



Fiscal Year 2025

Community Benefit Update and Plan

**Queen of the Valley Hospital
1115 S. Sunset Ave.
West Covina, CA 91790**

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Purpose of Report

Annually, Emanate Health publishes a Community Benefit Report to share our Community Benefit commitments to our service area, patients, community members and partners. Community Benefit is an extension of our hospitals' mission, with a focus on meeting the needs of those with the most disparate health outcomes in the community.

This Community Benefit Report 2026 is formatted to meet the requirements of California's Department of Health Care Access and Information (HCAI). HCAI has developed regulations to standardize Community Benefit reporting, per [California State Assembly Bill 204](#), by specifying the Community Benefit categories and other requirements to be included in reporting. All requirements have been met in this 2026 Community Benefit Report, which reflects Emanate Health's Fiscal Year (FY) 2025 Community Benefit strategies, programs, services and activities.

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About Emanate Health

As a nonprofit health care provider for San Gabriel Valley residents, Emanate Health serves the community through the work of our hospitals: Inter-Community Hospital, Queen of the Valley Hospital, Foothill Presbyterian Hospital; and Home Care Services. Emanate Health's brand of technologically advanced, comprehensive health care service is possible only through the combined effort of our talented employees, physicians, volunteers and donors who make up the Emanate Health family. Emanate Health elevates and expands its services and programs to bring advanced, top-tier care to patients closer to home. Across its three hospital campuses, Emanate Health has a total of 621 licensed beds for patients who need care.

Mission

Emanate Health exists to help people keep well in body, mind and spirit by providing quality healthcare services in a safe compassionate environment

Vision

Emanate Health is an integral partner in elevating our communities' health.

Values

Our values ensure respect, excellence, compassion, integrity and stewardship in the daily work we do.

Awards

Emanate Health's growth efforts are centered on addressing the community's needs and improving their health. Listed below are selected services and programs that have been recognized by established organizations in the health care industry.

- Newsweek 2026: America's Greatest Workplaces for Mental Well-Being, America's Greatest Workplaces for Entry Level and America's Greatest Workplaces
- Emanate Health Queen of the Valley Hospital 2025 American Heart Association Get with the Guidelines Stroke Gold Plus Award.
- Healthgrades: America's 100 Best & Top 3 in State Prostate Surgery; Prostate Surgery Excellence Award; and Rankings in: Prostate Removal Surgery, Transurethral Prostate Resection Surgery, Hip Fracture Treatment, Total Hip Replacement, Treatment of Diabetic Emergencies
- Emanate Health Queen of the Valley Hospital Ranked High Performing Hospital 2024-2025 by U.S. News & World Report – Diabetes, Hip Fracture & Stroke
- American Association of Cardiovascular and Pulmonary Rehabilitation; Cardiovascular Rehabilitation – Emanate Health Inter-Community Hospital; Pulmonary Rehabilitation – Emanate Health Inter-Community Hospital
- Los Angeles County Emergency Medical Services Comprehensive Stroke Center
- Surgical Review Corporation Center for Excellence in Minimally Invasive Gynecology & Robotic Surgery
- The Joint Commission National Quality Approval

Community Benefit Governance

Emanate Health is governed by a 22-member Board of Trustees comprised of physicians, business and community leaders.

Community Benefit Committee Structure

Led by the President & CEO and the Director of Community Benefit, the Community Benefit Department's role is outlined below:

1. Assist the Board of Directors and Administration in advancing the Mission and Vision of the corporation; 2. Conduct a triannual Community Health Needs Assessment
2. Develop a triannual Community Needs Implementation Plan.
3. Submit annual Implementation Plan Update Reports to the Department of Healthcare Access and Information
4. Advance Community Benefit as a core value of the Corporation, and integrate community benefit programs and activities as part of the organization's culture and strategy;
5. Develop partnerships with public and private community agencies, individuals, to pursue programs and projects that help improve the health status and quality of life of the communities served by Emanate Health (formerly Citrus Valley Health Partners).

The Strategic Planning, Marketing and Community Benefit Committee (SPMCB) of the Board continues to provide oversight, direction and support. The Chair of the SPMCB moves the reports to the Board of Directors for final approval.

The primary strategic approach and core of the Community Benefit efforts outlined in this report focus on the priority areas identified in the 2022 CHNA and follow on Implementation Strategy. Both found [here](#) on the Emanate Health website.

