



# State Community Health Worker Advisory Committee Meeting

Requested Spanish Interpretation Line

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

August 15, 2022



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# Welcome and Roll Call

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# Opening Remarks

**Kimberly Hiner, Chair**

# Farewell and thank you!

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## Farewell and thank you to Bradley Tritsch!

### Certificate of Appreciation

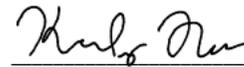
State Community Health Worker Advisory Committee

Awarded to

*Bradley Tritsch*

August 15, 2022

In recognition of your dedication and commitment to supporting the community health worker workforce and in honor of your work on the State Community Health Worker Advisory Committee.



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



# CDC Notice of Funding Opportunity: OE22-2203

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## [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

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# 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

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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.

# Community Health Workers for COVID Response and Resilient Communities (CCR) Program Update

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# CCR (2109) Funding Overview

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- 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

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- **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

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- 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](mailto:Miranda.Ouellette@maryland.gov).

# Year 1 Implementation Updates: Train

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- 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

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- 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

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- 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

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- 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

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- 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.

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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>***

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# CHW Certification Update

## Certification Update: Sept. 1, 2019 – August 15, 2022

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<b># certifications</b>	1104
Certification based on training	208
<b># certifications renewed</b>	365
<b># total CHW certificates issued:</b>	1469

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# CHW Certification Training Program Accreditation Update

# Accreditation Update: Jan. 1, 2020 – August 15, 2022

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## Accreditation of CHW Certification Training Programs

<b># applications submitted:</b>	<b>20</b>
<b># applications in review process</b> (under review and applicant receiving assistance):	<b>8</b>
<b># accreditations issued:</b>	<b>12</b>

## **Accredited CHW Certification Training Programs**

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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**

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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.

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# **CHW Professional Development Opportunities Webpage**

**Erica White-Johnson, Program Administrator**



# Professional Development Opportunities Webpage

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- 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!

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# Maryland CHW Association

## Tiffany Scott, President

# MARYLAND COMMUNITY HEALTH WORKER ASSOCIATION, INC

TIFFANY SCOTT, CCHW, CHAIR

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# 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

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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

# CHW SKILLS TRAINING



Self-Care



The Concept of Infection Control



The Basic Science of Viruses



How Respiration Droplets Spread  
COVID-19

# NEXT STEPS

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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

NEXT  
MEETING



Meetings are held every 3rd Wednesday of the month



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



Location: Zoom

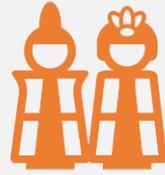


Register in advance for this meeting:



[https://us02web.zoom.us/meeting/register/tZMkd--uqD4uE9NI4pkDvOo5A4qD\\_JGkOjp7](https://us02web.zoom.us/meeting/register/tZMkd--uqD4uE9NI4pkDvOo5A4qD_JGkOjp7)

# CONTACT INFORMATION



Tiffany Scott, CCHW, CCHW-I,  
Chair



301-909-8569



Mdchwassociation@gmail.com



QUESTIONS

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# CHW Grants and other opportunities

# 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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**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**

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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

## **CHW Grant - Repost**

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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**

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**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

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# **CHW and CHW Employer Surveys**

