State Community Health Worker Advisory Committee Meeting

Requested Spanish Interpretation Line

Call: 470-241-5295; PIN: 945 772 050#

August 15, 2022
Welcome and Roll Call
Opening Remarks
Kimberly Hiner, Chair
Opening Remarks

Farewell and thank you!

Farewell and thank you to Bradley Tritsch!
CDC Notice of Funding Opportunity: OE22-2203

Strengthening U.S. Public Health Infrastructure, Workforce, and Data Systems

• Due date: Today!

• Support to public health agencies
  • Critical infrastructure needs related to workforce
  • Modernizing public health data systems
Meeting Minutes: April 4 and May 16
August Maryland Community Health Worker Advisory Committee Meeting

Miranda Ouellette, MPH, CHES
Inclusion Coordinator, Center for Chronic Disease Prevention and Control

August 15, 2022
MISSION AND VISION

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.
Community Health Workers for COVID Response and Resilient Communities (CCR) Program Update
CCR (2109) Funding Overview

• The project period for Year 1 is August 31, 2021, to August 30, 2022.

• The full list of recipients can be found at https://www.cdc.gov/covid-community-health-workers/ccr-recipients.html.

• Working in three high risk jurisdictions (Allegany, Dorchester, and Somerset counties) to support and build Maryland’s CHW workforce.
CCR Strategy Overview

• **Train** CHWs with the knowledge, roles and skills to support COVID-19 response, management and prevention.

• **Deploy** CHWs to support the COVID-19 response to manage outbreaks and prevent the spread among priority populations and communities.

• **Engage** CHWs to help build and strengthen community resilience and improve the overall health of priority populations in communities.
Year 1 Implementation Updates: Train

- The Health Equity and Resilience Ad Hoc work group began meeting regularly in February 2022.
  - Members reviewed the evaluation plan, provided input on the CHW tracking tool used by the program, discussed priority training topics for development in Year 2, and will soon review the Health Equity and Social Determinants of Health training curricula for CHWs.
  - The next meeting will be held on August 11th. If you are interested in joining, please contact Miranda.Ouellette@maryland.gov.
Year 1 Implementation Updates: Train

- CHWs working in Allegany, Dorchester, and Somerset counties completed Maryland CHW certification programs.
- A contractor was identified to develop the Health Equity and Social Determinants of Health Specialty training resources.
  - The CCR team aims to have a completed curricula packet by mid-October.
Year 1 Implementation Updates: Deploy

• The local health departments in the three target jurisdictions (Allegany, Dorchester and Somerset counties) onboarded CHWs to work on the COVID-19 response.
  ○ At least 2 CHWs are currently working in each of the counties.
Year 1 Implementation Updates: Engage

- The 2109 CHW Tracking Tool went live in June 2022.
  - This tool captures individual client data and summarizes this information in real-time on a summary page.
  - Information is reported quarterly from the summary page to the 2109 CCR team for evaluation and tracking.
Year 2 Overview

- Complete community resilience assessment in the three target jurisdictions.
- Develop two additional specialty training curricula.
- Work with Maryland healthcare organizations to expand referral services with CHWs.
- Expand the use of the CHW Tracking Tool to other CHWs working in the three target jurisdictions.
Immediate Next Steps

• Develop an implementation plan to deliver the Health Equity and Social Determinants of Health training content.
• Revise the Tracking Tool based on continued input and feedback from CHWs.
• Continue refining the scopes of work for the CHWs deployed in the three rural counties and identifying ways for them to be effectively utilized in the communities.
Thank you!
Any Questions?
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
CHW Certification Update
# Certification Update: Sept. 1, 2019 – August 15, 2022

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<th># certifications</th>
<th>1104</th>
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<tr>
<td>Certification based on training</td>
<td>208</td>
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<tr>
<td># certifications renewed</td>
<td>365</td>
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<tr>
<td># total CHW certificates issued:</td>
<td>1469</td>
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CHW Certification Training Program
Accreditation Update
Accreditation Update: Jan. 1, 2020 – August 15, 2022

Accreditation of CHW Certification Training Programs

<table>
<thead>
<tr>
<th>Count</th>
<th>Description</th>
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<tbody>
<tr>
<td>20</td>
<td># applications submitted</td>
</tr>
<tr>
<td>8</td>
<td># applications in review process (under review and applicant receiving assistance)</td>
</tr>
<tr>
<td>12</td>
<td># accreditations issued</td>
</tr>
</tbody>
</table>
Accredited CHW Certification Training Programs

1. Access to Wholistic and Productive Living Inc.
2. Asian American Center of Frederick in partnership with Hagerstown Community College
3. Baltimore City Community College
4. Community College of Baltimore County
5. Heritage Care, Inc.
6. Howard Community College
Accredited CHW Certification Training Programs

