



Community Benefits Report

Fiscal Year 2018

TABLE OF CONTENTS

	Page
Executive Summary	2
Mission Statement	3
Internal Oversight	4
Community Benefits Plan and Activities	5
Community Health Needs Assessment	7
Community Benefits Impact Opportunity Grants	8
Collaboration and Coalitions	9
Programs	10
Expenditures for the Reporting Year	31
Contact Information	32

EXECUTIVE SUMMARY

As a not-for-profit health system, Southcoast Health significantly invests in community benefit programs and services that provide care for the region's most vulnerable residents and help improve the health of our communities. Last year, Southcoast Hospital's Group invested almost \$22.2 million in community benefits initiatives including charity care, hospital-based programs, collaboration with federally qualified community health centers, regional health and human service partnerships and support of community health programs designed to address pressing health issues across our region.

Through our latest community health needs assessment, we identified nine priorities in accordance with our mission to improve population health and reduce health disparities in the regions we serve. To address these priorities, we collaborate with hundreds of community partners to plan, implement, monitor, and evaluate our Community Benefits programs.

Southcoast Health's community benefits activities in FY 2018 included the following:

Community Health Needs Assessment

We facilitated four discussion groups with community partners to gather feedback regarding the findings of our 2016 health needs assessment. We utilized this information to create a strategic plan for our 2019 assessment process and will be working with community partners to develop a regional health improvement plan based on the findings to address main issues of concern and health disparities.

Community Impact Grants

Southcoast Health completed its third Community Benefits Impact Opportunity grant program. This is a competitive grant process focused on addressing unmet health needs on the South Coast. Grant proposals must align with the nine health priority areas as identified by the latest community health needs assessment. We received 51 applications and awarded 39 grants for a total of \$142,050 plus in-kind donations. The average award ranged between \$2,500 and \$4,500 with a limit of \$10,000. An awards ceremony held for grantees provided an opportunity for networking and collaboration.

Collaboration & Coalition Building

Coalition building is an important activity that promotes coordination and collaboration through the effective use of limited community resources. In FY18, Southcoast staff led and participated in more than 30 community coalitions across the region. These coalitions are comprised of various stakeholders from the community including health providers, teachers, law enforcement, businesses, religious leaders, and others who come together with a shared goal to make our communities safer, healthier and drug-free.

Community Benefits Programs

Throughout the year, Southcoast collaborates with a number of community partners to implement our community benefits programs. During FY 2018 Southcoast administered 10 programs that addressed the following issues in our region: youth risk behaviors, smoking cessation and prevention, health equity, maternal/child health, health access, behavioral health and substance use, healthy system and environment change, food security, chronic disease and homelessness.

MISSION STATEMENT

Southcoast Health System, a not-for-profit charitable organization, is a leading provider of healthcare services in Southeastern Massachusetts and East Bay, Rhode Island. The organization includes the three hospitals that compose the Southcoast Hospitals Group — Charlton Memorial Hospital in Fall River, St. Luke's Hospital in New Bedford, and Tobey Hospital in Wareham.

Southcoast Hospitals Group is committed to improving the health and wellness of the communities we serve, by identifying pressing health needs and collaborating with community partners to prioritize and meet those needs.

We are accomplishing this through:

- Identifying the unmet health needs of the community through a needs assessment process that includes collaboration with relevant community health coalitions and networks and other community representatives and providers.
- Prioritizing health needs and identifying which needs can most effectively be met through the resources of Southcoast Hospitals Group and its affiliated corporations, particularly the needs of the uninsured and the medically underserved who require enhanced access to care.
- Collaborating with local health providers, human services agencies, advocacy groups and others to develop cooperative plans and programs to address pressing community health needs.
- Developing community benefits plans that incorporate the social determinants of health framework, including environmental, social and other demographic factors that may influence health status.
- Working with the Southcoast Health Board of Trustees the adoption of meaningful programs and services to address unmet needs and to improve the health of all members of our community.

INTERNAL OVERSIGHT OF COMMUNITY BENEFITS

The Southcoast Health Community Benefits Program is under the overall direction of the Community Benefits Advisory Council (CBAC). The CBAC meets six times annually to review and advise on activities and expenditures related to community benefits activities.

Chaired by a trustee, the CBAC includes representatives from the various communities served by Southcoast Hospitals Group and Southcoast leadership. Our community members have expertise in matters concerning the health and welfare of the community and are active members of local and regional coalitions. The CBAC represents the diversity of our region, with members who are active leaders in minority communities including the Cape Verdean, Hispanic and Portuguese communities.

An internal Community Benefits Committee meets bi-monthly to plan and coordinate community benefit projects and activities as guided by the CBAC. This team consists of representatives from departments that regularly engage in outreach in the community including staff from our Southcoast Health Van, Social Services, Stroke Outreach, Diabetes Management, Behavioral Health Services, Patient Access Services, Cancer Outreach, Smoking Cessation, Worksite Wellness, Youth Risk Behaviors program, Urgent Care, and Southcoast's Visiting Nurse Association, Physicians Group and Southcoast Health Network.

Senior management responsibility for the Community Benefits Program rests with Southcoast's Senior Vice President of Brand and Strategy, who also serves as a member of the CBAC. The Community Benefits Manager, who reports to the Director of Government and Community Relations, manages the day-to-day community benefit activities and leads the internal Community Benefits Committee.

We provide regular updates and presentations on community benefit activities to Southcoast leadership at Vice President, Director and Manager level meetings. Regular messaging of these activities are delivered to all employees through an internal e-newsletter, Southcoast Weekly.

FY 2018 Members of the CBAC:

Helena DaSilva Hughes, Immigrants Assistance Center, CBAC Chair and Trustee, Southcoast Health
Louis Cabral, Conroy Development Corp., Trustee, Southcoast Health
Rev. David Lima, Executive Director, Greater New Bedford Interchurch Council
Michelle Loranger, Executive Director, Children's Advocacy Center of Bristol County
Robert Mendes, Executive Director, Boys and Girls Club of Greater New Bedford & Wareham
Dennis Demarinis, Director of Development, Woonasquatucket River Watershed Council RI
Jamie Berberena, Community Health Worker, City of New Bedford
Lisa Alves, Community Coordinator, Fall River WIC Nutrition Program
Jeffrey Pelletier, Executive Director, Junior Achievement of SEMA
Rachel Davis, Community Benefits Manager, Southcoast Health
Stephen Canessa, Senior Vice President of Brand and Strategy, Southcoast Health
William Burns, Director of Government and Community Relations, Southcoast Health

COMMUNITY BENEFITS PLAN AND ACTIVITIES

Community Benefits Plan

Southcoast's Community Benefits Strategic Action Plan was first formulated in 1998 as the result of an extensive needs assessment and since is updated annually. Our current plan is based on the most recent community health needs assessment completed in 2016. Through the needs assessment process, Southcoast identified nine priorities for addressing the most pressing health needs of the community. These priorities are:

1. **Reduction of the high rate of chronic disease** (including diabetes, asthma, cancer and other diseases) in our region.
2. **Reducing Health Disparities** including racial and ethnic disparities, income-based disparities, and education-based disparities. One other aspect of this is increasing access to health care for vulnerable populations through insurance enrollment and outreach.
3. The development of programs and services that support **the reduction of homelessness** in our region including strategies for increased collaboration among agencies serving homeless residents.
4. **Innovative approaches to population health**, i.e. improving health and wellness for defined populations such as specific demographic or geographic groups.
5. **Reduction in the incidence of youth risk behaviors** such as teen violence, high rates of teen pregnancy and substance abuse.
6. **Behavioral health issues that include substance abuse and mental health**, including improved coordination of behavioral health providers and systems.
7. **Development of healthy "System and Environment" change**, including healthy food options, increased access to free and low-cost opportunities for active living, such as public parks, bike trails etc., and reduction in the high rate of smoking in our communities.
8. **Maternal and Children's Health**, including fetal and infant health, abuse and neglect, hospitalizations, substance abuse, healthy weight, and mortality.
9. **Increasing Emergency Preparedness** in our cities and towns, including basic infrastructure equipment.

The activities of Community Benefits are completed in accordance with these priorities. These activities are: conducting ongoing community health needs assessments, awarding Community Benefits Impact Opportunity Grants to community organizations working on projects aligned with our priorities, and coalition-building and collaborating with community partners in the planning, implementing, monitoring and evaluating of the Community Benefits programs described below.

Target Populations

Target populations are determined by our comprehensive health needs assessment and are reviewed on an annual basis.

Our target populations include:

- South Coast residents who suffer disproportionately from chronic disease such as cardiovascular disease, diabetes, cancer and respiratory disease. Particular focus is given to residents who experience barriers to care due to language, culture, race, income or education.
- Area youth who are at high risk for problems such as teen pregnancy, violence, substance abuse, lack of educational attainment and other risky behaviors that affect health and wellbeing. This includes Gay/Lesbian/Bisexual/Transgender (GLBT) youth.
- Residents who lack access to regular primary health care due to lack of health insurance or other barriers.
- Residents and their families who are impacted by mental/behavioral health issues, including substance use disorder, particularly those who experience barriers to or breaks in care and are forced to rely on the Southcoast Emergency Department for regular care.
- Area Boards of Health, Emergency Medical Services and other municipal agencies whose programs impact a number of aspects of health for their residents, and who have experienced severe budget cuts that have impacted these programs. This may include smoking cessation and prevention, chronic disease management and emergency preparedness.
- Public housing residents, who suffer disproportionately from health disparities and have high rates of unhealthy risk factors including smoking, obesity and hypertension.
- Homeless residents on the South Coast, particularly in the town of Wareham, where the rate of unsheltered homeless exceeds other towns in the region and approaches South Coast cities that have five times the population.
- Those in our communities who experience health disparities due to racial, ethnic or economic factors. These include residents for whom English is not a first language, especially undocumented immigrants. In FY 2018, we continued outreach to residents who are at risk for or suffer from disparities in cancer prevention and treatment.
- The fishing community in New Bedford, who experience higher rates of chronic health issues due to barriers to health access and care.

COMMUNITY HEALTH NEEDS ASSESSMENT

As a community-based health delivery system, Southcoast Health System continually strives to identify the priority health needs of the community and to ensure that its services align with these needs. Every three years we conduct a Community Health Needs Assessment that assists with this goal by documenting the major demographic, socioeconomic and health trends among South Coast residents and by engaging the community to develop information-driven priorities and strategies that can be implemented to improve the overall health of South Coast residents. We worked with the Public Policy Center at the University of Massachusetts, Dartmouth, to conduct our FY 2016 community needs assessment that included three primary activities:

- 1. Demographic and Socioeconomic Analysis:** Understanding the community by examining the region's people in terms of population, race, education, income, poverty, wages, and employment.
- 2. Health Assessment:** Identifying major health issues and needs by analyzing a variety of health indicators, with a focus on health outcomes and disparities.
- 3. Key Informant Interviews and Focus Groups:** Engaging stakeholders to provide qualitative analysis that enriches the primary data.

The geographic definition of the South Coast Region for this report includes the 13 towns and cities served by the Southcoast Health System. Data are reported and compared by city (Fall River and New Bedford), by town when available or relevant (e.g., Wareham), by Community Health Network Area or CHNA (CHNA 25 is reported as Greater Fall River and CHNA 26 is reported as Greater New Bedford), and by region overall (all 13 towns/cities). Data are compared to Massachusetts averages and/or with past years to examine trends.

Overall, Fall River and New Bedford continue to lag the region in most socioeconomic metrics, including lower levels of educational attainment, higher poverty levels, and higher unemployment, although many of the region's towns also struggle with these issues, particularly in comparison to state averages.

Residents also trail their counterparts statewide on many health metrics, particularly in terms of health outcomes. The following results represent the most significant findings based on the five categories included in the health assessment analysis: clinical care, physical environment, health behavior, health outcomes, and children's health, with a focus on health disparities.

The community needs assessment presents data on a variety of health indicators. However, the analysis goes a step further by presenting this data in the context of social determinants of health by highlighting disparities in terms of income, education, and race, all of which are factors that affect health outcomes. The combination of highlighting disparities and identifying census tracts with vulnerable populations allows Southcoast Health System to direct policies and programs to the areas in which they are most needed. The assessment also provides context and validation to the health data through key informant interviews and focus groups.

The complete 2016 Southcoast Health Community Needs Assessment is available by request or for viewing online: www.southcoast.org/communitybenefits/programs.

COMMUNITY BENEFITS IMPACT OPPORTUNITY GRANT PROGRAM

Southcoast Health completed its third Community Benefits Impact Opportunity/Request for Proposals (RFP) in FY 2018. This is a competitive grant process focused on addressing unmet health needs on the South Coast. Grant proposals must align with the nine health priority areas as identified by the community health needs assessment. We received 51 applications and awarded 39 grants for a total of \$142,065 plus in-kind donations. The average award ranged between \$2,500 and \$4,500 with a limit of \$10,000. An awards ceremony held for grantees provided an opportunity for networking and collaboration.

The selected grantees for 2018 represented a variety of programs that positively impact communities across the South Coast. The proposals ranged from a program providing outreach, care coordination and support groups for residents impacted by the opioid crisis to mindfulness education in local schools. Other projects promote wellness through programs that promote healthy eating and opportunities for physical activity.

