

# Building True Connections

COMMUNITY IMPACT REPORT 2012-2017





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**JAMIE SCHLOTTMAN**

CEO & Plan President  
Louisiana Healthcare Connections

## Building True Connections

A sense of belonging and acceptance is a powerful necessity. Our fundamental requirement for positive, personal relationships reflects a basic, human desire that is important to our physical and emotional health. Simply put, we're all looking for connections...because we *need* them.

A Healthy Louisiana Medicaid plan launched in 2012, Louisiana Healthcare Connections provides the best benefits and programs possible in order to improve the overall health of the families and communities we serve. But our mission encompasses much more than providing health insurance.

By investing in partners who share our passion for healthy communities, Louisiana Healthcare Connections is “building true connections.” And because they play a critical role in supporting the care our members receive, community relationships are at the heart of helping create a healthy, vibrant and thriving quality of life—for everyone.

Our first community impact report, *Building True Connections*, condenses six years of passionate dedication to the health of our members and celebrates dynamic partnerships across the state of Louisiana. I am hopeful you will find it both informative *and* inspiring.



## OUR PURPOSE

Transforming Louisiana's health one person at a time.

## OUR MISSION

To provide the best benefits and programs possible in order to improve the overall health of the families and communities we serve.

## OUR VISION

Delivering quality healthcare through local and community resources that reflect and honor Louisiana's unique and vibrant way of life.

## OUR VALUES

### **SENSITIVE**

We support diverse community and cultural values.

### **ENGAGED**

We maintain a friendly, positive and upbeat attitude in all endeavors.

### **COMPASSIONATE**

We treat everyone with kindness, dignity and respect.

### **FAMILIAR**

We bring trusted, local partners and resources to every relationship.

### **RELIABLE**

We provide coordinated services with responsive, diligent efficiency.



*By working for a company that gives so much to the community and is committed to my personal service, I am giving ‘twice.’*

**EVELYN J. FOSTER**  
Marketing & Communications Specialist—Events



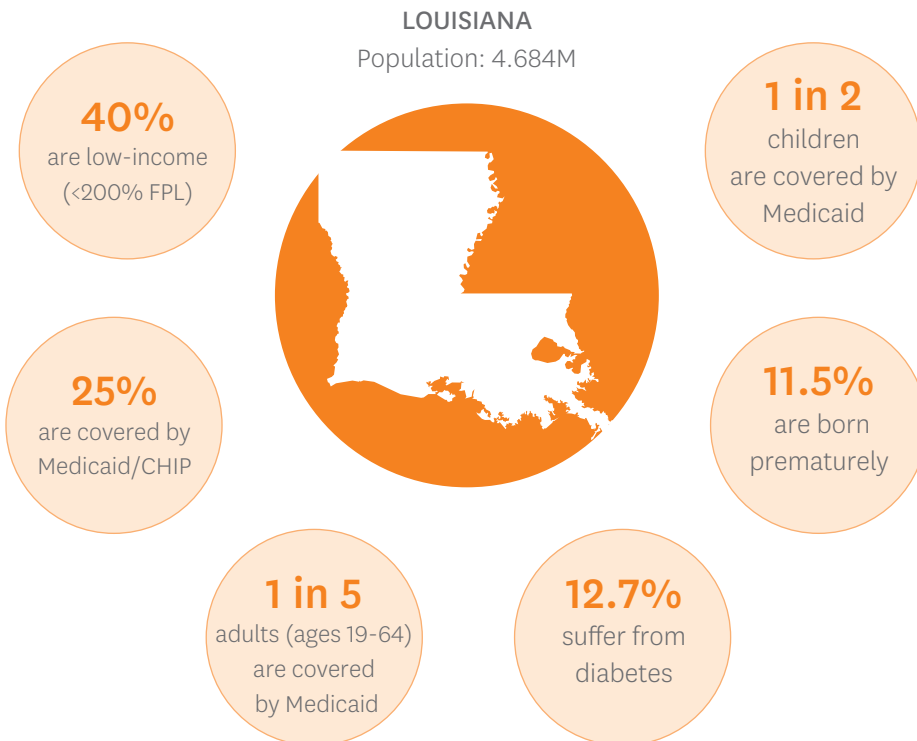
## OUR COMMUNITY INVESTMENT PHILOSOPHY

*Louisiana Healthcare Connections seeks relationships where existing skills can be leveraged, current capacity is enhanced, and collective impact is broad but meaningful.*

