

ISSUE 63
JULY 2026

THE MOVEMENT NEWSLETTER

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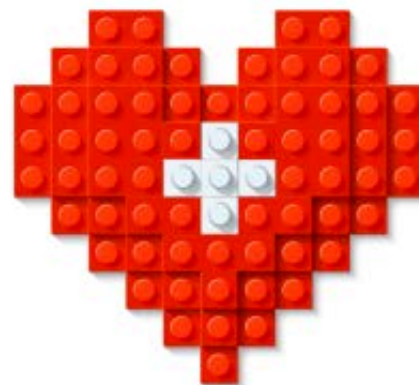
The connection
that keeps us
together



Conferences and Events



Building Innovative Care
Where It Matters Most.



National Health Center Week
August 2-8, 2026



2026
ANNUAL
CONFERENCE
and
BOARD GOVERNANCE
RETREAT



OCTOBER 23-25



SONESTA RESORT
HILTON HEAD ISLAND



130 Shipyard Drive
Hilton Head Island, SC 29928



2026 CNR Retreat Award Winners

2026 South Carolina Primary Health Care Association CLINICAL NETWORK RETREAT AWARD WINNERS

CONGRATULATIONS!

Your dedication, excellence, and unwavering commitment to improving the lives of others have made a lasting impact. Your leadership, compassion, and pursuit of excellence continue to inspire those around you and strengthen the communities you serve. We celebrate your remarkable achievements and look forward to the many ways you will continue to make a difference.



Jennifer Gillespie
CareSouth Carolina, Inc.

**Champion of Practice
Transformation Award
Recipient**



**Tarsha Sparkman
CH-CBS**
St. James Health and
Wellness, Inc.

**Champion of Practice
Transformation Award
Recipient**



**Kimberly Mathis
CMA**
Little River Medical Center,
Inc.

**Clinical Support Staff
of the Year Award
Recipient**



**Shannon Montgomery
RN, BSN, MBA**
Tandem Health SC, Inc.

**Clinical Quality
Leader of the Year
Award Recipient**

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**Kimya Justice
MSN, RN**
Rural Health Services, Inc.

**Nurse of the Year
Award Recipient**



**Caleb Rich, PharmD
BC-ADM, CDCES**
Family Health Centers, Inc.

**Pharmacist of the Year
Award Recipient**



Jordan Hobel, DDS
Little River Medical Center,
Inc.

**Dental Professional of
the Year Award
Recipient**



**Naomi Ferguson
C-FNP**
Little River Medical Center,
Inc.

**Health Care
Provider of the Year
Award Recipient**

2026 South Carolina Primary Health Care Association CLINICAL NETWORK RETREAT AWARD WINNERS

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Eric M. Schleuter, MD
Cooperative Health

**Health Care
Provider of the Year
Award Recipient**

Dr. Schleuter was also honored as the inaugural recipient of the organization's Clinical Leadership Excellence Award, recognizing his outstanding leadership and enduring commitment to advancing community health.

For the past six years, he has served as the Clinical Representative on the South Carolina Primary Health Care Association Board of Directors, where he has provided invaluable insight, thoughtful leadership, and steadfast support in strengthening community health centers and expanding access to high-quality healthcare across the state.

His advocacy has helped drive meaningful initiatives, his clinical expertise has guided strategic decision-making, and his unwavering dedication to the Association's mission has made a lasting and significant impact on community healthcare throughout South Carolina.

Letter from the Editor



Dear Friends of *The Movement*,

As we close out July, I am reminded that meaningful progress is built through preparation, collaboration, and a shared commitment to serving our communities. This month has been a testament to the dedication of health center leaders, staff, and community partners who continue to advance our mission of improving access to quality, equitable healthcare.

One of the highlights of July was our Health Center Leadership Retreat, where leaders came together to reflect, strategize, and strengthen the partnerships that will guide our work in the months ahead. The retreat provided valuable opportunities to exchange ideas, celebrate accomplishments, and develop innovative approaches to meeting the evolving needs of the communities we serve.

Our attention has also turned toward National Health Center Week, taking place August 2–8, 2026. This annual celebration is an opportunity to recognize the extraordinary impact of community health centers and the dedicated professionals who make comprehensive, patient-centered care possible every day. We look forward to celebrating our patients, staff, board members, volunteers, and community partners while highlighting the essential role health centers play in improving health outcomes and strengthening communities.

Beyond these milestones, the important work of our health centers has continued without pause. Every patient visit, outreach event, health education session, and collaborative effort reflects our unwavering commitment to ensuring that quality healthcare remains accessible to everyone who needs it. It is this everyday work—often carried out quietly and consistently—that creates lasting change.

As you read this month's edition of *The Movement*, I hope you find inspiration in the stories, updates, and achievements shared throughout these pages. Thank you for your continued partnership and dedication to advancing the health and well-being of our communities.

Together, we continue to move forward with purpose.

With Gratitude,

A handwritten signature in cursive script that reads "Kenya".

Kenya L. Mingo, MBA, MA, CLSSGB
Editor, *The Movement*
Director of Corporate Compliance and Communications

A Lesson in Leadership

11 LAWS OF EFFECTIVE LEADERSHIP

By Justin Wright



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Justin Wright



Summertime Safety



10 Tips for Healthy Grilling



1. Choose a healthy protein.

- Chicken. Grill breasts, thighs or drumsticks with the skin, if you'd prefer. Be sure to remove the skin before eating to avoid excess saturated fat.
- Fish. Try salmon or tuna steaks. Wrap thinner fish fillets, such as flounder and tilapia, in aluminum foil.
- Turkey. Choose skinless ground turkey to make turkey patties. Mix in some minced mushrooms and onions for flavor and moisture.
- Beef and pork. Buy "loin" or "round" cuts and "choice" or "select" grades of beef instead of "prime." Choose lean ground beef (90% lean) or extra lean (93%-95% lean), if available, for burgers.
- Tofu. Be sure to choose firm or extra firm.

2. Right size your portions. It's easy to make a healthy plate with the right portions. Here's how:

- Fill one-fourth of your plate with a protein, such as fish, skinless poultry, lean beef or lean pork. A healthy portion of meat is about 4 ounces raw. (Picture the size of a deck of cards.)
- Fill another one-fourth with a whole grain, such as brown rice or whole-wheat pasta.
- Fill the remaining half of the plate with fruit and/or vegetables.

3. Season with no-sodium marinades or rubs. For a pound of grilled protein, use either ½ cup no-sodium marinade or 1 tablespoon salt-free spice rub. Make a simple rub of your own with salt-free spices, such as allspice, chili powder, cinnamon, cumin, garlic powder, paprika or rosemary and black pepper.

4.Add color — lots of color. Many vegetables, including asparagus, avocado, bell peppers, corn on the cob, eggplant, mushrooms, onions, potatoes, squash and zucchini, can be grilled. Brush them with a healthy oil to prevent them from sticking or use a grill basket lightly sprayed with cooking spray. Also use skewers for vegetable kebabs. (Be sure to soak wooden ones in water for 10 minutes to prevent them from charring.)

5.Trim fat and moderate grill temperature. Buy skinless poultry or remove the skin before eating. Trim away any visible fat beef, pork, or chicken. Trim any excess poultry skin that may cause the grill to produce high flames and burn the meat.

6.Watch for hidden added sugars and sodium. Don't drown your grilled masterpiece in salty sauces, sugary condiments or heavy dressings. Sometimes a simple squeeze of lemon or lime provides just the right flavor finish.

7.Choose healthier sides. Traditional store-bought BBQ side dishes, such as baked beans, cole slaw, macaroni salad and potato salad, can be high in calories, saturated fat, sodium and added sugars. Make healthier homemade versions and enjoy a colorful bean salad, fruit salad or leafy green salad.

8.Pair with whole grains. Whole-grain pita bread, buns and breads can complement your healthy grill goods with extra fiber, flavor and texture.

9.Grill fruits for dessert. Try slices of watermelon, pineapple spears and nectarine halves. Natural sugars in fruit caramelize over the grill heat, enhancing their sweetness and flavor.

10.Keep it clean. Scrub down the grill rack or grill pan after each use. Removing leftover burnt pieces of food prevents burning, smoking and bitter flavors the next time you use it.



BE PREPARED: A Monthly Emergency Essential



Be Prepared – A Monthly Emergency Essential July Readiness Starts Now

As we move into July, community health centers should take time to review and strengthen their emergency preparedness plans. Summer brings unique challenges—including extreme heat, severe thunderstorms, hurricanes in many regions, flooding, and power outages—that can affect health center operations and the communities we serve.

Focus on Summer Hazards

July is an ideal time to ensure your organization is prepared to respond to seasonal emergencies by reviewing:

- Emergency operations and continuity of operations (COOP) plans
- Staff emergency contact information and call-down procedures
- Backup power systems and fuel supply
- Emergency communications plans
- Medical supply inventories and medication storage procedures
- Data backup and cybersecurity protocols

Conducting a tabletop exercise or reviewing emergency response procedures with staff can help identify gaps before an actual emergency occurs.

Protecting Vulnerable Patients

Many community health center patients are at increased risk during extreme weather events, including older adults, young children, individuals experiencing homelessness, people with chronic medical conditions, and those who rely on electricity for medical equipment.

Consider:

- Updating patient emergency contact information.
- Identifying patients who may need additional outreach during emergencies.
- Sharing educational materials on heat safety, hydration, severe weather preparedness, and medication management during power outages.
- Coordinating with local emergency management agencies and community partners to support high-risk populations.

Heat Safety Matters

Extreme heat is one of the leading weather-related health hazards in the United States. Encourage patients and staff to:

- Stay hydrated by drinking plenty of water.
- Limit outdoor activities during the hottest parts of the day.
- Wear lightweight, light-colored clothing.
- Check on older adults, neighbors, and individuals living alone.
- Know the signs of heat exhaustion and heat stroke, and seek immediate medical attention if symptoms become severe.

Build Community Resilience

Emergency preparedness is a shared responsibility. Strengthening partnerships with local hospitals, emergency management agencies, public health departments, emergency medical services, and community-based organizations help ensure coordinated responses during disasters.

Preparedness isn't just about responding to emergencies; it's about maintaining access to quality healthcare when patients need it most.

This July, take the opportunity to review your plans, engage your staff, and continue building a resilient health center prepared to serve your community in any circumstance.

Value-Based Care

**VALUE
BASED
CARE**



Building a Stronger Future Together: Why Clinically Integrated Networks Matter for South Carolina FQHCs

Healthcare reimbursement continues to evolve at an unprecedented pace. While fee-for-service payment remains an important source of revenue for Federally Qualified Health Centers (FQHCs), the future increasingly rewards organizations that can demonstrate quality outcomes, coordinated care, and improved population health. For many community health centers, participating in value-based care is no longer simply an opportunity—it is becoming a strategic necessity.

One of the most effective ways for FQHCs to succeed in this environment is through the development of a Clinically Integrated Network (CIN). A CIN allows independent health centers to collaborate around quality improvement, data sharing, care coordination, and payer contracting while preserving each organization's local governance and operational independence. Rather than competing independently for increasingly complex value-based contracts, participating health centers can leverage the strength of a statewide network to improve outcomes, reduce costs, and negotiate from a position of collective expertise.

A Network Built Around Mission

Unlike many healthcare organizations, FQHCs have always been mission driven. Every operational decision ultimately supports access to comprehensive healthcare for medically underserved communities regardless of a patient's ability to pay.

