


# 2021 Community Benefit Report





*I'm extremely proud of our physicians, nurses, clinical and support staff, volunteers and community partners included in this year's Community Benefit Report. Consistent with John Muir Health's mission, the collective commitment of our teams and partners to meaningfully improve the health of our communities is admirable. We're fortunate to have vital resources and programs to support the communities we serve. These include our Mobile Health Clinic to provide access to care, and partners like Hope Solutions for housing and Fred Finch Youth and Family Services for mental health resources. Despite the numerous hardships and uncertainties that 2021 presented, our physicians, staff and partners again demonstrated tremendous resiliency and leadership during an unprecedented time. On behalf of John Muir Health, they have our sincere gratitude and appreciation.*



*Calvin K. Knight*

Calvin (Cal) K. Knight  
President and CEO, John Muir Health

**As a not-for-profit health system, John Muir Health is committed to improving the health of the communities we serve with quality and compassion. We mobilize diverse programs to initiate change through collective action.**



*Mobile Health Clinic Covid-19 Vaccine recipients*

# We foster change through collective action

## Community Health Needs

Our Community Health Needs Assessment, informed by input from community stakeholders, guides our work and strategy to improve the lives of vulnerable populations.

Our programming for 2020-2022 focuses on the following three priority areas:



### Access to Care

including primary and specialty care



### Behavioral and

### Mental Health Services



### Economic Security

including food, housing, community and family safety



# Social Determinants of Health

At John Muir Health, our Community Benefit programs use a whole-person approach to emphasize the importance of partnerships and leadership and address the root causes of health.



We address  
our community's  
essential needs



Housing



Health Behaviors



Food



Transportation



Social Support



Income



Education



Built Environment



Employment



Safety

We value our partnerships with community-based organizations to collaboratively build a resilient and healthy community.

We are proud to support 46 partnerships that serve our community's needs.



*Richmond community members receive COVID-19 vaccine at Mobile Health Clinic*

# Our Community Benefit Programs and Partnerships

John Muir Health supports vibrant and healthy communities through strong partnerships with community-based nonprofit organizations, clinics and other health care providers to address community health needs.

## Community Partnerships



### Access to Care

- Contra Costa CARES
- Diabetes Education and Empowerment Program
- Independent Living Resources
- La Clinica de la Raza
- LifeLong Medical Care
- Order of Malta Clinic
- Meals on Wheels of Diablo Region
- Mobility Matters
- Monument Impact
- Mt. Diablo Unified School District
- Operation Access
- RotaCare Concord and RotaCare Pittsburg
- St. Vincent de Paul
- Village Community Resource Center
- Walnut Creek Seniors Club



### Behavioral Health

- Antioch Unified School District
- Fred Finch Youth and Family Services
- Meals on Wheels of Diablo Region
- Monument Crisis Center
- Monument Impact
- Planting Justice
- Putnam Clubhouse
- Village Community Resource Center
- Women's Cancer Resource Center

# John Muir Health-Led Programs



### Access to Care

- Community School Nurse Program
- Diabetes Education Empowerment Program
- Every Woman Counts Breast Cancer Screening Program
- Lung Cancer Screening Program
- Mobile Health Clinic
- Ronald McDonald Mobile Dental Clinic and Dental Collaborative of Contra Costa
- Specialty Care Program



### Behavioral Health

- Complex Community Care Coordination



### Economic Security

(Food, Housing, Community and Family Safety)

- Beyond Violence
- Restorative Justice Initiative
- Young Healers Program



### Economic Security

(Food, Housing, Community and Family Safety)

#### Economic Security (general)

- Junior Achievement of Northern California
- Health Career Connections

#### Community and Family Safety

- Antioch Unified School District
- Brentwood Union School District
- Bike East Bay
- Center for Human Development
- Contra Costa Family Justice Center
- Healthy and Active Before 5
- KidPower
- Rise Up Against Racism
- RYSE Center
- One Day At a Time
- Pittsburg Unified School District

#### Food

- 18 Reasons
- Alameda County Community Food Bank
- Food Bank of Contra Costa and Solano
- Fresh Approach
- Monument Crisis Center
- White Pony Express

