

Health Care Advisory Board

April 17, 2024

1:00 pm

Community Support Services, Conference Room A

218 SE 24th Street, Gainesville, FL 32641

Pages

1. Call to Order
2. Approval of the Agenda
3. Approval of Minutes 1
4. Old Business
- 4.1 Community Health Worker Update 5
5. New Business
- 5.1 Update on Alleviating Health Disparities in East Gainesville - Dr. Lakesha Butler
6. Public Comment
7. Adjournment

Health Care Advisory Board

Date: March 6, 2024

Time: 1:00 pm

Members Present Erica Barnard, Joseph Benton, Frank Catalanotto, Scott Darius , William Garst, Aaron Jarvis, Krista Ott, Lindsey Redding, Shayna Rich, Catherine Striley

1. Call to Order

The meeting was called to order by Bill Garst at 1:06 pm.

Members Present: Bill Garst, Aaron Jarvis, Leah Vail-Compton, Eric Barnard, Frank Catalanotto, Catherine Striley, Krista Ott,

Members Absent: Scott Darius, William Warrick, Shayna Rich, Lindsey Redding

Staff Present: Tom Tonkavich, Jaye Athy, Tyler Yeadon

Guests: Cherisse Britton

2. Approval of the Agenda

Frank Catalanotto moved approval of the agenda. Second: Aaron Jarvis motion passed unanimously.

3. Approval of Minutes

Frank Catalanotto moved approval of the previous meeting minutes. Second: Catherine Striley motion passed unanimously.

4. Old Business

Cherisse Britton gave a presentation to the Board giving information and updates on the CHW program

Q&A:

- Are referrals tracked? Yes
- Were any dental? Yes
- Was Acorns one of the sites? Yes

- What educational classes are available? Healthy eating, nutrition, and physical activity.
- More information on Find Help? CHW and UF are partnering to try and create/maintain a resource guide. There are the common issues of staying up to date, Find Help does help in this regard. CHW agencies were verified to be on Find Help with none removed. There is a way to track referrals through Find Help.
- Any activities related to behavioral health or mental health? No, CHW does not have an agency focused on that area yet, but it is in the process
- Difference between WIOA and Non-WIOA placement and payment? All candidates go to CareerSource for screening, WIOA acceptance is based on their background. Lower income or lesser skilled individuals will generally be accepted into WIOA, if not they will tap into CHW funding for wage subsidization.
- Is there a dollar cap on subsidizing or variation of payment plans? Still under review, dependent on budget
- Do other Counties have similar programs? Its more popular in the southern counties where they benefit from Spanish speaking CHWs, but Alachua has the opportunity to be the CHW center for Northern FL
- How are CHWs trained in Insurance uses, applications, etc.? Insurance training is part of the 3-6 month self-led online curriculum
- Do the Clients the CHW serve have computer literacy to be able to use Find Help? The CHWs are trained in computer literacy in the curriculum in order to help the patients

Next steps for CHW program:

- Schedule BetterYou2.0 updates
- advocate for more funding
- Bill Garst mentioned a CHW and Pharmacy collaboration program that is in the planning stages

Concerns from Board:

- Level of recruiting for positions

- No upward mobility path for careers
- Answer: Pastor Duncan has interested recruits; orientation sessions are held to recruit. 6 are enrolled, 7 pending and in talks with others. 10 is seen as a successful number. Working on agencies to receive CHW before increasing numbers.

5. **New Business**

Program Updates:

- Bill Garst – Union County had only 1 pharmacy in the entire county, CVS, until Spires grocery store opened a Pharmacy this week.
- Erika Barnard – CHA is still working on reports and data, WeCare quality improvement project is to improve the follow through that patients who qualify for the early detection program.
- Krista Ott– Hired a second paramedic for the CRP, got extra funding through Community Block Development grant, Healthy Afternoon program had increased attendance next meeting at West Side Park.
- Catherine Striley– RX Food Prescription program will receive an update, new Food Pantry set to open, Free skin cancer screening coming up April 27th at UF
- Tom Tonkavich– Syrine Exchange Project last Friday was the soft opening of the program, Florida Harm Reduction network partnered with Out of Harms Reach to start the program and create the reporting and monitoring procedures. Hoping to have them come present to HCAB
- Frank Catalanotto– Department houses an oral cancer center that will be rebranded to have community advisory and expand to more oral health issues than just oral cancer.
- Aaron Jarvis– Dr. Butler is coming to talk about a Florida Blue Award next meeting. Primarily focused on the East side of Gainesville. On a community engagement council for the hospital, trying to get more engagement with the community from the hospital perspective.
- Jaye Athy– This board has some expiring positions, applications are due. There is a position for an agency representing low-income patients, an email blast was sent to CHOICES and other agencies, but if anyone knows someone who could fill the position, please tell them to apply. Dr. Butler will speak at the next meeting about the Food Pharmacy primarily

on the East Side and also update on the East Side Medical Center. New CAPP RFA parameters went to the BOCC last week, agencies will not be eligible for CAPP and CHOICES they must pick one or the other, Board voted to fund Peaceful Paths separately for their loss and they will not be in consideration for CAPP, CHW salaries could be funded through CAPP programs if they apply

Concerns brought up with Medical Insurance signups in the County that are predatory or malicious in nature often times at a kiosk in a store or sold over the phone.

7. Adjournment

Frank Catalanotto moved to adjourn at 2:05 pm Second: Leah Vail-Compton motion passed unanimously.



ALACHUA COUNTY

Community Health worker
Program

Goals and Measures

Goal #1

Provide CHWs with access to a professional network and support system, development opportunities and assistance in navigation of career path.

Goals and Measures

Goal #2

**Facilitate discussions with CHWs
regarding career interests,
assistance in translating
education and training to career,
provide guidance and resources.**

Goals and Measures

Goal #3

Provide exposure to diverse perspectives and experiences.

Assistance in improving interpersonal skills and identifying areas for growth.

Mentorship Meetings:

A minimum of one monthly meeting per CHW.

Each monthly meeting will address a topic outlined below:

CHW-identified personal/professional goals within program and explore professional development opportunities.

Building interpersonal relationships/networking.

Good communication skills with coworkers and clients.

Importance of good personal health, attitudes, and self-esteem.

Navigating conflict resolution.

Best practices for community engagement.

Best practices for community advocacy.

Self-care for CHWs.

Best practices for work-life balance.

Best practices for time management and organization.

Adapting to workplace culture and dynamics.

Identifying and addressing gaps in knowledge/skills

Other topics as requested by CHW and/or CHW Program Administrator.

Monthly Report:

A monthly report provided to County professional and CHW

Program Administrator documenting:

of services rendered # of CHWs recruited # of mentoring sessions
Names of CHW communicated with Mentoring topics discussed the
date performed time spent performing the service Weekly check in
with CHW Program Administrator Update on potential/enrolled CHW
so CHW concern so Agency concerns or requests regarding CHW
skill so Opportunities for program sustainability Community
agencies interested in hiring a CHW



Bring REsources Bring Partnership





Sheena Brewer

Alachua County Health Dept.



