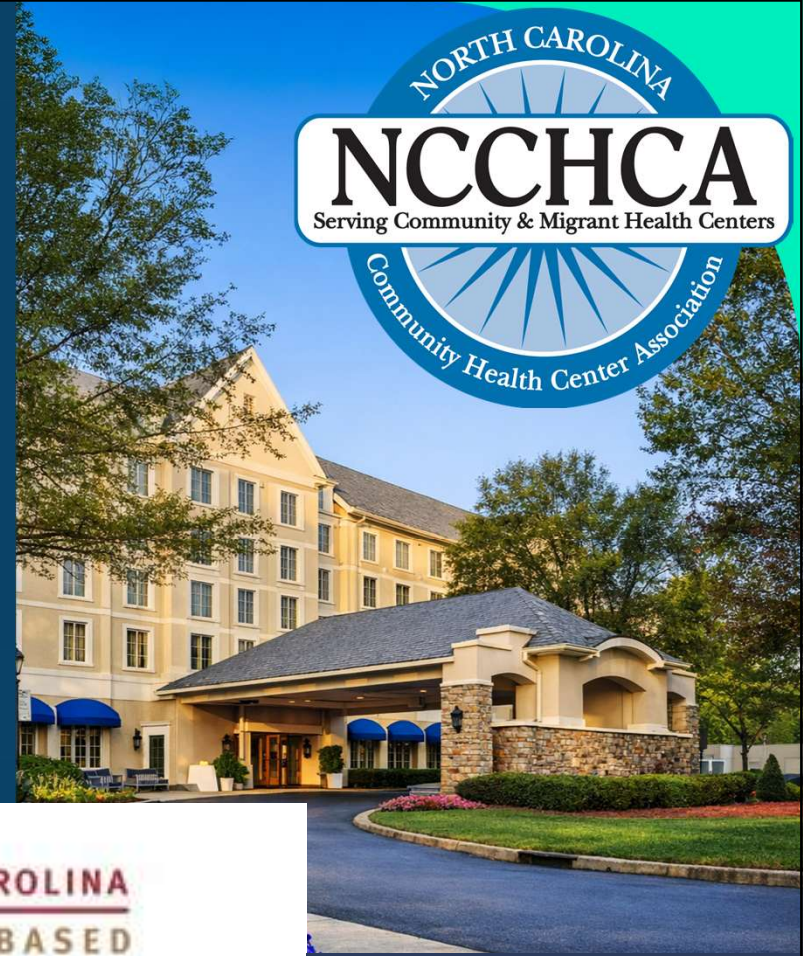


# North Carolina Community Health Center Association

## 2026 Annual Primary Care Conference *Moving Health Forward*



NC DEPARTMENT OF  
**HEALTH AND HUMAN SERVICES**  
Office of Rural Health



**NORTH CAROLINA**  
**SCHOOL-BASED**  
**HEALTH ALLIANCE**  
Healthy Children, Healthy Teens, Healthy Schools.

[Schedule](#)

# NC Community Health Center Association 2026 Annual Primary Care Conference

## Schedule Overview

**June 3-5, 2026, Washington Duke Inn & Golf Course  
Durham, NC**

This draft agenda is current as of May 13, 2026. There may be changes to sessions before the Primary Care Conference. Please check the registration website for the latest updates. All sessions are at the Washington Duke Inn unless otherwise indicated.

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*Note: Northwest AHEC designates this activity for up to 12.0 Contact Hours.*

*Credit Breakdown:*

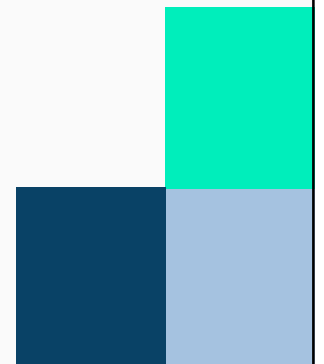
- June 4: 6.75 Contact Hours*
- June 5: 5.25 Contact Hours*

*Participants must attend approved sessions and complete required evaluations. Certificates are issued electronically after verification.*



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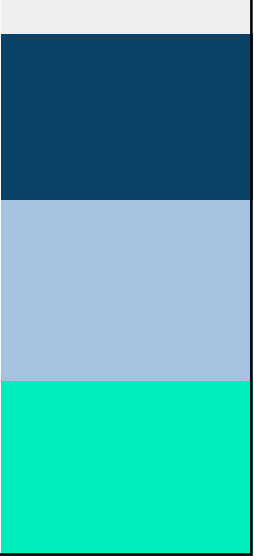
# Wednesday, June 3

Pre-Conference Meetings

8:00-2:00 pm	<b>Meeting and Conference Registration</b> <i>Conference registration on Wednesday is open for attendees at pre-conference meetings and Sponsors/Exhibitors.</i>
9:00-12:00 pm	<b>Office of Rural Health Grantee Meeting, Invitation Only</b> <i>This meeting is for grantees of ORH's Rural Health Center program and other invited guests. Please contact Justin Kearley for additional details.</i>
10:00-11:30 am	<b>CMHN Founding Members Meeting, Invitation Only</b>
12:00-1:00 pm	<b>Lunch for Pre-Meeting Attendees</b>
1:00-5:00 pm	<b>NCCHCA Board of Directors Meeting, Invitation Only</b>
1:00-5:00 pm	<b>Board Training for Community Health Center Boards, Separate Registration Required</b>
4:00-6:00 pm	<b>School-Based Health Alliance Board Meeting, Invitation Only</b>
6:30-8:30 pm	<b>Health Center Leader Reception, Invitation Only Sarah Duke Gardens</b> <i>*Shuttle service will be provided from the Washington Duke Inn to Duke Gardens*</i>

# Thursday, June 4

Conference: Day 1



**Registration Open . . . 7:00 am – 3:00 pm**

7:00 - 8:00 am	<p><b>Breakfast &amp; Networking</b></p> <p><i>Presidents Ballroom</i></p>
8:00-9:30 am	<p><b>Welcome Remarks</b></p> <p>Carolyn Allison, CEO of Charlotte Community Health Clinic and NCCHCA Board Chair Dr. Shantelle Simpson, President &amp; CEO, Appalachian Mountain Health</p> <p><b>Opening Plenary: The New Healthcare Landscape</b></p> <p>Marcus Whitney, Venture Capitalist, Entrepreneur, and Best-Selling Author</p> <p>Marcus is a founding partner of Jumpstart Health Investors (JHI), the U.S.'s most active early-stage healthcare venture capital firm. He leads Jumpstart Nova, JHI's institutional, strategic healthcare seed fund. Additionally, he is an Aspen Health Innovators Fellow and serves on many boards, including the Healthcare Finance Management Association. He authored the Amazon #1 best-selling book <i>Create and Orchestrate</i>, about claiming one's creative power through entrepreneurship. He also has been featured on CNBC and NPR, as well as in <i>Fast Company</i>, <i>The Atlantic</i>, and <i>Inc</i>. On the side, he is a 3X IBJJF Masters World Champion in Jiu Jitsu.</p> <p><i>Presidents Ballroom</i></p>
9:30 - 9:50 am	<p><b>Transition Break</b></p>

9:50 - 10:45 am	<b>Concurrent Sessions</b>			
<b>Tracks A and B</b>	<b>(A) Forces Shaping Care Delivery</b>  Jomy Matthews UnitedHealthcare  <i>Matlock</i>	<b>(A) Practical Guide to Artificial Intelligence in Health Care</b>  Mike Darlington & Arvind Manoharan Huron  <i>Duke University Room</i>	<b>(B) Building Fitness and Nutrition Into the Care Model of the Future</b>  Gary Campbell Impact2Lead & Johnson Health Center  <i>Presidents Ballroom I</i>	<b>(B) Rural Health Transformation Program Update</b>  Debra Farrington NC Department of Health & Human Services  <i>Ambassador Page</i>
	<b>Tracks C and D</b>	<b>(C) Decision Science for FQHC Leaders: A Practical Framework for Better Executive Choices Under Uncertainty</b>  Ernia Hughes EP Hughes Consulting  <i>Biddle</i>	<b>(C) Strategic Planning: Ownership and Pre-Work</b>  Tammy K. Rogers Become More  <i>Forest A</i>	<b>(D) Finding Your Revenue Leaks</b>  Steve Weinman FQHC Associates  <i>Presidents Ballroom II</i>
<b>Tracks E and F</b>		<b>(E) Structuring Leadership Teams for Impact, Part 1</b>  Dexter Nolley On Pointe Leadership  <i>Ambassador Duke</i>	<b>(E) More Than a Manager: Building Leadership Capacity for Lasting Workforce Impact</b>  Suzanne Speer & Sydney Axelrod Association of Clinicians for the Underserved  <i>Forest B</i>	<b>(F) State of the Child NC: The Role of School-Based Health Centers</b>  Neal Harrington & Kaitlyn Richards NC Child  <i>Ambassador Allen/McGhee</i>
	10:45 - 11:00 am	<b>Transition Break</b>		

11:00 am -12:00 pm <b>Concurrent Sessions</b>				
<b>Tracks A and B</b>	<b>(A) Collective Impact: Population Health at the Intersection of Hospitals, Community-Based Organizations, and CHCs</b> Derrick Hoover (UnitedHealthcare), Dr. Brian Klausner (Wake Med), Kevin FitzGerald (NC Area Health Education Center), Amy Smith (Women's Center of Wake County), Kenyatta Boone (Oak City Cares) <i>Matlock</i>	<b>(A) Practical Guide to Artificial Intelligence in Health Care</b>  Mike Darlington & Arvind Manoharan Huron  <i>Duke University Room</i>	<b>(B) Unleashing the Potential from Within: Building a Workforce of Innovators</b>  Gary Campbell Impact2Lead & Johnson Health Center  <i>Presidents Ballroom I</i>	<b>(B) Care Management and Community Health Workers: A Rural Health Center's Experience</b>  Dr. Shelly Lowery Scotland Health  <i>Ambassador Page</i>
	<b>(C) Executive Decision Making in a Volatile Environment: Leading Through Funding, Policy, and Operational Risk</b>  Ernia Hughes EP Hughes Consulting  <i>Biddle</i>	<b>(C) Strategic Planning: Visioning</b>  Tammy K. Rogers Become More  <i>Forest A</i>	<b>(D) Revenue Opportunities &amp; Cost Reduction Blind Spots</b>  Steve Weinman FQHC Associates  <i>Presidents Ballroom II</i>	<b>(D) The Vital Signs of Financial Health: Mastering Six Key Financial Metrics</b>  Becky Regan & Beth Edwards Capital Link  <i>Presidents Ballroom III &amp; IV</i>
<b>Tracks E and F</b>	<b>(E) Structuring Leadership Teams for Impact, Part 2</b>  Dexter Nolley On Pointe Leadership  <i>Ambassador Duke</i>	<b>(E) Investing in Organizational Communication to Support Retention</b>  Suzanne Speer & Sydney Axelrod, Association of Clinicians for the Underserved  <i>Forest B</i>	<b>(F) Learning from South Carolina School-Based Health: Best Practices for Growth and Integration</b>  Dr. Janice Key & Sarah Piwinski Medical University of South Carolina  <i>Ambassador Allen/McGhee</i>	

