COMMUNITY HEALTH WORKER (CHW) WORKGROUP

CHAIR: JUDY HASSELKUS, INDIANA DEPARTMENT OF WORKFORCE DEVELOPMENT
CO-CHAIR: LAURA HEINRICH, INDIANA STATE DEPARTMENT OF HEALTH
OBJECTIVES

- Provide background on the Governor’s Health Workforce Council
- Review the workgroup charge and workgroup charter
- Introduction of workgroup members
- Discuss current and previous CHW data and initiatives
- Small group discussions and report out on group perspectives
- Identify priorities and determine next steps for future workgroup meetings
GOVERNOR’S HEALTH WORKFORCE COUNCIL
GOVERNOR’S HEALTH WORKFORCE COUNCIL: BACKGROUND

- The health workforce is a priority for Indiana
- National Governor’s Association Health Workforce Policy Academy (2014)
- Priorities and Recommendations:
  - Policy Coordination → Governor’s Health Workforce Council
  - Data Coordination → Partnership with Bowen Center for Health Workforce Research and Policy
Department of Workforce Development

“Developing a premier workforce that will allow Indiana employers to flourish and entice businesses from outside our state to relocate to Indiana.”

Indiana State Department of Health

“To promote and provide essential public health services.”

Family and Social Services Administration

“To develop, finance and compassionately administer programs to provide healthcare and other social services to Hoosiers in need in order to enable them to achieve healthy, self-sufficient and productive lives.”
COUNCIL MEETING RESULTS

- **Workgroup formation:**
  1. State Loan Repayment Program
  2. Health Workforce Modernization and Innovation
  3. Community Health Worker
REVIEW CHARGE & CHARTER
REVIEW OF WORKGROUP CHARGE AND CHARTER

Workgroup Charge & Task Force Protocol

Workgroup Charter
CHW WORKGROUP MEMBERSHIP

Judy Hasselkus, Chair  
Program Director, Employer Engagement & Sector Specialist for Health Care, Ag., & Life Sciences  
Department of Workforce Development

Laura Heinrich, Co-Chair  
Director of Cardiovascular Health and Diabetes  
Indiana State Department of Health

Rebecca Adkins  
Systems Director-Population Health  
Ascension

Kathy Cook  
Executive Director  
Affiliated Services Provider of Indiana

Rick Diaz  
Chief Executive Officer  
HealthNet

Margarita Hart  
Executive Director  
Indiana Community Health Workers Association (INCHWA)

Debbie Hermann  
Deputy Director, Medicaid Initiatives  
Division of Mental Health and Addiction

Jennifer Long  
Marion County Public Health Department

Don Kelso  
Executive Director  
Indiana Rural Health Association

Cody Metzger  
Program Director  
Medicaid Policy

Mandy Rush  
Director of Community Services  
Mental Health America of Northeast Indiana

Mary Anne Sloan  
Vice President Health Care  
Ivy Tech

Lisa Staten  
Department Chair of Social and Behavioral Sciences  
Richard M. Fairbanks School of Public Health

Andrew VanZee  
Chair of Council on Workforce Development  
Indiana Hospital Association

Carol Weiss-Kennedy  
Director of Community Health  
IU Health Bloomington
PRESENTATIONS FROM WORKGROUP CHAIRS
COMMUNITY HEALTH WORKER – WORKFORCE PERSPECTIVE

- **Occupation defined:** A *set of activities or tasks* that employees are *paid to perform* and that, together, *go by a certain name.*

- Employees who are in the same occupation *perform essentially the same tasks*, whether or not they work in the same industry.

