



# State Community Health Worker Advisory Committee Meeting

Requested Spanish Interpretation Line

Call: 601-963-2032; PIN: 164 238 429#

November 14, 2022



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# Welcome and Roll Call

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# Opening Remarks

**Kimberly Hiner, Chair**

# Advisory Committee Member: A farewell and a welcome

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**Seat: Community Health Worker**

**Farewell and thank you  
to Lilian Amaya, CCHW!**



**Welcome to Jennifer Martinez, CCHW**

# Advisory Committee Counsel: A farewell and a welcome

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## Farewell and thank you to Brett Felter

- Assistant Attorney General

## Welcome Rhonda Edwards!

- Deputy Counsel for Boards  
& Commissions

### Certificate of Appreciation

Community Health Worker Program, Assistant Attorney General

Awarded to

*Brett Felter*

November 14, 2022

In honor of your dedication and excellent counsel provided to  
the Community Health Worker Program.



Kimberly Hiner, MPH  
Acting Director, Office of Population Health Improvement  
Chair, State Community Health Worker Advisory Committee



## **Reappointed Committee Members**

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- **Rosario Campos**
  - Community Health Worker
- **Jude James, CCHW**
  - Community Health Worker
- **Rachael Parran, MS, RN**
  - Registered nurse with experience in community health

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# Meeting Minutes: August 15, 2022

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# CHW Certification Update



## Certification Update: Sept. 1, 2019 – November 14, 2022

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<b># certifications</b>	1133
Certification based on training	240
<b># certifications renewed</b>	390
<b># total CHW certificates issued:</b>	1523

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# CHW Certification Training Program Accreditation Update

# Accreditation Update: Jan. 1, 2020 – Nov. 14, 2022

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## Accreditation of CHW Certification Training Programs

<b># applications submitted:</b>	<b>21</b>
<b># applications in review process</b> (under review and applicant receiving assistance):	<b>6</b>
<b># accreditations issued:</b>	<b>15</b>

## **Accredited CHW Certification Training Programs**

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1. Access to Wholistic and Productive Living, Inc.
2. Access to Wholistic and Productive Living, Inc. (LGBTQ Curriculum)
3. Asian American Center of Frederick in partnership with Hagerstown Community College
4. Baltimore City Community College
5. Community College of Baltimore County
6. Heritage Care, Inc.
7. Howard Community College

## **Accredited CHW Certification Training Programs**

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8. Howard County General Hospital, Johns Hopkins Medicine
9. Maryland Area Health Education Center Program
10. Montgomery College
11. Montgomery County Department of Health and Human Services
12. Mosaic Group, Inc.
13. Prince George's Community College
14. Voices of Hope, Inc.
15. Washington County Commission on Aging, Inc.

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# **Advisory Committee Review and Feedback Session: CHW Training Program Reaccreditation**

# Key Points

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## Initial Accreditation

- COMAR 10.68.02: Initial accreditation requirements
- Accreditation is effective for three years

## Draft Reaccreditation Process

- See meeting materials for details

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# **HRSA 22-124: Community Health Worker Training Program (CHWTP)**





## **Awardees**

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- Johns Hopkins University and Howard County General Hospital
- Access to Wholistic and Productive Living, Inc.
- Life and Discovery, Inc. (Asian American Center of Frederick)
- Institute of Public Health Innovation



JOHNS HOPKINS  
M E D I C I N E

# HEAL (Health Educators, Advocates, and Leaders) Training: Promoting Community Health and Wellbeing

A collaboration of Johns Hopkins University and Howard County General Hospital and funded by the Health Resources and Services Administration (HRSA)

# HEAL Leadership Team

- **Project Director:** Dr. Panagis Galiatsatos
  - Assistant Professor, Division of Pulmonary & Critical Care Medicine and co-director of Medicine for the Greater Good
- **Program Development Expert:** Dr. Rosalyn Stewart
  - Director, Johns Hopkins After Care Clinic, Johns Hopkins Outpatient Center, Professor of Medicine
- **CHW Training Program:** Howard County General Hospital
  - Elizabeth Kromm, Tracy Novak, Esther Tenaglio, Jennifer Smith

# HEAL Goal and Aims

**Goal:** To advance health equity and reduce health disparities by providing well-trained Community Health Workers (CHW), Peer Recovery Specialist (PRS), Sterile Processing technicians and other health support workers to work with vulnerable populations.

**Aim 1:** Expand the public health workforce by training new and existing CHWs and PRCs with specialized training and job placement, as we provide financial support through scholarship and stipends.

**Aim 2:** Increase access to public health services with strategic partnerships with community partners for field placements.

**Aim 3:** Measure the HEAL program outcomes to ensure we are advancing health equity with direct support for our underserved communities and directly reduce health disparities.

