

# 2023 Kaiser Permanente Community Health Snapshot

We play a vital role in improving the health of our communities.



Our community health investments in 2023 strengthened our communities, which faced food insecurity, housing instability, financial strain, wildfires and other climate-related events, and changes to government health coverage programs. Addressing these challenges required us to continue to prioritize health at the individual, community, and systemic levels.

For individuals, including our members, we increased access to our Medical Financial Assistance and Charitable Health Coverage programs. We supported a robust community outreach program to help Medicaid enrollees keep their health coverage after pandemic-era protections ended.

Across our communities, we worked with partners to help remove barriers to good health. We launched the Kaiser Permanente Community Support Hub to screen more members for social health needs such as having access to nutritious food and being able to meet their basic needs. The hub connects members and nonmembers who need support to community resources and government assistance programs.

Together with our partners, we expanded programs to prevent homelessness. We evolved initiatives to address climate change and gun violence. And, we remained steadfast advocates for the systems changes needed to make progress toward health equity and better health for all.

In 2024, we'll continue to partner with our communities to expand access to high-quality health care and coverage for people with low incomes. We'll work to connect people to the social services they need to be healthy. We'll continue to play a vital role in improving community conditions that drive health and equity and strengthen public health for all.



A handwritten signature in white ink on a blue background. The signature is cursive and reads "Bechara Choucair".

**Bechara Choucair, MD**  
Executive Vice President and Chief Health Officer  
Kaiser Permanente

# Community health investment



At Kaiser Permanente, our mission guides us to improve the health of our members and communities. We do this by providing high-quality, affordable health care.

We believe there are 3 parts of total health – and they're all connected.

- Physical health is the health of the body.
- Mental health is the health of the mind.
- Social health is the health of the daily life. It includes having a safe place to live and nutritious food, and being able to meet other basic needs.

People need a safe place to live, enough money to pay their bills, and access to healthy meals. And they need healthy communities.

We connect people to resources that help them meet their basic needs. We know that doing so can improve their health.

We invest in our communities to improve the conditions that impact health, equity, and well-being.

# Access to care

When people can't afford medical care or find themselves choosing between paying for medical care and paying for basics like rent, mortgage, or food, they often go without needed care.

We work to remove barriers to care. It's part of our mission: to provide high-quality, affordable health care services.

Our Medicaid, Charitable Health Coverage, and Medical Financial Assistance programs provide people who have low incomes access to high-quality care and coverage.

We provide health coverage through Medicaid and CHIP (the Children's Health Insurance Program) to over 1.4 million participants. Medicaid and CHIP provide access to free or low-cost health coverage to people who have low incomes, pregnant women, the elderly, and people with disabilities.

In 2023, we provided health care coverage to over 13,000 people who have low incomes – and who don't have access to other public or private health coverage – through our Charitable Health Coverage programs.

Our Medical Financial Assistance program covered more than \$668 million in medical costs for over 403,000 patients in 2023. The program provides temporary financial assistance



or no-cost care to patients who have low incomes, are uninsured or underinsured, and need help paying for all or part of their Kaiser Permanente medical care.

We're building partnerships with the health care "safety net" – institutions that provide health care for people who are uninsured and underserved and people sponsored by government programs like Medicaid. Through grants, training, and technical assistance, we work with safety net hospitals and community health centers to help improve quality, increase capacity, and expand access to health care.

In 2023, we supported over 80 health care safety net organizations across our markets and communities. These included Federally Qualified Health Centers, community health centers, free clinics, primary care associations, and various hospital system coalitions and clinics.

Furthering our commitment to support our safety net partners, Kaiser Permanente initiated an effort, in collaboration with the California Department of Health Care Services and the California Primary Care Association to support 32 community health centers. Together we are working to advance population health management capabilities to help eliminate health disparities and improve the health of people and communities.



# Food and nutrition security



**Our cross sector work supports the federal government's goals to end hunger and increase healthy eating by 2030.**

We know that adults with healthy diets [tend to live longer](#). And, they have a lower risk of diet-related diseases, such as diabetes, high blood pressure, and obesity.

Yet, over [44 million people in the U.S., including 13 million children](#), don't have enough to eat or can't afford healthy food. These issues disproportionately affect [people with low incomes and people of color](#).

We recognize the power of nutritious food to help prevent and manage ongoing health conditions.

To help combat hunger and increase healthy eating in our communities, we continued to [invest in programs and partnerships](#) in 2023 that help people eat healthier and afford nutritious food. Our work was part of the national Food Is Medicine movement.

- We joined the American Heart Association's Health Care by Food initiative as a key strategic and funding partner. The initiative funds research projects nationwide that explore providing healthy food as part of care and treatment for ongoing health conditions. We're providing needed expertise as a health care organization, advising on ways to identify and support programs for people who don't have enough nutritious food.

