

Community Benefit Plan Progress Report, 2011

Based on the Community Benefit Plan 2010 – 2012

Responding to the 2010 - 2012 Needs Assessment



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Sutter Roseville Medical Center Community Benefit Progress Report Prepared and Submitted by:

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Sutter Health:

Building Healthier Communities and Caring for Those in Need

Sutter Roseville Medical Center is affiliated with Sutter Health, a not-for-profit network of 48,000 physicians, employees, and volunteers who care for more than 100 Northern California towns and cities. Together, we're creating for a more integrated, seamless and affordable approach to caring for patients.

It's better for patients:

We believe this community-owned, not-for-profit approach to health care best serves our patients and our communities – for multiple reasons. First of all, it's good for patients. According to the Journal of General Internal Medicine (April 2000), patients treated at for-profit or government-owned hospitals were two-to-four times more likely to suffer preventable adverse events than patients treated at not-for-profit institutions.

Our stockholders are our communities:

Investor-owned, for-profit health systems have a financial incentive to avoid caring for uninsured and underinsured patients. They also have a financial incentive to avoid hard-to-serve populations and "undesirable" geographic areas such as rural areas. In many Northern California's underserved rural locales, Sutter Health is the only provider of hospital and emergency medical services in the community.

Providing charity care and special programs to communities:

Our communities' support helps us expand services, introduce new programs and improve medical technology. Across our network, every Sutter hospital, physician organization and clinic has a special story to tell about fulfilling vital community needs.

Our Commitment to Community Benefit: Meeting the health care needs of our communities is the cornerstone of Sutter Health's not-for-profit mission. This includes directly serving those who cannot afford to pay for health care and supporting programs and services that help those in financial need.

In 2011, our network of physician organizations, hospitals and other health care providers invested a record \$756 million in benefits to the poor and underserved and the broader community. This includes:

- The cost of providing charity care
- The unpaid costs of participating in Medi-Cal
- Investments in medical research, health education and community-based public benefit programs such as school-based clinics and prenatal care for patients.

Sutter Health now provides \$2.7 million in charity care per week.

Executive Summary

Providing community benefits demonstrates our commitment to enhance the well-being of residents in our region, and creates access to healthcare for individuals, children and families who struggle against barriers such as poverty, disability and isolation. Sutter’s Community Benefit programs help people get healthy and stay healthy.

We have launched many programs to enhance health-related awareness and access; and we have partnered with organizations working on the front lines in response to behavioral issues and medical conditions afflicting the residents in our region. Our Community Benefit programs are designed to help the people who need it most.

As a health care organization our hospitals are open 24 hours a day and serve anyone who walks through the door, but we know that’s not enough to promote active, healthy communities. As a partner in building a healthier community, we must also reach into the community to locate the areas of need and provide services and resources to address those needs.

The Sutter Health Sacramento Sierra Region (SHSSR) considers five principles described in “Advancing the State of the Art in Community Benefit: A User’s Guide to Excellence and Accountability,” developed by the Public Health Institute when developing community benefit programs:

- Disproportionate unmet health-related needs - We strive to build and support programs that serve the people who need it most.
- Primary prevention - We develop programs that focus on keeping families healthy.
- A seamless continuum of care - We work to ensure our programs and services are linked.
- Capacity building - We seek to build the capacity of existing community assets.
- Collaborative approach - We can’t do it alone, so whenever possible, we partner with existing community and government agencies.

2011 Community Benefit Value	Sutter Health Sacramento Sierra Region
Benefits for the Poor and Underserved	\$166,662,457
Benefits for the Broader Community	\$8,145,718
Total Quantifiable Community Benefit	\$174,808,175

The financial numbers above reflect the community benefit values for Sutter Health Sacramento Sierra Region (SHSSR), the legal entity that includes Sutter Roseville Medical Center. Other Sutter Health affiliates that are a part of SHSSR are Sutter Medical Center, Sacramento, Sutter Davis Hospital, Sutter Amador Hospital, Sutter Auburn Faith Hospital and Sutter Solano Medical Center.

I. 2011 Progress Report on Community Benefit Plan

The following pages will provide a progress report on the community benefit programs and activities conducted during the reporting year Sutter Roseville Medical Center. These programs were created in response to the 2010 Community Needs Assessment – a collaborative report that helps our partners, other health providers, public agencies and leaders identify and prioritize priority needs as they relate to the health of our communities.

