

**Tufts**Medicine  
Tufts Medical Center

FY2022

# Community Benefits Report





Men come together in the Fathers Helping Fathers Group offered by the Family Nurturing Center, creating a community where dads can connect, share experiences, and support each other in their parenting journey.

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# Our community benefits mission

Tufts Medical Center is committed to reducing health disparities and inequities, while improving the health and well-being of the communities we serve. Through our community health needs assessment process, we seek to identify current and emerging health needs. To increase our impact, we collaborate with community partners, provide culturally and linguistically appropriate health services and resources, and address community health needs through education, prevention, and treatment.



Center for Teen Empowerment youth speaks at local community event.

*“Being able to provide programming online and in person safely was essential to maintaining the health and wellbeing of young people amid the pandemic and allowed us to stay in tune with the needs of youth in the community. Funding from Tufts helped enabled us to engage youth as leaders of these important initiatives that addressed pressing issues in the community.”*

**Abrigal Forrester**

Executive Director of Center for Teen Empowerment

# Letter to our community

Dear members of our community,

Tufts Medical Center is proud to share with you this report on what



we have done to improve the health and wellness of our community over the past fiscal year. We have strived to make an impact on our community and our commitment to providing high-quality clinical care, advancing medical research, and supporting the needs of our patients and their families is at the heart of all that we do.

Healthy communities are integral to our mission.

We partnered with community organizations to identify areas where we could enhance our services and provide outreach, education, prevention, and intervention programs and screenings. Our staff members worked diligently to provide critical supplies and care to patients and community members during the COVID-19 pandemic.

Our report highlights programs and initiatives across the hospital and in the communities we serve. These range from providing culturally-competent, linguistic assistance to Chinese cancer patients, to partnering with community organizations in Dorchester and Chinatown to support food, economic and housing stability and physical and emotional wellness, to conducting groundbreaking research on the influence of early childhood experiences on health outcomes, among others.

We invite you to review this Community Benefits Report to learn more about our work and commitment to improving the health and well-being of the communities we serve. Thank you for your ongoing support.

Warm regards,



Sherry Dong  
Executive Director  
Community Benefits and Communities Health Initiatives



**Behavioral health/  
social-emotional  
wellness**



**Tobacco and nicotine  
control**



**COVID-19**



**Access to care  
and social services**



**Economic  
opportunity**



**Housing**

# Executive summary

This Community Benefits Report presents Tufts MC’s efforts to improve the health and well-being of the community in the past fiscal year (October 1, 2021 to September 30, 2022), as driven by our 2019 Community Health Needs Assessment. The 2019 CHNA identified various health and social needs, including access to health care and other essential services, and issues relating to behavioral health, chronic diseases, food security, housing and transportation, mental health, perceptions of safety, substance use, tobacco and nicotine use, and violence.

The complete Community Health Needs Assessment and Community Implementation Plan 2019–2021 can be found on the Community Benefits and Community Health Initiative’s [website](#).

**Among 2022 Impacts:**

- 45,871** community members received testing from Tufts MC for COVID-19;
- 38,049** vaccinations were provided to the community;
- 353,906** community members access healthcare services that provide access and coverage support for vulnerable populations, including interpreter services, cancer patient navigation support, and mental health services;
- 7,050** individuals benefitted from community clinical linkages programs, which facilitated collaborations between Tufts MC and community organizations, resulting in improved health outcomes for individuals who received coordinated care;
- 221,145** community members have benefitted from health education initiatives, tobacco prevention campaigns, and mental health awareness programs;
- 4,073** residents completed education, financial literacy, and housing counseling programs to recover from the pandemic through the COVID-19 Relief and Recovery Grants; and
- 3,540** residents received behavioral health services, including counseling, group therapy, and support for substance abuse and addiction recovery.

# COVID-19 community response

Tufts MC responded swiftly to the COVID-19 pandemic to ensure the health and well-being of our local community. To address the impacts of COVID-19, Tufts MC implemented several initiatives aimed at supporting patients and the broader community, including: increasing testing capacity, launching telemedicine services to provide remote care, expanding hospital bed capacity to accommodate the growing number of patients, and collaboration with community-based organizations. The hospital also worked closely with local businesses and government entities to promote public health guidelines and prevent the spread of the virus.

