



The Chester County Nonprofit Innovation & Resiliency Fund

Administered by the Chester County Community Foundation

In cooperation with regional funders, donors, united funds and County government departments

Recognizing the importance of the nonprofit sector to the high quality of life throughout Chester County, the Chester County Commissioners have allocated \$3.5M to help nonprofits recover with innovation and resiliency. This funding is from the federal Coronavirus Aid, Relief, and Economic Security (CARES) Act.

Per the CARES Act, grants must cover unforeseen financial needs and risks created by the COVID-19 public health emergency. **This includes grants to implement and publicize the safe resumption of programs and services.** The Community Foundation seeks proposals to support innovative, resilient COVID recovery needs, such as:

- Program and service redesign, in light of social distancing and public safety requirements
- Innovative technology to support virtual, mobile and/or pop-up programs and services
- Redesigned and reconceived marketing, fundraising and special events
- Strategic planning pivoting, refinement and revisions in light of COVID-19
- Partnership, merger, consolidation and/or acquisition activities due to COVID-19 impacts
- Infrastructure improvements due to COVID, including plexiglass dividers, technology upgrades, etc.
- Higher operating costs related to cleaning and social distancing requirements
- Other one-time or increased expenses incurred related to COVID-19.

This is a competitive, time-sensitive grants process. Grant decisions will be made weekly, on an ongoing basis. Electronic grant applications are only accepted by e-mail. No paper applications are accepted.

Eligibility

- Nonprofit 501 (c) (3) organization formed and active in 2017 or earlier
- Nonprofit must be headquartered and providing services in Chester County, as evidenced by legal address in Box C of IRS 990

Priority Preference for Grant Funding

- Nonprofits that provide clear evidence of how they aim to/are reshaping their programs, services, administration, marketing and fundraising, to safely provide services and thrive in light of COVID impacts
- Nonprofits with substantial costs to comply with COVID public health requirements
- Nonprofits that serve a diverse constituency, and are governed and managed by diverse leadership

Ineligible Entities

- Nonprofits NOT headquartered in Chester County, PA, as evidenced by the legal address in Box C of the IRS 990
- Nonprofits NOT delivering services in Chester County
- Nonprofits that did NOT experience revenue loss due to the coronavirus pandemic and/or nonprofits that have no additional costs associated with the coronavirus pandemic
- Nonprofits that were NOT operational as of December 30, 2017
- Government or government-owned or controlled entities
- Churches or religious organizations with respect to their primarily religious activities and/or their activities which limit participation to members of the church or religious organization
- For-profit businesses
- Private clubs/organizations that limit membership for reasons other than capacity
- Nonprofits primarily engaged in lobbying or political activities
- Nonprofits NOT compliant with all federal, state, & local laws, including taxation
- Nonprofits NOT compliant with current public health guidelines, including coronavirus pandemic phased reopening restrictions ###





28 W. Market Street, Lincoln Biography Building
West Chester, PA 19382
610.696.8211 www.chescof.org



**Chester County Nonprofit
Innovation & Resiliency Fund**

Contact Information

Nonprofit Org Name: Family Service of Chester County	ED/CEO Name: Mark Butler
Address: 310 N Matlack Street	ED/CEO E-mail:mbutler@familyservice.us
City, State Zip: West Chester PA 19380	Board Chair Name: Rhoda McNitt
Phone: 7173440341	Grant Proposal Contact Name: Tyler Changaris
Website:familyservice.us	Grant Proposal Contact E-mail:tchangaris@familyservice.us
EIN:20-1726329	Grant \$ Amount Requested:20,000
Year Founded:1947	

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: Tyler Changaris	Date: 10/15/20
----------------------------	----------------

Nonprofit Field/s of Interest

Arts, Culture & Historic Preservation	Education	Health
Community Development	Environment & Animal Welfare	x Human Services

Figures	Current	PRE-COVID (as of 1/1/20)
Annual Operating Budget	2,555,896	\$1,864,677.00
Full-Time Equivalent Paid Staff	17	15
# Board Volunteers	11	12
# Committee Volunteers	8	8
# Active Direct Service Volunteers	10	40
Annual Volunteer Hours	4500	15,000

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.

