

New York State
Department of Health

Public Health Corps Summit




Building Resilience in Public Health: Reimagining, Reinventing, and Rebuilding
November 15-16, 2022

Breakout Session, Meeting Room 2

Best Practices of the NYSPHC Local Coordinators in the Finger Lakes Region

Presenters: Kathy Wille, MEd; Maggie Steele, BA

Moderator: Sarah Walker, MSHSA



Best Practices of the NYSPHC Local Coordinators in the Finger Lakes Region

Presenters: Kathy Wille & Maggie Steele

Moderator & Liaison: Sarah Walker & Shelby Smith

Map of the Finger Lakes



The Backbone of the Finger Lakes



Mission: To be a leader in improving health outcomes for our rural communities.

Vision: Our rural communities will be among the healthiest in the nation.

How Pivotal Connects Our Counties



**Michele Foster (MPA),
Executive Director**



When poll is active, respond at Pollev.com/maggiesteele337

Text **MAGGIESTEELE337** to **22333** once to join

What is your role in the Fellowship program?

A: Local Coordinator, baby!

B: Fellow, Graduate Fellow, or Senior Fellow

C: Site Supervisor or Public Health Director

D: Fellowship Placement Coordinator, or work at NYSDOH

E: Other! (Other LHD staff, Pivotal employee, etc.)

Today's Agenda

Learning Objectives

Evolution of Templates

Meeting Summary & Work
Plan Templates

Collaboration Among Counties

Outcomes & Successes

Questions & Answers

Learning Objectives

Upon completion, participants will be able to:

- Describe the use of templates as best practices.
- Describe how the use of templates help to drive and guide conversation.
- Share how the Local Coordinators work together and collaborate to achieve success.

Evolution of the Templates

Meetings with PH Directors at LHDs and Host Sites



Initial meetings with Fellows



Questions that Arose Organically



“

“Is there a template for the work plan?”

“How do we keep track of everything?”

”

Evolution of the Templates (cont.)



Discussions with Fellowship Placement Coordinator



Defining LC & Site Supervisor Roles



SOLUTIONS!



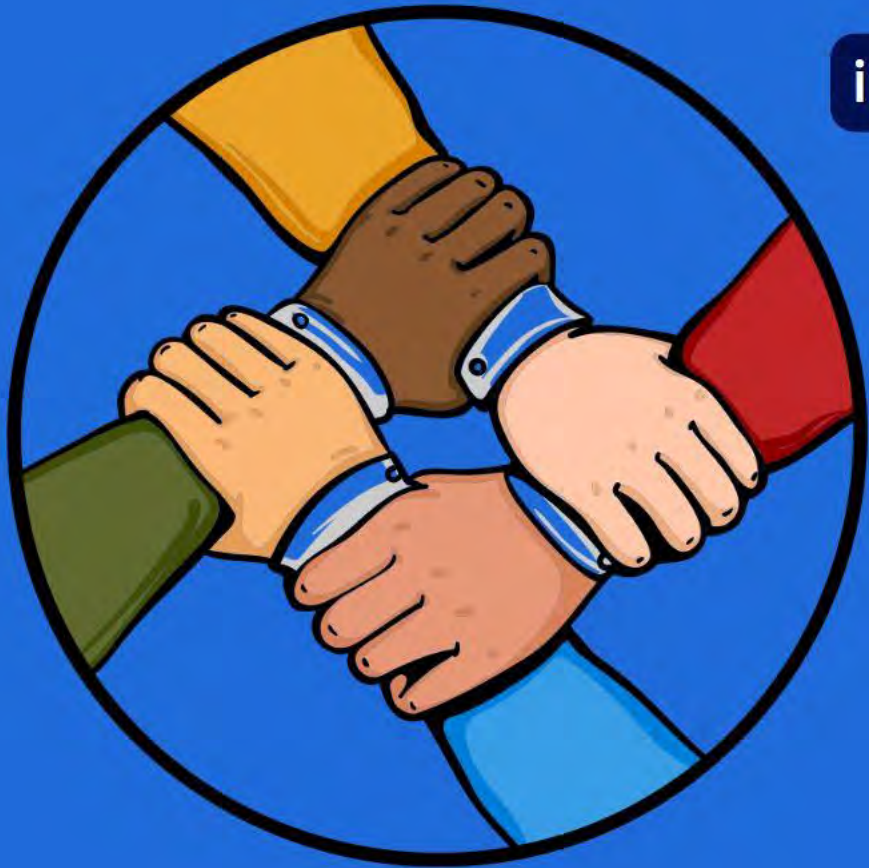


97% of employees and executives believe lack of alignment within a team impacts the outcome of a task or project.

