

Strengthening Communities, Transforming Health

2023 COMMUNITY IMPACT REPORT



arizona
complete health™

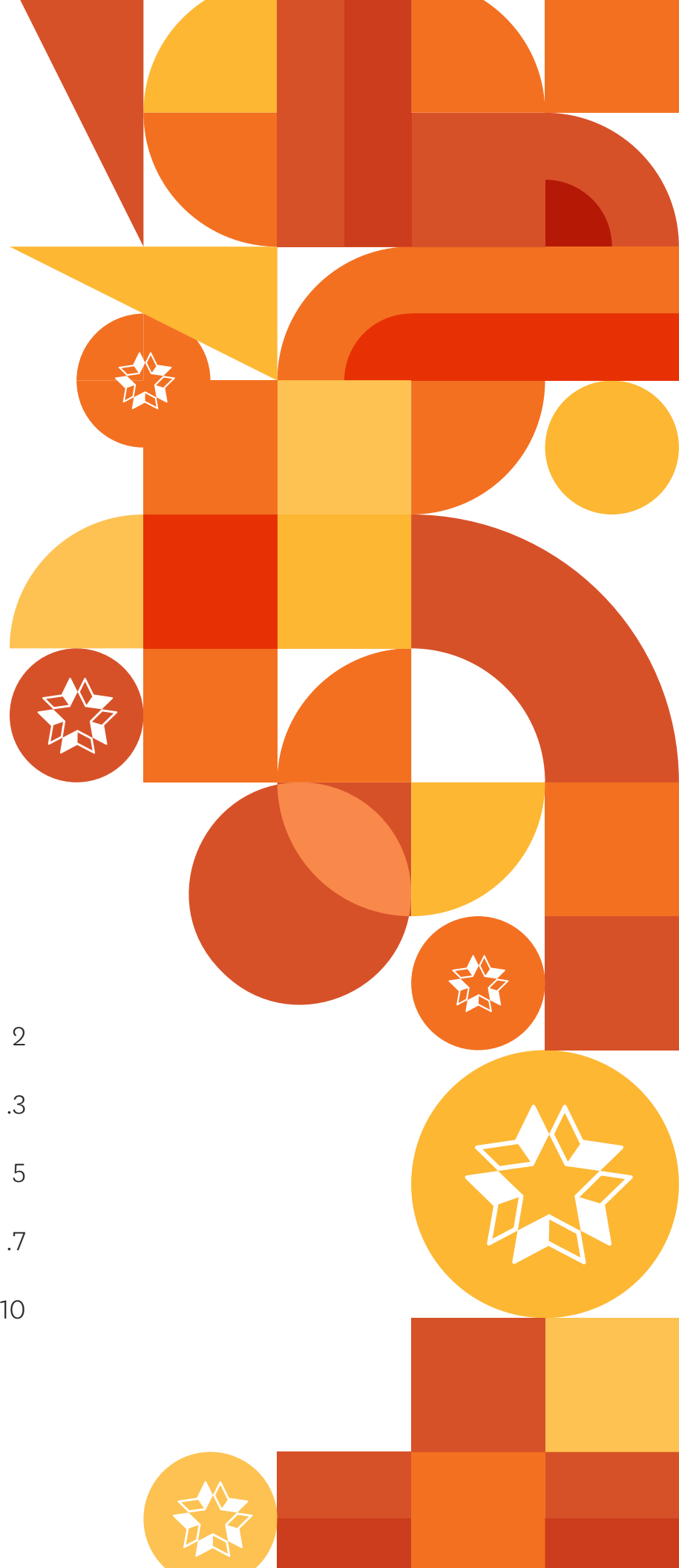


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At Arizona Complete Health, we believe that individual health is the foundation for flourishing families and thriving communities. Driven by our core values, we are dedicated to addressing each person's unique needs, promoting whole health, and engaging actively within our local communities.

Our mission is built on three heartfelt pillars: providing accessible, high-quality healthcare, nurturing partnerships that extend well-being beyond the traditional healthcare setting and prioritizing preventive care to support healthier lives for all.

GIVING BACK

We strategically invest our resources to make the biggest impact in the community by using our profits to support programs that directly improve health outcomes. By supporting and participating in local events, we build connections with residents, organizations, and leaders, creating a strong network that enhances community health. Philanthropic giving is at the heart of our approach, supporting health-focused projects and organizations that drive lasting, sustainable improvements in our communities.

