

VIRTUAL 2021 BIENNIAL WORKFORCE SUMMIT

MAY 26-27: 12-5 P.M. ET

Presented by Association of Clinicians for the Underserved's STAR² Center, Community Health Center, Inc., and the National Association of Community Health Centers



PROGRAM

The Summit is a joint effort of workforce-focused HRSA National Training and Technical Assistance Partners (NTTAPs): Association of Clinicians for the Underserved (ACU) STAR² Center, Community Health Center, Inc. (CHCI)/Weitzman Institute, and the National Association of Community Health Centers (NACHC).

The two-day virtual event is an opportunity for health centers, Health Center-Controlled Networks (HCCNs), and Primary Care Associations (PCAs) to come together to share and elevate promising practices in addressing workforce challenges and needs.

This year's Summit will focus on workforce matters related to the COVID-19/Post-COVID-19 environment, the role of technology, and integration of diversity, equity, and inclusion principles. A combination of presentations, large group discussions, and breakout groups will be used to share innovative workforce models, practices that contribute to success and reinforcement, and useful resources and tools for strategic workforce planning. HRSA Associate Administrators Jim Macrae (Bureau of Primary Health Care), Tom Morris (Federal Office of Rural Health Policy), and Dr. Luis Padilla (Bureau of Health Workforce) will kick off the event by sharing their vision for the health center workforce in the "new normal."



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LAND ACKNOWLEDGEMENT

This summit was planned on and is being presented from unceded territories of various Indigenous, Native American, and First Nations peoples.

We humbly offer gratitude and respect to the elders, past and present citizens of these tribes, and to all indigenous peoples that are historically and contemporarily tied to the lands that make up what is now called the United States.

(Check out this resource to see whose land you're occupying: native-land.ca.)

APPRECIATION

The Association of Clinicians for the Underserved (ACU) STAR² Center, Community Health Center, Inc. (CHCI)/Weitzman Institute, and the National Association of Community Health Centers (NACHC) offer gratitude to the following members of the **Biennial Workforce Summit's National Advisory Group**:

- **Rosa Agosto**, Chief Talent & Learning Officer, Urban Health Plan
- **David Bates**, Team Lead, National Partnerships Team, Strategic Partnerships Division, OQI/BPHC/HRSA
- **Chelena Bell**, Workforce and Health Professions Training Manager, Michigan Primary Care Association
- **Ashley Colwell**, Vice President of Clinical Services and Workforce Development, Illinois Primary Health Care Association
- **Ama Dekyi**, Recruitment Coordinator, Pennsylvania Association for Community Health Centers
- **Nataly Diaz**, Asst. Director of Workforce Development, California Primary Care Association
- **Megan DiGiovanni**, Workforce Development Specialist, Community Care Network of Kansas
- **Carrie Farquhar**, Director of Workforce Development, Ohio Association of Community Health Centers
- **Steve Hirsch**, Program Analyst, Federal Office of Rural Health Policy, HRSA
- **Julie London Brewer**, CHRO, Greater Baden Medical Services
- **Kourtney McCaulliff**, CHRO, Open Door Health Services
- **Wayne Miley**, Programs & Workforce Development Director, Community Health Center Association of Mississippi
- **Mary Renner**, COO, Central Valley Health Network (AHEC)
- **Jaqueline Rodrigue**, Captain, U.S. Public Health Service, Senior Advisor, Office of the Associate Administrator, BHW, HRSA

Workforce Summit Steering Committee:

- **Mariah Blake**, Program Manager, Association of Clinicians for the Underserved (ACU)
- **Sabrina Edgington**, Senior Director, Justice, Equity, Diversity, Inclusion (JEDI) Initiatives, ACU
- **Michelle Fernández Gabilondo**, Associate Director of Workforce Development, ACU
- **Gerrard Jolly**, Director, Career Advancement Strategies, National Association of Community Health Centers (NACHC)
- **Brandon Jones**, Director, Health Center Operations & HR Training, NACHC
- **Nashwa Khalid**, Project Manager, Community Health Center, Inc. (CHCI)
- **Katja Laepke**, Director, Clinical Trainings and Workforce, NACHC
- **Amanda Schiessl**, Program Director, CHCI
- **Suzanne Speer**, Senior Director, Workforce Development, ACU
- **Helen Rhea Vernier**, Training Specialist, ACU

ZOOM ETIQUETTE & TROUBLESHOOTING

TECHNOLOGY

Check your WiFi, test your video and audio, become familiar with Zoom software beforehand. If you are only using your phone, please use the Zoom app.

MICROPHONE

Your microphone will pick up a lot of background sounds. Please be courteous and mute your microphone when not speaking during the summit.

TECH HELP

Each session will have a designated “Tech Help” to assist with any issues, reach out to them privately in the chat if you need help.

RECORDING

Please be aware that all sessions and chat box questions will be recorded for future work. We appreciate your cooperation in keeping the meetings informative and professional.

BREAKS

Breaks are scheduled throughout the summit. Feel free to eat and drink while the meetings are in progress. Please turn off your video when eating and please be extra sure your microphone is muted.

