



PARTNERSHIP
HEALTHPLAN
OF CALIFORNIA
2025
Community
REPORT

**YOUR
PARTNER
IN HEALTH**



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CEO Message

Welcome to the 2025 Partnership HealthPlan of California Community Report. When this year started, we knew there would be many challenges headed our way, but in typical Partnership fashion, we have remained steadfast in our commitment to our core values. This year was also full of growth, accomplishments, and opportunities, all highlighted in this report.

The theme, “In Your Community,” speaks to the unique position Partnership is in to reach innovative and creative solutions to address the health of our communities. In our 24-county service area, Partnership prides ourselves on our local footprint. We expanded our regional offices to better serve our membership and strive to be in constant collaboration with local agencies. This report showcases the major developments, key initiatives, new goals, and other noteworthy achievements over the past year, highlighted through the lens of community. It details how we meet members where they are and reinforces how much our communities matter to us. Our organization is driven, this year more than ever, by our mission: **to help our members, and the communities we serve, be healthy.**

Thankfully, we have many great partners in our community – a network of providers, grassroots organizations, local government officials, and staff who are committed to supporting our members in a way best suited to who and where they are. We each bring our strengths to the table when we are in community with one another, from advocating for Medi-Cal, hosting convenings to exchange learnings, and celebrating the wins when they come. Regardless of any changes in the landscape of Medi-Cal, we are confident we have excellent partners who will walk lockstep with us as we strive to provide the best care to our members. Our community continues to expand as we invite new partnerships, new staff, and new members into our sphere. I am proud to be leading our health plan as we continue to evolve along with the health care community.

I encourage you to read this year’s report in its entirety – but here are a few things not to miss: our advocacy efforts to support Medi-Cal (page 5); the profile of a young, resilient member, Adrian (page 6); the variety of local improvements Partnership supported (pages 10 and 11); the financial opportunities for CalAIM providers (page 9) and members pursuing higher education (page 18-19); the photos of staff members throughout the report (pages, 4, 8, 12 and 16); and last but not least, the great things our members have to say about our staff (page 14).

We look forward to another exciting year of progress, and I thank you for being part of our community.

Sincerely,


Sonja Bjork

The theme, “In Your Community,” speaks to the unique position Partnership is in to reach innovative and creative solutions to address the health of our communities.



Sonja Bjork Continues Working with MACPAC

Partnership’s CEO Sonja Bjork was reappointed to the Medicaid and CHIP Payment and Access Commission (MACPAC) in May 2025. MACPAC is a non-partisan commission that provides policy and data analysis to advise Congress, the Secretary of the U.S. Department of Health and Human Services, and states on issues impacting Medicaid and the Children’s Health Insurance Program.

“I’m excited to continue the important work of MACPAC,” Bjork said. “As a safety-net plan, Partnership has great experience serving very rural counties. It is critical that the challenges facing these communities throughout the nation continue to be brought forward.”

As one of the 19 commissioners, Bjork brings her expertise in operations and leadership of local Medicaid managed care plans to her service on the Commission. Bjork was first appointed to the commission in 2022 and will continue to serve until April 2028.



MISSION

To help our members, and the communities we serve, be healthy



VISION

To be the most highly regarded managed care plan in California



MEMBER DEMOGRAPHICS

Members

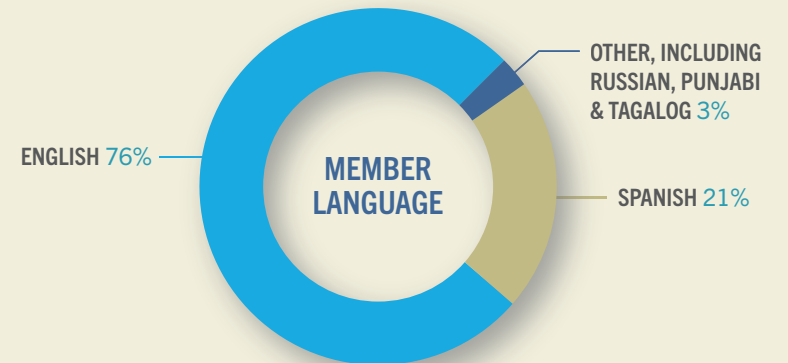
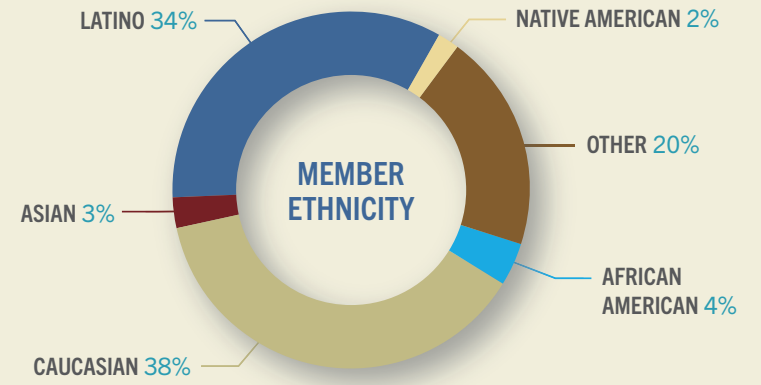
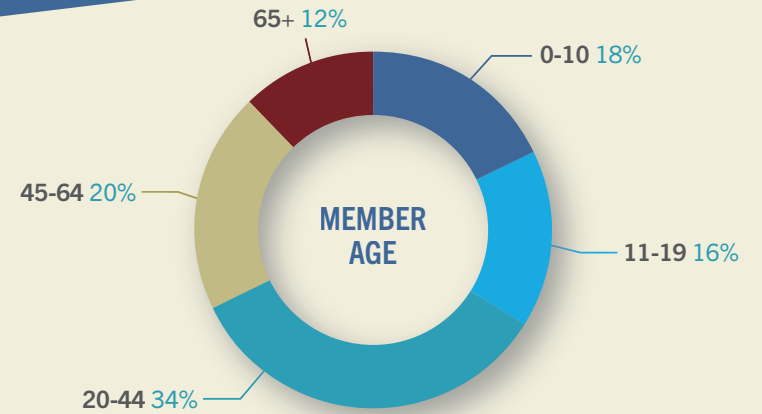
Total Partnership membership (as of November 1, 2025): **893,889**

