

**Community Health Access and
Navigation in Tennessee (CHANT)**

Professional Development Conference

Removing Barriers



Strengthening Families

Embassy Suites by Hilton Nashville SE - Murfreesboro

**1200 Conference Center Drive
Murfreesboro, TN 37129**

**Community Health Access
and Navigation in Tennessee
(CHANT)**

Annual Professional Development Conference 2024

Removing Barriers, Strengthening Families

The Community Health Access and Navigation in Tennessee (CHANT) professional development conference will focus on removing barriers and strengthening families by utilizing the fundamentals of effective care coordination and promoting successful family engagement. The Program is committed to creating supportive environments where families can thrive, ensuring that every member receives the coordinated care and resources they need. The training will focus on equipping participants with the skills and knowledge required for effective family engagement and care coordination. This includes comprehensive training on the Ages and Stages Questionnaire (ASQ), Ages and Stages Questionnaire: Social-Emotional (ASQ-SE), Modified Checklist for Autism in Toddlers (M-CHAT), and Autism 101. Through dedicated efforts in fostering strong, collaborative relationships with families, the aim is to enhance well-being, resilience, and overall quality of life.

Presenters will deliver enriching sessions on the fundamentals of care coordination, effective organizational structures, and the strategic alignment of staff roles and responsibilities. These topics are tailored to enhance employee professional development while promoting more cohesive and empowered families. Attendees will gain valuable insights and practical tools to improve care delivery and family engagement, ultimately supporting children with developmental diagnoses or concerns and ensuring their well-being.

Additionally, attendees will receive Departmental and FHW Section updates, results from the recent satisfaction survey evaluation, and updates on CSS and CHANT data. A care coordination simulation will provide hands-on experience, and attendees will be recognized for their years of dedicated service. This comprehensive training intends to equip CHANT team members with the latest information and skills to excel in their specific roles and better serve the families in our community.



**Community Health Access
and Navigation in Tennessee
(CHANT)**

Annual Professional Development Conference 2024

Removing Barriers, Strengthening Families:

At the end of the conference participants will be able to:

- Implement the fundamentals of effective care coordination to improve service delivery.
- Understand and apply best practices in organizational structures and processes to enhance operational efficiency.
- Align staff roles and responsibilities effectively to optimize team performance.
- Interpret and leverage the results of the recent satisfaction survey to enhance service quality and stakeholder engagement.
- Utilize CSS and CHANT data to inform decision-making and improve care outcomes.



Event Schedule

Monday August 19, 2024

8:30-8:55

Welcome and Introductions

Kathy Robinson and Kristen Gentry

9:00-11:30

**Child Development Essentials: ASQ, ASQ-SE
and MCHAT Techniques**

Dr. Toni Whitaker

11:30-11:45

Rutherford County Team Welcome

11:45-12:45

Lunch

1:00-3:30

**Autism 101 and Key Developmental Supports
to Help Families Navigate Resources and
Develop Next Steps**

Dr. Jeffrey Hine and Dr. Ryan Coleman

3:30-4:15

Building Bonds: Elevate Your Team

Denise Black and Carolyn Hansen

4:15-4:30

Closing Reflections

Kristen Gentry



Department of
Health

Speaker Profiles



Kathy Robinson

MBA, CSS Program Director

Kathy Robinson serves as the Children's Special Services Program Director at the Tennessee Department of Health. In her current role, Kathy is responsible for state rule and policy development, quality management and monitoring activities, and adherence to federal and state regulations for the Children's Special Services (CSS) Program. She also works very closely with leaders for the Community Health Access and Navigation in Tennessee (CHANT) process to assist with program improvement and procedure development relating to the enhancement of the health and wellbeing for the individuals referred to the program. Kathy is a native Memphian and currently resides in Nashville. In her spare time, Kathy is often advocating for marginalized black communities in West Tennessee and Memphis.



Kristen Gentry

CHANT Program Director

Originally from Rochester, Kristen worked at a Residential Treatment Center for adolescents, then transitioned to Intensive Case Manager within the same program working with mentally ill children and their families. She moved to East TN in 2022. Once in East TN, she worked for a short time at Big Brothers Big Sisters, then moved onto working with Department of Children's Services. In 2005 she was hired at Sevier County Health Department as the HUGS Social Counselor. She immediately fell in love with the program and all that it entailed for the families served. She has been with the program ever since and worked there until January 2023 when she became the CHANT Program Director. Kristen takes this role very seriously and is grateful to have been given an opportunity to support and lead a program that helps so many Tennessee families. The goal as Program Director is to provide support and guidance to CHANT and to support this program in being the very best it can be. She has been married for 26 years and has one daughter, a stepdaughter and a stepson and is grandmother to 7 beautiful grandbabies.