ChesCo Comm Fdn	x	Brandywine Health Fdtn	x	United Way ChesCo	x	ChesCo Dept Comm Devel
ChesCo Fund/W&Girls		Phoenixville Comm Health Fdtn	x	United Way S ChesCo		ChesCo Dept Health
Other significant funders: Philadelphia Foundation						ChesCo Dept Human Svcs

Narrative: In a few concise paragraphs, please explain:

1. Mission

To promote the well being of individuals and families and advocate for change

2. What geographic area is served? (If not all of Chester County, specify primary Chester County regions served)

Chester County

3. What population is served? How have your service numbers been impacted by COVID?

Family Service of Chester County (FSCC) serves all Chester County residents but our primary clients are (but not limited to): low income residents, people living with HIV/AIDS, hispanic, and children. We have five locations - West Chester,

Phoenixville, Oxford, Kennett Square, and Coatesville. All programs (except Zoom) have seen an increased demand with the onset of COVID-19.

4. **Counseling** - 922 clients for a yearly average. The program has seen an influx of returning clients + new clients. There has been an increase in sessions per client as well. There is currently a 6 month bilingual waitlist due to increased needs.
 5. **Exchange Club Family Center** - 7 new families (20 people total) have joined ECFC since March (Pre-COVID-19 there were 20 families - 66 people).
 6. **Supportive Housing program** - 15 new referrals to the program since the onset of COVID-19. The program has a limit of 22 clients.
 7. **Zoom Volunteer Driver Program** - this program has been shut down due to safety concerns. Many of our drivers are 65+ and do not feel comfortable driving immunocompromised clients to medical facilities. Drivers did help deliver PPE to clients in April. This program will hopefully resume in the spring of 2021 (or once a vaccine is produced).
8. **What has been the impact of COVID-19, and how has your nonprofit responded?**

Family Service had to significantly alter operations with the onset of COVID-19. Senior leadership was proactive in its approach to respond, adapt, and thrive in a new situation. FSCC transitioned to a virtual care model without interruptions days after the lockdown. Pre-COVID-19, all of counseling, medical case management, and housing clients sessions were done face to face. Each program has had to adapt to meet the needs of clients and health regulations without sacrificing quality, trust, or efficiency. With this came new and exciting treatment options which were not available before. Telehealth knocked down the barriers for people to receive treatment who may have limited transportation or scheduling conflicts. Tele-therapy created more opportunities for families to engage in counseling together, bringing more positive outcomes to treatment. Seeking treatment is more accessible than ever before.

A COVID-19 taskforce formed of senior leadership was created to draft safety policies, operating protocols, and to ensure a safe working environment. In order to effect change, change must come from within and Family Service intends to lead by setting the example to help stop the spread of COVID-19. Volunteers and staff also created over 100 PPE kits to deliver to clients in the spring. The finance department alongside the board applied and received the PPP loan, supplied needed budgets for COVID-19 related funding, and forecasted financial projections to help plan and implement different scenarios.

Family Service of Chester County intends on providing the highest quality of care for clients and is working to be the "Agency of Choice" in Chester County. FSCC mission is unchanging but not the methods. We believe programming should adapt to meet the current needs of Chester County.

9. **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? Program and service redesign, in light of social distancing and public safety requirements**

For 73 years, Family Service has been providing counseling services to residents of Chester County. In order to sustain operations and impact the community, you must have a **resilient** spirit. Family Service embodies what it means to never give up.

COVID-19 has changed the way we operate as a society. This includes counseling. Traditionally counseling services have been offered in a face-to-face setting. With that ability being taken away, counseling services had to adapt to a virtual setting. At first, there were some major concerns regarding effectiveness of service and clients' trust in video based treatment. Once the counselors adjusted and started seeing clients in "Zoom" sessions, new opportunities opened and insights were granted. FSCC took this opportunity to see where we could **improve** and **innovate**. The telehealth model allows for more flexibility and freedom in scheduling clients, easier access for clients, and a level of comfort for the clients (do not have to leave home to receive treatment). Funding would also help FSCC increase its ability to work with the bilingual population. Many spanish-speaking families who reach out for services are put on a waitlist due to the high demand and lack of bilingual counselors. Funding would go to increase our overall percentage of bilingual counseling and meet the current needs of Chester County.

