

## Florida CHW Coalition Monthly Meeting

March 13, 2014

Attending: Natali Ramirez, Sornia Joseph, Patria Alguila, Cristy Hom, Melissa Thibodeau, Kamaria Laffrey, Angella Wiggan, Brendaly Rodriguez, Mia Rosario, Susan Redmon, Dana Kontras, Lynda Gowing, Mark Everett, Linda Paige, Marion Banzhaf, Martha Hicks, Jevetta Stanford, Sean Dickerson, Vivienne Treharne, Susan Fleming, Lolita Dash-Pitts, Lepena Reid

Patria Alguila, Co-Chair, convened the meeting and welcomed everyone.

Marion Banzhaf announced that the meeting is being recorded.

Patria welcomed and congratulated Brendaly Rodriguez as the new Co-Chair (taking over for Sean Dickerson). She also thanked Colleen Reinert and Vanessa Rivera-Colon for their interest in the co-chair position and extended a desire for them to co-chair a subgroup and possibly serve on the board going forward. Members were thanked for their nominations. Congratulations and applause was given to Brendaly from the group at large.

Brendaly thanked everyone and echoed Patria's appreciation to the other candidates. She reminded us that we are all in this together. She is very proud to be part of the FL CHW Coalition since its inception and feels this opportunity is truly an honor.

**Fiscal Agent Update:** Marion thanked the 3 organizations that stepped forward – Connect Familias, Hispanic Health Initiatives, and the Health Council of South Florida. The interview team interviewed Health Council of South Florida. When the other 2 organizations learned that that Health Council of South Florida had offered to be the Fiscal Agent, they withdrew their applications in support of the Health Council of South Florida.

The Health Council of South Florida has incredible capacity and is such a leader in field with a lot of experience being fiscal agents for spawning and emerging organizations. Marion emphasized that we truly appreciate their commitment in stepping forward to do this task. This means that the Florida CHW Coalition can start looking independently for funds. The first task is going to be finding a treasurer who will be the point person when the Coalition is successful in raising some independent funds. Lisa Hamilton has volunteered to take on that role. Her bio will be sent out to members. What we need next is a co-chair for the fundraising committee with Lisa. One of their first tasks will be to start doing some fundraising to support travel for some CHWs to be able to go to the Unity Conference in Baltimore in Maryland in May. The second task will be to fundraise for food for the Summit in July and then for CHW travel to APHA in November. Floor was open for questions about Fiscal Agent – there were none. Marion asked for everyone to think about whether they would like to step up to be co-chair of the fundraising committee. If so, please let Marion, Brendaly or Patria know. Also, if you would like to join the committee as a member, please let us know. Lolita stepped up to join as a member.

### **Subgroup Updates:**

**Policy Subgroup (Marion for Denise)** The policy subgroup met last week and refined the policy brief (which was sent along with the agenda for today and the notes from February). Members are encouraged to start using the refined policy brief. The Policy Subgroup would like to thank Carolyn Tucker for her role in co-chairing the policy subgroup the last few years. She has done a great job but has recently stepped down due to her busy schedule not allowing her to give the subgroup the attention it needed. So we are also in search of a Policy Subgroup Co-Chair. Please think about doing that.

In terms of the CHW bills that are sitting in the legislature right now that would form a task force to look at the role of CHWs and make recommendations about curriculum, certification, and employment – they are Senate Bill 306 and House Bill 211. You can find links to them on the Florida CHW Coalition Website. So far they haven't moved to be scheduled for any committee meetings. One has been heard at one Senate Committee Meeting and passed but it has 3 more Senate Committee Meetings to go through and 4 House Committee Meetings. So you might want to think about contacting your policy makers to educate them on the role of CHWs in their community, about this bill that is sitting there and that you have an interest in seeing this bill move forward as a citizen. The floor was opened for questions. Brendaly thanked Mark Everett for his work on the policy brief and Marion echoed her appreciation as well.

