

I. CHESTER COUNTY COMMUNITY FOUNDATION GRANT PROPOSAL SUMMARY SHEET

One page only. This page will be shared electronically with Grant Panel Members & Fund Advisors.

*Note: If Philanthropy Network's Common Grant Application is used, CCCF's **Summary Sheet MUST accompany application.***

To obtain an electronic version of this application, visit www.chescocf.org

Date 8/5/23

Contact Information

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Phone: 610-444-7550 Board Chair Name: John Rafferty, Esq.
Website: www.lchcommunityhealth.org Board Chair Approval (check here): X
Year Incorporated: 1973 Primary Contact Name: Kate Wickersham
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Organization Information:

Field/s of Interest:

Arts, Culture & Humanities Environment/Animal Welfare Education
 Health Human Services Religion

Mission:

LCH's mission is to improve the health and well-being of people and communities by providing high quality healthcare, resources, and social services.

Geographic Area Served (If not all of Chester County, specify primary Chester County regions served): Southern Chester County

Describe Population Served & Annual Number of People Served:

In the 2022 calendar year, LCH provided services to 8,890 unduplicated individuals, providing multiple services to many of these individuals. Of those we served, 76% were Hispanic, and more than half were best served in Spanish. Nearly half of our patients (48%) have household income below the federal poverty level. We estimate that close to half (43%) of our patients are agricultural workers or their dependents. Almost half (48%) are uninsured. For those without health coverage, LCH must cover their cost of care. Philanthropic support is essential to ensuring that these most vulnerable patients have access to the healthcare they need.

Annual Budget \$ <u>11,470,191</u>	<u>80</u> FT	# of Full-Time Equivalent Paid Staff
<u>84</u> % of budget for program expenses	<u>16</u>	# of Board Volunteers
<u>14</u> % of budget for administrative expenses	<u>6</u>	# of Active Non-Board Volunteers
<u>2</u> % of budget for fundraising expenses	<u>92</u>	# of Volunteer Hours

100 % total

Top 3-5 funding sources: U.S. Health Resources and Services Administration (HRSA), Pia Family Fund, Independence Blue Cross Foundation, Alice Kerr Moorhead, United Way of Southern Chester County

Is this grant proposal for: Capacity Building or General Operating ?

If Capacity Building Proposal, the focus is:

Mission, Vision & Strategy Governance & Leadership Partnerships & Collaborations

Fundraising, Development & Marketing Technology Other: _____

Grant Amount Requested from the Community Foundation: Any size award will further our mission.

LCH Health and Community Services has a match challenge of \$250,000 from a generous donor. We will be working to raise \$250,000 during this, our 50th, year.

Proposal Summary: LCH is an essential resource for the health and well-being of southern Chester County's most vulnerable residents, especially Latino immigrants and those who have no health insurance. Our model is to provide accessible, culturally and linguistically competent access to high quality, coordinated health care services, integrated with social assistance to support our patients' social determinants of health and give them the best possible chance for stability and good health.

II. CHESTER COUNTY COMMUNITY FOUNDATION GRANT PROPOSAL NARRATIVE

Provide clear, concise information. 3 pages maximum.

1. Nonprofit's history, goals, key achievements & distinctiveness

LCH Health and Community Services is currently celebrating our 50-year anniversary. Our organization started in 1973 as a social services organization supporting the needs of recent immigrants to the area, primarily those from Latin America, who came to work in the local agricultural sector. Over time, we expanded into direct health care in response to community need, and in 2012 we became a Federally Qualified Health Center (FQHC). Today, we provide integrated physical and mental healthcare to almost 9,000 individuals every year, helping our entire community to stay healthier and more stable. LCH is the only FQHC in our service area, and we are a leader in providing high quality care and services especially to our Spanish-speaking community members. Our goal is to provide a medical home for uninsured and underinsured patients to empower all members of our community to access the care they need, regardless of insurance coverage or household income.

2. Funding request

- **Description of key initiatives**
- **Specific needs & issues to be addressed**
- **Why it is important to fund this now**
- **How impact & results will be demonstrated**

At present, LCH offers the following services to our patient population:

- We offer coordinated health care across several specialties from three locations across southern Chester County. We provide primary care for adults, including chronic disease management for the significant number of patients who have diabetes and/or hypertension. Our LCH Pediatric Center offers primary care and early childhood development assessments for our youngest community members, while our Dental Center serves all ages. Our centrally located Women's Health Center offers exams, family planning services, and prenatal/postpartum care.
- Our Behavioral Health services are integrated with all of our health care and members of our Behavioral Health team are available at all three LCH sites. Our team can offer integrated visits (brief sessions during or after a medical visit), outpatient therapy and medication management. New this year, we are also offering group therapy sessions.
- LCH's community engagement team partners with our clinical team to bring primary health care out to workplaces and other community sites. Our community wellness screenings provide opportunities for hard-working people with limited time for medical appointments to receive quick clinical check-ins. Our team takes biometric measures and asks several health questions at each brief visit. When significant health issues are identified, we can book an LCH appointment on site and ensure that the patient gets the care s/he needs.
- The social assistance we provide to residents in need has always been a cornerstone of our work. Many in our community, especially recent immigrants, need help with accessing benefits, understanding

bureaucratic matters such as driver's license and kindergarten registration, and obtaining connections to other needed community services. Our social assistance team helped clients to prepare and submit almost 800 health insurance applications in 2022. As with behavioral health, we offer our social assistance support from all LCH sites.

