



2025 Annual Report

**One year.**  
**Seven counties**  
*Thousands* of  
**moments of care.**

Alliance Health turned our public investment into housing, treatment, training, and a coordinated system of care for the people who need it most.

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# What 2025 Actually *Looks Like*

A snapshot of what the year looked like across the Alliance Health system — not the whole story, but a sense of the scale.

## WHOLE-PERSON CARE

# 3,746

people served through the NC Innovations Waiver, supporting community living for individuals with I/DD.

## HOUSING AS HEALTH

# 1,331

TCL members in supportive housing at year-end. 361 new moves completed in FY25.

## CRISIS RESPONSE

# 517

youth and families served by MORES — rapid, in-home crisis response within an hour of caregiver request.

## FIRST-RESPONDER READINESS

# 401

first responders trained in Crisis Intervention Team (CIT) skills in 2025.

## FREE MEDICATION ACCESS

# \$790,372

in retail value of free over-the-counter medication distributed at six NC MedAssist mobile pharmacy events.

## MENTAL HEALTH BASICS

# 549

community members trained in adult and youth Mental Health First Aid across 39 classes.

## RECOVERY HOUSING

# 450

individuals supported through Oxford House recovery residences for substance use disorder recovery.

## HARM REDUCTION

# \$2.5M

contract with NC Harm Reduction Coalition supporting naloxone distribution and supplies through 2025–2026.



**Rob Robinson**  
Chief Executive Officer

GREETINGS FROM ALLIANCE HEALTH

## Rooted in Community, *Driven by Impact*

I come to you in this year's report following our successful first full year of Tailored Plan operations — a year of accomplishment in which we reinforced our mission to improve the health and well-being of the people we serve by ensuring highly effective, community-based support and care. At the same time, we advocated for state Medicaid policy and funding improvements to enhance Alliance's ability to strengthen care quality and protect service access for our members.

During 2025 we continued to expand our team to nearly **1,500 committed professionals**, highlighted by the creation of a **Division of Innovation and Strategy** that aims to design and drive forward-looking strategies that enhance efficiency, service delivery, and sustainability across business operations. We also expanded our utilization management clinical team, filled senior positions across our care management function, and expanded investment into the use of artificial intelligence to enhance efficiencies across the organization. These investments are designed to reinforce Alliance as a leader in Medicaid innovation and reflect our long-held recognition that we are **"powered by our people."**

*"In this report we'll share the many ways we continued to recognize that Alliance and the communities we serve are **Better Together** — through partnership, investment and service."*

We'll describe our **\$75,000 investment** in community impact sponsorships to support 13 community health initiatives across the counties served by Alliance that focus on improving food security and access to healthy food and nutrition education — including local shelters, mobile markets, food banks/hubs, and neighborhood food pantries.

We're also pleased to share our leadership in **street-based and community-embedded care models** that meet people where they are and reduce barriers to care for those living unsheltered. This includes a street psychiatry program that deploys psychiatrists alongside street outreach teams to deliver on-site behavioral health care and strengthen connections to longer-term care, and street medicine events across our communities that bring together medical providers, behavioral health professionals, peer supports, and community agencies to deliver coordinated care in accessible settings.

Other highlights include the exciting launch of a **school-based wrap-around mental health program** in the Durham Public Schools based on the award-winning initiative in Wake County, providing care coordination and system navigation for students experiencing behavioral health crises or transitioning into or out of crisis or residential placements. And we built on a history of innovation with creative initiatives like **barbershop therapy** — where barbers are equipped with the skills to serve as trusted mental health advocates in their communities — **a mobile app** to support law enforcement officers and other first responders during encounters with people experiencing behavioral health crises, and a partnership with NCDHHS on a **digital mental health platform** to expand access to no-cost support for teens.

As always, our work is enhanced by the guidance of an outstanding board of directors, as well as the support of the boards of county commissioners and the county managers and their staffs from our seven counties. We thank them all, along with our Consumer and Family Advisory Committee, and our partners and colleagues across the Alliance region.

Three members of Alliance Health's leadership team were honored by the Triangle Business Journal for their exceptional leadership, innovation and community impact.

# Partnering With Communities to *Strengthen Health, Safety, and Well-Being*

We collaborate with organizations, law enforcement and community members to create lasting change in our communities. Through education, training and system navigation support, we empower individuals to achieve healthier, fulfilling lives. We also partner with local organizations to address social determinants of health, such as food insecurity, housing instability and transportation barriers.

