No Ordinary Year
Our 2020 Corporate Social Responsibility Report

Keeping our communities resilient during the COVID-19 crisis
In 2020, being a good corporate citizen mattered more than ever.

Since its founding, Harvard Pilgrim Health Care and its employees have cared for our communities just as much as for the health of our members. At no other time in our history have our community skills been challenged so forcefully as in 2020. As the COVID-19 virus spread across New England, we were ready to respond with food, volunteers, expertise and more than $7 million in funding to bolster local responses.

At the same time, in the cities and towns where we live and work, we continued our pre-COVID-19 levels of giving and service to help support local healthy food projects, health care research and fundraising efforts for hundreds of nonprofit organizations. Our total contribution for 2020 was more than $20 million.

This year, as we begin the next chapter in our health care and community service as part of our combination with Tufts Health Plan, we are redoubling our efforts to make sure everyone has access to healthy food, to help when disaster strikes and to keep our environment healthy. Here’s a look at how we worked to make a meaningful difference in very difficult times. We hope it inspires you to get involved, too.

MICHAEL CARSON, president of the combined organization of Harvard Pilgrim Health Care and Tufts Health Plan, previously president and CEO of Harvard Pilgrim Health Care; chair, Harvard Pilgrim Health Care Foundation Board

KAREN VOCI, president, Harvard Pilgrim Health Care Foundation, previously vice president, Harvard Pilgrim Health Care

The combined organization of Harvard Pilgrim Health Care and Tufts Health Plan is one of the region’s largest not-for-profit health services organizations, providing high-quality health care coverage to 2.4 million members in Massachusetts, New Hampshire, Maine, Connecticut, Rhode Island and beyond.
Our Response to the COVID-19 Pandemic in Our Communities

$7 million for frontline COVID-19 relief organizations in CT, MA, ME and NH:

$2.5M for COVID-19 relief efforts by local community service organizations

$3M for community health centers

$100K for COVID-19 testing site in Quincy, MA

$350K for local nonprofit food growers/distributors

$1M for nonprofit/restaurant meal delivery programs

$139K contributed via 270 Harvard Pilgrim employee-directed Community Spirit mini-grants of $500 each to support COVID-19 relief efforts across New England

Successes include:

55,000 meals delivered in five communities — sustaining 50 restaurant jobs

1,700 tests completed at the Quincy COVID-19 test site

Telehealth services upgraded in 35 community health centers in MA
Our COVID-19 Assistance to Older Adults

$715,000 total support

752 total participants engaged across 3 states

39 leaders trained across 3 states

24,657 grocery distributions in the Merrimack Valley, MA

3,925 meal distributions in ME

$500,000 for COVID-19 relief efforts by organizations assisting older adults in CT, MA, ME and NH

$185,000 for Savvy Caregiver and Matter of Balance leader and participant trainings in MA, ME and NH

$30,000 for food and meal distribution in MA and ME

Successes include:

- Creation of first national pilot of virtual version of Matter of Balance
- 50% of Savvy Caregiver participants report virtual format made their participation possible
- Virtual Matter of Balance became an opportunity for socially isolated participants to connect and interact
Our Staff’s Community Service and Giving Across the Region

Successes include:

**1,100**
backpacks filled with school supplies for MA, ME and NH students

**Over 500**
hybrid learning kits for Boston, MA, students

**50**
Home essentials kits for Manchester, NH, families in transition

**486**
Paracord survival bracelets for active-duty military personnel

**453**
Happy Hope Bags for hospitalized children

2,486
hours of service donated by Harvard Pilgrim employees in local communities

$18,488
contributed to Employee Needs Fund

$146,352
donated by Harvard Pilgrim affiliate companies to local nonprofit organizations

75
Harvard Pilgrim employees trained as American Red Cross disaster volunteers

$575,900
contributed to 701 local organizations by Harvard Pilgrim employees via $500 Community Spirit mini-grants

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95% OF HARVARD PILGRIM EMPLOYEES GAVE OR SERVED
Building strong communities is at the core of our health care mission.

Photo taken by Maggie Nowak, Mill City Grows; CLF Food Policy Networks Photo Contest, 2020
Our Regional Investment in Local Healthy Food

8 mobile markets: Hartford and Bridgeport, CT; Worcester, New Bedford and Lowell, MA; Lewiston/Auburn, ME; and Manchester and Seacoast Region, NH

$1.37 million to 35 nonprofit growers, gleaners and distributors to increase their yields, volunteers and customers in underserved communities

5,183,246 pounds of local produce distributed — 123% over 2019

568 produce distribution sites across 244 New England communities — 36% increase over 2019

$433,470 worth of fresh local food sold via mobile markets — 76% increase over 2019

20,732,984 servings of local produce distributed — 123% over 2019

$209,980 (48%) healthy food purchased with SNAP and Healthy Incentive Program subsidies — 40% increase over 2019

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Our Investments in Building a Stronger Nonprofit Sector

22
Harvard Pilgrim senior leaders serve on boards of nonprofit organizations

$67,647
contributed to nonprofit organizations by Harvard Pilgrim staff via annual Employee Fundraising Campaign

$1,297,273
for sponsorships of fundraising events and programs for 482 organizations supporting youth development, community health, social service and education:

CT: $196,603
MA: $776,864
ME: $191,713
NH: $132,093

These sponsorships raised more than $20 million in unrestricted operating support for community-based nonprofit programs and services — keeping the doors open and lights on during the COVID-19 pandemic.
$7.5M investment (direct and in-kind) raised

$67.2M for 185 projects supporting research in population health

Our Investments in Researching the Future of Health Care

The Harvard Pilgrim Health Care Institute

Research on COVID-19 impacts on health outcomes and equity in New England

Development of electronic medical record support for public health

Research on modifying risks of acquiring diseases and/or preventing their secondary consequences
A total investment of $1,395,976 in 22 projects to improve care delivery and reduce costs within a variety of care delivery models: palliative care planning, social determinants of health, behavioral health integration and mobile-integrated health care.

Over the last 20 years, Harvard Pilgrim’s Quality Grant program has funded more than 308 initiatives across our region, totaling more than $22 million.
Harvard Pilgrim Green

Harvard Pilgrim Green is our corporate eco-sustainability program. With initiatives that focus on improving air quality and water and air efficiency, and our full recycle program, we maintain our goal to reduce our energy consumption and overall carbon footprint.

- **Full recycle program**
- **Improving air quality and water and air efficiency**
- **Reducing energy consumption and overall carbon footprint**

Purchase and retrofitting of former Reebok campus in Canton, MA, as headquarters for **combined Harvard Pilgrim and Tufts Health Plan** companies and staffs.

Renovations include installation of **LED lights** and workspaces for 50% of staff (with flex schedules) to reduce office footprint and traffic.

Landscape uses that capture rain water for **irrigation**

**Shuttles** will transport staff to and from public transit.
Awards and Recognitions — 2020

2020 Corporate Equality Index (Human Rights Campaign)
Recognized for the 8th consecutive year

2020 Dimock Difference Leadership Award (The Dimock Center)
Proud longtime partner (27 years) supporting the mission to heal and uplift individuals and families in the community

2020 Corporate Citizenship Award (Boston Business Journal)
Recognized for the 13th year

Healthiest Employer of Massachusetts (Healthiest Employers)
Selected as the Healthiest Employer of Massachusetts in the under 1,500 employees category

2020 Best Places to Work (BBJ)
Earned 6th place in the extra-large company category

2020 Top Places to Work (Boston Globe)
Honored for the 12th year in a row; ranked 4th in the largest employer category