Population

Percentage of 24-county total population who are Partnership members: **28%**

Geographic Coverage

Partnership's service area covers **42%** of the geography of California



Throughout this report, our employees hold signs reading 'community' in the languages most commonly spoken by our members. This highlights the diversity and collaboration that define our work.



Advocacy, It's What We Do!

For over 30 years, Partnership has not only administered Medi-Cal services, we also have taken it upon ourselves to advocate for the members and communities we serve. We strongly believe in the power our role as a local agency has to effect change on both federal and state efforts.

Backing Medi-Cal in Washington, D.C.

Earlier this year, Partnership leaders traveled to Washington, D.C. to advocate for the communities we serve. Chief Executive Officer Sonja Bjork, Medical Director Dr. Kermit Jones, and Director of Communications and Government Affairs Dustin Lyda joined other safety-net health plans from across the country to meet directly with members of Congress.

During the trip, the Partnership team met with Congressmen Kevin Kiley, Mike Thompson, and John Garamendi, as well as staff from the offices of Representatives Jared Huffman and Doug LaMalfa. These conversations took place in offices, conference rooms, and even in hallways. No matter the setting, Partnership had one clear message: Medi-Cal is essential to the health and stability of our members.

Visiting D.C. has become an annual priority, as Partnership remains committed to making sure policymakers understand the value of Medi-Cal and hear the voices of our members who rely on it. That is why Partnership continues to show up, on Capitol Hill, in Sacramento, and across Northern California, to ensure our members' needs are seen, heard, and prioritized in every policy conversation about the future of Medi-Cal.

From left: Dustin Lyda, Sonja Bjork, and Dr. Kermit Jones representing Partnership during their trip to Washington D.C. This trip, organized by the Association for Community Affiliated Plans, brought local health plans from across the country together to meet with members of Congress.



Community-Facing Campaigns

Protect Medicaid Campaign

The landscape of Medicaid changed drastically this year. When there were initial cuts proposed to the program, Partnership worked with local providers and members to uplift the importance of Medicaid.

In May, a digital awareness campaign, *Protect Medicaid*, was launched, including clips of videos and static digital ads throughout our service area. This campaign urged stakeholders to reconsider the cutting of services. Our efforts did not go unnoticed, and we believe in continuing to advocate for the value of Medi-Cal and all the lifesaving services it offers.

Check out this video from the *Protect Medicaid* campaign.



An example of a social media graphic created and shared by Partnership as a part of the award-winning Protect Medicaid campaign.

Keep Your Medi-Cal

With the confirmation of Medi-Cal changes impacting undocumented adults starting in 2026, Partnership acted swiftly to communicate these updates to our members. We worked with local providers and community advocates to create a website, flyers, a social media toolkit, and public service announcements. The *Keep Your Medi-Cal* campaign will remain dynamic to continue to share upcoming changes to Medi-Cal.

Scan the QR code to view the *Keep Your Medi-Cal* webpage and resources.



Meet Adrian: A Partnership Member Success Story

Adrian Perez was diagnosed with Castleman's Syndrome, a rare and serious disease that impacted his immune system and the health of his organs. He spent most of his childhood in and out of hospitals, dependent on oxygen to keep him going. Adrian was not able to participate in normal childhood activities, finding comfort and community only in video games. According to Adrian, "I wasn't able to do anything because I wasn't able to walk far. Even breathing was hard, I couldn't talk much."

His family was told by the doctors in Mexico that there was nothing they could do after his right lung began to fail. With this information, his family relocated to California, eventually settling in Sonoma County and becoming a Partnership member.

Adrian was eligible for the Whole Child Model, a comprehensive program to improve care coordination in the areas of primary, specialty, and behavioral health for members under the age of 21, through the California Children Services (CCS) program. The Partnership nurse case manager assigned to Adrian and his family was Jennifer, a valuable, experienced member of the Care Coordination Department. Jennifer's case management involved years of working and supporting Adrian as well as his mother, Celia.

