



ALLOCATIONS

**2020 ALLOCATION REPORT
REQUESTING FUNDING
FROM THE 2019 CAMPAIGN**

AGENCY: Laramie Reproductive Health

REPORT PREPARED BY: Naomi Boldon, Executive Director

DATE PREPARED: April 10th, 2020

REPORT SUBMITTED BY: Naomi Boldon, Executive Director

1) What is the agency's overall mission?

Laramie Reproductive Health clinic provides comprehensive affordable quality reproductive and sexual healthcare, education, and counseling to anyone seeking services in a supportive nonjudgmental professional environment.

2) What services does your agency provide? How do the services help groups and individuals in the community?

- Well Women Exams (WWE)
- Pap smear (HPV/cervical cancer screening test)
- All current forms of birth control including:
 - Pills
 - Vaginal Rings
 - Depo Injections
 - Nexplanon Arm Implant
 - Intra Uterine Devices (IUDs)
 - Condoms
 - Abstinence & Natural Family Planning Counseling
- Breast Exams
- Sexually Transmitted Infection “Disease” (STI) testing and treatment
- HIV & Syphilis Testing
- Pregnancy Testing
- Pregnancy Options Counseling
- Preconception Counseling
- Limited Menopausal Services
- LGBTQ Health Care and Referrals
- Emergency Contraception
- PrEP- Pre Exposure Prophylaxis Counseling
- Colposcopy Clinics
- Community Outreach and Education
- Affordable Care Act (ACA) Navigator
- Healthcare referrals

LRH has been breaking down the barriers to accessing quality affordable healthcare since 1972. We are the only low cost/no cost clinic in Albany County specializing in reproductive health, and our providers boast over 100 years of combined practice experience. Our services are offered on a sliding fee scale, making each visit affordable based on individual income. We submit claims to insurance companies for patients, work with those whose insurance does not cover services, and offer payment plans as low as \$1 a month.

We provide members of the community an opportunity to manage their overall wellness and reproductive health care needs, thereby creating opportunities for healthier lifestyles. We believe

this lays the groundwork for our clients to pursue socio-economic and intrapersonal stability. Personal health and well-being are a central component to overall success and we are dedicated to providing these services. Giving the members of our community a choice in their reproductive life planning through affordable access to birth control methods reduces the number of unintended pregnancies. Consequently, this improves the lives of people of all ages. We want our patients to have the choice of deciding when they are ready to start a family, and how our wide variety of birth control options and education make this possible. Through our sexually transmitted infection (STI) testing and treatment program, we help to prevent the spread of potentially harmful infections within our community and raise awareness of any potential outbreaks. Our outreach activities inform members of the community of the importance of our services, and their role in living a healthier lifestyle.

With the Affordable Care Act, many members of our community have been able to acquire health insurance. While premiums may be affordable, the cost of deductibles and copayments tend to be close to, if not more than, the individual's annual income. Patients who use insurance at LRH receive the benefit of having all non-insurance covered services applied to our sliding fee scale, helping clients manage high co-pays and deductibles. Networking within the community not only helps other organizations, but also our clients. Through referrals we are bringing awareness to other organizations and ensuring that all members of the community receive the services they need, wherever that may be. LRH is dedicated to providing members of our community the health care they deserve at a price they can afford, putting them in a position to lead a healthier life.

3) What are the specific objectives (in quantitative terms, where possible) to be attained in your current year?

In early 2019, LRH hired new Nurse Practitioners. This was to increase the total number of provider hours per week and to provide more flexibility in scheduling Long Acting Reversible Contraceptive (LARC) devices. In 2019, LRH had a total of 1555 client visits. Now that we have established consistent provider availability and increased the continuity of care available to patients, the clinic is anticipating approximately 2000 client visits in 2020. Though we may not be able to meet all of our 2020 goals as a result of the COVID-19 pandemic, we will strive to stay on track as we move into 2021 and beyond.

LRH will supply all patients whom present to the clinic to receive birth control, the education and options that best fits their lifestyle. Services are provided to all genders within Laramie and the surrounding area, regardless of cost or insurance coverage. Starting each patient on a reproductive life plan that will allow them to decide when they are ready to start a family.

Well Women Exams (WWE) are essential not only to maintain health, but are also important to catch underlying issues before they turn into major medical concerns. In 2019, we performed 236 WWE including both new and established patients. LRH has noticed fewer members of the community scheduling annual exams the past few years. We believe the reduction in annual WWE visits is due to the large number of LARC devices we have provided. Of which, patients

do not need to receive an annual exam to continue their choice of birth control, as the devices lasts three to ten years. As a result of our increased patient focused education, outreach, and advertising efforts, we project the total number of annual exams will increase to 300 visits in 2020.

In 2019, we performed a total of 1,736 STI tests including Gonorrhea, Chlamydia, Syphilis, HPV, and HIV. Of our patient population in 2019, 66% have received testing for STI's. For 2020, we would like to increase this to 75%. All patients seen at LRH are offered STI testing. Counseling and education is provided, and testing is encouraged after each new sexual encounter, but it is the patient's choice whether or not to get tested. We also provide STI testing and treatment to our patient's sexual partners.

Guidelines recommend everyone be tested for HIV at least once a year, we recommend every six months. In 2019, 25% of our clients were screened for HIV, this is up from 13% in 2018. In 2017, the state switched to the rapid HIV test, which we are required to use. The new test kits take just 20 minutes to obtain a result. The rapid HIV tests are also more difficult to perform and can take a total of 35 minutes. We believe this may contribute to patients declining testing. The state is aware of this issue and is currently working on solutions. Through better education efforts in informing patients how important getting tested for HIV can be, for 2020 we will strive to get more than 35% of our clients tested.

