

IMPACT  
REPORT

2025



UNITE US

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# Hello, it's (Unite) us again.

2025 has been a year of **evolution**, **innovation**, and **adaptability**.

Together, we've shown at scale that technology and actionable data strengthens the entire health care ecosystem by addressing non-medical needs earlier, centralizing cross-sector collaboration, streamlining reimbursement, predicting emerging needs, and driving down the cost of care.

This year, we continued to prove that addressing drivers of health isn't a 'nice to do.' It's a critical part of sustainable, holistic, low-cost health care.

Our partners, from health systems to community-based organizations (CBOs) to payers and government agencies, trust us to continually innovate our solutions, meet the needs of the market, and empower their ability to improve self-sufficiency and health outcomes nationwide.

So, what did we do this year to honor that commitment and further our mission?

We launched and scaled more programs. Saved our partners millions of dollars. Returned hundreds of hours to frontline workers. Innovated our products and enhanced our workflows. Demonstrated tangible proof and ROI across the nation. And, most importantly, improved health outcomes for the people you serve.

2026 is about building on this momentum with data-driven technology, more dynamic partnerships, and an even sharper focus on ROI and network accountability.

We're proud to share highlights of our collective progress and impact this year, and we thank all of our customers and partners who continue to move the needle with us in this space.

In gratitude and partnership,



**Taylor Justice**

CEO and Co-Founder,  
Unite Us





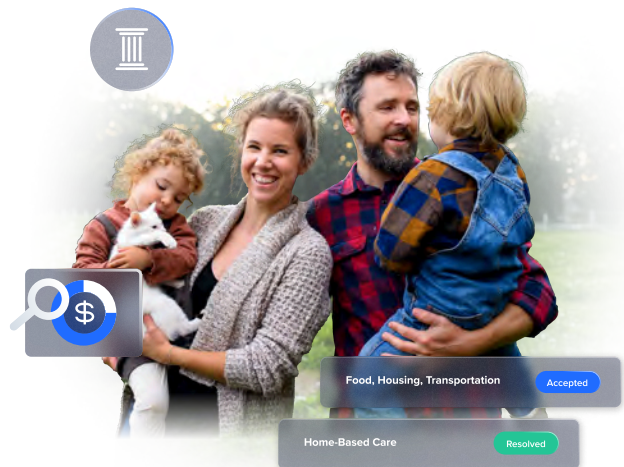
# 2025: A Year of Disruption and Evolution

This year, the health and human services space was in flux, driven by policy changes, cost pressures, and rising expectations for ROI and efficiency. These shifts didn't just shape the landscape; they underscored why prioritizing and streamlining care coordination is no longer optional.

Accountability, efficiency, and sustainability have been redefining the industry, along with:

## Policy Shifts

Federal and state policy shifts put a new spotlight on driving operational efficiency, proving value, and decreasing the cost of care. These shifts emphasized the need for measurable outcomes, proactive interventions, and the integration of data into health system strategies.



### Rural Health

The creation of the Rural Health Transformation Fund (RHTF) emphasized the need for a centralized infrastructure to support rural populations and reinforced the importance of supporting a “no-wrong-door” approach with strong local partnerships.

### Medicaid Transformation

The federal government rolled out new [Medicaid Community Engagement \(CE\)](#) requirements for states, creating both urgency and opportunity to integrate community services into health strategy.

### Funding Streams

Public and private sectors alike are getting creative with funding models—braiding grants, value-based payment arrangements, and philanthropic investments to build sustainable care systems. This diversification of funding highlights a growing recognition that community care is not a side initiative but a core component of population health.

