

NOVEMBER 2019 | ISSUE NO. 7

KidsCare MONTHLY

YOUR MONTHLY GUIDE TO ALL THINGS KIDSCARE



In this edition...

Get to Know *Cortney Baker*
KidsCare's Pumpkin Decorating Contest

but first! OUR NEW HOME



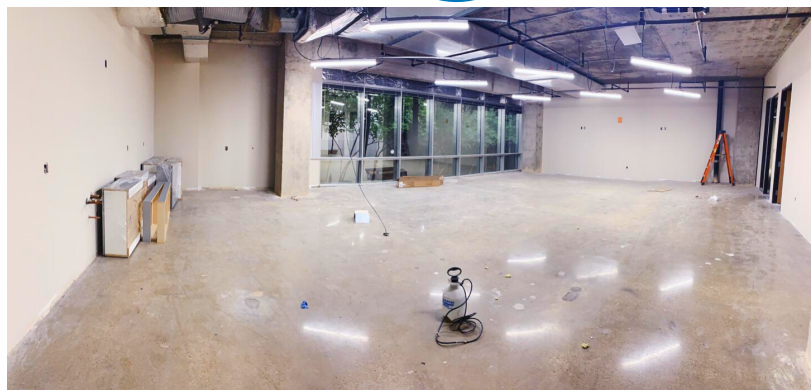
from this



to this



from this



to this





BEHIND THE SCENES

A DAY IN THE LIFE OF WEST OPERATIONS

DID YOU KNOW?

Our West Operations Team handles many different facets of our business.

West Operations are made up of...

- Intake
- Authorization
- Physician Liaison
- Staffing

INTAKE

Our West Intake team process referrals, call families, and has experienced major growth! The Idaho Intake (which we started on October 1st), already has 20 kids!



STAFFING

Our West Staffing department handles resignations, staffing list, needs list, and re-staffing.



PHYSICIAN LIAISON

Our West Physician Liaison Team follows up on all paperwork and places holds after 30+ days of no contact. Our RN also fulfills start of care orders and bridge orders



AUTHORIZATION

The West Authorizations team obtains authorization from Medicaid for services. They also process and update any payor changes, add holds on the 1st of the month, fax out a plan of care to doctor's offices, and schedule visits.



From Left to Right: Jennifer, Ciara, Kierra, Daniel, Juan, Becky, Xstasia, Eleni, Daniela, Greneshia, Fatima, Jessica, Larissa

West Operations MEET THE TEAM

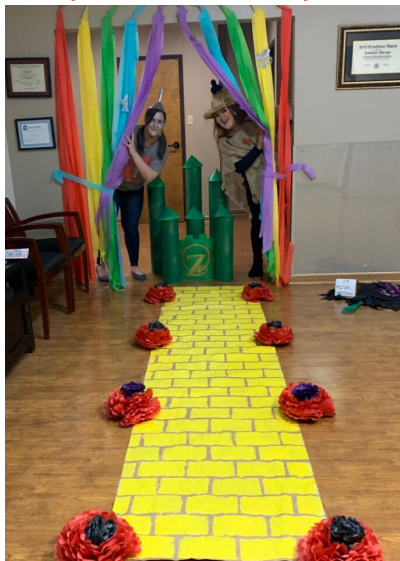
WEST OPERATIONS MANAGER
WEST INTAKE COORD.
WEST INTAKE COORD.
WEST INTAKE COORD.
WEST STAFFING & INTAKE LEAD
WEST AUTHORIZATION COORD.
WEST AUTHORIZATION COORD.
WEST AUTHORIZATION COORD.
WEST AUTHORIZATION COORD.
WEST PHYSICIAN LIAISON
WEST PHYSICIAN LIAISON
WEST PHYSICIAN LIAISON
WEST PHYSICIAN LIAISON, RN

Larissa Jimenez
Jennifer Rios
Fatima Rebollar
Xstasia Ramirez
Daniel Fumo
Jessica Funez
Greneshia Wright
Juan Ortiz
Becky Betancourt
Ciara Coats
Eleni Pineda
Kierra King
Daniela Nunez



EVENTS

Halloween at Kidscare



Pumpkin Decorating Contest

Our pumpkin decorating contest winner, Jennifer, and her adorable pumpkin!



