



1. Describe your grant request clearly stating the critical health need your request will meet in our community. What is your project's primary goal and your expectation of project impact? How many are directly or indirectly served by this request if awarded? What geographic area does your project serve?

#### **Critical Health Need Our Request Will Meet in Our Community**

Isabel's House was gracious enough to receive a grant from OHAF last year that helped to sustain our Family Advocate positions – again, we say thank you.

The critical health need that we will meet in our community reflects the most recent community report card. The 2009 Community Report Card states, "Since 2004, Community Focus has identified higher child abuse and neglect rates in Greene County than state averages. In response, multiple educational programs and initiatives have been developed to address this concern in Springfield-Greene County including Isabel's House Crisis Nursery, Operation US, Child Witness Protection Act, Ambassadors for Children, and the Strengthening Families Initiative. Although substantiated child deaths due to child abuse/neglect rates have decreased slightly, hotline calls/reports remain high. Therefore, child abuse and neglect continues to be an issue and necessitates our community's attention.

Isabel's House has been immensely successful in helping to strengthen families, reduce child abuse and neglect through prevention and therefore, increase the chance of breaking the cycle of abuse in the life of each child served, which improves the mental and physical health of the children served and their caregivers. With an additional grant from the Ozarks Health Advocacy Foundation, you will allow us to continue to provide a safe haven for children in crisis.

The data below reflects the reasons Isabel's House was used to address a variety of crisis:

<b>CATEGORIES</b>		<b>FY 2007-2008</b>	<b>FY 2008-2009</b>	<b>FY 2009-2010</b>
<b>Overnight Stays</b>		N/A	395	474
<b>Admissions</b>	Children	196	357	353
	Children (unduplicated)	150	303	305
	Families (unduplicated)	70	148	155

	Inquiries	289	631	405
	No Shows	12	4	28
	Turn Away - Ineligible	45	95	48
	Turn Away - Capacity	10	6	3
<b>Primary Reason for Services</b>	Homeless or Unsafe Housing	38%	41%	36%
	Hospitalization/Mental Health	27%	24%	14%
	Overwhelming Parent Stress	16%	21%	37%
	Domestic Violence	6%	5%	3%
	Remainder: Incarceration, Rehab	4%	9%	1%
	Abuse (Physical, Sexual or Verbal)	0%	0%	2%
	Death in Family	8%	0%	1%
	Drug Related Issues	1%	0%	5%
<b>Referral Sources</b>	Other Agencies or Organizations	43%	45%	34%
	Self Referral	16%	12%	9%
	Used Services Previously	23%	19%	35%
	Family/Friend	9%	14%	11%
	Children's Division	9%	10%	11%
<b>Average Length of Stay</b>		7 days	4-5 days	6 - 7days
<b>Children's Ages</b>	Newborn to Five	68%	75%	70%
	Six to 12	32%	25%	30%
<b>Children's Gender</b>	Male	67%	55%	53%
	Female	33%	45%	47%

<b>Children's Ethnicity</b>	Caucasian	64%	63%	70%
	African American	27%	35%	22%
	Hispanic	9%	2%	8%
	Asian or Pacific Islanders	0%	0%	0.003%
<b>Parental Stress at Time of Discharge</b>	Reduction in Stress	80%*	89%	91%

### **Primary Goal and Project Impact**

In an effort to meet our growing number of overnight stays at Isabel's House, our primary goal with this grant is to sustain our Family Advocate positions and to hire an Assistant Family Advocate to support the growing and ongoing success of our mission.

We also have a goal of providing parent counseling for 25% percent or more of the people that use our services and the services of our partners such as Missouri Hotel. For homelessness and unsafe housing issues, we refer a large number of families to Missouri Hotel. Missouri Hotel has asked that we increase our parenting classes and counseling sessions as part of our 12 month follow up since we have an established relationship with the families, Adding additional staff will help us to meet the needs of more families and allow us to continue with our 12 month follow up program post a child's stay to ensure the family's physical and emotional health are maintained or improved.

According to the National Family Safety Foundation, an advocate is a “supporter, believer, sponsor, promoter, campaigner, backer, or spokesperson.” An effective advocate is someone our clients can trust who is willing to act on their behalf to guide them through a crisis with health and mental education, care, and guidance. Our family advocates have overseen over 1,200 cases since Isabel’s House’s inception in 2006 serving as a liaison between doctors, nurses, service plans, developmental assessments and a 12 month post crisis follow up in an effort to protect our children from abuse and neglect.

