

RESILIENT







HEALTHY

EQUITABLE



The vision statement from our 2018 Strategic Plan is for the MetroWest Health Foundation to build a future in which MetroWest residents live and thrive in resilient, healthy and equitable communities.

When this statement was written, none of us foresaw COVID-19 or the impact it would have on our region and its residents. Yet, what we have seen over the last year underscores how important this vision is to our work and the communities we serve.

Through this pandemic, we have seen individuals and organizations show their resiliency by quickly responding to the challenges brought forth by the pandemic by pivoting to provide needed services and supports to those most in need. We have seen an increased emphasis on the social determinants of health as fundamental to our region remaining healthy and safe. And sadly, COVID-19 has focused a spotlight on the inequalities across our 25 communities as those with higher populations of people of color and low-income residents have been disproportionately impacted by the virus.

Achieving the vision in our plan is certainly a collective effort. As you will see from the stories in this annual report to the community, we have been fortunate to partner with so many local health, human service, and government agencies to provide needed services and supports to so many through the pandemic. We are grateful to everyone who has contributed so positively to our region's response to COVID-19, and for your continued commitment to pursuing the vision of resilient, healthy, and equitable communities.

William Graham
Chair. Board of Trustees

Martin Cohen

President/CEO



By mid-April hospitals in MetroWest reported daily COVID-19-related caseloads of 250–300 patients, roughly 20% in intensive care.

One month after the state of emergency had been declared—over 1,300 COVID-19 cases had been identified in the region. Over six times as many cases would be reported by the end of September (8,048) as testing became widely available.

As part of the state-ofemergency, businesses closed to limit the spread resulting in high unemployment. Five times as many individuals filed for unemployment across MetroWest in May 2020 as compared to the year before.

Low-income communities and those with higher numbers of minorities or foreign-born residents were disproportionately affected by COVID-19.

MetroWest residents are enduring the human costs of the COVID-19 pandemic.

We have dealt with death, disease, and loss. The death toll in our region has already exceeded several hundred and will surely climb as the virus continues to spread. More than 8,000 residents have tested positive for the virus, with some requiring heroic intervention by our health care system. And, we have suffered loss—relatives, friends, and colleagues lost to disease; loss of social interaction with neighbors, friends, and classmates; loss of work due to furloughs or shuttered businesses; and loss of financial security due to lost wages and depleted savings. With these losses, also comes the stress and anxiety of not knowing what comes next or how fast and in what form our lives and community will rebound.

The MetroWest Health Foundation's response to the pandemic was swift.

In early March of 2020, we brought together community agencies to discuss emergency preparedness. When the state declared a public health emergency and ordered residents to stay at home, we began providing emergency funding to over 70 community agencies to provide a host of support services from food programs to telehealth services and basic needs. We changed our operations, moving many existing grants to operating support and streamlining our processes and payment timelines to be more responsive to the immediate needs of our grantee partners. Regular check-ins with our colleagues in government, philanthropy, and the non-profit sector helped to ensure that our work was connected and coordinated with that of others.



From Community Organizing to Putting Food on the Table



When the foundation funded the Framingham Health Department to launch the Voices of the Community (VtC) project in 2018, we didn't know where it would lead. The goal was to engage residents in Southeast Framingham by asking open-ended questions about their experience in the neighborhood—what they liked, what could be changed, and what would positively impact their health. The team spent a year (pre-COVID) walking around Southeast Framingham, knocking on doors, making phone calls, and inviting neighbors to sit, have a cup of coffee, and talk about their community. In the spring, the VtC team worked with a community leadership team to determine priorities for action that emerged from the over 100 interviews conducted. That work stopped abruptly when in-person meetings were no longer feasible and could have easily ended there.

At the same time, it was becoming clear that the closing of schools and shuttering of businesses was creating an economic crisis, disproportionately impacting residents of Southeast Framingham. The Health Department also began fielding calls from residents who needed to quarantine but did not have access to food. Hunger in Framingham did not

begin with COVID-19, but it continued to grow as infection rates increase.