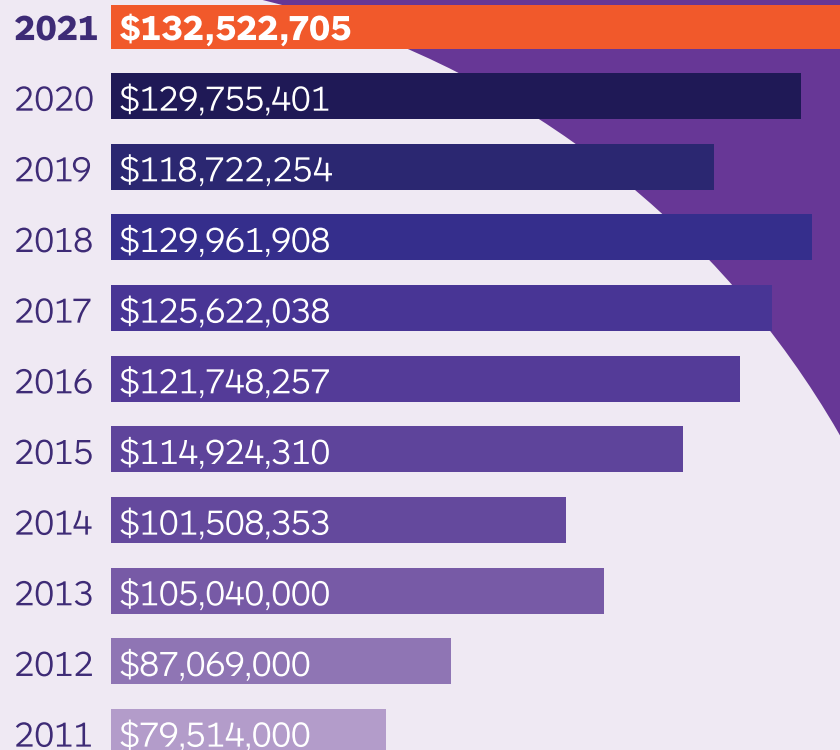
#### Housing

- Hope Solutions
- Philip Dorn Respite Center, Contra Costa Health, Housing & Homeless Services
- Support4Recovery
- Trinity Center

# Community Benefit Breakdown

John Muir Health's Community Benefit contributions focus on improving the health and wellness of our communities.

## Total Community Benefit Contributions



**\$5,984,185**

### Community Health Improvement & Community Building

- Program support for community-based health centers and nonprofits

**\$4,376,860**

### Health Professions Education & Research

- Family Medicine Residency Program
- Internships
- Government-funded research

**\$3,236,442**

### In-Kind & Financial Contributions

- Community organization sponsorships
- Facility space
- Disaster relief

**\$4,463,242**

### Subsidized Health Services

- Clinical services provided despite a financial loss, in addition to Charity Care and Medi-Cal

**\$8,334,608**

### Charity Care

- Care provided for free or at reduced prices for low-income population

**\$106,127,368**

### Unpaid Costs of Medi-Cal

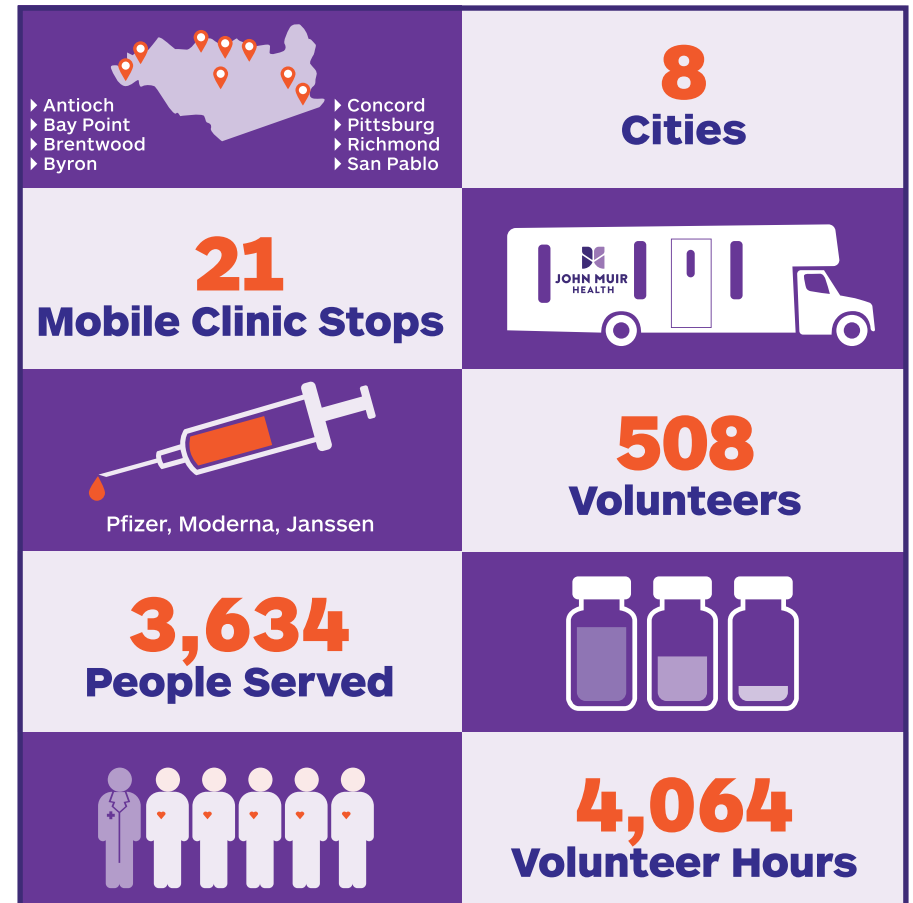
- The difference in cost of care and payments received from Medi-Cal