We began doing rapid syphilis testing in 2016. The test is the first of its kind and we find we are still one of very few clinics in the state to offer it. Normally, a client requesting syphilis testing would have to provide a full blood draw and results could take up to 48 hours. The new rapid testing method is completed in-house and results are obtained in just 10 minutes. In 2019, we performed a total of 213 syphilis tests. This is a significant increase from the 92 tests completed in 2018, and in 2020 we want to increase this further to over 275 tests. Unlike HIV tests, syphilis tests should only be performed if the client presents with symptoms or specific risk factors, not every client we see should be tested.

To encourage personal and professional development of staff, we will continue the use of self-assessment and performance reviews. Team-led 360 degree performance assessments will be held annually for supervisory staff and as needed with 6-month check in evaluations for all new employees. Operating with a small staff we find many times our new employees can become overwhelmed with the amount of information presented. Our new onboarding process will work towards a smooth integration into the daily workflow and provide regular check-ins with each new employee to discuss concerns and provide an opportunity for constructive feedback. To ensure professional development, LRH will ensure all staff have opportunities for continuing education and/or conference attendance. This will help them get up to speed on who we are and the services we offer.

Despite ACA Navigator funding not being available in 2018, LRHC continued to offer Navigator services in 2019. With a new Executive Director on staff, we hope to be able to continue offering this service to patients and the community, as the enrollment process can be complex and

confusing to many whom have not signed up for insurance before. The Navigator's role is to guide them through the process to ensure the highest cost savings, while also explaining the insurance coverage itself. In past years, LRH has participated in a variety of outreach events to spread the word of the ACA, as well as provide direct assistance. Through these continued efforts, we hope to increase the number of clients assisted, reaching all throughout Albany County who are in need of assistance.

Continue to improve the financial status of LRH. On March 29th, 2019, we received news that our federal Title X grant had been approved for a full three year period. This marked the end of a two year period of complete uncertainty regarding Title X funding. In March of 2017, LRH was informed that Title X funding was to be defunded April 1st, 2017. While LRH was fortunate to never lose funding, it began two years of complete uncertainty with grant funding only being secured in three month periods. Making up a quarter of our overall budget, a complete loss of Title X funds would be devastating. With the perceived threat over recent years, LRH has overhauled the clinic to significantly decrease expenses. This has allowed us to place funds in reserve, to be used in the event that Title X funding or other funds suddenly become unavailable. The end goal is to have at least one year operating expenses in reserves, if in the event of a loss in funding LRH could continue to provide services for a full year, giving us time to seek out alternative forms of funding. The threat to defund Title X opened our eyes, and while funding has now been granted for a full three year period, we do not want to be caught off-guard in the event another serious threat comes to Title X or other sources of funding.

4) How and why did the agency decide on the above objectives?

The LRH Board of Directors is responsible for developing the mission statement for the clinic, and is reviewed annually. The LRH board and staff together determine the appropriate objectives to fulfill the LRH mission. The exact numbers presented above are estimated based on past years, as well as our expectations given current capacity of LRH and need within the community. In submitting our most recent Title X grant, determining goals and objectives over the next three years was a requirement. As LRH receives Title X funds from the Wyoming Health Council, we will continue to update our goals to be in alignment with the goals and objectives outlined for the state. Recently receiving news of Title X being funded for the next two years, LRH can focus more on increasing patient numbers through advocacy and outreach.

5) How does the agency expect to ascertain the attainment of the above objectives at year end?

- Measurements for client services will be based on:
 - Client visit numbers
 - New
 - Established
 - Follow up
 - Well Woman Exams (New/Established)
 - Birth Control Dispensed

- Number of STI tests performed
- Number of HIV tests performed
- Number of Syphilis tests performed
- Staff development will be tracked through completion of continued education and performance reviews.
- Financial health will be measured through
 - Revenue
 - Funds available in savings and checking
 - Securing funds from donors
 - Overall trends in our financial strategies:
 - Grants
 - Insurance/Patient compensation

Visit numbers are compiled monthly to evaluate goals met and assess total provider hours available. This allows LRH to adjust visit times and scheduling to ensure our goals will be reached by years end. Monthly financial reports are created by the Executive Director and reviewed by the Board of Directors Treasurer before presenting to the Board of Directors during our monthly Board meetings.

6) Which of your services has the greatest priority? Why?

At the foundation of LRH is a federally funded Title X program, with a mission to provide reproductive health care to anyone regardless of insurance status or income level. Direct client services to low income members of our community is our highest priority. Currently, 72% of our clients are living at or below 100% of the federal poverty level. We provide the safety net that ensures all of our patients have access to quality reproductive healthcare services. These services include providing an annual exam, and a method of birth control that best fits their lifestyle. LRH is just one healthcare safety net within Albany County; we all work together to provide a comprehensive list of services to best serve our community.

7) How do this agency's services vary from similar programs offered by other agencies in the community?

LRH has been providing Albany County residents with reproductive health services for more than 48 years. Our clinic is unique in that we are focused on your reproductive healthcare needs, annual exams, treating sexually transmitted infections, and reproductive life planning and education. We put our patients in control of their reproductive healthcare by taking the time to find a method of birth control that is right for them, while ensuring our patient maintains a healthy lifestyle for when they are ready to start a family. All services are provided at a cost determined by each patient's individual income level. By doing so, we are breaking down the barriers to accessing quality reproductive healthcare at a price everyone can afford.

LRH also works toward promoting safe sexual behavior and health to everyone within our community. This is done through participation in outreach events hosted by the University of Wyoming, Laramie Community College, City of Laramie, as well as, presenting to various groups, Albany County School System, Cathedral Home for Children, PEAK wellness, and various social groups such as Mothers of Pre-Schoolers (MOPS). This extends our services beyond our clinic walls to provide everyone with up to date and accurate information regarding reproductive health. Albany County is fortunate to have many healthcare safety net organizations. Each of us are unique in what we can offer the community and we are constantly working together to provide the most comprehensive level of care possible, while keeping costs at a minimum.