Adrian's treatment plan brought him to Cincinnati Children's Hospital to undergo a lung transplant. Upon his arrival in Cincinnati, the team of doctors determined Adrian needed a heart transplant as well. This shift in treatment might have meant an even longer wait time beyond the year he spent in Cincinnati. Modern technology allowed Adrian to receive a lung and heart transplant at the same time. The TransMedics Care System was used to preserve the donor organs while in transit, giving Adrian an opportunity to receive both organs at the same time.

His 14-hour surgery ended up being a success, and Adrian was on his way to recovery. Adrian and Celia were able to meet Jennifer face to face this spring, as they shared their success story with Partnership and the Department of Health Care Services CCS Advisory Committee.

Having overcome this obstacle, Adrian is able to walk, converse with family and friends, and even started skateboarding. His mother, Celia, says this miracle could not have happened without the care from Partnership and Jennifer, specifically. Not only did Jennifer help with coordinating care, she provided irreplaceable emotional support to Celia and Adrian. This story is a testament to the community care Partnership strives to achieve. Adrian's future is bright, and we are looking forward to seeing where he takes his talents!

Scan the QR code for a video with more on Adrian's story.



Top: Partnership staff from Care Coordination with Celia and Adrian after speaking at a DHCS event this spring. **Bottom:** Adrian, in great spirits, after his successful heart and lungs transfer at Cincinnati Children's Hospital!

Expanding the Whole Child Model Across All 24 Counties

This year, Partnership expanded the Whole Child Model to each of our 24 counties. This comprehensive program seeks to improve care coordination for members under the age of 21 who receive both California Children Services and Medi-Cal benefits. Partnership is proud to offer these coordination of care services to some of our most vulnerable members.

Innovative Perinatal Support

At Partnership, we offer perinatal services to expectant mothers and new babies. We understand this is a critical time in the development and care of our members. While these services are fairly standard, we had the opportunity to support perinatal health in unique ways this year.

Maternity Photoshoots

Partnership supports our members through their pregnancy in getting the care they need. This year, our Population Health Department decided to do something unique for expectant moms in Solano County. They coordinated photoshoots for pregnancy portraits that the mothers could cherish forever. During the events, Partnership staff were also present to share resources and support for the expectant parents, including information regarding doula services. These community-oriented events celebrated expectant mothers and the care Partnership brings to these members.

Scan this QR code to watch a video from the first event.



Partnership member Pamela participating in the first Maternity Photoshoot offered by the Population Health Department.



Stand-by Perinatal Services

In October, Governor Gavin Newsom signed SB 669, co-sponsored by Partnership, into law, creating a pilot program to improve perinatal services at rural hospitals in California.

Senator Mike McGuire authored SB 669 with Partnership's co-sponsorship in response to the need for perinatal services in California's most rural locations. SB 669 establishes a 10-year pilot program that allows critical access hospitals without labor and delivery units or who are affiliated with alternative birthing centers, to offer care through a "stand-by perinatal unit."

The stand-by perinatal units will be able to operate in rural areas of California, with the first two critical access hospitals located in Humboldt and Plumas counties. The stand-by perinatal units will improve access to full-scope labor and delivery services for low-risk pregnancies, while also satisfying staffing requirements that contribute to labor and delivery unit closures in rural areas with low birth rates.

This innovative project is a vital step toward ensuring pregnant people in California have access to safe, high-quality maternity care in rural communities. Partnership is proud to effect change across the state for services that impact all communities!



Сообщество

Community

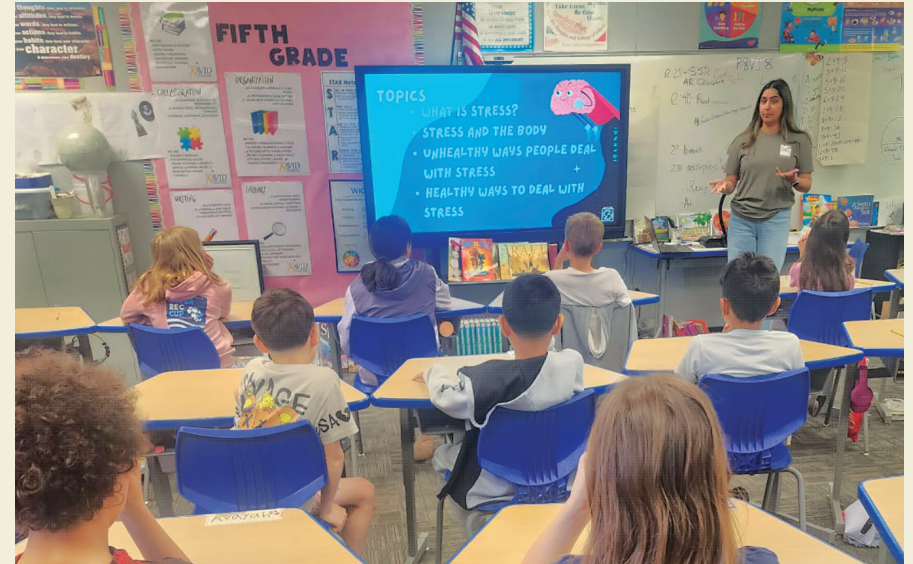
2025 CalAIM Make a Difference Awards

In June, Partnership's Enhanced Health Services Department announced winners of the inaugural 2025 CalAIM Make a Difference Awards. These awards recognize leadership and commitment to advancing California's transformative CalAIM program. CalAIM works to create a more coordinated, person-centered, and supportive health system.

