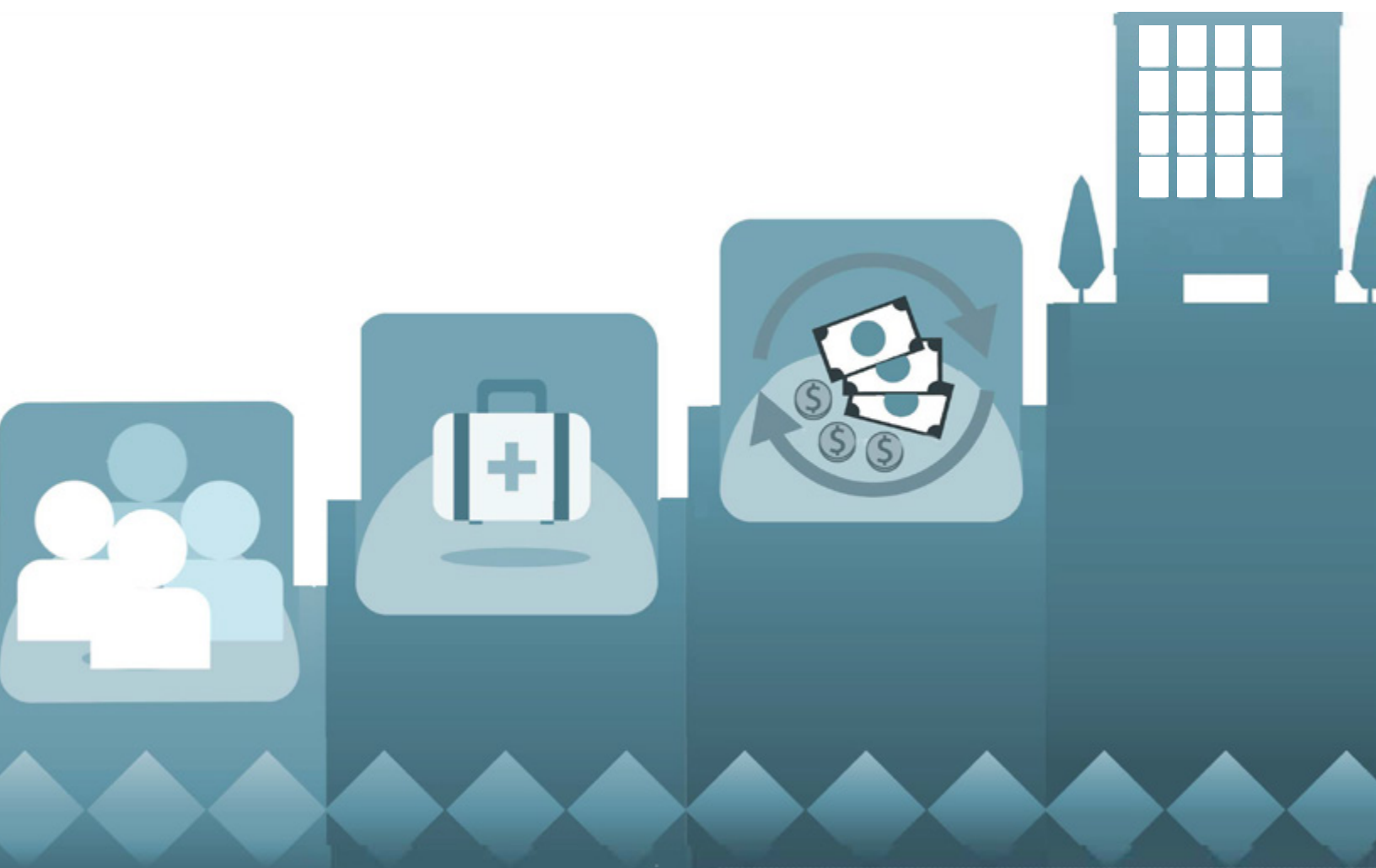


January 17 - 18, 2024

Introduction to the Health Center Program: Tools for Building and Enhancing Your Health Center



This program is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$6,625,000 with 39 percent financed with nongovernmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov).



NATIONAL ASSOCIATION OF
Community Health Centers®



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2024 TRAINING

Introduction to the Health Center Program: Tools for Building and Enhancing Your Health Center

This program has been
recommended for 10 CEU credits.

Delivery Method: Group Internet-
Based.

Program Level: Basic.

Prerequisites and or Pre Work:
None.

Duration of Training: Two Days.

Who Should Attend:

This training workshop is specifically
targeted to:

- Health Center Leadership New to the Health Center Program
- Existing Health Center Staff New to Their Leadership Role
- Organizations seeking 330-Funded or Look-Alike Status

To register online for this seminar, visit:
www.nachc.org and click Trainings &
Events. For questions or comments,
contact trainings@nachc.org or call (301)
347-0400.

Are you a health center leader looking for an in-depth orientation to the Health Center Program?

Join NACHC for its annual virtual training workshop: Introduction to the Health Center Program: Tools for Building and Enhancing Your Health Center.

