

New York State Center of Excellence for Family Planning  
& Reproductive Health Services Presents

# 2016 New York State Family Planning Provider Meeting



**NEW YORK STATE**  
Center of Excellence for Family Planning

A project of  **CAI**

Greetings New York State Family Planning Providers!

The New York State Center of Excellence for Family Planning and Reproductive Health Services (NYS COE) and the CAI (Cicatelli Associates, Inc.) team welcomes you to Albany and the Fourth Annual New York State Family Planning Provider Meeting.

This year's meeting will explore the day-to-day challenges that low-income individuals face, and the role that family planning provider agencies – through their clinic systems – play in both contributing to obstacles as well as removing barriers to access. Limited hours of operation, not taking walk-in or same-day appointments, and long wait and cycle times all translate to logistical barriers that some clients are not able to overcome. On the flip side, strong and streamlined clinic systems can assure a positive patient experience and increase the likelihood that a client receives needed family planning services and returns for follow-up care. This Provider Meeting will serve as a forum where family planning providers can share and consider systems-level strategies for serving and retaining low-income women, men, and adolescent clients.

As the NYS COE continues to support New York State Department of Health's family planning providers to serve individuals most in need of family planning services, its entire team is excited to see what strategies this innovative network will make use of. We also look forward to continuing to develop innovative capacity-building opportunities to support this critical work.

Thank you for your partnership, hard work, and dedication.

Sincerely,



Elizabeth Jones,

Director, New York State Center of Excellence for Family Planning and Reproductive Health Services

WELCOME



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# MEETING OVERVIEW

## Goal:

Engaging low-income and other priority populations into care for family planning services requires strategic approaches to outreach, community education, and community engagement. Equally important is the presence of strong clinic systems that ensure patient access and experience are optimal and that clients seek out and keep returning for care.

Building on the New York State Department of Health’s Serving Priority Populations initiative, which aims to identify and engage vulnerable populations, the 2016 New York State Family Planning Provider meeting will assist participants in exploring the barriers – specifically barriers created by internal clinic systems – that individuals at or below the Federal Poverty Level (FPL) face while attempting to access sexual and reproductive health services. Program Administrators and Clinical Leaders will have the opportunity to work together to strategize ways to address the needs of this priority population, and minimize barriers to care.

As a result of the 2016 New York State Family Planning Provider Meeting, participants will be able to:

- Recognize the unique sexual and reproductive health care needs of priority populations
- Examine the realities of New Yorkers living at or below the Federal Poverty Level (FPL)
- Explore how clinic systems can create additional barriers to access for low-income individuals
- Identify strategies family planning providers can utilize to identify, engage, and retain low-income women, men, and adolescent clients

# MEETING AGENDA

## Wednesday, June 15 - Day 1

<b>8:00am - 9:00am</b> East Gallery	<b>Registration</b>
<b>9:00am - 9:10am</b> Governor A	<b>Welcome</b> <i>Kristine Mesler</i> Director, Bureau of Women, Infant, and Adolescent Health New York State Department of Health
<b>9:10am - 9:30am</b> Governor A	<b>Where Are We At? Meeting the Family Planning Needs of Low-Income Populations</b> <i>Elizabeth Jones</i> Director, NYS Center of Excellence for Family Planning and Reproductive Health Services (NYS COE) CAI
<b>9:30am - 11:00am</b> Governor A	<b>What Poverty Looks Like in New York State</b> <i>Nathan Mandsager</i> Director, Schenectady Works / Schenectady Bridges <i>Dona Fragnoli</i> Coordinating Consultant Schenectady Bridges / Bridges Trainer <i>Chris Parsons</i> Director, ASPIRE Program City Mission of Schenectady / Bridges Trainer
<b>11:00am - 11:15am</b>	Break
<b>11:15am - 12:15pm</b> Governor A	<b>The Healthcare Needs of Vulnerable Populations</b> <i>David Johnson</i> Public Health Advisor, Office of Family Planning Office of Population Affairs (OPA)
<b>12:15pm - 1:15pm</b>	Lunch
<b>1:15pm - 3:30pm</b> Governor E	<b>Poverty Simulation</b> <i>Dietra Harvey</i> Community Resource Specialist Mohawk Valley Community Action Agency, Inc.
<b>3:30pm - 3:50pm</b>	Break
<b>3:50pm - 4:45pm</b> Governor A	<b>Discussion: Removing Logistical Barriers to Access for Priority Populations</b> <i>Michelle Gerka</i> Vice President, Community Health CAI
<b>4:45pm - 5:00pm</b> Governor A	<b>Day Wrap-Up</b>
<b>5:30pm - 7:00pm</b> Old Kelsey	<b>Networking Reception</b>