The awards honor organizations that exemplify dedication and innovation while making a meaningful impact in their community. All awardees were selected based on numerous factors, such as success in building capacity over the past year, demonstration of commitment to quality, and timeliness in reporting submissions. Combined awardees provide services to all 24 counties in Partnership's service area. The awardees were recognized at two ceremonies within Partnership's 24-county service area – in Fairfield on June 4, 2025, and in Redding on June 17, 2025.

"These organizations represent the very best of what CalAIM stands for – innovative, community-centered approaches that truly make a difference in people's lives," said Lisa O'Connell, director of Enhanced Health Services at Partnership. "Their dedication to building capacity and delivering quality services exemplifies the collaborative spirit needed to transform health care delivery for our most vulnerable populations."

Partnership honored 16 organizations with one \$10,000 and nine \$2,500 honorable mentions. Scan the QR Code to learn more about the award recipients.



Health Education team member Ramneek Kaur presenting to the fifth-grade class at Lucerne Elementary.

Vaping Prevention in the Classroom

In March, Partnership's Health Education team, a branch of the Population Health Department, presented a vaping prevention lesson to fifth-graders at Lucerne Elementary in Lake County. This collaboration came from the Population Health Department's connections to Lake County Health Department and the local school district. Recognizing that Lake County has a high rate of tobacco use, these stakeholders came together and thought of unique ways to address this issue. A lesson to fifth-graders was selected as a strategy in early prevention to educate adolescents before they may be likely to use tobacco products.

This two-part project started with the Health Education team presenting a lesson on vaping use and prevention. This was then followed up with students taking the pieces they learned and applying them to an educational poster to carry the message of vaping education and prevention.

"It was beautiful to see the Population Health Department come together and connect everyone's efforts on behalf of Partnership," said senior health educator, Manleen Randhawa. The Health Education team is considering additional new topics that would be a good fit for classrooms willing to participate in the future. This cross-collaboration was an exemplary way of supporting the communities we serve.



Supporting Community Enhancements

We partner with organizations across our service area to celebrate and support innovative community improvements. This year, we had the pleasure of being a part of meaningful moments made by our partners. Here are four groundbreaking events Partnership supported across our service area this year:



Siskiyou Village Grand Opening

On May 28, Siskiyou Village in Yreka celebrated their grand opening. This new transitional shelter features 15 private cabins that will provide housing for individuals experiencing homelessness. The site will be operated 24/7 by staff from Northern Valley Catholic Social Services, who will offer supervision, case management, peer support, and housing navigation services.

Funding from the Department of Health Care Services Housing and Homelessness Incentive Program, granted by Partnership, supported the early stages of this project. Regional Director Tim Sharp engaged in meaningful conversations with local stakeholders, including Siskiyou County's Health and Human Services Agency Director Sarah Collard.

We are proud to support community-driven solutions that improve the well-being of vulnerable populations across our region.

CommuniCare + Ole Ribbon-Cutting

On May 15, Partnership staff attended the ribbon-cutting ceremony of the new Fairfield location of CommuniCare + Ole. Partnership Chief Information Officer Tina Buop was part of the excited crowd, along with Regional Director Kathryn Power, who offered congratulatory remarks and emphasized the importance for more health care facilities to enhance resources available for our members and communities. The new health center is all set to cater to a wide range of needs, such as managing chronic diseases, facilitating prenatal care, lab services, and more. The services cater to all ages, ranging from young children to senior citizens, covering Solano, Napa, and Yolo counties. CommuniCare + Ole is a partner organization that embodies mission-driven work.



Redding Rancheria's Health and Wellness Campus

On March 17, Regional Director Tim Sharp and Medical Director Dr. Bradley Cox contributed to the groundbreaking ceremony for the Redding Rancheria's Health and Wellness Campus! With an impressive 185,000 square feet, this innovative haven will house traditional healing spaces, forward-thinking care, and the latest medical technology. What an amazing endeavor to mix timeless indigenous wisdom with our cutting-edge research. It was an immense pleasure to be part of this significant moment and we can't wait to see the waves of positive impact this endeavor will make!

Archway Recovery Services

On March 27, Member Services staff and a few Community Advisory Committee members attended the groundbreaking event at Archway Recovery Services in Fairfield. Archway offers substance use disorder services alongside Partnership's Community Supports and Enhanced Care Management. These services are delivered to Solano County members. The new space, equipped with 62 beds, promises to welcome even more clients for detox and residential services. The common phrase shared that day was "breaking ground and building hope," which resonated with the attendees. We look forward to seeing the finished facility and furthering our collaboration to support our community!





