SOCIAL SERVICES

Care Beyond Medicine

Medical care treats illness. Social workers help families navigate everything else. They listen, advocate, and connect children and caregivers with the practical, emotional, and community resources that help healing take hold.



Lodging

Keeping families together during treatment



Transportation

Making every appointment possible

Food and Essentials

Easing the financial strain of a child's illness







Mental Health

Supporting families through fear, grief, and uncertainty

Advocacy and Guidance

Elevating family voices, strengthening communication with care teams, and helping navigate difficult decisions



Education

Keeping children connected to learning



Equipment and Supplies

Preparing families for life at home



Community Resources

Building support close to home

Looking Beyond the Diagnosis

Every family arrives with different needs. One may need a car seat before a newborn can safely leave the hospital; another may be struggling after missing weeks of work to care for a sick child. Social workers listen to each family's story, identify what could stand in the way of care, and tailor their response to what matters most.

From Stability to Possibility

Limited resources often require social workers to focus on families with the most urgent needs. A recent gift has stabilized social services across our hospital system, allowing teams to respond more consistently. These funds have also created breathing room to look beyond immediate demands and begin planning for the future.

Building the Future

With additional donor investment, we can:

- **Assess every referred patient,** not just those with the most urgent needs,
- **Reach thousands of additional families** with social services annually,
- **Expand housing opportunities,** ensuring timely support for those in need,
- **Strengthen community partnerships** that support families after they return home.

We meet families where they are. By understanding what matters most to them, we can help remove barriers to care and make an incredibly difficult experience just a little bit easier.

— Rosa Solorzano, LCSW, who, with Shabren Harvey-Smith, LCSW, manages social services at UCSF Benioff Children's Hospitals in San Francisco and Oakland