



Impact Report

Community. Connection. Care.

2025 



Community. Connection. Care.

Each word is an important piece of the puzzle when it comes to creating and cultivating thriving, healthy communities. However, the successful marriage of this triad—that’s where the magic happens. It’s the combination of our community investments, meaningful connections with our local partners and the care our partners provide that make our vision of Healthy People, Healthy Communities possible. And for that, we thank you.

You’ll notice that ‘care’ is listed last in that triad. That’s intentional. For our members to be able to obtain optimal health, they must first receive the support they need in other aspects of their life. Whether that’s stable and safe housing, securing a nutritious meal, or receiving support from health workers in their community, these social drivers of health are critical components of health care. Addressing these socioeconomic factors has been a focus of our work this year and will remain so in the coming years.

As you read through this year’s report, you’ll find exemplary highlights of community, connection and care reflected in our actions and partnerships in the communities we serve. While we realize there is much left to do to realize our shared vision, we are humbled and energized by the work of our partners and the investments we’ve made to support this work.

We appreciate your ongoing collaboration and commitment to this mission-driven work as we continue to empathetically meet our members’ needs where and when they need it most.

A circular portrait of Michael Schrader, a middle-aged man with short brown hair, smiling. He is wearing a dark blue suit jacket, a light blue shirt, and a blue patterned tie. The background of the portrait is a blurred green outdoor setting.

*Michael
Schrader*

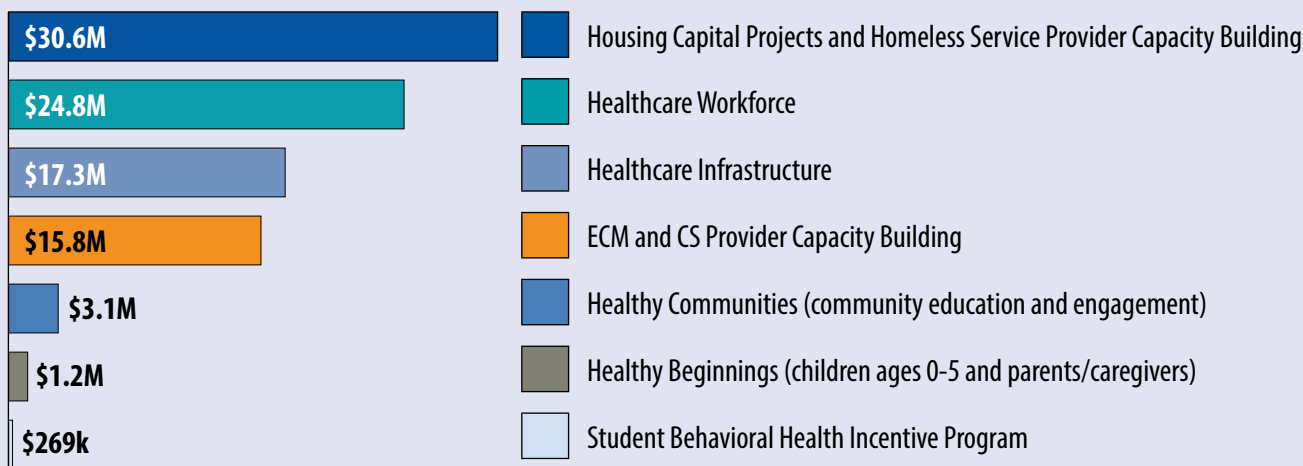
Michael Schrader, CEO

Community. Connection. Care.

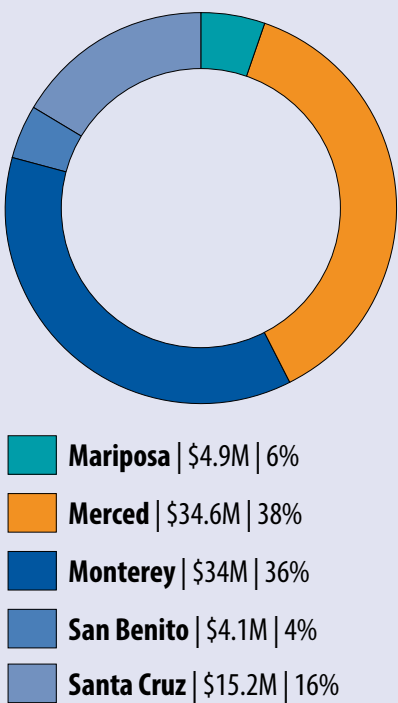
COMMUNITY INVESTMENTS BY THE NUMBERS

The Alliance makes investments to health care and community organizations through the Alliance’s Medi-Cal Capacity Grant Program (MCGP) and by administering Department of Health Care Services incentive programs to realize the Alliance’s vision of Healthy People, Healthy Communities.