***McLinda
Gilchrist***



***Jackie
Sutton***



***Community
Engagement***



Serving our Community 1 meal at a TIME





***Erinesha
Hamilton***



***Jarell
Whitehead***



FOOD is MEDicine



Local FOOD pharmacy



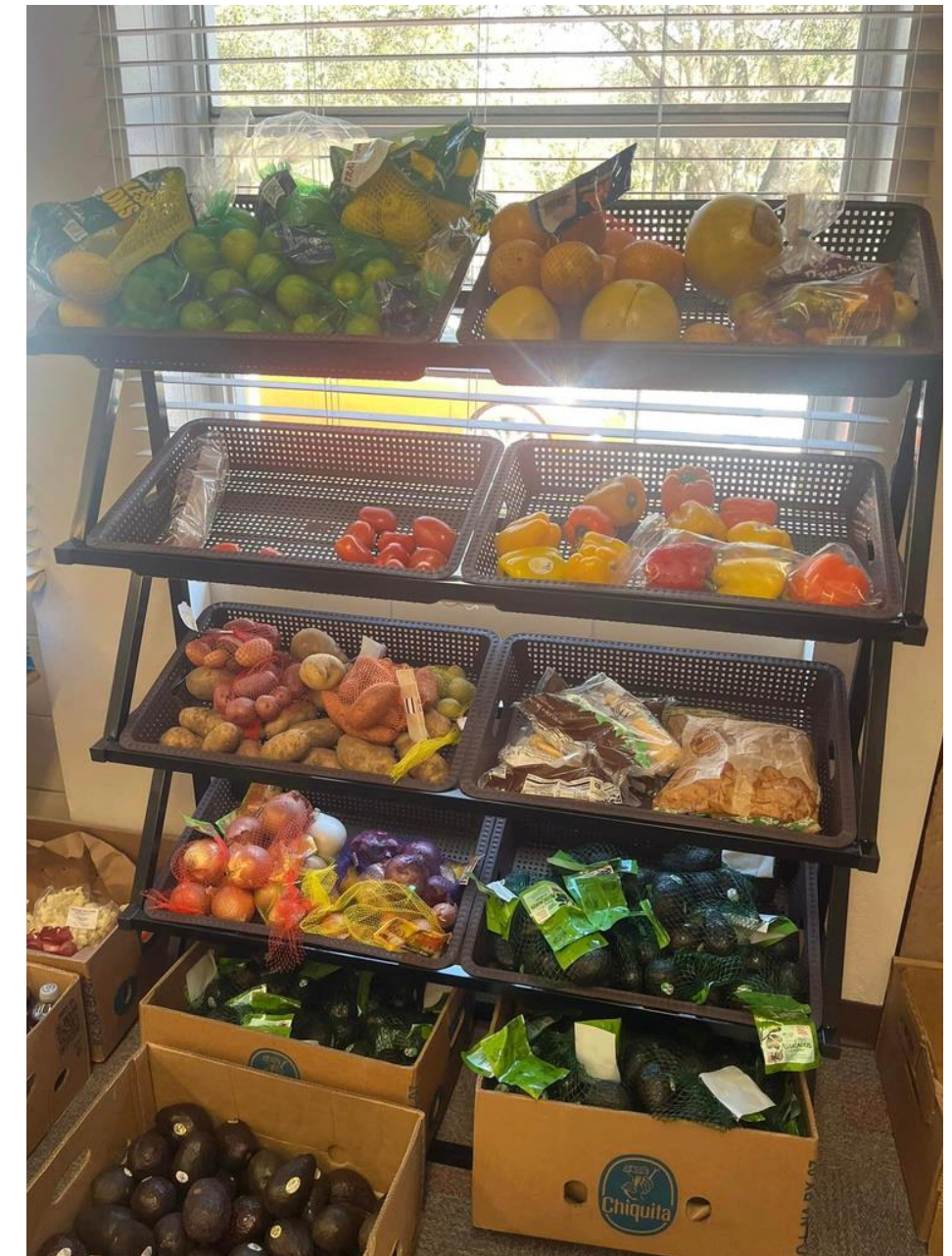
Local FOOD pharmacy



Healthy



EATING



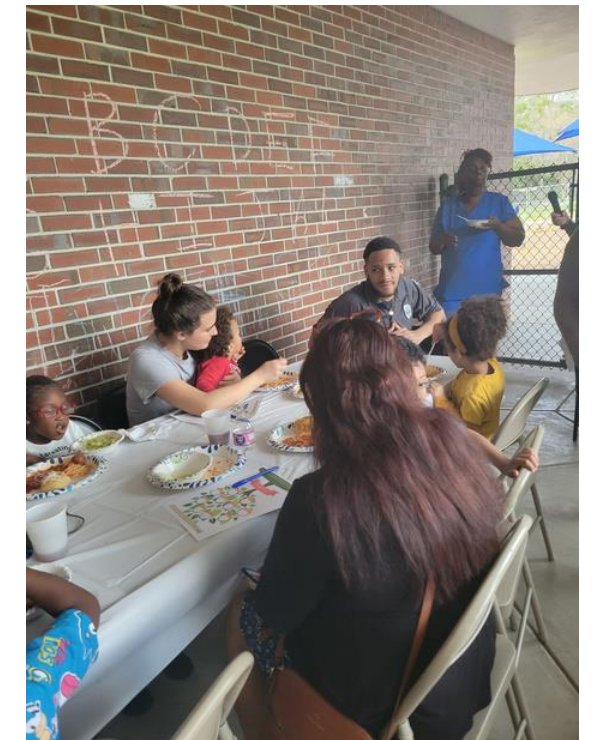


FOOD is MEDicine



Trish White

GNV4All Family Learning Center

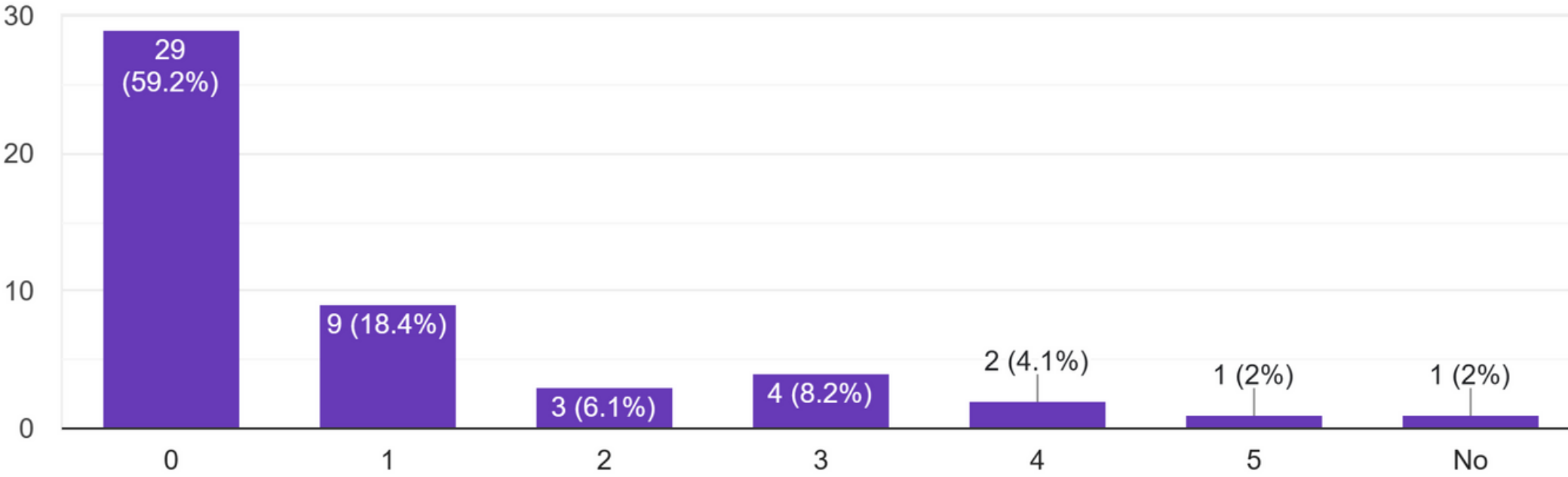


Vulnerability in East Gainesville

	32601	32609	32641	Florida	US
Age-adjusted CVD-Related Deaths per 100,000	145	159	185	146	162
% Adults who have taken medication for high BP	58%	71%	75%	77%	79%
Adults with ER visits for hypertension per 10,000	63.9	61.8	93.5	52.1	--