- We hosted the first-ever [Colorado Food Is Medicine Summit](#). The summit brought together researchers, policymakers, and representatives from community organizations to discuss how Food Is Medicine initiatives can bring healthy food to even more people across the state to improve health.
- We provided grant funding to support a project with Benefits Data Trust that aims to improve access to SNAP benefits for low-income college students in California. SNAP is the Supplemental Nutrition Assistance Program.
- We hosted the national Food Is Medicine Summit with the Friedman School of Nutrition Science and Policy at Tufts University. The meeting brought health system leaders, health care providers, investors, patients, and policymakers together to share ideas for elevating the role of food and nutrition in health care.

Our cross-sector work supports the federal government's goals to end hunger and increase healthy eating by 2030.

We are committed to leading and contributing to research, programs, community investments, and collaborations that advance the important role nutritious food plays in creating and maintaining good health.



# Housing for health

Affordable housing continues to be a major need in our communities.

Half of all renter households in the United States [pay more than 30% of their income](#) on housing. Families and residents with lower incomes consistently face the risk of eviction and precarious health and safety conditions in their homes.

The research is clear: [Stable housing is linked to better health](#). People with stable housing are better able to manage ongoing health conditions, and they experience fewer infectious diseases and mental health conditions.

Because people of color are disproportionately impacted by homelessness and housing insecurity nationwide due to long-standing structural racism, we consider housing a crucial health equity issue.

Our work in 2023 helped to preserve and increase the affordable housing supply and prevent homelessness. We invested in solutions, shaped public policy, and formed innovative partnerships.

- We've allocated \$400 million since 2018 to invest in affordable housing and the preservation or production of over 12,000 affordable and supportive housing units. Supportive housing combines affordable housing with support services to help people who have complex needs live with stability.
- We continued our partnership with Community Solutions, a nonprofit organization working to end homelessness. In the 7 states and 37 communities where we partner, 12 communities have seen sustained reductions in homelessness.



And, 4 communities have achieved functional zero homelessness. This happens when a community's homeless services can prevent homelessness. If someone does end up homeless, it is rare, brief, or a one-time experience.

- To help combat rising housing costs, we supported Enterprise Community Partners' Preservation Next program. The goal of the program is to preserve existing affordable small- to medium-sized multifamily homes. This allows families and residents to stay in their homes and helps stabilize communities.

Through the Preservation Next Academy, the Enterprise Community Partners team offers training sessions to affordable-housing developers. The trainings address key aspects of affordable-housing preservation, elevating promising local and national case studies.

Developers taking part in California and Colorado have already identified 1,778 affordable housing units to preserve.

## Medical respite care

We must find ways to care for the health of people who don't have access to safe and stable housing. To help, we've invested in medical respite programs.

Medical respite programs offer short-term housing and medical care for unhoused people who are too ill or frail to recover from an illness or injury on the streets but not ill enough to be hospitalized.



These programs offer case management services to address the underlying factors that contribute to poor health. Case management helps patients access resources and services such as housing, mental health, and social services.

In 2023, we invested in the expansion of the medical respite initiative. Thirty medical respite providers and a national partner organization were funded to enhance medical respite care delivery across all Kaiser Permanente communities.

## 'The Way Home' documentary series

To lift up promising solutions to end homelessness, we released the third season of our docuseries "The Way Home." We made [all 3 seasons](#) publicly available for viewing.

The films document the lives of people experiencing homelessness. These human-centered stories spotlight people who are often overlooked. The series calls attention to the homelessness crisis and the need for community engagement in solutions.

# Thriving Schools

Our Thriving Schools initiative helps to strengthen the health and well-being of K-12 school communities across the country. We partner with schools and districts to ensure teachers, staff, students, and their families have the support they need to thrive – in learning and in health.



Our [Thriving Schools Integrated Assessment](#) addresses physical, social, and mental health needs to advance school health improvements.

- In 2023, we supported over 5,000 existing school and district partners and engaged over 450 new schools and school districts in their journeys to foster positive and healthy school environments. A key and unique feature of Thriving Schools is its emphasis on staff and teacher well-being. We deliver customized tools and resources to support people as they navigate complex and challenging work environments.
- Our Educational Theatre Program served over 90,000 students and adults in 2023. The program offers no-cost theatrical programs that engage students, teachers, and staff and inspire them to make healthy choices. These award-winning virtual performances and workshops address topics promoting the importance of social health, mental health, and resilience.

- We continued our [partnership with the Truth Initiative](#) to deliver the program “Vaping: Know the Truth.” This national educational program encourages a vape-free life. And, it offers resources to young people to help them quit using e-cigarettes. By the end of the 2023-24 school year, close to 1 million students will have completed this program. That’s 1 in 15 high school students nationwide.
- We continued our role as a national leader for healthy schools through our engagement with the National Healthy Schools Collaborative. We worked with key partners to publish resources for families and educators on the connection between health and school attendance.
- We commissioned research briefs to highlight how healthy schools can advance racial equity and promote healthier populations. We developed and distributed resources on the role schools can play in helping to ensure families and students have health coverage.
- Once again, we sponsored the Alliance for a Healthier Generation’s annual America’s Healthiest School awards. It’s the country’s longest-running national recognition program honoring schools for achievements in supporting student and staff health. In 2023, 781 schools across 36 states received an award for prioritizing the health and well-being of their staff, students, and families.



