

**A G E N D A**

**Thursday, September 19, 2019**

11:00 a.m. – 12:00 p.m. **Registration**

12:00 – 12:45 p.m. **Networking Lunch Buffet**

12:45 – 1:25 p.m. **Welcome/NCAFCC Update**

April Cook

Lake Norman Community Health Clinic

Board of Directors, Chair

Randy Jordan, CEO

NC Association of Free & Charitable Clinics

1:30 – 2:15 p.m. **Strategic Learning Part 1:** **Lessons from the Road**   
Josh Jacobson, Managing Director  
Next Stage   
Strategic Planning & Consulting for Nonprofits

2:15 – 2:45 p.m. **Ice Cream Social   
 Networking and Time with Sponsors**

3:00 – 4:00 p.m. **Strategic Learning Part 2:** **Building an Adaptive Culture**   
Josh Jacobson

4:00 – 4:45 p.m. **NC QuitLine**

Stephanie Gans LCAS, LCSWA, CTTS

Tobacco Treatment Specialist

Division of Public Health, Tobacco Prevention & Control Branch

North Carolina Department of Health and Human Services

All sessions take place in the Piedmont Ballroom



**A G E N D A**

**Friday, September 20, 2019**

8:30 – 9:00 a.m. **Registration**

9:00 – 9:50 a.m. **HR: What You Need to Know and Why You Need to Know It**

Heather Bumgarner

People Development Partners

10:00 – 10:50 a.m. **Treating the Whole Person: Recognizing Implications of Traumatic and Adverse Experiences – Responding with a Compassionate Approach**

Jenna Crawley, LPC, LCAS, EMDR Certified Therapist

Mental Health Counselor, Community Care Clinic and Hospitality House

10:50 – 11:00 a.m. **Break**

11:00 – 11:50 a.m. **What Does a Great Leader Look Like?**

Lisa Bottomley, ED  
 Community Care Clinic

12:00 – 12:55 p.m. **Lunch**

1:00 – 1:50 p.m. **Peer-to-Peer Discussion**  
 John Devaney, CEO

Cape Fear Clinic

1:50 – 2:00 p.m. **Break**

2:00 – 2:50 p.m. **Mark Twain and Medicine: "Any Mummery Will Cure"**

K. Patrick Ober, MD

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