Area Deprivation Index Percentile	64%	78%	83%	52%	50%
% Households Utilizing SNAP	13%	25%	26%	16%	14%
% Adults Aged 18-64 Living in Poverty	48%	22%	27%	12%	12%
Food Insecurity Index Percentile	71%	88%	95%	--	50%
% Population Non-Hispanic Black	17%	36%	67%	15%	12%

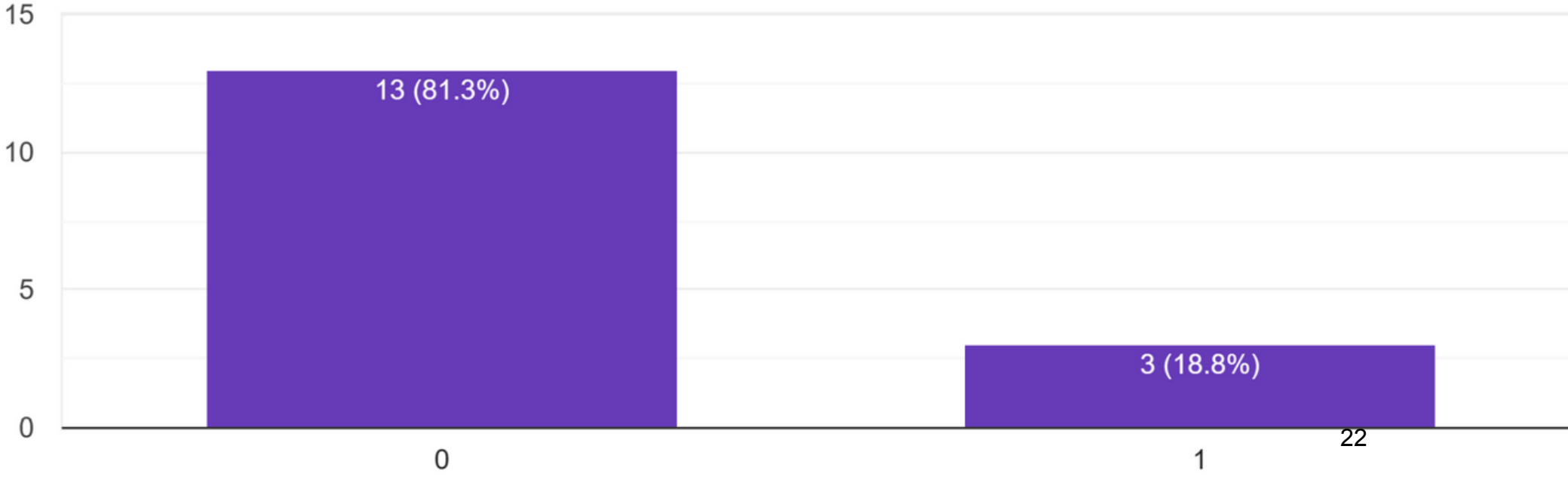
Frequency of ER Visits: How often have you visited the Emergency Room in the past three months to 1 year?

49 responses

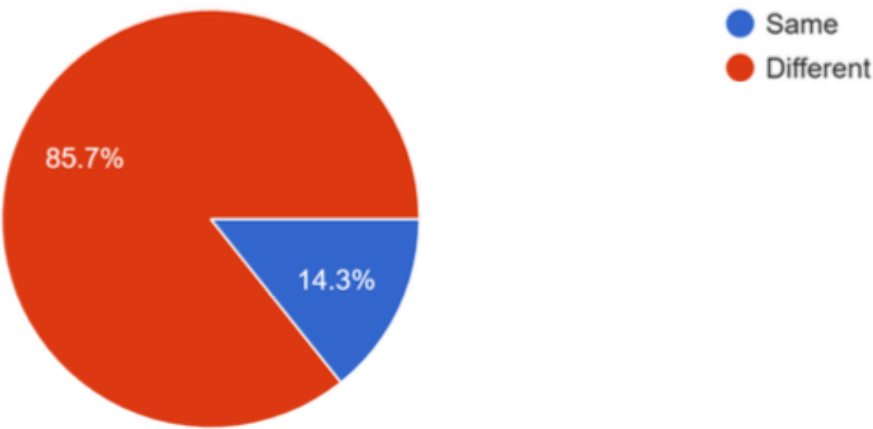


If yes, how many times have you went to hospital since you started the program?

16 responses



Were these visits related to the same health issue or for different reasons?
42 responses



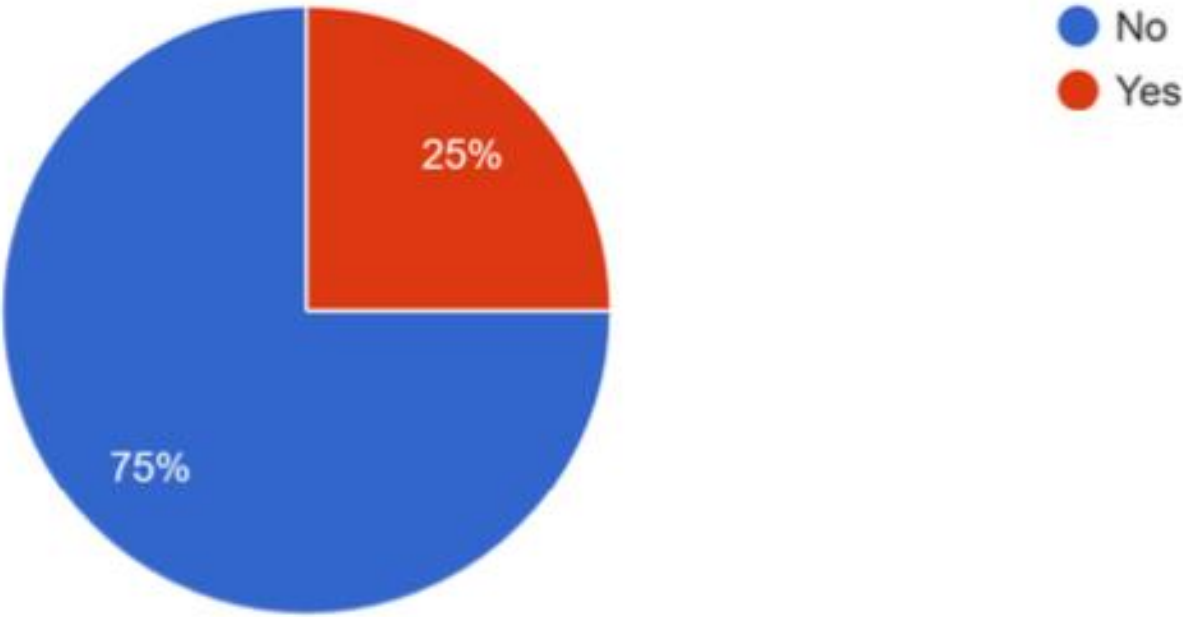
Reasons or ER Visits:

What was the primary reason for your most recent visit to the Emergency Room?

- N/a
- No
- None
- High blood pressure
- 0
- Leg
- Uti
- Bleed nose
- Fractured shoulder

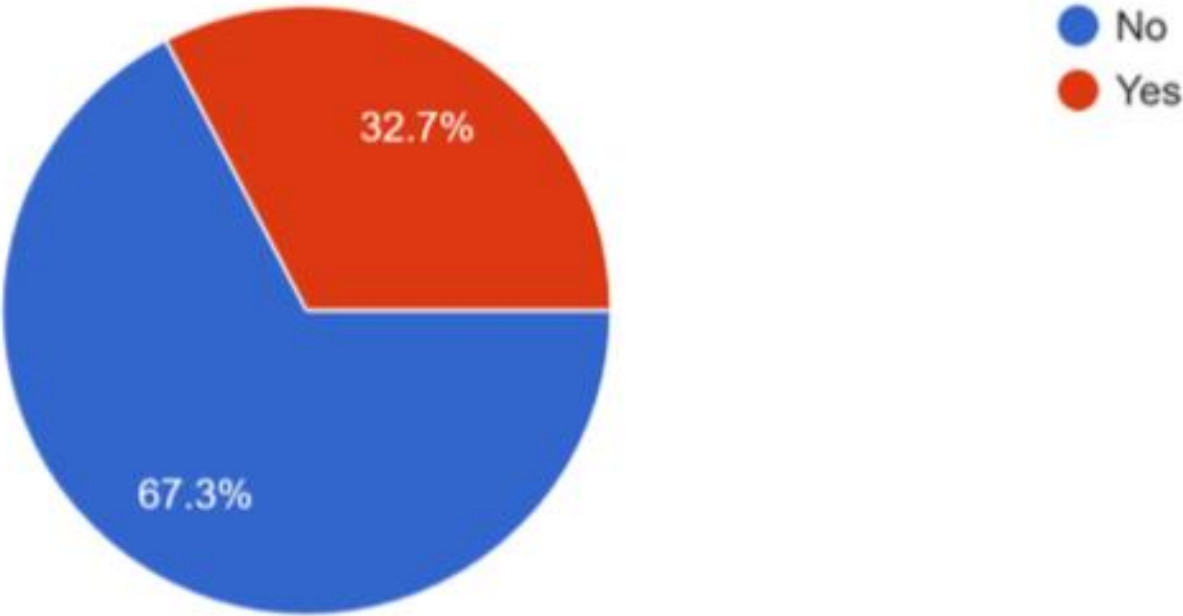
Were there any underlying health conditions that contributed to your ER visits?

48 responses



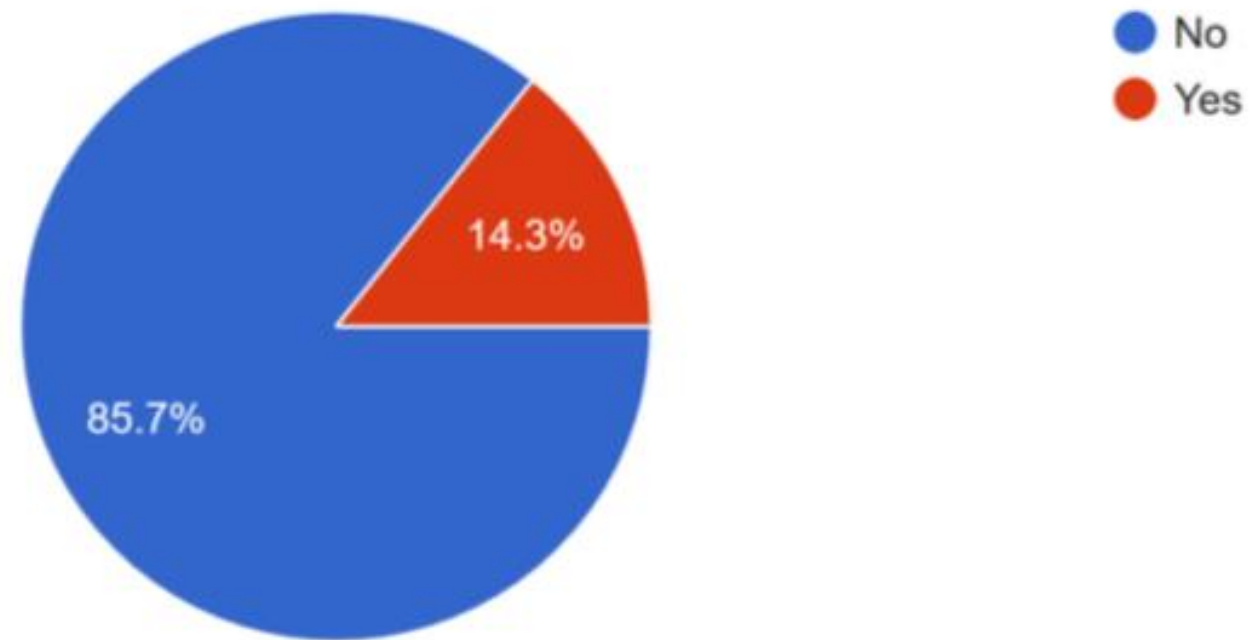
Did you receive any referrals or follow-up care instructions during these visits?

