

**COMMUNITY BENEFITS REPORTING FORM**

*Pursuant to RSA 7:32-c-1*

FOR FISCAL YEAR BEGINNING 07/01/2017

*to be filed with:*

Office of the Attorney General  
Charitable Trusts Unit  
33 Capitol Street, Concord, NH 03301-6397  
603-271-3591

**Section 1: ORGANIZATIONAL INFORMATION**

**Organization Name Cedarcrest, Inc./dba/Cedarcrest Center for Children with Disabilities**

**Street Address 91 Maple Avenue**

**City Keene**

**County 03 - Cheshire**

**State NH Zip Code 03431**

**Federal ID # 220441832**

**State Registration # 4149**

**Website Address: www.cedarcrest4kids.org**

Is the organization's community benefit plan on the organization's website? Yes

Has the organization filed its Community Benefits Plan Initial Filing Information form? Yes

**IF NO**, please complete and attach the Initial Filing Information Form.

**IF YES**, has any of the initial filing information changed since the date of submission?

No **IF YES**, please attach the updated information.

**Chief Executive:** Catherine A. Gray 358-3384 cgray@cedarcrest4kids.org

**Board Chair:** Glenn Galloway 352-2233

chesterfieldbaseball@gmail.com

**Community Benefits**

**Plan Contact:** Catherine A. Gray 358-3384 cgray@cedarcrest4kids.org

Is this report being filed on behalf of more than one health care charitable trust? No

**IF YES**, please complete a copy of this page for each individual organization included in this filing.

## **Section 2: MISSION & COMMUNITY SERVED**

Mission Statement: Cedarcrest Center enriches the lives of children with complex medical and developmental needs, supports their families, and collaborates with other community providers to build a continuum of care.

Has the Mission Statement been reaffirmed in the past year (*RSA 7:32e-1*)? Yes

Please describe the community served by the health care charitable trust. "Community" may be defined as a geographic service area and/or a population segment.

Service Area (Identify Towns or Region describing the trust's primary service area):  
All of New Hampshire

Service Population (Describe demographic or other characteristics if the trust primarily serves a population other than the general population):

Cedarcrest Center provides specialized medical care, special education, and physical, occupational, and speech therapy services for children with medical complexity and intellectual and developmental disabilities. The Center also offers specialty care for children with significant respiratory compromise. The only Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID) licensed in the state of New Hampshire, the Center is also certified by the Division of Children, Youth, and Families. Cedarcrest Center is New Hampshire's principal resource for post-acute medical care for children and the only licensed provider of such care for children younger than three years of age. Cedarcrest School is approved by the New Hampshire Department of Education as a special education provider for both day and residential students.

Cedarcrest Center has the capacity to serve 26 residents ranging from infants to young adults (age 21) including those who require ventilator support, IV therapy or other high-tech medical care. Increasing numbers of the children were born and survive with medical complexity, and all have a variety of high-risk medical conditions and multiple disabilities, including respiratory compromise, seizure disorders, neurological disorders, cerebral palsy, non-accidental traumatic brain injury and similar diagnoses. Some are in need of care as they transition from hospital toward home; others need specialty evaluations or post-operative care; and still others require long-term intensive nursing support. The Center continues to offer short-term stays for children who are being cared for at home, but whose families have need for an additional care option when there is an interruption in community-based supports or a need for respite support arises. During the past fiscal year Cedarcrest Center provided inpatient care for 40 different children (26 children for long term and 14 children for short term stays).

Cedarcrest School is approved for a total of 20 students. In addition to its program for residential students, Cedarcrest School offers day education services to students from surrounding communities who need a special education program with integrated therapy services and nursing support. Four students took advantage of this resource this past year. Five residential students go out to community school programs.

Cedarcrest Center strongly supports a number of clinical education programs. The Center is the host site for clinical rotations for nursing students at three colleges: River Valley Community College, Vermont Technical College, and Keene State College. Forty-eight (48) student nurses completed rotations last year.

To address current workforce shortage needs, the Center partners with LNA Health Careers and Langdon Place of Keene to offer on-site LNA training. In addition, the Center regularly hosts students in other Nurse Assistant training programs offered by other agencies to give them exposure to pediatric care. Center staff also provides CPR training for staff from other nursing facilities.

The Center periodically hosts students from area colleges who come to the Center for a variety of learning experiences; this past year included a number of observations by medical, therapy and special education students.

Cedarcrest Center administrators and clinical staff are active participants in many professional and community organizations, with staff members this past year also sharing their expertise in the areas of brain injury, adaptive recreation, physical therapy, transition planning, and not-for-profit development.

