

Community Benefits Report

Fiscal Year 2020

Beth Israel Lahey Health 
New England Baptist Hospital

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Section I: Mission Statement

Summary and Mission

New England Baptist Hospital (NEBH) is a member of Beth Israel Lahey Health (BILH). BILH was established with an appreciation for the importance of caring for patients and communities in new and better ways. BILH brings together an exceptional array of clinical organizations spanning the full continuum of health care delivery – academic and teaching hospitals, community hospitals, ambulatory and urgent care centers, behavioral health programs, and home care – in a shared mission to expand access to great care and advance the science and practice of medicine through groundbreaking research and education.

At the heart of BILH is the belief that everyone deserves high-quality, affordable health care and this belief is what drives us to work with community partners across the region to promote health, expand access, and deliver the best care in the communities BILH serves. BILH's Community Benefits staff are committed to working collaboratively with BILH's communities to address the leading health issues and create a healthy future for individuals, families, and communities.

The mission of NEBH is to transform the lives of those we serve by promoting wellness, restoring function, lessening disability, alleviating pain, and advancing knowledge in musculoskeletal diseases and related disorders. NEBH is also committed to being active in our community.

NEBH is committed to collaborating with community partners and residents across Boston to identify areas of special need in musculoskeletal disease and collaborate on programs to address these needs, with special focus on underserved populations through outreach, education and provision of services to address musculoskeletal health.

NEBH works with all segments of the population but in recognition of its strong ties to its surrounding community and its specific clinical expertise, NEBH focuses its Community Benefits efforts on improving the health and well-being of the low income, underserved populations living in the Boston neighborhoods of Mission Hill/Roxbury and on musculoskeletal health. NEBH currently operates educational, outreach, and community-strengthening initiatives, collaborates with many of the community's leading service organizations.

The following annual report provides specific details on how NEBH is honoring its commitment and includes information on NEBH's Community Benefits Service Area (CBSA), community health priorities, target populations, and community partners, as well as detailed descriptions of its community benefits programs and their impacts.

More broadly, the NEBH's Community Benefits mission is fulfilled by:

- **Involving the NEBH staff**, including its leadership, and dozens of community partners in the community health assessment process as well as in the development, implementation, and oversight of the Implementation Strategy;
- **Engaging and learning from residents** throughout the NEBH's service area in all aspects of the Community Benefits process, including assessment, planning, implementation, and evaluation. In this regard, special attention is given to engaging diverse perspectives from those who are not patients of NEBH and those who are often left out of these assessment, planning, and program implementation processes;
- **Assessing unmet community need** by collecting primary and secondary data (both quantitative and qualitative) to identify unmet health-related needs and to characterize those in the community who are most vulnerable and face disparities in access and outcomes;
- **Implementing community health programs and services** in NEBH's Community Benefits Service Area that is geared towards improving current and future health status of individuals, families, and communities by removing barriers to care, addressing social determinants of health, strengthening the healthcare system, and working to decrease the burden of the leading health issues;
- **Promoting health equity** by addressing social and institutional inequities, racism, and bigotry, as well as ensuring that all patients are welcomed and received with respect and culturally responsiveness; and
- **Facilitating collaboration and partnership** within and across sectors (e.g., public health, health care, social service, business, academic, and community health) to advocate for, support, and implement effective health policies, community programs, and services.

Name of Target Population

NEBH's Community Benefits Service Area (CBSA) includes the Boston neighborhoods of Mission Hill/Roxbury. The NEBH FY19 Community Health Needs Assessment's (CHNA) findings, on which this report is based, clearly show that low income and racially/ethnically diverse populations living in Boston's neighborhood of Mission Hill/Roxbury.

While NEBH is committed to improving the health status and well-being of those living throughout its entire service area, per the Commonwealth's updated community benefits guidelines, NEBH's Implementation Strategy will focus on the following most high need priority populations in Mission Hill/Roxbury – Low Income, Racially/Ethnically Diverse, Children/Youth and Families, and Older Adults.

Basis for Selection

Community health needs assessments; public health data available from government (MDPH, Boston Public Health Commission, federal agencies) and private resources (foundations, advocacy groups); NEBH's areas of expertise.

Key Accomplishments of Reporting Year

During FY20, New England Baptist Hospital dedicated significant time and resources to respond to needs caused and/or exacerbated by COVID-19. NEBH worked with community members to address food insecurity and the need for basic household items (masks, cleaning supplies, hand sanitizer, etc.). The hospital also worked with BILH to develop and distribute written materials (in nine languages) to the communities most impacted by COVID-19 to help slow the spread of the virus. BILH and NEBH redeployed staff, supplies, and other materials to both the community and within hospitals, including Personal Protective Equipment (PPE), food, hand sanitizer, etc.

Because of COVID-19, several programs highlighted in this report were modified. In some cases, programs were expanded, and in others, programs were reduced in response to the pandemic and its impact on our community.

Food insecurity became a top priority in FY20 due to COVID-19. Many residents of Mission Hill lost their job, had work hours reduced, were furloughed, etc. To help with food insecurity and access, NEBH provided food for emergency food pantries at housing developments and provided Stop & Shop gift cards to hundreds of families and individuals that live in Mission Hill. Stop & Shop is the local grocery store in Mission Hill.

NEBH collaborated with the community on much needed transportation for seniors. The Mission Link provides transportation to and from doctor's appointments, pharmacy, grocery store, etc. for seniors living in Mission Hill.

NEBH collaborated with Roxbury Tenants of Harvard on their Aging Well program. The program included a series of three exercise platforms: Easy Steps, an exercise class for seniors that concentrates on strength, balance, flexibility, fall safety and endurance; Walk and Talk, a walking group that walks twice a week; and Healthy Moves, for those who that have completed Easy Steps. The program focused on building upon the strength, balance, flexibility, and endurance, as well as an educational series that included classes on cognitive thinking, fall prevention and nutrition. The program was suspended in March due to COVID-19.

To help with senior isolation in Mission Hill/Roxbury, NEBH collaborated with the Mission Hill Senior Legacy Project on a number of activities, including the quarterly birthday party and the Sr. Celtics fitness program. These activities have been very successful with over 150 seniors attending each event. These programs keep seniors active and moving and also help with isolation/depression with older adults.

NEBH partners with Morgan Memorial, Goodwill and Madison Park High School in Roxbury to offer a one-year, school-to-work internship through the Project SEARCH High School Transition Program. The program provides real-life work experience combined with training and independent living skills to help youth with significant disabilities make successful transitions from school to productive adult life. NEBH provides a weekly stipend to participants to help promote financial independence, allow students to contribute to their family's rent, groceries, and other expenses, and reinforce the financial literacy and responsible spending skills students are learning in the classroom at Madison Park. Due to the statewide shutdown, the program ceased in March, NEBH continued to pay the students for the entire school year.

NEBH collaborated with the Boston Celtics on Sr. Celtics. The Sr. Celtics program encourages elderly members of the Mission Hill/Roxbury community to maintain an active lifestyle through participation in fitness and health education classes. Celtics players, legends and New England Baptist Hospital staff led seniors in group workouts and discussed the benefits of physical exercise. Two events were held. At both events, NEBH physical therapists and nurses educated the group on fall prevention.

NEBH provided much needed masks, hand sanitizer, basic household items and warm winter clothing to community members.

Plans for Next Reporting Year

In FY19, NEBH conducted a comprehensive and inclusive Community Health Needs Assessment (CHNA) that included qualitative and quantitative data collection, robust community engagement activities, and an inclusive prioritization process. These activities were in full compliance with the Commonwealth's updated Community Benefits Guidelines for FY19. In response to the FY19 CHNA, NEBH will focus its FY2020 – 2022 IS on the following priority areas. These priority areas collectively address the broad range of health and social issues facing residents living in NEBH's CBSA who face the greatest health disparities. These priority areas are:

- 1) Social Determinants of Health and Access to Care
- 2) Chronic/Complex Conditions and their Risk Factors

It should also be noted that these priority areas are aligned with the statewide health priorities identified by the Executive Office of Health and Human Services (EOHHS) in 2017 (i.e., Chronic Disease, Housing Stability/Homelessness, Mental Illness and Mental Health, and Substance Use Disorders). NEBH's priorities are also aligned with the priorities identified by the Massachusetts Department of Public Health (DPH) to guide the Community-based Health Initiative (CHI) investments funded by the Determination of Need (DON) process, which underscore the importance of investing in the social determinants of health (i.e., built environment, social environment, housing, violence, education, and employment).