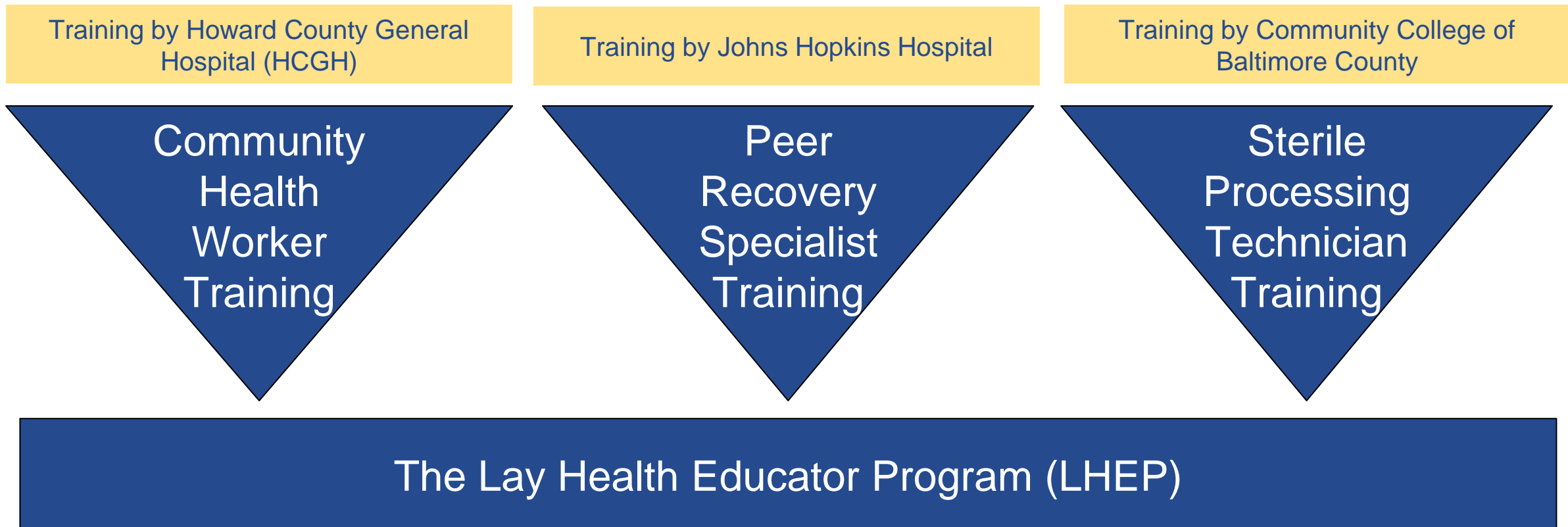
# Recruitment Plan

Learners will be recruited from underserved communities near

- Johns Hopkins Hospital
- Johns Hopkins Bayview Medical Center
  - The Healthy Community Partnership: relationships with local faith-based orgs
- Howard County General Hospital, a part of Johns Hopkins Medicine
- Networks across Johns Hopkins Health System
  - Office of Population Health
  - Office of Diversity, Inclusion, and Health Equity
  - Medicine for the Greater Good: team of physicians, students, and change makers who are on a mission to “know the science, know the patient, and know the community.”
- Other community partners

# HEAL Training Overview

Students choose one track when entering the HEAL program:



# Additional Training: The Lay Health Educator Program (LHEP)

- All students are eligible to participate in LHEP, a workforce upskilling program
- The LHEP was created 10+ years ago and is based out of Johns Hopkins Bayview Medical Center
- LHEP curriculum focuses on teaching health topics important for both the community and population health, including:

- COVID knowledge
- Vaccine utilization and addressing vaccine hesitancy

- Professionalism
- Computer skill training
- And more

# Job Placement

- **Goals:**
  - Highly skilled and equitable workforce
  - Increased community employment
  - Long-term success of creating an employment pipeline
- **Methods:**
  - Johns Hopkins Medicine's (JHM) Human Resources
  - JHM's Office of Population Health and Care Coordination will be a pipeline



# Contact information

## Questions about the HEAL program?

- Panagis Galiatsatos, M.D., M.H.S. [pgaliat1@jhmi.edu](mailto:pgaliat1@jhmi.edu)
  - Program Director of HEAL

## Questions about the CHW training component?

- Esther Tenaglio [eduvall3@jhmi.edu](mailto:eduvall3@jhmi.edu)
  - Senior Project Manager, Population Health Dept. of Howard County General Hospital

## **Access to Wholistic and Productive Living, Inc.**

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- Expand and extend the public health workforce in Maryland through the training of new CHWs
- Extend the knowledge and skills of current CHWs
- Target six (6) Maryland jurisdictions with a total population of 2,420,968
  - 40% of Maryland's total population
  - These jurisdictions have 247 CHWs (as of 4.20.22)
    - 13% of those CHWs completed an accredited CHW training program



**Asian American  
Center of Frederick**  
Enhance. Empower. Enrich.

# **Asian American Center of Frederick**

**Maryland Department of Health**

**November 14, 2022**

**Elizabeth Chung**

*Executive Director*

**MISSION** Asian American Center of Frederick is to equip immigrant community with essential skills to be independent, self-sufficient and make contribution to society at large



**ENHANCE**  
Improve access to service through community outreach and support



**EMPOWER**  
Teach, train and enable community members to increase their capacity



**ENRICH**  
Understand and appreciate different cultures among those we serve





*Since our Beginning in 2005*

## **Who We Serve?**

- Immigrants, Refugees
- **ALICE** Households  
“**A**sset **L**imited, **I**ncome  
**C**onstrained, **E**mployed”





# COMMUNITY HEALTH WORKER TRAINING PROGRAM

The Asian American Center of Frederick and Hagerstown Community College are proud to offer CHW Certification Training 100 total hours and 40 hours of practicum

**Program Module I - 50 hours**  
To be scheduled in 2023

**Program Module II - 50 hours** Beginning Nov 8, 2022

*This training is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS). The contents are those of the author(s) and do not necessarily represent the views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov)*



## GOALS

- Expand the public health workforce by training new and existing CHWs and health support workers 75%
- Extend and upskill the public health workforce by developing new or enhancing existing curriculums
- Increase CHW and health support worker employment readiness through field placements and apprenticeships
- Advance health equity and support for underserved communities.

## OBJECTIVES

- Expansion
- Extension / Upskilling
- Employment / On the job experiential training
- Equity - Diverse Workforce



# AACF Community Health Worker Training Program



**HRSA AIMS:**

**ACCESS  
SUPPLY  
DISTRIBUTE  
QUALITY**

**AACF-CHWTP GOALS:**

**EXPAND**

**EXTEND**

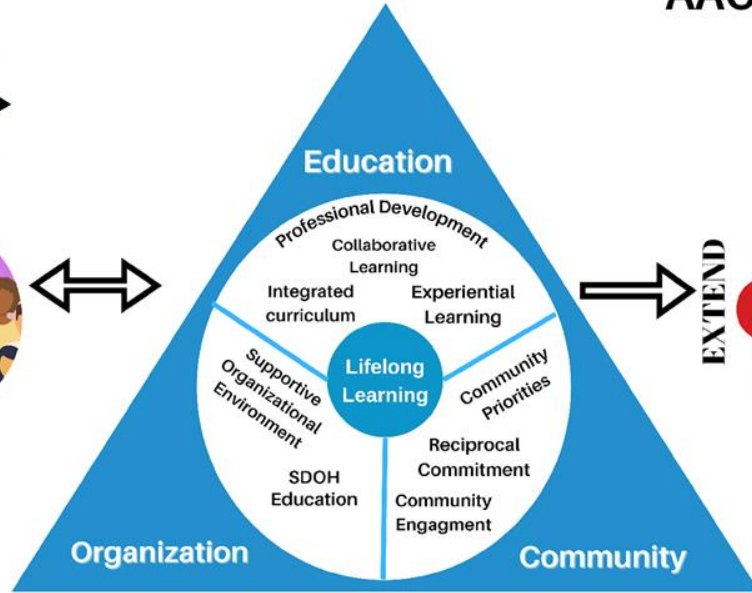
**EMPLOY**

**EQUITY**

**Apprenticeship  
Partners**

**IMPACT ON  
EQUITY IN  
HEALTH &  
WELLBEING**

**Socioeconomic and  
Political Context**



Source: The National Academies Press . <http://doi.org/10.17226/21923>

**Monitoring and Evaluation**

Structural /Social  
Determinants of  
Health Inequities

Intermediary Determinants:  
Transportation, Tuition, Childcare, Language, Culture...

House, Car  
Food, Insurance,  
Vacation



# Community Health Worker Academy

Presentation to the Maryland CHW  
Advisory Committee

November 14, 2022



# Institute for Public Health Innovation

Established in 2009, IPHI is the official public health institute serving the District of Columbia, Maryland, and Virginia.