# MEETING AGENDA

## Thursday, June 16 - Day 2

AGENDA

<p><b>8:30am - 8:40am</b> Governor A</p>	<p><b>Welcome Back</b></p>
<p><b>8:40am - 9:25am</b> Governor A</p>	<p><b>Organizational Assessment: Clinic Systems</b> <i>Michelle Gerka</i> <i>Elizabeth Jones</i> NYS COE / CAI</p>
<p><b>9:25am - 9:45am</b> Governor A</p>	<p><b>Review of New York State Data and Reporting</b> <i>Eileen Shields</i> Research Scientist, Bureau of Women, Infant, and Adolescent Health New York State Department of Health</p>
<p><b>9:45am - 10:45am</b> Governor A</p>	<p><b>Serving Priority Populations and Maintaining a Healthy Payer Mix</b> <i>Leslie Tarr Laurie</i> Founder and Former President/CEO Tapestry Health</p>
<p><b>10:45am - 11:00am</b></p>	<p>Break</p>
<p><b>11:00am - 12:15pm</b> Governor A</p>	<p><b>Family Planning Provider Panel: Changing Clinic Systems to Increase Access</b> <i>Susan Billingham-Hamlet</i> Director of Family Planning Morris Heights Health Center <i>Ellen Lazarek</i> Collaboration Manager, Health Education Oswego County Opportunities <i>Christopher Spicer</i> Director, Special Projects and Strategic Collaborations Planned Parenthood of Central and Western New York <i>James Ryan</i> Clinical Chief, Obstetrics and Gynecology Harlem Hospital Center</p>
<p><b>12:15pm - 12:30pm</b></p>	<p><b>Closing and Evaluations</b></p>

## SPEAKER BIOGRAPHIES

**Susan Billinghamst-Hamlet** is a Physician Assistant and Director of Family Planning for Morris Heights

Health Center (MHHC). She received her BS in Science - Physician Assistant from Sophie Davis School of Biomedicine and her Master of Public Health degree from Columbia University Mailman School of Public Health. Ms. Billinghamst-Hamlet has been a practicing Physician Assistant for 25 years at both MHHC and Rikers Island.

She also has participated in several international medical missions to underserved areas, most recently providing services in Haiti. Ms. Billinghamst-Hamlet is a long-acting reversible contraception (LARC) master-trainer and is responsible for an initiative at MHHC focused upon increasing capacity to provide all clients with access to LARC services. In this role, she spearheaded the incorporation of sexual and reproductive health services into MHHC's medical model.

She is a Merck-certified Nexplanon trainer and has trained providers across the New York City on insertion. She also has been an adjunct Faculty at the Bronx-Lebanon's Physician Assistant program and Touro College's Physician Assistant program, and consults regularly with CAI.

**Dona Fragnoli** is the owner and founder of The Pebble Effect, LLC, a corporate training firm offering

customized, motivational trainings and presentations. After spending 9 years working for a nationwide provider of corporate trainers, Dona created her own consulting company and has enjoyed success working with non-profit and corporate clients. Dona is a nationally certified Bridges Out of Poverty Trainer. She has developed several trainings for The City Mission of Schenectady, The Roman Catholic Diocese of Albany, New York, Schenectady Metroplex, and many others. She currently is under contract with the City Mission of Schenectady as a coordinating consultant for their Bridges Out of Poverty trainings. She was recently featured on the cover of Healthy Life Magazine and is the host of The Pebble Effect radio show on WOPG, Albany. Dona and her husband recently celebrated their 29th wedding anniversary and are the joyful parents of 4 young adults. Her sincere and heartfelt desire is to help bring balance and peace to the lives of others through her trainings, seminars, and presentations.

