

Whatcom Community Health Workers' Network General Membership Meeting Notes

February 28, 2020

Villa Santa Fe apartments

Present:

Katy Hetterle, Molina
Carmina Cisneros Garcia, Villa Santa Fe
Claudia Martinez, SeaMar
Jessica Mata, SeaMar
MaryJo Durborow, Arc of Whatcom County
Rochelle Hollowell, Whatcom Family and Community Network
Megan Stephenson, Unity Care NW
Laura Reardon, Unity Care NW
Michelle Cook, Unity Care NW
Grace Thoerner, Unity Care NW
Julie Donath, Mercy/Eleanor Apts
Greg Arnold, North Sound Accountable Community of Health
Stephanie Foster, NWRC
Mahali Serna, SeaMar
Tess O'Reilly, DVSAS
Lara Welker

1. Budget and Goals

Members reviewed the budget that the Coordinating Committee outlined for the \$25,000 the Network received from the Chuckanut Health Foundation. Network will need to accomplish activities and goals outlined in the application for funding (we can do other things too, but we do what we said we'd do in the application). (attached)

Mary Jo asked about the process and procedure for Network members requesting financial assistance for attending a conference or training. This still needs to be established. Mary Jo suggested the Coordinating Committee could work on these kinds of procedures and bring one to the Network every couple of months for review and input.

2. Training

People reviewed training areas and indicated what they've already had training in, what they'd like to get training in, and information about specific trainings or trainers (including if THEY could provide the training). Yellow highlight indicates a high want for a training.

The results are –

Person-centered interviewing – 7 have had it, 8 want it

Mental Health 101 – 10 have had it, 10 want it

Trauma informed care – 7 have had it, 11 want it

Science of Hope – 2 have had it, 11 want it

LGBTQ+/Gender Identity – 10 have had it, 5 want it

De-escalation/conflict resolution – 11 have had it, 6 want it

Intercultural communication/cultural humility/competency – 10 have had it, 9 want it

ACES – 7 have had it, 8 want it

Chronic Disease Self-Management – 2 have had it, 9 want it

Asset-based community development – 1 has had it, 12 want it

First Aid/CPR – 13 have had it, 1 wants it

Suicide Prevention – 6 have had it, 6 want it

Specific health topics – pregnancy intention, bullying, DOH health topics
Who needs the state CHW training? 6

Suggestion to send out survey to people who weren't here today to get their input too.

We will be looking at the trainings with the most interest to research whether to provide the training, or direct members to upcoming trainings.

ACTION → Coordinating Committee will send out survey.

3. Spotlight: Villa Santa Fe

Carmina shared information about Villa Santa Fe:

- Run by Catholic Community Services housing
- Permanent housing for agricultural workers
- 50 units
- Rents are \$600-\$900
- Currently some vacancies

North Sound Accountable Community of Health

Greg shared information about the North Sound Accountable Community of Health (“North Sound ACH” or “NSACH”)

- Washington State has 9 Accountable Communities of Health representing different regions
- The North Sound region is Whatcom, Skagit, San Juan, Island and Snohomish counties
- Federal funding came to WA state through the “Medicaid Waiver” (sometimes called the Medicaid Demonstration Project), and some of this money is being directed through the ACHs
 - The waiver “gives permission” for local collaboratives (the ACHs) to create new, better ways to provide services to Medicaid recipients. The goal is better care and better health. If new ways are successful, they could be expanded out to other populations, but for now the focus is on Medicaid
 - It's a 5-year project, but expected to continue beyond the five years.
 - First 2 years were planning and getting projects set up. The first contracts were established in 2019, and the work will continue in 2020-2021

The State laid out 8 Project areas. Areas the NSACH are working on include:

- **Care Coordination**
 - Pathways model with CHWs
 - ✓ Was originally developed in Ohio
 - ✓ 5 ACHs are using the Pathways model
 - ✓ 20 pathways related to social determinants of health and connecting to services/care
 - ✓ Payment is for completed pathways, rather than per visit/encounter
 - ✓ Built-in screening tools, for example for depression
 - ✓ 3 partners are currently doing Pathways: Sea Mar, Compass Health, and San Juan County (6 CHWs have been hired)
 - ✓ Client eligibility: anyone on Medicaid (or with a family member on Medicaid) who is pregnant or postpartum, has a chronic health condition, or who has a behavioral health issue
 - Improving care transitions
 - ✓ Hospital discharge, jail release, and other care settings
 - ✓ Community paramedicine with EMS and fire departments
- **Oral Health, with the Arcora (foundation arm of Delta Dental of WA)**
- **Opioid response**
- **Pregnancy intention**
- **Behavioral Health and primary care integration**
 - ✓ Integrating BH into primary care at Unity Care, Sea Mar, Family Care Network

- ✓ Integrating primary care into Compass Health (and another?)

Projects are done through contracts with community partners. There are 49 contracted partners in the NS region; will likely add 8-10 partners this year from tribal nations/communities. NSACH also wants to bring people together to work on health issues outside of the project areas.

NSACH requires all contracted partners to go through a training series on equity issues.

4. March Network Meeting: Housing Panel

- March 27, at Eleanor Apartments downtown – 1510 N Forest St. (enter from Forest St side, no parking in lot behind building)
- Confirmed panelists: OppCo, Housing Alliance, Mercy, Housing Authority.
- Suggested other panelists: Catholic Community Services, Interfaith Coalition

Questions people have for panel:

- How does a person looking for housing get started?
- What exists for preventing people from losing their housing?
- What new housing is projected/being planned?
- What exists in terms of transitional services and/or supported housing?
- Housing options for specific populations: veterans, seniors, farmworkers, youth
- How to find out what's available?
 - What are vacancy rates
 - What's open; when and how to apply
 - Waitlists
- It's always nice to hear success stories!

Things CHWs have feedback about:

- Housing Authority's on-line registration for
- Foundational Community Supports – hard to get in/through process

ACTION → Send additional questions for the housing panel to whatcomchwnetwork@gmail.com by March 16

5. Announcements and Resource Sharing:

- Rochelle is finishing 2 years of VISTA service at Whatcom Family and Community Network and will be looking for a new job, so pass on any leads to her.
- East County health screening fair on May 16 – volunteers are needed! Contact Rochelle elearia@aol.com.
- Bellingham Tech College dental clinic is running a special for new patients (flyer attached).
- Free workshop “Learn to Interact Compassionately with Homeless Individuals” March 23 (Lynden) and March 24 (Ferndale) THESE WORKSHOPS are full, but if you're interested in attending in the future, go to: <https://www.wcls.org/workshop/>. The more people who say they want it, the more likely they will do it again!
- 2020 Census
 - Libraries will function as help centers.
 - Volunteer Center has trained many people, including Mary Jo and Rochelle.
 - For each person NOT counted in an area, it's estimated that area doesn't get \$2,500-\$3,500 per year in federal dollars.
 - Summer Starr at Opportunity Council is a lead for the census in our area, and she will be updating census help locations at www.oppco.org/census for us to share with our clients.
- Next meeting will be our Housing Panel at Eleanor Apartments (see item #4) on March 27.

- Find Fact Sheets on COVID-19 in 11 languages at https://www.doh.wa.gov/Emergencies/NovelCoronavirusOutbreak2020/FactSheet?fbclid=IwAR3yaEh07fQsrSrEfaaR-1E0K5aZoQubC8nH0iKjDfuD246O9qxAAmz5i_A
- There is a webinar on “To Certify or Not To Certify” hosted by the National Association of CHWs on March 11 2-3p. To register, you must be a member <https://nachw.org/membership/>
- **New item: job postings**
Unity Care NW is seeking an Outreach & Enrollment Specialist, and a Patient Engagement Supervisor. Apply at <https://unitycarenw.org/join-our-team/>
Opportunity Council has several job openings, including on the HOT (homeless outreach team). Apply at <https://www.opcco.org/employment/>
Do you know of job openings? Share with us! Whatcomchwnetwork@gmail.com

WHATCOM COMMUNITY HEALTH WORKERS' NETWORK

2020 "INFRASTRUCTURE" PRIORITIES

One goal for 2020 is to grow, sustain and advance the CHW Network in five priority areas:

1) Establish financial support and a new organizational home for the Network.

