

Request for Qualifications  
Elementary Social, Emotional, Behavioral and Family Support

COVER SHEET

Organization Information:

Organization name: Neighborcare Health \_\_\_\_\_

Organization address: 905 Spruce St. Suite 300 Seattle, WA 98104 \_\_\_\_\_

Describe your legal status and, if applicable, state of incorporation (for example, Washington State non-profit corporation, Washington State partnership, sole proprietorship:

Washington State non-profit corporation and federally qualified health center \_\_\_\_\_

Application Components and Checklist (submit in this order)

- Cover Sheet
- Key People
- Previous Experience
- Tracking to Success
- Women and Minority Inclusion; Non-discrimination

Contact Information:

Contact person: Colin Walker \_\_\_\_\_  
(please print clearly)

Title: School Based Health Center Program Manager \_\_\_\_\_

Mailing address: 6020 35<sup>th</sup> Ave. SW, Seattle, WA 98126 \_\_\_\_\_

Day/Work phone: 459-8784 (cell) 548-7469 (office) Email address: ColinW@neighborcare.org

Signature:  \_\_\_\_\_

Date: 2/13/2012 \_\_\_\_\_

## Key People

The key Neighborcare Health (Neighborcare) staff member responsible for delivering the proposed elementary social, emotional, behavioral, and family support program will be a licensed mental health therapist. All Neighborcare school-based mental health staff are Masters-level therapists licensed in the State of Washington. Neighborcare's school-based health management team includes: Janet Cady, School-based Assistant Medical Director; Lisa Thocher, Mental Health Clinical Supervisor; Barbara Obena, Lead Clinic Coordinator; and Colin Walker, School-based Program Manager. Neighborcare opened its first School-based Health Center (SBHC) in 1992 at Chief Sealth High School and currently receives Families and Education Levy funding to sponsor six Seattle SBHCs. The school-based program continually reports on and meets all targets associated with SBHC Levy funding; including state standardized test improvement, graduation rates, academically at-risk student identification, and SBHC user volumes. The school-based health management team has extensive experience in school-based health services and managing Levy investments; the team works collaboratively with Public Health – Seattle and King County and the City of Seattle's Office for Education regarding current SBHC Levy funding, goals, and outcomes.

The SBHC Program Manager, Colin Walker, holds a Master's degree in Health Administration. Mr. Walker has worked with Neighborcare's school-based programs since 2008. Mr. Walker is responsible for managing nine Neighborcare school-based sites in Seattle, six of which are SBHCs. Mr. Walker is also the Board President for the Washington Alliance for School Health Care. The School-based Assistant Medical Director, Janet Cady, Pediatric Nurse Practitioner (PNP), has worked in school-based health services for over 20 years. Ms. Cady manages the clinical components and supervises the medical staff at Neighborcare's six SBHCs in Seattle.

The Mental Health Clinical Supervisor, Lisa Thocher, is a licensed Mental Health Counselor (LMHC) and Licensed Marriage and Family Therapist (LMFT). She has been providing direct counseling for 18 years and has supervised therapists working with youth for 12 years. Ms. Thocher provides clinical and administrative supervision for the mental health programs and staff at Neighborcare's six SBHCs as well as mental health/chemical dependency prevention programs at two additional Seattle schools. Ms. Thocher will lead the proposed elementary social, emotional, behavioral, and family support program. Ms. Thocher has 10 years of school-based program management and supervision experience. She leads the Youth Mental Health Counseling services agreement with the City of Seattle, which supports one full-time Mental Health Therapist at Chief Sealth High School. Ms. Thocher also manages the Mental Illness and Drug Dependency (MIDD) service contract through King County. The MIDD contract supports one mental health/chemical dependency therapist at Hamilton International Middle School and one bilingual mental health/chemical dependency therapist at Seattle World School. Ms. Thocher currently manages targets and reports on data for the Levy investments, Youth Mental Health Counseling, and MIDD. These programs require reports on a variety of measures, including student's progress, services delivered, and demographics.