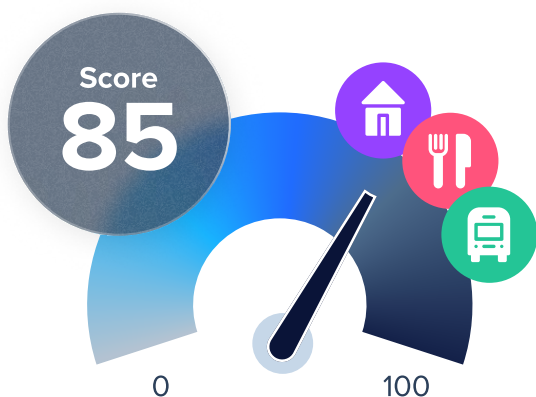
### Disaster Response

Extreme weather events and public health emergencies highlighted the need for rapid-response infrastructure. Unite Us networks played a critical role in coordinating services for displaced individuals and families, showing how our technology can scale under pressure.



## Interoperability

The 2025 data landscape required seamless interoperability. Health systems faced increasing pressure to unify data across EHRs, HIEs, and CBO platforms. Unite Us advanced this movement through FHIR-compliant [integrations](#), real-time analytics, and secure data exchange that met evolving regulatory standards.



## Network Health & Accountability

Funders and partners demanded clear, measurable results. Unite Us strengthened its reporting infrastructure, enabling transparent accountability dashboards that track network performance, referral completion, and impact outcomes across every partnership.

## Payer Pressures

Rising costs and utilization forced payers to consider drivers of health as a lever for both cost control and member satisfaction.



This is the landscape we navigated in 2025. The following sections show how we turned these challenges into opportunities—and then impact.



# 2025: Unite Us Impact By The Numbers

As industry and market demands continued to rise, we rose to the challenge alongside our partners. Together, we tackled barriers to care with innovative solutions, rolled up our sleeves to think differently, and focused relentlessly on outcomes.

## The results speak for themselves:

**2.5M** million referrals closed

**2.3M** needs addressed

**93.6M** connections to care

**1.7M** services available

**\$312M** pushed back to communities

**641K** users on the Unite Us platform

*All-time Unite Us data through 12/31/2025*

Each sector faced unique pressures in 2025—and each found answers in our technology.



# Customer Corner:

## Driving ROI and Scaling Outcomes

Behind every metric is a story. The following case studies spotlight some of the ways our customers and partners use Unite Us to unlock efficiencies, reclaim resources, and improve lives.

These aren't just isolated wins; they're blueprints for how sustainable, community-based care coordination can transform systems nationwide.



### Driving \$21M in ROI with [Summit County](#)

Summit County didn't just modernize benefits access—they created a blueprint of efficiency and self-sufficiency for governments nationwide.

**\$3M** in estimated first-year savings

**\$21M** in projected ROI over the next decade

**591** staff hours reclaimed

**400** clients served through 1,400+ cases





## Reducing Emergency Department Utilization with [Ballad Health](#)

Patients supported before crises escalated. Ballad proved rural systems can achieve both financial sustainability and healthier outcomes.

**25%** fewer ED visits

**\$68.80** PMPM savings



## Reclaiming 2,000 Staff Hours in [Gwinnett County](#)

Through automation and streamlined workflows, Gwinnett County's Department of Health and Human Services reduced administrative burden across departments and strengthening economic stability for constituents—all while improving local government efficiency and driving significant savings.

**+4.3K** individuals connected to 9,000+ services

**\$3M** in increased household funds

**1,861** hours in efficiency gains

**\$51K** in administrative savings

**\$194K** in healthcare savings





## CONNECTICUT

### Streamlining Dental Access with the [Connecticut Dental Health Partnership](#)

Supporting more than one million Medicaid members, CTDHP partnered with Unite Us to improve access to dental care, increasing dental visits among at-risk and underserved populations—demonstrating how technology and a high-touch support model can work together to close care gaps.

