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Application Form
City of Sunnyvale Human Services Funding
January 2015

COVER SHEET

APPLICANT INFORMATION

Legal Name of Organization: MayView Community Health Center

Mailing Address: 270 Grant Avenue

City: Palo Alto

State: CA

Zip Code: 94306

Web Address: www.mayview.org

Contact Person: Kelvin Quan

Title: Chief Executive Officer

Email: Kelvin@MayView.org

Telephone Number: (650) 475-1500

Fax Number: (650) 327-8572

Executive Director: Kelvin Quan

Email: Kelvin@MayView.org

TYPE OF FUNDS REQUESTED: **CDBG** (Minimum Request \$25,000) **GENERAL FUNDS** (Minimum Request \$10,000)

PROGRAM OVERVIEW

Program Name: Access to Primary Health Care & Disease Prevention

Location(s) where Sunnyvale clients will be served (include full street address(es):

765 Morse Avenue, Sunnyvale, CA 94085

Brief Program Description:

Enter text here. **DO NOT EXCEED THE SIZE OF THE BOX.** Text will not print and your application will not be accepted. This note applies to all boxes that allow multiple lines of text in this application.

MayView provides primary health care services at its clinic in Columbia Neighborhood Center in Sunnyvale. The grant funding of \$25,000 will cover the cost of services for 79 uninsured youth resident in the City of Sunnyvale who are at risk of health disparities due to economic or other factors. Services provided at MayView-CNC include general medical, pediatrics, well child care, immunizations, prenatal care, family planning, chronic disease case management, cancer screenings, and other preventive services.

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SECTION 1: FUNDING REQUEST FOR SUNNYVALE PROGRAM

A. City of Sunnyvale Funding Categories (See RFP Notice, page 8). Please select one:

- Operational Emergency Seed Program

B. Consolidated Plan Priority Need Type.

Select only one:

- A. Basic Needs (Food, financial aid, emergency shelter)
 B. Youth Intervention (mentoring/after-school programs)
 C. Mental Health or Substance Abuse Counseling
 D. Other Supportive Services (Legal aid, senior care services, disability-related services, etc.)

C. Program Financials¹

Funding Amount Requested: \$25,000.00 Funding Type: CDBG GENERAL FUNDS

Total Program Cost: \$1,000,369.00

Cost per client for proposed Sunnyvale Program: \$181.00

Number of Sunnyvale clients to be served with City grant: 138

Total matching funds for proposed Sunnyvale services: 975,369

Match Ratio (% of program funded by matching funds): 2.5%

Is Applicant currently receiving funding from Sunnyvale? Yes No

Has the Applicant applied for funds from the City of Sunnyvale for this Program before? Yes No

If yes, complete the following chart for the previous five years.

| Fiscal Year Applied | Amount Requested | Amount Awarded by City |
|---------------------|------------------|------------------------|
| FY14/15 | | 15,217 |
| FY13/14 | 30,000 | 15,550 |
| FY12/13 | | 17,826 |
| FY11/13 | 20,580 | 16,376 |
| FY10/11 | | 10,644 |

¹ NOTE: Please see pages iii-iv of Application instructions for details on how to calculate Program Cost and Cost per client

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SECTION 2: PROGRAM INFORMATION

A. Program Overview and Target Clientele

1. Provide a brief description of the proposed Program, including the specific services to be provided to Sunnyvale clients with funds from the City of Sunnyvale. Describe your target clientele in terms of age group, income level, household type, etc.

In FY 2013/14, MayView-CNC provided 3,728 medical encounters to 1,486 unduplicated patients. With \$15,500 funding from the City of Sunnyvale, we provided 167 medical encounters to 87 youth. Sixty-one percent (908) of the patients served in our CNC clinic were City of Sunnyvale residents, and they received a total of 64% of the services provided.

There has been a growing demand for patient care in our Sunnyvale facility since the clinic expanded to four exam rooms. At this time, services are provided by 0.60 FTE Family Practice Physician, 0.20 Family Practice Physician who provides prenatal care, and 0.20 Pediatrician. In addition, a registered nurse is on site one day per week to offer walk-in immunizations. We are now near capacity with patients who can be managed by a total of 1 FTE provider. We plan in FY2015-16 to increase access to care in this location with an added part-time or full time nurse practitioner or family practice physician.

