

Community Voices Miami
a Collins Center Program

Community Health Worker Project

Presented to
APHA Scientific Session
Collaboration of CHW Research, Financing and
Employment Policy

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Program History

- ❖ Community Voices Miami (CVM) is part of a larger national initiative launched by the WK Kellogg Foundation in 1998. CVM has been at the Collins Center for Public Policy since June, 2003.
- ❖ Mission: Improve access to healthcare for the uninsured and underserved
- ❖ CVM Local Goals
 - ❖ Promote promising practices and policies that increase access to timely and appropriate health and social services
 - ❖ Connect to broader social and public policy issues through the Collins Center for Public Policy
 - ❖ Bring health to the community development table



The CHW Project

- CVM's Goals
 - Build the capacity of Community Health Workers to connect people to health and social services.
 - Ensure public policy visibility and acceptance for this model as part of the integrated system of healthcare.



How Did It Happen?

- 2002 - CVM, through the United Way of Miami-Dade, commissioned a study to assess the “state of the art” of the work of CHWs locally.
- 2003 - A Working Group explored the findings and made recommendations for more training and recognition for CHWs.
- 2004 - CVM led a Curriculum Working Group which created a Level I curriculum. This was piloted in 2005.
- 2005-06 The Children’s Trust HealthConnect in Our Community initiative was launched.
- 2006 - CVM was granted a contract to lead the work on CHWs and HNs for the larger initiative.



Community Access Program

- Federal Funding: HRSA Healthy Community Access Program (HCAP)
- Engaged and received commitments from 27 partners
- Trained 15 CHWs
- Through the period of 03/06 to 12/06 CAP CHWs had 7,164 encounters and collected 1,573 surveys in the field.
- 27.0% found it very difficult to complete the paper work necessary to enroll for health insurance coverage.
- 30.9% said “yes” when asked if they delayed or did not get health care because they couldn’t afford it.
- 35.6% never had health insurance
- 33.5% U.S. Citizen, 32.5% Legal Resident, 1.0% Student/Visitor, 23.6% Undocumented, 9.4% Other



CHW Project and HealthConnect in Our Community

- Trained 45 CHWs in 2006 and 9 in 2007
- Development of Levels II and III of the CHW Training Curriculum
- Team-building and networking between CHWs, HNs, supervisors and all of the agencies involved
- Standardized data collection tools among six health networks



CHW Project and HealthConnect in Our Community

- Development of Levels II and III of the Training Curriculum
 - Stakeholder Group
 - Curriculum Working Group
 - Ongoing Relationship with Miami-Dade College



CHW Project and the Little Havana Community Partnership

- Trained 15 CHW in Spanish
- Linked them to larger network
- Provide workshops and professional development trainings
- Participate in Data Workgroup
- Act as coach to assure retention
- Provide feedback and recommendations of integration of CHWs into system of care



The CHW and HN Network

Is the place CHWs and HNs go to for:

- Support and Personal Advocacy
- Addressing policy and systemic issues
- Brainstorming
- Cross trainings
- Supplemental Trainings
- Resource Identification
- Where CHWs also get connected to national work



CHW Project

Trainings provided through network

- **Immigration-** This training came about after some of our partners and CHWs saw a drop in attendance at some of the community health clinics. We soon understood that people were not going to the clinics because they feared the clinics were going to be raided by Homeland Security officers. Partnering with the Florida Immigration and Advocacy Center, several training sessions on immigrant rights were held. CHWs and Navigators had the opportunities to speak with Charu Al-Sahli, a leader at the Center, who is an expert on immigration law and rights.
- **Community Development** – This training focused on how to build a network of CHWs, Navigators and other stakeholders. It also focused on collaboration with others interested in community health work.
- **Advocacy-** Advocacy training is ongoing. CHWs and Navigators have stated that they want to do something with the information they are learning from their fieldwork. They are identifying commissioners and local leaders. They have begun to write about the barriers people encounter when trying to access health care.
- **Cross Training-** Everyone in this field has a unique skill or special experience that contributes to their work. We have provided opportunities for different agencies and CHWs to exchange knowledge on a variety of subjects ranging from how to conduct effective outreach to what to do if you still have a blue tarp on your roof. These have also proven to be very successful because it provides the agencies with an opportunity to share their expertise and discuss the different services they offer.
- **Leadership Development** - CHWs and Navigators can become overwhelmed with the burden of helping everyone that comes to them. These training sessions have focused on boundaries and roles. We have also extensively discussed how to empower people so they can help themselves. In addition, I have provided the CHWs and Navigators with models they can use to help themselves prioritize and conceptualize their work.
- **Domestic Violence** – Domestic Violence training sessions have come about because some of the CHWs have been trying to help victims of domestic violence. Often times we have to try and address some of the client's basic needs before they can see a doctor or find them a medical home. We are seeing many women on the streets that cannot access shelters. This has now been identified as an ongoing need and we have contacted experts in the field who are working with us to provide more training.



CHW Policy Teams

- Policy Targets
 - Restrictions on Community Health Centers
 - 5 Year Ban on KidCare
 - Presumptive Eligibility for Pregnant Women
 - CHW Associations at the local and National Level
 - Preventative Health Care
 - Re-entry Health Information
 - Homelessness
- Our Audience
 - Policy Makers and Community Leaders
 - CHWs
 - Participants



Sharing Our Stories

Documentation

- Miami CHWs were featured in a book created by the Northern Manhattan Community Voices Collaborative. The book, *Community Health Workers Lives Stories & Dreams*, dedicates a space for CHWs to share experiences as new CHWs to the field and how important helping others is to them
- Fact Sheets, each with recommendations and personal stories
- Center for Migration and Development, Princeton University
- The Medicare Quality Improvement Organization for Florida



American Association of Community Health Workers

- Has been created by CHWs from across the nation with the help of Georgetown University and other Community Voices sites
- Vision and Mission Statement for national association has been finalized, beginning work on Bylaws and 501c3 status
- CHWs from Miami are also involved in steering, policy, outreach and membership committees of the AACHW
- Begin development of local association and state chapters of AACHW



Community Voices National CHW Conference

- A Wise Investment: Financing and Integrating CHWs in the Health Care System
 - Research is demonstrating the contributions of CHWs to increased access and high-quality, efficient health care
 - Significant barrier is the lack of stable, mainstream financing
 - Federal State and Legislative Bills
 - IL, MA, NY, TN, NM, NJ



Community Voices National CHW Conference

- Measuring Return on Investment
 - Cost Effectiveness Analysis (CEA)
 - Return on Investment
 - CHW programs in a public safety net setting (DH)
 - CHWs improve the health of individuals and may improve the bottom line of safety net health care delivery systems



Moving Forward

- Continuous advocacy and promotion of CHWs
 - *Creation of career ladders through:*
 - Training and Certification
 - Supervision, coaching and mentoring
 - CHW roles and functions
 - Salary and funding
 - Cost savings
 - Integration of CHWs into health care systems



Moving Forward

- Building a Clearinghouse
 - Collect data, coordinate and promote trainings, work with providers, and consolidate the CHW Network
 - AACHW Local Chapter and Association



THANK YOU!

APHA

The Children's Trust

Community Access Program

Citrus Health Network

Community Health of South Dade

Economic Opportunity Family Health Center

Haitian Neighborhood Center

Human Services Coalition

Public Health Trust/Jackson Health System



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