

A Year In **Focus**



Your Health. *Our Purpose.*



IN MEMORIAM

This report is dedicated to our friends,
our families, our neighbors, our loved
ones, our members, our employees,
and our fellow Louisianans who
lost their lives to COVID-19 and
to the Hurricanes of 2020.



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.



2020

In a year that gave Louisiana a global pandemic, five hurricanes and the continued cry for social justice, Louisiana Healthcare Connections gave our communities steadfast support, heartfelt hope, and reliable resources with which to meet these overwhelming circumstances. With an unwavering commitment to our mission, we remained focused on *improving the health of our communities, one person at a time.*



JAMIE SCHLOTTMAN

CEO & Plan President
Louisiana Healthcare Connections

ADDRESSING:

A HEALTH CRISIS

We are all connected. And never was this made more manifest than in the midst of a pandemic that touched lives in every part of the globe. As everywhere, here in Louisiana, the challenges were emphatic, and Louisiana Healthcare Connections rose to meet them.

\$150,000

COVID-19 Individual Assistance

Supplemental support to 1,900 people in need through Walmart and Amazon gift cards distributed with the help of:

Acadia Council on Aging (Crowley)

Alpha Kappa Alpha Sorority—GNO/ABO Charitable & Educational Foundation (New Orleans)

Children's Coalition (Monroe)

Families Helping Families (Lake Charles, Shreveport)

Family Promise of St. Tammany (Slidell)

Family Strong Foundation (Lafayette)

Greater St. Luke Church (Baton Rouge)

HOPE Ministries (Baton Rouge)

Livingston Parish Council on Aging (Denham Springs)

L.O.V.E. Community (DeQuincy)

New Horizons Independent Living
(Shreveport, Monroe, Alexandria)

Novare Foundation (Monroe)

Ouachita Parish Council on Aging (Monroe)

The Extra Mile (Alexandria)

Total Community Action (New Orleans)

Vietnamese Initiatives in Economic Training
(New Orleans)

YMCA (Bogalusa)

YWCA of Greater Baton Rouge (Baton Rouge)

YWCA of Northwest Louisiana (Shreveport)



\$145,000

COVID-19 Recovery Grants

Individual \$5,000 grants in support of organizations with innovative solutions to addressing the social service and healthcare needs of those affected by the COVID-19 pandemic:

Avoyelles Council on Aging (Marksville)

for its meal program

Beloved NOLA (New Orleans)

for The Labyrinth Café & Gathering Space

Ben D. Johnson Educational Center (Natchitoches)

for its Legacy Café Share-A-Meal program

Boys & Girls Clubs of Acadiana (Lafayette)

for its “BGCA: Doing Whatever It Takes” program

Center for Employment Opportunities (New Orleans)

for its workforce development efforts

Central Louisiana AIDS Support Services (Alexandria)

for helping people living with HIV during the pandemic

CrescentCare (New Orleans)

for its Food for Friends program

C.W. Outreach Center (Homer)

for its FEED Kitchen program

Eternal Crisis Outreach (Baton Rouge)

for its COVID-19 operational support needs

Evangeline Community Action Agency (Ville Platte)

for its “Health & Safety Care Packages” program

Family Tree Information, Education & Counseling Center

(Lafayette) *for its Healthy Start program*

Greater St. Luke Baptist Church (Baton Rouge)

for its Congregational Care “Hope for the Holidays” program

Guiding Light Church of God in Christ (DeQuincy)

for its utility assistance program

Iberia Homeless Shelter (New Iberia)

for its Iberia Emergency Shelter program

It Takes A Village BR (Baton Rouge)

for its Love Out Loud Sundays Farmers Market

Kingsley House, Inc. (New Orleans)

for its COVID-19 Recovery KADC program

Knock Knock Children’s Museum (Baton Rouge)

for its Knock Knock At Your Door outreach program

Line 4 Line—O’Neil’s Barber & Beauty Salon (Baton Rouge)

for its “Bounce Back” program

Mary Bird Perkins Cancer Center (Baton Rouge)

for its food delivery boxes for patients program

Meaningful Autistic Resources for Kids (Gonzales)

for its special needs online learning program

New Orleans Musicians Assistance Foundation (New Orleans) *for its Meals for a Mission program*