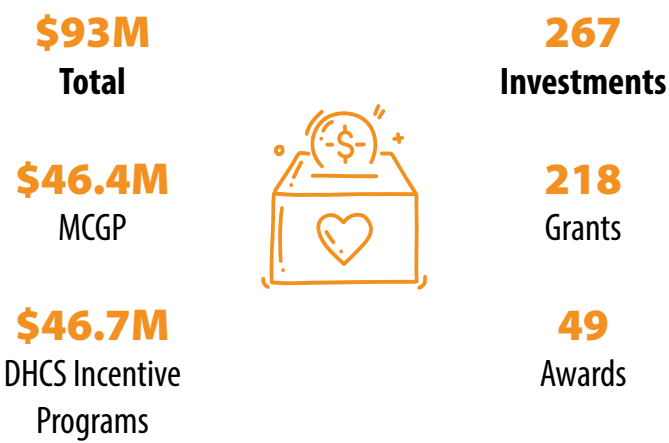
2024 Community Investments by Funding Priority



2024 Investments by County



2024 COMMUNITY INVESTMENTS



Community. Connection. Care.

CAPITAL INVESTMENT/HOUSING FUND

The Alliance recognizes that housing is fundamental to healthcare. Without stable, safe housing, our members face significant challenges in maintaining their health. To address this, we committed resources to capital investments to build housing across the Alliance service area.

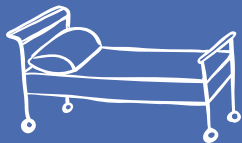
In May 2024, we formally launched the Alliance Housing Fund to provide capital funds to build, purchase, renovate and/or furnish permanent housing units, recuperative care facilities and short-term post-hospitalization housing units. Recuperative care facilities and short-term post-hospitalization housing are facilities where members can live for a set length of time while they recover. The Alliance Housing Fund will help expand temporary and permanent housing opportunities for Medi-Cal members. In July alone, we awarded more than **\$30 million to 17 housing projects**.

In total, the Alliance Housing Fund has funded:



\$34 million

to permanent supportive housing projects, totaling **824 individual units**.



\$5 million

to recuperative care projects, totaling **97 beds**.



\$3 million

to short-term post hospitalization housing projects, totaling **113 beds**.



\$3 million

to shelter projects, totaling **75 beds**.



The Alliance has recognized housing as a foundational building block to health and invests in permanent supportive housing and capacity building for supportive services."

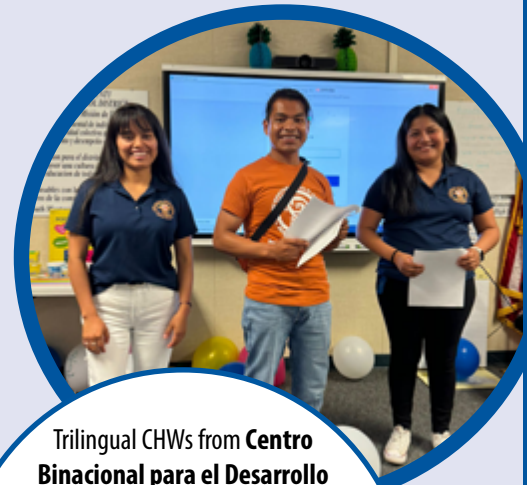
- Natalie Magana Boyles, MidPen Housing

Community. Connection. Care.

BUILDING OUR CHW NETWORK

Community health workers (CHWs) bring a unique combination of lived experience and specialized training that enables them to build trust with Medi-Cal members by providing education and navigation of health care and social services. Through the CHW Recruitment Grant Program, we helped bring **38 CHWs** into our network, fostering a culturally competent and diverse workforce that reflects our membership. The program provides grants of up to **\$65,000** per recruit to subsidize recruitment and first-year costs.

In addition, we invested **\$1.6M** to support two CHW Training Programs offered by UC Merced University Extension and Monterey County Workforce Development Board. In 2024, 25 graduates completed the training, with more to follow in 2025. These programs offer free tuition to employees of Alliance-contracted providers, expanding their capacity to deliver CHW Benefit services. Participants are trained in core skills and competencies to address Medi-Cal members' medical and social support needs effectively.



