



MORENO VALLEY

KAISER FOUNDATION HOSPITAL SOUTHERN CALIFORNIA REGION



2020 COMMUNITY BENEFIT YEAR-END REPORT AND 2020-2022 COMMUNITY BENEFIT PLAN

Community

Submitted to the Office of Statewide Health Planning and Development in compliance with Senate Bill 697, California Health and Safety Code Section 127350.

Kaiser Foundation Hospital (KFH)-Moreno Valley/Coachella 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.
- 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, 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-Moreno Valley and Coachella 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 Community Served

The following tables include race, ethnicity, and additional socioeconomic data for the KFH-Moreno Valley and Coachella 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]

KFH-Moreno Valley Service Area Demographics

| Race/Ethnicity | | Socioeconomic | |
|-------------------------------|---------|---|--------|
| Total Population | 331,608 | Living in Poverty (<100% Federal Poverty Level) | 20.42% |
| Asian/Pacific Islander | 5.49% | Children in Poverty | 24.6% |
| Black | 13.70% | Unemployment | 8.59% |
| Hispanic/Latino | 60.84% | Uninsured Population | 15.3% |
| Native American/Alaska Native | 0.35% | Adults with No High School Diploma | 24.27% |
| Some Other Race | 0.17% | | |
| Multiple Races | 2.53% | | |
| White | 16.92% | | |

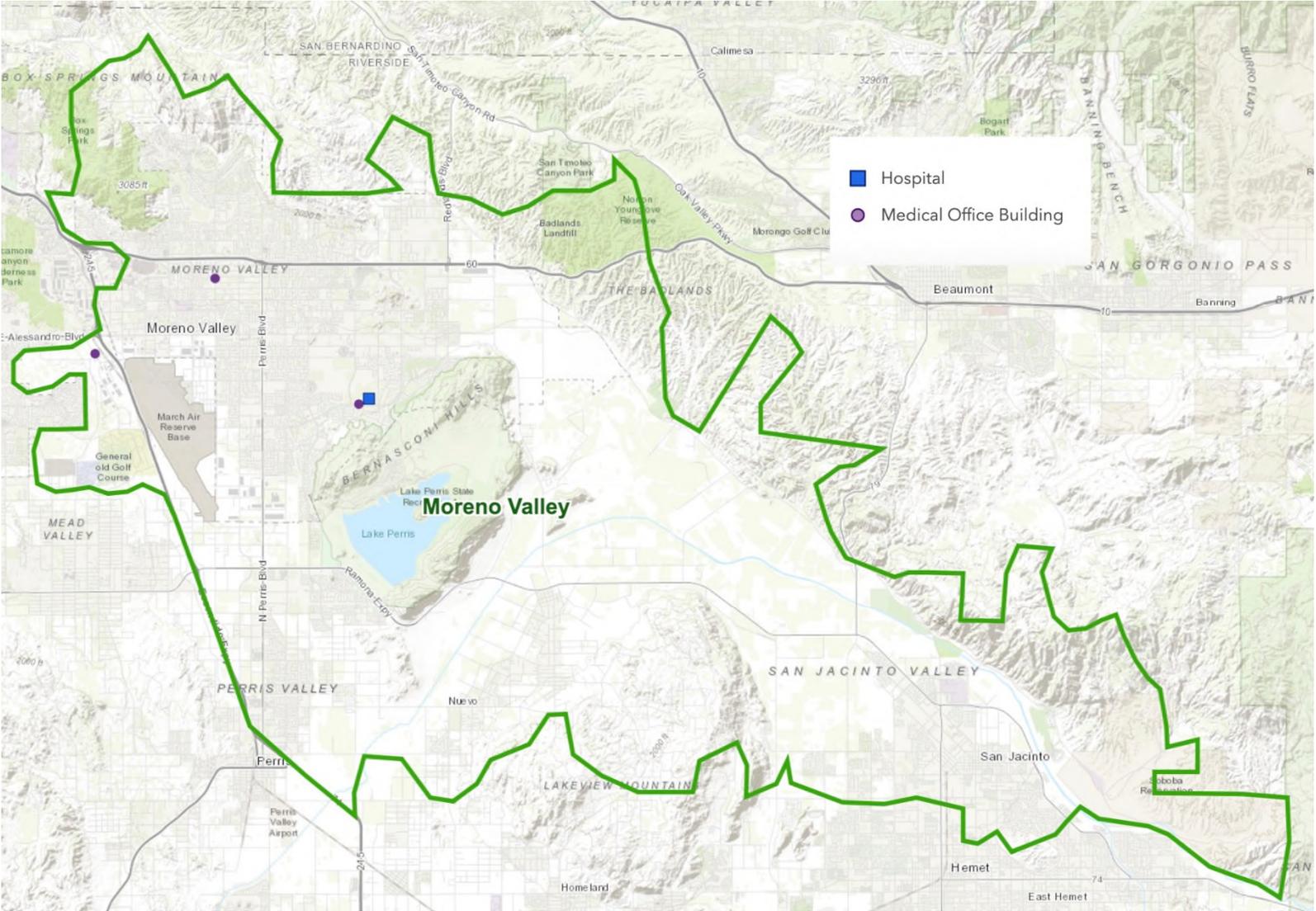
KFH-Coachella Valley Service Area Demographics