Leadership Accountability

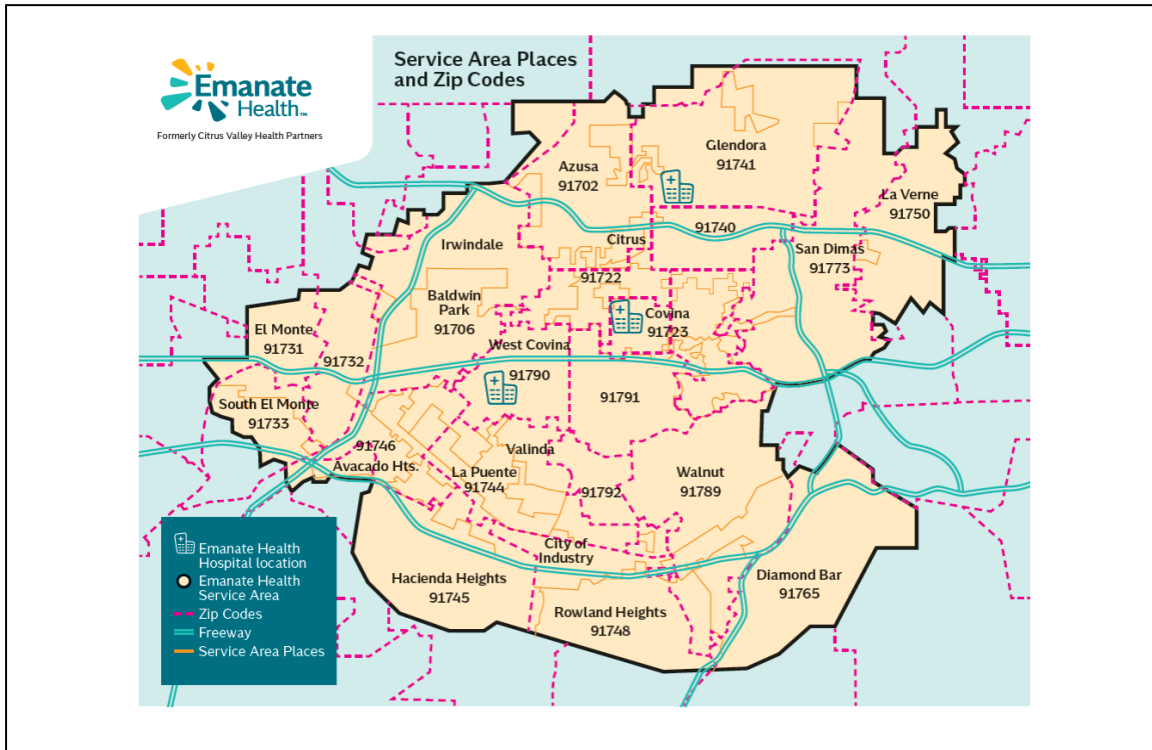
The Community Benefit team, administrative and operations leaders and team members, and multidisciplinary staff throughout the organization contribute to, and are involved in, the building, implementing, monitoring and evaluating the IRS-required Implementation Plan every three years. Emanate Health's organization-wide commitment to addressing the social determinants of health with our patient population and the communities we serve is unwavering. Our public and private community partners and stakeholders are sustained and expanded through existing programs, as well as new programs that respond to the emerging needs of the community.

Community Benefit Service Area

Emanate Health Hospitals have a service area consisting of 21 ZIP Codes, located in 14 primary communities (with some associated communities noted), located in Los Angeles County. Los Angeles County’s Department of Public Health (DPH) divides the county into eight Service Planning Areas (SPAs). Emanate Health Hospitals’ service area lies primarily or entirely within SPA 3. Los Angeles County DPH further divides the County into 26 Health Districts, and of the five Health Districts located within SPA 3, the Emanate Health service area lies largely within the El Monte and Pomona Health Districts.

Emanate Health Service Area

Geographic Area	ZIP Codes
Azusa (& Irwindale)	91702
Baldwn Park (& Irwindale)	91706
Covina	91722, 91723, 91724
Diamond Bar	91765
El Monte (& City of Industry)	91731, 91732
Glendora	91740, 91741
Hacienda Heights (& City of Industry & La Puente)	91745
La Puente (& Bassett & City of Industry & Valinda)	91744, 91746
La Verne	91750
Rowland Heights (& City of Industry & La Puente)	91748
San Dimas	91773
South El Monte	91733
Walnut (& City of Industry)	91789
West Covina	91790, 91791, 91792



Community Demographic and Equity Profile

Emanate Health’s Community Benefit efforts focus on capacity building and service to the poor, at-risk, vulnerable populations.

Population Characteristics	Emanate Service Area
Total Population of the Community Benefit Service Area	871,221
Gender	Percent
Female	50.5%
Male	49.5%
Race/Ethnicity	Percent
Hispanic/Latino	55.0%
Asian, non-Hispanic	26.8%
White, non-Hispanic	13.3%
Black or African American, non-Hispanic	2.2%
Multiracial, non-Hispanic	1.8%
Some other race, non-Hispanic	0.4%
American Indian or Alaska Native, non-Hispanic	0.3%
Native Hawaiian or Pacific Islander, non-Hispanic	0.2%
Age	Percent
Less than 18 years	20.7%
18 - 64	63.2%
65+	16.1%
Socioeconomic Status	Percent
Residents living below 100% of the federal poverty level (FPL)	11.1%
Residents living below 200% of the federal poverty level (FPL)	28.3%

Community Health Needs Assessment (CHNA) Overview

Emanate Health completed its most recent CHNA at the end of 2025, as well as an Implementation Strategy, based on the most recent CHNA data. This Community Benefit Plan is a report of the Community Benefit activities of the previous year, aligned with Emanate Health’s previous CHNA and Implementation Strategy:

- [CHNA 2022](#)
- [Implementation Strategy 2023-2025](#)

Prioritized Health Needs

By combining the community needs, general trends, community stakeholder input, and available community assets, Emanate Health prioritized the following health focus areas over the past three years:

Mental Health	Maternal Health
Inequity of Care (Access to Care)	Diabetes and Obesity
Homelessness and food insecurity	

Community Input

Community input on the 2022-2025 CHNA was provided by a broad range of community members via key informant interviews, focus groups, surveys. Individuals with knowledge, information, and/or expertise relevant to the health needs of the community were consulted, including representatives from state, local or other regional governmental public health departments, as well as leaders; representatives, or members of medically underserved, low-income, and minority populations; and representatives from local schools, public service organizations and businesses. Focus groups were conducted in English and Spanish as needed.

Needs Not Selected / Not Directly Addressed

In Emanate Health’s Implementation Strategy 2023-2025, significant health needs such as environmental health, oral health and some ongoing health conditions were not directly addressed through targeted strategies, programs and activities. Emanate Health acknowledges the importance of these health needs and commits to continuing to seek partners to leverage the region’s expertise in improving community health in these areas.

FY25 Community Benefit Addressing Prioritized Needs

The reporting elements below align with Emanate Health's 2023 -2025 Implementation Strategy.

Health Focus Area 1: Mental Health

Goal: Improve access to and utilization of mental health care services and address inequity in access and stigma.

Welcome Baby (WB):

Emanate Health offered families free support through the WB program. The Emanate Health team provided parents with a coach and nurse, who conduct phone or home visits, as needed. Mental health support includes: Managing stress and other emotions; Bonding with the baby; Coordinating insurance coverage and doctor's appointments; and Accessing community resources.

