Thank you to our Fall Virtual Series sponsors!

Thursday, October 01, 2020 – Crucible: Re-forming and Strengthening Our Teams and Our Leadership During the Global Pandemic
Kedren Crosby, Work Wisdom, LLC

9:30 am – 11:00 am

This session is a focused Authenticity Circle for those seeking to connect with others, to process the uncertainty, as well as to imagine the next chapter. We will use best practices from the disciplines of Authentic Leadership, Positive Psychology and Emotionally Intelligent Leadership in adopting mindsets and behaviors to begin moving forward.

Speaker Bio

Kedren Crosby, President, Work Wisdom, LLC

Mindsets and behaviors hold power. By Instilling effective workplace mindsets, behaviors, communication practices and cultures, Kedren builds sustainable high-performance. Kedren holds a Masters' degree In Policy Science from The University of Maryland, graduate level certificates in nonprofit studies from The Johns Hopkins University in Baltimore, Conflict Resolution at Notre Dame and has completed graduate coursework in Organizational Behavior at Harvard University. Kedren Is also a certified practitioner of emotional intelligence and serves as adjunct graduate school faculty at Elizabethtown College. Kedren has written and presented extensively on burnout, work-life integration, authentic leadership, organizational culture, organizational conflict management and communication best practices. Professionally, Kedren has enjoyed serving as a CEO, COO, Director, Associate Director, Interim Executive Director, President Vice President, author and professor. Her 25 years' workplace experience In an three sectors (for-profit, non-profit, government) fuel both her empathy and her ability to see quickly into your specific scenario. Her practice Is rooted in authenticity, appreciative inquiry, crucial confrontations, emotional intelligence, positive organizational behavior, transformative mediation, positive psychology and the platinum rule.
Tuesday, October 06, 2020 – Governance in the Days of COVID
Jacki Leifer, Feldesman Tucker Leifer Fidell LLP

1:00 pm – 3:00 pm
Join Jacki Leifer for one of her must-attend sessions. This first session will focus on health center governance topics and the impact of the COVID-19 pandemic on health center boards. Hear about strategies to maintain compliance with the program requirements in HRSA’s Compliance Manual, HRSA policy updates related to the COVID-19 public health emergency and the health center’s “due diligence” responsibility related to multiple COVID-19 supplemental funds.

Speaker Bio
Jacki Leifer, Partner, Feldesman Tucker Leifer Fidell LLP
Jacki Leifer, a partner and health law practice leader at Feldesman Tucker Leifer Fidell LLP, counsels national, regional and state primary care associations, and serves as general counsel to the National Association of Community Health Centers, Inc. (NACHC). Jacki also advises hundreds of federally qualified health centers (FQHCs) and other community-based healthcare providers, health center-controlled networks and managed care companies. She handles a variety of corporate matters, including corporate formation and restructuring as well as consolidations and affiliations between and among FQHCs, local health departments, health systems, hospitals, rural health clinics, private group practices, oral health providers and behavioral health providers. Jacki is also recognized for her work in healthcare compliance, advising on a broad range of high-risk issues, including federal grants management, 340B, FTCA, tax, anti-kickback and false claims. She also helped create the graduate healthcare compliance certificate program at George Washington University, where she is a professorial lecturer. Prior to joining the law firm in 1980, Jacki was an attorney advisor in the Office of General Counsel of the United States Department of Health and Human Services, where she served as principal counsel to the Bureau of Community Health Services (now the Bureau of Primary Health Care).

Wednesday, October 07, 2020 – Policy Update and the Impact of COVID-19
Jacki Leifer, Feldesman Tucker Leifer Fidell LLP

1:00 pm – 3:00 pm
The sheer volume of legislative, regulatory, and policy information is overwhelming and now policy/regulatory changes are happening daily during this COVID-19 public health emergency. Attend Jacki Leifer’s second session to hear the most current healthcare “headlines” impacting community health centers: 340B; 42 CFR Part 2; the Office for Civil Rights & HIPAA and telehealth.

