

#RAISEYOURGAME2019



PACIFIC WORKERS' COMPENSATION
LAW CENTER
THE LAWYERS FOR INJURED WORKERS

GROWTH THROUGH CULTURE



THE MISSION

Pacific Workers' began with two strangers who met in an elevator at the court.

They met again, had dinners and talked about what kind of law firm they wanted. "A firm that is the Industry Leader in Customer Service, that treats employees well, open doors of opportunity for as many people as possible and gives back to the Community"

PACIFIC WORKERS

APPRECIATION

Our culture of excellence started with Friday Wheel Spins, celebrating the wins of the week and our employees. Wins for an individual means we all win





VALUES AND PRINCIPLES

We live by a set of principles and values. They align with our mission and dictate our decisions.

Deliver World-Class Customer Service.

Act with Empathy.

Be Driven and Get More Done!

Work is important and Provides Meaning in Our Lives.

Live in a Growth Mindset.

Be Vulnerable.

Foster Team and Community.

Be Honest and Transparent.

Set and Follow High Standards.

A better me = a better you = a better us.

PACIFIC WORKERS'

HISTORY

In 1994, our Founder Eric Farber started Farber & Company. A law firm in San Francisco that represented athletes and entertainers. Clients such as the Tupac Shakur Estate and Andre Ward, Oakland's own World Champion Boxer were among some of the hundreds of clients. In 2011, Farber & Company began representing retired athletes in their California Work Comp cases. In 2014, Bilal Kassem joined the firm to create Pacific Workers' with the mission to change the way Applicant Attorney firms operated and Pacific Workers' was born. Irving Flores-Corona, our Director of Ops and Karla Ortega, the Director of Intakes joined the firm as Assistants. Just a few short years ago they created the Mission and we are now over 40+ and growing.

In 2019, the Concord office opened to continue to build the reach and better serve our community

PACIFIC WORKERS'

COMPANY EVENTS

Pacific Workers' has multiple events each year. A Holiday Party, an Anniversary Party, an End of Summer BBQ, Monthly Lunches, Quarterly Happy Hours and weekly wheel spins.



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ANNIVERSARY PARTY

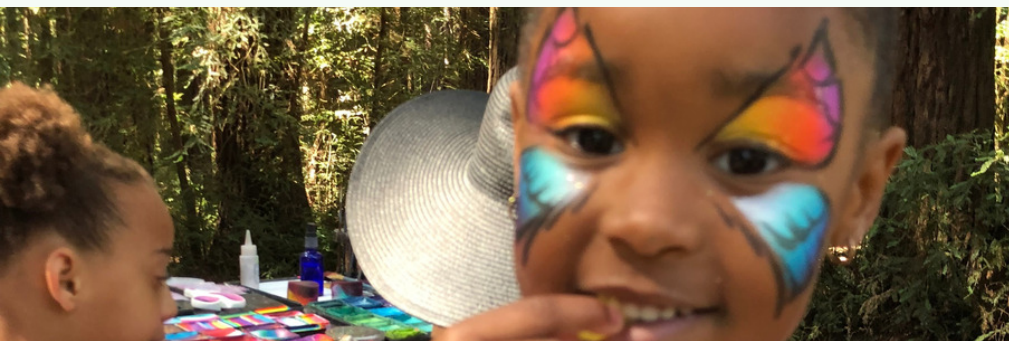
Just plain fun! Celebrate at this employee only event the founding of our great company!



PACIFIC WORKERS'

END OF SUMMER BBQ

for you, your friends and family to celebrate with us!



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THE HOLIDAY EVENT

Our biggest event of the year is for you and a guest to enjoy the food, drink, dance, fun and the celebration of our Team Awards!



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HERO AWARD

The Hero Award is given monthly and annually to the person or team that goes way beyond client expectations. Team Insdorf won in 2018 for getting free rent for a client for a year when they faced eviction. Jazmin Orozco, the 2017 Hero Award Winner presented.





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THE FOXHOLE AWARD

Who do you want to be in the Foxhole with? The Foxhole Award is given each year to the Employee of the Year. The person who is always there to go above and beyond to help the people around us and most embodies the values and principles of the Company. Almarie Rodriguez, the intake Manager won 2017

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COMMUNITY

Pacific Workers' Community Foundation gives back to the community through participation with the Oakland Local 55 firefighters, Family Services, Downes Memorial Church Fishes and Loaves Program and the Bay EMT, an organization that supports at risk youth through a Cadet Program, training new EMT and Firefighters



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FISHES AND LOAVES

Every year Pacific Workers' Community Foundation attends the Fishes and Loaves Event at the Downes Memorial Church in Emeryville to help them with their community homeless event.



