



FISCAL YEAR 2024 (JULY 1, 2023 - JUNE 30, 2024)

# Community Impact Report

TRINITY HEALTH MICHIGAN





## who we are

### OUR MISSION

We, Trinity Health, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.

### OUR CORE VALUES

Reverence

Commitment to Those Experiencing Poverty

Safety

Justice

Stewardship

Integrity

### OUR VISION

As a mission-driven innovative health organization, we will become the national leader in improving the health of our communities and each person we serve. We will be the most trusted health partner for life.

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# REFLECTING ON A YEAR OF HEALTH AND COMPASSION

As we reflect on fiscal year 2024, I am deeply grateful for the remarkable progress we made together in our mission to improve the health and well-being of the communities we serve. This year has been defined by collaboration, compassion, and a shared commitment to addressing the needs of those most vulnerable. It is humbling and inspiring to see the incredible impact of our collective efforts.

At the core of these efforts is our amazing team of leaders and colleagues, whose dedication and passion are truly the driving force behind our success. I am continually honored to work alongside such talented individuals who share a vision for a healthier, more equitable future. Together, we launched the statewide Community Health Worker (CHW) Hub, ensuring that our CHWs are well-supported and equipped to deliver care where it's needed most. On July 1, 2024, we celebrated the successful launch of Medicaid billing for CHWs — a monumental step in expanding access to vital services.

At the heart of our work is a deep understanding that health is so much more than clinical care — it's about addressing every aspect of social care, from housing and food security to transportation, education, and mental health, to truly support well-being. This year, we proudly expanded our "Food is Medicine" program, increased mental health awareness initiatives, and developed community partnerships to support safer, more accessible transportation. Additionally, our Diabetes Prevention Program continued to provide life-changing resources for at-risk individuals, and our social needs screenings helped thousands connect to crucial support networks.

Our work is built on collaboration, and the relationships we have cultivated with our partners — both within our organization and throughout the communities we serve — are the foundation of our success. I am particularly proud of how our team has come together, engaging in weekly huddles, retreats, and cross-functional collaborations that have strengthened our ability to serve.

Most importantly, none of this would be possible without the trust and support of our community partners, organizations, and the families we are privileged to serve. Together, we are making a lasting difference — ensuring that every individual has the opportunity to live a healthy, fulfilled life.

With heartfelt gratitude and optimism for the future,



**Chiquita Berg, MD, MBA**

Vice President  
Community Health & Well-Being  
Trinity Health Michigan



“ Our work is built on collaboration, and the relationships we have cultivated with our partners ... ”

# MEET YOUR COMMUNITY HEALTH & WELL-BEING TEAM



**David Bowman**  
CHWB Director  
Trinity Health Oakland

*"Always be willing to walk in the rain."*

My father shared this quote with me. The meaning behind the quote is to be prepared to face challenges and discomfort head-on. Do not shy away from difficult situations, even when they feel unpleasant or inconvenient, just like walking in the rain might be. It signifies resilience and determination to keep moving forward despite obstacles.



**Jennifer Chaffer**  
CHWB Director  
Trinity Health Grand Rapids

*"It has been a great year of growth, change, and opportunity in Community Health & Well-Being! It is truly a privilege to lead and serve with individuals in the organization and with community partners who share a commitment to meeting the needs of the communities we serve."*



**Reiley Curran**  
CHWB Manager  
Chelsea Hospital

*"I am so proud of our community health workers, and the support they provide to those in need. What I loved most about our work in 2024 was the homelessness prevention grant we received from the Michigan Veterans Affairs Agency. With this grant, one of our community health workers, Autumn Orta, helped 57 veterans and their families stay in their homes, or get into stable housing after experiencing homelessness."*



**Michelle Gravelin**  
CHWB Director  
Trinity Health Muskegon,  
Shelby, Grand Haven

*"I am grateful for the opportunity to serve alongside my Community Health & Well-Being colleagues who are deeply committed to being the hands and feet of our mission to serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities. As a new member of the Community Health & Well-Being team, I am proud of Trinity's commitment to building collaborative relationships, investing in the local community, and I am honored to serve on this team to advocate for those who are most vulnerable."*



**Laurie Gustafson**  
CHWB Director  
Trinity Health Livonia

*"The commitment of our community stakeholders throughout the community health needs assessment resulted in an implementation strategy with the potential to have significant impact on the health and well-being of our community. I am eager to work together on the initiatives."*



**Shekinah Singletery**  
CHWB Director  
Trinity Health Ann Arbor,  
Livingston

*"I am deeply grateful for the thoughtful and strategic investments that Trinity Health Ann Arbor and Livingston hospitals are making in the Community Health & Well-Being department. This commitment not only strengthens our capacity to respond to the evolving needs of the community, but it also amplifies our ability to deliver compassionate, effective, and accessible care to those we serve."*



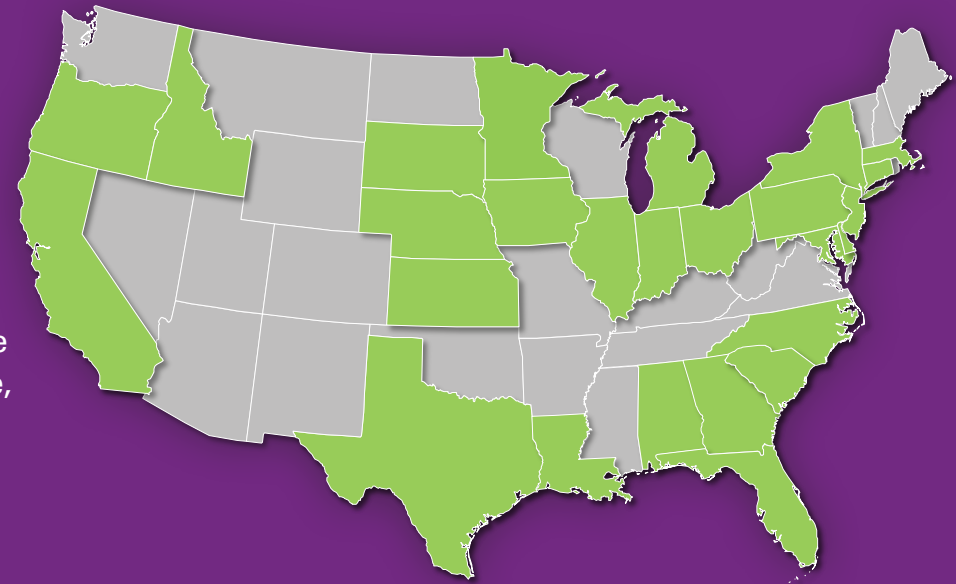
**Katelyn Smoger**  
Director of Food is  
Medicine and The Farm  
at Trinity Health

*"I'm honored to have one of the best jobs in health care, working at the intersection of health equity, local food systems, and community health. This year, Food is Medicine programs have grown across the nation. We are leading the charge by developing standards for what we already believe to be true: having access to affordable, fresh, healthy food can lead to healthier futures for our patients and communities."*

TRINITY HEALTH MICHIGAN IS A MEMBER OF TRINITY HEALTH

## ONE OF THE LARGEST CATHOLIC HEALTH SYSTEMS IN THE NATION

Our Ministry benefits from being a member of Trinity Health through educational opportunities offered by our national partners such as the Healthcare Anchor Network, National Partnership to Align Social Care, the Healthcare Transformation Taskforce, Catholic Health Association and many more. We also benefit from national initiatives such the Community Investing Program - making low-interest rate loans to improve conditions in our communities and through Shareholder Advocacy where we amplify our shareholder voice to advance improvements in corporate social behavior that ultimately advance health equity across the United States.



**26** States



**1.4M\*** Attributed lives



**\$1.3B** in Community Benefit



**153** Community Health Workers



**93** Hospitals\*



**15** Clinically Integrated Networks



**60** Safety Net Health Centers



**10** Diabetes Prevention Programs

\*Owned, managed or in JOAs or JVs.