# CHW Workforce Development

- 12 years leading CHW workforce development
  - Trained over 1,000 CHWs
  - Employed hundreds of CHWs across the region
  - Partnered with health depts, hospitals, MCOs, FQHCs, universities, CBOs, and others to develop and implement CHW-based models
  - Helped establish and grow the region's CHW associations
  - Secured over \$6M in direct federal funding for CHWs in FY 2022-23
  - Involved with CHW legislative efforts and MD CHW Advisory Committee

# The CHW Academy Strategies

Funded with a \$3M, 3-yr grant through HRSA-22-124, Sept 2022-Sept 2025)

## Expansion

Core Training (CHW 101)  
Apprenticeships  
Support Services  
Certification  
Direct Financial Support for training, apprenticeship participation

## Extension & Upskilling

Continuing Education (CHW 201)  
Leadership Academy (CHW 301)  
Community of Practice  
Mentoring

## Employment Support

Field & Job Placement  
Employment Case Management  
Agency/CHW Integration  
Training & Coaching  
Job Fairs

Focus = Under resourced Communities Using SDoH Strategies  
Enhanced Digital Literacy | Care Coordination | Emergency Preparedness  
Expanded Partnerships to Broaden Opportunities

# Initial Focus Communities:

## *Washington, DC Metropolitan Region (DMV)*

- District of Columbia
- Northern Virginia – Alexandria City, Arlington Fairfax, Prince William, and Loudoun counties
- Maryland (DC suburbs) – Prince George's County, Montgomery County
- Available to support other areas in Maryland where gaps exist, conditioned upon HRSA approval

A photograph of a woman with curly hair, seen from behind, speaking at a wooden podium. She is wearing a purple long-sleeved shirt. In front of her, a diverse group of people is seated in a lecture hall, listening attentively. The room has rows of chairs and a window in the background. The image is overlaid with a semi-transparent teal filter. A vertical yellow line is positioned to the left of the text.

# Expanding the Public Health Workforce

# Recruitment:

*Leveraging Existing Relationships & Developing New Partnerships*

Recruit 140  
CHW  
Trainees  
Annually

- Existing employers of the 1000+ CHWs trained by IPHI
  - Healthcare providers
  - Local health depts
  - CBOs
- The region's CHW Associations
- IPHI-employed CHWs and pandemic responders (current and previous)
- 1,300+ regional CHW distribution lists

# CHW 101:

## *Core Training*

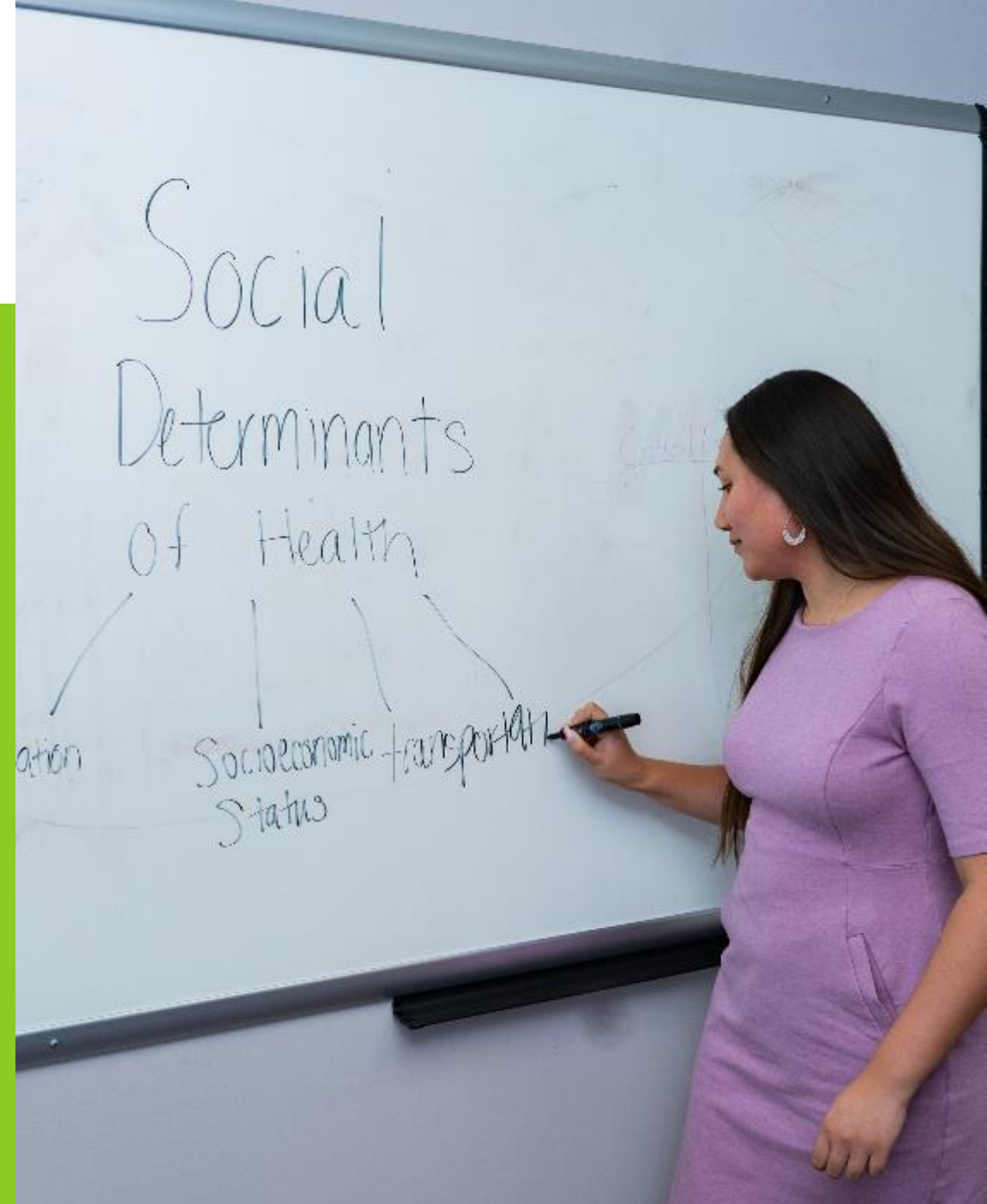
- **120-hour CHW Core Competency Curriculum (CHW 101)**
  - Accredited in Virginia
  - Pending accreditation in Maryland
  - Formally approved in DC (no certification process) to train for DOH
- **Hosted on IPHI's Learning Management System**





# Core Training Topics

Health Equity 101 • SDoH • Public Health  
• Intro to the CHW Role • Data Collection  
& Documentation • Teaching, Capacity  
Building Skills • Health Education,  
Prevention & Wellness • Outreach &  
Advocacy • Resource Identification &  
Organization • Chronic Disease & Self-  
Management • Mental Health, Trauma-  
Informed Care, Substance Misuse,  
Intimate Partner Violence • Reproductive  
Health • Emergency Preparedness &  
Mitigation