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OAKLAND LOCAL 55

Pacific Workers' is the lead supporter of Oakland Firefighters Local 55. Each year we participate in their Crab Feed, Golf Tournament and Help the Heroes of our Community





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TEAM RUN INITIATIVE PROGRAMS

An Event Planning Committee, A Book and Movie Club, a Wellness Program and the Pacific Workers' Community Foundation are all run by you! Get involved in something that interests you.

Pictured here is the wellness program event featuring an Aromatherapy expert

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WELLNESS PROGRAM

The Wellness Program is about
Mind, Body and Spirit. With
speakers, walks and challenges!





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EVENT PLANNING

The Event Planning Committee plans our Monthly Lunches to our Holiday Party and everything in between! It's a lot of work and a lot of fun!



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PACIFIC WORKERS' COMMUNITY FOUNDATION

Our work in the
Community starts with all
of us. Help plan, work and
enjoy the events by joining
the PWC Foundation



PACIFIC WORKERS'

FREE LEGAL SEMINARS

Help us with the Free Legal Seminars we put on in the Community!



PACIFIC WORKERS'

GROWING TOGETHER IS BETTER

We want you to help make this the best company we can. This comes from a Better You = a Better Me = a Better Us. With programs like the CANI and the Idea Log, you are part of the Process.





PACIFIC WORKERS'

LEVEL UP MENTOR PROGRAM

in 2019, Pacific Workers' launched the Level Up Mentor Program. To help people achieve their career goals. Each new person is paired with a mentor to be able to have someone to talk with and plan their ascension.

Kiki Lubin is the program director. She is a Hearing representative who began in the mail room.

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avarro
- What process have you identified that needs improvement?
- a. Communication with clients within the first month after deciding to hire the firm for representation.
- What is your perceived problem with the existing process?
- a. The problem with the existing process of communication within the first month is that there are often times clients who are mistakenly forgotten or have issues that are not addressed by the team. After the intake process and both intro calls, clients leave the case process up to their team. Nevertheless, it is hard to keep track of all the new clients and make sure we are attending to their case.
3. What is your suggested change to the process?
- a. My suggested change to the process is that the ACM schedules a "30 Day Telephonic Call" following the CM's introduction call that will be scheduled on Setmore (a general call reminder should be set in the hours before the call is open - to ensure that calendar is not blocked throughout the entire day so the ACM is able to make the call on their own time). Clients should not be deterred from the 30 Day call as not all clients will require it, calls will be determined by individual case status.
4. What have you identified as the initial and secondary consequences of the change?
- a. Initial consequence: Call volume will increase when communication with a client is necessary and the calls are scheduled.
 - b. Secondary consequence: As a company we will ensure effective communication with our clients that require follow ups due to case status changes, create a more trusting relationship with our clients.
5. Identify the Customer Service Standards or Company Principles which will be impacted by the change.
- a. Proactive - Calling the clients before they call the office to get information and improve the process.
 - b. Accessible - By calling the client knows we are working & available.
 - c. Reliability - Calling them allows the understanding that we are reliable.
 - d. Industriousness - Actively planning calls to ensure progress.
6. Additional Thoughts
- a. It is important to understand this 30 Day Call is relative to the client's needs. We should understand what the client needs and how to assist them. Seeing a scheduled call on Setmore allows for the ACM to be prepared to look over the case status and see what needs to occur for the client. Furthermore, setting the call 30 days after the initial call gives the client enough time for the

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CANI (CONSTANT AND NEVER ENDING IMPROVEMENT)

Everyone has the opportunity to help our process, when you think of a better way, do a CANI and discuss with your team. Everyone must do one in the first 30 days!

