



# SB 697 - Community Benefit Plan - 2025

CHILDRENS HOSPITAL LOS ANGELES

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## Introduction

The mission of Children’s Hospital Los Angeles is to create hope and build healthier futures. Founded in 1901, CHLA is the top-ranked pediatric hospital in California, top-ranked in the Pacific region (encompassing Alaska, California, Hawaii, Oregon, and Washington) and among the top 10 in the nation, according to the prestigious U.S. News & World Report Honor Roll of children’s hospitals for 2024-2025. The hospital is home to The Saban Research Institute and is one of the few freestanding pediatric hospitals where scientific inquiry is combined with clinical care devoted exclusively to children. Children’s Hospital Los Angeles is a premier teaching hospital and has been affiliated with the Keck School of Medicine of USC since 1932.

## History

Since 1901, Children’s Hospital Los Angeles has been dedicated to serving children adolescents, families, and the broader community. Working with a broad spectrum of stakeholders is what helps us fulfill our mission of creating hope and building healthier futures. Families, communities, civic and community-based organizations, researchers, academic institutions, elected officials and government agencies contribute to our understanding of how we can positively impact the lives of children and adolescents well beyond the walls of our hospital.

<b>MISSION</b>	<p><i>We create hope and build healthier futures.</i></p> <p>As a leader in pediatric academic medicine, we fulfill our mission by:</p> <ul style="list-style-type: none"><li>• Caring for children, teens, young adults and families</li><li>• Making discoveries and advances that enhance health and save lives</li><li>• Training those who will be the future of child health</li><li>• Supporting our communities, especially underserved populations</li></ul>
<b>VISION</b>	<p><i>We will be the pediatric health system of choice by offering transformative compassionate care and lifechanging discoveries.</i></p>
<b>VALUES</b>	<p><i>We achieve our best together.</i></p> <p><i>We are hopeful and compassionate.</i></p> <p><i>We are learners leading transformation.</i></p> <p><i>We are stewards of the lives and resources entrusted to us.</i></p> <p><i>We serve with great care.</i></p>

## Hospital Key Statistics - FY 2025

Children’s Hospital Los Angeles is dedicated to making a difference in the lives of children, adolescents, and their families by integrating medical care, education, and research to provide the highest quality care and service to our diverse community.

Average Daily Census (ADC)	329.9
Patient Days	120,401
Number of Admissions/Discharges	18,550
Number of Total ED Visits (Emergency Visits)	89,595
Average Length of Stay (ALOS)	6.5
CHLA Outpatient Center Visits (SCCs)	46,308
Mental Health Visits	46,134
Sunset Campus Visits	287,539
Number of Licensed Beds	438
Number of Inpatient Surgeries (Procedures)	6,937
Number of Surgeries Performed (Cases)	16,954
Medical Transports	1,954
Traumas Treated (LAC Definition)	429
Number of Employees	7,587
Number of Active Medical Staff	943
NIH Funding	\$49,255,025
Total Research Funding	\$149,660,434

## **Our Commitment to Children, Adolescents, Families, and the Community**

At Children’s Hospital Los Angeles, we are dedicated to actively advancing the health and wellness of our communities, with a special emphasis on children, adolescents, and their families. We firmly believe that stronger communities foster healthier and more resilient children, creating hope and shaping healthier futures. Drawing on our hospital’s extensive healthcare expertise, purchasing influence, and employment reach, we actively build communities where wellness goes beyond traditional healthcare. Our team collaborates with community partners to strengthen systems for pediatric health and wellness, aiming to elevate well-being at every level. At the core of this initiative lies our collaborative approach, ensuring our Community Impact services align with the unique needs and aspirations of the community. By fostering shared responsibility, we strive to create lasting positive change, crafting sustainable solutions that leave a profound impact.

As Southern California's foremost pediatric hospital, CHLA serves as a safety net for Los Angeles County, standing as the sole freestanding Level 1 Pediatric Trauma Center. Alongside delivering compassionate care, educating future caregivers, and driving groundbreaking research, our affiliation with the Keck School of Medicine since 1932 cements our role as a premier teaching hospital.

Through our Community Benefit process, which encompasses the development of CHLA’s triennial Community Health Needs Assessment (CHNA), Community Benefit Implementation Strategy (CBIS), and the implementation of customized Community Impact services and programs, we deepen our understanding of social determinants of health. This collaborative strategy involves active participation from both CHLA's internal community and external partners, collectively addressing identified needs. This comprehensive approach underscores our commitment to enhancing the well-being and safety of our communities.