**Previous Experience**

Neighborcare is the largest SBHC sponsor in Washington State, operating six SBHCs in middle and high schools. In addition to the six comprehensive care SBHCs, Neighborcare provides mental health and chemical dependency prevention services at Hamilton International Middle School and Seattle World School, and primary medical care services at B.F. Day Elementary School. Neighborcare’s strategic plan prioritizes a focus on expanding its provision of school-based healthcare to Seattle’s students, reflecting a significant organizational commitment to the proposed elementary school social, emotional, behavioral, and family support program. Neighborcare’s SBHC services include, but are not limited to: acute illness/injury care, sports physicals, immunizations, chronic illness care, health education, family planning services, STD screening and treatment, and mental health services. Mental health counseling includes individual, family, and group modalities, based on student and school needs. Neighborcare provides culturally sensitive, non-judgmental, youth friendly care that includes positive social development support.

In additional to school-based services, Neighborcare operates seven primary medical care clinics and five dental clinics throughout Seattle. Neighborcare served over 48,000 patients in 2010. Neighborcare’s medical and dental clinics coordinate with the SBHCs to ensure that students have access to the larger network of care when needed, including during summer and extended school breaks. Neighborcare’s Electronic Health Record ensures that a student’s clinical history is available at any Neighborcare clinic site. The referral network and close proximity of the medical and dental clinics allows Neighborcare to serve as the health care home for its student patients.

In 2011, Neighborcare’s school-based program served 2,308 patients through 12,834 visits (51% were mental health visits). Among the students served in 2011, 65% were non-white, 17% were uninsured, 6% were homeless, and 11% were English language learners. There were 29 different languages reported by school-based patients in 2011. Of those patients with family income level information on file, 68% were living below the federal poverty level (FPL) and 19% were living at or below 200% FPL. According to the Levy data for the 2010-2011 school year, 58% of the students seen in Neighborcare’s SBHCs were enrolled in the free or reduced price lunch (FRL) program.

Table 1 presents the general student population at Neighborcare’s school-based program sites. Neighborcare sees a higher proportion of low-income and ethnically diverse students at these schools. Many of Neighborcare’s school-based programs’ students have limited access to care outside of school due to socio-economic, language, acculturation, family, or other social and environmental factors.

<b>Schools</b>	<b>Services &amp; Programs</b>	<b>Total Students</b>	<b>White Students</b>	<b>Non-white Students</b>	<b>FRL</b>	<b>Transitional Bilingual</b>
Chief Sealth High	SBHC & YMH	1,060	31.7%	68.3%	54.5%	13.5%
West Seattle High	SBHC	946	37.5%	62.5%	47.7%	9.0%
Roosevelt High	SBHC	1,656	62.8%	37.2%	19.7%	7.2%

## Neighborcare Health

Madison Middle	SBHC	843	45.4%	54.6%	44.7%	7.0%
Mercer Middle	SBHC	830	4.8%	95.2%	77.3%	20.7%
Denny Middle	SBHC	782	26.9%	73.1%	67.3%	14.5%
Hamilton Middle	MIDD	850	53.6%	46.4%	27.5%	3.9%
Seattle World	MIDD	261	1.9%	98.1%	95.8%	99.6%
B.F. Day Elementary	Elementary Health	322	51.5%	48.5%	44.1%	19.6%
<b>Total / Average</b>		<b>10</b>	<b>7,550</b>	<b>40.1%</b>	<b>59.9%</b>	<b>46.7%</b>
					<b>46.7%</b>	<b>13.9%</b>

Source: OSPI Data 2010-2011

Neighborcare currently provides medical, dental, and behavioral health services to elementary school-age children through its community health centers. Neighborcare has developed collaborations with elementary schools through dental screening programs and community outreach. While Neighborcare's primary experience with school-based health is in middle and high school settings, Lisa Thocher and a number of Neighborcare's mental health therapists have extensive experience working with elementary school-age children. In addition, Neighborcare has been working with elementary school children at B.F. Day Elementary School since 1994. The B.F. Day program was managed by Neighborcare's Health Care for the Homeless program (in partnership with Public Health - Seattle and King County) from 1994 to 2010. In 2010, B.F. Day transitioned to the school-based program at Neighborcare to better explore additional service needs and elementary school models of care. Today, Janet Cady, PNP, manages the care of a number of students at B.F. Day.