As foundation and Health Department leadership discussed how to use the remaining VtC funds, helping families meet basic needs through a coordinated effort to manage calls became a priority. The Emergency Food and Toiletry Line was created with foundation funding that was used to pay for staff. Two major challenges quickly emerged—efficiently collaborating with existing organizations providing food and reaching residents in need who are reluctant to seek services. Meeting these challenges would take empathy, strong community relationships, and a lot of persistence.

The team leading the Emergency Food Hotline embody these qualities. Margie Rosario, Project Manager for VtC, grew up in South Framingham and co-founded a Framingham nonprofit dedicated to youth programming. She was joined by Anna Cross, a longtime Framingham resident, who worked for the Framingham Schools for many years before taking on the role of Executive Director at the MetroWest Nonprofit Network.

Margie and Anna start their day with a call to review their to-do lists. Yet, most days urgent calls take precedence. One day it might be a quarantined family who has not eaten in a day because the cupboards are bare—the team quickly calls a local restaurant and gets food delivered within the hour while they find a longer-term solution through partners like A Place to Turn or the MetroWest YMCA. The next day it may be an older woman living alone who is scared to go to the grocery store for fear of being infected and is almost out of food—she is connected to the Salvation Army, who will deliver groceries to her door. Finding ways to meet so many varied needs takes a network of partners willing to work together and there are a number of local organizations and leaders who have stepped up to meet increased needs in creative ways.



METROWEST HEALTH FOUNDATION!

The Quick Pivot to Telehealth



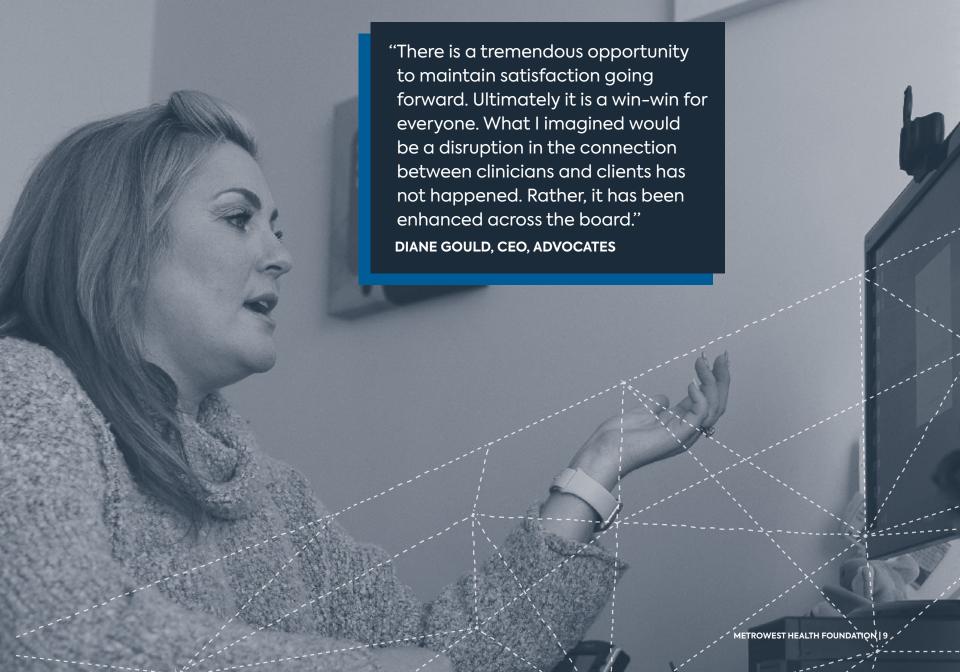
With challenge comes opportunity. While the pandemic has brought immense disease and despair, it has also brought a strong commitment to continue to provide vital services. Advocates took on the challenge of continuing to offer high quality behavioral health to all its clients by quickly pivoting to telehealth. While moving in this direction was part of the organization's strategic plan, it was taking time to get there, according to CEO Diane Gould. When COVID-19 hit in March. however. Advocates made the transition to telehealth in three days, partly with the help of a COVID-19 emergency grant from the foundation. Gould credits administrative and clinical staff plus the state's mandate that insurers cover both audio and video telehealth for ensuring a relatively painless switch to remote services.

