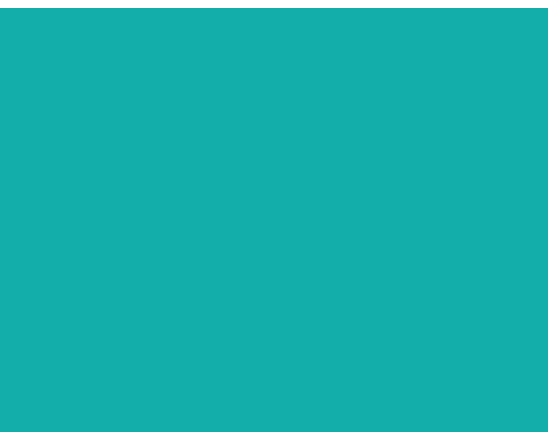




# Santa Clara Family Health Plan™



Fiscal Year **23  
24**

## A REPORT TO THE COMMUNITY



Education /  
Improvement

Santa Clara Family  
Health Plan



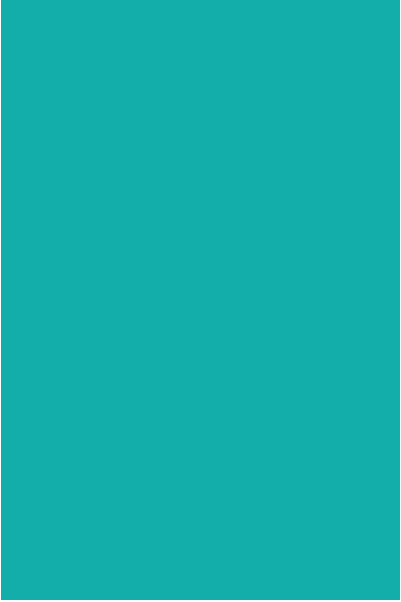
Health Education Class

Clases de educación para la salud y talleres para los miembros de SCFHP

Need Food?

¿Necesita Alimentación?

BAY COMMUNITY HEALTH



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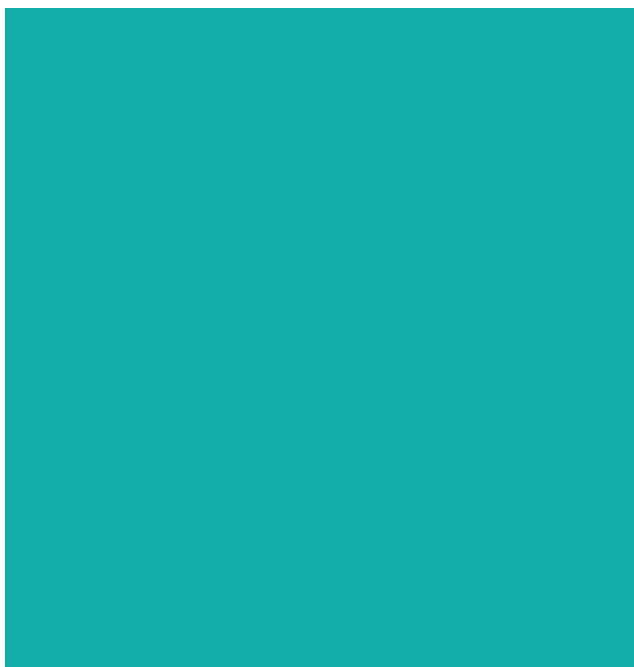
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# MESSAGE TO THE COMMUNITY



In partnership with providers, stakeholders, and community-based organizations, Santa Clara Family Health Plan (SCFHP) works to ensure everyone in Santa Clara County has access to equitable, high-quality health care – *Health for All*.

On the pages of this annual report, you'll learn about how we're building and maintaining purposeful collaborations with our diverse community and system partners, the people who drive these efforts, and the members who benefit from them.

This report highlights a top priority for SCFHP in fiscal year 2023-2024—leading improvement in the health of communities impacted by disparities—and showcases the ways we are working toward being a community health leader. It is through these efforts that we are able to demonstrate our dedication to continuous improvement, engagement with our members, and increasing access to health plan programs and services.

We offer our sincere appreciation to our providers and organizations who helped us serve our members during this fiscal year. We are able to pursue our vision of *Health for All* because of your support and commitment. May we collectively grow ever closer to this vision.

Sincerely,

A handwritten signature in black ink that reads "Christine M. Tomcala". The script is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Christine M. Tomcala, Chief Executive Officer

## OUR MISSION

SCFHP's mission is to improve the well-being of our members by addressing their health and social needs in a culturally responsive manner, and partnering with providers and organizations in our shared commitment to the health of our community.

## OUR VISION

Health for all – a fair and just community where everyone has access to opportunities to be healthy.

## OUR VALUES



### Member First

We proactively engage, listen to, and focus on the welfare of our members.



### Excellence

We strive to deliver the highest-quality experience to our members and partners.



### Better Together

We collaborate with and invest in our partners and each other to benefit the community.



### Integrity

We do the right things for the right reasons to earn and keep our members' and partners' trust.



### Equity

We are committed to eliminating the ways that institutional racism and other societal and individual barriers contribute to health disparities.



### Diversity & Inclusion

We value the richness of our diverse identities in our community and commit to actions which reflect these perspectives.



### Culture of Caring

Together, we create a work culture that supports, develops, and recognizes team members.



### Accountability & Stewardship

We are accountable to each other and the community we serve, and we are prudent financial stewards of our resources.





# THE PEOPLE BEHIND OUR MISSION

Our members are at the core of what we do. We can't provide them with quality health care without the collaboration of our staff, providers, and partners.