Neighborcare is one of the six sponsor organizations providing services to schools through the 2004 Families and Education Levy to support school health services. Neighborcare is committed to attaining results in academic achievement standards and reducing the achievement gap, and reducing health disparities through student health services. Neighborcare will continue to work towards the goals of the 2011 Families and Education Levy: children will be ready for school; students will achieve academically and the achievement gap will be reduced; and students will graduate from school college/career ready. Neighborcare's SBHCs have established targets related to the goals of the Levy. For the 2011-2012 school year these include: 1,862 students will receive primary care services and be screened for academic risk; 298 targeted at-risk students will be provided with more intensive interventions to support school success. As of December 2011, Neighborcare was on track to reach its targets for the school year. In school year 2010-2011, out of the students using any SBHC or school nurse service in Seattle Public Schools, 1,230 12<sup>th</sup> graders graduated (825 target) and 628 met MSP/HSPE standards that had not previously (175 target). In school year 2012-2013, Levy sponsor organizations will have attendance related targets as well. Neighborcare has been preparing to track and manage attendance indicators.

Neighborcare has strong collaborative partnerships with Seattle Public Schools and the nine schools in which it operates. Neighborcare is experienced in designing service agreements with Seattle Public Schools that meet legal requirements, establish policies, and clearly delineate responsibilities. Protocols are established to meet targets and evaluate program effectiveness in meeting the school's needs. Neighborcare has substantial experience integrating into the school environment, building supportive and

collaborative relationships with administration, staff, and school intervention teams. Neighborcare's school-based health management team meets with school admin and staff regularly to identify program successes, challenges, and areas for improvement.

Neighborcare partners with a large number of community-based mental health organizations for mental health needs beyond its scope of service. Neighborcare's partners most commonly referred to include: Youth & Family Services programs, Sound Mental Health, Asian Counseling and Referral Services (ACRS), and Navos. Other community-based organizations, including those with culturally-specific expertise are also commonly utilized. Neighborcare also partners with the University of Washington and Seattle Children's Hospital to provide psychiatric consults to Neighborcare's mental health therapists. The following list of funders, school staff, and community-based mental health organizations are key partners in Neighborcare's school-based health program and share in its success in achieving program-related outcomes.

Public Health - Seattle & King County – Community Health Services Division

TJ Cosgrove, tj.cosgrove@kingcounty.gov, 206-263-8352

City of Seattle Human Services Department – Youth Mental Health Counseling Program

Dwight Mizoguchi, Dwight.Mizoguchi@seattle.gov, 206-386-1044

King County Community and Human Services / Mental Health, Chemical Abuse and Dependency Services Division – Mental Illness and Drug Dependency (MIDD) Program

Cheryl Goluch, cheryl.goluch@kingcounty.gov, 206-263.9111

Raikes Foundation – Mercer Middle School private funder

Erin Kahn, erin@raikesfoundation.org, 206-484-8855

Seattle Public Schools – nine total school-based health sites:

- B.F. Day Elementary School: Susan McCloskey, Principal, smccloskey@seattleschools.org, 206-252-6010
- Mercer Middle School: Susan Toth, Principal, setoth@seattleschools.org, 206-252-8005
- Roosevelt High School: Brian Vance, Principal, brvance@seattleschools.org, 206-252-4815

Neighborcare sees the following challenges and barriers among its diverse school-based health programs' population: socio-economic, cultural, and language.

Neighborcare carried out the following activities in the school-based health program during the school years 2009-2011 to address barriers and better serve target students:

Socio-economic:

- Neighborcare hired an Eligibility Specialist to work specifically with school sites to enroll students/families in insurance programs and connect them to resources.
- Neighborcare provided free dental screenings in elementary and middle schools and established continuing care plans for students in need.
- Neighborcare ran support groups for students and families with economic hardships and/or recent traumatic events or circumstances.