That mission should remain the foundation of every clinically integrated network.

Successful CINs are not designed simply to increase reimbursement. They exist to improve patient care while strengthening the financial sustainability necessary to continue serving vulnerable populations. Any shared savings, incentive payments, or value-based revenue generated through network participation should be strategically reinvested into programs that improve access, expand services, enhance care coordination, address workforce shortages, and strengthen community partnerships.

When mission remains the primary driver, value-based care becomes an extension of what FQHCs have always done exceptionally well—providing comprehensive, patient-centered care.

Preserving Independence Through Collaboration

One common misconception is that joining a CIN means sacrificing local control. In reality, a properly designed clinically integrated network allows every participating health center to maintain its own governing board, leadership team, operational processes, and organizational identity.

Instead, the network creates opportunities to collaborate in areas where collective effort produces greater value than individual action. These collaborative efforts may include:

- Standardizing clinical quality initiatives.
- Sharing best practices.
- Developing common performance metrics.
- Coordinating care management strategies.
- Negotiating value-based payer agreements.
- Leveraging population health analytics.
- Purchasing shared technology or support services.

This model allows health centers to remain independent while becoming stronger together.

Provider-Led Governance Creates Clinical Excellence

A hallmark of every successful CIN is strong provider leadership.

Clinical integration cannot simply be directed from administrative offices. Physicians, nurse practitioners, physician assistants, behavioral health providers, dentists, pharmacists, nursing leaders, and care management teams must actively guide quality improvement initiatives.

Provider-led governance ensures that clinical protocols remain practical, evidence-based, and patient-centered while encouraging physician engagement and accountability.

Effective governance typically includes multidisciplinary committees responsible for reviewing quality performance, evaluating clinical outcomes, identifying improvement opportunities, and recommending best practices across the network.

This collaborative clinical leadership becomes one of the CIN's greatest strengths.

Data Is the Currency of Value-Based Care

Every value-based payment model depends upon one critical asset—accurate, timely, and actionable data.

Many FQHCs operate different electronic health record (EHR) systems, making data interoperability one of the largest challenges when developing a clinically integrated network. Success requires the ability to aggregate information from multiple platforms into a common reporting environment.

Interoperability allows participating organizations to:

- Measure quality consistently.
- Identify care gaps.
- Track utilization.
- Monitor chronic disease outcomes.
- Benchmark performance across the network.
- Produce reliable reports for payer contracts.

Without trusted data, organizations cannot effectively manage risk or demonstrate value.

Equally important is establishing common data definitions so every participating health center measures performance using consistent standards.

Addressing Social Determinants of Health

FQHCs have long understood that healthcare outcomes are influenced by far more than clinical treatment alone. Transportation barriers, housing instability, food insecurity, employment, education, behavioral health, language access, and financial hardship all directly affect patient health outcomes. As value-based care evolves, addressing Social Determinants of Health (SDOH) becomes increasingly important.

A mature CIN should support standardized SDOH screening across participating organizations using validated assessment tools. Consistent documentation allows health centers to better understand community needs, connect patients with available resources, improve care planning, and demonstrate the true complexity of caring for underserved populations.

Capturing appropriate ICD-10-CM Z-codes related to social risk factors also improves population health reporting and helps demonstrate patient complexity to payers engaged in risk-adjusted payment models.

The ability to combine clinical quality measures with social risk information positions FQHCs to advocate more effectively for payment models that recognize the realities of caring for vulnerable populations.

Revenue Cycle Readiness Is Essential

Clinical excellence alone does not ensure financial success under value-based care. Revenue cycle operations must evolve alongside clinical transformation. Traditional billing processes focus primarily on producing clean claims for fee-for-service reimbursement. Value-based care requires an expanded financial strategy that includes performance monitoring, contract management, quality incentive tracking, reconciliation, and payment validation.

Revenue cycle leaders should be prepared to answer important questions:

- Are quality incentive payments matching contractual expectations?
- Are attributed patients correctly assigned?
- Are payer performance reports accurate?
- Is documentation supporting quality measure performance?
- Are care management services being captured appropriately?
- Are shared savings calculations validated?

Revenue cycle teams increasingly become financial analysts, ensuring organizations receive every dollar earned through performance. Strong collaboration between finance, clinical operations, quality improvement, coding, compliance, and information technology is essential.

Preparing for Value-Based Contracting

Participation in a CIN positions FQHCs to negotiate more sophisticated value-based agreements with Medicaid Managed Care Organizations, Medicare Advantage plans, commercial insurers, and accountable care organizations. Before entering these agreements, organizations should carefully evaluate their readiness in several key areas. Health centers should understand their baseline quality performance, identify areas for improvement, establish reliable financial reporting systems, assess care management capacity, and develop internal expertise in contract evaluation.

Equally important is understanding how financial risk will be distributed throughout the network and ensuring transparency in performance measurement and payment allocation.

Successful contracting depends upon realistic expectations, measurable outcomes, and clearly defined governance processes.

Building the Future Together

South Carolina's FQHCs have consistently demonstrated their ability to innovate while remaining committed to their mission of serving communities with the greatest healthcare needs.

Developing a Clinically Integrated Network represents the next evolution of that commitment.

By aligning around common quality goals, investing in data interoperability, strengthening provider leadership, addressing environmental conditions impacting health, modernizing revenue cycle operations, and preparing for value-based contracting, FQHCs can create a sustainable model that improves both patient outcomes and organizational performance.

Healthcare is rapidly shifting from paying for volume to rewarding value. Community health centers are uniquely positioned to lead this transformation because they have always focused on comprehensive, coordinated, patient-centered care.

A clinically integrated network simply provides the infrastructure to demonstrate that value, strengthen financial sustainability, and ensure that South Carolina's FQHCs continue delivering high-quality healthcare for generations to come.

The future of healthcare will belong to organizations that can work together, measure outcomes, manage populations, and remain steadfast in their mission. Through clinical integration, South Carolina's FQHCs have an opportunity to do exactly that—stronger together than any health center could achieve alone.



Clinical Transformation

The Chronic Care Model: A Foundation for Better Health Outcomes

Introducing One of Healthcare's Most Proven Frameworks for Managing Chronic Disease

Healthcare is undergoing one of the most significant transformations in its history. Across the nation, healthcare organizations are moving beyond treating illness one visit at a time and embracing a more proactive, patient-centered approach to care. This transformation is being driven by the growing prevalence of chronic disease, increased emphasis on value-based care, and the recognition that improving health outcomes requires coordinated, continuous care rather than episodic treatment (CMS, 2025).

For South Carolina's Community Health Centers, this shift is particularly important. Every day, health center teams care for patients living with hypertension, diabetes, cardiovascular disease, asthma, chronic kidney disease, depression, and many other chronic conditions that require ongoing management rather than isolated clinical encounters. According to the Centers for Disease Control and Prevention, six in ten adults in the United States live with at least one chronic disease, while four in ten adults have two or more chronic conditions (CDC, 2024). These illnesses remain the leading causes of death, disability, and healthcare expenditures nationwide.

South Carolina's Community Health Centers have long demonstrated a commitment to comprehensive, patient-centered care. Yet as healthcare continues evolving, achieving better outcomes requires more than excellent clinicians, it requires healthcare systems intentionally designed to support patients before, during, and after every encounter.

One of the most influential frameworks developed to accomplish this is the Chronic Care Model (CCM).

What Is the Chronic Care Model?

The Chronic Care Model was developed by Dr. Edward H. Wagner and colleagues at the MacColl Center for Health Care Innovation during the 1990s as a framework for improving the management of chronic disease within primary care settings. Wagner first introduced the model as a systems-based approach that moves healthcare organizations from reactive treatment toward proactive, planned, and coordinated care.

Rather than focusing solely on treating disease after complications occur, the Chronic Care Model emphasizes creating healthcare systems that anticipate patient needs, coordinate multidisciplinary care, engage patients as active participants in their health, and use clinical data to guide continuous improvement (Wagner et al., 2001).

At its core, the model is built upon a simple but powerful concept:

“Better health outcomes occur when informed, activated patients interact with prepared, proactive healthcare teams.” (Wagner et al., 2001)

This principle continues to serve as the foundation for many of today's population health and value-based care initiatives.

Why the Chronic Care Model Matters?

Historically, healthcare has been organized around treating acute illness. Patients develop symptoms, schedule an appointment, receive treatment, and return only when another problem arises. While this approach is effective for short-term conditions, it is less successful for chronic diseases that require continuous monitoring, medication management, lifestyle modifications, and long-term patient engagement.

Research has consistently demonstrated that improving chronic disease outcomes requires redesigning primary care around planned, proactive care rather than isolated office visits (Bodenheimer et al., 2002). Instead of reacting to complications, healthcare organizations should identify patients who need follow-up, monitor care through registries and clinical dashboards, coordinate services across the care team, and actively support patients in managing their health between visits (Wagner et al., 2001).

For Community Health Centers, this philosophy aligns naturally with the mission of providing comprehensive, coordinated, and equitable care while improving preventive services, chronic disease outcomes, patient engagement, and overall population health.

The Six Components of the Chronic Care Model

The Chronic Care Model consists of six interconnected components that work together to strengthen healthcare delivery and improve patient outcomes.

Health System Organization

Strong leadership establishes quality improvement as an organizational priority. Executive leaders create a culture that supports innovation, accountability, workforce development, and continuous improvement. When leadership consistently prioritizes quality, organizations are better equipped to sustain long-term clinical transformation (Wagner et al., 2001).

Community Resources and Partnerships

Health is influenced by far more than medical care alone. Access to nutritious food, reliable transportation, stable housing, behavioral health services, and community support all affect patient outcomes. Building partnerships with community organizations helps address these social drivers of health while connecting patients with valuable resources beyond the clinic walls (Wagner et al., 2001).

Self-Management Support

Patients are the most important members of the healthcare team. The Chronic Care Model encourages organizations to equip patients with the knowledge, skills, and confidence necessary to manage their own health. Through education, goal setting, motivational interviewing, health coaching, and shared decision-making, patients become active participants rather than passive recipients of care (Bodenheimer et al., 2002).

Delivery System Design

High-performing healthcare organizations move beyond physician-centered care by adopting multidisciplinary, team-based approaches. Physicians, nurses, medical assistants, pharmacists, behavioral health providers, community health workers, and care coordinators each contribute unique expertise to improve care coordination and patient outcomes (Wagner et al., 2001).

Decision Support

Clinical decisions should consistently reflect current evidence-based guidelines. Standardized protocols, provider education, standing orders, and electronic clinical decision support tools help reduce unnecessary variation in care while improving adherence to nationally recognized best practices (Wagner et al., 2001).

Clinical Information Systems

Data is one of the most powerful tools available for improving healthcare quality. Patient registries, electronic health records, quality dashboards, and population health platforms allow organizations to proactively identify care gaps, monitor performance, stratify patient risk, and evaluate improvement efforts. Rather than waiting for patients to seek care, healthcare teams can identify individuals who need preventive services or chronic disease follow-up before complications develop (Wagner et al., 2001).

Although each component contributes independently to better care, the greatest improvements occur when all six elements function together as an integrated system.

Looking Ahead

The Chronic Care Model has influenced primary care transformation for more than two decades because its principles remain highly relevant. As healthcare continues shifting toward value-based care, organizations that invest in proactive care management, interdisciplinary teamwork, patient engagement, and data-driven decision-making will be better positioned to improve clinical outcomes while enhancing the patient experience.

