Does your primary care provider do all they can to help you? For over 30 years, FamilyCare Health Centers has gone above and beyond to help its patients.

In 1989, FamilyCare began in Putnam County, West Virginia as a women’s health and birth center. Since the first day, FamilyCare has been committed to doing all it could to help patients. It was this dedication and continuous, positive feedback that resulted in FamilyCare expanding beyond women’s services. Today, FamilyCare’s 275 associates provide adult medicine, pediatrics, dental, behavioral health, substance use disorder, school-based health, and OB/GYN services to 33,000 patients annually in Boone, Cabell, Kanawha, and Putnam Counties. Throughout its history, FamilyCare has continued to support women’s health and still operates the only accredited midwifery birthing center in the state of West Virginia.

With a team of social workers who support patients with issues beyond traditional healthcare, FamilyCare goes the extra step to help patients.” Homelessness, food insecurity, unemployment, and other factors that can be a negative impact on health outcomes are all regularly addressed by the team. Recently, the social work team helped reunite a homeless person with their family out-of-state.

The outreach and eligibility team helps patients and the community get medical coverage by assisting uninsured residents with applications for health coverage like Medicare, Medicaid, and plans from the health insurance marketplace. If none of those options are available, the outreach and eligibility specialists enroll the patient in FamilyCare’s sliding fee program. The sliding fee program allows uninsured patients access to all FamilyCare services at a discount rate based on their financial status. FamilyCare never lets financial means become a barrier to care.
Does your primary care provider make specialist appointments for you? FamilyCare has a dedicated team that manages all referrals to specialists. When a provider refers a patient to a specialist, the referral specialists handle all the arrangements. First, they consult with the patient to verify details about insurance coverage, availability for the appointment, and other requests. Once they have the needed information, they contact the specialist to arrange the visit, follow-up with the patient to provide details of the appointment and often do a reminder call to the patient the day before the appointment.

The social workers, outreach and eligibility team, and referral specialists are a few examples of how FamilyCare is doing all it can to help patients. FamilyCare also offers transportation assistance, prescription drug discounts for its patients, and a list of other supportive services too long to list.

Since joining FamilyCare in February 2019, I have focused on doing more for patients. There are community needs for additional services such as podiatry, optometry, and health education. There are also opportunities for geographic growth.

FamilyCare planned to start a strategic planning process, but the pandemic has shifted priorities. Since mid-March, the organization’s focus has been on the COVID-19 response. The associates quickly adopted new processes and procedures to address patients with COVID-19 concerns, all while managing patients with other health issues.

The pandemic has changed some practices for FamilyCare. For example, FamilyCare has implemented a platform and process to support telehealth visits. Since late March, approximately 90% of patient appointments have been via telehealth. FamilyCare plans to continue offering telehealth visits after the pandemic because they offer patients an option for medical care when and where they need it. Technological advances even make it possible for providers to monitor information, such as blood pressure, remotely.

One reason I joined FamilyCare was because of its reputation for adapting to the needs of the community. The pandemic has taught FamilyCare how to respond to our patients’ needs quickly. Furthermore, it has affirmed the requirement to be agile so that adjustments can occur swiftly. As FamilyCare looks toward the future, we will continue to incorporate the needs of our patients and the community into the planning process along with infrastructure changes that support rapid change.

Craig Glover serves as president and chief executive officer of WomenCare, Inc. doing business as FamilyCare Health Centers in Scott Depot, West Virginia. FamilyCare is a community health center that provides medical, dental, and behavioral health to more than 33,000 unique patients through fifteen health centers, three mobile units, and several school-based locations. Glover has more than 15 years of community health center experience. Previously, Glover served as CEO of community health centers in Connecticut and Illinois and vice president of a Missouri community health center.
PHILANTHROPY
FLEXIBILITY IN ACTION

“Our medication costs have increased 400 percent in the past two weeks. We are spending an average of $10,000 per week versus $10,000 per month right now. Our numbers are skyrocketing with people displaced from their jobs. People are getting their medications out of fear of being on lockdown for months. People are without insulin and blood pressure medications. The costs of all medications are going up and demand is high. Shipments for any free medications we can get are delayed because drug companies are sending nonessential staff home. In addition, we are desperate for masks and cleaning supplies and those costs have skyrocketed too. If we do not get additional support for medications, we are going to have to stop filling them soon. Our budget cannot handle this huge influx. We are here day in and day out doing the work for the most at-risk population in Charleston.”