# Extending and Upskilling

# CHW 201: *Continuing Education*

- Foster advanced skill development
- Rotating topics offered will be based on trainee needs and areas of need identified by placement sites
- 24 CE training hours offered per year
- Implemented together with training partners

## Sample CE Topics

Communication, social media & behavior change | COVID-19 | Crisis & conflict management  
Mental Health First Aid | Motivational Interviewing | Trauma Informed Care & healing centered  
services | Supporting people with HIV, Asthma & other Chronic Diseases |  
| Crisis & Conflict Management | Housing Assessments

# CHW 301: *Leadership Academy*

- *What:*
  - **Experiential training program to build the leadership and career pipeline for CHWs**
- *When:*
  - **Develop in Year 1**
  - **Implement in Years 2 & 3**
- *How:*
  - **Gain leadership and advocacy skills**
  - **Build networks**
  - **Paired w/mentors to support development of personalized career blueprints**
- *Who:*
  - **Experienced CHWs who have demonstrated capacity for team building and working with peers. [application-based selection process]**

# Community of Practice

- 90-minute monthly connections
- Open to any CHW working or seeking employment in focus areas
- Foster CHW ownership by encouraging CHW-driven agenda setting with support from IPHI staff. Anticipated goals:
  - Discuss workforce issues
  - Gain skills and technical knowledge
  - Increase ability to provide core public health services
  - Distilling best practices
- Implement an ongoing ECHO series(s)

A group of diverse people are gathered in a meeting room. In the foreground, a woman in a red shirt is hugging a man in a blue shirt. To their right, a woman in a yellow and black patterned top is holding hands with a man in a plaid shirt. In the background, a woman in a white shirt is also holding hands with the man in the plaid shirt. To the right, a woman in a patterned dress is pointing at a presentation screen. The screen displays a diagram titled "The Stages of Change Model" with a vertical flow of six colored boxes: yellow, green, blue, orange, red, and dark red. An arrow points downwards from the top box to the bottom box. The text "PROCESS" is written above the arrow. The entire image has a teal overlay.

# Supports to CHWs

The Stages of Change Model

PROCESS



# Wraparound Supports

- **What**
  - Financial supports for eligible CHWs facing barriers to success
  - Examples: transportation; subsistence; childcare while in the training program; technology (Chromebook)
- **How**
  - Offering employment case management support
  - Assess CHWs for needs
  - Create a "Success Blueprint" for each CHW
  - Mitigate barriers to training success
- **When**
  - From training through certification and apprenticeship completion

# Field Site and Long-Term Job Placement

- Development of a regional CHW apprenticeship program and expansion of IPHI's existing field-placement program
- Identify designated preceptors/liaisons with CHW supervision experience within field placement sites
- Preceptors and partner sites to participate in IPHI supervisor and integration training
- Offer job readiness preparation, mentoring, employment case management support
- Disseminate CHW job opportunities through IPHI job database, newsletters, etc.



# Certification & Recertification

## **New CHWs**

*upon completion of the required work hours for state certification*

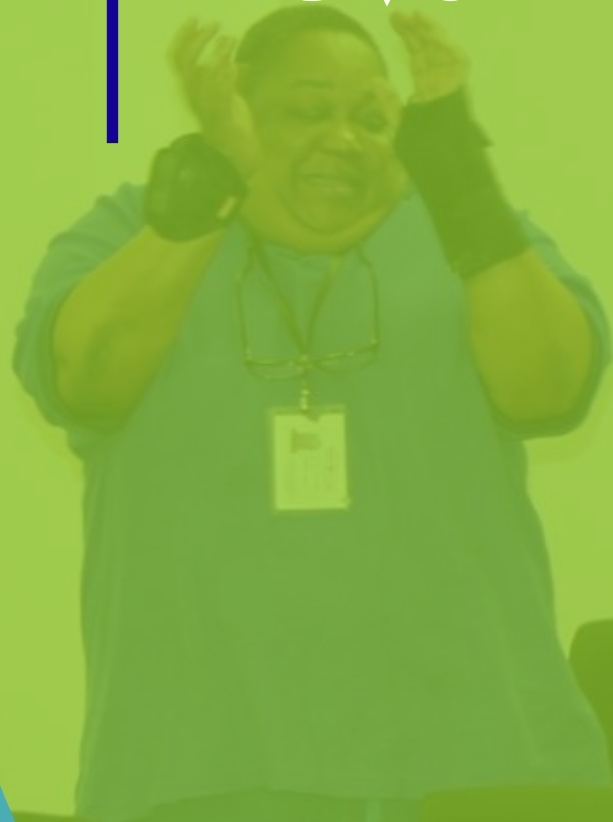
- **Support CHWs to submit their initial application for certification**
- **Cover \$100 certification cost**

## **Existing CHWs**

*participating in upskilling and continuing education*

- **Support the completion of CHW recertification every 2-years**
- **Cover \$100 recertification cost**

# Elevating the Role of CHWs



# Highlighting the Role of CHWs:

*Through CHWTP, IPHI will continue to:*

- Increase awareness of the role and effectiveness of CHWs
- Share lessons learned with local and national partners
- Provide technical assistance and training to entities who want to implement CHW programs
- Support CHW network development across the District of Columbia, Maryland, and Virginia



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# CHW Grants and other opportunities



# 2109 CCR: Evaluation and Tracking Tool Results

2109 CCR Program Team  
Center for Chronic Disease Prevention and Control  
November 14, 2022



# MISSION AND VISION

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## **MISSION**

The mission of the Prevention and Health Promotion Administration is to protect, promote and improve the health and well-being of all Marylanders and their families through provision of public health leadership and through community-based public health efforts in partnership with local health departments, providers, community-based organizations, and public and private sector agencies, giving special attention to at-risk and vulnerable populations.

## **VISION**

The Prevention and Health Promotion Administration envisions a future in which all Marylanders and their families enjoy optimal health and well-being.

# Meeting Objectives

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- Review Year 2 activity updates.
- Review Year 1 evaluation results.
- Review CHW Tracking Tool findings.



# 2109 CCR Year 2 Updates

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# Year 2 Activity Updates

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- **Train:** The program is developing a plan to complete community resilience assessments in three target jurisdictions.
- **Train:** The program has finalized the training topics for Year 2 curriculum development.

# Year 2 Activity Updates

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- **Deploy:** Local health departments in target jurisdictions continue to deploy CHWs to aid in the COVID-19 response.
- **Engage:** A tracking system to monitor engagement was developed and released in June 2022. The program continues to refine the tool to fit the needs of CHWs and CCR programs.

