

# 2023 Community Benefit Report



**UCSF** Benioff Children's Hospital  
Oakland

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# I. UCSF Benioff Children's Hospital Oakland



## OUR MISSION

Through Caring, Healing, Teaching and Discovering, we strive to provide the highest-quality health care to all children in our communities, regardless of any identified status, including race, religion or financial status.



## OUR VISION

To be the best provider of health care services, the best place to work, and the best environment for teaching and research.



## SERVICE AREA AND SCOPE OF SERVICES

UCSF Benioff Children's Hospital Oakland is a leading healthcare institution that provides a wide range of inpatient and outpatient services, as well as community programs. Although our services are available to patients from across northern California and other states, the majority of our patients reside in Alameda County. Our Federally Qualified Health Center is the biggest pediatric primary care clinic in the Bay Area, and includes two comprehensive school-based clinics, as well as a clinic at the Juvenile Justice Center in San Leandro.



## GOVERNANCE

UCSF Benioff Children's Hospital Oakland is a private, not-for-profit 501(c)(3) organization. In 2014, UCSF affiliated with Children's Hospital Oakland, bringing together two respected health care organizations with a common mission and over a century of excellence in pediatric care.

# II. By the Numbers

Every day, we are fueled by our shared mission of Caring, Healing, Teaching, and Discovering to uplift the health and wellness of children.

## CARING

**1K+**

Physicians



**284K**

Outpatient Visits

**4**

Federally-Qualified Health Center Sites

**7.6K**

Inpatient Visits

**490+**

Nurses

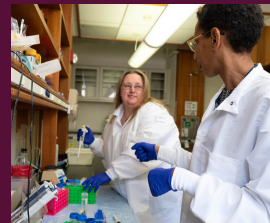


**534**

Residents and Fellows

**1**

Academic Hospital



**\$723K**

Children's Research

## EQUITY



**Overcoming barriers to care and social vulnerabilities**

through our Novel Interventions in Children's Healthcare (NICH) Program



**Increasing access to mental health care services**

through the UCSF Child & Adolescent Psychiatry Portal (CAPP)

## QUALITY



**Ranked among the nation's best**

in all 10 specialties



**Level 1 pediatric trauma center**

UCSF Benioff Children's Hospital Oakland is Northern California's highest volume ACS-verified Level 1 pediatric trauma center

# III. Community Benefit Overview



The Affordable Care Act requires non-profit hospitals to submit an annual Community Benefit Report. Beyond core hospital functions, this reporting requirement is intended to document how the hospital supports community health needs. Our annual Community Benefit Report describes activities over the previous fiscal year. BCH Oakland has one of the largest community benefits programs among all children’s hospitals in California. Although the State of California (via SB 697) provides some general guidance, there is no official definition of “community benefit.” UCSF Benioff Children’s Hospital Oakland employs the definition provided below.

A community benefit is a planned, managed, organized, and measured approach to meet documentable community needs intended to improve access to care, health status, and quality of life. A community benefit should meet one or more of these criteria:

- Responds to public health needs or the needs of a vulnerable or at-risk population
- Generates no (or negative) profit margin
- Would likely be discontinued if the decision were made on a purely financial basis
- Is not considered standard of care for a children’s hospital

The following are not considered community benefits:

- Activities designed for marketing or fundraising
- Services that are considered “the cost of doing business”
- Education for hospital staff
- Volunteering by employees on their own time
- Capital improvements

## Community Benefit Report Preparation

In partnership with BCH Oakland leadership, program leads, and the UCSF Health Accounting Team, members from the UCSF Center for Community Engagement team provided oversight for this report. The 2023 report is made available to hospital staff and the general public through its website. BCH Oakland maintains public awareness of its community benefit program through social media, traditional media, its website, and other publications.



# IV. Community Benefit Impact

UCSF Benioff Children’s Hospital Oakland’s methodology for determining the economic value of the benefit to the community incorporates reporting requirements for the IRS and the California Hospital Association’s community benefit valuation standards. The community benefit valuation is the total net cost of charity care, undercompensated government-sponsored medical care, professional education, and subsidized community programs, services, and research above and beyond reimbursement, philanthropic support, grants, and supplemental funding.