12:00 - 12:15 pm	<b>Transition Break</b>
12:15 -12:45 pm	<p><b>Lunch</b> (Note that lunch will be served from 12:15pm to 12:45pm.)</p> <p><b>Spotlight Presentation</b></p> <p>Linda Fraunhoffer, Director of Population Health Initiatives, LabCorp</p> <p><i>Presidents Ballroom</i></p>
12:45 -2:00 pm	<p><b>Lunch Plenary:</b>  <b>Moving Health Forward: Value-Based Care and the Future of Primary Care</b> (* Raffle winners will be announced during this session.)</p> <p>Primary care is at the center of healthcare transformation, and value-based care is reshaping how practices deliver, coordinate, and sustain care for the communities they serve. As health systems, payers, policymakers, and providers navigate changing payment models, workforce pressures, technology adoption, and growing patient treatment complexity, primary care leaders are being challenged to innovate while preserving access and quality. This dynamic plenary panel brings together healthcare leaders and frontline experts to explore the current state of value-based care in primary care settings and what lies ahead. Panelists will discuss emerging trends, lessons learned from implementation efforts, strategies for improving outcomes and patient experience, and opportunities to strengthen financially sustainable, team-based care models. Attendees will gain practical insights into how primary care organizations can continue moving health forward while advancing quality, equity, and whole-person care in an evolving healthcare landscape.</p> <p>Kelly Crosbie, MSW, LCSW  Assistant Secretary for Mental Health, Developmental Disabilities, and Substance Use Services  North Carolina Department of Health and Human Services</p> <p>Dr. Asad Bandealy, MD, MPH, FAAP  Director, Office of Quality Improvement  Health Resources and Services Administration</p> <p>Moderator: Dr. Shannon Dowler, MD, CPE, FAAFP  Family Physician and Fellow of the American Academy of Family Physicians</p> <p><i>Presidents Ballroom</i></p>
2:00 - 2:15 pm	<b>Transition Break</b>

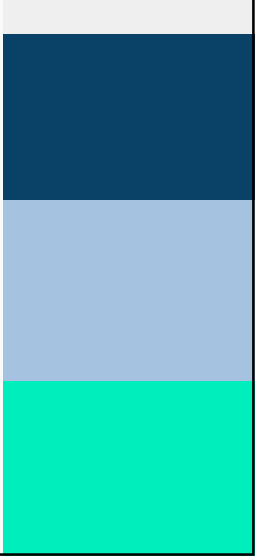
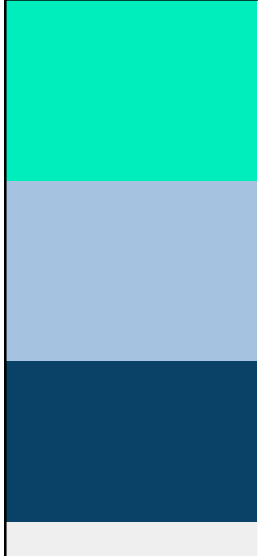
2:15 - 3:30 pm	<b>Concurrent Sessions</b>			
<b>Tracks A and B</b>	<b>(A) Impact of Collaborative Interdisciplinary Rounds</b>  Derrick Hoover, UnitedHealthcare William Thayer, NCCHCA  <p style="text-align: right;"><i>Matlock</i></p>	<b>(A) Practical Guide to Artificial Intelligence in Health Care</b>  Mike Darlington & Arvind Manoharan Huron  <p style="text-align: right;"><i>Duke University Room</i></p>	<b>(B) Capitalizing on Emerging Trends and Leading the Way</b>  Gary Campbell Impact2Lead & Johnson Health Center  <p style="text-align: right;"><i>Presidents Ballroom I</i></p>	<b>(B) Weight Management Support and Value-Based Care</b>  Dr. Jamie Kane Luro Health  <p style="text-align: right;"><i>Ambassador Page</i></p>
	<b>Tracks C and D</b>	<b>(C) Executive Decision Making in a Volatile Environment: Leading Through Funding, Policy, and Operational Risk</b>  Ernia Hughes EP Hughes Consulting  <p style="text-align: right;"><i>Biddle</i></p>	<b>(C) Strategic Planning: Strategic Initiatives</b>  Tammy K. Rogers Become More  <p style="text-align: right;"><i>Forest A</i></p>	<b>(D) Political Landscape &amp; Vulnerabilities</b>  Steve Weinman FQHC Associates  <p style="text-align: right;"><i>Presidents Ballroom II</i></p>
<b>Tracks E and F</b>		<b>(E) Strategic Executive Alignment</b>  Dexter Nolley On Pointe Leadership  <p style="text-align: right;"><i>Ambassador Duke</i></p>	<b>(E) Incorporating Employee Feedback in Strategic Workforce Planning 1: Staff Satisfaction Surveys</b>  Suzanne Speer & Sydney Axelrod Association of Clinicians for the Underserved  <p style="text-align: right;"><i>Forest B</i></p>	<b>(F) Overview of the Whole Child NC Advisory Committee: Advocacy for SBHC Expansion</b>  Susanne Schmal NC Department of Public Instruction  <p style="text-align: right;"><i>Ambassador Allen/McGhee</i></p>
	3:30 - 3:45 pm	<b>Transition Break</b>		

3:45 - 4:45 pm	Concurrent Sessions			
<p><b>Tracks A and B</b></p>	<p><b>(A) Programs for All-Inclusive Care and FQHCs — PACE 101</b></p> <p>Greg Wilmot PrimePoint Health</p> <p><i>Matlock</i></p>	<p><b>(A) Practical Guide to Artificial Intelligence in Health Care</b></p> <p>Mike Darlington &amp; Arvind Manoharan Huron</p> <p><i>Duke University Room</i></p>	<p><b>(B) Best Practices for Administering Value-Based Contracts, Part 1</b></p> <p>Glen Schuster, VedaPointe</p> <p><i>Presidents Ballroom I</i></p>	<p><b>(B) Getting to the HEART of It: Scaling CHW Success Through Sustainable Funding, Disease-Specific Programming, and Future Collaboration</b></p> <p>Sharon Brown-Singleton, Amy Kryston, &amp; Hannah Pait MedNorth Health Center</p> <p><i>Ambassador Page</i></p>
<p><b>Tracks C and D</b></p>	<p><b>(C) Conference Office Hours: HRSA Compliance, OSV Readiness, and Executive Technical Assistance</b></p> <p>Ernia Hughes EP Hughes Consulting</p> <p><i>Biddle</i></p>	<p><b>(C) Strategic Planning: Prioritization and Success Statements</b></p> <p>Tammy K. Rogers Become More</p> <p><i>Forest A</i></p>	<p><b>(D) Board Dynamics &amp; Strategy Approval</b></p> <p>Steve Weinman FQHC Associates</p> <p><i>Presidents Ballroom II</i></p>	<p><b>(D) Financial Resources for Health Center Growth In a Changing Environment</b></p> <p>Steve Weingarten &amp; Aldea Coleman (Vital Health Care Capital) Alice Pollard &amp; Tim Gallagher (NCCHCA) Carolyn Allison (Charlotte Community Health) Althea Johnson (MedNorth Health Center)</p> <p><i>Presidents Ballroom III &amp; IV</i></p>
<p><b>Tracks E and F</b></p>	<p><b>(E) Leadership Development Engagement</b></p> <p>Dexter Nolley On Pointe Leadership</p> <p><i>Ambassador Duke</i></p>	<p><b>(E) Incorporating Employee Feedback in Strategic Workforce Planning 2: Stay Interviews</b></p> <p>Suzanne Speer &amp; Sydney Axelrod Association of Clinicians for the Underserved</p> <p><i>Forest B</i></p>	<p><b>(F) Managing Burnout and Self-Care for School-Based Health Center Staff</b></p> <p>Dr. Andrea Diaz Stransky Duke University School of Medicine</p> <p><i>Ambassador Allen/McGhee</i></p>	

4:45 - 5:00 pm	<b>Transition Break</b>
5:00 - 5:45 pm	<p><b>Day 1 Closing Plenary</b></p> <p><b>Moving Health Forward: From Insight to Impact</b> (* Grand prize raffle winners will be announced during this session.)</p> <p>Chris Paterson CEO, Carolina Complete Health</p> <p>End the day on a high note with a fast-paced, insight-packed wrap-up featuring three standout speakers sharing the biggest ideas they are taking away from the conference. From powerful reflections to fresh perspectives, this session is designed to spotlight the moments that mattered most and leave attendees energized by the themes, conversations, and breakthroughs that defined the day.</p> <p><i>Presidents Ballroom</i></p>
6:30 - 8:30 pm	<p><b>Welcome Reception and Awards Presentations</b> (* Grand prize raffle winners will be announced during this session.)</p> <p><i>Presidents Ballroom</i></p>

# Friday, June 5

Conference: Day 2



<b>Registration Open . . . 7:00 am – 1:00 pm</b>	
7:00 - 8:00 am	<b>Breakfast &amp; Networking</b> <i>Presidents Ballroom</i> ---
7:15 - 7:45 am	<b>Special Breakfast Session With SunRx: 340B Updates</b> <i>This event is intended exclusively for eligible entities and their staff. Bring your breakfast and join SunRX for 340B updates.</i> <i>Matlock</i>
8:00 - 9:30 am	<b>Welcoming Remarks:</b> <b>Updates from the Health Resources and Services Administration</b> (* Raffle winners will be announced during this session.)  <i>Dr. Asad Bandealy, Director, Office of Quality Improvement, Health Resources and Services Administration</i>  <i>HRSA's Director of the Office of Quality provides strategic updates from the Health Resources and Services Administration.</i>  <b>Morning Plenary:</b> <b>NC Healthcare Hot Topics: A Legislative Conversation on the Future of Care</b>  State Senator Amy Galey State Representative Maria Cervania Moderator: Brendan Riley, Vice President of Government Relations & External Affairs, NCCHCA  <i>Healthcare in North Carolina continues to evolve at a rapid pace, with policymakers, providers, and communities navigating critical issues that will shape the future of care delivery across the state. From Medicaid transformation and workforce shortages to behavioral health access, rural healthcare sustainability, and emerging policy priorities, today's decisions will have lasting impacts on patients and providers alike.</i>  <i>Presidents Ballroom</i>
9:30 - 9:50 am	<b>Transition Break</b>

9:50 - 10:45 am	<b>Concurrent Sessions</b>			
<b>Tracks A and B</b>	<p><b>(A) Operationalizing Responsible, Ethical, and Equitable AI at a Large, Multi-State Health System</b></p> <p>Dr. Justin Kramer Wake Forest University School of Medicine</p> <p style="text-align: right;"><i>Matlock</i></p>	<p><b>(A) Practical Guide to Artificial Intelligence in Health Care</b></p> <p>Mike Darlington &amp; Arvind Manoharan Huron</p> <p style="text-align: right;"><i>Duke University Room</i></p>	<p><b>(B) Best Practices for Administering Value-Based Contracts, Part 2</b></p> <p>Glen Schuster, VedaPointe</p> <p style="text-align: right;"><i>Presidents Ballroom I</i></p>	<p><b>(B) Panel: Moving Maternal Health Forward</b></p> <p>Dr. Shannon Dowler &amp; Dr. Elizabeth Tilson (Nurture NC) Dr. Adrian Mancheno (Piedmont Health Services) Dr. Lisa Vendeland Ehrler (Advance Community Health)</p> <p style="text-align: right;"><i>Ambassador Page</i></p>
	<b>Tracks C and D</b>	<p><b>(C) Conference Office Hours: HRSA Compliance, OSV Readiness, and Executive Technical Assistance</b></p> <p>Ernia Hughes EP Hughes Consulting</p> <p style="text-align: right;"><i>Biddle</i></p>	<p><b>(C) Strategic Planning: Project Planning and Staff Engagement</b></p> <p>Tammy K. Rogers Become More</p> <p style="text-align: right;"><i>Forest A</i></p>	<p><b>(D) Health Center Advocacy 101</b></p> <p>Devin Ross NCHCA</p> <p style="text-align: right;"><i>Presidents Ballroom II</i></p>
<b>Tracks E and F</b>		<p><b>(E) Leading Change in Health Care Centers, Part 1</b></p> <p>Dexter Nolley On Pointe Leadership</p> <p style="text-align: right;"><i>Ambassador Duke</i></p>	<p><b>(E) Prioritizing Workforce Well-Being to Support Retention</b></p> <p>Suzanne Speer &amp; Sydney Axelrod Association of Clinicians for the Underserved</p> <p style="text-align: right;"><i>Forest B</i></p>	<p><b>(F) Vaccine Confidence</b></p> <p>Dr. Cortney Patrick Pfizer</p> <p style="text-align: right;"><i>Ambassador Allen/McGhee</i></p>
	10:45 - 11:00 am	<b>Transition Break</b>		