Advocates operates four outpatient clinics and all are providing remote mental health services. Clients have readily accepted the change and access has expanded to new populations. The volume of clinic visits increased 38% and the no-show rate decreased by 26%. Gould notes that many people do better when they receive support in their own setting. The challenges of arranging for childcare and transportation are no longer

a barrier to access and remote services have also allowed college students and others who have left the MetroWest area to continue receiving support from their clinicians.

While most clients have embraced the technology, there are some, like much older adults, who may not be as comfortable with video technology. Fortunately, the federal and state government lifted some restrictions on telephonic services, which older clients often prefer, so Advocates clinicians have been able to provide therapy over the phone. In addition, the organization added administrative support to help clients troubleshoot technology issues and loaned iPads to clients who lacked devices.

Looking ahead, Gould notes that many of the changes made during COVID-19 have been better for those Advocates supports. This is demonstrated by the fact that 92% of clients have indicated that they would like to continue with telebehavioral health once the pandemic ends.



Managing Isolation & Loss



With over 11,000 cases and 300 deaths in our 25 towns, COVID-19 has exacted a serious toll on residents' economic, physical, and mental well-being. Many find themselves out of work and struggling to pay for food or rent. Older adults have been disproportionately impacted by the disease, with higher fatality rates as well as the isolation that comes from stay-athome orders and social distancing. Children have experienced loss of their school routines, friends, and teachers, who are often the first to notice when students struggle emotionally.

While the foundation's early work to address the impact of COVID-19 was assisting organizations with basic supply and operational needs, staff soon recognized that front line workers would be dealing with emotional stress and trauma, both their own and those they serve. The Substance Abuse and Mental Health Services Administration defines trauma as resulting from "an event, series of events or set of circumstances that is experienced by an individual as physically or emotionally harmful or life threatening and that has lasting adverse effects on an individual's functioning and mental, physical, social, emotional, or spiritual well-being." The fear, isolation, uncertainty, and disruption faced by MetroWest residents

of all ages because of COVID-19 fits that definition of trauma.

Foundation staff reviewed the research on post-disaster recovery efforts. The CDC recommends several actions, including monitoring the mental health needs of residents, promoting availability of coping resources, and training social and community leaders on how to help their groups cope. To assist, the foundation reached out to Wayside Youth & Family Support Network's Trauma Intervention Services in Milford to devise a series of virtual trainings that could be offered to MetroWest area providers. As experts in trauma-informed mental health services, Wayside created a two-hour training that covers information on trauma and its impact on communities and individuals; signs and symptoms of trauma; effective coping strategies; when to seek additional help; and how staff can best support others.

"We are now many months into the pandemic and toxic stress, anxiety, and depressive symptoms persist among children, caregivers, essential workers, and community providers," notes Beth Chin, Vice President of Wayside's Central Massachusetts Community Services Division. "Social isolation, Zoom fatigue, and rising COVID-19 cases are taking a toll on all of us. With so much out of our control, it's important to focus on the things we do have control of such as self-care, which is an important area of focus in the community trauma trainings Wayside is providing."

Since the grant was made in June, Wayside has provided trainings to over 200 food pantry staff, childcare providers, and school personnel, among others.

"We are now many months into the pandemic and toxic stress, anxiety, and depressive symptoms persist among children, caregivers, essential workers, and community providers."

BETH CHIN, VICE PRESIDENT, WAYSIDE'S CENTRAL MASSACHUSETTS COMMUNITY SERVICES DIVISION



Stopping the Spread by Supporting Families



Since the onset of the pandemic, a number of community agencies, including the Metro-West Health Foundation, SMOC, Framing-ham Health Department, MetroWest Medical Center, and Advocates, Inc. have held a weekly call to plan for the potential impact that COVID-19 could have on those living in shelter and congregate care settings. The calls focused on everything from personal protective equipment needs and testing for the virus, to quarantine procedures and reopening strategies.

During one such call this past fall, Sam Wong, Framingham's Director of Health, shared his frustration that many low-income residents were testing positive for COVID-19, but were asymptomatic and, while they wanted to isolate, they needed to go to work because they were the only breadwinner in their family and were struggling financially to put food on the table and cover other family expenses. Their choice not to isolate was adding to positivity rates in their own household and was also adding to community spread of the virus.

