

#HousingIs2020

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SUMMIT  
HELP LINE

1 (877) 860-3058  
836425

# A Community Health Worker Place-based Approach To Health (CHW PATH)

## A Collaborative Proof of Concept

U.S. Department of Health and Human Services (HHS), Office of Minority Health (OMH)

U.S. Department of Housing and Urban Development (HUD), Office of Public & Indian Housing (PIH)

Housing Authority of Baltimore City (HABC), Housing Authority of the City of Los Angeles (HACLA)

Total Health Care (THC), Watts Health, University of Southern California (USC)

# What's on tap...

1. CHW PATH Project Overview: Brief Presentations
2. The Power of Partnerships: Panel Discussion
3. Time to Talk: Q&A

**We want your ideas and feedback!**

# We hope you will be inspired to:

1. Model a program in your community to train and embed Public Housing residents as Community Health Workers (CHW) to address the Social Determinants of Health (SDoH)
2. Build key federal and local partnerships to support a CHW initiative in your community
3. Share your perspectives, expertise, and funding (?!?) with the IHEC or CHW PATH pilot

# Meet our team!

## U.S. Department of Health and Human Services (HHS)

- Dr. David Wong, Medical Officer, Office of Minority Health (OMH)

## U.S. Department of Housing & Urban Development (HUD)

- Jason Amirhadji, Community & Supportive Services (CSS), Public & Indian Housing (PIH)

## Housing Authority of Baltimore City (HABC)

- Constance Buckley, Jobs Plus Program Manager

## Housing Authority of the City of Los Angeles (HACLA)

- Jennifer Arthurs-Thomas, Assistant Director of Strategic Initiatives
- Pamela Paige, Workforce Development and Section 3 Manager
- Kimberly Dockett, Community Health Worker

## Total Health Care (THC)

- Dr. Marcee White, Chief Medical Officer

## Watts Health

- Dawn Bernard, Director of Clinical Operations & Health Homes

## University of Southern California (USC)

- Katrina Kubicek, Co-Director of Community Engagement and Director of Evaluation & Improvement

# CHW PATH Overview

How we got here...  
The CHW PATHway  
Why Jobs Plus?

# Interdepartmental Health Equity Collaborative (IHEC)

- **Who:** Led by OMH and cochaired by HUD
- **Why:** Identify and promote effective practices, interventions, and policies addressing Social Determinants of Health (SDoH) across federal agencies
- **How:** Working with federal partners from varied sectors, including education, environment, housing, and labor
- **What:** The IHEC team ***prioritized community health workers (CHW) as an overarching strategy for reducing disparities and improving health in historically under-resourced communities.***

# Timeline

- 2017
  - Office of Minority Health hosted Strategic Planning Session
- 2018
  - HUD invited as co-chair
  - CHW Workgroup Launched
  - CHW Workgroup conducted environmental scan
- 2019
  - Development of CHW PATH pilot model
  - OMH investment in CHW PATH pilot model
  - Identification of pilot project sites
  - Initial Needs Assessments conducted
  - Partnership meetings, identification, and MOUs
- 2020
  - CHW PATH program launch
  - CHW PATH training
  - Expansion to additional sites

# Guided by Community Input

## Community Needs Assessments

1. Reviewed existing CHW models
2. Identified community SDOH data sources
3. Sought input from residents, stakeholders, and partner agencies to better understand needs, challenges, resources, and CHW opportunities



# Feedback on the SDOH and CHW Effectiveness

## Most important social determinants of health

- General SDOH identified with/as health concerns (see above)
- SDOH identified were sector-specific
- EPA highlighted other cross-sector challenges
- Relevant SDOH identified; some overlapped with community resident concerns
- Transportation
- Education
- Economic mobility
- Jobs
- Financial security

## Where can CHWs be successful?

- Study and understand resources and systems
- Mobility managers (know public transit system)
- Represent resident voice
- Advocacy
- Liaison between communities and agencies
- Education and training
- Disseminate information and resources
- Education on a variety of topics
- Peer training
- Data collection
- Close feedback loop between communities and agencies

# The CHW PATHway...

INPUTS / STAKEHOLDERS	OUTPUTS	OUTCOMES
<p><b>Collaborators</b></p> <ul style="list-style-type: none"> <li>• <b>OMH</b></li> <li>• <b>HUD</b></li> <li>• <b>EPA</b></li> <li>• <b>ACL</b></li> </ul> <p><b>Sites</b></p> <ul style="list-style-type: none"> <li>• <b>Los Angeles, California</b></li> <li>• <b>Baltimore, Maryland</b></li> </ul> <p><b>Structure</b></p> <ul style="list-style-type: none"> <li>• <b>HUD’s Jobs Plus Initiative Program</b> <ul style="list-style-type: none"> <li>◦ <b>Local Partners</b></li> </ul> </li> <li>• <b>CHW Model</b> <ul style="list-style-type: none"> <li>◦ <b>CHWs</b></li> <li>◦ <b>Providers</b></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Trained CHWs (certified, where appropriate)</li> <li>• Education on and integration of CLAS Standards</li> <li>• Specialized trainings that meet community needs</li> <li>• Metrics aligned with federal agency, local partners, community mission, and community action plans</li> <li>• Sustainable infrastructure (i.e., steering committee)</li> <li>• Shared learning from project via webinar series</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Provider/CHW Level:</b> <ul style="list-style-type: none"> <li>◦ Economic/workforce development through employment</li> </ul> </li> <li>• <b>Resident Level</b> <ul style="list-style-type: none"> <li>◦ Self-actualization (i.e., change in individual knowledge and practice)</li> </ul> </li> <li>• <b>Community Level</b> <ul style="list-style-type: none"> <li>◦ Community actualization</li> <li>◦ Capacity building</li> </ul> </li> <li>• <b>Federal Level</b> <ul style="list-style-type: none"> <li>◦ Leveraging and maximizing resources</li> </ul> </li> <li>• <b>Long Term</b> <ul style="list-style-type: none"> <li>◦ CHWs become an integrated component of the housing and health workforce</li> </ul> </li> </ul>