**Networking Subgroup (Natali Ramirez)** The Networking Subgroup has a new co-chair Kamaria Laffrey. Kamaria thanked everyone for accepting her letter of interest in the co-chair position. She likes the work that she has been a part of so far as a member of the Networking Subgroup and looks forward to getting to know how everything works and learning in the capable hands of Natali. Kamaria has been involved with the FL CHW Coalition for a while. She headed up the Facebook renovation. Which, speaking of Facebook, the Networking Subgroup is happy to announce that we have met our goal of 50 likes for the springtime. We had 51 likes as of 3/12/14. Thanks to everyone who has liked the page and/or spread the word. Please continue to spread the word about the Facebook page. Also, the website has been updated. One of the most recent things has been a link posted to find out where the CHW bills are. You can go to our website or Facebook page and follow the link to find out where the CHW bills currently are. We are also in charge of the Group of the Month Presentations and would like to thank Melissa Thibodeau from Heartland Rural Health Network who will be presenting on this call. If anyone is interested in being highlighted as our Group of the Month in the coming months, please let us know. We are in need of speakers for May and forward – contact Natali, Marion or Kamaria.

The second part of the Networking Call is planning for the Summit. If you would like to join us to help plan the FL CHW Coalition Summit, we have planning calls every other Tuesday from 10:30 – 11:30 am as well as using the second half of the Monthly Networking Subgroup call. A brief summary of what we have discussed and what we still need to accomplish:

Tent. Dates of Summit – July 17 & 18<sup>th</sup>, 2014 in Orlando, FL (to not interfere w/ Miami-Dade HAN and new CHW Symposium and because of summer closings for some schools)

We are looking for session coordinators – who will be responsible to report back on ideas for their sessions; be in charge of the speakers for their session and moderating their session and providing necessary introductions, assistance, etc.

Tentative schedule has been started but not finalized

If you would like to join us our next call is Tuesday, March 18<sup>th</sup> at 10:30 am – let us know and we can include you in meeting notices.

Overall Format:

Day 1 Strategic Planning and Sustainability (Smaller group of core dedicated members of Coalition)  
Evening Welcome Ceremony w/ food and fun, open to everyone, awards ceremony recognizing the efforts of coalition members

Day 2 Standard day of events

Plenaries, talk about what we discussed Thursday at the Strategic Planning, Certification Board, Different Breakout sessions

If you are passionate about the coalition addressing certain topics, please join us on the planning calls so that we can include those topics.

Brendaly wants to emphasize that we are looking into the future with a very concrete idea in mind and everyone's input is VERY important. We need to make sure that there is ample time and opportunity to give us feedback.

Next Planning Meeting: Tuesday, March 18<sup>th</sup> at 10:30 am

Next Networking Subgroup Meeting: Wednesday, March 19<sup>th</sup> at 3:00 pm

**Curriculum/Practice Subgroup (Marion for Cheryl Kerr and Martha Hicks)** The Practicum Subgroup did meet in February. We discussed that since a lot of the work that we have been doing has shifted to the CHW Certification Implementation Team working with the Florida Certification Board, the word of our group is a little up in the air. We thought that we could use that time to provide webinars to members of the coalition about relevant topics (ex. someone on the call volunteered to do a webinar on Health Literacy and the new CLASS Standards for April). And then we thought since we have been talking about this over time that Susan Redmond could do an introduction to working with people with disabilities and what Community Health Workers need to know about disabilities in May and then Martha Hicks would provide a webinar in June about Special Needs shelters and CHWs referring people to them. We are looking for feedback on this idea. The group echoed that they liked the idea. Martha mentioned that she received a notice about an upcoming webinar from Moffitt. Marion put up the flyer and turned it over to Linda Paige from M-Power to discuss the webinar. Linda got muted, so Melissa Thibodeau who is presenting during the webinar informed the group that the webinar is on March 26<sup>th</sup> from 12pm – 1pm. Melissa, her two CHWs will be joining Linda Paige and Vanessa Rivera Colon from M-POWER will be discussing Effective Strategies for Reaching Underserved and Rural Populations. All are invited. Martha echoed that the webinar sounded like it was going to be a good one and that everyone should try to join. She also wanted to thank Marion for sending out the survey.

