

## Hallmark Health System - FY2017

### Community Benefits Mission Statement

Hallmark Health System (HHS) is committed to building and sustaining a strong, vibrant, and healthy community. Hallmark Health System dedicates appropriate resources to collaborations with community partners and the utilization of community members' input toward improving health services. Hallmark Health System pledges to act as a resource, and to work with the community during emergencies, improve access to care, identify, monitor, and address the unique health care needs within its core communities, and promote healthier lifestyles for residents through health education and prevention activities.

### Target Populations

Name of Target Population	Basis for Selection
Community members at risk for developing diabetes or with diabetes management issues.	Chronic Disease Management- Statewide Priority
Men, women, and children with weight management issues, with a special focus on obesity prevention for adults and children.	Chronic Disease Management and Prevention/Wellness Statewide Priorities
Families and patients coping with a variety of behavioral health issues and Substance Use Disorder (SUD) in our communities.	Vulnerable Population, Statewide Priority, and declared Public Health Crisis
Low to moderate income, unserved elderly in our communities, especially those living in the communities of Everett, Malden, Medford, Melrose, Reading, Saugus, Stoneham, and Wakefield.	Vulnerable population- Statewide Priority
Men and women needing bone and joint health awareness with a focus on injury prevention; specifically falls prevention, arthritis and osteoporosis prevention and detection, and prevention of sports injuries especially in youth.	Chronic Disease Management and Prevention/Wellness Statewide Priorities
The community-at-large to be prepared for emergencies, both local and more pervasive such as seasonal flu, accidents involving large numbers of victims, natural disasters, pandemic flu, or terrorist activities.	During emergencies all populations may be impacted and require support.
Residents impacted by tuberculosis, especially those residing in Everett, Malden and Medford.	Chronic Disease Management, Vulnerable Population, Statewide Priority
Uninsured and underinsured residents of our core communities and specifically the target populations identified. This includes the recruitment, education, and training of nurses, physicians, and other practitioners needed to care for the target populations.	Statewide Priority
Families with children/adolescents at risk due to poverty, isolation, language or cultural barriers, domestic violence, lack of skills to navigate the healthcare system, or those in need of developing parenting skills. Based on public health data, these efforts will focus especially on families in Burlington, Everett, Lynnfield, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield, Wilmington, Winchester, and Woburn.	Vulnerable Population- Statewide Priority
Community agencies and coalitions for capacity-building by strengthening connections with local groups and health care systems to avoid duplication of services and provide services to those most in need.	Connections to local health providers and community organizations ensure that community needs are met and that services are not duplicated.
Men, women and children experiencing violence and sexual assault.	Identified through health assessment data from 2016
Community members at risk for developing cancer, with a special focus on breast, uterine, cervical, skin, lung, and colorectal cancers.	Identified through health assessment data from 2016
Residents living with respiratory conditions, such as Chronic Obstructive Pulmonary Disease (COPD) or Asthma	Chronic Disease Management and Prevention/Wellness Statewide Priorities
Residents at risk for developing cardiovascular disease or those experiencing health issues due to undiagnosed or poorly understood cardiovascular risks including those at risk for developing Chronic Heart Failure (CHF) and for suffering a stroke.	Chronic Disease Management- Statewide Priority and identified through health assessment data in 2016
Community members with or at risk for behavioral health issues.	Identified through health assessment data from 2016.

### Publication of Target Populations

Marketing Collateral, Annual Report, Website, Other- Internal documents and Annual Community Benefits Report

### Hospital/HMO Web Page Publicizing Target Pop.

<http://www.hallmarkhealth.org/community-benefits/Target-Populations.html>

## **Key Accomplishments of Reporting Year**

### **Strengthened Hallmark Health as an Organization**

During FY 2017, Hallmark Health continued to advance strategies to assure overall excellence through improvement of key operational and quality milestones (including standards set forth by MAGNET, Baby Friendly, and other accreditation bodies). The system worked with long-term consulting group Kaufman/Hall and diligently designed and implemented strategies to reduce significant budget deficits and maximize revenue streams.

### **Joined a Tertiary Partner Affiliation**

On January 1, 2017, Hallmark Health became an equal one-third founding member of Wellforce, a collaboration of value-driven, academic and community health care providers in Massachusetts, comprised of ourselves, Circle Health in Lowell and Tufts Medical Center in Boston. This affiliation provides Hallmark Health a valuable opportunity to collaborate with our new partners to further reduce

health disparities and improve wellness in each organization's service area. The affiliation has increased access to resources to further these plans, fostered primary, behavioral and specialty care integration.

### **Maintained and Sought New State, Federal, and Private Funding**

Hallmark Health continued to demonstrate an ability to leverage external resources to support innovative community benefits programs and partnerships. Hallmark Health prepared and submitted successful grant applications for refunding the Women, Infants and Children (WIC) Nutrition Program, the Healthy Families Program, and the Massachusetts Home Visiting Initiative. New grant applications were prepared and submitted to the Eastern Bank Foundation, Community Health Network Area (CHNA) 15 2017-2018 Mini Grant Program, and The Children's Trust Parenting Education and Support Programs.

Two out of the three applications were funded. This grant writing success demonstrates Hallmark Health's ability to achieve targeted objectives, and serve as prudent stewards of external resources. Hallmark Health was asked to increase services by the Massachusetts Department of Early Education and Care to support a Coordinated Family and Community Engagement (CFCE) program in Malden to bring programs, services and activities to parents, caregivers and children.

### **Continued to Assess and Evaluate Community Needs**

In 2016, Hallmark Health completed the final year of its current three-year Community Benefits Implementation Plan. The plan's use was approved by the Board of Trustees to continue through January 31, 2017 when the new three-year Community Health Improvement Plan (CHIP) was completed and approved for 2017-2019. The health system again selected the Institute for Community Health as its lead research partner for both the Community Health Needs Assessment (CHNA) and the CHIP. These documents may be found at <https://www.hallmarkhealth.org/Community-Benefits/Community-Health-Needs-Assessment.html>.

### **Increased Services and Support to Vulnerable Populations**

The Woburn WIC site Pop-Up Store was established this past year to bring the same services the Mother's Helping Mother's Closet in Malden offers out to the satellite Woburn office which is locally not as close to as many resources of this kind. It is a way to give families free baby clothes and supplies and connect them to the Malden Closet. The Community Services Department took a greater stance in

the effort to decrease food insecurity by joining: the Medford Food Insecurity Task Force, a group that is working to create the first ever food plan for the city, with the goal of better understanding and reducing food insecurity, food deserts and financial, spacial and other barriers that make it difficult for some residents to access healthy, affordable food; the Greater Boston Food Bank Food Security Task Force which aims to bridge the connection between hunger and health, while also forging partnerships with community health centers to address food insecurity; and the Medford Summer Fun Food Program to support the distribution of healthy and fresh foods to families of the summer program and provide information for resources and programs. The Children's Trust Parenting Education and Support Program Enhanced Creative Coping expanded from two sessions to three sessions and increased the service area to bring resources to other communities in need.

### **Received recognition**

In May 2017 Jackson Healthcare presented the Mobile Food Market with the Program of Excellence Award as part of their 2016 Hospital Charitable Service Awards. The program was chosen among the country's top 10 hospital-sponsored programs that positively impact local communities. In collaboration with the Greater Boston Food Bank, and the Malden Zonta organization, the market reaches approximately 400 households each month and has distributed more than 1 million pounds of nutritious food since it launched in 2012. Collaborative Outreach and Adaptable Care (COACHH) at Hallmark Health was recognized locally and nationally as a model program for providing care to individuals with substance use disorders. The program was featured regionally on Boston 25 News and in national news by the American Hospital Association. The Cardiovascular Center at Melrose-Wakefield Hospital was recognized by WEEI Red Sox Radio Network at Fenway Park for its service to the community through CPR training at local high schools. In 2017, 300 students were trained lifesaving CPR techniques and equipped with a CPR training kit to teach their families. The Children's Trust awarded the Healthy Families/MA Home Visiting Initiative at

Hallmark Health with the Reflective Supervision Award for 2017. The program was recognized for demonstrating best or promising practices in reflective supervision, supervision documentation, and creative ways to support the supervision process as well as for contributing to additional statewide supervision-related efforts and initiatives. Additionally, a Healthy Families home visitor was nominated for the Resiliency and Excellence in Service Award for her dedication and excellence in coaching. She encourages parents and families and helps them achieve successes they never thought possible. Her resiliency in facing challenges, positivity, leadership, courage and strength inspires others. The Lifeline Program Manager was awarded a plaque for her commitment to excellence by Philips Lifeline. During the past year, the Lifeline program has had an unprecedented growth rate of more than nine percent.

### **Plans for Next Reporting Year**

#### **Strengthen Hallmark Health as an Organization**

In FY 2018, Hallmark Health plans to work closely with members of the Wellforce organization to further strengthen the health system's capacity and financial performance. Wellforce has engaged Navigant Consulting to support this important work. These efforts will continue to focus on improving quality and safety through the clinician and the patient experience and include expanding the education and training offered by the system's Diversity Committee. In 2018, Hallmark Health is partnering with Shields Health Care Group to file plans with the Massachusetts Health Policy Commission for a proposed new ambulatory surgery center (ASC) at the Lawrence Memorial Hospital campus. The proposed ASC project is a major step in support of our vision to continue a robust health care presence in Medford by bringing the kinds of services patients need now and in the future; including our growing clinical collaboration with Tufts Medical Center physicians in the community.

#### **Maintain and Seek New State, Federal, and Private Funding**

The ASC project will allow Hallmark Health to apply for Determination of Needs (DoN) funding that will bring additional resources to the community in alignment with our mission. State and federally funded grant opportunities supporting priority health areas or concerns will be evaluated on a case-by-case basis and applications prepared and submitted accordingly.

#### **Continue to Assess and Evaluate Community Needs**

In FY 2018, the 2017-2019 CHIP will serve as the blueprint for the health programs provided in the community by the health system and be evaluated and updated as needed.

## **Community Benefits Process**

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### **Select Community Benefits Process**

#### **Community Benefits Leadership/Team**

At the close of the FY 2017 reporting period, the Hallmark Health System Community Benefits Advisory Council consisted of the following hospital members: a Trustee representing the hospital's Board of Trustees; the Executive Vice President and Chief Legal Officer; the System Vice President of Home Care and Community Programs (Chair of the Community Benefits Advisory Council); the Chief Marketing Officer; the System Director, Hematology/Oncology; the Controller; the Director, Community Services; the Manager, Case Management; the Manager, Central Scheduling, Insurance Coordination & Interpreter Services; Director of Clinical Services, Hallmark Health VNA & Hospice; and the Manager, Community Benefits & Operations. Hallmark Health physician representatives to the Council include a HHS Family Medicine physician and a HHS OB/GYN. The council also includes five community representatives- local residents and leaders of community-based organizations reflect the diverse populations served by Community Benefits programs. The Council continues to serve as the functional program development committee for the Community Benefits Health Improvement Plan, defining the hospital's efforts based on identified and assessed health needs in the community, and refining the Improvement Plan to respond to urgent or emerging needs. The Council formally recommends the plan to the Board Governance Committee for review prior to its ratification by the full Board of Trustees, and assesses impact and measurement of goals and activities prior to this data being reported to mandated state and federal entities.

#### **Community Benefits Team Meetings**

The Community Benefits Advisory Council met in person six times in FY 2017. Meetings were held on October 20, December 22, 2016, February 16, April 20, June 15, and August 17, 2017. Between meetings, the group communicated and shared documents via email and telephone as needed.

#### **Community Partners**

Action for Boston Community Development (ABCD)

American Cancer Society  
Asian American Civic Association  
American Diabetes Association  
American Heart Association  
American Lung Association  
American Red Cross  
Baby Café USA  
Baby Friendly America  
Boys and Girls Clubs of Middlesex County  
Bread of Life  
Burbank YMCA of Reading  
Cambridge Health Alliance  
Catholic Charities  
Children's Trust of Massachusetts  
Chinese Culture Connection  
Community Health Network Area 15 & 16  
Community Family Human Services, Inc.  
Community Servings, Inc.  
Cross Cultural Communications, Inc.  
Customized Communication, Inc.  
East Boston Neighborhood Health Center  
Elder Services of the North Shore  
Elder Services of Merrimack Valley  
Eliot Community Human Services  
EMARC  
Everett CFCE Grant Program  
Families First  
Friends of Middlesex Fells Reservation  
Friends of Oak Grove  
The Greater Boston Food Bank  
Greater Lynn Senior Services  
Hallmark Health VNA and Hospice  
Hallmark Health Medical Associates  
Health Care for All  
Health Care Without Harm  
Housing Families, Inc.  
Mystic Valley Elder Services  
Immigrant Learning Center of Malden  
Institute for Community Health (ICH)  
Jewish Family and Children's Services  
Joint Committee for Children's Health Care in Everett (JCCHCE)  
Local Arts Councils  
Local Boards of Health  
Local Chambers of Commerce  
Local Civic Groups (Rotary, Kiwanis)  
Local Councils on Aging  
Local Early Intervention (EI) Programs  
Local Faith-Based Organizations  
Malden Early Learning Center (CFCE)  
Malden Homelessness Task Force  
Malden YMCA  
Malden's Promise Coalition  
Massachusetts Department of Children & Families (DCF)  
Massachusetts Department of Conservation and Recreation (DCR)  
Massachusetts Department of Early Education & Care (EEC)  
Massachusetts Department of Public Health (DPH)  
Massachusetts Department of Transitional Assistance (DTA)  
MA Executive Office of Elder Affairs  
MA Health Policy Commission  
Massachusetts Hospital Association  
Mass in Motion (Everett. Malden. Medford. Melrose/Wakefield)

Medford Family Network (CFCE)  
Medford Health Matters  
Medford Substance Abuse Task Force  
Melrose Alliance Against Violence  
Melrose Birth to Five  
Melrose Community Coalition  
Melrose Human Rights Commission  
Melrose Family YMCA  
Melrose Substance Abuse Prevention Coalition  
Middlesex County District Attorney  
Mystic Valley Public Health Coalition  
Massachusetts Opioid Abuse Prevention Collaborative (MOAPC)  
Mystic Valley Tobacco & Alcohol Program (MVTAP)  
Substance Abuse Prevention Collaborative (SAPC)  
North Shore Elder Services  
Northeastern University  
Oak Grove Improvement Organization  
Philips Lifeline  
Portal to Hope  
Reading Coalition Against Substance Abuse (RCASA)  
Reading Response  
Regional EMS Providers  
Regis College  
RESPOND, Inc.  
The Salvation Army  
The Sharewood Project  
Somerville Cambridge Elder Services  
South Bay Mental Health Center  
Stoneham Alliance Against Violence  
Stoneham Theatre  
Tailored for Success  
Tri-City Homelessness Task Force  
Tri-City Hunger Network  
Tufts Medical Center  
Tufts University  
WAKE-UP: Wakefield Unified Prevention  
Wakefield Alliance Against Violence  
West Medford Community Center  
Winchester Hospital/Lahey Health  
YouthHarbors @ JRI  
YWCA of Malden  
Zonta Clubs of Malden and Medford  
Zoo New England-Stone Zoo

## **Community Health Needs Assessment**

### **Date Last Assessment Completed and Current Status**

Hallmark Health System completed its latest formalized Community Health Needs Assessment (CHNA) in September 2016. The CHNA serves as the blueprint for the hospital's multi-year Community Health Improvement Plan (2017-2019). The CHNA development process included a review of secondary data from local, state, foundation, federal and socio-economic data, and primary data from key stakeholders, system leaders who work in the community, and three focus groups. In addition to the CHNA, Hallmark Health completes annual Comprehensive Language Needs Assessments for the Massachusetts Department of Public Health, reviewing admission statistics on language, race and ethnicity. These processes were supported by the hospital's Community Teams and the HHS Patient/Family Advisory Council (PFAC) who provided additional feedback on the health assessment and emerging health needs. Hallmark Health continues to participate in social and community health groups, multiple community coalitions, two Community Health Network Areas, and shares feedback from all of these stakeholders across the nine departments comprising the Community Services division.

## Consultants/Other Organizations

The Institute for Community Health (ICH), 350 Main Street, Malden, MA 02148, partnered with HHS to complete the 2016 Needs Assessment. Hallmark Health and ICH continue to review and collaborate on emerging data and future health assessment efforts. ICH also supported the HHS Community Benefits Council in developing the 2017-2019 Community Health Improvement Plan (CHIP) which was unanimously approved by the Board of Trustees in January 2017. The 2014-2016 Plan was in effect until January 31, 2017. In addition to ICH, Caron Lanouette, of Community Benefits Consulting LLC of 18 Woodmont Road, West Hartford, CT 06117 provided consulting support when needed.

## Data Sources

Community Focus Groups, Hospital, Consumer Group, Interviews, MassCHIP, Public Health Personnel, Surveys, CHNA, Other - Community Teams and the HHS Patient Family Advisory Council

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## Select Community Benefits Programs

### Patient Financial Navigators

**Brief Description or Objective** Patient Financial Navigators screen uninsured and underinsured individuals and provide case management to newly enrolled Mass Health recipients. Financial Counselors also assist patients with the re-determination process and provide support with billing issues and enrolling in other support and community services such as SNAP. The Hallmark Health program provides a full spectrum of Certified Application Counselor (CAC) services both at HHS sites and at locations in the community through a variety of programs and events, and all three Navigators have completed the required trainings to support the CAC program. Assisting vulnerable individuals to access insurance and other supportive services helps them to better address health disparities and is consistent with reform goals around universal health coverage.

**Program Type** Health Coverage Subsidies or Enrollment, Outreach to Underserved

**Target Population**

- **Regions Served:** County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield
- **Health Indicator:** Access to Health Care, Other: Uninsured/Underinsured
- **Sex:** All
- **Age Group:** Adult, Adult-Elder, Adult-Young, All Adults
- **Ethnic Group:** All
- **Language:** All , English , Spanish

### Goals

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

Goal Description	Goal Status
Provide referrals to public assistance programs such as fuel assistance, WIC, SNAP and others.	Ongoing.
Enroll and re-enroll residents in the state health plans.	In FY 17 financial counselors recorded a total of 5632 encounters. This number reflects a mix of encounters for completing applications and counseling that encompasses the broad categories of patient advocacy, billing issues, accessing medical care and procuring other services.
Attend outreach activities to improve community awareness	Community Service and Navigators attended 15 events

about these services. in 2017.

## Partners

### Partner

Partner Name, Description	Partner Web Address
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Neighborhood Health	<a href="http://nhp.org/Pages/home.aspx">http://nhp.org/Pages/home.aspx</a>
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Boston Medical Center Health Net	<a href="http://bmchp.org/pages/home.aspx">http://bmchp.org/pages/home.aspx</a>
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Greater Boston Food Bank	<a href="http://www.gbfb.org/">http://www.gbfb.org/</a>
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MassHealth	<a href="http://www.mass.gov/eohhs/gov/departments/masshealth/">http://www.mass.gov/eohhs/gov/departments/masshealth/</a>
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Medicare	<a href="http://www.medicare.gov/">http://www.medicare.gov/</a>
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The Joint Committee for Children's Health Care in Everett (JCCHCE)	<a href="http://jcchce.org/">http://jcchce.org/</a>
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Massachusetts Department of Transitional Assistance (DTA)	<a href="http://www.mass.gov/eohhs/gov/departments/dta/">http://www.mass.gov/eohhs/gov/departments/dta/</a>
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### Contact Information

Aminda Monteagudo, Patient Financial Services, Hallmark Health System, Phone: 781-306-6203, [AMonteagudo@hallmarkhealth.org](mailto:AMonteagudo@hallmarkhealth.org)

### Detailed Description

[Download/View Attachment](#)(1128.65 KB)

File Name: #1 Financial Assistance.pdf

### Domestic Violence Education and Support in the community.

#### Brief Description or Objective

Domestic Violence and Intimate Partner Violence Prevention & Education are key initiatives for Hallmark Health System. The system works closely with local community prevention agencies and coalitions, including the Melrose, Stoneham, and Wakefield Alliances Against Violence (MAAV, SAAV, and WAAV), and serves as a convener of agencies and providers to build awareness of services and resources available to serve a range of vulnerable populations around this issue.

#### Program Type

Community Education,Community Participation/Capacity Building Initiative,Outreach to Underserved,Prevention,Support Group

#### Target Population

- **Regions Served:** County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield
- **Health Indicator:** Injury and Violence, Mental Health, Other: Alcohol and Substance Abuse, Other: Domestic Violence, Other: Public Safety, Other: Rape, Other: Safety, Other: Stress Management, Substance Abuse
- **Sex:** All
- **Age Group:** Adult, Adult-Elder, Adult-Young, Child-Preteen, Child-Teen
- **Ethnic Group:** All
- **Language:** All

#### Goals

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

#### Goal Description

#### Goal Status

Provide support for local domestic violence efforts.	Ongoing.
Provide space free of charge for an ongoing weekly Intimate Partner support group, facilitated by MAAV. The open group meets on Monday evenings at Melrose-Wakefield Hospital.	The group met 35 times in FY17 and served 22 individuals.
Provide hospital clinicians and staff to serve on local Intimate Partner Violence Prevention Coalitions.	Six hospital leaders and staff provided more than 250 hours of direct service as Board members and group members of Melrose Alliance Against Violence (MAAV), Stoneham Alliance Against Violence (SAAV), Wakefield Alliance Against Violence (WAAV), and Portal to Hope.

