



Pierce County **ACH**

Community Health Worker Conference

April 11-12, 2019

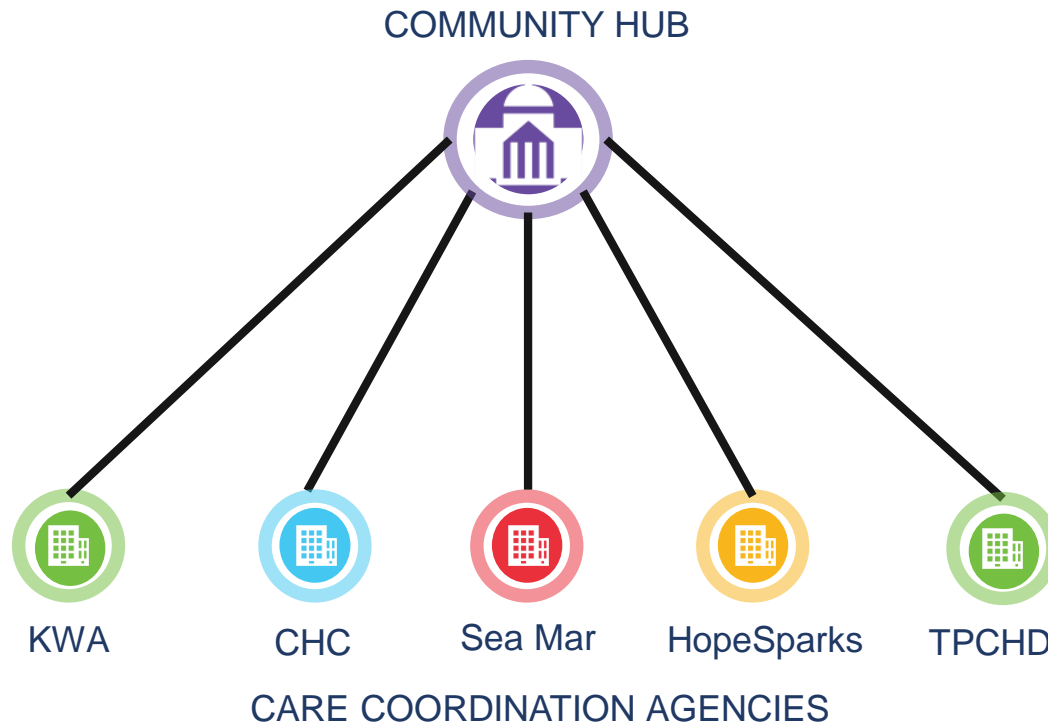
Enhancing the Role of the Community Health Worker



Community Hub Program Background
by Reyneth Reyes Morales

**Enhancing the Role of the Community Health
Worker**
by Ash Martinez

Regional Organization and Tracking of Care Coordination



- Same program delivery across all care coordination agencies
- Distributed according to client choice then agency capacity
- Incorporates the role of the Community Health Worker
- 4 out of 7 of Community Health Workers are Bi-lingual

Referral Partners/ Sources

Referral Partners



COMMUNITY HUB



Referral Source



Community Health Care
Comprehensive Life Resource
Crystal Judson Family Justice Center
HopeSparks
Korean Women's Association
Pierce County AIDS Foundation
Sea Mar
Step by Step
Tacoma Pierce County Health Department

Answers Counseling
Baby Catchers
Care Net
CHI Franciscan Providers
Community Service Offices
Coordinated Entry
DSHS
MultiCare Providers
Pathways Text Line
WIC



Pathways 101

www.PierceCountyACH.org/pathways101

Approach: Quadruple Aim



TO QUALIFY:

- Residing in Pierce County
- Medicaid or Medicaid Eligible
- High Risk Factors
 - Previous poor birth outcome
 - Tobacco or Substance Use
 - Mental Health Concerns





If you are pregnant and on Medicaid, we can connect you and your baby to *FREE* resources and services.



