

St. Joseph's Behavioral Health Center

Community Benefit 2020 Report and 2021 Plan

Adopted October 2020



A message from

Paul Rains, president of St. Joseph's Behavioral Health Center, and Debra Cunningham, Chair of Port City Operating Company, LLC Board of Managers.


Dignity Health's approach to community health improvement aims to address significant health needs identified in the Community Health Needs Assessments that we conduct with community input, including from the local public health department. Our initiatives to deliver community benefit include financial assistance for those unable to afford medically necessary care, a range of prevention and health improvement programs conducted by the hospital and with community partners, and investing in efforts that address social determinants of health.

ST. JOSEPH'S BEHAVIORAL HEALTH CENTER shares a commitment with others to improve the health of our community, and delivers programs and services to help achieve that goal. The Community Benefit 2020 Report and 2021 Plan describes much of this work. This report meets requirements in California state law (Senate Bill 697) that not-for-profit hospitals produce an annual community benefit report and plan. Dignity Health hospitals in Arizona and Nevada voluntarily produce these reports and plans, as well. We are proud of the outstanding programs, services and other community benefits our hospital delivers, and are pleased to report to our community.

In fiscal year 2020 (FY20), ST. JOSEPH'S BEHAVIORAL HEALTH CENTER provided \$949,081 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services and other community benefits. The hospital also incurred \$3,384,445 in unreimbursed costs of caring for patients covered by Medicare.

The hospital's Community Board reviewed, approved and adopted the Community Benefit 2020 Report and 2021 Plan at its October 29, 2020 meeting.

Thank you for taking the time to review our report and plan. We welcome any questions or ideas for collaborating that you may have, by reaching to out to Paul Rains, President at Paul.Rains@DignityHealth.org



Paul Rains, President








Debra Cunningham, Chair Port City Operating Company, LLC Board of Managers

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At-a-Glance Summary

Community Served 	<p>St. Joseph's Behavioral Health Center serves Stockton, California and San Joaquin County, some resident of these areas struggle with health issues, which include rising obesity, poor oral health, high rates of mental illness, and shortage of proper health education, economic security and affordable housing.</p>
Economic Value of Community Benefit 	<p>\$949,081 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services, community grants and other community benefits.</p> <p>\$3,384,445 in unreimbursed costs of caring for patients covered by Medicare.</p>
Significant Community Health Needs Being Addressed 	<p>The significant community health needs the hospital is helping to address and that form the basis of this document were identified in the hospital's most recent Community Health Needs Assessment (CHNA). Needs being addressed by strategies and programs are:</p> <ul style="list-style-type: none"> Mental Health
FY20 Programs and Services 	<p>The hospital delivered several programs and services to help address identified significant community health needs. These included:</p> <p>Behavioral Evaluation Services, which provides free evaluation to individuals with behavioral health concerns, Community Support Groups and Aftercare Services, which provide free support program to individual living with life –affecting substance or continuing behavior health issues. Free transportation for qualified clients that otherwise would not be able to attend our outpatient services groups.</p>
FY21 Planned Programs and Services 	<p>SJBHC will continue with providing to the communities that we serve the free Behavior Evaluations, free transportation for qualified clients to outpatients Therapy Groups and our Support Groups and Aftercare Support Programs in FY21.</p>

This document is publicly available online at <https://www.dignityhealth.org/central-california/locations/stjosephsbehavioral/about-us/community-health>.

Written comments on this report can be submitted to St. Joseph's Behavioral Health Center Medical, Administration, 2510 North California Street, Stockton, CA 95204 or by e-mail to Tammy.Shaff@DignityHealth.org.

Our Hospital and the Community Served

About St. Joseph's Behavioral Health Center

St. Joseph's Behavioral Health Center is a member of Dignity Health, which is a part of CommonSpirit Health.

Established services in 1974 as a patient care unit at St. Joseph's Medical Center (SJMC) in Stockton. In 1988, the program expanded operations to the current location, 2510 North California Street. SJBHC is a 35 bed licensed not-for-profit psychiatric hospital serving Central California, with 154 employees and 18 medical staff. Inpatient and partial hospitalization services are provided to adults, 18 years and older.

Outpatient services are provided for adults, adolescents and children older than 5 years.

Our Mission

As CommonSpirit Health, we make the healing presence of God known in our world by improving the health of the people we serve, especially those who are vulnerable, while we advance social justice for all.

Our Vision

A healthier future for all – inspired by faith, driven by innovation, and powered by our humanity.

Financial Assistance for Medically Necessary Care

St. Joseph's Behavioral Health Center delivers compassionate, high quality, affordable health care and advocates for members of our community who are poor and disenfranchised. In furtherance of our mission, the hospital provides financial assistance to eligible patients who do not have the capacity to pay for medically necessary health care services, and who otherwise may not be able to receive these services.

A plain language summary of the policy is at the end of this report. The financial assistance policy and plain language summary are on the hospital's web site.

Description of the Community Served

San Joaquin County is one of California's fastest growing counties; it includes seven cities, many small towns, and a number of rural farm and ranching communities. The county residents are diverse, including Latino, African American, Caucasian, and Asian/Pacific Islander populations. San Joaquin is a county of contrasts, holding in one hand growth opportunities and a variety of assets and resources to support health, and in the other hand significant challenges in terms of economic security, health and health disparities.

