

2015 FRONTLINE WORKER CHAMPION PROFILE



PROVIDING OPPORTUNITIES FOR ADVANCEMENT

Serving the Bronx for over 40 years, and Corona, Queens for over five years, Urban Health Plan is deeply rooted in its community. In addition to providing comprehensive health care services, it also believes in hiring locally and providing first chances at employment to individuals with certificates and other entry level credentials. Urban Health Plan is committed to promoting from within and offering opportunities that positively impact local neighborhoods. For its ongoing investment in its frontline workforce and community, Urban Health Plan has been recognized as a 2015 CareerSTAT Frontline Worker Champion.

66% of Urban Health Plan's frontline workers participated in development programs last year.

Urban Health Plan focuses on advancing and promoting its employees; **more than 150 current associates in professional roles started in entry level or low skill positions.**

Urban Health Plan has successfully designed employee-centered training programs with **97%** of new associates feeling **satisfied or very satisfied with their current position**, and **95%** of new associates feeling **satisfied or very satisfied with their training**. Furthermore, Urban Health Plan's employee-focused culture has boasted satisfaction; 94% of associates believe that UHP offers opportunities for professional growth and **almost 100%** of associates consider UHP a good place to work.

IN 2014 URBAN HEALTH PLAN TRAINED AND DEVELOPED 278 EMPLOYEES



- Internships and Career Exploration
- Customized Health Interpretation Program 2014
- ICD and Coding Training
- English as a Second Language Program

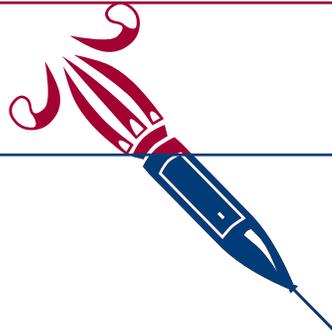
URBAN HEALTH PLAN PROGRAM

Urban Health Plan offers a range of diverse programs including an internship program, tuition assistance programs, connections to career and technical schools, college advisement, and career guidance. In addition to training its employees, Urban Health Plan invests in community. Last year, nearly 200 frontline workers and community residents participated in diverse internship and career exploration opportunities which allowed them to gain experience in key roles.

BUSINESS IMPACT

At 11% in 2014, Urban Health Plan's turnover rate is almost half of the 20.4% national average for health care employees.

20.4% national average turnover rate for health care employees



11% Urban Health Plan's turnover rate for health care employees

NOTE FROM THE CEO



Urban Health Plan President and CEO, Paloma Hernandez, says that one of Urban Health Plan's top priorities is investing in the career paths and income mobility of its employees. With a dedicated workforce development budget and a highly professional and committed staff, Urban Health Plan ensures that all frontline workers are given the opportunity to succeed. Furthermore, Hernandez is proud that as Urban Health Plan has grown, it has expanded its training services to include a tuition assistance program, partnerships with community colleges, facilitation in external scholarships, and the creation of a customized curriculum in health interpretation.

FRONTLINE SUCCESS

Javiera began her journey at UHP in 2004 as a part-time community health worker. She had a high school diploma and had briefly attended a local community college, but lacked a degree because she had to stop her education in order to help support her family. When she finished her part-time position with UHP, Javiera was offered a health educator position and eventually became a team leader of the pediatric obesity prevention program. During this time, Javiera was mentored by the Director of Pediatrics and joined a cohort of students selected to enter the nursing program. After graduating in 2010, Javiera became the triage nurse in the "walk-in" department. In 2012, she became the administrator of the adolescent health and wellness center, a new facility she helped to establish. Through dedicated work and the assistance of UHP's development programs, Javiera has become a leader in the nursing department as well as a critical member of the senior management team.



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URBAN HEALTH PLAN STATS

- > Number of Employees: 755
- > Number of Frontline Workers: 391

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



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