

The logo features a large, stylized red graphic element on the left side, resembling a thick vertical bar with a horizontal bar extending from its top and bottom, forming a partial frame. The text is positioned to the right of this graphic. The year '2018' is written vertically in light blue. The word 'NATIONAL' is in light blue, positioned above the main title. The main title 'RYAN WHITE' is in large, bold, white capital letters. Below it, the subtitle 'CONFERENCE ON HIV CARE & TREATMENT' is in smaller, light blue capital letters.

2018 NATIONAL
RYAN WHITE
CONFERENCE ON HIV CARE & TREATMENT

Training Community Health Workers and Supervisors to Improve Linkage and Retention in HIV Care

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Presenter Disclosers

Serena Rajabiun

Alicia Downes

Stephanie Kennedy

(1) The following personal financial relationships commercial interests relevant to this presentation during the past 12 months:

No relationships to disclose

Learning Objectives

At the conclusion of this activity, the participant will be able to:

1. Describe the core training competencies for CHWs and their supervisors working in HIV care
2. Gain skills on training approaches for CHWs and supervisors
3. Obtain resources for strengthening organizational capacity to integrate CHWs as part of the HIV care team.

Obtaining CME/CE Credit

If you would like to receive continuing education credit for this activity, please visit:

<http://ryanwhite.cds.pesgce.com>

About the Project

Improving Access to Care: Using Community Health Workers to Improve Linkage and Retention in HIV Care

Funded through the Secretary's Minority AIDS Initiative Fund (SMAIF)

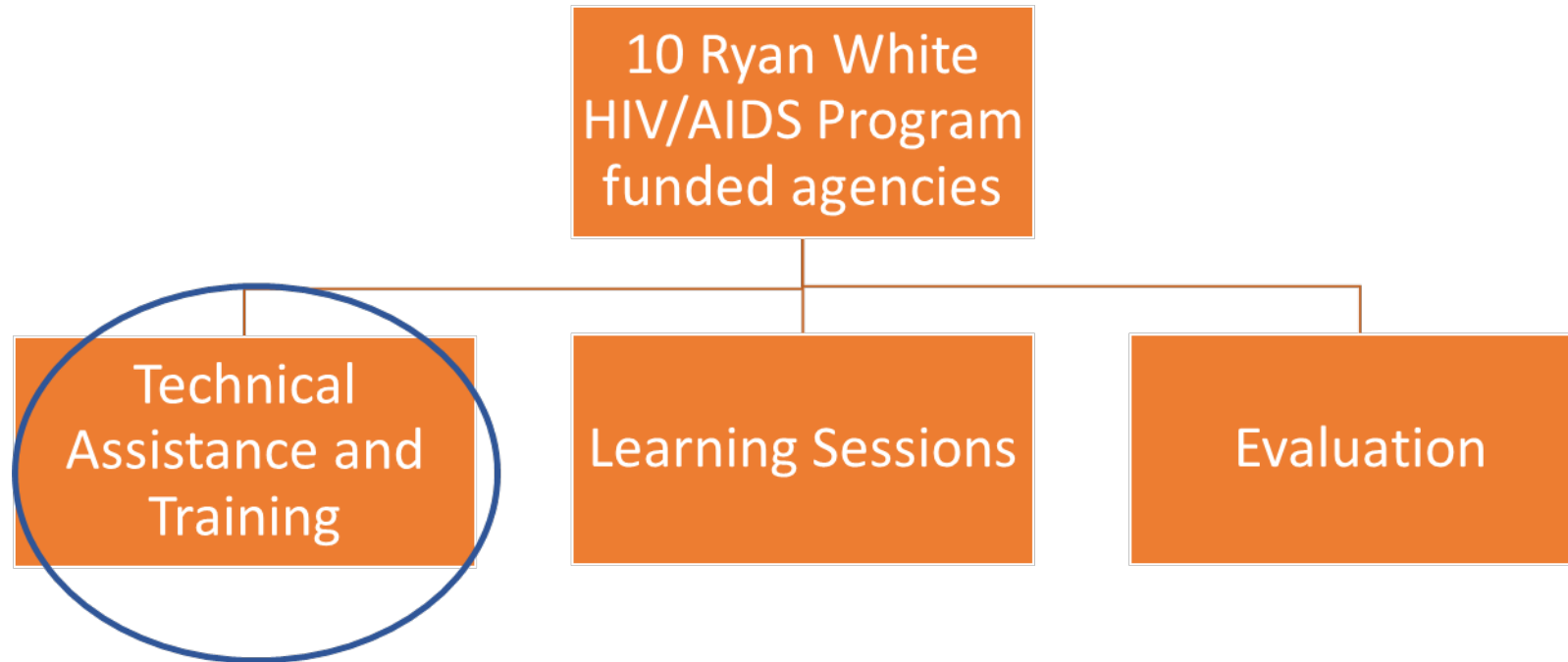
Administered by HRSA, HIV/AIDS Bureau, Division of Community HIV/AIDS Program (DCHAP)