ECONOMIC VALUE	FY 2023
<b>Charity Care</b> Free care to uninsured and underinsured people	\$ 3,071,902
<b>Government-Sponsored Health Care</b> Unpaid cost of public coverage programs, net of all government funding	\$ 262,609,952
<b>Health Professions Education</b> Graduate medical education, Fellows, Nurses	\$ 13,601,287
<b>Subsidized Health Programs</b> Clinical services provided despite a financial loss to the organization	\$ 2,222,541
<b>Community Health Services</b> Activities or programs, subsidized by the hospital, carried out and supported for the express purpose of improving community health	\$ 17,141,525
<b>Research</b> (includes research costs not covered by external sponsors)	\$ 723,096 <i>*transition of research programs to UCSF</i>
<b>Advocacy for Children's Health Issues</b>	<i>Included in operations</i>
<b>Subtotal</b>	\$ 299,370,303
<b>Supplemental Revenue</b> Less DSH/Supplemental Funding (SB855/SB1255), including Measure A Less Net Hospital Provider Fee	\$ 88,663,129 \$ 90,412,252
<b>Total Charity Care and Community Benefit</b>	\$ 120,294,922

Note: The HCAI filing date of 1/26/2024 is before the finalization of the FY2023 IRS filing, and the University of California Office of the President's (UCOP) Community Benefit FY23 reports. The amounts noted for the HCAI report may change to the extent the IRS filing and/or the UCOP reports require changes.

# V. Community Health Needs Assessment

In accordance with federal and state regulations, nonprofit hospitals are required to perform a community health needs assessment (CHNA) every three years to create a community health implementation plan.

The CHNA aims to achieve the following goals:

- Identify the primary health needs and risk factors in the hospital's main catchment area.
- Recognize specific groups and regions that face health inequalities.
- Determine barriers and opportunities to address health disparities.

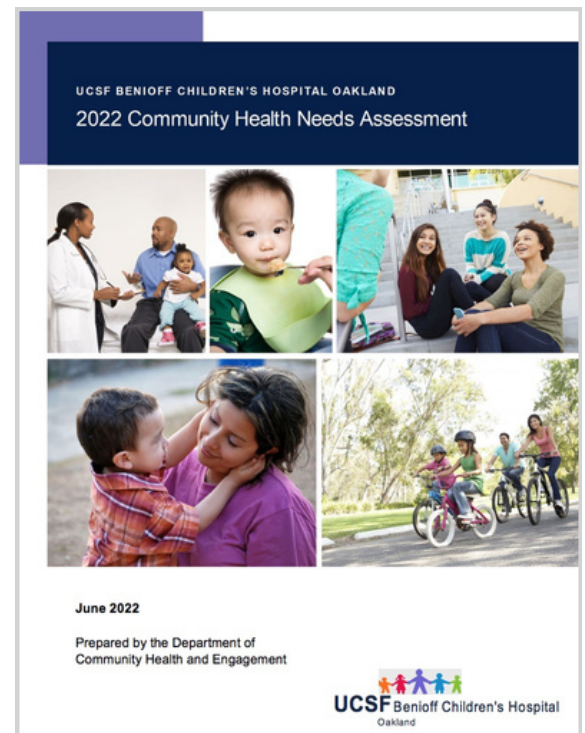
UCSF Benioff Children's Hospital Oakland's most recent CHNA, which examined health needs in Alameda County, was published in 2022. This CHNA was a collective evaluation that updated and expanded on previous work, including many of the areas identified in previous CHNA cycles. The 2022 CHNA process utilized the social determinants of health framework to examine the county's social, environmental, and economic conditions that impact health, as well as other factors related to diseases, clinical care, and physical health. Analysis of these factors yielded the top health needs for the county.

## Identifying Priorities for the Community Health Needs Assessment Implementation Strategy Cycle 2022-2024

With input from the Alameda and Contra Costa Counties Hospital CHNA Group, community partners, and consultants, we have conducted thorough analyses to determine the most pressing issues. These are the top priorities for the 2022-2024 CHNA cycle:

- Behavioral Health
- Housing and Homelessness
- Healthcare Access and Delivery
- Community and Family Safety
- Economic Security (including housing, food security, transportation, and income/employment under the overarching framework of structural racism)

View our 2022-2024 CHNA and Implementation Strategy at:  
<https://www.ucsfbenioffchildrens.org/about/ccch>



# VI. CHNA Priority Areas



## **Prioritizing Our Community's Health and Wellness: Continuing to Focus on Our CHNA**

Our CHNA process, which is informed by input from community stakeholders and partners, serves as a guide for our work and strategies aimed at bettering the health and well-being of the communities we serve. In 2023, we remain committed to focusing on the four priority areas identified in our 2022 CHNA process.