KIDSCARE KUDOS

☺☺ **Lindsey** does so well with my son. She is sweet, respectful and kind hearted. We couldn't ask for a better therapist. She works well with our son and educates me on ways I could help teach him. She always shows up on time and is very attentive. Thank you!! ☺☺

ST, Dallas

☺☺ **Tori** is the best speech therapist. She is knowledgeable, an outstanding hardworker, and has an awesome personality. My kids love her very much. Thank you **Tori!** ☺☺

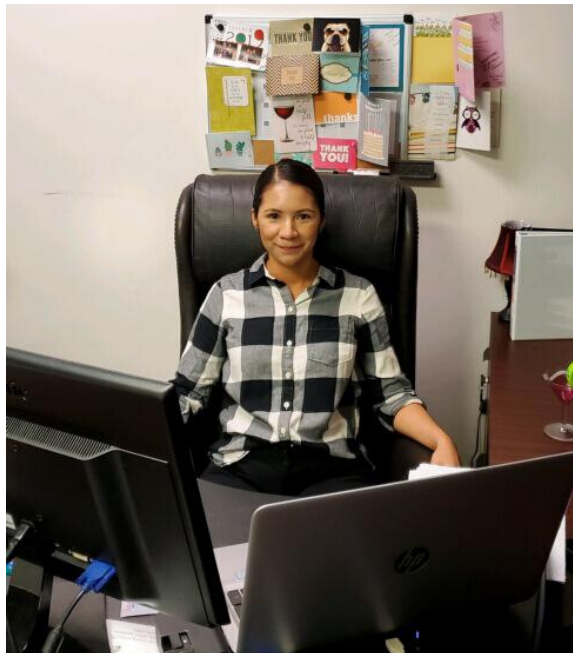
ST, Dallas

☺☺ **Elyse** is amazing! We have come so far with my son, and he is progressing so well. She is firm, but kind and really gives us a plethora of knowledge to utilize for our son's growth. We love her, and all the help she has afforded us. Our son's growth is phenomenal! Thank you! ☺☺

OT, Denver

great job, therapists!





Celebrating Belinda's 15th year anniversary
Belinda is our most tenured employee, here at KidsCare! She started working for KidsCare 15 years ago and has been here through it all! On her first day, she had to build her own chair to sit on, so for her 15th anniversary, she received a new chair! Congrats, Belinda!



Karen, Tyrus, and Belinda at the KanTime User's Conference

Therapists



Denver's Fall Therapists' and Family Potluck and Costume Contest! A day filled with prizes and furry friends!



Kelsey, Deb, Breanne, and Amie at the APTA PT Expo in Denver!



Denver ↩

Quarterly Meetings!

Dallas ↪

MEET THE NEW KIDS



Reina Armstrong
Licensed Vocational Nurse
Dallas, TX



Isaac Atei
LVN
Dallas, TX



Roxanne Gomez
LVN
Dallas, TX



Quantaysh LaPierre
LVN
Dallas, TX



Helen Freeman
LVN
Dallas, TX



Paula Pace
LVN
Dallas, TX



Christianah Elekuolusi
Registered Nurse
Dallas, TX



Mayra Sindelar
RN
Dallas, TX



Eucharía Okereke
RN
Dallas, TX



Iziegbe Mboto
RN
Dallas, TX



Tara Owens
Nursing Scheduler
Dallas, TX



Rachel Raisor
Clinical Recruiter
Dallas, TX



Xstasia Ramirez
Intake Coordinator-
West
Dallas, TX



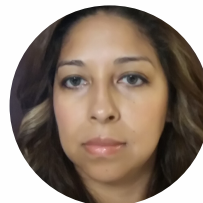
Kierra King
Physician Liaison-
West
Dallas, TX



Precious Jordan
Authorization
Coordinator
Dallas, TX



Jennifer Anderson
Speech Language
Pathologist
Fort Worth, TX



Christy Davila
COTA
Tyler, TX



Deidra Baker
COTA
Houston, TX



Mayra Ortega
Intern SLP
Houston, TX



Lauren Kitchens
PT Assistant
Houston, TX



Laura Santiago
SLP
Houston, TX



Carrienne Matthews
Occupational Therapist
Houston, TX



Jeanette Perez
PRN Translator
Austin, TX



Claire Johnson
OT
Austin, TX



Jamie Jones
PRN Translator
Waco, TX



Maria Del Pilar Revilla
PRN Translator
Waco, TX



Jaicy Sutak
OT
Fort Collins, CO



Christina Warn
OT
Boise, ID



Camarin Lawlor
SLP
Boise, ID



Katherine Isbell
Intern SLP
Colorado Springs, CO



Jennifer Celentano
SLP
Colorado Springs, CO



Maureen Hyde
OT
Denver, CO



Kyla Kohagen
SLP
Denver, CO

Not pictured:

Teresa Lopez -Villagomez Evelyn Beeler
PRN Translator LVN
Boise, ID Dallas, TX



GET TO KNOW

Dr. Courtney Baker



KIDSCARE OWNER & CEO

What has your time with KidsCare taught you?

My time with KidsCare has been a rollercoaster, to say the least. I have seen it grow from just me with 10 little patients all over Dallas to now being in 3 states and having hundreds of employees. Not all of it has been a smooth road, and there have been numerous potholes. I think my biggest lessons over the last 16 years have been that nothing stays the same, and the storm always passes, so it's best to embrace the rain because it's necessary for growth.

