



Winter 2016 Quarterly Newsletter

Published February 9, 2016

Thank You CHAMPS Members!

CHAMPS would like to extend our deepest thanks to the 57 Region VIII health centers and State Primary Care Associations (SPCAs) who supported CHAMPS through organizational membership in 2015-2016. Organizational members make CHAMPS' quality programs and services possible. Throughout this issue are articles with information about the products and services CHAMPS offered to support Region VIII last year (see "Membership Year in Review," page 2), and about programs to come in 2016.

2016 CHAMPS Trainings

CHAMPS is offering a variety of face-to-face and distance trainings for Region VIII health centers in the coming months. More information about these valuable learning opportunities can be found throughout this issue and on the [CHAMPS website](http://www.champs.org).

- ★ **CHAMPS/NWRPCA Annual Primary Care Conference** will offer a range of sessions for professional development and discussion October 15-18, 2016 in Denver, CO. Visit the CHAMPS [Conference](#) webpage for more details as they are available. Have an interesting idea for a session? Submit an abstract! The abstract portal is open through June 17, 2016.
- ★ CHAMPS will present an **Exploring Behavioral Health Integration Models throughout Region VIII** webcast on Tuesday, February 11, 2016. *Page 6*
- ★ Registration is open for the CHAMPS/NWRPCA **Critical Skills for Mid-Level Managers** course beginning April 18-19, 2016 in Golden, CO. *Page 5*
- ★ Registration is open for CHAMPS' **Spanish Language for Health Care Professionals** course April 22-25, 2016 in Denver, CO. *Page 7*
- ★ CHAMPS will collaborate with Colorado Community Health Network (CCHN) to present the **2016 Lunchtime Learning** webcast series for health center administrative and clinical support staff April-September 2016. *Page 5*
- ★ CHAMPS will present a **series of webcasts** on outreach and enrollment topics April-September 2016. *Page 9*
- ★ **Federal Torts Claims Act (FTCA) University** will provide interactive presentations from experts June 16-17, 2016 in Denver, CO.

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CHAMPS Membership Year in Review: April 2015 – March 2016

Offered face-to-face and remote **Learning Opportunities** to more than **1,600** participants who earned over **1,700** hours of continuing education credit

- ★ [Annual Primary Care Conference](#) with networking events and 51 sessions
 - ★ 21 [Live Distance Learning Events](#)
- ★ Over 50 [Archived Distance Learning Events](#)
 - ★ [Spanish Language Training For Health Care Professionals](#)
- ★ [CORE Competency Training for New CHC Supervisors and Managers](#)
- ★ Performance Compensation Training

Published **Region-Wide Data, Trends, and Contacts** to assist with future planning and facilitate the sharing of best practices

- ★ [CHAMPS Quarterly Newsletters](#)
- ★ [Region VIII BPHC UDS Summaries](#)
- ★ Region VIII CHC Annual Measure of Finance, Operations, and Productivity
 - ★ [Region VIII Data Summaries](#)
- ★ [Region VIII Health Center Directory](#)
 - ★ [Region VIII Health Center T/TA Needs Assessment](#)
- ★ [Region VIII JOB Comparison Report](#)

Provided professional, administrative, and educational **Support to Clinicians** through the **Mountain/Plains Clinical Network (MPCN)**

- ★ [MPCN Steering Committee](#)
- ★ [Preferred Pricing Program for UpToDate](#)
 - ★ [Clinicians Listserv](#)
 - ★ [Oral Health Pocket Card](#)
- ★ Partnerships with [COPE-REMS](#), Rocky Mountain Public Health Training Center, and Western Clinicians Network
- ★ ICD-10 Training GPO with Optum

Workforce Needs addressed through promotion of **Health Center Career Opportunities** and **Collaboration** with regional and national partners

- ★ Over 340 positions advertised via the [CHAMPS Job Opportunities Bank](#)
- ★ 11 Career Fairs and Events attended
- ★ Over 625 job seekers received the monthly JOB highlights email
 - ★ [Education Health Center Initiative](#)
 - ★ Workforce Advisory Committees

Outreach and Enrollment efforts supported through resources, trainings, and communications

- ★ [Four customizable resources](#) for assistance personnel
 - ★ Nine Live and Archived [Distance Learning Events](#)
- ★ [Online resources](#) updated daily including trainings, toolkits, and outreach materials
- ★ Weekly updates to PCA and health center staff via social media and email

The CHAMPS website, www.CHAMPSonline.org, remained a vital resource for board members and clinical and non-clinical staff of Region VIII health centers with new and updated resources

- ★ Improved functionality through an updated and mobile friendly site
- ★ **Updated** [Patient Self-Management Tools](#)
- ★ **Updated** [Affordable Care Act / Outreach and Enrollment Resources](#)

The **2016-2017 CHAMPS Membership Year begins April 1, 2016.**

Membership requests will be sent in late March.

