

Kaiser Foundation Hospital (KFH)-Panorama City/Antelope Valley

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I. Introduction and Background

A. About Kaiser Permanente

Founded in 1942 to serve employees of Kaiser Industries and opened to the public in 1945, Kaiser Permanente is recognized as one of America's leading health care providers and nonprofit health plans. We were created to meet the challenge of providing American workers with medical care during the Great Depression and World War II, when most people could not afford to go to a doctor. Since our beginnings, we have been committed to helping shape the future of health care. Among the innovations Kaiser Permanente has brought to U.S. health care are:

- Prepaid health plans, which spread the cost to make it more affordable
- A focus on preventing illness and disease as much as on caring for the sick
- An organized, coordinated system that puts as many services as possible under one roof—all connected by an electronic medical record

Kaiser Permanente is an integrated health care delivery system comprised of Kaiser Foundation Hospitals (KFH), Kaiser Foundation Health Plan (KFHP), and physicians in the Permanente Medical Groups. Today we serve approximately 12.2 million members in nine states and the District of Columbia. Our mission is to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve.

Care for our members and patients is focused on their Total Health and guided by their personal physicians, specialists, and team of caregivers. Our expert and caring medical teams are empowered and supported by industry-leading technology advances and tools for health promotion, disease prevention, state-of-the-art care delivery, and world-class chronic disease management. Kaiser Permanente is dedicated to care innovations, clinical research, health education, and the support of community health.

B. About Kaiser Permanente Community Health

For 75 years, Kaiser Permanente has been dedicated to providing high-quality, affordable health care services and to improving the health of our members and the communities we serve. We believe good health is a fundamental right shared by all and we recognize that good health extends beyond the doctor's office and the hospital. It begins with healthy environments: fresh fruits and vegetables in neighborhood stores, successful schools, clean air, accessible parks, and safe playgrounds. Good health for the entire community requires equity and social and economic well-being. These are the vital signs of healthy communities.

Better health outcomes begin where health starts, in our communities. Like our approach to medicine, our work in the community takes a prevention-focused, evidence-based approach. We go beyond traditional corporate philanthropy or grantmaking to pair financial resources with medical research, physician expertise, and clinical practices. Our community health strategy focuses on three areas:

- Ensuring health access by providing individuals served at Kaiser Permanente or by our safety net partners with integrated clinical and social services;
- Improving conditions for health and equity by engaging members, communities, and Kaiser Permanente’s workforce and assets; and
- Advancing the future of community health by innovating with technology and social solutions.

For many years, we’ve worked side-by-side with other organizations to address serious public health issues such as obesity, access to care, and violence. We’ve conducted Community Health Needs Assessments to better understand each community’s unique needs and resources. The CHNA process informs our community investments and helps us develop strategies aimed at making long-term, sustainable change—and it allows us to deepen the strong relationships we have with other organizations that are working to improve community health.

C. Purpose of the Report

Since 1996, Kaiser Foundation Hospitals (KFH) in Northern and Southern California have annually submitted to the Office of Statewide Health Planning and Development (OSHPD) a Consolidated Community Benefit Plan, commonly referred to as the SB 697 Report (for Senate Bill 697 which mandated its existence). This plan fulfills the 2020 year-end community benefit reporting regulations under California Health and Safety Code, Section 127340 et seq. The report provides detailed information and financial data on the Community Benefit programs, services, and activities provided by all KFH hospitals in California.

II. Overview and Description of Community Benefit Programs Provided

A. California Kaiser Foundation Hospitals Community Benefit Financial Contribution

In California, KFH owns and operates 36 hospitals: 21 community hospitals in Northern California and 15 in Southern California, all accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). KFH hospitals are located in Anaheim, Antioch, Baldwin Park, Downey, Fontana, Fremont, Fresno, Irvine, Los Angeles, Manteca, Modesto, Moreno Valley, Oakland, Ontario, Panorama City, Redwood City, Richmond, Riverside, Roseville, Sacramento, San Diego (2 Hospitals), San Francisco, San Jose, San Leandro, San Rafael, Santa Clara, Santa Rosa, South Bay, South Sacramento, South San Francisco, Vacaville, Vallejo, Walnut Creek, West Los Angeles, and Woodland Hills.

In 2020, Kaiser Foundation Hospitals in Northern and Southern California Regions provided a total of \$1,294,404,117 in Community Benefit for a diverse range of community projects, medical care services, research, and training for health and medical professionals. These programs and services are organized in alignment with SB697 regulations:

- Medical Care Services for Vulnerable Populations
- Other Benefits for Vulnerable Populations
- Benefits for the Broader Community
- Health, Research, Education and Training

A breakdown of financial contributions is provided in Tables A and B. Note that 'non-quantifiable benefits' will be highlighted in the Year end Results section of KFH Community Benefit Plan, where applicable.

Table A

KAISER FOUNDATION HOSPITALS IN CALIFORNIA

Community Benefits Provided in 2020 (Endnotes on following page.)

Medical Care Services for Vulnerable Populations	
Medi-Cal shortfall ¹	\$692,686,921
Charity care: Charitable Health Coverage Programs ²	\$292,212,296
Charity care: Medical Financial Assistance Program ³	\$94,951
Grants and donations for medical services ⁴	\$32,762,341
Subtotal	\$1,017,756,509
Other Benefits for Vulnerable Populations	
Watts Counseling and Learning Center ⁵	\$3,159,122
Educational Outreach Program	\$996,423
Youth Employment programs ⁶	\$692,228
Grants and donations for community-based programs ⁷	\$85,399,347
Community Benefit administration and operations ⁸	\$12,241,501
Subtotal	\$102,488,621
Benefits for the Broader Community⁹	
Community health education and promotion programs	\$1,091,019
Kaiser Permanente Educational Theatre	\$5,784,348
Facility, supplies, and equipment (In-kind)	\$3,609,800
Community Giving Campaign administrative expenses	\$681,817
Grants and donations for the broader community ¹⁰	\$6,607,309
National Board of Directors fund	\$742,769
Subtotal	\$18,517,062
Health Research, Education, and Training	
Graduate Medical Education	\$98,995,981
Non-MD provider education and training programs ¹¹	\$27,487,338
Grants and donations for the education of health care professionals ¹²	\$2,315,284
Health research	\$26,843,322
Subtotal	\$155,641,925
TOTAL COMMUNITY BENEFITS PROVIDED	\$1,294,404,117