# Year 1 Evaluation Results

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# Year 1: Evaluation Results - Performance Measures

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- Performance Measures are the ongoing monitoring and reporting of a program accomplishments.
- Under the CCR program, performance measures are reported bi-annually, in September and February.
- The CCR program reports on five performance measures.

# CB1: Train Performance Measure

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	Number of CHWs
Outside COVID-19 training	10
<b>Total reported in Performance Measure</b>	<b>10</b>

# CB2: Train Performance Measure

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	Number of CHWs
Completed outside training	6
<b>Total reported in Performance Measure</b>	<b>6</b>

# CB3: Deploy Performance Measure

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	Number of Organizations
Total reported in Performance measure	15



# CB5: Engage Performance Measure

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9,260 individuals reached through messaging and education.

# CB6: Engage Performance Measure

Health Condition Referrals	Number of Referrals
Lifestyle interventions and strategies	4
Hypertension Management	3
Diabetes Management	8
Arthritis Management	1
Maternal/Child Health	2
Improving Healthy Eating	3
Mental Health and Addictions	1
Other	1
<b>Total reported in Performance Measure</b>	<b>23</b>

# CB6: Engage Performance Measure (cont.)

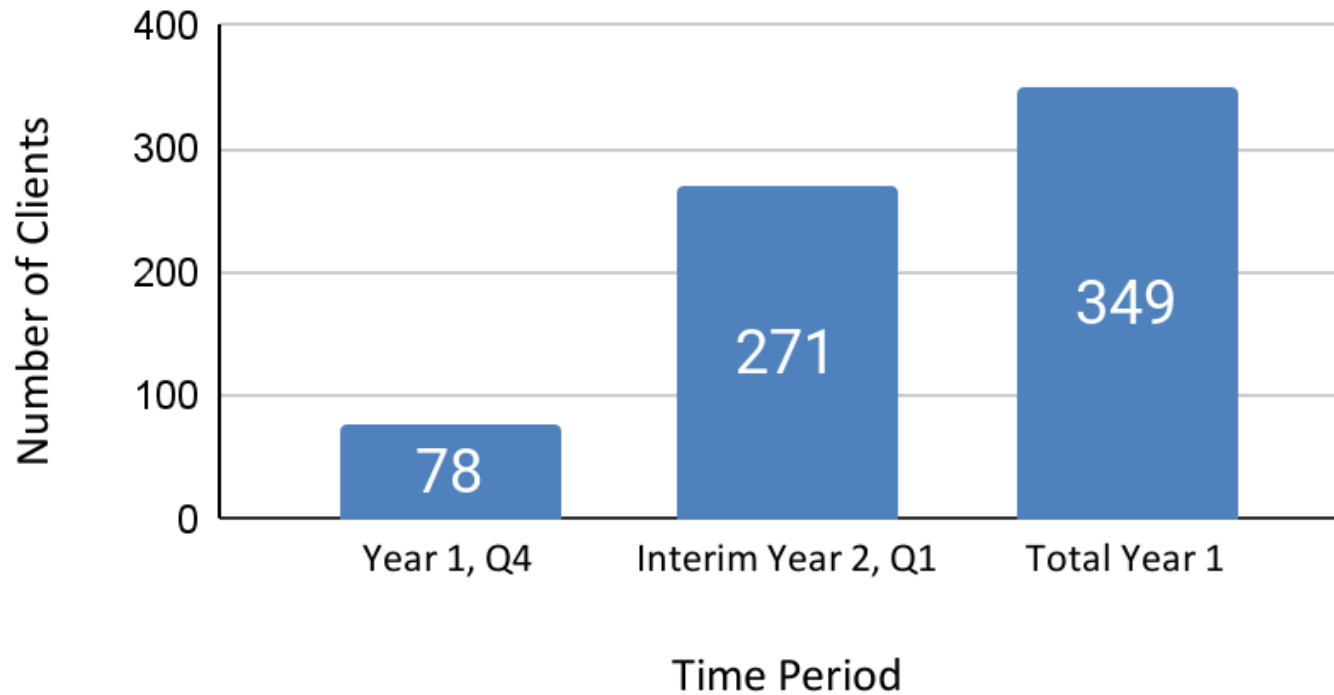
Social Service Referral	Number of Referrals
Housing and Shelter (including Low Income Home Energy Assistance Program)	12
Food (including food banks, SNAP, WIC)	15
Employment and Income	2
Clothing and Household	9
Childcare and parenting	8
Government and legal	2
Other (Transportation)	11
<b>Total reported in Performance Measure</b>	<b>59</b>

# CHW Tracking Tool Findings

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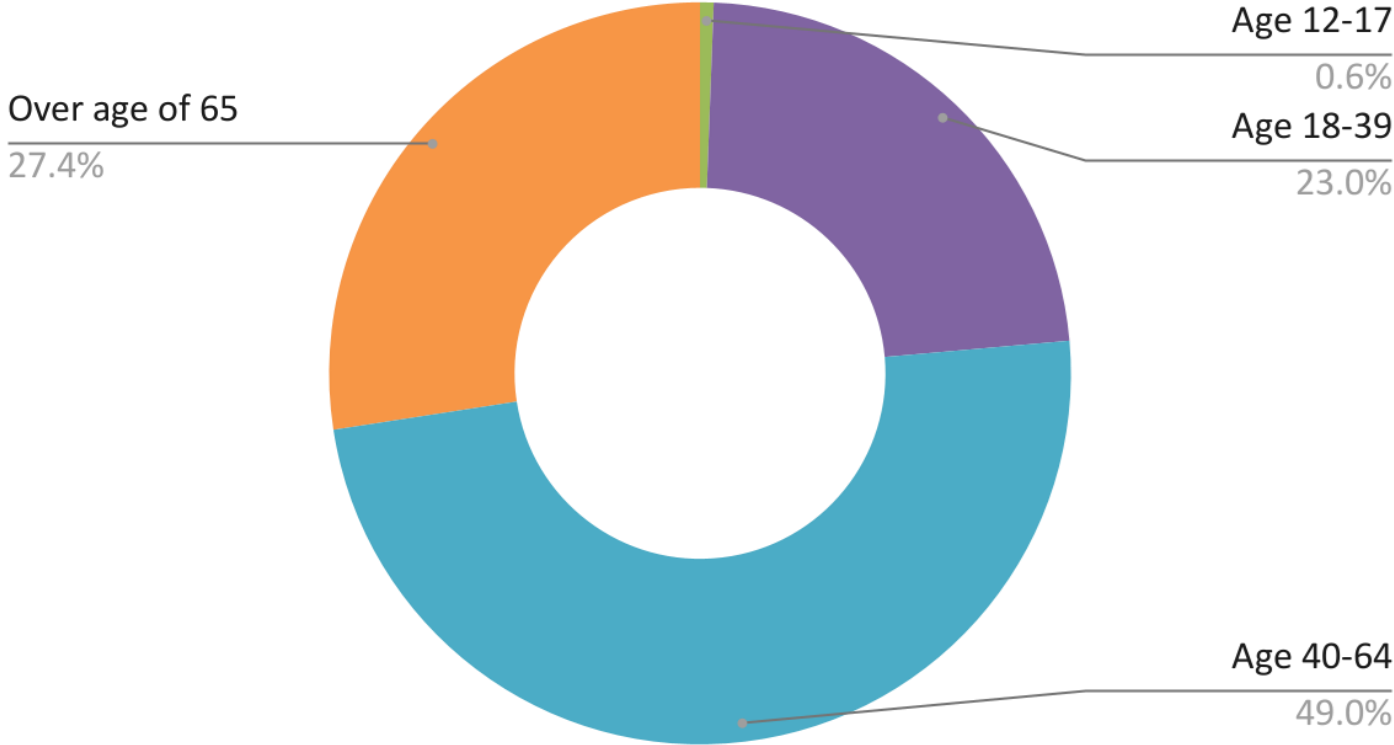
# Unique Clients Served