SUMMIT OVERVIEW

DAY 1 - WEDNESDAY, MAY 26

All times are in ET

11:00-11:45 AM

Coffee Chat

12:00-12:30 PM

Welcome

12:30-1:30 PM

Opening Session: A Vision for the Future Health Center Workforce

1:30-2:00 PM

Workforce Strategic Planning

2:15-3:15 PM

Telehealth & the Remote Environment: Considerations for the Post-Pandemic Workforce

3:15-3:45 PM

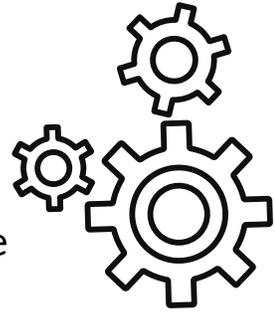
Health Center Highlight

4:00-4:45 PM

Breakout Groups and Report Out

4:45-5:00 PM

Wrap Up



DAY 2 - THURSDAY, MAY 27

11:00-11:45 AM

Coffee Chat

12:00-12:15 PM

Welcome

12:15-1:15 PM

Reengaging and Rebuilding a Thriving Workforce

1:15-2:00 PM

Breakout Groups and Report Out

2:15-3:15 PM

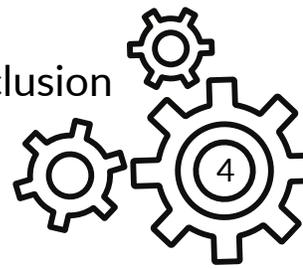
Teaching as Recruitment Strategy

3:30-4:45 PM

Leading Diversity, Equity, and Inclusion

4:45-5:00 PM

Wrap Up

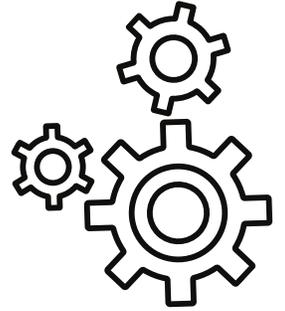


SUMMIT AGENDA & SESSION DESCRIPTIONS

WEDNESDAY, MAY 26

11:00-11:45 AM Coffee Chat

Grab your coffee and join your peers for casual networking. [Click here to join.](#)



12:00-12:30 PM Welcome

Gerrard Jolly, MA, Director, Career Advancement Strategies, NACHC, **Suzanne Speer**, Senior Director, Workforce Development, ACU, **Amanda Schiessl**, MPP, Project Director/Co-Principal Investigator, CHCI, **Amanda Pears Kelly**, Executive Director, ACU, **Gina Capra**, MPA, Senior Vice President, Training and Technical Assistance, NACHC, **Margaret Flinter**, PhD, APRN, Senior Vice President and Clinical Director, CHCI

12:30-1:30 PM Opening Session: A Vision for the Future Health Center Workforce

James "Jim" Macrae, MA, MPP, Associate Administrator, Bureau of Primary Health Care (BPHC), **Tom Morris**, MPA, Associate Administrator for Rural Health Policy, **Luis Padilla**, MD, FAAFP, Associate Administrator for Health Workforce, Director of the National Health Service Corps

Moderator: **Donald L. Weaver**, MD, Senior Advisor, Clinical Workforce, NACHC

Health Resources and Services Administration (HRSA) Administrators will share their vision for the future health center workforce. Discussion will include how lessons learned from the pandemic will shape our workforce moving forward and opportunities to support health care workers in their recovery.

1:30-2:00 PM Workforce Strategic Planning

Facilitator: **Sabrina Edgington**, MSSW, Senior Director, Justice, Equity, Diversity, Inclusion (JEDI) Initiatives, ACU

In this large group discussion, participants will reflect on the current health center workforce and how it will likely evolve over the next five years. Discussion will include considerations for workforce strategic planning and opportunities to position health centers as employers of choice for the current and next generation of health care workers.

2:15-3:15 PM

Telehealth & the Remote Environment: Considerations for the Post-pandemic Workforce

Molly Evans, JD, Partner, Feldesman Tucker Leifer Fidell LLP, **Kemi Alli**, MD, CEO, Henry J. Austin Health Center

Moderator: **Brandon Jones**, MHA, Director, Health Center Operations & HR Training, NACHC

Telehealth and new remote work opportunities are changing the way in which health centers operate. In addition to remote-work legal considerations, having staff who no longer share physical space changes the workplace dynamic. Given the benefits of remote work for employees, many health centers will be adopting hybrid work environments. In this session, participants will hear about legal considerations for remote work and strategies to support team cohesion when staff are no longer co-located around the clock.

3:15-3:45 PM

Health Center Highlight: Community Health Center, Inc.

Tim Kearney, PhD, Chief Behavioral Health Officer, CHCI, **Venna Channamsetty**, MD, Chief Medical Officer, CHCI, and **Mary Blankson**, DNP, APRN, FNP-C, Chief Nursing Officer, CHCI

Moderator: **Amanda Schiessl**, MPP, Project Director/Co-Principal Investigator, CHCI

Health center patients benefit from the integrated care that multidisciplinary care teams provide. Over the past year, health care teams have evolved to accommodate more virtual visits and hybrid work environments. In this health center highlight, representatives from Community Health Center, Inc. (CHCI) will discuss the evolution of their care teams and their vision for the future.