Thank you for your ongoing support of CHAMPS' programs and services!

Health Center Needs Assessment Results Guide CHAMPS' T/TA Planning

In November 2015, CHAMPS and Region VIII's State Primary Care Associations (SPCAs) distributed the **2015/2016 Region VIII Health Center Training and Technical Assistance (T/TA) Needs Assessment** to leadership staff at the region's 68 health centers. Over 280 people from 91.5% of the region's health centers responded, providing information about their organization's T/TA needs.

- ★ Participants ranked their health center's top five current challenges/concerns. **The top ranked challenges/concerns were:**
 1. Recruitment of Providers
 2. Staff Retention
 3. Billing/Coding Issues
 4. Data Analytics
 5. Clinic Operations
- ★ Participants also ranked their need for T/TA relating to 110 **Health Center Program Requirements** topics in the areas of Need, Services, Management & Finance, Governance, and Emergency Preparedness. **The top 10 ranked topics for Region VIII individuals were:**
 1. Preparing for Payment Reform
 2. Clinic Operational Efficiency/Productivity
 3. Supervisor/Manager Training
 4. Staff Engagement/Satisfaction
 5. Patient Portals
 6. Leadership Development and Training
 7. Maximizing Patient Revenue
 8. Recruitment and Retention Plans/Procedures
 9. PCMH - Plan and Manage Care
 10. Key Staff Succession Planning
- ★ Participants ranked their need for T/TA relating to **Clinical and Financial Performance Measures**; the highest ranking areas of need were:
 - CLINICAL: Colorectal Cancer Screening (specifically operational processes)
 - FINANCIAL: Total Cost per Patient (specifically data capture/reporting processes)

Don't miss these CHAMPS resources addressing your top challenges and needs!

- ★ [Upcoming *Critical Skills for Mid-Level Managers Course* \(Page 5\)](#)
- ★ [Evidence-Based Clinical Guidelines](#)
- ★ [Medical Staffing and Provider Productivity Expectations Reports](#)
- ★ [PCMH Information and Resources](#)
- ★ [Physician Recruitment FAQs](#)
- ★ [Physician Recruitment Plan](#)
- ★ [Region VIII Job Opportunities Bank](#)
- ★ [Region VIII JOB Data Comparison Report \(Page 4\)](#)
- ★ [Retaining CHC Staff](#)
- ★ [Region VIII UDS Summary with productivity and financial performance measures data and trends](#)

CHAMPS and each Region VIII SPCA will use these results, as well as more in-depth analysis of various topics, to update current programs and services, identify new areas for T/TA, and guide short-term and long-term planning in support of successful health centers.

Questions? Contact Andrea Martin, CHAMPS Workforce Development & Member Services Director, at Andrea@CHAMPSonline.org or 303-867-9581.

NWRPCA/CHAMPS Annual Conference Session Recordings Available

CHAMPS recently added several session recordings from the **2015 NWRPCA/CHAMPS Annual Primary Care Conference**. Sessions available include: The Revolution Continues, Achieving the Quadruple Aim, Improving Clinic Workflow Efficiency with Lean Six Sigma Methodology, From Competition to Collaboration: Insights from the ACO Journey, African American Women's Health, Mindfulness Based Stress-Reduction Training, Quality Transformation/PCMH, and Crisis Communications and Reputation Management. These session recordings are free to view on CHAMPS' [YouTube Channel](#).



WORKFORCE DEVELOPMENT NEWS

Encouraging successful careers and strong, cutting-edge organizations by providing live and archived continuing education, recruitment and retention tools, and the latest information on current trends and statistics.

Continuing Education on Your Schedule

Don't miss your opportunity to learn from these archived CHAMPS trainings.