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Community

Dr. Colleen Townsend is Making a Difference

Partnership Medical Director Dr. Colleen Townsend was recognized by the Association for Community Affiliated Plans (ACAP) for the 2025 Making a Difference Award. This award is presented each year to an employee of a member plan who goes above and beyond their job responsibilities to improve and fulfill needs in their communities and support underserved community members.

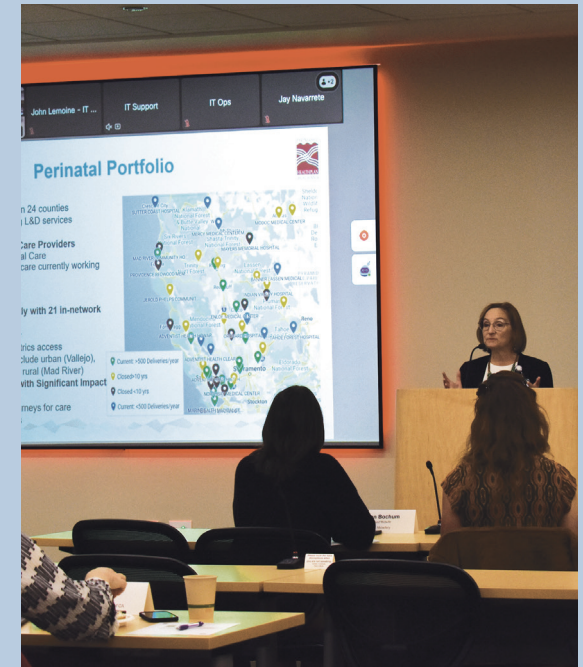
Dr. Townsend is at the forefront of addressing perinatal issues. She hosted a maternity conference two years in a row, bringing leaders and practitioners together. At Partnership, she established a network of doulas and worked to connect them to the provider network. In addition, she serves in local coalitions to address community health issues, such as increasing access to care and addressing opioid safety.

Partnership CEO Sonja Bjork said, “Dr. Townsend’s leadership and passion for improving health care access have truly made a difference in the lives of people we serve. Her work in addressing maternity care shortages, expanding vital services, and advocating for those who need it most, speaks to her commitment to our mission. I am proud to work alongside someone whose dedication and impact are so far-reaching.”

Partnership is grateful to have Dr. Townsend on our team as a leader within the community. We are confident she will continue to make a difference in the communities we serve.



Enrique Martinez-Vidal of ACAP (left) and Partnership CEO Sonja Bjork (right) presenting Dr. Townsend with the ACAP Making a Difference Award plaque.



Addressing Challenges in Perinatal Care

This spring, Dr. Townsend opened the second annual convening of perinatal providers and changemakers hosted by Partnership on March 10, 2025. The conference, “Addressing Challenges in Perinatal Care,” brought together representatives from hospitals, advocacy organizations, tribal health centers, and birthing centers across California to discuss challenges and solutions to caring for pregnant members and their babies.

Topics included infectious disease screening, responding to substance use disorders in pregnancy, building a maternal workforce, and managing diabetes and pregnancy. With in-person options in Partnership’s Fairfield, Eureka, and Redding offices, as well as virtual attendance, Partnership is grateful to have leaders like Dr. Townsend who understand the value in group convenings for addressing important challenges together.

Highlighting Partnership Staff

Partnership employs staff who interact with members on a daily basis. Their professionalism, responsiveness, and compassion do not go unnoticed as they support our community members in navigating their benefits. Here is some high praise members have shared about our staff:

Karla, Member Services – Karla is doing everything she’s supposed to. She answered every question, she’s on top of it, and I think she deserves something special. Thank you so much. But really, let her know that her customers really appreciate her good customer service. Thank you again!

Javier, Member Services – I reached Javier who helped us so wonderfully to find an ophthalmologist in our area for our daughter. I wanted to commend Javier for a job well done. He was very friendly, very efficient, and very helpful.

Lacee, Transportation – Lacee was thorough, very friendly, and efficient. She got me all set up. She deserves acknowledgment for an excellent job!

Shane, Member Services – I want you to know what an excellent job Shane did. Not only was he able to explain it in layman’s terms for me, but he offered to call the doctor’s office for us. I didn’t even ask, so I just thought that was going above and beyond and he was excellent, and he was actually able to solve the problem for myself and the patient. I just wanted you to know what excellent customer service that he gave. Thank you very much!

Cheryl, Transportation – Partnership is great. Everyone is amazing to talk to, so thank you to all of you. And a special thank you to Cheryl. She was amazing!



Find Us at Fairs!

At Partnership, we make the most of being out in the community to meet members where they are. While our participation at community events is unwavering, this year, we had a chance to host our own community events. Partnership staff were able to come together to engage with community members and provide services to members.

Tehama Health and Digital Access Fair

In June, Partnership teams, including the Administration, Population Health, and Member Services, collaborated to coordinate a community event centered on health and digital literacy in Tehama County. The Tehama Health and Digital Access Fair brought together local providers who offered valuable services and trainings, including internet safety, navigating member portals, and exploring digital tools. Over 50 community members were present to enjoy resources, hands-on trainings, snacks, and raffles. The event was full of connection, learning, and community as Partnership strived to help the members and the communities we serve, be healthy.

