



Investing in a Healthier Community

Sutter Health's robust integrated network extends beyond the walls of our hospitals and care facilities and into the broader community.

As part of our not-for-profit mission, we strategically invest in programs that address priority needs identified in our triannual Community Health Needs Assessments. These investments support vital programs and services—including early childhood interventions, access to healthy food, supportive housing, and medical and mental health treatment access—aimed at improving overall community health and supporting vulnerable and underserved populations.

In 2020, the passion, fortitude and resilience exhibited by our community partners made us proud to be their ally in our shared

purpose to provide services no matter the circumstances. Our partners quickly responded to the COVID-19 pandemic by shifting to virtual services or adding safety measures to allow programs to continue. And they met new challenges by devising creative solutions to serve communities disproportionately affected by the pandemic.

Even with federal CARES Act funding, 2020 was Sutter's toughest financial year in our 100-year history. Although the COVID-19 pandemic further eroded already declining operating margins, we stood by our community partners in the midst of a public health crisis, continuing our support through grants and in-kind resources.

This report showcases Sutter Health's Bay and Valley priority areas, partnerships and measurable outcomes, as well as stories that illustrate the impact of our investments.



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Sutter Health Network Overview

Benefits for the Poor and Underserved

Charity Care	\$109M
Unreimbursed Costs of Medi-Cal	\$698M
Unreimbursed Costs of Other Public Programs	\$62M
Other Benefits for the Poor and Underserved	\$57M
Total for Poor and Underserved	\$926M

Benefits for the Broader Community

Non-Billed Services*	\$33M
Health Professions Education and Research	\$57M
Cash and In-Kind Donations	\$11M
Other Community Benefits	\$2M
Total for Broader Community	\$103M

*Non-Billed Services include community health education, healthcare support services, and subsidized clinical services.

In addition to the above, total 2020 Unreimbursed Costs of Medicare were \$1.9 Billion.

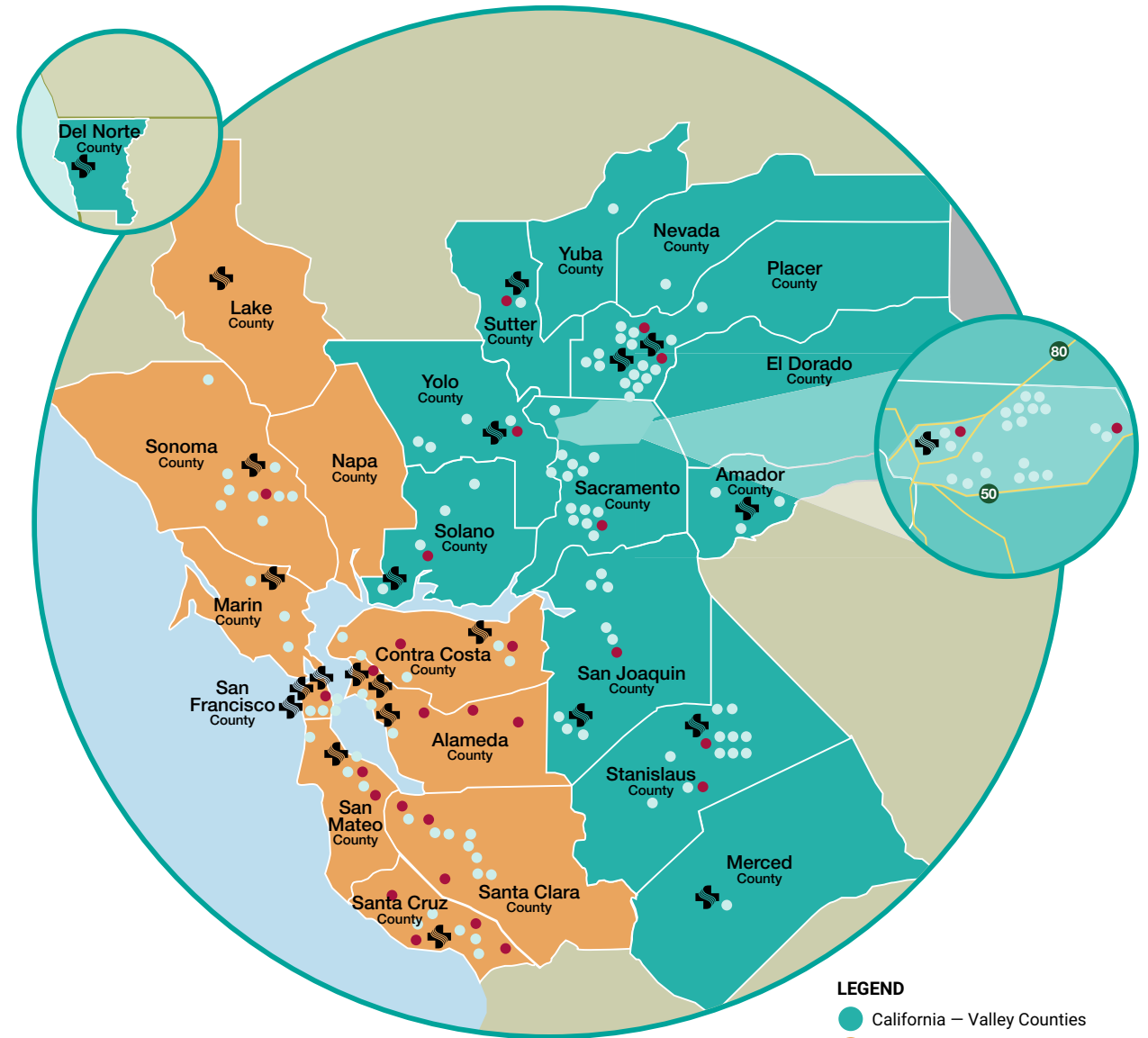
421 Community Partners

287,064 Medi-Cal patients served

Since the implementation of the Affordable Care Act, greater numbers of previously uninsured people now have more access to coverage through Medi-Cal. The payments for patients who are covered by Medi-Cal do not cover the full costs of providing care; in 2020, Sutter invested \$698M more than the state paid to care for Medi-Cal patients.

43,101 Charity Care patients served

As part of Sutter Health's commitment to serve the most vulnerable in our communities, Sutter hospitals and affiliated foundations offer charity care policies to help patients access needed medical care regardless of their ability to pay. In 2020, Sutter invested \$109M in charity care.



- LEGEND**
- California – Valley Counties
 - California – Bay Counties
 - Hospitals
 - Doctor's Offices
 - Urgent Care

SUTTER HEALTH VALLEY AREA



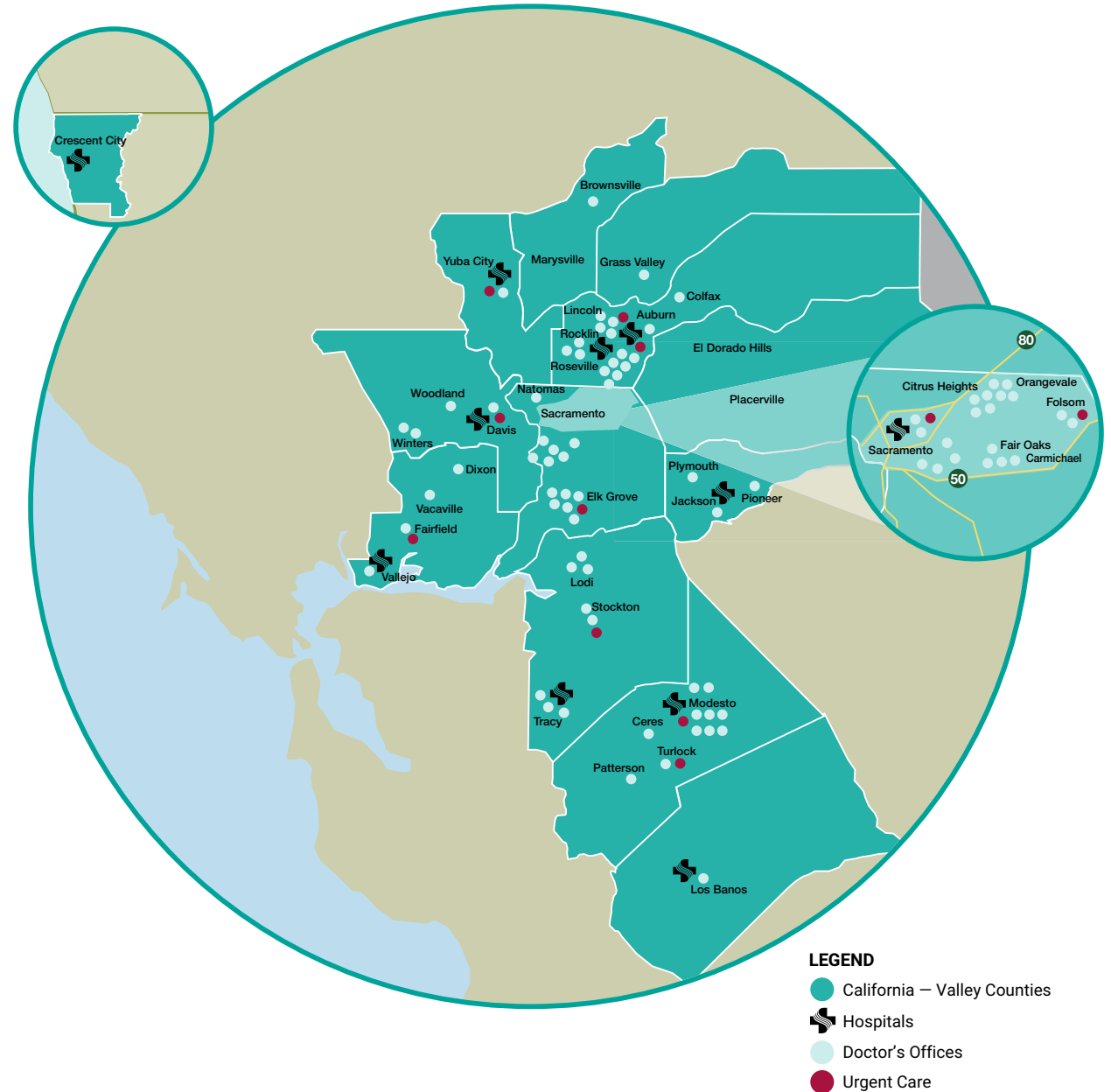
Sutter Health Valley Area’s community health programs are designed to meet local needs as identified by a Community Health Needs Assessment, conducted once every three years. Investments are made in collaboration with community partners to address priority health needs for vulnerable and underserved populations.

