

COMMUNITY BENEFIT

Your Support Made a Difference



Melinda Hoag Smith Center for Healthy Living

FY 2017 REPORT TO DONORS

July 1, 2016 - June 30, 2017

A year ago, generous donor support funded the opening of the **Melinda Hoag Smith Center for Healthy Living**, a visionary collaborative approach to caring for the most vulnerable among us. The Center's holistic philosophy of caring for the entire person – body, mind and spirit – is truly changing the lives of individuals and families in Orange County. Hoag's unique service delivery model facilitates collaboration with community partner agencies to bring together, under one roof, culturally sensitive services and resources that enable prevention, address the root causes of disease and improve outcomes.

Your generosity has helped to inspire and empower others to take control of their health and well-being. This report is a summary of the impact that you made with your support in fiscal year 2017 (July 1, 2016 to June 30, 2017).

**HOAG
PROMISE**

OUR CAMPAIGN TO LEAD,
INNOVATE & TRANSFORM



Mental Health Center Manager Rocio Valencia Vega, LCSW

Changing Lives Through a Community of Care

In May 2016, the Melinda Hoag Smith Center for Healthy Living launched with 10 nonprofit co-located partners sharing space to deliver a cohesive, one-stop, welcoming environment. During its first year, Hoag focused on expanding community partnerships while getting the word out to the community about existing services available.

Exponential Growth to Meet Complex Needs

Ninety percent of maintaining good health is determined not by health care itself, but rather by “social determinants of health” that create barriers to healthy living. The Melinda Hoag Smith Center for Healthy Living community partnerships address these key health determinants by caring for the person rather than the patient.

During the last year, we more than tripled our partnerships—now totaling 36—and are still growing. Together, these organizations tallied **41,728** patient encounters in fiscal year 2017.

“Before the Center, we were known for offering mental health services, but we would have to refer clients out to the community for other needs. Now, we literally can walk a client next door to a Zumba class or to the Family Resource Center or other services. We’ve focused on educating our clients to understand that they can receive more than one free service here during a visit.”

Rocio Valencia Vega, LCSW
*Manager of the Mental Health Center
 at the Melinda Hoag Smith Center for
 Healthy Living*

Care Coordination Brings It All Together

As the partner and client lists grow, so does the need for coordination of care. Philanthropy is helping Hoag build a data platform to facilitate more efficient connection and collaboration across the expanding family of partners. The software will track individuals' needs and connect them with services, case managers and care navigators. Over time, the database will provide insight into improvements in health outcomes.

Thank you to the **James and Glenys Slavik Family Foundation** for supporting funding for Care Coordinator Jessica Sanchez. Often the first point of contact for clients of the Melinda Hoag Smith Center for Healthy Living, the Care Coordinator educates clients about services and assesses needs. She then works collaboratively with the client and the interdisciplinary teams, both internal and external to the Center, to support clients and link them to appropriate resources in the Center and community as needed.

"The Melinda Hoag Smith Center for Healthy Living is proactively serving the underserved community at an unprecedented level. We are empowering individuals and families with services that bring healing to both body and mind. And we are inspiring hope and security that there is a place and a team ready to meet their needs with coordination of care they can count on."

Michael Silva Rose, LCSW, Director of Community Programs

REPORT TO DONORS

Empowering Many

The Melinda Hoag Smith Center for Healthy Living brings together a wide range of services for adults, families and youth. Here are just a few of the ways the Center served the community in FY 2017:

Teen Intervention/Diversion Programs:



170

teenagers participated in the Orange County Bar Foundation's diversion programs Short Stop and Stop Short of Addiction.

Legal Support: Generous donor support funded the hiring of a part-time onsite family law attorney in partnership with Orange County's Public Law Center.



32

people received legal consultation or representation in the first three months.

Food Distribution:



130

households per month received groceries through Hoag's monthly food distribution service in partnership with Second Harvest.

Literacy Programs: In January, the Center and the Council on Aging jointly hired an English-as-Second-Language teacher and more than **417** adults have attended classes.

Obesity/Diabetes Intervention: Approximately **35** women participated in obesity and diabetes research and intervention projects. In addition, the PODER (Preventing Obesity and Diabetes through Education and Resources) program generated an average of **58** encounters per month.

Workforce Training: New partner CIELO (Community for Innovation, Entrepreneurship, Leadership and Opportunities) offered one-on-one counseling and workshops to help **97** aspiring entrepreneurs achieve their entrepreneurial dreams.

Health Insurance Counseling: In early summer 2017, the Center began offering free Medicare counseling to seniors through the Council on Aging's Health Insurance Counseling and Advocacy Program.

Exercise Classes:



6,176

participants attended Yoga and Zumba classes.

CPR/First Aid Classes:



194

people have become CPR certified since launching CPR classes August 2016.

Caring for Our Community's Mental Health

Breaking the Stigma to Reach More People in Need

Hoag's Mental Health Center, partially funded by philanthropy, is staffed by seven social workers, two social worker assistants and one part-time psychiatrist. The team provides free or low-cost psychotherapy services for the community. Its mission is breaking social stigmas regarding mental health and helping patients understand that the challenges they face are common – and that Hoag has solutions for them. As part of the Melinda Hoag Smith Center for Healthy Living, staff can easily connect patients with other services from legal support and exercise classes to social services and family resources.