11:00 am - 12:00 pm	Concurrent Sessions			
<p><b>Tracks A and B</b></p>	<p>(A) <b>FQHC Strategic Planning &amp; Developing a Program Management Office — Leading with Intention in Dynamic Times</b></p> <p>Greg Wilmot PrimePoint Health</p> <p><b>Matlock</b></p>	<p>(A) <b>Practical Guide to Artificial Intelligence in Health Care</b></p> <p>Mike Darlington &amp; Arvind Manoharan Huron</p> <p><b>Duke University Room</b></p>	<p>(B) <b>The Five Building Blocks of Value-Based Care: Lessons From MSSP Across Medicare, Medicaid, MA, and Commercial Models</b></p> <p>Jeffrey Ramos &amp; Kevin O'Brien Encarga, LLC</p> <p><b>Presidents Ballroom I</b></p>	<p>(B)</p>
<p><b>Tracks C and D</b></p>		<p>(C) <b>Strategic Planning: First Draft and Board Approval</b></p> <p>Tammy K. Rogers Become More</p> <p><b>Forest A</b></p>	<p>(D) <b>Investing in Outreach and Enrollment to Support Patients and the Health Center Bottom Line</b></p> <p>April Morgan, NCCHCA Lakeisha Williams, Triad Adult &amp; Pediatric Medicine Brenda Hunt-Moore, Person Family &amp; Medical Dental Center</p> <p><b>Presidents Ballroom II</b></p>	<p>(D) <b>Modeling Financial Outcomes Under Multiple Scenarios</b></p> <p>David Fields Forvis Mazars</p> <p><b>Presidents Ballroom III &amp; IV</b></p>
<p><b>Tracks E and F</b></p>	<p>(E) <b>Leading Change in Health Care Centers, Part 2</b></p> <p>Dexter Nolley On Pointe Leadership</p> <p><b>Ambassador Duke</b></p>	<p>(E) <b>Bridging the Gap: Onboarding as a Foundation for Success</b></p> <p>Suzanne Speer &amp; Sydney Axelrod, Association of Clinicians for the Underserved</p> <p><b>Forest B</b></p>		

12:00 - 12:15 pm	<b>Transition Break</b>
12:15 -12:45 pm	<b>Lunch</b> <i>(Note that lunch will be served from 12:15pm to 12:45pm.)</i> <i>Presidents Ballroom</i>
12:45 -2:00 pm	<b>Lunch Plenary</b> (* Raffle winners will be announced during this session.) Diana Kander, Innovation Consultant, Entrepreneur, Best-Selling Author Diana is a <i>New York Times</i> bestselling author who has revolutionized the way businesses look at innovation and curiosity. Her first book, <i>All In Startup</i> , walks through best practices for significantly de-risking new business ideas and increasing the speed of innovation. Her two other books— <i>The Curiosity Muscle</i> and <i>Go Big or Go Home</i> —are primers on how to drive business growth. As a consultant, she has helped create multi-billion-dollar products, coached boards and executive committees on innovation best practices, and implemented culture transformations.  <i>Presidents Ballroom</i>
2:00 - 2:15 pm	<b>Transition Break</b>

2:15 - 3:30 pm	Concurrent Sessions			
<b>Tracks A and B</b>	<p><b>(A) FQHCs and AI — Charting a Course for AI at Your CHC: Perspectives from a CHC CEO</b></p> <p>Greg Wilmot PrimePoint Health</p> <p style="text-align: right;"><b>Matlock</b></p>	<p><b>(A) Practical Guide to Artificial Intelligence in Health Care</b></p> <p>Mike Darlington &amp; Arvind Manoharan Huron</p> <p style="text-align: right;"><b>Duke University Room</b></p>	<p><b>(B) Making the Most of MGMA Membership &amp; DataDive</b></p> <p>Amanda Miltenberger &amp; Jordan Thiele MGMA</p> <p style="text-align: right;"><b>Presidents Ballroom I</b></p>	<p><b>(B) Panel: Starting or Expanding School Based Behavioral Health Services</b></p> <p>Takina Jones-Thomas (Blue Ridge Health) Emily Roberts (MAHEC) Cristen Williams (Coastal Horizons) Madison Strickland (Kintegra Health)</p> <p style="text-align: right;"><b>Ambassador Page</b></p>
<b>Tracks C and D</b>		<p><b>(C) Strategic Planning: Strategic Execution -- Ensuring That Initiatives Get Done</b></p> <p>Tammy K. Rogers Become More</p> <p style="text-align: right;"><b>Forest A</b></p>	<p><b>(D) How to Build an Advocacy Core Team in Your Institution</b></p> <p>Devin Ross NCCHCA</p> <p style="text-align: right;"><b>Presidents Ballroom II</b></p>	<p><b>(D) Chief Financial Officers and Revenue Cycle Management Forum</b></p> <p>David Fields Forvis Mazars</p> <p style="text-align: right;"><b>Presidents Ballroom III &amp; IV</b></p>
<b>Tracks E and F</b>	<p><b>(E) Leadership Decision System</b></p> <p>Dexter Nolley On Pointe Leadership</p> <p style="text-align: right;"><b>Ambassador Duke</b></p>	<p><b>(E) Recruit With Purpose: A Strategic Approach to Health Center Hiring</b></p> <p>Suzanne Speer &amp; Sydney Axelrod Association of Clinicians for the Underserved</p> <p style="text-align: right;"><b>Forest B</b></p>		

3:30-3:45 pm	<b>Transition Break</b>
3:45-4:15 pm	<p><b>Closing Panel</b></p> <p>(* Grand prize raffle winners will be announced during this session.)</p> <p><b>Executive Roadmap Briefing &amp; Next Steps</b></p> <p>Carolyn Allison, CEO of Charlotte Community Health Clinic and NCCHCA Board Chair Chris Shank, President &amp; CEO, NCCHCA</p> <p><i>Presidents Ballroom</i></p>

# Tracks and Sessions

We are celebrating 47 years of the Annual Primary Care Conference in 2026. Over those 47 years, the conference has grown and expanded to support the health care safety net in NC. We are proud to be the premier conference for those who work in and care about access to quality, community-led health care for all North Carolinians.

This year, in response to reviews from past attendees, we've created an innovative conference program that will allow attendees to dive deep into areas affecting safety net health care and leave with concrete skills and tools to implement in their work.

During each concurrent session time, attendees will get to choose from among 10 to 11 session options. Each session follows a thread within a larger topical track. Sessions within each thread build on one another so that attendees who go through all seven sessions within a thread will leave the conference with knowledge, skills, tools, and connections that allow them to immediately implement new practices within their organization. While the sessions in a thread are best experienced all together, attendees can move between tracks and threads as they wish. Certain tracks will include a certificate of completion for attendees who attend all sessions.



## Track A

# Innovation and Emerging Trends

Explore the forces reshaping safety-net health care, from emerging technologies to evolving care delivery models. Attendees will gain forward-looking insights and practical ideas to anticipate change, adapt quickly, and leverage new opportunities to improve access, quality, and outcomes.

### Thread 1: Forces Shaping Care Delivery

Across sessions, participants will examine the key trends and external pressures transforming safety-net care. Attendees will leave with actionable strategies and tools to navigate disruption and respond effectively to emerging challenges.

### Thread 2: Technology and Artificial Intelligence Adoption

Sessions will explore the operational and clinical impact of new technologies, including AI-driven tools. Attendees will gain practical guidance on evaluating, implementing, and scaling technology solutions within resource-constrained environments.

# Innovation and Emerging Trends

## Track A

### Thursday Morning – Session 1

#### Forces Shaping Care Delivery

Jomy Matthews, UnitedHealthcare

#### Practical Guide to Artificial Intelligence in Health Care

Mike Darlington & Dr. Arvind Manoharan, Huron

*Integrating AI into healthcare's core functions can decrease costs, improve revenue growth, transform care, enhance consumer experience, and mitigate clinician burnout. Its value, however, depends on knowing how to put what's possible into practice. In the first of seven sessions, Huron's expert artificial intelligence consultants will weave together first-hand health care experience and technical AI knowledge to share a practical guide for organizations to discern the right AI use cases for their environment, launch AI governance models, integrating AI into core functions, and train staff. Participants will understand what is needed to create an enterprise-wide AI strategy and building an operating model that supports it.*

### Thursday Morning – Session 2

#### Collective Impact: Population Health at the Intersection of Hospitals, Community-Based Organizations, and CHCs

Derrick Hoover (UnitedHealthcare), Dr. Brian Klausner (Wake Med), Kevin FitzGerald (NC Area Health Education Center), Amy Smith (Women's Center of Wake County), Kenyatta Boone (Oak City Cares)

This panel presentation will explore how hospitals, community-based organizations, and community health centers can collaborate to improve population health. Hear about models such as Bridge to Health, SOAR, data system integration, and medical respite.

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# Innovation and Emerging Trends

## Track A

### Thursday Afternoon – Session 1

#### Impact of Collaborative Interdisciplinary Rounds

Derrick Hoover, UnitedHealthcare  
William Thayer, NCCHCA

#### Practical Guide to Artificial Intelligence in Health Care

Mike Darlington & Dr. Arvind Manoharan, Huron

*Integrating AI into healthcare's core functions can decrease costs, improve revenue growth, transform care, enhance consumer experience, and mitigate clinician burnout. Its value, however, depends on knowing how to put what's possible into practice.*

*In the third of seven sessions, Huron's expert artificial intelligence consultants will weave together first-hand health care experience and technical AI knowledge to share a practical guide for organizations to discern the right AI use cases for their environment, launch AI governance models, integrating AI into core functions, and train staff. Participants will understand what is needed to create an enterprise-wide AI strategy and building an operating model that supports it.*

### Thursday Afternoon – Session 2

#### Program of All-Inclusive Care and FQHCs: PACE 101

Greg Wilmot, PrimePoint Health

*As healthcare organizations seek innovative models to improve outcomes for aging and medically complex populations, Programs of All-Inclusive Care for the Elderly (PACE) are emerging as a powerful opportunity for mission-driven organizations. This introductory session provides FQHCs with a practical overview of the PACE model, including how it works, who it serves, funding and regulatory considerations, and why it aligns naturally with the CHC mission.*

#### Practical Guide to Artificial Intelligence in Health Care

Mike Darlington & Dr. Arvind Manoharan, Huron

*Integrating AI into healthcare's core functions can decrease costs, improve revenue growth, transform care, enhance consumer experience, and mitigate clinician burnout. Its value, however, depends on knowing how to put what's possible into practice. The fourth of seven sessions, Huron's expert artificial intelligence consultants will weave together first-hand health care experience and technical AI knowledge to share a practical guide for organizations to discern the right AI use cases for their environment, launch AI governance models, integrating AI into core functions, and train staff. Participants will understand what is needed to create an enterprise-wide AI strategy and building an operating model that supports it.*

# Innovation and Emerging Trends

## Track A

### Friday Morning – Session 1

#### **Operationalizing Responsible, Ethical, and Equitable AI at a Large, Multi-State Health System**

Dr. Justin Kramer, Wake Forest University School of Medicine

*As health systems rapidly adopt artificial intelligence, questions of ethics, equity, trust, and accountability are moving from theory into day-to-day operations. This session describes how a large, multi-state health system has built an enterprise AI governance framework that prioritizes human oversight, risk stratification, and equity informed evaluation of AI solutions; reviews lessons from testing clinical and patient-facing AI tools and developing accessible, culturally responsive AI information for diverse patient populations; and highlights practical insights relevant to community health centers navigating similar pressures.*

#### **Practical Guide to Artificial Intelligence in Health Care**

Mike Darlington & Dr. Arvind Manoharan, Huron

*In the fifth of seven sessions, Huron's expert artificial intelligence consultants will weave together first-hand health care experience and technical AI knowledge to share a practical guide for organizations to discern the right AI use cases for their environment, launch AI governance models, integrating AI into core functions, and train staff.*