The FY19 CHNA provided new guidance and invaluable insight on quantitative trends and community perceptions that are being used to inform and refine NEBH's efforts. In completing the FY19 CHNA and FY20-22 IS, NEBH, along with its other health, public health, social service, and community partners, is committed to improving the health status and well-being of all residents living throughout its CBSA. As discussed above, based on the assessment's quantitative and qualitative findings, including discussions with a broad range of community participants, there was an agreement that NEBH's FY20-22 IS should prioritize certain demographic, socio-economic and geographic population segments that have complex needs, face barriers to care and service gaps, as well as other adverse social determinants of health. These factors put these segments at greater risk, limit their access to needed services, and can often lead to disparities in health outcomes. More specifically, the FY19 CHNA identified the importance of supporting initiatives that targeted low income populations, children/youth and families, older adults, and racially/ethnically diverse populations.

NEBH partners with a number of community-based organizations and service providers to execute its IS, including public agencies, social service providers, and businesses.

Because of COVID-19, several programs highlighted in this report were modified. In some cases, programs were expanded, and in others, programs were reduced in response to the pandemic and its impact on our community.

Enhance Access to Care and Reduce the Impact of Social Determinants

NEBH is committed to improving the health status and well-being of all residents living throughout its CBSA. Certainly all geographic, demographic, and socioeconomic segments of the population face challenges of some kind that can hinder their ability to access care or maintain good health. Regardless of age, race/ethnicity, income, family history, or other characteristics, everyone is impacted in some way by health-related risks. With this in mind, NEBH's IS includes activities that will support residents throughout its CBSA, across all segments of the population.

In recognition of the considerable health disparities that exist in some communities, NEBH focuses the bulk of its Community Benefits resources on improving the health status of low income and underserved populations living in the Boston neighborhoods of Mission Hill/Roxbury.

While there are certainly segments of the populations in Brookline, Chestnut Hill, and Dedham that are vulnerable and underserved, the greatest disparities exist in Boston. In order to maximize the impact of its Community Benefits resources, NEBH's Community Benefit Committee (CBAC) voted to prioritize and focus NEBH's attention on the more urban, high-need communities in NEBH's CBSA.

Based on the findings from the breadth of NEBH's assessment activities, further efforts were made to prioritize certain population segments by race/ethnicity, socio-economic status, and other factors. More specifically, the CBAC and the Community Benefits Senior Leadership Team (SLT) voted to prioritize: 1) Children, youth and families, 2) Older adults, 3) Low to moderate income populations, 4) Individuals with chronic/complex conditions, and 5) Racially/ethnically diverse populations, and limited-English speakers.

The following outlines NEBH's goals for addressing the priority populations and community health priorities identified above.

Social Determinants of Health and Access to Care

Enhance Access to Care and Reduce the Impact of Social Determinants

Reduce Elder Falls and Promote Aging in Place

Increase Access to Healthy Foods and other Basic Household Needs

Promote Violence Prevention and Address Trauma (Safe Neighborhoods/Community Cohesion)

Increase Job Opportunities for Youth and Adults

Decrease Transportation Barriers

Chronic/Complex Conditions and their Risk Factors

Enhance Access to Health Education, Screening, Referral, and Chronic Disease Management Services in Clinical and Non-Clinical Settings

Reduce the Prevalence of Tobacco Use

Increase Physical Activity and Healthy Eating

It is important to note that there are community health needs that were identified by NEBH's assessment that, due to the limited burden that these issues present and/or the feasibility of having an impact in the short- or long-term on these issues, were not prioritized for investment. Namely, education and behavioral health were identified as community needs but these issues were deemed by the CBAC and the SLT to be outside of NEBH's primary sphere of influence and have opted to allow others in its CBSA, the Greater Boston region, and the Commonwealth to focus on these issues. This is not to say that NEBH will not support efforts in these areas. NEBH remains open and willing to work with hospitals across Beth Israel Lahey Health's network, with COBTH, and other public and private partners to address these issues, particularly as part of a broad, strong collaborative.

The community health priorities that have been prioritized by the CHNA. The goals, objectives and strategic intentions on which NEBH will focus are included in NEBH's Implementation Strategy.

Self-Assessment Form:

Working with its Community Benefits Leadership team and its Community Benefits Advisory Committee (CBAC), the NEBH Community Benefits team completed a self-assessment form. Additionally, the NEBH Community Benefits team shared and solicited the Community Representative Feedback Form to many CBAC and community stakeholders who participated in NEBH's CHNA.

Section II: Community Benefits Process

Community Benefits Leadership/Team and Community Benefits Advisory Committee (CBAC):

The membership of NEBH's Community Benefits Advisory Committee (CBAC) aspires to be representative of the constituencies and priority populations of NEBH's programmatic endeavors including those from diverse racial and ethnic backgrounds, age, gender, sexual orientation and gender identity, as well as those from corporate and non-profit community organizations. Senior management is actively engaged in the development and implementation of the Community Benefits plan, ensuring that hospital policies and resources are allocated to support planned activities.

It is not only the Board and senior leadership that are held accountable in fulfilling NEBH's Community Benefits mission. Consistent with NEBH's core values is the recognition that the most successful community benefits programs are those that are implemented organization-wide and integrated into the very fabric of the NEBH's culture, policies and procedures.

NEBH is a member of BILH. While NEBH oversees local Community Benefits programming and community engagement efforts, Community Benefits is under the purview of the BILH Chief Strategy Officer. This structure ensures that Community Benefits efforts, prioritization, planning and strategy align and/or are integrated with local and system strategic and regulatory priorities.

The NEBH Community Benefits Program is spearheaded by the Director of Community and Government Affairs. The Director of Community and Government Affairs has direct access and is accountable to the NEBH President and the BILH Vice President of Community Benefits and Community Relations, the latter of whom reports directly to the BILH Chief Strategy Officer. It is the responsibility of these senior managers to ensure that Community Benefits is addressed by the entire organization and the needs of the underserved populations are considered every day in discussions on resource allocation, policies, and program development.

This is the structure and methodology employed to ensure that Community Benefits is not the purview of one office alone and to maximize the extent to which efforts across the organization are fulfilling the mission and goals of community benefits.

Community Benefits Advisory Committee Meetings

Meetings were held: October 15, 2019, February 12, 2020, June 25, 2020 and September 21, 2020.

Community Partners

The Hospital's community partners include:

ABCD Parker Hill/Fenway Neighborhood Service Center	Alice Heyward Taylor Housing Development
Arthritis & Lupus Support Group	Arthritis Foundation, Greater Boston Chapter
Boston Building Materials Resource Center	Boston Celtics
Boston Center for Youth and Family Services	Boston Heart Walk
Boston Police	Boston Public Health Commission
Boston Public Library, Mission Hill Branch	City of Boston Age Strong Commission
City of Boston Mayor's Office	City of Boston, Parks and Recreation Department
Fair Foods	Fireside Chat AA Group
Friends of McLaughlin Park	Madison Park High School
Maurice J. Tobin Community Center	Maria Sanchez House
Mission Church	Mission Church Hispanic Committee
Mission Link	Mission Hill Crime Committee
Boston Public Schools	Mission Hill Little League
Mission Hill Main Streets	Mission Hill Neighborhood Housing Services
Mission Hill Road Race	Mission Hill Senior Legacy Project
Mission Main Task Force	Morgan Memorial Goodwill Industries
One Gurney Street Apartments	Pine Street Inn – Doe House
Private Industry Council	Project Search
Roxbury Tenants of Harvard	Sociedad Latina
One Gurney Street Apartments	HERE House
T.H. Chan School of Public Health	Wentworth Institute of Technology

NEBH recognizes its role as a specialty musculoskeletal care resource in a larger health system and knows that to be successful it needs to collaborate with its community partners and those it serves. NEBH's Community Health Needs Assessment (CHNA) and the associated Implementation Strategy were completed in close collaboration with NEBH's staff, its health and social service partners, and the community at-large. NEBH's Community Benefits program exemplifies the spirit of collaboration that is such a vital part of NEBH.

NEBH serves and collaborates with all segments of the population. However, in recognition of its long-standing ties to specific Mission Hill/Roxbury and the health disparities that exist for these communities, NEBH focuses its community benefits efforts on improving the health status of the low income, underserved populations living in Mission Hill/Roxbury.

NEBH currently supports educational, outreach, community health improvement, and health system strengthening initiatives within the Commonwealth. NEBH has particularly strong relationships with many of the community organizations that operate in its Community Benefits Service Area.

These community partners have been a vital part of NEBH's community health improvement strategy for many years. NEBH's Board of Directors along with its clinical and administrative staff is committed to improving the health and well-being of residents throughout its service area and beyond.

World-class clinical expertise and education along with an underlying commitment to health equity are the primary tenets of its mission. NEBH's Community Benefits Department, under the direct oversight of New England Baptist Hospital's Board of Directors, is dedicated to collaborating with community partners and residents and will continue to do so in order to meet its Community Benefits obligations.

NEBH was founded in 1893 as a single-room dispensary that provided free medical care for the community's poor.

