

# Virtual 2023 Biennial WORKFORCE SUMMIT

May 23-24, 2023: 12:00-5:00PM ET

Presented by Association of Clinicians for the Underserved STAR<sup>2</sup> Center, Community Health Center, Inc. Weitzman Institute, 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) STAR<sup>2</sup> 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 coaching culture, partnership and pathways, and workforce wellness. 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 [BPHC]), Dr. Luis Padilla (Bureau of Health Workforce [BHW]), and Tom Morris, (Federal Office of Rural Health Policy [FORHP]) will kick off the event.



**ACU**  
ASSOCIATION OF CLINICIANS  
FOR THE UNDERSERVED



**STAR<sup>2</sup>CENTER**  
SOLUTIONS TRAINING AND ASSISTANCE  
FOR RECRUITMENT & RETENTION



NATIONAL ASSOCIATION OF  
Community Health Centers



**Community**  
Health Center, Inc.



**Weitzman**  
Institute  
inspiring primary care innovation

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## 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 mic will pick up a lot. 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. Turn off your video when eating and please be extra sure your mic is muted.

# APPRECIATION

The Association of Clinicians for the Underserved (ACU) STAR<sup>2</sup> Center, Community Health Center, Inc. (CHCI)/Weitzman Institute), and the National Association of Community Health Centers (NACHC) humbly offer gratitude to those who helped plan and shape this year's Workforce Summit.

## Biennial Workforce Summit's Advisory Group:

- **Christine Wilhelm**, HR Director, East Jordan Family Health Center
- **David Bates**, Lead Public Health Analyst, BPHC/HRSA
- **Erica Johnson**, COO, Hampton Roads Community Health Center
- **Jefferey Jordan**, Director, Division of Regional Offices, HRSA
- **Jessica Jolly**, Program Director, Workforce Development & Operations, HealthEfficient
- **Jodie Wingo**, President & CEO, Community Health Association Inland Southern Region
- **Joni Adamson**, Director of Recruitment & Workforce Development, Missouri Primary Care Association (MPCA)
- **Kourtney McCaulliff**, CHRO, Open Door Health Services
- **Lucy Loomis**, Family Physician, Denver Health
- **Rhonda Eastlund**, CEO, Open Door Health Center
- **Sheena Johnson**, Health Insurance Specialist, FORHP/HRSA
- **Stephanie Taylor**, AHEC Director, HCC Network
- **Stephanie Wroten**, COO, Roanoke Chowan Community Health Center
- **Steven Bennet**, Director, Workforce Programs, Florida Association of Community Health Centers (FACHC)
- **Thu Quach**, President, Asian Health Services

## Biennial Workforce Summit Planning Committee:

- **Amanda Schiessl**, Deputy Chief Operating Officer, Community Health Center, Inc
- **Bianca Flowers**, Project Manager, Community Health Center, Inc.
- **Brandon Jones**, Director, Health Center Operations & HR Training, National Association of Community Health Centers
- **Donald L. Weaver**, Senior Advisor, Clinical Workforce for the National Association of Community Health Centers
- **Gerrard Jolly**, Director, Career Advancement Strategies, National Association of Community Health Centers
- **Grace Wang**, Senior Fellow Public Health Integration & Innovation, National Association of Community Health Centers
- **Helen Rhea Vernier**, Training Specialist, Association of Clinicians for the Underserved
- **Katja Laepke**, Director, Clinical Trainings and Workforce, National Association of Community Health Centers
- **Mariah Blake**, Senior Program Associate, Association of Clinicians for the Underserved
- **Meaghan Angers**, Program Manager, Community Health Centers, Inc.
- **Suzanne Speer**, Senior Director, Workforce Development, Association of Clinicians for the Underserved

# SUMMIT OVERVIEW

## Tuesday, May 23

*All times are in ET.*

Welcome.....	12:00-12:30PM
HRSA Keynote.....	12:30-1:30PM
Break.....	1:30-1:40PM
The "Be Well Together" Initiative.....	1:40-2:25PM
Breakout Groups.....	2:25-2:55PM
Break.....	2:55-3:05PM
Pathways & Partnerships Panel.....	3:05-4:05PM
Health Center Spotlight.....	4:05-4:50PM
Day 1 Wrap Up.....	4:50-5:00PM

