Health Promoter Refresher Training
Thursday, September 25th, 2014
1335 Piccard Drive, 2nd Level Conference Room
Rockville, MD 20850
6pm-8pm

AGENDA

❖ Welcome & Dinner (15 min)
  o Upcoming Events
  o Local Resources
  o Snapshot of FY14 Annual Report
  o New AAHI Staff!

❖ Recap of Past Events (5 min)

❖ New Business for FY15 (20 min)
  o Tracking Hours - Invoices
  o Updated Educational Materials
  o Business as Usual Items
  o ACA Information Coming Soon

❖ Outreach Protocol (20 min)
  o Arrival Time
  o Forms

❖ Strengthening the Referral Process (45 min)
  o Service Request Form
  o Resource Coordinator at Outreach
  o Roleplay Activity

❖ Surprise Thank You from AAHI Staff! (5 min)

***NEW AAHI OUTREACH CELL: 240-205-1404***
Welcome!

September 25th, 2014

Together To Build A Healthy Community
Welcome

- Upcoming Events
- Monthly Local Resources
- Snapshot of FY14 Annual Report
- New AAHI Staff!

Together To Build A Healthy Community
Important!

NEW AAHI Outreach Cell
240-205-1404

(replaces old 240-552-1236 number)

Together To Build A Healthy Community
Recap of Events
Sept 14 – Guru Nanak Foundation of America Health Fair

Sept 21 – CCACC Health & Community Service Fair
Health Promoter
FY 15 Refresher Training
Learning Objectives

After the training, Health Promoters will be able to:

1. Learn about updated tools and procedures for outreach events
2. Understand the relationship between an educational encounter, referral to resource, and facilitating the connection to that resource
3. Feel more confident in referring community members to local resources

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[Logo]
New Business for FY15
Tracking Hours

- Instead of submitting monthly timesheets, you will be required to submit an invoice.
- Health Promoters will complete and SIGN their invoice at the end of outreach events.
- Hardcopies of the invoice template will be available at events.

Together To Build A Healthy Community
Name: XXXXXXXXXXXXXXXX
Address: XXXXXXXXXXXXXXXXXXXXXXXXXXXX
Phone: XXXXXXXXXXXXXXXXXXXXXXXXXXXX

To:
Perry Chan, Program Manager
Asian American Health Initiative
Montgomery County DHHS
1335 Piccard Drive,
Rockville, MD 20850
Phone: 240-777-1850
Fax: 240-777-4564
Perry.Chan@montgomerycountymd.gov

For:
DHHS - Asian American Health Initiative – Health Promoter

<table>
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<th>DESCRIPTION</th>
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TOTAL

Signature: ________________________________ Date: ____________________________

Approved by: ____________________________ Date: ____________________________

Please remit to address above
Updated Educational Tools

- Cancer Facts (Cervical & Prostate Cancer)
- Self-Guide to Quitting Smoking (in Chinese, Korean, Vietnamese only)
- MC311 FAQs
- Montgomery Rx Cards
- AAHI Health Disparities Powerpoint- link to PDF version will be emailed to you

Together To Build A Healthy Community
## Mental Health Services
- **Mental Health Association Hotline**: 301-738-2255
- **24 hours/7 days a week**: provides free and confidential telephone services
- **Access to Behavioral Health**
  - 240-777-1770
- **Phone number also for Adult Mental Health Program and Mental Health Case Management**

## Child & Adolescent Mental Health Program
- 240-777-1450

## Senior Mental Health Program
- 240-777-3990

## Outpatient Addiction Services
- 240-777-1680

## Mental Health Services for People with Developmental Disabilities
- 301-589-2303

## Mental Health Services for People who are Deaf
- 301-838-4200

## Crisis Services
- **Crisis Center/Mobile Crisis Team**: 240-777-4000
- **24 hours/7 days a week**: provides telephone and walk-in services

## Abused Persons Crisis Line
- 240-777-4195

## Child Abuse & Neglect Hotline
- 240-777-4417

## Victim Assistance & Sexual Assault Crisis Line
- 240-777-4357

## Patient Navigator Programs
- Provides information and referrals for health resources and interpretation services
- **For Chinese, Hindi, Korean, & Vietnamese**: 301-760-4993
- **For Spanish**: 301-270-8432

## Service Eligibility Units (SEU)
- **Application for Federal, State, and County health programs**
  - Germantown SEU: 240-777-3591
  - Rockville SEU: 240-777-3120
  - Silver Spring SEU: 240-777-3066