The Center continues to partner with other organizations to address identified needs for services, and is active around increasing care options for older teens with complex medical and developmental needs and expanding respite services for families of children with developmental disabilities or chronic health conditions, including those in need of high-tech support.

In response to another community need, Cedarcrest Center has continued to host child development clinics for Monadnock Region families in collaboration with Special Medical Services based in Manchester. We anticipate that these clinics will continue for the foreseeable future.

The Center continues to take a leadership role in the region around the impact the nationwide shortage of nursing professionals is having in the Monadnock region and around the state. The group is active in working with legislators and other agencies around potential changes that will help to improve the pool of healthcare providers in our region.

**Section 3: COMMUNITY NEEDS ASSESSMENT**

In what year was the last community needs assessment conducted to assist in determining the activities to be included in the community benefit plan?

2016 (Please attach a copy of the needs assessment if completed in the past year)

Was the assessment conducted in conjunction with other health care charitable trusts in your community? No

Based on the needs assessment and community engagement process, what are the priority needs and health concerns of your community?

	NEED (Please enter code # from attached list of community needs)
1	611
2	606
3	127
4	122
5	430
6	101
7	124
8	999
9	102

What other important health care needs or community characteristics were considered in the development of the current community benefits plan (e.g. essential needs or services not specifically identified in the community needs assessment)?

	NEED (Please enter code # from attached list of community needs)
A	600
B	101
C	602
D	123
E	522
F	531
G	601

Please provide additional description or comments on community needs including description of “other” needs (code 999) if applicable. *Attach additional pages if necessary:*  
Workforce shortages are having a great impact on the delivery of healthcare services.

**Section 4: COMMUNITY BENEFIT ACTIVITIES**

Identify the categories of Community Benefit activities provided in the preceding year and planned for the upcoming year (note: some categories may be blank). For each area where your organization has activities, report the past and/or projected unreimbursed costs for *all* community benefit activities in that category. For each category, also indicate the *primary* community needs that are addressed by these activities by referring to the applicable number or letter from the lists on the previous page (i.e. the listed needs may relate to only a subset of the total reported costs in some categories).

<i>A. Community Health Services</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Community Health Education</i>	2 A --	\$4,900.00	\$5,500.00
<i>Community-based Clinical Services</i>	-- -- --	\$0.00	\$0.00
<i>Health Care Support Services</i>	C 5 1	\$1,050.00	\$1,200.00
<i>Other:</i>	-- -- --		

<i>B. Health Professions Education</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Provision of Clinical Settings for Undergraduate Training</i>	5 4 --	\$32,445.00	\$45,000.00
<i>Intern/Residency Education</i>	2 -- --		\$2,000.00
<i>Scholarships/Funding for Health Professions Ed.</i>	9 -- --		\$2,000.00
<i>Other:</i> <i>LNA training &amp; tour, conf.s</i>	2 A --	\$3,180.00	\$5,000.00

<i>C. Subsidized Health Services</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Type of Service:</i>	-- -- --		
<i>Type of Service:</i>	-- -- --		
<i>Type of Service:</i>	-- -- --		
<i>Type of Service:</i>	-- -- --		
<i>Type of Service:</i>	-- -- --		

<b><i>D. Research</i></b>	<b><i>Community Need Addressed</i></b>	<b><i>Unreimbursed Costs (preceding year)</i></b>	<b><i>Unreimbursed Costs (projected)</i></b>
<i>Clinical Research</i>	G 2 --	\$500.00	\$500.00
<i>Community Health Research</i>	-- -- --		
<i>Other:</i>	-- -- --		

<b><i>E. Financial Contributions</i></b>	<b><i>Community Need Addressed</i></b>	<b><i>Unreimbursed Costs (preceding year)</i></b>	<b><i>Unreimbursed Costs (projected)</i></b>
<i>Cash Donations</i>	-- -- --		
<i>Grants</i>	-- -- --		
<i>In-Kind Assistance</i>	2 A --	\$18,155.00	\$18,000.00
<i>Resource Development Assistance</i>	-- -- --		

<b><i>F. Community Building Activities</i></b>	<b><i>Community Need Addressed</i></b>	<b><i>Unreimbursed Costs (preceding year)</i></b>	<b><i>Unreimbursed Costs (projected)</i></b>
<i>Physical Infrastructure Improvement</i>	-- -- --		
<i>Economic Development</i>	G 4 --	\$500.00	\$500.00
<i>Support Systems Enhancement</i>	B E F	\$5,070.00	\$7,500.00
<i>Environmental Improvements</i>	-- -- --		
<i>Leadership Development; Training for Community Members</i>	A F --	\$1,350.00	\$2,500.00
<i>Coalition Building</i>	3 2 1	\$11,920.00	\$15,000.00
<i>Community Health Advocacy</i>	2 3 4	\$1,560.00	\$2,500.00