Open Doors Louisiana (Lafayette)

for its rental assistance and homelessness diversion program

Our Daily Bread Food Bank (Hammond)

for its “Operation Compassion: COVID-19 Response” program

Pre-K–12 and Beyond (Tallulah)

for its social and emotional learning for all program

RE//DEFINED Project (Pineville)

for its exchange program

Restoring God’s Glory Ministries (Eunice)

for its COVID-19 relief program

St. Francis Diner (New Iberia)

for its “Balanced Healthy Meals” program

St. Mary Parish School Board/

West St. Mary High School (Baldwin)

for its COVID-19 school preparedness program

The Emerge Center (Baton Rouge)

for its Bloom program

The Life Changers of Northeast Louisiana (Monroe)

for its COVID-19 Emergency Relief Center

The Life of a Single Mom (Baton Rouge)

for its COVID-19 Relief program

**The Rapides Exploratory Education House—
TREE House** (Alexandria)

for its summer camp and outreach scholarships

Top Box Foods Louisiana (New Orleans)

for its food delivery program

Total Community Action (New Orleans)

for its food pantry program

Union Christian Academy (Farmerville)

to purchase Chromebooks for distance learning

United Hands Youth Center (Ferriday)

for its Doty Road Community Center

United Way of Acadiana (Lafayette) *for its food delivery program for homebound individuals*

Volunteers of America—

Southeast Louisiana (New Orleans)

for its care resource coordination program

West Feliciana Voluntary Council on Aging

(St. Francisville) *for operational funding*

\$90,000

Feeding Louisiana Donation

To meet the increased rate of food insecurity and demand for food across the state.

COVID-19 PPE

Louisiana Primary Care Association

PPE distributed to Federally Qualified Health Centers across the state.

- 150,000** MASKS
- 1,500** FACE SHIELDS
- 3,000** HAND SANITIZERS

Louisiana State Nursing Association

PPE and nutrition/energy kits provided to COVID-19 nursing staff in NOLA, Lafayette, Shreveport, and Baton Rouge.

Back To School

Top-performing teachers at the following schools received a special COVID-19 kit while students and administrative officials received face shields, face masks and branded floor decals for use with practicing six-foot social distancing: Dutchtown Middle School (Geismar), Belle Rose Primary School (Belle Rose), Central Elementary School (Bogalusa), Oak Park Elementary (Lake Charles)

Statewide Mask Distribution

10,000 youth and adult masks distributed across each health region via Community Based Organizations

COVID-19 RESEARCH

Teche Action Clinic + Louisiana Department of Public Health

Disparities in health reflect a history of inequity. Louisiana Healthcare Connections partnered with the National Minority Quality Forum in a national research study conducted by their parent company, Centene, in order to assess the impact of COVID-19 on racial minorities and underserved communities. Free testing was given to 1,176 participants with 1,018 enrolled in the study.

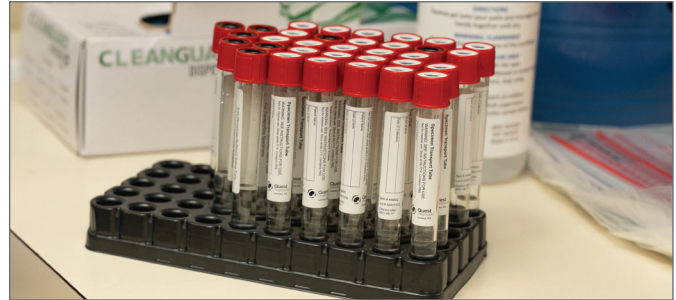
COVID-19 TESTING

David Raines Community Health Centers + LSUHSC, Partners In Wellness

Partnership for **4 mobile units** deployed to provide free COVID-19 testing to underserved and rural areas.

CareSouth + Quest Diagnostics

Partnered to administer 7,628 COVID-19 tests from May 7th through December 31st.



ADDRESSING:

A NATURAL DISASTER

We are survivors. Louisiana is no stranger to extreme weather events; every hurricane season we hope for the best, and plan for the worst. But no amount of planning could have prepared us for the back-to-back devastation of Christobal, Laura, Delta, Gamma and Zeta... Knowing that too much could never be enough, Louisiana Healthcare Connections stepped in to help ravaged communities suffering in the aftermath.

