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| PROGRAM OFFICE DIRECTORY | |
| **You can use this resource to look up contact information and better understand Program Office staff roles. Please contact Hugh Tilson if you need assistance identifying the appropriate Program Office personnel.**  The role of the Program Office is to:   * Set a strategic course to ensure the mission is met * Ensure alignment across the AHEC Program * Provide support to Regional AHECs in accomplishing statewide and regional goals * Evaluate success in meeting goals * Provide funding to support regional AHEC work * Lead statewide initiatives | |
| Hugh Tilson  Executive Director  [hugh\_tilson@ncahec.net](mailto:hugh_tilson@ncahec.net) | Provides overall direction for the NC AHEC Program, including:   * Setting strategic direction for the Program * Ensuring effective and efficient administration of the Program * Developing new Initiatives and maintaining support for the Program * Representing NC AHEC on the state and national level * Coordinating Regional AHEC leadership |
| Ty Martin  Executive Assistant  [ty\_martin@ncahec.net](mailto:ty_martin@ncahec.net) | Various duties for the Executive Director and additional duties as requested |
| SERVICE LINES | |
| HEALTH CAREERS  Pathway Programs: To introduce high school students, and where feasible, younger students from 1st generation, rural, and/or underserved communities to a variety of health professions. Our aim is to inspire and provide students with insights into these professions, encouraging them to consider them as potential future careers.  AHEC Scholars: The NC AHEC Scholars Program recruits, trains, and supports a broad group of students from across the state so that upon graduation from the AHEC Scholars Program students enter the health workforce, preferably in NC and in a rural and/or under-resourced community. | |
| Paris Andrew  Director of Health Careers [paris\_andrew@ncahec.net](mailto:paris_andrew@ncahec.net) | * Oversees statewide work for Health Careers, including AHEC Scholars and Pathway Programs. * Leads work of the Health Careers team * Provides leadership for the NC Alliance for Health Professions |
| Caitlin Ewald  Program Assistant for Health Careers and Business Analytics  caitlin\_ewald@ncahec.net | * Serves as the statewide NC AHEC Program Office contact and liaison for 9 Regional AHECs and Duke University on matters related to Health Careers and information & Business Analytics. * Responsible for ensuring the timely and accurate completion of all Health Careers grant-related and other data collection and reporting. * Coordinate communications originating from the Director of Health Careers as well as the Director of IT and Business Analytics. |
| STUDENT SERVICES  Supports community-based education of health professions students, particularly in rural and/or less-resourced areas of NC. This Service Line includes student housing, student support, faculty development, Consortium for Clinical Education and Practice (CCEP), Interprofessional Education and Practice (IPEP), onboarding, gatekeeping, and preceptor development/recognition/appreciation. | |
| Jill Forcina  Director of Education and Nursing [jill\_forcina@ncahec.net](mailto:jill_forcina@ncahec.net) | * Oversees statewide services to students and preceptors * Oversees student housing and the statewide onboarding/credentialing efforts * Leads Interprofessional Education and Practice for students and faculty development * Liaises with schools and statewide organizations for faculty development and student support |
| Katie Fitzpatrick  Nursing Education Program Manager  [katie\_collier@ncahec.net](mailto:katie_collier@ncahec.net) | * Responsible for managing, implementing and evaluating various nursing education programs and initiatives * Oversees the Clinical Site Development, Educational Mobility, and Clinical Instructor Partnership Programs while providing support and technical assistance to regional AHECs * Supports the Director of Education and Nursing in developing and overseeing nursing pathway programs, retention strategies, and other nursing-related projects |
| Elyssa Tucker  Health Professions Student Liaison  [e](mailto:e)lyssa\_tucker@ncahec.net | * Manages NC AHEC student housing billing, policies, procedures, and planning * Supports Interprofessional Education and Practice initiatives * Liaises with Program Office and regional AHEC staff to assure alignment and collaboration between Student Services and Health Careers programs |
| GRADUATE MEDICAL EDUCATION (GME)  Improves the distribution and retention of primary care physicians and other specialties of need through residency education and other important system supports. | |
