

California Hospital Medical Center Foundation

2019-2020 Annual Impact Report





A message from our leadership



Kris H. Davis
Managing Director,
Marsh Risk &
Insurance Services

We've often said here at California Hospital Medical Center (CHMC) that "We are one of the best-kept secrets in Downtown LA." For many years we have sought to raise our public profile in the community. Those who have relied on our hospital for their family's health for decades know us well and trust us as a pillar in Los Angeles. But those who work or visit downtown often drive by our building, day after day, not realizing the historical role CHMC has played in the health of Los Angeles for over 133 years.

During these trying and extraordinary months as the COVID-19 pandemic has hit our world and our city hard, we here at California Hospital have learned from all of **YOU** that we are not a secret and that we are not forgotten. Since day one, and continuing on for months, the community has wrapped their arms around us and let us know we are supported and that we are all in this fight together. Meals, personal protective equipment (PPE), monetary donations, and messages of appreciation have poured in from the community to express gratitude for our healthcare heroes.

As I step down from my role as board chair, I want you to know just how special this hospital is to so many who call Los Angeles home. People often comment on how different this hospital feels, that it is more than a facility that takes care of the sick and that they can feel compassion and kindness seep through every interaction around them. It's what I have come to love about this hospital and its long-standing work in LA. Now, more than ever, California Hospital is needed in this city and will continue to lead the way towards health and well-being while adding our special touch - humankindness - to every interaction.

I am honored to pass on the reins of leadership to someone who passionately and energetically cares about the future of CHMC, Jeffrey R. Germain. Mr. Germain has served on the foundation board for five years and has chaired our signature event, La Grande Affaire, for the past four. Please welcome him as he steps in to lead us forward.



Jeffrey R. Germain
Managing Director,
Wells Fargo Advisors

As we come out of the initial fog of COVID-19 and learn new ways of life in these different times, we as a foundation board are re-evaluating how we invite the community to discover our great work at the hospital. Relying more on personal communications and stories of impact, we recognize the importance of staying connected to each of you, strengthening our commitment to one another, to the city, and to the hospital.

We also believe that the work of CHMC is more important than ever and we are poised - with our new tower, housing an expanded emergency and trauma center, and our new hospital president, Alina Moran - to continue providing excellent, quality, and compassionate care to the most vulnerable among us. Join us throughout this report in celebrating California Hospital and our community which has supported us in these trying times. We are incredibly grateful to every one of you for the impact that you have made on our hospital and I am personally grateful for the opportunity to continue this work together.

In this issue:

Welcome CHMC President	4
Pandemic response	6
Giving by the numbers	12
Trauma center anniversary	16
Event recap	18
Community benefit spotlights	20
Capital campaign	26
Volunteer mentors	27

Welcome to
Alina Moran, MPA, FACHE, FAB
CHMC President



Never in her mind's eye did Alina Moran envision beginning a new job, across the country, two weeks before the outbreak of a local pandemic. But that is exactly where she found herself in March of 2020. Stepping in to lead as President of California

Hospital Medical Center (CHMC), Mrs. Moran already knew the importance of a community and safety-net hospital amid a bustling city center. Before joining CHMC, she served as Chief Executive Officer for NYC Health + Hospitals/Metropolitan where she led the hospital to be recognized for high performance in chronic obstructive pulmonary disease (COPD), heart failure, and stroke care, as well as meeting the highest national standards for patient safety.

With more than 20 years of experience in health care leadership, Mrs. Moran believes in creating culture change focused on improving safety measures and implementing strategic initiatives. She holds a Master of Public Administration (MPA) degree from Baruch College and a Bachelor of Science from Brown University. Mrs. Moran is active in her community and was named to the inaugural list of "Notable Women in Health Care" by Crain's New York Business in 2018.

We are honored to welcome Alina Moran as part of the CommonSpirit Health, Dignity Health, and California Hospital Medical Center family.

"There is a level of compassion and dedication here that is different than at other institutions."

-Alina Moran after touring CHMC for the first time.

Remembering
Dr. Robert Rothbart

In 2019, CHMC lost a special member of our family, Robert Rothbart, MD, Pulmonology.

Dr. Rothbart was formerly the Chief of Staff at CHMC, where he spent the majority of his clinical career. Bruce Greenfield, MD, remembered his friend and colleague in a eulogy:

"For Dr. Rothbart, being a physician was a calling and it required that he be conscientious, knowledgeable, caring, rigorous, and curious... Dr. Rothbart loved medicine, the vast and growing expanse of information about disease and treatment, but he never forgot the tragedy and pain that disease wreaked on the myriads of people he treated, and he valued having the privilege of trying to help them."

Dr. Rothbart was generous in other ways and spent 20 years on the CHMC Foundation board, reaching out to raise money for the many worthy projects that California Hospital embarked on. His charisma combined with his authenticity was particularly effective. He was quick to flash those perfect teeth in a smile, and you felt truly special when it was bestowed upon you."

He is dearly missed and fondly remembered.