# Ministry Overview

**\$4.74B**

In Revenue

**\$232.2M**

Total Community Impact\*

**9**

Hospitals

**34**

Medical Centers

**23**

Urgent Cares

**17**

Senior Living Communities

**401**

Physician Practices

**26,918**

Employees

**4,019**

Credentialed Physicians

**1,710**

Credentialed Clinicians

**1,707**

Senior Living Residents

**701K**

Attributed Lives

**435,171**

ER Visits

**90,891**

Surgeries (IP/OP)

**10,464**

Births

**197K**

Home Care Visits

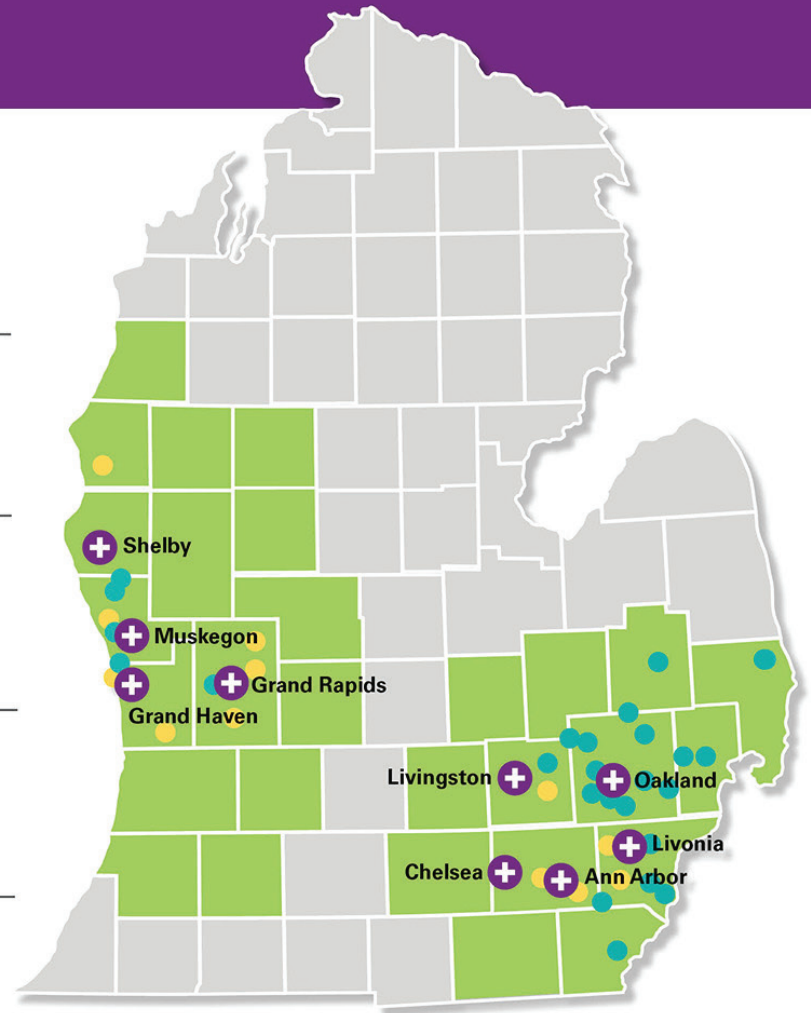
**69K**

Days of Hospice Care

\*Community Impact represents the total of IRS-defined community benefits plus investments making an impact in the community that the IRS does not consider.



FY24 FINANCIAL RESULTS do not include total revenue and community benefits from senior living communities and home care / hospice. Last updated: January 2025



+ Hospital 
 ■ Counties Served 
 ● Medical Centers 
 ● Continuing Care

THMI W10654-2501 BF



## Community Impact

Our Community Impact includes both our investments in serving patients experiencing poverty and investing in our communities that have been, and continue to be, disinvested due to racism and discrimination.

Until the conditions in the communities we serve are safe and all community members have access to high-quality education, health care, affordable food and housing, achieving improvements in health outcomes (individually or as a community) is not possible. This is why Trinity Health prioritizes integrating social and clinical care and investing in the social influencers of health, we must support individuals and work to improve community conditions — as health care only has a 20% chance of affecting health.

We recognize the intersection of poverty and racism; therefore, we are committed to applying a racial equity lens to our interventions and decision making to ensure we are not perpetuating harm but rather promoting health and healing. Our hope is to achieve racial equity — when race can no longer be used to predict life outcomes. This requires the intentional and continual practice of changing policies, practices, system, and structures by prioritizing measurable change in the communities we serve.



# COMMUNITY IMPACT



## Our **Community Impact** is more than Community Benefit

There is mounting pressure and criticism of hospital community benefit, however community benefit — as defined by the Internal Revenue Service (IRS) — doesn't tell the entire story of how not-for-profit health care impacts its communities.

Trinity Health Michigan is committed to ensuring we comprehensively report all the IRS-defined community benefit happening across our system, as well as its total community impact to fully demonstrate the services and supports we provide in our communities.

Our ultimate goal in sharing our Community Impact is to demonstrate how our faith-based, not-for-profit health system makes a difference in the communities we serve — focusing on impacting people experiencing poverty — through our financial investments.



### **\$142,896,123 in IRS-defined Community Benefit**

The IRS has clearly defined standards for reporting community benefit which includes Unpaid Medicaid Financial Assistance, and other community programs.

### **\$89,282,602 in Community Impact Activities**

Community Impact meets the spirit of community benefit and acknowledges the investments made that are making an impact in the community that the IRS does not consider.

## FINANCIAL ASSISTANCE



Financial Assistance expanded in early 2024, to include insured patient's co-pays, co-insurance, and deductibles for patients with incomes up to 400% of the Federal Poverty Level.

- \$142,896,123 in IRS-defined Community Benefit
- \$89,282,602 in Community Impact Activities
- \$33,441,376 in Financial Assistance
- \$77,243 in Patients Benefited

Patients can now sign up for Financial Assistance in *MyChart*.

If patients don't have MyChart, they can apply for Financial Assistance, [here](#).



# INTEGRATING SOCIAL AND CLINICAL CARE

## Addressing Patient Social Needs

**Did you know that only about 20% of our overall health and well-being in the United States is influenced by the medical care we receive?**

The other 80% depends on factors beyond the doctor's office — things like stable housing, financial security, access to nutritious food, reliable transportation, social support, and healthy lifestyle choices.

### **Our Commitment to Holistic Care: Creating a Stronger, More Equitable Health Care System**

At Trinity Health Michigan, we believe that truly caring for the whole person means addressing not just medical needs but these broader social factors, or “social determinants of health.” Our approach to health extends beyond hospital walls, reaching out to our communities and working to improve health outcomes for everyone, especially those facing poverty or other challenges. This commitment to integrating social care with clinical care represents our holistic vision of health, where medical support is complemented by access to resources that empower individuals to thrive.

Social care integration connects patients with vital services and resources that improve their overall quality of life. This approach is essential, as it enables our health care providers to address a wider range of patient needs, leading to better health outcomes, reduced health care costs, and higher patient satisfaction. Studies show that patients who receive both medical care and support for social needs are more likely to manage chronic conditions effectively, avoid unnecessary emergency room visits, and experience fewer hospital readmissions.

We are building a seamless health care experience where clinicians and community health workers partner to meet each patient's unique needs, both in and outside of clinical settings. To do this, we are making social needs screenings a standard part of patient intake across our facilities. This process identifies those who could benefit from extra support right from the start, allowing us to connect them to the right resources early in their health journey.

By integrating social care into our health care services, we're creating a stronger system that not only treats symptoms and diagnoses but also tackles the root causes of health disparities. Together, we are building a more equitable, sustainable health care model that empowers every person in our community to live their healthiest life.

# INTEGRATING SOCIAL AND CLINICAL CARE



## Social Needs Screening

We are committed to annually asking our patients about their health-related social needs. These include things that make it hard to be healthy like problems with work, housing, food, safety, and transportation. This information helps us:

- Understand our patients' needs and their barriers to care
- Connect patients to helpful resources and services specific to their needs

### Trinity Health Michigan screened 227,530 patients for social needs in primary care settings.

If patients identify a need, our teams are able to connect them to community resources through the Trinity Health Community Resource Directory, community health workers, and other social care professionals.

Thirty-one percent of those screened identify at least one need. Top needs included: 1. Financial Insecurity, 2. Food Access, 3. Social Isolation, 4. Health Literacy, 5. Transportation, and 6. Housing Instability.



## Community Health Workers

Community Health Workers (CHWs) serve as liaisons between health/social services and the community to address patients' social needs and mitigate barriers to health. CHWs are trusted members of the community and work closely with a patient by assessing their social needs, home environment and other social risk factors, and ultimately connect the patient (and their family) to services within the community.

Trinity Health Michigan employs 50 CHWs as key members of our care teams, all certified by the Michigan Community Health Worker Alliance. Each CHW completes more than 40 hours of foundational training, including mental health first aid and chronic disease management, plus ongoing education through our national CHW affinity group. This extensive training ensures they provide skilled, compassionate support for a broad range of patient needs.

