

**Virtual 2025 Biennial
Health Center Workforce Summit**

Welcome to the 2025 Workforce Summit!

May 7th, 2025

12:00 – 5:00pm Eastern | 9:00am – 2:00pm Pacific

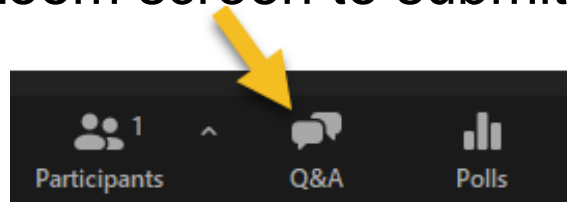


Virtual 2025 Biennial Health Center Workforce Summit



Housekeeping

- **Audio and Video:** Your microphone and camera are disabled for this webinar.
- **Join Flexibly:** Feel free to join and leave as your schedule permits. You're welcome to re-join at any time.
- **Ask Questions:** We encourage your participation! Please use the Q&A feature in the toolbar at the bottom of your Zoom screen to submit questions.



- **Breakout Groups:** Please note that you will need to switch Zoom links to join breakout groups.
- **Feedback:** Please remember to complete the session evaluations at the end of each session and at the end of the day. We appreciate your feedback!
- **Follow-Up Materials:** Slides and a recording of the Workforce Summit will be emailed to all registrants one week after the event concludes.

2025 Workforce Summit Overview

- The 2025 Health Center Workforce Summit, ***Building a Workforce for 2025 and Beyond***, is an opportunity for health centers, look-alikes, health center-controlled networks (HCCNs), primary care associations (PCAs), and other partners to come together to share and elevate best practices that address workforce challenges and needs.
- The focus of the 2025 Health Center Workforce Summit will seek to improve workforce well-being; support recruitment, and retention; enhance and implement sustainable workforce pathways to train the next generation of professionals; and strengthen emergency preparedness.
- A combination of presentations, large group discussions, and breakout groups will be used to share innovative workforce models and practices, build community, and leverage resources that contribute to successful workforce strategies.
- **Full agenda:** [Building a Workforce for 2025 and Beyond](#)

Day 1 Overview

- 12:00-12:30pm Welcome and Opening Remarks
- 12:30-1:30pm HRSA Keynote
- 1:30-1:45pm Break
- 1:45-2:30pm Workforce Well-Being Promising Practices
- 2:30-2:50pm Breakout Groups
- 2:50-3:00pm Break
- 3:00-3:50pm Artificial Intelligence (AI) in Health Centers: Supporting the Workforce
- 3:50-4:50pm Expanding Access Through Dental Training Programs at Health Centers
- 4:50-5:00pm Closing Remarks

Note: All session times are provided in Eastern Time.

Day 2 Overview

- 12:00-12:15pm Welcome and Opening Remarks
- 12:15-1:15pm Leadership and Mid-Level Management Training
- 1:15-1:45pm Breakout Groups
- 1:45-2:00pm Break
- 2:00-3:00pm Navigating and Enhancing Effective Intergenerational Communication
- 3:00-3:15pm Break
- 3:15-4:15pm Building Training Programs in Health Centers
- 4:15-4:50pm Strengthening Emergency Preparedness for the Community Within Health Centers
- 4:50-5:00pm Closing Remarks

Note: All session times are provided in Eastern Time.

Thank You!

2025 Workforce Summit Advisory Group

- Alexander Cordoba, Human Resources Manager, Bay Area Community Health
- Roxana Cruz, Chief Innovation Officer, Texas Association of Community Health Centers
- Tinamarie Fioroni, Senior Director, Workforce Optimization, Massachusetts League of Community Health Centers
- Ja'Queta Gatling, Workforce Development Coordinator, Roanoke Chowan Community Health Center
- Pam Grindley, Chief People Officer, Seattle Indian Health Board
- Stephen Lytle, Assistant Vice President, People and Culture, Evara Health
- Chessa Quenzer, Director, Recruitment Membership Community Care Network of Kansas

Thank You!

2025 Workforce Summit Advisory Group

- Di Riley, Chief Director of Clinical Services Shawnee Health Service and Development Corporation
- Twiggy Rodriguez, C-Suite Executive, ICL
- Suzanne Roelof, Chief Operating Officer, Community Health Centers of Lane County
- Pamela Tripp, Chief Executive Officer, CommWell Health
- Jessica Wallace, Lead Advanced Practice Provider for Family Medicine, Denver Health
- CDR Jayne Berube, Lead, Care Integration and Workforce Team, HRSA - Bureau of Primary Health Care
- Jason Steele, RRPD Program Coordinator, Policy Research Division, HRSA - Federal Office of Rural Health Policy

Thank You!

2025 Workforce Summit Planning Team

ACU STAR² Center

- Michelle Fernández Gabilondo, Director of Workforce Development
- Mariah Blake, Associate Director, Workforce Operations & Compliance
- Sydney Axelrod, Associate Director of Workforce Development

Community Health Center, Inc. (CHCI)

- Meaghan Angers, Senior Program Manager
- Bianca Flowers, Project Manager

Thank You!

2025 Workforce Summit Planning Team

National Association of Community Health Centers (NACHC)

- Gerrard Jolly, Director, Career Advancement Strategies
- Katja Laepke, Director, Clinical Trainings and Workforce
- Megan Ward, Manager, Leadership, Workforce, and Career Development
- Pamela Ferguson, Manager, Clinical Workforce
- Sarah Price, Director, Public Health Integration

Thank You!

Federal Partners

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of awards totaling \$7,725,000 with 0% financed with non-governmental sources.

The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government.

For more information, please visit [HRSA.gov](https://www.hrsa.gov).

Opening Remarks



Amanda Pears Kelly
Executive Director, Association of
Clinicians for the Underserved
(ACU)



Margaret Flinter
Senior Vice President and Clinical
Director, Community Health Center,
Inc. (CHCI)



Luis Padilla
Chief Health Officer, National
Association of Community Health
Centers (NACHC)

Virtual 2025 Biennial Health Center Workforce Summit

HRSA Keynote

May 7th, 2025 12:30 – 1:30pm Eastern | 9:30am – 10:30am Pacific



HRSA Keynote



Jim Macrae

Associate Administrator for
Primary Care, HRSA



Candice Chen

Associate Administrator for Health
Workforce, HRSA



Sarah Young

Policy Research Division,
Federal Office of Rural
Health Policy (FORHP)

Virtual 2025 Biennial Health Center Workforce Summit

Break

May 7th, 2025 1:30 – 1:45pm Eastern | 10:30am – 10:45am Pacific



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Virtual 2025 Biennial Health Center Workforce Summit

Workforce Well-Being Promising Practices

May 7th, 2025 1:45 – 2:30pm Eastern | 10:45am – 11:30am Pacific





Workforce Well-being: Supporting Promising Practices

Wednesday, May 7, 2025

Tanya Philip, M.A.
Training Specialist

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YOUR SPEAKER



TANYA PHILIP, M.A.

Training Specialist

tphilip@clinicians.org

ASSOCIATION OF CLINICIANS FOR THE UNDERSERVED



Access to Care & Clinician
Support

Recruitment & Retention

National
Health
Service
Corps

Resources

Training

Networking

- National Cooperative Agreement awarded in 2014
- Funded by the Bureau of Primary Healthcare
- One of 22 National Training and Technical Assistance Partners (NTTAPs)
- Produces **FREE** Resources, Training, and Technical Assistance

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Contact us: info@chcworkforce.org

LEARNING OBJECTIVES



- Understand the pillars of employee well-being.
- Understand ways health centers and their leadership can support employee well-being.
- Understand how workforce well-being contributes to furthering the mission of health centers.





WORKFORCE IS THE FUEL

A health center with a full tank identifies workforce as an essential organizational issue, invests in appropriate operational and staffing resources and takes care of its investment!



**Does your
organization have a
staff wellness
program or plan?**

- Yes
- No
- Unsure
- Sort of



WHAT IS **WORKFORCE WELL-BEING?**

Creating workplace norms that encourage and promote the well-being of your employees.

It means implementing ways for employees to be healthier in the workplace and helping them create healthy habits in both their personal and professional lives.



What factors do you think go into well-being?