MayView provided primary medical care to an additional 898 Sunnyvale residents at its clinics in Mountain View and Palo Alto. MayView patients are typically from low income, uninsured, or immigrant families. Ninety-one percent of these families have incomes below 200% of the federal poverty limit. Patients are all ages, and a majority are Spanish speaking. Thirty-one percent of MayView-CNC patients are under the age of 18.

2. Describe the type of needs(s) that the proposed Program would address, its impact on Sunnyvale, and which need or objective of the City's Consolidated Plan it is primarily intended to meet.

The demand for health care access in this location is high with a location within walking distance to low-income neighborhoods, due to lack of transportation from this neighborhood to other public or community health centers. With its location next to a middle school, and in the Columbia Neighborhood Center serving four schools in the Sunnyvale School District, MayView-CNC focuses on children's needs and the needs of their families for local, easily accessible, and affordable health care. MayView staff provide enrollment for Covered California health plans, and works in collaboration with other social service and health providers to meet the needs of the community.

Services are provided by a Primary Care Provider, who works with a care team to put in place a plan of care for the patient. The care plan guides the work of the care team in helping patients follow treatment instructions and follow through on the care plan. Care coordination available in each of our three clinics every day the clinic is open, and is especially important in working with patients with chronic disease, including patients with diabetes, hypertension, asthma and obesity. Care coordinators can be assigned by the primary care provider to educate patients regarding nutrition, exercise and lifestyle choices to improve health and prevent obesity, reduce smoking or other conditions that have a negative impact on health. This model of care directly addresses the needs of patients to support self-management of their chronic condition, especially when lifestyle changes may be required to improve health status.

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3. Describe the Program's client eligibility requirements. Note if the clients are at-risk and/or an under-served population, and explain why.

MayView accepts patients who are eligible for Medi-Cal and Medi-Cal Managed Care Health Plans. These programs now cover people with incomes up to 138% of the federal poverty level. MayView accepts clients with Covered California health plans, whose beneficiaries may have incomes up to 400% of the federal poverty level. MayView also accepts Medicare and Healthy Families insurance. For patients who do not have insurance, MayView offers a sliding fee scale with discounts up to 80% for patients with family income at or under 100% of the federal poverty level. Patients are requested to provide documentation of family income at registration, and to update family income annually.

A majority of MayView's patients are immigrants. A majority are Spanish speaking, although we are seeing a growth in Asian, Pacific Islander and South Asian clients. For these patients, barriers to access to health care include language, transportation, lack of insurance, and low-income. These patients are at risk of disparities in health primarily due to poverty and lack of insurance.

4. What other private or public organizations are now, or will be, addressing the same needs as the proposed program? List and describe the services provided by each agency to address these needs. Explain how the proposed program augments rather than duplicates the services of others. Describe how your agency collaborates with similar or complimentary service providers.

Primary health care services for low-income and uninsured people are available from Santa Clara County's Fair Oaks clinic in Sunnyvale, and some of the services we provide are available from Planned Parenthood in Sunnyvale. Other community health centers and public health clinics are located in San Jose or South County. MayView Community Health Center works in collaboration with other community health centers in Community Health Partnership of Santa Clara County, and is funded by and works directly with Santa Clara County Ambulatory Health Services to make primary care available and accessible to low-income clients in north Santa Clara County. Our Sunnyvale clinic at the Columbia Neighborhood Center is the first school based clinic in Santa Clara County to offer services to all age groups, a model that is now being adopted at other school-based clinics. This is a successful model because it addresses the health care needs of the family as a whole. Insurance options are simplified when a family can access health care for the whole family in a single location.

5. Describe any direct, quantifiable cost savings your proposed program would generate for the City, such as reducing a need for city services, (police, etc.). Attach any reports or other documentation supporting your estimates of city savings. Do not include cost savings to other public or private entities (county, state, federal agencies, or businesses).

Promoting health in the population we serve promotes good school attendance, reduces sick days from work and school, and enables working poor residents of the community to maintain their health so that they can support their families. Programs provided in our clinics, including immunization services, provide benefits to the entire community for health and wellness, and help protect vulnerable citizens who cannot be immunized. Care management for patients with chronic disease can prevent worsening of their condition, disability, long term assistance, and the economic consequences, both personal and public, when people are no longer able to work or to live independently.

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6. Number of unduplicated clients estimated to be served by the proposed program with the requested City grant funds in next fiscal year (must be consistent with Section 1.C).