Boston University funded as the Technical Assistance and Evaluation Center (TAEC) for the project.

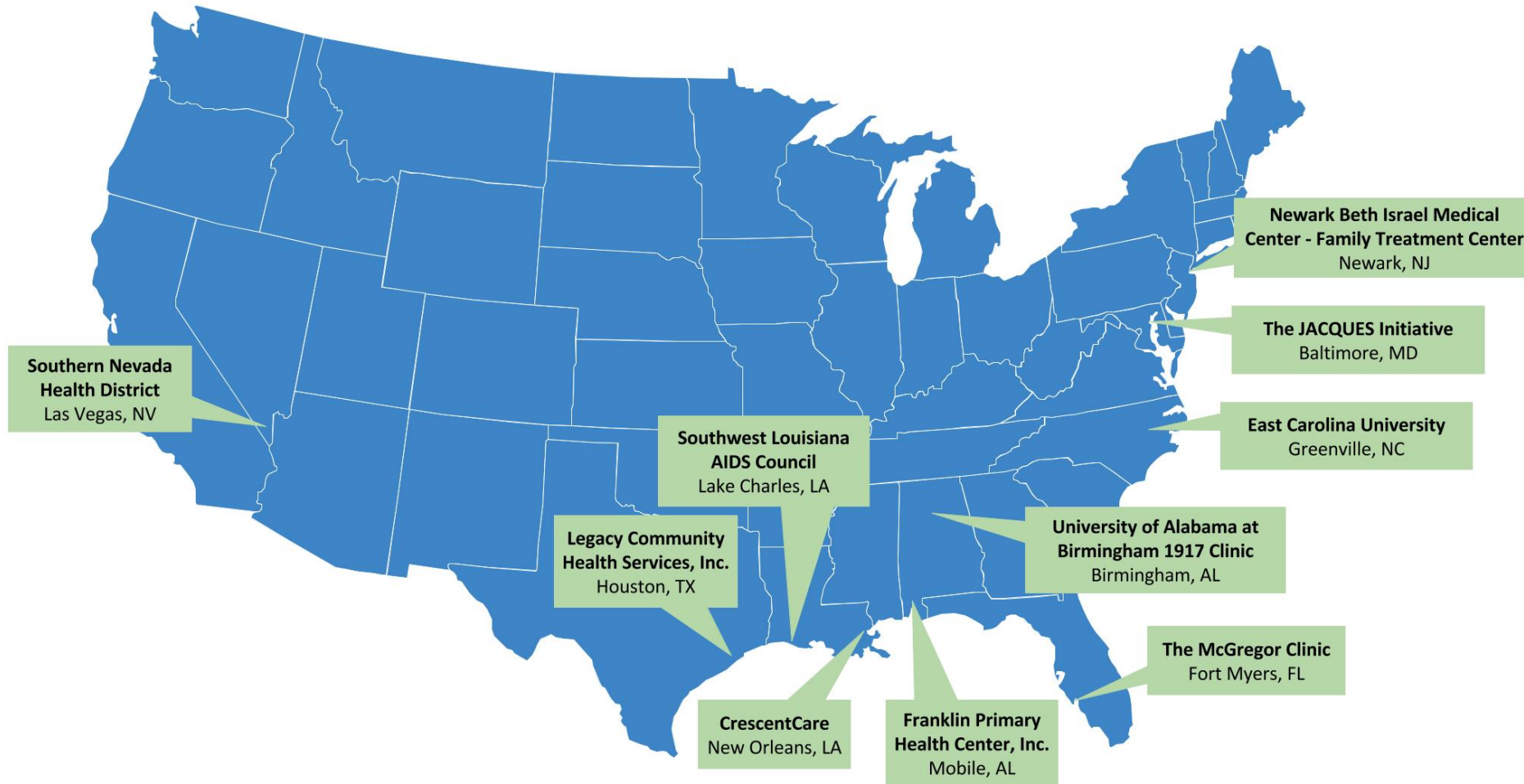
PROJECT GOALS (2016-2019)

