

Southeast Community Health Worker Network Meeting Minutes

February 21st, 2023

10:30-12:00 pm EST/ 9:30-11:00 am CST

Meeting Recording: https://youtu.be/K0p_VNEE_bs

1. **Welcome and instructions for chat box introductions (Name, state, CHW or ally)**
 - Please be sure to share Name, State, CHW or Ally in the chat at the beginning of our meetings. This helps assist in reporting accurate attendance numbers about our network reach. Total meeting attendance was **74**.
 - Many of you are a part of our listserv, but if you are not please visit our [website](#) for instructions on signing up. This is the best way to stay connected with upcoming events and opportunities. If you have any issues signing up, please reach out to Rebecca Salter at rsolon@mailbox.sc.edu.
 - This is our first meeting of the year taking place at our new date and time (third Tuesday of the month from 10:30 am – 12:00 pm EST). We are excited to have more time together to share and have an open discussion!

2. **Findhelp, Connected Social Care for Healthier Communities** - Chris Douglas, Associate Principal, Customer Success
 - Chris Douglas is joining us to share about the findhelp platform that focuses on connected social care for healthier communities. Chris joined findhelp in 2017 and is the Associate Principal for Customer Success.
 - Chris works with any of the organizations that are using a findhelp based system to support the populations that they serve. We have a mission at findhelp that is the real motivation for why we do what we do. And that's to connect all people in need to the programs that serve them with dignity and ease. What that really means is that from day one, we've built our entire system specifically for addressing social determinants of health needs. We've built it for the needs of that individual who is trying to get on and look for resources whether that's a food pantry, continuing education options, counseling, or if they're a student at a college looking for financial aid.
 - Findhelp looks like is different in every state, but in South Carolina there is a specific version of findhealth. It's actually run by the South Carolina Department of Health and Human Services (SCDHHS). It's available for anyone to use in the state, but it does include access to resources anywhere in the US. It's anonymous and private for anyone who who's looking up resources for themselves, and it's provided by SCDHHS for free. There is a general version of findhelp that anyone can use anytime anywhere in the US as well state specific versions (outlined below).
 - **Alabama:** Family Healthcare Clinic (FQHC) - <https://familyhealthclinic.findhelp.com>
 - **Georgia:** findhelp Georgia, <https://findhelpga.org/>
 - **Kentucky:** Kentucky Primary Care Association, <https://kpc.a.findhelp.com/>
 - **North Carolina**
 - Novant, <https://nhmycommunity.findhelp.com>
 - Atrium, <https://www atriumhealthcommunityresourcehub.org>
 - **Tennessee and Mississippi:** Baptist Memorial Health Care, <https://baptistresources.com>

- **Arkansas:** <https://resourcesarchildrens.findhelp.com/>
- **Florida:** <https://findhelpflorida.findhelp.com/>
- **Louisiana:** Louisiana PCA has LPCA Assist, <https://lpcaassist.org/> which is also available as a downloadable app! https://play.google.com/store/apps/details?id=com.findhelp.android.lpca&hl=en_US&gl=US
- **Virginia:** Central Virginia Health Services is an FQHC with a findhelp site covering the whole state, <https://cvhscommunity.findhelp.com/>. The YMCA of Greater Richmond also has one, <https://help1rva.org/>
- The findhelp system is fully translatable through Google Translate. If you need someone to be able to start this search for themselves in a language other than English, there's a couple of different ways you can do that. The search box can be configured to start that search in a language other than English. Or they can make the change themselves if they want to. This is run through Google Translate. It is functional, but It's not always going to be perfect, but it will try to provide some of that initial translation that someone needs.
- Participant Question: Is this program similar to United Us?
 - The Unitas system does a lot of the things that our system does, but it does them differently. When we are for example connecting people to programs, we do that per referral consent, which means that when you're connecting someone to a program, only that organization you're connecting someone to and you and that individual will see the referral within the United Us system. It's more of what they call universal consent, were all the other partner have access to it. When we list a program, they're still welcome to use the intake method of their choice. So even if you're a food pantry and you're listed on findhelp, that doesn't mean that you're contractually obligated to receive and respond to referrals, they can still focus on helping people the way they want to be helped. We don't require folks to log in when they're going on and getting help and looking for resources because we know that that anonymity and privacy can be a big deal about whether someone is actually able to take that first step and looking for resources for themselves. There is also technical differences. We integrate with a lot of other systems. So if you need to plug this in with eClinicalWorks, Athena, Zara, Epic or any other systems that are out there, we integrate with them.
- Participant question: Electronic medical record system (EMR) integration was mentioned - how does that work? Whenever referrals are sent over or visits with a person are completed, are you able to upload? Is bidirectional communication available?
 - Once you're in your EMR, you're looking at a lot of information that isn't immediately relevant to the social care intervention you might be doing. But the way it works is that within an EMR, you go into the Find Help system, it will log you in automatically as a staff user, and it will bring in the individuals' information. In this example, it's pulling in both a patient ID and a Medicaid ID. Maybe all you need is the patient ID. Maybe all you need is the Medicaid ID – that is up to the user. When you're looking up a program for someone and you're sending that referral. It still means that the only thing sent to that food pantry or that counseling service is that person's name and contact