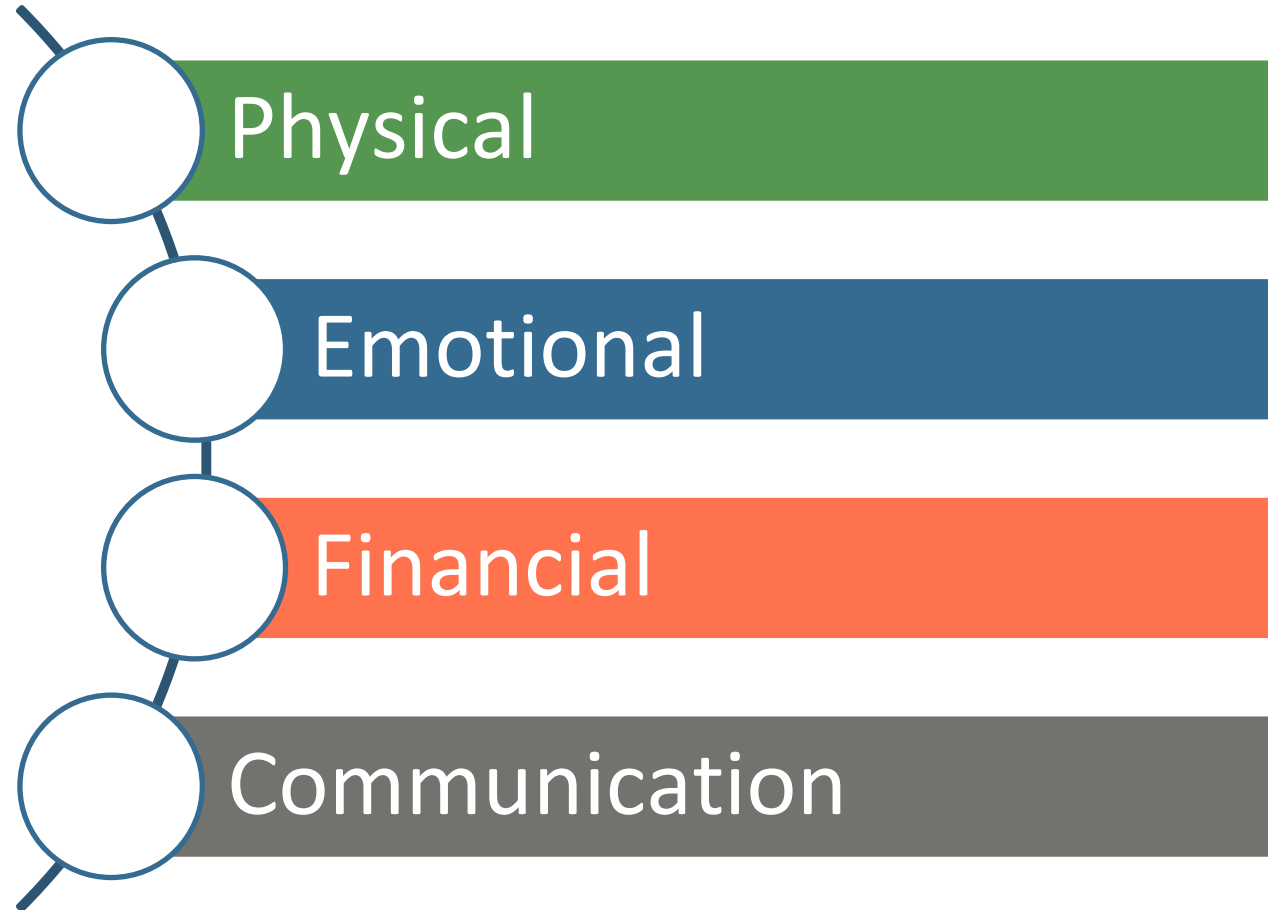
- Physical health
- Emotional health
- Financial wellness
- Effective communication
- Real and perceived safety
- Other



WHAT IS WORKFORCE WELL-BEING?



There are four pillars of well-being to consider:



WHAT IS WORKFORCE WELL-BEING?



There is no magic solution to keep every employee and team member well and happy.

What is important is offering a variety of services and making it easy for employees to use the offerings that will *benefit them the most*.

Build norms around utilizing these services regularly!



Sources: [Open Source Workplace](#) & [Forbes](#)

WHY INVEST IN WORKFORCE WELL- BEING?



When employees are generally in good spirits, they can **focus on their work** better.

Less turnover and staffing changes

More competitive and focused, which can help you better achieve your organization's objectives as well.

Source: [Open Source Workplace](#)

HOW TO BUILD A WELL-BEING PLAN



Secure
Leadership
Commitment
and Support

Gather Staff
Feedback on
Experiences
and Needs

Implement
Organizational
Change

Continue to
Measure
and Update
Changes

THE CASE FOR WELLNESS



- Improved well-being and productivity
- Increase staff longevity, mental health, and engagement
- Reduced absenteeism, burn out, and turnover

If people are supported, healthy, and well, they can bring their best selves to work, which ultimately improves patient outcomes.



BUILDING A BUSINESS

CASE Define the Value of Retention with Data



Turnover is **EXPENSIVE!**

*Calculate your health center's turnover costs by using the [STAR² Center Financial Assessment Tool](#)

Therefore, use data to make a business case for well-being:

- What's the actual cost of turnover?
- What's the cost of a provider vacancy?
- How much does it cost to recruit?
- How much money is your organization losing to these workforce issues?
- How can you better invest money to retain staff and minimize losses?

GATHERING STAFF

The FEEDBACK

Process



Collect



Analyze



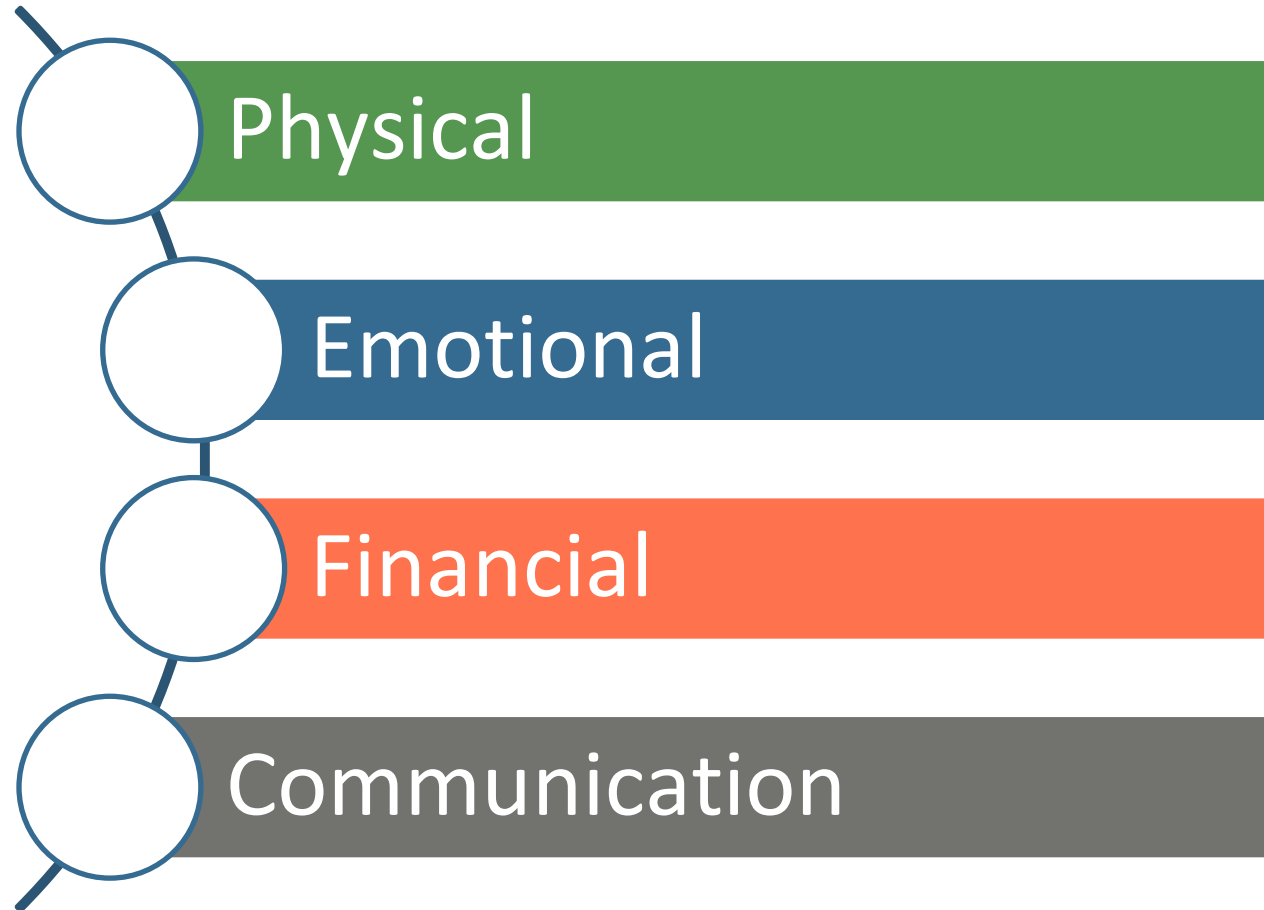
Communicate



Act



THINGS TO CONSIDER



PUT YOUR CREATIVE THINKING HATS ON

Here are some ideas to help get you started:

- Encourage movement
- Offer healthy choices
- Encourage healthy habits
- Provide opportunities for social engagement
- Be flexible
- Encourage work-life balance
- Encourage comradery
- Lessen stress
- Provide opportunities for self-expression
- Foster a sense of connection
- Offer financial benefits



THE IMPORTANCE OF COMMUNICATION



- What you say and what you do matters
- How you say it and the actions you take matter
- Practice bi-directional communication
 - Create a dialogue
 - Don't be dismissive
 - Be open – listen, learn, adapt
- Take a strengths-based perspective
- Appreciation goes a long way!



Source: [Open Source Workplace](#)

MEASURE AND **UPDATE**

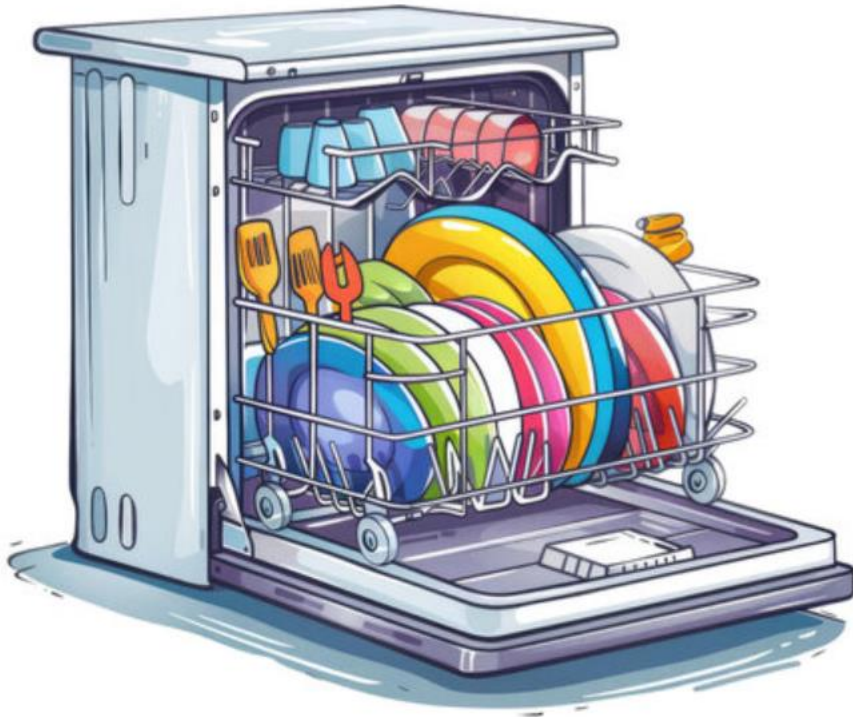
- Use **qualitative and quantitative** data
- Assess both **successes and challenges**
- Understand the importance of **change**
- Continue to **implement change** and **collect feedback**



A plan is never a static document; regular reviews and revisions need to be conducted. **Ideally, review on a yearly basis.**

THINGS TO REMEMBER

There are many ways to load a dishwasher!



