

BETTER TOGETHER

COMMUNITY IMPACT REPORT





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2020 COMMUNITY IMPACT REPORT

Going to the doctor or the hospital for medical care accounts for only about 20% of a child's overall health. What's even more important is all the other factors in their life: housing, food, education, family finances and neighborhood safety. We can have the best doctors and facilities at Children's Hospital of Philadelphia, but if we don't help children in the other areas of their lives, their health will not be optimal.

This is the motivation for our most ambitious community outreach program ever, the Healthier Together Initiative.

By specifically working with and supporting community partners to create programming to address food insecurity, poor housing, poverty and violence, Healthier Together will focus on the other 80%. You can read more about its first year on Page 4.

Healthier Together and our other community-facing programs were going strong when the COVID-19 pandemic struck, but the initial lockdown and subsequent concerns with coronavirus transmission made business as usual impossible.

Not only did these programs adapt and figure out ways to continue to meet community needs, we also responded to the increased needs brought on by the pandemic, reaching out on multiple fronts.

CHOP gave our employees the opportunity to apply for special COVID-19 community grants, and many came forward with ideas to help families and youth throughout the region. A clear concern early on was food insecurity, especially for the most vulnerable. You'll read how we addressed that need and others starting on Page 6.

This *Community Impact Report* also tells the stories of how a select number of our many outreach programs improved the health and wellness of children right in the communities where they live. I'm always inspired by the impact Children's Hospital has on the children in our community. I hope you are, too.

A handwritten signature in black ink that reads "Madeline Bell". The signature is fluid and cursive.

Madeline Bell
President and Chief Executive Officer
Children's Hospital of Philadelphia



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Cover: Twins McKenzie and Miah, 4, didn’t let COVID-19 stop them from safely getting the care they needed from CHOP’s South Philadelphia primary care practice.

Left: Food Connect driver Andrew Butler was part of a partnership organized by CHOP’s Healthier Together initiative that delivered free produce to families in need during the pandemic.

TACKLING NONMEDICAL HURDLES TO HEALTH

Healthier Together focuses on housing, hunger, trauma and poverty to boost children’s well-being.

Children’s Hospital of Philadelphia’s commitment to improving the health of children has long extended beyond the walls of our hospital and 50-plus CHOP Care Network locations.

We know that when it comes to determining a child’s overall health, medical care — things like going to the doctor or being cared for in a hospital — accounts for only about 20% of the factors that have an impact.

Children’s Hospital of Philadelphia’s commitment to improve the health of children extends beyond the walls of our hospital and 50-plus CHOP Care Network locations.

The remaining 80% of a child’s health is linked to behaviors (like exercise, diet and smoking), socioeconomic factors (income and education) and environmental factors (housing and community safety). Collectively, these nonmedical factors are called the social determinants of health.

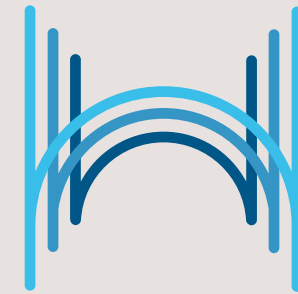
Beginning on July 1, 2019, CHOP committed \$25 million (\$5 million per year) for an exciting five-year initiative called Healthier Together to specifically address these social determinants of health for children who live in the neighborhoods near our Philadelphia Campus.

To ensure Healthier Together meets its goals, the initiative:

- follows five guiding principles (*see Page 5*)
- narrows its efforts to four areas of community focus: housing, trauma, hunger and poverty

At every step, we put the community and its children at the center of our thinking and action. We also aim for the programs started under the Healthier Together umbrella to become sustainable and to outlast the five years of the initiative.

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Healthier Together

OUR COMMUNITY FOCUS AREAS



HOUSING

Creating Healthy Homes



TRAUMA

Overcoming Trauma & Growing Resilience



HUNGER

Accessing Healthy Food



POVERTY

Achieving Financial Stability & Prosperity

Guiding Principles

Healthier Together's approach and investments are guided by five principles:

IMPROVING HEALTH — Select evidence-based programs with a proven record of reducing health disparities and improving children's health by addressing social determinants

ENGAGING WITH COMMUNITY — Partner with residents and community organizations for program development and oversight

COLLABORATING WITH PARTNERS — Join forces with equally committed partners and use data to continuously improve programs

GROWING THE LOCAL ECONOMY — Purchase goods and services from local companies that value a diverse workforce and provide meaningful work opportunities to underrepresented members of our community

FOCUSING ON WEST/SOUTHWEST PHILADELPHIA — Concentrate efforts to three zip codes (19104, 19139, 19143) to maximize impact



Ever since her house was repaired by the CAPP+ program, Shai's asthma has been under control.

HOUSING: Creating Healthy Homes

Children need a safe, healthy place to live and thrive. For kids with chronic illnesses, like asthma, it is critical that the home environment doesn't make their condition worse.

Healthier Together's flagship housing program is CAPP+, an extension of the successful, long-running Community Asthma Prevention Program, which supports families with children who struggle to control their asthma with community health workers. CAPP+ provides home repairs to remove asthma triggers, such as mold, pests and dust. The program also uses contractors from the neighborhood to infuse

Creating Healthy Homes

67 homes repaired to date



\$315k in grants received

money into the area. CAPP+ completed repairs on 67 homes to date.

In October 2019, Rite Aid Corp. awarded CAPP+ a \$300,000 grant. This funding will cover home repair costs and provide families with other equipment — like dehumidifiers, vacuums and air conditioners — to reduce asthma triggers. In addition, CHOP's Information Services Department raised \$15,000 for CAPP+ as part of its 2019 Health Information Technology (HIT) Week celebration.

TRAUMA: Overcoming Trauma & Growing Resilience

When a child grows up in a neighborhood with high rates of gun violence and unemployment, deep poverty, and other stressful events, it can contribute negatively to their mental, physical and social health — both in the short and long term. In 2020, there were 353 shooting victims in Healthier Together's three zip codes, a sharp increase from 2019. Exposure to trauma is widespread and persistent.

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Dee Dee was an accidental victim of a street fight. A CHOP program helped her heal emotionally as well as physically.



Overcoming Trauma & Growing Resilience



MORE THAN
40%

of kids in the U.S. are exposed to some form of violence — in their home, school or neighborhoods.

Healthier Together’s goal is to promote collaborative programming that supports the emotional well-being of children and their families in West Philadelphia and to reduce the incidence and impact of traumatic events. Exposure to trauma is a known risk factor for mental illness, including depression, anxiety and post-traumatic stress disorder. Plus, youth mental illness can have lifelong, adverse consequences on social relationships, academic performance and productivity.

In December 2019, TD Bank awarded CHOP a \$750,000 TD Ready Challenge grant to launch the Growing Resilience in Teens (GRIT) Project, which aims to proactively address trauma for high-risk adolescents and prevent mental illness. After a COVID-19 pandemic delay, leaders launched the program in January 2021 with a new virtual format, an additional CHOP primary care site, and new school partners.

HUNGER: Accessing Healthy Food

Nearly one in five Philadelphians do not have enough healthy food to eat to live a healthy lifestyle over the course of a year. Of the families that come to the CHOP Emergency Department, nearly one-third reported they are food insecure. Healthier Together is building a multipronged strategy to address hunger and food insecurity among Philadelphia children.

The COVID-19 crisis increased food insecurity among an already vulnerable population. To help, CHOP moved quickly and partnered with the Philadelphia Housing Authority and a local catering company to provide 20,000 free family dinners at two PHA locations in West Philadelphia starting

in the spring. These meals supplemented the city-wide school meal program. The 10-week program also provided critical revenue for Poor Richards Catering to continue paying its employees during the pandemic.

Thanks to a USDA grant and hunger-fighting nonprofit The Common Market, Healthier

continued >



Sinaah and her mother, Kaleeia, were among the families that received boxes of fresh produce delivered directly to their homes.

Accessing Healthy Food



4,000 fresh food boxes delivered to homes

20,000 meals given to PHA families

Together leveraged a new partnership with Food Connect to deliver weekly fresh food boxes directly to the homes of CHOP patient families, including those from Karabots and Cobbs Creek. Food Connect uses its advanced logistics platform to match food donors, delivery drivers and recipients in real time. Each box contained enough fresh produce to feed a small family for one week.

POVERTY: Achieving Financial Stability & Prosperity

Nearly 40% of families in West Philadelphia live below the poverty line. The neighborhoods in West Philadelphia have one of the highest rates of eviction in a city that has the fourth highest rates of eviction in the nation. Healthier Together seeks to bring financial stability and prosperity to this area by helping families individually and by working with businesses in the area so they can grow.

To help individual families, Healthier Together partnered with Clarifi, a financial counseling and education nonprofit, to support individuals in

achieving financial wellness and literacy. Healthier Together supports a full-time Clarifi financial counselor to serve families at Karabots and remotely. In the first five months at Karabots — which coincided with the COVID-19 pandemic — Clarifi held 79 financial counseling sessions, helping clients on the path to reducing debt, building savings and/or improving credit.

Healthier Together deepened CHOP's relationship with Community Legal Services, a local nonprofit, to include legal support for families facing eviction.

To boost businesses, Healthier Together supported The Enterprise Center (TEC), a community development corporation in West Philadelphia, which provided technical assistance to nearly 950 individuals through 46 onsite and virtual classes. Topics included best practices for responding to a request for proposal, sales and marketing, and minority business certification workshops. In FY20, the CHOP/TEC partnership assisted 19 businesses in receiving their diverse business certifications, a critical step toward securing future contracts from large organizations.