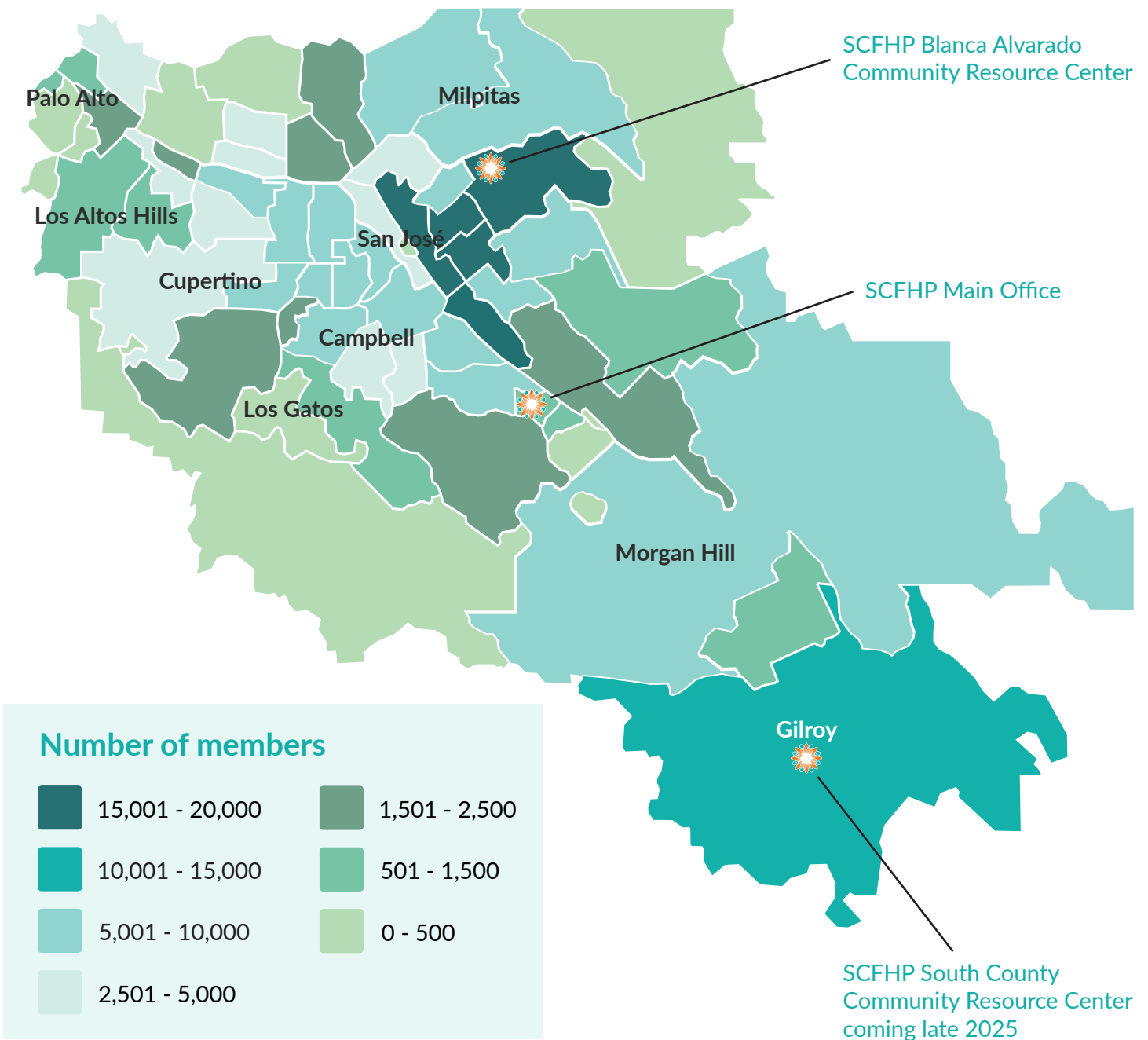
# OUR MEMBERS

## Where SCFHP members live

The darker teal colors indicate ZIP codes with the highest number of members. Notably, some of those areas include neighborhoods in East San José and South Santa Clara County – areas we’ve committed to bringing special attention to with our community resource centers.

By expanding our use of data such as this, we are continually improving our strategies to address the health and social needs of our members.

SCFHP serves more than 290,000 people throughout Santa Clara County in our Medi-Cal and DualConnect (HMO D-SNP) plans.





## Member profile

### Narendra Pathak, SCFHP DualConnect & Consumer Advisory Board member

SCFHP member Narendra Pathak is no stranger to a discussion. His wife joked that “once the faucet is on, it doesn’t go off.”

In 2019, however, the faucet nearly stopped. Pathak suffered a stroke which limited his mobility. Soon after, the trained lawyer and economist lost mobility in his right side, requiring the use of a walker.

Still, that didn’t stop Pathak from his involvement in the community.

In addition to his involvement with the SCFHP DualConnect Consumer Advisory Board (CAB) – where he personally boasts a perfect attendance record – Pathak is also a four-term appointee of the Santa Clara County Human Rights Commission and a member of the state’s In-Home Supportive Services (IHSS) Public Authority Advisory Committee since 2021. He previously served as a commissioner on Sunnyvale’s library and human rights commissions.

“Members should have a voice, and with CAB, our voice makes a big difference for SCFHP,” Pathak said. “That is one of the most important and valuable things.”

It was his involvement with the IHSS Advisory Committee that led him to SCFHP. At an event where both IHSS and SCFHP were present, Pathak learned about SCFHP’s benefits to help people with disabilities, like himself.

Since joining SCFHP, Pathak has received assistance with setting up transportation and appointments. He’s given rave reviews about SCFHP’s overall service and, in particular, the accessibility he now has to his healthcare team.

Pathak has used SCFHP to help him access services such as: occupational therapy, physical therapy, and speech therapy. He’s also popped into the SCFHP Blanca Alvarado Community Resource Center’s yoga class, diabetes class, and high blood pressure class on occasion.

“I needed some kind of medical intervention to improve my life,” Pathak said. “When my doctor referred me to physical, occupational, and speech therapy, I went through Valley Medical and received excellent service. SCFHP has been there to provide services like that for me. I’m not 100% recovered from my stroke, but I’m very satisfied with my service through SCFHP.”

