

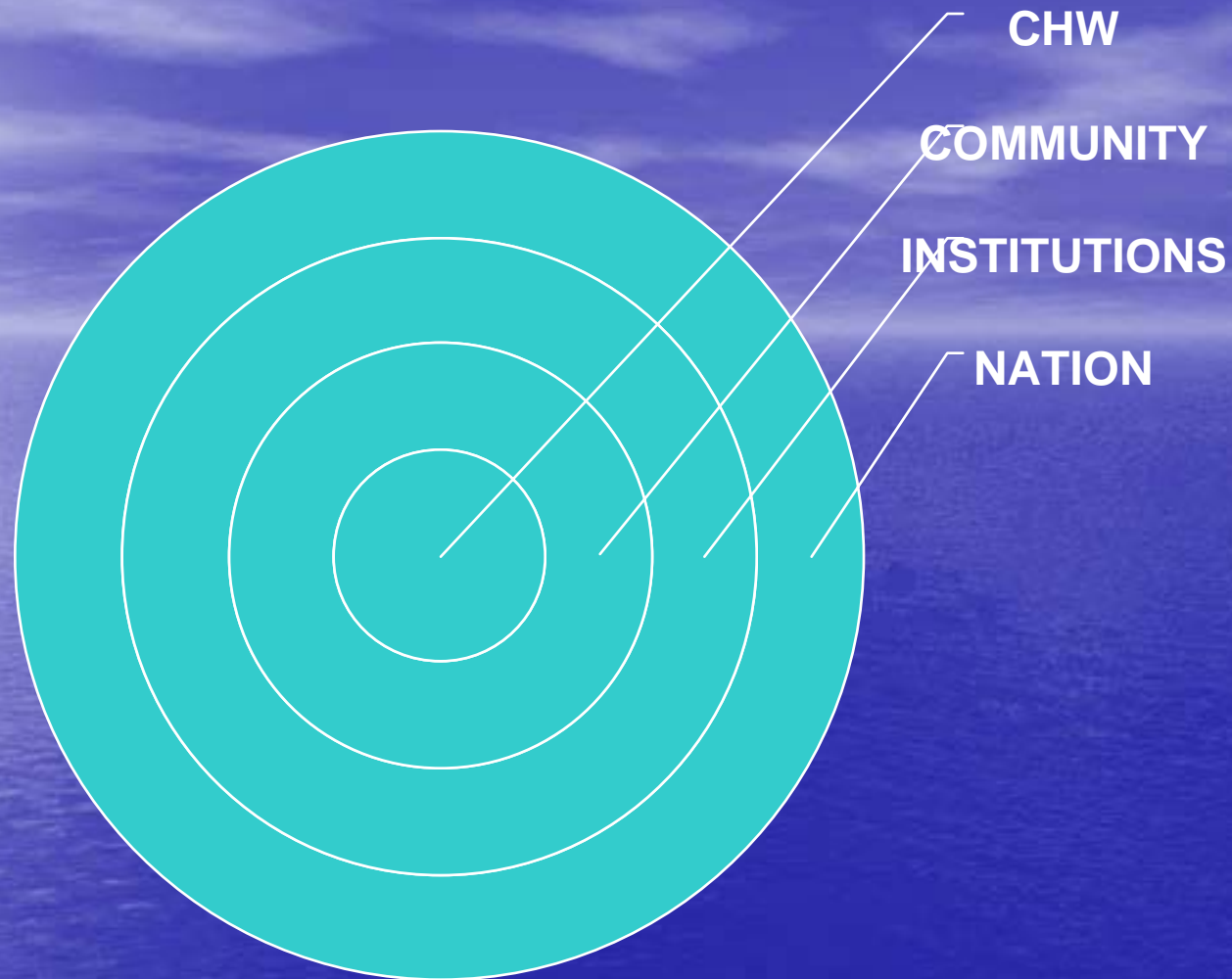
Community Voices Miami  
a Collins Center Program

**Community Health Worker Project**

Presented to  
APHA Scientific Session  
Working with Community Leaders to Promote Equal  
Access and Progressive Policies