Nine minority- and women-owned business enterprises (MWBEs) worked on CAPP+ homes through our partnership with TEC to complete the home repairs. The TEC partnership also provided education and technical assistance for lead containment and blueprint reading so additional MWBEs are prepared for this work. ■

[LEARN MORE](#)

West Philadelphia families can sign up for free financial counseling to help put them on the path to financial stability.



Achieving Financial Stability & Prosperity

19 businesses secured diverse certification



46 onsite and virtual classes at The Enterprise Center

79 family financial counseling sessions

950 individuals received technical assistance from TEC

CHOP STEPS UP DURING PANDEMIC

Employees tackle projects to serve families and children impacted by COVID-19 and its broader ramifications.

When the coronavirus pandemic swept through Pennsylvania and New Jersey in spring 2020, Children's Hospital of Philadelphia responded swiftly to address community needs across our service area.

Clinical lab scientists knew that accurate testing would be critical to controlling the pandemic and worked around the clock for weeks to modify the existing test to create its own, more accurate coronavirus test. CHOP became the first hospital lab in the state and the second in the nation to get the federal government's emergency authorization to begin testing patients for coronavirus. This allowed the hospital, which never shut its doors, to safely care for all children — those with COVID-19 and those who came for other illnesses and injuries.

Trusted information provider

Especially in the first few months, accurate information was often difficult to come by. CHOP put its knowledge and resources to work and quickly created a COVID-19 Helpline, a 24/7 phone center available to the general public. The Helpline staff reviewed the evolving data and scientific learnings, and continually updated its information so callers would have access to trusted, vetted answers to their questions on everything from how the virus spreads to symptoms and how to get help. Thousands of calls came in from the public, patients and families, and healthcare providers across the region who turned to CHOP for extra guidance.

CHOP's PolicyLab developed a unique forecasting model, which incorporated weather, population density and social distancing practices, to track county-by-county COVID-19 transmission and positive cases to give communities across the United States fact-based four-week projections of case incidence. The White House Coronavirus Task Force, governors, state public health officials, and school and community leaders consulted PolicyLab's projections on emerging hotspots to develop strategies for reducing the spread of the virus.

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CHOP staff from the hospital and many of our CHOP Care Network locations stepped up to help families during the pandemic.



Poor Richards, a local, minority-owned business, prepared meals for West Philadelphia families.

The combination of the economic crisis, social isolation, loss of social supports and closures of childcare facilities and schools — on top of fear of the virus or, for some families, a family member contracting COVID-19 — heaped an enormous amount of hardship and stress on families.

While CHOP clinicians, researchers and lab personnel were reacting to the medical side of COVID-19, employees across the institution had the opportunity to help families in need by applying for a CHOP COVID-19 Response Grant. Nearly 20 different projects received funding. Many efforts partnered with community nonprofits to bolster their efforts or built on already existing relationships to allow programming to continue after adapting to pandemic restrictions.

Here are some of the ways CHOP addressed community needs exacerbated by the pandemic:

Food, supplies and more

Remember back early in the pandemic when stores — if you felt comfortable even going to the store — had many empty shelves? Whether it was toilet paper and diapers, cleaning supplies or even food staples, many stores were often wiped out.

For families with limited resources, securing those goods was next to impossible. CHOP worked with other nonprofits to fill the gap.

Families living at or below the poverty level from the Philadelphia metropolitan area, including Montgomery, Bucks, Berks, Chester and Delaware Counties, could turn to the Mitzvah Circle Foundation for essential items such as diapers, wipes and soap. CHOP funded the purchase of these type of supplies.

Employees across the institution had the opportunity to help families in need by applying for a CHOP COVID-19 Response Grant. Nearly 20 different projects received funding.

CHOP partnered with the Cherry Hill Food Pantry to provide food and basic hygiene items (toilet paper, soap, deodorant, etc.) to families in the Cherry Hill, Haddonfield, Mount Laurel and Marlton, NJ, area during the COVID-19 pandemic.

Families from the Kennett Square area in Chester County were able to pick up household cleaning and paper products, which are not supplied by food banks, and raw materials (fabric, thread, elastic, etc.) to make cloth face masks — especially for children — through a partnership between CHOP and The Garage Community & Youth Center. Many of these families have adult family members who were essential workers, working in local farms even during the height of the pandemic.

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Helping families from Refugee Health Program, Puentes de Salud, Cancer Center

CHOP's Refugee Health Program safely distributed culturally appropriate food boxes, sanitation supplies, cloth face masks and nutrition information to low-income Bhutanese and Burmese refugee families in the South Philadelphia area that had lost income due to quarantine and those that tested positive to COVID-19. We teamed up with the Bhutanese American Organization-Philadelphia, Mural Arts Philadelphia and Sate Kampar Malaysian restaurant in South Philadelphia.

CHOP partnered with Puentes de Salud to support 500 Latinx immigrant individuals and families in South Philadelphia and Upper Darby by providing hygiene supplies and education to slow the spread of COVID-19.

CHOP and Legacy of Hope (LOH) collaborated to provide food to CHOP Cancer Center families in the Philadelphia area that were affected by COVID-19. CHOP social workers identified families in need. LOH worked closely with the Philadelphia Police Department and ShopRite to safely conduct food distributions.

Recognizing and addressing increased stress

Leaders of CHOP's Child Adult Relationship Enhancement in Pediatric Primary Care (PriCARE) quickly recognized that, even though the pandemic forced the immediate halt to the in-person group intervention for caregivers of young children, the need to help parents was greater than ever.

PriCARE, designed to strengthen caregiver-child relationships, improve child behaviors, decrease parenting stress and reduce risk of child maltreatment,

normally happens in primary care offices. The program team adapted its in-person group sessions to create Virtual PriCARE, which also included tips for using the PriCARE skills to mediate the challenges posed by social distancing and remote schooling and work.

Medical interpreters, who were in the middle of stressful pandemic-related situations as they performed their jobs, were included in assessments conducted by the Trauma and Resilience in Interpreter and LEP Communities Program, which CHOP supported. The program looked for secondary trauma, the impact of exposure to suffering and distress conveyed in their patient and family encounters.

The Special Delivery Unit (SDU) at CHOP provided blood pressure cuffs for prenatal and postpartum care and social support via telehealth for individuals planning to give birth on the SDU, or those who gave birth on the SDU whose babies remained inpatient. The program reached around 135 individuals.

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A TOUCH OF HOME FOR REFUGEE FAMILIES

Top: Emergency Department nurse practitioners Monica Wengler, MSN, CRNP, (left) and Amy Felix, MSN, CRNP, CPNP-AC, volunteered to pack the boxes that were distributed to Bhutanese refugee families.

Bottom: Mary Fabio, MD, Director of the Refugee Health Program, (left) and Meera B. Siddharth, MD, helped organize the culturally appropriate food box project.

Many efforts partnered with community nonprofits to bolster their efforts or built on already existing relationships to allow programming to continue after adapting to pandemic restrictions.

Reaching out to youth and young adults

Youth and young adults in the CHOP Career Path Program and their families received essential items such as food and basic hygiene products. For the first months of the pandemic, Career Path participants, all of whom have disabilities or chronic illnesses, were unable to be on CHOP's Philadelphia Campus for the training, job coaching and internship opportunities that are part of the program.

CHOP's Adolescent Initiative (AI) provided emergency essential support to 50 adolescents ages 13 to 24, who were homeless and/or living with HIV and/or at-risk for HIV. The AI team provided gift cards so these vulnerable youth would be able to buy food, transportation and other essential items.

Kids still need to have fun

CHOP Primary Care, West Chester worked with Studio Ludo to provide play packs to 1,000 patients ages 3 to 12, to help reduce boredom, anxiety, isolation and stress they may have felt by being isolated from playmates and friends.

CHOP partnered with The DREAM Program Inc. to facilitate a virtual summer mentoring program focusing on building competent, motivated readers, fostering problem-solvers, boosting healthy minds and bodies, and inspiring artists and creators. The program reached 65 Philadelphia youth ages 5 to 18 living in low-income housing communities.

CHOP's Comprehensive Sickle Cell Center hosted a virtual summer camp for our patients with sickle cell disease who had their traditional summer camp cancelled due to COVID-19. The program provided them with the chance to connect with their peers and reduce feelings of isolation that come from quarantining.

Addressing medical needs

CHOP's Sports Medicine and Performance Center addressed the lack of resources necessary for its patients to successfully rehabilitate their injuries at home by providing telehealth services and equipment specific to their physical therapy needs so they could complete their exercises without coming into a CHOP building.

A few months into the pandemic, statistics showed that Blacks were being diagnosed and dying at a disproportionately higher rate from coronavirus than other groups. CHOP provided support for the Black Doctors COVID-19 Consortium's efforts to educate and advocate for Blacks, to reduce the incidence of disease and death from coronavirus, and to increase availability of testing in minority communities. ■



Stella Viloski, PSR, hands out one of the 1,000 play packs CHOP's West Chester primary care practice distributed to children during the pandemic.

WHEN 'STAY AT HOME' IS DANGEROUS

Family members experiencing a high risk of intimate partner violence during the pandemic lockdown found support through a CHOP partnership.

The stay-at-home order during the early months of the coronavirus pandemic was a stressful inconvenience for many. For families living with the threat of intimate partner violence (IPV), it was dangerous.

