



RIVERSIDE

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 PERMANENTE®

in the community

Kaiser Foundation Hospital (KFH)-Riverside

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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-Riverside 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

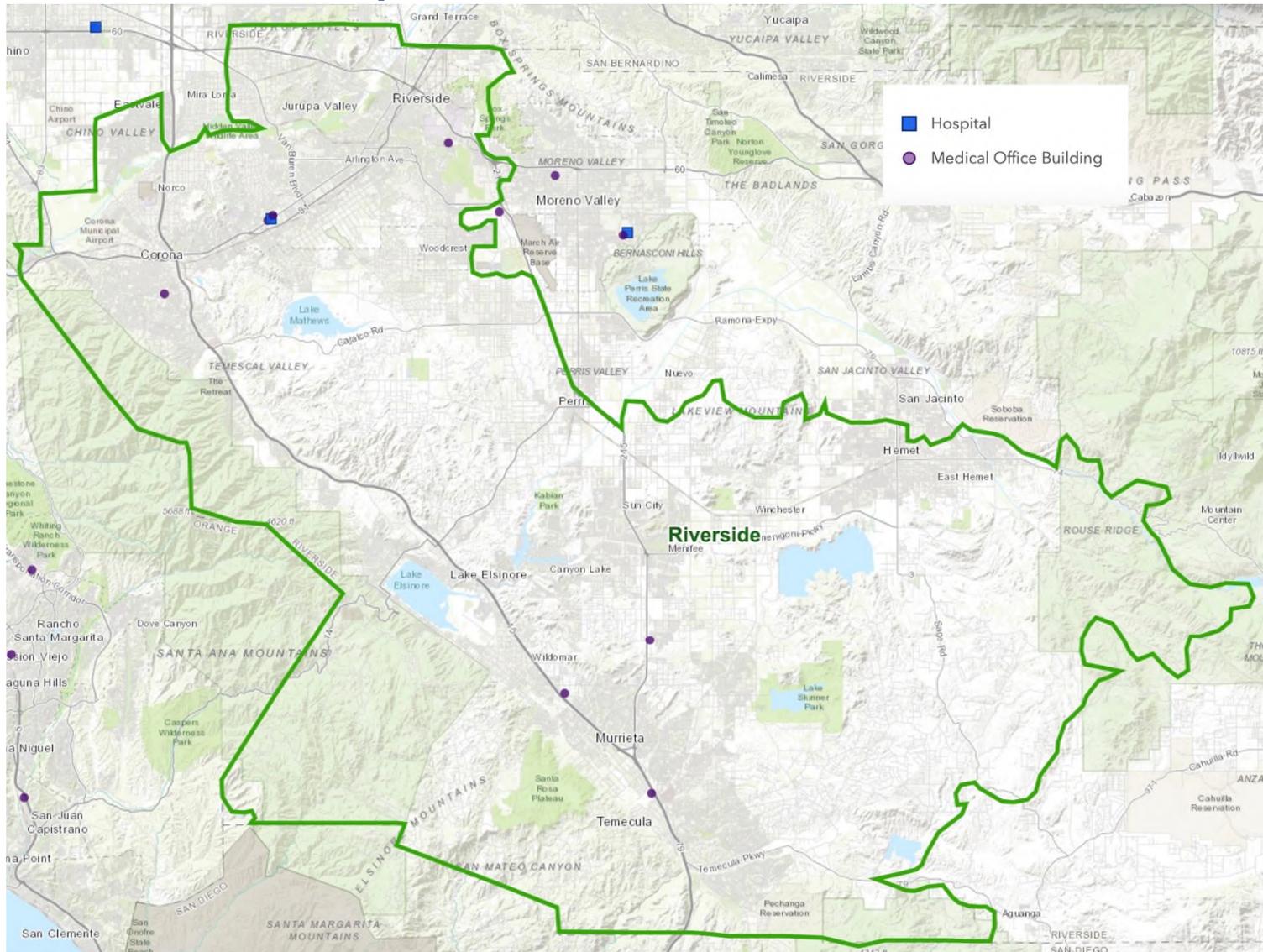
The following table includes race, ethnicity, and additional socioeconomic data for the KFH-Riverside service area. Please note that "race" categories indicate "non-Hispanic" population percentage for Asian, Black, Native American/Alaska Native, Pacific Islander/Native Hawaiian, Some Other Race, Multiple 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	1,474,755	Living in Poverty (<100% Federal Poverty Level)	13.87%
Asian/Pacific Islander	8.27%	Children in Poverty	17.6%
Black	5.58%	Unemployment	7.39%
Hispanic/Latino	46.30%	Uninsured Population	11.3%
Native American/Alaska Native	0.43%	Adults with No High School Diploma	15.8%
Some Other Race	0.15%		
Multiple Races	2.87%		
White	36.39%		

C. Map and Description of Community Served

The KFH-Riverside service area includes Corona, Eastvale, Hemet, Jurupa Valley, Lake Elsinore, Menifee, Murrieta, Norco, Quail Valley, Riverside, Romoland, Temecula, Wildomar, and Winchester.