Our CHWs are part of a statewide Hub model, which standardizes training, workflows, and documentation, ensuring consistency and best practices across the system. This model fosters stronger collaboration with health care providers and public health agencies, enabling CHWs to deliver coordinated, high-quality support to the communities we serve.

Through comprehensive data collection and analysis, the Hub model also demonstrates the impact of CHWs, attracting funding and supporting health care policy initiatives that further community health. Trinity Health Michigan's CHW program is helping to build a more equitable, accessible health care system, empowering CHWs to bridge care gaps and improve health outcomes for vulnerable populations.

# INTEGRATING SOCIAL AND CLINICAL CARE



## A JOURNEY OF HOPE AND HEALING: The Power of a Community Health Worker's Compassion and Dedication

In March 2024, a familiar name appeared on our Community Health Worker referral list — someone who had been referred to our program four times before, yet each attempt to connect had been unsuccessful. She had been in the hospital for over three months, struggling with more than \$300,000 in medical bills and urgently needing skilled nursing care upon discharge.

The challenges were considerable. She needed Medicare and Medicaid coverage to secure skilled nursing care. She was deemed legally incompetent to make decisions, and her son, who has autism, was her legal guardian. Navigating these obstacles required technical know-how, patience, empathy, and dedication.

Carla Rae Neading collaborated closely with local resources, tirelessly guiding the patient's family through the maze of essential paperwork — birth certificates, updated identifications, and Social Security documentation — all essential for securing her path to recovery. Over the course of her efforts, Carla made 27 phone calls and conducted 16 face-to-face visits with the patient and her family.

Thanks to Carla's unyielding efforts, in May 2024, the patient moved to a skilled nursing facility, relieved of the financial burden of her medical bills, with more than \$426,000 in costs covered. Today, she resides in a comfortable space where family visits bring her joy and strength.

Carla's dedication and the essential role she played in this journey are truly inspiring. Her commitment embodies our mission and serves as a shining example of what it means to walk alongside our patients, while providing support, compassion, and hope for a healthier future.



**Carla Rae Neading**  
has more than 11 years of experience with the Trinity Health Muskegon CHW program, supporting individuals facing homelessness and socioeconomic

challenges. Based at the Trinity Health Fruitport Family Medicine Residency Clinic, Carla Rae collaborates with health care providers to deliver compassionate care and educates resident physicians as they prepare for graduation.

As a trained facilitator with the Michigan Advance Care Planning Team, she advocates for end-of-life patients, ensuring their voices are honored. Carla Rae also serves on the board of the Michigan Community Health Worker Alliance, furthering her commitment to advancing the CHW profession.

Her commitment to service reflects her deep compassion for both her patients and community.

**"They may forget your name, but they will never forget how you made them feel."**

*~ Maya Angelou*

# INTEGRATING SOCIAL AND CLINICAL CARE



## A BREATH OF RELIEF: How a Community Health Worker Made a Difference at Trinity Health Muskegon

A 69-year-old patient with chronic obstructive pulmonary disease and hypertension found himself caught in a cycle of confusion and worsening health. Living on a limited income, he was enrolled in a low-income pharmacy program to help manage high prescription copays, especially for his inhalers. Recently, his insurance required him to switch inhalers, and shortly after, he was admitted to the hospital with severe shortness of breath and chest pain. He believed his symptoms were tied to the new medication, but something more complex was at play.

Community Health Worker Miguel Mesa took a closer look, conducting a detailed review of the patient's medical records to uncover the root of his issues. Miguel quickly identified several critical problems: the patient was overusing his rescue inhaler and had mistakenly started using his new maintenance inhaler as a rescue inhaler, leading to overmedication. Miguel also noticed an ongoing duplication of bronchodilator therapy, further aggravating the patient's condition.

With Miguel's diligence, these issues were brought to light. He connected with a pharmacist to confirm his findings, who then coordinated with the patient's primary care provider to address the medication errors. Soon after, the patient was prescribed a corrected respiratory treatment and received thorough education on proper inhaler use. Miguel also arranged for him to see a pulmonary specialist for ongoing support.

Thanks to Miguel's attentive care and proactive intervention, this patient now has the knowledge and support to manage his condition more effectively. His story is a powerful example of the difference a CHW can make, providing the guidance, expertise, and compassion needed to turn confusion into clarity and restore hope for a healthier future.



**Miguel Mesa** has dedicated 14 years to Trinity Health Muskegon, specializing in direct service support for medication, insurance, and financial assistance. Serving Muskegon, Oceana, and Ottawa counties, Miguel is committed to helping patients overcome health care barriers and achieve better health outcomes.

# INTEGRATING SOCIAL AND CLINICAL CARE



## A LIFELINE OF SUPPORT:

### Community Health Worker Amy Bonner's Impact at Trinity Health Ann Arbor

At 74, a man living with congestive heart failure faced a growing list of challenges. He was heating his home with space heaters, which led to more than \$1,000 in electric bills and he needed a hot water tank. When Community Health Worker Amy Bonner visited his home, she saw firsthand the difficult choices he was making just to exist. Amy's commitment to improving his living conditions and overall health led her to connecting him to an array of resources that could offer critical support.

Amy connected him to Hope Clinic for groceries and delivery, Prescription for Health, where he received \$100 in tokens for fresh produce, and the Housing Bureau for Seniors for free tax assistance. She also arranged support from Habitat for Humanity, who provided fire extinguishers and smoke detectors, and collaborated with local organizations, including a church, the State Emergency Relief, and Trinity Health, to provide financial aid for his electric bill. Additionally, she helped him apply for support from the Office for Community and Economic Development (OCED) for housing improvements.

Thanks to Amy's efforts and collaboration with the patient's primary care provider, his home is now more comfortable and safer. OCED funding provided a new furnace, hot water tank, insulation, and a new roof, making his utility bills more manageable and relieving the family's financial strain. His congestive heart failure remains stable, with no emergency department visits in 2023 or 2024, a testament to the stability and support Amy helped create.

Amy's story shows the profound impact a community health worker can have by linking patients to essential resources and championing their well-being at every step.



**Amy Bonner** has been with Trinity Health Ann Arbor for two years as a community health worker, specializing in traditional and home-visit support. Serving Washtenaw and Livingston counties, she provides vital assistance for patients facing social and economic challenges, helping them access the resources they need for healthier, more stable lives.

### Connect with a Community Health Worker

- [CHW4U@trinity-health.org](mailto:CHW4U@trinity-health.org) or 833-687-0515

# INTEGRATING SOCIAL AND CLINICAL CARE



## Community Resource Directory

In fiscal year 2024, the Trinity Health Michigan colleague and community-facing Community Resource Directory portals yielded almost 19,000 interactions from upwards of 4,000 users. More than 400 “claimed” community partner programs were regularly utilized within the platform, supporting more than 15,000 searches resulting in 2,200 service connections. Claiming allows community-based organizations to take ownership of their programs on the platform to maintain their information and indicate how they would like to be contacted. This could be done directly on their website or through email, phone call or direct referrals on the platform.

**Need a little help?**  
Find community resources quickly and easily

Food Housing Health Transit Work Education Money Legal Goods

**SCAN HERE**

- Find Programs
- Connect to Services
- Apply for Benefits
- View Hours and Locations

<https://communityresources.trinity-health.org>

**2-1-1**  
Get Connected. Get Help.™

If you need assistance, dial 844-875-9211 or text your zip code to 898211 to get live help from our partners at 211.

Trinity Health



### Community Resource Directory

Find and connect with free and reduced-cost health resources and social services in your area or anywhere in the U.S.