The priority 2010 – 2012 priority needs for Sutter Roseville Medical Center are:

1. Ensuring Access to Primary Care and Mental Health Services
2. Improving the Lives of Families and Children
3. Connecting with Our Senior Residents
4. Preparing Our Community for Healthy Futures

For more information about the **2010 – 2012 Community Needs Assessment**, including quantitative and qualitative data, please visit our website at www.HealthyLivingMap.com.

For more information on the **Community Benefit Plan 2010 – 2012** that this progress report pertains to, visit our website at www.CheckSutterFirst.org/community

Ensuring Access to Primary Care and Mental Health Services & Connecting With Our Senior Residents	
Link to Community Needs Assessment	Health Express seeks to provide transportation to and from medical appointments for Placer County’s most vulnerable populations, including senior residents.
Program Description	Sutter Auburn Faith Hospital started Health Express more than a decade ago, offering free non-emergency medical transportation to seniors and disabled individuals in Auburn. Due to the growing need, a collaborative partnership was formed with Sutter Roseville Medical Center, Sutter Auburn Faith Hospital, Kaiser Permanente, Seniors First, the Placer Collaborative Network, the Placer County Transportation Planning Agency and others to offer the service to all underserved populations within Placer Counties and beyond.
Goals and Objectives	In order to increase access to health care services for Placer County seniors, disabled, and underserved populations, the Health Express was expanded in 2007 to include a larger population and provide last resort medically related transportation services within most of Placer county.
Strategy	<p>The Health Express partnership provides transportation to and from medical appointments for Placer County’s underserved, vulnerable and elderly population, who are unable to access necessary medical care, due to transportation constraints. This program is publicized throughout Placer County to encourage</p> <p>Seniors First answers and schedules all pick up and drop off times, in accordance with the patient’s needs and appointment times. The partnering agencies that make this program possible meet periodically to ensure that Health Express is not only meeting the needs of those who utilize the services, but also works as efficiently and effectively as possible.</p>
Baseline Information	One of the key issues often identified during Community Health Needs Assessments are gaps in basic transportation services for seniors and the underserved population, who often site lack of transportation as a key barrier to accessing appropriate primary care and health-related appointments. Health Express seeks to bridge this gap, to ensure that the Placer County citizens who would otherwise not have access to transportation, necessary to obtain appropriate medical care.
Affiliate’s Contribution or Program Expense	\$75,000
Results	<p>In 2011, Health Express:</p> <ul style="list-style-type: none"> • Provided approximately 750 rides per month or 9,000 total rides in 2011. • Approximately 41% of those rides are Medi-Cal patients being transported to the County clinic. • 39% of the rides originate in Auburn and 33% from Roseville.
Amendment to Community Benefit Plan	N/A

Connecting with Our Senior Residents

Link to Community Needs Assessment	Senior Recreation and Respite Program (R & R) connects the senior population in Placer County, who might otherwise be isolated, with important social and educational activities.
Program Description	The Senior Recreation and Respite Program (R & R) is designed to meet the needs of older adults with memory or physical impairment. The program provides recreational, social and educational activities for the participants and respite for caregivers to enjoy some free time to themselves.
Goals and Objectives	The goal of the Recreation and Respite program is to connect as many senior residents in Placer County, who are isolated and disconnected from social interaction. Additionally, this program seeks to provide interactive and educational activities that help enrich the daily lives of the elderly population who use this program.
Strategy	The staff is supported by its valuable team of volunteers and completed by personal care aides. R & R meets two times a week at the Maidu Community Center in Roseville, once a week in Dewitt Multipurpose Senior Center in Auburn, and twice a week at the Twelve Bridges Library in Lincoln. In 2010, the R&R program expanded and transportation is now offered through Health Express to ensure those who benefit the most from the program will continue to access.
Baseline Information	Because the senior population within Placer County is significant, Sutter Auburn Faith Hospital and Sutter Roseville Medical Center have multiple programs that focus on creating better health care access for those 60 years and older and the disabled. R&R offers older adults with physical challenges or memory loss the opportunity to play games and music, exercise, enjoy adventures with pets and much more, in a protective environment.
Affiliate's Contribution or Program Expense	\$25,000
Results	In 2011, Recreation and Respite had: <ul style="list-style-type: none"> a. 3,142 attendees in 2011 <ul style="list-style-type: none"> i. Lincoln—2,560 ii. Auburn—492 participants
Amendment to Community Benefit Plan	N/A