## Montgomery CARES Clinics
- **Provide medical care to uninsured, limited-income, Montgomery County residents**
  - (no documentation of legal status needed)

### Care for Your Health (Accepts Medicare)
- **Silver Spring**: 240-844-2552
- **Community Clinics, Inc. (Accepts Medicare)**
  - Gaithersburg: 301-216-0880
  - Silver Spring: 301-585-1250
  - Takoma Park: 301-431-2972

### Holy Cross Hospital Health Center
- **Silver Spring, Gaithersburg, & Aspen Hill**: 301-557-1940

### Mansfield Kaseman Health Clinic
- **Rockville**: 301-917-6800

### Mary’s Center Clinic (Accepts Medicare)
- **Silver Spring**: 240-495-3160

### Mercy Health Clinic
- **Gaithersburg**: 240-773-0300

### Mobile Medical Care, Inc.
- **Many locations & walk-ins**: 301-493-2400

### Muslim Community Center Medical Clinic (Accepts Medicare)
- **Silver Spring**: 301-384-2166

### Pan Asian Volunteer Health Clinic
- **Gaithersburg**: 240-599-6858

### People’s Community Wellness Center
- **Silver Spring**: 301-847-0472

### Proyecto Salud
- **Whitman**: 301-962-6173

### Olney
- **240-260-1073

### Spanish Catholic Center
- **Silver Spring**: 301-434-8985

## Local Hospitals
- **Holy Cross Hospital**: 301-754-7000
- **MedStar Montgomery Medical Center**: 301-774-8882
- **Suburban Hospital**: 301-896-3100
- **Shady Grove Adventist Hospital**: 240-826-6000
- **Washington Adventist Hospital**: 301-891-7600

**Revised on: 08/04/14**
English and 12 Asian language versions will be available for outreach events and on AAHI website in early October

Together To Build A Healthy Community
Business As Usual

- Health Promoter stipend is $11.00 per hour
- Reimbursement checks every quarter (July-September, October-December, January-March, April-June)
- Paychecks will be mailed out 6-8 weeks after the end of each cycle
- Wear AAHI polo/t-shirts to outreach

Together To Build A Healthy Community
Affordable Care Act

Open Enrollment: Nov. 15, 2014–Feb. 15, 2015

Nov. 9 -- Anonymous browsing begins on MarylandHealthConnection.gov. Consumers can use the website to learn about available plans, get an estimate of financial assistance and begin comparing their health insurance options without having to enter personal information.

Nov. 16 -- The call center opens to take phone applications at 855-642-8572 (TTY 855-642-8573).

Nov. 17 -- All authorized insurance brokers (producers) and navigators are able to complete enrollments through the website and also provide in-person consumer assistance.

Nov. 19 -- Self-service enrollment through the website becomes available for the first time to the general public and all other stakeholders.

Like last year, we plan to have an ACA training for Health Promoters- STAY TUNED!

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Asian American Health Initiative
Together To Build A Healthy Community

Updated Outreach Protocol

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Outreach Prep

- To help boost confidence and preparedness, arrival time for Health Promoters is 45 minutes prior to event start time.

- In addition to setting up the AAHI info table, 10-15 minutes will be dedicated to go over handouts, resources, and questions.

**Be proactive and ask questions!** You are also welcome to take home copies of the materials should you need to review them prior to future events.

Together To Build A Healthy Community
Outreach Forms

**Tracking Forms**
- Remember to mark how many people you talk to, literature handouts, and educational encounters

**Participant Evaluation Survey**
- At least one per Health Promoter

Together To Build A Healthy Community
Strengthening the Referral Process

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Referring to Resource

After educating participant on a topic, the next step is to refer them to the appropriate resource that can help address that concern (i.e. health screening or program)

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How to Refer

*Circle* appropriate program phone number on Resource Brochure:

Remember to tell the participant that they need to call the program to setup their appointment.