For South Carolina's Community Health Centers, the Chronic Care Model provides more than a theoretical framework, it offers a practical roadmap for strengthening primary care, advancing population health, and supporting the mission of delivering high-quality, patient-centered care to every community served.

Over the coming months, this newsletter will explore each of the six components of the Chronic Care Model in greater depth, highlighting practical strategies, implementation examples, and quality improvement tools that health centers can apply within their own organizations.

By understanding and applying the principles of the Chronic Care Model, South Carolina's Community Health Centers can continue leading the way in transforming healthcare—one patient, one care team, and one community at a time.

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SCAgWHP Update



Honoring the Hands That Feed Our Communities



On June 14, the Diocese of Charleston welcomed members of the U.S. Conference of Catholic Bishops' Subcommittee on Pastoral Care of Migrants, Refugees, and Travelers to South Carolina for a special visit focused on learning more about the state's agricultural worker community and the organizations dedicated to serving them.

The visit concluded at Big Smiles in Johnston, where more than 300 agricultural workers and approximately 100 invited guests gathered for a heartfelt Migrant Farmworkers Mass. The celebration brought together three bishops, five priests, two deacons, and seven religious sisters in recognition of the invaluable contributions agricultural workers make to our communities and our nation's food supply.

For many migrant and seasonal farmworkers, months spent away from family and loved ones can present significant emotional and spiritual challenges. Through the Hispanic Farmworkers Ministries of the Diocese of Charleston, workers receive encouragement, fellowship, and faith-based support that fosters a sense of community while they are away from home. Sister Migdalia Flores continues to be a cornerstone of this ministry, providing compassionate outreach and pastoral care to farmworkers across South Carolina.

The South Carolina Agricultural Worker Health Program (SCAgWHP) was honored to support this meaningful event by providing refreshments for attendees. Sonya Del Rio, Director of Enabling Services and Chair of the South Carolina Agricultural Worker Health Advisory Council (SCAgWHAC), represented the program in solidarity with South Carolina's agricultural workers and the organizations committed to their well-being.

The gathering served as a powerful reminder that caring for agricultural workers extends beyond meeting their healthcare needs. Supporting their emotional, spiritual, and social well-being is equally essential to ensuring they feel valued, respected, and connected while working far from home.

The Migrant Farmworkers Mass was a meaningful celebration of faith, gratitude, and community—a tribute to the resilience, dedication, and sacrifices of the men and women whose hard work helps nourish families across South Carolina and throughout the nation.





Strengthening Partnerships to Support South Carolina's Agricultural Workers

On June 16, 2026, organizations dedicated to serving South Carolina's agricultural workers gathered with members of the U.S. Conference of Catholic Bishops' Subcommittee on Pastoral Care of Migrants, Refugees, and Travelers, along with bishops, deacons, and faith leaders from across the country, for a meaningful discussion focused on collaboration and service.

The meeting provided an opportunity to highlight the network of partnerships working together to improve the health, well-being, and quality of life for migrant and seasonal farmworkers throughout South Carolina.

Representing the South Carolina Agricultural Worker Health Program (SCAgWHP), Martha Granados-Ramirez, Agricultural Outreach Specialist, presented an overview of the program's mission and statewide services. Her presentation showcased SCAgWHP's commitment to expanding access to healthcare through community outreach, health education, case management, and strategic partnerships with healthcare providers serving agricultural workers and their families. These efforts help reduce barriers to care and ensure that farmworkers receive the essential health services they need.

The discussion continued with presentations from Gabriela Chavez and Rose Cortez, Agricultural Outreach Coordinators with the South Carolina Department of Employment and Workforce (SC DEW). They shared valuable information about employment services, worker protections, and outreach initiatives designed to support migrant and seasonal farmworkers across the state.

The gathering underscored the importance of collaboration among faith-based organizations, government agencies, healthcare providers, and community partners. By combining their expertise and resources, these organizations are better equipped to address the unique challenges faced by agricultural workers and ensure they have access to healthcare, employment resources, education, and other essential services.

As South Carolina's agricultural workforce continues to play a vital role in feeding our communities, partnerships like these remain essential to advancing health equity and improving the overall well-being of the men and women whose dedication sustains our state's agricultural industry.



Keeping Farmworkers Safe, One Bottle at a Time



South Carolina's summer months bring soaring temperatures, creating challenging—and often dangerous—working conditions for the agricultural workers who harvest the food that nourishes our communities. Spending long hours in the fields under extreme heat places farmworkers at increased risk for heat exhaustion, heat stroke, dehydration, and other heat-related illnesses.

The need for prevention is significant. In 2024, South Carolina recorded more than 2,000 emergency department visits related to heat-related illnesses, underscoring the importance of protecting those who work outdoors during the hottest months of the year.

Each summer, the South Carolina Agricultural Worker Health Program (SCAgWHP) responds to this critical need through its Annual Hydration Drive. Outreach staff travel directly to farms across the state, distributing bottled water, electrolyte beverages, cooling towels, sunscreen, hats, and educational materials that help workers recognize the warning signs of heat-related illness and practice heat safety.

While these items may seem simple, they can make a lifesaving difference. Access to hydration, sun protection, and heat safety education helps reduce the risk of serious illness and supports the health and well-being of the men and women whose labor is essential to South Carolina's agricultural industry.

Community support plays a vital role in the success of the Hydration Drive. Donations of bottled water, electrolyte drinks, cooling supplies, sunscreen, hats, and financial contributions enable SCAgWHP to expand its outreach efforts and serve even more agricultural workers throughout the summer.

Together, we can help ensure that every farmworker has the hydration, protection, and resources needed to stay safe on the job and return home healthy at the end of each workday. By investing in those who help feed our communities, we strengthen the health and resilience of our entire state.



HYDRATE THE HANDS THAT FEED US

SCAgWHP's 3RD ANNUAL FARMWORKER

HYDRATION DRIVE

The South Carolina Agricultural Worker Health Program has launched its 3rd Annual Hydration Drive. Supplies will be distributed statewide during National Health Center Week (August 2–8, 2026).

Farmworkers face extreme heat daily with limited access to shade and water. Urgent support is needed to protect their health and safety.

DEHYDRATION RISKS:

- Heat Exhaustion
- Heat stroke
- Kidney injury
- Hospitalization

DONATIONS NEEDED:

- Bottle water
- Electrolyte drinks
- Hydration packets
- Cooling towels

DONATE WATER. PROTECT LIVES.

📞 Elizabeth: (803) 319-4489 📞 Martha (803) 465-6193
✉️ elizabetha@scphca.org ✉️ marthag@scphca.org

Drop off: 3 Technology Cir Columbia, SC 29203



HIDRATEMOS A QUIEN NOS ALIMENTAN

3ª CAMPAÑA ANUAL DE

HIDRATACIÓN

El Programa de Salud para Trabajadores Agrícolas ha lanzado su 3ª Campaña Anual de Hidratación. Las entregas se realizarán durante la Semana Nacional de los Centros de Salud (2–8 de agosto de 2026).

Los trabajadores del campo enfrentan calor extremo con acceso limitado a agua y sombra. Se necesita apoyo urgente para proteger su salud.

DESHIDRATACIÓN CAUSA:

- Agotamiento por calor
- Golpe de calor
- Daño renal
- Hospitalización

SE SOLICITA:

- Agua
- Bebidas con suero
- Sobres de sueros
- Toallas refrescantes

DONA AGUA. SALVA VIDAS.

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Bringing Healthy Smiles to South Carolina's Agricultural Communities



Access to quality dental care is essential to overall health, yet many agricultural workers and their families face barriers that make routine dental services difficult to obtain. Through a collaborative partnership, the South Carolina Agricultural Worker Health Program (SCAgWHP), Classy Smiles/SC Dental Screenings, and Grow Early Learning are helping to change that by bringing dental care directly to the communities that need it most.

This summer, three mobile dental clinics were held at the Manning, Saluda, and Lodge Grow Early Learning campuses, providing convenient, on-site dental services for agricultural workers and their families. By meeting patients where they live and work, the clinics helped eliminate common obstacles such as transportation challenges, demanding work schedules, and limited access to dental providers.

More than 50 farmworkers and their family members received essential dental services during the clinics, improving access to preventive care and helping participants take an important step toward better oral health.

These events represented more than routine dental appointments—they were an investment in the health, confidence, and overall well-being of the individuals and families whose hard work supports South Carolina's agricultural industry. Healthy smiles contribute to healthier lives, allowing workers to remain productive while reducing the risk of more serious oral health conditions.

The success of these clinics reflects the power of collaboration. SCAgWHP extends its sincere appreciation to Classy Smiles/SC Dental Screenings and Grow Early Learning for their partnership and commitment to improving access to care. We also thank the South Carolina Migrant Education Program, the National Farmworker Jobs Program, and South Carolina Legal Services – Migrant Unit for participating in the events and connecting families with valuable resources, educational information, and support services.

Together, these partnerships continue to strengthen the health of South Carolina's agricultural communities by ensuring that farmworkers and their families have access to the care and resources they need to thrive.





Celebrating a Season of Service: Honoring South Carolina's Agricultural Workers



At the close of another successful harvest season, the South Carolina Agricultural Worker Health Program (SCAgWHP), in partnership with CareSouth Carolina, was privileged to recognize the dedication of South Carolina's agricultural workers by hosting a special appreciation lunch for 120 farmworkers as they prepared to return home.

For many of these men and women, the season represented months of hard work spent away from their families and loved ones. Long days in the fields, often under challenging weather conditions, are a testament to their resilience, determination, and commitment to ensuring that fresh fruits and vegetables reach tables across South Carolina and beyond.

The appreciation lunch provided an opportunity to pause, share a meal, and express heartfelt gratitude for the essential role agricultural workers play in supporting our state's farming industry and strengthening our food supply. While the meal was a simple gesture, it reflected the deep appreciation of the organizations and communities that benefit from their tireless efforts.

SCAgWHP and CareSouth Carolina remain committed to supporting agricultural workers throughout the season by connecting them with healthcare services, health education, outreach resources, and programs designed to improve their overall well-being. Events like this appreciation lunch reinforce the importance of recognizing not only the work farmworkers do, but also the individuals behind that work.

As the season came to an end and workers began their journeys home, we extended our best wishes for safe travels, joyful reunions with family and friends, and a well-earned time of rest. Their contributions often go unseen, but their impact is felt every day in communities across our state.

To every agricultural worker who spent the season helping feed our communities—thank you. Your hard work, sacrifice, and dedication are deeply valued, and we are grateful for all that you do.





SCAgWHP Celebrates Martha Granados-Ramirez's Community Health Worker Certification



The South Carolina Agricultural Worker Health Program (SCAgWHP) proudly recognizes Martha Granados-Ramirez, Agricultural Outreach Specialist, for achieving her Community Health Worker (CHW) Certification—a significant professional accomplishment that strengthens her ability to support agricultural workers and their families throughout South Carolina.

Community Health Workers serve as a vital connection between communities and healthcare systems by providing education, advocacy, outreach, and assistance in accessing essential resources. For agricultural workers, who often experience barriers such as language differences, transportation challenges, and demanding work schedules, the support provided by CHWs can make a meaningful difference in their ability to receive timely and appropriate care.

