

2022

# Community Engagement Report



# Forty-five years of caring for – and about – the community

*“Life’s most persistent and urgent question is, ‘What are you doing for others?’ ”*

Martin Luther King Jr.

If the past few years have taught us anything, it’s that caring counts. In many ways, Fallon Health was created 45 years ago to do just that: to care for – and about – the community. And, as demonstrated by the organization’s robust and comprehensive community engagement activities, 2022 was no exception.

Motivated by a new mission statement and fueled by the same deep commitment that’s at the heart of its existence, Fallon Health continued its efforts to support the communities it serves in a variety of ways:

- **Community Impact Grants**
- **Mini-Grants**
- **Corporate Sponsorships**
- **Employee engagement**

## FALLON HEALTH MISSION – VISION - VALUES

### Mission Statement:

Improving health and inspiring hope.

### Vision Statement:

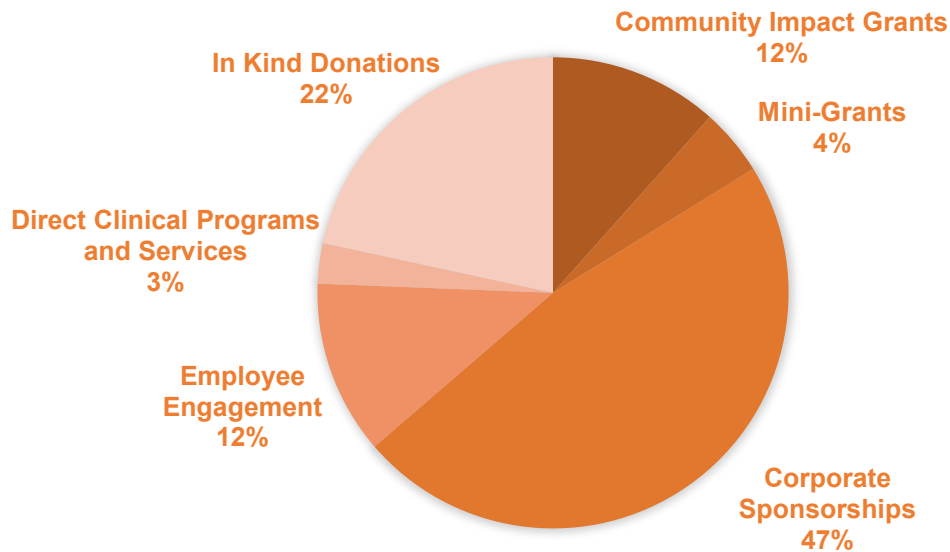
To be the leader in providing exceptional coordinated care and coverage that meets the unique, diverse, and changing needs of our members.

### Values:

Empathy • Partnership •  
Inclusivity • Commitment •  
Creativity

## Our Impact

### 2022 COMMUNITY ENGAGEMENT KEY ACTIVITIES AND INVESTMENTS



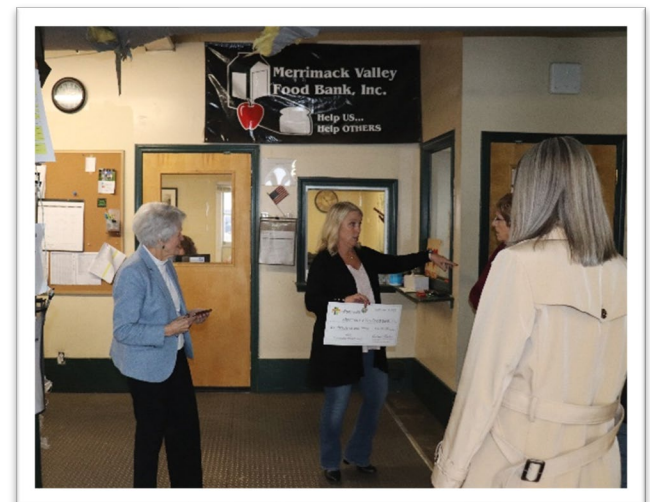
*"Throughout my 25 years with Fallon Health, the organization's commitment to caring has never wavered. In fact, I believe it has grown stronger each and every year. Our 2022 community engagement activities – totaling nearly \$1.3 million – provided mission-critical support to dozens of local organizations who also care deeply about their communities. I am proud of how this organization and its more than 1,200 employees continues to respond to the needs of the diverse communities we serve."*

