



ON THE PULSE—EMPLOYEE NEWSLETTER

FROM THE DESK OF OUR CEO



Al Ballesteros, CEO

Dear JWCH Employees:

First, I want to wish everyone at JWCH a Happy New Year 2012.

Let's work together to have a wonderfully productive year.

I wanted to congratulate the JWCH Norwalk Regional Health

Center on winning the Pink Diamond Award in December 2011. The Pink Diamond Award is given to the highest performing clinic with respect to quality in the agency. During the JWCH Awards Dinner, we also honored 21 of the "Best of Best Employees" at JWCH. Their talent, commitment, and hard work should be applauded.

As you are aware, the year 2011 was very challenging for everyone at JWCH. Some of

the highlights were:

- The merger the with Mini-Twelve Step House in May
- Implementation of Electronic Health Record at Norwalk and the CCH. (Bell Gardens is scheduled in 2012).
- The opening of the Wesley Health Centers (Lynwood).
- The opening of the Wesley Health Centers (Bellflower) and central appointment call center.
- Preparation of two additional part-time sites: Wesley Health Centers at LA CADA (Santa Fe Springs) and Wesley Health Centers at Rita Walters (South Central Los Angeles).
- Purchase of a new Mobile Testing Unit vehicle.

In 2012, we continue to prepare the agency for the changes we anticipate will be coming in 2014 with Health Care Reform. We are

excited about the challenge, but need to stay focused on providing high quality health care to all our patients and clients.

This year, we have a number of new projects which will enhance the services we already provided.

Our agency continues to provide the high quality of care in the southeast region of the Los Angeles County. With the addition of Wesley Health Centers (Bellflower), we have created more access to our clinics. Currently, the site is open 17 hours per week.

I will continue to visit sites and speak to you about your individual roles and how they fit in the overall organization. My Executive Committee is committed to providing you with the tools to accomplish our mission.

Each employee has a responsibility to work towards a common goal of fulfilling the mission. For this, I want to thank everyone for all their hard work.

**Al Ballesteros, MBA
Chief Executive Officer**

2011 EMPLOYEE SATISFACTION SURVEY

The 2011 Employee Satisfaction Survey was completed from November 1, 2011 to November 30, 2011. The Human Resources Department emailed weekly reminders to employees concerning the completion of the survey. This year's surveys were either completed online (Survey Monkey) or via hard copy. A total of 148 surveys (an increase 67% increase from 2010 Employee Satisfaction Survey) were completed online while 15 hard copy surveys were collected.

Overall, the employee satisfaction rate was 85% satisfied. (The result was 83% satisfied in 2010.) Employees were over 90% satisfied with doing meaningful work, benefits, clear expectation of job, autonomy, supervision, co-workers, culturally diverse workplace and direction of the company. It was clear that JWCH employees are here because of the mission of the organization which is to improve the health status and well being of underserved segments of the population of Los Angeles County through the direct provision or coordination of health care, health education services, and research. The survey also indicates that employees are generally happy to have a job with benefits and working with people they enjoy. They know what is expected of them and appreciate the autonomy in doing their job.

The Executive Committee has also taken your

survey results concerns seriously and are making an effort to improve in results and have the best work environment. The Board of Directors has assigned the Executive Committee the task of improving operations while maintaining high quality of care. Recently, Al Ballesteros, CEO has assigned Brenda Sandoval, Director of Operations Improvement to address the concerns of the employee satisfaction surveys. She has taken on the challenge is to review staffing levels at the sites, review job tasks, assess training needs, and improve efficiency while maintaining high quality. Her job is important, but we will see the benefits from her work during the next Employee Satisfaction Survey. We want to thank all the employees who completed the survey. It was the largest number of responses ever. Your feedback is important to the Board of Directors and Executive Committee. Lastly, we wanted to express our appreciation to all the work you have done and will do for JWCH. We want to continue to be the Employer of Choice.

Information presented by **Andy Irie, MBA Chief Administrative Officer.**

February 12 to 18, 2012 An estimated 25 per-

Children of Alcoholics Week

cent of all children in the United States are affected by or exposed to a family alcohol problem. SAMHSA supports the National Association for Children of Alcoholics (NACoA) during its Children of Alcoholics (COA) Week. COA Week celebrates the recovery of the many thousands of children (of all ages) who have received the help they needed to recover from the pain and losses suffered in their childhood, and it offers hope to those still suffering from the adverse impact of parental alcohol and drug addiction.

During COA Week, we acknowledge the millions of children affected by a parent's substance use disorder and celebrate that there is hope and healing for these children now and throughout their lives. This week—and throughout the year—remember to ask, "What about the children?" when speaking about recovery from substance use disorders.



