

By Jane
Tomchik



Congratulations to all who participated and/or provided support for the 24th Annual Paint-a-Thon! Together with around 400 volunteers, we managed to paint 42 homes of elderly and disabled clients. As you all know, this effort is much appreciated by the homeowners. We are slowly growing together into truly a Community Action Agency of Excellence. As this newsletter comes out, we will be embarking on our first Quality Improvement Plans. During this month, we will be finalizing our 2011 CAP Plan with new programs or initiatives to address needs identified in our needs assessment. Previously, I'm not sure that we, as an organization, have spent much time reviewing our CAP plan or our progress. So this coming year, I want everybody to know what's in the plan and I want to review our progress at least quarterly, especially where new programs are concerned. October! My one year anniversary with Project BRAVO is November 30, 2010. Maybe this year hasn't gone as fast for you as it has for me, but I can't believe it is almost a year. Thank you all for making it, despite all the challenges, one of the best in my professional career!



FALL IS HERE!



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The BRAVO Newsletter

VOLUME 1 ISSUE 2

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Staffers Honored For Teamwork and Client Service

If courteousness is consideration of others, and politeness is the way to express it,

Juan Manuel Vasquez is regarded as an expert at such expressions. As the person at Project BRAVO responsible for ensuring a reliable information technology system 24 hours a day, seven days a week at seven different locations, Vasquez is known as much for his kind and gentle nature as he is for his professionalism and knowledge of computer technology. "Juanmanuel" - spoken as if it was a single name instead of two - takes on the toughest assignments with a quiet efficiency that has impressed clients and co-workers alike. "Everyone in the Agency knows Mr. Vasquez' customer service. He even received a (BRAVO) nomination again this month," said Project BRAVO Interim Executive Director **Jane Tomchik**. Vasquez, who grew up in Ciudad Juarez and was educated on both sides of the U.S-Mexico border, is the first Project BRAVO employee to earn a monthly nomination for a BRAVO Award for outstanding customer service.



For **Fred Perea**, coming to work should never be seen by employees as a heavy burden. As Human Resources Manager at Project BRAVO, Perea has one of the toughest jobs in the agency. But Perea, who grew up in La Mesa, New Mexico, has been working hard to create a working environment that offers a sense of fulfillment and reward for every employee. "Fred exhibits a sense of teamwork as an advocate for fairness throughout the organization," said Tomchik. Perea recently added to his extensive list of accomplishments as a human resources professional. In January of 2010, he earned his certification as a Professional in Human Resources (PHR). Despite his long list of achievements, Perea is far from reaching his personal and professional goals. He is on track to earn a MPA degree from UT El Paso in May of 2011. His nomination for a BRAVO Award comes as no surprise to his fellow workers who marvel at his zest and energy for getting things done while creating a working environment that is fun, congenial and productive.



Project BRAVO Guiding Principles

As a "high-performing" organization, we believe...

- honesty, integrity and accountability at all levels foster trust and confidence.
- teamwork maximizes performance and relationships
- effective communication is critical
- in rewarding and recognizing performance to foster personal and professional growth for all employees.
- in visionary leadership
- we make a difference by being reliable and responsive to our community
- in striving for excellence in all we do by continuous improvement and focusing on positive results
- in empowering our clients to make good decisions

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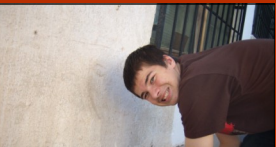
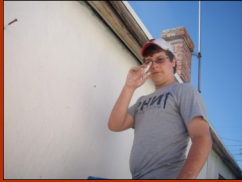
- Paint-a-thon 2010 pics
- PAP helps patients
- New PB board member
- PB clients succeed
- PB staff celebrates





Paint-a-thon 2010

Scenes from Paint-a-thon 2010



Hilda Enriquez has always worried that her home in Central El Paso would eventually fall into complete disrepair. But when more than a dozen Paint-at-thon volunteers showed up at her front door, she was ecstatic. The 83-year old homeowner has lived in the home at 3229 Pera Avenue her entire life, but the constant upkeep had become too difficult for her to handle on her own. Members of the Western Hills United Methodist Church were delighted to help paint the old structure and give it a new shine. "This house was built by my father more than a hundred years ago," said Enriquez. "There were six of us girls who were raised in this house and my father had to add more rooms," she said. Enriquez expressed deep appreciation to the volunteers from Western Hills. "*Todo quedo muy bueno,*" ("Everything went very well,") The volunteers, including adults and teens, exemplify the true spirit of volunteerism and are credited with helping make Paint-a-thon 2010 a big success.



PAP Helps Residents Deal With High Prescription Drug Costs

For many years Project Bravo's Patient Assistance Program (PAP) has been a blessing for the uninsured and for those receiving indigent care in El Paso. The program helps patients obtain free and reduced medications, nutritional supplements, diabetic supplies, and also provides assistance in helping clients complete and submit applications for free eye exams, says program coordinator **Angie Villan**. Aware of the PAP program's outstanding services, the city's leading indigent care provider—University Medical Center (formerly Thomason Hospital)—has consistently referred patients to our center. And, since January of this year alone, the PAP program has helped 429 children and adults. That's \$171,400 worth of prescriptions and supplies. The greater satisfaction, says Villan, is knowing that clients, like a recent cancer survivor, can continue to receive the medications they need even if they cannot afford it. "Before she found us, this client was struggling to take her medications that her doctor prescribed her," said Villan. "Now she's living a healthier life style, she's able to treat her medical condition, and has extra money for emergencies."



