# Health Resources and Services Administration

## Office of Intergovernmental and External Affairs

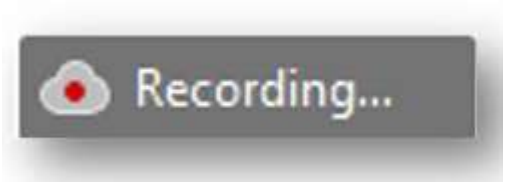
## Telehealth and the Impact of Community Health Workers (CHWs)

**February 8, 2022**

Christopher J Bersani, Psy.D., ABPP
Captain, U.S. Public Health Service
Deputy Regional Administrator
Office of Intergovernmental and
External Affairs Region 1 Boston

HRSA
Health Resources & Services Administration

# Webinar Logistics



# Our Speakers

**Christopher J Bersani**, Psy.D., ABPP
Captain, U.S. Public Health Service
Deputy Regional Administrator
Office of Intergovernmental and External Affairs Region 1 Boston, MA

**Danielle Louder**, Program Director, Northeast Telehealth Resource Center, Augusta, ME

**Anne Perry**, MPH Candidate, Boston University School of Public Health, Boston, MA

**Kari White**, Northern Counties Health Care (NCHC) Director of Quality Initiatives, Compliance and Privacy Officer, St Johnsbury, VT

**Laurie Somers**, Northern Counties Health Care (NCHC) Lead Community Resource Coordinator St Johnsbury, VT

**Reid Plimpton**, Program Manager, Northeast Telehealth Resource Center

HRSA Office of Intergovernmental and External Affairs

NORTHEAST TELEHEALTH RESOURCE CENTER NETRC.org

BOSTON UNIVERSITY SCHOOL of Public Health

Northern Counties HEALTH CARE

Northern Counties HEALTH CARE

NORTHEAST TELEHEALTH RESOURCE CENTER NETRC.org

HRSA Office of Intergovernmental and External Affairs

# Agenda

- **Welcome and Logistics**
  *Veronica Roa, Public Health Analyst, HRSA IEA - Region 1*

- **HRSA Telehealth Resources Overview**
  *Christopher Bersani Captain, U.S. Public Health Service, Deputy Regional Administrator, HRSA IEA - R1*

- **Northeast Telehealth Resource Center Updates**
  *Danielle Louder, Program Director, Northeast Telehealth Resource Center*

- **Behavioral Health Access through Community Health Worker Legislative Reform and Workforce Development in Rural FQHC**
  *Anne Perry, Boston University School of Public Health, MPH Candidate*

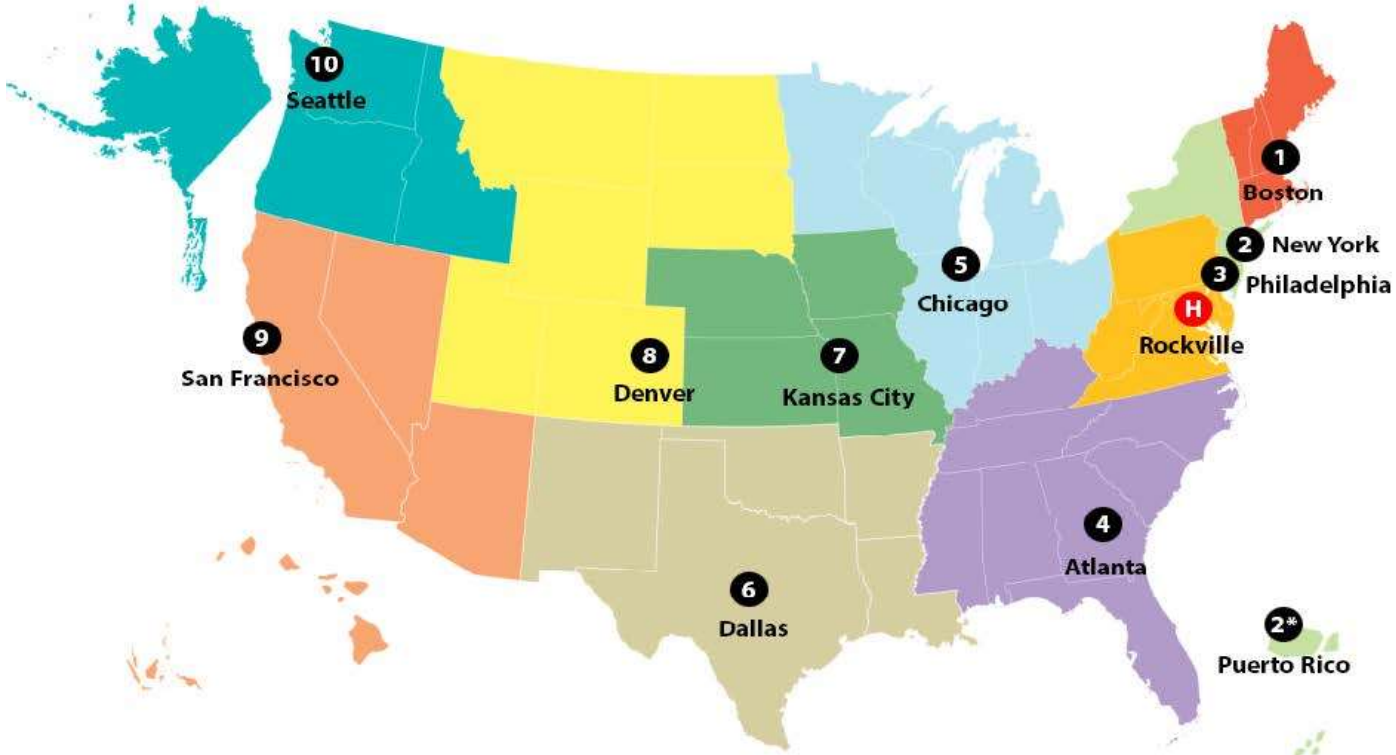
- **Community Health Workers at the Heart of our Mission, Northern Counties Health Care, Inc.**
  *Kari white, Director of Quality Initiatives and Compliance, Privacy Officer at Northern Counties Health Care, Inc.*

- **Q&A | Closing Remarks**
  *Reid Plimpton, Project Manager, Northeast Telehealth Resource Center*

# Office of Intergovernmental and External Affairs *(HRSA IEA)*

## *Ten Regions - One HRSA*

***Mission:*** To provide on-the-ground outreach to increase the reach, impact, and awareness of HRSA programs.



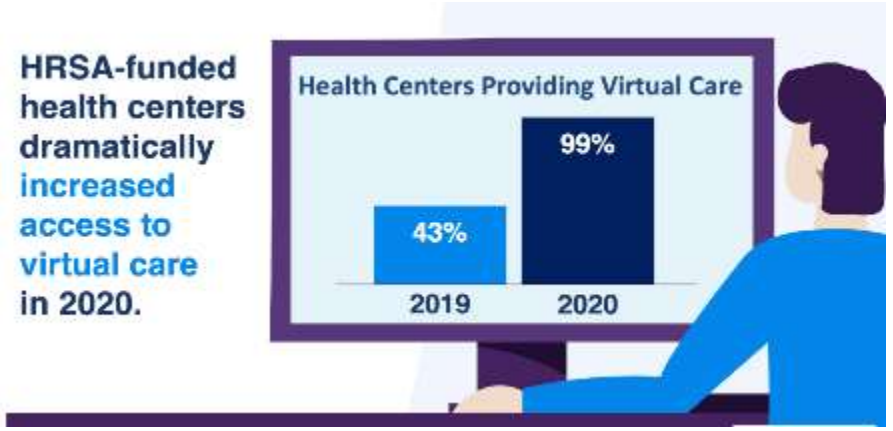

HRSA
Office of Intergovernmental and External Affairs

# Current Telehealth Activities in HRSA

## *Overview*

Currently approximately **1,886 awards** include a telehealth component

**50 states and 8 federal districts/territories** have awards




**Target populations**

Include the underserved, health care providers, and rural communities

# Benefits of Telehealth

## Provider Benefits:

- Workforce multiplication/ serve more patients
- Workforce development
- Fewer no-shows
- Improved care delivery/ more, easier checkups

