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## Kaiser Permanente's Social Services Resource Locator (SSRL) Update

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### What's going on?

At least four million Kaiser Permanente (KP) members live at or below 250% of the federal poverty level, creating challenges for them to make ends meet. Addressing our members' most pressing basic needs such as food, transportation, and housing is a critical component of many key KP strategies regionally and nationally.

### Why is this important?

Currently, KP lacks an enterprise-wide tool that would provide staff and members with information about local community resources and would connect our members with these resources. Many of our regions and business units are creating local solutions, including excel databases, printed binders of community resources, solutions in KP HealthConnect, and partnerships with vendors that have broad knowledge about local community resources.

### What's being done?

To fill this critical gap, KP will develop the Social Services Resource Locator or SSRL. The goal of the SSRL is to create an enterprise-wide tool designed to connect our members with

community organizations that specialize in meeting basic social needs. The SSRL will include four key elements: 1) search / assessment capability, 2) community resource database, 3) referral and tracking capability, and 4) reporting functionality. The SSRL will ensure that KP deepens its learning in this emerging area using a standardized tool and a standardized data set to track needs, referrals, and trends across regions.

Development of the SSRL will include a request for proposal to select a vendor. The tool will be deployed through a phased approach beginning in late 2018. It will roll out first to KP staff, then to our members, and, in the future, to external safety net partners.

The SSRL governance structure is being finalized and includes partnership with cross-functional teams and cross-regional leadership. Sarita A. Mohanty, MD, MPH, MBA, regional executive director, Medi-Cal Strategy and Operations, Northern California is the accountable executive for this effort with sponsorship from Gregory A. Adams, executive vice president and group president, Kaiser Foundation Health Plan, Inc. and Hospitals, and Bechara Choucair, MD, MS, chief community health officer and senior vice president of Community Health and Benefit for Kaiser Foundation Health Plan, Inc. and Kaiser Foundation Hospitals. John F. Steiner, MD, MPH, lead investigator of the SONNET, will lead the research and evaluation process.

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