Nourish and Flourish

Partnership has been a sponsor of the Redding Farmers Market located in Shasta County for several years. We took that sponsorship a step further in August by hosting a pop-up event called “Nourish and Flourish.” We partnered with local clinics including Shasta Community Health Center, Shasta Regional Medical Center, Anderson RX, Redding Rancheria, and others to bring the event to fruition. There were health screenings, including 125 A1C screenings conducted, 25 back-to-school vaccines offered to middle schoolers, medical career path conversations, and health education and demonstrations. Partnership staff engaged with hundreds of community members that day, meeting people where they were in the community. We are hopeful this event turns into an annual opportunity to support our communities in nourishing and flourishing!





Community

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Bringing Changemakers Together

Another way to build community is through educational forums and conferences where individuals are gathered to muscle through challenges together. At Partnership, we hosted a variety of forums of that very nature, addressing challenges for some of our most vulnerable members. On this page, two are highlighted.

Justice-Involved Symposium

The Justice-Involved Symposium was designed to bring together justice-involved service providers, health care partners, and community organizations in Solano County to strengthen connections, encourage collaborative care, discuss strategies to improve outcomes for individuals involved with the justice system, and increase awareness of Partnership programs and resources including Pre-Release Services (comprehensive medical and behavioral healthcare provided during incarceration), Enhanced Care Management, Community Supports, and local justice reentry and transition providers. The half-day event brought together over 100 professionals representing 76 organizations committed to supporting justice-involved individuals.

This forum acted as a catalyst for continued conversations between existing organizations working toward the common goal of supporting incarcerated and formerly incarcerated members of the community.



Solano County Supervisor Cassandra James welcoming all participants to the 2025 Justice-Involved Symposium.



Pit River Tribal Health Center's Ida Riggs engaging in a lively discussion during the Tribal Health Convening.

Tribal Health Convening

Partnership's Tribal Health Convening was held in Redding in late October. It was a powerful day of learning, listening, and collaboration. Tribal leaders, health partners, and advocates came together to share high-level information and engage in meaningful conversations about the health and well-being of tribal communities.

Discussions covered a range of topics, from ongoing health disparities to childhood immunization rates, which remain low in many tribal communities. Also discussed was H.R. 1, legislation passed in July 2025 that included major cuts to Medicaid and other federal assistance programs. These conversations opened the door to understanding the reasons behind disparities and exploring ways to work together on culturally grounded solutions.

"While it's impossible to cover everything in just one day, the convening made clear that there is much more work ahead," said Sunshine Jackson, Partnership's interim tribal liaison. "Presentations on H.R. 1 and other key policy updates offered helpful context on how evolving state and federal changes will continue to shape tribal health in the years to come." We look forward to continuing this important dialogue and building on the momentum from this year's Tribal Health Convening.

Paying it Forward

The Partnership Member Scholarship Program presented five scholarship checks to Partnership members pursuing careers in health care, social service, and public service! One Partnership member received a \$10,000 scholarship, and four members each received \$5,000 scholarships, for a total of \$30,000 awarded. “By investing in our members’ education, we are investing in the future of health in Northern California,” Sonja Bjork said in describing the importance of this inaugural program. Winners were selected based on Partnership member status, essay responses, and career goals. Learn more about how each recipient intends on using their education to give back to their communities below.

Logan White

The \$10,000 scholarship was awarded to Logan White of Humboldt County, who grew up in a rural town where access to mental health care was limited. With Partnership’s support, Logan was able to receive the care he needed, an experience that shaped his decision to pursue a master’s degree in social work and become a licensed clinical social worker. He described his experience as a Partnership member as more than health care coverage. “It has provided me with support to overcome the challenges that accompany growing up with lots of traumatic experiences in an underserved area.” Logan hopes to blend his future clinical practice with systems-level change to “improve health care systems and infrastructure to better respond to the needs of rural and underserved communities across Northern California, including tribal communities.”



*Logan White
was awarded the
\$10,000 scholarship.*



Jessika Allen

Jessika Allen of Butte County, a single mother of two and nonprofit program coordinator, is committed to serving the unsheltered community in Chico. As a Partnership member, Jessika has been able to navigate not only her own health conditions, but her children’s medical concerns, ensuring they receive the care they need. She plans to transfer from community college to a university to earn a bachelor’s degree in social work, equipping her team with trauma-informed practices and inspiring her children by continuing her education. “As a single mother, I am committed to setting an example for my children... with this scholarship, I can continue striving towards my long-term goal of making a lasting impact in the lives of individuals and families in need.”



Robert Sexton

Robert, a father of three, has overcome homelessness and substance abuse with the support of Partnership and community partners. His residence at the Hope Center in Clearlake and program participation at Lake County Behavioral Health were possible because of Partnership's assistance. With these opportunities, Sexton was able to get sober and improve his health. Now an undergraduate student at Woodland Community College, he plans to pursue a bachelor's degree at UC Berkeley and become a licensed substance abuse counselor. His long-term goal is to direct a rehabilitation center that can bring healing to people struggling with chronic addiction. "I believe not only my community but the world is in need of people dedicated to helping people who suffer from substance abuse related struggles in life," said Robert.