Ensuring Access to Primary Care and Mental Health Services

Link to Community Needs Assessment	Interim Care Program (ICP) In partnership with the Gathering Inn, Kaiser Permanente, Sutter Roseville Medical Center and Sutter Auburn Faith Hospital provide the Interim Care Program (ICP), a temporary respite program for homeless patients who are discharged from one of the participating hospitals
Program Description	The Interim Care Program links people in need to vital community services while giving them a place to heal. The program offers three meals per day, medical follow up and case management.
Goals and Objectives	The program is designed to give patients without housing alternatives, a clean and safe place to heal for up to six weeks and comprehensive wrap around services like substance abuse treatment, permanent housing and medical care.
Strategy	When a patient is ready for appropriate discharge, but does not have a place to otherwise heal, they can be referred to the Interim Care Program. Upon discharge, the Gathering Inn, provides on-site nursing and social services to support clients in their recuperation and help them move out of homelessness. The Effort case manager links clients with services, like mental health services, substance abuse recovery, housing workshops and provides disability application assistance. The Gathering Inn works with Advocates for Mentally Ill (AMI) to provide beds where clients have three meals a day and a safe, clean place to recover from their hospitalizations.
Baseline Information	The clients who are enrolled in the ICP are homeless adult individuals who otherwise would be discharged to the street or cared for in an inpatient setting only. The program is designed to offer clients up to six weeks during which they can focus on recovery and developing a plan for their housing and care upon discharge. This innovative community partnership provides temporary respite housing that offer homeless men and women a place to recuperate from their medical conditions, link them to vital community services, and provide them a place to heal. Patients are referred from the hospitals to the Interim Care Program when they are well enough to go home, but need ongoing rest and follow-up treatment. Patients come for various reasons including wound care, recovery from surgery, or injury from an accident. Clients can stay in the program up to six weeks, depending on their medical condition.
Affiliate's Contribution or Program Expense	\$50,000
Results	2011 the Interim Care Program produced the following results: <ul style="list-style-type: none"> • 18 SAFH/SRMC Admissions, resulting in a ROI of approximately \$252,000. • Nine of those were county patients and five were Medi-cal (We can expect more to be Medi-Cal patients soon, reinforcing the good timing of the Effort expansion). • All of them were connected with insurance.
Amendment to Community Benefit Plan	N/A

Ensuring Access to Primary Care and Mental Health Services

Link to Community Needs Assessment	T3 (Triage, Transport and Treatment) connects patients to the services they need at the easiest level of care and right intensity of support.
Program Description	T3 Foothills began in January 2011 and is already proving successful, serving patients who are mentally ill, frequent users of the emergency department and who are currently homeless. T3 meets the needs of persons who are seeking ED treatment for non-urgent issues by bringing them out of the ED and ensuring that they are engaged in health, behavioral health, and ancillary services in the community. While persons served may be directed to seek urgent care in the ED following admission to T3, these admissions are medically necessary due to the medical complexity attending T3 clients. Meanwhile, routine medical care occurs in a ‘medical home’ in the community.
Goals and Objectives	Moving these patients from the emergency department improves the patients’ health by providing them with the appropriate care in the right setting, while reducing the wait for those seeking care for real medical emergencies, and dramatically reducing costs to our health care system.
Strategy	T3 provides services to patients who seek emergency department care for needs that are best addressed through preventive measures and by primary care providers. This program is a model for the kind of change being called for in various health care reform plans.
Baseline Information	A huge obstacle for healthcare providers, is the inappropriate use of the Emergency Department. This issue is not only problematic for the healthcare provider, but also for the patients who are not receiving the appropriate care in the appropriate place, at the appropriate time. Programs like T3 seek to connect people who frequently and inappropriately use the Emergency Department to the correct resources, including housing and mental health services.
Affiliate’s Contribution or Program Expense	\$120,000
Results	In 2011, the T3 program produced the following results: <ul style="list-style-type: none"> • T3 Foothills reached and exceeded the 10-person capacity with 14 total patients of them were from SAFH/SRMC (43% Medi-Cal). • 50% of them were connected with housing. • All of them were connected with insurance • Resulting in a ROI of approximately \$112,000.
Amendment to Community Benefit Plan	N/A