**5,761** cases managed for 5,603 members

**1 Day** average referral acceptance rate

**94.7%** case resolution for Dental Care

**100** referrals sent to 49 community organizations

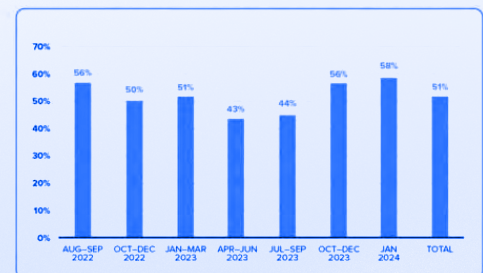


## DELAWARE

### Avoiding Future Healthcare Utilization for **51% of [Bayhealth](#)** Patients

By connecting patients to community partners through Unite Us, Bayhealth significantly slashed future ED utilization, streamlined operational efficiency, and delivered stronger whole-person outcomes.

**51%** of patients with resolved cases did not experience any ED or IP [utilization](#) six months following case resolution







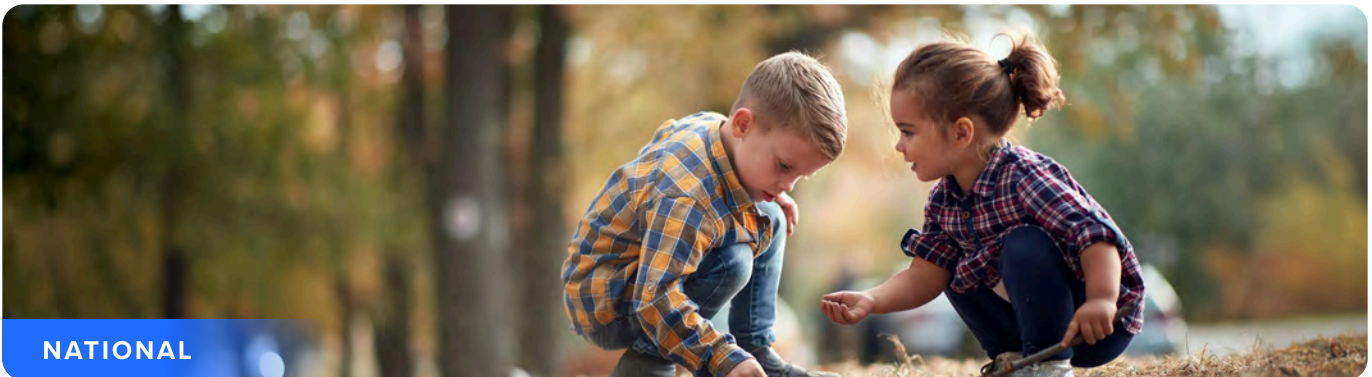
## Improving A1C Levels for Patients with Type 2 Diabetes with the [Healthy Eating Pilot](#)

In upstate New York, the Healthy Eating Pilot used Unite Us to connect patients with Type 2 Diabetes to nutritious food support—engaging 650+ providers and improving both food security and A1C outcomes.

**67%** of patients reported improved food security

**50%** of patients had lower A1C levels

**90%** invoice acceptance rate



## Streamlining Family Care Coordination with the [Child Neurology Foundation](#)

Together, Unite Us and the Child Neurology Foundation are building the infrastructure and partnerships needed to transform outcomes for people living with neurological conditions.

**91** community partners

**1.2K** cases created by CNF partners

**750+** referrals sent



# Scaling Across the Country

## 2025 Highlights

A snapshot of just a few networks that expanded their impact to serve their communities.

### WASHINGTON

**Unite Us Partners with Washington State Department of Corrections to Launch Resource Network for Reentry Support and Recidivism Reduction**

