

2024

COMMUNITY BENEFIT REPORT/

PROGRESS ON 2024-2026 COMMUNITY HEALTH IMPROVEMENT PLAN

Providence Mission Hospital

Mission Viejo, CA



Annual Strength in Numbers conference with Orange County high school students. Strength in Numbers are student-led clubs supported by Providence Mission Hospital that aims to improve mental health awareness, foster inclusivity, and create a safe space for students to discuss the pressures they face.



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EXECUTIVE SUMMARY

Providence continues its mission of service in Orange County through Providence Mission Hospital. Mission Hospital is an acute-care hospital with 523 licensed beds, founded in 1971 and located in Mission Viejo, CA. It serves the communities of Mission Viejo, Laguna Beach, Laguna Niguel, San Juan Capistrano, San Clemente, Rancho Santa Margarita, Rancho Mission Viejo, Lake Forest, Laguna Hills, Dana Point, Ladera Ranch, Trabuco Canyon, Capistrano Beach and Aliso Viejo. The hospital's service area is in South Orange County and includes 590,000 people.

Providence Mission Hospital dedicates resources to improve the health and quality of life for the communities it serves, with special emphasis on the needs of the economically poor and vulnerable. In FY24, the hospital provided **\$58,029,217** in Community Benefit in response to unmet needs. For FY24, Providence Mission Hospital had an unpaid cost of Medicare of **\$104,978,849**.

2024-2026 Providence Mission Hospital Community Health Improvement Plan Priorities

As a result of the findings of our [2023 CHNA](#) and through a prioritization process aligned with our Mission, resources, and hospital strategic plan, Mission Hospital will focus on the following areas for its 2024-2026 Community Benefit efforts:

PRIORITY 1: ACCESS TO CARE

Access to care goes beyond medical care, and includes dental, vision, primary care, transportation, culturally appropriate care, and care coordination. People without insurance are less likely to have a primary care provider, and they may not be able to afford the health care services and medications they need. Strategies to increase coverage rates are critical for making sure more people get important health care services, like preventive care and treatment for chronic illnesses.

2024 Accomplishments

- 963 individuals were enrolled for health care through our Family Resource Centers.
- Between both Family Resource Centers there were 6,303 unduplicated encounters and 50,523 duplicated encounters.
- Community Nurse Navigator worked with Sepsis project to reduce readmissions. Through this partnership, the Community Nurse Navigator connected patients to primary care and educated about the emergency room's use.
- Reached 898 individuals to educate on Medi-Cal expansion.

PRIORITY 2: BEHAVIORAL HEALTH

- Mental Health and substance use continue to be priorities across our communities. Mental health challenges can impede people's abilities to realize their potential, cope with stresses, work productively and fruitfully, and make contributions to their communities. We will be focusing on increasing services to South Orange County residents and reducing the rates of substance use among youth in our coastal communities.

2024 Accomplishments

- Our clinical team provided 2,388 counseling encounters throughout the year, and 1,485 group encounters.
- 80% of clients with a moderate to severe PHQ-9 score showed a significant decrease in depression by the end of treatment.
- 82% of clients with a moderate to severe GAD-7 score showed a notable decrease in anxiety by the end of treatment.
- Our Family Resource Centers hosted 15 graduate level Interns.
- 19,210 active residents on Each Mind Matters and Green Bench OC Social Media sites. 16 green benches were installed.
- Significant decreases in teens reporting alcohol and other drug use in the last 30-days in two local school districts compared to 2016 rates.
- Provided substance use prevention information to parents and teens in the area served by Mission Hospital through two large non-traditional public health campaigns including Raising Healthy Teens, Strength in Numbers and Crianza-Positiva. These campaigns have garnered over 1,376,718 impressions and provided education to over 4,000 students, parents and youth-serving adults.

PRIORITY 3: ECONOMIC SECURITY

An Individual's income is directly connected to poverty. If a person or family's total income is less than certain federal poverty measures then they are considered to be in poverty. People with steady employment are less likely to live in poverty and more likely to be healthy. People with disabilities, injuries, or conditions like arthritis may be especially limited in their ability to work. In addition, many people with steady work still don't earn enough to afford the things they need to stay healthy. Employment programs, career counseling, and high-quality childcare opportunities can help more people find and keep jobs. In addition, policies to help people pay for food, housing, health care, and education can reduce poverty and improve health and well-being.

2024 Accomplishments

- New partnership was created to provide financial literacy to South Orange County residents through our Family Resource Centers.
- A workshop was offered to educate the community on how to start their own businesses. This brings alternative ways for the community to increase their incomes.
- 191 Cope Scholars completed rotations in many hospital clinical units to provide exposure to the medical field and ultimately grow the future workforce of the hospital providers.

PRIORITY : AFFORDABLE HOUSING & HOMELESSNESS (ENDED IN 2023)

Affordable housing and homelessness are significant concerns in our communities. Homelessness has a ripple effect throughout the community; it impacts the availability of healthcare resources, crime and safety, the workforce, and the use of tax dollars. Affordable housing benefits our communities and creates stronger outcomes – in employment, health, and education. We have been working to reduce chronic homelessness, support the number of persons entering bridge and supportive housing, and strengthen affordable housing policies in the 2021-2028 housing element plans.

2023 Accomplishments

- Our close partnerships with local housing providers provided bridge and supportive housing solutions to 191 vulnerable residents without a home. Many of these individuals were connected to some type of supportive or long-term housing solution, the remaining were provided much-needed social and medical services that provided stability and access to care.
- The Community Care Navigator program supported 336 individuals with over 2,184 supportive contacts and case management services. 64% of these clients successfully transitioned out of intensive case management due to stabilization in social and health care needs as well as significant reductions in their emergency department visits.
- South Orange County witnessed a decrease in the number of persons experiencing homelessness compared to the 2019 Point in Time count. Our Care Navigation program and relationships with local non-profits who serve the unhoused has impacted this outcome.

PRIORITY : EQUITY/RACIAL DISPARITIES (ENDED IN 2023)

We believe that everyone should have a fair and just opportunity to attain their full potential and that no one should be disadvantaged, excluded, or dismissed from achieving that potential based on inherent characteristics such as race, ethnicity, or gender identity.

2023 Accomplishments

- Mission Hospital provided over 32,000 encounters to low-income limited English residents in FY24, connecting this isolated group to relief services and access to health care services.
- We continued providing events promoting inclusion, diversity, and multiculturalism for residents. Diversity awareness, public witness events, listening circles and participation in the Interfaith Justice Collaborative were key activities.
- Mission Hospital actively participated in the strategic process with Orange County Health Care Agency's Equity Task Force to identify three countywide focus areas: 1) Housing, 2) Food, 3) Health & Well-Being. The South OC for All collaborative, supported by Mission Hospital, continued its planning and development process in FY24.

Providence

At Providence, we use our voice to advocate for vulnerable populations and needed reforms in health care. We are also pursuing innovative ways to transform health care by keeping people healthy, and making our services more convenient, accessible and affordable for all. In an increasingly uncertain world, we are committed to high-quality, compassionate health care for everyone – regardless of coverage or ability to pay. We help people and communities benefit from the best health care model for the future – today.

Together, our 120,000 caregivers (all employees) serve in 52 hospitals, 1,085 clinics and a comprehensive range of health and social services across Alaska, California, Montana, New Mexico, Oregon, Texas and Washington.

Providence across five western states:

- [Alaska](#)
- [Montana](#)
- [Oregon](#)
- [Northern California](#)
- [Southern California](#)
- [Washington](#)

The Providence affiliate family includes:

- [Covenant Health in West Texas](#)
- [Facey Medical Foundation in Los Angeles, CA.](#)
- [Kadlec in Southeast Washington](#)
- [Pacific Medical Centers in Seattle, WA.](#)
- [Swedish Health Services in Seattle, WA.](#)

As a comprehensive health care organization, we are serving more people, advancing best practices and continuing our more than 100-year tradition of serving the poor and vulnerable. Delivering services across seven states, Providence is committed to touching millions of more lives and enhancing the health of the American West to transform care for the next generation and beyond.