information. We're not for example, importing a list of patients and all of that data. We only bring in that information for that person you're helping at that moment. And then when that information is sent out to an organization for a referral, they're only seeing that individual's name and contact information for the for the purpose of the referral. You have the ability to send or look at additional information if you need it on the reporting side. But we try to keep the rest of the search and referral process pretty simple so that you can focus on the person you're helping and there's not extra data floating around there. Many EMR systems were not designed to be bidirectional, but they are making adjustments to get there. Check with the EMR to see where they are in the process.

- If you have any additional questions or would like to connect with Chris Douglas please feel free to reach out by email at cdouglas@findhelp.com.

3. Committee Updates

- J&J Grantee Update & Call for Committee Volunteers (Sarah Covington-Kolb)
 - Currently we are internally reviewing the process from last year and making the necessary adjustments to ensure the program goes smoothly and is most beneficial to our grantees!
 - Our goal is to have the RFP complete by the next meeting to review and answer any questions.
 - If you are interested in joining the committee, please drop your information in the chat!



- SE CHW Network Website (Rebecca Salter)
 - I wanted to take a moment to show everyone the website that was created last year for the SE CHW Network.
 - You can find information about signing up for the listserv and past meeting minutes and recordings on our [get connected page](#).
 - We also have a [calendar](#) that lists all upcoming meetings and events. Please feel free to send any events for your state to rsolon@mailbox.sc.edu to have the event posted.
 - The website is a wonderful place to direct people to that are new to the network or would like to learn more!

- SE CHW Network Strategic Plan (Amber Mullen)
 - We are excited about the next steps in the strategic planning process – setting our goals and intentions! Our strategic plan is a living document that the committee has showed a great amount of leadership in the development and continuation of the plan.
 - We started our meeting with a quick review of the plan and these were things that stood out to committee members:
 - When CHW leaders come together to create something it is a beautiful thing – the reciprocal nature of the network can be built upon now that we are growing from a newer to a more established group.
 - Reciprocity is one thing that continues to be brought up as CHW certification grows. What does this mean for our CHW workforce? How can we collectively work together to address these challenges to benefit the workforce?
 - Policy and advocacy is of great importance – we do not want CHWs to be an afterthought, but rather woven into the fabric. How do we utilize the power we have to bring about change?
 - Members really felt the vision statement resonated with them and felt very powerful.
 - We need to focus on how to build up or bring in the states that have been less involved or are getting an association and/or coalition off the ground. Possibly have a toolkit with various resources to help guide these newer initiatives and collectively build the workforce in the state.
 - We then focused on setting a goal for each priority, but due to the great discussions had we only made it to priority one.
 - Collective Knowledge: Goal One: Create a LinkedIn & Facebook page for the SE CHW Network in the next 3 – 6 months.
 - Support needed: find people to serve as moderators, create ground rules, and keep focus on health equity (limit polarizing content)
 - **If you are interested in helping with the creation of the LinkedIn and Facebook page or assist in moderating please let us know!**
 - Rational behind this goal: an affordable, familiar platform to share stories and connect.
 - Additional discussion was focused around having an internal working platform to share resources that we may not want to share on the external sites (i.e. Facebook & LinkedIn). This discussion will be continued.
 - Next Steps: To ensure we are able to set goals for all priorities the group agreed that monthly meetings (vs. quarterly) are needed until more progress is made. Our next meeting will fall on March 15th from 10:30 am – 11:30 am EST
 - If you would like to be a part of the committee, please drop your information in the chat!
- SE CHW Network Summit Planning & Update (Mike Young)

- o Our first planning meeting is on Thursday, February 23 from 11:30 am – 1:00 pm EST. If you are interested in joining the committee, please let us know!
- o J&J sent us the Summit footage and we are waiting to get the go ahead to use the materials.
- o We will show you some of the highlight photos and look forward to sharing more footage and videos soon!

