



Community Health Worker Advisory Body

October 31, 2024

Agenda

Welcome & Introductions

Public Comment

Approval of Minutes

Approval of 2025 Meeting Dates

UCONN Health CHW Wellbeing Project

Instructor Curriculum

Review Committee Update

Questions & Announcements

Adjourn

Welcome & Introductions

Attendance

Interim Chair
Rachel Rusnak
Office of Health Strategy

Laura Morris
Practitioner & Licensing, DPH

Kim Barry
CHW Employing Agency
Thames Valley Council for Community
Action
Appointment: August 1, 2022

Stephen Fran Thung
Healthcare Provider
Bridgeport Hospital
Appointment: August 18, 2023

Mildred Landock
Community Health Worker
Lead CHW
YNHH-Project Access
Appointment: October 17, 2019

Erika Lynch
Rep of Regional Community College
Workforce Development
Gateway Community College

Anabelle Melendez
Community Health Worker
Bridgeport Hospital
Appointment: May, 2024

Nilda Paris
Community Health Worker
Director, CT Center for Patient Safety
Appointment: October 17, 2019

Derricia Parker
Community Health Worker
Outreach and Enrollment Manager
StayWell Health Center
Appointment: October 17, 2019

Cynthia Jean-Mary
Community Health Worker
The Health Education Center
Appointment: May, 2024

Adriana Rojas
Healthcare Employer
Project Manager for CHW Pilot Program
Community Health Center, Inc.
Appointment: October 25, 2019

Milagrosa Seguinot
Executive Director
CHW Association of Connecticut
Appointment: October 17, 2019

Liza Estevez
Community Health Worker
Manager, Patient Navigation
Yale New Haven Health
Appointment: November 11, 2021

Fernando Morales
Community-Based CHW Training
Southwest AHEC
Appointment: April 1, 2021

Public Comment

Approval of Minutes

June 2024 Minutes



Community Health Work Advisory Body Meeting

DRAFT Meeting Minutes

March 7, 2024 | 10:00 a.m.

[Meeting Recording](#)

Attendance (Members)					
Rachel Rusnak (Interim Chair)	R	Stevevez	R		
Milagrosa Seguinot	R	Nilda Paris	R		
Erika Lynch	R	Laura Morris, DPH	X		
Mildred Landock	R	Fernando Morales	R		
Adriana Rojas	R	Kim Barry	R		
Derricia Parker	R	Stephen Fran Thung	X		
Supporting Leadership & Other Participants					
Leslie Greer, OHS	R	Alyssa McClain, HES	R	Mary Scully, Khmer	R
Stacy Kamienski, CHCACT	R	Stacey Kamienski, CHCA	R	Dean Jones	R
Lauren Junge-Maughan, Bridgeport Hospital	R	Dianne Jones,	R		
Elizabeth Conklin, DPH	R	Cynthia Jean-Mary, HEC	R		
In accordance with FOIA statutes re: meetings held solely by electronic-means (remotely): R=attended remotely, IP=attended in person, X=did not attend					
Agenda			Presenter		
1) Welcome and Call to Order			Rachel Rusnak,OHS		
The regularly scheduled CHWAB meeting was held virtually on Thursday, March 7, 2024. Rachel Rusnak welcomed members and called the meeting to order at 10:05 a.m. Roll call was conducted and a quorum was present.					
2) Public Comment			Rachel Rusnak, OHS		
There were no public comments made.					

Approval of 2025 Meeting Dates

Meeting Schedule 2025

Community Health Worker Advisory Body Meeting Schedule 2025

Unless otherwise noted, all meetings will be held quarterly on the first Thursday of the month from 10:00 a.m. to 11:00 a.m.

[Zoom Meeting Link](#)

ID: 819 6645 1039 | Passcode: 797890

- March 6, 2025
- June 5, 2025
- September 4, 2025
- December 4, 2025

UConn Health CHW Wellbeing Project

Community Health Workers

— Work Hazards & Wellbeing —

Background

- CHWs are a rapidly growing workforce shown to improve clinical outcomes and reduce health care costs.
- In recent years, there has been significant attention to the health and well-being of frontline healthcare workers.
- CHWs have been largely excluded from occupational health research and evidence-based guidelines for the systems in which CHWs work are lacking.

Important Milestones for Connecticut CHWs

October 1, 2017:
Public Act No. 17-74 established a statewide CHW definition and scope of work.



January 1, 2020:
Public Act No. 19-117 allowed for the certification of Community Health Workers by the Connecticut Department of Public Health.

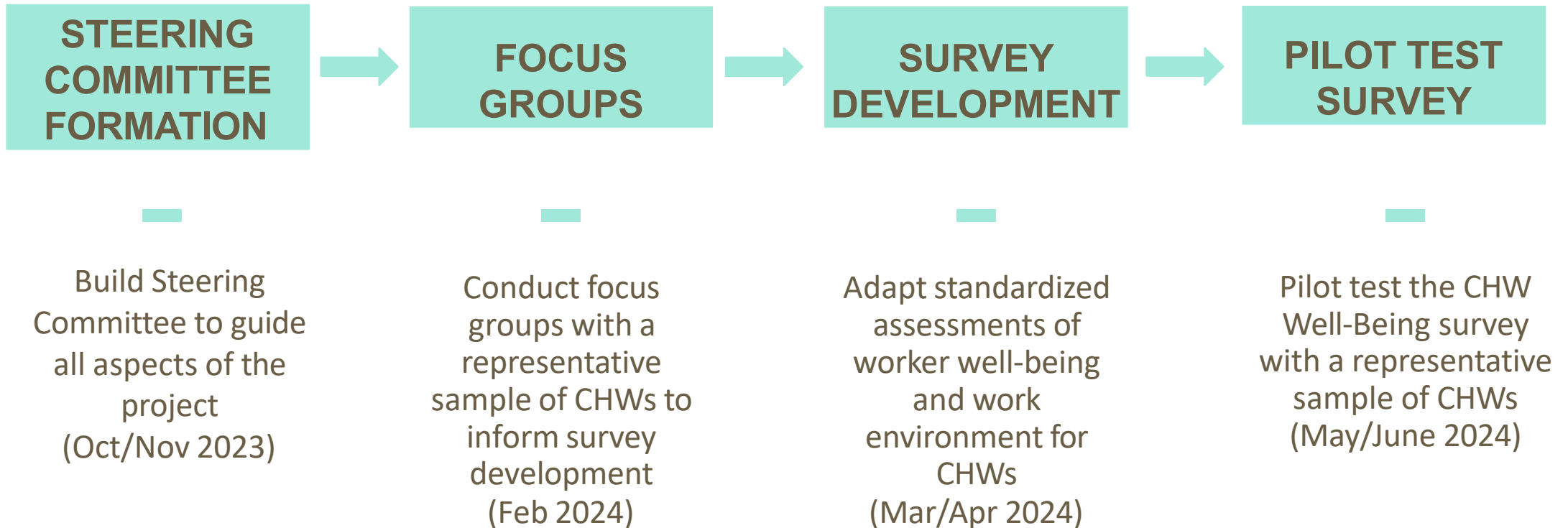


June 7, 2023:
Senate Bill 991 approved allowing for Medicaid reimbursement for certified CHWs

