

2023 SUPER ROLE MODEL

Santa Clara Family Health Plan

Santa Clara Family Health Plan (SCFHP) is a local, community-based health plan dedicated to creating opportunities for better health and wellness for all. In partnership with providers and community organizations such as the Alum Rock Counseling Center, SCFHP works to ensure everyone in Santa Clara County has access to equitable, high-quality health care. SCFHP serves more than 315,000 people through its Medi-Cal and DualConnect (HMO D-SNP) health care plans. It proudly supports the families of East San José through its work at the newly-established SCFHP Blanca Alvarado Community Resource Center.



Since 2015, Christine M. Tomcala has led SCFHP as its CEO. During Christine's tenure, the organization has committed itself to an ambitious strategic plan that seeks to eliminate the unacceptable health disparities that still impact many people in our community. With guidance from the strategic plan's three pillars – community leadership, quality access & equity, and organizational excellence – SCFHP has worked tirelessly to expand access to culturally competent health care for all its members, and to build trust with the diverse communities of Santa Clara County.

During the COVID-19 pandemic, SCFHP recognized our communities were facing more significant challenges than ever and got to work. It opened the doors to the SCFHP Blanca Alvarado Community Resource Center in East San José, giving local residents and SCFHP members a place to find services and resources. SCFHP collaborated with local partners to educate residents on vaccine efficacy, address vaccine hesitancy, offer vaccination rewards, and host COVID testing and vaccine clinics.

SCFHP and its Governing Board established a fund in 2019 to support strategic initiatives that focus on better meeting the health needs of our members, consistent with SCFHP's mission. With SCFHP's generous support of Alum Rock Counseling Center's Clinic Renovations Project, ARCC was able to implement significant facility improvements to their clinic in East San José. The renovations will allow ARCC to improve the quality and safety of their clinic-based, in-person services for youth and families, as well as training opportunities for staff and interns. The technology upgrades will enhance ARCC's ability to provide quality telehealth, making it possible for ARCC's providers to reach and serve more clients each year.



SCFHP continues to collaborate with local organizations to help residents find opportunities to get and stay healthy. For its decades of serving the community, Alum Rock Counseling Center is proud to present SCFHP with the agency's 2023 Super Role Model Award.