**Partners**

**Partner Name, Description**

**Partner Web Address**

Local Police Departments

Melrose Alliance Against Violence (MAAV) <http://www.maaav.org>

Wakefield Alliance Against Violence (WAAV) <http://www.waavonline.org>

Stoneham Alliance Against Violence (SAAV) <http://saavma.wordpress.com>

Portal to Hope <http://www.portaltohope.org>

Victim Witness Services Bureau-Office of Middlesex District Attorney's Office <http://www.middlesexda.com/>

MA Department of Children and Families <http://www.mass.gov/eohhs/gov/departments/DCF>

Mystic <http://www.mves.org>

valley elder

Services

Somerville <http://www.eldercare.org>

Cambridge

Elder

Services

RESPOND, <http://www.respondinc.org>

Inc

**Contact Information** Susan Appleyard, LICSW, Manager, Case Management, Hallmark Health System, 585 Lebanon Street, Melrose, MA 02176, Phone: 781-979-3439, [sappleyard@hallmarkhealth.org](mailto:sappleyard@hallmarkhealth.org)

**Detailed Description** [Download/View Attachment](#)(1118.39 KB)  
File Name: #2 Domestic Violence.pdf

#### In-kind space for Portal to Hope (Domestic Violence Program)

**Brief Description or Objective** Portal to Hope (PTH) is a non-profit agency dedicated to supporting victims of domestic violence, sexual assault, and stalking, as well as advocating for legislative changes to support these victims. Services include Crisis Intervention and 3-day Emergency Shelter; transportation assistance; Legal Aid and victim advocacy in the courts; Job and Housing Search and Application Assistance; Violence Against Women Act-based Immigration Assistance; Youth Programs; and other advocacy. PTH also facilitates support groups and public forums for businesses, high schools, colleges, religious organizations, medical facilities and to the public. Hallmark Health has provided office and IT/telephone support free of charge for more than 10 years, first at Lawrence Memorial Hospital, and since 2011, at the Malden Family Health Center building. Providing space enables Portal to Hope to both work with vulnerable individuals and families directly impacted by intimate partner violence, and outreach to individuals with active 209A Abuse Prevention Orders.

**Program Type** Community Education,Community Participation/Capacity Building Initiative,Direct Services,Outreach to Underserved,Prevention

**Target Population**

- **Regions Served:** County-Middlesex, Everett, Lynn, Malden, Medford, Winthrop
- **Health Indicator:** Injury and Violence, Mental Health, Other: Alcohol and Substance Abuse, Other: Domestic Violence, Other: Homelessness, Other: Public Safety, Other: Safety, Substance Abuse
- **Sex:** All
- **Age Group:** All Adults, All Children, Child-Infant
- **Ethnic Group:** All
- **Language:** All

#### Goals

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
Provide in-kind space to this agency serving the needs of a vulnerable population.	Ongoing. PTH served 916 people impacted by domestic violence crime during FY17.

#### Partners

Partner Name, Description	Partner Web Address
Local Police Departments	
Middlesex District Attorney's Office	<a href="http://www.middlesexda.com">http://www.middlesexda.com</a>
Melrose Alliance Against Violence (MAAV)	<a href="http://www.maav.org">http://www.maav.org</a>
Stoneham	<a href="http://saavma.wordpress.com">http://saavma.wordpress.com</a>

Alliance Against  
Violence (SAAV)

Wakefield <http://www.waavonline.org>

Alliance Against  
Violence (WAAV)

MA Department [www.mass.gov/eohhs/gov/departments/dcf/](http://www.mass.gov/eohhs/gov/departments/dcf/)  
of Children and  
Families (DCF)

Mystic Valley <http://www.mves.org>  
Elder Services

Somerville <http://www.eldercare.org>  
Cambridge Elder  
Services

Greater Lynn <http://www.glss.net>  
Social Services

North Shore Elder <http://www.nselder.org>  
Services

**Contact Information** Susan Appleyard, LICSW, Manager, Case Management, Hallmark Health System, 585 Lebanon Street, Melrose, MA 02176, Phone: 781-979-3439, [sappleyard@hallmarkhealth.org](mailto:sappleyard@hallmarkhealth.org)

**Detailed Description** [Download/View Attachment](#)(6510.98 KB)  
File Name: #3 Portal to Hope 2017.pdf

### Cancer Center Support Groups

**Brief Description or Objective** The Hallmark Health System Hematology and Oncology Center offers multiple support groups, as well as educational programs to help patients and their families and area residents cope with cancer treatments and related side effects.

**Program Type** Community Education,Support Group

**Target Population**

- **Regions Served:** County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield
- **Health Indicator:** Other: Cancer, Other: Cancer - Breast, Other: Cancer - Cervical, Other: Cancer - Colo-rectal, Other: Cancer - Lung, Other: Cancer - Multiple Myeloma, Other: Cancer - Ovarian, Other: Cancer - Prostate, Other: Cancer - Skin, Other: Nutrition, Other: Smoking/Tobacco, Other: Stress Management, Tobacco Use
- **Sex:** All
- **Age Group:** Adult, Adult-Elder, Adult-Young
- **Ethnic Group:** All
- **Language:** All

### Goals

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
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Provide a variety of support groups to cancer survivors and their families to aid them in coping with their illness.	Ongoing.
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### Partners

Partner Name, Description	Partner Web Address
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Local health care providers	
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American Cancer Society	<a href="http://www.cancer.org">http://www.cancer.org</a>
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YWCA of Malden	<a href="http://www.ywcamalden.org">http://www.ywcamalden.org</a>
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**Contact Information** Elisa Scher MSN RN-BC Executive Director, Cancer Services Hallmark Health System, 41 Montvale Avenue, Stoneham, MA 02180, Phone: 781-224-5877, [escher@hallmarkhealth.org](mailto:escher@hallmarkhealth.org)

**Detailed Description** [Download/View Attachment](#)(316.92 KB)  
File Name: #4 Cancer Support Groups.pdf

### Continuing Medical Education

**Brief Description or Objective** With rapid advances in technology and pharmaceuticals, all physicians and health care professionals must be engaged in lifelong learning or Continuing Medical Education (CME). The program is available to providers and the community. Some of the topics provided that are related to Community Benefits include "Opiates and Pain", "Eat to Cure Heart Disease and Diabetes" and "Breast and Prostate Cancer: Trends in 2017"

**Program Type** Community Education,Health Professional/Staff Training,Prevention

**Target Population**

- **Regions Served:** County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield
- **Health Indicator:** Access to Health Care, Immunization, Injury and Violence, Mental Health, Other: Alcohol and Substance Abuse, Other: Alzheimer Disease, Other: Arthritis, Other: Asthma/Allergies, Other: Cancer, Other: Cardiac Disease, Other: Chronic Pain , Other: Colitis/Crohn Disease, Other: Cultural Competency, Other: Diabetes, Other: Education/Learning Issues, Other: Elder Care, Other: Family Planning, Other: Hearing, Other: Hepatitis, Other: HIV/AIDS, Other: Hypertension, Other: Lead Poisoning, Other: Lyme Disease, Other: Nutrition, Other: Osteoporosis/Menopause, Other: Parkinson's Disease, Other: Pregnancy, Other: Pulmonary Disease/Tuberculosis, Other: Sexually Transmitted Diseases, Other: Smoking/Tobacco, Other: Stroke, Other: Vision , Overweight and Obesity, Physical Activity, Responsible Sexual Behavior, Substance Abuse, Tobacco Use
- **Sex:** All
- **Age Group:** Adult, Adult-Elder, Adult-Young
- **Ethnic Group:** All
- **Language:** All

### Goals

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
Provide medical education for providers in this area.	Ongoing. In 2017, 70 programs were offered with 1,225 Clinicians attending.

### Partners

Partner Name, Description	Partner Web Address
Local health providers	
Other local hospitals	
Tufts Medical Center	<a href="http://www.tuftsmedicalcenter.org">http://www.tuftsmedicalcenter.org</a>
Lawrence Memorial/Regis College Schools of Radiology and Nursing	<a href="http://www.lmregis.edu">http://www.lmregis.edu</a>
Mass General Hospital	<a href="http://www.massgeneral.org/">http://www.massgeneral.org/</a>

**Contact Information** Edward Butler, MD, Chief, Department of Medicine, Lawrence Memorial Hospital, 170 Governors Avenue, Medford, MA 02155, Phone: 781-306-6265, [ebutler@hallmarkhealth.org](mailto:ebutler@hallmarkhealth.org)

**Detailed Description** [Download/View Attachment](#)(141.93 KB)  
File Name: CME for Community Benefits 2016 to 2017.pdf

### Community Health Education

**Brief Description or Objective** Hallmark Health provides a variety of ongoing community health education programs, planned and offered at low cost or free of charge to area residents. Topics ranged from cardiac health, to diabetes education, to parenting education. Community input and reliable health and socio-economic data were used to develop and implement programs best suited to the community needs. An online health library is also available, free of charge, via Hallmark Health's web site.

<b>Program Type</b>	Community Education, Outreach to Underserved, Prevention
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield</li> <li>• <b>Health Indicator:</b> All, Immunization, Mental Health, Other: Asthma/Allergies, Other: Child Care, Other: Diabetes, Other: Domestic Violence, Other: Education/Learning Issues, Other: First Aid/ACLS/CPR, Other: Hypertension, Other: Language/Literacy, Other: Nutrition, Other: Parenting Skills, Other: Safety, Other: Smoking/Tobacco, Other: Stress Management, Overweight and Obesity, Physical Activity, Tobacco Use</li> <li>• <b>Sex:</b> All</li> <li>• <b>Age Group:</b> Adult, Adult-Elder, Adult-Young, All Adults, All Children, Child-Infant, Child-Preschool, Child-Preteen, Child-Primary School, Child-Teen, Child-Toddler</li> <li>• <b>Ethnic Group:</b> All</li> <li>• <b>Language:</b> All</li> </ul>

**Goals**

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

<b>Goal Description</b>	<b>Goal Status</b>
Provide health educational programs annually to meet community needs based on data review and requests from the community.	Ongoing.

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Local Councils on Aging	
American Cancer Society	<a href="http://www.cancer.org">http://www.cancer.org</a>
American Heart Association	<a href="http://www.heart.org">http://www.heart.org</a>
YWCA of Malden	<a href="http://www.ywcamalden.org">http://www.ywcamalden.org</a>
Cardinal Health Foundation	<a href="https://fdo.foundationcenter.org">https://fdo.foundationcenter.org</a>
Customized Communications, Inc	<a href="https://www.customizedinc.com">https://www.customizedinc.com</a>

**Contact Information** Eileen Dem RN, CES, Director, Community Services, Hallmark Health System, 239 Commercial Street, Malden, MA 02148, Phone: 781-338-7552, [edem@hallmarkhealth.org](mailto:edem@hallmarkhealth.org)

**Detailed Description** [Download/View Attachment](#)(3498.27 KB)  
File Name: CHE.pdf

**Save a Life, Pass it On!**

**Brief Description or Objective** To increase the number of area residents trained in CPR, and address the high potential of sudden cardiac death within the region as identified in the Community Health Needs Assessment, Hallmark Health has made teaching CPR to local high school students on an ongoing annual basis a high priority. These trained students will then bring CPR skills home to train their families, where it is most needed. Students are trained using the American Heart Association “Family and Friends, CPR Anytime” model. This method of training is easily offered in a group setting and takes less than one hour. Each student learns on a provided kit and is then asked to train 2-3 additional family members or friends using these materials.

<b>Program Type</b>	Community Education, Prevention, School/Health Center Partnership
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> Malden, Medford, Melrose, Wakefield</li> <li>• <b>Health Indicator:</b> Access to Health Care, Other: Cardiac Disease, Other: First Aid/ACLS/CPR, Other: Public Safety, Other: Safety - Home</li> <li>• <b>Sex:</b> All</li> <li>• <b>Age Group:</b> Adult, Adult-Young, Child-Teen</li> <li>• <b>Ethnic Group:</b> All</li> <li>• <b>Language:</b> All</li> </ul>

## Goals

**Statewide Priority:** Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Provide CPR Friends and Family Anytime training to one grade at area high schools.	Ongoing. In 2017, 300 students were trained who trained an additional 150 friends and family members.

## Partners

Partner Name, Description	Partner Web Address
Cataldo Ambulance	<a href="http://www.cataldoambulance.com">http://www.cataldoambulance.com</a>
Armstrong Ambulance	<a href="http://www.armstrongambulance.com">http://www.armstrongambulance.com</a>
American Heart Association	<a href="http://www.heart.org">http://www.heart.org</a>
Medford Public Schools	<a href="http://www.medfordpublicschools.org">http://www.medfordpublicschools.org</a>
Melrose Public Schools	<a href="http://www.melroseschools.com/">http://www.melroseschools.com/</a>
Wakefield Public Schools	<a href="http://www.wakefield.k12.ma.us">http://www.wakefield.k12.ma.us</a>
Malden Public Schools	<a href="http://www.maldenps.org">http://www.maldenps.org</a>

**Contact Information** Judith Sadacca, Outreach Manager, Ambulatory Services, Hallmark Health System, 48 Montvale Avenue, Stoneham, MA 02180, Phone: 781-279-2213, [jsadacca@hallmarkhealth.org](mailto:jsadacca@hallmarkhealth.org)

**Detailed Description** [Download/View Attachment](#)(692.83 KB)  
File Name: Save a life CPR.pdf

## Education for Area First Responders

**Brief Description or Objective** Hallmark Health hosts educational sessions for local EMTs and paramedics including area fire departments, provided by the Hallmark Health Emergency Department (ED) Medical Director and the ED staff. These programs are offered to meet the educational needs of these local care providers. Topics are determined to meet the needs identified by the participants and the Chairman of Emergency Medicine. Participants earn Continuing Education credits, and Hallmark Health staff members may also attend. Improving training for first responders and how they interface with community members and hospital clinicians can be invaluable in ultimately improving the patient experience and quality of care from the very beginning of a health emergency.

**Program Type** Community Participation/Capacity Building Initiative,Health Professional/Staff Training,Prevention

**Target Population**

- **Regions Served:** County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield
- **Health Indicator:** Other: Public Safety
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

## Goals

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

Goal Description	Goal Status
Provide training for local EMTs based on lessons learned from Emergency Medicine providers.	Ongoing monthly.

## Partners

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Armstrong Ambulance	<a href="http://www.armstrongambulance.com">http://www.armstrongambulance.com</a>
Cataldo Ambulance	<a href="http://www.cataldoambulance.com">http://www.cataldoambulance.com</a>
Action Ambulance	<a href="http://www.actionambulance.com">http://www.actionambulance.com</a>
Other EMT professionals as space permits	

**Contact Information** Judith Sadacca, Outreach Manager, Ambulatory Services, Hallmark Health System, 48 Montvale Avenue, Stoneham, MA 02180, Phone: 781-279-2213, [jsadacca@hallmarkhealth.org](mailto:jsadacca@hallmarkhealth.org), [jsadacca@hallmarkhealth.org](mailto:jsadacca@hallmarkhealth.org)

**Detailed Description** Not Specified

### Diabetes Screening and Education

**Brief Description or Objective** Diabetes is the 7th leading cause of death in the US and it is estimated that more than 30.3 million people have diabetes. The sad truth is 7.2 million people don't know it. Diabetes is also a high priority health issue for multiple populations in the Hallmark Health service area, identified by the Community Health Needs Assessment. The good news with diabetes is that knowledge really is power! The power to live life healthier starts with the identification and treatment of diabetes, especially good diabetes control. Taking control of diabetes is the key to improving the quality of life. Hallmark Health provides a variety of diabetes education and screenings in our communities. Seniors and middle aged adults are the majority of residents screened.

**Program Type** Community Education, Health Screening, Outreach to Underserved, Prevention

**Target Population**

- **Regions Served:** County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield
- **Health Indicator:** Other: Diabetes, Other: Nutrition, Overweight and Obesity, Physical Activity
- **Sex:** All
- **Age Group:** Adult, Adult-Elder, Adult-Young
- **Ethnic Group:** All, Asian, Black/African American, White
- **Language:** All, Chinese, Haitian Creole

### Goals

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

<b>Goal Description</b>	<b>Goal Status</b>
Build community awareness about the risk factors and signs/symptoms of pre-diabetes and diabetes.	176 people were screened and/or educated at events in 2017.
Educate residents with pre-diabetes and diabetes to help them live healthier lives.	Ongoing.

### Partners

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Joslin Diabetes Center	<a href="http://www.joslin.org">http://www.joslin.org</a>
American Diabetes Association	<a href="http://www.diabetes.org">http://www.diabetes.org</a>
Mystiv Valley Elder Services	<a href="http://www.mves.org">http://www.mves.org</a>
La Comunidad, Inc.	<a href="http://www.lacomunidadinc.org">http://www.lacomunidadinc.org</a>

Local Councils on Aging

YWCA of Malden <http://www.ywcamalden.org>

Tri-City Hunger Network <http://www.breadoflifemalden.org/>

Asian Breast Cancer Project (ABC) <http://www.asianwomenforhealth.org/>

**Contact Information** Melissa Roberto, DPT, MS-PT, ATC, System Director, Ambulatory Services, Hallmark Health System, 30 Newcrossing Road, Reading, MA 01867, Phone: 781-213-5110, [mroberto@hallmarkhealth.org](mailto:mroberto@hallmarkhealth.org)

**Detailed Description** [Download/View Attachment](#)(827.39 KB)  
File Name: Diabetes care and mgmt.pdf

### Diabetes Support Groups

**Brief Description or Objective** To support a significant population of individuals living with Diabetes and Pre-Diabetes conditions, Diabetes Support Groups meet quarterly on the Lawrence Memorial Hospital campus. Clinical support from Certified Diabetes Nurse Educators and the Diabetes Self-Management Team facilitate the groups, and attendance is tracked.

**Program Type** Community Education, Support Group

**Target Population**

- **Regions Served:** County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield
- **Health Indicator:** Other: Diabetes, Overweight and Obesity, Physical Activity
- **Sex:** All
- **Age Group:** Adult, Adult-Elder, Adult-Young
- **Ethnic Group:** All
- **Language:** All

### Goals

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Offer monthly group to assist residents better manage their chronic illness.	An average of 6 people attend monthly.

### Partners

Partner Name, Description	Partner Web Address
Local health care providers	
Local Councils on Aging	
American Diabetes Association	<a href="http://www.diabetes.org">http://www.diabetes.org</a>
Joslin Diabetes Center	<a href="http://www.joslin.org">http://www.joslin.org</a>
Mystic Valley Elder Services	<a href="http://www.mves.org">http://www.mves.org</a>

**Contact Information** Melissa Roberto, DPT, MS-PT, ATC, System Director, Ambulatory Services, Hallmark Health System, 30 Newcrossing Road, Reading, MA 01867, Phone: 781-213-5110, [mroberto@hallmarkhealth.org](mailto:mroberto@hallmarkhealth.org)

**Detailed Description** [Download/View Attachment](#)(60.07 KB)  
File Name: Support groups.pdf

### Diabetes Self-Management Program

**Brief Description or Objective** The Diabetes Self-Management Program offers small group and 1:1 classes. Many important topics are covered including nutrition and exercise. Family members and friends are also invited and strongly encouraged to attend without cost to allow them to be able to support the

patient with diabetes as well as increasing their own awareness of diabetes, risk factors and prevention strategies. The Program is affiliated with Joslin Diabetes Center.

**Program Type** Community Education, Direct Services

**Target Population**

- **Regions Served:** County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield
- **Health Indicator:** Other: Diabetes, Overweight and Obesity, Physical Activity
- **Sex:** All
- **Age Group:** Adult, Adult-Elder, Adult-Young
- **Ethnic Group:** All
- **Language:** All

### Goals

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Offer family members free classes as space allows.	Ongoing, 366 family members attended in 2017.

### Partners

Partner Name, Description	Partner Web Address
Local Councils on Aging	
American Diabetes Association	<a href="http://www.diabetes.org">http://www.diabetes.org</a>
Joslin Diabetes Center	<a href="http://www.joslin.org">http://www.joslin.org</a>

**Contact Information** Melissa Roberto, DPT, MS-PT, ATC, System Director, Ambulatory Services, Hallmark Health System, 30 Newcrossing Road, Reading, MA 01867, Phone: 781-213-5110, [mroberto@hallmarkhealth.org](mailto:mroberto@hallmarkhealth.org)

**Detailed Description** [Download/View Attachment](#)(827.39 KB)  
File Name: Diabetes care and mgmt.pdf

### Allied Health Professionals Clinical Education

**Brief Description or Objective** Hallmark Health System provides educational opportunities and one-on-one professional training for students in a variety of health fields such as physical therapy, occupational therapy, nutrition, respiratory therapy, laboratory, social services, and pharmacy. The health system also provides operational learning opportunities related to the management of large scale facilities, including physical plant and food and nutrition operations.