Next Practicum Meeting is TBD through e-mail due to scheduling conflicts.

Patria wanted to clear up what was said – Are we going to be using the Practice/Curriculum Subgroup Meeting time to host webinars going forward? Marion said that this is the proposal, but reminded people that we can always use part of the webinar time to address any business or move the webinar if necessary to allow for business to be discussed as needed. There will come a time when the Practice/Curriculum Team will have to discuss what the Certification Implementation Team is doing and give bigger feedback to it. But for the upcoming period that is what they are proposing.

#### **Group of the Month Presentation:**

##### **Melissa Thibodeau, Heartland Rural Health Network**

Melissa thanked everyone for the opportunity to present about Heartland Rural Health Network and the work they are doing.

Heartland Rural Health Network is located in Avon Park, FL (Highlands County). They incorporated as a not-for-profit entity in 1993 and in 1995 became the first rural health network in Florida to be certified by the State of Florida Agency for Healthcare Administration. Today we are the largest of 9 rural health networks, covering 4,780 square miles (Highlands, Hardee, DeSoto, rural Charlotte and rural Polk Counties). We have an 11 member Board of Directors made up of rural and urban hospitals, public health departments, local governments, consumers, Emergency Medical services, Area Health Education center, and community health centers.

Heartland Rural Health Network provides the following main services:

Drug Free Highlands Coalition – We joined forces with the DFH Coalition functioning mainly as their fiscal agent. Based on the fundamental concept that local problems need local solutions, the drug free highlands coalition engages multiple sectors of the community and utilizes a variety of strategies to address local drug problems. The DFH coalition is comprised of community leaders, parents, youth, teachers, religious and fraternal organizations, health care and business professionals, law enforcement, and the media. They work heavily with our middle and high school students.

Healthy Choices Education - We provide healthy choices education to help reduce STDs and teen pregnancy within our rural communities in Highlands and Polk Counties in partnership with other organizations in this area. Our goal is to

empower adolescents to change their behavior in ways that will reduce their risks of pregnancy, HIV, and other Sexually Transmitted Infections. Mainly aimed at Middle and High School aged children.

G.O. G.I.R.L.S. - An after school program designed for middle school females that addresses various health and social related topics such as STDs, teen pregnancy, goal setting, cyber-bullying, Internet Safety, and other topics geared towards providing information to teens to make positive, health decisions that can impact their futures.

Diabetes Master Clinician Program - To help address the significant increase in the prevalence of diabetes and cardiovascular diseases, we have received funding to improve patient care and chronic disease outcomes by assisting rural primary care providers with the implementation of quality improvement initiatives using the chronic care model and electronic patient registries (EPR).

Community Health Worker Program - Provide Community Health Workers (CHWs) to patients who may need or want extra assistance in managing their diabetes. CHWs help patients uncover the reasons a person may not be in control of their diabetes in a community based setting. Once a referral is made by the health care provider a CHW calls the patient, makes an appointment that fits their schedule, comes to the house so no travel is involved, and works with the patient to identify and address barriers to diabetes care and management.

Remote Monitoring Pilot Program - An area we will be exploring with support through the Rural Health Outreach Grant is looking at the health benefits of utilizing remote patient monitoring systems in the homes of CHW patients to see if there are significant differences in outcomes versus patients who only have the CHW home visits.

CHOICE Nutrition Program – A CHW-led 6 week free evidenced based program with an overall goal to increase self-efficacy and general well-being by improving participants' knowledge of nutritional choices that focus on heart and bone healthy foods as well as supportive physical activities. Goal setting, problem solving and self-monitoring are used to optimize individual behavior change.