I received the above cry for help mid-March from a high-performing grantee as we were launching our modest COVID-19 Fund. I felt overwhelmed as I came to grips with the realities of the COVID-19 pandemic that threatens the survival of essential nonprofits. Community Foundations are striving to respond to the pandemic in thoughtful, creative, and flexible ways, but we need your help.

Realizing the need for rapid response to urgent needs, the Board of Trustees of The Greater Kanawha Valley Foundation approved a new COVID-19 Fund on March 18, 2020 at their first ever Zoom Board meeting. A virtual meeting was held instead of the usual in-person meeting in the crowded Board room, as social distancing recommendations were emerging.

Our program officers proactively reached out to basic needs and health grantee partners to determine their needs. The COVID-19 Fund policy authorized a speedy approval process and allocated funding from an anonymous donor to support existing grantees burdened by new demands. Instead of quarterly approvals, COVID-19 Fund grant applications are approved weekly. Below are descriptions of the first batch of approved grants:

- **Kanawha Valley Senior Services - Feeding Seniors During Pandemic:** $5,100. Kanawha Valley Senior Services has 25 new requests from seniors at risk to COVID-19 and the stay at home order, many of who cannot have their caregivers come in their homes due to risk of infection. This program provides new seniors and those seniors now at home with two boxes of shelf-stable food. Each box contains five meals and will last through the month of April. This addition will soon deplete current funding. Kanawha Valley Senior Services staff includes cooks, dietary aides, and meal delivery drivers who are essential to the process and will deliver meals to the potentially food insecure seniors.
• **West Virginia Health Right, Inc. - Medication Assistance for Impoverished Medically At-Risk Adults: $10,000.** The Medication Assistance project is a direct result of the unprecedented COVID-19 pandemic. In addition to providing lifesaving medications to the 29,000 established patients served by WV Health Right, the clinic is now serving furloughed workers who are unable to obtain needed medicine. All six Foundation service counties will be served. Funding will be used to purchase medications to ensure that chronically ill patients continue to have their maintenance medications during this crisis.

• **Zion Child Development Center, Inc. - COVID-19 Emergency Funding to Support Children in the Community: $7,500.** Zion Child Development Center is remaining open for business during the COVID-19 crisis. Zion serves as a childcare facility not only for the normal clientele who are considered essential workers but has expanded to serve the children of those who work with Thomas Health System and other children who are not being covered during this crisis. Funding will aid in establishing a call-in system to provide hot food for these children. This will prevent any child from going hungry by giving them good, homecooked, nutritious meals.

• **West Virginia Local Health Inc.- Protecting the Public’s Health: The Local Public Health Response to COVID-19 in Boone, Clay, Fayette, Lincoln and Putnam Counties: $50,000.** West Virginia is facing a pandemic and local health departments are on the front lines, prepared with the expertise and knowledge to respond and support their counties. However, as this pandemic is rapidly advancing and impacting Boone, Clay, Fayette, Lincoln, and Putnam counties in different ways and at different rates, such conditions strain even the most well-resourced agencies. This project will leverage funding to strengthen capacity, infrastructure, and public health response to ‘flatten the curve’ and save lives in each of the five counties. Activities include key public health functions of testing, disease investigation, isolation and quarantine, community education, and project evaluation.

At the March 18 meeting, the Board of Trustees also made the decision to cancel the Foundation’s 19th Annual Report to the Community. The Annual Report was originally scheduled for May 19 and would have featured Dr. Clay Marsh, West Virginia’s COVID-19 Czar, as the keynote speaker. The Trustees and leadership staff felt that reallocating resources towards our community response was more appropriate at this juncture in our history.

As we move forward with our discretionary grantmaking, we are poised towards flexibility. While there will be no change in our health, education, and community economic development proactive priorities, we realize the need to be more flexible with our grantees. We understand that they may need more time to deliver the outputs and outcomes described in their grant applications. We realize that they may need budget adjustments or more time to complete reports.
Grantees – we get it. We know that you are under pressure. Thank you for your essential work. These are unusual times. Know that we are here for you. We encourage you to maintain open lines of communications with your program officers during this crucial time.

We are thankful to our anonymous donor who made the COVID-19 Fund possible. Nevertheless, we are concerned about the ever-increasing pandemic-related demands from our community, so more funds are needed. The Greater Kanawha Valley Foundation stands ready to facilitate the transfer of financial resources from generous donors to nonprofits in need as we recover from the plague of 2020.

Go to tgkvf.org for information about how to support the Greater Kanawha Valley Foundation’s work.

Watch for the 2019 Annual Report to the Community, coming your way soon.
Funding from the Foundation supports people in the community like Terry. For more than a year, Terry has been working on his health by participating in West Virginia Health Right’s direct medical care offerings. Recently, he discovered he qualified for a program that would provide him with free monthly supplemental food designed to help seniors like him meet healthy, nutritious dietary goals.