<b><i>G. Community Benefit Operations</i></b>	<b><i>Community Need Addressed</i></b>	<b><i>Unreimbursed Costs (preceding year)</i></b>	<b><i>Unreimbursed Costs (projected)</i></b>
<i>Dedicated Staff Costs</i>	-- -- --	\$4,000.00	\$4,000.00
<i>Community Needs/Asset Assessment</i>	-- -- --		\$500.00
<i>Other Operations</i>	-- -- --		

<b><i>H. Charity Care</i></b>	<b><i>Community Need Addressed</i></b>	<b><i>Unreimbursed Costs (preceding year)</i></b>	<b><i>Unreimbursed Costs (projected)</i></b>
<i>Free &amp; Discounted Health Care Services</i>	-- -- --		

<b><i>I. Government-Sponsored Health Care</i></b>	<b><i>Community Need Addressed</i></b>	<b><i>Unreimbursed Costs (preceding year)</i></b>	<b><i>Unreimbursed Costs (projected)</i></b>
<i>Medicare Costs exceeding reimbursement</i>	-- -- --	\$0.00	\$0.00
<i>Medicaid Costs exceeding reimbursement</i>	-- -- --	\$40,340.00	60,000
<i>Other Publicly-funded health care costs exceeding reimbursement</i>	-- -- --		

**Section 5: SUMMARY FINANCIAL MEASURES**

<i>Financial Information for Most Recent Fiscal Year</i>	<i>Dollar Amount</i>
<i>Gross Receipts from Operations</i>	\$6,357,502.00
<i>Net Revenue from Patient Services</i>	\$6,355,254.00
<i>Total Operating Expenses</i>	\$6,414,704.00
<i>Net Medicare Revenue</i>	\$0.00
<i>Medicare Costs</i>	\$0.00
<i>Net Medicaid Revenue</i>	\$4,312,427.00
<i>Medicaid Costs</i>	\$4,352,767.00
<i>Unreimbursed Charity Care Expenses</i>	\$0.00
<i>Unreimbursed Expenses of Other Community Benefits</i>	\$0.00
<i>Total Unreimbursed Community Benefit Expenses</i>	\$0.00
<i>Leveraged Revenue for Community Benefit Activities</i>	\$0.00
<i>Total Community Benefits including Leveraged Revenue for Community Benefit Activities</i>	\$0.00



**Section 6: COMMUNITY ENGAGEMENT in the Community Benefits Process**

<i>List the Community Organizations, Local Government Officials and other Representatives of the Public consulted in the community benefits planning process. Indicate the role of each in the process.</i>	<i>Identification of Need</i>	<i>Prioritization of Need</i>	<i>Development of the Plan</i>	<i>Commented on Proposed Plan</i>
1) Parents, guardians and families	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2) Special Medical Services, DHHS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3) Division of Children, Youth and Families, DHHS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4) Office of Long Term Care, BEAS, DHHS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5) Pediatric Providers, Dartmouth-Hitchcock- Keene	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6) Monadnock Developmental Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7) Discharge Planners, Dartmouth-Hitchcock Medical Center	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8) Discharge Planners, NH's Hospital for Children, Elliot Hospital	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9) Pediatric Complex Care Association	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10) Monadnock Region Healthcare Workforce Group	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11) Medicaid Program, DHHS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12) New Hampshire Family Voices	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
13) River Valley Community College	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14) Keene State College	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15) Vermont Technical College	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16) School District Administrators	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
17) Cedarcrest Center Advisory Council	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
18) Cedarcrest Center Board of Trustees	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
19) Seven Hills Pediatric Center	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20) Specialty Physicians, Dartmouth-Hitchcock Medical Center	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21) MCOs: WellSense, NH Healthy Families	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22) Council for a Healthier Community	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23) Monadnock Area Interagency Team	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24) New Hampshire Health Care Association	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide a description of the methods used to solicit community input on community needs (attach additional pages if necessary): From mid-January to mid-February 2016, Cedarcrest Center conducted an online survey of needs of more than 375 families of children with complex medical needs statewide, as well as a survey of trends and observed needs among more than 240 medical, education and human services providers statewide who serve children with medical complexities. In addition, in the development of our 2017-2020 strategic plan this past spring, staff convened six listening sessions around the state: one each with providers at Dartmouth-Hitchcock Medical Center and Elliot Health System Pediatrics, and four others with parents, medical providers, human services and special education professionals, representatives of managed-care companies, Special Medical Services, DCYF, public officials, and policy-makers in the Offices of Long Term Care and Medicaid. Administrative staff also consulted with members of our Advisory Council and Board of Trustees, the NH Health Care Association and the Pediatric Complex Care Association.

