

Kaiser Foundation Hospital (KFH)-South Bay

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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	\$17,113,356	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

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, residencies, 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-South Bay 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

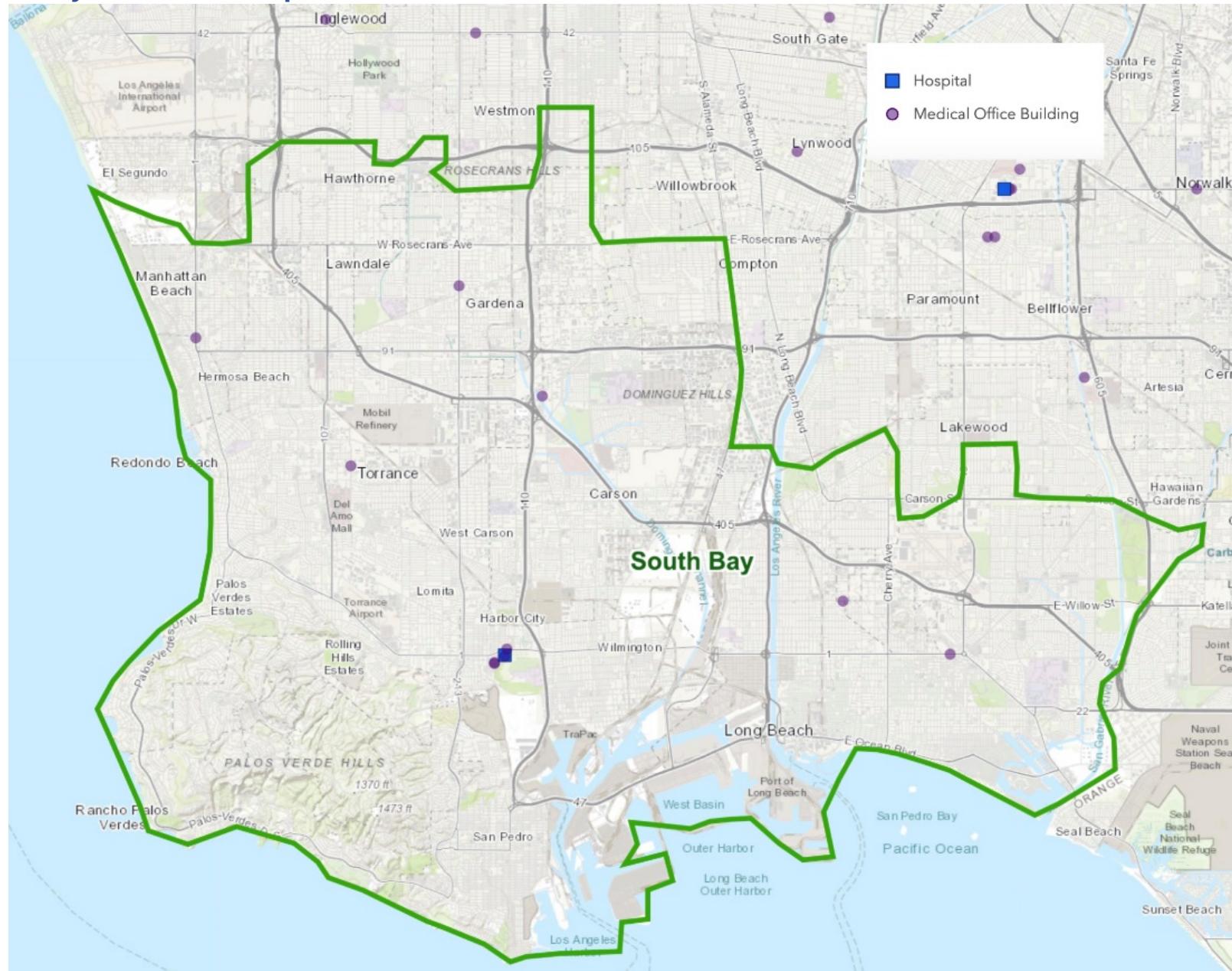
The following table includes race, ethnicity, and additional socioeconomic data for the KFH-South Bay service area. Please note that "race" categories indicate "non-Hispanic" population percentage for Asian, Black, Native American/Alaska Native, Pacific Islander/Native Hawaiian, Some Other Race, Multiple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