- Be creative!
- Ask for suggestions
- Collaborate with colleagues or see what other organizations are doing
- Your staff and their needs are unique
- Simple things can have a huge impact
- Don't be afraid to think outside the box!

QUESTIONS



STAY IN TOUCH!

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Virtual 2025 Biennial Health Center Workforce Summit

Breakout Groups

May 7th, 2025 2:30 – 2:50pm Eastern | 11:30am – 11:50am Pacific



Breakout Groups

You will be split into small groups for the next 20 minutes.

Please discuss the following questions amongst yourselves:

1. What are some promising workforce well-being practices you have seen implemented?
2. Which of the 4 pillars of well-being (physical, emotional, financial, communication) needs the most attention in your organization?
3. What are some ideas of ways your organization might be able to address that?

Zoom Link for Breakout Groups:

<https://nachc.zoom.us/j/84493194048?pwd=qyMulnVRSm5BZbvw9n8nTCtejLZrsr.1>

Virtual 2025 Biennial Health Center Workforce Summit

Break

May 7th, 2025 2:50 – 3:00pm Eastern | 11:50am – 12:00pm Pacific



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Virtual 2025 Biennial Health Center Workforce Summit

Artificial Intelligence (AI) in Health Centers: Supporting the Workforce

May 7th, 2025 3:00 – 3:50pm Eastern | 12:00 – 12:50pm Pacific



AI in Health Centers: Supporting the Workforce Panel

- **Moderator:** Jillian Maccini, Project Director, JSI and HITEQ Center
- **Panelists:**
 - Alison Connelly-Flores, Chief Medical Information Officer, Urban Health Plan, New York
 - Dr. Renee Crichlow, Chief Medical Officer, Codman Square Health Center, Massachusetts
 - Stephen Lytle, Assistant Vice President, People and Culture, Evara Health, Florida
 - Dr. Thomas Stephens, Chief Medical Officer, Westside Family Healthcare, Delaware

AI in Health Centers: Supporting the Workforce

Panel Questions

- **Question 1:** Please share which type(s) of AI are being used at your health center (e.g. generative, scribing), and can you share specific examples of the impact AI has made on supporting or enhancing your workforce (e.g. efficiency, patient care, and strategic work)?
- **Question 2:** How did you approach integration and implementation of AI into your health center operations? Who was involved, what kind of governance is in place, and how have you upskilled your workforce to improve adoption?
- **Question 3:** What lessons have you learned and what advice would you offer to other health centers considering AI adoption (e.g. costs, funding, and implementation)?

Virtual 2025 Biennial Health Center Workforce Summit

Expanding Access Through Dental Training Programs at Health Centers

May 7th, 2025 3:50 – 4:50pm Eastern | 12:50 – 1:50pm Pacific



Session Agenda

- 3:50-4:00pm A Snapshot of the Health Center Oral Health Workforce
- 4:00-4:40pm Advancing Dental Workforce: Dental Assistant Registered Apprenticeship Program (DARA)
- 4:40-4:50pm Questions and Wrap-Up

Presenters

- Candace Hsu Owen, RDH, MS, MPH, Senior Director of Education and Strategic Partnerships, National Network for Oral Health Access (NNOHA)
- Chessa Quenzer, MPH, Director of Recruitment and Membership, Community Care Network of Kansas
- Lindsey Easley, Clinical Education Manager, GraceMed Health Clinic
- Austin Russell, Healthcare Partner Advisor, CareerStep



A Snapshot of the Health Center Oral Health Workforce

Candace Hsu Owen, RDH, MS, MPH

Sr. Director of Education and Strategic Partnerships

About NNOHA

- Founded in 1991 by FQHC Dental Directors who identified a need for peer-to-peer networking, collaboration, research, and support
- Membership now includes more than 5,400 dentists, dental hygienists, dental assistants, supporters, and partners



HRSA National Training and Technical Assistance Partner



Learning Collaboratives



NNOHA Listserv



Annual Conference



NNOHA Oral Health
Leadership Institute
(NOHLI)



Webinars and on-demand
learning

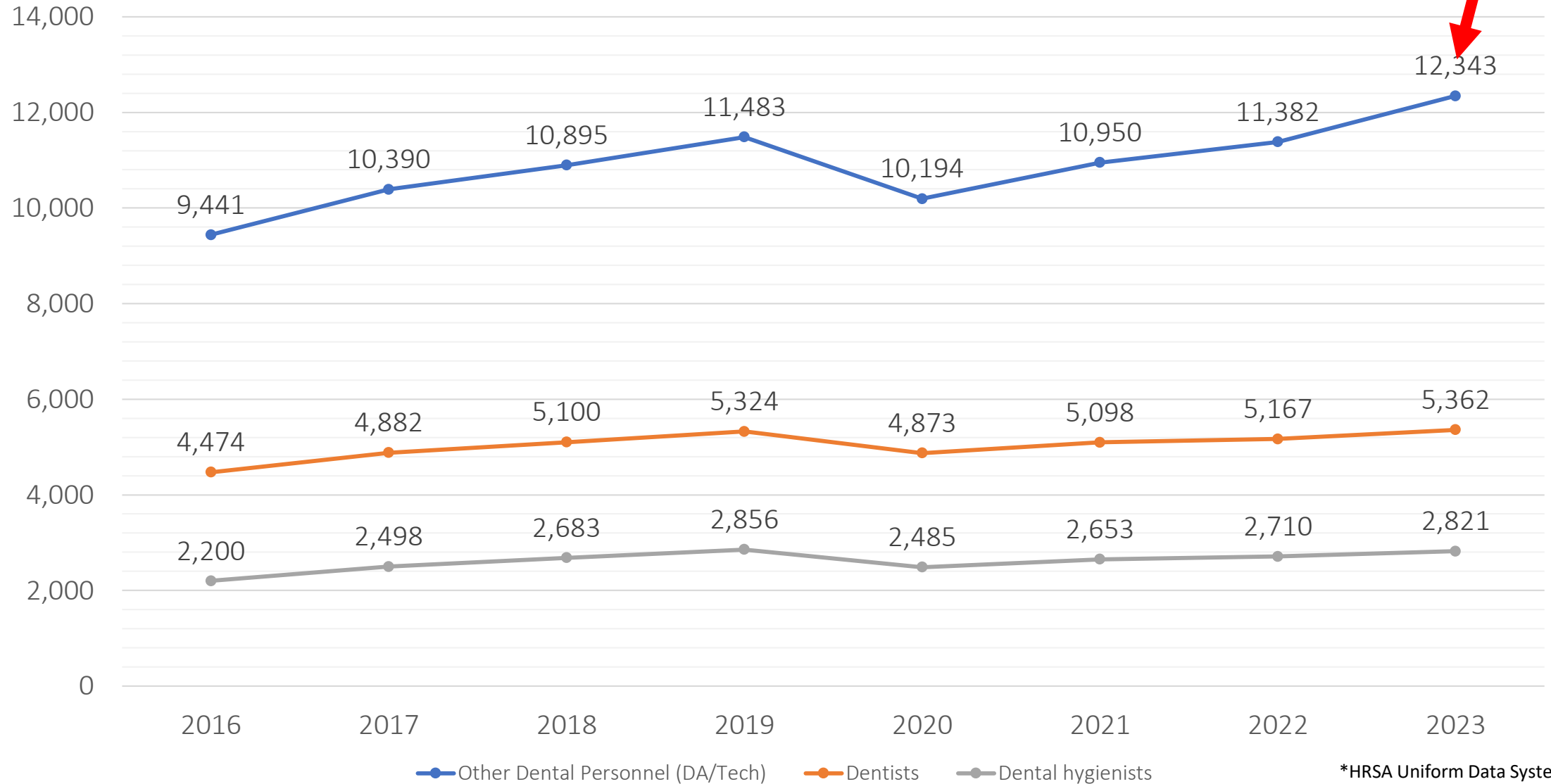


Resources: publications,
dental forms library,
promising practices, and
more!

