

Connection Is Everything

2024 Community Health Snapshot
NORTHERN CALIFORNIA



Our legacy of building healthier communities

This year, Kaiser Permanente proudly marks its 80th anniversary. Our founding belief is that everyone deserves high-quality, affordable health care, and our mission guides us to work together with our communities to improve health.

As we release our 2024 Community Health Snapshot, our commitment to these principles and to better health for all remains strong.

In 2024, we invested \$1.7 billion in a range of programs and charitable causes addressing our region's most complex health needs. Through partnerships with community organizations and with our physician and employee volunteers, we made great strides to improve health for our members, patients, and communities.

We expanded Medical Financial Assistance, helping nearly 334,000 patients in Northern California pay for care. We also significantly

increased enrollment in our Community Health Care Program for people unable to get health coverage anywhere else. Our grants to community organizations helped improve access to health care and mental health services, safe housing, nutritious food, and more.

Supporting healthy communities is in our DNA. We're proud to carry on this mission, knowing it makes the health care system work better for all.

Yvette Radford

Regional Vice President
External and Community Affairs
Kaiser Permanente in Northern California

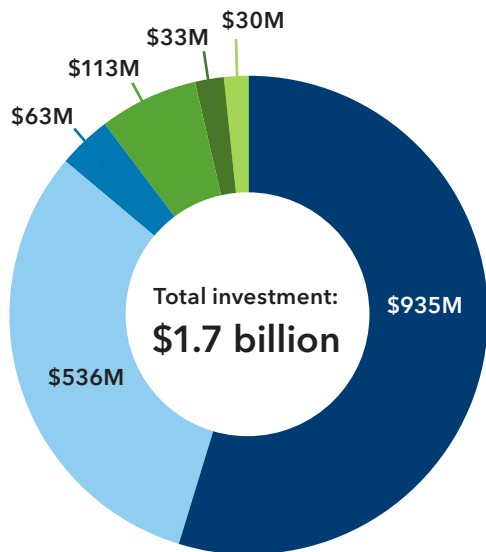
Mike Bowers, FACHE

Interim Regional President
Kaiser Permanente in Northern California



2024 by the numbers

Northern California community health investment by program



\$935 million

Medi-Cal and other government programs

\$536 million

Charitable coverage and care

\$63 million

Grants and donations

\$113 million

Health professions education

\$33 million

Research

\$30 million

Other



“ 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.”

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



Social health

It's hard to stay healthy without nutritious food and safe housing. That's why Kaiser Permanente helps members and patients connect to life's essentials.

Keeping patients safely housed

Moniquia Jefferson suspected that mold in her apartment was triggering her 12-year-old daughter's asthma. Around the same time, her landlord started sending eviction notices over a disputed rent increase.

After her concerns came up during a doctor's appointment at Kaiser Permanente, she met with a medical social worker who connected her to no-cost legal help through Legal Services of Northern California. Kaiser Permanente provided a grant to the organization and 2 other legal aid nonprofits to prevent patients like Jefferson from losing their homes.

Jefferson was connected to an attorney who worked with her landlord to take care of the mold and resolve their rent dispute, allowing her to remain safely housed.



Moniquia Jefferson in her Sacramento apartment

BY THE NUMBERS

3,000

patients served by
emergency department
patient navigators



Helping patients connect to the right care

When 24-year-old Carla came to our Kaiser Permanente Sacramento Emergency Department, she was nearly 4 months pregnant. She didn't have health care coverage, and she was nauseated, vomiting, and weak.

After being seen by our care team, Carla met with an emergency department patient navigator, Odalis Rojas. She helped Carla finalize her Medi-Cal enrollment and connected her to an ob-gyn in the community to provide care throughout her pregnancy. Ten days later, Carla had her first prenatal appointment.

"That appointment gave me peace of mind that my baby is growing well and is healthy," Carla said. "Odalis helped me a lot."

Navigators work with patients who are not Kaiser Permanente members at our Sacramento and Vallejo emergency departments and Vallejo hospital. Their goal is to help patients enroll in Medi-Cal if needed, understand their health coverage, get established with a primary care provider, and receive needed essentials like transportation, food, and housing.

In 2024, we provided grant funding to nonprofit partners Community HealthWorks and La Clinica de La Raza to staff our navigation programs.

Fresno food hub puts healthy food on the table

For decades, dedicated volunteers with Saint Rest Baptist Church's food ministry and the Fresno Metro Ministry have collected and distributed food to make sure their neighbors in southwest Fresno didn't go hungry.