PAP Coordinator Angie Villan, right, helps Project BRAVO client Claudia Balderrama qualify for prescription drug payment assistance.

Why Values and Guiding Principles Are So Important

By Fred Perea, PHR



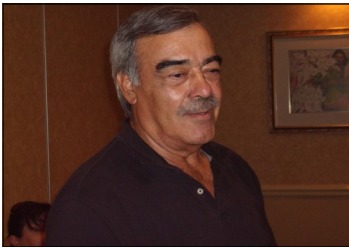
Every organization and every individual is tasked with making decisions. Whether the decisions are personal or professional, individuals make decisions that reflect their personal beliefs about what *they* think is important. Equally, organizations make decisions based on the cultural beliefs about what *the organization* thinks are important. All in all, the decisions we make are a reflection of our *personal and organizational values or guiding principles*. Recently, at an all-agency meeting and at a staff retreat, the new Project BRAVO Guiding Principles were rolled out. In case you haven't noticed, there are big bright posters in every Project BRAVO center also to remind us of what those principles are. These values are a great reminder of how our personal decisions at work align with the overall mission of what we are here to do. Research shows

that companies and organizations that seek to align the values of the organization with the values of employees, and vice versa, are more fun to work in, are more successful and are more focused on the needs of their employees and their clients. Organizations that don't have this alignment tend to be more inward looking, bureaucratic, and stressful. They may be financially successful, but find it difficult to hire and keep talented people. Organizations that seek to create values or guiding principles alignment, have very few problems attracting and keeping talented people. Project BRAVO is moving forward in a wonderful direction. ...let's keep up the focus on our guiding principles, and don't forget to keep those BRAVO nominations coming in to reward your co-workers commitment and hard work!



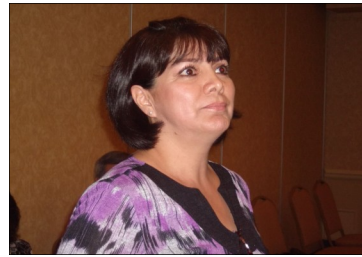
From the Client Side

Horacio Munoz had little place else to turn. Unemployed, under-educated and a family to support, he qualified for assistance under Project BRAVO's ARRA Employment Program. With the help of Project BRAVO, Mr. Munoz was placed with Foster Manufacturing Com-



pany as a line assembly worker after being unemployed for a full year. The help he received changed his life. "I am very grateful for the help I got," said Mr. Munoz.

For **Rosario Posada**, life had reached a turning point. Posada had been struggling for three months without employment while trying to support her family. Finally, in near desperation, she turned to Project BRAVO where she received employment counseling and was eventually placed at A&A Logistics Company. She now works as an



administrative assistant at the firm. **Angel Vargas**, Project BRAVO's Employment Coordinator, is expressing satisfaction with his department's mounting success in helping people become self-sufficient.



"If a free society cannot help the many who are poor, it cannot save the few who are rich."

-President John F. Kennedy

Felix Valenzuela Joins Project BRAVO Board of Directors

For several years, **Felix Valenzuela** performed missionary work among the indigenous populations in the mountains and plateaus of Peru. Helping people overcome hardships in the South American country has made Mr. Valenzuela uniquely suited to serve as a member of the Project BRAVO Board of Directors. Mr. Valenzuela was democratically elected on August 4, 2010, to serve as low-income representative for Northeast El Paso. He officially took his seat on the panel on August

31. Mr. Valenzuela, a construction consultant, is a Viet Nam veteran who once worked as the head of the Migrant Seasonal Farm Worker agency in the State of Utah. "I have been involved in many efforts to help people," said Valenzuela. "I understand the needs of the poor and I am available to learn new things." Mr. Valenzuela is married to **Esther Valenzuela**. The couple lives in Northeast El Paso.



Felix Valenzuela is the newest member of the Project BRAVO Board of Directors

Que ondas?

Welcome New Employees!

- Jose Miguel Israel**, Housing Assistant
- Norma Prieto**, Internal Compliance Auditor
- Irma Lopez**, Supervisor-Canutillo
- Ema Mariciscano**, Supervisor-Southside
- Sandra Ramirez**, Custodian
- Graciela Zaragoza**, Community Services

Changes

- Cruz Ramos** moves from Supervisor in Canutillo to Supervisor in Ysleta.
- Juanita Lugo** moves from Community Services to Accounting Tech, Main Office.

Joke of the Month

Q: Why did the alien refuse to eat the clown?
A. Because the clown tasted funny.



The Community Relations Department maintains an archive of Project BRAVO history dating back to its creation in 1965. The archive includes scrapbooks containing old newspaper clippings and photos. Staffers and history buffs are welcome to come read through 45 years of Project BRAVO history.

Project BRAVO history: In 1965, the Project BRAVO administrative offices were located at 501 South El Paso Street. The offices were later moved to 7000 Texas Avenue



Viva Mexico!



Project BRAVO staffers celebrate Mexican heritage



Autumn Arrives



Agency preps for busy fall season

