

Kansas-Missouri Community Health Worker Partnership



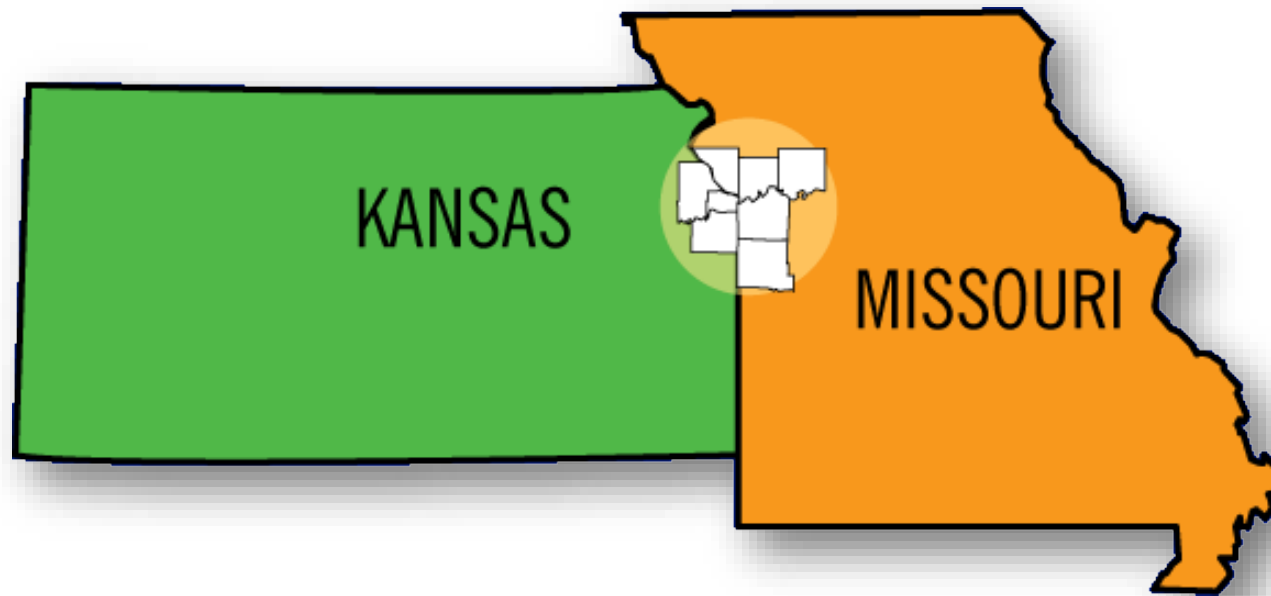
Missouri Statewide
Community Health Worker
Advisory Council