Rosella Moon

"My goal is to become a social worker," said Rosella Moon of Hoopa. "Specifically, I want to work in the Hoopa Indian Children Welfare division." Rosella hopes to pursue a degree in social work after earning her associate degree from College of the Redwoods. Motivated by her own experiences with the Family Wellness Court system and the shortage of indigenous clinicians, Rosella's goal is to return to her community as proof that adverse childhood experiences do not define a person. "My goal is to fill the [mental health] gap by providing services that will strengthen my community and tribe," explained Rosella, as she shared her vision to use her education to build empathetic practices rooted in cultural understanding.



Tisha White

Tisha White, also from Hoopa, is charting a unique path in the funeral services field. A former foster youth, she has faced unique challenges that have shaped her drive to succeed. White envisions opening Feather Funeral Home in Humboldt County, a space that will honor Native American cultural and religious practices during a vulnerable time in life. Inspired by Partnership's example of accessible, equitable care, White plans to create funeral services that respect the traditions of Native families. In Tisha's words, "By blending modern funeral practices with traditional Native American beliefs, I aim to create a respectful environment that meets the unique needs of our people during times of grief and loss."

Financial Stewards

The 2025-26 fiscal year is expected to be a year of continued change and transformation.

- Partnership will be in our third fiscal year of the 10-county geographic expansion.
- As in prior years, the state will continue to focus on the implementation and ramp-up of CalAIM and transforming the Medi-Cal delivery system.
- Due to state budgetary action, effective January 1, 2026, undocumented adults will be subject to a Medi-Cal enrollment freeze.
- As additional changes in Medi-Cal go into effect in 2026, Partnership will continue to provide health care services and updated information to our members and is keenly focused on preserving enrollment and health care for our members.
- Partnership anticipates and has budgeted for annual losses for fiscal year 2025-26. A portion of the losses are attributed to our strategic investment in administrative resources, including essential infrastructure investments. Separately, increased utilization of services has also contributed to the projected financial impact.

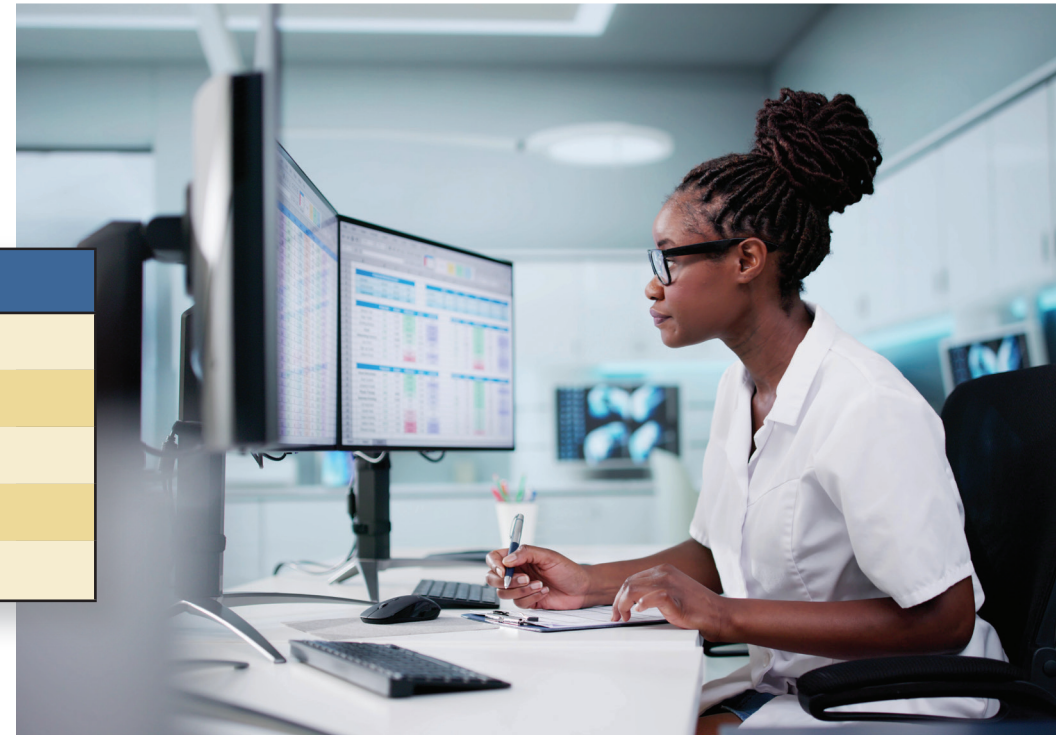
Subsequent fiscal years will see further changes that bring opportunity and potential financial risk.

