Dear Friends,

PacificSource is more than health insurance. We’re a family that has grown across many communities in the Pacific Northwest for 85 years. We care about the communities we live in and serve, and we view each one as part of our own backyard. We live, work, and play in these communities, and our members are our friends and neighbors.

As an expression of our commitment to our communities, we formed the PacificSource Foundation for Health Improvement in 1992. Since then, it has achieved its mission to promote better health, enable better care, and lower healthcare costs. Today, it continues to carry out this three-fold mission through grants that focus on improving healthcare access across vulnerable populations, as well as promoting health excellence via innovative care and community health and wellness programs.

Our philanthropic efforts are so much a part of our culture at PacificSource that our employees have branched beyond the Foundation to engage in charitable giving and support. This report offers a glimpse of the many ways that the Foundation, our company, and our employees were able to make real and lasting differences in the lives of our neighbors in 2017.

We are honored and proud to help so many local healthcare and wellness initiatives grow and flourish.

Be well,

Ken Provencher,
President and Chief Executive Officer, PacificSource

How We’re Leveraging PacificSource Values to Improve Community Health

Combined Impact: PacificSource and PacificSource Foundation for Health Improvement

Over $2 million Invested in Our Communities

- $651,000 Invested Through the PacificSource Foundation
- 24 Foundation Grants Awarded
- $120,000 Employee Raised Contributions
- 1,200 Employee Volunteer Hours

$1,366,000 Invested Through PacificSource Company
Sustainable investments are a guiding principle for PacificSource and our PacificSource Foundation for Health Improvement. Together, we are committed to supporting homegrown programs that aim to ensure access to high-quality healthcare.

Our best tools include connecting with community partners to improve health. We do this by providing financial support and also by sharing our skills and resources to promote community-created solutions. We sponsor diverse organizations working to improve the lives of vulnerable populations, to test promising healthcare innovations, and to enhance the overall health and well-being of the community.

**Primary Grant and Philanthropy Programs**

**PacificSource Foundation for Health Improvement**

Our Foundation is focused on serving vulnerable populations while enabling innovative community health and wellness programs through grants, as well as offering our expertise to community partners.

- **Access to Healthcare**: $131,000
- **Healthcare Access Partners Program**: $190,000
- **Community-based Strategic Grants**: $330,000

**PacificSource Community Support and Volunteerism**

PacificSource and its employees actively support and engage in community programs. These include company grants and sponsorships, deep relationships with academic and scholastic partners, employee-fueled charitable campaigns, volunteerism, and financial support.

- **United Way**: $42,682
- **Charitable campaign raised amount**: $16,874
- **Employee payroll contributions**: $85,297
- **University of Oregon Duck Nest**: $100,000
- **Oregon State University Center for Health Innovation**: $100,000
- **CHE grants**: $645,000
- **Other charitable contributions**: $370,591

**Access to Healthcare Grant Recipients**

- Boise Rescue Mission, Mental Health Program: $20,000
- Boys and Girls Club of Albany, Bilingual Dental Health Navigator: $15,000
- Free Clinic of SW Washington, Diabetes Prevention Model: $11,000
- North by Northeast, CORE Operating: $25,000
- Southwest Community Health Center: $15,000
- Salem Free Clinic: $25,000
- Garden City Community Clinic: $20,000

**Healthcare Access Partners Program**

- Canyon County Community Clinic: $25,000 / 5 years
- Center for Community Counseling: $35,000 / 5 years
- Medical Teams International (Mobile Dental Vans): $25,000 / 5 years
- Snake River Community Clinic: $25,000 / 5 years
- Volunteers in Medicine, Eugene: $40,000 / 5 years
- Volunteers in Medicine of the Cascades: $40,000 / 5 years

