



Summer 2015 Quarterly Newsletter

Published August 4, 2015

NWRPCA/CHAMPS Annual Primary Care Conference

Please join CHAMPS, Northwest Regional Primary Care Association (NWRPCA), and Western Clinicians Network (WCN) for the **2015 Annual Primary Care Conference** October 17-20, 2015 in Seattle, WA. The conference brings together experts and learners to share knowledge and resources, as well as energize each other in the quest for continual growth and improvement. Participants will enjoy four days being immersed in educational sessions and peer networking alongside representatives of more than 130 health centers and 14 western states. There will also be a **Performance Compensation Training** with a separate registration fee during the Conference; please see page 3 for additional information. Conference highlights include tracks on workforce, health equity, policy, information technology, operations, outreach and enrollment, governance, fiscal, and clinical topics; HRSA and NACHC updates; and more!

For more details and to register, visit the [CHAMPS Annual Primary Care Conference webpage](#).

Awards for Region VIII Health Centers: New Access Points

On May 5, 2015, Health and Human Services (HHS) Secretary Sylvia M. Burwell published a [news release](#) announcing \$101 million in Affordable Care Act funding for 164 health center new access points (NAPs). These new health center sites are projected to serve nearly 650,000 patients.

Congratulations to the Region VIII health centers that received NAP grants!

- ★ **Newly Funded:** Marillac Clinic, Inc. (CO)
- ★ **Newly Funded:** Powell Health Care Coalition (WY)
- ★ **Newly Funded:** Sapphire Community Health, Inc. (MT)
- ★ Axis Health System (CO)
- ★ Bear Lake Community Health Center, Inc. (UT)
- ★ Coal Country Community Health Centers (ND)
- ★ Horizon Health Care, Inc. (SD)
- ★ Midtown Community Health Center, Inc. (UT)
- ★ Mountainlands Family Health Center, Inc. (UT)
- ★ Northland Community Health Center (ND)
- ★ Rural Health Care, Inc. (SD)
- ★ Southwest Montana Community Health Center, Inc. (MT)
- ★ Summit Community Care Clinic (CO)

Happy National Health Center Week August 9-15! See page 7 for additional information.

Inside this Issue

- ★ **CHAMPS News (pg. 2-3):** CHAMPS 30th Anniversary, New CHAMPS Clinical Programs Director, CHAMPS Website, UDS Annual Summary, Performance Compensation Training at Conference
- ★ **Workforce News (pg. 3-5):** Archived Trainings, CHAMPS Attends Job Fairs, Lunchtime Learning Webcast Series, Corps Community Month, Region VIII Directory
- ★ **MPCN News (pg. 6-7):** ICD-10 Transition Resources, HRSA Funding Opportunity, Clinicians Listserv, Post-Traumatic Stress and Treating Chronic Pain, Field Guide for Life App
- ★ **Special Populations News (pg. 8-9):** National Health Center Week, Dr. McFarland Award, National Community Impact Analyses, MHP Salud Texting for Health
- ★ **Outreach & Enrollment News (pg. 9-10):** Archived OE Trainings, OE Distance Learning Series, UT Medicaid Expansion Plan, Enroll America Conference, CCHN OE Managers Meeting
- ★ **Regional & National News (pg. 11):** MPCA Grants Management Boot Camp, NACHC Board of Directors, National Advisory Council on Migrant Health Nominations
- ★ **Events Calendar & CHAMPS Contacts (pg. 12)**

Thoughts from Partners on CHAMPS' 30th Anniversary



Congratulations to the board, staff, and members of the Community Health Association of the Mountains/Plains States, as you celebrate your 30th anniversary. We've been doing a lot of celebrating around the country as health centers and associations reach important milestones during our CHC 50th Anniversary year. It is wonderful to pause and reflect on our collective histories, but also a time to say *thank you*. CHAMPS is an outstanding organization. We are proud to partner with you – in our eyes, you are all *champs*!