Richard Burke, President and CEO, Fallon Health



## Community Impact Grants and Mini-Grants

Developed in accordance with the Massachusetts Attorney General's Community Benefits Guidelines, Fallon Health's **Community Impact Grants and Mini-Grants** programs award grants to not-for-profit organizations and agencies to support programs available in the communities within Fallon Health's service area that are aligned with one or both of our funding priorities. Priority is given to programs that are working to address health care inequities, reduce barriers and improve health outcomes.



*"The work we do to fight hunger is important to our mission, but we can't do it alone. We appreciate the generous support of community partners like Fallon Health. The Community Impact Grant they awarded us will go a long way to support meal preparation operations for three of our food insecurity programs which have seen increased need in the last few years."*

Paul Mina, President and CEO, United Way of Tr-County

In 2022, Fallon Health awarded a total of \$150,000 in **Community Impact Grants** to the following organizations:

## FUNDING PRIORITIES

### Food insecurity:

Programs that help to address food insecurity for all individuals impacted by this issue, particularly for the most underserved and underrepresented communities.

### Health initiatives for older adults:

Programs that support older adults in their homes and communities by providing access to care, or resources to address safety issues, isolation, or access to food and utilities.

- Boston Area Gleaners
- Boys and Girls Club of Worcester
- Central Mass. Housing Alliance
- Community Harvest Project
- Elder Services of the Berkshires
- Food Link, Inc.
- Friendly House
- Growing Places
- Lovin' Spoonfuls
- Merrimack Valley Foodbank
- Saint Paul's Elder Outreach
- Southeast Asian Coalition
- United Way of Tri-County



In 2022, the following organizations received a **Mini-Grant** from Fallon Health:

- Berkshire South Regional Community Center
- Boys & Girls Club of Brockton
- Boys & Girls Club of Lawrence
- Cheshire Pantry
- Citizens for Citizens
- Citizens Inn, Inc.
- Clear Path for Veterans New England
- Coastline Elderly Services
- El Buen Samaritano Food Program
- Franklin County Community Meals Program, Inc.
- Ginny's Helping Hand, Inc.
- HOPEworldwide Framingham Food Pantry
- Hockomock Area YMCA/Milford Mobile Food Market
- Jeremiah's Inn
- Lincoln Street School, Worcester
- Lorraine's Soup Kitchen
- Mustard Seed Catholic Worker Community
- OneHolyoke CDC
- Open Sky Community Services, Inc.
- Our Bright Future, Inc.
- Pioneer Valley Power Packs
- South Congregational Church
- Southeast Asian Coalition
- Take and Eat, Inc.
- The Open Door/Cape Ann Food Pantry
- The Open Pantry of Greater Lowell
- Uxbridge Council on Aging
- Western Mass. Labor Action
- Yes We Care, Inc.
- YMCA Metro North

*"As food costs continue to climb, Fallon Health's Mini-Grant packs a big punch for seniors and families through The Open Door's Healthy Food for Seniors & Families in Essex County initiative that connects people to good food, advocates for people and the policies that serve them, and engages people in building equitable food access. Last year, Fallon Health helped The Open Door address food security as a social determinant of health and improve the lives and health of 8.5K people with 1.78M pounds of nutritious meals and groceries."*

Julie Hazen LaFontaine, President and CEO, The Open Door

*"Due to inflation, increases in the minimum wage, fuel costs, etc. the cost of operating our program has risen significantly over the past few years. The funding that Coastline received from Fallon Health provided an estimated 10,714 meals to elders within our community. On behalf of Coastline's Board of Directors and Advisory Council, we would like to graciously thank Fallon Health's very generous donation to our Elder Nutrition Program."*

Justin Lees, CEO, Coastline Elderly Services, Inc.