Trilingual CHWs from **Centro Binacional para el Desarrollo Indígena Oaxaqueño (CBDIO)**. CBDIO's staff provide services in English, Spanish and indigenous Central American languages including but not limited to Mixteco and Triqui for Alliance members residing in Monterey County.
(Photo Credit: CBDIO)

COMMUNITY COLLABORATIVES

We participate in **50 community collaboratives**, where community partners and stakeholders across our service area convene to discuss community health issues and their solutions. These meetings engage participants in critical health-related discussions and ensure our members' needs are heard and represented. These collaboratives have strengthened existing relationships between the Alliance and our partners and have fostered meaningful connections throughout the community.

In addition to these community collaboratives, we host the Public Information Officer (PIO) Roundtable in Merced County. This quarterly meeting brings together PIOs from partner organizations to align on priorities, share initiatives, and identify collaboration opportunities. Many great partnerships have resulted from the PIO Roundtable, including a co-branded media campaign in partnership with the Merced County Office of Education and Dignity Health-Mercy Medical Center that reached **nearly 862k community members in Merced**.



We participate in **50** community collaboratives.



Nearly 862k community members in Merced reached with a co-branded media campaign.

Community. Connection. Care.

COMMUNITY PARTNERSHIPS



October 2024 grand opening of **Merced County Community Action Agency's** Enhanced Care Management Facility in Merced, CA. (Photo Credit: Merced County Community Action Agency)

We foster strong community partnerships with health care providers, community-based organizations (CBOs), county health and social service agencies, schools and housing service providers. Together, these partnerships share data, enhance service capacity and plan responses to community health needs. In 2024, we divided **\$750,000 equally among our five county health departments** to address key health issues and identify actionable solutions. We also contribute data to the county-level Community Health Assessments and Community Health Improvement Plans. We partner with homelessness Continuums of Care to better coordinate housing and health services. By supporting trusted CBOs and new, non-traditional Medi-Cal providers serving marginalized communities, we help educate Medi-Cal members, improve access to care and promote preventive health screenings. These collaborative efforts are essential to delivering person-centered care in the Medi-Cal delivery system.

COMMUNITY EDUCATION

We recognize that local organizations are trusted messengers in the community. To strengthen our relationship with these partners and ensure they feel connected to our health plan, we connect with community partners and stakeholders who may be less familiar with the Alliance through 'relational meetings.' These meetings provide an opportunity for our staff to connect with partner organizations and introduce them to the benefits and services we offer. We offer presentations tailored to address the organizations' particular needs and any questions they may have. In 2024, we held over **85 relational meetings** and more than **15 community presentations**.

These initiatives have expanded access to member resources, fostered new partnerships and provider collaborations, and created opportunities to invest in efforts that support our members' health.



85 relational meetings.



15+ community presentations.

Community. Connection. Care.

PARTNERING WITH SERVICE PROVIDERS TO ADDRESS HOMELESSNESS

The Alliance supports efforts to end homelessness through initiatives like the **Housing Fund, street medicine investments**, funding **data system investments** in each service area through the Homelessness Management Information System (HMIS) and funding staffing and service delivery for other housing programs.

Partner organizations can use these investment opportunities to build sustainable programs that can then bill through normal medical claims. This means that programs that have previously relied on uncertain and variable funding sources can be maintained through a stable source of funding. These Alliance investments create a system where members experiencing homelessness can receive medical care where they live, access services to prepare for and secure housing, receive support to stay housed and even live in a unit funded by the Alliance.




Photo from the **Recuperative Care Center** featuring (from right) Case Managers Roman Gioglio and Abdul Rahmanyar meeting with two members.

Community. Connection. Care.

BUILDING OUR DOULA NETWORK

Doulas play a crucial role in supporting Medi-Cal members by providing them with culturally competent support and education before, during and after childbirth. This support from doulas helps improve maternal outcomes, especially for Black and Indigenous individuals who face higher rates of adverse birth outcomes. Doulas also assist with health navigation, lactation support, birth plans and connection to other essential resources.


We're building our network of doulas to provide services to Medi-Cal members. **Doula Recruitment grants totaling \$65,000** helped offset first-year costs, enabling **12 new doulas** to join our network in 2024. We also invested **\$1.6M** in training, mentorship and administrative support for new doulas entering the Medi-Cal delivery system and providing services to Alliance members.