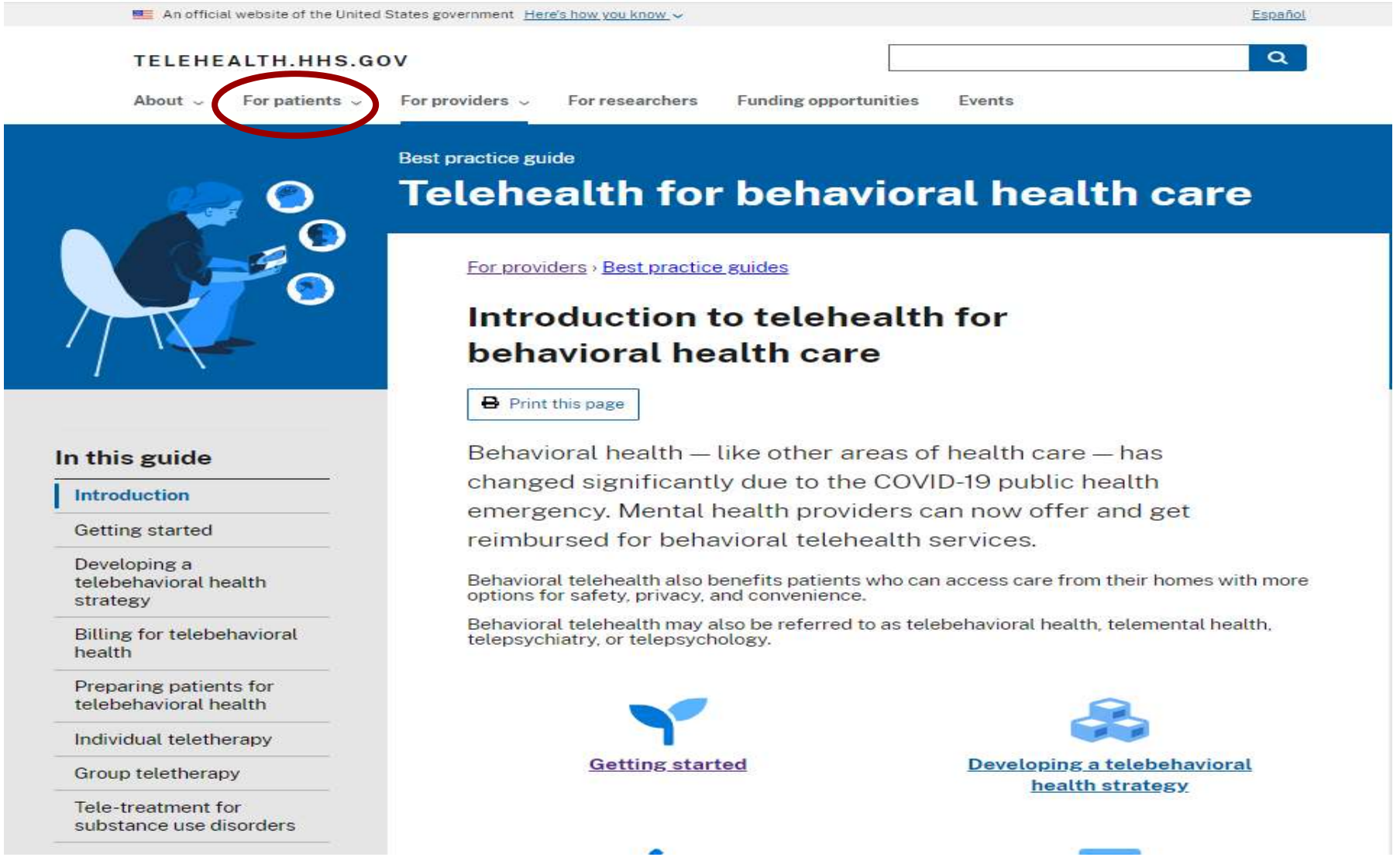
## Patient Benefits:

- Increased access to care
- Reduced travel
- Less wait time for service
- Health care while isolated to prevent infection (new use)

## Payer Benefits:

- Reduced cost for transport (Medicaid)
- More timely care for better outcomes/lower cost

# TELEHEALTH.HHS.GOV




HRSA
Office of Intergovernmental and External Affairs

# FCC Programs Supporting Consumer Broadband Access

USAC
Lifeline Support

https://www.lifelinesupport.org/

Lifeline is a federal program dedicated to making phone and internet service more affordable for low-income households. The benefit provides consumers with a monthly discount of up to **$9.25. Consumer living on Tribal lands are eligible for an enhanced discount of up to $24.25 a month**

https://www.fcc.gov/acp

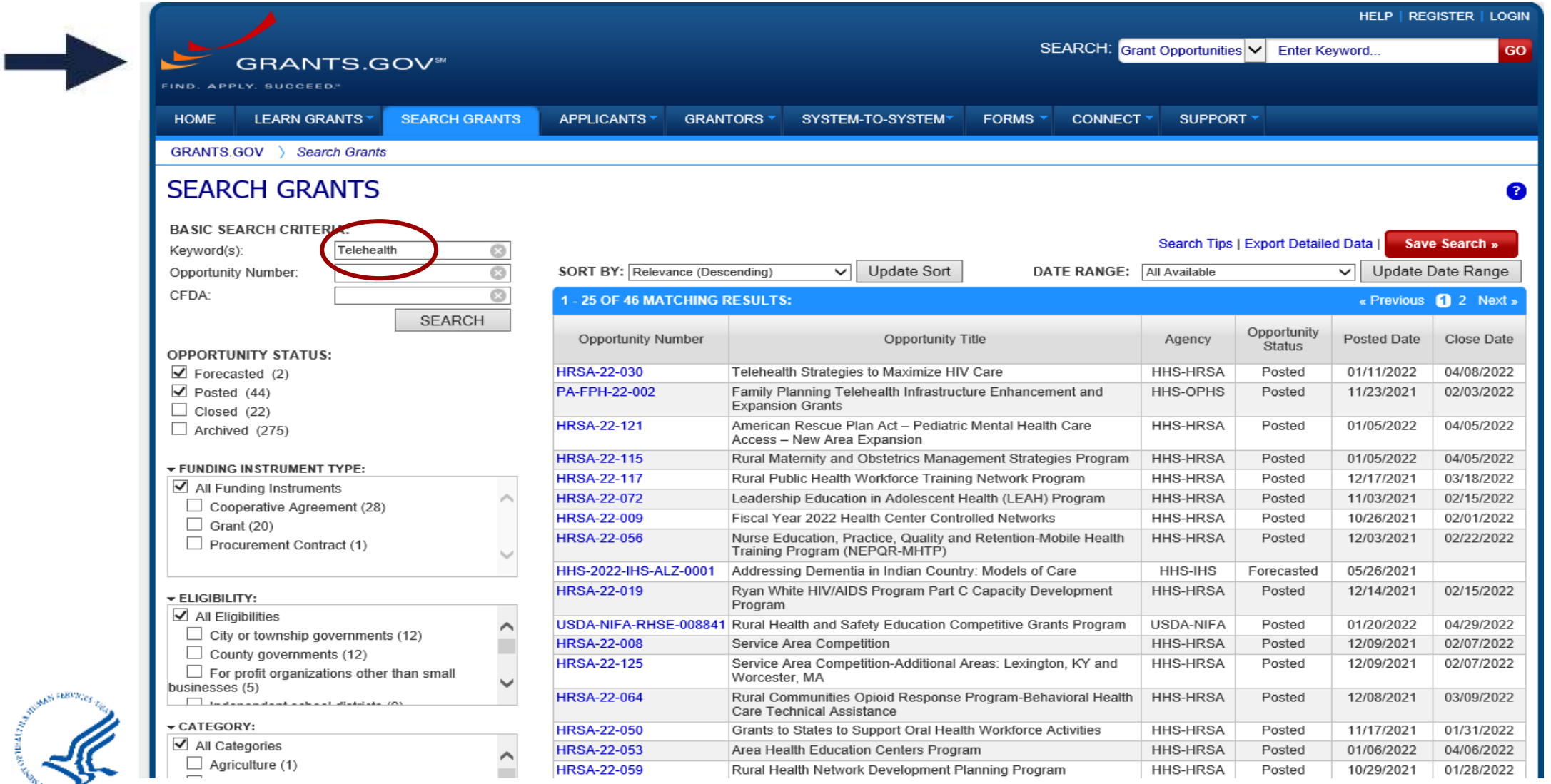
The benefit provides a discount of up to **$30 per month toward internet service for eligible households and up to $75 per month for households on qualifying Tribal lands**

HRSA
Office of Intergovernmental and External Affairs

# Community Health Workers Impact

- Improve patient engagement in care
- Bridge language, culture, social supports and health care
- Coordinate care across sectors
- Advance population health
- Allow primary care and other providers to focus more on patient care
- Decrease costs of care