With support from Kaiser Permanente, Fresno Metro Ministry, and other community partners,

Saint Rest Baptist Church transformed an abandoned warehouse and opened a modern food hub for the community in 2024. Together, the organizations recovered more than 4 million pounds of food and distributed it to people in need.

Alongside funds from others, our support is helping tens of thousands of Fresno residents access nutritious, affordable food and live healthier lives.



“ This food hub is a beacon of hope and a testament to our commitment to better lives in our community. ”

– Emogene Nelson
Executive Director
Fresno Metro Ministry

Mental health

In Northern California, like many other parts of the United States, there's a high demand for mental health services and an ongoing shortage of mental health professionals. In 2024, we helped expand the pool of qualified mental health professionals and increased access to community services, especially for young people.



Growing the mental health workforce

Kaiser Permanente's [Mental Health Training Program](#) in Northern California has trained therapists and psychologists for more than 50 years, supporting pre-master's to postdoctoral trainees. In 2024, we hosted a record number of trainees to help address the ongoing shortage of mental health professionals in the communities we serve.

Our community health investments supported 218 doctoral- and master's-level trainees at 21 Northern California medical centers in the 2023 to 2024 academic year and 278 trainees in the 2024 to 2025 academic year.

Trainees provided mental health services for Kaiser Permanente patients. They also provided a wide range of mental health education and mentoring programs for students, community organizations, and seniors. In 2024, the program launched its newest specialty training, welcoming 19 Spanish-speaking trainees to its bilingual program.

Wellness rooms support youth mental health

Behind a door off the main hallway at Sacramento's Encina High School is a peaceful wellness room with a soothing fish tank, comfortable seating, and soft lighting. It's a place where students can go to find solace from the stresses of daily life.

Students who are feeling overwhelmed or anxious can take part in guided meditation, yoga, and mindfulness exercises. Individual or group therapy is also available when they need more support.

The room at Encina High is one of the many ways Kaiser Permanente is supporting youth mental health in the community. It's one of 18 wellness spaces Kaiser Permanente has funded in partnership with school districts in Placer, Napa, Sacramento, and Santa Cruz counties.

“ Our wellness room provides a vital space for students to prioritize their mental health and well-being. This room not only supports our students in managing stress, but it also fosters a sense of community and resilience within our school. ”

– Greta Scholtes
Principal
Encina High School



Investing in youth mentoring

Napa County teenagers have a new safe space when they need someone to talk to about life's ups and downs.

In 2024, with grant support from Kaiser Permanente, nonprofit mental health care provider Mentis launched a peer counseling program. Seven college-aged, trained peer counselors offer support and coping skills to high schoolers in English or Spanish. Counselors meet with students on the Mentis campus and refer teens to licensed therapists if needed.

We provided additional grants to 11 other Northern California nonprofits to support mentoring programs for youth aged 13 to 18 from underserved communities. The organizations connect young people to adult mentors, peer mentors, or group mentorship. The grants also support mental health education for families and caregivers and help connect teens who have acute symptoms to appropriate care.



Access to care

Because everyone needs high-quality health care, we invest in programs and support community partners that expand access to health care for people in need.

Strengthening the health care safety net

Every Monday morning the Salud Para La Gente mobile medical vehicle pulls into a parking lot in the small agricultural community of Pajaro, southeast of Santa Cruz. It's stocked with equipment and supplies that help caregivers provide routine and urgent medical care to a community still recovering from a devastating flood in 2023.

BY THE NUMBERS

\$7.7 million

contributed to 50 community health clinics, public hospitals, and other organizations

With support from Kaiser Permanente, Salud Para La Gente has expanded medical, dental, social, and behavioral health services to residents. Our grant supported Salud's mobile vehicle and the refurbishment and reopening of a flooded school-based health center in Pajaro.



“Kaiser Permanente and Salud have a shared goal of improving community health. Together, we’re having a positive impact on the Pajaro Valley by providing a comprehensive range of services for families.”

– Donna Young
CEO
Salud Para La Gente

Increasing access to health coverage

Many low-income Californians earn too much to qualify for Medi-Cal but can't get health coverage elsewhere. We designed our Kaiser Permanente [Community Health Care Program](#) with them in mind.

In 2024 and through January 2025, we collaborated with a host of community-based organizations to enroll more than 1,200 eligible Northern Californians who would otherwise not have health coverage. Some of them had gone without health care services for years.

These members now receive comprehensive Kaiser Permanente health coverage including primary and specialty care, prescriptions, and lab services without paying a monthly premium. They also don't pay copays or out-of-pocket costs for most care at Kaiser Permanente facilities.