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## Wednesday, May 24

Welcome.....	12:00-12:15PM
WorkWell: How to Manage Your Time and Energy.....	12:15-1:30PM
Break.....	1:30-1:40PM
Johnson Health Center Culture Transformation.....	1:40-2:25PM
Breakout Groups.....	2:25-2:55PM
Break.....	2:55-3:10PM
Coaching Culture Panel.....	3:10-3:55PM
Large Group Discussion.....	3:55-4:45PM
Day 2 Wrap Up.....	4:45-5:00PM

# SUMMIT AGENDA

## Tuesday, May 23

All times are in ET.

### **Welcome.....12:00-12:30PM**

*Gina Capra, NACHC, Gerrard Jolly, NACHC, Margaret Flinter, CHCI, Amanda Schiessl, CHCI, Amanda Pears-Kelly, ACU, & Suzanne Speer, ACU STAR<sup>2</sup> Center*

We'll set the stage for the Summit with some housekeeping and small group introductions.

### **HRSA Keynote.....12:30-1:30PM**

*Jim Macrae, BPHC, Luis Padilla, BHW, & Tom Morris, FORHP*

In this engaging session, HRSA Administrators will provide valuable insights into the ever-evolving health center workforce landscape. They will discuss the current challenges, opportunities, and trends in healthcare staffing, highlighting the strategies employed by HRSA to address workforce gaps and ensure optimal patient care. Gain a comprehensive understanding of the workforce dynamics and the impact it has on health centers across the nation.

- Break 1:30-1:40PM -

### **The "Be Well Together" Initiative.....1:40-2:25PM**

*Watura Finley, Massachusetts League of Community Health Centers & Gaurdia Banister, Massachusetts General Hospital*

In this session, speakers from Massachusetts League of Community Health Centers and Massachusetts General Hospital will discuss Be Well Together, their collaborative HRSA-funded effort to develop and pilot customized resources for strengthening resilience and wellness across Massachusetts' health center workforce. Learn how this partnership is identifying and implementing evidence-based informed programs as well as enhancing organizational culture to move towards a sustainable model for employee mental health and wellness.

### **Breakout Groups.....2:25-2:55PM**

Join your peers to discuss the sessions so far in the day and current workforce challenges and successes.

- Break 2:55-3:10PM -

## **Pathways & Partnerships Panel.....3:05-4:05PM**

*Ami Marshall, Senior Lecturer and Specialty Director, Adult/Gerontology Primary Care Nurse Practitioner (AGPCNP) Program, Yale School of Nursing, Charise Corsino, Program Director, Nurse Practitioner Residency Training Programs, CHCI, Tony McKnight, Regional Apprenticeship Consultant, North Carolina Community College System, Stephanie Wroten, Chief Operations Officer, Roanoke Chowan Community Health Center*

This engaging session will bring together experts from diverse backgrounds, including those from health centers, community colleges, and nursing schools to discuss innovative approaches to workforce development in the healthcare industry. Discover effective strategies for building strong collaborations between educational institutions and healthcare providers, fostering seamless transitions from education to practice. Gain valuable insights and practical solutions to address the evolving needs of the workforce and ensure a skilled and resilient healthcare workforce for the future.

## **Health Center Spotlight.....4:05-4:50PM**

*Kourtney McCauliff, SHRM-CP, VP of Human Resources, Open Door Health Services*

This session will shine a light on the steps Open Door Health Services is taking to integrate JEDI (Justice, Equity, Diversity, and Inclusion) principles into their coaching and mentoring culture, fostering an inclusive and equitable environment. Explore their innovative programs, empowering staff members to reach their full potential and drive professional growth. Gain insights into Open Door Health Services' commitment to staff wellness and learn about the comprehensive wellness initiatives implemented to support their workforce.