St. Joseph's Behavioral Health Center serves Stockton as its primary service area and San Joaquin County as the hospital's secondary service area. A summary description of the community is below, and additional community facts and details can be found in the CHNA report online.

- The service area of St. Joseph's Behavioral Health Center Medical Center, San Joaquin County, lies in the midst of one of the most successful agricultural areas of the world, and at the same time is home to one of the largest cities in America to file for bankruptcy. The county is celebrated for its diverse communities of Latinos and African Americans as well as Asian immigrants; but there is also a big gap in health outcomes between ethnic groups. Some parts of the county have robust commuter neighborhoods with linkage to jobs in nearby counties, while other areas struggle with some of the highest homicide rates in the nation. There are some unique challenges such as access to care for the large undocumented immigrant population, the great need for substance use disorder treatment, and the high rates of asthma in the Central Valley.
- San Joaquin County also struggles with nationwide health issues such as rising obesity, poor oral health, and high rates of mental illness; but these issues are compounded by underlying social determinants of health including education, economic security and affordable housing. It is a county of contrasts, holding in one hand enormous challenges and in the other hand exciting new opportunities. In the County Health Rankings report San Joaquin County ranks as 41 out of 57 counties on overall health outcomes. On average, San Joaquin residents rate their health as poorer than the state overall, and there are notable disparities in health status between the county and the state. Some key statistics for the area are in the table below.



St. Joseph's Behavioral Health Center Service Area Demographics

Total Population	1,281,245
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Race

White - Non-Hispanic	35.3%
Black/African American - Non-Hispanic	5.2%
Hispanic or Latino	43.6%
Asian/Pacific Islander	11.8%
All Others	4.0%

% Below Poverty	11.6%
Unemployment	7.9%
No High School Diploma	19.7%
Medicaid (household)	9.7%
Uninsured (household)	5.5%

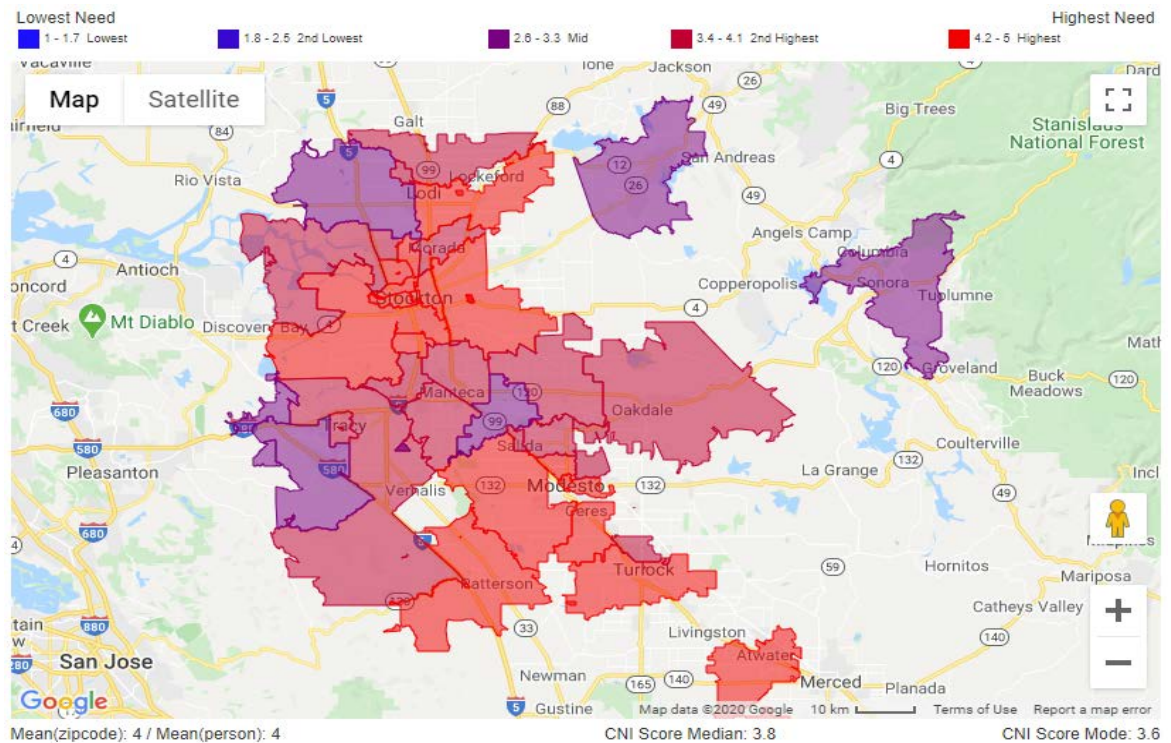
Source: Claritas Pop-Facts® 2020; SG2 Market Demographic Module

Community Need Index

One tool used to assess health need is the Community Need Index (CNI) created and made publicly available by Dignity Health and IBM Watson Health. The CNI analyzes data at the zip code level on five factors known to contribute or be barriers to health care access: income, culture/language, education, housing status, and insurance coverage.

Scores from 1.0 (lowest barriers) to 5.0 (highest barriers) for each factor are averaged to calculate a CNI score for each zip code in the community. Research has shown that communities with the highest CNI scores experience twice the rate of hospital admissions for ambulatory care sensitive conditions as those with the lowest scores.