CENTER FOR COMMUNITY HEALTH ON THE MOVE

The CCH Hiking Club and The CCH Book Club

Members of the CCH Hiking Club come together to enjoy the outdoors, explore nature, have fun and get to know each other better! We meet once a month, usually the 2nd or 4th Saturday morning and hike a variety of trails throughout the area. Members of the CCH Hiking Club are challenging one another to be happier and healthier as we create adventures! New hikers of any skill level are always welcome! If you're like the members of CCH's Book Club, the first thing you want to do after finishing a good book is tell someone about it!



The CCH Book Club meets monthly, usually the 2nd or 4th Wednesday of the month to discuss our chosen book, get to know each other better, and choose our next book. We read a variety of titles and take turns choosing, so that everyone gets a chance to introduce the club to a favorite title. We warmly accept new members each month.

Happy Reading!

For more information contact: Dr. Jena Bowers jbowers@jwchinstitute.org

WELCOME TO JWCH NEW HIRES!

France Bernabe	Family Planning Director	Family Planning Program	December 1, 2011
Yazmin Chavez	Medical Assistant	Norwalk Regional Health Center	December 1, 2011
Christopher Hucks-Ortiz	Evaluation Specialist	HIV Prevention and Care Services	December 7, 2011
Juanita Alvarez	Community Outreach Worker	Medical Outreach Program	December 15, 2011
Mariela Bañuelos	Medical Assistant	Medical Outreach Program	December 16, 2011
Marisela Martinez	Medical Assistant	CCH	December 16, 2011
Miguel Rodriguez	Sr. Community Health Worker I	CSV Program	January 3, 2012
Rita M. Arroyo	Community Outreach Worker	LAST Project	January 3, 2012
Michael Khatibi, MD	Physician Specialist	Bellflower	January 17, 2012
Veronica Bryant	Medical Assistant/Front Office Clerk	CCH	January 17, 2012
Leticia Ponzarizni	Case Worker	ALPHA Project	January 18, 2012
Carlos Sanchez	Sr. Community Health Worker I	CSV Program	January 20, 2012

PINK DIAMOND AWARD RECOGNITION

I would like to express my appreciation to JWCH Institute and its Board of Director members, for the selection on this year's Pink Diamond Award 2011. The staff at Norwalk Regional Health Clinic has put forth its best efforts in serving the community and making patient care a priority. We approach the goal, to be the best, by serving one patient at a time and making changes one day at a time. The Norwalk team is up for the challenge to repeat our performance, and set the standards for the rest. The Norwalk staff and I want to THANK YOU for the honor of being this year's recipient.

Dear Team Norwalk, Congratulations on a job well done, and for the effort, time, and patience that you ALL put in to achieve the goal of being the best we can. We can do it if we set our minds to meet any expectation. Lets keep up the good work and go for a *repeat in 2012*.

Thank you,

Annabelle Munoz-Navarro

Clinic Administrator at Norwalk Regional Health Center

THE EXTRAORDINARY HWLA TEAM

Congratulations to the enrollment team for reaching this amazing milestone. Between our HWLA membership and our HMO members we are close to reaching the 5,000 membership benchmark.

Our HWLA Enrollment Team:

Alberto Moreno—Center for Community Health
 Aileen Ramirez—Bell Gardens
 Carlos Gonzalez—Bell Gardens
 Carolina Nieto—Norwalk Regional Health Center
 Fitz Rodrigo—Center for Community Health
 Juan Rivera—Eligibility Enrollment Coordinator
 Olivia Vera—Lynwood
 Tanya Orellana—PATH
 Wendy Triana—Recuperative Care

Thanks to all for your hard work and dedication! In the last 3 months of 2011, the Center for Community Health, Norwalk and Bellflower have combined for a total of 165 HMO conversions!

Eduardo A. Gonzalez
 Chief Operating Officer

As of January 2012, JWCH has enrolled into HWLA the following:

Covenant House:	1
Undetermined site:	3
Abbey Apt.:	8
Bell Shelter:	35
Weingart:	44
PATH:	201
Lynwood:	267
Bell Gardens:	451
CCH:	703
<u>Norwalk:</u>	<u>708</u>
HWLA Total:	2,421
Medi-cal HMO Total:	2,375
Grand Total:	4,796

THANK YOU FOR CALLING JWCH

The Wesley Health Centers-Appointment Center opened in September 2011 as an extension of our medical clinics. The goal of the Appointment Line is to provide the **best** possible service to all patients of the Wesley Health Centers. The Appointment Center is currently taking patient calls for Norwalk, Bell Gardens, Lynwood and our new Bellflower clinics. The team focuses on scheduling appointments for new and current patients and resolving issues. The Appointment Center representatives are

vigorously working to improve our patients' experiences and in the process strengthen the relationships with each one of them.