Consider “Lucy,”* who disclosed the abuse she was experiencing to a clinician in the emergency room at Children’s Hospital of Philadelphia. The clinician quickly connected Lucy to the CHOP IPV specialist who supports the ER as part of the STOP IPV partnership between CHOP and Lutheran Settlement House.

Lucy knew she had to leave her home, where intimate partner and family violence had resulted in continued threats, including a bullet hole through her vehicle. But with the COVID-19 pandemic in full swing, Lucy did not feel comfortable bringing her immunocompromised baby to a shelter for abuse victims.

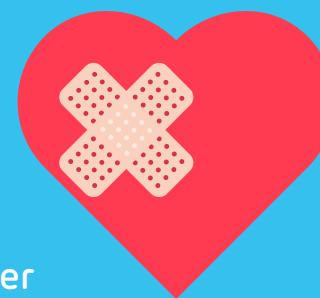
She and the CHOP IPV specialist discussed other options and realized that Lucy’s mother was a safe option, but the mother had just moved and didn’t have anywhere for Lucy or baby to sleep.

With the help of support from CHOP given to Lutheran Settlement House (LSH) as part of the hospital’s COVID-19 Relief Grant Program, LSH was able to provide Lucy with a digital gift card, which she used to purchase an air mattress for herself and a portable crib for the baby, plus some baby clothes and supplies. This small financial support provided a lifeline for this mother and her young child.

The STOP IPV program at CHOP provides free and confidential counseling and support to families facing intimate partner and child violence. Having a LSH specialist on site means family members, like Lucy, can access help in a safe and supportive environment.

Unfortunately, more than 15.5 million children in the United States are exposed to intimate partner violence each year. Even if child abuse is not involved, research shows children experience adverse effects related to poor health, substance abuse,

More than
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anxiety, depression and post-traumatic stress symptoms.

COVID-19 and the subsequent quarantine resulted in increased isolation and stressors for families already impacted by IPV, and children were more exposed than ever to the abusive dynamics in households.

The financial support from CHOP bolstered LSH’s Alice Hopeline Fund, used to provide direct tangible support and resources to survivors to improve their safety; and its Emergency Placement Program, a short-term hotel program for survivors who are fleeing immediately dangerous situations. ■

**Name changed to protect her identity.*

ENSURING SAFE VISITS

CHOP rapidly ramped up telehealth so children could see their doctors while staying home.



CHOP doctors “saw” as many as 2,000 patients a day via telehealth visits during the early days of the COVID-19 pandemic in Philadelphia.

In the first few weeks of the COVID-19 pandemic in spring 2020, Philadelphia was locked down. All travel was discouraged. We were all told to stay home.

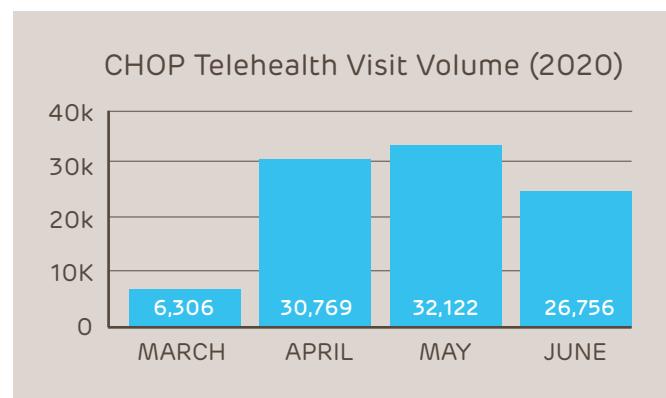
What was a parent of a sick child to do?

Patients of Children’s Hospital of Philadelphia had a safe alternative: video visits.

In the first week of its COVID-19 response, CHOP conducted more video visits than in the previous three years combined. The frequency of visits increased exponentially, from fewer than 10 to more than 1,500 a day, covering everything from routine illnesses to highly complex conditions.

The rapid ramp up was possible because CHOP had been preparing for telehealth visits for several years and conducted multiple pilot programs, so the infrastructure was already in place. When doctors deemed it was safe to do so, many children’s specialty care follow-up appointments were converted from in-person to video visits. Primary care sick visits and urgent care appointments were soon added to the telehealth portfolio. If families needed a language interpreter, they were included. Behavioral health providers set up virtual support groups. Physical, occupational and speech therapy could be conducted via video visits, too, so children didn’t lose ground during the lockdown.

Families were able ensure their child’s care continued while avoiding potential exposure and the stress of travel, which was critical in the first few months as scientists learned more about the



virus and how to prevent transmission. During the peak of uncertainty, CHOP conducted more than 30,000 telehealth visits a month.

Video visits are secure and confidential, meeting all federal privacy standards. Parents use their phone, tablet or a computer to connect electronically with their doctor face to face, in real time, from the comfort of their homes. Doctors are able to assess the child’s overall appearance and general well-being. Many ailments can be diagnosed and treated during the video visits. Sometimes, the video visit finds a more serious problem and the child needs to be seen in person.

Video visits may allow our clinicians to see patients who would otherwise be unable to come into the office for an in-person visit and, therefore, can increase access to the care CHOP is able to provide.

Overall, surveys of families and clinicians showed that both sides were highly satisfied with the video visits. ■

SAFE AND SECURE

Ensuring every child rides in a properly fitted and installed car seat is this team's mission.

Putting kids in a car seat or booster is still not universal. **48% of children who died in a vehicle crash were not properly restrained.**

National Highway Traffic Safety Administration

In the 35 years since the first child passenger safety laws were passed requiring babies and children to ride in car seats or boosters, more and more children are properly restrained while in a vehicle.

But not all.

Whether it's due to lack of knowledge or lack of funds to buy a child safety restraint, putting kids in a car seat or booster is still not universal. National Highway Traffic Safety Administration statistics show that of children who died in a vehicle crash, 48% were not properly restrained. Getting this number to zero is what motivates the staff of Children's Hospital of Philadelphia's Injury Prevention Program.

Last year — with the help of support from CHOP Community Relations — the Injury Prevention Program's Safety Center provided 1,022 child restraints free of charge to eligible CHOP families. And each car seat or booster came with education on how to properly install and use it.

Families that receive Supplemental Nutrition Assistance Program (SNAP, food stamps) benefits are referred to the program by their pediatrician, social worker or other healthcare provider. Prior to the coronavirus pandemic, families came to various community locations, watched an informative video on installation, received a hands-on demonstration and were given the proper type of child safety

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Stephanie Porco, trauma prevention coordinator, brings a free car seat to a waiting family at a drive-through distribution event held in the parking lot behind CHOP offices at 3550 Market St., Philadelphia.

[Safe and Secure continued >](#)

seat, depending on their child's age, height and weight. When in-person sessions stopped due to COVID-19, the Safety Center team quickly set up virtual education and drive-through pick-ups.

"We pivoted right away," says Gina Duchossois, Injury Prevention Manager. "We knew it was important to keep the program operating."

The Safety Center team also adapted how it provided car seat checks. Instead of families taking their vehicles to a designated location for a physical check, they signed up for virtual services. "We used a virtual conferencing program for one-on-one education, then parents used their phones to show me how they had installed the seat. I could see the seat and make sure it was properly installed. Parents really liked the convenience," Duchossois says. ■

[LEARN MORE](#)

Free for Families • Fiscal Year 2020

Car Seat Types Provided:

	Convertible	Combination	High back booster	No back booster
TOTAL	778	144	77	23

Safety Center Events:

	3550 Market St.	Karabots Primary Care	Buerger Center	Kendrick Rec. Center	Maternity Care Coalition
TOTAL	78	20	24	18	18



Gina Duchossois, Injury Prevention Manager, checks the installation of a rear-facing car seat.

OPENING UP KIDS' EYES TO STEM OPPORTUNITIES

CHOP helps one employee give back to her old neighborhood in North Philly.

"It was fun to do experiments with the scientist, and the computer programming was really cool!"
– STUDENT

Suzette Harper, a Patient Safety Project Coordinator at Children's Hospital of Philadelphia, grew up in North Philadelphia. She knows firsthand the challenges and lack of opportunity many children from her old neighborhood face.

"I and a group of friends decided we wanted to give back," she says. The result was a nonprofit community organization called the North Philly Project.

Through CHOP — its grants and employee volunteers — Harper has been able to give back even more.

It began a few years ago with TAN (Thinking About Nutrition), a program that introduced healthy eating to the Strawberry Mansion neighborhood through workshops, shopping trips, nutritional alternatives and education. It was funded by a CHOP Cares Community Grant and the Lomax Foundation.

TAN evolved into the WAY (Wellness and You) Program to continue a focus on better nutrition and add in features that incorporate physical exercise, chronic disease management and positive mental health elements (such as stress relief and coping strategies, meditation, and access to services).



Above: Students and mentors working on scientific experiments

CHOP resources support STEM sessions

Still, Harper wanted a way to help middle schoolers in Strawberry Mansion think big, imagine a better future for themselves. The goal: Ignite an interest in science, technology, engineering and math in students and show them some of the STEM careers at Children's Hospital.

She tapped into a second CHOP Cares Community Grant and received help from members of Inclusion in Science, Technology, Engineering and Science (iSTEM), a CHOP Employee Resource Group. Together, they launched the iSTEM Mentoring Project.