**Michelle Gerka** is Vice President of Family and Community Education Programs at CAI. She has over 20

years of experience working in public health. Over this time, she has developed expertise in leadership development and stakeholder engagement and their role in supporting the implementation of population-based and systems-level approaches to health improvement.

A member of the Senior Management Team at CAI, Ms. Gerka also oversees CAI's curriculum and distance learning teams, providing vision for the translation of evidence-based and -informed practices into training curricula, training-of-trainer curricula, online learning modalities, and web-based tools. In addition to administering the NYS Center of Excellence for Family Planning and Reproductive Health Services (NYS COE), Ms. Gerka is the administrator and lead trainer for several other training and technical assistance projects funded by the New York State Department of Health, including the Center of Excellence for Health Systems for a Tobacco-Free NY and the New York State WIC Training Center.



## SPEAKER BIOGRAPHIES

In recent years, Ms. Gerka has worked with an interdisciplinary team at CAI to implement Learning Collaboratives, based on the Institute for Health Improvement's (IHI) Breakthrough Series Model, for the New York State WIC and NYS COE projects—work that has gained national recognition; developed and facilitated face-to-face trainings on evidence-based contraceptive counseling for health care providers across the nation; and supported the development of online modules on best practices in contraceptive counseling as part of a partnership with the Contraceptive CHOICE Project (funded by the Centers for Disease Control and Prevention, or CDC).

**Dietra Harvey** is an entrepreneur and community advocate, specializing in human services with a focus on participant empowerment; networking; advocacy; and training. Ms. Harvey's business, "Destiny Does Happen Event Planning and Management," offers customized workshop presentations, facilitation, and public speaking guidance. Ms. Harvey has worked in the human services field for more than 25 years, during which time she has developed an extensive background in the hospitality industry in the area of sales and marketing. She currently serves as the Community Resource Specialist for Mohawk Valley Community Action, Inc. In addition, Ms. Harvey serves by appointment as a Civil Service Commissioner for the City of Utica.

Ms. Harvey also serves her community via a host of affiliations and activities, some of which include: President of the Utica/Oneida County Branch of the NAACP; Board President of the YWCA Mohawk Valley; Vice President of the Mohawk Valley Latino Association; Chaplin for the Mohawk Valley Frontiers Club; First District Director of Frontiers International; and Vice President City of Utica Youth Advisory Board. Ms. Harvey also serves on a host of committees supporting agencies and organizations in various capacities.

**David Johnson** is a Public Health Advisor at the Office of Family Planning in the Office of Population Affairs (OPA), U.S. Department of Health and Human Services (DHHS), and currently is on a temporary assignment to the Office of the Assistant Secretary for Health (OASH) Region II office in New York City. Mr. Johnson currently is responsible for developing, executing, and reconciling the budget as well overseeing the administrative operations for OPA.

He is responsible for the program management of several National grant programs administered as part of the national Title X Family Planning Program, and is the OPA lead on all initiatives focusing on the integration and positive involvement of males in family planning and reproductive health programs and services. Additional responsibilities include working with OPA staff on other administrative, fiscal, and policy obligations. Mr. Johnson has worked in the Office of Family Planning since January 2004.

Prior to working in the Office of Family Planning, Mr. Johnson served as a Public Health Analyst at the Office of HIV/AIDS Policy's The Leadership Campaign on AIDS and the Office of Global Health Affairs, both within DHHS. Mr. Johnson received his BA Degree in Psychology from the University of Virginia and a Master of Public Health in Global Health Promotion from the George Washington University, School of Public Health and Health Services. He is a recent graduate of the DHHS Emerging Leaders Program.