Anxiety and depression are two of the most common challenges new mothers face. The Welcome Baby (WB) program ensures every participant is screened for mental health needs using the **PHQ-9** to screen for symptoms of depression and the **GAD-7** to assess symptoms of anxiety. When a mother shows signs of depression or anxiety, the WB provides support, resources, and referrals based on the level of need.

In 2025:

WB staff approached **1,987 women** at the hospital bedside, **1,858 women** completed the assessment. Of those, **72% (or 1,335 women)** were identified as high-risk based on their scores

Top Risk Factors Identified:

- Mental Health Challenges (including postpartum depression)
- History of Domestic Violence
- History of Abuse or Neglect
- Substance Use

146 women had a positive PHQ2 score and received the PHQ9 screening. All **1,335** women were screened for anxiety using the GAD-7. For those who screened positive, WB staff worked closely with them to explore support systems and identify ways to cope, manage, or overcome these challenges. Referrals and follow up were made to mental health services when appropriate. By supporting women and addressing their mental health needs, the program empowers them to thrive as parents, raise healthier children, and contribute to a stronger, more connected community.

Substance Use Navigators (SUNs)

A SUN supports people with Substance Use Disorders (SUD) by helping them start treatment in the hospital, connecting patients to follow-up care, and advocating for culture change to reduce stigma and discrimination. Emanate Health SUNs assisted with any issues, for example, Opioids, Alcohol, Methamphetamines, or any drugs. Emanate has a SUN in the Foothill Presbyterian Hospital, the Inter-Community Hospital and Queen of the Valley Hospital. In 2025 SUNs for Emanate Hospitals **helped navigate 1,054 people toward substance use services.**

Health Library

Emanate Health's Health Library was available to the public, with the information easily accessible online. Up-to-date tools and resources are included for a variety of topics, for example, depression, substance use, self-care and much more.

Grant-Making

Emanate Health supported SPIRITT Family Services programming to enhance the mental, social and physical well-being of low-income vulnerable children and their families. SPIRITT changes lives by: Building Parent/Caregiver Skills and Resiliency; Connecting Families to Community Resources; and Providing Integrated Behavioral Health. **Over 12,000 people are served annually by SPIRITT's programs.**

Focus Area 2: Inequity of Care – Improved Access

Goal: Support marginalized community members in navigating complex health insurance enrollment systems, increasing access and health care coverage community wide.

Getting Enrollment Moving (GEM)

Getting Enrollment Moving (GEM) is a community-based resource jointly funded by Emanate Health and the LA County Department of Public Health and embedded in Emanate Health Hospitals. GEM's certified counselors (Community Health Navigators) are devoted to connecting eligible men, women and children to health insurance, including Medi-Cal, Covered California and other public insurance programs in a cultural- and language-appropriate manner. For those already enrolled but experiencing difficulties navigating the system, GEM provides advocacy and problem-solving services.

At Emanate Health, the staff of four GEM Community Health Navigators participated in community networks and events to promote health coverage; fostered partnerships to increase access to care; and provided ongoing and widespread education and problem-solving assistance on public health insurance navigation, public charge and other trends

related to newly available information on health insurance from LA County, the state and federal governments. Insurance enrollment work includes 12 months of follow-up. Here is the 2025 impact report for GEM:

- **487 Community Outreach Encounters**
- **101 Application Encounters**
- **286 Referrals to Other Healthcare Options Encounters**
- **101 Confirmed Enrollment Applications Encounters**
- **295 Medi-Cal Navigation/Advocacy Assistance Encounters**
- **190 Redetermination Encounters**

The GEM team has already seen an increased need for Medi-Cal Navigators in the community. Effective October 1, 2026 changes to the Medicaid program require that coverage eligibility is only accessible for US citizens, 5-Yr residents and certain nationals from selected countries. Additionally, effective December 31, 2026, federal work requirements for those aged 19-64 will be instituted. And, Medi-Cal redetermination will be required every six months as opposed to the previous cadence of every 12 months. Other upcoming access challenges include co-pays for Medi-Cal services and less retroactive coverage for Medi-Cal recipients.

Gold Club Program

Emanate Health Gold Club Program keeps patients and the community well in body, mind and spirit by providing quality health care services for community members ages 63 and older. **Gold Club membership reached 100% of the target 800 members for 2025, including 169 new members.** Partnerships for the Emanate Gold Club include 11 cities in Emanate Health's service area. Sample topics focused on care access include:

- Medicare and Health Plan Education
- Exercise: Zumba, Dance, Tai Chi and Aqua Fitness
- Health Promotion: Healthy Brain, Arthritis and Parkinson's Education
- Well-being: Painting
- Fraud Education

Expanding Access

Emanate Health improved healthcare access and continues to assess community needs. From 2023-2025, the following activities were aligned with ensuring health equity in the community:

- Growth in primary care capacity to improve access, continuity, prevention, and management of chronic conditions.
- Recruitment and expansion of high-demand specialties based on community access gaps and referral patterns.
- Strengthening ambulatory and outpatient services to improve timely access and reduce avoidable emergency department utilization.

- Development of more team-based care models, including advanced practice providers, care coordination, and integrated support services.
- Expansion of value-based and population health capabilities focused on quality outcomes, preventive care, and care transitions.

Grant-Making: Health Consortium of Greater San Gabriel Valley

This contribution supported the Health Consortium of Greater San Gabriel Valley to accomplish its mission and strategic goals with an emphasis on addressing the community needs identified in the Emanate Health Community Health Needs Assessment, including addressing inequity in access and stigma as well as other Social Determinants of Health needs. The Health Consortium’s mission is to support and strengthen the local network of physical, behavioral and social health organizations to promote health equity and to facilitate integrated, quality, and culturally responsive services among diverse and vulnerable communities in the Greater San Gabriel Valley.