**Program Type** Mentorship/Career Training/Internship, School/Health Center Partnership

**Target Population**

- **Regions Served:** County-Middlesex, Other-Northeastern Massachusetts
- **Health Indicator:** Access to Health Care, Other: Education/Learning Issues
- **Sex:** All
- **Age Group:** Adult, Adult-Young
- **Ethnic Group:** All
- **Language:** All

### Goals

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

Goal Description	Goal Status
Continue to partner with local schools, colleges, and universities to promote the education and training of health professionals.	Ongoing.

### Partners

Partner Name.	Partner Web Address
---------------	---------------------

**Description**

Salem State University <http://www.salemstate.edu>  
 Northeastern University <http://www.neu.edu>  
 North Shore Community College <http://www.northshore.edu>  
 Simmons College <http://www.simmons.edu>  
 Bunker Hill Community College <http://www.bhcc.mass.edu>  
 Northeast Metro Technical Vocational School <http://www.northeastmetrotech.com/>  
 Massachusetts Maritime Academy <https://www.maritime.edu/>  
 Middlesex Community College <http://www.middlesex.mass.edu>  
 Other accredited colleges, universities, and certificate programs

**Contact Information**

Eileen Dem, Director Community Services Hallmark Health System 239 Commercial Street, Suite 141 Malden, MA 02148, [eden@hallmarkhealth.org](mailto:eden@hallmarkhealth.org)

**Detailed Description**

Not Specified

**Lifeline Testing Buddies****Brief Description or Objective**

Lifeline provides a personal emergency response system that is available 24/7. The department provides installation and maintenance of equipment. Optional enhanced services available include an alert button that auto-activates in the event of a fall, and a medication dispensing unit to reduce medication errors, thus helping to reduce hospital re-admittance. The program works with local Area Senior Access Point (ASAP) agencies as well as MassHealth and private pay subscribers to assure the service is available to vulnerable populations in need of quality Personal Emergency Response Services. In FY 2016, the program began a unique partnership with the hospital's Volunteer Services department to train and support youth volunteers in making scripted calls to remind and assist Lifeline subscribers with regular monthly testing of their equipment. The effort has increased testing rates among vulnerable elders in the community, while providing youth training to gain valuable telephone and interaction skills in a structured and positive setting.

**Program Type**

Direct Services, Mentorship/Career Training/Internship, Outreach to Underserved, Prevention

**Target Population**

- **Regions Served:** County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield
- **Health Indicator:** Other: Homebound, Other: Safety, Other: Safety - Home
- **Sex:** All
- **Age Group:** Adult, Adult-Elder
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

**Goal Description**

Improve rate of regular subscriber testing (more than 300 subscribers do not test each month); while providing training in telephone etiquette and cross-generational

**Goal Status**

Over the past year, seven Lifeline Testing Buddies provided more than 4,500 monthly test calls to the Lifeline subscriber pool of over 3,300 customers.

communication to local high school aged youth.

## Partners

Partner Name, Description	Partner Web Address
Local Councils on Aging	
Hallmark Health VNA & Hospice	<a href="https://www.hallmarkhealthhomecare.org/">https://www.hallmarkhealthhomecare.org/</a>
Mystic Valley Elder Services	<a href="http://www.mves.org">http://www.mves.org</a>
Greater Lynn Social Services	<a href="http://www.glss.net">http://www.glss.net</a>
Elder Services of North Shore	<a href="http://www.nselder.org">http://www.nselder.org</a>
Somerville Cambridge Elder Services	<a href="http://www.eldercare.org">http://www.eldercare.org</a>
Chelsea, Revere, Winthrop Elder Services	<a href="http://www.crwelderservices.org">http://www.crwelderservices.org</a>
Philips Lifeline	<a href="http://www.lifelinesys.com/">http://www.lifelinesys.com/</a>

**Contact Information** Eileen Dem RN, CES, Director, Community Services, Hallmark Health System, 239 Commercial Street, Malden, MA 02148, Phone: 781-338-7552, edem@hallmarkhealth.org

**Detailed Description** [Download/View Attachment](#)(525.61 KB)  
File Name: #13 Lifeline Buddies.pdf

## Blood Drives in Partnership with the American Red Cross

**Brief Description or Objective** Hallmark Health regularly partners with American Red Cross to support local blood needs. Blood drives are scheduled throughout the year at both hospital campuses, both in-facilities and utilizing bloodmobiles parked on site.

**Program Type** Community Participation/Capacity Building Initiative

**Target Population**

- **Regions Served:** County-Middlesex
- **Health Indicator:** Access to Health Care, Other: Public Safety
- **Sex:** All
- **Age Group:** Adult, Adult-Elder, Adult-Young
- **Ethnic Group:** All
- **Language:** All

## Goals

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
Ensure local blood supplies are available for regular use and emergencies.	Ongoing. Ten blood drives were held in FY2017.

## Partners

Partner Name, Description	Partner Web Address
American Red Cross of Massachusetts	<a href="http://www.redcross.org/ma/boston">http://www.redcross.org/ma/boston</a>

**Contact Information** Deborah Murphy, Manager, Laboratory Services, Hallmark Health System, 585 Lebanon Street,

**Detailed Description**

[Download/View Attachment](#)(667.79 KB)

File Name: Blood DDrives.pdf

**North Suburban Child and Family Resource Network**

**Brief Description or Objective**

The North Suburban Child and Family Resource Network (NSCFRN) is a community-based parenting education and support program that serves families living or working in Lynnfield, Melrose, North Reading, Reading, Stoneham, Wakefield and Winchester. The Network is funded by a grant from the Massachusetts Department of Early Education and Care and managed in partnership with the Wakefield Public Schools. The program offers parent/child play-groups, parenting education programs, support groups, family fun activities, as well as information on resources and referrals. Specific programs are offered for grandparents. The Network is advised by a parent-led community coalition, which over-see the numerous programs. Parents and community representatives assist with fundraising, community outreach and program development. The NSCFRN serves families with children up to school age and offers resources to families with children up to 13 years. The Harvard Center for the Developing Child and others have linked health improvement to early family supports and literacy, as well as long-term developmental benefits through the support of "brain building" activities and the reduction of toxic stress in early stages of a child's growth and development.

**Program Type**

Community Education,Community Participation/Capacity Building Initiative,Direct Services,Health Professional/Staff Training,Health Screening,Mentorship/Career Training/Internship,Outreach to Underserved,Prevention,School/Health Center Partnership

**Target Population**

- **Regions Served:** Lynnfield, Melrose, North Reading, Reading, Stoneham, Wakefield, Winchester
- **Health Indicator:** Mental Health, Other: Bereavement, Other: Child Care, Other: Cultural Competency, Other: Domestic Violence, Other: Education/Learning Issues, Other: Language/Literacy, Other: Nutrition, Other: Parenting Skills, Other: Pregnancy, Other: Safety, Other: Stress Management
- **Sex:** All
- **Age Group:** Adult, Adult-Elder, Child-Infant, Child-Preschool, Child-Preteen, Child-Toddler
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

**Goal Description**

**Goal Status**

Provide education and support to families with children from birth to school age. In 2017, 851 families were served.

**Partners**

**Partner**

**Name, Description**      **Partner Web Address**

EMARC      <http://www.theemarc.org>

Healthy Families      <http://www.childrenstrustma.org/our-programs/healthy-families>

MA Department of Early Education and Care      <http://www.mass.gov/edu/government/departments-and-boards/departments-and-care/>

Melrose Public Schools      <http://www.melroseschools.com>

Wakefield Public Schools <http://www.wakefield.k12.ma.us>

Stoneham Public Schools <http://www.stonehamschools.org>

Stone Zoo <http://www.zoonewengland.org/stone-zoo>

Friends of the Middlesex Fells <http://www.friendsofthefells.org>

Lynnfield Public Schools [http://www.lynnfield.k12.ma.us/pages/Lynnfield\\_PS](http://www.lynnfield.k12.ma.us/pages/Lynnfield_PS)

Reading Public Schools <http://www.edline.net/pages/ReadingPublicSchools>

Winchester Public Schools [http://www.winchester.k12.ma.us/pages/Winchester\\_Public\\_Schools](http://www.winchester.k12.ma.us/pages/Winchester_Public_Schools)

Early Intervention health/early-intervention/ <http://www.mass.gov/eohhs/gov/departments/dph/programs/family-intervention/early-intervention/>

**Contact Information** Kathy Harlow, Program Manager, North Suburban Child and Family Resource Network, Woodville School, 30 Farm Street, Wakefield, MA 01880, Phone: 781-246-5187, [kharlow@hallmarkhealth.org](mailto:kharlow@hallmarkhealth.org)

**Detailed Description** [Download/View Attachment](#)(2009.68 KB)  
File Name: #15 NSFRN.pdf

### Grandparents Raising Grandchildren in Harmony

**Brief Description or Objective** The North Suburban Child and Family Resource Network provides education and support to grandparents raising grandchildren on their own across our area. This is a growing challenge statewide, exacerbated by the rapid increase in opioid abuse and other substance use disorders in the area, in addition to other health and socioeconomic factors.

**Program Type** Community Education,Community Participation/Capacity Building Initiative,Outreach to Underserved,Prevention,School/Health Center Partnership,Support Group

**Target Population**

- **Regions Served:** County-Middlesex, Lynnfield, Melrose, North Reading, Reading, Stoneham, Wakefield, Winchester
- **Health Indicator:** Injury and Violence, Mental Health, Other: Alcohol and Substance Abuse, Other: Child Care, Other: Education/Learning Issues, Other: Safety, Other: Safety - Home, Other: Stress Management, Substance Abuse
- **Sex:** All
- **Age Group:** Adult-Elder, Child-Infant, Child-Preschool, Child-Preteen, Child-Primary School
- **Ethnic Group:** All
- **Language:** All

### Goals

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

<b>Goal Description</b>	<b>Goal Status</b>
Provide bi-weekly support for grandparents raising their grandchildren.	During FY 2017: 65 members either attended twice monthly group sessions, were provided resources through an email group, or were supported in 1-

<p>Support the development of additional resources for grandparent/caregivers in the community.</p>	<p>to-1 sessions with the Program Manager.</p> <p>The NSCFRN Manager continues to support the Stoneham-Wakefield Boys and Girls Club program for grandparents in the evening. The NSCFRN Manager has been approached for advice and resources by other agencies and grandparents looking to begin a group.</p>
<p>Provide programming based on expressed needs of the grandparents.</p>	<p>Programming is based on topics we talk about in our group. This year we had Commissioners from the Grandparents Raising Grandparent Commission listen to concerns of our members and featured a recovering addict who spoke about addiction and shared his story. We hosted a meeting for Grandparents Raising Grandchildren that had representatives from DCF, DTA, Head Start, and Early Intervention. The District Attorney spoke to participants about the Opioid Epidemic. A social worker from Eliot Children and Family Services talked about taking care of you. Speakers also addressed concerns about raising teens and anxiety in teens and adults.</p>
<p>Support Legislative Advocacy Efforts for the grandparents and their grandchildren.</p>	<p>During the annual Legislative Breakfast a member of our group spoke about her experience as a member of this group and how the speakers, resources shared, and friendships that develop have enhanced her experience as a grandparent raising a grandchild. Our local representatives attend the Legislative Breakfast and attend the annual Grandparents Raising Grandchildren Conference as a group. We also advocate for the Grandparents Raising Grandchildren Commission and write or call legislators to support legislation on this issue.</p>

**Partner****Name, Partner Web Address****Description**Families First <http://www.families-first.org>MA Department of Elder Affairs <http://www.mass.gov/elders>Mystic Valley Elder Services <http://www.mves.org>Department of Early Education and Care <http://www.mass.gov/edu/government/departments-and-boards/department-of-early-education-and-care/>Middlesex County Attorney's Office <http://middlesexda.com/>State Legislative Delegation <https://malegislature.gov/>Stoneham-Wakefield Boys and Girls Club <http://bgcstoneham.org/>**Contact Information**Kathy Harlow, Program Manager, North Suburban Child and Family Resource Network, Woodville School, 30 Farm Street, Wakefield, MA 01880, Phone: 781-246-5187, [kharlow@hallmarkhealth.org](mailto:kharlow@hallmarkhealth.org)**Detailed Description**[Download/View Attachment](#)(655.29 KB)

File Name: #16 Grandparents Raising Grandchildren.pdf

**Senior Citizen Lunches/Community Suppers****Brief Description or Objective**

Hallmark Health continues to support Mystic Valley Elder Services Senior Citizen lunches weekly at the West Medford Community Center. This is a racially diverse area of the community where many seniors live below the poverty level. The meals program also compliments other services provided at the Center, including blood pressure checks and other health screening activities provided by Hallmark Health's Senior Outreach Nurse. In a similar approach, Hallmark Health's "Team Stoneham" Community Team also provides assistance serving dinners or providing blood pressure screenings monthly for community dinners at the First Church of Stoneham. Food insecurity has been identified by providers including the Greater Boston Food Bank as an unmet need for vulnerable populations in Medford, Stoneham and surrounding communities, including many elders.

**Program Type**

Community Education,Community Participation/Capacity Building Initiative,Health Screening,Outreach to Underserved,Prevention

**Target Population**

- **Regions Served:** Medford, Stoneham
- **Health Indicator:** Other: Elder Care, Other: Homelessness, Other: Nutrition
- **Sex:** All
- **Age Group:** Adult, Adult-Elder
- **Ethnic Group:** All
- **Language:** Cape Verdean Creole , English , Haitian Creole , Other

**Goals**

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

<b>Goal Description</b>	<b>Goal Status</b>
Support activities of the First Congregational Church in Stoneham in reducing food insecurity for vulnerable low-income individuals.	In FY 2017, hospital volunteers supported community dinners serving approximately 60 individuals at each supper for a total of 240 meals. On three other days, the Hallmark health volunteers come to provide health education and screening to dinner participants.
Support the activities of Mystic Valley Elder Services (MVES) in reducing food insecurity by providing nutritious meals to vulnerable elders in West Medford. Medford has the highest food insecurity recorded in the Hallmark Health Service area.	In 2017, hospital staff volunteers assisted the program weekly by serving on average 8-12 individuals weekly and providing basic health information and screening.

#### **Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Mystic Valley Elder Services	<a href="http://www.mves.org">http://www.mves.org</a>
West Medford Community Center	<a href="http://www.wmcc.us">http://www.wmcc.us</a>
First Church of Stoneham	<a href="http://www.firstchurchstoneham.org/">http://www.firstchurchstoneham.org/</a>

**Contact Information** Medford: Sam Tarabelsi, Regional Practice Administrator, Hallmark Health System, 101 Main Street, Medford, MA 02155, Phone: 781-391-2121 Stoneham: Judith Sadacca, Outreach Manager, Ambulatory Services, 48 Montvale Avenue, Stoneham, MA 02180, Phone: 781-279-2213, [jsadacca@hallmarkhealth.org](mailto:jsadacca@hallmarkhealth.org)

**Detailed Description** [Download/View Attachment](#)(572.39 KB)  
File Name: Senior lunch.pdf

#### **Kids in Grief**

**Brief Description or Objective** Offered in partnership with Hallmark Health VNA and Hospice, "Kids in Grief" is a program for children who have experienced loss. The program utilizes expressive therapies to help children, and also their caregivers, develop healthy ways to deal with their grief.

**Program Type** Community Education, Support Group

**Target Population**

- **Regions Served:** County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield
- **Health Indicator:** Mental Health, Other: Bereavement
- **Sex:** All
- **Age Group:** All Children, Child-Preschool, Child-Preteen, Child-Primary School
- **Ethnic Group:** All
- **Language:** All

#### **Goals**

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

<b>Goal Description</b>	<b>Goal Status</b>
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Provide comprehensive support to children (and their families) that have suffered the loss of a loved one. In FY 2017, 17 children and their families were served.

## Partners

### Partner Name, Description

### Partner Web Address

Local pediatricians and mental health providers

Hallmark Health VNA and Hospice

<http://www.hallmarkhealthhomecare.org>

### Contact Information

Eileen Dem RN, CES, Director, Community Services, Hallmark Health System, 239 Commercial Street, Malden, MA 02148, Phone: 781-338-7552, [edem@hallmarkhealth.org](mailto:edem@hallmarkhealth.org)

### Detailed Description

[Download/View Attachment](#)(1264.74 KB)  
File Name: #18 Kids in Grief.pdf

## Seasonal Toy, Book and Other Resource Drives

### Brief Description or Objective

Hallmark Health's annual toy drive supports children that are Department of Children and Families-involved during the holiday season. Through a separate initiative of the Healthy Families program, children's books are also collected and distributed during the holiday season. The hospital also periodically connects its employees to the community as a conduit for other need-based collection efforts, including back to school supplies for area schools, gloves and winter clothing items, and canned goods to support local food pantries, throughout the year.

### Program Type

Community Participation/Capacity Building Initiative, Outreach to Underserved

### Target Population

- **Regions Served:** County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield
- **Health Indicator:** Mental Health, Other: Homelessness
- **Sex:** All
- **Age Group:** All Children, Child-Infant, Child-Preschool, Child-Preteen, Child-Primary School, Child-Teen
- **Ethnic Group:** All
- **Language:** All

## Goals

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

### Goal Description

Support a back pack drive for the Medford Public Schools.

Host a stuffed animal give-away with Pet Smart.

### Goal Status

2017 was the 10th year of serving Medford students.

Stuffed "Lucky and Chance" animals were provided to Community Services and the hospitals to share to our patients throughout the holiday season and beyond. In FY17 we delivered animals to more than 1400 children and developmentally disabled adults. The animals were shared with local fire departments and domestic violence prevention agencies.

Support for the underserved in our region

In 2017, the Hallmark Health Diversity Committee prepared

our region. Diversity Committee prepared more than 100 personal care bags to be shared with local domestic violence agencies and agencies serving the homeless.

Sponsor a clothing drive to benefit children in the Healthy Families Program. In FY 2017 over 500 articles of clothing were donated.

Support a system-wide holiday toy drive to support DCF involved children in the area. In 2017, 36 departments participated in the toy drive donating over 1000 gifts.

## Partners

### Partner Name, Description Partner Web Address

MA Department of Children and Families (DCF) <http://www.mass.gov/dcf>

The Children's Trust Massachusetts <http://www.childrenstrustma.org>

MA Department of Public Health (DPH) <http://www.mass.gov/dph>

Bread of Life Inc. <http://www.breadoflifemalden.org>

## Contact Information

Eileen Dem RN, CES, Director, Community Services, Hallmark Health System, 239 Commercial Street, Malden, MA 02148, Phone: 781-338-7552, [edem@hallmarkhealth.org](mailto:edem@hallmarkhealth.org)

## Detailed Description

[Download/View Attachment](#)(2239.33 KB)  
File Name: Support for underserved.pdf

## Transportation Services

### Brief Description or Objective

Hallmark Health System provided cab vouchers for patients without other means to return home after receiving emergency, inpatient or ambulatory care services. Whenever prudent, the hospital helps patients to secure long-term transportation solutions, through the RIDE, Mass Health Transportation, and/or the Mystic Valley Elder Services TRIP program.

### Program Type

Direct Services, Health Coverage Subsidies or Enrollment

### Target Population

- **Regions Served:** County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield
- **Health Indicator:** Access to Health Care, Other: Safety, Other: Safety - Auto/Passenger, Other: Uninsured/Underinsured
- **Sex:** All
- **Age Group:** Adult, Adult-Elder, Adult-Young, All Adults
- **Ethnic Group:** All
- **Language:** All

## Goals

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

### Goal Description

Provide transportation assistance in the form of taxi vouchers for individuals without means to return home following their care.

### Goal Status

In FY 2017, based on ridership and estimated costs/ride, 860 individual rides were provided.

