



# New York State Family Planning Program Provider Meeting

*Package of Materials for NYSDOH Approval*

## Overview

In May 2024, the New York State Family Planning Program will convene for 1.5 days of programming for the **New York State Family Planning Program (NYS FPP) Provider Meeting**. The theme of the meeting is ***Going Further Together***. The meeting is facilitated by the New York State Family Planning Training Center (NYSFPTC), managed by JSI Research & Training Institute, Inc., in close collaboration with representatives of the New York State Department of Health (NYSDOH) Comprehensive Family Planning and Reproductive Health Care Services Program.

## Meeting Objectives

The 2024 NYS FPP Provider Meeting will convene staff working in NYS FPP-funded agencies to increase their knowledge, skills, and capacity to provide comprehensive family planning services. The objectives for this meeting are to:

- Energize NYS FPP staff around the mission of providing high-quality, equitable family planning services to clients
- Strengthen professional support systems
- Increase NYS FPP agency staff awareness of NYSDOH priorities for the NYS FPP, and how each organization contributes to broader NYSDOH goals
- Identify strategies for enhancing the quality, accessibility, and equity of family planning services

## Logistics

- **Date:** May 7-8 (Tuesday full day 8:30-4:30, Wednesday half day 8:30-1:00)
- **Location:** Marriott Albany, 189 Wolf Rd, Albany, NY 12205

## Who will attend

- Between 2-3 people per NYS FPP-funded agency plus speakers, NYSDOH, and NYSFPTC staff for a total of approximately 150 attendees
- Sessions are designed for NYS FPP program managers, administrators, clinic managers, clinical leadership, and health educators and outreach staff.



## Meeting Agenda

Tuesday, May 7 | 8:30 am - 4:30 pm

**Note:** Following the agenda outline, we provide additional information about sessions (including description, learning objectives, speaker affiliation, and bios) for those sessions facilitated by speakers external to the NYSDOH and/or NYSFPTC.

Time	Activity
8:30-9:30	<b>Registration and welcome activities with NYSDOH and NYSFPTC</b> Meeting registration, followed by a working session for program participants to meet NYSDOH program managers, NYSDOH staff, and NYSFPTC staff and participate in a welcome activity (meet & greet, poll questions to inform meeting agenda). NYSDOH and the Training Center will each provide a brief welcome to the meeting. Coffee and light breakfast provided.
9:30-10:30	<b>Reflecting on where we've been: successes of the NYS FPP</b> <i>Speakers: NYSDOH FPP Program Staff</i> Presentation of 2023 NYS FPP data highlights followed by small group roundtable discussion to reflect on the data.
10:30-10:45	<b>Break</b>
10:45-1:45	<b>From Job Description to Performance Appraisal: Staff Retention at Every Stage of the Employee Experience</b> <i>Speaker: Dr. Julie Rennecker, Syzygy Strategies</i> Presentation of evidence-informed strategies and resources for improving staff satisfaction and retention followed by small group roundtable discussion and activity during working lunch (provided) to develop an action plan based on learnings. <i>Additional session details below.</i>
1:45-3:15	<b>Skill-building breakout sessions - Additional session details below</b> <ul style="list-style-type: none"><li>● Breakout session 1. Maximizing your project promotion: Learning how to expand your reach and deepen your impact</li><li>● Breakout session 2. Ensuring access, quality, and equity through increased clinic efficiency and optimized clinic flow</li><li>● Breakout session 3. Increasing linkages between sexual and reproductive health and substance use service settings: A toolkit for practitioners</li></ul>
3:15-3:30	<b>Break</b>



3:30-4:15	<p><b>Roundtable networking</b> 45 minute informal, lightly-facilitated roundtable discussion about common grant process challenges (data reporting, CPEP, program policies, I&amp;E, etc.) <i>Co-Facilitators: NYSFPTC staff, NYSDOH staff, and meeting participants</i></p> <p><b>Clinical advisory group meeting</b> (Breakout meeting room) <i>Speaker: Dr. Shaunna Escobar, Title X Medical Director, NYSDOH</i> Meeting of NYS FPP agency clinical leadership to discuss challenges, opportunities, and successes around delivering clinical family planning care.</p>
4:15-4:30	<b>Brief closing remarks</b>

## Plenary Session Details - Tuesday, May 7 10:45-1:45

### From Job Description to Performance Appraisal: Staff Retention at Every Stage of the Employee Experience

#### Session Description

Staff retention is a persistent agency challenge. Too often, though, investments in staff retention are made too late in the employment journey to have impact. In this workshop, we'll look at staff retention at every stage of the employee journey, beginning with job descriptions and the hiring process through performance appraisal and staff development. Participants will begin by assessing their own agency's performance at each stage. Then through a series of exchanges with fellow participants from other agencies to build on what IS working today, participants will identify opportunities to reinvent the employee experience at their own agency. The workshop will conclude with translating these ideas into action plans. Participants will leave the session with 30-60-90 and 180-day action items on their calendar for making immediate improvements in staff retention. Get ready to do something different!