### **1** Behavioral Health

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### **2** Healthcare Delivery and Access

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### **3** Community and Family Safety

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### **4** Economic Security

- Income & Employment
- Housing
- Food Insecurity
- Transportation



# VII. Undercompensated and Charity Care

## Undercompensated Government-Sponsored Health Care

Many children's hospitals face a financial challenge where the cost of delivering care exceeds the funding allocated for this purpose. This is especially true for pediatric patients covered by government-sponsored health insurance, such as Medicaid and other means-tested programs. 70% of visits to the UCSF Benioff Children's Hospital Oakland in 2023 were made by patients enrolled in government-sponsored health insurance. Despite these financial challenges, the hospital remains committed to covering any outstanding costs associated with providing care to our patients.

## Charity Care

Our commitment to providing care to the community regardless of insurance status or ability to pay is unwavering. We offer free or discounted care, otherwise known as charity care, to families who do not qualify for government-sponsored health insurance and meet specific eligibility criteria. The charity care program mandates that patients complete an application and provide supporting documentation to verify their income level. We aim to inform self-pay patients about the charity care program through brochures provided at the Emergency Department. Moreover, patients who may qualify for financial assistance are notified through a statement on their bill.



# VIII. Community Health Initiatives

## Addressing Community Health Needs: UCSF Benioff Children's Hospital Oakland's 2022-2024 Implementation Strategy

After conducting the 2022 Community Health Needs Assessment (CHNA), BCH Oakland developed a comprehensive Implementation Strategy for the 2022-2024 cycle. These strategies continue to serve as a roadmap for addressing the most pressing community health needs identified in the CHNA during this three-year cycle.

For more information about the process and criteria used to select these health needs, please review the 2022 CHNA Report and the 2022-2024 Community Health Needs and Implementation Strategy Report at: <https://www.ucsfbenioffchildrens.org/about/ccch>

BCH Oakland has prioritized the strategies that best align with the needs expressed by the community in the CHNA. The following strategies represent a sample of impactful programs and activities aimed at addressing the identified health needs of BCH Oakland communities. However, these are examples of activities and not an exhaustive list of all of BCH Oakland's efforts.

To provide a more comprehensive view, we have reorganized the priorities by identifying structural racism as the overarching framework and consolidating housing, food security, transportation, and income/employment under the broad topic of "economic security."



# Structural Racism

The American Medical Association refers to the totality of ways in which societies foster racial discrimination through mutually reinforcing systems of housing, education, employment, earnings, benefits, credit, media, health care, and criminal justice in defining structural racism.\* These patterns and practices in turn reinforce discriminatory beliefs, values, and distribution of resources.

\*source: Bailey ZD, Krieger N, Agenor M, Graves J, Linos N, Bassett MT. Structural racism and health inequities in the USA: evidence and interventions. Lancet. 2017; 389 (10077):1453-1463.

## STRUCTURAL RACISM AS OVERARCHING FRAMEWORK

The UCSF Benioff Children’s Hospitals Diversity, Equity, Inclusion, and Anti-Racism Council and senior leadership defined a mission statement reflecting that “(we are) rooted in justice and equity to the benefit of the communities that we serve. We achieve this through nurturing an inclusive culture and promoting and implementing effective strategies for the just and equitable provision of education, discovery, and patient care.”

The 2023 DEI/AR action plan focused on 5 areas:

### Education

- Train and support managers and their teams on holding Brave Spaces and creating local team cultures where discussions on challenging topics such as race, power, privilege and various forms of oppression can occur
- Update Brave Spaces toolkit

### Patient experience

- Include evidence based best practices in Brave Spaces by creating Patient Experience toolkit
- Increase language access
- Patient Care data analysis stratified by Race, Ethnicity and Language

### Quality & safety

- Partner with Quality & Safety to address DEI/AR related incident reports

### Workforce equity

- Partner to establish Mentorship Program
- Establish base level metrics
- Workforce Diversity Analysis