## CRISIS INTERVENTION TEAM TRAINING



2025 REACH

# 401

first responders trained in CIT — strengthening their ability to safely de-escalate situations involving people experiencing a mental health crisis.

## Strengthening first responder crisis response through training and technology

### AT A GLANCE

40-hour CIT training, 16-hour VCIT for veterans, and a new 2025 mobile CIT app put crisis tools directly in officers' hands.

Alliance equips first responders with the skills they need to safely de-escalate situations involving people experiencing a mental health crisis.

Our 40-hour **Crisis Intervention Team (CIT)** training helps officers recognize crisis signs, respond calmly, and connect individuals with treatment. We also offer a specialized 16-hour **Veterans CIT (VCIT)** program to address the unique needs of military veterans in crisis.

In 2025 Alliance Health launched a **mobile CIT application** to support law enforcement officers and other first responders during encounters with individuals experiencing behavioral health crises. The app provides quick, easy access to local crisis resources across Alliance's catchment area, enabling timely, informed responses in high-stress situations.

Developed in response to growing demand for effective behavioral health response tools, the CIT app streamlines access to mental health services, crisis centers, emergency hotlines, medication identification, training information and follow-up tools. Together, the training and app strengthen first responders' ability to de-escalate crises, connect individuals to appropriate care and improve safety for both responders and the community.

# 401

In 2025, Alliance staff trained **401 first responders** in CIT.

## Two pilots that show what community-based alternatives look like

Both initiatives keep people out of the criminal-justice system when treatment is what they actually need.

### CAPACITY RESTORATION · 3 PILOT COUNTIES

#### A community alternative to jail for individuals awaiting capacity restoration

Alliance continues to collaborate with NC DHHS to expand the state's **community-based capacity restoration** initiatives. These programs serve individuals charged with crimes who are deemed mentally unfit for trial, offering a community-based alternative to prolonged waits in jail for state psychiatric hospital beds. Currently, the pilot programs are running only in three counties — **Wake, Mecklenburg and Cumberland** — all within the Alliance catchment area. Alliance is working with the state to expand the initiative to other counties and ultimately make it statewide.

Looking ahead, Alliance is building on this foundation through broader system transformation efforts, including rural health transformation initiatives, expansion of first episode psychosis services, implementation of certified community behavioral health clinics and integration of methadone treatment into federally qualified health centers. Together, these efforts position Alliance to expand access, strengthen continuity of care, and support long-term, sustainable alternatives to institutionalization statewide.

Pilot counties: **WAKE** **MECKLENBURG** **CUMBERLAND**

### FACT · 3 OF 5 NC PILOT SITES

#### FACT model integrates treatment and justice to improve lives and public safety

**FACT (Forensic Assertive Community Treatment)** builds on the evidence-based assertive community treatment (ACT) model by making adaptations based on criminal justice issues — in particular, addressing criminogenic risks and needs. FACT is an intervention that bridges the behavioral health and criminal justice systems. FACT is designed to:

- improve clients' mental health outcomes and daily functioning
- reduce recidivism by addressing criminogenic risks and needs
- divert individuals in need of treatment away from the criminal justice system
- manage costs by reducing reoccurring arrest, incarceration, and hospitalization
- increase public safety

North Carolina has five pilot sites, three of which are in the Alliance service area:

**MECKLENBURG** **WAKE** **DURHAM**



CULTURALLY RESPONSIVE CARE



*“We cut through the problems”*

## Cutting through stigma: mental health support in the barbershop

### AT A GLANCE

Alliance partnered with the **Barbershop Therapy Foundation** to equip barbers with the skills to start conversations about mental health or substance use challenges — bridging gaps in care, especially for Black men.

Alliance Health partnered with the **Barbershop Therapy Foundation** to deliver **Barbershop Therapy** training, equipping barbers to open the door to mental health conversations and serve as trusted advocates in their communities.

Recognizing barbershops as culturally significant spaces where open conversations already occur, the program helps reduce stigma, improve communication around mental health and connect individuals, particularly Black men, to behavioral health resources. Research and community experience show that barbers can play a powerful role in bridging gaps in care, especially in communities where stigma and mistrust of traditional systems remain barriers. Through this initiative, Alliance is expanding culturally responsive, community-based pathways to mental health support.

## Bringing free medication access directly to communities

### AT A GLANCE

Six free mobile pharmacy events — one in every Alliance county. Honored with NC MedAssist’s 2025 Bridging Gaps Award.