**Community-based Strategic Grant Recipients**

- Unity Center for Behavioral Health, Peer Bridger Program: $100,000
- Boys and Girls Club of Corvallis, Healthy Life Expansion: $20,000
- The Next Door Inc., Community Health Worker Support: $25,000
- Virginia Garcia Memorial Foundation, Diabetes Management and Prevention: $30,000
- Mercy Health Foundation, Rural Dental Health Initiative: $20,000
- Cornerstone Community Housing, Healthy Homes Program: $25,000
- Old Mill Center for Children and Families, Trauma Informed Training: $25,000
- Missoula Aging Services, Transitions Healthcare Model: $25,000
- Gorge Grown Food Network, Veggie Rx: $35,000
- Community Food and Agriculture Coalition, Double SNAP: $15,000
- Billings Clinic, Project Echo: $10,000

In 2017, the Foundation funded $651,000 in Healthcare Access, Access Partners Programs, and Community-based Strategic grants aimed at serving vulnerable populations.
The PacificSource Foundation invests in community-based organizations and partners with initiatives that improve community health and promote health equity.

We believe a true test of a healthy society is how it provides for its children and most vulnerable members. We work to ensure that everyone in our communities obtains the healthcare services they need, regardless of their ability to pay.

Healthcare Access Partners, the Foundation’s newest program, fosters financial stability and predictability for partner clinics. Through five-year grants, we’re helping these organizations provide reliable and quality healthcare services to the vulnerable or underserved. See the next page for more details.

The PacificSource Foundation’s Access to Healthcare grants emphasize support for children and youth. We also fund programs that serve vulnerable adults, work to eliminate health disparities, and strive to achieve health equity for every member of the community.

From tobacco cessation and nutrition programs to promoting care coordination and chronic disease management, our Community-based Strategic Grants pursue partnerships exploring real solutions.

The Foundation’s grant programs are born out of our commitment to help local communities innovate and positively impact community health and wellness.

Predictable Funding to Strengthen the Safety Net

“The Healthcare Access Partners program differs from a typical grant in that it is a mutually beneficial partnership that offers predictable funding for select community-supported healthcare safety net providers,” said Marian Blankenship, Executive Director of the PacificSource Foundation for Health Improvement.

“The partnership will assist the Foundation in achieving its goals of improving community health and eliminating health disparities.”

The goal of the Healthcare Access Partners program is to foster financial stability and predictability for partner clinics, increasing their ability to provide reliable and quality healthcare services to the vulnerable or underserved. In 2017, the program committed $190k in grant support to six nonprofit organizations based in Oregon and Idaho. The grants provide funds each year for up to five years.

Our partner organizations provide much needed healthcare services, often at no cost, and often in rural communities where healthcare access is limited. Services provided include physical, mental/behavioral, substance abuse, and/or oral healthcare.

Being able to count on the financial support of the Access Partners grants creates a new level of stability, ensures quality care for patients facing serious illnesses, and accommodates population growth.

In September 2013, Donna had been struggling for more than a year with medical issues. With no job and no insurance, she could not afford to see a doctor and didn’t know where to turn. Then one night, while watching the news, she saw a segment on a free clinic in her hometown called Canyon County Community Clinic. Donna contacted them and found out, thankfully, that she qualified to see a doctor for her overdue medical needs.

Through a series of doctor visits, tests, and consultations with specialists, Donna was diagnosed with endometrial cancer. Luckily, it was caught in time to be treated. Now, five years later, Donna is cancer free and is very grateful for the care she received. “If this clinic were not here when I needed it, I would probably not be alive today to tell you this story,” she says. “In truth, this clinic saved my life, and could save the lives of many more just like me.”

True to their mindset that everyone, regardless of their lot in life, has the right to quality healthcare, Canyon County Community Clinic covered all of Donna’s medical costs.

The PacificSource Foundation is honored to partner with Canyon County Community Clinic to help ensure people in Caldwell get the healthcare they need.

“In truth, this clinic saved my life, and could save the lives of many more just like me.”

Donna, Patient at Canyon County Community Clinic
Grant Recipients in the Spotlight

The following are a few examples of the life-changing work our grants are helping make possible.