Despite having our ACA Navigator funding cut by 90% in 2017 and with funds not being available in 2018, LRHC continued to provide navigator services in 2019. The bulk of these services occur during Open Enrollment, which takes place during November and December, but services were available year round. The Navigator walks clients through the process of signing up for insurance under the ACA, explaining to them the costs savings they may be eligible for and the insurance itself, it is essential that those who are eligible for this program take advantage of this service. LRH will work towards continuing to provide this service with the hiring of a new Executive Director, despite funding not being available.

8) What would the community lose if this program were not funded?

LRH has been providing services to Albany County for more than 48 years, this alone shows the importance of our services. Losing reproductive health services provided by LRH would create a huge barrier to many members of our community in receiving access to quality healthcare. In turn, the patient's health and general outcomes would likely suffer. Specific losses to the community would include lack of:

- Access to affordable sliding scale fees for annual exam visits, which include many preventative health measures
- Access to birth control on a sliding scale fee
- Reproductive health and safe sexual behavior education
- Funding for mammograms and associated follow up visits
- Low cost colposcopies for cervical cancer testing
- Location for adolescents to seek reproductive healthcare at no cost, that is associated with specific counseling and objectives for teens for ongoing and lasting wellbeing.
- Rapid HIV and Syphilis testing
- Immediate access to ACA Navigator

Across the United States, Title X funding provides low cost/ no cost birth control, preventing 1,000,000 unintended pregnancies each year. Without LRH in Albany County, many would go without access to affordable birth control, resulting in a higher number of unintended pregnancies. The ultimate goal is to put our patients in control of their reproductive life plan, by getting them on a method of birth control they see best fits their lifestyle. Supporting patients

with the education and opportunities to decide when they are ready to begin a family, while also providing preconception counseling, ensures that our patients leave their visit with comprehensive information on having a healthy pregnancy.

9) Do you contemplate providing any new or different services in the next year?

LRHC is always looking to provide the highest quality of care and up-to-date information to support our mission, including offering additional services when they become available. With our recent purchase of a new medical procedure table, partially funded by the United Way Special Opportunity Grant, this opens our clinic up to new possibilities. For many years LRH has relied upon a provider who travels from Cheyenne to provide Colposcopies for our low-income clients. This is not ideal, because when a patient is determined to be in need of a colposcopy, the procedure should be done as soon as possible. The provider who is donating their time will only come if we can assure them that we have enough clients to fill an entire afternoon.

Unfortunately, this results in patients waiting longer than they should to receive the procedure. With the table providing more flexibility in the clinic and how we can schedule, LRH is looking to have one of our providers trained to perform the Colposcopies. This will provide better patient care, and add a more accessible service to patients within Albany County.

LRH has begun taking on Marketing and Outreach Interns. Our current intern will finish in May, and we will continue to invite new interns to join our team. The goal is to provide increased outreach to the community. This includes being more active in attending community events such as Health Fairs the Laramie Farmers Markets to promote our services.

10) Do you foresee any other changes in the coming year? Please include possible changes in all levels of government funding and anticipated changes in your leadership team.

Since the beginning of 2017, LRH has been uncertain as to the future of our Federal Title X funding, resulting in guaranteed funding being available in only three-month cycles. The most recent Title X grant was submitted in January of 2019 and began April 1st. The grant was approved for a full three-year term, as grants prior to 2017 had been awarded. The guarantee of the 3-year grant is incredible news for LRHC. While there are some proposed rule changes within Title X, we will work diligently to comply with them as they come and will work towards getting back to a normal grant cycle.

LRH lost two valuable board members in 2019, both of which have been with us for some time and included our Vice-President. LRH had a successful candidate search for new members to bring onto the board, with elections for Vice-President taking place at our annual meeting in May. After extensive searches and interview processes, we also have a new Executive Director who joined our leadership team in March, 2020.

11) How many volunteers are actively involved in your organization?

Our Board of Directors includes eleven volunteer members. In addition, we also have several

volunteers within our community who are constantly working to better promote LRH. Throughout the year, we have several students from the University of Wyoming, studying both Nursing and pursuing a doctorate degree as a Nurse Practitioner. At any given time, we may have 1-3 active volunteers at the clinic. During the summer months LRH looks for volunteers to attend community events, as well as to assist with our annual fundraiser. Throughout the year LRH anticipates over 25 volunteers.

12) How many hours of volunteer time are donated annually?

Including board members' volunteer time, annual donated time comes to approximately 300 volunteer hours.

13) Describe a unit of service and the cost.

A common visit at LRH is a Well Women Exam (WWE), also known as an annual check-up. The WWE consists of an overall physical examination, including a check of all bodily systems through a series of questions and a physical exam. Based on age and previous medical history, other medical tests may be included in the WWE visit, such as a pap smears performed at our clinic or outside lab and imaging tests. A WWE is recommended before any patient begins birth control, unless the patient has already had their annual exam elsewhere. LRH operates on a sliding fee scale comparing income of the patient to the current federal poverty levels within the state. Our sliding fee scale has six categories, each based on income, paying a certain percentage of the full price, all the way down to by donation only. An example for 2020 is a single client who does not make over \$12,760 annually. Patients at this family size and income level would be provided all services at no charge but asked to make a donation if possible. WWE costs vary by age. On average, the full price for a WWE exam would be \$220. Currently, 72% of our patients are living below 100% of the Federal Poverty Level. These patients receive services at no charge. Those living near poverty would receive services at 20% of the full cost, bringing the annual exam cost down to \$42. In cases in which a patient does have insurance, we will first submit all charges to the insurance company for the patient. Any fees for services not covered by their insurance are then applied to the sliding fee scale.