2018 Grant recipients:

- Acushnet Council on Aging
- Boy's and Girl's Club of Fall River
- Boy's and Girl's Club of New Bedford/Wareham
- City of New Bedford Community Svs. Dept.
- City of New Bedford Parks and Rec. Dept.
- City of New Bedford Police Department
- Coastal Food Shed
- Coastline Elderly Services
- Community Boating Center, Inc.
- Cultural Consultants & Buttonwood Park Neighborhood Association
- Diabetes Association, Inc.
- Diapers N Things
- Family Service Association
- Greater Fall River RE-Creation
- Greater New Bedford Community Health Center
- Groundwork SouthCoast
- Henry Lord Community School
- Immigrants Assistance Center
- Inter-Church Council of Greater New Bedford/Drug FreeNB
- Junior Achievement of SEMA/Alfred J. Gomes School
- Katie Brown Educational Program
- NorthStar Learning Centers, Inc.
- Old Rochester Regional School District
- Positive Action Against Chemical Addiction
- PACE New Bedford
- Rise Up for Homes
- Rochester Police Department
- Saint Vincent's Home
- Samaritans of FR/NB Inc.
- Steppingstone Incorporated
- The Marion Institute
- United Neighbors of Fall River
- Wareham Area Committee for the Homeless
- Wareham School Department
- Woods at Wareham/South Shore Advocacy Center
- YEAH! Corps
- YMCA Southcoast Fall River Branch
- Youth Opportunities Unlimited
- YWCA Southeastern Massachusetts

COLLABORATION AND COALITIONS

Coalition building is an important activity that promotes coordination and collaboration through the effective use of limited community resources and every year Southcoast Health staff lead and participate in a number of community coalitions across the region. These coalitions are comprised of various stakeholders from the community including health providers, teachers, law enforcement, businesses, religious leaders, and others who come together with a shared goal to make our communities safer, healthier and drug-free.

During FY 2018, Southcoast Health participated in the following community coalitions across the region:

- Age Friendly Coalition in New Bedford
- BOLD Coalition
- Bristol County Alliance to End the Opioid Crisis
- Bristol County District Attorney's Youth Substance Use Prevention Task Force
- Bristol County Suicide Prevention Coalition
- Cape Cod Behavioral Health Providers Network
- Community Health Network Areas (CHNAs) in Fall River and New Bedford
- ERASE – Human Trafficking Coalition
- Fall River Opiate Task Force
- GNB Suicide Prevention Coalition
- Healthy Eating Active Living Coalition
- Healthy Families Advisory Council
- Healthy Tri-Town
- Infant Mental Health Task Force
- MA Community Health Worker Collaborative
- Mental Health Providers Network
- New Bedford Homeless Service Providers Network
- New Bedford Opioid Task Force
- New Bedford Resilience Committee
- New Bedford Youth Alliance
- Physicians to Prevent Opioid Abuse
- Plymouth County Substance Abuse Task Force
- Plymouth County Suicide Prevention Coalition
- South Coast Regional Network to End Homelessness
- South East Community Health Worker Collaborative
- Substance Exposed Newborn Committee of Southeast Massachusetts
- Voices for a Healthy SouthCoast
- Wareham Community Services Collaborative
- Wareham Homeless Coalition
- Wareham Substance Abuse Coalition
- Worksite Wellness Collaborative

COMMUNITY BENEFITS PROGRAMS

Program: Responsible Attitudes toward Pregnancy, Prevention, and Parenting (RAPPP)

Documented health need: High rates of teenage pregnancy in the communities of Fall River and New Bedford, racial/ethnic health disparities in teenage pregnancy rates, high rates of violence and substance abuse among youth in Bristol County, and low educational attainment in Fall River and New Bedford (compared to state averages.)

Services offered:

- Reproductive health education and pregnancy prevention programming in middle and high schools.
- Youth drop-in center/after school programming to provide organized activities and tutoring.
- PRIDE 2.0 (Personal Responsibility through Intentional Development and Engagement) pregnancy prevention education, career preparation training and mentoring services including education and college preparation support targeting minority young men.
- Youth Drop In Center at Temple Landing Housing Development in New Bedford.
- Collaboration with the MA Dept. of Developmental Services to provide reproductive health education to teens and young adults with disabilities.
- After school programming in conjunction with the YWCA in New Bedford to provide reproductive health education to New Bedford Middle School youth.
- Asset training for youth serving organizations and adults who interact with youth at any level
- Youth advocacy in schools, organizations and in the community.

Populations served: Middle and high school students, particularly those in communities with high rates of teen pregnancy, youth violence, and other youth risk behaviors. Parents and community members who work with teens.

FY 2018 goals:

- Increase drop-in utilization by New Bedford area youth at the new location in the Boys and Girls Club; have at least 100 youth utilize the drop-in center by June 2018.
- Conduct at least three agency and one youth training in the Search Institute's 40 Developmental Model in either the "Everyone's An Asset Builder," "Sharing the Asset Builder," or "Building Assets in School Communities" (4, 4, and 6 hour trainings respectively) in the South Coast region by June 2018.
- Introduce PRIDE 2.0, a continuation of the PRIDE program and engage at least five PRIDE graduates.

FY 2018 outcomes:

- The drop-in center was utilized 586 times by youth in 2018, most of which were comprised of PRIDE 2.0 boys who signed in weekly and in the summer almost daily.
- RAPPP staff completed seven Asset trainings in 2018. Four agency trainings included Southcoast Wellness Van staff and community partners, Fall River Public Schools, Greater New Bedford Youth Alliance and Wareham Community Engagement Initiative. Three youth trainings included Greater New Bedford Voc-Tech Health Careers students, Old Colony Voc-Tech Health Career Students and PRIDE 2.0 youth group.
- PRIDE 2.0 was developed and successfully implemented with an enrollment of 12 young men; ten of which were graduates of the original PRIDE Project and 2 who are newly enrolled.

FY 2019 goals:

- Expand services to include underserved populations such as youth with disabilities.
- In collaboration with other youth serving organizations, identify and develop at least one additional location for “drop in satellites” that will offer drop in services/activities and tutoring to populations unable to utilize the west end location(s).
- Conduct at least five trainings the Search Institute’s 40 Developmental Models including, “Everyone’s An Asset Builder,” “Sharing the Asset Builder,” or “Building Assets in School Communities” (4, 4, and 6 hour trainings respectively) in the South Coast region, with a focus on new populations such as disability serving organizations and parents.

Community partners:

- Boys and Girls Club of New Bedford
- Dennison Memorial Club
- Fairhaven High School
- Fairhaven Middle School
- Girls Scouts of Southeastern Massachusetts
- Greater New Bedford Regional Vocational Technical High School
- Greater New Bedford Youth Alliance
 - Professional Development Committee
- MA Department of Developmental Services
- MA Department of Public Health
- Massachusetts Alliance on Teen Pregnancy
- Massachusetts Service Alliance
- Nativity Preparatory School
- New Bedford Child and Family Services
- New Bedford Global Charter School
- New Bedford Public Schools Wraparound Services
- Norfolk County Agricultural High School
- Old Colony Regional Vocational High School
- Our Sisters School
- Partners for a Healthier Community (CHNA 25)
- Temple Landing Housing Development
- Trinity Alternative Junior and Senior High Schools
- Wareham High School
- Whaling City Alternative High School
- YWCA of Southeastern Massachusetts

Program: Smoking Cessation & Prevention

Documented health need: The South Coast region has a smoking rate that is close to double the state average, particularly in the region's cities, Fall River and New Bedford and in the town of Wareham.

