



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

Contact Information

Nonprofit Org Name: Community Volunteers in Medicine	ED/CEO Name: Maureen Tomoshuck
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City, State Zip: West Chester, PA 19380	Board Chair Name: John Garvey
Phone: 610-836-5990	Grant Proposal Contact Name: Julie Rusenko
Website: www.cvim.org	Grant Proposal Contact E-mail: jrusenko@cvim.org
EIN: 23-2944553	Grant \$ Amount Requested: \$50,000
Year Founded: 1998	

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: Maureen Tomoschuk	Date: October 30, 2020
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Nonprofit Field/s of Interest

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

Figures	Current	PRE-COVID (as of 1/1/20)
Annual Operating Budget	3,905,800	\$3,681,876
Full-Time Equivalent Paid Staff	35	32
# Board Volunteers	25	22
# Committee Volunteers	25	25
# Active Direct Service Volunteers	Clinical: 81 Support: 63	Clinical: 214 Support: 211
Annual Volunteer Hours	1st Q of FY21--Clinical: 2409 Support: 3032	Clinical:16,142 Support: 22,847 Quarterly average for Clinical hours: 4,000

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.

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

Narrative: In a few concise paragraphs, please explain:

1. Mission :

Community Volunteers in Medicine provides compassionate primary medical and dental care and health education to people who lack access to insurance and who live or work in Chester County in order to support their goals to lead productive, healthy, and hopeful lives.

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

CVIM provides free primary and specialty medical care, comprehensive dental and behavioral health services supported by onsite prescription medications to low-income adults, children and seniors who lack healthcare insurance. We serve patients from every zip code in Chester County. Approximately 10% of our patients come from surrounding communities, most of whom work in the county.

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

During FY 2020, CVIM served 4,997 patients representing an 18% increase over the previous year and including 1,327 new patients during a total visit volume of 41,294. This includes medical, dental, behavioral health, patient education, eligibility screenings, and drug dispensary visits, plus telehealth visits and vital outreach encounters instituted during the COVID-19 pandemic to ensure the health and safety of our patients. The figures for the final quarter of FY20 – the early months of the pandemic -- were down roughly 50% compared to the same time period a year earlier. CVIM remained open, but routine medical and dental procedures were suspended. Telehealth was implemented for most visits and urgent care only was provided through face-to-face clinic visits. Even with these three low volume months, annual figures were still up significantly compared to FY19.

CVIM continues to provide healthcare services to a vulnerable population during this pandemic. More people are losing their health insurance and many seek out our services. In the first quarter of FY21 which began on July 1, 2020, 899 new people called to request help and 306 new patients have been served. Eligibility screenings for new patients are up 10% compared to the previous year.

4. What has been the impact of COVID-19, and how has your nonprofit responded?

The COVID-19 pandemic has taken a significant toll on our healthcare delivery model which relies heavily upon the donated hours of clinical and support volunteers to serve increasing patient volumes and to keep our annual operational costs as low as possible. During FY2020, CVIM benefited from approximately 4,000 clinical volunteer hours per quarter. During the first quarter of the current fiscal year, clinical volunteer hours have dropped by 60%. In light of the continuing pandemic and through candid and direct communications with our clinical volunteers, we forecast that this reduction in our volunteer corps will continue for the foreseeable future.

CVIM pivoted quickly and continues to adjust practices and protocols as needed. Our diverse and experienced core staff, who represent the multi-cultural community that we serve, meet weekly to stay ahead of any necessary changes to ensure the health and safety of all involved. We have increased clinical staff hours to offset the loss of volunteers, shifted quickly to telehealth for selected patient interaction, adapted dispensary procedures to implement contactless delivery of medications and adopted new sanitation and safety protocols for the staff and the urgent patients still present in the health center.

Highlights of services provided during the early months of the pandemic include:

- Over 2,300 telehealth visits were provided; including 1,538 for medical patients and 766 for behavioral health patients.
- More than 1,703 outreach calls to patients, providing COVID education and checking on their health and well-being.
- Thousands of prescriptions filled, with contactless deliveries in the CVIM parking lot; helping to keep our patients healthy and away from emergency rooms and hospitals busy with COVID patients.
- 3-4 emergency dental procedures per day, with heightened safety protocols

- Over 300 new patients served.
- Several successful programs were created on Facebook including cooking demos and classes, yoga/mindfulness sessions and a 'closed group' for CVIM patients diagnosed with pre-diabetes.

For more than two decades, CVIM has efficiently served an ever-increasing annual need for our services through the dedication of hundreds of clinic volunteers—nurses, physicians, dental professionals, pharmacists, social workers and more. When the pandemic reached our region we asked our volunteers to remain safe at home. Although this caused an unplanned drain on our operations budget, our clinic was able to continue to provide nearly full services over the past 8 months through increased hours for paid clinical staff. As the pandemic continues, some volunteers have returned to service, but many are unable to return to CVIM as they are not in a position to risk their own health or that of their family members. Some have been able to remain safe at home while providing much-needed telehealth services. Sadly for themselves and for those they are dedicated to serve, many may never be able to return to support our mission in-person. In order to offset the loss of volunteer hours, CVIM increased the hours of part-time clinical staff. For example, our part-time bilingual certified nurse practitioner increased hours and is serving as our COVID coordinator, providing triage, patient care and case management. To date, the CVIM patient population includes 117 confirmed COVID infections, 9 hospitalizations and just 1 death.