7. Howard County General Hospital, Johns Hopkins Medicine
8. Maryland Area Health Education Center Program
9. Montgomery College
10. Mosaic Group, Inc.
11. Prince George’s Community College
12. Washington County Commission on Aging, Inc.
CHW Professional Development Opportunities
Webpage
Erica White-Johnson, Program Administrator
Professional Development Opportunities Webpage

- The webpage is live.
- Trainings/webinars qualify for 20 hours of professional development required for certificate renewal
- Free to low cost
- Not time sensitive

Please share with your CHW networks!
Maryland CHW Association
Tiffany Scott, President
MARYLAND COMMUNITY HEALTH WORKER ASSOCIATION, INC

TIFFANY SCOTT, CCHW, CHAIR
MISSION

A state-wide professional organization by and for Community Health Workers (CHWs) to support and advocate for their integral role in the health and human services system and lead the movement to organize, educate and strengthen the CHW profession.
VISION

A unified organization of professionals committed to building the capacity of Community Health Workers (CHW) while strengthening communities across Maryland.
GOALS AND OBJECTIVES

To strengthen, empower and diversity the CHW membership. To ensure sustainability and capacity of the MD CHW Association. Increase the awareness and network of CHWs across the state and to create continuous learning opportunities for CHWs.
ENGAGING, EDUCATION AND EMPOWERING- E3

Engaging- We engage our clients in conversation to assess what barriers they face. We build rapport and trust.

Educating- We begin to educate our clients on resources in the community, how to cope/live with the social barriers, how to become successful, how to advocate for themselves.

Empowering- We empower our clients to become self-sufficient and advocates for themselves in every area of their life.
ACCOMPLISHMENTS

CREATED A CHW MEMBERSHIP OF 100+ CHWS, SUPPORTERS AND ALLIES

HOLD MONTHLY MEETINGS FACILITATED BY THE CHW LEADERSHIP STAFF

PARTNERED WITH THE IPHI, MDH, CMAHEC, BCHD, & PROJECT FIRST LINE TO SUPPORT CHW AWARENESS, UTILIZE LOCAL OUTREACH FUNDING AND PROVIDE TRAINING ON CERTIFICATION AND BUILDING PARTNERSHIPS
Self-Care

The Concept of Infection Control

The Basic Science of Viruses

How Respiration Droplets Spread COVID-19
NEXT STEPS

Continue to educate communities, employers, and co-workers on the CHW role and responsibilities.

Invigorate CHW leaders by expanding association chapters in Northern, Northwest and Southern MD and re-establish the Eastern Shore chapter.
Save the date!

Is it morning for you yet?

Press and professional preview
Sept. 23, 2022
10 a.m.–5 p.m.

Public opening
Sept. 24–25, 2022
10 a.m.–5 p.m.

58th Carnegie International
Meetings are held every 3rd Wednesday of the month

Next Meeting: Wednesday, 17, 2022 5pm-7pm

Location: Zoom

Register in advance for this meeting:

https://us02web.zoom.us/meeting/register/tZMkd--uqD4uE9NI4pkDvOo5A4qD_JGkOjp7
CONTACT INFORMATION

Tiffany Scott, CCHW, CCHW-I, Chair

301-909-8569

Mdchwasssociation@gmail.com
QUESTIONS
CHW Grants and other opportunities
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 Opportunities

CHW Grant Awards

**BPM028105**: Community Health Worker Training Program Development, Accreditation, and Implementation

**BPM028117**: Accredited Community Health Worker Certification Training Programs - COVID-19 Module Development, Implementation and Training
Grant - Awarded to Maryland Area Health Education Center

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
CHW Grant Opportunities

CHW Grant - Repost

BPM030766: Community Health Worker Training Program
Development, Accreditation, and Implementation

Reposted and closed Aug. 8

• Develop a new CHW certification training program to be accredited
• Identify, recruit, and train 2 under resourced students at no cost to the student
• Delivery at least one accredited CHW training
• Successfully graduate at least two students
Funding Opportunities: Accredited CHW Certification Training Programs

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

- Identify, recruit, enroll, and train under served/under resourced CHW students at no cost to the student
- Translation of curriculum materials into a language other than English
- Purchase of curriculum materials in a language other than English
CHW and CHW Employer Surveys
Sara Seitz, Director, State Office of Rural Health
CHW Surveys

CHWs and CHW Employer Surveys

Purpose

(1) Examine the Maryland-specific landscape of CHWs and their employers;
(2) Identify barriers & facilitators to incorporating CHWs into healthcare models;
(3) Determine the impact of CHWs on healthcare access and utilization

Timeline

● Distribution in Summer 2021
● CHW respondents: 206
● CHW employer respondents: 63

Analysis

Market Decisions Research
CHW and CHW Employer Surveys

CHW Survey: CHW Survey

Majority of respondents:

- Have been a CHW for 2-10 years
- Work in clients’ homes or on-site in hospitals and clinics
- Most common services provided across urban and rural jurisdictions:
  1) connection to basic needs, 2) healthcare appointments, 3) follow up visits, 4) Medicaid enrollment, and 5) home visits
CHW and CHW Employer Surveys

