CHOICE

FISCAL YEAR 2026

YEAR IN REVIEW 2026



PREPARED
OCTOBER 2026

Who we are and what we do

Mission

We connect individuals with a robust network of providers delivering community-based care and support. We improve the health of our region by investing in community strengths.

Vision

A healthy Central Western Washington where everyone is connected, everyone belongs, and everyone thrives.

Values

- **Accountability:** We set clear expectations, follow through on our commitments, and take ownership of our actions.
- **Equity:** We work for a future where every person, regardless of background or circumstance, has access to the care and support they need to thrive.
- **Passion:** We are deeply committed to our mission, bringing energy, purpose, and heart to everything we do.
- **Innovation:** We embrace new ideas and adapt to meet the evolving needs of our communities.
- **Connection:** We build trust and collaboration, knowing that strong relationships are the foundation of meaningful change.
- **Respect:** We honor the dignity of every person, approaching our work with empathy, openness, and a belief in people's inherent strengths.

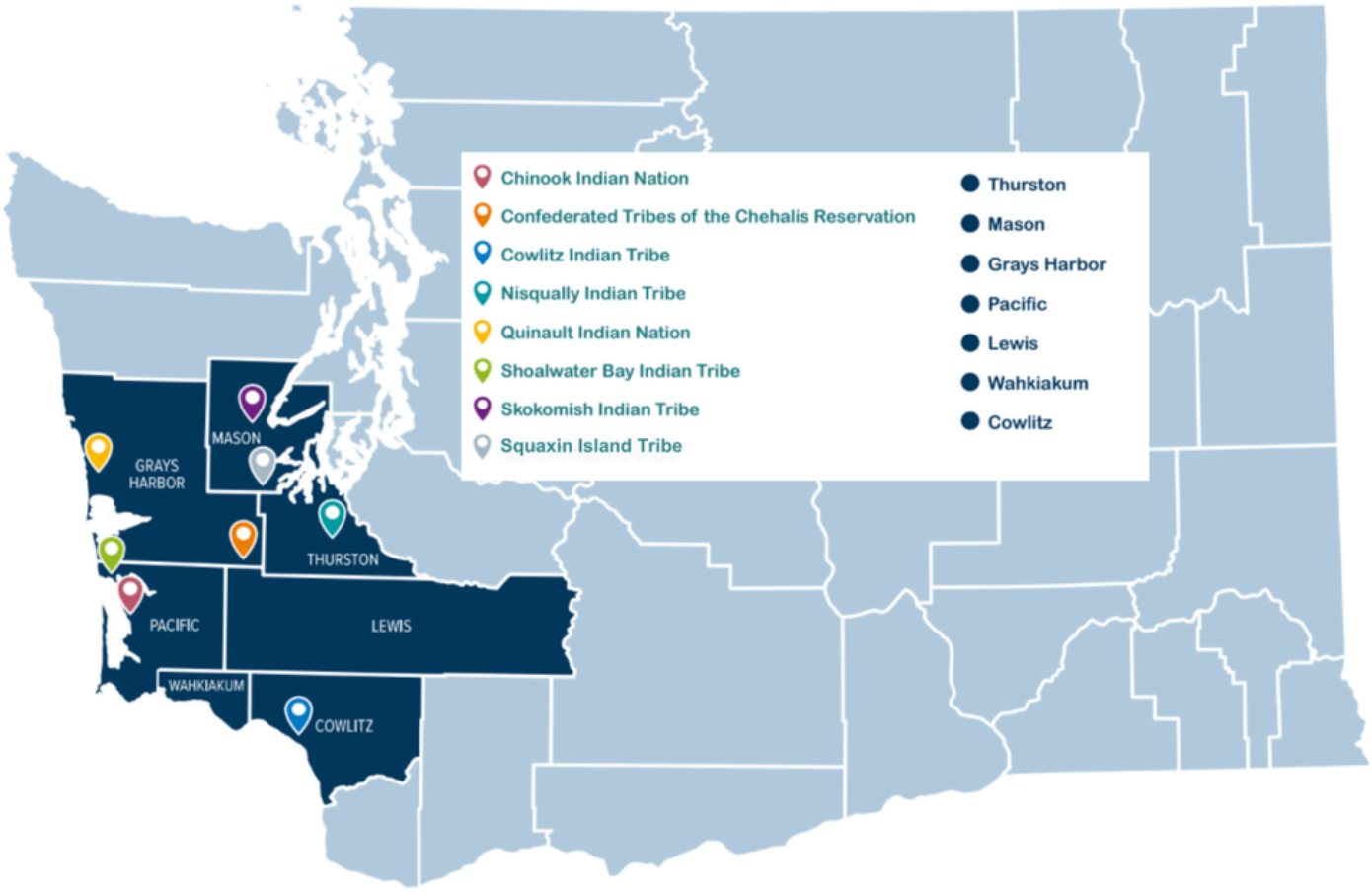
What we do

- Administer a **community care hub** connecting residents throughout the region to Social Care support services.
- Support the implementation of Medicaid **transformation** projects at a regional level.
- Support **innovative community-driven** initiatives that improve health and wellbeing.

How we do it

- Act as **convener** to **learn community ambitions** and leverage community strengths.
- Work across systems to support approaches that drive transformation.
- Provide a **regional administrative backbone** ready to effectively deploy complex federal/public funds throughout the region.

Area we serve



Key Takeaways from our Community Care Hub