\$1.2 MILLION

Financial Assistance

Individual cash support to **6,000 members** in need.

FOOD, WATER, SHELTER, HOPE

Employee Holiday Giving Drive

Food, book, and toy donations were collected from Louisiana Healthcare Connections employees, friends, and family. Vis-a-vis Families Helping Families of Southwest Louisiana and SWLA Center for Health Services, **656 toys and books** went to Lake Charles to help bring holiday cheer to families affected by the hurricanes. Donated food was distributed across the state's food bank network:

Greater Baton Rouge Food Bank: **800 POUNDS OF FOOD**

Northshore Food Bank: **110 POUNDS OF FOOD**

Second Harvest Food Bank (New Orleans): **318 POUNDS OF FOOD**

Second Harvest Food Bank (Lafayette): **404 POUNDS OF FOOD**

Relief Assistance

Within 24 hours of Hurricane Laura's landfall, resources were provided to the affected areas as well as to area evacuation shelters.

United Way of Southwest Louisiana: **16,128 BOTTLES OF WATER**

DeQuincy Police Department: **16,128 BOTTLES OF WATER**

Leesville: **16,128 BOTTLES OF WATER**

Natchitoches: **16,128 BOTTLES OF WATER**

Lake Charles—Hurricane Relief Warehouse: **2,546 PERSONAL CARE ITEMS**

New Orleans—Medical Monitoring Station: **6,400 PERSONAL SUPPORT ITEMS**

Food Assistance

Through Blue Runner's "Millions of Meals" campaign, \$50,000 was donated and 360,000 red beans and rice meals were provided to Second Harvest.



ADDRESSING:

A SOCIAL CAUSE

We are engaged. Events in 2020 tragically underscored and, once again, brought to the forefront what many know and live every day: systemic racism and inequality plagues our country. Through our ongoing commitment to diversity, social parity and health equity, Louisiana Healthcare Connections brings both perspective and resources to both the moment and the movement.

Urban League of Louisiana (ULLA)

Dedicated to addressing the ongoing racial and social inequities that prevent us all from moving forward, Louisiana Healthcare Connections has, to date, provided ULLA with **\$885,000** in support. In addition, we helped drive them in their transition to a statewide organization—providing vision, encouragement, and resources to their growth. Because ULLA fights for justice and empowerment, we will continue to partner with them and amplify their mission to assist and guide the underserved communities in securing economic self-reliance, parity, power, and civil rights.

Southern University and A&M College

A member-school of the Thurgood Marshall College Fund and the flagship institution of the Southern University System, Southern University and A&M College is the largest historically black college in Louisiana. They are also a treasured institution in our state and in the country. Louisiana Healthcare Connections has provided \$155,000 in sponsorships and support. And as a top-ten ranked nursing school in Louisiana, Southern University and A&M has provided Louisiana Healthcare Connections with almost 15% of our exceptional on-staff nurses.

Young Leaders Academy of Baton Rouge

My Voice Matters—Speak Out About Social Justice

Louisiana Healthcare Connections is proud of our ongoing support of an organization dedicated to empowering young African American men with leadership skills and positive self-esteem. Since 2013, we have granted Young Leaders Academy of Baton Rouge **\$90,000**. In 2020, that included serving as the presenting sponsor of a year-long, statewide initiative to engage youths in ongoing conversations about social justice and racial equality. Hosted by CLEO Legally Inspired College Kohorts of Students (CLICKS), the 2020 program featured a series of virtual town halls with student leaders from across the United States in an interactive discussion of contemporary social issues affecting young people today. The Louisiana program met its maximum enrollment of 30 students and plans to expand to 50 in 2021.



Urban League of
Louisiana



THE YEAR 2020:

MAINTAINING FOCUS

We are committed. The onslaught of unrelenting challenges to our fragile communities brought our purpose into acute clarity. In a year fraught with uncertainty and seemingly unending tragedies, Louisiana Healthcare Connections maintained our focus and sustained our support of the tireless, essential work by our family of partners across the state.