Figure 1. CNI score for each zip code in the city of Stockton as of September 2020



Zip Code	CNI Score	Population	City	County	State
95202	5	6721	Stockton	San Joaquin	California
95203	5	16863	Stockton	San Joaquin	California
95204	4.6	28941	Stockton	San Joaquin	California
95205	5	40850	Stockton	San Joaquin	California
95206	4.8	71114	Stockton	San Joaquin	California
95207	4.6	50046	Stockton	San Joaquin	California
95209	3.6	43317	Stockton	San Joaquin	California
95210	4.8	42103	Stockton	San Joaquin	California
95212	3.4	29933	Stockton	San Joaquin	California
95215	4.4	24632	Stockton	San Joaquin	California
95219	3.4	31417	Stockton	San Joaquin	California
95220	3.8	8443	Acampo	San Joaquin	California
95231	4.2	4639	French Camp	San Joaquin	California
95240	4.4	49030	Lodi	San Joaquin	California
95242	2.8	28832	Lodi	San Joaquin	California
95252	2.6	15173	Valley Springs	Calaveras	California
95258	3.6	4115	Woodbridge	San Joaquin	California
95301	4.8	41264	Atwater	Merced	California
95304	3.4	18776	Tracy	San Joaquin	California
95307	4.4	46783	Ceres	Stanislaus	California
95320	3.6	13686	Escalon	San Joaquin	California
95330	3.8	23107	Lathrop	San Joaquin	California
95336	4	46730	Manteca	San Joaquin	California
95337	3.8	40439	Manteca	San Joaquin	California
95350	4.2	51610	Modesto	Stanislaus	California
95354	4.8	25441	Modesto	Stanislaus	California
95355	3.6	63148	Modesto	Stanislaus	California
95356	3.6	34320	Modesto	Stanislaus	California
95358	4.6	33158	Modesto	Stanislaus	California
95361	3.6	35262	Oakdale	Stanislaus	California
95363	4.2	30331	Patterson	Stanislaus	California
95366	2.8	19058	Ripon	San Joaquin	California
95367	3.8	26101	Riverbank	Stanislaus	California
95368	3.6	14637	Salida	Stanislaus	California
95370	3.2	26253	Sonora	Tuolumne	California
95376	3.8	54154	Tracy	San Joaquin	California
95377	2.8	36954	Tracy	San Joaquin	California
95380	4.6	44012	Turlock	Stanislaus	California
95382	4	41019	Turlock	Stanislaus	California
95391	3.2	18833	Tracy	San Joaquin	California

Community Assessment and Significant Needs

The hospital engages in multiple activities to conduct its community health improvement planning process. These include, but are not limited to, conducting a Community Health Needs Assessment with community input at least every three years, identifying collaborating community stakeholder organizations, describing anticipated impacts of program activities and measuring program indicators.

Community Health Needs Assessment

The health issues that form the basis of the hospital's community benefit plan and programs were identified in the most recent CHNA report, which was adopted in March 2019.

The CHNA contains several key elements, including:

- Description of the assessed community served by the hospital;
- Description of assessment processes and methods;
- Presentation of data, information and findings, including significant community health needs;
- Community resources potentially available to help address identified needs; and
- Discussion of impacts of actions taken by the hospital since the preceding CHNA.

Additional detail about the needs assessment process and findings can be found in the CHNA report, which is publicly available at www.healthiersanjoaquin.org or upon request at the hospital's Community Health office.

Significant Health Needs

The most recent community health needs assessment identified the following significant community health needs:

Highest Priority

- **Mental Health:** Maintaining mental health is as important as physical health and is essential to one's well-being. Access to mental health care services can equip people with the necessary skills to cope with and move on from daily stressors and life's difficulties, allowing for improved personal wellness, meaningful social relationships, and contributions to communities or society. Deaths by suicide, drug overdose and alcohol poisoning combined are higher in San Joaquin County when compared to the state average. Primary data indicates there is a perception of limited access to providers and culturally competent services. Poor mental health was also linked to stigma, low incomes, substance abuse, and homelessness.
- **Economic Security:** Economic security contributes to good health. It facilitates access to healthcare services, healthy eating, and other factors that play a role in overall wellbeing. San Joaquin County benchmarks poorly compared to the state on many economic security indicators and there are a significant number of ethnic/racial disparities within the county. Black and Latino populations are among those most impacted by poverty. Unemployment is also higher in the County relative to the state. Homelessness and housing instability, lack of employment, poor

recovery post-recession, transportation access and substance abuse are connected with economic security and were mentioned as important issues by key informants and in the focus groups.

- **Obesity/HEAL/Diabetes:** A lifestyle that includes eating healthy and physical activity improves overall health, mental health, and cardiovascular health, thus reducing costly and life-threatening health outcomes such as obesity and diabetes. Obesity rates and diabetes prevalence were higher in San Joaquin County as compared to the state. Physical inactivity is higher among youth and adults in San Joaquin County compared to the state, and disparities are higher for Latino and Black youth in particular. Poverty, lack of access to healthy food and safe places for physical activity, and easy access to unhealthy foods were frequently mentioned as barriers in primary data and confirmed by secondary data.