| Adam Zolotor  Director of Medical Education [adam\_zolotor@ncahec.net](mailto:adam_zolotor@ncahec.net) | * Leads GME (Graduate Medical Education) and UME (undergraduate medical education) strategies to expand and enhance medical education * Supports efforts related to Practice Support and Community Health Worker program |
| CONTINUING PROFESSIONAL DEVELOPMENT (CPD)  Provides health care workforce with the continuing education they need to tackle the problems of today and tomorrow and to maintain their  licensure. Promotes interprofessional education and practice to ensure the deliverability of the highest quality of care and the opportunity to  practice at the top of professional scope/license. | |
| Jill Forcina  Director of Education and Nursing [jill\_forcina@ncahec.net](mailto:jill_forcina@ncahec.net) | * Leads CPD strategic direction to assure healthcare workers and teams have access to coordinated, innovative, and efficient training activities that address their needs * Provides leadership and support to the Nursing discipline group and leads statewide nursing initiatives (i.e., CIP) * Provides leadership for Interprofessional Education and Interprofessional Practice (IPP) CPD initiatives statewide * Oversees non-medical on-campus UNC-CH health sciences liaisons * PO lead for the Project ECHO |
| Caroline Collier  Associate Director of CPD [caroline\_collier@ncahec.net](mailto:caroline_collier@ncahec.net) | * Provides oversight, direction, and support to the CPD function of NC AHEC * Leads development of statewide CPD policies and procedures * Provides leadership and support to Allied Health, Behavioral Health, CME, Oral Health, Pharmacy, and Public Health discipline groups * Leads (with regional co-chair) CPD Working Team meetings * Supports on-campus UNC–CH health sciences liaisons |
| Kristie Hicks  Project Manager [Kristie\_Hicks@ncahec.net](mailto:Kristie_Hicks@ncahec.net) | * Support new and ongoing initiatives that enhance NC AHEC’s platform and visibility * Key responsibilities include leading project planning, resources allocation, and execution to align with NC AHEC’s Strategic goals * Verifies that NC AHEC librarians and the ADL serve the functions of service provider and library, respectively, for the NC AHEC System * Prepare reports, manage expectations, and ensure accurate data collection and reporting * Involves facilitating partner communication and supporting project implementation efforts |
| PRACTICE SUPPORT  Ensures that rural and under-resourced primary care and specialty practices receive the education and technical assistance they need on a variety of practice transformation initiatives. | |
| Chris Weathington  Director of Practice Support [chris\_weathington@ncahec.net](mailto:chris_weathington@ncahec.net) | * Provides leadership and support to NC AHEC’s Practice Support teams and coaches * Ensures that medical practices have the help they need to evolve an ever-changing health care system * Leads coordination of Medicaid managed care virtual office hours, webinars, etc. * Liaisons with professional associations and provider networks * PO lead for the Practice Manager Academy |
| Debbie Grammer  Deputy Director of Practice Support [debbie\_grammer@ncahec.net](mailto:debbie_grammer@ncahec.net) | * Leads fiscal, budgetary, and contracting activities for all projects and grants and serves as fiscal liaison to regional AHEC fiscal teams and coaches * Leads communications strategy and activities on behalf of the practice support team and in collaboration with Communications Specialist * Responsible for the management of special projects and operations |
| Terri Roberts  Quality Improvement Manager [terrie\_roberts@mahec.net](mailto:terrie_roberts@mahec.net) | * Provides leadership on all QI activities with practice support coaches * Leads QI contracted deliverables with NC Medicaid * Serves as subject matter expert on practice support coaching topics and activities * Responsible for new coach orientation, staff self-assessments, ongoing coach support and training |
| Mary McCaskill  Health IT Manager [mary\_mccaskill@ncahec.net](mailto:mary_mccaskill@ncahec.net) | * Responsible for health information technology services out of the Program Office and serves as subject matter expert * Assists coaches with training and issue resolution in HER and telehealth optimization, HIE training and technical assistance, and CRM software and data management in collaboration with PO’s IT team * Serves as liaison to NCHIE & NC Medicaid on HIT matters |