Through this certification, Martha has expanded her knowledge and skills in delivering culturally responsive support, helping individuals navigate healthcare resources, and connecting farmworkers with services that promote better health outcomes. Her continued dedication reflects SCagWHP's commitment to reducing barriers to care and improving health equity among South Carolina's agricultural communities.

Martha's achievement is a testament to her passion for serving others and her commitment to ensuring that agricultural workers and their families receive the support, respect, and resources they deserve.



HCCN Update



Understanding HRSA's Community Health Quality Recognition

A guide for South Carolina health centers on the badges that celebrate clinical excellence, what they are, why they matter, and how your team can earn them.

Every year, the health centers across our state pour extraordinary effort into caring for the patients who need it most. HRSA's Community Health Quality Recognition (CHQR) program exists to put a spotlight on that work. Administered by the Health Resources and Services Administration's Bureau of Primary Health Care, CHQR awards a set of digital badges to Health Center Program award recipients and look-alikes that demonstrate measurable achievement in the quality, access, and value of the care they deliver.

For South Carolina's community health centers, CHQR is more than a certificate to hang in the lobby. The badges are a nationally recognized signal to patients, partners, funders, and the communities we serve, that a health center is delivering care that meets or exceeds the highest standards in the country.

What CHQR Recognizes

CHQR badges are awarded based on data health centers already report each year through the Uniform Data System (UDS). HRSA reviews the most recent reporting year, applies the criteria for each badge category, and announces the recipients, there is no separate, lengthy application to complete. In other words, the quality you are already documenting is the quality that earns recognition.

Recognition spans several dimensions of performance: overall clinical quality, results in high-priority clinical focus areas, growth in access to care, progress on health equity, use of health information technology, and formal medical-home status. Each is captured by its own badge.

The Recognition Badges

A health center can earn one or several of the following badges in a given award year:

◆ HCQL Health Center Quality Leaders The top-performing health centers nationwide across the full set of clinical quality measures.	◆ NQL National Quality Leaders The most rigorous badge for centers meeting national clinical benchmarks in a focus area such as behavioral health, diabetes, heart health, or early prenatal care.
◆ AE Access Enhancers Centers that grew both the total number of patients served and the number receiving comprehensive, integrated services.	◆ HDR Health Disparities Reducers Centers that met or made meaningful progress toward reducing health disparities across the populations they serve.
◆ HIT Advancing HIT for Quality Centers meet all criteria for the optimal use of health information technology to improve care.	◆ PCMH Patient-Centered Medical Home Centers are formally recognized as a patient-centered medical home by a national accrediting body.

Why It Matters for South Carolina

Our members serve communities where access and equity are daily challenges, and CHQR speaks directly to that work. A badge is a credible, third-party affirmation that resonates in grant narratives, board reports, payer conversations, and community outreach. It helps recruit and retain clinical talent who want to work where quality is proven. And because every category is rooted in UDS data, pursuing recognition naturally reinforces the disciplined measurement and improvement habits that lead to better outcomes for patients.

Just as important, CHQR gives our network a shared language for excellence. When one South Carolina center earns a badge, it maps a path others can follow, and SCHCCN is here to help members share what works.

How Your Center Can Earn Recognition

- 1. Report clean, complete UDS data.** Because CHQR draws entirely from UDS, accurate and timely reporting is the foundation. Small data-quality gaps can cost eligibility for a badge you've truly earned.
- 2. Know the measures that drive each badge.** Map your clinical quality measures against the CHQR categories so your team knows where you stand and where a focused push could tip you into recognition.
- 3. Target one focus area.** National Quality Leader badges reward depth in a single area — behavioral health, diabetes, heart health, or prenatal care. Choose one that aligns with your community's needs and concentrate improvement efforts there.

4. **Strengthen equity and access tracking.** Document your work to expand access and reduce disparities so it shows up clearly in the data HRSA reviews.

5. **Lean on the network.** SCHCCN can support UDS validation, benchmarking against peers, and quality-improvement planning. Reach out — you don't have to pursue recognition alone.

TAKE THE NEXT STEP

- Review the official CHQR criteria for the current award year on HRSA's website
- Utilize the Azara HRSA CHQR Dashboard for real time progress

Reference & official criteria: HRSA Bureau of Primary Health Care — Community Health Quality Recognition (CHQR)

Overview:

bphc.hrsa.gov/initiatives/advancing-health-center-excellence/community-health-quality-recognition-chqr-overview

This article summarizes publicly available HRSA program information; badge categories and criteria are defined by HRSA and are subject to change.

2026 SC State-Level Goals Snapshot

Reporting Period: Year-to-Date 2026 | Total Measures Tracked: 29

✔ Target Achievement Overview

- ✔ Goals Met (at or above target): 5
- ✖ Goals Not Yet Met: 24

⚠ Priority Opportunity Areas

• Early Entry Into Prenatal Care	47.7%
• Screening for SDOH	8.0%
• Annual Access to LARC	6.2%
• Annual Family Planning Screening	24.8%
• Annual Pregnancy Intention Screening	40.9%
• Engagement of SUD Treatment	6.4%
• Childhood Immunization Status	25.4%

🏆 Top Performing Measures (Above 80%)

• HIV Linkage to Care	92.4%
• Statin Therapy for CVD	85.2%
• Tobacco Use: Screening & Cessation	84.0%
• IVD Aspirin Use	83.8%
• BMI Screening & Follow-Up	82.3%

👤 Maternal & Preventive Health Snapshot

• Early Entry Into Prenatal Care	47.7%
• Low Birth Weight	10.0%
• HIV and Pregnant	0.4%
• Annual Pregnancy Intention Screening	40.9%

The data presented herein reflects information and statistics gathered exclusively from participating health centers that are part of the SCHCCN.

COMPLY and Thrive



July 2026 Update for Community Health Centers

As we move into the second half of the year, July is an important time for community health centers to reassess compliance priorities, strengthen internal controls, and ensure readiness for upcoming audits, reporting deadlines, and program requirements. A mid-year compliance check can help identify gaps early and reinforce a culture of accountability and continuous improvement.

Mid-Year Compliance Check-In

July is an ideal time to conduct a structured review of key compliance areas, including:

- Sliding Fee Discount Program (SFDP) policies and documentation
- Uniform Data System (UDS) reporting readiness and data integrity
- Billing, coding, and documentation accuracy
- Credentialing and privileging files for providers
- HR files, required training, and background checks
- Policy and procedure review cycles

Health centers should ensure that updates made earlier in the year are fully implemented and consistently followed across departments.

Focus on Fraud, Waste, and Abuse Prevention

Ongoing training and monitoring related to Fraud, Waste, and Abuse (FWA) remain critical. Health centers should confirm that:

- Annual FWA training is completed and documented for all staff
- Billing practices align with payer requirements, including Medicaid and Medicare
- Internal audits or claim reviews are conducted regularly

- Reporting mechanisms for suspected compliance concerns are accessible and well communicated
- A strong compliance program depends on both prevention and early detection.

HIPAA and Information Security Reminders

With increased digital activity during peak service months, safeguarding patient information remains a top priority. Health centers should reinforce:

- Proper handling of Protected Health Information (PHI)
- Secure communication practices (email, messaging, and telehealth platforms)
- Timely reporting of potential breaches or security incidents
- Review of access controls to electronic health records (EHRs)
- Regular cybersecurity awareness training for staff

Even small lapses in data security can result in significant compliance risk.

HRSA Expectations and Operational Readiness

Community health centers should remain aligned with Health Resources and Services Administration (HRSA) requirements, including expectations tied to the Health Center Program. Consider reviewing:

- Scope of project and service line documentation
- Board governance compliance requirements
- Required policies and approval documentation
- Site visit readiness materials and supporting evidence

Maintaining organized and current documentation supports smoother operational reviews and site visits.

Compliance Culture Matters

A strong compliance program is more than policies—it is a culture of accountability. Leadership should continue to encourage:

- Open communication about compliance concerns
- Non-retaliation reporting mechanisms
- Regular staff education and refresher trainings
- Cross-department collaboration on compliance issues

Looking Ahead

As we move through the summer months, now is the time to strengthen systems before year-end reporting and audit cycles begin. A proactive approach in July helps ensure stability, accuracy, and confidence in your organization's compliance posture.

The Wellness Way



Social Wellness Month



Yes, that is a thing! AND it's officially recognized in July. Social Wellness Month is the perfect time to build meaningful connections and nurture the relationships you already have.

According to the APA, about 30% of Americans feel lonely. Research shows that strong social support networks are deeply tied to both mental and physical well-being. Further research shows that:

- People who have a strong social network tend to live longer.
- The heart and blood pressure of people with healthy relationships respond better to stress.
- Strong social networks are associated with a healthier endocrine system and healthier cardiovascular functioning.
- Healthy social networks enhance the immune system's ability to fight off infectious diseases.

Maintaining an optimal level of social wellness and here are 6 strategies for improving your social health:

- Make connections
- Take care of yourself while caring for others
- Get active together
- Bond with your kids (or the kids in your life)
- Build healthy relationships
- Shape your family's (or friends) health habits

Your well-being is super important so take time to celebrate YOU and YOUR CONNECTIONS in July!

Revenue Review



Getting Back to the Basics for Billing Success – South Carolina Medicaid

As reimbursement rules continue to evolve and health centers focus on value-based care, quality reporting, and new payment models, it can be easy to overlook the fundamentals that keep the revenue cycle healthy. Yet for South Carolina Federally Qualified Health Centers (FQHCs), success still depends on consistently getting the basics right. Accurate billing, complete documentation, and careful payment reconciliation remain the foundation of financial stability and regulatory compliance.

Every encounter begins with a well-documented patient visit. Under South Carolina Medicaid, an FQHC encounter generally consists of a medically necessary face-to-face visit with an eligible practitioner providing a covered service. The medical record must clearly support the reason for the visit, the services performed, the diagnoses treated, and the medical necessity of the care provided. Accurate documentation is not simply a billing requirement—it is the evidence that supports the claim and demonstrates compliance during audits or payer reviews.

Coding is equally important. The CPT, HCPCS, and ICD-10-CM codes submitted on the claim must accurately reflect the services documented in the patient's record. Billing staff should ensure the encounter code submitted is one of the approved South Carolina Medicaid encounter billing codes and that the rendering provider is properly enrolled and credentialed with the payer. Even small coding errors can delay payment, trigger denials, or create unnecessary compliance concerns.

One area frequently overlooked is the opportunity to bill for services outside of the Alternative Payment Model based on Prospective Payment System (APM/PPS) encounter payment. South Carolina Medicaid allows FQHCs to receive separate reimbursement for certain approved "bill-above" services when all billing requirements have been met. These services may include vaccines and vaccine administration, laboratory testing, family planning supplies, certain injectable medications, long-acting reversible contraceptives (LARCs), and other covered services identified on the South Carolina Medicaid Bill-Above Code List. Billing teams should routinely compare services documented during the visit against the current bill-above list to ensure that all allowable reimbursement opportunities are captured. Missing just a few bill-above services each week can result in significant lost revenue over the course of a year.

Submitting a clean claim, however, is only one part of the billing process. Successful revenue cycle teams understand that payment verification is just as important as claim submission. Once payment is received, staff should verify that the correct PPS encounter rate was paid, ensure any bill-above services were reimbursed appropriately, and compare the Electronic Remittance Advice (ERA) with the original claim. Reviewing adjustments, denials, and payment variances helps identify processing errors before they become recurring problems. Small underpayments spread across hundreds of claims can quietly cost a health center thousands of dollars if they go unnoticed.