We supported over  
**5,000**  
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district partners.

# Economic opportunities



Inclusive economic growth is essential to individual and community health. When there is a lack of economic opportunity in communities, the prospects for upward social mobility are typically diminished, which can result in poorer health and higher mortality rates for people living in those communities.

Throughout the United States, communities of color have endured decades of underinvestment and discriminatory economic policies. These conditions have created a persistent and extreme racial wealth gap.

At Kaiser Permanente, we know that the legacy of structural racism continues to limit economic opportunities for people and communities of color. So, we focus efforts on supporting these populations.

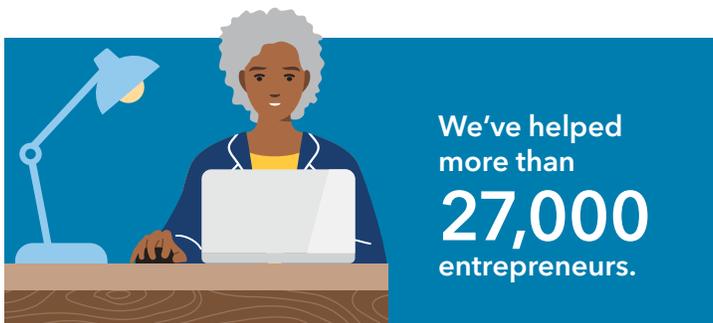
In 2023, we continued to work toward solutions to eliminate the racial health and wealth gap. We helped people and communities most in need by expanding economic opportunities through financial coaching, career pathways, and entrepreneurship support.

## Strengthening household finances

In 2023, we supported 478 nonprofit organizations that help people with low incomes improve their household and business finances.

Over 46,000 people were supported in setting financial goals, finding and applying for public benefits, managing their debt, and accessing safe financial products.

We helped more than 10,000 entrepreneurs access resources to improve their personal and business finances.



## Supporting diverse, small businesses

In 2023, we continued to provide grant funding to nonprofit organizations that provide business support to entrepreneurs.

Our partners helped over 2,400 diverse entrepreneurs launch, sustain, or grow small businesses by providing no-cost business training, advising, and affordable capital.

These partners advocated for policies and programs that help reduce systemic barriers and contribute to the growth of businesses owned by women, people of color, and other underrepresented groups. For example, the nonprofit organizations advocated to ensure public resources were distributed more equitably – with the intent of reaching the most vulnerable communities and reducing the racial wealth gap.

Since June 2020, we've helped more than 27,000 entrepreneurs – including women, people of color, and other underrepresented groups. They, in turn, are building wealth for themselves and their families. They're contributing to the health of their communities by creating quality jobs and providing essential goods and services.

Within Kaiser Permanente, we continue to purchase goods and services, including supplies for our hospitals, from small businesses owned by women, people of color, and other underrepresented groups. In 2023, we spent over \$3 billion with these diverse businesses and connected them with our partner organizations to receive technical assistance at no cost.

We continued to educate our suppliers about [employee ownership](#) and supported their efforts to improve job quality and build employee wealth. In 2023, our efforts inspired 3 additional health care anchor institutions to invest in employee ownership efforts among their suppliers.

## Building neighborhood resilience

Since 2020, we've partnered with the Local Initiatives Support Corporation to strengthen the local economy in 10 communities of color. It brought together diverse community stakeholders in each of the target neighborhoods and developed strategies for neighborhood resilience.

In 2023, this partnership resulted in grants to over 50 community-based organizations that are focused on:

- Income and asset-building for residents
- Small-business development
- Historic and cultural preservation
- Mixed-use development projects
- Food sovereignty projects



**Kaiser Permanente is addressing the shortages in the mental health workforce.**

## Expanding health care and mental health career pathways

Allied health care services, critical to delivering high-quality health care, are provided by a wide range of clinical, administrative, and support professionals. They include licensed vocational nurses, medical coders, health information technicians, radiologic technicians, and laboratory workers.

Allied health professionals make up more than 60% of the health care workforce. But, the number of people going into allied health professions is shrinking.

The mental health care workforce is experiencing workforce shortages as well. With 1 in 5 adults in the U.S. experiencing a mental illness, [a severe shortage of mental health providers](#) has resulted in 53% of adults and 60% of youth who have mental illnesses receiving no treatment.

Kaiser Permanente is addressing the shortages in the mental health and health care workforce by helping support partnerships that increase the number of master's level mental health professionals; increasing the nondegree pathways to high-demand, middle-wage jobs; and improving peoples' access to quality health care jobs.

