

2025 ANNUAL REPORT



"With the medical assisting program from Futuro Health, I was able to get my foot in the door [at Dignity Health]. I am very thankful that I'm able to work here. It makes me feel really happy and accomplished, and I feel like this program really helped me come forward and make one of my dreams closer."

Denise M.
Futuro Health Scholar
Medical Assistant Program



"I'm super grateful for Futuro Health because they helped me build a pathway to where I want to be career-wise. And at the same time, everyone is just rooting for you. They're rooting for you, and they're not going to stop. That's why I love Futuro Health."

Patricia F.
Futuro Health Scholar
Medical Assistant Program

"85% of healthcare facilities are facing shortages in allied health professionals, contributing to broader workforce gaps..."

Healthcare Workforce Coalition

"When patients are unable to obtain their basic care needs, their health often worsens..."

American Hospital Association

OUR MISSION

Futuro Health improves the health and wealth of communities by growing the largest network of allied healthcare workers in the nation.



"What stood out the most to me was my instructor. My instructor was there for me beginning, middle, and end, and after. She wasn't just there to check boxes or grade papers. She was there to make sure that I made it."

David T.
Futuro Health Scholar
Peer Support Specialist Program



"The people who I hire, I will send them to Futuro Health's Peer Support Specialist Program."

Daryl B.
Futuro Health Scholar
Peer Support Specialist Program
President of Reintegration Services

"Now, I'm feeling far more hopeful, far more optimistic about my future. I'm very grateful Futuro Health gave me this opportunity to continue pursuing my career in healthcare."

Katherin V.
Futuro Health Scholar
Medical Assistant Program



MESSAGE FROM THE CEO



Even as the federal environment grows more uncertain, our dedication to supporting Futuro Health Scholars and their communities only grows stronger. This is a moment that calls for partnership, and we invite providers, health plans, rural networks and foundations to innovate with us. Together, we can build the compassionate, resilient and skilled workforce our future demands.

Van Ton-Quinlivan

WHAT WE DO

We empower individuals by equipping them with the credentials and qualifications for their first or next healthcare career, making education journeys into allied health careers possible.

By building the talent that employers need and creating a path to opportunity that workers want, we transform lives and communities.



“At Health Net, we’re committed to investing in solutions that expand access to care and improve outcomes in the communities we serve. This partnership not only aims to help our providers grow their own care teams but also strengthens cultural and language alignment between patients and those delivering their care.”

Pooja Mittal, DO
Chief Health Equity Officer
Health Net

Health Plan Partner to Futuro Health



“What I found with a Futuro Health employee is their readiness to work. They’re in alignment with our mission and vision with Dignity Health in the values that they bring to the institution, that being excellence, stewardship, justice, compassion, loyalty. I would highly recommend that my co-workers really consider giving Futuro Scholars an opportunity within the workforce.”

Lynette Nusser, BSN, ACN, RN
Manager of Care Coordination
Dignity Health
Employer Partner to Futuro Health



PRAISE FROM PARTNERS



“Futuro Health can show a student how empathy should be shown. I couldn’t have been more impressed.”

Lawrence Sher
M.D., FAAP, FAAAA, FAAAAI
Allergy, Asthma & Immunology
Palos Verdes Medical Group
Employer Partner to Futuro Health



“Futuro Health gives individuals an opportunity to grow professionally and fully prepares them for the next step in their career path. Through their programs, EMTs come out ready to embark on their EMS journey and provide the best patient care possible.”

Karen Hipolito
Please Hill Supervisor
ProTransport-1 LLC
Employer Partner to Futuro Health



AS THE NATION'S WORKFORCE CHALLENGES WORSEN, WE BRING UNTAPPED TALENTS INTO HEALTHCARE

90%
MULTICULTURAL
REPRESENTATION

46%
BILINGUAL

OVER
15
LANGUAGES
REPRESENTED

31
AVERAGE AGE

77%
FEMALE

WE EQUIP FUTURO HEALTH SCHOLARS WITH IN-DEMAND HEALTHCARE CREDENTIALS AND QUALIFICATIONS

SINCE OUR 2020 LAUNCH

10,269

Completers of all career education programs since Futuro Health's 2020 launch

12,486

Futuro Health Scholars who completed Human Touch Healthcare™ since our 2020 launch

23,493

Individuals served across all our training since our 2020 launch

\$48,898,675

Scholarship amount awarded since our 2020 launch for Futuro Health Scholars to earn their credentials and qualifications debt-free

2025 HIGHLIGHTS

2,344

Completers in 2025 across all career education programs

326,889

Total two-way engagements in 2025 with Futuro Health Scholars and our learner support team via email, phone & text

\$11,393,864

Scholarship amount awarded in 2025 for Futuro Health Scholars to earn their credentials and qualifications debt-free

\$24.50

Average wage for Futuro Health Scholars who reported their employment outcomes in 2025

'world class'
96

Net Promoter Score* from Futuro Health Scholars who completed their career education credentials & qualifications

'excellent'
79

Net Promoter Score* from Futuro Health Scholars who finished Human Touch Healthcare™

83%

Completion rate in 2025 of Futuro Health Scholars in career education programs

**A Net Promoter Score is a market research metric that is based on a single survey question asking respondents to rate the likelihood that they would recommend a company, product, or a service to a friend or colleague*

EVERY COMMUNITY CAN GROW THE COMPASSIONATE, RESILIENT AND SKILLED CAREGIVERS THEY NEED

Futuro Health Scholars complete their healthcare credentials and qualifications debt-free thanks to supporters who sponsor scholarships

41

TOTAL EDUCATION PARTNERS IN 2025

PARTNER CAMPUSES NATIONWIDE FOR OUR LEARNERS

108

10

GEOGRAPHIES IN 2025 INCLUDING 9 STATES AND DC



“Working with the Futuro Health Team, it’s clear through both their words and actions that they are deeply passionate about empowering individuals to grow, uplift their communities, and create better futures.”

