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**MedMutual.com**



# 2021 Community Report

The Official Health Insurer of Everything You Love®





# 2021 Community Report







# Contents

Welcome.....4

Health & Wellness.....8

Social Determinants of Health.....14

Education.....22

Mutual Appreciation.....30

Diversity, Equity & Inclusion.....36

Community Impact.....42

Follow Us.....44



SOCIAL SNAPSHOTS

2021 was full of moments we won't soon forget. Keep an eye out for social media snippets throughout this book, and follow Medical Mutual on your favorite social media platforms as we continue our meaningful journey into 2022.





# Welcome

## Stronger Together

Many of us greeted 2021 with a healthy level of optimism. The winter rollout of COVID-19 vaccines, the easing of health orders across the nation, and the brightness of a new year gave us reason to feel encouraged. Although COVID-19 continues to be a global battle, it's important to pause and celebrate the invaluable work happening throughout neighborhoods to confront not only the challenges created by the pandemic, but also the issues that have long been obstacles to wellness and prosperity.

Guided by science, Medical Mutual understands that some of the most important weapons in the fight against the pandemic are the COVID-19 vaccines. With that and the well-being of our members and communities in mind, we led several education and advocacy efforts here in Ohio and joined insurers across the nation to help eliminate barriers to immunization for seniors and those in underserved areas.

Though the pandemic is top of mind, we understand that health and wellness challenges for our members and communities exist well beyond it. Medical Mutual recognizes that better health is not just a product of clinical care. Our pledge to address health disparities and the social determinants of health further drives our strategies both as a company and a community partner. By bettering the conditions in which we live, learn and work, we better the health of our members and neighbors, giving everyone the opportunity to truly thrive.

Integral to our efforts is our continued work in the area of diversity, equity and inclusion. We recognize that the best way to serve our members and communities is through embracing our differences. From prioritizing cultural competency and inclusive practices within our workforce to helping community partners build opportunities where few existed before, we are working so that everyone is recognized and has the opportunity to prosper.

Mutual is more than just part of our name. It defines the soul of our company and motivates us to collaborate with organizations that share our belief that we are stronger together. As you'll read on the following pages, our shared commitment to making communities healthier and helping them thrive is making a difference, a difference that excites us as a company and inspires me as a business leader.

  
Rick Chiricosta  
Chairman, President & Chief Executive Officer



# Regional Vice President Spotlight

We asked our regional vice presidents to share how their community members united to support one another during the COVID-19 pandemic.



**Shannon Heroux**

*Vice President, Southwest*

"In a short time, we have witnessed acceleration in innovation and collaboration to address key issues such as hunger and access to healthcare. The silver lining of the pandemic is that it really has strengthened the spirit of community in Greater Cincinnati."



**Ben Stoffer**

*Regional Vice President, East and Southeast*

"Despite the challenges we've all faced over these last two years, the spirit of entrepreneurship and innovation continued to grow in our region. When the coordinator for the Youngstown Business Incubator's (YBI) SharkTank approached me about being involved again in this year's event, I didn't think twice about saying yes. The folks over at YBI not only do a great job with this event, but I continue to be proud of the economic development underway across the Mahoning Valley, progress we are grateful to be part of."



**Amber Hulme**

*Regional Vice President, Central*

"I was truly moved this year by nonprofits, like the United Way of Central Ohio, that offered ways for families and individuals to support one another and the overall community. Often people want to help but don't know how or where to start. We loved being part of the United for Impact campaign, but it was the generosity of more than 2,000 donors that helped them soar past their goals, raising \$630,997 in just five days."



**Frank Bloomquist**

*Regional Vice President, Western*

"Medical Mutual's employees and their families have spent more than \$1.4 million with restaurant customers alone in 2021. Supporting our customer organizations continues to be a big part of our company's culture. Lately, that support has felt more important than ever. Many of us have witnessed the hardships our business community has faced over the past year, and each of us is inspired to help, even in the smallest of ways. The truth is, we are better together. I have nearly 3,000 co-workers proving that every day."



**Rich Wallack**

*Regional Vice President, Northeast*

"The leadership offered by hospitals and hospital systems across the state is critical to the fight against COVID-19. Calling them resilient and heroic only scratches the surface in describing front-line employees and public health professionals. I am repeatedly inspired by how they continue to provide such compassionate care. At Medical Mutual, we are proud to partner with and support all healthcare leaders and workers in our shared mission of building healthier communities."



## Better Health Means a Better Life

The connection between good health and a full, rewarding life is undeniable. Medical Mutual continues to make strong, strategic investments in programs and initiatives that provide our neighbors across Ohio with the resources they need to be well and thrive.

This section highlights several programs and initiatives Medical Mutual supported in 2021 that are designed to address public health concerns, alleviate health disparities, and improve health and safety for *all* Ohioans.