Year 1: Number of New/Unique Clients Served



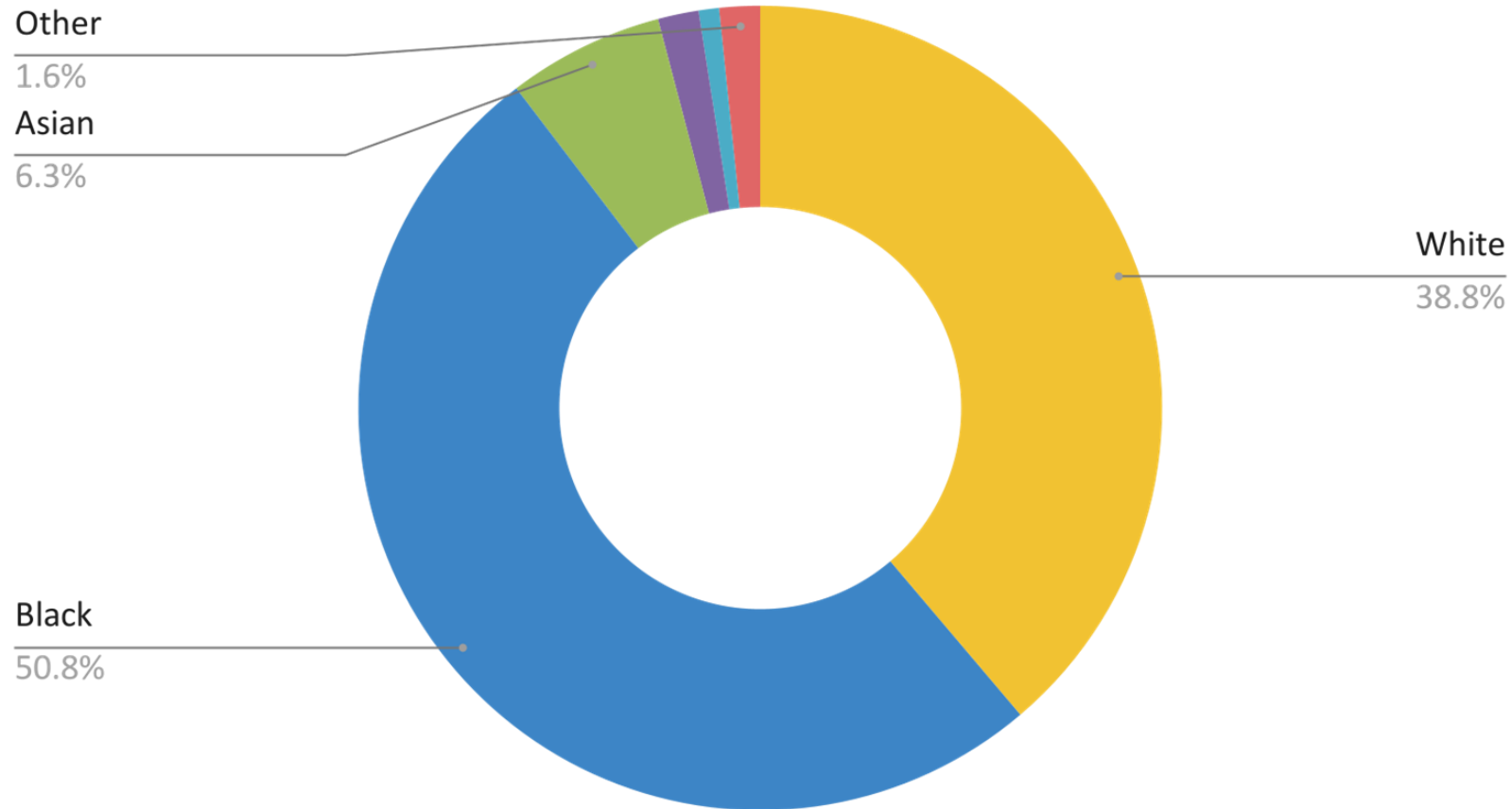
# Age

Year 1: Age Distribution of Clients



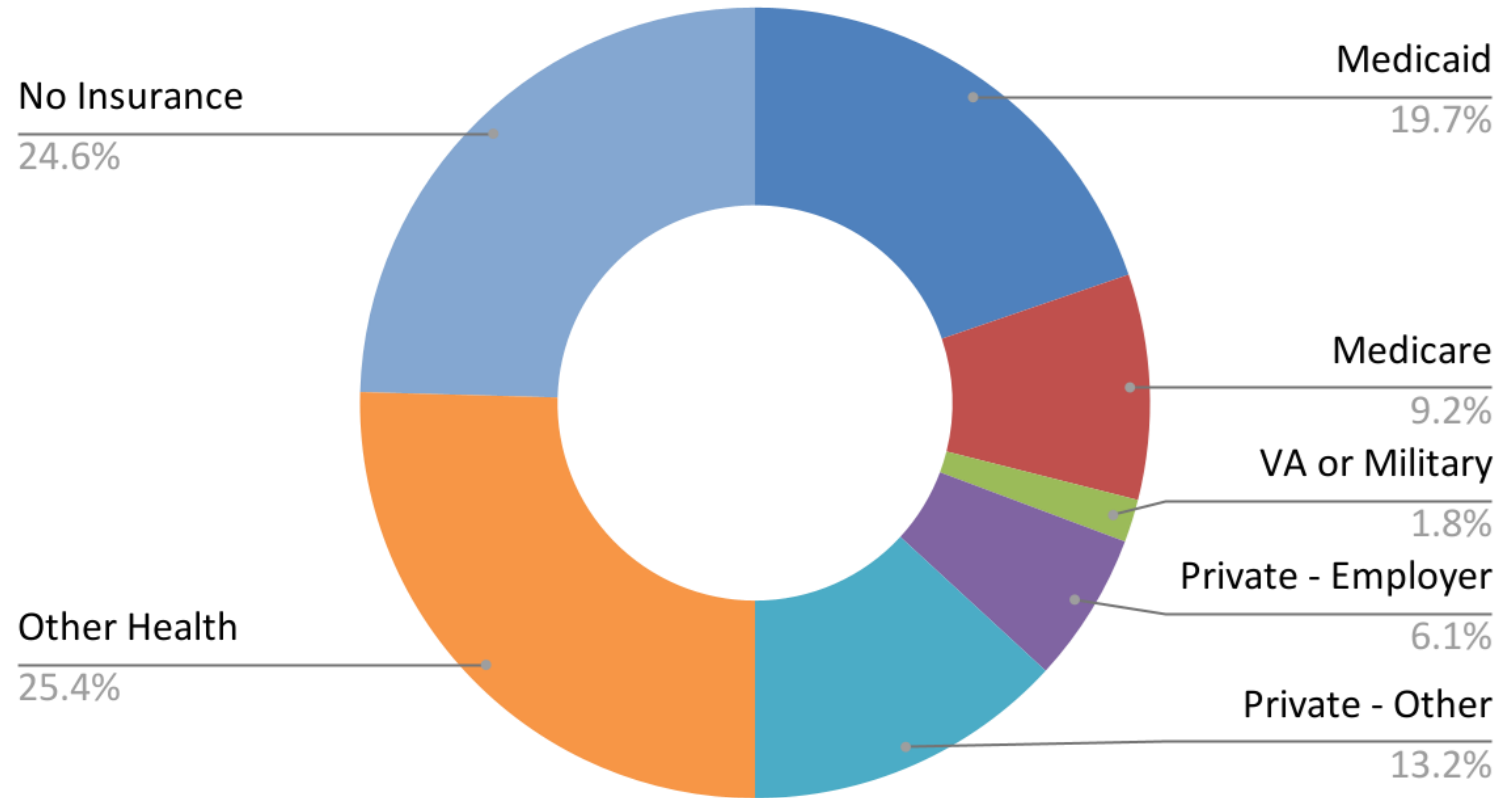
# Race

Year 1: Race of Clients



# Insurance Status

Year 1: Primary Health Insurance of Clients

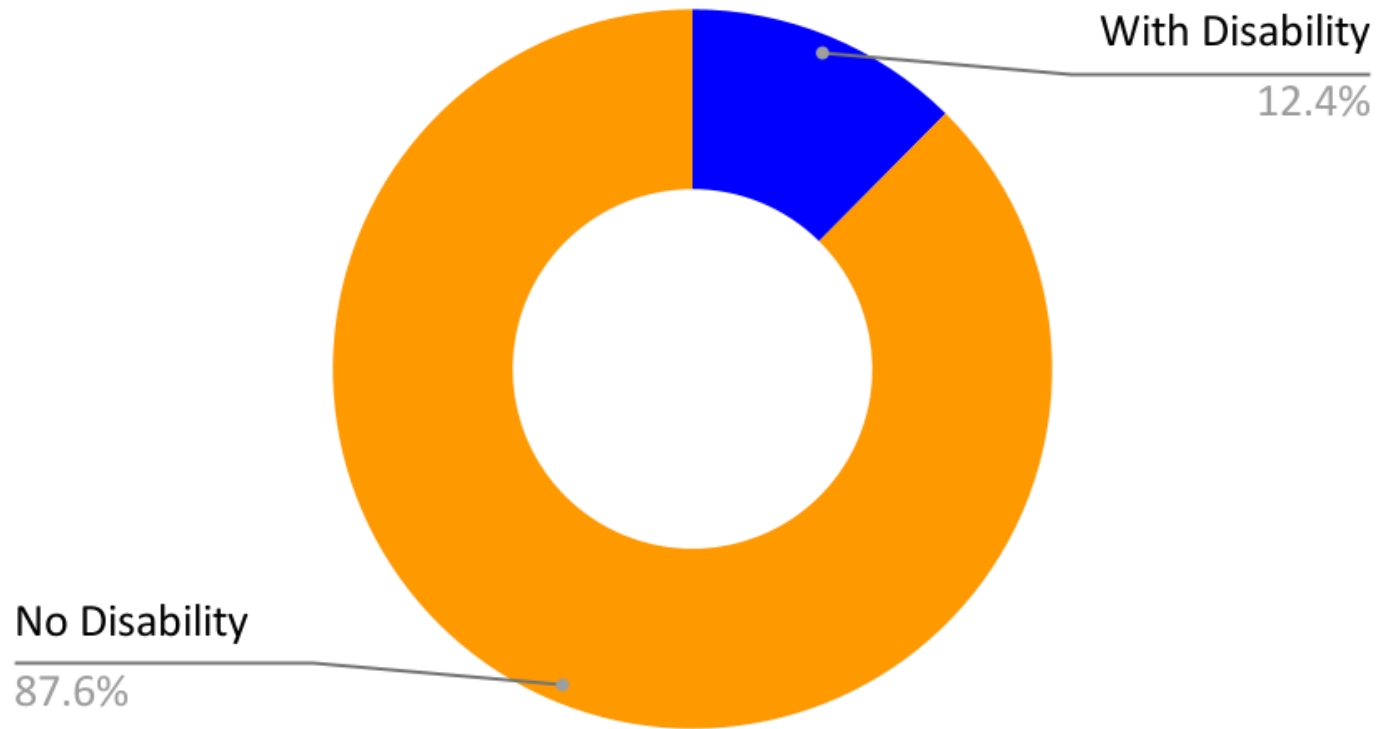




# Disability Status

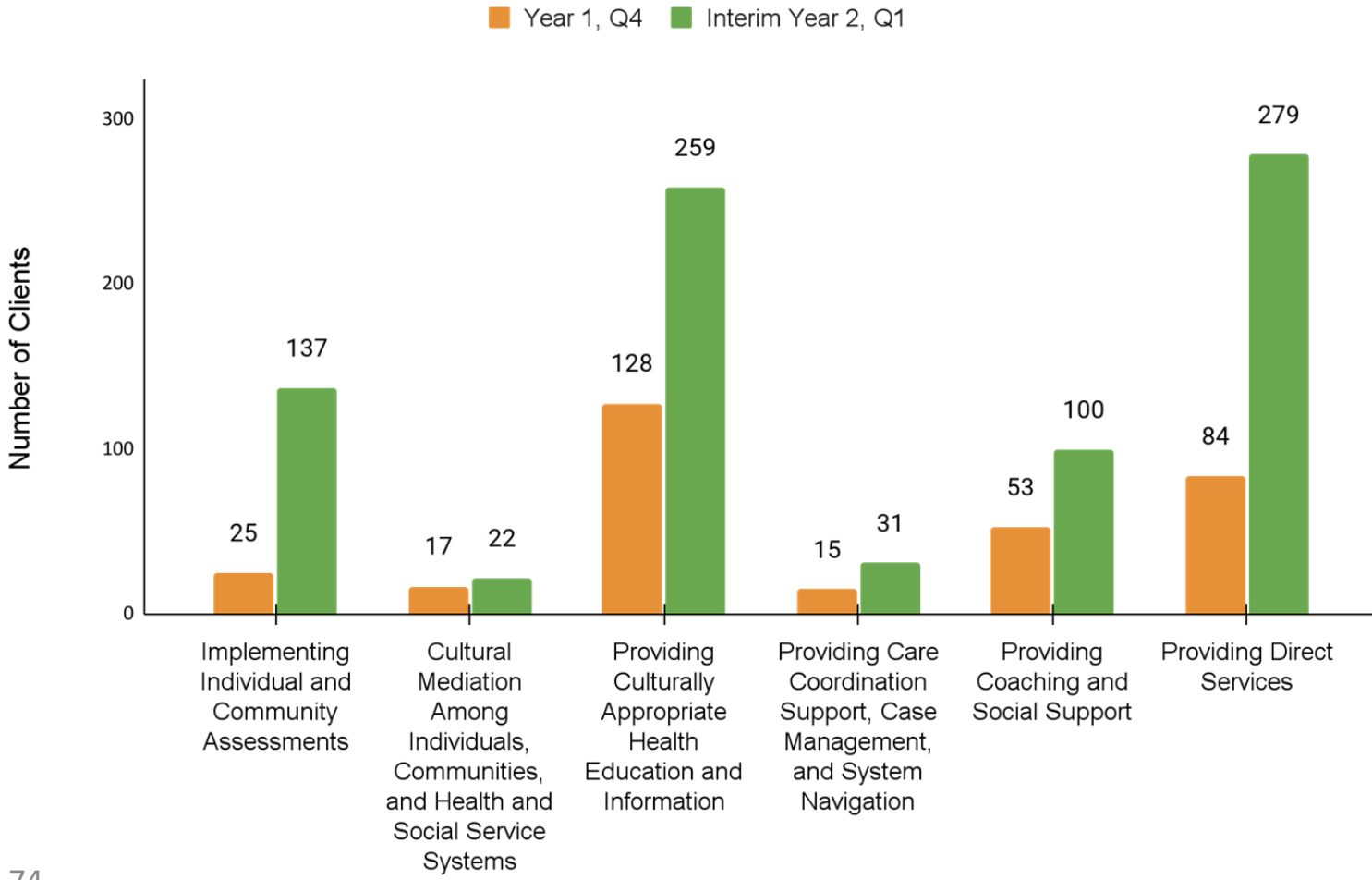
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Year 1: Disability Status of Clients



# Services Provided to Clients

Year 1. Services provided to clients



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Thank you!  
Any Questions?

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***Prevention and Health Promotion Administration***

**Miranda Ouellette, MPH, CHES  
Inclusion Coordinator**

**Center for Chronic Disease Prevention and Control**

***Miranda.Ouellette@maryland.gov***

***<https://phpa.health.Maryland.gov>***

***<https://health.maryland.gov/bhm/DHIP/Pages/home.aspx>***

# CDC-RFA-OT21-2103

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*National Initiative to Address COVID-19 Public Health Disparities among Populations at High-Risk and Underserved, Including Racial and Ethnic Minority Populations and Rural Communities*

## **CHW Grant Awards**

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### **CHW Training Program Development, Accreditation, and Implementation**

- Five awardees; three accreditations to date
  - Voices of Hope, Inc., Access to Wholistic and Productive Living, Inc. (AWPLI), Montgomery County DHHS