Wesley Health Centers Appointment Center

14371 Clark Avenue
 Bellflower, CA 90706
 Call Center Tel:
 (562) 867-7999

Hours of Operation

Monday - Friday :
 7:30 am - 6:00 pm
 Saturday- 8:00
 am -12:00 pm



EMPLOYEE Q&A SECTION

Employee:

Can I borrow against my retirement plan (401 (k) profit sharing plan?)

Dear Employee,

In response to your question, you may request a loan from the plan at any time during your employment in cases of financial hardship only. Loans are subject to some of the following requirements:

- ◆ The minimum loan amount is \$1,000.
- ◆ Loans may be permitted only in cases of financial hardship.
- ◆ You may apply for a loan only once during any plan year.
- ◆ You may have two (2) loans outstanding at any time.
- ◆ The maximum term to repay your loan is 60 months except in limited circumstances such as purchase or repair of your primary residence.
- ◆ Loan repayments will be made only through salary deduction unless you submit a check to repay the entire outstanding balance of your loan.

For more information on how to obtain a loan from your 401 (k) retirement plan or any other questions, please contact the JWCH Human Resources Department.

WOMEN'S HEALTH IN SKID ROW

JWCH Medical Clinic at the Downtown Women's Center
One year Anniversary

One year ago, on January 28th, 2011, JWCH Institute began providing women's health and primary care services at the new Downtown Women's Center facility at 442 S. San Pedro Street. The four exam room clinic was designed to meet the needs of the Center's residents and day center participants. With soothing colors, artwork and state of the art medical equipment, the clinic is a major source of medical care for women living on skid row. The compassionate and dedicated staff at the clinic is Sharon Perry, MA, Daniela Espinoza, Clerk, Dr. Susan Stangl, provider and Jill Rotenberg, Clinic Administrator. Through our continued collaboration with the Downtown Women's Center and their support, we are able to provide the women in the community a medical home.

Clinic hours are on Monday's and Friday's, from 9:00am-3:00pm through June and Tuesday's and Friday's, at the same times, thereafter. For more information or to make an appointment, please contact the clinic at (213) 223-2900.



55% rated their general health as poor or fair
63% have a physical or mental disability
-*2010 Downtown Women's Needs assessment

COMPUTER SAFETY

Worksite equipment and networks used by JWCH employees, including web browsers, e-mail systems, telephones, cell phones, data storage devices (including but not limited to DVDs, flash drives, and CDs) and more, may be used only to process and communicate business-related data, messages. JWCH data should be only used for authorized work related purposes, not for personal use. All JWCH equipment, resources, and data should be kept in a safe location. Users are encouraged to do weekly backups of their data to insure restoration in case of a system crash which should also be kept in a safe location. Employees are responsible for protecting information from unauthorized disclosure.



Electronic Communications and Information Security Policy

BEST OF THE BEST

CSV Program

BEST Program

Dr. Dennis Bleakley
Cheron Conley
Paolina Nochez
Sonya Boyd
Marisol Gonzalez
Roman Soberanis
Toni Redix
Angelica Arroyo
Miriam Andrade
Terri Jemison
Pierre Chambers
Ly Quach
Gloria Ybarra
Vanessa Alonso
Jonathan Ditty
Paul Cha
Leticia Ramirez
Carolina Espinoza
Jose Martin Machuca
Guillermo Orellana
Vanessa Landin

Orlando Rivera (Project Coordinator)
Linda Rodriguez (Project Manager)
Provider- CCH
Medical Assistant-CCH
LVN, PATH Clinic
Admin Assistant-Mini 12 Step
CHW- Lynwood
Sr. CHW- CCH
Supervising NP- Family planning
Phlebotomy Tech 1- Bell Gardens
Project Coordinator- Humphrey
Community Outreach Worker-CCH
Sr. CHW II- Mobile Testing Unit
Finance- Corporate
Administrative Assistant- Corporate
Billing and Collection Specialist
Assistant to the CMO- Corporate
Clinic Administrator- CCH
Clinic Administrator- Lynwood
Human Resources Associate
IT Technician- Corporate
IT Program Manager- Corporate
Marketing- Bell gardens

Congratulations!

HEART OF GOLD THRIFT STORE

Support our **Heart of Gold Thrift Store** and see the wide selection of items we carry.

Stop by and take advantage of these great deals! If you've done your spring cleaning and still don't know what to do with it, you can donate it to our store as well. We can arrange for a pick up at your home.

For Donations we accept:

- Clothing · Furniture · Shoes · House-wares · Books · CDs · DVDs · Jewelry · Electronics · Sporting Goods · Appliances
- Antiques/Collectibles · Musical Instruments · Pet Clothing

All proceeds benefit JWCH Programs and Medical Services.

Heart of Gold Thrift Store

5709 N. Figueroa Street
Los Angeles, CA 90042

(323) 259-8744

Located on the corner of 57th Ave.
and Figueroa