#### What is CAB?

The SCFHP DualConnect Consumer Advisory Board (CAB, pronounced “cab”) engages members and caregivers to provide input and feedback to SCFHP to improve services and to support SCFHP in achieving its mission. CAB’s responsibilities include:

- Providing feedback on services, benefits, providers, issues, and ways to improve program management
- Providing feedback on events, activities, communication, and member materials
- Participating in quality management programs
- Helping SCFHP find gaps in the health care of members

CAB members include SCFHP DualConnect members, family members, and caregivers, and consumer advocates. The CAB membership and representation reflect the diversity of the dual eligible population.

For more information about CAB, visit [bit.ly/SCFHP-GetInvolved](https://bit.ly/SCFHP-GetInvolved).



## Q&A with Yesenia Ochoa, Member and Family Engagement Group member

Yesenia Ochoa, a Gilroy resident and SCFHP Medi-Cal member, has taken charge of her health by joining one of our committees. Ochoa is currently a member of the South County Member and Family Engagement Group (MFEG). So far, Ochoa says she's learning about new things SCFHP provides each time she goes to a meeting.

“ I hope I can apply all my knowledge about my health and develop a trusting relationship with SCFHP and break any barriers that might be in place,” Ochoa said in Spanish through an interpreter. “I really enjoy attending the meetings and like to listen to other's feedback and points of view. ”

### What made you want to join a committee?

My family's health is my main interest, and I wanted to learn more about it through this committee. Learning different subjects in these meetings helps me understand my benefits and allows me to share my knowledge with family and friends so they can get good care, too.

### How do you think SCFHP has listened to your needs since you've joined MFEG?

I feel that our facilitators really take the time to listen to each one of us individually, and they make us feel welcomed with our kids, and provide us with food while we're in session.

### What kind of input do you provide in the committee meetings?

I'm free to give any input I want and I enjoy that. For example, I can give suggestions on how we as members can understand flyers or better use the tools SCFHP provides us.

### Can you sum up your experience on MFEG so far?

It's been interesting! I really enjoy the new things the health plan provides and learning about them.

### About Member and Family Engagement Groups

SCFHP hosts five **Member and Family Engagement Groups (MFEG)** throughout Santa Clara County (North County, East County, South County, West County, and Downtown San Jose) to receive ongoing feedback about the plan's operations and services.

- All groups are open to SCFHP Medi-Cal members, family members, and/or caregivers of our Medi-Cal members.
- MFEG members serve a one-year term, with the option to be reappointed by the MFEG Selection Committee.
- Monthly meetings are held at different locations across Santa Clara County.

For more information or to join a group, visit [bit.ly/SCFHP-GetInvolved](https://bit.ly/SCFHP-GetInvolved).

## OUR EMPLOYEES

We are 400-plus individuals eager to serve our community. We asked some members of our team to share reflections on what working at SCFHP means to them.



If members come to the Plan with a problem, for whatever reason, getting the opportunity to help them get access to their care has been the biggest satisfaction. Even though the Plan has grown a lot, we always keep it member focused. It's very member-centric. I hope we continue to grow and expand on that foundation, and keep improving on breaking down barriers.

*Claudia Graciano,  
Provider Access Program Manager*



I'm glad I'm here because I love the fact that we are big, but we're also small in a sense. I think the favorite part of my job is that is very fulfilling to be able to be at a place where I can tell members to contact me on my phone. My direct line. This is how you reach me. We're encouraged to foster those relationships with them. It's fulfilling to me because I know I am making a difference. We're not selling vacuums or knives or encyclopedias. We're actually helping them with something they really need.

*Manuel Horna,  
Medicare Outreach Agent*



My favorite part of working here is building connections with our members. Each call is an opportunity to hear firsthand about their health journey, which gives me insight into the real-world impact of our work. Being able to offer them support, whether through resources or simply by listening, makes the role incredibly fulfilling. Hearing the gratitude from our members when we are able to be of assistance is always the crescendo of my day.

*Justin Diep,  
Quality Outreach Coordinator*

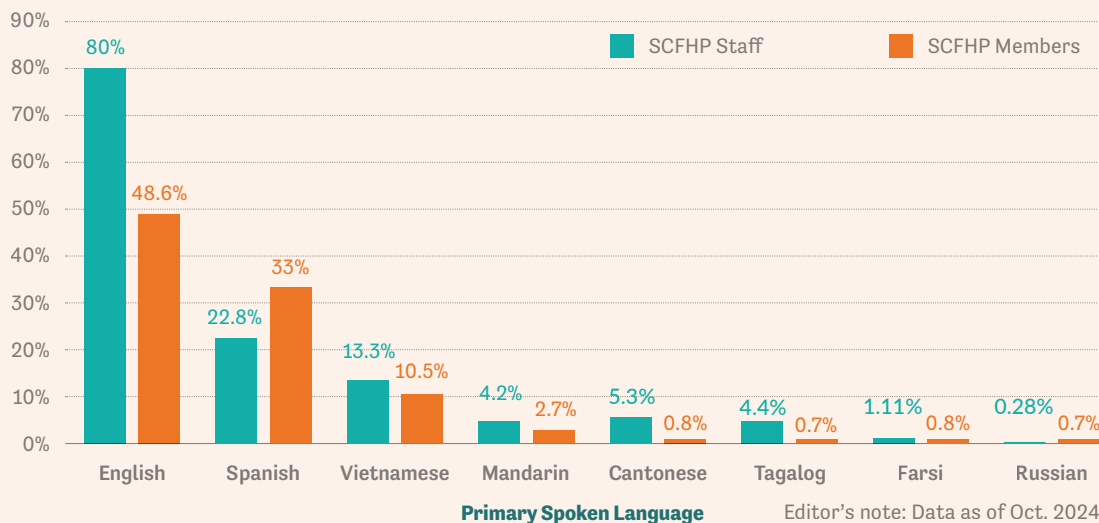


It's great seeing things on social media or the internet about people talking about our Community Resource Centers and our events. Some people just don't know that you need to get certain medical checks or need certain information so they can have a choice in their care.