## **Day 1 Closing Remarks: Connecting, Celebrating, and Inspiring a Thriving Workforce.....4:50-5:00PM**

*Suzanne Speer, ACU STAR<sup>2</sup> Center*

Reflecting on our discussions on coaching cultures, partnerships, and workplace wellness, we aim to increase awareness of promising practices and overcome local workforce challenges. This session will wrap up the first day of the Summit.

# Wednesday, May 24

All times are in ET.

## **Welcome Back.....12:00-12:15PM**

*Amanda Schiessl, CHCI*

Leadership from CHCI will set the stage for the second day of the Summit.

## **WorkWell: How to Manage Your Time and Energy.....12:15-1:30PM**

*April Lewis, A.Lewis Academy Inc.*

Managing your time and energy effectively in the workplace is crucial for productivity, work-life harmony, and overall well-being. It involves making conscious decisions and adopting strategies to allocate and utilize time and energy efficiently to accomplish tasks and achieve professional goals. Time and energy management encompasses prioritizing tasks, setting realistic goals, avoiding distractions, maintaining focus, and ensuring adequate rest and rejuvenation.

- Break 1:30-1:40PM -

## **Johnson Health Center Culture Transformation.....1:40-2:25PM**

*Gary Campbell, Johnson Health Center*

Johnson Health Center is a non-profit, independent, Federally Qualified Health Center serving Lynchburg and the counties of Amherst, Bedford and Campbell. Their mission is to provide affordable and comprehensive healthcare with quality services and strong community partnerships. Through respect, integrity, excellence, innovation, and teamwork, this health center works to live its values. In this session, Gary Campbell will discuss the opportunity landscape, becoming an employer of choice, creating a coaching culture, and making it all happen.

## **Breakout Groups.....2:25-2:55PM**

Join your peers to discuss the sessions so far in the day and current workforce challenges and successes.

- Break 2:55-3:05PM -

## **Coaching Culture Panel.....3:05-3:55PM**

*Jan King Robinson, King Robinson & Associates & Mary Blankson, CHCI*

This engaging session will bring together experts in the field to discuss their experience, innovations, and best practices surrounding developing and cultivating a coaching culture! This session will aim to increase confidence and knowledge surrounding creating opportunities to support and sustain a coaching culture within a health center.

## **Large Group Discussion.....3:55-4:45PM**

*Helen Rhea Vernier, ACU STAR<sup>2</sup> Center*

This penultimate session of the Workforce Summit will provide an engaging and interactive space for large-group discussion. This is a unique opportunity for attendees to share, reflect, and collectively explore the key insights and ideas presented during the previous two days. Participants are encouraged to come prepared to actively engage with their peers, fostering meaningful conversations and exchange of experiences. As we delve into the themes of workforce wellness, coaching cultures, and pathways and partnerships, this session aims to ignite innovative thinking and collaborative problem-solving, empowering attendees to create impactful change within their organizations. Don't miss this dynamic forum where your voice will shape the conversation and contribute to the collective wisdom of the summit.

## **Day 2 Wrap Up.....4:45-5:00PM**

*Gerrard Jolly, NACHC & Amanda Schiessl, CHCI*

This session will reflect on our two-day Workforce Summit and the diverse discussions on workforce well-being, coaching culture, and pathways and partnerships. Our biennial Workforce Summit faculty will also provide additional wrap-up and housekeeping items to conclude this year's Workforce Summit!



# SPEAKER BIOS

*In alphabetical order by first name.*



**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.

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**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.



**Ami Marshall** (she/her), EdD, MSN, APRN, ANP-C, is a Yale School of Nursing Adult/Geriatric specialty track graduate from the class of 2004. She is currently a Senior Lecturer and Specialty Director for the Adult/Gerontology Primary Care Nurse Practitioner (AGPCNP) Program. In conjunction with working at YSN, Ms. Marshall is also employed with Yale's Community Health Care Van working in street medicine and at Connecticut Primary Care and Wellness, a Nurse Practitioner owned and operated primary care practice.