Together To Build A Healthy Community
Service Request Form

After referral, use to mark which resource you spoke to participant about

Common referral sites:
- Montgomery Cares Clinics
- Patient Navigator Program
- STOP B Program
- Aging & Disability Resources Unit
- Primary Care Physician or PCP (if they have one)
- MC311

Together To Build A Healthy Community
### FY15 Outreach Event Service Request Form

**Event Name:**

**Event Date:**

**Health Promoter Name:**

<table>
<thead>
<tr>
<th>Service Requested</th>
<th>Suggested Referral Site</th>
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<tbody>
<tr>
<td>[ ] Breast/Cervical Cancer Screening</td>
<td>[ ] MCDHHS - Women's Cancer Control Program</td>
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<tr>
<td>[ ] Breast/Cervical Cancer Screening</td>
<td>[ ] Montgomery Cares</td>
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<tr>
<td>[ ] Colorectal Cancer Screening</td>
<td>[ ] MCDHHS - Cancer Control Program</td>
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<tr>
<td>[ ] Colorectal Cancer Screening</td>
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</tr>
<tr>
<td>[ ] Hepatitis B Screening</td>
<td>[ ] STOP 3</td>
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<tr>
<td>[ ] Diabetes Services</td>
<td>[ ] Montgomery Cares</td>
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<tr>
<td>[ ] Diabetes Services</td>
<td>[ ] Other:</td>
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<tr>
<td>[ ] Tobacco Cessation Services</td>
<td>[ ] MD Quitline</td>
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<td>[ ] Tobacco Cessation Services</td>
<td>[ ] Asian Smokers' Quitline</td>
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<td>[ ] Medical Coverage/Insurance Information</td>
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**FLIP OVER!!**
What if I see that the participant needs additional help?

- While referring to a resource, Health Promoters should *gauge the conversation*

- **Do you recognize any barriers** that might deter them from accessing resource? (i.e. language barrier, low motivation/confidence)

- Would they benefit from additional support in connecting to that resource?

Together To Build A Healthy Community
Collecting Participant Information

If a participant needs assistance in setting up the appointment, complete the back side of the Service Request Form (fill this page out ONLY if needed)

This will give AAHI staff the opportunity to follow up with the participant accordingly.
Resource Coordinator

- Resource Coordinator will conduct follow-up back in office
- Attending outreach event to provide support to Health Promoters when helping community members
- Helping us “close the gap” between referring the community to a resource and connecting them to a service

Together To Build A Healthy Community
Using Technology at Outreach

AAHI will be bringing a tablet and Internet to help community members look up specific info on a program/service, if needed

1. MCDHHS website
   http://www.montgomerycountymd.gov/hhs/

2. infoMontgomery
   http://www.infomontgomery.org/Pages/Home.aspx

3. MC311

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To summarize...

**Use the “HEART” Model**

- **H**andouts – Give materials for participants to read
- **E**ducation – Verbally walk them through the material
- **A**dvocate for Wellness – Emphasize importance of disease prevention and/or receiving care (i.e. regular check-ups)
- **R**eferral to Resources – Recommend appropriate program/service that can be of help
- **T**echnology – Utilize online resources, as needed

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Asian American Health Initiative
Together To Build A Healthy Community

Roleplay!
Scenario #1

An English-speaking community member approaches you and expresses interest in learning more about diabetes. He is already thinking that he needs a check-up, but he does not have health insurance.
Scenario #1

**Remember “HEART”**

- **H**andouts – Prevent/Manage Diabetes handouts, Resource Brochure
- **E**ducation – Verbally walk them through the material
- **A**dvocate for Wellness – Emphasize importance of regular check-ups with the doctor
- **R**eferral to Resources – Referring to Montgomery Cares Clinics in Gaithersburg for checkup appointment since he has no insurance, **MARK ON SERVICE REQUEST**
- **T**echnology – Can look up information on particular clinic, if requested

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Scenario #2

A Korean-speaking senior is wandering in front of the AAHI table. She is hesitant to approach AAHI staff with her questions. After motivating her to learn about her health, you learn that she doesn’t know if she’s been screened for hepatitis B.
Scenario #2

**Remember “HEART”**

- **H**andouts – Hepatitis B Booklet, STOP B Flyer
- **E**ducation – Verbally walk them through the material
- **A**dvocate for Wellness – Emphasize importance of regular check-ups with the doctor
- **R**eferral to Resources – Refer to STOP B program with number and operating hours, **MARK ON SERVICE REQUEST**
- **T**echnology – Can pull up map or MetroBus info, if requested

Together To Build A Healthy Community
Questions?

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Please turn in your post-test and invoice.

1. What is the difference between an educational encounter and a resource referral?

2. What is one of the extra steps you should take if you meet a participant who needs additional help in connecting to services?

3. How many minutes should you arrive before an outreach event?

4. What does H.E.A.R.T. stand for?

5. How confident do you feel referring community members to local resources?
   - 1 2 3 4 5 6 7 8 9 10
   - Not at all Confident Very confident

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A Surprise Thank You from AAHI Staff!

