



# ADVANCING OPPORTUNITIES IN EDUCATION FOR THE FUTURE OF CARE

*"Kaiser Permanente recognizes California's health care industry is facing a projected workforce shortage of half a million people over the next few years. By investing in health education, skills training and retraining programs with Futuro Health, Kaiser Permanente, in collaboration with SEIU-UHW, is leading efforts to reverse the shortage trend."*

**Greg Adams**  
Chairman and CEO  
of Kaiser Permanente

*"Telehealth patient care is here to stay even when the pandemic recedes. We appreciate the training resources being brought to our organization by Futuro Health for the future of care."*

**Jane Garcia**  
CEO of La Clínica de La Raza, Inc.,  
a community clinic in Oakland

### LETTER FROM THE CEO:

*Futuro Health is providing relevant solutions to the healthcare workforce shortage in ways pertinent to this moment in time. Approximately 60% of the industry is comprised of allied health roles, from medical assistant, vocational nurses, and care coordinators, to helpdesk support specialists.*

*A fall 2021 Washington Post article enumerated 10 million open jobs and 8.4 million unemployed Americans, highlighting the mismatch between what employers and workers want. Healthcare leaders saw disproportionate impact from the Great Resignation with issues created by the virus itself – its relentless toll on caregivers and those who support them.*



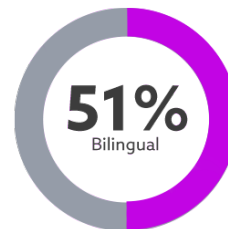
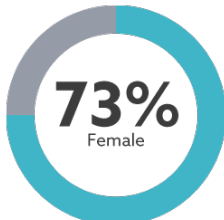
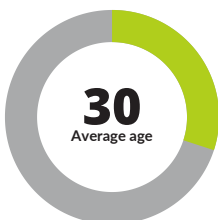
***Futuro Health makes education journeys into allied health careers possible  
by growing the talent that employers need  
and creating a path to opportunity that workers want.***

*In the two years since Futuro Health's launch in 2020, over 5,000 diverse adults have enrolled in an education path leading to a healthcare credential of value to employers. We did this work during a time when post-secondary enrollment dramatically dropped across the country. We are pleased to share with you our 2021 Annual Report.*

Van Ton-Quinlivan  
CEO, Futuro Health

## EMBRACING DIVERSITY

The Futuro Health Student Population





## OUR MISSION

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

We believe that investing in education, skills training and retraining results in better paying jobs for workers, better care for patients and better workers for employers to hire.

## OUR VALUES

We keep students, communities, and equity at the center of our work.  
We design solutions that are agile, inclusive, and scalable.  
We earn and maintain trust through collaboration and accountability.  
We pave the way with leading-edge practices.  
We use data science to inform continuous improvement.  
We look toward the future and embrace new opportunities.

### STUDENT PROFILE: Alonna B.

With the birth of her son, Alonna B. decided she needed to change her life. As the result of the training she received through Futuro Health, Alonna has a bright future in a career that will provide for her and her child.

"I wouldn't be in the medical field without Futuro Health," Alonna says.

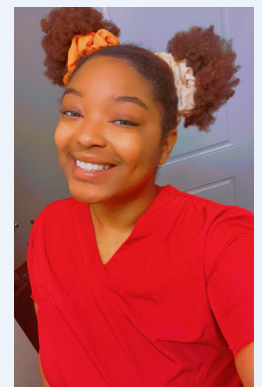
Alonna had been working at jobs to support herself, but after her son, Nazir, was born in October 2019, she began looking into career options. She started in the Futuro Health program in July 2020, taking online classes in medical assisting five days a week and in-person labs on Saturdays.

Despite the rigorous schedule, Alonna said she appreciated the support she received from Futuro Health and from her fellow classmates, many of whom already work in healthcare. Her textbooks were free and a help center offered support.

Her education program covered both medical assistant and phlebotomy.

"It was just like a fairy godmother," she says. Alonna is looking forward to starting her new career that will provide for her and her two-year-old son and will also serve others.

"I'm definitely going to use my career to better my community," she says. "I can be the voice for the patient."



## OUR GOAL

Our goal is to graduate 10,000 new licensed and/or credentialed workers by 2024 to meet the nation's critical demand for healthcare workers.

## OUR 2021 ACCOMPLISHMENTS INCLUDE:



We've welcomed an incredibly diverse student population and have provided educational opportunities, tuition-free, to more than 5,000 adults.



With thanks to SEIU-UHW for their broad outreach, our students reflect 80% ethnic diversity, 51% bilingualism, 73% female, and average age of 30.