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Once a month, youth from North Philadelphia came to CHOP for an activity led by iSTEM members. Computer coding and app development, taught by Suzanne Gerace and Stephanie Powell, were popular sessions. Some sessions included fields trips to bookstores, the grocery store (to check out healthy options) and, for fun, to Sky Zone, an indoor trampoline park.

John McCann, BS, a researcher in the Department of Anesthesia, created fun and educational experiments — hands-on and in person before the pandemic and virtual during it.

McCann used Sharpie markers, paper and rubbing alcohol to teach about mixing primary colors. M&Ms and Skittles played starring roles in other experiments. Early in the pandemic, kids learned how to make their own hand sanitizer with the correct proportions of 91% isopropyl alcohol, 3% peroxide, glycerol and water. Some took that knowledge and made additional batches for their neighbors since it was hard to find in stores at that time.

Science you can see

“The students were fascinated by each of the things that we did because it was something you can see with your eyes,” McCann says. “It is my pleasure to do this. I enjoy teaching the students more about science.”

Harper is retiring, and iSTEM plans to continue, pandemic or not. “It’s important to open the kids’ eyes to the opportunities in STEM. And we’re doing that,” Harper says. ■

North Philly Project	
27	Youth received one-on-one, family and/or group therapy
41	Youth went on field trips
56	Youth participated in hands-on scientific experiments
81	Youth learned coding, app creation or other science-based computer skills
160	Youth attended 6 trauma workshops



Students from North Philadelphia came to CHOP to see opportunities in health-related STEM careers and to learn about science as part of a CHOP Cares Grant initiative.

BRIDGING A LANGUAGE CHASM

Deaf refugee parents couldn't communicate with their children until a CHOP therapist stepped in.



The Gurung family, refugees from Bhutan, learned sign language with the help of a CHOP Cares Community Grant.

Imagine parents not being able to communicate with their children. Never being able to tell them something as simple as “It’s time for dinner” or as meaningful as “I love you.”

When Louise Montoya, LPC, ACS, CSC, a child and family therapist in the Center for Childhood Communication at CHOP, learned that the Gurung family faced this situation, she went beyond imagining. She did something about closing what was an extremely complicated communications gap.

The Gurungs are Bhutanese refugees who, after years in a Nepalese refugee camp, were resettled in Philadelphia. Both parents are deaf and knew a little Nepalese, no English and no sign language. Their children, 13, 8 and 6, have typical hearing, spoke some Bhutanese, some Nepalese and limited English, and had zero sign language skills.

“The parents were not literate in any written language either,” Montoya says. “The Gurungs were wholly dependent on extended family members in Philadelphia for everything. And, because of Bhutanese cultural norms, their relatives did not think the parents were capable of parenting their children, getting a job or being part of the community. It was a difficult situation.”

“Through this project, we were able to provide a better life for this whole family, now that they have a way to communicate.”

– LOUISE MONTOYA, LPC, ACS, CSC

Montoya teamed with the children’s primary care pediatrician, Katherine Yun, MD, to apply for a CHOP Cares Community Grant to fund American Sign Language (ASL) tutoring for the whole family, creating a language bridge that hadn’t existed before. The parents acquired independence they never had and gained tools to advocate for themselves and their children in all sorts of settings: healthcare, school and community.

“I use the analogy about teaching someone to fish instead of giving them a fish to eat,” Montoya says. “We taught them to ‘feed’ themselves by giving them language.”

continued >

How the Bridge Was Built

34 home-based sessions

9 learning field trips

86 hours of ASL tutoring

2 ASL tutors

1 flashing light doorbell

1 video phone



Chandra Gurung, center, is flanked by two of her ASL tutors, Bhawani Dangal and Karen Kennedy.

Montoya coordinated with community partners the Deaf Hearing Communication Centre and Deaf CAN! to arrange the tutoring sessions. Over a year, tutors held 34 home sessions — some for the parents alone, many sessions including the children and some with extended family members — and nine field trip-based sessions so the family could learn basics like how to navigate public transportation, their rights as deaf individuals (for example, to request an ASL interpreter for school meetings and doctor’s appointments) and the array of services available to them. The parents also met other deaf parents — a first for them — who shared how they use sign language to communicate with their own children.

The partners also helped the Gurung family obtain a flashing light door bell, a bed-vibration smoke alarm and a video phone so they can make and receive calls from other people who are deaf. They are learning how to use the video phone to call through an interpreter to communicate with typical hearing people.

“Through this project, we were able to provide a better life for this whole family,” Montoya says. “It’s just going to snowball now that they have a way to communicate.” ■

A FUTURE WHERE NO CHILD DROWNS

A partnership between a pediatrician and a Y taught low-income children how to be safe in the water.

When primary care pediatrician Naline Lai, MD, medical director of CHOP's Primary Care office in Doylestown, Pa., read that on average three children a day die from drowning, she thought it was an area of injury prevention worth her attention. So when the YMCA of Bucks County approached her to see if she'd lend a pediatrician's expertise to a program to provide "drown-proofing" swim classes, she jumped at the chance.

In the first year of the partnership, 82 children benefited from the program, with 49 kids' swim lessons directly supported by the CHOP Cares Community Grant.

That was the initial pull for Dr. Lai to apply for a CHOP Cares Community Grant to support the Y's Swim by Second Grade Initiative (2GI), a program that offers low-income second graders the opportunity to take a swim test and, if they need it, receive free swim lessons at the Y.

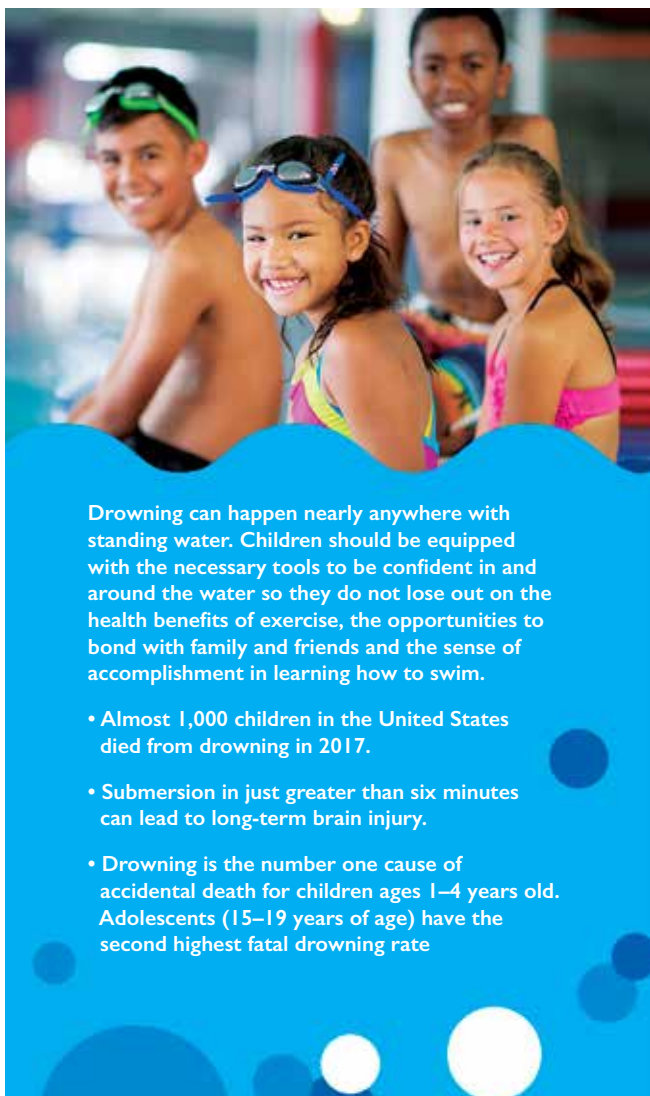
According to an article from the American Academy of Pediatrics, drowning is the leading cause of death for young children in the United States and the leading cause of accidental death in children 5 years and younger. In the United States, 88% of drownings happen under adult supervision and 60% happen only 10 feet away from safety. Drowning deaths are even more common for children living below the poverty line, since they typically don't have access to swimming classes.

"As a pediatrician, I have the medical expertise, but I didn't have a way to execute teaching kids basic swim survival skills," Dr. Lai says. "Partnering with the Y fit well into CHOP's community collaboration model."

Dr. Lai created an educational brochure for families, so parents could learn about the dangers of drowning and how to keep their children safe. The brochure also promoted the Y's free swim evaluation and basic swim lessons.

continued >





Drowning can happen nearly anywhere with standing water. Children should be equipped with the necessary tools to be confident in and around the water so they do not lose out on the health benefits of exercise, the opportunities to bond with family and friends and the sense of accomplishment in learning how to swim.

- Almost 1,000 children in the United States died from drowning in 2017.
- Submersion in just greater than six minutes can lead to long-term brain injury.
- Drowning is the number one cause of accidental death for children ages 1–4 years old. Adolescents (15–19 years of age) have the second highest fatal drowning rate

Brochure inside. Source: American Academy of Pediatrics

“Every child should have the opportunity to learn the basics of safe swimming. This community collaborative model is a way to make that happen.” – NALINE LAI, MD

She also tapped into CHOP’s large presence in Bucks County by distributing 2,000 brochures (in both English and Spanish) through CHOP’s three pediatric practices there: Primary Care Highpoint, Primary Care Central Bucks and Primary Care Indian Valley. Brochures also went to a local clinic that serves uninsured families.

The YMCA worked with Dr. Lai to increase awareness during summer camp by distributing “swag bags” that included the educational brochures and swim lesson vouchers. 2GI also received support from Bucks County Orthodontics and the Jackson’s Heroes 5K Foundation.