Speaker Profiles



Dr. Toni Whitaker

MD, FAAP, Professor of Pediatrics

Dr. Toni Whitaker is a Professor of Pediatrics and the Division Chief of Developmental Pediatrics, University of Tennessee Health Science Center and Le Bonheur Children's Hospital in Memphis. She directs the UT Leadership Education in Neurodevelopmental Disabilities (LEND) program that trains graduate students in a variety of fields. She serves as a consultant to the national program and Ambassador to Tennessee for the CDC's Learn the Signs. Act Early. program. And she is the Medical Director for the Screening Tools and Referral Training (START) program of the Tennessee Chapter of the American Academy of Pediatrics.



Dr. Jeffrey Hine

Ph.D., BCBA,

Associate Professor of Pediatrics

Dr. Jeffrey Hine is an Associate Professor of Pediatrics at VUMC and is the Director of Primary Care Outreach and Training at TRIAD, the autism institute at the Vanderbilt Kennedy Center. Dr. Hine specializes in assessment and support of children with autism and other neurodevelopmental disabilities. He is recognized as a leader in developing and implementing novel models of service delivery and training that increase access to diagnostic and support services for families in need.

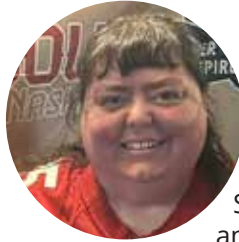


Dr. Ryan Coleman

Ph.D., Vanderbilt University
Medical Center

Dr. Ryan Coleman is VKC-TRIAD's newest faculty member. He is a licensed psychologist who provides diagnostic and therapeutic services across a variety of contexts, including Vanderbilt's Center for Child Development, Vanderbilt Children's Primary Care, a partnership with the state early intervention system, and clinical research protocols. His work focuses on increasing equitable access to care using innovative assessment and service models, including telehealth and community partnerships.

Speaker Profiles



Denise Black

CSS Administrative Services
Assistant

Denise Black is the administrative services assistant for the CSS Program. She has been with the state for 20 years and with TDH for 5 years. She loves learning and her mom calls her a career student. She has an associate degree in criminal justice in Forensics and currently double majoring in Marine Biology and History for her bachelor's degree. She has been married for 21 years with 1 adopted daughter and 2 grandkids, granddaughter 11yrs old and grandson 4 years old. She loves animals, history, genealogy, the paranormal, traveling, sharks, reading, cooking and the San Francisco 49ers! She is Vice Regent to her chapter of the Daughter's of the American Revolution and President of the Mid South Niner Empire Nashville Chapter.



Carolyn Hansen

CHANT Administrative Services
Assistant

Originally from Redford, MI, Carolyn transitioned to Rockledge, Florida to follow a dream of working at NASA/ Kennedy Space Center where she performed shuttle support until that program ended and was transferred to support the team that sent Curiosity to Mars. Carolyn then moved to Tennessee to be closer to family where she worked with Tennessee National Guard Family Programs as a Family Assistance Specialist supporting all of Joint Force Headquarters and the Service Members and their families in Davidson County. In 2021 she joined TDH/FHW/CHANT as the administrative services assistant. She loves the CHANT program and all that it does for the families served in the State of Tennessee. She looks forward to seeing how far this program can grow and how many Tennesseans can be reached as helping others has always been an important part of her life.

Event Schedule



Tuesday August 20, 2024

8:00-8:30
Welcome
Kathy Robinson

8:30-9:00
Recap and Feedback
Kristen Gentry

9:00-10:00
Family Health and Wellness Updates
Dr. Elizabeth Harvey

10:00-11:00
Improving Child Health by Strengthening Families
Dr. Ralph Alvarado

11:00-11:30
CHANT Satisfaction Survey Evaluation Results
Generosa Kakoti

11:30-12:00
Optimizing CHANT Caseloads to Optimize
Family Support
Dr. Angela Miller

12:00-1:00
Lunch

1:00-1:45
Fundamentals of Care Coordination
Jacqueline Johnson and Kim Shaw

1:45-2:45
Alignment of Saff Roles and Responsibilities
Kathy Robinson, Angela Stafford, Preta Hodges, and Ashley Roach