Visit nnoha.org or email info@nnoha.org



Dental FTEs in Health Centers

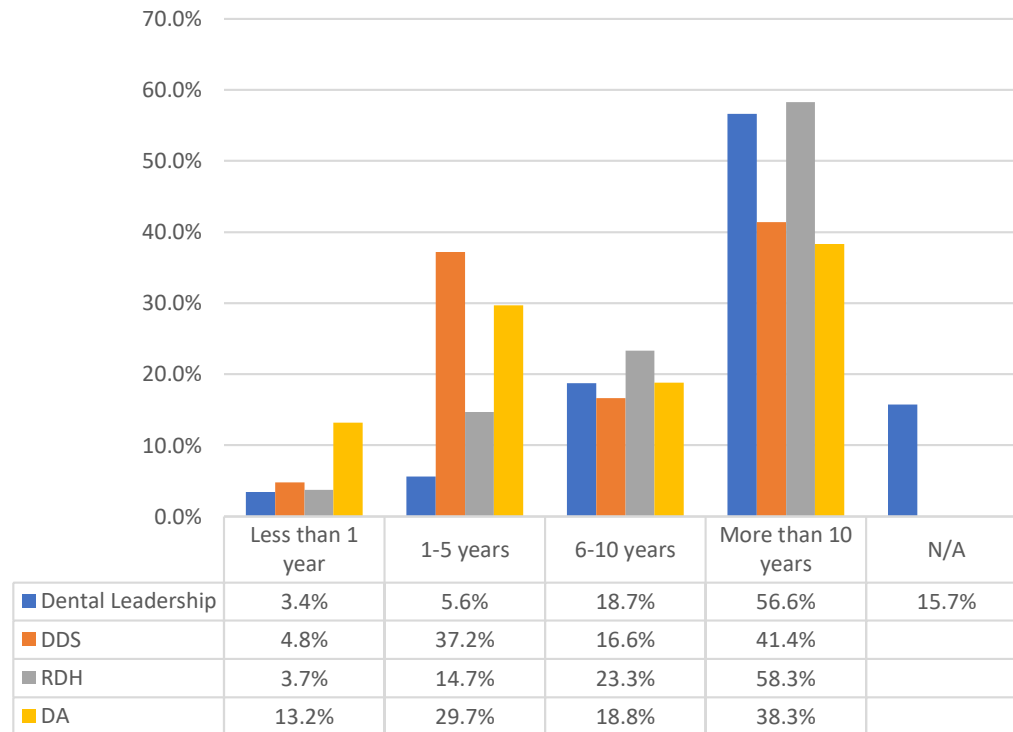


*HRSA Uniform Data System 2023:
Dental FTEs in Health Centers



Years of Experience in Dental Profession

Length of Time Practicing the Profession



*NNOHA 2023 Workforce Survey

- Majority of team members have 10+ years of experience (especially dental leaders and dental hygienists)
- N/A indicates that they are not clinicians
- 37% dentists report 1-5 years of experience



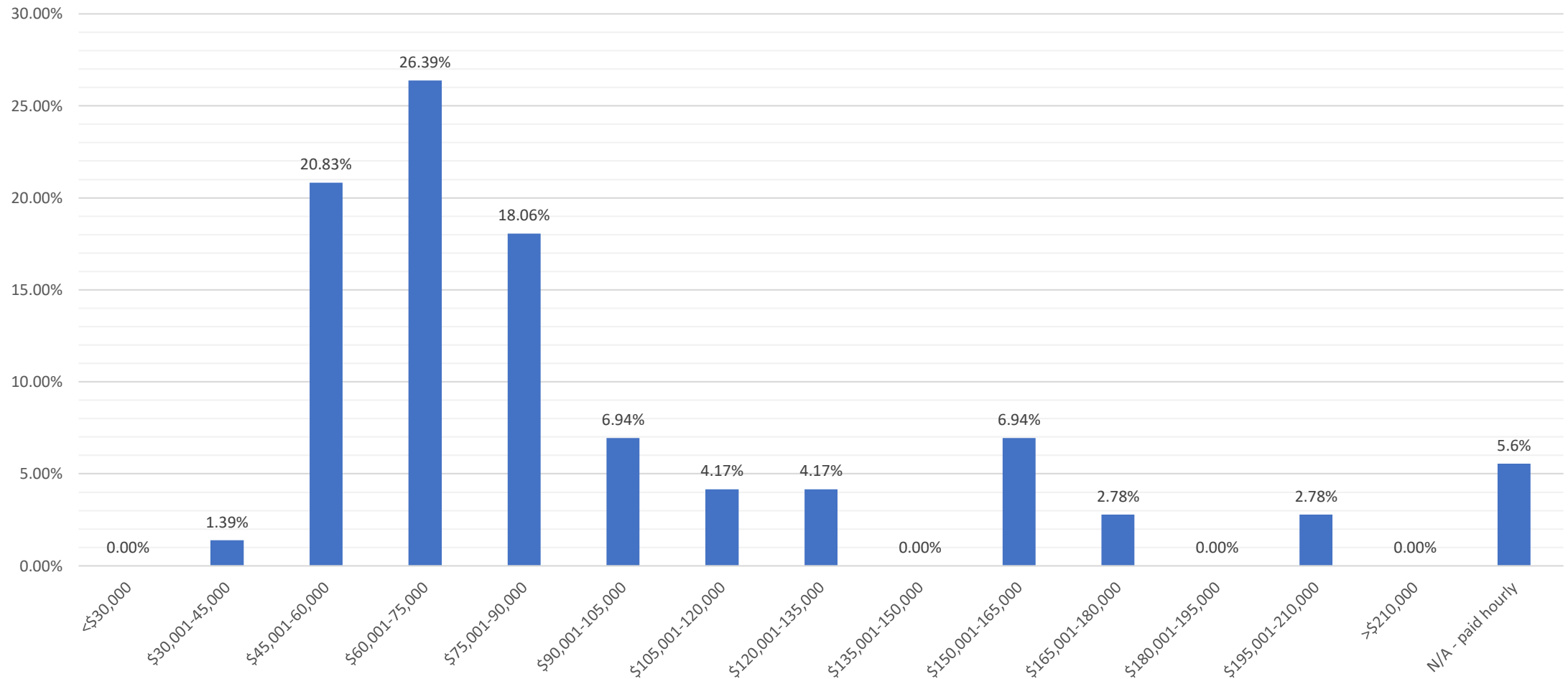
Previous Health Center Experience



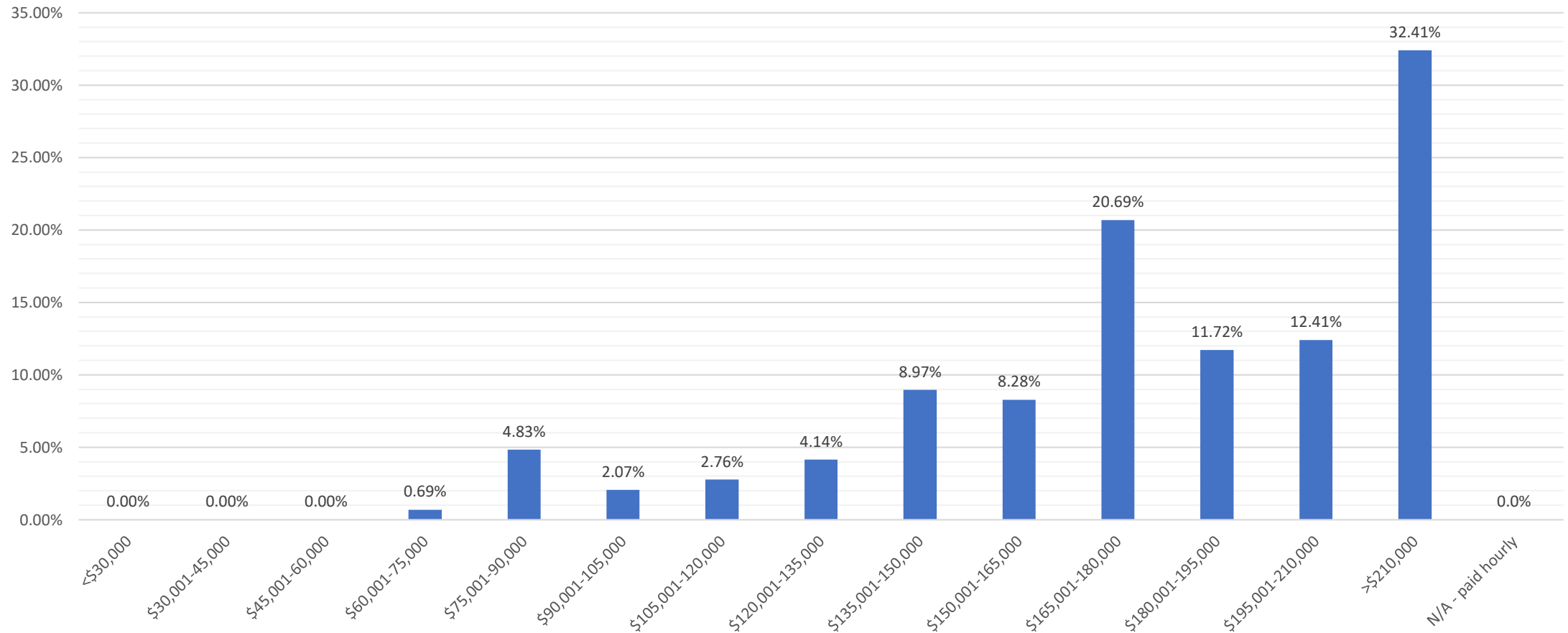
- Most of all survey respondents shared that their current position is the only position they have held in a health center.
- 91% of dental leaders, 60% of dentists, and 39% of dental hygienists said they rotated through a health center as a student.