INTRODUCTION

Who We Are

Our Mission	As expressions of God’s healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.
Our Vision	Health for a Better World.
Our Values	Compassion — Dignity — Justice — Excellence — Integrity

Providence Mission Hospital is an acute-care hospital founded in 1971 by a group of physicians, partnered in 1993 with Children’s Hospital of Orange County (CHOC) to provide pediatric services. In 1994, the hospital became a member of St. Joseph Health. In 2009, Mission Hospital acquired South Coast Medical Center in Laguna Beach. In 2016 Mission Hospital joined the Providence family of 51 hospitals. Mission Hospital has two locations, one in Mission Viejo and the other in Laguna Beach, California. The hospital has 504 licensed beds, a staff of 2,700, and professional relationships with more than 700 local physicians. Major programs and services offered to the community include the following: a Level II Trauma Center, cardiac care, critical care, neuroscience, diagnostic imaging, emergency medicine, and obstetrics.

Our Commitment to Community

Providence Mission Hospital dedicates resources improving the health and quality of life for the communities we serve. During Fiscal Year 2024 (July 1, 2023 – June 30, 2024), Providence Mission Hospital provided **\$58,029,217** in Community Benefit¹ in response to unmet needs and to improve the health and well-being of those we serve in South Orange County.

Health Equity

At Providence St. Joseph Health, we acknowledge that all people do not have equal opportunities and access to living their fullest, healthiest lives due to systems of oppression and inequities. We are committed to ensuring health equity for all by addressing the underlying causes of racial and economic inequities and health disparities. Our Vision is “Health for a Better World,” and to achieve that we believe we must address not only the clinical care factors that determine a person’s length and quality of life, but also the social and economic factors, the physical environment, and the health behaviors that all play an active role in determining health outcomes.

¹ Per federal reporting and guidelines from the Catholic Health Association.

To ensure that equity is foundational to our Community Health Improvement Plan (CHIP), we have developed an equity framework that outlines the best practices that each of our hospital will implement when completing a CHIP. These practices include, but are not limited to the following:

Figure 1. Best Practices for Centering Equity in the CHIP



Community Benefit Governance

Providence Mission Hospital demonstrates organizational commitment to the community benefit process through the allocation of staff time, financial resources, participation and collaboration with community partners. The Director of Community Health Investment is responsible for coordinating implementation of State and Federal 501r requirements.

A charter approved in 2007 and revised in 2020 established the formation of the Providence Mission Hospital Community Health Committee. The role of the Community Health Committee is to support the Ministry Board in overseeing community benefit issues. The Committee acts in accordance with a Board-approved charter. The Community Health Committee is charged with developing policies and programs that address identified needs in the service area particularly for underserved populations, overseeing development and implementation of the Community Health Needs Assessment (CHNA) and Community Health Improvement Plan (CHIP), and overseeing and directing the Community Benefit (CB) activities.

The Community Health Committee has a minimum of eight members including members of the Community Ministry Board. Current membership includes two members of the Community Ministry Board and seven community members. A majority of members have knowledge and experience with the populations most likely to have disproportionate unmet health needs. The Community Health Committee meets bi-monthly.

Roles and Responsibilities

Senior Leadership

- Chief Philanthropy and Health Equity Officer for Providence South Division has accountability for CB performance
- Locally, the Chief Executive and senior leaders including the hospital's Chief Mission Integration Officer, are directly accountable for CB performance.

Community Health Committee (CHC)

- CHC serves as an extension of the Community Ministry Board to Oversee and advise upon the commitment to serve and address our community's health needs. The committee ensures that Providence's Mission and Core Values are fulfilled and integrated through our service and investment in the community and that we pay special attention to poor and vulnerable populations in South Orange County. It includes diverse community stakeholders. Ministry Board members on CHC serve as 'board level champions.'
- The Committee provides recommendations to Mission Hospital's Ministry Board regarding budget, program targeting and program continuation or revision.

Community Health Investment (CHI) Department

- Manages CB efforts and coordination between CHI and Finance departments on reporting and planning.
- Manages data collection, program tracking tools and evaluation.
- Develops specific outreach strategies to access identified Disproportionate Unmet Health Needs (DUHN) populations.
- Coordinates with clinical departments to reduce inappropriate ER utilization.
- Advocates for CHI to senior leadership and invests in programs to reduce health disparities.

Local Community

- Partnership to implement and sustain collaborative activities.
- Formal links with community partners.
- Provide community input to identify community health issues.
- Engagement of local government officials in strategic planning and advocacy on health-related issues on a city, county or regional level.

Planning for the Uninsured and Underinsured

Our Mission is to provide quality care to all our patients, regardless of ability to pay. We believe that no one should delay seeking needed medical care because they lack health insurance. That is why Providence Mission Hospital has a Financial Assistance Program (FAP) that provides free or discounted services to eligible patients.

One way Providence Mission Hospital informs the public of FAP is by posting notices. Notices are posted in high volume inpatient and outpatient service areas. Notices are also posted at locations where a patient may pay their bill. Notices include contact information on how a patient can obtain more information on financial assistance as well as where to apply for assistance. These notices are posted in English and Spanish and any other languages that are representative of 5% or greater of patients in the hospital's service area. All patients who demonstrate lack of financial coverage by third party insurers are offered an opportunity to complete the Patient Financial Assistance Application and are offered information, assistance, and referral as appropriate to government sponsored programs for which they may be eligible. For information on our Financial Assistance Program click <https://www.providence.org/obp/ca>. In FY24, Providence Mission Hospital provided **\$3,769,295** in free (charity care) and discounted care and 391 encounters.

Medi-Cal (Medicaid)

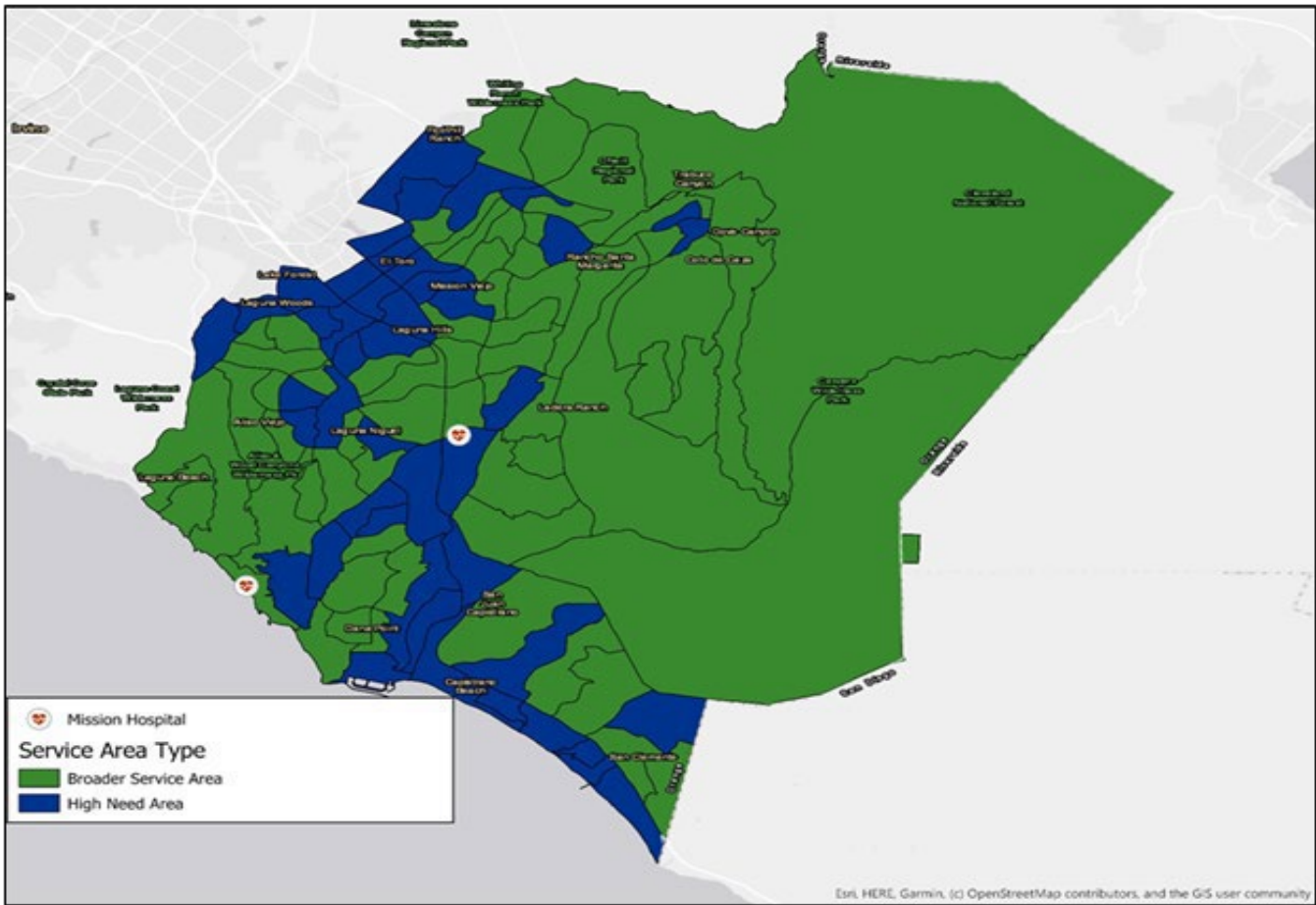
Providence Mission Hospital provides access to the uninsured and underinsured by participating in Medicaid, also known as Medi-Cal in California. In FY24, Providence Mission Hospital provided **\$49,227,582** in Medicaid shortfall.

