



FY2021

# Community Benefits Report

**Tufts**Medicine  
Tufts Medical Center



# Our community benefits mission

Tufts Medical Center is committed to improving the health and wellbeing of, and to reducing health disparities and inequities in, the communities we serve. We seek to identify current and emerging health needs, collaborate with community partners, provide culturally and linguistically appropriate health services and resources, and address community health needs through education, prevention, and treatment.

***“Tufts COVID Relief and Recovery Grant has helped us to maintain our employment specialist position and purchase technology allowing for remote employment during the height of the pandemic. Tufts has always been there for Gavin and the recovery community.”***

**John McGahan**  
President & CEO, Gavin Foundation



# Executive summary

Tufts Medical Center (Tufts MC) continues to be guided by its most recent Community Health Needs Assessment (CHNA) conducted in 2019, which focuses on Dorchester, Chinatown, South End, South Boston and Quincy.



**Behavioral health/  
social-emotional  
wellness**



**Tobacco and nicotine  
control**



**Chronic disease  
management**



**Access to care  
and social services**



**Economic  
opportunity**



**Housing**

Overall, behavioral health (defined as mental health, substance abuse and violence due to their inter-relatedness); health concerns resulting from a lack of tobacco and nicotine control (lung cancer, asthma and COPD); access to care and social services; chronic disease management; housing, food and economic insecurity; and other COVID-19 related needs were the main health and social priorities across the communities.

Tufts MC responded to the COVID-19 pandemic and its impacts on the community with a mini-community needs assessment in 2020. Social emotional wellness, PPE, food and other urgent supply needs, resources for community-based organizations to facilitate their on-going services, and financial stability and economic opportunity were identified as the most pressing immediate and medium-term needs. Tufts MC continued to provide community support focused on COVID-19 recovery, emphasizing financial stability and economic opportunity, workforce development and skills building, and housing and financial literacy.

Included in this report are highlights of our work from Fiscal Year 2021. This does not represent Tufts MC's full scope of activities undertaken to improve community health directly and/or through its community partnerships.

## **Our reach in 2021**

**292,000** residents received testing from Tufts MC for COVID-19 and over **108,000** vaccinations were provided.

**1,232** Chinatown community members benefited from tobacco and nicotine prevention education and/or cessation efforts.

**1,326** Dorchester residents benefited from additional support around food insecurity.

**4,100+** community members benefited from Tufts MC's COVID-19 Relief and Recovery grants, awarded to 22 community-based organizations.

**97** South Boston community members benefited from youth development, behavioral health, recovery services, and food access programs.

**88%** of students participating in Tufts MC's summer internship program were Asian, Black or Hispanic.

# Covid-19 and economic opportunity

In response to the COVID-19 pandemic, Tufts MC pivoted to incorporate program funding to support **food, financial and housing insecurity and other COVID related needs**. Programs leveraged technology to support the community and increase access to under-served populations.



*“The class was excellent and an awesome opportunity for the residents of the Castle Square community to enhance their skills in Computer Technology.”*

CSTO Intro To Tech program participant



In July 2021, Tufts MC provided a second round of relief and recovery funding to **22 community-based organizations** across the priority neighborhoods, with an emphasis on financial stability and economic opportunity. The most significant impacts were made in workforce development, housing and financial counseling, and immediate needs of food, diapers, PPE and other essential supplies.

In the first 3 months, funding supported:

- Workforce development for **over 1,000 community members** in need of jobs, job training, resources and tools
- Financial and housing literacy programs for **over 1,100 residents** experiencing insecurity in these areas
- **Over 1,700 people** struggling from the negative impact of the pandemic received support through food, gift cards, PPE and other essential items

Other benefits this funding provided:

- **Job support and job skills** to the populations most in need or at-risk
- Assistance related to **resumé building and interview skills and technology** needed to accomplish this as well
- **Small business support** through technical assistance for marketing and promotion
- Help for small businesses with **rental assistance**
- Support for **men previously incarcerated** and/or in recovery were supported in finding CORI friendly employment.

By way of example, Found in Translation is a Dorchester-based organization that offers ESOL classes and medical interpreter training, in high demand in healthcare. Tufts MC’s COVID grant supported **291 graduates**, all women trying to become financially stable, who were able to find employment after the program. Likewise, Castle Square Tenant Organization (CSTO) ran a workforce development program providing trainings on digital literacy, English language improvement and job interview skills to **320 participants**.

*“The incredible learning effort our residents put forth is inspiring to us all, and they are very grateful for the Tufts COVID grant and for your support.”*

CSTO

## COVID Testing and Vaccines

Tufts MC continued to offer the only walk-in COVID-19 testing site, and made vaccines widely available (discussed further in the Access to Care section). Its Dermatology Department also initiated a COVID-19 outreach project with its patients to educate and promote vaccination, especially among patients on immunosuppressive medications at higher risk for worse outcomes, working closely with **120 patients**.