Good health starts in the places where we live, learn, worship, work and play. And because, at the local level, many of the solutions for good health already exist, investing in those solutions means positively impacting the health and health outcomes of our members. Deeply connected to their constituents, community-based organizations address a range of unmet social determinants—from housing, employment and safety to hunger, education and mental health. Vital to our mission, their services go beyond the established scope and control of the traditional “health plan.”

But we are not a traditional health plan. And investing in community-focused services is very much within our reach as well as our responsibility.

## WHO WE SERVE



## WHO WE ARE

### A Healthy Louisiana Plan

Managed by the Louisiana Department of Health, the Healthy Louisiana program provides comprehensive, high-quality healthcare coverage for the majority of Louisiana's Medicaid and LaCHIP beneficiaries.



### CORE FEATURES

#### Healthy Louisiana:

- Gives Medicaid beneficiaries a choice of five health plans
- Drives improvements to outcomes and cost through market competition
- Expands the benefits available to health plan members
- Creates budget predictability and cost savings for the state
- Is monitored and evaluated by the Louisiana Department of Health on an ongoing basis

#### Healthy Louisiana covers:

- Children and pregnant women
- Women with breast cancer
- The blind, elderly and disabled
- Working, low-income adults and other eligible populations (through Medicaid Expansion passed January 2016 in Louisiana)

## CORE BENEFITS

All Healthy Louisiana health plans offer an array of core benefits and services, including:

- Primary and Specialty Care
- Maternity Care
- Prescription Medications
- Emergency Care
- Labs and Imaging
- Mental Health Treatment
- Medical Transportation
- Vision and Eyewear
- Immunizations





## OUR INVESTMENT

### At A Glance

Louisiana Healthcare Connections has grown from a company with 100 employees to over 650 and from one office to five. When taken collectively, our combined impact reflects both reach *and* depth.



**23,745+**  
COMMUNITY SERVICE HOURS



**290+**  
COMMUNITY PARTNERS



**7,400+**  
COMMUNITY EVENTS



## TRUE PARTNERS

Over our first six years working to improve Louisiana's health, we're proud to have partnered with these community organizations.

Action Against Addiction  
A Pregnancy Center  
Abounding Love Ministries  
Abraham's Tent  
Acadiana Breastfeeding Coalition  
Access Health Louisiana  
Allen Action Agency Head Start  
Alpha Phi Alpha Fraternity, Inc.—Natchitoches  
Alphonse Jackson Early Head Start Center  
Alzheimer's Association  
American Heart Association—  
Capital Area Chapter  
Amite Rural Health Clinic  
Andrew P. Sanchez & Copelin-Byrd  
Multi-Service Center  
Antioch Church  
Armstrong DeWilliams Adult Day Health Care  
Armstrong Middle School  
Ascension Council on Aging  
Ascension Parish School Board  
Assumption Parish Council on Aging  
Assumption Parish Head Start  
Assumption Parish Library  
Avoyelles Community & Youth Coalition  
Avoyelles Parish Healthy Coalition Initiative  
Avoyelles Pediatrics  
Baptist Community Health Services  
Baton Rouge Youth Coalition (BRYC)  
Battered Women's Shelter  
Beacon Light Baptist Church  
Beauregard Ministry Alliance  
Belle Chasse Community Health Center  
Belle Chasse School  
Belle Rose Primary & Middle Schools  
Benjamin Franklin Elementary Mathematics  
& Science School  
St. Vincent de Paul Bishop Ott Sweet  
Dreams Shelter

