

# Connection Is Everything

2024 Community Health Snapshot







“Communities have the power to spread well-being, increase resilience, and connect people – some of the biggest factors that shape health.”

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



# A message from our chief health officer

At Kaiser Permanente, we know a healthy life extends beyond the high-quality care we provide in our exam rooms. Health begins in communities, from the place where we live, the food we eat, and the air we breathe. Communities have the power to spread well-being, increase resilience, and connect people – some of the biggest factors that shape health.

And yet, there are many challenges and barriers that keep us from achieving good health for all. Too many of our neighbors struggle in isolation, disconnected from vital community resources and information they need to live healthy lives.

We look for the points of connection. By collaborating and focusing on common causes, we can overcome barriers to a healthy life and help ensure a better future for individuals, families, neighbors, and the world we share.

We help connect people to safe, affordable housing because we know housing stability is directly linked to better health. We help people access healthy food because we know a nutritious diet can prevent and help manage ongoing health conditions.

We cover millions in medical costs for patients with limited incomes and invest in safety-net providers for people without health coverage because we believe creating community health requires prioritizing individual health, regardless of a person's ability to pay. We help our members stay safe during severe weather emergencies and recover in the aftermath because we know climate related illnesses and injuries can devastate and threaten lives and communities.

We support efforts to improve information- and resource-sharing among health care and public health institutions, because we know shared knowledge and better coordination improves overall resilience and preparedness across the health care landscape.

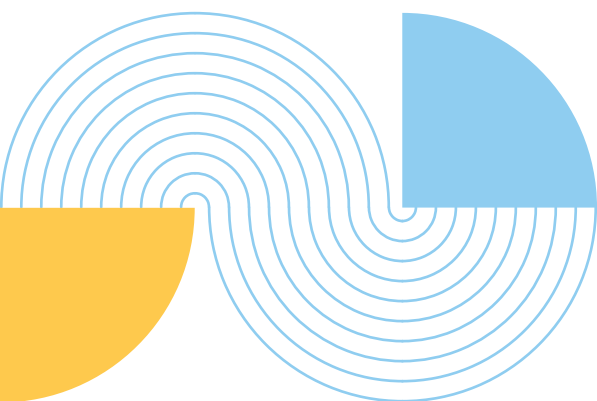
For 80 years, Kaiser Permanente has provided high-quality health care and coverage – and we do so much more. In this 2024 Community Health Snapshot, you'll see how we unite communities and keep our neighbors healthy by engaging when and where it matters most.

Because when it comes to our health, **connection is everything.**



A stylized, handwritten signature in black ink, appearing to read 'Bechara Choucair'.

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



# 2024 by the numbers

## Community health investment by program

**\$2.1 billion**  
Medicaid and other  
government programs

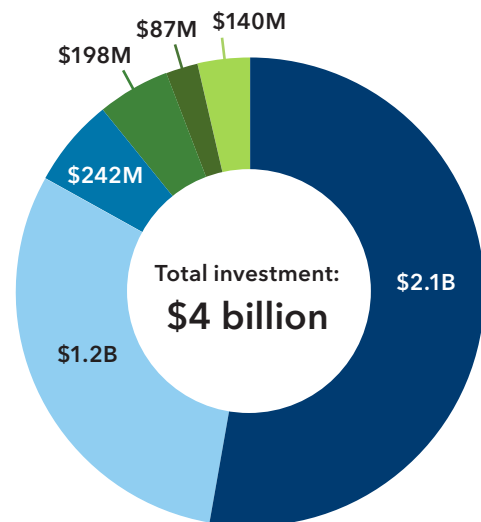
**\$1.2 billion**  
Charitable coverage  
and care