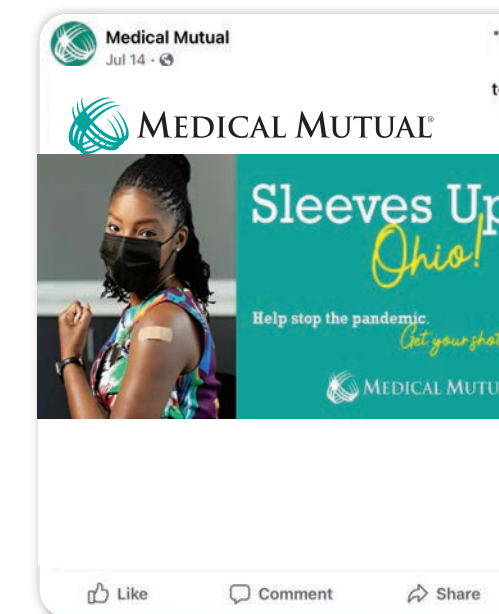
# Health & Wellness



## The Scientist Behind the Vaccine

**The Cleveland Museum of Natural History** kicked off its **Centennial Speaker Series** in August with Dr. Kizzmekia S. Corbett, Assistant Professor of Immunology and Infectious Diseases at the Harvard T.H. Chan School of Public Health. **Dr. Corbett has been at the forefront of the COVID-19 vaccine development at the National Institutes of Health. She and her team were responsible for the discovery and development of mRNA-1273, a leading vaccine against COVID-19.**

Medical Mutual presented the “Race to the COVID-19 Vaccine: Then & Now” lecture, in which Dr. Corbett recounted her role in the fight against the disease. Dr. Corbett’s work is driving innovation and dialogue in the field of immunology. She joins many scientists and doctors of color who are making information accessible in public forums to ease health disparities and address vaccine access and hesitancy across the country.



### SLEEVES UP!

To help educate our members and communities about the safety and efficacy of COVID-19 vaccines, in April we launched Sleeves Up Ohio, our vaccine hesitancy campaign.



## 2 Million Vaccination Connections

In an effort to protect the most vulnerable communities against COVID-19, Medical Mutual joined health insurers across the country in the **Vaccine Community Connectors (VCC)** initiative.

Led by America’s Health Insurance Plans and the Blue Cross Blue Shield Association, the **VCC committed to removing barriers to COVID-19 vaccinations for 2 million seniors across the country, with a focus on individuals facing health disparities.**

By participating in the VCC, Medical Mutual furthered our commitment to serving both our members and our communities. **The national effort reached its goal in less than 100 days.**

Now the VCC has set its sights on leveraging its member network to close gaps and improve health equity in other areas.



## Baldwin Wallace Professorship of Public Health

The pandemic thrust public health into the spotlight, but the work in this space extends beyond tracking and managing disease outbreaks. It encompasses a broad collection of subjects and disciplines that impact an individual’s health and well-being – many of which focus on the root causes of the illnesses and health disparities prevalent in our communities.

**In 2021, we partnered with our oldest customer, Baldwin Wallace University (BW), to establish the Medical Mutual Endowed Professorship in Public Health.** This professorship strengthens the recruitment and retention of the most creative and engaged teachers for BW’s thriving bachelor’s and master’s degree programs.

As an organization committed to fostering lifelong learning, Medical Mutual, which also relies on the knowledge of public health professionals, is happy to support BW’s College of Education and Health Sciences and its students.







## Free Community Swimming Lessons at 3CDC

While swimming is a popular activity, water can be a danger to people without the proper skills. According to the Centers for Disease Control and Prevention, drowning is a leading cause of death in children up to age 14. That's why preparing children to be around water is so important.

Organizations like Cincinnati Center City Development Corp. (3CDC) dove headfirst into this issue. With major grant support from Medical Mutual, the 3CDC-operated Ziegler Park pool offered beginner, toddler, intermediate and adult swim lessons free of charge to residents of the Greater Cincinnati community.

Having the skills to be safe while in the water will let participants take full advantage of its benefits — experts say water is the ideal medium for exercise and can improve posture, balance and coordination while also relieving stress.

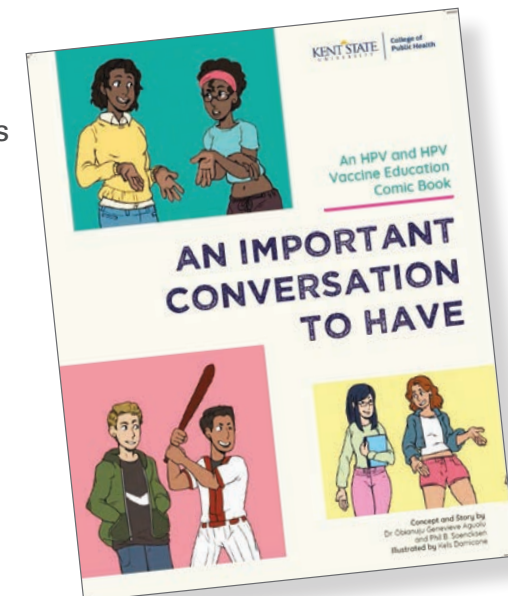


## 'An Important Conversation to Have' – HPV Comic Book

The Medical Mutual of Ohio Charitable Foundation provided a grant to fund a creative health education venture between Kent State University and Shaw High School in East Cleveland. The project explored the role comic books can play in educating high school students about HPV and the HPV vaccine.