**Sara Seitz, Director, State Office of  
Rural Health**

## CHWs and CHW Employer Surveys

### Purpose

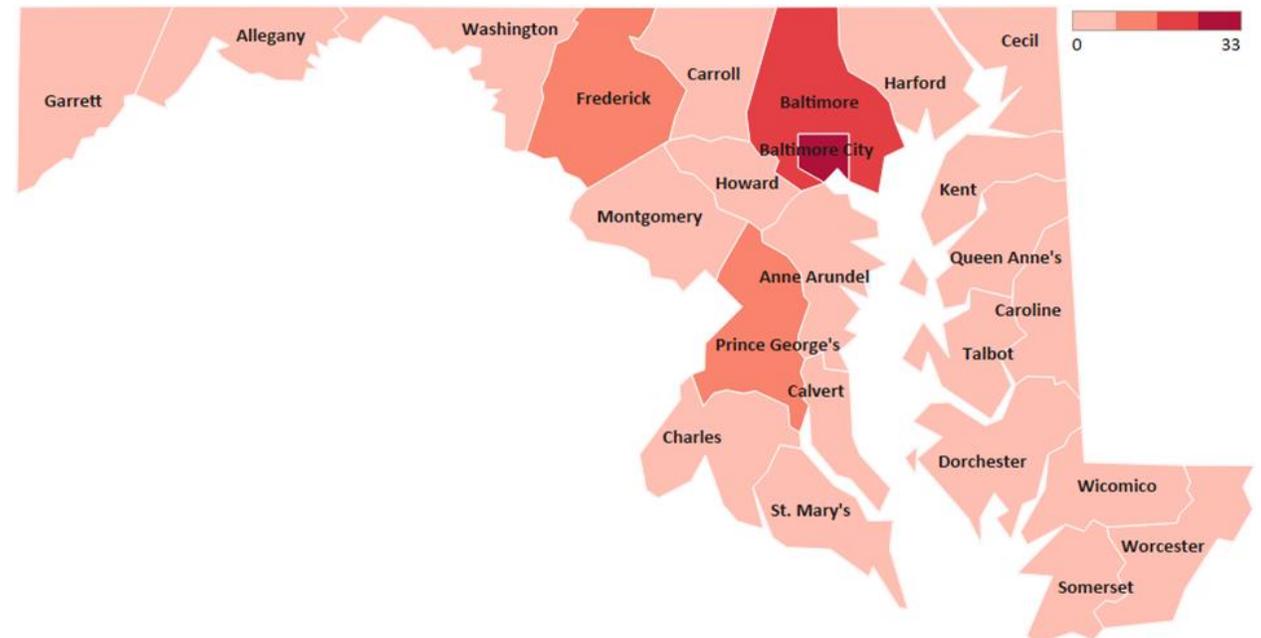
- (1) Examine the Maryland-specific landscape of CHWs and their employers;
- (2) Identify barriers & facilitators to incorporating CHWs into healthcare models;
- (3) Determine the impact of CHWs on healthcare access and utilization

### Timeline

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

### Analysis

48 Market Decisions Research



## **CHW Survey: CHW Survey**

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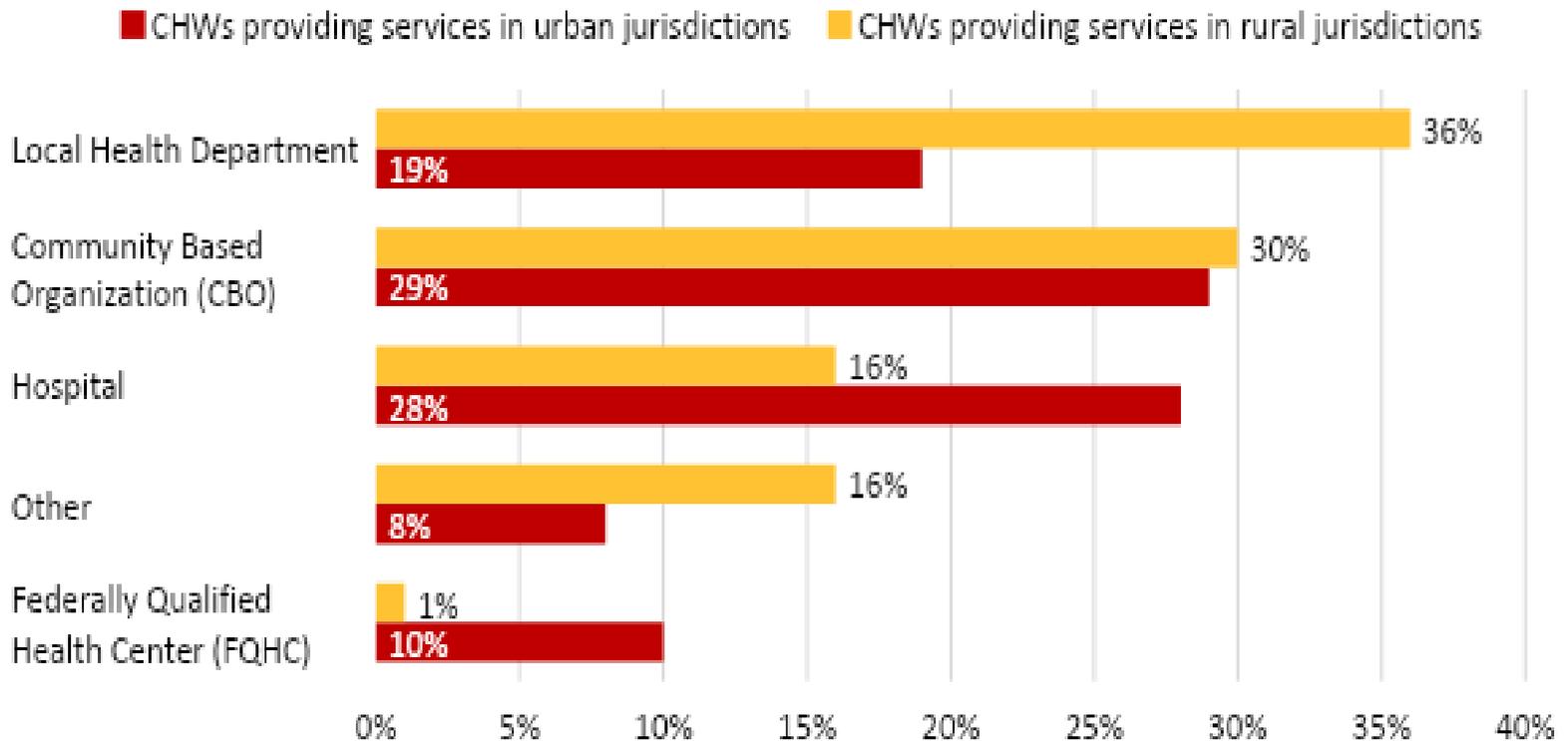
Majority of respondents:

- 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 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**

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Ages of clients served:

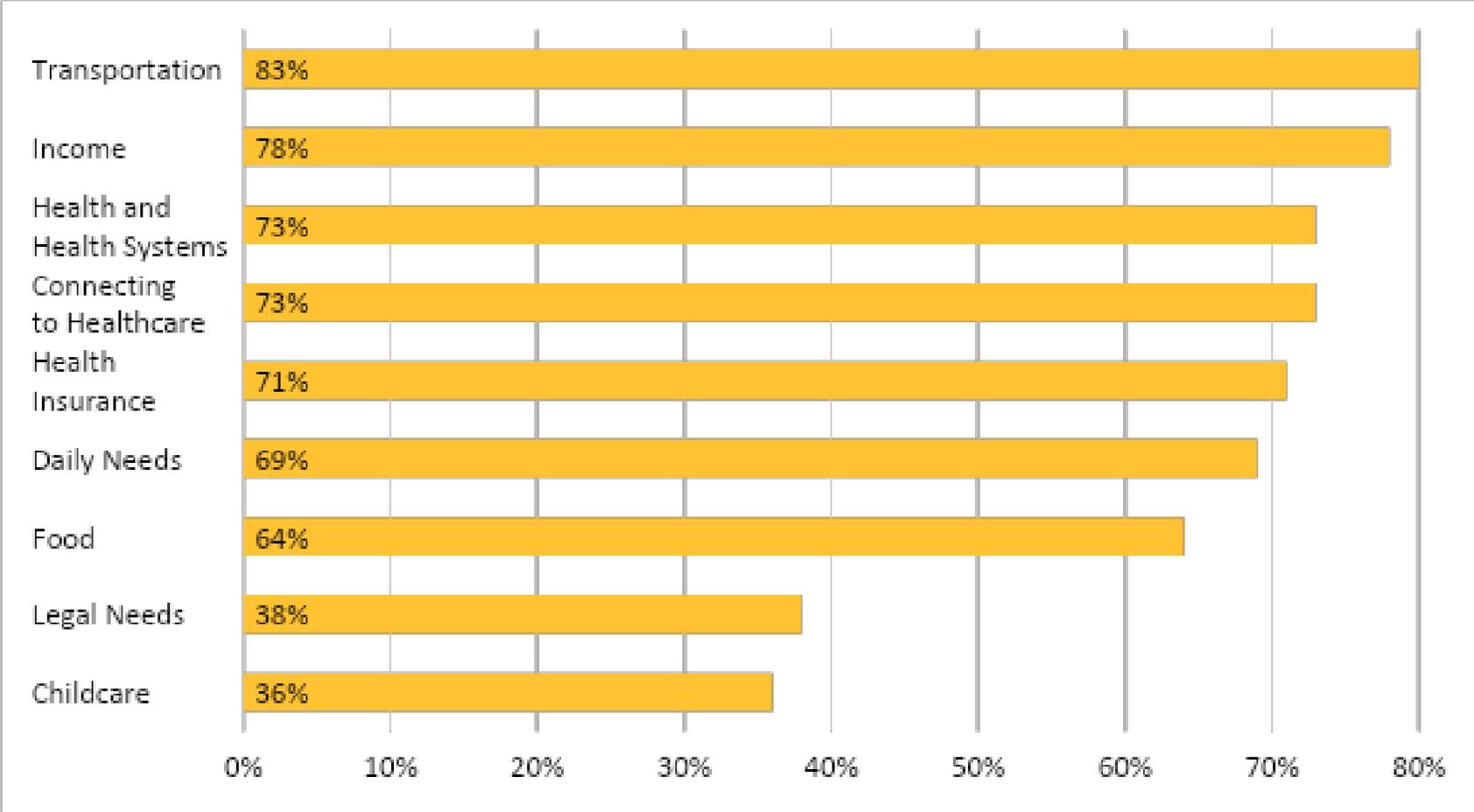
- Infants and toddlers (25%)
- 3 -17 years (39%)
- 18-25 years (68%)
- 26-65 years (85%)
- Over 65 years (62%)