TABLE A ENDNOTES

1. Amount includes hospital-specific, unreimbursed expenditures for Medi-Cal Managed Care members and Medi-Cal Fee-for-Service beneficiaries on a cost basis.
2. Amount includes hospital-specific, unreimbursed expenditures for Other Plan members and unreimbursed inpatient expenditures for Charitable Health Coverage on a cost basis.
3. Amount includes unreimbursed care provided at this facility to patients who qualify for the Medical Financial Assistance on a cost basis.
4. Figures reported in this section for grants and donations for medical services consist of charitable contributions to community clinics and other safety-net providers; community health partnerships and collaboratives; and special Request for Proposals to support specific health issues such as childhood obesity, asthma, etc. The amount reported reflects hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members.
5. Watts Counseling and Learning Center's service expenses are divided among three hospitals: KFH-Downey, KFH-South Bay, and KFH-West Los Angeles.
6. Figures reported in this section are hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the number of Youth Employment Programs participants hired.
7. Figures reported in this section for grants and donations for community-based programs consist of charitable contributions made to external nonprofit organizations for a variety of programs and services that address the nonmedical needs of vulnerable populations. The amount reflects hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members.
8. The amount reflects the costs related to providing a dedicated community benefit department and related operational expenses.
9. Figures reported in this section are hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members, or several related denominators such as the number of Educational Theatre performances or Health Education programs.
10. Figures reported in this section for grants and donations for the broader community consist of charitable contributions made to external nonprofit organizations to educate health care consumers in managing their own health and making informed decisions when obtaining services; and to develop, produce, or communicate health care-related public policy information for a variety of programs and services aimed at general well-being of the community. The amount reflects hospital-specific,

unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members.

11. Amount reflects the net expenditures after scholarships for health professional education and training programs.
12. Figures reported in this section for grants and donations for the education of health care professionals consist of charitable contributions made to external nonprofit organizations, colleges, and universities to support the training and education of students seeking to become health care professionals such as physicians, nurses, physical therapists, social workers, pharmacists, etc. The amount reflects hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members.

Table B

KAISER FOUNDATION HOSPITALS IN CALIFORNIA

Community Benefits Provided by Hospital Service Area in 2020

NORTHERN CALIFORNIA HOSPITALS		SOUTHERN CALIFORNIA HOSPITALS	
Antioch	\$32,884,734	Anaheim	\$38,125,925
Fremont	\$11,870,189	Baldwin Park	\$31,073,319
Fresno	\$17,121,944	Downey	\$46,435,644
Manteca	\$30,479,883	Fontana	\$70,060,474
Modesto	\$16,601,850	Irvine	\$16,259,901
Oakland	\$68,247,808	Los Angeles	\$61,151,477
Redwood City	\$45,313,562	Moreno Valley	\$13,907,228
Richmond	\$45,313,562	Ontario	\$19,946,787
Roseville	\$46,614,984	Panorama City	\$39,931,373
Sacramento	\$87,732,815	Riverside	\$36,807,300
San Francisco	\$37,776,000	San Diego (2 Hospitals)	\$60,564,848
San Jose	\$29,971,995	South Bay	\$34,209,359
San Leandro	\$40,190,288	West Los Angeles	\$41,447,010
San Rafael	\$18,618,231	Woodland Hills	\$24,655,944
Santa Clara	\$43,328,256		
Santa Rosa	\$34,940,812		
South Sacramento	\$71,905,940		
South San Francisco	\$14,140,089		
Vacaville	\$26,348,833		
Vallejo	\$44,781,858		
Walnut Creek	\$23,844,101		
Northern California Total	\$759,827,528	Southern California Total	\$534,576,588

D.

B. Medical Care Services for Vulnerable Populations

For the purpose of this plan, KFH has quantified the unreimbursed costs of medical services provided in its hospitals to the underinsured and uninsured through government programs funded at the federal and state levels as well as Kaiser Permanente's own charity care programs. Government-funded programs include Medi-Cal Managed Care, Medi-Cal Fee-For-Service, and Healthy Families Program. KFH provides charity care through its Charitable Health Coverage and Medical Financial Assistance programs. Services provided to prepaid Medicare, Major Risk Medical Insurance Program (MRMIP), and Access for Infants and Mothers (AIM) beneficiaries are not reported.

C. Other Benefits for Vulnerable Populations

Watts Counseling and Learning Center (SCAL)

Since 1967, the Watts Counseling and Learning Center (WCLC) has been a valuable community resource for low-income, inner-city families in South Central Los Angeles. WCLC provides mental health and counseling services, educational assistance to children with learning disabilities, and a state-licensed and nationally accredited preschool program. Kaiser Permanente Health Plan membership is not required to receive these services and all services are offered in both English and Spanish. This program primarily serves the KFH-Downey, KFH-South Bay and KFH-West LA communities.

Educational Outreach Program (SCAL)

Since 1992, Educational Outreach Program (EOP) has been empowering children and their families through several year-round educational, counseling, and social programs. EOP helps individuals develop crucial life-skills to pursue higher education, live a healthier lifestyle through physical activity and proper nutrition, overcome mental obstacles by participating in counseling, and instill confidence to advocate for the community. EOP primarily serves the KFH-Baldwin Park community.

Youth Employment Programs (NCAL and SCAL)

Youth workforce programs focus on providing underserved diverse students with meaningful employment experiences in the health care field. Educational sessions and motivational workshops introduce them to the possibility of pursuing a career in health care while enhancing job skills and work performance. These programs serve as a pipeline for the organization and community-at-large, enhancing the future diversity of the health care workforce.

D. Benefits for the Broader Community

Community Health Education and Health Promotion Programs (NCAL and SCAL)

Health Education provides evidence-based clinically effective programs, printed materials, and training sessions to empower participants to build healthier lifestyles. This program incorporates tested models of behavior change, individual/group engagement and motivational interviewing as a language to elicit behavior change. Many of the programs and resources are offered in partnership with community groups, community clinics, libraries, nonprofit organizations, cable television channels, and schools.

Kaiser Permanente Educational Theatre (NCAL and SCAL)

Since 1986, KPET has been using live theatre, music, comedy, and drama to inspire children, teens, and adults to make healthier choices and better decisions about their well-being. Its award-winning programs are as entertaining as they are educational and were developed with the advice of teachers, parents, students, health educators, medical professionals, and professional theatre artists. Professional actors who are also trained health educators deliver all performances and workshops. KPET programs share health information and develop individual and community knowledge about leading healthier lives. KPET is provided free of charge to schools and the general community. In addition to performances and classroom workshops, KPET supplies schools and organizations with supplementary educational materials - including workbooks, parent and teacher guides, and student wallet cards - to reinforce the messages presented in the programs.