## Corporate Sponsorships

As a not-for-profit health care services organization, Fallon Health has a long-standing commitment to support other not-for-profit community and business partners that are closely aligned with our mission of improving health and inspiring hope.

Priority is given to corporate sponsorship requests from local organizations that:

- Are making a difference in the communities Fallon Health serves;
- Share Fallon Health's corporate goal to coordinate and deliver high-quality care and exceptional service;
- Or that provide opportunities to strengthen relationships with key stakeholders.

In 2022, Fallon Health provided a **Corporate Sponsorship** to the following organizations:

- Alzheimer's Association – MA/NH Chapter
- Asian American Service Association
- Associacao Cabo Verdiana de Brockton
- Be Like Brit Foundation
- Cambodian Mutual Assistance Association of Greater Lowell
- Care Central VNA and Hospice
- Catholic Charities of Worcester County
- CENTRO
- Christopher House
- Citizens Inn, Inc.
- City of Haverhill, Council on Aging and Senior Center
- City of Lynn, Senior Center
- City of New Bedford, Senior Center
- City of Worcester, Senior Center
- Coastline Elderly Services
- Community Access to the Arts
- Dartmouth Friends of the Elderly
- Discover Central Mass.
- Discovery Language Academy





- D'Youville Life & Wellness Community
- Edward M. Kennedy Community Health Center
- Elder Services of Berkshire County
- Family Health Center of Worcester
- Friends of the Marlborough Senior Center
- Girls, Inc. of Greater Lowell
- Greater Lawrence Family Health Center
- Greater New Bedford Community Health Center
- Hanover Theatre for the Performing Arts
- Health Law Advocates
- International Haitian Charismatic Society
- Latin American Business Organization

- Love Your Labels/Pride Worcester
- Lowell General Hospital
- Mass. Health Council
- Mass. Taxpayers Foundation
- Net of Compassion
- OneHolyoke CDC
- Open Sky Community Services, Inc.
- Reliant Foundation
- Ron Burton Training Village
- The Food Bank of Western Mass.
- The Shine Initiative
- Thrive Support and Advocacy, Inc.
- UMass Memorial-HealthAlliance Hospital
- United Way of Central Mass.
- Veterans Inc.
- Vox Church
- WICN Public Radio
- WooSox Foundation
- Worcester Art Museum
- Mechanics Hall, Worcester
- Worcester County Senior Athletic Association
- Worcester Hibernian Cultural Foundation
- Worcester Regional Chamber of Commerce
- Worcester Regional Research Bureau
- Worcester Tercentennial Celebration
- YMCA of Central Mass.
- YWCA of Central Mass.
- YWCA of Lowell





Fallon Health's **Corporate Sponsorships** in 2022 also included support for local institutions, such as the DCU Center and the Fallon Health Pavilion, the Worcester Railers and its Skate to Success program, and the Worcester Red Sox. As a Founding Partner of the Worcester Red Sox, Fallon Health sponsors the Strike Out Hunger campaign for which the organization donates \$50 (with a guaranteed season commitment of \$50,000) to the Worcester County Food Bank for every home game strikeout thrown by a WooSox pitcher.

## ECONOMIC IMPACT

Rental expense, real estate taxes, utilities, maintenance, and parking: \$5.6M (\$4.1M to City of Worcester)