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:



## **Training Needs: CHW Survey**

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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 Placements: Employer Survey**

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- 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 Role: Employer Survey**

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- 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

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Health outcomes tracked and linked to CHW role

Outcome	Percent of Employers Collecting Outcome Metric
Client-rated quality of life	71%
Hospital readmissions	67%
ED/urgent care usage	63%
Preventive care utilization	54%
Preventable hospital admissions	50%
Identification of primary care provider	50%

## **SWOT Analysis**

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### 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

## **SWOT Analysis**

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### 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

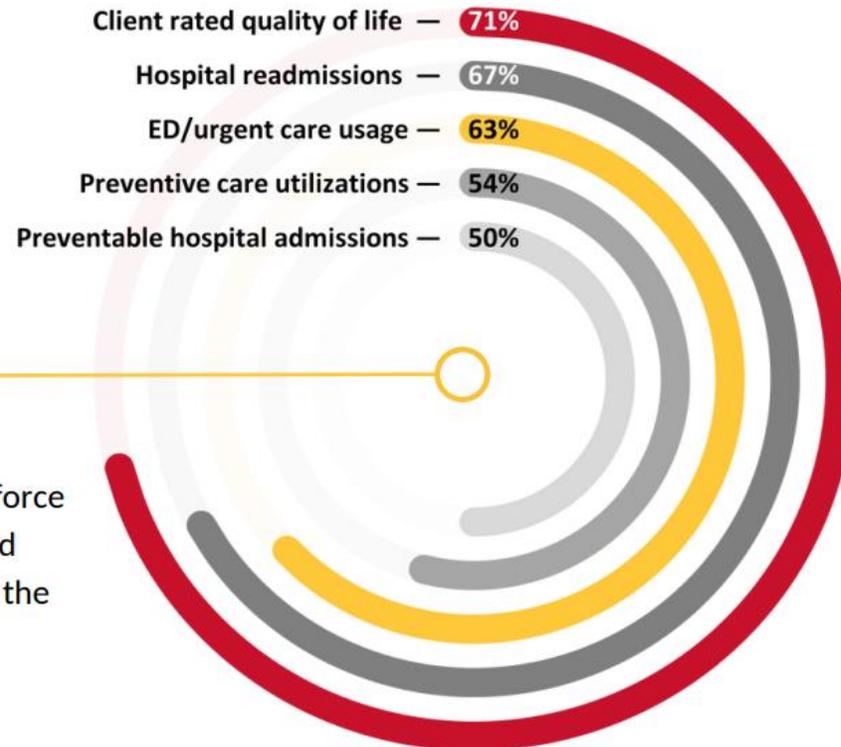
# CHWs and CHW Employer Surveys - Infographics

## The Impact of Community Health Workers (CHWs)

Results from the Maryland Department of Health (MDH)  
CHW and CHW employer surveys



