



**SUTTER HEALTH VALLEY AREA
EXTERNAL AFFAIRS
ANNUAL REPORT, 2019**

OUR MISSION

We enhance the well-being of people in the communities we serve through a not-for-profit commitment to compassion and excellence in healthcare services.

Our Vision

Sutter Health leads the transformation of healthcare to achieve the highest levels of quality, access and affordability.

Sutter Health Values

- Excellence and Quality
- Innovation
- Affordability
- Teamwork
- Compassion and Caring
- Community
- Honesty and Integrity



TRANSLATING OUR MISSION INTO RESULTS

Within Sutter Health's integrated network, we serve beyond the walls of our hospitals and medical facilities to meet the most pressing needs of the communities we serve.

By assessing and identifying community needs through Community Health Needs Assessments (CHNAs), we strategically invest in programs that help build a better system of care to improve the health and well-being of the broader community. We understand that overall health is connected to the communities where people live, work and play. Through Sutter's network, we strive to provide whole health stability – treating the mind, body and social well-being. We focus on building an integrated continuum of care that begins with early childhood intervention and upstream factors that affect health, including education, healthy eating, supportive housing, workforce development, and expanded access to physical and mental health care.

Through our strategic investments, we seek to realign systems of care to more effectively provide support to the underserved. These collaborations with nonprofit and community-based organizations work towards creating an exponential impact as more and more residents gain better access to quality care, and improve their overall quality of life.

To that end, we support community health programs through a framework of innovation, diversity and inclusion, and we collaborate with our partners in the field to build solutions that improve the health of our communities, families, and patients.

Our community partners share our commitment to evidence-based practices. Their reporting informs our team on which local programs should be scaled as a best practice across the Valley Area, positively impacting even more individuals and families.

Sutter Health is proud to collaborate with industry leaders who are conducting important research, influencing policy decisions, and educating and engaging communities to advocate for much needed change. As we reflect on these efforts, we want to thank our leadership teams, staff, volunteers, and community partners who continue to inspire us every day with their passion, dedication and commitment. The following report is a look at the priority areas we seek to address and the partners who help us move the dial on these critical issues.

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STRATEGIC INVESTMENT FRAMEWORK



EXPANDING HEALTH ACCESS

Federally Qualified Health Centers and other organizations address the existing barriers to primary care services among high-need populations by providing access to primary, preventative, specialty, dental and mental health care services.



EXPANDING HOUSING OPTIONS AND COMMUNITY DEVELOPMENT

We strive to create healthier communities by supporting evidence-based, housing-first programs that provide shelter and wraparound services to individuals experiencing homelessness, and align responses into an effective continuum of care.



MENTAL HEALTH

Sutter Health is committed to building and sustaining partnerships with community leaders who are addressing the need for improved mental health and addiction care in the areas we serve. Our work with these community partners seeks to transform both the way our society and institutions perceive mental illness and how it is treated.



WELLNESS, HEALTHY FOOD AND ACTIVE LIVING

Investments in wellness, healthy food and active living help support preventative health measures through increasing access to nutritious food by means of education, food banks and farms, and promoting physical activity by supporting in-school and after school children's wellness programs.



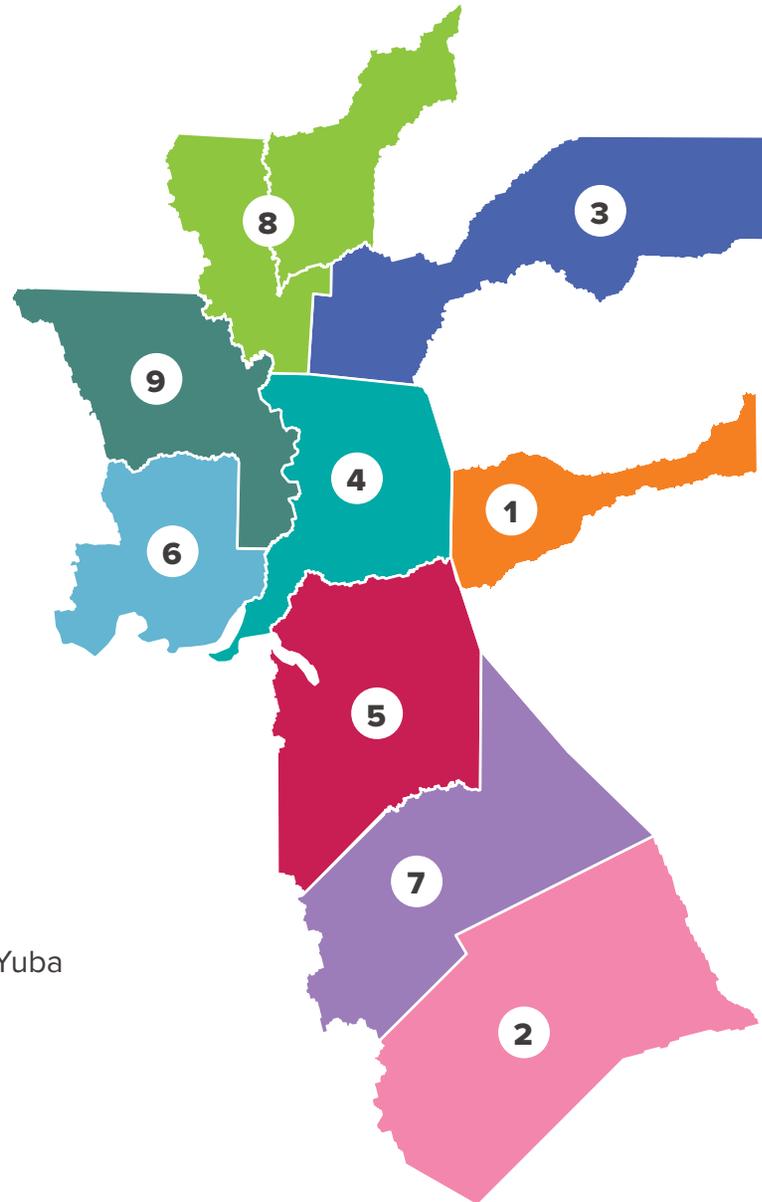
WORKFORCE AND YOUTH DEVELOPMENT

Our investments in workforce and youth development focus on supporting families at risk, wraparound services, social awareness, mental and emotional stability and relationship skills that are tailored to meet the needs of each child and family being served so they can be healthy, grow strong and self-manage their own road to prosperity.

VALLEY AREA COMMUNITY HEALTH PROGRAMS

Serving nine counties, Sutter Health Valley Area reaches outside the walls of our hospitals and healthcare facilities to support community based organizations and programs that further our mission.