This program fills a critical health care coverage gap for people with low incomes, helping to ensure they have access to health care services when they need them.

Operation Access: No-cost surgeries and specialty care

Kaiser Permanente has been an essential partner to Operation Access for more than 30 years. The nonprofit organization arranges no-cost surgeries and specialty care for adults without health care coverage in Northern California. In 2024, we provided grant funding and the use of our facilities, and hundreds of our employees and physicians volunteered their time to ensure patients with low incomes got the care they needed.



BY THE NUMBERS

337

Kaiser Permanente physicians and staff volunteered with Operation Access

860

surgical and diagnostic services performed

393

adults received health care services through the Operation Access partnership



Oakland Resilience

Kaiser Permanente has its roots in Oakland, California, home to our first hospital and our national headquarters. In 2024, we invested in a series of 3-year grants, made through a Kaiser Permanente fund at the East Bay Community Foundation, to improve health and vitality in the city.

Supporting meaningful opportunities for youth

One of our grantees, the East Oakland Youth Development Center, provides education, leadership, arts, and wellness services to children and youth in East Oakland.

In conjunction with the Rise East 10-year collective impact strategy, our funding supported the expansion of Project JOY, or Job Opportunities for Youth, and the Career Exploration Experience pilot. Project JOY offers young people paid internships, mentorships, career exploration workshops, and academic support to create future leaders in East Oakland.

The Career Exploration Experience pilot helped 140 young people secure a paid internship last summer.

The interns collectively earned more than \$450,000.

Helping small businesses survive and grow

Thriving small businesses are an important part of healthy communities, but many in Oakland are struggling. After a series of community listening sessions, Kaiser Permanente awarded 3-year grants to 11 organizations supporting small businesses in Oakland.

Among these was a grant to Pacific Community Ventures' Oakland Restorative Loan Fund 2.0. Since its 2024 launch, the fund has provided more than \$2 million in no-fee, low-interest loans to 30 Oakland small businesses.

Angela Tsay, CEO of Oaklandish, said the low-interest loan she received helped her meet payroll and buy inventory for the critical holiday shopping season.

Our investments also supported business incubation and coaching, chamber of commerce memberships, marketing, and mentoring opportunities.



“ The last few years have been extremely challenging. Kaiser Permanente has created a great blueprint for how to best support small businesses in Oakland.”

– Angela Tsay
CEO
Oaklandish

Helping Oakland Thrive

Breaking the cycle of gun violence

Recognizing that gun violence is a public health crisis, Kaiser Permanente has long supported violence prevention programs in Northern California.

Our 3-year grant to the city of Oakland's [Ceasefire-Lifeline](#) program funded 4 staff positions to mediate conflicts and offer services to people most at risk of being involved in shootings.

Oakland ended 2024 with a more than 30% decrease in murders compared to 2023.

The program's violence interrupters conduct mediation either individually or in groups. Life coaches offer participants behavioral therapy and relocation guidance, and support access to social services and housing. They also help people at risk of experiencing gun violence create safety plans.

“ The Kaiser Permanente money is an absolute savior and critical part of our effort to make this city safer. I absolutely attribute the reduction in murders this year to the start of this program in January. ”

—Holly Joshi
Chief
Department of Violence Prevention
City of Oakland

Transforming Oakland playgrounds

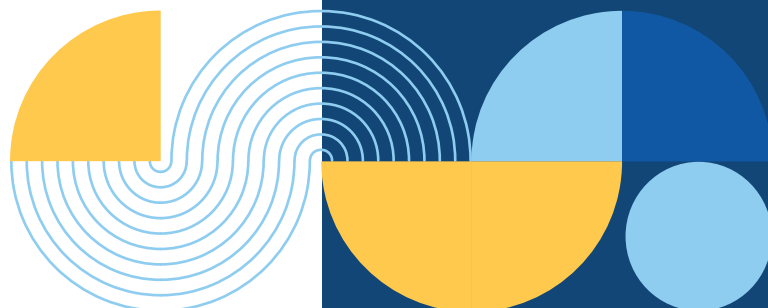
Kaiser Permanente partnered with Eat. Learn. Play. and KABOOM! to rebuild 6 Oakland Unified School District playgrounds for students and the surrounding communities. With new play structures, gardens, outdoor classrooms, multisport courts, murals, and more, these playgrounds are amazing spaces where kids can play and learn.



BY THE NUMBERS

6
Oakland playgrounds transformed

2,500
students enjoyed new play spaces





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