Over the last four years LRH has seen a large spike in our patients' interest in placement of Long Acting Reversible Contraceptive (LARC) devices. These devices, which are 99% effective, can prevent pregnancy for up to 10 years, but can also be reversed by removal at any time. We provide five LARC options to patients. LARCs cost on average \$849. This cost is provided on our sliding fee scale as well, meaning a patient could pay anywhere from \$849 down to a donation based on income. However, LRH utilizes grant funding from the City of Laramie and the Community Service Block Grant to keep LARC costs low for everyone. These devices are very popular to all members of our community, as they do not require additional trips to a provider once inserted and any monthly costs are eliminated. Since 2016, LRH has provided almost 900 LARC devices to our patients, averaging 188 a year. With funding assistance from the United Way Special Opportunity Grant, we recently purchased a new medical procedure table. Along with our current roster of providers, we are now able to provide insertions on any

day of the week, as well as same day insertions when applicable, allowing us to keep up with patient demand.

Another common visit is an asymptomatic appointment for STI testing. An asymptomatic visit would include testing for chlamydia, gonorrhea, HIV and syphilis based on screening recommendations and patient preference. The Wyoming Health Department provides vouchers for all uninsured clients to cover the cost of the lab testing, only leaving the patient a small administrative fee. As such, an asymptomatic visit could range from \$16 to \$49 based on the different tests a patient may choose. Patients presenting to the clinic with symptoms or have had a sexual partner who tested positive, will receive treatment that same day. By providing optimal quality care for our patients we are helping to limit the spread of the STI's to other potential partners in the community.

14) What percent of your budget is spent in Albany County?

100%

15) You will be receiving \$4989 in designations in FY2021 from the 2019 campaign. How much additional funding are you requesting from undesignated dollars for FY 2021 (July 1, 2020-June 30, 2021)?

LRH is requesting an additional \$40,000 from the United Way, in total \$44,989. This is an increase in funding requested from FY2019 due to LRHC implementing a large outreach and advertising campaign, to provide free feminine products at a time of financial crisis for many of our patients, and to help offset the loss of revenue as a result of the global COVID-19 pandemic.

16) What will United Way funds be used for?

LRH will use a portion of the United Way funds to provide free feminine hygiene products during this unprecedented time, and to purchase inventory for our reproductive health care services including:

- Birth control Pills/Vaginal Rings
- Depo Provera
- Nexplanon Devices
- Intra Uterine Devices (IUD)
- In house lab supplies

Our most expensive items are our contraceptive supplies and devices. Currently 65% of our clients are living at or below the federal poverty level, meaning they are provided on a donation basis and the majority of contraceptive costs are written off or absorbed by the clinic. With many options of birth control available, patients have a choice on which method they believe best fits their lifestyle and reproductive life goals. LRH eliminates all barriers to our patients in receiving the method of their choice, regardless of cost. A patient who is satisfied with their method of

birth control is far more likely to reach their reproductive life goals.

In addition, LRH will use a portion of the United Way funds to help pay staff wages. At this time, LRH employs five Nurse Practitioners, a Front Office Manager, and an Executive Director. Over the last three years the way in which our clinic is staffed has changed dramatically. All job descriptions have been rewritten to include additional duties. Our staff has stepped up to meet the demands and despite having fewer employees, we feel the quality of our services continues to improve. Our current staff has gone above and beyond in their duties and must be valued and compensated accordingly. As Title X funds are restricted to only funding Title X services, United Way funding will be used to pay for wages when staff steps outside of Title X.

LRH has an onsite Point of Care lab where our Nurse Practitioners perform routine testing related to reproductive health care. A portion of the United Way funds will be used to ensure that we are able to continue offering these tests. Our onsite testing includes: Pregnancy tests, wet mount tests to check for vaginal infections, urine dips to check for urinary tract infections, and blood draws as needed. The lab is compliant with Clinical Laboratory Improvement Amendments (CLIA), and must stay compliant in order for us to continue onsite testing. This also comes with an annual certification fee.

A big expense to all health care facilities is malpractice insurance. LRH provides malpractice insurance for all of our providers, as well as Directors and Officers insurance, and general business insurance. A portion of the United Way funds will go towards the total insurance costs at LRH.

Funds will also be used for general operating costs, which average \$32,000 per month. LRH will use a portion of the United Way funds for rent/utilities and office supplies. In order to provide high quality care to our patients we need to make sure we have the equipment and supplies to do so. This includes updates to computer software to run our Electronic Medical Records, phone/fax/internet, electricity, maintenance, cleaning, and general office supplies.

There has been a transition of providers within Albany County over the last few years, many moving out of town leaving patients wondering where to establish care. LRH wants to make sure we are reaching everyone within Albany County, ensuring they are aware of our services and what we have to offer. United Way funds will go towards outreach and advertising efforts.

LRH will also use United Way funding as matching funds for our federal Title X grant; the local support of the United Way helps us secure funding. This is also the case for our Community Service Block grant funding. Having the United Way local buy-in shows the necessity of our services and the need for our patients.

17) What outcomes do you expect to occur with our funding?

Funding from the United Way will allow LRH to continue to provide services to the members of Albany County. With the ability to use the funds in many areas of our budget, the United Way

plays a crucial role in all service outcomes. Outcomes incorporate providing annual exams, with optional breast and cervical cancer screenings, to all members of Albany County regardless of insurance status or income level. Annual exams lead to healthier lives and find issues early, which leads to better treatment outcomes and a decrease in potential medical expenses that may be accrued. By providing birth control options at a price everyone can afford will directly result in decreasing the number of unintended pregnancies within Albany County. Providing STI testing and treatment will catch and prevent outbreaks from spreading across the county. In 2019, 942 members of Albany County received healthcare services at LRH, a large majority of which would have had nowhere else to go. United Way funding makes healthcare possible for current, as well as future, patients of LRH.