## Futuro Health

- In 2023, Kaiser Permanente expanded its investment in Futuro Health with an additional \$100 million grant to enable Futuro Health to continue to provide tuition-free and low-cost education for people to attain an allied health care credential.

- Since 2020, Futuro Health has helped more than 8,400 scholars pursue a health care credential.
- 85% of Futuro Health scholars are ethnically diverse and 52% are bilingual.

### Jobs for the Future

- In partnership with the organization Jobs for the Future, we launched an analysis to help improve health care and behavioral health career pathways available to youth and young adults in Colorado and Georgia.

### Kaiser Permanente’s Mental Health Workforce Accelerator

- Across the country, the demand for mental health services has never been higher. At the same time, workforce shortages in the mental health professional fields are widespread.
- Many people in the United States – particularly those in rural and historically underserved communities – live in areas with few full-time clinicians. Those areas especially lack clinicians who accept health care coverage.

- In September 2023, we launched the Mental Health Workforce Accelerator in Colorado and Georgia to help address the heightened, acute need for mental health professionals.
- Our broad aim is to expand access to high-quality mental health services for the communities we serve. By 2025, we anticipate helping 194 aspiring mental health professionals get supervised work experience to qualify for a license to practice.
- The Mental Health Workforce Accelerator helps master’s degree students and recent graduates with job placement in community settings serving populations who are in need. The program includes supervision and salary support. Our accelerator partners include the National Council for Mental Wellbeing, Resilient Georgia, and Metropolitan State University of Denver.

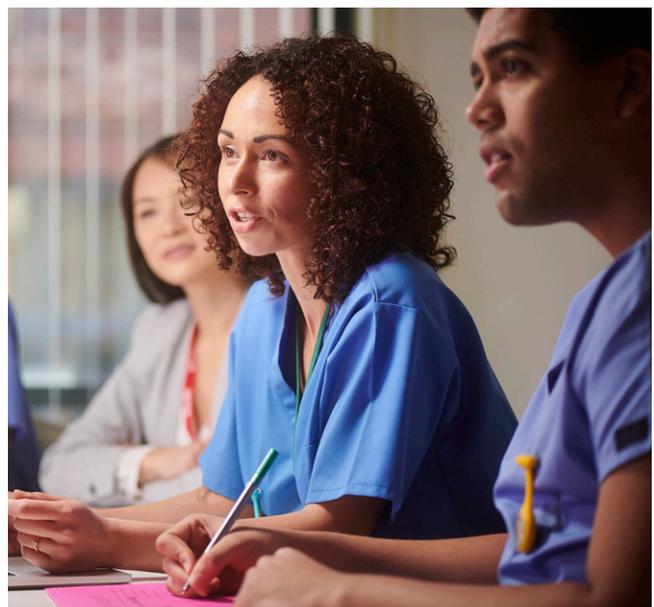
## Graduate medical education

We’re planning for the future by offering training opportunities to medical residents and interns.

Our graduate medical education programs attract medical school graduates from across the United States. Residents and interns get academic training and exposure to the benefits of our integrated model, which combines care and coverage.

Residents and interns get the chance to work with a large, culturally diverse member and patient base. They get to experience our connected care model, in which all our care teams are connected – to our members and each other – through our electronic health record system.

Our medical residents are studying within the primary care medicine areas of family practice, internal medicine, ob-gyn, pediatrics, preventive medicine, and psychiatry.



# Research and education

At Kaiser Permanente, our researchers make discoveries that help improve health and well-being. Conducting and sharing research is a vital way we strive to improve the health of our communities.

We're uniquely positioned to conduct research due to our large member base and integrated electronic health record system.

Our electronic health record system allows our researchers to track data from many of the same members over years and even decades. Our researchers can better understand health risks, improve patient outcomes, and inform policies and practices.



## Gun violence prevention research and education

Gun violence is a public health crisis. In the U.S., firearms are the [leading cause of death](#) among children and teens. Gun violence is also [one of the top causes of premature death](#) for people age 1 to 44. In 2022, firearms claimed more than 48,000 lives in this nation.

The number of people and communities affected by gun violence continues to increase each year. Gun violence has devastating short- and long-term effects on physical, mental, and emotional health, especially within communities of color, which are disproportionately impacted.

We support research and education focused on identifying the root causes of firearm injuries and death – and what can prevent them. We're using the same rigor and clinical expertise that we use to study and prevent strokes, cancer, heart disease, and other leading causes of death. This allows us to develop community-led, and racially equitable solutions focused on health care.

In 2023, the Kaiser Permanente Center for Gun Violence Research and Education, in collaboration with the [Health Alliance for Violence Intervention](#), expanded work to address gun violence.