2:45-3:15
CSS Data Updates
Dr. Yinmei Li

3:15-4:15
Breakout Sessions

Care Coordination Simulation
Kristen Gentry

Policy Enhancements
Virginia Weaver-Anderson

Using CHANT Data for Quality Improvement
Eileen Tallman

4:15-4:30
Closing Reflections
Kristen Gentry

Speaker Profiles



Dr. Elizabeth Harvey

Assistant Commissioner, TDOH

Dr. Elizabeth Harvey is the Assistant Commissioner and Director of the Division of Family Health and Wellness at the Tennessee Department of Health (TDH). In this position, she leads TDH efforts in maternal and child health, chronic disease prevention, health promotion and supplemental nutrition. TDH's Family Health and Wellness Division delivers and promotes public health services such as adolescent pregnancy prevention, breastfeeding support, breast and cervical cancer screening, diabetes prevention, early childhood programs, violence and injury prevention, newborn screening, tobacco prevention, and the Women, Infants and Children nutrition program. These programs serve Tennesseans in all 95 counties of the state through a network of local and regional health departments.

Prior to this role, Dr. Harvey served as a senior field assignee in the Division of Reproductive Health at the Centers for Disease Control and Prevention. Harvey received her PhD in Population, Family, and Reproductive Health from Johns Hopkins University's Bloomberg School of Public Health and her Master of Public Health in Maternal and Child Health from the University of North Carolina Gillings School of Global Public Health.



Speaker Profiles



Dr. Ralph Alvarado

Commissioner, TDOH

Ralph Alvarado, MD, FACP, joined Tennessee Gov. Bill Lee's cabinet in January 2023 as the 15th commissioner of the Tennessee Department of Health.

Dr. Alvarado has spent nearly a decade in public service and in 2014 was the first Hispanic member elected to the Kentucky General Assembly where he represented Kentucky's 28th Senate district.

During his service in the Kentucky Senate, Dr. Alvarado was Chairman of the Senate Health & Welfare Committee, led the Substance Abuse Recovery Task Force, and was a member of the Medicaid Oversight, Banking & Insurance, and State & Local Government committees.

Dr. Alvarado has been a practicing physician for the past 29 years, working in a variety of clinical settings, as a hospitalist, in primary care, and at skilled nursing facilities. Dr. Alvarado has served as medical director for the Medicare health plan operators Stableview Health and Signature Advantage, in Lexington, Ky.; as medical director and finance chairman for Kentucky One Health Medical Group, in Louisville, Ky.; and as vice-chair for the board of Quality Independent Physicians, also in Louisville.

From 2009 to 2011, Dr. Alvarado was chief and medical staff president at St. Joseph's Hospital in Lexington, Ky., and was elected to the hospital's board in 2010, serving until 2012.

Dr. Alvarado earned a Bachelor of Science in Biology from Loma Linda University, Loma Linda, Calif., in 1990, where he went on to receive his Doctorate in Medicine in 1994. Dr. Alvarado completed his medical residency in Internal Medicine and Pediatrics at the University of Kentucky in 1998. Dr. Alvarado and his wife of 30 years, Dawn, have two adult children.

Speaker Profiles



Generosa Kakoti

Epidemiologist, TDOH

Generosa Kakoti is an epidemiologist who works with the Tennessee Department of Health (TDH). She manages and provides direction for the daily operations of the Office of Healthcare Statistics which includes: the Hospital Discharge Data System, Ambulatory Surgical Treatment Center Data System, and Outpatient Diagnostic Center Data System. Prior to joining the TN Dept of Health, Generosa worked as a Med Econ Analyst with the Bureau of TennCare, Tennessee's Medicaid agency. Generosa is a member of the Council of State and Territorial Epidemiologists (CSTE) and the Tennessee Public Health Association (TPHA). She holds a PhD in Economics from Georgia State University and a Master of Public Health from Indiana State University. Generosa seeks to improve data quality, data submission processes and increased data collaboration.



Dr. Angela Miller

PhD, MSPH, Deputy Director of Child Health

Angela M. Miller, PhD, MSPH is the Deputy Director for Child Health and Injury Prevention at the Tennessee Department of Health (TDH). In this role, Dr. Miller oversees the Injury Prevention and Detection Section, the Early Childhood Initiatives section, and the Children and Youth with Special Health Care Needs (CYSHCN) section. The CYSHCN section includes the Community Health Access and Navigation in Tennessee Care Coordination Program, Children's Special Services, the State's Title V program that addresses special healthcare needs, the Tennessee Birth Defects Surveillance System, and the Youth Advisory Council. Dr. Miller has been with TDH for 11 years, with 7 of those years in the Division of Family Health and Wellness. Dr. Miller received her MSPH from the University of Miami, and her PhD in epidemiology from the James T. Laney School of Graduate Studies at Emory University, where she was a Reproductive, Perinatal and Pediatric Epidemiology Fellow.