- Classified based on:
  - Work or tasks performed
  - Competencies/skills
  - Education or training needed to perform the work at a competent level

- Community health worker is classified as a detailed occupation: SOC code 21-1094
Workforce 101: Standard Occupational Classification (SOC Codes)

- The 2010 Standard Occupational Classification (SOC) system is used by Federal statistical agencies to:
  - classify workers into occupational categories for the purpose of collecting, calculating, or disseminating data
  - classify all workers into 840 detailed occupations according to their occupational definition
  - group together detailed occupations in the SOC with similar job duties, and in some cases skills, education, and/or training

Source: US Department of Labor, Bureau of Labor Statistics (BLS)

- Assist individuals and communities to adopt healthy behaviors. Conduct outreach for medical personnel or health organizations to implement programs in the community that promote, maintain, and improve individual and community health. May provide information on available resources, provide social support and informal counseling, advocate for individuals and community health needs, and provide services such as first aid and blood pressure screening. May collect data to help identify community health needs. Excludes "Health Educators" (21-1091).

- Illustrative examples: Peer Health Promoter, Lay Health Advocate
Community Health Workers: Occupational Outlook (Nationally)

- Health educators and community health workers projected to grow 13 percent from 2014 to 2024, faster than the average for all occupations.
- Growth driven by efforts to improve health outcomes and reduce healthcare costs by teaching people healthy habits and behaviors and explaining how to use available healthcare services.

Note: All Occupations includes all occupations in the U.S. Economy
21-1094.00 - Community Health Workers

Assist individuals and communities to adopt healthy behaviors. Conduct outreach for medical personnel or health organizations to implement programs in the community that promote, maintain, and improve individual and community health. May provide information on available resources, provide social support and informal counseling, advocate for individuals and community health needs, and provide services such as first aid and blood pressure screening. May collect data to help identify community health needs. (Source: Bureau of Labor Statistics)

<table>
<thead>
<tr>
<th>Economic Growth Region</th>
<th>Current 2017 Employment (EMSI)</th>
<th>Projected 2027 Employment (EMSI)</th>
<th>Occupational Rating</th>
<th>Median Hourly Rate - BLS</th>
<th>Composite Education Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>State of Indiana</td>
<td>1,349</td>
<td>1,540</td>
<td>4</td>
<td>$19.03</td>
<td>N/A</td>
</tr>
<tr>
<td>1 (Lake, Porter, Newton, Jasper, LaPoint, Starke, Pulaski)</td>
<td>143</td>
<td>154</td>
<td>4</td>
<td>$18.20</td>
<td>N/A</td>
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<td>2 (St. Joseph, Elkhart, Marshall, Kosciusko, Fulton)</td>
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<td>233</td>
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<td>3 (LaGrange, Steuben, Noble, DeKalb, White, Allen, Wabash, Huntington, Wells, Adams, Grant)</td>
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<td>146</td>
<td>3</td>
<td>$17.02</td>
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<td>4 (Tippecanoe, Benton, White, Carroll, Cass, Howard, Tipton, Clinton, Montgomery, Fountain Warren)</td>
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<td>65</td>
<td>3</td>
<td>$15.86</td>
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<td>5 (Boone, Hamilton, Madison, Hancock, Hendricks, Morgan, Johnson, Shelby)</td>
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<td>547</td>
<td>4</td>
<td>$21.31</td>
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<td>6 (Blackford, Jay, Delaware, Randolph, Wayne, Rush, Fayette, Union)</td>
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<td>3</td>
<td>$15.34</td>
<td>N/A</td>
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<td>7 (Parke, Putnam, Vigo, Clay, Vermillion, Sullivan)</td>
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<td>43</td>
<td>3</td>
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<td>8 (Owen, Monroe, Brown, Greene, Martin, Lawrence, Daviess, Orange)</td>
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<td>2</td>
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<td>9 (Bartholomew, Decatur, Franklin, Dearborn, Ohio, Ripley, Switzerland, Jefferson, Jackson, Jennings)</td>
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<td>74</td>
<td>3</td>
<td>$17.24</td>
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<tr>
<td>10 (Crawford, Harrison, Floyd, Clark, Scott, Washington)</td>
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<td>50</td>
<td>3</td>
<td>$17.64</td>
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<td>11 (Knox, Pike, Dubois, Perry, Spencer, Warrick, Gibson, Vanderburgh, Posey)</td>
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<td>80</td>
<td>3</td>
<td>$16.73</td>
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</tr>
</tbody>
</table>

*composite education score is a weighted average of available source-specific education scores (sources include BLS, ONET, Burning Glass, ACS, CPS)
American Public Health Association

The CHW is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the CHW to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery.
WHAT IS A COMMUNITY HEALTH WORKER?