*Marcus Wong,  
Provider Network Operations Associate*

### Staff and member language statistics

The depth and diversity of the SCFHP staff help address the needs of our members, providers, and community. Together we work in collaboration with each other, providers, and local community-based organizations to provide quality health care to the residents of our county.



## Empowering the next generation of healthcare leaders: The Health Career Connection internship program

In order to make meaningful change in addressing health disparities and improving community well-being, having diversity and representation in our healthcare leaders is crucial. The Health Career Connection (HCC) intern program allows many future health care workers the opportunity to learn about and address those disparities and equip them for the future.

SCFHP is proud to have hosted HCC intern Sameya Afzali in our Marketing & Communications Department in summer 2024. Afzali brought her fresh perspective and public health expertise to SCFHP over a 10-week program focused on the world of managed care.

“It has been exciting to apply my public health skills and knowledge to the real world so that I, too, can positively impact the health of SCFHP members,” Afzali said.

Afzali’s internship involved conducting market research on emerging marketing communications trends; working on social media projects to enhance member experience; gaining insights into various career roles within managed care organizations; and applying her public health skills to real-world scenarios. She researched SCFHP’s social media statistics and gave recommendations on how to better reach our members through media.

A spring 2024 graduate of San José State University with a degree in public health, Sameya plans to work in public health, with an emphasis on low-income and minority populations, and eventually get her master’s degree in public health or health care administration.

“I learned so much about public health in Santa Clara County, which allowed me to understand the diverse needs of the county and its members,” Afzali said. “It was an insightful and rewarding experience. My internship here has further fueled my motivation and passion to work in the field of public health and help priority populations achieve their optimal health and wellness. I’m eager and excited to utilize the skills I’ve learned for my next role.”

Through experiences like Afzali’s, SCFHP is nurturing the next generation of health leaders, one intern at a time, leading the way for change in healthcare and public health sectors across the county.

Her hard work during her internship has not gone unnoticed: SCFHP is thrilled to share that Afzali was hired full time in the Community Based Programs Department in November as a Health Navigator.



### About the Health Career Connection (HCC)

HCC is a national non-profit that inspires and empowers undergraduate students, recent graduates, and HCC alumni, particularly those from under-represented or disadvantaged backgrounds, to choose and successfully pursue authentic healthcare and public health careers. It has given more than 5,000 students the opportunity to become leaders in medicine, public health, health management, mental health, and business. According to its numbers:

- **98%** of HCC interns come from communities of color
- **62%** are first-generation college students
- **80%** have experienced economic hardship
- **More than 60%** are bilingual

For more information, visit [www.healthcareers.org/](http://www.healthcareers.org/).

## OUR PROVIDERS



### Provider Profile: Nayyara Dawood M.D., pediatrician, a child's best friend

For children, just walking into a doctor's office can be a lot to process. It's why Dr. Dawood practices a unique approach: treating children like friends.

"When you explain health care, quite often we find ourselves telling everything to the parent and not really explaining it appropriately to the child," Dawood said. "I try to include the child in my conversation. I tell them if there's going to be pain, and that we are going to do our very best to make sure that we make it easy on them. I think these small gestures make a big difference. I'm hoping all pediatricians feel the same as me, because that's why we became pediatricians."

Her down-to-earth approach has kept her in the practice of pediatrics for more than 24 years. Dawood has children of her own and says she uses the advantage of this experience in her career. Dawood said working with children has always been the best part of the gig.

"The benefits of being a pediatrician and working with children easily outweigh the monetary benefits," she added.

The other friend she's proud to have kept for years is SCFHP. Dawood is appreciative of SCFHP's help getting her patients the care they need.

“ The care for a patient is a triangle: the patient, the provider, and the insurance,” Dawood said. “I can't take complete care of a patient myself, which is why I appreciate the network of support from SCFHP.”

Dr. Dawood is one of our many providers who help our members and their children. For a pediatrician near you, visit our provider search at [bit.ly/SCFHPdoctors](https://bit.ly/SCFHPdoctors).

# Our Provider Network

SCFHP's comprehensive network ensures our members have access to the care they need every step of the way; at all hours of the day. Our network is continually evolving as the scope of Medi-Cal covered services expands to include new provider types.



## Primary Care Providers (PCPs)

We have more than 800 PCPs to serve as the first point of contact for routine care, urgent care, and non-emergency needs.



## Pharmacy

Members have access to most retail and chain pharmacies through Medi-Cal Rx and our DualConnect network.



## Specialists

Our PCPs can refer our members to more than 7,000 specialists for treatment with a specific problem or for a second opinion.



## Hospitals

We partner with nine hospitals across the county to meet our members' needs.



## 24/7 Nurse Advice

Members can get help all day, every day through our Nurse Advice Line's telehealth feature.

## Our Physician Groups

- Asian Americans for Community Involvement
- Bay Area Community Health
- Gardner Family Health Network
- Independent providers
- Indian Health Center of Santa Clara Valley
- North East Medical Services
- Packard Medical Group (Specialty care only)
- Palo Alto Medical Foundation
- Physicians Medical Group of San José
- Planned Parenthood Mar Monte
- Premier Care of Northern California
- Ravenswood Family Health Network
- Roots Community Health Center
- Santa Clara Valley Healthcare
- School Health Clinics of Santa Clara County
- Stanford Clinics (Specialty care only)

## OUR PARTNERS

### Partner spotlight: Enhanced Care Management and Community Supports help our members

Partnerships are vital to services we provide at SCFHP. They have helped us lead the way in innovative care, including care outside the doctor's office. With one of our trusted partners, Gardner Health Services, we're able to provide mental health care and housing support – two elements critically linked to good health.

"Gardner Health Services has been involved in Enhanced Care Management (ECM) since 2022 and Community Supports since last year," Rafael Cardoza, the director of Gardner's ECM program, said. "We provide a comprehensive assessment so we can capture the whole picture of what our patient's needs are and then come up with a care plan to address all those needs and assign a lead care manager. Over time, we see so much gratefulness from the patients that we serve. It's been very rewarding and a lot of hard work."