Live CHAMPS Distance Learning Events are recorded to allow ongoing access to online archives, giving health center staff extra opportunities to enhance professional development, clinical knowledge, and workforce strategies. Current archived events include:

Behavioral Health Integration Models for CHCs: Balancing the Team and Workflow (Online through 02/25/16)

- ★ Identifying models of behavioral health staffing and integration into primary care

Retention of the Medical Provider at a CHC (Online through 03/18/16)

- ★ Developing plans, skills, and strategies for provider retention

Student Loan Management and Repayment Options (Online through 04/15/16)

- ★ Understanding how to utilize information and tools to manage student loans

Civility in the Workplace (Online through 06/17/16)

- ★ Understanding strategies to resolve workplace conflicts and strengthen workplace civility

Asking for What You Want (Online through 07/15/16)

- ★ Identifying how to use active listening and empathy to address challenging conversations

Facilitation of Problem Solving (Online through 08/19/16)

- ★ Defining problems and learning techniques to move a conversation forward

Cultural Competency (Online through 09/16/16)

- ★ Understanding elements of cultural competence and awareness of cultural assumptions and bias

Achieving Equity in Health Care for LGBT People (Online through 09/30/16)

- ★ Identifying how to effectively communicate with and care for LGBT patients

Serving America's Veterans (Online through 04/07/17)

- ★ Understanding how health centers can work with federal partners to best care for veterans

For more details about each event, visit the CHAMPS [Online Archived Distance Learning](#) webpage.

Archived CHAMPS Outreach and Enrollment Distance Learning Events are also available on page 8.

Visit the CHAMPS [Lending Library](#) and [Electronic Media](#) webpages to learn about distance learning events on CD.

JOB Data Comparison Report Highlights Recruitment Trends

The CHAMPS online [Job Opportunities Bank \(JOB\)](#) is a free resource advertising career opportunities in Region VIII health centers and Primary Care Associations. Each February, CHAMPS creates a two-year comparison report of the health center-specific data relating to these postings. This annual report illustrates **recruitment efforts and trends throughout Region VIII**, including types of positions recruited, average recruitment lengths, and successful recruitment resources. Highlights from the February 1, 2015 through January 31, 2016 data include:

- ★ **Fifty-eight different Region VIII health centers advertised 368 career opportunities.**
- ★ There was a **40% increase in behavioral health positions** posted and a **29% increase in clinical dental positions** posted compared to the previous year.
- ★ Of the filled clinical positions, the **longest average recruitment length was for physicians/medical directors** (18.5 months) followed by dentists/dental directors (9.4 months) and physician assistants/nurse practitioners/certified nurse midwives (8.6 months).
- ★ The **top four recruitment resources** continued to be online listing, internal hire, employee referral, and local referral/word of mouth.

Download the [Region VIII Job Opportunities Bank \(JOB\) Data Comparison Report](#).

To post a position on the [CHAMPS Job Opportunities Bank](#), contact Chelsea Skovgaard, CHAMPS Programs & Communications Coordinator, at Chelsea@CHAMPSonline.org or 303-867-9584.

WORKFORCE DEVELOPMENT NEWS, *Continued*

Registration Open: CHAMPS/NWRPCA Critical Skills for Mid-Level Managers Course

Course starts April 18-19, 2016 in Golden, CO (near Denver)



Community health centers (CHCs) are a crucial aspect of the health care safety net, and **knowledgeable, skilled, and versatile managers and supervisors are key to your organization's ability to successfully serve your patients and community.** This course will bring together health center supervisors and managers from Region VIII (CO, MT, ND, SD, UT, and WY) and Region X (AK, ID, OR, and WA) in a hands-on learning environment with peers. The program begins with an intensive two-day management skills program and continues with a capstone project back in the home health center, a networking conference call, and continuing education via distance learning. These components are designed to meet the specific needs of CHC mid-level managers and supervisors while providing hands-on management skill building for immediate implementation to strengthen both health center teams and the entire organization. Course facilitator and lead trainer, Lisa Mouscher, will bring together a dynamic team of subject matter experts to address topics including best practices for hiring the right people for long-term success, coaching, managing, and retaining flexible and responsible teams, strengthening communication, de-escalating and resolving conflict, understanding key factors for financial stability, maintaining legal compliance when handling day-to-day issues, implementing accountability strategies that work, and much more.

The cost for the training is \$699 for employees working for CHAMPS and Northwest Regional Primary Care Association (NWRPCA) member organizations and \$999 for Non-Members.

Register early as class size is limited!

Visit the CHAMPS [Leadership Learning Opportunities](#) webpage for complete details and link to registration.

Visit the CHAMPS [Organizational Members](#) webpage to determine if your organization is a current CHAMPS member.

Coming Soon! CHAMPS and CCHN will again host a series of **"Lunchtime Learning" Professional Skill Development** webcasts in 2016. These monthly one-hour events will take place April-September and address mindfulness, special populations, boundary setting, teambuilding, workplace negativity, and difficult patients. Visit the CHAMPS [Upcoming Live Distance Learning Events](#) webpage for more information.