| Race/Ethnicity | | Socioeconomic | |
|-------------------------------|---------|---|--------|
| Total Population | 520,263 | Living in Poverty (<100% Federal Poverty Level) | 19.81% |
| Asian/Pacific Islander | 3.11% | Children in Poverty | 29.5% |
| Black | 2.66% | Unemployment | 7.48% |
| Hispanic/Latino | 49.88% | Uninsured Population | 13.9% |
| Native American/Alaska Native | 0.44% | Adults with No High School Diploma | 16.94% |
| Some Other Race | 0.12% | | |
| Multiple Races | 1.73% | | |
| White | 42.05% | | |

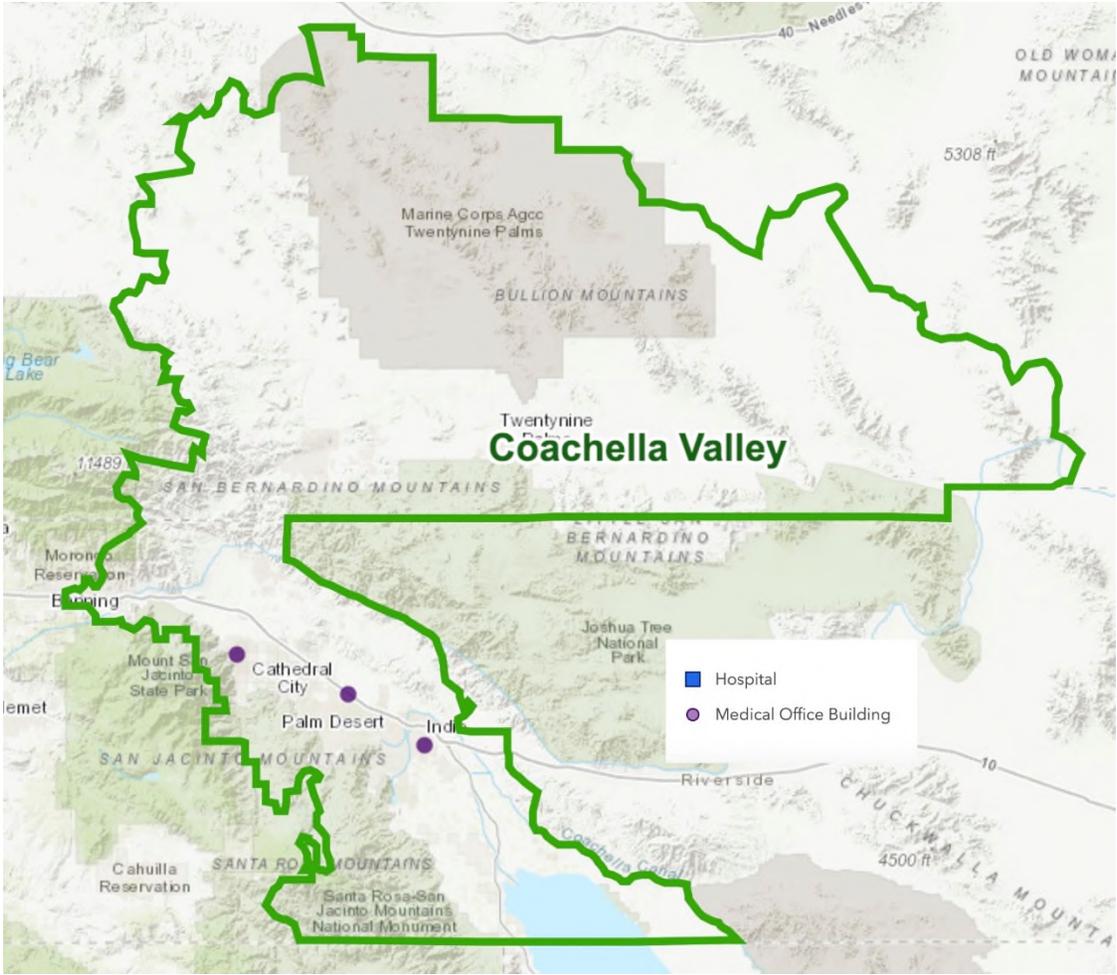
C. Map and Description of Community Served