The comic, "An Important Conversation to Have," was developed at Kent State University in partnership with the Ohio Department of Health. The story follows a college student who shares what she knows about HPV with her mother and teenage sister. HPV facts and resources are highlighted through eye-catching illustrations and conversational narration.

Project facilitators aim to demonstrate that this simple and clever intervention method can positively impact a student's knowledge and beliefs about HPV, the HPV vaccine and their intentions to become vaccinated.





## What Determines Your Health?

Did you know that only 20% of our health is thought to be influenced by healthcare?

Commonly known as the social determinants of health, the conditions in which we live, learn, work and age account for the remaining 80%. Housing, access to nutritious food, reliable transportation, as well as other social and economic factors, ultimately play a vital role in living a long and healthy life.

While the COVID-19 pandemic heightened need and awareness in these areas, socio-economic barriers to good health have long existed in our society. This section highlights examples of our recent work to eliminate those obstacles.

# Social Determinants of Health



## Working to Feed Those in Need

Who can forget news coverage showing long lines of cars waiting at food banks across Ohio during the height of the COVID-19 crisis? Those images illustrated the numbers behind the pandemic, as thousands of families faced financial hardship and food insecurity.

Feeding America, a nationwide network of food banks, projects that **more than 1.6 million people in Ohio will live in a food insecure household in 2021.**

Medical Mutual saw the effect of the pandemic on hunger and stepped into action with an employee giving campaign. From March to May 2021, we incentivized employees through our Mutual Appreciation program to donate to our customer food banks either directly or through **Check Out Hunger**, a Harvest for Hunger campaign that asks for donations from grocery-store shoppers.

Our employees answered the call, raising \$61,000 for the **Greater Cleveland Food Bank, Toledo Northwestern Ohio Food Bank, Mid-Ohio Food Collective, Akron-Canton Regional Foodbank** and **Second Harvest Food Bank of North Central Ohio.**

**These donations provided more than 244,000 meals for local families who needed them the most.**



### NUTRITION SECURITY STARTS WITH FOOD SECURITY

Feeding America estimates that 45 million people have experienced food insecurity in 2020 and a projected 42 million may do so in 2021.



## Fighting Food Insecurity at Tri-C

Hunger remains a fundamental barrier to education access and school completion for a substantial number of students on U.S. college campuses. With 43% of **Cuyahoga Community College (Tri-C)** students residing in low-income households, school officials already grappled with a student hunger crisis before the COVID-19 pandemic. In a 2020 survey, **18% of Tri-C students reported skipping meals regularly when they ran out of money, and 16% worried about having enough to eat.**

To help all Tri-C students thrive, Medical Mutual sponsored the renovation and expansion of the food pantry at the school's Western Campus. The Pantry, scheduled to open in early 2022, will provide eligible students with up to 15 pounds of food, toiletries and other necessities each week. Fresh and nonperishable food items will be stocked by the Greater Cleveland Food Bank.

**The Medical Mutual Student Response Endowment Fund** was also created to further assist underserved students by meeting short-term needs that can create barriers to continuing their educations. This includes providing everyday essentials, such as housing and transportation costs, as well as technology, uniforms, professional license fees and other school-related necessities. These safety nets ensure students can focus on their studies rather than obstacles to everyday living as they work toward a brighter future.



## Helping Everyone Make a Connection

As the COVID-19 pandemic pushed more services online, the lack of computer hardware and broadband internet access in many minority and low-income communities came to the forefront. The pandemic exacerbated an issue that was already widespread in our increasingly tech-dependent world.

**More than 1 million Ohioans lack access to reliable internet, including about 100,000 households in Cuyahoga County alone. More than half of Cleveland residents over the age of 65 have neither a home computer nor internet access.**

Medical Mutual responded with grants and hardware donations to bring technology and internet service to those in need. **As part of our continued commitment to bridge the digital divide, we donated 894 computers to PCs for People,** a program that refurbishes desktops and laptops for low-income individuals and nonprofits. As school, work and everyday tasks continue to move online, these donations help eliminate barriers that may stand in the way of educational and economic success.

Our work on this important initiative will continue. Medical Mutual expects to make at least two donations of hardware, such as laptops, desktops and tablets, to PCs for People annually.





“Our vision is for every baby to have a fighting chance to celebrate a first birthday.”