Drivers of Health

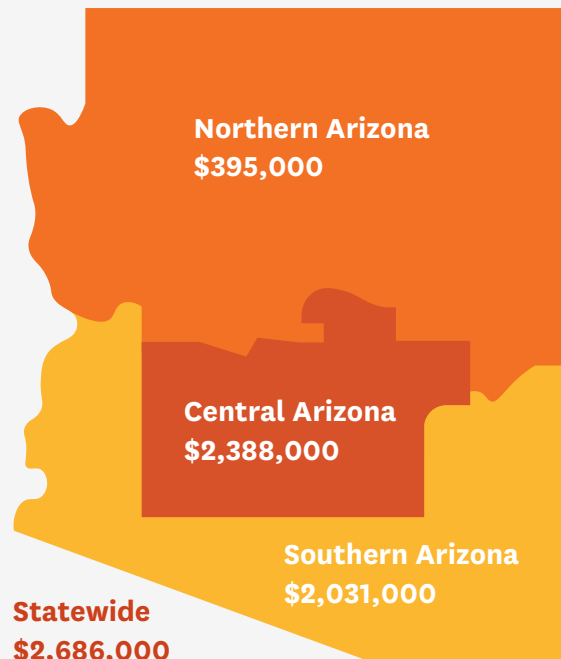
- Education & Workforce Development
- Environmental
- Food Insecurity & Access to Healthy Food
- Housing
- Social Isolation
- Transportation

Focus Areas

- Autism
- Breast Cancer Screening & Prevention
- Cervical Cancer Screening
- Child Well Visits & Immunizations
- Children's Dental Services
- COVID-19
- Diabetes
- Health Equity
- Health Literacy
- Heart Health
- Improved Coordination of Care
- Mental Health (Follow-Up After Hospitalization/ED Visit)
- Preventive Services for Adults
- Substance Abuse & Misuse (Including Opioids)
- Suicide Prevention
- Veterans

\$7.5 Million

in grants and sponsorships to Arizona communities in 2023.





\$915,774

**Total Statewide
Focused
Programming**

DEDICATED TO ARIZONA COMMUNITIES

We are wholeheartedly dedicated to the communities we serve, nurturing the well-being of the people we work with and live alongside. Our support reaches every corner of Arizona—rural, urban, and tribal—with a shared mission of enhancing the health and lives of our members throughout the state.

Local Initiatives Support Corporation

Housing is Healthcare Fund

Arizona Complete Health, in partnership with Arizona Health Care Cost Containment System (AHCCCS) health plans, created the Housing is Healthcare Fund in 2020 to invest in affordable housing projects. The Housing is Healthcare Fund supports vulnerable populations and prioritizes housing near essential community services. To date, it has awarded over \$10 million grants statewide which includes \$833,274 for 2023.

IMPACT

Closing the Wealth Gap

Project 10X aims to reduce the nearly tenfold wealth disparity between Black and white households, fostering economic equity by investing in homeownership and business opportunities for communities of color.

Improving Community Health

The initiative will enhance access to healthy food, healthcare, and mental wellness resources, directly addressing social determinants of health and promoting overall well-being for low-income and homebound seniors.

Expanding Affordable Housing

By leveraging pooled grant funds, the project seeks to increase the supply of affordable housing in Arizona, adding critical units of supportive housing to combat homelessness and improve housing stability for vulnerable populations.



\$833,274

Statewide Focused Programming

Copa Health

Copa Neuropsychology

Copa Health's neuropsychology training program, funded by Arizona Complete Health, aims to increase access to neuropsychological services in Arizona. Under the guidance of a neuropsychologist, the program trains doctoral interns, postdoctoral residents, and staff to assess and support individuals with traumatic brain injuries (TBI) or cognitive decline.

IMPACT

Enhanced Access to Services

The neuropsychology training track will improve access to critical evaluations and testing for individuals with TBI or cognitive decline across Arizona.

Strengthened Workforce Training

This program will provide comprehensive education for doctoral interns and postdoctoral residents, enhancing the clinical skills of healthcare providers and behavioral health technicians.



\$51,250

Community Reinvestment



The Peer and Family Career Academy LTD

Family Support Staff Training

A new virtual training program has been developed to address workforce challenges by providing shorter, focused sessions for family support staff working with the elderly and physically disabled. This program covers essential topics, including Arizona Long-Term Care navigation, caregiver advocacy, employment support, wellness, and cultural considerations.