Cultural:

- Neighborcare started student advisory groups at SBHC sites in order to obtain feedback on cultural competency (materials, staff understanding, etc).
- Neighborcare staff attended cultural competency training.

- Neighborcare tracked providers' feedback at Seattle World School in order to inform registration procedures, outreach, and care delivery strategies.

Language:

- Neighborcare contracted with a phone interpretation service, actively used in-person interpretation services, and hired bilingual/bicultural mental health staff.
- Neighborcare translated all of its registration materials into the major languages spoken in Seattle Public Schools – Spanish, Somali, Vietnamese and Chinese.

### **Tracking to Success**

Neighborcare has been tracking results in the school programs since the start of the Levy funding. Neighborcare has been tracking the most recent Levy indicators since 2004. Neighborcare uses the data it collects to monitor and report on student-level outcomes in order to improve SBHC and other school-based programming provided and to support student-level improvements. For Levy purposes, in school years 2009-2010 and 2010-2011 Neighborcare collected data on the number of students served and the number of students identified as at-risk academically. In collaboration with Public Health – Seattle and King County and the City of Seattle's Office for Education, SBHCs in Seattle reported on the number of users graduating 12<sup>th</sup> grade and the number meeting state standards on the MSP/HSPE. Neighborcare's mental health therapists monitor their clients' academic progress as it relates to their care. Neighborcare also tracks results from behavioral health monitoring and assessment tools. These results can be reported in combination with student-level outcome data. Starting next school year, Neighborcare will be using the multi-level, multi-service monitoring and assessment tool Mental Health Integrated Tracking system (MHITS). This tool will be used at all Neighborcare SBHC sites and the goal is to integrate MHITS into Neighborcare's electronic health records.

Neighborcare has been operating an electronic health records system for five years and has robust reporting and data collection capabilities. This system has multiple layers of information security to ensure compliance with patient privacy and HIPAA standards. The electronic health records system can report on users of medical or mental health services, their demographic information and associated health outcomes. Health indicators in combination with the student-level academic performance level indicators obtained from the Office for Education, The Source, and school staff can provide useful information to health care professionals, teachers, and other school administrators to support students in improving their attendance, language proficiency, and MAP growth.

### **Women and Minority Inclusion/Non-discrimination**

If Neighborcare is selected by a Seattle Public School, it does not anticipate subcontracting. Neighborcare anticipates hiring an additional employee to fulfill the services outlined in this proposal and will follow its non-discrimination hiring policy. Neighborcare is a FQHC and a private, non-profit organization registered with the Secretary of State as a non-profit within the Washington State. Neighborcare complies with all applicable requirements under local, state, and federal law.

**Demographics for:**

**BF Day THC, Denny THC, Hamilton THC, Madison THC, Mercer THC, Roosevelt THC, SBOC THC, Sealth THC, West Seattle THC**

**For Visits between: 1/1/2011 and 12/31/2011**

**Patients**

**Visits**

**Patients: 2308**

**Visits: 12834**

<u>FPL</u>	<u>Count</u>	<u>Percent</u>
<=100% FPL	457	19.80%
101%-150% FPL	74	3.21%
151%-200% FPL	57	2.47%
201%+ FPL	88	3.81%
Unknown	1632	70.71%
<b>Total</b>	<b>2308</b>	<b>100.00%</b>

<u>Insurance Status</u>	<u>Count</u>	<u>Percent</u>
Insured	1914	82.93%
Uninsured	394	17.07%
<b>Total</b>	<b>2308</b>	<b>100.00%</b>

<u>Homeless Status</u>	<u>Count</u>	<u>Percent</u>
Homeless	146	6.33%
Not Homeless	2162	93.67%
<b>Total</b>	<b>2308</b>	<b>100.00%</b>