Board of directors

Chair, Jeffrey R. Germain
Past Chair, Kris H. Davis
Chair Emeritus, Steve Needleman
Vice Chair, Patricia Lott
Secretary, Robert J. Noonan

Javier Cano
Rick J. Caruso
Eileen Conn
Bruce H. Corbin
Philip Cummins
Kevin Davis*
Marc Futernick, MD
Bruce A. Greenfield, MD
Carlton Jenkins
Robert J. Margolis, MD
Eloise Martin Appel, EdD
Andrew McDonald
Alina Moran, MPA, FACHE, FAB
Nathan R. Nusbaum*
Wendy On
Richard O. Oxford
Katie Pandolfo
Jeanne E. Raya
Susan Shum
Joe Shuster
Julie Sprengel**
Ted Tanner*
Vivian Thoreen
Ronald Turner

*Served until May 2020
**Served as interim CHMC President until May 2020

Welcome new board members



Philip Cummins

Currently overseeing a staff of 1,000+ employees and five restaurant concepts at 13 different locations, Philip Cummins and his two business partners began Innovative Dining Group in 1997 with one restaurant, Sushi Roku. Managing all aspects of human resources, finance, and accounting, Mr. Cummins is intimately involved in the design, development, and construction of all their restaurants. After receiving his BA in Economics at Claremont McKenna College, Mr. Cummins was an investment banker with Donaldson, Lufkin & Jenrette. He is a former board member of Make a Wish Foundation in Los Angeles, and has been a member of YPO Malibu, WPO Angelino, and is currently a member of YPO Gold Wilshire.



Eloise Martin Appel, EdD

With a successful career in early childhood development, education, and specializing in program evaluation services consultation, Eloise Martin Appel was a founding member of the Hope Street Margolis Family Center's Advisory Board. Focused on raising money to support Hope Street's programming, Ms. Appel has taken the annual Champions for Children Luncheon from \$50,000 to over \$400,000 in revenue. She is an active and enthusiastic ambassador for both Hope Street and California Hospital. Ms. Appel holds a BA in Sociology from UCSD, an MA in Educational and Organizational Development and a teaching credential from Claremont Graduate School, and an EdD in Research Methods and Evaluation from UCLA. She is also President of the Friends of Ballona Wetlands Board of Directors.



Katie Pandolfo

Originally from Chicago, Katie Pandolfo began her 20-year event management career at the Chicago Tribune. After a stint working for the Los Angeles Dodgers managing game-day operations and all non-game day events, Ms. Pandolfo accepted a position at Dignity Health Sports Park in Carson, CA as Event Manager. After moving up to Vice President of Events and Booking and overseeing the complex's first-ever boxing match (Oscar De La Hoya), Ms. Pandolfo accepted the position of General Manager in 2009. While managing a staff of 900 employees, she also serves on the City of Carson's Economic Development Commission and is a member of the Carson Dominguez Employers Alliance. In 2016, Ms. Pandolfo was named an industry "Game Changer" by the Sports Business Journal. She graduated with a BA from St. Norbert College in Wisconsin and has a Master's degree in Organizational Development.

We are all in this together

Pandemic Response

When we first began watching the COVID-19 pandemic spread across the world in late 2019, not many of us could have grasped how much our daily lives would change in just a few short months. Already operating as a County Disaster Resource Center, CHMC had systems and plans in place to quickly institute our Emergency Command Center. CHMC's leadership rapidly evaluated resources and PPE supplies, integrated important safety measures, including colored safety zones, canceled all non-emergent surgeries, limited guest access to the hospital, and created a list of potential needs for our fundraising efforts.

Within one week of the stay-at-home order, the community around us had begun mobilizing resources and making generous donations including: N-95 masks from construction sites, 3-D printed face shields from high-schoolers, safety gloves from a tattoo shop, hand sanitizer from numerous businesses, hand-sewn cloth masks from retired community members, and plexiglass intubation boxes. Our phones were ringing off the hook. Restaurants that were closing their doors to customers and wondering how they would stay afloat began donating meals to feed our frontline staff.

Although the fight against COVID-19 is not over, we have started to define a new sense of normal in these unique times. We are truly grateful for the incredible ways **YOU** have supported us. It is awe-inspiring to collect letters of encouragement from across the country, tally the number of meals donated, and calculate the dollar value of donations – both monetary and in-kind.

We stand today stronger as a hospital, proud of the work that we do, and better connected to our community.



Code Sunshine

To offer hope, encouragement, and bright-spots throughout the day, California Hospital instituted "Code Sunshine." Whenever a COVID-19 patient is either removed from a ventilator, downgraded from the Intensive Care Unit (ICU), or discharged to go home, CHMC calls out a Code Sunshine over the loud-speaker so all staff can take a moment to stop, cheer, and celebrate. This small gesture lifts morale in the hospital, gives us victories to celebrate along the way, and reminds everyone of why we are fighting so hard.