Our Family Advocates continue to create service plans for the caregiver and for the child that is in our care. The Assistant Family Advocates will be trained to respond to inquiry calls, and conduct intakes and discharges. This will provide the Family Advocates the time needed to provide parent counseling at the Missouri Hotel and other locations for our parents as follow up during the 12 months that we try to stay in contact with the parent after using Isabel’s House services. The additional staff members are needed because of our growth. As you know, it is a critical time for non-profits. We are losing part of our state funding while grants are becoming more extinct due to the current state of our economy.

Isabel’s House has almost doubled our daily average number of children that stay at Isabel’s House since our opening. Five of the last six months, we have exceeded our daily average number of children compared to the same timeframe for the past three years. The last few days of December we had a waiting list because we did not have enough staff available to work extra shifts. With much regret Isabel’s House had to turn children away for a few days until other children were discharged, putting these children in situations where abuse or neglect could have occurred. We were fortunate to have those children stay at Isabel’s House a few days later and their parents were able to resolve their crisis. We are in need of your support to maintain and increase our staff to continue to support our community.

In addition, Isabel’s House has helped those in our community find shelter while facing homelessness. Over 50% of our children stay with us due to homelessness or unsafe homes. The number of overnight stays at Isabel’s House is on the rise, in 2008-2009, we had 395 overnight stays; compared to 2009-2010 with 474 overnight stays. Six months into 2010-2011, we have had 566 overnight stays.

Between 40-50% of the caregivers that place their children at Isabel’s House have physical or mental health issues. We cannot turn these children away. This requires our Family Advocates to be very detailed in the customized service plans for the caregiver to ensure that the issues that required the use of Isabel’s House are addressed not only during the period of time that the child is at Isabel’s House but also during the 12 month follow-up that takes place with caregivers after the child is discharged and hopefully a lifetime. The addition of our parent counseling classes provide more one-on-one interactions with the parents after discharge that is needed other than just the telephone calls.

We have also determined that 60-75% of the children placed at Isabel’s House are on prescribed medicines when they are admitted to Isabel’s House or placed on prescription medicine during the stay of the child. We have seen an increase in children with disabilities that stay at Isabel’s House, which requires complete medical plans as

part of the service plans for the children. Our Family Advocates are spending more time with the parents to write the individualized service plans.

Our Family Advocates who promote physical and mental health education through personal service plans for the parents or caregivers as well as the children placed at Isabel's House are the key staff members that are moving us closer to filling all 20 beds a day with children in need. Our Family Advocates have made 475 follow-up calls over the past six month period and they are currently following up with 64 families.

With 566 overnight stays for the first six months of fiscal year 2010-2011, we are confident that family members are feeling more at ease in using Isabel's House to address issues that can lead to child abuse or child neglect. Our data below reflects that we are making a difference in resolving major family issues. Even though we just started collecting this data a year ago, it reflects that the 12 month follow-up is critical to addressing issues early and determining if the issues were resolved.

It is a proud moment for staff to reflect on the fact that the parents/guardians of 94% of the children that stayed at Isabel's House resolved their hospitalization or mental health issues to the point that they could care for their children again!

**Success in Addressing Top Reasons Why Parents Used Isabel's House**

Reason	% of Success
Homeless or Unsafe Housing	84%
Hospitalization/Mental Health	94%
Overwhelming Parent Stress	79%
Drug Related Issues	69%

2. Does this proposed project involve collaboration with other agencies to address critical need? If so, please describe.

Isabel's House is only successful with the collaboration of community partners. In order to address the issues that caused a parent to become in a crisis mode, we must have relationships and partnerships in the community so that we can refer the parent/guardian to the appropriate entity to quickly address the needs of the family in order to strengthen that family and keep that family together.

In addition, the Board and Executive Director have developed a 30 person Advisory Board – that meets at least twice a year. These are members from the community that were individually selected based on their skills and expertise. Isabel's House has many public officials – from the prosecutor's office – state representative – county commissioner – Executive Directors of other human services agencies – representatives from fire and police. The members also engage in ad hoc committees to meet agency needs as they arise. Isabel's House staff also work with many agencies that families and children utilize to ensure there is an awareness of services that are provided.

