

CSJ Ministry Responses to COVID-19

Ministry: **St. Mary's Health Clinics**

Submitted by: Sue Gehlsen

1. Is your ministry responding directly to those affected by COVID-19? How?

We have consolidated clinics and we are providing 3 locations for medication pick up and physician visits per phone/computer for those patients requiring physician contacts. Providers are available at each site to review/prescribe meds and to be available for patient contact per phone/computer. Employed staff are used in these locations, we do not have volunteers except for physicians and nurse practitioners working presently. The majority of patients that we see or have contacted have been severely impacted by Covid -19 as most have lost employment. The primary areas of employment include the service industry so our families have been very hard hit by this pandemic. We have been giving food coupons, bags of food and many, many referrals to food shelves and other community resources. Supplies are harder to get, insulin is not available for our patients presently so SMHC has helped patients purchase insulin. Mental health services are provided per phone with interpreters as needed.

2. Have you altered your mission and/or operations in any way as a result of COVID-19? How?

We have altered care delivery as noted above, not the mission.

3. Has COVID-19 affected your financial condition? How? Explain how revenue has declined and/or expenses increased over a "normal" year.

Many organizations have opened urgent/emergent funds for support during this crisis and we have applied for additional monies to help us through this. Grants that had review dates later in the spring moved up their reviews and opened funds that could be used to assist with Covid-19 needs.

4. How much, specifically, do you need in emergency funding, and what would you use it for?

At this point it's hard to say with many requests pending. We have applied for a small business loan to help with salaries and have a special grant received from Fairview to help out. We will know more in early May. The insulin situation is our greatest challenge and it's is exceptionally expensive!

5. How has COVID-19 affected your staffing?

Staff are working 3 days/week and the other days from home. They are receiving full pay checks and are most appreciative for that. Each morning we gather when they are present and have a meditation/prayer and check in to see how people are doing. There has been a lot of introspection, sharing and suggestions provided for wellness. This era truly has fostered team spirit and connection. The spirit amongst staff varies from day to day but the camaraderie truly helps team support. Emotionally we take turns having up/down days. Social distancing remains in place. We do our own housekeeping and the trash is emptied daily and kitchen and bathrooms cleaned each evening.

6. Have you determined how your ministry will return to "normal" when that time comes?

We work week by week and adjust as needed. "Normal" will look different as many of our patients will be long overdue for a clinic visit. We hope to resume our previous clinic schedule when the restrictions are lifted and likely will have heavier schedules for a time in order to catch up with face to face visits.

7. What lingering effects do you expect to see in the populations you serve once the crisis itself is greatly reduced or over?

There will be an increased need for health care services as so many more will meet the eligibility criteria due to job losses. We're concerned that funds will be more difficult to access given the competition from other non-profits and the impact financially on the donor entities from Covid-19. One concern is a question of possible loss of volunteer support after a lengthy time being off and out of touch with our patients. Staff stay in touch with volunteers so hopefully that helps.

8. Add any additional information you think our donors need to know:

Thank you and please hang in there with us! Our work will continue though changes may occur and we may work differently. Our donor support is vital and we are greatly appreciative of their support and interest in our ministry!

Thank you for your help on this. Please attach this form to your return email to rscorpio@csjministriesfoundation.org by next Wednesday, April 8.