Our strategic investments are part of a comprehensive continuum of care that treats the whole person. They give us the opportunity to create innovative solutions that positively impact our communities, families and patients.

Overall Program Outcomes, 2020

In 2020, our teams of clinicians, care coordination staff and others helped nearly 2 million underserved individuals access more than 800,000 community services, including:

12,083 Primary care appointments	22,000+ Employees
40,086 Nurse assessment appointments	115,000+ Medi-Cal patients served
116,254 Overnight stays	18,000+ Charity Care patients served





SUTTER HEALTH VALLEY AREA PROGRAM OUTCOMES

144

Organizations supported

1,994,374

People served

826,638

Encounters

46,394,654

Pounds of food distributed

OVERARCHING REGIONAL HEALTH PRIORITIES



HEALTH CARE ACCESS & DELIVERY

58

Organizations supported

50,268

People served

333,426

Encounters

17,626

Connected to a primary care provider

4,945

Enrolled in insurance



MENTAL HEALTH & SUBSTANCE ABUSE

11

Organizations supported

7,745

People served

7,781

Counseling sessions



HEALTHY EATING & ACTIVE LIVING

24

Organizations supported

1,819,475

People served

44,777,294

Pounds of food distributed



ACCESS TO BASIC NEEDS

28

Organizations supported

73,360

People served

79,200

Bed nights provided

284

Obtained permanent housing

297

Obtained transitional housing



FAMILY & YOUTH SUPPORT

15

Organizations supported

30,191

People served

1,157

Provided crisis services



WORKFORCE DEVELOPMENT

8

Organizations supported

13,335

People served

803

Referred to employment services

Sutter Amador Hospital

Sutter Amador Hospital’s rich history of providing care for its community dates back to 1876. This rural community is home to a large number of vulnerable seniors living alone. Sutter Amador works to increase access to health care for seniors and others in need by partnering with transportation programs, emergency response services, nutrition programs, and more.

OVERALL IMPACT

64,432
Adults and youth served

32,124
Services provided

15,423
People reached by events/outreach

INVESTMENT RESULTS

28
Basic-needs provisions

7,952
Primary health home placements

24
Instances of income assistance

1,242,742
Pounds of food distributed

AMADOR COUNTY

COMMUNITY PARTNERS

Amador STARS
Transportation Program for Cancer Patients

Amador Transit
Amador Rides

Amador-Tuolumne Community Action Agency
Amador Lifeline

American Cancer Society
Primary Care Program Colorectal Screenings & HPV Vaccines

Operation Care
Go! Youth Program

Interfaith Food Bank of Amador
COVID-19 Services
Senior Protein Program

WellSpace Health
Amador Community Health Center Expansion
Patient Outreach



Amador County Organization Drives Families to Cancer Treatment Appointments

Maddie's* son, Ben, was an active high school sophomore who loved playing sports. So, it was unusual to all of a sudden see him tired and weak all the time.

After visiting several doctors, they received the **diagnosis no one wants to hear:** cancer. Ben and Maddie would need to make many trips over the next several months from their home in Sutter Creek to Sacramento for his treatments.

**some names and details have been changed to protect patients' privacy*

A friend suggested to Maddie that she call Amador STARS, an organization that offers free transportation to chemotherapy and radiation appointments for Amador County residents.

As a single parent, Maddie says **discovering this resource was wonderful.**

"I could sit back and leave the driving to the volunteers," she says. "I didn't have to worry about the traffic or figure out where to park the car. We

were always dropped off close to the entrance and picked up quickly for the ride home."

Today, Ben has **completed radiation** and chemotherapy. He and Maddie continue to call on Amador STARS for follow-up appointments.

"The STARS volunteers are special," Maddie says. "They know when we feel like chatting—and understand on the days that we don't. They are angels."

Memorial Hospital Los Banos

Rising to the needs of the growing community of Los Banos and surrounding areas, Sutter Health’s Memorial Hospital Los Banos continues to strengthen its partnerships with community organizations to improve health outcomes for local residents.

OVERALL IMPACT

9,443
Adults and youth served

16,088
Services provided

9,380
People reached by events/outreach

INVESTMENT RESULTS

51
Basic-needs provisions

112
Shelter placements

25
Primary health home assignments

256
Pounds of food distributed

MERCED COUNTY

COMMUNITY PARTNERS

Boys & Girls Club of Merced County
Los Banos After School Program

Golden Valley Health Centers
Street Medicine Team

GoNoodle, Inc.
Movement Videos & Games for Classroom Physical Activity

Merced County Behavioral Health and Recovery Services
Bridge Program

Merced Rescue Mission
Hope Respite Care

Shady Creek Outdoor Education Foundation
Fit Quest

United Way of Merced County
Cultiva La Salud



Nonprofit Focused on Healthy Living Pivots During COVID-19 Crisis

Dedicated to creating health equity in the San Joaquin Valley, Cultiva La Salud helps community members gain **access to healthy food** and safe places to be physically active.

Through Cultiva La Salud's work, schools and communities partner to establish school farm stands and school gardens; develop healthier school menu and vending options; and clean up

parks and recreational spaces—among many other projects.

But when COVID-19 hit, Cultiva La Salud had to quickly modify its programming to meet community needs.

Staff began meeting with community members via Zoom—a big change from the personal, face-to-face meetings they'd had in the past—

and provided access to laptops so people could more easily communicate with their children's schools and other groups.

Cultiva La Salud also began working with Senator Anna Caballero to improve access to the Internet throughout California; to ensure the **safety of children when they return to school**, post-pandemic; and to ensure that no family is evicted during this difficult time.

Sutter Roseville Medical Center Sutter Auburn Faith Hospital

Sutter Roseville Medical Center and Sutter Auburn Faith Hospital offer a unique blend of sophisticated healthcare and a heritage of community service that spans five decades. The hospitals act as a hub for a network of Sutter Health services and community health outreach in Northern Sacramento, South Placer County, Auburn and surrounding foothill communities.

