

Governance Series:
Internet-Based and Face to Face Group Training Sessions

COMPREHENSIVE BOARD TRAINING PROGRAM – Basic Level

PROGRAM CONTENT:

This is a uniquely interactive and industry-specific training for health center governing board members. We have developed a series of training sessions that provide a comprehensive overview of the responsibilities of the board as well as numerous time-saving tools to assist in the oversight of your health centers.

Our program allows participants to determine what their training needs are, and then tailor their program to specifically address those needs. As a board, you decide what courses you want and your timeline for completion! We prefer to have the first session be a face to face session with the board with a mix of internet-based and face to face sessions thereafter.

Community Link Consulting offers your group a tool for determining what the training needs are based on a pointed survey. Survey results are considered when creating a training program to ensure information is focused and effective.

The unique value of this board training opportunity is that you decide what training sessions you want and also how you want to structure your trainings. For \$2,500 you have access to a tailored training program that includes 12 hours of training time.

TRAINING SESSIONS:

Introduction to the Bureau of Primary Healthcare's Program Expectations (Program Information Notice (PIN) 98-23)
Governance component of PIN 98-23 - **The Structure**

Committee Structure – considerations and best practices
Health Center Chain of Command
Compliance Through an Effective Work Plan

Mission & Strategy component of PIN 98-23 - **The Context**

Determining the need in your community
Strategically responding to the need.
Evaluating how you are doing – Mission & Strategy
Updates on the Healthcare Environment

Clinical component of PIN 98-23 - **The Delivery of Services**

Service delivery models – considerations and best practices.
Health care planning – responding to the need you identified
Evaluating how you are doing – Clinically

Management & Finance component of PIN 98-23 - **The Evaluation & Support**

Management and staff structure – considerations and best practices
Management & financial systems – considerations and best practices
Determining if your facilities are adequate and appropriate to meet the identified need
Financial and Operational Management Oversight

TARGET AUDIENCE:

The target audience is health center board of director members.

COST: 12 hours of tailored board training for **\$2,500.**

LEARNING OBJECTIVES:

Understand the components of the program expectations.
Understand best practices as they relate to the components of the program expectations.
Understand the operating environment of the health center.

PREREQUISITES / ADVANCE PREPARATION:

None

How the program works:

1. We work with you to determine the components of your training program.

Either you decide which series you wish to attend, or you can use our survey and we will make suggestions based on the survey results.

2. We work with you to determine the timeline of your training program.

Examples of the timeline include, but are not limited to:

1 hour trainings monthly for one year.

3 hour trainings quarterly for one year

1 hour trainings every other month for two years.

2 hour trainings quarterly for 18 months.

PRESENTERS:

Joel Hughes, CEO

After eight years as the CFO for two community health centers, Joel started Community Link Consulting in 2001. In 2005-06 Joel worked to stabilize a new start Community Health Center as their CEO while maintaining his consulting service. Joel brings an expertise in the accounting/finance field and has the technical background needed to understand systems, including billing, accounting and operations. His experience in upper management and consulting has provided him the "big picture" view. This combination of technical expertise and organizational-wide experience enables him to work with all levels of staff and BOD, feeling the struggles and seeing the vision of the BOD and management while understanding the details of the day-to-day.

Kristal Albrecht, CPA

Kristal Albrecht joined Community Link Consulting in 2003. Her background includes over twelve years of experience in the financial operations arena, including a CFO for two community health centers, and six years of experience writing competitive grants for FQHCs and RHCs. Kristal has mastered a variety of software systems allowing her to quickly and effectively analyze information necessary in making strategic business decisions. The technical experience she brings to the team includes financial management and oversight, including maximization of patient revenue, and strong analytical abilities. Her interests lie in training and supporting management in their oversight of health centers.

Peter Theobald, MSW

Peter received his bachelors from the University of Iowa and a Masters in Social Work from Eastern Washington University. He has been working in Community Health Centers for 20 years, serving as a CEO for 5 years, an operations manager for 5 years, and interim CFO.