Race/Ethnicity	Socioeconomic	
Total Population	Living in Poverty (<100% Federal Poverty Level)	14.32%
Asian/Pacific Islander	Children in Poverty	19.4%
Black	Unemployment	5.63%
Hispanic/Latino	Uninsured Population	11.2%
Native American/Alaska Native	Adults with No High School Diploma	15.81%
Some Other Race		
Multiple Races		
White		

C. Map and Description of Community Served

The KFH-South Bay service area includes (formerly KFH-Harbor City) service area includes: Carson, Catalina Island, Compton, El Segundo, Gardena, Harbor City/Harbor Gateway, Hawthorne, Hermosa Beach, Lawndale, Lomita, Long Beach, Manhattan Beach, Palos Verdes Peninsula, Rancho Palos Verdes, Redondo Beach, San Pedro, Signal Hill, Torrance, Willowbrook, and Wilmington.

KFH-South Bay Service Area Map



IV. KFH-South Bay Community Health Needs

The following are the health needs that KFH-South Bay 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 Care. Access to health care greatly impacts one's physical, mental, and social health and overall quality of life. This issue of access is comprised of many factors, including but not limited to affordability, treatment by health care professionals, ability to navigate the system, and availability of services. Indicators such as rates of uninsured and utilization of various types of care help to gauge accessibility of health care within communities. In the KFH-South Bay service area, low-income and Hispanic/Latino residents are more likely to be uninsured. Community input sessions shed light on challenges people from marginalized groups face when accessing health care in the KFH-South Bay service area including experiencing judgement and discrimination in health care settings and being fearful of sharing information given the current political climate around immigration. Access to care was selected to be addressed in the Implementation Strategy because secondary data and community engagement revealed that it is a priority health need and KFH-South Bay has existing resources, partnerships, and potential opportunities to address this need.

Economic Security. Economic security encompasses education and employment, food, and housing needs. Education and employment are interrelated and together impact one's socioeconomic status. A growing body of evidence demonstrates the advantages afforded those with more education and better employment, such as more resources to support healthy habits, reduced stress, stronger social and psychological skills, and larger social networks. Conversely, individuals with less education and employment are more likely to have less access to food, health care, and other community resources. They also have fewer choices when it comes to their environment, often not being able to choose safer neighborhoods or neighborhoods with less exposure to environmental toxins. Using high school graduation rates as an indicator, Hispanic/Latino and Native American/Alaska Native residents in KFH-South Bay disproportionately experience higher rates of no high school diploma, as compared to White residents (38% and 42% vs. 4%, respectively). These findings were underscored by themes from community input sessions, which highlighted racial bias in the academic environment.

Food is an integral part of one's health. Low income communities struggle with having enough to eat as well as accessing healthy food options. Research has shown that individuals experiencing food insecurity have increased risk for obesity and higher rates of chronic disease. In the KFH-South Bay service area, people living in poverty, African Americans, Hispanics/Latinos, and seniors experience higher rates of food insecurity. During community input sessions, participants

highlighted barriers to accessing nutritious food. For example, benefits programs (e.g., Cal Fresh and WIC) are a big help, but can be challenging to navigate and are not available to everyone. In addition, social stigma and shame prevent people from accessing benefits and services.

The cost of housing continues to be a large financial burden particularly for low income families. In Los Angeles County, it has been estimated that renters need to earn \$46.15/hour to afford the median monthly rent. This is more than 4 times local minimum wage. Low income renters can spend up to 71% of their income on rent, leaving little left for health care bills, food, and transportation. The current demand for affordable housing exceeds existing inventory, with a gap of 500,000 homes. The KFH-South Bay service area has more than 4,000 homeless individuals, 80% of which are unsheltered. African Americans are disproportionately impacted by homelessness. They make up 34% of the homeless population in South Bay and only 10% of the overall population. During community engagement sessions with local service providers, they talked about factors that play a role in homelessness including low wages and increased cost of living, lack of treatment and support for people with mental illness, and resident opposition to housing development in many communities.