OVERALL IMPACT

96,825
Adults and youth served

105,080
Services provided

6,984
People reached by events/outreach

INVESTMENT RESULTS

64 Traditional housing placements	439 Primary health home assignments
104 Permanent housing placements	114 Mental health provider assignments
2,808 Basic-needs provisions	

PLACER COUNTY

COMMUNITY PARTNERS

- | | | | | |
|---|---|---|---|---|
| <p>American Cancer Society
Primary Care Program Colorectal Screenings & HPV Vaccines</p> <p>Auburn Renewal Center (ARC)
Latino Diabetes Education Program</p> <p>Chapa-De Indian Health
Telehealth Program</p> | <p>GoNoodle, Inc.
Movement Videos & Games for Classroom Physical Activity</p> <p>Health Education Council
Family Meal Roseville</p> <p>Keaton’s Child Cancer Alliance
Family Navigator Program</p> <p>Latino Leadership Council, Inc.
CREER En Tu Salud</p> | <p>Lighthouse Counseling and Family Resource Center
Family Wellness</p> <p>Placer County Health and Human Services
Whole Person Care</p> <p>Placer County Public Health
Family Support Project</p> | <p>Seniors First
Health Express
Meals on Wheels
Recreation and Respite</p> <p>Shady Creek Outdoor Education Foundation
Fit Quest</p> <p>The Gathering Inn
Interim Care Program</p> | <p>WellSpace Health
Comprehensive Management Team (CMT)
ED Navigator/T3 Program (Auburn Faith)
Triage, Treat, and Transport—T3 (Roseville Foothills)
Women’s Health Center at Sierra Gardens</p> <p>Zafia’s Family House
Family Hotel Program</p> |
|---|---|---|---|---|



New Telehealth Program Helps Teams Connect with Rural Patients

Chapa De Indian Health serves American Indian or Alaskan Indian populations and low-income individuals who have a higher incidence of chronic diseases and other illnesses and are at greater risk for poor health outcomes.

Chapa De provides specialty care, diabetes support, case management, medication management and other services to underserved and vulnerable patients—many of whom have limited transportation options and/or live in rural

areas. The new telehealth program was created to broaden community access to its services.

Phillip Nguyen, Chapa De's clinical pharmacist, has been working with a patient with severe anxiety and many co-morbidities, including high blood pressure. The patient is at increased risk for COVID-19 and must remain at home as much as possible. With the telehealth technology, Phillip can communicate with the patient virtually.

"We've had productive discussions about the patient's lifestyle, and I'm able to observe her technique for taking her blood pressure," Phillip shares. **"I'm happy to report that her blood pressure is now under control.** I don't know that we could have achieved this outcome without the telehealth visits during the pandemic."

Sutter Medical Center, Sacramento

Sutter Medical Center, Sacramento has served its community since 1923. Located downtown, the medical center comprises several facilities, including Ose Adams Medical Pavilion and Anderson Luchetti Women & Children's Center. SMCS offers an array of programs and services to serve the needs of the region.

OVERALL IMPACT

1,440,987
Adults and youth served

295,330
Services provided

1,245,079
People reached by events/outreach

INVESTMENT RESULTS

5,542
Basic-needs provisions

253
Permanent housing placements

1,177
Mental health provider assignments

2,228
Primary health home assignments

40,512,426
Pounds of food distributed

SACRAMENTO COUNTY

COMMUNITY PARTNERS

American Cancer Society

Primary Care Program Colorectal Screenings & HPV

citiesRISE

citiesRISE in Sacramento

Food Literacy Center

Food Literacy Education

Downtown Sacramento Partnership

Downtown Navigator Program

Serial Inebriate Program

Fairytale Town

Sacramento Play Summit

Timeless Tales Capital Campaign

Hacker Lab, Inc.

Maker Space Workforce Pathways Program

Sacramento Asian Sports Foundation

SPARK Program

Midtown Business Association

Midtown Parks

Sacramento Area Council of Governments (SACOG)

Youth Leadership Academy

Community Service, Education & Research Fund of the Sierra Sacramento Medical Society
SPIRIT Program

H3O Foundation

Hattie's House Medical Housing Program

Sierra Nevada Journeys

Classrooms Unleashed

Stanford Youth Solutions + Sierra Forever Families

School Based Mental Health Services

Sacramento Food Bank & Family Services

Hunger Relief

World Relief Sacramento

Refugee Women's Integration Program

Los Rios Colleges Foundation

Los Rios Promise Scholarship Program

Gender Health Center

Healthcare Services and Advocacy

Shady Creek Outdoor Education Foundation

Fit Quest

Ronald McDonald House Charities Northern California

Adopt-A-Family Program

Keaton's Child Cancer Alliance

Family Navigator Program

Soil Born Farms

Healthy Food For All: Rancho Cordova

Sacramento Covered

Health Navigation: Reducing Barriers to Care

Valley Vision

Cleaner Air Partnership

Food Factory

Sacramento LGBT Community Center

Capacity Building

Sacramento Steps Forward

Community Navigators Program

Society for the Blind

Low Vision Services for Patients who are Low-Moderate Income

WEAVE

Violence Prevention Navigator Program

WellSpace Health

Interim Care Program—ICP (Sacramento)

Interim Care Program Plus—ICP+

Street Nurse

T3 ED Navigator

Triage, Treat, and Transport—T3

Triage, Treat, and Transport Plus—T3+

Yolo Hospice

YoloCares



Sacramento's LGBTQ+ Community Gains Access to New Programs and Services

Sacramento's LGBT Community Center is a cultural hub and gathering place for the region's LGBTQ+ community.

Their recent move to a **new, larger location** has offered many new and expanded programs and services. It also offers more confidential and community meeting space, improved connectivity across the Center's continuum of

health services for seniors and youth, and more adequate workspace for staff, which will deliver greater opportunities for collaboration and better client outcomes.

Throughout the COVID-19 pandemic, the Center **continued to provide food, shelter, clothing,** and other emergency services to LGBTQ youth experiencing homelessness 24-7 in their shelter,

transitional living home, and host homes. Many of the Center's programs continued in a virtual environment including bilingual community resource navigation and sexual health services; counseling and mental health services; and addiction recovery and peer support groups for youth and adults.

Sutter Tracy Community Hospital

Sutter Tracy Community Hospital is the area’s only full-service acute care hospital, serving more than 100,000 people in the Tri-Central Valley region. The state-of-the-art facility features the latest medical technology and diagnostic equipment and offers a comprehensive array of inpatient and outpatient services.

OVERALL IMPACT

76,630
Adults and youth served

131,012
Services provided

3,339
People reached by events/outreach

INVESTMENT RESULTS

2,077
Basic-needs provisions

108
Transitional housing placements

285
Permanent housing placements

96
Primary health home assignments

83,095
Pounds of food distributed

SAN JOAQUIN COUNTY

COMMUNITY PARTNERS

American Cancer Society
Primary Care Program Colorectal Screenings & HPV Vaccines (San Joaquin)

Boys & Girls Clubs of Tracy
Boys & Girls Club’s Health, Well-Being, and Inclusion Program

Catholic Charities
Family Wellness Prevention and Early Intervention Program

The Homecoming Project
Transitional Care Program

Coalition of Tracy Citizens to Assist the Homeless
Improve Health and Well-Being of Homeless Men in Tracy

Community Partnership for Families of San Joaquin
Tracy Family Resource Center

Give Every Child A Chance
Health Education

GoNoodle, Inc.
Movement Videos & Games for Classroom Physical Activity

H.O.P.E. Ministries
Project Hope

McHenry House Tracy Family Shelter
Family Crisis Intervention

Tracy Community Connections Center
Modified Recuperative Care & Emergency Shelter

United Way of San Joaquin County
Connected Community Network

HealthForce Partners Northern San Joaquin Valley



Community Organization Moves Mountains in a Crisis

On the evening of Friday, July 3, an officer with the Tracy Police Department called Tracy Community Connections Center (TCCC) for **help finding shelter** for a woman and baby who'd been the victims of violence.

The staff at TCCC—which provides the homeless and those at-risk of homelessness with services, resources and referrals—**leapt into action**. Despite the fact that it was after hours on the evening before a holiday weekend, a case

manager was able to secure five nights at a motel for the woman and her baby, find her a car seat to borrow, and contact a restaurant owner who agreed to donate and deliver food from the woman's home country to the motel every day for five days. The restaurant owner also donated a large box of diapers.

Later that weekend, Tracy TCCC purchased some clothes and hygiene supplies for the woman and her baby and bought her a car seat

she could keep. The staff also found the woman—who was fearful of being deported—an immigration lawyer who agreed to represent her at no charge. The attorney then found space for the woman and her baby at a family shelter in a nearby city. A TCCC volunteer drove them there.

The next day, the woman **called TCCC to express her gratitude**. She had already connected with a therapist to address her trauma and had been given food and clothing appropriate for her culture.

Sutter Solano Medical Center

Sutter Solano Medical Center has served the residents of Solano County for more than 100 years. With 106 licensed beds, the hospital is staffed by skilled physicians and medical professionals who provide exceptional healthcare in a compassionate, healing environment.