Tufts MC also received a Vaccine Equity Grant through the Boston Public Health Commission. This was a hospital-community partnership, with the Asian Community Development Corporation, Boston Chinatown Neighborhood Center, and Chinese Progressive Association, to promote vaccinations in the Chinatown community, including education, outreach, and other resources. It allowed us to augment bilingual capacity in interpreter services to take on more COVID-19 calls in other

languages. **Over 8,600 residents** were tested and given essential resources and supplies when needed.

The South Boston Community Health Center (SBCHC), with funding from Tufts MC, reached **11,525 residents for COVID-19 testing, vaccinations, and other support** for those testing positive and sick with the virus. SBCHC also continued programs around Hepatitis C testing and education, Office-based Addiction Treatment and the Youth Ambassadors program.

As the pandemic continued, it became clear that nurses and other essential medical workers were experiencing anxiety, depression, and other mental health crises. In response, Tufts MC developed a series of mental health videos and webinars to help support internal staff and the community. The videos had **over 3,500 views** and offered tips and strategies for coping, self-care, and resilience.



(above) Participants in ACA's BEEMS (Building Energy Efficient Maintenance Skills) Program

***“Chinatown is the most vaccinated community in Boston.”***

**Nick Duncan**

Director of Emergency Management and Operations, Tufts Medical Center



(right) CSTO students recognized for having accomplished the NorthStar digital literacy assessment modules online

# Behavioral health

The 2019 CHNA identified behavioral health as a priority concern across our communities, in particular in Dorchester and South Boston, which was exacerbated by the COVID-19 pandemic. Interconnected behavioral health factors, including violence, mental health, and substance use, together result in a significant negative impact on mental health of the most at-risk populations.



Tufts MC's Dorchester Health Initiative funded six community organizations focused on promoting behavioral health and social-emotional wellness of Dorchester community members, particularly youth and parents of young children.

Three of the six funded community organizations supported youth development, building life skills needed to reduce their risk or likelihood to be exposed to or commit violence, improve their mental health and resiliency, and pursue positive life experiences. The

remaining three organizations worked with parents (in particular, fathers) of young children to promote their mental health and enhance their parenting knowledge and skills to support their children in the critical early years of life. Collectively, DHI programs served **over 2,500 of the most vulnerable populations;**

Among the most affected were previously incarcerated fathers, which became an even greater at-risk group through the pandemic.

***“This program was one of the best things that happened to me. It showed me so much. I was making so many mistakes, but it showed me I could change inside to be a better person, to be a better dad.”***

Nurturing Father's Program  
Participant

***“For Family Nurturing Center of Massachusetts (FNC), the Tufts DHI grant has been significant, multi-year funding for neighborhood-based parenting education and family support programs for children and their parents.”***

**Richard Claytor**, Director of Programs

Behavioral health concerns arose in other neighborhoods as well and were met with programs and support funded by Tufts MC:

- The South Boston Community Health Center provided outpatient mental health and substance abuse services: **128 patients** were treated in SBBHC's Office-based Addiction Treatment Program.
- Gavin Foundation's Cushing House provided addiction support and workforce development. **26 clients** saw an improvement in well-being and completed the program's requirements while working towards financial stability.
- Tufts MC's Psychiatry Department continued to provide **mental health consultations** at the Josiah Quincy Elementary School. They met with the school's mental health team and provided resources and training to those in need.



(above) A mom and her two kids visit with the Family Nurturing Center's Welcome Baby and Dorchester Diaper Pantry and pick up materials and resources for their family.

- South Boston Community Health Center's Youth Ambassadors program impacted **188 adolescents** through education and discussions around substance use prevention, violence prevention and mental health concerns
- Tufts MC also hired a **full-time Licensed Clinical Social Worker** to support our partners' behavioral health programs and community needs. The LICSW supported partner organizations across Tufts MC's Community Benefits programs and neighborhoods.



*“Tufts has been and continues to be one of Gavin’s strongest supports. They have been there for our residents and clients whether it has been medical or clinical services or financial support. Our clients always receive easy access and quality care.”*

**John McGahan**  
President & CEO, Gavin Foundation

# Asian health initiative

Tufts MC continued to address the reduction and prevention of tobacco and nicotine use, which contributes to the leading causes of death among Boston’s Chinatown and Asian community: heart disease and lung cancer. School-aged children also present with a high prevalence of asthma compared to other areas of Boston, which can be a result of second-hand smoke.