Black Heritage Festival  
Bladesfield Church of God in Christ—Kentwood  
Body of Christ Fellowship Church  
Boothville-Venice Elementary School  
Boys and Girls Club —Shreveport, St. Tammany,  
Southeast Louisiana  
Braswell Drugs Pharmacy  
BRBAC's Metro Health Education  
BREC Foundation  
Brenda H. Hunter Head Start  
Caddo Parish Juvenile Services  
Calcasieu Council on Aging  
Calcasieu Parish School Board  
Capital Area Agency on Aging  
Capital Area Alliance for the Homeless  
Capital Area United Way  
Capital Area Human Services District  
Care South (formerly Capitol City Family  
Health Center)  
Carter C. Raymond Elementary School  
Court-Appointed Special Advocates (CASA)—  
Capital Area, St. Landry Parish  
Catholic Charities  
Catholic Charities Diocese of Baton Rouge  
Parenting Center  
Central Elementary School  
Central Louisiana Homeless Coalition  
Central Louisiana Human Services District  
Central Louisiana Food Bank  
Central Tangipahoa Head Start  
Charles R. Kelly Community Center  
Chateau De Notre Dame  
Child Advocacy Center  
Children's Coalition for Northeast Louisiana  
Children's Hospital—New Orleans  
Christian Baptist Church  
Christian Worship Center  
Youth BLAST—St. Landry Parish

City of Alexandria  
City of Baton Rouge (Department of Human Development Services)  
City of Colfax  
City of Lake Charles  
City of Monroe  
City of New Orleans  
City Pharmacy and Home Medical  
City Year Baton Rouge  
Community Kitchen  
Community Outreach Center  
Community Pregnancy Center  
Cornerstone Learning Center—Alexandria  
Council on Aging—Ponchatoula  
Council on Alcoholism & Drug Abuse of Northwest LA  
Covington Food Bank  
Community School for Apprenticeship Learning  
Daughters of Charity Foundation  
David Raines Community Health Centers  
David Raines Head Start  
Delta Sigma Theta Sorority  
DeRidder High School  
Dillard University  
Diocese of Alexandria  
Dorseyville Elementary School  
East Baton Rouge Council on Aging  
East Baton Rouge Parish Schools  
Eden Park Elementary  
Edgewater Church  
Elisha Ministries, Inc.  
Ellender Memorial High School  
Einstein Charter School  
Epps Library  
Evangeline Parish Head Start  
Excelth  
Exxon Mobil YMCA  
Families Helping Families—Jefferson, Orleans and Southwest Parishes  
Families in Need of Services—St. John the Baptist  
Fannie C. Williams Charter School  
First Shiloh Missionary Baptist Church  
Food Bank of Northeast Louisiana

Foreman-Reynaud YMCA  
Forest Hill Elementary School  
Franklinton Head Start  
Fred's Pharmacy  
Freeman-Matthews Head Start  
Friends of The Library  
Geismar Community Center  
Girls Hope Boys Hope  
Glad Tidings Church—Lake Charles  
Glen Oaks Baptist Church  
Glen Oaks Park Elementary School  
God's Food Box—DeRidder  
Good Samaritan Food Bank  
Good Samaritan Thrift Store  
Grace Place Ministries—Monroe  
Grand Coteau Head Start  
Grandparents Raising Grandchildren  
Grant Council on Aging  
Grant Parish Healthy Coalition Initiative  
Greater Baton Rouge Food Bank  
Greater St. Stephen Full Gospel Baptist Church  
Gretna United Methodist Church  
Gulf Coast Homeless Coalition  
Health Care for Homeless Veterans Program  
Head Start—Caddo Community Action Agency, Inc.  
Healthy Initiative Coalition  
Healthy Start  
Holy Ghost Diner  
Home Health Care 2000, Inc.  
Hope Center for Autism  
HOPE Connections Homeless Coalition  
Horseshoe Drive Baptist Church  
Iberia Comprehensive Community Health Center  
Iberville Parish Head Start  
Immaculate Heart of Mary Church  
Immaculate Heart of Mary School  
Innis Community Health Center  
Jack and Jill of America—Baton Rouge  
J.B. Nachman Elementary School  
Jessie D. Clifton Elementary School  
Jefferson Community Health Care Centers—Marrero  
Jefferson Parish Head Start