The center will focus its work to develop, test, and spread public health and health care solutions to address gun violence. The center:

- **Funds research** to uplift equity-centered researchers, their work on effective interventions, and the long-term psychological consequences of gun violence incidents
- **Shares knowledge** and brings a deeper understanding of gun violence causes, impacts, and solutions
- **Forges community partnerships** to support and collaborate with community-based organizations, care providers, and businesses working to address the gun violence epidemic
- **Advances innovative clinical interventions** in health care systems to address the root causes of community violence and suicide by guns

Our \$25 million, 5-year pledge to the center in 2023 supports gun violence prevention research, education, and programs that are health-focused, community-led, and racially equitable.

The center awarded 7 researchers, 10 community-based organizations, and 3 national organizations research grants to explore new and inventive ways to prevent gun violence.



# Environmental stewardship



Our members and communities are experiencing climate change firsthand. While no one is safe from the health burdens of climate change, people with the most exposure to the harmful effects of climate change can [also be the least protected](#). It's our responsibility to continue to help slow climate change and raise awareness of its health impacts.

One way to improve the health of the people who live in our communities is to protect the environment and minimize our environmental impact.

This includes how we operate our facilities and invest in our communities. We put health at the center of our environmental action.

Throughout 2023, we expanded our leadership role in protecting the environment and demonstrating the [connection between climate change and health](#).

- We provided a grant to the National Academy of Medicine to create a climate and health research agenda. The research agenda will build and expand the evidence base of solutions to protect against climate change's negative impacts on health and health equity. It will also inform future climate research, strategies, and policies.

- It's essential that we call attention to how climate change affects human health. We see the health effects of declining air quality, extreme heat, and weather-related events.

In 2023, we convened global and national leaders in climate and health to share ideas and strategies for climate action. During Climate Week NYC, we co-hosted the Connecting Climate Change and Health event with the World Economic Forum. The event focused on reasons why health and health equity must be a central consideration as businesses and communities evolve their sustainability and climate action efforts.

- Inside Kaiser Permanente, we continued our work to build sustainable facilities. In San Diego County, we opened the LEED Platinum San Marcos Medical Center. The 7-story facility uses cutting-edge technologies to produce its own electricity. Native plants and an efficient drip irrigation system help save 400,000 gallons of water each month – the equivalent of what is used monthly by 1,000 homes. In addition, our Santa Rosa Medical Offices in Northern California are the [nation's first medical facilities](#) to achieve net-zero energy as well as net-zero carbon status.
- As part of our effort to promote health and health equity as central objectives in private sector climate action, we partnered throughout the year with key stakeholders in many industries, including finance, business, energy, conservation, education, and public policy, to help shape their approaches to sustainable business practices.



# Disaster response and relief

As a health care organization dedicated to the health and well-being of our communities, we're focused on the impact of humanitarian crises and climate events. Both can have long-term physical and mental health effects.

These effects are felt by Kaiser Permanente employees and physicians in deeply personal ways – especially among those who live in, or who have loved ones in, affected areas.

In 2023, we provided disaster relief to our communities in their darkest hours. We provided opportunities for our employees to support disaster relief and response efforts domestically and internationally.



## Maui wildfires

The devastating 2023 wildfires on Maui in Hawaii claimed lives and damaged or destroyed thousands of homes, schools, and businesses. In the aftermath, Kaiser Permanente immediately went to work.

Physicians, nurses, other clinicians, and staff at Kaiser Permanente and Maui Health worked around the clock to deliver care, services, and comfort to people who needed it.

They treated people with fire-related injuries and assessed vulnerable patient populations; and worked to help meet the community's health care needs.

Kaiser Permanente provided emergency medical financial assistance to people in need throughout our response to the disaster. And through the Hawaii Health Access Program's charitable coverage plan we were able to provide coverage and health care to 158 people without access to any other form of health plan coverage.

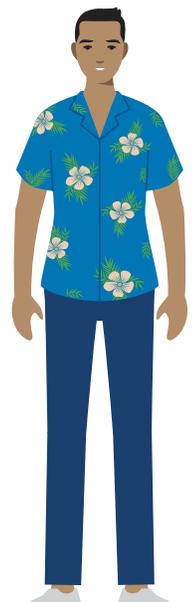
We made donations to Maui Food Bank, the American Red Cross, and The Salvation Army, who helped address the basic needs of people affected – especially by providing food and shelter.

Our Maui-based teams, with support from colleagues around Hawaii and from other states, provided mental health care and medical care in local shelters, checked on home health patients, and delivered needed medications and supplies to members and nonmembers. We deployed 2 mobile health vehicles to provide aid to members and the community. We worked to meet the needs that were created as a result of the destruction of Kaiser Permanente's Lahaina Clinic until it can be replaced.

As an organization, we donated to first responder organizations and created an employee giving campaign with a company match. The total contributions from Kaiser Permanente and our employees in the weeks and months following the disaster amounted to more than \$2.2 million.