## Partners

### Partner Name, Description Partner Web Address

Malden Taxi <http://www.maldentaxi.com>

Service

Massachusetts <http://www.mbta.com>

Bay

Transportation

Authority

Mystic Valley <http://www.mves.org>

Elder Services

MassHealth <http://www.mass.gov/eohhs/gov/commissions->

Transportation and-initiatives/hst

Program

**Contact Information**

Eileen Dem RN, CES, Director, Community Services, Hallmark Health System, 239 Commercial Street, Malden, MA 02148, Phone: 781-338-7552, [edem@hallmarkhealth.org](mailto:edem@hallmarkhealth.org)

**Detailed Description**

Not Specified

**North Suburban Women, Infants and Children (WIC) Nutrition Program**

**Brief Description or Objective**

North Suburban Women, Infants and Children (WIC) Nutrition Program The North Suburban Women, Infants and Children (WIC) Nutrition Program provides food and nutrition services to prenatal and postpartum women and to infants and children under the age of five at four local sites in Malden, Everett, Woburn and Reading. Early in 2017, an additional site was opened in Medford. Participants in WIC meet income and other eligibility requirements, and reflect vulnerable populations within the region whose children are at risk of a variety of health challenges, including low-birth weight and food insecurity. WIC beneficiaries receive nutrition education on topics such as diet during pregnancy, feeding infants and children, and the benefits of breastfeeding as well as referrals to other health and social services. In addition, participants receive vouchers for nutritious foods and formula to redeem at local grocery stores, pharmacies, and farmers markets. The program initiated an electronic benefits (EBT) card to streamline the utilization of services at supermarkets and other WIC vendors across Massachusetts in 2015. Hallmark Health provides additional resources to the WIC program, as well as incorporating it into a more comprehensive continuum of care for women and children with the community, increasing the effectiveness and reach of services.

**Program Type**

Community Education,Direct Services,Health Screening,Mentorship/Career Training/Internship,Outreach to Underserved,Prevention

**Target Population**

- **Regions Served:** Burlington, Everett, Malden, Medford, Melrose, North Reading, Reading, Stoneham, Wakefield, Wilmington, Winchester, Woburn
- **Health Indicator:** Access to Health Care, Other: Nutrition, Other: Pregnancy
- **Sex:** All
- **Age Group:** Adult, Child-Infant, Child-Preschool, Child-Toddler
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

**Goal Description**

**Goal Status**

Utilize two Baby Cafe's in the community to increase initiation and duration rates in the program.

In 2017, 314 individuals utilized the two community Baby Cafe's.

Provide affordable access to healthy, locally grown nutritious foods for young families by providing coupons for use at various local Farmers' Markets in the community.

In FY 2017, 909 WIC Farmers Market coupons were distributed to participants.

Provide nutrition education

The caseload for the program

and vouchers to eligible residents. WIC is available for income eligible pregnant and postnatal women, infants, and children until age five years.

at the end of the year was 2,754 participants.

**Partners**

**Partner**

**Name, Description**      **Partner Web Address**

Local CFCE sites

Other local health and community service providers

MA Department of Public Health      <http://www.mass.gov/dph>

MA Department of Transitional Assistance      <http://www.mass.gov/eohhs/gov/departments/dta>

Cambridge Health Alliance      <http://www.challiance.org>

Winchester Hospital      <http://www.winchesterhospital.org>

Early Intervention      <http://www.mass.gov/eohhs/gov/departments/dph/programs/family-health/early-intervention/>

Healthy Families      <http://childrenstrustma.org/our-programs/healthy-families>

Tri-City Hunger Network      <http://www.breadoflifemalden.org/>

**Contact Information**

Saratha Sivasithamparam, MS, LN, CLC, Director, North Suburban WIC Program, 239 Commercial Street, Malden, MA 02148, Phone: 781-338-7577, [ssivasithamparam@hallmarkhealth.org](mailto:ssivasithamparam@hallmarkhealth.org)

**Detailed Description**

[Download/View Attachment](#)(1343.86 KB)  
File Name: #23 WIC.pdf

**Community Teams**

**Brief Description or Objective**

Hallmark Health facilitates Community Outreach Teams for Malden/Everett, Medford, Melrose, Reading/North Reading, Saugus, Stoneham and Wakefield that work to boost hospital involvement in community activities, identify community needs and reach out to local organizations. These efforts have brought recognition to Hallmark Health and received major awards from area Chambers of Commerce. Approximately 60% of Hallmark Health staff members live in the primary or secondary service area. Employees, volunteers and physicians take part in team-sponsored events, and Team leaders solicit input from community leaders including; public school administrators, state representatives and local health departments. Community team leaders log several hundred hours annually as active members in more than 40 civic and service organizations in the North Suburban Region. In 2016, Hallmark Health

developed a region-wide "Team Hallmark Health" broadening support for other employees to give back in its communities.

**Program Type**

Community Benefits Planning Process,Community Education,Community Participation/Capacity Building Initiative,Grant/Donation/Foundation/Scholarship,Health Screening,Outreach to Underserved,Prevention

**Target Population**

- **Regions Served:** Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield
- **Health Indicator:** Access to Health Care, Mental Health, Other: Alcohol and Substance Abuse, Other: Cancer, Other: Cardiac Disease, Other: Diabetes, Other: Domestic Violence, Other: Hypertension, Other: Language/Literacy, Other: Nutrition, Other: Osteoporosis/Menopause, Other: Parenting Skills, Other: Pregnancy, Other: Public Safety, Other: Safety, Other: Smoking/Tobacco, Other: Stroke, Overweight and Obesity, Physical Activity, Substance Abuse, Tobacco Use
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

**Goal Description**

**Goal Status**

Support community health events and health fairs in core communities to address health risks and disparities in the community-at-large.

In FY 2017, Community Team members supported more than 20 events in its service area.

Provide leadership and support to community groups and coalitions to support the overall health of the region. The leaders also provide feedback to the organization relating to the health and social issues facing the communities served.

In FY 2017, more than 400 leadership service hours were provided by Community Team members to local groups and coalitions.

**Partners**

**Partner Name, Description**

**Partner Web Address**

Local cities and towns  
Local Boards of Health  
Local city/town leaders

**Contact Information**

Lori Howley, Chief Marketing Officer, Hallmark Health System, 170 Governors Avenue, Medford, MA 02155, Phone: 781-338-7427, lhowley@hallmarkhealth.org

**Detailed Description**

[Download/View Attachment](#)(774.86 KB)  
File Name: #22 Community Teams.pdf

**Support to North Suburban Health Alliance (CHNA 16)**

**Brief Description or Objective**

Hallmark Health System's Community Services Director co-chairs this group with a community member and the Founding Executive Director of the Joint Committee for Children's Health Care in Everett. Hallmark Health also provides four other staff members who support this initiative, representing WIC, North Suburban Child and Family Resource Network, and Community Services departments. These staff members participate in inter-CHNA meetings held across the state, taking meeting minutes, and managing the email and distribution lists for the CHNA.

<b>Program Type</b>	Community Benefits Planning Process,Community Participation/Capacity Building Initiative,Outreach to Underserved,Prevention
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> Everett, Malden, Medford, Melrose, North Reading, Reading, Stoneham, Wakefield</li> <li>• <b>Health Indicator:</b> Access to Health Care, All, Environmental Quality, Injury and Violence, Mental Health, Other: Alcohol and Substance Abuse, Other: Asthma/Allergies, Other: Cancer, Other: Cultural Competency, Other: Domestic Violence, Other: Education/Learning Issues, Other: Elder Care, Other: Public Safety, Other: Safety, Other: Uninsured/Underinsured</li> <li>• <b>Sex:</b> All</li> <li>• <b>Age Group:</b> Adult, Adult-Elder, Adult-Young, All Adults, All Children, Child-Infant, Child-Preschool, Child-Preteen, Child-Primary School, Child-Teen, Child-Toddler</li> <li>• <b>Ethnic Group:</b> All</li> <li>• <b>Language:</b> All</li> </ul>

**Goals**

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

<b>Goal Description</b>	<b>Goal Status</b>
Attend Inter-CHNA sessions to engage with other more robust CHNAs.	In April 2017, two employees attended the Inter-CHNA meeting.
Build the membership of CHNA 16.	In July 2017, a Steering Committee was formed. The Committee met three times in FY 2017. A CHNA 16 General Meeting was held in January 2017. The members attending provided feedback about their reasons for attending and talked about ways to expand understanding of the CHNA's value and increase membership.

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Local Boards of Health	
Other local health and community service providers	
MA Department of Public Health	<a href="http://www.mass.gov/dph">http://www.mass.gov/dph</a>
Winchester Hospital	<a href="http://www.winchesterhospital.org">http://www.winchesterhospital.org</a>
Cambridge Health Alliance	<a href="http://www.challiance.org">http://www.challiance.org</a>
Mystic Valley Elder Services	<a href="http://www.mves.org">http://www.mves.org</a>
YWCA of Malden	<a href="http://www.ywcamalden.org">http://www.ywcamalden.org</a>
Action for Boston Community Development	<a href="http://www.bostonabcd.org">http://www.bostonabcd.org</a>

**Contact Information** Eileen Dem RN, CES, Director, Community Services, Hallmark Health System, 239 Commercial Street, Malden, MA 02148, Phone: 781-338-7552, [edem@hallmark.org](mailto:edem@hallmark.org)

**Detailed Description** [Download/View Attachment](#)(825.39 KB)  
File Name: #26 CHNA 16.pdf

**Brief Description or Objective**

Hallmark Health provides a variety of education and support programs to promote breastfeeding including three Baby Cafes in Melrose, Malden and Everett. WIC Peer Counselors and Lactation Consultants provide support, and breastfeeding classes are offered monthly at WIC and through Community Health Education. In 2012, Hallmark Health System was designated as a "Baby Friendly" health system, further demonstrating its commitment to emphasize breastfeeding within all women and childrens programs including the hospital's Maternal/Child Health department, WIC, Hallmark Health VNA's Maternal/Child Health Program, and Healthy Families. Online continuing education resources (developed through a grant) to share best practice information with other providers across the country and globally continue to be accessed and will be available through August 2017.

**Program Type**

Community Education,Direct Services,Health Professional/Staff Training,Mentorship/Career Training/Internship,Outreach to Underserved,Research

**Target Population**

- **Regions Served:** Burlington, County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Stoneham, Wakefield, Wilmington, Winchester, Woburn
- **Health Indicator:** Other: Diabetes, Other: Nutrition, Other: Parenting Skills, Other: Pregnancy, Other: Stress Management, Overweight and Obesity
- **Sex:** Female
- **Age Group:** Adult, Adult-Young, Child-Infant
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

**Goal Description**

**Goal Status**

Provide Breastfeeding instruction through Community Health Education, including free Breastfeeding classes provided to participants enrolled in HHS's Prenatal Childbirth Education programs.

In FY 2017, 81 couples (162 individuals) took part in live monthly Breastfeeding classes.

Maintain online Continuing Education modules, created to train clinicians on strategies for supporting breastfeeding duration and exclusivity, through August 2017.

In FY 2017, 3,637 clinicians have completed the first tutorial for credit (1,843 physicians and 1,794 non-MDs); 2,366 clinicians (1,341 physicians and 1,025 non-MDs) completed the second tutorial.

Provide post-discharge support around breastfeeding to new mothers following the birth of their children at three Baby Café sites in Malden, Melrose, and Everett.

The three Baby Café sites provided 1420 new mother visits, to promote breastfeeding duration, exclusivity and other strategies for breastfeeding success.

**Partners**

**Partner**

**Name, Description**

**Partner Web Address**

La Leche League

<http://www.lllmarivt.org/>

MA Department of Public Health

<http://www.mass.gov/dph>

Medela <http://www.medela.us>  
 MA WIC Program [www.mass.gov/eohhs/consumer/basic-needs/food/wic/?Cached](http://www.mass.gov/eohhs/consumer/basic-needs/food/wic/?Cached)  
 Northeastern University <http://www.neu.edu>  
 Breastfeeding Programs Home Page <http://www.northeastern.edu/breastfeedingcme/>  
 Baby Cafe USA <http://www.babycafeusa.org>

**Contact Information** Eileen Dem RN, CES, Director, Community Services, Hallmark Health System, 239 Commercial Street, Malden, MA 02148, Phone: 781-338-7552, [edem@hallmarkhealth.org](mailto:edem@hallmarkhealth.org)

**Detailed Description** [Download/View Attachment](#)(499.24 KB)  
 File Name: #27 Integrated Breastfeeding.pdf

**The Robert M. Dutton Center**

**Brief Description or Objective** The Robert M. Dutton Center Adult Day Health Program offers daily care for elders and adults with special physical, cognitive or emotional needs, assisting families in keeping elders at home. In addition to counseling, support groups, nursing supervision, medication management, nutrition (meals), and socialization, the program offers activities such as music programs, arts and crafts sessions, games, and exercise groups. In FY 2015, the Dutton Center became a fully licensed Adult Day Health program, under new regulations set forth by the Massachusetts Department of Public Health (MDPH) and MassHealth for the provision of adult day health services in the Commonwealth.

**Program Type** Community Education, Direct Services, Health Professional/Staff Training, Health Screening, Mentorship/Career Training/Internship, Outreach to Underserved, Prevention, Support Group

**Target Population**

- **Regions Served:** County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield
- **Health Indicator:** Other: Alzheimer Disease, Other: Elder Care, Other: Homebound, Other: Parkinson’s Disease, Other: Safety - Home, Other: Stroke, Physical Activity
- **Sex:** All
- **Age Group:** Adult, Adult-Elder
- **Ethnic Group:** All
- **Language:** All

**Goals**  
**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

<b>Goal Description</b>	<b>Goal Status</b>
Provide adult day health services to vulnerable populations, including frail elders, and adults with special needs, including individuals with behavioral health and cognitive impairment, in a positive, engaging and supportive home-like atmosphere.	In FY 2017, more than 105 elders and adults with special needs (an average daily census of 40/day) received adult day health services at the Dutton Center.

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>

**Description**

Local health and human service providers

Hallmark Health VNA and Hospice <http://www.hallmarkhealthhomecare.org>

Mystic Valley Elder Services <http://www.mves.org>

MassHealth <http://www.mass.gov/eohhs/gov/departments/masshealth/>

MA Department of Public Health (DPH) <http://www.mass.gov/eohhs/gov/departments/dph/>

MassTran <http://www.masstran.biz/>

**Contact Information**

Susan Morton, RN, Director, Dutton Center Adult Day Health Program, 1117 Main Street, Wakefield, MA 01880, Phone: 781-246-2820 , [smorton@hallmarkhealth.org](mailto:smorton@hallmarkhealth.org)

**Detailed Description**

[Download/View Attachment](#)(1214.43 KB)

File Name: #28 Dutton Center.pdf

**Healthy Families/MA Home Visiting Initiative****Brief Description or Objective**

Hallmark Health provides a home-visiting program for first-time parents age 24 and under, living in Everett, Malden, Medford, Melrose, North Reading, Reading, Stoneham, and Wakefield. Funded by The Children’s Trust of Massachusetts, the Massachusetts Department of Public Health, and by Hallmark Health, services are free for participants and their families during pregnancy and until the child turns three. Intensive services include home visiting, family support, coaching, prenatal and parenting education, groups for young parents and resource referral. In addition, services include educational classes such as prenatal classes, infant care, CPR, and First Aid. In 2016, both Healthy Families and the MA Home Visiting Initiative were successfully refunded for multiple years through a competitive process. The funding for MA Home Visiting Initiative has been reduced by more than 60% due to decreased federal funding availability.

**Program Type**

Community Education,Community Participation/Capacity Building Initiative,Direct Services,Health Screening,Outreach to Underserved,Prevention

**Target Population**

- **Regions Served:** Everett, Malden, Medford, Melrose, North Reading, Reading, Stoneham, Wakefield
- **Health Indicator:** Access to Health Care, Mental Health, Other: Alcohol and Substance Abuse, Other: Child Care, Other: Education/Learning Issues, Other: Family Planning, Other: Language/Literacy, Other: Nutrition, Other: Parenting Skills, Other: Pregnancy, Other: Sexually Transmitted Diseases, Other: Smoking/Tobacco, Other: Stress Management, Other: Uninsured/Underinsured, Overweight and Obesity, Physical Activity, Responsible Sexual Behavior, Substance Abuse, Tobacco Use
- **Sex:** All
- **Age Group:** Adult-Young, Child-Infant, Child-Teen, Child-Toddler
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

**Goal Description****Goal Status**

Screen for eligibility, provide services, and enroll young parents age 24 and under with intensive home visiting and group services from pregnancy until the child turns 3 years old.

In FY 2017, Healthy Families/MHVI served 99 families and received 53 referrals for service.

**Partners**

**Partner Name, Description**

**Partner Web Address**

Public and private schools

The Children's Trust Massachusetts <http://www.childrenstrustma.org>

Medford Family Network <http://www.medfordpublicschools.org/medford-family-network>

MA Department of Children and Families <http://www.mass.gov/eohhs/gov/departments/dcf/>

MA Department of Transitional Assistance <http://www.mass.gov/eohhs/gov/departments/dta/?Cached>

WIC Massachusetts <http://www.mass.gov/eohhs/consumer/basic-needs/food/wic/>

North Suburban Child and Family Resource Network <http://www.hallmarkhealth.org/north-suburban-child-and-family-resource-network.html>

MA Department of Public Health (DPH) <http://www.mass.gov/dph>

Early Intervention <http://www.mass.gov/eohhs/gov/departments/dph/programs/family-health/early-intervention/>

**Contact Information**

Lizabeth Chockley RN, MS, Program Director, Healthy Families/MA Home Visiting Initiative, 239 Commercial Street, Malden, MA 02148, Phone: 781-338-7541, [lchockley@hallmarkhealth.org](mailto:lchockley@hallmarkhealth.org)

**Detailed Description**

[Download/View Attachment](#)(873.63 KB)  
File Name: #29 HF-MHVI.pdf

**Support for Nursing Students**

**Brief Description or Objective**

Hallmark Health supports the development of clinical nursing skills by providing several slots for placement through the Commonwealth of Massachusetts's central statewide database for clinical nursing opportunities. A separate statewide database also makes available one on one clinical precepting opportunities throughout the year at both hospital campuses. These

opportunities for students are available to several local colleges and universities with undergraduate and graduate nursing programs.

**Program Type** Mentorship/Career Training/Internship,School/Health Center Partnership

**Target Population**

- **Regions Served:** County-Middlesex, County-Suffolk
- **Health Indicator:** Other: Education/Learning Issues
- **Sex:** All
- **Age Group:** Adult, Adult-Young
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

<b>Goal Description</b>	<b>Goal Status</b>
Partner with colleges and universities to support the clinical education and training of nurses.	In FY 2017, 667 students were mentored. These ranged from undergraduate to advanced placement nurses.

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Bunker Hill Community College	<a href="http://www.bhcc.mass.edu/">http://www.bhcc.mass.edu/</a>
Salem State University	<a href="http://www.salemstate.edu">http://www.salemstate.edu</a>
Lawrence Memorial-Regis College School of Nursing	<a href="http://www.lmregis.org">http://www.lmregis.org</a>
North Shore Community College	<a href="http://www.northshore.edu">http://www.northshore.edu</a>
MA College of Pharmacy and Health Sciences	<a href="http://www.mcphs.edu/">http://www.mcphs.edu/</a>
Endicott College	<a href="http://www.endicott.edu">http://www.endicott.edu</a>
MGH Institute of Health Professions	<a href="http://www.mghihp.edu">http://www.mghihp.edu</a>
Bay State College	<a href="http://www.baystate.edu">http://www.baystate.edu</a>
University of Massachusetts-Lowell	<a href="http://www.uml.edu">http://www.uml.edu</a>
Curry College	<a href="http://www.curry.edu">http://www.curry.edu</a>
Simmons College	<a href="http://www.simmons.edu">http://www.simmons.edu</a>
University of Massachusetts-Dartmouth	<a href="http://www.umassd.edu">http://www.umassd.edu</a>
Rivier University	<a href="http://www.rivier.edu/">http://www.rivier.edu/</a>
Northeastern University	<a href="http://www.neu.edu">http://www.neu.edu</a>

**Contact Information** Deborah Cronin-Waelde, System Vice President, Patient Services & Chief Nursing Officer, Hallmark Health System, 585 Lebanon Street, Melrose, MA 02176, Phone: 781-979-3366, DCRONIN-WAELDE@HALLMARKHEALTH.ORG

**Detailed Description** Not Specified

**Creative Coping for New Mothers**

**Brief Description or Objective** Creative Coping for New Mothers For the past nine years, Hallmark Health has offered 8-week sessions of “Creative Coping: New Mothers Group”. The program provides small-group parenting education in a supportive environment based on the Strengthening Families Initiative (SFI) Protective Factors from the Center for the Study of Social Policy. The five Protective Factors are parental resilience; social connections; knowledge of parenting and child development; concrete support systems in times of need; and support for children’s social

and emotional development. While many local community programs assist mothers with toddler age children, feedback from various community programs indicates there is a lack of programming designed to provide support to mothers with children under the age of one in our area. Through discussion of salient topics for new mothers, including safety, exercise after birth, financial planning, developmental milestones, and stress management, Creative Coping addresses an identified community need, providing support, guidance, and resource and referrals to new mothers who may be vulnerable due to social isolation from their families and other risk factors. The program is currently funded by a Parenting Education and Support (PESP) grant from The Children's Trust Massachusetts. In 2017, Hallmark Health received a new multi-year contract to allow for expansion of additional sessions of the program in new geographic areas to serve greater populations in need.

