

NHCAC MONTHLY SCOOP

December News & Events

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Happy New Year!

Happy New Year! Welcome to 2019 at North Hudson Community Action Corporation. We're glad you're here!

HRSA requires the health centers to update long-range plans every three years, while CAP agencies and Head Start also require periodic long-range plan updating. In 2018 all those requirements popped up at once, and we devoted several months to working with a professional consultant to evaluate the success of our former community assessments and long-range plans and to help us devise a new, more comprehensive one. The consultant reviewed our records, but more importantly, he talked with many of our stakeholders and community leaders. We are happy that they all agreed North Hudson is on the right path to continued success and continued service despite increasing competition, rising costs, and decreasing federal assistance. As a result of those conversations and the same opinions held by members of our senior staff, we have made few changes to our overall goals.

In the long-range plan's Executive Summary, the consultant concluded, "NHCAC is very highly regarded by all stakeholders. In particular the agency's quality of healthcare services, compassionate care for low-income and underserved populations, and focus on providing a comprehensive system of supports contributes to the overarching view that NHCAC is a "gold standard" organization to be emulated.

We loved that! Then the Summary went on to outline the threats and challenges we face in the near and distant future and suggested ways we can face them. The entire plan is available for all of you to read on our intranet and I believe you'll find it a realistic assessment of our current situation and a plan for continuing achievement. The Board surely thought that was the case and approved the plan at its November meeting.

So here we are at the very start of 2019 and ready to put that plan into action. It has four major goals:

- **Consolidate the gains made in brand awareness, patient satisfaction, coordination between social and medical services**
- **Maintain a rigorous approach to fiscal sustainability that generates resources to apply to other strategic priorities**
- **Evaluate and implement a meaningful employee attraction, recognition, development and retention program**
- **Improve physical facilities and technology as resources allow**

Goal Number One is fairly obvious. We must continue to be the friendly and competent care providers we always have been, so word-of-mouth recommendations will bring us new patients and clients, while we aggressively market our services in cooperation with new partners in wider areas. People who come to our CAP programs may also need health care or educational assistance; people who come to us for health care may need jobs or housing or day care. Cross referrals are good for clients and patients and good for the organization. Every one of you is vital to achieving this goal. All sorts of studies confirm that a satisfied customer will tell one or two people of their satisfaction while an unhappy customer will tell dozens. Our best marketing tool is a happy consumer.

Goal Two relies heavily on you, too. While management constantly seeks lower prices for quality supplies, faster technology and more efficient procedures, it's what you do every day that can save money for North Hudson. Planning ahead for needs, avoiding waste of materials, and using time wisely will conserve our resources and allow time and materials to serve more people. As Goal Two implies, we must consistently evaluate the cost of providing services and compare that cost to the value the service brings to the organization and its patients, clients and students. More successful services and programs must get the greatest share of resources while those that do not generate enough revenue to cover costs might need to be eliminated in order to afford the more essential ones.

Goal Three is one you've probably been eagerly anticipating. Our high staff turnover and some pretty negative comments on our Employee Satisfaction Survey persuaded us to take a new and harder look at our employee recruitment, retention and satisfaction processes. Beginning this month, we will look carefully into not only our own processes, but also those of similar organizations, and determine what improvements we should make. Your comments are welcome.

Goal Four is also pretty obvious. When money is available, we will upgrade our facilities and technology. We are not planning any expansions this year, except to add dentistry to our Englewood Health Center; but we will consider any new opportunity to see whether it fits in with our other three goals. It's wonderfully exciting to get that email or phone call describing a new venture we could be part of, but this may be the year we focus on merely getting better at what we do instead of looking for new things to do or new places to do them.

We can't predict what changes will be forced on us by powers in Washington or Trenton, but each one of us controls the changes we make in the ways we provide care and services to the people who depend on us. Keeping the four Goals in mind, let's each and all make a quiet resolution to get better at what we do - at what they rely on us to do -- so that overall the organization will be better and everyone who comes to us for help will get that help -- quickly, competently, compassionately, with a warm smile.

Then it will be a wonderful New Year for all.

Joan

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NHCAC Board of Directors Holiday Dinner 2018

President/CEO, Joan M. Quigley gave a special thank you to our Board Chair, Joseph M. Muniz and our Board Members for their dedication and support throughout 2018. On Tuesday, December 15, 2018 our regularly scheduled Board meeting was held at La Reggia for our annual holiday dinner!



CAP Programs Give Back to Our Community during the Holidays!

The Emergency Assistance staff acted as the elves allocating 2,695 presents to the health center and CAP sites. There was a generous contribution from the NHCA Foundation which provided over 2,200 gifts and the balance came from 4 donors, The Helping Angels, Women's Club of Weehawken and 2 private donors. The gifts were distributed to all the sites by Tom Turner and his Merry Men.

Not only were we able to gift our clients/patients with toys, the Emergency Assistance staff were also able to plan a wonderful Christmas Party for the families and individuals they serve. A special Thank You goes to Olga Velez and Santy Baez of our Job Placement Program who prepared food and desserts to add to the festivities.

These are examples of great Teamwork that happens at North Hudson.



NHCAC Billing Staff Get New Lab Coats

Not only did our registration staff get an updated look, so did our billing staff and they are loving the color and keeping warm in the office!



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NHCAC Show Support to Organizations in our Community



Hudson County Community College Foundation held its Annual Dining Experience on Wednesday, December 5, 2018 and we were sure to show support and taste the students delicious creations!

Photo left to right: Michael Shababb, CFO, Dawn Castella, Director of HR, Joan M. Quigley, President/CEO, Joseph M. Muniz, Board Chairman, Rebecca Acosta, Director of Business Development and Monica Charris, Director of Head Start/Early Head Start

Hudson County School of Technology held its Annual Gala on Thursday, December 6, 2018 at Nanina's In the Park. The venue was great, but the show the students put on was even better!

Photo left to right: Dawn Castella, Director of HR, Millie Portillo, Executive Assistant, Monica Charris, Director of Head Start/Early Head Start, Joan M. Quigley, President/CEO, Flordeliz Panem, MD, CMO, Rebecca Acosta, Director of Business Development and Bridget Hogan Director of Clinical Services.



Hudson County Chamber of Commerce held its annual Legends Ball on Thursday, December 13, 2018 at the Liberty Science Center!

Photo left to right: Dr. David Saltzberg, Dental Consultant, Millie Portillo, Executive Assistant, Monica Charris, Director of Head Start/Early Head Start, Flordeliz Panem, MD, CMO, Joan M. Quigley, President/CEO, Bridget Hogan Director of Clinical Services, Vito Veneruso, Director of Operations and Rebecca Acosta, Director of Business Development.

The Helping Angels named North Hudson Community Action Corporation as their Toy Drive 2018 recipient! Thank you to the Helping Angels for helping us reach our goal of toys to give to our patients/clients!

Photo left to right: Dr. David Saltzberg, Dental Consultant, Wanda Ayala, Helping Angels Board President, Rebecca Acosta, Director of Business Development and , Joan M. Quigley, President/CEO.



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2018 Memories!



Let's make new ones!