### NEW MEXICO

**Rio Arriba County Launches Initiative to Combat Health Fragmentation and Improve Community Well-being**

### FLORIDA

**Community Care Plan and Unite Us Collaborate to Boost Access to Vital Community Resources**

### OHIO

**Unite Us Receives Grant to Combat Ohio's Opioid Crisis and Expand Recovery Services in Montgomery County**

### ARIZONA

**Arizona's CommunityCares Network Sees 428% Growth, Streamlining Access to Vital Services for Arizonans**

### NEW JERSEY

**Virtua Health to Partner with Unite Us to Address Patients' Health-Related Social Needs**

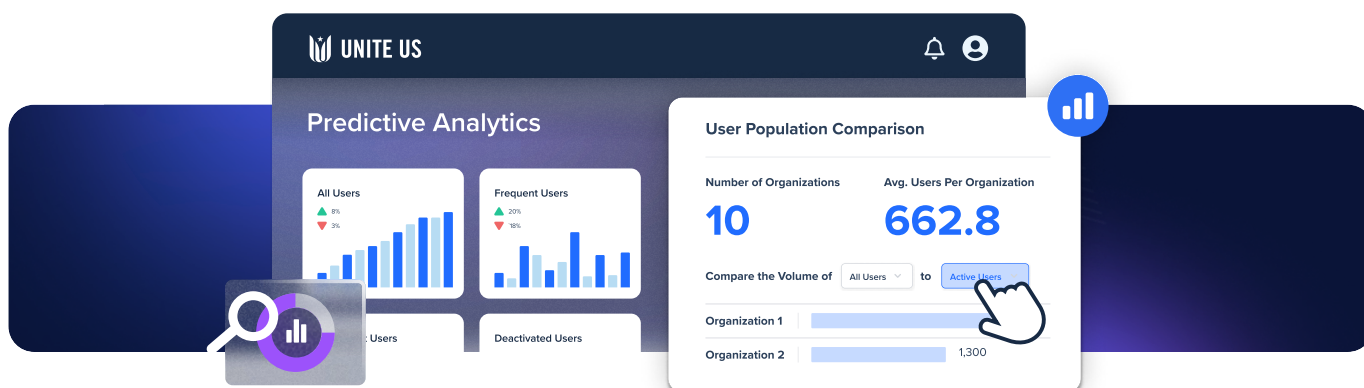
### VIRGINIA

**VHHA Solutions Enters Partnership with Unite Us to Strengthen Community-Based Health Care Coordination Across Virginia**



# Product Innovation

Innovation is core to how we deliver on our mission. In 2025, we sharpened our solutions to anticipate customer needs and continue to align with the industry's call for transparency and impact. We invested in smarter tools, cleaner workflows, and advanced analytics, setting the stage for an even more powerful infrastructure to enable the full lifecycle of care: Predict Needs, Deliver and Pay for Services, and Prove Outcomes.



## Insights: Predictive Analytics That Drive Action

In 2025, we upgraded our [Predictive Analytics](#) tools to get smarter and more actionable, helping our partners prioritize proactive decision-making over reactive reporting.

With these enhancements, partners can now identify high-risk populations sooner, allocate resources more strategically, and clearly demonstrate how community care interventions drive measurable health improvements and ROI.

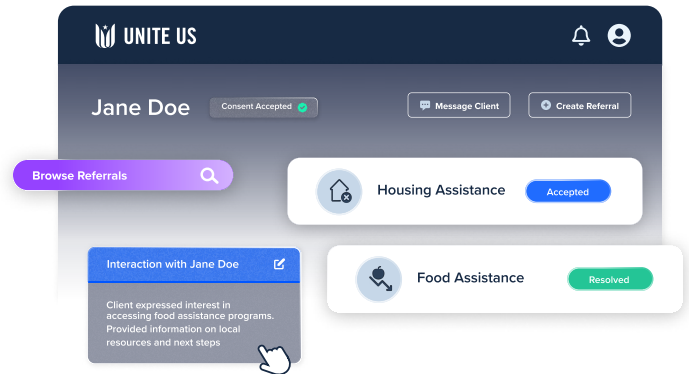
## What's new:

- **Advanced [Self Sufficiency Score](#)** to forecast and chart an individual's journey toward independence and stability
- **Faster, more accurate predictions** that surface trends before they become challenges
- **Enhanced visualizations and dashboards** that make complex data easier to understand and share
- **Deeper outcome analysis** connecting activity to health, cost, and operational results



## Platform: A Closed-Loop Referral System that Delivers Outcomes

Unite Us' [closed-loop referral system](#) connects individuals to the services they need while ensuring accountability at every step of the journey. In 2025, we enhanced this core experience to be faster, clearer, and more actionable for every user—from frontline staff to system administrators.



