counseling, case management, and physical therapy. In addition to services provided in the clinic, MOM maintains a referral network of more than 60 specialists who will serve MOM's patients free of charge, and lab work and imaging is done in partnership with Baptist Health.

MOM's Diabetes Self-Management Education (DSME) program is key to combating chronic disease among MOM's patients, 43.8% of whom are diabetic. It is the only volunteer-run program in the country certified by the American Diabetes Association and is managed by a volunteer Certified Diabetes Educator. Providers will refer their newly diagnosed patients or new-to-MOM patients to DSME, and each patient will be scheduled for one-on-one sessions with the educator. Glucose monitors, testing strips, insulin, syringes, pen needles, lancets, and glucose tablets will be provided free of charge to patients to manage their diabetes.

This program will enhance MOM's ability to provide all the medications and resources that patients need to manage their chronic conditions and improve their health. MOM's onsite dispensary, run by seven volunteer pharmacists, will fill all patient medications. MOM will also offer at-home monitoring and treatment supplies, such as blood pressure cuffs, pulse oximeters, scales, and nebulizers. The need for home

monitoring arose during the pandemic when most appointments were via telehealth. MOM's physicians found it helpful for their patients and have continued to ask patients to track their health measurements regularly. The ability to monitor high-risk patients more closely has led to better clinical outcomes.

Transportation has long been a barrier to health care access for MOM's patient population. In November 2021, MOM implemented a project to provide Uber rides for patients to appointments at the clinic or at specialists' offices. In six months, MOM has provided more than 650 rides for patients. This service is helping to reduce no-shows and relieve the transportation burden on the patients.

By the fall of 2022, MOM will add an onsite dental clinic. Currently, MOM can only refer patients to partner dentists for treatment of tooth pain or infection and typically only for extractions. Dental care is vitally important for patients with chronic conditions, and this program will assist MOM in establishing its onsite dental clinic where patients can receive preventative care to ensure their dental issues do not exacerbate their chronic disease.

This grant program will incorporate all of MOM's services including access to the new transportation, at-home monitoring, and dental services to provide wraparound care and give MOM's patients every opportunity to successfully manage their health, leading to fewer sick days and more productive lives.

Briefly describe your plans for administration of this project or program request? *

MOM has more than 80 dedicated volunteers and only ten staff members. The agency is overseen by the Executive Director with support from the Resource Coordinator, Patient Advocate, Receptionist, COVID Vaccine Coordinator, and Bookkeeper. A Nurse Practitioner, Social Worker, and two Medical Assistants assist with direct patient care. All other services are performed by a large cadre of volunteers, including 13 physicians (7 primary care and 6 specialists), 17 nurses, 7 pharmacists, 2 mental health counselors, a physical therapist, and a certified diabetes educator. Two gynecologists are among the specialists who volunteer their time at MOM to serve women. All medical volunteers maintain their professional licenses as needed. Most are retired and bring a wealth of knowledge and experience to their volunteer roles. An RN volunteer serves as the Clinical Coordinator and manages the clinical volunteer schedule and referrals. More than 40 additional non-clinical volunteers assist with patient screening, medical records, pharmacy management, data collection and analysis, clerical tasks, and spiritual support. The COVID-19 crisis required MOM to think creatively about its patient communication methods, and over the past two years, MOM has implemented several tools that assist in managing the day-to-day clinical activities more efficiently. Several providers continue to use telehealth methods as needed; patients can use MOM's website to submit medication refill requests, prayer requests, and medical history forms; and an automated phone system helps to collect refill requests as well as COVID questions. Volunteers are the backbone of MOM's ministry and allow MOM to serve a large number of patients while keeping expenses low.

How will you evaluate the success of this project or program? Or how have you evaluated the success of this project or program in the past? *

In 2021, MOM served 996 patients, including 596 women, in 9,942 patient encounters. Women accounted for 60% of MOM's patient visits, including specialty visits for gynecology.

The need for primary care to combat chronic disease is great in the River Region. In MOM's target area, 37% of adults are obese; 13% have diabetes; and 20% are smokers. MOM's patient population – low income, uninsured, and primarily minority – has a significantly higher instance of diabetes than the public. Currently, 43.8% of MOM's patients have a diabetes diagnosis and most have comorbidities like high blood pressure, high cholesterol, and respiratory issues. Many patients also have the added stressors of working multiple jobs, caring for children and family members, or overcoming barriers related to poverty.

MOM regularly collects patient data for evaluation, including the number of patients served, the number of patient encounters, the number of specialist and dental referrals, the number of patients enrolled in Diabetes Self-Management Education, and the number of prescriptions filled. Each patient visit is documented on an encounter form, and MOM uses software to track patient demographic data, appointments, communication, and diagnoses. Clinical data, including blood glucose, cholesterol, weight, and the achievement of health goals, is reported annually to the ADA for patients in Diabetes Self-Management Education. The pharmacy also uses an electronic tracking system to fill and track prescriptions. MOM gathers and reviews subjective feedback from patients, volunteers, and providers to continually make improvements to its processes. The Board of Directors reviews reports on patient counts, referrals provided, DSME data, and prescriptions filled at its meetings to ensure proper oversight.

