



# MEMBER BENEFITS

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IPHCA



## Who We Are

Established in 1982, the Illinois Primary Health Care Association (IPHCA) is a nonprofit trade association of community health centers (CHCs) that proudly serves as Illinois’s sole primary care association.

IPHCA represents 56 organizational members—CHCs— that operate more than 430 sites in Illinois, Iowa, and Missouri. Funding is received from membership dues and various state and federal grants.

# Who We Serve

IPHCA represents Federally Qualified Health Centers (FQHC)—entities created by Congress to meet the health care needs of underserved communities and high-risk patients. These centers, also known as Community Health Centers (CHC), fill a void by providing care for those whom other providers often do not serve.

Since FQHCs must, by law, serve the medically underserved regardless of their ability to pay, CHCs are located in geographic regions designated as having a shortage of medical providers who serve this population. In addition, the medically underserved may be low-income, uninsured, homeless, affected by HIV/AIDS, struggling with mental health or substance use disorders, and/or have special needs. In order to achieve the “federally qualified” status and, therefore, receive federal funding, CHCs must:

- Be governed by at least a 51% majority patient board who make decisions about programs, services, and expenditures.
- Be located in a medically underserved area or provide care to medically underserved populations.
- Provide comprehensive primary and preventive care, including obstetrics.
- Establish a formal relationship with one or more hospitals, which includes admitting privileges and 24-hour access to services.
- Submit comprehensive health plans for the geographic area served.



# What We Do

IPHCA is committed to fulfilling its mission of helping communities help themselves by advocating and expanding community primary care services across Illinois, and assisting member organizations in fulfilling their goal of community empowerment through health care choice. By advocating on behalf of members' interests, IPHCA also advocates for underserved citizens and communities. Specifically, IPHCA:

- Fosters communication to resolve mutual problems and share successes.
- Provides education and training to enhance the operation of health care services.
- Advocates for the unique interests and contributions of CHCs.

- Provides fiscal and management technical assistance to promote efficiency of CHC operations.
- Assists in the recruitment and retention of professional clinical staff.
- Develops and maintains information systems.
- Promotes linkages between the membership, related organizations and agencies.





## Our Mission

IPHCA positions its members to be the providers of choice within the communities they serve through advocacy, education, and technical assistance emphasizing the high-quality, accessible, and integrated health center model of care.

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# MEMBERSHIPS

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# Organizational Membership

Organizational membership is available to any entity that is a Federally Qualified Health Center (FQHC)—both those that receive Section 330 federal funding through primary care, homeless, migrant, or public housing grants and those that are designated as FQHC “Look-Alikes.”

## Benefits:

- Legislative advocacy—representation, advocacy, and collective action with federal, state, city, and local governmental officials.
- Voting privileges—eligible to vote on certain matters through the Assembly of Delegates.
- Management and support—assistance in securing new funding sources, including consultation, advice, and other technical assistance regarding issues relating to CHC establishment, expansion, and operation.
- Leadership and networking—eligible for leadership and participation on IPHCA committees; opportunities for mutual solving of administrative and clinical issues.
- Group purchasing—eligible to participate in the group purchasing organization.
- Education and training—discounts for educational and training events.
- Clinician recruitment and services recruitment and placement of professional clinical staff in health centers, available at no cost.
- Community access—access to related national, statewide, and local organizations and agencies.
- Information—access to news, studies, surveys, and reports.

# Affiliate Membership

Affiliate membership is designed for organizations that support the association's mission and goals, and intend to pursue Federally Qualified Health Center (FQHC) or FQHC "Look-Alike" status.

## Benefits:

- Legislative advocacy—representation, advocacy, and collective action with federal, state, city, and local governmental officials.
- Management and support—assistance in securing new funding sources, including consultation, advice, and other technical assistance regarding issues relating to CHC establishment, expansion and operation.
- Leadership and networking—eligible for leadership and participation on IPHCA committees; opportunities for mutual solving of administrative and clinical issues.
- Group purchasing—eligible to participate in the group purchasing organization.
- Education and training—discounts for educational and training events.
- Clinician recruitment and services—recruitment and placement of professional clinical staff in health centers, available at no cost.
- Community access—access to related national, statewide, and local organizations and agencies.
- Information— access to news, studies, surveys, and reports.



# Associate Membership

Designed for foundations, community-based agencies, human service providers, government entities, and other organizations that support our goals and mission.

## Benefits:

- Consultation, advice, and assistance from IPHCA experts can help organizations secure new funding sources.
- Discounted trainings and education sessions keep teams up-to-date on the latest health care trends, guidance, rules and recommendations.
- Included group purchasing membership gives organizations access to a powerful network of vendors and purchasers.
- Community access—access to related national, statewide, and local organizations and agencies.
- Information— access to news, studies, surveys, and reports.

# Business Membership

Business membership is available to companies that serve or partner with Community Health Centers.

## Benefits:

- Connection to a thriving network of potential customers at national, statewide, and local health-focused organizations.
- Grow brand awareness and connect with an audience of thousands through branding on the IPHCA website and features in various digital communications.
- Exhibitor opportunities to share brand messages and network with industry professionals at IPHCA conferences and events.
- Trainings and education sessions to stay up-to-date on the latest health care trends, guidance, rules, and recommendations.
- Information—eligible to receive certain IPHCA publications.