# Community Mobile Health Clinic COVID-19 Vaccination



*The Mobile Health Clinic provides reliable access to vaccines for our underserved populations—in places where our community lives, works and plays. At the clinic, we aim to close any gaps in care and address our community's healthcare needs.*

—Tammie Iseri  
Pharmacy Manager, John Muir Health





# Mental Health

Fred Finch Youth  
and Family Services



Lindsey Walker, AMFT  
Maria Ramirez, MSW  
Cody Gibson, LMFT



*A lot of hope is being instilled in these students in a way that they did not know was possible, or they were looking for it but did not know how to achieve it. As that hope level goes up, life starts to change for them. Now they can navigate their challenges a lot better than they could before.*

—Lindsey Walker, AMFT  
Fred Finch Youth and Family Services



## Fred Finch Youth and Family Services: Bringing Mental Health Services to the Community

There are dozens of things that can derail a person's healthy development: trauma, addiction, loss, family stress, and more. Nurturing people in their whole-person wellness, including mental health, is integral to foster resiliency.

One pathway to healing and self-sufficiency exists through Fred Finch Youth & Family Services, which provides people with accessible, community-based and trauma-informed mental health services.

John Muir Health supports Fred Finch's services that bridge the gap for people in Contra Costa County, bringing one-on-one therapy directly to high school students in Antioch and providing accessible mental health services to John Muir Health's Mobile Health Clinic and clients of John Muir Health's Beyond Violence program.

"We provide a safety net, to get back on course," says Melissa Cesario, Program Director for Fred Finch. "School-based and community-based mental health is growing, and losing its stigma, and the need for this support is extreme."

### Access Where It's Most Needed

Cesario has seen a huge increase in depression and anxiety, partly related to the pandemic, and an increase of suicidality. In 2021, the program served 120 individuals to address a range of mental health needs.

Fred Finch mental health therapists see clients at Deer Valley High School and at Antioch High School; provide Saturday services through the Mobile Health Clinic in Brentwood; and provide trauma-informed services to Beyond Violence partners: The Center for Human Development and One Day at a Time, serving survivors of violence in Central and East County.

Fred Finch clinicians hold regular scheduled appointments with as many clients as possible. A recent Centers for Disease

*Our partnership with John Muir Health allows us the pure intention of providing what's needed—with programs that are flexible, including working with parents, and starting groups. This allows us to really support what the community is asking for.*

—Melissa Cesario  
Program Director

Control and Prevention study\* highlighted that "a sense of being cared for, supported, and belonging at school—called 'school connectedness'—had an important effect on students during a time of severe disruption."

### Hearing from the Therapists

Based out of Antioch High School, Maria Ramirez, MSW, has a current caseload of 22 students, with 5-7 awaiting intake. "It's so rewarding when you see the ones who have completed their goals—you're saying, 'you're going to do great—you've got this—just go back to your coping skills.'", she says.

Lindsey Walker, AMFT, says "A lot of hope is being instilled in these students in a way that they did not know was possible, or they were looking for it but did not know how to achieve it. As that hope level goes up, life starts to change for them. Now they can navigate their challenges a lot better than they could before."

Finally, Cody Gibson, LMFT, reveals how "Small changes at a young age can have lifelong benefits." In fact, one Beyond Violence client recently told him she wasn't sure if she would be here if it wasn't for his support.

### Partnership Includes:

- Beyond Violence Partner Organizations
- Mobile Health Clinic
- School-Based Services

*We are getting somewhere. Mental health support can open up another path for clients. We walk alongside them. When you have someone helping, encouraging, it makes all the difference. We help them develop their inner strength. This work can lead to a healthier community.*

—Melissa Cesario  
Program Director

The therapists agree that even small successes for their clients are extremely gratifying—seeing them attend more classes, pass them, and build towards bigger goals—such as breaking the cycle of violence and trauma, reducing symptoms, and building positive self-esteem.