## Testing, vaccination, and education

Tufts MC played a critical role in the fight against COVID-19, providing testing to approximately **46,000** residents and administering over **38,000** vaccinations to members of the community.

Highlights Include:

- Through at least **8** opinion/editorial pieces and over **650** media interviews about COVID-19, monkeypox, and flu, Tufts MC increased awareness and understanding of critical public health issues.
- The Ask me Anything — COVID-19 vaccine initiative reached **600** detained individuals across Massachusetts county jails, supporting efforts to improve vaccine confidence and uptake in this vulnerable population.

***“Tufts Medical Center’s COVID-19 vaccine and testing program played a vital role in ensuring the safety of Tufts Medicine and our community throughout the pandemic. We provided COVID-19 vaccines and testing to over 250,000 patients, staff, visitors, residents, and community members. The availability of these critical services was crucial in providing easy access to COVID-19 vaccines and testing for our staff and community.”***

**Nicholas Duncan**

Director of Operations and Emergency Management

## COVID-19 relief and recovery grant

At the start of the pandemic, in FY20, Tufts MC responded to the community’s most pressing needs, including emergency food and supplies, access to PPE, health services, and mortgage, rent, unemployment, and utility assistance.

As we transitioned from emergency relief to recovery, Tufts MC provided grants to 21 community-based organizations to promote long-term pathways to economic well-being and prosperity. **The COVID-19 relief and recovery grant had a significant impact on the community by providing financial support and training to those who have been the most affected by the pandemic.**

## COVID-19 grant total program reach and impact

**4,073** community members received vital resources and support, including financial and housing literacy and counseling, and skills building and career coaching.

Highlights include:

- **2,307** community members completed skills development training to improve health and wellbeing;
- **1,305** community members received education, training, and career coaching to improve future employment;

- **1,188** community members completed financial literacy programs to learn how to manage personal finances and improve consumer behavior;
- **696** community members received housing counseling;
- **47%** of clients served were between ages (36–64);
- **75%** of clients served were female;
- **85%** of clients were individuals of color; and
- **40%** of clients had housing or job training needs.

The Asian Community Development Corporation offered a first-time homebuyer’s course and housing counseling to **696 low-income adults** to help them assess their homebuyer readiness and create a customized plan to purchase a home.

*“Empowering working-class individuals and communities through education and opportunity is key to building a more equitable society. Asian Community Development Corporation’s Building Blocks program provides critical education and support to those seeking to achieve the dream of homeownership and build generational wealth. This program benefits individuals, and also strengthens the community by promoting stable homeownership, creating a sense of belonging, and supporting economic growth. We are grateful for the partnership with Tufts Medical Center in supporting this vital program and investing in the future of our community.”*

**Christine Nguyen**

Director of Development and Communications Asian Community Development Corporation



Julia(left) and Alice (right) of Asian Community Development Corporation brainstorm strategies to support working-class and immigrant households in achieving financial stability, captured by photographer Rebecca Leu.



St. Mary’s Center for Women and Children staff and graduates celebrate the success of the Women@Work program, which has provided critical job training and employment opportunities.

# Behavioral health

Tufts MC responded to pressing issues of behavioral health, substance abuse, and violence, as identified in the 2019 CHNA, by developing partnerships to address barriers to accessing behavioral health services. Barriers include long wait times and a lack of culturally competent providers. These partnerships have provided vital support to community members struggling with mental health and substance abuse disorders, and have promoted overall community health and well-being.

Additionally, the hospital offers programs such as psychoeducation, skills training, and support groups to help patients and their families build resilience and manage mental health challenges.