To ready the care workforce for the initial COVID-19 surges, we provided pandemic-readiness training for 4,000+ healthcare workers and first responders in 20 states.



We've provided nursing and allied health students an opportunity to gain clinical hours by joining the frontline battle against COVID-19. We delivered 25,000 staffing hours, 7,500 clinical hours, and played a role in administering 677,100 vaccines in partnership with Kaiser Permanente, Adventist Health, the California Medical Association, and Dignity Health.

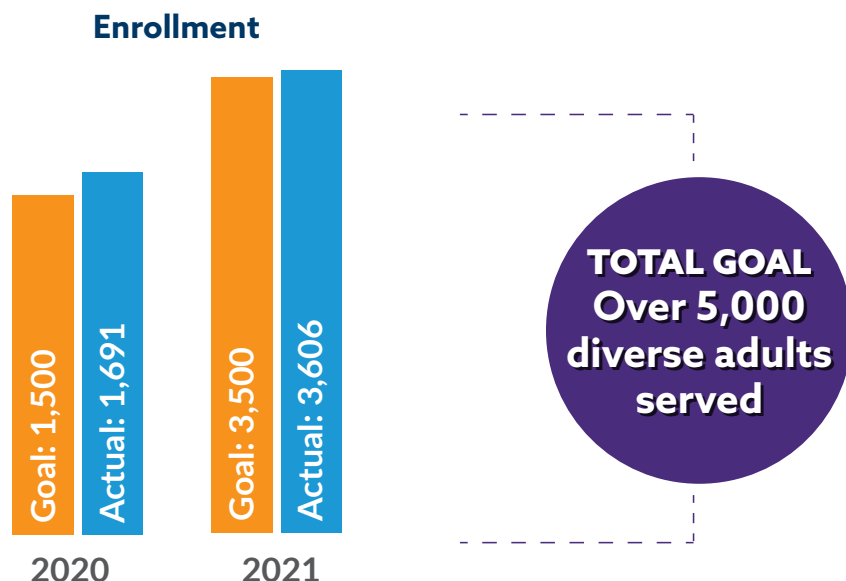


Anticipating the pandemic's aftereffects on mental and behavioral health, we launched three training offerings with our education partners to grow the workforce: Community Health Worker with a Behavioral Health Emphasis, Care Coordinator with a Behavioral Health Emphasis, and Behavioral Health Microcredential.

## TACKLING THE WORKFORCE SHORTAGE

### Solutions with scale, equity, and agility

Futuro Health is committed to growing the largest network of credentialed allied healthcare workers in the nation.



# OUR ECOSYSTEM OF PARTNERS

We keep students at the center. Our partners bring what they do best to support the mission of Futuro Health through adult-friendly training, support, and career services.



## STUDENT PROFILE: Adam C.



Adam had worked in IT for a long time but was unhappy with the direction of his current job.

"I was working a pretty undesirable shift," says Adam. "I wanted something more stable, that would pay better. It was time for a change."

Adam signed up for Futuro Health's online, tuition-free Healthcare IT Specialist program – a program with content from Google and IBM and healthcare curriculum from Johns Hopkins University. Within a few months of finishing the program, he was recruited to work at AlliedUP, a worker-owned cooperative providing healthcare professionals to hospitals and healthcare systems.

"I now feel like I'm helping to improve the lives of other people by doing the work that I'm doing."



# BOARD OF DIRECTORS



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**Pat Thomas**

*"Futuro Health has exceeded our expectations."*

**Dave Regan**  
Board Chair and SEIU-UHW President

## STUDENT PROFILE: Anjali S.



For Anjali S., 22, a career in healthcare was second nature. Her mother and several other family members work in healthcare in varying roles. Upon exploring Futuro Health's various programs, the Community Health Worker with Behavioral Health Emphasis (CHW/BH) program caught her eye.

Anjali, a recent Notre Dame de Namur University graduate who finished Magna Cum Laude in her biological science program, had focused her senior project on examining the homeless community in San Mateo County, an issue that worsened during the pandemic. She worked with community shelters to gather resources and information to aid local high school students' homelessness with things like resume help, food bank locales, and more. The CHW/BH program further prepared her to work with communities struggling with behavioral health issues.

"The CHW/BH program gives me a great foundation to understand community work and how access to healthcare affects certain communities," Anjali says. "I realized just how bad the mental health crisis has become during the pandemic. Communities play a vital role in improving mental health access and outcomes, and it's something I want to continue to explore as I work towards my nursing career."