~Tom Van Coverden, President & Chief Executive Officer, National Association of Community Health Centers

Congrats to our wonderful Region VIII partner CHAMPS on your 30th anniversary! We've so enjoyed and benefited from the bi-regional collaboration over the past twenty years and are excited by the joint projects envisioned for the coming years, from growing and refining the traditional joint Fall conference to further "building out" the Community Health Leadership Institute, the Education Health Center Initiative and bi-regional benchmarking through the salary survey and other measures. Here's wishing you a terrific next 30 years, CHAMPS!

~Bruce Gray, Chief Executive Officer, Northwest Regional Primary Care Association

CHAMPS has been a wonderful partner in helping Western Clinicians Network (WCN) to identify and disseminate best practices in clinical care to the underserved. Thanks for sharing all of your wonderful educational materials and in collaborating to hold the tri-regional conference with NWRPCA and WCN. It has been a pleasure to have been a part of your collaborative network.

~Charla Parker, Retired Chief Executive Officer, Western Clinicians Network

We appreciate the opportunities to work with CHAMPS (and NWRPCA) in planning their excellent fall annual meeting and providing some of the content for the clinical track of that meeting.

~Eric Henley MD, MPH, President, Western Clinicians Network

Congratulations to CHAMPS for 30 years of providing education, training, and leadership to those providing care to the underserved in Region VIII. CHAMPS has been a long-standing leader and national partner for many projects at community health centers and we are proud of our work together. Its organized, thoughtful, intelligent staff bring a lot of enthusiasm and productivity to collaborations and we are proud to be a CHAMPS partner and look forward to many more years of success.

~Craig Kennedy, Executive Director, Association of Clinicians for the Underserved

Congratulations to CHAMPS as you celebrate 30 years of excellence and of advocacy in the very best sense of the word. Your work visibly strives to lift all of us up, championing the important work of health centers and making sure that PCAs, NCAs, and other partners have the space to support that work in very concrete ways. We have appreciated the opportunity to work with you over the years and look forward to many more such opportunities.

~Oscar C. Gomez, Chief Executive Officer & Kristen Stoimenoff, Deputy Director, Health Outreach Partners

CHAMPS has been a key partner and resource in our shared efforts to support outreach and enrollment work at health centers across Region 8. They have a clear pulse on the needs and activities of the outreach/enrollment coalition, which I find invaluable. We have a built strong collaborative relationship as both our organizations strive to support and lift up this important work. I am so grateful for their experience and leadership. Congratulations on this 30 year milestone. Here's to another 30—and more!

~Ezra Watland, Northwest/Mountain West Regional Manager, Enroll America

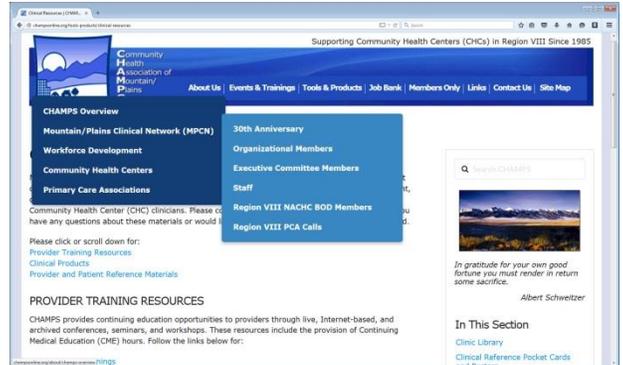
Introducing New CHAMPS Clinical Programs Director

Welcome to **Jennifer Anderson**, the newest CHAMPS staff member! Jen's role at CHAMPS is to support the Region VIII Community Health Centers with their continuous quality improvement efforts and work towards best practice by offering clinical educational programming. She has a Bachelor of Arts Degree in Psychology from Baylor University and is completing a Master of Public Health Degree in Community Health Sciences with a concentration in Maternal and Child Health from the University of Illinois at Chicago. Jen brings ten years' experience in non-profit management, including leading the grassroots development of a regional startup organization, Mothers' Milk Bank of the Western Great Lakes. Please feel free to contact Jen about CHAMPS' clinical programs at jen@championline.org or 303-867-9583.