## Dorchester Health Initiative

Tufts MC's Dorchester Health Initiative (DHI) is a comprehensive program that addresses the healthcare needs of the Dorchester community, including preventative care, chronic disease management, and behavioral health issues. In 2019, six organizations developed evidence-based interventions to address behavioral health issues, youth violence, and substance abuse, as well as social determinants of health such as poverty, housing insecurity, and food insecurity. **The DHI has had a positive impact on mental health outcomes for children and enhanced family functioning among vulnerable populations, promoting health equity in the community.**

***“Smart from the Start’s partnership with Tuft MC’s Dorchester Health Initiative had provided our organization with the resources necessary to engage children, youth and families in culturally reflective, strength-based, mental health and wellness programming. Our ongoing collaboration has created opportunities to break down the stigma related to mental health treatment, to promote healing, and to ensure that our communities and families thrive.”***

**Cherie Craft**

CEO and Founder of Smart from the Start

## DHI total program reach and impact

**2,909** community members received mental health services, including counseling, therapy, and support groups.

Highlights include:

- **630** youth participated in educational programming on vital aspects of conflict resolution, violence prevention, and good citizenship;
- **183** fathers received training and support to promote nurturing and positive child development;
- **53%** of individuals served were children and adolescents between age 1-18;
- **56%** of clients served were female; and
- **475** community members were referred to social services including food, education, housing, and mental health to improve well-being.



## Promoting community wellness beyond the walls of Tufts MC

Highlights Include:

- South Boston Community Health Center provided outpatient mental health and substance abuse services to **173** patients, while Gavin Foundation provided residential substance abuse treatment to **14** young adults with behavioral health issues, resulting in improved overall well-being.
- Tufts MC Psychiatry Department equipped teachers with knowledge and skills to support the mental health and well-being of **36** students by providing training and resources on mental health awareness and intervention strategies.
- Tufts MC partnered with the Asian American Resource Workshop to create community wellness and mental health support space, providing culturally sensitive services to **7** individuals impacted by immigration and deportation.
- The Stress First Aid and Window of Tolerance program, a collaborative effort between Tufts MC's Trauma Department and the Quincy Health Department, helped community members manage stress and become more aware of stress levels, with **100** participants leaving with valuable knowledge and tools.
- Tufts MC collaborated with United South End Settlements to provide workshops promoting healthy relationships for parents and enhance memory and planning skills, and restorative justice training to promote racial equity in the classroom, attended by **161** community residents, connecting them to important behavioral health resources.



Children play with their peers and foster social connections.

# Health equity & access to care

Health equity and access to care are crucial to promoting community health and well-being. By understanding patient and community barriers and needs, and prioritizing health equity and access to care, Tufts MC contributes to a healthier, more equitable community for all.

*“Effective communication is fundamental to providing equitable healthcare, and at Tufts Medical Center, we understand the critical role that Interpreter Services play in bridging language and cultural barriers. Our team of culturally competent interpreters, offering face-to-face and remote services in over 240 languages, are not just language conduits, but invaluable contributors to the care we provide.”*

**Yingshu Osborne**

Director of Interpreter Services

## **Building stronger communities: advancing health equity for Boston’s Asian community**

The Interpreter Services Department at Tufts MC enables effective communication between healthcare professionals and diverse patients, which contributes to culturally sensitive care and better outcomes. In FY 22, the Interpreter Services Department facilitated over **169,430** encounters, enabling effective communication between patients and healthcare professionals. Of these encounters, **60%** of the language requests were for Asian languages, predominantly for Chinese-speaking patients.

Tufts MC demonstrates its dedication to cultural competency and linguistic accessibility through various programs and services, including targeted outreach and education initiatives.

Highlights Include:

- The Patient Navigation Program provided one-on-one assistance to Chinese-speaking patients with cancer and/or low socioeconomic status; serving **112** patients with **513** encounters, reducing cultural and linguistic barriers to quality cancer care.



A counselor from the Asian American Civic Association engages in a conversation with a client at the Multi-Service Center, which provides comprehensive care to meet diverse community needs, including social benefits help, housing, immigration assistance, and tax counselling.