1. Increase the utilization of CHWs to strengthen the health care workforce, improve access to healthcare and health outcomes for racial and ethnic minority people living with HIV (PLWH)
2. Assist Ryan White HIV/AIDS Program-funded (RWHAP) medical provider sites with the support needed to integrate CHW into an HIV multidisciplinary team model
3. Develop tools, materials and resources to increase the use of CHWs in health care teams
4. Evaluate the effectiveness of CHW on linkage and retention in care for PLWH and assess the CHW models implemented by RWHAP providers

Key Project Components



PROJECT SITES



Training Program: Goals



- **Build the knowledge and skills as Community Health Workers & Supervisors to provide quality care and services to people living with HIV/AIDS in our communities**
- **Build the capacity of the HIV care team to integrate CHWs effectively with the goal of achieving the National Goals to end the HIV/AIDS Epidemic**
- **Link the National CHW Association Training (C3) Goals to the Ryan White Program**

Training Program

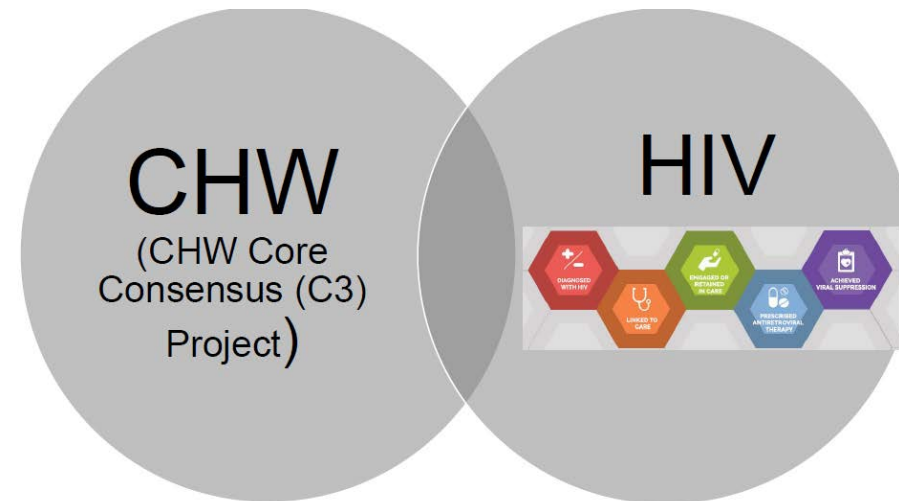
- **Community Health Worker Training**
 - Aim to provide 64 hours in C3 competencies
 - 16 hours of HIV specialty training
 - In-person (64 hours)
 - Facilitated webinar (16 hours)
- **Supervisor Training**
 - 2 day-program for Administrative Supervisors
 - Continuing Education webinars

Training team



Training Framework

- Link HIV and C3 core competencies
 - Linkage to care
 - Retention in care
 - Adherence to treatment
 - Viral suppression
- Based on principles of Popular Education
- Self care & evaluation at end of each day



Training Curricula: Sample Topics

CHW Curricula

- Role of CHWs in the HIV care team
- Communication skills
- Cultural Humility
- Trauma Informed Care
- HIV
 - Role of CHW in achieving the continuum of care
 - Educating on HIV and treatment adherence
 - Stigma and Discrimination
- Building community networks and advocacy for people living with HIV