Economic security (education and employment, food, and housing) is a social predictor that greatly impacts one's ability to lead a health life and if not addressed in the Implementation Strategy can exacerbate existing poor health outcomes in the community.

Mental Health. Poor mental health is a leading cause of disability in many developed countries, and greatly impact one's physical health. A growing body of evidence demonstrates a strong association between poor mental health and chronic conditions, such as cardiovascular disease, diabetes, asthma, and some cancers. Within the KFH-South Bay service area, residents experience four poor mental health days per month on average. Under-resourced communities within the KFH-South Bay service area experience higher rates of poor mental health. Community input session participants shared stories about the ways in which the stresses that come with poverty, especially violence at home, impact mental health. They also discussed difficulties faced when trying to access mental health services including a severe lack of providers and reluctance to address mental health issues because of the associated stigma. This health need was selected to be addressed in the Implementation Strategy because of the urgency of the need and the existing efforts already being conducted around this issue in the service area.

Structural Racism and Marginalization. Historic and present-day public and institutional policies and practices impact the places we live, learn, and work. However, such policies and practices have not provided everyone the necessary financial resources, investments, and opportunities to live a long healthy life, and have pushed many groups to the edge of society by not allowing them an active voice and place in it. This has resulted in significant health and economic disparities based on

categorization of race, ethnicity, gender, sexual identity, or mental capacity. In South Bay, there are many indicators of health disparities. African Americans, for example, experience higher rates of diabetes, high blood pressure, stroke, and infant deaths as compared to other racial/ethnic groups. Participants in community input sessions provided insights into how residents from marginalized groups experience these inequities including struggling to access care and being disproportionately impacted by upstream factors that affect health such as lack of employment, poor education, and violence in the community. This health need was selected to be addressed because of its deep overlap with and impact on all other health needs. In addition, KFH-South Bay has existing resources, partnerships, and potential opportunities to address this need.

B. Health Needs Not Addressed

The implementation strategy planning process requires KFH South Bay Medical Center to conduct a selection process based on critical criteria including health need severity, magnitude, inequity, and the extent to which KFH South Bay Medical Center is in a position to meaningfully address the need (see Section VII.A for a full description of selection criteria). KFH South Bay Medical Center has selected and intends to address all needs identified in the Community Health Needs Assessment. Given the alignment of strategies meant to address economic security, the following health needs will be addressed alongside each other: education and employment, food insecurity, and housing/homelessness. In addition, structural racism and marginalization will be addressed by incorporating an equity lens throughout planning, implementation, and execution of all of the selected strategies.

V. 2020 Year-End Results for KFH-South Bay

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-South Bay

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-South Bay 2020 Year-End Community Benefit Expenditures

	2020 Totals
Medical Care Services for Vulnerable Populations	
Medi-Cal shortfall ¹	\$20,296,917
Charity care: Charitable Health Coverage Programs ²	\$3,756
Charity care: Medical Financial Assistance Program ³	\$8,147,748
Grants and donations for medical services ⁴	\$993,582
Subtotal	\$29,442,003
Other Benefits for Vulnerable Populations	
Watts Counseling and Learning Center ⁵	\$1053,041
Grants and donations for community-based programs ⁷	\$1,415,394
Community Benefit administration and operations ⁸	\$350,954
Subtotal	\$2,819,389
Benefits for the Broader Community	
Community health education and promotion programs	\$61,996
Kaiser Permanente Educational Theatre ⁹	\$228,437
Community Giving Campaign administrative expenses	\$1,499
Grants and donations for the broader community ¹⁰	\$274,952
National board of directors fund	\$16,679
Subtotal	\$583,563
Health Research, Education and Training	
Graduate Medical Education	\$259,303
Non-MD provider education and training programs ¹¹	\$584,628
Grants and donations for health research, education, and training ¹²	\$117,030
Health research	\$403,444
Subtotal	\$1,364,405
Total Community Benefits Provided	\$34,209,359

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-South Bay 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-South Bay 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-South Bay. 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-South Bay 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 Kaiser Permanente, Southern California implements additional efforts that address multiple health needs:

- The Watts Counseling and Learning Center (WCLC) provides mental health and counseling services, educational assistance to children with learning disabilities, and a state-licensed and nationally accredited preschool program. In 2020, WCLC provided services to 891 individuals (predominantly of African American and Latino descent), reaching 189 children, 368 teens and young adults, and 334 adults.
- 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 26 events in the KFH-South Bay communities, reaching 4,096 youth and 197 adults across 15 locations.