- The Asian Pediatric Clinic offered routine checkups, vaccinations, and treatment for acute and chronic illnesses to **4,869** children and adolescents.
- The Asian Lung Clinic provided culturally-sensitive and expert care for lung-related conditions that are common among this population, serving over **46** patients.
- Tufts Clinical and Translational Science Institute hosted the Annual Asian Health Symposium, attended by **77** healthcare professionals, researchers, and community members to discuss the impacts of gambling and addiction on children and families.
- Tufts MC partnered with the Asian American Civic Association’s Multi-Service Center program, providing direct services to **2,215** community members, mostly immigrants, focused on social service benefits, housing, and immigration and citizenship information.

- Our Dermatology Department educated **300** Chinatown residents about sunscreen and skin care.

### Access to care

Highlights Include:

- Our Patient Access Department’s Financial Coordination program assisted **2,384** uninsured and underinsured patients with obtaining health insurance.
- About **1,250** community members received vital resources, such as blood pressure, hearing, and eye screenings, through outreach events in community settings.
- To facilitate access to care for seniors, made more challenging during the pandemic, Tufts MC met seniors where they live. **215** older adults received care and education through outreach efforts to promote wellness, including Aging Strong bimonthly Zoom sessions providing injury prevention and other important health information, Caring Collaboration’s falls prevention program, the Blood Pressure Clinic at Fenno House in Quincy, and Mindfulness for Healthy Aging offering stress reduction and mindfulness practices. These initiatives

contributed to better health outcomes and overall wellness for older adults in the community.

- Our Trauma Department partnered with the Quincy Health Department to conduct the Stop the Bleed campaign. **70** community members participated in this campaign that encourages bystanders to become trained, equipped, and empowered to help in a bleeding emergency before professional help arrives.

***“The Asian American Civic Association Multi-Service Center is a vital resource for our clients and community, especially for those who are marginalized and facing significant barriers to accessing care and services. With the support of Tufts Medical Center, we are able to offer a range of culturally competent and linguistically appropriate services that are designed to meet the unique needs of our diverse community.”***

**Mary Chin**

CEO of Asian American Civic Association



Tufts Medical Center Interpreter, Yoshie Ng, breaks down language barriers for our non-English speaking patients, ensuring they receive the care they need.

# Tobacco and nicotine control

Lung cancer is a leading cause of cancer mortality in the Asian community. Tufts MC continued to prioritize prevention and cessation of tobacco and nicotine use to combat this deadly public health challenge that disproportionately impacts the Asian community. From smoking cessation programs to community education and prevention initiatives, we are taking a comprehensive approach to tackling this complex public health issue to promote healthier families and communities.

## Asian Health Initiative

The Asian Health Initiative (AHI) has been committed to reducing health disparities in the Asian community for over 25 years. Tufts MC partnered with local organizations to implement culturally and linguistically appropriate programs aimed at educating residents about the health risks of tobacco use and providing support for those interested in quitting. The results of these interventions have been positive, with evidence suggesting that they **have improved knowledge and attitudes towards smoking cessation among community residents**. AHI and its partners are proud to have made a meaningful impact on the health and well-being of the Asian community.

Through our programs, we are empowering individuals and communities to make informed choices about their health and providing the resources and support they need to quit smoking and overcome nicotine addiction.



Boston Chinatown Neighborhood Center hosts a workshop on the harmful effects of smoking, where participants learn about the dangers of smoking and make honey lemon water, a home remedy that may help individuals quit smoking and improve their physical health.

## AHI total program reach and impact

**1,126** community members completed tobacco prevention trainings and cessation interventions.

Highlights Include:

- Conducted over **34** workshops and trainings on tobacco and nicotine control and prevention;
- **401** youth gained a better understanding of the health and social risks of smoking, as well as the marketing strategies used to entice them;
- **205** seniors completed workshops and smoking cessations clinics, leading to **72%** percent scores on the smoking health consequences Knowledge Assessment;
- **271** community members received smoking cessation materials including, a video and booklets on the health effects of tobacco use and resources to help individuals quit smoking;
- **46%** of individual served were children and adolescents between age 1-18;
- **50%** were clients served were female; and
- **186** community members were referred to social services including food, education, housing, and mental health to improve well-being.