Together To Build A Healthy Community
**HP Training Script- Scenario #1**

*An English-speaking community member approaches you and expresses interest in learning more about diabetes. He is already thinking that he needs a check-up, but he doesn’t have health insurance.*

A is Community Member  
B is AAHI Health Promoter

A: [Approach AAHI table] What do you have here?

B: Hi, my name is ____ and we are the Asian American Health Initiative. We have information on a number of health topics relevant to the Asian American community in Montgomery County- cancer, diabetes, osteoporosis, hepatitis B, tobacco use...

A: [grabs diabetes handouts] Hmm, you have info on diabetes...

B: Yes, diabetes is a big issue for the Asian American community. To prevent it, you can make certain lifestyle changes such as... [go over tips on the Prevent Diabetes handout]

A: I actually have a family history of diabetes. I think I should get a check-up, but I don’t have health insurance.

B: I’m glad you stopped by our table! We have information on the Montgomery Cares clinics. They provide primary health care services to those who live in Montgomery County, are uninsured, and have limited income [show back of brochure to community member]

A: Great! [looks at brochure] Is there one in Gaithersburg? I live there so...

B: Yes, there are a few of these clinics in that area... [circle clinics in Gaithersburg]. You will need to call them to make an appointment. They will ask you to bring some documents from home, such as proof of income, proof of residency, and photo ID. When you call, you should ask them what else you need to bring.

A: Thanks! I will call the Montgomery Cares clinics and make an appointment right away. Thanks for your help!

B: You’re welcome! Have a good one!

B: [Health Promoter fills out Tracking Form- 1 Literature Distribution and Educational Encounter for Diabetes, 1 Literature Distribution and Educational Encounter for Resource Brochure; marks General Wellness & Montgomery Cares on Service Request form- front page only]
A Korean-speaking senior is wandering in front of the AAHI table. She is hesitant to approach AAHI staff with her questions. After motivating her to learn about her health, you learn that she doesn’t know if she’s been screened for hepatitis B.

A is Korean-speaking Community Member
B is AAHI Health Promoter
C is Korean-speaking Health Promoter

A: [Walks in front of table, wanders, avoids eye contact]

B: Hi, how are you!?

A: [Looks confused... Shakes head] Huh?

B: What language do you speak?

A: Korean.

B: Ok, let me get someone who can help. [Get C’s attention]. Hey ___, if you’re free right now, can I have your help with interpreting for this community member? She only speaks Korean.

-in Korean-

C: Hi, how are you? We are the Asian American Health Initiative. We have information about health and community resources for the Asian American community in Montgomery County.

A: I see... [Step closer to table]

C: We have information on a variety of health topics including on how to prevent cancer, diabetes, osteoporosis, hepatitis B, tobacco use...

A: Okay... [looks at table, spots STOP B Flyer]. What’s this? [points at flyer]

C: [Pick up flyer and show to A] That is the STOP B Program at the Pan Asian Volunteer Health Clinic in Gaithersburg. They provide free hepatitis B education and screenings. They also provide vaccinations at low-cost and treatment referrals for those who need it.

C: [Takes flyer and takes a closer look]

A: [Gives C Hepatitis B Booklet in Korean] Hepatitis B is a huge health disparity in the Asian community. It’s caused by the hepatitis B virus that attacks the liver. The good
news is that there is a simple blood test to find out your status. Have you been screened for hepatitis B?

A: Um, I don’t think so...

C: It’s important to get screened. It is a simple blood test to know your status. If you are at-risk, there is also a safe and effective vaccine to protect from getting hepatitis B in the future. And this STOP B Program offers the screening free-of-cost.

A: Okay...

C: Would you like some assistance in setting up an appointment with STOP B?

A: I guess it would be good to. If the screening is free, why not.

C: [Take out Service Request Form, front side- mark Hepatitis B Screening and STOP B, and turn page around]. Okay, I will need to take down some information first so that we can help you. Is this okay?

A: Okay.

C: [Conduct intake- fill out required fields on Service Request]. Now can you sign for me at the bottom? This gives us your permission to share your information with our staff, Kelly [point to Kelly], who can follow-up with you and help you connect to that service.

A: [Signs bottom of form] Thank you for your help.

C: Before you go... [hand Resources Brochure in Korean] Here is our contact information just in case you need to reach us.

A: Ok, thanks so much [smiles]

C: [Health Promoter fills out Tracking Form- marks 2 Literature Distribution for Hepatitis B, 1 Literature Distribution for Resource Brochure; provides completed Service Request form to Kelly]