Speaker Bio
Jacki Leifer, Partner, Feldesman Tucker Leifer Fidell LLP
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Thursday, October 08, 2020—Key Financial Compliance Guidance for COVID-19 Funding
David Fields, BKD, LLP
10:00 – 11:30 am
The unprecedented COVID-19 pandemic has led to a significant increase in new funding for CHCs. There have been multiple federal grants, provider relief payments, small business administration paycheck protection program forgivable loans, and a variety of other funding. This session will be going over the variety of financial and grants management implications for this funding. There will be an accounting for these funds and it is vital to understand the rules that come with the funding and avoid failing the compliance testing to come.

Speaker Bio
David Fields, Partner, BKD, LLP
David has devoted his career to the community health center industry and is passionate about helping community health centers meet the health care needs in the communities they serve. His goal is to bring the significant community health center experience of BKD in accounting, reimbursement, grants management, tax and a variety of other finance-related topics to the firm’s clients and the industry.

Thursday, October 08, 2020—Tools and Techniques to Assess Your Health Center’s Market and Community Needs
Adrienne Cooksey, Capital Link
2:00 – 3:00 pm
This session will provide attendees with a review of the resources (many of which are free) available for health centers to assess market opportunities and community needs. We will review techniques for how to determine the size and location of the low-income, uninsured and underserved population, estimate the level of unmet need, and translate this information into workforce needs and a preliminary capital project budget.

Speaker Bio
Adrienne Cooksey, Project Consultant, Capital Link
Adrienne Cooksey is a Project Consultant with Capital Link, providing technical assistance and advisory services to health centers, PCAs, and consortia. Ms. Cooksey works closely with other consultants to develop New Markets Tax Credit and other financing programs, market assessments, forecasts, business plans, and finance and operations improvement programs. Prior to joining Capital Link, Ms. Cooksey served as Finance & Administration Manager at Pro Tech.
International, and received both her Bachelors of Arts in Communication Studies and MBA degrees from Colorado State University. She is located in Capital Link's Colorado office.

Tuesday, October 13, 2020– Models for Increasing Patient Engagement in Diabetes Self-Management
Joseph Falbo, Wayne Memorial Health Center; Rebecca Bixby, Family Practice & Counseling Network; Jamie Cunningham, Sadler Health Center

12:00 pm – 1:30 pm

With approximately 1.4 million people in PA having diabetes and another 3.5 million with pre-diabetes, the number of diabetics seeking care at health centers will continue to increase and the impact of the social determinants of health will continue to impact patient treatment goals and clinical outcomes. This educational session on diabetic patient engagement by a panel of health center staff will discuss strategies, how technology is used for self-management and how the social determinants of health are incorporated and managed in their self-management goals and plans. The panel will show how the use of different models to increase patient engagement and self-management are helping to increase clinical outcomes along with describing their successes and barriers they have encountered during implementation.

Speaker Bio
Rebecca Bixby, Director of Primary Care, Family Practice & Counseling Network
Rebecca Bixby currently serves as the Director of Primary Care and Executive Clinician at FPCN, a nurse-managed health center with 5 sites across Philadelphia, PA. Rebecca has over fifteen years’ experience in Federally Qualified Health Centers, and was eager to join FPCN in 2015 as Quality Director due to the Networks’ widespread reputation for innovation. Rebecca’s interests include Population Health, Quality Improvement, Family Practice, Women’s Health, Racial Equity and Health, and Addictions Treatment. Current network projects include the Million Hearts initiative “Controlling Blood Pressure in African-American Populations”, Team-Based Diabetes Care, Hepatitis C treatment in Primary Care, Primary Care based- treatment of HIV, and Medication Assisted Treatment (MAT) for substance abuse/ addictions. Rebecca received her Masters’ Degree in Nursing from the University of Pennsylvania, lives with her family in the Germantown section of Philadelphia, and is currently striving to support remote learning for her pre-K daughter.