- Lay Health Worker
- Lay Health Advisor
- Community Health Advisor
- Promotor(a) de Salud
- Community Health Representative
- Primary and Preventative Care Liaison
- Outreach Educators
- Peer Health Promoters
- Patient Navigator
- Community Mental Health Workers
COMMON TITLES

Abuse Counselor ACCESS WORKER Adult Case Manager Case Coordinator Certified Recovery Specialist Community Coordinator Community Counselor Community Health Educator Community Health Representative Community liaison COMMUNITY ORGANIZER Community Outreach Manager Community Outreach Worker Community Social Worker Discharge Planner Educator Family Advocate Family Education Coordinator Family Support Worker Financial Counselor Health Advisor Health Advocate HEALTH AGENT Health Assistant Health Communicator HEALTH EDUCATOR Health Insurance Counselor HIV Peer Advocate HIV Prevention Coordinator Home Care Worker Home Visitor Home-Based Clinician Intake Specialist Interpreter Lay Health Worker/Advisor Maternal and Child Health Case Manager Medical Representative Mental Health Worker Outreach Advocate Outreach Case Manager Outreach Coordinator Outreach Educator OUTREACH WORKER Parent Aide Parent Liaison Patient Navigator Peer Advocate Promotor(a) Promotor(a) de Salud Roving Listener Street Outreach Worker Youth Development Specialist Youth Worker
Community health workers are integral to an effective health care delivery system

Improve access to and increase quality of care:

- Reduce costs
- Increase patient satisfaction
- Advance care coordination
- Expand provider care to include community resources
ELABORATED CHRONIC CARE MODEL

The Care Model

Community
- Resources and Policies
- Self-Management Support

Health Systems
- Organization of Health Care
- Delivery System Design
- Decision Support
- Clinical Information Systems

Services
- Patient-Centered
- Timely and Efficient
- Evidence-Based & Safe
- Coordinated

Improved Outcomes
- Informed, Empowered Patient and Family
- Productive Interactions
- Prepared, Proactive Practice Team

Developed by The McCall Institute
COMMUNITY HEALTH WORKER TASKS

- Adopt national standards
- Provide education and training
- Certification
  - tied to reimbursement
- State network
- Engage providers and insurers
INDIANA’S CHW LANDSCAPE

- HRSA’s Community Health Worker National Workforce Study (2007) estimates
  - 960 paid
  - 375 volunteer
  - 64% paid
    - $13/hr. with benefits
- Employers:
  - Universities, schools, clinics, social service agencies, hospitals
SMALL GROUP DISCUSSIONS
Question 1: How would you define CHW as an occupation, using the framework described previously?

- Training
- Competencies/skills
- Roles
- Reimbursement
Question 2: What is the value of CHWs, from the perspective of

- a) your organization
- b) the health system, and
- c) Indiana?
SMALL GROUP REPORT OUT AND IDENTIFICATION OF THEMES
IDENTIFYING NEXT STEPS: WHAT DATA ARE MISSING?
A Doodle Poll will be sent out immediately following today’s meeting. Please input your availability for the remainder of 2017 and all of 2018. Meetings will be scheduled monthly.

https://beta.doodle.com/poll/b253n2vv7nbbipfp
For questions, feedback, or public comment, please contact the Bowen Center for Health Workforce Research & Policy.

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- 317.278.4818