



Dear WelbeHealth community,

As we move toward the new year, I wanted to take a moment to reflect on 2020. As we all know, this year brought incredible challenges: most notably, keeping our participants, team members, and families safe during a once-in-a-lifetime global pandemic. We also experienced a national wake-up call around racial injustice and the most divisive election year I can remember.

As an organization, we dug deep, meeting this historic task by focusing on what was in our control. Every day, we lived out our values: Courage to Love, Pioneering Spirit, and Shared Intent. In doing so, we quite literally protected the lives of those we serve and preserved our team's health and well-being.

In March, as clinical data and epidemiological trends revealed the magnitude of the emerging pandemic, we were one of the first senior care organizations to switch to emergency response. Our teams executed a decade's worth of innovation in less than a week — delivering WelbeLink tablets to every participant and shifting to home and remote work and care delivery models.

We're seeing the results of our team's tremendous efforts every day:

- **Participant safety and wellbeing.** While nearly one-third of California nursing home residents have tested positive for COVID-19 and over five percent have died, PACE rates have been 85-95% lower. At WelbeHealth, we procured ample PPE, implemented rapid testing, and operated through a fully connected home-based care program, helping keep infection and mortality rates even lower despite serving in the nation's COVID-19 hotspots.
- **Expanding our mission.** Faced with this historic need for PACE to save lives, we opened programs in Long Beach and Fresno and doubled the number of people we serve. Amid the pandemic, residents of the greater Long Beach area now have access to PACE for the first time.
- **Expanding PACE awareness.** We've also worked to expand awareness of PACE at a time when lives are truly at stake. Our organization has received recognition for innovative life-saving work during the pandemic. Recent examples include a [CMS spotlight](#), recognition for our [expansion](#) and [innovation](#), and [local press](#) about our participant care through the pandemic.

While we've experienced significant loss and hardship this year, we've also grown stronger individually and collectively. Reflecting on the year, I'm most proud of how each person in our WelbeHealth family rose to the occasion to meet the needs of our participants and communities. It's clear to me that we are each doing some of the most critical work of our lives.

As 2020 comes to a close, I'm filled with gratitude. To our team, I thank you for going above and beyond in a time of crisis and for always being there to support one another. I'm in awe of your strength and purpose, and I'm incredibly fortunate to call you my colleagues. And to our participants, I thank you for entrusting us with your care. I assure you that we continue to work around the clock to ensure you have the safest and best care possible.

2021 brings great hope with the arrival of COVID-19 vaccines — and for our organization, it brings the continued expansion of our mission to care for one another and serve the most vulnerable seniors in our communities. I look forward to working together in the new year.

Si France, MD  
Founder and CEO