**Unity Center for Behavioral Health**
**Peer Bridger Program – Portland, Oregon**
*Community-based Strategic Grant Recipient*

Zach Harrell is a Peer Support Bridger at the Unity Center for Behavioral Health, aiding patients recovering from a psychiatric crisis as they make the transition back to school, jobs, and family.

The Unity Center opened in January 2017 to fill a critical need for emergency psychiatric care in our region. The Peer Bridger program, which was funded with $100,000 per year for five years from the PacificSource Foundation for Health Improvement, is a vital part of the Unity mission.

Peer support specialists, such as Zach, work with clients who have been to Unity four or more times in a year or who have recently been diagnosed with a mental illness. Peer specialists have themselves lived with mental illness or addiction and are trained to help clients in crisis. Zach endured abuse as a child, an experience that gives him a unique empathy for Unity patients.

An average day for Zach depends on the needs of the patient. He has accompanied clients to doctor’s appointments and Alcoholics Anonymous meetings. He took a homeless client for lunch and a movie on her 20th birthday. He joined another client at a court appearance and then celebrated her courage with cupcakes. And when a client told him he desperately wanted a drink, Zach took him swimming in the river to break the tension and change his mood.

“When I’m building a relationship with somebody,” Zach says, “it’s really important to have hard conversations and also have fun times.”

**Community Food and Agriculture Coalition**
**Double SNAP Dollars – Missoula, Montana**
*Community-based Strategic Grant Recipient*

Large leafy greens, bright purple beets, juicy red tomatoes… We all look forward to the bounty of local produce come summer. Unfortunately, low-income Montanans have trouble affording these high-quality, nutrient-dense foods. That’s why the Double SNAP Dollars program was started. The program allows customers who spend their SNAP dollars (formerly food stamps) at participating farmers markets to double their purchasing power and bring home more fruits and vegetables.

Customers like Rhonda rely on fresh produce to help them stay healthy, and farmers like Ellie sell more food at the market. Double SNAP Dollars currently serves seven Montana communities. PacificSource Foundation funds are helping spread the program—and its health impacts—even further across Montana.

**Cornerstone Community Housing**
**Healthy Homes Program – Eugene, Oregon**
*Community-based Strategic Grant Recipient*

It’s not a secret that a family transition can bring unwanted stress. Sometimes joyous events like the birth of a new baby can bring uncertainty, worry, and anxiety, especially for siblings. In fact, that’s what happened with six-year-old JJ. Thrilled that he was going to be a big brother, JJ nevertheless began to exhibit some challenging behaviors as the birth of his baby sister neared. His mom, Rebecca, noticed he was having trouble following rules and lacked concentration to complete many of the tasks that before posed no problem.

That’s when a Family Resource Navigator at Cornerstone got creative with JJ’s mom to find a solution. They decided that striking a few yoga poses and learning to manage frustration with breathing techniques might be helpful. With support from local yoga providers and PacificSource funding, Cornerstone provided a scholarship for JJ and his mom to take part in Yoga Play classes together. In just a few short months, JJ’s mom reported that her son had made a “total turnaround!” He now uses new techniques to manage his actions and emotions, and his academic work has improved.

Funds from PacificSource help ensure programs and services that support health and wellness are offered for everyone living in a Cornerstone affordable housing community.
PacificSource partnered with two universities in Oregon in 2017 to help implement innovative health and wellness initiatives.

**The University of Oregon’s “Duck Nest”** is an inclusive, accessible space where students can develop self-care and life-balancing strategies related to stress, nutrition, physical activity, and general wellness. It is staffed by “peer wellness advocates” who understand the challenges facing college students. The center offers programming such as meditation, yoga, healthy eating on a budget, wellness presentations, workshops, and more.

Our commitment to a five-year partnership at $100,000 per year is helping this creative UO program reach its strategic goals and realize its vision of “health and well-being for every Duck.”