Need	Summary of impact	Examples of impactful efforts
Access to Care	<p>During 2020, Kaiser Permanente paid 9 grants, totaling \$79,333 addressing this priority health need in the South Bay service area. 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>Providing Affordable Healthcare In 2020, KFH-South Bay provided \$20,296,917 in medical care services to 23,438 Medi-Cal recipients (both health plan members and non-members) and \$8,147,748 in medical financial assistance (MFA) for 7,326 beneficiaries.</p> <p>Advancing the Virtual Care Innovation Network~* The Tides Center, Center for Care Innovations transforms care for vulnerable individuals by inspiring, teaching and spreading innovation among the organization that serve them. This project will provide technical assistance and training, grant funding and build a learning community for Safety Net providers. In 2020, Kaiser Permanente paid \$820,156 (split among 13 service areas) to the Tides Center to:</p> <ul style="list-style-type: none">• Reach over 130 community health center organizations within span of 18-month initiative, including organizations in communities most impacted by COVID-19.• Catalyze access to high quality care by expanding and strengthening virtual care delivery for vulnerable populations, including the homeless support organizations that are serving people most impacted by COVID-19 to improve access and health.

Need	Summary of impact	Examples of impactful efforts
		<p>Promoting Expansion of Quality Comprehensive Care for Los Angeles' Underserved Population~*</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.
		<p>Providing General Operating Support</p> <p>Wilmington Community Clinic (WCC) provides quality, comprehensive health services to improve the health and well-being of all served, regardless of their ability to pay. In 2020, Kaiser Permanente paid \$12,500 General Operating Support, including:</p> <ul style="list-style-type: none">• Personal Protective Equipment, sanitation supplies and usage, flu and strep testing, and coronavirus testing kits.• Infection control training and workflow adjustments, such as parking lot triage by medical and dental assistants before clinical patient assessments inside of the clinic setting.

Need	Summary of impact	Examples of impactful efforts
		<p>Implementing Health Connect in Local Communities</p> <p>Robert F. Kennedy Institute of Community and Family Medicine (RFKI)'s mission is to improve the well-being of families in the South Bay/Harbor communities of Los Angeles County through linguistically and culturally competent high-quality, low-cost health, social, and human services. In 2020, Kaiser Permanente paid \$25,000 to:</p> <ul style="list-style-type: none"> • Implement Health Connect a program to inform local residents of available programs and benefits through Medi-Cal and Cal Fresh. • Provide eligibility and enrollment assistance for these programs. • Provide outreach and engagement for residents of Lomita, Harbor City, San Pedro, and Wilmington, a majority of who are monolingual Spanish-speaking individuals and families.
Economic Opportunity	<p>During 2020, Kaiser Permanente paid 24 grants, totaling \$1,020,881 addressing this priority health need in the South Bay service area. In addition, a portion of money managed by a donor advised fund at California Community Foundation was used to pay 4 grants, totaling \$945,788 that addresses this need.</p>	<p>Enhancing Safety Net Services in Southern California~*</p> <p>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.