The Hospital has expanded since then and is now the premier regional provider for orthopedic surgery and the treatment of musculoskeletal diseases and disorders. But our commitment to serving our community continues.

Section III: Community Health Needs Assessment

The FY19 Community Health Needs Assessment (CHNA) along with the associated FY20-22 Implementation Strategy (IS) was developed over a ten-month period from October 2018 to August 2019. These community health assessment, planning, and implementation efforts fulfill the Commonwealth of Massachusetts Attorney General's Office and Federal Internal Revenue Service's (IRS) requirements. More specifically, these activities fulfill the NEBH's need to conduct a CHNA, engage the community, identify priority health issues, inventory community assets, assess impact, and develop an IS. However, these activities are driven primarily by NEBH's dedication to its mission, its covenant to the underserved, and its commitment to community health improvement.

As mentioned above, NEBH's most recent CHNA was completed during FY19. FY20 Community Benefits programming was informed by the FY19 CHNA and aligns with NEBH's FY20 – FY22 IS. The following is a summary description of the FY19 CHNA approach, methods, and key findings.

Approach and Methods

In October 2018, NEBH hired John Snow, Inc. (JSI), a public health consulting firm based in Boston to integrate the information gathered across these concurrent assessments and augment the information gathered where appropriate. NEBH worked with JSI to ensure that the final NEBH CHNA, including elements across all of its separate parts, engaged the necessary community constituents, incorporated comprehensive quantitative and qualitative information for all of the communities in its CBSA, and fulfilled Commonwealth and Federal Community Benefits requirements.

The FY19 CHNA was conducted in three phases, which allowed NEBH to: 1) compile an extensive amount of quantitative and qualitative data, 2) engage and involve key stakeholders, NEBH's clinical and administrative staff, and the community at-large, 3) develop a report and detailed strategic plan, and 4) comply with all Commonwealth Attorney General and Federal IRS Community Benefits requirements. Data sources included a broad array of publicly available secondary data, key informant interviews, and four community forums.

NEBH's Community Benefits program is predicated on the notion of partnership and dialogue with its many communities. NEBH's understanding of these communities' needs is derived from discussions with and observations by healthcare and health-related workers in the neighborhoods as well as more formal assessments through available public health data, focus groups, surveys, etc. This data was then augmented by demographic and health status information gleaned from a variety of sources including the Massachusetts Department of Public Health, Boston Public Health Commission, federal resources such as the Institute of Medicine, and Centers for Disease Control and Prevention, and review of literature relevant to a particular community's needs.

The articulation of each specific community's needs (done in partnership between NEBH and community partners) is used to inform NEBH's decision-making about priorities for Community Benefits efforts. NEBH works in concert with community residents and leaders to design specific actions to be undertaken each year. Each component of the plan is thus developed and eventually woven into the annual goals and agenda for the NEBH Community Benefits Plan that is adopted by the Board of Director.

In conducting this assessment and planning process, it would be difficult to overstate NEBH's commitment to community engagement and a robust, collaborative, transparent, and objective process. Rather than conducting one-single assessment, NEBH's Community Benefits staff participated in and gathered information from a series of concurrent, comprehensive assessments. These assessments were conducted by organizations or collectives of organizations throughout Boston. Involvement in these efforts allowed NEBH to leverage resources, and implement a robust and inclusive CHNA and IS process. Involvement in these concurrent assessments also facilitated important collaboration between NEBH and health service organizations across Boston. These partners were very productive and will have a lasting positive impact when it comes to future assessments and community health improvement efforts.

The following are brief descriptions of each of the components of NEBH's overall assessment. Collectively, the efforts described below exemplify NEBH's commitment to a comprehensive, inclusive, engaged, collaborative assessment and planning process. The efforts also show NEBH's commitment to understanding unmet need, the underlying social determinants of health, and community engagement.

Boston Community Health Needs Assessment-Community Health Improvement Plan Collaborative (Boston CHNA-CHIP Collaborative)

NEBH's Community Benefits staff participated in the development and implementation of a collaborative citywide community health needs assessment involving dozens of service providers and the Boston Public Health Commission. This assessment, called the Boston Community Health Needs Assessment – Community Health Improvement Plan Collaborative (Boston CHNA-CHIP Collaborative) was facilitated through the Conference of Boston Teaching Hospitals (COBTH) and was an enormous, unprecedented effort between twelve Boston area teaching hospitals and academic medical centers, numerous community health centers, the Boston Public Health Commission, other community based organizations and community residents. The assessment focused on the social determinants of

health through the lens of health equity; it aimed to uncover and understand how and why individuals in certain Boston neighborhoods or population groups experience disparities in health outcomes and barriers to care based on socioeconomic status, race and ethnicity, language, health status, sexual orientation, gender identity, and other factors. The overall approach was participatory and collaborative, engaging community residents and stakeholders throughout the CHNA process.

The Boston CHNA-CHIP Collaborative collected and analyzed secondary data on a wide range of issues from a variety of sources to identify community characteristics, barriers to care, risk factors, and disparities in health outcomes. There was a particular focus on collecting data to characterize the social determinants of health (e.g., housing, transportation, and socioeconomic status) and to stratify data by Boston neighborhood, as well as by race/ethnicity, age, income, and other characteristics. The assessment also included a robust community engagement and qualitative information gathering effort, including a community health survey, focus groups, and key informant interviews.

The Boston CHNA-CHIP Collaborative also conducted an extensive series of prioritization and planning meetings to facilitate the development of a citywide Community Health Improvement Plan (CHIP). Finally, the Boston CHNA-CHIP Collaborative developed a summary and full report of findings, which was drawn on extensively to develop this report.

Beth Israel Lahey Health (BILH) and Other Hospital Community Health Needs Assessment and Community Engagement Activities

NEBH partnered with hospitals within the BILH system (i.e., Beth Israel Deaconess Medical Center and Beth Israel Deaconess Hospital – Needham) as well as other hospitals in Boston (i.e., Brigham and Women’s Hospital, Dana-Farber Cancer Institute, Boston Children’s Hospital). These hospitals operate in NEBH CBSA and, as a result, efforts were made to share information and align community engagement and assessment activities.

In addition to leveraging the activities of the Boston CHNA-CHIP Collaborative and other hospital CHNA efforts, NEBH benefited from information gathered by Beth Israel Deaconess Medical Center and Beth Israel Deaconess Hospital-Needham.

Summary of Key Health-Related Findings from FY19 CHNA

Social Determinants of Health and Access to Care

- **Social Determinants of Health (e.g., economic stability, education, and community/social context) Continue to Have a Massive Impact on Many Segments of the Population.** The dominant theme from the assessment’s key informant interviews, survey, focus groups and community meetings was the continued impact that the underlying social determinants of health are having on the CBSA’s low income, underserved, diverse population cohorts. More specifically, determinants such as poverty, employment opportunities, housing, violence, transportation, racial segregation, literacy, provider linguistic/cultural competency, social support, and community integration limit many people’s ability to care for their own and/or their families’ health.
- **Disparities in Health Outcomes Exist in NEBH’s CBSA by Race/Ethnicity, Foreign Born Status, Income, and Language:** There are major health disparities for residents living in NEBH’s CBSA. This is particularly true for racially/ethnically diverse, foreign born, low income, and non-English speaking residents living in the Boston neighborhoods of Mission Hill and Roxbury. The impact of racism, barriers to care, and disparities in health outcomes that these populations face are widely documented in the literature and confirmed by the data captured by this assessment.

It is crucial that these disparities be addressed and, to this end, NEBH’s Implementation Strategy (IS) continues to include a myriad of programs, strategic interventions, and services that are carefully targeted to address these disparities. However, it is critical to note that there is a multitude of individual, community and societal factors that work together to create these inequities. The underlying issue is not only race/ethnicity, racism, income, or language but rather a broad array of interrelated social issues including economic opportunity, education, crime, transportation, and community cohesion.

Chronic / Complex Conditions and their Risk Factors

- **High Rates of Chronic and Acute Physical Health Conditions (e.g., heart disease, hypertension, cancer, and asthma).** The assessment’s quantitative data clearly shows that many communities in NEBH’s CBSA have high rates for many of the leading physical health conditions (e.g., heart disease, hypertension, cancer, and asthma). In many communities, these rates are statistically higher than Commonwealth rates, indicating a particularly significant problem. However, even for those communities where the rates are not statistically higher, these conditions are still the leading causes of premature death.

- **High Rates of the Leading Health Risk Factors (e.g., Lack of Nutritional Food and Physical Activity, Alcohol/Illicit Drug Use, and Tobacco Use).** One of the leading findings from the assessment is that many communities and/or population segments in NEBH's CBSA have high rates of chronic physical and behavioral health conditions. In some people, these conditions have underlying genetic roots that are hard to counter. However, for most people these conditions are widely considered preventable or manageable. Addressing the leading risk factors is at the root of a sound chronic disease prevention and management strategy.

