

APHA SCIENTIFIC SESSION

TUESDAY, November 06, 2007

**A Community Health Worker's Perspective on
Working with Community Leaders in
Miami/Dade county to Promote equal Access
and Progressive Policies**

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FOCUS of PRESENTATION

- Importance of relationship building among residents, community health centers, policy Makers
- Personal account of how we are working in the community to connect people to care and services.

FOCUS of PRESENTATION

- Building a CHW Network which is working to inform local and national policies
- Data Collection
- Role of Miami CHWs in developing a three-level curriculum

LEARNING OBJECTIVES

- Understand how CHWs can work together with policy makers in order to lead change in health care policy at the local and national level
- Understand the importance of having models that include CHWs at all levels of the project development.

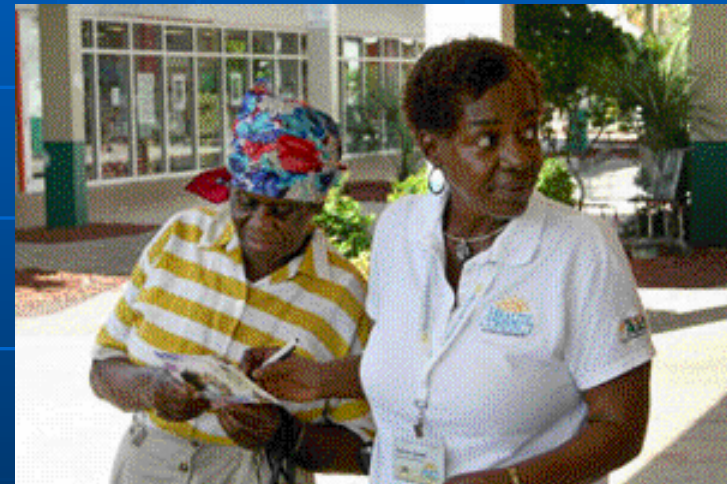
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THE RECOGNITION

- For effective preventive work/promote well-care check-ups
- To reduce cultural and linguistic barriers to care.
- Help patients successfully navigate in complex health systems, and improve the quality and cost-effectiveness of care
- Reduce unnecessary use of costly Emergency room services

EOFHC-Community Health Workers



WORKING TO CONNECT PEOPLE TO CARE AND SERVICES

- Assist families with application to public benefits
- Helping families locate and connect to a full range of community resources
- Provide culturally appropriate education and outreach to help families and communities take charge of their health and wellbeing.

WORKING TO CONNECT

PEOPLE TO CARE AND SERVICES

- Deliver direct services—
Education
Advocacy
Linkage
Social support and more –to
vulnerable and underserved clients in
their homes and community settings

BUILDING RELATIONSHIPS

Community Health Centers

EOFHC

- CHWs play an essential role in assisting the partnerships to achieve their primary goal connecting families with health care funding and an affordable, quality medical home.
- Increase utilization of primary care clinics

BUILDING RELATIONSHIPS

With Community Health Centers

EOFHC

Established in 1968 with 1.6 million dollars made Available through President LBJ Equal Opportunity Act to improve inner city health care.

The first site was an abandoned wooden temporary Elementary School located in a city that was as officially declared area of poverty and medically underserved.

Celebrating it's 40th Anniversary this year there are no Geographical limitations.

BUILDING RELATIONSHIPS

With Community Health Centers

EOFHC

Boasts of twenty-six sites:

- Six medical centers including a Satellite Center and a Women's Wellness Center
- Residential substance abuse treatment center for women
- Facility providing medical, tutorial and day care services for pregnant teens,

BUILDING RELATIONSHIPS

With Community Health Centers

EOFHC

- School-based clinics
- Comprehensive on site services.
- Community Health Promotion services:
Children's Trust Health Connect
Cardiovascular, Pediatric Asthma and
Healthy Start outreach.

BUILDING RELATIONSHIPS WITH OUR NEIGHBORHOODS

- Engaging community at health fairs, community events, recreational areas, construction sites, public transportation etc. to maximize contact with those needing services, linking them to the relevant service providers both medical and social services.

BUILDING RELATIONSHIPS

WITH POLICY MAKERS

- Communities are faced with issues that affect a large number of families and can only be resolved through advocacy for programmatic and policy change.
- These issues are identified through the real-time work of CHWs (the foot-soldiers), who understand the community from the perspectives of its residents.

BUILDING RELATIONSHIPS

WITH POLICY MAKERS

- We highlight the issues and make recommendations for change or modification of policy to remove health care access barriers.
- Work with policy makers to inform our communities.