The introductory classes for second graders are aimed at teaching kids to be comfortable around water while still respecting it and to apply basic swimming skills so they can get themselves to safety, if needed.

Dr. Lai and the YMCA made significant gains for the children of Bucks County and more than likely saved lives. In the first year of the partnership, 82 children benefited from the 2GI program, with 49 kids’ swim lessons directly supported by the CHOP Cares Community Grant.

It was such a fruitful partnership, Dr. Lai hopes to broaden the program to reach even more children with an additional CHOP grant. A future program would also include a research component that would examine barriers families face to providing swim lessons for their children.

“There’s no substitute for direct adult supervision of children while they’re swimming,” Dr. Lai says. “Still, every child should have the opportunity to learn the basics of safe swimming. This community collaborative model is a way to make that happen.” ■

ART AS A WAY TO HEAL

Art-making sessions and art therapy offered in homeless shelters help families cope and grow.

Families living in a homeless shelter face immense stress. On top of the circumstances that led them to the shelter — job loss, relationship difficulties, illness, trauma and others — living in a group setting contributes additional pressure.

The Homeless Health Initiative (HHI), a community program of Children’s Hospital of Philadelphia with a 33-year history of providing health and wellness services to children in West Philadelphia shelters, began an art program in 2013 to help residents relieve some of that stress. Its launch was sparked by HHI donor and volunteer Stephanie Markel, DDS.

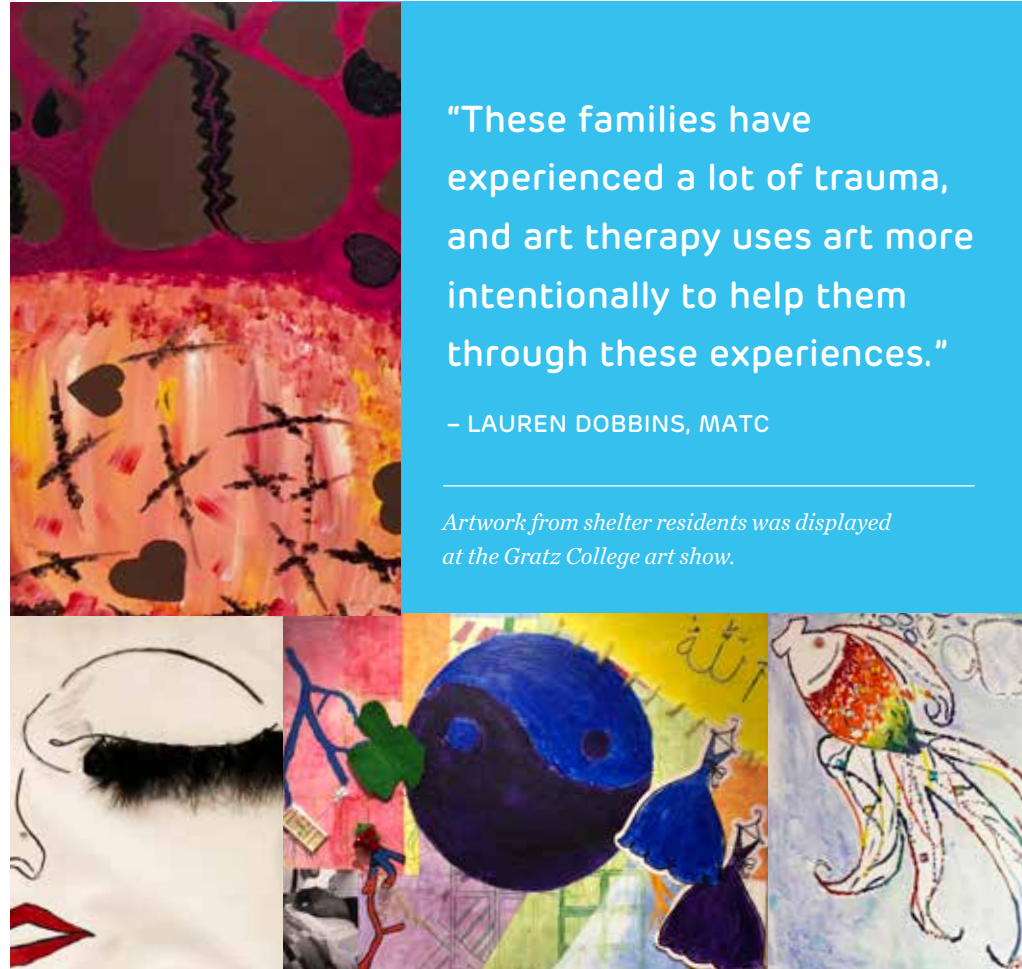
Joy and Respite

With the help of volunteers and donations, the program has evolved over the years, adding knitting groups and a sewing program; starting after-school Kids Art sessions; partnering with artists in the community for special workshops; collaborating with community groups so artwork created by shelter residents could be sold; and, in 2017, creating a dedicated art studio at People’s Emergency Shelter.

“Art is another opportunity to establish health and wellness,” says Melissa Bennett, MD, HHI’s medical adviser. “People find joy and creative expression when they’re working on art. It’s one area where moms say they can relax. It’s a respite.”

In 2019, art therapy — when making art is paired with counseling to help people process emotional issues — was added when long-time volunteer Lauren Dobbins, MATC, chose to do her field placement for graduate school with HHI. Dobbins, who also has a fine arts degree, had created the Kids Art program and served as art coordinator for HHI as a volunteer.

continued >



“These families have experienced a lot of trauma, and art therapy uses art more intentionally to help them through these experiences.”

— LAUREN DOBBINS, MATC

Artwork from shelter residents was displayed at the Gratz College art show.

Partners in Art

HHI's Art programming exists because of dedicated donors, volunteers, local artists and community partners. Some of those include:

- Stephanie and Joel Markel
- Handwork Studio
- Lancaster Art Gallery
- Gratz College
- Baltimore Avenue Dollar Stroll
- CHOP Cares Community Fund
- Spiezle Architectural Group
- Margie Rosenberg
- Matrix Companies
- St. Luke's Women's Greek Orthodox Philoptochos
- CHOP Women's Auxiliary

Next step: Using art intentionally

"Making art, by itself, can be therapeutic with stress reduction, relaxation, emotional release and gaining insight," Dobbins says. "These families have experienced a lot of trauma, and art therapy uses art more intentionally to help them through those experiences."

For one family that received art therapy, the mother's mental health issues made her fearful to send her son to school (pre-pandemic), which delayed the child's education and development. Both the mother and her son loved art. Dobbins was able to use art therapy to help the mother manage her fears, and the son returned to school.

Another couple's relationship troubles were having a negative impact on parenting their young children. "We used art as a catalyst to help them talk to each other about their relationship and to help get past defensiveness to understand each other better," Dobbins says.

One art project had them each draw a car windshield and a rearview mirror. Dobbins instructed them to draw what they wanted for the future in their windshield and what they wanted to leave behind in the rearview mirror. "They could see visually what goals they shared and which were different. That opened up a discussion about where they could compromise," she says. "With therapy, both were doing a lot better emotionally, which also benefitted the children."

Another mother struggled emotionally because her children had been put into foster care. "She was in so much pain," Dobbins says. "Creating art brought back painful memories, and she was able to express what she was feeling and share it. That was beneficial for her."



Creating space to share

The COVID-19 pandemic paused in-person art sessions and art therapy, but once shelters can again welcome visitors, both will be back, helping families cope with their histories and current situations.

"Our art time has always been a safe, no-judgement zone," Dr. Bennett says. "Shelter residents open up about their fears, trauma they've experienced and mistrust of doctors. We talk about their children, health and wellness in a comfortable way.

"Lauren brought it to another level by offering art therapy," Dr. Bennett continues. "It's a different skill set. Many of their concerns are behavioral or psychological. Art therapy can make a huge difference." ■

Above: Melissa Bennett, MD, at the St. Luke's Greek Orthodox Church craft show with work by HHI shelter residents

[LEARN MORE](#)

READY, SET, READ!

A little help with reading now helps kids succeed in the future.

It's hard to tell who is more excited during the weekly reading coaching sessions. Is it the Children's Hospital of Philadelphia employees who donate an hour of their time or the third graders from George Sharswood Elementary School who embrace the one-on-one attention?

When both halves of the employee-student pairs huddle with a shared purpose — raising the reading ability of the student to grade level — does it even matter?

As a corporate partner of the nonprofit Achieve Now, CHOP has the ability to put its mission of improving child well-being into action. Achieve Now (formerly called Philadelphia

Helping kids get caught up to their reading level by fourth grade, when they begin to “read to learn vs. learn to read,” can have a life-long impact.

READS) matches Philadelphia elementary schools that have below-average reading scores with willing organizations, provides training to the volunteer tutors and assesses the students' progress.

Students arrive by bus to the Wanamaker Building for their weekly sessions with 25 CHOP volunteers from the many administrative departments that have their offices there. The Power Hour, as the tutoring time is called, is indeed powerful.

Read to Learn vs. Learn to Read

Helping kids get caught up to their reading level by fourth grade, when they begin to “read to learn vs. learn to read,” can have a life-long impact. Nearly 40% of Philadelphia third graders scored below proficient in reading and 74% of those will struggle with reading in later grades. Students who have trouble reading are five times more likely to drop out of high school than their better reading peers.