We partnered with NC MedAssist to host **six mobile free pharmacy events** allowing individuals and families who are low-income to get free over-the-counter medicine.

NC MedAssist’s mission is to ensure that no eligible person in North Carolina has to choose between food and their needed medicine. Their mobile pharmacy events allow MedAssist to identify participants who may qualify for their free prescription pharmacy program.

In 2025, Alliance hosted **six** NC MedAssist mobile free pharmacy events — one in each of our counties — to expand access to essential medications for individuals and families with limited incomes.

NC MedAssist presented Alliance with the **2025 Bridging Gaps Award**, recognizing Alliance for our innovative approach and focus on our vulnerable neighbors.

In addition, Alliance Health pharmacist **Dr. Vera Reinstein** received NC MedAssist’s **Dispensing Hope Champion Award** for her passionate efforts to assist those who face barriers to better health.



DISPENSING HOPE CHAMPION · 2025

## Dr. Vera Reinstein

Alliance Health pharmacist, recognized by NC MedAssist for her passionate efforts to assist those who face barriers to better health.

RETAIL VALUE

# \$790K

in free over-the-counter medication distributed.

AVOIDED COST

# \$5.5M

in estimated avoided healthcare costs for Alliance.

ED PREVENTION

# \$799K

in potentially preventable emergency-care costs (per 500-respondent survey).

CUMULATIVE REACH

# 5,500+

people served, including **618 uninsured** individuals

## Delivering evidence-based mental health support for Latino communities

### AT A GLANCE

El Futuro’s **Mentes Fuertes (Strong Minds)** — a 10-session psychoeducational intervention for Spanish-speaking adults across Durham and Wake.

In 2025, El Futuro’s **Mentes Fuertes (Strong Minds)** program expanded in Durham and Wake Counties, delivering a ten-session, evidence-based psychoeducational intervention for Spanish-speaking adults through both in-person and virtual formats.

The program was delivered with high fidelity (i.e., delivered consistently and as designed, with most required elements implemented correctly under clinical supervision) by trained community mental health workers, supported by clinical supervision and partnerships with eight community-based host sites. Participants experienced meaningful improvements in mental health outcomes, including reductions in anxiety and depression from moderate to sub-clinical levels, high satisfaction with the program, and support addressing social determinants of health through referrals and resource navigation.

Participants’ average PROMIS (Patient-Reported Outcomes Measurement Information System) scores for both depression and anxiety decreased steadily from session 1 to session 9. By session 9, average scores for both domains were **approximately 8–9 points lower** than at baseline, indicating consistent improvement in participants’ symptoms over the course of the program.

ENROLLED

# 329

participants in 2025

TOTAL SINCE LAUNCH

# 460

in estimated avoided healthcare costs for Alliance.