*“One of the biggest health concerns for people who live and work in Boston Chinatown is smoking. One of the strongest strategies for stopping is the advocacy from a loved one. Thanks to the support we received from Tufts Medical Center’s Asian Health Initiative, we have been able to provide education to our youth and families about the health effects of tobacco use.”*

**Ben Hires**

CEO of Boston Chinatown Neighborhood Center

# Positive youth development

Promoting positive youth development is a critical component of building healthy communities. Through partnerships with local schools and community service providers, we are providing young people with opportunities to develop essential life skills, build healthy relationships, and contribute to their communities. Our health education programs, including mental health resources, help students, families, and educators stay healthy and safe while encouraging positive attitudes and behaviors that promote lifelong health and wellbeing.

Highlights include:

- **23** high school summer interns were placed in various hospital settings, providing them with skills that lead to employment while giving them opportunities to shadow clinicians and participate in weekly learning workshops.
- **165** local youth participated in the South Boston Community Health Center Youth Ambassadors program, developing important skills while making positive impacts in their communities.
- Tufts MC partnered with Boston Asian: Youth Essential Service to provide culturally competent teen pregnancy prevention programming to **24** disadvantaged Chinese and Vietnamese youth in Chinatown.
- **650** youth participants were involved in an Anti-Cigarette Butt Campaign in Chinatown, a collaboration between Tufts MC and local organizations.
- **120** students from Josiah Quincy Elementary School benefited from a free nutrition education program promoting healthy eating habits.

- Tufts MC's Healthy Outcomes from Positive Experiences (HOPE) program conducted **122** training and workshops, including **15** keynote presentations and **19** customized workshops, to support the implementation of trauma-informed practices in various settings such as schools, healthcare facilities, and community organizations.

***“The anti-cigarette campaign offered by Boston Asian: Youth Essential Service is a crucial step in promoting a healthier and more sustainable community. By engaging young people in this important work, we are building a culture of health and wellness that will benefit our community for generations to come.”***

**Chloe Liu**

Youth Worker, Boston Asian: Youth Essential Service



Youth actively engage in learning about the harmful effects of smoking at the Chinatown National Night Out event.



Tufts Medical Center High School Summer Interns meet for a weekly learning workshop, fostering valuable connections and knowledge-sharing opportunities.

# Financial security & mobility

Financial stability and mobility is essential to physical and emotional well-being. Tufts MC supported various initiatives including job readiness training, soft skills development, and certification programs, as well as financial literacy programs covering budgeting, saving, and investing. Our goal is to ensure a well-trained workforce that can meet the needs our community while strengthening our local economy.

## Workforce development

Highlights Include:

- **1,305** community residents were equipped with valuable workforce development skills through training programs.
  - **44** disadvantaged youth gained hands-on skills and job training through a Youth Apprenticeship program, providing them with opportunities for personal and professional development.
  - The Gavin Foundation, with the support of Tufts Medical Center funding, provided employment assistance to clients who faced unemployment or under-employment due to addiction or COVID-19. After completing an 8-week training program, **90%** of the participating clients were able to secure employment opportunities.
  - Community Work Services provided personalized career coaching and mentoring, along with individualized case management support to **49** clients over a 12-month period, resulting in **70%** of participants securing living-wage employment in various industries.
- Tufts MC hired a full-time Workforce Transformation Specialist to create talent pipelines that connect community residents with employment opportunities at the Medical Center.

*“Found in Translation provides free medical interpreter certificate training, holistic supports, direct job placement and lifetime career advancement resources to underserved bilingual women in the Boston area... Thanks to the support of partners like Tufts Medical Center, Found in Translation successfully made adaptations to deliver their programming online, and ultimately increase their impact on participants, their families and communities.”*

**Abigail Setterholm**  
Impact Director of Found in Translation



Found in Translation’s graduates and staff come together for an outdoor event.

# Grantee spotlight

Thanks to support of Tufts Medical Center, community residents have been able to change their economic circumstances through programs like Found in Translation.