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**150 CHWs have been trained since 2005**

**In 2006, 56 CHWs completed the training and 34 completed the training in 2007**

**40 to 60 active members in the CHW and HN Network**



# CHW GRADUATION!





# Graduation continued...



# LEVEL I Training

- **Module 1:** Essentials of Community Workers
- **Module 2:** Communications
- **Module 3:** Community Workers Skills
- **Module 4:** Community Resources

**Plus 15 hours of field experience**

- **PERFORMANCE EVALUATION:** 70% Passing Score required
- Paper/Pencil Test 35% of grade
- Role Playing: 15of grade
- Activity Log: 15% of grade
- Written Assignments 25% of grade
- Oral Presentation 10% of grade



# CHWP –Collaborative Process

- Establish a Curriculum Workgroup
- Quarterly meetings of Stakeholders' group
- Bi-monthly project updates through *CHWP News*
- Continuous fostering of effective relationships with Miami Dade College, The Children's Trust, and others with interest in the project and CHWs in general
- Quarterly Supervisors meetings
- Monthly Network Meetings

# CHWP - Curriculum Development

## STEPS:

- I. Conduct review of national literature
- II. Form a Curriculum Workgroup to meet on a regular basis to define curriculum elements
- III. Present recommendations to Stakeholders' group

# CHWP – The Curriculum Workgroup

- WHO ARE WE?
  - Former curriculum group members
  - CHWs certified in Level I
  - Other interested participants



# CHWP – The Curriculum Workgroup

## HOW DO WE DO IT?

- A total of 8 meetings to date, every other Tuesday from 10 to noon since 11/7/06 at Health Choice Network
- Meetings to continue until end of March 2007
- E-mail and telephone communication between meetings
- Meeting Notes approved by all

# CHWP – The Curriculum Workgroup

- PROCESS
- Level II Revision
  - Selection of Topics
  - Development of Topics
- Decision Making



# CHWP – Proposed Model – Levels II & III

- Level I: as revised after evaluation of pilot
- Level II:
  - Module I: FFDC
  - Module II: Essentials of CHWs
  - Module III: Professional Development
  - Module IV: Community Resources
- Level III: In Progress

# CHWP – The Curriculum WorkGroup

## LEVEL II – Credit Hours

### Credit hours

• Module I	9
• Module II	3
• Module III	1
• Module IV	3
• Practicum	<u>3</u>
• Total	19 Credit hours



# 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.



# Network trainings continued...

- **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.

# CHWs Natural Researchers Endorsing Progressive Policies

- 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
  - Domestic Violence
- Our Audience
  - Policy Makers and Community Leaders
  - CHWs
  - Participants



# Sharing Our Stories

- 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

# Data Collection

- Federal Funding: HRSA Healthy Community Access Program (HCAP)
- The Children's Trust Health Connect Program adopted CAP data collection tools
- Standardized data collection tools among six health networks
- CAP data is being finalized
- Health Connect Data continues to be collected



# Promoting Equal Access

- American Association of Community Health Workers
- A Wise Investment: Financing and Integrating CHWs in the Health Care System, Washington DC, March 2007
- UNITY Conference, Tampa, FL, May 2007
- Health Care Access Task Force, Miami FL, 2006-07
- Miami-Dade County Health Care Access Summit 06-07
- Local hospitals, clinics and community health centers ongoing
- Men's Health Conference, Washington DC, April 2007

# 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



# Lessons Learned in 2006-07

- Effective coordination and team-building require a dedicated presence, an ombudsman," a *CHW to the CHWs*.
- CHWs and HNs are highly motivated to build the network and to contribute to the policy discussion; part of the success of building the curriculum comes from devoted leadership and from the CHWs and HNs themselves.
- This is a long process and the opportunities to both impact the way that people receive care and to inform public health policy are infinite.
- Sustained project leadership is required.

# Moving Forward

- Building a Clearinghouse
  - Collect data, coordinate and promote trainings, work with providers, and consolidate the CHW Network
  - Space to showcase the programmatic work, while informing public policy through the real-time work of CHWs and HNs activities
- AACHW State Chapter and local association



# Contact Information

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