



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



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

**Contact Information**

Nonprofit Org Name: <b>Coatesville Center for Community Health</b>	ED/CEO Name: Kathryn Spurlock
Address: 1001 Lincoln Hwy.	ED/CEO E-mail: ccch@comcast.net
City, State Zip: Coatesville, PA 19320	Board Chair Name: Carolyn E. Johnson, Esq.
Phone: 610-383-4612	Grant Proposal Contact Name: Kathryn Spurlock
Website: www.coatesvillecenter.org	Grant Proposal Contact E-mail: ccch@comcast.net
EIN: 23-3047695	Grant \$ Amount Requested: \$18,273
Year Founded: 1999	

*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.*

Kathryn Spurlock	Date: 10-29-2020
------------------	------------------

**Nonprofit Field/s of Interest**

<input type="checkbox"/> Arts, Culture & Historic Preservation	<input type="checkbox"/> Education	<input checked="" type="checkbox"/> Health
<input 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	\$178,704	\$178,704
Full-Time Equivalent Paid Staff	1.25	#1.25
# Board Volunteers	9	# 9
# Committee Volunteers		#
# Active Direct Service Volunteers		# 6
Annual Volunteer Hours		# 40

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

**Coatesville Center for Community Health (CCCH)**  
**Chester County Nonprofit Innovation & Resiliency Fund Grant Request Narrative**  
**November 5, 2020**

**Mission:** CCCH's mission is to increase access to health and human services for the Coatesville community through the co-location of services, along with educational outreach to the community to promote healthy lifestyles.

**Area served:** CCCH serves diverse, low-income, at-risk residents in the City of Coatesville and surrounding areas by providing access to health and social services 'under one roof' at a convenient location in Coatesville near public transportation. Outreach programs/services and pop-up services are also offered throughout the year.

**Population Served & Effects of COVID on Number Served:** Most CCCH clients have family incomes 200% or below the federal poverty level and receive multiple services by CCCH's five tenant agencies. Approximately 36% are Caucasian, 33% are African-American and 30% are Latino/Hispanic. Services have had to be adapted to meet COVID restrictions of social distancing, handwashing, and limited numbers of people indoors. Clients are now seen mostly by appointment, virtually, distanced outdoor visits, or via telehealth meetings. This has limited the Center's hours of available services and affected the number served. Staff is reduced and work on alternate days or remotely. CCCH also provides outreach programs to educate, stabilize, and provide resources to vulnerable Coatesville residents about healthy living issues, food insecurity, and family stability programs. Many of these programs/workshops (see attached list) have been adapted for virtual presentations with drive-through access to supplies. The impact of COVID-19 has been devastating to these already beleaguered low-income residents, while also creating a whole new segment of unemployed, uninsured and food insecure families, who need our health/social and outreach services.

**COVID-19 Impact & CCCH Response:** COVID has impacted the number of clients served in person, making it necessary to adapt virtual approaches to service delivery without jeopardizing level of care. CCCH is focusing on four areas to address COVID recovery needs to reach clients, facilitate seamless service delivery, strategize agency governance during COVID, and implement COVID-safety infrastructure improvements to build a sustainable future. These areas entail technology enhancements, a new website to ensure change communication throughout the community, an updated strategic plan addressing COVID impacts and added facility safety features.