The Whatcom Family and Community Network (WFCN) is the new home for the CHW Network, and we have received some funding from the Chuckanut Health Foundation. This year we need to focus on getting additional funding to support the Network's coordination and development.

2) Create a website (or webpage on another organization's website).

A website that the Network can easily maintain is critical to strengthening Network communications. It will have information about Network meetings, contact information for member CHWs, trainings and other professional development opportunities, and links to other CHW efforts in Washington State.

3) Expand membership and engagement.

Currently there are about eighty CHWs on our contact list, but we know there are many others to be included in the group. Though new people have attended every meeting since the Network started, only about 10-15 people attend each meeting. Greater participation is needed to make sure many different CHW roles and voices are represented. This will take direct, personal outreach, both to new people and to those who are on the list but not actively participating.

4) Organizational and leadership development.

The five-person Coordinating Committee continues to work on defining specific roles for each member, and working together to build leadership capacity. We want to continue to contract with someone to help the Network with organizational and leadership development (the "convener" role that WAHA provided). He/she will assist the Coordinating Committee with researching models and best practices, facilitation and/or conflict management coaching if needed, strategic planning for membership development and communications/ public relations, and financial management, including writing funding proposals.

5) Educate and advocate with employers.

We know that some CHWs aren't able to get involved with the Network because they don't have permission or support from their employers. Some CHWs participate as volunteers or take PTO in order to attend meetings. Our goal is to educate CHWs' employers about the value of CHWs and how the Network can support their CHW staff.

WHATCOM COMMUNITY HEALTH WORKERS' NETWORK

Budget for 2020

Expense Category	Expense Description	Expense	Assumptions/ Notes
PERSONNEL			
Coordination/Operations Staffing	Could include stipends for Coordinating Committee members who are unpaid CHWs, and/or part-time or temporary staff for administrative support, grant writing, or website technical assistance.	\$8,100	27 hours/month average.
Organizational Development and Convening Consultant	Assist the Coordinating Committee with researching models and best practices, leadership development, membership development, communications/public relations, financial management and funding proposals, and organizing training/professional development.	\$7,200	10 hours/month average.
Personnel Total		\$15,300	
TRAINING & PROFESSIONAL DEVELOPMENT			
Scholarships for CHWs to attend conferences/trainings	Registration fees, mileage and/or accommodation costs to attend conferences, trainings, or classes for Network members who otherwise wouldn't be able to attend.	\$4,000	For traveling to conferences, assumes ride-sharing and room sharing. Mileage based on one W WA location and one E WA location.
Hosting local training/in-service for CHWs	Local training -- speaker/trainer fees, refreshments, printing, supplies.	\$2,000	
Training & Professional Development Total		\$6,000	
COMMUNICATION & SUPPLIES			
Communication	Printing/copying: brochure, posters, displays, handouts	\$500	
Website	Website construction, domain/hosting	\$500	
Supplies	Markers, flip charts, name tags, etc.	\$100	
Communication & Supplies Total		\$1,100	
HOSPITALITY			
	Refreshments for monthly Network meetings.	\$300	\$25/meeting average.
Total before Administrative Allocation		\$22,700	
10% Administrative Allocation (paid to the Whatcom Family & Community Network, the CHW Network's fiscal sponsor)		\$2,270	
GRAND TOTAL EXPENSE		\$24,970	