J.I. Watson Elementary School  
Job Corps  
JS Clark Leadership Academy  
Julius Patrick Elementary School  
Junior League of Baton Rouge  
Just Kids Dental  
K.R. Hanchey Elementary School  
Kentwood High School  
Kingsley House  
Kidcare Louisiana  
Knights of Peter Claver  
Kool Smiles  
LATAN (Louisiana Assistive Technology Access Network)  
LPB (Louisiana Public Broadcasting)  
L.S. Rugg Elementary School  
Louisiana Delta Community College  
Louisiana Parenting Education Network (LAPEN)  
Lafayette Social Service Agency Network  
Lafourche Parish Library  
Lake Charles Memorial Hospital for Women  
Lee High Magnet School  
Livingston Head Start  
Livingston Parish Human Services Coalition  
Livingston Youth and Family Together  
Livonia School-Based Health Center  
Lord Save the Children Ministry  
Louisiana Educational Advancement Project (LEAP)  
Louisiana Healthy Communities Coalition—Bayou Region  
Louisiana Medical Association  
Louisiana Partnership for Children & Families  
Lowery Middle School  
LSU AgCenter (Louisiana State University)  
Maddie's Footprints  
Majestic Youth Development  
The Malcolm Jenkins Foundation  
Manna House Ministries (Feeding the Hungry)  
March of Dimes  
Maringouin Senior Center  
Mary Goss Nursing Home

Donaldsonville Mayor's Youth Advisory Council  
 McDonogh 35 Senior High School  
 Medical Group Management Association  
 Melrose Elementary School  
 MetroMorphosis  
 Martin Luther King Library—New Orleans  
 MLK Coalition  
 Louisiana Purchase Gardens & Zoo—Monroe  
 Monroe Mini League Softball  
 Mount Olive Baptist Church  
 National Alliance on Mental Illness (NAMI)—St. Tammany  
 National Association of University Women (NAUW)—Rayne  
 National Parkinson Foundation—Southwest Louisiana  
 Nazarene Baptist Church  
 New Antioch Missionary Baptist Church  
 New Belmont Baptist Church  
 New Direction Missionary Baptist Church  
 New Evergreen Baptist Church  
 New Horizons Independent Living Center  
 New Orleans Recreation Development Commission (NORDC)  
 New Scott Olly Baptist Church  
 Noel Neighborhood Ministries Food Pantry  
 North Iberville Elementary School  
 Northeast Elementary School  
 Northwest Louisiana Human Services District  
 Oak Park Elementary School  
 Oak Park Plaza Housing Properties (Volunteers of America)  
 Oberlin Head Start Center  
 Open Health Care Clinic  
 Ouachita Parish Public Library  
 Our Daily Bread Food Bank—Tangipahoa  
 Our House Help for Teenagers—Monroe  
 Our Lady of Fatima School—Lafayette  
 Our Mother of Mercy Catholic Church  
 Pineville Junior High School  
 Plaquemines Community/Stakeholders for Public Involvement Plan  
 Primary Health Services Center  
 Project Celebration, Inc.