Objective

- Employ a participatory approach to **characterize, determine root causes of, and identify interventions that promote the well-being** of CHWs in Connecticut.
- Formative work:
 - Establish partnerships with key stakeholders
 - Generate evidence to support ongoing CHW advocacy efforts in CT
 - Lay the foundation for a prospective cohort study

Approach & Timeline

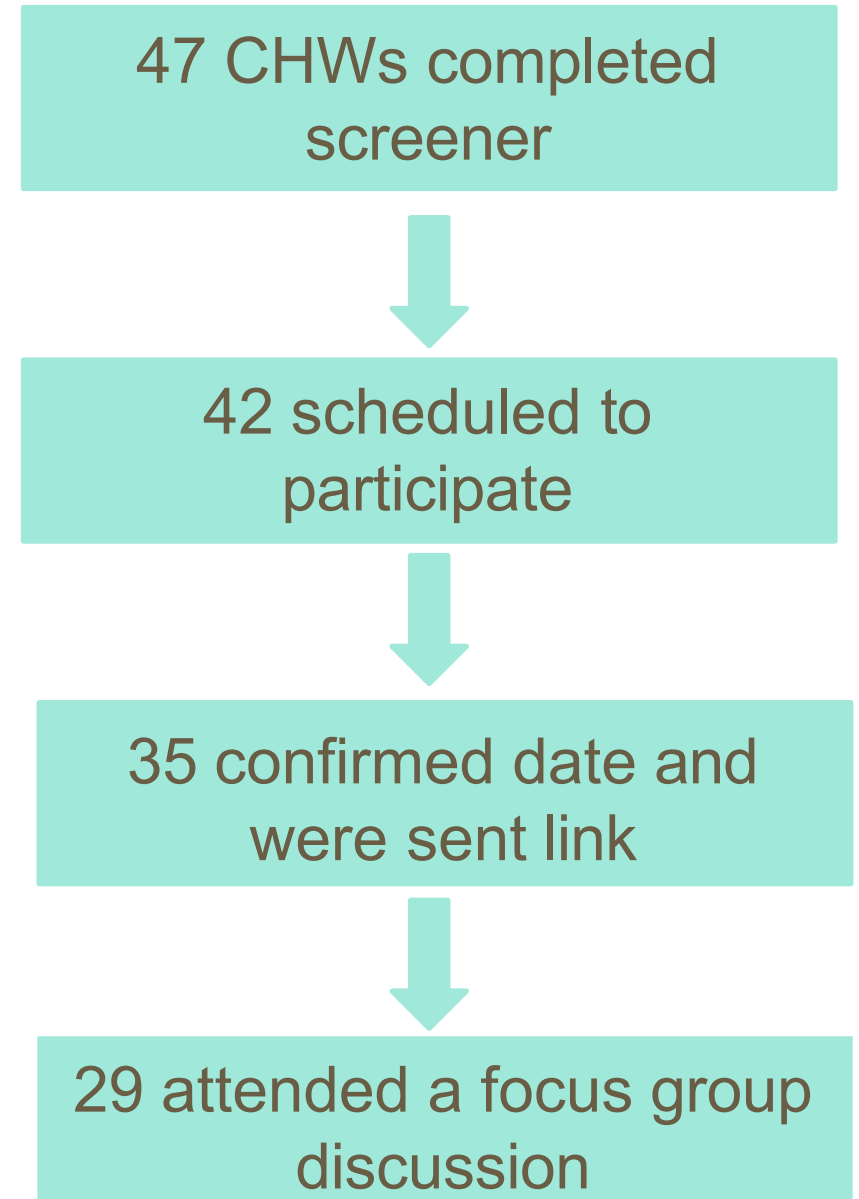


Steering Committee

- Guides all aspects of the project
 - Study design, development of data collection tools, interpretation of results, dissemination of findings, and future grant writing
- Consists of CHWs and representatives from organizations that employ and/or advocate on behalf of CHWs
- Convened virtually five times for 60-90 minutes over an eight-month period
 - Compensation = \$75/hour for meetings

Focus Groups

- **Purpose:** To assess CHW perceptions about work-related factors that affect their health and well-being
- **Data collection:** Six one-hour focus groups with 3-6 CHWs each (29 total)
 - Four English groups and two Spanish groups with 21 (72.4%) and 8 (27.6%) participants, respectively
 - \$50 gift card compensation
- **Analysis:** Data was transcribed, coded, and analyzed using a directed content analysis.



Participant Characteristic	N (%)
Age	
18-24	0 (0.0)
25-34	9 (31.0)
35-44	6 (20.1)
45-54	2 (6.9)
55-64	4 (13.8)
65+	2 (6.9)
Missing	6 (20.1)
Gender	
Woman	21 (72.4)
Man	7 (24.1)
Non-Binary	1(3.4)
Race/Ethnicity*	
Black or African American	5 (17.2)
Hispanic, Latina/X or Spanish origin	11 (37.9)
White or Caucasian	6 (20.1)
Other Race, Ethnicity, or Origin	1 (3.4)
Missing	6 (20.1)
Obtained CHW Certification	24 (79.3)

*Not mutually exclusive categories

Participant Characteristic	N (%)
Years experience working as CHW	
<1	3 (10.3)
1-5	9 (31.0)
6-10	6 (20.1)
11-15	0 (0.0)
16-19	0 (0.0)
20+	5 (17.2)
Missing	6 (20.1)
Current or most recent employer*	
Clinic	7 (24.1)
Community Based Organization	13 (44.8)
Early Intervention Program	6 (20.1)
Hospital or Medical Center	2 (6.9)
School	0 (0.0)
State-wide Organization	0 (0.0)
University	1 (3.4)
Government	0 (0.0)
	0 (0.0)
Financial support for CHW position	
Fully grant-funded	18 (62.1)
Partially grant-funded	8 (27.6)
Not reliant on grants	2 (6.9)
Other	0 (0.0)
Missing	1 (3.4)