Sunnyvale funded Clients: 138 Total Program Clients: 1,558

a. If the agency currently receives Sunnyvale funding, will the amount requested for FY 2015-16 result in an increase in the number of Sunnyvale clients currently being served by the agency (with any funding source)?

Yes No (If Yes, continue, if No, go to "B. Objectives")

b. How many additional Sunnyvale clients are expected to be:

Extremely Low Income 117 Very Low Income 15 Low Income: 6

Please complete the table below, using actual client data from prior years; only for the specific program for which you are requesting City funds:

| Time Frame | Number of Sunnyvale Clients Served with City Funds* | Total Number of Clients Served | Amount of Sunnyvale Funding Received, if Any | Average Annual Program Cost Per Client |
|--------------------------|---|--------------------------------|--|--|
| Average of past 5 years | 51 | 467 | \$15,122.00 | \$163.00 |
| FY 2013-14 | 87 | 1437 | \$15,500.00 | \$178.16 |
| Estimated for FY 2015-16 | 138 | 1558 | \$25,000.00 | \$181.00 |

* If not funded previously by the City, enter the number of Sunnyvale clients served with any source of funds.

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Please provide the number of unduplicated Sunnyvale clients served by income level and special needs, if any:

| | 2013-2014 Actual | 2015-2016 Proposed | | 2013-2014 Actual | 2015-2016 Proposed |
|--------------------------------------|-----------------------------|-------------------------------|-------------------------|-----------------------------|-------------------------------|
| | SUNNYVALE ONLY | | | SUNNYVALE ONLY | |
| Extremely Low Income (0%-30% AMI) | 74 | 117 | Youth (0-18 years) | 87 | 139 |
| Very Low Income (31%-50% AMI) | 10 | 15 | Adults (19-61 years) | 0 | 0 |
| Low Income(51%-80% AMI) | 3 | 6 | Seniors (62+ years) | 0 | 0 |
| Moderate Income (81%-120% AMI) | 0 | 0 | Disabled Individuals | 0 | 0 |
| Above Moderate Income (120%+ AMI) | 0 | 0 | Other Special Needs | 0 | 0 |
| Total | 87 | 138 | Total | 87 | 138 |

B. Objectives

For each program objective, please indicate the proposed type and number of units of service to be provided during the next fiscal year. Units of service are those units that will be used to calculate program performance and justify reimbursement requests. You must include at least one type of unit, and may include up to four types.

| Objective (unit of service) e.g. hours of service, meals provided, evictions prevented, etc. | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter | Annual |
|---|------------------------|------------------------|------------------------|------------------------|---------------|
| Provide up to 151 medical visits to 138 youth | 35 | 35 | 35 | 33 | 138 |
| | | | | | |
| | | | | | |
| | | | | | |

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C. Program Administration and Monitoring

1. Use the table and space below to briefly describe how the program will be managed and administered, including proposed staff time and staff functions.

| Position Title | Program Duties | Total Annual Salary | Total Hours per Week | % Time Allocated to Sunnyvale Grant Activity | Amount of Salary to be funded by grant, if any |
|------------------------------|---------------------------------|---------------------|----------------------|--|--|
| Primary Care Physician | Provide primary care services | 165,000 | 40 | 1.00 FTE | 25,000 |
| Patient Services Coordinator | Coordinate referrals, resources | 39,520 | 40 | 1.00 FTE | |
| Registered Nurse | Provide immunization clinics | 65,000 | 8 | 0.20 FTE | |
| Medical Assistant | Part of care team with provider | 35,500 | 40 | 1.00 FTE | |
| Lab Assistant | Part of care team with provider | 39,500 | 40 | 1.00 FTE | |

MayView's service delivery model is based on Patient Centered Medical Home guidelines, with a focus on care coordination and continuity of care to help clients overcome previous lack of access to needed health care resources and to overcome disparities in care related to poverty, lack of health insurance, and cultural and social barriers to receiving care. This includes eligibility assistance and navigation assistance for poor and immigrant populations to access health care resources for specialty care and hospitalization.