- | | |
|----------------------|--------------------------|
| 1 Amador | 6 Solano |
| 2 Merced | 7 Stanislaus |
| 3 Placer | 8 Sutter and Yuba |
| 4 Sacramento | 9 Yolo |
| 5 San Joaquin | |



AMADOR

- Amador Transit
- Amador-Tuolumne Community Action Agency
- First 5 Amador and the Breastfeeding Coalition of Amador and Calaveras
- WellSpace Health*

MERCED

- Boys and Girls Club of Los Banos
- Golden Valley Health Centers
- GoNoodle, Inc.
- Merced County Behavioral Health and Recovery Services
- Merced Rescue Mission
- Shady Creek Outdoor Education Foundation
- United Way of Merced County

PLACER

- American Cancer Society
- Auburn Renewal Center (ARC)
- GoNoodle, Inc.
- Keaton's Child Cancer Alliance
- Latino Leadership Council, Inc.
- Placer County Health and Human Services
- Placer County Public Health
- Seniors First*
- Shady Creek Outdoor Education Foundation
- The Gathering Inn
- WellSpace Health*
- Zafia's Family House

SACRAMENTO

- Align Capitol Region
- American Cancer Society
- Community Service Education & Research Fund of the Sierra Sacramento Medical Society
- Downtown Sacramento Partnership*
- Fairytale Town*
- Gender Health Center
- H3O Foundation
- Los Rios Colleges Foundation
- Midtown Business Association
- Ronald McDonald House Charities Northern California
- Sacramento Asian Sports Foundation
- Sacramento Covered
- Sacramento Food Bank & Family Services
- Sacramento LGBT Community Center
- Sacramento Steps Forward
- Shady Creek Outdoor Education Foundation
- Sierra Nevada Journeys
- Society for the Blind
- Soil Born Farms
- Valley Vision*
- WEAVE
- WellSpace Health*
- Work-Study Inc.
- World Relief Sacramento

SAN JOAQUIN COUNTY

- American Cancer Society
- Boys and Girls Club of Tracy
- Catholic Charities of the Diocese of Stockton*

- Coalition of Tracy Citizens to Assist the Homeless
- Community Medical Centers*
- Give Every Child A Chance
- GoNoodle, Inc.
- H.O.P.E. Ministries
- McHenry House Tracy Family Shelter
- San Joaquin County Public Health Services
- Second Harvest Food Bank
- Tracy Community Connections Center
- Tracy Seniors Association
- Valley Vision
- Women's Center - Youth & Family Services

SOLANO

- Florence Douglas Center
- La Clinica de La Raza, Inc.*
- Operation Access
- Solano Coalition for Better Health
- Solano Economic Development Corporation
- Touro University California

STANISLAUS

- East Stanislaus Resource Conservation District
- Golden Valley Health Centers
- GoNoodle, Inc.
- Haven Women's Center of Stanislaus
- Love Our Cities, Inc.
- Modesto City Schools
- Modesto Gospel Mission*
- Stanislaus County Office of Education
- Second Harvest Food Bank
- Stanislaus County Office of Education
- Turning Point Community Programs

YOLO

- CommuniCare Health Centers
- Davis Community Meals and Housing
- Short Term Emergency Aid Committee
- Suicide Prevention of Yolo County
- Yolo Community Care Continuum
- Yolo County Children's Alliance
- Yolo Crisis Nursery, Inc.
- Yolo Food Bank*

YUBA-SUTTER

- American Cancer Society*
- Geweke Caring for Women Foundation
- Shady Creek Outdoor Education Foundation*
- Sutter Yuba Homeless Consortium

**indicates multiple programs with this partner*



2019 PROGRAM OUTCOMES

Sutter Health Valley Area External Affairs' community partners are required to report programmatic outcomes and the measurable impact they are having on their communities.

Partner data is collected bi-annually using a standardized reporting tool developed by LPC Consulting Associates, Inc., an independent evaluation and research firm.