BUILDING RELATIONSHIPS WITH COMMUNITY LEADERS

- Encourage and support our work.
- District Commissioner sits on the Board of The Children's Trust
- Involvement with community groups for example I am a member of the coalition against youth violence and the parent council of my neighborhood
- Dialogue with Community Leaders at town hall meetings

CHALLENGES

- Immigration policy – Five year ban on Kid Care (Florida's version of SCHIP)
- Re-entry Health Issues
- Homelessness
- Domestic Violence

NETWORKS

Monthly meetings led by CHWs provide a forum for:

- Support and Personal Advocacy
- Share resources, experiences and identify common barriers.
- Address Policy and Systemic issues creating those barriers

NETWORKS II

- Brainstorm and draft recommendations for change.
- Identify relevant authority to address issue.
- Get supplemental trainings from guest speakers invited by a CHW
- Connect to the National Network through updates from CHWs who are members of AACHW sub-committees

DATA COLLECTION

- Standardized data collection tools
- Demographics
- Measured inputs and outcomes
- Data collection continues for Health Connect.

EDUCATION

Formal education is important for our professional growth, to put us on par with other paraprofessionals and to attract career seekers.

In Miami, FL Community Health Workers have partnered with local agencies and organizations, and have begun to take the first steps towards a proposed model for standardized training in four core competencies at three levels.

EDUCATION

CORE COMPETENCIES

- Cultural humility/sensitivity
- Confidentiality
- Advocacy
- Empowerment

EDUCATION LEVEL I

Developed in 2005, is currently in use
for new Community Health Workers

EDUCATION

LEVEL II

CURRICULUM WORKING GROUP

- Former curriculum group members
- Level 1 certified CHWs
- Other interested participants

EDUCATION LEVEL II

THE 12 STEPS

1. Establish a Curriculum Work Group including CHWs
2. Quarterly meetings of Stakeholders' group
3. Fostering relationship with MDC, The Children's Trust, Community Voices Miami, and others with interest in the project

OUR EDUCATION

LEVEL II

THE 12 STEPS

4. Review national literature
5. Present recommendations to Stakeholders' group
6. Two-hour bi-monthly meetings from November 2006 to March 2007

EDUCATION

LEVEL II

THE 12 STEPS

7. Define the curriculum's elements
8. Selection of topics and
9. Development of topics
10. Decision making
11. E-mail and telephone communication between meetings
12. Meeting notes approved by all participants

EDUCATION

LEVEL II

MODULE I

Florida Family Development Credentialing –

- A certificate-generating curriculum developed by Cornell University and offered by many Community Collages in Florida.
- Can earn nine(9) credit hours towards an Associate Degree
- Gives family service workers a new perspective, completely different way of working with families.
- The Credential will encourage or even stretch your way of thinking to a strength based one.

EDUCATION

LEVEL II

- **MODULE II**

Essentials of CHWs

- **MODULE III**

Professional development

- **MODULE IV**

Community resources

EDUCATION

LEVEL III

- Still in progress.

SUMMARY

- We advocate, educate and often times just listen to the communities problems.
- We come from the communities that we serve which makes this work personal to many of us.

SUMMARY II

Community Health Workers we also need to be recognized outside the health arena.

If peoples' basic needs like employment, food and shelter are not met it can be quite difficult to have them access services and model healthy behaviors.

SUMMARY III

I think CHWs on Miami are lucky because we are supported by the Collins Center for Public Policy through CVM and The Children's Trust.

They understand that in order to have actual long term changes in our health care system we need every citizen informed and engaged.

SUMMARY IV

If enough of us stand up and talk we can make things better.

That is why we are currently writing a policy recommendations document that will be accompanied by many of our stories.

VISION FOR THE FUTURE

- Trained paraprofessionals who are trusted members of the communities we serve.
 - A well-organized network of Community Health Workers strongly linked to health and social services they make accessible to their communities.

VISION FOR THE FUTURE

- Take a leadership role in the development of coordinated health and social policies that promote equal access to health and social services.
- Community Health Workers recognized beyond the health arena for their unique perspective on broader structural and systemic issues impacting health, such as homelessness and housing, domestic violence, immigration, public safety and policing, ex-offender re-entry, and education.

VISION FOR THE FUTURE

- Recognition of community health work as a legitimate and groundbreaking field leading to change in health care policy through an empowered, unified voice.
- An association that supports leadership and professional development for Community Health Workers at a National level.

THANK YOU !!