# CHW Program Design

- **Framework:** Leveraging HUD's Jobs Plus grant program in Public Housing
- **Hiring:** Embedded with local partners to develop public health career pathways
- **Partnerships:** Matches CHW salary and expenses for sponsoring organizations
  - Federally Qualified Health Centers (FQHCs)
  - Managed Care Organizations (MCOs)
  - Institutions (Hospitals, Government Agencies, and Universities)
- **Training:** Virtual class instruction (Institute for Public Health Innovation, IPHI)
- **Certification:** Facilitated where applicable (Maryland Department of Health)
- **Membership:** Professional Organizations (National Association of CHWs)
- **Goals:** Address social and health needs with intersectoral solutions
- **Activities:** Community outreach, advocacy, education, and promotion
- **Data:** Will be collected on existing CHW data instruments
- **Evaluation:** Will be conducted at three levels: CHW, Resident, and PHA

# CHW PATH Training

- **CHW Core Skills Training Topics & Objectives** (100 hours)
  - Human Rights, Equity & Perspective Transformation (16 Hours)
  - Communication Skills (12 Hours)
  - Public Health Knowledge Base (4 Hours)
  - Introduction to The CHW Role: CHW History, Roles, Skills, Tasks (12 Hours)
  - CHW Legal and Ethical Issues (3 Hours)
  - Data Collection and Medical Record Review (4 Hours)
  - Teaching and Capacity Building Skills & Clinical Practice (20 Hours)
  - Health Education and Prevention (6 Hours)
  - Outreach and Advocacy (4 Hours)
  - Resource Identification and Organization (8 Hours)
  - Disease Management Review Including Mental Health, Substance Misuse and Behavior Change (12 Hours)
- **Practicum Component** (40-100 hours)
- **Specialized Trainings**
  - Contact Tracing
  - Digital Inclusion
  - Financial Literacy

# Moving along the CHW PATH...

## **Key Elements for Year 2 (Oct 2020–Sept 2021)**





- Continue employing CHWs hired in Year 1
- Recruit 1-2 additional CHW PATH pilot sites
- Continue to refine processes for conducting individual-level needs assessments
- Develop a toolkit of resources with:
  - Successes, challenges, and impact
  - Implementation resources
- Communicate/promote core principles

## **Key Elements for Year 3 (Oct 2021–Sept 2022)**

- Continue employing CHWs hired in Years 1 and 2
- Refine needs assessment protocols
- Embed within CHW associations
- Develop and implement a robust evaluation plan
- Promote and disseminate successes
- Explore potential transition partners

# Community & Supportive Services (CSS)



-  FSS
-  Jobs Plus
-  ROSS
-  Project SOAR
-  JRAP
-  ConnectHome

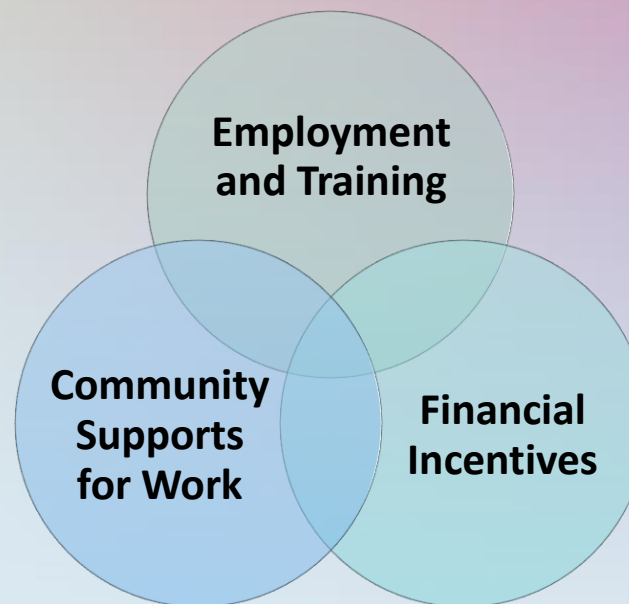
**700+ PHAs served by CSS**

**3,800+ PHAs in the U.S.**

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# Jobs Plus: CHWs come full circle!