Source: Mckinsey

Supervisor Collaboration

Collaboration among LC and Supervisor is instrumental in partnership development between NYSPHC and LHDs



- Check-in to see how project work is going
- Discussion on suggestions for trainings and professional development
- Facilitates rich conversation and relationship-building that supports Fellow as they progress through program
- Acts as a reoccurring checkpoint

Supervisor discussion guide in QR Code Folder at end of presentation

Flow of Communication



Who uses these templates?



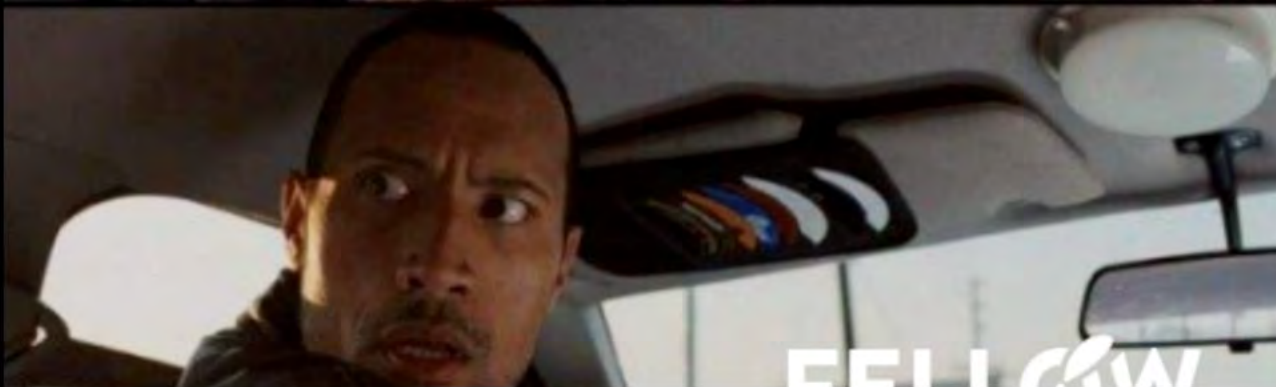
16 Fellows and 21 Site Supervisors & Public Health Directors use Meeting Summary and Work Plan Templates



Used by 4 Host Sites: Wayne Department of Social Services, Wayne Behavioral Health Network (WBHN), Finger Lakes Community Schools, Institute of Human Services (IHS)



Used across 6 different county LHDs & in collaboration with Fellowship Placement Coordinator & Pivotal Public Health





Activities

Visual settings

Edit



When poll is active, respond at PollEv.com/maggiesteele337
Text **MAGGIESTEELE337** to **22333** once to join

What communication tools do you currently use?

No responses received yet. They will appear here...

Powered by  **Poll Everywhere**

Meeting Summary & New Hire Templates

New Hire

- ✓ Overview of Program
- ✓ Ask Introductory Questions
- ✓ Get to Know Fellow & Break the Ice
- ✓ Provide NYSPHC Announcements

Meeting Summary

- ✓ After onboarding, used for check-ins with LC
- ✓ Consistent Reporting on:
 - Work Progress
 - Local Partnerships
 - Trainings & PD
 - Mentorship
 - Cornell PHE Course

NYSPHC Meeting with Fellow/LC

Fellow Name:

Date:

County:

- **Introductions**
- **Program overview**
 - Fellows will enhance PH infrastructure by working on projects that have been impacted or exacerbated by Covid-19.
 - Fellows will develop PH skills while working on their project/plan. They will engage in professional development activities to further enhance their experience.
 - Cornell Public Health Essentials Course
 - Training: LHD and other
 - Consortiums/quarterly
 - Work with Mentor
 - Engage in local partnerships to cultivate professional community connections and experience coalition building; see attached
- **Fellow meetings**
 - Purpose: to check in to discuss projects/progress; create a workplan template that aligns with the fellowship position descriptions to foster professional skill development and reach desired fellowship outcomes; see attached
 - How often will we meet? (weekly/biweekly)
 - Monthly meetings with supervisors
- **Fellowship Information**
 - Resource website: Bookmark NYSPHC resource website <https://nysphcresources.health.ny.gov/training-resource-center>
 - Consortium dates: September 14/ November 15-16/March 8th
- **Fellow onboarding**
 - Workspace/ materials
 - Fellowship Handbook
 - Fellowship checklist
 - Registered for PHE course?
 - NYSPHC Orientation scheduled?
 - Introductory survey
- **Introductory fellow questions:**
 - How does the fellowship fit in with your career goals?
 - What are your expectations of the Fellowship program?
 - What are you excited about in the fellowship program?
- **Next steps/ Schedule next meeting**



NYSPHC Fellow + LC: Welcome to the Team!

Fellow:

Local Coordinator: Maggie Steele

Date: 10/4/2022

County:

Introduction:

- What's the difference between a Local Coordinator and a Site Supervisor?

Important Upcoming NYSPHC Events:

- **Oct. 7th Orientation:** You will receive an Outlook invite for this meeting a few days prior to the Orientation. Onboarding Checklist + Handbook documents sent from Sarah Walker.
- **Oct. 11th Speed Networking Event & Nov. 2nd Lunch and Chat:** Registration sent through email.
- **Oct. 26th Cornell Public Health Essentials Course cohort begins.** After you have participated in Orientation on October 7, register for Public Health Essentials by clicking this [link](#).
- **Nov. 15th & 16th Albany Summit:** [Register for Summit here](#) & download the [Whova](#) app to interact with the event's agenda!
- Join the Fellows LinkedIn group here: [NYSPHC Fellowship Program LinkedIn](#)

Work Plan and Meeting Summary Templates:

- **Meeting Summary Notes:** Used to keep record of our meetings so you're constantly up-to-date and informed, and to keep your Supervisor, PH Directors, NYSPHC, and Pivotal in the loop.
- **NYSPHC Fellow Project Work Plan:** This Excel document will be used to keep track of your work plan goals and progress all located in one central location.

Additional Aspects of the NYSPHC Program:

- **Program Overview:** Mentorship, Local Partnerships, Professional Development, and Training Opportunities - to be discussed at next biweekly check-in

Getting set-up for our check-ins:

- Do you prefer in-person or virtual meetings? Morning or afternoon?
- What's your preferred style of communication? (Email, text, or Teams?)
- Setting the frequency of meetings (between LC, and LC + Supervisor)

Questions or Concerns?

- Phone number: 716-474-7985 & Email Address: msteele@S2aynetwork.onmicrosoft.com

Scan QR Code to Access New Hire Example!



NYSPHC Meeting with Fellows/LC

Fellow Name:

Date:

County:

- Review of Past meeting
- Updates on Projects
- Success/Exciting work with project in the past couple of weeks
- Local Partnerships updates (meetings attended, description of meeting and Fellow work)
- Trainings: What new webinars/training have you completed?
What types of training are you interested in that aligns with your work?
- Mentor
- Update on PHE course, (if necessary)
- Update on NYSPHC program events/important dates
- Meeting with Supervisor:
- Next steps/ schedule next meeting

Scan QR Code to See Example



The Work Plan Template

What's the purpose?

- To have a visualization of Fellow's progress so far, as it aligns with their approved work plan
- To create streamlined communication between Fellow, Site Supervisor, LC, FPC, Public Health Directors, & Pivotal improving efficiency, clarity of roles, and better relationship-building



Additional Resources



Local Partnership Guide

Helps to provide context and spark discussion with Fellows about the workgroups & coalitions they are attending



Supervisor Meeting Guide

Helps to drive and guide conversation during monthly update meetings with Site Supervisors



They will be provided in QR Code folder at end of presentation



Respond at PollEv.com/maggiesteele337

Text **MAGGIESTEELE337** to **22333** once to join, then text your message

What are your thoughts on our templates?

No no please do not use. They will appear here...