#LHCCGivesBack

Parks Community Support Services—Parks

Grant recipient of \$1,000 randomly selected from employee-submitted Facebook posts promoting a local non-profit where they volunteer.

4th ANNUAL NO ONE EATS ALONE DAY

Oak Park Elementary—Lake Charles

Sponsor and host of national bullying prevention initiative developed by Beyond Differences for middle school students.



National Nutrition Month

Working Towards Wellness: A FREE Nutrition, Health & Wellness Symposium—Alexandria

Presenting sponsor of day-long, interactive program dedicated to health and wellness. Hosted By: Zion Hill Church Family, Nazarene Missionary Baptist Church, Second New Light Missionary Baptist Church in partnership with The Maxine Firm/Ellen C. McKnight, Nutrition & Wellness Advocate

SNAP (Supplemental Nutrition Assistance Program) Match

Big River Economic & Agricultural Development Alliance (BREADA)—Baton Rouge

Increased support of Red Stick Rewards program with a dollar-for-dollar match of up to \$15 in purchases made with a Louisiana Purchase Automated Benefit card at any Baton Rouge-area Red Stick Farmers Market.

Health & Wellness Partnership

Benoit Community Center—Monroe

One-year sponsorship of programming developed by the City of Monroe to promote healthy lifestyle choices through education to low-income youth and families and to address healthy eating, fitness, and food insecurity.



National Depression Screening Day

National Alliance on Mental Illness (NAMI) Louisiana—Statewide

Presenting sponsor of statewide webinar to help participants with recognizing and addressing depression.

Annual Employee Engagement Events

In person? No. Essential? Yes. Louisiana Healthcare Connections employees participated virtually to show their ongoing commitment to and support of:

WALK TO CURE (Arthritis Foundation)

MARCH FOR BABIES (March of Dimes Greater Baton Rouge)

THE RED WIG WALK (Metro Health)

RYAN'S RUN FOR SICKLE CELL ANEMIA (Sickle Cell Association of South LA)



OUR FAMILY OF PARTNERS

We are all connected. And Louisiana Healthcare Connections is proud to call the following partners, family. They help make our communities healthier, brighter, and stronger, proving—every day—the power of community.

A Pregnancy Center
Abraham's Tent
Acadiana Breastfeeding Coalition
Access Health Louisiana
Alpha Kappa Alpha Sorority—Alpha Beta Omega Chapter
Alpha Phi Alpha Fraternity, Inc.—Natchitoches
Alzheimer's Association
American Cancer Society
American Heart Association—Capital Area Chapter
Arthritis Foundation
Ascension Council on Aging
Ascension DePaul Foundation of New Orleans
Ascension Parish School Board
ASSIST Agency Community Action Partnership
Assumption Parish Council on Aging
Assumption Parish Head Start
Assumption Parish Library
Avoyelles Community & Youth Coalition
Avoyelles Council on Aging
Avoyelles Parish Healthy Coalition Initiative
Avoyelles Pediatrics
Bains Lower Elementary School
Baton Rouge Black Alcoholism Council
Baton Rouge Primary Care Collaborative, Inc
Baton Rouge Youth Coalition (BRYC)
Bayou Community Foundation
Bayou North Area Health Education Center
Beacon Community Connections
Beloved NOLA
Ben D. Johnson Educational Center
Berea Seventh-Day Adventist Church
Bienville Parish Library
Blue Cliff School
Bogalusa YMCA
Boys & Girls Clubs of Acadiana
BREC—Recreation and Park Commission of East Baton Rouge Parish
Brenda H. Hunter Head Start
C.W. Outreach Center
Caddo Community Action Agency Head Start
Caddo Parish Juvenile Services
Calcasieu Council on Aging
Calcasieu Parish School Board
Calcasieu Parish School System Head Start
Calcasieu Parish Sheriff's Office
Cancer Association of Greater New Orleans
Capital Area Agency on Aging
Capital Area Alliance for the Homeless
Capital Area Court Appointed Special Advocates (CASA)
Capital Area Human Services District
Capital Area United Way
CareSouth (formerly Capitol City Family Health Center)
Catholic Charities
Center for Employment Opportunities (CEO)
Central LA AIDS Support Services
Central Louisiana Food Bank
Central Louisiana Homeless Coalition
Central Louisiana Human Services District
Central Tangipahoa Head Start
Child Advocacy Center
Children's Coalition for Northeast Louisiana
Children's Hospital New Orleans/LCMC Health
Children's Resource Center
Children's Coalition
Christian Baptist Church
Christian Services
City of Alexandria
City of Baton Rouge
City of Lake Charles
City of Monroe
City of New Orleans
City Year Baton Rouge
College Oaks Elementary
Community Action—Evangeline
Community Kitchen
Covenant House New Orleans
Council on Aging—Acadiana
Council on Aging—Ponchatoula
Council on Aging—West Feliciana
Council on Alcoholism & Drug Abuse of Northwest Louisiana
Councilwoman Cyndi Nguyen
Councilwoman Donna Collins-Lewis
Capital Area CASA (Court-Appointed Special Advocates)
CASA (Court-Appointed Special Advocates) of St. Landry-Evangeline
Crawford Elementary School
Crescent City Family Services
CrescentCare Tulane
David Raines Community Health Centers
David Raines Head Start
DCS Family Health Clinic—Hammond, La
Delhi Community Health Center
Delta Sigma Theta Sorority, Inc.
Dillard University
East Baton Rouge Council on Aging
East Baton Rouge Parish Schools
Ephesus Seventh—Day Adventist Church
Epps Memorial Library—Calcasieu Parish
Esperanza School
Eternal Crisis Outreach
Eunice Food Bank
Evangeline Community Action Agency
Evangeline Parish Head Start
EXCELth Primary Health Care
ExxonMobil YMCA
Families Helping Families—Greater New Orleans
Families Helping Families—Greater Baton Rouge
Families Helping Families—Region 7