OUR COMMUNITY

Description of Community Served

The community served by Mission Hospital is based upon geographic access and other area hospitals, as well as patient ZIP Codes. The service area for Mission Hospital was defined using census tracts inside South Orange County. In total there are 109 census tracts within the service area of Mission Hospital and includes a population of approximately 590,000 people. The population in Mission Hospital’s total service area makes up 19% of Orange County.

Figure 2. Providence Mission Hospital’s Total Service Area



Community Demographics

POPULATION AND AGE DEMOGRAPHICS

Of the over 581,000 permanent residents in the total service area, roughly 43% live in the high need area, defined by lower life expectancy at birth, lower high school graduation rates, and more households at or below 200% FPL compared to census tracts in the total service area. For reference, in 2021, 200% FPL is equivalent to an annual household income of \$53,000 or less for a family of 4. These households are more likely to regularly make spending tradeoffs regarding utilities, rent, groceries, medicine, and other basic expenses. The population in Mission Hospital’s total service area makes up 18% of Orange County.

The male-to-female distribution is roughly equal across geographies. Individuals ages 18-34 and 65 and older are more likely to live in high need census tracts.

POPULATION BY RACE AND ETHNICITY

Individuals who identify as Hispanic, Asian, Black/African American, and “other” race are overrepresented in high need census tracts compared to the Mission service area overall. People identifying as white are less likely to live in high need census tracts.

SOCIOECONOMIC INDICATORS

Table 1. Income Indicators for Orange County Service Area

Indicator	Broader Service Area	High Need Service Area	Total Service Area	Orange County
Median Income Data Source: 2021 American Community Survey, 5-year estimate	\$144,199	\$102,029	\$126,073	\$100,429

The median income for the total service area for Mission Hospital is about \$25,000 higher than Orange County overall. There is over a \$42,000 difference in median income between Mission Hospital’s Broader Service Area and the High Need Service Area.

Full demographic and socioeconomic information for the service area can be found in the [2023 CHNA](#) for Mission Hospital.

COMMUNITY NEEDS AND ASSETS ASSESSMENT PROCESS AND RESULTS

Summary of Community Needs Assessment Process and Results

Improving the health of our communities is foundational to our Mission and deeply rooted in our heritage and purpose. Our Mission calls us to be steadfast in serving all, with a special focus on our most economically poor and vulnerable neighbors. This core belief drives the programs we build, investments we make, and strategies we implement. Knowing where to focus our resources starts with our Community Health Needs Assessment (CHNA), an opportunity in which we engage the community every three years to help us identify and prioritize the most pressing needs, assets, and opportunities.

In 2023, Mission Hospital, St. Joseph Hospital and St. Jude Medical Center collaborated to conduct an Orange County-wide assessment of community needs and strengths. Over the course of six months, seven focus groups were held with different micro-communities, a key informant survey was implemented, individual sessions were held with each hospital's executive leadership team, and hospital caregivers had an opportunity to provide input on priority areas.

Significant Community Health Needs Prioritized

In the priority-setting process at Mission Hospital, a special community listening, and recommendation session was held with 29 individuals representing a cross-sector of non-profits, residents, healthcare leaders and the health care agency. The community health committee met to review those recommendations in mid-October 2023 and made final decisions based on identified criteria. The 2023 CHNA was approved by the MH Community Health Committee on November 14, 2023.

The following criteria were used in the prioritization process:

- Worsening trend over time
- Disproportionate impact on low income and/or Black/African American, Brown, Indigenous, and People of Color (BBIPOC) communities
- Providence service area/high need service area rates worse than state average and/or national benchmarks
- Opportunity to impact organizational commitment, partnership, severity, and/or scale of need
- Alignment with existing System priorities

Based upon the scoring system and discussion, MH's Community Health Committee identified the following priorities:

PRIORITY 1: ACCESS TO CARE

Access to care goes beyond medical care, and includes dental, vision, primary care, transportation, culturally appropriate care, and care coordination. People without insurance are less likely to have a primary care provider, and they may not be able to afford the health care services and medications they need. Strategies to increase insurance coverage rates are critical for making sure more people get important health care services, like preventive care and treatment for chronic illnesses.

PRIORITY 2: BEHAVIORAL HEALTH

Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make healthy choices. Mental health is important at every stage of life, from childhood and adolescence through adulthood. Mental health programs include the prevention, screening, assessment, and treatment of mental disorders and behavioral conditions. Mental health is an important part of overall health and well-being.

Substance use/misuse occurs when the recurrent use of alcohol and/or drugs causes clinically significant impairment, including health problems, disability, and inability to meet major responsibilities at work, school, or home. Substance use/misuse includes the use of illegal drugs and the inappropriate use of legal substances, such as alcohol, prescription drugs and tobacco. Strategies to address mental health and substance use disorders have a potential to be a catalyst to further our work and mission of reducing stigma and creating a safe place for care.

PRIORITY 3: ECONOMIC SECURITY

An individual's income is directly connected to poverty. If a person or family's total income is less than certain federal poverty measures, then they are considered to be in poverty. People with steady employment are less likely to live in poverty and more likely to be healthy. People with disabilities, injuries, or conditions like arthritis may be especially limited in their ability to work. In addition, many people with steady work still don't earn enough to afford the things they need to stay healthy. Employment programs, career counseling, and high-quality childcare opportunities can help more people find and keep jobs. In addition, policies to help people pay for food, housing, health care, and education can reduce poverty and improve health and well-being.

Needs Beyond the Hospital's Service Program

No hospital facility can address all of the health needs present in its community. We are committed to continuing our Mission through partnering with like-minded partners with the capacity and expertise to address the needs of Orange County residents and when possible, by funding other non-profits through our internal funding program.

Furthermore, Providence Mission Hospital will endorse local non-profit partners who apply for funding through the St. Joseph Community Partnership Fund. Organizations that receive funding provide specific services and resources to meet the identified needs of underserved communities throughout the Orange County service area.

The following community health needs identified in the ministry CHNA will not be addressed due to limited funds and capacity and to ensure a focused approach to the three CHIP priorities. An explanation is provided below:

- ***Culturally and linguistically concordant services:*** While this was not selected as a priority issue, Mission Hospital works to integrate culturally and linguistically concordant services in its community-based programming as well as provides interpreter services for multiple languages in its hospital-based settings.
- ***Isolation:*** Mission Hospital does not directly address issues of isolation in the community; however, it works with local organizations who address this through community building and other community-based outreach.
- ***Housing:*** Mission Hospital does not directly address housing; however, we partner with several South County organizations with expertise in housing.
- ***Access to safe, reliable, affordable transportation:*** Mission Hospital currently funds Age Well Senior Services to provide senior non-emergency transportation.
- ***Access to dental care:*** Mission Hospital does not directly provide dental services; however, we partner with local Federally Qualified Health Centers who offer this service.
- ***Aging concerns and issues:*** Compared to other priorities facing the community, this issue was not selected. Mission Hospital funds Age Well Senior Services to provide non-emergency medical transportation to those needing access to medical services in South Orange County.
- ***Food insecurity:*** Mission Hospital does not directly address food insecurity; however, we partner with community organizations that help to address this issue.
- ***Domestic violence, child abuse/neglect:*** Mission Hospital does not directly address domestic violence; however, we partner with community organizations who specialize in domestic violence and child abuse/neglect through our operation of two-Family Resource Centers.