4:00-4:45 PM

Breakout Groups and Report Out

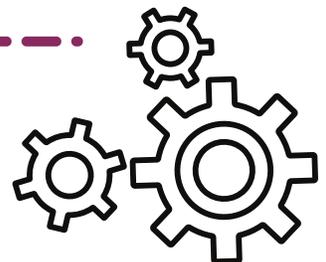
Breakout Group Subjects:

- Legal Considerations for Remote Work
 - Telehealth/Hybrid Care Team Composition and Communication
 - Hybrid Workplace Culture and Cohesion
 - Employee Policies for Hybrid and Remote Work
 - Going Hybrid: Building the Business Case and Communicating Change
-

4:45-5:00 PM

Day 1 Wrap Up

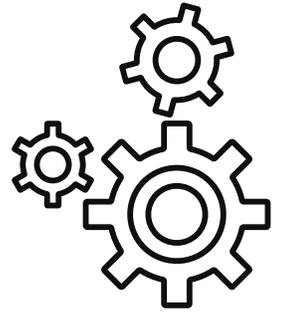
Gerrard Jolly, MA, Director, Career Advancement Strategies, NACHC



11:00-11:45 AM

Coffee Chat

Grab your coffee and join your peers for casual networking. [Click here to join.](#)



12:00-12:15 PM

Welcome and Overview of Day 2

Sabrina Edgington, MSSW, Senior Director, Justice, Equity, Diversity, Inclusion (JEDI) Initiatives, ACU

12:15-1:15 PM

Reengaging and Rebuilding a Thriving Workforce

Torey Mack, MD, Deputy Associate Administrator for Health Workforce, Bureau of Health Workforce, HRSA, **Matt Bennett**, MBA, MA, Speaker, Trainer, Author, Connecting Paradigms, **Eileen Barrett**, MD, MPH, FACP, FHM, Associate Professor of Medicine and Director of Continuing Medical Education University of New Mexico

Moderator: **Suzanne Speer**, Senior Director, Workforce Development, ACU

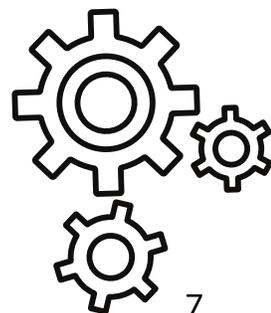
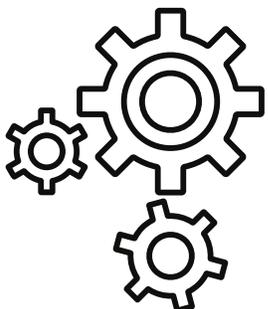
Over the past year, many health care workers have been operating in overdrive to support their communities during the pandemic. Political events and civil rights efforts have added an additional emotional toll. As a result, many workers are suffering from burnout, compassion fatigue, and moral distress. In this session, participants will understand how this past year is impacting our workforce's well-being and strategies to support our workforce in their recovery.

1:15-2:00 PM

Breakout Groups and Report Out

Breakout Group Subjects:

- Workforce Recovery (Strategic Planning)
- Supporting the Emotional Well-Being of Your Hybrid Workforce (Current Approaches)



2:15-3:15 PM

Teaching as Recruitment Strategy

Alan Hejduk, MSSA, LISW-S, ASB, Manager of Counseling Services, Circle Health Services, **Elena Thomas Faulkner**, MA, CEO, National Institute for Medical Assistant Advancement (NIMAA), **Suzanne Smith**, Health Center Operations Division Director, Colorado Community Health Network (CCHN)

Moderator: **Michelle Fernández Gabilondo**, DSW, MSW, Associate Director of Workforce Development, ACU

In this panel, health center, PCA, and education institution leaders will describe ways in which health centers can strengthen their provider and allied health recruitment and retention efforts by hosting and supporting learners at their health center. The discussion will include how this approach can support diversity, equity, and inclusion in hiring, and support the development of a workforce pipeline reflective of and from the communities health centers serve.

3:30-4:45 PM

Leading Diversity, Equity, and Inclusion

Charlene Green, MA, LMFT, Administrative Director, UC Davis Center for Diverse Healthcare Workforce, **Karoline Oliveira**, EdD, Chief of Diversity, Equity and Inclusion, CHCI

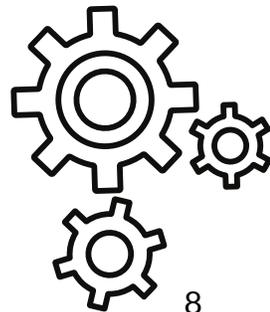
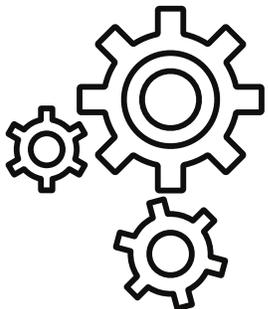
Moderator: **Nashwa Khalid**, MA, Project Manager, CHCI

Health centers were born from civil rights efforts and have a long history of working towards diversity, equity, and inclusion (DEI). In the last year, many health centers recommitted to this work and are being more intentional about including diverse representation, culture, and perspectives into health center operations and health care delivery. In this session, participants will understand the role of leaders in driving more equitable and inclusive work environments and successful models that can be incorporated into day-to-day practice.

