About Minneapolis Public Housing Authority high rise buildings

- 42 high rise buildings; 12 are senior-designated
- 5006 units
- Residents are mostly older, disabled, many immigrants.
- Social services provided by Volunteers of America
Context of the CHW project at MPHA

Population-level strategies

Mobile Market
Community gardening
Walking clubs
Pedestrian safety improvements
Healthier food shelves

One-on-One social services via VOA

New One-on-One health services
Aspirations to Action

Design

• Scope of service
• Program delivery
• Referral mechanisms
• Supervision structure

Pilot and Expansion

Access Reimbursement

CHW Solutions
Pathways

- Types of Pathways
  - Social service referrals
  - Medication adherence
  - Education

- Outcome-oriented
  - Reimbursement for completed Pathways
1-on-1 Self-Management Support

Description
• Services in 12 of 42 buildings
• Referrals and intake
• Goal-setting
• Pathways

Results
Group Services

- Health education events
- Weekly BP check events/building
  - 1000+ blood pressure checks
  - Great way to meet potential clients
  - Goal to encourage self-monitoring
- On-site medication management visits with community pharmacists
  - 27 visits; 55 MTMs conducted
What does it mean for me to be a Community HW?

• Never loss site of why we’re excited
  We can’t repeat past mistakes

• advocate
  Who you disarm, you most protect
Sustainability through Reimbursement

• Available for services delivered to people on MN Health Care Programs
• Can only bill for face-to-face time delivering self-management education and training.
• Max of 2 hours/day and 12 hours/month per client
• Classes up to 8 participants.
VOA process for obtaining it

- Understand the requirements
- Find a supervising provider
- Develop standing orders
- Use a database that can generate reports needed for billing
- Partner with ordering provider with payer contracts to process claims.
- Build trust among residents re: billing
Going forward

Lessons: Do-able, unique and extremely valuable

Challenges: reimbursement, transitioning residents to billable service, expanding to additional buildings

Opportunities: reimbursement, MPHA health strategy, linkages with clinics
Available Resources

IMPaCT Model: Penn Center for Community Health Workers
Best practices
http://chw.upenn.edu/impact

Minnesota Community Health Worker Alliance
http://mnchwalliance.org

A Community Health Worker Training Resource for Preventing Heart Disease and Stroke
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