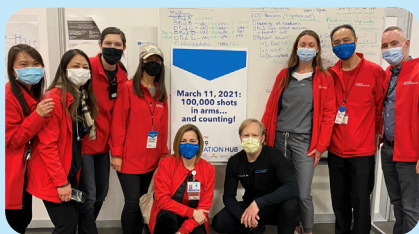
Becky Gauerke
Dean of Online Education
PIMA Medical Institute
Education Partner to Futuro Health



CAREER EDUCATION PROGRAMS IN 2025	AZ	CA	CO	CT	FL	MD	OR	VA	WA	DC
Certified Nursing Assistant		✓		✓	✓					
Community Health Worker		✓		✓						
Emergency Medical Technician		✓								
Emergency Room Technician		✓								
Healthcare Customer Service Paraprofessional	✓	✓	✓			✓	✓	✓	✓	✓
EKG Technician		✓								
Medical Assistant	✓	✓	✓	✓	✓		✓		✓	
Medical Office Assistant		✓								
MediCal Peer Support Specialist		✓								
Patient Care Representative		✓								
Patient Care Technician		✓		✓						
Pharmacy Technician		✓								
Phlebotomist		✓		✓	✓	✓		✓		✓
Respiratory Therapy		✓								
Sterile Processing Technician		✓								
Substance Use Disorder Counselor		✓								
Vocational Nursing		✓								
UPSKILLING TRAINING IN 2025										
Human Touch Healthcare™	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Healthcare English	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Medical Assisting Microcredentials: Dermatology, Gynecology, Obstetrics, Oncology, Orthopedics, Pediatrics		✓								

PANDEMIC PIVOT

- Contributed to 677,100 vaccinations deployed with Kaiser Permanente, Adventist Health, Dignity Health and California Medical Association
- Organized 25,000 volunteer hours including donation of 7,500 clinical hours
- 4,000+ frontline healthcare workers and first responders took our pandemic readiness training across 20 states



2020

ORGANIZATION LAUNCH

- Nonprofit mission established
- 4-year funding commitment secured to serve 10,000 Scholar enrollees
- Initial career education programs sourced based on McKinsey & Co. labor market need study



2021

ESSENTIAL SKILLS BUILDING

- A part of every Scholar's journey since 2022, Human Touch Healthcare's™ interactive coursework develops in learners interpersonal competencies that employers value, transforming patient care
- Piloted Human Touch Healthcare version 1.0 in 2021 and we launched version 3.0 in 2025

LEARNER SUPPORTS

- Brought learner support services in-house, ensuring a personalized experience for all Futuro Health Scholars
- Launched Futuro Health's inaugural Ambassador class, elevating the voices of our Scholars
- Since 2020, over \$48 million in scholarship have been deployed so Scholars can earn credentials and qualifications debt-free

2022

EXPERTISE & TECHNOLOGY

- Deepened staff expertise in healthcare, workforce development, higher education, nonprofit management and data science
- Enhanced technology infrastructure to manage hundreds of millions of data points for better outcomes
- Formal process to evaluate, onboard, and monitor quality of education partners

ECONOMIC MOBILITY & RESULTS

- The average reported wages of Futuro Health Scholars increased to over \$24/hour in 2025 from less than \$20/hour in 2020
- 17 career education programs offered with Healthcare English and Human Touch Healthcare™ integrated into learner education journey

2023

NATIONAL AND GLOBAL RECOGNITION



2024

EXPANSION & REACH

- Expanded from 1 state in 2020 to 9 states and DC in 2025
- From 6 education partners in 2020 to 41 education partners and 108 partner campuses in 2025
- 4-year renewal of outcomes-based funding for 10,000 more Scholars
- Grants and contracts secured from state agencies, foundations, healthcare providers, health plans and more



2025

AS THE FUTURE OF CARE CONTINUES TO TRANSFORM, SO WILL WE



“Futuro Health’s Human Touch Healthcare™ — especially version 3.0, comes at a critical moment for our industry. As AI rapidly transforms the healthcare sector, handling everything from documentation to data analysis, the skills that make us uniquely human become more valuable than ever.

At Santa Clara Family Health Plan, serving 295,000+ members through culturally responsive care, I see this training as essential for all our member-facing staff. It strengthens the emotional intelligence, compassion, and authentic connection that AI simply cannot replicate. While technology streamlines our administrative work, Human Touch Healthcare ensures our teams can deliver the empathy and cultural understanding our community needs and deserves.”

Teresa Chapman, MDR, PHR
Chief People Officer
Santa Clara Family Health Plan
Health Plan Partner to Futuro Health



PARTNERSHIPS GROW OUR REACH AND RESULTS



“The demographics of patients, as well as the delivery and financing of health care, continue to shift. We see Futuro Health helping to advance the workforce and care needed by all our communities.”

Camille Applin-Jones
Senior Vice President and Area Manager
Kaiser Foundation Hospitals and Health Plan



OUR STAFF KEEPS SCHOLARS AS OUR NORTH STAR



CONTACT US:

partnership@futurohealth.org

www.futurohealth.org