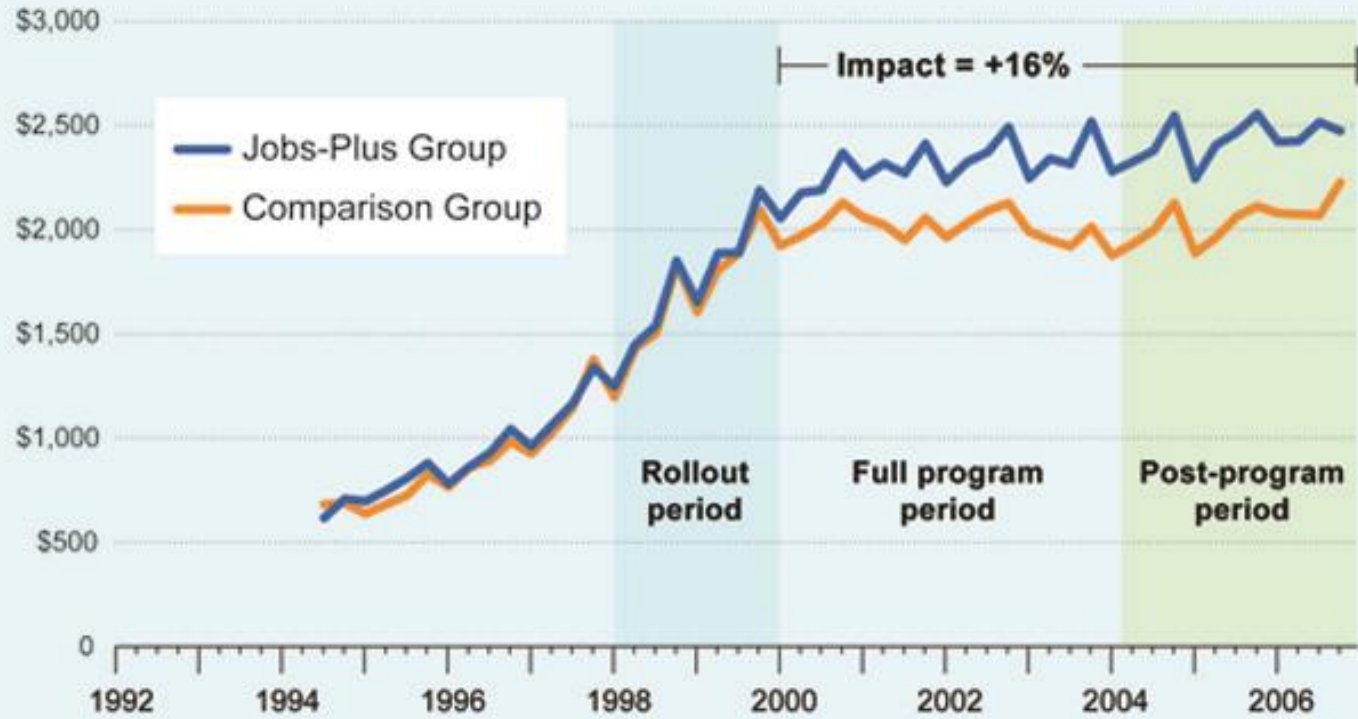
- **History**
  - Two decades of program development
  - CHW Model for Jobs Plus Community Coaches!
- **Scale**
  - 54-month Public Housing grant program
  - Multimillion-dollar application-based awards
  - Current iteration: 44 nationwide sites in 6 cohorts
- **Built on 3 core elements (see diagram)**
- **Builds opportunity for Residents:**
  - Supports locally-based approaches
  - Increases earnings
  - Improves employment outcomes



# Jobs Plus Impact

**Where Successfully Adopted, Jobs-Plus Increased Residents' Average Earnings Over Seven Years.**

Mean quarterly earnings (in 2003 dollars)



SOURCE: Riccio, James A. 2010. *Sustained Earnings Gains for Residents in a Public Housing Jobs Program: Seven-Year Findings from the Jobs-Plus Demonstration*. New York: MDRC.

MDRC



# Gilmor Homes



# Housing Authority of Baltimore City (HABC)



- Established in 1937
- Serves over 20,000 households (40,000 residents)
- 8,400 public housing units
- 14,000 housing choice vouchers
- Serves more than 1 out of 11 of all Baltimore City residents

# Sandtown-Winchester

- 97% African-American
- \$23,974 median household income
- 40.6% of families with children living in poverty
- Significant period of disinvestment
- High percentage of long-term vacant properties



# Freddie Gray



*Local mural artist returns to Gilmore area to reflect on the 5<sup>th</sup> year anniversary of the death of Freddie Gray*



# Gilmor Homes

- Constructed in 1942
- Occupies approximately 12 acres
- Consists of 35 buildings
- Townhomes and walk-up apartments
- Family development of 403 units
- Occupied by 821 residents
- 329 residents are youth under 18



# Community Change

## Demolition of Walk-Up Buildings

- Six walk-up buildings
- Challenges to the health and safety of the residents
- Due to physical conditions of the properties as well as the prevalence of criminal and drug-related activity
- Enclosed exterior stairways and hallways provide easy cover for drug dealers
- Lights and doors are constantly being vandalized
- 100 Head of Households were offered interviews for HCV eligibility and have been relocated as of 2019





- Poverty and unemployment rates are high among residents at Gilmor Homes
- HABC received a \$2.4 million grant from HUD to implement the Jobs Plus program
- Launched in September 2016, extended through September 2021



# Jobs Plus Works!

Dana (pictured right) is our Community Support Specialist at Jobs Plus

- Was a participant in the initial Jobs Plus Program in 1999 at Gilmor Homes
- Employed as a Community Coach
- Participated in all activities, obtained her license, a vehicle, and successfully moved on from community
- Has been employed with HABC ever since
- Earned 20-year employee appreciation in 2019






# Community Coaches

- Donita (hired in 2019) now works as a Program Specialist at another development
- Jessica (hired in 2017) now works as our Administrative Specialist at Jobs Plus
- Erica (hired in 2017) now works with our workforce partner at the Mayor's Office of Employment Development and has been promoted as a Career Development Specialist



# Services at Gilmor-Jobs Plus

## GED Classes via Baltimore City Community College (BCCC)



**ADULT EDUCATION CLASSES IN BALTIMORE CITY!**

**DO YOU NEED A HIGH SCHOOL DIPLOMA?**


Most classes offered at no cost to you!