### **Accredited CHW Certification Training Programs - COVID-19 Module Development, Implementation and Training**

- Four awardees; three COVID modules added to date
  - AWPLI; Asian American Center of Frederick; and Washington County Commission on Aging

## **Grant - Awarded to Maryland Area Health Education Center**

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### **Community Health Worker Specialty Training Resources and Materials Development**

Development of CHW specialty training resources:

- Behavioral Health;
- Chronic Disease Management: Asthma;
- Geriatrics;
- Infectious Disease: COVID-19; and
- Maternal and Child Health.

Culturally and linguistically appropriate materials on COVID-19

## **Funding Opportunities: Accredited CHW Certification Training Programs**

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**Goal:** Support the capacity of the CHW workforce and expand access to accredited CHW certification training programs

- 2 accredited CHW training programs awarded to recruit and train CHW students at no cost to the student
- 44 curriculum documents translated into spanish for an accredited training program



# 2022 *Alive! Maryland* Workforce Needs Assessment

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- Hosted by the *Alive! Maryland Team* at the Department of Health
- [15 minute online survey](#) for those who provide services for underserved populations in Maryland such as people with HIV, people with substance use disorders, LGBTQ communities, and racial and ethnic minorities
- Goal: Build capacity to improve health in Maryland's HIV, viral hepatitis, STIs, and harm reduction workforce