18) United Way's areas of concern are education, financial stability and health. How does your organization's mission intersect with that of the United Way?

LRH provides essential reproductive health care to anyone regardless of insurance status or income level. Last year LRH saw 942 unduplicated patients, of which 568 were living below poverty and received services free of charge. All services are offered on a sliding fee scale making visits affordable based on individual income. We also offer payment plans, which can be as low as a \$1 per month. Our goal is to eliminate all barriers to accessing quality reproductive healthcare by providing annual exams, routine screenings, a variety of birth control options, and counseling on a variety of issues. Doing so helps to ensure our patients get the care they deserve. Providing sexually active members of our community with birth control options that fit their lifestyle reduces the number of unintended pregnancies, thus keeping younger generations in school and avoids the financial requirement that comes with having a child. These are ways in which LRH extends the services we have to offer into all three United Way areas of concern.

Overall, we want our patients to lead happy and healthy reproductive lifestyles. Supplying them with birth control gives the patient the power to choose when they are ready to begin a family. Once the patient reaches that decision, we also assist with preconception planning and counseling, bringing our services full circle and helps prepare them for the next step in their life.

19) How will the agency modify its services if the full amount requested from United Way is not available?

LRH will not compromise services provided to the community. As such, we will continue to seek out alternative sources of funding, expand fundraising efforts, and further restructure clinic operations. With the still recent threat of Title X being defunded, LRH has shown that we will do whatever it takes to continue our mission within Albany County. We continue to operate with minimal staff, ensuring we can meet our goal of a full year's operating budget in savings, in the event of any loss of grant funding. Despite any changes in funding, LRH will stay strong and find a way to provide the high quality care we are known for within the community. LRH has been providing services to Albany County for more than 48 years, during which the clinic has seen many struggling times. Despite the challenges, we always come out stronger than ever.

20) Do you have supplemental fund raisers? (List your traditional supplemental fund raisers including the name of the event, date, gross income, expenses, and net income. If you do not have supplemental fund raisers list the ways in which your agency diversifies your base of support, i.e., applying for federal grants, suggested donations for services, client fees, etc.)

LRHC has supplemental fundraisers and also applies for federal funding through State Entities and private funding. Fundraisers include:

- In 2016, the “Laramie Reproductive Health Friendraiser/Fundraiser” was changed from being primarily a meal prep class to a dessert auction with live music and entertainment. This event has since become our largest fundraiser. In 2017, we had a great turn out which raised a net profit of \$4,097. From here, we have continued with the dessert auction format and in 2018 attempted to expand the fundraiser. Expansion efforts included securing a larger venue and increasing the number of desserts and other auction items available. We continued to provide live music and entertainment throughout the event, offering a relaxing and very enjoyable evening of fun for participants. Our 2018 event took place on March 24th, with a gross income of \$6,750. Expenses included our rental space and decorating materials. Food and drinks were donated by staff and board members, bringing our net income to \$6,550. In 2019 we decided to change the name of the fundraiser to “Pie in the Sky.” The event took place on March 30th and we had a gross income of \$6,880 expenses included rental space, and a city alcohol permit, bringing our net income of \$6,640. Board members donated items such as food catered by Altitude Chophouse & Brewery, and past board members donated the alcohol for the event. In 2020, our “Pie in the Sky” fundraiser was held on February 1st and proved to once again be a great success. The event was hosted at the historic Alice Hardie Stevens Center with catering provided by Speedgoat and live music performed by local artists. This year’s big event raised a net profit of \$5,176.
- Over the last few years LRH has discussed putting on additional fundraisers. Running on minimal staff, however, has made it difficult to put our ideas into action. The clinic has recently started to bring on interns to perform various tasks relevant to their education at the University of Wyoming. We currently have an outreach intern, and going forward we would also like to bring on an intern that would be interested in putting on additional fundraisers. We would like for “Pie in the Sky” to remain our main fundraiser, while incorporating an additional fundraisers throughout the year to bring members of the community together in support of our mission to Albany County.
- LRH applies for private grants, works with private donors, and receives donations from current and former patients. We find many returning patients prefer to donate an exam, providing a visit to someone in need as they once received. Our federal grants include Title X, and the Community Service Block Grant. Client fees are based on a sliding fee scale that takes into account the current Federal Poverty Level guidelines.

21) Does the agency have other sources of support? (List any accounts, reserves, investments, trusts and/or foundations [restricted and unrestricted] held by your agency,

or for the benefit of your agency not listed on the budget forms. Include the balance of each and its stated purpose and/or restrictions.) What percentage of you annual budget do you have in reserves? Has a target dollar amount been set by the board of directors?

Laramie Reproductive Health has an endowment with the Wyoming Community Foundation. We receive in the range of \$6,500 - \$7,500 from the interest annually. The money is not restricted.

To start 2020, LRH had almost 90% of our annual budget in reserves. The COVID-19 pandemic has slowed down our targeted 100% in reserves to end 2020, though we hope to accomplish this goal in 2021. With Title X being threatened to be defunded in previous years, LRH has worked to place money in reserves to equal one year's operating budget. This is to ensure the future of our clinic in the event any forms of support are no longer available.

22) How many staff, professional and support, does your agency employ? How many are full-time? How many are part-time?

LRH currently has seven employees, including five part time Nurse Practitioners, Executive Director, and Front Desk Manager. Of these employees, six are considered to be professional and one is considered support staff. We have two full time employees which includes our Executive Director and Front Desk Manager. All five Nurse Practitioners are considered part time, each working between eight to twenty-four hours per week.

23) Who is covered in your beneficiary statistics report? (Clients, clients and volunteers, educational contacts, etc.?)