Our Family Advocates and Assistant Family Advocates create and administer service and medical plans for our families. In order to perform this complex report, Isabel's House partners with Nurse Practitioners from Cox Health who visit Isabel's House every other business day to provide complete physical examinations for the children; they additionally test for tuberculosis and prescribe needed medicine. The Nurse Practitioners are also available 24/7 for any medical issues that arise during the child's stay at Isabel's House. Isabel's House continues to partner with St. John's Health System, Forest Institute, Burrell Behavioral Health and the Missouri Hotel in an effort to address the medical, emotional and mental health of our children and families. Most of the founding partners hold a position on the Isabel's House Board of Directors.

3. Include your budget for the project and use of grant funds.

Attached you will find our 2010-2011 budget. Specific to this grant request, we would use the grant funds to supplement the wages for the Family Advocates and Assistant Family Advocate.

<b>Two Family Advocate Wage Costs:</b>	<b>\$60,000</b>
<b>One Assistant Family Advocate Wage Costs:</b>	<b>\$22,880</b>
<b>OHAF Grant Request:</b>	<b>\$15,000</b>

4. If this is an ongoing project, what funding sources have been identified to sustain this program? If not ongoing, what is your estimated project completion date? How quickly does the organization anticipate the granted funds will be used?

The 2010-2011 budget includes more than \$814,000 in expenses of which the board and staff are trying to secure nearly \$450,000 through grant writing, fundraising events and private donations. The Board, Executive Director and Development Committee continue to seek and secure local and state funding through grants and contracts. Isabel's House received a three year grant from the Junior League of Springfield to fund a Director of Development position to have a dedicate person to work on fund development.

Isabel's House continues to benefit from in-kind donations that support daily operations that include but are not limited to clothes, food, diapers, housecleaning, office supplies, paper products and toys. In-kind services such as trash removal and cleaning help support the operating budget as well. It is the intention and philosophy of Isabel's House to secure as many of these donations and services to better support programming and salaries through the operating budget.

Isabel's House continues to secure financial pledges and donations through several avenues such as personal meetings, public presentations, holiday appeal mailings and fundraisers. Isabel's House and the Junior League of Springfield has been successful in securing grants from Missouri Foundation for Health, Children's Trust Fund, St. John's Force For Good Campaign and through tax credits. In addition, the grant writing

committee is researching more effective practices and strategies in developing grants that support the operating budget. Isabel's House is in the fortunate position to have already built a significant Endowment Fund, with the Community Foundation of the Ozarks, within the first year of operation. Fundraising efforts have shifted to focus on continuing to build Isabel's House endowment that will ultimately fully sustain the full operational budget. Isabel's House has established almost a \$1M Endowment with the Community Foundation of the Ozarks and plans to continue to build on this endowment significantly.

Isabel's House has a strong combination of local, city, county, state and federal funding to support long term sustainability. Some past grants include St John's Forces for Good, Community Partnership of the Ozarks, and the Musgrave Foundation. Currently, the crisis nursery is waiting on documents from the state to renew the three year state contract with Division of Social Services for a crisis care. According to sources at the Division of Social Services, we should be receiving renewal notification very soon. Isabel's House continues to have a successful Oscar Night America event as our premier annual fundraiser to directly support the operating expenses. The event has grossed over \$100,000 each year.

Isabel's House anticipates using the granted funds immediately upon receipt.

5. List other sources of funding for this project and include the status of each application.

Other sources of funding include:

- Junior League of Springfield
- Kemper Foundation
- Children's Trust Fund
- St. Johns Health
- Cox Health
- Private donors and sponsors also contribute to this ongoing project.
- A series of fundraiser with Oscar Night America as our premier fundraiser each year.

We have several grants that we are waiting to hear a final decision Musgrave Foundation, Ferrell Duncan Clinic Foundation, Children's Trust Fund Renewal Grant, Missouri State Contract renewal, Missouri Foundation of Health and the Smith Glynn-Callaway Foundation Grant.

6. Do you have an associated Foundation? If so, have you approached them for funding this project? Detail their response. If not, please explain.

Isabel's House does not have an associated Foundation.

7. How do you plan to publicize this grant should you receive it?

OHAF will receive a generous spotlight of visibility within our community as recognition of your grant received. OHAF will be recognized on all materials produced by Isabel's House including, but not limited to all social media and our newsletters that are sent to

over 2300 people four times a year. Our database includes the entire Junior League of Springfield along with a wealth of other donors and sponsors. This will afford OHAF many positive public relations opportunities. Isabel's House will pay close attention to ensure that OHAF receives the press and marketing it deserves in honor of this special and crucial grant.