National Clinical Workforce Development Initiative Webinars

In January 2016, Community Health Center, Inc. and its Weitzman Institute launched the **National Clinical Workforce Development Initiative.** A National Cooperative Agreement (NCA) funded by Health Resources and Services Administration (HRSA), this project addresses community health center workforce needs through online training offerings. There are three series of webinars covering topics related to Implementing Post-Graduate Nurse Practitioner and Clinical Psychology Residencies, Advancing Team-Based Care, and Health Professions Students in FQHCs. These free webinars started January 27, 2016 and continue through June 2, 2016.

To view a complete list of the webinars and to register, visit the [Weitzman Institute](#) website.

Looking for a Job? Check out the [CHAMPS Job Opportunities Bank](#). There are over 140 positions currently posted in fields including Administrative/Management, Behavioral Health, Clinical Support, Dental, Medical, and Non-Clinical Support.

MOUNTAIN/PLAINS CLINICAL NETWORK (MPCN) NEWS

Providing professional, administrative, and educational support to all clinicians that practice in Community, Migrant, and Homeless Health Centers in Region VIII to ensure the delivery of the highest possible quality of care to poor and underserved populations.

New Lower Price for UpToDate Subscriptions

The **CHAMPS UpToDate Preferred Pricing Program (PPP)** is available to CHAMPS Organizational Members. [UpToDate](#) is an evidence-based, clinical decision support tool that answers clinical questions quickly and easily via computer or mobile device. UpToDate can be used as a point of care tool for referencing diseases, treatments, drugs, visual imaging, and other patient care information. Subscribers earn CME for performing these clinical searches.

The CHAMPS UpToDate PPP allows clinicians from CHAMPS Organizational Member health centers to purchase individual subscriptions for **\$399** (plus a one-time \$15 processing fee for new subscribers). This is a discount of \$100 off the retail price of \$499 for a one-year subscription and \$20 less than the CHAMPS preferred pricing deal in 2015. The 2016 PPP also allows subscribers to renew subscriptions for \$399, a \$50 discount off the retail price.

See the CHAMPS [UpToDate Preferred Pricing Program](#) webpage for more details.

Questions? Contact Jen Anderson, CHAMPS Clinical Programs Director, at 303-867-9583 or Jen@CHAMPSonline.org.

Exploring Behavioral Health Integration Models Webcast

This CHAMPS distance learning event introduces what it means to integrate behavioral health into the primary care practice. It will address levels of integration and present **examples of three different Region VIII practices, including their current levels of integration in the practice, behavioral health staffing models, and applications to specific populations.** Panelists will discuss opportunities and challenges for creating a workflow that maximizes the behavioral health provider's role as a primary healthcare provider, rather than ancillary staff, and will briefly touch on collaborations with other members of the healthcare team to address social determinants of health.

Date/Time: Thursday, February 11, 2016, 11:30 AM-1:00 PM MT (12:30 PM-2:00 PM CT)

Learning Objectives:

- ★ To identify the "Six Levels of Integration"
- ★ To identify tools to evaluate current level of integration
- ★ To understand how to start the process of behavioral health integration
- ★ To understand how to design a workflow with highly integrated behavioral health/primary care collaboration, including roles of the behavioral health provider
- ★ To utilize three strategies to contribute to increasing behavioral health staff integration into the primary care workflow
- ★ To identify specific brief assessment and screening measures and strategies for use, including efficient documentation
- ★ To understand how to utilize a clinical pharmacist to expand access to evidence-based psychotropic medication management

Cost: Participation in the LIVE version of this event is **FREE** for [Region VIII health centers and Primary Care Associations](#). Other participants in the live event will be charged \$75/link and \$15/person for credit after the event.

This live activity, Exploring Behavioral Health Integration Models throughout Region VIII, with a beginning date of 02/11/2016, has been reviewed and is acceptable for up to 1.50 Prescribed credit(s) by the American Academy of Family Physicians. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

To register, visit the CHAMPS [Upcoming Live Distance Learning](#) webpage.