Supervisor Curricula

- Role of CHWs in the HIV care team
- What does it mean to be a CHW supervisor?
- Types of supervision
- Trauma informed Supervision
- Mentoring & Giving Feedback
- Boundaries
- CHW involvement on planning councils, advocacy groups

Training & TA Modality

Core In-person 16 hours

Joint sessions with CHWs

- Working as a Interdisciplinary team
- Supervisor only
 - Address Supervision cases in real-time

Community of practice Supervision call quarterly

Virtual continuing education (Spring 2019)

- Trauma-informed Supervision
- Motivational Interviewing Fidelity Monitoring

Mixed method training evaluation

Demonstration: CHW Training Activity

Activity: CHWs & the HIV Care Continuum

Instructions:

- Review the C3 roles for a community health worker
- Write 3-5 tasks on sticky notes that could improve the HIV Care Continuum outcomes
- Place your sticky note on the care continuum

Activity: CHWs & the HIV Care Continuum

- What are some tasks that you could work with a person living with HIV individually to achieve the goals of the care continuum?”
- What are some roles that a CHW could do within the HIV care team and your staff in your agency to on the care continuum?
- What are key roles for you as a CHW on the community level to impact the HIV Care Continuum?
- How do roles and skills relate to HIV care continuum in your region?

Demonstration: Supervision Activity

Staying in Your Lane = Boundaries

What are boundaries?

Types of boundaries

Boundaries Activity

Instructions:

- Each person gets an activity sheet
- You have 5 minutes to complete the activity sheet
- Read each scenario and assess how you would respond to each situation:
 - Always okay
 - Never okay
 - Sometimes okay
- Debrief the activity

Guidelines for Healthy Boundaries

The following guidelines for healthy boundaries may help CHW set boundaries:

- Stay within the behavioral constraints of the organization's policies and procedures.
- Be able to articulate what constitutes taking too much responsibility for someone else's health.
- Discuss openly interactions and reactions in providing CHW support services with supervisors.
- Devote a similar amount of time and effort to each person served while also being aware of the possibility of exceptions when necessary (e.g., a person in crisis).
- Respect your own limits by prioritizing self-care.

What else would you add to the list?

What strategies can you implement to meet these guidelines?