Kaiser Permanente will stand with Maui for the long haul. We helped convene a group of major donors to identify and address resource gaps in the recovery process, with a special focus on providing housing and increasing mental health resources.

In the wake of this tragedy and during recovery efforts that continued throughout 2023, we provided high-quality care and service while offering comfort to the people of Maui. We'll continue to ensure high-quality, compassionate care is available to help those in need.



# Building support for public health



As the nation emerged from the emergency phase of the COVID-19 pandemic in 2023, we took stock of the lessons learned from our country's response and the new partnerships forged between public health institutions, health care delivery systems, and community-based organizations. We seized the opportunity to build on these successes and rally support for the public health system.

## **Common Health Coalition: Together for Public Health**

In 2023, Kaiser Permanente formed a coalition with 4 other leading health care organizations to strengthen the partnership between the U.S. health care system and public health systems.

The coalition is called the Common Health Coalition: Together for Public Health. Its founding members are AHIP, the Alliance of Community Health Plans, the American Hospital Association, the American Medical Association, and Kaiser Permanente.

The Common Health Coalition is translating the hard-won lessons and successes of the responses to the COVID-19 pandemic into actionable strategies. Its goal is to equip health care organizations to better collaborate with and support public health agencies, in order to advance health equity and be better prepared for future emergencies.

After a robust analysis, the coalition selected 4 areas of focus:

- Coordination between health care and public health
- Always-on emergency preparedness
- Real-time disease detection
- Exchange of data to advance health equity

The Common Health Coalition will announce shared commitments in these 4 areas and identify specific actions each member organization will take in the coming years to support those commitments.

## Community-based organizations and public health

During the COVID-19 public health emergency, community-based organizations filled critical gaps that local public health jurisdictions faced.

Community-based organizations served as extensions of the public health workforce. For example, they helped with case investigations and contact tracing efforts. They supported people and families who had to isolate and quarantine. They also served as trusted voices that could access hard-to-reach populations and combat misinformation.

Working with the CDC Foundation, Kaiser Permanente developed a set of recommendations and guidance on how to create and sustain public health-community partner collaborations.

## Setting a new public health services research agenda

To meet public health needs, public health leaders, practitioners, and policymakers need current, relevant, and reliable research and evidence.

We partnered with AcademyHealth to develop a renewed public health services research agenda. AcademyHealth works to address the current and future needs of our ever-evolving health system. It studies how our health system works, how to support patients to choose the right care, and how to help improve health through care delivery.

The research agenda highlights current information gaps and research priorities to drive sustained investment in public health services research. It will ensure we have the evidence needed to focus our resources on interventions and programs that better support public health.

## CityHealth

CityHealth, Kaiser Permanente's collaboration with the de Beaumont Foundation, advances a package of tried and proven policy solutions that help millions of people live longer, better lives in vibrant, prosperous communities. CityHealth's policy recommendations are supported by experts and have a track record of bipartisan support.

CityHealth's policy package includes recommendations for:

- Affordable housing trusts
- Complete streets: street planning, design, and maintenance
- Earned sick leave
- Eco-friendly purchasing
- Flavored tobacco restrictions
- Green spaces
- Healthy food purchasing
- Healthy rental housing
- High-quality, accessible pre-K
- Legal support for renters
- Safer alcohol sales
- Smoke-free indoor air

In its annual policy assessment, CityHealth rates the nation's 75 largest cities on best practices in prevention-oriented policies that benefit the health, well-being, and quality of life of its residents. CityHealth [issues medals to the cities](#) that support the health of their communities.

For 2023:

- Of the nation's 75 largest cities, 46 (61%) earned an overall citywide medal – either bronze, silver, or gold.
- Of those 46 cities, 7 earned exemplary citywide gold medals, including [Denver](#) and Portland in Kaiser Permanente service areas.
- About 43 million people live in a city that earned an overall medal.
- In areas where Kaiser Permanente provides care and coverage, 87% of cities earned an overall medal.