This two-day event provides a comprehensive, nuts-and-bolts training for leaders and organizations seeking a true foundational course on the Health Center Program. This training workshop is specifically targeted to new, veteran, and future health center leaders seeking a foundational overview of HRSA's Health Center Program Requirements and promising practices.

Learning Objectives

As a result of this training, you will be able to:

- Outline HRSA's Health Center Program Requirements and key compliance pain points;
- Components of operating and financing a Federally Qualified Health Center; and
- Interact with health center industry experts/colleagues and learn what makes your health unique.

Faculty

- Representatives from the Bureau of Primary Health Care/ Health Resources & Services Administration.
- NACHC Subject Matter Experts.
- Current and Former Health Center Leaders, Board Members, and OSV Reviewers.

See Agenda for Full Details

Virtual Only • January 17-18, 2024

Please note: This event will take place LIVE in Eastern Time (ET).

Experience the online virtual platform, as well as NACHC's Online Resource Library at: conferences.nachc.org.

Login using your credentials (use the 'Forgot Password' function if unsure of your password), or reach out to our team at trainings@nachc.org to get login assistance.

Training Pricing Information

- Early Bird Registration Fee: \$650 if received by January 4, 2024.
- Regular Registration Fee: \$750 if received after January 4, 2024.

***Registration Cutoff Date (Last day to register online):
January 16, 2024.**

Introduction to the Health Center Program

Day 1: Wednesday, January 17, 2024 | HEALTH CENTER FOUNDATIONS

- 11:00 am - 11:30 am** **Welcome: Training Overview and Introduction**
Ted Henson, MS, Director, Health Center Growth & Development, NACHC
0.5 CEU
- 11:30 am - 12:30 pm** **Health Center Foundations: Introduction to HRSA's Health Center Program**
This broad overview of the Health Center Program will lay the foundation for the in-depth content you will receive throughout the two-day training, providing valuable background on what a health center is and how to become part of the Health Center Program. HRSA staff will also address your questions in an interactive Q&A.
Itege Bailey, Team Lead, Office of Policy and Program Development, Bureau of Primary Health Care, HRSA
Joanne Galindo, Team Lead, Office of Policy and Program Development, Bureau of Primary Health Care, HRSA
Julie Bawa, Deputy Director of Technical Assistance and Assessments, Office of Health Center Program Monitoring
Olivia Shockey, Expansion Division Director, Office of Policy and Program Development, Bureau of Primary Health Care, HRSA
1.0 CEU
- 12:30 pm - 1:00 pm** **Break**
- 1:00 pm - 2:15 pm** **Health Center Foundations: Continuous Compliance**
Continuous compliance with HRSA's expectations is central to the Health Center Program and critical to your health center's success. This session will provide an orientation to the Health Center Program Requirements and HRSA Compliance Manual. You will also learn what to expect during HRSA's operational site visit (OSV) and how to prepare for not just a successful OSV but a state of continuous compliance as well.
Jennifer Genua, CHCEF, Chief Executive Officer, Genua Consulting
1.25 CEU
- 2:15 pm - 2:30 pm** **Break**
- 2:30 pm - 3:30 pm** **Health Center Foundations: Needs Assessment and Strategic Planning**
Conducting a community needs assessment is an important compliance requirement, as is engaging in long-range strategic planning. This session will cover HRSA requirements, tools, and methods for conducting a comprehensive needs assessment; HRSA expectations around and fundamentals of strategic planning; and some ways you can use your needs assessment to inform the strategic planning process, decision-making around service delivery and scope, and more. You will leave this session more prepared to connect the needs of your community to your health center's overall strategy and operations.
Rachel Sacks, MPH, President, Leading Healthy Futures
1.0 CEU
- 3:30 pm - 3:45 pm** **Break**
- 3:45 pm - 4:45 pm** **Health Center Foundations: Scope of Project - Sites, Services, and Other Activities**
Your health center's scope of project defines what your health center does and what your approved budget can cover. This session will describe the five key elements of scope of project – sites, services, providers, service area, and target population—and provide strategies for determining your health center's scope. Specifically, this session will walk you through Forms 5A, 5B, and 5C, discuss changes in scope, and answer all your scope questions in an interactive Q&A session.
Jennifer Genua, CHCEF, Chief Executive Officer, Genua Consulting
1.0 CEU
- 4:45 pm - 5:00 pm** **Day 1 Wrap Up & Workbook Review**
Ted Henson, MS, Director, Health Center Growth & Development, NACHC
0.25 CEU
- 5:00 pm** **Adjourn**

Introduction to the Health Center Program

Day Two: Thursday, January 18, 2024 | HEALTH CENTER OPERATIONS, FINANCE, AND GOVERNANCE