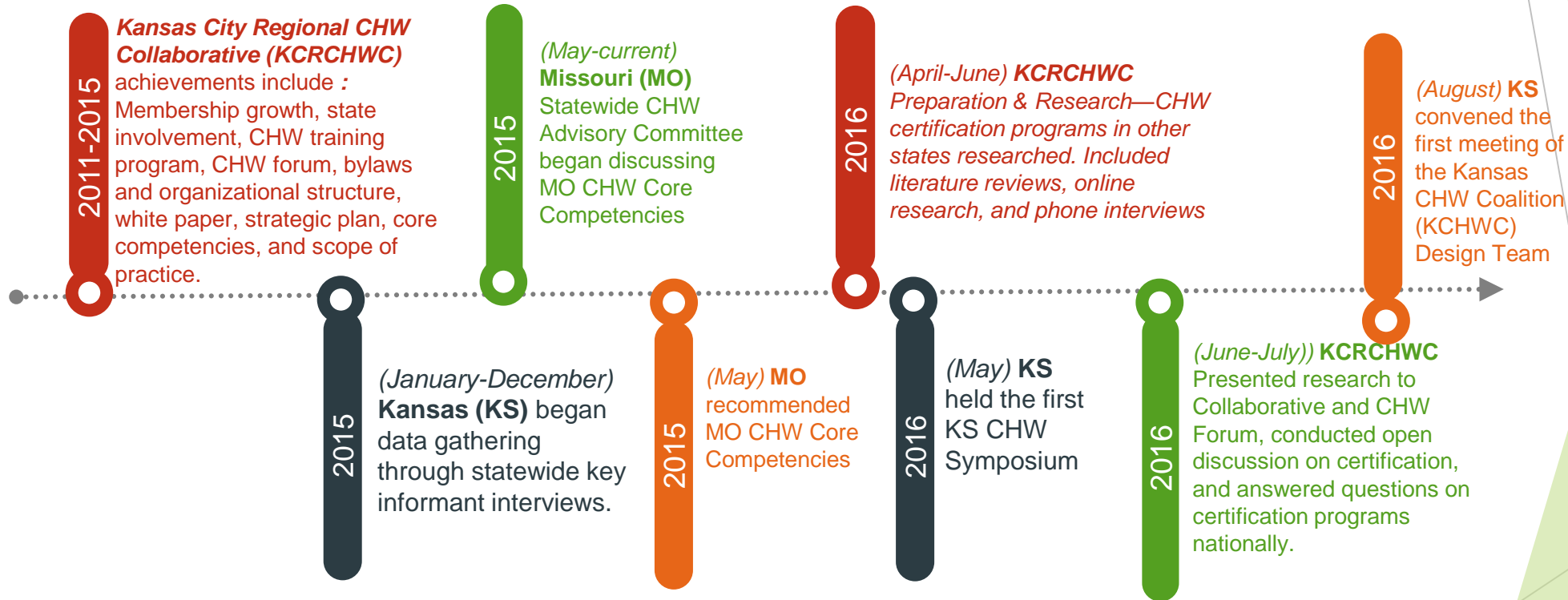
NBC COMMUNITY DEVELOPMENT CORPORATION
Celebrating Life, Strengthening the Community, and Fostering Reconciliation



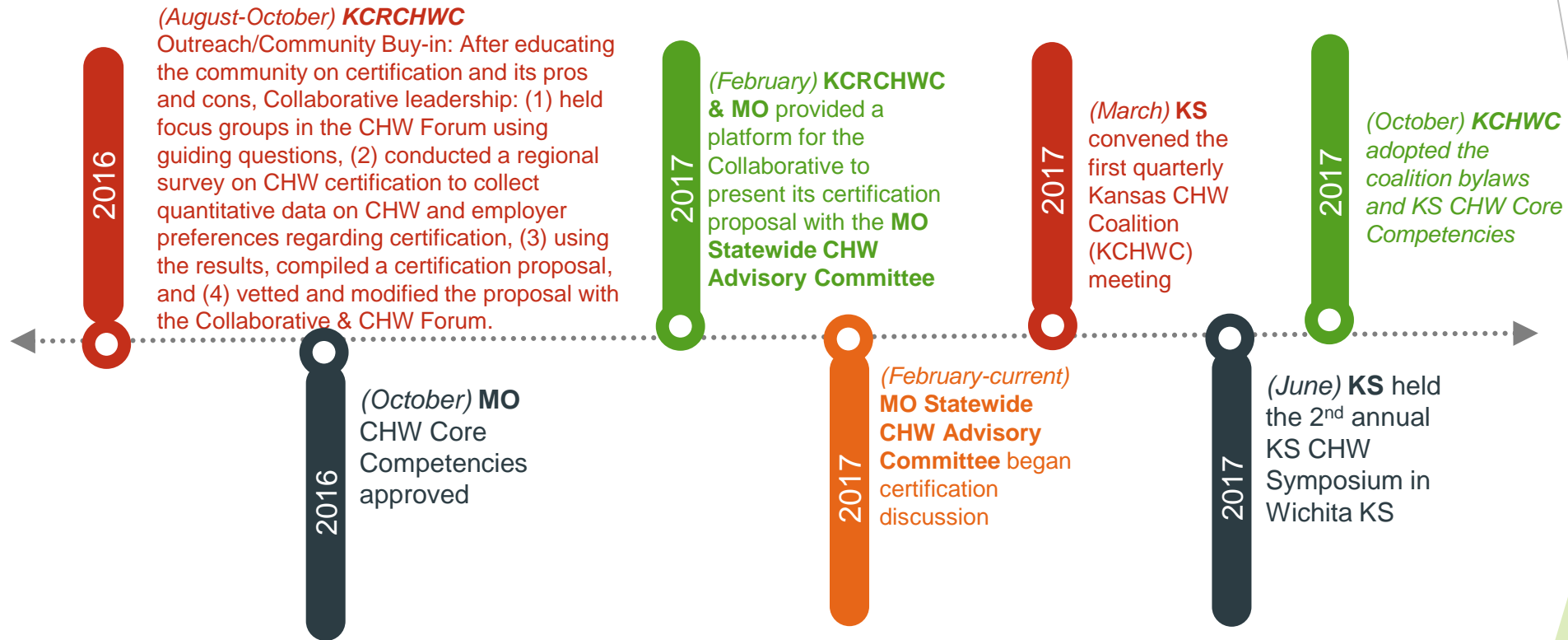
Kansas-Missouri Community Health Worker Partnership