Behavioral Health (Mental Health and Substance Use)

- **High Rates of Substance Use (e.g., Alcohol, Prescription Drug/Opioids, Marijuana) and Mental Health Issues (e.g., Depression, Anxiety, and Stress).** The impact of social determinants was the lead finding, but a close second was the profound impact of behavioral health issues (i.e., substance use and mental health) on individuals, families and communities in every geographic region and every population segment in NEBH's CBSA. Depression/anxiety, suicide, alcohol use, opioid and prescription drug use, and marijuana use are major health issues and are having a significant impact on the population as well as a burden on the service system. The fact that physical and behavioral health are so intertwined compounds the impact of these issues. Of particular concern are the increasing rates of opioid use and the impacts of trauma.
- **Limited Access to Behavioral Health Services, Particularly for Low Income, Medicaid Covered, Uninsured, Foreign Born, Non-English speakers, and those with Complex/Multi-faceted Issues.** Despite the burden of mental health and substance use on all segments of the population, there is an extremely limited service system available to meet the needs that exist for those with mild to moderate episodic issues or those with more serious and complex, chronic conditions. Efforts need to be made to expand access, reduce barriers to care (including stigma), and improve the quality of primary care and specialized behavioral health services.
- **It is crucial that these disparities be addressed and, to this end, New England Baptist Hospital's FY20-22 CHIP continues to include a myriad of programs, strategic interventions, and services that are carefully targeted to address these disparities.** However, it is critical to note that there is a multitude of individual, community and societal factors that work together to create these inequities. The underlying issue is not only race/ethnicity, foreign born status, or language but rather a broad array of inter-related issues including economic opportunity, education, crime, and community cohesion. Arguably, these are the leading determinants of health for all urban communities in the United States, and they are daunting challenges. Many of Boston's major academic and healthcare institutions, including New England Baptist Hospital, have been at the heart of this national dialogue for decades. New England Baptist Hospital is committed to doing what it can to address these factors and every priority area and goal in New England Baptist Hospital's FY20-22 CHIP is structured to address health disparities and inequities in some way.

Section IV: Community Benefits Programs

Access to Healthy Affordable Food

Brief Description or Objective

To eat healthier diets, people need better access to healthy, affordable food. NEBH is committed to providing access to healthy and affordable food to the residents that live in the Mission Hill community. NEBH collaborated with Roxbury Tenants of Harvard (RTH) and Fair Foods on the \$2 A Bag program to offset the cost of fresh fruits and vegetables.

Goal Description	Goal Status	Goal Type	Time Frame
There is a major need for access to affordable fresh fruits and vegetables in Mission Hill. NEBH is committed to helping provide healthy food to community residents by offsetting the cost.	Every month over 100 residents at Roxbury Tenants of Harvard (RTH) are able to purchase fresh fruits and vegetables at half the cost through Fair Foods \$2 A Bag program and NEBH. NEBH is working with the staff at RTH to offer the \$2 A Bag program twice a month. Due to the pandemic, the program was suspended.	Process Goal	Year 1 of 3

Program Type – Community Clinical Linkages

Program is part of a grant or funding provided to an outside organization - Yes

Program Hashtags - Prevention

EOHHS Focus Issues - Not Specified

DoN Health Priorities - Not Specified

Health Issues Chronic Disease-Overweight and Obesity, Other: Nutrition, Overweight and Obesity, Social Determinants of Health-Access to Healthy Food, Social Determinants of Health-Income and Poverty, Social Determinants of Health-Nutrition

Target Populations

Regions Served: Boston-Mission Hill

Environments Served: Urban

Gender: All

Age Group: All

Race/Ethnicity: All

Language: All

Additional Target Population Status: Not Specified

Age Group: All

Race/Ethnicity: All

Language: All

Additional Target Population Status: Not Specified

Partners

Partner Name	Web Address
Roxbury Tenants of Harvard	www.missionpark.com/rth.htm
Fair Foods	www.fairfoods.org

Program Contact Information - Christine Dwyer 125 Parker Hill Avenue, Boston, MA 02120, 617-754-5403

Aging Well in Place

Brief Description or Objective

Increase physical activity in older adults with a focus on strength, balance, flexibility and fall prevention.

Goal Description	Goal Status	Goal Type	Time Frame
This program for seniors concentrates on exercise, strength, balance, flexibility, and endurance, and education about fall prevention.	Between 20-25 elder residents participate in the Easy Steps and Healthy moves program that meets twice a week. Educational programs such as stretching, eating healthy, etc. are also provided to them. These programs were suspended due to the pandemic.	Process Goal	Year 1 of 3
The Massachusetts Department of Public Health (DPH) has identified osteoporosis as a public health issue and established the Osteoporosis awareness program. Physical activity can improve the overall health and well-being of older adults.	Over 50 elder adults participate in a Walking Group that walks twice a week. Educational programs such as stretching, eating healthy, etc. are also provided to them. This program was suspended due to the pandemic.	Process Goal	Year 1 of 3

Program Type – Total Population or Community-Wide Interventions

Program is part of a grant or funding provided to an outside organization - Yes

Program Hashtags – Community Education, Prevention

EOHHS Focus Issues - Chronic Disease with focus on Cancer, Heart Disease, and Diabetes

DoN Health Priorities - Not Specified

Health Issues Chronic Disease-Hypertension, Chronic Disease-Osteoporosis, Chronic Disease-Overweight and Obesity, Health Behaviors/Mental Health-Physical Activity, Health Behaviors/Mental Health-Stress Management, Other: Arthritis, Other: Nutrition, Other: Osteoporosis/Menopause, Other: Safety - Home, Overweight and Obesity, Physical Activity, Social Determinants of Health-Education/Learning, Social Determinants of Health-Nutrition

Target Populations

Regions Served: Boston-Mission Hill

Environments Served: Urban

Gender: All

Age Group: Adult-Elder

Race/Ethnicity: All

Language: All

Additional Target Population Status: Not Specified

Age Group: Adult-Elder

Race/Ethnicity: All

Language: All

Additional Target Population Status: Not Specified

Partners

Partner Name	Web Address
Roxbury Tenants of Harvard	www.missionpark.com/rth.htm

Program Contact Information - Christine Dwyer 125 Parker Hill Avenue, Boston, MA 02120, 617-754-5403

Arthritis and Lupus Support Group

Brief Description or Objective To provide support and education to people with Rheumatoid Arthritis and Lupus, especially in underserved residents in the City of Boston.

Goal Description	Goal Status	Goal Type	Time Frame
To provide support and education to people with Rheumatoid Arthritis and Lupus.	Every month, between 12-15 people with Arthritis and or Lupus attend the support group. In person meetings were suspended due to COVID-19.	Process Goal	Year 1 of 3

Program Type – Total Population or Community-Wide Interventions
Program is part of a grant or funding provided to an outside organization - No
Program Hashtags – Support Group
EOHHS Focus Issues - Chronic Disease with focus on Cancer, Heart Disease, and Diabetes
DoN Health Priorities - Not Specified
Health Issues Other: Arthritis

Target Populations

Regions Served: Boston
Environments Served: Urban
Gender: All
Age Group: Adult
Race/Ethnicity: All
Language: English
Additional Target Population Status: Not Specified

Partners

Partner Name	Web Address
Arthritis Foundation	www.arthritis.org/massachusetts
Lupus Foundation	www.lupus.org/massachusetts

Program Contact Information - Denice Garrett, Group Leader, denice.garrett@bostonabcd.org

Clothing and Basic Household Essentials

Brief Description or Objective

To provide new winter coats, boots, hats, scarves, clothing, cleaning supplies, hand sanitizer, masks, etc. to our community members in need, helping with self-confidence, elder isolation, physical activity, safety and overall wellness.

