SHOA

Supportive Health Outreach Alliance LLC

Contracted community health worker teams for care coordination and resource navigation

Company overview

SHOA provides certified community health workers (CHWs) to health centers, hospitals, accountable care organizations, and community programs. Our teams meet clients before discharge or program exit and stay with them until they connect with medical care, behavioral health services, benefits, housing, and food. We extend our partners' existing care teams with the community-based follow-up that office-based staff rarely have time to provide.

Core competencies

Transitions of care. Pre-discharge introduction, appointment scheduling and preparation, transportation coordination, and follow-up until the visit takes place.

Benefits and application assistance. MassHealth, SNAP, SSI/SSDI, and housing applications, with document gathering and follow-up until a decision.

Behavioral health and recovery linkage. Referral to mental health and substance use treatment and to recovery supports, with confirmation of first contact.

Community outreach. Engagement at home, in shelters, and at community sites, and relationships with partner agencies.

Client education. Teaching clients to use the system on their own.

Documentation and reporting. Contact logs, referral outcomes, and program measures shared with partners under client consent.

Engagement models

Pilot: a defined client group and caseload for an initial term, with reporting

Hourly contract: CHW time billed by the hour

Monthly capacity block: a fixed monthly fee per full-time CHW

SHOA can support practices that bill Medicare Community Health Integration services by supplying trained CHWs under contract, subject to each practice's own compliance requirements.

Differentiators

Connection is confirmed. Every referral is tracked to a completed appointment, application, or placement.

Trust comes first. The CHW meets the client before discharge, so the first call afterward comes from someone the client knows.

A defined standard. SHOA hires CHWs who hold Massachusetts CHW certification or an equivalent credential and speak English and Spanish, and trains each in trauma-informed care, motivational interviewing, suicide prevention, and HIPAA privacy.

Capacity by contract. Partners add evening and community-based hours without the fixed cost of new positions.

Results you can see. Four measures are reported on every contract: completed first appointments or applications, days from referral to first contact, 30-day follow-up completion, and confirmed applications.

Company data

Legal name
Supportive Health Outreach Alliance LLC

Structure
Limited liability company

Service area
Merrimack Valley and Essex County, Massachusetts

NAICS codes
624190 Other Individual and Family Services (primary); 611430 Professional and Management Development Training

Additional service
Suicide prevention training for community members, organizations, and health care professionals

Certifications
WBE/MBE certified by the Massachusetts Supplier Diversity Office
Valid through September 24, 2029

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