The KFH-Moreno Valley and Coachella Valley service area includes Cabazon, Cathedral City, Coachella, Desert Hot Springs, Indian Wells, Indio, Joshua Tree, La Quinta,, March Air Reserve Base, Mecca, Moreno Valley, Morongo Valley, Nuevo, Palm Springs, Palm Desert, Perris, Rancho Mirage, Salton City, San Jacinto, Thermal, Thousand Palms, Twentynine Palms, Whitewater and Yucca Valley.

KFH-Moreno Valley Service Area Map



KFH-Coachella Valley Service Area Map



IV. KFH-Moreno Valley and Coachella Valley Community Health Needs

The following are the health needs that KFH-Moreno Valley and Coachella 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 rationale for health needs not selected, 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 adequate health care and mental health care are persistent issues in the service area. Roughly 18% of people are uninsured in Moreno Valley, as are 14% in the Coachella Valley. The uninsured rate is much higher for these regions than the state of California as a whole which is 12%. Of particular importance in Moreno Valley and Coachella Valley, are access to services available in the community (e.g., nonprofits, free resources, etc.). According to the Moreno Valley Chamber of Commerce, there are only 11 nonprofit organizations serving the community in this region-- a rather low number of organizations. There are more in the Coachella Valley, however the region is so large that it is still often difficult to access resources.

Access to care was selected as a priority area because it was deemed critical by the community, which was demonstrated in a survey we conducted asking the community to let us know which issues they deem most important. Additionally, access to care was selected because KFH-Moreno Valley and Coachella Valley finds health insurance coverage to be essential to improving the health of our community.

Behavioral Health (Mental Health and Substance Abuse): Mental health has recently been targeted as a high priority area by the local community, as well as much of the nation. Data shows that residents in the KFH-Moreno Valley and Coachella Valley service area report having 3.9 poor mental health days per month. In comparison, California residents report 3.7 poor mental health days per month. Moreover, the worst performing racial or ethnic subgroup for prevalence of poor mental health days fares 65% worse than average in Moreno Valley and 66% worse than average in the Coachella Valley service area.

Behavioral health was selected largely due to growing community concern about the issue of mental health. Community members are concerned about minimizing the negative consequences of poor mental health such as suicide and interpersonal violence. At the same time, fewer poor mental health days ultimately equates to a greater number of good mental health days—which is at the heart of individuals flourishing.

Economic Opportunity: Economic opportunities—such as education, jobs, affordable housing, and other opportunities to reduce poverty—are an upstream predictor of good health. Proper education, income, and access to gainful employment equate to better healthcare, and better quality of life. The concept of economic opportunity was consistently identified as a priority issue throughout community engagement. Data supports community input: the median household income for Moreno Valley is \$56,456, the median for the Coachella Valley is \$51,042—both of which are lower than the median income for the state of California of \$64,500.

Economic opportunity was selected as a priority area because it is a strong predictor of health. Poverty can affect education level, access to healthy foods, health behaviors, and long-term health outcomes. Interventions aimed at improving the predictors of health can result in better long-term outcomes.

