

July 16, 2026

San Francisco Board of Supervisors
City Hall, 1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4689

RE: Hearing on Kaiser Permanente and the National Union of Healthcare Workers

Dear Supervisor Chen and Members of the Board:

Kaiser Permanente deeply values the City and County of San Francisco and the work of the Board of Supervisors. We are grateful and proud to provide care and coverage to 69,000 employees of the City and County and to support the broader communities of San Francisco. Our mission calls us to provide high-quality, affordable care and to help improve the health of the communities we serve. That responsibility is especially important in the city and county of San Francisco, where leaders, health care providers, community organizations, and clinicians are working every day to respond to urgent and complex mental health and addiction needs.

While we will not be participating in person at the Board's July 21 hearing, we respectfully submit this letter for the record in the spirit of partnership and shared commitment to the health and well-being of San Franciscans.

Our shared commitment to mental health care nationally and in San Francisco

Across the country, communities are facing a serious and persistent crisis in mental health care. We know the members of this Board see those needs directly and urgently in San Francisco, and we appreciate your leadership and advocacy on behalf of residents who need care and support.

Kaiser Permanente is proud to be part of the broader effort to address those needs. We are committed to expanding access to timely, high-quality mental health and addiction care and to working constructively with public officials, community partners, clinicians, and labor representatives to strengthen care for the people and communities we serve.

Investing in access, care, and the mental health workforce

Kaiser Permanente has made substantial investments in mental health and addiction care in California and to support the clinicians who provide that care every day. We've invested more than \$2 billion since 2020 to expand mental health services, facilities, clinician training, and provider networks. Today, our network includes more than 35,000 employed and contracted mental health providers across California, giving members more choice and helping us meet rising demand. Members receive non-urgent mental health appointments, on average, within about six days - better than the state requirement - and members with urgent needs can access appointments within 48 hours. Support is available 24 hours a day, seven days a week for anyone experiencing a crisis.



We've invested in an array of workforce development initiatives including the Mental Health Scholars Academy and the Mental Health Workforce Accelerator, where we provide scholarships, mentoring, supervised clinical experience, and career pathways to help more professionals become licensed clinicians.

We are grateful for the dedication of our therapists and mental health clinicians. Their expertise, compassion, and commitment are essential to our members and to the communities we serve, and we remain focused on supporting them through competitive compensation, strong benefits, professional development, and a safe, sustainable practice environment.

Our approach to technology and clinician voice

We also understand that emerging technologies, including artificial intelligence, raise important questions for clinicians, patients, policymakers, and the public. Kaiser Permanente takes those questions seriously.

At Kaiser Permanente, AI does not make clinical decisions, replace licensed clinicians, or provide therapy instead of therapists.

Kaiser Permanente is evaluating technology that can reduce administrative burden, improve care navigation, and help clinicians spend more time with patients. Patient safety, quality, privacy, and clinician oversight remain paramount.

Earlier this year we established an AI framework and agreement with the Alliance of Health Care Unions - built with input from staff, clinicians and unions - which has been recognized by the MIT Management Sloan School as a "landmark agreement ... that represents the first comprehensive effort by a major healthcare employer and its union partners to integrate worker voice into all phases of AI decision making." ([link](#)) We have proposed a similar framework for NUHW to establish a joint labor-management committee with clinician and union representation. The committee would provide a meaningful forum for clinicians and union representatives to help inform recommendations regarding the responsible use of emerging technologies in support of mental health care, while preserving clinician judgment, patient safety, quality, privacy, and compassionate care.

We remain prepared to move forward with the committee because clinicians deserve a meaningful voice in how emerging technologies are evaluated and implemented.

Working toward a fair agreement

Kaiser Permanente remains committed to reaching a fair agreement with NUHW that supports our clinicians, our patients, and the communities that depend on access to mental health care.

We also understand wages are a critical issue. We are committed to addressing this respectfully and collaboratively with our union-represented clinicians through the bargaining and mediation process.



Kaiser Permanente has made a strong offer that includes meaningful wage increases and maintains the strong benefits our clinicians receive. Our compensation philosophy is to pay our employees, on average at or up to 10% of market. Our offer is well within and even at the higher end of our compensation philosophy.

These investments reflect our belief that technology, care delivery improvements, and workforce development should strengthen and support the mental health profession—not replace it.

Mediation as next step

Both NUHW and Kaiser Permanente have agreed to mediation and are finalizing our schedule. We are ready to do the work needed to reach an agreement that rewards clinicians, supports patients, and strengthens access to care.

Our commitment to you and San Francisco

We appreciate the Board's interest in this matter and your continued leadership on behalf of the people of San Francisco. We remain available to answer questions and to continue working constructively in support of the shared goal of expanding access to high-quality mental health and addiction care.

We are grateful for the Board's continued attention to mental health care access and for your service to the people of San Francisco. We share your commitment to ensuring residents can get the care and support they need, and we look forward to continuing to engage in a constructive and respectful way with the Board, our clinicians, our labor partners, and the broader community.

Respectfully,

A handwritten signature in black ink, appearing to read "Abhishek Dosi".

Abhishek Dosi
Sr. Vice President/Area Manager
Kaiser Permanente
Golden Gate Service Area

A handwritten signature in black ink, appearing to read "Monica Kendrick, MD".

Monica Kendrick, MD
Physician-in-Chief
Kaiser Permanente
San Francisco Medical Center