ACA Navigator – We do have a federally certified ACA Navigator here to offer assistance to anyone wanting to sign up in the Health Insurance Marketplace that live in either Highlands or Hardee County.

Our Team:

Tamara Cruz is a registered Medical Assistant. She is fluent in both English and Spanish. Tamara has lived and worked in Highlands County for over 5 years. She came to work for Heartland Rural Health Network in 2011 as a Community Health Worker and has been a very loyal and dedicated member of our organization. Contact information provided.

Karen Nutter served in the United States Army for 6 years as a Combat Medic and Patient Care Specialist. She has worked in Highlands County for over 6 years. Karen joined Heartland Rural Health Network as a Community Health Worker in May of 2013. Contact information provided.

In process of hiring a 3<sup>rd</sup> CHW.

Melissa Thibodeau is the program coordinator. Contact information provided.

Our website is [www.hrhnh.org](http://www.hrhnh.org).

The floor was opened for questions.

Marion thanked Melissa and had a question about the Remote Monitoring Program. She asked about how many people were involved, more info on the program, and about the obstacles faced during implementation. Melissa said that the program has been in place for about a year now. But with all the changes that have taken place with Medicare and Healthcare in the past year, things keep changing. We had it all set up with one vendor who no longer was approved.

We have since explored two more vendors. Our original vendor we could provide the in-home monitoring equip to patients with Medicare or that were uninsured. The vendor we now have to use we can only provide them to patients with Medicare, so that decreased the number of people we could offer the program to. With this change we lost the majority of our original participants (from 6 to 1). We have only 1 who is fully enrolled and 4 that are currently somewhere in the process of being enrolled. Our goal is to have 15 participants. Once a participant is fully enrolled, they are provided a glucometer that is hooked up to a transmitter that relays their readings via a cell signal (as much of our rural clients do not have home phones/internet) to a program we can log in to. They are also given a blood pressure cuff that does the same thing. We get up to date readings on their Blood-Glucose Readings as well as their blood pressure. They are also provided a scale that they are supposed to weigh themselves on and track for us (the scale does not transmit). They are continued to be seen by a CHW monthly as all our other clients do. The CHWs just add on checking to make sure all the equipment is working properly and pick up their weight readings so that we can add them to the program. Overall, the program was intended to study to see if there was a significant difference in patient outcomes between a CHW client who has the home monitoring and who does not, as the home monitoring automatically sends the readings to the system where the CHW and/or Provider can check at any time.

Jevetta Stanford had a question regarding the vendor attached to the Remote Monitoring Project. **CLARIFICATION**  
**ADDED NOT FROM CALL** The way it works is we contracted with Infopia for this project. They use a couple other parties to provide us the different parts of the project. Eocene Systems provides the technology side – they provided us with the monitors, bp cuffs, scales, and hubs that connect to the cellular network for transferring the readings. They also provide the system that we log into to get the data on our clients. (You can learn more about them at [eocenesystems.com](http://eocenesystems.com)) 101 Diabetic Supplies is also another person we work with through Infopia. They provide our clients with the lancets and strips for the meters. Eocene Systems collects the data for us and maintains it. The way the program works is it can be set up to automatically send alerts to the providers or CHWs based on whatever specifics each wants. For example, if a CHW wants to be notified if a particular client has a Blood Glucose reading of 300 or higher, that can be inputted into the system and an e-mail with details will automatically be generated to the CHW when that client has a reading of 300 or higher. The same can be done for the provider with the same or different criteria.

Melissa's contact information for additional questions is up on the website.

Natali thanked Melissa for her presentation, volunteering to be the co-chair for the Networking subgroup and her concession as such when a CHW offered to take the position and all around being awesome 😊

Marion unmuted Linda and allowed her to speak to the upcoming webinar. Linda said that there wasn't really anything more to be said about the program as Melissa covered everything. She encouraged everyone to join us next Wednesday.