Theme and Sub-Theme Examples

Key theme	Sub-themes
Nature of work	Work role salience
	Diversity of work
	Meaningful work
Job structure	Role clarity
	Work schedule and hours
	Work time control and predictability
	Irregular workdays
	Work overload
Support	Supervisor support
	Peer support
	Community connection
Organization	Job security
	Salary
	Benefits
	Respect and validation
	Resource constraints

Key theme	Sub-themes
Impact on well-being	Physical health issues
	Psychological strain
	Poor sleep
	Nutrition
	Work-life balance
Occupational impacts	Emotional labor
	Burnout
	Compassion fatigue
	Intent to turnover
Well-being practices	Self-care practices
	Spirituality
	Positive thinking
	Exercise

Focus Group Session Observations

“More and more, which I think was a part of some of the issues that were even brought up is, whenever I was asking about the community health workers themselves, they would go right into talking about their, their clients and to the people that they serve. And I was like, oh, there's such an attachment and I think that's what brought them into the work in the first place...So connected to people that they want to help, that even when asked about themselves, they go to their clients...I had to be very deliberate to let them know like, we love that. You're talking about your clients, but we just want to focus on, you.” (Community partner/Focus group facilitator)

The more we tried to redirect them to think about themselves, because it's as this was all related to how they feel, they were bringing in their connection and their involvement with the client. (Steering Committee member/Focus group facilitator)

Survey Development and Pilot Test

- Adapted standardized assessments of worker well-being and work environment for use with CHWs
 - Developed new items as needed based on focus group findings
- Conduct additional focus group of 8 CHWs to review and further refine the CHW Well-Being Survey (CHW-WBS) to ensure:
 - Questions are relevant, comprehensive, clear and understandable, well-organized
 - Length is feasible
- Program survey (English & Spanish versions) in Qualtrics
- Collect data from a diverse sample of 75 CHWs
 - 36% completed Spanish survey

Survey Topics

Health Outcomes

- Physical health, Perceived stress, Depressive symptoms, Anxiety

Health Behaviors

- Sleep, Physical activity, Food environment/schedule

Work Outcomes

- Job content questionnaire, Meaningful work, Burnout, Emotional labor, Intention to turnover

Workplace Experience

- Reward satisfaction, Role clarity, Role overload, Safety climate & personal safety, Disability accommodations, Job & work time predictability, Work time control, Work-life conflict

Socio-Demographics

- Child and adult care responsibilities, Financial situation, Age, Gender, Race and ethnicity

Job Description

- Job title, Employer type, Roles/Responsibilities, Years in current position, Years CHW, CHW certification, Financial support for CHW position, Benefits, Availability of health programs at work, Other employment

Participant Characteristic	N (%)
Age	
18-24	4 (5.3)
25-34	22 (29.3)
35-44	25 (33.3)
45-54	11 (14.7)
55-64	10 (13.3)
65+	3 (4.0)
Gender	
Woman	67 (89.3)
Man	6 (8.0)
Transgender woman	1 (1.3)
Transgender man	0 (0)
Non-Binary	1 (1.3)
Race/Ethnicity*	
Black or African American	15 (20.0)
Hispanic, Latina/X or Spanish origin	44 (58.7)
White or Caucasian	11 (14.7)
Other Race, Ethnicity, or Origin	5 (6.7)
Obtained CHW Certification	62 (82.7)

*Not mutually exclusive categories

Participant Characteristic	N (%)
Years experience working as CHW	
<1	8 (10.7)
1-5	40 (53.3)
6-10	15 (20.0)
11-15	6 (8.0)
16-19	2 (2.7)
20+	4 (5.3)
Current or most recent employer*	
Clinic	14 (18.7)
Community Based Organization	44 (58.7)
Early Intervention Program	3 (4.0)
Hospital or Medical Center	14 (18.7)
School	1 (1.3)
State-wide Organization	2 (2.7)
University	0 (0)
Government	4 (5.3)
Financial support for CHW position	
Fully grant-funded	34 (45.3)
Partially grant-funded	5 (6.7)
Not reliant on grants	21 (28.0)
Other	0 (0)
Missing	15 (20.0)

Participant Characteristics

52%

Child care responsibilities

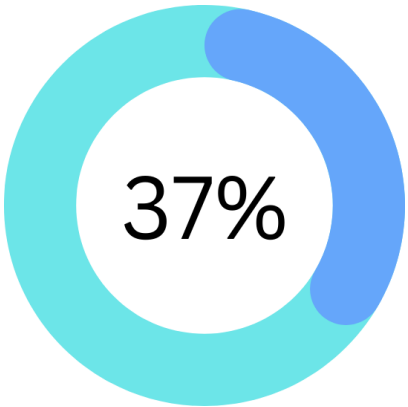
44%

Financial responsibility for adult child(ren)

40%

Elderly, long-term illness, or disability dependent on you

Financial situation	
Able to live comfortably	19%
Meet basic expenses with a little left over	32%
Just able to meet expenses	39%
Don't have enough to meet basic expenses	11%



Work other jobs

Health Outcomes and Behaviors

66%

Good to excellent
physical health

As a result of physical health:

- 40% accomplished less than would like
- 24% were limited in the kind of work or other activities

