



Providing critical supplies to families in need.

Families with newborns and infants were among the populations hit hardest when the pandemic arrived. Due to supply shortages and financial constraints, many did not have the basic necessities to care for their children.

To address this, MedStar Franklin Square Medical Center applied for and received Baltimore County COVID-19 Emergency Response Funds to purchase diapers, baby wipes, ointment, and sanitary pads. Since the hospital was able to buy these supplies in bulk through relationships with existing vendors, it meant more supplies were available to help more families.

To ensure the supplies were distributed to as many eligible people as possible, MedStar Franklin Square connected with eight community partners who were able to get these critical items into the hands of families throughout Baltimore County.

By the end of November 2020, a total of 257 families had been served, with most receiving diapers, wipes, and ointment. Many families also expressed how helpful it was to be able to obtain supplies like diapers free-of-cost so they could spend their limited budgets on groceries, rent, or other necessities.

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Letter from the president.

As we continued to navigate through the pandemic in FY21, delivering the healthcare needs of the communities we serve remained our primary goal. We strive to be a community resource and positive force for good—a place where area residents can access the resources they need, when they need them. You'll read about two initiatives in this report that highlight some of the ways that we are supporting our community during this unprecedented time.

I want to thank our associates, physicians, volunteers, and our many community partners, who have made this all possible.

Stay safe,

Stuart M Levine, M.D., FACP

Senior Vice President,
MedStar Health

President,
MedStar Franklin Square Medical Center

Ensuring access to **essential resources.**



MedStar Franklin Square Medical Center has offered many programs and services in partnership with other organizations to assist area residents in dealing with the disparities they face. Through events like the hospital's popular ConnectFest!, an annual collaboration between Southeast Network services providers and several Baltimore County government agencies, MedStar Franklin Square has been able to help address their basic needs. So, when the pandemic hit and in-person activities had to be canceled, the hospital turned ConnectFest! into a virtual event.

Hosted by Baltimore County Public Library on Zoom, ConnectFest!20 featured presentations by various community and government organizations covering housing and utility resources, mental and behavioral health resources, food access resources, and health insurance and voting resources. A resource directory was also compiled featuring this information, which was given out at food distribution sites. This information and access to these resources was critical for area residents dealing with the challenges of COVID-19. In addition, \$5,000 was donated to supplement the food distribution in November for the holidays.

"We are grateful to our partners for helping us expand our reach into the community," says Tricia Isenock, RN regional director, Care Transformation. "There is only so much we could do alone. Working together, we were able to make a difference."

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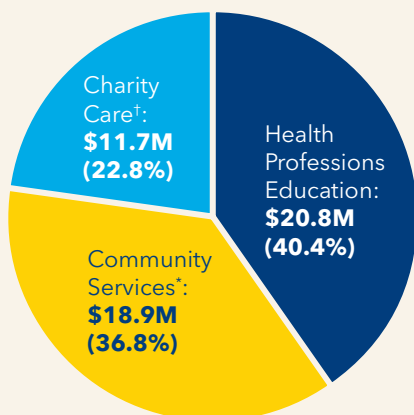
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2021 Community benefit contribution: **\$51.4M**

*Includes subsidies, community health improvement services, community building activities, financial contributions, and community benefit operations
†Includes Medicaid assessments

It's how we treat people.