*Click here to view the [communityresources.trinity-health.org](https://communityresources.trinity-health.org)*

# INTEGRATING SOCIAL AND CLINICAL CARE



## National Diabetes Prevention Program

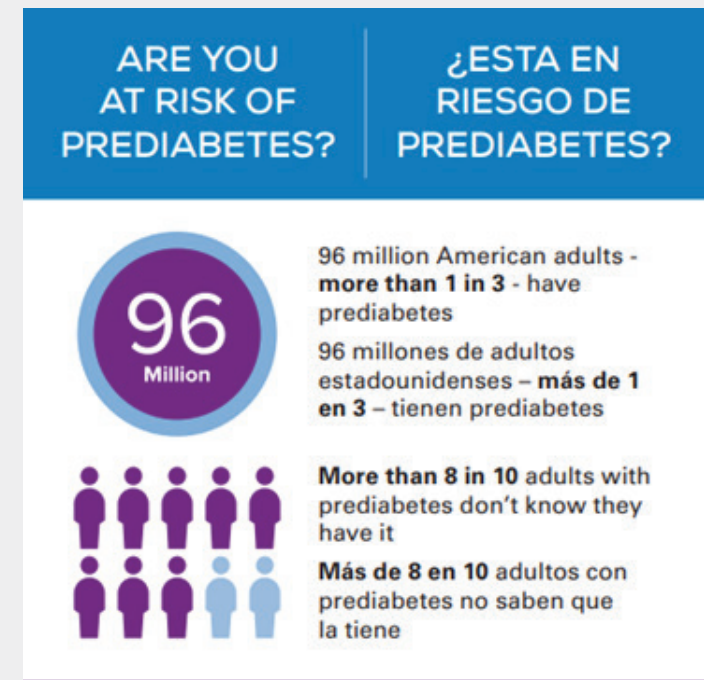
More than one in three American adults have prediabetes; 80% of these adults are unaware they have it. Prediabetes is a condition where blood sugar levels are higher than normal, but not enough for a type 2 diabetes diagnosis.

### Making lifestyle changes can cut the risk of type 2 diabetes in half.

Trinity Health Michigan partners with YMCA (Muskegon) and the National Kidney Foundation of Michigan to deliver an evidence-based, 12-month lifestyle change program. The goal of the program is to lose a percentage of baseline weight, attend sessions regularly, and engage in 150 minutes of physical activity a week. The group sessions are facilitated by a Centers for Disease Control & Prevention (CDC) certified, trained lifestyle coach. The sessions are offered in-person, distance learning through a web-based meeting platform or virtually (asynchronous) at a self-paced rate. All participants are screened for health-related social needs (such as transportation, housing, or food insecurities) multiple times during the intervention and are referred to a community health worker to address any positive screenings. The CHW works with participants to address their needs, eliminate barriers to full participation, and promote successful outcomes.

## Scale and Impact

In fiscal year 2024 (FY24), Trinity Health Michigan's Diabetes Prevention Program enrolled **266 participants** in a lifestyle change program designed to advance health equity in diabetes prevention. This program was made possible through funding from Trinity Health, in partnership with the CDC, to reach underserved populations at high risk for diabetes. Supported by **313 providers** who referred patients to the program, participants joined a total of **28 cohorts**, achieving significant health outcomes. Collectively, participants **lost 1,661 pounds**, with an average A1C **reduction of 0.234**, reflecting Trinity Health Michigan's commitment to promoting healthier lifestyles and reducing diabetes risk through community-based support and targeted health equity initiatives.





# INTEGRATING SOCIAL AND CLINICAL CARE



## Spotlight on Trinity Health Livonia Diabetes Prevention Program

Trinity Health Livonia's Diabetes Prevention Program (DPP) was recognized for their collaboration with the Southeast Michigan Hospital Collaborative on diabetes prevention efforts to high-risk populations in the Detroit area. This collaborative consists of the Michigan Public Health Institute (MPHI), Trinity Health, Corewell Health East, Ascension, Henry Ford, and the National Kidney Foundation of Michigan. Each organization works together to prioritize enrollment in the National DPP and elevate community voices to address the health needs of Black residents in the Detroit area who are at risk of developing type 2 diabetes. Learn more about Trinity Health Michigan's *Diabetes Prevention Program*.



*Pictured are representatives from MPHI and Trinity Health Livonia (from L to R):*

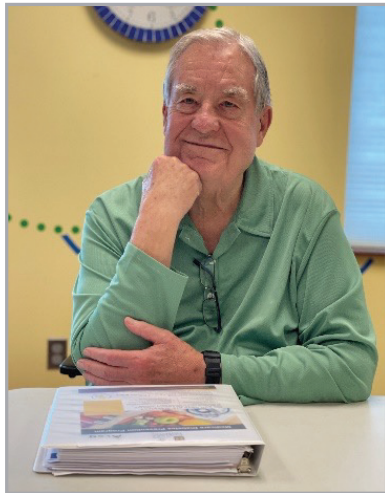
*Caria Boggs, MPHI; Richard Carson, Trinity Health Livonia; Mary Niester, Trinity Health Livonia; and Keoshia Banks, MPHI)*

Mary Niester has been with Trinity Health Livonia for six years. She is a registered dietician and has a master's degree in public health.

# INTEGRATING SOCIAL AND CLINICAL CARE



## TRANSFORMING HEALTH THROUGH SMALL CHANGES: Alan's Journey with the Diabetes Prevention Program at Chelsea Hospital



When Alan's primary care provider referred him to the Diabetes Prevention Program last fall, it came with a clear recommendation: increase physical activity, adopt healthier eating habits, and aim for modest weight loss. Motivated to take charge of his health, Alan joined the program on February 14, 2024, determined to make lasting lifestyle changes.

At the time, Alan's health profile was reflective of common challenges: hypertension and obstructive sleep apnea. His initial A1C, a key indicator of blood sugar levels, was 5.8% as of Sept. 2023. Less than a year later, by Aug. 2024, Alan's A1C had improved to 5.4%, signaling better blood sugar management. His lipid profile also showed impressive progress: total cholesterol dropped from 147 to 131, triglycerides from 96 to 68, and LDL from 83 to 75. Perhaps most inspiring, Alan achieved a weight loss of 47.8 pounds since February — a testament to his hard work and commitment. "My weight loss came by following the program's directives — no medications," said Alan. "I did it the old-fashioned way!"

Alan's success illustrates the profound impact of small, sustainable changes. Through portion control, healthier food choices, and regular physical activity, he transformed his health. Initially, walking posed a challenge, so Alan chose paths with benches, allowing for rest breaks. Over time, his endurance grew. On a recent activity log, Alan reported 390 minutes of walking in a single week — a remarkable achievement for someone who once needed frequent breaks.

The Diabetes Prevention Program fosters a supportive and encouraging environment, which Alan credits as a key factor in his journey. "It made me feel good when the class congratulated me on my weight loss and encouraged me to keep going," Alan shared. "I look forward to coming to the group class." This sense of camaraderie and shared purpose among participants underscores why the DPP continues to drive meaningful, life-changing results.

Alan's story is a powerful reminder that small, consistent steps can lead to monumental health improvements. Through the support of his care team and the DPP, Alan has taken control of his health — and his story is an inspiration for us all.

# INTEGRATING SOCIAL AND CLINICAL CARE



## Safety Net Health Centers

### Trinity Health Detroit Ministry: Advancing Care and Community Impact in FY2024

For 24 years, Trinity Health Detroit Ministry has been steadfast in its mission to serve as a compassionate, healing presence for our community. This commitment continues as we deliver comprehensive medical care to residents in under-resourced communities across Detroit and its surrounding areas. Guided by our vision to be the most trusted health partner for life, we have prioritized prevention, stabilization, and health promotion —expanding beyond reactive or acute care.

This year, we made strides in increasing access to primary care visits, preventive screenings, vaccinations, and educational sessions focused on preventing chronic diseases. Our efforts also included the expansion of specialty services, such as GYN, dental, and behavioral health care, ensuring a holistic approach to patient well-being. In addition, we enhanced social screening processes to address patients' non-clinical needs and strengthened partnerships to provide essential resources that significantly influence health outcomes.

### Key Achievements in FY2024

- **Enhanced Diagnostic Access:** Partnered with local organizations to provide mammograms, ultrasounds, X-rays, and CT scans onsite or through transportation support for uninsured and underinsured patients.
- **Chronic Disease Prevention:** Facilitated Diabetes Prevention Programs and tobacco cessation initiatives throughout the year across the ministry.
- **Community Development:** Collaborated with MISide Detroit to secure \$2.2 million in state funding for an early childhood development center and mixed-income housing in the Cody Rouge neighborhood.
- **Fresh Food Initiatives:** Partnered with community gardens and farmers to make fresh produce and healthy recipes available at clinical sites.
- **Adult Vaccine Program:** Launched a free vaccine program for uninsured and low-income patients.