—Tamiyka Rose, Health Equity Ambassador and Assistant to the Mayor for Public Policy, City of Akron



## Getting Babies to Their First Birthdays

Babies in Akron are dying before their first birthdays at an alarming rate, and it has been happening for far too long. In 2017, the **Full Term First Birthday Greater Akron** initiative came together to turn the tide. This collaborative of 19 Summit County agencies made its mission to reduce infant mortality and preterm births across the county.

Medical Mutual has supported Full Term First Birthday since its inception.

In 2021, we lent our support to several of the initiative’s areas, including The Connect program, which links new parents to one another and provides educational support. The Connect covered a variety of topics, from breastfeeding to interviewing skills and financial literacy. Through classes at the Financial Empowerment Center, which is run by the city of Akron and United Way of Summit & Medina, parents learned how to budget and save, and developed healthy banking relationships.

Medical Mutual also supported Full Term First Birthday’s sleep survey that collected information about how mothers engage in sleep with their babies and how they receive facts about safe sleep. Using the information collected, the city of Akron adjusted its strategies with a goal of reducing premature births to the national average of 9.8% by 2025 and eliminating deaths caused by unsafe sleep.

Though infant mortality rates in parts of Akron are still high, even more so for Black families, Full Term First Birthday Greater Akron has made tremendous progress in saving children.





## MedMutual Resource Connect

As Medical Mutual continues to support organizations that help improve the social determinants of health, we also embrace the role we play in connecting individuals to these valuable resources. Our new **MedMutual Resource Connect platform** is designed to do just that.

MedMutual Resource Connect provides Ohioans with direct access to Medical Mutual's network of community partners and health and human service agencies. **The platform is available to anyone across the state and offers access to free or reduced-cost services, including meals, job training, transportation and broadband internet.** Medical Mutual also uses the platform to further personalize the support we provide to members as we help them navigate community resources that remove barriers to high-quality healthcare and more.

Visit [MedMutualResourceConnect.com](https://www.MedMutualResourceConnect.com) to learn more about the platform and spread the word to anyone you know who can use the connection.



## A Foundation for Health and Success

We believe that removing barriers in education can be the catalyst for change in someone's life.

A key social determinant of health, quality education not only leads to an increase in lifetime earnings and economic prosperity, it directly correlates to an improved quality of life, better health outcomes and overall longevity.

This year, Medical Mutual's continued support of our education partners was critical to their efforts in combating the learning lag caused by the COVID-19 pandemic, further building equity through wraparound support services, and setting children and adult learners on the path toward career success.

# Education



## Closing the Pandemic Learning Gap

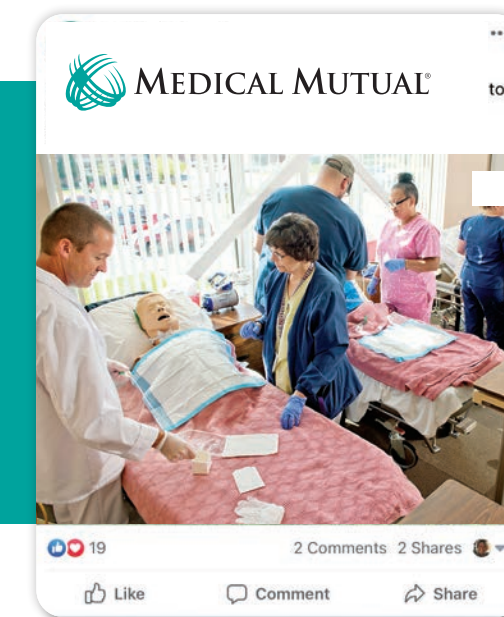
**Bowling Green State University (BGSU)** reacted swiftly to the pandemic's disruption of the K-12 educational system by introducing the Academic Enrichment Camp program. Through Medical Mutual's support, BGSU expanded the program in 2021 and provided 675 students from 25 counties across Ohio with the opportunity to participate at no cost.

The Academic Enrichment Camp was designed to help close the pandemic learning gap during the summer months for students in third through eighth grades. It also helped prepare future teachers enrolled in BGSU's College of Education and Human Development for unexpected shifts in the education delivery model.

Participating students engaged in interactive, virtual learning in four core content areas: English/language arts, mathematics, science and social studies. Courses were designed by seasoned educators and taught by teacher candidates who served as camp counselors.

### NEW SPARK AT STARK STATE

In an effort to increase the number of students graduating with the credentials and skills needed in many high-demand technical fields, Medical Mutual is collaborating with community college customers like Stark State College to target and expand opportunities in fields where major workforce gaps exist.





# A Home Run for Cultivating Diverse Talent

Medical Mutual partnered with **Cleveland Indians (now Guardians)** Charities and the Boys & Girls Clubs of Cleveland on the **On Deck Development Program**, a special pilot that immersed students in a front-office experience that allowed them to explore the various business areas involved in running a Major League Baseball club. Team staff served as mentors for the students and focused on the functions of a professional team, from operations and finance to marketing and sales. Mentors also reinforced STEM (science, technology, engineering and mathematics) skills and soft skills —such as time management, organization and teamwork — that young adults need to succeed in many careers.

