

# LOI Form

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## *Organization Information*

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**A Word version you can use to draft your request is available for download.**

**The rubric that will be used to score your LOI is available for download.**

### **Project Name\***

Please give your proposal a short, descriptive title. This is how your request will appear throughout the PCF grant portal.

Elder Care for Clearwater's Vulnerable Seniors

### **Amount Requested\***

**The minimum grant request for this process is \$50,000.**

**The maximum grant request for this process is \$325,000.**

If you request the full \$325,000, your organization should be able to demonstrate a *significant* impact to be made from these funds.

Please be sure that your grant request is proportional to your annual operating budget. If you have any questions about how much funding to request, please contact Jocelyn Howard at [jhoward@pinellascf.org](mailto:jhoward@pinellascf.org).

\$325,000.00

### **Annual Operating Budget\***

Please provide the amount of your annual operating budget, (expenditures only) for your entire organization.

\$10,807,023.00

### **Grant Start Date\***

PCF expects to issue a contract to approved organizations in September 2023. If awarded with a contract issuance date of September 1, 2023, when would your organization begin to spend funds?

09/01/2023

### **Grant End Date\***

PCF expects the grant period to be between 12 and 24 months for this process. Given this range, when would your organization expect to finish expending funds if awarded?

08/31/2024

## Mission Statement\*

Please write your organization's mission statement below. This should be no longer than one or two sentences. To improve health, wellness, and independent living for individuals and families.

If a senior is hungry, we serve them at our Senior Cafes. If they have mobility issues, we pick them up and bring them to the Café. If they are too frail we will provide home-delivered meals. If they cannot function safely at home during the day, we welcome them to our Adult Day Centers.

## Is your organization headquartered in Clearwater?

*Why PCF asks this: Given that the City of Clearwater is the funding source for this grant program, PCF may prioritize organizations headquartered in Clearwater or those that have a strong presence in the City.*

Yes

## Programming Background\*

Please describe the program that this grant would support.

### Example

Peer Counseling Services Inc. offers after-school support groups for middle schoolers and high schoolers. Below, Peer Counseling Services Inc. would describe what its programming is, how its programming works, and who is served.

*Why PCF asks this: PCF wants to learn about what your organization does and how it carries out its mission.*

A non-profit 501C (3) licensed as a corporation in Florida, Neighborly Care Network is dedicated to improving the lives of people age 60 and over who live in Pinellas County. A champion for seniors, we provide Meals on Wheels, Adult Day Programs, Senior Dining, and Transportation. Since 1966 Neighborly has served the elderly with ever-expanding programs to improve health, wellness, and independent living for seniors.

In 1968 Neighborly opened the nation's first Adult Day Care Center and started our Meals on Wheels program. Five years later, we started a Senior Dining program where individuals not only receive nutritious meals, but they socialize with their peers, as well. Today, Neighborly has eight Senior Dining Cafes.

In 1977, Neighborly implemented a Transportation Program whereby specially-equipped vehicles take clients to medical appointments, our Adult Day Care Centers, Senior Dining Cafes, grocery stores, etc. Our screened drivers provide transportation to need-appropriate Pinellas County residents sixty years of age and older. We are proud of our professional and patient drivers who treat our clients with kindness.

At our Adult Day Care, staff members combine their expertise in geriatrics with caring and compassion to assist clients throughout the day. The team monitors the health status of the participants; designs daily activities to enhance cognitive and physical functioning; offers opportunities for socialization; and implements daily activities providing personal care to the participants.

We do this with over 900 trained volunteers from all over the county.

Our goal is to meet the needs of the growing population of seniors in Pinellas County, allowing them to age safely in place and avoid premature institutionalization.

## History in Clearwater\*

Please describe how long you've been providing services in the City of Clearwater, and the nature of such services.

*Why PCF asks this: Given that the City of Clearwater is the funding source for this grant program, PCF may prioritize organizations headquartered in Clearwater or those that have a strong presence in the City.*

Neighborly Care Network and the City of Clearwater have worked together to serve seniors for more than 4 decades! In recent years our Senior Café has been serving lunch at the North Greenwood Recreation Center. This is also where 118 CLEARWATER RESIDENTS volunteer to pick up Meals on Wheels and deliver them to over 200 homebound clients.

Fourteen Clearwater residents are enrolled in our Adult Day Care program.

Our Transportation connects 1,112 Clearwater folks to medical appointments, pharmacies, group grocery shopping, and Neighborly programs.

We are proud to say Neighborly Transportation received the 2022 Outstanding Community Participation Award by the Clearwater Housing Authority.

## Outcomes\*

Define one to two outcomes already being measured by your organization in relation to the programming this grant would support. This is not the outcome of this specific funding, but of the programming itself. **Outcomes are not the number of people you will serve, but how they or their situation will change.**

"Outcomes - are specific, measurable statements that let you know when you have reached your goals. Outcome statements describe specific changes in your knowledge, attitudes, skills, and behaviors you expect to occur as a result of your actions. Good outcome statements are specific, measurable, and realistic."

(W.K. Kellogg Foundation Logic Model Development Guide)

### Example

80% of youth involved in peer counseling will show increased emotional intelligence after six months of participation.

*Why PCF asks this: PCF considers measurable outcomes to be a cornerstone of effective social service programming. Tracking outcomes allows both an organization and its supporters to know how effective its programming is and helps an organization improve its programming over time.*

The USDA two-question food insecurity and malnutrition screening tools (MST) are evidence-based and validated for use for 100% of clients in the community setting.

Our client database is HIPAA-compliant and we require 100% of employees to be certified on HIPAA policy and Fraud, Waste, and Abuse with updating training as required

Nutrition, Transportation, and Adult Day Care clients will continue to report satisfaction rates of 90% or above using surveys measuring the impact of Neighborly's programs on their wellness and independence.