### Friday Morning – Session 2

#### **FQHC Strategic Planning and Developing a Program Management Office — Leading With Intention in Dynamic Times**

Greg Wilmot, PrimePoint Health

*CHCs are navigating unprecedented levels of change—from workforce pressures and financial constraints to evolving reimbursement models, technology transformation, and increasing community need. In this environment, intentional leadership and disciplined execution are more important than ever. This session will provide actionable insights into prioritization, governance, change management, and creating a culture that can navigate dynamic times while remaining mission-focused.*

#### **Practical Guide to Artificial Intelligence in Health Care**

Mike Darlington & Dr. Arvind Manoharan, Huron

*Integrating AI into healthcare's core functions can decrease costs, improve revenue growth, transform care, enhance consumer experience, and mitigate clinician burnout. Its value, however, depends on knowing how to put what's possible into practice. This session will weave together first-hand health care experience and technical AI knowledge to share a practical guide for organizations to discern the right AI use cases for their environment, launch AI governance models, integrating AI into core functions, and train staff. Participants will understand what is needed to create an enterprise-wide AI strategy and building an operating model that supports it.*

# Innovation and Emerging Trends

## Track A

### Friday Afternoon – Session 1

#### **FQHCs and AI — Charting a Course for AI at Your CHC: Perspectives from a CHC CEO**

Greg Wilmot, PrimePoint Health

*Artificial Intelligence is rapidly reshaping healthcare, creating both exciting opportunities and important questions for community health centers. From workforce efficiency and patient engagement to clinical workflows and administrative operations, AI has the potential to significantly influence how FQHCs deliver care and achieve mission impact.*

*In this forward-looking session, attendees will explore practical, realistic, and responsible approaches to AI adoption within community health centers. Presented from the perspective of a CHC CEO, the discussion will focus on strategic considerations for organizational readiness, governance, risk management, workforce implications, and identifying high-value use cases that align with mission and operational priorities. Participants will leave with a clearer understanding of how to begin developing an AI strategy for their organization, avoid common pitfalls, and position their health centers to thoughtfully embrace innovation in a rapidly changing healthcare landscape.*

#### **Practical Guide to Artificial Intelligence in Health Care**

Mike Darlington & Dr. Arvind Manoharan, Huron

*Integrating AI into healthcare's core functions can decrease costs, improve revenue growth, transform care, enhance consumer experience, and mitigate clinician burnout. Its value, however, depends on knowing how to put what's possible into practice.*

*In the seventh of seven sessions, Huron's expert artificial intelligence consultants will weave together first-hand health care experience and technical AI knowledge to share a practical guide for organizations to discern the right AI use cases for their environment, launch AI governance models, integrating AI into core functions, and train staff. Participants will understand what is needed to create an enterprise-wide AI strategy and building an operating model that supports it.*

## Track B

# Best Practices and Implementation

Focus on what works in safety-net settings. This track highlights proven strategies, care models, and operational approaches that improve outcomes and can be adapted across diverse organizations.

### Thread 1: Strategies for High-Stakes Conditions

Participants will explore effective approaches to managing complex and high-risk conditions in the context of uncertain funding and resource constraints. Sessions will emphasize implementation strategies within large, complex systems.

### Thread 2: Program Innovation and Impact

Learn from real-world examples of programs and interventions that have demonstrated measurable success. Attendees will gain practical tools and insights to replicate and scale effective solutions in their own settings.

## Track B

# Best Practices and Implementation

### Thursday Morning – Session 1

#### **Building Fitness and Nutrition Into the Care Model of the Future**

Gary Campbell, Impact2Lead & Johnson Health Center

*Primary care is evolving from a system focused primarily on treating illness to one designed to build lifelong health. This session explores how fitness, nutrition, and lifestyle can become foundational components of the future primary care model—improving patient outcomes, reducing chronic disease burden, and creating more proactive, personalized care. Participants will hear firsthand how one center has built this into the care delivery model and the early successes patients and care teams have enjoyed, and what to consider in doing their own.*

#### **Rural Health Transformation Program Update**

Debra Farrington, NC Department of Health and Human Services

*In December 2025, the Centers for Medicare and Medicaid Services (CMS) awarded North Carolina over \$213 million in federal funding through the Rural Health Transformation Program (RHTP), which provides one-time funding to support rural communities in improving health care access, quality, and outcomes. The program is designed to help states transform rural health care delivery systems by investing in innovation, infrastructure, partnerships and workforce development. During this session, participants will learn what the RHTP is and how it will impact NC rural health, key RHPT implementation activities which are underway, and how they can get additional information.*

### Thursday Morning – Session 2

#### **Unleashing the Potential from Within: Building a Workforce of Innovators**

Gary Campbell, Impact2Lead & Johnson Health Center

*This session empowers health center leaders and teams to recognize, develop, and leverage existing talents within their workforce to create innovative, patient-centered solutions for the future of healthcare delivery. Participants will explore strategies for collaboration, creative problem-solving, leadership at every level, and building a culture that supports innovation, adaptability, and continuous improvement in healthcare delivery. They will hear directly from a current Chief Executive Officer on how their center developed a strong leadership development program internally, an innovation roundtable, and a culture committee to present solutions that will drive how centers will need to function in the next 10 years to remain relevant and competitive.*

#### **Care Management and Community Health Workers: A Rural Health Center's Experience**

Dr. Shelly Lowery, Scotland Health

*Community Health Workers are trusted members of the community who serve as liaisons between individuals and health care or social services. Their mission is simple: to help people thrive. Learn how Scotland Health has built an effective CHW team and how they are sustaining this workforce.*

## Track B

# Best Practices and Implementation

### Thursday Afternoon – Session 1

#### Capitalizing on Emerging Trends and Leading the Way

Gary Campbell, Impact2Lead & Johnson Health Center

*AI-augmented care, virtual care, patient expectations, wearable technology, and new payment models are just a handful of trends on health centers' near-term horizon as they juggle increased costs, looming cuts, and workforce burnout. This session dives into opportunities that leaders could and should take advantage of and the type of leadership it will take to make it happen. Participants will be exposed to real-world examples while engaging in a highly interactive session on programs and partnerships to consider that will keep them ahead of changes that are coming at a faster pace than ever. They also will walk away with a tool that will help them make good decisions more thoroughly and efficiently.*

#### Weight Management Support and Value Based Care

Dr. Jamie Kane, Luro Health

*This session explores how effective weight management strategies can improve patient outcomes while supporting the goals of value-based care. Participants will examine evidence-based approaches to obesity prevention and treatment, including lifestyle interventions, patient engagement, care coordination, and the use of multidisciplinary support systems. The discussion will also highlight how providers can align weight management programs with quality measures, population health goals, and cost-effective care delivery.*

### Thursday Afternoon – Session 2

#### Best Practices for Administering Value-Based Contracts, Part 1

Glen Schuster, VedaPointe

*Value-based contracting can feel complex, fragmented, and difficult to operationalize—especially when CHCs are managing multiple payers, shifting requirements, and limited internal capacity. We'll cut through that complexity and give CHC leaders and primary care teams a practical, real-world framework for administering value-based contracts with greater confidence and consistency. Grounded in more than a decade of experience on the payer technology side, we will rethink value-based care not as disconnected programs, but as an operating model to be standardized, managed, and scaled.*

#### Getting to the HEART of It: Scaling CHW Success Through Sustainable Funding, Disease-Specific Programming, and Future Collaboration

Sharon Brown-Singleton, Amy Kryston, & Hannah Pait  
MedNorth Health Center

*MedNorth Health Center will present lessons learned from their CHW program; new developments in a CHW-led cardiac care initiative; information about the program's history and development as well as the structure that allows for sustained braided and blended funding; best practices for disease-specific programming; and the cost-effectiveness of CHW programs.*

## Track B

# Best Practices and Implementation

### Friday Morning – Session 1

#### Best Practices for Administering Value-Based Contracts, Part 2

Glen Schuster, VedaPointe

*Value-based contracting can feel complex, fragmented, and difficult to operationalize—especially when CHCs are managing multiple payers, shifting requirements, and limited internal capacity. We'll cut through that complexity and give CHC leaders and primary care teams a practical, real-world framework for administering value-based contracts with greater confidence and consistency. Grounded in more than a decade of experience on the payer technology side, we will rethink value-based care not as disconnected programs, but as an operating model to be standardized, managed, and scaled.*

#### Panel: Moving Maternal Health Forward

Dr. Shannon Dowler & Dr. Elizabeth Tilson, Nurture NC  
 Dr. Adrian Mancheno, Piedmont Health Services  
 Dr. Lisa Vendeland Ehrler, Advance Community Health

*North Carolina's maternal mortality rate is 78% higher than the national goal. How can safety net health care providers promote maternal health in North Carolina? This panel presentation will discuss strategies safety net providers have used to move the needle on maternal health.*

### Friday Morning – Session 2

#### The Five Building Blocks of Value-Based Care: Lessons From MSSP Across Medicare, Medicaid, MA, and Commercial Models

Jeffrey Ramos & Kevin O'Brien, Encarga, LLC

*This interactive session is designed to help attendees generate several immediately actionable take-home ideas related to Value Based Care (VBC). Focusing on five fundamental underpinnings of virtually all VBC agreements, the session will focus on the Medicare Shared Savings Program as a model for all flavors of VBC including Medicare, Medicare Advantage, Medicaid, and commercial agreements. Participants will learn to:*

1. *Describe the key economic and operational drivers underlying most Value-Based Care agreements.*
2. *Compare MSSP design principles to Medicare Advantage, Medicaid, and Commercial VBC arrangements.*
3. *Evaluate organizational readiness and performance opportunities within existing VBC contracts.*
4. *Generate a personalized action plan with near-term initiatives to strengthen VBC outcomes and shared savings performance*

## Track B

# Best Practices and Implementation

### Friday Afternoon – Session 1

#### **Making the Most of MGMA Membership & DataDive**

Amanda Miltenberger & Jordan Thiele, MGMA

#### **Panel: Starting or Expanding School Based Behavioral Health Services**

Takina Jones-Thomas, Blue Ridge Health

Emily Roberts, MAHEC

Cristen Williams, Coastal Horizons

Madison Strickland, Kintegra Health

*School-based health center leaders will discuss the importance of behavioral health services in schools, how interest organizations can get started providing this service, and strategies for overcoming common challenges. Attendees will walk away with practical tips for implementing, expanding, or improving behavioral health in school-based settings.*



## Track C

# Leadership and Strategy

Build the leadership capabilities needed to guide organizations through uncertainty. This track focuses on strategic planning, adaptive leadership, and change management in the face of shifting policy, funding, and operational pressures.

### **Thread 1: Leading Through Uncertainty**

Sessions will equip participants with frameworks and tools to make informed decisions in complex, rapidly changing environments, while maintaining organizational stability and mission focus.

### **Thread 2: Strategic Planning and Scenario Analysis**

Explore best practices in strategic planning, including scenario modeling and contingency planning. Attendees will learn how to prepare for multiple futures and align strategy with evolving realities.