Ms. Marshall completed a doctorate in nursing education (EdD) at Southern Connecticut State University in December 2018. Her dissertation topic explored faculty perceptions of the use of computer-based simulation as a teaching pedagogy in graduate nursing education. Ami's scholarship is in curricular development and innovation and the integration of simulation in nursing education. She is a member of Sigma Theta Tau International: Honor Society of Nursing, the American Association of Nurse Practitioners, and the Connecticut Advanced Practice Registered Nurse Society.

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**April Lewis** (she/her) is a woman on a mission to improve the employee experience and develop leaders in healthcare organizations. As the President and CEO of the A. Lewis Academy, Inc., a coaching and consulting firm, April uses her extensive training and leadership background to help organizations transform from the inside out. Her guiding principle is "Human first, Employee second."



April's impressive resume includes excelling in various roles in operations, training, and technical assistance for Community Health Centers and PCAs. She also served as a combat veteran in Operation Iraqi Freedom and Operations Bright Star in Egypt. Her credentials include being a Certified D.I.S.C Facilitator, Certified Health Coach, Certified Executive Coach, and Certified Neurolinguistic Programming (NLP) Practitioner.

April's passion for personal and professional development has led her to become a keynote speaker and consultant for Fortune 100 companies, healthcare organizations, and education institutions across the nation. She recently served as the Interim Chief Operating Officer of a FQHC based in Maryland.

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Despite all of her accomplishments, April remains grounded and passionate about stress-free living. She is also a best-selling author and lover of tacos.

April Lewis has truly earned the title of "Leadership and Wellbeing Energizer" and her approach to transformation is a reminder to always put people first. To learn more about April and her work, visit her website at [www.aprillewis.com](http://www.aprillewis.com).



**Charise Corsino** (she/her), MA, is the Program Director for Community Health Center, Inc.'s (CHCI) Nurse Practitioner (NP) Residency Training Programs. In this role Charise manages the operations and growth of CHCI's NP Residency Programs which includes training programs for Family, Adult-Gerontology, Pediatric, and Psychiatric Mental Health Nurse Practitioners. In addition, Charise also serves an expert faculty and coach on the National Training and Technical Assistance Partners (NTTAP) on Clinical Workforce Development funded through HRSA. In this role, Charise supports organizations in the planning, implementation, and evaluation of new postgraduate NP Residency Programs at FQHCs across the country. Charise has developed expertise in the development, planning,

implementation and operation of postgraduate NP Residency Programs, particularly focused on the safety net setting. Charise also serves as a member on CHC's Emerging Leadership Team as well as Weitzman's Education Programs Leadership team.

Charise joined CHC in 2010 as the Program Manager for the Statewide Mobile Program and Community Wellness Programs, overseeing the organization's in-school dental program, Community HealthCorps program, and a portfolio community wellness programs. In 2012, Charise became the Director of Middlesex County Sites, managing the daily operations of three of CHC's primary care health center locations. She joined the Weitzman Institute in 2014 as a Program Manager for the NP Residency Programs. Charise completed training at the Dartmouth Institute and is a certified Clinical Microsystems coach. She also completed a 10-month Health Leadership Fellowship through the Connecticut Health Foundation focused on system-based strategies for reducing racial and ethnic health disparities in Connecticut.

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Charise earned a Bachelor of Science in Health Care Management from the University of Connecticut's School of Business and a Masters of Arts degree in Health Communication from Emerson College in collaboration with Tufts University School of Medicine.

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**Gary Campbell** (he/him) Gary Campbell is the founder and owner of Impact2Lead, LLC and also the Chief Executive Officer of Johnson Health Center in Lynchburg, Virginia. When he took over Johnson Health Center in 2014, he was driven on creating an environment that would bring joy and fulfillment to employees. He wanted the Johnson Health Center to become an employer of choice by incorporating the concepts of the Impact Leadership model into the everyday practices of the center. As a result, Johnson Health Center became the first ever Federally Qualified Health Center (FQHC) to achieve the Employer of Choice recognition in 2016. In 2017, the center was named a "Great Place to Work" and in 2018, a top 10 "Emerging Small Business" in Central Virginia. In 2019, the health center saw a record number of patients and by 2020, had become a provider of choice as nominated in a community survey.