INVESTING IN A HEALTHIER COMMUNITY

 **128** investments

 **703,978** people served

 **904** people obtained permanent housing

 **530** people obtained transitional housing

 **6,757** people obtained shelter

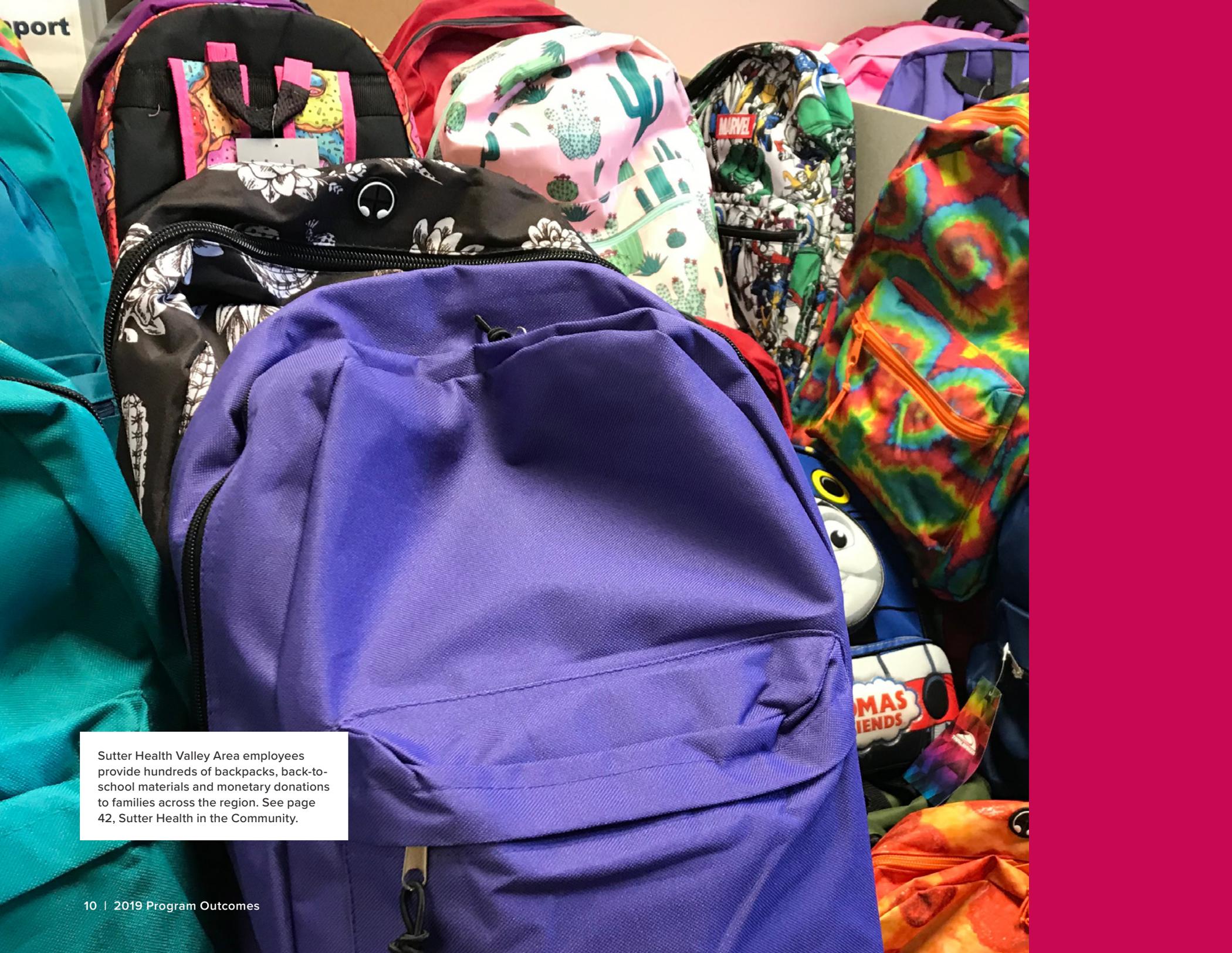
 **589,297** services provided

 **124,740** service referrals

 **30,566,948** pounds of food distributed

 **2,104** people enrolled in income assistance

 **21,077** people established a primary health care home



Sutter Health Valley Area employees provide hundreds of backpacks, back-to-school materials and monetary donations to families across the region. See page 42, Sutter Health in the Community.



OUR COMMUNITY HEALTH IMPACT

Sutter Health Valley Area's Strategic Investment Framework is based on needs identified through a community health needs assessment conducted every three years, in

collaboration with hospital data, other health care providers, public health departments, key informant interviews and focus groups with a variety of community organizations.



EXPANDING HEALTH ACCESS



AMADOR

Amador-Tuolumne Community Action Agency

- Amador Lifeline

Amador Transit

- Amador Rides

First 5 Amador and the Breastfeeding Coalition of Amador and Calaveras

- Nursing Nook

WellSpace Health

- Pediatric Dental Services
- Low-income and Uninsured Patient Outreach

MERCED

Golden Valley Health Centers

- Street Medicine Team

PLACER

American Cancer Society

- PCP Colorectal Screenings

Auburn Renewal Center (ARC), Chapa-De Indian Health, and Latino Leadership Council

- Latino Diabetes Self-Management Program

The Gathering Inn

- Interim Care Program - ICP

Keaton's Child Cancer Alliance

- Family Navigator Program

Latino Leadership Council, Inc.

- CREER En Tu Salud

Placer County Health and Human Services

- Whole Person Care

Placer County Public Health

- Family Support Project

Seniors First

- Health Express
- Recreation and Respite

WellSpace Health

- Triage, Treat, and Transport - T3 (Auburn Faith)
- Triage, Treat, and Transport - T3 (Roseville Foothills)
- ED Navigator (Auburn Faith)
- ED Navigator (Roseville Foothills)

Zafia's Family House

- Family Hotel Program

SACRAMENTO

American Cancer Society

- PCP Colorectal Screening

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

- Spirit Program

Gender Health Center

- Healthcare Services and Advocacy

H3O Foundation

- Hattie's House Medical Housing Program

Northern California

- Adopt-A-Family Program

Ronald McDonald House Charities Society for the Blind

- Low Vision Services for Patients Who Are Low-Moderate Income

Sacramento Covered

- Health Navigation: Reducing Barriers to Care

Sacramento LGBT Community Center

- Capacity Building

Sacramento Steps Forward

- Community Navigators

WEAVE

- Violence Prevention Navigator

WellSpace Health

- Street Outreach Nurse
- Interim Care Program - ICP
- Interim Care Program Plus - ICP+
- Triage, Treat, and Transport - T3
- Triage, Treat, and Transport Plus - T3+
- ED Navigator
- ED Suicide Prevention Follow Up

World Relief Sacramento

- Refugee Women's Integration Program

SAN JOAQUIN

American Cancer Society

- PCP Colorectal Screenings

Catholic Charities of the Diocese of Stockton

- Homecoming Program

Community Medical Centers

- Care Link Outreach
- Diabetes Shared Medical Appointments

San Joaquin County Public Health Services

- Opioid Safety Program

SOLANO

La Clinica de La Raza, Inc.

- Triage, Treat, and Transport Plus - T3+
- ED Navigator
- Vallejo Expansion Project - Optometry Services

Operation Access

- Operation Access, Bay Area

Solano Coalition for Better Health

- Transitional Care Program - TCP

Touro University California

- Mobile Diabetes Education Center

STANISLAUS

Golden Valley Health Centers

- Street Medicine Team
- ED Navigator

Haven Women's Center of Stanislaus

- Turlock Satellite Office

YOLO

CommuniCare Health Centers

- Healthy Living with Diabetes Programs

Yolo Community Care Continuum

- Haven House Interim Care Program



TRANSPORTATION TO CARE WHEN YOU NEED IT MOST

Amador Rides is a collaboration of service providers helping to meet the health care transportation needs of Amador County residents. Their goal is to link people with no other means of transportation for medical, dental, and mental health appointments to a volunteer driver. Out of county trips may also be arranged on a case by case basis.

Amador Rides was just the answer for Pine Grove resident, Tony, a very active senior, who signed up with Amador Rides in July of 2019. He had an upcoming hip surgery and knew he would need assistance with transportation for a while, but didn't want to burden his loved ones. Amador Rides arranged for assigned vehicles and drivers for all of his appointments including surgery, follow-up visits and therapy. Now, he is back in his own vehicle and driving himself, fully recovered from his surgery.

MOBILE DIABETES EDUCATION CENTER MAKES AN IMPACT IN A VARIETY OF WAYS

The Vallejo-based, Touro Mobile Diabetes Education Center (MOBEC), is a state-of-the-art mobile trailer operated by Touro University's diabetes research and management team. With the help of student volunteers, the mobile education center travels throughout the community to bring free diabetes screening and education to the people of Solano County.

MOBEC provides diabetes screening for members of the community who may not otherwise have adequate access to healthcare, and brings education to the public about the risk factors associated with the disease. The goal of MOBEC is to aid individuals and families in the prevention of diabetes and prediabetes.