3 days

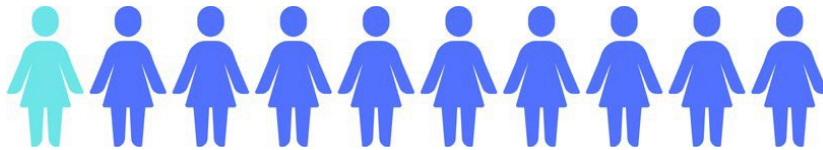
Avg. days of exercise
per week

6 hours

Avg. sleep duration

45%

Fairly bad to very bad
sleep quality

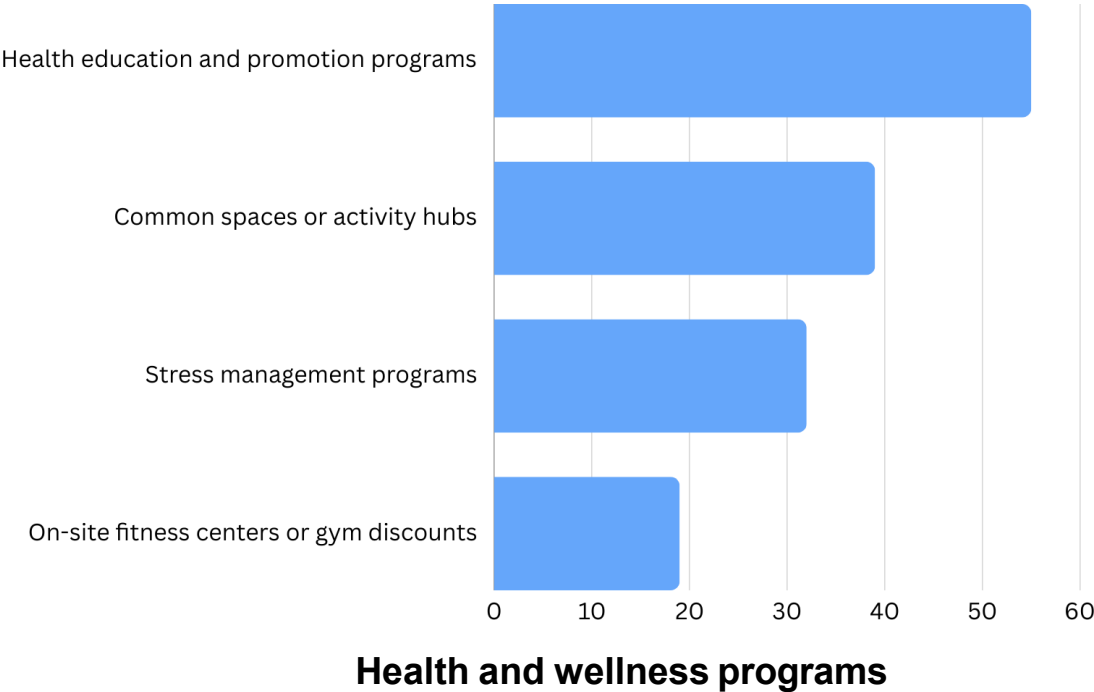
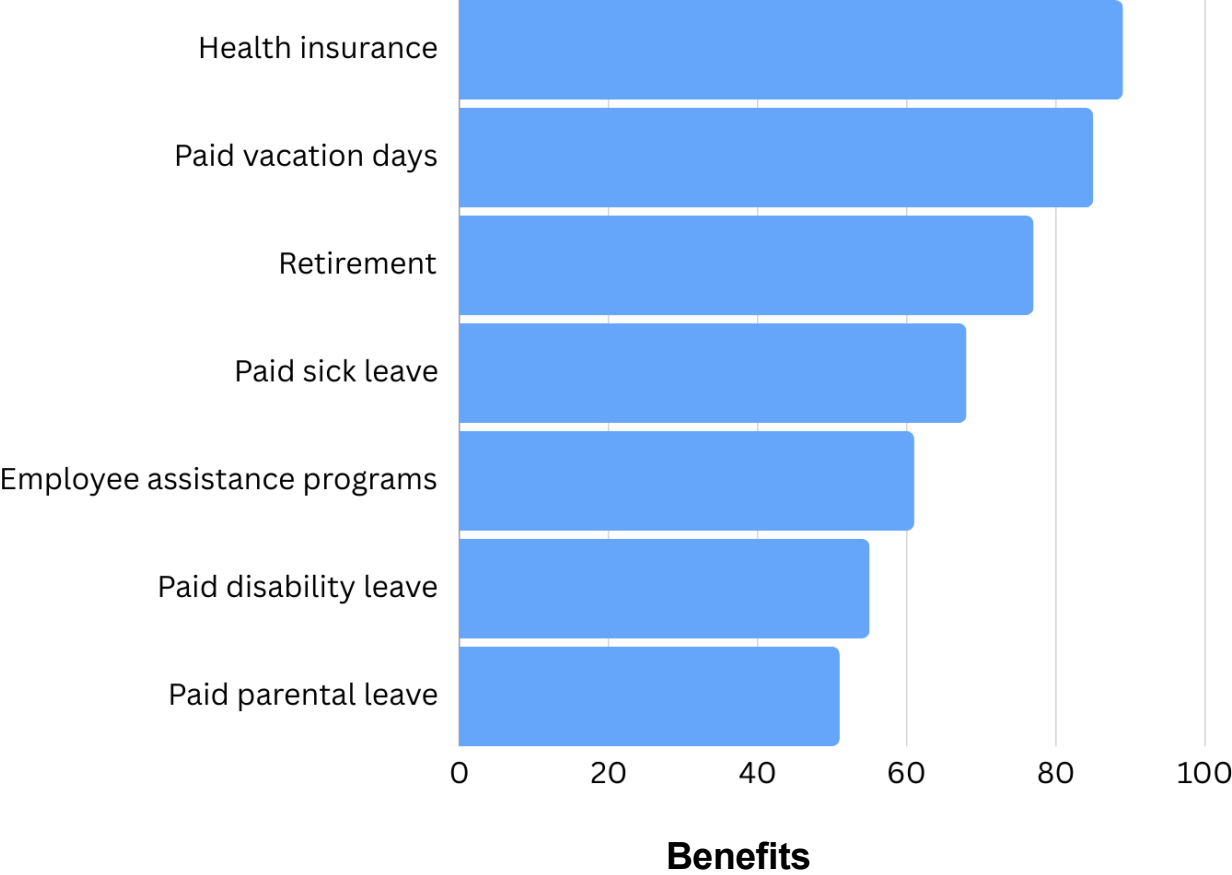


Nearly 1 out of 10 (9.3%) likely to have
major depressive disorder

15%

Moderate to severe
anxiety

Benefits



Health Outcomes and Behaviors

66%

Good to excellent
physical health

As a result of physical health:

- 40% accomplished less than would like
- 24% were limited in the kind of work or other activities