"Options like community health workers aren't always apparent when you're seeking out a career in healthcare," Anjali says. It wasn't until she went to college that Anjali realized many more jobs in healthcare are available beyond the traditional nurse or physician roles. This is especially true for people like Anjali who are first-generation college students and need to consider the cost of attending advanced schooling to land a job in healthcare. That's another area where Anjali is grateful for Futuro Health.

"It can be difficult to navigate the pathways and financial options available to you, especially if you're a first-generation college student," Anjali says. "You worry about what colleges you can afford and what options are available to you, which makes it important for low-cost options like Futuro Health to be accessible to those communities."



“Futuro Health...is a complex solution to an enormous societal challenge.”

– The Job newsletter

## FUTURO HEALTH IN THE NEWS

This past year Futuro Health has been featured in news outlets, including:



### STUDENT PROFILE: Ranika P.

Ranika has always had a talent for information technology. After getting her bachelor's degree in Eugene, Oregon, she worked as a computer specialist. But when she had kids, she left the field to become a full-time mom.

Now that her kids are in middle school, Ranika decided it was time to resume her own education and get back into the workforce. Having worked in IT before, she only needed a refresher course. A friend recommended she try Futuro Health, and she signed up for the Health IT Specialist program.

Ranika liked the flexibility of an online program. It worked with her schedule and was self-guided, which allowed her to work on her own. But that doesn't mean she was left all alone.

"If I need help, I could reach out," Ranika said. "Send an e-mail or call, and they [Futuro Health navigators] were just there to help."

Ranika loved all her classes and completed the program in June 2021 in just six months. She now plans to pursue another course, in A++, and study more of programming, hardware, and anything else she can in computer science.

To anyone else thinking of pursuing a career in IT, Ranika has this to say: "Just get out there and learn. Even if it's online. Or grab a book. Just get out there and learn."



## Financial Report

### STATEMENT OF ACTIVITIES

Year Ended December 31, 2020

Audited

#### Revenue and Support

Contributions with Donor Restrictions*	\$64,918,953
Contributions without Donor Restrictions	\$58,400,000
Other Income	\$371,423
<b>Total Revenue and Support</b>	<b>\$123,690,376</b>

#### Expenses

Program Services	\$4,986,994
General and Administrative	\$908,327
<b>Total Expenses</b>	<b>\$5,895,321</b>

\*Indicates a time restriction

### STATEMENT OF FINANCIAL POSITION

As of December 31, 2020

Audited

#### Assets

Cash and Cash Equivalents	\$60,189,793
Contributions Receivable, Current Portion	\$32,500,000
Contributions Receivable, Net	\$32,418,953
Property and Equipment	\$69,785
Prepaid Expenses and Deposits	\$382,252
<b>Total Assets</b>	<b>\$125,560,783</b>

#### Liabilities

Accounts Payable	\$56,109
Accrued Expenses	\$100,804
Accrued Tuition	\$1,008,815
<b>Total Liabilities</b>	<b>\$1,165,728</b>

#### Net Assets

Without Donor Restrictions	\$59,476,102
With Donor Restrictions	\$64,918,953
<b>Total Net Assets</b>	<b>\$124,395,055</b>
<b>Total Liabilities and Net Assets</b>	<b>\$125,560,783</b>

## LOOKING INTO THE FUTURE OF CARE

CEO Van Ton-Quinlivan's podcast, WorkforceRx, features future-focused leaders in education, workforce, and healthcare who explore new innovations and approaches.

Visit [futurohealth.org/podcast](https://futurohealth.org/podcast) for a list of all episodes.

Stay current by listening to the *WorkforceRx with Futuro Health* podcast series on Apple Podcast, Google Podcast, Spotify or wherever you listen. WorkforceRx podcast guests include:



**WorkforceRx**  
with FuturoHealth

**PODCAST EPISODE 10**  
**Marsha Sampson Johnson**  
Diversity Advocate and  
Former CHRO of Southern Company

**PODCAST TOPIC**  
Diversity Can't  
Just Be a Program

Marsha Sampson Johnson



**WorkforceRx**  
with FuturoHealth

**PODCAST EPISODE 12**  
**Dr. Ashwini Davison**  
Director of Strategy and Transformation for the Informatics  
Education Program at Johns Hopkins University

**PODCAST TOPIC**  
Data's Big Impact  
on Care and Careers

Dr. Ashwini Davison



**WorkforceRx**  
with FuturoHealth

**PODCAST EPISODE 20**  
**Chad Evans**  
Council on Competitiveness

**PODCAST TOPIC**  
We Need a  
10x Boost in  
Innovation

Chad Evans