**BALTIMORE CITY COMMUNITY COLLEGE**  
and  
**HABC-GILMOR HOMES**  
will offer  
**GED® Prep Classes**


	DAY	DATE	TIME	LOCATION
(Harbor Campus) Testing & Registration	Monday-Friday		Call 410-986-3203 For appointment	710 E. Lombard St. Baltimore, MD. 21202 Rm. 61
GED® Prep Class Begins/Ends	Tuesday & Thursday	February 19 <sup>th</sup> , 2019 - April 25 <sup>th</sup> , 2019	9 a.m.-12 p.m.	1515 Vincent Court Baltimore, MD 21217

**BUILD YOUR SKILLS WITH BCCC!**

Testing on-site will begin as soon as check-in is completed. **Students must arrive promptly at 8:50 a.m.** to participate. Students who arrive after the test begins will not be admitted. No exceptions. The tests will take approximately three hours.

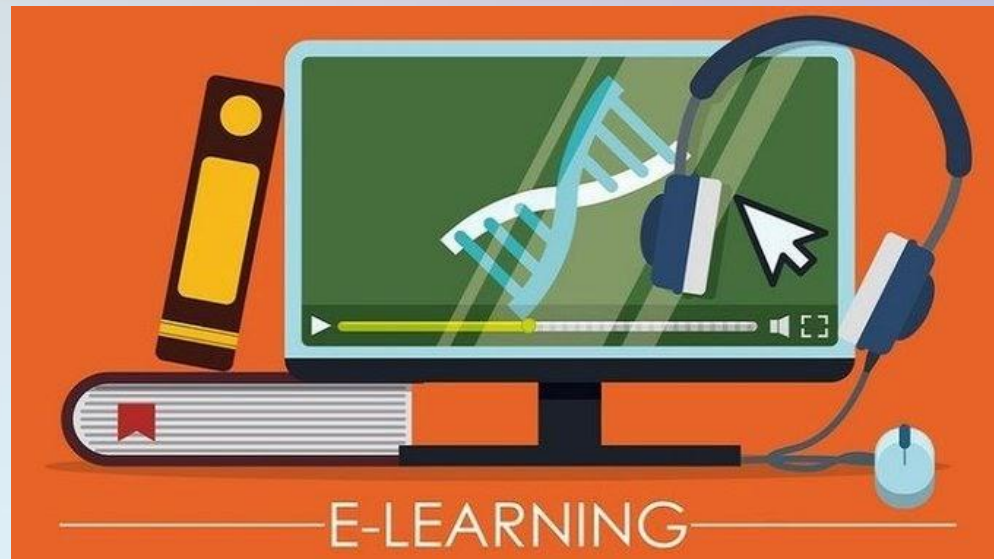


You must be at least 18 years of age to enroll.  
Call 410-396-6580 or 410-986-3203 for more information.





**Community Coach  
Shakira**





**Upcoming Community and Partner Events- April 2019**

Date	Day	Time	Partner / Event	Location
April 2, 2019	Tuesday (1 <sup>st</sup> Tuesday of each month)	2pm	My Groceries To Go – Food Delivery	Gilmor Community Center/Jobs Plus- 2 <sup>nd</sup> Floor
April 2-25, 2019	Tuesdays and Thursdays	9am-12pm	GED Classes (Winter Session) by BCCC	Gilmor Community Center/Jobs Plus- 3 <sup>rd</sup> Floor
April 3 <sup>rd</sup> , 10 <sup>th</sup> , 17 <sup>th</sup> , & 24 <sup>th</sup> , 2019	Each Wednesday	11am	Job Club @ Northwest Career Center via MOED	Northwest Career Center- Mondawmin Mall 3 <sup>rd</sup> Floor
April 8, 2019	Monday	5pm	*Sneaker Giveaway and Food by Safe Streets	Upton Park- Corner of Pennsylvania Ave
April 9, 2019	Wednesday	9am	GED TABE Testing for Spring Session via BCCC	Gilmor Community Center/Jobs Plus- 2 <sup>nd</sup> Floor
April 10, 2019	Wednesday (2 <sup>nd</sup> Wednesday of each month)	1pm-5pm	WIC	Gilmor Community Center- 2 <sup>nd</sup> Floor
April 10, 2019	Wednesday	2pm-3:30pm	Dress for Success Workshop by Potential Me	Gilmor Community Center/Jobs Plus
April 11, 2019	Thursday	4pm	*Paint in the Park by Safe Streets	Upton Park
April 12, 2019	Friday	6pm-8pm	*Dancing in the Park by Safe Streets	Upton Park- Corner of Pennsylvania Ave
April 25, 2019	Thursday	2pm-3pm	Green Cleaning Workshop by Balt. Health Department	Gilmor Community Center/Jobs Plus- 2 <sup>nd</sup> Floor
April 27, 2019	Saturday	11am	*The Movement Parade & Block Party by Safe Streets	MLK BLVD & Penn Ave
April 30, 2019	Tuesday	5pm	*Financial Literacy Workshop- Topic: Credit & Money Management via Columbia Bank	Gilmor Community Center/Jobs Plus

\*Food or Refreshments will be served

**Offices will be closed on:**

April 18, 2019, Thursday	HABC All Staff Meeting	CLOSED
April 19, 2019, Friday	Good Friday	CLOSED

Jobs Plus @ Gilmor Homes  
Gilmor Community Center –  
1515 Vincent Court, Baltimore, MD 21217  
(410) 545-1909



Join HABC-JOBS PLUS for  
**SUMMER MEALS FOR KIDS & TEENS**  
Being Served in your Community

***GILMOR HOMES COMMUNITY CENTER***  
1515 Vincent Court, Baltimore, MD 21217

Monday - Friday

**July 1, 2019-August 2, 2019**

Breakfast & Lunch will be served starting on July 2, 2019 and every weekday after!