The goal of the On Deck Development Program is to **build a pipeline of diverse students throughout the region who participate in internships with the intent of ultimately accepting full-time positions with the team**. Even for those who pursue different career paths, the lessons learned and skills mastered during this unique experience are invaluable.



# Unboxing Innovative Scouting Opportunities

Medical Mutual partnered with the **Girl Scouts of Western Ohio** to provide **Adventure Where You Are** boxes, free of charge, to Scouts in the Cincinnati, Dayton, Lima and Toledo communities who otherwise would not have been able to participate in the special Camp in a Box program.

Eight outdoor-themed boxes were designed for girls of all ages to use as an alternative to in-person camps during the pandemic. Each box contained supplies and instructions for weekly activities, which emphasized three critical and timely areas: supporting mental health, mitigating learning loss, and helping girls reflect the values of justice and fairness.

Girls also were encouraged to participate in supplemental online workshops delivered by the same counselors who would normally provide programming at an in-person camp.

We were pleased to play a role in sharing these innovative education opportunities with girls throughout western Ohio while building the next generation of female leaders.







Morgan



Desmond



Abigail

## Medical Mutual Scholarship for Customer Schools

Rich Wallack, Vice President, Northeast Region, looks forward to hearing how excited a student gets when they learn they just won a scholarship. “I got in touch with Abigail tonight. She was extremely excited and ran through the house looking for her aunt to let her know,” he said of Abigail Friedman, one of this year’s awardees.

Abigail, whose mother tragically passed away just before the pandemic started, was this year’s highest-scoring applicant. This gift was especially meaningful for Abigail. She plans to attend Kent State University to become a teacher — just like her mother.

**In 2021, Medical Mutual awarded a combined \$200,000 in scholarships to students in our customer school districts.** Scholarships of \$1,000 each were awarded to 140 graduating seniors across the state. Abigail and five other deserving students received the highest honor of Medical Mutual Scholar and were awarded scholarships at a value of \$10,000.

Rich was joined by several other Medical Mutual regional vice presidents in contacting these \$10,000-scholarship recipients to share the news of their awards.

“I just connected with Morgan. She thought I was playing a prank on her!” said Frank Bloomquist, Vice President, Western Region. “She’s very excited. I love making these calls.” Morgan Robinson, a graduate of Ridgemont High School, will study diagnostic medical sonography at the University of Findlay.

Medical Mutual is honored to play a role in the success of each scholarship recipient. We’re excited to see the impact they have on their communities.

“I just connected with Morgan. She thought I was playing a prank on her!”

— Frank Bloomquist, Vice President  
Western Region, Medical Mutual





## Paving Career Pathways for Youths with Sickle Cell

According to the Centers for Disease Control and Prevention, sickle cell disease occurs in one out of every 365 Black or African American births and affects about 100,000 Americans. In addition to its physical symptoms, sickle cell disease correlates with low educational attainment and limited economic mobility, most likely due to the difficulty individuals have managing their symptoms.

The Medical Mutual of Ohio Charitable Foundation, along with partners at **Akron Children's Hospital and Tri-County Jobs** for Ohio's Graduates, committed to helping address the disease in youngsters by improving educational and economic outcomes for Summit County youth with a sickle cell diagnosis. **The new partnership connects these young people to resources designed to promote physical health and well-being, as well as academic achievement and job preparedness.** "Being surrounded by a supportive team promotes positive health, helps develop self-advocacy and communication skills, and improves educational and economic outcomes for this population."



## A Fast-Track to Closing the Skills Gaps with LCCC

While the skills gap remains a national issue, Medical Mutual continues to embrace the role we play in removing barriers and building career opportunities for underserved and under-represented Ohioans.

In the fall, we announced a generous gift to the **Lorain County Community College (LCCC)** Foundation to support, in part, its highly successful **Fast-Track programs**. **The gift is the largest the foundation has ever received.** Launched in 2020, Fast-Track offers students the ability to enroll in one of 27 certification programs that can be completed in 16 weeks or fewer.

Fast-Track programming is not covered by traditional student aid such as Pell Grants. The new **Medical Mutual Bridging the Gap Scholarship** will provide much-needed funding for students who meet program criteria but lack the financial resources to enroll. Upon completion, students will earn industry-recognized credentials, receive career and interview coaching, and connect with local employers who helped design the program.

Fast-Track's immediate goal is to help students increase their long-term earning potential. Because of this, we established the **Medical Mutual Momentum Scholarship** to provide additional support for students to pursue an associate degree at LCCC.