1. Our communities have the resources, but people experience them as fragmented, siloed systems with no connections.
2. Our Community Care Hub is the infrastructure that connects these systems.
3. That connected infrastructure improves outcomes for people and makes existing investments go further.
4. Because the Hub network is connected, we can see real needs and barriers – not just program-by-program snapshots.
5. CHOICE has built something that can adapt quickly and efficiently to support our community through emerging opportunities and challenges - like HR1.

CHOICE Connect

What is a community care hub?

Through our community-based care coordination program, the Community Care Hub, individuals work with community organizations to access care coordination services tailored to their unique needs. Care coordination connects clients to resources and services that support a whole-person continuum of care, including physical health, behavioral health, and social supports, such as access to food or housing. The Hub is community-centered and equity-driven, and it acknowledges and works to address the barriers to critical services that different individuals may face.



Transition to Elora, a powerful client management system

In July 2026, CHOICE transitioned to a new client management database, Elora, designed to put the client at the **heart** of care coordination. Co-designed by community-based workers (CBWs) in our region, the system is intended to reduce their administrative burden and free up time to focus on relationships, client voices, and client outcomes. Responsible AI technology enables workflow automation and supports a community resource guide, closed-loop referrals, and a community data dashboard. Improved data use will enable clients to be served quickly and efficiently, identify gaps in community resources, and support community-based interventions.

