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**Chester County Nonprofit  
Innovation & Resiliency Fund  
Grant Request Form**

**Contact Information**

Nonprofit Org Name: Child Guidance Resource Centers (CGRC)	ED/CEO Name: Colleen McNichol
Address: 744 East Lincoln Highway	ED/CEO E-mail: cmcnichol@cgrc.org
City, State Zip: Coatesville PA 19320	Board Chair Name: Gregory Scott
Phone: (610) 383-5635	Grant Proposal Contact Name: Helen Kaplonski
Website: <a href="http://www.cgrc.org">www.cgrc.org</a>	Grant Proposal Contact E-mail: hkaplonski@cgrc.org
EIN: 23-1490061	Grant \$ Amount Requested: \$35,300
Year Founded: 1956	

*In filing this application, the nonprofit certifies that it complies with all federal, state & local laws, including taxation; complies with current public health guidelines; and complies with coronavirus pandemic phased reopening restrictions.*

Agreed by: *Colleen A. McNichol* Date: *10/28/2020*

**Nonprofit Field/s of Interest**

<input checked="" type="checkbox"/> Arts, Culture & Historic Preservation	<input type="checkbox"/> Education	<input checked="" type="checkbox"/> Health
<input checked="" type="checkbox"/> Community Development	<input type="checkbox"/> Environment & Animal Welfare	<input checked="" type="checkbox"/> Human Services

Figures	Current	PRE-COVID (as of 1/1/20)
Annual Operating Budget	\$4,032,963	\$ 4,009,704
Full-Time Equivalent Paid Staff	80	# 80
# Board Volunteers	16	# 16
# Committee Volunteers	45	# 45
# Active Direct Service Volunteers	# n/a due to healthcare restrictions	# n/a due to healthcare restrictions
Annual Volunteer Hours	500	# 500

**Funding:** Please indicate if your nonprofit has received funding from any of these regional sources over the past few years. We will invite them to review this funding request.

<input checked="" type="checkbox"/> ChesCo Comm Fdn	<input checked="" type="checkbox"/> Brandywine Health Fdtn	<input checked="" type="checkbox"/> United Way ChesCo	ChesCo Dept Comm Devel
ChesCo Fund/W&Girls	Phoenixville Comm Health Fdtn	United Way S ChesCo	ChesCo Dept Health
Other significant funders: van Ameringen Foundation, Marshall-Reynolds Foundation			ChesCo Dept Human Svcs

**Narrative:** In a few concise paragraphs, please explain:

- Mission** Child Guidance Resource Centers mission is to inspire hope, to empower and to contribute to the well-being of children, families, and adults throughout the five county Philadelphia region by delivering evidence-informed behavioral health services and community-wide wellness programs.
- What geographic area is served?** (If not all of Chester County, specify primary Chester County regions served) CGRC provides behavioral healthcare assessment and treatment services and case management services to children, adolescents and families across Chester County through our office and community based programs. Our office is based in the City of Coatesville to address the healthcare needs of a largely medically underserved geographic portion of the county. Our ability to provide treatment and case management services throughout the county in a

family's home and/or in a child's school enables our staff to understand the challenges faced by our clients and to effectively tailor their treatment plan to their unique needs.

3. **What population is served? How have your service numbers been impacted by COVID?** As a contracted healthcare organization with the state's managed Medicaid system, we are able to provide a full continuum of behavioral healthcare services along with case management services for children who are enrolled in the public health care system. Several of our therapeutic programs and our case management program are only available to children, adolescents and families through this system. These programs are designed to address the complex and intense mental health needs of children and families and typically combine supportive case management to assist families in navigating child serving systems and to access resources to meet basic human services needs such as food, clothing, safe housing, job skills training and education. These therapeutic programs work to keep children with intense behavioral issues at home participating in therapy as opposed to placing them in a residential psychiatric facility. Except for cases of children under the care of Child Protective Services, children and youth who can remain in their home setting in the midst of a caring and supportive family, can make much better progress toward their treatment goals. The vast majority of our client population qualifies for public health insurance due to the child's mental health diagnosis and/or the family's income. Our client population has remained stable throughout the pandemic because treatment typically lasts at least six months or more. We are concerned however, that virtual education no longer provides school staff with the opportunity to observe children's behavior in person and subsequently work with parents and caregivers to refer children who need assistance.
4. **What has been the impact of COVID-19, and how has your nonprofit responded?** CGRC immediately pivoted to a telehealth model of service provision in mid-March. Our leadership purchased business Zoom licenses for staff use with clients and to enable virtual clinical supervision and management meetings. The pandemic's impact on our clients is still manifesting itself in changes in behavior and emotions due to the stress of financial struggles and a continuous flow of dire news. Our client families are still trying to adapt to major changes in social and behavioral patterns including virtual school instruction and limits on social activity. CGRC's clinical management has worked continuously with front line clinicians and case managers to design and incorporate new methods of client engagement and virtual service delivery. It may mean that the therapist and child play a game simultaneously, but separately to help the child open up and begin to talk about his life. The ability to build a trusting and respectful therapeutic relationship is central to the successful delivery and acceptance of therapy and it now requires our staff to creatively build rapport over a computer screen. Our clinicians must now be focused on what they can observe and hear from a significantly limited perspective as opposed to being in the same room with the child and family. It also requires increased levels of patience as we all recognize the inherent delays in virtual communication speech patterns. Frankly, given that none of us have lived through a pandemic, we are learning to adjust our therapeutic techniques and treatment plans as the world changes. Our clinical staff has an organized forum for sharing what works for clients in treatment with their peers.
5. **What would this funding be used for? How does this demonstrate innovation and resiliency in dealing with COVID impacts? What would be the community impact of this anticipated funding? Why is it important to fund this now?** CGRC is requesting funding for the unexpected costs to support our Chester County programs. This includes purchasing Zoom business licenses, buying gloves, masks, cleaning supplies and hand sanitizer for our offices and community based staff. Zoom capability permits our staff to deliver therapy, psychiatric services and case management services to our client families. It is vital to continue to provide healthcare once it has begun, particularly during this extremely stressful time. It is also crucial that our psychiatrists and psychiatric nurse practitioners continue to monitor the health of children taking medication to ensure safety and to work with new clients on their overall treatment plans. This work could not be disrupted during the transition to telehealth and must continue as needed.

