

# St. Joseph's Neighborhood Center - Jennifer Jo Sahrle

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## Organization Profile

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<b>Organization Name</b>	<b>Mail Address</b>
St. Joseph's Neighborhood Center	417 South Avenue, Rochester, NY 14610

<b>Exec. Name</b>	<b>Contact Name</b>	<b>Phone</b>	<b>Email</b>
Jennifer Jo Sahrle	Jennifer Jo Sahrle	585-465-2015	<a href="mailto:jsahrle@sincenter.org">jsahrle@sincenter.org</a>

**Mission/Vision** Mission: St. Joseph's Neighborhood Center, in the tradition of the Sisters of St. Joseph, seeks to identify and respond to the unique health and social needs of individuals and communities in the greater Rochester region.

Vision: A healthcare system that works for all people and provides quality equal care in an integrated and patient focused manner.

**Receive County Funds?** no

**Div. of Corp. N/A?** no

## Proposal Information

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**Project Name** Healthcare Transformation through Education, Outreach, and Engagement

**Summary** Develop a comprehensive outreach & engagement program to reach over 60,000 uninsured or underinsured individuals in the Rochester region who need affordable, affirming, & cost effective primary & specialty care, mental health, & support services.

To transform delivery model by right sizing staff & infrastructure, establish a clinical quality program, implement succession planning for clinical program, & expand the Center's mentoring and training programs.

<b>Workforce/Economic?</b>	<b>Health/Safety?</b>	<b>Infrastructure/Sustainability?</b>
yes	yes	yes

**Description** a.) SJNC is a "training ground". Students from local, regional, and national universities have all completed placements at SJNC and been influenced by the Center's unique model of care. Through these relationships, the health center is guiding the next generation of practitioners and helping to return the emphasis from a fee for service/transactional model to a patient/client focused approach to services. These practitioners then enter the work-force as highly skilled and sought after professionals with the skills and resources to work, live, and grow in Monroe County. In addition, the proposal also includes vital professional development for health center staff, as well as, succession planning for clinical and mental health leadership.

**Public Health/Safety:** The Center is committed to serving underserved members of our community. More than half of our patients and clients are from communities of color, and we are committed to serving their needs, with a racially equitable, patient-centered lens. By providing health care to those least able to access care, and provide services that would be unreimbursed by Medicare, Medicaid and private insurers, the Center saves hospitals and health care systems millions of dollars in Emergency Department costs. Further, the funding request covers the cost of Electronic Health Record (EHR) systems, provided by Greenway Health and customized to allow for full integration of patient and client records (the social worker, the primary care provider, the dentist, all use the same EHR), the upgrading of computer workstations and telehealth stations, and the purchase of a Mobile Healthcare Unit (MHU), a customized transit van to bring care to patients and clients in healthcare deserts in our community. Finally, the Co-Directors of Counseling & Community Works have an average of over 26 years of service to the organization. These clinicians work with 4-8 Masters & PHD level BH graduate students per year & approach their work through an equity & anti-racist lens. Through their work, Boucher & Briody are transforming BH services, training the next generation of clinicians, & serving the clients who are most in need of affordable, affirming, & transformative mental health services. They have identified the need for a bicultural (& ideally bilingual) licensed mental health therapist to add to their team, to conduct outreach/engagement in communities of color, & to help train the next generation of therapists. Ultimately, the addition of this proposed position would increase the number of clients that SJNC provides MH services. Boucher & Briody would also establish & provide at least two ongoing group supervision sessions for community collaborators in order to address burnout, share best practices, & further enhance their profession.

• **Infrastructure and Sustainability:** Equity is a constant thread and hallmark of SJNC's work in the community. Through the talented work of the Director of Analytics, Technology, & Operations—the agency has started to build the infrastructure & reporting mechanisms to establish its benchmarks, track its progress overtime, & to compare itself to other similar health care providers in New York State. Considerably more work is required, & the organization proposes the establishment of a Quality Council to develop & implement a quality program & to utilize improvement science to bring about meaningful improvement in clinical care—thus improving the overall health of the community.

b.) This project would not be possible without ARPA funding. Budget year 1 proposes \$1.7 million dollars in funding with almost \$600,000 being one-time investments in infrastructure including computer upgrades, facility renovations—including replacing a 30 year old roof!, security upgrades, and purchase and retrofitting of a mobile medical unit. Subsequent years call for reoccurring expenses of \$572,000. These dollars would be an investment in SJNC, public health, healthcare transformation, and the community at large. The staffing increases, succession planning, outreach/engagement strategies would allow for increased outreach/engagement to patient populations—which would drive up fee for service income, application for additional grants/funding, and enhancement of an already robust and loyal donor base.

c.) The project will literally and figuratively remove barriers to care. Installation of handicap access to the front door, replacement of the , which is extremely unreliable, and is required to transport patients/clients with mobility needs to the second floor appointments. The MHU would meet patients where they are and provide services in the community. The retrofitted van would conduct outreach/engagement in areas with the highest rates of poverty, health disparities, poor access to mental health services, and the highest rates of crime and violence. Lastly, the allocation of dollars to support patients in need, to address the Social Determinants of Health, and to help provide stability to those in need would eliminate barriers to health care and reduce those roadblocks to individuals obtaining and maintain health services.

d.) Right size staff and infrastructure of the organization as outlined above to meet community need.