Medium Priority

- **Violence/Injury Prevention:** Safe communities contribute to overall health and well-being. Safe communities promote community cohesion and economic development, and provide more opportunities to be active and improve mental health while reducing untimely deaths and serious injuries. Non-Hispanic Whites and Blacks are disproportionately impacted by motor vehicle crash deaths. Injury deaths and violent crime rates are both higher in San Joaquin County compared to the state. Key informants and focus group participants linked violence and injury prevention to poor lighting, loose dogs, traffic and drug use. Poverty and the economy's impact on jobs were mentioned in primary data as well.
- **Access to Care:** Access to high quality, culturally competent, affordable healthcare and health services is essential to the prevention and treatment of morbidity and increases the quality of life, especially for the most vulnerable. In San Joaquin County, residents are more likely to be enrolled in Medicaid or other public insurance, which is a factor related to overall poverty. Latinos are most likely to be uninsured. Secondary data revealed that poor access to affordable health insurance and the lack of high-quality providers, including urgent care and mental health, impact access to care. Language and cultural barriers, including poor language access, were also discussed by key informants and in the focus groups.
- **Substance Abuse/Tobacco:** Reducing and treating substance abuse (including alcohol, opioids, marijuana, methamphetamines and tobacco) improves the quality of life for individuals and their communities. Tobacco use is the most preventable cause of death, with second hand smoke exposure putting people around smokers at risk for the same respiratory diseases as smokers. Substance abuse is linked with community violence, sexually transmitted infections, and teen pregnancies. Impaired driving deaths are higher in San Joaquin County than the state. Marijuana, methamphetamine, tobacco and alcohol use were frequently mentioned in primary data, as was the intersection of substance abuse, homelessness and poverty, and mental illness. Although opioids were not mentioned specifically in primary data, key informants discussed challenges associated with drug use in general.

Lower Priority

- **Asthma:** Prevention and management of asthma by reducing exposures to triggers such as tobacco smoke and poor air quality, improves quality of life and productivity as well as reduces the cost of care. Asthma prevalence and the asthma hospitalization rate are greater in San Joaquin County than in the state. Focus group participants discussed allergies, unsafe air from farming, and bad smelling air as factors impacting this health need.

- **Oral Health:** Tooth and gum diseases are associated with poverty, an unhealthy diet that includes excessive sugar consumption, and oral tobacco use, and can lead to multiple health problems. Access to oral health services is a challenge for many vulnerable populations as it can be difficult to find affordable, convenient, and culturally/linguistically appropriate dental care. San Joaquin County performs similarly to the rest of California when it comes to oral health outcomes. Insufficient insurance coverage and high out of pocket costs, as well as a lack of high quality dental care providers, were mentioned as key concerns by key informants and focus groups.
- **Climate and Health:** Climate change poses a threat for the health and well-being of current and future generations. Climate change has been linked to vector-borne disease, health related issues, and respiratory diseases. Clean air and water are necessary for health, but rapid climate change contributes to increased drought and poor air quality. Unsafe drinking water and poor air quality were mentioned in focus groups. Traffic pollution and farming are factors that contribute to this health need.

Significant Needs the Hospital Does Not Intend to Address

As a hospital exclusively delivering behavioral health services, needs identified in the broader CHNA beyond mental health are not ones that the hospital is able to address. St. Joseph's Medical Center and other hospitals and community service organizations in the region are addressing these needs.

Additional detail about the needs assessment process and findings can be found in the CHNA report, which is publicly available at, www.healthiersanjoaquin.org or upon request at the hospital's Community Health office.

2020 Report and 2021 Plan

This section presents strategies and program activities the hospital is delivering, funding or on which it is collaborating with others to address significant community health needs. It summarizes actions taken in FY20 and planned activities for FY21, with statements on anticipated impacts, planned collaboration, and patient financial assistance for medically necessary care. Program Digests provide detail on select programs' goals, measurable objectives, expenses and other information.

This report specifies planned activities consistent with the hospital's mission and capabilities. The hospital may amend the plan as circumstances warrant. For instance, changes in significant community health needs or in community assets and resources directed to those needs may merit refocusing the hospital's limited resources to best serve the community.

The anticipated impacts of the hospital's activities on significant health needs are summarized below, and for select program initiatives are stated in Program Digests. Overall, the hospital anticipates that actions taken to address significant health needs will: improve health knowledge, behaviors, and status; increase access to needed and beneficial care; and help create conditions that support good health. The hospital works to evaluate impact and sets priorities for its community health programs in triennial Community Health Needs Assessments.



Creating the Community Benefit Plan

St. Joseph's Behavioral Health Center is dedicated to improving community health and delivering community benefit with the engagement of its management team, board, clinicians and staff, and in collaboration with community partners.

The San Joaquin County 2019 Community Health Needs Assessment (CHNA) presents a comprehensive picture of community health that encompasses the conditions that impact health in the county. The overall goal of the CHNA is to inform and engage local decision-makers, key stakeholders, and the community-at-large in efforts to improve the health and well-being of all San Joaquin County residents. From data collection and analysis to the identification of prioritized needs, the development of the 2019 CHNA report has been an inclusive and comprehensive process guided by a Core Team planning group and broadly representative Steering Committee, with input from hundreds of community residents. This collaborative effort stems from a desire to address local needs and a dedication to improving the health of everyone in the community.