Pryce/Miller Recreation Center  
 Rapides Parish Healthy Initiatives Coalition  
 Rapides Parish Library  
 Rapides Senior Citizens Center  
 Ready-Set-Go Child Development Center  
 Regina Coeli Child Development Center  
 ReNEW Schaumburg Elementary School  
 Resources for Independent Living  
 Richwood High School  
 RKM Primary Care  
 Ryan Elementary School  
 Salvation Army  
 Salvation Army Boys and Girls Club  
 Save the Children Head Start  
 Shiloh Baptist Church—Alexandria  
 Shreve Memorial Library  
 Slidell Head Start and Early Head Start  
 Solutions to Poverty Coalition  
 South St. Landry Community Library  
 Southeast Community Health Systems  
 Southeastern Louisiana University Head Start  
 Southside Elementary  
 Southwest Primary Healthcare Center  
 Southwest Louisiana Sickle Cell Anemia Disease Foundation  
 St. Charles Community Health Center  
 St. Augustine Catholic Church  
 St. Benedict the Moor  
 St. Catherine of Siena Catholic Church  
 St. Elizabeth Hospital  
 St. Helena Human Services Coalition  
 St. Helena Middle School Health  
 St. Helena Parish Hospital & Nursing Home  
 St. John the Baptist Head Start  
 St. John the Baptist School Board  
 St. Luke Missionary Baptist Church  
 St. Tammany Commission on Families  
 St. Tammany Social Services  
 St. Vincent DePaul  
 St. Vincent DePaul Thrift Store  
 Star Hill Church  
 Southern University Ag Center  
 Southwest Louisiana Sickle Cell

Anemia, Inc.  
 Summerfield Senior Living  
 SWLA Center for Health Services  
 Sylvia's Nursery School  
 T.R.E.E. House Children's Museum  
 Tangipahoa Parish Library  
 Tangipahoa Voluntary Council on Aging  
 Teche Action Clinic  
 Terrebonne Parish Library System  
 The Diabetic Kitchen—New Iberia  
 The Trace (Assisted Living Facility)  
 Trinity Christian Community Center  
 Tulane University School of Public Health and Tropical Medicine  
 United Christian Faith Ministries  
 United Way  
 United Way of Southwest Louisiana  
 Upward Bound Program  
 Urban League—Greater New Orleans  
 Virginia Baptist Church  
 Volunteers of America—Caddo Parish, Central Louisiana, Greater Baton Rouge, Southwest Louisiana  
 Washington Parish Community Health Center  
 Washington Parish Coalition on Human Services  
 Wilcox Academy of Early Learning  
 Winn Community Health Center  
 Winn Parish Council on Aging  
 Young Leaders Academy—Baton Rouge  
 Youth Empowerment Project—St. Charles  
 YWCA—Greater Baton Rouge, Alexandria



A portrait of a man with short, dark hair, wearing a light-colored, textured blazer over a dark, patterned shirt. He is looking directly at the camera with a slight smile. The background is a blurred, light-colored indoor setting.

*Because I am supported 100% by  
Louisiana Healthcare Connections,  
I am inspired to do even more  
through my volunteer efforts.*

**JASON RICH**

Behavioral Health Peer and Family Liaison



# COMMUNITY CONNECTIONS

## NO ONE EATS ALONE DAY

**WHAT** A positive prevention initiative designed to promote inclusion among elementary and middle school students.

Developed by the non-profit Beyond Differences, No One Eats Alone Day educates participants about social isolation and leads them through activities designed to demonstrate how feeling alone or being excluded can have negative impacts on their health, well-being and personal development.

For the program, Louisiana Healthcare Connections presented original stories and characters who depicted social isolation scenarios. Afterwards, students were engaged in Q&A around how the scenes could have gone differently. “Lessons learned” were put into action during lunch where students were paired with peers they didn’t know. Louisiana Healthcare Connections facilitators posed ice-breaker topics designed to encourage positive and comfortable interaction amongst the students.

