



Health Center Preparedness and Response Forum



***Session 4: April 11, 2024
Workforce and Community Supports***



Housekeeping

- All participants are muted and videos are off
- Use the Q&A or chat box to ask a question during the session
- We will be using Mentimeter to gauge health center preparedness and response readiness for natural disasters and concerns
- This webinar is being recorded and materials will be emailed to all registrants within 7 days of this session
- We would love to hear your feedback – please fill out our brief evaluation at the end of the session!

National Training and Technical Assistance Partners (NTTAPs)



Learn More: [Browse NTTAPs by Topic](#)

Today's Facilitators



Monica Garcia, MA
Pronouns: She/Her/Ella
Health Strategy Specialist
MHP Salud



Matt Beierschmitt, MPP
Pronouns: He/Him/His
Senior Program Manager
National Nurse-led Care Consortium

Today's Agenda

- Welcome and Introductions
 - *Health Care Disaster Preparedness: Maximizing Community Health Workers*
 - Amy Moncion, LCSW, CCHW
 - *Team Readiness for Health Center Staff Resilience*
 - Jillian Bird, MSN, RN
 - Share **Your** Thoughts! (Mentimeter)
 - Resources
 - Evaluation & Close
-

Guest Speakers



Amy Moncion, LCSW, CCHW
Pronouns: She/Her
Community Liaison Director
MHP Salud



Jillian Bird, MSN, RN
Pronouns: She/Her
Director, Training and Technical Assistance
National Nurse-Led Care Consortium



Health Care Disaster Preparedness: Maximizing Community Health Workers

Learning Objectives

At the end of this session, attendees will be able to:

1. Understand and maximize the role of the CHW disaster preparedness in healthcare and community-based settings.
2. Understand how CHW certification and apprenticeships offer new approaches to disaster response preparedness training.



The National Preparedness Goal

- The National Preparedness Goal defines what it means for the **whole community** to be prepared for all types of disasters and emergencies.
- These risks include events such as natural disasters, disease pandemics, chemical spills and other man-made hazards, terrorist attacks and cyber attacks.
- The National Preparedness Goal describes five mission areas — **prevention, protection, mitigation, response and recovery** — and 32 activities, called **core capabilities**, that address the greatest risks to the nation.



How Do Community Health Workers Support the National Preparedness

Goal?

Mission Areas

CHW's Aid in these Areas

- Prevention
- Protection
- Mitigation
- Response
- Recovery

- Public Information and Warning
- Physical Protective Measures
- Community Resilience
- Long-term Vulnerability Reduction
- Environmental Response/Health and Safety
- Transportation
- Mass Care Services
- Public Health, Healthcare, and Emergency Medical Services
- Health and Social Services
- Housing



Community Health Workers and Disaster Preparedness and Response - Training

While the role of CHWs as a link between the community they serve and the wider health and human services infrastructure has become vital in recent history in addressing public health crises – it has also become clear that CHWs are more effective when they have appropriate training.



Community Health Workers and Disaster Preparedness and Response - Training

- CHWs with COVID specific training were 6+times more likely to advise on COVID and provide services (Roy et al., 2022)
- CHW should receive training that reflects the kinds of roles and tasks they will perform (Schleiff et. al, 2021)
- Proper preparation and collaboration with aid agencies can increase capacity to respond (Fredericks et. al, 2017)



Overview: CHW Training & Apprenticeship

- 3-year, \$3 million grant to train 200 CHWs in Florida
- Comprehensive technical training
 - 62 hours virtual in-classroom training
 - 500 hours on-the-job experience
 - State certification with the Florida Certification Board
 - Wraparound services: Stipend, case management, certification support, job placement support
- MHP Salud-sponsored apprenticeship program registered through Florida Department of Education
 - 144 hours virtual in-classroom training
 - 2000 hours on-the-job experience
 - State certification with the Florida Certification Board
 - National Department of Labor Certification of Completion
 - Wraparound services: Stipend, case management, certification support, job placement support



Transformational Impact

“The training CHWs come in with from MHP Salud is invaluable. We are passionate – the training program lit a fire under me! This is a transformational experience.