This project or program will impact Montgomery in the following areas (check all that apply) *

- Distressed and abused women and children
- Education of women and life skills development
- Emergency housing for women and children
- Assist elderly persons, particularly women, in meeting their basic needs
- Other: Healthcare for low-income, working women

How does this project or program funding request fit into your organization's mission and, *
more specifically, the mission of your project or program?

The mission of MOM is, "As a witness for Jesus Christ, Medical Outreach Ministries exists to minister to the physical, emotional, and spiritual needs of the medically underserved by providing free healthcare services." The project described here is the core of MOM's work as a free healthcare clinic. The board, volunteers, and staff ensure that all of MOM's activities serve its mission. The board adopted a new strategic plan in 2019, and the acquisition of a new facility for the organization was a major goal of the plan. In November 2019, MOM purchased a new building and moved the clinic there in March 2020. The new facility offers a range of opportunities for growth to serve more people and make a bigger impact on the health of the community, which include recruiting more physicians and increasing access to current and prospective patients. The board has also made opening the new dental clinic a priority, and this request will support that goal. This request provides support to MOM as the clinic works to increase its capacity to serve women in Montgomery through its new and existing primary and specialty healthcare programs.

How does this project or program funding request fit into the mission of the Working *
Woman's Home Association? (stated at top of form)

The missions of the Working Woman's Home Association and MOM are closely aligned in their emphasis on providing care for distressed and abused women. Access to healthcare is one of the most important factors affecting quality of life and a significant barrier for women without insurance provided by an employer and without the ability to purchase insurance on their own. Children in low income families are eligible for Medicaid, but a mother or woman with no children working multiple part-time jobs or seeking employment lacks a source for affordable insurance. Inflation and other societal pressures are directly impacting the daily lives of MOM's patients. These types of stressors have a direct impact on the physical health of women and especially mothers, leading to more people seeking care.

Low income adults have a higher instance of diabetes, hypertension, and obesity, which require ongoing management, need a variety of interventions, and can lead to further health complications if left untreated. Uninsured adults are less likely to seek preventative care and will forego treatment for chronic conditions due to cost. When they do seek care, it is often in the emergency room, where patients receive a bill that then contributes to rising debt levels. MOM removes the barrier of cost for patients who are faced with these challenges. Quality healthcare is key to increase a worker's productivity and reduce absenteeism. MOM provides regular, primary and specialty care to ensure that patients can lead healthy, productive lives to care for their families.

Will this project or program initiate a new service in Montgomery? *

- Yes
 No

If not, explain the features of this project or program that distinguish it from other organizations in Montgomery that provide the same or similar services. Identify those organizations in Montgomery providing the same or similar services.

Medical Outreach Ministries is the only free healthcare clinic in the Montgomery area. All services, including lab work, radiology, and medications are provided at no charge to the patient. Montgomery does have a Federally Qualified Health Center (Health Services Inc.) that will accept uninsured patients, but FQHCs are required by the Federal government to charge patients on a sliding fee scale based on their income with a minimum fee for each visit. A patient at MOM never receives a bill, and MOM is unique in its use of volunteers to provide top-quality medical care, its onsite pharmacy for free medications, and its extensive network of specialists for patient referrals. Every \$1 spent in MOM's budget represents \$8 worth of medical care provided to a patient.

Except for services at Medical Outreach Ministries, adults with no health insurance and no ability to pay do not have a method for receiving free healthcare except through the emergency room at local hospitals. When a patient is seen in the emergency room, he or she must still purchase medications out of pocket, and many do not have the ability to afford medication along with basic needs. MOM removes the need to use the emergency room for primary care by providing both care and medications along with a host of additional services in a clinic setting. This is better for the patient because care is regular and ongoing with a doctor that they know and trust, and it is better for the community because it reduces the strain on the emergency room by removing non-emergency patients from its caseload.

How many people will be served by this project or program funding request? *

600

Will a grant from the Working Woman's Home Association enable your organization to receive * matching funds?

Yes

No

Is there another resource that can assume financial responsibility for this project or program * upon completion of the commitment of the Working Woman's Home Association?

Yes

No

List other organizations or grants from which you have requested funding for this project or * program and the status of such requests.

Central Alabama Community Foundation - Hunt Diabetes Fund - \$20,000 – Awarded
Central Alabama Community Foundation – Community Trust - \$6,733 – Awarded
City of Montgomery Community Development Block Grant - \$71,560 – Tentatively Awarded
First United Methodist Church Missions Support - \$7,500 – Request Pending
Joint Public Charity Hospital Board - \$100,000 – Awarded (overlaps fiscal years 2021 and 2022), Reapplying for 2023
River Region United Way - \$20,000 – Request Pending

In addition to submitting this project or program funding request, the documents below are required for this application to be accepted as complete. Please email current documentation in PDF format to: secretary@wwhassn.org. (You may check the box below when the item has been emailed.)

Detailed proposed budget for this project or program request

Proposed budget for your organization for the current year

Copy of Statement of Revenues and Expenses and Balance Sheet for the current and most recent fiscal year completed for your organization

Copy of your most recent audit. If an audit is not available, please include a copy of your most recent 990 form

List of Officers and Directors

Copy of your IRS Letter of Determination of 501(c)(3) status

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