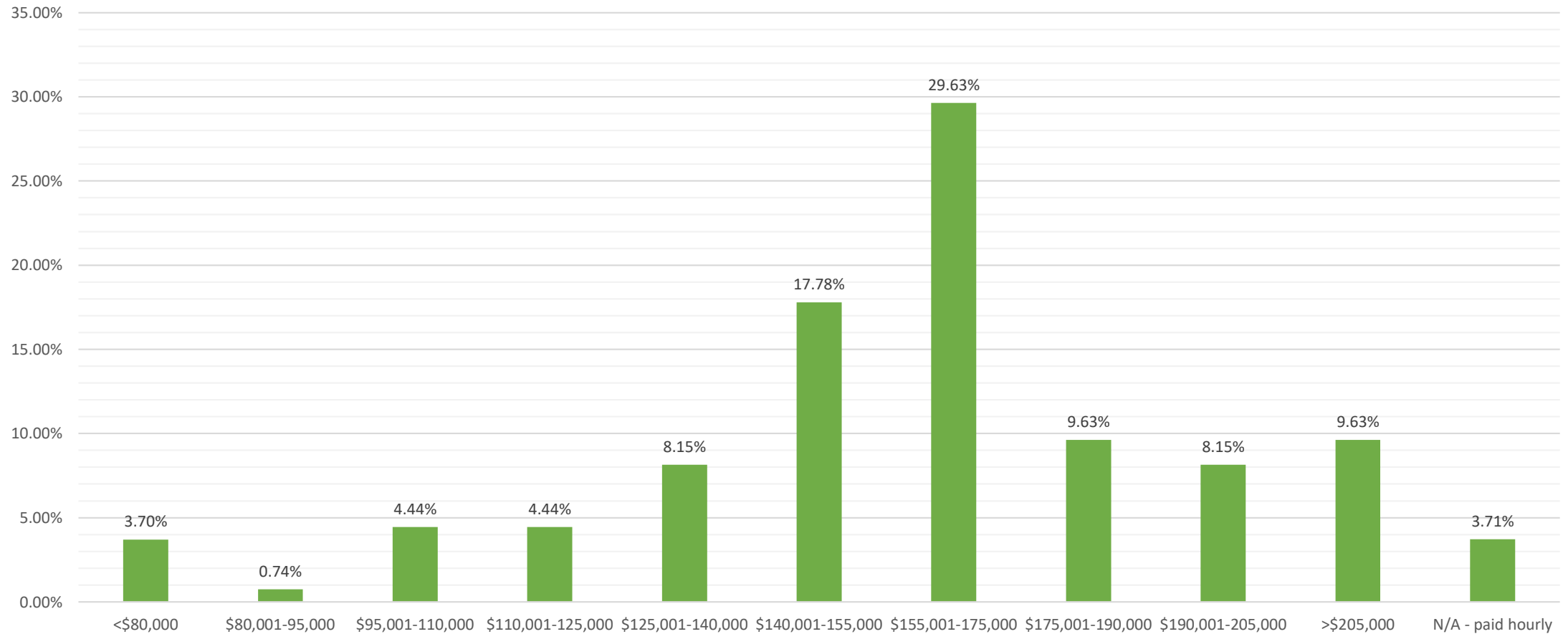
Current Salary: Dental Clinic Managers (N = 72)



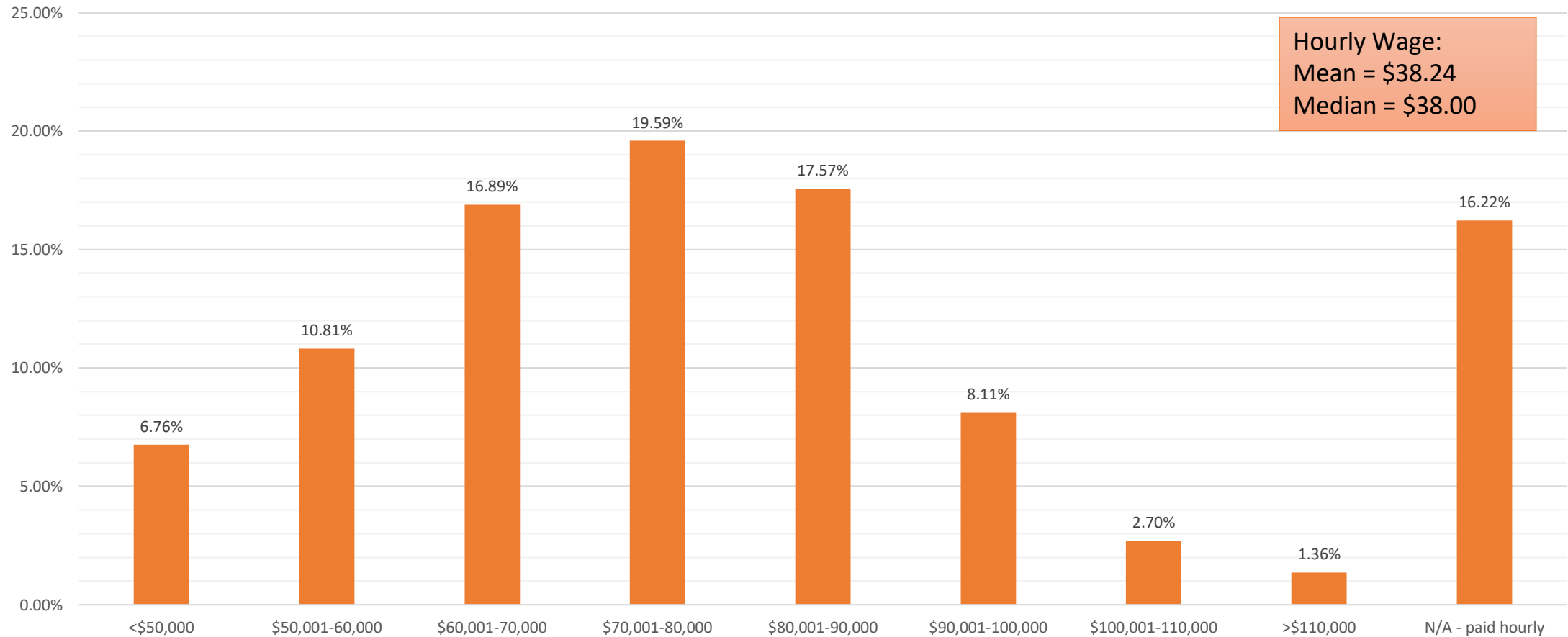
Current Salary: Executive Dental Leadership (N = 145)



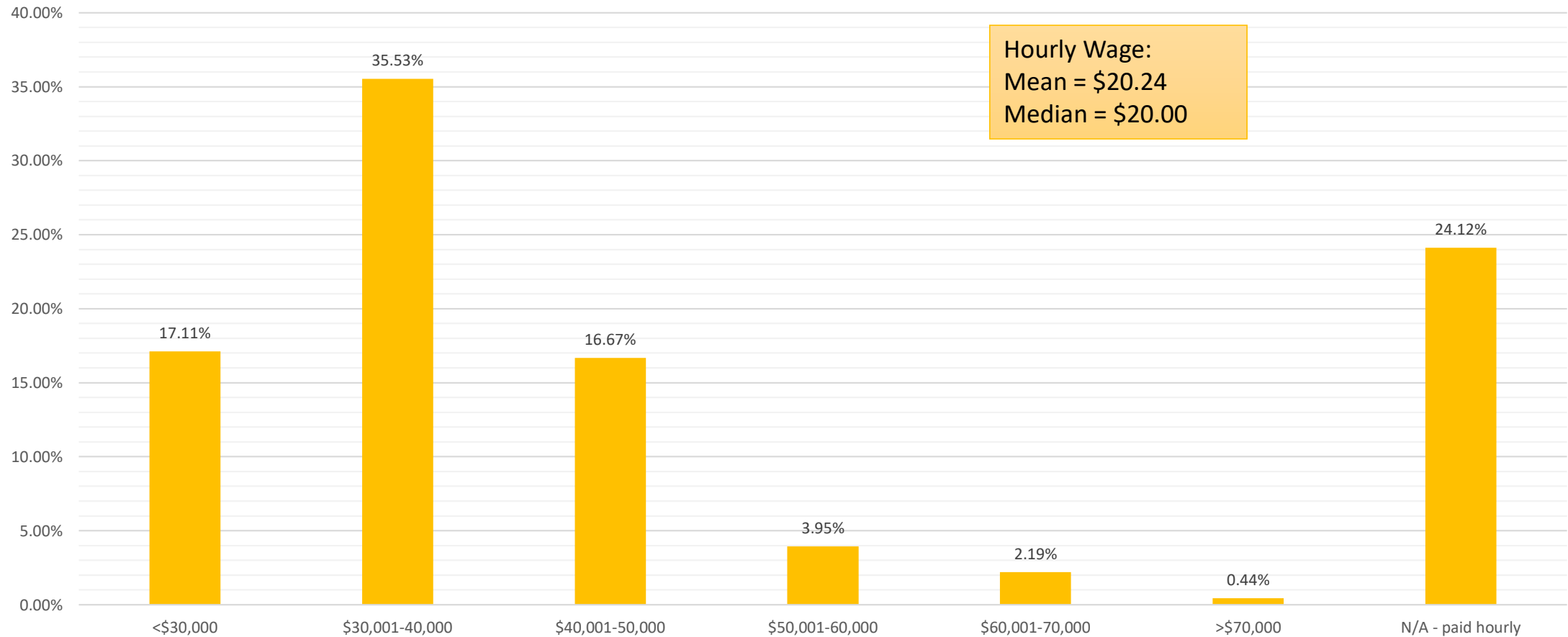
Current Salary: Dentists (N = 135)



Current Salary: Dental Hygienists (n = 148)



Current Salary: Dental Assistants (N = 228)



Factors to Choose a Health Center

- Most common reason: **feeling a mission to the dentally underserved**
- Other popular factors:
 - Work schedule
 - Leave policies
 - Fringe benefits
 - Desire to work in a community-based setting



Recommendations



Identify individuals with mission alignment



Offer competitive salaries, regularly review salaries and benefit packages



Develop opportunities for professional development for ALL dental team members



Collaborate with community organizations and academic institutions to support recruitment and retention