### **Community Health Needs Assessment**

CHLA conducts a Community Health Needs Assessment (CHNA) to comprehend the community's health and social needs, as mandated by California Senate Bill 697, the Affordable Care Act, and IRS section 501(r)(3). This assessment guides our community benefit plan, involving primary data collection and analysis tailored to our service area's well-being.

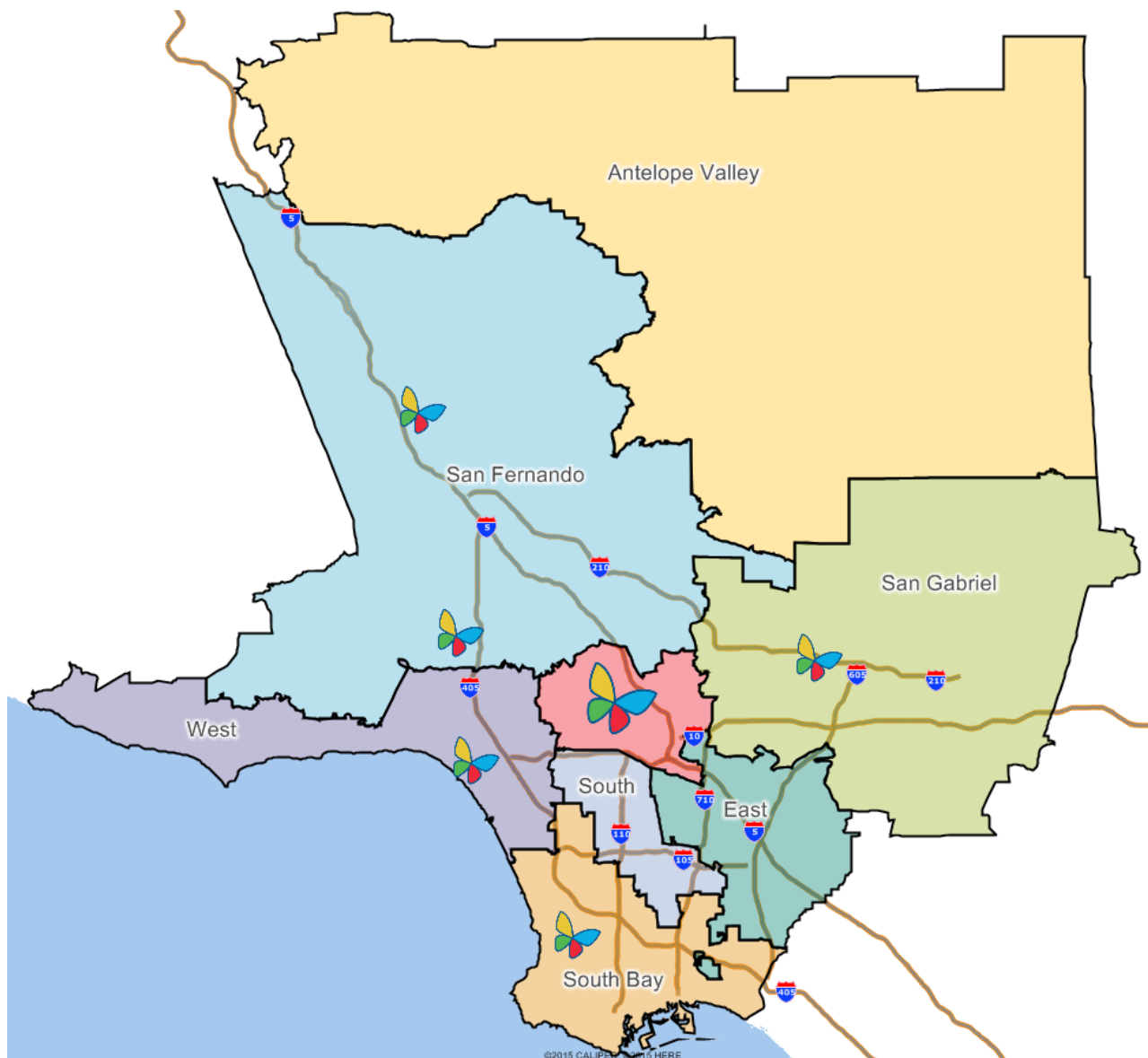
The 2025 CHLA CHNA and Community Benefit Implementation Strategy (CBIS) can be accessed at <https://www.chla.org/community-impact-reports-and-publications> in compliance with state and federal requirements. We welcome feedback on the CHNA and CBIS at [CommunityBenefit@chla.usc.edu](mailto:CommunityBenefit@chla.usc.edu).