# HRSA Telehealth Related Funding Opportunities




| Opportunity Number | Opportunity Title | Agency | Opportunity Status | Posted Date | Close Date |
|---|---|---|---|---|---|
| HRSA-22-030 | Telehealth Strategies to Maximize HIV Care | HHS-HRSA | Posted | 01/11/2022 | 04/08/2022 |
| PA-FPH-22-002 | Family Planning Telehealth Infrastructure Enhancement and Expansion Grants | HHS-OPHS | Posted | 11/23/2021 | 02/03/2022 |
| HRSA-22-121 | American Rescue Plan Act – Pediatric Mental Health Care Access – New Area Expansion | HHS-HRSA | Posted | 01/05/2022 | 04/05/2022 |
| HRSA-22-115 | Rural Maternity and Obstetrics Management Strategies Program | HHS-HRSA | Posted | 01/05/2022 | 04/05/2022 |
| HRSA-22-117 | Rural Public Health Workforce Training Network Program | HHS-HRSA | Posted | 12/17/2021 | 03/18/2022 |
| HRSA-22-072 | Leadership Education in Adolescent Health (LEAH) Program | HHS-HRSA | Posted | 11/03/2021 | 02/15/2022 |
| HRSA-22-009 | Fiscal Year 2022 Health Center Controlled Networks | HHS-HRSA | Posted | 10/26/2021 | 02/01/2022 |
| HRSA-22-056 | Nurse Education, Practice, Quality and Retention-Mobile Health Training Program (NEPQR-MHTP) | HHS-HRSA | Posted | 12/03/2021 | 02/22/2022 |
| HHS-2022-IHS-ALZ-0001 | Addressing Dementia in Indian Country: Models of Care | HHS-IHS | Forecasted | 05/26/2021 | |
| HRSA-22-019 | Ryan White HIV/AIDS Program Part C Capacity Development Program | HHS-HRSA | Posted | 12/14/2021 | 02/15/2022 |
| USDA-NIFA-RHSE-008841 | Rural Health and Safety Education Competitive Grants Program | USDA-NIFA | Posted | 01/20/2022 | 04/29/2022 |
| HRSA-22-008 | Service Area Competition | HHS-HRSA | Posted | 12/09/2021 | 02/07/2022 |
| HRSA-22-125 | Service Area Competition-Additional Areas: Lexington, KY and Worcester, MA | HHS-HRSA | Posted | 12/09/2021 | 02/07/2022 |
| HRSA-22-064 | Rural Communities Opioid Response Program-Behavioral Health Care Technical Assistance | HHS-HRSA | Posted | 12/08/2021 | 03/09/2022 |
| HRSA-22-050 | Grants to States to Support Oral Health Workforce Activities | HHS-HRSA | Posted | 11/17/2021 | 01/31/2022 |
| HRSA-22-053 | Area Health Education Centers Program | HHS-HRSA | Posted | 01/06/2022 | 04/06/2022 |
| HRSA-22-059 | Rural Health Network Development Planning Program | HHS-HRSA | Posted | 10/29/2021 | 01/28/2022 |

HRSA
Office of Intergovernmental and External Affairs

# When should you contact HRSA IEA?

- When you want to know more about HRSA programs or initiatives
- When you need contextual information about the state, local, tribal, and regional landscape that may impact your stakeholders
- When you are looking for technical assistance, resources (including funding opportunities) or new partners
- **Simply to connect!**

# HRSA IEA Contact Information

***Christopher Bersani***
Deputy Regional Administrator
Office of Intergovernmental and External Affairs,
Region 1-Boston
Health Resources and Services Administration
Email: Cbersani@hrsa.gov

***Veronica Roa***
Public Health Analyst
Office of Intergovernmental and External Affairs,
Region 1-Boston
Health Resources and Services Administration
Email: VRoa@hrsa.gov

https://www.hrsa.gov/about/organization/offices/hrsa-iea

HRSA
Office of Intergovernmental and External Affairs

# Office for the Advancement of Telehealth
## Telehealth Resource Centers

The purpose of the **Telehealth Resource Center Program** is to support delivery of telehealth technical assistance.

- **National Policy Telehealth Resource Center**
- **National Technology Telehealth Resource Center**
- **Regional Telehealth Resource Centers**

**In 2021, the Telehealth Resource Centers had over 5,500 technical assistance inquiries, and more than 2,700,000 website visits**

**In 2021, the Telehealth Resource Centers reached more than 175,000 participants through over 3,000 outreach events**

NORTHEAST TELEHEALTH RESOURCE CENTER NETRC.org

HRSA Health Resources & Services Administration

# Our services

**Technical Assistance**

We provide expert technical assistance to help build and enhance telehealth programs across the nation. Key focus areas include but are not limited to: telehealth policy, technology, business planning, workflow, etc.

**Development**

We develop educational materials and resources for health systems, providers and patients. Includes: designing/ executing needs assessments, identifying funding sources, and assisting with telehealth technology selection is also among our specialties.

**Business strategy**

We connect telehealth leaders at local, state, and federal levels to raise awareness and collaboratively produce specialized tools and templates for telehealth programs and providers.

# Training Resources for CHWs

**Community Health Worker Online Training Program:**

- Includes CHW Chronic Conditions Training, COVID-19 CHW Training, COVID-19 Vaccine course for CHWs, and Community Health Worker Core Competency Training – visit the MCD **Global e-Training & Technical Assistance Center** to learn more and access trainings!
- **CHW Core Competency Training -** Developed in collaboration with community health workers (CHW) from across the U.S. - virtual training in response to heightened need for CHWs as essential frontline professionals in our health care and public health systems; 12 self-paced modules and 40 hours of live training; follows the **CHW Core Consensus Project (C3)** CHW Roles and Competencies recommendations

CHW Training Program has reached **50 states** and more than **9,000 end users** from health departments, health systems, and community-based organizations.

Collaborative project of the MCD eTraining and NETRC teams – can be found on the CHW Training Portal and on **NETRC's Telehealth Classroom**

White House Office of Science and Technology Policy (OSTP) Request for Information (RFI) on Strengthening Community Health Through Technology. **Provide Your Expertise/Input!**

NORTHEAST TELEHEALTH RESOURCE CENTER NETRC.org

MCD Public Health

HRSA Health Resources & Services Administration

# Achieving Behavioral Health Access

*through Community Health Worker Legislative Reform and Workforce Development in Rural FQHCs*

February 8, 2022

Anne Perry, MPH Candidate

# Agenda

- Problem at hand
- Current Strategies
- CHW Background
- CHW Behavioral Health (BH) Studies
- Proposed Strategies
- Resources

# A historical crisis in health equity

- Shortage of Mental Health (MH) providers: 65% MH care from Primary Care Physicians (PCPs)
- 61.47% of Primary Care Health Professional Shortage Areas (HPSAs)
- Pre and post COVID-19 (2021)
- 93,000 deaths from drug overdose (2020)
- Lack of comprehensive Substance Use Disorder (SUD) services
- Medically vulnerable
- 1 in 5 rural residents served by Federally Qualified Health Centers (FQHCs)

# Current Strategies

**J-1 Visa Exchange Visitor Program**

- Most utilized recruitment and retention program
- Retention rates after required service (4% in 5-10 years)
- Ethical concerns
- Unfair treatment

**Telemedicine**

- Telepsychiatry (75.9% in 2019)
- Tele-SUD on the rise (13.5% to 17.4%)
- Provider-to-provider telehealth (RT)
- Broadband access (33% rural Americans lack; 34% fewer visits)

# CHW Background

- American Public Health Association (APHA) definition
- Chronic disease management
- Individualized Management for Patient-Centered Targets (IMPaCT) $2.47 return for every dollar invested (2020)
- U.S. Department of Labor recognition (2010)
- Key functions
- Staffing

*The CHW is defined as a, ”trusted member of the community that has an unusually close understanding of that community served that enables the CHW to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery.” (APHA, 2000)*

# CHWs in BH

- 62.24% of FQHC patients are racial/or ethnic minorities
- Major barriers to treatment*:
  - Mistrust, stigma, miscommunication, financing, and burden of illness.
- CHWs have common culture, language, and community with patients
- Familiarity in social determinants of health (SDOH):
  - Socioeconomic status (SES), incarceration, risk behavior, disease, limited access to resources, poor quality of care, and homelessness.
- Mental Health Task Sharing

Office of the Surgeon General (US); Center for Mental Health Services (US); National Institute of Mental Health (US). Mental health: Culture, race, and ethnicity. A Supplemental to Mental Health: A Report of the Surgeon General. https://www.ncbi.nlm.nih.gov/books/NBK44243/. Published 1999. Accessed November 17, 2021. *

# CHW BH Studies

| Study | Findings |
|---|---|
| CHW Systemic Review (2018) | Clinical trials 1990 to 2015 found three major types of CHW roles in behavioral health services: sole treatment providers, stepped care, and auxiliary roles. |
| CHWR scale v SRH (2020) | Researchers determined the ability of CHWs to accurately score patients' mental health from a CHW-rated health (CHWRH) compared to a self-rated health (SRH) by patients. |
| CHWPSP v ESR (2020) | The Personalized Support for Progress (PSP) method ran by CHWs reduced health care utilization and costs among women with elevated depression compared to the lower intensity standard care model, the Enhanced Screening and Referral (ESR). |
| CHW-OUD ECHO (2021) | In post-test, CHWs showed a marked increase to knowledge of Opioid Use Disorder (OUD) after ECHO telehealth training on behavioral health integration with a focus on opioid prescription misuse to properly assess, plan, and implement evidence-based treatment. |

# Proposed Strategies

- Policy reform
- Workforce development

# Defining, Certification, Reimbursing, and Training

- Working definitions of CHWs (2019)
- Credentialing/certification (2021)
- Community Health Worker Associations
- Community Health Worker Core Consensus (C3)
- APHA Recommendations

# Certification Programs

**State operated certification program:** Massachusetts, Connecticut (required), New York, Maryland, Ohio (required for Board of Nursing certified CHWs), Indiana, Kentucky, Texas (required), New Mexico, Arizona, Nevada, Oregon, Illinois (required), Rhode Island, and Vermont.