E. Health Research, Education, and Training Programs

Graduate Medical Education (GME)

The mission of Kaiser Permanente GME is to recruit and prepare the physician workforce of the 21st century by optimizing the unique clinical and educational opportunities within our integrated model of care, which is now considered the gold standard for improving the entire U.S. health care system. Residents trained in our health care settings utilize technology to provide evidence-based, patient-centered care in a team-based model, employ population management strategies, and cultivate their skills in cultural sensitivity, effective communication and leadership. As part of their training, residents participate in rotations at school-based health centers, community clinics, and homeless shelters.

Non-MD Provider Education and Training Programs

Kaiser Permanente provides education, training, residences, internships, and/or scholarships and stipends for non-physician health care professionals in nursing, pharmacy, physical therapy, psychology, and radiology. This includes Northern California Region's Kaiser Permanente School of Allied Health Sciences, which offers 18-month training programs in sonography, nuclear medicine,

and radiation therapy and Southern California Region's Hippocrates Circle Program, which was designed to provide youth from under-represented communities and diverse backgrounds with an awareness of career opportunities as a physician.

Health Research

Kaiser Permanente conducts, publishes, and disseminates high-quality epidemiological and health services research to improve health and medical care throughout our communities. Our Division of Research (NCAL), Department of Research and Evaluation (SCAL), Kaiser Foundation Research Institute, and Nursing Research Programs deploy a wide range of research methods, including clinical research, health care services research, and epidemiological and translational studies on health care that are generalizable and broadly shared, helping build a knowledge base that improves health and health care services.

III. KFH-Panorama City and Antelope Valley Community Served

A. Kaiser Permanente’s definition of community served

Kaiser Permanente defines the community served by a hospital as those individuals residing within its hospital service area. A hospital service area includes all residents in a defined geographic area surrounding the hospital and does not exclude low-income or underserved populations.

B. Demographic profile of the community served

The following tables include race, ethnicity, and additional socioeconomic data for the KFH-Panorama City and Antelope Valley service area. Please note that "race" categories indicate "non-Hispanic" population percentage for Asian, Black, Native American/Alaska Native, Pacific Islander/Native Hawaiian, Some Other Race, Multiple Races, and White. "Hispanic/Latino" indicates total population percentage reporting as Hispanic/Latino. [Sources: ESRI, 2019; ACS 5-year estimates, 2013-2017]

Panorama City Service Area Demographics

Race/Ethnicity		Socioeconomic	
Total Population	1,264,155	Living in Poverty (<100% Federal Poverty Level)	15.19%
Asian/Pacific Islander	9.59%	Children in Poverty	20.0%
Black	3.50%	Unemployment	6.17%
Hispanic/Latino	52.34%	Uninsured Population	13.1%
Native American/Alaska Native	0.19%	Adults with No High School Diploma	20.6%
Some Other Race	0.26%		
Multiple Races	2.23%		
White	31.89%		

Antelope Valley Service Area Demographics

Race/Ethnicity		Socioeconomic	
Total Population	445,460	Living in Poverty (<100% Federal Poverty Level)	19.68%
Asian/Pacific Islander	4.33%	Children in Poverty	26.2%
Black	13.86%	Unemployment	7.55%
Hispanic/Latino	46.82%	Uninsured Population	9.9%
Native American/Alaska Native	0.39%	Adults with No High School Diploma	19.75%
Some Other Race	0.28%		
Multiple Races	2.99%		
White	31.33%		

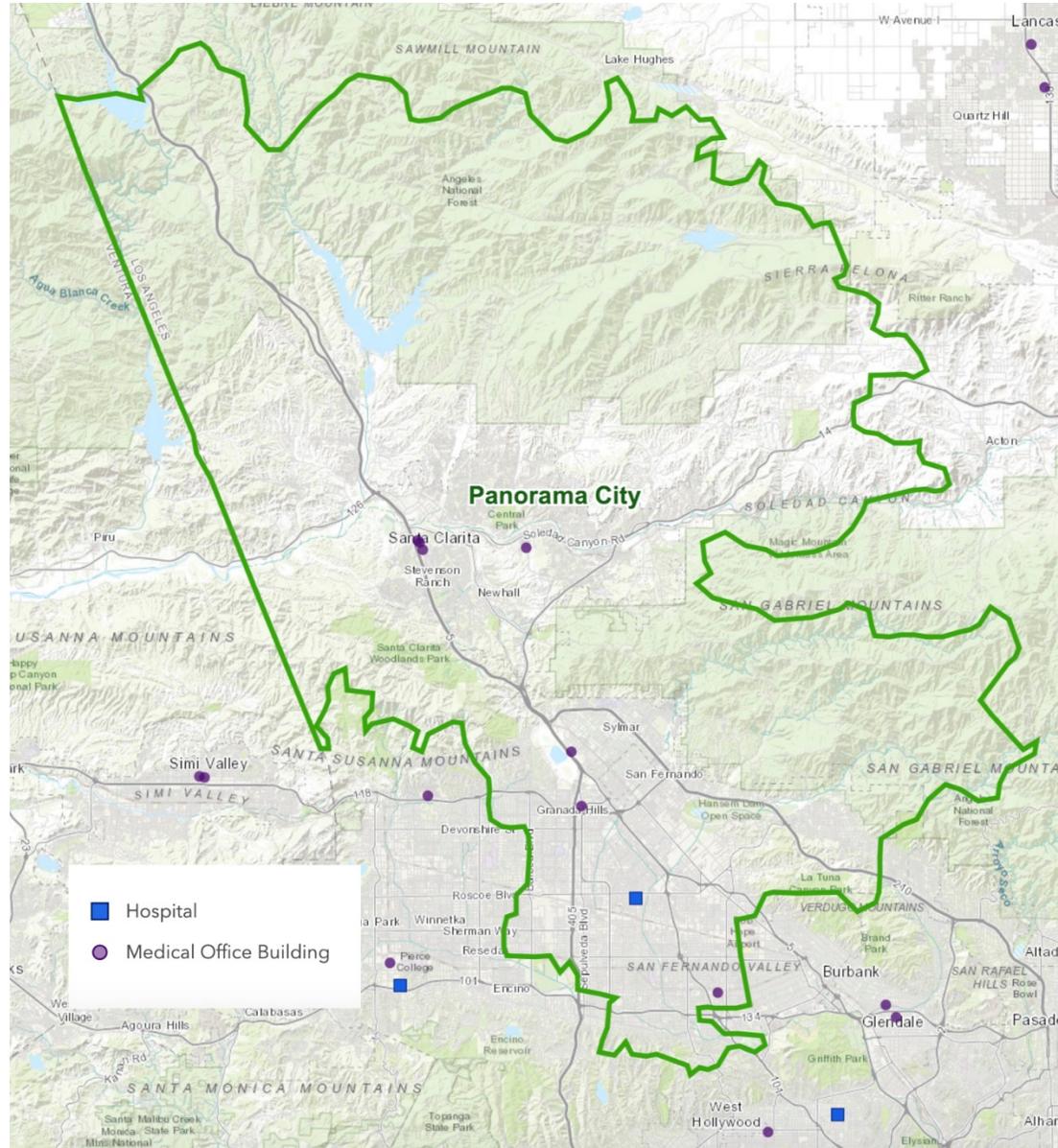
C. Map and description of community served

KFH-Panorama City Medical Center Service Area is part of an integrated delivery system that serves the communities of the East San Fernando Valley, Santa Clarita Valley, and Antelope Valley in addition to 4 zip codes in Kern County. For the purposes of this report, the KFH-Panorama City Medical Center Service Area distinguishes between the two sub-service areas of Panorama City Service Area and the Antelope Valley Service Area.