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**Gaurdia Banister** (she/her), PhD, RN, NEA-BC, FAAN is the executive director of the Institute for Patient Care and director of the Yvonne L. Munn Center for Nursing Research at Massachusetts General Hospital in Boston, Massachusetts. She is also the Connell-Jones Endowed Chair for Nursing and Patient Care

Research and assists in ensuring that Nursing and Patient Care Services at MGH sustain and advances its exemplary professional practice environment. This includes supporting education and professional development, research, patient education, and innovation.

Dr. Banister is certified as a nurse executive, advanced (NEA-BC), a fellow in the American Academy of Nursing, and received the American Nurses Association's Mary Eliza Mahoney

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award and the American Organization of Nurse Executives' Prism award for her outstanding achievements and leadership in promoting the integration, retention, and advancement of minorities in nursing. She received a Lifetime Achievement Award from the National Black Nurses Association.

She received a PhD in Psychiatric–Mental Health Nursing and a Master of Science in Nursing in Psychiatric–Mental Health Nursing and Nursing Administration from the University of Texas at Austin School of Nursing. She was honored as an Outstanding Alumna. She completed a Bachelor of Science in Nursing from The University of Wyoming, Laramie. Dr. Banister is active professionally as a member of the American Nurses Association, the Organization of Nurse Leaders – MA, RI, NH, CT, VT., and the Institute for Nursing Leadership at the American Academy of Nursing. She serves as a board member of the New England Regional Black Nurses Association and is a Lifetime member of the National Black Nurses Association.

In addition, Dr. Banister serves as a board member of the Massachusetts Health Council and an advisory member at the Museum of Science, Boston.



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**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.

**Helen Rhea Vernier** (she/her), MSc, is the Training Specialist at ACU. She joined ACU in April 2021 and works at the STAR<sup>2</sup> Center on training and course development to advance health center workforce recruitment and retention. With a Master's degree in the Politics of Conflict, Rights, and Justice, Helen has a strong background in the underlying factors that impact individual and community health. Before joining the ACU team, Helen worked at the Community Health Association of Mountain/Plains States (CHAMPS) as the Programs Coordinator, Population Health. She received her Master's of Science from SOAS, University of London, and her Bachelor of Arts from Lewis & Clark College.



**Jan King Robinson's** (she/her) professional life has spanned two lengthy and intertwined careers in both healthcare and higher education administration over the past 40 years. She has held positions in hospital administration as Interim President, Vice President of Operations, Vice President of Clinical Services, Vice President of Human Resources and Organizational Development. She served as Assistant Director of Upward Bound at Loyola University of Chicago, the Associate Director of Admissions for the Wharton Graduate School of Business, and Assistant Dean of the Davis School of Business at Elizabeth City State University. She is

the founder of King Robinson & Associates, a management consulting company that provides services in strategic planning, organizational change, leadership coaching and development. She works primarily in the non-profit sector serving marginalized communities. Jan received her BA from Stanford University, MA from Northwestern University, and her JD from the University of Pennsylvania Law School.



**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

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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.

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**Kourtney McCauliff** (she/her), SHRM-CP is the VP of Human Resources at Open Door Health Services in Muncie, IN, a not-for-profit Federally Qualified Health Center that acts as a safety net for the uninsured and underinsured of East Central Indiana. McCauliff received her Bachelor's Degree in Interpersonal Communication and Sociology from Central Michigan University. Before joining Open Door, she gained 12 years of experience in the restaurant and hospitality industry, five years of restaurant operations experience, and eight years of recruitment, development, and HR experience. Because of her extensive background in the HR field, Kourtney has a great understanding of the development and implementation of HR policies and procedures and will bring a lot of knowledge to the position.



**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

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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.



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**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.

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**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

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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.



