

S.O.U.L Clinic of Kentuckiana Inc.
Discovery Index
2019

Table of contents

Budget and Financial Planning.....	3
Profit and Losses.....	4
10-K and other Annual Report Filings.....	4
Scope of Services.....	5
Volunteer /Staff / recruiting and retention.....	8
Automation and Security.....	9
Facility and Technology.....	9
IT, Web and Social Media.....	10
Community Awareness.....	10
Donor Base Development.....	10
Fundraising Methods.....	10
Program Development.....	
Client Intake and Rehabilitation.....	12
Career Coaching.....	12
Workforce Development.....	12

Budget and Financial Planning

(Page 3)

2019 Expenses:

1. Building annually \$3,000.00

- Rent including all utilities is paid to First Lutheran Church in the amount of \$250.00 monthly.

2. Security \$150.00 one time deposit

- One time Security Deposit in the amount of \$150.00 is paid to First Lutheran Church to cover the cost of a false alarm should the security system be activated under our code and police, fire, ems arrive under false pretenses.

3. IT, Web, Social Media annually \$1,255.87

- Monthly phone / hotspot bill in the amount of \$95.00 is paid to metropcs. Annual bill of \$29.95 for domain name and \$89.95 for website host is paid to webstarts. Free Advertising and newsletter available on facebook, instagram, twitter, and email.

4. Coalition rated bus passes for consumers annually \$1,353.84

- A service that we try to provide our consumers is to issue 4 monthly bus passes to consumers who are working and 10 4 hour passes to help get consumers to doctor, Nia or other appointments.

5. State Issue ID voucher program annually \$480.00

- A program through the Jefferson County Circuit Clerk's office offers a state issue identification card valid for 1 year. We have been approved for a voucher program to send consumers to the Nia Center at 2900 West Broadway to receive an Identification Card for \$4.00. we would like to issue up to 10 identification cards a month.

6. Kentucky Birth Certificate annually \$1,200.00

- A replacement Birth Certificate that is often needed when applying for government housing is \$10.00 per person. We would like to offer up to 10 replacement certificates a month.

7. Transportation annually \$600.00

- Transportation expenses for the Chief Executive Officer to commute to and from work and to commute to network meetings and events related to work around Metro Louisville is a \$50.00 monthly expense.

8. Primary office supplies annually \$1,132.16

- Primary office supplies include black and color ink for both office printers, yellow file folders, boxes of envelopes, coil of stamps, printer paper. These are the immediate needs to make the office function monthly.

9. Storage Facility

- Extra Space Storage for the furniture, appliances and electronics that we supply for our consumers upon gaining housing is an annual cost \$864.00 at a break down of \$72.00 monthly.

Total: \$1,0035.87

Profit and Loss

The **profit and loss** (P&L) statement is a financial statement that summarizes the revenues, costs and expenses incurred during a specified period, usually a fiscal quarter or year. Quarterly reports are submitted by the Treasurer at each board of directors meetings and is reviewed, discussed and approved before the next quarter can begin.

Annual Filings

Each year by June 30, the Chief Executive officer submits an annual filing to the Kentucky Secretary of State. Due the nature of our business as defined in publication 1828 of the Internal Revenue Service we are not required by law to file any reports with the IRS. In order to maintain active tax exempt status we are required to file an annual report with the Kentucky Secretary of State office of Business filings.

Scope of Service

1. What is a S.O.U.L Clinic?

Consumer operated services that are administratively operated by mental health consumers and emphasize self-help as their operational approach.

Consumer operated services help individuals see what is possible for themselves and for others. People see that recovery is real and possible. They can see it in the people surrounding them.

2. What will be our status compared to licensed Psychologist and Family Counselors?

It is legal in most states to have Peer Support Specialists to conduct peer to peer support. This has always involved a whole range of human problems, just as does the work of a psychologist. We can use any kind of therapy they can although most of our training is very basic and generalized and not as extensive as training learned by a psychologist. Some problems will be beyond our scope of practice and it is our ethical responsibility to suggest an advanced level of care for said clients.