4. This Month's State Updates

Please note: we decided to divide the group in two and ask states to give updates every other month because of time and frequency of meetings. Please try to keep updates to 5 minutes

- Alabama (Felicia Barrow) – We are looking at a multifaceted approach when it comes to CHW sustainability: 1) Coalition and 2) Statewide CHW Association. ConnectionHealth is focused on training and recruiting CHW – they were the recipient of the HRSA grant. They determined they needed a CHW Coalition and realized that there were many others that had similar goals and following the Summit they were all able to connect. The Alabama Coalition plans to have their first meeting in March. The Coalition plans to promote and support CHW from a policy standpoint. The CHW Association will be a collective voice for CHWs in the state that will focus on the empowerment of the profession. The state agencies are also involved in helping from a policy point of view.
- Georgia (Durrell Fox) – 2023 is shaping up to be the year for CHWs in the state of GA. We are having our CHW awareness day on March 7th. Georgia Watch has been helping with the organizing. The CHW Network will be meeting again this week and working on the advocacy day and CHW certification. The state is looking to fast track the certification, but we are working to get more CHWs involved. The next network meeting is on April 6th and then also working on regional meetings within the state. Many different training opportunities are taking place throughout the state – info dropped in the chat.



- Kentucky (Laura Eirich) – Laura will be updating for the state office as well as the state association (KYACHW). They are in the process of planning their state summit in September – the theme is keeping the community in community health workers.

Will be two days with numerous speakers. The KYACHW has finally gotten funding to have a full-time position to help run the association – yay! We are working on regional meetings on topics requested by the CHWs in the area. We are also expanding the training options in Kentucky, no specific curriculum, but the areas will be reviewed to make sure the competencies are covered.

- Louisiana – unable to attend
- North Carolina (Honey Estrada) – Had their growth planning retreat last weekend and was an opportunity for our CHW team, board members, and ambassadors to connect and look to the future of the association. They did not host the event at a hotel, but rather a breaking plantation in the eastern part of NC. A breaking plantation is a place where slaves were taken to be broken. Currently, have 698 certified CHWs in the state – a huge win for our state! Opened the highly anticipated legacy track for those with lived experience and had their first class go through. NC Medicaid office has released a guidance paper for CHWs – please look at the document and provide feedback if in NC! We have been meeting with members of the general assembly and are planning a hill day – we are looking for CHWs in NC to elevate your voice!
- Tennessee (Nikayla Boyd) - TN is one of the newer associations established in November of 2021. Will be the primary organization to provide professional development, advocacy, networking opportunities, and workforce development. CHWs in the state wanted training and competency information after conducting a focus group. We completed the first draft of TN competencies and created a training program for CHWs. We have trained 60 CHWs and have expanded our network to over 150 active CHWs across the state. Have developed training for organizations that are new to hiring CHWs. We are designing a certification program that will begin in March - 144 hours of training. We will also roll out a program in June that already have training that want to update or move up. We are working through our 501-c process and have a board that is majority CHWs. We also have our website up and running: [https://tnchwa.org/!](https://tnchwa.org/)

5. 2023 SE CHW Network Meetings - Third Tuesday of the Month from 10:30-12:00 pm EST/ 9:30-11:00 am CST

- March 21st
- April 18th
- May 16th
- June 20th
- July 18th
- August 15th
- September 19th
- October 17th
- November 21st

6. Final Discussion

- Q&A and Open Updates
 - The Public Health Emergency funding is ending soon, and the federal government anticipates over 17% of those on Medicaid to no longer be eligible. But that half of them is eligible, but that they will be kicked off. Please make sure that Medicaid users have updated contact information so they can be contacted! The network will be looking into having this as an upcoming meeting topic.
 - Another topic for discussion is how to designate certified CHWs in the state.