## FY2024 BY THE NUMBERS

### *Clinical Services:*

- 19,480** Primary care visits
- 17,868** Prescriptions filled
- 1,722** Behavioral health visits
- 1,651** Community needs assessments conducted
- 1,290** Specialty care visits
- 425** Medicaid enrollment support participants

### *Community Outreach:*

- 781** Detroit Public School students served
- 210** Programs, health fairs, and community events
- 3** Diabetes Prevention Programs conducted
- 310** Wellness Wednesday participants
- 156** Nutritionist-Lifestyle Coach program visits
- 208** Fresh food boxes distributed
- 416** First-year visits (Infant mortality and new mother support program)

# INTEGRATING SOCIAL AND CLINICAL CARE



- **Specialty Care Expansion:** Improved access to dental and behavioral health services, accommodating the increasing demand.
- **Social Needs Screening:** Increased screenings and solidified referral partnerships to address housing, transportation, food security, childcare, and workforce development.
- **School-Based Health Services:** Advanced practitioners and community health workers provided clinical services, teen health education, sports physicals, and behavioral health support to Detroit Public School staff and students.

## Looking Ahead

In the coming year, Trinity Health Detroit Ministry will continue its mission to expand services across Detroit, with a focused effort on reducing disparities in hypertension and diabetes management. A new initiative will ensure that individuals with chronic hypertension or uncontrolled diabetes receive coordinated care from every member of our team, including community health workers, fostering a comprehensive support system for disease management.

Plans are also underway to relocate the SAY Detroit Family Health Center. This move will double the operational space and enable expanded services, including dental care, a dedicated area for spiritual growth, and addressing social isolation within the community.

## SPOTLIGHT PROGRAMS AND EVENTS



**Wellness Wednesday:** Addressed depression, anxiety, and social isolation.



**Breast Cancer Awareness Month:** Hosted community education sessions.



**Leadership in Action:** Deirdre Shelton-Young, DDS, dental director at Cabrini Clinic, in collaboration with University of Detroit Mercy dental students, oversaw Saturday dental sessions, providing essential care to underserved populations.

# INTEGRATING SOCIAL AND CLINICAL CARE



## Trinity Health Grand Rapids: Delivering Care Through Safety Net Health Centers

Trinity Health Grand Rapids is dedicated to addressing the health care needs of vulnerable populations through its three Safety Net Health Centers: Trinity Health Medical Group Browning Claytor, Clinica Santa Maria, and Trinity Health Medical Group Sparta. Each center plays a critical role in serving individuals who face economic, social, and geographic barriers to accessing care.

### Urban Care Access

- Browning Claytor Health Center and Clinica Santa Maria are located in the heart of Grand Rapids, providing vital services to economically and socially disadvantaged communities.
  - Clinica Santa Maria (FY24):
    - Total patient visits: 9,201
    - Insurance status: 71% of patients were Medicaid recipients or uninsured.
  - Browning Claytor (FY24):
    - Total patient visits: 2,959
    - Insurance status: 49% of patients were Medicaid recipients or uninsured.

### Rural and Migrant Community Support

- Trinity Health Medical Group Sparta is situated in northern Kent County, focusing on rural populations and migrant laborers who often face unique challenges in accessing health care.
  - Sparta (FY24):
    - Total patient visits: 3,295
    - Insurance status: 42.8% of patients were Medicaid recipients or uninsured.

**Through our Trinity Health Neighborhood Primary Care** - Ypsilanti location, we provide a range of integrated services — including primary care, internal medicine, pediatrics, care management, and family medicine — strengthening the safety net for individuals and families in our community.

**These Safety Net Health Centers exemplify Trinity Health's commitment to delivering high-quality, compassionate care to all, regardless of financial or social circumstances.** By meeting patients where they are, these centers provide critical health services and reduce barriers to care for those who need it most.

# INTEGRATING SOCIAL AND CLINICAL CARE



## Food is Medicine: The Farm at Trinity Health

The Farm at Trinity Health embodies our “Food is Medicine” mission, making nutritious, local food accessible to those who need it most. By providing food security programs that prioritize access and education, The Farm strengthens the local food system and empowers patients to lead healthier lives. With more than a decade of experience, The Farm has grown into a critical resource, connecting patients to fresh, nutrient-dense produce and the knowledge to make the most of it.

### The Farm Share Program

Each year from April to December, The Farm’s Share Program supplies participants with boxes of six to eight varieties of fresh, locally-grown produce, along with a weekly newsletter featuring recipes, storage tips, and information about each item’s origin. This program ensures accessibility with options for weekly or bi-weekly pickups and accommodations for disabilities, language barriers, and health literacy levels. In 2025, The Farm Share Program will expand to support more than 800 members across Michigan, thanks to its well-established capacity and the commitment of Trinity Health to fostering nutrition security.

### Comprehensive Support and Secure Referrals

Our partnership with Trinity Health Michigan allows for secure integration with electronic medical records, where patient referrals are managed with strict adherence to privacy standards. The Farm also screens patients for transportation, portion preferences, and cooking abilities to ensure their experience is tailored to their needs. Through partnerships with local food banks, The Farm enhances the experience by offering pantry staples like grains, legumes, oils, and spices, available during weekly distributions or by appointment.

### Produce to Patients and Food Pantries

The Farm’s “Produce to Patients” program delivers fresh produce to 20 clinic partners, supporting patients as they build healthier eating habits. In 2023 alone, The Farm donated more than 23,400 servings of produce to these clinics. Additionally, our food pantries in Ann Arbor and Oakland supply nutritious staples and fresh produce, serving 1,174 visits from patients and community members in 2023. This year, our pantry offerings expanded to satellite locations, supporting patients upon discharge and those attending medical appointments.



# INTEGRATING SOCIAL AND CLINICAL CARE



## Strengthening Local Food Systems

By sourcing exclusively from Michigan farms or growing the produce ourselves, The Farm actively supports the local economy. Purchases made for our food security programs provide income for local farms, enabling them to grow, invest in infrastructure, and hire more employees. Our collaborative Farm Share alone generates more than \$200,000 annually for Michigan farms, proving the power of local food systems boost nutrition security and economic resilience.

## Educational Programs and The Healing Power of Flowers

The Farm engages the community through educational programs, field trips, summer camps, and workshops, fostering a love for food, health, and sustainability among participants. Additionally, The Growing Compassion Garden, filled with flowers, brings a touch of joy and healing to patients, especially those alone in the hospital. In 2023, more than 1,000 bouquets were delivered, created by volunteers and shared by Spiritual Care teams.

## Impact in Numbers

In 2023, The Farm at Trinity Health:

- **Grew 16,753** pounds of produce valued at \$70,000
- **Provided 14,275** food boxes, with 5,200 donated to families in need
- **Hosted 36 weeks** of farm stands with 3,526 interactions
- **Supported 29 farms**, 22 located in Washtenaw and Oakland counties
- **Grew 97 varieties** of fruits, vegetables, and flowers



*The Farm at Trinity Health Oakland*

**With three thriving farms across Michigan—Trinity Health Ann Arbor, Trinity Health Oakland, and the newly established Trinity Health Muskegon—The Farm at Trinity Health continues to lead the way in nutrition security, sustainable food systems, and compassionate, community-centered care.**

# INTEGRATING SOCIAL AND CLINICAL CARE



## Pharmacy Assistance

### YesRx Cancer Drug Repository

In October 2023, Trinity Health Ann Arbor partnered with YesRx to establish a Cancer Drug Repository at our Reichert Retail Pharmacy. YesRx, a nonprofit organization founded in June 2023, is dedicated to improving health equity by increasing access to essential cancer medications and reducing medication waste. Through a network of cancer drug repositories across Michigan, YesRx redistributes unused, high-cost medications to patients in need, ensuring that life-saving treatments reach those who may otherwise face financial barriers.

Since partnering with YesRx, the Reichert Retail Pharmacy received donated medications valued at \$565,000, allowing us to dispense 11 prescriptions worth a total of \$103,000 to eligible patients. This initiative not only alleviates financial burdens but also reinforces our commitment to equitable, compassionate care for our community. Through partnerships like this, Trinity Health Ann Arbor is making crucial treatments accessible to those who need them most.

### Closing the Prescription Gap: Trinity Health's Pharmacy Assistance Program in West Michigan

Access to life-saving medications remains a significant challenge for many individuals, especially those facing financial hardships or gaps in health coverage. Trinity Health's Pharmacy Assistance Program is dedicated to addressing these barriers by ensuring that all patients, regardless of income or insurance status, can access the medications they need to maintain their health.

This program exemplifies Trinity Health's mission to integrate social and clinical care, reduce health disparities, and serve as a compassionate partner for those experiencing vulnerabilities.