#### Learning Objectives

After completing this session, participants will be able to:

- Explain the value of a comprehensive approach to staff retention.
- Articulate at least one factor impacting retention at each stage of the employment experience.
- Recognize beliefs and assumptions that have limited their action options.
- Identify at least 3 ways to reinvent their employees' experience to increase staff retention.

#### Speaker

Julie Rennecker, PhD, CEO & Chief Catalyst of Syzygy Teams



### **Speaker Bio**

Julie Rennecker, CEO & Chief Catalyst of Syzygy Teams, is a scholar-practitioner specializing in talent optimization and management strategies to improve productivity, innovation, and employee well-being. She began her career as a nurse, then earned a doctorate in Organizational Behavior from MIT's Sloan School of Management. After a stint on the faculty of Case Western Reserve University where she taught management communication and change leadership in the MBA and Executive Education programs, she returned to the real world to help healthcare and technology leaders build effective, resilient, human-friendly organizations. She has been a frequent speaker at Society of Human Resource Management (SHRM) meetings, online and in-person workshops facilitated by the Reproductive Health National Training Center (RHNTC), and various HR and technology conferences.

## **Breakout Session Details - Tuesday, May 7 1:45-3:15**

**Breakout session 1. Maximizing your project promotion: Learning how to expand your reach and deepen your impact**

### **Session Description**

Effective project promotion is an invaluable tool for elevating your impact. In this session, participants will have the opportunity to self-assess your organization's existing project promotion activities in 5 key areas: Setting Goals, Understanding Your Priority Audiences, Selecting Project Promotion Channels, Developing Engaging Content, and Evaluating Your Activities. Then, you'll learn how you can use the Reproductive Health National Training Center (RHNTC) Title X Project Promotion Toolkit to help you enhance your project promotion in those areas. Finally, you will hear from other health organizations on what lessons they've learned when it comes to enhancing their own project promotion activities.

### **Learning Objectives**

By end of the session participants will be able to

- Identify the areas of your project promotion activities that you most need to improve or prioritize.
- Understand how to use the [RHNTC Title X Project Promotion toolkit](#) as a resource to help you enhance your project promotion activities.
- Come away with 1 or 2 doable action items that will allow you to enhance your project promotion activities right away.

### **Speaker**

Catherine Alonzo, CEO, Javelina

### **Speaker Bio**

Catherine Alonzo is a business leader, consultant, podcast host and public speaker who works with individuals and organizations to create kinder, more equitable communities. She is CEO and founding



partner of Javelina, a leading branding and marketing agency that helps organizations that are creating equity in their communities develop and elevate their powerful stories. Catherine combines her political background (having served on the teams that raised the Arizona minimum wage in 2016, as well as having elected candidates up and down the ballot) with her passion for storytelling for change. Catherine is proud to support organizations on the frontlines of social change, and has been a part of efforts tackling critical issues such as reproductive health, transportation and infrastructure, housing and homelessness, education access, and more. She has been recognized for her business leadership by the Greater Phoenix Chamber of Commerce, Arizona Business Magazine, Arizona Big Media, and the Phoenix Business Journal. Originally from the UK, Catherine lives in Phoenix with her husband Ruben, who shares her love of bunnies, travel, and Yahtzee.

## **Breakout session 2.** Ensuring access, quality, and equity through increased clinic efficiency and optimized clinic flow

### **Session Description**

This session will explore the impact of clinic efficiency on access, quality, and equity, within sexual and reproductive health service sites. It will provide insights into evidence-informed strategies for enhancing clinic flow, optimizing efficiency, and elevating the overall patient experience. Participants will engage in small group activities, share experiences across agencies, and identify actionable items to implement upon their return to respective sites.

### **Learning objectives**

By end of the session participants will be able to

- Describe the impact of clinic efficiency on access, quality, and equity at sexual and reproductive health service sites.
- Describe at least two principles for optimizing clinic flow.
- List at least three strategies to improve clinic systems and increase efficiency.

### **Speakers**

Jennifer Kawatu, RN MPH, Clinical Training Consultant, JSI Research & Training Institute, Inc.  
Bemi Oworu MPH, Training Consultant, JSI Research & Training Institute, Inc.

### **Speaker Bios**

Jennifer Kawatu, RN, MPH has almost twenty years of experience developing and delivering training and technical assistance for sexual and reproductive health providers. She combines her background in nursing and public health to provide training and technical assistance with a particular focus on using proven, data-driven approaches to advancing equity, access, and quality of services. Specifically, she has led three successful national learning collaboratives on clinic efficiency. She serves as the Office on Women's Health Team Lead for the Reproductive Health National Training Center (RHNTC). Outside of



work Jennifer is a mother who likes to spend time reading, hiking, cooking, and getting into good trouble.