**Program Type**

Community Education, Outreach to Underserved, Prevention, Support Group

**Target Population**

- **Regions Served:** County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield
- **Health Indicator:** Mental Health, Other: Child Care, Other: Family Planning, Other: Nutrition, Other: Parenting Skills
- **Sex:** Female
- **Age Group:** Adult, Adult-Young, Child-Infant
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

**Goal Description**

Provide 8-week sessions of parent education, lectures, networking and resource development to first time mothers of children under one year of age.

**Goal Status**

In FY 2017, two 8-week sessions took place, serving 30 first time new mothers.

**Partners**

**Partner**

**Name, Description**

**Partner Web Address**

Local providers

The Children's Trust Massachusetts

<http://www.childrenstrustma.org>

MA Department of Children and Families

<http://www.mass.gov/eohhs/gov/departments/dcf/>

Hallmark Health VNA and Hospice

<http://www.hallmarkhealthhomecare.org>

Cambridge Health Alliance

<http://www.challiance.org>

Medford Family Network

<http://www.medfordpublicschools.org/departments-programs/medford-family-network/>

Early Intervention

<http://www.mass.gov/eohhs/gov/departments/dph/programs/family-health/early-intervention/>

**Contact Information** Karen Andrews, Community Outreach Specialist, Hallmark Health System, 239 Commercial Street, Malden, MA 02148, Phone: 781-338-7607, kandrews@hallmarkhealth.org

**Detailed Description** [Download/View Attachment](#)(1188.77 KB)  
File Name: Creative Coping.pdf

#### Support to CHNA 15

**Brief Description or Objective** The North Suburban WIC program serves four of the communities in CHNA 15, Woburn, Winchester, Wilmington, and Burlington. The North Suburban Child and Family Resource Network now also serves Winchester in CHNA 15. The WIC program supported the efforts of the CHNA through the membership and participation of its Outreach Coordinator, on behalf of Hallmark Health's Community Services programs.

**Program Type** Community Health Needs Assessment,Community Participation/Capacity Building Initiative,Prevention

**Target Population**

- **Regions Served:** Burlington, Wilmington, Winchester, Woburn
- **Health Indicator:** All, Environmental Quality, Injury and Violence, Mental Health, Other: Cultural Competency, Other: Nutrition, Other: Public Safety, Other: Safety
- **Sex:** All
- **Age Group:** Adult, Adult-Elder, Adult-Young, All Adults, All Children
- **Ethnic Group:** All
- **Language:** All

#### Goals

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

Goal Description	Goal Status
Participate in quarterly CHNA 15 meetings and network around resources provided to CHNA 15 communities.	In FY 2017, the WIC Community Coordinator attended CHNA 15 meetings.

#### Partners

Partner Name, Description	Partner Web Address
Local CFCE Coordinated Family and Community Engagement Grants	
Woburn Social Concern	<a href="http://www.socialconcern.org">http://www.socialconcern.org</a>
North Suburban YMCA	<a href="http://www.ymcaboston.org/northsuburban">http://www.ymcaboston.org/northsuburban</a>
Healthy Families for this region	<a href="http://childrenstrustma.org/our-programs/healthy-families">http://childrenstrustma.org/our-programs/healthy-families</a>

**Contact Information** Eileen Dem RN, CES, Director, Community Services, Hallmark Health System, 239 Commercial Street, Malden, MA 02148, Phone: 781-338-7552, edem@hallmarkhealth.org

**Detailed Description** [Download/View Attachment](#)(1441.88 KB)  
File Name: CHNA 15.pdf

#### Aging in Balance-Senior Outreach Program

**Brief Description or Objective** Aging in Balance-Senior Outreach Program Hallmark Health System and Hallmark Health VNA and Hospice partnered to provide health care counseling clinics and education programs for older adults at senior housing sites and Councils on Aging. A Registered Nurse with extensive experience and training in geriatric health provided health counseling and referral, educational programs and exercise and nutrition classes on an ongoing basis along with more than a dozen

programs, and exercise and nutrition classes on an ongoing basis, along with more than a dozen health screenings and resource fairs. Screenings included blood pressure, blood sugar, osteoporosis, eye and hearing. Flu immunization clinics were also sponsored. New multi-session programs include "Sunny Side Up" a program focused on building resilience and "Knowledge Up, BP Down" a blood pressure management program. The lead nurse is also a certified instructor in the Stanford University Chronic Disease, Chronic Pain Self-Management programs, and the "Cancer: Thriving and Surviving" program, and co-facilitates these programs in the community. The Chronic Disease (CDSMP) and Chronic Pain (CPSMP) Self-Management Programs are designed to help those with chronic conditions to improve healthful behaviors, improve health status, and decrease days in the hospital. Based upon models developed by Stanford University, workshops run weekly for 2.5 hours for 6 weeks, led by 2 trained and certified leaders to help participants and their caregivers learn strategies around managing chronic illness more effectively, as well as techniques to better manage chronic pain as the result of illness and injury, including specific impacts related to the treatment of cancer. Evidence-based approaches help to empower individuals in addressing their personal issues, as well as preventing medication and substance abuse within these vulnerable populations.

**Program Type**

Community Education,Community Participation/Capacity Building Initiative,Direct Services,Health Screening,Outreach to Underserved,Prevention,Support Group

**Target Population**

- **Regions Served:** County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield
- **Health Indicator:** All, Mental Health, Other: Alzheimer Disease, Other: Arthritis, Other: Chronic Pain , Other: Elder Care, Other: Hypertension, Other: Osteoporosis/Menopause, Other: Parkinson’s Disease, Other: Pulmonary Disease/Tuberculosis, Other: Stress Management, Other: Stroke, Physical Activity
- **Sex:** All
- **Age Group:** Adult, Adult-Elder
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

**Goal Description**

Offer educational programming for elders in the community.

**Goal Status**

In 2017, 181 residents attended programs such as the following: Slips, Trips, Falls, SNAP Program with education and screening, Blood Pressure Bingo, Understanding and responding to Dementia related behaviors, Effective Communication Strategies, We Honor Veterans, Getting the Most out of your MD Appointment, Chronic Pain Self-Management Program CDSMP, Sleepless in New England, Stress Management for Heart Health, Sunny Side Up, and Holiday Fear/Holiday Cheer.

Provide scheduled monthly blood pressure screening and monitoring to elders in community locations- congregate living sites, senior centers, and others.

In 2017, 1621 blood pressures were taken at 22 sites. Any abnormal findings were followed up upon and referrals were made as needed.

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
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Local Councils on Aging

Mystic Valley Elder Services <http://www.mves.org>

Hallmark Health VNA and Hospice <http://www.hallmarkhealthhomecare.org>

Greater Lynn Senior Services <http://www.glss.net>

West Medford Community Center <http://www.wmcc.us>

**Contact Information**

Joya Pezzuto, RN, Senior Citizens Outreach Program, Hallmark Health System, 178 Savin Street, 3rd Floor, Malden, MA 02148, Phone: 781-338-7823, [jpezzuto@hallmarkhealth.org](mailto:jpezzuto@hallmarkhealth.org)

**Detailed Description**

[Download/View Attachment](#)(3258.62 KB)

File Name: Aging in balance.pdf

**Mothers Helping Mothers Store**

**Brief Description or Objective**

This program, under the guidance of the North Suburban WIC Program, provides an opportunity to assist a vulnerable population with parenting support while fulfilling basic material needs. Mothers help each other by donating gently used maternity clothing, children's clothing and baby equipment. "The Store" is run by a WIC parenting peer counselor with additional resources provided by the WIC Family Support Worker. Appointments are made on Wednesdays and Saturdays. Parenting education and resources, and referrals to other services are provided during store appointments. The Store has also collaborated with the Malden Coordinated Family and Community Engagement Grant program to enrich the parent education services and expand the number of in-community referrals and resources. In 2016, a Pop-up-Store was added at the Woburn WIC site. This allows additional families to be served. The items are requested by families and delivered to Woburn by the WIC Community Coordinator or by WIC Peer Counselors.

**Program Type**

Community Education,Direct Services,Outreach to Underserved,Prevention

**Target Population**

- **Regions Served:** Burlington, County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield, Wilmington, Winchester, Woburn
- **Health Indicator:** Environmental Quality, Immunization, Injury and Violence, Mental Health, Other: Asthma/Allergies, Other: Child Care, Other: Domestic Violence, Other: Education/Learning Issues, Other: Homelessness, Other: Language/Literacy, Other: Nutrition, Other: Parenting Skills, Other: Safety - Home, Other: Stress Management, Physical Activity, Substance Abuse, Tobacco Use
- **Sex:** All, Female, Male
- **Age Group:** Adult, Adult-Young, Child-Infant, Child-Preschool, Child-Preteen, Child-Primary School, Child-Toddler
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

**Goal Description**

**Goal Status**

Provide "gently used" clothing and baby care items to families, and offer parenting information and resources by appointment. In FY 2017, 231 family appointments and parenting education sessions were completed.

**Partners**

<b>Partner</b>	<b>Partner Web Address</b>
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**Name,  
Description**

Hallmark Health VNA and Hospice <http://www.hallmarkhealthhomecare.org>

MA Department of Children and Families <http://www.mass.gov/eohhs/gov/departments/dcf/>

MA State WIC Program <http://www.mass.gov/eohhs/consumer/basic-needs/food/wic/>

Early Intervention health/early-intervention/ [http://www.mass.gov/eohhs/gov/departments/dph/programs/family-](http://www.mass.gov/eohhs/gov/departments/dph/programs/family-health/early-intervention/)

Malden CFCE Program <http://www.mass.gov/edu/birth-grade-12/early-education-and-care/find-early-education-and-care-programs/coordinated-family-and-community-engagement.html>

**Contact Information** Sharon Burton, WIC Community Coordinator, North Suburban WIC Program, 239 Commercial Street, Malden, MA 02148, Phone: 781-338-7579, [sburton@hallmarkhealth.org](mailto:sburton@hallmarkhealth.org)

**Detailed Description** [Download/View Attachment](#)(464.40 KB)  
File Name: Mothers Helping Mothers Store FY16.pdf

**Bereavement Support Groups**

**Brief Description or Objective** Hallmark Health VNA and Hospice offers a series of ongoing support groups to help those who have experienced loss, including on-going support groups such as Loss of a Spouse or Partner, Adult Child Loss of a Parent, and Loss after 60.

**Program Type** Community Education,Support Group

- Target Population**
- **Regions Served:** County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield
  - **Health Indicator:** Mental Health, Other: Bereavement, Other: Stress Management
  - **Sex:** All
  - **Age Group:** Adult, Adult-Elder, Adult-Young
  - **Ethnic Group:** All
  - **Language:** All

**Goals**  
**Statewide Priority:** Promoting Wellness of Vulnerable Populations

<b>Goal Description</b>	<b>Goal Status</b>
Provide bereavement support groups to help individuals address the impacts of loss related to the death of a spouse, child or other loved one at various life stages.	In FY 2017, the "Surviving Loss After 60" group met twice per month, serving 31 individuals, averaging 10 individuals per session.
Provide bereavement support groups to help individuals address the impacts of loss related to the death of a spouse, child or other loved one at various life stages.	In FY 2017, a monthly loss support group is held at Bear Hill Nursing Home, serving approximately 10 individuals per session.

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
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Hallmark Health VNA and Hospice <http://www.hallmarkhealthhomecare.org>

Mystic Valley Elder Services <http://www.mves.org>

Bear Hill Nursing and Rehabilitation Center <http://www.bearhillrehab.com>

**Contact Information** Judy Seifert, Bereavement Coordinator, Hallmark Health VNA & Hospice, 173 Savin Street, Malden, MA 02148, Phone: 781-338-7861, [jseifert@hallmarkhealth.org](mailto:jseifert@hallmarkhealth.org)

**Detailed Description** [Download/View Attachment](#)(263.72 KB)  
File Name: Support group Surviving Loss After 60.pdf

### Skin Cancer Screening and Education

**Brief Description or Objective** Skin Cancer Screening and Education Opportunities for Skin Cancer Screening and education are made available for the community, given the rate of cancer incidence documented in the Community Health Needs Assessment and the ongoing concerns about sun safety by area residents. Skin cancer awareness and prevention information is also provided at other community health events.

**Program Type** Community Education, Health Screening, Prevention

**Target Population**

- **Regions Served:** County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield
- **Health Indicator:** Other: Cancer, Other: Cancer - Skin
- **Sex:** All
- **Age Group:** Adult, Adult-Elder, Adult-Young, All Adults
- **Ethnic Group:** All
- **Language:** All

### Goals

**Statewide Priority:** Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Provide skin cancer education and screening through annual screening events.	In FY 2017, 50 adults received skin cancer screening during the annual screening event in June 2017. All positive findings were noted and referred for further examination. Educational materials on skin cancer and risks were also widely disseminated.

### Partners

Partner Name, Description	Partner Web Address
American Cancer Society	<a href="http://www.cancer.org">http://www.cancer.org</a>

**Contact Information** Elisa Scher MSN, RN-BC, System Director, Oncology, Hallmark Health System, 41 Montvale Avenue, Stoneham, MA 02180, Phone: 781-224-5877, [escher@hallmarkhealth.org](mailto:escher@hallmarkhealth.org)

**Detailed Description** [Download/View Attachment](#)(600.25 KB)  
File Name: Skin cancer screening.pdf

### Support for Tri-City Hunger Network

**Brief Description or Objective** The WIC Community Coordinator regularly attends the monthly Tri-City Hunger Network meetings, and shares resources regionally to support families living in poverty. Many of these families are Haitian or Haitian/American. The group remains instrumental in supporting the Mobile Food Market offered through a collaboration with the Greater Boston Food Bank, the Zonta Clubs of Malden and Medford, and Hallmark Health System.

**Program Type** Community Participation/Capacity Building Initiative, Outreach to Underserved, Prevention

- Target Population**
- **Regions Served:** Everett, Malden, Medford
  - **Health Indicator:** Access to Health Care, Other: Diabetes, Other: Homelessness, Other: Nutrition
  - **Sex:** All
  - **Age Group:** Adult, All Adults, All Children
  - **Ethnic Group:** All, Black/African American
  - **Language:** All, Haitian Creole

**Goals**

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

<b>Goal Description</b>	<b>Goal Status</b>
Provide support to Network programs, and connect to nutrition related programs, including WIC and Mobile Food Market.	In FY 2017, the WIC Community Coordinator attended 10 out of 12 monthly meetings of the Hunger Network.

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
North Shore Rescue Mission	<a href="http://www.northshorerescuemission.org/nsrm/">http://www.northshorerescuemission.org/nsrm/</a>
Greater Boston Food Bank	<a href="http://www.gbfb.org">http://www.gbfb.org</a>
Bread of Life, Malden	<a href="http://www.thebreadoflifeonline.org/">http://www.thebreadoflifeonline.org/</a>
The Salvation Army	<a href="http://www.salvationarmyma.org/MysticValley">http://www.salvationarmyma.org/MysticValley</a>
MA Department of Transitional Assistance	<a href="http://www.mass.gov/eohhs/gov/departments/dta/">http://www.mass.gov/eohhs/gov/departments/dta/</a>
Project Bread	<a href="http://www.projectbread.org/">http://www.projectbread.org/</a>
Action for Boston Community Development, Inc.	<a href="http://www.bostonabcd.org">http://www.bostonabcd.org</a>
Evangelical Church of Holiness	Evangelical Church of Holiness

**Contact Information** Saratha Sivasithamparam, MS, LN, CLC, Director, North Suburban WIC Program, 239 Commercial Street, Malden, MA 02148, Phone: 781-338-7577, [ssivasithamparam@hallmarkhealth.org](mailto:ssivasithamparam@hallmarkhealth.org)

**Detailed Description** [Download/View Attachment](#)(870.74 KB)  
File Name: Tricity hunger network.pdf

**Oral/Head/Neck Screening**

**Brief Description or** Oral, Head and Neck Cancer arises in the head or neck region, including the nasal cavity,

**Objective** sinuses, lips, mouth, thyroid glands, salivary glands, throat, or larynx (voice box). It is the sixth-most-common form of cancer in the world; 50,000 cases are diagnosed annually. Hallmark Health offers annual oral/head/neck screenings for area residents based on the high incidence and mortality rates for these cancers.

**Program Type** Community Education,Health Screening,Outreach to Underserved

**Target Population**

- **Regions Served:** County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield
- **Health Indicator:** Other: Cancer, Other: Uninsured/Underinsured, Tobacco Use
- **Sex:** All
- **Age Group:** Adult, Adult-Elder
- **Ethnic Group:** All
- **Language:** All

### Goals

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
Provide annual screenings and educational information for Oral/Head/Neck cancers in adults.	In April 2017, one free screening and education event screened 2 adults for Oral/Head/Neck diseases.

### Partners

Partner Name, Description	Partner Web Address
American Cancer Society	<a href="https://www.cancer.org/">https://www.cancer.org/</a>

**Contact Information** Elisa Scher MSN, RN-BC, System Director, Oncology, Hallmark Health System, 41 Montvale Avenue, Stoneham, MA 02180, Phone: 781-224-5877, [escher@hallmarkhealth.org](mailto:escher@hallmarkhealth.org)

**Detailed Description** [Download/View Attachment](#)(531.42 KB)  
File Name: Oral head and neck screening.pdf

### Family Shelter Supper Visits

**Brief Description or Objective** Family Shelter Supper Visits A group of social service agencies come together each month to provide support to families living in the Rte. 99 shelters. The visits are planned in coordination with Bread of Life. Hallmark Health staff members provide information about WIC, Healthy Families, the Malden Baby Café, the COACHH program and the Mothers Helping Mothers Store. Toothbrushes, coloring books, crayons, and children's books are given to families. In addition, hot meals and groceries, provided as part of a weekly food program by Bread of Life are also distributed to families during these visits.

**Program Type** Direct Services,Outreach to Underserved,Prevention

**Target Population**

- **Regions Served:** Malden, Melrose, Saugus
- **Health Indicator:** Access to Health Care, Environmental Quality, Mental Health, Other: Alcohol and Substance Abuse, Other: Dental Health, Other: Education/Learning Issues, Other: Homelessness, Other: Language/Literacy, Other: Nutrition, Other: Parenting Skills, Other: Pregnancy, Other: Safety - Home, Other: Stress Management, Overweight and Obesity
- **Sex:** All
- **Age Group:** Adult, Adult-Young, Child-Infant, Child-Preschool, Child-Preteen, Child-Primary School, Child-Teen, Child-Toddler
- **Ethnic Group:** All
- **Language:** All

### Goals

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
Provide support for hot meal and grocery distribution, provide books, toothbrushes	In FY 2017, the program served an average of 50 families per month

diapers, and other essentials, and offer resource and referral linkages for families living in area transitional shelter.

Support the Annual Holiday party for families at the Town Line Motel (and other local motels when open). This program is in collaboration with local churches, the Malden YMCA, and Bread of Life.

Town Line Inn families and families from two other area motel shelters were invited for a party at the Freedom Hill Church in Malden. New winter accessories were given to the families. The party consisted of games, food and entertainment.

## Partners

### Partner

**Name, Partner Web Address**

### Description

Bread of Life <http://www.thebreadoflifeonline.org>

Junior Aid of Malden <http://www.junioraid.org>

MA Department of Transitional Assistance <http://www.mass.gov/eohhs/gov/departments/dta/>

## Contact Information

Karen Andrews, Community Outreach Specialist, Hallmark Health System, 239 Commercial Street, Malden, MA 02148, Phone: 781-338-7607, [kandrews@hallmarkhealth.org](mailto:kandrews@hallmarkhealth.org)

## Detailed Description

[Download/View Attachment](#)(273.26 KB)

File Name: Homeless hotel shelter visits.pdf

## Family Support Program WIC

### Brief Description or Objective

The North Suburban Women, Infants and Children (WIC) Nutrition Program assists families with health insurance enrollment and navigating a myriad of other services through its Family Support Program. The Family Support Coordinator helps participants connect to services in the following areas: Supplemental Nutrition Assistance Program (SNAP), domestic/intimate partner violence support, child care services, fuel assistance, alternate food resources, such as food pantries, health insurance enrollment, English as a Second Language (ESL) classes, immigration assistance, smoking cessation programs, parenting education, and other challenges families may face.

### Program Type

Community Education,Community Participation/Capacity Building Initiative,Health Coverage Subsidies or Enrollment,Outreach to Underserved,Prevention

### Target Population

- **Regions Served:** Burlington, County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Stoneham, Wakefield, Wilmington, Winchester, Woburn
- **Health Indicator:** Access to Health Care, Immunization, Mental Health, Other: Alcohol and Substance Abuse, Other: Asthma/Allergies, Other: Bereavement, Other: Child Care, Other: Dental Health, Other: Domestic Violence, Other: Education/Learning Issues, Other: Elder Care, Other: Family Planning, Other: Homelessness, Other: Lead Poisoning, Other: Nutrition, Other: Parenting Skills, Other: Smoking/Tobacco, Other: Stress Management, Other: Uninsured/Underinsured, Overweight and Obesity, Physical Activity, Substance Abuse, Tobacco Use
- **Sex:** All
- **Age Group:** Adult, Adult-Elder, Adult-Young, Child-Infant, Child-Preschool, Child-Preteen, Child-Primary School, Child-Teen, Child-Toddler
- **Ethnic Group:** All

- **Language:** All

**Goals**

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

<b>Goal Description</b>	<b>Goal Status</b>
Provide navigation and support services as well as facilitate referrals for WIC families to resources and other supportive services to address the full spectrum of socio-economic, financial, and other needs.	In FY 2017, the Family Support Worker provided navigation and resource connections to 509 participant families and provided 1055 services.