## SPEAKER BIOGRAPHIES

**Elizabeth Jones** is the Director of Health Systems Improvement and a Senior Technical Advisor at CAI.

Ms. Jones has overseen the New York State Center of Excellence for Family Planning and Reproductive Health Services since 2011, a role that combines her expertise in sexual and reproductive health, health policy, and health systems improvement.

Her work providing healthcare providers with training and capacity-building assistance on remaining sustainable as the healthcare landscape extends to additional local, state, and federal CAI projects, including the New York State Center of Excellence for Health Systems Improvement for a Tobacco-Free New York; and the training component for the New York City School-Based Health Center Reproductive Health Project. Prior to joining CAI, Ms. Jones worked at the New York City Department of Health and Mental Hygiene, the nation's oldest and largest local health department, where she oversaw special project aimed at increasing access to reproductive health services.

Elizabeth holds her Masters degree in Health Policy and Management from New York University, and her BA from Claremont McKenna College in California.

**Ellen Lazarek** has worked for Oswego County Opportunities for 16 years on multiple projects, serving

diverse populations including: pregnant/parenting youth and runaway/homeless youth. She has spent the last 6 years with Health Education working on HIV prevention, education, teen pregnancy prevention, reproductive health, youth development, and peer leadership development.

Ellen is passionate about youth development and has been involved in county-wide training as a facilitator on the Oswego County Positive Youth Development team. Ellen also is active in her community as part of the Oswego PRIDE Committee planning and working on the annual Oswego County Pride Parade Festival.

**Nathan Mandsager** currently serves as the Director of Schenectady Works and Schenectady Bridges

based out of the City Mission of Schenectady, managing programs aimed at empowering employment by focusing on retention and productivity while supporting individuals in workforce preparation and career advancement. After completing the FEMA Disaster Management & Coordination Training, Nathan directed the Flood Recovery Coalition for Schenectady County after Hurricane Irene. His work history includes serving as an associate pastor for ten years, co-founding the Haven Family Center, and working as an elementary teacher.

Nathan earned his BA in World History at the University at Albany, graduating with honors. He went on to study Missional Leadership at The Resurgence Training Center in Seattle, WA, earning his MA in 2011. Nathan's leadership has been recognized as a recipient of The Schenectady Foundation's Community Hero Award (2014); the Chamber of Commerce's Good News Award (2012); and the Albany Business Review's 40 Under 40 selection (2015).

When not working, Nathan enjoys spending time with his wife, Pam, and two children, Zak and Grayce. He also appreciates a dark, steaming cup of good coffee.

## SPEAKER BIOGRAPHIES

**Kristine Mesler** serves as the Director of the New York State Department of Health’s Bureau of Women,

Infant and Adolescent Health. Ms. Mesler has a wealth of on-the-ground and programmatic experience in the field of maternal and child health.

She first worked as a public health nurse and then a delivery room nurse before joining the New York State Department of Health. During her tenure, Ms. Mesler has been responsible for incorporating evidence-based program strategies into the Department’s adolescent pregnancy prevention efforts.

More recently, in her role as Bureau Director, Ms. Mesler has spearheaded efforts to align all Bureau of Women, Infant and Adolescent Health programs around a core set of outcomes: increased intendedness of pregnancy, improved birth outcomes, and improved interpersonal relationships.

Ms. Mesler graduated from the State University of New York at Albany with a B.S. in Nursing, and completed a Master’s of Public Administration from Rockefeller College of Public Affairs and Policy.

**Christine Parsons** has served at the City Mission of Schenectady since 1996, serving as the Director of both

Serenity House (a 7-bed shelter for women) and the Family Life Center (a 38-bed residential discipleship program). She currently serves as the Bridges Trainer at the Mission.

Ms. Parsons holds a MS in Health Services Administration from Sage College School of Professional Development in Albany, New York, and a BS in Missiology from Nyack College in Nyack, New York. As a nationally certified Bridges trainer, Chris delivers Bridges Out of Poverty trainings to businesses, schools, community organizations, and churches throughout the Capital District area. She has presented at the National Bridges Out of Poverty Conference, as well as the National Family Development Conference.