Focus Area 3: Cultivating Partnerships/Homelessness & Food Insecurity

Goal: Create and cultivate community partnerships to address homelessness, food insecurity and ongoing social drivers of health that were exacerbated by the COVID-19 pandemic.

Homeless Outreach and Enrollment

Emanate Health’s Community Health Navigators also supported patients experiencing homelessness with health insurance coverage enrollment, and referrals to community resources. Their time spent fostering partnerships with community-based organizations increased access to services that met health related social needs. Outreach for FY25 included:

- **243 Outreach Site Visits to Homeless Shelters**
- **11 Health Insurance Enrollments Completed**
- **185 Navigation Issues with Medi-Cal**

Food4All San Gabriel Valley

Food4All is a regional approach to addressing food insecurity, led by the Greater San Gabriel Valley Health Consortium and Hospital Collaborative, which includes five area partner hospitals. Emanate Health Social Services Department screened the Hunger Vital Sign validated tool. Food insecure patients (**44 patients**) were referred directly to Project Angel Food, a community-based organization skilled in meeting food insecurity needs and supporting needy people with wrap-around services, even when medically tailored meals are required. Emanate Health’s “Food is Medicine” program delivers ready-to-eat meals to the home.

Food Pantry Donations

Monthly, Emanate Health provided food and hygiene supplies to Shepherd's Pantry, a local and important resource serving the communities of Glendora, Irwindale and El Monte.

Grant-Making: Food4All San Gabriel Valley

Emanate Health provided grant funding to Food4All San Gabriel Valley to ensure program impact and sustainability. The grantmaking is an indication of Emanate Health's leadership and dedication to the services offered and the collaborative process for implementation.

San Gabriel Valley (SGV) Consortium on Homelessness:

The SGV Consortium on Homelessness facilitates partnerships, promotes homeless services and housing initiatives, educates the community and member agencies, and advocates for appropriate housing and services in the San Gabriel Valley.

In FY25 the SGV Consortium on Homelessness included structured collaboration with local homeless services, specifically: Union Station Los Angeles, the Los Angeles Housing Services Authority (now called the Los Angeles County Homeless Services and Housing Department) and the San Gabriel Valley Council of Governments. The Consortium served as a venue for collaboration and updates on services, rent assistance and housing opportunities that are localized and support unhoused residents in real-time case by case problem-solving.

In 2025 Emanate Health provided a grant to the SGV Consortium on Homelessness to sustain operations. The consortium meets monthly, holds special presentations, conferences and two annual summits. The consortium ensures that the community-based organizations and health care service organizations are knowledgeable of the most updated regional policies, resources and information to effectively serve community members. Summit topics included: Senior Housing Strategies for and Aging Homeless Population and Overcoming Barriers to Housing Stability.

Focus Area 4: Diabetes and Obesity/Chronic Disease

Goal: Increase access to health promotion and disease prevention information, with a focus on the risks and management of diabetes and obesity.

Ask the Doctor

Emanate Health's "Ask the Doctor" health education series includes physician presentations on diabetes and related chronic condition prevention and management. "Ask the Doctor" was on social media and accessible at the [Emanate Health's YouTube Channel](#). Topics included:

- Managing High Blood Pressure
- Questions about Vascular Health
- What are the ABCs of Diabetes
- What Should You Know About Diabetes Treatment and Prevention
- Questions About Heart Disease
- Heart Attack Risks that Every Woman Should Know
- Diabetes and Wound Care: What you Need to Know
- How Can Social Determinants Effect Diabetes
- A Discussion on Hyperstension
- A Discussion on Cholesterol
- What Should I Know About Exercise
- What Should I know About Strokes

Diabetes Support Groups

Free Diabetes Support Groups were offered to anyone in the community with Diabetes/Pre-Diabetes and their families. The groups were offered monthly by the Emanate Health Diabetes Program, at the Queen of the Valley Hospital location, in English and in Spanish. Participants were able to gain insight into their health and diabetes management while having the support of other support group members. The groups were run by Certified Diabetes Care and Education Specialists.

Diabetes Education

In FY25, Emanate Health's Diabetes Program provided 116 hours of free telehealth Diabetes education to individuals and families working to treat and manage their chronic conditions.

Cancer Support Groups

A suite of cancer support was held monthly in FY25. Living Well, Caregivers and Chemotherapy Support are groups held once and twice monthly. Groups are free to the community. Additional group workshops were offered, including support for the holidays and art therapy.

Health Library

Emanate Health's [Health Library](#) was available to the public, with the information easily accessible online. Up-to-date tools and resources are included for a variety of topics, for example, diabetes, nutrition, heart health, cancers and much more.

Gold Club

The Gold Club Program also supports healthy living, health promotion and disease prevention for community members 63 and over. **Gold Club membership reached 100%**

of the target 800 members for 2025, including 169 new members. Sample topics focused on diabetes, obesity and other co-occurring conditions included:

- Zumba, Dance, Tai Chi and Aqua Fitness
- Health Promotion: High Blood Pressure, Heart Attack Prevention, Nutrition, Diabetes Management and Support

Mended Hearts

Mended hearts volunteers inspired hope and improved the quality of life for families through peer-to-peer support, education and advocacy.

Community Events and Health Fairs

Emanate Health participated in, sponsored, and partnered with community organizations for community events and health fairs throughout the year:

January 2025

- Merlinda Elementary Health & Wellness Fair: 100 attendees.

April 2025

- Conejo Valley Unified School District event for families and community members: Approx. 400 attendees.
- The Covina Fun Run in partnership with the Covina Rotary Club, Covina-Valley Unified School District and Charter Oak Unified School District. Approx 350 attendees.

May 2025

- The City of Baldwin Park's Mental Health Awareness Run/Walk/Bike.
- The Emanate Health Stroke Care Program patients and community members to raise awareness to stroke prevention and symptoms.
- The Emanate Health Welcome Baby program and Emanate Health Obstetrics and Gynecology clinic hosted a baby shower celebration and resource event.