There was just one problem: Terry had no way to get the large, often heavy box home each month. “I’d pretty much decided to give up,” he said. Fortunately, his nutrition instructor at Health Right had the idea to call Faith in Action, a local organization that works to serve seniors in Kanawha County. They agreed to pick up Terry each month and get him home safely with his supplemental food.

Even though giving Terry a ride home seems an incredibly simple act of kindness, Terry feels deeply grateful for the help volunteers with Faith and Action have provided. “Faith in Action has saved me money on bus fare. They have saved me money on groceries. They have saved me wear and tear on this old body. They have helped me eat healthy. And they’re just kind, good people on top of it,” he said.

TGKVF awarded three responsive grants totaling $82,600 to Arts & Culture and Field-of-Interest programs, and awarded eight grants totaling $309,000 in the Foundation’s proactive areas of Education, Health, and Community Economic Development (CED). The West Side Initiative was supported with funding of $33,500. Continual generous support from an anonymous donor provided funding for one Emergency Aid grant and four COVID-19 response grants totaling $107,600.

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**Advantage Valley Inc.-FASTER WV Loan Fund (Fostering Advantages for Startups & Entrepreneurials Resurgence in West Virginia): $37,000 (CED)**

The FASTER WV initiative will facilitate the startup or expansion of new businesses in Boone, Clay, Kanawha, Lincoln, and Putnam counties. The initiative will support small business development with entrepreneurial training, intensive business coaching, and access to capital. Funding will support a dedicated loan fund for the program.

“We can show that opportunities abound for those who want to control their own destiny for self-employment and economic self-sufficiency.”

- Terrell Ellis, Executive Director of Advantage Valley

**BridgeValley Community and Technical College-The GRID at BridgeValley Community & Technical College: $60,000 (CED)**

The GRID (Generate, Renew, Innovate, and Design) offers programs that support small business development and creative expression while also offering access to machinery and technology. Members can access workshops, wi-fi, dedicated office space, and retail space. Funding from TGKVF will provide instruction for community workshops, supplies, and coordination.

“I’ve signed up to be a resident maker at The GRID. It’s the kind of place that makes my brain run wild with possibilities by the very presence of the tools available.”

- Domenica Queen, Resident Graphic Designer
Cultivate WV: $40,000 (CED)

Cultivate WV will provide the communities of Smithers and Montgomery in Fayette and Kanawha Counties with a community coach, monthly workshops, and trainings focused on topics such as community engagement, communications, leadership development, entrepreneurship, business development, and grant writing. This project will support communities with funding for small and large-scale project implementation.

Bob Burdette Center, Inc.-2020 Children’s Defense Fund Freedom School and Summer Enrichment Program: $20,000 (Education)

The Bob Burdette Center (BBC) will host a six week Children’s Defense Fund Freedom School during the summer of 2020 for 50 students who have completed kindergarten through 7th grade in Kanawha County. In addition, the BBC will provide traditional summer programming for an additional 40 students entering kindergarten through 5th grade in Kanawha County. The American Baptist Home Mission Society will serve as the Children’s Defense Fund Freedom School Sponsor.

West Virginia University Foundation, Inc.-Competition of VEX Educational Robotics to Advance Girls Education (COVERAGE): $50,000 (Education)

Funding will support West Virginia University Institute of Technology and teachers to organize Girls Robotics Clubs in Kanawha, Fayette, and Lincoln counties. A regional robotics competition is scheduled for Spring 2020 and eight more schools in Kanawha, Clay, Fayette, and Lincoln counties will be initiated. In addition, NASA Independent Verification and Validation (V&V) Facility Educator Resource Center will serve as a collaborator on this project.

WV Professional Dance Company- “Exploration Earth: Your World Through STEAM” Educational Dance Tour: $30,000 (Education)

This project will provide 22 educational performances and workshops in Clay, Lincoln, and Kanawha County schools, as well as two public performances. The tour connects dance and movement to Science, Technology, Engineering, Arts, and Mathematics (STEAM) disciplines, as well as global and STEM disciplines.
Appalachian cultures and histories, exposing creative forms of expression, communication, and exploration of STEAM concepts that will support the development of West Virginia students.

**City of Montgomery-Kayak/Canoe Chute and River Access Development by Fishing Pier:** $37,000 (Health)
Funding for this project will support the City of Montgomery in the development of a kayak and canoe chute on the Adams Street riverfront. As part of the City’s plan to build infrastructure and increase recreation and tourism opportunities, this chute will create a safe river access point for the public.