## MORE THAN MEDICATION

While the program focuses on providing medications, its impact extends beyond prescriptions. CHWs connect patients with additional social resources to address broader determinants of health, including housing, transportation, and food security. These wraparound services ensure patients receive comprehensive support, addressing clinical and non-clinical needs.





# INTEGRATING SOCIAL AND CLINICAL CARE



## How the Program Works

At its core, the Pharmacy Assistance Program identifies individuals struggling to afford prescriptions and provides them with the support necessary to overcome these challenges. Community health workers play a pivotal role in the process, offering personalized assistance to help patients navigate complex health care systems and enroll in programs such as:

- **Medicaid and Medicare Savings Programs:** Covering medication costs, premiums, and other health care-related expenses.
- **Low-Income Subsidy:** Reducing out-of-pocket costs for prescription drugs and bridging coverage gaps like the Medicare “donut hole.”
- **The Affordable Care Act Marketplace:** Assisting patients in obtaining medications during high-deductible periods.
- **Financial Assistance Programs:** Including Trinity Health’s own initiative and others offered locally.

CHWs also screen for dual eligibility in Medicaid and Medicare, ensuring patients maximize all available resources.

## Embedded in Care for Maximum Impact

The Pharmacy Assistance Program is fully integrated into Trinity Health’s care delivery model across West Michigan. This integration allows the program to address medication needs directly in clinical settings, including hospitals and emergency departments.

Key components of the program include:

- **Reducing Medication-Related Readmissions:** By providing pharmaceutical assistance during discharge planning, the program ensures patients have access to necessary medications to prevent readmissions.
- **Support During Critical Gaps:** Helping uninsured and underinsured patients access prescriptions during periods of financial strain or deductible phases.
- **Expanding Hospital and Emergency Department Access:** Providing immediate pharmaceutical assistance for patients in need.

## A PATH TOWARD BETTER HEALTH

Trinity Health’s Pharmacy Assistance Program is a cornerstone of its mission to serve those in need with dignity and compassion. By breaking down barriers to medication access, the program empowers individuals to take control of their health and reduces the ripple effects of untreated medical conditions in vulnerable populations.

As part of Trinity Health’s FY24-FY26 strategy, the program is expanding its reach across the state and refining its processes to better serve patients. These efforts include increasing outreach, streamlining enrollment, and deepening integration within the health care system.

Through the Pharmacy Assistance Program, Trinity Health demonstrates its commitment to equitable health care, honoring the dignity of every person and building healthier communities — one prescription at a time.



# INTEGRATING SOCIAL AND CLINICAL CARE



## Transportation Initiatives

### Transportation: Bridging Gaps for Health and Accessibility at Trinity Health Livingston

Transportation plays a crucial role in ensuring individuals can access medical care and essential social resources. Recognizing this need, Trinity Health Livingston partnered with Livingston Essential Transportation Service (LETS) to create solutions that eliminate transportation barriers and improve health outcomes for the community.

**In FY24, Trinity Health Livingston provided \$40,000 in matching funds through the Livingston Healthcare System Collaborative, which unlocked an impressive \$600,000 in federal and state resources for LETS. This funding enabled the continuation and expansion of transportation services designed to meet medical and social needs.**

LETS reported 13,501 medical stops in FY24, ensuring patients could reliably access health care appointments. Additionally, Trinity Health Livingston contributed an extra \$21,216 to fund a dedicated wheelchair-accessible van, enabling LETS to provide 4,366 Trinity stops for individuals with mobility challenges.

To continually improve services, LETS conducts a bi-annual system-wide survey in partnership with Michigan State University and MDOT. The latest survey revealed high satisfaction among riders, with top marks for timeliness, seat availability, posted information accuracy, safety, cost, and customer service. Riders shared positive feedback, calling LETS “a good transit” and highlighting its impact: “It helps me so much.”

Through innovative partnerships and dedicated funding, Trinity Health Livingston is helping bridge transportation gaps, making health care and social support accessible to all. These efforts underscore our commitment to addressing social determinants of health and creating a healthier, more equitable community.



# INTEGRATING SOCIAL AND CLINICAL CARE



## Enhancing Regional Connectivity: Chelsea Hospital's Commitment to Transportation

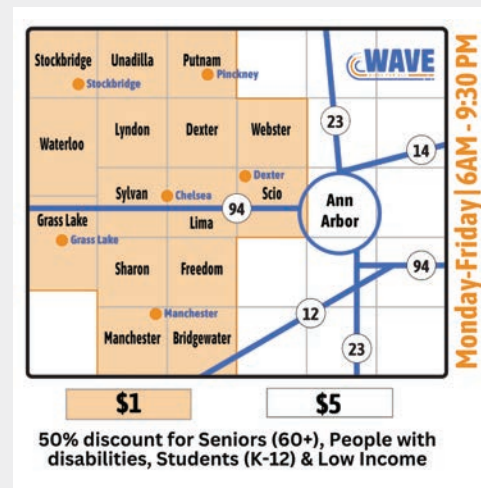
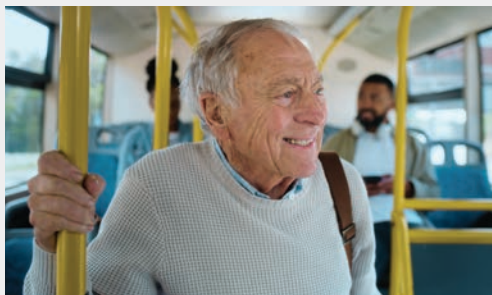
Chelsea Hospital continues to address critical transportation barriers by supporting the Western-Washtenaw Area Value Express (WAVE) bus service. This vital program connects rural communities, including Stockbridge, Manchester, Chelsea, and recently expanded to serve Grass Lake. WAVE is now the sole public transportation provider bridging county lines to Chelsea, allowing residents to access additional routes to Dexter, Ann Arbor, and beyond.

The impact of WAVE's services has been significant, with a 30% increase in ridership over the past year. In 2023 alone, WAVE provided nearly 20,000 rides, covering more than 300,000 miles in the Chelsea and Dexter areas. These numbers highlight the growing reliance on the service as a lifeline for individuals needing transportation for medical appointments, work, and essential errands.

**Affordability remains a cornerstone of the program, with fares ranging from \$0.50 to \$2.50, and free or reduced-cost rides available for older adults, individuals with disabilities, youth, and low-income residents.**

The recent expansion into Grass Lake has been transformative, providing residents in rural areas access to critical services and connections to larger transit networks. The success of this expansion was celebrated with a ribbon-cutting ceremony, emphasizing the program's role in improving mobility and regional integration.

Looking ahead, WAVE is focused on enhancing its services. Plans include the introduction of up to seven electric buses, which will not only increase capacity but also reduce environmental impact. Additionally, a next-generation app will soon allow riders to make reservations, track their trips, and pay digitally, streamlining the transportation experience.



Chelsea Hospital's partnership with WAVE exemplifies its commitment to improving community health and well-being by eliminating transportation barriers. By fostering greater connectivity and accessibility, the hospital ensures that residents across rural communities can reach essential services and opportunities, creating a stronger and healthier region.



# INVESTING IN OUR COMMUNITIES

## Community Health Needs Assessment

In FY24, Trinity Health Michigan conducted comprehensive Community Health Needs Assessments (CHNAs) to identify the key health issues impacting our communities. A CHNA is a systematic process conducted every three years to identify key health needs through in-depth data collection and analysis, guiding hospitals in developing focused strategies to address these challenges. This effort is a cornerstone of our commitment to community health, providing a foundation for comprehensive care in each region we serve.

The CHNA process also includes the development of implementation strategies, which outline targeted actions to address the prioritized health needs identified. These strategies are developed in collaboration with local partners, public health departments, and community organizations, ensuring a coordinated, community-centered approach. Implementation strategies encompass a range of interventions, from expanding mental health and behavioral health resources to addressing housing instability, food insecurity, and access to medical care.

