

2022 Community Health Snapshot

How we support the communities we serve in Washington state



Our values and commitment

At Kaiser Permanente, our mission is to provide high-quality, affordable care and improve the health of our members and the communities we serve. We know good health is deeply connected to where we live, work, learn, play, and grow. So our commitment goes beyond the doctor's office.

In 2022, as our communities began to recover from the COVID-19 pandemic, we doubled down on our response to ongoing inequities in physical, mental, and social health. Using our 2022 Community Health Needs Assessment, we identified 6 priorities:



Through partnerships, programs, and direct services, we invested more than \$90 million across Washington state in 2022. This Community Health Snapshot highlights a few of those investments.

There's no one-size-fits-all approach to building healthy communities, and we know there's more work to do. While we're proud of what we accomplished in 2022, our commitment to fair, equitable care and opportunity continues. And we remain unwavering in our mission to further the health and well-being of all Washingtonians.

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Access to care

We believe everyone should have access to high-quality health care. But many Washington residents are uninsured or can't access care due to barriers like cost, lack of transportation, and other social factors. Our investments in financial aid and accessible care aim to bridge those gaps.

Removing cost barriers

In 2022, our Medical Financial Assistance program supported more than 14,000 patients – amounting to nearly \$23 million in medical costs for low-income members who are uninsured or underinsured. We also served 33,700 people with Medicaid.

Accessible virtual care

Kaiser Permanente regularly partners with safety net organizations and clinics to provide care to people who are uninsured or underserved. During the COVID-19 pandemic, we provided technical assistance and funding for 8 federally qualified health centers in Washington to support virtual care for our unhoused neighbors.

Specialty care outreach

To improve access to specialty care, Kaiser Permanente provided funding and other support to Project Access Northwest and Pierce County Project Access. Their specialty care coordinators help patients navigate the health care system and connect with compassionate doctors who can provide the specialty services they need. These programs reached 3,600 people in the Puget Sound area.

Since 2014, Kaiser Permanente has been a Platinum sponsor of the Seattle/King County Clinic, an annual pop-up volunteer clinic that plays a critical role in the safety net in the Puget Sound. In 2022, their vision clinic served 1,039 individuals with screenings, eyeglasses, and referrals for follow-up care.

Some of our community ties

- Community Health Center of Snohomish County
- Country Doctor Community Clinic
- HealthPoint
- International Community Health Services
- Neighborcare Health
- Sea Mar Community Health Center
- Seattle Indian Health Board
- Seattle/King County Clinic
- Tubman Center for Health and Freedom

Economic opportunity

Economic stability has a direct impact on health and health-related factors like access to nutritious food and safe housing. Decades of systemic racism and policies like redlining have produced acute inequities in income and wealth that were exacerbated by the COVID-19 pandemic. Kaiser Permanente responded with initiatives focused on 3 areas: equitable health care career pathways, diverse small business support, and individual financial health.

Equitable health care career pathways

In 2022, Kaiser Permanente made a 3-year investment in the Service Employees International Union Healthcare 1199NW Multi-Employer Training and Education Fund. We also funded university scholarships for more than 25 students of underrepresented backgrounds and supported the career advancement of 2 paid public health fellows.

We also funded the expansion of regional career pathway programs that prepare people from underserved communities for careers in health care:

- **BIPOC Health Careers Ecosystem:** Education and career connections to increase the number of historically underrepresented health professionals in Washington state.
- **Workforce Snohomish:** Financial coaching and empowerment practices for recent immigrants and refugees.

Boosting small businesses

Diverse small businesses are the backbone of our communities. Through our Diverse Business Growth strategy, Kaiser Permanente supported businesses and entrepreneurs with technical assistance, access to capital, and grants to help stabilize more than 2,000 businesses and entrepreneurs impacted by the pandemic.

Along with Local Initiatives Support Corporation, we also supported grassroots community organizing to bolster equitable economic development efforts in Skyway and Everett.

Individual financial health

Financial coaching helps individuals build financial literacy and money management skills and reach their financial goals. Along with Change Machine, we provided funding and access to technical assistance to help social service and workforce providers enhance their financial coaching programs, reaching over 1,200 individuals.