| **Liz Griffin**  Behavioral Health Integration Manager  [liz\_griffin@ncahec.net](mailto:liz_griffin@ncahec.net) | * Leads behavioral health integration efforts including TCM and CoCM * Serves as subject matter expert resource to practice support coaches for issues resolution and resource development * Serves as liaison to NC Medicaid, professional associations, and health plans on behavioral health program matters |
| **Lauren Tomola**  Librarian  [ltomola@email.unc.edu](mailto:ltomola@email.unc.edu) | * Manages the archiving and research of publications, tools and resources via PBworks and Basecamp |
| Tracey D’Addezio Project Specialist [tracey\_d’addezio@ncahec.net](mailto:carol_stanley@ncahec.net) | * Leads Medicaid managed care contract project management and reporting activities |
| Kim Moser Communications Specialist [kim\_moser@ncahec.net](mailto:kim_moser@ncahec.net) | * Coordinates marketing and communications efforts on behalf of Practice Support |
| Rashida Bandy Business Services Coordinator  [rashida\_bandy@ncahec.net](mailto:rashida_bandy@ncahec.net) | * Supports financial and contracting activities for projects and grants * Assists in organizing and supporting statewide meetings, including logistics and communication * Provides essential administrative support to the Practice Support Team |
| LIBRARY SERVICES   * Ensures each of the nine libraries, complete with a librarian staff, are prepared to meet the unique needs of health care providers * Maintains the AHEC Digital Library, ensuring that all providers in the state have high-quality health information at their fingertips | |
| Ashley Langley  Director of Statewide IT & Business Analytics  [ashley\_langley@ncahec.net](mailto:ashley_langley@ncahec.net) | * Provides leadership support to Library Services |
| Sarah Kimmel  Director of Library Services  [sarah\_kimmel@ncahec.net](mailto:sarah_kimmel@ncahec.net) | * Works with the ADL Technical Team to plan for and manage all ADL technical enhancements and data reporting * Explores and facilitates collaboration with other NC AHEC service lines * Ensures that regional AHEC librarians and UNC HSL staff are familiar with and carry out the work outlined in annual work statements * Verifies that NC AHEC librarians and the ADL serve the functions of service provider and library, respectively, for the NC AHEC System * Works directly with the ILS technical team to manage and plan for all ADL technical enhancements * Oversees resource management functions of the ADL and the AHEC library consortium * Updates the ADL with current free and subscription-based resources * Facilitates help desk communication between patrons, Regional AHECs, and Program Office |
| NC Center on the Workforce for Health | |
| The NC Center on the Workforce for Health (Center) seeks to identify solutions, share best practices, and monitor progress in addressing the state’s health workforce challenges. The Center develops partnerships and organizes ecosystems to address today’s health workforce crises and anticipate future needs.  Current initiatives include:   * NC Health Talent Alliance * Caregiving Workforce | |
| Andy MacCracken  Director of NC Center on the Workforce for Health  [andy\_ maacraken@ncahec.net](mailto:andy_%20maacraken@ncahec.net) | * Directs the NC Center on the Workforce for Health to lead statewide efforts to plan for and meet the state’s Health workforce needs * Leads workstreams such as the Health Talent Alliance (Talent Pipeline Management) and the Caregiving Council |
| Rhonda Turner  Business Officer  [rhonda\_turner@ncahec.net](mailto:paris_andrew@ncahec.net) | * Manages budgets and facilitates budget/financial transactions for the NC Center on the Workforce for Health * Coordinates contract and grant management for the NC Center on the Workforce for Health * Provides support for HR transactions |
| Kai Rosen  Work Stream Coordinator  [kai\_rosen@ncahec.net](mailto:kai_rosen@ncahec.net) | * Coordinate statewide project planning and implementation of the NC Health Talent Alliance * Support the development of resources and information, such as the Solution Playbook and similar efforts |
| Kaniqua Outlaw  Data analyst  [kaniqua\_Outlaw@ncahec.net](mailto:kaniqua_Outlaw@ncahec.net) | * Spearheading data analysis for Center-related activities * Coordinating data-related efforts among health workforce partners * Providing technical assistance on data needs among health workforce partners |
| OPERATIONS | |
| INFORMATION TECHNOLOGY  Provides information management, communication technologies, and IT-enabled educational capabilities throughout the NC AHEC system to  support cross-site collaboration and the implementation and support of statewide capabilities.  This includes:   * Development of Statewide IT plans to support business processes * Deployment of capabilities needed to improve the web experience for AHEC customers * Coordinated use of shared IT resources such as videoconferencing support | |