Obesity/Diabetes/Stroke: Obesity has long been a priority in the community. Additionally, obesity is an upstream health issue that leads to deadly health ailments such as heart disease and diabetes. The obesity prevalence rate in the region is exceedingly high—approximately 31% of Moreno Valley residents and 25% of Coachella Valley residents are obese.

Obesity was selected as a priority area for several reasons. Foremost, obesity often leads to other health issues—so minimizing obesity could potentially reduce the prominence of a variety of health problems (e.g., diabetes, heart disease, some cancers, stroke, etc.). In addition, obesity affects a high proportion of the population, obesity has been a priority area for KFH-Moreno Valley and Coachella Valley for quite some time, and there remains work to be done for our community in this area.

As part of these efforts, KFH-Moreno Valley and Coachella Valley will also address food insecurity. Roughly 9.4% of people living in Riverside County experienced food insecurity at some point during the year. Ensuring that families have regular access to nutritious food is imperative for good long-term health.

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-Moreno Valley to conduct a selection process based on critical criteria including health need severity, magnitude, inequity, and the extent to which KFH-Moreno Valley 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: asthma, cancer, and HIV/AIDS.

Asthma was not selected as an area to address largely because the severity of the issue is not exceedingly alarming at this time—currently asthma results in a 13.3% reduction in length of life per year, which is lower than some of the other top health issues.

Cancer was not selected due to low prevalence (3.9%) in Moreno Valley and (2.9%) in the Coachella Valley. In addition, there are currently community resources available to address the issue of cancer.

HIV/AIDS was not selected because of low prevalence, affecting roughly 0.3% of the population in Moreno Valley and 0.2% of the population in the Coachella Valley. Lastly, there are other community organizations working to address HIV/AIDS.

V. 2020 Year-End Results for KFH-Moreno Valley and Coachella 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-Moreno Valley and Coachella 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-Moreno Valley and Coachella Valley 2020 Year-End Community Benefit Expenditures

| | |
|---|---------------------|
| Medical Care Services for Vulnerable Populations | |
| Medi-Cal shortfall ¹ | \$8,983,462 |
| Charity care: Charitable Health Coverage Programs ² | \$1,311 |
| Charity care: Medical Financial Assistance Program ³ | \$3,078,003 |
| Grants and donations for medical services ⁴ | \$508,228 |
| Subtotal | \$12,571,004 |
| Other Benefits for Vulnerable Populations | |
| Grants and donations for community-based programs ⁷ | \$645,642 |
| Community Benefit administration and operations ⁸ | \$89,370 |
| Subtotal | \$735,012 |
| Benefits for the Broader Community | |
| Community health education and promotion programs | \$33,265 |
| Kaiser Permanente Educational Theatre ⁹ | \$73,426 |
| Community Giving Campaign administrative expenses | \$804 |
| Grants and donations for the broader community ¹⁰ | \$134,117 |
| National board of directors fund | \$8,949 |
| Subtotal | \$250,561 |
| Health Research, Education and Training | |
| Non-MD provider education and training programs ¹¹ | \$46,380 |
| Grants and donations for health research, education, and training ¹² | \$87,795 |
| Health research | \$216,476 |
| Subtotal | \$350,651 |
| Total Community Benefits Provided | \$13,907,228 |

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.
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- 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-Moreno Valley and Coachella 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-Moreno Valley and Coachella Valley 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-Moreno Valley and Coachella 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- Moreno Valley and Coachella Valley 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 14 events in KFH-Moreno Valley communities, reaching 894 youth and 116 adults across 3 locations.
 - In 2020 Educational Theater provided 4 events in KFH-Coachella Valley communities, reaching 1,310 youth and 42 adults across 2 locations.