Kansas & Missouri CHW Timeline



Kansas & Missouri CHW Timeline (Cont.)



Missouri: Advisory Committee

- Statewide Community Health Worker Advisory Committee
 - Purpose
 - Broad Membership
 - Quarterly Meetings
 - Core Competencies
 - Certification



Missouri: Training

- Colleges
 - Metro Community College Kansas City, St. Louis Community College, Ozarks Technical Community College, Southeast Missouri State University, State Fair Community College , and Moberly Area Community College
- Tuition Coverage



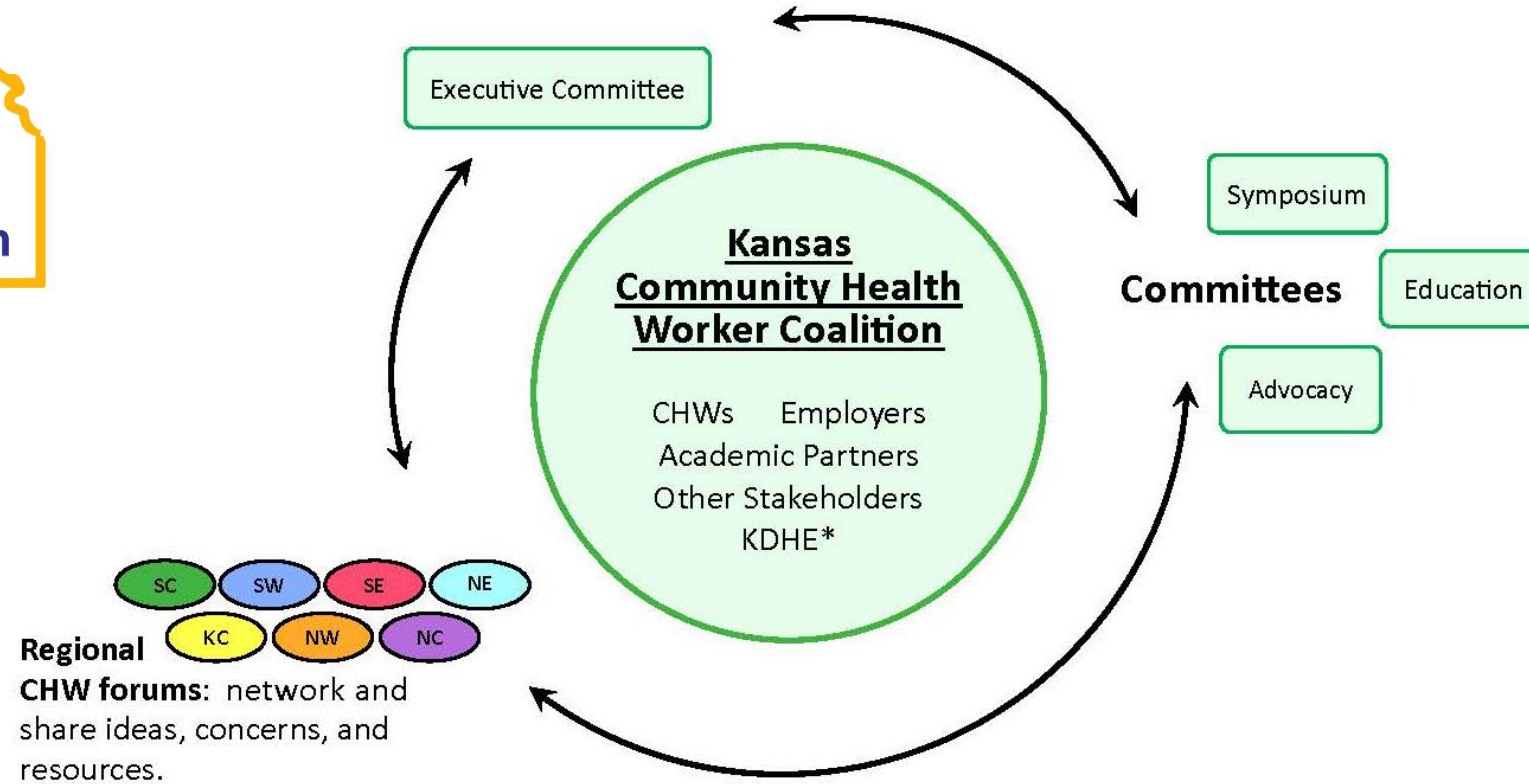
Missouri: Activities

- Mid America Regional Council
 - CHW Collaborative and Subcommittees
- For The Sake Of All
 - HEAL Healthcare Access Work Group
- MO HealthNet Primary Care Health Home
 - Kansas City, Springfield, Branson, Joplin
- CHW ECHO
 - November 2017
- Diabetes Management in Senior Population
 - St. Louis, Kansas City, Bootheel, Phelps County
- Sustainability Task Force
 - Membership
- Live Well By Faith
 - Columbia
- Show Me Healthy Women
 - Moberly
- Spring 2018 Conference
 - Planning

Kansas: CHW Coalition

- Strategic planning process
 - Purpose, mission/vision, structure, goals, etc.
 - Scheduled monthly meetings
 - Elected co-chairs & committee co-chairs
 - Formed Committees:
 - Executive
 - Advocacy
 - Education
 - Symposium





*KDHE and partners provide support and coordination for joint committee efforts.

Kansas: CHW Coalition

Vision: Health equity for all Kansans

