

Providence San Fernando Valley Community

2020 Update to the Community Benefit Plan



Providence Holy Cross
Medical Center
15031 Rinaldi St.
Mission Hills, CA 91346

Providence Saint Joseph
Medical Center
501 S. Buena Vista St.
Burbank, CA 91505

Providence Cedars-Sinai Tarzana
Medical Center
18321 Clarks St.
Tarzana, CA 91356



TABLE OF CONTENTS

- PREFACE3
- PROVIDENCE SAN FERNANDO VALLEY SERVICE AREA: A BRIEF INTRODUCTION4
- SECTION 1: EXECUTIVE SUMMARY5
- SECTION 2: MISSION, CORE VALUES, AND FOUNDATIONAL BELIEFS7
- SECTION 3: DEFINITION AND DESCRIPTION OF OUR COMMUNITY9
- SECTION 4: COMMUNITY BENEFIT PLANNING PROCESS10
- SECTION 5: PRIORITY COMMUNITY NEEDS11
- SECTION 6: COMMUNITY HEALTH IMPROVEMENT PLAN AND MEASUREABLE OBJECTIVES13
 - INITIATIVE 1: STRENGTHEN INFRASTRUCTURE OF CONTINUUM OF CARE FOR PATIENTS EXPERIENCING HOMELESSNESS15
 - INITIATIVE 2: INCREASE REACH AND UTILIZATION OF COMMUNITY BASED WELLNESS AND ACTIVITY CENTERS16
 - INITIATIVE 3: IMPROVE ACCESS TO HEALTHCARE SERVICES AND PREVENTATIVE RESOURCES17
 - INITIATIVE 4: SUPPORT COLLABORATIVE PARTNERSHIPS FOR BETTER HEALTH19
- SECTION 7: COMMUNITY BENEFIT PROGRAMS AND SERVICES20
- SECTION 8: ECONOMIC VALUE OF COMMUNITY BENEFIT.....22
 - SECTION 8.1: ECONOMIC VALUE OF COMMUNITY BENEFIT PROVIDED BY PROVIDENCE SAN FERNANDO VALLEY SERVICE AREA22
 - SECTION 8.2: ECONOMIC VALUE OF COMMUNITY BENEFIT PROVIDED BY PROVIDENCE HOLY CROSS MEDICAL CENTER23
 - SECTION 8.3: ECONOMIC VALUE OF COMMUNITY BENEFIT PROVIDED BY PROVIDENCE SAINT JOSEPH MEDICAL CENTER24
 - SECTION 8.4: ECONOMIC VALUE OF COMMUNITY BENEFIT PROVIDED BY PROVIDENCE CEDARS SINAI TARZANA MEDICAL CENTER25
 - SECTION 8.5: ECONOMIC VALUE OF COMMUNITY BENEFIT SERVICES – SAN FERNANDO VALLEY SERVICE AREA26
 - SECTION 8.6: ECONOMIC VALUE OF COMMUNITY BENEFIT SERVICES – PROVIDENCE HOLY CROSS MEDICAL CENTER27
 - SECTION 8.7: ECONOMIC VALUE OF COMMUNITY BENEFIT SERVICES – PROVIDENCE SAINT JOSEPH MEDICAL CENTER28
 - SECTION 8.8: ECONOMIC VALUE OF COMMUNITY BENEFIT SERVICES – PROVIDENCE CEDARS SINAI TARZANA MEDICAL29
- APPENDIX A: 2020 COMMUNITY HEALTH NEEDS ASSESSMENT OVERSIGHT COMMITTEE30

PREFACE

In accordance with Senate Bill 697, Community Benefit Legislation, the three Providence hospitals of Providence Holy Cross Medical Center, Providence Saint Joseph Medical Center, and Providence Cedars-Sinai Tarzana Medical Center submits this Community Benefit Plan for 2020. Senate Bill 697 requires a not-for profit hospital in California to complete the following activities:

- Review and reaffirm its mission statement to ensure that its policies integrate and reflect the public interest in meeting its responsibilities as a not-for-profit organization
- Complete a community needs assessment every three years, evaluating the health needs of the community served by the hospital.
- File a community benefit update annually, documenting activities that the hospital has undertaken to address community needs within its mission and financial capacity; and to the extent practicable, assign and report the economic value of community benefit provided in furtherance of its plan.

PROVIDENCE SAN FERNANDO VALLEY SERVICE AREA: A BRIEF INTRODUCTION

The founding Sisters of Providence and the Sisters of St. Joseph were called to serve their communities by providing health care and education services to all, especially those who are poor and vulnerable. Their work laid the foundation for Providence's vision of *health for a better world* and our commitment to serving all and ensuring the most basic health needs are met.

The Providence San Fernando Valley Service Area consist of Providence Holy Cross Medical Center (Mission Hills), Providence Saint Joseph Medical Center (Burbank), and Providence Cedars-Sinai Tarzana Medical Center (Tarzana).

PROVIDENCE HOLY CROSS MEDICAL CENTER

Providence Holy Cross Medical Center was founded in 1961 to provide healing and health care to the San Fernando, Santa Clarita and Simi valleys. A 377-bed, not-for-profit facility, the medical center offers both inpatient and outpatient health services, including a state-of-the-art cancer center, a heart center, orthopedics, neurosciences and rehabilitation services, women's and children's services, as well as providing our communities with a Level II Trauma Center.

PROVIDENCE SAINT JOSEPH MEDICAL CENTER

Founded in 1943 by the Sisters of Providence, Providence Saint Joseph Medical Center in Burbank provides the full range of diagnostic, treatment, care, and support services for the San Fernando Valley communities. Our 2,500 employees, nearly 300 volunteers, and 700-plus physicians share a commitment to provide quality care for all.

PROVIDENCE CEDARS-SINAI TARZANA MEDICAL CENTER

Founded in 1973, Providence Cedars-Sinai Tarzana Medical Center provides excellent and compassionate care to the San Fernando Valley. In addition to heart, vascular, orthopedic, cancer and women's services, the hospital houses the largest Level III Neonatal Intensive Care Unit (NICU) in the area and our emergency department has been designated by the Los Angeles County Department of Health as a STEMI and stroke receiving center.

PROVIDENCE SAINT JOSEPH HEALTH

Providence St. Joseph Health is committed to improving the health of the communities it serves, especially for those who are poor and vulnerable. With 51 hospitals, 829 physician clinics, senior services, supportive housing and many other health and educational services, the health system and its partners employ more than 119,000 caregivers (employees) serving communities across seven Western states – Alaska, California, Montana, New Mexico, Oregon, Texas and Washington. With system offices based in Renton, Wash., and Irvine, Calif., the Providence St. Joseph Health family of organizations works together to meet the needs of its communities, both today and into the future.