<u>Ethnicity</u>	<u>Count</u>	<u>Percent</u>
American Indian/Alaska Native	38	1.65%
Asian	308	13.34%
Black/African American	413	17.89%
Hispanic Or Latino	505	21.88%
More Than One Race	169	7.32%
Native Hawaiian	5	0.22%
Other Pacific Islander	68	2.95%
Unreported/Refused To Report	98	4.25%
White	704	30.50%
<b>Total</b>	<b>2308</b>	<b>100.00%</b>

<u>Visit Type</u>	<u>Count</u>	<u>Percent</u>
Huddle	1	0.01%
Medical/Primary Care	6225	48.50%
Mental Health	6608	51.49%
<b>Total</b>	<b>12834</b>	<b>100.00%</b>

<u>Ages</u>	<u>Count</u>	<u>Percent</u>
06	1	0.04%
07	1	0.04%
08	1	0.04%
11	59	2.56%
12	157	6.80%
13	241	10.44%
14	323	13.99%
15	334	14.47%
16	360	15.60%
17	326	14.12%
18	323	13.99%
19	139	6.02%
20	24	1.04%
21	15	0.65%
22	4	0.17%
<b>Total</b>	<b>2308</b>	<b>100.00%</b>

<u>Ages</u>	<u>Count</u>	<u>Percent</u>
06	2	0.02%
07	1	0.01%
08	1	0.01%
11	150	1.17%
12	572	4.46%
13	1452	11.31%
14	1773	13.81%
15	2151	16.76%
16	1945	15.16%
17	2193	17.09%
18	1789	13.94%
19	658	5.13%
20	94	0.73%
21	44	0.34%
22	9	0.07%
<b>Total</b>	<b>12834</b>	<b>100.00%</b>

<u>Sex</u>	<u>Count</u>	<u>Percent</u>
F	1396	60.49%
M	912	39.51%
<b>Total</b>	<b>2308</b>	<b>100.00%</b>

**Patients Best Served in a Language Other Than**

<u>English</u>	<u>Count</u>	<u>Percent</u>
No	2054	88.99%
Yes	254	11.01%
<b>Total</b>	<b>2308</b>	<b>100.00%</b>

**Demographics for:**

**BF Day THC, Denny THC, Hamilton THC, Madison THC, Mercer THC, Roosevelt THC, SBOC THC, Sealth THC,  
West Seattle THC**

**For Visits between: 1/1/2011 and 12/31/2011**

**Patients****Visits**

<u>Language</u>	<u>Count</u>	<u>Percent</u>
Amharic	10	0.43%
Arabic	4	0.17%
Bengali	1	0.04%
Cambodian/Khmer	18	0.78%
Cantonese	25	1.08%
Chinese	5	0.22%
Czech	1	0.04%
English	1862	80.68%
Ethiopian	4	0.17%
Farsi	1	0.04%
French	2	0.09%
German	1	0.04%
Ilokano	3	0.13%
Japanese	2	0.09%
Korean	5	0.22%
Laotian	2	0.09%
Mandarin	11	0.48%
Mien	1	0.04%
Nepali	2	0.09%
Oromo	4	0.17%
Other	22	0.95%
Portuguese	1	0.04%
Romanian	1	0.04%
Samoan	7	0.30%
Somali	70	3.03%
Spanish	150	6.50%
Tagalog	11	0.48%
Tigrinia	12	0.52%
Urdu	2	0.09%
Vietnamese	65	2.82%
<b>Total</b>	<b>2308</b>	<b>100.00%</b>