Jamie Cunningham, RN Case Manager, Sadler Health Center
Jamie Cunningham began her nursing career on an orthopedic floor at Harrisburg hospital. While completing her BSN through Millersville University, she transitioned into long term care as a nursing supervisor. Jamie is currently the medical case manager at Sadler Health Center, an FQHC in Carlisle, PA. In her role, Jamie assists patients with their medical diagnoses with a focus on diabetes and hypertension to help them manage their diseases through educate on diet, exercise and medication use.

Joseph Falbo, MTDM Clinical Pharmacist, Wayne Memorial Community Health Centers
Joseph Falbo is a graduate of the University of the Sciences - Philadelphia College of Pharmacy. He earned his bachelor of pharmaceutical and healthcare studies and his doctor of pharmacy degree. Following graduation, he accepted a position as an ambulatory care clinical pharmacist specializing in diabetes, dyslipidemia, asthma/COPD, hypertension, and comprehensive medication management. With this position located in the outpatient primary care setting, he works in a multi-disciplinary team of physicians, nurse practitioners, and physician assistants focusing on patient-centered care and populations in need. Through this partnership and a collaborative practice - Joseph helps to optimize medication regimens with guideline directed
therapies, improve outcomes and minimize cost utilization, decrease hospitalizations, and educate patients on their path to better health.

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**Session Sponsor**

Health Partners Plans

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**Wednesday, October 14, 2020— How Has Telehealth Changed Our Journey Toward Team Based Care?**

**Jen Calohan, CURIS Consulting**

12:00 pm – 1:30 pm

The evidence has shown us that having high performing care teams allows us to maintain an essential focus on patient-centered care, patient engagement, care coordination, care management, population health, access, equity, and quality. Implementing Team Based Care has not only been a critical component of the Patient Centered Medical Home journey but has also been a key to success in our journey toward Quadruple Aim.

As telehealth and virtual care have rapidly become prevalent care delivery mechanisms, most of us did not have time to brace ourselves for the magnitude of change that was coming our way. Just as Team Based Care was starting to feel “normal”, we have been thrust into an entirely “new normal”. Now, we face new challenges that require thoughtful and intentional planning and intervention. In order for our organizations and our patients to mutually benefit from Team Based Care, we must evaluate the impact of telehealth and virtual care delivery on our care team models, determine our ability to perform as a team in this new environment, adjust and adapt accordingly.

**Speaker Bio**

**Jen Calohan, Principal Consultant, CURIS Consulting**

Jen is both one of the owners of CURIS Consulting and Principal Consultant. She has more than 20 years of experience in the healthcare field. A Registered Nurse by background, Jen began her career in the clinical arena, expanded into leadership, administration, and finally - consulting. Jen’s extensive clinical and operational expertise, combined with her passion for quality, performance improvement and change management make her a valuable asset to the CURIS team and to her clients. Jen is deeply committed to advancing clients’ transformative efforts toward high quality patient-centered care delivery.

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**Thursday, October 15, 2020—Dental Care in the Wake of COVID: Broken Appointments, Scheduling and Workflows, Oh My!**

**Danielle Apostolon and Carolyn Brown, DentaQuest**

12:00 pm – 1:30 pm

Follow us down the yellow brick road where we explore strategies designed to improve workflow efficiency, scheduling processes and reducing broken appointments. We will discuss practical solutions to address common challenges experienced by FQHC’s with the addition of new COVID-19 related challenges. Our presenters will also share examples of how to keep staff and patients safe while operating efficiently.
Carolyn Brown, DDS, Consultant, DentaQuest Partnership for Oral Health Advancement

Dr. Carolyn Brown, DDS, MA is a speaker, researcher, and a consultant for the DentaQuest Partnership for Oral Health Advancement in value-based care and other areas. She earned her dental degree, and an undergraduate business degree from the University of Maryland, and a master’s degree in Education and Certificate in Dental Education from The University of the Pacific. Currently, she is pursuing a certificate in Value-Based Care from the Geisel School of Medicine at Dartmouth College. For close to 15 years, Dr. Brown served as a clinical dentist and dental director for several federally qualified health centers, and Indian Health Service. She has published several dental journal articles, and served on many national committees, panels and organizations on rural health, maternal child health, HIV/AIDS, workforce, teledentistry, and healthcare transformation. Previously, she held faculty positions at the University of California San Francisco, the University of the Pacific, and New York University Langione/Lutheran Medical Center. Dr. Brown’s consulting work focuses on value-based care and design in oral health, medical and dental integration, measurement and quality improvement, the patient journey, and other topics. She has been the Principal Investigator, and Clinical Lead on research projects from the National Institutes of Health (NIDCR) and the U.S. Health Resources and Services Administration.