- The impacts of the federal bill H.R. 1 will go into effect. Specifically, these new federal changes will require a subset of our members to be subject to work requirements, more frequent eligibility checks, and cost sharing. H.R. 1 requires further changes tied to supplemental funding our providers receive through Medi-Cal, which will put financial strain on our providers.
- In light of the state budget condition and impacts of H.R. 1, Partnership is working closely with our providers and members of the community on strategies to help preserve Medi-Cal coverage in our communities.
- As in prior years, to maintain fiduciary responsibility, Partnership will continue to focus on building reserves, prudent spending, and making strategic investments so we can continue to build a healthier future for our community and the members we serve.

As we look ahead, we also reflect. Here is a snapshot of our spending in the previous fiscal year:

Health Care Expenditures (for Fiscal Year 2024-2025)

CATEGORY	AMOUNT
Fee for service hospital, physician, and other costs	\$4.3 billion
Capitated physician, hospital, and other costs	\$289 million
Long-term care	\$690 million
Quality Improvement Program	\$94 million
TOTAL HEALTH CARE EXPENDITURES	\$5.4 billion



Committed to High-Quality Care

NCQA Accreditation Achievements

Maintaining accreditation by the National Committee for Quality Assurance (NCQA) meets not only Partnership’s obligatory requirements with the Department of Health Care Services but also asserts Partnership as an organization committed to the highest quality in health care. These national standards make the work we do on a local level that much more impactful. By January 1, 2026, all managed care plans, including Partnership, are required to achieve both NCQA Health Plan Accreditation (HPA) and NCQA Health Equity Accreditation (HEA).

Partnership became an NCQA-Accredited Health Plan in 2021 and undergoes a survey every three years to maintain this status. As of December 2023, Partnership received its reaccreditation, with the next HPA survey scheduled for September 2026.

The HPA by NCQA measures performance across multiple areas. Partnership must report rates of clinical measures (Healthcare Effectiveness Data and Information Set, HEDIS®) and member experience (Consumer Assessment of Healthcare Providers and Systems, CAHPS®) on an annual basis. NCQA rates health plans from 1 to 5 stars based on HEDIS® results, CAHPS® scores, and accreditation status. In September 2025, Partnership earned a 3-star Health Plan Rating.

NCQA HEA focuses on advancing the delivery of culturally and linguistically appropriate services across members, identifying opportunities to reduce health disparities, and improving inequities for better health outcomes. Partnership submitted our Initial Survey in June 2025 and received our HEA status in August 2025. HEA follows a similar three-year timeline, and our HEA Renewal Survey is targeted for May 2028.

Partnership’s dedication to improving health care quality continues as we maintain compliance with all the NCQA HPA and HEA standards to serve our members.



Staffing Updates

Partnership’s workforce continues to grow! Due to the varied nature of the positions at Partnership, we have a range of in-office, full-time remote, and part-time or hybrid positions. Dedicated to exceptional health care for members and communities, we employ skilled professionals to fulfill this mission through adaptable work arrangements that enhance their strengths and performance without compromising quality, efficiency, or productivity. Our workforce makeup is as follows:

Stats as of November 2025

Total employees: 1,552

Employees by Office:

Fairfield: 983
Santa Rosa: 23
Redding: 470
Eureka: 35
Chico: 20
Auburn: 21

Remote worker data:

Full-time remote = 35%
Part-time remote = 35%
In-office = 30%

Board of Commissioners

Jonathon Andrus, Fairchild Medical Center
Darcie Antle, Mendocino County
Jayne Bottke, Tehama County Health Services Agency
Gena Bravo, MSN, RN, HACP, Woodland Memorial Hospital
Ranell Brown, Del Norte County Department of Health & Human Services
Brion Burkett, Consumer
Chris Champlin, Adventist Health & Rideout
Christy Coleman, Shasta County Health & Human Services Agency
Cathryn Couch, Ceres Community Project
Emery Cowan, Solano County Health & Social Services
Lisa Davies, Chapa De Indian Health
Dean Germano, Board Vice-Chair, Retired, former health center CEO
Ryan Gruver, Nevada County Health & Human Services Agency
Alicia Hardy, CommuniCare+OLE
Liz Hamilton, Trinity County Health & Human Services
JoDee Johnson, Plumas District Hospital
Dave Jones, Retired, former health center CEO
Seth Kaufman, MD, NorthBay Health
Elizabeth Kelly, Colusa County Health & Human Services
Scott Kennelly, LCSW, Butte County Behavioral Health
Belle Knight, Consumer
Liz Lara-O'Rourke, Potawot Health Village
Phuong Luu, MD, Sutter & Yuba Counties
Jennifer Malone, Western Sierra Medical Clinic
Marcelo "Nunie" Matta, Consumer
Andrew "Andy" Miller, MD, Enloe Hospital
Monica Morales, Yolo County Department of Health & Human Services
Robert Oldham, MD, MSHA, Placer County Health & Human Services
Jonathan Porteus, PhD, Wellspace Health
Tiffany Rowe, MSW, Butte County Department of Employment & Social Services
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Nolan Sullivan, Sonoma County Department of Health Services
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Pedro Toldeo, JD, MA, MHSA, Petaluma Health Center
Lisa Warhuus, PhD, County of Marin Health & Human Services
Jennifer Yasumoto, Napa County Health & Human Services
Jim Yoder, Glenn County



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