Our FY24 CHNAs identified the following priority health areas across our hospitals:

- **Chelsea Hospital:** Mental health, access to services and resources, and housing
- **Trinity Health Ann Arbor:** Mental health, access to services and resources (maternal and infant health, food access), and housing
- **Trinity Health Grand Haven:** Mental health, access to health care, and substance misuse
- **Trinity Health Grand Rapids:** Housing, access to medical care, and health insurance
- **Trinity Health Livingston:** Mental health, food and nutrition security, access to services (transportation)
- **Trinity Health Livonia:** Mental health, chronic disease (diabetes, obesity, hypertension), and access to resources (housing and nutrition security)
- **Trinity Health Muskegon:** Housing and homelessness; childcare; and access to health and affordable food
- **Trinity Health Oakland:** Behavioral health, access to resources (resource navigation, specialty providers), and housing
- **Trinity Health Shelby:** Housing, childcare, and health insurance coverage

# INVESTING IN OUR COMMUNITIES

**These assessments and implementation strategies drive our commitment to creating impactful solutions, such as expanding behavioral health services, enhancing food and nutrition security programs, and providing support for housing needs.**

By integrating social care into clinical settings and focusing on social determinants of health, we promote health equity across Michigan. Through the CHNA process and our dedicated implementation strategies, Trinity Health Michigan continues to meet the evolving needs of our communities, building a healthier future for all.

These initiatives underscore our commitment to addressing the root causes of housing insecurity while fostering a healthier, more stable community. By leveraging partnerships and resources, Trinity Health continues to make a meaningful impact on the lives of individuals and families in need.



# INVESTING IN OUR COMMUNITIES

## Community Grants & Collaborations Addressing Priority Needs

As part of demonstrating our Community Impact, Trinity Health Michigan annually commits grant funding and in-kind support to community-based organizations to accelerate community health improvements, especially toward community-based initiatives that address the prioritized needs in the CHNA implementation strategies.

In fiscal year 2024, Trinity Health Michigan invested more than \$6M and partnered with more than 120 organizations supporting the following needs:

- **Chelsea Hospital** invested more than \$2M during FY24. Some of the programs included: Behavior Health Services Navigator, Project SUCCESS and SRSly coalitions.
- **Trinity Health Ann Arbor** invested nearly \$2.5M during FY24. Some of the programs included: Alpha House, Dress for Success, Michigan Community Health Worker Alliance and Washtenaw Housing Alliance.
- **Trinity Health Grand Rapids** provided Community Impact Grants totaling nearly \$250,000 to community-based organizations. Some of the organizations included: Heartside Gleaning, Hispanic Center of Western Michigan and Community Food Club.
- **Trinity Health Livingston** invested more than \$350,000 during FY24. Some of the programs included: Gleaners Community Food Bank, Livingston County Community Alliance: Drug Free Communities, Livingston Diversity Council and Livingston Essential Transportation Service (LETS).
- **Trinity Health Livonia** invested more than \$550,000 during FY24. Some of the programs included: Diabetes Prevention Program, Healthy Livonia Coalition, Suicide Prevention Coalition and Westland Farmer's Market Power of Produce.
- **Trinity Health Muskegon** invested more than \$225,000 during FY24. Some of the community-based organizations included: Access Health, Migrant Legal Aid and Pioneer Resources.
- **Trinity Health Oakland** invested more than \$500,000 into local organizations to support the community. Some organizations included: Freedom Road Transportation, HOPE Recuperative Center and the Sanctum House.

## HEARTSIDE GLEANING GRANT IMPACT



- **Provided 100 families** with 20 pounds of fresh produce every other week
- **20% increase** in participant use of SNAP (Supplemental Nutrition Assistance Program)
- **85% increase** in participant knowledge of cooking with a new produce
- **83% of participants** decreased their worry about meeting monthly food expenses

# INVESTING IN OUR COMMUNITIES

## Housing: A Foundation for Community Stability at Trinity Health Ann Arbor

At Trinity Health, we understand that housing is a critical determinant of health and well-being. In partnership with the community, we made it a priority to address housing insecurity and provide support to vulnerable populations.

One of our flagship efforts is the Washtenaw Housing Alliance, a coalition we founded and continue to support. This collaborative network unites organizations across the region to tackle housing challenges and create sustainable solutions for those most in need.



In addition, Trinity Health Ann Arbor established the Sister Yvonne Gellise Fund for Permanent Supportive Housing Services. This fund was created to provide enduring, systemic solutions to homelessness in Washtenaw County. Its focus is on building and sustaining an infrastructure of permanent supportive housing services, ensuring long-term housing stability for the most vulnerable members of our community. By partnering with federal, county, and local organizations, the endowment fund seeks to create a lasting impact in addressing homelessness and enhancing the well-being of those in need.

These initiatives underscore our commitment to addressing the root causes of housing insecurity while fostering a healthier, more stable community. By leveraging partnerships and resources, Trinity Health continues to make a meaningful impact on the lives of individuals and families in need.

In addition to clinical services, we offer free or heavily subsidized rent to local community-based organizations that provide essential housing-related services. For example:

- **HouseN2Home:** This volunteer-driven organization helps individuals transitioning from homeless shelters to rental housing by providing furnishings and household essentials. We provide 42,458 square feet of space to HouseN2Home at an annual rent of just \$1, with a fair market value of \$424,580.
- **Alpha House:** A vital resource for at-risk families and those experiencing homelessness, Alpha House receives 13,400 square feet of space at an annual rent of \$1, with a fair market value of \$266,239.



# INVESTING IN OUR COMMUNITIES

## Transforming Communities Initiative: Building a Healthier Pontiac

The Transforming Communities Initiative (TCI) in Oakland County is a collaborative effort to address key social determinants of health and foster sustainable change in Pontiac. Guided by insights from the 2021 Trinity Health Oakland Community Health Needs Assessment, TCI focuses on addressing community priorities such as behavioral health, food security, access to care, maternal health, and chronic disease management.

At the heart of the initiative is the TCI Advisory Group (TAG), a team of engaged community members and leaders committed to driving change. TAG prioritizes community trust and transparency, employing an approach that emphasizes strengths and opportunities rather than deficits. Through a root cause analysis, TAG has identified actionable strategies to address systemic challenges and is working to develop solutions informed by data and community input.

In FY24, TCI took a significant step forward with the creation of a Community Action Plan (CAP). This plan, guided by TAG and implemented in collaboration with partners such as OLHSA (Oakland Livingston Human Service Agency), outlines detailed goals, activities, timelines, and outcomes to improve health and well-being in Pontiac. Central to the CAP is a logic model that ensures efforts are sustainable, equitable, and aligned with local resources.

**Looking ahead, TCI's evaluation framework, designed with direct community involvement, will track progress and ensure accountability. The initiative also emphasizes leadership development among Pontiac residents, fostering the next generation of advocates equipped to sustain long-term community transformation.**

Through TCI, Trinity Health Oakland reaffirms its commitment to empowering neighborhoods, addressing health inequities, and building a brighter, healthier future for Pontiac.



### **TCI Farm Tour at Trinity Health Oakland**

*Pictured left to right: Elizabeth Crenshaw, TCI coalition member; Katelyn Smoger, Farm Manager; Autumn Butler, TCI coalition community organizer; Thomas Lawrence, TCI coalition member; and David Bowman, Trinity Health Oakland Community Health & Well-Being director*



# INVESTING IN OUR COMMUNITIES

## Advancing Maternal Health Equity: Doula Initiative at Trinity Health Muskegon

Trinity Health Muskegon is taking significant steps to address disparities in maternal health outcomes through its How You Birth Doula Program, an innovative initiative aimed at supporting low-income and underserved pregnant women, many of whom are Medicaid-eligible. Launched in 2022, the program provides evidence-based doula training and services to improve birth outcomes and promote health equity in Muskegon and Oceana counties, where prenatal care and birth disparities remain pressing issues.

### The Role of Doula Support

Doula care is a safe, cost-effective intervention shown to positively impact social determinants of health, reduce health disparities, and support birth equity. Doulas are trained companions who assist during pregnancy, labor, birth, and postpartum. They empower women to create birthing plans, provide emotional and physical support, and advocate for both mother and baby. Although they are not medical professionals, their compassionate care complements clinical services to improve maternal and neonatal outcomes.

### Addressing Local Needs

In Muskegon County, 41.1% of women receive less than adequate prenatal care, while 10% of babies are born with low birth weight. Similar disparities exist in Oceana County. The How You Birth Doula Program directly addresses these inequities by focusing on women and babies in these underserved populations.

### Program Highlights and Impact

Since its inception, the program has achieved several milestones:

- **Doula Training and Support:** Trinity Health Muskegon provided \$10,000 through the Community Impact Grant's Sister Simone funding to train 11 women as doulas through Doulas of North America.
- **Expanded Capacity:** In 2023, the program received \$200,000 from the Michigan Health Endowment Fund and \$25,000 from Trinity Health's Community Benefit Board Initiative to expand administrative capacity and support ongoing training.
- **Enhanced Reach:** Efforts are underway to add a full-time doula and expand services to Spanish-speaking populations. Plans include training doulas in grief support and addressing substance use disorders.
- **Policy Advocacy:** The program is actively involved in Medicaid reimbursement advocacy, enabling doulas to access sustainable funding streams.