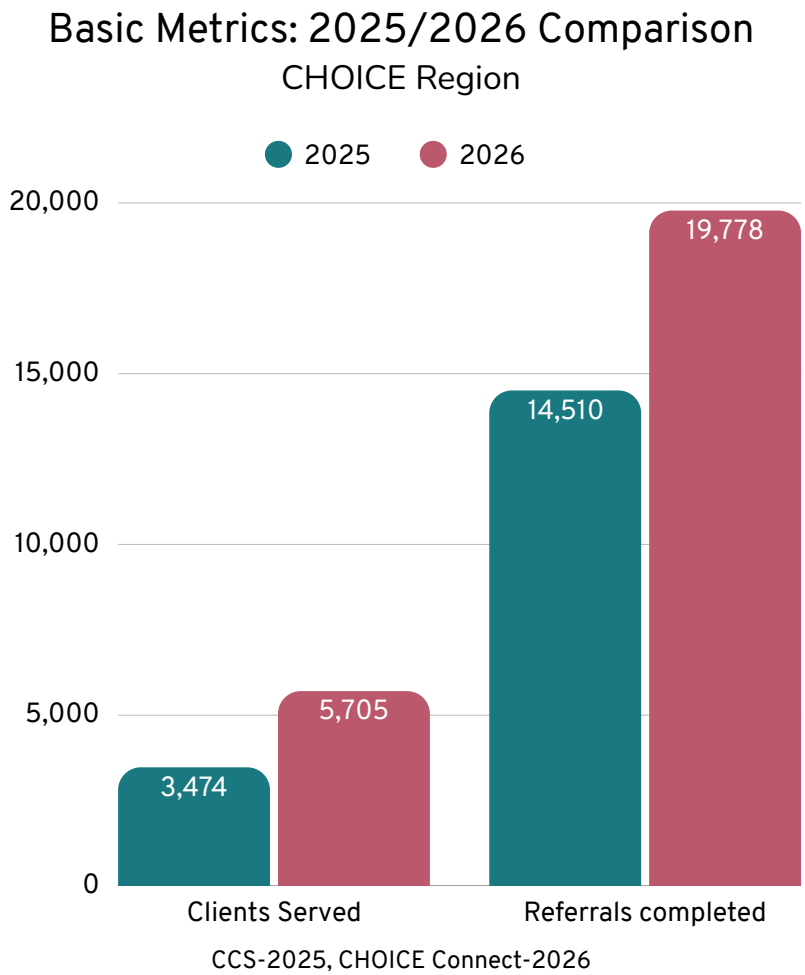
Network partners

- Child and Adolescent Clinic
- Coastal Community Action Program
- Community Action Council of Lewis, Mason, and Thurston Counties
- Crossroads Housing
- Destination Hope & Recovery
- Family Education & Support Services (FESS)
- Family Support Center of South Sound
- Gather Church



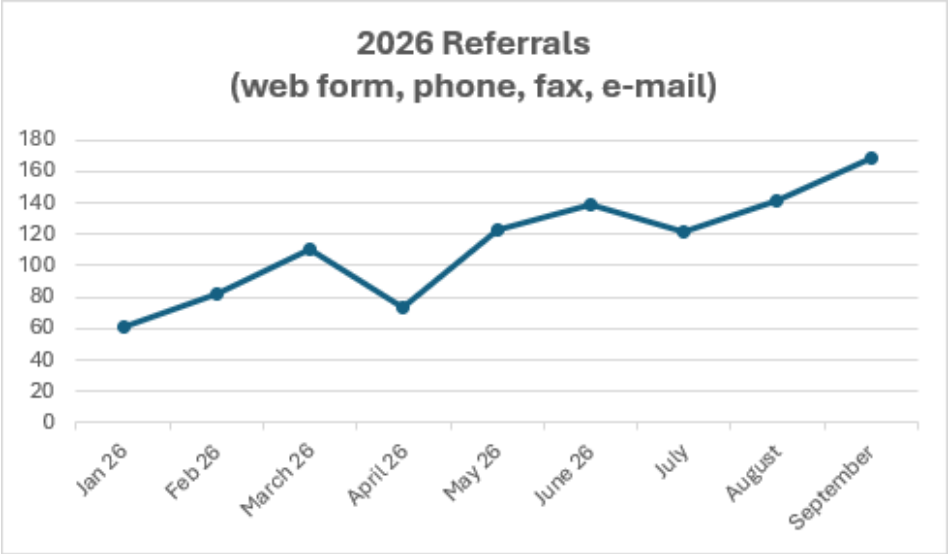
Basic Metrics: Clients served; referrals completed

With approximately 190,000 Medicaid lives across our region, CHOICE has made steady progress overall, increasing the number of referrals completed by 7% from 2025 to 2026. We achieved a 61% increase in the total number of clients served over the same time frame, as illustrated by the following graph:

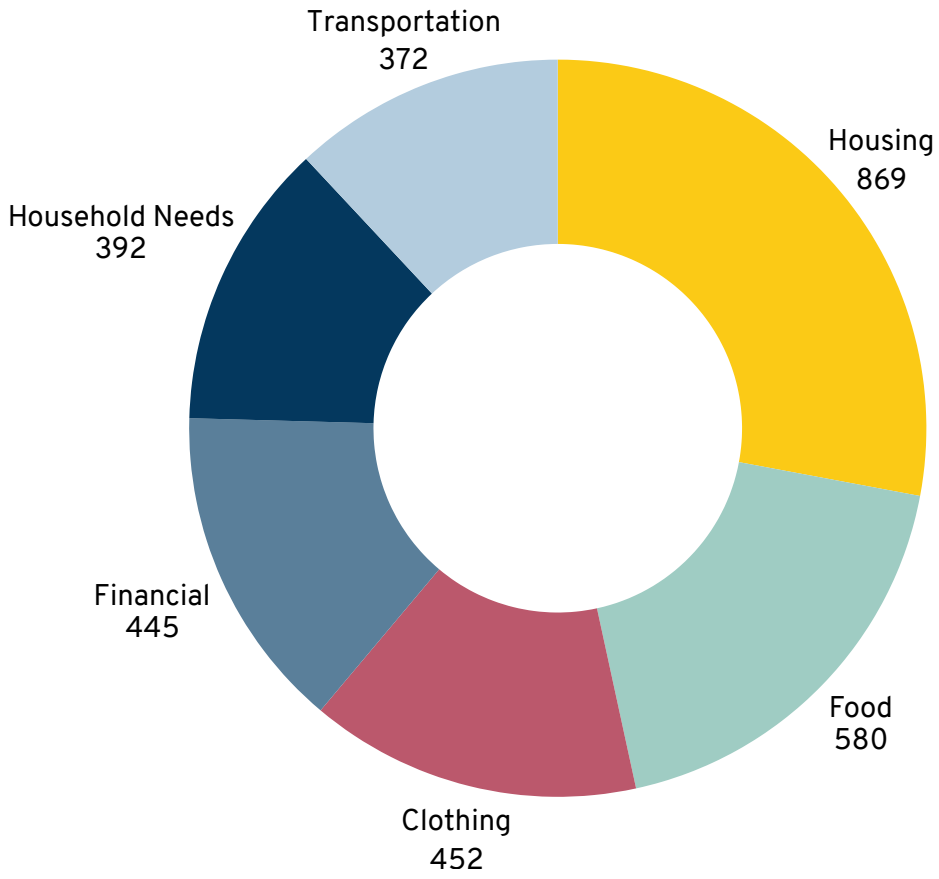


Partner Referral Data: January - September 2026

The snapshot below shows the upward trajectory of referrals from external partners to CHOICE Connect from January through September of 2026:



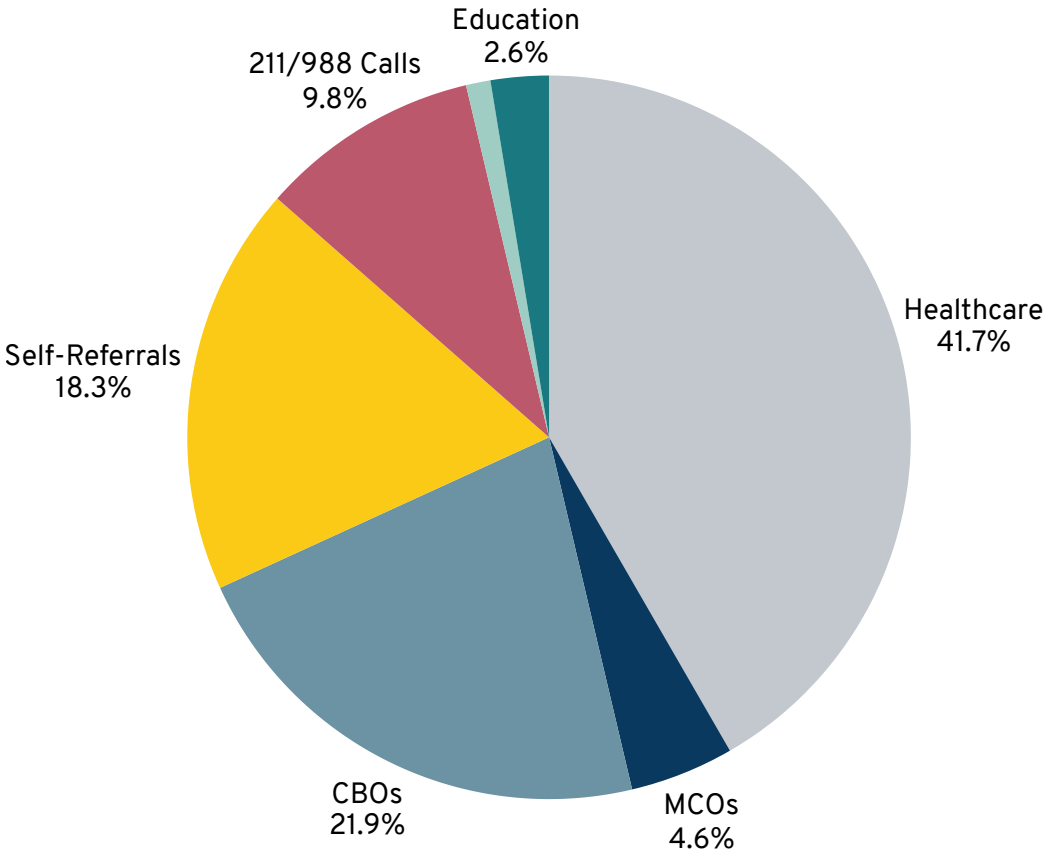
Here are the top needs identified in our region:



Referral data - # and type of referral partners

Further analysis for the same period indicates work with over 65 referral partners. The following chart illustrates the progression over the last year, showing our largest and most frequent referral sources.

With CHOICE Connect there is a “no wrong door” approach. The largest number of people entered the CHOICE Connect network by walking in the front door of our partner agencies. These results could not be reproduced by a call center/webform-only approach.



Hub Advisory Committee

The Hub Advisory Committee, comprised of 22 members across the region, guides CHOICE’s work in care coordination and system improvement. It is important that the committee reflect the diversity of organizations, communities, and lived experiences in our area so that decisions are shaped by multiple perspectives, not just a few.

Together, the group is working to strengthen connections to resources, identify service gaps, and advise on strategies that make our system more responsive, equitable, and community-centered.

The 2026 focus has been on increasing awareness of the Care Hub and incorporating client experience and voice.