| Ashley Langley  Director, Statewide IT & Business Analytics  [ashley\_langley@ncahec.net](mailto:ashley_langley@ncahec.net) | * Manages all aspects of Statewide IT and relationships between AHECs and campus resources and directs data work around reporting for many initiatives |
| James R. T. Bossert  IT Team Leader  [james\_bossert@ncahec.net](mailto:james_bossert@ncahec.net) | * Orchestrates how development is done within web services, technologies adopted, and primary system administrator of IT housed in the Amazon cloud * Lead developer for many new initiatives |
| Ashim Ghimire Systems Engineer  [ashim\_ghimire@ncahec.net](mailto:ashim_ghimire@ncahec.net) | * Provides programming within web services environment and serves as system administrator across web services |
| Cleibe Souza Applications Analyst  [cleibe\_souza@ncahec.net](mailto:cleibe_souza@ncahec.net) | * Responsible for code on PHP servers that run MyAHEC portal, practice support tools, and student housing application * SalesForce first point of contact with the Practice Support CRM |
| Nevin Fouts  Statewide eLearning Coordinator [nevin\_fouts@ncahec.net](mailto:nevin_fouts@ncahec.net) | * Leads eLearning efforts supporting State of NC customers and course development for statewide efforts * Manages and coordinates the development of online courses and modules * Plans and manages live event support using Zoom Webinar and Vast Conference * Coordinates statewide sharing of best practices for live webinars and eLearning activities |
| Jamie Kirk  Applications Analyst [jamison\_kirk@ncahec.net](mailto:jamison_kirk@ncahec.net) | * Primary point person for Docebo programming integration and secondary user support. * Contributing programmer in web services environment |
| Andrew Thomas  Jr. Software Engineer  [andrew\_thomas@ncahec.net](mailto:andrew_thomas@ncahec.net) | * Contribute to development and operational issues within the web services environment. |
| Naomi Cox  Help Desk Technician [naomi\_cox@ncahec.net](mailto:naomi_cox@ncahec.net) | * Provides first response and resolution for requests through [support@ncahec.net](mailto:support@ncahec.net) for staff and end users * Writes internal and external documentation of processes to share with users |
| Kathy Peticolas  Data Analyst  [kathy\_peticolas@ncahec.net](mailto:kathy_peticolas@ncahec.net) | * Provides data analysis and management for all aspects of statewide data collection |
| COMMUNICATIONS  Supports statewide communications and marketing strategy for NC AHEC | |
| Vincent Giandurco, Interim  Communications & Marketing Manager  [vincent\_Giandurco@ncahec.net](mailto:vincent_Giandurco@ncahec.net) | * Oversees communications and marketing strategy for NC AHEC |
| FINANCE  Monitors and oversees state funding, grants, and funding allocated through the:   * Nine Area Health Education Centers * Duke AHEC Program * 17 UNC on-campus departments supported by NC AHEC * UNC Air Operations | |
| Jocelyn Brooks  Statewide Director of Finance and Administration  [jocelyn\_brooks@ncahec.net](mailto:jocelyn_brooks@ncahec.net) | * Provides oversight for Program Office Finance and Administration * Manages all aspects of HR * Serves as the Liaison for the School of Medicine administrative engagement |
| Darien Brockington  Finance Manager  [darien\_Brockington@ncahec.net](mailto:darien_Brockington@ncahec.net) | * Manages budget and facilitates budget transactions for the Program Office, including state funds, contracts, and grants. Also serves as the liaison for MedAir finance. |
| Ashleigh Crutcher  Program Office Accountant  [ashleigh\_crutcher@ncahec.net](mailto:ashleigh_crutcher@ncahec.net) | * She will be working with the Associate Directors and Program leads in the Program Office, including administration of the Work Statement process, Both on and off campus. |
| Sharon Jones  Accountant  [Sharon\_jones@ncahec.net](mailto:Sharon_jones@ncahec.net) | * Processes monthly regional AHEC reimbursement invoices for state & grant funds, reconciles accounts, handles UNC Facilities work orders, process travel |
| ADMINISTRATIVE  Supports staff and oversees various duties as requested | |
| Shayron Saunders Administrative Support Specialist [shayron\_saunders@ncahec.net](mailto:shayron_saunders@ncahec.net) | Various duties for:   * Director of Planning and Innovation * Director of Education and Nursing * Associate Director of CPD * Director of Medical Education |