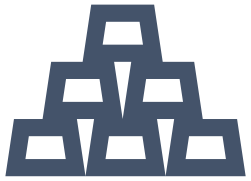
**Privately operated certification program:** Pennsylvania, Virginia, South Carolina, Florida, Michigan, and Missouri.

**Certification program under development:** Minnesota, Mississippi, New Hampshire, and South Dakota.

**Certification program under consideration:** District of Columbia, West Virginia, North Carolina, Georgia, Iowa, Arkansas, Louisiana, Nebraska, Kansas, Oklahoma, Montana, Colorado, Utah, and Alaska.

NASHP, 2021

# Reimbursement



- Prospective Payment System (PPS)
- Alternative Payment Methodology (APM)
- State Plan Authority (SPA)
- Medicaid Managed Care Organizations (MCOs)

# Funding Mechanisms

| States | Funding Mechanism |
|---|---|
| Connecticut | Connecticut does not reimburse for CHW services through its Medicaid program. CHWs receive grant funding through HRSA, CDC, and NIH. |
| Maine | Maine reimburses for CHW services through its Medicaid Community Care Teams program, a MaineCare service. It is funded through a per member per month (PMPM) payment. Community Care Teams have the option to employ a CHW as an additional staff member, per policy. |
| Massachusetts | Massachusetts provides funds to MCOs to support partnerships with and hiring of CHWs. Through Massachusetts' 1115 demonstration, Delivery System Reform Incentive Payment (DSRIP) funds were directed to MassHealth ACOs to assist with hiring and training significant numbers of CHWs. Many MassHealth ACOs use DSRIP funds to reimburse CHWs. |
| New Hampshire | New Hampshire does not reimburse for CHWs through its Medicaid program. |
| Rhode Island | Rhode Island reimburses for CHW services through MCOs and FFS. Rhode Island's Medicaid Accountable Entities may use funds earned through the Health System Transformation Project Incentive Fund to fund CHW services. |
| Vermont | Vermont has incorporated CHW services through their Community Health Team all-payer model structure through medical homes, ACOs, and other VBP models. The state has used Medicaid waivers, and SPAs to pay for these services, as well as other mechanisms like hospital budgets and grants. |

NASHP, 2021

# CMMI

## State Innovation Models (SIM) Initiative for CHWs

- Connecticut
- Michigan
- Idaho
- Rhode Island

# CMS

## Proposed action plans for CMS

Value-based care APMs: consistency, upfront investments, adjust payment for social drivers of health, invest in CHWs, and downside risk for FQHCs, **especially in rural areas.**

# Training

- Standardized training
- ASPIN
- BHA program

# Workforce Development

- Grant funding
- Administrative support
- Demonstrations
- Direct employment
- Employer toolkits

# Conclusion

- Policy:
  Clear definitions, opportunities for certification, consideration of value-based APMs, and standardized training
- Workforce development:
  Participation in CHW interventions, benefits of hiring, and best employer practices
- Chronic illness and mental health comorbidities

# Resources

- ✓Public Health Jobs Corps: Responding to COVID-19, rebuilding the community health workforce (2021)
- ✓Critical inputs for successful community health worker programs (2021)
- ✓Community Health Worker Payment Guide (2020)
- ✓The Centers for Disease Control and Prevention's Community Health Workers (CHW) Inclusion Checklist (2019)
- ✓Sustainable Financing Models for Community Health Worker Services in Connecticut: Translating Science into Practice (2017)
- ✓Community Health Worker (CHW) Toolkit A guide for employers (2016)

# Contact

Anne Perry, MPH Candidate

perryal@bu.edu

305-962-7986

Northern Counties
HEALTH CARE

# Northern Counties Health Care, Inc.

## *Community Health Workers at the Heart of Our Mission*

**Kari White, Director of Quality/Compliance & Privacy Officer**
**Laurie Somers, Lead Community Resource Coordinator**

# History

**Caledonia Home Health Care** was founded in 1968 by Dr. Ralph Jardine and community members.

In 1977, with the award of Vermont's first Community Health Center grant, **Northern Counties Health Centers** was formed as the successor to the "Comprehensive Health Planning Council".

The two organizations merged in 1988 to create:

**Northern Counties Health Care, Inc. (NCHC).**

Northern Counties
HEALTH CARE

# Our Service Area

**NCHC's Service Area covers a three-county region (Caledonia, Essex, Orleans) of Vermont commonly known as the Northeast Kingdom (NEK). These three counties are the most rural and poorest in our state.**

# Three hospital service areas, two divisions, ONE MISSON:

## *To provide high-quality, accessible, patient-centered health care.*

**Primary Care**

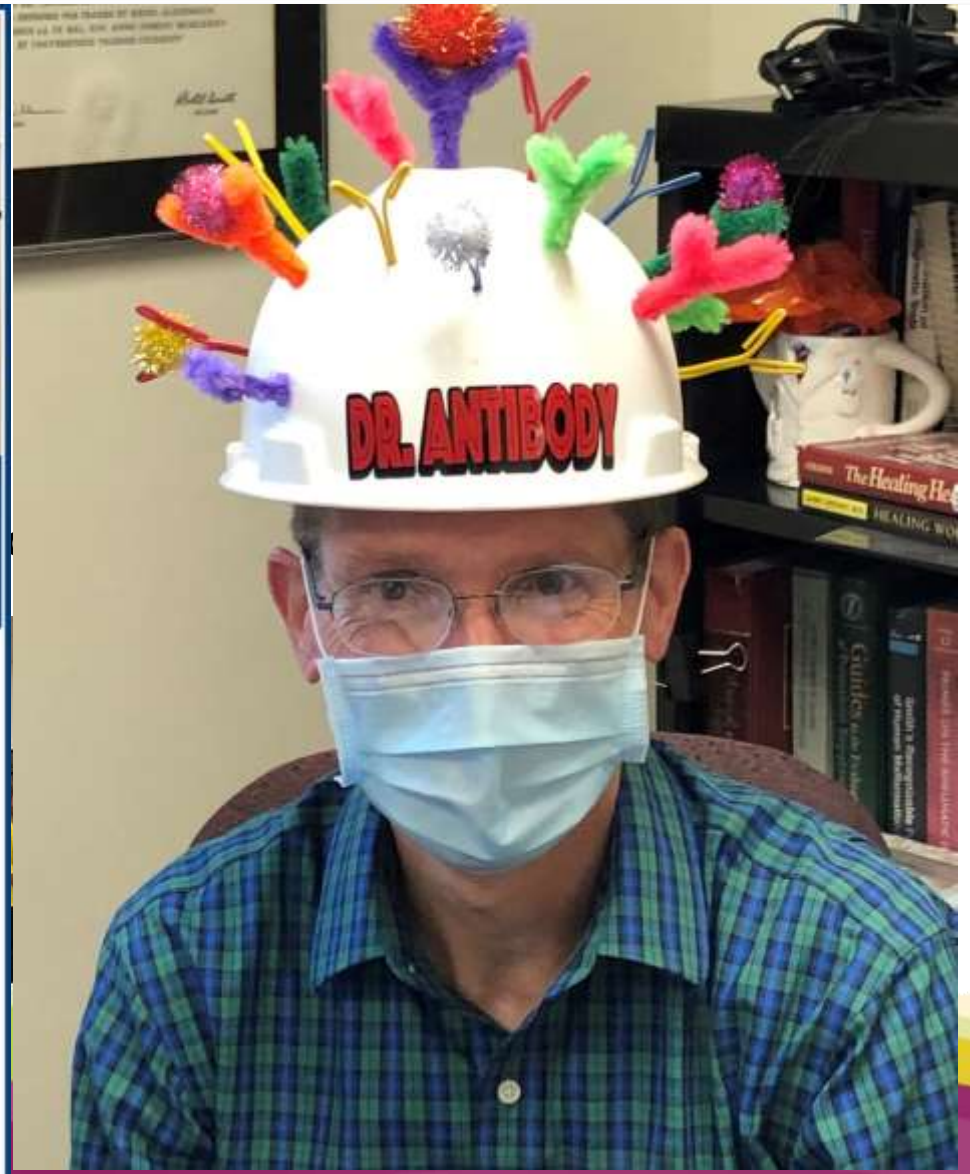
- Primary Medical Care
- Behavioral Health Counseling
- Care and **Resource Coordination**
- Dental Care
- **Outreach & Enrollment**
- Pharmacy Services

**Home Care & Hospice**

- Home Care
- Hospice & Palliative Care
- Long Term Care
- Maternal and Child Health
- Private Duty

Northern Counties
HEALTH CARE

# Vision, Values and Point of View



Northern Counties
HEALTH CARE

# More to Health than Healthcare

## Bundle Bags Available!

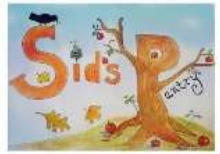
**Worried about food?**

**We're here to help, and there are no income requirements to qualify!**

**Thanks to Northern Counties Health Care's great partnership with Sid's Pantry, we're able to offer Bundle Bags to those who need a little extra help!**

**Please ask our front desk for more information.**

Northern Counties
HEALTH CARE




## RISE & Walk ST. JOHNSBURY

July 20, 2021

**A GOOD NIGHT'S SLEEP**

With Abby Young, FNP

**Join us and NEK Prosper for Rise and Walk tomorrow at 6 PM at the corner of Winter Street and Main Street in St. Johnsbury for this short health talk followed by a walk.**

*Find out more about the program at:*
***https://nekprosper.org/outcomes/physically-healthy/***
*Contact Jen Grant at* ***(802) 748-9405 ext. 1026***
*or email* ***jennifergr@nchcvt.org***

Northern Counties HEALTH CARE

# Community Resource Coordinator (CRC) Definition

## Vermont Community Health Worker Definition

### Understand the community

They are frontline public health professionals who are a trusted members of or have a close understanding of the community being served.