One such patient is Josefa Chavez, an SCFHP Medi-Cal member, who has been receiving services from Gardner since 2022. Since Chavez's 2013 stroke, she has had mobility problems, and she and her son have bounced around different housing situations. The problems, she said, were mounting until Gardner stepped in with their care team, with Jovani Quinones as one of her care managers.

"The experience here is great," Chavez said. "Before Gardner, I got medical help, but I didn't get the other help I needed. We were homeless for a long time until



#### About SCFHP Enhanced Care Management and Community Supports

In 2022, SCFHP introduced the Enhanced Care Management (ECM) program to give extra care for Medi-Cal members with more complex needs. Together with Community Supports, these programs are hallmarks of the CalAIM transformation.

For more information about ECM, visit [bit.ly/scfhpMedi-Calecm](https://bit.ly/scfhpMedi-Calecm).

Our Community Supports program aims to address social determinants of health by offering non-traditional services to our members that help them live healthier lives and avoid higher, costlier levels of care.

For more information about Community Supports, visit [bit.ly/community-supports](https://bit.ly/community-supports).

I met Jovani. He got us into a place in about five or six months. He brought the applications to us because he knew we weren't mobile. We're so grateful for Gardner. We love Gardner to the fullest. They've been a great support system."

Through Gardner, she has been able to get services to help with mental health, housing, and dental and vision care, receiving glasses and dentures.

"I got the greatest people here," she said. "I've been waiting for someone to help me. And they came. Thank God I found them."

#### About Gardner Health Services

Founded in 1967 as the Alviso Family Health Center, the mission of Gardner Health Services is to provide high quality, comprehensive medical and mental health care, including prevention and education, early intervention, treatment and advocacy services which are affordable, respectful, culturally, linguistically and age appropriate. Gardner Health Services has eight locations across the Bay Area, including seven in Santa Clara County.

Contact the Gardner Health Services Call Center: 408-457-7100

For more information, visit [www.gardnerhealthservices.org](https://www.gardnerhealthservices.org).

## Quarterly Partner Convenings: playing a vital role in health care collaboration

In the rapidly changing realm of health care, effective collaboration and communication among stakeholders are essential.

SCFHP has recognized this necessity and implemented Quarterly Partner Convenings as a foundation of its strategy to improve community health outcomes. Our first convening, which was held in January 2024, welcomed more than 40 community leaders and agencies to learn about our organization, different ways to partner with each other, and information about our board funds.

At the heart of these meetings lies SCFHP's commitment to being a local leader in improving the health of diverse communities. By bringing together system partners on a regular basis, SCFHP creates an environment where collaboration can thrive. This approach not only enhances the organization's visibility but also allows for a more comprehensive and coordinated effort in addressing complex health challenges.

"As we reflect on our mission to improve the well-being of our members, we recognize our unique role in the Santa Clara County safety net system and in the lives of our more than 294,000 members," said Christine M. Tomcala. "That is why we are opening our doors to partners each quarter at our

facilities – to witness leadership, collaboration, and improvement in the health of our community. We hope this meeting is a welcoming space where we can invite partners into our mission, cultivate relationships, and open possibilities that advance our shared work."

A focus of these quarterly meetings is informing partners about SCFHP initiatives related to health equity and social determinants of health. By sharing updates on managed care, Medi-Cal, CalAIM and more, SCFHP ensures that stakeholders are aligned and working towards common goals. This knowledge-sharing aspect is crucial in a field where policies and best practices are constantly evolving.

SCFHP actively encourages dialogue and seeks input from partners on strategies to improve the health and well-being of its members and the broader community. This collaborative approach to problem-solving leads to more innovative and effective solutions, as it draws upon the diverse expertise and perspectives of all its participants.

As health care continues to face complex challenges, SCFHP is leading the way in collaborative efforts to create sustainable and effective health systems.





# PROGRAM HIGHLIGHTS

Our staff and partners helped our members achieve better health outcomes through our many programs. This section highlights select program achievements from fiscal year 2023-2024.



## PUBLIC HEALTH EMERGENCY UNWINDING

### Ensuring continuous coverage for our community

During the COVID-19 Public Health Emergency (PHE), beneficiaries enrolled in Medi-Cal were able to maintain their coverage regardless of any changes in their circumstances. When the PHE ended in March 2023, states across the country were required to resume eligibility renewals, leaving many SCFHP members wondering if they would keep their health coverage.

To ensure members were supported throughout the unwinding period, SCFHP joined forces with a broad range of community-based organizations led by Working Partnerships USA. By implementing a comprehensive outreach campaign, SCFHP and our partners mobilized a robust network of resources to ensure that members received timely, actionable guidance to help them maintain their essential health coverage. The campaign utilized health and resource fairs, press conferences, media outreach, flyers, social media, text messages, a dedicated webpage, newsletters, bus ads, and billboards and more to reach Medi-Cal beneficiaries.

A key component of SCFHP's strategy was our text messaging program, which sends timely reminders to members via their cell phone 30 days before their Medi-Cal renewal date. These text messages prompt members to update their contact information and return their renewal packets to the County Social Services Agency, helping prevent any loss of coverage by keeping them informed and engaged.

The combined outreach efforts resulted in an overall 80% approval rate for Medi-Cal renewals, which aligns closely with pre-pandemic levels. The County Social Services Agency also reports a significant increase in the timely renewal packet return rate, signaling more awareness and understanding of the importance of completing the paperwork.

SCFHP is dedicated to supporting our Santa Clara County community and ensuring that everyone has access to the care they need. For more information, visit [bit.ly/scfhp-renew](https://bit.ly/scfhp-renew).

# NCQA HEALTH EQUITY ACCREDITATION

## A Milestone for SCFHP

Leading the way in health equity has earned us recognition from the National Committee for Quality Assurance (NCQA), a private, nonprofit organization dedicated to improving health care quality. For our members, working toward health equity brings us one step closer to our vision of Health for All.