- 11:00 am - 11:15 am** **Welcome: Training Overview and Introduction**
Ted Henson, MS, Director, Health Center Growth & Development, NACHC
0.25 CEU
- 11:15 am - 12:30 pm** **Health Center Operations: Building & Optimizing Your Health Center Team**
Ensuring you have the optimal team in position is crucial for effectively delivering your services, offering exceptional customer care, and achieving your organizational objectives. In this session, we will concentrate on the staffing aspects of your health center, with a particular emphasis on HRSA Compliance Manual sections related to staffing. During this session, we will delve into various factors to consider when assembling your essential management team, non-clinical personnel, and clinical staff. Topics will include staff composition, productivity, and diverse care team models. Furthermore, the session will provide insights into effective strategies for recruiting, retaining, and training your workforce.
Amanda Laramie, Chief Operating Officer, Process Redesigner and Trainer, Coleman Associates
1.25 CEU
- 12:30 pm - 1:00 pm** **Break**
- 1:00 pm - 2:00 pm** **Health Center Operations: Leveraging Data to Cultivate a Performance-Driven Culture**
Prepare to elevate your leadership skills and empower your Patient Care Teams with the essential ingredient: a focus on results! In this session, we will delve into the process of transforming your teams into dedicated mission-driven champions. We will explore techniques for measuring and enhancing performance, along with valuable training insights to establish and sustain a culture centered around achieving excellence. Uncover the pivotal performance metrics required for your healthcare center, leading you towards value-based care, recognition for quality achievements, and acknowledgment as a Patient-Centered Medical Home (PCMH).
Amanda Laramie, Chief Operating Officer, Process Redesigner and Trainer, Coleman Associates
1.0 CEU
- 2:00 pm - 2:15 pm** **Break**
- 2:15 pm - 3:15 pm** **Health Center Finance: An Introduction to Financial Program Requirements**
This training session will educate health center leaders on the compliance requirements on the sliding fee discount program, financial management and accounting systems, billing and collections, and budget. By the end of this session, health center leaders will be equipped with the necessary knowledge to ensure compliance with the sliding fee discount program, effectively manage financial systems, streamline billing and collections processes, and develop sound budgets that support organizational goals.
Gervean Williams, MS, MIT, Director, Health Center Finance Training, NACHC
1.0 CEU
- 3:15 pm - 3:30 pm** **Break**
- 3:30 pm - 4:45 pm** **Health Center Governance: An Introduction to Health Center Boards**
Governance is a fundamental and defining aspect of the Health Center Program. Health center boards are unique because federal law requires 51% of board members to be patients of the center, which helps the center be responsive to patient and community needs. This session will provide clarity about the roles and responsibilities of a health center board, describe characteristics of high-performing boards, and outline strategies for health center leadership and staff to partner successfully with their board.
Emily Heard, MA, Director, Health Center Governance, NACHC
Steven Sera, AAMS, Board Chair, MHC Healthcare
1.25 CEU
- 4:45 pm - 5:00 pm** **Day 2 Wrap Up & Workbook Review**
Ted Henson, MS, Director, Health Center Growth & Development, NACHC
0.25 CEU
- 5:00 pm** **Adjourn**

REGISTRATION FORM

Introduction to the Health Center Program: Tools for Building and Enhancing Your Health Center

PARTICIPANT INFORMATION

Name _____

Title _____

Email _____

Organization _____

Address _____

City, State _____ Zip _____

Phone (____) _____ Fax (____) _____

COST INFORMATION*

Introduction to the Health Center Program

Early Bird Registration \$650 per person (if received by January 4, 2024) \$ _____

Regular Registration \$750 per person (if received after January 4, 2024.) \$ _____

PAYMENT INFORMATION (Payment MUST be received with registration form.)

Check (payable to NACHC) MasterCard Visa American Express

Total amount enclosed: \$ _____

Card Number _____ Expiration Date _____

Print name as it appears on credit card _____

Cardholder's signature _____

Note: Registration is not final until NACHC confirmation is received. This may take up to two weeks from NACHC's receipt of REGISTRATION FORM. DO NOT mail after December 27, 2023 or fax your forms after January 10, 2024.



Introduction to the Health Center Program

January 17-18, 2024

Virtual Only

Three Ways to Register:

@ ELECTRONICALLY

Online registration is available. Go to www.nachc.org. Click Trainings & Events, find the date and name of the training and click "Register Now."

MAIL

Mail Registration to:
NACHC Meetings/Acct. Dept.
7501 Wisconsin Avenue
Suite 1100W
Bethesda, MD 20814

Mail registration by December 27, 2023.

FAX

Send registration form with credit card information to (301) 347-0457.

Fax registration by January 10, 2024.

NOTE: Registration forms will not be processed without payment.

NACHC CANCELLATION POLICY

All Cancellations must be in writing and must be received at NACHC on/ before **January 3, 2024**.

- Cancellations received on/before **January 3, 2024** will be assessed a \$100 processing fee.
- Cancellations received after **January 3, 2024** are not refundable.
- Cancellations after the conclusion of the training are non-refundable.
- Substitutions are encouraged.
- No Shows are non-refundable.

To cancel your reservation, please send a request in writing to trainings@nachc.org.