4:45-5:00 PM

Day 2 Wrap Up

Gerrard Jolly, MA, Director, Career Advancement Strategies, NACHC



SPEAKER BIOS

(ALPHABETICAL BY LAST NAME)



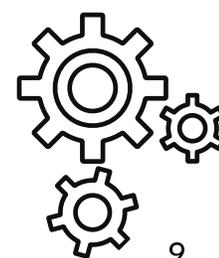
Kemi Alli (she/her), MD, is the Chief Executive Officer of Henry J. Austin Health Center (HJAHC), a role she assumed in May 2015. She previously served as Chief Medical Officer from 2008. She has been a Pediatrician with HJAHC going on 20 years. Dr. Alli obtained her undergraduate and medical degrees from Rutgers, The State University of New Jersey. She completed her residency at Robert Wood Johnson Medical School in Pediatrics in 1998. She serves on the Board of the New Jersey Primary Care Association, New Jersey Health Care Quality Institute, and Thomas Edison State University. Dr. Alli is devoted to the Trenton community and works with organizations like the Trenton Health Team. In her free time, Dr. Alli enjoys cycling and has taken part in the annual Anchor House Ride, riding over 500 miles in one week to raise funds and support for those children in the community that need it most.

Eileen Barrett (she/her), MD, MPH, SFHM, MACP, is an Associate Professor of Medicine and Director of Continuing Medical Education at the University of New Mexico. She earned her MPH from the University of North Carolina at Chapel Hill, her MD at Georgetown University, and completed her residency at Oregon Health Sciences University Hospital.

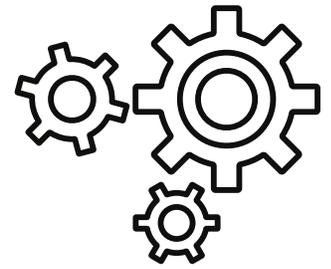
She is a multi-state District Chair and past President of the New Mexico Chapter of the Society of Hospital Medicine, and in 2020 received the Chapter's Physician of the Year Award. Dr. Barrett is an elected member of the Gold Humanism Honor Society, received a 2019 Exceptional Mentor Award from the American Medical Women's Association, and the 2021 Award of Excellence in Humanitarian Services from the Society of Hospital Medicine.



Matt Bennett (he/him), MBA, MA, is a relentless advocate for trauma-informed care and other interventions that help people and communities heal. His passion manifests in his books *Connecting Paradigms*, *Talking about Trauma & Change*, *Heart Variability*, and *Trauma-Sensitive Early Education* as well as his *Trauma-Informed Lens* and *Heart Rate Variability Podcasts*. Mr. Bennett combines his masters' degrees in community psychology and executive development/nonprofit management and business administration with his practical experience as a therapist and leader to develop research-based solutions to improve the health of individuals, staff, organizations, and systems.



Mary Blankson (she/her), DNP, APRN, FNP-C, FAAN Mary is the lead faculty member for Project ECHO Complex Care Management and is the Chief Nursing Officer (CNO) for Community Health Center, Inc. (CHCI), overseeing diverse nursing services across the CHCI network, including primary care, health care for the homeless, and school-based health services. As CNO she ensures the quality and expansion of nursing services, the development of nursing policy, and continuing nurse education. Mary also works collaboratively to ensure Joint Commission and Patient-Centered Medical Home (PCMH) compliance throughout CHCI.



Building upon her service in various mission organizations, Mary continued to develop her passion for meeting the needs of the underserved by earning her MSN at Yale University in 2005. Mary joined CHCI as a family nurse practitioner shortly after graduation. While at CHCI, Mary has served as the On-Site Medical Director of the New London County Sites, the Vice President of the Medical Staff, the Chair of the Pharmacy and Therapeutics Committee, and has served as a preceptor for CHCI's Nurse Practitioner Residency Program. She has earned a DNP at Johns Hopkins University. Mary is certified and holds professional membership in the American Association of Nurse Practitioners. While in New London as a primary care provider, Mary was the New London County Project ECHO HIV/HCV representative. Her passion to support the management of hepatitis C within the primary care setting is what prompted her to choose her DNP capstone entitled: "Increasing Identification and Treatment Referral of Individuals with Hepatitis C (HCV) in the Primary Care Setting Through Clinical Dashboards." She continues to support various other quality improvement projects throughout the agency to increase the visibility of nursing's contribution to the Medical Home.

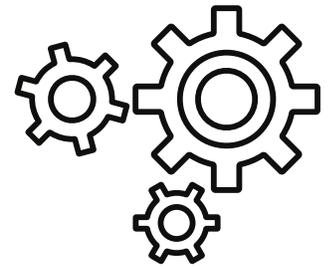


Gina Capra (she/her), MPA, is the Senior Vice President for Training and Technical Assistance at the National Association of Community Health Centers (NACHC) which serves as the leading advocacy organization in support of community-based health centers and the expansion of health care access for the medically underserved and uninsured. Ms. Capra leads a talented team responsible for the development, implementation, and evaluation of education, training, and technical assistance services for community health centers nationwide.

Gina comes to NACHC following 20 years of federal service in health care access and program administration, including senior roles at the Health Resources and Services Administration (HRSA) and Veterans Health Administration (VHA). Gina received a Master's of Public Administration from American University and a Certificate in Maternal and Child Health from Boston University. She received her undergraduate degree from The College of New Jersey.



