Continuing Education and Professional Development

Providing opportunities for professional growth within effective organizations:

- **Distance Learning** program of live and archived webcasts and teleconferences
  - Includes a **Distance Learning Library** of handouts and related materials from past CHAMPS events, plus links to **Other Online Learning Resources**
- **Annual Primary Care Conference** addressing Workforce/Human Resources, Clinicians, Operations, Finance, Governance, Policy, and more
- **Leadership Learning Opportunities** for current and emerging CHC leaders and managers
- Archived trainings that can be borrowed through the CHAMPS **Lending Library**, and additional **Electronic Media** that can be purchased or borrowed
- Online **Calendar of Events** detailing regional and national conferences and trainings relevant to community health

Resources for Job Seekers

Helping highly-qualified candidates find community health careers:

- Searchable **Job Opportunities Bank (JOB)** of open positions in Region VIII CHCs; CHAMPS advertises these openings at career fairs and conferences
- Details about the **Advantages of Working in a CHC** plus **Testimonials Video**
- In-depth information **About Health Centers**
- Links to other regional and national **Recruitment & Retention Resources**

Resources for CHC Staff and BOD Members

Ensuring CHCs recruit, train, and retain the personnel required to maintain high-quality and effective organizations:

- Discounted HR-related products through the **Region VIII Health Center Preferred Pricing Program (PPP) for Employment Screening Services**
- A robust selection of online **Recruitment and Retention Resources** including:
  - Job seeking resources as listed above, plus
  - Recruitment-related information about **HPSAs and MUAs**, **CHC-Related Federal & State Programs**, **Physician Recruitment FAQs**, **Sample Job Descriptions**, and a **Physician Recruitment Plan**
  - Materials to help centers successfully **Orient New Staff** and **Retain Highly Qualified and Motivated Staff**
  - Support of workforce training partnerships through the **Education Health Center Initiative (EHCI)**
- Additional **Community Health Center Board Resources** to support strong and effective governance
- Additional **Clinical Resources** including provider training resources, clinical products, and provider and patient reference materials
- Additional **Cross-Disciplinary Resources** addressing special populations, cultural competency, and clinic operations (including QI/PCMH, HIT, and MU)
**CHAMPS’ WORKFORCE DEVELOPMENT INITIATIVES**

**Trends and Statistics**
*Increasing awareness of workforce trends to guide recruitment and retention (R&R) policies:*

- Targeted Region VIII CHC Staff Recruitment and Retention Surveys identifying ways to attract and keep talented professionals
- Biennial assessment of salary, benefits, turnover, and vacancy statistics via the Region VIII Health Center Salary Survey Report
- Two salary survey companion reports with additional workforce-related metrics: Region VIII Health Center Clinical Staffing Report and Region VIII Health Center Medical/Dental Provider Productivity Expectations Report
- Annual analysis of recruitment efforts and fill rates via the Region VIII Job Opportunities Bank (JOB) Data Comparison Report
- Annual Region VIII UDS Summary including staffing, productivity, and tenure trends
- Links to Other R&R Surveys and Data relating to health and health centers

**Peer Support**
*Encouraging successful careers by providing venues for discussion between colleagues:*

- Networking with peers during Roundtable Sessions at the Annual Primary Care Conference for Boards of Directors, Chief Executive Officers, Chief Financial Officers, and Operations, Human Resources, Clinical, and Outreach & Enrollment staff
- Region VIII CHC clinicians are part of the Mountain/Plains Clinical Network (MPCN) and communicate electronically via the CHAMPS Clinicians Listserv
- All Region VIII CHC staff are welcome to join the CHAMPS LinkedIn Discussion Group for updates and to connect with colleagues
- Ongoing support for PCA leadership, clinical, workforce, and other staff during regular Region VIII PCA Networking Conference Calls
- Region VIII Health Center Directory, available in print and searchable online, providing information about all Region VIII CHC Executive Leadership Staff and Clinicians

**Additional Services**
*Educating CHC staff about CHAMPS, MPCN, CHCs, PCAs, and other state, regional, and national resources, events, funding opportunities, federal policies, etc.:

- Quarterly Newsletters delivered electronically to CHC Executive Leadership and Clinical Staff, and other partners across the country
- Welcome Program for new CHC Executive Leadership and Clinical Staff
- Online Links to the websites of Region VIII CHCs, PCAs across the nation, National Cooperative Agreements (NCAs), and other organizations invested in community health

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**Most Popular CHAMPS Resources for CHC Workforce:**

- Job Opportunities Bank (JOB)
- Physician Recruitment Plan
- Events and Trainings
- Resources for Retaining CHC Staff
- Region VIII Health Center Salary Survey Report
- Evaluation Tools for CHC Board Members