3. What are possible functions of consumer-operated services?

Consumer-operated services have diverse sets of practices, but research has recognized four basic types of functions: mutual support, community building, providing services, and advocacy. Some consumer-operated services assume all four of these functions; others emphasize only some of them.

Mutual Support

People with common life experiences have a unique capacity to help each other because they share a deep understanding that might not exist in other relationships. Mutual support exemplifies the “helper’s-principle” which means that both parties benefit from the process. When peers support each other in this way, there is no need to designate who is the “helper” and who is the “helpee.” They might switch back and forth in these roles or act simultaneously.

Community Building

Consumer-operated services offer opportunities for participants to develop new social and interpersonal networks, to experience membership in an inclusive and accepting community, to think about themselves in new ways, and to learn better ways to handle problems.

Providing Services

The services offered by consumer-operated services vary considerably. They might reflect the needs of a community, the expectations of a funder, and/or the interest or talents of group members. The services you will find at the S.O.U.L Clinic of Kentuckiana Inc. are:

Drop in center, Peer counseling, Assistance with basic needs or benefits, Help with housing, employment or education, Linkage to services or resources, Social and recreational opportunities, Arts and expression, Structured educational or support groups, Crisis response and respite, Information and education, Outreach to community and institutions, religious / spiritual connecting, financial, emotional, sexual, health and nutrition, family, identity, past and future, hygiene and self-care.

Advocacy

Advocacy and social action to promote system change and social justice has been a core element of the consumer self-help movement from its inception. Consumers now participate in local, state and federal levels to help plan services, shape policy, and promote change.

4. What is the program structure?

Program structure refers to how programs are organized and operated. A consumer-operated service includes the following structural attributes:

It is guided by consumers-the people who use the service. It is run by its membership. Leadership is participatory. Participation is voluntary. The structure is planned with both physical and emotional safety in mind.

5. What is our operational process?

Operational Process refers to the services offered and the methods of providing those services including these: Peer support through relationship building and informal and structured interactions. Meaningful roles and opportunities for everyone. Peer mentoring and teaching.

6. What methods will the SOUL Clinic use?

Transactional Analysis, Client Centered therapy, Gestalt Therapy, Reality Therapy, Religious and Metaphysical orientation.

7. Can anyone who has received counseling, for example, marriage counseling be considered a consumer?

By definition, peer support happens among individuals who share common experiences.

8. Why is autonomy and peer leadership so important?

Consumer-operated services may position themselves as alternatives, adjuncts, or enhancements to the traditional mental health service system, but they cannot structurally be an arm or extension of it. This is necessary so that consumer-operated services can do the following: Promote equity and reciprocity in relationships. Consumer operated services try to minimize or eliminate power differentials inherent in relationships between the workers and clients in traditional mental health services; Reduce pressure to conform to standards, practices, and values that are not consumer driven, and sometimes not even consumer centered; and function as centers of opportunity for empowerment and leadership development.

9. Are there roles for nonconsumers or outside supporters?

Yes. There are a number of necessary and valuable roles for nonconsumer supporters and partners, In addition to being friends, allies, advocates, and champions, specific roles are the following:

Funder/contractor, Sponsor/fiscal agent, Mentor and Collaborator. The role of a sponsor/fiscal agent is a temporary start up accommodation sometimes used for new programs.

Guidelines

1. The first interview is free; here you determine what kind of problem the client has and whether or not you can help them. Answer any questions they have about your background or training. Determine what kind of help you will provide, payment, clarify that you will not get rid of the problems and make a brand new person. What you offer to do is help them live with their problems or find the solutions themselves.

Any fees incurred by networking agencies after establishing a new client will be paid by the client based on the Self-Pay Fee Schedule.

2. Everything a client tells you is confidential; This means you do not discuss specific cases outside your office, even with own family. Make sure client understands this, explain you will keep personal records that can only be reviewed by authorized personnel only.