In addition, Providence Mission Hospital will collaborate with local organizations that address the aforementioned community needs to coordinate care and referrals to address these unmet needs.

COMMUNITY HEALTH IMPROVEMENT PLAN

Summary of Community Health Improvement Planning Process

The development of the Community Health Improvement Plan (CHIP) occurred in early 2024 and incorporated feedback from community partners, Community Health Investment caregivers and leadership, and was conducted in tandem with the Orange County Health Care Agency's CHIP development process. In creating the plans, Providence Mission Hospital incorporated evidence-based practices, considered programs currently addressing prioritized needs, and reviewed internal resources to contribute toward new goals.

The CHIP was presented and approved by the Providence Mission Hospital Community Health Committee on March 26, 2024.

Addressing the Needs of the Community: 2024- 2026 Key Community Benefit Initiatives and Evaluation Plan

2024 Accomplishments

COMMUNITY NEED ADDRESSED #1: ACCESS TO CARE

Population Served

- Underserved, uninured/underinsured communities in South Orange County.

Long-Term Goal(s)/ Vision

- To improve access to health care and preventive resources for people with low incomes and those uninsured by deploying programs to assist with navigating the health care system.
- To ease the way for people to access appropriate and culturally responsive levels of care at the right time.

Table 2. Strategies and Strategy Measures for Addressing Access to Care

Strategy	Population Served	Measure	Baseline	FY24 Accomplishments
Ensure seamless transition to Medi-Cal & Increase primary care through local FQHC partnerships	Newly Medi-Cal eligible FQHC patient population.	Newly Medi-Cal eligible FQHC patient population.	1,163 people enrolled in 2023	963 people were enrolled.
	Uninsured and underinsured residents in South OC	Uninsured and underinsured residents in South OC	2022: 15,673 2022: 63,848	
		Total # of visits annually FQHC patients enrolled in health insurance	9% conversion rate as of July 2023	15,380 unique patients
Educate residents/patients about Financial Assistance Program (FAP)	Low-income, under-resourced residents	# people educated increase in FAP utilization at FRC and other community events	0	898 (Jan.2024-June 2024)

Strategy	Population Served	Measure	Baseline	FY24 Accomplishments
Support Avoidable ED Navigation Program to provide comprehensive intervention	Medi-Cal /CalOptima patients	# of patients with AED visits supported by Community Care Navigator (CCN) clients	215	336
Post-Discharge Bridge Housing Program which includes services to transition clients to housing and connecting them to social support services	Clients served through bridge housing program	# people served	77	191
Strengthen resident empowerment through Community Building Initiatives	Low-income Family Resource Center clients	# residents engaged in community action committees # activities completed by resident groups annually	24 12	37 26

Strategy	Population Served	Measure	Baseline	FY24 Accomplishments
Continue SouthOC for All collaborative	Residents & neighborhoods identified through the collaborative	# partners engaged System/ neighborhood changes made as a result of collaborative efforts	10 2	12 3

Evidence Based Sources

Strategies for expanding health insurance coverage in vulnerable populations - [Healthy People 2030 | health.gov](https://www.healthypeople.gov/2030/)

County Health Rankings and Roadmaps Evidence-based Strategies: [What Works for Health](https://www.healthypeople.gov/2030/)

Resource Commitment

\$2.3 million per year in operating and staffing support for all access to care initiatives in 2024-2026.

Key Community Partners

Camino Health Center, CalOptima/CalAIM, Kaiser, CHIOC, Coalition of Community Health Centers, Laguna Beach Community Clinic, South OC for All collaborative partners, UNIDOS South OC, CHEC & SOC Family Resource Centers, St. Joseph Community Partnership Fund

2024 Accomplishments:

Ensure seamless transition to Medi-Cal: In FY 24, the two Resource Centers facilitated the enrollment of 963 clients through their partnerships, underscoring their role as vital community hubs. These Family Resource Centers serve as trusted points of contact where community members can access information and assistance regarding health insurance, particularly Medi-Cal. Many clients benefit from immediate assistance, including on-the-spot application assistance for Medi-Cal.

Additionally, from January to June 2024, Community Health Advocates engaged with 898 residents of South Orange County, providing crucial education on Medi-Cal expansion. This outreach effort highlights the ongoing commitment to community education and support, ensuring that residents are informed about healthcare options and resources available to them. These initiatives collectively strengthen community ties and enhance access to essential healthcare services.

Continue the Care Navigation program. The Care Navigation Program continued for its 6th year to create a continuum of services for patients who are homeless. In FY24, the Care Navigators spent most of their time focusing on patients who were homeless, resulting in significantly more patients being served than in prior years (in FY21, our navigators served 43 unhoused patients and in FY22, this increased to 77 patients). In FY24, Community Care Navigators engaged with 336 patients after discharging from the hospital. This includes people who are uninsured or under-insured, homeless, experiencing chronic medical problems, and demonstrate severe mental illness or substance use. 2,184 encounters were provided for these clients over the course of FY23. 270 clients out of the 336 clients (80%) were homeless individuals. 191 of those (70%) were referred to a hotel, recuperative care, or shelters for transitional, temporary or long-term care housing. This provides stabilization and a safe place to be while bridging the clients to other options and community resources. 41 individuals were referred to Mission Hospital's Family Resource Centers for mental health, legal, health care coverage, income and or community involvement to provide stability and a sense of community. 181 individuals were

provided transportation through CalOptima transportation or Uber services and bus passes to access services through DMV, SSA, Medical appts, and housing opportunities. This increases access to services that address basic needs, medical care services, and to obtain documentation needed for housing options. In FY24, our navigators referred 142 clients to the new Cal Aim program for supportive services, housing navigation, and recuperative care, a nearly 19% increase over FY22. All these supportive services are provided to improve the quality of life for residents who have access to care issues while also reducing unnecessary emergency department visits and admissions. Of the 336 clients served in FY24, 222 clients (66%) were successfully discharged from the program because they received services that addressed their social and health care needs and showed significant improvement in access services and reducing their ED visits. The remaining clients continue to receive services until they are socially and medically stable. In FY24, Mission Hospital had 29 patients in custodial care.

Providence Mission Hospital continued its housing mitigation program with Family Assistance Ministries (FAM) and Friendship Shelter. Our Mission Hospital Community Care Navigators (CCNs) referred a total of 78 clients to these short-term programs to support our clients who are unhoused. The FAM program took in 62 clients in FY24. These clients had a total of 652 nights at a hotel. The CCNs supported 16 clients in the partnership with Friendship Shelter. Clients in that program were provided with 2,043 total nights at the shelter. During their stay, the CCNs, with other community partners, provided supportive services that included coordinating medical care appointments, mental health services, substance use program referrals, transportation, crisis management, SSA/SSI services, and bridging clients to transitional housing options or shelters. Both the FAM and Friendship Shelter programs help to reduce avoidable emergency department visits, provide temporary shelter to residents who are unhoused in South Orange County, and connect residents to multiple social and medical services that enable them to reach a higher level of independence.

South Orange County Equity Collaborative: In 2020, Providence brought together key leaders in South Orange County to discuss how collectively we can create change that supports low-income residents. In January 2021 the South Orange County Equity Collaborative (SOCEC) was established with 11 agencies in Mission Hospital's service area, with Mission Hospital acting as the backbone agency for this effort. We renamed our collaborative to South OC For All in May 2023. The trajectory of the collaborative continued to evolve significantly during FY24.

South OC for All leverages stakeholder relationships to increase sustainable infrastructure, create funding and investment strategies supporting historically underserved neighborhoods, provide increased access to Social Services that support residents' wellness, and drive city and county-wide advocacy efforts on behalf of South County residents.

The award of the Equity in OC Health Equity grant to the collaborative in November 2022 ignited mobilization around the collaborative's first project. A CDC grant implemented through OC United Way on behalf of OC Health Care Agency, the project allowed the collaborative to collectively tackle multiple strategies corresponding to Social Determinants of Health as part of their "Housing is Health: Addressing Housing Disparities" grant project.

The Equity in OC grant project provided the template, tools and resources to extend South OC For All's long-term reach as a community centered and locally activated network. Residents continue to play a central role in directing local advocacy efforts to create community and systems change and provide ongoing insight and feedback on collaborative initiatives.