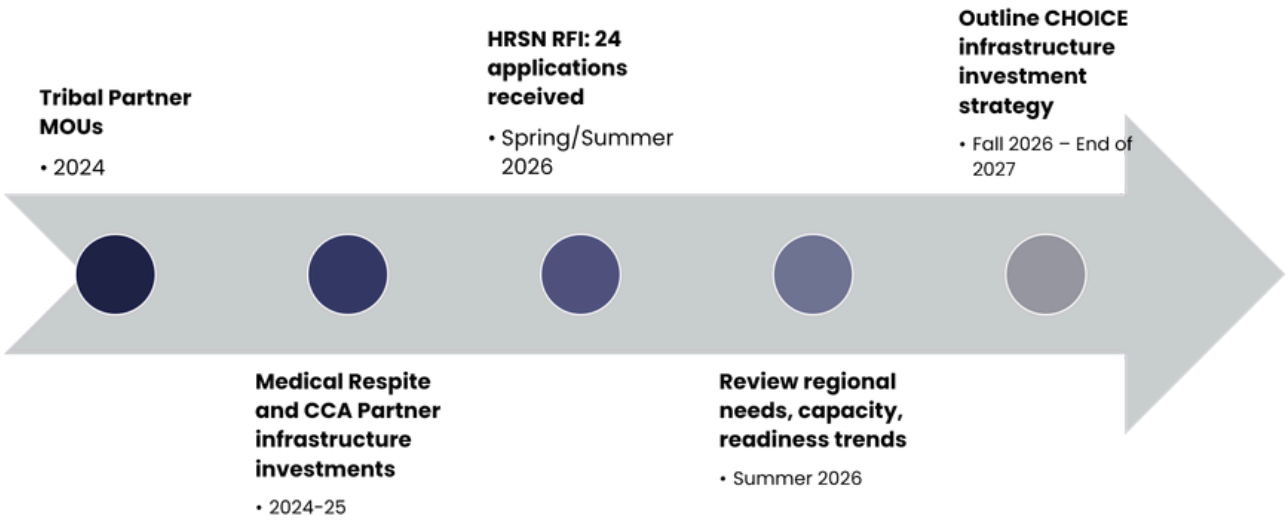
Sector Representation

- Public Health
- Hospital Systems
- Fire/EMS
- FQHC
- Community-Based Organizations
- Education
- Libraries
- Legal system
- Managed Care Organizations
- Behavioral Health Care
- Primary Care Groups
- Community Health Clinics

Investing in community

HRSN investments and RFI

HCA provides infrastructure funds to all Accountable Communities of Health (ACHs) to support the implementation of regional Health-Related Social Needs (HRSN). CHOICE supported this regional HRSN implementation by helping partners understand emerging benefit opportunities, access technical assistance, and assess their readiness to participate. CHOICE also used the HRSN Request for Information (RFI) to gather input from community-based organizations and explore strategic investments to build the infrastructure, capacity, and partnerships needed to expand access to HRSN services.



Sponsorships

At CHOICE, we know that health is about more than access to medical care—it's also about feeling connected and belonging. We're proud to support spaces where community members connect, share, and build a stronger sense of community, because those connections are essential to living a healthy, thriving life.

For 2026, CHOICE prioritized funding to sponsor community events and initiatives that directly supported Medicaid-eligible clients. We were able to support 17 community partners across the region for events like:

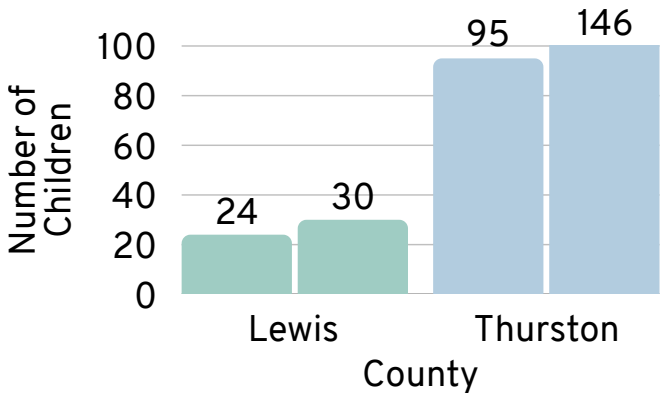
- **Parent to Parent Support Program of Thurston County**: Latino's Mother's Day Celebration for caregivers of children with developmental delays.
- **Pack2School**: Provides back-to-school backpack and supplies to kids who attend the event.
- **Mason County Early Learning Coalition**: Care training event.

ABCD Program

Access to Baby & Child Dentistry (ABCD) connects Medicaid-covered children ages 0-6 and children up to age 12 with a Developmental Disabilities Administration (DDA) indicator to a dental home. The Access to Baby & Child Dentistry program helps put young children on a lifelong path to good oral health.

Our coordinator supports Thurston and Lewis Counties for the Health Care Authority (HCA). HCA reports that dental utilization among children under age 6 increased from State Fiscal Year 2023 to State Fiscal Year 2024 by 0.5% in Thurston County and 2.2% in Lewis County, with a statewide increase of 2.3%.