The only information that will be shared outside of the confidential realm, are threats or behavior to harm one's self or another person. The local authorities or trained individuals will be notified at this point and case evaluation for continued service will be conducted.

3. The following practices are not to be used at all in SOUL Clinics: hypnosis, drugs of any kind, faith healing, tarot reading, palmistry, or other methods of fortune telling, reading aura, any radical or potentially dangerous methods of therapy for which you have not been trained.

4. We are helping people find their own truth and values. You can discuss your beliefs with the client as long as you discuss their beliefs but do not try to tell them that the answers that work for you are going to work for them. Especially don't impose your values or standards on them as this could add guilt feelings and further confusion to other problems.

5. If you are in doubt about whether a method or practice can be used in SOUL Clinic, check with SAMSHA first. If a new idea seems like it would really be useful, then we will probably not only let you use it but let other consumer-operated services know about it.

Philosophy and Methods

1. The source of a person's problems and their solutions are in themselves not in other people or outside sources over which they have no control.

2. Most of a person's "hang-ups", problems, and negative emotions are habits they have acquired in their life rather than inborn characteristics. They can be changed.

3. A person can only change or be helped to change when they admit they have a problem and decide they want to do something about it. You cannot help a person who does not want to help themselves.
4. All of the techniques we recommend for disengaging a person from negative habits stress self-understanding or self-knowledge. The person must learn to recognize what he is doing or believing that causes the problems, and get in touch with their own feelings, especially those that they are not admitting to themselves. This may or may not involve remembering events and experiences from their childhood.
5. People are generally happier and more successful the more they live in the present rather than the past or future. Several methods are given focusing attention or awareness in the “Here and Now”. Most group therapy techniques also emphasize dealing with present feelings, attitudes, conflicts, etc., rather than endlessly discussing past failures and worries about the future.
6. The attitude of the counselor toward the client is the most important part of therapy. The counselor must get involved, care, respect, and trust the client as a person, give “warm strokes”, be loving. The more you can think of the other person as yourself, get into their shoes, understand where they are coming from, the more you can help them. This is in contrast with the traditional psychiatric approach where the therapist stays aloof and uninvolved.
7. The person who is causing themselves problems with their behavior needs to learn better ways to behave. It’s not enough just to remove negative habits. The client must decide on new habits to fill the void. Referring to the Reality Chart, the change must go beyond revelation (learning about him/herself) to the manifestation stage (changing his/her behavior) and move toward realization.
8. All the methods in SOUL stress positive thinking, the concept that a person is limited only by their beliefs and efforts. Success takes work and effort, of course but the person who believes they can succeed is most likely to put out the needed effort. The person who expects to fail rarely tries very hard. One of the best ways to help a person have faith in them self is for you to have faith in them. This has to be real, you can’t “fake it”.
9. It is important to deal with all aspects of a person, intellect, understanding, feelings and emotions, physical body and social relationships. All of these relate to and affect each other. Some of the methods and techniques work best in one area and some in another. This is why we believe a combination of approaches, as long as they are consistent, is better than sticking to just one way.
10. The most basic decision a person makes is whether they will be a “winner” or “loser” in life; their self-image, way of confronting the universe. A loser isn’t aware they have decided to be a loser. They might say they try but things always go wrong, people take advantage of them, etc. They have good ideas but never seem to be able to manifest them.

*The S.O.U.L Clinic of Kentuckiana Inc. Science of Understanding Life, is the missionary work department of this chapter of Universal Life Church.

Volunteer Recruitment and Retention

Recruitment refers to the process of attracting, screening and selecting qualified people for a position within an organization. It is an important management activity in securing an effective workforce. ...**Retention** strategies strengthen the ability of businesses to attract and **retain** their workforce. This organization is consumer-operated and volunteer based. In order to offer our services free to the consumers we ask that they contribute to daily tasks within the office. Some consumers go a step further and become a peer support provider assisting with intake, helping to fill out forms, answering phones, working the front desk, and a myriad of other tasks.