MOM, you can help me
before I'm born

We can help you find assistance for:

- employment
- medical home
- health insurance
- social services
- education opportunities
- and more...



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TO QUALIFY:

- Residing in Pierce County
- Medicaid or Medicaid Eligible
 - Birth-65 Years Old
 - Diagnose of two or more chronic diseases or,
 - Diagnoses of one chronic disease with one mental health diagnoses/ self-identified
- Excludes:
 - Cancer diagnoses
 - Terminal Illness

Chronic Disease

Progress Report

Program Statistics				
Total Referrals	Active Clients	Client Engagement	Graduated	Total Births
400	82	205	113	58

Gestation at Enrollment		
1 st Trimester Enrollment	2 nd Trimester Enrollment	3 rd Trimester Enrollment
5	21	32

Birth Weight	
Low Birth Weight	Normal Birth Weight
12	46

Pathways			
Pathway Type	Initiated	Finished Incomplete	Completed
Social Service Referral	978	180	684
Education	619	0	588
Medical Referral	389	90	230
Medical Home	85	16	60
Immunization Screening	58	9	39

*Data as of March 13, 2019

Ash Martinez
Community Health Worker
HopeSparks



Crucial Attributes for a CHW

Flexibility

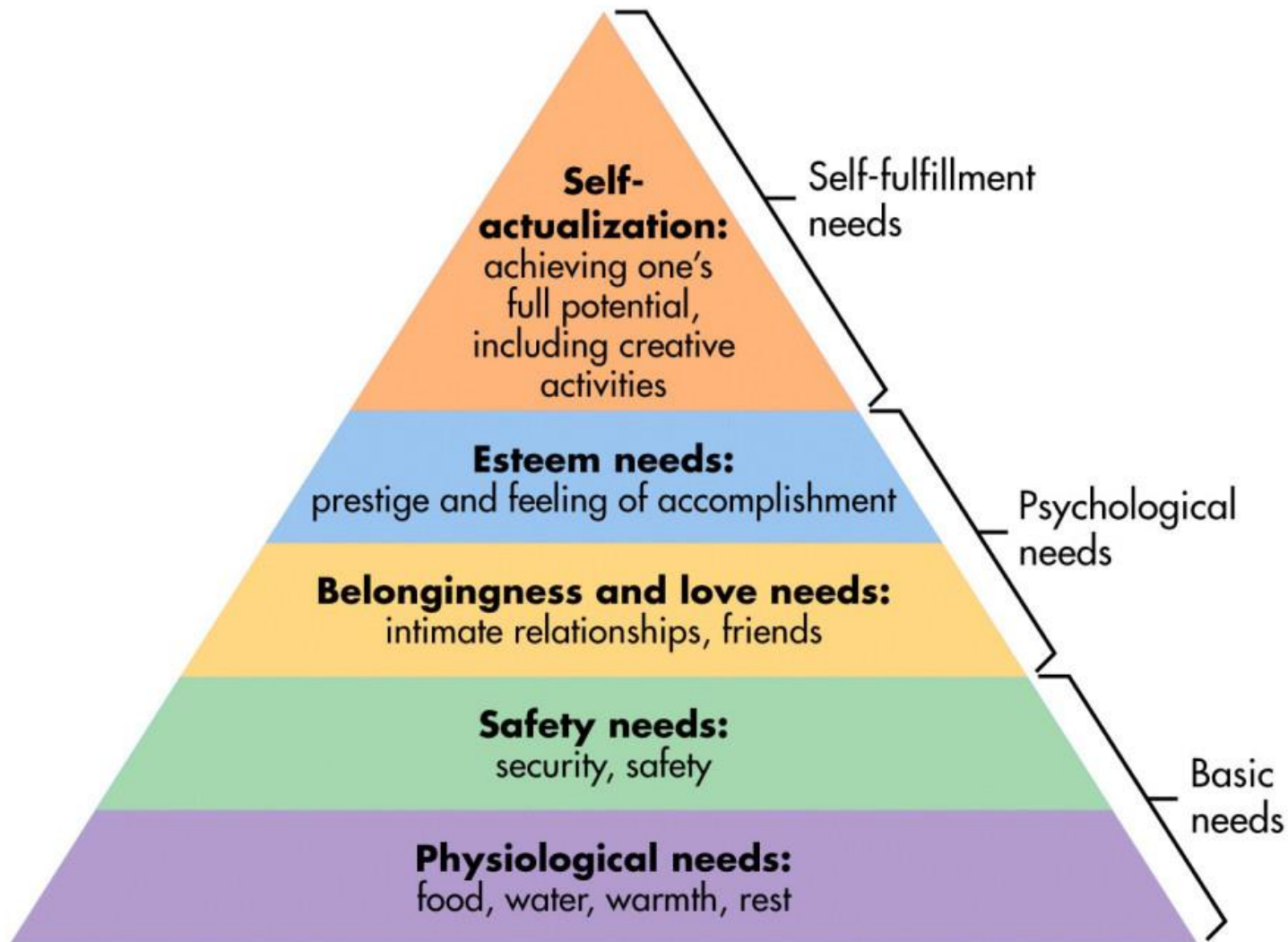
Leave personal moral ideals,
opinions, out of customer care.