The training prepares you to hit the ground running. We come in fully equipped, know what to expect, and we have a mentor – we come with a built-in support system and experienced CHWs behind us. You’re not just getting us ... you have the entire MHP Salud team behind you.”

--Dwan, CHW trainee seeking certification, recently obtained employment with the Senior

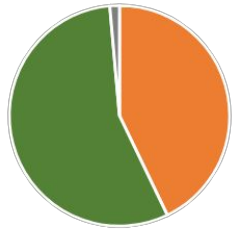
Connection Center



Demographics

Demographics of Trainees

Identify as Hispanic/Latino



Yes No Prefer Not to Answer

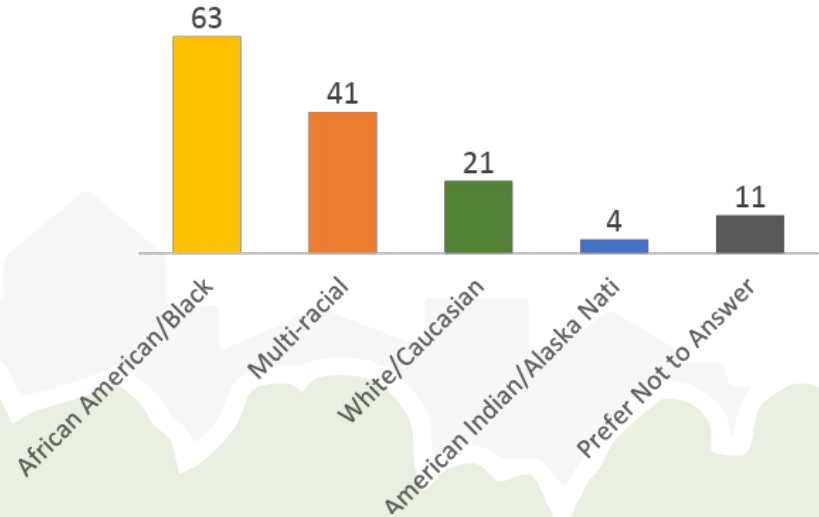


8.5%



89.3%

Race



Average Age: 40

On-the-Job Field Placement and Apprenticeship Employer Supports

Monthly Group Technical Assistance Sessions

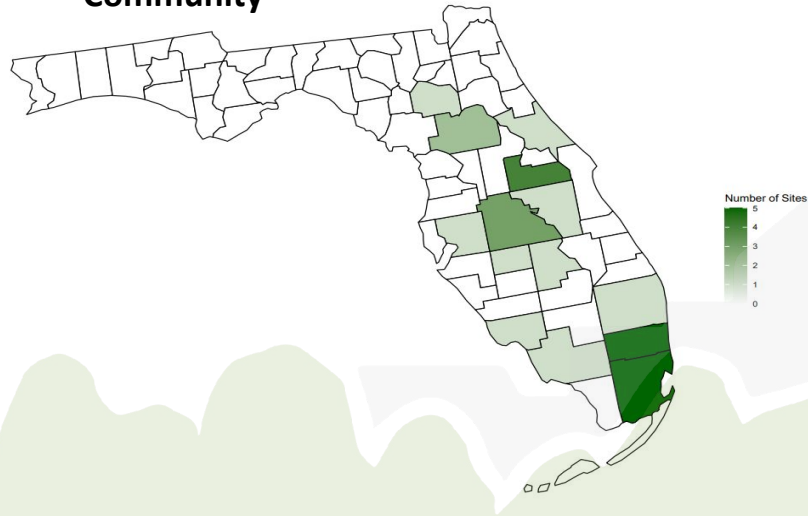
On-Demand Technical Assistance Sessions

LEAD CHW Supervisory Training

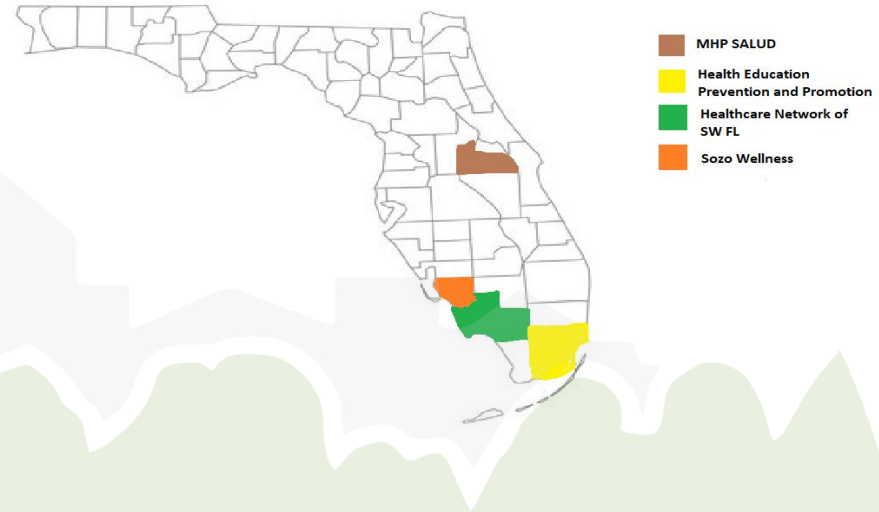


Reach

Field Placements by Community



Apprenticeships by Community



Outcomes

- 116 CHW trainees completed LEAD CHW Training curriculum (since March 2023)
 - 86-NEW; 29-UPSKILL
- 92% of CHW trainees reside or work in an underserved or rural area
- 87% Retention rate of all CHW trainees
- 80% of NEW CHW trainees are active or have completed field placement
- 60% of NEW CHW trainees obtain employment within 3 months of program completion
- 85% of CHW trainees are applying for or have obtained FCB Certification
- 10 CHW trainees have been identified to apply for the Registered Apprenticeship Program



Recap and Connections

National Preparedness Goal:

- CHWs work in 4 of the 5 mission areas: Prevention, Protection, Mitigation, Response, Recovery

Training and Support:

- CHWs are more effective when they have appropriate training.
- Proper preparation and collaboration with aid agencies can increase capacity to respond.
- Overall, training has been associated with improved outcomes as well as retention and resiliency.

FL CHW Training & Apprenticeship

- Comprehensive training and on-the-job learning:
 - Virtual classroom training
 - On-the-job training
 - State certification
 - Wraparound support, including stipend

Questions?

Contact Amy Moncion, ACSW, LCSW, CCHW