SECTION 1: EXECUTIVE SUMMARY

Mission and Core Values

Providence San Fernando Valley Service Area Mission Statement and the Core Values of Providence St. Joseph Health guide our organization's commitment to creating a healthier community and permeate the everyday life of the organization. The Mission Statement and Core Values are as follows:

Providence San Fernando Valley Service Area Mission Statement

"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."

Providence Saint John's Health Center Core Values are compassion, dignity, justice, excellence, and integrity.

Definition of Communities

The Providence San Fernando Valley Community is comprised of the geographically contiguous Service Areas of the three Providence Medical Centers: namely, Providence Holy Cross Medical Center (PHCMC; Mission Hills); Providence St. Joseph Medical Center (PSJMC; Burbank); and Providence Cedars-Sinai Tarzana Medical Center (PCSTMC; Tarzana). Within their respective service area boundaries, each medical center has an identified Community Benefit Service Area (CBSA) which are the communities with the greatest need, indicated in orange on the map below. Similarly, each Medical Center has a grouping of communities (in blue) within their Service Areas which are better resourced, with primarily middle/upper income demographics. The 2019 Joint Community Health Needs Assessment and 2020-22 Measurable Objectives focuses programs and resources on the CBSA of the three Providence Medical Centers.

The San Fernando Valley Community served by the three Providence Medical Centers is dynamic and diverse with a population that spans the socioeconomic spectrum. The two million residents of the region include resource-rich communities such as Porter Ranch, Calabasas, Encino, and Studio City, and many low-income, under-resourced communities like San Fernando, Pacoima, Sylmar, Canoga Park, Reseda, and North Hollywood, amongst others. Collectively, the individual service areas of the three Providence Medical Centers roughly align with Los Angeles County Department of Public Health's Service Planning Area (SPA) 2.

Identifying and Prioritizing Community Needs

Providence San Fernando Valley Service Area conducts assessments every three years, and the results are used as the basis of our community benefit planning. As part of this needs assessment process, both qualitative data and quantitative data were used to identify significant community health needs.

Community Benefit Plan Activities

We seek to grow a healthier community by partnering and collaborating with residents and organizations in our community. Based on prioritized needs from the 2019 Community Health Needs Assessment, Providence staff developed four strategic initiatives that address eight of the ten prioritized health needs:

Initiative 1: Strengthen Infrastructure of Continuum of Care for Patients Experiencing Homelessness

Our goal with this initiative is to strengthen the infrastructure that is serving the needs of individuals experiencing homelessness, many of whom come to Providence Wellness Centers for care. Our focus with this priority is to implement strategies that will support systems navigation, prevention, and recuperative care/temporary housing for patients experiencing homelessness.

Initiative 2: Increase reach and utilization of Community Based Wellness and Activity Centers

Our goal with this initiative is to increase the reach and utilization of two Providence Wellness and Activity centers in the San Fernando Valley. The purpose of these Centers is to bring together children and adults to participate with our staff, community volunteers and collaborative partners in free programs that promote social connections among neighbors, encourage participants to participate in education programs, and link people to public and private community resources. We seek to improve the health of the community by encouraging participants to learn and grow and succeed in life.

Initiative 3: Improve Access to Healthcare Services and Preventative Resources

Our goal with this initiative is to improve access to health care and prevention resources in the most vulnerable San Fernando Valley communities, especially the poor and underserved. This initiative will work to expand access to healthcare and preventative resources by deploying programs to assist in the navigation of the health and social services, provide skills based educational programs, and enrollment assistance into programs that provide health insurance, food and social programs.

Initiative 4: Support Collaborative Partnerships for Better Health

This initiative will address the need for immunizations and forge collaborative partnerships with nonprofit hospitals and health care organizations, community clinics and schools to improve immunization compliance across the San Fernando Valley for children and families. We will start with flu shots for children, adults, and seniors and childhood immunizations for children. We are hopeful a COVID vaccine will be available to administer broadly by the end of this three-year cycle.

Economic Value of Community Benefit Value

Providence San Fernando Valley Service Area Community Benefit activities are classified into three broad expenditure categories consistent with standards established by the Catholic Health Association: Charity Care, Community Benefit Services, and Unpaid Costs of Medi-Cal.

During calendar year 2020, the total combined economic value of community benefit provided by Providence San Fernando Valley Service Area is \$88,662,037 (includes Charity Care, Community Benefit Services, and Unpaid Costs of Medi-Cal) with an additional \$153,603,017 in Medicare shortfall.

SECTION 2: MISSION, CORE VALUES, AND FOUNDATIONAL BELIEFS

Providence San Fernando Valley Service Area Mission Statement and the Core Values of Providence St. Joseph Health guide our organization's commitment to creating a healthier community and permeate the everyday life of the organization. The Mission Statement and Core Values are as follows:

Providence Saint John's Health Center Mission Statement 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.

Providence Saint John's Health Center Core Values

Compassion

- We reach out to people in need and give comfort as Jesus did
- We nurture the spiritual, physical, and emotional well-being of one another and those we serve
- Through our healing presence, we accompany those who suffer.

Dignity

- We value, encourage, and celebrate the gifts in one another.
- We respect the inherent dignity and worth of every individual.
- We recognize each interaction as a sacred encounter.

Justice

- We foster a culture that promotes unity and reconciliation.
- We strive to care wisely for our people, our resources, and our earth.
- We stand in solidarity with the most vulnerable, working to remove the causes of oppression and promoting justice for all.

Excellence

- We set the highest standards for ourselves and our ministry
- Through transformation and innovation, we strive to improve the health and quality of life in our communities.
- We commit to compassionate, safe, and reliable practices for the care of all.

Integrity

- We hold ourselves accountable to do the right thing for the right reasons.
- We speak truthfully and courageously with generosity and respect.
- We pursue authenticity with humility and simplicity. Catholic Health Association Foundational Beliefs Providence Saint John's Health Center's community benefit programs are rooted in the

Catholic Health Association core set of beliefs:

- Those living in poverty and at the margins of society have a moral priority for services.
- Not-for-profit health care has a responsibility to work to improve health in communities by focusing on prevention
- Community members and organizations should be actively involved in health care community benefit programs
- Demonstrating the value of community service is imperative
- Integrate community benefit programs throughout the organization
- Leadership commitment leads to successful community benefit programs
- Those living in poverty and at the margins of society have a moral priority for services
- Not-for-profit health care has a responsibility to work to improve health in communities by focusing on prevention
- Community members and organizations should be actively involved in health care community benefit programs
- Demonstrating the value of community service is imperative
- Integrate community benefit programs throughout the organization
- Leadership commitment leads to successful community benefit programs

SECTION 3: DEFINITION AND DESCRIPTION OF COMMUNITY

San Fernando Valley Community

The Providence San Fernando Valley Community is comprised of the geographically contiguous Service Areas of the three Providence Medical Centers: namely, Providence Holy Cross Medical Center (PHCMC; Mission Hills); Providence St. Joseph Medical Center (PSJMC; Burbank); and Providence Cedars-Sinai Tarzana Medical Center (PCSTMC; Tarzana). Within their respective service area boundaries, each medical center has an identified Community Benefit Service Area (CBSA) which are the communities with the greatest need, indicated in orange on the map below. Similarly, each Medical Center has a grouping of communities (in blue) within their Service Areas which are better resourced, with primarily middle/upper income demographics. The 2019 Joint Community Health Needs Assessment and 2020-22 Measurable Objectives focuses programs and resources on the CBSA of the three Providence Medical Centers.