16,500+
donated meals



185,527
pieces of PPE



\$795,703
given to the Pandemic
Response Fund

Hospital Week

Every year CHMC takes a week to celebrate all the staff at our hospital. It takes every one of us, all doing our part – our environmental services staff, nutritionists, physical therapists, social workers, and administrative staff – to keep our doors open. This year, thanks to Philip Cummins of the Innovative Dining Group, we were able to light up the hospital in blue for the week of May 11-15, celebrating all the heroes who work at CHMC.



Angel Gives Back

Angel Alvarez credits California Hospital Medical Center with saving his life. Having been diagnosed with cancer, Angel spent quite a bit of time at CHMC fighting to get better. Four years later, when COVID-19 hit, Angel, who owns a Salvadoran restaurant nearby, knew he had to do something. He called the foundation offices and offered to donate over 200 pupusas to feed the staff.

Welcoming back Angel was an emotional moment for us all. What an honor to receive such generosity from a former patient.



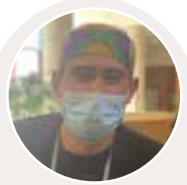
National Nurses Week

National Nurses Week fell during the height of the COVID-19 pandemic in May, and our usual way of celebrating nurses had to change. Generous donors stepped in to provide our nurses with gifts and delicious meals, making their week just as special and giving them a moment of self-care.



A day in the life of our caregivers while treating COVID-19 patients

It takes the whole team at California Hospital, working together, to treat our patients with the excellent care and compassion that they deserve. Each unique role and department is vital to a successful hospital and each employee is a hero in our eyes.



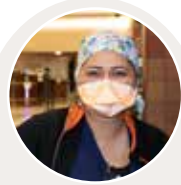
Raymond Cameros

"I was a student here at CHMC and everything I know about my career and health care is from here. The people I work with is what I like best about working here. The teamwork makes everything a lot easier..."

As respiratory therapists we work with ventilator management and patients on life-support. If a patient is short of breath we are the first ones to be called, so for COVID-19, it's really impacted our department.

In the ICU, if a patient is on life-support with a breathing tube, we turn them from their back to their stomach and vice-versa. This is called proning and it takes a huge amount of teamwork to do this.

I appreciate getting to bounce new ideas off my peers and my co-workers have been great about this. We are going back to the basics of what we already know and we are on the frontier of discovering new treatments. I love the idea of constantly learning. It's great to be a part of this learning opportunity."



Helen Lolarga Quintara, RN

Helen is a nurse manager in the Intensive Care Unit, treating COVID-19 patients.

"I've been a nurse for almost 30 years and at CHMC for 23 years. I've seen every disease imaginable but I've never seen anything like this..."

The love that I feel for these people is what keeps me going. I know how much trouble they are in. This is now my way of helping out and of giving back.

I've spoken to the mothers, children, fathers of the patients and what they express is gratitude in the middle of so much suffering. That keeps me going."



Richard Lewis

Richard works in Environmental Services (EVS) and has been at CHMC for 5 years.

"I knew that at some point I'd come in contact with a patient with COVID-19. You have to wipe everything down in close proximity to that patient. High touch points like the bed, the bed rails, the monitors, the cords hooked up to the patient.

I was nervous at first but I came up with my own strategic plan when I go into these rooms to clean more efficiently.

Acknowledging a patient and smiling when you walk by can brighten a patient's day and they need that type of support. It might not heal their situation, but it can make them feel a little bit better. At least to see them smile back, that's a good thing. I try to put myself in their shoes. A smile can lead to a more positive attitude in the midst of whatever they are here for."



Irish Villamar, RN

Irish works as a nurse in the CHMC Telemetry Unit. She treated the second patient with COVID-19 at the hospital and expressed that she was scared in the beginning because the virus was new. When asked what keeps her going, Irish said:

"Communication, comradery, and teamwork. We wouldn't survive this without teamwork. EVS, dietary, respiratory – we all talk and support one another and get through this together."



Randy Weaver

Randy works in EVS, cleaning in the Emergency Department.

Randy was nervous when COVID-19 started impacting our hospital because he didn't know too much about the virus. But once he started researching it, he thought, "I can do this. I can be an asset to the hospital."

"We need to work together, to have one another's back, to look out for one another. It can take its toll and it's very stressful. We are here for the community and to do the best that we can to keep them safe and healthy."



Jacob Newcomb, MD

Dr. Newcomb is an Emergency Department physician who volunteered to work in the ICU when the pandemic hit. He volunteered because he wanted to take advantage of the opportunity to learn more about medicine and, as he stated in his own words:

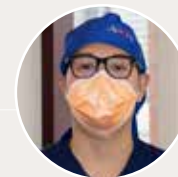
"I saw this as a really important moment in history and I wanted to be able to look back and say that I contributed and helped to save lives... This is what I signed up for and this is what I have trained for. We are best equipped to fight against this virus and this is my way to help the community."



Joshua Partnow, MD

Dr. Partnow is the Medical Director of the Emergency Department. He describes the first few weeks of the pandemic as chaotic and excessively stressful because not only were they caring for patients who were extremely sick, but they were also worried about getting sick themselves. This was a new situation that the physicians and nurses had never faced before. When asked what gets him through the stressful times, Dr. Partnow responded:

“I love people and I love the art of medicine. It’s also helpful to get a thank you, to go to the grocery store on my way home from work, still wearing my scrubs, and have people stop to say thank you. That’s what keeps me going... We have very high-caliber physicians who work here because they love our patients. As a result, we see positive success stories here.”