Goal Description	Goal Status	Goal Type	Time Frame
To provide new winter coats, boots, hats, scarves, clothing, cleaning supplies, hand sanitizer, masks, etc. to our community members in need, helping with self-confidence, elder isolation, physical activity, safety and overall wellness.	NEBH provided much needed winter clothing, cleaning supplies, mask, hand sanitizer, etc. for individuals and families in the Mission Hill Community. Over 200 coats, hats, boots, shoes were given to residents that included children, adults and seniors at the Tobin Community Center, Roxbury Tenants of Harvard, HERE House, Maria Sanchez House, and One Gurney Street Apartments. Over 300 residents received masks, hand sanitizer, cleaning supplies, soap, etc.	Process Goal	Year 1 of 3

Program Type - Total Population or Community-Wide Interventions

Program is part of a grant or funding provided to an outside organization - No

Program Hashtags - Prevention

EOHHS Focus Issues - Not Specified

DoN Health Priorities - Not Specified

Health Issues Other: Homebound, Other: Safety, Physical Activity, Social Determinants of Health- Environmental Quality, Social Determinants of Health-Income and Poverty

Target Populations

Regions Served: Boston-Mission Hill, Boston-Roxbury

Environments Served: Urban

Gender: All

Age Group: All

Race/Ethnicity: All

Language: All

Additional Target Population Status: Not Specified

Age Group: All

Race/Ethnicity: All

Language: All

Additional Target Population Status: Not Specified

Partners

Partner Name	Web Address
Roxbury Tenants of Harvard	www.missionpark.com/rth.htm
Tobin Community Center	www.boston.gov/departments/boston-centers-youth-families/bcyf-tobin
Maria Sanchez House	
HERE House	

Program Contact Information - Christine Dwyer 125 Parker Hill Avenue, Boston, MA 02120, 617-754-5403

Dinner at Pine Street Inn's Doe House

Brief Description or Objective

To provide food to residents of the Pine Street Inn's Doe House. The Doe House is one of the Pine Street Inn's supportive housing sites for former homeless men and women. Once a month, volunteers from NEBH have dinner with the residents of the Pine Street Inn's Doe House. NEBH Staff cook and serve dinner to the residents and spend time conversing with them. Each month, residents receive a gift card to Stop and Shop and, basic household or clothing as needed.

Goal Description	Goal Status	Goal Type	Time Frame
The goal is to offer much needed food to Doe House residents and to help the residents with isolation and food insecurity.	Each month NEBH provides food for 18 residents. NEBH staff prepare and serve a healthy meal and spend time socializing with the residents. Residents receive a gift card to Stop & Shop and also receive basic household items and clothing. The program was suspended in March due to COVID-19.	Process Goal	Year 1 of 3

Program Type – Community-Clinical Linkages

Program is part of a grant or funding provided to an outside organization - No

Program Hashtags - Prevention

EOHHS Focus Issues - Not Specified

DoN Health Priorities - Not Specified

Health Issues - Other: Nutrition, Social Determinants of Health-Access to Healthy Food, Social Determinants of Health-Income and Poverty, Social Determinants of Health-Nutrition

Target Populations

Regions Served: Boston-Mission Hill

Environments Served: Urban

Gender: All

Age Group: Adult

Race/Ethnicity: All

Language: All

Additional Target Population Status: Not Specified

Partners

Partner Name	Web Address
Pine Street Inn	www.pinstreetinn.org

Program Contact Information - Christine Dwyer 125 Parker Hill Avenue, Boston, MA 02120, 617-754-5403

Elder Isolation

**Brief Description
or Objective**

The Mission Hill Senior Legacy Project brings seniors from throughout the Mission Hill, Roxbury and Jamaica Plain neighborhoods together for social and educational events. This helps with elder isolation.

Goal Description	Goal Status	Goal Type	Time Frame
Monthly Bingo at the Maria Sanchez House	NEBH offers monthly Bingo to the residents of the Maria Sanchez House. Each month 20-25 seniors that live in the Maria Sanchez building attend this social event. NEBH provides prizes, gift cards and refreshments. Due to the pandemic, the program was suspended.	Process Goal	Year 1 of 3
There are many issues related to older adult health with isolation being one of them. NEBH is committed to the seniors living in and around Mission Hill/Roxbury/Jamaica Plain to help with elder isolation.	NEBH held three birthday celebrations for seniors living in Mission Hill, Roxbury and Jamaica Plain. The parties were held at Roxbury Tenants of Harvard and the Tobin Community Center. Over 150 seniors from the area attend the events, receiving a healthy lunch, birthday gift, gift cards and entertainment. Due to the pandemic, the Senior Prom, BBQ and other events and activities for seniors were cancelled.	Process Goal	Year 1 of 3

Program Type - Total Population or Community-Wide Interventions

Program is part of a grant or funding provided to an outside organization - No

Program Hashtags - Prevention

EOHHS Focus Issues - Not Specified

DoN Health Priorities - Not Specified

Health Issues - Health Behaviors/Mental Health-Depression, Health Behaviors/Mental Health-Physical Activity, Mental Health, Other: Nutrition, Physical Activity, Social Determinants of Health- Income and Poverty

Target Populations

Regions Served: Boston-Jamaica Plain, Boston, Mission Hill, Boston- Roxbury

Environments Served: Urban

Gender: All

Age Group: Adult-Elder

Race/Ethnicity: All

Language: All

Additional Target Population Status: Not Specified

Partners:

Partner Name	Web Address
Mission Hill Senior Legacy Project	
Tobin Community Center	www.boston.gov/departments/boston-centers-youth-families/bcyf-tobin
Roxbury Tenants of Harvard	www.missionpark.com/rth.htm

Program Contact Information - Christine Dwyer 125 Parker Hill Avenue, Boston, MA 02120, 617-754-5403

Food Insecurity

Brief Description or Objective

Food insecurity became a priority in 2020 due to Covid-19. Many residents that live in Mission Hill lost their job, were furloughed, etc. To help with food insecurity and access, NEBH provided food for emergency food pantries at housing developments and provided Stop & Shop gift cards to hundreds of families and individuals that live in Mission Hill. Stop & Shop is the local grocery store in the Mission Hill area.

Goal Description	Goal Status	Goal Type	Time Frame
Provide emergency food pantry services for low-income families.	NEBH provides financial support for the food pantry at the ABCD, Parker Hill/Fenway site. The pantry provides emergency food for low income families in the community.	Process Goal	Year 1 of 3
Provide emergency food pantry services at housing developments in Mission Hill.	Due to the pandemic, NEBH provided food for emergency food pantries at Roxbury Tenants of Harvard and the Maria Sanchez House. The pantry provided emergency food for low income families in the community.	Process Goal	Year 1 of 3
Address food insecurity for low-income families and individuals in Mission Hill.	In FY20 NEBH provided Stop & Shop gift cards to over 300 low-income families and individuals that live in Mission Hill.	Process Goal	Year 1 of 3
Provide turkeys to NEBH CBSA residents during the Thanksgiving holiday	In FY20, NEBH provided financial support so that seniors living in Mission Hill during the holidays can have access to healthy food. Over 100 turkeys were given to low income seniors living in affordable housing developments in Mission Hill.	Process Goal	Year 1 of 3

Program Type – Community Clinical Linkages

Program is part of a grant or funding provided to an outside organization - Yes

Program Hashtags - Prevention

EOHHS Focus Issues - Not Specified

DoN Health Priorities - Not Specified

Health Issues - Chronic Disease-Diabetes, Chronic Disease-Hypertension, Chronic Disease-Osteoporosis, Chronic Disease-Overweight and Obesity, Other: Nutrition, Social Determinants of Health- Access to Healthy Food, Social Determinants of Health-Income and Poverty

Target Populations

Regions Served: Boston, Boston- Mission Hill, Boston-Roxbury

Environments Served: Urban

Gender: All

Age Group: All

Race/Ethnicity: All

Language: All

Additional Target Population Status: Not Specified

Partners

Partner Name	Web Address
ABCD-Parker Hill Fenway Service Center	www.bostonabcd.org/location/parkerhill-fenway-nsc/
Tobin Community Center	www.boston.gov/departments/boston-centers-youth-families/bcyf-tobin
Roxbury Tenants of Harvard	www.missionpark.com/rth.htm
Mission Hill Senior Legacy Project	
One Gurney Street Apartments	

Program Contact Information - Christine Dwyer 125 Parker Hill Avenue, Boston, MA 02120, 617-754-5403

Mission Hill Neighborhood

Brief Description or Objective

Cleaner neighborhoods lead to lower crime and more activity in parks and play. More activity leads to better health, improved performance in school and long term economic gains. Several long-term studies have been done that show this. Cleaner neighborhoods derive economic value from this as well as mental and physical health benefits.