### Build relationships

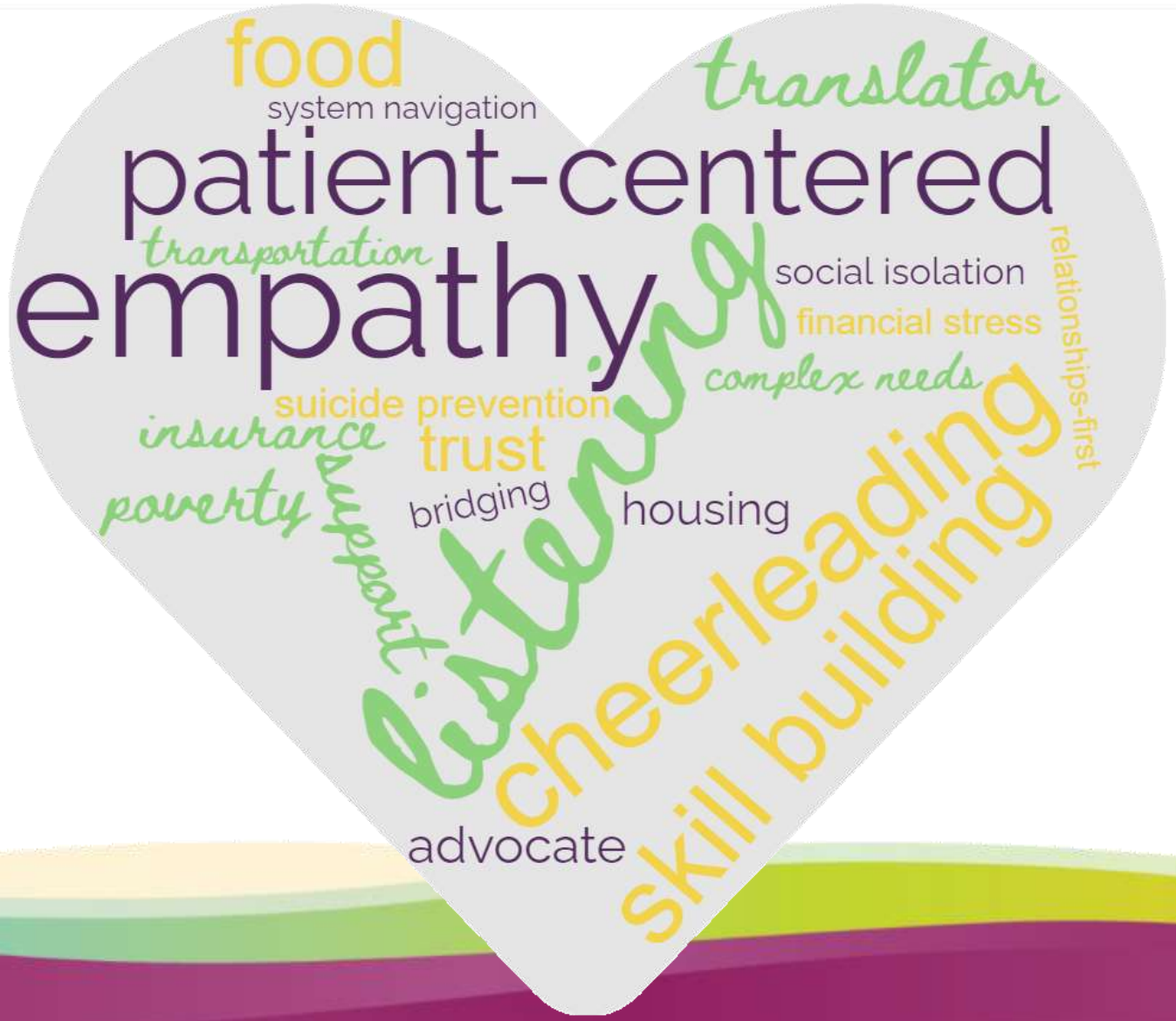
They use a person-centered approach to build trusting relationships that enable them to serve as a liaison between health and social services and the community. This facilitates access to services and improves the quality, and cultural and linguistic competence, of service delivery.

### Increase positive health outcomes

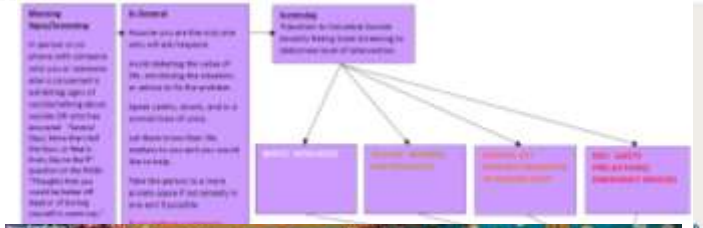
They increase self-sufficiency, wellbeing and positive health outcomes through a range of activities. These include outreach, community education, supportive guidance, self-management, coaching, and the provision of social support and advocacy.

Northern Counties
HEALTH CARE

# What Does a CRC Do?



# CRCs See and Fill the Gaps



-Now available-

Hardwick Area Health Center's

**Diaper Bank**

If you need assistance with infant or adult diapers, we're here to help!
Ask us today about accessing Hardwick Area Health Center's Diaper Bank.

*What can you do to help?*

Contact Victoria Foster at 802-472-3300 x4135 to donate!

Any brand of diaper for any age is welcome.
Diapers will be accepted whether they are opened, partial or un-opened.

Northern Counties HEALTH CARE

Compassionate Care in Our Home or Yours

**Have Questions About Your Child's Car Seat?**

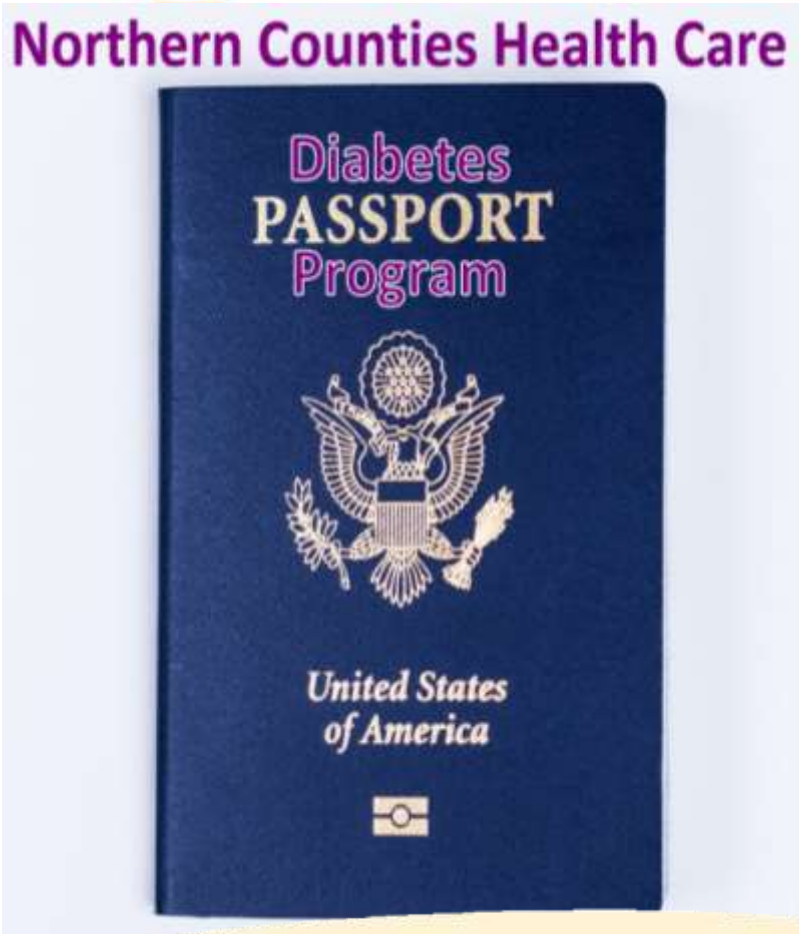
Northern Counties HEALTH CARE

# CRC Value at NCHC

*I think the CRCs help, in small, incremental ways, at addressing some of the social determinants of health. They help "fill in the chinks" between the medical home's structural logs, making it a tighter, more complete, structure.* *Dr. Tim Tanner, NCHC Medical Director*

