
2020 COMMUNITY BENEFIT AND ENGAGEMENT REPORT

Investing in Communities to Improve Health



A not-for-profit health care system, Allina Health is dedicated to the prevention and treatment of illness and enhancing the health of individuals, families and communities throughout Minnesota and western Wisconsin.



Dear friend,

To fulfill the mission of Allina Health—preventing illness and improving the health of our communities—we have long understood that we must take action beyond the walls of our 90+ clinics and 11 hospitals. Our Whole Person Care approach means addressing broader issues that affect health and wellness—issues like mental health, active living and healthy eating. But it also requires that we address social determinants of health including economic opportunity and equity. The past year showed us how important those issues are, in ways we could hardly have imagined previously.

Words like “unprecedented,” or “challenging” simply aren’t up to the task of describing 2020. The coronavirus pandemic disrupted our lives, work and relationships and caused heartbreaking loss on a massive scale. Cultural and political events forced us to confront injustice and division with a rawness and urgency that shocked us all. And the disruption and chaos of 2020 showed us once again that, sadly, those at the margins are the first—and the most—to be affected when times are hard.

The need in our communities has never been greater.

I’m proud to say our community response rose to the challenge. In 2020, Allina Health invested more than \$200 million in Community Benefit through programs, partnerships and investments that made a direct impact on our neighbors and communities. And I’m humbled to say our communities reached out to support us, too. Volunteers and members of the community rallied in support of our front-line health care workers. Donors dug deep to help us deliver valuable programs and resources to our communities.

In this report, you’ll see a snapshot of the many ways Allina Health is responding to the high level of need in the communities where we care for patients. That includes employee volunteerism, financial contributions, and Allina Health initiatives related to improving access to healthy food, distance learning and supporting mental wellness.

In 2021, we are focused on recovering from the effects of the pandemic, rebuilding our communities after civil unrest and recommitting ourselves to reducing health disparities for every person in our community. With our amazing team of employees, volunteers and partners, I’m confident we will make significant progress. Thanks for your interest in community involvement at Allina Health.

In good health,

Penny Wheeler, MD
President and Chief Executive Officer

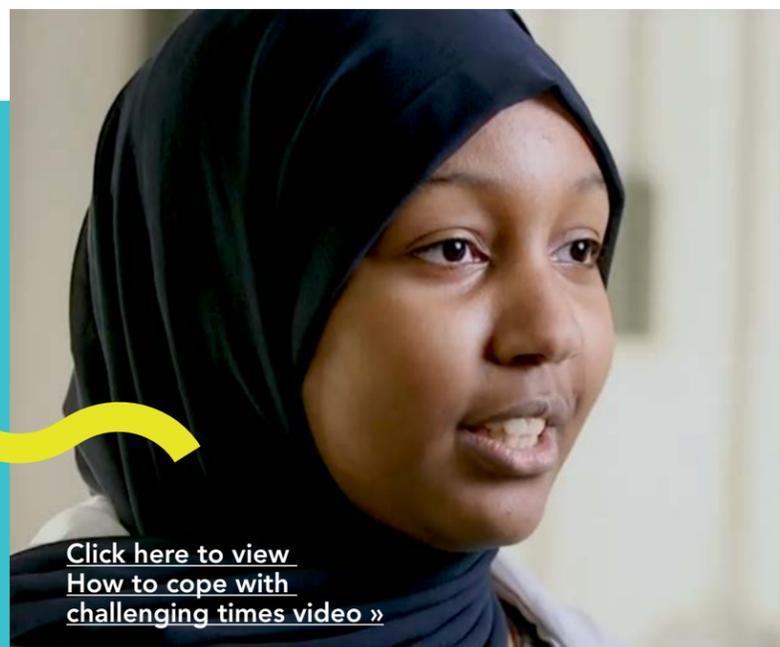


Mental Health and Substance Use

As a not-for-profit health care organization, Allina Health offers programs and activities to support the broader health of our communities. Through an in-depth community input process in which priorities were identified, Allina Health is focused on initiatives to support mental wellness, social determinants of health, access to healthy food and active living opportunities.

In 2020, COVID-19 provoked fear, stress and anxiety in populations across Minnesota. Schools transitioned to distance learning while students, teachers and parents adjusted to new routines. More than 58,350 people were reached when **Change to Chill™**, a program of Allina Health that helps teen manage stress, pivoted to meet the changing needs of community by offering a virtual care package for families, transforming in-person trainings to virtual well-being classes for all and offering new online resources including:

- new tools to help students sort out complicated feelings and cope with **[grief, loss and change](#)**
- a **[Virtual Chill Zone](#)** to provide a calming space for students navigating change
- a virtual summer internship for students to learn and practice different coping skills, recognize early warning signs of stress and promote mental well-being, and help staff develop new tools to support virtual, hybrid, and in-person learning models.



[Click here to view How to cope with challenging times video »](#)

COVID-19 disproportionately impacted Black, Indigenous and people of color.

In response, **[CTC partnered with Hennepin County](#)** Public Health to create and provide culturally specific mental well-being resources for youth most impacted by COVID-19 including Black, Indigenous, Latinx and Lesbian, Gay, Bisexual, Transgender and/or Queer youth and their parents.

Social Determinants of Health

Every person who walks through Allina Health doors brings with them unique life experiences that may impact their health. This is why we focus on caring for the whole person, looking at an individual's physical needs as well as social needs. As part of an Accountable Health Communities cooperative agreement with the Centers for Medicaid and Medicare Services (CMS), Allina Health care teams in 78 Allina Health sites screen patients with Medicare and/or Medicaid insurance for **[five health-related social needs](#)**:

- housing instability (e.g., homelessness, low housing quality);
- food insecurity (e.g., lack of access to food);
- access to transportation (e.g., lack of reliable transport options);
- difficulty paying for heat, electricity or other utilities; and
- concerns about interpersonal safety (e.g., intimate partner violence, child abuse, elder abuse).