Health disparities within the CBSA include age-adjusted death rates due to diabetes and hypertension that are higher than Countywide rates and the United States. Adverse social determinants of health include low-income status, food insecurity, housing affordability, poor access to medical care challenges, high rates of health risk behaviors, low educational achievement, and low English language proficiency. Almost one-half (48.6%) of CBSA residents are low-income or impoverished, living on 200% or less of the Federal Poverty Guidelines. More than one-half (55.8%) of households commit more than 30% of their household income to housing costs, which is the eligibility threshold set by the US Dept. of Housing and Urban Development for affordable housing.

The San Fernando Valley Community served by the three Providence Medical Centers is dynamic and diverse with a population that spans the socioeconomic spectrum. The two million residents of the region include resource-rich communities such as Porter Ranch, Calabasas, Encino, and Studio City, and many low-income, under-resourced communities like San Fernando, Pacoima, Sylmar, Canoga Park, Reseda, and North Hollywood, amongst others. Collectively, the individual service areas of the three Providence Medical Centers roughly align with Los Angeles County Department of Public Health's Service Planning Area (SPA) 2.

Demographics

- The total population of the Providence San Fernando Valley (SFV) Service Area in 2019 is 2,225,425 people. The total population of the SFV Community Benefit Service Area is just over 52% of the total service area population, with nearly 1.2 million people.
- The majority of residents in the SFV Service Area are between 10 and 39 years old. Children under the age of 19 make up 28.2% of the population. Adults 60 years of age and older make up 13.9% of the total service area population. The SFV Service Area, therefore, is notably younger, on average, than the total population of the state of California.
- In 2019, the median household income of the SFV Service Area varied significantly from a low of \$41,053 for the community of Glendale, to \$166,406 for the community of La Cañada Flintridge.
- The SFV Community Benefit Service Area, compared to Los Angeles County, is home to a higher concentration of low-income residents; approximately 45.4% of families have annual incomes below 200% of the Federal Poverty Level (FPL; \$51,500 for a family of 4) compared to 39.6% in Los Angeles County as a whole.

SECTION 4: COMMUNITY BENEFIT PLANNING PROCESS

The 2020 Community Benefit Update is linked to the 2019 Community Health Needs Assessment and 2020-2022 Community Health Improvement Plan, which is posted on Providence's website at:

<https://www.providence.org/about/annual-report/chna-and-chip-reports>

Providence San Fernando Valley Service Area conducts assessments every three years, and the results are used as the basis of our community benefit planning. As part of this needs assessment process, both qualitative data and quantitative data were used to identify significant community health needs.

Qualitative Data

Providence San Fernando Valley Service Area recognizes the value of input from community members and local stakeholders during the Community Health Needs Assessment (CHNA) process. As the people who live and work in the San Fernando Valley, they have first-hand knowledge of the needs and strengths of their community and their opinions help to shape our future direction.

As part of the primary data collection process, Providence Holy Cross Medical Center, Providence St. Joseph Medical Center, and Providence Cedars-Sinai Tarzana Medical Center worked in collaboration to collect and analyze information. Together, the three hospital systems collaborated on several components of the CHNA:

- Developing a list of key community stakeholders/leaders to be included in the telephone interviews.
- Compiling the list of questions to be used in the telephone interviews to identify the key community needs and contributing factors.
- Sharing secondary data sources regarding key information available on the targeted area.

Quantitative Data

Secondary data collection included socio-economic indicators and mortality and morbidity rates from multiple sources. These sources included the U.S. Census American Community Survey, the Community Commons Database, the California Health Interview Survey (UCLA), the L.A. County Department of Public Health, the State of California Department of Public Health, the Public Health Alliance of Southern California, and the Los Angeles Homeless Services Authority. Additionally, primary quantitative data were collected from the Providence SFV's electronic health record system to review avoidable Emergency Department use and potentially avoidable inpatient admissions.

SECTION 5: PRIORITY COMMUNITY NEEDS

Once the information and data were collected and analyzed by staff members, the following eight key areas were identified as community needs for the Community Health Needs Assessment Oversight Committee to prioritize. Issue briefs that encompassed both primary and secondary data were prepared for each identified health need, listed here in alphabetical order:

- Access to Healthcare and Resources
- Prevention and Management of Chronic Diseases
- Behavioral Health, Including Mental Health and Substance Use
- Food Insecurity
- Homelessness and Housing Instability
- Immunization/School Health
- Senior Care
- Violence Prevention

Prioritization Process and Criteria

The CHNA Oversight Committee met in September 2019 to conduct its work with a clear statement of its role: to recommend to the Community Ministry Board the top identified health needs to be prioritized and addressed over the next three years. At the first meeting, on September 10, 2019, the CHNA Oversight Committee considered the CHNA Framework, the definition of the community and the high need areas within the SFV Service Area. The group participated in two panel discussions related to homelessness and food insecurity and utilized some of the secondary data from the high need areas to sharpen the discussion. This approach was taken to familiarize the group with the identified health needs to be presented in the second meeting and to practice a structured discussion format that would be followed in the second panel session.

In advance of the second meeting, Oversight Committee Members received a summary of primary and secondary data collected for nine identified health needs. The second meeting began with each member of the committee submitting a complete email survey of their input for nine specific identified health needs, based upon the collection of primary and secondary data by Providence staff. For each identified health need, committee participants were asked to rate (1) the severity of the identified health need, (2) the change over time, (3) the availability of community resources/assets to address the health need, and (4) the community readiness to implement/support programs to address the health need. These criteria formed the initial impressions of committee members. This survey was then followed by a review of the data assembled for each identified health need by Providence Community Health staff. Half of the meeting time was then set aside to break the Oversight Committee into three groups to address the following questions for each identified need:

- How does this need impact the work of your organization and the clients you serve?
- What other service gaps currently exist?
- What role can Providence play in addressing this need?