Northern Counties
HEALTH CARE

# Telehealth Wins for Care Team and Patients



Northern Counties HEALTH CARE

# Barriers to Telehealth for CRC Work

Northern Counties HEALTH CARE

# What's Next?

- Maintain flexibility and adaptability
- Seek out new partnerships to expand access
- Continue redefining: "patient-centered access"

- Formalization of role
- Pursuing reimbursement models
- Demonstrable financial ROI
- Recruitment and retention

Q
&
A

# Evaluation Survey

**We hope you consider joining us again in March for our second webinar session- which is a continued conversation on:**

Telehealth to Advance Pediatric Behavioral Health, Successful Interventions

**Stay tuned for more information, or contact your NETRC & HRSA OIEA colleagues here!**

HRSA
Office of Intergovernmental and External Affairs

# Connect with HRSA

Learn more about our agency at:

www.HRSA.gov

Sign up for the HRSA eNews

FOLLOW US:

HRSA
Office of Intergovernmental and External Affairs

# Contact Us!

**Danielle Louder**
Program Director, NETRC
Co-Director, MCD Public Health
Email: DLouder@mcdph.org

my Linked in profile

**Andrew Solomon, MPH**
Senior Program Manager, NETRC
Email: Asolomon@mcd.org

my Linked in profile

**Reid Plimpton, MPH**
Project Manager, NETRC
Email: Rplimpton@mcdph.org

my Linked in profile

**www.netrc.org | 800-379-2021**

Northern Counties HEALTH CARE

# More Resources

**Community Health Workers in Vermont**
https://www.healthvermont.gov/sites/default/files/documents/pdf/HPDP-VT-CHW-Scan%20Brief.pdf

**Vermont Community Health Worker Scope of Practice and Core Competencies**
https://www.healthvermont.gov/sites/default/files/documents/pdf/hpdp_Community-Health-Workers_ScopeOfPractice-CoreCompetencies_FINAL%20October%202020.pdf

**Community Health Workers in Vermont Professional Identity Snapshot** -
https://www.healthvermont.gov/sites/default/files/documents/pdf/hpdp_Community-Health-Workers-Prof%20Identity%20Brief_Nov%202020.pdf

**Community Health Workers in Vermont Community Health Workforce Snapshot**
https://www.healthvermont.gov/sites/default/files/documents/pdf/hpdp_Community-Health-Workers_Workforce_Brief_Nov%202020.pdf

***Thank you!***

# References Pt I


1. Results from the 2016 National Survey on Drug Use and Health. https://www.samhsa.gov/data/sites/default/files/NSDUH-DetTabs-2016/NSDUH-DetTabs-2016.htm. Published 2017. Accessed November 10, 2021.
2. HPSA find. https://data.hrsa.gov/tools/shortage-area/hpsa-find. Accessed November 11, 2021.
3. Schroeder S, Roberts H, Heitkamp T, Clarke B, Gotham HJ, Franta E. Rural Mental Health Care during a global health pandemic: Addressing and supporting the rapid transition to Tele-Mental Health. *Journal of Rural Mental Health*. 2021;45(1):1-13. doi:10.1037/rmh0000169
4. 2021 State of Mental Health in America. Mental Health America. Accessed November 10, 2021. https://www.mhanational.org/research-reports/2021-state-mental-health-america
5. Lister JJ, Weaver A, Ellis JD, Himle JA, Ledgerwood DM. A systematic review of rural-specific barriers to medication treatment for opioid use disorder in the United States. *The American Journal of Drug and Alcohol Abuse*. 2020;46(3):273-288. doi:10.1080/00952990.2019.1694536
6. Hedegaard H, Spencer MR. Urban–rural differences in drug overdose death rates, 1999–2019. NCHS Data Brief, no 403. Hyattsville, MD: National Center for Health Statistics. 2021. DOI: https://dx.doi.org/10.15620/cdc:102891.
7. Morales D. Not-MH-21-190: Request for information (RFI): Improving the mental health of rural people. National Institutes of Health Office of Extramural Research. https://grants.nih.gov/grants/guide/notice-files/NOT-MH-21-190.html . Published March 11, 2021. Accessed November 12, 2021.
8. Recruiting and retaining behavioral health workers in rural America: Our report and action guide. Center for Health & Research Transformation. https://chrt.org/publication/rural-americas-shortage-of-behavioral-health-workers/ . Published February 5, 2021. Accessed November 12, 2021.
9. Substance abuse, behavioral disorder, and Mental Health Counselors: Occupational Outlook Handbook. U.S. Bureau of Labor Statistics. https://www.bls.gov/ooh/community-and-social-service/substance-abuse-behavioral-disorder-and-mental-health-counselors.htm. Published September 8, 2021. Accessed November 12, 2021.
10. Mental health and rural America: Challenges and opportunities. National Institute of Mental Health. https://www.nimh.nih.gov/news/media/2018/mental-health-and-rural-america-challenges-and-opportunities. Published May 30, 2018. Accessed November 14, 2021.
11. Federally Qualified Health Centers (FQHCs) and the Health Center Program Overview - Rural Health Information Hub. Accessed November 14, 2021. https://www.ruralhealthinfo.org/topics/federally-qualified-health-centers
12. 2020 Uniform Data System Manual. [ebook] Bureau of Primary Health Care. https://bphc.hrsa.gov/sites/default/files/bphc/datareporting/pdf/2020-uds-manual.pdf . Accessed November 10, 2021.
13. Centers for Disease Control and Prevention. About Rural Health; 2017. https://www.cdc.gov/ruralhealth/about.html Accessed November 10, 2021.
14. Chronic Illness and Mental Health: Recognizing and Treating Depression. National Institute of Mental Health (NIMH). Accessed November 10, 2021. https://www.nimh.nih.gov/health/publications/chronic-illness-mental-health
15. Immigration information for international medical graduates. American Medical Association. Accessed November 11, 2021. https://www.ama-assn.org/education/international-medical-education/immigration-information-international-medical-graduates
16. Affairs (OGA) O of G. HHS Exchange Visitor Program. HHS.gov. Published April 19, 2016. Accessed November 16, 2021. https://www.hhs.gov/about/agencies/oga/about-oga/what-we-do/exchange-visitor-program/index.html
17. Rosenblatt R, Andrilla C, Curtin T, Hart L. Shortages of medical personnel at community health centers: implications for planned expansion. JAMA. 2006;295(9):1042-1049.
18. Patterson DG, Keppel G, Skillman SM. Conrad 30 Waivers for Physicians on J-1 Visas: State Policies, Practices, and Perspectives. Final Report #157. Seattle, WA: WWAMI Rural Health Research Center, University of Washington, Mar 2016.
19. Crouse BJ, Munson RL. The effect of the physician J-1 visa waiver on rural Wisconsin. *WMJ*. 2006;105(7):16-20.
20. What is Telepsychiatry? Accessed November 12, 2021. https://www.psychiatry.org/patients-families/what-is-telepsychiatry
21. Barnett ML, Huskamp HA, Busch AB, Uscher-Pines L, Chaiyachati KH, Mehrotra A. Trends in Outpatient Telemedicine Utilization Among Rural Medicare Beneficiaries, 2010 to 2019. *JAMA Health Forum*. 2021;2(10):e213282. doi:10.1001/jamahealthforum.2021.3282
22. Uscher-Pines L, Cantor J, Huskamp HA, Mehrotra A, Busch A, Barnett M. Adoption of telemedicine services by substance abuse treatment facilities in the U.S. *J Subst Abuse Treat*. 2020;117:108060. doi:10.1016/j.jsat.2020.108060
23. Agency for Healthcare Research and Quality — Evidence-based Practice Center Systematic Review Protocol (AHRQ EHC Program); 2021. https://effectivehealthcare.ahrq.gov/sites/default/files/pdf/rural-telehealth-amended-protocol.pdf. Accessed November 19, 2021.