Rupert Razon, RN

Rupert has been working in the Telemetry Unit at CHMC for 5 1/2 years.

“To be honest, when COVID-19 first started impacting CHMC, I was scared. This was something new and it was the fear of the unknown. We didn’t have a set of basic guidelines in how to approach this virus - what’s the treatment, how do we protect ourselves? There was a lot of confusion and that created more anxiety.

There are a lot of good things and bad things that you learn from this situation. We are working doubly hard and patient care has been more challenging this time around. Before, there were evidence based guidelines and procedures that you could rely on to take care of patients. Now typical infection control and the way you take care of patients have changed, it has changed the way we work in this field. We have had to step up to the challenge, adjust ourselves to it, and be open minded to learn new things.”

Heroes work here!



Donor spotlight: Sophia Pak, MD



Recipient of the CHMC Foundation's first Spirit of Philanthropy Award in 2015

Dr. Sophia Pak has dedicated her life to unlocking the mysteries of the human body. As a pathologist she may be “behind the scenes,” but her work is critical to diagnoses and treatment decisions. And while she spends most days peering into a microscope rather than interacting with patients, it’s clear that she is a healer, with a passion for helping others.

It’s no wonder, then, that she found a home at California Hospital, establishing deep roots here professionally and philanthropically. A long-time annual donor, Dr. Pak wanted to give a gift for CHMC’s future, which led her to establish a charitable gift annuity in 2019. This planned gift will provide her with guaranteed fixed payments annually for her lifetime, while also supporting the hospital’s mission.

Where did you first learn the importance of giving back?

“Growing up as the youngest of five siblings in Korea, I remember my mother always cooked extra food to share with visitors, neighbors, and homeless people. She would also cook a special meal for an older frail woman in our neighborhood, and my sister Jenny would deliver it. So I grew up seeing my mother’s kindness and humanity, and learned early on to help and give to others.”

What causes and charities are closest to your heart?

“I support several charities including the American Cancer Society, Pancreatic Cancer Action Network, Classical KUSC, the LA Philharmonic, and the LA Opera. But these days, I am focusing most on CHMC, because: (1) I love this hospital; (2) I care for its longevity; and (3) one of the most fulfilling aspects of philanthropy is giving hope to

our community and our patients, especially those who are underserved, uninsured, and vulnerable. These are the patients CHMC cares for every day, and I am truly privileged and honored to serve here.”

What personal legacy and impact do you hope to have through your giving?

“Now more than ever, in a world where COVID-19 is causing confusion and uncertainty, I strive to be a force for good in my philanthropic action. I hope the care I show has a ripple effect felt by my friends, fellow physicians, and hospital employees. Together we can solve problems that none of us can solve alone.”



With her colleague of more than 20 years, Dr. John Nachazel, in 1997.



For more information, including a confidential, no-obligation illustration of how a charitable gift annuity might fit into your financial and charitable planning, please contact Susan Shum in the Foundation office at 213.742.5662 or susan.shum@dignityhealth.org.



In her CHMC office in 1999 (still her office to this day)

Giving by the numbers

Total dollars raised

This year, our donors came together to realize the power of generosity and gratitude in our community. The results have been inspiring.

\$22,693,055	2020
\$29,599,000	2019
\$21,786,000	2018
\$18,488,000	2017
\$17,542,000	2016



Transfers to hospital

Transfers made by the CHMC Foundation to California Hospital show collaboration as monies are transferred only after the obligations of donor intent have been met.

\$6,603,000	2020
\$5,197,000	2019
\$8,820,000	2018
\$8,065,000	2017
\$8,691,000	2016