Services offered:

- QuitWorks referral program (to patients and public housing residents).
- Smoking cessation education for prenatal education program participants, based on survey results from the same population.
- Advocacy for smoking restrictions (bans of cigarette sales in pharmacies, raising the minimum tobacco purchase age to 21, and smoke-free regulations in public housing), including public service announcement video campaign regarding harmful advertising practices.
- Smoke free campus along with cessation classes for employees, families, and the public.
- Major partnership in Voices for a Healthy SouthCoast coalition, focused on systems and environment change.
- Smoking cessation services for residents with Southcoast Health Van.

Populations served: Smokers and those at risk for smoking, particularly youth. Other audiences include Southcoast employees, inpatients and outpatients who smoke.

FY 2018 goals:

- Continue to increase QuitWorks referrals by 10%.
- Offer smoking cessation education to 50 individuals through prenatal education program.
- Provide cessation training to 50 individuals through Southcoast Health Van.

FY 2018 outcomes:

- Total Quitworks referrals did not increase, however remained consistent with FY17 for a total of 816 during FY18.
- Smoking cessation education was presented to over 100 individuals through the prenatal education program.
- Smoking cessation education and support was offered to more than 75 individuals through the Southcoast Health Van.

FY 2019 goals:

- Support smoke-free public housing initiatives in Fall River, New Bedford and Wareham with at least three smoking cessation activities through the Southcoast Health Wellness Van.
- Provide smoking cessation education and resources at two community events focused on underserved or at-risk populations.
- Increase Quitworks referrals across the system by 2% (832 referrals) in FY19.

Community partners:

- 84.org
- BOLD Coalition
- Cape Cod Regional Tobacco Partnership
- Fall River Health Department
- Fall River Housing Authority
- Greater New Bedford Community Health Center
- Massachusetts Tobacco Cessation Program
- New Bedford Board of Health
- New Bedford Housing Authority

- QuitWorks
- Seven Hills Behavioral Health Tobacco-Free Community Partnership
- Voices for a Healthy SouthCoast
- Wareham Board of Health
- Wareham Housing Authority
- YMCA Southcoast

Program: Community Health Worker Projects

Documented health need: Health status indicators demonstrate a number of significant health disparities in our region, both by racial and ethnic segmentation and by income. Financial insecurity poses a major barrier to obtaining needed health services and achieving better health. There are also perceived language barriers to care faced by residents with low levels of English proficiency.

Services offered:

- Professional Development Forums (PDFs) for Community Health Workers (CHWs): Southcoast, in collaboration with regional and statewide groups, played a leadership role in establishing ongoing PDFs for CHWs on the South Coast.
- Massachusetts Association of Community Health Workers (MACHW): Southcoast continued involvement in the statewide Advisory Board for MACHW.
- Fishing Partnership: Southcoast continues to work with the regional Fishing Partnership in efforts to reach out to local fishing families, who suffer from a high rate of chronic disease and sometimes have difficulty maintaining health insurance and accessing care. The Southcoast Health Van works with a CHW at the Fishing Partnership to coordinate regular health screenings and health insurance outreach with Southcoast's Patient Financial Services Department.
- Southcoast participates in the South East Community Health Worker Collaborative, which works to plan CHW trainings and promotes individual and team skill development for CHWs in Southeastern Massachusetts.

Populations served: Those in our community who experience ethnic, racial and socioeconomic health disparities. These include ethnic groups such as Portuguese, Hispanic, Brazilian and Mayan and Cambodian Khmer communities, African-American residents, and the large percentage of residents in our region who live near the poverty level or below.

FY 2018 goals:

- Establish at least one core competency training for CHWs held on the South Coast.
- Expand accessible medical services at homeless shelters in Fall River, New Bedford and Wareham in collaboration with community partners.

FY 2018 outcomes:

- Southcoast (through the GNB Allies for Health: Health Equity Committee helped plan and facilitate a CHW core competency training in FY18. Seventeen individuals were trained as a result.
- Southcoast supported community projects that expanded medical services at the First Step Inn, Fall River and the Nights of Hospitality, Wareham, through the Community Benefit Impact grant program. The Southcoast Wellness Van provided health screenings and vaccinations regularly at the Sister Rose House in New Bedford.

FY 2019 goals:

- Continue to work with Greater New Bedford Allies for Health: Health Equity Committee to identify and facilitate at least one opportunity for local CHW trainings.
- Support the Southeast Community Health Worker Alliance to provide at least two PDFs in the South Coast region.

Community partners:

- American Heart Association
- Greater New Bedford Allies for Health and Wellness Health Equity Committee
- Greater New Bedford Allies for Health and Wellness
- Partners for a Healthier Community
- Greater New Bedford Community Health Center
- Health First Family Health Center
- Immigrants Assistance Center
- Catholic Social Services
- SER Jobs for Progress
- Health Access Collaborative
- Roosevelt Middle School in New Bedford
- New Bedford Boys and Girls Club
- Mercy Meals and More
- South East Community Health Worker Collaborative
- Stanley Street Treatment and Recovery (SSTAR)
- United Interfaith Action
- Wareham Homeless Coalition
- City of New Bedford Health Department
- YWCA of Southeastern Massachusetts

Program: Maternal Child Health Education and Outreach

Documented health need: Many segments of Southcoast Hospital Group's service region have high rates of smoking among pregnant women and low breastfeeding rates compared to state averages. Furthermore, despite recent declines, teenage pregnancy rates in New Bedford and Fall River are still above the state average.

Services offered:

- Smoking cessation education among this target population (*as described in Smoking Cessation program section above*).
- Referral program for pregnant people who smoke through partnership with Greater New Bedford Community Health Center.
- Weekly Baby Cafés (in partnership with Baby Café USA) led by Southcoast Health Obstetrician/Gynecologist and lactation consultants.
- Subsidized lactation classes' at all three Southcoast hospitals.
- Early pregnancy education programming, including targeted expansion of childbirth education enrollment among BMC HealthNet enrollees.
- Parenting support through partnership with People Inc.'s, Healthy Families program.
- Collaboration with GNB Allies for Health Access Committee, including distribution of resource information to community stakeholders, increasing awareness of postpartum depression through community events, and pre-implementation planning for support groups that will target socioemotional issues faced by postpartum parents.

Populations served: Families, including pregnant women, fathers, siblings and new parents, particularly teen mothers and mothers who smoke.