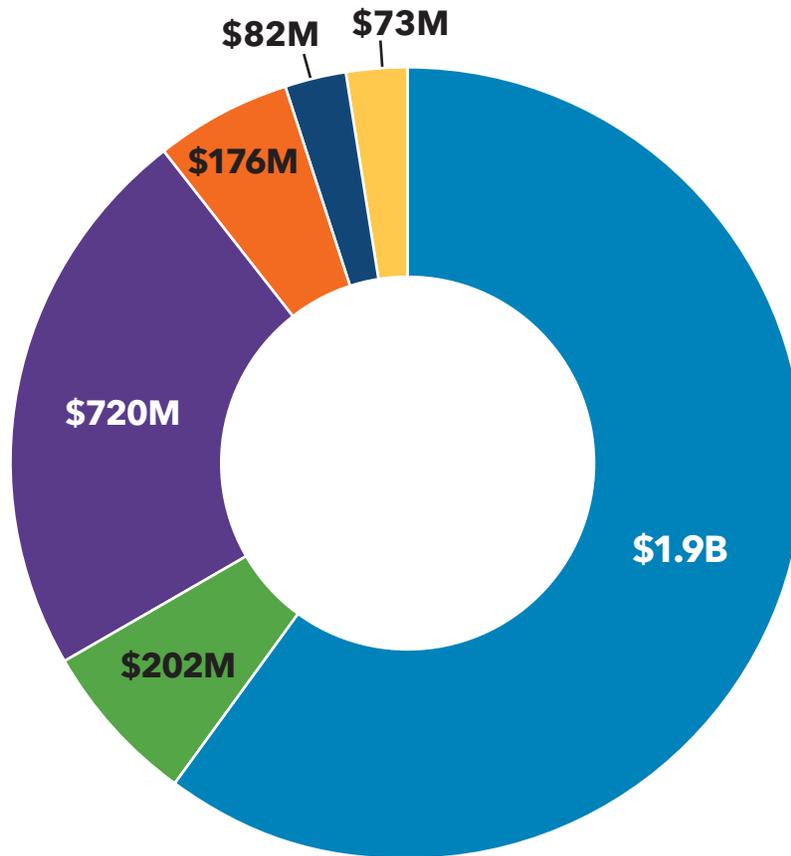


We'll continue to partner with CityHealth in 2024 to help more cities achieve gold medal status, benefiting their residents' health and well-being.

# Total community health investment

**\$3.1 billion**

Total community investment



**\$1.9B**

Medicaid and other government programs

**\$720M**

Charitable coverage and care

**\$82M**

Research

**\$202M**

Grants and donations

**\$176M**

Health professions education

**\$73M**

Other

# Social health

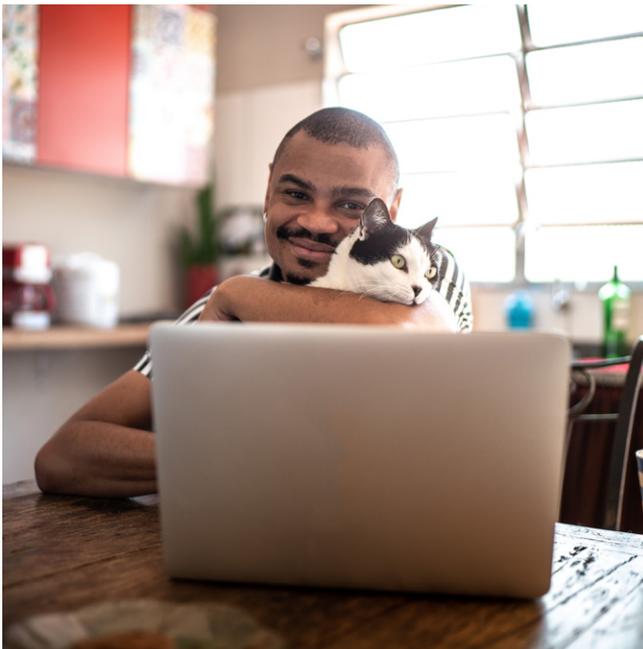
Good health requires more than just great health care. Everyone needs a safe place to live, healthy food, enough money to pay the bills, and strong social connections.

It's called social health – the ability to meet one's basic needs – and it's essential to total health.

To support social health, we strive to make community resources and public benefits more easily accessible. Our efforts complement our broader work to build healthier communities.



## The Community Support Hub



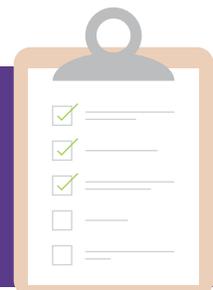
In 2023, we launched the [Kaiser Permanente Community Support Hub](#). It's a support center dedicated to helping members meet their daily needs so they can achieve good health. It builds on years of foundational work to understand and address the many social factors affecting our members' health.

The hub offers an online directory of community resources at [kp.org/communityresources](https://kp.org/communityresources). Anyone can use it to search for local programs that help with housing, food, utilities, and more. People who would like more hands-on support locating resources in their communities can call the hub's toll-free call center during hours of operation at **1-800-443-6328** to talk to a specialist.

Behind the scenes the hub operates as a proactive, expansive network of services. It uses text, email, and phone calls to encourage social health screenings. We offer members support when enrolling in community-based resources and government assistance programs.

The hub supplements the support provided to members at the point of care. We screened over 2.6 million members for social needs in 2023. And, we connected nearly 350,000 members to vital programs.

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**2.6M**  
members for social  
needs.



# Food Is Medicine

The [connection between nutrition and a person's health](#) is clear. Even so, the number of Americans struggling to afford healthy food is rising.

Hunger and poor nutrition are linked to a [higher risk of ongoing conditions](#) such as diabetes, high blood pressure, and obesity. And, these conditions disproportionately affect low-income communities and communities of color.