Sam's concern led to a brainstorming session on how to incentivize those testing positive to isolate and refrain from work for the 14-day isolation period. The foundation was quick to commit \$10,000 in an emergency grant to create a pilot program that would allow the purchase of gift cards that could tide families over for the isolation period. One caveat was how to ensure compliance with quarantine requirements. SMOC volunteered to have its case managers work with families referred from the health department. The case manager could connect families to SMOC's broad array of services and supports and ensure that they were vigilant in staying isolated.

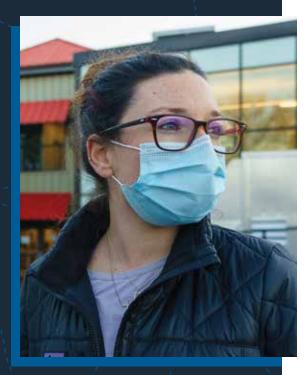
The foundation also reached out to our colleagues at the Foundation for MetroWest, who quickly provided an additional emergency grant of \$18,000 to support the project.

Within the first month, 30 households were served by the program assisting 70 family members.



2020

Grants



ACCESS TO CARE

Advocates, Inc.

To establish a regional health & social service hub

\$193,117.00

De Novo Center for Justice and Healing

To train mental health professionals to do asylum evaluations

\$45,988,89

Massachusetts Association for Mental Health, Inc.

To support Network of Care— Massachusetts

\$41.632.51

ADOLESCENT HEALTH

Education Development Center. Inc.

To expand the number of schools participating in the MetroWest Adolescent Health Survey

\$15,674.00

Edward M. Kennedy Community Health Center, Inc.

To expand school-based mental health services at Framingham High School 1

\$20,000.00

Milford Public Schools

To train staff in Youth Mental Health First Aid

\$2,400.00

Natick Public Schools

To support programs to promote healthy relationships and prevent dating violence 2

\$14,000.00

SPARK Kindness. Inc.

To expand supports for middle school parents and caregivers ² \$20,000.00

COMMUNITY HEALTH INNOVATION

Jewish Family Service of Metrowest

To support a planning process for a coordinated approach for addressing the needs of new immigrants 1

\$26,553.50

Natick Council on Aging

To help families have critical conversations about end of life choices 2

\$59,120.00

COVID EMERGENCY GRANTS

\$405,516.20

A Place To Turn

Advocates, Inc.

Ashland Health Department

Bethany Health Care Center

Bethany Hill Place

Brazilian American Center (BRACE)

Charles River Center

Circle of Hope

Doc Wayne Youth Services, Inc.

Edward M. Kennedy Community Health Center, Inc.

Employment Options

Family Continuity

Family Promise MetroWest

Foundation for MetroWest

Framingham Housing Authority

Framingham State University

Franklin Council on Aging

Franklin Food Pantry

Friends of the Callahan Senior Center

Health Care For All

Hockomock Area YMCA— Bernon Family Branch

Hoops and Homework, Inc.

Hopkinton Health Department

Horace Mann Educational Associates, Inc.

Human Relations Service, Inc.

Jeff's Place Children's Bereavement Center, Inc.

Jewish Family Service of Metrowest

Justice Resource Institute

Latino Health Insurance Program, Inc.

Learning Center for the Deaf

Lovin' Spoonfuls, Inc.

Massachusetts Alliance of Portuguese Speakers

Massachusetts Association for the Blind

Metro Community
Development Corporation

MetroWest Free Medical Program

MetroWest Legal Services

MetroWest Nonprofit Network, Inc.

MetroWest Worker Center

MetroWest YMCA

Milford Public Schools

Natick Community Organic Farm

Natick Service Council, Inc.

Needham Community Council Food Pantry

Needham Office of Emergency Management

Neighbor Brigade

Planned Parenthood League of Massachusetts

Project Just Because

RIA House Inc.

Riverside Community Care

Salvation Army—Framingham

Salvation Army-Milford

Samaritans, Inc.

South Middlesex Opportunity Council, Inc.

SPARK Kindness, Inc.

Tri-Valley Elder Services

Wayside Youth & Family Support Network, Inc.