When an underpayment is identified, the first step is to review the remittance advice and compare it to the submitted claim and the organization's contracted reimbursement. Many underpayments are caused by incorrect encounter rates, missing bill-above payments, modifier errors, coordination of benefits issues, or payer processing mistakes. After confirming the discrepancy, the health center should submit a corrected claim or request a reconsideration when appropriate while maintaining documentation that supports the expected reimbursement. Tracking underpayments over time also helps identify payer trends that may warrant broader discussions with Medicaid Managed Care Organizations or other insurance carriers.

While recovering underpayments is important, identifying overpayments is equally critical. Receiving more reimbursement than is owed creates a compliance obligation. Duplicate payments, claims processed under an incorrect APM/PPS rate, or coordination of benefits errors can all result in overpayments. Federal and state regulations require providers to report and return identified overpayments within established timeframes. Developing internal procedures to investigate, document, and promptly resolve overpayments demonstrates a strong compliance program and reduces audit risk.

Billing accuracy is not solely the responsibility of the billing office. It begins long before the claim is submitted. Front desk staff contribute by verifying patient eligibility, confirming insurance information, and collecting complete demographic data. Clinical teams support the revenue cycle through timely, complete documentation that clearly establishes medical necessity.

Coding professionals ensure the appropriate CPT, HCPCS, ICD-10-CM, and modifier assignments accurately reflect the documented services, while billing staff apply payer-specific billing requirements and perform claim edits before submission. Finally, finance teams reconcile payments, monitor accounts receivable, and identify reimbursement trends that require additional follow-up. When each department understands its role, the entire revenue cycle becomes stronger.

One of the best ways to improve billing accuracy is through routine monitoring and education. Health centers should regularly review the South Carolina Medicaid FQHC Provider Manual and the current Bill-Above Code List, verify provider enrollment and credentialing, perform periodic documentation and coding audits, monitor denial trends, and reconcile payments against expected reimbursement. Ongoing education for front office, clinical, coding, billing, and finance staff ensures everyone remains informed about changing payer requirements and reinforces consistent billing practices across the organization.

Returning to the fundamentals is often the most effective strategy for improving financial performance. Every accurately documented encounter, correctly coded claim, allowable bill-above service, and properly reconciled payment helps strengthen the financial health of the organization while supporting its mission of providing high-quality care to South Carolina's communities. As regulations continue to evolve, health centers that consistently master these core billing principles will be well-positioned to reduce denials, maximize reimbursement, and maintain compliance.

Revenue Cycle Tip: Consider scheduling a quarterly "Billing Basics" review that brings together front office, clinical, coding, billing, and finance staff. Even a brief multidisciplinary discussion of encounter requirements, documentation expectations, bill-above opportunities, denial trends, and payment reconciliation can prevent costly errors, improve communication, and strengthen the entire revenue cycle.

Health Center News



CareSouth Carolina Welcomes Anna Yager, MS, LPC, to School-Based Behavioral Health Team

CareSouth Carolina is pleased to welcome Anna Yager, MS, LPC, to its Behavioral Health team as a school-based behavioral health counselor serving students at McColl Elementary/Middle School, Bennettsville Primary School, and Blenheim Elementary/Middle School.

Yager is a Licensed Professional Counselor (LPC) who earned her Master of Science in Applied Psychology with a concentration in Clinical Counseling from Francis Marion University. In her new role, she will provide behavioral health services directly within the school setting, helping students access the care and support they need in a familiar and convenient environment.

School-based behavioral health care brings mental health and emotional support services—including counseling and crisis intervention—to students on campus, making it easier for them to receive care where they learn and grow each day.

Yager said CareSouth Carolina's mission and approach made it the right place to continue her career.

"CareSouth Carolina aligned with my professional values and goals by offering a patient-centered culture, opportunities for continuing development, and a clear commitment to community health," Yager said.

She is passionate about helping children and adolescents navigate challenges while developing the skills they need to succeed both inside and outside the classroom.

"I find it deeply rewarding to build trusting relationships that help students feel seen and supported, enabling them to develop healthier coping skills," Yager said. "I enjoy being able to witness their moments of growth."

Outside of work, Yager enjoys spending time with her husband and their two children, Amelia and Abel.

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CareSouth Carolina Recognized Among State's Top Performing Health Centers with Multiple Clinical Excellence Awards

CareSouth Carolina is celebrating an exceptional year of achievement after earning multiple top honors during the Community Integrated Management Services (CIMS) Mid-Year Partner Meeting, where the organization was recognized as one of the highest-performing Federally Qualified Health Centers (FQHCs) in South Carolina.

CareSouth Carolina received several prestigious awards among FQHCs recognizing excellence in clinical quality, patient care, operational efficiency, and population health performance.

Among the organization's accomplishments were:

- 1st Place – Excellence in Clinical Outcomes Award (HEDIS Measure Performance): Recognized for achieving the highest level of clinical quality performance across all three Medicaid Managed Care Organizations.
- 1st Place – Efficiency in Action Award (Top Medical Loss Ratio Performance): Honoring CareSouth Carolina's ability to deliver outstanding, cost-effective care while responsibly managing healthcare resources.
- 1st Place (Tie) – Molina Clinical Gap Closure Performance: Awarded for closing the greatest number of Molina clinical care gaps during the year.
- 3rd Place – Patient Access & Engagement Award: Recognizing the organization's success in connecting Medicaid patients with needed healthcare services.

In addition to these awards, CareSouth Carolina achieved an extraordinary milestone through Absolute Total Care's Continuity of Care (CoC) Program. Of the \$359,300 distributed among all 14 participating health centers in 2025, CareSouth Carolina earned \$235,600—more than 65 percent of the total incentive funding awarded.

"This recognition reflects the incredible work happening across every corner of CareSouth Carolina," said Dr. Jeniqua J. Duncan, Chief of Value-Based Care. "From our providers and nurses to our front desk teams, pharmacists, laboratory staff, behavioral health professionals, care managers, and administrative support, every department plays an essential role in helping our patients receive the right care at the right time."

Dr. Duncan also recognized the leadership behind the organization's remarkable Continuity of Care success.

"This achievement would not have been possible without the outstanding leadership and dedication of Kelli Cross," Duncan said. "Her commitment to our patients and her tireless work leading this initiative resulted in an extraordinary accomplishment that reflects the very best of CareSouth Carolina."

Throughout its more than 40 years in operation, CareSouth Carolina has remained committed to improving health outcomes in the Pee Dee region.

"Improving quality is never the responsibility of one department or one individual," Duncan said. "These awards demonstrate what is possible when an entire organization is united around a shared mission of improving the health and well-being of the communities we serve."

While celebrating this year's achievements, CareSouth Carolina remains focused on the future and continuing to expand access to high-quality care across the region.

"As proud as we are of these accomplishments, we know our work is not finished," Duncan said. "There are still patients to reach, care gaps to close, and opportunities to improve the patient experience. What excites me most is knowing what we can accomplish together as we continue building on this momentum."

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CareSouth Carolina: More Than Healthcare

At CareSouth Carolina, we believe healthcare is about much more than treating illness. We strive to be a trusted home for our patients and communities by supporting the whole person and helping families overcome challenges that extend beyond the exam room.

Some of the ways CareSouth Carolina is making a difference include:

- Supporting the whole family through Family Support Services (FSS): Our Community Health Workers help patients address non-medical factors that influence their health, including food insecurity, transportation, insurance enrollment, Medicaid and SNAP eligibility, pregnancy support, patient education, home visits, and connecting individuals with vital community resources. By removing barriers to care, FSS helps patients stay healthier both inside and outside the clinic.
- Making medications more affordable: Through our Community Pharmacies and participation in the 340B Drug Pricing Program, CareSouth Carolina helps eligible patients access affordable prescription medications while reducing financial barriers that can prevent them from following their treatment plans.
- Investing in healthier communities: CareSouth Carolina supports a variety of community health initiatives, including school meal programs, Community Health Hubs, health education efforts, outreach events, screenings, and partnerships designed to improve the health and well-being of the communities we serve.
- Expanding care for students: Coming soon, CareSouth Carolina will introduce school-based optometry services, making it easier for students to receive vision care where they learn and help remove barriers to academic success. This is in addition to our already-expansive school-based care services.

Every day, CareSouth Carolina is committed to ensuring our patients have the care, support, and resources they need to live healthier lives—because being a healthcare home means caring for the whole person, the whole family, and the entire community.



CareSouth Carolina's Chatonia Smalls Earns LISW-CP/S Certification

CareSouth Carolina is proud to recognize Chatonia Smalls, MSW, LISW-CP, on earning her Licensed Independent Social Worker-Clinical Practice Supervision (LISW-CP/S) credential.

Smalls, who has served CareSouth Carolina for the past four years, provides counseling services at the Rosa Lee Gerald Center in Society Hill. Earning her LISW-CP/S represents both professional achievement and a continued dedication to helping individuals improve their mental health and overall well-being.

"Becoming an LISW-CP/S means that I have made a commitment to serve," Smalls said. "I have been chosen to continue doing my own self-work in order to assist and empower others."

Throughout her career, Smalls has focused on creating a safe, welcoming environment where patients feel comfortable sharing experiences they may have carried for years.

"What I enjoy most about counseling is being a listening ear," she said. "There are so many people holding on to hurt and trauma that they've never been able to say out loud. Nurturing a relationship and providing a soft space where people can speak those truths is incredibly important to me."

CareSouth Carolina's Integrated Behavioral Health program allows licensed counselors like Smalls to work alongside primary care providers, helping patients address both their physical and mental health needs through a coordinated, team-based approach.

Smalls believes that this model creates better outcomes because it treats every aspect of a patient's health rather than focusing on a single diagnosis.

"I often explain our integrated model as taking a whole-person approach," she said. "Managing physical health and mental health together is vital. Chronic pain and other medical conditions can have a significant impact on depression, anxiety, and many other mental health concerns. When we understand how those conditions work together, we can provide education and interventions that may improve someone's blood pressure while also reducing their mental health symptoms."

Outside the office, Smalls enjoys spending time gardening, where she appreciates watching her hard work grow and flourish. She also loves traveling and says spontaneous day trips are among her favorite ways to recharge.

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CareSouth Carolina Announces New Food Bank and Resource Center in Clio

CLIO, S.C. — CareSouth Carolina is expanding its commitment to Marlboro County with the creation of a new Food Bank and Resource Center in downtown Clio, made possible through the donation of a building from the Town of Clio.

The new facility will serve as a central location for residents seeking food assistance, community resources, and support services. The center is expected to strengthen ongoing efforts to address food insecurity while providing additional programs designed to improve the overall well-being of individuals and families throughout the area.

CareSouth Carolina formally recognized the Town of Clio and Mayor Adam Pate for their partnership and support during a recent presentation of the organization's Community Partnership Award back in April.

"It is an honor to present the CareSouth Carolina Community Partnership Award to Adam Pate, Mayor of Clio," said Ann Lewis, CEO of CareSouth Carolina. "It has been the diligent work by Mayor Pate that is allowing CareSouth to move forward with opening a Food Bank and Resource Center in a building donated by the Town of Clio."

The partnership between CareSouth Carolina and the Town of Clio has grown steadily over the years through community events, health initiatives, and efforts focused on improving quality of life for local residents. The new Food Bank and Resource Center represents the latest milestone in that collaboration.