IMPACT

Targeted Training for Staff

The program will equip 75 family support staff and community members with vital skills to better assist Arizona Long Term Care System (ALTCS) members, effectively addressing service delivery gaps.

Engaging Learning Format

The interactive training encourages active participation and feedback assessments, ensuring participants acquire practical skills in a supportive environment.

Empowerment for Caregivers

The training's focus on health management, employment navigation, and cultural considerations will enhance caregivers' advocacy abilities while promoting their own well-being.



\$31,250

Community Reinvestment

HOUSING ARIZONANS

A home provides more than shelter—it offers safety, stability, and a foundation for well-being. By investing over \$2.1M in solutions and fostering partnerships, we are addressing housing insecurity and helping people build the foundation for a brighter future. The following highlights some of the key projects and initiatives supported by this investment.

Copa Health

Bower Park Transitional Housing

Copa Health and Central Arizona Shelter Services (CASS) have launched the Bower Park Transitional Housing Program, a state-funded facility in downtown Phoenix. This innovative program integrates housing with co-located healthcare services, providing comprehensive care for homeless adults with serious mental illness (SMI). It offers a range of services, including behavioral health, medical care, employment assistance, and housing support, aimed at helping this vulnerable population overcome barriers to stabilization, recovery, and permanent housing.

IMPACT

Comprehensive Support Services

The program will deliver integrated behavioral, medical, employment, and housing services to over 400 adults experiencing homelessness with serious mental illness each year.



\$500,000

Maricopa County Reinvestment

Addressing Service Gaps

By creating a safe and stable environment for individuals with serious mental illness and co-occurring substance use disorders, the program will fill critical service gaps, supported by state funding for facility construction.

Increased Capacity

The facility will enhance services for Maricopa County's growing homeless population, addressing a 45% rise in unsheltered individuals and a 12% increase in chronic homelessness in recent years.



\$2,178,800

**Housing
Reinvestment**

Old Pueblo Community Services (OPCS)

Center for Housing First

OPCS has established a new Human Services Hub designed to provide comprehensive support for the homeless population. This hub will offer behavioral health services, case management, employment coaching, and housing navigation. Additionally, the Resource and Training Center will assist clients in transitioning to permanent housing and serve as a community space for training and collaboration to scale the Housing First model across Pima County.

IMPACT

Increased Service Capacity

The Human Services Hub will enhance service capacity by 40%, increasing the number of individuals served annually from 2,000 to over 2,800.

Comprehensive Support Services

By providing a wide range of critical services—such as behavioral health counseling, employment coaching, and housing navigation—all in one location, the hub will promote housing stability for individuals in need.

Workforce Development

The Resource and Training Center will train individuals experiencing homelessness to enter the peer and case management workforce, fostering community collaboration and sustainable solutions to end homelessness in Pima County.



\$100,000

Pima County Reinvestment



Graham County Substance Abuse Coalition

Caring Hearts Sober Living Home Project

The Caring Hearts Sober Living Home Project aims to establish a sober living facility specifically for women, providing a safe, drug- and alcohol-free environment that supports their transition back into the community after rehabilitation. The facility will offer support and access to recovery programs, ensuring successful and sustainable reintegration.

IMPACT

Supportive Housing

The Caring Hearts Sober Living Home will provide a structured, substance-free environment for women transitioning from rehabilitation, helping them reintegrate into society.

Community Resources

The facility will connect residents with educational, vocational, and recovery programs, promoting long-term recovery and success.

Addressing Local Need

By offering 10 bedrooms and a supportive community, Caring Hearts will enhance recovery options in Graham and Greenlee Counties, where existing services are limited.



\$100,000

Graham County Reinvestment



\$1,222,250

Total Education & Workforce Reinvestment

EDUCATION & WORKFORCE DEVELOPMENT

We are devoted to empowering Arizonans through education and workforce development, paving the way for thriving communities. By investing \$1.2M in education and workforce training, we foster opportunity and growth, ensuring individuals have the resources they need to reach their full potential. The following highlights some of the key projects and investments.