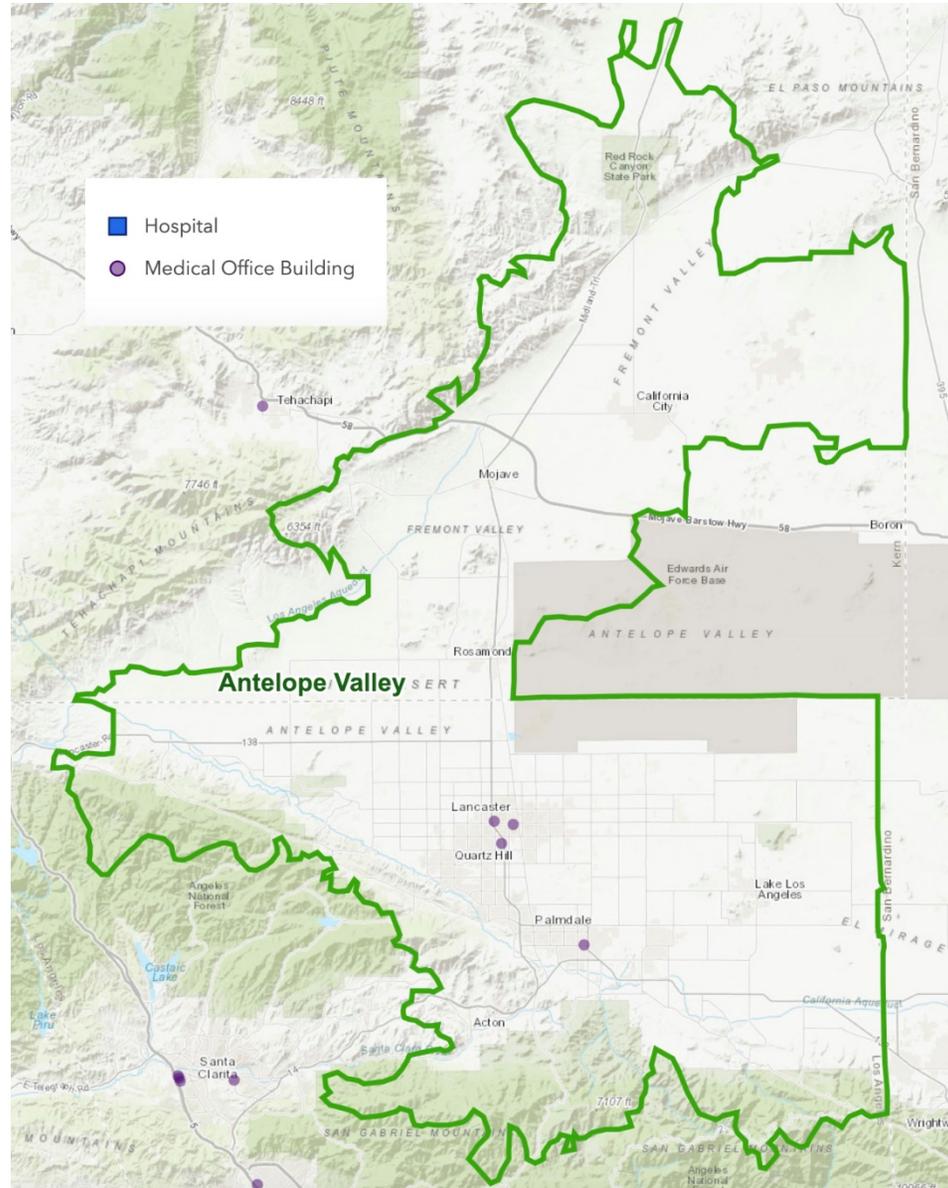
The Panorama City Service Area includes Agua Dulce, Arleta, Canyon Country, Castaic, Frazier Park, Granada Hills, Lake View Terrace, Mission Hills, Newhall, North Hills, North Hollywood, Pacoima, Panorama City, San Fernando, Santa Clarita, Saugus, Sherman Oaks, Stevenson Ranch, Sun Valley, Sunland, Sylmar, Tujunga, Universal City, Valencia, and Van Nuys.

The Antelope Valley Service Area includes Acton, California City, Elizabeth Lake, Hi Vista, Juniper Hills, Lake Hughes, Lake Los Angeles, Lancaster, Littlerock, Llano, Mojave, Palmdale, Pearblossom, Quartz Hill, Rosamond, and Valyermo.

KFH-Panorama City Service Area Map



Antelope Valley Service Area Map



IV. KFH-Panorama City and Antelope Valley Community Health Needs

The following are the health needs that KFH-Panorama City and Antelope Valley is addressing during the 2020-2022 Implementation Strategy Period. For information about the process and criteria used to select these health needs and the health needs that were not selected (and the rationale), please review the 2016 CHNA Report and 2020-2022 Implementation Strategy Report at: <http://www.kp.org/chna>.

A. Health Needs Addressed

Access to Health Care. Access to comprehensive quality health care is important for the achievement of health equity and for increasing the quality of life for everyone. Limited access to health care can dramatically impact people's health outcomes. Access to certain kinds of care, such as maternal and infant health care, can impact the health outcomes of certain demographics more than others. Additionally, access to preventative care and treatment, such as for the prevention and treatment of STDs and HIV, reduces the spread of disease in communities and improves the health status of those throughout the service area. Through the community engagement process, health insurance, transportation, childcare, and awareness of available resources were identified by community members as some of the many mechanisms that would enable people to access necessary care. This health need was selected so that the promising interventions and practices available in the service area would reach all of those in the community and increase health outcomes overall.