After each group rotated through the nine topics, a facilitator for each topic reported out the points of consensus that emerged from the committee members. As a final summary of the discussion, each of the participants was given three dots, or “votes” to assign to the identified topics resulting in a second set of priorities.

SECTION 6: COMMUNITY HEALTH IMPROVEMENT PLAN AND MEASUREABLE OBJECTIVES

As a result of the findings of our 2019 Community Health Needs Assessment (CHNA) and through a prioritization process aligned with our Mission, resources, and hospital strategic plan, Providence San Fernando Valley Service Area will focus on the following areas for its 2020-2022 Community Benefit efforts:

Initiative 1: Strengthen Infrastructure of Continuum of Care for Patients Experiencing Homelessness

Our goal with this initiative is to strengthen the infrastructure that is serving the needs of individuals experiencing homelessness, many of whom come to Providence Wellness Centers for care. Our focus with this priority is to implement strategies that will support systems navigation, prevention, and recuperative care/temporary housing for patients experiencing homelessness.

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This initiative will address the need for immunizations and forge collaborative partnerships with nonprofit hospitals and health care organizations, community clinics and schools to improve immunization compliance across the San Fernando Valley for children and families. We will start with flu shots for children, adults, and seniors and childhood immunizations for children. We are hopeful a COVID vaccine will be available to administer broadly by the end of this three-year cycle.

Responding to the COVID-19 Pandemic

In addition to the aforementioned, priority areas, the 2020 community health improvement process was disrupted by the SARS-CoV-2 virus and COVID-19, which has impacted all of our communities. While we have focused on crisis response, it has required a significant re-direction of resources and reduced community engagement in the CHIP process. This CHIP is currently designed to address the needs identified and prioritized through the 2019 CHNA, though COVID-19 will have substantial impacts on our community needs. These impacts are likely to exacerbate some of the needs identified, and cause others to rise in level of priority. While this is a dynamic situation, we recognize the greatest needs of our community will change in the coming months, and it is important that we adapt our efforts to respond accordingly. This CHIPs will be updated by March 2021 to better document the impact of and our response to COVID-19 in our community. We are committed to supporting, strengthening, and serving our community in ways that align with our Mission, engage our expertise, and leverage our Community Benefit dollars in the most impactful ways.

Initiative 1: Strengthen Infrastructure of Continuum of Care For Patients Experiencing Homelessness

Community need addressed: Homelessness and Housing Instability

Goal: Provide additional support to patients experiencing homelessness and housing instability through efforts to strengthen infrastructure of continuum of care

Initiative 1: Strengthen Infrastructure of Continuum of Care For Patients Experiencing Homelessness					
Scope (Target Population)	Strategies	Strategy Measure	Baseline for 2020	Progress in 2020	Comments
<i>Patients experiencing homelessness and housing instability</i>	CHW Homeless Navigators Hospital emergency department-based Community Health Workers that assist patients experiencing homelessness with discharge to shelter or homeless service providers	Number of patients screened for homelessness	•No baseline for 2020	•149 screened for homelessness	The CHW Homeless Navigators Program launched in the San Fernando Valley on October 2020 with two navigators hired and the third navigator scheduled to be hired in 2021.
		Number of patients linked to homeless services provider	•No baseline for 2020	•78 linked to homeless services	
		Number of patients discharged to temporary/permanent housing	•No baseline for 2020	•48 placed in a form of housing	
	Homeless Prevention Implement screening for risk of homelessness and identify public and private funded resources that focus on prevention	Increase in the # of organizations identified who provide prevention services in SFV Service Area	•No baseline for 2020	• No progress made in 2020. Implementation of this project delayed due to COVID-19.	In emergency response to the COVID-19, funds were given to homeless service providers and LA County for support of the Project Room Key sites--vacant hotels and motels converted as interim housing.
		Increase grants to non-profits related to services/programs for those living with homelessness in the SFV Service Area, including crisis response and prevention	•No baseline for 2020	• No progress made in 2020. Implementation of this project delayed due to COVID-19.	
		Confirmed linkage to homeless prevention service providers	•No baseline for 2020	• No progress made in 2020. Implementation of this project delayed due to COVID-19.	
	Recuperative Care Improve the infrastructure of available recuperative care/interim shelter for patients experiencing homelessness that are not medically stable enough to be discharged back to the streets	Identify target population, interventions, and partners to support in the San Fernando Valley housing initiative	•No baseline for 2020	• Providence participated in the UniHealth Foundation's Recuperative Care Advisory Group to develop recommendations for strengthening the infrastructure of recuperative care in Los Angeles County	

Initiative 2: Increase Reach and Utilization of Community-Based Wellness and Activity Centers

Community need addressed: Behavioral health including mental health and substance use disorder, food insecurity, and senior care

Goal: To increase reach and utilization of Providence community-based wellness and activity centers by expanding our scope of health and wellness services available to local residents, strengthening the infrastructure of wellness services in underserved communities and engaging public and private partners to work alongside us in the implementation of program services

Initiative 2: Increase Reach and Utilization of Community-Based Wellness and Activity Centers					
Scope (Target Population)	Strategies	Strategic Measure	Baseline for 2020	Progress in 2020	Comments
<i>Residents who are students, parents, seniors, food insecure, have a chronic disease and at-risk or diagnosed with mental health illnesses, including social isolation and substance use disorders</i>	Pacoima Wellness Center Provide opportunities for parents and students in the Providence Holy Cross Medical Center Service Area community to access substance use disorder, chronic disease management and food insecurity programs and services	Number of unduplicated patients	1203 participants	Due to the pandemic, our Wellness Centers was not open to the public in 2020.	
		Number of classes implemented	336 classes		
		Alignment of classes identified by CHNA	No baseline for 2020		
		Number of SUD prevention cohort	No baseline for 2020		
		Number of students participated in SUD cohort	No baseline for 2020		
COVID-19 student awareness project	No baseline for 2020				
<i>Residents who are students, parents, seniors, food insecure, have a chronic disease and at-risk or diagnosed with mental health illnesses, including social isolation and substance use disorders</i>	Van Nuys Wellness Center Provide opportunities for members in the Providence St. Joseph and Tarzana Cedars-Sinai Medical Center service areas to access mental health, food insecurity, and chronic disease management services, support groups, and case management/linkage services	Establish portfolio: classes and programs	•No baseline for 2020	• No progress made in 2020. Implementation of this project delayed due to COVID-19.	We look forward to complying with state and local health orders and opening in 2021.
		Public/private community partners	•No baseline for 2020	• No progress made in 2020. Implementation of this project delayed due to COVID-19.	
		Number of seniors: short-term counseling	•118 senior participants	•128 senior peer clients (virtual)	
		Number of participants (support groups addressing anxiety, social isolation, and depression)	•138 senior participants	•149 senior group counseling clients (virtual)	