June 2025

- Summer Kick-off Resource Fair with Options of Learning. 700+ attendees.
- The Emanate Health Heart Care Center's CPR training session at Covina Park in recognition of CPR Awareness Week.

July 2025

- West Covina City Hall Civic Center concerts and community booths.

August 2025

- The Covina-Valley Unified School District's Back to School Extravaganza, dedicated to supporting our highest-need students, including those who are experiencing homelessness, in foster care, or from low-income households.
- In partnership with One Legacy, tabling events were hosted at each of our hospital locations to share the significant contributions of organ, eye, and tissue donors through ambassadors and inspirational stories.

September 2025

- The Emanate Health Rehabilitation teams hosted a Rehabilitation Event Supporting Therapy Outcomes, Recovery and Education (R.E.S.T.O.R.E.) for our patients and community members. During this event, health care experts from stroke care, speech therapy, palliative care, occupational therapy, sports therapy, acute rehabilitation, orthopedics, the transitional care unit, cancer center, Gold Club and patient liaisons were available to offer valuable resources to our community members.

October 2025

- The city of West Covina's Super Moon Festival.
- The Covina Police Department's National Night Out - An annual community-building campaign that promotes police-community partnerships and neighborhood camaraderie.
- West Covina Unified School District Red Ribbon Event - A community celebration of mental wellness and drug-free living.
- The Emanate Health Orthopedic Center's Ortho-Fest - Designed to inform our community about preventing, managing and treating various bone and joint conditions. Community members learned from specialized physicians, engaged in an interactive physical therapy session led by orthopedic experts, received free health screenings, explored resource booths and received giveaways.
- The Emanate Health Welcome Baby program and Emanate Health Obstetrics and Gynecology clinic hosted a baby shower celebration and resource event.

December 2025

- The 2025 "Let It Snow in West Co" free, annual community event.

FY25 Report on Other Community Benefits

Health Consortium of Greater San Gabriel Valley Integration Committee

Emanate Health's leadership and participation in the San Gabriel Valley Integration Committee resulted in resources and educational opportunities throughout the year.

January 14, 2025 (Virtual)/ Attendance: 70

Topic: *Los Angeles County Community Health Profiles: Overview and Live Demonstration*

Presented by: Jasmine Ting, MPH, from LA County Department of Public Health (SPA 3)

March 4, 2025 (In-Person/Herald Christian Health Ctr)/ Attendance: 31

Topic: *Resources & Benefits for Older Adults*

Presented by: Daniel Chu, COO, Herald Christian Health Ctr and Amanda Yang, Director of Administration, Herald Christian Health Center

May 6, 2025 (Virtual)/ Attendance: 36

Topic: *Non-profits: Know Your Rights! Interactions with Immigration Enforcement*

Presented by: Ritu Mahajan Estes, Directing Attorney, Public Counsel

September 2, 2025 (Virtual)/ Attendance: 34

Topic 1: Fiscal Challenges to Public Health & the Safety Net

Presented by: Anish Mahajan, MD, Chief Deputy Director, Los Angeles County Department of Public Health

Topic 2: Understanding Alzheimer's and Dementia

Presented by: Linda Loera, MA, Program & Education Manager Alzheimer's Association

November 4, 2025 (In-Person/Tzu Chi SGV Service Center)/ Attendance: 36

Topic: Supporting Seniors in Social Isolation: Lessons from Two Programs

Presented by: Diana Chung, MS, LMFT, Asian Youth Ctr and Patricia Duff Tucker, SET for LIFE

Activity: Networking/Small Group Discussions on Issues Impacting Organizations & Clients

Teddy Bear Clinic

In FY25, pediatric nurses from Emanate Health taught **28 classes at community sites**, like schools and libraries. The classes, called “Boris the Bear: Teddy Bear Clinic”, education children on the importance of dental hygiene and making healthy choices.

Emanate Health Family Residency Program

The Emanate Health Family Medicine Residency Program (FMRP) trained highly competent family physicians to provide compassionate, innovative, comprehensive, and cost-effective health care, with a focus on community engagement and community service. Having received initial accreditation from the Accreditation Council for Graduate Medical Education, our residents train at our hospitals, Emanate Health Medical Group Clinic, and at the East Valley Community Health Center, a Federally Qualified Health Center. In 2016, Emanate Health entered into an affiliation with the Keck School of Medicine of USC and its Department of Family Medicine, giving students access to learning experiences through rotations completed in the Emanate Health FMRP. **From 2023 – 2025 the FMRP graduate 24 Family Residents.**

Mentoring and Professional Development (MAP) RN Residency Program

Emanate Health is home to the first community-based hospital system RN Residency Program. The MAP RN Residency Program is an 8-week program of 8-hour didactic classes and workshops. The curriculum is supported by Evidence-Based Practice, in conjunction with The Joint Commission, Centers for Medicare and Medicaid services, and the Board of Registered Nursing with reference to Quality Safety Education for Nurses (QSEN) competencies.

The residents are supported throughout their transition into the RN role with mentorship from the MAP Specialists and preceptors. The program graduates 5 cohorts annually and succeeds with RN resident retention and professional development.

The MAP RN Residency program began in 2005 and has evolved over time to an 8-week program reflecting best practices by providing clinical mentorship and promoting professional growth and development amongst the RN residents. In 2017, Emanate Health's

Emergency Department Nurse Program was added as a clinical specialty program for new graduate nurses hired directly into the Emergency Department.

MAP graduated 78 RN residents in 2025.