Speaker Profiles



Jacqueline Johnson

MPA, BS, Public Health
Administrator. CYSHCN Section
Chief

Jacqueline Johnson, MPA, BS is the State Title V Children and Youth with Special Health Care Needs (CYSHCN) Section Chief at the Tennessee Department of Health. In this section, Jacqueline oversees Community Health Access and Navigation in Tennessee (CHANT), Children's Special Services (CSS), Tennessee Birth Defects Surveillance System (TNBDSS), Youth and Family Engagement, and Emergency Preparedness for CYSHCN.

With over 20 years of service in public health, she has a variety of experiences that include planning, implementation and evaluation of public health programs. Jacqueline currently serves on several national committees and boards that create policies for children and youth with special health care needs. She has served as a mentor for new state CYSHCN directors and board member of the National MCH Workforce Advisory Committee. She was recently elected to serve as the Association of Maternal and Child Health Programs (AMCHP) Region IV Director representing Tennessee, Alabama, Georgia, Florida, Kentucky, Mississippi, North Carolina and South Carolina.



Department of
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Speaker Profiles



Kim Shaw

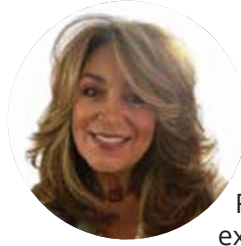
RN, CHANT Medical Services Lead

Kim Shaw Graduated from Tennessee State University with a degree in Nursing in 2005. Her first nursing job was at Metro General Hospital for 2 years before going part time in November 2006 upon beginning her full-time career with the Tennessee Department of Health at the Sumner County Health Department in Gallatin. There, she served as the in-clinic nurse preceptor for the new hire onboarding of nurses within the region and BCS coordinator. In May of 2016 she accepted the position of CSS Director at the Mid-Cumberland Regional Office with the pleasure of working alongside Deshnell Cobbin, Montgomery County, and Sumner County, to roll out what we now know as C HANT (and what a roll out it was). Kim continues her work as the CHANT Medical Services Lead for the Mid-Cumberland Region, she is proud to work with great Regional and Central Office leadership, and phenomenal care coordinators, they are the best. Her favorite phrase is "Team work makes the dream work." She believes we are all living proof of that, and we should all be proud of ourselves for how far we have come in this journey called life....and CHANT.

Kim enjoys spending precious time with her children who keep their parents busy! 23-year-old son Devan, who is preparing to move out of state soon. 15-year-old son Kobey who sings, plays the piano, trombone, baritone and sousaphone in the marching band. 13-year-old son Clay who sings, plays football, runs track and was voted "Leader of the Pack" at his school. Kim also enjoys singing in the choir at church and supporting her son's as they sing at church as well. Kim especially enjoys food; she really likes food.



Speaker Profiles



Angela Stafford

RN, CHANT Medical Services
Team Lead

Angela Stafford is a dedicated Registered Nurse with a decade of experience in the healthcare field, specializing in serving children with special health care needs. Her passion for this work is deeply personal, stemming from her lifelong experience caring for her brother Randy, who was medically challenged and intellectually delayed. Angela has spent the last 7.5 years working with CSS in Knox County, where she has been the Medical Services Lead for the past 6.5 years. Her expertise includes psych nursing for both pediatric and adult patients, showcasing her versatility and commitment to providing compassionate care. Before transitioning to healthcare, Angela had a successful 24-year career in sales and marketing. This unique background enriches her approach to nursing, combining strong communication skills with her medical knowledge. In her personal life, Angela is the proud mother of an adult son. She loves to travel and has a particular fondness for French bulldogs. Her diverse experiences and heartfelt dedication make her an invaluable asset to the healthcare community. Angela's favorite quote is, "All kids need a little help, a little hope, and someone who believes in them" – Earvin Magic Johnson



Preta Hodges

LAPSW, MSSW, Team Lead, CHANT

Preta Hodges is a social worker by profession and has served in this role for over 35 years. Currently she is a CHANT Team Lead in Memphis at the Shelby County Health Department where she has worked for approximately 17 years. She has been with the CHANT team since the program's beginning in 2019. Prior to that, she was a care coordinator for Children's Special Services. Preta has been married to her husband for 31 years. She has three adult children and two beautiful granddaughters. She enjoys reading and she loves to travel. Her favorite quote is: "Helping families reach their best potential".