Economic Security. Economic insecurity exists in both the Panorama City and Antelope Valley service areas. The experience of economic insecurity impacts local health needs, including asthma, poor mental health, obesity, diabetes, stroke, and cancer. In the Antelope Valley service area for example, on average, 22% of the population lives below the poverty level, and some subgroups in the service area, such as Latinos, experience higher levels of poverty (24%) than others. Through the community engagement process revealed that social and economic conditions greatly impact service area residents' ability to maintain a healthful lifestyle and prevent and manage chronic health conditions. For example, economic challenges contribute to lower educational attainment, which impact health outcomes across the life course and keeps residents at low income levels. Many residents must commute multiple hours a day in order to make a livable wage and pay for high living costs. This prevents many residents from having the time to exercise and cook healthy meals at home. Focusing on economic opportunity as a health need helps to draw connections between socioeconomic status, health, and illness and provides opportunities to intervene in areas where low income would otherwise result in worse health outcomes.

Mental Health and Behavioral Health. Mental health is an important component of a person's overall health and well-being. In fact, mental health issues can result in a 61% reduction in life expectancy. In the Panorama City and Antelope Valley

service areas, 12% of residents report experiencing a mental health problem. Available data suggests White residents in the service areas are disproportionately impacted and die from suicide at nearly 70% above the service area average. In focus groups conducted during the community engagement process, community members emphasized the lack of available mental health services, especially for children in the Antelope Valley service area. Focusing on healing trauma and teaching coping skills is an important step for alleviating health issues that are exacerbated by stress. This health need was selected so that children, youth, adults, and older adults can have their mental and emotional health challenges alleviated and help build their resiliency.

Obesity/Diabetes/Healthy Eating Active Living. Access to supermarkets that carry affordable and healthful food options, safe outdoor recreational spaces, and preventative health care are important factors for preventing and managing chronic diseases like diabetes and obesity. Through the community engagement process, stakeholders emphasized that many Panorama City and Antelope Valley service area residents do not have access to these resources, especially those in minority communities, which contributes to higher rates of obesity. Challenges with food insecurity prevent community members from getting essential nutrients and instead encourage consumption of calorie dense foods that contribute to metabolic disorders. This is supported by the secondary data which indicates that Black and Latino residents in the Antelope Valley service area are disproportionately impacted, as they are obese at above average rates (31% and 12%, respectively) when compared to other ethnic and racial groups. In the Panorama City service area, Black and Latino residents are similarly impacted by obesity (39% and 25%, respectively). Addressing this health need by enhancing access to healthful foods and exercise is essential for preventing metabolic disorders and reducing multiple disease risk factors.

B. Health Needs Not Addressed

While all the health needs prioritized in the 2019 Community Health Needs Assessment process are important to address, the implementation strategy planning process requires KFH-Panorama City to conduct a selection process based on critical criteria including health need severity, magnitude, inequity, and the extent to which KFH-Panorama City is in a position to meaningfully address the need (see Section VII.A for a full description of selection criteria). Health needs that were not elevated across these critical criteria were not selected for the implementation strategy plan. Health needs not selected include: Heart Disease and Stroke, Maternal and Infant Health, and STDs/HIV/AIDS. These unselected health needs will be addressed through strategies for other selected health needs (such as access to care and food insecurity) that act as drivers for these health outcomes. See Section VIII for a full description of these strategies.

V. 2020 Year-End Results for KFH-Panorama City and Antelope Valley

The 2020 Year-End Results highlight a select set of activities and grant financial resources for addressing health needs. For a full description of strategies and activities to address health needs, please review the 2020-2022 Implementation Strategy Plan at <http://www.kp.org/chna>.

A. 2020 Community Benefit Financial Resources Provided by KFH-Panorama City and Antelope Valley

Total Community Benefit expenditures are reported as follows:

- Quantifiable Community Benefit such as facility use and in-kind donations are included if funded by KFH, provided in a KFH facility, or are part of a KFH Community Benefit Plan.
- Medical care services for vulnerable populations include unreimbursed inpatient costs for participation in Kaiser Permanente-subsidized and government-sponsored health care insurance programs.
- The unreimbursed portion of medical, nursing, and other health care professional education and training costs are included.

Resource allocations are reported, as follows:

- Financial expenditures are reported in exact amounts, if available, by hospital service area.
- If exact financial expenditure amounts were not available by hospital service area, then regional expenses were allocated proportionally on the basis of KFHP membership or other quantifiable data, such as the number of Kaiser Permanente Educational Theatre performances presented, or Summer Youth students employed within each hospital area's community at large.

Table C: KFH-Panorama City and Antelope Valley 2020 Year-End Community Benefit Expenditures

	2020
Medical Care Services for Vulnerable Populations	
Medi-Cal shortfall ¹	\$26,474,722
Charity care: Charitable Health Coverage Programs ²	\$8,790
Charity care: Medical Financial Assistance Program ³	\$7,375,968
Grants and donations for medical services ⁴	\$1,434,465
Subtotal	\$35,293,945
Other Benefits for Vulnerable Populations	
Grants and donations for community-based programs ⁷	\$1,584,941
Community Benefit administration and operations ⁸	\$438,966
Subtotal	\$2,023,907
Benefits for the Broader Community	
Community health education and promotion programs	\$99,444
Kaiser Permanente Educational Theatre ⁹	\$403,844
Community Giving Campaign administrative expenses	\$2,404
Grants and donations for the broader community ¹⁰	\$400,933
National board of directors fund	\$26,753
Subtotal	\$933,378
Health Research, Education and Training	
Non-MD provider education and training programs ¹¹	\$830,284
Grants and donations for health research, education, and training ¹²	\$202,721
Health research	\$647,138
Subtotal	\$1,680,143
Total Community Benefits Provided	\$39,931,373

TABLE C ENDNOTES

- ¹ Amount includes hospital-specific, unreimbursed expenditures for Medi-Cal Managed Care members and Medi-Cal Fee-for-Service beneficiaries on a cost basis.
- ² Amount includes hospital-specific, unreimbursed expenditures for Other Plan members and unreimbursed inpatient expenditures for Charitable Health Coverage on a cost basis.
- ³ Amount includes unreimbursed care provided at this facility to patients who qualify for the Medical Financial Assistance on a cost basis.
- ⁴ Figures reported in this section for grants and donations for medical services consist of charitable contributions to community clinics and other safety-net providers; community health partnerships and collaboratives; and special Request for Proposals to support specific health issues such as childhood obesity, asthma, etc. The amount reported reflects hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members.
- ⁵ Watts Counseling and Learning Center's service expenses are divided among three hospitals: KFH-Downey, KFH-South Bay, and KFH-West Los Angeles.
- ⁶ Figures reported in this section are hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the number of Summer Youth students hired.
- ⁷ Figures reported in this section for grants and donations for community-based programs consist of charitable contributions made to external nonprofit organizations for a variety of programs and services that address the nonmedical needs of vulnerable populations. The amount reflects hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members.
- ⁸ The amount reflects the costs related to providing a dedicated community benefit department and related operational expenses.
- ⁹ Figures reported in this section are hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members, or several related denominators such as the number of Educational Theatre performances or health education programs.
- ¹⁰ Figures reported in this section for grants and donations for the broader community consist of charitable contributions made to external nonprofit organizations to educate health care consumers in managing their own health and making informed decisions when obtaining services; and to develop, produce, or communicate health care-related public policy information for a variety of programs and services aimed at general well-being of the community. The amount reflects hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members.