Pima Community College (PCC) Foundation *Scholarship Endowment & Health Majors Programming*

This investment will support two key initiatives: a \$400,000 endowed scholarship fund and a \$100,000 program development grant for PCC's Center of Excellence in Health Professions. These funds will help establish Long-Term Care and Coordination Care programs, providing high-tech training and reskilling for new students and incumbent workers, thereby creating a pipeline of well-trained healthcare professionals.

IMPACT **Financial Support**

The Arizona Complete Health Community Transformation Scholarship will offer \$1,000 per semester to health profession students, prioritizing those with financial need.

Increased Access

Scholarships will assist students in covering education-related expenses, enabling enrollment in at least nine credits per semester.

Commitment to Arizona

Recipients will be encouraged to work in Arizona after graduation, helping to address local healthcare workforce shortages.



\$500,000

Pima County Reinvestment



\$25,000

Gila County Reinvestment

Gila County Provisional Community College District

Virtual Simulation Nursing Manikins

The Allied and Nursing programs at the Gila Pueblo campus acquired three virtual manikins designed to train entry-level healthcare professionals, including nurses, phlebotomists, and medical assistants. These advanced tools provide a safe environment for students to practice their skills, enhance critical thinking, and build confidence for real-world scenarios.

IMPACT

Enhanced Skills

The manikins allow nursing students to gain hands-on experience, boosting their confidence and critical thinking abilities.

Job Placement

Approximately 60-70% of graduates secured employment at Cobre Valley Regional Medical Center, directly addressing local RN shortages.

Safer Care

The college provided immediate feedback that the virtual manikin training reduced errors and ensured students were equipped to deliver safer patient care.



COPE Community Services

Coordinated Internship Program

COPE's initiative addresses behavioral health workforce shortages by providing internships for master's students, with a focus on underrepresented groups. Led by a Licensed Independent Practitioner, the program offers supervision, evidence-based training, and coaching. After completing the internship, counselors assist interns in exploring job opportunities in health and human services.

IMPACT

Workforce Expansion

The program aims to place 10-30 master's level interns annually, with 90% of participants pursuing careers in healthcare or long-term care.

Diverse Recruitment

Emphasis on recruiting minority and under-represented students ensures that the workforce reflects the communities they serve.

Enhanced Training

Interns benefit from hands-on supervision and mentorship, equipping them with critical skills necessary for successful healthcare careers.



\$135,000

Pima County Reinvestment



\$10,000

Santa Cruz County Reinvestment

Lutheran Social Services of the Southwest *Caregiver Training*

Lutheran Social Services of the Southwest (LSS-SW) provides essential training for Direct Care Workers (DCWs) to enhance client safety, well-being, and quality of life. By upgrading training facilities with advanced tools, LSS-SW supports seniors and individuals with disabilities, enabling them to live independently at home through in-home care, habilitation, Meals on Wheels, and grocery shopping assistance.

IMPACT

Improved Client Care

Enhanced training equips DCWs to better address clients' emotional, physical, and social needs, promoting independence and connection.

DCW Empowerment

Training fosters improved communication, empathy, and care quality, empowering DCWs to advocate effectively for their clients.

Lower Healthcare Costs

Enhanced care efficiency reduces hospitalizations and costly interventions, contributing to improved long-term health outcomes.



Sitgreaves Community Development Corporation *Child Development Center*

In response to the 90.7% of families in Arizona's rural White Mountains who cite lack of childcare access as their primary barrier, Sitgreaves Community Development Corporation (SCDC) is establishing a new child development center. This facility will provide high-quality care, featuring a Native American-themed playscape, bike path, dome greenhouse, music area, and preschool zone, all designed to support home life, community engagement, learning, and equitable education.

IMPACT

Addressing Childcare Shortages

The SCDC child development center will meet the critical childcare needs in the White Mountain region, where 100% of surveyed families reported difficulty accessing care.

Enhanced Early Childhood Outcomes

By offering high-quality childcare, the center aims to improve academic performance and promote health engagement among children, fostering a healthier community.

Community-Driven Approach

The project is informed by community needs, with input from surveys and focus groups, and is backed by partnerships with local organizations and funding sources, ensuring a sustainable model for operations and program development.



\$50,000

Navajo County Reinvestment



\$413,750
Total Food Insecurity Reinvestment

FOOD INSECURITY & ACCESS TO HEALTHY FOOD

We know that good health starts with access to nutritious food. We work with partners to ensure individuals and families have increased access to healthy, affordable food, recognizing that proper nutrition is vital for prevention and promoting lifelong wellness across Arizona’s communities. We invested over 400K in food insecurity, and the following highlights some of the key projects and initiatives supported by this investment.