**Stephanie J. Wroten** (she/her), BSN, MS, LNC serves as the Chief Operations Officer at Roanoke Chowan Community Health Center. She is a registered nurse with expertise in nursing leadership, healthcare business strategy, health information systems optimization, revenue cycle management and quality management. Stephanie is astute in building team-based healthcare infrastructure to support sustainability and growth. She is a graduate of La Salle University (BSN) and the Philadelphia College of Osteopathic Medicine, Master of Science (MS) in Forensic Medicine. She has also studied healthcare quality and compliance at Jefferson School of Population Health and completed the Legal Nurse Studies certificate program at Manor College. Stephanie has a Master of Science in Nurse Education from Gwynedd Mercy University (MSN).

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Stephanie has worked extensively with Federally Qualified Health Centers (FQHC) and underserved populations to improve healthcare delivery systems, quality of care, and patient outcomes. She believes in progressive health center transformation by employing a team-based care approach. Stephanie is a 2020 graduate of North Carolina Homegrown Leaders program.

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**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 STAR<sup>2</sup> 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.



**Thu Quach** (she/her), Ph.D., has worked in public health and health care for 25+ years. Her research, service, and advocacy work have been grounded in her own lived experience as a Vietnam refugee and the struggles her family faced in the health care system.

Dr. Quach is the President of Asian Health Services (AHS), a federally qualified health center in Northern California serving 50,000 patients in English and 14 languages. With a background in epidemiology, she is involved in research and policy efforts to promote health equity, emphasizing the importance of language justice, data disaggregation and culturally competent mental health. She has conducted ground-breaking research in worker's health and safety for nail and hair salon workers to inform policy and practice. She has expanded culturally competent mental health services at AHS, including starting up a specialty mental health division. During the pandemic, Dr. Quach assembled an AAPI multi-lingual team to provide community testing, contact tracing, and set up the

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vaccination clinics. She also led some of the critical community-based research on COVID-19 impacts on the AAPI population and launched efforts to collect stories of language and digital barriers faced by the AAPI community during the pandemic. In response to the increased violence, particularly towards Asians, she has been working to establish and promote trauma-informed mental health services to support the impacted families. In addition, she has been conducting research to inform strategies to promote healing and cross-racial solidarity.

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**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.



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**Tony McKnight** (he/him) serves as a Regional Apprenticeship Consultant with the North Carolina Community College System - Apprenticeship NC. His coverage area extends from North Central prosperity zones to Northeastern North Carolina. Registered Apprenticeship programs offers employers the tools to develop a highly skilled workforce to help grow their business, and employees the opportunity to earn salaries while learning the skills necessary to succeed in high demand careers. Mr. McKnight has been in his current position for 18 years.

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Prior to joining the NC Community College System, Mr. McKnight worked as a Teacher in the North Carolina Public School System, where he taught Career and Technical Education. He has worked in other capacities, as a workforce professional, and has a vast amount of experience in workforce and economic development, and training.

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**Watura Finley** (she/her) is the Senior Vice President of Workforce & Training at the Massachusetts League of Community Health Centers (Mass League). Watura oversees a team focused on a broad array of programs designed to recruit, retain, and develop a diverse health center workforce. These initiatives include student loan repayment; field placements for graduate-level behavioral health students at health centers; salary stipends; initiatives like Medical Assistant training programs that provide local economic opportunities for community members and career pathways for high-potential employees; and residency training programs for physicians, family nurse practitioners, and psychiatric mental health nurse practitioners.

Watura has more than 20 years of experience partnering with employer organizations to design and implement employee benefits and solutions that attract and retain critically needed workforce. Prior to joining the Mass League, Watura held roles within regional health plans and payor organizations; workforce education services and in marketing and brand consulting.

In 2022, under Watura's leadership, the Mass League was awarded the HRSA grant to address workforce resilience at health centers. The Mass League was the only Primary Care Association (PCA) to be awarded this grant. In partnership with Massachusetts General Hospital and a cohort of Massachusetts health centers, the Mass League is working to develop and pilot customized resources for strengthening resilience and wellness across Massachusetts' health center workforce through the Be Well Together initiative.

# THANK YOU

Thank you for attending the  
Virtual 2023 Biennial Workforce Summit!

Thank you to all speakers, partners,  
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