**\$242 million**  
Grants and donations

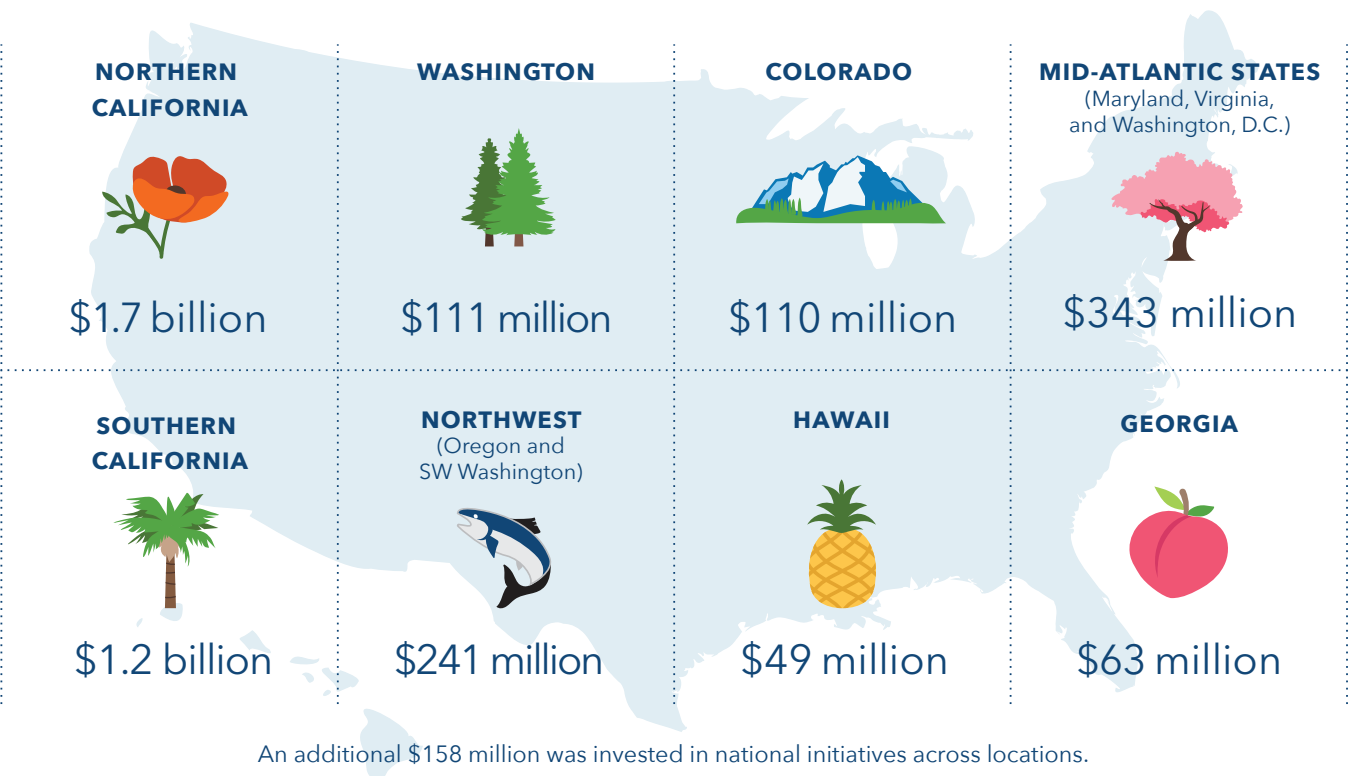
**\$198 million**  
Health professions  
education

**\$87 million**  
Research

**\$140 million**  
Other



## Community health investment across the U.S.







## SUPPORTING OUR MEMBERS

**2.79 million**

members screened for basic needs like access to housing and food

**1.22 million**

members connected to government benefits or community programs

## KAISER PERMANENTE EMPLOYEES GIVE BACK

**95,000**

hours volunteered by our employees

**\$2.5 million**

donated to nonprofit organizations by our employees



# Access to care

When people must choose between paying for health care and paying for life's other essentials, they often skip doctor visits or go without their medications.

Our Medicaid, CHIP (Children's Health Insurance Program), Charitable Health Coverage, and Medical Financial Assistance programs helped people with low incomes access high-quality care and coverage.

## Safety-net support

People who don't have health insurance often rely on a safety net of clinics and health centers to get the care they need.