Danielle Apostolon, Value-Based Care Learning Specialist, DentaQuest

Danielle is the Oral Health Value-based Care Training Specialist for the DentaQuest Partnership for Oral Health Advancement. In this role, she creates training programs designed to prepare payers and providers for the transition to value-based care in dentistry as part of the Oral Health Value-based Care (OHVBC) Training Academy. Danielle previously served as the Senior Project Manager for the Safety Net Solutions (SNS) initiative for the past ten years and will bring her experience in conducting in-depth practice analyses of dental clinic management and operations to the OHVBC Training Academy as well as her experience in the development and execution of SNS national training sessions in partnership with the National Network of Oral Health Access (NNOHA), state Primary Care Associations (PCAs), The James B. Edwards School of Dentistry at the Medical University of South Carolina, and various national oral health stakeholders. In addition to value-based care, she specializes in creating and providing practice management resources, individualized financial/productivity goals, business plans, job descriptions, and providing coaching and motivation. She has presented at various national platforms on the following topics: dental program finances, using data to monitor dental program performance, strategic scheduling, front desk operations, creating a business plan and leadership. Danielle received her Bachelor of Science in Business Management degree from the University of Phoenix in Arizona.

Session Sponsor

Thursday, October 15, 2020 – How to Care for your Staff and Yourself
Ken Thompson, Squirrel Hill Health Center
COVID-19 has created additional layers of stress, burnout and secondary trauma for providers in our health centers. It is crucial that we focus on ensuring that the mental health and wellbeing of our staff members to continue to care for one another. Hear Dr. Ken Thompson speak about his experiences in working with provider burnout, common challenges health centers are facing in behavioral health and best practices on how to create a supportive and empathetic culture in a work environment.

### Speaker Bio

**Ken Thompson, Psychiatrist, Squirrel Hill Health Center**

Dr. Ken Thompson is an active member of the national psychiatric medicine community. He is the Medical Director and Founder of the Pennsylvania Psychiatric Leadership Council, President of the American Association for Social Psychiatry, President of the Pittsburgh Psychiatric Society, and a Board Member and Founder of the American Association of Community Psychiatrists. Dr. Thompson is also active in the greater Pittsburgh community, rowing with the Three Rivers Rowing Association. He holds a B.A. Kenyon College, M.D. Boston University School of Medicine and Psychiatry Residency at Jacobi Hospital and Albert Einstein college of Medicine.

## Tuesday, October 20, 2020— Writing a Comprehensive Workforce Plan and Sticking to It

**Michelle Varcho, 3RNet**

Creating a plan to help you manage your most valuable asset, your people, and implementing that plan can be difficult, especially in the current climate. Join this 90 minute workshop to help you understand what should be included your workforce plan and simple strategies to help you stay the course of that plan to effectively realize the outcomes you need.

### Speaker Bio

**Michelle Varcho, Director of Operations and Education Outreach, 3RNet**

Michelle Varcho is the Director of Education Outreach for the National Rural Recruitment and Retention Network (3RNet). In this role, Michelle coordinates education-related activities for 3RNet members and rural facilities across the country including trainings using 3RNet’s educational tools such as the Recruiting for Retention manual, a rural-focused plan and guidebook focused on finding and keeping providers in rural areas. Prior to joining 3RNet, Michelle was a Human Resources Director for a Federally Qualified Health Center in Jefferson City, Missouri, where she help them grow from five employees in one location to one hundred and ten employees in four locations, serving over 13 counties. The services provided included Family Medicine, Pediatrics, Obstetrics, Pain Management, Behavioral Health, Dental and Nutrition counseling. In this role she created and implemented strategies and best practices to overcome the unique barriers to recruiting and retaining providers in the rural health care arena.