**Times: BREAKFAST 9:30AM/LUNCH 12:00PM**

For more information contact JOBS PLUS @ 410-545-1909

Open to all children 18 and younger

**NO Cost!!!**



This Institution Is an Equal Opportunity Provider



**HABC'S Jobs Plus Program is hosting a**

**Community Resource Fair**

**WEDNESDAY, MAY 15, 2019**  
**10 AM - 1 PM**

<p><b>Child Care Resources</b> Daily Child Care (Heart Prints, Dr. J Emerson) Head Start</p> <p><b>Community Resources/Emergency Services</b> Parker Services Psychiatric Services Food Bank/Pantry Summer Youth Food Program at Gilmor Homes Franciscan Center St Gregory's Services WIC at Gilmor Homes Meals on Wheels</p> <p><b>Educational Resources</b> BCCC- GED Classes College Financial Aid (MEOC, MOED)</p> <p><b>Ex-Offender Services</b> MVLs/Legal Aid/Expungement Turn Around Tuesday</p>	<p><b>Health Screenings</b> Baltimore City Health Department Asthma, HIV, Blood Pressure</p> <p><b>Personal Services</b> Banking (MECU, Columbia Bank, etc.) Life Insurance Information (Life, Auto, Home/Apt, Death)</p> <p><b>Potential Me (Dress For Success)/ Make Over</b></p> <p><b>Small Business Admin: How To Start/Own a Small Business</b></p> <p><b>Workforce Development/Training Resources</b> Easter Seals Network Mayor's Office of Employment Development (MOED)</p>
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HABC'S Jobs Plus Program & Uproar Church present:

**BACK TO SCHOOL BLOCK PARTY**

**SATURDAY, AUGUST 17, 2019**  
**12:00 p.m.-3:00 p.m.**

Gilmor Homes Community Center  
1515 Vincent Court, Baltimore, MD 21217  
410.545.1909







**Tablet Giveaway**

**Interview Attire Giveaway**



**Youth Movie via Partner  
Safe Streets**

# Jobs Plus Team



Summer Youth Workers 2019

## Jobs Plus Staff Appreciation Day at the Museum



# Continued services at Gilmor through Jobs Plus

**Due to COVID-19, GED Classes with partners have been restructured for virtual participation in the near future**

Driver's Education Classes  
Computer Literacy Classes  
Financial Literacy  
Job Readiness Workshops

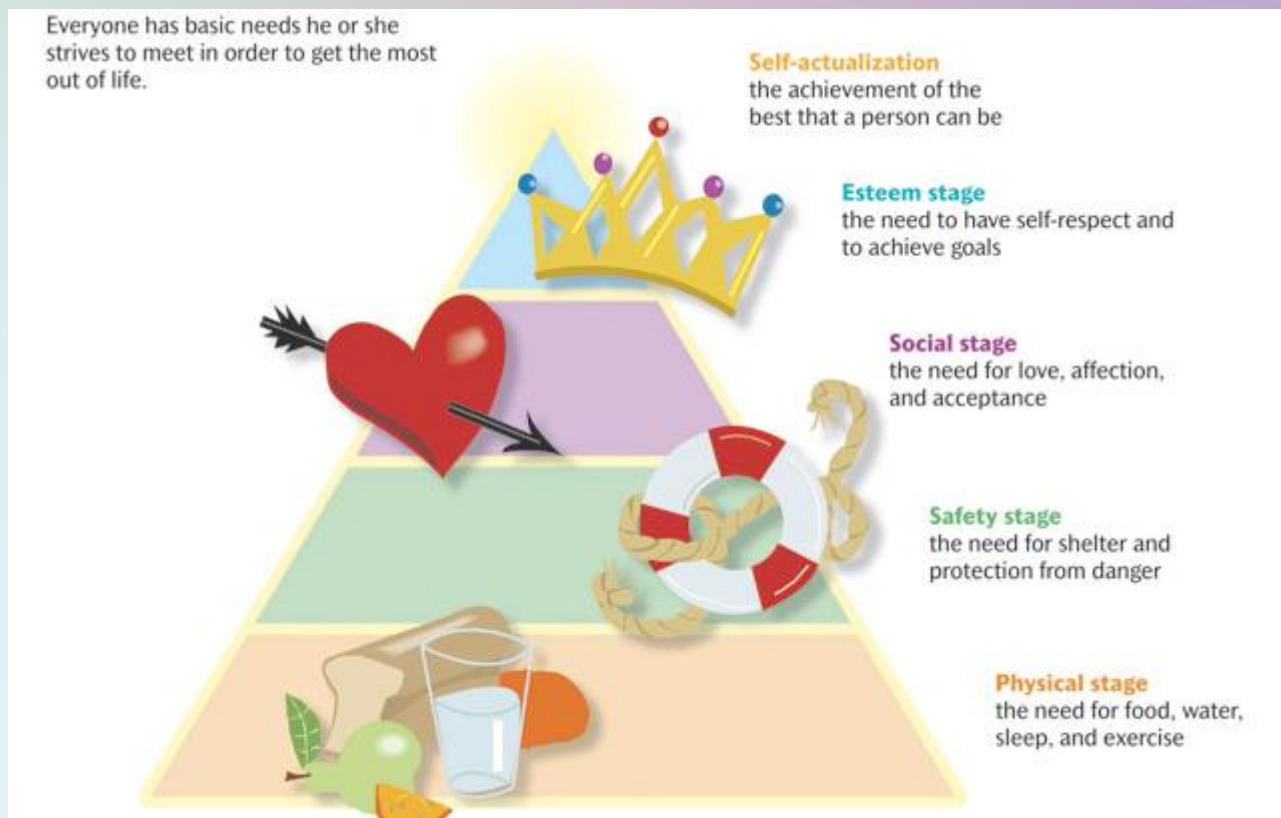
# Community Health Worker (CHW) Demonstration