Speaker Profiles



Ashley Roach

RN, CHANT Care Coordinator,
Hawkins County, TN

Ashley Roach is a CHANT Care Coordinator and registered nurse for the Hawkins County Health Department in Rogersville, Tennessee. She is married to a K through 12 principal, Jason, and has three children, Noah, age 17; Ezra, age 15; and Malachi, age 10. Ashley graduated from Walters State Community College with an Associate of Applied Science in Nursing in 2007. Upon graduation, she started her career as a nurse at a rural hospital in Rogersville. She worked there until 2014, when she began her career with the Tennessee Department of Health. Ashley later decided to further her education and graduated with a Bachelor of Science in Nursing from East Tennessee State University in 2020. As the COVID pandemic began to subside, she returned to East Tennessee State University and graduated with a Master of Science in Nursing earlier this month. After she passes her certification examination in several weeks, she will finally reach her ultimate goal of becoming a nurse practitioner.

Ashley began working with the CHANT program (formerly known as HUGS and CSS) in October 2014. Ashley has witnessed the struggles and barriers that families face and endure when navigating an intimidating healthcare system for a child with complex medical issues. She believes that families deserve to have an advocate that will identify gaps in services and assist in bridging those gaps, all while increasing their sense of empowerment. Her favorite quote, and an act that she strives to accomplish daily in her profession as a care coordinator, is from Mya Angelou, "Try to be a rainbow in someone's cloud."



Speaker Profiles



Dr. Yinmei Li

Epidemiologist, FHW

Dr. Yinmei Li is the lead epidemiologist in the Perinatal, Infant and Pediatric Care section of the FHW division and has been in this role since 2014. She supports the Tennessee Newborn Screening program and the Children's Special Services program with their data and epidemiological needs. In addition, she is the PI for a CDC surveillance grant titled "Improving Timely Documentation, Reporting, and Analysis of EMDI Surveillance Practices and Information Systems." Before joining the FHW division, she worked for three years as the chronic disease epidemiologist and then expanded her scope of work to include maternal and child health and injuries as the director of the Surveillance, Epidemiology and Evaluation section for 8 years with the Tennessee Department of Health. She received an MD equivalent degree from Shanghai Medical College, Fudan University in China, and a Master's degree in Experimental Statistics, a Master's degree in Epidemiology, and a PhD in Veterinary Medical Sciences from Louisiana State University.



Virginia Weaver-Anderson

RN, CSS Nurse Consultant

Virginia Weaver-Anderson has her Bachelor of Science in Nursing from APSU. She has worked in several fields within nursing, Geriatrics, Pediatric Cardiology, Adolescent Psychiatry, and Med-Surg to name a few. She has served as the lead nurse, charge nurse, and designated trainer of new employees in all roles. She took her current role of the CSS Nurse Consultant in 2019. She has the ability to identify areas of improvement with a focus on collaborative working solutions. Many of those solutions are utilized to this day.

Event Schedule

Wednesday August 21, 2024

8:00-8:15

Welcome
Kristen Gentry

8:15-8:30

Recap and Feedback
Kathy Robinson

8:30-9:30

Organizational Structures and Processes

Jacqueline Johnson, Kathy Robinson, Kristen Gentry,
and Virginia Weaver-Anderson

9:30-10:30

Successful Family Engagement
Ashlie Seibers

10:30-11:00

CHANT Data Update
Eileen Tallman

11:00-11:45

Service Awards and Recognitions

11:45-12:20

Closing Remarks
Kathy Robinson



Department of
Health

Speaker Profiles



Ashlie Seibers

Director,
Family Voices of Tennessee

Ashlie Bell-Seibers is the Director of Family Voices of Tennessee (FVTN) at the Tennessee Disability Coalition (TDC).

Seibers leads a team of fellow Lived Experts who work to improve public policy, long-term services and supports, and health equity for children and youth with special healthcare needs (CYSHCN) and disabilities. Seibers also serves as a Lived Expert on the Children's Interagency Coordinating Council with the U.S Department of Health and Human Services and co-leads the Family First Prevention Plan Leaders (FPPL) peer group through the Capacity Building Center for States. She is a first-generation college student and grew up in informal kinship care. Seibers is the proud chosen parent of a son with intellectual and developmental disabilities (IDD) who grew up in the foster care system. She also identifies as a person with multiple disabilities, including being a cancer survivor.



Eileen Tallman

Epidemiologist, CHANT, FHW

Eileen Tallman is an Epidemiologist with the CHANT program. She completed her MPH in Public Health Informatics at Indiana University and joined TDH after helping evaluate a national opioid prevention/treatment program serving rural communities. When she is not at work, Eileen enjoys exploring the many parks and trails in Davidson County, spending time with her cats, or watching new (or old) anthology series.