Mission: Kansas Community Health Workers collaborating to achieve health equity through education, empowerment, and advocacy.



Kansas: CHW Coalition

The goal of the **Symposium Committee** is to plan and hold a successful annual Kansas Community Health Worker Symposium for CHWs and advocates.

The goal of the **Advocacy Committee** is to raise awareness about the value of Community Health Workers in Kansas.

The goal of the **Education Committee** is to continually improve the content and process of CHW education in Kansas.



Kansas: CHW Coalition

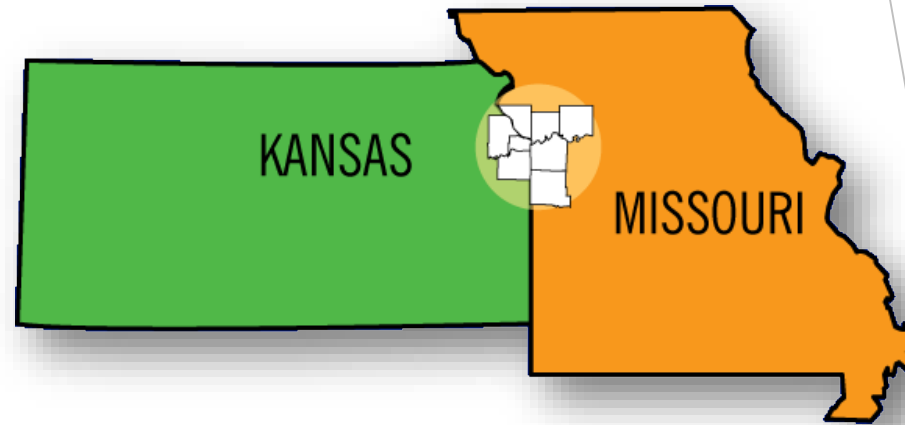
Achievements:

- Formed Committees
- Elected Coalition Co-Chairs & Committee Co-Chairs
- Organizational Chart
- Vision & Mission
- Created & adopted bylaws
- Adopted KS CHW Definition
- Created KS CHW Core Competencies



KC Regional CHW Collaborative

- Multi-disciplinary members:
 - Community Health Workers
 - Federally qualified health centers
 - Hospitals
 - Social service organizations
 - Faith-based organizations
 - Educational partners
 - Other community-based organizations
- Supported by Mid-America Regional Council with a grant from the Health Care Foundation of Greater Kansas City



Mission & Vision

- *Vision:* Optimal health outcomes for the Greater Kansas City bi-state community.
- *Mission:* To integrate CHWs into the health and human services systems through capacity building, advocacy, and sustainability.
- Community Health Workers link between the health and human service system.