SCFHP recently completed the rigorous accreditation process to achieve NCQA's Accreditation, exemplifying excellence in health equity.



“We are honored to earn this prestigious distinction from NCQA,” said Christine M. Tomcala. “In a community as diverse as Santa Clara County, recognizing that everyone has different cultural, racial, gender identity, and language needs is an important aspect of delivering quality health care. This accreditation was truly a team effort, and an excellent example of how the dedication and collaboration of our staff and partners can make a difference to our members.”

The Health Equity Accreditation program emphasizes three pivotal areas: promoting health equity, enhancing cultural competency, and ensuring continuous improvement. Achieving this Accreditation builds trust among members, partners,



and stakeholders. This recognition also opens doors to new partnerships and participation in value-based care programs, positioning SCFHP as a leader in equitable healthcare delivery.

“The prevalence of racial and ethnic disparities has been a barrier to improving the quality of health care of many Americans for too long,” said NCQA President Margaret E. O’Kane. “Organizations achieving Health Equity Accreditation are leaders in closing this gap, and NCQA commends them for their dedication.”

The NCQA Health Equity Accreditation program marks a significant advancement in the fight for health equity. SCFHP’s success underscores its dedication to health equity while providing a framework for continuous improvement and community engagement. As health care evolves, accredited organizations like SCFHP are poised to lead the way in reducing disparities and enhancing health outcomes for all community members.

For more information, visit [bit.ly/SCFHP-NCQA](https://bit.ly/SCFHP-NCQA).

# INTRODUCING THE SOUTH COUNTY COMMUNITY RESOURCE CENTER

## Exciting new development to foster hope, unity, and well-being

Reaching members where they live, work, pray, and play is key to overcoming longstanding systemic barriers that disproportionately impact communities of color. Since opening the Blanca Alvarado Community Resource Center (CRC) in East San José in 2020, we've welcomed more than 20,000 visitors annually through our doors for health and wellness classes and programs, application assistance, and resource navigation.

"Our current community resource center has become a pillar of support in addressing health disparities in East San José," said Christine M. Tomcala. "So when our members in South Santa Clara County asked for a Community Resource Center, we listened. Our new center in Gilroy will enable us to reach many more of our members in South County to connect them to the resources and services they need."

Demographic data shows that more than 20,000 members, making up 18% of residents in Gilroy, Morgan Hill, and San Martin, call the South County home.

Based on the success of our Blanca Alvarado CRC, we made sure we listened to our community first to inform our approach and develop trust. In 2023, SCFHP surveyed hundreds of residents in South County for their thoughts about their health and social needs. We found that many residents believed there is a lack of resources in the area.

In response, our staff, Governing Board, Resident Advisory Group, and system partners worked together to plan for a new resource center in Gilroy to respond to the community's needs.

"I am very excited for the future opening of the SCFHP Community Resource Center in Gilroy," said



Lucy Navarro, a member of the SCFHP South County Resident Advisory Group, which was formed for residents to provide input on the upcoming center. "Finally, our families will have a place where they will be heard, to be taken care of, and to have a person follow up on their individual cases. I also feel very happy that we, as SCFHP Resident Committee Members, have the opportunity to participate in defining the Center's focus areas."

### **South County Community Resource Center**

*Opening late 2025!*

150 Leavesley Road  
Gilroy, CA 95020

[bit.ly/SCCRC\\_](https://bit.ly/SCCRC_)

### **For current help in South County, visit:**

SCFHP South County Service Hub  
at the Neon Exchange  
7365 Monterey Road  
Gilroy, CA 95020

For more information on our upcoming CRC, including detailed renderings and logos, visit [bit.ly/SCCRC\\_](https://bit.ly/SCCRC_).





# WE ARE STEWARDS OF PUBLIC FUNDS

SCFHP receives state and federal funding for its Medi-Cal and Medicare programs. In fiscal year 2023-2024, SCFHP invested over \$2B of that funding into the local economy. 96 cents of every dollar paid for benefits and services for our members, and 4 cents of every dollar funded administration. From our reserves, SCFHP financially supports dozens of community organizations and public agencies each year that help bring equitable health care to our members.

## WHO WE SUPPORT

SCFHP is proud to support more than 65 local community organizations to carry out its mission. In fiscal year 2023-2024, we provided board-designated funds, sponsorships, and donations to the following organizations.

- African American Community Service Agency
- Aging Services Collaborative
- Alum Rock Counseling Center
- Amigos de Guadalupe
- Asian Americans for Community Involvement (AACI)
- Bay Area Community Health (BACH)
- Bay Area Women's Sports Initiative (BAWSI)
- Bill Wilson Center
- Black Leadership Kitchen Cabinet
- Breathe California
- California School-Based Health Alliance
- Cancer CAREpoint
- Catholic Charities of Santa Clara County
- Children's Health Council
- Chinese American Coalition for Compassionate Care
- City of Morgan Hill
- Community Health Partnership
- Community Solutions
- Eating Disorders Resource Center
- Gardner Health Services
- Grail Family Services
- Happy Hollow Foundation
- The Health Trust
- Healthier Kids Foundation
- HealthRight 360
- Help a Mother Out



- Hollister Youth Alliance
- India Community Center
- Indian Health Center of Santa Clara Valley
- Institute on Aging
- IVY Rose Community Foundation
- La Ofrenda Festival
- Latino Leadership Alliance
- LifeMoves
- March of Dimes
- Martha's Kitchen
- Momentum for Health
- National Alliance on Mental Illness
- Next Door Solutions to Domestic Violence
- Pacific Clinics (formerly Uplift Family Services)
- Parents Helping Parents
- PARTI Program
- People Acting in Community Together (PACT)
- Philippine Medical Society of Northern California
- Physicians for a Healthy California
- Planned Parenthood (Kids in Common)
- Ravenswood Family Health Center
- Rebekah Children's Services
- Recovery Café
- Reentry Resource Center