Don't Miss: CHAMPS Spanish Language Training



Spanish Language Training for Health Care Professionals, to be held Friday, April 22-Monday, April 25, 2016, is an intensive, conversational and medical Spanish workshop consisting of medical dialogues, role-plays, visual aids, cross-cultural discussions, and daily practice. The training, taught by Rios Associates and hosted by CHAMPS and the Denver Medical Society (DMS), uses an effective immersion learning approach designed for people with limited time who need to use their new language skills with Spanish-speaking patients immediately. Rios Associates will assist participants in **strengthening their ability to interview patients in Spanish, take a medical history, give prescriptions and instructions, and conduct a physical exam**. Participants will also be exposed to a Spanish vocabulary of at least 1,500 general and medical words, expand their awareness of differences in cultural attitudes, and develop skills to continue language acquisition through daily practice and experience. Continuing medical education (CME) for the course will be offered by the American Academy of Family Physicians, American College of Emergency Physicians, American Academy of Nurse Practitioners, and the American Medical Association.

The cost for the training is \$549 for employees working for CHAMPS and Denver Medical Society (DMS) member organizations and \$699 for Non-Members.

Register early as class size is limited!

For more information and to register, visit the [CHAMPS Events & Trainings](#) webpage.

Visit the CHAMPS [Organizational Members](#) webpage to determine if your organization is a current CHAMPS member.

Check out [Substance Abuse and Mental Health Services Administration's Suicide Safe app](#) for a tool that equips clinicians with education and support resources to assess suicide risk in patients, communicate with families, and determine next steps.

February is National Children's Dental Health Month

Submitted by Holly Kingsbury, Oral Health Specialist, Colorado Community Health Network

Community health centers (CHCs) play a critical role in ensuring good oral health for children by providing a dental home for children and their families. February, [National Children's Dental Health Month](#), is a great time to highlight the ways that health centers are improving oral health in their communities.

In addition to offering a range of preventive and restorative services for children, Colorado health centers enhance access to oral health care by integrating oral health and primary care. Examples include:

- ★ CHC pediatricians and medical assistants are trained in [Cavity Free at Three](#) or [Smiles for Life](#) and provide oral health screening, oral hygiene education, and fluoride varnish to children 0-3 at well-child visits.
- ★ CHC dental hygienists are included as members of the primary care team.
- ★ CHCs partner with school sealant programs to share information about the importance of a dental home, encouraging access to more comprehensive dental care.
- ★ CHCs are participating in the Colorado [SMILES Dental Project](#), a telehealth project that will send dental hygienists into community settings, such as schools, where they will provide routine, preventive dental services to children, and virtually connect to a dentist who does treatment planning.

Support National Children's Dental Health Month by connecting children and families to dental services at your community health center and learning how to spread the word with a [Social Media Kit to Observe Children's Dental Health Month](#).

OUTREACH AND ENROLLMENT NEWS

*Assisting Primary Care Associations and health centers
in maximizing health insurance coverage for health center patients
and communities across Region VIII.*

Archived O&E Distance Learning Events

Over the last year, CHAMPS has partnered with Colorado Community Health Network (CCHN) and Northwest Regional Primary Care Association (NWRPCA) to offer a distance learning series on outreach and enrollment. All events are archived online to allow ongoing learning opportunities, including:

Integrating Outreach and Enrollment into the CHC Workflow (Online through 05/14/16)

- ★ Presenting strategies and techniques for incorporating outreach and enrollment into existing health center systems and workflow

Building Effective Community Partnerships (Online through 06/18/16)

- ★ Describing the Take Care Utah partnership and how to build a collaborative state-wide enrollment network

School-Based Outreach: A Recipe for Success (Online through 07/09/16)

- ★ Explaining techniques for partnering with school districts to increase enrollments among students and their families

Taxes and Consumer Education (Online through 08/13/16)

- ★ Reviewing current guidance for assisters on tax issues and sharing strategies to help consumers understand their tax options

Motivating Consumers to Enroll in Coverage (Online through 09/10/16)

- ★ Understanding the framework and uses of motivational interviewing

Communication Strategies for OE3 (Online through 10/08/16)

- ★ Hearing an updated messaging strategy from Enroll America for OE3

Making Heads or Tails Out of Immigration and Eligibility (Online through 12/07/16)

- ★ Providing an overview of how immigration laws and policies relate to health program eligibility

H-2A Workers - Who, What, and Outreach Resources (Online through 12/09/16)

- ★ Presenting an overview of the H-2A program and the rights and responsibilities for H-2A workers under the Affordable Care Act

For more details, visit the CHAMPS [Online Archived Distance Learning](#) webpage.

See page 4 for information about other available archived CHAMPS trainings.

Coming Soon: The **2016 Outreach and Enrollment Distance Learning Series** will take place this summer. Look for more information about these events on the [CHAMPS Distance Learning Upcoming Events](#) webpage.