Leadership and structure



History

- Started in 2011
- 2011-2015 Accomplishments
 - CHW Training Program
 - Membership and CHW Growth
 - CHW Forum
 - White Paper
 - Bylaws and Org Structure
 - Strategic Plan
 - State Involvement



Long-term strategic plan

Long-term strategic plan

- Long-term Goal Development with Executive Committee
 - Guided Discussion - KEY
 - Long-term goals related to capacity building, sustainability, and advocacy to further vision and mission
 - Measureable Benchmarks
- Subcommittee Work Plans
 - Guided Discussion in subcommittees to develop work plans with action steps to achieve benchmarks and long-term goals set by Executive Committee
 - Subcommittee work includes engaging CHWs and other Collaborative members through focus groups and survey methods
- Logic Model
 - Visual representation of subcommittee work plans, short and long-term goals and measurements of success

Long-term goals

- 5-year goal: CHWs are integrated into the health and human services systems:
 - 25% increase in volunteer or employed CHWs in the region
 - 10% increase in the number of organizations that offer CHW programs
 - 100% regional safety net providers coordinate with CHWs
 - 80% of hospitals coordinate with CHWs
- Measurement tools:
 - MARC CHW regional occupational analysis
 - Regional CHW program inventory



Plan components - Advocacy

- *Advocacy Goal: Payers, educators and relevant stakeholders recognize CHW value.*
- Sample Activities:
 - Hold at least 3 information briefings with relevant stakeholders
 - Create and execute an advocacy campaign that includes print, video and online media
- Measurement of short-term success (1-3 years):
 - Presentation feedback indicates audience understands CHW value
 - Increase in Collaborative membership
- Accomplishments
 - Held 8 presentations with positive feedback and in-depth follow up questions
 - Developed and implemented an advocacy campaign using print and online media (rack cards, regular newsletter, use of Facebook)
 - Dedicated website (www.marc.org/communityhealthworkers)

Plan components – capacity building

- *Capacity Building Goal: A comprehensive curriculum and professional development opportunities exist that meet the needs of the community, CHWs, employers, and payers.*
- Sample Activities:
 - Survey CHWs on professional development needs
 - Identify at least 6 speakers for the CHW Forum
 - Evaluate the current community college-based curriculum
 - Research alternatives to community college-based training including train-the-trainer opportunities
 - Develop a 12-month action plan to ensure comprehensive opportunities exist for supervisory training, CHW facilitation and leadership training, and intensive CHW service learning
 - Advise KS and MO states on core competencies, scope of practice and certification

Plan components – capacity building

- *Capacity Building Goal: A comprehensive curriculum and professional development opportunities exist that meet the needs of the community, CHWs, employers, and payers.*
- Measurement of short-term success (1-3 years):
 - Trainings exist for CHW supervisors, CHW leadership and facilitation
 - Increase in CHW and employer satisfaction with training opportunities
 - Increase in diversity of CHWs trained and type of post-training work
 - Statewide advisory committees adopt our recommended approach to CHW core competencies, scope of practice and certification

Plan components – capacity building

- *Capacity Building Goal: A comprehensive curriculum and professional development opportunities exist that meet the needs of the community, CHWs, employers, and payers.*
- Accomplishments
 - Recommendation to Missouri and Kansas on CHW scope of practice, core competencies, certification standards
 - Researched CHW training delivery in other regions
 - Evaluated, through survey methods, current CHW training program and identified areas for improvement
 - Facilitated 6 professional development speakers for the CHW forum
 - Offered 2 facilitation trainings to CHWs
 - Offered mental health first aid training for CHWs

Plan components - sustainability

- *Sustainability Goal: Regional CHW workforce is supported by a CHW association and multiple funding mechanisms*
- Sample Activities:
 - Research viability of regional or statewide CHW associations
 - Research and recommend to KS and MO governmental agencies Medicaid state plan language or Medicaid managed care contractual language for CHW reimbursement
 - Hold a regional conference targeted toward payers and health providers highlighting return-on-investment