Adapted from SAMHSA Access to Recovery

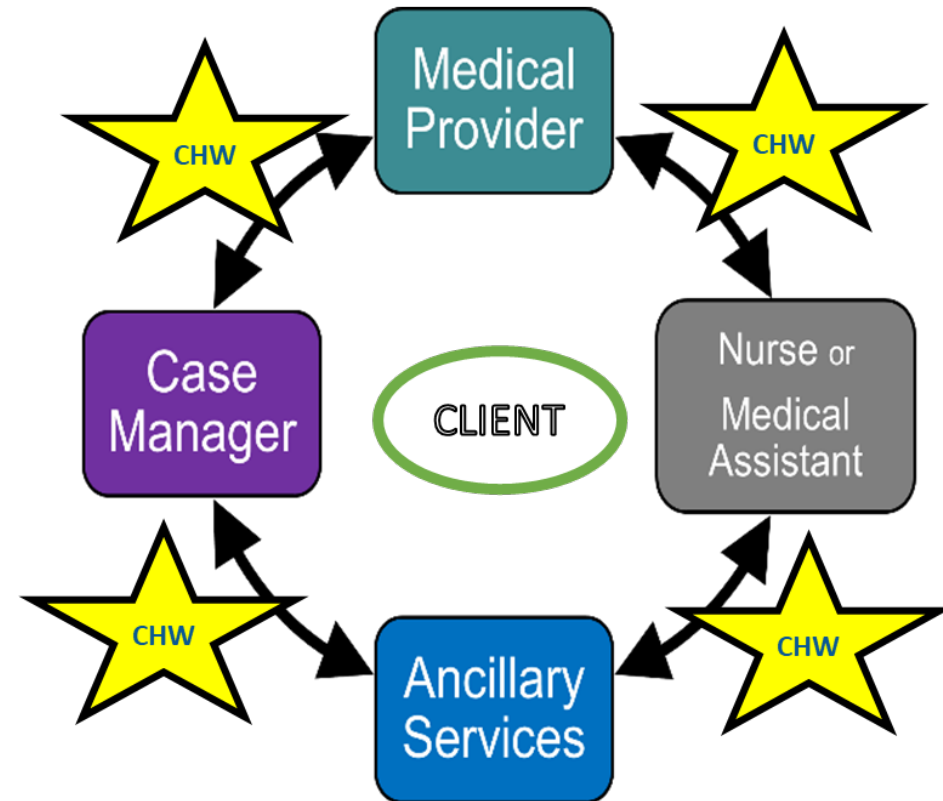
Application in the field

CHW Supervision at CrescentCare

Integrating CHW's into the clinic flow

- Identify CHW/Clinical workflow
- Identify target population, referral process, communication channels, etc.
 - EMR access and communication, team meetings, provider huddles
- Identify challenges in integration
 - Buy-in
 - Role Confusion
 - Territory???
- Identify solutions
 - Value in CHW

Care Team Approach to HIV Care



CHW Supervision at CrescentCare

How?

- Individual (Supervisor and CHW)
- Group (CHW's and CHW supervisors)
- Face to face

When?

- Weekly/Monthly - **Consistency is key!**

What/Why?

- Discuss successes and opportunities
- Discuss challenges with integration
- Care coordination/Case consultation

CHW Supervision at CrescentCare

Needs-based Training

- Boundaries
 - Supervisor between CHW
 - CHW between Co-worker
 - CHW between Client

Boundaries can help empower our clients!

- Forum for Supervisors
 - Identify common challenges in CHW supervision
 - Idea exchange
 - Prioritizing self-care for Supervisors (**We get tired too, y'all!**)

CHW Supervision at CrescentCare

Utilizing CHW and programmatic resources to fill gaps in services

- Life Skills for Continued Learning

Life Skills for Continued Learning is a CrescentCare community-based weekly gathering used to learn, share, and connect. It is a people-oriented learning community in which we choose the skills or topics we want to learn about in order to build the power in ourselves to respond to our individual and collective needs. We believe we can never have enough learning and have made it our mission to share skills and information with each other and our communities.



- Black Leadership Advisory Committee (B.L.A.C.)

- Increased outreach and linkage efforts in the Black community in New Orleans
- Strengthening leadership, capacity, and cultural humility within the agency



CHW Supervision at CrescentCare

Lessons Learned

1. Expect and embrace challenges
2. Theory ≠ Application
3. Utilize your resources
4. Remember your “Why”

Acknowledgments

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All the Supervisors & CHWs at Project Sites

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Training Evaluation Results

OUR CHWS

Race Ethnicity	
African-American/Black	81.8%
White	9.1%
Other	9.1%
Education	
High school/GED	9.1%
Some College	63.5%
College	27.4%
Years as a CHW	
New	45.5%
More than 3 years	54.5%
Years work/volunteer with PLWH	
Less than 1 year	18.2%
More than 3 years	81.8%

SUPERVISORS

Race Ethnicity	
African-American/Black	69.2%
Asian	7.7%
White	23.1%
Education	
Some College	23.1%
College	15.9%
Graduate/Professional School	61.5%
Years as a supervisor	
Less than 3 year	15.4%
more than 3 years	84.6%
Years as supervisor in HV	
Less than 3 years	30.8%
More than 3 years	69.2%

Evaluation Methodology

Quantitative survey:

Pre survey on Confidence and Comfort with skills

Two post survey: 1 & 3 months post training event

Qualitative survey:

What three things worked well?

What 3 things could be improved?

What information covered today were most impactful/helpful?

What information do you wish we had covered?

Skills used by CHWs from Training

Reported by CHWS:

- Motivational Interviewing Skills
- Trauma Informed Care
- Mastering Self-Care

Skills used by Supervisors from Training

Reported by Supervisors:

- Coaching
 - giving honest direct feedback and helping 'supervisees' develop strategy to address the issue at hand.
- Effective Communication
- Active Listening
- Boundaries and feedback
- Practicing clearer professional boundaries
- Strengths Based Feedback

CHW & Supervisor Training- 9/2017



Resources: Summer 2019

Training Curricula

80 hours for CHW

16 hours for Supervisors

Self-paced virtual training

16 hours HIV content

16 hours Supervisor training

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