OVERALL IMPACT

6,195
Adults and youth served

13,022
Services provided

200,700
People reached by events/outreach

INVESTMENT RESULTS

39
Obtained shelter

20
Obtained basic needs

35
Enrolled in income assistance

SOLANO COUNTY

COMMUNITY PARTNERS

Benicia Community Action Council (BCAC)
Transitional Care Program

Shady Creek Outdoor Education Foundation
Fit Quest

First 5 Solano Children and Families Commission
Tenant Improvements

Solano Economic Development Corporation
Solano EDC Investment

La Clinica de La Raza, Inc.
Solano Health Care Access Program (ED Navigator)
Triage, Treat, and Transport Plus—T3+
Vallejo Expansion Project
Optometry Services

Operation Access
Operation Access Bay Area
Touro University California
Mobile Diabetes Education Center
Pharm2Home Program

Vallejo Senior Citizens Council, Inc.
Walking For Health
Yolo Hospice
YoloCares



Touro University's Mobile Diabetes Education Center Educates the Community During the COVID-19 Pandemic

In March 2020, Solano County's in-person Mobile Diabetes Education Center (MOBEC) had to suspend its in-person services in order to comply with COVID-19 restrictions.

To continue **providing education** and maintain contact with community members, MOBEC staff expanded their use of online and digital resources. They developed a social media

campaign to share, among other things: pre-diabetes and diabetes awareness education resources, healthy recipes and exercise tips.

In November 2020, MOBEC joined Sutter Solano Medical Center, Solano County Public Health and Walgreens to offer flu vaccinations in their community. At seven events in Solano and Napa counties, staff administered more than

300 vaccines and provided diabetes education materials and resources to nearly 380 people.

Staff also **began providing diabetes education online**. The team's first distance-learning program began in August of 2020. In April of 2021, MOBEC launched its new online Diabetes Education Platform: Diabetes Education for All.

Memorial Medical Center

Memorial Medical Center, Modesto serves residents of Stanislaus County and surrounding communities. As a member of the Sutter Health family of hospitals, physician organizations and other medical services, Memorial Medical Center has access to resources and expertise that advance healthcare quality and access.

OVERALL IMPACT

141,402
Adults and youth served

151,285
Services provided

13,107
People reached by events/outreach

INVESTMENT RESULTS

1,061
Shelter placements

150
Transitional housing placements

150
Permanent housing placements

916
Basic-needs provisions

61,946
Pounds of food distributed

STANISLAUS COUNTY

COMMUNITY PARTNERS

Center for Human Services
Expanding Housing Options for Stanislaus County Young Adults

East Stanislaus Resource Conservation District
Junior Chef at the Market Program

Golden Valley Health Centers
ED Patient Service Navigator Program
Street Medicine Team

GoNoodle, Inc.
Movement Videos & Games for Classroom Physical Activity

Haven Women’s Center of Stanislaus
HARRT (Healthy And Responsible Relationships Troop)

Turlock Satellite Office
Love Stanislaus County, Inc.
Love Modesto

Modesto City Schools
Vocational Based Instruction

Modesto Gospel Mission
Freedom Road Day Program
Freedom Road Respite Program

Opportunity Stanislaus
Economic Development

Second Harvest Food Bank
Mobile Fresh

The Salvation Army
Modesto Citadel Corps—Berberian Shelter

Stanislaus County Office of Education
PHAST Youth Coalition
Soccer for Success

Turning Point Community Programs
Housing Assessment Team (HAT)

Valley Consortium for Medical Education (Tenet Health)
Family Residency Program



Sutter Partnership Helps Food Bank Meet Increased Need

At the beginning of the COVID-19 pandemic, Second Harvest of the Greater Valley, a **food-assistance program** serving seven Valley counties, became overwhelmed by a 300% increase in need. At the same time, corporate grocery donations dropped by more than 60%.

Thanks to assistance from Sutter Health and other corporate partners, Second Harvest was **able to meet families' needs**. They hired additional staff, purchased food and incorporated new safety guidelines.

They also opened new distribution centers, including a drive-through lane in front of schools to provide food to children. This new program

allowed for the distribution of perishable products as well as shelf-stable groceries, increasing the number of pounds of food provided per child and family.

The school sites can now also implement a school pantry, which allows parents to quickly receive food at their child's school to help support supplies between drive-through drops.

Sutter Davis Hospital

Sutter Davis Hospital and its programs provide care and support to Davis residents and to diverse urban and rural communities throughout Yolo County, which covers more than 1,000 square miles, much of which is dedicated to agriculture.

OVERALL IMPACT

- 154,778**
Adults and youth served
- 20,409**
Services provided
- 134,294**
People reached by events/outreach

INVESTMENT RESULTS

- 73**
Transitional housing placements
- 89**
Permanent housing placements
- 199**
Cases of income assistance
- 1,450**
Primary health home assignments
- 124**
Mental health provider assignments
- 4,363,696**
Pounds of food distributed

YOLO COUNTY

COMMUNITY PARTNERS

City of West Sacramento
Permanent Supportive Housing Project

CommuniCare Health Centers
Healthy Living with Diabetes
Salud Clinic Outdoor Play Area
Winter Shelter

County of Yolo Health and Human Services Agency
Street Medicine Program

Davis Community Meals and Housing
Paul's Place

Short Term Emergency Aid Committee
Eviction Prevention Program

Suicide Prevention of Yolo County
Health and Wellness Program

Yolo Community Care Continuum
Haven House Interim Care Program

Yolo Hospice
YoloCares

Yolo County Children's Alliance
Family Resource Center

Yolo Crisis Nursery, Inc.
Emergency Childcare and Wrap-Around Services for Families in Crisis

Yolo Food Bank
Kids Farmers Market
Nourish Yolo



Family Support a Critical Piece of Mental Health Recovery

Helping a loved one with severe mental health issues find the treatment he or she needs can be emotionally exhausting for family members.

The Health and Wellness Support program staff at Suicide Prevention of Yolo County (SPYC) provide **mental and physical health support** and connect people in need to community resources. The program may offer friendly check-in calls,

or help with more challenging issues, such as a mental health crisis.

SPYC staff understand how important it is to provide clients—and their family members—with support during emotionally turbulent times.

“SPYC will reach out to a parent or loved one that needs familial support,” says Diane Sommers, Executive Director. “Although they aren’t the

intended client for referral services, they, too, need assistance during the patient’s recovery.”

“It’s not only our goal to reduce recidivism of clients, but to facilitate healthy dialogue, promote mental health, and identify and work on extinguishing triggers which lead to hospital admission in the first place. To **support both the client and their family** is one step towards doing this.”

Sutter Surgical Hospital North Valley

Sutter Surgical Hospital North Valley serves Yuba and Sutter counties and surrounding communities. Skilled surgeons perform general surgery, as well as procedures in gynecology, orthopedics, spine, plastic surgery, podiatry, vascular surgery, and ear, nose and throat. Since opening in 2009, the hospital has earned several honors and recognition from VHA West Coast for achieving excellence in Hospital Consumer Assessment of Healthcare Providers and Systems.

OVERALL IMPACT

- 5,472**
Adults and youth served
- 63,246**
Services provided
- 6,868**
People reached by events/outreach

INVESTMENT RESULTS

- 43**
Traditional housing placements
- 34**
Permanent housing placements
- 43**
Basic-needs provisions
- 10**
Instances of income assistance
- 130,493**
Pounds of food distributed

YUBA AND SUTTER COUNTIES

COMMUNITY PARTNERS

American Cancer Society
Primary Care Program Colorectal Screenings & HPV Vaccines

Shady Creek Outdoor Education Foundation
Fit Quest
Shade Sail Structure over Amphitheatre

Sutter Yuba Homeless Consortium
Coordinated Entry—Counseling Services

The Salvation Army, Yuba City
Hope NOW
Yolo Hospice
YoloCares

Yuba-Sutter Food Bank
COVID-19 Services
Mobile Fresh Food Program



Salvation Army Helps Families in Yuba-Sutter Community Face Pandemic's Challenges

The Salvation Army Depot Family Crisis Center recently converted space at its facility in Marysville for classroom instruction and hired a childhood educator to help families experiencing homelessness during COVID-19. The converted space provides a location where students can access Wi-Fi for remote learning. The classroom space also **benefits parents** who would typically receive mental health or addiction care treatment while their kids were in traditional school. The

conversion was possible in part from funding provided by Sutter Health.

“COVID-19 has changed nearly every aspect of our world. However, there are still needs within our community that remain, like **finding access to education, healthcare and addiction support for those in need,**” said Salvation Army Major Julius Murphy. “The pandemic has only made those challenges more difficult. We are grateful to

partners like Sutter Health that consistently invest in our communities and that show flexibility when circumstances and needs change for our program participants.”