The first doula cohort of the training program hosted and led by **The Parenting Connection of Monterey County (PCMC)**. Trainees receive support from PCMC after graduation through mentors, continuing education, and Medi-Cal billing management. (Photo Credit: PCMC)

CONNECTION TO CARE

The Alliance invests in trusted community partners to support parents and caregivers through free parenting classes in multiple languages and home visits that provide safe, nurturing environments where young children can thrive. These programs strengthen parent-child relationships, provide vital information about child development and access to preventive care services, and offer members spaces to connect and share experiences with other parents. Home visits can also act as a bridge to other Medi-Cal services, such as Enhanced Care Management.



In 2024, we funded **18 active parent education and support projects** and **four home visiting projects**, with each grant award ranging from **\$100,000 to \$250,000**.

Parent graduates from **Positive Discipline Community Resources'** (PDCR) skill-building parenting classes for their children ages 0-5. These classes are facilitated in both Spanish and Mixteco in Pajaro Valley. (Photo Credit: PDCR)

Community. Connection. Care.

COMMUNITY OUTREACH

We understand that it's important to meet our members where they are at—in their communities. This is why we are committed to maintaining a local presence in the areas we serve.

We were proud to attend over **130 outreach events** in 2024, reaching more than **30,000 community members** across Mariposa, Merced, Monterey, San Benito and Santa Cruz counties! These events covered a range of topics including community health and safety, breastfeeding and healthy babies, celebrations of children, family empowerment and support and community and cultural celebrations. Our participation in these local events fosters connections with our members and partners and increases the community's understanding of our services.

"Your enthusiasm and partnership made a significant impact on the success of our event, and we are immensely thankful for your contribution. Your hard work and dedication played a vital role in creating a welcoming and organized environment for all attendees."

- Rachel Pedinoff, Development and Community Engagement Manager, Coastal Kids Home Care



Community. Connection. Care.

STREET MEDICINE



This year, the Alliance-funded Street medicine unit through Mercy Medical began serving members at locations convenient for them in Merced. Alliance street medicine providers go beyond brick-and-mortar offices to meet members where they are, such as on the street, in cars, RVs, abandoned buildings or homeless encampments. They address a full range of health care needs within their scope, including preventive care and treatment of acute and chronic conditions. Alternatively, providers may instead care for members in a non-PCP capacity as a referring or treating contracted provider. Street medicine minimizes barriers to accessing care and offers service delivery to this population on their own terms.

We now reimburse providers offering street medicine services—health and social services tailored to meet the needs of individuals experiencing homelessness, delivered directly to them in their own environment.

ENHANCED CASE MANAGEMENT AND COMMUNITY SUPPORTS

Enhanced Case Management (ECM) and Community Supports (CS) are non-medical support services intended to help members address social drivers of health, such as housing or access to nutritious foods. In 2024, we invested **\$15 million** in start-up funds for provider organizations launching ECM/CS programs. Funds went towards increasing staffing and program materials such as vehicles, computers or office space. These investments expanded access to members across all five counties in the Alliance service area. We also expanded ECM service populations; now many members (individuals and families experiencing homelessness, people with mental health or substance use disorder needs, and children and youth in foster care adults and youth transitioning from incarceration, and pregnant and postpartum women) are eligible for these services.



\$15 million
in start-up funds for
provider organizations
launching ECM/CS
programs.

Community. Connection. Care.

BEHAVIORAL HEALTH

Our grant program invests in new health care facilities to ensure Medi-Cal members can access high-quality care when, where and how they need it. In April, the County of Monterey Health Department celebrated the opening of its Alisal Integrated Health Center, made possible by a **\$2.65M capital grant**. This new clinic significantly enhances access to behavioral health services for children and their families in East Salinas. In its first year, approximately **400 Medi-Cal members** will receive services at this new facility.

In addition to comprehensive medical and preventive care, the center offers a wide range of behavioral health services in both Spanish and English, including walk-in options. By emphasizing early mental health intervention, this facility empowers young people and their families to achieve better health outcomes, build resilience and foster a better quality of life.

Alisal Integrated Health Center



Made possible by a
\$2.65M capital grant.



~400 Medi-Cal members
will receive services
at this new facility.

April 2024 grand opening of
**County of Monterey Health
Department's Alisal Integrated
Health Center.**





ABOUT THE ALLIANCE

The Alliance is a regional Medi-Cal managed care health plan established in 1996. The Alliance is dedicated to improving access to health care for members in Mariposa, Merced, Monterey, San Benito and Santa Cruz counties. Operating under the state's County Organized Health System (COHS) model, the Alliance connects members with providers to deliver timely services and care, emphasizing prevention, early detection and effective treatment. With a vision of Healthy People, Healthy Communities, the Alliance remains committed to enhancing access to quality health care for its members.

www.thealliance.health • 800-700-3874