KFH-Riverside Service Area Map



IV. KFH-Riverside Community Health Needs

The following are the health needs that KFH-Riverside 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 adequate health care and mental health care are certainly important issues, including the importance of access to services available in the community (e.g., nonprofits, free resources, etc.). According to 2016 data, roughly 14% are uninsured in Riverside in contrast to 12% who are uninsured in the United States. 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-Riverside finds health insurance coverage to be essential to improving the health of our community.

Behavioral Health (Mental Health and Substance Abuse): Community engagement data suggests mental health is a high priority area by the local community. Data shows that residents in the KFH-Riverside 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. There are also significant disparities in impact. The worst performing ethnicity experiences 63% higher than average rates of suicide in the 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 health care, 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 Riverside is \$58,972 while the median for the state of California is \$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, like economic opportunity, can result in better overall long-term health outcomes.

Obesity/Diabetes/Stroke: Obesity has been a long-standing priority in the community. Additionally, obesity is considered an upstream health issue that leads to deadly health ailments such as heart disease and diabetes. The obesity prevalence rate in the Riverside region is exceedingly high—approximately 25.7% of the population is 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-Riverside for quite some time, and there remains work to be done for our community in this area. As part of these efforts, KFH-Riverside will also

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-Riverside to conduct a selection process based on critical criteria including health need severity, magnitude, inequity, and the extent to which KFH-Riverside 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— asthma currently 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 the relatively low prevalence, affecting 4.0% of the KFH Riverside service area. In addition, there are community resources currently available to address the issue.

HIV/AIDS was not selected because the prevalence is roughly 0.3% in the KFH Riverside service area. Lastly, there are other community organizations working to address HIV/AIDS.

V. 2020 Year-End Results for KFH-Riverside

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-Riverside

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-Riverside 2020 Year-End Community Benefit Expenditures

	2020
Medical Care Services for Vulnerable Populations	
Medi-Cal shortfall ¹	\$19,010,649
Charity care: Charitable Health Coverage Programs ²	\$6,025
Charity care: Medical Financial Assistance Program ³	\$9,490,488
Grants and donations for medical services ⁴	\$1,346,257
Subtotal	\$29,853,419
Other Benefits for Vulnerable Populations	
Grants and donations for community-based programs ⁷	\$1,306,795
Community Benefit administration and operations ⁸	\$424,003
Subtotal	\$1,730,798
Benefits for the Broader Community	
Community health education and promotion programs	\$92,150
Kaiser Permanente Educational Theatre ⁹	\$265,150
Community Giving Campaign administrative expenses	\$2,228
Grants and donations for the broader community ¹⁰	\$371,525
National board of directors fund	\$24,791
Subtotal	\$755,844
Health Research, Education and Training	
Graduate Medical Education	\$3,236,505
Non-MD provider education and training programs ¹¹	\$457,108
Grants and donations for health research, education, and training ¹²	\$173,952
Health research	\$599,674
Subtotal	\$4,467,239
Total Community Benefits Provided	\$36,807,300

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-Riverside 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-Riverside 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-Riverside. 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-Riverside 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 65 events in KFH-Riverside communities, reaching 5391 youth 446 adults across 21 locations.

Need	Summary of impact	Examples of impactful efforts
<p>Access to Care</p>	<p>During 2020, Kaiser Permanente paid 11 grants, totaling \$159,333 addressing this priority health need in the Riverside service area. In addition, a portion of money managed by a donor advised fund at California Community Foundation was used to pay 10 grants, totaling \$333,936 that addresses this need.</p>	<p><u>Providing Affordable Healthcare</u> In 2020, KFH-Riverside provided \$19,010,649 medical care services to 39,614 Medi-Cal recipients (both health plan members and non-members) and \$9,490,488 in medical financial assistance (MFA) for 10,162 beneficiaries.</p> <p><u>Advocating for Health Centers to Improve the Health of Vulnerable Populations~*</u> California’s Primary Care Association (CPCA) provides education, training, and advocacy to their members community health centers to best serve their low-income, underserved, and diverse patients. In 2020, Kaiser Permanente paid \$300,000 (split among 15 service areas) to CPCA to:</p> <ul style="list-style-type: none"> • Provide a comprehensive training program of web-based and in-person sessions, statewide or regional convenings, and statewide conferences that respond to the needs of members. • Provide topic-specific individualized technical assistance as requested by members. • Host job-specific and topic-specific Peer Networks and augment Peer Network program, as appropriate, in response to member requests or emerging issues. • Educate policy makers and other key stakeholders about the unique and critical role that community health centers play in serving patients throughout the state as an integral part of an integrated health care delivery system.