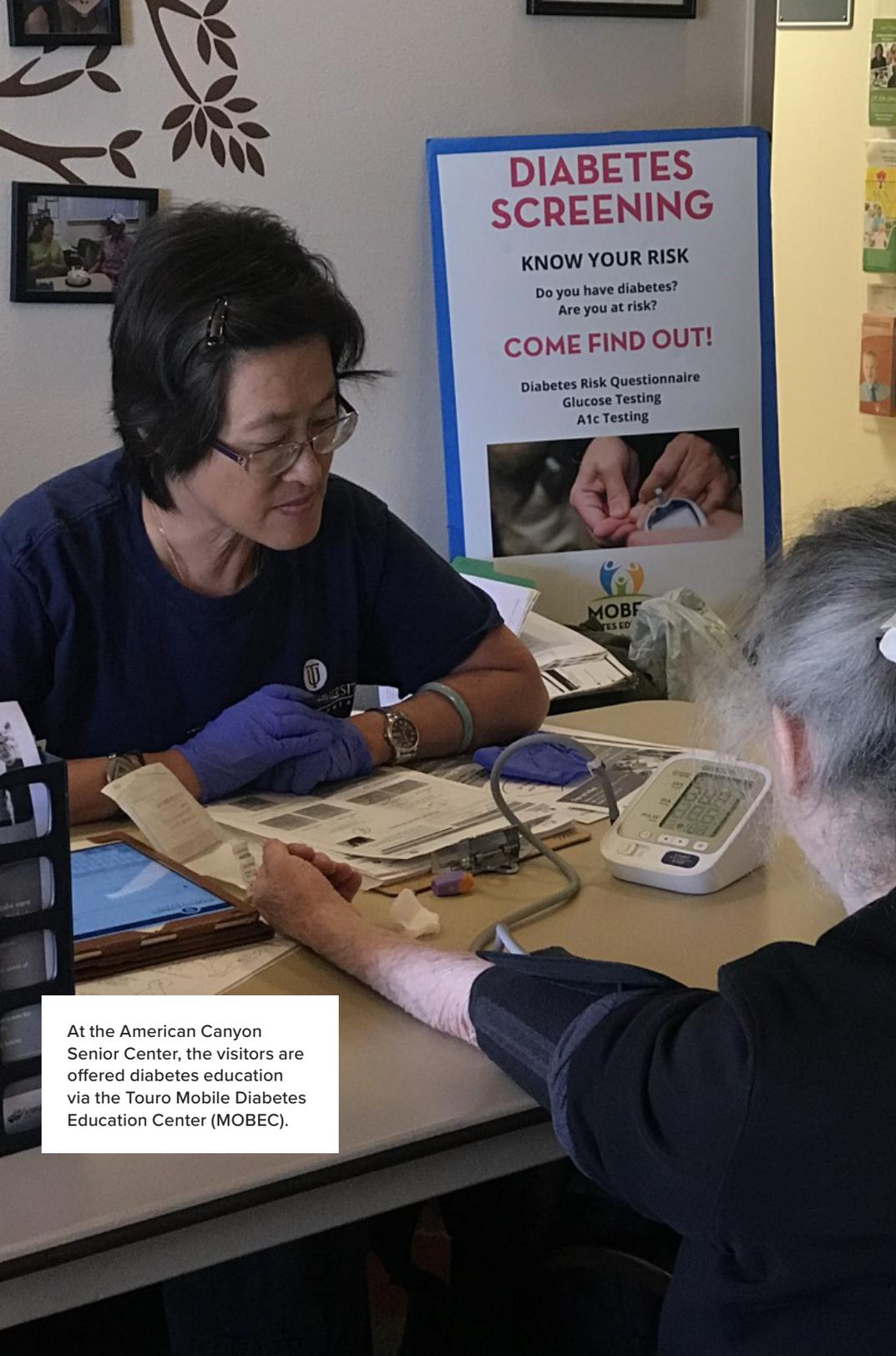
Benjamin Buggs, founder and ministry director of Faith Foods Fridays, an organization that provides food and clothing to help members of the Vallejo community who are experiencing tough times, is grateful for MOBEC.

Although she provides services for a different clientele, Lisa Johnson, program coordinator

“

MOBEC has been a bonus for people that can't afford healthcare on a regular basis, the people that can't afford to go see the doctor for a diabetes screening, the people that are homeless, the underserved people, and all the disenfranchised people that come to Faith Food Fridays,” Benjamin Buggs, founder and ministry director of Faith Foods Fridays says. “To be able to have health access from Touro and the MOBEC unit is a blessing. It is a service our ministry wouldn't otherwise be able to access.”

for the American Canyon Senior Center agrees with the Faith Food Friday assessment of MOBEC. She thinks the MOBEC team is a tremendous service to the community.



At the American Canyon Senior Center, the visitors are offered diabetes education via the Touro Mobile Diabetes Education Center (MOBEC).

The American Canyon Senior Center offers health-related programs and activities onsite that include classes, workshops, seminars and screenings. The Center partnered with Touro University's MOBEC team to offer free one-on-one blood pressure and diabetes screenings. The professional staff from MOBEC provided information and education on how to make healthy choices, such as exercise and diet, along with offering follow-up information for participants with specific health concerns.

“

The MOBEC program benefits our Center by helping educate and offer our senior participants preventative health services in a comfortable and familiar setting,” says Lisa Johnson, program coordinator for the American Canyon Senior Center. “I am looking forward to continuing our partnership to offer screenings throughout the new year.”



**WELLNESS,
HEALTHY FOOD AND
ACTIVE LIVING**



MERCED

Boys and Girls Club of Los Banos

- New Club Launch

GoNoodle, Inc.

- Movement Videos & Games for Classroom Physical Activity

Shady Creek Outdoor Education Foundation

- FitQuest

PLACER

GoNoodle, Inc.

- Movement Videos & Games for Classroom Physical Activity

Shady Creek Outdoor Education Foundation

- Fit Quest

SACRAMENTO

Sacramento Food Bank & Family Services

- Hunger Relief

Shady Creek Outdoor Education Foundation

- Fit Quest Sacramento

Soil Born Farms

- Food System Action Plan and Capacity Building

SAN JOAQUIN

Boys & Girls Clubs of Tracy

- Health, Well-Being, and Inclusion Program

Give Every Child A Chance

- Health Education

GoNoodle, Inc.

- Movement Videos & Games

San Joaquin County Public Health Services

- Older Adult Mobility

Second Harvest Food Bank

- Mobile Fresh for Kids

SOLANO

Florence Douglas Center

- Walking For Health

STANISLAUS

East Stanislaus Resource Conservation District

- Junior Chef at the Market Program

GoNoodle, Inc.

- Movement Videos & Games

Second Harvest Food Bank

- Mobile Fresh for Kids

Stanislaus County Office of Education

- Soccer for Success

YOLO

Yolo Food Bank

- Kids Farmers Market
- Nourish Yolo

YUBA-SUTTER

Shady Creek Outdoor Education Foundation

- Fit Quest
- Shade Sail Structure over Amphitheatre

YOLO FOOD BANK'S KIDS FARMERS MARKET

Its Impact Deeper than
a 10 lb. Bag of Produce

Yolo Food Bank's Kids Farmers Market is a free, weekly, after-school farmers market for hundreds of children at seven schools in Yolo County. These schools have free and reduced-price meal qualification rates greater than 70 percent.