# Leadership and Strategy

## Track C

### Thursday Morning – Session 1

#### **Decision Science for FQHC Leaders: A Practical Framework for Better Executive Choices Under Uncertainty**

Ernia Hughes, EP Hughes Consulting

*This interactive breakout introduces decision science as the study of how people and organizations make choices—and how to make better choices in the presence of uncertainty, complexity, and competing values. Using a memorable six-part “Decision Harmony” metaphor anchored in Take 6’s “Harmony,” the session translates the six links of decision quality into tools leaders can use immediately: a decision statement, criteria and weights, an alternatives menu, an assumption log, a lightweight decision matrix, and a decision record. Participants will work through a realistic FQHC case and learn how decision scientists use structured methods to support high-stakes executive decisions, as well as how Google Sheets and Gemini AI can help leaders organize assumptions, compare options, and develop data-informed recommendations without overcomplicating the process.*

#### **Strategic Planning: Ownership and Pre-Work**

Tammy K. Rogers, Become More

*Across seven breakout sessions, participants will go through interactive exercises to explore best practices in strategic planning, including scenario modeling and contingency planning. The sessions is designed to walk attendees through the entire strategic planning process.*

### Thursday Morning – Session 2

#### **Executive Decision Making in a Volatile Environment: Leading Through Funding, Policy, and Operational Risk**

Ernia Hughes, EP Hughes Consulting

*Part 1 of this workshop focuses on the executive realities of decision making in an unstable external environment with a narrow margin for error. Built for CEOs, CFOs, COOs, CMOs, board leaders, and cross-functional senior teams, the session explores how strong leaders make choices when funding scenarios are moving targets, policy direction is unclear, and operational pressure is intense. Participants will work through a volatility-tested decision process that combines decision framing, values-based criteria, scenario planning, rapid sensitivity checks, and a commitment to follow-through. The session also weaves in content on decision bias—including false consensus, confirmation bias, and rationalization—to show how pressure can distort judgment and how executive teams can counter those distortions through structured dialogue, assumption testing, and decision records.*

#### **Strategic Planning: Visioning**

Tammy K. Rogers, Become More

*Across seven breakout sessions, participants will go through interactive exercises to explore best practices in strategic planning, including scenario modeling and contingency planning. The sessions is designed to walk attendees through the entire strategic planning process.*

# Leadership and Strategy

## Track C

### Thursday Afternoon – Session 1

#### **Executive Decision Making in a Volatile Environment: Leading Through Funding, Policy, and Operational Risk**

Ernia Hughes, EP Hughes Consulting

*"Part 2 of this workshop dives deeper into the executive realities of decision making in an unstable external environment with a narrow margin for error. Built for CEOs, CFOs, COOs, CMOs, board leaders, and cross-functional senior teams, the session explores how strong leaders make choices when funding scenarios are moving targets, policy direction is unclear, and operational pressure is intense. Participants will work through a volatility-tested decision process that combines decision framing, values-based criteria, scenario planning, rapid sensitivity checks, and a commitment to follow-through. Attendees will leave with a practical set of tools for prioritizing options, improving cross-functional alignment, and leading with steadiness in uncertain times."*

#### **Strategic Planning: Strategic Initiatives**

Tammy K. Rogers, Become More

*Across seven breakout sessions, participants will go through interactive exercises to explore best practices in strategic planning, including scenario modeling and contingency planning. The sessions is designed to walk attendees through the entire strategic planning process.*

### Thursday Afternoon – Session 2

#### **Conference Office Hours: HRSA Compliance, OSV Readiness, and Executive Technical Assistance**

Ernia Hughes, EP Hughes Consulting

*During this open office hours, conference participants can visit with the experts! Get one-on-one support on issues such as HRSA compliance, operational site visit readiness, and executive leadership.*

#### **Strategic Planning: Prioritization and Success Statements**

Tammy K. Rogers, Become More

*Across seven breakout sessions, participants will go through interactive exercises to explore best practices in strategic planning, including scenario modeling and contingency planning. The sessions is designed to walk attendees through the entire strategic planning process.*

# Leadership and Strategy

## Track C

### Friday Morning – Session 1

#### **Strategic Planning: Project Planning and Staff Engagement**

Tammy K. Rogers, Become More

*Across seven breakout sessions, participants will go through interactive exercises to explore best practices in strategic planning, including scenario modeling and contingency planning. The sessions is designed to walk attendees through the entire strategic planning process.*

### Friday Morning – Session 2

#### **Strategic Planning: First Draft and Board Approval**

Tammy K. Rogers, Become More

*Across seven breakout sessions, participants will go through interactive exercises to explore best practices in strategic planning, including scenario modeling and contingency planning. The sessions is designed to walk attendees through the entire strategic planning process.*

# Leadership and Strategy

## Track C

### Friday Afternoon – Session 1

#### **Strategic Planning: Strategic Execution -- Ensuring That Initiatives Get Done**

Tammy K. Rogers, Become More

*Across seven breakout sessions, participants will go through interactive exercises to explore best practices in strategic planning, including scenario modeling and contingency planning. The sessions is designed to walk attendees through the entire strategic planning process.*

## Track D

# Policy, Finance, and Compliance

Understand the policy and regulatory landscape shaping safety-net health care, with a focus on financial sustainability and compliance. This track connects policy changes to real-world operational and financial impact.

### **Thread 1: Financial and Regulatory Strategy**

Sessions will examine key policy developments and regulatory requirements, offering strategies to maintain compliance while optimizing financial performance.

### **Thread 2: Financial Resilience and Revenue Cycle Management**

Participants will gain insights into strengthening financial health through effective revenue cycle practices, cost management, and long-term financial planning.

## Track D

# Policy, Finance, and Compliance

### Thursday Morning – Session 1

#### **Finding Your Revenue Leaks**

Steve Weinman, FQHC Associates

*Teaches the six-metric diagnostic system that predicts FQHC financial health. Attendees learn to identify Days in AR, denial rates, no-show impact, payer mix trends, 340B optimization, and collection rates. Includes hands-on completion of their Revenue Cycle Scorecard.*

#### **Navigating HR1: Financial Implications and Strategic Response for North Carolina Health Centers**

Becky Regan & Beth Edwards, Capital Link

This session will break down key provisions of HR1 and their direct implications for North Carolina community health centers. Participants will gain a clear understanding of anticipated policy-driven financial shifts and actionable strategies to prepare for and adapt to upcoming changes. Emphasis will be placed on aligning organizational decision-making with evolving funding and compliance expectations while maintaining financial stability.

### Thursday Morning – Session 2

#### **Revenue Opportunities & Cost Reduction Blind Spots**

Steve Weinman, FQHC Associates

*Identifies revenue opportunities most FQHCs overlook and cost reduction strategies that improve rather than compromise operations. Covers 340B optimization, payer contract improvements, service line expansion, operational efficiencies, and strategic partnerships. Attendees complete opportunity assessments for their organization.*

#### **The Vital Signs of Financial Health: Mastering Six Key Financial Metrics**

Becky Regan & Beth Edwards, Capital Link

*Focused on the six critical financial metrics expected to receive heightened HRSA monitoring, days cash on hand, staffing and utilization, operating margin, cost per patient/visit, bottom line margin, and days in net receivable, this session will help participants interpret, benchmark, and effectively manage these indicators. Attendees will leave with practical approaches to strengthen performance visibility and proactively respond to financial pressures.*

## Track D

# Policy, Finance, and Compliance

### Thursday Afternoon – Session 1

#### Political Landscape & Vulnerabilities

Steve Weinman, FQHC Associates

*Maps current policy pressures affecting FQHCs and provides vulnerability assessment framework. Covers federal budget trends, 340B scrutiny, Medicaid politics, and HRSA signals. Includes scenario planning exercise for policy disruption scenarios.*

#### Strengthening Revenue Cycle Performance in a Changing Policy Environment

Becky Regan & Beth Edwards, Capital Link

*As health centers face increasing regulatory and financial pressures, optimizing revenue cycle operations is more essential than ever. This session will explore targeted strategies to improve cash flow, reduce receivable days, and enhance overall financial resilience. Participants will also examine how policy changes, including HR1, may influence revenue streams and operational priorities in North Carolina.*

### Thursday Afternoon – Session 2

#### Board Dynamics & Strategy Approval

Steve Weinman, FQHC Associates

*Teaches board persuasion choreography for financial strategy decisions. Covers presentation packaging, three-scenario modeling, objection anticipation and response, and meeting dynamics. Includes practice sessions with provided scenarios.*

#### Financial Resources for Health Center Growth In a Changing Environment

Steve Weingarten & Aldea Coleman, Vital Health Care Capital

Alice Pollard & Tim Gallagher, NCCHCA

Carolyn Allison, Charlotte Community Health

Althea Johnson, MedNorth Health Center

*As CHCs navigate increasing financial and regulatory uncertainty, NC maintains a positive for health center expansion. This interactive session focuses on financial resources that can support health center expansion plans, where participants discuss ways to shape future support structures tailored to their needs. This session also will explore strategies and resources that support health center growth during financially challenging times, facilitate a collaborative dialogue on technical assistance needs and how to design effective CHC support programs, and gather input from health center leaders to inform future coordinated initiatives with NCCHCA and partners.*

## Track D

# Best Practices and Implementation

### Friday Morning – Session 1

#### Health Center Advocacy 101

Devin Ross, NC Community Health Center Association

*This foundational training session introduces participants to key community organizing universals, advocacy "Do's and Don'ts," along with practical strategies for making sure your health center's priorities are heard by key state and federal decisionmakers. This session is designed for participants with limited advocacy experience. Participants will leave with concrete tools to strengthen advocacy efforts on behalf of their health centers.*

#### Medicaid Alternative Payment Methodology: Update & Strategic Planning

David Fields, Forvis Mazars

*The Medicaid Alternative Payment Methodology transition is largely complete—but operational execution still matters. Through this session, participants will be able to understand current Medicaid APM, identify key financial implications for the methodology, and recognize future opportunities.*

### Friday Morning – Session 2

#### Investing in Outreach and Enrollment to Support Patients and the Health Center Bottom Line

April Morgan, NC Community Health Center Association  
Lakeisha Williams, Triad Adult & Pediatric Medicine  
Brenda Hunt-Moore, Person Family & Medical Dental Center

*Recent and upcoming changes included in the 2025 Reconciliation Bill (H.R. 1) could potentially impact patients' insurance status, resulting in changes to health center payer mix and potential increases in uninsured patients. Outreach and enrollment efforts can support health centers and their patients with navigating these changes and minimize coverage losses experienced by patients. Hear how health centers have invested in their outreach and enrollment programs and learn how those investments have supported patients and health center finances.*

#### Modeling Financial Outcomes Under Multiple Scenarios

David Fields, Forvis Mazars

*Community health centers will need to adapt to a changing environment and understand financial implications of decisions they are making now for the future. This session will explore industry changes, provide tools for modeling financial outcomes, and highlight best practices for sustainability.*

## Track D

# Best Practices and Implementation

### Friday Afternoon – Session 1

#### **How to Build an Advocacy Core Team in Your Institution**

Devin Ross, NC Community Health Center Association

*This advanced training session is designed to help participants build a Core Team of leaders who can move their health center into effective advocacy action. Grounded in proven community organizing universals, this session will help participants strengthen relationships, develop internal leadership, and build the internal infrastructure needed to help advance policy solutions and protect what matters most to their health center.*

#### **Chief Financial Officers and Revenue Cycle Management Forum**

David Fields, Forvis Mazars

*Join NCCHCA's CFO Workgroup for a facilitated conversation about the top financial issues facing community health centers. This session will help the CFO Workgroup establish community for mutual support.*



## Track E

# Skills and Professional Development

Invest in the people who lead and sustain safety-net organizations. This track focuses on executive development, leadership effectiveness, and workforce strategies to build strong, resilient teams.

### Thread 1: C-Suite Growth and Executive Skills

Designed for current and aspiring executives, this thread explores the evolving role of senior leadership. Sessions will focus on strategic thinking, decision-making, communication, and leading with clarity and resilience in complex environments.

### Thread 2: Strategic Talent and High-Impact Team Leadership

Learn how to attract, develop, and retain talent while building high-performing, mission-driven teams. Sessions will address leadership practices, culture, and workforce strategies that drive engagement and results.

