

For the health of all.

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COMMUNITY IMPACT REPORT 2018





For a child

to experience, grow in and benefit from a safe, nurturing environment, a group of people must be actively engaged in supporting them—the health and vitality of the community depend on it. At Louisiana Healthcare Connections, *transforming health one person at a time* is both our purpose and a universal truth: **all of us affect each of us**. And if only 10 percent of “good health” is medical, then our collective efforts—big and small, easy and difficult—represent the ability to impact 90 percent of our health. That’s why Louisiana Healthcare Connections is committed to ensuring how our members live, learn, work and play supports their overall health and well-being.

With a focus on food insecurity, we are devoting internal and external resources, investing in new partnerships and identifying innovative ways to create and sustain access to healthy food. This report is not an exhaustive account of 2018 but, rather, an attempt to capture the spirit of our efforts and a sincere and collective desire to achieve lasting health equity.

Our ongoing commitment to providing the best benefits and programs possible in order to improve the overall health of the families and communities we serve is stronger than ever—reflecting a company firmly connected to its mission and to its communities. Because when it comes to health, **we’re all connected**.

A handwritten signature in blue ink, appearing to read 'Jamie G. Schlottman'. The signature is fluid and stylized, with a long horizontal line extending from the end.

JAMIE SCHLOTTMAN

CEO & Plan President
Louisiana Healthcare Connections

We believe

We know

We understand

We seek

We find



Passionate Connections

Through a collective sense of purpose, meaningful work can be achieved. At Louisiana Healthcare Connections, our team makes a difference every day through the work they do helping our members and supporting our provider partners. And because they are passionate about connecting their work to the community, their efforts are amplified—creating a ripple effect that provides lasting synergy and impact.



471

EMPLOYEE VOLUNTEER HOURS



305

COMMUNITY PARTNERS



643

COMMUNITY EVENTS

Crossing all boundaries, the challenges surrounding health care are profound and complex. And while the consequences of poor health may disproportionately affect our disadvantaged communities, we are all affected. Which is why Louisiana Healthcare Connections remains steadfast in its pursuit of reducing health disparities—the health of “the least among us” reflects the true health of the entire community. Illustrated on the following pages, our guiding philosophy articulates what ***we believe, seek, understand, know and find to be true in working for the health of all.***

We believe

Good health starts in the places where we live, learn, worship, work and play.



No One Eats Alone™ Day

PREVENTING SOCIAL ISOLATION

We all need to feel connected—to loved ones, to our community, to each other. A sense of belonging and acceptance is a powerful necessity. Third on Maslow’s hierarchy of needs, “social belonging” reflects a basic human desire for emotionally significant relationships. We’re all looking for connections because we need them. Moreover, studies suggest the impact of isolation and loneliness on health and mortality are of the same order of magnitude as high blood pressure, obesity and smoking.

In 2018, Louisiana Healthcare Connections partnered with three schools to celebrate **National No One Eats Alone™ Day**. More than 200 fifth-graders at elementary schools in New Orleans, Lake Charles and Baton Rouge participated in an interactive program focused on the importance of inclusion. Through interactive activities that encouraged open dialogue, students learned to recognize and combat the negative impact that social isolation and bullying has on others.



NO ONE EATS ALONE™ PARTNER SCHOOLS

Baton Rouge—Einstein Charter
Lake Charles—Oak Park Elementary
New Orleans—Benjamin Franklin



We know

*You get what you give.
When the needs of
individuals are cared
for by the larger
“family”—friends,
relatives, neighbors,
teachers and pastors—
everyone benefits.*



Baton Rouge Free Clinic

CARING FOR THE UNDERSERVED

Who are the disadvantaged? They are our friends, our families, our neighbors and the people with whom we worship, play and work. And because healthy communities are built on shared experiences, vibrant cooperation and simple, everyday interactions, their welfare is our welfare.

The inaugural **Baton Rouge Free Clinic** provided free medical, dental and vision care to over 1,400 people on a first-come, first-serve basis. Volunteers from across the country joined local volunteers in giving much-needed care to people who came from all over the state. Staged in warehouses converted into massive clinics comprised of row after row of exam rooms and dental chairs, the Baton Rouge Free Clinic was more than free medical services.

It was dedicated, joyful volunteers giving their time and skill to help others; smiles on those relieved to have a twenty-year dental problem fixed; an overwhelming display of compassion, concern and caring. And because you could not tell the patients from the volunteers, it was a family united by the healing power of love and dignity.

We understand



*The difference between healthcare and **health care**. Empowering our members with physical, mental and social well-being is more than providing insurance—**it's the pursuit of health equity.***

Community Health & Wellness Festival

PAVING THE WAY FOR POPULATION HEALTH

The pursuit of wellness is a journey. One that requires clear direction as well as the right path—making ongoing education and engagement around the ways in which “healthy” can be achieved and sustained a vital part of health care.