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Physician practices	
Hallmark Health VNA and Hospice	<a href="http://www.hallmarkhealthhomecare.org">http://www.hallmarkhealthhomecare.org</a>
MA Department of Children and Families	<a href="http://www.mass.gov/eohhs/gov/departments/dcf">http://www.mass.gov/eohhs/gov/departments/dcf</a>
MA Department of Transitional Assistance	<a href="http://www.mass.gov/eohhs/gov/departments/dta/">http://www.mass.gov/eohhs/gov/departments/dta/</a>
Early Intervention	<a href="http://www.mass.gov/eohhs/gov/departments/dph/programs/family-health/early-intervention/">http://www.mass.gov/eohhs/gov/departments/dph/programs/family-health/early-intervention/</a>
Healthy Families	<a href="http://childrenstrustma.org/our-programs/healthy-families">http://childrenstrustma.org/our-programs/healthy-families</a>
MA Home Visiting	<a href="http://www.mass.gov/eohhs/gov/departments/dph/programs/family-health/home-visiting/">http://www.mass.gov/eohhs/gov/departments/dph/programs/family-health/home-visiting/</a>

**Contact Information** Madlyna Bouchotte, CLE, Family Support Worker, North Suburban WIC Program, 239 Commercial Street, Malden, MA 02148, Phone: 781-338-7778, mbouchotte@hallmarkhealth.org

**Detailed Description** [Download/View Attachment](#)(1015.13 KB)  
File Name: #40 WIC Family Support.pdf

**Child Developmental Screening**

**Brief Description or Objective** The Ages and Stages screening is an on-line program funded by the MA Department of Early Education and Care. Using the Ages and Stages and Social Emotional Development Questionnaires, parents are able to monitor their child’s growth, physically, emotionally, and socially. These questions are answered on-line by the parent, with the results shared with the Family Resource Network. The parent and Family Resource Network Manager then meet to discuss the results and work together to provide resources and tools to help children reach their optimal growth and development potential.

**Program Type** Community Education,Community Participation/Capacity Building Initiative,Health Screening Outreach to Underserved Populations, School/Health Center Partnership

screening, Outreach to Underserved, Prevention, School/Health Center Partnership

**Target Population**

- **Regions Served:** Lynnfield, Melrose, North Reading, Reading, Stoneham, Wakefield, Winchester
- **Health Indicator:** Mental Health, Other: Education/Learning Issues, Other: Hearing, Other: Language/Literacy, Other: Parenting Skills, Other: Vision , Physical Activity
- **Sex:** All
- **Age Group:** Adult, Adult-Elder, Adult-Young, Child-Infant, Child-Preschool, Child-Toddler
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

**Goal Description**

Provide Ages and Stages Developmental Screenings to ensure parents know that their child is on track with healthy growth and development benchmarks for their age range.

**Goal Status**

60 children were screened in FY 2017.

**Partners**

**Partner**

**Name, Description**      **Partner Web Address**

Local public and private schools

Massachusetts Department of Early Education and Care  
<http://www.mass.gov/edu/government/departments-and-boards/department-of-early-education-and-care/>

**Contact Information**

Kathy Harlow Program Manager North Suburban Child and Family Resource Network The Woodville School 30 Farm Street Wakefield, MA 01880 781-246-5187 ,  
kharlow@hallmarkhealth.org

**Detailed Description**

[Download/View Attachment](#)(1006.42 KB)  
File Name: Ages and Stages Screening.pdf

**Medical Direction for Area Communities and Oversight for the Melrose Ambulance Service**

**Brief Description or Objective**

In 2010, The City of Melrose began providing ambulance service through its Fire Department. Cataldo Ambulance and Hallmark Health System supported these efforts. In 2013, the city added ACLS ambulance services. The Physician Chairman of the HHS Emergency Department acts as Medical Director for the program, conducting quarterly case management, STEMIs review, training and other rounding with the Melrose Fire Department EMTs and paramedics. In addition, the ED Chairman serves in a similar capacity as Affiliate Hospital Medical Director for the Towns of Reading and North Reading.

**Program Type**

Community Health Needs Assessment, Community Participation/Capacity Building Initiative, Direct Services, Health Professional/Staff Training, Physician/Provider Diversity

**Target Population**

- **Regions Served:** Melrose, North Reading, Reading
- **Health Indicator:** Access to Health Care, Injury and Violence, Mental Health, Other: Alcohol and Substance Abuse, Other: Asthma/Allergies, Other: Cardiac Disease, Other: Public Safety, Other: Stroke
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All

- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

<b>Goal Description</b>	<b>Goal Status</b>
Through the physician Emergency Services Director, provide training and oversight to the ambulance service and ACLS services provided in partnership to the City of Melrose and act as the Affiliate Medical Director for Melrose, Reading, and North Reading.	In FY 2017, the Medical Director oversaw ongoing training and supervision of Melrose paramedics and oversight for EMTs and emergency services in Melrose, North Reading, and Reading.

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
City of Melrose	<a href="http://www.cityofmelrose.org">http://www.cityofmelrose.org</a>
Cataldo Ambulance Services	<a href="http://www.cataldoambulance.com">http://www.cataldoambulance.com</a>
Town of Reading	<a href="http://www.readingma.gov">http://www.readingma.gov</a>
Town of North Reading	<a href="http://www.northreadingma.gov">http://www.northreadingma.gov</a>

**Contact Information** Alec Walker, MD, FACEP, Chairman, Emergency Department, Hallmark Health System, 585 Lebanon Street, Melrose, MA 02176, Phone: 781-979-3778, [awalker@hallmarkhealth.org](mailto:awalker@hallmarkhealth.org)

**Detailed Description** [Download/View Attachment](#)(689.13 KB)  
File Name: melrose-ambulance-2013.pdf

**Emergency Planning & Preparedness**

**Brief Description or Objective** Emergency Planning & Preparedness Hallmark Health System's Chairman of Emergency Medicine serves as Medical Director of EMS Region III for the Commonwealth of Massachusetts and is very active in regional planning and efforts to improve coordinated response to natural and man-made disasters at all levels. This includes both provider and community education around outbreaks of disease or potential risks of outbreak, such as concerns related to the Ebola and Zika viruses. Hallmark Health continues to explore ways to inform the community on these issues, as well as to improve its physical plant to better respond to these occurrences. Growing evidence and governmental policies on disaster response suggests that preparation and community resiliency are both key factors in recovery and return to normalcy following a disaster in the community. In 2017, Hallmark Health participated in week-long active shooter drills training employees and emergency services to protect themselves and community members should an active shooter event occur.

**Program Type** Community Participation/Capacity Building Initiative, Direct Services, Prevention

**Target Population**

- **Regions Served:** County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Stoneham, Wakefield
- **Health Indicator:** Access to Health Care, Environmental Quality, Injury and Violence, Other: First Aid/ACLS/CPR, Other: Public Safety
- **Sex:** All
- **Age Group:** Adult, All Adults, All Children
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

<b>Goal Description</b>	<b>Goal Status</b>
Provide training to clinical	The HHS Chairman of

staff and community health information regarding outbreaks or potential outbreaks of disease by the Centers for Disease Control or the Massachusetts Department of Public Health.

Emergency Medicine participates on an Emergency Medicine Community Advisory Board and provides Medical Liaison Work for the YMCA of Greater Boston.

Provide emergency planning for the community-at-large to prepare for disasters and emergencies, both natural and man-made, including seasonal and pandemic flu and mass casualties.

In 2017, the HHS Chairman of Emergency Medicine continued to serve as the Medical Director of Region III EMS and the Massachusetts Emergency Care Advisory Board (MECAB). In May 2017 HHS conducted a week long active shooter training with 120 HHS employees, Melrose Fire, Police and local EMS crews to respond to an active shooter event. A one day active shooter training seminar was conducted prior to the week-long training and served 27 HHS employees.

**Partners**

**Partner Name, Description**

**Partner Web Address**

Local cities and towns

State and regional EMS providers

MA Department of Public Health

<http://www.mass.gov/dph>

U.S. Centers for Disease Control

<http://www.cdc.gov>

**Contact Information**

Alec Walker, MD, FACEP, Chairman, Emergency Medicine, Hallmark Health System, 585 Lebanon Street, Melrose, MA 02176, Phone: 781-979-3378, [awalker@hallmarkhealth.org](mailto:awalker@hallmarkhealth.org)

**Detailed Description**

[Download/View Attachment](#)(1063.63 KB)  
File Name: Emergency Planning active shooter.pdf

**Support to Mass in Motion Programs**

**Brief Description or Objective**

Five communities in the Hallmark Health service area maintain Mass In Motion (MIM) funding, including Everett, Malden, Medford, Melrose, and Wakefield. Hallmark Health works to support these communities in a variety of ways based on their individual needs-from community gardens, to information on Farmers' Markets, menu reviews and walking programs. A shift in the program funding at the state level has adjusted the scale and scope of program activities for MIM, but Hallmark Health continues to support efforts in the communities served whenever possible.

**Program Type**

Community Education,Community Participation/Capacity Building Initiative,Outreach to Underserved,Prevention,School/Health Center Partnership

**Target Population**

- **Regions Served:** Everett, Malden, Medford, Melrose, Wakefield
- **Health Indicator:** Environmental Quality, Other: Nutrition, Other: Public Safety, Overweight and Obesity, Physical Activity
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

## Goals

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

Goal Description	Goal Status
Attend regular meetings and provide ongoing support for MIM activities within Everett, Malden, Medford, Melrose, and Wakefield.	In 2017, the WIC Senior Nutritionist continued to provide support to Medford and Malden programs and Community Services staff attended meetings in Melrose/Wakefield and in Everett's Community Health Partnership which included MIM activities.

## Partners

Partner Name, Description	Partner Web Address
Local Boards of Health	
Cambridge Health Alliance	<a href="http://www.challiance.org">http://www.challiance.org</a>
YWCA of Malden	<a href="http://www.ywcamalden.org">http://www.ywcamalden.org</a>
MIM-Energize Everett	<a href="http://www.ci.everett.ma.us/Everett_files/energize/">http://www.ci.everett.ma.us/Everett_files/energize/?</a>
MIM Melrose-Wakefield	<a href="http://www.mimmelrosewakefield.com">http://www.mimmelrosewakefield.com</a>
MIM-Medford	<a href="http://www.ourhealthymass.org/place/programs/medford/">http://www.ourhealthymass.org/place/programs/medford/?</a>
MIM-Malden	<a href="http://www.maldenismoving.org/">http://www.maldenismoving.org/</a>

**Contact Information** Kristen Giuliani, RD, LDN, CLC, Senior Nutritionist, North Suburban WIC Program, 239 Commercial Street, Malden, MA 02148, Phone: 781-338-7576, [kgiuliani@hallmarkhealth.org](mailto:kgiuliani@hallmarkhealth.org)

**Detailed Description** [Download/View Attachment](#)(471.93 KB)  
File Name: Mass in Motion.pdf

## Mobile Food Market

**Brief Description or Objective** In August 2012, the North Suburban Women, Infants and Children (WIC) Nutrition program began partnering with the Greater Boston Food Bank (GBFB) to offer a monthly Mobile Food Market to address the lack of access to healthy food for low-income families in several area communities. Providing access to healthy foods allows older adults and elders to better manage chronic diseases like diabetes, while younger adults and children are able to maintain a healthy weight and families can focus their limited resources on other needs such as housing costs. When families have their basic economic needs such as food, shelter, clothing and healthcare met, studies show that this leads to improved health for adults and optimal growth and development for children. HHS partners on this initiative with the Malden Zonta Club, a local service organization whose mission is to advance the status of women world-wide and to locally serve the community. Malden Zontians support the Mobile Market food distribution effort each month. The City of Malden Mayor's office provides police details in-kind each month, the City of Medford notifies residents about the Market through a robotic-call system

and Hallmark Health provides a variety of screenings and health information throughout the year. The Mobile Market has been recognized with a Peter Lee Memorial Healthy Communities Award by the Massachusetts Department of Public Health, as a "Program of Promise" by the 2013 Hospital Charitable Service Awards in Atlanta, GA, and as a Hospital Charitable Service Award's "Program of Excellence" winner in 2016. In 2016, the Mobile Market began enrolling participants using the Greater Boston Food Bank's centralized "Oasis Insight" database. The system has improved tracking of ongoing participation and provided additional insights into the frequency, duration, and geographic locations of individuals and families served by the Market. In 2016, the GBFB hired a physician to expand the Mobile Market program into health centers. Two sites, one in Brighton and another in Lawrence, were opened in 2016. Hallmark Health acted as a mentor program to both sites. In 2016, the GBFB also offered Hallmark Health a seat on its new Hunger Task Force. In 2017, the GBFB Director of Public Health and Research joined the HHS Community Benefits Advisory Council.

**Program Type**

Community Education,Community Participation/Capacity Building Initiative,Health Screening,Outreach to Underserved,Prevention,Research

**Target Population**

- **Regions Served:** County-Middlesex, Everett, Malden, Medford, Melrose, Woburn
- **Health Indicator:** Access to Health Care, Immunization, Other: Diabetes, Other: Homelessness, Other: Nutrition, Other: Smoking/Tobacco, Other: Uninsured/Underinsured, Overweight and Obesity
- **Sex:** All
- **Age Group:** Adult, Adult-Elder, Adult-Young, Child-Infant, Child-Toddler
- **Ethnic Group:** All
- **Language:** All , Chinese , Haitian Creole , Other , Vietnamese

**Goals**

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

**Goal Description**

**Goal Status**

Provide health education and screening to Market recipients whenever possible.

During 2017, flu shots were offered, information on financial assistance, colon health, stroke health, child literacy, tobacco cessation, and a variety of other topics.

Provide monthly healthy food market for the community to address food insecurity.

The Mobile Market has more than 1,000 families enrolled in the data base. Over 4,289 family visits were documented in 2017, an average of 357 families/month.

Reduce food insecurity in the Hallmark health service area.

In all of the 9 Hallmark Health communities, the GBFB has reached its goal of "one meal per day". In Reading, Melrose, Medford, and Everett there is still work to be done to reach "two meals/day". The "two meals/day" has been reached in Malden, North Reading, Saugus, Stoneham, and Wakefield.

Provide services using staff and community partners as volunteers. This program allows volunteers to receive food as needed.

In FY 2017, 3,372 volunteer hours were provided by Hallmark Health leaders and staff.

**Partners**

Partner Name, Description	Partner Web Address
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Greater Boston Food Bank	http://www.gbfb.org
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Bread of Life	http://www.breadoflifeonline.org
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Zonta Clubs of Malden and Medford	http://www.zontadistrict1.org
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Hospital Charitable Service Awards	http://www.jacksonhealthcare.com/awards/community/program-database/the-mobile-food-market.aspx
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Malden Teen Enrichment Center	http://www.maldenteenrichmentcenter.org
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City of Malden	http://www.cityofmalden.org
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City of Medford	http://www.medford.org
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Malden Police Department	http://www.maldenpd.com
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<b>Contact Information</b>	Kristen Giuliani, RD, LDN, CLC, Senior Nutritionist, North Suburban WIC Program, 239 Commercial Street, Malden, MA 02148, Phone: 781-338-7576, kgiuliani@hallmarkhealth.org
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<b>Detailed Description</b>	<a href="#">Download/View Attachment</a> (5185.52 KB) File Name: Mobile food market.pdf
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### Tumor Registry

<b>Brief Description or Objective</b>	The Hallmark Health Tumor Registry records all incidences of cancer or related malignant tumors into a central registry that coordinates all data across Hallmark Health System. The program is staffed by certified professional staff and additional analyst support consistent with accredited cancer tumor registry programs nationwide, and undergoes full program accreditation every three years. Given high rates of cancer incidence and mortality in the region, a more comprehensive assessment of cancer data is invaluable to addressing health disparities and serving at-risk populations.
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<b>Program Type</b>	Prevention, Research
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<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> County-Middlesex</li> <li>• <b>Health Indicator:</b> Other: Cancer, Other: Cancer - Breast, Other: Cancer - Cervical, Other: Cancer - Colo-rectal, Other: Cancer - Lung, Other: Cancer - Multiple Myeloma, Other: Cancer - Ovarian, Other: Cancer - Prostate, Other: Cancer - Skin</li> <li>• <b>Sex:</b> All</li> <li>• <b>Age Group:</b> Adult, Adult-Elder, Adult-Young, All Adults, All Children</li> <li>• <b>Ethnic Group:</b> All</li> <li>• <b>Language:</b> All</li> </ul>
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### Goals

**Statewide Priority:** Reducing Health Disparity, Supporting Healthcare Reform

Goal Description	Goal Status
Document all incidence of tumors diagnosed and	In FY 2017, the total number of cases reported to the board

identified across Hallmark Health System and affiliated providers. was 400.

Review no fewer than 10% of all cases reported to the Board as mandated by accreditation. In FY 2017, the Cancer Conference reviewed 194 cases (49% of the total number of cases).

Conduct regular scheduled weekly Tumor Board meetings at each hospital and six system-wide Cancer Committee meetings per year. In FY 2017, weekly meetings, quarterly Tumor Board meetings, and bi-monthly (six times/year) Cancer Committee meetings took place.

## Partners

Partner Name, Description	Partner Web Address
American Cancer Society	<a href="http://www.cancer.org">http://www.cancer.org</a>
Commission on Cancer-American College of Surgeons	<a href="http://www.facs.org/cancer">http://www.facs.org/cancer</a>

**Contact Information** Nancy Cloutier, Director, Medical Records, Hallmark Health System, 585 Lebanon Street, Melrose MA 02176, Phone 781-979-3114, [ncloutier@hallmarkhealth.org](mailto:ncloutier@hallmarkhealth.org)

**Detailed Description** Not Specified

## In-Kind space to local Alcoholics Anonymous/Overeaters Anonymous, Opioid Task Force Groups

**Brief Description or Objective** For several years, a local chapter of Alcoholics Anonymous has held a weekly meeting in Perkins Hall at Melrose-Wakefield Hospital. The meeting takes place on Sunday mornings, and is one of only three AA meetings offered in Melrose. A regularly scheduled Overeaters Anonymous Group also meets in the Johnson Conference Room at Lawrence Memorial Hospital. The group also meets weekly. In 2016, the statewide Parent Teachers Association and the Middlesex County District Attorney's Eastern Middlesex Opioid Task Force also began to meet regularly at Hallmark Health. In 2017, Massachusetts Opioid Abuse Prevention Coalition (MOAPC) held two focus groups to discuss opioid use in the trade field. Information from these focus groups was used to develop marketing materials and was well received by the SAMHSA.

**Program Type** Community Education, Community Participation/Capacity Building Initiative, Outreach to Underserved, Prevention, Support Group

**Target Population**

- **Regions Served:** County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Other-Northeastern Massachusetts, Reading, Saugus, Stoneham, Wakefield
- **Health Indicator:** Access to Health Care, Mental Health, Other: Alcohol and Substance Abuse, Other: Drunk Driving, Other: Stress Management, Substance Abuse
- **Sex:** All
- **Age Group:** Adult, Adult-Elder, Adult-Young, All Adults
- **Ethnic Group:** All
- **Language:** All

## Goals

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
Provide in-kind meeting space to monthly District Attorney Eastern Middlesex Opioid Task Force meetings.	In FY 2017, 12 monthly meetings took place at Lawrence Memorial Hospital.
Provide in-kind meeting space to weekly Alcoholics Anonymous (AA) meeting to convene, supporting	In FY 2017, 52 weekly AA meetings took place at Melrose-Wakefield Hospital.

individuals with alcohol and substance use disorders to maintain recovery and gain peer support through a regularly scheduled evidence-based intervention.

Provide in-kind meeting space to weekly Overeaters Anonymous (OA) meeting to convene, supporting individuals with eating disorders and food related challenges through a regularly scheduled evidence-based intervention. In FY 2017, 52 weekly OA meetings took place at Lawrence Memorial Hospital.