FY 2018 goals:

- Begin implementation phase for support groups that will target socioemotional issues faced by postpartum parents.
- Increase number of women breastfeeding at discharge from Family Centered Unit by 5%.

FY 2018 outcomes:

- Southcoast worked with GNB Allies for Health: Health Access Committee to develop and facilitate a weekly support group for women experiencing maternal mental health issues postpartum. Moms Supporting Moms was offered Tuesday evenings at St. Luke's Hospital and led by a Southcoast staff member. Despite promotion, this group never really took off and the committee felt it was due to two reasons, the need to pre-register and transportation.
- Breastfeeding rates have increased across the system. With the recent designation of Charlton Memorial Hospital and St. Luke's Hospital as "Baby Friendly" hospitals, Southcoast is now the only multi-hospital system in Mass to have all three of their hospitals designated. System exclusivity rates increased in less than one year by almost 75%. As of Nov 2018, rates of breastfeeding at discharge is 50% compared to a JC national average of 52.38%.

FY 2019 goals:

- In collaboration with GNB Allies for Health: Health Access Committee, work to develop and market a second postpartum maternal mental health support group facilitated by leaders fluent in Spanish and that is located in a more accessible location in the community.

- Continue community education on the benefits of breastfeeding and support at least one community project focused on promoting and/or creating an environment conducive for breastfeeding.

Community partners:

- Boston Medical Center HealthNet Plan
- Greater New Bedford Alliance for Health and Wellness
- Greater New Bedford Community Health Center
- Health First Family Health Center
- Kennedy Donovan Center
- Marion Public Health Nurse
- Meeting Street
- People Incorporated
- South Bay Community Services

Program: Health Access Outreach

Documented health need: High unemployment rates in the South Coast region have led to loss of insurance coverage for many area residents. Additionally, many area residents who have state-subsidized health insurance are not aware of the renewal process. As a result, the South Coast has a higher rate of uninsured residents than the state as a whole.

Services offered:

- Provide insurance application assistance through Patient Financial Services (at Southcoast Hospitals, community outreach events and on the Health Van) to our patients that are uninsured, underinsured, or denied coverage by a government healthcare program.
- Provide culturally sensitive outreach and education to families, local schools and other community entities, including outreach to public housing residents in Fall River and New Bedford.

Populations served: Residents who lack health insurance or need to renew public insurance plans. Residents who have lost their employment and as a result, their health insurance.

FY 2018 goals:

- Work with one community housing partner to establish an onsite drop in site to improve access to patient financial services.
- Participate in at least 20 community outreach events.

FY 2018 outcomes:

- Patient Financial Services worked with the New Bedford Housing Authority and held two onsite drop in events for residents.
- Participated in 34 community outreach events across the South Coast Region.
- Due to an influx of individuals displaced by Hurricane Maria and the new annual Medicare review process, the volume of unscheduled patients serviced skyrocketed from 8,730 patients in 2017 to 13,262 in 2018. As a result, evening hours were expanded two nights a week to accommodate the increase of patients needing services.

FY 2019 goals:

- Participate in at least 40 community outreach events.
- Continue partnership with New Bedford Housing to hold at least two onsite drop-in events.

Community partners:

- Boston Medical Center HealthNet,
- Citizens for Citizens
- Councils on Aging (for senior health insurance assistance)
- Fall River Housing Authority
- Greater New Bedford Community Health Center
- Healthcare for All
- Neighborhood Health Plan
- New Bedford Housing Authority
- PACE
- Partners for a Healthier Community
- St. Anthony of Padua Soup Kitchen
- Stanley Street Treatment and Recovery (SSTAR)
- Wareham Social Services Department

Program: Behavioral Health/Substance Use Intervention

Documented health need: Over the last several years, the South Coast region has seen a steady increase in the number of admissions for substance use treatment and greater than state averages for hospitalization rates due to opioid related injuries and neonatal abstinence syndrome (NAS). Additionally, South Coast residents also report higher numbers of days of “poor mental health” than the state average.

Services offered:

- Behavioral Health Connect (BHC), a comprehensive online database offering information on regional behavioral health services and community resources. The database includes over 1,000 pages of searchable information on hundreds of clinical and community behavioral health and social service agencies. Located on our public web site, BHC is available for use by Southcoast staff, other behavioral health providers and consumers and updated regularly by Southcoast staff based on input from community partners.
- Members of our staff participate in 11 local community coalitions to address various behavioral health issues including, the misuse of prescription drugs, underage substance use, risk behaviors in youth, maternal mental health, substance-exposed newborns, suicide prevention, and overdose prevention/intervention.
- Southcoast facilities host a variety of behavioral health support groups open to the community across the South Coast region. Included in these are weekly groups aimed to support those struggling with issues relating to addiction such as a women-only meeting of Narcotics Anonymous and “Learn to Cope,” a peer run group for families of those suffering with an opioid addiction. Together, these groups serve an average of 80 or more individuals per week. In addition to providing peer support, Learn to Cope offers attendees the opportunity to be trained in the use of Narcan (opioid overdose reversal drug) and supplies those who are trained with kits to take home.
- New Beginnings Program, created through a philanthropic donation, this program provides support to opiate exposed newborns and their mothers with the goal of improving long-term outcomes. This program includes referral to medication treatment programs, education on NAS, assistance developing a plan of safe care for discharge and referral to community agencies as needed to address social determinant and health needs. The program’s primary goals are to increase newborn/mother visitation (frequency and duration), decrease length of stay for newborns and decrease newborn foster placements.

Populations served: South Coast residents who experience behavioral health issues such as substance use disorders, mental health diagnosis (e.g. major depressive disorder), or dual diagnosis with both substance use and mental health disorders.

FY 2018 goals:

- Complete various upgrades to the Behavioral Health Connect system, including the addition of a provider portal and improved searchability.
- Provide at least three community trainings on the new BHC system.
- Work with internal staff and community partners to increase utilization of prenatal services by women with active substance use disorder or engaged in a medication assisted treatment program.
- Assume a leadership role in developing and implementing a countywide alliance of existing substance use coalitions and hold at least one group meeting.

FY 2018 outcomes:

- Southcoast completed upgrades to Behavioral Health Connect, an online resource database, including the addition of a provider portal and improved search function.
- Southcoast staff met with and presented to dozens of community partners and organizations on NAS, New Beginnings Program and Safe Plan of Care model. In addition, through SENSE (Substance Exposed Newborns of Southeast MA) Southcoast facilitated a full day conference attended by over 175 that was focused on NAS and drug endangered children.
- In collaboration with the Bristol County District Attorney, Southcoast developed and Co-Chairs the countywide coalition, Bristol County Alliance [to End the Opioid Crisis]. This Alliance brings together groups focused on addressing substance use disorder from across the region to share best practices and lessons learned and to offer a forum for networking and the sharing of information, data and resources. During the Fall of FY 2018, the Alliance held an introductory meeting of the Governance Committee, which brought together the various coalitions leaders to discuss the goals of the Alliance. The Alliance also held a half day conference which allowed attendees the opportunity to discuss current initiatives in the realms of prevention, harm reduction, treatment and recovery.