As leaders in the [Food Is Medicine movement](#), we helped provide more of our members access to nutritious food in 2023. We also worked to better understand how providing nutritious food improves their health.

- We continued to help members enroll in public benefit programs that support good nutrition. We emailed and texted over 5 million Kaiser Permanente members to let them know we could help connect them to resources if they needed assistance with essentials like buying healthy food.
- We reached out to specific groups of members we thought might be eligible for SNAP and the special supplemental nutrition program for women, infants, and children, known as WIC. We offered help applying for these vital grocery benefits. These programs are often underused because people think they're not eligible or find the application process difficult.

- We generated evidence for healthy food programs in health care through clinical trials and collaborative research. For example, we teamed up with Instacart to study how deliveries of healthy food can improve health. We're studying the results of providing stipends for people with diet-related diseases to purchase healthy food. Participants who receive funds are able to choose their own healthy groceries for home delivery.



This is our second healthy grocery clinical study. In partnership with Foodsmart and Instacart, the first trial examined whether health improved when patients with diabetes were provided produce-box deliveries at no cost. Preliminary results found a significant reduction in patients' blood sugar levels after 6 months. This was especially meaningful because the patient population was diverse, high-risk, and low income.

Together with more organizations that support the Food Is Medicine movement we can help to end hunger and make healthy, affordable food available to people in need.

# Housing assistance

Through our Project HOME initiative, our care teams connect patients without housing to local organizations that can help. If needed, our care teams can connect patients to mental and physical health services. Since launching the initiative, 253 members, patients, and family members are enrolled and on the path to safe, stable housing.

We expanded our investment in medical-legal partnerships. These partnerships embed legal services within the health care setting. The goal

is to prevent evictions, increase housing stability, and improve health outcomes for our members.

In 2023, we helped more than 1,200 of our members and patients across 5 states through our medical-legal partnership program. We plan to expand our program to members in need of legal help nearly everywhere we provide care. Our goal is to help up to 4,500 Kaiser Permanente members, patients, and family members access housing-related legal support by 2025.

# Read more about our work

## Public health

- [Supporting a Safer Future With Public Health](#)
- [Spreading the Truth About Flavored Tobacco and Youth Vaping](#)
- [Meet Our 2023 to 2024 Public Health Fellows](#)

## Gun violence

- [Funding Solutions to End Gun Violence](#)
- [Expanded Gun Violence Prevention Efforts](#)

## Food and nutrition security

- [Kaiser Permanente to Study Expanded Nutritious Food Access With Instacart](#)

## Economic opportunity

- [Solid Foundation: How Construction Careers Support Health](#)
- [Sentenced to Prison, Not a Life of Bad Health](#)

## Housing for health

- [Safe, Secure Housing Is a Must for Health](#)
- [Expanding Support for Housing Stability](#)
- [Pathways Out of Homelessness](#)
- [Hospital Patients Who Are Homeless Connected to Housing](#)

## Thriving Schools

- [Making the Connection Between Healthy Schools and Equity](#)
- [Back to School 2023: Healthy and Ready for the Year](#)

## CityHealth

- [2023 Annual Policy Assessment](#)

## Environmental stewardship

- [Climate Events and Health](#)
- [Engaging Businesses for Action on Climate and Health Equity](#)
- [Healthy Environment, Healthy People – Earth Day and Every Day](#)

## Disaster response and relief

- [Supporting the People of Maui](#)

## Social health

- [Social Health Resources Are Just a Click or Call Away](#)



# Leadership as of December 2023

## **Greg A. Adams**

Chair and Chief Executive Officer  
Kaiser Foundation Health Plan, Inc.  
Kaiser Foundation Hospitals

## **Bechara Choucair, MD**

Executive Vice President and Chief Health Officer  
Kaiser Foundation Health Plan, Inc.  
Kaiser Foundation Hospitals

## **Community Health Committee of the Boards of Directors**

**Ramón F. Baez, Chair**  
Richard P. Shannon, MD

**Regina M. Benjamin, MD, MBA**  
Vivek Sharma

**Jenny J. Ming**

## **Community and Social Health National Leadership**

**Stephanie Ledesma**  
Vice President  
Community Health

**Anand Shah, MD**  
Vice President  
Social Health

## **Regional Leaders**

**Carla Costa-Sandine**  
Kaiser Permanente  
Washington

**Cynthia Cifuentes**  
Kaiser Permanente  
Mid-Atlantic States

**Christina Hause**  
Kaiser Permanente  
Hawaii

**Stephanie Ledesma**  
Kaiser Permanente  
Northwest (Interim)

**Yvette Radford**  
Kaiser Permanente  
Northern California

**Charmaine Ward-Millner**  
Kaiser Permanente  
Georgia

**Amy Whited**  
Kaiser Permanente  
Colorado

**John Yamamoto**  
Kaiser Permanente  
Southern California