Mayor Pate said CareSouth Carolina has become one of the town's strongest community partners.

"CareSouth Carolina has been a very big partner for the Town of Clio ever since I became mayor three and a half years ago," said Pate. "Anything that we've done—our events, our initiatives—they've always been there to support us. It's a great partnership to have."

Pate said the new facility will play an important role in the town's future.

"We are working very hard to revive our community," he said. "There are a lot of things we have to do to get back to where Clio used to be, and CareSouth Carolina has been a huge part of that. We're very grateful for their commitment, especially as they open this new resource center in our downtown. It's going to be a major part of our community's revival."

Additional details about the Food Bank and Resource Center, including opening plans and available services, will be announced in the coming months.

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CareSouth Carolina's Jennifer Gillespie Honored with Champion of Practice Transformation Award

CareSouth Carolina is proud to congratulate Jennifer Gillespie, Population Health Specialist, on being named the Champion of Practice Transformation at the South Carolina Primary Health Care Association (SCPHCA) Clinical Network Retreat.

The Champion of Practice Transformation award recognizes healthcare professionals who demonstrate exceptional leadership, innovation, and commitment to improving healthcare delivery. Gillespie received the honor in recognition of her dedication to helping patients achieve better health outcomes while supporting providers in delivering high-quality, patient-centered care.

A member of the CareSouth Carolina team for nearly five years, Gillespie serves as a Population Health Specialist, working closely with providers to improve patient health by focusing on preventive screenings, immunizations, chronic disease management, patient satisfaction, and other quality measures. She also performs diabetic eye exams for patients with diabetes and works to close gaps in care by connecting patients with the services they need.

"Receiving the Champion of Practice Transformation award was a meaningful recognition of my commitment, leadership, and dedication to improving healthcare delivery," Gillespie said. "This award affirmed the value of driving positive, sustainable change and inspired me to continue advancing excellence in healthcare."

Gillespie said the thing she enjoys most about working at CareSouth Carolina is that the organization puts the patient first.

"I enjoy working at CareSouth Carolina because they care about our patients and the communities we serve," Gillespie said. "CareSouth Carolina always gives back to our communities, and I love that. I also love working for CareSouth Carolina because they care not only about the patients but the employees as well. Here at CareSouth Carolina, we take care of everyone regardless of their income, and we have programs that help ensure everyone has access to the care they need."

Population Health Specialists play an important role in helping patients stay healthy by identifying preventive care needs, managing chronic conditions, and supporting providers in meeting nationally recognized quality standards. Their work helps improve health outcomes while ensuring patients receive timely, coordinated care.

Outside of work, Gillespie enjoys spending time with her family, traveling, watching action movies, and shopping.

CareSouth Carolina is a private, non-profit community health center delivering patient-centered health and life services in the Pee Dee region of South Carolina. CareSouth Carolina operates centers in Bennettsville, Bishopville, Cheraw, Chesterfield, Dillon, Hartsville, Lake View, Latta, McColl and Society Hill.

Services provided by CareSouth Carolina include family medicine, internal medicine, pediatrics, women's services, OB/GYN, HIV/AIDS primary care, infectious disease primary care, IV therapy, substance abuse prevention, dental, chiropractic services, pharmacy, senior support services, family support services, clinical counseling, laboratory, ultrasound, x-ray, agricultural worker health services, podiatry, and veterans' choice provider.





CareSouth Carolina's Tracy George Earns National Fellowship Honor

CareSouth Carolina is proud to celebrate one of its newest providers, Tracy George, DNP, PMHNP, FNP, whose dedication to expanding access to behavioral health care has already earned national recognition.

Tracy George was recently inducted as a Fellow of the American Association of Nurse Practitioners (FAANP) during the 2026 American Association of Nurse Practitioners (AANP) National Conference, one of the profession's highest honors.

George, who provides psychiatric mental health services at CareSouth Carolina's Dillon location while continuing to teach nursing students at Francis Marion University, was selected for the prestigious fellowship after being nominated by two fellow nurse practitioners.

The FAANP designation recognizes nurse practitioner leaders who have made outstanding contributions to clinical practice, education, research, policy, and community service. Only 14 in South Carolina currently hold the distinction.

"It was truly an honor just to be nominated," said George. "To then be recognized as a Fellow is incredibly meaningful. I'm grateful for the opportunity to continue serving patients while also helping educate the next generation of nurse practitioners."

George earned her Post-Master's Certificate as a Psychiatric Mental Health Nurse Practitioner from Francis Marion University, expanding her ability to care for patients facing conditions such as depression, anxiety, schizophrenia, bipolar disorder, and other mental health concerns. Her addition strengthens CareSouth Carolina's ongoing commitment to increasing access to behavioral health services, particularly in rural communities where mental health resources are often limited.

"So many patients in rural counties simply don't have enough options when it comes to mental health care," George said. "Through CareSouth Carolina, I'm able to provide another option for patients who may otherwise have difficulty accessing these services. It's incredibly satisfying to know we're

expanding access to care, and I look forward to seeing patients improve over time. Everyone has been so welcoming, and the patients have been wonderful and appreciative."

CareSouth Carolina's integrated approach to care ensures patients can receive both primary and behavioral health services through a coordinated team focused on treating the whole person.

For George, joining CareSouth Carolina was also a chance to serve the community she calls home. "I live in Latta, so this allows me to bring care back to my own community," she said. "CareSouth Carolina has a strong reputation, and many of the providers have been here for years. That stability really stood out to me, and everyone has made me feel welcome. It just felt like the right fit."

In addition to caring for patients, George serves as an associate professor at Francis Marion University, where she enjoys preparing future healthcare professionals for successful careers. "Not everyone gets to wake up and truly enjoy what they do every day," she said. "Whether I'm caring for patients or teaching students, I feel like I'm making a difference. That's what motivates me."

Outside of work, George enjoys spending time with her family, walking, reading, gardening, cooking, participating in church activities, and staying connected with her children. She hopes her work at CareSouth Carolina will continue making a lasting impact on patients throughout the Pee Dee region.

CareSouth Carolina is a private, non-profit community health center delivering patient-centered health and life services in the Pee Dee region of South Carolina. CareSouth Carolina operates centers in Bennettsville, Bishopville, Cheraw, Chesterfield, Dillon, Hartsville, Lake View, Latta, McColl and Society Hill.

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Employee Wellness Program Continues to Thrive

The Carolina Health Centers Employee Wellness Program continues to deliver outstanding results while fostering a culture of health and well-being across our organization.

During the first six months of the year, participants achieved an impressive milestone, with 73% of employee wellness goals successfully met. This accomplishment reflects the dedication and commitment of our team to making healthy choices and supporting one another along the way.

Our wellness program is divided into two challenges each year, giving employees ongoing opportunities to stay engaged, set personal goals, and celebrate their progress.

The program continues to grow, with 216 total members, including 28 new participants who joined during this challenge period. We are excited to welcome these new members and look forward to seeing even more employees take advantage of the program's many benefits.

Thank you to everyone who has participated and contributed to the continued success of the Carolina Health Centers Employee Wellness Program. Together, we are building a healthier workplace—one goal at a time!



Welcome to Carolina Health Centers, Dr. Cecelia Baskett!



We are excited to welcome Dr. Cecelia Baskett to the Carolina Health Centers team!

Dr. Baskett joins us as one of our floating providers and will be seeing patients across all of our health center locations. Her flexibility and commitment to providing high-quality care will help us continue meeting the needs of the communities we serve.

Please join us in giving Dr. Cecelia Baskett a warm Carolina Health Centers welcome. We are thrilled to have her on our team and look forward to the positive impact she will have on our patients and staff.



Carolina Health Centers Connects with the Community at Migrant Health Fair



Pictured: Pam Battle, Jennifer Kelley, and Laura McClain at the Carolina Health Centers information table during the Costa Layman Farm Annual Migrant Health Fair.

Carolina Health Centers was proud to participate in Costa Layman Farm's Annual Migrant Health Fair on Friday, July 10, 2026.

Representing CHC at the event were Pam Battle, Jennifer Kelley, and Laura McClain, who partnered with Costa Layman Farm and Augusta University to help connect migrant workers with important healthcare resources. The annual health fair, sponsored by the farm and Augusta University—both valued CHC partners—provided an opportunity to reach members of the agricultural community with information about the services available through Carolina Health Centers.

Throughout the event, our team shared information about CHC's locations, healthcare services, and resources, helping ensure that migrant workers know where they can access quality, affordable care when they need it.

We are grateful to Pam, Jennifer, and Laura for representing Carolina Health Centers and for their continued commitment to serving our communities through outreach and education.



Expanding Support Services in Our Communities

Carolina Health Centers continues to strengthen its commitment to improving the health and well-being of our communities through new programs, partnerships, and outreach efforts.

Our Peer Support Specialist, Kristan McCrary, has been leading efforts for our Maternal Mental Health Hotline, providing support for women experiencing perinatal mental health conditions, including postpartum depression. Through the hotline, Kristan is available to assist CHC patients and community members, offering a direct point of contact for those seeking guidance, encouragement, and resources during the perinatal period.

Kristan has also partnered with fellow Peer Support Specialist Steven Gause to launch a new All Recovery Meeting at The Bethany Center. Held twice each month, these meetings welcome individuals from all recovery backgrounds, providing a safe, supportive environment where participants can connect, share experiences, and encourage one another on their recovery journeys.

In addition, Kristan has joined Alejandra Perez and Maddie Barker in collaboration with United Way of Laurens County to offer free, confidential HIV and Hepatitis C testing each month. Hosted at the United Way of Laurens County, this initiative increases access to important preventive health services while strengthening Carolina Health Centers' partnerships within the community.

These initiatives reflect our ongoing mission to expand access to care, provide meaningful support, and build healthier communities through collaboration and compassionate service.



Celebrating Leadership Promotions at Carolina Health Centers

Carolina Health Centers is proud to recognize several team members who have recently been promoted to leadership positions. These individuals have demonstrated exceptional dedication, expertise, and commitment to our mission of providing quality healthcare to the communities we serve.

Please join us in congratulating the following employees on their well-deserved promotions:



Bonnie Lee
Vice President of Corporate Compliance
and Privacy



Dr. Emilee Young-Rizk
Deputy Director of Pediatrics



Holley Anderson
Regional Manager of West Operations



Jessica Thomas
Regional Manager of West Clinical Support Services



Charlene Blakely
Regional Manager of East Clinical Support
Services



Maria Briceno
Regional Manager of East Operations



Jessica Jacobs
Vice President of Integrated Services

Congratulations to each of these outstanding leaders on their new roles. We are grateful for your continued dedication to Carolina Health Centers and look forward to the positive impact you will make in your new positions.



Genesis Healthcare's Mobile Health Unit is Coming to Yemassee



Access to quality healthcare is about to become even more convenient for residents of Yemassee. Genesis Healthcare is excited to expand its services in the Lowcountry with the upcoming launch of its Mobile Health Unit in the community.

Designed to bring healthcare directly to where people live and work, the Mobile Health Unit will provide convenient access to preventive care, health screenings, and assistance connecting patients with additional healthcare resources. By removing barriers to care, Genesis Healthcare is making it easier for individuals and families to prioritize their health.

This expansion reflects Genesis Healthcare's ongoing commitment to improving community health by meeting people where they are and ensuring quality healthcare is accessible to everyone.