| Need | Summary of impact | Examples of impactful efforts |
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| <p>Access to Care</p> | <p>During 2020, Kaiser Permanente paid 9 grants, totaling \$104,333 addressing this priority health need in the Moreno Valley and Coachella Valley service areas. In addition, a portion of money managed by a donor advised fund at California Community Foundation was used to pay 12 grants, totaling \$333,936 that addresses this need.</p> | <p><u>Providing Affordable Healthcare</u> In 2020, KFH-Moreno Valley provided \$8,983,462 in medical care services to 17,955 Medi-Cal recipients (both health plan members and non-members) and \$3,078,003 in medical financial assistance (MFA) for 5,425 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 <p><u>Activating Delivery of High-Quality Care for Medically Underserved Populations~*</u> Community Health Association Inland Southern Region (CHAISR) supports its members clinics to effectively deliver culturally appropriate quality healthcare to the medically indigent, underserved, uninsured and/or underinsured populations. Key services to support their mission include quality improvement initiatives, advocacy, access to care projects, and technical assistance. In 2020, Kaiser Permanente paid \$450,000 (split among 6 service areas) to CHAISR 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 CHAISR adapt its activities, innovate new ways to serve the community, and deliver on its mission. |

| Need | Summary of impact | Examples of impactful efforts |
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| | | <p><u>Supporting California’s Public Health Care System~</u> 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 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. <p><u>Increasing Access to Health Care to Individuals Experiencing Homelessness</u> Social Action Community Health System (SACHS) is a Federally Qualified Health Center, in collaboration with the Coachella Valley Rescue Mission (CVRM), aims to increase coverage, access and utilization of health care services for individuals experiencing or at-risk of becoming homeless in the Coachella Valley. In 2020, Kaiser Permanente paid \$25,000 to Social Action Community Health Systems 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 SACHS adapt its activities, innovate new ways to serve the community, and deliver on its mission. |

| Need | Summary of impact | Examples of impactful efforts |
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| | | <p><u>Delivering High-Quality Care for Medically Underserved Populations</u> Community Health Systems, Inc. aims to improve the health and well-being of the indigent population in medically underserved communities by providing a dignified setting to allow those who could not otherwise afford such services, access to affordable quality health care by skilled and caring providers and staff. In 2020, Kaiser Permanente paid \$25,000 to Community Health Systems, Inc. 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 CHSI adapt its activities, innovate new ways to serve the community, and deliver on its mission. |
| HEAL/Obesity | <p>During 2020, Kaiser Permanente paid 5 grants, totaling \$81,667 addressing this priority health need in the Moreno Valley and Coachella Valley service areas. In addition, a portion of money managed by a donor advised fund at California Community Foundation was used to pay 7 grants, totaling \$55,500 that addresses this need.</p> | <p><u>Providing Food to Women, Infants and Children~*</u> 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. <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. |

| Need | Summary of impact | Examples of impactful efforts |
|------|-------------------|--|
| | | <p><u>Accessing Food for a Healthy Life~*</u> Nourish CA works to improve the health and well-being of low-income Californians by increasing their access to nutritious, affordable food. It works with a broad coalition of organizations to increase participation in food security programs, particularly given the heightened food insecurity as a result of COVID-19. In 2020, Kaiser Permanente paid \$106,250 (split among 15 service areas) to Nourish CA to:</p> <ul style="list-style-type: none"> • Enhance participation rates for federal food programs such as CalFresh, school meals and early childhood nutrition. • Share assessments and recommendations with stakeholders to support increased access to food. <hr/> <p><u>Accessing Food for a Healthy Life</u> The Palm Springs Cultural Center operates the Farm to Food Bank Program that aims to increase food security and healthy eating by making free nutritious foods and State certified fresh produce available to food insecure families. In 2020, Kaiser Permanente paid \$11,600 to Palm Springs Cultural Center to:</p> <ul style="list-style-type: none"> • Through the more than 100 community partner agencies, distribute food assistance to an average of 85,000 individuals each month. • Assist small Coachella Valley farmers received additional income and prevent perishable fresh produce from going to waste by donating healthy food and certified produce to community food banks for distribution to food insecure residents. |

| Need | Summary of impact | Examples of impactful efforts |
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| Economic Opportunity | <p>During 2020, Kaiser Permanente paid 5 grants, totaling \$87,667 addressing this priority health need in the Moreno Valley and Coachella Valley service areas. In addition, a portion of money managed by a donor advised fund at California Community Foundation was used to pay 2 grants, totaling \$841,026 that addresses this need.</p> | <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. <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. |