Venna Channamsetty (she/her), MD, is the Chief Medical Officer of Community Health Center, Inc. (CHCI). In this role, she is responsible for the clinical leadership of a large staff of medical providers and caregivers for the state's largest Federally Qualified Health Center (FQHC). She is responsible for the delivery of evidence-based medical standards, medical staff recruitment and retention, and provider affairs. Dr. Channamsetty oversees the clinical and non-clinical training orientation, training, and onboarding for all new CHCI medical providers. With the vision of a stable and solid medical staff, Dr. Channamsetty coordinates clinical care with provider professional interests, promoting provider wellbeing and work-life balance, overseeing clinical and non-clinical affairs of Physicians, APRNs, Physician Assistants, Registered Dietitians, Chiropractors, and Podiatrists. She is responsible for ensuring Joint Commission and Patient-Centered Medical Home (PCM<H) compliance throughout CHCI. Dr. Channamsetty also served as the Vice President of the Medical Staff and is presently the President of the Medical Staff and the Chair of the Medical Quality Improvement Committee. She is a clinical preceptor for the APRN residency.



Dr. Channamsetty works closely with the chiefs of Behavior Health, Dentistry, and Nursing to promote interprofessional care, supporting the successful integration of multiple disciplines for the team-based care of patients. She works to implement multiple care delivery initiatives states wide. Dr. Channamsetty received her medical degree from the American University of the Caribbean and her Family Practice Residency from Central Maine Medical Center. Dr. Channamsetty is board certified with the American Board of Family Medicine. She worked at both private and hospital-based practices prior to beginning her career at CHCI in 2007, in Meriden, CT. She served as the On-Site Medical Director for the Meriden and Waterbury sites for four years, during which she medically managed her full patient panel and directly supervised the Physicians and APRNs both clinically and administratively. She went on to serve as CHCI's Associate Chief Medical Officer for one year, prior to taking on the role of Chief Medical Officer.

Sabrina Edgington (she/her), MSSW is the Senior Director, Justice, Equity, Diversity, Inclusion (JEDI) Initiatives at Association of Clinicians for the Underserved (ACU). In this role, she works across ACU programs to facilitate focus on and build up the organization's programming in this area. Sabrina has over a decade of experience working with health centers. Prior to working with ACU, Sabrina served as a facilitator for Integrated Work where she led HRSA-supported Peer Learning Teams for Primary Care Associations (PCAs) and Health Center Controlled Networks (HCCNs). Sabrina also served at the National Health Care for the Homeless Council (NHCHC) as the Director of Special Projects where she worked closely with health centers to support the development of medical respite care and permanent supportive housing programs. During her time at the NHCHC, she also served as the Project Director for a Health Care Innovation Award through the Centers for Medicare and Medicaid Innovation to pilot a standardized model of medical respite care in five states. She received her MSSW at the University of Tennessee and her BSW at the University of Alabama.



Molly S. Evans (she/her), JD is a partner at Feldesman Tucker Leifer Fidell LLP (FTLF) in the firm's health law practice group. She advises health centers on the management of clinical, employment, and workforce-related risks, with a particular focus on professional liability, Federal Tort Claims Act (FTCA), and HIPAA matters. From her experience as both a private attorney and in-house counsel, Ms. Evans knows the importance of managing liability and risk issues in mission-driven organizations.

Ms. Evans counsels health care entities such as community health centers on contracting, regulatory compliance, fraud and abuse, patient privacy and confidentiality, and risk management matters. Ms. Evans also advises clients on legal issues related to corporate transactions; including mergers and acquisitions, affiliations, and joint ventures.



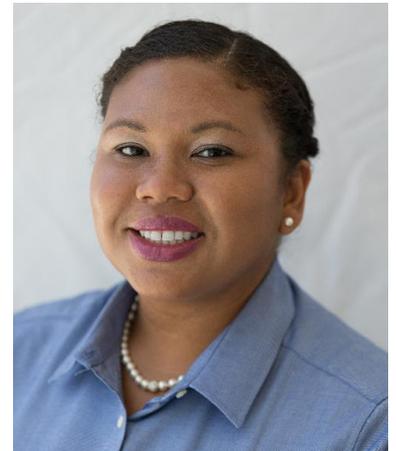
Michelle Fernández Gabilondo (she/her(s)/ella), DSW, MSW is the Associate Director of Workforce Development at the Association of Clinicians for the Underserved (ACU) working at the STAR² Center in health center workforce retention and recruitment training. Dr. Fernández Gabilondo has over seven years of training development and management experience and previously worked at the National Association of Community Health Centers (NACHC) and the Rape, Abuse, and Incest National Network (RAINN). As a social worker, she focuses on advocating for medically underserved populations and survivors of sexual trauma. She earned her Doctor of Social Work and Master of Social Work from the University of Southern California and holds a Bachelor of Science in Media, Culture, and Communication from New York University.

Margaret Flinter (she/her), PhD, APRN, is Senior Vice President and Clinical Director of Community Health Center, Inc. (CHCI) and is a family nurse practitioner by profession. She earned her Bachelor's Degree in Nursing from the University of Connecticut, her Master's Degree from Yale University, and her doctoral degree at the University of Connecticut. She was the recipient of a Robert Wood Johnson Executive Nurse Fellowship from 2002-2005.

Following her graduate training at Yale University, Margaret joined CHCI in 1980 as a National Health Service Corps (NHSC) Scholar and CHCI's first nurse practitioner. Since 1987 she has held both clinical and administrative leadership roles in the organization and established the Weitzman Center for Innovation in Community Health and Primary Care as the "research and development" arm of CHCI. She serves as the Director Emeritus of the Weitzman Institute. Margaret is also the founder of America's first nurse practitioner residency program that operates out of CHCI. It is a national model for nurse practitioner preparation for service in primary care environments. She is the Chair of the Board for the National Nurse Practitioner Residency and Fellowship Training Consortium.