More details, including service dates, locations, and available healthcare offerings, will be announced soon. We look forward to serving the Yemassee community and helping more residents access the care they need.



Genesis Healthcare Partners to Support Senior Wellness and Emergency Preparedness



Genesis Healthcare recently partnered with the South Carolina Department on Aging, Saints Center Ministries, and Colleton County Fire-Rescue to host a Senior P.R.E.P. and Health Fair at Saints Center Ministries in Walterboro, South Carolina.

The event brought together several hundred community members, providing valuable information and resources focused on emergency preparedness, healthy aging, and access to healthcare and community services. Attendees had the opportunity to connect with organizations dedicated to supporting their health, safety, and overall well-being.

Collaborative events like this reflect Genesis Healthcare's commitment to improving community health by expanding access to essential information, promoting preventive care, and helping individuals connect with the resources they need to lead healthier, safer lives. Through partnerships with local organizations, Genesis Healthcare continues to strengthen the health and resilience of the communities it serves.



Genesis Healthcare Invests in Local Youth Through Community Partnership



Genesis Healthcare was proud to sponsor the Darlington Sheriff's Office Youth Summer Camp, supporting an initiative that provides young people with positive experiences, valuable life lessons, and meaningful opportunities to connect with community leaders.

Programs like the Youth Summer Camp help foster confidence, encourage personal growth, and promote teamwork while creating lasting memories for participants. By investing in opportunities that empower young people, Genesis Healthcare is helping build stronger, healthier communities for the future.

Genesis Healthcare is honored to partner with organizations that make a positive impact on the lives of youth and remains committed to supporting programs that inspire the next generation to thrive.



Genesis Healthcare Helps Students Start the School Year Strong



Genesis Healthcare was honored to support families in both Lamar and Darlington during this year's Back to School Bash events, helping students begin the new school year prepared, confident, and ready to learn.



At the Lamar Back to School Bash, the Genesis Healthcare team distributed 250 backpacks filled with school supplies to local students. Families also enjoyed more than 200 hot dogs served during the event. Through a partnership with Harvest Hope Food Bank, Genesis provided food boxes and fresh produce, ensuring families had access to nutritious food alongside essential school supplies.

At the Darlington Back to School Bash, Genesis Healthcare distributed school supplies to more than 400 attendees, equipping hundreds of students with the resources they need for a successful school year.

These events reflect Genesis Healthcare's ongoing commitment to improving the health and well-being of the communities we serve. By partnering with local organizations and supporting families beyond the exam room, we are investing in brighter futures for our children and helping ensure every student has the opportunity to start the school year healthy, supported, and ready to succeed.



Genesis Healthcare Supports Family Fun at Darlington Freedom Fest



Genesis Healthcare was proud to sponsor this year's Darlington Freedom Fest, reinforcing our commitment to supporting the communities we serve and creating opportunities for local families to connect and celebrate together.

As part of our sponsorship, Genesis Healthcare covered the cost of all amusement rides, allowing children to enjoy the attractions free of charge throughout the event. By removing this barrier, we helped make the festival more accessible and enjoyable for families across the community.

This year's Freedom Fest also featured an exciting first for Darlington—a spectacular drone show that lit up the night sky. Genesis Healthcare was honored to be recognized as part of this memorable community celebration, which marked a new tradition for the city.

Supporting events like Freedom Fest is one of the many ways Genesis Healthcare invests in the health and well-being of our communities. We believe that building healthier communities extends beyond the walls of our clinics, and we're proud to support events that bring neighbors together, create lasting memories, and make quality community experiences accessible for everyone.



Health Care Partners of South Carolina Serves as Healthcare Sponsor for 3rd Annual Brighter Days Conference



In late May, Health Care Partners of South Carolina had the privilege of serving as a Healthcare Sponsor for the 3rd Annual Brighter Days Conference, hosted by The Jonathan Foundation. The event brought together educators, faith leaders, first responders, healthcare professionals, and community advocates, all united around a shared goal: building brighter days for our community.

Our Outreach Team, alongside Behavioral Health Provider Kristen Mottey, LISW-CP, was honored to take part in meaningful conversations centered on mental health, brain health, family support, and suicide prevention. These discussions reflected the spirit of the conference and reinforced the importance of community-wide collaboration on these critical topics.

At HCPSC, we believe that whole-person care extends beyond the walls of our exam rooms and into the communities we serve. Participating in events like this one is a powerful reminder of why this work matters every day.

We extend our gratitude to The Jonathan Foundation for creating a space where real conversations happen and real hope is restored. Brighter days truly are ahead.



HCPSC Recognized for Excellence in Closing Care Gaps at CIMS Conference



From left: J. Alexander Halinski, M.D., M.S., Chief Medical Officer; Michelle Songer, Corporate Compliance Officer; Cheryl Douglass, MSN, RN, Director of Clinical Programs; Heather Post, LPN, Quality Improvement Manager (presenter); and Koua Cha, MPA, Chief Operations Officer, at the CIMS Conference, July 12–14, 2026.

Health Care Partners of South Carolina proudly participated in the CIMS Conference held July 12–14, 2026, joining fellow health centers from across the network for three days of collaboration, education, and shared learning. HCPSC presented a storyboard highlighting the strategies and process improvements that drove significant gains in the diabetic eye exam measure — one of the more challenging quality metrics to move meaningfully.

The results speak to the work happening on the ground: HCPSC tied for second place in closing the most care gaps among the 14 centers contracted with CIMS. This recognition belongs to our providers and clinical support staff, whose day-to-day dedication to patient care made these improvements possible.



Conferences like CIMS offer invaluable opportunities for health centers to connect, compare notes, and learn from one another's successes and challenges. The chance to network with peer organizations, exchange best practices, and bring fresh ideas back to our own teams plays a vital role in strengthening the quality of care we're able to provide. Events like this reinforce that improving health outcomes is a collective effort — one that benefits from the shared expertise of the entire FQHC community.

HCPSC extends congratulations to all award recipients and thanks the CIMS team for organizing another successful conference.



Health Care Partners
OF SOUTH CAROLINA

A Cornerstone Rises: Health Care Partners of South Carolina's New Flagship Campus Takes Shape in the Heart of Conway

The nonprofit community health center's 55,000-square-foot campus — its largest investment in 47 years of service — is now under construction, uniting nine essential health services under one roof and growing alongside a booming Conway.



CONWAY, S.C. — July 2026 — For nearly half a century, Health Care Partners of South Carolina (HCPSC) has quietly done the work that matters most: caring for the people of Horry, Florence, and Marion counties, regardless of what they can pay or where they can go. Today, that work is becoming visible in a new way. Construction is officially underway on HCPSC's new flagship campus in Conway — a 55,000-square-foot facility, and the single largest capital investment in the nonprofit's 47-year history — rising on the same ground where the organization has served this community for generations.

Conway is changing fast. New retail, new restaurants, new businesses — it seems like something new is being built on nearly every corner of this city. HCPSC intends to grow right alongside it. As the community it serves expands, so does its commitment to make sure every new neighbor, every new family, and every longtime patient has access to high-quality, affordable health care close to home.

This is not simply a new building. It is a statement of intent from a nonprofit organization that has never operated for profit and never will. Unlike many health care providers, every dollar HCPSC earns is reinvested directly back into the community it serves — into more services, more providers, and more access for the families of the Grand Strand and beyond. As a federally qualified health center (FQHC), HCPSC has spent 47 years putting people before profit, and this new campus is the clearest evidence yet of that mission in action.

One Roof, Nine Ways to Care for a Community

The new Conway campus will replace a century-old facility that has served the community for generations, consolidating nine essential service lines under a single roof for the first time: Primary Care, Pediatrics, Dental, Eye Care, Pharmacy with a drive-thru, Behavioral Health, Women's Health, a Diabetes Prevention Program, and Substance Use Disorder treatment. The result is a one-stop destination for whole-person, whole-family health care — designed to remove barriers and bring coordinated care closer to the people who need it most.

And access doesn't stop at the front door. To meet the needs of a growing community, HCPSC's Conway location is already open six days a week, Monday through Saturday — giving patients the flexibility to get care when their lives allow for it. That same commitment to accessibility will carry forward into the new campus, extended across all nine service lines.

"This campus is the clearest expression of who we are as an organization. For 47 years, our mission has never been about the bottom line — it has been about the people of this community. Every brick going into the ground in Conway represents our promise that no one will be turned away, and that as this community grows, we will grow with it. This is the cornerstone of care for generations to come."

— **Santina Mayo, Chief Executive Officer, Health Care Partners of South Carolina**



Rooted in Marion County, Built for a Region

Every cornerstone needs a foundation, and HCPSC's was laid in 1979 in the small town of Gresham, South Carolina — a Marion County community where a commitment took hold that no neighbor would go without care simply because they couldn't afford it. That founding promise never changed, even as the organization did. Over the decades, what began as a single location serving a small corner of Marion County has grown into a community health center with five locations spanning Horry, Florence, and Marion counties — carrying the same values that started it all into every community it now calls home.

The Conway campus is not a departure from that legacy — it is its fullest expression yet. HCPSC's Marion County roots are the reason "no one turned away" is not a slogan but a standard, carried forward from Gresham to Conway and every stop in between. As the organization opens the doors to its largest facility in 47 years, it does so as the same mission-driven nonprofit that began in a small Marion County town — simply grown, in Ms. Mayo's words, into the cornerstone this entire region deserves.

Built by Partners Invested in Conway's Future

HCPSC's new campus is being brought to life through a collaboration of partners who share the organization's commitment to this community. Novus Architects, Inc. designed the facility to reflect both the character of Conway and the needs of a modern, patient-centered health center, while Mashburn Construction is serving as general contractor, leading the project from groundbreaking to grand opening. First Citizens Bank, led locally by VP Business Banker Lee Belcher, is providing the financing partnership that makes this milestone project possible. HCPSC is also grateful for the continued support of the City of Conway and the guidance of its own volunteer Board of Directors, whose leadership has helped steward this project every step of the way.

For a nonprofit organization that has spent 47 years quietly serving this region, this campus marks a new chapter — one built not for shareholders, but for neighbors. As Conway continues to grow, HCPSC is building right alongside it, ensuring that access to high-quality, affordable health care grows too.

About Health Care Partners of South Carolina

For 47 years, Health Care Partners of South Carolina has put its community's health first. HCPSC is a federally qualified health center (FQHC) — a nonprofit organization, delivering comprehensive, affordable health care across Horry, Florence, and Marion counties through five locations. Committed to patient-centered care, HCPSC ensures individuals and families receive the medical, behavioral, and specialty services they need, regardless of financial status. Learn more at hcpsc.org.



Honoring a Legacy, Embracing the Future of Mobile Dental Care



For more than 20 years, Beaufort-Jasper-Hampton Comprehensive Health Services (BJHCHS) had the privilege of partnering with the Ronald McDonald Care Mobile to bring essential dental services directly to children and families throughout Beaufort and Jasper counties. Through free dental screenings, preventive care, and oral health education, the Care Mobile became a trusted resource, helping thousands of children establish healthy smiles and receive care they might not otherwise have accessed.

As we celebrate the incredible impact of this longstanding partnership, we are excited to begin a new chapter in expanding access to oral healthcare.