When Louisiana Healthcare Connections partnered with the National Minority Quality Forum, Xavier University and the Daughters of Charity Health Centers to present a free Community Health & Wellness Festival, the response was truly overwhelming. On a hot Saturday in July, almost 1,000 area residents—ranging from two to 90 years old—came out to the Xavier University Student Center in New Orleans to learn about and celebrate “healthy.”

Upon registering, participants received a “My Health Passport” with which to track the results of their individual screenings. They also received mental and financial health education, learned about breast cancer prevention, participated in coordinated exercises, danced to live music and enjoyed planned activities throughout the day. In addition, the Crescent City Farmers Market handed out fresh, local produce along with information on nutritional eating and cooking.



We seek

A culture of wellness is defined by the presence of physical, mental and social well-being and not simply by the absence of sickness.

NOURISHING BODY AND MIND

BREADA

Reaching the traditionally underserved with improved access to affordable, nutritious, locally-grown produce is an important ingredient in removing barriers to food security. By supporting the BREADA (Big River Economic and Agricultural Alliance) Red Stick Rewards program, Louisiana Healthcare Connections helped ensure more area residents with a SNAP/EBT (Supplemental Nutritional Assistance Program/Electronic Benefits Transfer) card had more fresh-foods buying power.

With a dollar-for-dollar match on up to \$10 in purchases made at area Red Stick Farmers Markets with a SNAP/EBT card, the enhanced program saw a 33 percent increase in participation after just four months as well as additional revenue for small-scale family farmers.

BRYC

Future teacher. Future publisher. Future engineer. High school students accepted in BRYC (Baton Rouge Youth Coalition) represent high achievers from low-income families. Because academic accomplishments and motivation alone can't compensate for the lack of necessary resources available to their more affluent peers, BRYC Fellows have access to those resources through mentoring, ACT prep, college tours and leadership development skills to help them realize college success.

Shola Akinniyi—a Louisiana Healthcare Connections-sponsored BRYC fellow—will be attending LSU beginning in the fall of 2019 as a pre-med student. Future doctor? We believe so!



We find

*The face of innovation changes, depending upon your perspective. Whether it's a member receiving groundbreaking treatment or simply talking to their doctor for the first time—it's **transformative care**.*



Community Health Grants

FOSTERING INSPIRED SOLUTIONS

Big ideas can come in small packages. Or, in a brown paper bag, in a seed or in a simple, healthy meal. When Louisiana Healthcare Connections launched its Community Health Grants program in April, its goal was to invest in organizations bringing food support and sustainability to their communities. Leveraging meaningful food security solutions means investing in partners who demonstrate relentless tenacity—one garden, one meal and one person at a time.

2018 RECIPIENTS

Abraham's Tent Association of Lake Charles

Feeding Program—Meals for low-income individuals and families in Calcasieu Parish.

Food Bank of Central Louisiana

Good Food Project—Two school teaching gardens + mobile kitchen in Rapides Parish.

Morehouse Parish Garden-To-Table Project

Community Garden Initiative—Comprehensive education around planting, growing, harvesting and preparing fresh produce for families and individuals lacking food security.

New Orleans AIDS Task Force/CrescentCare of New Orleans

Food For Friends Food Pantry Program—Meals for low-income families and homeless individuals + meal delivery for homebound people living with HIV or cancer in New Orleans.



Our Partners In Health

COMMUNITY ORGANIZATIONS

In 2018, through health fairs, special events, community walks, general support and sponsorships, Louisiana Healthcare Connections was proud to call the following organizations partners.

- 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
- Arthritis Foundation
- 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—Lake Charles
- 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
- BREADA
- 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 Court Appointed Special
Advocates (CASA)
- 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
 City of Colfax
 City of Lake Charles
 City of Monroe
 City of New Orleans
 City Pharmacy and Home Medical
 City Year Baton Rouge
 Community Development, Inc.
 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
 Crescent Care
 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
 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 Central Louisiana
 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
 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)
 HOPE Ministries—Baton Rouge
 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
 Moorehouse Community Medical
 Centers, Inc.
 Mount Olive Baptist Church
 National Alliance on Mental Illness (NAMI)
 Louisiana
 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 Council on Aging
 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
 Sickle Cell Association of South Louisiana
 (formerly Baton Rouge Sickle Cell Anemia
 Foundation)
 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 Extra Mile
 The Trace (Assisted Living Facility)
 Trinity Christian Community Center
 Tulane University School of Public Health
 and Tropical Medicine
 United Christian Faith Ministries
 United Way of Louisiana
 United Way of Southwest Louisiana
 UNITY of Greater New Orleans
 Upward Bound Program
 Urban League of Louisiana
 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
 Xavier University of Louisiana
 Young Leaders Academy—Baton Rouge
 Youth Empowerment Project—St. Charles
 YWCA—Greater Baton Rouge, Alexandria,
 Shreveport



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 health care 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.



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