**WHEN** February 10, 2017—National No One Eats Alone Awareness Day

**WHERE** Benjamin Franklin Elementary Mathematics and Science School (New Orleans)

**WHO** 100 Benjamin Franklin Elementary fifth-grade students

**WHY** A preventable public-health crisis, social isolation affects millions of students and has been identified as a precursor to bullying, self-harm and community violence.

*Benjamin Franklin Elementary Mathematics and Science School was one of more than 2,000 schools across the country that celebrated No One Eats Alone Day. The initiative reached more than 1 million students. No One Eats Alone is also sponsored by the Centene Charitable Foundation.*



“Our 5th grade class, teachers and administrators all thoroughly enjoyed No One Eats Alone Day. It was encouraging to see our students so engaged. My favorite part of the program was watching the Louisiana Healthcare Connections team model ‘inclusive behavior’ at lunch. This will become an annual hallmark event for our school!”

— Charlotte L. Matthew

Benjamin Franklin Elementary Mathematics and Science School Principal



## IRMA THOMAS CONCERT

- WHAT** An intimate portrait of Louisiana Healthcare Connections’ official spokesperson and former Medicaid recipient Irma Thomas—as told by her and followed by a live performance of her most beloved songs.
- WHEN** September 16, 2014
- WHERE** Children’s Hospital Auditorium (New Orleans)
- WHO** Children’s Hospital patients, their parents, volunteers and staff
- WHY** For children experiencing a painful recovery, a clinical setting can be frightening and disorienting. But a positive morale contributes to a better, often faster recovery. For children who require long-term hospital stays, fun, emotional engagement is an important part of their care.

*The only full-service hospital dedicated to children in Louisiana and the Gulf South, Children’s Hospital provides comprehensive pediatric health care which recognizes the special needs of children through excellence and continuous improvement of patient care, education, research, child advocacy and management. All who attended the special concert enjoyed listening to—up close and personal—“The Soul Queen of New Orleans.”*



“Irma is my all-time favorite New Orleans artist! And getting to hear her talk and sing was a much-needed distraction from the worry and anxiety over my daughter’s recovery. She loves Irma, too, and sang every word to ‘Wish Someone Would Care’ with her.”

—Audience member



# COMMUNITY CONNECTIONS

## F.M. BOLEY GREENHOUSE

**WHAT** In 2016, Louisiana Healthcare Connections and the Centene Foundation for Quality Healthcare granted IDF and the Iberia Parish Government \$110,000 in support of their mission to teach the importance of good nutrition. The result: a greenhouse featuring supplemental gardens and occupying 100’ x 100’ of the campus at a local charter school. The community’s premiere growing and teaching space, the F.M. Boley Greenhouse is a key component of their “lifelong health” vision.

**WHEN** March 24, 2016

**WHERE** Francis M. Boley STEM-Ag Academy (Jeanerette)

**WHO** Iberia Development Foundation (IDF) in partnership with Iberia Parish Government

**WHY** Food insecurity often means a household must choose between eating and having basic necessities such as medical care or housing. In Louisiana, food insecurity has been identified as one of the most serious social determinants of health. Combatting it while educating children about the advantages of fresh foods will have dynamic, long-term impact.

*Since its creation, the F.M. Boley Greenhouse has hosted summer programs and community-wide agricultural events. Children learn how to make pickles from cucumbers grown in the greenhouse, incorporate recycling efforts by using shredded newspaper to make “starter pots,” dissect flowers, plant seeds, build compost bins and harvest fruits and vegetables used in cooking classes. Produce grown in the garden is consigned and sold at Da Berry Fresh Market—a fresh produce market and job training program.*



“This place provides amazing opportunities for my children to learn about gardening and growing healthy foods.”

— Parent of F. M. Boley student





## EAT FOR LIFE FRESH FOODS HEALTH FAIR

**WHAT** Day-long, health fair designed to showcase the benefits of growing, cooking and eating fresh fruits and vegetables. The event featured planting demonstrations, nutrition tests for the children, the construction of two planters for the Kingsley House garden, rock climbing, sack races, jump rope, hula hoop and dancing—activities that demonstrated ways to have fun while exercising.