- 11** Amount reflects the net expenditures for health professional education and training programs.
- 12** Figures reported in this section for grants and donations for the education of health care professionals consist of charitable contributions made to external nonprofit organizations, colleges, and universities to support the training and education of students seeking to become health care professionals. The amount reflects hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members.

B. 2020 Examples of KFH-Panorama City and Antelope Valley Activities Addressing Selected Health Needs

All Kaiser Foundation Hospitals (KFH) carefully consider the evidence-base when determining which goals, strategies, and related activities would be most effective in addressing priority health needs. It's anticipated that successful implementation of key activities (programs, grants, collaboration, and/or in-kind assets), tied to key goals and strategies, can contribute toward improving the priority health needs in the community. For information on the goals and strategies that were selected for each health need, please refer to the KFH-Panorama City Implementation Strategy Report, posted on the internet at <http://www.kp.org/chna>.

Mechanisms for monitoring progress are tailored to each activity and may include the collection and documentation of tracking measures such as number of grants made, number of dollars spent, number of people reached/served, and number and role of KFH volunteers. KFH also conduct evaluation of larger grant initiatives to understand both progress and outcomes. In addition to internal monitoring and evaluation, KFH requires grantees to propose, track, and report outcomes of the projects for which they have received funding.

The below tables provide highlights for a select number of programs, grants, collaboration and/or assets that aims to address the identified health needs for KFH-Panorama City and Antelope Valley. The examples provided below are illustrations and not an exhaustive list. Where appropriate, summative information is provided for programs that have been implemented in multiple years.

The total number and amount of paid grants to address a health need include those that are awarded to organizations providing programs serving the KFH-Panorama City and Antelope service area and may also serve other KFH service areas. Grant examples denoted with (~) provide services and/or programs in multiple Kaiser Foundation Hospital service areas. Grant examples denoted with (*) were distributed from the Kaiser Permanente Southern California Charitable Contribution Fund, a Donor Advised Fund (DAF) administered by the California Community Foundation; accordingly, grant amounts were not included in the community benefit totals for 2020 (Tables B and C). In addition to the below examples, which address specific health needs, Kaiser Permanente, Southern California implements additional community programs that address multiple health needs:

- Educational Theatre brings free, live theatrical programs to schools and communities. The programs are designed to inspire children, teens and adults to make healthier choices and informed decisions about their health by focusing on topics such as health reading and literacy, conflict management, healthy eating and active living, bullying, and sexually transmitted infections. All performances are delivered by professional actors who are also trained health educators.

- In 2020 Educational Theater provided 74 events in KFH-Panorama City communities, reaching 5,668 youth 623 adults across 20 locations.
- In 2020 Educational Theater provided 25 events in KP-Antelope Valley communities, reaching 1,662 attendees youth and 177 adults across 10 locations.

Need	Summary of impact	Examples of impactful efforts
Access to Care	<p>During 2020, Kaiser Permanente paid 10 grants, totaling \$109,333 addressing this priority health need in the Panorama City and Antelope Valley service areas. In addition, a portion of money managed by a donor advised fund at California Community Foundation was used to pay 13 grants, totaling \$329,651 that addresses this need.</p>	<p><u>Providing Affordable Healthcare</u> In 2020, KFH-Panorama City provided \$26,474,722 in medical care services to 52,586 Medi-Cal recipients (both health plan members and non-members) and \$7,375,968 in medical financial assistance (MFA) for 9,828 beneficiaries.</p> <p><u>Advocating for Health Centers to Improve the Health of Vulnerable Populations~*</u> California’s Primary Care Association (CPCA) provides education, training, and advocacy to their members community health centers to best serve their low-income, underserved, and diverse patients. In 2020, Kaiser Permanente paid \$300,000 (split among 15 service areas) to CPCA to:</p> <ul style="list-style-type: none"> • Provide a comprehensive training program of web-based and in-person sessions, statewide or regional convenings, and statewide conferences that respond to the needs of members. • Provide topic-specific individualized technical assistance as requested by members. • Host job-specific and topic-specific Peer Networks and augment Peer Network program, as appropriate, in response to member requests or emerging issues. • Educate policy makers and other key stakeholders about the unique and critical role that community health centers play in serving patients throughout the state as an integral part of an integrated health care delivery system.

Need	Summary of impact	Examples of impactful efforts
		<p>Supporting California’s Public Health Care System~</p> <p>The California Health Care Safety Net Institute (SNI) supports public healthcare systems by informing policy, providing measurement expertise, and accelerating learning. SNI serves the 21 public healthcare systems who are form the core of California’s safety net. In 2020, Kaiser Permanente paid \$300,000 (split among 15 service areas) to SNI to:</p> <ul style="list-style-type: none"> • Strengthen member public health care systems performance measurement capacity so they can measure and ultimately improve the care they provide. • Improve population health by strengthening member public health care systems performance in statewide population health programs. • Prepare member public health care systems for the next phase of delivery system transformation programs and requirements that will be part of the Medi-Cal waiver program and CalAIM program in 2021.

Need	Summary of impact	Examples of impactful efforts
		<p><u>Promoting Expansion of Quality Comprehensive Care for Los Angeles' Underserved Population~*</u></p> <p>The Community Clinic Association of Los Angeles County (CCALAC) advocates for expanding access to quality comprehensive health care for medically underserved people in Los Angeles County by strengthen their policy and quality improvement efforts, while incorporating social determinants of health frameworks. In 2020, Kaiser Permanente paid \$450,000 (split among 5 service areas) to CCALAC to:</p> <ul style="list-style-type: none"> • Deepen CCALAC's policy and advocacy education activities, particularly in the areas of health access, immigration, and health equity. • Raise awareness of the impact of key policy issues on clinics and the communities they serve. • Strengthen and expand quality improvement activities and build capacity across CCALAC's clinical services programs and peer networks (i.e. Clinical Advisory Group, Nursing and Clinical Support, Health Education, Quality Improvement, Behavioral Health, and Dental Roundtables). • Provide resources, training and technical assistance to clinic staff to increase knowledge of new strategies and programs that help address topics related to Health Equity.

