



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: Crime Victim's Center of CC	ED/CEO Name: Christine Zaccarelli, Esq.
Address: 135-137 West Market Street	ED/CEO E-mail: christinez@cvcofcc.org
City, State Zip: West Chester, PA 19382	Board Chair Name: Gina Mazzulla
Phone: 610-692-1926	Grant Proposal Contact Name: Chuck Miller
Website: www.cvcofcc.org	Grant Proposal Contact E-mail: chuckm@cvcofcc.org
EIN: 23-2039284	Grant \$ Amount Requested: \$50,000
Year Founded: 1973	

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:	Date:
------------	-------

Nonprofit Field/s of Interest

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

Figures	Current	PRE-COVID (as of 1/1/20)
Annual Operating Budget	\$2,364,770	\$2,138,990
Full-Time Equivalent Paid Staff	29	29
# Board Volunteers	13	13
# Committee Volunteers	1	8
# Active Direct Service Volunteers	7*	4*
Annual Volunteer Hours	*	*

* We hired a full time volunteer coordinator in May of this year and held our first virtual Sexual Assault Counselor training via Zoom in July and another in October. Because we were able to pivot our training program to the virtual platform, we have actually been able to increase our on call volunteers during the pandemic. Our data tracking software, ETO, is currently having an issue with volunteer hour reports. While CVC is currently addressing the issue with the software provider, the issue has not been resolved at the time of this submission so we are unable to provide this statistic. We do anticipate that without the in person events our volunteer hours will be significantly down for the second half of FY20 and FY21.

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
<input checked="" type="checkbox"/>	ChesCo Fund/W&Girls	<input checked="" type="checkbox"/>	Phoenixville Comm Health Fdtn	<input checked="" type="checkbox"/>	United Way S ChesCo	<input checked="" type="checkbox"/> ChesCo Dept Health
<input checked="" type="checkbox"/>	Other significant funders: Pennsylvania Coalition Against Rape (PCAR), Pennsylvania Commission on Crime and Delinquency (PCCD)					ChesCo Dept Human Svcs

No	Yes	Federal Single Audit
	<input checked="" type="checkbox"/>	Is your nonprofit subject to a federal single audit (formerly known as the OMB Circular A-133 audit)?
<input checked="" type="checkbox"/>		If yes, did your nonprofit's most recent federal single audit disclose any issues?
	n/a	If yes, have these issues been adequately addressed?

Narrative: In a few concise paragraphs, please explain:

1. Mission

The Crime Victims' Center of Chester County, Inc. (CVC) is a nonprofit agency providing free, immediate, and confidential crisis response and compassionate support to children and adults impacted by sexual violence and all other crime. We provide assistance through counseling, advocacy, resources, and education. The Center fosters community awareness and understanding through its comprehensive outreach and prevention programs.

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

CVC serves the entire Chester County region and any victims living elsewhere who have experienced victimization within the county.

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

CVC provides direct support to victims of sexual violence and all other crimes. All of CVC's services and programs are provided free of charge. There are no requirements for clients to pursue criminal charges. Moreover, victimization need not be recent—those with a history of victimization are welcomed to access CVC services to address the ongoing impact their experiences had on their health and well-being today. In addition to direct support of victims, CVC leads a robust violence prevention and education program throughout the county.

CVC's two hotlines (available 24/7/365) continued nonstop throughout the crisis. Our call volume dropped during the months of March and April and returned to normal in May. Recently, we saw a significant increase in calls during the month of October and will continue to monitor our call volume. In March, the provision of direct support shifted immediately to remote support, using available technology to reach clients to provide crisis counseling, court updates and any other support needed. We saw a 21% decrease in our overall numbers of clients served (5,462 in FY20 compared to 6,926 in FY19). Court closures in the first two months limited staff accompaniments, but our Court system began slowly resuming a normal schedule beginning in May. Preliminary and bench trials resumed over the summer and jury trials resumed in August. Our advocates are now accompanying individuals to all types of court proceedings and have returned to a full case load.

Staff ability to continue education programming in schools was also significantly impacted; while online and virtual options were implemented, the number of children reached in FY20 (14,320) was reduced by 39% compared to the previous year FY19 (23,633).