“I’ve been to the Duck Nest a handful of times for different reasons. Going to events there, just hanging out, and in times where I’ve needed support and someone to talk to. Each time I’ve been welcomed in and each time I walk away feeling so much better.”

Anonymous UO Student

Our other university partnership is with Oregon State University. We’re proud to support the **OSU Center for Health Innovation (OCHI)**, which serves as a portal for connecting external organizations and OSU faculty. The center facilitates and expedites innovation in public health and human sciences through a variety of partnerships and programs.

**Project examples:**

- Health technology – OCHI is connecting start-up health app developers with academic experts to enhance product development and funding.
- Program evaluation – OCHI partnered with a coordinated care organization to evaluate the impact of their opioid program.
- Workforce development – OCHI developed an online training course for rural community health workers.

Our partnership with this OSU program is also for $100,000 per year over five years.
Our Community Health Excellence (CHE) grants support clinicians and hospital systems in testing and adopting models of care that have the potential to significantly benefit patients. Over the years, these grants have funded some 70 such initiatives, improving service to patients in areas such as infection control, best practices in acute and preventive care, chronic disease management, and the integration of care.

2017 – 2018 Community Health Excellence (CHE) Grant Recipients

Idaho
- Clearwater Valley Hospital (Orofino)
- Shoshone Family Medical Center (Shoshone)
- Saint Luke’s CARES, Children at Risk Evaluation Services (Boise)

Montana
- ASSIST (Kalispell)
- Beartooth Billings Clinic (Red Lodge)
- Central Montana Medical Center (Lewistown)
- Partnership Health Center (Missoula)
- Roundup Memorial Healthcare (Roundup)
- Yellowstone Boys and Girls Ranch (Billings)

Oregon
- Children’s Health Foundation (Portland)
- Columbia Gorge Children’s Advocacy Center (Hood River)
- Legacy Medical Group, Substance Use Disorders (Portland)
- Legacy Medical Group, Transgender Care (Portland)
- Mid-Columbia Center for Living (Hood River)
- Mosaic Medical (Bend)
- Providence Hood River, Diabetes (Hood River)

Transgender Care Enhancement Project
Legacy Good Samaritan – Portland, Oregon
This second-year grant will build on the success of their first year and expand services offered to ensure access to comprehensive transition and trans-affirming healthcare services. Legacy has built a team that specializes in navigating transgender patients through the healthcare system with thoughtful consideration for their unique needs and experiences. They also actively work to educate Legacy employees about how to access their services and how to provide compassion-informed, gender-affirming care.

Targeting ACEs: Preventative Approaches in the Pediatric Medical Home
Children’s Health Foundation – Portland, Oregon
Examples of adverse childhood experiences (ACEs) include abuse, neglect, domestic violence, and many other experiences that may occur during childhood. ACEs can be linked directly to chronic disease in adults. Individuals with higher ACE scores have worse health outcomes. The Children’s Health Foundation is working to implement a program that educates pediatricians and their staff on identification of ACEs and subsequent intervention when ACEs are suspected. They are also working to educate parents on techniques for building resilience and skills to mitigate the effects of ACEs.

Pharmacist Support for Rural Health Clinic (RHC)
Shoshone Family Medical Center – Shoshone, Idaho
Access to care in rural communities can be a challenge. This project is working to innovate the way patients receive medical care by integrating a clinical pharmacist into their clinic. This initiative addresses care needs of patients transitioning out of the hospital and those with chronic conditions. In one case, a newly diagnosed diabetic patient needed education about her medication, and the team discovered that she was unable to afford the medication. The pharmacist was able to help the patient identify assistance programs she qualified for, helping her secure a year’s worth of insulin.