Community Benefit Financial Commitment

Financial Assistance and Means-Tested Government Programs	Vulnerable Population	Broader Community	Total
Traditional Charity Care	\$5,399,144		\$5,399,144
Medi-Cal	\$78,611,805		\$78,611,805
Other Means-Tested Government (Indigent Care)			
Sum Financial Assistance and Means-Tested Government Program	\$84,010,949		\$84,010,949
Other Benefits			
Community Health Improvement Services	\$24,044		\$24,044
Community Benefit Operations	\$659,385		\$659,385
Health Professions Education			
Subsidized Health Services			
Research			
Cash and in-kind Contributions for Community Benefits	\$361,168		\$361,168
Other Community Benefits	\$177,015		\$177,015
Total Other Benefits	\$1,221,612		\$1,221,612
Community Benefits Spending			
Total Community Benefits* Medicare (non-IRS)	\$85,232,561		\$85,232,561
Total Community Benefits with Medicare	\$85,232,561		\$85,232,561

*Sum of Financial assistance, Means-Tested Government Programs and Other Benefits

Community Benefit Plan FY26

Emanate Health will implement Community Benefit programs and activities in FY26 according to the needs prioritized in the 2025 CHNA and follow-on Implementation Strategy. Health needs were prioritized with the help of community stakeholders through the CHNA process. For a list of community stakeholders who engaged in the health needs prioritization process, see Appendix B.

Health Focus Areas:

1. Access to Healthcare and Community Services
2. Mental Health and Substance Use
3. Chronic Disease Prevention and Management

Health Focus Area: Access to Health Care and Community Services

Goal: Improve health and health equity by implementing programs, partnerships and strategies that increase access to health care and community-based services that address health inequities and social drivers of health

Anticipated Impact: Increased availability and access to healthcare and community services in under-resourced communities, including, but not limited to, increased connections to community-based services to address healthcare access and health-related social needs rooted in social drivers of health.

Evaluation: Programs and strategies will be evaluated through ongoing data-collection and reporting.

Access to Health Care and Community Services: Programs and Strategies
Financial Assistance Policy and Enrollment Assistance Emanate Health will continue to provide free and discounted care for individuals with assets and income up to 400% of the Federal Poverty Level. Emanate Health’s Financial Assistance policy and application processes can be found here .
Social Work/Case Management Emanate Health will continue to facilitate access to preventive care, primary care, outpatient care, and community resources and referrals for health-related social needs for under-resourced patients. Social Work and Case Management will continue to provide food and clothing to identified homeless patients, per California’s Senate Bill 1152, which addresses discharge planning that includes transportation and appropriate clothing and food.

Access to Health Care and Community Services: Programs and Strategies

Social Drivers of Health Screening and Referral

Emanate Health will continue to screen patients for health-related social needs and will continue refer patients with vulnerabilities to community-based programs and services that address social drivers of health.

Get Enrollment Moving (GEM) Community Health Navigators

Emanate Health’s Community Health Navigators will continue to identify hard to reach underserved and uninsured populations in the service area, using data from the Community Health Needs Assessment (CHNA). Navigators will continue to capitalize on the earned trust of low-income residents and immigrant communities; and participate in community networks and events to promote health coverage; foster partnerships to increase access to care; provide ongoing and widespread education and problem-solving assistance on public health insurance navigation, public charge and other trends related to newly available information on health insurance from LA County, the state and federal governments.

GEM, Enrollment Assistance and Verification:

Community Health Navigators will continue to work with individuals through virtual, telephone or in-person screening and enrollment. Navigators will walk individuals and families through the steps of procuring insurance coverage including enrollment, documentation and verification processes. Navigators will act as a liaison with health insurance providers to help solve problems, file case complaints, assist with coverage redetermination, and advocate for participants. Especially considering the current federal HR.1 cuts to Med-Cal eligibility, navigators educate and provide support to ensure retention of coverage.

Ambulatory Services:

With the primary care shortages in the region, Emanate Health seeks to continue to expand partnerships to increase primary and specialty care availability, and to respond to the needs of the community.

Food4All San Gabriel Valley (SGV):

- Food4All is a regional approach to addressing food insecurity, led by the Greater SGV Consortium and Hospital Collaborative, which includes five area partner hospitals. The program will continue to be implemented by the Emanate Health Social Services Department, who screen patients with the Hunger Vital Sign validated tool. Food insecure patients are referred directly to the Project Angel Food navigator for screening, enrollment and to link patients with culturally relevant foods and medically tailored meals (the **Food is Medicine Program**). The ready-to-eat meals will be delivered to the home. Patients who do not qualify for the program under CalAIM will receive services through a charity fund. Emanate Health participates in ongoing collaborative meetings and provides support with grant funding.
- Emanate Health will collaborate and support the new Food4All initiative: “**Healthy Food Access for Community Health Centers (CHC) Patients**”, deepening partnerships with CHCs serving the region’s most vulnerable populations; and enhance clinic capacity to connect patients with nutritious food support and long-term sustainability.

Access to Health Care and Community Services: Programs and Strategies

- **Findhelp**, an online platform, will be launched and implemented, with specifications to support hospital staff, patients and the community to access community resources with special emphasis on food, housing and support services.

Emanate Health Welcome Baby Program:

The [Welcome Baby Program](#), a partnership with First 5 Los Angeles, will continue to provide home visitation and support to new mothers, infants and families in the region, including breastfeeding support, health education, food security resources, referrals for housing, community resources and coordination and support for health and/or mental health doctors' appointments. GEM Community Health Navigators offer assistance with health insurance coverage and system navigation.

San Gabriel Valley Consortium on Homelessness:

The Consortium on Homelessness will continue to facilitate partnerships, educate the community and member agencies, and advocate for housing and services in the SGV. The Consortium brings together county and local agencies to share and promote the current homeless services and housing initiatives as well as educate the community and member agencies, and advocate for appropriate housing and services. Emanate Health's leadership was key to the Launch of the Consortium on Homelessness and continues to its through staff participation and grant funding.

Health Focus Area: Mental Health and Substance Use

Goal: Enhancing connections to mental health and substance use (behavioral health) services for under-resourced individuals and communities.

Anticipated Impact: Increased availability and access to mental health and substance use services in under-resourced communities, including, but not limited to, increased connections to community-based services to address access and health-related social needs rooted in social drivers of health.

Evaluation: Programs and strategies will be evaluated through ongoing data-collection and reporting.