His expertise and experience are in planning, developing, and writing Community Health, Migrant Health, Behavioral Health, New Access Point, Expanded Capacity and Oral Health applications. His interests lie in Board Governance, Strategic Planning, and Non-Profit Board Training.

Quotes from Satisfied Clients

• The annual grant writing process has become much easier. Why shouldn't I spend a reasonable amount for a comprehensive job so I can focus on operations and not have to spend time worrying about the once-a-year grant writing process?

Satisfied Client

• I wouldn't think of having anyone else do my cost report.

Satisfied Client

• Thanks for your help. I could not have done this on my own.

Satisfied Client

• Now I understand what this business is about.

Satisfied Board Member

CONTACT A CONSULTANT TODAY:

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Our History

Joel Hughes, our CEO, has worked for a CPA firm and over the past 14 years he filled the roles of CEO and CFO for three non-profits.

He started Community Link Consulting in 2001 and the business has grown steadily since then. Our staff has a collection of broad experi-

ences in the financial and business world of Non-Profit Health Centers. Each individual makes a unique contribution to the company.

Some have expertise in grant writing or accounting, and others the bureaucratic application and regulations processes. All are very skilled and ready to work with you and your

non-profit to help achieve your goals in a timely and organized fashion. We work together to help you with practical, day-to-day development and application of business systems that will improve business performance.



Community
Link
Consulting



Community Link Consulting

Supporting the Management
of Community, Non-Profit
Organizations

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Can your mission be better achieved? Our variety of services can help all aspects of your organization run smoothly.



Our Company

- CLC's business is to provide backup for agencies that have too much to do or can't afford (or find) the full time technical skill set necessary to keep an agency running efficiently. In other words, our purpose is to help you fill in the gaps. We understand non-profits, are mission driven, yet understand your need for a profit margin. As the saying goes, no margin, no mission.
- CLC caters to each client's individual needs. We approach each project as a unique opportunity with its own set of variables. We understand the critical components that are part of the larger health center system building strategy, achieving hope and a sound financial position for our clients. Our approach has proven successful, as evidenced by a broad client base, including Community Health Centers, Rural Health Clinics, Federally Qualified Health Center (FQHC) Look-A-Likes, for-profit entities, Urban Indian Centers, and assisted living facilities.

Mission of Community Link Consulting:

To support the management of community non-profit organizations by helping to maximize their effectiveness and efficiency in compliance, management and financial systems. This in turn, allows them to provide quality services to their communities.

Our services include, but are not limited to:

- Grant Proposal Writing
- FQHC Look Alike Applications
- Financial Management Training
- Dashboard Reporting
- Systems Development
- AR Management
- Strategic Planning and Facilitating
- Cash Management Tools
- Finance Policy Work
- Budget Development
- FQHC/Residency
- Staff/Board of Director Education
- New Grantee Support
- Compliance Reporting
- Cost Reports, UDS, FSR, 272
- Business Analysis and Development
- Provider Incentive Plans
- Fee Schedule Review



*Comprehensive Non-Profit
Health Center Management
Consulting*

Why Outsourcing Makes Sense

- Many clinics feel they cannot economically justify a fulltime financial expert on staff. Consequently problems that arise either get delegated to whoever will tackle them or ignored completely. This situation is a tremendous drag on productivity. By making CLC part of your team, you instantly have available the same range of services provided by the financial departments in large organizations at a fraction of the cost of developing your own financial staff.
- If you do have in-house financial personnel, we can fill in the skill gaps they may have or simply assist during project implementations when your own staff has more to do than they can handle. Also, we can provide services best done by outsiders, such as compliance analysis and auditing.
- The health care environment is changing daily, requiring organizations to successfully manage their day-to-day operational activities while anticipating and effectively steering into the future to remain viable.
- Furthermore, the nature of funding for community health centers poses additional layers of complexity that the private sector can ignore. These complexities include the delivery of quality health care to *all* members of the community and dealing with stringent compliance requirements, all the while maintaining a financial margin so that operations can continue.