49 responses



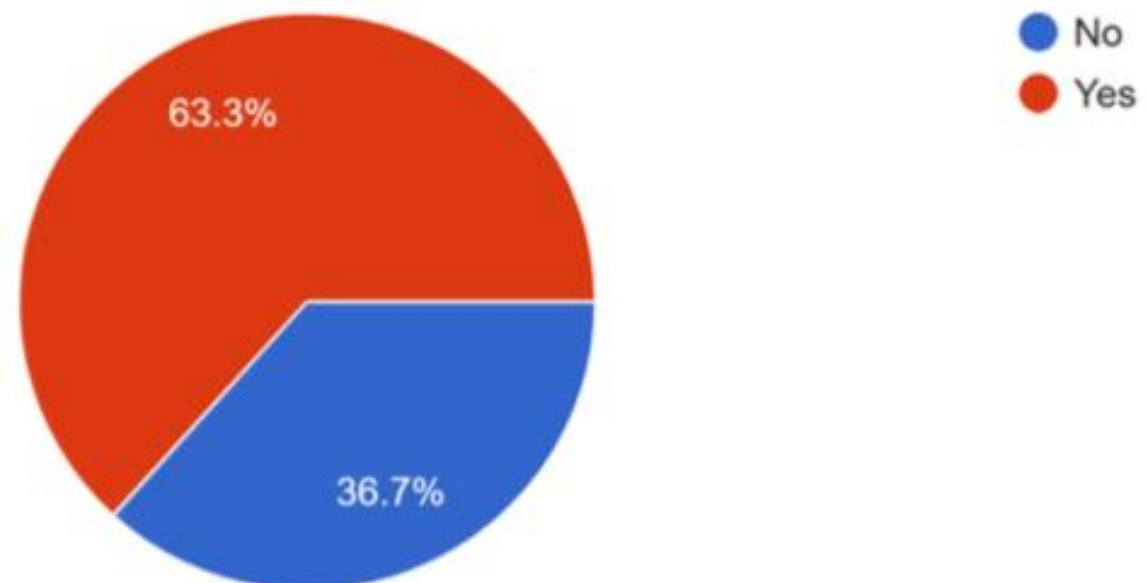
Were you admitted to the hospital after any of these ER visits?

49 responses



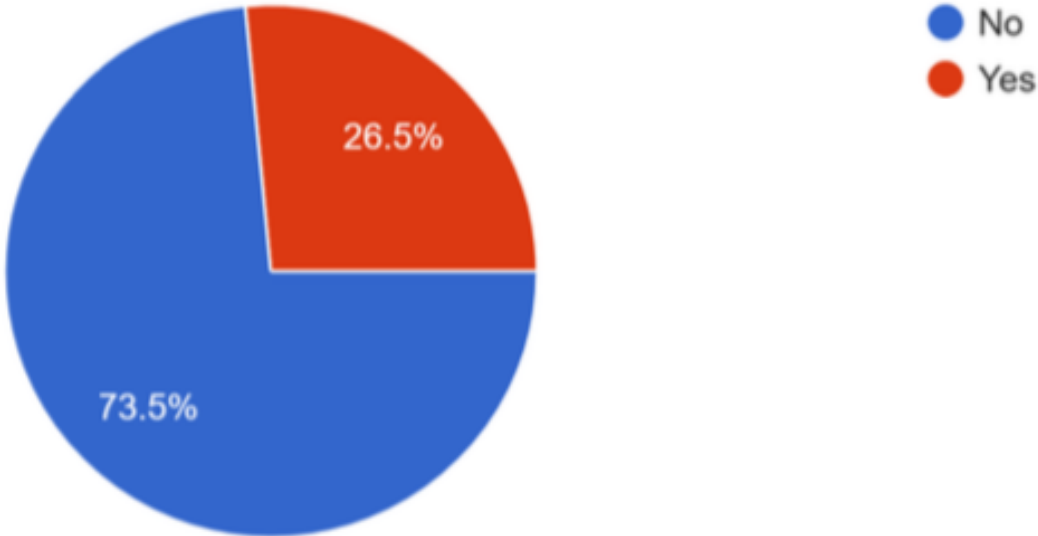
Access to Primary Care: Do you have a primary care physician or healthcare provider?

49 responses



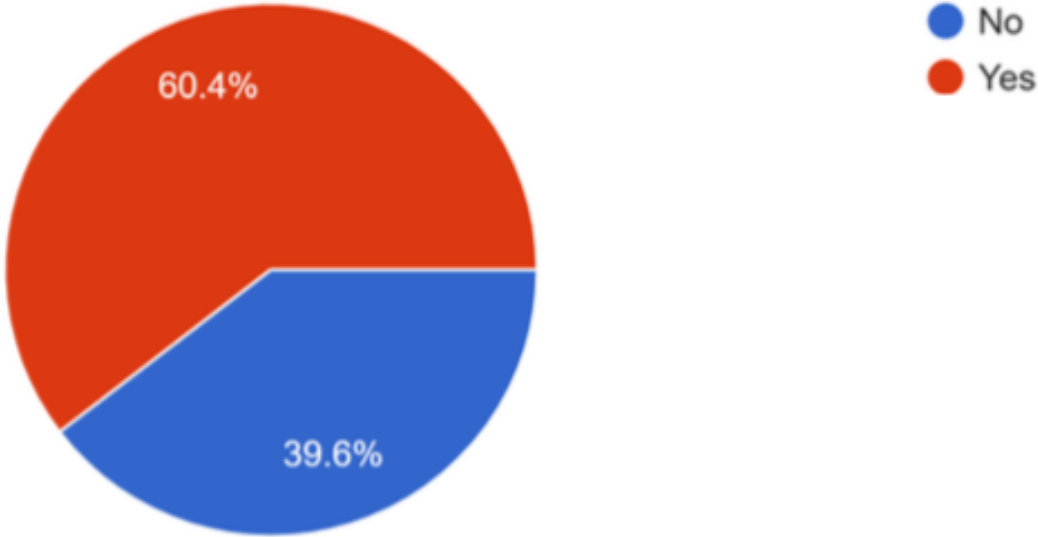
If Yes, did you contact your primary care provider before visiting the Emergency Room?

49 responses



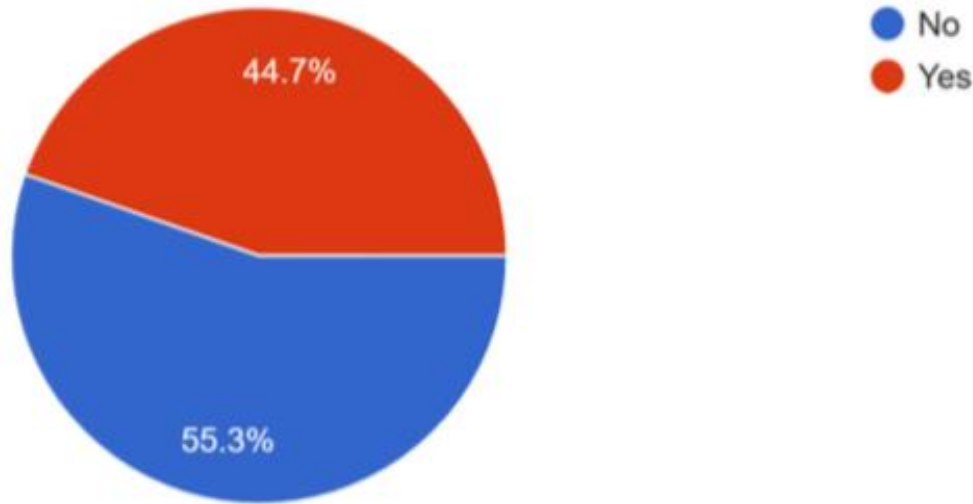
Health insurance Coverage: Do you have health insurance coverage?