Our beneficiary statistics report covers patients seen at the clinic, as well as ACA clients seen by our ACA Navigator. These patients are tracked through our electronic medical record system. Our educational contacts range from our work with the ACA to our outreach events conducted by our Nurse Practitioners. Due to our outreach strategies to reach as many members of the community as possible, it is difficult to track the number of educational contacts.

24) Is there any additional information you feel would be beneficial for United Way allocation panel members to know?

With news of our federal Title X grant being approved for a three year period, LRH has looked back over recent years of uncertainty regarding Title X funding, and in a way, we see it as the push we needed to grow. To begin 2017, LRH was presented with news that would be detrimental to our clinic, that being our Federal Title X funding was to be defunded within the upcoming months. A loss of Title X funding for most clinics would be the end of their existence, as they would have no choice but to shut down. For LRH, this was not an option. Despite the financial situation at the time, we came together and developed a plan to make changes, to improve upon our services and to continue the fight for what we know is an essential service within our community. LRH acted quickly and began the complete overhaul of our clinic. This

included everything from moving locations, reorganizing staff structure and job duties, switching vendors, and insurance billing. Our top to bottom overhaul decreased expenses everywhere possible to account for the potential loss of Title X. Despite the news we received, thankfully LRH never lost funding. Funding was still not secure, however, as grant funds were only being secured for one to three month periods. LRH continued to make changes and improve efficiencies. Slowly, we started to see our clinic make a monthly profit that we could begin placing in reserves, should Title X funding no longer become available. We continued these adjustments to operations over the next three years, resulting in a significant amount of money being placed in savings and securing the financial stability of the clinic.

Throughout the process of overhauling our clinic operations, it is important to note that although we decreased expenses in almost every aspect, we never sacrificed quality of care for our patients. March 5th, 2019 marked one year at our new location, which both staff and patients love. In fact, we actually saw a significant increase in new patient numbers over 2018. Our vendor changes allowed us to get up to date with communication methods, as we are now able to text patients with appointment information, reducing no shows. Changing the clinic appointment flow has resulted in increased insurance reimbursements, more available appointment times, and happy providers. Reassigning job duties did require staff to take on more than they had been used to. Changing the appointment flow, however, actually made for more time for providers and support staff to take on these additional duties. Each step of the way we have decreased expenses, while at the same time improved the quality of services we are able to offer. The threat to Title X gave us a push, and we are now in a much better overall position than we were two years ago. Title X funds are crucial to our services in Albany County, and across Wyoming and the United States. Title X is more than funding, it is a right to access services that are beneficial to all whether directly receiving care or through someone that has in the past. All of us who are a part of LRH are also proud to be a part of Title X. We are extremely grateful to have the Title X grant approved for a full three-year term. As a clinic, we can now take a deep breath and focus on providing high quality care without the constant worry of losing funding. Knowing Title X funding is available will allow us to now make changes that we otherwise would not have been able to do, potentially allowing us to increase the number of services offered.

25) Please describe your in-house United Way Campaign in 2019 and your plans for 2020. How do you plan on engaging and encouraging staff, board members, and others to support the upcoming 2020 campaign?

With the threat to Title X in previous years, LRH has been heavily focused on our financials. The uncertainty has led to LRH making many changes to our clinic as described earlier. We worked hard to keep staff and board members informed of all financial matters throughout this time. Part one of our in-house campaign was in detailing monthly financial reports to staff. Reports included where grant funds were coming from, what those funds were to be used for, and taking Title X out of the budget to show where we would be if funding was no longer available. The detailed explanation showed staff how crucial United Way funds are to our clinic, which was emphasized to staff again when distributing 2018 donation envelopes. LRH Board of Directors is well aware of how important the United Way is in both funding and support in our

mission. Part two of our in-house campaign was to ensure all staff and board members were aware of what United Way does throughout the year, not only for LRH, but for our community as a whole. A different United Way partner is recognized at meetings to inform staff of what all the United Way funds within our community. Our plans for 2020 will remain similar. Supporting our community during the COVID-19 pandemic, adding additional agencies to the United Way partners, and incorporating additional special opportunity grants will be major focuses this year. As in previous years, we will again invite United Way staff to present to our staff and board members during the next campaign. LRH's partnership with the United Way is recognized at our clinic, as well as on all advertising materials.

26) What percentage of your board of directors donated in the past 12 months either directly to your organization or to your organization through the United Way?

100% of LRH Board of Directors has either donated to LRH and/or to the United Way within the past 12 months.

27) Have you registered with Wyoming 2-1-1 and is it up-to-date? Are you a member of the Wyoming Nonprofit Network?

LRH is registered with Wyoming 2-1-1 and it is up to date. As of February 2019, LRHC is a member of the Wyoming Nonprofit Network.

28) How have you addressed any issues brought forth from the 2018 allocation process? (Please read notification summary sent to you in May).

In referencing the 2019 notification, additional information on the Board of Directors has been provided with our 2020 Allocation Report.

29) What percentage of your overall funding comes from the United Way? If you are a multijurisdictional agency, please calculate this number using Albany County data only.

United Way funding makes up 6% of our overall income, including non-support funds such as insurance reimbursements. United Way funds make up 11% of our support income. Percentages based on 2019 figures.

Thank you for your time and consideration.

Additional 2020 COVID-19 Questions:

1) How has the COVID-19 pandemic affected your organization to date?

COVID-19 has sent a shockwave through our clinic. We have transformed clinic operations and procedures. Below are some of the changes that we have implemented to best deal with the pandemic in our community:

Until further notice, the below updates to clinic operations have gone into effect:

- **Staffing and open clinic hours**
 - o Nurse Practitioner hours are now 9am-1pm Monday/Tuesday/Thursday/Friday and 2-6pm on Wednesday (though these hours can be expended to accommodate higher patient demands, should they arise).
 - o Clinic hours have not changed: 7:30am-4pm Monday/Tuesday/Thursday/Friday and 9:30am-6pm on Wednesday.