South OC for All's primary success in FY24 was to establish a cohesive collaborative engagement structure that has fulfilled complex, integrated scopes of work among diverse implementation teams. Mutual trust, resident engagement and community voice are centered in each aspect of the sustained efforts we take forward beyond our first collective project, completed in May of 2024.

The collaborative's mission and vision have been put into practice through increased staff participation and development, county-wide cross-collaboration and alignment of strategic partnerships, and creation of unique digital & data supports. The collaborative established a shared foundation for coordinated advocacy efforts with and on behalf the community who is impacted daily by entrenched health inequities created by hidden pockets of deep need, and by the seemingly insurmountable geographic & logistical distances from the resources that allow our communities to thrive.

Strengthen resident empowerment through Community Building Initiatives: In FY 24, our community action committees, formed through partnerships among multiple agencies and community members, significantly expanded their impact and participation. These committees, operating at each Family Resource Center, aim to foster collaboration and achieve positive outcomes for the populations they serve. They work together to address local issues and opportunities through shared resources, responsibilities, and joint planning efforts. During FY 24, the number of participating community action committees grew from 24 to 37, indicating increased engagement and commitment to their shared goals. These committees focused on enhancing their understanding of local community needs and developing leadership skills among members. Throughout the fiscal year, the community action committees actively participated in and led 26 events. These included monthly food distributions, community outreach initiatives, and events hosted at our Family Resource Centers. Their involvement underscores their role in strengthening community ties, providing essential services, and promoting community leadership and engagement.

COMMUNITY NEED ADDRESSED #2: BEHAVIORAL HEALTH

Population Served

Underserved residents living in South Orange County.

Long-Term Goal(s)/ Vision

- To ensure equitable access to high-quality, culturally responsive, and linguistically appropriate mental/behavioral health services, especially for populations who are on the margins and are low income.
- Reduce mental health stigma in the community.
- Decrease 30-day ATOD usage rates by 9th and 11th grade teens in targeted high schools

Table 3. Strategies and Strategy Measures for Addressing Behavioral Health

Strategy	Population Served	Measure	Baseline	FY24 Accomplishments
Promote Each Mind Matters Campaign/Green Bench OC among community partners	Low-income communities with an emphasis in Latino and Vietnamese households.	# of residents active on the EMM & Green Bench OC social media sites # of new green benches installed in key/high traffic locations.	4,005 active residents in 2023 29 green benches since 2021	19,210 16 green benches
Expand MAT Program in Emergency Department by promoting free Naloxone Program	Patients with opioid use disorder	# of patients and/or community at large who receive Naloxone prescription in the ED	450 patients served in 2023	TBD
Provide mental health services (including therapeutic, psychoeducational, or psychiatric,	Low-income residents with an emphasis on Latino families	# unique clients served annually % of clients who complete >6 therapeutic sessions Reduction in GAD7 scores for patients completing at least 6 sessions Reduction in PHQ9 scores for clients	FY23: 641 No baseline FY23: 72.9% FY23: 79.4%	1) 585 unique clients served in mental health services. 2) 56% of clients completed 6 or more sessions. 3) 82% of clients with moderate to severe anxiety reduced their GAD-7 scores. 4) 80% of clients with a moderate to severe

Strategy	Population Served	Measure	Baseline	FY24 Accomplishments
or support group services) served through the Family Resource Centers		completing at least 6 sessions		depression reduced their PHQ-9 scores.
Provide free psychiatry services	FRC clients needing psychiatry support	# of patients who receive psychiatric evaluation and medication management.	100 unique patients 110 encounters	32 unique patients 161 encounters
Implement Youth Substance Use Prevention Program	Youth	30-day ATOD usage rates per California Healthy Kids Survey	LBUSD 2017/18: 9th - 18% 11th - 11% CUSD 2017/18: 9th - 38% 11th - 26%	LBUSD 2021/22: 9th - 9% 11th - 9% CUSD 2021/22: 9th - 12% 11th - 21%

Evidence Based Sources

- Psychological therapies for women who experience intimate partner violence - [Healthy People 2030 | health.gov](#)
- Tobacco Use: Community Mobilization with Additional Interventions to Restrict Minors' Access to Tobacco Products - [Healthy People 2030 | health.gov](#)
- Fostering Healthy Mental, Emotional, and Behavioral Development in Children and Youth: A National Agenda (2019) - [Healthy People 2030 | health.gov](#)

Resource Commitment

\$1.2 million per year in operating and staffing support for all mental health/substance use initiatives in 2024-2026.

Key Community Partners

Capistrano & Laguna Beach Unified School Districts, Saddleback College, partners working within the CHEC & South Orange County Family Resource Centers, St. Jude Medical Center, St. Joseph Hospital Orange, Westbound Communications, Limerent Communications, Boys and Girls Club-Laguna Beach, Capistrano Valley High School, Laguna Beach Unified School District Family Resource Center, Laguna Beach High School, Laguna Beach Police Department, Orange County Health Care Agency, San Clemente High School, Thurston Middle School and the Wellness and Prevention Center.

2024 Accomplishments

Mental Health Services

Mental health services continue to be a great need among the south orange county community. Mental health includes our emotional, psychological, and social well-being, and managing life stressors. Although a full-time clinical team member was on leave, the clinical team, including MSW Interns, served 585 unique clients through all counseling modalities (individual, family, couples, and groups), and provided 2,388 counseling encounters and 1,485 group encounters throughout the year. There were several new groups that were offered such as Women's Self Esteem through Art, Self-Expression through Art, Grief and Loss for adults and children, a Teen and Child Empowerment group, and a Mother's Support group. The ongoing groups, such as the Men's Support Group, and the Women's Crocheting Group provided a safe environment for men and women to create comradery and learn new skills.

The ongoing COVID-19 pandemic has caused a significant increase in the number of people with anxiety and depression and has also had an enduring effect on the overall mental health challenges of our community members. Clients showed a significant reduction in symptoms of depression and anxiety by the end of treatment. Aside from mental health concerns, the community is also faced with the lack of basic resources such as hygiene items, food resources, utility bill assistance, and rental assistance, as well as housing. Clients in our mental health program can receive individual, child, couple, family therapy; case management; psychoeducational or support groups; and psychiatric evaluation and medication management. The Community Health Department seeks to reduce the barriers for clients to connect with mental health services. The option to have virtual sessions made it possible for more clients to access counseling sessions. The Family Resource Centers provides counseling clients with Uber services that reduce transportation barriers.

In FY24, we hosted 15 graduate-level Interns from universities across the country. In addition to counseling, the Interns also assisted with case management for adults and led several support groups for men, women, teens, and children. This fiscal year, Providence Mission Hospital and Capistrano

Unified School District continued a positive partnership established in FY22, to support the Alternative to Suspension Program. This program teaches skills to at risk students to improve their mental health well-being, increase positive behavior, and create healthy relationships. Interns led weekly workshops to support students with problem solving, goal setting, communication, healthy relationships, communication, conflict mediation, and stress management.

Measurable Improvement in Mental Health

Depression and anxiety continue to be prevalent among our community. Accessible mental health support is provided through counseling, groups, psychiatry services, and case management at the Family Resource Centers. The CDC reported that depression may lead to an increased risk for physical health problems, diabetes, heart disease, and stroke. According to Mental Health America (MHA)'s 2022 California mental health statistics, one in five adults in California struggles with a mental illness. It is imperative to support the community with preventive care and interventions to reduce anxiety and depression, and to help clients manage stressors to live healthier, more fulfilling lives. 80% of therapy clients with a PHQ-9 score of 10 or greater showed a significant decrease in depression by the end of treatment, PHQ-9 scores between 10-15+ points indicate moderate to severe depression. We found that 82% of the total clients improved their scores in the GAD-7, GAD-7 scores between 10-15+ indicate moderate to severe depression. 75% of therapy clients met or partially met their collaborative treatment plan goals, which increased as compared to the prior year. 56% of clients completed 6 or more sessions, which reflects an increase in client retention.

