

# CHW Strategies in Behavioral Health Settings

**PEOPLE** **MENTAL**  
**INCORPORATED** **HEALTH**  
**SERVICES**

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# People Incorporated

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- What is 'Behavioral Health?'
  - Mental Illness
  - Substance Use
  - Overall well-being and human behavior

# People Incorporated

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- Founded in 1969
- In 2015 served over 10,000 people
  - Over 60 programs and services

# Behavioral Health Disparities

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- 9.8 million adults diagnosed with Serious Mental Illness (SMI)
- People with SMI die 10-20 years earlier than non-mentally ill peers

# Behavioral Health Disparities

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- 68% of adults with mental illness have a chronic medical condition
  - High Blood Pressure
    - Mental Illness 21.9%
    - No mental illness 18.8%
  - Smoking
    - Mental Illness 36%
    - No mental illness 21%
  - Heart Disease
    - Mental Illness 5.9%
    - No mental illness 4.2%

# Behavioral Health Disparities

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- 68% of adults with mental illness have a chronic medical condition
  - Obesity
    - Mental Illness 42%
    - No mental illness 35%
  - Diabetes
    - Mental Illness 7.9%
    - No mental illness 6.6%
  - Asthma
    - Mental Illness 15.7%
    - No mental illness 10.6%

# Behavioral Health Disparities

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- Adults with SMI have increased rates:
  - Poverty
  - Unemployment
  - Homelessness

# Behavioral Health Disparities

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- Estimated that nearly 50% of individuals with SMI do not receive mental health services
- Only 13% of individuals with SMI receive Evidence-Based Treatments

# Evidenced Based Practices

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- Community Health Workers

- 2015 study in New York

- 3 month follow-up after Community Health Worker program executed
    - Participants reported increased levels of activity
    - Participants reported increase in self-monitoring of blood pressure

- 2016 study on asthma

- Community Health Worker program
    - Increased days between symptoms
    - Reduced utilization of urgent care visits

# People Incorporated

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Mission:

Supporting mental health and wellness in our community  
through collaboration and integration of care

# People Incorporated

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- Vision

- We will be the leading community partner in the provision of continuum driven, integrated care base in best practice
  - 1) Improves the quality of life of individuals and families experiencing barriers to mental health and wellness
  - 2) Collaborates with others to provide programs and services that demonstrate positive results
  - 3) Provides shared learning experiences to promote skills and support in the community
  - 4) Influences public attitudes about mental health, affects changes in public policy and promotes public awareness
  - 5) Responds to the changing complexity of our community through a model of integrated care

# Integrated Services

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- January 2016
  - People Incorporated Organizational Restructure
    - Launched Integrated Services Division
      - Foundational Health Services
      - Foundational Wellness Services
      - Nutrition Services
- October 2016
  - Community Health Worker hired
    - Shared cost between two programs
      - Residential program
      - Transitional services program

# Community Health Worker

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- Definition of a Community Health Worker (CHW)
- Job description
- CHW strategies and roles in a Behavioral Health setting
  - **Collaborate** with clients on their health and wellbeing concerns and goals
  - Help clients **improve** their health and wellbeing
  - **Connect** them to community resources
  - **Empower** them to hold ownership of their health

# Community Health Worker

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- Job description

**Position Purpose:** This position is responsible for working directly with assigned programs and their respective clients. Primary duties include acting as an advocate to assist with bridging gaps between communities and health & social security systems, providing education and well-being services, and partnering with the client on locating and utilizing individualized health and human services. Additional duties include establishing relationships with community stakeholders to provide an ongoing support network for the organization and the individuals we serve.

# Community Health Worker

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- CHW strategies and roles in a Behavioral Health setting
  - **Collaborate** with clients on their health and wellbeing concerns and goals
  - Help clients **improve** their health and wellbeing
  - **Connect** them to community resources
  - **Empower** them to hold ownership of their health
- How CHW is used at People Incorporated

# CHW as a Member of the Treatment Team

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- Whole health
- Person Centered
- Providing education, resources, and information in the following areas
  - Sleep hygiene
  - Movement and Body Therapies
  - Nutrition Practices
  - Tobacco Treatment
  - Mind Therapies
  - Chronic disease prevention, education, management, and more!

# CHW in a Behavioral Health Setting

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- Outreach and access
- Intervention and engagement
- Supported Services
- Wellness and Foundational Health
- People Incorporated's Launch of Behavioral Health Home Services

# Behavioral Health Home Services (BHHS)

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- Medicaid state plan option under the Affordable Care Act (ACA) to enhance integration and coordination of primary, acute, behavioral health (mental health and substance abuse), and long-term care services
- Six areas of services
  - Comprehensive Care Management
  - Care Coordination
  - Health and Wellness Promotion
  - Comprehensive Transitional Care
  - Individual and Family Support
  - Referral to Community and Social Supports

# Goals of Behavioral Health Home

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That and individual...

- Has access to and utilized routine and preventative health care services
- Has consistent treatment of mental health and other co-occurring health conditions
- Gains knowledge of health conditions, effective treatments, and practices self management of health conditions
- Learns and considers healthy lifestyle routines
- Has access to and uses social and community supports to assist the individual with the individual's goals

# BHHS Team Members

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- Person receiving BHH services
- Integration Specialist
- Systems Navigator
- Qualified Home Health Specialist

# Targeted Populations

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- People with serious mental illness
- People who need assistance with coordinated delivery of primary care and behavioral health services
- Eligibility requirements
  - Medical Assistance
  - Serious mental illness
  - People who are currently not being served by Targeted Case Management or Assertive Community Treatment (ACT)
  - Need to have a current Diagnostic Assessment (within the last three years)

# Resource Links

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DHS Community Health Worker

[http://www.dhs.state.mn.us/main/idcplg?IdcService=GET\\_DYNAMIC\\_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=dhs16\\_140357](http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=dhs16_140357)

DHS Behavioral Health Home

<https://mn.gov/dhs/partners-and-providers/news-initiatives-reports-workgroups/minnesota-health-care-programs/behavioral-health-home-services/>

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