**Funding Use:** With the necessity to integrate systems and programs for effective virtual communications and redesigned program planning and delivery, CCCH must look to expanding its technological resources to include a laptop and wireless printer that also can be integrated into the Center's network by appropriate software. CCCH's website needs overhauling to make uploading of current information regarding service delivery and programmatic changes, best practices safety measures, Zoom program capabilities (including on-line program registration) and facility limitations due to COVID-19 easier to accomplish. At a time when web-based and social media community-wide communication is crucial, this facet of CCCH administrative goals is paramount. According to Penn Medicine's RoadMAPP 2016 health assessment, the community would benefit from a centralized repository of all available health and social services that is easily accessible and well publicized. Two of the four facets of CCCH's plan would help to accomplish just that. Additionally, CCCH needs to update its agency's strategic plan to incorporate COVID measures, as well as to pivot and strategize effective future service delivery and program implementation to meet the changing needs of the COVID impact on the community. While CCCH has responded to COVID-19 by adapting traditional service delivery to virtual methods wherever possible, we are also having to adapt our physical plant with infrastructure improvements to make it safe for our staff and those who come to our Center for assistance. One need is to replace all manually-operated bathroom faucets with faucets operated by electronic eyes so no touching is needed to run water, or turn it off with clean hands. COVID mandates require frequent handwashing and this method greatly minimizes the transmission of the virus and other germs for users. A second need is to install battery-operated stand-alone touchless hand sanitizer dispensers at each of CCCH's two building entrances.

**Demonstration of Innovation and Resiliency:** Enhancing communication via technology and website upgrades and updating the Center's strategic plan to include COVID considerations testify to CCCH's ability to adjust to and deal with the unforeseen. Adapting its services/programs and outreach, as well as its physical plant, to COVID mandates in a timely, efficient fashion demonstrates CCCH's ability to be innovative and resilient in a time of unprecedented challenges.

Recent program innovations that exemplify our resiliency include doubling the eatFresh Program enrollment this fall with virtual classes and drive-through food pick up; increased participation in the Tot Chef & Me program helping families

prepare healthy meals and snacks for children who are now at home via Facebook Live classes along with providing recipe ingredients and produce boxes in a new collaboration with the Food Bank in a drive through fashion; the GRANDFamily Connections Support Group has continued without interruption with virtual meetings and guest presentations by local professionals which have drawn regional and national participation alternating with socially distanced gatherings in an outdoor pavilion; working collaboratively with our tenant agencies to assess client needs and to distribute diapers, food boxes, gift cards, and books to identified families in need; convening a staff lead committee to determine compliance with state mandates and Restore Chester County recommendations to insure universal adaptation in the Center's direct services; offering the Clean Slate & Expungement workshops virtually to assist those who have lost their jobs to clear their record and enable them to find new employment; and facilitating the CARN Network to share essential information with service providers to enable them to assist their clients with the latest resources available through the community and government, as well as service delivery and program changes during the lockdown.

**Funding Needed:** CCCH is seeking \$18,273 (>10% of the annual operating budget of \$178,704) in funding to help underwrite this critical four-prong project necessary to address current COVID-19 mandates and, ultimately, to help insure the health and safety of the community members whom we serve, as well as our staff.

1. CCCH facility infrastructure improvements for safety measures are to install seven touchless faucets and two stand-alone touchless hand sanitizer dispensers.
2. CCCH's technology upgrades for program and service redesign include a laptop, wireless printer with network-compliant software, and Zoom capabilities.
3. The need for change communication would be facilitated by the agency's website overhaul to facilitate current information updates via drag and drop capability, online fundraising, and automated program registration and reminders.
4. Strategic planning pivoting utilizing scenario planning with an outside facilitator would help us to determine an effective and strategic plan for a sustainable future.

CCCH's ability to carry out its COVID response plans will have both a direct and indirect impact on the Coatesville community and, most particularly, its at-risk population. Funding, therefore, is critical, urgent, and necessary to implement these coping strategies.

#### **Addendums:**

- Innovation & Resiliency Project Budget
- Current Program Plan
- Annual Operating Budget – Although some expenses were re-allocated due to Covid program changes, budget categories were not affected so no adjustment was made to the original budget.
- Audit
- 501c3 Determination Letter
- Strategic Plan – Last plan was completed in early 2019. New internal planning began in December 2019 which was still in the early stages when the Covid lockdown occurred. Board members and staff were then unavailable for additional planning due to the immediate issues of adapting programs, services, and facilities for Covid safety measures and to meet the immediate needs of the community including job loss, supply limitations, food insecurity, and increased mental health and addiction issues. The Board has recently discussed beginning the planning process anew.
- Social Determinates of Health & CCCH
- Consultant & Contractor Proposals