Five community-based organizations provided education, prevention, and smoking cessation services to English- and Chinese-speaking community members across a wide age spectrum: pre-school students to senior citizens. As a result of the COVID-19 pandemic, these organizations pivoted to provide support for **housing access, food insecurity and access to culturally and linguistically competent services** for the growing need for mental health.

Tufts funded a youth-led smoke-free campaign at Boston Asian Youth Essential Service (BAYES) that included raising awareness in the Chinatown Community about the harms of smoking, and cleaning up cigarette butts from the community’s streets.

*“I am feeling great that I am doing good deeds in the community.”*

BAYES youth participant



(right) BAYES youth installing cigarette container in Chinatown



## Results from the AHI:

- Josiah Quincy Elementary School educated **600 students**
  - All 3rd, 4th & 5th graders were taught tobacco/nicotine lessons to as part of their weekly Health & Wellness curriculum
  - COVID-19 education was added in to address hygiene and ways to stay healthy
- The Asian American Civic Association completed a **30-second smoking cessation video** to be used internally and on their website to educate the community about the dangers of smoking
- Boston Asian Youth Essential Service addressed the increasing stress and anxiety through **social-emotional wellness** activities such as hip-hop, self-defense for girls, kickboxing and martial arts for **40 youth**
- Boston Chinatown Neighborhood Center offered education for youth and adults around the dangers of smoking, reaching **370 participants (114 served were immigrants)**
- The Greater Boston Chinese Golden Age Center served **266 participants** in workshops and smoking cessation clinics, while helping to maintain smoke-free buildings for their residents

*“Youth leaders engaged in these campaigns will help a new generation of smoke-free youth.”*

**Nicholas You**  
Program Coordinator, BAYES



# Health equity & access to care

Tufts MC improves access to care for linguistic and cultural minorities, the uninsured, and other vulnerable groups in many ways: psychiatric and social support to Asian residents, including psychiatric consultations in Chinatown's public elementary school; patient navigators for Chinese-speaking and other Asian patients beginning cancer treatment; and programs designed to assist patients with securing health insurance, financial assistance, and Social Security benefits.



The ability to understand and respect the differences among people and use our understanding to influence our interactions with one another; this involves developing our capability of delivering patient-centered services consistent with the needs and expectations of various cultures.

- Our Interpreter Services Department helped **22,477 patients** access care in their preferred language.
- Our Patient Access Department's Financial Coordination program assisted **2,500 uninsured and underinsured patients** with obtaining health insurance
- The Asian Pediatric Clinic helped almost **2,400 patients** navigate their care

- Tufts invested in an electronic registration system for vaccinations to help **break down barriers to access**
- Bilingual Patient Navigators provided quality cancer care and support to **167 patients** as patients navigate the care system and manage their conditions
- **16 Employees** participated in and completed ESOL classes
- Tufts MC supported a collaboration with the Boston CHNA-CHIP Collaborative to deepen and **expand the impact** of member institutions' community benefits activities
- Tufts MC provided COVID-19 testing at multiple offsite senior living centers and at a local school, testing more than **292,101 patients with 20,812 positive results**
- Tufts MC administered the COVID-19 vaccine to more than **108,375 patients, staff and community members**, with a focus on breaking down barriers for seniors and other non- and limited-English speaking Chinatown residents, setting up mobile clinics at various housing complexes in the community.
- Tufts MC staff volunteered **hundreds of hours** to agencies working to improve community members' food security, access to care, and physical activity.



Tufts MC staff provided mobile COVID clinic to residents of Tai Tung Village in Chinatown

# Youth development and growth

Tufts MC's summer internship program for Boston high school students often offers them their first paid employment and opportunities to explore career opportunities in a healthcare setting. Despite the COVID pandemic, Tufts MC offered a fully on-site seven-week experience to **11 youth** with weekly workshops on topics such as public health, college readiness, and diversity, equity, and inclusion, etc. This experience also increases their likelihood of securing better-paying jobs in the future.



Tufts MC CEO Mike Tarnoff speaks with our summer interns about his personal and professional journey as a physician and CEO.

Bikes Not Bombs provided skill training around bicycle maintenance and job opportunities for **50 at-risk teens**. This program helped to teach these teens to take pride in their work and to take responsibility towards building a potential career path.

The South Boston Health Center's Youth Ambassadors program inspired **188 youth** to strive for a more positive and productive life.



# Chronic disease management

Chronic diseases significantly impact quality of life for residents in our partner communities and the pandemic exacerbated these concerns as residents became isolated and inactive and delayed care due to fear of the COVID-19 virus. Tufts MC offered a variety of internal and external partner programs to educate the community about various types of chronic illness. Although many of the free public screenings typically offered did not take place due to COVID-19, many other programs were able to adapt their work processes to continue serving the community during the pandemic.