Need	Summary of impact	Examples of impactful efforts
		<p><u>Supporting Permanent Housing Units for Homeless in California~*</u></p> <p>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:</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.
		<p><u>Supporting Career Pathways Project</u></p> <p>Goodwill Serving the People of Southern Los Angeles County (SOLAC) is one of 156 independent 501(c)(3) member organizations of Goodwill Industries, the largest nonprofit provider of workforce development programs in the country. It has an established a track record of success providing job training, employment placement and follow-up career development support to help individuals and families transition from poverty to economic self-sufficiency. In 2020, Kaiser Permanente paid \$50,000 to SOLAC to:</p> <ul style="list-style-type: none">• Build a skilled talent pipeline for employers and placement for our target population (re-entry, homeless, people with disabilities, unemployed military veterans, disconnected youth, and people with disabilities) into middle-wage, family sustaining jobs.• Connect employers with educational providers to create career pathways job training programs in advanced manufacturing, healthcare, and green jobs.

Need	Summary of impact	Examples of impactful efforts
		<p><u>Supporting Career and Job Placement Services for the South Bay</u></p> <p>South Bay Workforce Investment Board's (SBWIB) mission is to build a world-class workforce through strategic alliances with business, education, and community partners. In 2020, Kaiser Permanente paid \$75,000 to:</p> <ul style="list-style-type: none">• Partner with local employers, educators, government and community organizations to help develop a local, skilled workforce pipeline to meet the labor needs in the region.• Provide vocational training, on the job training, case management and other supportive services to individuals affected by layoffs and/or facing significant barriers to obtaining employment. <p><u>Providing General Operating Support</u></p> <p>The Foodbank of Southern California is an authorized distributor of highly nutritional USDA commodities to supplement the diets of low-income Americans, by providing them with emergency food and nutrition assistance at no cost. The Foodbank provides highly nutritional food to those in need and to ensure that no individual go hungry, not even for a single day. In 2020, Kaiser Permanente paid \$75,000 to:</p> <ul style="list-style-type: none">• Procure, transport, sanitize, repackage, store, and distribute large donations and bulk purchases of highly nutritional food to low-income and food-insecure households.• Ensure access to highly nutritional food for 2.25 million food-insecure people each month (approximately 50 million pounds of highly nutritional food, including over 20 million pounds of fresh produce).• Expand distribution services to new charitable organizations for the agency network, seek out areas of the community where there is limited access to highly nutritional food, and arrange for distribution.

Need	Summary of impact	Examples of impactful efforts
		<p><u>Improving Community Health in Southern California by Increasing Utilization of Wealth-Building Programs~</u></p> <p>Golden State Opportunity Foundation (GSO) aims to help low-income residents of Los Angeles, Riverside, and San Bernardino counties increase their financial stability and overall well-being through outreach campaigns to increase California Earned Income Tax Credit (CalEITC) uptake and a financial empowerment program. GSO is dedicated to ending poverty by providing all Californians with the tools to build financial security and thrive. In 2020, Kaiser Permanente paid \$80,000 (split among 8 service areas) to GSO to:</p> <ul style="list-style-type: none">• Build a network of Health Care Partners who can help reach priority populations, including families with children under six who are eligible for the Young Child Tax Credit, Individual Taxpayer Identification Number holders, and seniors.• Provide financial tools and resources through a monthly financial empowerment webinar series to help low-income families build financial security, reduce debt, and increase savings.

Need	Summary of impact	Examples of impactful efforts
Mental Health	<p>During 2020, Kaiser Permanente paid 18 grants, totaling \$196,929 addressing this priority health need in the South Bay service area. In addition, a portion of money managed by a donor advised fund at California Community Foundation was used to pay 3 grants, totaling \$44,276 that addresses this need.</p>	<p><u>Advancing Mental Health Equity~</u></p> <p>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>Developing a Child Behavioral Health Agenda~</u></p> <p>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.
		<p><u>Supporting Low-Income Counseling Program</u></p> <p>Jewish Family & Children's Service of Long Beach-West Orange County (JFCS) is an independent, non-sectarian nonprofit organization whose mission is to empower people to make positive changes through professional, affordable counseling, and support services. For over 62 years, JFCS has provided mental health care, social services and a safety net to clients who are economically disadvantaged, underserved and have nowhere else to turn. In 2020, Kaiser Permanente paid \$25,000 to JFCS to:</p> <ul style="list-style-type: none">• Support its Low-Income Counseling program for urgently needed mental health treatment, social services and protective services to those who are without adequate health insurance and/or have limited financial resources.