Comparison of FY25 to FY26 by county of Children Established in a Dental Home.



Catalytic Investments

In early 2026, CHOICE awarded $1.7 million in discretionary funding through a catalytic investment initiative to strengthen regional capacity to deliver healthcare and related services. Investments supported 14 new provider hires, expanded service hours and sustainability efforts across four programs, and new equipment and supplies for five programs.

This initiative also strengthened bidirectional referral pathways between community providers and CHOICE Connect, making it easier for individuals to access needed services and for providers to refer clients back to care coordination when additional support is needed. The initiative focused on targeted, time-limited investments that could quickly expand access while helping organizations build toward sustainable Medicaid billing and long-term service capacity.

Health Equity Cohort

Through the Health Equity Cohort this year, we continued to gain valuable insights into our region's strengths and the barriers that remain to achieving equity. Through our parallel processes, we understand that communities are succeeding through collaborative, community-centered services, trusted outreach, and social networks that foster belonging. At the same time, challenges such as access barriers, a lack of shared community spaces, polarization, and gaps in the connection between formal and informal systems persist. We care deeply about these themes. They guide our work—reminding us that to advance health equity, we must listen, adapt, and invest in solutions that strengthen connection, belonging, and community-led leadership.

Wrapping up its year of shared learning in April 2026, the Cohort provided the strategic blueprint that continues to directly inform our regional referral networks and care coordination priorities.

Health Equity Pilot Projects

Here is what CHOICE funding provided to community-based organizations that participated in our 2025 health equity pilot programs:

- Valley View & Child Care Action Council: 600+ children and families connected to preventive dental and developmental services.
- TBI Peer Support Programing: 375 individuals engaged in peer support.
- Crossroads Hub Referrals: 20+ households housed.
- Hope Plaza: 10 community resource fairs and hundreds of community meals hosted.
- Child Care Action Council: 476 home-visiting and family support interactions completed.
- 127 transportation rides provided to imporve healthcare and essential service access.

Learning through frontline projects continues in 2026

Last year, CHOICE invested in collaborative efforts to better understand how to meet the needs of unique populations. These projects established referral partnerships and supported care coordination in Cowlitz, Mason, and Thurston Counties. The following projects actually diverted folks from going to expensive and intensive Emergency Departments, thus saving dollars and getting right-sized care with long-term benefits.

In 2026, we continued to partner with organizations facing challenges when dealing with their unique communities.

North Mason Fire



Mobile Integrated Health Program.
In-home patient services through a mobile multidisciplinary team to provide evaluations and treatments for physical and mental health, as well as resource navigation.

Approximately 2,307 appointments were made with around 999 Emergency Department (ED) visits avoided, resulting in an estimated avoidable health care **cost savings of $7,158,560.**



PATCH

Patients Accessing Trusted Community-based workers in the Hospital.
Embedded community-based worker in St. John's Hospital for real-time connection & care planning for hospital patients with social care needs. Partners report that a growing number of clients have engaged with a dedicated community-based worker, resulting in savings in avoidable health care costs and reduced readmission rates.

OFD Cares



Olympia Fire Department Community Assistance Referral and Education Services.

Follow-up and social care referral support for frequent users of 911/EMS services to ensure linkage to preventive care. **82 clients engaged**. Needs like ADL (activity of daily living) services, health education, medical referrals, establishing medical homes, and medication adherence were met. OFD CARES helped connect people to physical and mental health resources, transportation services, residential and shelter resources, parent support, food resources, senior supports, DV support, and in-home care for additional needs.

Conclusion

As we reflect on the past year, CHOICE is proud of the meaningful progress toward creating a healthier, more connected region. We have taken a giant leap forward in care coordination with CHOICE Connect and strengthened our region's readiness for authentic Medicaid Transformation.

The coming year will bring new opportunities and challenges as we continue to fine-tune care coordination. We will also continue to listen, learn, and adapt to meet the needs of the communities we serve.

We will continue to put serving people at the HEART of our work.



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