Courtney Flynn, staff accountant for Financial Services, saw a younger version of herself in her mentee. “I remember being that age when I thought reading was a chore. Now I see reading differently,” Flynn says. “I try my best to put a fun spin to reading. I teach them little tricks that helped me and even use different voices when we read aloud.”

continued >



CHOP employees volunteer to coach reading during the Power Hour.

“Getting to know the students each year, learning what they’re interested in and seeing the world through their perspective for an hour is special. I encourage all my friends to volunteer.”

– SCOTT MCCREARY, INFORMATION SERVICES



Achieve Now provides the materials; employees provide the time.

Daniel Cooke, a development coordinator for the CHOP Foundation, volunteered to be a substitute Power Partner just a few weeks after starting to work at CHOP. He was available to step in for any fellow tutor who had last-minute meetings or conflicts. “I enjoyed every opportunity I had to participate in the lessons,” he says. Because he worked with a variety of students as a sub, he befriended many students.

Avid Reader Building Another Avid Reader

Scott McCreary, a Program Manager for Information Services, is an avid reader, polishing off a couple of books a month. He firmly believes that everyone should be able to read, as it is a critical and fundamental skill that opens the door to great possibilities. He first began to volunteer with Achieve Now in 2018, happily spending his Tuesday lunchtime coaching his partners. They practice phonics and fluency through educational activities, and of course, they read!

“I really look forward to the sessions each week,” he says. “It can be hard to see my student’s progress week to week, but it’s so gratifying to look back to previous months and see how far they’ve come. Getting to know the students each year, learning what they’re interested in and seeing the world through their perspective for an hour is also special.”

Volunteers and students were disappointed when the Achieve Now sessions for the 2019-2020 school year had to end early due to the pandemic, but that didn’t dampen enthusiasm for the program. “I encourage all my friends to volunteer,” McCreary says. “It’s a great way to spend one hour.” ■

Partners in Health

Reach Out to CHOP's Community Programs

Learn more about our community programs. Each program has been identified as being of special interest to:

**Families • Teens • Clinicians
Community Partners**

ADOLESCENT FAMILY PLANNING

Teens

Confidential services provided to teens at the Karabots Center for little or no cost

www.chop.edu/family-planning

ADOLESCENT INITIATIVE

Teens, Clinicians

Integrated system of clinical care, research, training and prevention for adolescents at risk for or infected with HIV

www.chop.edu/adolescent-initiative

215-590-4943

BREASTFEEDING AND LACTATION PROGRAM

Families, Clinicians

Educational and support program for mothers to encourage pumping and eventual breastfeeding of all infants, and especially those who are hospitalized

www.chop.edu/breastfeeding

215-590-4442

CENTER FOR AUTISM RESEARCH

Families, Clinicians

Multidisciplinary approach to research causes of autism spectrum disorder, pioneer new treatments, support families, and train the next generation of clinicians and researchers

<https://centerforautismresearch.com>

866-570-6524

CENTER FOR INJURY RESEARCH AND PREVENTION

Families, Teens, Clinicians

Evidence-based information, resources and tools from experts across all pediatric injury research priorities: teen driver safety, child passenger safety, pediatric biomechanics, post-injury care and recovery, violence prevention, and digital health

<https://injury.research.chop.edu>

215-590-3118

CENTER FOR MANAGEMENT OF ADHD

Families, Clinicians

The region's largest and most comprehensive center for diagnosing and treating attention and learning problems in children and adolescents with free online video that address success in school, at home and after high school, and other topics

www.chop.edu/adhd

215-590-7555



NEW RESOURCE ALERT

CHOP's *Car Seat Safety for Kids* website, www.chop.edu/safekids, a collaboration between the Center for Injury Research and Prevention (CIRP) and the Injury Prevention Program at CHOP, released an updated version of its *Infants in Rear-Facing Seats* video.

Autumn, 22 months, participated in the video, along with her mother Ayana Bradshaw, MPH, Administrative Director of the Center for Injury Research and Prevention.



Philadelphia's Chinatown is a cultural hub for more than 35,000 Chinese immigrants and Asian Americans in the region, and is home to over 5,000 individuals. Philadelphia Chinatown Development Corp., with support from a 2019 CHOP Cares Community Grant, is identifying the community health needs of families and their children by breaking down language barriers and stereotypes, tackling insurance needs, and recruiting city agencies and medical providers to find solutions.

CENTER FOR PEDIATRIC NURSING RESEARCH AND EVIDENCE-BASED PRACTICE

Clinicians

Puts a focus on building the scientific foundation for clinical practice, symptom management, and preventing illness through screening and education

www.chop.edu/nursing-research

CENTER FOR VIOLENCE PREVENTION

Families, Teens, Clinicians, Community Partners

Umbrella program for CHOP's evidence-based efforts to reduce the incidence and impact of aggression on children and families in our community through educational programming in schools and the community, screening for risk in clinical settings, and direct casework with injured youth and their family members

www.chop.edu/violence

215-590-3118

CHAIR'S INITIATIVES

Clinicians

Internal grant program to support CHOP staff who have innovative ideas to establish new models of care in pediatrics and tackle some of the most daunting challenges in healthcare

www.chop.edu/chairs-initiatives

215-590-1000

CHILDREN'S INTENSIVE EMOTIONAL AND BEHAVIORAL SERVICE

Families, Clinicians

Comprehensive psychiatric partial hospitalization services for children ages 5 to 13 with significant behavioral and emotional needs in the Atlantic, Cape May, Cumberland and Ocean counties of New Jersey

www.chop.edu/ciebs

609-677-7850

CHOP CAREER PATH

Families, Teens, Community Partners

Job coaching and internship program to help young adults ages 18 to 22 with chronic illness and/or disabilities bridge the gap between high school and the working world

www.chop.edu/transition

267-426-1316

CHOP CARES COMMUNITY FUND AND GRANTS

Community Partners

Grant program to support Children's Hospital employees in their volunteer efforts to improve children's health and well-being in their communities

www.chop.edu/chopcaresfund

chopcaresgrants@chop.edu

267-426-5506

CHOP RESEARCH INSTITUTE SUMMER SCHOLARS PROGRAM

Teens

Full-time mentored research experience in basic, translational, clinical and behavioral research for college undergraduate students

crissp.research.chop.edu

crissp@chop.edu



Sally Poliwoda, BSN, RN, a CHOP nurse leader who has been a volunteer with the Homeless Health Initiative (HHI) for more than three decades, was recognized as a Mayor's Philly Hero award winner at the 2019 Mayor's Day of Service Recognition by Mayor Jim Kenney. As HHI's nursing leader, Sally coordinates, orients and mentors our nurse and nursing student volunteers at CHOP Night and SPARK youth wellness program.

Poliwoda leads the Community Nurse Advocacy Fellowship, a program that places skills-based CHOP nurses in homeless shelters, schools and other local nonprofits to serve the community.

CLINICAL PATHWAYS

Clinicians

More than 120 task-oriented care plans that detail essential steps in the care of patients with a specific clinical problem and describe the expected clinical course

www.chop.edu/pathways

COMMUNITY ASTHMA PREVENTION PROGRAM

Families, Clinicians, Community Partners

An intensive, hands-on program for families with children with hard-to-control asthma that includes one-on-one education, home visits, follow-up and community education

www.chop.edu/capp

215-590-5261

COMMUNITY NURSING ADVOCACY FELLOWSHIP

Clinicians, Community Partners

Part-time fellowship for CHOP nurses who aim to improve pediatric health within the community by partnering with community-based agencies

www.chop.edu/cnaf

215-590-3936

COMMUNITY PEDIATRICS AND ADVOCACY PROGRAM

Clinicians, Community Partners

Combination of practical, interactive educational opportunities and independent community-based work to teach medical residents advocacy skills

www.chop.edu/cpap

215-590-0661

COMPASS CARE

Families, Clinicians

Intensive care coordination program for children with complex medical needs that fosters partnerships among families, primary care physicians and specialty care providers to improve the child's overall health and the family's care experience

www.chop.edu/compasscare

215-590-8718

COMPREHENSIVE HEMOSTASIS AND THROMBOSIS CENTER

Families, Clinicians

Comprehensive, family-centered care program for children and adolescents with hemophilia and other inherited bleeding disorders and their families

www.chop.edu/htc

215-590-3437

COMPREHENSIVE SICKLE CELL CENTER

Families, Clinicians

Ongoing outpatient and inpatient care, plus psychosocial services to help children and families cope with chronic illness

www.chop.edu/sicklecell

215-590-3535

DEPARTMENT OF AUDIOLOGY

Families, Clinicians, Community Partners

Comprehensive program that includes loaner hearing aids for babies, support in schools for children with hearing loss, psychosocial support for families and community education on preventing noise-induced hearing loss

www.chop.edu/audiology

215-590-7612

DIABETES CENTER FOR CHILDREN

Families, Clinicians

Multidisciplinary team to help patients and families learn to manage type 1 or type 2 diabetes with confidence with emphasis on education, wellness and empowering tweens and teens to gain independence

www.chop.edu/diabetes

215-590-3174

EARLY HEAD START

Families

Multifaceted program that gives low-income pregnant women and families the skills they need to enhance their children's growth and development during the first three years of life

www.chop.edu/earlyheadstart

267-425-9900

EcoCHOP

Families, Community Partners

All things related to the environment and sustainability — from recycling to green purchasing to reducing waste to better-than-industry averages