Ms. Parsons also is a Getting Ahead in a Just Getting by World facilitator, and trains other individuals throughout the Schenectady community on how to facilitate the Getting Ahead curriculum. During her tenure at the City Mission of Schenectady, Ms. Parsons has demonstrated her desire for continuous personal and professional development by attending and completing training such as Brief Counseling Interventions, Counselor Staff Wellness, Heroin Treatment and Relapse, and Motivational Interviewing. Chris received her Family Development Credential and Family Development Leadership Credential from Cornell University in Ithaca, New York.

**James Ryan, MD**, is a practicing OB/GYN physician and the Clinical Director of Women’s Health and

Family Planning Services at the Ronald H. Brown Ambulatory Pavilion at the Harlem Hospital Center. In this capacity, he manages multidisciplinary teams in formulating and implementing care and treatment plans.

Dr. Ryan has been practicing at the Harlem Hospital Center for over 15 years. Prior to his work at Harlem Hospital, Dr. Ryan worked at the St. Luke-Roosevelt Hospital for over four years. Dr. Ryan’s focus areas include HIV disease in pregnancy, colposcopic evaluation of cervical pathology, and family planning education. Dr. Ryan serves as a preceptor to medical residents, physician assistants, and nurse practitioners in providing optimal quality care, including examination and assessment to obstetrical and gynecological patients.

## SPEAKER BIOGRAPHIES

In addition, Dr. Ryan has served as an instructor of Clinical OB/GYN at Columbia College of Physicians & Surgeons for over 10 years. Dr. Ryan completed his residency at the Maryland General Hospital, where he served as Chief Resident.

He graduated from the Autonomous University of Guadalajara School of Medicine, and is a graduate of Providence College.

**Eileen Shields** has been employed as a data manager and researcher in various arenas of

Eileen Shields has been employed as a data manager and researcher in various arenas of the New York State Department of Health for more than 25 years. In her current position as director of the Bureau of Women, Infant, and Adolescents Health's Data Analysis, Research and Surveillance Unit, Eileen is responsible for overseeing a number of maternal and child health data systems and related analysis, research, and surveillance activities.

Among these is the NYS Family Planning Data Management and Information System (FPP DMIS), which is "affectionately" known to all of you as "the Ahlers system." In this capacity, Eileen has the pleasure of working closely with Vicki VanHoesen and the NYS Reproductive Health and Family Planning Program management staff (Theresa Nichols, Karen Hopkins, Nicole Cunningham, and most recently Fran Mazzariello); the NYS Center of Excellence for Family Planning and Reproductive Health Services team (Michelle Gerka, Elizabeth Jones, Lindsay Senter, and most recently Vanessa Arenas and Julia Sheed); the entire Ahlers team; as well as you all, in helping to ensure that clinic visit record (CVR) data are of sufficiently high quality to ensure accurate assessment of this important program's efforts at meeting New York State and federal Title X service requirements and objectives among the populations targeted as being most in need throughout New York State.

**Christopher Spicer** currently is working as the Director of Special Projects and Strategic Collaborations

at Planned Parenthood of Central and Western New York and also serves as a part-time faculty member at the University at Buffalo's Graduate School of Social Work.

He is in his 19th year with Planned Parenthood and has served the organization in many capacities through Education, Grants Management and External Affairs. In addition, Mr. Spicer is the lead at his organization for DSRIP Coordination (NYS Medicaid reform).

He serves on the Board of SNAPCAP (Safety Net Association of Primary Care Affiliated Providers) and the AIDS Network of WNY. One of the many projects he has been working, the Say Yes to Education Primary Care Workgroup Mobile Unit Project, includes a collaboration between the Buffalo Public Schools, Say Yes to Education, Planned Parenthood, area federally qualified health centers, and local foundations to bring primary care, dental, vision, and family planning services to youth at schools through the shared use of a fleet of mobile health centers.