1. Establish a Clinical Quality Program

2. Develop/implement succession plan for Clinical Leadership and CCW staff in order to retain, promote, and train the next generation of leadership.

3. Establish a BH Training and Counseling Institute through the hiring of a bicultural MHT, establishment of group supervision sessions for community providers, and provision of training to the next generation of BH providers.

4. Increase the number of unique clients served by the BH COE from 203 unique individuals by 25% to 254 and BH visits of 2,238 by 25% to 2798 visits.

6. Increase the number of volunteer hours to a value of over \$400,000.

7. Increase the number of unique patients served by the center by 50% to 1874 and services by 50% to 8,268.

9. Complete daily outreach and engagement to diverse communities, potential patients, community providers, and collaborators. Goal= 600 individuals/encounters.

e.) SJNC's vision is to transform health care by serving as a training ground for the next generation of providers. The compounding impact on the healthcare system is virtually immeasurable and timeless. The outreach/engagement and community building that would be completed as result of this project would likewise continue. And, the overall health of the community via engagement in medical care and mental health services would continue.

**Company Strengths** SJNC was established in Rochester, NY in 1993 by six members of the Sisters of St. Joseph. The organization separately incorporated as its own independent 501©3 in 2013. SJNC delivers services through a small staff of 20 full & part-time employees & a cadre of over 450 professional & lay volunteers providing more than \$300,000 worth of donated time to the organization. SJNC leverages longstanding & constantly developing relationships with community providers to offer comprehensive services that are significantly more cost effective than competitors.

Given its volunteer based model—partnerships and collaborations are essential to the very nature of SJNC. SJNC is a vital partner and collaborator with dozens of community-based organizations, the two major health systems in our region—University Rochester Medical Center and Rochester Regional Health System, numerous Colleges and Universities—including St. John Fisher University, and the Monroe County Department of Public Health. The organization is also an active participant in and fiduciary for the the 360 Collaborative Network—which is working to establish referral networks and systems to address the SDOHs. Through this means the organization is collaborating with over fifty different referral sites/organizations. SJNC is also an active member of the Latino and African American Health Coalitions and hopes to partner with Common Ground Health's Get It Done Initiative to provide access to healthcare and mental health counseling via barbershops and beauty salons, as well as, faith communities.

**Community Resources** a.) Common Ground Health, Latino and African American Health Coalitions, St. John Fisher University, Nazareth College, Roberts Wesleyan, UR—Psychiatry, UR—Warner School, Utica College, UR Medical School, Medaille, John Hopkins University, Utica College, Harvard Medical, SUNY Borckport, RIT, Father Tracy Center, 360 Collaborative Network, FLPPS, St. John Fisher University, Main Stream Motors, Factory Systems Installers, Woody’s Construction Company, URMIC, RRHS

b.) SJNC has partnered with all of the local organizations and colleges/universities for almost 30 years. Collaboration with the MWBE businesses would be new collaboration opportunities.

c.) DASNY Grant--\$250,000; Mother Cabrini Grants--\$1.3 million; Infrastructure gifts/restricted donor dollars--\$40,000. In the long term—The proposal would be sustainable given the one time expenses that would be funded by this proposal, as well as, the dedicated and generous donor pool that has supported the Neighborhood Center for the past 30 years.

**Audience** a.) SJNC’s overarching goal is to identify & respond to the unique health & social needs of individuals & communities in the greater Rochester region. The organization seeks to be the recognized leader in health care for the uninsured and underinsured in Western New York and to continue to transform health care from a transaction-based model focused on \$ to a quality based and integrated model of service that provides “health care for the community by the community.” One half of the current SJNC patient population are people of color. The organization seeks to build upon these inroads and increase the services provided to individuals that experience health disparities including LGBT folks, communities of color, and the uninsured/underinsured.

b.) Clinical and mental health services are provided on a sliding fee discount with a nominal charge of \$5 for the lowest income bracket and grant funding to supplement those who are unable to afford that amount. Mental health clinician groups would be donation based with a suggested amount of \$25 per session—which is a considerable value compared to other supervision programs.

<b>Cost 1st Year</b>	<b>Cost All Years</b>	<b>Residents 1st Year</b>	<b>Residents All Years</b>	<b>FT Employees</b>	<b>PT Employees</b>
\$1,175,694.00	\$2,758,595.00	2,600	10,000	0	22
<b>Volunteers</b>					
500					

**Staffing** Director, Health Access and Outreach, Carter  
 Community Health Worker, TBH  
 Health Access Coordinator, Nesmith  
 Intake, Coordination, Transition Specialist, TBH  
 Co Director CCW Briody  
 Co Director CCW Boucher  
 Bilingual/Bicultural MHT or Bicultural POC TBH

Clinical Coordinator Staley, NP  
 Nurse Practitioner Okpalaek, NP  
 RN Charge TBH  
 Practice Administrator Crowder  
 Patient Care Representative Pratt  
 Patient Care Representative McFadden  
 Patient Care Representative Marton

Development--Outreach and Engagement Coordinator Fleming  
 Director, ATO Pinto  
 Technology Specialist Buck

Executive Director Sahrle  
 Administrative Coordinator Adams  
 Director, Development TBH  
 CCW/Development--Administrative Assistant TBH  
 Administration--Administrative Assistant TBH