## Service Area

Children’s Hospital Los Angeles (CHLA) is located at 4650 Sunset Blvd., Los Angeles, California 90027, and extends its services through five satellite locations in Arcadia, Encino, Santa Monica, South Bay, and Valencia, all serving as outpatient centers.

Spanning across 4,057 square miles, our primary service area covers Los Angeles County, a vibrant region where over 10 million residents reside, constituting about a quarter of California's population. This expansive county stands as the nation’s most populous, boasting rich ethnic and racial diversity.

Within this diverse landscape, CHLA’s services reach across Southern California, catering to a dynamic mix of urban hubs, suburban regions, and rural neighborhoods. Embracing eight designated Service Planning Areas (SPAs) as defined by the Los Angeles County Health Department, our hospital engages with the complexities and opportunities brought by this diverse tapestry. Approximately 85% of our patients originate from within L.A. County, demonstrating our deep connection and commitment to this multifaceted community.



# 2025 Community Health Needs Assessment - Overview of Key Findings

The following health conditions and outcomes were identified and prioritized through a structured process that incorporated input from the broader community:

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## Access to and Navigating Systems of Care

Asthma

Caregiver Health

Child and Young Adult Physical Health

Drug Overdose Injury and Mortality

Economic Security and Workforce Development

Food and Nutrition Security

Housing Affordability and Security

Immunizations (communicable / infectious diseases)

Mental Health

Violence, Crime and Injury

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# 2025-2027 - Community Benefit Implementation Strategy

## Addressing 2025 CHNA Health Needs

CHLA believes that stronger communities create healthier and more resilient children. Our commitment extends beyond the hospital walls through initiatives such as health promotion, workforce development, and the application of our healthcare expertise.

### Domains

The hospital's 2025-2027 Community Benefit goals fall into three broad domains:

#### • Well Families – Health Access

Goals:

- Enhance access to pediatric health, behavioral health, and preventive care services for all children.
- Raise awareness of available pediatric health care resources and encourage their use across the community.
- Continue to serve as a leader in pediatric health by sharing expertise and knowledge to advance community health and wellness.

#### • Working Well – Workforce Development

Goals:

- Explore opportunities and partnerships to expand workforce pipeline programs that introduce youth and young adults to careers in health care through exposure, mentorship, and hands-on learning.
- Enhance training and development initiatives that support the preparation of future health care professionals across a range of roles, with an emphasis on pediatric and community health.

#### • Well Communities – Community Stability

Goal:

- Continue to champion community stability and engagement by strengthening local and regional relationships and supporting efforts that promote well-being.

This plan builds upon our 2022-2024 CBIS, as many of these areas continue to be priorities for community wellness. The evaluation of the impact of these initiatives is ongoing. Community Impact Reports are available at [www.CHLA.org/Community](http://www.CHLA.org/Community).

## Community Benefits and Community Impact Highlights

Children’s Hospital Los Angeles (CHLA) is deeply committed to advancing the health and well-being of children, youth, and families throughout Los Angeles County and beyond. Our programs are designed to be family-centered and rooted in the community, addressing social determinants of health and creating sustainable solutions for long-term impact.

CHLA’s Community Benefit and Community Impact initiatives align with SB 697 categories:

- Medical Care Services
- Health Research, Education, and Training
- Benefits for Vulnerable Populations
- Benefits for the Broader Community
- Non-Quantifiable Benefits

### Research

CHLA is home to The Saban Research Institute, one of the nation’s leading pediatric research centers, ranked among the top 10 for NIH funding. Our interdisciplinary research spans four major themes:

- Best Starts to Life
- From Discovery to Pediatric Care Innovation
- Pediatric Disease Models and Mechanisms
- Personalized Care and Prevention

CHLA has 7 Institutes/Centers with a combination of clinical activities and research:

- Cancer and Blood Disease Institute
- Center for Personalized Medicine
- Fetal and Neonatal Institute
- Heart Institute
- Jackie and Gene Autry Orthopedic Center
- Neurological Institute
- Vision Center

With nearly 600 active clinical research studies and seven specialized institutes—including the Cancer and Blood Disease Institute and Heart Institute—CHLA brings cutting-edge discoveries directly to patient care. Recent breakthroughs include:

- WISE-HARE Sleep App & Registry: CHLA launched WISE-HARE, a groundbreaking sleep app and registry using Apple Watch to collect pediatric sleep data. This innovation addresses the national shortage of pediatric sleep study beds and aims to revolutionize how sleep disorders are diagnosed and managed in children. <https://www.chla.org/newsroom/press-release/childrens-hospital-los-angeles-launches-first-its-kind-sleep-app-and-sleep>
- Youngest-Ever Liver Transplant in California: CHLA performed a historic liver transplant on a two-week-old infant, the youngest ever in California. The complex procedure, involving a multidisciplinary team, underscores CHLA’s unmatched expertise and commitment to saving lives even in the most challenging cases. <https://www.chla.org/blog/patients/chla-infant-youngest-ever-liver-transplant-recipient-california>

- Leadless Pacemaker Innovation: CHLA researchers developed a first-of-its-kind leadless pacemaker designed for children and adults, offering a safer, minimally invasive alternative to traditional devices. This innovation could transform cardiac care, especially for pediatric patients with congenital heart conditions. <https://www.chla.org/blog/experts/research-and-breakthroughs/team-designs-groundbreaking-leadless-pacemaker-kids-and-adults>
- Additionally, Ryder's Pediatric Cancer Journey: Five-year-old Ryder's journey through a difficult brain tumor diagnosis highlights CHLA's excellence in personalized pediatric cancer care. With targeted treatment and compassionate support, Ryder is thriving—demonstrating the hospital's life-changing impact on young patients and their families. <https://www.chla.org/blog/patients/expert-cancer-care-helps-ryder-thrive-despite-difficult-treat-brain-tumor>

## Well Families

CHLA partners with local organizations to tackle urgent health needs such as mental health access and economic stability. Highlights include:

- Behavioral Health Fair: CHLA's inaugural Behavioral Health Fair welcomed over 200 families to its campus, offering education, resources, and stigma-reducing activities around mental health. The event reflects CHLA's commitment to holistic care and community engagement in addressing youth mental wellness. <https://www.chla.org/blog/serving-community/hundreds-gather-first-behavioral-health-fair>
- First Responder Training: CHLA trains emergency teams to support children with disabilities during natural disasters, ensuring inclusive preparedness across Los Angeles. <https://www.chla.org/blog/serving-community/chla-train-first-responders-helping-individuals-disabilities-during-natural>

## Working Well

CHLA invests in workforce development through programs like:

- CHAMP Program: Now in its 12th year, CHAMP provides paid internships, mentorship, and career readiness training for students and early careerists. FY25 Marks the 1st year of CHAMP operating as a **paid internship program**. CHAMP impacted 700+ students, hosted 4 interns for 224 hours each, and featured 15 guest speakers and 10 professional workshops. CHAMP Alumni Spotlight: Sarah Santana: Sarah Santana's journey at Children's Hospital Los Angeles is a powerful example of CHAMP's long-term impact. She began as a CHAMP intern in June 2021, where she supported initiatives across Mental Health Education and Pediatrics and presented a business case project to CHLA's executive leadership. The experience helped position her to complete her Master's degree in Healthcare Management, and in May 2022, she transitioned into a full-time role at CHLA, where she has continued to grow professionally since. Now a CHAMP alumna and full-time leader at CHLA, Sarah oversees CAMP, one of CHLA's largest workforce development programs designed for high school students seeking their first clinical exposure. Through her leadership, CAMP has already impacted more than 250 students across Los Angeles County. Her full-circle story reflects the strength of CHAMP as a talent pipeline and demonstrates how early investment in students can translate into long-term workforce growth and leadership development at CHLA.
- Project SEARCH: Offering LAUSD high school seniors with intellectual and developmental disabilities a full year of job training and independent living skills.
- Health Care Career Webinar: In partnership with LAUSD, CHLA hosted "Beyond the White Coat," a webinar introducing high school students and families to diverse careers in health care. The event showcased CHLA's

dedication to workforce development and inspiring future health leaders from the local community.  
<https://www.chla.org/blog/serving-community/webinar-reveals-many-paths-health-care-career>

- Las Madrinas Simulation Center: CHLA’s Las Madrinas Simulation Center provides high-fidelity medical training for clinicians using lifelike manikins and immersive scenarios. This state-of-the-art facility ensures that CHLA’s care teams are prepared to deliver the safest and most effective pediatric care possible.  
<https://www.chla.org/blog/research-and-breakthroughs/inside-simulation-center-chla>

