

2015 FRONTLINE WORKER CHAMPION PROFILE



EXCELLENCE THROUGH COMMUNITY INVESTMENT

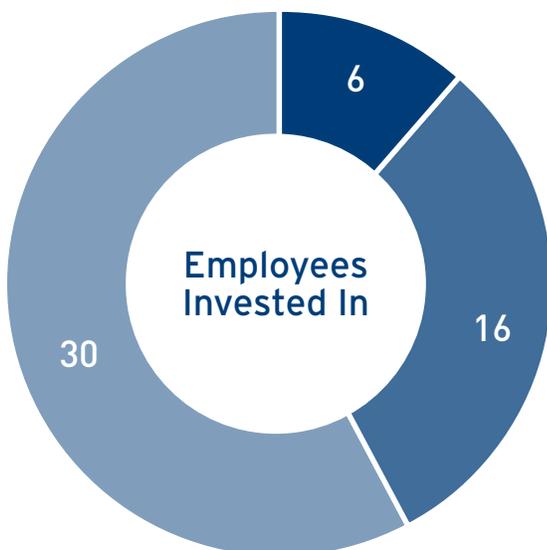
Serving the Massachusetts communities of East Boston, Chelsea, Revere, Everett, and Winthrop, the East Boston Neighborhood Health Center (EBNHC) is a community health center focused on providing easily accessible and affordable primary care to those living in the communities it serves. EBNHC is also committed to developing and empowering its employees. East Boston Neighborhood Health Center has been recognized as a 2015 CareerSTAT Frontline Worker Champion because of its diverse training programs, comprehensive employee engagement, and significant community investment.

Over half of EBNHC's employees reside in its service area of East Boston, Chelsea, Revere, Everett, and Winthrop, Massachusetts.

Through a variety of programs and partnerships with community organizations, **EBNHC offers multiple diverse training opportunities including language training** through its Learn at Work Program and access to various key skills classes through its Education and Training Institute (ETI) and as a Bunker Hill Community College satellite.

More than one-third of EBNHC's frontline workers participate in training and professional development programs.

EBNHC DIRECTLY INVESTED IN OVER 50 EMPLOYEES THIS YEAR.



- Learn at Work Certified Auxiliary Interpreter*
- Learn at Work ESOL Program
- ETI Students at Bunker Hill Community College

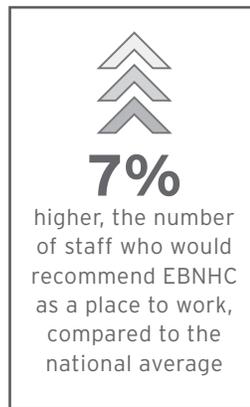
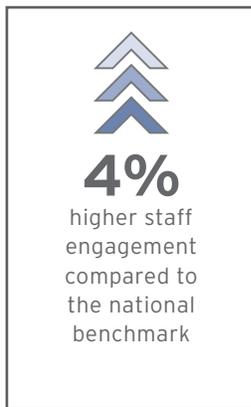
*Certified Auxiliary Interpreters can earn up to \$1,500 per year on top of their regular salary for serving in the role of an interpreter in their departments

EAST BOSTON NEIGHBORHOOD HEALTH CENTER PROGRAM

EBNHC provides frontline employees as well as community members with the education and skills training needed to begin or advance in a career in health care. By providing training to employees and community members, EBNHC has created a source of qualified and educated employees that meet its staffing needs.

BUSINESS IMPACT

Since 2013, voluntary resignations at EBNHC have fallen by 30 percent. Based on the 2014 Employee Survey, EBNHC's staff engagement is four percent higher than the national benchmark and the number of staff that would recommend EBNHC as a place to work is seven percent higher than the national average.



NOTE FROM THE CEO



President and CEO Manny Lopes believes that EBNHC's success is built upon the hard work of its employees. He says that EBNHC has worked "to create a culture that supports and nurtures our employees and provides opportunities for personal and professional growth." As a proud 2014 recipient of the Boston Globe's "Top Places to Work" designation, he believes that EBNHC's investment and training reflect its employee-focused environment and culture of personal development.

FRONTLINE SUCCESS

Facing years of struggle, Krishna Kharel spent 20 years in a refugee camp without consistent access to education or nutrition. In 2009, Krishna immigrated to the U.S. and began working long hours in various jobs. Wanting not just a job but a career, Krishna enrolled in a Medical Assistant training program at Everest Institute and received his diploma in 2011. After completing an internship with EBNHC, Krishna was hired as a Medical Assistant and began working alongside physicians to perform administrative and clinical duties. Exemplifying personal warmth and professional dedication, Krishna continued to advance himself through EBNHC's Learn at Work program and developed fluency in Hindi, English, and Spanish. Today, Krishna is a multilingual, professional role model who can confidently interact with staff, patients, and his community.



YMCA International Learning Institute Learn at Work instructors Phoebe Gallagher (far left) and Robin Swett (far right) with EBNHC Medical Assistant Krishna Kharel and Ivette Andrade, Lead Biller, accept an award from the East Boston Adult Education Collaborative.

EAST BOSTON NEIGHBORHOOD HEALTH CENTER STATS

- > Number of Employees: 926 Employees
- > Number of Frontline Workers: 375 Frontline Workers

The 2015 CareerSTAT Frontline Health Care Worker Champions recognition program is generously funded by The Joyce Foundation.



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