Weekly Success Stories

✦ Project Work

✔ PHE Course Progress

✎ Informative Training

STRENGTHENS COMMUNICATION WITH FELLOWSHIP
PLACEMENT COORDINATOR & SUPPORTS REPORTING
REQUIREMENTS



“

A Community Schools Fellow established a new partnership with a Health and Wellness Steering Committee to provide health and wellness initiatives for schools. The partnership will work together to form a vision, goals, objectives, and purpose. Establishing this partnership is a huge learning experience for her, and an enriching opportunity to be a part of!

”

“

A Public Health Educator Fellow is involved with planning and collaborating with partners for the Be Well Committee in Livingston. She observed how collaboration can be effective. Be Well recently met and partnered with business owners and community members to plan a whole day event. This experience has given her insight into the importance of program planning, engaging the community, and the of sharing ideas, in working together to address community health issues.

”

“ An Environmental Health Fellow went on her first site visit to check up on a complaint for a failing septic system. She performed a dye test, which concluded the septic system was failing. There are children living at this household, and the mother had an infected foot from the failing septic system producing sewage in the backyard. Due to the inspection, this household can receive the help and remediation it needs to protect the health of the family. She is excited to continue to be out in the field serving the community!

”

“ A Graduate Public Health Fellow is working on a school Youth Survey report, using data to analyze the factors leading to high drug overdoses in the district. In her analysis, she created a comparison chart with the use of cross-sectional data. She created a slide deck presentation for the report that drilled down the data by grade comparison, revealing gender gaps. She is continuing to work on the Youth Survey report so the schools in her county can implement a proper intervention strategy regarding substance abuse. ”

Creating Community Through Collaboration

We keep the FLX Fellows connected through professional development activities that enhance NYSPHC Core Competencies