In 2024, we supported the health care safety net by funding 90 organizations that help clinics improve care and reach more people.

We also helped 1,700 safety-net providers complete a complex certification program from the Camden Coalition to better serve patients with complex needs.

In California, we supported 32 community health centers in 8 counties through our Population Health Management Initiative, which works to reduce care gaps and improve health for 1.1 million patients.

## BY THE NUMBERS

**14,000**

people covered through our Charitable Health Coverage program

**Nearly 1 million**

patients got help for medical costs through our Medical Financial Assistance program

**1.5 million**

people received no-cost or low-cost health coverage and clinical services from Kaiser Permanente through Medicaid and CHIP









# Housing for health

[More than 770,000](#) people in the U.S. experienced homelessness in 2024. And [the current housing shortage](#) means there isn't enough affordable housing for people who need it.

For people without housing, it's harder to take care of basic health and medical needs. And it's even harder to recover from illnesses and injuries. Connecting people to housing services and solutions helps them attain optimal health.

## Screening for housing insecurity

Through the Community Support Hub®, we ask members if they're having trouble affording or keeping their housing, and if they are, we help connect them to support.

## Medical respite initiative

Medical respite care provides short-term housing and medical care for people who are experiencing homelessness and recovering from injuries and illnesses.

In 2024, we invested in the expansion of the medical respite services throughout Kaiser Permanente communities and launched a program to improve care delivery.

## Thriving Communities Fund

In 2018, we made a \$200 million investment in the Thriving Communities Fund with a goal of preserving or constructing 30,000 affordable housing units by 2030. The investment expanded in 2021 to \$400 million.

### BY THE NUMBERS

**1,155**

housing units built and preserved in 2024

### BY THE NUMBERS

**949,000**

members screened for housing insecurity

**32**

medical respite programs funded across 7 states

**6,500**

people without housing supported with medical respite care





## Medical-legal partnerships

We connect Kaiser Permanente communities and members to no-cost legal aid to help prevent evictions and improve housing stability.

### Beyond the data: How our housing program changes lives

While Isabela Tevanyan underwent lung cancer treatment, she faced an unaffordable rent increase. With a long recovery ahead, she feared she'd end up living in her car.

During a visit to the Kaiser Permanente Los Angeles Medical Center, Tevanyan met with a social worker who referred her for legal assistance.

Through our medical-legal partnership program, Tevanyan's supervising attorney challenged the rent hike and successfully reversed the increase. As a result, Tevanyan remained in her home, where she had lived for over 10 years.

Learn more about [Tevanyan's story and our medical-legal partnership program](#).

**“ My attorney helped me know my rights, preventing homelessness. Kaiser Permanente's support was invaluable. ”**

– Isabela Tevanyan, a Kaiser Permanente member helped by our medical-legal partnership program



**Kaiser Permanente has been a leader in addressing homelessness and expanding affordable housing since 2018.**

**2018**

Launched Thriving Communities Fund to preserve and produce 30,000 affordable housing units by 2030

**2019**

Developed Built for Zero in collaboration with Community Solutions, an initiative that uses data to reduce homelessness, in 37 communities

Premiered our docuseries “The Way Home” to call attention to promising solutions to end homelessness

**2021**

Partnered with the state of California on Project Homekey, a program that expanded access to housing during the COVID-19 pandemic

**2023**

Launched the Kaiser Permanente Community Support Hub®, which connects members to resources on housing

**2024**

Medical-legal partnerships expanded to 5 states



“ [With] diabetes, you have to have plenty of fruits and vegetables on hand. Sometimes, when you can’t afford to buy those things, it’s hard to keep your sugars where they should be. ”

– Instacart program participant



# Nutrition security and Food Is Medicine

A nutritious diet can help [prevent and manage ongoing conditions](#) like heart disease, diabetes, and cancer. Yet, [47 million people](#) in the U.S. don't have enough to eat or can't afford healthy food.