“Montgomery is blessed in God’s natural beauty; we are creating an environment to leverage the natural assets that surround us.”
- Mayor Greg Ingram

**Community Access, Inc.-Horses & Journeys Lessons from the Herd Wellness Program:** $35,000 (Health)
Horses & Journeys Lessons from the Herd Wellness Program will continue to assist military service members, first responders, adults who are transitioning from substance use disorder treatment, and children who are experiencing stress identify and strengthen their own practices for wellness. This project, which serves all of TGKVF’s service area, combines equine-assisted learning with guided hiking activities. The project promotes healthy lifestyles and develops and strengthens natural and community based supports.

“The horses seem to sense when I need love.”
- Adult participant

**FestivALL-FestivALL 2020:** $24,000 (Arts & Culture)
This project is comprised of programs and events that fulfill FestivALL’s mission to create, produce, and present vibrant arts experiences and entertainment opportunities and serves as a catalyst for others in the community to do the same. Funding support will be put toward artist booking fees for Dance FestivALL, Carriage Trail events, public art projects such as BrickScape, major theater performances like AirPlay or American Shakespeare Center, and more.

“FestivALL provides a wonderful creative atmosphere and a sense of community.”
- FestivALL attendee
The West Virginia Symphony Orchestra—All in for Wild, Wonderful West Virginia Artists: $10,000 (Arts & Culture)
The West Virginia Symphony Orchestra (WVSO) will connect visual, performing, and culinary artists from West Virginia with thousands of potential customers and clients by inviting them to exhibit and perform during MATRIC Symphony Sunday, a free day-long celebration of the arts on June 7, 2020. Funding will support renting and setting up the stage, display tables, chairs, and paying professional WVSO musicians to perform.

"Volunteering with Faith in Action doesn’t take a lot of time, but it is so rewarding. It has brought so much joy to my life.”
- Donna Edmondson, program volunteer

Faith in Action of the Greater Kanawha Valley—Neighbors Engaging Neighbors: Beyond the Fence: $48,600 (Field of Interest)
The recruitment and retention of volunteers is the single most critical success factor of the work of Faith in Action of the Greater Kanawha Valley. Volunteers help to fulfill the mission of service to the senior citizens of Kanawha County. This project is designed around building recruitment opportunities, conducting engagement activities, implementing sustainable volunteer management systems that will strengthen and scale our current processes to grow the volunteer capacity, and positioning the organization for future growth.

"There are tenants who deals with severe anxiety, and frets over the simplest of things. Knowing the HVAC system will be upgraded to a new system will give them considerable peace of mind.”
- Phil Hainen, staff member

Covenant House—HVAC Immediate Upgrades: $35,000 (Emergency Aid)
Emergency Aid funding will support immediate and significant equipment repairs and replacements at Covenant House that will impact the organization’s ability to operate at capacity. Funding will be used to upgrade HVAC systems at two Covenant House properties.

"I was really embarrassed by the condition the house was in... I thank them for sacrificing their summer to come here and help someone else.”
- Tracy, service project recipient

Appalachian Service Project, Inc. - Kanawha County Home Repair Program: $33,500 (West Side 2.0)
The Kanawha County Home Repair Program builds on partnerships developed in the Kanawha Valley and intentionally contributes to neighborhood revitalization on the West Side of Charleston. Activities include coordinating with hundreds of diverse volunteers to provide a meaningful volunteer experience while ensuring quality construction and the completion of critical home repairs for at least eight families on the West Side. The program will
strategically collaborate with other community organizations to provide a renewed sense of safety, pride, and hope among the West Side neighborhoods.

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The Greater Kanawha Valley Foundation is grateful to our community of generous donors who make these and other grants possible. The program and work approved for first quarter 2020 distributions are supported by the following funds:

Mr. and Mrs. W.E. Chilton, Ill; Senator William E. Chilton, Sr.; Ellsworth R. and Caroline H. Clark; William O. Clarkson; Cox-Morton; Mary Lewis Dickinson; Lloyd, Jr. and Margaret B. Erhard; General City National Bank; Rebecca Dickinson Goldsmith Memorial; Bessie E. Henson Memorial; Bernard H. Jacobson Cultural; Raleigh and Rita Jimison #2; F. B. Lamb; Lowenstein #1; Lillian Ostrin; Mabel W. Walker; Glenn (Fritz) and Lois Wingett Memorial; and General BB&T.

Go to tgkvf.org for information about how to support The Greater Kanawha Valley Foundation’s work.
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