# Total Health Care, Inc. – Baltimore, Maryland

- A Federally Qualified Health Center (FQHC) dedicated to bringing quality, comprehensive health care to the most underserved communities
- Established in 1989 from merger of Constant Care Community Health Center and the West Baltimore Community Health Care Corporation
- 8 Community Health Workers





# Housing Authority of the City of Los Angeles

US Department of Housing & Urban Development

Jobs Plus Program

2019-2023



# LA Health Equity and Access Collaborative

## Lead CHW Health Partners

- Watts Healthcare Corporation
- University of Southern California

## Health Partners in Watts

- MLK Community Hospital
- Charles R. Drew University
- Alta Med
- Cedar Sinai Coach 4 Kida
- Roads Healthcare Clinic
- Department of Public Social Services
- Department of Mental Health
- Department of Public Health

# CHW Program Benefits

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## **Healthcare systems perspective**

Allows for a broader and more strategically controlled access to health services and better quality of care assurance

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## **Community perspective**

Translates into access to new healthcare resources and points of service, as well as enhanced recognition of CHWs as valuable community human capital

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## **CHW perspective**

Validates the value of the work of CHWs, provides greater opportunities for reimbursement of CHW services, equips them with greater community building capacity, and offers opportunity for personal growth

# CHW Program Design



TO TRAIN RESIDENTS IN  
COMMUNITY OUTREACH  
FOR THE PURPOSE OF  
HEALTH EDUCATION AND  
PROMOTION



TO INCREASE RESIDENT  
UTILIZATION OF  
PREVENTIVE  
HEALTHCARE



THROUGH THE CHW  
PROGRAM, DEVELOP  
CAREER PATHWAYS INTO  
THE PUBLIC HEALTH  
FIELD



DEVELOP PATHWAYS FOR  
RESIDENTS AND THE REENTRY  
POPULATION TO UNDERSTAND  
THEIR MEDICAL BENEFITS FOR  
INCREASED UTILIZATION AND  
THE POTENTIAL FOR JOB  
DEVELOPMENT IN THE HEALTH  
PROFESSION.