## Well Communities

- Food Access Hub: Children’s Hospital Food Access Hub continues its impactful work in its second year, actively addressing food insecurity in the local community. With a focus on widening access to healthy local food, community engagement and advocacy, food education and outreach, and social impact. Together, with multisector partners including the Los Angeles Board of Supervisors, Los Angeles County Department of Public Social Services (DPSS), the U.S. Department of Agriculture and CHLA’s Community Impact Champions Network (CICN) team member volunteers, we work to advance food policy work, food education practices, and green space expansion to further efforts to create hope and build healthier futures in the communities we serve.
  - Total Hot Meals Served: 12,104
  - Total Produce Bags Distributed: 5,500
  - Total Pounds of Fresh Produce Distributed: 87,000
  - Total Food-related Events/Initiatives: 30+
  - Planting Healthier Futures: CHLA’s garden programs combat food insecurity in LA’s food deserts by promoting nutrition education and community engagement. <https://www.chla.org/blog/serving-community/planting-healthier-futures>
- Community Impact Champions Network: Through the Community Impact Champions Network (CICN), 514 CHLA team members volunteered 2,156 hours across 85 community events, from neighborhood clean-ups to food distribution. Our Food Access Hub served 12,104 hot meals and distributed 87,000 pounds of fresh produce to families in need.
- Children’s Health and Wellness Collaborative: Children’s Health and Wellness Collaborative: Led by CHLA, this collaborative unites over a dozen L.A.-based organizations to address urgent health needs like economic instability and mental health access. By fostering partnerships and shared strategies, CHLA amplifies its impact beyond hospital walls, serving as a community anchor for health equity.  
<https://www.chla.org/blog/serving-community/prioritization-summit-tackles-communitys-most-urgent-health-needs>

## Needs not Addressed by the Implementation Strategy

The Community Benefit Implementation Strategy adopted by Children’s Hospital Los Angeles actively addresses the health and social needs that were identified in the CHNA as “Domains.” It was determined that certain other health and social needs that were identified are being addressed by other local and regional community organizations. Considering existing community resources, CHLA has selected those health and social needs that can most effectively be addressed.

## Our Community Benefit Financials - Fiscal Year 2025

Unreimbursed costs of medical services for government-sponsored programs<sup>1</sup> \$430,918,718

Charity care \$664,174

Research activities \$60,317,764

Health professions education \$45,890,017

Community health improvement services and other community benefits<sup>2</sup> \$9,797,355

Grand Total: \$547,588,028

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1 The Medi-Cal program partially offsets these losses through the Disproportionate Share Hospital Program, designed to support “safety net” hospitals, such as Children’s Hospital Los Angeles. The Hospital received \$51.7 million in Disproportionate Share Hospital Funding in FY 2025.

2 In January 2010, the state of California enacted legislation that provides for supplemental payments to certain hospitals funded by a quality assurance fee paid by participating hospitals as well as matching federal funds (the “Hospital Fee Program”). Supplemental payments and fees related to the Hospital Fee Program produced a net benefit of \$311.8 million to Children’s Hospital Los Angeles in the fiscal year ended June 30, 2025.

## Appendix I - Community Partners – Partial listing

Children's Hospital Los Angeles collaborates with numerous community programs, civic leaders, health care organizations and hundreds of other organizations and associations, many of which are listed below:

- 211 Info Line
- After-School All-Stars Los Angeles
- AltaMed
- American Cancer Society
- Asian Pacific Health Care Venture
- Assistance League of Los Angeles
- Boys and Girls Clubs
- Charles Drew University
- Children's Bureau of Southern California
- City of Los Angeles Department of Recreation and Parks
- Consulado General de Mexico in Los Angeles
- Council District 13
- East Hollywood Neighborhood Council
- First 5 LA
- Frank D. Lanterman Regional Center
- Friends of the Los Angeles River
- Glendale Community College
- Heart of Los Angeles (HOLA)
- Hollywood Food Coalition
- Hollywood Homeless Youth Partnership
- Hollywood Studio District Neighborhood Council
- Jewish Family Service of Los Angeles
- JVS
- LA Care
- LGBTQ Center of Long Beach
- Local legislative offices, universities, faith-based organizations, and neighborhood councils
- Local YMCAs
- Los Angeles City College
- Los Angeles City Council Districts
- Los Angeles County Department of Health Services
- Los Angeles County Department of Mental Health
- Los Angeles County Poison Prevention
- Los Angeles County Youth Commission
- Los Angeles Fire Department
- Los Angeles Neighborhood Land Trust
- Los Angeles Police Department
- Los Angeles Trade Technical College (LATTC)
- Los Angeles Regional Food Bank
- Los Angeles Unified School District
- Los Feliz Neighborhood Council
- Manos Que Sobreviven
- March of Dimes
- Maternal Child Health Access
- My Friend's Place
- Northeast Valley Health Corporation
- Office of Los Angeles Mayor
- Para Los Niños
- PathPoint
- Project Angel Food
- Saban Community Clinic
- South Central Los Angeles Regional Center
- Thai Community Development Center
- Unite LA
- United American Indian Involvement
- Visión y Compromiso
- United American Indian Involvement