### What's new:

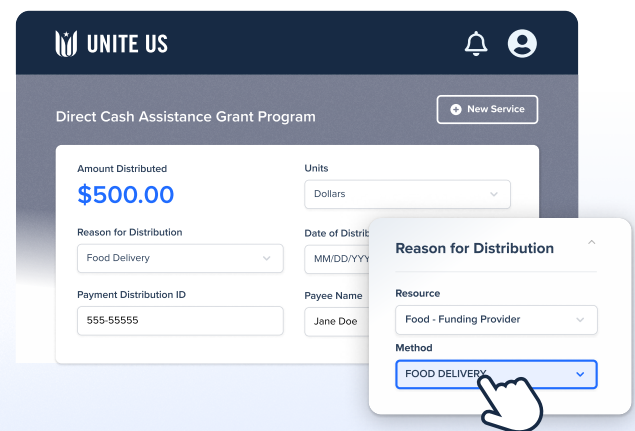
**Simplified workflows** that reduce administrative burden and shorten time to referral completion

**Improved visibility** into referral status, outcomes, and service gaps across networks

**Cleaner data capture** that strengthens reporting, compliance, and downstream analytics

## Payments: Driving Revenue Back into Communities

As financing for community services continues to evolve, Unite Us expanded its [social care revenue cycle management](#) tools to help our partners operationalize sustainability alongside impact. Partners used Payments to drive \$312M back into communities with faster reimbursement, clearer tracking, and greater financial confidence.



### What's new:

**More streamlined payment workflows** that simplify grant tracking and billing, reducing delays and administrative complexity

**Improved transparency** across funding sources, services delivered, and dollars reimbursed

**Stronger alignment** between services provided and outcomes achieved



## Turning Community Care into Credible Evidence of Impact

Together, these advancements empower communities to prove—not just promise—their impact. By unifying predictive insights, closed-loop referrals, and payments data, Unite Us enables partners to clearly link services delivered to real outcomes achieved across health and cost. We saw communities move beyond anecdote to evidence, demonstrating accountability to funders, policymakers, and the people they serve while telling a cohesive, data-backed story of what works.

This ability to measure, validate, and communicate impact strengthens trust, unlocks sustainable funding, and reinforces the essential role community-based care plays in driving long-term stability and well-being.

### Industry-Leading Product Launches:

- [Unite Us Launches Industry's First AI-Driven Community Resource Data Infrastructure, Moving the Sector's Focus to Outcomes and Impact](#)
- [Unite Us Unveils Smarter, User-Centric Capabilities to Improve Efficiency and Outcomes for Customers and the Millions of Individuals They Serve](#)

### Visionary Partnerships:

- [Deloitte and Unite Us Forge Strategic Collaboration to Strengthen Community Care Coordination to Drive Better Outcomes](#)
- [Collaborative for Healthy Rural America™ \(CHRA\) Launches to Transform Rural Healthcare Nationwide](#)
- [Unite Us and Nomi Health Partner to Accelerate and Streamline Payment](#)
- [Unite Us Launches its Closed-Loop Referral Platform for Social Care Availability in AWS Marketplace](#)





# The Heart of it All: Bringing People Together

From our **Medicaid Transformation Collaborative** series to **One Continuum** events, Unite us was at the forefront of national conversations on ROI and outcomes. Each event gave us a platform to showcase partner success and expand the narrative around accountability and impact when addressing drivers of health.





# Turning Impact into Momentum

In 2025, we strengthened the systems that make outcomes visible and actionable. As we look to 2026, we're focused on continuing to support every partner in scaling what works, demonstrating ROI, and improving lives. Together, we're turning measurable impact into sustained momentum for healthier, more resilient communities.

**Thank you for your continued trust, partnership, and collaboration. The best is yet to come.**

**Don't miss your  
opportunity to connect.**