## When You Become Our Customer, We Become Yours

Now in its 10th year, Mutual Appreciation, our customer-engagement program, continues to be a cornerstone of Medical Mutual's culture. The program created incredible partnerships across Ohio and allows us to support our customers while meeting the needs of our communities. Mutual Appreciation has been especially meaningful this past year as businesses and organizations battled the economic challenges created by the COVID-19 pandemic.

Each story is a testament to our company's pledge to companies that do business with Medical Mutual. This section highlights the program's latest major milestone and a few other exciting ways we've rallied in support of our customers.

# Mutual Appreciation



## Mutual Appreciation Hits \$200 Million

In April, our wildly successful Mutual Appreciation program hit the lofty mark of **\$200 million in employee spending with Medical Mutual group customers**. Mutual Appreciation harnesses the buying power of our nearly 3,000 employees by encouraging them to spend with companies that carry Medical Mutual insurance. Our customers include thousands of regional supermarkets, restaurant chains, automotive dealerships, universities and much more.

Mutual Appreciation is a way of life for our employees. **Highlighting our customers, including nonprofit organizations, gives them a boost when purchases or donations can really make a difference, like during the pandemic.**

"We not only see giving from Medical Mutual at the corporate level, we see it from their individual employees through Mutual Appreciation," says Kristin Warzocha, President and CEO of the Greater Cleveland Food Bank. "At times when the need is greatest, like during the COVID-19 pandemic, we are grateful for the strong support from Medical Mutual and its employees."







“After building new fields in Northeast Ohio and Toledo, the Browns are creating new opportunities for youth to enjoy football.”

– Christine Taylor, Manager, Community Affairs, Medical Mutual



## Learning from Cleveland Browns Legends

It was hard to tell who was more excited about this summer’s **Cleveland Browns Legends Clinic Series** — the kids or the players. We do know that Medical Mutual was thrilled to sponsor the series for the third time.

The Browns invited young athletes of all skill levels to clinics around Northeast Ohio and in Toledo, where they got the chance to learn from team legends, like Hanford Dixon and Frank Stams, as well as other Browns alumni and local high school coaches. These experienced athletes offered support and hands-on instruction to the kids and shared tips through lectures, skills stations, contests and non-contact games.

Medical Mutual employees, like Daniel Smith, love to volunteer for the Legends Clinic. Officer Smith is a patrolman for the Cleveland Division of Police (CDP) and works as an enforcement officer for Medical Mutual. He also served as a U.S. Marine and is a former semi-pro football player. His experience and dedication to the program’s youth participants were obvious during his coaching sessions and speeches at the Legends Clinics.





## Hopping in to Help the Toledo Zoo

The **Toledo Zoo & Aquarium's Dart Frog Dash**, named for a small, poisonous frog native to Central and South America, is a 5K race and fun run through the zoo and nearby neighborhoods. Almost a thousand participants helped return this fitness event to its usual, in-person format after a virtual-only affair in 2020.

Medical Mutual's sponsorship helped the zoo net \$32,000, which will support its free community preschool program.

The zoo partners with area preschools to engage children in age-appropriate STEM activities that focus on conservation, habitats, animals and animal care. Dart Frog Dash funds also support animal welfare programs and no-cost zoo memberships for families and individuals.



## Stepping up for Four-legged Friends

Pups of all sizes and their humans convened to support the **Cuyahoga County Animal Shelter** at the second **Jog for Dogs 5K** run/walk and 1-mile walk. Medical Mutual was again a sponsor for this fun event, which raised more than \$20,000 for the shelter's Best Friends Medical Fund.

Each year, the shelter receives an average of 2,000 dogs, many of which are desperately in need of medical attention. Jog for Dogs helps provide the shelter with the necessary financial support to give each dog their best chance at a happy, healthy life.

The early autumn race along the Ohio & Erie Canal Towpath Trail in Valley View concluded with a celebration for both two- and four-legged participants.



Like Comment Share

### GOING 'MUTTS' FOR OUR PETS

Medical Mutual's Young Professionals business resource group raised nearly \$3,800 during its sixth annual Pet Week. Proceeds supported the Cuyahoga County Animal Shelter and Humane Ohio in Toledo, both Medical Mutual customers.



## Embracing Differences to Make a Difference

Diversity, equity and inclusion are essential to Medical Mutual's culture, and we continue to challenge ourselves to do more every day. We recognize that the best way to serve our members and communities is through embracing differences.

We also understand that our role as a community leader means we must extend our efforts beyond our company walls, especially when the COVID-19 pandemic called attention to the inequities faced by many of our neighbors. The following pages highlight how we are working to ensure that every member of our community has a full and fair opportunity to thrive.

# Diversity, Equity & Inclusion



## Honoring Juneteenth

Also known as Freedom Day and Jubilee Day, Juneteenth commemorates June 19, 1865, when the Union Army finally enforced the 1863 Emancipation Proclamation in Texas and freed enslaved people there.