### Creating DEI/AR synergy across the enterprise

- Disseminate UCSF Anti-Racism Initiative objectives and progress across Benioff Children’s Hospitals

A summary of initiatives and achievements by BCH Oakland are highlighted on this section. For more information, visit: <https://diversitybch.ucsf.edu>

## 2023 HIGHLIGHTS

BCH implemented DEI/AR-related projects, culturally responsive strategies, and expanded Heritage Month celebrations. It also developed a BCH-wide quality initiative to address MyChart inequities and launched the BLOOM: Black Baby Equity Clinic. BCH has standardized recruitment and hiring with DEI best practices including DEI event types and equity tags in the Incident Reporting system, and piloted iSpeak Cards for patients with limited English proficiency. BCH also promoted the Pronouns Matter Campaign and UCSF Pride Pin Pledge to create a more inclusive environment. Lastly, there has been an increase of 4.4% in BIPOC staff, 8.1% in BIPOC Officials and Managers, and a 5.2% increase in BIPOC Professionals at BCH Oakland since 2020.

# 1

## Behavioral Health

Behavioral health covers both mental health and substance use. Unfortunately, anxiety, depression, and suicidal tendencies appear to be increasing, with Black/African American and Latinx community members particularly affected.

In 2023, persistent behavioral health challenges, exacerbated by the ongoing impact of the COVID-19 pandemic, continue to affect communities. Anxiety, depression, and suicidal ideation are on the rise, particularly among Black/African American and Latinx individuals. The 2022 Community Health Needs Assessment (CHNA) in Alameda County highlights unmet behavioral health needs, with a focus on LGBTQIA+ children/teens and the challenges faced in Northern Alameda County, including intergenerational trauma and stigma. Limited services for low-income families worsen community issues, and the prolonged social isolation from COVID-19 intensifies mental health struggles among teenagers. The imperative to address behavioral health issues is underscored, emphasizing the importance of accessibility and targeted interventions for vulnerable populations.

In response, BCH Oakland's programs stand out, showcasing a diverse range of mental and behavioral health activities. With 75 full-time staff, we handle approximately 28K annual visits, offering evidence-based and developmental-based interventions across Alameda and in partnership with a number of community partners. In addition, our Child and Adolescent Psychiatry Portal collaborates with primary care providers, offering real-time consults, and benefiting over 1M children across the region. The initiatives below provide a vital glimpse into a couple of newer comprehensive approaches required to address the complex and evolving landscape of behavioral health.

### STRATEGY

BCH Oakland has developed a Behavioral/Mental Health Strategic Plan in the following key areas of work:

1) acute and sub-acute, 2) outpatient, 3) integrated care, 4) school and community, and 5) condition-specific needs. Specific activities include:

- **Increase availability of short-term therapy availability at the Primary Care/TEEN Clinic**
  - The Behavioral Health Integration Program (BHI) at UCSF Benioff Children’s Hospital Oakland is a comprehensive initiative that integrates mental health services into the Federally Qualified Health Center (FQHC). The program focuses on children aged 0-21 and provides screening, brief intervention, referral to treatment, and consultation to pediatric attendings and residents. BHI aims to normalize mental health support, offering short-term therapy for trauma, anxiety, depression, relationship concerns, and behavioral issues. In 2023, two Licensed Clinical Social Workers (LCSWs) conducted 1,060 patient therapy visits through Non-Specialty Mental Health services. Additional funding from an HRSA grant supports a full-time LCSW for Anti-Human Trafficking initiatives, serving both the Encore Medical Clinic (EMC) and TEEN Clinics. The Resiliency Clinic within FQHC Primary Care focuses on mindfulness and stress management, led by a part-time LCSW with plans to generate revenue starting in early 2024. All LCSWs can bill Alameda County Medi-Cal or Alameda Alliance for Health Medi-Cal for their services.

2023 Stats

2

LCSWs offering short-term therapy to FQHC patients

1060

Patient therapy visits

0-21

Ages served

85

Unique patients

1

Initiatives launched

# 1

## Behavioral Health

Behavioral health covers both mental health and substance use. Unfortunately, anxiety, depression, and suicidal tendencies appear to be increasing, with Black/African American and Latinx community members particularly affected.