# Skills and Professional Development

## Track E

### Thursday Morning – Session 1

#### Structuring Leadership Teams for Impact Part 1

Dexter Nolley, On Pointe Leadership

*Across this two-session series, participants will learn to evaluate leadership readiness and succession risks across their organizations, identify strategies for strengthening bench strength and leadership continuity, apply leadership assessment tools to support stronger promotion decisions, and develop practical succession planning approaches for health center environments.*

#### More Than a Manager: Building Leadership Capacity for Lasting Workforce Impact

Suzanne Speer & Sydney Axelrod  
Association of Clinicians for the Underserved

*Health center managers are pivotal in ensuring the day-to-day success of community health centers, serving as the link between staff, leadership, and patients. This session offers health center leadership actionable strategies to build management capacity. When managers lead with clear communication, empathy, and curiosity, they create the conditions for teams to thrive, even amid the pressures. Through examples, interactive discussion, and tools, participants will explore how investing in leadership development equips managers with the practical skills to build psychological safety, foster staff engagement, and strengthen the organizational culture that directly influences both employee retention and patient outcomes.*

### Thursday Morning – Session 2

#### Structuring Leadership Teams for Impact Part 2

Dexter Nolley, On Pointe Leadership

*Across this two-session series, participants will learn to evaluate leadership readiness and succession risks across their organizations, identify strategies for strengthening bench strength and leadership continuity, apply leadership assessment tools to support stronger promotion decisions, and develop practical succession planning approaches for health center environments.*

#### Investing in Organizational Communication to Support Retention

Suzanne Speer & Sydney Axelrod  
Association of Clinicians for the Underserved

*Join subject matter experts from the Association of Clinicians for the Underserved for an engaging session focused on developing and supporting strong organizational communication practices. Effective communication is critical for a health center to be able to operate at its optimal level, and health center staff need to be united in their goal and know how to expertly maneuver communication hurdles through both individual skill building and codified organizational systems. This session will provide health centers with the knowledge needed to start prioritizing effective communication so they may continue to work as a team to improve the health outcomes of patients.*

# Skills and Professional Development

## Track E

### Thursday Afternoon – Session 1

#### Strategic Executive Alignment

Dexter Nolley, On Pointe Leadership

*During this session, participants will learn how to lead teams to strengthen alignment around organizational priorities, identify behaviors that improve consistency across teams and sites, and apply alignment tools to improve strategic execution.*

#### Incorporating Employee Feedback in Strategic Workforce Planning 1: Staff Satisfaction Surveys

Suzanne Speer & Sydney Axelrod  
Association of Clinicians for the Underserved

*Join subject matter experts from the Association of Clinicians for the Underserved to learn more about the critical importance of investing in staff satisfaction to support a health center's retention efforts. As retention continues to be an ongoing challenge for health centers, and turnover rates remain high, developing and implementing strategies for staff satisfaction and meaningful employee engagement is a crucial part of retaining an engaged and thriving workforce.*

### Thursday Afternoon – Session 2

#### Leadership Development Engagement

Dexter Nolley, On Pointe Leadership

*In this session, participants will dive into how to build scalable leadership approaches and connect leadership to operational priorities.*

#### Incorporating Employee Feedback in Strategic Workforce Planning 2: Stay Interviews

Suzanne Speer & Sydney Axelrod  
Association of Clinicians for the Underserved

*Most organizations focus on why people leave, but knowing what keeps your best people here is just as important. Stay interviews give leaders a proactive tool to uncover what's working, what's not, and what would make staff want to stay for the long haul. This session covers what stay interviews are, how to build effective questions tailored to your organization's unique context, and why acting on what you hear is just as critical as asking the right questions. When staff see their input lead to real change, it builds the kind of trust and engagement that drives retention. Attendees will leave with hands-on experience building stay interview questions they can use at their own organizations.*

# Skills and Professional Development

## Track E

### Friday Morning – Session 1

#### Leading Change in Health Care Centers, Part 1

Dexter Nolley, On Pointe Leadership

*Across this two-session series, participants will learn to identify common barriers to organizational change, strengthen leadership approaches for managing resistance, develop sustainable change implementation strategies, and build behaviors that reinforce change adoption.*

#### Prioritizing Workforce Well-Being to Support Retention

Suzanne Speer & Sydney Axelrod  
Association of Clinicians for the Underserved

*As the healthcare workforce continues to face burnout and other retention challenges, it is crucial for health centers to support employee wellness and develop a robust well-being plan. Join the Association of Clinicians for the Underserved for an engaging presentation on the components of workforce well-being and the steps needed to develop a workforce well-being plan that supports successful retention outcomes.*

### Friday Morning – Session 2

#### Leading Change in Health Care Centers, Part 2

Dexter Nolley, On Pointe Leadership

*Across this two-session series, participants will learn to identify common barriers to organizational change, strengthen leadership approaches for managing resistance, develop sustainable change implementation strategies, and build behaviors that reinforce change adoption.*

#### Bridging the Gap: Onboarding as a Foundation for Success

Suzanne Speer & Sydney Axelrod  
Association of Clinicians for the Underserved

*Onboarding is the process of integrating new employees into an organization and its culture, in addition to helping them access the tools and resources they will need to become successful members of the team. Organizations should approach new employee onboarding strategically—keeping long-term retention in mind. Join subject matter experts from the Association of Clinicians for the Underserved as we explore how onboarding bridges recruitment and retention efforts, and what it looks like to codify onboarding processes as a part of broader workforce planning efforts for long-term organizational success..*

# Skills and Professional Development

## Track E

### Friday Afternoon – Session 1

#### Leadership Decision System

Dexter Nolley, On Pointe Leadership

*This session will help participants improve consistency in executive decision making, apply structured decision-making tools to operational challenges, and strengthen leadership accountability for decisions.*

#### Recruit With Purpose: A Strategic Approach to Health Center Hiring

Suzanne Speer & Sydney Axelrod  
Association of Clinicians for the Underserved

*Having a documented, comprehensive recruitment plan is vital to recruitment success at a health center. Join workforce experts from the Association of Clinicians for the Underserved for an engaging session that will walk participants through the steps needed to undertake a successful recruitment campaign. Starting with a self-assessment and planning all the way through contracting, this session will provide guidance, tools, and promising practices for health center participants to update their recruitment processes and lay the groundwork for additional workforce planning.*

## Track F

# School-Based Health

Examine the critical role of school-based health centers in supporting children, adolescents, and families. This track highlights emerging issues affecting school age children and their families.

## Track F

## School-Based Health

### Thursday Morning – Session 1

#### **State of the Child NC: The Role of School Based Health Centers**

Neal Harrington & Kaitlyn Richards  
NC Child

*During this session, presenters will share key indicators of child health and well-being in North Carolina. Attendees will engage in strategic discussion about how school-based health centers can help move the needle on the trends.*

### Thursday Morning – Session 2

#### **Learning from South Carolina School Based Health: Best Practices for Growth and Integration**

Dr. Janice Key & Sarah Piwinski  
Medical University of South Carolina

*During this presentation, leaders in the South Carolina school-based health landscape will provide an overview of the wellness and other school-based initiatives in South Carolina. Participants will be able to learn from successful SC initiatives and best practices for growth.*

## Track F

## School-Based Health

### Thursday Afternoon – Session 1

#### **Overview of the Whole Child NC Advisory Committee: Advocacy for SBHC Expansion**

Susanne Schmal, NC Department of Public Instruction

*The Whole Child NC Advisory Committee is a State Board of Education appointed Committee. It is a multi-sector group of NC leaders meeting and collaborating to identify recommendations to make to the NC State Board of Education regarding non-academic barriers to student success. The policy outlining this committee is Policy ADVS-009: Whole Child NC and includes 22 member roles, including a Chair and Vice Chair. One of the broad priority areas of Whole Child NC is collaborating with NC DHHS to expand school-based health centers in NC. In this session, we will briefly discuss Whole Child NC but then focus more on the formation of a workgroup and what they learned about SBHCs to take information back to the full committee. The workgroup heard from several SBHCs in NC and other states. There are no formal recommendations developed, as of yet, and this discussion may be able to provide additional input to inform the workgroup.*

### Thursday Afternoon – Session 2

#### **Managing Burnout and Self-Care for School-Based Health Center Staff**

Dr. Andrea Diaz Stransky, Duke University School of Medicine

*Working in school-based health centers can be deeply rewarding, but the demands of supporting students, families, and communities can also lead to stress and burnout. This session will focus on recognizing the signs of burnout, compassion fatigue, and workplace stress while exploring practical self-care strategies that promote resilience and well-being. Participants will learn techniques for maintaining healthy boundaries, improving work-life balance, fostering team support, and creating a culture of wellness within their organizations.*

## Track F

# School-Based Health

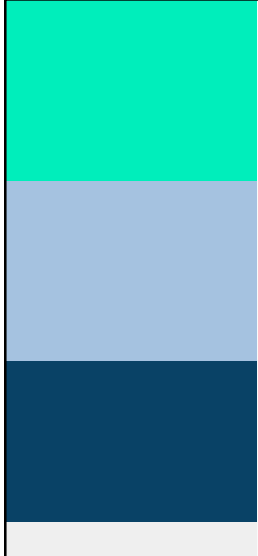
### Friday Morning – Session 1

#### Vaccine Confidence

Dr. Cortney Patrick, Pfizer

*This session will explore strategies to build and sustain vaccine confidence through trusted communication, community partnerships, and patient-centered communication and decision making. Real-world examples and actionable tools will help attendees support informed decision-making among patient populations. (Please note: this session is not eligible for continuing education credits.)*

# Presenters: Brief Bios





**Carolyn Allison**

*CEO, Charlotte Community Health Clinic*

Carolyn brings over 30 years of health care administrative experience to CCHC, including over 18 years managing community health centers. She earned her Masters in Public Health with a concentration in Healthcare Administration from the University of Illinois. She also founded Creative Health Care Consultants, which provides consulting services to community health centers across the country. [Click here](#) for longer bio.



**Sydney Axelrod**

*Assistant Director of Workforce Development – STAR Center, Association of Clinicians for the Underserved*

Sydney works at ACU's STAR Center on training and course development and delivery to advance health center workforce recruitment and retention. Previously she worked in workforce development and training at the Home Care Aide Council. Her extensive experience includes building and executing non-profit recruitment, hiring, onboarding, strategic planning, and employee engagement processes. [Click here](#) for longer bio.



**Dr. Asad Bandyaly**

*Office of Quality Improvement Director, Health Resources and Services Administration*

Dr. Bandyaly serves as the Chief Medical Officer and Director of the Office of Quality Improvement in the Bureau of Primary Health Care in the Health Resources and Services Administration. He has practiced primary care pediatrics for over a decade, and has conducted health services research, led quality improvement teams, and taught medical trainees. He excels in building and leading teams, developing and scaling innovative practices, and using data to enhance health care. [Click here](#) for longer bio.



**Kenyatta Boone**

*SOAR Specialist, Oak City Cares*

Kenyatta serves as a SOAR Specialist (SSI/SSDI, Outreach, Access, Recovery) for Oak City Cares. In this role, she aims to remove the burden of navigating the disability benefits application process, from individuals who may be experiencing homelessness. Prior to joining Oak City Cares, she worked as a Disability Examiner with Disability Determination Services. [Click here](#) for longer bio.



**Sharon Brown-Singleton**

*Chief Strategy Officer, MedNorth Health Center*

Prior to her current role, Sharon led the implementation of the Community Health Worker (CHW) program, having experience in implementing various CHW programs: maternal/child health, substance use, obesity and empowerment program for low-income, minority women, and infant mortality. As past chair of the National Advisory Council on Migrant Health, she led the Council to provide recommendations on issues concerning Migrant and Seasonal Agricultural Workers. [Click here](#) for longer bio.



**Gary Campbell**

*Founder and Owner, Impact2Lead  
President and CEO, Johnson Health Center*

Gary has keynoted all over the country for a variety of organizations, associations and events. He has successfully coached numerous executives to reach their full potential and has helped organizations develop strategy, leadership and culture on their own path to success. [Click here](#) for longer bio.



**State Representative Maria Cervania**

Representative Cervania is a public health expert, community advocate, and legislator representing North Carolina's 41st House District in western Wake County. As the first Asian American/Pacific Islander elected to the Wake County Board of Commissioners, she brings a data-driven approach to policies that strengthen healthcare, education, and environmental sustainability. [Click here](#) for longer bio.