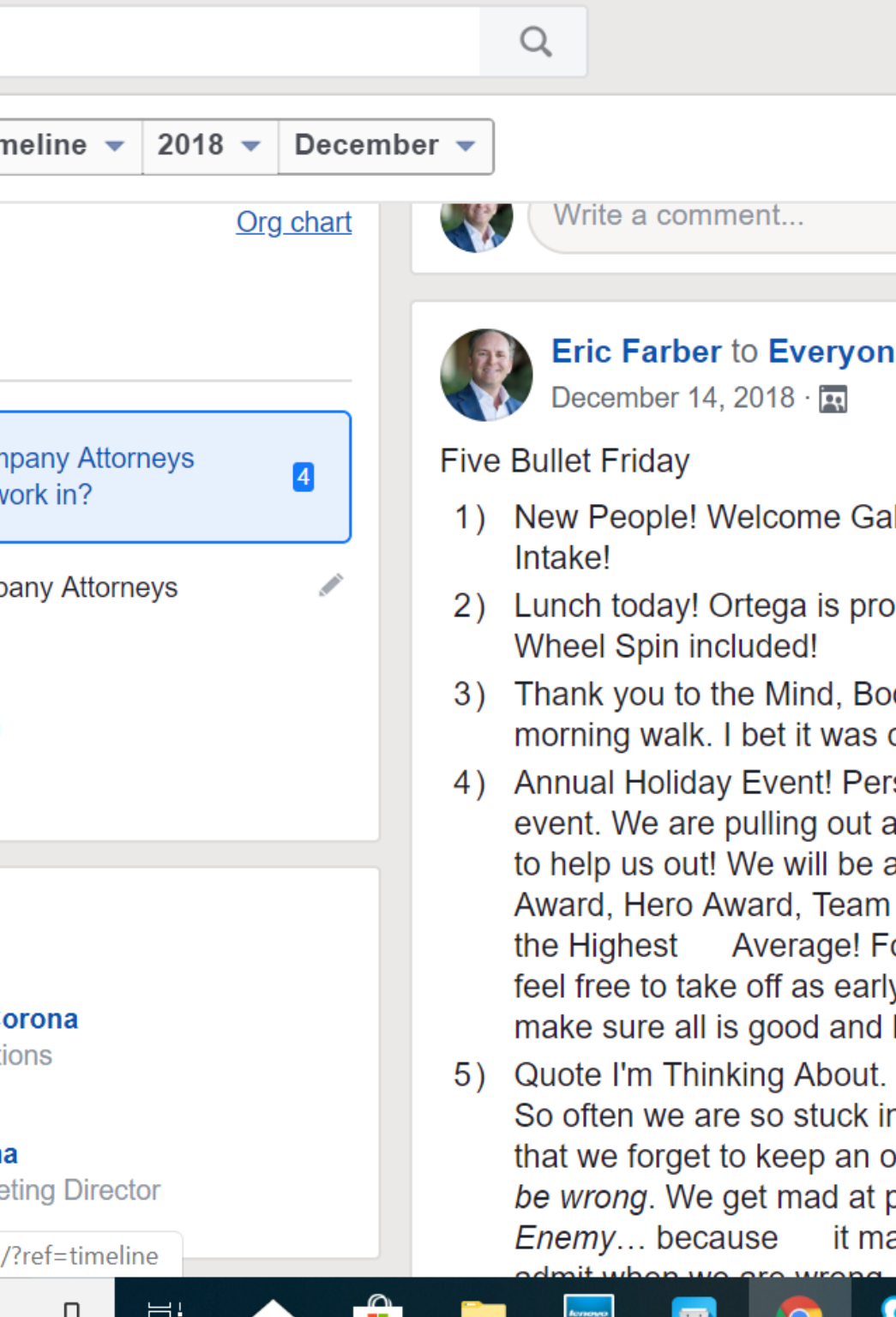
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THE THIRTY DAY EMAIL

A Staple of our Culture, the 30 day email helps you realize we are different kind of place, a place that allows you to recognize your wins, fail without judgment and ask questions. At the end of everyday, take a few minutes to think about your day. Write your supervisor and tell them

1. What you accomplished for the day
2. What Challenges you had and what you did wrong and need help with
3. What questions you have





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FACEBOOK WORKPLACE AND THE FIVE BULLET FRIDAY

Keep informed as to happenings at the Company with our own Facebook Workplace and the Five Bullet Friday. A short employee newsletter that hits Workplace every Friday morning.

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BONUS EACH OTHER!

Our company uses Bonusely, so you get to say thank you to your Team Members when they do something great!

-  SEARCH
-  HOME
-  REWARDS
-  ANALYTICS
-  INTEGRATIONS

ADMIN

-  COMPANY
-  USERS

-  Setup guide
-  What's new

@magali.cota @ruben.amezquita Beyond amazing! Client Referral Award #worldclasscustomerservice

 Comment  Add On

Add a comment



1d ago 

Wheel Spin 75 (via Irving Flores-Corona): **+75** **@brisa.aceves** as a recognition from PWC!

 Comment  Add On



Eric

PACIFIC WORKERS'

THE IDEA JOURNAL

Keep track of ideas and other things with your own personal idea log. Helps us all get better!



PACIFIC WORKERS' COMPENSATION
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Idea Journal

The Journal

It is incredibly important that we are constantly improving ourselves as well as a company.

Improvements come from You!

During any given day we are working hard and moving fast. We see things that are wrong, mistakes that happen, and we have ideas to make things better.

PACIFIC WORKERS'

THANK YOU FOR JOINING OUR TEAM

WELCOME ABOARD!