Plan components - sustainability

- *Sustainability Goal: Regional CHW workforce is supported by a CHW association and multiple funding mechanisms*
- Measurement of short-term success (1-3 years):
 - Subcommittee implements incremental steps to develop an association identified in the business plan
 - MO and KS Medicaid reimburse for CHW services
- Accomplishments
 - Held a regional conference targeted to payers
 - Initiated a collaborative partnership with other regions across Missouri to research payment mechanisms and to develop a collective recommended approach to payers including Medicaid and other governmental agencies.



Community-Missouri collaboration: certification

Community-level Policy development process

- Background research on certification policies nationally
- Educational presentations for Collaborative and CHW Forum members
- Distribution of a regional survey on CHW certification
- Focus groups to refine survey results
- Draft a certification policy proposal
- Review and refine draft proposal with Collaborative and CHW Forum members

Community recommendation: Certification policy

- State-level certification administered by a state agency
- Advisory board with at least 51% CHW participation oversees standards and process
- Voluntary
- 3-year validity
- Achieve certification through training or work experience (grandfathering)
- Grandfathering:
 - Verification of core competencies
 - 2 letters of recommendation
 - Documentation of a minimum of 2,000 hours of volunteer or employed community health work over 5 years

Community recommendation: Certification policy

- ✓ Reciprocity with other state CHW certification programs
- ✓ Continuing Education: 25 hours every 3 years
- ✓ Fees: \$25 for initial application; \$15 for recertification every 3 years
- ✗ Clinical supervision requirement
- ✗ Licensing
- ✗ State residency
- ✗ Background Check
- ✗ Minimum age
- ✗ Language

Certification policy: Next steps

- Presented to Missouri Statewide CHW Advisory Committee (administered by the Department of Health and Senior Services)
- Participate and contribute experience and research in discussions with Missouri Statewide CHW Advisory Committee to develop a recommendation for state officials
- Recommend certification policy to the Kansas CHW Coalition

Community-Missouri collaboration: keys to success

- **Formalized process.** Organized regional efforts to research policy, engage stakeholders, and communicate stakeholder experience with CHW efforts can contribute to learning at the state level
- **Stakeholder collaboration.** Expanding a regional collaboration statewide can improve advocacy for sustainability payment, while leveraging the work and voice of regional stakeholders
- **Impetus for state-level involvement.** MO DHSS has a CDC grant that requires community-state partnership to further community-clinical linkages
- **State-level Champion.** DHSS staff believe community voice is critical to effective public policy

Community-Kansas collaboration

- **Leverage experience** and work to advise Missouri to further the CHW profession in Kansas
- **Serve in leadership and advisory role** to the Kansas CHW Coalition
 - Experience organizing diverse stakeholder group (e.g. bylaws, organizational structure)
 - Sharing research, lessons learned and work product as a spring board for the Kansas efforts (e.g. core competencies, evaluation of regional training, etc.)

Lessons learned

- Diverse partnership is critical.
- Identify key leaders at state level that are open to working together.
- At the community level, include funders and state government as an equal partner.
- Don't wait to be asked! Take the initiative to do the research, form the partnerships and make the recommendations to both funders and state governments.
- State must include the “right” people at the advisory level, representing all aspects of the CHW profession.

Regional Contact

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Resource links

- White Paper
 - http://marc.org/Community/Regional-Health-Care-Initiative/pdf/CHW_White_Paper_Final.pdf
- Videos
 - <https://www.youtube.com/watch?v=rfPTvXEVw90>
 - <https://vimeo.com/dontblinkmpls/review/222731842/420b91e274>
 - <https://www.youtube.com/watch?v=Ro6H76IH3fk>

2017 Unity Conference Dallas, TX



Panel Discussion Question #1

What interpretations do we need to test or challenge here in thinking about the progress or future progress we are making in this partnership?

Panel Discussion Question #2

If our success was 100% completely guaranteed, what bold steps might we choose to take today?

Panel Discussion Question #3

If there was one thing that hasn't been said in order to reach a deeper level of understanding or clarity, what would that be?



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