## Measurements\*

Explain what measurement tools you will use to evaluate the stated outcome(s) above. That is, how will your organization know it is achieving or not achieving the outcome(s) stated above? Stronger requests will use a validated tool or method of data collection.

### Example

Peer Counseling Services administers the Schutte Self Report Emotional Intelligence Test before counseling begins, and in six-month intervals thereafter.

*Why PCF asks this: PCF would like to know how the outcome(s) you've specified are measured, and if you used a validated tool that has been proven in usage outside your organization. If you've developed your own tool, please describe how it was made.*

Nutrition:

We measure the following data points: food insecurity score, malnutrition score, weight, height, nutrition therapy sessions with a registered dietitian, servings of fruits and vegetables, unduplicated client count, unduplicated clients who saw a dietitian, blood pressure, cholesterol, A1C, client satisfaction, and bags of groceries.

The USDA two-question food insecurity and malnutrition screening tools (MST) are evidence-based and validated for use in the community setting.

Our client database is HIPAA-compliant and we require employees to be certified on HIPAA policy and Fraud, Waste, and Abuse.

Neighborly's Transportation Program receives solicited and unsolicited feedback from our clients on a daily basis. Whether they are upset that a contracted taxi is late or they are crying with gratitude for what we do for them or a loved one, Neighborly clients know that we appreciate their opinions. We also conduct annual surveys.

Adult Day Care utilizes staff observations, licensing inspections, Quarterly Care Plans, and annual surveys to measure clients' care and change of condition.

## Grant Impact\*

How would this grant help your organization and its clients achieve the outcomes stated above? That is, what would you be able to do with this funding that you otherwise could not?

*Why PCF asks this: The intention of this grant is to fund organizations providing support for individuals and families in Clearwater with emergency housing and social services needs. How that support happens, and how this grant could help, differs from organization to organization. PCF would like to know specifically how this grant would help your organization and the clients you serve.*

Neighborly will use Clearwater ARPA funds:

As matching funds for federal money for Neighborly services in Clearwater, where we provided 130,604 units of service to 1,158 clients. (Units of service include 109,435 meals in 2022).

Support Neighborly's recovery of the lost revenue due to the pandemic, during which all clients, including those in Clearwater, continued to receive meals which required Neighborly to take out loans. (Please see Budget Narrative below).

Purchase another vehicle to support Nutrition and Transportation programs. With the unexpected loss of revenue due to COVID, our fleet of Meals Wheels took a hit. Replacing older vehicles has been slow.

## Preliminary Budget Narrative\*

Please write a brief breakdown of line items showing how your requested funds would be used. You may add context to the expenses if needed (for example, if salaries are requested, state how that position supports the programming described in your proposal). A more detailed, formal budget will be required if your request is moved forward in the funding process.

Small equipment purchases are permitted under this grant provided they are directly tied to service delivery. You may include those purchases in this narrative.

If your organization will be requesting indirect costs, please include this in your narrative. Note that the indirect cost rate for this grant is capped at 5% of the grant.

*Why PCF asks this: PCF would like to gain a general understanding of the proposed programming costs for this grant.*

Inflationary pressures have been dramatic. Our pay scales are fairly typical for a nonprofit but we could not compete with even fast food chains. Our staff turnover increased. Fuel costs threaten the continuation of 8,000 trips to Neighborly programs, medical appointments, and grocery shopping every month. Serving 695,428 meals in 2021 cost a great deal more in 2022 and 2023 is no better.

Over 1,100 people are on our Meals on Wheels Waiting List, including 231 Clearwater residents.

We estimate the total loss of revenue since COVID to be \$800,000. Pandemic-related funding for Neighborly programs was only to provide more of the same services at pre-pandemic-related costs of unit reimbursement. None of this "revenue" addressed the increased costs of providing services, the loss of revenues, the re-purposing of staff, maintaining costs for utilities at unused locations and Meals on Wheels distribution sites, and capital improvements.

As for Neighborly's reserves, we took out an SBA loan of \$150,000, a \$500,000 line of credit, and over \$1 million from our reserves to ensure our isolated and vulnerable seniors were served during the pandemic. Necessary projects such as 30+-year-old roofs needing replacement, outdated financial software needing updating/replacing, and vehicle replacement have all been put on indefinite hold. Delaying this work has only increased our risks and the related costs.

The Dollar Value of Services provided to Clearwater seniors in 2022 is \$1,388,444.39. The Older Americans Act funding requires a 10% match, \$138,844.

18% of Neighborly's services are provided to residents in Clearwater. Neighborly Care Network experienced \$800,000 in lost revenue due to COVID, so we are asking for help in replacing that loss. 18% of \$800,000 = \$144,000.

We need another vehicle to support our Nutrition and Transportation programs, \$25,906.

Indirect costs (5%) = \$16,250

Our total request to the City of Clearwater is \$325,000 in rescue funding.

## Reduction in Funding\*

Due to limited funding, your request amount may not be fully awarded if it is moved forward in the grant process. How would reduced/partial funding impact your proposed program?

*Why PCF asks this: The review committee that ultimately recommends proposals for funding may consider partial funding. PCF would like to know upfront what impact this would have on your proposal.*

The Older Americans Act (OOA) funding that Neighborly relies upon has remained flat for over 10 years. Needless to say, the costs of food, fuel, and insurance have not. We depend on grants to make the difference. If it is not possible to receive the requested amount, we will fund whatever level of services to our Clearwater residents as we can. We are grateful for the word Rescue in American Rescue Plan Act. Our agency and our clients lost so much during COVID and the inflation that followed. Thank you for your consideration.

## File Attachment Summary

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### *Applicant File Uploads*

*No files were uploaded*