The Kids Farmers Market provides students with play money to "purchase" up to 10 pounds of produce, rice and beans from an onsite, market-style display. While shopping, they learn about and sample the seasonal fruits and vegetables. In addition to the produce, nutritional information along with recipes are available to take home.

Kids Farmers Market Program Coordinator Hazel Critchfield says that even though at least 10 pounds of produce per child goes home each week to more than 1,000 Yolo County children, the market's real impact is far deeper.



Hazel illustrates her point by telling the story of her visit to Whitehead Elementary School in Woodland. She describes a student who declined to sample the fresh pineapples and oranges Hazel brought, despite the fact that her friends were going wild for them.

“

She said this was because she was concerned that by tasting them, there might not be enough left to take some home for her mom,” Program Coordinator Hazel Critchfield explained. “The need is so real,” she continued. “Not only are we providing food to children, but we are empowering them by giving them a sense of providing for their families.”

“

I change the question to ask if their mom or dad might like the squash,” Hazel laughs. “They usually nod, come back and take one.”

Since that day at Whitehead Elementary, Hazel has adopted a new response when children scrunch up their noses at the suggestion that they take home some squash.



EXPANDING HOUSING OPTIONS AND COMMUNITY DEVELOPMENT





MERCED

Merced Rescue Mission

- Hope Respite Care -Los Banos

United Way of Merced County- Cultiva La Salud

- Central Valley Partnership for School
Health Train the Trainer

SACRAMENTO

Downtown Sacramento Partnership

- Downtown Navigator
- Serial Inebriate Program

Fairytale Town

- Timeless Tales Capital Campaign

Midtown Business Association

- Midtown Parks

Valley Vision

- Clean Air Partnership
- Food Factory

SAN JOAQUIN

Coalition of Tracy Citizens to Assist the Homeless

- Improve Health and Well-Being of
Homeless Men in Tracy

H.O.P.E. Ministries

- Project Hope

McHenry House Tracy Family Shelter

- Family Crisis Intervention

Tracy Community Connections Center

- Recuperative Care & Emergency Shelter
- Modified Recuperative Care & Emergency Shelter
- Tracy Homeless Hygiene Program

Women's Center - Youth & Family Services

- Serenity House
- Support Services

United Way of San Joaquin County

- HealthForce Partners Northern San Joaquin Valley

Valley Vision

- San Joaquin Community Health Improvement Plan Coordination

SOLANO

Solano Economic Development Corporation

- Solano EDC Investment

STANISLAUS

Economic Development Council

- Opportunity Stanislaus

Love Our Cities, Inc.

- Love Modesto

Modesto Gospel Mission

- Freedom Road - Day Program
- Freedom Road - Respite Program

Turning Point Community Programs

- Housing Assessment Team - HAT

YOLO

Davis Community Meals

- Paul's Place

Short Term Emergency Aid Committee

- Eviction Prevention Program



Newly empowered graduate of United Way of Merced-Cultiva La Salud's Powerful Women speaks her mind at a recent civic event.

BIG WIN FOR UNITED WAY OF MERCED-CULTIVA LA SALUD

Powerful Women Curriculum

United Way of Merced-Cultiva La Salud's Central Valley Partnership for Student Health has been developing a comprehensive "Powerful Women" curriculum in English and Spanish. With funding from Sutter Health, the program equips parents to engage as equal partners with schools, school districts and local government so that schools and communities are healthier places to raise children. The response from parents willing to participate in the first cohort of Powerful Women students was inspiring.

Claudia G. Corchado, program manager at United Way of Merced-Cultiva La Salud, could not believe the response from mothers wanting to enroll in Powerful Women. "Four ladies enrolled," Corchado explained. "Then two more, then two more, then 18 and then 28! After that I had to say wait for the next class!"

The women went through a 12-week curriculum, where they developed skills as leaders and advocates for children's health in school, and then six weeks of practical experience to learn a civics lesson they'll never forget.

The Powerful Women class took on a grassroots effort to conduct outreach to Los Banos city officials to put up a stop light at a heavily congested school bus stop area, where as many as 65 children descend from the bus onto the sidewalk at one time.

“

The bus stops across the street and the cars don't stop because there is not a stop sign,” Corchado says. “There's so much foot and car traffic, that walking to and from the bus stop was an accident waiting to happen, and a barrier to exercise, visiting with friends and enjoying the community.”

The Powerful Women class attended Los Banos City Council meetings, planning commission meetings and chamber events. They worked with City staff, who, to their credit, encouraged the ladies to work with the city and together find a solution based on what's best for constituents.

Through their relationships established with the City of Los Banos and their new knowledge of navigating through government agencies and advocacy, the Powerful Women class was successful, and a stop sign is now in place at the busy intersection. The takeaway for these women, many from a culture that often fears government, is that government can be there to support them, and that their active participation is welcomed and appreciated.

“

Although this is a small win for others, it makes a world of difference for residents living in our neighborhoods,” says Corchado. “The lesson learned is you can make change. That's empowerment.”



FINDING REFUGE AT THE MODESTO GOSPEL MISSION'S FREEDOM ROAD DAY PROGRAM

The Modesto Gospel Mission's Freedom Road Day Program provides a safe place for homeless men and women. The staff at Freedom Road encourages everyone to come and find safe refuge and mentors those who are working towards making positive changes in their lives.

Modesto Gospel Mission Freedom Road Coordinator Stephen Ehrlich is at the heart of the effort to walk together with the individuals who come to Freedom Road. He helps them through the challenges they face and gives them assistance with reintegrating back into a society where jobs and housing is possible.

Ehrlich refers to "Joseph" to illustrate his point. He came to the Modesto Gospel Mission in April of 2019 after getting out of prison for a violent crime. He served four years, was released, and ended up at the doorstep of the mission. Prior to going to prison, Joseph was a teacher and

Modesto Gospel Mission
Freedom Road Coordinator
Stephen Ehrlich (right) and
"Joseph," a former client and
now a program volunteer.

a tennis coach, and had no prior criminal history. While getting to know Joseph, Ehrlich discovered that Joseph had struggled with severe depression since he was just five years old and had a history of suicide attempts.

“In my eyes, what makes Joseph such a miracle is the fact that he has never given up,” says Ehrlich. “He battled through his depression and got the support he needed, even in moments when he had no hope.”

Joseph started using the Mission’s shelter services and started attending Freedom Road Day Program. He had the assurance of knowing he had a safe place to go, that he is part of a family and part of a community that supports one another. He later became a program volunteer.

“Because of his background in education, Joseph has been a big support to others within the Day Program,” Ehrlich says. “He assists with I.D. and social security acquisition; comprehensive GED services; vocational assistance such as interview training and resume and job preparation assistance; and aids those who seek shelter at Modesto Gospel Mission.