Mental Health Stigma Reduction

The Promise to Talk campaign uses communication strategies such as local outreach programs, community events, public relations and social media to reduce mental health stigma within Orange County. A key component of the Promise to Talk campaign in the Green Bench OC movement. For the past two years, we have been working with community partners to have them paid green benches at their locations. We've created with local organizations like the Diocese of Orange, El Sol Academy and Be Well OC, who have all painted benches at their locations. Through our Green Bench OC initiative, we painted 16 lime green benches at schools, churches, parks and mental health rehabilitation centers to encourage conversations about mental health in FY24. This brings the total number of painted benches in Orange County to 35. The Promise to Talk team attended two May Mental Health Month in-person events, Día Del Niño hosted by UNIDOS South OC and a Cinco De Mayo celebration hosted by Bower's Museum, to foster strong connections and a positive impact with community members. The Promise to Talk booths host a green bench photo opportunity, lime green branded giveaways free and flyers with free or low cost mental health resources and activity sheets. Our in-person events drive guests to our websites and social media pages allowing our message a wider reach with our targeted audience. In addition to in-person outreach, we created a 2023 Back-To-School Toolkit for parents to help their children navigate their emotions while integrating into a new school year. This outreach resulted in 847,585 social media impressions and was shared with 75 partner organizations and 33 schools. Promise to Talk social media channels deliver a consistent message of encouragement and stigma reduction for followers to feel comfortable expressing their feelings openly and honestly with people they trust. Through our proactive social media presence, we maximize the campaigns reach and impact beyond in-person conversations through digital connection. From July 2023 to June 2024, we tracked over 55,000 encounters from in-person conversations, digital likes, and social media shares, over 2 million impressions from events, pop-ups, benches, ads and social media. During this fiscal year, over 1,500 commitments from people who made a promise to talk about mental health. As we enter FY25, we are

seeing an increased interest in painting green benches in our Orange County community and continued growth in social media engagement and impressions which help our efforts in reducing the stigma around mental health and further establish Promise to Talk and Providence Hospitals as community advocates.

Youth Substance Use Prevention Program

Background: In Orange County, drug and alcohol-related deaths have been on the rise since 2009 resulting in a sharp increase in substance-related deaths. Young adults between the ages 15-24 years old have had the largest increase in substance related deaths from 2019 to 2020 with a 165% increase.

(1) Orange County has higher hospitalization rates due to alcohol or substance use compared to 75% of California counties. (2) Additionally, the communities served by this initiative have been identified as having among the highest rate of drug and alcohol hospitalizations resulting from overdose. (3) By targeting prevention efforts during the formative years, we are improving the long-term health of our community. Ninety percent of substance use begins during adolescence underscoring the importance of supporting community stakeholders in implementing evidence-based prevention strategies.

Our approach: The 2020-2023 three-year strategic initiative has continued to build on the progress made during the previous strategic plan. The rates of substance use reported in the California Healthy Kids survey have declined year over year compared to 2016, the baseline used for this comparison. Using the 2019/20 survey data for Past 30-day Use of Alcohol and Other Drugs, LBUSD 9th and 11th graders decreased by 5% and 20% respectively, while CUSD 9th and 11th graders decreased by 42% and 31% respectively.

The strategic initiative places an emphasis on serving South Orange County communities and in particular, schools within the Capistrano Unified School District and Laguna Beach Unified School District as drug and alcohol use for these local high school districts exceeds that of neighboring public high school districts and is well above the state average of 23% (2017/19) and the county average of 19% (2017/18) for 11th graders.

Our Raising Healthy Teens and Strength In Numbers OC behavior change campaigns are the cornerstone of the youth prevention initiative.

Raising Healthy Teens has resulted in parents being better able to understand the pivotal role they play in safeguarding their children and has increased their ability to discuss substance use with their children through social media, a monthly digital newsletter, and parent guidebooks in English and Spanish. These resources have created a network of support and foster connections among parents who share similar concerns.

We revamped the Raising Healthy Teens website to serve as a comprehensive resource hub, offering guidance, prevention strategies, effective communication techniques, and tips for creating a supportive environment for young people to thrive. (www.raisinghealthyteens.org)

To support the underserved monolingual households in our community, we launched a Spanish-language parent website as few resources exist in South Orange County to support these families. (www.crianza-positiva.org)

In collaboration with the Capistrano Unified District and the Laguna Beach Unified School District, the Raising Healthy Teens Parent Resource Guide was distributed to over 1,200 middle and high school parents. The guide provides tips for helping students transition to middle and high school and how to have age-appropriate conversations about drugs and alcohol. We also provided educational content for school communications including PTA and principal newsletters.

As of June 30, Raising Healthy Teens has:

- 1,608 subscribers to the digital newsletter (an increase of 24% from prior year)
- 43% newsletter open rate (well above industry standards)
- 2,662 number of Facebook followers (an increase of 42%)
- 2,798 Instagram followers (an increase of 85%)
- 12,053 Visits to [RaisingHealthyTeens.com](https://www.RaisingHealthyTeens.com)

Strength In Numbers OC is specifically tailored to address the needs of teens in South Orange County. The high pressure to excel is taking a significant toll on teens and student clubs provide a space for teens to support each other while learning substance use prevention strategies. There are established clubs at Capistrano Valley, San Clemente, and Laguna Beach High School. In year-end student surveys, club member's reported learning the negative effects of drugs and alcohol and positive ways to deal with stress and anxiety.

Over 200 club members from 3 high schools participated in drug and alcohol prevention activities throughout the school year. Students actively engaged in the club gaining leadership skills and becoming advocates for change.

28 Student-led events were held with over 4,000 participants at the targeted schools.

3,100+ students participated in the Perfection is an Illusion and Got Goals campaigns specifically aimed at reducing drug and alcohol use.

3000+ Instagram followers receive substance-use prevention messaging throughout the school year using a messaging strategy designed to resonate with teens and gently nudge them toward healthy decision making.

Drug and alcohol prevention messaging appeared on the 3 targeted school campuses including football programs, student newspapers and high school athletic fields.

As of June 30, Strength In Numbers OC has:

- 3,195 Instagram followers (an increase of 3%)
- 65,000 Total Reach
- 4,964 Content Interactions (shares, likes)
- 720 Visits to www.StrengthInNumbersOC.com

Together, Raising Healthy Teens and Strength in Numbers provided substance use prevention education to 4,046 unique students, parents, and youth-serving adults in South Orange County through 5,318 encounters during the last fiscal year. The two social media campaigns combined have garnered over 1,376,718 impressions (number of ad exposures) and 111,386 encounters (number of clicks across all digital ads and social shares).

COMMUNITY NEED ADDRESSED #3: ECONOMIC SECURITY

Population Served

Underserved residents living in South Orange County.

Long-Term Goal(s)/ Vision

- To ensure all people can be economically secure (i.e., afford to meet their basic needs) by providing support to services and addressing systemic barriers, with focus populations including people with preferred language other than English and young adults.
- Increase the number of people who report having access to supportive services in their preferred language related to education, employment, and income.

Table 4. Strategies and Strategy Measures for Addressing Equity & Racial Disparities

Strategy	Population Served	Measures	Baseline	2024 Accomplishment
Increase enrollment levels in training and skill development opportunities.	Family Resource Center clients	# people completing job training and skill development programs annually through the FRCs	New Service	289 unduplicated /1,010 duplicated (Jan 2024-June 2024)
Increase enrollment levels in financial empowerment programs for those impacted by economic disparities.	Family Resource Center clients	# people completing programs	New Service	264 unduplicated/ 347 duplicated (Jan 2024-June 2024)
Implement the COPE Health Scholars Program	College students in South Orange County	# of scholars participating per year	213	191
Partner with TGR Foundation to promote health care workforce development	11 th and 12 th grade High school students in the Anaheim Union High School District	# of students participating in the healthcare career pathways program	125	628

Evidence Based Sources

Healthy People 2030 Evidence-Based Resources: <https://health.gov/healthypeople/tools-action/browse-evidence-based-resources>

Resource Commitment

\$1 million per year in operating and staffing support for all economic stability initiatives in 2024-2026.

Key Community Partners

Saddleback College, South OC for All collaborative partners, Breakthrough SJC, CHEC & SOC Family Resource Center partners Boys and Girls Club-Laguna Beach, Coalition for Immigrant Rights (CHIRLA), Community Health Initiative OC (CHIOC), Congregation of the Sisters of St. Joseph, (CLUE), COPE Health Scholars Program, Family Assistance Ministries, Families Forward, Friendship Shelter, Cielo, Orange County United Way

2024 Accomplishments

Training and skill development/Financial empowerment: New partnerships established through the CHEC and SOC Family Resource Centers are essential for the South Orange County Community. Overall, these partnerships exemplify a coordinated approach to addressing community needs related to employment, entrepreneurship, and financial empowerment. By providing access to education, mentorship, and essential resources, these initiatives play a pivotal role in fostering economic stability and empowering individuals and families to achieve their financial goals.