### STRATEGY

- **Increase the availability of mental health therapy/assessment for people who are homeless or in transitional housing at the Encore Medical Clinic in Claremont Primary Care.**
  - The Encore Medical Clinic (EMC) program of the Behavioral Health Department aims to provide quality care to patients. EMC recently included a Licensed Clinical Social Worker to offer patients and families clinical case management, consultation, and various other resources.
  - The Pediatric Psychology Program (PPP) is an integrative behavioral health program within the EMC that supports children and families going through difficult transitions, providing non-traditional psychological services in primary care settings. Services are family-focused, culturally responsive, and relationship-based. Clinicians work closely with the case management staff of the Behavioral Health Department's Encore Medical Clinic in creating a medical home for the clients served. In addition to direct mental health services and consultation with physicians, PPP has begun to develop assessment practices around asylum evaluations and psychosocial evaluations with youth. PPP is held by the EMC Program Manager and one staff Psychologist. Each year, PPP is supported by ~3-5 Psychology trainees in the 3rd or 4th year of their program from various graduate programs throughout the Bay Area and beyond. For 2023, PPP has 2 Psychology Trainees, with 1 onboarding as a supplemental practicum trainee.
  - The Family Outreach and Support Clinic (FOSC) provides long-term clinical case management to children in foster or kinship care, adoption, or reunification process.
  - For consultative visits within all of the programs, which can include, behavioral health consultation, psychoeducation, intervention, assessment, and clinical case management, all clinical staff, Psychologist, LCSW, and Psychology Trainees, conducted 428 patient consult/assessment visits and 590 therapy (NSMH and EPSDT) encounters in 2023.

2023 Stats

90

EMC consult visits

18

EMC short-term therapy sessions

168

PPP consult visits

572

PPP therapy sessions

170

FOSC consult visits

0-21

Ages served

# 2

## Access to Care

Achieving comprehensive and quality healthcare, which includes insurance coverage, the number of primary and specialty care providers, timely care, quality care, and cultural humility, is crucial for all individuals. However, marginalized communities such as LGBTQIA+ individuals, people with disabilities, non-English speakers, and undocumented residents are particularly affected.

UCSF Benioff Children's Hospital (BCH) Oakland oversees four community-based clinics dedicated to teens and young adults, collectively accommodating around 7,000 visits annually. The majority of individuals seeking care at these facilities reside in neighborhoods grappling with challenges such as poverty, gun violence, inadequate housing, food deserts, and other factors impacting their overall health and well-being. The Teen Clinic stands out as the largest among the three adolescent health sites. This comprehensive facility offers integrated primary and behavioral health services, catering to a patient base ranging from 11 to 24 years old, with over 1,000 individuals receiving care.

The other two clinics operate within the school setting: the Chappell-Hayes Health Center at McClymonds High School in West Oakland and the Youth Uprising/Castlemont Health Center adjacent to Castlemont High School in East Oakland. These clinics, in collaboration with the Oakland Unified School District and the Center for Healthy Schools and Communities at the Alameda County Health Care Services Agency, serve as exemplary models on a national scale. They showcase the successful implementation of full-service, school-based primary care centers integrating behavioral health services, aiming to foster adolescent development and overall wellness.

### STRATEGY

- **Federally Qualified Health Centers (FQHCs) to provide a medical home and access to health care for 80-100 newcomer children entering the Oakland Unified School District.**
  - How many newcomers? 80
- **Launched BLOOM: Baby Black Equity Clinic**
  - Unveiling a groundbreaking response to systemic injustices, BCH Oakland proudly introduced BLOOM: Black Baby Equity Clinic in the Summer of 2023. This transformative initiative is a resolute stand against structural racism, pervasive gaps in cultural awareness within healthcare providers, and the prevalent health disparities impacting Black children and families. Created entirely through generous philanthropic support, BLOOM goes beyond conventional healthcare models by pairing Black infants and toddlers—ages newborn to 3 years—with dedicated Black healthcare teams. For more information visit: <https://give.ucsfbenioffchildrens.org/stories/bloom-black-baby-equity-clinic>

2023 Stats

4

FQHC Sites

80

Newcomers served

0-24

Ages served

9000+

Patients served

1

Initiatives launched

# 2

## Access to Care

Achieving comprehensive and quality healthcare, which includes insurance coverage, the number of primary and specialty care providers, timely care, quality care, and cultural humility, is crucial for all individuals. However, marginalized communities such as LGBTQIA+ individuals, people with disabilities, non-English speakers, and undocumented residents are particularly affected.