- Sacred Heart Community Service
- San Andreas Regional Center
- School of Arts and Culture
- Silicon Valley Council of Nonprofits
- Silicon Valley Leadership Group
- Silicon Valley Pride
- SOMOS Mayfair
- South County Compassion Center
- Stanford Medicine Children's Health
- Stroke Awareness Foundation
- Sunday Friends
- Sunnyvale Community Services

- Veggielution
- Valley Health Foundation
- West Valley Community Services
- Women's Leadership & Policy Summit
- Working Partnerships USA
- YWCA Silicon Valley

**Total Investment:**  
**\$2.6 Million**

## OUR BOARD-DESIGNATED INNOVATION FUND

Through our Board-Designated Innovation Fund, SCFHP has the opportunity to support strategic initiatives that focus on identified gaps in serving our members, potential members, and providers to better meet member health needs. SCFHP was proud to approve \$2.4 million in funding for nine initiatives in fiscal year 2023-2024, including:



**Amigos de Guadalupe**  
Center for Justice & Empowerment

Supporting the cost of renovations on Cesar Chavez's family home and two years of funding for Amigos de Guadalupe's Health Equity Program



**Catholic Charities**  
of Santa Clara County

Funding one year of its Community-Based Health Engagement Project, utilizing a promotora model to engage with hard-to-reach Santa Clara County residents on topics including Medi-Cal Enrollment, appropriate utilization of Medi-Cal's services, and improving health outcomes

**SAN JOSE**  
**PARKS, RECREATION &  
NEIGHBORHOOD SERVICES**



Supporting the completion of a Blue Zones Readiness Assessment in San Jose. Blue Zones is a worldwide initiative that encourages cities to invest in activities and infrastructure that lower obesity rates, stress, and boost health and civic engagement



**COMMUNITY HEALTH  
PARTNERSHIP**  
— Supporting our health centers —

To provide one year of funding to allow CHP to continue its Medi-Cal and Primary Care Access Program (PCAP) enrollment and renewal work



Supporting the local oral health program to improve access to preventative oral care and address oral health inequities in Santa Clara County. The department will also launch a culturally-relevant communication and education campaign to expand engagement with community members, providers, and partners



**Community Health Worker Certification Training Program:** Creating a certification pathway for prospective community health workers in alignment with Medi-Cal requirements. SCFHP hopes to grow its network of qualified healthcare professionals that reflect the diverse community they serve. The program was developed and administered in partnership with Foundations Consulting Group and Catholic Charities of Santa Clara County



**Funding to support two Valley Health Foundation (VHF) programs:** *Reach Out and Read* and *Turning Wheels for Kids*. VHF will provide culturally and linguistically age-appropriate books to children at Santa Clara Valley Healthcare's pediatric clinics and distribute bikes to low-income school-age children within Santa Clara County

## Innovation Fund spotlight: Martha's Kitchen renovated food security hub



### Martha's Kitchen

(Current site)

311 Willow Street, San Jose, CA 95110

**Hours:** 7 a.m. to 5 p.m., Monday-Friday

**Contact:** 408-293-6111

**marthas-kitchen.org**

*New site announcement coming soon!*

Martha's Kitchen touts itself as a "little soup kitchen" in Willow Glen. Soon, though, it won't be so little anymore.

That's because Martha's Kitchen will be using \$1 million in SCFHP Board-Designated Funds toward both the purchase and renovation of its new permanent location.

"This investment comes at a pivotal time in our organization's journey," said Bill Lee, executive director of Martha's Kitchen. "This amazing donation will help us triple the capacity of our programs, allowing us to provide even more meals to those in need, expand our food rescue initiatives, and strengthen our partnerships with the 65 community partners we support monthly. With this new site, we are poised to serve our community better and reach even more individuals and families facing food insecurity across the Santa Clara County region."

The concept of Martha's Kitchen originally began in the garage of founder Louise Benson's Willow Glen home. There she prepared and gave away peanut butter and jelly sandwiches for the poor. In 1981, Benson and her friends started Martha's Kitchen at Sacred Heart Church to serve hot meals. Today, between its hot meal and grocery programs, Martha's Kitchen provides 230,000 meals and rescues approximately 60,000 pounds of food monthly. With our donation, Martha's Kitchen is hoping to vastly increase its reach throughout our county.

SCFHP is proud to support transformative projects such as this one that help our community meet their basic needs.



Photo courtesy of Martha's Kitchen

## OUR BOARD-DESIGNATED SPECIAL PROJECT FUND

Through our Board-Designated Special Project Fund for Community-Based Organizations (CBOs), SCFHP has supported the following projects in fiscal year 2023-2024



Funding will provide one year of support to SCCC's Gilroy Safe Parking Pilot Program to give unhoused residents a safe place to sleep in their vehicles. SCCC's program will return at least 10 unhoused clients to stable housing within the year and provide skills required to retain housing without the need for future assistance. Additionally, SCCC will work to identify and remove barriers to continue progress toward a better life; including benefit access, transportation, parenting classes, childcare, and mental health treatments



Funding will provide one year of Cancer CAREpoint's Client CARE Coordinator Service. The service conducts one-on-one intake interviews with cancer patients to assess their non-medical needs and makes referrals to both internal and external services. Internal services include individual and group counseling, financial assistance, wellness classes, wigs, and comfort and support kits. Client CARE Coordinators also connect patients to community partners to help address food insecurity, financial assistance, and other safety-net services

For more information, visit [bit.ly/SCFHPBoardFunds](https://bit.ly/SCFHPBoardFunds).

# MEET TWO STUDENTS AWARDED THE SCFHP 25TH ANNIVERSARY HEALTH CAREER SCHOLARSHIP

When we announced our 25th Anniversary Health Career Scholarship in 2022, we hoped it would provide opportunities for Medi-Cal members to advance in careers that would benefit the health of our community. Little did we know how inspirational our recipients' stories would be, once we learned about the personal experiences and hardships that have driven them to pursue health care careers. Here are two of those stories.