**WHEN** June 10, 2011/June 28, 2012

**WHERE** Kingsley House Main Campus (New Orleans)

**WHO** Over 500 Kingsley House Head Start, Summer Camp and Elder Care participants

**WHY** Louisiana has the sixth-highest adult obesity rate in the country, and the problem is growing. But studies show receiving nutrition education at a young age contributes to a healthier lifestyle and better eating choices as an adult.



*With an emphasis on nutrition, Eat for Life demonstrations included fun activities like, how to make and mix your own trail mix and how to make a tasty fruit smoothie. Five hundred vouchers redeemable for \$10 in tokens at the Crescent City Farmers Markets were distributed for future field trips to the local farmers markets. Participating partners included:*

- Kingsley House
- Marketumbrella.org
- Prevention Research Center at Tulane University
- LSU Ag Center—Smart Bodies Program
- Crescent City Farmer’s Market
- William Carey University
- Radio Disney
- Parkway Partners
- Just Kids Dental

“Eat for Life was a huge success and we are grateful for the support and resources Louisiana Healthcare Connections dedicated to ensuring a dynamic day for all who attended. Because of their commitment to community health, children, their parents and seniors were able to learn about and experience a critical healthcare message: ‘you are what you eat!’”

—Keith H. Liederman, Ph.D.  
Kingsley House Executive Director



# COMMUNITY CONNECTIONS

## URBAN CONGRESS INITIATIVE

- WHAT** A convening of “delegates” engaged in deliberation and dialogue to create action around the strengths and challenges of African-American boys and men in Baton Rouge.
- WHEN** April 16, 2016/April 8, 2017
- WHERE** Baton Rouge Community College (Baton Rouge)
- WHO** MetroMorphosis and over 500 elected, community, business and faith-based leaders
- WHY** To shift a community mindset regarding African-American males from a deficit to an asset-based approach that recognizes and celebrates the ways in which AA males contribute to Baton Rouge. To acknowledge and amplify the systemic nature of the problems AA males face and to identify the tools and resources they need to realize their goals and aspirations.



### THE MOVEMENT MATTERS: 7 GOALS

1. Build on existing African-American male leadership skills: focus on parenting/ family, mentoring, and community service.
2. Broaden access to primary health, mental wellness, and addiction recovery services.
3. Expand the number of African-American boys entering kindergarten who are ready to learn and who are able to advance annually at or above their grade level.
4. Grow the high school and college graduation rates of African-American males.
5. Cultivate generational wealth by increasing business ownership and financial literacy.
6. Enhance access to and acquisition of workforce-engagement credentials for African-American males who lack a university degree.
7. Cultivate “decarceration” and advance opportunities for successful re-entry and restoration of full citizenship for African-American males.

“This is a movement. Not a moment.”

— Pastor Raymond Jetson  
CEO & President, MetroMorphosis



## BULLYING PREVENTION

- WHAT** A special program held in conjunction with National Bullying Prevention Awareness Month and featuring a traveling Anti-Bullying “Graffiti Wall,” with art therapist and wall-creator Lindsey Vance giving participants an opportunity to express themselves in words and pictures.
- WHEN** October 31, 2013
- WHERE** Oak Park Elementary School (Lake Charles)
- WHO** Over 150 4th and 5th graders along with Lake Charles Mayor Randy Roach
- WHY** Bullying can often leave devastating and long-term effects such as a loss of self-esteem, increased anxiety, and depression for those involved. But with knowledge, awareness and education, it can be prevented.