Need	Summary of impact	Examples of impactful efforts
		<p><u>Supporting Maternal Education and Case Management for Mothers in the Antelope Valley Lacking Access to Services</u></p> <p>Bartz-Altadonna Community Health Center (BACHC) is an FQHC in the Antelope Valley providing patient-centered, high-quality, trauma-informed health and wellness care services to all, regardless of ability to pay. In 2020, Kaiser Permanente paid \$20,000 to BACHC to:</p> <ul style="list-style-type: none"> • Lead the Maternal Antelope Valley Engagement Network (MAVEN) programs supporting women of child-bearing age with utilizing the Parent-Child Care intervention, maternal education classes, as well as case management services • Providing birthing kits and bilirubin testing to those who do not currently have access. • Provide education and linkage to needed services to mothers in the Antelope Valley in order to reduce rates of perinatal mood and anxiety disorders, lack of access to prenatal care, and adverse birth outcomes. <p><u>Screening and Provision of Behavioral Health Services for Very Low-Income Patients in the San Fernando Valley</u></p> <p>Valley Community Healthcare (VCH) is an FQHC in the San Fernando Valley working to improve the health and wellbeing of the community by providing high-quality, comprehensive healthcare services, regardless of ability to pay. In 2020, Kaiser Permanente paid \$15,000 to VCH to:</p> <ul style="list-style-type: none"> • Link predominantly Latinx patients living in the San Fernando Valley experiencing high levels of anxiety and depression due to life stressors made more acute by the COVID-19 pandemic to culturally appropriate behavioral health services. • Offer expanded services via telemedicine to lessen patient distress and achieve better outcomes for patients.

Need	Summary of impact	Examples of impactful efforts
<p>Economic Opportunity</p>	<p>During 2020, Kaiser Permanente paid 12 grants, totaling \$188,007 addressing this priority health need in the Panorama City and Antelope Valley service areas. In addition, a portion of money managed by a donor advised fund at California Community Foundation was used to pay 3 grants, totaling \$912,454 that addresses this need.</p>	<p><u>Enhancing Safety Net Services in Southern California~*</u> Step Up on Second Street (SU) delivers compassionate support services to people experiencing serious mental health conditions and persons who are experiencing chronic homelessness. SU meets the complex needs of people experiencing homelessness in underserved areas of Los Angeles, Orange, San Bernardino and Riverside Counties at a time when the number of homeless is increasing. In 2020, Kaiser Permanente paid \$100,000 (split among 13 service areas) to SU as core support to:</p> <ul style="list-style-type: none"> • Sustain the organization through the unprecedented challenges of the COVID-19 pandemic. Kaiser Permanente's support helped SU with continuing to deliver on its mission to serve individuals experiencing mental health conditions and homelessness. <p><u>Supporting Permanent Housing Units for Homeless in California~*</u> Enterprise Community Partners (Enterprise) is a national nonprofit that creates opportunity for low- and moderate-income people through affordable housing. Enterprise partners with states to provide operating subsidies, wraparound services, and technical assistance for new state-acquired properties that house a range of formerly homeless populations, including families, veterans, and people living with HIV. In 2020, Kaiser Permanente paid \$12.5 million (split among 15 service areas) to Enterprise to:</p> <ul style="list-style-type: none"> • Support wraparound services and operations of up to 1,000 new housing units for homeless people. • Distribute at least 5 service and operating sub-grants to local public entities or homeless service providers. • Provide up to 20 individual housing projects around the state with technical assistance, resulting in plans to deploy creative, flexible service models to better serve the complex and varied needs of people transitioning out of homelessness.

Need	Summary of impact	Examples of impactful efforts
		<p data-bbox="867 233 1965 305"><u>Providing Temporary, Emergency Shelter, and Transition to Permanent Supportive Housing for the Homeless</u></p> <p data-bbox="867 313 1976 456">Hope of the Valley Rescue Mission prevents, reduces and eliminates poverty, hunger and homelessness by offering immediate assistance and long-term solutions. In 2020, Kaiser Permanente paid \$100,000 to Hope of the Valley Rescue Mission to:</p> <ul data-bbox="915 467 1961 695" style="list-style-type: none"> <li data-bbox="915 467 1961 574">• Provide ongoing basic needs and supportive wraparound services to chronically, economically, and circumstantially homeless men and women in the San Fernando Valley. <li data-bbox="915 583 1892 695">• Connect 320 participants to mental health and substance use treatment, employment services, retain permanent housing, and supportive services. <p data-bbox="867 727 1818 799"><u>Maintaining Quality Affordable Housing and Homeownership Opportunities While Providing Financial Education</u></p> <p data-bbox="867 807 1990 1182">Neighborhood Housing Services of Los Angeles County’s (NHS) mission is to serve as a catalyst for local residents, businesses and government representatives to work together to build stronger neighborhoods, improve the quality of life for low-to-moderate-income families and revitalize communities into neighborhoods of choice. NHS strengthens communities by developing and maintaining quality affordable housing, creating and preserving affordable homeownership opportunities, supporting local leaders, providing financial education and increasing the financial independence of families and people in need. In 2020, Kaiser Permanente paid \$20,000 to NHS to:</p> <ul data-bbox="915 1193 1971 1382" style="list-style-type: none"> <li data-bbox="915 1193 1971 1300">• Increase outreach to LMI communities providing monthly foreclosure prevention and mortgage assistance workshops and classes so clients are able to remain in their homes. <li data-bbox="915 1308 1934 1382">• Increase outreach to employer groups to increase attendees on the path to homeownership.

Need	Summary of impact	Examples of impactful efforts
		<p><u>Workforce Development Services For Re-Entry Clients</u> Center for Living & Learning’s (CLL) mission is to prepare individuals transitioning from rehabilitation, incarceration, welfare, and homelessness, for economic security through peer guided case management, workforce services and access to healthcare assistance. In 2020, Kaiser Permanente paid \$15,000 to CLL to:</p> <ul style="list-style-type: none"> • Provide disadvantaged/re-entry clients with assessment to receive comprehensive employment services training. • Have clients complete preparation services and be placed in employment or actively job searching with the job developer. • Offer case management services to all who enroll for employment services.
<p>Mental Health</p>	<p>During 2020, Kaiser Permanente paid 23 grants, totaling \$285,743 addressing this priority health need in the Panorama City and Antelope Valley service areas. In addition, a portion of money managed by a donor advised fund at California Community Foundation was used to pay 4 grants, totaling \$68,026 that addresses this need.</p>	<p><u>Advancing Mental Health Equity~</u> The California Pan Ethnic Health Network (CPEHN) promotes health equity by advocating for public policies and sufficient resources to address the health needs of communities of color. In 2020, Kaiser Permanente paid \$300,000 (split among 15 service areas) to CPEHN to improve and build the current mental health workforce to meet community health needs by:</p> <ul style="list-style-type: none"> • Providing training and technical assistance opportunities to build the capacity of 20 community partners, including the Behavioral Health Equity Collaborative, to advocate for a culturally competent mental health workforce. • Conducting policymaker education and advocacy to advance cultural competence among existing mental health workforce and expand opportunities for non-licensed professionals such as community health workers and navigators. • Developing and disseminating a minimum of two research briefs, fact sheets, and other communication tools to influence and inform policymakers on mental health equity and the need for a culturally competent workforce in California.