Expanded Case Management Support for Opioid Epidemic
Partnership Health Center – Missoula, Montana
Montana has been impacted by the opioid epidemic; incidents of overdose have increased 200% between 2000 and 2014. This project expands capacity for medication assisted therapy (MAT), which combines behavioral therapy with medication to treat substance abuse. CHE funding helped hire a nurse care manager to support patients and providers. By expanding case management support, PHC saw an increase in the number of providers willing to obtain a waiver (requiring additional training) in order to prescribe medications required to support MAT. The providers feel more comfortable knowing the patients are getting follow-up care and ensuring they are participating in required behavioral therapy.

In 2017, the Foundation funded $645,000 in CHE grants.
Employees at PacificSource are at the heart of our community efforts and are personally engaged in the service of improving our communities’ health. They bring creativity, passion, and commitment of personal time and resources to brightening the lives of their neighbors. Employee volunteer time in 2017 totaled more than 1,200 hours.

PacificSource and its employees are helping to cultivate initiatives such as:

**Healthy Life** reflects our drive to inspire positive behaviors that promote health and well-being. We have created fun and effective ways to encourage healthier diets, regular exercise, and healthful behaviors at schools, sporting events, and workplaces. Working directly with community partners, PacificSource employees contributed their time and resources in 2017 toward wellness programs promoting physical activity, healthy eating, tobacco cessation, and stress management.

**Healthy Communities** is our employee-driven community giving program that supports nonprofit organizations improving access to care or encouraging healthy lifestyles, and/or sponsoring safe, healthy, educational, and fun, family-oriented activities. In 2017, our employees selected key local organizations that benefited from more than $206,000 in PacificSource funding, as well as many hours of employee volunteer time.

**Charities of Choice** allows employees in each regional office to select one community organization to support in an especially significant way. PacificSource provides funding, and the employees find creative ways to leverage it while also getting personally involved as volunteers. It’s a cornerstone of our commitment to a culture of deep community engagement. In 2017, through PacificSource contributions and employee fundraisers, we gave nearly $82,000 to our Charities of Choice.

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**2017 Healthy Life Schools Challenge**

In April and May of 2017, snacks in classrooms and break rooms across school districts in Oregon and Montana received a healthy makeover during the seventh annual PacificSource Healthy Life Schools Challenge. This four-week challenge rewards schools in each district whose faculty and staff replace the greatest number of high-calorie snacks each day with servings of fresh fruits and vegetables.

The elementary, middle, and high schools that consumed the highest percentage of fruits and vegetables each received a donation from PacificSource to be used to support health and wellness efforts within the school. The grant program provided complimentary fruits and vegetables each week during the challenge.

In addition to healthy eating, the challenge incorporates a physical activity component. Warm Springs and Bethel/Springfield School Districts in Oregon held assemblies with former professional athlete and current sports commentator Jordan Kent. Students who attended received additional information and materials on eating healthy.

In the end, the 2017 PacificSource Healthy Life Schools Challenge had 970 participants and were awarded $13,500 toward wellness improvements. Together, they consumed 40,808 servings of fruits and vegetables, replacing 21,569 unhealthy snacks.

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**Our 2017 Charities of Choice**

- **Boise, Idaho**
  - CATCH Inc.
  - Housing Services, $12,633

- **Idaho Falls, Idaho**
  - Idaho Falls Soup Kitchen
  - Hunger Relief, $2,500

- **Bend, Oregon**
  - Mountain Star Relief Nursery
  - Family and Youth Services, $12,610

- **Medford, Oregon**
  - The Asante Foundation
  - Community Healthcare, $7,500

- **Portland, Oregon**
  - Partners for a Hunger Free Oregon
  - Hunger Relief, $10,000

- **Springfield/Eugene, Oregon**
  - Womenspace
  - Domestic Violence Services, $21,095

- **Billings, Montana**
  - Yellowstone Boys and Girls Ranch
  - Family and Youth Services, $2,500

- **Helena, Montana**
  - Helena YWCA
  - Women’s Services, $11,571

*For the three programs highlighted on pages 14-15 only. See page 4 for a full picture of our community contributions.*
For further information, please contact:

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