Preparing Our Community for Healthy Futures

Link to Community Needs Assessment	Capacity Building Initiative As part of the Sutter Health Sacramento Sierra Region’s commitment to advancing community benefit, we seek to build the capacity of existing community assets. To this end, Sutter Auburn Faith Hospital and Sutter Roseville Medical Center launched a capacity building initiative in 2009.
Program Description	The Capacity Building Initiative contributes resources to nonprofit organizations to increase their prospects for long-term stability.
Goals and Objectives	By providing resources to a committee selected nonprofit organization in Placer County, which amplifies the chosen organization’s ability to grow and strengthen operations, this supports Sutter Auburn Faith Hospital’s goal of decreasing healthcare delivery costs and increase the overall health of our region’s residents.
Strategy	Through a partnership with 3Fold Communications, Sutter links nonprofit grantees with training, communications and technical assistance so these service providers increase their capacity in five key areas: Board and Staff Development, Branding and Communication, Financial Management, Program Development, and Strategic Alliances.
Baseline Information	Even in the best of financial times, non-profits often found themselves in a challenging fundraising environment and short on resources. Now more than ever, especially during this prolonged period of economic downturn, non-profit organizations can greatly benefit from professional support and planning assistance. Through the capacity building initiative, selected non-profits are able to draw upon professional expertise and support for an entire year, in turn, strengthening their organization through diversifying resources and expanding visibility. As a result, not only does the chosen organization benefit, but the entire population supported by the organization and greater community benefit as well.
Affiliate’s Contribution or Program Expense	\$60,000
Results	In 2011, Sierra Family Services won the Capacity Building award. As a result, Sierra Family Services was able to: <ul style="list-style-type: none"> • To change the organization’s name to Sierra Mental Wellness Group. The name change came after a comprehensive analysis including focus group input, research and creative planning. The new name includes a sense of place (or geography), the benefits and attributes the organization provides and highlights the collaborative/team approach Sierra provides to its clients. • Develop and roll out a redesigned logo. This new logo need to be integrated through every point of contact with which a potential client would interact. To this end, Sierra repainted their office waiting room to match their new brand, and was presented with polo shirt (casual, yet professional) and lanyard concepts to integrate their staff with the brand. • Create an E-newsletter, complete with content and an editorial calendar) to offer more frequent and cost-effective information, and lead more visitors to the Sierra Mental Wellness Group’s website, which was also overhauled. • Re-engaged the Board of Directors, by helping the executive director and Board chair update the organizational bylaws and introduce the board

Results (continued)	<p>members to the concepts of fundraising and speaking in the community on behalf of the organization in an entirely new way. With the updated bylaws, efforts are underway to adhere term limits for Board members and engage new members, since several board members have served for more than 10 years.</p> <ul style="list-style-type: none">• Overall, in 2011, Sierra reached its goal of 850 office visits, which was 7% increase agency wide.• Sierra saw a a 40% increase in general walk-in clients in 2011.• To continue this influx of clients in 2012 and to make the referral process easier for doctors and other clinical staff, 3fold created an electronic and printed Referral Toolkit for use by Sierra staff.
Amendment to Community Benefit Plan	N/A