Need	Summary of impact	Examples of impactful efforts
		<p><u>Driving Mental Health Policy~</u></p> <p>The Steinberg Institute is dedicated to advancing public policy on mental health. The Steinberg Institute Workforce Project will partner with California legislators to develop a policy agenda focusing on the emerging, non-licensed, and licensed mental health workforce. In 2020, Kaiser Permanente paid \$300,000 (split among 15 service areas) to the Steinberg Institute to increase the prioritization and effectiveness of mental health services and policymaking in CA by:</p> <ul style="list-style-type: none"> • Engaging a minimum of 12 Southern Californian Legislators through the creation of a legislative behavioral health workforce workgroup to advance three pieces of legislation addressing the mental health workforce shortage. • Engaging Californians via a media strategy that will include the publication of articles (print, social media, blogs), radio and potential press conferences linked to key events including the Governor’s signature on a mental health workforce bill or other significant turn of events within the workforce arena. • Engaging the California Executive branch for the creation of a cross-governmental initiative made up of at least 3 state agencies and 12 public/private sector organizations.

Need	Summary of impact	Examples of impactful efforts
		<p><u>Developing a Child Behavioral Health Agenda~</u> Children Now educates policymakers, school district leaders, and other key stakeholders about best practices and policy solutions to address suspension and expulsion policies that disproportionately impact students of color, improve school climate, and increase students’ access to mental health services. In 2020, Kaiser Permanente paid \$300,000 (split among 15 service areas) to Children Now to:</p> <ul style="list-style-type: none"> • Engage at least 35 diverse stakeholders for input on a statewide policy agenda to improve access to behavioral health services through supporting and increasing the workforce. • Develop a child-centered policy agenda for behavioral health, which would include policies on workforce development. • Educate at least 120 policymakers on ways to improve or expand workforce programs to benefit children’s behavioral health. <hr/> <p><u>Supporting Resiliency in School Environments</u> Saugus Union School District seeks to foster resiliency of staff and students through a coalition of service providers who will develop understanding and practices that improve social emotion health and behavior for all. In 2020, Kaiser Permanente paid \$15,000 to Saugus Union School District to:</p> <ul style="list-style-type: none"> • Create trauma-sensitive schools so staff and students can lead healthy, successful lives, and thrive academically. • Increase students’ and staff’s sense of safety at school, decrease office discipline referrals and chronic absenteeism while increasing staff attendance and students’ scores in English Language Arts and Math.

Need	Summary of impact	Examples of impactful efforts
		<p><u>Providing Trauma-Informed Training Staff Working with At-Risk Youth</u></p> <p>New Directions for Youth (NDY) is dedicated to providing comprehensive programs and services to at-risk youth and their families. In 2020, Kaiser Permanente paid \$15,000 to NDY to:</p> <ul style="list-style-type: none"> • Increase NDY agency capacity, knowledge and infrastructure to serve victims of trauma by providing in-depth trauma informed training for staff and volunteers • Providing positive parenting and violence free home training to high-risk youth and families from low-income communities.
<p>Obesity/ Healthy Eating Active Living</p>	<p>During 2020, Kaiser Permanente paid 10 grants, totaling \$137,738 addressing this priority health need in the Panorama City and Antelope Valley service areas. In addition, a portion of money managed by a donor advised fund at California Community</p>	<p><u>Providing Food to Women, Infants and Children~*</u></p> <p>California WIC Association (CWA) works to ensure that all people in California have enough food to lead a healthy life. CWA is a public health organization that nourishes, educates, supports and empowers families in building a healthy future, particularly given the heightened food insecurity as a result of COVID-19. In 2020, Kaiser Permanente paid \$50,000 (split among 15 service areas) to CWA to:</p> <ul style="list-style-type: none"> • Support the 83 local agencies to be able to educate policymakers on the Women, Infant and Children (WIC) federal food program. • Increase access to WIC by sharing innovate practices that support increased enrollment.

Need	Summary of impact	Examples of impactful efforts
	<p>Foundation was used to pay 12 grants, totaling \$182,773 that addresses this need.</p>	<p><u>Fortifying California’s Nutrition Safety Net~*</u> California Association of Food Banks (CAFB) works to ensure that all people in California have enough food to lead a healthy life. CAFB represents the 42 food banks and 6,000 local partners working to achieve its vision of a well-nourished California, particularly given the heightened food insecurity as a result of COVID-19. In 2020, Kaiser Permanente paid \$100,000 (split among 15 service areas) to CAFB to:</p> <ul style="list-style-type: none"> • Distribute a minimum of 175 million pounds of fresh produce and proteins through the Farm to Family Program mode. • Increase CalFresh enrollment rate from 72% to 75% by end of 2021. <p><u>Medically Tailored Meals for Those with Life Threatening Illnesses</u> Project Angel Food provides free food and nutrition services to low-income individuals of all backgrounds and diagnoses throughout the Los Angeles County region. In 2020, Kaiser Permanente paid \$15,000 to Project Angel Food to:</p> <ul style="list-style-type: none"> • Prepare and deliver more than 150,000 medically tailored meals directly to the households of clients living with life-threatening illnesses. • Provide nutritional assessments for new clients enrolled in services while tracking the effectiveness of medically tailored meals on the recovery of critically ill clients.

Need	Summary of impact	Examples of impactful efforts
		<p><u>Addressing Food Insecurity During the COVID-19 Pandemic</u></p> <p>North Valley Caring Services (NVCS) empowers neighborhood residents to build a vision of their community's future and actively engage in solving local problems. It has become the largest single site food distribution center in the San Fernando Valley responding to local emergencies and tackling the root causes of poverty and health disparities. With the outbreak of the COVID-19 pandemic, NVCS has become an emergency responder, expanding services to meet the increased food security needs of the community. In 2020, Kaiser Permanente paid \$15,000 to NVCS to:</p> <ul style="list-style-type: none"> • Maintain a weekly food pantry and breakfast program to improve food access and nutritional health for the most vulnerable communities within North San Fernando Valley. • Deliver meals to food insecure individuals and families who are unable to travel to food pantry.