Featured Outreach and Enrollment Resources

CHAMPS maintains a network of pages containing resources for assisters and printable resources for consumers.

- ★ **Featured Printable Resource for Consumers: [Tobacco Use and the Affordable Care Act Flyer](#)** is customizable to include contact information for your health center or PCA. *Email Sophie Hagberg, CHAMPS Outreach & Enrollment Coordinator, at Sophie@CHAMPSonline.org for a customized flyer.*
- ★ **Featured Outreach and Enrollment Assister Resource: [Sample Documents to Prove Citizenship, Immigration Status, and Identity on the Marketplace](#)** is a picture guide of the different forms of identification that consumers can use to prove citizenship, immigration status, and identity when applying for coverage on the Marketplace.
- ★ **Featured Outreach Toolkit: [Provider and Hospital Week of Action Toolkit](#)** from Enroll America was designed to be used during Provider and Hospital Week of Action, but contains many great resources for providers to talk to their patients about their insurance options.

*View these resources and more on the
CHAMPS [Affordable Care Act/Outreach and Enrollment](#) webpage.*

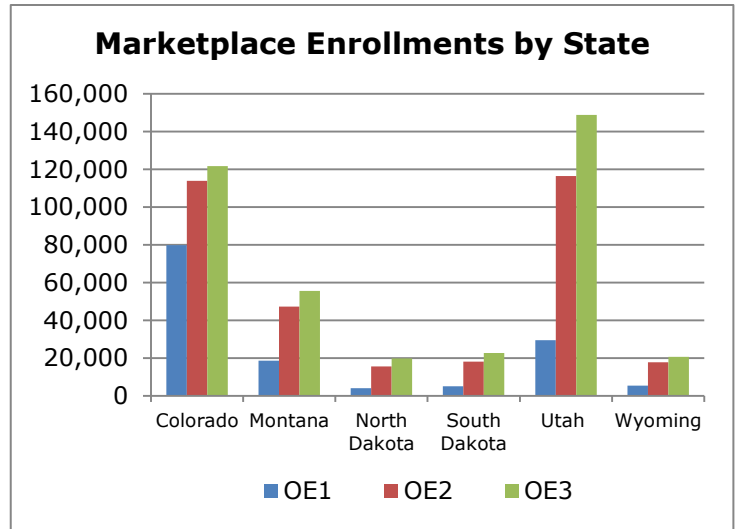
OUTREACH AND ENROLLMENT NEWS, *Continued*

Get Covered 2016: Third Open Enrollment Period (OE3) Brings 389,206 Enrollments in Region VIII

Between November 1, 2015 and January 15, 2016, Region VIII states have brought in a combined 389,206 Marketplace enrollments, including:

- **Colorado – 121,740**
- **Montana – 55,519**
- **North Dakota – 19,729**
- **South Dakota – 22,697**
- **Utah – 148,814**
- **Wyoming – 20,707**

OE3 enrollments represent a significant increase from the first and second open enrollment periods (OE1 and OE2) in every state. Nationally, 11.7 million people have signed up for coverage through the Marketplace, up from 7.4 million at this time last year.



For more detailed information about Marketplace customers, visit the [ASPE Affordable Care Act Research Archive](#).

Tax Season Consumer Resources

As open enrollment draws to a close, consumers with health insurance coverage may have questions about the effect of the Affordable Care Act on their tax return. Here are some resources for interested consumers and assisters:

- ★ To better understand how receiving advance payments of the premium tax credit (APTC) for Marketplace coverage affects taxes, visit the IRS' table on [The Affordable Care Act & Taxes – At a Glance](#).
- ★ For questions about when consumers will receive the necessary Marketplace documents for filing taxes, visit the Healthcare.gov [2015 Taxes and Your Health Insurance](#) webpage.
- ★ **For Assisters:** View this [table](#) to see what consumer questions can be directed to a Marketplace call center and which need to be answered by the IRS.

SPECIAL POPULATIONS NEWS

Increasing the ability of Region VIII health centers to effectively serve populations with limited access to health care by increasing knowledge and enhancing collaborations.

AAPCHO Publishes Crosswalk on National CLAS Standards

Recently, the Association for Asian Pacific Community Health Organizations (AAPCHO) published **Meeting the National CLAS Standards: A Crosswalk for Health Centers**. The purpose of this tool is to help health centers better understand how and where the Health Center Program and National Committee for Quality Assurance (NCQA) Patient-Centered Medical Home (PCMH) Standards align with National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (National CLAS Standards). The crosswalk organizes the National CLAS Standards under the topics of "Principal Standard," "Governance, Leadership, and Workforce," "Communication and Language Assistance," and "Engagement, Continuous Improvement, and Accountability."