Mental Health and Substance Use: Programs and Strategies

Emanate Health Valley Welcome Baby Program:

The [Welcome Baby Program](#), a partnership with First 5 Los Angeles will continue to provide needed support to new mothers in the region through in-home mental health and basic needs risk assessments for prenatal and postpartum women. Welcome Baby home visitation staff (licensed social workers) engage in warm hand-off/closed-loop referrals to mental health and community services, and case manage any needs uncovered in the visit. Assessments include, but are not limited to, depression, anxiety disorder, and newborn development. Upcoming innovations for the

Mental Health and Substance Use: Programs and Strategies

Welcome Baby Program include integrating Community Health Workers (CHWs) to expand care and access for new mothers and families.

Substance Use Navigators (SUNs):

SUNs will continue to help people with substance use disorder (SUD) access treatment for addiction. SUNs operate in Emanate Health's Emergency Departments, making treatment for SUD feasible in busy and overcrowded hospital environments. The SUN program will continue to support and educate patients, often under-resourced and impacted by social drivers of health, with respect and compassion. The SUNs will continue to maintain a presence on Emanate Health's social media channels to support access to addiction treatment and decrease stigma.

Greater San Gabriel Valley Health Consortium (GSGVHC) and Hospital Collaborative:

GSGVHC annual conferences will continue to focus on expanding and integrating partnerships with mental health services in the San Gabriel Valley. Emanate Health will continue to participate and provide leadership for these events, which bring greater resources to the community. Additionally, the events will continue to provide free CCUs and CMEs, important for training and development for the region's mental health and healthcare services workforce.

Telebehavioral Health:

Emanate Health's Telebehavioral clinic will continue to provide free, private, confidential online services via videoconferencing technology. One-on-one technical assistance is available. These free telebehavioral health services will continue to promote access to under-resourced patients, including participants of the Welcome Baby Program.

Maternal Behavioral Health Aftercare Program:

This program will continue to provide structured, culturally responsive behavioral health support during the postpartum period, emphasizing early identification, continuity of care, and sustained engagement. Mothers are screened and rapidly connected to counseling, care coordination, and community-based resources. The program responds to an urgent need and offers a timely, scalable solution for improving maternal, family, and community health. Health equity is central by addressing barriers such as language access, stigma, transportation, and fragmented systems.

Emanate Health Behavioral Sciences In-Patient Service:

Emanate Health's newly renovated facility is comprised of a 30-bed inpatient psychiatric unit, which will continue to serve the mental health needs of the community. This is a critical resource and Emanate Health's commitment to mental health care, with inpatient and wrap-around inpatient and outpatient services, will continue to seek to meet the growing mental health needs of the community.

Health Focus Area: Chronic Disease Prevention and Management

Goal: Improve health and health outcomes by implementing programs, partnerships and strategies that increase access to health promotion and education and chronic disease prevention and management services.

Anticipated Impact: Increased access to vital health promotion and disease prevention services, including, but not limited to, increased connections to community-based services to address healthcare access and health-related social needs rooted in social drivers of health.

Evaluation: Programs and strategies will be evaluated through ongoing data-collection and reporting.

Chronic Disease Prevention and Management: Programs and Strategies
Health Promotion and Education on Social Media: Emanate Health doctors, nurses and health educators will continue to offer community education and presentations through social media, including Facebook, Instagram and the Emanate Health YouTube channel. Emanate Health’s “Ask the Doctor” provides vital health education and prevention information on a variety of chronic conditions and disease prevention strategies.
Diabetes & Specialty Care Center: Emanate Health’s Diabetes & Specialty Care Center will continue to offer counseling, education and support groups. The education program includes collaborative community partnerships and presentations to parents in the community in English and Spanish. Education is provided at community events and includes new prevention and disease management strategies.
Emanate Health Gold Club: Free and available to all community members age 63 and older, Gold Club members have access to same day appointments, assistance with health insurance coverage, and incentives to complete preventive care steps using their Passport to Wellness. The Gold Club will continue to provide doctor talks, monthly wellness classes, screenings and events hosted in the community on health promotion and disease prevention topics like cholesterol, blood pressure, blood glucose, diabetes, flu shots and heart health.
Community Education, Screenings and Health Fairs: Emanate Health will continue to provide education and preventive services at local health fairs. Health fair involvement includes, but is not limited to, Stroke and Diabetes education and prevention services.
Cancer Support Groups: Free Cancer Support Groups will continue to provide in person and virtual group support for people currently undergoing treatments and people providing care for a loved one.
Stroke Education Support Group: Emanate Health will continue to offer a free Stroke Support Group , focused on post stroke care and wellness, as well as health promotion and prevention education.

Chronic Disease Prevention and Management: Programs and Strategies

The Mended Hearts, Inc:

The continued partnership with Mended Hearts will provide peer support, education and advocacy to families coping with the ongoing challenges of heart disease.

Health Needs the Hospital Will Not Address

Health needs identified in the CHNA that did not meet the criteria for developing and implementing a Health Focus Area included: Safety and Violence, Environmental Health, COVID-19 and Birth Indicators. Other needs may not be explicitly called out in the health focus areas but are built into Emanate Health's approach and engagement in health equity and social drivers of health. This is not intended to minimize the importance of those health needs. Emanate Health continues to build partnerships with existing resources in the community, as well as learn about new resources, to be an actively supportive partner in solution-oriented collaborative work in the service area.

Appendix A: List of Commitments-Vulnerable Populations

Vulnerable Populations and Broader Community – Programs

According to the Healthy Places Index, as it appears in [Emanate Health's 2025 CHNA](#), Emanate Health's Service Area clean environment score is 16.6%. Because the California's Health and Safety Code (HSC § 127371) defines Vulnerable Populations as "Communities with inadequate access to clean air and safe drinking water, as defined by an environmental California Healthy Places Index score of 50 percent or lower", all Community Benefit programs and services have been placed in the table below under "Other Benefits for Vulnerable Populations".