The resources benefit children and their families in the Yuba-Sutter area. The space has also supported family members who are largely in frontline service positions and unable to find alternative daycare solutions for their children.

SUTTER HEALTH BAY AREA



As part of our not-for-profit mission, Sutter Health invests millions of dollars back into the Bay Area communities we serve. Through investments and [community partnerships](#) located throughout our footprint in the nine Bay Area counties, we're providing and preserving vital programs and services, thereby improving the health and well-being of communities, families and patients. In 2020, the challenges of the COVID-19 pandemic reaffirmed the value of these relationships and the importance of our continued support of our community partners—both financial and through sharing technical resources and expertise. Sutter stood by our commitments and supported our partners when they needed it most, in several cases increasing funding to help non-profits respond to the public health emergency.

We recognize that each community we serve is unique, with their own strengths and opportunities that we consider as we develop an effective investment strategy. By regularly assessing and identifying community needs through our Community Health Needs Assessments, we are able to fund programs that provide critical support to the underserved. We conduct CHNAs every three years in collaboration with other healthcare providers, public health departments, key informant interviews and focus groups, and a variety of community organizations.

24,000

Employees

126,301

Medi-Cal patients served

22,046

Charity Care patients served

1 in 14

Medi-Cal patients in the Bay Area received care at a Sutter affiliate in 2020





Sutter Health Bay Area

Benefits for the Poor and Underserved

Charity Care	\$62,123,315
Unreimbursed Costs of Medi-Cal	\$450,244,141
Unreimbursed Costs of Other Public Programs	\$16,042,229
Other Benefits for the Poor and Underserved	\$42,011,864
Total for Poor and Underserved	\$570,421,549

Benefits for the Broader Community

Non-Billed Services*	\$20,579,214
Health Professions Education and Research	\$54,550,643
Cash and In-Kind Donations	\$1,789,789
Other Community Benefits	\$790,748
Total for Broader Community	\$77,710,394

*Non-Billed Services include community health education, healthcare support services, and subsidized clinical services.

In addition to the above, total 2020 Bay Area Unreimbursed Costs of Medicare were \$1.2 Billion.

SUTTER HEALTH BAY AREA PROGRAM OUTCOMES

277

Organizations supported

331,405

People served

1,069,382

Encounters

274,123

Health screenings

OVERARCHING REGIONAL HEALTH PRIORITIES



HEALTH CARE ACCESS & DELIVERY

102

Organizations supported

285,754

People served

69,755

Connected to a primary care provider

3,912

Surgeries and other procedures provided

7,858

Enrolled in insurance



BEHAVIORAL HEALTH

82

Organizations supported

132,506

People served

395,845

Encounters



HOUSING & HOMELESSNESS

37

Organizations supported

46,519

People served

7,378

Connected to housing

223,315

Meals provided



SAFETY FROM VIOLENCE

28

Organizations supported

3,187

People case-managed

8,248

Connected to social services



ECONOMIC SECURITY

32

Organizations supported

20,062

People served

9,060

Connected to social services

Alta Bates Summit Medical Center

Alta Bates Summit Medical Center is the East Bay's largest private, not-for-profit medical center with three campuses. About 17% of Northern Alameda County residents and nearly 20% of children live in poverty. The two largest racial/ethnic populations are White and Asian; the third and fourth largest are Latinx and Black, respectively.



4,098
Employees



19,964
Medi-Cal patients served

1,143
Physicians

4,335
Charity Care patients served

Benefits for the Poor and Underserved

Charity Care	\$12,065,252
Unreimbursed Costs of Medi-Cal	\$118,812,237
Unreimbursed Costs of Other Public Programs	\$11,508,591
Other Benefits for the Poor and Underserved	\$4,490,993
Total for Poor and Underserved	\$146,877,073

Benefits for the Broader Community

Non-Billed Services*	\$2,378,262
Health Professions Education and Research	\$142,006
Cash and In-Kind Donations	\$229,000
Other Community Benefits	\$98,986
Total for Broader Community	\$2,848,254
Total 2020 quantifiable community benefit expenditures	\$149.7M

*Non-Billed Services include community health education, healthcare support services, and subsidized clinical services.

2020 Unreimbursed Costs of Medicare \$193,446,913

NORTHERN ALAMEDA COUNTY

COMMUNITY INVESTMENT OUTCOMES

OVERALL IMPACT

23
Organizations supported

22,232
People served

39,876
Meals provided

BEHAVIORAL HEALTH

1,268
Provided with behavioral health services

407
Connected to substance use services

COMMUNITY & FAMILY SAFETY

1,480
People served

207
People case-managed

ECONOMIC SECURITY

4,603
People served

61
People placed in employment

HEALTHCARE ACCESS & DELIVERY

15,288
People served

4,394
People seen by a primary care provider



The Unity Council: Holistic Services for Families in Need

When Zilpa Naomi Lopez walked into the office of The Unity Council (TUC) in Oakland, she couldn't believe her ears. Not only were staff members immediately addressing her in her native Spanish, she even heard employees speaking Mam, the Mayan language her mother spoke in Guatemala. Lopez immediately felt welcomed and safe.

The 34-year-old mother of three moved to Oakland four years ago in search of better

economic opportunities and to flee a violent relationship, she said. Lopez was referred to TUC for help with rent and other direct services after losing her custodial job at the Oakland Coliseum due to the pandemic. Her partner is a day laborer with an unpredictable income.

"It's very stressful to not have a regular income because our rent is \$1,300 a month without electricity," Zilpa said through a translator.

With the help of TUC's Housing and Financial Access program, she received emergency funds to help pay her rent and utilities, a CalFresh debit card, free weekly groceries through TUC's food distributions, and access to an early-childhood program for her baby. Lopez also regularly meets with a Unity Council coach to navigate resources for affordable housing and to learn how to manage her finances.

California Pacific Medical Center

CPMC's three acute care campuses serve San Francisco, the second most densely populated major city in the United States. San Francisco's population growth outpaces that of California and is characterized by an increasing average age and increasing Asian/Pacific Islander and Latinx populations. One-third of residents are foreign born, making culturally and linguistically competent services an important component of care.



4,879

Employees



25,361

Medi-Cal patients served

1,352

Physicians

5,058

Charity Care patients served

Benefits for the Poor and Underserved

Charity Care	\$17,222,610
Unreimbursed Costs of Medi-Cal	\$153,388,940
Unreimbursed Costs of Other Public Programs	\$3,931,580
Other Benefits for the Poor and Underserved	\$21,086,544
Total for Poor and Underserved	\$195,629,674

Benefits for the Broader Community

Non-Billed Services*	\$7,359,819
Health Professions Education and Research	\$33,035,489
Cash and In-Kind Donations	\$83,900
Other Community Benefits	\$132,299
Total for Broader Community	\$40,611,507
Total 2020 quantifiable community benefit expenditures	\$236.2M

*Non-Billed Services include community health education, healthcare support services, and subsidized clinical services.

2020 Unreimbursed Costs of Medicare \$280,403,693

SAN FRANCISCO COUNTY

COMMUNITY INVESTMENT OUTCOMES

OVERALL IMPACT

70	Organizations supported
136,048	People served
547,109	Encounters
1,406	Received child development services

ACCESS TO CARE

43	Organizations supported
3,605	Surgeries and other procedures provided
233,908	Health screenings

FOOD SECURITY, HEALTHY EATING & ACTIVE LIVING

25	Organizations supported
2,400,825	Meals provided
3,589	Provided with nutrition education

HOUSING SECURITY & AN END TO HOMELESSNESS

21	Organizations supported
3,138	Connected to housing

SAFETY FROM VIOLENCE & TRAUMA

17	Organizations supported
2,980	People case-managed

SOCIAL, EMOTIONAL & BEHAVIORAL HEALTH

38	Organizations supported
7,235	Connected to mental health services
1,194	Connected to substance use services



San Francisco Village: From Hospital to Home

Deborah*, 87, was hospitalized with a serious bacterial skin infection that caused significant loss of mobility and difficulty walking. Like many seniors, she wanted to return to her home, but needed help with that transition.

That's where a collaboration between California Pacific Medical Center's Acute Care for the Elderly (ACE) Unit and community organization San Francisco Village is helping to improve the

lives of older citizens. Patients discharged from the ACE Unit can receive support ranging from grocery shopping, pet care and music companionship, to car rides for medical appointments or prescription pickups.

Paired with a San Francisco Village volunteer who visits twice a month, Deborah has seen firsthand the impact that a better experience of aging can make.