### STRATEGY

- **FQHCs to implement a mobile medical and mental health unit equipped with two exam rooms and laboratory facilities to take to homeless shelters, schools, and neighborhoods in need.**
  - Expansion of UCSF Benioff Children’s Hospital Oakland’s Primary Health Care Infrastructure: Primarily serves as an outreach to BCH Oakland’s patient population and provides primary care to unhoused individuals and families with unstable housing.
  - Expected launch: Summer 2025
  - Community Investment: The Mobile Clinic is primarily supported by a \$530K HRSA American Rescue Plan Grant and an additional \$100K from FQHC foundation accounts.
- **Collaborate with relevant stakeholders to increase enrollment and accessibility of MyChart, enhance self-scheduling functionality, and increase enrollment of MyChart across all races, ethnicities, and language groups to ensure equitable and timely access to care.**
  - At the start of fiscal year 2023, 50% of our Federally Qualified Health Center (FQHC) patients utilized MyChart. Year-to-date, this figure has risen to 56%, showcasing notable progress. Specifically, BCH Oakland has successfully boosted enrollment for African American patients by 9% and for Latinx patients by 2%.



# 3

## Community Safety

A safe community fosters community harmony, economic growth, and an active lifestyle while reducing the risk of untimely deaths and serious injuries. According to the CHNA, violent crime and injury deaths were the two critical indicators of community and family safety that were higher in our communities.

UCSF Benioff Children's Hospital Oakland's Trauma Services oversees the Childhood Injury Prevention Program (IPP). The goal of this program is to lower the number of accidental injuries and fatalities in children by providing safety equipment, education, and advocacy services. Community and family safety is one of the top priorities identified by both the Alameda County Needs Assessment and our BCH Oakland Needs Assessment. In July 2023, Childhood IPP established a Youth Violence Intervention Program (YVIP) in partnership with Youth ALIVE!, Trauma Services, and BCH Oakland Social Services. For more information visit: [www.preventingchildrensinjuries.org](http://www.preventingchildrensinjuries.org)

This program supports youth 'caught in the crossfire' who are seen at our hospital (ED visit or as admitted patient) due to a gunshot wound, stabbing, or assault. Violence is a priority community safety barrier among our youth, and the program has adapted to this need by incorporating swift bedside assistance and by providing gun lock safety devices to anyone who endorses a need. IPP also engaged in this focused campaign to increase Stop the Bleed awareness and training with the provision of grant-funded stop the bleed kits for those who provide care to youth including UCSF BCH Oakland faculty, Oakland High school students and teachers, YMCA care providers (across the region), leveraging our relationship with Kiwanis club to gain additional community buy-in such as Superintendents for teacher education/training at elementary schools.

### STRATEGY

- **Trauma Service/ED**
  - Actively engages in an injury prevention program, conducting monthly car seat checkup events in collaboration with various entities. National data indicates a high rate of incorrect car seat installations, with their on-site events revealing that over 85% of families face this issue. Recognizing an opportunity to educate families and comply with California law, the organization received 480 car seats in November 2023 to enhance child passenger safety and car seat education efforts. Additionally, they contribute to premature death prevention by providing cribs and halo sleep sacks to at-risk families. The organization supports home safety through a program offering free locks for doors, cabinets, ovens, and windows. Notably, they have partnered with Cribs for Kids, a significant step in addressing the rising rate of sudden unexpected infant deaths, particularly among African American communities. The collaboration involves working closely with the Neonatal Intensive Care Unit (NICU) and BLOOM clinic to provide essential resources to vulnerable populations.
- **Launched New Initiative: Youth Violence Intervention Program**

2023 Stats

480

Number of car seats

15

Child safety restraint classes

22

Families participated in child safety restraint class

Our Partners

CHP, Mujeres Unidas y Activas, Cribs for Kids, NICU/BLOOM

1

Initiatives launched



# 4

## Economic Security

Steady employment correlates with better health and reduced poverty. Based on the CHNA, Alameda County residents face challenges finding living wage jobs due to high living costs, and Latinx and Black/African American Oakland residents experience income and employment disparities. Additional priority health needs related to social determinants of health include income and employment, housing, food security, and transportation.