Need	Summary of impact	Examples of impactful efforts
		<p data-bbox="867 232 1598 264"><u>Supporting California’s Public Health Care System~</u></p> <p data-bbox="867 290 1961 475">The California Health Care Safety Net Institute (SNI) supports public healthcare systems by informing policy, providing measurement expertise, and accelerating learning. SNI serves the 21 public healthcare systems who are form the core of California’s safety net. In 2020, Kaiser Permanente paid \$300,000 (split among 15 service areas) to SNI to:</p> <ul data-bbox="919 505 1969 768" 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. <hr/> <p data-bbox="867 824 1577 857"><u>Advancing the Virtual Care Innovation Network~*</u></p> <p data-bbox="867 883 1986 1068">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 data-bbox="919 1097 1969 1360" 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 data-bbox="867 232 1793 264"><u>Ensuring Linkage, Engagement and Retention to HIV Health Care</u></p> <p data-bbox="867 269 1976 415">Foothill AIDS Project’s mission aims to improve the lives of those affected by or at risk for HIV/AIDS through comprehensive support services and to help prevent HIV infection through education and outreach. In 2020, Kaiser Permanente paid \$25,000 to Foothill AIDS Project to:</p> <ul data-bbox="919 423 1969 574" style="list-style-type: none"> <li data-bbox="919 423 1919 496">• Screen 210 participants for health care, mental health and/or substance abuse counseling and support service needs. <li data-bbox="919 505 1969 574">• Provide 85 clients assessed with risk of homelessness with housing support services. <p data-bbox="867 613 1598 646"><u>Breaking Down Barriers to Dental Services to Care</u></p> <p data-bbox="867 675 1969 821">Smiles for Everyone Foundation was founded in response to community need for dental services for individuals and families without the financial means to meet their oral health concerns. In 2020, Kaiser Permanente paid \$10,000 to Smiles for Everyone Foundation to:</p> <ul data-bbox="919 846 1976 1036" style="list-style-type: none"> <li data-bbox="919 846 1919 919">• Increase the number of homeless and impoverished individuals receive dental services. <li data-bbox="919 927 1976 1036">• Organize a network of homeless support service providers, public schools, dental services professionals, and hospital to collaborate on providing dental services to homeless and impoverished individuals.

Need	Summary of impact	Examples of impactful efforts
<p>Economic Opportunity</p>	<p>During 2020, Kaiser Permanente paid 4 grants, totaling \$54,333 addressing this priority health need in the Riverside service area. 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>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. <p><u>Providing Career Pathways for Economic Self-sufficiency~</u></p> <p>Goodwill Southern California (Goodwill) partners with the community and has assumed the role as convener to bring together employers and other stakeholders to change policies, procedures and culture that supports learning and leverages partner resources to support existing career pathway pipelines for entry level and middle skill positions. Goodwill serves as a career pipeline to help individuals and families transition from poverty to economic self-sufficiency. In 2020, Kaiser Permanente paid \$50,000 (split among 3 service areas) to Goodwill Southern California to:</p> <ul style="list-style-type: none"> • Provide career and technical assistance services to 2,000 job seekers. • Place jobseekers in manufacturing and healthcare sector businesses aiming for an 80% retention rate. • Conduct trainings/capacity building for current Workforce and Career Development (WCD) staff at 14 employment centers and with system partners to increase capacity and expand implementation of the manufacturing, healthcare, technology, and logistics sector intermediary career pathways models.

Need	Summary of impact	Examples of impactful efforts
		<p data-bbox="867 224 1801 256"><u>Supporting Permanent Housing Units for Homeless in California~*</u></p> <p data-bbox="867 280 1986 500">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 data-bbox="915 524 1997 800" 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 data-bbox="867 837 1772 870"><u>Responding to the Homeless Population Living in Encampments</u></p> <p data-bbox="867 878 1997 1016">Social Work Action Group’s mission is to advocate, educate, and inspire marginalized individuals and families by conducting homeless street outreach in the underserved areas of southwest Riverside County. In 2020, Kaiser Permanente paid \$25,000 to Social Work Action Group to:</p> <ul data-bbox="915 1032 1955 1195" style="list-style-type: none"> • Assess encampment participants for primary care needs; behavioral health issues and/or substance abuse and provide applicable services or connection. • Assess encampment participants for the most appropriate housing intervention and connection to applicable services.