Over the past five years, LCH has experienced rapid growth in the number of patients we serve and the number of services we offer. Our patient numbers have increased by more than 50%, due in part to growth in the local population and in part to the increasing capacity and range of services at LCH. In just five years, we have augmented our primary care services with a dedicated Women's Health Center, a Pediatric Center, and a Dental Center. In addition, we launched behavioral health care that is fully integrated with our other services, treating the whole person. Together, all of these services are designed to strengthen individual health and resilience; in aggregate, they also make a significant impact on the health of our community as a whole.

The pandemic and its economic fallout have disproportionately impacted the patient population we serve. 86% of our patients are Latino. Many of these individuals are not eligible for economic safety net services – such as SNAP and LIHEAP – which have sustained struggling families during these difficult years. They were similarly ineligible for government stimulus checks, and many did not feel protected from the federal eviction moratorium that was in effect for the first few years of the pandemic. Moreover, many are ineligible for public health coverage such as Medicaid or CHIP, so LCH is their only option for affordable care. For these people, LCH is an essential lifeline for care and a welcoming medical home for their entire families.

The current rise in inflation has made life even more challenging for our patient population. Rent costs have risen sharply (an increase of 30% over the past three years) while food prices have similarly increased. For low-income families working hourly jobs, the only way to make ends meet is to work more hours – a solution that takes a double toll on their health, by increasing the mental and physical stresses experienced at work, and by decreasing the time available to care for themselves and to keep appointments for essential primary and dental care. LCH is committed to building bridges with our patient population and helping them to access the care they need to stay well, regardless of the barriers and challenges they may face.

Since our start, LCH's work has relied in part on impactful, innovative partnerships for the benefit of those we serve. For example, the Domestic Violence Center of Chester County has, for many years, maintained office space at our Kennett Square site, where their bilingual case managers can serve patients our providers identify as being victims of intimate partner violence. A few years ago, we received Title V funding that supports a partnership with Tick Tock Early Learning Center focused on providing preschool-aged patients at our Pediatric Center with early learning and reading opportunities, addressing an identified inequity in early childhood development among our Latino pediatric patients.

This year, we launched a partnership with the Oxford Police Department so that our bilingual mental health specialists can provide tools to officers during incidents when mental health treatment, rather than arrest, is an appropriate response. In addition, the partnership has prompted enhanced medically assisted treatment and harm reduction programs at LCH beginning later this year. Another new partnership is with the West Chester University Department of Nutrition. We are now working with their students and faculty to implement a six-week nutrition education program for our patients with chronic diseases such as hypertension or diabetes. Nutrition education is an essential activity to help people improve their long-term health, but we have in the past lacked dedicated resources to provide this education; this work is now made possible through this partnership.

As we celebrate our 50th anniversary of impact on southern Chester County, we are poised to implement a new strategic plan that will help us strengthen our infrastructure, our technology, our human resources, and our finances so that we can continue to serve as a critical health safety net for our neighbors. Three of the key elements included in this new plan are:

- 1) Strengthen our infrastructure so that our technology, facilities, policies, and funding structures can sustain the major growth in patient numbers we have experienced over the past few years and empower us to continue to grow and meet our community's health needs.
- 2) Invest in LCH's human resources to decrease staff turnover, increase staff satisfaction and engagement, and build a team that is equipped and supported to provide high quality care to our patient population.
- 3) Improve the patient experience at LCH, including improving technology (such as our phone system and patient portal), increasing access by expanding available hours when possible, and positively impacting patient health outcomes with innovative care management.

Our foremost challenge is to continue to provide the wide range of health and social services to an increasingly high patient population, most of whom do not have health insurance and must self-pay on a sliding scale. In the past year, 48% of our patients were uninsured, 36% were covered by Medicaid or other public plans, and 16% had private health insurance. This is a difficult ratio to support financially, as we must raise philanthropic funds to cover the cost of care for our uninsured patients. While uninsured patients pay out of pocket on a sliding fee scale depending on their household income and size, no one is ever turned away due to inability to pay. LCH covers the cost of care for those who cannot afford to pay, making our philanthropic income essential for meeting our mission.

In the coming year, we expect to attain the following objectives:

- Serve at least 9,700 unduplicated individuals organization wide.
- Screen at least 90% of primary care patients for depression and connect them to in-house behavioral health care if needed.
- Serve at least 1,750 unduplicated patients at our West Grove Women's Health Center.
- Serve at least 1,250 patients at our Pediatric Center.
- Serve at least 1,100 patients at our Dental Center.
- Serve at least 2,000 unduplicated patients with behavioral health care, including through our collaborations with local school districts and police departments.
- Provide intensive Care Management services for at least 30 high-risk LCH patients to help them manage multiple health conditions and improve their overall chances for better health.
- Assist at least 800 uninsured but eligible patients to submit applications for health coverage.

LCH is an essential resource in southern Chester County, responsible for the physical and mental health needs of more and more vulnerable community members every year. Our work is made possible in large part due to our friends in the community who believe in the importance of health care for all. The generous support of donors from the Chester County Community Foundation will help us meet this urgent need and keep Chester County healthier and stronger into the future.