Total donors

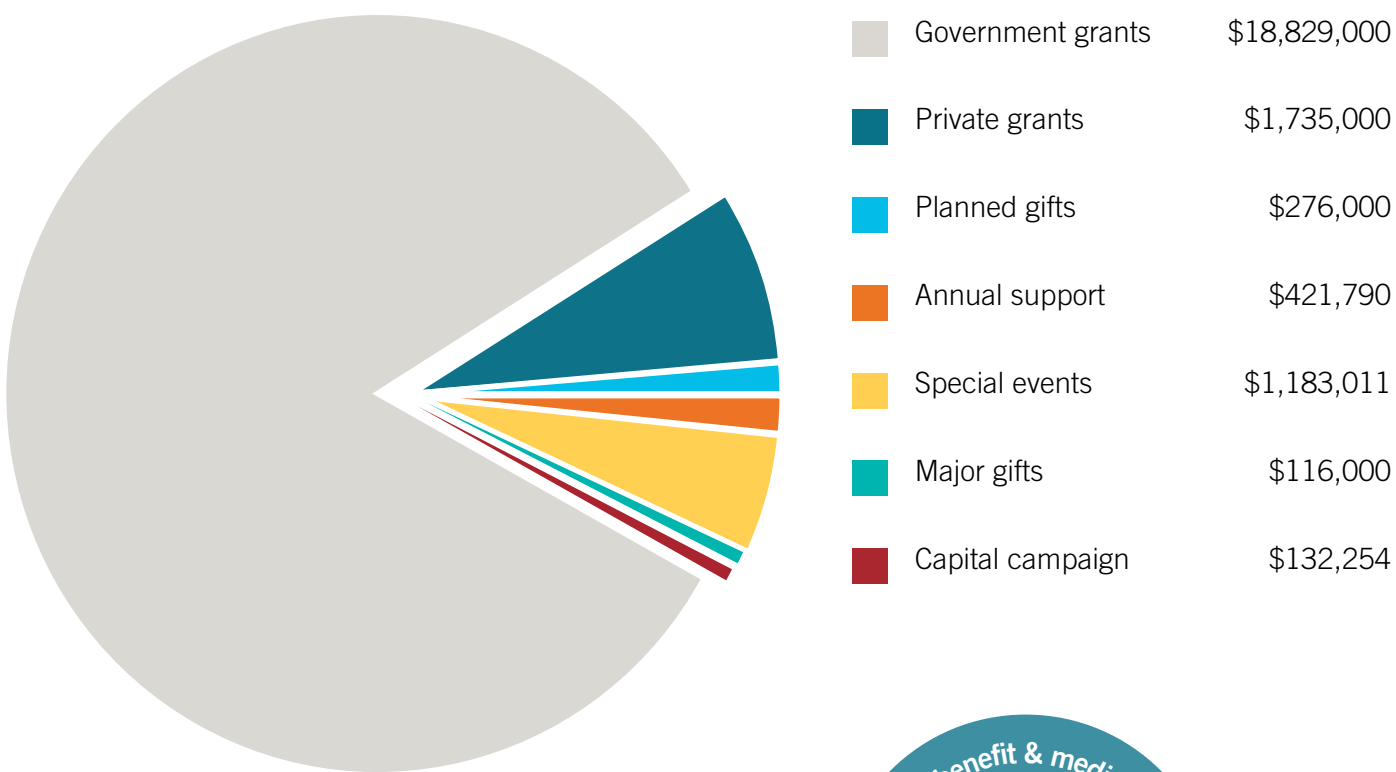
Donors bolster innovation and bring together our community to serve the vulnerable. Together we accomplish what none of us could do alone.

1,452	2020
1,866	2019
1,764	2018
1,976	2017
1,783	2016



How the funds are raised

At California Hospital Medical Center Foundation, a diverse group of donors supports our ministry through a variety of ways—annual donations, grants, planned gifts, capital campaign pledges and attending events.



Where the funds go



Your support at work

In fiscal year 2020, these are the top twelve areas that were funded through donations made to the CHMC Foundation.

 New Tower \$3,600,603	 Community Benefit Programs \$324,634	 Radiology \$743,771	 Women's Center \$97,742
 Cardiology \$194,338	 Pandemic Response \$348,342	 Hope Street Margolis Family Center \$791,676	 Lab/Pathology \$21,849
 Rehabilitation Services \$39,976	 Maternity \$23,935	 Volunteer Services \$10,888	 Other Equipment & Services \$393,983

Our new CT scanner

To ensure that our patients have access to the highest quality facilities and state-of-the-art medical technology, CHMC Foundation raised funds towards the acquisition and installation of a new CT scanner and other upgrades in the radiology department. Computed Tomography (CT) is an integral part of the diagnosis, treatment, and follow-up for many medical conditions, including cancers and cardiovascular disease. As an imaging modality, CT improves on traditional X-ray scans by taking multiple images, also known as slices, in quick succession. The individual images are then compiled by a computer to create a three-dimensional rendering.

CHMC's new CT scanner, installed last September, has resulted in substantially improved radiology services for our patients. This new technology produces higher resolution images at the industry's quickest image reconstruction speed. Our clinicians are now able to perform advanced, 3-D imaging scans such as cerebral, coronary, and lung studies for more patients in significantly less time.

The new 128-slice CT scanner will lower the patient's radiation dose by up to 70% compared to conventional scanners. The scanner will also improve dose modulation, allowing the radiologist to factor

in patient size and type of scan when determining the amount of radiation required. This is crucial for infants, children, young women, and pregnant women who are especially vulnerable to the effects of higher radiation doses.

Renovations also included a new 3-D workstation to receive and process scans and an improved registration area that allows for better workflow and patient experience. The first patient was scanned on December 17, 2019.



We are grateful to the many donors who made this project possible, with special thanks to The Ahmanson Foundation and the Hearst Foundations for their major support.

Managing our footprint

Practice GreenHealth Award

California Hospital Medical Center is proud to announce it has earned national recognition from Practice GreenHealth, the nation's leading organization dedicated to environmental sustainability in health care.

Both of these awards highlight the important work and intentionality that CHMC puts forth to reduce waste, manage harmful chemicals, and focus on sustainable purchasing. Only the top 20% of candidates receive this high honor.