Charlene Green (she/her), MA, LMFT, serves as Director of the Office of Student and Resident Diversity, overseeing all aspects of programmatic and administrative matters. Additionally, she is the Manager for the Student Development Office which includes all comprehensive student support services for the MD Program, including but not limited to advising, global health, health policy, and beyond. A Licensed Marriage and Family Therapist, Ms. Green has over 12 years of experience in social and human services and a Master's degree in Counseling Psychology. She has previously provided counseling services within healthcare, academia, and workforce development in a nonprofit setting. She has a special interest in diversifying healthcare and addressing healthcare disparities within underserved populations.



Alan Hejduk, MSSA, LISW-S, ASB, is the Manager of Counseling Services at Circle Health Services Uptown & The Centers East. He is a second career social worker who graduated from Case Western Reserve University. His last internship was at The Free Medical Clinic of Greater Cleveland which is now Circle Health Services. He was hired directly from his internship and has been there for over fifteen years. He started as a dual-diagnosis therapist treating mental health and substance use disorders. About ten years ago, he was promoted to Assessment Coordinator which is where he began supervising all behavioral health internships. Four years ago, he became the department director; the title has recently changed to his current title. Alan has experience in private practice and emergency room crisis assessment. He also has been adjunct faculty at Case Western Reserve University where he taught behavioral health assessing and diagnosing.

Gerrard Jolly (he/him), MA, is the Director of Career Advancement Strategies for the National Association of Community Health Centers (NACHC). In this role, he develops and delivers executive leadership training and establishes and oversees partnerships to advance the health center workforce through education and training opportunities. Gerrard was formerly the National Director of Community HealthCorps, a health care training and development program that annually placed 500+ individuals in community health centers to address social determinants of health. He holds Bachelor's and Master's degrees in history from Alabama State University (an HBCU) and the University of Akron (OH), respectively, with concentrations in the African American civil war and civil rights experiences. He has earned a Certificate in Nonprofit Management from the University of Washington and is pursuing a Certificate in Diversity and Inclusion from Cornell University.





Brandon Jones (he/him), MHA, is the Director, Health Center Operations & HR Training at NACHC, Brandon brings 13 years of C-Suite executive experience, including as a Health Center COO in PA, NY, and SC and more recently as CEO of Hospice of Charles County in Maryland. Brandon's experience includes responsibility for a \$25+M health center operating budget, 300 employees, EHR roll-out (including dental), special populations funding streams, front office operations, PCMH Level 2 designation and Joint Commission accreditation, FTCA coverage, and behavioral health integration. In his recent CEO role, he guided the \$6M non-profit service delivery organization through a corporate merger that has now created one of the largest hospices in Maryland. Brandon started his career as a Boston Medical Center Healthcare Administrative Fellow. He received his Bachelor of Science in Biology and Master of Health Administration degrees from the University of South Carolina. He is currently a member of the American College of Healthcare Executives, National Association of Health Services Executives, serves as a HRSA Grant Reviewer, and is a Life Member of the Alpha Phi Alpha Fraternity, Inc. Brandon is also the Chair of the Board for Greater Baden Medical Services, Inc., an FQHC in southern Maryland.

R. Timothy Kearney (he/him), PhD, is the Chief Behavioral Health Officer at Community Health Center, Inc (CHCI). in Connecticut. Dr. Kearney earned his BA with a combined major in Psychology and Spanish Literature at Yale University and pursued graduate work at Fuller Theological Seminary where he earned his MA in Theology from the Graduate School of Theology and his PhD in Clinical Psychology from the Graduate School of Psychology. He has also completed the post-graduate Primary Care Behavioral Health training program at the University of Massachusetts Medical School, Worcester. He is a licensed psychologist in Connecticut.

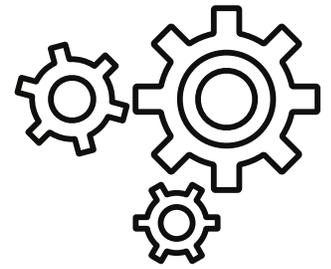


He joined the CHCI behavioral health staff in 1998. He is the author of *Caring for Sexually Abused Children: A Handbook for Families and Churches* (Intervarsity Press, 2001). In addition to administrative and clinical leadership of the Behavioral Health programs at CHCI, Dr. Kearney supervises and trains postdoctoral psychology residents, co-leads psychotherapy groups with students and younger staff to train them in the provision of child group therapy, and provides direct client care with the clinical focus of providing care to children and adolescents and their families, especially those impacted by medical illness, trauma, and abuse.



Nashwa Khalid (she/her), MA, is the Project Manager with Community Health Center, Inc.'s (CHCI) NTTAP on Clinical Workforce Development. In this role, Nashwa leads the national launch of the Readiness to Train Assessment Tool (RTAT), a validated survey instrument that covers dimensions of health center readiness for engaging with Health Professions Training (HPT) programs at FQHCs. Nashwa has also supported multiple FQHC cohorts as they partook in Learning Collaboratives to develop and expand models of Team-Based primary care and/or launch a post-graduate residency program at their health centers.

Nashwa earned her Master's degree in Development Economics and International Business from The Fletcher School, Tufts University, and her BA in Economics from Mount Holyoke College. Nashwa has a breadth of experience in data analytics and implementing public health projects in Pakistan and Ghana.