Goal Description	Goal Status	Goal Type	Time Frame
To help neighborhood development, physical activity, beautification and safety.	NEBH continued to beautify the neighborhood by working with community members and Mission Main Streets on initiatives aimed to keep Mission Hill beautiful. This includes helping with street sweeping and snow removal for the streets that surround the hospital and a park owned by the City of Boston.	Process Goal	Year 1 of 3
Maintain the City of Boston's McLaughlin Park and two ball fields atop Mission Hill.	NEBH maintained the City of Boston's McLaughlin Park, Fields and Walking Path on a weekly basis during the spring, summer and fall, which allowed residents of Mission Hill to use the field and parks for safe, socially distant outdoor activities. This initiative contributes to the residents' ability to maintain an active lifestyle with physical activity. Due to COVID-19, Little League baseball, softball, soccer, etc. was suspended.	Process Goal	Year 1 of 3
Collaborate with Mission Hill Main Streets and support neighborhood beautification efforts.	NEBH financially supported Mission Hill Main Streets by providing office space at an offsite NEBH building and a financial donation.	Process Goal	Year 1 of 3

Program Type - Total Population or Community-Wide Interventions

Program is part of a grant or funding provided to an outside organization - Yes

Program Hashtags - Prevention

EOHHS Focus Issues - Not Specified

DoN Health Priorities - Not Specified

Health Issues - Environmental Quality, Injury and Violence, Other: Public Safety, Overweight and Obesity, Physical Activity

Target Populations

Regions Served: Boston-Mission Hill

Environments Served: Urban

Gender: All

Age Group: All

Race/Ethnicity: All

Language: All

Additional Target Population Status: Not Specified

Partners

Partner Name	Web Address
City of Boston, Park Department	www.boston.gov/departments/parks-and-recreation
Friends of McLaughlin Playground	
Mission Hill Main Streets	www.bostonmainstreets.org

Program Contact Information - Christine Dwyer 125 Parker Hill Avenue, Boston, MA 02120, 617-754-5403

Obesity Prevention

Brief Description or Objective

Obesity and Overweight are major problems in Massachusetts Low income residents are more likely to be overweight and obese for a variety of socio-economic reasons and low income residents are more likely to develop chronic diseases - such as diabetes, heart disease, osteoarthritis and high blood pressure. NEBH has a long- standing commitment to improving the health status of Boston residents, with a focus on Mission Hill. The goal of this initiative is to address the need for education and physical activity in order to combat obesity. NEBH provides in-kind and financial support.

Goal Description	Goal Status	Goal Type	Time Frame
Help to decrease the number of adults and children who are overweight and obese by contributing to public parks and fields and, through the promotion of wellness and exercise.	NEBH continued to maintain the City of Boston's McLaughlin Park, Fields and Walking Path in Mission Hill. This allowed the residents of Boston to use the field and parks for safe, socially distant outdoor activities.	Process Goal	Year 1 of 3
NEBH has a long-standing commitment to improving the health status of Boston residents, with a focus on movement and prevention of obesity.	NEBH provided financial support for the summer camp at the Tobin Community Center. The support allows 10 youth to participate in the summer camp. The camp encourages young children to exercise and keep active helping in the prevention of obesity. The camp was held during the summer, practicing social distancing and limited the number of participants. The Mission Hill Little League did not play due to COVID-19.	Process Goal	Year 1 of 3

Program Type - Total Population or Community-Wide Interventions

Program is part of a grant or funding provided to an outside organization – Yes

Program Hashtags - Prevention

EOHHS Focus Issues - Not Specified

DoN Health Priorities - Not Specified

Health Issues - Chronic Disease-Overweight and Obesity, Health Behaviors/Mental Health-Physical Activity, Overweight and Obesity, Physical Activity, Social Determinants of Health-Environmental Quality, Social Determinants of Health-Income and Poverty

Target Populations

Regions Served: Boston-Mission Hill

Environments Served: Urban

Gender: All

Age Group: All

Race/Ethnicity: All

Language: All

Additional Target Population Status: Not Specified

Partners

Partner Name	Web Address
City of Boston, Park Department	www.boston.gov/departments/parks-and-recreation
Tobin Community Center	www.boston.gov/departments/boston-centers-youth-families/bcyf-tobin

Program Contact Information - Christine Dwyer 125 Parker Hill Avenue, Boston, MA 02120, 617-754-5403

Project Search High School Transition Program

Brief Description or Objective

The Project Search High School Transition Program is a one-year, school-to-work program that takes place entirely at the workplace (NEBH). Total workplace immersion facilitates a seamless combination of classroom instruction, career exploration, and relevant job-skills training through strategically designed internships. The program provides real-life work experience combined with training in employability and independent living skills to help youths with significant disabilities make successful transitions from school to productive adult life.

Goal Description	Goal Status	Goal Type	Time Frame
NEBH will continue its partnership with Morgan Memorial, Goodwill and Madison Park High School to offer a one-year, school-to-work internship through the Project SEARCH High School Transition Program.	<p>In FY20, four students from Madison Park High School participated in the program. The students learned skills that will enable them to apply for a related position when they graduate from high school.</p> <p>NEBH provides a weekly stipend. This stipend helps to promote financial independence, allows students to contribute to their family’s rent, groceries, and other expenses, and reinforces the financial literacy and responsible spending skills students are learning in the classroom at Madison Park. Due to the statewide shutdown, the program ceased in March, NEBH continued to pay the students for the entire school year.</p>	Process Goal	Year 1 of 3

Program Type - Total Population or Community-Wide Interventions

Program is part of a grant or funding provided to an outside organization - No

Program Hashtags – Mentorship/Career Training/Internship

EOHHS Focus Issues - Not Specified

DoN Health Priorities - Not Specified

Health Issues – Health Behaviors/Mental, Health-Physical Activity, Other: Education/Learning Issues, Social Determinants of Health-Education/Learning, Social Determinants of Health-Income and Poverty

Target Populations

Regions Served: Boston

Environments Served: Urban

Gender: All

Age Group: Adult-Young

Race/Ethnicity: All

Language: All

Additional Target Population Status: Not Specified

Partners

Partner Name	Web Address
Boston Public Schools	https://www.bostonpublicschools.org/
Madison Park High School	
Morgan Memorial Goodwill Industries	https://www.goodwillmass.org/

Program Contact Information - Christine Dwyer 125 Parker Hill Avenue, Boston, MA 02120, 617-754-5403

Sociedad Latina Building and Renovation

Brief Description or Objective

Sociedad Latina is a non-profit organization founded in 1968 for at-risk Latino youth located in Mission Hill. Sociedad Latina provides cultural, social, educational and recreational activities for the Latino population. Provide financial support for the building purchase so that Sociedad Latina may offer programs to Latino Youth.

Goal Description	Goal Status	Goal Type	Time Frame
Support for the purchase of Sociedad Latina's building and renovation so that they can continue to offer programs to 5,000 Latino Youth. Sociedad Latina is a non-profit organization founded in 1968 for at-risk Latino youth located in Mission Hill. Sociedad Latina provides cultural, social, educational and recreational activities for the Latino population.	NEBH continues to financially support Sociedad Latina's building and renovation so that they can continue to offer programs to 5,000 Latino Youth.	Process Goal	Year 4 of 5

Program Type - Total Population or Community-Wide Interventions

Program is part of a grant or funding provided to an outside organization - Yes

Program Hashtags - Not Specified

EOHHS Focus Issues - Not Specified

DoN Health Priorities - Not Specified

Health Issues - Health Behaviors/Mental Health-Physical Activity, Social Determinants of Health- Education/Learning, Social Determinants of Health-Income and Poverty

Target Populations

Regions Served: Boston-Mission Hill

Environments Served: Urban

Gender: All

Age Group: Adult-Young, Child-Teen

Race/Ethnicity: Hispanic/Latino

Language: All

Additional Target Population Status: Not Specified

Partners

Partner Name	Web Address
Sociedad Latina	www.sociedadlatina.org

Program Contact Information - Christine Dwyer 125 Parker Hill Avenue, Boston, MA 02120, 617-754-5403

Sr. Celtics Program

Brief Description or Objective The Sr. Celtics program encourages elderly members of the Boston community to maintain an active lifestyle through participation in fitness and health education classes.

Goal Description	Goal Status	Goal Type	Time Frame
Lack of physical fitness and poor nutrition are among the leading risk factors associated with obesity and chronic health issues. The Sr. Celtics program inspires older adults to participate in fitness and health education classes.	NEBH collaborates with the Boston Celtics to offer the Sr. Celtics program to Mission Hill seniors. In FY20, two events were held with over 150 seniors attending each event. The program focused on exercise and keeping seniors moving, fall prevention and nutrition. Participants received a healthy lunch and a Sr. Celtics t-shirt. Raffles were held for Celtics gear and Stop & Shop gift cards.	Process Goal	Year 1 of 3

Program Type - Total Population or Community-Wide Interventions

Program is part of a grant or funding provided to an outside organization - No

Program Hashtags - Prevention

EOHHS Focus Issues - Not Specified

DoN Health Priorities - Not Specified

Health Issues - Chronic Disease-Diabetes, Chronic Disease-Hypertension, Chronic Disease-Osteoporosis, Chronic Disease-Overweight and Obesity, Health Behaviors/Mental Health-Mental Health, Health Behaviors/Mental Health-Physical Activity, Other: Nutrition, Other: Osteoporosis/Menopause, Overweight and Obesity, Physical Activity, Social Determinants of Health-Income and Poverty

Target Populations

- Regions Served:** Boston-Jamaica Plain, Boston-Mission Hill, Boston-Roxbury
- Environments Served:** Urban
- Gender:** All
- Age Group:** Adult-Elder
- Race/Ethnicity:** All
- Language:** All
- Additional Target Population Status:** Not Specified

Partners

Partner Name	Web Address
Boston Celtics	www.nba.com/celtics/community/health-fitness
Mission Hill Senior Legacy Project	
Roxbury Tenants of Harvard	www.missionpark.com/rth.htm
Tobin Community Center	www.boston.gov/departments/boston-centers-youth-families/bcyf-tobin
ABCD Parker Hill Fenway Service Center	www.bostonabcd.org

Program Contact Information - Christine Dwyer 125 Parker Hill Avenue, Boston, MA 02120, 617-754-5403

Transportation for Seniors

Brief Description or Objective

Transportation is crucial to ensure access to essential services such as medical care, pharmacy and grocery shopping. The availability of affordable and adequate transportation enables older adults to live independently in their communities, helps to prevent isolation and the possible need for long-term care placement.