3 days

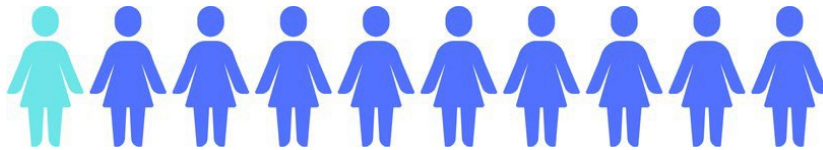
Avg. days of exercise
per week

6 hours

Avg. sleep duration

45%

Fairly bad to very bad
sleep quality



Nearly 1 out of 10 (9.3%) likely to have
major depressive disorder

15%

Moderate to severe
anxiety

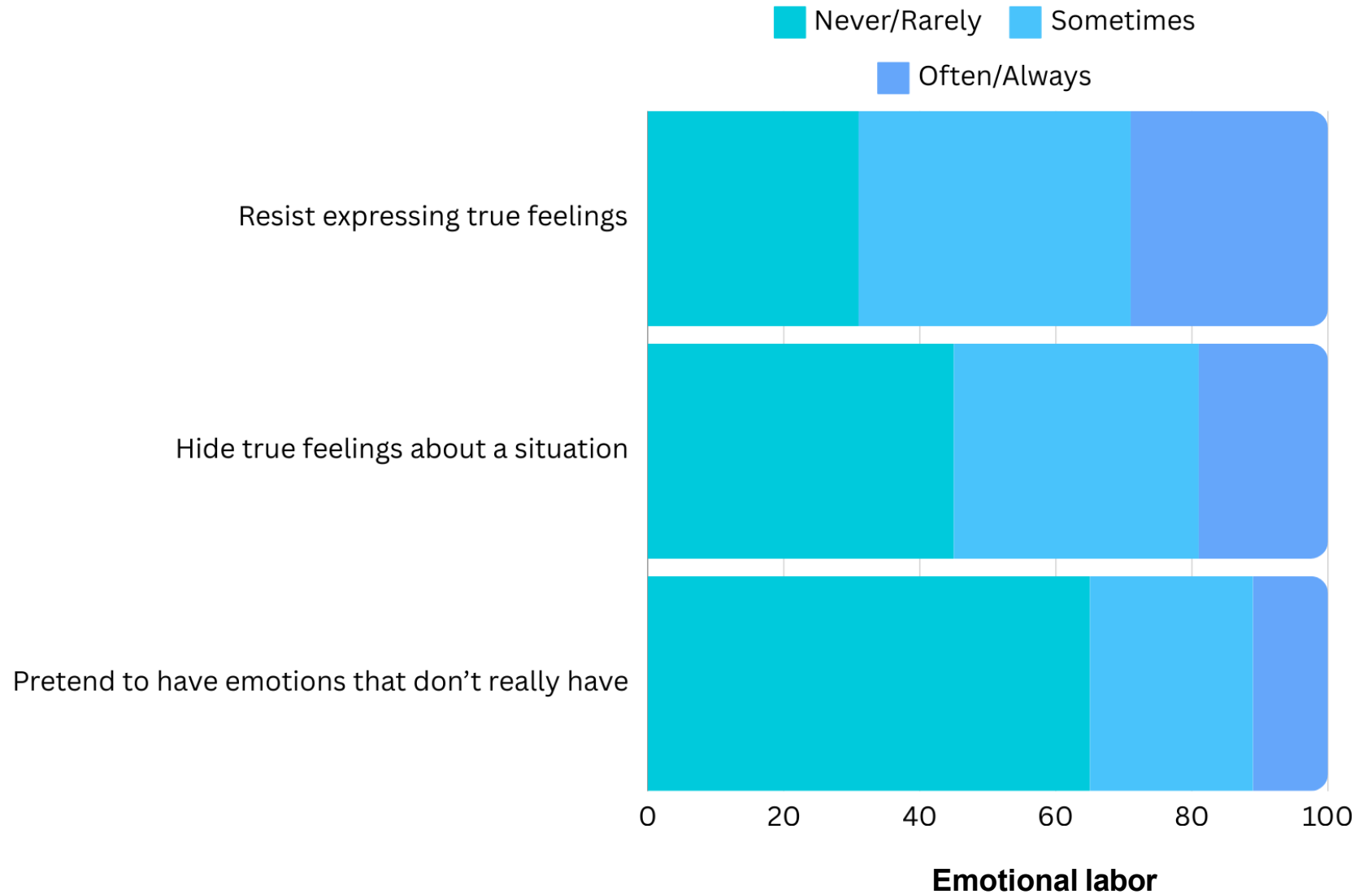
Work Outcomes

96%

Agree or strongly
agree work is
meaningful

28%

Quite or extremely
often think about
leaving job

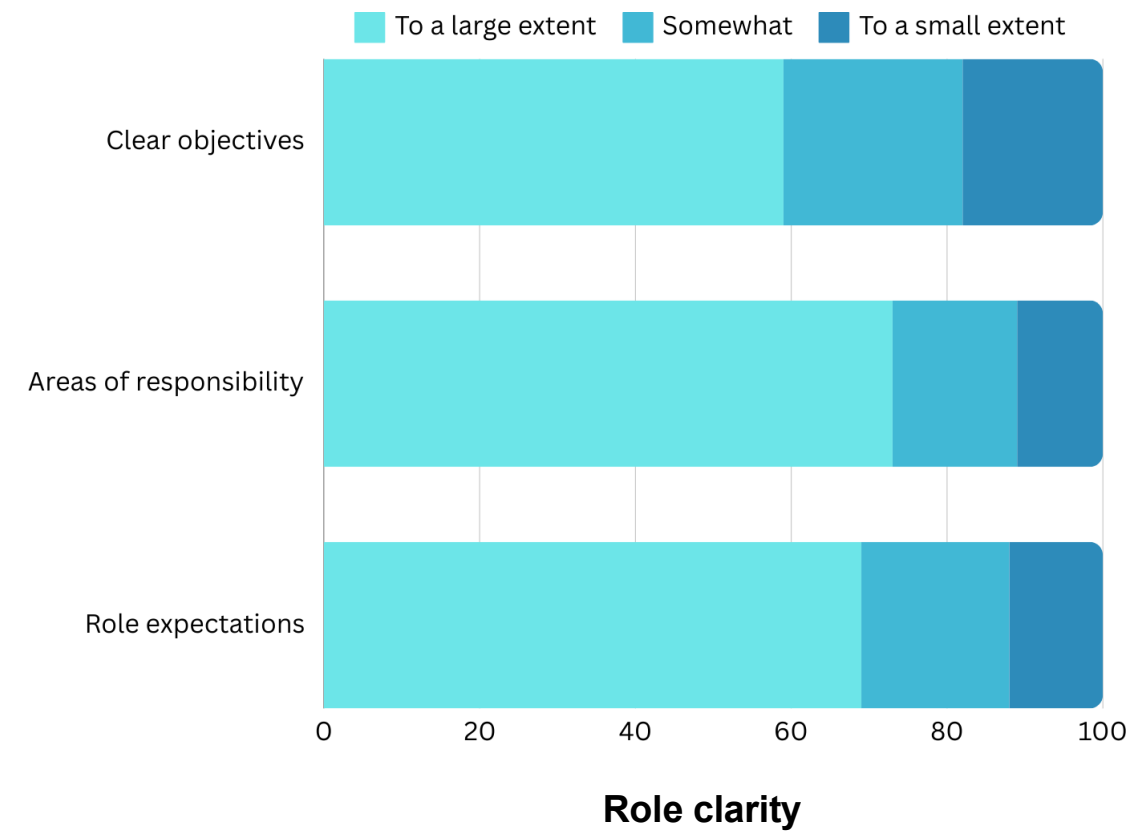
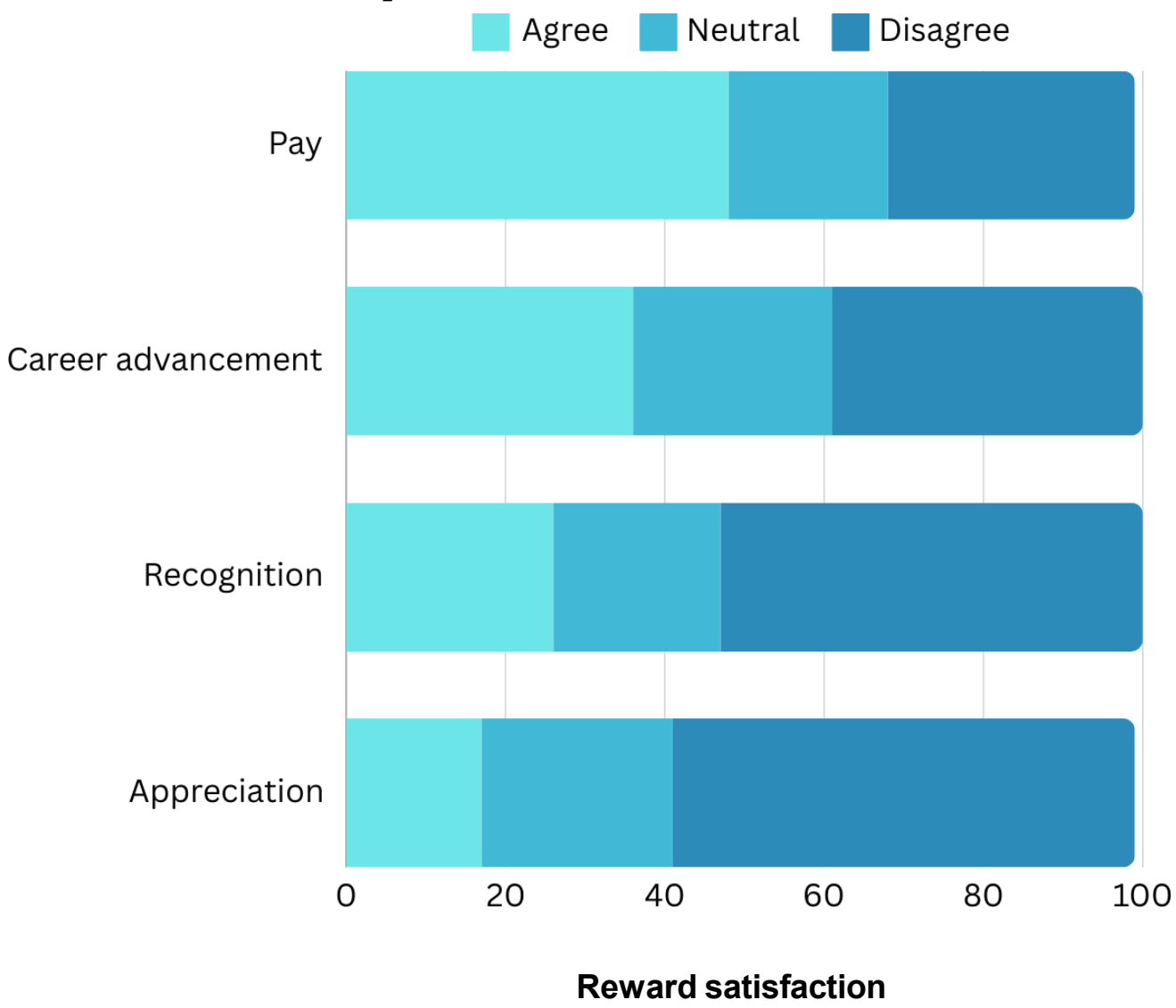