Leavey Trauma Center celebrates 15 years of saving lives

“It’s like getting to hug a long-lost loved one”

During an era when emergency rooms and trauma centers were closing throughout the county, California Hospital built a trauma program from the ground up. Opened in 2004, the Leavey Trauma Center at CHMC celebrated 15 years this past December 4, 2019. Gathering physicians, staff, former patients, and community supporters, Gudata Hinika, MD, Medical Director, CHMC Trauma Program, hosted a celebratory event to honor all those who have made an imprint in forming a successful trauma team.

Over the past 15 years, CHMC has cared for more than 35,000 patients with severe injuries caused by violence, accidents, and other traumatic events, making our hospital the busiest private trauma center in Los Angeles County. The department has a 95% survival rate, and the outstanding quality of our trauma care has been independently verified by the American College of Surgeons since our trauma center’s inception.

Former patient Danny Losito, injured in a car accident on his way home from working as a Sports Turf Assistant Manager at the LA Memorial Coliseum, was reunited for the first time at the event with many from his team of caregivers, including his paramedic, nurses, physicians, surgeons, and rehab therapist.

Monisha Repulse returned to CHMC for her second reunion event, hugging one of her nurses, Danya Gutierrez, in a tight embrace. Danya reflected on that moment:

“There is no way to describe being able to hug someone who could have died. Our team fought so hard, for so long, to help Monisha. I rounded on her regularly in the ICU and there were so many times we didn’t know if she would make it. Her doctor, Dr. Hinika, never gives up, and apparently, neither does Monisha!



Trauma Medical Director Gudata Hinika, MD with Kathleen Duncan, whose grandparents established The Thomas and Dorothy Leavey Foundation, a generous supporter of CHMC over many decades.

Two years in a row now I’ve seen Monisha at our reunion and I don’t know if our patients can ever fully understand how much they mean to us. It’s not just another person lying there, we get to know them and care about them even before they are awake and able to talk to us.

We fight and work as hard as we can just to keep them alive, so when one of them walks back in and hugs you...

It’s like getting to hug a long-lost loved one that you thought you’d never see again. Our team can take credit for Monisha surviving, but to see her thriving, that’s the greatest gift in the world and that’s all her.”



Events

La Grande Affaire celebrates a record-breaking year

Thanks to our generous sponsors and supporters, the 29th Annual La Grande Affaire on November 1, 2019 was our most successful gala to date with \$770,000 raised and more than 700 attendees! The evening at the JW Marriott Los Angeles L.A. LIVE was capped off with two surprise \$25,000 gifts from Onni Group and The PENTA Building Group. Event proceeds benefited our \$215 million campus expansion and new tower construction project to prepare our hospital for the future, whatever comes our way.



Heart of the City 5K: Virtual Edition brings people (and dogs!) together while staying safely apart

California Hospital hosted its first Virtual Heart of the City 5K Run/Walk from June 6 to 12, asking participants to wear their event t-shirts, be active, snap a photo or video, and share their activities on our social media platforms. We thank all of our generous participants, fundraisers, sponsors and partners, for supporting us during this critical time. Because of your dedication to our mission, we raised \$123,000 to support our campus expansion, which is needed now more than ever before.



We extend our heartfelt gratitude to our tireless committee members for all of our events, and to each and every sponsor and donor for coming together in such a big way for California Hospital Medical Center this year.

Golf Classic sponsors redirect pledged gifts to Pandemic Response Fund

This year, we made the difficult decision to cancel our 14th Annual California Hospital Golf Classic scheduled for May 20 at the Industry Hills Golf Club at Pacific Palms Resort. However, thanks to the support of our early confirmed golf sponsors and their commitment to our hospital and community, we were able to redirect their pledged sponsorship gifts to our Pandemic Response Fund and purchase three ventilators urgently needed by the hospital.



\$375,000 raised through Champions for Children Luncheon to support Hope Street Margolis Family Center

Hope Street Margolis Family Center honored longtime supporters Sharon and Hal Lampert and Richard Oxford at its 2020 Champions for Children Luncheon at Jonathan Club on February 21. The theme of this year's event was "Growing Up Hope Street" and featured current and past students whose lives have been positively impacted by their involvement with Hope Street. Former Hope Street student and the event's key-note speaker, Cynthia Chicas, stated, "Growing up, Hope Street changed the course of my life. It shaped my world, my career, and my perspective. It helped me see there was so much hope to be found in my personal situation – and how I could make a difference."



Cultural Trauma & Mental Health Resiliency Project

The Cultural Trauma and Mental Health Resiliency Project is a three-year joint effort among Dignity Health’s six Southern California hospitals, including CHMC, to increase the awareness, skills, and capacity of local community organizations and community members to identify mental distress, address the impacts of trauma, reduce stigma, and increase resiliency through the delivery of mental health awareness education. The project focuses on children and youth of color and the adults who care for them. It will focus on areas with high health disparities such as poverty, racism, adverse childhood experiences, and violence.