If a patient identifies a need, the care team provides a tailored list of community resources. In addition, some high-risk patients receive care team assistance navigating to community resources.

Results

In 2020, more than 49,500 Allina Health patients were screened for social needs; of those, nearly one in four identified one or more needs. The most frequently identified need was food access followed by housing instability.

Learnings include:

- Unmet social needs impact a large percentage of our patients.
- Overall, Medicaid patients report more unmet social needs than Medicare patients.
- Patients in minority populations identified the highest proportion of unmet social needs.

Screening for and supporting social needs has become an integral part of how we care for patients. Working together with community organizations, we are able to improve the health of our communities in ways that matter most to the people we serve.



"It [the navigation experience] made me aware of, when we do run out of food and we don't have anything. I have access to resources that I didn't know I had access to."

– Allina Health patient

How we changed our screening to meet the needs of patients

Before the COVID-19 pandemic, social needs screenings were only offered to patients at in-person medical visits. When the pandemic hit, Allina Health quickly transitioned to providing health care through virtual visits and offering the social needs screening electronically. In 2020, nearly 4,000 screenings were offered to patients attending a virtual health care visit. This allowed patients to continue to receive support for social needs throughout the pandemic.



2020 by the numbers

Responding to local needs

Access to Healthy Food



Allina Health employees, in partnership with **The Food Group**, a non-profit organization dedicated to providing nutritious food to strengthen community, hosted free food distribution events in Minneapolis as part of local community recovery efforts.



+4,100 pounds of free fruits, vegetables and frozen meats were given to families at these events

Active Living

Celebrating 10 years of partnering with



In collaboration with **Free Bikes 4 Kidz MN**, a local non-profit organization dedicated to getting a bike into the hands of every kid, Allina Health supported:



+650 employees who collected 7,006 bikes to help kids in our communities stay healthy and active

Community Wellness

When COVID-19 cancelled in-person learning, Allina Health continued to offer community health and wellness classes to students and the public through remote learning:



- 335** students received **virtual tobacco prevention** education
- 210** participants attended the **Let's Talk Wellness** online classes
- 102** participants attended **Honoring Choices** classes*

*Honoring Choices helps adults understand what Advance Care Planning is, and how health care providers can assist patients at the end of their life, and honor their choices.

Distance Learning Pods at Allina Commons

To make distance learning more equitable, Allina Health opened its corporate headquarters, the Allina Commons, to three non-profit organizations overseeing educational support programs. This space supported students in grades 1-12 in accessing their virtual school programs under the supervision of adult tutors. When attending school at the Allina Commons, students received two meals per day, ongoing supervision, access

to reliable, high-speed internet connectivity and an environment conducive to learning. After only a few months, the program partners found that students who came to school at the Allina Commons attended school much more regularly and their grades improved. The success of this program will be used as the foundation for further exploration of educational support opportunities in the future.



- 90** students
- 95%** identified as Black, Indigenous or children of color
- 85%** qualified for free or reduced lunch

Diaper Collection

In response to the destruction of local stores during unrest in 2020, Allina Health employees implemented a system-wide diaper drive to support our patients and community members living in Minneapolis and St. Paul:



- 28** Allina Health sites collected
- +24,250** diapers
- 50,000** wipes
- and enough formula to make **3,050** four-ounce bottles



Community Benefit Financial Summary 2020



CHARITY CARE & MEANS TESTED GOVERNMENT PROGRAMS

\$17.4M	Cost of providing charity care (financial assistance)
\$47.6M	Costs in excess of Medicaid payments
\$27.5M	Medicaid surcharge
\$49.7M	MinnesotaCare tax
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\$142.2M	

SUBSIDIZED HEALTH SERVICES



PARTNERSHIPS AND OTHER COMMUNITY BENEFIT COSTS



\$3.9M	Cash and in-kind contributions
\$3.9M	Other community benefit cost
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\$7.8M	

HEALTH PROFESSIONS EDUCATION



COMMUNITY HEALTH IMPROVEMENT SERVICES



RESEARCH



Total Community Benefit: \$200.5 M



Our Commitment to Diversity, Equity and Inclusion

While we experienced the events of the past year as a collective, we each bring our individual lived experiences to how they affected us. We recognize there is still a long healing journey ahead and Allina Health is dedicated to caring for the physical and mental well-being of all people in the communities we serve. Poverty, discrimination, and systemic racism have a proven impact on individual and community health—and it's our responsibility to take action.

A RESPONSIBILITY AND AN OPPORTUNITY

Diversity, equity and inclusion speaks to our belief that we are collectively stronger when we recognize and value our differences, especially in communities that have disproportionately suffered from health inequities. We are committed to advancing the work of communities to eliminate barriers that prevent people from living their fullest lives, to heal the injuries caused by systemic inequality and racism, and to improve the health of our communities.

[Learn more about Allina Health's commitment to diversity, equity and inclusion.](#)

Investing in communities to improve health

At Allina Health, we believe health care is more than just treating people when they are sick. We are committed to improving the health of the communities we serve and helping people live healthier lives.

As a trusted and compassionate partner, Allina Health ensures community benefit and engagement is an integral part of our culture and strategic plan. Investing in these efforts is one way we support people on their path to better health.



Thank you to the community!

The [Association of Minnesota Chinese Physicians](#) was just one of the many businesses, organizations and individuals who supported Allina Health with a donation of face masks. In total, the community donated more than 300,000 face masks and other personal protective equipment to Allina Health.

Learn more about our community partnerships and how we work together to support mental health, address social needs, and improve access to healthy foods and active living opportunities.

[Watch the video.](#)