Conducting a CHNA every three years has been a California requirement for nonprofit hospitals for more than 20 years and is now a national requirement as well as a requirement for Public Health Accreditation. San Joaquin County's CHNA is unique in that all of its non-profit hospitals, the local health department and key stakeholders join together to support one countywide assessment. The process in 2019 included interviews with 11 key informants, 31 focus group discussions with 349 diverse community residents, and data analysis of over 120 indicators, creating a robust picture of the issues affecting people's health where they live, work, and play.



The 2019 CHNA process applied a social determinants of health framework and examined San Joaquin County's social, environmental, and economic conditions that impact health in addition to exploring factors related to diseases, clinical care, and physical health. Analysis of this broad range of contributing factors resulted in identification of the top health needs for the county. This CHNA report places particular emphasis on the health issues and contributing factors that impact vulnerable populations that disproportionately have poorer health outcomes across multiple health needs. It explored disparities for populations residing in specific geographic areas referred to as "Priority Neighborhoods", as well as disparities among the county's diverse ethnic populations. These analyses will inform intervention strategies to promote health equity.

Figure 1: CHNA Health Needs

Highest Priority

- Mental Health
- Economic Security
- Obesity/Healthy Eating, Active Living/Diabetes

Medium Priority

- Violence/Injury Prevention
- Access to Care
- Substance Abuse/Tobacco

Lower Priority

- Asthma
- Oral Health
- Climate and Health

Impact of the Coronavirus Pandemic

Healthcare Access: In March of 2020, Dignity Health offered Virtual Urgent Care visits for individuals experiencing COVID-19 symptoms. The associated visit fee of \$35 was waived with coupon code COVID19, for anyone experiencing COVID-19 symptoms. This prompt response allowed providers to meet the increased demand for care while reducing potential transmission of the coronavirus, and offered the community a safe and convenient way to seek medical professional advice without leaving their home.

Virtual Outpatient programs:

In recognizing the needs and necessary precautions of COVID-19 for individuals receiving treatment at our Outpatient Department, telehealth services were offered in:

- **The Partial Hospitalization Program:** designed for individuals who require a comprehensive treatment for their mental or emotional problems, but do not require an inpatient hospitalization. The

Partial Program uses Dialectical Behavioral Therapy to present skills for effective living and decrease maladaptive, or non-skilled behavior with skillful responses.

- Intensive Outpatient Programs including Chemical Dependency, Dual Diagnosis, Cognitive, and Adolescent: admission to these programs can be direct or as a stepdown from Partial Hospitalization program continuing skill development of Dialectical Behavioral Therapy to prevent readmission.
- Dialectical Behavioral Therapy Process Groups: designed to support individuals to incorporate DBT into their daily lives and a prerequisite to have fundamental knowledge of DBT. Supporting individuals with skill processing and prevent readmission.
- Individual therapy: supporting individuals through behavioral health one to one therapy sessions. Provider's ability to provide behavioral health treatment services and support in person and by telehealth covering an array of afflicting areas as depression, anxiety, marital issues, sexual abuse, post-traumatic stress, parenting and life skills.
- Medication Management: providing education and counseling regarding psychiatric medications and medication compliance through a holistic approach to assist patient attain the skills necessary to enhance the quality of their lives and achieve and maintain the best possible reduction in symptom severity.


The ability to offer behavioral health treatment services in person and by telehealth at our Outpatient Department was a quick response to the COVID 19 Pandemic. Our staff followed necessary precautions with individual to reduce potential transmission of COVID-19.

Our goal is to continue to offer behavioral health treatment services both in person and by telehealth in FY21.

Report and Plan by Health Need

The tables below present strategies and program activities the hospital has delivered or intends to deliver to help address significant health needs identified in the community health needs assessment.

They are organized by health need and include statements of strategy and program impact, and any collaboration with other organizations in our community.

 Health Need: Mental Health			
Strategy or Program Name	Summary Description	Active FY20	Planned FY21
Support Groups and Aftercare Services	St. Joseph's Behavioral Health Center sponsors support groups and free aftercare groups that support those in the community living with a new or continuing life-affecting diagnosis.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Benefit Operations and Programs	In partnership with St. Joseph's Medical Center and in collaboration with other mental health experts and service providers, the hospital's Community Health department will deploy several programs to address community needs. Key approaches include, but are not limited to: <ul style="list-style-type: none"> • Community Health Social Worker – This person is responsible for providing outreach 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

	<p>and education regarding through the following activities.</p> <ul style="list-style-type: none"> - Anxiety and Depression Workshops: These sessions, targeting youth, will be provided to the community at no cost and in collaboration with school districts throughout the county. The goal of the workshops will be to provide strength based programming that empowers resiliency and introduces essential coping skills to reduce symptoms of anxiety and depression. - Mental Health First Aid Training: This is a course that teaches you how to help someone who may be experiencing a mental health or substance use challenge. The training helps you identify, understand and respond to signs of addictions and mental illnesses. - SJC Trauma Initiative: A collaborative group comprised of over 70 members, representing 41 organizations throughout the county focusing on addressing trauma and promoting equity through the development of a Trauma Informed Care train-the-trainer training model for sustainability. This initiative focuses on addressing diversity, inclusion and cultural humility for both medical staff and providers, as well as social service providers. • San Joaquin Mental Health Consortium membership to share mental health resources and best practices. • Connected Community Network (CCN) – This network was created to provide the general population with access to resources and programs offered through various community based organizations (CBOs). Many of these CBOs provide vital services that help people address a variety of needs, including but not limited to: affordable housing; maternal, infant, and child health; chronic disease management programs, healthy food, and mental health and substance abuse counseling. 		
Behavioral Evaluation Services	St. Joseph's Behavioral Health Center provides free Behavioral Evaluations to assess patient needs and risks and to provide referrals 24-hours daily, 365 days per year to anyone who presents at the facility or at community hospital Emergency Departments. These	☒	☒