"I'm eager to stay active in the aging community and to be able to share my knowledge with others," Deborah says. "Facing the challenges of illness last year, I have a deeper understanding of the needs of older adults who lose their mobility and may feel disconnected from their loved ones and community."

**Some names and details have been changed to protect patient privacy*

Eden Medical Center

Eden Medical Center is a 130-bed hospital that serves as the regional trauma center for Southern Alameda County. About 13% of Southern Alameda County residents and nearly 20% of children live in poverty. The two largest racial/ethnic populations are Asian and Latinx; the third and fourth largest are White and Black, respectively.



1,173
Employees



8,372
Medi-Cal patients served

518
Physicians

2,093
Charity Care patients served

Benefits for the Poor and Underserved

Charity Care	\$6,076,187
Unreimbursed Costs of Medi-Cal	\$19,715,810
Unreimbursed Costs of Other Public Programs	\$78,060
Other Benefits for the Poor and Underserved	\$1,252,006
Total for Poor and Underserved	\$27,122,063

Benefits for the Broader Community

Non-Billed Services*	\$425,141
Health Professions Education and Research	\$19,578
Cash and In-Kind Donations	\$6,375
Other Community Benefits	\$109,172
Total for Broader Community	\$560,266
Total 2020 quantifiable community benefit expenditures	\$27.7M

*Non-Billed Services include community health education, healthcare support services, and subsidized clinical services.

2020 Unreimbursed Costs of Medicare \$52,081,162

SOUTHERN ALAMEDA COUNTY

COMMUNITY INVESTMENT OUTCOMES

OVERALL IMPACT

12
Organizations supported

19,303
People served

40,537
Meals provided

BEHAVIORAL HEALTH

11,429
Provided with behavioral health services

784
Connected to substance use services

HOUSING & HOMELESSNESS

475
People housed in homeless shelters

3,609
People connected to housing

HEALTHCARE ACCESS & DELIVERY

15,546
People served

1,508
People seen by a primary care provider

ECONOMIC SECURITY

39
Residents paired with a financial coach

8,890
Families provided with basic needs



Family Emergency Shelter Coalition: Homeless Families Moving from Crisis to Stability

Fantasia, a single mother of five children, ages 18, 10, 8, 4 and 2, suddenly lost her apartment after her landlord sold the property and failed to notify his tenants. Her unexpected homelessness caused her employer to let her go.

With her finances depleted and no housing options, she began calling shelters to see who could help her. That's when she found the Family

Emergency Shelter Coalition (FESCO), a group of community members and churches that provide homeless families with food, housing and supportive services in furtherance of its mission to move these families toward self-sufficiency.

Fantasia and her children were referred to FESCO's Les Marquis House, a 23-bed

emergency shelter. She went back to her former employer to let them know that she was now stably housed and was rehired full-time.

As the weeks went on, Fantasia began saving money and working with the Les Marquis staff to find permanent housing. They found an apartment Fantasia could afford, and she and her children now have a place to call home.

Mills-Peninsula Medical Center

Mills-Peninsula Medical Center serves San Mateo County, the 14th largest county in California by population. The county occupies 455 square miles of land on the peninsula, including 292 square miles of water and nearly 58 miles of coastline. Its residents are highly diverse, with more than one-third being foreign born.



1,890
Employees



10,851
Medi-Cal patients served

725
Physicians

2,255
Charity Care patients served

Benefits for the Poor and Underserved

Charity Care	\$5,056,096
Unreimbursed Costs of Medi-Cal	\$41,676,417
Unreimbursed Costs of Other Public Programs	\$141
Other Benefits for the Poor and Underserved	\$2,089,504
Total for Poor and Underserved	\$48,822,158

Benefits for the Broader Community

Non-Billed Services*	\$1,954,884
Health Professions Education and Research	\$1,078,517
Cash and In-Kind Donations	\$168,061
Other Community Benefits	\$32,947
Total for Broader Community	\$3,234,409
Total 2020 quantifiable community benefit expenditures	\$52.1M

*Non-Billed Services include community health education, healthcare support services, and subsidized clinical services.

2020 Unreimbursed Costs of Medicare \$124,178,662

SAN MATEO COUNTY

COMMUNITY INVESTMENT OUTCOMES

OVERALL IMPACT

31
Organizations supported

22,127
People served

63,792
Encounters

HEALTHCARE ACCESS & DELIVERY

14
Organizations supported

10,492
People served

5,260
People seen by a primary care provider

429
Enrolled in insurance

MENTAL HEALTH & WELL-BEING

14
Organizations supported

8,930
Connected to mental health services

5,443
Support group meetings

ORAL/DENTAL HEALTH

7,963
People served

12,955
Dental surgeries or procedures provided

HOUSING & HOMELESSNESS

2,729
People served

2,315
Connected to social services

528
Connected to housing



CORA: Inclusive Support for Victims of Relationship Abuse

For more than 40 years, Community Overcoming Relationship Abuse (CORA) has focused its array of services on the most vulnerable survivors of intimate partner abuse in San Mateo County. They offer free, trauma-informed, client-driven services to survivors who have limited English proficiency, are low- to no-income, and are from racial, ethnic, and/or religious minority groups. CORA also seeks to meet the specific needs of survivors who are LGBTQ+.

As LGBTQ+ Crisis Counselor Bec Prisk reminds callers to CORA's 24-hour hotlines, "You have the right to live without the fear of violence." And especially for callers who are transgender, she adds, "You have the right to exist as you are."

In a culture where LGBTQ+ people are marginalized, being in an abusive relationship can mimic and perpetuate the pain that society inflicts upon LGBTQ+ individuals just for being who they are. To end the cycle of abuse, CORA offers mental

health services, crisis support, legal assistance, supportive housing, and community advocacy, in addition to providing community education and training to service providers who also seek to offer compassionate and culturally sensitive services.

By raising awareness of the specific needs of LGBTQ+ survivors, CORA staff like Bec widen the community of support for *all* people who are healing from relationship abuse, so they can embody lives of self-determination and dignity.

Novato Community Hospital

Novato Community Hospital is a 40-bed facility known for its quality joint replacement services. The hospital provides funding for athletic trainers at local schools to aid in concussion prevention. While Marin County is an affluent and relatively healthy county, there are also substantial disparities in socioeconomic status, with areas of concentrated poverty.



296
Employees



3,927
Medi-Cal patients served

235
Physicians

766
Charity Care patients served

Benefits for the Poor and Underserved

Charity Care	\$1,198,532
Unreimbursed Costs of Medi-Cal	\$7,881,487
Unreimbursed Costs of Other Public Programs	\$11,691
Other Benefits for the Poor and Underserved	\$393,686
Total for Poor and Underserved	\$9,485,396

Benefits for the Broader Community

Cash and In-Kind Donations	\$1,875
Other Community Benefits	\$6,884
Total for Broader Community	\$8,759
Total 2020 quantifiable community benefit expenditures	\$9.5M

2020 Unreimbursed Costs of Medicare \$17,750,257

MARIN COUNTY

COMMUNITY INVESTMENT OUTCOMES

OVERALL IMPACT

10
Organizations supported

30,086
People served

136,276
Encounters

MENTAL HEALTH

9,661
Connected to mental health services

1,731
Connected to substance use services

ACCESS TO CARE

30,086
People served

22,420
People seen by primary care provider

4,707
Enrolled in insurance

VIOLENCE & INJURY PREVENTION

1,581
People served

15,660
Encounters



Novato Unified School District: Keeping Student Athletes Safe

The athletic trainers at Novato high schools are used to keeping student-athletes safe. They provide onsite first aid, injury assessment and referral, and preventative and rehabilitative guidance. They keep a special eye out for possible concussion events, using advanced technology that includes concussion baseline testing.

When weekly COVID-19 testing was mandated for all indoor sports, the trainers were able to

step up to the plate to ensure compliance—thanks to Novato Community Hospital’s support.

The strict protocol has been met with great professionalism and humor.

“It’s humanizing to see the kids come in all serious and be asked to self-swab their own nasal cavity,” says Novato High School Certified Athletic Trainer Steve Dehart. “This is met with giggles and apprehension by some. Then the

relief to hear that they are negative. In the case of a positive test, we move forward in the protocol to ensure the safety of all.”

Testing of student-athletes and coaches has allowed for the resumption of volleyball, basketball and wrestling programs. Such extracurricular activities are essential for the mental and physical well-being of the athletes. And parents can continue to have peace of mind knowing that their children can safely participate in school athletics.

Sutter Delta Medical Center

Sutter Delta Medical Center is a 145-bed acute care facility in Antioch. Nearly 13% of East Contra Costa County residents and 18% of children live in poverty. The two largest racial/ethnic populations are White and Latinx; the third and fourth largest are Black and Asian, respectively.