Torey Mack (she/her), MD, is the Deputy Associate Administrator for Health Workforce at the Health Resources and Services Administration (HRSA), a position she assumed in January 2019. Prior to joining BHW, Dr. Mack served as bureau chief of family health for the Community Health Administration at the DC Department of Health. There, she worked to reduce health risks and promote health equity among DC's most vulnerable populations.

Before joining the Family Health Bureau, Dr. Mack was an attending neonatologist at Texas Children's Hospital in Houston, TX, and worked extensively with residents and fellows in the areas of cultural competence, palliative care, and specialized acute neonatal care. She took an active role in the local community during her time there, serving on professional committees and boards of non-profit and advocacy organizations.

Dr. Mack earned her undergraduate and medical degrees from Howard University. She went on to complete her residency at Children's National Medical Center in Washington DC.

A passionate physician and senior public health leader, Dr. Mack strives to improve health and well-being for those at greatest risk. Her diverse experience in academic medicine, clinical medicine, population health, and community engagement have led her to BHW, where she will continue working to optimize health outcomes for underserved populations.



Jim Macrae (he/him), MA, MPP, became Associate Administrator for Primary Health Care in the U.S. Department of Health and Human Services' (HHS) Health Resources and Services Administration (HRSA) in May 2006. As head of the Bureau of Primary Health Care (BPHC), Macrae manages a \$5.6 billion budget that supports nearly 1,400 health centers which operate approximately 13,000 service delivery sites in every U.S. state, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, and the Pacific Basin. Serving nearly 30 million people nationwide, these centers provide cost-effective, comprehensive, and patient-centered care, coordinating a wide range of medical, dental, mental health, substance use disorder, vision, and patient support services. Macrae earned his bachelor of arts degree in sociology from Illinois Wesleyan University, a master's degree in sociology from Duke University, and a master's degree in public policy from Harvard University.

Tom Morris (he/him), MPA, serves as the Associate Administrator for Rural Health Policy in the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS). In that role, Tom oversees the work of the Federal Office of Rural Health Policy, which is charged with advising the HHS Secretary on rural health issues. Over the course of his Federal career, Tom has testified on rural health issues before the House and Senate. He has past work experience in the U.S. Senate as well as various policy and program positions within HRSA and HHS. A 1996 Presidential Management Intern, Tom came to government after a career as a newspaper reporter and editor. He has an undergraduate degree in journalism from the University of North Carolina at Chapel Hill and a Master's in Public Administration with a concentration in Community Health from East Carolina University. He also earned a Certificate in Public Leadership from the Brookings Institution in 2008.



Karoline Oliveira (she/her), EdD, is Chief of Diversity, Equity, and Inclusion (DEI) Officer at Community Health Center, Inc. (CHCI). She brings nearly 20 years of experience working with and for people from underserved and marginalized groups. In her role at CHCI, Dr. Oliveira works across the organization to support, align and advance CHCI's culture with its DEI vision and strategic goals.



Prior to coming to CHCI, Dr. Oliveira worked in higher education, most recently, as the founding executive director of the Office of Diversity, Equity, and Inclusion and CDO at Life University in Marietta GA.

Her research interests and work focus on internal organizational culture and climate and creating a sense of belonging for marginalized persons. She is particularly committed to research that examines the lived experiences of those from underrepresented and marginalized populations within educational and medical environments.

Luis Padilla (he/him), MD, FAAFP, is the Associate Administrator for Health Workforce at the Health Resources and Services Administration (HRSA). He also serves as director of the National Health Service Corps (NHSC). Prior to joining BHW, Dr. Padilla was senior health policy advisor to the CEO of Unity Health Care in Washington, D.C., a federally qualified health center network with over 100,000 patients. A committed advocate for the underserved, Dr. Padilla is a former NHSC Scholar who completed his service at Unity's Upper Cardozo Health Center, where he also served as its medical director. He served on the National Advisory Council of the NHSC from 2007 to 2010. A board certified family physician, Dr. Padilla received a Bachelor of Arts in philosophy and a Bachelor of Science in biology from the University of California at Irvine. He earned his medical degree from Wake Forest School of Medicine and completed his family medicine residency at Brown University.





Amanda Pears Kelly (she/her), is the Executive Director of the Association of Clinicians for the Underserved (ACU), a role she assumed in 2020. In this role, she conducts strategic planning, oversees program management, recruits key staff, and develops organizational partnerships. Prior to joining ACU, she served as the Vice-President of Grassroots and Internal Advocacy with the American Diabetes Association, implementing new advocacy initiatives on the local, state, and national levels. Prior to that, she was the Director of National Advocacy and Civic Engagement for the National Association of Community Health Centers (NACHC) leading advocacy efforts on behalf of 1,400 health centers across the nation. Ms. Pears Kelly received her Certificate of Non-Profit Management and Leadership from Boston University and her Bachelor of Science from the University of New Hampshire.