Marion said that at the conclusion of this call she would be sending out the link for the National CHW Survey, the link to the webinar, and the announcement about the next webinar which is Monday March 17<sup>th</sup> about Key Considerations in Designing a Patient Navigation Program for Colorectal Cancer Screening presented by Amy DeGross, Ph. D., M.P.H. from the CDC. She presented at APHA in November and did a very interesting presentation.

Patria shared that she was on the HRHN website and that for a nominal donation you receive a piece of digital real estate on their website for a year. She thought it was a fun and interesting virtual fundraiser. You can put your logo and donate via paypal. She suggested doing something like this with the Florida CHW Coalition too.

Marion announced that Sean Dickerson was on the call and webinar and wanted to open the floor to him. She began by thanking him for his years of dedication to the Florida CHW Coalition and his service as co-chair of the organization. Sean began by congratulating Brendaly on accepting the position as co-chair with Patria. He expects the coalition to

keep going up. He is going to Tallahassee on March 26<sup>th</sup> to chat with Senators and Representatives about the CHW bills. He wants us to know he is still out there doing work for us just a little more behind the scenes.

### **Upcoming Webinars and Announcements**

Marion said that she will be sending out information soon about another webinar not yet discussed that is going to be on March 25<sup>th</sup> about Community Health Educators. The work is going to look at American Indian, Alaskan Native, Rural and Latino work groups for the National Commission for Health Education Credentialing – Dana Contreras in Jacksonville.

Unity Conference is May 20 – 22<sup>nd</sup> in Baltimore. Applications are out and registration is up. Abstracts are being requested. Marion will send out the information on this as well.

CHW National Survey link will be sent out by Marion too. This is organized by Arizona and is to see where CHWs have really grown. She encouraged everyone to use the link to take the survey.

Natali suggested that with all the opportunities we have to pass on that we just put all the links up on the website so that we only have to send out the website instead of a lot of links. Marion suggested talking about that after the meeting.

Patria asked if there were any announcements.

Patria announced that the Hispanic Health Initiative is hosting Festival de Familia Health Fair this Saturday at Harvest Time International in Sanford from 10 am – 3 pm. HHI has always hosted at least one health fair every year (except for last year) and looks forward to helping the community. They are going to have kidney screenings, mammograms, glucose, STDs, HIV, Vision and lots of fun stuff. Anyone local in Central Florida is welcomed to come. Flyer is on the Facebook page.

Marion encourages everyone to send announcements to Kamaria to put up on Facebook. You do not have to have a facebook page to view our page. Kamaria agreed and said she can post any information and link it to your website from facebook – just send it her way.

Lupena wanted to congratulate all the newly elected co-chairs. She also wanted to share that over the past week she and Kamaria have had an active time with International Women's Day and also Women's and Girls' HIV Awareness Day. She has been trying to shoot those over to Kamaria. She congratulated Kamaria on her new position within the Coalition and said she will be joining the Networking call on Tuesday. She is also very excited about how our coalition is moving forward with things this year.

Kamaria thanked Lupena for sharing about the International Women's Day and also the Women's and Girls HIV Awareness Day. They were both great events – posted about on Facebook. There was a great video shared that can be used year-round.

Marion shared that Mia Rosario posted that the Southeast American Indian Council Pow Wow of Health will be March 27<sup>th</sup> – 29<sup>th</sup> in Jacksonville at 8045 Hogan Rd. There will be health providers on hand for free screenings, consultations and referrals for cancer, diabetes and heart disease. They have established a working relationship with clinics across the state for follow up if needed. They anticipate the blood mobile being there. The primary day for providers is the Saturday, March 29<sup>th</sup>. Information will be transmitted to Kamaria to post online.

**Next Meeting Thursday, April 10<sup>th</sup> at 11 am.**