Facility

The facility in which services are provided for 2019 is located at First Lutheran Church 417 East Broadway, Louisville, Jefferson County, Kentucky 40202. This facility is provided through an agreed proposal of \$250.00 monthly for a rental fee. The space includes a front lobby, intake office, supply hall, gender neutral restroom, 4 storage cabinets, an administrative office, kitchen and 2 meeting rooms. The clinic responsible for cleaning and maintaining the space and the shared spaces with other organization within the building.

Automation and Security

Building security is provided by Leading Integration Security System. Upon receiving space for operations we were issued a 4 digit security pin that safely secures the building at the end the day. It has been advised that if the security system is breached the security company immediately contacts two representatives of the building committee before dispatching the police for response. If the building committee believes there is an issue they will ask the security company to dispatch the police immediately. As part of this security system our organization has been asked to submit a \$150.00 deposit in the event a false alarm is dispatched under a breach in the system when our code was last entered.

Additionally, keys have been issued to 4 staff members and the church secretary. One set to the Chief Executive Officer, One set to the Executive Assistant, One set to a case Manager and One to a volunteer. Each set of keys contain the following: One key to the outer doors of the building, one key to the front office of the clinic, one key to the storage lockers in the basement, One key to the Chief Executive Officer's office, and the Chief Executive Officer holds a key to the safe and the file cabinet.

Due to the concern for added security there is also a red security bar that is placed on the front outer double doors of the office each night when operations have ended. This bar prevents someone from the outside being able to rip the doors open if able to break the bolt lock that is installed on the door.

For the safety of the consumers and staff, multiple staff have been trained in DE-escalation tactics, fire, tornado, and dangerous weather safety routes, and suicide prevention.

IT, Web and Social Media

Information Technology (IT): the study or use of systems (especially computers and telecommunications) for storing, retrieving, and sending information. Is used to generate documents for policy and procedural purposes, verification letters and letters of support for clients, and a myriad of other services as needed for day-to-day operations. IT support is provided free of charge by an anonymous donor with degrees in computer information systems. IT equipment has been donated by Phil's Pawn Shop for general office operations. Website design and hosting is provided by www.webstarts.com for an annual fee of \$119.90

Community Awareness, Engagement and Education

Community Awareness, Engagement and Education. Definition: ... to actively and meaningfully learn from and share information with different segments of the **community** to enhance knowledge, skills and behaviors that promote optimum community development opportunities. Currently the S.O.U.L Clinic of Kentuckiana Inc. actively attends the monthly Coalition for the Homeless Louisville, Continuum of Care meeting which is held on the 1st Monday of each month at Metro United Way. Additionally we attend the monthly Case Manager's Lunch & Learn held at Metro United way on the second Monday of the month. Also the Greater Louisville Re-entry Coalition meeting held on the 4 Wednesday of each month. And finally the Transitional Community Partners Network Meeting on the 2nd Wednesday of every other month. These meetings are an opportunity for the clinic staff to network and collaborate with other established networks and newly developed agencies who share and combined desire to help less fortunate individuals get re-established. We are always open to other community events as they arise.

Donor Base Development

1. Raise awareness

How many potential donors are even aware that your Nonprofit exists? In order to develop a donor base, people need to have heard of your organization!

One proven method for raising awareness is to have your organization host a large and impactful fundraising event. Attractive events like a sports tournament, dinner gala or a benefit auction will draw in large crowds and help to enhance your Nonprofit's credibility and status. Before the event, be sure to advertise early and often. By raising awareness about the event, you'll simultaneously be spreading the word about your Nonprofit's mission.

2. Instill a Desire to Contribute

The day of the big event, make sure attendees leave with the desire to support your mission. Dedicate a portion of the evening to informing the attendees about your mission, how their money will be used and why your organization needs funding. Be passionate! You want your attendees to feel like they are part of your mission.