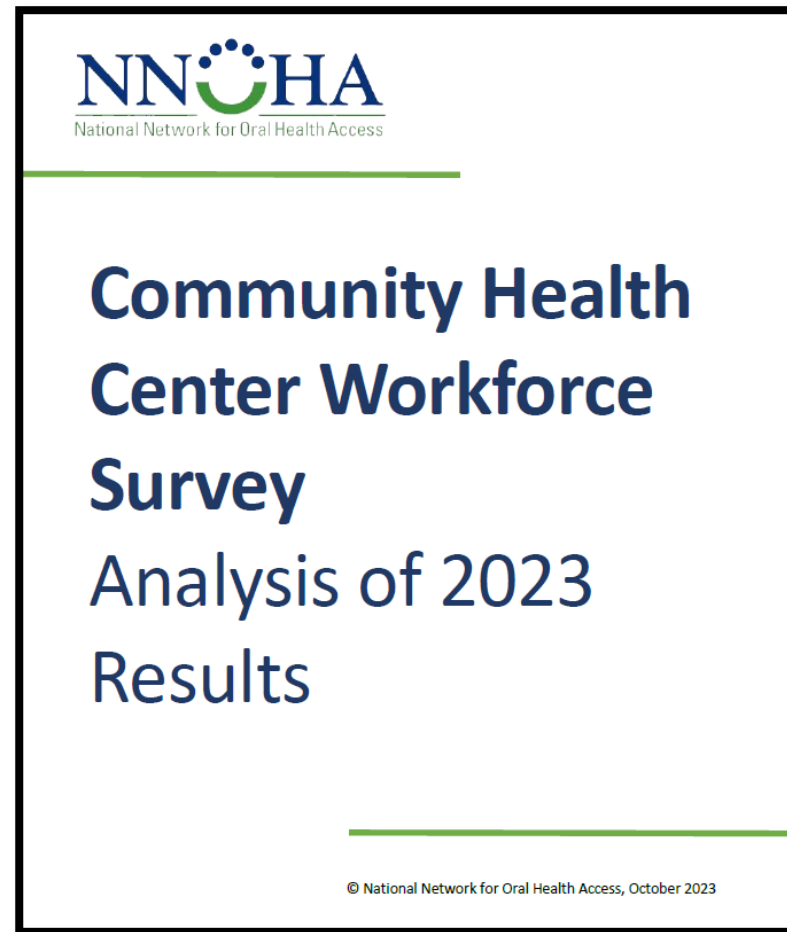
Download the full survey analysis!



[Access the document here](#)

or

scan the QR code!



Additional resources on Workforce Recruitment and Retention are available on [NNOHA's website.](#)



Contact Us!



Candace Hsu Owen, RDH, MS, MPH
Senior Director of Education and
Strategic Partnerships
candace@nnoha.org

Community Care Network of Kansas

Advancing Dental Workforce

Dental Assistant Registered Apprenticeship Program
(DARA)

Chessa Quenzer, Director of Recruitment and Membership



COMMUNITY CARE
NETWORK OF KANSAS

Dental Assistant Registered Apprenticeship

Why This Matters: Kansas Dental Clinics Face Persistent Staffing Challenges

- **76%** of Kansas health centers report **difficulty recruiting** dental assistants
(Community Care Member Needs Assessment, 2022)
- Nationally, **dental assistant jobs are projected to grow 7%**
 - Faster than the average for all occupations (U.S. Bureau of Labor Statistics)
- Clinics are experiencing:
 - **Increased vacancy durations (3–6+ months to fill roles)**
 - **Reduced capacity for preventive and routine care**
 - **Burnout among current staff due to short-staffing**
- **Rural and frontier areas are especially affected**, limiting access to oral health care for vulnerable populations

Registered Apprenticeship

Return on Investment

- ❖ **92% employee retention** after apprenticeship
- ❖ Registered apprenticeships have **grown 64%** in the past 10 years
- ❖ Every \$1 invested in an apprenticeship is a **\$1.50 return on investment**
- ❖ Apprenticeships **reduce barriers** to traditional education programs
- ❖ Average **\$28 in social benefits** (public ROI) for every \$1 invested
- ❖ Average apprenticeship participants earn **1.4 times** as much as their peers

Our Solution: Grow Your Own

- Creates pipeline of **skilled, loyal team members**
- Establishes a **training pipeline** to meet current and future workforce needs
- Creates **upskilling and professional development** opportunities for existing staff
- Improves **employee retention** and **reduces turnover**
- **Reduces financial barriers** to traditional educational certification
- **Develops mission-focused professionals** that serve their community & meet the specific needs of health center patients
- **Improves patient and employee satisfaction** by creating robust care teams

Dental Assistant Registered Apprenticeship



This program was developed due to **member response**



Customizable program: **clinic autonomy**



“Grow your own” is a thriving workforce model that supports retention and recruitment of staff

- Increase **employee satisfaction**
- Supports pipeline focused **recruitment**

Dental Assistant Registered Apprenticeship

Apprenticeship Partners

- **Community Care Network of Kansas**- Sponsor
- **CareerStep**- Curriculum Provider
- **Washburn Institute of Technology (Washburn Tech)**- Intermediary

Health Center/Clinic

- Training is facilitated onsite with a **preceptor**
- Allows apprentices to make a **living wage**
 - Quarterly wage progression for time spent learning, training, and working
- Program consists of:
 - Didactic online curriculum
 - On-the-job training and skill acquisition
 - Programmatic support (from clinic & program partners)

DARA Program Requirements

- ❖ **290 hours of online DA didactic courses:** Foundational knowledge and skills in anatomy and physiology, dental and oral health, electronic medical records, patient care, and more
- ❖ **2,000 hours of on-the-job training:** Preceptor will facilitate and manage the required interactive skills, training, and approval of competency completion
 - Apprentices with previous experience can test out of the competencies (employer discretion)
- ❖ **Pass the DA Certification Exams:** Dental Assisting National Board (DANB), National Entry Level Dental Assistant (NELDA) component exams:
 - Infection Control (ICE)
 - Radiation Health and Safety (RHS)
 - Anatomy, Morphology and Physiology (AMP)
- ❖ CareerStep provides exam prep & voucher to cover cost of the exams: **Approved by the American Medical Technologists (AMT)**

DARA Program Support

- DARA Manual with Templates
 - Program Description
 - Course Objectives
 - On-The-Job Training Competencies Chart
 - Program Implementation Plan
 - Apprenticeship Agreement (MOA)
 - Preceptor Duties and Responsibilities
 - DARA Job Description
 - 90-Day Onboarding
- Program Team Support & Monthly Meetings
- State funding covers curriculum cost- \$2750
- Preceptor Training



APPRENTICE PROGRAMS...

The Wave of the Future



Medical Assistant Interview



Skilled Dental Assistants

CareerStep's program ensures that your dental care team is well-equipped with the latest industry knowledge and hands-on skills, delivering top-notch patient care.

Apprentice Program Advantages

- ▶ Structured curriculum laying a solid foundation from the basics of Dentistry to complex 4 handed dentistry.
- ▶ Online coursework that is monitored and graded by a staff appointed Preceptor.
- ▶ Learning tools provided by CCNK and Washburn including but not limited to virtual lab simulations and Competency Check-offs.
- ▶ Weekly check-ins with CCNK to monitor the progress of the program as well as provide support.

Apprentice Program Advantages

- ▶ Prime selection of candidates for new hires as Apprentices upon program completion are ready to enter the workforce.
- ▶ Reduction in voids in coverage due to lack of staff.
- ▶ Increase in production by having a trained assistant. Production is not reduced to accommodate training clinical staff.
- ▶ Reduction in errors and increase in patient confidence in staff.

Disadvantages of Untrained Staff

- ▶ Reduction in production due to loss of chairside time due to training.
- ▶ Increase in operator error due to lack of knowledge.
- ▶ Decrease in patient safety and safety of staff.
- ▶ Increased clinical errors due to not fully understanding procedures.
- ▶ Increase in overhead due to errors.
- ▶ Decreased patient confidence in staff.
- ▶ Increase in stress due to being unsure of the skill level of the Assistant you are entrusting your patient care to.

Registered Apprenticeship



Structured
On-The-Job
Learning



Job-Related
Education



Wage
Progression



Mentorship



Valued
Credentials

Federal Register – 29 CFR 29: Apprenticeship Programs,
Labor
Standards for Registration, Amendment of Regulations; Final
Rule. Oct 28, 2008

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Curriculum

The program
can be
tailored to
fit your
clinic needs

- Classroom setting **3 days a week** with Preceptor for more focused learning environment
- When not in the classroom setting
 - Apprentices are in clinic in an isolated area so that studies are not interrupted
- Allotted **1 day of shadowing per week** to break up the monotony of online classroom learning
- Given a **tablet or laptop** to facilitate learning
- Provide a **course on note taking** to assist them in studying

Competencies



Competency checkoffs can be modified depending on clinic needs
(Can be removed OR added to meet your clinics needs)



Online learning affords flexibility for the students



The curriculum is OTJ training-based, meaning the modules are structured so that online learning aligns with what will be done in the clinic



Lab simulations: “hands-on” experience learning at their own pace and being able to repeat lessons as needed until mastery is achieved

Apprentice Selection Process

- ▶ Apprentices are selected by means of an application and interview process utilizing your clinics HR department.
- ▶ Apprentices must be in good standing with no disciplinary actions within the last year.
- ▶ Program is tailored to a 12-month timeframe, with the bulk of the initial work being done online.
- ▶ Program outlines and timing parameters are set out by CCNK and Washburn so that Apprentices stay on track.
- ▶ Stipulations are clear on consequences of not completing.