Increased operating costs due to the COVID pandemic include:

- Additional staff compensating for lack of volunteer availability caused FY20 salary expenditures to be \$109,000 over budget. Though we increased planned salary expenditures in the FY21 budget, we have already overspent by \$30,000, which means we are on track to see another \$100,000 overage in FY21.
- Increased costs for cleaning, disinfecting and sanitizing supplies. These expenditures for the last quarter of FY2020 (the first months of the COVID-19 crisis) were \$2,057 and in the first quarter of FY2021 this cost has more than doubled to \$4,951
- Increased costs for personal protective equipment. The cost of providing PPE for our healthcare and support workers was minimal during the first three quarters of FY2020. However, it rose to \$8,000 during the last quarter (April through June, 2020). In the first quarter of our current fiscal year, we continued with this increased cost trend by spending \$8,218 for PPE.
- Increased safety equipment purchases. This includes \$10,000 already spent for extra-oral suction machines to ensure safe dental practice and additional air purification equipment purchases of \$10,000 - \$15,000 currently under consideration.

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?

As we move our organization forward through the continuing challenges of providing quality healthcare in the time of COVID-19 and while meeting the undeniable increase in the need for our programs and services which will certainly come due to the economic fallout of the pandemic, we must consider our top priority as the securing of clinical personnel resources to offset the loss of clinical volunteers, in particular nursing support. During FY2020, CVIM enjoyed the experience and dedication of 44 volunteer Registered Nurses who provided 5,182 hours for a conservative value of \$260,000. In addition, 14 Certified Registered Nurse Practitioners provided 1,381 hours with a conservative value of \$82,890. Due to personal health and family concerns, most of our volunteer nurses are not able to return to the clinic. The void in this role is critical due to the central functions that nurses play enabling medical care by other clinicians. It is also especially

concerning as we provide flu vaccinations this winter and gear up for a strong COVID vaccination program as soon as one becomes available.

In order to address this loss in volunteer experience and hours we have strategically reviewed current staffing needs with the overlay of anticipated patient volume, and are proposing to redesign our clinician staffing to include the following additions:

- Fulltime Bilingual certified medical assistant who will assume duties previously supported by our volunteer nurses including patient screening; taking patient vitals; and clearing, cleaning and prepping patient exam rooms
- Fulltime Bilingual RN to serve all patients including our Hispanic population that makes up approximately 65% of our volume.
- Part-time Bilingual Social Worker to help with screening patients for eligibility and Medical Assistance applications. This position will allow for our current full-time Social Worker to focus on the complex food, housing, domestic violence and behavioral health needs of patients.

Our longtime and innovative volunteer model has been and we hope will continue to be at the core of our mission to deliver efficient and effective health services to an uninsured population. However, current COVID-19 constraints on our volunteer model and continuing increases in patient volumes have warranted an adjustment to our staffing in order to continue to serve as the premier healthcare home for thousands of uninsured patients. As noted earlier, last year nearly 5,000 adults, children and seniors were able to receive free care and services for their acute and chronic health issues. CVIM is an essential provider in the healthcare network serving Chester County and in order to remain so we must seek additional philanthropic funding to ensure staffing levels.

Resiliency can be described in many ways including the ability to recover from adversity, to be strong, to address change while not being reduced by the changes. With your support and that of other philanthropic partners, CVIM will make the changes and additions necessary to advance our patient care programming while also strengthening internal systems and procedures that will support our mission. In addition to focusing on the immediate need for staffing to offset the loss of volunteers, CVIM will also address:

- Continued reliance upon our network of healthcare partners to support our efforts. We recently shifted all lab appointments to our partner, Chester County Hospital Penn Medicine, to free up nursing time. Their multiple community sites also create more convenient access for patients.
- Continued safety improvements and procedures at our West Chester-based clinic and in satellite locations as recommendations and mandates evolve for COVID-19.
- Full implementation of our new Electronic Health Records system (additional computers, new server etc.). EHR has already provided many efficiencies and will fully support the advancement of telehealth services.
- Upgrades to our computer network and telehealth system in order to improve remote medical care and behavioral health services. While this will surely better serve our patients, it will also continue to engage our clinical volunteers—our most valuable resource.
- Continuation and advancement of key programs that rely heavily upon patient education and coaching – chronic disease, women’s health, tobacco cessation, nutrition, healthy living and more.
- Continuation of our current COVID case management practices, including screening, access to testing and care, plus community education and contact tracing. Services will be expanded as needed in response to patient needs and community spread.

Funding is urgently needed to equip CVIM to operate as close to full strength as possible during the upcoming winter flu season as coronavirus cases rise in the community. Our patient population is 100% uninsured and approximately 65% Hispanic – both segments that suffer longstanding health inequities and bear a disproportionate share of the COVID-19 pandemic consequences.

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?

CVIM is seeking \$50,000 to offset a portion of the cost of providing additional paid staffing in lieu of the return of our clinical volunteers. These proposed positions are not in our existing FY21 budget, but have become necessary for operations since the spring when the budget was developed.

Bilingual Nurse - \$63,000 (salary and benefits)

Bilingual Medical Assistant - \$40,000 (salary and benefits)

Part-Time Social Worker - \$22,000 (salary and benefits)

Unbudgeted staff expenditures for new positions - \$125,000

Anticipated budget overrun for current positions - \$100,000

Recruitment and hiring for these positions is currently underway. The bilingual nurse has already started and we hope to bring on the other two positions quickly. We would expect to utilize \$50,000 of support for these expenses within 3-6 months of receipt. A \$50,000 grant would represent 1.3% of our current annual budget.

Thank you for considering this request. We welcome your questions as you review the application.

Julie Rusenko

Vice President of Development

Community Volunteers in Medicine

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610-836-5990, Ext 108

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://chescocf.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

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