## Appendix II - Financial Assistance

### Financial Help with Hospital Bills



#### What kind of help does CHLA offer?

Children's Hospital Los Angeles (CHLA) has two types of help if you cannot pay your hospital bill. You can get help if you don't have health insurance or your family has high medical costs. These two types of help are Charity Care and Discounted Care. You can find more details in CHLA's Financial Assistance Policy FIN 006.0. You can get this policy by asking for a printout, or on the CHLA website.

If you qualify (get approved) for Charity Care, CHLA will not charge you for emergency or needed medical services. If you qualify for Discounted Care, CHLA will give you a discount on your hospital bill for these services. No matter which program you qualify for, you will not pay more than what patients with insurance pay.

Please note that the help CHLA offers is only for hospital bills. It is not for bills from doctors who see patients at CHLA. You can call Pediatric Management Group customer service at (323) 361-2336. They can tell you about any help they may offer for doctor services.

#### Am I eligible for financial help from CHLA?

You may qualify for Charity Care if:

- You do not have insurance.
- You have high medical expenses.
- Your family income is at or below 400% of the Federal Poverty Level.
  - For example, in the year 2025, a family of 3 with an income at or below \$106,600. They would be at 400% of the Federal Poverty level. The federal government updates the Federal Poverty Level every year. Meaning this number can change every year. You can find up-to-date information on public government websites.

You may qualify for Discounted Care if:

- Your family income is above 400%, but at or below 600% of the Federal Poverty Level.
  - For example, in 2025, a family of 3 with an income between \$106,600 and \$159,900 (400% to 600% of the Federal Poverty Level).

To get Charity Care or Discounted Care, you must apply to CHLA. Once CHLA gets your completed application, they will decide if you are eligible. CHLA will let you know their decision in writing within 30 days.

#### Where can I get a copy of the application?

You can ask for copies of CHLA's Financial Assistance application, Financial Assistance Policy, and this summary. You can ask for them in:

- The admitting area near the main entrance to the hospital
- Emergency Room registration area

The hospital is located at 4650 Sunset Blvd, Los Angeles, CA 90027.

You can also find these materials on CHLA's website: <https://www.chla.org/help-paying-your-bill/financial-assistance>. You can also ask us to mail you a free copy by calling Patient Business Services at (800)404-6627.

#### Patient Business Services (Revenue Cycle/Finance)

4650 Sunset Blvd., Los Angeles, CA 90027 | CHLA.org

Approved by PFE 03/31/25

### How do I apply?

You or your representative can apply for financial help by submitting a completed application. Make sure to include all required documents listed in the application. Submit to CHLA's Patient Business Services office by:

- mail or in person to: Patient Business Services  
Mailstop 26  
Children's Hospital Los Angeles  
4650 Sunset Boulevard Los  
Angeles, CA 90027

CHLA staff cannot help with completing the application. But you can get help with the application from the Health Consumer Center of Los Angeles. This is a nonprofit organization. It is located at 13327 Van Nuys Boulevard, Pacoima, CA 91331, and its phone number is (800) 896-3203.

### Is the application available in languages other than English?

Yes. The Financial Assistance Policy, this summary, and the application are available in other languages as required by law. If you would like an interpreter to help you with a different language, please ask a CHLA staff member for help.

### Where can I get more information?

If you want more information about CHLA's financial help, you can call the Patient Business Services office at (800) 404-6627. You can also visit—<https://www.chla.org/help-paying-your-bill/financial-assistance> or scan the QR code below.



Patient Business Services (Revenue Cycle/Finance)  
4650 Sunset Blvd., Los Angeles, CA 90027 | CHLA.org

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