Although Joseph still has struggles such as a tendency to isolate himself from others when things get tough, he always finds his way back to get the support he needs. The Freedom Road Day Program provided him with a place of refuge and hope.

“Our community is blessed to have Joseph be a part our lives,” Ehrlich says gratefully. “I’m just happy we could build a strong relationship with him and give him the support he needs.”



WORKFORCE AND YOUTH DEVELOPMENT

MERCED

Merced County Behavioral Health and Recovery Services

- Bridge Program

SACRAMENTO

Align Capitol Region

- Workforce Development

Fairytale Town

- Sacramento Play Summit

Los Rios Colleges Foundation

- Los Rios Promise Scholarship Program

Sierra Nevada Journeys

- Classrooms Unleashed

Work-Study Inc.

- CHRHSS Work-Study Inc.

Modesto City Schools

- Vocational Based Instruction

Haven Women's Center of Stanislaus

- HARRT: Youth-Led Adolescent Relationship Abuse Prevention Program

Stanislaus County Office of Education

- PHAST Youth Coalition

YOLO

Yolo Crisis Nursery, Inc.

- Emergency Childcare and Wrap-Around Services for Families in Crisis

Yolo County Children's Alliance

- Family Resource Center



WORLD RELIEF, SACRAMENTO HELPS EASE THE ANGST OF REFUGEE RELOCATION

Learning to navigate a new country's healthcare system and understanding how to access resources can be incredibly challenging, especially for new refugees who are still learning the native language. For women who immigrate to the United States, learning English and trying to learn what basic social services might be available to them and their families can be extremely difficult. As a result, women refugees often struggle to manage and effectively navigate resources available to them and their families.

This is where World Relief, Sacramento's Refugee Women's Integration Program steps in. The refugee resettlement organization's curriculum offers a guide to the U.S. healthcare system that includes when to access which services (e.g., primary healthcare vs. emergency department), and common medical issues and ailments.

This basic information can be critical. For instance, one refugee student tried to go to the doctor to get medicine for her young son

who was sick. She asked for antibiotics, but the doctor said no, she needed to examine her son to get the medication. This response made no sense to the mother. Why would she bring in a sick son to the doctor? He needed to stay home and rest, and she needed to get him medicine. She left confused, frustrated and not sure how to care for her child.

Program participants go on field trips to hospitals and clinics, and to them, a particularly perplexing place, the local pharmacy. On the pharmacy field trip, the refugees see firsthand the types

of medicines available, and practice asking the pharmacist questions about different options based on theirs — or their children’s — symptoms.

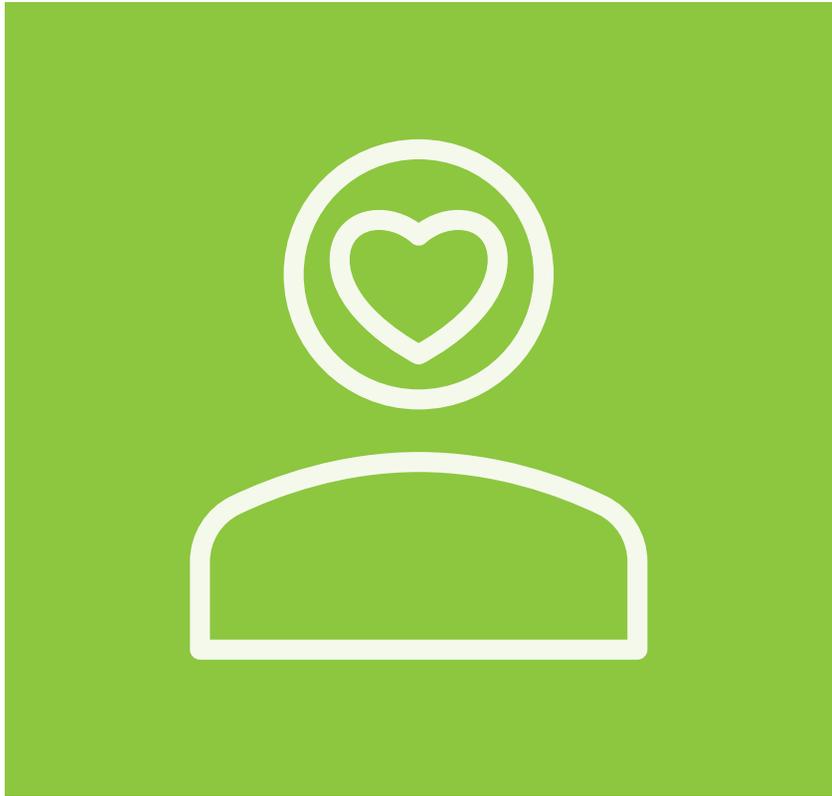
Josey, the same woman who had tried unsuccessfully to get antibiotics for her son, joined the program and was ecstatic about what she learned at the pharmacy. After the field trip, she knew which aisle had the Baby Tylenol. If she needed a prescription, she knew what line to stand in at the pharmacy and how to pick up her son’s medicine. She felt a newfound independence in her ability to care for her family.

“

The women in our integration classes overcome hardship, trauma, language barriers and so much more to establish their new lives and homes,” says Vanessa Josey, events and communications manager, World Relief Sacramento. “So, we take what we study in the classroom and practice in the real world, but in a way that feels safe and comfortable.”

“

Going to the pharmacy is what many of us consider just another errand,” says Josey. “But for our students, navigating a U.S. pharmacy is overwhelming. Learning how it works is a hard-earned step and empowers refugee women in our City with greater self-sufficiency and confidence.”



MENTAL HEALTH

AMADOR

WellSpace Health

- Suicide Prevention Program

PLACER

WellSpace Health

- Suicide Prevention Program

SACRAMENTO

Mental Health America

Sacramento Asian Sports Foundation

Stanford Sierra Youth & Families

WellSpace Health

- Suicide Prevention Program

SAN JOAQUIN

Catholic Charities of the
Diocese of Stockton

- Family Wellness Prevention and
Early Intervention Program

YOLO

Suicide Prevention of Yolo County

- Health and Wellness Program

YUBA-SUTTER

Sutter Yuba Homeless Consortium

- Mental Health Services for People
Experiencing Homelessness





BETTER LIVES THROUGH MENTAL AND EMOTIONAL STABILITY

With the increased cases of individual mental illnesses and personal trauma, it is essential that communities provide places for therapeutic treatment like the Life Building Center in Marysville in order to help community members improve their lives through mental and emotional stability. Sutter Health's investment in the Sutter Yuba Homeless Consortium helped create the Life Building Center to increase access to services for individuals experiencing homelessness.