 **821**
Employees

412
Physicians



13,792
Medi-Cal patients served

2,676
Charity Care patients served

Benefits for the Poor and Underserved

Charity Care	\$4,816,454
Unreimbursed Costs of Medi-Cal	\$19,611,342
Unreimbursed Costs of Other Public Programs	\$37,742
Other Benefits for the Poor and Underserved	\$2,885,799
Total for Poor and Underserved	\$27,351,337

Benefits for the Broader Community

Non-Billed Services*	\$248,960
Health Professions Education and Research	\$141,860
Cash and In-Kind Donations	\$98,512
Other Community Benefits	\$73,420
Total for Broader Community	\$562,752
Total 2020 quantifiable community benefit expenditures	\$27.9M

*Non-Billed Services include community health education, healthcare support services, and subsidized clinical services.

2020 Unreimbursed Costs of Medicare \$26,443,528

EAST CONTRA COSTA COUNTY

COMMUNITY INVESTMENT OUTCOMES

OVERALL IMPACT

11
Organizations supported

16,791
People served

22,087
Encounters

BEHAVIORAL HEALTH

79
Provided with behavioral health services

295
School staff trained in trauma-informed/restorative practices

ECONOMIC SECURITY

1,259
People served

50
Job training program graduates

32
People placed in employment

197,726
Meals provided

HOUSING & HOMELESSNESS

4,465
People served

21,122
Encounters

513
People housed in homeless shelters

HEALTHCARE ACCESS & DELIVERY

10,693
People served

1,482
People seen by a primary care provider



Family Justice Center: Healing the Impact of Interpersonal Violence

A mother of two girls, Jaime decided to get out of an abusive relationship after a violent incident that threatened her family's safety.

After staying for a short time in a hotel, Jaime was connected to the Family Justice Center, an organization that helps people affected by domestic violence, sexual assault, child abuse, elder abuse, and human trafficking. The Justice

Center connected her to its Housing First program, which provides housing support to domestic violence survivors.

While searching for a safe home for Jaime and her family, the Family Justice Center helped Jaime stay a little longer at her hotel.

Within two weeks, Jaime and her daughters moved into an apartment. She continued

working with the Family Justice Center to create a personalized safety plan for the future.

Today, Jaime is preparing to celebrate her oldest daughter's graduation from high school and is in the process of enrolling in school to pursue a career in nursing.

Sutter Lakeside Hospital

Sutter Lakeside Hospital is proud to serve residents of Lake County with a 25-bed critical access hospital. Over the past five years, residents have proven their resilience in the face of devastating fires, power shutoffs and economic hardship. The Lake County community has worked cohesively to strengthen resources available to families and build economic stature.



372
Employees



6,622
Medi-Cal patients served

275
Physicians

923
Charity Care patients served

Benefits for the Poor and Underserved

Charity Care	\$1,643,237
Unreimbursed Costs of Medi-Cal	\$4,954,904
Unreimbursed Costs of Other Public Programs	\$26,306
Other Benefits for the Poor and Underserved	\$1,693,433
Total for Poor and Underserved	\$8,317,880

Benefits for the Broader Community

Non-Billed Services*	\$7,153,763
Health Professions Education and Research	\$62,256
Cash and In-Kind Donations	\$38,685
Other Community Benefits	\$44,378
Total for Broader Community	\$7,299,082
Total 2020 quantifiable community benefit expenditures	\$15.6M

*Non-Billed Services include community health education, healthcare support services, and subsidized clinical services.

2020 Unreimbursed Costs of Medicare \$5,794,618

LAKE COUNTY

COMMUNITY INVESTMENT OUTCOMES

OVERALL IMPACT

12
Organizations supported

3,098
People served

5,358
Encounters

SUBSTANCE/ DRUG ABUSE

1,608
Support group meetings

COMMUNITY OUTREACH & ENGAGEMENT

968
People served

CANCER PREVENTION & SCREENINGS

2,130
People served



Sutter Lakeside Hospital's Safe-Sleep Classes Help New Parents

In an effort to reduce infant deaths and injuries related to suffocation and Sudden Infant Death Syndrome (SIDS) in Lake County, Sutter Lakeside Hospital partnered with Tribal Health, Lake County First 5 and other groups to launch an infant safe-sleep campaign in 2017.

In addition to hosting safe-sleep classes, Sutter Lakeside Hospital offers a Smart Start Baby Bundle to all Lake County families who are expecting or have a newborn. Each Lake

County family that completes safe-sleep training receives a bundle, which includes a Pack n' Play (a portable sleeper/playpen) and other baby essentials that support safe-sleep strategies.

Participants who attend the class have the opportunity to opt into the Family Resource Navigator Program. It is a one-year program that provides additional support to families with the goal of connecting more families to resources.

"I had just become the temporary legal guardian of a baby," shares one class participant. "After taking Sutter Lakeside's safe-sleep class, I had some essential newborn supplies and referrals for help caring for a newborn. I took care of the baby for two months before she went to live with her biological father, and I greatly appreciate the support I received during that time."

Sutter Maternity and Surgery Center

Sutter Maternity and Surgery Center serves Santa Cruz County—45 square miles that house one of California’s most popular seaside resorts as well as major industries including food harvesting, canning and freezing. The county has a relatively mature population with 52% of residents over age 35 and seniors constituting 21%.



315
Employees



839
Medi-Cal patients served

246
Physicians

149
Charity Care patients served

Benefits for the Poor and Underserved

Charity Care	\$601,656
Unreimbursed Costs of Medi-Cal	\$4,332,030
Unreimbursed Costs of Other Public Programs	\$70,699
Other Benefits for the Poor and Underserved	\$466,992
Total for Poor and Underserved	\$5,471,377

Benefits for the Broader Community

Non-Billed Services*	\$86,753
Cash and In-Kind Donations	\$56,825
Other Community Benefits	\$4,427
Total for Broader Community	\$148,005
Total 2020 quantifiable community benefit expenditures	\$5.6M

*Non-Billed Services include community health education, healthcare support services, and subsidized clinical services.

2020 Unreimbursed Costs of Medicare \$10,565,307

SANTA CRUZ COUNTY

COMMUNITY INVESTMENT OUTCOMES

OVERALL IMPACT

10
Organizations supported

44,878
People served

177,390
Encounters

BEHAVIORAL HEALTH

3
Organizations supported

28,177
People served

HOUSING & HOMELESSNESS

3
Organizations supported

58
Connected to a shelter

25,852
Meals provided

HEALTHCARE ACCESS & DELIVERY

6
Organizations supported

42,249
People served

1,341
Enrolled in insurance

20,758
Seen by primary care provider

MATERNAL/ CHILD HEALTH

32,521
People served



Housing Matters: Regaining Health and Stability After a Hospital Stay

Erin Gaede manages the Recuperative Care Center (RCC) at Housing Matters, a respite-care shelter where community members experiencing homelessness in Santa Cruz County come to heal after discharge from an inpatient stay at the hospital. RCC staff work in partnership with nurses from the county-operated Homeless Persons Health Project (HPHP) to help about 70 shelter residents annually regain lasting health and stability after significant illness or injury.

“At the RCC, we recognize that housing is healthcare, that each person at the RCC needs a bed and a roof to fully recover from their illness or injury,” Erin says. “And we know that permanent housing is the foundation for a healthy life. That’s why every resident is working with a case manager on their long-term housing plan while they recuperate at the shelter.”

“What makes the RCC a unique shelter program is our partnership with local healthcare organizations

like Sutter Health and the county-operated HPHP,” Erin says. “We see how that partnership between community healthcare staff and our case managers and housing navigators is essential. It’s those wrap-around supportive services that provide our shelter residents the opportunity for long-term well-being.”

“I’m proud to be a part of this truly collaborative effort to help some of our most vulnerable community members experiencing homelessness to heal from illness and find lasting stability.”

Sutter Santa Rosa Regional Hospital

First opened in 1867, Sutter Santa Rosa Regional Hospital serves Sonoma County with a new, seismically modern 84-bed facility. While the county has less economic inequality than California as a whole, economic disparities along ethnic and regional lines affect access to resources, and 22% of the growing senior population have incomes less than 200% of the federal poverty level.