#### 8. Describe your organization and long-term goals.

##### **Our Organization**

The mission of Isabel's House, the Crisis Nursery of the Ozarks, Inc. is to provide immediate refuge for children age birth to 12 whose families are in crisis. Support, education, training and access to community resources are provided to the guardians of the children. By partnering with families and the community, Isabel's House will strengthen families and prevent child abuse and neglect.

*Children's Division informed "Jessica's" mother that she had three days to clean her house and make it more livable for Jessica. Children's Division brought Jessica and her mom to Isabel's House for a three-day stay. The child's mother had kept a home filled with dirt and trash-conditions unsuitable for a family to survive in, let alone thrive. Our Family Advocate received Jessica who was covered in a thick layer of dirt. It was unknown as to the last time she had been exposed to soap and warm water. Jessica's skin was so dry that it was cracking in some places. She lacked shoes and socks. Jessica arrived barefoot. It took our Direct Care Team Member three baths to scrub away the dirt of neglect left on Jessica's body. Yet, this precious little girl arrived to a place that was clean, where she could bath, have warm meals, clothing and even pick out her very own new blanket and stuffed animal.*

*She arrived to a place she could call home for three days. During the intake process, the Family Advocate provided referrals to the mom for parenting skills, dealing with depression, and other helpful resources. A Nurse Practitioner was called immediately to assess the health of the child. By using Isabel's House, the parent/child medical issues were addressed immediately, parent/child bond was strengthened and the family stayed together.*

This is one of many stories of a family in crisis who is in dire need of the assistance at Isabel's House. Fortunately, Isabel's House exists like a beacon of light and hope to uplift, support, and guide these families in need to address physical and mental health issues as well as other types of emergency situations. Isabel's House is a center-based model crisis nursery facility.

Isabel's House provides a nurturing and loving home-style environment. We have a team of well trained staff that maintains daily schedules for the children, which include meals and snacks, nap time, preschool, play time and tutoring. The early education program enhances social-emotional, physical, cognitive and language development by offering new learning opportunities and practicing new skills. School age children maintain their regular school schedule.



From the time a child utilizes Isabel's House, mental and physical assessments of the child(ren), parent education, family support, information and referrals are provided by our dedicated team. The goal is to link families with community agencies and collaborative partners to obtain parenting resources, classes, support groups, counseling, peer-to-peer support programs and life skills education. The support programs strengthen the parent-child relationship and therefore, help to break the cycle of abuse and neglect while promoting pro-social skill development.

### **Staff Education**

Thanks to a grant received last year from OHAF, all Direct Care Staff are certified in medication administration, CPR and First Aid. The skills of our staff have been enhanced to understand the coordination of prescribed medicines with known side effects for the children to learn and know that they are "still okay" even though they may have challenges. It has also helped us make the best referral for the child if additional services were needed when they left our facility.

### **Family Education**

Last year's grant enabled staff to receive additional training to increase the types of referrals provided to families for continuing the medical needs of the children and families from a preventative basis. Almost one-third of all admissions to Isabel's House are by parents under-going a health crisis who need appropriate respite care. The two largest hospitals in Springfield have been major donors as their staff noticed that many women refused to have badly needed care due to lack of caregivers and support for their children. Isabel's House gives these parents support and the opportunity to take care of their health needs.

Single parents who are the sole responsible caregiver of a child are the largest category of abusers. Usually these women have little or no family or friends to assist them. They are lonely, did not plan their pregnancy, have little or no knowledge of child care and child development, and have unrealistic beliefs' of child behavior. Substance abuse is a common finding in families of abused children. Isabel's House provides these single parents with support and knowledge to improve their situation.

### **Child Opportunity**

Isabel's House provides a way out with help before abuse or neglect occurs. We enhance preventive medical assistance rather than reactive, which is more expensive on a long term basis to the medical community and the people we serve. Understanding that we meet parents/guardians when conducting intake for children, many times we hear parents/guardians describe challenges they may have with physical and mental health. We believe that with early identification, our Direct Care Staff see how these issues impact the children we serve so we can further enhance our creative curriculum to include activities that can help a child adjust to the physical and mental health challenges that will most likely still be present when the child returns to the family unit.