	services are provided regardless of the individual's ability to pay or eligibility for care at our facility.		
Community Grants Program	<p>Through a formal process, grants are administered annually to non-profit organizations that best demonstrate their ability to impact community health needs as they pertain to the most recent needs assessment. The following programs awarded funding in 2020, are addressing mental health:</p> <ul style="list-style-type: none"> Boys & Girls Club at Sierra Vista – By teaching sculling, this program will work with youth on social emotional health ensuring that participants make the connection that physical activity is a stress reliever. Delta Health Care and Management Services Corporation – Mental health support for high school aged youth in SUSD. 	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Graduate Medical Education (GME)	<p>In collaboration with St. Joseph's Medical Center's GME program, Dignity Health is committed to workforce development, and SJMC is a leader in growing future medical providers in San Joaquin County.</p> <ul style="list-style-type: none"> Psychiatry: 7 new residents each year x4 years (to start 6/2021) 	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Impact: Identify and support behavioral health needs in acute and community settings, so that individuals can access appropriate preventive or care services.

Collaboration: Cross-sector collaboration is planned for all of the programs listed in order to ensure efficiency of services, leveraging of resources, avoidance of duplication, and to ensure sustainability. The short list of key partners include: Community Partnership for Families of San Joaquin, El Concilio, United Way, Catholic Charities, Housing Authority County of San Joaquin, Delta Sculling Center, Aspire Public Schools, Aspire Stockton Secondary Academy, STAND, Stockton Unified School District, Brian Huff, LMFT, United Way of SJC, the growing number of CCN and SJC Trauma Initiative partners.

Community Grants Program


One important way the hospital helps to address community health needs is by awarding financial grants to non-profit organizations working together to improve health status and quality of life. Grant funds are used to deliver services and strengthen service systems, to improve the health and well-being of vulnerable and underserved populations.

In FY20, the hospital awarded the grants below totaling \$283,392. Some projects also may be described elsewhere in this report.

Grant Recipient	Project Name	Amount
Visionary Home Builders of CA	Community Link Digital Literacy Program	\$20,000
Boys & Girls Club	Row & Rise Together!	\$67,537
Lutheran Social Services	A Clean Start	\$75,000
Dentists Organized For Veterans	The DOV Project	\$20,855
Delta Health Care	Action in Mentoring (AIM) Project	\$100,000

Program Digests

The following pages include Program Digests describing key programs and initiatives that address one or more significant health needs. The digests include program descriptions and intervention actions, statements of which health needs are being addressed, any planned collaboration, and program goals and measurable objectives.

 Behavioral Evaluation Services	
Significant Health Needs Addressed	✓ Mental Health
Program Description	Twenty-Four (24) Hour Behavioral Evaluations for patients with behavioral health and substance abuse issues.
Community Benefit Category	A2. Community-based clinical services – Behavioral health services
FY 2020 Report	
Program Goal / Anticipated Impact	Provide evaluations 100% of the time.
Measurable Objective(s) with Indicator(s)	Building on a population served last year of 1,281. The number of patients evaluated will increase with growth of marketing in this area.
Intervention Actions for Achieving Goal	Continue to staff Behavioral Evaluation Department on a 24 hour, 365 day basis for walk ins and in emergency rooms. Continue to maintain call logs and monitor the process for necessary changes.
Collaboration	San Joaquin County hospitals, Stanislaus County hospitals and other local area hospitals.
Performance / Impact	Provide support and meeting the needs in the community for patients, since patient access to 24 hour crisis intervention is limited in the San Joaquin and surrounding communities.
Hospital's Contribution / Program Expense	Staff the Behavioral Evaluation Department on a 24 hour, 365 day basis for walk ins and in emergency rooms. Maintain call logs and monitor the process for necessary changes.
FY 2021 Plan	
Program Goal / Anticipated Impact	Provide free Behavioral Evaluations to assess patient needs and risks, provide referrals 24-hours daily, 365 days per year to anyone who presents at the our hospitals or at community hospital ERs.
Measurable Objective(s) with Indicator(s)	Increase community hospitals On-Site and Tele-Health evaluations by 2%. Quarterly monitoring reports.
Intervention Actions for Achieving Goal	Market behavioral health evaluation service, by attending more community events.
Planned Collaboration	This program is run by the hospital.