# References Pt II


24. Mehrotra A, Huskamp HA, Souza J, et al. Rapid growth in mental health telemedicine use among rural Medicare beneficiaries, wide variation across states. *Health Aff (Millwood)*. 2017;36(5):909-917. doi:10.1377/hlthaff.2016.1461
25. Agency for Healthcare Research and Quality — Evidence-based Practice Center Systematic Review Protocol (AHRQ EHC Program); 2021. https://effectivehealthcare.ahrq.gov/sites/default/files/pdf/rural-telehealth-amended-protocol.pdf . Accessed November 19, 2021.
26. Mehrotra A, Huskamp HA, Souza J, et al. Rapid growth in mental health telemedicine use among rural Medicare beneficiaries, wide variation across states. *Health Aff (Millwood)*. 2017;36(5):909-917. doi:10.1377/hlthaff.2016.1461
27. Federal Communications Commission (FCC). Connect2HealthFCC Data. https://www.fcc.gov/reports-research/maps/connect2health/data.html Accessed November 14, 2021.
28. Wilcock AD, Rose S, Busch AB, et al. Association Between Broadband Internet Availability and Telemedicine Use. JAMA Intern Med. 2019;179(11):1580-1582. doi:10.1001/jamainternmed.2019.2234
29. American Public Health Association. *Community health workers.* 2000. https://www.apha.org/apha-communities/member-sections/community-health-worker . Accessed November 14, 2021.
30. Rush C. Sustainable Financing of Community Health Worker Employment: Translation Report. The National Associaton of Community Health Workers (NACHW) 2020. https://nachw.org/wp-content/uploads/2020/10/SustainableFinancingReportOctober2020.pdf July 2020. Accessed November 11, 2021.
31. *An act concerning community health workers, SB 126, 1st Sess (Ct 2017)* [February 5, 2019]. https://www.cga.ct.gov/2017/act/pa/pdf/2017PA-00074-R00SB-00126-PA.pdf .
32. Felix HC, Mays GP, Stewart MK, Cottoms N, Olson M. The Care Span: Medicaid savings resulted when community health workers matched those with needs to home and community care. *Health Aff (Millwood)*. 2011;30(7):1366-1374. doi:10.1377/hlthaff.2011.0150
33. Kangovi S, Mitra N, Grande D, Long JA, Asch DA. Evidence-Based Community Health Worker Program Addresses Unmet Social Needs And Generates Positive Return On Investment. *Health Affairs*. 2020;39(2):207-213. doi:10.1377/hlthaff.2019.00981
34. U.S. Office of Management and Budget. 2009. “OMB 2010 Standard Occupational Classification (SOC)—OMB's Final Decisions; Notice." Accessed on November 14, 2021. http://www.bls.gov/soc/soc2010final.pdf
35. 21-1094 Community Health Workers. U.S. Bureau of Labor Statistics. https://www.bls.gov/oes/current/oes211094.htm#st . Published March 31, 2021. Accessed November 14, 2021.
36. Crespo R. An Emerging Model for Community Health Worker–Based Chronic Care Management for Patients with High Health Care Costs in Rural Appalachia. *Prev Chronic Dis*. 2020;17. doi:10.5888/pcd17.190316
37. Ryabov I, Richardson C. The role of community health workers in combating type 2 diabetes in the Rio Grande Valley. *J Prim Care Community Health*. 2011;2(1):21-25. doi:10.1177/2150131910382556
38. Ryabov I. Cost-effectiveness of Community Health Workers in controlling diabetes epidemic on the U.S.-Mexico border. *Public Health*. 2014;128(7):636-642. doi: 10.1016/j.puhe.2014.05.002
39. Freeman HP, Rodriguez RL. History and principles of patient navigation. *Cancer*. 2011;117(S15):3537-3540. doi:10.1002/cncr.26262
40. Roland K, Milliken E, Rohan A, White S, Melilo S, Rorie W, Carmita-Anita S, Young P. Health Equity. Dec 2017.61-76. http://doi.org/10.1089/heq.2017.0001
41. Boston University School of Social Work. Center for Innovation in Social Work & Health. The Community Health Worker Role on the HIV Care Continuum. November 2018.
42. Hartzler AL, Tuzzio L, Hsu C, Wagner EH. Roles and Functions of Community Health Workers in Primary Care. *Ann Fam Med*. 2018;16(3):240-245. doi:10.1370/afm.2208
43. National Center for Chronic Disease Prevention and Health Promotion. Division For Heart Disease and Stroke Prevention. States Implementing Community Health Worker Strategies. December 2014.
44. Home Visiting Programs – RHIhub Transportation Toolkit. Accessed November 17, 2021. https://www.ruralhealthinfo.org/toolkits/transportation/2/models-to-overcome-barriers/home-visiting-programs
45. Park J, Regenstein M, Chong N, Onyilofor CL. The Use of Community Health Workers in Community Health Centers. *Med Care*. 2021;59(10 Suppl 5):S457-S462. doi:10.1097/MLR.0000000000001607
46. National Health Center Program Uniform Data System (UDS) Awardee Data. Accessed November 17th, 2021. https://data.hrsa.gov/tools/data-reporting/program-data/national Office of the Surgeon
47. General (US); Center for Mental Health Services (US); National Institute of Mental Health (US). Mental health: Culture, race, and ethnicity. A Supplemental to Mental Health: A Report of the Surgeon General. https://www.ncbi.nlm.nih.gov/books/NBK44243/ . Published 1999. Accessed November 17, 2021.
48. WestRasmus EK, Pineda-Reyes F, Tamez M, Westfall JM. Promotores de Salud and Community Health Workers: An Annotated Bibliography. *Family & Community Health*. 2012;35(2):172-182. doi:10.1097/FCH.0b013e31824991d2
46. Peretz PJ, Islam N, Matiz LA. Community Health Workers and Covid-19 — Addressing Social Determinants of Health in Times of Crisis and Beyond. *New England Journal of Medicine*. 2020;383(19):e108. doi:10.1056/NEJMp2022641
47. Galea S, Vlahov D. Social determinants and the health of drug users: socioeconomic status, homelessness, and incarceration. *Public Health Rep*. 2002;117(Suppl 1):S135-S145.
48. Barnett ML, Gonzalez A, Miranda J, Chavira DA, Lau AS. Mobilizing Community Health Workers to Address Mental Health Disparities for Underserved Populations: A Systematic Review. *Adm Policy Ment Health*. 2018 Mar;45(2):195-211. doi: 10.1007/s10488-017-0815-0

# References Pt III


49. Sharing and shifting tasks to maintain essential healthcare during COVID-19 in low resource, non-US settings. Centers for Disease Control and Prevention. https://www.cdc.gov/coronavirus/2019-ncov/global-covid-19/task-sharing.html . Accessed November 10, 2021.
50. Coulter K, Ingram M, Lohr AM, Bell ML, Carvajal S. Examining Associations between Community Health Worker-Rated Health and Mental Health among Latino Adults with Chronic Disease. *Int J Environ Res Public Health*. 2020;18(1):100. Published 2020 Dec 25. doi:10.3390/ijerph18010100
51. Hispanic ethnicity, physician-patient communication, and antidepressant adherence. *Sleath B, Rubin RH, Huston SA Compr Psychiatry. 2003 May-Jun; 44(3):198-204.*
52. Embick ER, Maeng DD, Juskiewicz I, et al. Demonstrated health care cost savings for women: findings from a community health worker intervention designed to address depression and unmet social needs. *Arch Womens Ment Health*. 2021;24(1):85-92. doi:10.1007/s00737-020-01045-9
53. Jose Zapata Jr., Angela Colistra, Janna Lesser, Belinda Flores, Annette Zavala-Idar & Andrea Moreno-Vasquez (2021) Opioid Use Disorder ECHO: A Program Evaluation of a Project That Provides Knowledge and Builds Capacity for Community Health Workers in Medically Underserved Areas of South Texas, Issues in Mental Health Nursing, 42:4, 381-390, DOI: 10.1080/01612840.2020.1814911
54. Swendsen JD, Merikangas KR. The comorbidity of depression and substance use disorders. *Clinical Psychology Review*. 2000;20(2):173-189. doi:10.1016/S0272-7358(99)00026-4
55. Bureau of Labor Statistics, U.S. Department of Labor, Occupational Outlook Handbook, Health Educators and Community Health Workers, accessed October 3, 2019, https:// www.bls.gov/ooh/community-and-social-service/healtheducators.htm .
56. Cacal SL, Spock N, Quensell ML, Sentell TL, Stupplebeen DA. Legislative Definitions of Community Health Workers: Examples from Other States to Inform Hawai'i. Hawaii J Med Public Health. 2019;78(6 Suppl 1):23-29.
57. American Public Health Association. Community health workers. 2018. https://www.apha.org/apha-communities/member-sections/community-health-workers . Accessed November 11, 2021.
58. On the front lines of Health Equity: Community Health Workers. Centers for Medicare & Medicaid Services. https://www.cms.gov/files/document/community-health-worker.pdf . Published November 3, 2021. Accessed November 22, 2021.
59. Map & Directory of CHW state information. MHP Salud. https://mhpsalud.org/community-health-worker-resources/associations/#directory . Published January 14, 2022. Accessed November 17, 2021.
60. State Community Health Worker Models. The National Academy for State Health Policy. Published December 10, 2021. Accessed December 14, 2021. https://www.nashp.org/state-community-health-worker-models/
61. Pathways to Establishing State CHW Certification Guide. MHP Salud 2021.
62. Including Community Health Workers (CHWs) in State Health Systems Transformations. Centers for Disease Control and Prevention. https://www.cdc.gov/dhdsp/pubs/toolkits/chw-ta-including.htm . Published February 28, 2019. Accessed November 22, 2021.
63. Medicaid payment policy for Federally Qualified Health Centers. https://www.macpac.gov/wp-content/uploads/2017/12/Medicaid-Payment-Policy-for-Federally-Qualified-Health-Centers.pdf . Accessed November 30, 2021.
64. Using Z Codes: The Social Determinants of Health (SDOH) Data Journey to Better Outcomes. Centers for Medicare & Medicaid Service; 2021.
65. Innovation models: CMS Innovation Center. Innovation Center. https://innovation.cms.gov/innovation-models#views=models . Accessed December 14, 2021.
66. Horton K, Vanecek A, Seiler N. Advancing the Role of Community Health Workers: Engaging State Medicaid Offices to Develop State Plan Amendments Regarding the Preventive Services Rule Change. September 2018.
67. RTI International. Evaluation of the State Innovation Models (SIM) Initiative Round 2: Model Test Final Report. https://innovation.cms.gov/data-and-reports/2021/sim-rd2-test-final . Published 2021. Accessed December 14, 2021.
68. Roundtable on CMS Innovation Center Health Equity Strategy. December 8, 2021. Accessed January 5, 2022. Transcript available at: https://innovation.cms.gov/media/document/cmmi-health-equity-roundtable-transcript
69. Mason T, Rush C, Sugarcane M. Statewide training approaches for community health workers. https://nachw.org/wp-content/uploads/2021/09/8.25.21StatewideTraining.pdf. Published 2021. Accessed December 15, 2021.
70. Rural Health Information Hub. Rural Project Summary: ASPIN's Certified Recovery Specialist Program. https://www.ruralhealthinfo.org/project-examples/746 . Accessed December 15, 2021.
71. O'Keefe VM, Cwik MF, Haroz EE, Barlow A. Increasing culturally responsive care and mental health equity with Indigenous Community Mental Health Workers. Psychological services. https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6824928/ . Published February 2021. Accessed December 16, 2021.
72. Hoeft TJ, Fortney JC, Patel V, Unützer J. Task-sharing approaches to improve mental health care in rural and other low-resource settings: A systematic review. *The Journal of Rural Health*. 2017;34(1):48-62. doi:10.1111/jrh.12229