In recognition of this celebration, Medical Mutual was honored to be a sponsor of the inaugural Cleveland Juneteenth Freedom Fest. The family-friendly event celebrated the history of African American culture and educated participants on its importance. Festivalgoers had plenty of engaging and enriching ways to recognize this significant holiday. They worked together to create a community mural and listened to live music and spoken-word poets. A roller rink, field games and dancing kept everyone moving and promoted a healthy lifestyle. A dramatic presentation by **Karamu House** — the oldest African American theater in the United States — was a highlight of the evening. A fireworks show closed out the festivities in spectacular fashion.

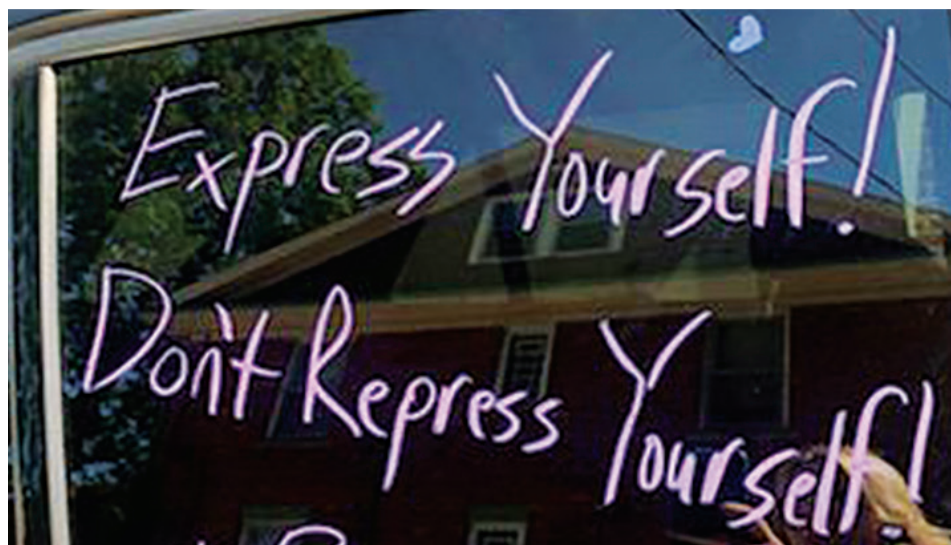


## Mutual Pride Makes a Difference

Every day is Pride Day for Mutual Pride! Medical Mutual's employee-led business resource group for LGBTQ+ employees and allies has served as a safe space, social network and resource for employees since 2019. **Mutual Pride also plays a key role in helping the company address the needs and concerns of LGBTQ+ customers and employees through corporate policies, programming and community partnerships.**

Throughout 2021, Mutual Pride hosted a series of cultural competency trainings for employees to learn more about LGBTQ+ issues. During Black History Month, Mutual Pride worked with the **LGBT Community Center of Greater Cleveland**, a Medical Mutual customer, to host a presentation about the intersectionality of Black and LGBTQ+ identities. Later in the year, employees learned how to be an effective ally to the LGBTQ+ community and enjoyed a virtual talking tour of LGBTQ+ Cleveland history. Mutual Pride worked with another customer, **Equitas Health**, to educate employees on LGBTQ+ terminology and identities to better recognize bias in everyday situations.

Additionally, Medical Mutual sponsored Pride in the CLE, Cleveland's annual Pride festival. During the two-day event, Mutual Pride members participated in the Pride Ride parade.



## Developing Skills to Succeed in the Workplace

According to the Department of Labor, individuals with disabilities are the largest minority group and one of the most under-represented in the workplace. That's why Medical Mutual teamed up with **United Cerebral Palsy of Greater Cleveland (UCP)** and **Project SEARCH**, a world-class, school-to-work transition program designed for high school seniors with disabilities.

Project SEARCH students spend their school day participating in internships with businesses while also attending class with a certified teacher. The teachers work on developing skills that help the students succeed in the workplace and find and retain employment after graduation.

In the fall, Medical Mutual employees served as mentors for Project SEARCH students. **Through weekly emails, mentors provided opportunities to learn and practice professional communication skills.**

We also offered support to LeafBridge, a center at UCP dedicated to providing alternative education programming to youth with significant disabilities. This program grew exponentially, prompting LeafBridge to move from UCP's offices to its own location. **In July, volunteers from our Young Professionals business resource group led an outdoor cleanup effort at UCP's new LeafBridge facility.**

"We were in complete awe of the amount of work this group accomplished together in just three hours," said Emily Hastings, UCP Special Events and Marketing Coordinator. "The refreshed spaces will make a significant difference for the students in our program!"





## Opening the Door to a Fuller Life

Since 1974, **Koinonia** has worked to bring an end to the social, physical and economic isolation of people with intellectual and developmental disabilities and other complex conditions. This year, Koinonia refined its mission to address the whole person, integrating care and resources in ways that support the unique needs and preferences of everyone it serves.

