



El Sol
NEIGHBORHOOD EDUCATIONAL CENTER
"Transforming Hearts, Minds and Actions"

CHW Benefit Experience



**El Sol Neighborhood
Educational Center**



Molina Health Care Pilot

Summer 2024

We Launched Fast

- 📅 Summer 2024 Pilot – Molina Healthcare
- 👥 ~20 CHWs trained quickly
- 📋 Thousands of members to call
- 📞 Phone outreach + script
- 📊 Tracked in spreadsheets
- 🆔 Individual NPI required

Lessons Learned

- 📞 Thousands of calls → 116 met the criteria for a successful encounter
 - 💻 Manual data entry (Pear Suite)
 - ❌ ~40% claims rejected
- 💡 **Key Lessons (bold on slide):**
- Cold calls don't build trust
 - Training must include billing
 - Systems and workflows matter as much as services
 - Clear payer rules from day one




Health Net Pilot

Summer and Fall 2025

We Got More Strategic

- 🤝 **Partner: Health Net (Quality Improvement Program)**
- 🎯 **Focused populations:**
 - Adults: Hypertension & Diabetes
 - Children: Immunizations, Fluoride, Well-Child Visits
- 📍 **Targeted outreach:**
 - Spanish-speaking members
 - Specific zip codes: Bell Gardens, Downey, Commerce
 - 🕒 Refined engagement list
 - 📞 More intentional outreach approach
- 🔄 **Improved workflow:**
 - 📞 **Call 1: Friendly check-in + social needs assessment**
 - 🔄 **Follow-up calls for ongoing support**
 - 👥 **Staffing model:**
 - 1 Full-time CHW
 - 4 Part-time CHWs (evenings & weekends)
 - 1 Billing Specialist-entered data from spreadsheets and filed claims

What Happened

-  3,700 Medi-Cal members outreached
-  617 completed assessments
-  134 follow-up interactions

What This Shows (bold on slide):

- Targeting improves engagement
- Trust increases response rates
- Assessments drive real care connections
- Follow-up = sustained impact

Inland Empire Health Plan

Summer 2026

In-Training

Meet The Team



Dr. Thelma Gamboa – Director

Jose Quezada – Program Manager

Jordan Weatherspoon – RN Care Manager

Ashley Villa – LVN

Selena Chom – Care Coordinator

Tania Lopez – Program Assistant

Rosa Perez – BH Coordinator

Rashelle Perez - Bookkeeper Assistant

Norma Mejia – Community Health Worker

Cris Rodriguez – Community Health Worker

Brenda Alvarez – Community Health Worker

Lissete Hernandez – Community Health Worker

Azalia Ryckman – Community Health Worker

Leslie Villa – Volunteer

LLUSON Students