Oyegbemisola (Bemi) Oworu, MPH is a public health professional specializing in reproductive, maternal, and child health. With a background working as a Title X grantee liaison for the Florida Department of Health, she played a pivotal role in providing performance improvement and monitoring to Title X clinics statewide. Currently she serves on the Reproductive Health National Training Center (RHNTC) Title X and Office on Women's Health teams. In her role at the RHNTC, she is a liaison for grantees, offering valuable training and technical assistance to the network. and contributes significantly to the development of resources for both the Title X and Office on Women's Health teams. When she's not working you can find Bemi tucked into a good book, refining her newly acquired baking skills, or enjoying cooking and traveling.

### **Breakout session 3.** Increasing linkages between sexual and reproductive health and substance use service settings: A toolkit for practitioners

#### **Session Description**

Public Health Solutions' Partnership to Advance Integrated Referrals (PAIR) project aimed to improve linkages between sexual and reproductive (SRH) and substance use (SU) providers to better meet the SRH and SU needs of persons capable of pregnancy through a Quality Improvement Learning Collaborative. The project's final product was the development of a toolkit for practitioners to disseminate the project's work, enabling SRH and SU service settings to carry out similar improvement efforts. This session will describe the PAIR project, review the toolkit, and allow time for participants to begin planning for improvement work in their own clinical settings.

#### **Learning Objectives**

By the end of this session, participants will be able to

- Discuss a novel approach to advance referral partnerships between SRH and SU service settings.
- Identify at least one way to use the toolkit to improve screening practices for SRH/SU needs and build partnership relationships.
- Draft a plan to initiate the first module of the toolkit (preparing for Quality Improvement work) in their clinical setting.

#### **Speakers**

Dayana Bermudez, Program Manager, Public Health Solutions

Leah Hargarten, MPH, Quality Improvement Specialist, Public Health Solutions



### Speaker Bios

Dayana Bermudez (she/her/ella) is a Program Manager in the Healthcare-Community Partnerships (HCP) – Capacity Building Team in Public Health Solutions (PHS). She has been with PHS for 11 years, starting as a Research Assistant for the Research and Evaluation Unit. Her work for the HCP Capacity Building Team included managing the Partnership to Advance Integrated Referrals (PAIR) project. Currently she supports the management of PHS' Title X Program in addition to supporting the team with trainings, presentations, and the implementation of other projects.

Leah Hargarten, MPH (she/her) is a quality improvement and public health professional. She received a Masters in Public Health from Columbia University's Mailman School of Public Health. She is passionate about sexual and reproductive health and justice and using quality improvement and data to create a more equitable healthcare system. As the Quality Improvement and Evaluation Manager on PHS's Healthcare Community Partnerships Capacity Building Team, Leah supports various health centers in their quality improvement projects related to SRH and other health topics.

### Wednesday, May 8 | 8:30 am - 1:00 pm

Time	Activity
8:30-9:30	<b>Welcoming remarks and clinical update</b> Working session for program participants to prepare for the day; review the agenda; network with NYSDOH program manager, NYSDOH staff, and NYSFPTC staff; and respond to polling questions to inform meeting agenda/activities. Then, participants will be welcomed with a Clinical Update, a presentation by NYSDOH staff to share current clinical issues facing the field. Coffee and breakfast provided. <i>Speaker: Dr. Shaunna Escobar, Title X Medical Director, NYSDOH</i>
9:30-9:45	<b>Break</b>
9:45-10:45	<b>Working strategy sessions by provider agency type</b> Strategy-focused working session with providers of the same agency type to reflect on current challenges and promising practices. Sessions will be informal and co-facilitated by Training Center and NYS FPP agency staff. <ul style="list-style-type: none"><li>• Standalone (n=4 agencies)/PP (5)/Teen (2) will stay in main room and use small round tables</li><li>• Breakout Room 1 - FQHC (9-11)</li><li>• Breakout Room 2 - Hospital (10)</li><li>• Breakout Room 3 - Health Dept (6)</li></ul>
10:45-11:00	<b>Break</b>



11:00-11:45	<p><b>Looking forward: What does the next few years hold for family planning?</b> <b>A panel discussion</b></p> <p>3 representatives from a range of FPP programs will share their perspectives on where family planning has been and where it is going next. Confirmed panelists include: Dr. Angela Diaz, Mt. Sinai Adolescent Health Center and Debra Marcus, Family Planning of South Central New York.</p> <p>Questions for discussion:</p> <ol style="list-style-type: none"><li>1. Looking back on the past 10 years, what has been the most impactful advancement in the field of family planning, reproductive health, and adolescent health?</li><li>2. What brings you the most pride when you think about the work of the Family Planning Program?</li><li>3. Looking ahead, what do you see as the field's biggest challenge(s) to face in the 3, 5, 10 years ahead?</li><li>4. What do you see as the greatest opportunity for the Family Planning Program?</li><li>5. Working in this field can be both incredibly challenging and rewarding. What continues to motivate you to do this work?</li></ol>
11:45-12:30	<p><b>Taking it all in: what are your commitments?</b></p> <p>Facilitated working session where teams will reflect on two days of discussion, prepare what they will bring back to their colleagues, and complete a "takeaways" worksheet together where they commit to action following the meeting. Lunch provided.</p>
12:30-1:00	<p><b>Closing and evaluation</b></p>