Goods and services procured: \$285M to Massachusetts vendors

Total charitable giving: \$1.3M

Free community wellness programs and screenings: 566 offered/2,173 participants



# Employee Engagement

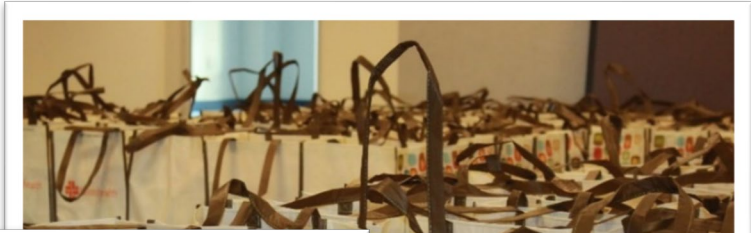
Fallon Health's employees at all levels are deeply engaged in supporting our community outreach efforts, donating thousands of hours to lend a helping hand. In the spirit of Fallon Health's mission, they sit on numerous boards and committees, they volunteer to build and stock food pantries in public schools, they donate time to promote health and wellness activities, and they rally around non-profit agencies and organizations that are working to address the community's greatest needs.

## TIME AND TALENT

In 2022, Fallon Health employees donated more than 12,300 volunteer hours at dozens of organizations. In addition to time employees spend volunteering locally, members of Fallon Health's leadership team serve on the boards and committees of many local organizations including Assumption University, Boys and Girls Club of Worcester, CASA Project of Worcester, Girl Scouts of Central and Western Mass., Mass. Taxpayers Foundation, Mechanics Hall, New England Council, Reliant Health Foundation, RFK Community Alliance, Worcester Economic Club, Worcester Regional Chamber of Commerce, Worcester Regional Research Bureau, and the YWCA of Central Massachusetts.



*Fallon Health employees helped restock the food pantry at the Boys and Girls Club of Worcester (at left); Through Fallon Health's annual Feed-A-Family program, hundreds of employees helped to provide holiday meals for 472 families across the Commonwealth (below).*





**Supporting the United Way of Central Massachusetts** has been a long-standing commitment for Fallon Health. In addition to its annual corporate donation, the organization each year runs a workplace campaign in which hundreds of employees participate. The annual United Way Day of Caring is a popular event. In 2022, teams of employees volunteered to support El Buen Samaritano and Elder Services of Worcester Area.



“ Early in my career I worked in a non-profit agency that received United Way monies and I know how valuable the support is both to the agency and the people that they serve.

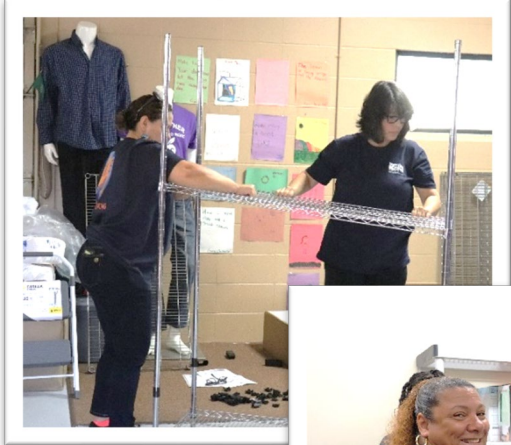
These agencies are our community gems and they need our fiscal support.

They work tirelessly to help make our family, neighbors, and our region be the best we can be. They provide growth, development, and opportunities to those that otherwise may not be served or financially qualified for the experiences.

— LYNN PATTERSON  
Fallon Health




**Why I Give**







# care.

It's what we believe in.

Care that carries the weight. That goes out of its way. That doesn't shy away from hard times, and that celebrates the good.

At Fallon Health, we believe in lending a hand when it's asked for—and sometimes when it isn't. To members. To partners. To the community. To each other. We believe in care that goes far beyond just health care. We believe in care that empowers people to live better.

Our priority—always—is making sure our members get the care they need and deserve. The solutions we create are built on this core value, and ensure that everyone, including those in the most difficult circumstances, are heard, understood and respected.

Improving health and inspiring hope is not just our mission statement. It's our culture. It's woven through everything we do, and how we do it. We go the extra step. We make the extra call. In every way, we provide care and coverage that goes further. Our values are what drive us, and we are guided by our desire to always do right by our team and all those we serve and support.

Fallon Health is a company that cares. It's what we believe in. It's who we are, and it's who we always have been.