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

When evidence of COVID in our community emerged and residents began sheltering at home, CVC made immediate strategic decisions to ensure that (1) services would continue for all clients without interruption, (2) current clients would receive a continuity of support and timely information about their cases and legal proceedings, (3) staff advocates would be protected from unnecessary and dangerous exposure to the virus, and (4) the staff and administration would be provided the tools necessary to communicate regularly and plan for the novel clinical and professional challenges ahead.

Areas where CVC struggled to respond to the impact of COVID are in two areas: technology to provide secure remote contact with clients and agency information and the cancelation of two of our three major fundraising events. As an organization that operates consistently on a balanced budget, the advent of significant technological needs was a challenging surprise impacting all departments. CVC is now (and will continue to be) adapting to providing virtual access for clients and working to provide reliable, safe, and secure methods to support victims when safety dictates physical distance. Physical hardware has been necessary to equip all staff with remote access. Thanks to an emergency grant from a local source, this hardware requirement was met and we were able to purchase laptops for all staff and a minimal amount of IT support. Implementation and ongoing technical support costs have increased as a result of all the new laptops that are not covered by the grant. In addition, we needed to implement third-party software (doxy.me) to provide confidential and secure methods for counseling sessions. Additionally, these evolving technological requirements expand on the time spent by IT consultants to implement and maintain changes.

This budget strain was compounded by the cancelation of major fundraisers for the organization. Two major fundraisers (BBQ 911 and Night of Hope) were impacted, reducing or negating net income that is vital to CVC operations. While

adjustments were made when possible (e.g., converting annual gala to a trivia night), COVID caused a significant gap in funding for operations.

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?

CVC is requesting support for the unplanned financial impact of COVID in four ways:

- (1) Purchase of Doxy.me, a telemedicine platform which would allow staff and clients to interact in a secure manner where sensitive information is protected. Doxy.me provides a safe and secure platform for clients to complete intake documentation, for the counseling session to take place in a safe and secure manner and for our counseling team to hold their weekly supervision meetings also in a safe and secure manner. This is an essential best practice to implement moving forward as a direct service organization to protect our clients.
- (2) One-time gap funding for shortfalls in event revenue. CVC's work continues to be needed at full capacity for staffing and resources with additional adaptations for COVID increasing the strain on a tight budget. Gala net revenue was cut to 32% and we lost 100% of BBQ 911 revenue. Our signature race maintained sponsors secured before COVID, but lost a majority of expected registration revenue. We estimate that our net shortfalls for the past ten months to be at least \$27,000. We have also already experienced a reduction in our community partner sponsorship levels for 2021 and anticipate a significant reduction in sponsorship dollars for this fiscal year.
- (3) COVID has added unexpected regular costs to operations in the form of PPE and cleaning supplies to maintain a safe environment for our staff and clients. All of our direct service staff have contact clients at the Justice Center, in police stations, and anticipated to begin November 16th in hospitals. We anticipate that the need for PPE and proper sanitation supplies will only increase with time and, without knowing how long the PPE will be necessary, it is impossible to project a long-term cost.
- (4) As a result of COVID we have also seen an increase in our IT labor expenses. We have seen an increase in our IT expenses because we are no longer a "one stop shop" for our IT needs, instead of using mostly desktops all in one location, some staff are using desktops but most are using laptops and therefore we have seen an increase in our day to day IT expenses to manage all of the new hardware. In FY20, our IT labor expenses were \$7,400; our FY21 expenses have already exceeded \$10,000.

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?

This request represents 19% of our FY21 unrestricted operating budget and have a significant impact on our ability to adjust to the budget pressures brought on by COVID. We would anticipate using some of the funds immediately and then some additionally throughout the year to cover the doxy.me platform, increased IT labor expenses, ongoing PPE needs, and core mission expenses such as rent and utilities that are covered every year by our fundraising efforts.

Because CVC operates on a June-July financial calendar, we have avoided a budget deficit, per se. However, this "on paper" balanced budget is limited by our conservative estimates and does not include critical infusions of relief funding such as this grant. Our operational reality is that our unrestricted revenue *must* be bolstered with one-time, relief grants in order to implement best practices and evolving technological changes to continue to serve the community.

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. This grant form is 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
www.chescocf.org
grants@chescocf.org 610.696.8211