48 responses



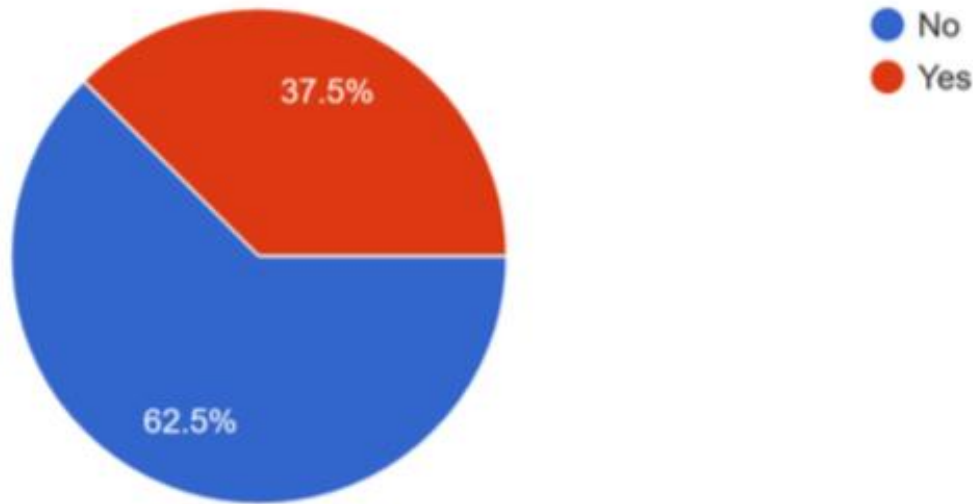
If yes, did your health insurance cover most of the costs associated with your ER visits?

47 responses



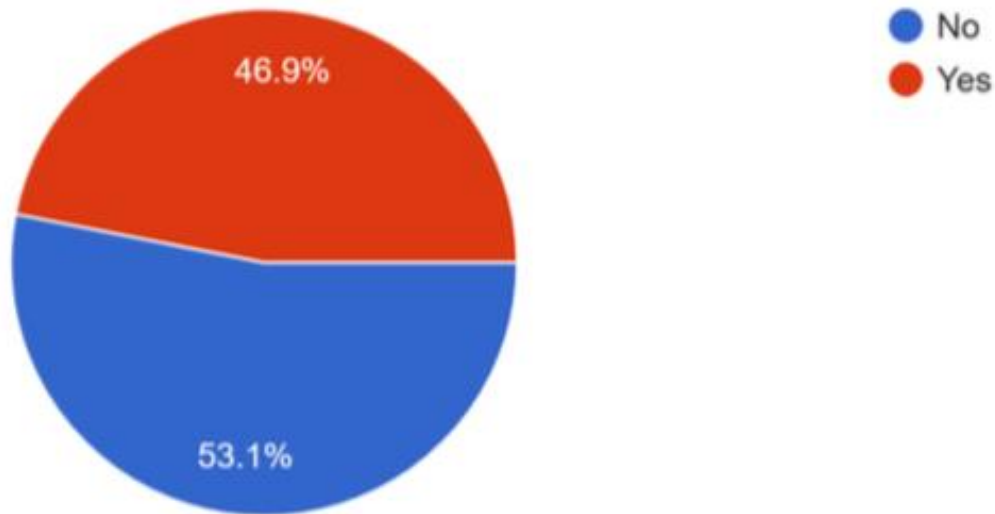
Follow-Up Care: Did you receive any follow-up care or appointments after your Emergency Room visits?

48 responses



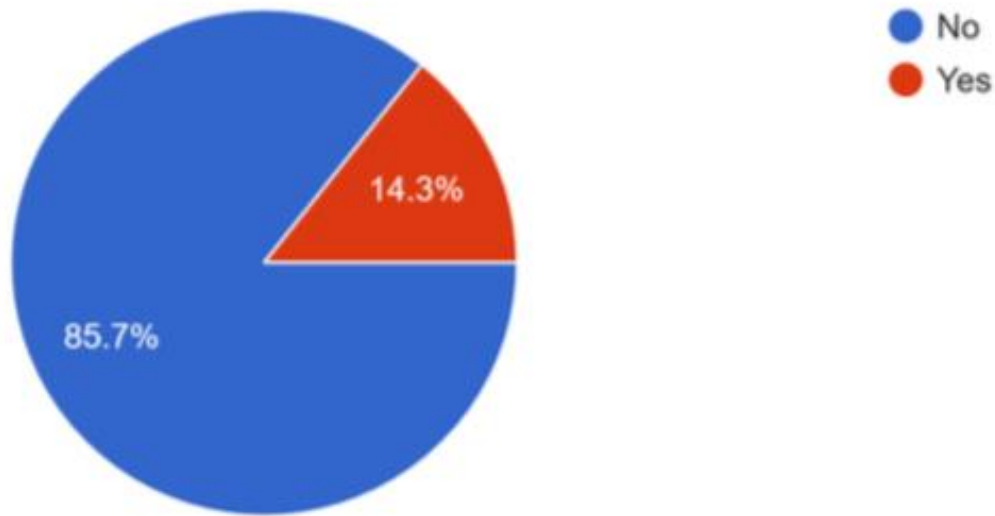
Were you satisfied with the follow-up care and support provided?

49 responses



Barriers to Timely Care: Did you face any barriers or challenges in accessing timely health care before deciding to visit the Emergency Room?