# Network Membership

Network membership is available to any integrated service network that receives, or has received, funding from the Health Resources and Services Administration Integrated Services Development Initiative (ISDI), Shared Integrated Management Information Systems (SIMIS), or Health Center Controlled Network (HCCN) programs.

## Benefits:

- Networking opportunities—eligible to attend meetings and take advantage of mutual solving of administrative and clinical issues.
- Network members are eligible to join IPHCA's group purchasing organization.
- Discounted trainings and education sessions keep teams up-to-date on the latest health care trends, guidance, rules, and recommendations.
- Connection to a thriving network of potential customers at national, statewide, and local health-focused organizations.
- News, studies, surveys, and reports through IPHCA's periodic and issue-specific publications.
- Information—eligible to receive certain IPHCA publications.



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**LEADERSHIP  
+ COMMITTEES**

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# Leadership

IPHCA is governed by an Assembly of Delegates, a Board of Directors, and an Executive Committee. Duties and membership of each are as follows:

**Assembly of Delegates** consists of one delegate from each Organizational member of the Association and is the general governing body of the Association. It has the powers necessary to carry out the purposes of the Association, as set forth in the Bylaws.

**Board of Directors** consists of 14 Organizational Members—the Chair, the Immediate Past Chair, the Chair-Elect, the Secretary, the Treasurer, the President and Chief Executive Officer, the Chair of the Legislation and Public Policy Committee, and seven Regional Representatives.

**Executive Committee** consists of six Organizational Members, including the Chair of the Board of Directors, the Immediate Past Chair, the Chair-Elect, the Secretary, the Treasurer, and the Chair of the Legislation and Public Policy Committee. The Executive Committee has all powers not reserved for the Assembly of Delegates or the Board of Directors, which are necessary to set policy for and manage, control, and direct affairs on the property of the association.

# Administrative + Operations Committees

**Bylaws + Membership Committee** reviews membership status and makes recommendations for association membership to the Executive Committee.

**Finance + Personnel Committee** oversees the policies and procedures, as well as the financial and budgetary decisions of the accounting/finance department of the association. The committee also reviews and makes recommendations concerning association personnel policies and procedures, position descriptions, organizational charts, policies and procedures for employee salary and performance appraisal administration, and employee benefits.

**Planning Committee** defines and guides the association in meeting the goals of its strategic plan.

# Standing Committees

IPHCA operates six standing committees, each of which includes a Chair, Vice Chair(s), and representation from the four identified regions of the state—[Chicago Region](#), [Collar Counties Region](#), [Northern and Central Illinois Region](#), and [Southern Illinois Region](#). Members are nominated by the Chair of the Board of Directors. Specific responsibilities of each committee are as follows:

[Clinical Support Committee](#) is responsible for recommending clinical performance outcomes, recruitment and retention activities, and patient centered medical home development activities.

[Community Development Committee](#) is responsible for recommending strategies for building CHC capacity, including input on expansion planning and shortage designations.

[Compliance + Risk Management Committee](#) is responsible for recommending risk management education and service goals and corporate compliance training.

[Insurance Committee](#) is responsible for recommending activities and education related to Illinois's health insurance exchange, accountable care organizations, Medicare, and all Medicaid managed care programs.

[Legislation + Public Policy Committee](#) is responsible for recommending the Association's advocacy agenda.

[Operations Committee](#) is responsible for training and technical assistance activities around health center finance and operations policies and procedures.

# Additional Committees + Groups

IPHCA recognizes four distinct regions of the State—[Chicago Region](#), [Collar Counties Region](#), [Northern and Central Illinois Region](#), and [Southern Illinois Region](#). Regions meet annually at the IPHCA Annual Leadership Conference to select their Regional Representatives to the IPHCA Board of Directors. The Chicago Region has three representatives, the Northern and Central Region has two representatives, and the Collar Counties and Southern Illinois Regions each have one representative.

[Nominating Committee](#) is responsible for soliciting nominations and making recommendations for all officers, standing committee chairs-elect, and any other positions elected by the Assembly of Delegates.

[Professional Staff Development Committee](#) is responsible for assisting with the planning, selection of topics, and other necessary matters related to the Association's Annual Leadership Conference.

Each Organizational Member of the Association may nominate a member of its Board of Directors to participate on the [Community Board Member Advisory Panel](#)—a panel of board members convene at the Annual Leadership Conference to network and discuss various issues related to health centers and the role of community board members.

IPHCA facilitates two [Professional Staff Sections](#)—clinicians and finance directors—in which individuals from CHCs have an opportunity to network, exchange information, share best practices with their peers, and enhance effectiveness and quality in health centers.



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# SERVICES

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### **Government Affairs**

IPHCA advocates for its members through communication between the Association, the Illinois General Assembly, the U.S. Congress, and the executive branches at both the state and federal levels. The Governmental Affairs Department implements the Association’s legislative agenda and advocates on behalf of individual member requests to legislators.