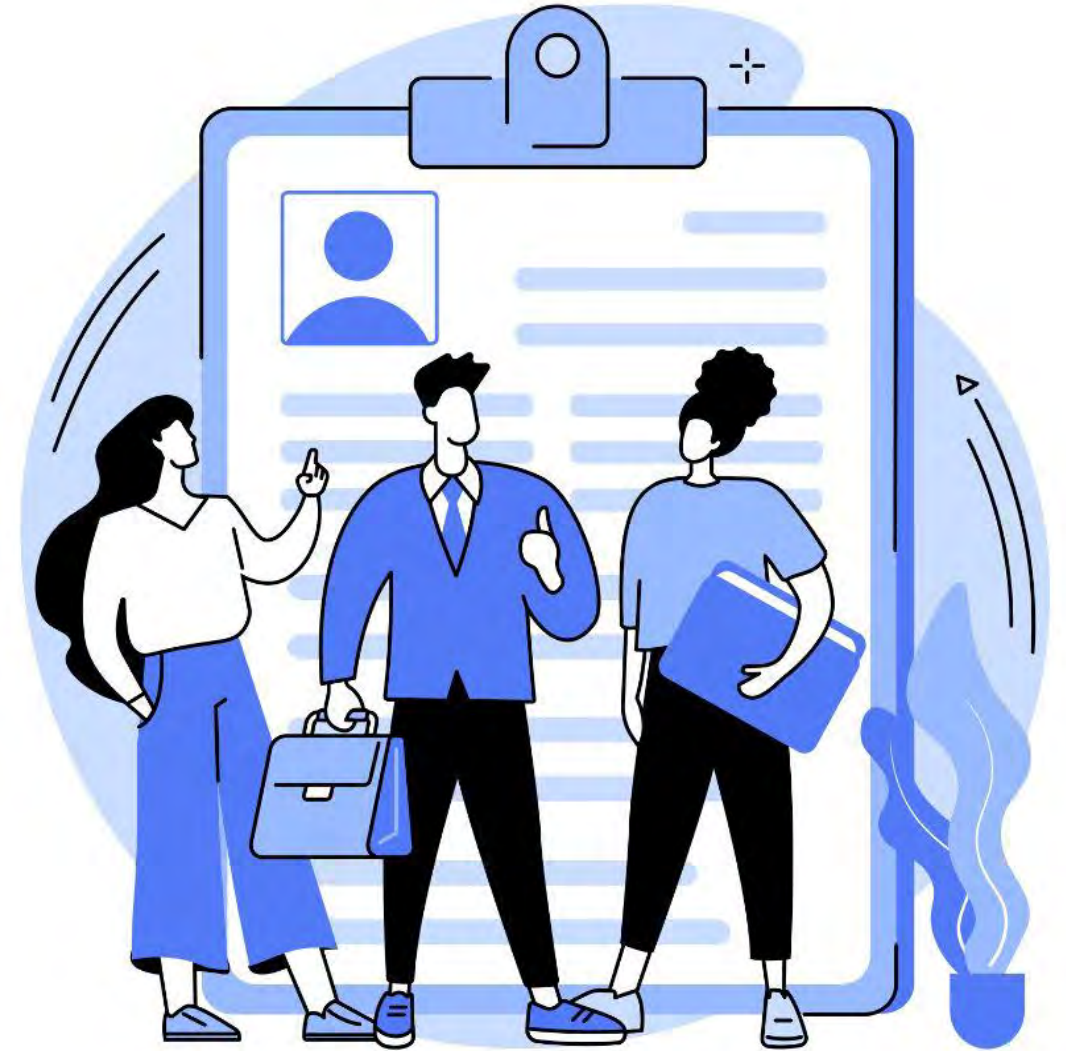
Narcan Training



**Coordinating Data
Fellow Zoom**



**Developing Training
Resource Hub**



Fellow-in-Action: Video Testimonial

“

“The opportunity arranged and scheduled by Local Coordinators for Fellows performing like-duties to meet was a positive experience, allowing peer Fellows to extend their professional network along with sharing experiences and knowledge of what they were working on within their respective LHD.”

”

Bill Read, Data Specialist Fellow
Livingston County

“

“Meeting with other Fellows working in a similar field gave me a great opportunity to learn more resources and information, and it also provided the chance to network and ask for help. I really appreciate my Local Coordinator, Maggie, for helping me schedule these meetings!”

”

Nina Sun, Graduate PH Fellow
Schuyler County



Public Health Training & Resource Hub

New York State Public Health Corps Fellows: Included below are training materials, categorized by Public Health field and focus area, sorted in alphabetical order. Some of these training courses are pre-recorded lectures, while others are detailed slides and presentations. These training resources are for professional development purposes, and you should ask your supervisor before taking a course. Training should not interfere with your day-to-day work unless permission is otherwise given. Reach out to your Local Coordinator with questions!

Communication and Effective Leadership

[Giving and Receiving Feedback For Personal and Professional Growth](#)

By the end of this webinar, participants will be able to:

- Ask open, specific questions to solicit useful feedback.
- Use the LAST method (Listen Apologize Solve Thank) when dealing with negative feedback.
- Develop a growth mindset that is curious, flexible, and welcomes feedback as a tool for personal and professional development.

[4P Model for Strategic Leadership Podcasts](#)

- This 4-part podcast series focuses on the less obvious but no less important aspects of successful leadership with practical tips to apply at once.

[Using Social Media for Public Health Communication](#)

- This online seminar discusses social media strategy and managing Public Health Social Platforms.

Community Assessment

[Aligning Your CHA \(Community Health Assessment\), CHIP \(Community Health Improvement Plan\), and Strategic Plan for Maximum Health Impact](#)

- In this online seminar, Justin Miklas, Vice President of Clear Impact, provides:
 - A simple accountability framework that can be used to align your CHA, CHIP, and Strategic Plan
 - The important distinction between population accountability and performance accountability
 - Examples of the framework being used in public health departments
 - The benefits of using software to automate your accountability framework



Outcomes & Successes

- We surveyed Fellows & Site Supervisors, asking how useful the templates are to them individually, and how they assist with overall communication
- We received 25 responses out of 36, with some of the no-responses attributed to some Fellows and Supervisors being newer to the program

95%

of those surveyed either **agreed or strongly agreed** that the templates are useful to them



NYSPHC Fellow Feedback Survey

The survey will take approximately 4 minutes to complete.
Please answer a few questions regarding use of the project plans and meeting summary templates.

If questions don't apply to you, then please skip the question or answer N/A.

1. Please rate the following statement: "I have found the work/project plan Excel document useful"

How Fellows Responded to the Survey

- Neither agree or disagree
- Disagree
- Strongly disagree
- N/A

2. In what ways have using the work/project plan during check-ins helped you as a Fellow? Please check all that apply.

- Organizes all of the work completed so far
- Keeps you on track of your goals and Fellowship outcomes
- Serves as a collection of data for you to easily look back upon



NYSPHC Fellow Feedback Survey

"Very helpful and heavily utilized by me"

"Gives orientation to my path"

1. Please rate the following statement: "I have found the work/project plan Excel document useful during my check-ins with my Local Coordinator."