Need	Summary of impact	Examples of impactful efforts
Mental Health	<p>During 2020, Kaiser Permanente paid 17 grants, totaling \$255,000 addressing this priority health need in the Riverside service area. 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>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 4 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
		<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 data-bbox="867 232 1297 264"><u>Driving Mental Health Policy~</u></p> <p data-bbox="867 290 1955 511">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 data-bbox="919 540 1976 919" style="list-style-type: none"> <li data-bbox="919 540 1976 651">• 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 <li data-bbox="919 659 1976 802">• 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 <li data-bbox="919 810 1976 919">• 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 <p data-bbox="867 1032 1976 1101"><u>Providing A Whole-Person Approach to Health and Wellness to Seniors/Older Adult</u></p> <p data-bbox="867 1130 1990 1273">The Janet Goeske Foundation is committed to enriching the quality of life of those aged 50+, while maintaining the highest level of advocacy and providing health and wellness programs. In 2020, Kaiser Permanente paid \$25,000 to The Janet Goeske Foundation as core support to:</p> <ul data-bbox="905 1302 1976 1445" style="list-style-type: none"> <li data-bbox="905 1302 1976 1445">• Sustain the organization through the unprecedented challenges of the COVID-19 pandemic. Kaiser Permanente’s support helped The Janet Goeske Foundation adapt its activities, innovative new ways to serve the community, and deliver on its mission.

Need	Summary of impact	Examples of impactful efforts
		<p><u>Empowering Young Children to Learn Coping Skills for Improved Mental Health</u></p> <p>The Carolyn E. Wylie Center for Children, Youth & Families improves the quality of life and enhances family relationships by providing programs for children and the community with compassion and commitment. In collaboration with Jurupa and Hemet Unified School District equip children with coping techniques to prepare them for middle school, high school, and the early adult years. In 2020, Kaiser Permanente paid \$25,000 to The Carolyn E. Wylie Center for Children, Youth & Families to:</p> <ul style="list-style-type: none"> • Children will be able to identify good stress from bad stress; be able to choose options for coping and learn how to self-regulate. • Children will learn what empathy is; teach skills to recognize bullying behaviors.
<p>Obesity/ Healthy Eating Active Living</p>	<p>During 2020, Kaiser Permanente paid 3 grants, totaling \$56,667 addressing this priority health need in the Riverside service area. In addition, a portion of money managed by a donor advised fund at California Community Foundation was used to pay 9 grants, totaling \$139,650 that addresses this need.</p>	<p><u>Providing Food to Women, Infants and Children~*</u></p> <p>California WIC Association (CWA) works to ensure that all people in California have enough food to lead a healthy life. CWA is a public health organization that nourishes, educates, supports and empowers families in building a healthy future, particularly given the heightened food insecurity as a result of COVID-19. In 2020, Kaiser Permanente paid \$50,000 (split across 15 service areas) to CWA to:</p> <ul style="list-style-type: none"> • Support the 83 local agencies to be able to educate policymakers on the Women, Infant and Children (WIC) federal food program. • Increase access to WIC by sharing innovate practices that support increased enrollment.

Need	Summary of impact	Examples of impactful efforts
		<p><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 across 15 service areas) to CAFB to:</p> <ul style="list-style-type: none"> • Distribute a minimum of 175 million pounds of fresh produce and proteins through the Farm to Family Program mode. • Increase CalFresh enrollment rate from 72% to 75% by end of 2021. <p><u>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 across 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
		<p><u>Enabling Youth to Reach Their Full Potential</u> The mission of the Boys & Girls Club of Menifee Valley is to provide a safe, positive, and affordable place for children, especially those who are at risk, to reach their full potential as caring, productive, and responsible citizens. In 2020, Kaiser Permanente paid \$25,000 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 the Boys & Girls Club of Menifee Valley adapt its activities, innovative new ways to serve the community, and deliver on its mission.

Need	Summary of impact	Examples of impactful efforts
		<p><u>Addressing Food Insecurity by Sourcing Local Grown Fresh Produce</u></p> <p>Feeding America Riverside San Bernardino's (FARSB) mission is to alleviate hunger in the Inland Empire. A network of over 300 charity partners includes soup kitchens, daycare centers, shelters, and food pantries. FARSB distributes more than 22 million pounds of food each year, provides CalFresh enrollment assistance, operates the USDA Emergency Food Assistance Program, and the Mobile Pantry for under-resourced neighborhoods and schools. In 2020, Kaiser Permanente paid \$25,000 to Feeding America Riverside San Bernardino to:</p> <ul style="list-style-type: none"> • Reach out to 84 food industry agribusinesses that will result in an increase the number of local growers of fresh produce to 18 new food donors. • Source 540,000 pounds of fresh produce to be distributed through the 300+ charity partners.