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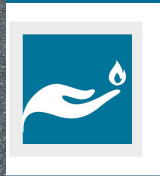
**Team Readiness for Health Center
Staff Resilience**





Regardless of their role, discipline, and/or skill level, all staff must have the same basic knowledge, skills, and abilities to support emergency response.





Health Center-specific trainings for ALL staff



Role changes may equal changes in responsibilities

- How they might be different and what does that mean for staff?
- Does this change staff “Chain of Command” (who staff report to)?
- Where does one fit within the command structure?
- Is it easy to identify who may be the emergency supervisor and which staff report to whom?
- Do parties know what information and/or incidents they need to report up through the Chain of Command?
- Are staff aware of what reports they may be receiving and how to respond?

A clearly defined system and structure for managing emergencies includes tools and templates to help everyone understand how they will work together to respond.

Emergencies Are Stressful!

**To perform tasks well, it helps to
practice them during
non-emergency times.**

Trained Staff = Successful EM Response and Recovery

Participation in trainings and exercises are key to building your skills.

- Health center staff must be prepared to perform their assigned tasks for emergency response plans to be implemented successfully.
- Training helps healthcare workers feel capable and ready to respond.
- Prepared staff make response and recovery actions more efficient and effective.

Trained Staff = Successful EM Response and Recovery

Training is especially important to support health center staff members that may be assigned to:

- Perform their normal duties in different ways, for example due to changes in emergency regulations or the circumstances of a given emergency or disaster.
- Tasks outside of their normal responsibilities, such as supporting the command structure through data collection, reporting, supply management, etc.
- Hands-on practice time during training is critical for staff whose roles and responsibilities might be different.
 - This should include learning how to use specific EM-focused protocols and tools.