Because the neighborhood of Mission Hill is located on a hill, the need for transportation up and down the hill is needed especially for the elderly. As people grow older, their level of mobility often becomes limited. Without the bus, seniors in the Mission Hill community would not have transportation to get to places like the grocery store, pharmacy or doctor’s appointment. It also provides them with the opportunity to be social and active.

Goal Description	Goal Status	Goal Type	Time Frame
Provide transportation to older adults living in Mission Hill.	Over 6,748 residents used the bus in FY20. The bus operates Monday through Friday from 10:30am to 7pm and every other Saturday 10am to 2pm. Ridership is down due to the pandemic.	Process Goal	Year 1 of 3

Program Type – Access/Coverage Supports

Program is part of a grant or funding provided to an outside organization - Yes

Program Hashtags - Prevention

EOHHS Focus Issues - Not Specified

DoN Health Priorities - Not Specified

Health Issues - Access to Health Care, Environmental Quality, Other-Senior Health Challenges/Care Coordination, Other: Arthritis, Other: Chronic Pain, Other: Public Safety, Overweight and Obesity, Social Determinants of Health-Access to Health Care, Social Determinants of Health- Access to Healthy Food, Social Determinants of Health-Access to Transportation, Social Determinants of Health-Environmental Quality, Social Determinants of Health-Income and Poverty

Target Populations

Regions Served: Boston-Mission Hill

Environments Served: Urban

Gender: All

Age Group: Adult, Adult-Elder

Race/Ethnicity: All

Language: All

Additional Target Population Status: Not Specified

Partners

Partner Name	Web Address
Mission Hill Link, Inc.	
Mission Hill Community	

Program Contact Information - Christine Dwyer 125 Parker Hill Avenue, Boston, MA 02120, 617-754-5403

Violence Prevention

Brief Description or Objective

NEBH does security rounds throughout the Mission Hill area. This service provides detection and deterrence in the neighborhood, 7 Days a week 24 hours a day at scheduled and unscheduled intervals. NEBH continually reviews and upgrades its video system to enhance recording quality and does rounds on an average of 10 times a day. NEBH is called upon frequently by the Boston Police for video surveillance.

NEBH supports youth basketball programs at the Tobin Community Center and retreats. These programs occupy neighborhood youth and provides space for positive activity and social interactions. Staff at the Tobin Community Center teach participants about teamwork and responsibility as they bring youth from affordable housing developments together. The Tobin Community Center, community agencies, and the Boston Police work with youth in Mission Hill and Roxbury by reaching out and providing educational and healthy activities for them. NEBH works with these organizations including the Boston Police Department, to collaborate and provide violence prevention education and other activities for youth.

Goal Description	Goal Status	Goal Type	Time Frame
<p>To collaborate with community groups in Mission Hill and the Boston Police to help keep community residents safe and to educate and keep our youth engaged in activities to prevent violence in our community.</p>	<p>NEBH continues to work with community groups in Mission Hill and the Boston Police to help educate and keep our youth engaged in activities to prevent violence in our community.</p> <p>NEBH does security rounds throughout the Mission Hill area. This service provides detection and deterrence in the neighborhood, 7 Days a week 24 hours a day at scheduled and unscheduled intervals. NEBH continually reviews and upgrades its video system to enhance recording quality and does rounds on an average of 10 times a day. NEBH is called upon frequently by the Boston Police for video surveillance.</p> <p>NEBH supports youth basketball programs at the Tobin Community Center and retreats. These programs occupy young adolescents, keeping them from violence on the streets. They teach them about teamwork, responsibility and brings youth from housing developments throughout Mission Hill and Jamaica Plain together.</p>	<p>Process Goal</p>	<p>Year 1 of 3</p>

Program Type - Total Population or Community-Wide Interventions

Program is part of a grant or funding provided to an outside organization - No

Program Hashtags - Prevention

EOHHS Focus Issues - Not Specified

DoN Health Priorities - Violence

Health Issues – Injury and Violence

Target Populations

Regions Served: Boston-Mission Hill

Environments Served: Urban

Gender: All

Age Group: All

Race/Ethnicity: All

Language: All

Additional Target Population Status: Not Specified

Partners

Partner Name	Web Address
Boston Police	www.boston.gov/departments/police
Mission Hill Crime Meeting	
Mission Hill Problem Properties	
Mission Hill Youth Collaborative	
Tobin Community Center	www.boston.gov/departments/boston-centers-youth-families/bcyf-tobin

Program Contact Information - Christine Dwyer 125 Parker Hill Avenue, Boston, MA 02120, 617-754-5403

Section V: Expenditures

CB Expenditures by Program Type	Total Amount	Subtotal Provided to Outside Organizations
Direct Clinical Services	\$0	
Community-Clinical Linkages	\$100,639.87	\$10,200
Total Population or Community - Wide Interventions	\$575,201.26	\$69,354
Access/Coverage Supports	\$100,372.87	\$52,500

Infrastructure to Support CB Collaborations Across Institutions	Not Specified
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CB Expenditures by Health Need	Total Amount
Chronic Disease with a Focus on Cancer, Heart Disease, and Diabetes	\$216,389
Mental Health/Mental Illness	\$127,570
Housing/Homelessness	\$32,918
Substance Use	\$61,805
Additional Health Needs Identified by the Community	\$337,532
Other Leveraged Resources	Not Specified

Net Charity Care Expenditures	Total Amount
HSN Assessment	\$3,079,965
HSN Denied Claims	\$128,629
Free/Discount Care	217,622.00
Total Net Charity Care	\$3,426,216

Total CB Expenditures:	\$4,202,430
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Additional Information	Total Amount
Net Patient Service Revenue:	\$194,560
CB Expenditure as Percentage of Net Patient Services Revenue:	2.16%
Approved CB Program Budget for FY2020:	\$776,214

(*Excluding expenditures that cannot be projected at the time of the report.)

Comments (Optional):

In 2020, NEBH paid \$278,154 to the City of Boston's voluntary PILOT program. The funds contribute to the health and well being of those living in the City of Boston.

Optional Information

Bad Debt:	
Bad Debt Certification:	
Optional Supplement:	Not Specified

Section VI: Contact Information

David A. Passafaro, President
Christine Dwyer, Director, Community and Government Affairs
125 Parker Hill Avenue
Boston, MA 02120
617-754-5403 cdwyer1@nebh.org

Section VII: Self-Assessment Form



Hospital Self-Assessment Update Form – Years 2 and 3

Note: This form is to be completed in the two Fiscal Years following the hospital's completion of its triennial Community Health Needs Assessment

I. Community Benefits Process:

- Has there been any change in composition or leadership of the Community Benefits Advisory Committee in the past year? Yes No
 - If so, please list updates:
 New England Baptist Hospital (NEBH) added new members to their CBAC: Manny Lopes, President, East Boston Neighborhood Health Center, Chair, Board of Health, Boston Public Health Commission; Ellen Walker, Executive Director, Mission Main Streets; and Karen Gately, Executive Director, Roxbury Tenants of Harvard

II. Community Engagement:

- If there have been any updates to the key partners with whom the hospital collaborates, please indicate in the table below. Please feel free to add rows as needed.