Some of our community ties

- Financial Empowerment Network
- Hopelink
- Local Initiatives Support Corporation
- Seattle Jobs Initiative
- Service Employees International Union Healthcare 1199NW
- United Way of Pierce County
- Ventures
- Washington State Opportunity Scholarship
- Workforce Snohomish

Housing security



Many Washington residents are struggling to meet basic needs, including affordable housing. In 2022, Washington had the fourth highest number of people experiencing homelessness in the nation. Housing instability and homelessness can lead to lifelong health impacts.

Preventing homelessness

Kaiser Permanente is investing in an initiative with Community Solutions to bring its Built for Zero model to communities like Spokane to strengthen homeless systems of care and eliminate homelessness. With funding from Kaiser Permanente, Spokane County United Way provided project management and diversion support to prevent new cases of homelessness, and ensured that people with lived experience could help shape the work. The organizations we funded successfully diverted 65 individuals from homelessness in 2022.

Medical respite

Many communities need short-term residential care that allows individuals experiencing homelessness the opportunity to recover from illness in a safe environment with access to medical care and other support. Kaiser Permanente's Medical Respite initiative supported the enhancement of a medical respite program through Catholic Charities Eastern Washington.

We also funded Building Changes' assessment and report on the health needs of youth experiencing homelessness. These findings will inform the organization's future programming and policy.

Some of our community ties

- Building Changes
- Catholic Charities Eastern Washington
- Community Solutions
- Spokane County United Way

Food security

Before the COVID-19 pandemic, around 10% of Washington households were considered food insecure. By July 2021, the number had risen to 27% – with children in 54% of those households. Families including people of color represented an even higher percentage.

Meal programs

To increase access to healthy food, Kaiser Permanente designed a multiyear \$1.8 million funding initiative – School Community Partnerships: A Blueprint for Equitable Youth and Family Food Security. The initiative will increase participation in school and community meal programs by addressing stigma and enabling access to summer and after-school meals, culturally specific meals, fresh foods, and family purchasing power. To build this initiative, we worked with:

- School districts
- Community organizations led by and serving people of color
- Youth and state leaders of hunger-relief programs

We provided funding to United Way of King County (UWKC) for its Fuel Your Future Campaign, which leverages evidence-based federal nutrition programs to reduce childhood hunger. Along with the Office of the Superintendent of Public Instruction, UWKC provides technical assistance to statewide school districts implementing Breakfast After the Bell, Community Eligibility Provision, and after-school or summer meals. UWKC also leads Supplemental Nutrition Assistance Program (SNAP) outreach for K-12 families.

Community action

We also provided funding to Urban Food Systems Pact, a Black- and women-led collective made up of Skyway residents, faith-based leaders, Black and brown farmers, community-based social service organizations, and the Renton School District. The collective will help the Skyway community improve access to healthy food, social services, and new economic opportunities.



Some of our community ties

- Anti-Hunger & Nutrition Coalition
- Bethel School District
- Chief Leschi Schools
- FamilyWorks
- Feeding Feasible Feasts
- FEED Seven Generations
- Food Innovation Network
- Franklin Pierce School District
- Muckleshoot Tribal School
- Office of the Superintendent of Public Instruction
- Seattle Public Schools
- South Seattle Community Food Hub
- United Way of King County
- Urban Food Systems Pact
- Washington State Department of Agriculture

Mental and behavioral health



Since the COVID-19 pandemic, rates of depression, anxiety, and suicide ideation among youth, especially youth of color, have skyrocketed in Washington.

Youth mental health

Kaiser Permanente launched a community-centered funding initiative, providing \$2.4 million to support culturally specific approaches for the mental health of youth and young adults of color. Over 450 young people and their caregivers helped to shape the initiative.

National Alliance on Mental Illness (NAMI)

Kaiser Permanente supported essential mental health programming in Washington, including NAMI Washington's efforts to reduce the stigma surrounding mental health for youth and young adults. More than 5,300 students, caregivers, and community members attended events through Ending the Silence, NAMI on Campus, Sharing Hope, and Compartiendo Esperanza programming.

KIRO Day of Giving

We sponsored the KIRO Day of Giving to support Crisis Connections, one of the oldest crisis lines in the nation and home to 5 programs serving the emotional and physical needs of individuals across Washington state. With Kaiser Permanente's support and sponsorship, the Day of Giving also received more community and corporate donations.

Washington State Therapy Fund

Kaiser Permanente has also given to the Washington Therapy Fund Foundation, the leading organization in Washington state offering free mental health services to Black community members. These funds support an emergency response to address urgent mental health needs related to gun violence.