The mental health awareness education consists of the following three trainings:

Mental Health First Aid (MHFA)  Teaches how to recognize signs of mental health challenges or substance abuse in adults ages 18 and older, how to offer and provide initial help, and how to guide a person toward appropriate care if necessary. Topics covered include anxiety, depression, psychosis, and addictions.	Youth Mental Health First Aid (YMHA)  Designed to teach parents, family members, caregivers, teachers, school staff, peers, neighbors, health and human services workers, and other caring citizens how to help an adolescent (age 12-18) who is in crisis, experiencing a mental health challenge, or facing addiction. The course introduces common mental health challenges for youth, reviews typical adolescent development, and teaches a five-step action plan for how to help young people in both crisis and non-crisis situations. Topics covered include anxiety, depression, substance use, disorders in which psychosis may occur, and disruptive behavior disorders (including attention deficit hyperactivity disorder or ADHD), and eating disorders.	Question, Persuade, and Refer (QPR)  The three simple steps anyone can learn to help save a life from suicide. Just as people trained in CPR and the Heimlich Maneuver help save thousands of lives each year, people trained in QPR learn how to recognize the warning signs of a suicide crisis and how to question, persuade, and refer someone to help.
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Project funded by: Dignity Health Foundation, Dignity Health, Good Hope Hospital Charity, and UniHealth Foundation



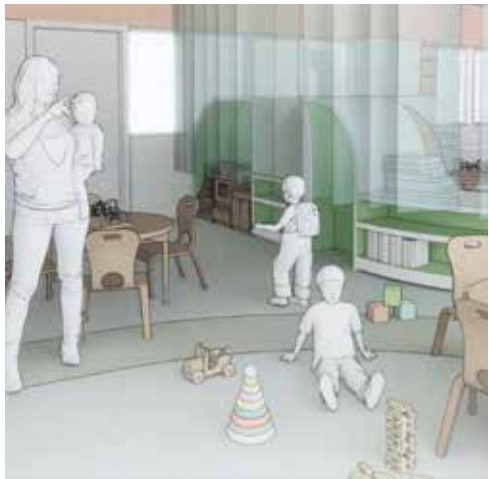
“Attending QPR has reminded me about the power of listening and being present to save a life. It also taught me to understand the warning signs and risk factors of suicidal ideation, such as situational factors and behavioral signs.

I believe that being able to talk about suicide and recognizing how it is preventable is so important and valuable in today’s society.”

- Class participant

	The sooner an individual with a mental health challenge receives help, the more likely they are to have a positive outcome.
	22% of U.S. youth with a mental health disorder describe it having a severe impact on their life.
	300 patients and/or community members received mental health awareness training since the inception of the project in November 2019 by CHMC.
	CHMC’s training classes have been offered at 16 different sites. These sites include schools, churches, and non-profit organizations working with youth.

Hope Street Margolis Family Center



Hope Street to open new Early Care and Education Center—The Nest

Construction of Hope Street’s fourth early care and education center, The Nest, began in May 2020 and is scheduled to open in December 2020. The center is designed to provide children with a nurturing and safe environment while also promoting exploration, discovery, and self-sufficiency. Located across the street from USC, the center will provide high-quality childcare services for 32 low-income children aged 18-36 months including homeless children, children at-risk for abuse and neglect, and children with special needs.



Funding for The Nest is provided by

- ✓ The U.S. Department of Health and Human Services, Administration for Children and Families
- ✓ The Carl and Roberta Deutsch Foundation
- ✓ Herman Miller Cares Foundation
- ✓ The Leon Lowenstein Foundation
- ✓ The John and Katherine Gurash Foundation
- ✓ Bank of America Foundation
- ✓ Aetna Foundation

Pro-bono support is provided by

- ✓ Perkins and Will, an international architecture and design firm
- ✓ The PENTA Building Group/PENTA Cares Foundation



Hope Street passes along generosity during the pandemic

For our already vulnerable population, the COVID-19 pandemic further impacted our community in profound ways. Hope Street Margolis Family Center suspended on-site services on March 13 and immediately pivoted to providing services remotely and supporting our families with basic needs.

The impact of COVID-19 on our community cannot be underestimated. At the end of May, we surveyed 573 Hope Street families. Responses showed that the pandemic posed a wide and deep threat to family stability and well-being.



A caregiver in 46% of households had lost a job.



58% of families had experienced a decrease in employment and income, either because of a loss of employment or a decrease in work hours.



15% of families reported being homeless or that they had not paid last month’s rent, with another 38% unsure if they would be able to pay rent in May.



26% of families reported that they did not have enough food for the month while another 30% were concerned about having enough for the following month.



Parents with school-aged children struggled with supporting the educational needs of their older children. Many families do not have Internet access.



While parents respected the “Safer at Home” order, this confined families of 4 or 5 to spaces as small as a bedroom.



During the crisis, Hope Street was the recipient of overwhelming generosity from our donors, supporters, and other members of the community – and we are deeply grateful. The staff made every effort to connect with families remotely, provided mental health and health services, supported parents with in-home learning and “homeschooling,” and provided and connected families with resources.