FY 2019 goals:

- Complete rebranding of Behavioral Health Connect and launch a strategic communication campaign to providers and the general public to increase general awareness of the database and engage at least 10 providers in utilizing the new provider portal.
- Continue to expand clinical to community linkages for pregnant women with substance use disorder (active and in recovery) and their families through targeted outreach to community partners and through involvement in SENSE. Work with SENSE to increase referrals for infants born with SEN/NAS and develop recommendations for best practices in referring and engaging families in early intervention services.

Community partners:

- AdCare North Dartmouth
- City of New Bedford Opioid Task Force
- Community Counseling of Bristol County
- Fall River Health Department
- Fall River, Taunton and Dighton MOAPC and SAPC Coalitions
- Family Recovery Council
- GNB Suicide Prevention Coalition
- Greater New Bedford Interchurch Council
- Greater New Bedford MOAPC and SAPC Coalitions
- High Point Addiction and Treatment Center
- Massachusetts Department of Children and Families
- New Bedford Health Department
- New Bedford Mental Health Providers Network
- Partners Substance Abuse Committee
- Physicians to Prevent Opioid Abuse
- Positive Action Against Chemical Addiction (PAACA)
- Seven Hills Behavioral Health
- Stanley Street Treatment and Resources (SSTAR) Health Center
- Substance Exposed Newborn Committee of Southeast MA (SENSE)
- Turning Point Wareham
- University of Massachusetts Dartmouth

Program: Healthy System and Environment Change

Documented health need: Creating healthier communities depends a great deal on the environment that people live in, which include their homes, neighborhoods and wider communities. We recognize that many chronic diseases and health problems that afflict area residents relate to risk factors such as sedentary lifestyles and high rates of smoking. Significant health disparities exist in our region, evident in chronic disease and mortality rates. Residents in several of our communities, namely Fall River and New Bedford, often lack access to healthy nutrition such as fresh fruits and vegetables and safe and inexpensive exercise options. These communities also have extremely high rates of smoking.

Services provided:

- Southcoast is a partner, along with YMCA Southcoast, in Voices for a Healthy SouthCoast, a regional coalition whose mission is to build and support healthy lifestyles in South Coast communities. The coalition aims to achieve this by working together and advocating for policy, practice and environmental change in order to sustain vibrant communities that are conducive to healthy living. Voices major goal is to advocate for environmental and policy change that helps promote healthy lifestyles and disease prevention in a sustainable way.
- Together with Voices, Southcoast helped start a “Safe Routes to School” program with the public schools in the town of Wareham. Two elementary schools joined the program and received education for parents and students on safe walking and biking in the community.
- Southcoast annually collaborates with the Fall River and New Bedford Fitness Challenges, which engage more than 800 residents each year in a low-cost program over several weeks to promote physical activity. Southcoast provides all health screenings at kickoff events and helps provide ongoing events and education for participants.
- “Be Well Wareham,” program, a once a month event offering participants the opportunity to walk with a Southcoast physician and then join Southcoast staff in healthy activities such as chair yoga. This program is in collaboration with YMCA Southcoast.
- Southcoast supports various wellness events that targets vulnerable neighborhoods including Homeless Connect.
- Southcoast engages in many efforts to expand food security and food rescue programs.

Projects include:

- A food rescue program linking healthy soup prepared in our hospital cafeterias with feeding programs for low-income residents in a number of local food pantries. This program is in collaboration with the regional Hunger Commission of the United Way of Greater New Bedford. Southcoast Food Services now freezes all leftover, homemade soup each day and the Hunger Commission truck picks up the soup on a weekly basis and distributes it to regional food pantries. Over the past year, Southcoast donated several hundred gallons of nutritious, homemade soup.
- Southcoast hosts Farm Stands at four hospital sites once a week from early July through October. Southcoast staff and community members attend the markets, improving direct access to healthy and locally grown vegetables and fruits.
- Southcoast purchases all of the leftover produce each week from our Farmers Markets and coordinates delivery of these donations through community partners.
- A collaboration with Coastline Elder Services in New Bedford helped to create “Nutrition in Transitions,” a food insecurity referral system connecting Southcoast Nutrition staff with nutritionists and community health workers at Coastline. Utilizing a food insecurity-screening tool, Southcoast makes referrals to Coastline's community based programs including Meals on Wheels and emergency food packages.
- Southcoast provided meals to 12 minority young men who were part of our PRIDE 2.0 program in New Bedford.

- Southcoast staff regularly participate on a number of coalitions focused on addressing social determinants that impact health including food insecurity, housing and homelessness, opportunities for active living, and access to education and employment opportunities.

Populations served: South Coast residents who experience food insecurity and have low rates of physical activity, particularly low-income residents in the cities of Fall River and New Bedford, where data show these risk factors to be higher than the region as a whole.

FY 2018 goals:

- Increase the number of wellness walks offered across the South Coast in collaboration with Southcoast physicians and community partners.
- Increase distribution of healthy food in vulnerable neighborhoods through the Southcoast Health Farmers' Market program and soup distribution program. Increase distribution by 25%.

FY 2018 outcomes:

- Through Wareham Wellness Walks and the Sunday Strolls in collaboration with the Buzzards Bay Coalition, Southcoast offered 24 wellness walks in 2018, a 4.3% increase over 2017.
- Southcoast increased purchases of produce by 25% from our weekly Farm Stands in an effort to raise the amount of fresh produce donated to community partners. Our collaborative efforts this past year helped provide fresh produce to over several hundred families in New Bedford, Fall River and Wareham.

FY 2019 goals:

- Work with the Near North End Alliance to develop at least one wellness event that targets one of New Bedford's most vulnerable neighborhoods.
- Identify at least one new opportunity to expand food security, food rescue and nutrition education in collaboration with Southcoast Food Services and community partners.

Community partners:

- Acushnet Company
- American Heart Association
- Catholic Social Services
- City of New Bedford Health Department
- City of New Bedford Office of Planning
- City of New Bedford Parks and Recreation
- Fall River Community Recreation Department
- Fall River Health Department
- Fall River Parks Advocates
- Friends of Buttonwood Park
- Healthy Cities Fall River
- Hunger Commission of Southeastern Massachusetts
- Immigrants Assistance Center
- Massachusetts Department of Public Health
- National Park Service
- New Bedford Economic Development Council

- New Bedford Well
- Parks Advocates, City of Fall River
- Partners for a Healthier Community
- Seven Hills Behavioral Health
- Southcoast Regional Pathways Coalition
- Southeastern Massachusetts Agricultural Partnership (SEMAP)
- Southeastern Massachusetts Food Security Network
- Wareham Health Department
- YMCA Southcoast

Program: Southcoast Health Van

(Licensed by the Massachusetts Department of Public Health)

Documented health need: Many South Coast residents lack access to regular primary and preventive health care. There is a low rate of recommended colorectal screening in our region, due to cultural and health access barriers.