Families Helping Families—
Southwest Louisiana

Family Promise of St. Tammany

Family Reading Around Neighborhood Literacy

Family Road Healthy Start Program

Family Road of Greater Baton Rouge

Family Strong Foundation

Family Tree Information, Education & Counseling Center

First Grace United Methodist Church

First Presbyterian Church

Food Bank of Northeast Louisiana

Foreman-Reynaud YMCA

Franklin Parish Head Start

Franklinton Head Start

Glencoe Charter School

Greater Baton Rouge Food Bank

Louisiana Healthy Communities Coalition—
Greater New Orleans

Greater St. Luke Church

Guiding Light Church of God in Christ

Hammond Recreational Department

Hammond Westside Montessori School

Hannah's Klozét

Happi Llandiers

Hardtner Medical Center

Haynesville Elementary

Healthy St. Landry Alliance

Healthy Start

HOPE Connections

HOPE Ministries of Baton Rouge

Iberia Comprehensive Community Health Center

Iberia Homeless Shelter

IMPACT

InclusivCare (formerly Jefferson Community Health Care Centers)

It Takes a Village BR

J.W. James Elementary School

Jefferson Parish Head Start

Jefferson Parish School Board

Job Corps

Judson Elementary

Junior Achievement of Greater Baton Rouge and Acadiana

Juvenile Diabetes Research Foundation Louisiana Chapter

Kingsley House

KIPP New Orleans Schools

Knock Knock Children's Museum

L.O.V.E. Community

Lacombe-Mandeville Head Start

Lafourche Parish Council on Aging

Legacy Hospice

Livingston Council on Aging

Livingston Parish Human Services Coalition

Livingston Youth and Family Together

Louisiana Action Coalition

Louisiana Association of Child and Family Agencies

Louisiana Association of Substance Abuse Counselors and Trainers

Louisiana Campaign for Tobacco-Free Living

Louisiana Center for Health Equity

Louisiana Department of Corrections

Louisiana Department of Health

Louisiana Healthy Communities Coalition

Louisiana Hospital Association

Louisiana Medical Association

Louisiana Parenting Education Network

Louisiana Partnership for Children & Families

Louisiana Primary Care Association

Louisiana Public Broadcasting

Louisiana Rural Health Association

Love Touch Ministries

LSU AgCenter

LSU AgCenter—Healthy Homes

Mansoor Pediatrics

March of Dimes—Greater Baton Rouge Area

Mary Bird Perkins Cancer Center

Meaningful Autistic Resources for Kids

Medical Group Management Association

Mental Health Association of Greater Baton Rouge

Mentorship STEAM Academy

MetroMorphosis

Miles Perret Cancer Services

Nachman Elementary

Natchitoches Parish Council of Aging

Natchitoches Parish School Board

National Alliance on Mental Illness (NAMI)—
St. Tammany

National Alliance on Mental Illness (NAMI) Louisiana

New Horizons Independent Living

New Orleans Council on Aging

New Orleans Musicians' Clinic & Assistance Foundation

New Orleans Police Department

New Orleans Recreation Development

Commission

NOELA Community Health Center

Northeast Louisiana Children's Coalition

Northshore Food Bank

Northshore Technical Community College

Northwest Louisiana Human Services District

Novare Foundation

Nurse Family Partnership