2. How will the effectiveness of your program be measured during each year of the grant?

MayView measures clinical, operational and financial data and reports on its performance in achieving annual quality improvement goals in each of these areas. Reports are provided monthly in each of our clinic locations, so that staff on-site know when they are achieving their goals. Quarterly QI reports are provided to Valley Health Plan and Santa Clara County, and annual UDS reports are provided to HRSA. Clinical performance metrics are part of our reporting requirements for community benefit grants, including those provided to MayView by El Camino Hospital, Stanford University Hospital and Clinics, Lucile Packard Children's Hospital, and Palo Alto Medical Foundation. These data include HbA1c and LDL cholesterol measurements for patients with diabetes, blood pressure measurements for hypertension, wait time to see the provider, access to appointments based on the third-next-available-appointment metric, and financial and productivity measures like number of visits per provider hour, ratio of monthly expenses to cash in bank. This information is shared with the Board of Directors so that they can monitor the health of the organization and its ability to serve its mission.

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3. Describe your policies and procedures for assuring that people with disabilities and/or limited English proficiency have equal access to services and benefits. Attach your agency's Language Access Policy and disability-related policies, if any.

MayView provides access to primary health care for people of all ages, race, ethnicity and regardless of English language proficiency. As part of the registration process, we collect information about primary language. A majority of MayView patients speak Spanish, and most MayView clinic staff are Spanish speaking and serve as interpreters. Providers are fluent in a number of other languages, including Farsi and Hindi. Providers have 24/7 access to AT&T Translation lines if needed. MayView clinics are ADA compliant.

4. Provide a brief general description of your agency and the services it provides. Describe your agency's experience in providing the proposed services. If previously funded by the City, what goals and accomplishments were achieved with City funds?

MayView Community Health Center has been a primary care provider to low income and uninsured patients in northern Santa Clara County with three clinics in the cities of Mountain View, Palo Alto, and Sunnyvale since 1972. MayView clinics provide primary care services to more than 6,900 patients annually. A majority of these patients are immigrants, Spanish speaking, and low income, with 60% qualifying for Medi-Cal or Medi-Cal managed care health plans. Approximately 35% are uninsured, self-pay patients who rely on our sliding fee scale program to make health care services affordable. Services include general medical care, pediatrics, family planning, prenatal care, immunizations, chronic disease care management, and cancer screenings. During the period of time that MayView has provided services in Columbia Neighborhood Center, the number of patients has grown from 588 in 2006 to 1,437 in 2014. The funding provided by the City is a small part of the cost to provide this care, but the contribution of the city is leveraged with other important funders, including Santa Clara County, Lucile Packard Children's Hospital, the Leslie Family Foundation, and the Sobrato Family Foundation.

5. Explain how your agency collects client eligibility and demographic data, consistent with CDBG requirements for public services programs. Attach a copy of your client application or income verification form.

At each patient registration, and annually thereafter, front desk staff collect demographic data, information about insurance and eligibility for state-funded programs like Family Planning Access, Care and Treatment and sliding fee scale eligibility. Front desk staff collect documentation of eligibility for MayView's sliding fee scale discount program. They use information collected on income and family size to determine the patient or family's percent of poverty, and also the HUD income level. This information is documented in the electronic health record for each patient. When charges for the visit are submitted by the provider, the sliding fee discount is automatically applied, and the front desk staff collect payment at the end of the visit based on the discounted fees.

MayView has agreed to provide detailed information about the visit charges for participants, and to account for sliding fee payments made by patients, so that the city funding pays for uncompensated care according to a formula approved by HUD.

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D. Consolidated Plan Goals

Please indicate which Consolidated Plan Goal(s) will be met by the Program and briefly describe how your Program meets the Goal(s).

- Goal #2:** Support activities to end homelessness
- Goal #3:** Support activities that provide basic services
- Goal #4:** Promote fair housing choice
- Goal #5:** Expand economic opportunities for low-income households.

Health care services are basic services that help families and individuals stay in school, employed, and healthy enough to be self-sufficient. In addition to the human needs that are addressed by health care when and where you need it, communities benefit from healthy, contributing citizens.

E. HUD Performance Measures

HUD required that recipients of federal funding assess the outcomes of their programs. Please identify which HUD objective and HUD outcome will be addressed by your proposal.

Objectives

- Objective #1: Creates a suitable living environment.** This objective relates to activities that are designed to benefit communities, families, or individuals by addressing issues in their living environment (such as poor quality infrastructure) to social issues such as crime prevention, literacy or elderly health services.
- Objective #2: Creates economic opportunity.** This objective applies to the types of activities related to economic development, commercial revitalization, or job creation.