Community Groups

Significant Health Needs Addressed	✓ Mental Health
Program Description	Provide meeting space to local community based organizations for the gathering of support groups for broader community with substance use and/or mental health problems.
Community Benefit Category	E3-In-kind Donations - Services for orgs/community groups
FY 2020 Report	
Program Goal / Anticipated Impact	To promote wellness and maximize remission rates for previous patients, and the community at large, by providing ongoing meeting space for sessions.
Measurable Objective(s) with Indicator(s)	Increase the number of patients attending the support groups by 3%.
Intervention Actions for Achieving Goal	Expand program outreach and increase collaboration among referring agencies.
Collaboration	Community based organizations for outreach and referrals. Nurses in Recovery, Women in recovery, Narcotics Anonymous, Cocaine Anonymous, Fremont Fellowship
Performance / Impact	Continue to assess the needs in the community and develop new groups as needed.
Hospital's Contribution / Program Expense	In-kind services include the cost of meeting space provided to community groups, including to hold community groups for community residents.
FY 2021 Plan	
Program Goal / Anticipated Impact	Continue to promote wellness and maximize remission rates for previous admitted patients.
Measurable Objective(s) with Indicator(s)	Increase the awareness and the number of patients attending the community groups.
Intervention Actions for Achieving Goal	Provide community education and training, by attending more community events.
Planned Collaboration	This program is run by the hospital.



Support Groups

Significant Health Needs Addressed	✓ Mental Health
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Program Description	Provide aftercare programs to former patients to address social, psychological, or emotional issues related to specific diagnoses or occurrences that represent a community need, for patients, families and the community.
Community Benefit Category	A1-Community Health Education - Support groups
FY 2020 Report	
Program Goal / Anticipated Impact	To promote wellness and maximize remission rates for previous patients. Increase the number of patients in the support groups.
Measurable Objective(s) with Indicator(s)	The number of patients attending the support groups by 3%.
Intervention Actions for Achieving Goal	Provide support in the community for patients since support groups are limited in our community.
Collaboration	This program is run by the hospital.
Performance / Impact	Continue to assess the needs in the community and develop new groups as needed.
Hospital's Contribution / Program Expense	Staff that educates and trains, provides materials and meeting space to community groups.
FY 2021 Plan	
Program Goal / Anticipated Impact	Continue to promote wellness and maximize remission rates for previous admitted patients.
Measurable Objective(s) with Indicator(s)	Increase the awareness and the number of patients attending the support groups.
Intervention Actions for Achieving Goal	Provide community education and training, by attending more community events.
Planned Collaboration	This program is run by the hospital.

Other Programs and Non-Quantifiable Benefits

The hospital delivers community programs, services and non-quantifiable benefits in addition to those described elsewhere in this report. Like those programs and initiatives, the ones below are a reflection of the hospital's mission and its commitment to improving community health and well-being.

St. Joseph's Behavioral Health Center serves an important role in improving the mental health of the community through working collaboratively with community partners, providing leadership and advocacy, carefully managing resources, assisting with local capacity building and participating in community-wide health planning. The leadership role is especially important in San Joaquin County where individual and community resources are very limited.

The hospital is also a key partner in community building and ensuring environmental improvement through the ecology initiatives.

SJBHC has dedicated leadership to work closely with other healthcare providers, community based organizations and individuals to develop and share resources. The resultant information sharing is an on-going process that provides opportunity for forming partnerships and maximizing existing resources.

The Community Benefit Report and Plan is completed and reviewed annually, and presented to the Board of Managers for their review and approval. Key information is presented at the Managers Meeting. Input for the Implementation Plan and selection of interventions comes from the Healthier Community Coalition.

The Community Health Implementation Strategy is posted on St. Joseph's Behavioral Health Center's website www.dignityhealth.org/stjosephsbehavioral/ and at www.dignityhealth.org under Who We Are/Community Health. The 2016 & 2019 Community Health Needs Assessment executive summary and full report are available on both these websites as well as on a public website that is owned collectively by the Collaborative, www.healthiersanjoaquin.org.

Economic Value of Community Benefit

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Complete Summary - Classified Including Non Community Benefit (Medicare)

For period from 7/1/2019 through 6/30/2020

	Persons	Net Benefit	% of Expenses
<u>Benefits for Poor</u>			
Financial Assistance	166	171,798	0.8%
Medicaid*	60	0	0.0%
Community Services			
A - Community Health Improvement Services	1,078	48,445	0.2%
E - Cash and In-Kind Contributions	5	9,205	0.0%
G - Community Benefit Operations	15	8,170	0.0%
Totals for Community Services	1,098	65,820	0.3%
Totals for Poor	1,324	237,618	1.1%
<u>Benefits for Broader Community</u>			
Community Services			
A - Community Health Improvement Services	2,772	399,616	1.9%
B - Health Professions Education	115	290,010	1.4%
E - Cash and In-Kind Contributions	2,928	21,837	0.1%
Totals for Community Services	5,815	711,463	3.3%
Totals for Broader Community	5,815	711,463	3.3%
 Totals - Community Benefit	 7,139	 949,081	 4.5%
Medicare	1,628	3,384,445	15.9%
 Totals with Medicare	 8,767	 4,333,526	 20.4%

*Medicaid net benefit is \$0 because Medicaid revenue received exceeded expense in the fiscal year by \$1,813.

The economic value of all community benefit is reported at cost. Patient financial assistance (charity care) reported here is as reported to the Office of Statewide Health Planning and Development in Hospital Annual Financial Disclosure Reports, as required by Assembly Bill 204. The community benefit of Medicaid and other means-tested programs is calculated using a cost-to-charge ratio to determine costs, minus revenue received for providing that care. Other net community benefit expenses are calculated using a cost accounting methodology. Restricted offsetting revenue for a given activity, where applicable, is subtracted from total expenses to determine net benefit in dollars.