- **Non-essential services transitioned to telehealth**
 - o HIPPA compliant Zoom has been granted.
 - o Practitioner laptop #1 is set up and has been tested for Zoom conferencing.
 - o Telehealth consent forms for patients have been added to paper patient packets and uploaded to the website for electronic completion.
 - o “New Patient” page has been added to our website with a button that will link new patients to complete paperwork online.
 - o Telehealth forms for insurance billing are now available.
 - o Contact lists have been created for patients who have been rescheduled, are unable to schedule services at this time, or are new patients. This way we can follow up with everyone who needs reproductive healthcare when circumstances allow.

- **Testing:** Kits are being put together for pregnancy and STI testing (currently not including HIV and syphilis)- Patients come to the clinic to pick up sample cup and supplies with instructions, they leave to provide the sample and return to the clinic to drop it off for testing.

- **STI treatment:** We are testing and treating for STIs – both symptomatic/asymptomatic patients and partners.

- **Depo shots:** screening and 15-20 minutes in car for “drive-by” depo shots.

- **Birth control prescription refills:** being filled for 3 months out after completing health history updates with providers.

- **Cancellation policies:** During this time of crisis, we will be waiving fees for cancellations and no-shows.
- **Increased time between patients** to accommodate sanitation procedures.
- **Increased sanitation procedures** and door closure when not in use (break area, exam rooms- plastic has been placed over the lab door as well to prevent droplet spread). Increased sanitation procedures will be completed before patient arrival, after patients enter the building, after patients leave the building, and at the end of the day.
- **Hand sanitizer** (gallon size) has been provided by Dr. Nair at the University of Wyoming, and we also have back-up supplies to make our own.
- **Cloth masks** have been purchased for staff and patient use (see also fundraiser below).
- **Decreased patient access.** The front door is now locked at all times. There is a sign on the door for patients and delivery personnel to contact the front desk for assistance. Additional front door signs include the nurse triage line, symptoms of COVID-19, free condoms and masks available.

Website updates: The “Coronavirus Update” page has been updated regarding services offered at this time. A “New Patient” page has been created for patients to fill out their intake forms online, and a donation button has been added for online donations.

Title X Survey completion – despite the pandemic, we are still be encouraged to have patients fill out the survey forms for Title X. As the forms are no longer kept in the waiting area, it is requested that NPs help to encourage patients to fill them out after their visit.

Campaign ideas: We are launching a free feminine products give-away for patients during this time of crisis – we have purchased initial supplies and will start handing out packages this week.

Approved COVID-19 United Way Grants

- \$300: Covered additional cleaning and sanitation supplies
- \$500: Covered lexan glass barrier and room divider in reception area.
- \$500: Covered plastic chairs (for reception area, exam rooms and NP office), essential oils & diffusers, disposal gloves and sanitation supplies/backstock

New fundraiser: We have purchased cloth masks (with insert for additional filter) from our local sewing group- includes “standard” size, as well as some large and kid sizes. This saves us from having to launder the reusable masks after patient use, supports local businesses, and raises us money!!

2) What are your long term plans to deal with the effects of the disruptions caused by the

virus?

We have applied for the Paycheck Protection Program loan through First Interstate Bank and will continue to apply for additional grants to assist in funding during this unprecedented time of uncertainty. We are also ramping up our outreach efforts to increase both our patient population and ability to reach those who are more remotely located.

3) Please detail the financial impact of the pandemic on your agency?

We began making changes to our patient scheduling and clinic operations beginning on March 23, 2020. Our income from March 23, 2020 to now has been approximately \$11,741. Previously, the average income over a comparable time period during the past 9 months is \$21,688. It is therefore safe to say that our income has been cut almost in half due to the COVID-19 crisis and may continue to decline as the pandemic sweeps through Laramie over the next few months.

4) Will you be laying off employees?

We do not anticipate laying off employees at this time.

LARAMIE | REPRODUCTIVE HEALTH CLINIC

**Laramie Reproductive Health
Board of Directors/Executive Staff
Updated April 2020**

Naomi Boldon - Executive Director

608-556-7395

208 Ord St. Laramie, WY 82070

director@laramiereproductivehealth.org

Laura Baker - President

1st Board Term (2017-2020)

307-460-9554 720-938-9804

2208 E. Sheridan Laramie, WY 82070

LauraABaker88@gmail.com

Randi Downham - Vice President

2nd Board Term (2018-2020)

307-761-2880

1734 Shilo Springs Rd Laramie, WY 82070

Randi.downham@yahoo.com

Kristen Klaphake - Treasure

1st Board Term (2018-2020)

307-745-4987 307-399-1363

2015 E. Curtis St. Laramie, WY 82072

Kristen_klaphake@hotmail.com

Jenny Robinson-Patel - Secretary

1st Board Term (2019-2021)

307-399-0111

jdrwyo@gmail.com

Ed Sherline

1st Board Term (2017-2020)

307-760-7354

1076 Colina Dr. 82072

sherline@uwyo.edu

Caitlin Beck

1st Board Term (2017-2020)

307-399-2813

924 Boswell Dr. 82072

Caitlinbeck4@gmail.com

Libby Thorson

1st Board Term (2018-2020)

608-780-1470

1659 N 6th St. Apt. D

Eliz.thorson@gmail.com

Teri Lund

1st Board Term (2019-2021)

307-742-6854

2225 Range View Ln. Laramie, WY 82070

tlundwy@gmail.com

Cassandra Labounty

1st Board Term (2019-2021)