*“...bullies are no fun. I know it may be hard to do, especially when your feelings are hurt, but try to ignore him and repay his meanness with kindness! When he is mean on the outside, he may actually be really sad on the inside.”*

— Excerpt from **Splotch the Madpole Does a Whole Lot of Bullying** by Michelle Bain



“It’s important to make students aware—at an early age—of the importance of not reacting to bullying but, instead, of using a positive, proactive stance. As elementary students, our children face those conflicts, too. But hearing speakers share real-life experiences may impact how they handle those conflicts as they mature.”

—Melinda Hardy  
Oak Park Elementary Principal



# COMMUNITY CONNECTIONS

## CENTER OF EXCELLENCE CAPITAL INVESTMENT

- WHAT** A \$600,000 gift towards the re-location and expansion of the Urban League of Greater New Orleans’ 20,000 square foot Mid-City headquarters.
- WHEN** December 2014
- WHERE** 4640 Carrollton (New Orleans)
- WHO** Urban League of Greater New Orleans (ULGNO)
- WHY** To broaden the impact of an organization in need of additional space for programs such as the Urban League Women’s Business Resource Center, Project Ready, Workforce Development, and Parent Information Center. Hosting more than 10,000 visitors a year, the ULGNO recognized the need for a larger physical presence to accommodate increased demand for its vital services.

*Celebrating 80 years of service, the Urban League of Louisiana (ULLA) works to enable African-Americans and other communities seeking equity to secure economic self-reliance, parity and civil rights. Headquartered in New Orleans with a satellite office in Baton Rouge, the Urban League’s three Centers of Excellence are focused on the areas of education and youth development, workforce and economic development and public policy and advocacy.*



## Urban League of Greater New Orleans



“Resilience and tenacity are hallmarks of the New Orleans ethos and the Urban League of Greater New Orleans continues that tradition. The leadership and vision they provide to the people of our city is vital to our community as well as to the state of Louisiana. So I am particularly grateful to partners like Louisiana Healthcare Connections who not only support their incredible impact but also enhance it.”

— State Representative **Walter Leger, III** (D-New Orleans)

*I am dedicated to my work and to volunteering. So I am very fortunate to be employed by a company whose mission is focused around helping others.*

**MICHELE SULZER**

Quality Systems Analyst, G&A-Operations





# COMPANY CONNECTIONS

## HIGH FIVE!

By investing in employees who bring a personal commitment to community service, Louisiana Healthcare Connections is building true connections internally as well. “High Five!” is the company motto for celebrating co-workers and peers whose individual and team efforts contribute to maintaining positive morale, pursuing the company vision and developing improved skills. Through everyday passion and dedication, employees building true connections—for each other, for our members and for our communities—remain the foundation of Louisiana Healthcare Connections’ continued success.

## ENGAGEMENT THROUGH EMPOWERMENT

Through its Employee Engagement Committee (EEC), Louisiana Healthcare Connections ensures employees at all levels are empowered throughout the year in their efforts to engage and support each other. Comprised of enthusiastic team players who “possess a passion for volunteering as well as for helping foster a positive morale,” EEC members—as part of their commitment to serving—all pledge their efforts in striving to achieve the following goals:

- Foster a collective sense of belonging.
- Ensure a shared sense of purpose.
- Recognize and celebrate hard work.

## SATISFACTION THROUGH FULFILLMENT

To date, the EEC is responsible for developing, implementing and/or initiating all company, community and employee events and we give them credit for the 95% participation rate on our Employee Engagement Survey as well as for our score of 90% in “taking pride in the community events Louisiana Healthcare Connections sponsors.”



*Actively promoting camaraderie, an upbeat work environment and the importance of community involvement through the development and support of educational activities, themed programs, luncheons and participation in community-based events.*



# #HIGHFIVE

# well Done!







8585 Archives Avenue, Suite 310  
Baton Rouge, LA 70809

**1-866-595-8133**

Hearing Loss: 711  
Monday–Friday, 7 a.m. to 7 p.m.

[LouisianaHealthConnect.com](http://LouisianaHealthConnect.com)