| Need | Summary of impact | Examples of impactful efforts |
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| | | <p><u>Ensuring Safe and Secure Housing for Coachella Valley Residents</u> Habitat for Humanity of the Coachella Valley's Housing Insecurity Prevention Program provides a multi-faceted approach to reduce the risks of housing insecurity by providing home repair services to low-income households with blighted or damaged properties; emergency household needs; linkages to vital community-based services; and construct low cost homes for low-income families who assume affordable income-based mortgages. In 2020, Kaiser Permanente paid \$25,000 to Habitat for Humanity of Coachella Valley to:</p> <ul style="list-style-type: none"> • Reduce financial and/or housing insecurity for 30 low-income households, by repairing damaged or blighted properties, donating essential appliances, and performing preventive maintenance to ensure safe habitation. • Secure first-time home ownership for 8 families by building homes and assisting families in securing affordable income-based mortgages. <p><u>Reducing Barriers to Obtaining Permanente Housing to the Chronically Homeless</u> LightHouse serves individuals, families, veterans, and unaccompanied youth who are chronically homeless, at risk of homelessness and persons who are newly housed. LightHouse programs work with people who have multiple barriers to housing including significant mental health and/or physical disabilities, legal histories, limited education, limited employment opportunities, histories of substance use/misuse histories of evictions and poor credit. In 2020, Kaiser Permanente paid \$25,000 to LightHouse to:</p> <ul style="list-style-type: none"> • Provide in-home therapy service, assess clients for behavioral or substance abuse counseling and social/housing needs for 30 individual/family members. • Enhance care delivery to clients by providing the health care and therapy team with training on case management and whole person care. |

| Need | Summary of impact | Examples of impactful efforts |
|---------------|--|--|
| Mental Health | <p>During 2020, Kaiser Permanente paid 20 grants, totaling \$300,000 addressing this priority health need in the Moreno Valley and Coachella Valley service areas. In addition, a portion of money managed by a donor advised fund at California Community Foundation was used to pay 1 grant, totaling \$40,000 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. <p><u>Building a Mental Health Pipeline in the Inland Region~</u> Reach Out West End works to address regional health workforce gaps through its Inland Health Professions Coalition (IHPC) and Convergence divisions by convening stakeholders to facilitate strategy development and implementation to support policy and systems change for the health workforce. In 2020, Kaiser Permanente paid \$300,000 (split among four service areas) to Reach Out to improve and build the emerging mental health workforce by:</p> <ul style="list-style-type: none"> • Developing up to 10 new partnerships as part of the Inland Health Professions Coalition in San Bernardino and Riverside counties to support awareness of existing members and inform best practices for mental health pipeline and pathway development. • Hosting up to 3 summits in San Bernardino and Riverside counties with mental/behavioral health workforce shortages to increase awareness among k-12 partners. • Providing technical assistance and training to at least 20 k-16 partners to adopt and build internal capacity for mental/behavioral health pathways. |

| Need | Summary of impact | Examples of impactful efforts |
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| | | <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. <hr/> <p><u>Reducing Barriers to Obtaining Permanente Housing to the Chronically Homeless</u></p> <p>The Imtasik Family Counseling Services Inc. (IFCS) mission is to provide distinction in therapy for individuals, couples, and families. IFCS targets the population who are mentally impaired and many who struggle with substance abuse disorders. The staff are committed to ensuring nurturance, an empathetic presence, and a safe place to transform. In 2020, Kaiser Permanente paid \$20,000 to Imtasik Family Counseling Services to:</p> <ul style="list-style-type: none"> • Provide 64 mentally impaired low-income individuals with mental health or substance abuse counseling and social/housing needs for 30 individual/family members. • Enhance care delivery to clients by providing the health care and therapy team with training on case management and whole person care. |

| Need | Summary of impact | Examples of impactful efforts |
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| | | <p><u>Ensuring Mental Health Well-being for Caregivers</u></p> <p>Inland Caregiver Resource Center’s Program to Encourage Active and Rewarding Lives (PEARLS) is an evidence-based intervention designed for people 60 years or older who have minor depression. PEARLS is an in-home intervention that utilizes an empowering, skill-building approach based on three core elements: problem solving treatment (PST), social and physical activation, and pleasant activity scheduling. In 2020, Kaiser Permanente paid \$25,000 to PEARLS to:</p> <ul style="list-style-type: none"> • Educate 600 professional on depressing amongst seniors. • Enroll 240 clients in PEARLS Program and decrease depressive systems among caregivers. |