The Sutter Yuba Homeless Consortium has implemented a streamlined system for people experiencing homelessness to receive shelter and housing services from nonprofit and government agencies in our bi-county area. This Coordinated Entry (CE) system is embedded in two centralized locations, one in Sutter County at Hands of Hope and another located in Yuba County at the Life Building Center.

Each location serves as a “one stop” where individuals can come to get assistance through case management, supportive services, and life skills education to work towards ending their homelessness. Therapy services are offered three times each week.

“

Therapy sessions for homeless individuals at the Life Building Center is an opportunity that has allowed clients to seek treatment,” Burke says. “And that’s treatment that otherwise would not be available.”

The Life Building Center is a day center for homeless families and individuals, providing direct linkages to shelter and housing programs, case management services, and a range of support, including mental health therapy.

Chelsea Burke, coordinated entry manager for the Sutter Yuba Homeless Consortium and a contracted licensed therapist at the Life Building Center, provides therapy sessions for homeless individuals there.

Burke says that success stories at the Center are particularly rewarding, as it doesn’t happen without the client’s hard work and motivation. “David” and “Brad” are cases in point.

David decided to seek treatment for depression and anger-related issues at the Center. Once trust and rapport were established with Burke, he disclosed his childhood trauma stories that have haunted him for many years. In session, David learned various coping strategies for depression, anxiety, and anger, which allows him to set goals and self-monitor for life fulfillment.

David continues to seek support in therapy, has returned to school as a full-time student, works part time, and has recently moved into shared housing.

Brad sought out therapy due to his anger of recently becoming homeless. While working together with Burke, Brad recognized the



“

We'll continue to assist those less vulnerable to work their way through their barriers to housing, employment, and becoming productive members of our communities again,” Burke says. **“It's stories like David and Brad's that makes our work so meaningful.”**

need to seek out treatment at Sutter-Yuba Behavioral Health for medication and has been medication compliant for over six months.

Between psychotherapy and medication, he has learned to control his anger and express his feelings in a healthy way, which has resulted in less physical altercations and good standing status as a 14Forward participant. The 14Forward program is a village of temporary shelters in Yuba County. The goal of the village is to provide individuals with shelter for 30 days with supportive resources to help move tenants into more permanent housing.



ADDRESSING HOMELESSNESS ACROSS THE VALLEY

Sutter believes that housing is critical to good health outcomes and healthier communities. Our investments in low-barrier, housing-first programs help ensure the communities we serve have capacity to shelter the most vulnerable individuals and help connect those in need with support services to put them on a path toward more permanent housing. Homelessness and

the lack of available housing continues to be identified by local policymakers and community leaders as a significant public health concern, and Sutter is committed to partnering with both local government and other like-minded organizations to increase housing options and access to needed social services like behavioral healthcare and case management.

2019 HOUSING AND HOMELESS OUTCOMES



51,011

Adults and Youth Served



237,853

Services Provided

- 36,397** Nurse Assessment
- 46,817** Certified Nursing Assistant Services
- 12,982** Transportation to Care
- 6,480** Primary and Mental Health appointments



85,714

Service Referrals

- 12,715** Primary Care
- 9,389** Behavioral Health
- 5,273** Dental and Vision
- 12,124** Basic Needs
- 8,703** Housing



7,861

Housing Outcomes

- 6,687** Shelter Obtained
- 476** Transitional Housing Obtained
- 698** Permanent Housing Obtained



5,184

Health Outcomes

- 2,053** Established a Primary Care Home
- 688** Established a Mental Health Provider
- 2,443** Enrolled in Health Insurance

GETTING TO ZERO

2019 marked the third and final year of our Getting to Zero campaign, a three-year effort to address chronic homelessness across Placer, Sacramento and Yolo counties. Sutter Health was proud to partner with local government and business leaders to invest new funding towards low- or no-barrier housing projects across the region, achieving the following results:

The Impact

MORE THAN \$9 MILLION
in Sutter Health matching gifts for a total of

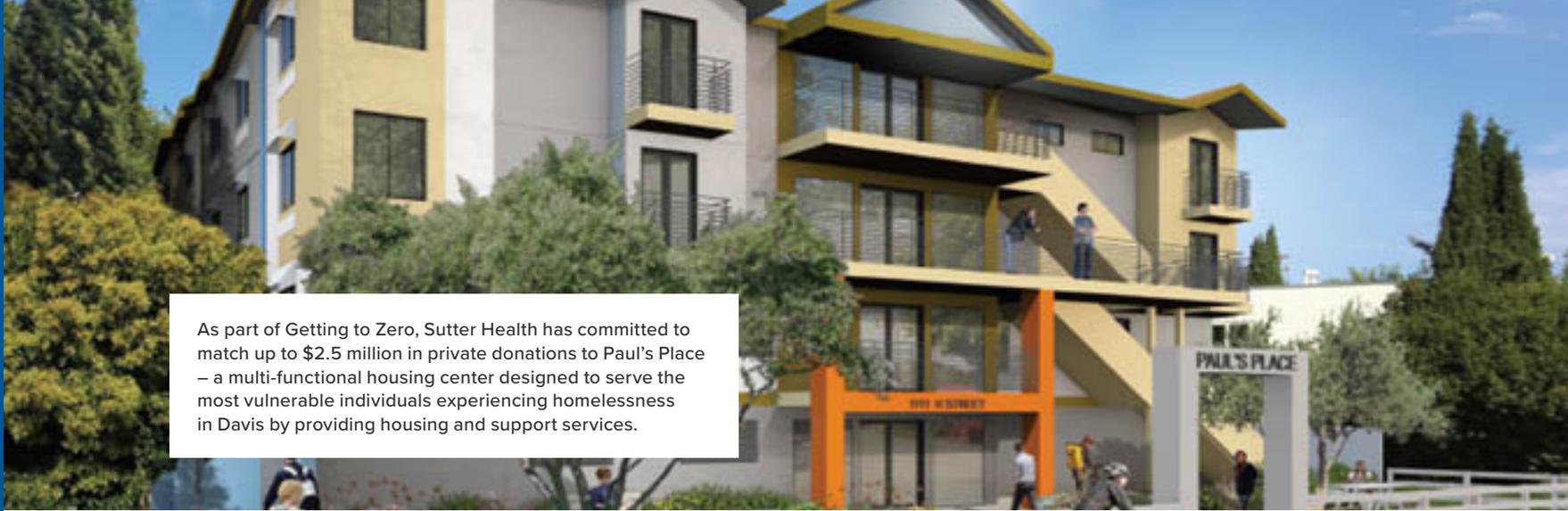


NEARLY \$20 MILLION

towards addressing chronic homelessness

The inspiration and execution of Paul's Place is a shining example of Getting to Zero public and private partners working together to give hope to those experiencing homelessness.