Strongly agree

"At times, it can be difficult to stay on track and not get lost in one task. I find that using the work/project plan templates keeps my other tasks on my radar and allows me to prioritize my workload."

"Gives one place to track what I have been doing over the long term."

2. In what ways have using the work/project plan during check-ins helped you as a Fellow? Please

Keeps you on track of your goals and Fellowship outcomes

Serves as a collection of data for you to easily look back upon



NYSPHC Fellow Feedback Survey

“Meeting bi-weekly with the Local Coordinator talking about projects, trainings, etc., when its fresh is great. Having it compiled in that one overall place, and you look, it makes you sit back on your heels and say, "WOW" I have accomplished a lot in 6 months or however long. The best part of that is, the stuff I consider just part of my everyday work, tracks me learning and growing as an individual and an employee. I probably would not have noticed that learning process otherwise.”

NYSPHC Feedback Survey

The survey will take approximately 4 minutes to complete.

Please answer a few questions regarding use of the project plans and meeting summary templates used by Local Coordinators to communicate with NYSPHC, Pivotal, and LHD Directors and Supervisors.

1. Please rate the following question: "I have found the work/project plan Excel document useful in reviewing the work of Fellows at their LHD or Host site."

How Supervisors Responded to the Survey

- Disagree
- Strongly disagree
- N/A

2. How does the work/project plan help you with your interactions with the Fellows? Please check all that apply and choose "Other" if you want to elaborate.

- Organizes all of the work of Fellow completed so far
- Keeps track of Fellows' goals and Fellowship outcomes
- Serves as a collection of data to easily look back upon

NYSPHC Feedback Survey

"Very effective for communicating"

meeting summary templates used by Local
ers and Supervisors.

"This is helpful as our work is ever changing and evolving"

1. Please
review

Strongly agree

Agree

"Serves as a record for me about what has been done"

Strongly disagree

N/A

"Strong and excellent communication tool"

2. How does the work/project plan help you with your interactions with the Fellows? Please check
all that apply and choose "Other" if you want to elaborate.

"It keeps notes focused which makes it easy to review"

Serves as a collection of data to easily look back upon

NYSPHC Feedback Survey

The survey will take approximately 4 minutes to complete.

Please answer a few questions regarding use of the project plans and meeting summary templates used by Local

"Handy tool to be able to review status updates of our Fellows"

1. Please rate the following question: "I have found the work/project plan Excel document useful in reviewing the work."

Strongly agree

Agree

Neither agree or disagree

"Extremely helpful as it streamlines discussion and goals"

"Meeting summaries are thorough and give great insight into the great work that is being done by Fellows"