We invest in programs and collaborate with organizations to help people get healthy food, and connect people to resources that make nutritious food more affordable and accessible.

## Food deliveries improve health

People want more options when receiving deliveries from healthy food prescription programs.

To meet that need, we're working with Instacart to evaluate what happens when we give funds to Medi-Cal patients with diet-related diseases so they can buy their own healthy groceries for delivery.

## Now serving: Culinary medicine

Linda Shiue, MD, is a trained chef and internal medicine physician for Kaiser Permanente.

For 3 years, she worked with health educators, health scientists, a designer, and other specialists to create a culinary medicine course at the Kaiser Permanente Bernard J. Tyson School of Medicine.

The course teaches the next generation of doctors how to cook for good health and share the knowledge with patients.

Students showed a strong appetite for the subject, with a long waitlist for this elective course.

“ I learned different strategies to tailor meals based on individual health needs. This experience will allow me to counsel patients more effectively and hopefully use medications less or in conjunction with food. ”

– Kiran Magee, MD, a former student from the school of medicine's culinary medicine course

### BY THE NUMBERS

**945,000**

members screened for food insecurity

**21,000**

members helped in applying for government-funded grocery benefits

**6,100**

Medi-Cal members supported with food interventions like medically tailored meals that help address specific health needs

# Public health

Large systems like health care, government, and public safety shape people's health and the conditions they live in.

We work with others in health and public health to share what's working and push for stronger partnerships that improve health for everyone.

## Common Health Coalition

Kaiser Permanente co-founded the Common Health Coalition with other major health organizations to apply lessons learned from the COVID-19 pandemic.

This one-of-a-kind coalition brings together health care, public health, and community groups to improve how we work together during health crises. More than 100 organizations joined the Common Health Coalition in 2024, its first year of operation.

In 2024, the coalition launched the first Common Health Challenge to support and amplify the role community health workers play as trusted connectors between health care and public health.

## CityHealth

CityHealth is a long-term partnership between Kaiser Permanente and the de Beaumont Foundation, which supports smart, practical policies to help people live healthier lives and strengthen their communities. Learn more about [CityHealth's work](#) in your city.

Local leaders use CityHealth's policy ideas – like expanding affordable housing, limiting flavored tobacco, creating more green spaces, and improving access to healthy food – to tackle public health challenges and reduce health gaps.

### BY THE NUMBERS

**43 million**

people live in cities that are making progress toward CityHealth policy goals

**47**

cities were recognized for implementing new evidence-based policies to improve health



CityHealth issues medals to cities that support the health of their communities. In 2024, Omaha, Nebraska, won its first-ever CityHealth medal.



## Gun violence research and education

In 2023, Kaiser Permanente made a landmark \$25 million pledge to address gun violence through care innovation, research, education, and partnerships.

### Suicide prevention in health care settings

The Kaiser Permanente Center for Gun Violence Research and Education invested in a 2-year study led by Julie Richards, PhD. Richards is an expert on firearm-related suicide risk.

Richards and her team interviewed gun owners and people affected by suicide to better understand how to include suicide prevention in routine health care.

Their research helped Kaiser Permanente pediatricians and mental health care workers in Washington state engage people at risk of suicide in dialogue about safe firearm storage.

### Sharing gun violence experiences for community healing

Through a grant from the Kaiser Permanente Center for Gun Violence Research and Education, the National Compadres Network is piloting a program for communities disproportionately impacted by gun violence.

As part of the pilot, victims and perpetrators can share their experiences with gun violence and contribute to community healing. Learn more about [National Compadres Network's work](#).

“ [Gun violence] happens in a home. It happens in a neighborhood. It doesn't occur in a vacuum. One incident like that affects the whole community.”

– Heriberto Escamilla, PhD, director of Evaluation and Program Improvement, National Compadres Network



#### BY THE NUMBERS

30

ongoing research and education grant projects across 21 states

10

new community organizations awarded research and education grants

# Environmental stewardship

In 2024, our communities endured heat waves, wildfires, hurricanes, and other extreme weather events. These events caused injuries, disrupted access to health services, and displaced families from homes.