BJHCHS is proud to introduce its own BJHCHS Dental Mobile Unit, a state-of-the-art mobile clinic designed to deliver comprehensive dental services directly to the communities we serve. The new unit will provide expanded access to preventive and restorative dental care for patients across Beaufort, Jasper, and Hampton counties, with plans to extend its reach even further in the future.

This milestone reflects BJHCHS's continued commitment to removing barriers to care and ensuring that quality dental services are accessible to everyone—regardless of where they live.

By bringing care directly into neighborhoods, schools, and community gathering places, the Dental Mobile Unit allows us to meet patients where they are and improve oral health outcomes throughout the region.

We extend our sincere gratitude to the Ronald McDonald organization and all those who made the Care Mobile partnership such a meaningful part of our mission over the past two decades. Their dedication helped transform countless lives and laid the foundation for this exciting new beginning.

As we move forward, BJHCHS remains committed to building on that legacy—continuing to deliver compassionate, high-quality care and creating healthier smiles for generations to come.





BJHCHS Welcomes Dr. Gregory McGlone



Beaufort Jasper Hampton Comprehensive Health Services, Inc. is pleased to welcome Gregory McGlone, DMD, to our team as a Dentist.

Originally from West Palm Beach, Florida, Dr. McGlone earned his Doctor of Dental Medicine degree from the University of Louisville School of Dentistry in 1998. With 28 years of experience, he has built a distinguished career providing comprehensive dental care for both adults and children. His expertise spans preventive dentistry, restorative care, and full-mouth rehabilitation prosthodontics, allowing him to meet a wide range of patients' oral health needs.

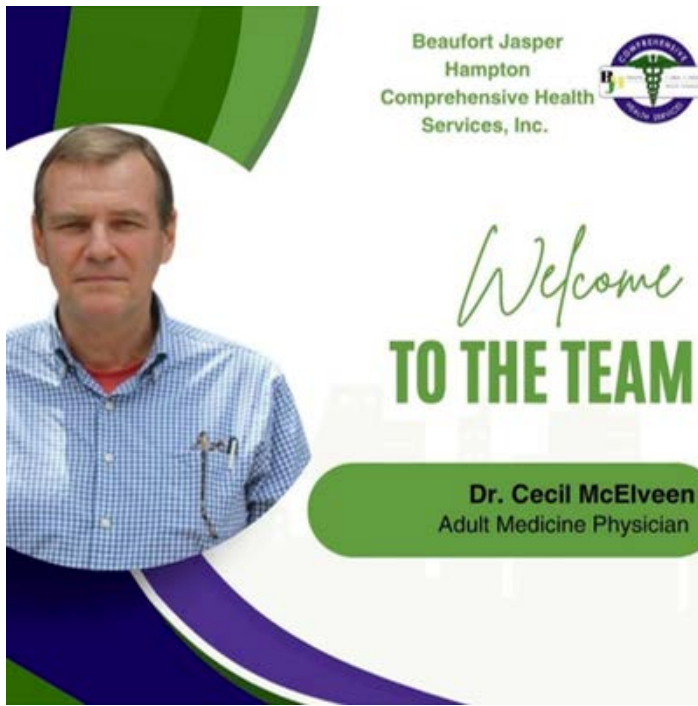
Dr. McGlone owned and operated a successful private dental practice in Union, Kentucky, from 1998 to 2015. He later relocated to Denver, Colorado, where he continued serving patients through his private practice from 2015 to 2025. Throughout his career, he has remained committed to delivering high-quality, patient-centered care and helping individuals achieve healthy, confident smiles.

When he's not caring for patients, Dr. McGlone enjoys spending time outdoors boating, fishing, and camping, as well as traveling to new destinations.

We are excited to have Dr. McGlone join the BJHCHS family and look forward to the exceptional care and expertise he will bring to the communities we serve.



Welcome Back, Dr. Cecil McElveen!



Beaufort Jasper Hampton Comprehensive Health Services, Inc. is delighted to welcome Cecil McElveen, MD, back to our team.

Dr. McElveen is grateful to return to BJHCHS and rejoin an organization dedicated to providing compassionate, high-quality care to our patients and the communities we serve. For Dr. McElveen, healthcare is more than a profession—it is a calling rooted in serving others with compassion, purpose, and respect.

He is excited to once again work alongside a team that shares his commitment to making a meaningful difference in the lives of those

we serve and has expressed his appreciation for the warm welcome back to the BJHCHS family. Although Dr. McElveen has enjoyed a distinguished career with many accomplishments both in and outside of medicine, he prefers to keep the focus where it belongs—on caring for others. His message is simple: he is happy to be back and looks forward to once again providing exceptional care to the community.

Please join us in welcoming Dr. McElveen back to the BJHCHS family. We are honored to have him return and are excited for the positive impact he will continue to make in the lives of our patients.



BJHCHS Welcomes Family Nurse Practitioner Elizabeth "Warren" McAlhaney, FNP



Beaufort Jasper Hampton Comprehensive Health Services, Inc. (BJHCHS) is proud to welcome Elizabeth "Warren" McAlhaney, FNP, to our team as a Family Nurse Practitioner.

A native of Varnville, South Carolina, Warren is passionate about providing high-quality, compassionate healthcare to the community that shaped her. She earned her Associate Degree in Nursing from the Technical College of the Lowcountry before pursuing her Master of Science in Nursing with a Family Nurse Practitioner concentration from Walden University.

Warren began her healthcare career as a registered nurse in the Emergency Department at Beaufort

Memorial Hospital, where she cared for patients of all ages in a fast-paced clinical setting. She later transitioned to hospice care, supporting patients and their families with compassion during some of life's most challenging moments. These diverse experiences have strengthened her commitment to delivering patient-centered, comprehensive care.

In 2026, Warren achieved a longtime professional goal by earning her Master of Science in Nursing and becoming board-certified as a Family Nurse Practitioner through the American Association of Nurse Practitioners (AANP). She brings expertise in family medicine across the lifespan, acute illness evaluation and treatment, emergency nursing, collaborative care, and serving the unique healthcare needs of rural communities.

As she begins this new chapter at BJHCHS, Warren is excited to return to primary care and provide preventive, personalized healthcare to individuals and families throughout the region. Her dedication to improving health outcomes and building meaningful relationships with patients reflects BJHCHS's mission of delivering accessible, high-quality care to every community we serve.

Outside of the clinic, Warren enjoys spending time with her husband and their two children. She also loves being outdoors, gardening, and caring for the family's animals.



My Family. My Doctor. My Choice.

ReGenesis Health Care Hosts 4th Annual “A Healthy Woman is A Powerful Woman”

Spartanburg, SC – Women are often the caregivers, supporters, and strength behind their families and communities, but too often, their own health and wellness come last. That reality was the inspiration behind the creation of ReGenesis Health Care’s *A Healthy Woman is A Powerful Woman initiative*, which returned this year for its 4th annual event dedicated to encouraging women to prioritize themselves, take charge of their health, and embrace the power that comes with self-care and wellness.

Held at the Dr. T.K. Gregg Community Center in Spartanburg, the free community event brought together women from across the Upstate for an evening of inspiration, empowerment, education, and connection. Attendees enjoyed networking opportunities, free health screenings, wellness resources, and an uplifting atmosphere focused on putting women’s health first. Guests were also encouraged to support A Place to Call Home by donating hygiene and personal care items for individuals and families in need.

The event featured keynote speaker Ricaye Harris, whose message encouraged women to invest in their personal growth, mental wellness, and overall health. The evening was moderated by Rev. Audrey Hailstock, with music and entertainment provided by DJ K-Litty. Guests also enjoyed catering from Grace Catering and Chef Ashley.

As part of the evening, ReGenesis Health Care also honored outstanding women in the community through special recognition awards submitted by community members and selected by a committee. *The Triumph & Resilient Recognition Award* was presented to Elaine Rhodes and Martrell Kelly John for bravely navigating health challenges with courage and grace while emerging triumphant through resilience and determination. Their journeys continue to inspire others and exemplify the strength of a healthy woman.

Elizabeth Pratt was recognized as an inspiring advocate for wellness for her passion, compassion, and commitment to encouraging others to prioritize wellness and live healthier lives. Through her leadership and example, she continues to empower individuals and communities to embrace healing, resilience, and hope.

The annual event continues to highlight the importance of women’s health and the need for greater awareness around preventable conditions and healthcare disparities:

- Heart disease remains the leading cause of death for women in the United States.
- Women are twice as likely as men to experience anxiety and depression, yet many cases go untreated.

- Preventive care and routine screenings remain critical in early detection and improved health outcomes.

A Healthy Woman is A Powerful Woman has become one of ReGenesis Health Care's signature community wellness initiatives, reflecting the organization's ongoing commitment to improving health equity and access to care throughout Spartanburg, Cherokee, and Union counties.

ReGenesis Health Care extends sincere appreciation to this year's sponsors, including Physician Services USA, Healthy Blue of South Carolina, United Community Bank, City of Spartanburg, Michelin, and PruittHealth for their generous support in making the event possible.

For more information about ReGenesis Health Care and upcoming community events, visit www.myrhc.org or call (864) 582-2411.

Photos from 4th Annual "A Healthy Woman is a Powerful Woman":



About ReGenesis Health Care

ReGenesis Health Care is a non-profit organization that provides comprehensive health services in ten locations to residents in Spartanburg, Cherokee and Union counties. ReGenesis Health Care is one of 19 federally qualified community health centers in South Carolina and the only center of its kind in Spartanburg, Cherokee and Union counties. Mission: We increase community access to comprehensive healthcare.

Note to Editors: For media inquiries, contact Ashley Keller, Marketing Manager, using the contact methods listed above. For more information about ReGenesis Health Care, visit www.myrhc.org.

Coffee and Communication



Strong Communication Builds Strong Communities

Whether you're working with patients, colleagues, community partners, or family members, effective communication is one of the most valuable tools for building trust and strengthening relationships. As we continue serving our communities, consider these simple tips to improve your everyday communication.

Listen to Understand

Effective communication begins with listening. Give others your full attention, avoid interrupting, and seek to understand before responding. Active listening demonstrates respect and helps build stronger connections.

Be Clear and Concise

Keep your message simple, direct, and easy to understand. Avoid jargon when speaking with patients or community members, and confirm that important information has been understood.

Practice Empathy

Every interaction is an opportunity to show compassion. Consider the other person's perspective and respond with kindness, patience, and understanding—especially during stressful situations.

Ask Questions

If something is unclear, don't assume. Asking thoughtful questions helps prevent misunderstandings and ensures everyone is working toward the same goal.

Watch Your Nonverbal Communication

Body language, facial expressions, eye contact, and tone of voice often communicate more than words. Make sure your nonverbal cues reflect openness, confidence, and respect.

Respond, Don't React

Difficult conversations are inevitable. Take a moment to gather your thoughts before responding. Remaining calm and professional can help de-escalate conflict and lead to more productive conversations.

Follow Up

Communication doesn't end when the conversation does. Follow up on commitments, share updates, and close the loop whenever possible. Consistent follow-through builds credibility and trust.

Celebrate Positive Communication

A sincere thank-you, words of encouragement, or recognition of someone's efforts can have a lasting impact. Positive communication strengthens teamwork, boosts morale, and fosters a culture of appreciation.

Remember...

Great communication isn't just about speaking—it's about connecting. Every conversation is an opportunity to educate, encourage, collaborate, and make a positive difference in the lives of those we serve.



2026 SCPHCA Health Center Leadership Retreat

A Recap in Photos





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