As part of Getting to Zero, Sutter Health has committed to match up to \$2.5 million in private donations to Paul's Place – a multi-functional housing center designed to serve the most vulnerable individuals experiencing homelessness in Davis by providing housing and support services.

PAUL'S PLACE PROJECT

Inspired by a matching grant opportunity from Sutter Health to “think big” about innovative approaches to addressing homelessness, Davis city staff brought together a wide coalition of community members including the faith community, housing advocates, law enforcement, local business and homeless service providers to collaborate on a project that could gain the community and financial support needed to secure a Sutter Health funding match. After months of meetings, several efforts were folded into what ultimately became Paul's Place, a first-of-its kind vertical housing village that will provide services to hundreds.

Paul's Place is a beautiful, new multi-functional structure designed to serve the most vulnerable individuals living homeless in Davis by providing housing and wraparound services. It is an innovative, one-of-a-kind structure that will include green space to enhance the neighborhood; a resource center to connect participants to public benefits, health and human services, housing and employment opportunities; 10 single-residence transitional housing bedrooms, and two floors of permanent supportive housing, micro-unit apartments.

Contingent on the pace of fundraising and the approval process, construction is slated to begin this year.



Sutter Health employees donate gifts for families in need during the holiday season.

SUTTER HEALTH IN THE COMMUNITY

At Sutter Health, our compassion for others doesn't turn off at the end of a shift. Each year our staff shows tremendous generosity through volunteerism and providing donations to support the communities we serve.

HOLIDAY SEASON FOOD BANK DONATIONS

For more than a decade, Sutter Health has provided financial support to foodbanks across our footprint to help nourish individuals and families. In November 2019, Sutter Health announced more than a quarter-million-dollar donation to 32 food banks, food kitchens and free pantries across Northern California and in Oregon and Hawaii. The donation assists local groups with providing free healthy meals or bags of food to those in need.

In the Valley Area, Sutter Health was proud to support the following organizations last year:

- Beal Airforce Base Operation Warm Heart-Yuba City
- Brownsville Lutheran Ranch Church-Brownsville
- Elk Grove Food Bank
- Food Bank Of Solano and Contra Costa County
- Interfaith Food Bank/Amador County Food Bank
- Manna Ministries-Los Banos
- Placer Food Bank-Roseville
- River City Food Bank-Sacramento
- Salvation Army/Modesto Citadel (Food Distribution Center)
- Salvation Army Los Banos
- Salvation Army Yuba City
- Second Harvest Food Bank-Manteca
- Tracy Interfaith Ministries-Tracy
- Yolo Food Bank-Woodland

14 Food Banks Supported in the Valley
\$100,000 Total Investment in the Valley Area

HOLIDAY ADOPT A FAMILY

Sutter Health has supported families in need through our Holiday Adopt-a-Family program for more than 10 years. Holiday Adopt-a-Family allows employees throughout our hospitals and care centers in the Sutter Health Valley Area the unique opportunity to generously provide needed supplies and gifts to less fortunate families in our region.

In 2019, we worked with family resource centers throughout our service area to collect and distribute truckloads of gifts to families in need.

10 Family resource centers that partnered with SHVA Adopt-a-Family.

251 Families adopted.



OPERATION BACKPACK

Sutter Health Valley Area employees joined an effort by Volunteers of America and 65 other nonprofits and school districts to support youth in their neighborhoods by providing hundreds of backpacks, back-to-school materials and monetary donations. In 2019 SHVA staff contributed:

1,768 New backpacks filled with grade appropriate school supplies

\$2,913 In financial donations

SPONSORSHIPS

291 – SHVA-sponsored community events in 2019. We are grateful for our partners' appreciation.

Here is a sampling of their remarks:



“Your generosity will help build one-to-one relationships and ignite the biggest possible futures for the disadvantaged youth that we serve”

– Big Brothers Big Sisters of Sacramento

“We stay encouraged and intentional about changing lives and communities. Thanks for your sponsorship of our Unity Ball”

– Greater Sacramento Urban League

“I cannot express how grateful we are for your trust in our mission to provide essential resources to overcome the many faces of hunger and human need. Thank you wholeheartedly for your support”

– Elk Grove Food Bank Services

“We are honored to continue our work with Sutter Health to ensure victims of domestic violence, sexual assault and sex trafficking have the support they need to be safe and thrive...thank you for investing in our work.”

– WEAVE



LOOKING AHEAD

Sutter Health Valley Area External Affairs has developed a 2020 strategy that combines both the Community Health and Government Relations units to further Sutter Health's mission to enhance the well-being of people in the communities we serve through a not-for-profit commitment to compassion and excellence in healthcare services.

With the recent completion of our 2019 Community Health Needs Assessments (CHNAs), we will focus our time, energy and resources to truly move the needle on the prioritized community health needs in each community. Because the social determinants of health are diverse, so too is our approach.

We engage local leaders and elected officials to educate them about our work in the community and understand the challenges their constituents are facing. Their cooperation and partnership are essential to help us truly make an impact on addressing tough issues such as homelessness, primary care access, air quality, and transportation.

We rely on our own data analysis, interviews with front line hospital staff, and anecdotal evidence to help us determine how our health system can be a leader in ensuring the underserved receive access to the right care, in the right place, at the right time.

These factors collectively inform our decision-making for where to invest time, money, and professional talent. We work with the local community to identify collaborative solutions that with the support of Sutter Health can make significant strides for a healthier community.

This 2019 Annual Report is a tribute to our community partners who are out in the field, working with the vulnerable, and impacting



their lives and communities for the better. What this report doesn't reveal is the work yet to be done to serve even more, and the collaboration that must take place to eliminate the inequities that unfortunately predict health outcomes. To that end, the work of Sutter Health Valley Area External Affairs continues.

In 2020, SHVA will focus our efforts on addressing the priority health needs identified in our most recent Community Health Needs Assessment, including:

- Health care access and delivery
- Healthy eating and active living
- Access to basic needs
- Family and youth support
- Workforce development
- Mental health and substance abuse

We will also seek to streamline the delivery of services to Medi-Cal populations and increase the efficiency of our community health programs. We will use hospital and health equity data to develop chronic disease management programs across the Valley and work collaboratively

with local government and nonprofits to build new relationships across our region to address the challenges of homelessness.

We will continue to engage local leaders and elected officials to educate them about our work in the community and understand the challenges their constituents are facing. Their cooperation and partnership are essential to help us truly make an impact on addressing tough issues such as homelessness, primary care access, air quality, and transportation – all of which affect the whole-person centered approach to health care we strive to achieve.

Importantly, we will also create immediate opportunities to increase access to mental health services at the local level, and develop a 2030 strategic plan to broaden the scope of mental health services across the Sutter Health footprint.

We look forward to building on the strong foundation established this year to realign community health systems and strategies, and connect more individuals to a whole health continuum of care in each community we serve.



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