Michelle has over twenty five years of experience in health-care related human resources both at the local and national level. She has an MBA from Williams Woods University and a bachelor’s degree in Business Administration from Columbia College. She holds a Sr. Professional Human Resources certification since 2003.
### Wednesday, October 21, 2020 – Developing a Grow-Your-Own Workforce Strategy - Residencies & Beyond

**Kiki Nocella, Northwest Regional Primary Care Association**

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<td>12:30 pm – 2:00 pm</td>
<td>Developing a Grow-Your-Own Workforce Strategy is key to addressing our current workforce needs and getting ahead of our future workforce needs. In this session, attendees will learn about key milestones in developing a grow-your-own workforce strategy for CHCs.</td>
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**Speaker Bio**

Kiki Nocella, **Director of Health Care Consulting, Northwest Regional Primary Care Association**

Kiki Nocella is a director of Wipfli’s health care consulting practice, providing clinical operations and graduate medical education consulting services. She leverages her vast experience in the health care industry to provide top-notch consulting services to, Federally Qualified Health Centers, consortiums, academic health centers, and hospitals. She has been the lead consultant for the Education Health Center Initiative (a program of Northwest Regional PCA and the Community Health Association of the Mountain/Plains States) for over a decade.

### Thursday, October 22, 2020 – The Talent Pool: How to Find and Keep a Dedicated Workforce

**Crystal Brown, Dasher Services, Inc.**

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<td>11:30 am – 1:00 pm</td>
<td>Employee recruitment and turnover cost your organization inordinate sums of time and money, as well as lost opportunities. How can you find and retain quality people who work hard? Dasher developed the Team Member Prosperity and Success Model that transforms ordinary people into extraordinary team members. By focusing on the needs of workers who are economically fragile, you can minimize employee supply issues, maximize profits, and lead a purposeful company that is creating a lasting difference. Learn how Dasher encompasses building a business culture, hiring the right people, training for success, valuing the person, creating profitable methods, and more. You will be challenged to look at your organization with fresh eyes and see new opportunities that may have been right in front of you.</td>
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**Speaker Bio**

Crystal Brown, **Chief Culture and Engagement Officer, Dasher Services, Inc.**

Crystal Brown joined the Dasher team because she was inspired by the mission of helping people live healthy and happy lives. As the Chief Culture and Engagement Officer, she is responsible for cultivating Dasher’s incredible culture and for leading our employee engagement and development initiatives. Crystal draws upon her experience as a leader to create an environment that brings the best out of team members and builds lasting relationships in the community. She have over 10 years of experience working in the Human Service field. Prior to joining the team at Dasher, Crystal was the Executive Director at Brethren Housing Association, a non-profit in Harrisburg that serves families experiencing homelessness. In addition to my non-profit management experience, she serves on the board of Harristown Enterprises and the Harrisburg Redevelopment Authority. Crystal is also a member of the National Coalition of 100 Black Women, Harrisburg Chapter, 2017 alumni of Leadership Harrisburg Area, and the 2018 YWCA Tribute to Women of Excellence recipient. She earned her Bachelor of Social Work from West Chester University and a Master of Social Work from Temple University with a concentration in Management and Planning.
Tuesday, October 27, 2020– Fighting the Opioid Epidemic during a Pandemic
Pamela Dillon, The Council of Southeast Pennsylvania, Inc.

Certified Recovery Specialists (CRS) talking about the challenges of OUD during the pandemic: South Eastern council of PA - interactive webinar where health centers can learn from challenges CRS have faced when working with Individuals with a SUD. Learn from individuals working in 5 different counties with very different needs and how they have come together to provide resources.