**Section 7: CHARITY CARE COMPLIANCE**

Please characterize the charity care policies and procedures of your organization according to the following:	YES	NO	Not Applicable
The valuation of charity does not include any bad debt, receivables or revenue	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Written charity care policy available to the public	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Any individual can apply for charity care	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Any applicant will receive a prompt decision on eligibility and amount of charity care offered	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Notices of policy in lobbies	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Notice of policy in waiting rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Notice of policy in other public areas	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Notice given to recipients who are served in their home	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### **List of Potential Community Needs for Use on Section 3**

#### *100 - Access to Care; General*

- 101 - Access to Care; Financial Barriers
- 102 - Access to Care; Geographic Barriers
- 103 - Access to Care; Language/Cultural Barriers to Care
- 120 - Availability of Primary Care
- 121 - Availability of Dental/Oral Health Care
- 122 - Availability of Behavioral Health Care
- 123 - Availability of Other Medical Specialties
- 124 - Availability of Home Health Care
- 125 - Availability of Long Term Care or Assisted Living
- 126 - Availability of Physical/Occupational Therapy
- 127 - Availability of Other Health Professionals/Services
- 128 - Availability of Prescription Medications

#### *200 - Maternal & Child Health; General*

- 201 - Perinatal Care Access
- 202 - Infant Mortality
- 203 - Teen Pregnancy
- 204 - Access/Availability of Family Planning Services
- 206 - Infant & Child Nutrition
- 220 - School Health Services

#### *300 - Chronic Disease – Prevention and Care; General*

- 301 - Breast Cancer
- 302 - Cervical Cancer
- 303 - Colorectal Cancer
- 304 - Lung Cancer
- 305 - Prostate Cancer
- 319 - Other Cancer
- 320 - Hypertension/HBP
- 321 - Coronary Heart Disease
- 322 - Cerebrovascular Disease/Stroke
- 330 - Diabetes
- 340 - Asthma
- 341 - Chronic Obstructive Pulmonary Disease
- 350 - Access/Availability of Chronic Disease Screening Services

#### *360 - Infectious Disease – Prevention and Care; General*

- 361 - Immunization Rates
- 362 - STDs/HIV
- 363 - Influenza/Pneumonia
- 364 - Food borne disease
- 365 - Vector borne disease

*370 - Mental Health/Psychiatric Disorders – Prevention and Care; General*

- 371 - Suicide Prevention
- 372 - Child and adolescent mental health
- 372 - Alzheimer's/Dementia
- 373 - Depression
- 374 - Serious Mental Illness

*400 - Substance Use; Lifestyle Issues*

- 401 - Youth Alcohol Use
- 402 - Adult Alcohol Use
- 403 - Youth Drug Use
- 404 - Adult Drug Use
- 405 - Youth Tobacco Use
- 406 - Adult Tobacco Use
- 407 - Access/Availability of Alcohol/Drug Treatment

- 420 - Obesity
- 421 - Physical Activity
- 422 - Nutrition Education
- 430 - Family/Parent Support Services

*500 – Socioeconomic Issues; General*

- 501 - Aging Population
- 502 - Immigrants/Refugees
- 503 - Poverty
- 504 - Unemployment
- 505 - Homelessness
- 506 - Economic Development
- 507 - Educational Attainment
- 508 - High School Completion
- 509 - Housing Adequacy

*520 - Community Safety & Injury; General*

- 521 - Availability of Emergency Medical Services
- 522 - Local Emergency Readiness & Response
- 523 - Motor Vehicle-related Injury/Mortality
- 524 - Driving Under Influence
- 525 - Vandalism/Crime
- 526 - Domestic Abuse
- 527 - Child Abuse/Neglect
- 528 - Lead Poisoning
- 529 - Work-related injury
- 530 - Fall Injuries
- 531 - Brain Injury
- 532 - Other Unintentional Injury

533 - Air Quality  
534 - Water Quality

*600 - Community Supports; General*

601 - Transportation Services  
602 - Information & Referral Services  
603 - Senior Services  
604 - Prescription Assistance  
605 - Medical Interpretation  
606 - Services for Physical & Developmental Disabilities  
607 - Housing Assistance  
608 - Fuel Assistance  
609 - Food Assistance  
610 - Child Care Assistance  
611 - Respite Care

999 – Other Community Need