Hospital Board and Committee Rosters

Debra Cunningham	Senior Vice President, Strategy Kaiser Permanente
Corwin Harper	Senior VP/Area Manager, Kaiser Permanente
John Petersdorf	Vice Chair SVP Operational Effectiveness, Dignity Health
Jon VanBoening	Senior Vice President, Dignity Health
Kevin Walters	CSO/SAO Central California Service Area, Dignity Health

Healthier Community Coalition

Sothea Ung	Asian Pacific Self-Development and Residential Association
Elvira Ramirez	Catholic Charities
Sarah Taft	Community Medical Centers
Hector Lara	Reinvent South Stockton
Brent Williams	Delta Health Care
Alejandra Gutierrez	Fathers & Families of San Joaquin Britton Kimball
Britton Kimball	Gospel Center Rescue Mission
Martha Geraty	Health Net
Jenny Dominguez	Health Plan of San Joaquin
Marie Sanchez	Kaiser Permanente
Barb Alberson	San Joaquin County Public Health
Mary Jo Cowan	Stockton Unified School District
Tammy Shaff	Dignity Health - St. Joseph's Medical Center

Summary Of Financial Assistance Programs

Dignity Health's Financial Assistance Policy describes the financial assistance programs available to uninsured or underinsured patients who meet certain income requirements to help pay for medically necessary hospital services provided by Dignity Health. An uninsured patient is someone who does not have health coverage, whether through private insurance or a government program, and who does not have the right to be reimbursed by anyone else for their hospital bills. An underinsured patient is someone who has health coverage, but who has large hospital bills that are not fully covered by their insurance.

Free Care

- If you are uninsured or underinsured with a family income of up to 250% of the Federal Poverty Level you may be eligible to receive hospital services at no cost to you.

Discounted Care

- If you are uninsured or underinsured with an annual family income between 250-350% of the Federal Poverty level, you may be eligible to have your bills for hospital services reduced to the highest amount reasonably expected to be paid by a government payer, which is usually the amount that Medicare would pay for the same services.
- If you are uninsured or underinsured with an annual family income between 350-500% of the Federal Poverty level you may be eligible to have your bills for hospital services reduced to the Amount Generally Billed, which is an amount set under federal law that reflects the amount that would have been paid to the hospital by private health insurers and Medicare (including co-pays and deductibles) for the medically necessary services.

If you are eligible for financial assistance under our Financial Assistance Policy you will not be required to pay more than the Amount Generally Billed described above. If you qualify, you may also request an interest-free extended payment plan.

You will never be required to make advance payment or other payment arrangements in order to receive emergency services.

Free copies of the hospital's Financial Assistance Policy and financial assistance application forms are available online at your hospital's website listed below or at the hospital Admitting areas located near the main entrance. (Follow the signs to "Admitting" or "Registration"). Copies of these documents can also be mailed to you upon request if you call Patient Financial Services at the telephone number listed below for your hospital.

Traducción disponible: You may also obtain Spanish and other language translations of these documents at your hospital's website, in your hospital's Admitting area, or by calling your hospital's telephone number.

Dignity Health Financial Counselors are available to answer questions, provide information about our Financial Assistance Policy and help guide you through the financial assistance application process. Our staff is located in the hospital's Admitting area and can be reached at the telephone number listed below for your hospital.

Bakersfield Memorial Hospital 420 34th St., Bakersfield, CA 93301 | **Financial Counseling** 661-327-4647 ext 4692
Patient Financial Services 866-397-9272 | www.dignityhealth.org/bakersfieldmemorial/paymenthelp

Mark Twain 768 Mountain Ranch Rd, San Andreas, CA 95249 | **Financial Counseling** 209-754-2622
Patient Financial Services 866-397-9272 | www.dignityhealth.org/marktwainmedical/paymenthelp

Mercy Hospital Downtown 2215 Truxtun Ave, Bakersfield, CA 93301 | **Financial Counseling** 661-327-1792 ext 4692
Patient Financial Services 866-397-9252 | www.dignityhealth.org/mercy-bakersfield/paymenthelp

Mercy Hospital Southwest 420 34th St, Bakersfield, CA 93301 | **Financial Counseling** 661-327-4647 ext 4692
Patient Financial Services 866-397-9252 | www.dignityhealth.org/bakersfieldmemorial/paymenthelp

Mercy Medical Center 333 Mercy Ave, Merced, CA 95340 | **Financial Counseling** 209-564-5105
Patient Financial Services 866-626-6583 | www.dignityhealth.org/mercymedical-merced/paymenthelp

St. Joseph's Behavioral Health Center 2510 North California St, Stockton, CA 95204 | **Financial Counseling** 209-461-2000
Patient Financial Services 866-397-9252 | www.dignityhealth.org/stjosephsbehavioral/paymenthelp

St. Joseph's Medical Center 1800 North California St, Stockton, CA 95204 | **Financial Counseling** 209-461-5281
Patient Financial Services 866-397-9272 | www.dignityhealth.org/stjosephs-stockton/paymenthelp

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