CGRC had our Chester County offices deep cleaned in March at a cost of \$3,500 to ensure safety for staff who need to work in our offices. Over the past four weeks we have begun transitioning some families in our outpatient therapy program back to in-office appointments. In-person appointments are more effective when our treatment plan requires teaching behavioral intervention techniques to children and parents. In-person therapy also assists very young children who have difficulty maintaining their attention on the computer screen. We have strict protocol for in-office appointments requiring all staff and clients to wear masks inside our offices. Clinical staff is responsible for cleaning all high touch surfaces with disinfectant wipes in between each appointment. Administrative staff is responsible for cleaning our reception area and waiting room in between appointments. This requires us to purchase large supplies of masks and cleaning equipment to maintain the health and safety of our staff and clients. We plan to

continue offering in-person appointments to interested families to help them improve therapeutic progress as long as Department of Health guidelines permit. We anticipate spending \$7,500 to purchase PPE, masks and cleaning supplies by 12/31/2020. The annual Zoom licenses for our Chester County staff costs \$5,800.

**6. How much funding is sought? How does this compare to your annual operating budget and this years' projected deficit? What is the expected timeframe for use of funds?**

CGRC is respectfully requesting \$35,300 in funding to account for unexpected expenses and the inability to hold our major fundraising event of the year.

CGRC's unexpected COVID-19 incremental expenses for our Chester County programs projected through the end of 2020 include:

\$7,000 deep cleaning of office buildings in March and another scheduled for late November

\$7,500 purchase of gloves, masks, cleaning supplies

\$5,800 Zoom licenses

\$20,300 Total unbudgeted expenses for calendar year 2020

CGRC's annual operating budget for our Chester County programs is \$3,925,000. Unfortunately, our typical operating budget operates at a substantial loss (between \$200,000-300,000) due to contracted managed Medicaid and commercial insurance rates which do not cover the costs to provide our healthcare services. To help understand this, our state licensure as a behavioral health provider requires us to perform many vital tasks which are not considered reimbursable. This includes our requirement as mandated child abuse reporters to file Child Line reports for any suspected and/or reports incidents of child abuse. These functions require substantial amounts of staff time that is not revenue generating yet crucial to our mission. Typically, CGRC attempts to close this deficit through multiple philanthropic efforts including our annual fundraising gala. We were unable to hold the event this year due to the pandemic which would have contributed \$15,000 to offset our deficit. While our total request of \$35,300 is 1% of our annual operating budget, this funding will greatly assist us in addressing these ongoing needs by keeping our operation running in a safe manner for our staff and clients. Due to the continuing nature of these unbudgeted expenses, we will be using this funding immediately.

Child Guidance Resource Centers  
 Chester County Programs  
 Calendar Year 2020 Projected

	Projected Calendar Year 2020		
<b>REVENUE</b>	\$		
County and State	420,000		
Insurance	<u>3,100,000</u>		
Total Revenue	3,520,000		
<b>EXPENSES</b>			
Personnel	3,320,000		
Operating Expenses	<u>605,000</u>		
Total Expenses	3,925,000		
<b>EBITDA</b>			
Depreciation	98,456		
Interest	<u>9,507</u>		
Operating Deficit	-512,963		
Grants/Fundraising	<u>150,000</u>		
Net Operating Deficit	-362,963		