1,055
Employees



10,903
Medi-Cal patients served

500
Physicians

2,085
Charity Care patients served

Benefits for the Poor and Underserved

Charity Care	\$4,745,834
Unreimbursed Costs of Medi-Cal	\$9,092,571
Unreimbursed Costs of Other Public Programs	\$282,073
Other Benefits for the Poor and Underserved	\$844,137
Total for Poor and Underserved	\$14,964,615

Benefits for the Broader Community

Non-Billed Services*	\$333,996
Health Professions Education and Research	\$11,119,345
Cash and In-Kind Donations	\$347,329
Other Community Benefits	\$20,719
Total for Broader Community	\$11,821,389
Total 2020 quantifiable community benefit expenditures	\$26.8M

*Non-Billed Services include community health education, healthcare support services, and subsidized clinical services.

2020 Unreimbursed Costs of Medicare \$29,500,677

SONOMA COUNTY

COMMUNITY INVESTMENT OUTCOMES

OVERALL IMPACT

15
Organizations supported

24,988
People served

83,482
Encounters

HOUSING & HOMELESSNESS

225
People served

95
Connected to housing

ACCESS TO CARE

24,216
People served

5,579
Connected to mental health services

9,628
Seen by primary care provider

CARDIOVASCULAR DISEASE, STROKE & TOBACCO USE

6,739
People served

27,997
Encounters



Santa Rosa Junior College: HOPE for Students Interested in Healthcare Careers

Cameroon native Leatisia emigrated to the United States to pursue a career in nursing. She applied and was accepted to Santa Rosa Junior College's Health Occupation Preparation Education (HOPE), a program aimed at increasing the college retention and graduation rates of students interested in healthcare careers. The HOPE program helped with scholarship support and groceries, among other things.

Then the pandemic hit. Leatisia's semester was cancelled, but she still had to take out a student loan to pay for rent and basic necessities. She got a job at Big Lots and was living day by day.

HOPE program staff helped her develop a resume and cover letter and performed mock interviews with her. This helped her find a job at a local hospital as a Certified Nursing Assistant.

Thanks to this job, she was able to return to Cameroon to visit her young son for the first time in two years.

Leatisia graduates in May 2021. She'd like to transfer to a four-year college to earn a bachelor's degree in Nursing and then pursue a master's degree in Public Health.

Palo Alto Medical Foundation

Palo Alto Medical Foundation is a not-for-profit organization caring for 1 million patients across Alameda, San Mateo, Santa Clara and Santa Cruz counties. As part of Sutter Health, PAMF provides its patients a network of care that includes 50 sites with access to hundreds of specialists, including rare specialties like gynecologic oncology and pediatric neurology.



5,738
Employees



19,740
Medi-Cal patients served

1,681
Clinicians

1,970
Charity Care patients served

Benefits for the Poor and Underserved

Charity Care	\$5,444,498
Unreimbursed Costs of Medi-Cal	\$24,836,827
Unreimbursed Costs of Other Public Programs	\$95,346
Other Benefits for the Poor and Underserved	\$1,712,190
Total for Poor and Underserved	\$32,088,861

Benefits for the Broader Community

Non-Billed Services*	\$587,471
Health Professions Education and Research	\$5,651,708
Cash and In-Kind Donations	\$757,314
Other Community Benefits	\$267,516
Total for Broader Community	\$7,264,009
Total 2020 quantifiable community benefit expenditures	\$39.4M

*Non-Billed Services include community health education, healthcare support services, and subsidized clinical services.

2020 Unreimbursed Costs of Medicare \$377,167,877

ALAMEDA, SAN MATEO, SANTA CLARA AND SANTA CRUZ COUNTIES

COMMUNITY INVESTMENT OUTCOMES

OVERALL IMPACT

100
Organizations supported

11,854
People served

13,095
Encounters

MENTAL/ BEHAVIORAL HEALTH

14
Organizations supported

476
Connected to mental health services

FOOD SECURITY, HEALTHY EATING & ACTIVE LIVING

13
Organizations supported

ACCESS TO CARE

23
Organizations supported

702
Seen by primary care provider

175
Enrolled in insurance

3,113
Health screenings

COMMUNITY OUTREACH & ENGAGEMENT

36
Organizations supported



Peninsula Healthcare Connection: Free Care for the Most Vulnerable

At age 74, Jane had dementia and a history of alcoholism but had been sober for nearly 40 years. She found herself experiencing homelessness for longer than she ever anticipated. She came to trust the staff at the Peninsula Healthcare Connection (PHC) clinic, where she was a regular patient for pre-existing health issues including anxiety and high blood pressure, as well as health issues she

experienced as a direct result of living on the street.

The clinic is located within the Opportunity Center, an affordable apartment complex and service center for homeless and extremely low-income families and individuals. With the help of a case manager, Jane found housing at the Opportunity Center at the end of 2020. She

continues to receive healthcare from PHC and has reconciled with her daughter after years of separation.

Thanks to collaboration with Sutter Health and other local organizations, in 2020, the PHC clinic provided almost 1,200 appointments for primary care and mental health services to 300 homeless and at-risk patients.

Sutter East Bay Medical Foundation

Sutter East Bay Medical Foundation is an integrated healthcare delivery system working in partnership with local hospitals, community physicians and healthcare organizations. Part of the Sutter Health network, SEBMF offers high-quality medical care close to patients and their families, with care centers in Albany, Antioch, Berkeley, Brentwood, Castro Valley, Oakland, Orinda and Richmond.



537
Employees



7,089
Medi-Cal patients served

342
Clinicians

45
Charity Care patients served

Benefits for the Poor and Underserved

Charity Care	\$1,072,560
Unreimbursed Costs of Medi-Cal	\$19,073,996
Total for Poor and Underserved	\$20,146,556

Benefits for the Broader Community

Health Professions Education and Research	\$7,887
Total for Broader Community	\$7,887
Total 2020 quantifiable community benefit expenditures	\$20.2M

2020 Unreimbursed Costs of Medicare \$33,352,444

ALAMEDA AND CONTRA COSTA COUNTIES

Physician's Nutrition Program Teaches Kids How to Plan, Prepare Meals with their Families

Sutter East Bay Medical Foundation Osteopathic Medicine physician Mahsheed Shariati, D.O., is committed to holistic healing and prevention.

After working in urgent care for 11 years, she began looking for ways to provide health education to further the well-being of underserved East Contra Costa County communities.

"Our goal was to bring the family unit together again. Eat together, enjoy the food we nourish our bodies with, and cherish our time together," she says.

Teaching people about the importance of family meals and providing outreach to teens from low-income households inspired Dr. Shariati to create a 10-week nutrition cooking

series: The East County Youth & Family Empowerment Program (ECYFE).

ECYFE helps young people learn how to buy, plan and prepare meals and encourages them to cook and eat at least one meal a day with their families. It educates kids about the effects of nutrition and physical activity on chronic disease risk and has provided tips for staying mentally healthy during the COVID-19 pandemic.



Sutter Pacific Medical Foundation

Sutter Pacific Medical Foundation doctors offer primary, specialty and complex medical care throughout San Francisco, Marin and Sonoma counties. The more than 230 doctors who practice there are dedicated to providing excellent care, combining the latest in medical knowledge and technology with a personal touch. With an extensive network of Sutter facilities, patients have access to exceptional care.



1,022

Employees

331

Clinicians



12,734

Medi-Cal patients served

126

Charity Care patients served

Benefits for the Poor and Underserved

Charity Care	\$2,095,202
Unreimbursed Costs of Medi-Cal	\$24,691,978
Other Benefits for the Poor and Underserved	\$13,335
Total for Poor and Underserved	\$26,800,515

Benefits for the Broader Community

Non-Billed Services*	\$50,165
Health Professions Education and Research	\$3,291,997
Cash and In-Kind Donations	\$1,913
Total for Broader Community	\$3,344,075
Total 2020 quantifiable community benefit expenditures	\$30.1M

*Non-Billed Services include community health education, healthcare support services, and subsidized clinical services.

2020 Unreimbursed Costs of Medicare \$63,071,859

SAN FRANCISCO, MARIN AND SONOMA COUNTIES

Vaccines Come to Neighborhood Hard-Hit by COVID-19

In February 2021, a large-scale COVID-19 vaccine clinic opened at SF Market, the city's wholesale produce market. Located in San Francisco's Bayview Hunters Point neighborhood, it offers community members a convenient location to get vaccinated in an area that has been hard-hit by the virus.

The result of a collaboration between Sutter Health, the City of San Francisco and the County Department of Public Health, the clinic administered up to 1,000 vaccinations per day, with a total of more than 32,000 vaccinations provided in the first three months.

"This site is 100% about equity and making sure that the communities that have been

most affected by the virus have the same level of access as we do throughout the rest of the city," said San Francisco Board of Supervisors President Shamann Walton. "I want to thank Sutter for prioritizing our community and making sure that we get folks vaccinated so we can beat this virus and get back to a sense of normalcy."





sutterhealth.org/community-benefit