Visit the [AAPCHO](#) website to download the tool.

Extending Community Health Worker Programs with a Multi-tiered Approach

Submitted by Elaine Ezekiel, Community Manager, MHP Salud

As the Community Health Worker (CHW) profession grows, it is increasingly common for programs to employ CHWs with varying levels of responsibilities. A **multi-tiered model** is used to distribute the responsibilities of CHWs based on the time commitment and expectations of their position, which can range from a part-time volunteer to a full-time staff member. When used effectively, this model allows a program to maximize resources, extend the reach of CHWs, and create a greater program impact. It is typically used in programs that cover a broad geographical span or that have complex program activity plans.



OUTCOMES-DRIVEN
EXPERIENCED
INNOVATIVE

In one version of the multi-tiered model, CHWs will assume the role of supervisor to "Community Leaders." These leaders share similar traits with CHWs, such as having a deep understanding of the community based on similar life experiences, background, and culture. However, these leaders have less specialized training and fewer job responsibilities than the CHWs. Community Leaders are typically volunteer, contracted, or part-time workers. They work within their own and surrounding communities; whereas the CHW may provide services to a broader geographic area.

For more information about supervising CHWs in a multi-tiered program, view MHP Salud's new free resource, the [Promotor\(a\) de Salud Supervision Manual](#).

Revisions to the Worker Protection Standard

Submitted by Alexis Guild for Farmworker Justice and Migrant Clinicians Network

MIGRANT CLINICIANS NETWORK



FARMWORKER JUSTICE

Agricultural workers are routinely exposed to high levels of pesticides in the fields where they work and in the communities where they live. Pesticide exposure can result in short-term health effects such as nausea, dizziness, and seizures as well as long-term health effects such as birth defects, asthma, and cancer. The EPA Worker Protection Standard (WPS) provides basic workplace protections to agricultural workers and pesticide handlers to minimize the adverse effects of pesticide exposure. Last updated in 1992, the EPA published major revisions to the WPS in November 2015. The revisions establish a minimum age of 18 for pesticide handlers; increases the frequency of worker safety training from once every five years to every year; improves the content and quality of worker safety trainings; provides new rules on decontamination and personal protective equipment; and improves the quality of information that workers receive about the pesticides that have been applied at the workplace.

The positive protections outlined in the revised WPS provide critical opportunities to improve agricultural worker health and safety. Health care providers who understand agricultural workers' risks of exposure to pesticides and their workplace protections can better recognize pesticide-related illnesses and help their patient to prevent further injury. Farmworker Justice and Migrant Clinicians Network provide tools and resources to help clinicians and others working with agricultural workers understand the WPS and the effects of pesticides on agricultural worker health.

Tools to address the WPS and the effects of pesticides, including a pesticide reporting map, pesticide safety materials, and Worker Protection Standard resources can be found on the [Farmworker Justice](#) and [Migrant Clinicians Network](#) websites.

For more information, contact Virginia Ruiz at vruiz@farmworkerjustice.org or Amy Liebman at aliebman@migrantclinician.org.

SPECIAL POPULATIONS NEWS, *Continued*

Registration Open: National Health Care for the Homeless Council Spring Regional Training

From March 31-April 1, 2016, National Health Care for the Homeless Council will be hosting their **Spring Regional Training** at the Colorado Convention Center in Denver, CO. The training will include sessions addressing topics such as building a trauma-informed organization, cultural humility, engaging partners in health and housing partnerships, behavioral health integration, and more. The intended audience includes program administrators, clinicians, consumers, and advocates. The registration fee is \$100 and there are subsidies available for individuals who have experienced homelessness and used services at a Health Care for the Homeless (HCH) site.

For more information and to register, visit the [National Health Care for the Homeless Council](#) webpage.

REGIONAL AND NATIONAL NEWS

NACHC Introduces New Advocacy Tool

Beginning in February 2016, NACHC will unveil a new advocacy platform that will send emails and action alerts while enhancing the effectiveness of using social media for advocacy. The platform is a combination of the interfaces Phone2Action and Nation Builder. The new advocacy platform will allow advocates to engage their members of Congress through social media, texting, email, and phone calls. NACHC will be hosting a webinar on Wednesday, February 17, 2016 to explain the new platform and features.

Questions? Email grassroots@nachc.com.