# References Pt IV


73. Resources | CHW Core Consensus Project. CHW Core Consensus P. Accessed November 17, 2021. https://www.c3project.org/resources
74. Support for Community Health Worker Leadership in Determining Workforce Standards for Training and Credentialing. Accessed November 15, 2021. https://www.apha.org/policies-and-advocacy/public-health-policy-statements/policy-database/2015/01/28/14/15/support-for-community-health-worker-leadership
75. Rosenbaum S, Sharac J, Shin P, Mar 26 JTP, 2019. Community Health Center Financing: The Role of Medicaid and Section 330 Grant Funding Explained. KFF. Published March 26, 2019. Accessed November 18, 2021. https://www.kff.org/medicaid/issue-brief/community-health-center-financing-the-role-of-medicaid-and-section-330-grant-funding-explained
76. Park J, Regenstein M, Chong N, Onyilofor CL. The Use of Community Health Workers in Community Health Centers. *Med Care*. 2021;59(10 Suppl 5):S457-S462. doi:10.1097/MLR.0000000000001607
77. Addressing Social Determinants Of Health Via Medicaid Managed Care Contracts And Section 115. Association for Community Affiliated Plans; 2018. https://www.chcs.org/media/Addressing-SDOH-Medicaid-Contracts-1115-Demonstrations-121118.pdf . Accessed November 15, 2021.
78. Horton, JD, MPH, RN K, Vanecek A, Seiler, JD NK. Advancing the Role of Community Health Workers: Engaging State Medicaid Offices to Develop State Plan Amendments Regarding the Preventive Services Rule Change. National Center for Healthy Housing. https://nchh.org/resource-library/technical-brief_advancing-the-role-of-community-health-workers.pdf . Published September 2018. Accessed November 18, 2021.
79. Medicaid and CHIP Managed Care Final Rules | Medicaid. Accessed November 18, 2021. https://www.medicaid.gov/medicaid/managed-care/guidance/medicaid-and-chip-managed-care-final-rules/index.html
80. Covert H, Sherman M, Miner K, Lichtveld M. Core Competencies and a Workforce Framework for Community Health Workers: A Model for Advancing the Profession. *Am J Public Health*. 2019;109(2):320-327. doi:10.2105/AJPH.2018.304737
81. Fact Sheet: Biden Administration Takes Steps to Address COVID-19 in Rural America and Build Rural Health Back Better. The White House. Published August 13, 2021. Accessed November 18, 2021. https://www.whitehouse.gov/briefing-room/statements-releases/2021/08/13/fact-sheet-biden-administration-takes-steps-to-address-covid-19-in-rural-america-and-build-rural-health-back-better/
82. HRSA-22-059: Rural Health Network Development Planning Program. Department of Health and Human Services Health Resources and Services Administration. https://www.hrsa.gov/grants/find-funding/hrsa-22-059 . Accessed November 18, 2021.
83. U.S. Department of Health and Human Services; 2018. https://www.hrsa.gov/sites/default/files/hrsa/ruralhealth/reports/FCHIP-Interim-Report-September-2018.pdf . Accessed November 19, 2021.
84. Remarks by Kathryn Umali. New Funding from the American Rescue Plan. Presentation at: the USDA Rural Development Innovation Center meeting; October 12, 2021. Rockville, MD.
85. Partners in Health. Public Health Jobs Corps: Responding to the COVID-19, rebuilding the Community Health Workforce. url. January 22, 2021. December 1, 2021.
86. Community Health Worker Payment Model Guide - orchwa.org. https://www.orchwa.org/resources/Documents/ORCHWA%20Payment%20Model%20Guide%202020.pdf . Accessed November 19, 2021.
87. London K, Tikkanen R. Sustainable Financing Models for Community Health Worker Services in Connecticut: Translating Science into Practice. Published online June 19, 2017.
88. Including Community Health Workers (chws) in health care ... https://www.cdc.gov/dhdsp/pubs/docs/CHW_Integration_Checklist.pdf . Accessed November 1, 2021.
89. CHW Toolkit: A Guide for Employers. Minnesota Department of Health. https://www.health.state.mn.us/facilities/ruralhealth/emerging/chw/docs/2016chwtool.pdf . Published 2016. Accessed November 19, 2021.

# Telemental Health Resources

- **US Center for Disease Control and Prevention (CDC) -** Using Telehealth to Expand Access to Essential Health Services during the COVID-19 Pandemic https://www.cdc.gov/coronavirus/2019-ncov/hcp/telehealth.html
- **Kaiser Family Foundation (KFF)** White Paper: https://www.kff.org/womens-health-policy/issue-brief/telemedicine-and-pregnancy-care/
- **Health Resources and Services Administration (HRSA) Maternal and Child Health Bureau (MCH)**- MCH Navigator Online Training: https://mchb.hrsa.gov/training/mch-navigator-description.asp
- **Suicide Prevention Resource Center (SPRC)** –Treating Suicidal Patients During COVID-19: Best Practices and Telehealth https://www.sprc.org/events-trainings/treating-suicidal-patients-during-covid-19-best-practices-telehealth

# Patient/Client Resources

HHS Telehealth Webpage for Patients/Consumers: https://telehealth.hhs.gov/patients/

TRC and Other Consumer Resources: How Patients Can Engage Telehealth, Telebehavioral Health, Tips to Keep Your Telehealth Visit Private , Downloadable Tech Guides, Virtual Healthcare for Patients/Consumers, How to Prepare for a Video Visit with Your Mental Health Provider

**Devices/Connectivity:**

FCC LifeLine Program - provides devices and subsidies on monthly voice and data fees for low income consumers. There are eligibility requirements (see webpage) and an application process.

National Digital Equity Center, has a device loaner program – any Maine resident over 70 years of age can borrow devices for 90 days at no charge, and pay $25/month after that 90 days if they wish to keep it longer.
Older adults from other states can participate for a small fee.

NORTHEAST TELEHEALTH RESOURCE CENTER

# Telehealth Resource Center Resources

- NETRC Site & Telehealth Resource Library
  - Latest in national and regional telehealth news and resources
  - Over 6,000 publicly available journal articles and other resources
  - NETRC/MATRC 2020 Virtual Conference Series Archives
    - **https://telehealth2020.swoogo.com/launchtelehealth2020/**
- National Telehealth Resource Center website
  - Fact Sheets, Guides and Templates
  - Evidence for Telehealth, Webinar series, etc.
- NCTRC Webinar Series
  - Every 3rd Thursday of the month from 2 PM – 3 PM EST.
  - Watch recordings of previous webinars on our Youtube channel: www.youtube.com/c/nctrc