2. How does the work/project plan help you? Check all that apply and choose "Other" if needed.

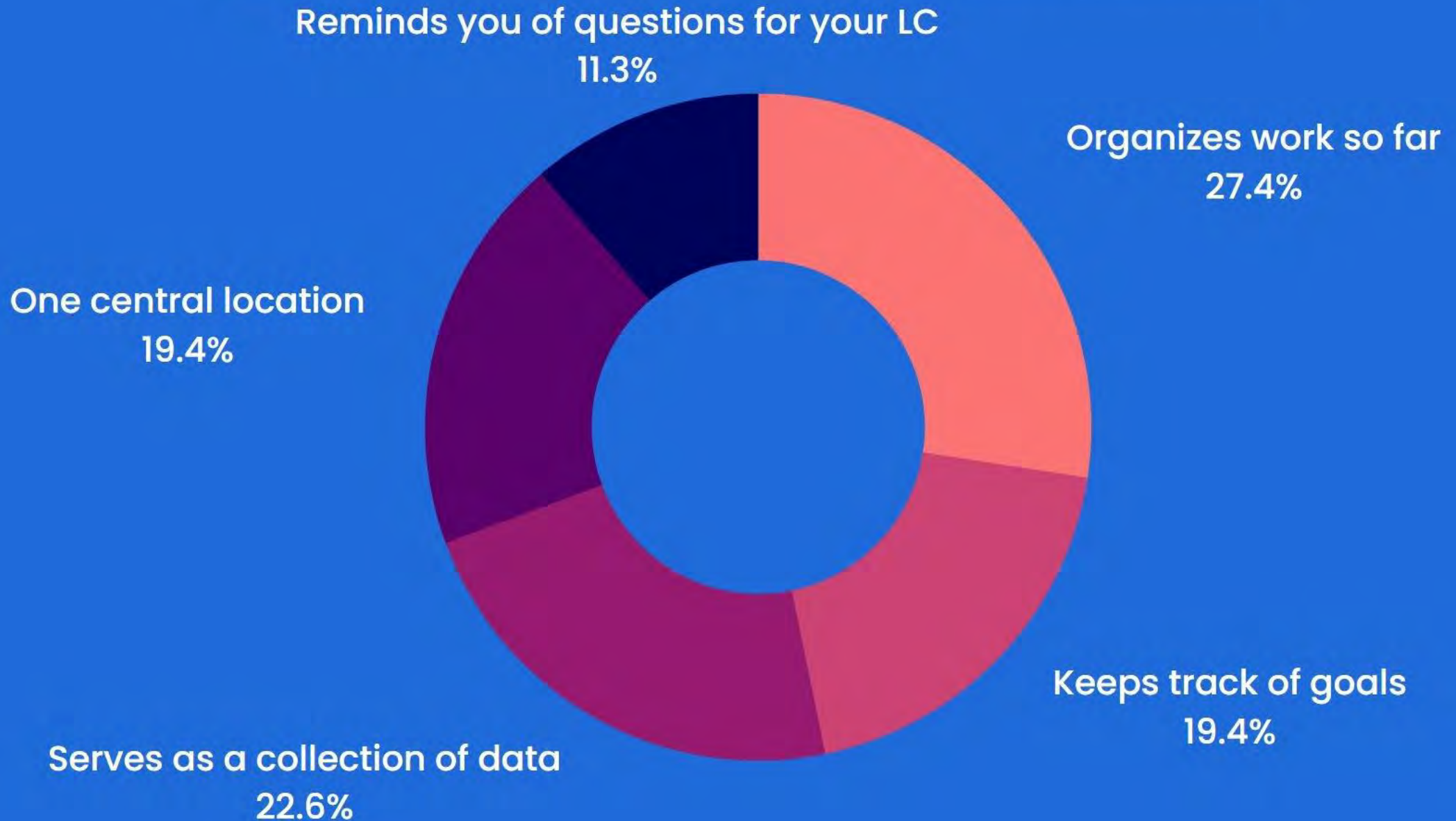
Organizes all of the work of Fellow completed so far

Keeps track of Fellows' goals and Fellowship outcomes

Serves as a collection of data to easily look back upon

"Thorough way to keep updated"

How has the work plan helped you?



Final Testimonials:

The Fellow Perspective
& The Supervisor Perspective



Public Health
Prevent. Promote. Protect.

Wayne County, NY



Kerry VanAuken, MPH
Deputy Director
Wayne County Public Health
Site Supervisor

“Wayne County Public Health is extremely pleased with the work of our Local Coordinator. The development of the Fellow’s Work Plan and the biweekly summaries of Fellow activities help me to improve the overall work experience for my Fellow. I use the summary reports to identify areas of interest to recommend trainings and other opportunities to help develop public health competencies and leadership.”

“The summary reports sent to us by the Local Coordinator for all of Wayne County’s 5 Fellows allows me to examine their individual experiences and identify opportunities for them to collaborate together on projects or in partnerships that will improve the health of our residents.”

OneDrive Access



STAY CONNECTED WITH US!

Kathy Wille: kathy.wille@s2aynetwork.org

Maggie Steele: msteele@s2aynetwork.onmicrosoft.com

Sarah Walker: sarah.walker@health.ny.gov

Shelby Smith: shelby.smith@health.ny.gov

Any Questions?

An aerial photograph of a large, calm lake surrounded by rolling hills. The trees are in full autumn foliage, displaying a mix of vibrant yellows, oranges, and reds against the green of the grass. The sky is a clear, bright blue with a few scattered white clouds. The overall scene is peaceful and scenic.

Thank you!