Initiative 3: Improve Access to Healthcare Services and Preventive Resources

Community need addressed: Access to Healthcare and Resources, Preventions and Management of Chronic Disease, Violence Prevention

Goal: To improve access to health care and preventive resources to the most vulnerable communities of the region, especially the poor and underserved, by deploying programs to assist in the navigation of the health care system, provide education, and enrollment assistance

Initiative 3: Improve Access to Healthcare Services and Preventative Resources					
Scope (Target Population)	Strategies	Strategy Measure	Baseline for 2020	Progress in 2020	Comments
<i>Patients with limited access to health care services and preventive resources including those that face socioeconomic, linguistic, and cultural barriers</i>	Community Health Insurance Project A community-based team of bilingual (English/Spanish) Community Health Workers that provide outreach, education, and application assistance to hard-to-reach populations for Medi-Cal and Covered California resources	Number of patients/residents assisted	•776 applications	•397 applications	While we continued to offer services virtually, the COVID19 pandemic significantly impacted the number of patients and community members accessing health care and preventative resources.
		Number of patients enrolled	•510 enrolled	•246 enrolled	
		Percent enrolled	•66% enrollment rate	•62% enrolled	
	CalFresh A team of bilingual (English/Spanish) Community Health Workers that assist families to enroll in California's nutrition program (CalFresh) to help them buy healthy foods	Number of applications	•415 applications	•168 applications	While we continued to offer services virtually, the COVID19 pandemic significantly impacted the number of patients and community members accessing health care and preventative resources.
		Number enrolled	•270 enrolled	•100 enrolled	
		Percent enrolled	•65% enrollment rate	•60% enrollment rate	
	Emergency Department Community Health Workers Community Health Workers assigned in the ED assist patients with applying for immediate medical health insurance, make and keep follow up primary care appointments after visiting the ED, and navigating community health resources	Primary care appointment made/kept	•621 appointments made, 467 kept	•285 appointments made, 183 kept	While we continued to offer services virtually, the COVID19 pandemic significantly impacted the number of patients and community members accessing health care and preventative resources.
		Appointment rate	•75% appointment kept rate	•64% appointment kept rate	
		Number of HPE applications	•1765 HPE applications	•500 HPE applications	
		Number of HPE enrolled	•1381 HPE enrolled	•401 HPE enrolled	
		HPE rate	•78% HPE enrollment rate	•80% HPE enrollment rate	

Initiative 3: Improve Access to Healthcare Services and Preventive Resources (cont.)

Community need addressed:

Access to Healthcare and Resources, Preventions and Management of Chronic Disease, Violence Prevention

Goal:

To improve access to health care and preventive resources to the most vulnerable communities of the region, especially the poor and underserved, by deploying programs to assist in the navigation of the health care system, provide education, and enrollment assistance

Initiative 3: Improve Access to Healthcare Services and Preventative Resources					
Scope (Target Population)	Strategies	Strategy Measure	Baseline for 2020	Progress in 2020	Comments
<i>Patients with limited access to health care services and preventive resources including those that face socioeconomic, linguistic, and cultural barriers</i>	Diabetes Prevention Program Year-long, CDC-approved, evidence-based lifestyle change program to prevent, delay, and reduce the risk for Type-2 diabetes in at-risks individuals	Number of registered participants	•16 registered participants	Due to the pandemic, no cohorts took place in 2020.	
		Number of completed participants	•10 completed participants		
		Percent of completed participants	•63% enrollment rate		
	FEAST Eight-lesson curriculum/support group to help individuals learn about and adopt healthier eating and active lifestyles	Number of registered participants	•No baseline for 2020	•33 participants registered	
		Number of completed participants	•No baseline for 2020	•24 participants completed	
		Percent of completed participants	•No baseline for 2020	•73% participants completed	
	Mental Health First Aid Eight-hour class to train individuals and organizations about signs and symptoms of mental health and substance use issues and how to help those affected	Number of individuals trained	•No baseline for 2020	•8 participants trained	While we continued to offer services virtually, the COVID19 pandemic significantly decreased the number of patients and community members accessing health care and preventative resources.
		Number of agencies and organizations trained	•No baseline for 2020	• None	
	Latino Health Promoters Program A team of bilingual (English/Spanish) Community Health Workers provide educational wellness workshops for adults in the community at nearby local schools and churches	Number of classes	•336 classes	•158 classes	
		Number of participants	•1203 served	•452 participants	
	Faith Community Partnerships Improve the well-being of the faith-based community by providing technical assistance, health education, referrals, linkage to services, and support groups	Number of referrals provided (including resources to shelter, food banks, mental health services, and COVID-19 health services)	•No baseline for 2020	•110 referrals and follow ups	
		Number of health education workshops and support groups	•No baseline for 2020	•None	

Initiative 4: Support Collaborative Partnerships for Better Health

Community need addressed:

Immunizations/School Health

Goal:

Build collaborative partnerships with nonprofit organizations, community clinics, public and private schools in the San Fernando Valley to address the needs of children, families, adults and seniors to become up to date on age appropriate immunizations and vaccinations

Initiative 4: Support Collaborative Partnerships for Better Health					
Scope (Target Population)	Strategies	Strategy Measure	Baseline for 2020	Progress in 2020	Comments
<i>Children, adults, and seniors with limited access to immunizations</i>	Immunizations Flu Shots — Community Based Facilitates the immunization of individuals in the community through community outreach and education efforts throughout the SFV Service Area	Number of immunizations	•No baseline for 2020	None in 2020	
		Number of patients receiving vaccinations	•No baseline for 2020	332 flu vaccinations administered	
		Number of sites	•No baseline for 2020	8	
	Immunizations — School-Based Pediatric Facilitates the immunizations of children in school settings		•No baseline for 2020	School campuses were closed during the pandemic and we plan to resume in-person immunizations once school campuses reopens to students and parents.	
			•No baseline for 2020		
			•No baseline for 2020		
	COVID-19 — Vaccinations based on CDC or LA County Guidelines Assist in the forthcoming efforts to protect the community against COVID-19 via vaccinations	Number of patients receiving vaccines	•No baseline for 2020	•No COVID vaccinations in 2020, started in 2021	
		Number of vaccination sites	•No baseline for 2020	•No COVID vaccinations in 2020, started in 2021	

SECTION 7: COMMUNITY BENEFIT PROGRAMS AND SERVICES

This section includes a description of noteworthy programs and services provided by Providence San Fernando Valley Service Area in 2020. These programs are highlights of key efforts to accomplish the Community Benefit Plan Strategies and Metrics described above in Section 6 as well as longstanding community benefit programs which address additional identified community health needs.