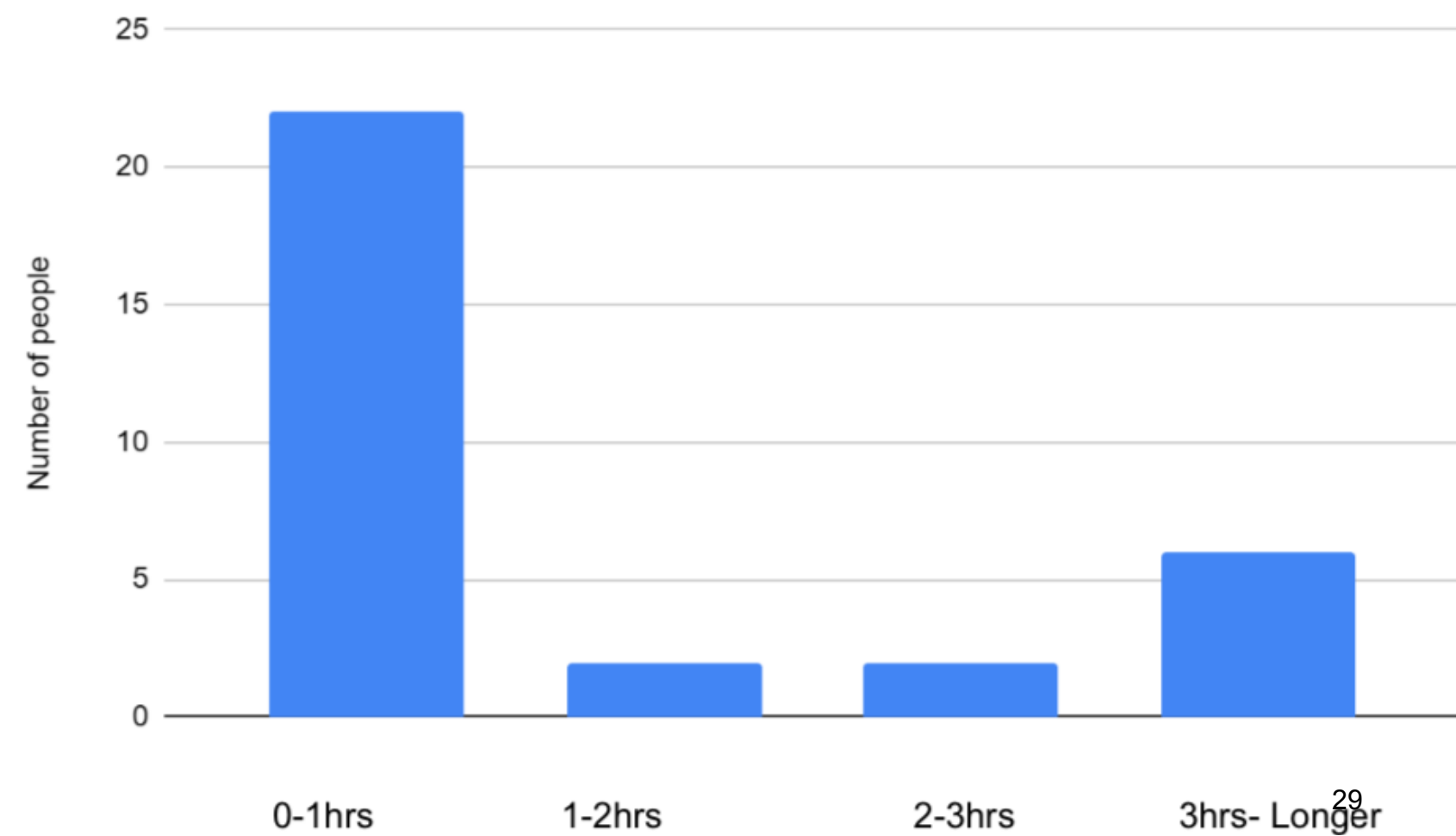
49 responses



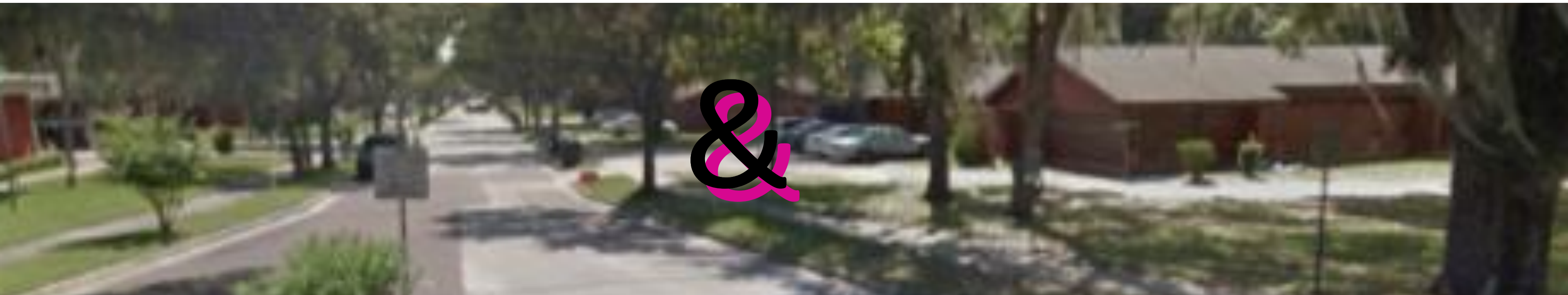
If yes, please specify the main challenges you encountered.

- N/a
- No
- None
- Bad cough/running nose/chest pain
- Being
- At work with no transportation

On an average, how long did you spend in the emergency room during each vist?



Question



&

Answer

Alachua County Community Health Worker Program

Quarters 1 and 2 FY 23-24

July 1, - December 31, 2023

Background: The Alachua County Community Health Worker Program (CHW Program) was formed through a partnership between the UF Workforce and Professional Development, CareerSource of North Central Florida, Alachua County Board of County Commissioners, Pastor Gerard Duncan of Community Partners and Engagement Consultants, and the Florida Department of Health in Alachua County.

The goal of the CHW Program is to improve the health and well-being of Alachua County residents by training, employing, and connecting CHWs with community agencies. The intent is for these CHWs to then assist Alachua County residents with navigating the health care system and connect them with appropriate resources. Through the CHW Program, eligible candidates obtain professional training and certification while community agencies benefit from a pool of qualified candidates that can further their mission in the community.

Prior to the partnership with the Alachua County Board of County Commissioners, the CHW Program had begun the recruitment, training, and agency placement process with multiple candidates. However, the buy-in and readiness from agencies regarding placement did not progress as quickly as the interest of the CHW candidates. Consequently, several candidates were lost during the process as they pursued more timely sources of employment.

CHW Recruitment: Recruitment for the CHW Program is primarily conducted by Pastor Gerard Duncan of Community Partners and Engagement Consultants. Pastor Duncan introduces the CHW Program and engages with potential candidates at weekly orientation sessions held at CareerSource. Pastor Duncan also promotes the CHW program through networking with community advocates.

The eligibility screening of candidates is conducted by CareerSource. All candidates are screened to determine the appropriate funding mechanism. Candidates may be eligible for training and placement funding via the Workforce Innovation and Opportunity Act (WIOA) or via the CHW Program allocated funds. Eligibility is determined based on:

- Family size
- Income
- Education level

Six candidates have been successfully enrolled into the CHW program, with seven additional candidates pending enrollment.

CHW Education & Training: Prior to the partnership with the Alachua County Board of County Commissioners, CHW education and training for WIOA eligible candidates was provided via an online training course by UF Office of Professional and Workforce Development. Non-WIOA eligible candidates were educated via the BESTYou 2.0 training facilitated by Dr. Laura K. Guyer. The training process has been updated to require that all CHWs complete both the online training course offered by UF Office of Professional and Workforce Development as well as the BESTYou 2.0 training. The BESTYou 2.0 training will now be facilitated by the CHW Program Administrator. All CHWs must now complete both trainings prior to their placement with an agency.

It is anticipated that all previously placed CHWs will complete the BESTYou 2.0 training by April 30, 2024. All CHWs will receive additional on the job/job-specific training after they have been placed at their respective agency.

Competencies covered by the CHW online training course include:

- Advocacy
- Community Education
- Informal Counseling
- Outreach
- Social Support

Topics covered by the BESTYou 2.0 training include:

- Alachua County Health data
- Social Determinants of Health in Alachua County
- Potential Role of CHWs in Alachua County
- Service Delivery as a CHW
- Documentation and Productivity

CHW Placement: CHWs are matched to community agencies that have partnered with the CHW Program. The matching process is based on agency-requested skills and CHW interest as well as interviews. Agencies with staff that function in the capacity of CHWs may also request that staff enroll in the CHW Program for formal training.