**Aldea Coleman**

*Director of Partnerships and Advocacy, Vital Health Care Capital*

Aldea organizes and maintains strategic partnerships and advocacy initiatives with stakeholders across the community health sector. She also coordinates V-Cap market relationships throughout the state. She joined V-Cap after more than 20 years of public service and policy work in communities throughout North Carolina and across the U.S. [Click here](#) for longer bio.



**Kelly Crosbie**

*Assistant Secretary for Mental Health, Developmental Disabilities, and Substance Use Services  
NC Department of Health and Human Services*

Kelly brings more than 30 years of experience leading public systems that support individuals, families, and communities across multiple states, including North Carolina. Over the past 13 years at NC DHHS, Kelly has held several senior leadership roles, including Assistant Director of Behavioral Health and Chief Operating Officer at NC Medicaid. A licensed clinical social worker with lived experience, she is deeply committed to advancing equitable, person-centered care. [Click here](#) for longer bio.



**Mike Darlington**

*Director, Huron*

Mike has worked in various capacities for more than 15 years at Huron, a global professional services firm that helps clients improve performance, accelerate transformation, and unlock new opportunities for growth through deep industry expertise, innovative thinking, and practical execution. [Click here](#) for longer bio.



**Dr. Shannon Dowler**

*Family Physician*

Dr. Dowler is a family physician, fellow, and Certified Physician Executive (CPE) and today is speaking on behalf of herself. She serves on the Board of Directors for the American Academy of Family Physicians and since February 2024 has been an STI Consultant for the US HHS Office of the Assistant Secretary and Acting CMO for the Office of Infectious Disease and HIV/AIDS Policy. She provides HIV care at a local Ryan White-funded FQHC and is the immediate past CMO for NC Medicaid. Additionally, she served seven years as the CMO for an FQHC in Western North Carolina. [Click here](#) for longer bio.



**Beth Edwards**

*Chief Consulting Officer, Capital Link*

A licensed registered nurse, Beth works directly with health centers nationwide and coordinates a team of expert project consultants to assist health centers with capital expansion projects and other activities. She brings more than 30 years of healthcare leadership and clinical experience along with technical assistance with health centers, primary care associations, and other organizations. [Click here](#) for longer bio.



**Debra Farrington**

*Deputy Secretary for Health, NC Department of Health and Human Services*

Debra manages the Division of Public Health and the offices of Rural Health, Minority Health, and Olmstead/TCL, along with the Division of Mental Health, Developmental Disabilities, and Substance Use Services. She was previously the Chief of Staff for NC Medicaid, where she helped guide program vision, leadership, and strategic direction. She is a licensed clinical social worker with over 30 years of experience in community-based behavioral health services. [Click here](#) for longer bio



**David Fields**

*Partner, Forvis Mazars*

David has served community health centers for more than 20 years, routinely consulting with CHCs on a variety of financial and strategic matters. He also manages audits and works with CHCs on their FQHC Medicare and Medicaid cost report and other reimbursement issues. In this capacity, he has assisted state primary care associations and has worked with many states on FQHC Medicaid cost report revisions, changes in scope process, and other critical issues. [Click here](#) for longer bio.



**Kevin Fitzgerald**

*Senior Advisor, NC Area Health Education Center*



**State Senator Amy Galey**

Senator Galey was first elected as an Alamance County Commissioner in 2016 and served as Chair of the Alamance County Board of Commissioners from 2017 to 2020. Later as a state senator, she helped pass the Dignity for Incarcerated Women Act, which made sure that incarcerated women in labor would not be shackled or chained during delivery. The Act also included parenting classes, nutrition, and other important health considerations for pregnant incarcerated women. [Click here](#) for longer bio.



**Tim Gallagher**

*Head of Business Growth & Strategy, North Carolina Community Health Center Association*

Tim is actively engaged in North Carolina's Medicaid Transformation initiatives, routinely providing strategic planning and program management support on cross-cutting projects for safety net clients. His work empowers organizations serving uninsured and underinsured populations to pursue innovations in emerging models of care, adopt more effective technology solutions, and establish value-based partnerships. [Click here](#) for longer bio.



**Neal Harrington**

*Senior Director of Policy and Research, NC Child*

Neal leads NC Child's policy research and data analysis efforts. Previously he worked for the Labor & Economic Analysis Division of the North Carolina Department of Commerce and for a research and public relations consulting firm in Jackson, Mississippi. He sits on the board of SwingPals, a Durham nonprofit that teaches social-emotional regulation skills to under-resourced students in Durham Public Schools. [Click here](#) for longer bio.



**Dr. Derrick Hoover**

*Chief Medical Officer, UnitedHealthcare*

Before joining UnitedHealthcare as its Chief Medical Officer, Dr. Hoover developed and implemented complex integrated care models and a Hepatitis C clinic for some of the sickest, most vulnerable patients in Wake County. He also participated in the planning of the Oak City Cares project, integrating homeless services in Raleigh, prior to transitioning to Duke University, where he worked as a Consulting Associate in the Department of Community and Family Medicine. [Click here](#) for longer bio.



**Ernia Hughes**

*Principal, EP Hughes Consulting*

As a former longtime director at the U.S. Department of Health and Human Services, Ernia possesses more than two decades of national leadership at the intersection of health care, philanthropy, and community development. As a former federal funder overseeing over \$7 billion in capital and operational investments, she has led the planning and execution of hundreds of infrastructure projects across a nationwide network of Federally Qualified Health Centers. [Click here](#) for longer bio.

**Brenda Hunt-Moore**

*Outreach Coordinator, Person Family & Medical Dental Center*

Throughout her career, Brenda has remained committed to improving the health and well-being of her community through compassionate service, patient advocacy, and outreach efforts. She began her career at Person Family & Medical Dental Center as a Medical Assistant. Now as Outreach Coordinator, she helps individuals and families access healthcare coverage, community resources, and health education services.

**Althea Johnson**

*CEO, MedNorth Health Center*

Althea brings a wealth of experience and service in the health care industry. Prior to beginning her tenure as CEO of MedNorth Health Center in 2013, she served as the center's deputy director beginning in 2007. She also served as COO of Plainfield Neighborhood Health Services Corporation in Plainfield, New Jersey.

**Takina Jones-Thomas**

*School-Based Health Director of Operations, Blue Ridge Health*

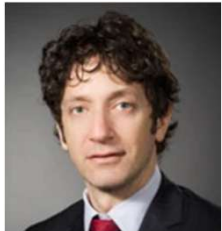
Takina has a long history with nonprofit, community-based services. After working in therapeutic in-home support, she became Associate Director and then Hospital Director for an agency that provided school-based health, behavioral health, and transitional services. She then became a Clinic Manager for six FQHCs. At Blue Ridge Health, she aids in the development and expansion of additional school-based health sites. [Click here](#) for longer bio.



**Diana Kander**

*Innovation Consultant, Entrepreneur, Best-Selling Author*

Diana has launched and sold millions of dollars' worth of products and services. She is an innovation consultant, keynote speaker, and *New York Times* bestselling author whose books have been taught in more than 100 universities. As a consultant, she has helped create multi-billion-dollar products, coached boards and executive committees on innovation best-practices and implemented culture transformations. [Click here](#) for longer bio.



**Dr. Jamie Kane**

*Co-Founder, Chief Medical Officer, Luro Health*

As co-founder and Chief Medical Officer of Luro Health, Dr. Kane offers obesity medicine services to underserved populations at FQHCs and CHCs. He is an Associate Professor in the Department of Medicine at the Donald and Barbara Zucker School of Medicine at Hofstra/Northwell and leads its Obesity Medicine section. He also directs Northwell Health's Center for Weight Management, which operates at nine sites in the Greater New York City area with 12 clinicians. [Click here](#) for longer bio.



**Dr. Janice Key**

*Medical Director, Boeing Center for Children's Wellness, Medical University of South Carolina*

A sociologist by training, Dr. Kramer focuses on the use of digital health interventions in clinical settings—specifically how they might be leveraged to improve care delivery, patient engagement, and clinical workflow efficiencies. Most recently, he collaborated on a research study which developed and pilot-tested a patient-facing app to better assist both patients and care teams in navigating Hospital at Home admission processes. [Click here](#) for longer bio.



**Dr. Brian Klausner**

*Medical Director, Community Population Health, Wake Med*

Dr. Klausner serves as Medical Director for WakeMed's Community Population Health program, which works to improve the health of uninsured and homeless patient populations. He drives collaboration with community partners to ensure patients are connected with a medical home and get the resources they need, whether it is blood pressure medication, counseling, housing or legal assistance. He also serves as Chief Medical Officer of WakeMed Key Community Care, where he advocates for enhancing the quality and coordination of care while reducing costs. [Click here](#) for longer bio.



**Dr. Justin Kramer**

*Assistant Professor, Family and Community Medicine, Wake Forest University School of Medicine*

A sociologist by training, Dr. Kramer focuses on the use of digital health interventions in clinical settings—specifically how they might be leveraged to improve care delivery, patient engagement, and clinical workflow efficiencies. Most recently, he collaborated on a research study which developed and pilot-tested a patient-facing app to better assist both patients and care teams in navigating Hospital at Home admission processes. [Click here](#) for longer bio.



**Amy Kryston**

*Program Evaluator, MedNorth Health Center*

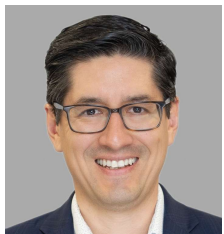
Amy brings expertise in global public health, research, evaluation, and management. Her adjunct assistant professorship is within UNC Gillings School of Global Public Health's Department of Public Health Leadership & Practice. She previously worked at Partners in Health, a global health organization that provides health care to, and advocates for, poor and underserved communities worldwide. [Click here](#) for longer bio.



**Dr. Shelly Lowery**

*Chief Medical Officer, Scotland Health*

A native of Pembroke, Dr. Lowery received her medical education at the Brody School of Medicine at East Carolina University. Completing her residency at McLeod as a chief resident, she started at Pembroke Family Practice Center in 2011. Six years later, she was named CMO and Executive over Scotland Physicians Network, and then was named CMO of Scotland Health in 2022.. [Click here](#) for longer bio.



**Dr. Adrian Mancheno**

*Chief Medical Officer, Piedmont Health Services*

Dr. Mancheno is an experienced managing director with a demonstrated history of working in the medical practice industry. Skilled in Bilingual Education, Spanish, Computer Literacy, Healthcare Management, and Healthcare. Strong business development professional graduated from Pontificia Universidad Católica del Ecuador. [Click here](#) for longer bio.

**Arvind Manoharan**

*AI Transformation & Ops Leader, Huron*

Arvind leads enterprise-scale AI and automation transformations, helping organizations design and operate scalable, cloud-based operating models that drive measurable business impact. His 15+ years background spans consulting and platform-led transformation, where he's helped organizations move from isolated automation pilots to enterprise-wide AI and intelligent operations programs. [Click here](#) for longer bio.

**Jomy Matthews**

*UnitedHealthcare*

**Amanda Miltenberger**

*Account Manager – Organizational Membership and DataDrive, MGMA*

Amanda has extensive experience in membership management and educational roles. She has held multiple positions at MGMA since 2020, including Account Manager for Organizational Membership, Member Relations Specialist, and Healthcare Team Coordinator. Earlier, she worked at Montessori at The Marina as a teacher and leadership trainer. [Click here](#) for longer bio.

**April Morgan**

*Outreach & Enrollment Manager, North Carolina Community Health Center Association*

April has been with the NC Community Health Center Association since 2016 and serves as the Outreach and Enrollment Manager. In her role, she provides training and technical assistance to health center outreach and enrollment staff around Medicaid and Marketplace issues and leads a team of Regional Support Specialists who connect North Carolinians to health coverage.



**Dexter Nolley**

*Founder & CEO, On Pointe Leadership*

Dexter has more than 25 years of experience working with leaders in academic medical centers, manufacturing, pharmaceutical, higher education, state government, churches, and other not-for-profit organizations, providing executive coaching and leadership consulting on topics such as performance coaching conflict management, employee relations, team building, and leadership development. [Click here](#) for longer bio.