HOST SITES

# 8

community-based partner sites

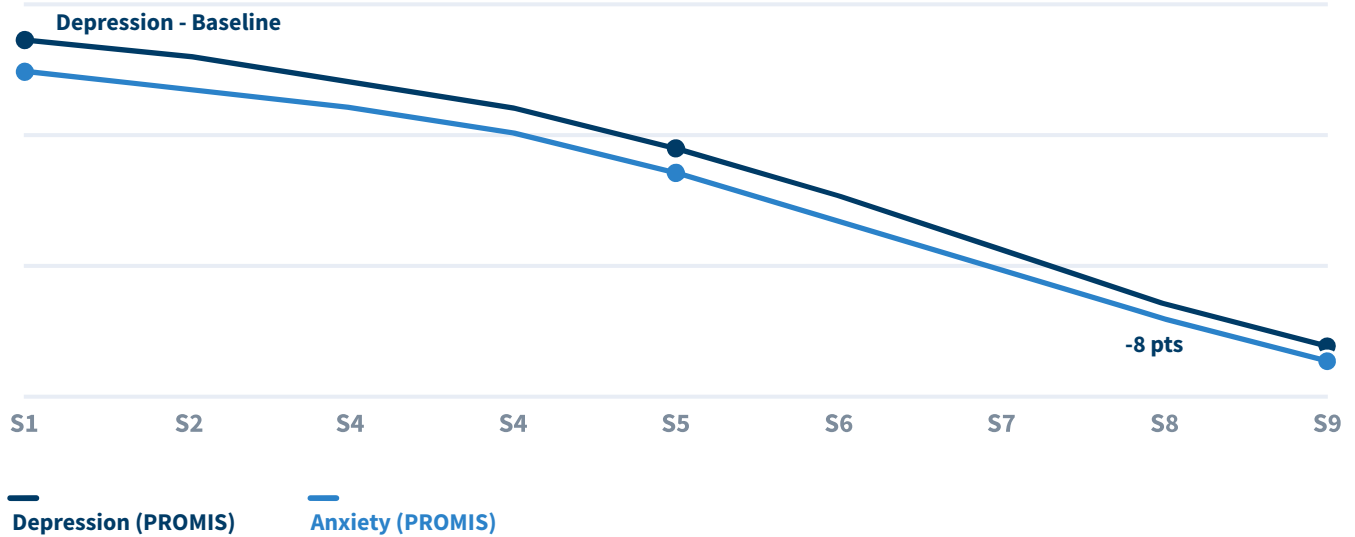
OUTREACH

# 266 hrs

across 46 community engagement events

### Average participant PROMIS scores by session

Lower scores indicate symptom improvement. Both depression and anxiety scores decline steadily from session 1 to session 9, with session-9 averages approximately 8 to 9 points lower than baseline for both domains.



## Fueling change: Empowering community partners to combat hunger

### AT A GLANCE

\$75,000+ in one-time community impact sponsorships funded 13 partner organizations addressing food security across our service region.

Alliance Health understands the importance of services and supports offered through community-based organizations to address the social needs of those we serve.

In FY26, we funded **one-time community impact sponsorships** to support community health initiatives across our service region focused on improving food security, access to healthy food and nutrition education.

We are proud to partner with the organizations listed below, which received **more than \$75,000** in sponsorships, including local shelters, mobile markets, food banks/hubs and neighborhood pantries that provide local food assistance across the communities we serve:

- Believers United for Progress
- Community Health Coalition
- Parktown Food Hub (“the Hub”)
- Ripe for Revival (Mobile Market Program)
- Second Harvest Food Bank of Southeast NC
- Street Reach of Johnston County
- Feeding Charlotte
- Families Forward Charlotte (Weekend Food Packs Program)
- Champion House of Care Project One
- Second Harvest Food Bank of the Metrolina (School-Based Mobile Pantry Program)
- The Salvation Army of Greater Charlotte (Adopt a Meal Program)
- Zealous Empowering Nurturer (Mobile Market Pantry Program)
- The Bulb Gallery (FreshBulb — A Local Food Program)

Our Alliance Health community impact team also assembled **more than 1,600 resource bags** filled with hygiene essentials, gloves, socks, a hat, a thermal blanket, hand-warmers, lip balm and Alliance brochures. These resources were delivered to various resource centers and white-flag shelters throughout the community.

# 549

MENTAL HEALTH FIRST AID · 2025

## community members trained to act in a crisis

Across **30 adult classes** (435 people) and **9 youth classes** (114 people) — an evidence-based, early-intervention course teaching a five-step action plan to support someone in crisis.

### TRAINING AND OUTREACH

## Skills, support, and access — across the community

MENTAL HEALTH FIRST AID · 549 TRAINED

### Building skills to act in a crisis

**Mental Health First Aid (MHFA)** is an evidence-based, early-intervention course that teaches participants about mental health and substance use challenges. Mental health crises are more common than heart attacks. Alliance equips our community with the skills to act through MHFA classes. This training provides a five-step action plan to support someone in crisis and connect them to care. We also offer Youth MHFA specifically for those interacting with young people.

# 425 144

ADULT · 30 CLASSES

YOUTH · 9 CLASSES

CHILD AND FAMILY TEAM TRAININGS

### Supporting families in child welfare

**Child and Family Team (CFT) trainings** support the active involvement of families, children and youth in planning for the family. We offer regular two-day trainings on child and family teams. CFT meetings unite families in child welfare with community supports to create strength-based care plans addressing needs and family goals.

FREE COMMUNITY TRAININGS · BILINGUAL

### Empowering communities through education and outreach

Alliance's Community Education and Outreach team offers a variety of **free community trainings** each month on behavioral health, physical health, System of Care and more. We offer trainings in English and Spanish to help community members understand and manage their own health and well-being, including:

- Free virtual **community health and wellness trainings** on topics such as conflict and crisis management and verbal de-escalation, trauma and managing diabetes.
- **Medicaid Essentials** training, which provides key information about the steps to determine and confirm eligibility and resources to help North Carolinians navigate the Medicaid expansion process.