Six CHWs have been successfully placed at partner agencies in Alachua County from July-December 2023. These CHWs have been placed at four community agencies:

- 2 at UF Health Cancer Center
- 1 at DOH-Alachua
- 2 at the Food is Medicine Center
- 1 at Gainesville 4 ALL

The CHWs reside in various zip codes across Alachua County, including those zip codes that have a higher prevalence of health disparities (32601, 32609, 32641). All CHWs have been placed in agencies that provide services to their “home” zip codes. An

example of this is the Gainesville 4 All agency, whose CHW resides in and serves the agency's clients in 32609.

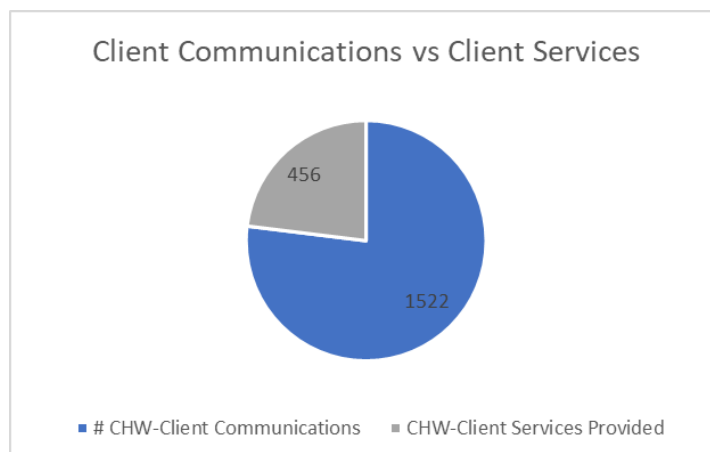
Agency Recruitment: Recruitment for agency partnership is primarily conducted by the Program Administrator. Approximately 16 agencies have been contacted in solicitation of partnership. These agencies were approached based on the diverse services provided to the residents of Alachua County including housing, health care, and education. Nine agencies responded expressing interest, and several meetings have been scheduled for preliminary discussions. Interested agencies are:

- GRACE Marketplace
- Women, Infants and Children (WIC) Program
- Alachua County School Board-Migrant Education Program
- The Children's Trust of Alachua County
- Rural Women's Health Project
- Helping Hands Clinic
- Greater Duval Neighborhood Association
- UF Health Obstetrics/Gynecology Clinics
- Gainesville Community Counseling Center

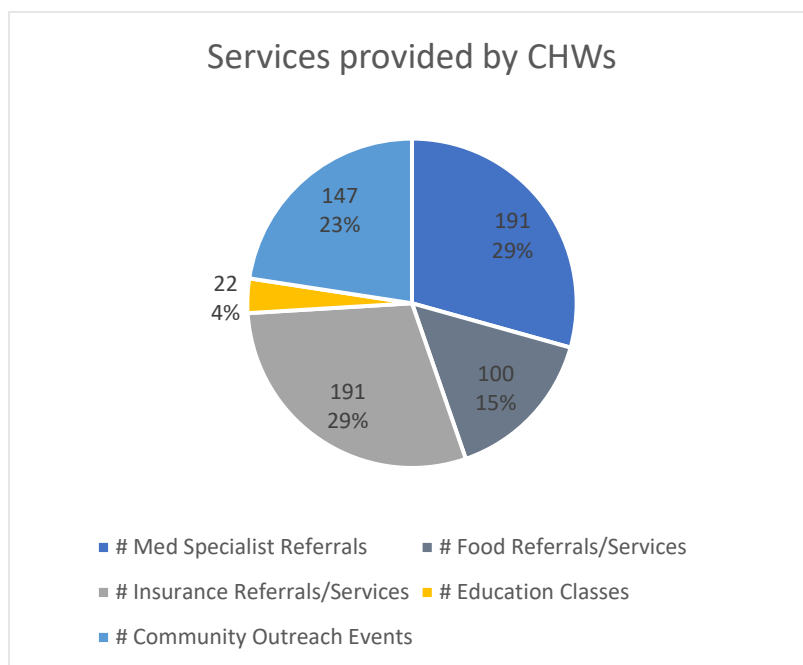
Issues Identified: An often-cited barrier to agency partnership is the wage subsidization structure. Although, to date, larger agencies have not requested wage subsidization, smaller agencies are dependent on it. The CHW program offers subsidization for CHW's wages. However, the early structure of this component was limited to 50% of wages for six months. This did not allow adequate time for agencies to incorporate the wage-related expenses into their budgets. Consequently, the subsidization structure was modified to allow for more flexibility in accommodating agency needs.

CHW Services & Data

In the first and second quarters, CHWs communicated with over 1500 unduplicated clients either in person or via phone. In addition, 456 clients received direct services from CHWs regarding insurance navigation, referrals to medical specialists and education classes, etc.



CHWs attended dozens of community events, led health education classes, provided basic health screenings, and assisted clients with one-on-one health care navigation. Most events and services were targeted toward zip codes 32601, 32609 and 32641. This information is summarized below:



Findhelp Data

In the first and second quarters, the CHW Program Administrator was able to verify that 104 agencies that serve Alachua County were enrolled in the Findhelp database. Zero agencies were removed (inactivity, program closure, inability to provide services etc.). Next steps for the CHW Program Administrator involve incorporating Findhelp utilization into the BESTYou 2.0 training and potential collaboration with UF Health to maximize agencies' knowledge and utilization of the resource.

Case Study: A CHW enables Elderly Client to receive surgical treatment

The challenge: Many adults are at risk of not accessing critically needed care due to lack of insurance and the inability to access and utilize resources. Barriers such as lack of transportation, lack of social support, and lack of financial resources can lead to poor health and poor quality of life. Poor vision can often lead to a poor quality of life with an increase in risk for falls, loneliness, social isolation, and anxiety and other associated mental health issues.¹ WeCare, a program that assists uninsured Alachua County residents with accessing specialty medical services, faced a unique situation. They had a client who needed optical surgery for whom they had made all the arrangements, including financial coverage and transportation. However, the client did not have the family or social support that was required by the surgeon and surgical center to be present before, during, and after surgery. If this issue could not be resolved, the client would not be able to have the surgery and would have to continue living with compromised vision.

The solution: For this client, WeCare requested the assistance of the CHW based at the Florida Department of Health in Alachua County. The CHW met the client at the surgical center and assisted them with the activities related to check in, received the explanation of the surgical procedure and anticipated timeline, and provided social and emotional support prior to the surgery. The CHW remained present at the surgical center during the procedure, as was required. When the client was out of recovery, the CHW ensured the client understood the recovery instructions and when to seek medical attention. The CHW stayed with the client as their medication wore off and assisted them with getting lunch. After lunch, the CHW ensured the client got to his Uber ride and the client went home.

The results: The client was able to receive the necessary surgery through the combined support of WeCare and the CHW and was able to regain his independence. WeCare spoke with the client in the following days and the client indicated they were extremely grateful for the CHW's assistance and that they enjoyed her company.

Reference

1. Centers for Disease Control and Prevention. (2021, September 27). *Vision loss and Mental Health*. Centers for Disease Control and Prevention.
<https://www.cdc.gov/visionhealth/resources/features/vision-loss-mental-health.html#:~:text=Vision%20loss%20can%20affect%20your%20physical%20health%20by,Depression%20is%20common%20in%20people%20with%20vision%20loss.>