CHW HOMELESS NAVIGATORS

The CHW Homeless Navigator Program is a new program started at Providence San Fernando Valley Service Area in 2020, in response to a growing number of homeless patients seeking care from the hospital. A community health worker has been placed in the emergency department at Providence Holy Cross Medical Center and at Providence Saint Joseph Medical Center with a specific focus on serving patients experiencing homelessness. These two CHWs work alongside Emergency Department Social Workers to facilitate warm handoffs of homeless patients to case managers from local homeless service providers. In addition, they identify openings at interim shelters and assist with navigating these patients to temporary housing after discharge.

CALFRESH AND HEALTH INSURANCE PROGRAM (CHIP)

CHIP partners with local schools, churches, health clinics and other community organizations to provide assistance at convenient sites all throughout the San Fernando Valley community, while focusing attention on our most vulnerable neighborhoods. Our Community Health Workers meet with clients in person to provide individualized assessments of a client's eligibility, guide them in navigating the complex application process, and follow-up to assist in troubleshooting or advocating for clients who are improperly denied coverage. The Community Health Workers come from within the local community and have similar life experiences which enable them to provide compassionate care for the clients they serve. The time that each one spends with her clients helps consumers understand how to use their new benefits, many of whom have never had health insurance or CalFresh ever before in their lives.

CHW ACADEMY

Providence has partnered with Charles R. Drew University School of Medicine and Science (CDU) to develop an innovative and unique training program with holistic and evidence-based standards called the Community Health Worker Academy (CHW Academy). The CHW Academy is a paid \$15/hour, 6-month (26 weeks) training opportunity for individuals who want to pursue a career as a CHW in a healthcare organization such as hospitals or community clinics. The CHW Academy consists of two fulltime (40 hours/week) training parts: 1) CDU CHW Academy 5-week Core Training and 2) Twenty-one weeks (5 months) clinical training at a CHW Academy Internship Site (hospitals or clinics across Los Angeles) along with continuing education in care management topics led by CDU and ongoing support.

WELLNESS CENTERS (PACOIMA AND VAN NUYS)

Providence Wellness Centers in Pacoima and Van Nuys serve low-income residents who have limited access to health care and education through collaborations, partnerships and linkages with various community partners, ranging from community organizations, schools, faith-based institutions and medical centers. The Wellness Centers is committed to providing adults and families with the tools, services and resources to meet identified social, mental and health needs. The Wellness Centers provides services and programs focusing on physical, spiritual, emotional and mental well-being to all in need.

SECTION 8: ECONOMIC VALUE OF COMMUNITY BENEFIT

Providence San Fernando Valley Service Area Community Benefit activities are classified into three broad expenditure categories consistent with standards established by the Catholic Health Association: Charity Care, Community Benefit Services, and Unpaid Costs of Medi-Cal.

During calendar year 2020, the total combined economic value of community benefit provided by Providence San Fernando Valley Service Area is \$88,662,037 (includes Charity Care, Community Benefit Services, and Unpaid Costs of Medi-Cal) with an additional \$153,603,017 in Medicare shortfall.

Tables 8.1-8.4 summarize the unreimbursed costs of these community benefits according to the framework specifically identified by Senate Bill 697:

- Medical care services
- Other services for vulnerable populations (Poor and under-served; seniors, children and youth)
- Health research, education, and training programs

Tables 8.5-8.8 provide a detailed listing of the economic value of Community Benefit Services provided by Providence Holy Cross Medical Center, Providence Saint Joseph Medical Center, Providence Cedars-Sinai Tarzana Medical Center in addition to the number of persons served.

SECTION 8.1: ECONOMIC VALUE OF COMMUNITY BENEFIT PROVIDED BY
 PROVIDENCE SAN FERNANDO VALLEY SERVICE AREA – JANUARY 1, 2020
 THROUGH DECEMBER 31, 2020

Senate Bill 697 Category	Programs and services Included	Expense
Medical Care	Unpaid cost of Medicare program	\$153,603,017
	Charity Care	\$13,381,943
	Subsidized Health Services: Palliative Care	1,349,684
	Unpaid cost of Medi-Cal program	\$62,274,863
Other Services for Vulnerable Populations	Grants to agencies that serve persons living in poverty, grants for services to local schools, seniors and children, cost of Community Benefit program	6,259,761
Other Services for Broader Community	Community High School Athletic Training Program	\$1,378,189
Health Research, Education and Training Programs	Support for health research, nursing and other education programs	\$4,017,597
	TOTAL—not including Medicare	\$88,662,037
	Medicare	\$153,603,017
	Total including Medicare	\$242,265,054

SECTION 8.2: ECONOMIC VALUE OF COMMUNITY BENEFIT PROVIDED BY
 PROVIDENCE HOLY CROSS MEDICAL CENTER – JANUARY 1, 2020 THROUGH
 DECEMBER 31, 2020

Senate Bill 697 Category	Programs and services Included	Expense
Medical Care	Unpaid cost of Medicare program	\$33,322,097
	Charity Care	\$7,950,141
	Subsidized Health Services: Palliative Care	810,254
	Unpaid cost of Medi-Cal program	\$5,677,427
Other Services for Vulnerable Populations	Grants to agencies that serve persons living in poverty, grants for services to local schools, seniors and children, cost of Community Benefit program	2,418,756
Other Services for Broader Community	Community High School Athletic Training Program, Paramedic Base Station	591,665
Health Research, Education and Training Programs	Support for health research, nursing and other education programs	\$743,942
	TOTAL—not including Medicare	\$18,192,185
	Medicare	\$33,322,097
	Total including Medicare	\$51,514,282

SECTION 8.3: ECONOMIC VALUE OF COMMUNITY BENEFIT PROVIDED BY
 PROVIDENCE SAINT JOSEPH MEDICAL CENTER – JANUARY 1, 2020 THROUGH
 DECEMBER 31, 2020

Senate Bill 697 Category	Programs and services Included	Expense
Medical Care	Unpaid cost of Medicare program	\$66,214,558
	Charity Care	\$3,629,174
	Subsidized Health Services: Palliative Care	\$282,629
	Unpaid cost of Medi-Cal program	\$29,384,228
Other Services for Vulnerable Populations	Grants to agencies that serve persons living in poverty, grants for services to local schools, seniors and children, cost of Community Benefit program	\$2,374,438
Other Services for Broader Community	Community High School Athletic Training Program, Paramedic Base Station	\$674,187
Health Research, Education and Training Programs	Support for health research, nursing and other education programs	\$2,438,097
	TOTAL—not including Medicare	\$38,782,753
	Medicare	\$66,214,558
	Total including Medicare	\$104,997,311