Here's a summary of the key partnerships and their contributions:

OC Workforce: This partnership focuses on providing essential support to the community through services like resume building, employment linkages, skills development workshops (both group and individual), and comprehensive training for employment development. These efforts are crucial for helping individuals improve their career prospects and skills.

CIELO: As a nonprofit organization, CIELO empowers aspiring entrepreneurs by offering free business workshops aimed at enhancing economic development literacy. These workshops have already been successfully implemented at SOC FRC, with plans underway to introduce CIELO's small business startup program at CHEC FRC. This initiative supports economic stability education and helps individuals transform their side projects into sustainable businesses through mentorship and resources.

Orange County United Way - Sparkpoint Program: This signature program provides long-term financial literacy coaching to individuals and families from low-income backgrounds. Over a 12-month period, participants receive support to develop personalized financial plans. This includes increasing income through career coaching and access to tax guidance and public assistance, improving credit scores through debt reduction and budgeting, and building assets via savings and asset planning for significant goals like homeownership or education expenses.

Community Action Partnership of Orange County and Children's Bureau (All for Kids): Through collaboration with these organizations, your Family Resource Centers have hosted two impactful financial literacy workshops. These workshops cover crucial topics such as savings strategies, managing IRA accounts, budgeting effectively, and more. Serving 36 individuals, these workshops have contributed significantly to enhance financial literacy within the community.

Partner with TGR Foundation to promote health care workforce development: Maintained partnership with Tiger Woods' foundation to teach high school students career opportunities in healthcare. During FY 24 there were different activities offered to the students such as career academy day, health career panel session, career explorer program with AUHSD, and career explorer presentation on CHNA. The career academy day was geared for 9th and 10th graders in AUHSD. The dual goal was to encourage and provide an opportunity for teens to gain experiences related to their career interests and to fuel the pipeline of future healthcare workers. This event had 31 students participate. Additionally, the health career panel session had 243 students participate. 310 students participated in the career explorer program. Lastly, 44 students were able to present on their recommendations after analyzing CHNA data.

COPE Health Scholars Program Providence Mission Hospital hosted 183 Health Scholars through the COPE Health Solutions Health Scholars program in FY23-24 with a total of 5,307 encounters. 58% of our Scholars identified as Asian, Black or African American, Pacific Islander, American Indian, or two or more races and 59% of our scholars spoke a language other than English.

The COPE Health Solutions team completed a total of 91 recruitment events with 21 different partners, which connected us with 895 interested prospective scholars who provided contact information requesting more information about the Health Scholar Program at Providence Mission Hospital. This fiscal year, we successfully pipelined seven Health Scholars alumni to fill open positions at Providence Mission Hospital. These positions were in Patient Experience, Acute Rehabilitation Unit, Endoscopy, Tele-Sepsis, Lab, Central Supply, and Float Pool. The positions included 3 Patient Care Technicians, 1 Endoscopy Technician, 1 Phlebotomist, 1 Patient Relations Specialist, and 1 Inventory Clerk.

The COPE Health Solutions team took part in initiatives that aided in preventing hospital-acquired infections at Providence Mission Hospital through enhancing hand hygiene audit efficacy. The goal was to increase the volume of hand hygiene audits performed at Providence Mission Hospital, not only to reach Leapfrog requirements, but also provide a more accurate and valid assessment of hand hygiene compliance across the ministry. From July 2023 -December 2023, observations increased by 159% ministry-wide, while the Laguna Beach campus-specific observations increased by an astounding 484%. This improvement would not have been possible without the Health Scholar team, with one scholar in particular, Audrey Banzali-Mark, making an extremely significant contribution of over 16 project hours dedicated to this initiative, all on top of her already impacted 3-month scholar schedule of 24 hours per week. Her dedication to the cause earned her an opportunity to participate in a 1:1 micro-mentoring session with Teresa Torres, Executive Director of Quality and Patient Safety. We are so excited for the future of our incredible COPE Health Scholars and grateful for the dedication of not only our caregivers, but also the Executive Leadership Team at Providence Mission Hospital who graciously dedicate time out of their busy schedules to mentor our future health care workforce. In addition to this micro-mentoring session, this fiscal year also provided three of our amazing Health Scholar leaders – Athena Pascua (Director of Internal Operations), David Young (Physician Shadowing Program Coordinator), and Ellie Maruna (Recruitment Coordinator) – the opportunity to partake in a group micro-mentoring session with Dr. Melanie Wolf (Chief Medical Officer), Jennifer Cord (Chief Nursing Officer), and Teresa Torres. This interactive session allowed for them to learn more about these amazing leaders, their pathway to health care and medicine, and get the best tips in the trade for their future careers. In our mission to provide a holistic experiential learning opportunity and extend our impact to the community, the COPE Health Solutions team also took part in many different events throughout FY 23-24. In October

2023, our team was invited by Caroline Coraggio, Emergency Preparedness Coordinator, to support with timely patient notification of the Nationwide Great Shakeout Drill. It was a great opportunity to assist the hospital team in a different way, ensure patient and visitor safety during the drill, and discover the behind the scenes of emergency preparedness. Furthermore, for the first year ever, the COPE Health Scholars at Providence Mission Hospital adopted a child for the Back-to-School Angels program hosted by the Community Benefit team to help our adopted angel prepare for the new school year. The team is beyond grateful for the incredible turnout from the dedicated scholars, who donated many different supplies to a child in need. In partnership with the Providence Mission Hospital Auxiliary, the COPE Health Solutions team also attended the Aliso Viejo Health and Safety Fair to recruit and inspire the community about opportunities to assist. The event was great in connecting with potential partners who share the same sentiments of advancing the future of health care. Towards the end of 2023, the Orange County Region held a shifting competition in which one of our very own Health Scholars, Vaishnavi Patel, demonstrated a high level of commitment to our program and came in second place after completing a total of 91.2 hours, 59.2 hours above her track requirement, against over 594 active Health Scholars. Committed to continuing to expand our program and provide a one-of-a-kind experience, we also successfully launched a special opening of our laboratory department in all specialties - Outpatient, Point of Care, Hematology, Coagulation, Urine/Micro, Blood Bank, Chemistry, and Pathology – for an aspiring Clinical Laboratory Scientist (CLS) students and for the first time ever, attended the Annual Medical Staff Meeting in December 2023 to connect with future physician mentors. We are so grateful for all of our amazing caregiver partners and could not provide our students with the best opportunities for their growth and development without everyone's support.

The Health Scholars at Providence Mission Hospital have made significant advancements since the program's inaugural cohort in August 2018. As the program has been around for 6 years in the making, many of our alumni have made significant strides in their careers as we brought back a team of 4 to our September 2023 alumni panel featuring Mark Joshua Bernardino (RN), Ashley Rose Cabral (RN), Michelle Barry (RN), and Gabseon "Sunny" Lee (aspiring RN). They, and many others who are currently in other graduate programs (medical, PA, nursing, sonography, business administration, public health, and more) have gone on to become leaders in the community, inspiring current scholars to follow in their footsteps. In particular Mark Joshua Bernardino, a Health Scholar from the inaugural cohort, became a PCT, attending nursing school, and is the first Health Scholar we know of who joined the Transition Into Practice (TIPs) program for new graduate nurses to become an RN at Providence Mission Hospital. Another major success story is Health Scholar Alumna Emmeline Kim, who discovered through the program the clinical pathway was not for her and shifted gears towards health care administration, dedicating over 20 hours a week of her summer to developing Health Scholar initiatives through the Health Scholar Focus Group as a Patient Experience scholar. Immediately after graduating from the University of California, Berkeley, she was hired by COPE Health Solutions to serve as Program Coordinator for the Health Scholar Program at Hoag Presbyterian Hospital and within a few short months was promoted to Program Manager. The program's focus is always geared towards scholar growth opportunities.

FY 24 has brought about many exciting new beginnings for all – alumni, current, and future scholars – and showcases the many opportunities our future health care workforce will bring to their community and beyond. The COPE Health Scholars team looks forward to continuing to develop future health care providers dedicated to making a difference in not only patients' lives, but also the community as a whole.