Ensuring Access to Primary Care and Mental Health Services & Improving the Lives of Families and Children	
Link to Community Needs Assessment	Promotoras assist Sutter Auburn Faith Hospital staff to help bridge the cultural and linguistic gap between the health care provider and the patient.
Program Description	The Promotora program is the result of a partnership between Sutter Auburn Faith Hospital, Sutter Roseville Medical Center and the Latino Leadership Council. As the bridge between the hospital and the patients, Promotoras serve the dual role of advocating for the patient while at the same time ensuring that the patient fully understands and complies with the health care provider’s recommendations.
Goals and Objectives	Promotoras help bridge the cultural and linguistic gap between the health care provider and the patient. As the bridge, they serve the dual role of advocating for the patient while at the same time ensuring that the patient fully understands and complies with the health care provider’s recommendations. They ask the questions that the patients aren’t aware they should be asking or are culturally dissuaded from asking, since it is culturally inappropriate to question authority figures such as physicians or nurses. Promotoras help ensure that patients truly understand what is at stake and what is being asked of them, and can provide follow up services to help ensure that patients receive the resources they need.
Strategy	Sutter nurses and other medical staff are trained to provide Spanish speaking patients with information on the Promotora program, as well as provide referrals for patients who might benefit from making a connection of this nature. Promotoras are experts in the culture, language and community of Latino patients in that area as well as a connector to community resources and programs that can help patients continue their path to wellness. They also understand cultural nuances, particularly as they relate to health care. When a patient is in need of care, it is a time of crisis for them and those cultural nuances become very important. Promotoras are quickly becoming a much-needed resource and partner in our efforts to provide the best medical care possible to patients, as they help to extend a continuum of care beyond the four walls of the hospital.
Baseline Information	Promotoras assist with managing patient follow ups, connecting them to additional community resources and education, and addressing the family and home needs that may impact our patients’ health and overall wellbeing. They help patients feel more comfortable and connected by giving them someone with whom they can culturally and linguistically relate, which helps them to have better health outcomes. A level of trust is established that allows for patients to become more comfortably involved in their care.
Affiliate’s Contribution or Program Expense	\$30,000
Results	In 2011, the Promotoras program: <ul style="list-style-type: none"> • Provided health screenings for 126 people (blood pressure, BMI) in Auburn and Roseville • Of the 126 people, provided lab slips for 17 people who met pre-determined health indicators to get free lab work for further analysis • Of the 17 people, 8 have finished lab work and received the first of two free clinic visits. • contacted by SRMC Social workers for five patients and of the five assisted, three of them: <ol style="list-style-type: none"> i. Received insurance applications assistance ii. Help with payment iii. Making appointments with follow up doctors / clinic visits as doctors (<i>no offices had Spanish speaking staff</i>) • All patients indicated that the Promotora played a crucial role in helping them to access follow up care and understand and follow doctor instructions
Amendment to Community Benefit Plan	N/A

Preparing Our Community for Healthy Futures

Link to Community Needs Assessment	Sutter Center for Health Professions (SCHP) helps people of all ages enter a career in health care is an important part of what we do.
Program Description	The Sutter Center for Health Professions is a partnership between the Sutter Health Sacramento Sierra Region and the Los Rios Community College District that helps address the nursing shortage. Since August 2003, SCHP has been providing opportunities for a portion of students to complete nursing pre-requisite classes, or be accepted into the nursing program if the appropriate coursework has been successfully completed and other admission criteria is met.
Goals and Objectives	The SCHP reaches and recruits from at-risk communities and provides steady career opportunities to those who might not otherwise have access to health care career education.
Strategy	The Sutter Center for Health Professions (SCHP) is an 18-month accelerated nursing program that allows these new nurses to put their skills to use and immediately begin work as registered nurses in the greater Sacramento area community.
Baseline Information	Through strategic programming, the Sutter Health Sacramento Sierra Region offers opportunities for people to explore in health care related careers, which is critically important as we work to grow capacity and fill the workforce gaps in the healthcare industry.
Affiliate's Contribution or Program Expense	\$563,394
Results	The Sutter Center for Health Professions has graduated a total of 447 RNs to support hospitals in Northern California since the first graduating class in 2005. SCHP admits 55 to 110 students annually.
Amendment to Community Benefit Plan	N/A