SECTION 8.4: ECONOMIC VALUE OF COMMUNITY BENEFIT PROVIDED BY
 PROVIDENCE CEDARS SINAI TARZANA MEDICAL CENTER – JANUARY 1, 2020
 THROUGH DECEMBER 31, 2020

Senate Bill 697 Category	Programs and services Included	Expense
Medical Care	Unpaid cost of Medicare program	\$54,066,362
	Charity Care	\$1,802,628
	Subsidized Health Services: Palliative Care	256,801
	Unpaid cost of Medi-Cal program	\$27,213,208
Other Services for Vulnerable Populations	Grants to agencies that serve persons living in poverty, grants for services to local schools, seniors and children, cost of Community Benefit program	1,466,567
Other Services for Broader Community	Community High School Athletic Training Program	\$112,337
Health Research, Education and Training Programs	Support for health research, nursing and other education programs	\$835,558
	TOTAL—not including Medicare	\$31,687,099
	Medicare	\$54,066,362
	Total including Medicare	\$85,753,461

SECTION 8.5: ECONOMIC VALUE OF COMMUNITY BENEFIT SERVICES – SAN FERNANDO VALLEY SERVICE AREA

Providence Medical Centers - San Fernando Valley Detailed Listing of Community Benefit Services Reporting Period: January 1, 2020 - December 31, 2020

Category	Total Expense	Net Revenue	Net Expense	Persons Served
A. Community Health Improvement Services				
Access to Care	338,377	-	338,377	1,106
CCF COVID Education and Outreach	304,967	242,448	62,519	2,079
Community Health Insurance Program (CHIP)	18,074	2,647	15,427	472
Community Health Worker Academy	36,201	21,843	14,358	-
Community High School Athletic Training Program	330,449	-	330,449	2,574
Faith Community Health Partnership	400,798	-	400,798	267
Homeless Care Navigation	49,827	-	49,827	125
Latino Health Promoter Program/Mental Health Outreach	490,152	19,509	470,643	452
Leeza's Care Connection	51,042	-	51,042	-
Live Well Program	-	-	-	-
Maternal Child Outreach and Education	311,677	13,985	297,692	-
Maternal Child Outreach and Education/Welcome Baby	1,312,126	717,720	594,406	1,345
Mental Health Assessment Team	223,676	141,393	82,283	351
Mental Health Promotion	108,335	73,350	34,985	105
Paramedic Base Station	1,047,740	-	1,047,740	15,626
Post-Discharge for Medically Indigent (including Psych Patients)	1,499,944	-	1,499,944	509
School Nurse Outreach Program	207,888	-	207,888	1,368
Senior Outreach Program	286,258	386	285,872	1,346
Tattoo Removal Program	150,720	-	150,720	109
UCLA/Providence Health Study	126,072	72,207	53,865	114
Total A	7,294,323	1,305,488	5,988,835	27,948
B. Health Professions Education				
Preceptorships	4,018,272	675	4,017,597	1,318
Total B	4,018,272	675	4,017,597	1,318
C. Subsidized Health Services				
Palliative Care	3,058,723	1,709,039	1,349,684	694
Trauma Center	-	-	-	-
Total C	3,058,723	1,709,039	1,349,684	694
E. Cash and In-Kind Contributions				
Donation of Food	19,663	-	19,663	23,830
Grant: Center For Health And Education	150,000	-	150,000	-
Grant: LA County, DHS	545,400	-	545,400	-
Grant: Northeast Valley Health Corporation	150,000	-	150,000	-
Grant: Tarzana Treatment Centers	150,000	-	150,000	-
Total E	1,015,063	-	1,015,063	23,830
G. Community Benefit Operations				
Community Outreach Administration	634,052	-	634,052	-
Total G	634,052	-	634,052	-
Total Community Benefit	16,020,433	3,015,202	13,005,231	53,790

SECTION 8.6: ECONOMIC VALUE OF COMMUNITY BENEFIT SERVICES –
PROVIDENCE HOLY CROSS MEDICAL CENTER

Providence Holy Cross Medical Center Detailed Listing of Community Benefit Services Reporting Period: January 1, 2020 - December 31, 2020				
Category	Total Expense	Net Revenue	Net Expense	is Served
A. Community Health Improvement Services				
Access to Care	134,211	-	134,211	444
CCF COVID Education and Outreach	101,656	80,816	20,840	693
Community Health Insurance Program (CHIP)	12,638	1,850	10,788	378
Community Health Worker Academy	12,067	7,281	4,786	-
Community High School Athletic Training Program	112,336	-	112,336	858
Faith Community Health Partnership	99,254	-	99,254	66
Homeless Care Navigation	16,609	-	16,609	50
Latino Health Promoter Program/Mental Health Outreach	58,508	2,277	56,231	90
Maternal Child Outreach and Education/Welcome Baby	1,312,126	717,720	594,406	1,345
Mental Health Assessment Team	74,559	47,131	27,428	117
Mental Health Promotion	36,112	24,450	11,662	46
Paramedic Base Station	479,329	-	479,329	7,509
Post-Discharge for Medically Indigent (including Psych Patients)	706,004	-	706,004	166
School Nurse Outreach Program	69,296	-	69,296	456
Senior Outreach Program	50,906	77	50,829	58
Tattoo Removal Program	42,305	-	42,305	32
UCLA/Providence Health Study	42,025	24,069	17,956	38
Total A	3,359,941	905,671	2,454,270	12,346
B. Health Professions Education				
Preceptorships	744,376	434	743,942	205
Total B	744,376	434	743,942	205
C. Subsidized Health Services				
Palliative Care	1,836,238	1,025,984	810,254	417
Total C	1,836,238	1,025,984	810,254	417
E. Cash and In-Kind Contributions				
Grant: Center For Health And Education	50,000	-	50,000	-
Grant: LA County, DHS	194,800	-	194,800	-
Grant: Northeast Valley Health Corporation	50,000	-	50,000	-
Grant: Tarzana Treatment Centers	50,000	-	50,000	-
Total E	344,800	-	344,800	-
G. Community Benefit Operations				
Community Outreach Administration	211,351	-	211,351	-
Total G	211,351	-	211,351	-
Total Community Benefit	6,496,706	1,932,089	4,564,617	12,968

SECTION 8.7: ECONOMIC VALUE OF COMMUNITY BENEFIT SERVICES – PROVIDENCE SAINT JOSEPH MEDICAL CENTER

Providence St. Joseph Medical Center Detailed Listing of Community Benefit Services Reporting Period: January 1, 2020 - December 31, 2020