- In September 2017 alone, the Melinda Hoag Smith Center for Healthy Living provided mental health services and programs to **473** unique individuals.
- During a back-to-school event, **200** children received \$25 Target gift cards for back-to-school clothes.
 - o In partnership with the Mary & Dick Allen Diabetes Center, their parents were assessed for BMI, blood pressure, food insecurity, diabetes risk and depression, **80** of which were identified for case management services.

The El-Erian Endowment for Healthy Families provides a life-saving resource to a population of individuals and families who report less than \$30,000 annual household income and are uninsured or underinsured. The majority of clients who seek services at Hoag's Mental Health Center – 79% to be exact – are in this category. The Center also serves as an Intern Training Center for 10 undergraduate and graduate students.

FY 2017 People Served:



570

children and adults received psychiatry and psychotherapy consultations



241

people received additional psychiatric treatment



6,140

encounters total

Tackling Postpartum Depression

In the Mental Health Center's 20-year history, the demand for services has increased exponentially, as has the complexity and acuity of mental health issues – among them, postpartum depression. Maternal mental health cases comprise 70 percent of the Center's case load, yet the community offered limited support. To meet this growing need, in FY 2017 Hoag launched a new service line for postpartum depression. Maternal mental health clients can access 12 or more postpartum counseling sessions, participate in Mommy and Me classes through partner MOMS of Orange County and take part in Zumbini classes with their babies to promote physical and mental health for both mom and baby.

Stories of Impact: Free Zumba, Pilates and Yoga Classes Are Changing Lives

Caring for the Whole Person

"I recently had a client who came to the Mental Health Center with moderate depression. She was crying her eyes out," recalls Mental Health Center Manager Rocio Valencia Vega, LCSW. "As I worked with her, I began strategically planning her sessions to end just as Zumba class was set to start. I walked with her to the class and even stayed with her for the first part of the class initially. It was amazing the change that occurred in her. Just minutes after stepping into this wellness class, her entire demeanor changed. Now she is an ongoing member not only of the Zumba class, but also is taking Yoga classes and is getting coaching from our partner, CIELO, to help her start a business. She is now volunteering in the Costa Mesa Family Resource Center as well. All of this would not have been possible if these services weren't under one roof."

Improving Becky's Health

Fifty-seven-year-old "Becky" had struggled for years with hyperlipidemia and hypertension. It seemed nothing worked for reducing her high cholesterol levels. Her doctor was concerned, putting her on a six-week follow-up schedule last spring. "It was then that I opted to attend the free Zumba and Pilates classes offered at the Center," she says. "The instructor was charismatic, knowledgeable and caring."

Two months after starting her workouts, Becky's cholesterol levels have improved significantly. Her doctor advised her to keep doing what she was doing and has reduced her appointments to every three months. Not only has her health improved, she says, "but attending the classes has been fun and I have created new friendships."



Maria's Day to Share

At age 52, Maria had no motivation to exercise and had never practiced Yoga before being introduced to the classes offered through the Center. But after just a few Yoga classes, the relaxation skills she had learned helped her turn a frightening experience into a positive outcome. "I was washing dishes when my right arm and hand became weak and, later, my head became numb," she recalls. Knowing these were abnormal symptoms, she went to the Emergency Room where the doctor ordered an MRI. "I was so nervous about being in the MRI machine that my legs began shaking," she says, "but then I remembered my Yoga classes. I began to breathe deeply and relax. I was able to calm myself and my legs stopped shaking. I was even able to fall asleep. Yoga changed my life. Thank you for sharing your knowledge and valuable time through your classes."

Partner Spotlight



Costa Mesa Family Resource Center

With a focus on child abuse prevention and family strengthening, the Costa Mesa Family Resource Center partners with agencies such as Human Options, Raise Foundation, Children's Bureau, Girls Inc. and MOMS OC.

FY 2017 stats:



Share Our Selves

The relationship between Share Our Selves (SOS) and Hoag makes an incredible system of care available to everyone, regardless of ability to pay. It increases efficiencies, reduces the use of the Emergency Department, protects public health and improves opportunities for working individuals without insurance to receive primary care and control chronic disease. The partnership helps build a better community.

SOS Dr. Robert & Dorothy Beauchamp Children & Family Dental Center



The **SOS Dr. Robert & Dorothy Beauchamp Children & Family Dental Center** provides general and specialty dentistry to infants, children and adolescents, regardless of ability to pay. The clinic also offers care for the oral health of pregnant patients and their growing babies.



Thank you

Your generous support of Hoag's Community Benefit Program is helping ensure high-quality, innovative care for the underserved. The Melinda Hoag Smith Center for Healthy Living is considered a best practices model for other communities.

For more information, please contact Hoag Hospital Foundation at (949) 764-7217. Please visit our website: www.HoagPromise.org.