Hearing from clients is even more telling. One says that therapy has helped her identify her emotions, and that she has "been able to have friends, cry and accept myself, learn to cope with grief, and communicate with my parents."

# Housing

Hope Solutions



*Pictured above, the Aaron Family and Cynthia Garrett,  
Housing Navigator, Hope Solutions*

*Housing is such an important framework for wellbeing. For us, housing is the beginning. It's a tool that allows people to get to the deeper work of promoting wellness and healing. We focus on ending homelessness for highly vulnerable folks, but we also layer in vital services.*

—Deanne Pearn  
Executive Director  
Hope Solutions

# Hope Solutions: Overcoming the Immense Gap Facing Unsheltered Families

When Hope Solutions Housing Navigator Cynthia Garrett handed new apartment keys to Rayzhane Aaron, 28, it marked the end of a tumultuous year for the young mother. She had been in an extreme situation, living in her car—with five children—trying to parent, provide online pandemic schooling, and find a job.

Aaron unexpectedly became one of nearly 7,000\* homeless people in Contra Costa County in 2020, needing to rehouse her family in an extremely challenging market. She was connected with Hope Solutions, (formerly Contra Costa Interfaith Housing), and its “miracle worker” Garrett, who secured an apartment for her in Pittsburg. The organization’s mission is to heal the effects of poverty and homelessness by providing permanent housing solutions and vital support services to highly vulnerable families and individuals. In 2021, Hope Solutions, in partnership with local organizations, provided housing to 748 newly housed individuals.

“I’m just so relieved,” Aaron says now. “I’m happy that the kids have a solid place to stay, and I can get them back on track at school, which they love. Everything is just so much better.”

## Housing Equals Health

According to Deanne Pearn, Executive Director of Hope Solutions, “Housing is such an important framework for wellbeing. For us, housing is the beginning. It’s a tool that allows people to get to the deeper work of promoting wellness and healing. We focus on ending homelessness for highly vulnerable folks, but we also layer in vital services.”

The collaborative organization connects clients with other resources, such as John Muir Health’s Mobile Health Clinic, St. Vincent de Paul, La Clínica de la Raza, and local food banks.

They refer often to Community Connect and the 211 Database that offer local health and social services for Contra Costa residents.

***In a year full of trauma, we are telling the story of good. For instance, a mom with a traumatic past became stabilized in permanent housing. Her daughter became a superstar student—which prompted the mom to go back for her GED.***

—Deanne Pearn  
Executive Director of Hope Solutions

## Partnerships Create Progress

Hope Solutions has woven its safety net for the homeless with much support.

The organization has strong community ties, with roots in the 1990s, when fifteen local faith communities came together to address the unhoused community crisis. The years have brought more need, but also more capacity, impact, and growth. While Housing Navigators work hard to build relationships with landlords, and rents are subsidized, Deanne Pearn says that Hope Solutions is strategizing to build and buy more of its own housing.

Her priorities also include building systems improvements, elevating the field, and advocating for best practices in programs nationwide that provide critical services. The partnership with John Muir Health provides critical general operating support that fuels this growth, from infrastructure improvement to health information technology and staff training.

The organization is building on its success by providing solutions for unhoused Contra Costa families and children, interrupting cycles of poverty, and addressing medical and mental health issues, joblessness and many other challenges.

***All of our programs work together, and can help a client with continued services that they need to be successful, such as with credit, finding jobs, and getting on their feet.***

—Cynthia Garret  
Housing Navigator

“A recent analysis showed that the average Adverse Childhood Experiences (ACEs) score for parents in their permanent housing program was 5.8 (anything over 4 indicates very high risk.) However, the scores of the children are mostly 0s and 1s—a very positive sign that we are breaking intergenerational cycles of trauma,” Pearn says.