O.W. Dillion Elementary School

O'Brien House

Oak Park Elementary School

Oak Park Plaza Housing Properties

Office of Public Health—
Louisiana Department of Health

Office of State Representative Barbara Carpenter—District 63

Office of State Representative Dustin Miller—
District 40

Office of State Senator Regina Barrow—
District 15

O'Neil's Barber & Beauty Salon

Opelousas General Hospital

Open Doors Louisiana

Open Health Care Clinic

Ouachita Parish Council on Aging

Ouachita Parish Public Library

Our Daily Bread

Our Lady of Angels

Our Lady of the Lake Regional Medical Center

Pinewood Counseling

Plaquemines Medical Center

Pointe Coupee Head Start

Port Sulphur Medical Center

Pre-K-12 and Beyond

PRIME TIME Head Start

Project LAUNCH

Regina Coeli Child Development Center

Restoring God's Glory Ministries

RKM Primary Care

Salvation Army Boys & Girls Club

Salvation Army Greater Baton Rouge

Save the Children Head Start

School of Public Health and Tropical Medicine—Tulane University

Sickle Cell Association of South Louisiana

Slidell Head Start and Early Head Start

SMILE Community Action

Southeast Community Health Systems

Southeastern Louisiana University Head Start

Southwest Louisiana AIDS Council
Southwest Louisiana Sickle Cell Anemia
Disease Foundation
Southwest Primary Healthcare Center
St. Charles Community Health Center
St. Francis Diner
St. Helena Parish Hospital & Nursing Home
St. Joseph Diner
B. Edward Boudreaux Middle School—
St. Mary Parish
West St. Mary High School—St. Mary Parish
St. Tammany Commission on Families
St. Tammany Hospital and Parenting Center
St. Vincent de Paul Bishop Ott
Sweet Dreams Shelter
Susan G. Komen Baton Rouge
SWLA Center for Health Services
Tangipahoa Parish Library
Tangipahoa Voluntary Council on Aging
Teche Action Clinic
NAACP—Terrebonne Parish Branch

Terrebonne Parish Library System
The Diocese of Houma-Thibodaux—
Good Samaritan Food Bank
The Emerge Center
The Extra Mile
The Health Hut
The Life Changers of Northeast Louisiana
The Life of a Single Mom
The Rapides Exploratory Education House
(TREE House)
The Young Leaders' Academy of Baton Rouge
RE//DEFINED Project
Tobacco-Free Living
Top Box Foods Louisiana
Total Community Action
Town of Homer
Training Ground
Trinity Christian Community Center
Union Christian Academy
United Hands Youth Center
United Way of Acadiana

United Way of Louisiana
United Way of Northwest Louisiana
United Way of Southwest Louisiana
UNITY of Greater New Orleans
University Hospital and Clinics
Urban League of Louisiana
Urgent Care Eleven
VB Glencoe Charter School
Vernon Parish Healthy Initiative Coalition
Vietnamese Initiatives in Economic Training
(VIET)
Volunteers of America—Caddo Parish
Volunteers of America—Central Louisiana
Volunteers of America—Greater Baton Rouge
Volunteers of America—Southwest Louisiana
Volunteers of America SELA
Washington Parish Community Health Center
Xavier University of Louisiana
Youth BLAST—St. Landry Parish City Court
YWCA—Greater Baton Rouge
YWCA—Northwest Louisiana





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Monday–Friday, 7 a.m. to 7 p.m.

LouisianaHealthConnect.com