Organization Bio

The Council of Southeast Pennsylvania, Inc.
The Council of Southeast Pennsylvania, Inc. (The Council) is a private non-profit prevention, education, advocacy, assessment, intervention, and recovery support organization, serving the counties of Bucks, Chester, Delaware, Montgomery & Philadelphia. The Council provides a wide range of services to reduce the impact of addiction and improve related health issues for the entire community including families, schools, businesses, individuals and the community, regardless of ability to pay, ethnicity, race, gender, age or sexual orientation. The Council, founded in 1975, is a member of a nationwide affiliate network of The National Council on Alcoholism and Drug Dependence. Our services for prevention, education, advocacy, assessment and intervention help to reduce or eliminate the stigma of addiction, which prevents people from seeking treatment. Our staff and volunteers are our number one asset. It’s through their integrity, professionalism, and dedication that the message of overcoming and/or avoiding addiction and our services are communicated to those who need them most.

Session Sponsor

Wednesday, October 28, 2020– Developing Resiliency Skills for Helpers
David Dinich, Pennsylvania Psychiatric Leadership Council and James D. Fouts, LSW, Family Training and Advocacy Center

The helping professions can be draining. There are too many difficult and painful demands and not enough resources to care for them all. We’ll look at burnout, vicarious trauma and compassion fatigue and then discuss ways we can deal with these pressures and develop resiliency skills to protect ourselves and our families.

Speaker Bio

David Dinich, Administrator, Pennsylvania Psychiatric Leadership Council

David A. Dinich is the administrator for the PA Psychiatric Leadership Council, a group comprised of community oriented psychiatrists, along with other stakeholders in the public behavioral health system. The group is succeeding in its mission to recruit and retain more psychiatrists to work in Pennsylvania’s rural and underserved areas, as well as impact upon those areas that affect access to the best psychiatric services. He is also the president of both the Family Training and Advocacy Center.
Center (FTAC), and Forensic System Solutions (FSS), both non-profit organizations, the first working to increase family inclusion in behavioral health, and the second involved in training and consultation to the courts and county behavioral health entities. Both groups have initiated new ways to address issues in their respective fields.

James D. Fouts, LSW, Forensic System Solutions, Family Training and Advocacy Center

Jim Fouts received his BSW from Moravian College in 1980 and his MSW from Marywood University in 1985. He received a Post-Masters Certificate in Basic Mediation Skills in 1995 which he uses to consult with Social Service and Criminal Justice Agencies having staffing and coordinating difficulties. Jim has worked in the Crisis Intervention field since 1983. He’s practiced crisis intervention with individuals, people with mental illnesses, communities, natural and industrial disasters, and victims of crime, both individual and community impact. He was the Lead Trainer and still trains for the Keystone Crisis Intervention Team (KCIT), Pennsylvania’s Emergency Behavioral Health (EBH) Team that responds to victims of crime. Jim was the Lead Editor in creating the first edition of KCIT’s Community Crisis Training Manual and a regular contributor to newer editions and a contributing editor to the NOVA Community Crisis Response Team Training Manual, Edition 4.0. He’s been part of several local County disaster response groups since 1999 and with KCIT since 2001. Jim is an Executive Board Member of the Pa. EBH Consortium. He has responded to over 75 large scale critical events involving multiple homicides, mass shootings, hostage situations, and Officer Involved Shootings. He’s worked with events in churches, governmental offices, schools, shelters, large event field hospitals and businesses. Jim has trained school personnel from grade school to graduate level in Trauma, Disaster Response and Self Care. He’s trained civic groups, crime victim support groups and staff, faith institutions, all levels of the criminal justice system, and other first responder groups in topics ranging from crisis intervention, trauma, resiliency, self-care, disaster response, crisis communications, de-escalation, and creating just in time trainings. He has coordinated and trained many 40 hour Police Crisis Intervention Team (CIT) Trainings including regionalized trainings covering 4 counties. He was the Coordinator of the Northeast Pa CIT; a four county regionalized CIT. He is comfortable training at all levels of the Criminal Justice System. Mr. Fouts has worked side by side with Police as a Crisis Worker and Director of a large full spectrum Crisis Intervention System.

Session Sponsor

Jerome Adams, US Surgeon General (Invited)

TBD

Speaker Bio