We incorporate assessments for physical health and mental needs into our recreational program. This allows us to expose the children to a variety of opportunities and community access to services in an environment that is non-threatening for the children and an environment that is teaching through constructive play. We further enhance the

physical health for the children through active activities combined with healthy eating as designed through the nutritional eating program that we utilize

### **Geographical Service Area:**

Over 90% of those served are from the Springfield community. The geographical area in which Isabel's House serves in southwest Missouri has the highest incidence of child abuse and neglect in the entire State of Missouri. Isabel's House provides crisis care services in Springfield and the surrounding area primarily (but not limited) to low-income families with limited resources and support systems for coping with a crisis. Families served have been from West Plains, Rogersville, Bolivar, Fair Grove, Lebanon, Joplin, Mount Vernon, Nixa, Republic and Branson, in addition to the many families in Springfield. Isabel's House is located within the city's defined area of need based on documented domestic violence calls placed to local law enforcement. Isabel's House is also located on a city bus route for easy access/utilization for low-income families.

### **Target Clients: (age, sex, needs, family income levels, history and related demographics)**

Children age birth through twelve years old may stay at Isabel's House. The criteria for admission are parent(s)/caregivers who are experiencing overwhelming stress and crisis. Some examples of admission range from fear of abusing their child, homelessness, hospitalization, mental health needs, drug /alcohol rehab, domestic violence, birth plan, short term incarceration and a variety of other stressful situations. All children and families regardless of gender, race, culture and religion are welcomed at Isabel's House. Isabel's House has served:

- Children on Medicaid = 85%
- Children with no medical or health insurance = 12%
- Children with private insurance = 3%

Until Isabel's House opened its door in June 2007, a program offering temporary, respite care in a time of crisis did not exist in the Springfield community for children, birth to 12 years. The Springfield region has many agencies that help children who have already been victimized or neglected.

### **Long Term Goals**

The goal for Isabel's House is to build stronger families and prevent abuse and neglect from ever happening. Our long terms goals include continuing our community outreach program, ensuring that all 20 beds are full so that no child is ever turned away and that we continue to strengthen more families in the Southwest Region of Missouri. We are expanding and evolving our programs to meet the ever changing and growing need for our families including parenting classes and building our creative curriculum.

9. Please explain how this program will be evaluated including how the program outcomes or impacts will be measured. What data will you collect to demonstrate progress? How will those data be collected and subsequently analyzed?

The success of Isabel's House is measured with each family and child served. Currently, Isabel's House keeps a detailed data base and record on each child and family that enters Isabel's House. At the time of referral a hard copy file is opened on each child. During intake/admission the professional staff interviews each family and collects information that is recorded in both the child's file as well as an electronic data base. Each family that enters Isabel's House receives a pre- respite survey as well as completes the Parental Stress Indicator (PSI) and well as a Pre- Respite survey. During the time of the child's stay the staff records any child assessment results, therapeutic activities as well as referrals for the children.

When the child and family discharges from Isabel's House a Post – Respite survey is completed. The professional staff records any parent/caregivers referrals during the child's admission as well as at the time of discharge The Family Advocate follows-up with the family up to one year after admission. The Family Advocate continues to document in the child's file as well as keeps data on referrals and resources. Family Advocates call the parents/legal guardians on a regular basis to give additional resources or referrals to hopefully help them maintain stability.

The Parental Satisfaction Surveys were designed with questions that would give insight to parents/legal guardians satisfaction with the services provided to them and if they were resolving the crisis that brought them to Isabel's House. In the process of developing the surveys, Isabel's House contacted many different crisis nurseries in the nation to get their input and glean information from any existing follow-up surveys they may have had. The intention is to be able to correlate data and make any changes that would be necessary to the programming from findings received from the surveys.

All of this data is provided to the Executive Director monthly to analyze and make determinations of our success or adjustments to the program to move towards success. Based on this type of analysis, the Executive Director changed the focus from the stress level of the parent after using the services of Isabel's House to resolution of the issues that caused the parent to use Isabel's House.

The Executive Director is now trending data since we have been open over three years. In our partnership with Missouri State University, the Executive Director plans to engage college interns to further develop measurable outcomes beyond what we currently measure. The Executive Director presents performance outcomes to the Board of Director's for Isabel's House on a monthly basis. We have a very active Board that gives us the support, guidance and additional experience that is needed to give us the capacity to carry out our projects.

10. Please provide a brief (100 words or less) summary of your project.

Our project provides additional advocacy services to address issues that can lead to child abuse/neglect. With over 40-50% of caregivers that place their child(ren) at Isabel's House having physical or mental health issues, it is critical that a special and safe place is provided for families to place their children while they address issues of homelessness/unsafe homes, hospitalization/mental health issues and overwhelming parental stress. Isabel's House has a proven record that they can address these issues and keep families together. Your foundation's grant for salary wages will help us continue to support the need for these services in our community.