### Partners

Partner Name, Description	Partner Web Address
Alcoholics Anonymous Central Boston Service Committee	<a href="http://www.aaboston.org">http://www.aaboston.org</a>
Overeaters Anonymous MassBay	<a href="http://www.oambi.org">http://www.oambi.org</a>
Local addiction treatment and recovery agencies	
Middlesex County District Attorney	
Parent/Teachers Association Statewide Committee	

**Contact Information** Eileen Dem RN, CES, Director, Community Services, Hallmark Health System, 239 Commercial Street, Malden, MA 02148, Phone: 781-338-7552, [edem@hallmarkhealth.org](mailto:edem@hallmarkhealth.org)

**Detailed Description** [Download/View Attachment](#)(107.88 KB)  
File Name: AA-OA-FY2014.pdf

### Support for Malden's Promise Coalition

**Brief Description or Objective** In 2010, the Malden High School drop-out rate reached a high of 7.2%. The Malden Public Schools, City of Malden Mayor's Office, and a group of community-based organizations joined forces to develop a collaborative effort to address the drop-out rate challenge. Through funding from the MA Department of Elementary and Secondary Education (DESE), the Malden's Promise Coalition was created, bringing together stakeholders from schools, local government, and not-for-profit community agencies to address the core factors impacting graduation rates in the community: lack of mentorship for youth, lack of knowledge around available resources, and behavioral health and substance abuse issues. A series of interventions was developed and implemented through the work of the coalition that, by 2014 had resulted in the high school drop out rate being reduced to 2.2%. As funding for the DESE project winds down, the coalition has decided to continue beyond the life of the grant, to be a "coalition that provides the city, schools, and community organizations of Malden with a supportive network to communicate, collaborate, share resources, and provide opportunities for youth." Recognizing the value in this collaboration, as well as the key impact of high school graduation as a social determinant of health for young adults in the community, Hallmark Health has been an active participant and supporter of Malden's Promise. This has included both engaging in trainings and presentations at monthly meetings, but also in providing technical support around the future evolution of the Coalition. Representatives from North Suburban WIC, Healthy Families/MA Home Visiting Program, and Hallmark Health Community Services are all active members of the Coalition.

**Program Type** Community Participation/Capacity Building Initiative, Health Professional/Staff

Training, Mentorship/Career Training/Internship, Outreach to Underserved, Research, School/Health Center Partnership

**Target Population**

- **Regions Served:** Malden
- **Health Indicator:** Injury and Violence, Mental Health, Other: Alcohol and Substance Abuse, Other: Education/Learning Issues, Other: Homelessness, Other: Language/Literacy, Other: Stress Management, Substance Abuse
- **Sex:** All
- **Age Group:** Adult, Child-Preteen, Child-Primary School, Child-Teen
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

**Goal Description**

Support the ongoing activities of the Malden's Promise Coalition through representation at monthly meetings and participation on sub-committee and ad-hoc committee activities.

**Goal Status**

In FY 2017, the WIC Community Coordinator, the Healthy Families Supervisor, and the Community Benefits Manager shared responsibilities for attending meetings and training, and participating on task forces.

**Partners**

**Partner Name, Description**

**Partner Web Address**

City of Malden	<a href="http://www.cityofmalden.gov">http://www.cityofmalden.gov</a>
Malden Public Schools	<a href="http://www.maldenps.org">http://www.maldenps.org</a>
MA Department of Elementary and Secondary Education	<a href="http://www.doe.mass.edu">http://www.doe.mass.edu</a>
Cambridge Health Alliance	<a href="http://www.challiance.org">http://www.challiance.org</a>

Community serving agencies, school officials, and government representatives.

**Contact Information**

Eileen Dem, Director Community Services, Hallmark Health System, 239 Commercial Street, Suite 141, Malden, MA 02148 Phone: 781-338-7552, [edem@hallmarkhealth.org](mailto:edem@hallmarkhealth.org)

**Detailed Description**

[Download/View Attachment](#)(45.87 KB)  
File Name: Maldens Promise.pdf

**Health Minutes**

**Brief Description or Objective**

In FY 2017, Hallmark Health continued its collaboration with Wakefield Public Access Television to create a series of short, topical health related public service announcements. Under the direction of the HHS Public Affairs and Marketing team, a series of monthly "Health Minutes" were developed to support key messages around health issues and concerns, such as "Seasonal Affective Disorder", "Obesity" and "Atrial Fibrillation". Utilizing social media and traditional local public access allows the programs to be affordably produced but also available to a full spectrum of audiences varying by age and socioeconomic characteristics. Hallmark Health plans to continue the Health Minute messages into FY 2018. The full lineup of Health Minute videos are available at: <http://bit.ly/1OGeDn4>.

**Program Type**

Community Education, Prevention

**Target Population**

- **Regions Served:** County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield
- **Health Indicator:** Mental Health, Other: Alcohol and Substance Abuse, Other: Alzheimer Disease, Other: Arthritis, Other: Asthma/Allergies, Other: Cancer, Other: Cancer - Colo-rectal, Other: Cardiac Disease, Other: Chronic Pain, Other: Diabetes, Other: Education/Learning Issues, Other: Public Safety

- **Sex:** All
- **Age Group:** Adult, Adult-Elder, Adult-Young
- **Ethnic Group:** All
- **Language:** All , English

## Goals

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

<b>Goal Description</b>	<b>Goal Status</b>
Create a series of short health message videos, disseminated across social media and local cable access stations, to educate community stakeholders around pertinent health issues and topics within the region.	There were three videos produced between October 1, 2016 and September 31, 2017 on Seasonal Affective Disorder, Obesity, Atrial Fibrillation. The videos were seen by approximately 264,500 unique visitors.

## Partners

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
WCAT-Wakefield Public Access TV	<a href="http://www.wcatwakefield.org/">http://www.wcatwakefield.org/</a>

**Contact Information** Rob Brogna, Director, Social Media & Media Relations, Hallmark Health System, 170 Governors Avenue, Medford, MA 02155, Tel: (781)338-7234, [rbrogna@hallmarkhealth.org](mailto:rbrogna@hallmarkhealth.org)

**Detailed Description** [Download/View Attachment](#)(197.50 KB)  
File Name: Health Minutes 2017.pdf

## Regional Substance Use Prevention Coalitions

**Brief Description or Objective** Hallmark Health continues to provide support to the Melrose, Medford, Reading, Wakefield, and Stoneham Substance Abuse Prevention Coalitions. In 2016, the health system also supported the successful efforts to develop coalitions in Malden and Saugus. Recognizing the high-level priority of substance abuse and in particular the crisis of opioid addiction in its service area, Hallmark Health has worked individually and collectively with the members of the Mystic Valley Public Health Coalition to address prevention and treatment of substance use disorders on a regional level. In 2013, this included a leadership role in the creation of Mystic Valley's Massachusetts Opioid Abuse Prevention Collaborative (MOAPC). Hallmark Health convened data and stakeholders toward developing the Mystic Valley MOAPC proposal. Most of the coordination of data and resources initially facilitated by HHS is now overseen centrally by the MOAPC. Hallmark Health continues to actively participate in regular MOAPC meetings and events. In addressing substance use disorders, Hallmark Health recognizes the need for their treatment as chronic health conditions, and seeks ways to reduce barriers to treatment and recovery, improve access to health services, and reduce health disparities, particularly among individuals with co-occurring mental health and substance use disorders. In FY 2018, Hallmark Health will continue to support the Mystic Valley Public Health Coalition and its initiative, the Substance Abuse Prevention Collaborative (SAPC) program, a regional grant-funded approach developing evidence-based prevention strategies around non-opioid based substance abuse, including alcohol and marijuana.

**Program Type** Community Participation/Capacity Building Initiative, Prevention

**Target Population**

- **Regions Served:** Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield
- **Health Indicator:** Access to Health Care, Mental Health, Other: Alcohol and Substance Abuse, Other: Domestic Violence, Other: Public Safety, Substance Abuse
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** Not Specified
- **Language:** All

## Goals

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
Provide support to the Melrose, Medford, Reading, Wakefield, and Stoneham Substance Abuse Prevention Coalitions.	In 2017, Hallmark Health Leaders and staff continue to be assigned to support the community Coalitions in the communities in our service area.
Continue to support the Mystic Valley Public Health Coalition and its initiative, the Substance Abuse Prevention Collaborative (SAPC) program, a regional grant-funded approach developing evidence-based prevention strategies around non-opioid based substance abuse, including alcohol and marijuana and Massachusetts Opioid Abuse Prevention Coalition (MOAPC).	In 2017, the Community Benefits Manager represented HHS on the Coalition.

## Partners

Partner Name, Description	Partner Web Address
City of Medford	
Town of Reading	
City of Melrose	
City of Malden	
Town of Saugus	
Town of Stoneham	
Town of Wakefield	
City of Everett	

**Contact Information** Eileen Dem, Director Community Services, Hallmark Health, 239 Commercial Street, Suite 141, Malden, MA 02148, (718)338-7552, edem@hallmarkhealth.org

**Detailed Description** [Download/View Attachment](#)(2188.38 KB)  
File Name: SUD Support.pdf

## Care Collaborative- MotherWoman Initiative

**Brief Description or Objective** In 2016, the Supported Birth Program services became part of the new CHART funded Collaborative Outreach and Accountable Care (COACHH) Program. The COACHH program serves high risk populations including expectant women in the community who are in early recovery. During this period Hallmark Health also received a training grant from MotherWoman to expand the work of the coalition that had been established. The Care Collaborative meets monthly over the school year and has offered training, support, and sharing of "best practices" among local provider agencies caring for women in treatment or in need of treatment for Substance Use Disorder (SUD) in pregnancy or during the postnatal period. The group is tri-chaired by Hallmark Health, the Middlesex County District Attorney's Office, and Jewish Family & Children's Services NESST Project.

**Program Type** Community Participation/Capacity Building Initiative,Prevention

**Target Population**

- **Regions Served:** Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield

- **Health Indicator:** Access to Health Care, Mental Health, Other: Alcohol and Substance Abuse, Other: Domestic Violence, Other: Parenting Skills, Other: Pregnancy, Other: Public Safety, Other: Stress Management
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
<p>Care Collaborative Substance Use Disorders and Substance Exposed Newborns Collaborative will meet bi-monthly to educate and support professionals treating women with SUD during pregnancy and while raising infants and young children.</p>	<p>Hallmark Health dedicates many ancillary health professionals, leaders, and one MD from inpatient, ambulatory, and community services to facilitate and participate on this important collaborative. Over 150 hours of service were provided.</p>
<p>Offer an opportunity for strategic planning to the group to inform the work to be accomplished in the next year.</p>	<p>On May 24, 2017, 51 people attended the two hour Café. The program for the evening was comprised of a panelist presentation and round table discussion. A light dinner was also provided. The topics were chosen by Collaborative members and included the following: “What’s New in Inpatient Maternal/Newborn Services”; “Preventing Provider Burnout”; “Addressing Housing Concerns”; “Domestic Violence and Sexual Assault”, and “Grandparents Raising Grandchildren”. Middlesex County District Attorney Marian Ryan and Alan Macdonald President and CEO of Hallmark Health welcomed the guests. Julia Reddy from the Institute for Health &amp; Recovery, Bureau of Substance Abuse Services, Massachusetts Department of Public Health (MDPH) acted as the moderator for the evening.</p>

**Partners**

Partner Name, Description	Partner Web Address
<p>Middlesex County District Attorney</p>	<p><a href="http://middlesexda.com">http://middlesexda.com</a></p>

Jewish Family <http://www.jfcsboston.org/>  
& Children's  
Services

Massachusetts <https://www.mass.gov/>  
Department of  
Children and  
Families  
(DCF)

Hallmark <https://www.hallmarkhealth.org/VNA-and-Hospice.html>  
Health VNA  
and Hospice

Eliot Human <http://www.eliotchs.org/>  
Services

Tufts <https://www.floatinghospital.org/>  
Neonatology  
Program

Eliot Early <http://www.eliotchs.org/>  
Intervention

South Bay <https://www.southbaycommunityservices.com/>  
Community  
Services

Criterion <https://www.criterionchild.com/index.php/programs/early->  
Early [intervention](https://www.criterionchild.com/index.php/programs/early-)  
Intervention

**Contact Information** Sue Appleyard LICSW Hallmark Health Social Work Manager, Case Management Department  
(781) 979-3439 , [sappleyard@hallmarkhealth.org](mailto:sappleyard@hallmarkhealth.org)

**Detailed Description** [Download/View Attachment](#)(575.15 KB)  
File Name: Care collaborative.pdf

### Support to the Eastern Middlesex Opioid Task Force

**Brief Description or Objective** In July of 2015 Middlesex County District Attorney, Marian Ryan with State Sen. Jason Lewis convened the first Eastern Middlesex Opioid Task Force to address the rise in opioid addiction and drug-related deaths in the communities of Medford, Malden, Melrose, and surrounding communities. The group meets monthly to work together on learning about "best practice" strategies to face this nationwide epidemic. Hallmark Health Leaders host the meetings each month.

**Program Type** Community Education,Community Participation/Capacity Building Initiative,Health Professional/Staff Training,Outreach to Underserved,Prevention

**Target Population**

- **Regions Served:** County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Stoneham, Wakefield
- **Health Indicator:** Access to Health Care, Injury and Violence, Mental Health, Other: Alcohol and Substance Abuse, Other: Public Safety, Substance Abuse
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

### Goals

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
Hallmark Health will host the Eastern Middlesex Opioid Task Force and provide appropriate staff to participate	Eastern Middlesex Opioid Task Force meets for 1.5 hours each month. This task force meeting is held in two

and present at the monthly meetings. Refreshments are also served.

classroom at the Lawrence Memorial Hospital School of Nursing and 60 to 80 task force members attend each month. DA Marian Ryan and Sen. Jason Lewis set the agenda and facilitate the meeting. Topic areas have included a regional presentation on health system's needs assessments, grandparents raising grandchildren, youth prevention activities in local high schools, SBIRT training at the Stoneham/Wakefield Boys and Girls Club, the impact of the Linus Project, and many others.

## Partners

### Partner Name, Description

### Partner Web Address

Local Law Enforcement

Local Cities and Towns

Community Advocacy Organizations

Local Social Service Agencies

Middlesex County District Attorney [www.middlesexda.com/](http://www.middlesexda.com/)

Cambridge Health Alliance [www.challiance.org](http://www.challiance.org)

Mount Auburn Hospital <https://www.mountauburnhospital.org/>

Winchester Hospital-Lahey <http://www.winchesterhospital.org/>

Sustance Use Treatment Providers <http://www.middlesexrecovery.com/>

### Contact Information

Rob Brogna Director, Media Relations and Social Media Hallmark Health System 170 Governors Ave Medford, MA 02155 Office: (781) 338-7234 Cell: (781) 507-5551 Twitter: @HallmarkHealth , RBrogna@HallmarkHealth.org

### Detailed Description

[Download/View Attachment](#)(694.62 KB)

File Name: DA Opioid Task Force.pdf

## Baby Care Basics

### Brief Description or Objective

Baby Care Basics- On November 4, 2015 Hallmark Health and the Wakefield Public Schools along with the Middlesex County District Attorney's Office committed to promoting safety for infants and young children during the annual North Suburban Childcare Expo. "Baby Care Basics" using a focused approach on three areas of infant health and safety- water safety from the first bath, car seat safety, and safe sleep practices is taught by the Hallmark Health Chief of Pediatrics and a childbirth educator. The Middlesex County District Attorney, Marian Ryan fully supports the program's efforts to prevent morbidity and mortality in infants and young children

**Program Type** Community Education,Community Participation/Capacity Building Initiative,Outreach to Underserved,Prevention

**Target Population**

- **Regions Served:** Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield
- **Health Indicator:** Access to Health Care, Immunization, Injury and Violence, Other: Child Care, Other: Parenting Skills, Other: Safety, Other: Safety - Auto/Passenger, Other: Safety - Home, Other: Stress Management
- **Sex:** All
- **Age Group:** Adult-Young, Child-Infant
- **Ethnic Group:** All
- **Language:** All

### Goals

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
To offer parents-to-be the opportunity to learn more about injury prevention such as safe sleep strategies based on the American Academy of Pediatrics standards, water safety from the first bath, and car seat safety. These have been proven to be the areas of highest risk for infants in our service area.	34 expectant parents were served.

### Partners

Partner Name, Description	Partner Web Address
Middlesex County District Attorney's Office	<a href="http://middlesexda.com/">http://middlesexda.com/</a>

**Contact Information** Diana DeStefano Office Manager, Community Services and Community Health Education 781-338-7561 Fax (781) 338-7575 , [ddestefano@hallmarkhealth.org](mailto:ddestefano@hallmarkhealth.org)

**Detailed Description** Not Specified

### Summer Safety Program

**Brief Description or Objective** In June 2017, the Middlesex County District Attorney's Office partnered with Hallmark Health, the Wakefield Public Schools, the Stone Zoo, and many local police and fire departments and ambulance companies on a Summer Safety Day event at the Stone Zoo. Car seat inspections were done, health and safety information disseminated and the first 150 families were treated to a free pass to the zoo.

**Program Type** Community Education,Community Participation/Capacity Building Initiative,Outreach to Underserved,Prevention

**Target Population**

- **Regions Served:** Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield
- **Health Indicator:** Injury and Violence, Other: Public Safety, Other: Safety, Other: Safety - Auto/Passenger, Other: Safety - Home
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

### Goals

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
------------------	-------------

Host a Summer Safety day at the Stone Zoo in Stoneham, MA to educate the public and young families about the importance of prevention to avoid accidents. 30 car seat inspections and installations were completed. 125 residents stopped by to explore emergency vehicles including trucks, ambulances and police cruisers and talk to local providers about their summer safety concerns.

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Middlesex County District Attorney's Office	<a href="http://middlesexda.com/">http://middlesexda.com/</a>
Stone Zoo	<a href="http://www.zoonewengland.org/stone-zoo">http://www.zoonewengland.org/stone-zoo</a>
North Suburban Child and Family Resource Network	<a href="https://www.hallmarkhealth.org/north-suburban-child-and-family-resource-network.html">https://www.hallmarkhealth.org/north-suburban-child-and-family-resource-network.html</a>
Action Ambulance Service	<a href="http://actionambulance.com/">http://actionambulance.com/</a>
Stoneham Fire Department	<a href="http://www.stoneham-ma.gov/fire-department">http://www.stoneham-ma.gov/fire-department</a>
Concord Police Department	<a href="http://www.concordma.gov/250/Police">http://www.concordma.gov/250/Police</a>
Chelmsford Police Department	<a href="http://www.townofchelmsford.us/167/Police-Department">http://www.townofchelmsford.us/167/Police-Department</a>
Lexington Police Department	<a href="http://www.lexingtonma.gov/police">http://www.lexingtonma.gov/police</a>
Woburn Police Department	<a href="http://cityofwoburn.com/index.aspx?NID=108">http://cityofwoburn.com/index.aspx?NID=108</a>
North Reading Police Department	<a href="http://www.nrp.d.org/">http://www.nrp.d.org/</a>
Massachusetts State Police	<a href="http://www.mass.gov/eopss/agencies/msp/#.WNqDv411rcs">http://www.mass.gov/eopss/agencies/msp/#.WNqDv411rcs</a>
Stoneham Police Department	<a href="http://www.stoneham-ma.gov/police-department">http://www.stoneham-ma.gov/police-department</a>
Boston Children's Hospital	<a href="http://www.childrenshospital.org/">www.childrenshospital.org/</a>
The Floating Hospital for Children	<a href="https://www.floatinghospital.org/">https://www.floatinghospital.org/</a>

**Contact Information** Kathy Harlow Program Manager North Suburban Child and Family Resource Network The Woodville School 30 Farm Street Wakefield, MA 01880 781-246-5187 , kharlow@hallmarkhealth.org

**Detailed Description** [Download/View Attachment](#)(1022.41 KB)  
File Name: summer safety zoo.pdf

**Produce in a SNAP for Seniors**

**Brief Description or Objective** In partnership with the City of Medford and the Medford Mass in Motion Program, this program provided low cost locally grown produce and educational sessions and screenings during the time of the food pick-up to elders in Medford. The screenings and education were provided by Hallmark Health providers and clinicians. The topics were developed to focus on the expressed needs of the elders served and the past experience of the program providers.

**Program Type** Community Education,Community Participation/Capacity Building Initiative,Grant/Donation/Foundation/Scholarship,Health Screening,Outreach to Underserved,Prevention

- Target Population**
- **Regions Served:** Medford
  - **Health Indicator:** Other: Elder Care, Other: Nutrition, Overweight and Obesity
  - **Sex:** All
  - **Age Group:** Adult-Elder
  - **Ethnic Group:** All
  - **Language:** All

**Goals**  
**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

<b>Goal Description</b>	<b>Goal Status</b>
To allow Medford elders to have access to fresh and nutritious foods at a low cost to them.	86 Medford elders participated in the program this year. 586 bags of groceries were provided for \$5.00/bag.
To provide health information and screening during some of the food distribution days.	A blood pressure education and screening was offered during one of the food distribution days and at other times cooking classes and recipe sharing were provided.