Healthy people and communities require a healthy environment. But we can't just help our communities recover from these events – we must help people prepare for future emergencies.

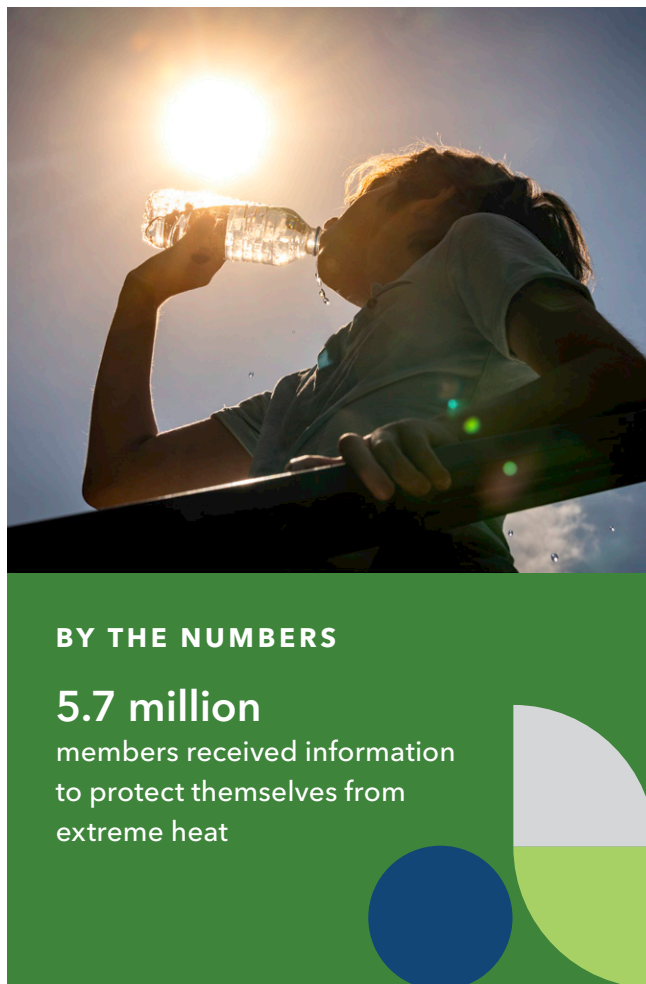
## Testing heat risk outreach and support

The world experienced the warmest summer on record in 2024. Multiple 90-degree-plus days made more people vulnerable to heat-related illnesses like dehydration, heat stroke, and cardiac events.

To reduce these risks, Kaiser Permanente reached out to high-risk members 65 or older who live alone in areas vulnerable to extreme heat. Of these, 34% requested referrals for heat-related needs and other social health needs, including housing and nutrition support.

We also helped people learn about the risk of heat and how to stay healthy during hot weather.

By testing a new way to support our members who are vulnerable to extreme heat, we can now replicate the approach in more areas we serve.



## A roadmap to resilience

We partnered with the National Academy of Medicine to share tools and information that help communities and policymakers plan for climate-related health risks.

This kind of knowledge is especially important for health care workers and people with health conditions. When health workers are prepared for climate emergencies, they can give better care. And when vulnerable people have access to resources, they can better protect themselves and others.



# Thriving Schools

In collaboration with schools and school districts, our [Thriving Schools initiative](#) addresses the physical, social, and mental well-being of students, staff, and teachers.

## Fulfilling a mental health need for students

One of the programs offered by Thriving Schools is called “Ghosted.” It is a live show for middle and high schoolers that follows 4 teens dealing with school, home, and friendships. In 2024, there were more than 300 “Ghosted” performances at 159 schools.

### BY THE NUMBERS

**1,200+**  
schools and districts used Thriving Schools resources

**100,000**  
students, teachers, and staff took part in arts-based programs that teach stress management and self-regulation



The “Ghosted” show helps normalize mental health and encourages open conversations at a time when teen mental health needs are growing.



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