Healthcare Training Solutions

Taking the Next Step in Workforce Development



FQHC Dental Workforce Challenges

- Not enough local training programs to keep up with workforce demand
- Too expensive to build own program/maintain/keep up with current standards
- New hires are lacking skills/competencies required for the job
- On the job training is not standardized

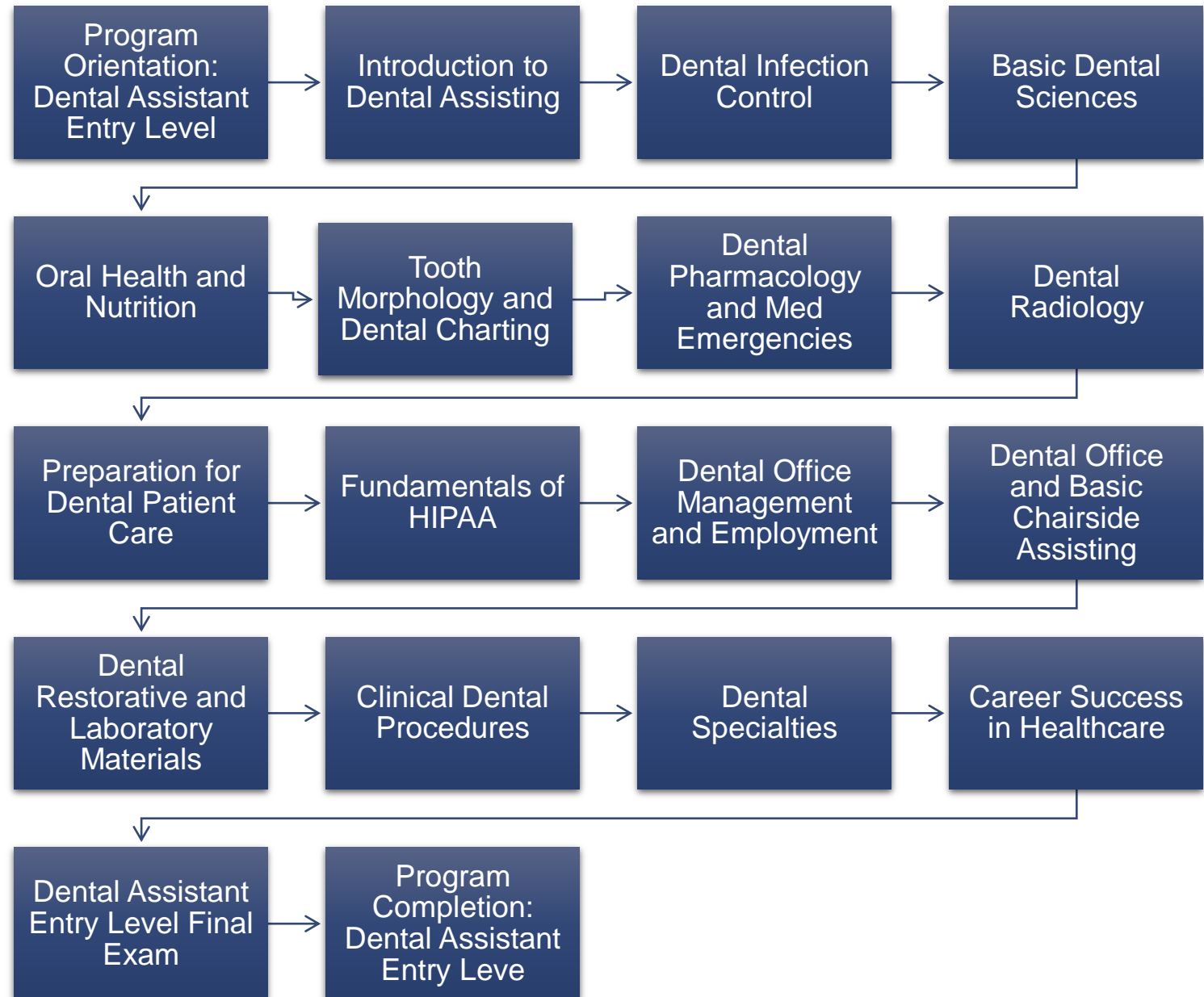
Why CareerStep?



- **Industry leader for FQHC training**
- DANB Recognized – Preparing for NELDA components:
 - Infection Control (ICE)
 - Radiation Health and Safety (RHS)
 - Anatomy, Morphology and Physiology (AMP)
- Interactive Learning
- Real-life scenarios like our dental tray simulations
- Learning labs to supplement learning
- Audio-visual content demonstrating key concepts & procedures
- Weaving didactic training with interactive on-the-job skill development
- Online community and support
- Certified Instructors with experience in the field
- Fully prepare learners for the National Exam (Exam vouchers included)

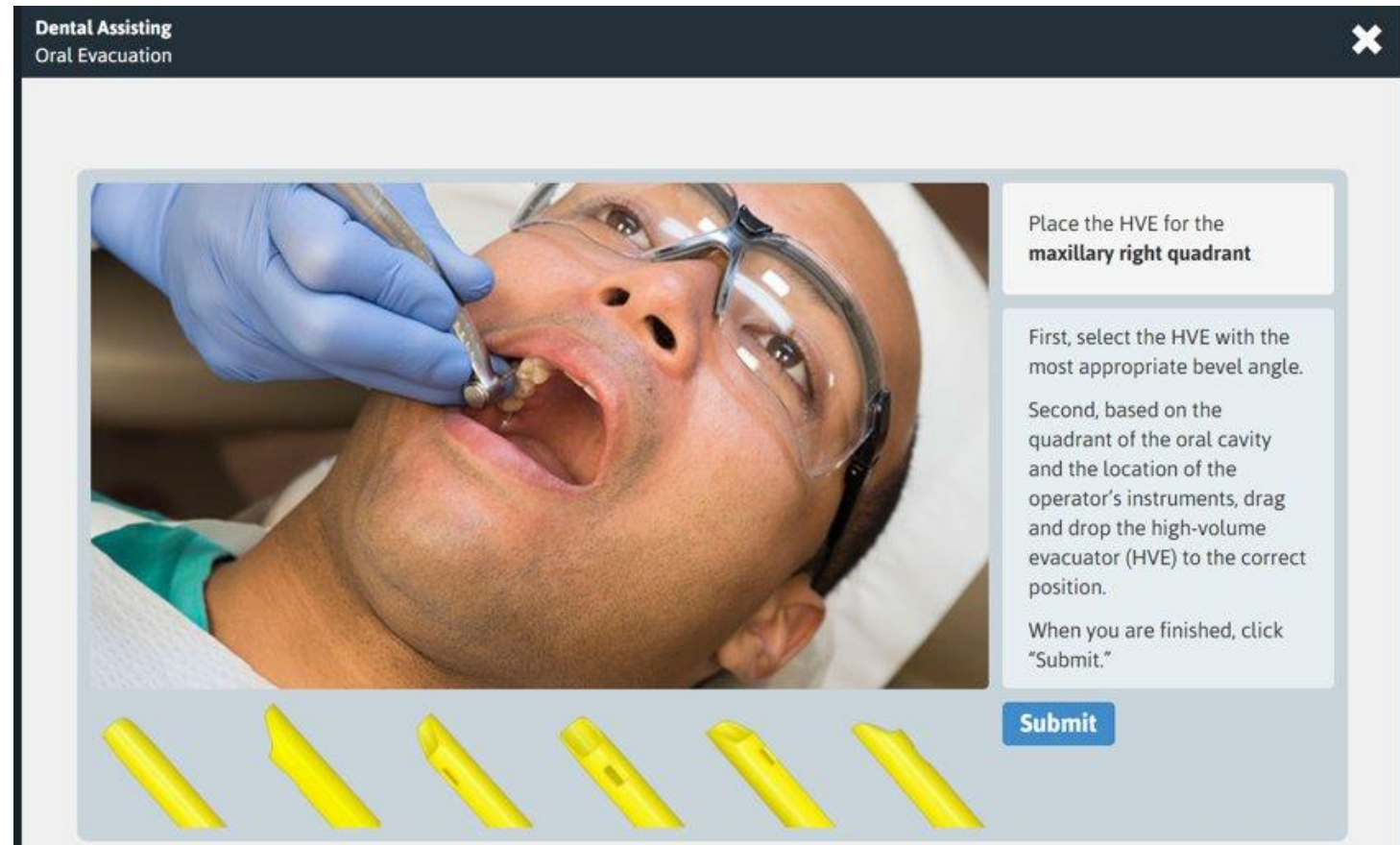
Learning Objectives

- The program is designed to help your employees prepare for a rewarding career in the field
- Learning objectives provide a map of the knowledge and skills they will gain throughout the program