Work Outcomes

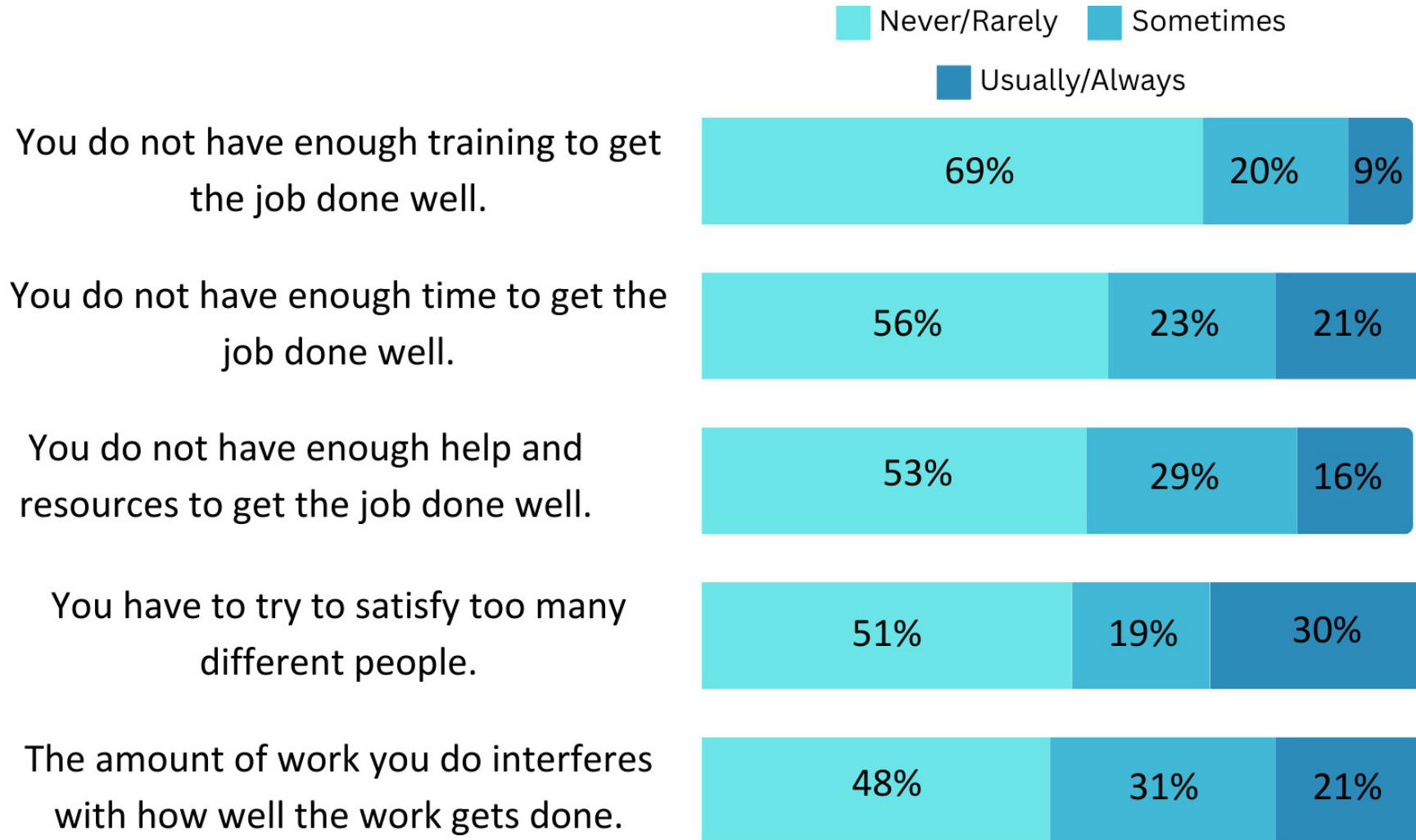
Burnout	Low	Moderate	High
Emotional exhaustion	73%	20%	7%
Depersonalization	53%	25%	21%
Personal Achievement*	57%	15%	25%

*3% missing data

Work Experiences



Work Experiences



Role overload

Work Experiences

71%

Safety is a high priority with my supervisor.

74%

My employer has provided me with the opportunity to work safely.

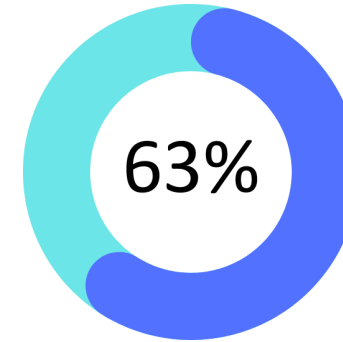
75%

Employees in my work group comply with safety rules.

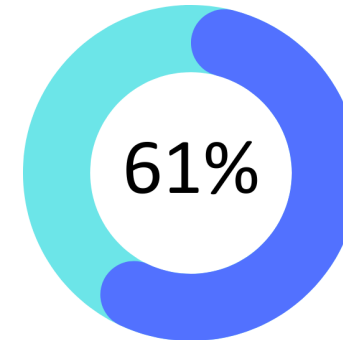
29%

I am concerned about my personal safety on this job.

Safety climate and Personal safety



My workplace has a clear process for requesting accommodations for a disability.



My workplace effectively responds to accommodation requests from employees with disabilities.

Disability accommodations

Next Steps

- Presentations
 - American Public Health Association
 - Connecticut Public Health Association
 - Center for Health Promotion in the New England Workplace (CPH-NEW)
 - Connecticut Office of Health Strategy CHW Advisory Board
 - Connecticut Community Health Workers Association
 - New England CHW Coalition
- Peer-reviewed manuscripts
- Community reports/infographics
- Grants
 - NIOSH R01
 - CPH-NEW
- Expand partnerships!



Acknowledgements

UConn Health

- Shayna Cunningham, PhD (co-PI)
- Jennifer Cavallari, ScD (co-I)
- Rogie Carandang, PhD (postdoctoral fellow)

Hartford Communities that Care

- Sherelle Reid (co-PI)
- Shenelle Benjamin (co-I)

Steering Committee Members

- Chavon Campbell, MBA (City of Hartford)
- Karen Gatison (Community Health Center, Inc)
- Alyssa Marin, CCHW (Bristol-Burlington Health District)
- Mildred Landock, CCHW (Project Access)
- Adriana Rojas (Community Health Center, Inc)
- DeLita Rose-Daniels, CCHW (City of Hartford)
- Milagrosa Seguinot, CCHW (Community Health Workers Association of Connecticut)

Funding for the CHW Well-Being Project was provided by the Community Research Alliance and UConn Health Department of Public Health Sciences

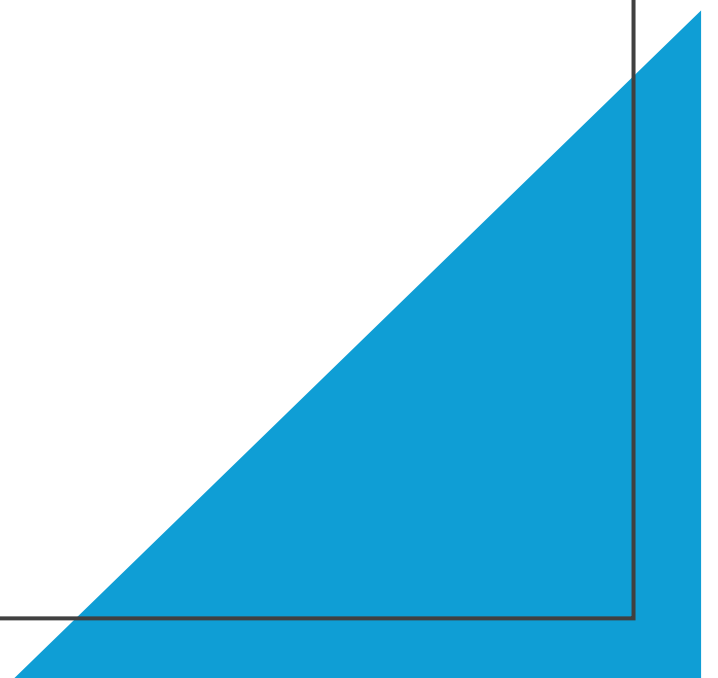
For more information contact:

Shayna Cunningham
scunningham@uchc.edu

Curriculum Subcommittee

Connecticut CHW Train-the-Trainer

October 3, 2024



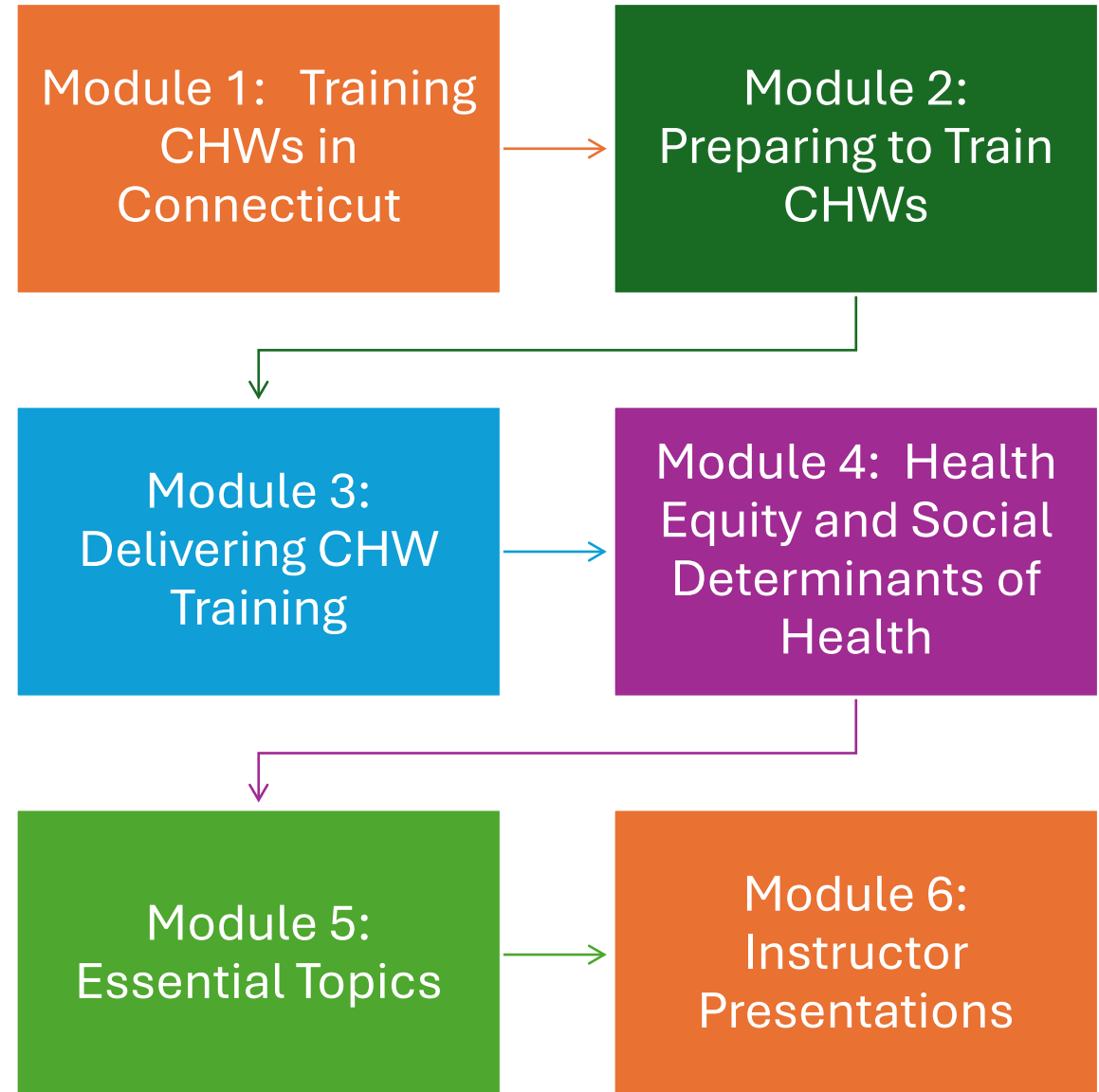
Overview

- Update on initiative
- Overview of curriculum
- Feedback from Subcommittee
- Next steps
- Discussion

Update on Train- the- Trainer initiative

- Present plan to CHWAB in February 2024.
- February-April 2024-Development of curriculum, including presentation slides, pre-/post-assessment, participant workbook/materials.
- June 2024-CHWAB Subcommittee reviewed curriculum and all materials. Recommended to proceed with pilot for training.
- July 2024-Decided on 4 in-person ½ days and 2 virtual ½ days.
- July-August 2024-Proposed various dates for pilot.
- September 2024-Prepared to schedule and conduct pilot test.

Training Modules



Approach

**Knowledge
sharing**

**Self-
assessment**

**Active
participation**

Experiential

**Learning
community**

**Support
materials**

Materials

Presentation
slides

Trainer notes

Participant
Manual

Assessments

Module 1: Training CHWs in Connecticut

Introduction to Connecticut CHW Instructor Training

Overview of CHWs in Connecticut and Core Competencies

Roles of a CHW Instructor

Instructor Knowledge, Competencies, Qualities

Creating a Learning Environment

Readiness Assessment

Module 2: Planning & Preparation

Learning Your Organization's Curriculum

From Comfort to Learning and Growth Zones

Learning Styles

Adult Learning, and Group Stages

Popular Education

Understanding Participants and Group Stages

Planning for In-person and Virtual Learning

Module 3: Delivering CHW Training

Moving from the Comfort Zone to the Learning Zone

Presentation Skills

Facilitation Skills

Time Management

Administration and Logistics

Assessment and Evaluation

Reflections

Module 4:

Social Determinants of Health, Health Equity and Cultural Humility

**Social Determinants of Health
(SDOH)**

Health Equity

Cultural Humility



Module 5: Essential Topics

**Understanding and Integrating Trauma
Informed Care Principles**

**Teaching Counseling and Motivational
Interviewing**

**Program Planning, Development and
Evaluation**

Legislation and Policy Making

CHW Instructor Project Assignment



Develop a 20-to 30-minute segment to deliver to the group on the last day of training



Use up to 10 slides



Include at least one activity that demonstrates use of adult education or popular education approaches



Be creative



Module 6: Instructor Presentations

Instructor Presentations

Feedback on Presentations

**Continuing Education and
Learning Planning**

Self-Assessment



Feedback from Subcommittee

Next Steps

- Identify new dates for pilot
- Identify participants for pilot
- Conduct pilot
- Make any recommended changes
- Identify additional questions and/or tasks to be completed for implementation

Review Committee Update

Questions & Announcements

Adjourn