Percent of CHW employers linking  
health outcomes to CHW services



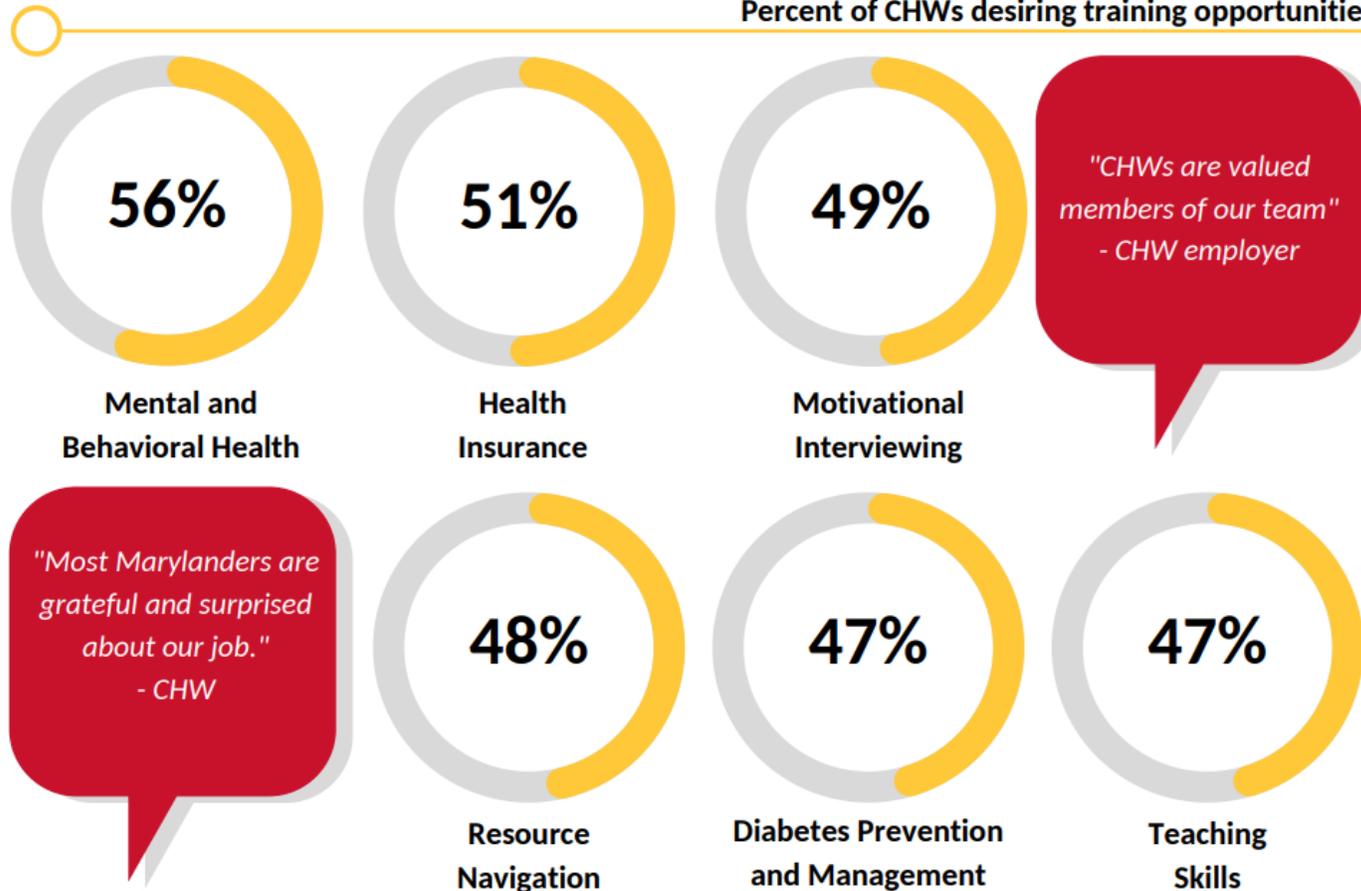
Employers see the **value** in the CHW workforce and most employers report tracking and linking positive client health outcomes to the services that CHWs provide.



# CHWs and CHW Employer Surveys - Infographics

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

Percent of CHWs desiring training opportunities.



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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:

- **November 14, 2022** – Note: This is the 2<sup>nd</sup> Monday.
- 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!