- Will have a web-based, self-paced Virtual Training Institute, CEU opportunities, direct training, technical assistance, resource development, and more
- Contact: Anna Bacharach at [AnnaB@HealthHIV.org](mailto:AnnaB@HealthHIV.org)

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# CHW Advisory Committee – Upcoming Meetings

## **Upcoming CHW Advisory Committee Meetings**

Quarterly CHW State Advisory Committee meetings, 1 PM – 3 PM, to be held virtually or at MDH:

- February 13, 2023 - Note: This is the 2<sup>nd</sup> Monday.
- May 15, 2023
- August 21, 2023
- November 13, 2023 - Note: This is the 2<sup>nd</sup> Monday.

# Discussion

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# CHW Program Contacts and Links

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## Maryland CHW Certification Website

<https://pophealth.health.maryland.gov/Community-Health-Workers/Pages/Home.aspx>

## Maryland CHW Phone Line

410-767-5971

## Maryland CHW Email Addresses

[MDH.CHW@Maryland.gov](mailto:MDH.CHW@Maryland.gov)

[MDH.CHWApplications@Maryland.gov](mailto:MDH.CHWApplications@Maryland.gov)

# Contacts

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## **Kimberly Hiner**

Acting Director, OPHI

Chair, State CHW Advisory Committee

[Kimberly.Hiner@Maryland.gov](mailto:Kimberly.Hiner@Maryland.gov)

## **Tina Backe**

Coordinator, CHW Program, OPHI

State CHW Advisory Committee Staff

[tina.backe@Maryland.gov](mailto:tina.backe@Maryland.gov)

# Adjournment

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Thank you for your time today!