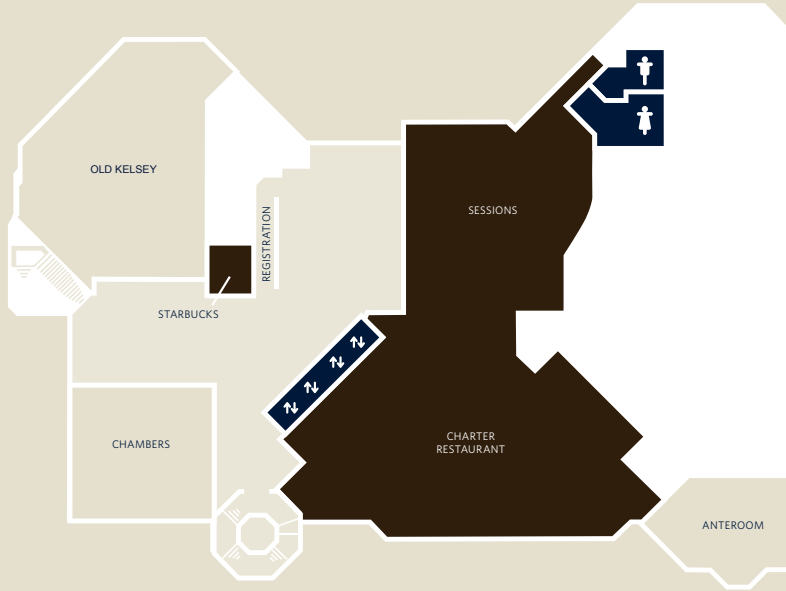
## SPEAKER BIOGRAPHIES

**Leslie Tarr Laurie MS**, was the President, CEO, and founder of Tapestry Health, a Title X-funded provider, high-quality, affordable, confidential health services. Under her leadership, spanning from the establishment of Tapestry Health in 1973 to 2014, more than 100,000 people were served in the 3,000-square-mile region of western Massachusetts.

Throughout its existence, Tapestry Health has remained the only non-profit organization in the region to offer family planning and reproductive health care to marginalized individuals, such as young people, women living in poverty, recent immigrants, uninsured and underinsured persons, injection drug users, the homeless, and men and women with HIV/AIDS, regardless of their ability to pay.

Ms. Tarr Laurie has served as the president of the National Family Planning & Reproductive Health Association (NFPRHA) and the chair of the Massachusetts Family Planning Association. In addition, Ms. Tarr Laurie served for many years as the Governor's appointee to the Massachusetts Commission on the Status of Women. Ms. Laurie earned her MS from Columbia University and her BA from Chatham College.

LOBBY LEVEL



EVENT LEVEL



KEY

- Public Areas
- Amenities
- Fitness Center
- Meeting/Conference Rooms
- Food & Beverages
- ↑  
 ↓  
Elevators

PATIO LEVEL



# NEARBY RESTAURANTS

## Nearby Restaurants

- The Capital American Eatery & Lounge  
American, Italian  
55 North Pearl Street
- Charters Restaurant  
American  
Hilton Albany, 40 Lodge Street
- Cider Belly Donuts  
Donuts, Coffee  
25 North Pearl Street
- City Beer Hall  
American (New), Pub Fare  
42 Howard Street
- Dunkin' Donuts  
Coffee, Donuts  
39 North Pearl Street
- The Hollow Bar + Kitchen  
American (New), Pub Fare, Vegetarian  
79 North Pearl Street
- Jonathan's Pizza  
Pizza, Pub Fare  
31 North Pearl Street
- Pearl Street Diner  
Diner, Greek  
40 North Pearl Street
- The Pearl Street Pub  
Pub Fare, Pizza, Sandwiches  
57 North Pearl Street
- Sandwiches to Go  
Sandwiches  
37 Maiden Lane
- Soho Wraps & Salads  
Sandwiches, Salads  
11 South Pearl Street
- Starbucks  
Coffee, Sandwiches  
10 North Pearl Street
- Subway  
Sandwiches  
1 North Pearl Street

# ATTENDEE LIST

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# ATTENDEE LIST

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