

Nomination: 9431

## Community First Health Plans

<b>Page: General Information</b>
Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.
<b>Name of Organization/Company</b> Community First Health Plans
<b>Mobile Phone Number</b> +1 312-919-2377
<b>Additional Contacts</b> I would also like to have others receive emails about the disposition of our entries.
<b>Page: Entry Information</b>
<b>Entry Title</b> Community First Health Plans
<b>Category</b> A01 - A31 Employer of the Year > A21 - Employer of the Year - Insurance
<b>Employer of the Year Submission Format</b> Written Answers
<b>a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required</b> <p>For 30 years, Community First Health Plans (Community First) has stood proudly as the only locally owned and managed non-profit health plan in San Antonio, TX, and surrounding areas, positively impacting over 3.5 million lives.</p> <p>Community First provides access to quality health care and services by offering Medicaid, Medicare, Marketplace, and Commercial health plan options for individuals and families of every generation and income level, including expectant mothers and newborns, children, adults, seniors, and individuals with disabilities.</p> <p>By fostering collaboration and investing in real solutions, Community First creates a healthier, more equitable community for all. Dollars received in their revenue stream are thoughtfully funneled back into their local service area to empower like-minded non-profits that share the mission of eliminating obstacles and hardships encountered by the disabled, marginalized, and impoverished.</p> <p>Community First prioritizes its community's well-being, including its own 650 employees and their families counted among its health plan membership. Employees are intertwined with their founding mission and mirror the very community they serve. With significant investments in their well-being and development, Community First prioritizes staff and their families.</p> <p>More than a health plan, Community First advocates for all to receive services and support to live a healthier life.</p>
<b>b. Outline the organization's employee-relations achievements since the beginning of 2023 that you wish to bring to the judges' attention (up to 250 words). Required</b> <p>Since 1995, employee engagement and development originated from its parent organization, University Health. In 2020, Theresa Rodriguez Scepanski became Community First's President and CEO, transforming it into an autonomous, \$1 billion entity with its own vision, mission, and identity and creating extensive new opportunities and events:</p> <p>2023 – present</p> <ul style="list-style-type: none"><li>• Established quarterly mobile mammography visits: 200+ employee mammograms on-site during work.</li><li>• Increased incentives (gift cards and PTO) to encourage employee and family member blood donations on-site; appointments averaged 50 monthly and 1,200 donations.</li><li>• Conducted 10 in-person one-on-one sessions for 150+ employees with financial planning professionals on maximizing retirement.</li><li>• Built covered outdoor patio/green space with Wi-Fi where employees work, meet, and enjoy events.</li><li>• Hosted events that reflect staff's diverse composition, engaging 650 employees.</li><li>• Designed a private employee wellness room and mothers' pumping space.</li><li>• Achieved Trauma-Informed Care Organization certification, ensuring employees feel safe and valued in the workplace.</li></ul> <p>2024 – present</p> <ul style="list-style-type: none"><li>• Expanded Employee Engagement staff; two full-time employees, four part-time staff, and two executives.</li><li>• Implemented Employee Giveback, offering staff paid hours to participate in community events: 168 hours of community service.</li><li>• Created an internal leadership pipeline with Leadership EXCEerator, upskilling 55 leaders through learning events developing essential competencies.</li></ul> <p>2025</p> <ul style="list-style-type: none"><li>• Custom-designed Connection EXCEerator; 80 front-line employees increased collaboration, connection, and career opportunities.</li><li>• Developed Community First Fellowship: Perspectives in Leadership, providing high-potential leaders with expanded insights and opportunities.</li><li>• Created pharmacy learning program on diabetes; 155 completed, with 84 receiving CEUs.</li></ul>

**c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the organization's past performance (up to 250 words). Required**

Community First's uniqueness is paving its own path, which is separate yet aligned to its parent organization. It fosters a workplace culture that values employees and provides custom-designed resources for well-being, work-life balance, and personal and professional development.

Community First has amplified its performance:

- Increased employee participation 25% in outreach activities reflecting the identity and heritage of staff, such as the *dieciséis de septiembre* Parade, in 2024.
- Doubled blood donations since 2023; 800 pints donated since 2024.
- Increased mammograms onsite by 75% since 2023.
- Increased scheduled sessions with financial planning consultants by 40% since 2023.
- Augmented recruitment and retention through onsite learning and development opportunities.
- Created an internal pipeline of 55 leaders.
- Boosted front-line worker connectivity by 88%.

Community First benchmarks against its parent company, University Health, and other local 501(c)(3) organizations, including United Way of San Antonio and the Texas Association of Health Plans (TAHP). Community First frequently shares its unique journey, challenges, and successes with these and other organizations through one-on-one coaching or speaking at conferences, such as Texas Association of Community Health Plans (TACHP), mPulse, and TAHP.

Recognized for its work, including 2023 Top Diversity Leaders by Modern Healthcare, Community First communicates this throughout the organization, instilling pride in the organization and throughout the community it serves.

A highly successful non-profit, Community First has now contributed \$100 million towards the building of two new hospitals by University Health through the shared goal of improving health outcomes in the community.

**d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional**

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**Would you like to add an additional supporting document?**

No

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