**Kevin O'Brien**

*Co-founder & Chief Strategy and Analytics Officer, Encarga, LLC*

Kevin is a nationally recognized accountable care and healthcare analytics executive with 30+ years of experience advancing population health, value-based care, and healthcare performance improvement. At Encarga, LLC, he leads the development of data-driven strategies that help healthcare organizations improve outcomes, manage risk, and optimize financial performance.



**Hannah Pait**

*Community Health Worker Coordinator, MedNorth Health Center*

[Click here](#) for bio information.



**Dr. Chris Paterson**

*Chief Executive Officer, Carolina Complete Health*

During his career, Dr. Paterson has been responsible for all aspects of operations, strategic planning, community relations and the introduction of innovative care management models and programs. He is a trustee for Central Piedmont Community College, a board and executive committee member of the NC Association of Home and Hospice Care, a board member for NC Child, and a board member and Medicaid Committee chair of the NC Association of Health Plans, [Click here](#) for bio information.

**Dr. Cortney Patrick**

*Vaccine Medical Director, Pfizer*

As Vaccine Medical Director at Pfizer, Cortney covers NC and SC. Previously, she worked as the Antivirals and Diagnostics Medical Director at Pfizer, supporting NC, SC, and Georgia. In both roles, she has focused on meaningful scientific conversations and advancing clinical education among healthcare professionals. Over the course of her career, she has focused on designing and executing innovative strategies to elevate patient care and drive improvements in clinical outcomes. [Click here](#) for longer bio.

**Sarah Piwinski**

*Director, Institute for Community Health, Medical University of South Carolina*

[Click here](#) for bio information.

**Alice Pollard**

*Vice President, Member Services & Operations, North Carolina Community Health Center Association*

Alice leads NCCHCA's efforts to understand and support CHCs through training, technical assistance, partnership building, and innovative services. Additionally, she spent two years helping to launch UNC Chapel Hill's Maternal Health Learning and Innovation Center, a national resource center aimed at advancing maternal health equity. She has worked in many health care settings and nonprofit organizations, including time as an outreach worker and CHC HIV/AIDS program manager. [Click here](#) for longer bio.



**Jeffrey Ramos**

*Co-founder and CEO, Encarga, LLC*

Jeffrey possesses more than 30 years of experience building, scaling, and leading healthcare organizations across the provider, payer, and healthcare technology sectors. He has launched and scaled healthcare ventures, developed strategic partnerships, and created growth strategies that have generated significant revenue and market expansion. He has generated millions of dollars in new revenue through strategic alliances and market expansion initiatives for organizations including MetLife Healthcare, Medco Health Solutions, and HealthTrans. [Click here](#) for bio information.



**Becky Regan**

*Chief Executive Officer, Capital Link*

Becky joined Capital Link in 2022 as Chief Executive Officer. She also serves as Chief Executive Officer of Community Health Center Capital Fund, Capital Link's Community Development Financial Institution (CDFI) lending affiliate. She has 25 years of experience working in community development to drive social sector change, with a background in management, strategy, leadership, finance, and capital raising. [Click here](#) for longer bio.



**Kaitlyn Richards**

*Health Policy Manager, NC Child*

Kaitlyn has dedicated her career to advancing policies that improve the lives of children and families. She most recently served as the Government Affairs Liaison at South Carolina First Steps, where she led the agency's legislative initiatives and coordinated the work of the SC Early Childhood Advisory Council. She also possesses a Juris Doctorate from Penn State University. [Click here](#) for longer bio.



**Brendan Riley**

*Vice President, Government Relations and External Affairs, North Carolina Community Health Center Association*

As the Vice President of Government Relations and External Affairs at the North Carolina Community Health Center Association, Brendan leads the Association's advocacy and policy efforts. Previously he worked as a Senior Health Policy Analyst at the North Carolina Justice Center. [Click here](#) for longer bio.



**Emily Roberts**

*Director of Behavioral Health, Mountain Area Health Education Center*

Emily leads initiatives at Mountain Area Health Education Center (MAHEC) to enhance health outcomes through workforce development, education, and community collaboration. Her efforts align with MAHEC's mission to bolster the healthcare workforce and ensure access to high-quality, equitable care in western North Carolina. She is skilled in partnership development, program coordination, and integrating healthcare, education, and community needs. [Click here](#) for longer bio.



**Tammy K. Rogers**

*Founder and CEO, Become More*

Tammy is a nationally recognized keynote speaker, master facilitator, storyteller, and author of five books, including her newest release, *Think: The Road Less Traveled*. With more than 30 years of executive leadership experience, Tammy brings rare credibility, insight, and real-world perspective to every stage she steps onto. [Click here](#) for longer bio.



**Devin Ross**

*Policy and Engagement Director, North Carolina Community Health Center Association*

A community organizer in North Carolina for more than a decade, Devin has built powerful nonpartisan organizations, trained civic leaders, and guided high-stakes issue campaigns. Prior to joining NCCHCA in 2025, Devin supported campaigns that, in a single year, secured nearly \$11 million in public investment for affordable housing, rural transit, and behavioral health services. He now leads advocacy and leadership development strategies at NCCHCA that help community health centers build effective relationships with lawmakers and advance key policy priorities at the state and federal levels. [Click here](#) for longer bio.



**Susanne Schmal**

*School Health Partnerships and Policy Consultant, North Carolina Department of Public Instruction*

Susanne is a public health practitioner with more than 20 years in chronic disease prevention, wellness, and school health. She is part of the Healthy Schools team at the North Carolina Department of Public Instruction and works with North Carolina school districts, community partners, as well as state and national partners to support their policy and practice efforts to build on successes addressing the Whole School, Whole Community, Whole Child model. [Click here](#) for longer bio.

**Glen Schuster**

*President and Chief Executive Officer, VedaPointe*

As VedaPointe's president and CEO, Glen leads a team of analysts and technologists focused on the strategic use of data in healthcare and helping public-sector providers succeed in their payer relationships. He possesses more than 25 years of healthcare technology leadership, including over a decade as CTO of Centene Corporation—guiding the implementation of Medicare, Marketplace, and Medicaid in over 20 states. [Click here](#) for longer bio.

**Amy Smith**

*Executive Director, Women's Center of Wake County*

Experienced non-profit professional with more than 20 years of success in leading diverse teams at dynamic mission-driven organizations. Identifies opportunities for growth and in response crafts innovative approaches to fund development, strategic planning, and comprehensive staff work plans. [Click here](#) for longer bio.

**Suzanne Speer**

*Vice President, Workforce Development, Association of Clinicians for the Underserved*

Suzanne oversees the Association of Clinicians for the Underserved's National Training and Technical Assistance Partner (NTTAP), the STAR<sup>2</sup> Center. She works directly with community health centers, state Primary Care Associations (PCAs), and other NTTAPs across the nation, addressing important issues related to workforce. She has worked with community health centers since 2013, first by recruiting providers at the Virginia Community Healthcare Association. [Click here](#) for longer bio.

**Dr. Andrea Diaz Stransky**

*Assistant Professor of Psychiatry and Behavioral Sciences, Duke University School of Medicine*

Andrea's research has focused on childhood mental health spanning from genetics to neuroimaging and clinical trials. As an assistant professor in the Child & Family Mental Health & Community Psychiatry Division of Duke University School of Medicine, her main interest is developing interventions to overcome barriers to care among vulnerable populations in order to improve the mental health of children and their families. [Click here](#) for longer bio.

**William Thayer**

*Regional Account Manager, North Carolina Community Health Center Association*

William leads the regional implementation of the Care Management for High-Need model, aligning clinical operations with statewide healthcare transformation goals. He also supervises and mentors multidisciplinary care teams, including RNs and Community Health Workers, ensuring high performance, accountability, and professional growth. [Click here](#) for longer bio.

**Dr. Lisa Vendeland Ehrler**

*Director of Obstetrics, Gynecology and Women's Services, Perinatal Mental Health, Advance Community Health*

Dr. Vendeland Ehrler has a strong background in the foundations of building and directing women's healthcare programs, as well as providing support to physicians, counselors, and leaders facing both personal and occupational challenges in a consulting capacity. With 30 years of experience, she combines her unique qualifications into a leadership profile that delivers results in both the private and public sectors. [Click here](#) for longer bio.

**Madison Strickland***Counselor, Kintegra Health*

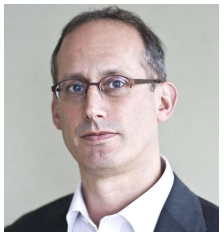
Madison is a Shelby-based licensed clinical mental health counselor (LCMHC) at Kintegra Health, a community-sponsored, family-centered provider of health care, health education, and preventive care services.

**Jordan Thiele***Senior Account Manager, MGMA*

As an account manager in Organizational Membership at MGMA, Jordan partners with organizational members to get the most out of their membership benefits and to increase awareness and utilization of MGMA's resources and tools. [Click here](#) for longer bio.

**Dr. Elizabeth Tilson***Executive Director, Nurture NC*

Dr. Tilson serves as the inaugural Executive Director of Nurture NC. She brings strong subject matter expertise in maternal and infant health along with deep experience in forging public private partnerships and advancing collaborative work across the state. She most recently served the state of North Carolina for almost eight years as State Health Director and Chief Medical Officer for the Department of Health and Human Services. [Click here](#) for longer bio.

**Steve Weingarten***Chief Executive Officer, Vital Health Care Capital*

Steve leads the V-Cap team with a passion for strengthening community-based healthcare through V-Cap's financial toolkit and resources. He previously led the SEIU Capital Development Group, which created double-bottom-line investment vehicles across multiple asset classes with a focus on healthcare and workforce impact, and provided financial and social impact analysis to U.S. and global investors. He also served as Industrial Development Director for the trade union UNITE. [Click here](#) for longer bio.



**Steve Weinman**

*Principal, FQHC Associates*

Steve has been actively involved in the national CHC movement since 1988. He brings extensive experience in board training, strategic planning, IT, grant writing, staff development, and a host of other services to CHCs and Primary Care Associations (PCAs) across the country. As a noted expert in topics including finance, operations, managed care, IT, and governance, he is particularly well known for his work with FQHC Medicare/Medicaid policy and strategy, the 340B Drug Program, and development of FQHC-focused integrated delivery systems. [Click here](#) for longer bio.



**Marcus Whitney**

*Venture Capitalist, Entrepreneur, and Best-Selling Author*

Marcus is a founding partner of Jumpstart Health Investors (JHI), America's most active early-stage healthcare venture capital firm. He leads Jumpstart Nova, JHI's institutional, strategic healthcare seed fund. He is an Aspen Health Innovators Fellow and serves on many boards, including the Healthcare Finance Management Association. He is also the author of the Amazon #1 bestselling book *Create and Orchestrate*, about claiming one's creative power through entrepreneurship. [Click here](#) for longer bio.



**Lakeisha Williams**

*Outreach and Enrollment Manager, Triad Adult & Pediatric Medicine*

Lakeisha is dedicated to expanding access to care and connecting underserved communities with the resources they need to thrive. Her work is rooted in advocacy, relationship building, and a deep commitment to improving community health outcomes. She previously empowered families of children with special needs as a Family Support Coordinator at The Centers for Exceptional Children. She also led the Stepping Stones program. [Click here](#) for longer bio.



**Greg Wilmot**

*Chief Executive Officer and Founder, PrimePoint Health*

Greg possesses more than 25 years of experience in the health care industry. He has led in multiple health sectors, including health insurance, hospitals, government and public health, and community health care. He is the CEO and founder of PrimePoint Health, which is a strategic healthcare consulting firm dedicated to driving transformative improvements in health organizations. [Click here](#) for longer bio.



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Office of Rural Health



**NORTH CAROLINA**  
**SCHOOL-BASED  
HEALTH ALLIANCE**  
Healthy Children, Healthy Teens, Healthy Schools