Manzanita Outreach

Infrastructure for Service Expansion

Manzanita Outreach is expanding its operations in response to a 112% surge in demand for food assistance. Funding will support additional equipment and warehouse space, enabling the organization to better serve municipalities, schools, and community groups. These upgrades will strengthen farm partnerships, enhance home delivery services, and improve emergency response efforts, ensuring consistent access to fresh produce and essential supplies.

IMPACT

Increased Capacity


Infrastructure improvements will allow Manzanita to serve 20,500 individuals in 2023, expand services to rural and reservation communities, and meet growing demand in 2024.

Sustainable Local Food Access

A refrigerated van will enhance farm partnerships, bringing fresh produce to low-income residents and expanding the home delivery program to seniors and people with disabilities.

Critical Emergency Reserves

New racking and equipment will establish Yavapai County’s first emergency food and medical supply reserves, increasing regional preparedness.



\$25,000
 Yavapai County Reinvestment



\$50,000

Pima County Reinvestment

Interfaith Community Services
Southside Expansion

Interfaith Community Services (ICS) has expanded its operations with a new 5,000-square-foot office in Tucson to accommodate a 46% increase in clients last year. The facility includes a Mobile Food Bank, a food warehouse, Emergency Financial Assistance caseworkers, and a Workforce Development Center, providing essential resources to help individuals develop skills and confidence for long-term employment.

IMPACT

Expanded Workforce Services

ICS will serve 1,500 Southside residents in the first year, offering job training, coaching, and financial literacy support.

Increased Service Access

The new office will house essential programs like the Mobile Food Bank and Emergency Financial Assistance.

Breaking Poverty Cycles

ICS supports those facing unemployment and rising living costs. Currently rents are up 25% and income has only increased by 4%. By offering job placement and financial literacy it reduces government aid reliance.



\$25,000

Maricopa County Reinvestment

Creighton Community Foundation (CCF), Inc.
Feeding Food-Insecure Phoenix Families

Creighton Community Foundation purchased a 26-foot refrigerated truck for the Feeding Phoenix project, boosting its capacity to deliver perishable foods to households weekly. This multi-partner initiative also connects low-income families to SNAP, local gardens, and farmers markets, strengthening long-term food security in the central Phoenix communities.

IMPACT

Expanding Food Distribution

The new refrigerated truck will enable the distribution of over 6 million pounds of food, supporting more than 27,000 individuals in Phoenix, including 15,000 children, over the next five years.

Enhancing Community Food Security

By providing reliable transportation, CCF can continue its weekly distribution of 15+ tons of food to 400 low-income families, while also connecting them to SNAP enrollments, local food gardens, and other nutrition programs.

Reducing Costs and Increasing Impact

The truck will save over \$10,000 annually in maintenance, allowing CCF to reallocate those funds to further hunger relief and long-term food security efforts.



Parker Senior Center Committee DBA

Expanded Senior Nutrition Program for Low-Income Residents

La Paz County's Senior Nutrition Program delivers 55,000 meals annually to rural seniors and offers congregate meals at the Senior Center, addressing the needs of the growing aging population. The program supports low-income, disabled, and homebound seniors through USDA-compliant meal delivery, wellness check-ins, handyman assistance, and emergency response services.



\$15,000

La Paz County Reinvestment

IMPACT

Expanded Meal Service Capacity

A kitchen remodel will enhance the Parker Senior Center's ability to serve meals by 20–25% over the next five years, directly benefiting low-income and homebound seniors in rural La Paz County.

Operational Efficiency and Quality

Upgrading to new commercial kitchen equipment will improve meal preparation and distribution efficiency, elevating the quality of both congregate meals and Meals on Wheels services.

Immediate and Long-Term Impact

The investment will fund essential kitchen upgrades, enabling the center to meet growing demand while establishing a foundation for future expansion through a multi-phase remodel.





Transforming the Health of the Community, One Person at a Time

Arizona Complete Health has a proud history of serving Arizonans statewide through Medicare Advantage, Marketplace and AHCCCS. We believe healthier individuals build healthy families and thriving communities. Our core values help us stay on this path: focus on the individual, commitment to whole health, and active local involvement.