**SBHCs, SY 2009-2010**

Test date April 2010	V62.3 SBHC Users; N=902				Other SBHC Users; N=4630				SPS District			
	HSPE/ HSPB	MSP/MSPB			HSPE/ HSPB	MSP/MSPB			HSPE	MSP		
		6th Grade	7th Grade	8th Grade		6th Grade	7th Grade	8th Grade		6th Grade	7th Grade	8th Grade
% Met math standard	16.5%	24.1%	19.1%	22.6%	30.5%	49.8%	55.6%	52.7%	45.3%	61.4%	64.3%	60.4%
% Met reading standard	67.7%	36.2%	30.9%	46.4%	73.9%	57.1%	62.2%	67.2%	75.4%	68.7%	67.5%	73.4%
% Met writing standard	83.1%		44.9%		83.6%		69.2%		84.2%		71.1%	
% Met science standard	14.4%			25.3%	24.5%			47.7%	46.8%			60.4%
% LEP		11.8%				14.7%				12.4%		
% Non white		75.6%				67.9%				56.1%		
% F/R lunch		67.5%				54.6%				39.9%		
% In special ed		21.5%				11.6%				14.4%		

**SBHCs, SY 2010-2011**

Test date April 2010	V62.3 SBHC Users; N=971				Other SBHC Users; N=4454				SPS District			
	HSPE/ HSPB	MSP/MSPB			HSPE/ HSPB	MSP/MSPB			HSPE	MSP		
		6th Grade	7th Grade	8th Grade		6th Grade	7th Grade	8th Grade		6th Grade	7th Grade	8th Grade
% Met math standard	25.1%	28.8%	24.7%	33.1%	36.1%	50.8%	58.4%	54.2%	45.3%	61.4%	64.3%	60.4%
% Met reading standard	69.5%	48.8%	40.7%	55.6%	75.3%	58.3%	66.6%	71.2%	75.4%	68.7%	67.5%	73.4%
% Met writing standard	84.2%		54.2%		86.1%		74.1%		84.2%		71.1%	
% Met science standard	22.6%			35.6%	32.5%			54.4%	46.8%			60.4%
% LEP		11.6%				15.4%				12.5%		
% Non white		74.2%				69.5%				56.2%		
% F/R lunch		68.0%				57.6%				40.3%		
% In special ed		22.8%				12.0%				14.5%		

**State test performance and demographics by V62.3 status**

**SBHCs, SY 2009-2010**

Test date April 2010; includes MSP, HSPE, MSB, HSPB		Other SBHC Users N = 4,630	V62.3 SBHC Users N = 902
	Test N		
% Met math standard	2,607	39.3%	19.0%
% Met reading standard	2,641	69.6%	54.4%
% Met writing standard	1,898	81.3%	74.8%
% Met science standard	2,007	29.4%	17.1%
<b>Demographics N = 5,377</b>			
% LEP		14.7%	11.8%
% Non white		67.9%	75.6%
% F/R lunch		54.6%	67.5%
% In special ed		11.6%	21.5%

**SBHCs, SY 2010-2011**

Test date April 2010; includes MSP, HSPE, MSB, HSPB		Other SBHC Users N = 4,454	V62.3 SBHC Users N = 971
	Test N		
% Met math standard	2,081	45.1%	27.2%
% Met reading standard	3,086	70.4%	56.6%
% Met writing standard	1,731	83.7%	76.0%
% Met science standard	2,377	38.3%	25.6%
<b>Demographics N = 5,328</b>			
% LEP		15.4%	11.6%
% Non white		69.5%	74.2%
% F/R lunch		57.6%	68.0%
% In special ed		12.0%	22.8%

**NOTE:** Test N = the number of students with non-missing data for whether or not they met the test standard for a given subject.

**NOTE:** Since both tables present results from the same test date (April 2010), the difference in test performance is likely due to the fact that the students are largely 2 separate groups by year. The majority of all SBHC users visited the SBHC in only one school year or the other; the overlap is greater for other users than for V62.3 users. Interestingly, student demographics did not change much. Please see the year-of-use table below.

**Year-of-use for all users and V62.3 users, SY 09-10 and SY 10-11**

	Other Users		V62.3 Users	
	N	%	N	%
Only SY 09-10	2,944	39.8%	683	41.3%
Only SY 10-11	2,768	37.4%	752	45.5%
Both SY 09-10 and SY 10-11	1,686	22.8%	219	13.2%
Total	7,398	100%	1,654	100%