Other Community Benefit Programs

Table 5. Other Community Benefit Programs in Response to Community Needs

Community Need Addressed	Program Name	Description	Population Served (Low Income, Vulnerable or Broader Community)
Access to Care/Behavioral Health/Economic Security	Family Resource Centers	<p>Two Family Resource Centers (FRC) are managed in the community to provide access to social services for community members with limited resources. Both FRCs are part of the Families and Communities Together (FaCT) platform. FaCT is a network of 16 Family Resource Centers located throughout Orange County's highest-risk communities providing essential family support services, education and resources.</p> <p>Our services are aimed at addressing current community needs. Both FRCs are family-friendly, community-based sites that provide access to comprehensive services for all families.</p> <p>The following services are provided: Mental Health services, Skills for Life programs, Health Insurance and Social Programs Enrollment and Counseling, Parenting Support & Education, Parent/Child classes, Family Advocacy, Information & Resource Services, Personal Empowerment Programs, Community Engagement and Leadership, Legal Counseling, Adult English as a Second Language classes, Limited emergency financial assistance, Children's Programming, Support Groups, Family Bonding workshops, Food Distributions, and seasonal programs.</p> <p>These centers are lifelines for many people in the community and serve as a much-needed linkage to community programs. Just with our monthly food distribution we provide a highly needed service to 140-180 families every</p>	Low-income and vulnerable

Community Need Addressed	Program Name	Description	Population Served (Low Income, Vulnerable or Broader Community)
		<p>month. Partnerships continue with non-profit agencies, including newer relationships with: Children Bureau, Community Health Initiative of Orange County, Families Assistance Ministries, Human Options, Public Law Center, Olive Crest, Saddleback College, the Coalition of Community Health Centers, Orange County Social Services and we continue to seek new partnerships based on community needs.</p> <p>Total Encounters: 50,523 (both Centers combined) SOC FRC: 36,587 CHEC FRC:13,936</p>	
Access to Care	Trauma Education Programs	As a Level 2 trauma center, Mission Hospital provides critical education to the community on a variety of trauma-related topics. This education is often conducted in the community to support awareness, education, and ultimately protect our residents from behaviors that lead to traumatic events.	Broad Community
Economic Stability	St. Joseph Worker Program	<p>Mission Hospital is proud to partner with the Sisters of St. Joseph in implementing the St. Joseph Worker Program, a 10-month formation and service-oriented program for young women interested in exploring social services and/or the medical field. The St. Joseph Workers become an extension of the community health team to provide needed services to our under-resourced community.</p> <p>The following services are provided: Mental Health services, Skills for Life programs, Health Insurance and Social Programs Enrollment and Counseling, Parenting Support & Education, Parent/Child classes, Family Advocacy, Information & Resource Referral Services, Personal</p>	Low income and vulnerable

FY24 COMMUNITY BENEFIT INVESTMENT

In FY24 Providence Mission Hospital invested a total of **\$58,029,217** in key community benefit programs. **\$2,059,542** was invested in community health programs for the poor and vulnerable. **\$3,769,295** in charity care was provided, **\$49,227,582** in unpaid cost of Medical and **\$1,127,004** in community benefits for the broader community.

Providence Mission Hospital applies a ratio of cost to charge to quantify financial assistance at cost, unreimbursed Medicaid, other means-tested government programs. The cost to charge ratio is aligned with the IRS Form 990, Schedule H Worksheet.

Our community benefit program expenses are reported in alignment with the total cost incurred to run our programs, and we offset any restricted revenue received to arrive at our net community benefit expense.

FY2024 PROVIDENCE MISSION HOSPITAL (July 1, 2023 - June 30, 2024)

CA Senate Bill (SB) 697 Categories	Community Benefit Program Categories	Net Benefit
Medical Care for Vulnerable Population	Financial Assistance at Cost	\$3,769,295.00
	Unpaid cost of Medicaid	\$49,227,582.00
	Unpaid other govt. program	\$0.00
Other Benefits for Vulnerable Population	Community Health Improvement Service	\$2,059,542.00
	Subsidized Health Service	\$0.00
	Cash and In-Kind Contributions	\$1,346,051.00
	Community Building	\$0.00
	Community Benefit Operation	\$499,743.00
	Total Benefit for Vulnerable Populations	\$56,902,213.00
Other Benefits for the Broader Community Populations	Community Health Improvement Service	\$767,543.00
	Subsidized Health Service	\$0.00
	Cash and In-Kind Contributions	\$12,046.00
	Community Building	\$317,415.00
	Community Benefit Operation	\$0.00
Health Professional Education, Training and research	Health Professionals Education and Research	\$30,000.00
Medical Care for the Broader Community	Total Benefit for Broader Community	\$1,127,004.00
	Total Community Benefit	\$58,029,217.00
	Total Medicare Shortfall	\$104,978,849.00

Telling Our Community Benefit Story: Non-Financial Summary of Accomplishments

In addition to the financial investments made by Providence Mission Hospital, there are non-quantifiable benefits that are provided by the organization. Going out into the community and being of service to those in need is part of the tradition of our founders and is carried out by our staff and physicians every day.

Community Participation: Our leaders serve on the Boards of Directors of many non-profit organizations, including Camino Health Center, Friendship Shelter, Family Assistance Ministries, and the Boys & Girls Club of San Clemente to name a few. Caregivers support many special events with their time, including Service Days, Public Witness events, Race for the Cure and the Heart Walk. When there is a need in the community, our staff respond with their time, expertise and financial support.


Angel Program: Angel Program: Every year, Mission Hospital coordinates the “adoption” of families during Back to School and the holiday season. In FY24, 120 students from the community received much needed school supplies during our Back-to-School Angel Program in August, and 80 families (representing 112 adults and 177 children) were generously provided with individualized gifts for the 2023 holiday season. Over 40 hospital departments participated in this program, purchasing clothing, supplies, and gift cards for these families. We continued close partnerships with several outside organizations who adopted families in need including Cross Country Mortgage, LLC; In Spirit Center and Mission Heritage Medical Group.

St. Joseph Day Food & Clothing Drive:

As part of our celebration of St. Joseph, our Patron Saint, Mission Hospital hosts a food and clothing drive to help local non-profits who serve the vulnerable residents in South County. While this tradition was interrupted due to the COVID-19 outbreak, our caregivers created safe protocols in March 2024 to collect donations for local pantries.

2024 COMMUNITY BENEFIT REPORT GOVERNANCE APPROVAL

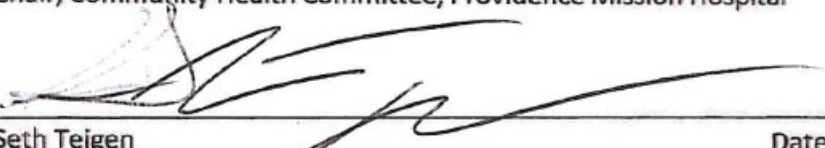
This 2024 Community Benefit Report was adopted by the Community Health Committee of the hospital on August 27, 2024. The final report will be made widely available by December 1, 2024.



Virginia Ripslinger
Chair, Community Health Committee, Providence Mission Hospital

9-8-2024

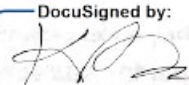
Date



Seth Teigen
Chief Executive, Mission Hospital

9-9-24

Date

DocuSigned by:


Kenya Beckmann
Chief Philanthropy and Health Equity Officer, South Division Providence

9/13/2024

Date

Contact:

Cecilia Bustamante-Pixa, MPH, MHCML
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Providence

At Providence, we use our voice to advocate for vulnerable populations and needed reforms in health care. We are also pursuing innovative ways to transform health care by keeping people healthy, and making our services more convenient, accessible and affordable for all. In an increasingly uncertain world, we are committed to high-quality, compassionate health care for everyone – regardless of coverage or ability to pay. We help people and communities benefit from the best health care model for the future – today.

Together, our 120,000 caregivers (all employees) serve in 52 hospitals, 1,085 clinics and a comprehensive range of health and social services across Alaska, California, Montana, New Mexico, Oregon, Texas and Washington.

Providence across five western states:

- [Alaska](#)
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- [Covenant Health in West Texas](#)
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As a comprehensive health care organization, we are serving more people, advancing best practices and continuing our more than 100-year tradition of serving the poor and vulnerable. Delivering services across seven states, Providence is committed to touching millions of more lives and enhancing the health of the American West to transform care for the next generation and beyond.