Amanda Schiessl (she/her), MPP is the Project Director/Co-Principal Investigator of the NTTAP on Clinical Workforce Development at Community Health Center, Inc. (CHCI)/Weitzman Institute. In this role, she leads CHCI's work in creating, implementing, and executing innovative training and technical assistance nationally to health centers in the key areas of training the next generation and transforming teams. Amanda started at CHCI as the Interprofessional Student Coordinator. Her diverse background in higher education provided her with the skills to develop systems needed to support the efforts to train the next generation of health care professionals as outlined in the CHCI Healthcare Student Playbook. She served as faculty on the NCA on increasing health professions training in FQHCs. As the Interprofessional Student Coordinator, Amanda provided support to two HRSA grant partnerships with affiliated academic institutions with the objectives of providing comprehensive didactic and clinical experiences that prepare students to deliver effective integrated care services and preparing students upon graduation to provide high-value care within complex health settings for medically underserved communities. Amanda completed her Bachelor's Degree in Allied Health at the University of Connecticut and received a Masters of Public Policy with a Health Policy concentration from Trinity College.



Suzanne Smith (she/her), is the Director of the Health Center Operations Division for the Colorado Community Health Network (CCHN). Her primary responsibilities are to help Community Health Centers (CHCs) sustain and strengthen existing operations and expand the CHC model. This is accomplished through management and support of division staff around community and workforce development, operations assistance, and training and technical assistance programs. Suzanne earned her master of arts degree in international studies and her bachelor of arts degree in international studies and Spanish from the University of Denver.

Suzanne Speer (she/her), serves as Senior Director of Workforce Development at ACU. In this role, she oversees ACU's National Training and Technical Assistance Partner (NTTAP), the STAR² Center. She works directly with health centers, Primary Care Associations, and other National Cooperative Agreements across the nation, addressing important issues related to workforce. She has worked with community health centers for over seven years, first by recruiting providers at the Virginia Community Healthcare Association. She received a Bachelor of Science from Virginia Commonwealth University.



Elena Thomas Faulkner (she/her), MA, is the CEO of the National Institute for Medical Assistant Advancement (NIMAA). She brings a strong record of organizational leadership, management, and development to the role, along with a deep commitment to and passion for working alongside underserved communities. Thomas Faulkner was previously the Chief Strategy Officer for Denver's La Clinica Tepeyac, Inc. Prior to her work at La Clinica Tepeyac, Thomas Faulkner spent more than a decade with John Snow International (JSI), where she developed projects related to the health care safety net, access to care and capacity building. Previous to JSI, she held leadership positions with the Colorado Community Health Network (CCHN) and has worked extensively within and on issues of importance to the Latino community. She holds an MA in International Development from American University and a BA from the University of Colorado.



Donald L. Weaver (he/him), serves as Senior Advisor, Clinical Workforce for the National Association of Community Health Centers (NACHC). Don has a lifelong commitment to improving the health of underserved communities and vulnerable populations through community-responsive, culturally competent care delivered by interprofessional teams. Prior to joining NACHC, Dr. Weaver had a distinguished career as a Commissioned Officer in the United States Public Health Service (USPHS), retiring with the rank of Assistant Surgeon General. Don began his career in the USPHS as a National Health Service Corps (NHSC) volunteer physician in Tooele, Utah. During his career, he served in a variety of regional and national leadership positions with both health professions and service delivery programs. A 1973 graduate of Harvard Medical School, Dr. Weaver completed a two-year pediatric residency at Boston Children's Hospital Medical Center. He is a member of the American Academy of Family Physicians (AAFP).



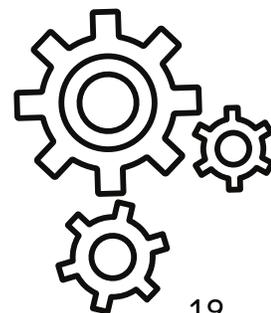
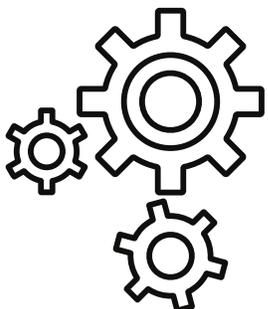
THANK YOU

Thank you for attending the
Virtual 2021 Biennial Workforce Summit!

Thank you to all speakers, partners,
advisory group and steering committee,
members, staff, and others who had a part
in the planning and success of this Summit.



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CONTINUE THE CONVERSATION

Continue Your Conversations . . .

Thanks to the generous support of [Johnson & Johnson](#), through a grant to NACHC under the [Our Race to Health Equity Initiative](#), the learning and engagement from this year's Workforce Summit will continue! Opportunities for continued education and networking will be provided through the **Workforce Development Peer Network Online Community** in [noddlepod](#) and through a **Workforce Extended Learning Program** scheduled for June–September 2021. **Mark your calendars for 2:00–3:45 pm ET/11:00 am–12:45 pm on the fourth Thursdays in June, July, September, and October.** Discussions regarding topics such as Overcoming Workforce Hesitancies, Building a Culture of Diversity, Equity, and Inclusion, and more from the Workforce Summit are expected to continue through this effort. Stay tuned for your welcome letter from NACHC with more details and your invitation from noddlepod to join the online community. Let's keep the conversations going!

The Johnson & Johnson logo is centered within a red rectangular box. The logo itself is white and features the brand name in a classic, cursive script font.

Attend the ACU Workforce Symposium in Spring 2022!

ACU will host an inaugural workforce symposium that will feature innovations and best practices in workforce recruitment and retention. The symposium will gather leadership, HR, and operational staff from across the country to better understand best practices in the workforce arena so they might implement them at their own health centers.

The symposium will be held as a two-day event in Spring 2022.

To stay up to date about this offering, [sign up for the STAR² Center Newsletter](#).