HEALTH EQUITY

Framingham Public Schools

To assist families in accessing health insurance¹

\$30,000.00

Learning Center for the Deaf

To support training in American Sign Language

\$20,000.00

MetroWest Free Medical Program

To expand medical interpreter services

\$25,000.00

Needham Public Schools

To increase student engagement in conversations about racial equity

\$18,000.00

HEALTHY AGING

Bethany Health Care Center

To create a Montessori dementia friendly program ¹

\$15,085.00

HESSCO Elder Services

To support a congregate meal program for LGBT elders

\$9,914.56

Hudson Council on Aging

To offer a respite care program for caregivers of individuals with dementia

\$23.660.00

OPIOID EPIDEMIC

Framingham Health Department

To develop and launch a recovery friendly workplace initiative

\$20,000.00

South Middlesex Opportunity Council, Inc.

To provide peer recovery coaching \$29.054.00

RESPONSIVE

A Place To Turn

To address food insecurity ²

\$40,000.00

Bethany Hill Place

To support enhanced onsite mental health services¹

\$20,000.00

Common Street Spiritual Center

To support the Natick Gun Buy-back Program ²

\$10,000.00

Community Legal Aid

To support immigrant rights training in the Greater Milford area \$10.000.00

Dignity Matters, Inc.

To support an outreach manager position

\$12,500.00

Edwards Church, United Church of Christ

To support the Community Access Point for veterans

\$6,000.00

Framingham Public Schools

To enhance mental health support services within the ESL Plus Program ¹

\$19,968.00

Health Law Advocates, Inc.

To help low-income immigrants maintain access to health care

\$19,900.00

Hudson Health Department

To address social service needs of residents

\$20,000.00

Jeff's Place Children's Bereavement Center, Inc.

To provide required building safety improvements

\$10,000.00

Learning Center for the Deaf

To support equipment for the audiology clinic

\$20,000.00

MetroWest Legal Services

To support legal services for immigrant youth ¹

\$50,376.00

Natick Service Council, Inc.

To address food insecurity ²

\$15,000.00

Natick Service Council. Inc.

To develop a mobile food market to support seniors ²

\$20,000.00

RIA House, Inc.

To improve mental health and recovery services for women survivors of sexual exploitation

\$20,000.00

WalkBoston

To engage teens in promoting a walkable community in Framingham¹

\$17,500.00

Women Thriving, Inc.

To offer workshops to build resiliency skills for women

\$19,956.00

VAPING PREVENTION

Ashland Public Schools

To develop a multi-tiered approach to address vaping

\$3,500.00

Boston Children's Hospital

To pilot youth vaping cessation models

\$74,717.00

Framingham State University

To support a campus vaping cessation pilot program

\$17,933.00

Hopkinton Health Department

To support a vaping cessation program for youth

\$25,000.00

Needham Public Health Division

To support youth vaping cessation services

\$25,285.00

WORKFORCE ENHANCEMENT

Advocates, Inc.

To support workforce enhancements using medical scribes

\$30,000.00

Edward M. Kennedy Community Health Center, Inc.

To support workforce enhancements through a staff retention plan \$26.855.00

NURSING SCHOLARSHIPS (37)

\$66,000

MEDICAL/CLINICAL SCHOLARSHIPS (17)

\$33,000

¹ From the Framingham Union Grants Panel

² From the Leonard Morse Grants Panel

Awards

DEBORAH BLUMER COMMUNITY HEALTH LEADERSHIP AWARD

Jeanne Sherlock, MetroWest YMCA

EDNA SMITH HEALTH EQUITY AWARD

Framingham Health Department



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As of 9/30/20

Financials

STATEMENT OF FINANCIAL POSITION SEPTEMBER 30, 2020

(with summarized comparative totals as of September 30, 2019)