On top of everything, mental health services demand has skyrocketed with the onset of COVID-19. Previous clients inquired about resuming sessions, new clients wanting to start treatment, and other program areas are referring clients to receive treatment. Counselors are receiving more requests for services than ever before.

Family Service is requesting \$20,000 (\$15,000 counseling services + 5,000 for technology and administrative costs) to help cover increased counseling hours and technology for virtual telehealth (cameras, HIPAA compliant services, operating systems, Zoom). With these funds, Family Service can reach 30 clients (at least 10 bilingual included) throughout our fiscal year 2021 (June 30, 2021). FSCC has a sliding fee based on income. A counseling session typically costs \$90, which can be prohibitive for many, especially those without insurance. If a client makes less than \$11,075, they will only pay \$5. Based on 30 clients, engaging in 2 sessions per month for 12 months would be \$14,000 (estimated).

Counseling Services	Technology
<i>Counseling Fees</i> - \$14,000	<i>Zoom HIPAA</i> - 15 hosts - \$3,000 yearly
<i>Program Supplies</i> (activities, books, etc\$) -1000	<i>DocuSign</i> - \$1,000 yearly
	<i>Windows Operating Systems</i> - \$1,000

Funding this project **now** would allow Family Service’s team members to help folks in desperate need of mental health services, connect with clients in a deeper capacity, and expand our reach throughout Chester County. As stated earlier, accessible transportation is a large problem for Chester county residents. By investing in our program redesign and technological infrastructure, this will eliminate the transportation barrier and provide a working solution. While in person meetings are valuable and surely missed, today’s technology has allowed us to deliver the same quality of service remotely as in person and in some cases, provided more opportunity for connections and growth. While COVID-19 has impacted everyone, our approach is to utilize this time and see how where the possibilities are. A **resilient** attitude is contagious and we hope to encourage our clients and community alike!

With your help and partnership, this will ensure Family Service’s ability to successfully transition into our virtual care model and continue to meet the needs of Chester County residents' most vulnerable residents.

10. 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?

Family Service is graciously asking for \$20,000 to fulfill our increased need for counseling hours and the infrastructure upgrade needs. Our current fiscal year budget is \$2,555,896 which means this request is less than 1% of total budget. The expected use of the funds would be immediate. The plan is to implement the infrastructures changes before the end of the year and counseling hours by the end of our fiscal year 2021 (June 30).

Please e-mail all materials as a word.doc and/or pdf to grants@chescocf.org:

This Innovation & Resiliency Fund Grant Request cover sheet & brief narrative
Current annual operating budget & most recent audit
501c3 determination letter
Current strategic plan. If none, explain why your nonprofit doesn’t have a plan.

Support materials that strengthen the urgency of this funding request + indicate that your nonprofit is innovative and resilient (ie: COVID best practice research findings, consultant proposal/s, bids for COVID-related materials & equipment, etc.)

- Proposals will only be accepted by e-mail, on this grant form available at <https://chescofc.org/covidgrant/>
 - Receipt of grant proposals will be confirmed by e-mail.
 - Grant proposals will be posted on the Community Foundation's website, in order to share with fund advisors, donors, grant panelists, and other funding sources.
 - Grant proposals will be reviewed weekly.
 - We estimate grants awards will range from \$5,000 to \$50,000.
- For awarded grants, a written report on use and impact of this funding will be due within 6 months.

Please direct questions about **ChesCo Nonprofit Innovation & Resiliency Grants** to

Chester County Community Foundation
28 W. Market Street, The Lincoln Building
West Chester, PA 19382
www.chescofc.org
grants@chescofc.org 610.696.8211