CHW Respondents: CHW Survey

Majority of respondents:

- Have been a CHW for 2-10 years
- Work in clients’ homes or on-site in hospitals and clinics
Clients Served: CHW Survey

Ages of clients served:

- Infants and toddlers (25%)
- 3 -17 years (39%)
- 18-25 years (68%)
- 26-65 years (85%)
- Over 65 years (62%)

Most common services provided across urban and rural jurisdictions:
1) connection to basic needs, 2) healthcare appointments, 3) follow up visits, 4) Medicaid enrollment, and 5) home visits
Clients Served: CHW Survey

Barriers for respondents’ clients to obtain optimal health:

- Transportation: 83%
- Income: 78%
- Health and Health Systems: 73%
- Connecting to Healthcare: 73%
- Health Insurance: 71%
- Daily Needs: 69%
- Food: 64%
- Legal Needs: 38%
- Childcare: 36%
Areas of interest for trainings:

- Mental and behavioral health (56%)
- Health insurance (51%)
- Motivational interviewing (49%)
- Resource navigation (48%)
- Diabetes prevention and management (47%)
- Teaching skills (47%)
CHW employers report CHW services provided in all jurisdictions

Urban and rural CHWs provide services:
- On-site at hospitals and clinics (70%),
- At community centers (67%), and
- On the streets (63%)

CHWs in rural areas more often provide services at client homes (82% rural vs 67% urban)
CHW and CHW Employer Surveys

CHW Role: Employer Survey

- CHWs have an average monthly patient panel of 20-49 clients
  - Some have patient panels ranging from 10 to 250 clients

- 47% of CHWs provide services in support of a Care Transformation Organization (connected to the Total Cost of Care Model)

- Funding reported as a major barrier to incorporating CHWs more fully into healthcare delivery models
Outcomes Tracking: Employer Survey

Health outcomes tracked and linked to CHW role

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Percent of Employers Collecting Outcome Metric</th>
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</thead>
<tbody>
<tr>
<td>Client-rated quality of life</td>
<td>71%</td>
</tr>
<tr>
<td>Hospital readmissions</td>
<td>67%</td>
</tr>
<tr>
<td>ED/urgent care usage</td>
<td>63%</td>
</tr>
<tr>
<td>Preventive care utilization</td>
<td>54%</td>
</tr>
<tr>
<td>Preventable hospital admissions</td>
<td>50%</td>
</tr>
<tr>
<td>Identification of primary care provider</td>
<td>50%</td>
</tr>
</tbody>
</table>
SWOT Analysis

Strengths:
- CHWs love what they do
- CHWs and their employers recognize their role as essential for clients/patients

Weaknesses:
- CHWs report clients may not understand the role of a CHW
- CHWs identify a gap in collaboration between CHWs
CHW and CHW Employer Surveys

SWOT Analysis

Opportunities:

- Most employers track and link patients’ health outcomes with the provision of CHW services.

Threats:

- Many CHW positions are grant funded
  - Lack of job security
  - Barrier to incorporating CHWs more fully into organizations
**CHW Surveys**

**CHWs and CHW Employer Surveys - Infographics**

*The Impact of Community Health Workers (CHWs)*

*Results from the Maryland Department of Health (MDH)*

CHW and CHW employer surveys

- **Client rated quality of life** — 71%
- **Hospital readmissions** — 67%
- **ED/urgent care usage** — 63%
- **Preventive care utilizations** — 54%
- **Preventable hospital admissions** — 50%

Employers see the value in the CHW workforce and most employers report tracking and linking positive client health outcomes to the services that CHWs provide.
CHWs and CHW Employer Surveys - Infographics

CHWs are passionate about their work and desire additional training on many topics.

- **56%**: Mental and Behavioral Health
- **51%**: Health Insurance
- **49%**: Motivational Interviewing
- **48%**: Resource Navigation
- **47%**: Diabetes Prevention and Management
- **47%**: Teaching Skills

"CHWs are valued members of our team." - CHW employer

"Most Marylanders are grateful and surprised about our job." - CHW
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:

- **November 14, 2022** – Note: This is the 2\textsuperscript{nd} Monday.
- **February 13, 2023** - Note: This is the 2\textsuperscript{nd} Monday.
- **May 15, 2023**
- **August 21, 2023**
- **November 13, 2023** - Note: This is the 2\textsuperscript{nd} Monday.
Discussion
CHW Program Contacts and Links

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
MDH.CHWApplications@Maryland.gov
Contacts

Kimberly Hiner
Acting Director, OPHI
Chair, State CHW Advisory Committee
Kimberly.Hiner@Maryland.gov

Tina Backe
Coordinator, CHW Program, OPHI
State CHW Advisory Committee Staff
tina.backe@Maryland.gov
Adjournment

Thank you for your time today!