# NEXT STEPS

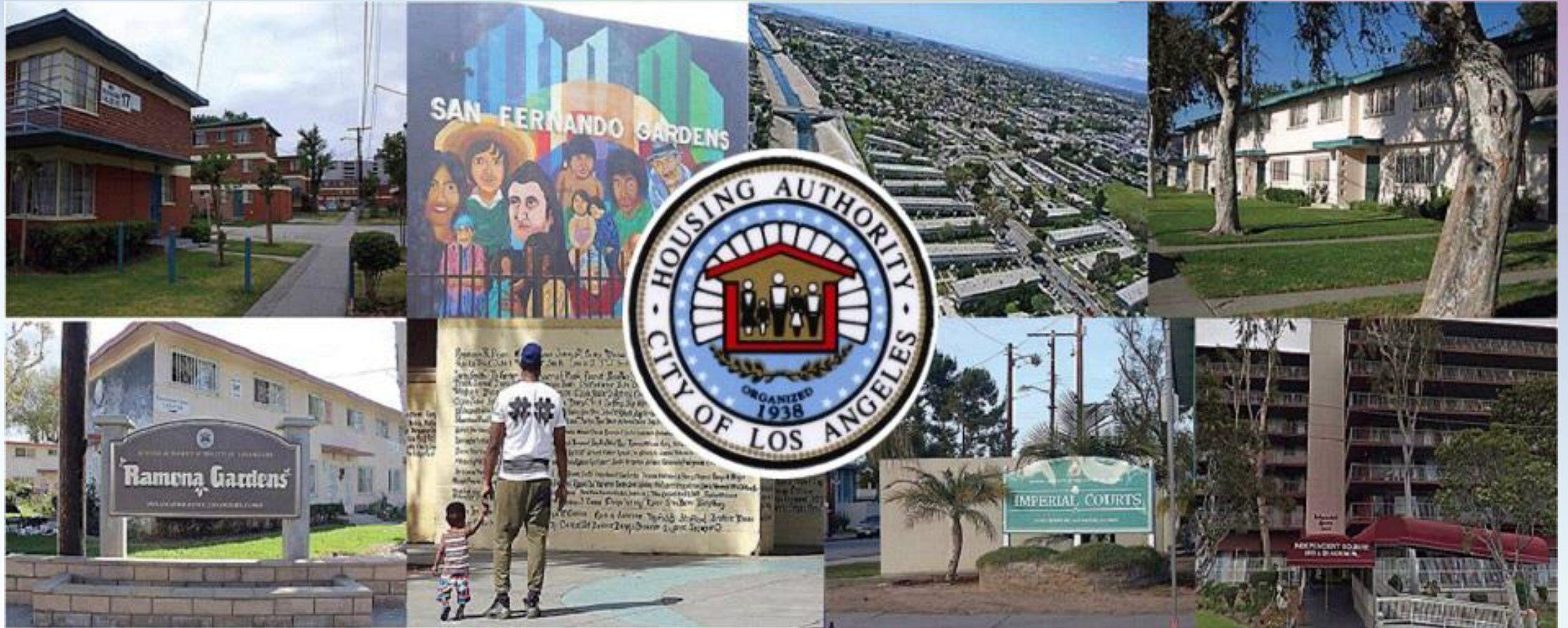


EVALUATION FEEDBACK



INTEGRATION WITH  
NICKERSON GARDENS JOBS  
PLUS & CAREER PATHWAYS

# Nickerson Gardens



# Meet our Nickerson Gardens Community Health Workers





# Meet the Nickerson Gardens Community Coaches



# Farmer's Market delivery in Collaboration with SEE-LA



**Bring the Farmers' Market to your (Home) School**

**Fresh Produce Delivery for 8 weeks starting this Wednesday May 27th!**

**Harvest of the Month™**

Each week you will receive a Harvest of the Month kit which includes:

- 1. A Farm Fresh Produce Sample (different every week)
- 2. Fun Facts, Easy Recipe and Video about this Week's Harvest
- 3. Short Survey
- 4. Chance to win \$50 to spend at a SEE-LA Farmers' Market

delivered to your door between **1:30pm - 5pm**

**SEE-LA**  
Sustainable Economic Enterprise of Los Angeles  
Farmers' Markets

SEE-LA is a non-profit, equal opportunity organization. You can contact us at [seela.org](http://seela.org) or (323) 463-3171.

Only residents of Nickerson Gardens are eligible for this FREE delivery. Please refrigerate your produce delivery as soon as you receive it.




SUMMIT HELP LINE 1 (877) 860-3058 Code: 836425

# Everytable Food distribution for Seniors & Disabled Residents



The Plug Jobs Plus @Nickerson Gardens





During (COVID-19) We Are Still Here to Assist!

How would you like:

- The monthly Rent Benefit of the Jobs Plus Earned Income Disregard (JPEID)?
- Assistance with gaining Employment?
- Assistance with a new Career?
- Guidance in Improving your Families Health?
- Community Supportive Services/Resources?

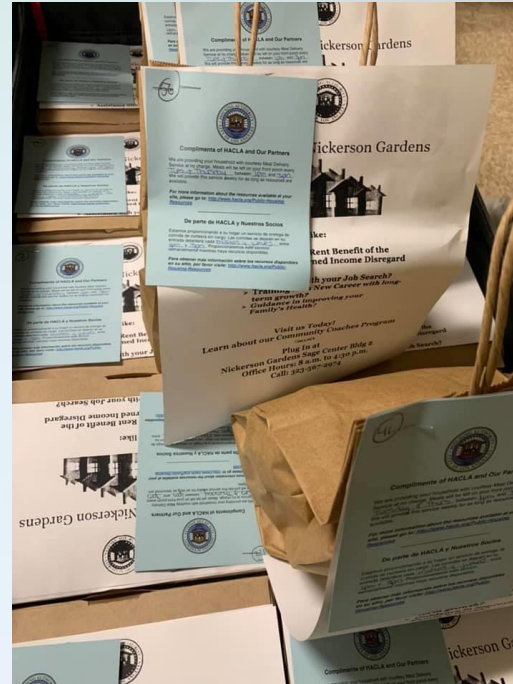
We Are Open Tuesday | Thursday | Friday

Plug In At  
Nickerson Gardens Stage Center Building 2  
Office Hours: 8 a.m. to 4:30 p.m.  
Call: (323)-567-2974 or (213)-817-0549 for Immediate Assistance

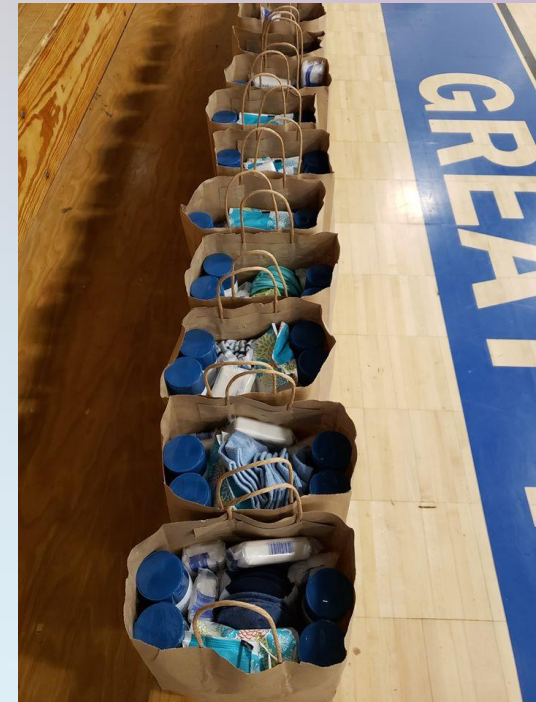
Follow us via   @jobplus\_ng  
\*\*you must be at least 18 years old to qualify for the program\*\*