Medical Mutual supported the development and implementation of Koinonia’s innovative approach, called **Whole-person Integrated Care**, which focuses on providing health, wellness and well-being support. Funding went to develop a behavioral health program and begin implementation of inpatient services. By offering these services on site, Koinonia can properly manage the complexities of psychiatric and behavioral health and, therefore, limit the barriers to care often encountered by this population. This leads to proper diagnosis of mental illnesses, accurate medication management and appropriate care that is accessible to all.

We are pleased to join Koinonia in helping people with individual and developmental disabilities achieve their personal goals and live the lives they choose.



## Best in Class for Workforce Diversity

Prioritizing diversity, equity and inclusion in the workplace is not just an occasional initiative at Medical Mutual. It’s embedded in our culture and everyday practices. At Medical Mutual, we know that having a diverse workforce is the best way to serve our members and communities.

We are honored to be recognized by the Greater Cleveland Partnership’s Equity & Inclusion division as Best in Class for Workforce Diversity.

Medical Mutual understands the significance of recruiting and retaining a diverse workforce. Our efforts have resulted in our workforce being 28% racially diverse, compared with the overall population in Ohio, which is about 22% racially diverse. Beyond the numbers, we are committed to regularly reviewing our practices so that we maintain a culture in which everyone has a sense of belonging and is empowered to bring their whole self to work.



The motto that guides us:  
**Embracing Differences  
to Make a Difference**  
for our members, our community and each other.



# Community Impact

This report highlights some of the ways Medical Mutual supports the communities where we work and live. Our dedication extends well beyond these stories. The following figures provide an additional snapshot of the impact our company and employees have made across Ohio.



## BY THE NUMBERS



Harvest for Hunger Meals  
**232,582**



Total Grants  
**421**

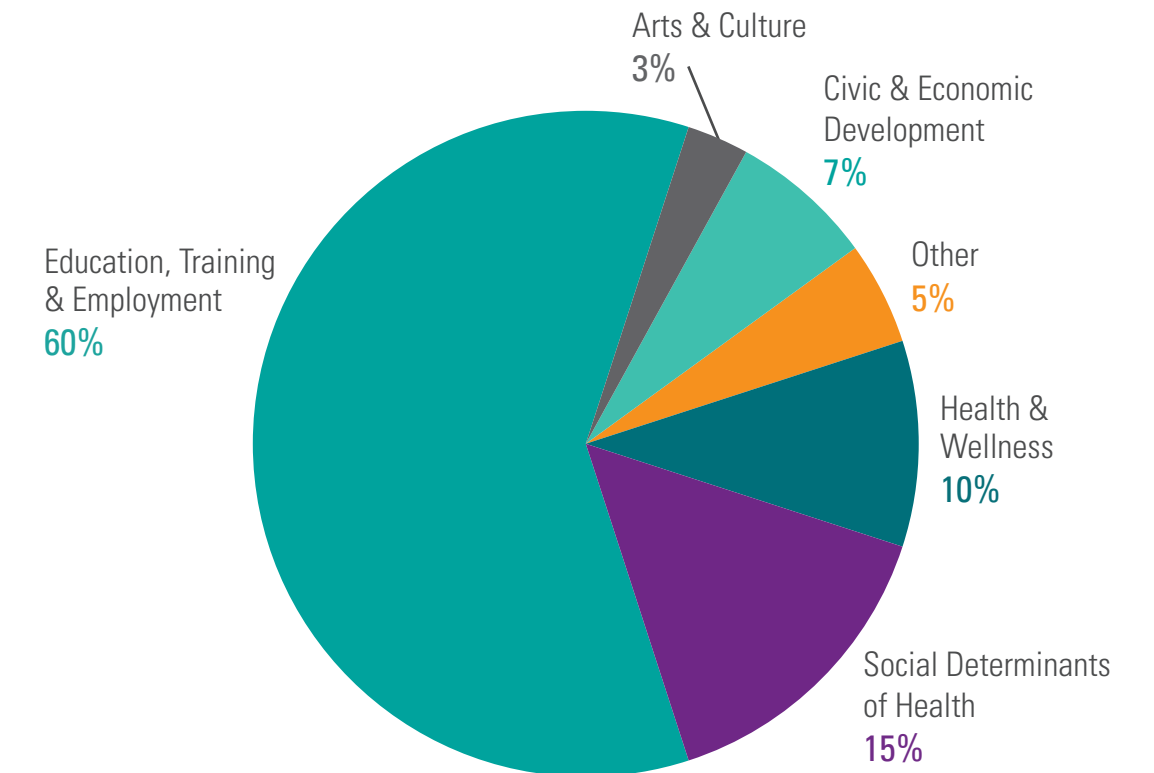


Scholarships Awarded  
**212**



Executives on Nonprofit Boards  
**26**

## GIVING BY CATEGORY





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