Services offered:

- Focused outreach on vulnerable populations in public housing, senior centers, the fishing community, soup kitchens and ESOL programs.
- Health screenings, including cholesterol, blood pressure, blood sugar, body mass index, bone sonometry, oral cancer, colon cancer, pregnancy, and sexually transmitted disease (STI) testing at a number of teen clinics at local high schools.
- Health information for stroke prevention and cancer education on breast, skin, cervical, prostate, lung and colon cancers.
- Distribution of Stroke Awareness kits, in conjunction with the FAST campaign by the Massachusetts Department of Public Health. This campaign helps residents recognize the signs and symptoms of stroke and act FAST in obtaining treatment. The van targets African-American residents, who have a high incidence of stroke, at several community events including a Gospel Festival and a regional Cape Verdean festival in Wareham. In addition to English, materials are distributed in Portuguese and Spanish.
- Referrals for primary care and other health services including access to health insurance.
- Outreach and screening to commercial fishermen and their families, who often lack access to regular primary health care and have a higher incidence of health risk factors and chronic disease.
- Monthly screenings and education at a number of housing sites throughout New Bedford, Fall River and Wareham.
- ESL Program (English as a Second Language) in New Bedford and Taunton, which serves a diverse group of immigrants. Van staff also collaborates with the Adult Learning Programs and the Immigrant Assistance Center in New Bedford.
- Community outreach, screenings and education as part of the annual Fall River and New Bedford Fitness Challenges and monthly New Bedford Well program, a free exercise, nutrition and education program for New Bedford residents.
- Collaboration with local family planning agencies to offer counseling on sexually transmitted diseases, pregnancy prevention and confidential pregnancy testing at several high schools in the South Coast region and our RAPPP program in New Bedford.
- Beginning in August 2018, started collaboration with the City of New Bedford, Board of Health and New Bedford Public Schools to provide vaccinations to Middle and High School students for school entry, most are homeless or have recently entered the country.

Populations served: South Coast residents who lack access to regular primary and preventive health care, particularly populations who have language, income or geographic barriers to accessing care. The Southcoast Health Van serves an ethnically diverse population including Portuguese, Brazilian, Hispanic, Mayan Kichie and Cambodian immigrants.

FY 2018 goals:

- Expand overall screening by 10%.
- Expand smoking outreach to public housing residents in Fall River and Wareham, as part of efforts to create smoke-free housing.

- Continue targeted outreach to public housing, ESL programs and other areas that serve vulnerable residents, to address cancer disparities and chronic disease management.
- Provide additional service to the New Bedford Homeless shelter visitors by providing support along with a CHW at the site for medical /psychosocial treatment and follow up.

FY 2018 outcomes:

- This past year, approximately 5000 residents visited the van, a 25% increase over FY17. Van staff provided over 20,000 procedures and screenings and 250 school vaccinations and 700 flu vaccines. Our data shows 50% of those screened in the past year had abnormal blood pressure, 25% had abnormal cholesterol levels, and 25% had abnormal blood sugar levels. Our van staff provides extensive education on these risk factors.
- The Wellness Van collaborated with Partners for a Healthier Community to expand smoking cessation and education outreach to two housing communities in Fall River, and increased outreach to one housing community in Wareham.
- Targeted outreach to vulnerable populations was completed at the Mayan Center, two New Bedford Fishing plants, and the Fall River Salvation Army in an effort to increase the number of people that have a medical home and provide screenings, vaccinations and referrals to other community services as needed.
- The Wellness Van made regular visits to New Bedford's homeless shelter, the Sister Rose House, to provide medical screenings and vaccinations and psychosocial supports from a CHW for day-to-day residents.

FY 2019 goals:

- Continue the collaboration with New Bedford Public Schools to offer vaccinations at least once per month to decrease the number of school age children that are under immunized by 25%.
- Work with the Southcoast Information Technology team to upgrade the Wellness Van's data systems and integrate into EPIC (Southcoast's electronic medical record system) in order to develop a process by which data can be collected and analyzed. Use this information to develop baseline measurements for future outcome evaluations and to inform strategic planning and to perform system and quality checks.

Community partners:

- Adult Learning Programs on the South Coast
- Church of the Good Shepard
- City of New Bedford Fire, Police and municipal staff
- Fall River Public Schools
- Greater New Bedford Allies For Health
- Greater New Bedford Regional Vocational High School
- Local colleges including Bristol Community College and UMass Dartmouth
- Market Ministries
- New Bedford Housing Authority
- New Bedford Public Schools
- New Bedford/Wareham Family Planning
- Old Colony High School in Rochester
- Partners for a Healthier Community
- Sister Rose House
- St. Anthony of Padua
- The ESL Program (English as a Second Language) in New Bedford and Taunton
- The Immigrant Assistance Center

- The United Way of Greater New Bedford
- Wareham Public Schools
- YMCA Southcoast

Program: Cancer Outreach

Documented health need: The South Coast region generally has higher rates of cancer than state averages in almost all categories of cancer, with the top three highest incidences being in breast cancer, prostate cancer and lung cancer.

Services offered:

- Oral cancer: In collaboration with the Fishing Partnership, we provided oral cancer screenings to 40 participants on the Fishing Pier in New Bedford. Five patients screened required further evaluation.
- Breast cancer: Provided breast cancer education to more than 1,000 women at a number of events including multiple health fairs geared toward women, a senior health fair at Dartmouth COA and free mammograms to uninsured individuals during the month of October.
- Colorectal cancer: Assisted vulnerable residents overcome barriers to preventative and comprehensive care for colorectal cancer, utilizing community health workers to provide education and navigation.
- Prostate cancer: Through the Health Van, we distributed educational materials in both English and Spanish.
- Skin cancer: In addition to free skin cancer screenings, we provided skin safety and prevention information at a variety of venues with a focus on local schools to emphasize sun safety and the risks associated with tanning beds.
- Relay for Life: We reached over 3000 people during our participation at four Relay for Life celebrations in New Bedford, Fall River, Tri-Town and Wareham. Sun safety and skin cancer awareness was the focus.
- Shine a Light on Lung Cancer: Over 125 guests and Southcoast staff filled the Fairhaven Cancer Center to provide our community with hope, inspiration and support for those impacted by lung cancer and those at risk.
- Every year, Southcoast Centers for Cancer Care Physicians and Nurse Navigators donate their time by offering free lectures in the community on a variety of subjects.
- CLIMB Program: Southcoast Centers for Cancer Care is collaborating with Children's Treehouse Foundation to bring cancer education program to the region. CLIMB (Children's Lives Include Moments of Bravery), is a unique program that provides coping skills to children whose parents or grandparents have cancer. The program helps normalize feelings of sadness, anxiety, fear and anger for the kids and stimulates improved communication between the children and their affected love one.

