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COVID-19 Rapid Response Mini-Grant Letter of Request

Date: March 18, 2020

Contact Information

Organization Name: Community Volunteers in Medicine
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In a few brief paragraphs, please explain:

1. **What geographic area is served?** *(If not all of Chester County, specify primary Chester County regions served)*
2. **What population is served, what has been the impact of COVID-19, and how has your nonprofit responded?**
3. **How much funding is sought? How does this compare to your annual operating budget? What will the funding be used for? What is the expected timeframe for use of funds?**

Community Volunteers in Medicine is a comprehensive healthcare center serving low-income, uninsured families in Chester County. We are a safety net for people that fall through the insurance gap in our healthcare system and have nowhere else to turn for care. Our patients are employed in low-wage fields, primarily the service industry, which has recently been dramatically affected by closure of non-essential businesses due to the COVID-19 pandemic.

As a healthcare center, it is important that we take steps to keep our community safe during the COVID-19 pandemic, while still providing primary medical services to our patients. Our current focus is to help our patients manage their personal health as we all navigate through this public health crisis. We are providing essential services only, educating and counseling patients as we reschedule all routine follow-up and well patient visits. We are triaging patient calls, providing innovative care via telephone and telehealth visits and dispensing medication to our patients under revised procedures requiring minimal personal contact. We are working to keep everyone well and away from local emergency departments as our hospital and health system partners prepare to respond to the pandemic. **CVIM is open and serving patients -- just differently.** And we adjust protocols and operations daily as the situation evolves.

While CVIM standard operations depend on our strong volunteer corps of nearly 500 people each year, we have asked our volunteers to say home. We felt this was the right decision, especially as many of our volunteers are 65 and older, some with chronic health conditions. Many of them want to be here, but we want them at home for their own protection and to encourage social distancing. Of course, this means that our core staff of 35 FTEs is stretching to serve patients. We have re-deployed staffing resources to prioritized areas including telephone triage and consultations, limited in-person consultations including dental emergencies, behavioral health counseling via telephone, and dispensing medications for patients with chronic diseases. Some part-time staff members are working increased hours to compensate for the absence of volunteers, which was not anticipated in our FY20 operating budget.

While the situation is fluid, our immediate additional staffing costs per week are noted below. We expect this staffing to be required for a minimum of four weeks, which will cost \$15,760.

Position	Additional Hours per week	Hourly Rate	Additional Cost per week
Physician (telehealth treatment)	20	\$75	\$1,500
Nurse Practitioners (triage)	40	\$50	\$2,000
Front Desk Associates (incoming calls)	20	\$22	\$440
TOTAL	80	\$147	\$3,940

To help with these costs, we respectfully request a mini-grant of \$5,000. This amount would be .14% of our \$3.7M cash operating budget, which is attached.

Continuing to dispensing free medications to our patients is a top priority right now and we anticipate that our major sources for free drugs could be disrupted as the national non-profit pharmacies and pharmaceutical patient assistance programs face their own challenges. For now, we have doubled our monthly medication purchase, for an additional cost of \$5,700. If the donated medications are not available for any reason, costs to keep our patients healthy would skyrocket to over \$300,000 per month. We will be seeking funding from other sources to assist with the immediate increase in medication costs and are developing contingency strategies for the future.

Our patients struggle to make ends meet and take care of their families even without the extra stress and uncertainty of a global pandemic and the resulting economic downturn. As staffing time allows, we will soon begin proactive patient outreach to check on them and assess their needs. We hope to be able to offer additional tangible support in the form of gas cards to help with transportation costs as they travel to CVIM to pick up medications. We are limiting medication supplies to 30 day quantities to preserve limited resources, so they will have to come to CVIM more frequently than normal. Even the smallest things can help right now. We have discovered that many of our patients do not own a thermometer and are trying to obtain a large quantity so we can distribute those as necessary. Of course, we are also providing information and referrals to other community-based agencies to help our patients cope with these extraordinary circumstances.

We appreciate your rapid response to this unprecedented challenge facing our community. Please feel free to reach out with any questions.

Thank you.

Please email grants@chescof.org

- _____ This Brief COVID-19 Rapid Response Mini-Grant Letter of Request
- _____ Copy of annual operating budget or most recent audit
- _____ 501c3 determination letter

Request letters will be posted on the Community Foundation's website, in order to share with fund advisors, donors, grant panelists, and other funding sources.

Grants will be processed a few times monthly.

We estimate mini-grants will range from \$500 to \$5000.

Please direct general questions & inquiries about the Rapid Response Mini-Grants to grants@chescof.org.
Beth, Steph, Cierra or Kevin will answer you.