www.chop.edu/ecochoop

FAMILY HEALTH COVERAGE PROGRAM

Families

Help for uninsured and underinsured families to enroll in financial assistance programs such as CHIP and Medicaid

www.chop.edu/fhcp

267-426-0359

GENDER & SEXUALITY DEVELOPMENT CLINIC

Families, Teens, Clinicians

Medical and psychosocial support for gender variant, gender nonconforming and transgender children and youth up to 21 years of age and their families

www.chop.edu/gender

215-590-3537

GLOBAL HEALTH PROGRAM

Clinicians

Promotes children's health across the globe — particularly among the most vulnerable in resource-limited countries — offering physicians-in-training and CHOP staff opportunities in the Dominican Republic and Botswana, as well as active collaborations in more than 15 countries around the world

www.chop.edu/globalhealth

267-426-9666

HEALTHY WEIGHT PROGRAM

Families, Teens, Clinicians

Advances the prevention and treatment of childhood obesity by integrating excellence in clinical care, research, quality education and community advocacy

www.chop.edu/healthyweight

267-426-2782

HOMELESS HEALTH INITIATIVE

Families, Community Partners

Free health and wellness services for children living in local emergency housing shelters and their parents

www.chop.edu/hhi

215-590-7646



Over the past six years, CHOP's Gender & Sexuality Development Clinic has supported over 1,300 families; more than one-third were traveling from New Jersey. In order to best meet the needs of all clinic families, the Gender Clinic team started to see patients and families at the CHOP Specialty Care Site in Voorhees, NJ, in January 2020.

HOSPITAL SCHOOL PROGRAM

Families, Teens

Helps children hospitalized for more than two weeks keep up with their classmates by providing in-room or small group educational instruction by certified teachers

www.chop.edu/hospital-school

215-590-2001

INJURY PREVENTION PROGRAM

Families, Clinicians

Dedicated to preventing injuries in children through education for families about safety, sales of safety items such as outlet covers, bike helmets and car seats at-cost, and community outreach events

www.chop.edu/safekids

215-590-5437

INTEGRATIVE HEALTH

Families, Clinicians

Enhances traditional medicine with complementary therapies — such as yoga, acupuncture, aromatherapy, massage and mindfulness — to address the whole person

www.chop.edu/integrativehealth

215-590-5043

KARABOTS COMMUNITY GARDEN

Families, Community Partners

A place for relaxing and learning, serving as a site for wellness-related — and fun — activities accessible to the community

www.chop.edu/gardens

KETO KITCHEN

Families, Clinicians

Training space and instruction for families with children with treatment-resistant epilepsy following the ketogenic diet to learn the details of how to prepare meals that meet the diet's strict requirements

www.chop.edu/keto-kitchen

215-590-1719

LEADERSHIP EDUCATION IN NEURODEVELOPMENTAL AND RELATED DISABILITIES (LEND)

Clinicians, Community Partners

Interdisciplinary fellowship training program that aims to develop community partnerships that improve healthy well-being for children with neurodevelopmental disabilities and chronic health conditions and that enhance the health infrastructure of the community, city and region

www.chop.edu/lend

215-590-6336

LANGUAGE SERVICES

Families

Free face-to-face language interpretation with professional medical interpreters or access to telephone interpretation from any CHOP phone and face-to-face sign language interpretation and telecommunication devices for the deaf (TDD/TTY)

www.chop.edu/language-services

215-590-2072

LITTLE ROCK FOUNDATION RESOURCE ROOM

Families, Community Partners

Open to the public, offering a broad range of services to support parents and families of children with disabilities, including computer access for visually impaired children and adults, a Braille printer, teletypewriters (TTY) and voice carry-over telephones for deaf and hard-of-hearing persons, and catalogs featuring adaptive and assistive devices, games and toys for children with disabilities

www.chop.edu/little-rock

267-426-7285

MINDS MATTER CONCUSSION PROGRAM

Families, Clinicians

Specialized program to help families, healthcare providers, school staff and coaches recognize the signs and symptoms of concussions and support children's physician-guided recovery

www.chop.edu/concussion

215-590-1527



CHOP's Office of Diversity & Inclusion won the 2019 Excellence Award for Outstanding Diversity Program, given by the Delaware Valley HR Department of the Year program. Several CHOP employees attended the event to accept the award and celebrate the accomplishment.

NEONATAL FOLLOW-UP PROGRAM

Families, Clinicians

Follow-up care for premature babies and their families that includes enrichment and developmental activities

www.chop.edu/neonatal-followup

215-590-2183

OFFICE OF DIVERSITY & INCLUSION

Families, Clinicians, Community Partners

Advocates for a safe, culturally competent, equitable and caring environment at CHOP; provides expert counsel, strategies and programming designed to engage CHOP's workforce through diversity initiatives, partner to ensure culturally competent services, and support our surrounding communities

www.chop.edu/diversity

267-426-8160



Jessica Hertzog, MSW, LSW, a social worker for the Richard D. Wood Jr. Center of Fetal Diagnosis and Treatment, works with mothers to help them cope with the emotions of having a baby with a known birth defect.

POISON CONTROL CENTER

Families, Clinicians, Community Partners

Hotline staffed 24/7 by registered nurses and pharmacists with special training in toxicology plus information and treatment advice offered to the public and healthcare professionals at no charge

www.chop.edu/poisoncontrol

215-590-2003

POLICYLAB

Families, Clinicians, Community Partners

A collaboration among practitioners, families, researchers and policymakers with the goal to achieve optimal child health and well-being by informing program and policy changes through interdisciplinary research

policylab.chop.edu

267-426-5300

PSYCHOSOCIAL SERVICES IN THE RICHARD D. WOOD JR. CENTER FOR FETAL DIAGNOSIS AND TREATMENT

Families

Wide array of counseling and support services for families facing the life-changing news that their baby has a birth defect

<https://fetalsurgery.chop.edu>

800-IN-UTERO

REACH

Families, Teens, Clinicians

Free programs for young people ages 14 to 24 with chronic conditions and their parents to help them prepare for a successful transition into adulthood by providing peer support, guidance and resources

www.chop.edu/transition

215-590-7444

REACH OUT AND READ PROGRAM

Families

Program that gives young children a foundation for success by incorporating books into pediatric care and encouraging families to read aloud together

www.chop.edu/reachoutandread

215-590-5989

REFUGEE HEALTH PROGRAM

Families, Clinicians, Community Partners

Source of high-quality healthcare for refugee children who have recently arrived in the United States, including initial screenings, psychosocial assessments, follow-up care and connecting families to primary care pediatricians and specialists for future needs

www.chop.edu/refugee

215-590-3000

SAFE PLACE: CENTER FOR CHILD PROTECTION AND HEALTH

Families, Clinicians

Comprehensive program to address the critical issues of child abuse, neglect and placement in substitute care

www.chop.edu/safeplace

215-590-4923



Jeremiah, with Helen Milligan, PT, MPT, a physical therapist in the Trisomy 21 Program

SIBSHOPS

Families

Gatherings for well siblings, ages 5 to 12, of children with special healthcare needs or challenges

www.chop.edu/sibshops

SPECIAL IMMUNOLOGY FAMILY CARE CENTER

Families, Clinicians

Care for infants, children and youth exposed to or infected with HIV at birth provided by a team that includes pediatricians specializing in HIV care, nurses, a medical assistant, social workers, an adolescent counselor, a dietitian and a developmental psychologist

www.chop.edu/special-immunology

215-590-2956

THALASSEMIA AND COOLEY ANEMIA PROGRAMS

Families, Clinicians

Collaborative effort of Thalassemia Center staff, patients and family members to optimize care, improve the quality of life and increase the life span of children with these disorders

www.chop.edu/thalassemia

215-590-3535

TOBACCO DEPENDENCE PROGRAM

Families

Innovative program to help parents and caregivers stop smoking by providing free education, counseling, support and nicotine replacement therapy

215-590-1708

TRISOMY 21 PROGRAM

Families, Clinicians

Multidisciplinary team approach for the evaluation and ongoing treatment of the emotional, behavioral, developmental and neurologic health needs for both pediatric and adult patients with trisomy 21 (Down syndrome) and support for their families

www.chop.edu/trisomy21

267-426-5283

VACCINE EDUCATION CENTER

Families, Clinicians

Source of complete, up-to-date and reliable information about vaccines for parents and healthcare professionals

www.vaccine.chop.edu

215-590-9990

YOUTH HEART WATCH

Families, Clinicians, Community Partners

Aims to prevent sudden cardiac death among children and adolescents by increasing public access to automated external defibrillator (AED) programs in schools, recreation centers and other public places and raising awareness of the warning signs, symptoms and risk factors for this condition

www.chop.edu/youthheartwatch

267-426-7389

Always Striving to Improve

The Affordable Care Act (ACA) requires hospitals to formally review the health status and healthcare needs of residents of their service area and develop strategies to meet those needs. A group of local hospitals and health systems convened to develop a collaborative Southeastern Pennsylvania (SEPA) Community Health Needs Assessment (CHNA), with specific focus on Bucks, Chester, Montgomery, and Philadelphia counties. At Children's Hospital of Philadelphia, we continually assess the health and wellness needs of the communities we serve, match it against our current programs and determine how we can close any gaps. ■

The regional CHNA report and CHOP's responsive implementation plan are available for you to read at www.chop.edu/community-relations.