Need	Summary of impact	Examples of impactful efforts
		<p>Supporting Mental Health Services</p> <p>One in Long Beach, Inc. (AKA The LGBTQ Center Long Beach) advances equity for LGBTQ people through culturally-responsive advocacy, education, programs and services (e.g. HIV/STI testing and treatment, comprehensive domestic violence prevention/intervention, mental health services, legal and career counseling services) for more than 25,000 clients annually. In 2020, Kaiser Permanente paid \$10,500 to The LGBTQ Center Long Beach to:</p> <ul style="list-style-type: none">• Support ongoing group trainings to area mental health service providers and further implement teletherapy as a modality to deliver services in order to increase community capacity to deliver culturally affirming care to LGBTQ individuals, couples, and families and increase accessibility to LGBTQ affirming services.
		<p>Supporting Mobile Clinic Operations</p> <p>ROADS Foundation Inc. is a nonprofit founded in 2006 to provide enhanced support and assistance through specialized programs for individuals dealing with the symptoms and consequences of severe and persistent mental illness. In 2020, Kaiser Permanente paid \$25,000 to ROADS to:</p> <ul style="list-style-type: none">• Support its Mobile Clinic Operations to bring primary and mental health services to high-risk populations and aging patients who experience barriers to care.

Need	Summary of impact	Examples of impactful efforts
Structural Racism	During 2020, Kaiser Permanente paid 8 grants and cash donations, totaling \$262,500 addressing this priority health need in the South Bay service area.	<p>Supporting Sisters Mentally Mobilized-LA Engagement</p> <p>California Black Women's Health Project (CABWHP) is a statewide nonprofit organization dedicated to improving the health of California's Black women and girls through advocacy, education, policy, and outreach. CABWHP is committed to advocating for policies and practices that promote and improve physical, spiritual, mental, and emotional well-being. In 2020, Kaiser Permanente paid \$50,000 (split across 3 service areas) to support CABWHP programs:</p> <ul style="list-style-type: none">• Sistahs Aging with Grace & Elegance (SAGE) project offers a variety of culturally rich workshops for aging Black women and caregivers.• Sisters Mentally Mobilized-Advocate Training Program - a prevention/early intervention project designed to reduce mental illness severity, trains Black women in four California regions to be mental health advocates, and build community Sister Circles to mobilize in support of mental health awareness, access, and advocacy. <p>Supporting Black Maternal Health Center of Excellence</p> <p>Charles R. Drew University of Medicine and Science (CDU) is a private, non-profit, and student centered University that is committed to cultivating diverse health professional leaders who are dedicated to social justice and health equity for underserved populations through outstanding education, research, clinical service, and community engagement. In 2020, Kaiser Permanente paid \$50,000 (split across 2 service areas) to:</p> <ul style="list-style-type: none">• Support the launch of CDU's Black Maternal Health Center of Excellence, a community-driven project to pilot a community-based system of care that targets the persisting birthing disparities that disproportionately have impacted Black birthing women and their families.• Implement three components of: 1) Research and Training; 2) Programmatic; and 3) a Black-led community birth center.

Need	Summary of impact	Examples of impactful efforts
		<p><u>Providing Save Black Boys (SBB) Core Support</u></p> <p>Save Black Boys (SBB) is a Compton-based nonprofit born out of struggle in 2012 and the realization by the founder that Black boys did not have their own safe space, nor a place exclusively for them where they would be protected, supported and could learn, grow and thrive. Its goal is to break the homicide and recidivism rates for young, black males in the Compton and surrounding communities. In 2020, Kaiser Permanente paid \$50,000 (split across 2 service areas) to:</p> <ul style="list-style-type: none">• Support SBB programs with a proven track record of success to improve literacy, behavior modification and positive behavior support, gang prevention and intervention and mental health awareness and wellness. Programs include the College and Career Preparation, Bullying Awareness and Prevention, Sex Education, Driver's Education, Negativity Detox, Single Mother Awareness Readiness Training (SMART), Gang Intervention and Prevention, Community Service and our award winning Read 2 Ride Literacy program.