To meet our community’s pressing and immediate needs we also set up a commissary on the 3rd floor of the Margolis building and established a supply line to get essential supplies and food to families. Staff distributed diapers, infant formula, baby wipes, milk, food vouchers, and countless packages of detergent, hand soap, activity kits, books, and hygiene kits to an estimated 3,000 children and parents.



After-school program staff also distributed We Care Packages filled with arts and craft supplies to help our youth express themselves while also supporting them academically. The packages were designed so that siblings of multiple ages could work on them together and served as a much-needed distraction.



Investing in healthy families and child welfare

Included under Hope Street’s umbrella of services is our **Child Welfare and Behavioral Health programming**. These services are intended to address some of the communities’ most vulnerable families, focusing on their mental health and overall well-being. Through partnerships with LA County’s Departments of Children and Family Services and Mental Health, Hope Street’s Family Preservation, Wraparound and Mental Health programs provide safety-net services.

Family Preservation Program



66 Clients

Designed to protect children by strengthening and preserving families whose children are at risk of abuse, neglect, and exploitation.

The program promotes the physical, emotional, social, educational, cultural, and spiritual growth of children in safe and caring family homes.

One therapist works with the whole family, providing support.

Participants receive weekly home-based counseling and case management, as well as care coordination, parenting classes, support groups, and multidisciplinary care.

Wraparound Program



30 Clients

A home-based permanency support program that utilizes a comprehensive strengths-based approach to meet the complex needs of children with mental health and behavioral concerns who are involved in the child welfare system.

Child participants receive intensive weekly home-based therapeutic services, monthly child and family team meetings, and a team approach to solutions drawing from a parent partner, a child and family specialist, a facilitator, and other specialists.

California Behavioral Health Clinic



300 Clients

Supporting the emotional and psychological well-being of children and their families so that they might overcome barriers and reach their full potential.

Participants receive individual, family, and group psychotherapy, psychiatric and case management services. In addition to referrals from the hospital, the California Behavioral Health Clinic accepts referrals from local schools, clinics, and community-based organizations.

Responding to COVID-19



Since the start of the pandemic, our Child Welfare and Behavioral Health Programming staff have successfully developed a hybrid model of service provision that includes a combination of telehealth and in-person socially distanced interventions. A great deal of their work has focused on ensuring that families are connected to resources in the community including food, legal (rent/eviction issues), schooling support, medical, computers, and internet connectivity.

Therapists have seen increased levels of stress, anxiety, and depression among caregivers and have focused on paying close attention to how child abuse and domestic violence rates are impacted. Children overall appear more vulnerable as a result of COVID-19 due to having fewer eyes on them (not in school, not going to the doctor, not playing after-school sports, etc.). With a reported 50% decrease in child abuse reports across LA County, the work that they do is that much more critical as they are often the only outside eyes on these children.

Therapists and case-workers have needed to come up with creative ideas to best connect with the children in telehealth therapy sessions. Many have found these creative models to be successful.



Therapists utilize the live camera feeds from zoos and aquariums, observing animals with their child clients, and launching conversations from there.



Using art therapy via a shared screen, therapists will ask clients to draw their family, or to draw their emotions, starting conversations over their drawings.



Therapists will initiate a scavenger hunt with the children via video calls, asking the client to find various things around their home to help facilitate conversations. Example: find an object that makes you happy or find your safe place.

To the many who have supported us during these challenging times we pause to say:



Humankindness is expanding at CHMC

New Tower & Capital Campaign Update



241 donors



\$16,651,610 of
\$50 million raised



Projected opening
mid-2022



Mirrored reflections

Mentoring our volunteers

Over the past two years, in collaboration with the CHMC Family Residency Program and Ross University School of Medicine, the Volunteer Department at CHMC has hosted quarterly mentorship meetings. CHMC student volunteers are invited to join a two-hour evening event that includes education and small group break-out sessions with medical residents.

During one of the mentorship meetings, almost all of the residency physician mentors were Latinas who were first-generation college students and relied on financial aid. Many of our volunteers come from similar circumstances and some expressed that it was like looking into a mirror for them. They had the opportunity to see what success can look like, even when you might have challenging circumstances.

Topics covered during the event include how to successfully move through college to obtain acceptance into medical school and a presentation on Adolescent Stress Management by the CHMC Community Benefits Department. Our most popular training so far has been a tour of the CHMC Simulation Lab that included hands-on experience with ultrasound technology, CPR, and monitoring vital signs.

We are extremely grateful to the Residency Program physicians and Ross University medical students. When our volunteers spend time interacting with people they can look up to and who are achieving extraordinary success, their own unique goals seem much more accessible.



Six sessions over two years



12 physicians and residents



30 student volunteers





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Thank you!

California Hospital Medical Center has been serving the community for over 133 years, providing compassionate, high-quality, and affordable care. We are a member of Dignity Health, part of CommonSpirit Health, the largest nonprofit health care delivery system in the nation. The CHMC Foundation supports the hospital's mission by raising funds for capital improvements, new technology, staff education, and community services.