*“I am originally from Pakistan and see myself as a wife and a mother of three beautiful children. I have been out of the workforce for 15 years before I joined Found in Translation. The Covid-19 pandemic caused a pause in my life...However, I motivated myself to search for opportunities to grow professionally and get back into the workforce. Luckily, one of my friends told me about Found in Translation... Upon graduating I began working as a video remote interpreter and studied to become Nationally Certified (an advanced credential for medical interpreters).”*

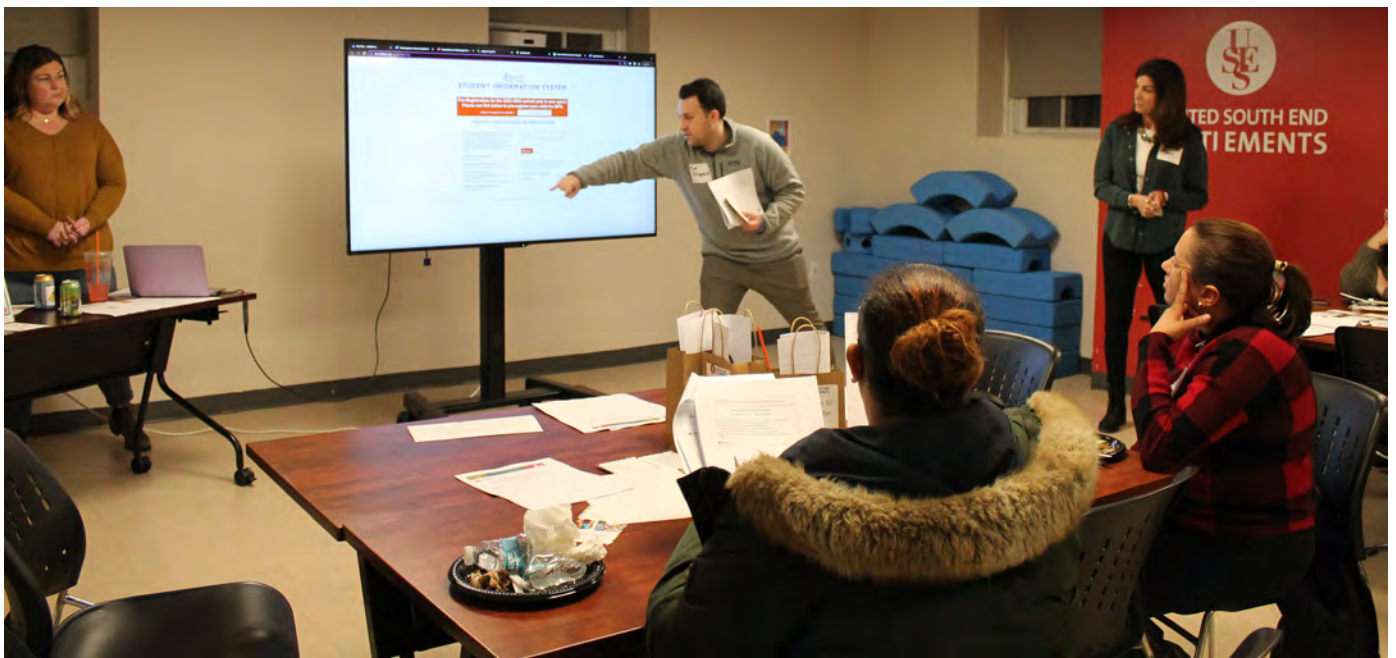
**Rabya Sheikh**

Found in Translation graduate

## Financial literacy

Highlights Include:

- **1,188** community members were able to take advantage of financial literacy programs, helping them to gain valuable skills and knowledge to manage their finances more effectively.
- **56** community residents were able to achieve financial success through credit building, home ownership, budgeting, and banking.



United South End Settlements' Family Mobility Coordinator, Tim Fitzgerald, leads a training for Family Mobility participants preparing to enroll children in Kindergarten for the first time, ensuring they understand the processes involved and the supports available.

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