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
The Medford Mass in Motion Program	<a href="http://www.mass.gov/eohhs/gov/departments/dph/programs/community-health/mass-in-motion/community/mim-communities/medford.html">http://www.mass.gov/eohhs/gov/departments/dph/programs/community-health/mass-in-motion/community/mim-communities/medford.html</a>
Medford Farmers Market	<a href="https://medfordfarmersmarket.org/">https://medfordfarmersmarket.org/</a>
Medford Board of Health	<a href="http://www.medfordma.org/departments/health-department/">http://www.medfordma.org/departments/health-department/</a>
Medford Family Network	<a href="http://www.medfordpublicschools.org/departments-programs/medford-family-network/">http://www.medfordpublicschools.org/departments-programs/medford-family-network/</a>

Medford Housing Authority <http://www.medfordhousing.org/>

New Entry Sustainable Farming Project <https://nesfp.org/>

**Contact Information** Joya Pezzuto RN Aging in Balance Outreach Nurse Aging in Balance Program 178 Savin Street, 3rd Floor Malden, MA 02149 Phone: 781-338-7823 Fax: 781-338-7801 , [jpezzuto@hallmarkhealth.org](mailto:jpezzuto@hallmarkhealth.org)

**Detailed Description** [Download/View Attachment](#)(578.24 KB)  
File Name: Produce in a snap.pdf

### Behavioral Health Referral Line

**Brief Description or Objective** The outpatient Community Counseling Department helps community members find necessary community resources and supports referrals for behavioral health issues beyond the scope of services provided at Hallmark Health.

**Program Type** Community Participation/Capacity Building Initiative,Prevention

**Target Population**

- **Regions Served:** County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield
- **Health Indicator:** Access to Health Care, Mental Health, Other: Alcohol and Substance Abuse, Other: Alzheimer Disease, Other: Bereavement, Other: Domestic Violence, Other: Drunk Driving, Other: Gambling, Other: Stress Management, Other: Uninsured/Underinsured
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

### Goals

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
To provide resource and referral to community members and their families.	1,040 calls were managed by the department.

### Partners

Partner Name, Description	Partner Web Address
Riverside Community Care	<a href="http://www.riversidecc.org/">http://www.riversidecc.org/</a>
South Bay Community Services	<a href="https://www.southbaycommunityservices.com/">https://www.southbaycommunityservices.com/</a>
Arbour Community Services	<a href="http://arbourhealth.com/organizations/arbour-counseling-services/">http://arbourhealth.com/organizations/arbour-counseling-services/</a>
Eliot Community Human Services	<a href="http://www.eliotchs.org/">http://www.eliotchs.org/</a>

**Contact Information** Patsy Sullivan Community Counseling 101 Main Street Medford, MA 02155 (781)338-7249,

psullivan@hallmarkhealth.org

**Detailed Description**

Not Specified

**Malden Coordinated Family and Community Engagement Grant (CFCE)**

**Brief Description or Objective**

At the beginning of the FY 2017 school year, the Malden Public Schools had significant staffing changes. One program impacted was the Malden CFCE. To ensure continuity in the program, Hallmark Health was asked to take on a leadership role in creating a smooth transition and providing more of the ongoing services in the program. The Massachusetts Department of Early Education and Care asked that Hallmark Health collaborate with the Malden Public Schools. Hallmark Health had successfully collaborated with the Everett Public Schools on a similar project a few years before.

**Program Type**

Community Education,Community Participation/Capacity Building Initiative,Direct Services,Health Professional/Staff Training,Health Screening,Mentorship/Career Training/Internship,Outreach to Underserved,Prevention,School/Health Center Partnership

**Target Population**

- **Regions Served:** Malden
- **Health Indicator:** Access to Health Care, Other: Education/Learning Issues, Other: Language/Literacy, Other: Parenting Skills, Other: Public Safety, Other: Stress Management
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

**Goal Description**                      **Goal Status**

To provide early education and care activities for parents of children birth to school age.      In 2017, 562 families were served representing 886 children.

To offer programming focused on improving the social-emotional and development of children age birth to school age.      In 2017, 72 Ages and Stages Screenings were completed and 314 families (1032 people) participated in Story walks.

**Partners**

**Partner Name, Description**                      **Partner Web Address**

Massachusetts Department of Early Education and Care      <http://www.mass.gov/edu/government/departments-and-boards/department-of-early-education-and-care/>

Malden Public Schools      <https://maldenps.org/>

Eliot Early Intervention      <http://www.eliotchs.org/>

ABCD Mystic Valley Service Center      <https://bostonabcd.org/>

ABCD Head Start      <https://bostonabcd.org/>

Eliot Human Services      <http://www.eliotchs.org/>

The City of Malden <https://maldenps.org/>  
 Cambridge Health Alliance <https://www.challiance.org/>  
 The Massachusetts Department of Children and Families <https://www.mass.gov/>  
 The Massachusetts Department of Transitional Assistance <https://www.mass.gov/>  
 The North Suburban WIC Program <https://www.hallmarkhealth.org/Community-Services/WIC-Program.html>  
 Melrose-Wakefield Healthy Families <https://www.hallmarkhealth.org/Healthy-Families.html>  
 Criterion Early Intervention <https://www.criterionchild.com/index.php/programs/early-intervention>

**Contact Information** Kathy Harlow Program Manager Malden CFCE 239 Commercial Street Malden, MA 02148 781-338-7556 , [maldencfce@hallmarkhealth.org](mailto:maldencfce@hallmarkhealth.org)

**Detailed Description** [Download/View Attachment](#)(958.57 KB)  
 File Name: Malden CFCE.pdf

### High School Athletic Training Program

**Brief Description or Objective** The Rehabilitation Department of Hallmark Health System has contracts to provide full time services to 5 local high schools and per diem services to two others. This program helps students to be better prepared to participate in athletic programs, maintain a healthy weight and reduce injuries.

**Program Type** School/Health Center Partnership

**Target Population**

- **Regions Served:** County-Middlesex, Malden, Melrose, Wakefield
- **Health Indicator:** Injury and Violence, Mental Health, Other: Education/Learning Issues, Other: Nutrition, Other: Safety - Sports
- **Sex:** All
- **Age Group:** Adult-Young
- **Ethnic Group:** All
- **Language:** All

### Goals

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
To offer education and training around prevention of sports injuries, safe injury recovery, concussion education, prevention, and treatment of other adolescent health issues, and promotion of overall wellness in youth.	Over 2,000 students are impacted in five local public and private schools.

### Partners

**Partner Name, Description**                      **Partner Web Address**

Malden High School      <https://maldenps.org/>  
Mystic Valley Regional Charter School      <http://www.mvrcs.com/apps/contact/>  
Malden Catholic High School      <https://www.maldencatholic.org/>  
Wakefield High School      <http://wakefieldpublicschools.org/WPS/>  
North East Regional Metropolitan Technical High School      <http://www.northeastmetrotech.com/>  
Melrose Public Schools      <https://www.melroseschools.com/>

**Contact Information**                      Jennifer J. Sturtevant, MBA, LATC Athletic Training/Wellness Coordinator ImPACT Trained Athletic Trainer (ITAT) Concussion Education and Testing Program Hallmark Health Outpatient Rehabilitation Services 101 Main Street, Medford, MA 781-395-7750 , [jsturtevant@hallmarkhealth.org](mailto:jsturtevant@hallmarkhealth.org)

**Detailed Description**                      [Download/View Attachment](#)(1001.56 KB)  
File Name: HS AT.pdf

**Concussion Education and Testing Center**

**Brief Description or Objective**                      Hallmark Health physical rehabilitation department has developed a sports concussion program to provide the surrounding communities with a sports managements and treatment program. HHS rehabilitation services offers a comprehensive program integrating community outreach, ImPACT testing, physician referrals and physical therapy based rehabilitation to facilitate safe return to play for local student athletes.

**Program Type**                      Community Education,Health Screening,School/Health Center Partnership

- Target Population**
- **Regions Served:** County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Stoneham, Wakefield
  - **Health Indicator:** Injury and Violence, Other: Safety - Sports, Physical Activity
  - **Sex:** All
  - **Age Group:** Adult-Young
  - **Ethnic Group:** All
  - **Language:** All

**Goals**

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

<b>Goal Description</b>	<b>Goal Status</b>
To educate coaches and parents about the dangers of concussive injury to the health of student athletes.	55 Everett coaches and parents were provided a two hour lecture and had ample time to ask questions of the three Hallmark Health Athletic Trainers.
Offer concussion injury prevention and treatment services at local high schools.	Offered to six local schools including Melrose Public Schools, Malden Public Schools, Malden Catholic High School, Mystic Valley Charter School, the Northeast Regional Vocational Technical High School, and Wakefield Public Schools.

## Partners

Partner Name, Description	Partner Web Address
Wakefield Public Schools	<a href="http://wakefieldpublicschools.org/WPS/">http://wakefieldpublicschools.org/WPS/</a>
Northeast Regional Vocational High School	<a href="http://www.northeastmetrotech.com/">http://www.northeastmetrotech.com/</a>
Malden Catholic High School	<a href="https://www.maldencatholic.org/">https://www.maldencatholic.org/</a>
Melrose Public Schools	<a href="https://www.melroseschools.com/">https://www.melroseschools.com/</a>
Mystic Valley Regional Charter School	<a href="http://www.mvrcs.com/apps/contact/">http://www.mvrcs.com/apps/contact/</a>
Malden Public Schools	<a href="https://maldenps.org/">https://maldenps.org/</a>
Everett Public Schools	<a href="http://www.everettpublicschools.org/">http://www.everettpublicschools.org/</a>

**Contact Information** Jennifer Sturtevant, MBA, LATC Athletic Training/Wellness Coordinator ImPACT Trained Athletic Trainer (ITAT) Concussion Education and Testing Program Hallmark Health Outpatient Rehabilitation Services 101 Main Street, Medford, MA 781-395-7750 , [jsturtevant@hallmarkhealth.org](mailto:jsturtevant@hallmarkhealth.org)

**Detailed Description** [Download/View Attachment\(662.85 KB\)](#)  
File Name: Concussion Education and Testing.pdf

## Support to the Joint Committee for Children's Health Care in Everett

**Brief Description or Objective** Joint Committee for Children's Health Care in Everett focuses on providing community education on issues important to those caring for young children. Workshops are offered on a variety of subjects. Hallmark Health attends monthly meetings and supports the annual Parent University Event by acting as a facilitator and/or offering resource, referral and educational information for parents.

**Program Type** Community Participation/Capacity Building Initiative

**Target Population**

- **Regions Served:** County-Middlesex, Everett
- **Health Indicator:** Access to Health Care, Mental Health, Other: Parenting Skills, Other: Safety
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

## Goals

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

Goal Description	Goal Status
Attend Networking meetings- usually nine annually- to discuss ways agencies can collaborate to improve health access and education.	Three Hallmark Health Leaders attend the meetings. One is a regular attendee.
Support the annual Parent University Event by acting as a facilitator and/or offering resource, referral, and	Hallmark Health had three employees attend in 2017. The program served more than 50 community members.

educational information for  
parents

## Partners

### Partner

**Name, Description**      **Partner Web Address**

Eliot Human Services      <http://www.eliotchs.org/>

East Boston Neighborhood Health      <https://www.ebnhc.org/en/>

Cambridge Health Alliance      <https://www.challiance.org/>

Malden YMCA      <http://www.ymcamalden.org/>

For Kids Only Afterschool Programs      <http://www.fkoafterschool.org/>

The City of Everett      <http://www.ci.everett.ma.us/>

Everett Public Schools      <http://www.everettpublicschools.org/>

Youth Harbors      <https://jri.org/services/health-and-housing/housing/youth-harbors>

South Bay Human Services      <https://www.southbaycommunityservices.com/>

Action for Boston Community Development      <https://bostonabcd.org/>

Everett CFCE      <https://www.facebook.com/EverettCFCE>

Medford Family Network      <https://www.medfordpublicschools.org/departments-programs/medford-family-network/>

### Contact Information

Sharon Burton 239 Commercial Street Malden, MA 02148 (781) 338-7579,  
[sburton@hallmarkhealth.org](mailto:sburton@hallmarkhealth.org)

### Detailed Description

[Download/View Attachment](#)(2706.45 KB)  
File Name: JCCHCE.pdf

### Scholarship Program for Medical Assistants

#### Brief Description or Objective

Hallmark Health Medical Assistant Training Program was offered free of charge for two students 18 years of age or older with a high school diploma or GED, or that are currently enrolled in a diploma/GED program.

#### Program Type

Community Education,Community Participation/Capacity Building Initiative,Grant/Donation/Foundation/Scholarship,Health Professional/Staff Training,Mentorship/Career Training/Internship,Outreach to Underserved

#### Target Population

- **Regions Served:** County-Middlesex, Everett, Malden, Medford, Melrose, North Reading, Reading, Saugus, Stoneham, Wakefield
- **Health Indicator:** Other: Cultural Competency, Other: Education/Learning Issues
- **Sex:** All
- **Age Group:** Adult-Young

- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

<b>Goal Description</b>	<b>Goal Status</b>
Offer \$3,500 scholarships to 1 to 2 students to complete the Medical Assistant Program	2 students were chosen and completed the program.

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Staples Foundation	<a href="https://www.staples.com/sbd/cre/marketing/about_us/community-goals.html">https://www.staples.com/sbd/cre/marketing/about_us/community-goals.html</a>
Healthy Families	<a href="https://www.hallmarkhealth.org/Healthy-Families.html">https://www.hallmarkhealth.org/Healthy-Families.html</a>
North Suburban WIC Program	<a href="https://www.hallmarkhealth.org/Community-Services/WIC-Program.html">https://www.hallmarkhealth.org/Community-Services/WIC-Program.html</a>
The Joint Committee for Children's Health Care in Everett	<a href="http://jcchce.org/">http://jcchce.org/</a>
Youth Harbors Lawrence Memorial/Regis College	<a href="https://jri.org/services/health-and-housing/housing/youth-harbors">https://jri.org/services/health-and-housing/housing/youth-harbors</a> <a href="https://lmregis.org/">https://lmregis.org/</a>

**Contact Information** Nancy Phoenix Bittner, PhD, CNS, RN Vice President for Education, Professor, Nursing Lawrence Memorial/Regis College, Nursing and Radiography Programs 170 Governors Avenue, Medford, MA 02155 (781) 306-6608; , nbittner@hallmarkhealth.org

**Detailed Description** [Download/View Attachment](#)(651.59 KB)  
File Name: #60 Medical Assistant.pdf

**Membership on the Greater Boston Food Bank Food Security Task Force**

**Brief Description or Objective** The Greater Boston Food Bank (GBFB) convened a Food Insecurity Task Force in 2017 to address the need to strategize and share best practice ideas in addressing food insecurity in their service area. A primary care physician was hired by GBFB to facilitate this group and to work with members of the task force to create new service delivery models and replicate best practices found across the country. A Hallmark Health leader was chosen to be a member.

**Program Type** Community Participation/Capacity Building Initiative, Mentorship/Career Training/Internship, Outreach to Underserved, Prevention

**Target Population**

- **Regions Served:** County-Middlesex
- **Health Indicator:** Other: Cancer, Other: Cardiac Disease, Other: Diabetes, Other: Nutrition, Other: Stress Management, Overweight and Obesity
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

<b>Goal Description</b>	<b>Goal Status</b>
Hallmark Health leader will	In 2017, the Hallmark Health

Hallmark Health leader will attend and share expertise regarding health systems addressing food insecurity in the community from a local perspective.

In 2017, the Hallmark Health leader mentored three new mobile market sites including the Greater Lawrence Health Center, the Charles River Health Center, and the Cambridge Health Alliance Health Center in Revere.

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Greater Boston Food Bank	<a href="https://www.gbfb.org/">https://www.gbfb.org/</a>
<b>Contact Information</b>	Not Specified
<b>Detailed Description</b>	<a href="#">Download/View Attachment</a> (25.38 KB) File Name: GBFB Task Force.pdf

**Medford Summer Food Program**

<b>Brief Description or Objective</b>	In the early summer of 2017, representatives from Hallmark Health and the Greater Boston Food Bank met with the Mayor of Medford to discuss food insecurity in Medford. During this meeting a collaborative summer project was discussed. The project provided healthy fresh and canned food items to children and families enrolled in the Medford Summer Fun Program.
<b>Program Type</b>	Community Participation/Capacity Building Initiative,Direct Services,Outreach to Underserved,Prevention,School/Health Center Partnership
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> Medford</li> <li>• <b>Health Indicator:</b> Other: Nutrition, Overweight and Obesity</li> <li>• <b>Sex:</b> Not Specified</li> <li>• <b>Age Group:</b> Child-Primary School</li> <li>• <b>Ethnic Group:</b> All</li> <li>• <b>Language:</b> All</li> </ul>

**Goals**

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

<b>Goal Description</b>	<b>Goal Status</b>
To offer healthy fresh and canned foods for children and families at the Medford Summer Fun Program. Medford has more food insecurity than most communities in the Hallmark Health service area.	7/28/17 Week 1- 120 bags and 5 canned plus 2 fresh options 8/4/17 Week 2 60 bags and 680 lbs of canned food 3 fresh items 8/11/17 Week 3 60 bags, 532 pounds of canned food 3 fresh items 8/18/17 Week 4 60 bags, 510 pounds of canned food and 3 fresh items

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Medford Mass in Motion Program	<a href="http://www.teammedford.org/mass-in-motion/">http://www.teammedford.org/mass-in-motion/</a>
Greater Boston Food Bank	<a href="https://www.gbfb.org/">https://www.gbfb.org/</a>
City of Medford	<a href="http://www.medfordma.org/">http://www.medfordma.org/</a>

**Contact Information** Barbara Kaufman, MPH Manager, Community Benefits & Operations Hallmark Health System, Inc. Community Services 239 Commercial Street, Malden, MA 02148 P: 781-338-7572 F: 781-338-7575 , [BKaufman@hallmarkhealth.org](mailto:BKaufman@hallmarkhealth.org)

[Download/View Attachment](#)(22.03 29 KB)

**Detailed Description**

File Name: Medford summer fun 2.jpg

**Connecting and Caring: Breakfast Series for New Mothers****Brief Description or Objective**

A free 8 week breakfast series for prenatal women and new mothers at the Woburn WIC Office. Each week community experts present special topics such as: the many challenges of motherhood; understanding your developing child; your pediatrician - your friend

**Program Type**

Community Education,Community Participation/Capacity Building Initiative,Prevention

**Target Population**

- **Regions Served:** County-Middlesex, Everett, Malden, Melrose, North Reading, Reading, Wakefield, Winchester, Woburn
- **Health Indicator:** Mental Health, Other: Child Care, Other: Family Planning, Other: Parenting Skills
- **Sex:** Female
- **Age Group:** Adult, Adult-Young, Child-Infant
- **Ethnic Group:** All
- **Language:** All

**Goals****Statewide Priority:** Promoting Wellness of Vulnerable Populations**Goal Description**

Provide 8-week sessions of parent education, lectures, networking and resource development to first time mothers of children under one year of age.

**Goal Status**

One session was held in FY2017 serving 6 participants.

**Partners****Partner Name, Description****Partner Web Address**

WIC Program

<http://www.wicprograms.org/ci/ma-woburn>

CHNA 15

<http://www.chna15.org/>

**Contact Information**

Sharon Burton, 239 Commercial Street, Malden, MA 02148, 781-338-7579, sburton@hallmarkhealth.org

**Detailed Description**

[Download/View Attachment](#)(741.36 KB)  
File Name: Breakfast Series.pdf

**Expenditures**

<b>Program Type</b>	<b>Estimated Total Expenditures for FY2017</b>	<b>Approved Program Budget for 2017</b>
<a href="#">Community Benefits Programs</a>	<a href="#">Direct Expenses</a> \$2,339,043 <a href="#">Associated Expenses</a> \$1,910,733 <a href="#">Determination of Need Expenditures</a> \$0 <a href="#">Employee Volunteerism</a> \$88,155 <a href="#">Other Leveraged Resources</a> \$2,043,672	\$3,500,000  *Excluding expenditures that cannot be projected at the time of the report.
<a href="#">Net Charity Care</a>	<a href="#">HSN Assessment</a> \$1,764,284 <a href="#">HSN Denied Claims</a> \$0	

	<a href="#">Free/Discount Care</a>	\$0	
	<a href="#">Total Net Charity Care</a>	\$1,764,284	
<a href="#">Corporate Sponsorships</a>		\$44,680	
	<b>Total Expenditures</b>	\$8,190,567	
<b>Total Patient Care-Related Expenses for FY2017</b>			\$241,660,405
<b>Comments:</b> None			

### Optional Information

Expenditures	Amount	
<a href="#">Community Service Programs</a>	<a href="#">Direct Expenses</a>	\$0
	<a href="#">Associated Expenses</a>	\$0
	<a href="#">Determination of Need Expenditures</a>	\$0
	<a href="#">Employee Volunteerism</a>	\$0
	<a href="#">Other Leveraged Resources</a>	\$0
<b>Total Community Service Programs</b>		0
<b>Bad Debt:</b>	Not Specified	Not Specified
<b>IRS 990:</b>	Not Specified	