Improving the Lives of Families and Children	
Link to Community Needs Assessment	Health Teacher was originally developed in 1999 by health educators and health professionals with the goal of providing a comprehensive online resource that would make it easy to teach good health habits to children.
Program Description	Today HealthTeacher is used in all 50 states and 14 foreign countries. In Placer County, a dedicated SHSSR staff member works with various schools throughout the Placer School Districts to share this curriculum with school nurses, physical education teachers, classroom teachers, community organizers and parents. We partnered with Health Teacher tpo provide this free of charge to all Placer county schools, K-12.
Goals and Objectives	The goal of Health Teacher curriculum is to increase the health literacy of all teachers; enable teachers to overcome constraints that limit health education in the classroom; provide the knowledge, skills and tools that increase the health literacy of all students and engage parents and other key community stakeholders to reinforce healthy behaviors among children.
Strategy	By spreading the lessons of Health Teacher to as many schools and school districts as possible, it is believed that we can drastically improve childhood health. By implementing smart nutrition, health and exercise lessons early, we can stop bad habits before they start and ensure that the children in Placer County stay healthy.
Baseline Information	Given the dire state of our school budgets, many schools find themselves without a dedicated school nurse and/or physical education teacher. Due to unfortunate budget cuts, many key programs and athletic programs focusing on nutrition, health education and physical activity have been carved out of curriculum, due to layoffs. This is why it is critical for school age children to have a health education resource like Health Teacher.
Affiliate's Contribution or Program Expense	\$65,000
Results	In 2011 Health Teacher produced the following statistics: <ul style="list-style-type: none"> • 209 teachers are currently using Health Teacher • 68 schools/entities are signed on to using Health Teacher • 72% of the Placer county schools have signed the Letter of Intent to use Health Teacher.
Amendment to Community Benefit Plan	N/A

II. 2011 Community Benefit Values

Sutter Health affiliates and many other health care systems around the country voluntarily subscribe to a common definition of community benefit developed by the Catholic Health Association. Community benefits are programs or activities that provide treatment and/or promote health and healing as a response to community needs.

The community benefit value for Sutter Roseville Medical Center is calculated in two categories: **Benefits for the Poor and Underserved** and **Benefits for the Broader Community**. Below are definitions for each community benefit activity:

Benefits to the Poor and Underserved

- **Traditional Charity Care** – Free or discounted health care services provided to the uninsured and underinsured populations.
- **Unreimbursed Cost to Medi-Cal** – The “shortfall” created when the facility receives payment below the costs of treating public beneficiaries.

Benefits for the Broader Community

- **Non-Billed Services** – Activities with no individual patient bill, therefore no deduction from revenue is shown in the traditional statement of revenues and expenses.
- **Cash Donations and In-Kind Donations** – Dollars and other items such as staff time and supplies donated by a facility to a community-based program or agency.
- **Education & Research** – All community, patient, and medical education such as community lectures, nursing student rotations and physician/clinician training.

Community Benefit Summary 2011

Sutter Health Sacramento Sierra Region

<u>Benefits for the Poor and Underserved</u>	<u>Community Benefit</u>
Traditional Charity Care	\$47,022,564
Unreimbursed costs of public programs	
Medi-Cal	\$84,718,403
Other public programs	29,008,433
Other Benefits for the Poor and Underserved	\$5,913,057
Total Quantifiable Benefits for the Poor and Underserved	\$166,662,457

<u>Benefits for the Broader Community</u>	<u>Community Benefit</u>
Non-Billed Services	\$1,889,324
Cash and In-Kind Donations	\$1,468,618
Education & Research	\$4,602,056
Other Community Benefits	\$185,720
Total Quantifiable Benefits for the Broader Community	\$8,145,718

The financial information above reflects the community benefit values for Sutter Health Sacramento Sierra Region. This includes the total benefits for the poor and underserved and broader community for the following hospitals:

- Sutter Roseville Medical Center
- Sutter Amador Hospital
- Sutter Medical Center, Sacramento
- Sutter Davis Hospital
- Sutter Auburn Faith Hospital
- Sutter Solano Medical Center

For further detail regarding the community benefit values for Sutter Roseville Medical Center specifically, please contact Kelly Brenk at (916) 541-0519 or brenkkm@sutterhealth.org.

III. 2011 List of Community Partners

At times, Sutter Roseville Medical Center community benefit efforts may involve investing in partnerships that fundamentally improve community health. In doing so, we acknowledge that our role goes beyond providing care or a service to supporting those organizations that have shown measurable impact in meeting an identified community need.

We are proud to support the following community organizations as we work collaboratively to help create healthier communities.

City of Roseville
Lighthouse Counseling and Family Resource Center
Latino Leadership Council
Kids First
Seniors First
PEACE for Families Placer County
Placer Collaborative Network
Placer Community Foundation
The Gathering Inn