The best way to engage guests is to share stories, not statistics. Get an employee or audience member to tell their personal story, why they got involved with your Nonprofit and what it has done for them.

Depending on your cause, this is also a great opportunity to share stories of success. Tug at the heartstrings of your benefactors!

3. Keep Donors Contributing

Reaching out to donors doesn't stop after the event is over. Donors may have felt a strong desire to support your mission at the event, but follow up communication is the key to keeping them engaged.

Whenever your donors contribute, whether it's during or after the event, say thank you with personal phone calls and hand-written cards. For your bigger donors, take it a step further to build a relationship with them and invite them out to lunch or coffee. Be sure to preface your invitation with your intention to gather input from your biggest and most important contributors.

Once you're on your "Donor Date", ask for feedback then listen! You don't have to take everything they say as gospel. The point here is to make them feel heard. Donors who feel heard will continue to stay engaged and be more inclined to donate in the future.

4. Keep Donors Connected

To keep donors up-to-date on the impact their money has made, share your Nonprofit's progress and goals on a regular basis. One of the most effective - and cheapest - means for doing so is a monthly email newsletter. Email services such as MailChimp offer easy-to-use free accounts for organizations with less than 2,000 on their mailing list. For anywhere north of that you're looking at \$30-\$50, which is well worth it to keep you donors connected.

Email campaigns can also be especially useful for fundraising events. Just a few of the most important emails for event organizers to consider include:

- **Market Your Event:** These emails should start going out 3-4 months in advance, with an updated version going out every couple weeks. Tease your audience with a preview of the event's entertainment or auction items if you have them. Build excitement!
- **Event Registration:** Start sending a link to the ticket/registration page at least 1-2 months prior and keep them going every week until the event.
- **Event Recap:** Share your fundraising total, include stories from the event, highlight winners, etc. This can go out anytime after the event, but its usually best to keep it within 1-2 weeks to stay relevant.

In every email you send to your mailing list - whether its for an event or just a general newsletter - make sure there is an easy and obvious way for the recipient to make a donation on the spot. Create a conspicuous "Donate" button that takes them to a donation page and place it in the same place on every email.

Another important section to include on every email is a feedback section. Make sure you are always asking donors for their input and advice on future projects. It's important that donors feel like they are contributing more than just money. You can do this by including a link to a survey or telling them to respond to the email.

Fundraising Methods

Fundraising is an integral part of any non-profit organization. Many of the clinic fundraising methods include but are not limited to bucket shakes, phone banking, letter/email writing, word of mouth, raffles and bake sales. Money received from fundraising efforts help to cover the cost of materials for the clinic, vital records for consumers, bus fare for consumers, and any miscellaneous expenses that may occur. Fundraising reports are submitted to the Treasurer to be included with the quarterly financial reports.

Program Development

Program Development is: The process of formulating, improving, and expanding educational, managerial, or service-oriented work plans

Client Intake and Rehabilitation

Client intake begins on the first day a consumer arrives at the office or by referral from friend, staff, networking agency or self identification. The consumer can complete an online application or an online application. The consumer is then issued a case identification number to keep record of services provided to the consumer. From day one the clinic program has up to 180 days (6 months) to assist a consumer in obtaining housing, healthcare, education, employment, vital records, counseling, eligible benefits, an any other services the consumer may need to function on a day-to-day basis.

Workforce Development

Workforce development, an American approach to economic development, attempts to enhance a region's economic stability and prosperity by focusing on people rather than businesses. It essentially develops a human-resources strategy. We offer career assessment, resume writing, reference letters, cover letters, hands on job training, job placement and employment ready clothing.

Career Coaching

Career coaching is a sector that has grown exponentially in the last decade. The goal of **career coaching** is to empower professionals by helping them make informed decisions about their trajectory. It's a solution-based approach to **career** decisions. **Career coaches** focus on results, actions and accountability.