## Katrina Green

Katrina Green is a 21-year-old student from San José. She is currently studying Medical Assisting and Health Science at both San José City College and Evergreen Valley College. She eventually aspires to become a nurse, and plans to start an externship in 2025.

Her worldview expanded to health care at an early age, after seeing her mother endure prolonged sickness.



“My mom has been sick a lot, and I grew up wanting to care for her,” Katrina said. “When I was little, I didn’t know what first responders were. But I realize now that I wanted to be my mom’s own first responder, and that inspired me to get into health care.”

”

If all goes well, Katrina will finish in fall 2025 with her associate’s degree in Health Science and Medical Assisting. After that, it’s off to a licensed vocational nurse program. Katrina will be the first in her family to graduate from college and enter the medical profession.

“The scholarship means a lot, not just for me but for my family,” Katrina said. “They’re really appreciative I’ve gotten this award. I’m really grateful I got it.”

## Marissa Mendoza

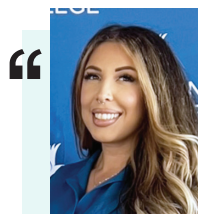
Marissa Mendoza, a student at Gavilan College in Gilroy, also has faced hardship in getting to this stage in her life. Marissa is a nursing major who hopes to become a registered nurse and eventually a nurse practitioner. Marissa plans to use the scholarship money to help apply for nursing programs and help with everyday expenses.

According to Marissa, the money is a welcome respite from stacking bills and living expenses: due to clinicals and in-person courses, it’s nearly impossible to keep a full-time job, be in the classroom, and work clinicals at a local hospital.

“It’s tough, it’s hard, it’s long hours,” Marissa said. “But it’s really rewarding.”

Marissa’s father was diagnosed with cancer, and her son suffers an autoimmune disease. She said both incidents “lit a fire” within her to pursue nursing.

“That kind of really pushed me harder,” Marissa said.



“I was using what I learned in school to help care for my dad, and I was connecting with patients at school at the same time. It helped me have more empathy for patients.”

”

## SCFHP 25th Anniversary Health Career Scholarship Program Fast Facts

**Established:** 2022

**Investment:** \$500,000 over five years

**Scholarship Amount:** Up to \$5,000 per awardee

**Eligibility:** SCFHP Medi-Cal members enrolled in qualifying health care-related fields at seven Santa Clara County community colleges or San José State University can apply

For more information, visit [bit.ly/3IAPs6c](https://bit.ly/3IAPs6c)

Our 25th Anniversary Health Career Scholarship has allowed students such as Katrina and Marissa to worry less about tuition and bills and spend more time thinking about pursuing their dreams after graduation. We’re proud to lead the way in providing much-needed funds to our Medi-Cal members who want to give back.

## OUR GOVERNING BOARD

SCFHP's 13-member Governing Board, appointed by the Santa Clara County Board of Supervisors, oversees SCFHP's functions as a provider of Medi-Cal and Medicare and ensures its financial stability.

### Dolores Alvarado

Chief Executive Officer,  
Community Health Partnership

### Alma Burrell

Chief Administrative Officer,  
Roots Community Health Center

### David Cameron

Former Chief Financial Officer - Retired,  
Santa Clara Family Health Plan

### Jennifer Cloyd

Executive Director,  
FIRST 5 Santa Clara County

### Lisa Hernandez, MD, MPH

Health Officer,  
Santa Cruz County, Health Services Agency

### Sara Jeevanjee, MD

Medical Director,  
Valley Homeless Healthcare Program  
Santa Clara Valley Medical Center

### Kathleen King

Former Chief Executive Officer - Retired,  
Healthier Kids Foundation

### Liz Kniss

Former Mayor of Palo Alto and Palo Alto City  
Council Member  
Board of Directors: League of Women Voters,  
United Way, Stanford Friends of Nursing

### Sarita Kohli

President and Chief Executive Officer,  
Asian Americans for Community Involvement (AACI)

### Michele Lew

Chief Government Relations Officer,  
Stanford Children's Health

### Susan Murphy

Hospital Executive - Retired,  
Kaiser Permanente and  
Santa Clara Valley Medical Center  
Leadership Consultant

### Sherri Sager

Former Senior Vice President &  
Chief Government Relations Officer - Retired,  
Stanford Medicine Children's Health/  
Lucile Packard

### Eva Terrazas

Chief Public Policy & Advocacy Officer,  
Pacific Clinics



# OUR EXECUTIVE TEAM

Our executive team manages the day-to-day and overall vision of SCFHP.



**Christine M. Tomcala**  
Chief Executive Officer



**Ngoc Bui-Tong**  
Chief Health Equity & Strategy Officer



**Neal Jarecki**  
Chief Financial Officer



**Teresa Chapman**  
Chief People Officer



**Ria Paul, M.D.**  
Chief Medical Officer



**Chelsea Byom**  
Vice President, Marketing,  
Communications & Outreach



**Jonathan Tamayo**  
Chief Information Officer



**Tyler Haskell**  
Vice President,  
Government Relations and Compliance



**Christine Turner**  
Chief Operating Officer






**Dang Huynh, PharmD**  
Vice President, Health Services








Santa Clara Family Health Plan (SCFHP) is a local, community-based health plan dedicated to creating opportunities for better health and wellness for all. In partnership with providers and community organizations since 1997, we work to ensure everyone in Santa Clara County has access to equitable, high-quality health care. With a strong commitment to integrity, outstanding service, and support for our community, we serve more than 290,000 people through our Medi-Cal and Medicare health care plans.




### Main Office

 6201 San Ignacio Ave., San José, CA 95119  
 (408) 376-2000  
 [scfhp.com](https://scfhp.com)

### SCFHP Blanca Alvarado Community Resource Center

 408 N. Capitol Ave., San José, CA 95133  
 (408) 874-1750  
 [crc.scfhp.com](https://crc.scfhp.com)

### SCFHP South County Service Hub at The Neon Exchange

 7365 Monterey Hwy., Gilroy, CA 95020  
 (408) 613-9001  
 [scfhp.com/sccrc](https://scfhp.com/sccrc)

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