**100** Josiah Quincy Elementary School students learned about nutrition, and healthy eating

**28** Underserved adolescents in Chinatown received appropriate sexual health education.

**330** older adults were educated around falls, mindfulness and healthy aging

**860** Community members were educated on the risk factors and signs of stroke

**600 Chinatown youth** participated in the Anti-Cigarette Butt Campaign.



**BOYS & GIRLS CLUBS OF DORCHESTER**

## COVID-19 IMPACT REPORT

SINCE MARCH 16, 2020

"I am so grateful for all the programming the Club has done & allowed us to be a part of because of our participation in the Club's Family Engagement Program. My kids were so excited to log on every day to learn. Thank you to you & your staff for all that you do for the kids and the community." BGCDC Parent

<p><b>MEALS &amp; GROCERIES</b></p> <p><b>14,400</b> Grab &amp; Go Meals Distributed</p> <p style="font-size: x-small;">Many Club members and families rely on our food service program throughout the year. Since the pandemic, we established a Grab &amp; Go meal pickup to supplement the meals that families were missing during our closure. We are so grateful to our community partners who donated. We were able to distribute thousands of dollars worth of groceries at no cost to families in need. Meals included fresh produce, meat and poultry and necessary items.</p>	<p><b>SAFETY PROTOCOLS</b></p> <ul style="list-style-type: none"> <li>• Limited Enrollment</li> <li>• Small program groups</li> <li>• Health screenings</li> <li>• Social distancing</li> <li>• Hand washing</li> <li>• Wearing masks</li> <li>• All facilities sanitized</li> </ul>
<p><b>VIRTUAL PROGRAMMING</b></p> <p><b>400*</b> Virtual Program Videos and Zoom Lessons</p> <p style="font-size: x-small;">Our program staff jumped into action and created an engaging virtual programming to help our members stay connected to our Club and provide educational support and resources during the remote learning period. Program areas such as Social Recreation, Dance, Art, Music and Athletics provided both videos on our social media pages as well as face-to-face Zoom meetings. Our teachers also provided online classrooms via Zoom to stay connected with their students during this time. We continue to offer virtual programming during the summer.</p>	<p><b>SOCIAL ENGAGEMENT</b></p> <ul style="list-style-type: none"> <li>• <b>248</b> Virtual Daily Activity Posts filled with fun activities, workouts, arts &amp; crafts, live streams and more!</li> <li>• <b>3,004</b> Facebook Followers (a 53% increase)</li> <li>• <b>288</b> YouTube Subscribers (a 264% increase)</li> </ul>
<p><b>WELLNESS CHECKS</b></p> <p><b>Family Outreach Check-Ins</b></p> <p style="font-size: x-small;">Since the pandemic began and our Clubs have been closed, program staff have done continual outreach to Club families via phone and email to check on their well-being and specific needs. The Club has delivered <b>16,800</b> papers and forms for 24 families in need during the outbreak. Mental health support is continually provided to our members and families who are struggling during these difficult times.</p>	<p><b>SUMMER PROGRAMS</b></p> <p><b>245</b> Children &amp; Teens Being Served Every Week</p> <p style="font-size: x-small;">Strict guidelines are being followed to ensure everyone's safety. Our group sizes are reduced and parents must drop off outside the buildings. We have daily health screenings before entering and our members and staff are required to wear masks at all times. We also have social distancing policies in place and regular handwashing and sanitizing is required. BGCDC is taking every precaution for our members and families to have a happy and healthy summer.</p>

**DOING Whatever It Takes FOR OUR KIDS, FAMILIES & COMMUNITY**

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

Boys and Girls Club of Dorchester COVID-19 Impact

# Housing and access to services

The COVID-19 pandemic continued to exacerbate hardships, including access to services, compounded by language barriers, and people's ability to afford housing and receive supportive wrap-around services to stay healthy in place.



- **986 community members**, primarily female and African American and Hispanic, received culturally competent financial coaching, access to escrow savings accounts, financial education, information and resources, offered by Compass Working Capital.
- **1869 community members** were connected to social services, including housing and heating assistance, with support from a Chinese speaking counselor working in the Asian American Civic Association's Multi-Service Center (AACAA MSC).
- **56 community members** participated in housing and financial literacy work-shops, one-on-one coaching, and a matched savings program offered by the Asian Community Development Corporation (ACDC).

***"This year, support from Tufts Medical Center's grant helped ACDC hire one of our past Building Blocks program participants as a Housing Counselor. We're really excited that Alice, our new counselor, can share the beneficial resources and tools she acquired through Building Blocks, with other families."***

**Angie Liou**

Executive Director, ACDC

***"I am very grateful to the housing counselors at AACAA because they were able to understand my situation and help me figure out my lease and what I needed to do to be secure."***

AACAA MSC client



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