Cultural Competency

Mental health
awareness/knowledge



Maslow's Hierarchy of Needs



Continue Learning



- Seek and complete trainings that will continue to evolve knowledge of role
- Mental Health First Aid Training
- Cultural Competency Training
- Motivational Interviewing
- Secondary Trauma Training



Make Self Care a Priority



- Prevent burnout; make self-care a priority. Aim to do something that relaxes you everyday. The work will always be there, maintain work/life balance. You are only able to help others if you are helping yourself first.


Research, Outreach, Gather Resources, Repeat

Do the leg work. If you are not sure what resources are out there, call 211, search the web, call around. Stay up to date on what services are available so you can connect your clients with available, quality resources. Outreach to other nonprofits and social services. Work together, create mutually beneficial relationships. This will benefit the work and your client's experience. A CHW must be connected to the community they serve.



Tangible Success Stories

The following slides
discuss 3 notable
success stories for
clients that participated
in the pilot year of
Passage 2 Motherhood



Success Story Part 1

- I organized a Passage 2 Motherhood baby shower (with the assistance of a couple other CHW's). I collected baby item and diaper donations. We were able to get Panera to donate some food. We played games and had a raffle! All 10 mom's who attended left with their arms full of gifts.



Success Story

Part 2

- The first client I had in the Passage 2 Motherhood program was challenging, at first. This client had PTSD, depression and a mistrust for social services. She was also homeless at the time.
- Over the course of 10 months, we forged a trusting relationship and I assisted this client with:
 - -Housing
 - -Mental health referral
 - -Furniture
 - -Financial assistance
 - -Maternal Support Services
 - -Baby items
 - -Diapers
 - -Food
 - (and more...)



Success Story Part 3

- Unlike my previous client, this client bonded with me quickly. She was 18 and a first time mom. The challenging part of this case was getting the client to follow up with the referrals I have made. This client has severe PTSD, anxiety, depression, chronic pain and pseudoseizures (stress related seizures). Due to this, this client is not allowed to hold a license and she is scared of taking the bus.
- What I have helped her with:
 - -Baby items
 - -Encouragement to get a service animal (she previously had one)
 - -Diapers
 - -Mental Health referral
 - -Countless education pieces
 - -Helped her to identify that she may have a Postpartum Mood Disorder and to follow up with Primary Care Physician



Direct Quotes from Client Experiences

"This program has changed my life"

"It has been great to have your support, you have my back and remind me of the things I need to accomplish"

"Sometimes, you were the only support I had. Thank you for that."

"Our appointments gave me time to focus on me, and have some adult time. This meant so much to me"

"You helped me to become a better person"

"I am so happy for your program, and for the education and resources, you provided me throughout my pregnancy. I will look for you when I am pregnant next time"





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