CCHN's Anderson Selected for National Honor

Submitted by Maureen Maxwell, Colorado Community Health Network

Colorado Community Health Network's (CCHN) Chief Operating Officer Polly Anderson (pictured at right) was selected for the prestigious **Henry Fiumelli Patient Advocate Award**, presented by the National Association of Community Health Centers (NACHC) in November 2015. This award is presented to an outstanding staff member of a NACHC-chartered state or regional primary care association (PCA) who exemplifies passion and commitment to improving the care and quality of life for health center patients. Through his/her efforts in the PCA arena, this individual has been able to improve access to quality primary care for vulnerable people or populations in their respective states.



In 2004, Anderson joined CCHN as the project director for the Covering Kids and Families project. She has since served as policy director and chief policy officer, assuming her current role as chief operating officer in 2014. Her passion for ensuring access to health care for all individuals spans almost two decades and includes working for substance abuse treatment and public health organizations.

Ms. Anderson was a key leader in the development and implementation of the Colorado Primary Care Fund (PCF), a program that has used tobacco tax revenue to provide more than \$100 million in funding to Colorado CHCs and has helped an estimated 80,000 Coloradans get access to health care. In 2006, she led CCHN's development of a proposal for consideration by the Colorado's Blue Ribbon Commission on Health Care Reform, and worked to assure CHC participation in workgroups and testimony. Currently, Ms. Anderson leads CCHN's integration efforts with community mental health providers and is a trusted analyst and negotiator.

UPCOMING EVENTS – MARK YOUR CALENDARS

MARCH

March 16-19, 2016

NACHC [Policy & Issues Forum](#)

Washington, DC

March 31-April 1, 2016

[National Health Care for the Homeless Regional Training](#)

Denver, CO

APRIL

April 6-8, 2016

[Annual Medical-Legal Partnership Summit](#)

Indianapolis, IN

April 18-19, 2016

CHAMPS/NWRPCA [Critical Skills for Mid-Level Managers Training](#)

Golden, CO

April 22-25, 2016

CHAMPS [Spanish Language Training for Health Care Professionals](#)

Denver, CO

MAY

May 11-13, 2016

Enroll America [State of Enrollment Conference](#)

Washington, DC

May 23-25, 2016

NACHC [Conference for Agricultural Worker Health](#)

Portland, OR

May 31-June 3, 2016

[National Health Care for the Homeless Conference](#)

Portland, OR

LOOKING AHEAD

[National School-Based Health Care Convention & Rally](#)

June 26-29, 2016

Arlington, VA

[FTCA University](#)

June 16-17, 2016

Denver, CO

Region VIII State Primary Care Association Meetings

April 20-21, 2016

MPCA [Spring Symposium](#)

Helena, MT

May 3-4, 2016

CHAD [Annual Conference](#)

Fargo, ND

May 3-5, 2016

WYPCA [Annual Training Conference](#)

TBD, WY

May 5, 2016

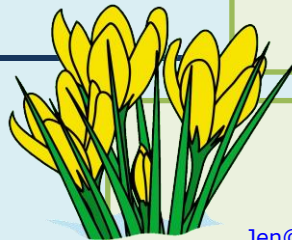
CCHN [Triannual Meeting](#)

Colorado Springs, CO

May 12-13, 2016

AUCH [Annual Primary Care Conference](#)

West Valley City, UT



CONTACT CHAMPS

Jennifer Anderson,

Clinical Programs Director;

Jen@CHAMPSonline.org, 303-867-9583

Sophie Hagberg,

Outreach & Enrollment Coordinator;

Sophie@CHAMPSonline.org, 303-867-9544

Julie Hulstein,

Executive Director;

Julie@CHAMPSonline.org, 303-867-9582

Andrea Martin,

Workforce Development & Member Services Director;

Andrea@CHAMPSonline.org, 303-867-9581

Chelsea Skovgaard,

Programs & Communications Coordinator;

Chelsea@CHAMPSonline.org, 303-867-9584

Visit the interactive [online CHAMPS calendar](#) for continuing updates!

Newsletter Contributors: Jennifer Anderson, Elain Ezekiel (MHP Salud), Sophie Hagberg, Julie Hulstein, Alexis Guild (Farmworker Justice), Holly Kingsbury (Colorado Community Health Network), Andrea Martin, Maureen Maxwell (Colorado Community Health Network), Chelsea Skovgaard

Please contact [Chelsea Skovgaard](#) (Newsletter Editor) if you have any questions or comments about the newsletter, if you would like to sign up for the newsletter, or if your email address has changed.

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