Food insecurity remains an escalating and entrenched challenge for low-income families in the Bay Area, demanding urgent attention. Recent data underscores the severity, revealing that an alarming 4 out of 7 children in Alameda County grapple with food insecurity (data from Alameda County Community Food Bank). Recognizing the profound impact on children's health and well-being, UCSF Benioff Children's Hospital Oakland has intensified its commitment to proactive intervention and has forged a strong partnership with the Rooftop Farm initiative situated atop the Logan Apartments on 51st and Telegraph Streets in Oakland. Distinguished as one of the largest rooftop farms on the West Coast, this site is managed by Deep Medicine Circle, in collaboration with our esteemed Pediatric Residency Program, and offers a rich and unique learning environment for our pediatric residents. Under the direction and leadership of the Deep Medicine Circle staff, our pediatric residents support the year-round harvesting of produce grown on the rooftop farm. The Rooftop Farm plays a pivotal role in delivering organic, fresh fruits, and vegetables to the families served by our primary care clinic.

## STRATEGY

### Food Security

- Patients in need of food assistance are referred to the Alameda County Food Bank
- Rooftop Farm Partnership with Whole Foods
- Food Pharmacies: A cornerstone of our efforts, the Food Pharmacy events have historically received unwavering support from the Alameda County Community Food Bank. They are the primary source of both dry goods and fresh produce distributed to families at both our Main Hospital and Claremont/Primary Care clinic. Remarkably, this year alone, we have impacted 3,095 households, distributing an impressive 130,990 lbs. of food, as evidenced by data from the Alameda County Food Bank. Our collective endeavors are making a tangible difference in alleviating food insecurity and promoting the well-being of our community.



2023 Stats

# 3095

Households served

# 130,990

Pounds of food served

Fun fact about food poundage: 100,000 lbs of food distributed is equivalent to the size of a humpback whale.

## Our Partners

Alameda County Community Food Bank, Rooftop Garden Initiative, and BCH Oakland Medical Residency Program

# 4

## Economic Security

Steady employment correlates with better health and reduced poverty. Based on the CHNA, Alameda County residents face challenges finding living wage jobs due to high living costs, and Latinx and Black/African American Oakland residents experience income and employment disparities. Additional priority health needs related to social determinants of health include income and employment, housing, food security, and transportation.

### STRATEGY

#### Transportation

- Patients and their families can take advantage of free transportation support services to get to and from medical appointments. This includes bus and train tickets.

#### Housing

- The FINDconnect digital platform is a powerful tool that allows care teams, patients, and community organizations to work together in addressing the social determinants of health. Patient and FIND navigators collaborate with providers to identify appropriate community resources for patients and families. In fiscal year 2023, FINDConnect has enrolled 645 families and over 3,000 referrals to community programs have been made. Based on the top needs identified by families, activities (40%), food (31%), and housing (24%) were the primary areas of focus. For more information, visit: <https://findconnect.org>
- BCH Oakland has two full-time FIND Navigators at Primary Care, one of whom serves the BLOOM Clinic. The facility is in the process of hiring a third navigator in early 2024. Additionally, patient navigators in the Emergency and Outpatient centers have received training.
- BCH Oakland Medical Social Workers also conduct comprehensive psychosocial assessments for patients, encompassing a thorough examination of their living conditions and housing stability. In instances where housing insecurities are identified, these professionals offer supportive counseling and facilitate connections to relevant community resources.

#### Income & Employment: BCH Oakland Anchor Institution Assessment & Strategic Planning

- The UCSF Anchor Institution Mission (AIM) team partnered with BCH Oakland leadership and the Anchor Institution Assessment Steering Committee to evaluate the hospital's role as an anchor institution. This year-long assessment, conducted in the East Bay (Oakland/Alameda area), aims to leverage BCH Oakland's economic resources strategically to address the social determinants of health and promote health equity in underserved communities. In September 2023, the AIM team developed a multi-year BCH Oakland AIM strategic plan based on the assessment recommendations that centered on three anchor pillars: local hiring (e.g. develop youth mental/behavioral health pipeline), procurement (e.g. local spend), and community investment.





We thank you for your  
continued support in  
our programs.

  
**UCSF** Benioff Children's Hospital  
Oakland

747 52nd Street, Oakland, CA 94609

(510) 428-3000

[www.ucsfbenioffchildren.org](http://www.ucsfbenioffchildren.org)

Made accessible 3/24