Some of our community ties

- ACE Academy
- Ancient Cedars
- Arts Impact
- Asian Counseling and Referral Service
- Asian Pacific Cultural Center
- Crisis Connections
- Glover Empowerment Mentoring
- Hispanic Business Professional Association of the Inland NW
- KIRO Day of Giving
- Living Well Kent
- NAMI Washington
- Our Sisters' House
- Washington Therapy Fund

Systemic racism

Consistent disinvestment in certain racial communities is a longstanding source of health inequity. Whether it's due to historical discrimination or a lack of diversity in the health care workforce, mistrust in the system also prevents people from getting care.

Community-specific issues

Through a 3-year Racial Equity Initiative with PolicyLink, Kaiser Permanente provided funding, technical assistance, and collaborative learning opportunities to 4 organizations using community-driven efforts to address systemic racism:

- Urban League of Metropolitan Seattle
- Tacoma Urban League
- Byrd Barr Place
- Africatown Community Land Trust

These grantees are addressing specific priorities in their communities, including the health of Black Washingtonians, civic engagement among youth and young adults in historically marginalized groups, and strengthening Black businesses.

Asian American discrimination

Asian and Asian American communities have experienced a particular surge in discrimination since the pandemic, undermining their physical, mental, and economic health. Through Kaiser Permanente's Stop Anti-Asian Hate and Violence Initiative, we helped 2 organizations strengthen prevention efforts and healing supports for victims:

- Asian Counseling and Referral Services
- Asian and Pacific Islander Coalition of Washington

Letting our communities take the lead

Among other solutions, undoing structural racism requires investing in organizations that are led by the communities most impacted. In 2022, Kaiser Permanente Washington awarded 51 grants to nonprofits in our communities, with a large portion going to organizations led by historically marginalized groups. An estimated 500 individuals from these communities contributed to the design of their key grant initiatives.



Some of our community ties

- Africatown Community Land Trust
- American Indian Health Commission of Washington
- Asian Counseling and Referral Services
- Asian and Pacific Islander Coalition of Washington
- Byrd Barr Place
- Kitsap Racial Equity and Empowerment Fund
- Tacoma Urban League
- Tubman Center for Health and Freedom
- Urban League of Metropolitan Seattle

Thriving schools

Schools are still recovering from the pandemic, and many students and staff continue to struggle with mental health issues, resulting in absenteeism and teacher burnout. Kaiser Permanente is working to improve the health and well-being of students, staff, teachers, and families by collaborating with school districts, educational service districts, and local and state agencies to support policy, systems, and environmental changes.

Building our approach

Our national Thriving Schools program and Healthier Generation created an integrated approach to address the social, mental, and physical health needs of school communities, providing in-person and virtual resources to staff spanning 1,068 schools. With additional support from Kaiser Permanente, more than 4,300 students participated in youth-led mental health stigma campaigns across 15 schools.

School-based health centers

School-based health centers improve the mental and physical health of students, as well as their academic outcomes. For years, Kaiser Permanente has supported the Washington School-Based Health Alliance to promote statewide school health services.

We also operate 5 school-based health centers in King County and provide mental health services in 3 additional schools. To make critical school-based health services available to a wider number of students, we recently funded the startup of 4 new school health centers operated by federally qualified health centers.

Workforce mental health

When the school workforce is healthy, the entire school community benefits. Through our innovative Multi-Tiered Systems of Support wellness initiative for school employees, we helped 8 school districts improve their capacity to address the mental health needs of their workforce. Additionally, Kaiser Permanente's Way to Well-Being workshops provided strategies to improve self-care for nearly 1,000 teachers and school staff from 204 school districts.

Some of our community ties

- Association of Washington School Principals
- More than 100 Washington schools, districts, and educational service districts
- Office of the Superintendent of Public Instruction
- Washington Association of School Administrators



Total community health investment

Care and coverage

Medical financial assistance (charity care)

\$22,312,939

Medicaid

\$43,450,791

Grants and donations

\$4,281,535

Knowledge dissemination

Medical research

\$8,083,523

Health professional training

\$10,269,954

Other community benefit

\$2,561,626

Total:

\$90,960,368

Total % operating revenue: **2.32%**

Charity care % operating revenue: **0.57%**



Total invested in 2022: \$90,960,368