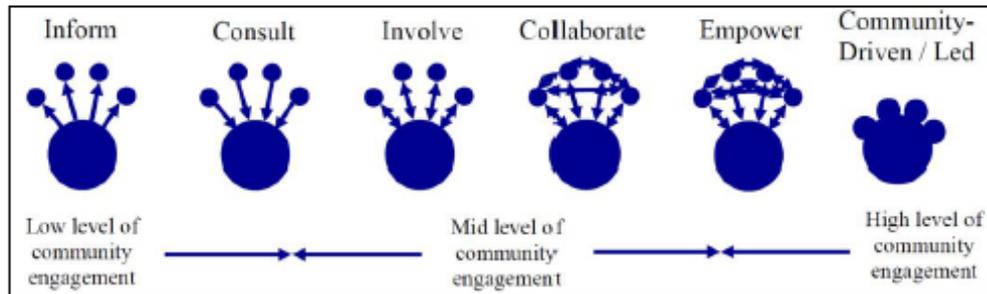
Organization	Name and Title of Key Contact	Organization Focus Area	Brief Description of Engagement
Roxbury Tenants of Harvard (RTH)	Laura Adams, Director, Senior Services	Housing organizations	<p>NEBH collaborates with Roxbury Tenants of Harvard on their Aging Well in Place program, Food Insecurity and Elder Isolation. Aging Well in Place offers three programs, Easy Steps, an exercise class for seniors that concentrates on strength, balance, flexibility, and endurance; Walk and Talk, a walking group that walks once a week; Healthy Moves, a program for seniors that have completed the Easy Steps Program that focuses on building upon the strength, balance, flexibility, and endurance learned in Easy Steps as well as an educational series that included classes on cognitive thinking and nutrition.</p> <p>Due to the COVID-19 state of emergency, the Aging Well program and Fair Foods program</p>

			<p>were suspended until further notice.</p> <p>During the pandemic, members from the RTH staff were involved in identifying the needs of their residents and food insecurity was identified. NEBH collaborated with RTH to provide food for an emergency food pantry for high risk residents that could not leave the house during the state shutdown. NEBH continues to provide food and Stop & Shop gift cards to their residents.</p>
Boston Center for Youth and Families (BCYF)-Tobin Community Center	John Jackson, Administrative Coordinator, BCYF, Tobin Community Center	Social service organizations	<p>NEBH Collaborates with the staff at the Tobin Community Center on programs for youth and older adults. NEBH supports their Summer Camp program; Mighty Mission Basketball Team; Mission Hill Youth Collaborative; Mission Hill Senior Legacy, and violence prevention education and events.</p> <p>Due to the COVID-19 State of Emergency, programs at the Tobin Community Center were suspended until further notice. NEBH collaborated with staff from the Tobin Community Center to identify residents in need of food, household items, etc.</p> <p>Food insecurity was identified as a major need for families and individuals in the Mission Hill community. NEBH provided, and still provides food and Stop & Shop gift cards to residents.</p>
BPS-Madison Park High School, Goodwill Morgan Memorial, Project Search	Brian Miller, Special Education Teacher, Madison Park High School	Schools	NEBH collaborates with Madison Park High School and Morgan Memorial, Goodwill to offer a one-year, school-to-work internship through the Project SEARCH High

			<p>School Transition Program.</p> <p>The program provides real-life work experience combined with training and independent living skills to help youths with significant disabilities make successful transitions from school to productive adult life.</p> <p>The Special Education teacher/department at Madison Park High School identifies students for the program at NEBH.</p> <p>Students participated in the program for 6 months before it was suspended due to the COVID-19 State of Emergency. Students are paid a stipend and were paid for the time that they were not at the hospital.</p>
Mission Link, Inc.	Alice Diggs, Treasurer	Other	<p>NEBH partners with Mission Link, Inc. to provide much needed transportation to older adults living in Mission Hill.</p> <p>NEBH works with community residents and the Mission Link board on schedules and routes for the bus.</p> <p>The bus was operational during the COVID-19 State of Emergency so that older adults could get to the pharmacy, grocery store, etc.</p>

1. Please use the spectrum below from the Massachusetts Department of Public Health¹ to assess the hospital's level of engagement with the community in implementing its plan to address the significant needs documented in its CHNA, and the effectiveness of its community engagement process.

¹ "Community Engagement Standards for Community Health Planning Guideline," Massachusetts Department of Public Health, available at: <http://www.mass.gov/eohhs/docs/dph/quality/don/guidelines-community-engagement.pdf>. For a full description of the community engagement spectrum, see page 11 of the Attorney General's Community Benefits Guidelines for Non-profit Hospitals.



Category	Level of Engagement	Did Engagement Meet Hospital's Goals?	Goal(s) for Engagement in Upcoming Year(s)
Overall engagement in developing and implementing filer's plan to address significant needs documented in CHNA	Empower	Yes	Collaborate
Determining allocation of hospital Community Benefits resources/selecting Community Benefits programs	Empower	Yes	Empower
Implementing Community Benefits programs	Collaborate	For the first six months NEBH implemented programs but due to the COVID-19, some programs were suspended. Contributing to food insecurity, senior isolation and transportation continued through the pandemic.	Collaborate
Evaluating progress in executing Implementation Strategy	Involve	Yes	Collaborate
Updating Implementation Strategy annually	Involve	Yes	Collaborate

- For categories where community engagement did not meet the hospital's goal(s), please provide specific examples of planned improvement for next year:

NEBH remains committed to community engagement. NEBH partners with a number of community-based organizations and service providers to execute its IS, including public agencies, social service providers, and businesses. Because of COVID-19, several programs were either modified or suspended in response to the pandemic and its impact on our community. NEBH is committed to: Increasing job opportunities for youth and adults through the Meredith Cameron Youth Opportunity Internship and Project Search; Enhancing access to health education, screening, referral, and chronic disease management services in clinical and non-clinical settings by providing programs and events in the community and in the hospital's orthopedic specialty clinic.

In FY21, NEBH will continue to work with its CBAC and community partners to engage the community. NEBH will also continue working collaboratively with other hospitals, community-based organizations, public health agencies, and area coalitions as these partnerships enhance the level and quality of NEBH's community engagement efforts. Lastly, in order to strengthen NEBH's Community Benefits program, BILH hired a Director of Evaluation who will help BIDMC evaluate progress on the IS and track more outcome measures when appropriate.

- Optional FY20 Question: Please describe how the COVID-19 pandemic impacted the hospital's process for engaging its community and developing responsive Community Benefits programs.

The health of the communities served by NEBH was heavily impacted by the COVID-19 pandemic and NEBH needed to quickly reassess and pivot to meet the new and previously unexpected community needs. As such, NEBH came together with other BILH hospitals as a system, to meet the needs of patients hospitalized with COVID-19. In addition to treating the critically ill, BILH hospitals collaborated with one another and with many community organizations on supply and resource distribution. All BILH hospitals reacted to urgent and unforeseen needs by restructuring/realigning Community Benefits programs to meet emerging and ongoing issues and challenges related to the pandemic.

COVID-19 caused several Community Benefits programs to be modified. In some cases, they were expanded, and in others, they were reduced in response to the pandemic and its impact on our community. Community engagement also transitioned from in-person meetings and events to being held virtually.

2. Did the hospital hold a meeting open to the public (either independently or in conjunction with its CBAC or a community partner) at least once in the last year to solicit community feedback on its Community Benefits programs? If so, please provide the date and location of the event. If not, please explain why not.

NEBH held a public meeting in conjunction with its Community Benefits Advisory Committee. Due to COVID-19, the meeting was held via Zoom on September 21, 2020.

III. Updates on Regional Collaboration:

1. If the hospital reported on a collaboration in its **Year 1 Hospital Self-Assessment**, please briefly describe any updates to that collaboration, including any progress made and/or challenges encountered in achieving the goals of the collaboration.

The NEBH Implementation Strategy includes a diverse range of programs and resources to address the prioritized needs within NEBH Community Benefits service area. The majority of NEBH's Community Benefits initiatives are focused on community partners and sub-populations due to identified disparities or needs. NEBH strategies include partnerships with youth and older adults, housing developments, and community agencies. Examples include collaborating with the Tobin Community Center, Maria Sanchez House and RTH on programs, and partnerships that provide and allow access to healthy food and transportation.

NEBH collaborates with many community partners to support total population and community-wide interventions including the Fair Foods program at RTH, Food Pantry at ABCD, Parker Hill Fenway, Sr. Celtics program with Mission Hill Senior Legacy, Summer Camp program at the Tobin Community Center and the Mission Link bus. Additionally, NEBH staff is also involved with the Boston CHNA-CHIP Collaborative and their housing working group. Nancy Kasen, Vice President, Community Benefits and Community Relations, BILH, continues to serve as Co-Chair for the 19-member Steering Committee that was formed to oversee the Boston CHNA-CHIP Collaborative and provide strategic direction. The CHNA-CHIP Collaborative continues to meet virtually through its workgroups. NEBH actively participates in these workgroups.

Additionally, NEBH is part of the BILH system community health improvement planning process. In 2019, BILH formed a system-wide Community Benefits Committee (CBC). This Committee provides strategic direction for all 10 BILH hospitals and its affiliates and seeks to ensure that strategies are in place to meet the health care needs of at-risk, underserved, uninsured, and government payer patient populations in the communities. Guided by the CBC, the hospitals' Community Benefits staff meet regularly to review regulatory requirements and share community health programming best practices. Together, hospitals are identifying efficient ways to share information, address health needs, and identify common indicators to measure programmatic impact.

2. If the hospital entered a regional collaboration in the past year, please provide the information requested of regional collaborations on p. 5 in the **Year 1 Hospital Self-Assessment Form**.

Not Applicable.