Category	Total Expense	Net Revenue	Net Expense	Persons Served
A. Community Health Improvement Services				
Access to Care	129,937	-	129,937	450
CCF COVID Education and Outreach	101,655	80,816	20,839	693
Community Health Insurance Program (CHIP)	1,875	276	1,599	35
Community Health Worker Academy	12,067	7,281	4,786	-
Community High School Athletic Training Program	105,776	-	105,776	858
Faith Community Health Partnership	61,062	-	61,062	112
Homeless Care Navigation	16,609	-	16,609	25
Latino Health Promoter Program/Mental Health Outreach	113,043	4,512	108,531	258
Leeza's Care Connection	51,042	-	51,042	-
Maternal Child Outreach and Education	311,677	13,985	297,692	-
Mental Health Assessment Team	74,560	47,131	27,429	117
Mental Health Promotion	36,111	24,450	11,661	15
Paramedic Base Station	568,411	-	568,411	8,117
Post-Discharge for Medically Indigent (including Psych Patients)	748,445	-	748,445	327
School Nurse Outreach Program	69,296	-	69,296	456
Senior Outreach Program	50,364	81	50,283	1,116
Tattoo Removal Program	63,461	-	63,461	42
UCLA/Providence Health Study	42,022	24,069	17,953	38
Total A	2,557,413	202,601	2,354,812	12,659
B. Health Professions Education				
Preceptorships	2,438,306	209	2,438,097	925
Total B	2,438,306	209	2,438,097	925
C. Subsidized Health Services				
Palliative Care	640,509	357,880	282,629	145
Total C	640,509	357,880	282,629	145
E. Cash and In-Kind Contributions				
Donation of Food	19,663	-	19,663	23,830
Grant: Center For Health And Education	50,000	-	50,000	-
Grant: LA County, DHS	312,800	-	312,800	-
Grant: Northeast Valley Health Corporation	50,000	-	50,000	-
Grant: Tarzana Treatment Centers	50,000	-	50,000	-
Total E	482,463	-	482,463	23,830
G. Community Benefit Operations				
Community Outreach Administration	211,350	-	211,350	-
Total G	211,350	-	211,350	-
TOTAL COMMUNITY BENEFIT SERVICES	6,330,041	560,690	5,769,351	37,559

SECTION 8.8: ECONOMIC VALUE OF COMMUNITY BENEFIT SERVICES – PROVIDENCE CEDARS-SINAI TARZANA MEDICAL

Providence Tarzana Medical Center Detailed Listing of Community Benefit Services Reporting Period: January 1, 2020 - December 31, 2020

Category	Total Expense	Net Revenue	Net Expense	Persons Served
A. Community Health Improvement Services				
Access to Care	74,229	-	74,229	212
CCF COVID Education and Outreach	101,656	80,816	20,840	693
Community Health Insurance Program (CHIP)	3,561	521	3,040	59
Community Health Worker Academy	12,067	7,281	4,786	-
Community High School Athletic Training Program	112,337	-	112,337	858
Faith Community Health Partnership	240,482	-	240,482	89
Homeless Care Navigation	16,609	-	16,609	50
Latino Health Promoter Program/Mental Health Outreach	318,601	12,720	305,881	104
Mental Health Assessment Team	74,557	47,131	27,426	117
Mental Health Promotion	36,112	24,450	11,662	44
Post-Discharge for Medically Indigent (including Psych Patients)	45,495	-	45,495	16
School Nurse Outreach Program	69,296	-	69,296	456
Senior Outreach Program	184,988	228	184,760	172
Tattoo Removal Program	44,954	-	44,954	35
UCLA/Providence Health Study	42,025	24,069	17,956	38
Total A	1,376,969	197,216	1,179,753	2,943
B. Health Professions Education				
Preceptorships	835,590	32	835,558	188
Total B	835,590	32	835,558	188
C. Subsidized Health Services				
Palliative Care	581,976	325,175	256,801	132
Total C	581,976	325,175	256,801	132
E. Cash and In-Kind Contributions				
Grant: Center For Health And Education	50,000	-	50,000	-
Grant: LA County, DHS	37,800	-	37,800	-
Grant: Northeast Valley Health Corporation	50,000	-	50,000	-
Grant: Tarzana Treatment Centers	50,000	-	50,000	-
Total E	187,800	-	187,800	-
G. Community Benefit Operations				
Community Outreach Administration	211,351	-	211,351	-
Total G	211,351	-	211,351	-
Total Community Benefit	3,193,686	522,423	2,671,263	3,263

APPENDIX A: COMMUNITY HEALTH NEEDS ASSESSMENT OVERSIGHT COMMITTEE

The Valley Service Area Community Ministry Board authorized the Community Health Needs Assessment Oversight Committee to consider primary and secondary data collected by Providence staff and prioritize the identified community health needs for the 2020-2022 cycle. The following is a roster of Committee Members.

Name	Organization	Title
Judith Arandes	Burbank Housing Corporation	Executive Director
Anette Besnillian, MPH	California State University, Northridge	Executive Director of the Marilyn Magaram Center
Sandra Yanez, MA Psych	Catholic Charities of Los Angeles, INC.	San Fernando Regional Director
Tamika Farr, MBA	El Centro de Amistad	Executive Director
Dr. Frank Alvarez, MD, MPH	LA County Dept. of Public Health	Regional Area Health Officer
Janet Marinaccio	MEND	Executive Director
Jenna Hauss, MSW	ONEgeneration	Director, Strategic Initiatives & Community Based Services
Audrey Simons, RDH, MSHA	San Fernando Community Health Center	Chief Executive Officer
Dr. Jose Salazar, PhD, MPH	Tarzana Treatment Center	Director of Program Development
Dr. Huey Donald, MD	Facey Medical Group	Specialist, Internal Medicine
Suzanne Silva, RN MSN CEN	Providence Saint Joseph Medical Center	Director of Emergency Services
Debbie Buffham, BSN, RN	Providence Saint Joseph Medical Center	Director of Emergency Dept. & Critical Care Services
Carol Granados, MNutr	Providence Saint Joseph Medical Center	Director, Dietary Patient Services
Terry Walker	Providence Saint Joseph Medical Center	Director, Provider Relations
Brian Wren, LCSW	Providence Saint Joseph Medical Center	Manager, Clinical Social Work
Danny Fajardo	Providence St. Joseph Foundations, SoCal Region	Associate Director, Corporate and Foundation Relations
Estelle Schwarz, RN, BSN, MBA	Providence Tarzana Medical Center	Director of Nursing
Jeanne Sulka	Providence Tarzana Medical Center	Director, Business Development