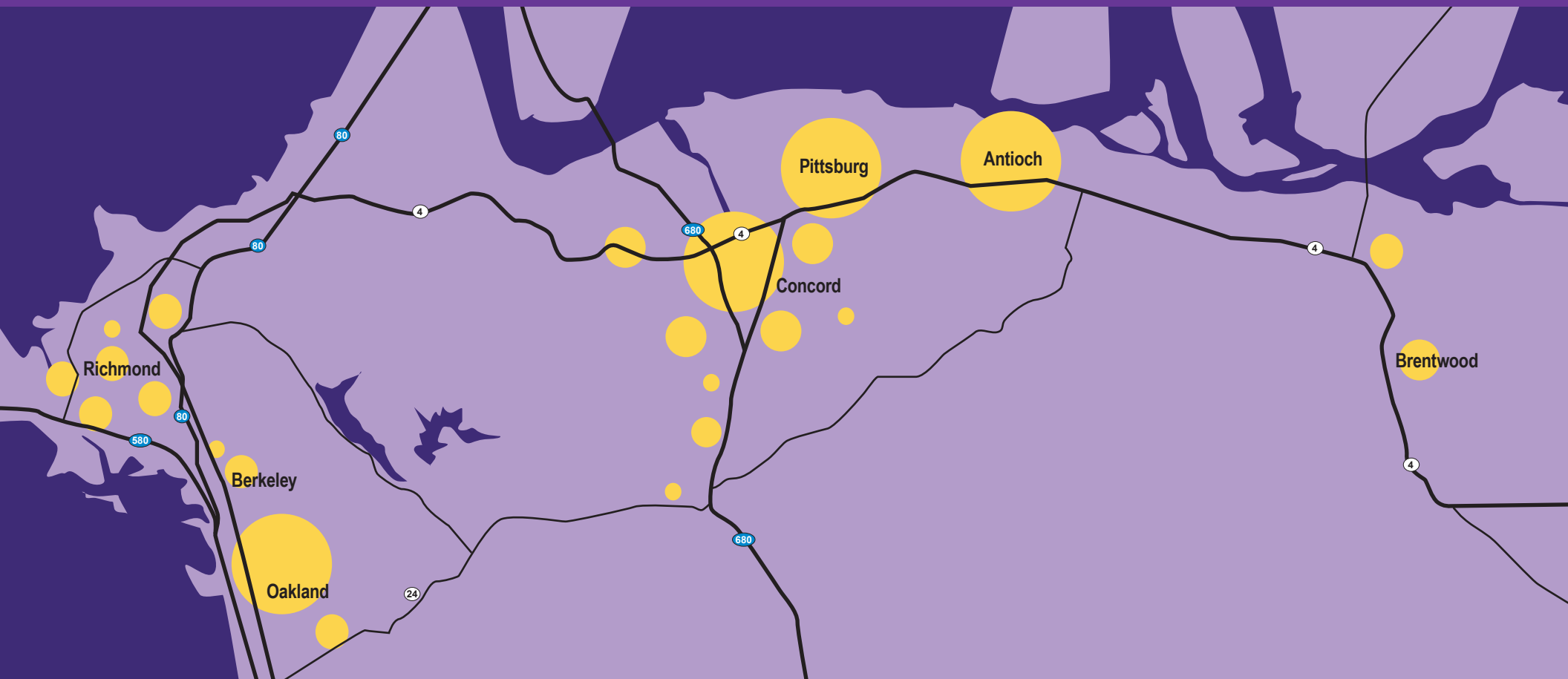
She adds: “I get a behind-the-scenes glimpse of the good of humanity. Some clients can’t believe that people will show up for them. It transforms how they see themselves. We are lucky we have deep community roots. It buoys all of us.”

# Addressing Food Insecurity

We have contributed **\$222,000** to provide **107,196** lbs of food, community-based nutrition classes and a mini-grant program impacting food-serving organizations.



Our Impact throughout Contra Costa and Alameda Counties.



# Health Professions Education

## Workforce Development

We are committed to supporting the education efforts of health professionals. Each year, we offer multiple training opportunities for physicians, nurses, pharmacists, and other students.

We also offer the **Young Healers High School Program**, in partnership with Junior Achievement of Northern California, and college-level opportunities in partnership with **Health Career Connections**.

Our **Family Medicine Residency Program**, in its fifth year, trains medical residents and includes a rotation on Vulnerable Populations Health.



In total for 2021, **955 health professionals** were trained during residencies, internships and fellowships, for a Community Benefit of **\$3,700,716**.



**330 Trained**

Physicians & Medical Students



**479 Trained**

Nurses and Nursing Students



**77 Trained**

Other Health Professional Education



**69 Scholarships**

For Professional Education

# Community Health Education

Community Health Education resources that focus on wellness and prevention were provided to **4,833** individuals, who represent patients, the underserved and broader communities.

Education is key to initiate change.



Diabetes Education Classes

Childbirth and Parenting Prep

Covid-19 Education Seminars

Mental Health Workshops

Nutrition Seminars

Cancer Support Groups

Behavioral Health Community Classes

Spiritual Care Grief Support Groups



**John Muir Health's  
commitment  
to the community**

To learn more visit:  
[johnmuirhealth.com](http://johnmuirhealth.com)

Email us at:  
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