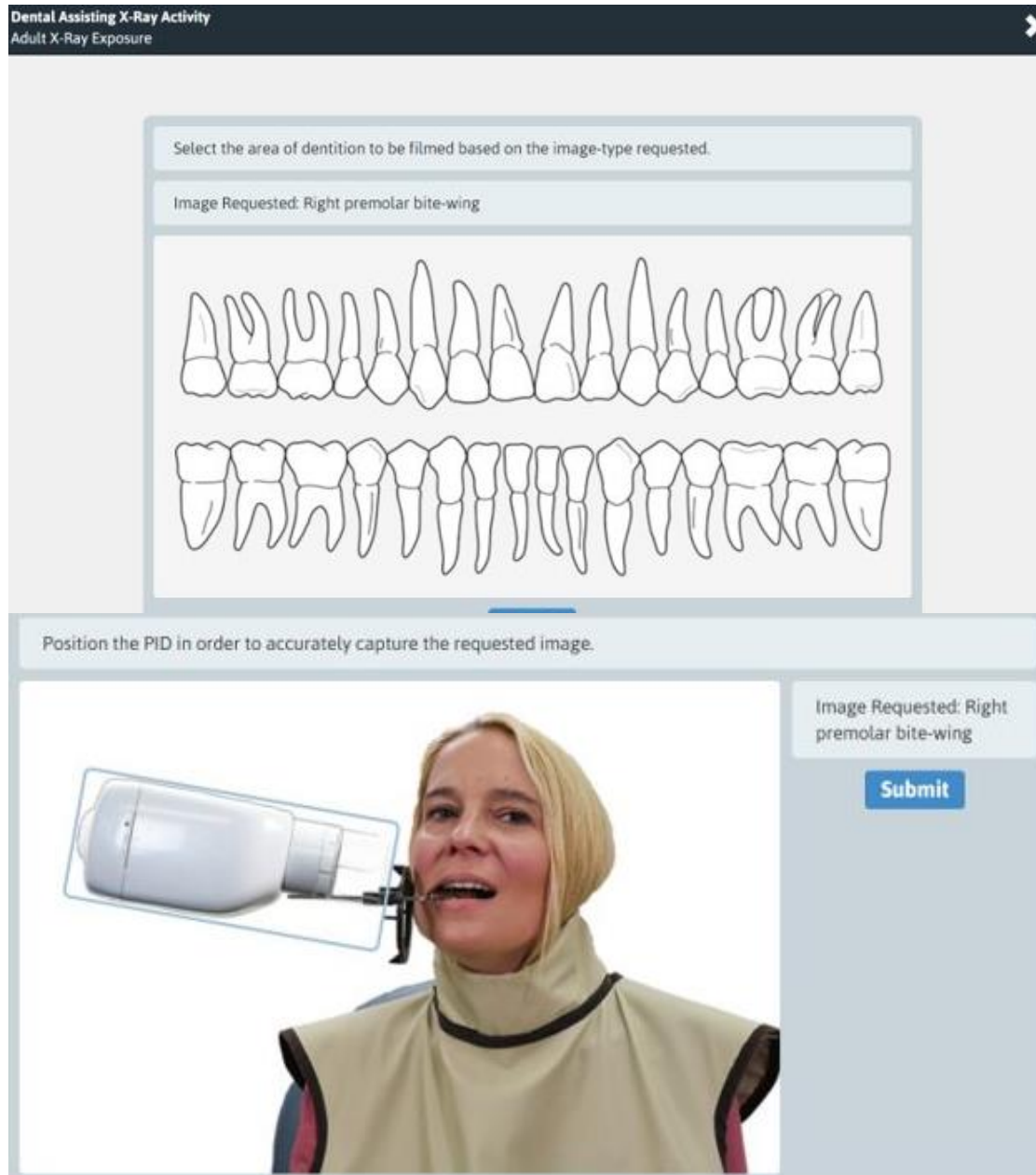
3-D Learning

- Learners retain information better if they “**See and Do**” as opposed to just reading about it
- Apprentices have access to a full library of **3-D Models and Animations** to help learners better visualize and understand complex topics like Tooth Morphology and Chairside Assisting



Interactive Learning

- Games and assignments that utilize skills like memory and matching is just one more way you can help your team engage with (and retain) the information in the training

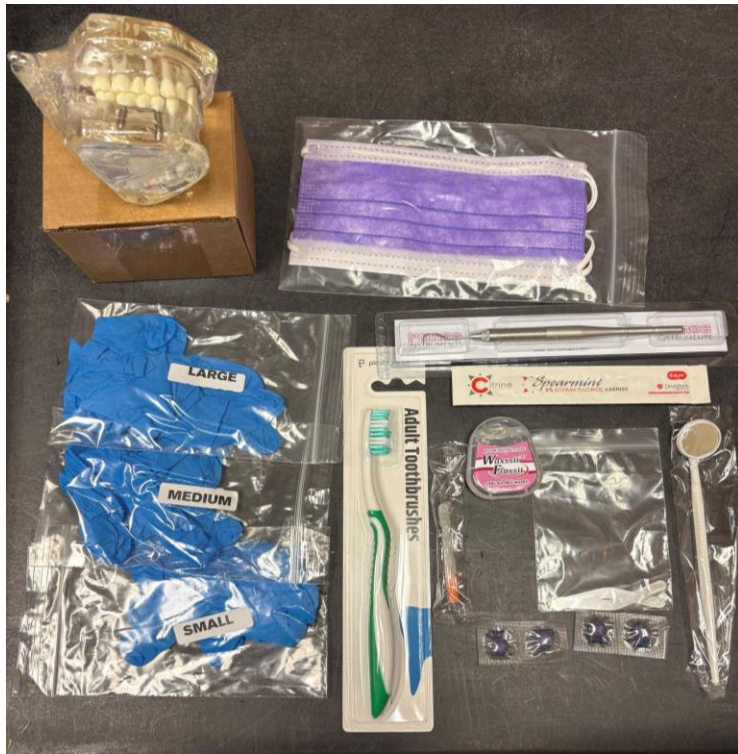




Dental Lab Kits

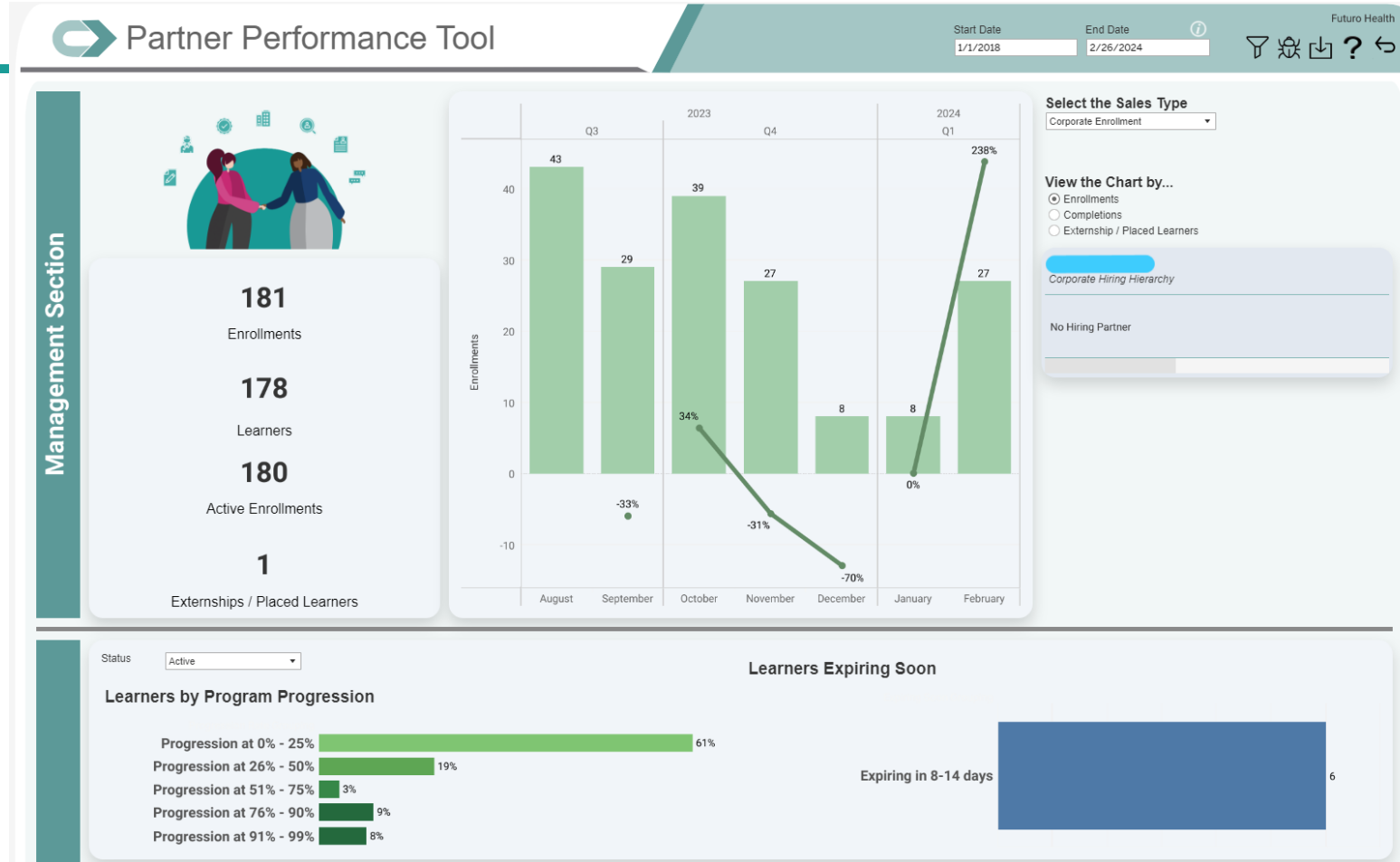
Program comes with a complimentary dental kit to follow along with virtual simulations

- Dentalmall Dental Oral Typodont Model
- Mouth Mirror - #4.5 (med.) Disposable - White
- Explorer #23 SE
- iSmile Earloop Mask - Level 1 Blue
- Citrine 5% Fluoride Varnish - Spearmint
- Dr. Fresh Disposable Toothbrush w/out Paste
- J&J Dental Floss - Trial Size, Waxed 5yds
- Pro-Matrix Band - Wide 6mm
- Gum Red-Cote Disclosants Tablets
- Tofflemire Matrix Bands #1 .0015ga
- iSmile N300 Nitrile Gloves



Data and Reporting

- CareerStep uses Tableau to provide **robust data and reporting**
- The **Partner Performance Tool** dashboard tracks enrollment, activity and progress
- CareerStep assigns a **Partner Success Manager (PSM)** to assist with implementation, enrollment, assistance & check-ins to ensure you are getting the most out of your training program



CareerStep provides career development programs tailored to your needs, specifically for community health centers and clinics

- Content is **aligned to industry credentials** employers require
- Training is designed to **build an employable workforce** that meets demand for **properly skilled frontline workers**
- Programs offer **flexible, anytime-anywhere access**, enabling employees to **upskill without disrupting their work responsibilities**

Contact Information

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Virtual 2025 Biennial Health Center Workforce Summit

Closing Remarks

May 7th, 2025 4:50 – 5:00pm Eastern | 1:50 – 2:00pm Pacific



Day 2 Overview

- 12:00-12:15pm Welcome and Opening Remarks
- 12:15-1:15pm Leadership and Mid-Level Management Training
- 1:15-1:45pm Breakout Groups
- 1:45-2:00pm Break
- 2:00-3:00pm Navigating and Enhancing Effective Intergenerational Communication
- 3:00-3:15pm Break
- 3:15-4:15pm Building Training Programs in Health Centers
- 4:15-4:50pm Strengthening Emergency Preparedness for the Community Within Health Centers
- 4:50-5:00pm Closing Remarks

Note: All session times are provided in Eastern Time.

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Word Cloud: What motivated you to attend the 2025 Workforce Summit?



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