| ASSETS | 2020 | 2019 |
|---|---------------|---------------|
| Cash and Cash Equivalents | \$2,552,161 | \$2,065,210 |
| Investments | \$95,365,148 | \$94,199,500 |
| Beneficial Interests in Perpetual Trusts | \$7,390,013 | \$7,344,377 |
| Other Assets | \$118,014 | \$160,756 |
| TOTAL ASSETS | \$105,425,336 | \$103,769,843 |
| LIABILITIES & NET ASSETS | 2020 | 2019 |
| Accrued Expenses and Other | \$2,197,270 | \$1,834,751 |
| Grants Payable | \$747,939 | \$2,802,127 |
| Deferred Excise Taxes | \$373,417 | \$397,432 |
| TOTAL LIABILITIES | \$3,318,626 | \$5,034,310 |
| Net Assets | | |
| Without donor restrictions: | | |
| General purpose funds | \$54,372,125 | \$52,027,928 |
| Grants Panels | \$30,073,657 | \$29,528,088 |
| TOTAL WITHOUT DONOR RESTRICTIONS | \$84,445,782 | \$81,556,016 |
| With donor restrictions: | | |
| Purpose restricted, including Grants Panel funds: | | |
| Expendable | \$6,457,982 | \$6,131,299 |
| Endowments | \$3,812,933 | \$3,703,841 |
| Beneficial interests in perpetual trusts | \$7,390,013 | \$7,344,377 |
| TOTAL WITH DONOR RESTRICTIONS | \$17,660,928 | \$17,179,517 |
| TOTAL NET ASSETS | \$102,106,710 | \$98,735,533 |
| TOTAL LIABILITIES AND NET ASSETS | \$105,425,336 | \$103,769,843 |

STATEMENT OF ACTIVITIES AND CHANGES IN NET ASSETS SEPTEMBER 30, 2020

(with summarized comparative totals for the year ended September 30, 2019)

| 2019 | 2020 | REVENUES |
|--------------|-----------------------|--|
| (334,996 | \$5,908,444 | Investment return, net |
| \$340,76 | \$303,816 | Income from outside trusts and other |
| (215,327 | \$45,636 | Net gains (losses) on beneficial interests in perpetual trusts |
| _ | _ | Net assets released from purpose restrictions |
| (209,558 | \$6,257,896 | TOTAL REVENUES |
| 2019 | 2020 | OPERATING EXPENSES |
| | | Program services |
| \$344,40 | \$483,974 | Community Education and Advocacy |
| \$2,940,718 | \$1,988,219 | Grant and related |
| \$3,285,12 | \$2,472,193 | TOTAL PROGRAM SERVICES |
| \$402,879 | \$414,526 | Management and general |
| \$3,688,000 | \$2,886,719 | TOTAL OPERATING EXPENSES |
| (3,897,558 | \$3,371,177 | Changes in net assets |
| \$102,633,09 | \$98,735,533 | NET ASSETS, BEGINNING OF YEAR |
| \$98,735,53 | \$102,106,710 | NET ASSETS, END OF YEAR |
| | | |
| | orough, Massachusetts | The Board of Trustees has engaged AAFCPAs of Westb to perform the annual audit. |
| | view from the Foundat | A copy of their complete audit report is available for re |

Get Involved

Applying for Grants

The MetroWest Health Foundation makes grants to non-profit 501(c) (3) community organizations and governmental entities. Requests for grant proposals are issued at various times throughout the year and address specific health issues and areas of concern to the foundation as identified through community needs assessments. The foundation also provides scholarships for individuals interested in pursuing formal educational programs in nursing, medicine, and other health professions. Organizations interested in applying for grants should submit a concept paper to the foundation in advance of a full proposal.

For more information on applying for a grant or scholarship, call us at 508.879.7625 or visit our website at www.mwhealth.org.

Understanding Community Health Needs

Since our mission is to address the unmet health needs of the communities in the MetroWest area, we invite individuals and organizations with information or data concerning the current or projected health needs of the area to share them with the foundation. This information will help us shape our grantmaking activities and aid in the development of funding priorities for the foundation and its grants panels.

Making a Gift to the Foundation

You can support the work of the MetroWest Health Foundation by making a tax-deductible contribution or by including the foundation in your estate planning.

The foundation can assist you in planning a bequest or charitable donation to benefit the health needs of your community. For more information or assistance, contact us at 508.879,7625.



Our mission is to improve the health status of the community, its individuals, and families through informed and innovative leadership.

We serve the communities of: Ashland, Bellingham, Dover, Framingham, Franklin, Holliston, Hopedale, Hopkinton, Hudson, Marlborough, Medfield, Medway, Mendon, Milford, Millis, Natick, Needham, Norfolk, Northborough, Sherborn, Southborough, Sudbury, Wayland, Wellesley, and Westborough.

