



HEALTH NAVIGATION: CHANGING TIDES... ADJUSTING SAILS

THURSDAY

MAY

29

8:30AM - 4:00PM

(BREAKFAST AND REGISTRATION BEGIN AT 7:30AM)

DOUBLETREE BY HILTON
EXECUTIVE MEETING CENTER
PGA BLVD., PALM BEACH GARDENS, FL

NAVIGATE PBC 2ND REGIONAL SYMPOSIUM

A FULL-DAY OF CONTENT-RICH, RELEVANT AND TIMELY INFORMATION GEARED TOWARD INDIVIDUALS WORKING TO SUPPORT THE HEALTH AND HUMAN SERVICES IN THE COMMUNITY THROUGH NAVIGATION AND LINKAGE TO SERVICES AND RESOURCES.

PLENARY SPEAKERS

MICHAEL GERVASI, DO, PRESIDENT AND CEO
FLORIDA COMMUNITY HEALTH CENTERS, INC.

CINDY CONEY, MED
MONARCH TRAINING AND CONSULTING

RICK CALDWELL, MA, PRESIDENT AND CEO
RCULTURES, INC.

NAVIGATE PBC - 2ND REGIONAL SYMPOSIUM - AGENDA

7:30 - 8:30AM REGISTRATION AND BREAKFAST

8:30-8:40AM WELCOME

MARNIE R. PONCY, Esq. RN, BOARD MEMBER, HCSEF

SHANNON HAWKINS, PROGRAM OFFICER, QUANTUM FOUNDATION

8:45- 10:35AM PLENARY SESSION

CUSTOMER SERVICE IN HEALTH CARE: THE IMPACT OF WORK-LIFE BALANCE

MICHAEL GERVASI, DO, PRESIDENT AND CEO
FLORIDA COMMUNITY HEALTH CENTERS, INC.

IT MAKES A DIFFERENCE TO THIS ONE

CINDY CONEY, M. ED.

MONARCH TRAINING AND CONSULTING

10:35-10:45AM MORNING BREAK

10:45-11:40AM PLENARY SESSION

CULTURAL COMPETENCY: A LIFELONG JOURNEY...

RICK CALDWELL, M A, PRESIDENT AND CEO
RCULTURES, INC.

11:40-12:00PM LIGHTHOUSE AWARD PRESENTATION

12:00-1:00PM LUNCH

1:15-2:15PM CONCURRENT BREAKOUT SESSIONS 1

LaStone Room

A. INSURANCE 101: UNDERSTANDING THE ACA, EXPLAINING IT TO CONSUMERS AND IMPROVING CONSUMER'S HEALTH COVERAGE KNOWLEDGE
NICHOLAS X. DURAN, JD, STATE DIRECTOR- FLORIDA ENROLL AMERICA

Esalen I Room

B. MANAGING THE MAZE OF BEHAVIORAL HEALTH SERVICES IN PALM BEACH COUNTY
RITA RUGGLES, MSW, DIR. EXTERNAL AFFAIRS
SOUTHEAST FLORIDA BEHAVIORAL HEALTH NETWORK

Esalen II Room

C. DEMONSTRATING PROFESSIONAL SKILLS TO STAND OUT
TIM NOLAN, MS, MS, PRESIDENT
HUMAN SERVICES LEADERSHIP INSTITUTE

Fango Room

D. STATEWIDE MEDICAID MANAGED CARE/ MANAGED MEDICAL ASSISTANCE (MMA)
ANDREA R. FERGUSON, PROGRAM ADMINISTRATOR
AGENCY FOR HEALTH CARE ADMINISTRATION

Lulur Room

E. YOU REALLY, REALLY LIKE ME: 7 SECRETS TO BUILD INSTANT RAPPORT WITH ANYONE
ANITA ELIAS, CEO
SANA MED, LLC

2:15- 2:30PM BREAK / TRANSITION TO BREAKOUT 2

2:30-3:30PM CONCURRENT BREAKOUT SESSIONS 2

LaStone Room

A. HUNGER IN PARADISE
PERRY BORMAN, BA, MBA, EXECUTIVE DIRECTOR
PALM BEACH COUNTY FOOD BANK

FOOD STAMP APPLICATION PROCESS

TERESA JANECZEK, COMMUNITY PARTNER LIAISON
DEPARTMENT OF CHILDREN AND FAMILIES

Esalen I Room

B. SERVING THE DISABLED POPULATION: PANEL DISCUSSION
JUDY CLAUSER, DIRECTOR OF SPECIAL PROJECTS
EPILEPSY FOUNDATION

KIM CLAWSON, HELPLINE DIRECTOR
YOUR AGING AND DISABILITY RESOURCE CENTER

BARBARA MOODY, SOAR SPECIALIST
THE LORD'S PLACE

COLIN WHITE, ATTORNEY
LEGAL AID SOCIETY OF PALM BEACH COUNTY, INC.

Esalen II Room

C. HOW TO BE A RESOURCE EXPERT
TIM NOLAN, MS, MS, PRESIDENT
HUMAN SERVICES LEADERSHIP INSTITUTE

Fango Room

D. OUTREACH PLANNING: HOW TO CONDUCT AND EVALUATE OUTREACH STRATEGICALLY AND EFFECTIVELY
JODY RAY, BA, MA, PROGRAM DIRECTOR & PRINCIPAL INVESTIGATOR
FLORIDA COVERING KIDS AND FAMILIES

Lulur Room

E. TRANSPORTATION OPTIONS IN PALM BEACH COUNTY
TOMAS BOITON, FOUNDER/ CEO
CITIZENS 4 IMPROVED TRANSIT

3:30-3:40PM DOOR PRIZES

3:40-3:45PM EVALUATION

3:45-4:00PM CLOSING REMARKS

QUANTUM FOUNDATION, HCSEF