[Staff Contacts: Cyrus Winnett and Amber Kirchhoff](#)

### **Health Professional Shortage Areas and Medically Underserved Areas and Populations**

IPHCA staff works with the Health Resources and Services Administration (HRSA) and the Illinois Department of Public Health Center for Rural Health to obtain shortage designations in medically underserved areas. This information ensures health centers can receive federal grant funding to provide health care, and that their clinicians can qualify for the federal loan repayment program.

[Staff Contact: Barry Lacy](#)

### **Clinical Quality Improvement and Chronic Disease Prevention**

IPHCA promotes the improvement of quality health care in CHCs by working with HRSA to establish core quality performance indicators and efficient means to gather the data necessary to measure them. Specific chronic disease education is regularly planned.

[Staff Contacts: Ashley Colwell and Naila Quraishi](#)



### **Clinician Recruitment and Workforce Development**

IPHCA provides, at no cost to Organizational and Affiliate members, extensive recruitment services resulting in the placement of qualified clinicians in health centers. IPHCA's Recruitment and Workforce Development Network serves to pool the resources of IPHCA members by sharing best practices, facilitating education, and increasing communication among health center staff.

**Staff Contacts:** [Ashley Colwell](#) and [Jean Garner](#)

### **Education & Professional Development**

IPHCA provides educational, professional, and project expertise on a wide variety of topics and supplies resources for instructor-led courses, a resource library, and educational programming. IPHCA offers in-person training sessions and multiple webinars each year on topics varied by functional areas of CHC operations. In addition, IPHCA hosts an Annual Leadership Conference.

**Staff Contact:** [Kathryn Doolin](#) + [Cassandra Curry](#)

### **Communications**

IPHCA provides professional external communications and media relations across the state of Illinois. Additionally, the department maintains the IPHCA website and social media accounts, produces quarterly digital publications and bi-weekly updates, and is responsible for annually updating the membership directory.

**Staff Contacts:** [Beth Fox](#), [Alexandra Kozar](#) and [Jacob Lakin](#)





### **Data Analysis**

IPHCA produces detailed graphical analyses of several reports which condense complex and voluminous amounts of population and service data into easily understood charts used in legislative advocacy, as well as baseline and comparative reports for IPHCA members. IPHCA members use these reports to compare themselves with other CHCs in Illinois and across the nation.

[Staff Contact: Cheri Hoots Tabor](#)

### **Financial Services**

The financial services staff serve as a resource to IPHCA members on financial and operational matters, including Medicaid reimbursements, providing technical assistance, and a wide variety of educational programming.

[Staff Contact: Cheri Hoots Tabor](#)

### **Health Professions Training**

IPHCA staff use their expertise and experience in working with health professions training programs and health centers to connect students to health centers. IPHCA continues to work toward the ultimate goal of building a pathway of clinicians interested in careers in CHCs. IPHCA also conducts sessions to educate clinical students early in their academic program. Staff serve as local National Health Service Corps program experts.

[Staff Contact: Ashley Colwell](#)



### **Oral Health Services**

IPHCA provides oral health expertise to member health centers through individual technical assistance, Dental Directors meetings, educational opportunities and oral health articles, and updates in digital publications.

[Staff Contact: Cristina McKay](#)

### **Behavioral Health/Substance Use Disorders**

IPHCA provides training and technical assistance related to behavioral health and substance use disorders.

[Staff Contact: Ashley Colwell](#)

### **Emergency Preparedness**

IPHCA helps health centers prepare for emergency and disaster situations, build emergency response and management capacities, develop emergency preparedness plans, emergency communication strategies, trainings, and exercise designs.

[Staff Contact: Paula Campbell](#)

### **Primary Health Purchasing Alliance**

IPHCA's Primary Health Purchasing Alliance (PHPA) is a group purchasing organization that leverages the purchasing power of IPHCA members, allowing them to save money on products and services they already use. These services include medical and dental supplies, payroll processing, patient communications, pharmaceuticals, and more. IPHCA members can access products and services from affiliated vendors at nocost, and with no volume requirements or limitations.

[Staff Contact: Kathryn Doolin](#)

### **Risk Management**

IPHCA provides the highest quality services to members in the development of effective risk management tools and practices. With the Compliance and Risk Management Committee, IPHCA formalizes and enhances its efforts in this critical area.

[Staff Contacts: Ashley Colwell](#)

### **Patient-Centered Medical Home**

IPHCA staff works with members on the integration of Patient-Centered Medical Home (PCMH) and quality incentives. IPHCA has developed a comprehensive multi-year training and technical assistance plan to support members in attaining PCMH recognition through well-known national entities, which includes an online library with user-friendly tools and resources that members can use for the PCMH recognition process.

[Staff Contacts: Naila Quraishi and Cristina McKay](#)

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TO LEARN MORE ABOUT ANY OF THESE  
MEMBERSHIP OPPORTUNITIES,  
CONTACT KATHRYN DOOLIN AT  
(217) 541-7303 OR [KDOOLIN@IPHCA.ORG](mailto:KDOOLIN@IPHCA.ORG).

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[WWW.IPHCA.ORG](http://WWW.IPHCA.ORG)