



L.A. Care
HEALTH PLAN®

Wings of Cultural Pillars



**CULTURE
PILLARS**

Wings of Culture: Cultural Pillars



Wings of Insight

(We anchor our work in facts, ask the right questions, and always keep the big picture in view because clarity drives confident action.)



Wings of Possibility

("We stay curious, act with courage, and explore new ways forward even when the path is uncertain. We lead by learning, listening, and growing together.")



Wings of Collaboration

("Strong teams take flight through connection. We build trust by listening to understand, communicating with purpose, and working across silos with intention.")



Wings of Ownership

("We show up with heart and own our impact. Our name is on everything we do-from service to follow-through. We lead with empathy, deliver with purpose, and hold ourselves and each other accountable.")



Wings of Gratitude

("We take time to recognize wins, honor contributions, and appreciate the journey because shared success lifts everyone higher.")

Wings of Culture: Culture Cards



WINGS OF **POSSIBILITY**

"We stay curious, act with courage, and explore new ways forward even when the path is uncertain. We lead by learning, listening, and growing together."

Behavior Cues:

- I approach challenges with curiosity and ask questions to learn.
- I lead by example and take initiative to move ideas forward.
- I adapt quickly and seek growth in every change.
- I assume good intent and focus on outcomes over opinions.
- I reflect on every experience to improve how I work.

WINGS OF **OWNERSHIP**

"We own our impact by leading with heart. That means showing up with empathy, delivering with purpose, and holding ourselves and each other accountable. Our name is on everything we do; from the way we serve members to how we follow through. Every action reflects our mission and commitment to the communities we serve."

Behavior Cues:

- I follow through on my commitments to build trust.
- I take pride in my work because quality matters.
- I take ownership of outcomes, even when things go wrong.
- I show care and attention in how I serve others.
- I keep my promises to earn respect.
- I follow through with excellence to deliver lasting impact.

WINGS OF **INSIGHT**

"We anchor our work in facts, ask the right questions, and always keep the big picture in view because clarity drives confident action."

Behavior Cues:

- I stay informed and understand the full context of my work.
- I make decisions based on facts and data.
- I focus on solutions & look for opportunities to improve.
- I stay optimistic, even when facing challenges.

WINGS OF **COLLABORATION**

"We build trust by listening to understand, communicating with purpose, and working across teams with intention. Strong teams take flight through connection. We own our impact by leading with heart and showing up with empathy, delivering with purpose, and holding ourselves and each other accountable."

Behavior Cues:

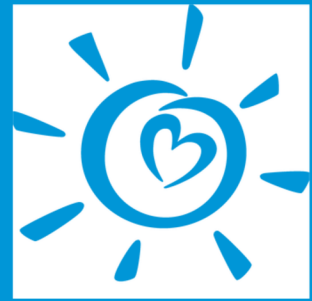
- I work across teams to achieve shared goals.
- I communicate clearly and kindly to keep others informed, foster understanding, & build strong working relationships.
- I align around shared messaging to ensure consistency and unity.
- I seek out diverse perspectives to make stronger decisions.

WINGS OF **GRATITUDE**

"We take time to recognize wins, honor contributions, and appreciate the journey because shared success lifts everyone higher."

Behavior Cues:

- I recognize my teammates for their contributions and efforts.
- I celebrate wins, big and small, with joy and intention.
- I appreciate the journey, not just the destination.
- I lift others by highlighting their strengths, stories and successes.
- I make gratitude part of how I lead, speak, & show up every day.
- Even in challenging times, I honor our progress and those who made it possible.



L.A. Care
HEALTH PLAN®

Employee Recognition Program



— WINGS OF —

RECOGNITION

Program Components:



Monthly Recognition: "Wings in Action"

- **What:** Peer- or manager-nominated recognition for everyday excellence.
- **Categories:**
 - Wings of Collaboration
 - Wings of Gratitude
 - Wings of Possibility
 - Wings of Insight
 - Wings of Ownership
- **Reward:** Custom digital badge + featured in internal newsletter and TV monitors



Quarterly Awards: "Wings of Impact"

- **What:** Formal recognition of individuals or teams making meaningful contributions aligned to cultural pillars.
- **Selection:** Senior leaders vote from monthly winners.
- **Reward:** Certificate + \$100 gift card + personalized merch item (see below)



Annual Awards: "Flight Leaders"

- **What:** Top recognition during an annual celebration event. CEO Award
- **Categories:** Match strategic pillars + special President's Wing Award
- **Reward:** Certificate + \$100 gift card, Trophy, premium merchandise item, Added to recognition wall outside of Board Room








Annual Awards: "Wings of Celebration"

- **What:** An ongoing recognition that celebrates the personal milestones that make our team unique—work anniversaries, promotions, and other joyful moments throughout the year.
- **Categories:** Workiversaries, Personal Milestones
- "First Flight" – welcoming new team members
- **Reward:** Digital spotlight, thoughtful gift or card, and optional shout-outs during team meetings or newsletters because every milestone deserves to be seen and celebrated.

Recognition Badges



— WINGS OF —
RECOGNITION

Visual	Recognition Wing	Description
	Wings of Collaboration	Recognizes teamwork, shared success, and lifting others.
	Wings of Gratitude	Use this to honor those who communicate with kindness, recognition, and care.
	Wings of Possibility	Honors innovation, forward-thinking, and bold contributions to care.
	Wings of Ownership	Reflects reliability, initiative, and doing what it takes to follow through.
	Wings of Insight	Captures strategic thinking, good judgment, and data-informed decisions



Certificate Ideas



WINGS OF COLLABORATION

IN RECOGNITION
PATRICIA GARCIA
DESIGN SPECLAIST II
APRIL 2025

Thank you for stepping tp help the team finish the project ahead of schedule!

MANAGER SIGNATURE

DATE



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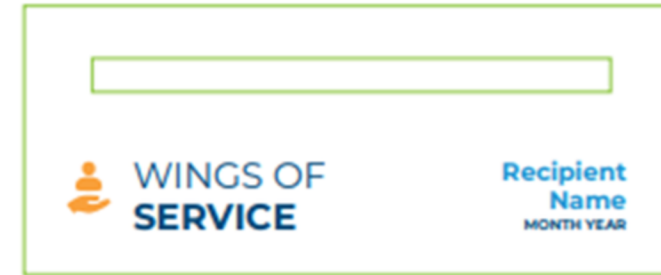




Ready for Takeoff



TOP OF BASE PRINT



Employee Recognition Wall

concepts