Outcomes

- Outcome #1: Improve availability/accessibility.** This category applies to activities that make services, infrastructure, public facilities, housing, or shelters available or accessible to low/moderate income people, including persons with disabilities. In this category, accessibility does not refer only to physical barriers, but also to making the affordable basics of daily living available and accessible to low/moderate income people where they live.
- Outcome #2: Improve affordability.** This category applies to activities that provide affordability in a variety of ways in the lives of low/moderate income people. It can include the creation or maintenance of affordable housing, basic infrastructure hook-ups, or services such as transportation or day care.

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SECTION 3: FINANCIAL AND OTHER ORGANIZATION INFORMATION

A. Agency Information

Non-Profit with 501(c)(3) Status : X

Faith-based organization: _____

Community Based Development Organization (CBDO): _____

Community Housing Development Organization (CHDO): _____

Other Type of Organization: _____

Describe: _____

DUNS Number: 113875520

B. Total Agency Budget

| | Planned 2015-16 | Adopted (Actual if available) 2014-15 | Actual 2013-14 | Actual 2012-13 |
|--|----------------------------|--|---------------------------|---------------------------|
| Administration | \$766,946.00 | \$730,425.00 | \$619,501.00 | \$513,202.00 |
| Fundraising | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| Proposed Program (Total Budget) | \$3,809,105.00 | \$3,665,814.00 | \$3,203,990.00 | \$2,882,814.00 |
| All Other Programs | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| Total Agency Budget | \$4,576,051.00 | \$4,396,239.00 | \$3,823,491.00 | \$3,336,016.00 |

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C. Budget for Fiscal Years 2015-16 & 2016-17

| Proposed Sunnyvale Program Annual Expenses* | City Funds | Matching Funds | Total |
|--|-------------|----------------|----------------|
| Salaries/Benefits/Payroll/Taxes | \$25,000.00 | \$734,704.00 | \$759,704.00 |
| Office Supplies | | \$51,540.00 | |
| Communication | | \$9,689.00 | |
| Publications/Printing/Advertising | | \$0.00 | |
| Travel | | \$0.00 | |
| Rent/Lease/Mortgage | | \$60,000.00 | |
| Utilities | | \$0.00 | |
| Insurance | | \$8,314.00 | |
| Equipment Rental/Maintenance | | \$16,554.00 | |
| Audit/Legal/Professional Services (for CDBG portion only) | | \$0.00 | |
| Direct Services (Funding for specific service, e.g. meal, ride) | | \$0.00 | |
| Contract Services | | \$40,250.00 | |
| Other | | \$29,348.00 | |
| Total Expenses | \$25,000.00 | \$975,369.00 | \$1,000,369.00 |

* Round to the nearest whole dollar and include only expenses associated with proposed program and Sunnyvale clients.

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| Proposed Funding Sources for Sunnyvale Program | Amount |
|---|------------------|
| City of Sunnyvale | 25,000 |
| Other Jurisdictions | 0 |
| Foundation | 156,290 |
| Individual Donations | 9,200 |
| Fee for Service Payments | 361,662 |
| Patient Sliding Fee Scale Fees | 39,100 |
| Managed Care Medi-Cal Contract | 150,000 |
| In-kind Facility | 60,000 |
| Santa Clara County | 199,117 |
| TOTAL | 1,000,369 |

1. Does your Organization have a HUD-approved indirect cost plan? Yes No
2. Does your agency charge any fees for the proposed Sunnyvale services? Yes No
3. Please explain how your organization is leveraging the requested City funds with other funds.

MayView is leveraging its relationship with the City of Sunnyvale to maintain and increase funding from other partners in the community and funding sources. This includes Santa Clara County, which has funded MayView for its services at CNC since asking us to return as the provider at this location. The county also gives MayView grant funding from Measure A, which provides additional resources for all of our clinics. Slightly more than half of our budget is provided by reimbursement for medical services to patients from payers including Medi-Cal, Medicare, Medi-Cal Managed Care Health Plans including Valley Health Plan, Santa Clara Family Health Plan Healthy Kids, Blue Cross of California, and Covered California Insurance plans. MayView receives reimbursement from specific program funding from the State of California for Child Health Development Program (also known as Gateway), Comprehensive Perinatal Services Program, Family Planning Access, Care and Treatment, and Every Woman County - Cancer Detection Program. MayView receives community benefit funding grants from El Camino Hospital, Stanford University Hospital and Clinics, Palo Alto Medical Foundation, and Lucile Parckard Children's Hospital at Stanford.