What inspired you to start KidsCare?

After graduating with my Master's in Speech Pathology, I'd worked in a school district and knew right away it wasn't for me. Then, I got a job doing pediatric home health and absolutely fell in love with the setting- I loved that I could get the parents involved in the child's familiar environment with their own belongings. But I was at a company where I didn't feel valued and respected. So I decided I'd just make a place of my own. I felt like if I could be the best employer in Dallas, then we wouldn't have a problem getting employees and growing. I fully believe that happy employees are the key to our growth!

What do you do in your free time?

I **love** watching my daughter, Reagan, 12, play softball (she's a catcher) and my other daughter, Grace, 16, dance in the drill team. They are so much fun to watch! I also love reading and having downtime at home with my family and my puppy, Jackson.

What is a current project you're working on?

I host a podcast called **Women in Business: Inspirational Stories of Women Entrepreneurs**, and I'm passionate about changing the future of leadership for my daughters' generation. Research conducted in 2015 found that we are more than 100 years away from gender equality at the C-level and that isn't good enough for me. So now I am actively working to decrease the gender gap by providing mentoring and business coaching for women to start their own businesses through private, group, and online courses in my program called **From Side Hustle to CEO**. It's **so much** fun!

What is something surprising about you or your role as CEO?

- I am always open to trying new things. The deadliest culture a company can create is supporting a mentality of "that's how we've always done it." Now, that's not to say there are things we can't do or haven't already tried, but it's just about communicating the reasoning behind that decision.



- I'm really the goofiest person on our team. In fact, the leadership team took away the intercom system from me when we moved because I used to play on it. Maybe now that we're moving again I can get it back 😊

The future of KidsCare:

- I have an open door policy and genuinely **love** to hear from others.

☺☺ We have an incredible opportunity to change the lives of children with special needs, and we fully intend to expand our company's service regions in effort to do that for as many children as possible. We have expansion plans in the works and the next 5 years are going to be full of excitement, opportunity, and growth. If you're looking for career growth potential and you love the pediatric home care setting, KidsCare's definitely the place to be. ☺☺



Anniversaries & Birthdays

Ginger Pendarvis - 11/2	Maricelys Nieves Machado - 11/12	Tracy Le - 11/21		
Katelyn Welch - 11/2		Bhoomi Patel - 11/22		
Shannon Brown - 11/2	Adriana Aguilar - 11/13	Diep Nguyen - 11/22	Stephanie Ashford - 1 Yr	Kathy Myers - 3 Yrs
Sonali Sarin - 11/3	Michelle Kilcrece - 11/13	Maria Cuevas-Meyer - 11/22	Liliana Medina - 2 Yrs	Shannon Brown - 3 Yrs
Tashala Quick - 11/3	Ellen Enright - 11/14	Kathleen Frazier - 11/23	Guadalupe Arreola - 3 Yrs	Holland Kitten - 3 Yrs
Valerie Becker - 11/4	Kimberly Ainsworth - 11/15	Melissa Dominguez Flores - 11/23	Kristen Bilger - 1 Yr	Ashlie Francis - 1 Yr
Yahaira Pagan Carrillo - 11/4	Rebekah Orlando - 11/15	Lori Impastato - 11/24	Kristen Scott - 3 Yrs	Amanda Colbert - 1 Yr
Tiffany Abram - 11/5	Jasmine Armstrong - 11/17	Chelsie Yarbrough - 11/28	Fabiola Ordóñez - 2 Yrs	Sonja Wihksne - 2 Yrs
Joissy Brena Pardo - 11/6	Kailine Hynes - 11/17	Cynthia Baird - 11/28	Lauren Ingram - 3 Yrs	Diana Castillo - 3 Yrs
Lara Hooper - 11/6	Tonya Dickey - 11/17	Jamie Jones - 11/28	Mary Buzzell - 3 Yrs	Australia Johnson - 1 Yr
Bobbie Swierc - 11/8	Amanda Colbert - 11/19	Kyra Hillard - 11/28	Lizzette Burger - 9 Yrs	Laura Fuller - 4 Yrs
Lauren Pybus - 11/8	Leah Pruitt - 11/19	Ashley Glanzer - 11/29	Staci Daniel - 4 Yrs	Cheline Boston - 1 Yr
Pamela Luyo - 11/10	Tyrus Kozinski - 11/19	Karen Wade - 11/30		
Holly Hamblett - 11/12	Brandi Saucedo - 11/20			

thanks for tuning in

NEXT MONTH'S EDITION FEATURES...

GETTING TO KNOW JASON BAKER

CELEBRATE THANKSGIVING WITH KIDSCARE AND MORE!

INSTAGRAM

@kidscarehh