# The Dream Center volunteers distributing Gate Gourmet bagged lunches



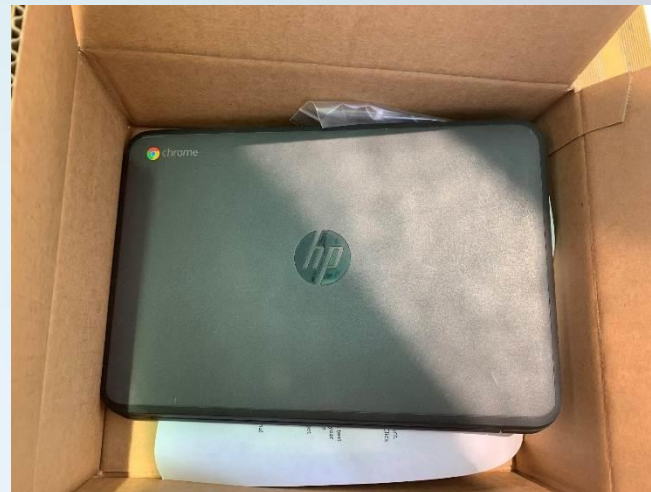
# Baby2Baby donation to Nickerson Gardens




# Nickerson Gardens Community Coaches distributing diapers/wipes to Residents



# Crown Castle, Connected by Good Program donation of 70 LAPTOPS to Nickerson Gardens Students



# Career & Resource Fair





**HACLA CONNECT 2020**

**JOBS PLUS NICKERSON GARDENS CAREER & COMMUNITY RESOURCE FAIR**

**THURSDAY, FEB. 20, 2020  
12:00 PM – 4:00 PM**

The purpose of the event is to meet employers that are hiring and gain access to apply for a job on the spot. There will also be community organizations present to share with Nickerson Gardens their valuable Resources and Services.



Having authority of the City of Los Angeles (HACLA) is an equal opportunity employer and all qualified applicants will receive consideration without regard to race, ancestry color, national origin, religion, sex, disability, marital status, age, genetic information, veteran status, sexual orientation, gender identity or any other status provided by law. HACLA will reasonably accommodate individuals with disabilities. For request a reasonable accommodation, please contact Human Resources EEO Compliance Officer (213) 340-1348. Street, Los Angeles, CA 90009 Telephone: (213) 249-7751, TTY: (213) 247-8977 and 5 business days in advance.

**Event Location**  
1450 E. 114<sup>th</sup> St  
Los Angeles, CA 90059

**Bring your most recent Resume**

**Dress for Success**

**Network with over 20 Employers**

**Learn about different Training Programs**

**Contact Howard Luong for Resume revision or Career Services**  
[howard.luong@hacla.org](mailto:howard.luong@hacla.org)





# Community Partners Meeting



# California Health Homes

# Watts

- Watts riots of 1965
- McCone Commission established need for healthcare
- Birth of health centers
- Mission of health centers is to use the health care system to change the health and lives of their communities' residents



# Watts Healthcare

- Federally Qualified Health Center
- Providing services since 1967
- Operates 7 sites
- Provided healthcare services to 23,754 unique patients in 2019

## **Comprehensive primary care:**

- Internal Medicine and Pediatrics
- Dental and Vision
- Obstetrics and Gynecology
- Diagnostic Imaging services
- Health education and Chronic Disease Management
- WIC services



# California Health Homes Program & Community Health Workers

## What is Health Homes?

Affordable Care Act of 2010, Section 2703

- Launched in Southern California 07/01/2019
- Health Homes program created community-based care management entities
- Provides care coordination to eligible Medi-Cal beneficiaries with multiple chronic conditions
  - Navigate the healthcare system
  - Expected result of improved outcomes and decrease healthcare cost

## What do CHWs do?

Community Health Workers work alongside Care Coordinators to:

- Outreach and engagement—in the office or in the community
- Comprehensive care management
- Care Coordination
- Health promotion
- Comprehensive transitional care
- Member and family support
- Referral to community and social services

## Benefits to Community Health Worker

- Experience interacting with community within the context of healthcare
- Experience being part of a healthcare team
- Enhance knowledge of available community resources
- Exposure to tools for assessment of social determinants of health
- Gain technological experience of presenting data



# Time to Talk

Questions & Answers

Thoughts & Considerations

What do you want to tell us?

# Thank You...

- IHEC partner agencies and representatives
- Public Housing Agencies
- Health partner agencies
- Atlas Research
- Bizzell Group
- Institute for Public Health Innovation
- EveryoneOn
- All of you!



CLPHA



#HousingIs2020  
@Housing\_Is  
@CLPHA

# Join us! Get involved!

Jason Amirhadji – [Jason.Y.Amirhadji@hud.gov](mailto:Jason.Y.Amirhadji@hud.gov)

Dr. David Wong – [David.Wong@hhs.gov](mailto:David.Wong@hhs.gov)



[hud.gov/program\\_offices/public\\_indian\\_housing/jpi](https://hud.gov/program_offices/public_indian_housing/jpi)



[minorityhealth.hhs.gov](https://minorityhealth.hhs.gov)