307-388-2188

C.labounty1@yahoo.com

Moana Sessions

1st Board Term (2020-2021)

970-819-5623

2002 Reynolds St. Unit 7 Laramie, WY 82072

moanajsessions@yahoo.com

INCOME FOR OPERATIONS AND PROGRAMS

	Last Year Actual	This Year Estimated	Next Year Budgeted
Please list either calendar or fiscal year dates:	1/1/19-12/31/19	1/1/20-12/31/2020	1/1/21-12/31/21
1) CASH IN BANK	\$330,937.66	\$360,000.00	\$400,000.00
2) PUBLIC SUPPORT			
General donations	\$9,617.74	\$11,000.00	\$11,000.00
Foundations	\$29,334.65	\$29,000.00	\$29,000.00
3) GOVERNMENT SUPPORT			
City of Laramie	\$3,877.78	\$3,500.00	\$3,500.00
Albany County	\$0.00	\$0.00	\$0.00
State of Wyoming	\$0.00	\$0.00	\$0.00
Federal	\$122,937.18	\$116,000.00	\$116,000.00
CSBG	\$19,769.10	\$15,000.00	\$15,000.00
4) SELF-SUSTAINING SUPPORT			
Insurance Reimbursements	\$180,139.24	\$135,000.00	\$180,000.00
Equality Care (Medicaid)	\$9,073.60	\$6,804.00	\$10,000.00
Interest income	\$909.65	\$1,100.00	\$1,100.00
Fundraisers - net	\$9,387.47	\$10,000.00	\$10,000.00
Client fees	\$39,767.32	\$30,000.00	\$40,000.00
STI Prevention Program	\$5,667.00	\$5,500.00	\$5,500.00
Wyoming Breast Cancer Initiative	\$2,060.00	\$2,000.00	\$2,000.00
Zonta Grant	\$500.00	\$1,000.00	\$500.00
Work Force Service Grant	\$0.00	\$0.00	\$0.00
Other Grants	\$3,107.00	\$5,000.00	\$7,000.00
5) UNITED WAY SUPPORT	\$27,938.00	\$40,000.00	\$30,000.00
6) TOTAL INCOME (total for lines 2 thru 5)	\$464,085.73	\$410,904.00	\$460,600.00
7) TOTAL CASH AVAILABLE (total for lines 1 and 6)	\$795,023.39	\$770,904.00	\$860,600.00

EXPENSES

	Last Year Actual	This Year Estimated	Next Year Budgeted
Please list either calendar or fiscal year dates:	1/1/19-12/31/19	1/1/20-12/31/2020	1/1/21-12/31/21
9) SALARIES/WAGES	\$184,660.18	\$185,000.00	\$240,000.00
10) EMPLOYEE BENEFITS	\$8,070.98	\$8,000.00	\$10,000.00
11) PROFESSIONAL AND CONTRACTUAL SERVICES			
Agency related	\$31,266.53	\$30,000.00	\$30,000.00
Client related	\$0.00	\$0.00	\$0.00
12) DIRECT SERVICE/CLIENTS			
Laboratory Services	\$6,496.50	\$8,000.00	\$9,000.00
Prescription Medications	\$3,737.21	\$4,000.00	\$5,000.00
Contraceptives	\$41,457.21	\$45,000.00	\$50,000.00
Clinic Supplies	\$7,948.06	\$10,000.00	\$8,000.00

Educational Supplies	\$53.00	\$1,500.00	\$1,500.00
Laboratory Supplies	\$2,898.93	\$4,000.00	\$4,500.00
13) OFFICE EXPENSES			
Rent	\$30,000.00	\$30,000.00	\$30,000.00
Office Supplies	\$4,291.48	\$5,000.00	\$5,000.00
Telephone & Internet	\$3,441.39	\$3,500.00	\$3,500.00
Postage & Delivery	\$1,503.81	\$1,500.00	\$1,500.00
Clinic Software Fees	\$11,312.22	\$11,500.00	\$13,000.00
Advertising	\$14,333.65	\$15,000.00	\$15,000.00
Utilities	\$3,705.73	\$4,000.00	\$4,000.00
Repairs & Maintenance	\$1,006.44	\$1,000.00	\$1,000.00
Office Equipment	\$506.00	\$2,000.00	\$1,000.00
14) TRAINING/TRAVEL	\$5,326.06	\$7,500.00	\$7,500.00
15) MISCELLANEOUS			
Fundraising Expenses	\$2,435.02	\$2,500.00	\$2,500.00
Dues & Subscriptions	\$4,223.04	\$4,500.00	\$4,500.00
Reconciliation Discrepancies	\$1,005.00	\$1,000.00	\$1,000.00
16) TOTAL EXPENSES (total for lines 9 thru 15)	\$369,678.44	\$384,500.00	\$447,500.00
17) CASH BALANCE IN BANK (7 minus 16)	\$425,344.95	\$386,404.00	\$413,100.00

PROGRAM BENEFICIARY STATISTICS *

Please list either calendar or fiscal year dates:	Last Year Actual	This Year Estimated	Next Year Budgeted
	1/1/19-12/31/19	1/1/20-12/31/2020	1/1/21-12/31/21
1) UNDUPLICATED COUNT OF BENEFICIARIES	942	1125	1350
2) AGES			
Infant (under 5)	0	0	0
5-12	0	0	0
13-17	63	95	115
18-29	637	755	935
30-64	242	275	300
65 & over	0	0	0
3) GENDER			
Male	134	175	215
Female	808	950	1135
4) INCOME LEVEL			
Below poverty	681	750	875
At or near poverty	101	175	250
Median income	73	105	120
Upper income	87	95	105
5) RESIDENCE			
Albany County	938	1117	1338
Carbon County	4	8	12

* If your agency does not keep program beneficiary statistics to match these categories, enter N/A where appropriate.