*Trinity Health Community Health Worker (CHW) Team meets to discuss the How You Birth Doula program. (L-R: Lead CHW Liz Chala Hildago, C-CHW; Timesha Shepherd, C-CHW; and Laresa Burt, C-CHW)*

# INVESTING IN OUR COMMUNITIES

## Collaboration and Community Engagement

This initiative is made possible through partnerships with organizations such as Access Health, Hackley Community Care, Muskegon Health Disparities Coalition, and Public Health Muskegon County. These collaborations foster a comprehensive approach to addressing maternal health disparities and support the program's long-term sustainability.

By providing culturally competent and compassionate care, the How You Birth Doula Program exemplifies Trinity Health Muskegon's commitment to advancing health equity and ensuring that every mother and baby in the community has the opportunity for a healthy start.

### SUPPORTING THOSE WHO SERVED: A Veteran's Journey to Stability at Chelsea Hospital

When Autumn Orta, a community health worker at Chelsea Hospital, received a referral from an Ann Arbor Veteran Affairs HUD-VASH case manager, she immediately recognized the urgency of the situation. The veteran, a Flint resident, husband, and father of two, was commuting to Ann Arbor weekly for oncology treatments. Although both he and his wife worked full-time and usually managed their household expenses, his reduced work hours due to treatments left them struggling financially.

To make ends meet, the veteran began taking on extra weekend shifts, but his case manager grew concerned about the impact on his health. The physical toll of his treatments, combined with additional work hours, had already led to fainting spells during shifts. Recognizing the need for immediate assistance, the case manager referred him to Autumn and the Michigan Veterans Homeless Prevention Grant program.

Through the grant, Autumn worked with the veteran and his case manager to provide \$5,000 in financial assistance. This support covered his mortgage, car payment, utility bills, and provided a food gift card, ensuring the veteran could rest on weekends and focus on recovery without the added stress of financial instability.

This is just one of the many success stories made possible by the Michigan Veterans Homeless Prevention Grant, which has provided critical support to 57 veterans to date.



*With more than 11 years of experience as a community health worker at Chelsea Hospital, **Autumn Orta** serves Chelsea, Stockbridge, Manchester, Dexter, Grass Lake, and the surrounding areas. A trusted member of her community, she has an in-depth understanding of local resources and specializes in partnering with clients to identify their needs and connect them to essential services.*

*Recently, Autumn successfully managed a \$150,000 Michigan Veterans Homeless Prevention Grant, providing life-changing assistance to veterans and their families. With more than 21 years of health care experience, Autumn is passionate about improving health outcomes in her community and remains dedicated to supporting those in need, especially those who have served our country.*

*Through her efforts, Autumn exemplifies Chelsea Hospital's mission to create healthier communities and ensure that no veteran faces challenges alone.*

# INVESTING IN OUR COMMUNITIES

## Support Your Local Community Health & Well-Being Fund

Not all communities have equal opportunities to be healthy, or the same needs. That's where Trinity Health Michigan steps in and steps up. We do what is necessary to promote good health for everyone.

Community Health & Well-Being teams listen, partner, and make it easy to identify and meet patients' health-related social needs, and collaborate with local organizations to address community needs and demonstrate community impact.

When you donate to the Community Health & Well-Being Fund, you are directly supporting services to patients experiencing poverty and other vulnerabilities and investments in communities to improve community conditions such as housing, food access, behavioral health, mental health and substance use disorders.

### To make a donation, visit:

- [Southeast Michigan](#)
- [Grand Rapids: Saint Mary's Foundation](#)
- [Lakeshore: Muskegon, Shelby, Grand Haven](#)

## Testimonials: Michigan Veterans Homeless Prevention Grant

Veterans who have benefited from the grant have shared their heartfelt gratitude for the program:

*"I am so deeply grateful for all you have done ... for all you do for veterans. For me, it was totally unimaginable that one could be shown so much love, care, and support. Your help extends life!"*

*"Thank you both so very much for everything you have done. This means so much to our family. We are very grateful!"*

*"I cannot find the words to express my gratitude, appreciation, and humbleness at the grace and blessings I have received. I'm hopeful this big step will help get me back to work and back on track to never be homeless again."*

# INVESTING IN OUR COMMUNITIES



## Acknowledging Our Team: The Heart of Community Health & Well-Being at Trinity Health Michigan

The incredible work highlighted in this report would not be possible without the dedication, compassion, and expertise of the Community Health and Well-Being (CHWB) team at Trinity Health Michigan. Across our ministries, these committed professionals work tirelessly to address social determinants of health, improve health outcomes, and create meaningful change in the communities we serve.

This section is dedicated to celebrating and recognizing the remarkable individuals who make up our CHWB team. Their diverse roles and shared passion for service are the foundation of our success and the reason behind the transformative impact we achieve together.

Below is a complete list of our team members, organized by ministry, to honor their contributions and acknowledge the vital role each person plays in advancing our mission.

### Trinity Health Michigan (Statewide)

Chiquita Berg  
Janna Netterfield  
Kimberly Snowdon  
Rachel Mathia  
Ron Rademacher  
Tonia Latsch

### Trinity Health Food is Medicine Regional

Katelyn Smoger

### Ann Arbor

Alison Shores  
Eric Kampe  
Jae Gerhart  
Laura Meisler  
Loren Sanders

### Oakland

Chelsea Skonieczny  
Maureen MacLean  
Tyler Farley

### Muskegon

Kaitlin Hermanson  
Savannah  
Cunningham  
Sydney McCann  
Timothy Reed

### Chelsea Hospital

Alexandra Velgos  
Angela Adiska  
Angie Walls  
Anna Webber  
Autumn Orta  
Caitlin Byars  
Chrissie Kremzier  
Christian Calaguas  
Emily Griswold  
Emily Stewart

Janine Staudinger

Kate Yocum  
Kathy Walz  
Kristen Chandler  
Lauren Herdrich  
Mary Wagner  
Melissa Goldstein  
Paige Lewandowski-  
Jones

Reiley Curran  
Sarah Wilczynski  
Sheri Montoye  
Sophia Speroff  
Ursula Anderson

### Trinity Health Ann Arbor/ Livingston

Amanda Borg  
Amy Bonner  
Angela Combs  
Ashley Hoegler

Danielle Smith  
Eleni Grams  
Kietric Jenkins  
Mallory Hughes  
Nicole Doucet  
Paige Lewandowski-  
Jones  
Riley McClendon  
Shekinah Singletery  
Tiffany Tomassi

### Trinity Health Grand Rapids

Aaron Estrada  
Achia Smith  
Adrian Munguia  
Alicia Martinez  
Angie Bernal  
Carmen Idziak  
Chioma Atueyi  
Cynthia Jaimes  
Erika Ortiz-  
Carmona

Jennifer Chaffer  
Jessica Gallardo  
Karla Montoya  
Kathryn Steiner  
Love Jordan  
Maria Asenjo-  
Flores  
Melinda "Mindy"  
Farrish  
Rachel "Ray"  
Whittington-Cole  
Rachiel Jok  
Shalonda Sales  
Shannon Radke  
Trang Nguyen  
Yecenia Merced-  
Rolon

### Trinity Health Livonia

Claire Hayes  
Deborah Miller  
Jill Moore

Jillian Ondreyka  
Laurie Gustafson  
Lois Sczomak  
Mary Niester  
Richard Carson

### Trinity Health Muskegon

Carla Hines  
Carla Rae Neading  
Catalina Burillo  
Chris Walsh  
David Alves  
De'Ondra  
Pentecost  
Edith Turner  
Jennifer LaChapelle  
Kaylie Reed  
Kiara Hamilton  
Laresa Burt  
LaToya Jemison  
Laura Fitzpatrick

Lenore  
Wieschowski  
Liliana Avalos  
Liz Chala-Hidalgo  
Michael Ramsey  
Michelle Gravlin  
Miguel Mesa  
Mimi Rankin  
Sarah McGuire  
Timeha Shepherd  
Tracy Host

### Trinity Health Oakland

David Bowman  
Lucia Ruiz  
Regina Gulley  
Theresa Krell

FISCAL YEAR 2024  
**Community Health  
& Well-Being  
Impact Report**

TRINITY HEALTH MICHIGAN