Populations served: General public and particularly racial, ethnic and other groups who are at higher risk of a particular type of cancer or who get cancer at a rate higher than the rest of the population.

FY 2018 goals:

- Increase referrals for lung cancer screening through targeted outreach and education to at-risk populations.
- Hold at least one community event to celebrate cancer patients and their families.
- Develop a campaign aimed at reducing stigma associated with colon cancer screenings.

FY 2018 outcomes:

- Southcoast engaged in targeted outreach and education to at-risk populations to increase referrals for lung cancer screening, however the percent increase is unknown. Measures are being taken to improve tracking for future assessment.
- Southcoast presented, Celebration of Hope, an event meant to pause and honor individuals

who are living with a cancer diagnosis and their families. Over 700 survivors and guests attended a day filled with creative activities, live entertainment, refreshments and an inspirational one-hour formal presentation lead by Dr. Sophia Rizk, Medical Oncologist and Dr. Patrick Gagnon, Chief Radiation Oncologist. The event's theme was "Your Journey" and took on two meanings. The first half of the event gave speakers the opportunity to walk guests through their journey with cancer. The second half brought patients, families and community members on a journey of culture through various exhibits featuring ethnic recipes and entertainers sharing their culture through dance and music.

- In response to high rates of colon cancer and low rates of screening, Southcoast worked to develop a campaign aimed at reducing stigma associated with colon cancer screenings. A video was created and shared on social media and a campaign was drafted to launch in March 2019.

FY 2019 goals:

- Host at least one free cancer screening in the community, targeting underserved populations.
- Develop and implement a new program within the Cancer Center for patients and families that focuses on overall wellness.

Community partners:

- American Cancer Society
- Fall River Health Department
- Fishing Partnership
- Gloria Gemma Foundation
- Greater New Bedford Community Health Center
- Health First Family Health Center
- Inter-Church Council
- New Bedford Board of Health
- O'Jornal
- Partners for a Healthier Community
- Radio Voice of the Immigrant (WHTB)
- Sailing Heals
- Wareham Board of Health

Program: Coalitions to End and Prevent Homelessness

Documented health need: Homelessness is a problem throughout our region, particularly in the town of Wareham where the rate of unsheltered homeless residents approach numbers in our larger cities where there is more than triple the population.

Services offered:

- The Wareham Homeless Committee (WHC) in collaboration with Father Bill's and Mainspring and Turning Point, works to identify needs and provide a range of services for homeless individuals. Together with the WHC, Father Bill's, the Town of Wareham, the Buzzards Bay Coalition and the Wareham Land Trust, an innovative housing program was created that combines housing for the homeless with land preservation.
- Memorandums of Understanding (MOUs) among all WHC members allow continued focus on a working list of chronically homeless residents in Wareham. Homeless residents are interviewed to determine if they qualify for various federal and state housing programs and that information is used to create a prioritized housing list.
- With grant support from Southcoast, the Greater New Bedford Community Health Center's Wareham site conducts outreach to homeless residents and helps connect them to primary care and other supports as needed. Regular communication between GNBCHC Wareham and Tobey Hospital's Emergency Department continues to enhance coordination of services.
- Southcoast is an active participant and maintains a leadership role in the Greater New Bedford Homeless Service Providers Network and supports initiatives such as Rise up for Homes and Homeless Connect.

Populations served: Individuals in the region served by Southcoast Health who are currently homeless or at risk of becoming homeless or individuals who were previously homeless and recently housed.

FY 2018 goals:

- Expand accessible medical services at homeless shelters in Fall River, New Bedford and Wareham in collaboration with community partners.
- Work with CCIT partners to develop a method for sharing information in compliance with HIPAA regulations to enhance care coordination for individuals with complex social/emotional and medical needs.

FY 2018 outcomes:

- Southcoast supported community projects that expanded medical services at the First Step Inn, Fall River and the Nights of Hospitality, Wareham, through the Community Benefit Impact grant program. The Southcoast Wellness Van provided health screenings and immunizations regularly at the Sister Rose House in New Bedford.
- Due to the complexity in sharing patient information, work to develop a method for sharing data that meets HIPAA compliance and regulations is still being explored.

FY 2019 goals:

- Work with community partners to determine a system for collecting and sharing data related to the number of homeless residents across the region, and to identify their most pressing health and social needs.
- Continue to work with the region's homeless shelters to expand accessible medical services and better support shelter staff caring for individuals with low to moderate medical needs.

Community Partners:

- Buzzards Bay Coalition
- Catholic Social Services
- City of New Bedford
- Father Bill's/Mainspring
- Greater New Bedford Community Health Center
- New Bedford Homeless Service Providers Network
- Sister Rose House
- South Coast Regional Network to End Homelessness
- Stepping Stone Incorporated
- Town of Wareham
- Turning Point
- United Way of Greater New Bedford

EXPENDITURES DURING THE REPORTING YEAR

In FY 2018, Southcoast contributed almost \$22.2 million in community benefit programs that reached the disadvantaged, underserved and those at-risk, and provided services they otherwise would not have been able to access. Our major initiatives concerning health access, health equity, behavioral health and youth risk behavior all had significant impact, with growing programs that reached large numbers of South Coast residents.

Total Expenditures FY 2017		Estimated Expenditures FY 2018
Community Benefits Programs	Direct Expenses	\$11,459,744
	Determination of Need Expenditures	\$0
	Employee Volunteerism	\$0
	Other Leveraged Resources	\$692,128
		\$13,663,225
		\$0
		*3,561 Hours
		\$1,245,184
Net Charity Care	\$6,750,771	\$7,183,943
Corporate Sponsorships	\$85,000	\$105,000
	Total Expenditures	\$18,987,643
		\$22,197,352

**Please note: This represents the number of hours that Southcoast Health staff participated as VNA Hospice Volunteers in the community on their own time. The monetary value for this activity is calculated to be \$160,245.*

CONTACT INFORMATION

Rachel Davis | Community Benefits Manager
Southcoast Hospitals Group

363 Highland Avenue | Fall River, MA 02720

Phone: 508.973.5273 | Fax: 508.973.5876

davisra@southcoast.org | www.southcoast.org

www.facebook.com/southcoasthealth | @SouthcoastHosp

Public Access to This Report:

This report, along with those of other not-for-profit hospitals in Massachusetts, is available online from the Massachusetts Office of the Attorney General.

<www.mass.gov/ago/>

Southcoast also makes its annual Community Benefits Report available on its own Website, along with an archive of reports from prior years.

<www.southcoast.org/communitybenefits/>