Trained Staff = Successful EM Response and Recovery

Exercises are critical for capability building because they offer a low-risk environment in which to evaluate progress towards meeting your organization's preparedness priorities. They can help to:

- Assess and validate plans, policies, procedures, and capabilities by identifying strengths and areas for improvement.
- If things go wrong during an exercise, it's okay. You want to figure out what will not work before you must respond to a real emergency.
- Prepare staff to perform their assigned emergency/disaster roles and tasks through practice.
- Exercises build upon training by having staff apply what they learned during training to simulated emergency or disaster conditions.
- Help staff understand others' emergency/disaster roles and responsibilities.
- Support meaningful interaction and communication among health center staff and with partners.

Questions?



MENTIMETER

AUDIENCE ENGAGEMENT

- What is the most valuable takeaway from this series for you or your organization? (*open-ended*)
- Which of our previous sessions did you attend? (*select option*)
- Respond to these statements: (*1-5 Likert scale, strongly disagree through strongly agree*)
 - My organization is adequately prepared to respond to the next public health emergency.
 - My organization is adequately prepared to respond to the next natural disaster.
 - My organization has access to emergency preparedness resources needed to train and support staff.

MENTIMETER

AUDIENCE ENGAGEMENT

- In a few words, what is the biggest challenge in emergency preparedness and response experienced by your organization? (*word cloud*)
- My organization needs more training or support in these areas: (*ranked choice*)
 - Infectious & Vector-Borne Diseases
 - Natural Disasters
 - Extreme Heat & Wildfires
 - Workforce & Community Supports
 - Patients with Access & Functional Needs
 - Community Partnerships
 - Crisis Communication Plans
 - Other

Resources and Templates for Health Centers

- NNCC Resources

- [All Hazards Emergency Preparedness and Response Competencies for Health Center Staff](#)
- [Health Center Emergency Operations Plan Template](#)
- [Health Center Communications Plan Template](#)
- [Emergency Preparedness: Tabletop Exercises](#)

NTTAP Resources

- [AAPCHO Community Health Worker Workforce Collaborative](#)
- NCFH [Risk Management Policy Template](#)
- NCFH Procedural Templates for Safety of Community Workers
 - [General Safety Precautions](#)
 - [During Emergencies and Road Blocks](#)
 - [When Transporting Clients](#)
 - [When Conducting Home Visits](#)

NTTAP Resources

- [Five Key Strategies to Help Health Centers Protect Against Staff Burnout](#), NCFH
- [Workplace Health Promotion](#), CDC
- [Guidelines on Mental Health at Work](#), WHO
- [Center for Workplace Mental Health](#)
- [Workforce Success](#), STAR Center Talks
- [Organizational Self Care](#), Health Outreach Partners

NTTAP Resources

- [Webinar: Planning Ahead for Extreme Weather & Environmental Impacts on Aging | NCECE](#)
- [MCN Emergency Preparedness for Chronic Disease Patients in Puerto Rico: Continuity of Care as a Tool to Protect Health](#)
- [MCN The Implications of Slow Disaster Recovery on the Mental Health of Children of Agricultural Workers and the Surrounding Community](#)

Health Center and Special Population Samples

- [Pacific Pathways: Bridging Mental Health Gaps for Native Hawaiians & Pacific Islander Community Health Workers in Alaska](#)
- [Advancing Community Health Worker Models In Health System Reforms: Policy Recommendations From The RADx-UP Initiative](#)

Health Center Preparedness and Response Forum: Session Materials



This four-part series, created by HRSA National Training and Technical Assistance Partners (NTTAPs), will promote promising practices and offer strategies for addressing challenges related to both emergency planning and recovery. This webinar series will focus on preparing for and responding to a wide variety of emergencies, including infectious diseases, natural disasters, extreme heat, and workforce and community supports.

Audience: Health centers serving priority populations, such as agricultural workers, individuals experiencing homelessness, residents of public housing, and other underserved groups including older adults, and Asian American, Pacific Islander, and Native Hawaiian patients.

Upcoming Dates:

- December 14, 2023: Natural Disasters
- February 8, 2024: Extreme Heat and Wildfires
- April 11, 2024: Workforce and Community Supports

Register now: <https://bit.ly/3r2OD0V>

[View Forum Resources Here](#)

EVALUATION

Please take the time to complete the Forum evaluation via Zoom, and help us improve this activity for future sessions.



Thank you!



Join us in Fall 2024!