Millie was born in July 2019, only four months after Pennsylvania added spinal muscular atrophy – the leading genetic cause of death in infants – to the uniform newborn screening. Her parents learned her diagnosis when she was 4 days old. Instead of facing a devastating slide to inevitable death by age 2, the hope is that Millie, who received gene therapy at CHOP, will be playing with her brother, toddling around her family's home in Northeast Philadelphia and doing the things other little girls do.

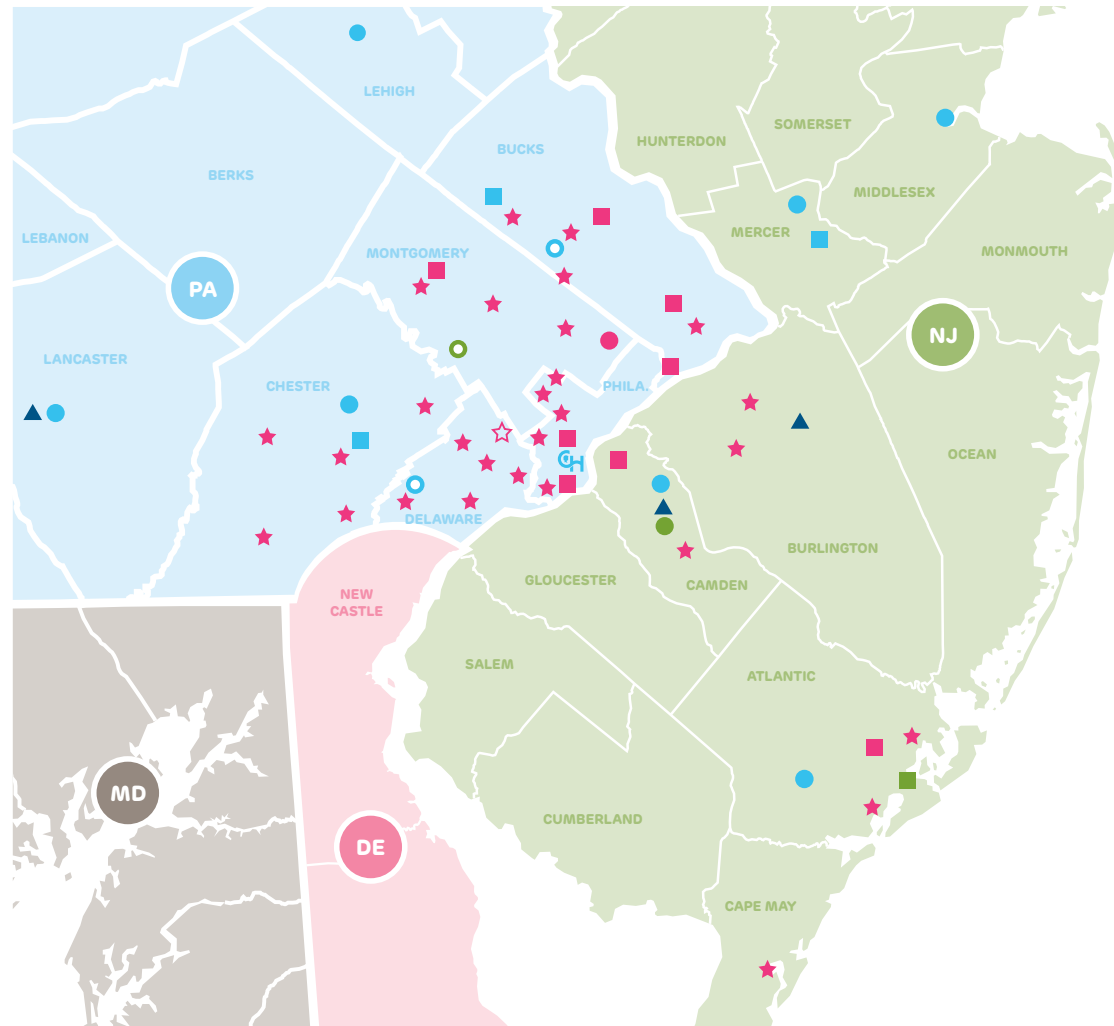


CHOP in Your Community

The CHOP Care Network brings the best in healthcare to your community. No matter where you live in southeastern Pennsylvania or southern New Jersey, our network is close to home and convenient. Learn more at chop.edu/locations.

 Children's Hospital of Philadelphia, Philadelphia Campus

- ★ Primary Care Practice
- ☆ Primary Care Practice & After-Hours Urgent Care
- Specialty Care Center
- Specialty Care Center, Surgery Center & After-Hours Urgent Care
- Specialty Care & Surgery Center
- Specialty Care & After-Hours Urgent Care
- Specialty Care Center, Surgery Center, After-Hours Urgent Care & Home Care
- CHOP Newborn Care
- CHOP Pediatric Care
- CHOP Newborn & Pediatric Care
- ▲ Hospital & Integrated Specialty Program



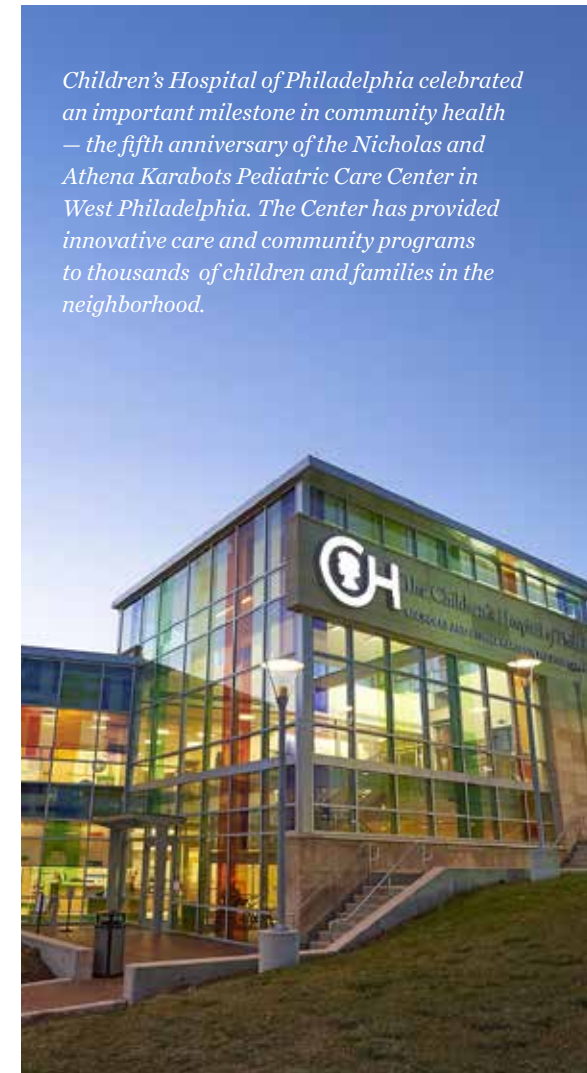
Map as of July 2021

2020 Financial Commitment to the Community

CATEGORY	TOTAL
Financial Assistance/Charity Care <i>(cost of medical care services for families that qualify for CHOP's financial assistance policy)</i>	\$4,730,617
Medicaid Programs <i>(unreimbursed cost of Medicaid and other means-tested government health programs)</i>	\$282,146,415
Community Health Improvement Services <i>(community-based clinical services, health education and support services focused on public health)</i>	\$10,620,619
Health Professions Education <i>(net costs incurred by CHOP to train health professionals, including pediatricians)</i>	\$46,483,961
Subsidized Health Services <i>(Hospital-based clinical services provided at a financial loss to the organization)</i>	\$43,439,592
Research <i>(cost of studies that identify new treatments and cures)</i>	\$142,569,252
Cash and In-kind Contributions <i>(funds and goods provided to other organizations to provide community benefit)</i>	\$1,019,919
	\$531,010,374

All financial data is for fiscal year July 1, 2019, through June 30, 2020. These reports include amounts expended by Children's Hospital of Philadelphia's hospital facilities, as reported on Schedule H of the IRS Form 990, and our controlled affiliates, including our physician practice plans, which are not required to complete Schedule H. Accordingly, the values on this fact sheet are greater than the amounts reported in the CHOP Schedule H, which applies only to our hospital facilities. It does not include grants and contributions that support community benefit programs. For more information, call CHOP's Office of Community Relations at 267-426-5506.

Financial Assistance Policy Summary: The mission of Children's Hospital of Philadelphia (CHOP) is to advance healthcare for children. To help children get the care that they need, CHOP provides financial assistance for medically necessary and emergency care to patients who meet the eligibility requirements. If CHOP determines that a patient is eligible, CHOP will waive 100% of the patient's financial responsibility (after all applicable insurances and other government assistance). Learn more at www.chop.edu/services/financial-assistance.



Children's Hospital of Philadelphia celebrated an important milestone in community health – the fifth anniversary of the Nicholas and Athena Karabots Pediatric Care Center in West Philadelphia. The Center has provided innovative care and community programs to thousands of children and families in the neighborhood.



**Children's Hospital
of Philadelphia®**

Office of Community Relations

www.chop.edu/community-relations

267-426-5506

Every day, teams at Children's Hospital of Philadelphia make breakthroughs that transform children's lives. Since our founding in 1855 as the nation's first children's hospital, we have made extraordinary discoveries, trained generations of leaders, and advocated for children everywhere. Our pediatric research program, one of the largest in the country, has set a new standard for scientific innovation around the world. As a nonprofit charitable organization, we rely on the generous support of donors who are inspired by our work — and our mission.