Medical Care Services
Charity Care/Financial Assistance
Medi-Cal shortfall
Other Benefits for Vulnerable Populations
Ask the Doctor
Cancer Support Groups
Community Health Fairs
Diabetes Support Groups
Food4All San Gabriel Valley
Grant-Making
Get Enrollment Moving (GEM)
Gold Club Program
Health Consortium of Greater San Gabriel Valley
Health Library
Homeless Outreach and Enrollment
Mended Hearts
San Gabriel Valley Consortium on Homelessness
Substance Use Navigators (SUNs)
Teddy Bear Clinic
Welcome Baby
Health Research, Education and Training Programs
Emanate Health Family Residency Program
RN Residency Training: Mentoring and Professional Development Program (MAP)

Appendix B: Community Stakeholders - CHNA 2025

Name	Title	Organization
Ana "Ria" Apodaca*	Health Programs Director	Pasadena Unified School District-PUSD
Manuel Carmona, MPH	Director of Public Health	Pasadena Public Health
Patrick Casebolt, MPH	Associate Director, Cancer Center Partnerships	American Cancer Society, Inc. West Region
Patricia Duff Tucker, MA	Co-Founder	SET for LIFE (Social Equity Training for Living Informed Futures Everyday)
Judith Dunaway, MPH, RD	Health Promotion and Policy Development Division Manager	Pasadena Public Health
Allen Edson	President	Pasadena National Association of the Advancement of Colored People (NAACP)
Caroline Eng, RN	Chief Operating Officer	Herald Christian Center
Ernest Espinoza	Director, El Monte Comprehensive Health Center	Los Angeles County Dept of Health Services
Amy Foell, MEd	Workforce Development Consultant	San Gabriel Valley Economic Partnership
Ricky Garcia	Clinic Administrator, Azusa Health Center	El Proyecto del Barrio, Inc.
Akila Gibbs	Executive Director	Pasadena Senior Center
Viki Goto	HEAR Commissioner; Chapter Co-President	Human Equity, Access and Relations (HEAR Commission) City of San Gabriel; San Gabriel Valley Asian Pacific Islander (PFLAG)
Ana Gutierrez, LCSW	Community Schools Coordinator	West Covina Unified School District Family Resource Center
Tina Hendizadeh, LMFT + See Below	Community Liaison	Health Net
Tish Inong, LCSW, MSW, MPA	Director of Street Outreach and Housing	Friends in Deed
Ellen Kramer, JD	Executive Director	Young & Healthy
Anne Lansing MPA	Housing Assistance Officer	City of Pasadena Dept of Housing
Erica Mahgerefteh, MPH + Dalma Diaz	Lead for Population Needs Assessments & Population Health Management Strategy + Medi-Cal Local Engagement Consultant, Los Angeles Lead	Kaiser Permanente Medi-Cal
Koy Parada, PhD	Assistant Professor and Coordinator, International and Urban/Rural Health Nursing	Azusa Pacific University
Christian Port, MPA	Director of Business Development and Policy Initiatives	Planned Parenthood of Pasadena & San Gabriel Valley
Nathan Press, MSW	Program Coordinator, Pasadena Outreach Response Team (PORT)	Pasadena Public Health

Name	Title	Organization
Christine Quintero, MPH, RN, BSN	District Nurse	Duarte Unified School District
Gabriel Rodriguez, LVN	Health Services Case Manager	Foothill Unity Center
Saima Saadi	Director of Family Resource Center	Rowland Unified School District
Mayra Serrano, DrPH, MPH, CHES	Chief Health Equity Officer	Anthem, Inc.
Nancy Song, MPH + Samantha Bonilla, MPH	Senior Director, Community Impact + Community Impact Director	American Heart Association
Vivian Tang, MPH, CHES + See Below	Population Health Management Program Manager	LA CARE
Jasmine Ting, MPH	Area Administrator for Community and Field Services, San Gabriel Valley, SPA 3	Los Angeles County Dept of Public Health
Elvia Torres, MS, LMFT, MBA	Chief Executive Officer	SPIRITT Family Services
Nancy Torres	Case Manager	Pasadena Community Job Center
Jenny Van Slyke, RN	Manager Pre-Hospital Program	Huntington Hospital Emergency Dept
Debra M. Ward, MPH	Chief Executive Officer	YMCA San Gabriel Valley
Tony Zee	Firefighter; Liaison	City of Pasadena Fire Dept; Health Dept Pasadena Outreach Response Team (PORT)

Additional participants in LA Care Health Plan interview:	Additional participants in Health Net interviews:
Brigitte Bailey, MPH, MCHES Supervisor, Clinical Initiatives Team, Quality Improvement Department Vivian Tang, MPH, CHES Program Manager, Population Health Management Matt Pirritano, PhD, MPH Director, Population Health Informatics Matilde Gonzalez-Flores, MPH, CHES Community Health Director Humaira Theba, MPH Director, Health, Education, and Cultural and Linguistics Delia Mojarro, LCSW Director, Social Services Jennifer Jordan, LPCC Manager, Behavioral Health Clinical Services Caroline Chung, MPA Manager, Housing Community Supports	Tina Hendizadeh, MFT Community Liaison Brenda Belmudez, MBA Vice President, Population Health and Clinical Operations Dipa Patolia, PharmD Senior Director, Population Health Strategy Positron Kebebew, MD, MPH Supervisory Medical Director Elvia Delgado, MBA Health Management Consultant

Kaiser Permanente Baldwin Park Medical Center Primary Data Organizations

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| County of L.A., Chief Executive Office of Anti-Racism, Diversity and Inclusion Initiative | The L.A. Homeless Services Authority (LAHSA) |
| County of L.A. Public Health | Asian Pacific Health Care Ventures |
| County of L.A. Department of Health Care Services | El Proyecto del Barrio, Inc. |
| | San Gabriel Valley Consortium on Homelessness |