Check out the Enhanced CHAMPS Website!

In early July 2015, CHAMPS launched an updated version of www.CHAMPSonline.org. All of the site's amazing resources are still available, and the overall look remains the same. However, the new site has been improved to take into account the thoughts and suggestions submitted by over 260 Region VIII health center employees and partners in the June 2015 evaluation of the site. Enhancements to ease site navigation include:

- ★ A responsive framework, meaning the site will be just as easy to navigate on a mobile device as on a computer.
- ★ Double drop-downs from the header bar, allowing visitors to dig deeper into the site's resources.
- ★ "In This Section" side-bar navigation, providing an at-a-glance overview of resources within each section.
- ★ A vastly simplified [Site Map](#) and reorganized resources within larger sections of the site, enabling visitors to more quickly find their desired subject matter.



CHAMPS thanks everyone who took the time to evaluate our website. Your thoughts have led to immediate improvements to the site's functionality and are being used to plan future additions!

If you have any questions or comments about the CHAMPS website, please contact andrea@CHAMPSonline.org.

Coming Soon: Annual Summary of Region VIII UDS

Each year CHAMPS compiles a trends report of Uniform Data System (UDS) information as submitted by Region VIII Health Center Program grantees. The soon to be released **2014 Region VIII UDS Summary** will continue to include valuable trend data about health center users, staffing, encounters, income, medical productivity, tenure, and performance measures, and will be updated this year to include **NEW** state, regional, and national information addressing:

- ★ Patient ages
- ★ Dental provider productivity
- ★ Income per Full-Time Equivalent (FTE) employee
- ★ The new Health Center Program Grant Cost per Patient financial measure
- ★ The new depression-related Health Center Program Clinical Quality of Care measure

The full annual summary, plus a two-page **Region VIII UDS Highlights** flyer, will be available on the [Publications](#) page of the CHAMPS website.

Registration Open: Performance Compensation in CHCs



Performance Compensation for Providers and Staff in Community Health Centers, hosted by CHAMPS and Northwest Regional Primary Care Association (NWRPCA), will take place Sunday, October 18, 2015 in Seattle, WA, in conjunction with the NWRPCA/CHAMPS Annual Primary Care Conference. The full-day training, presented by Robert Hoch, MD, MPH, will provide an understanding of key concepts and skills needed to develop, implement, and manage performance compensation systems for provider and support staff at health centers. Performance compensation enables provider and staff payment to reflect multiple measures, from quality to volume to cost. The program is appropriate for

health centers that are contemplating the introduction of performance compensation as well as those that want to assess and improve on models already implemented. The course fee is \$450 (separate from conference registration).

For more information and to register, visit the CHAMPS [Annual Primary Care Conference](#) webpage.

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:

Foundations for Influencing (C): Influencing through Negotiation (Online through 08/20/15)

- ★ Defining and using negotiation in the workplace to move toward a common goal

Strategic Clinical Workforce Partnerships: Lutheran Medical Center Dental Residency (Online through 09/16/15)

- ★ Exploring dental residency programs as a workforce resource

Motivational Interviewing: An Introduction to Encouraging Health Behavior Change (Online through 09/17/15)

- ★ Understanding why motivational interviewing is used as a health improvement technique

2014 Region VIII Health Center Workforce Data (Online through 01/13/16)

- ★ Understanding and utilizing data and metrics from the 2014 CHAMPS Region VIII Salary, Benefits, Turnover, and Vacancy Survey Project

- ★ 1.5 general HR recertification credits available through 12/31/15 for online archive only

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: Creating a Friendlier and More Productive Work Environment (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 move a conversation forward

For more details about each event, including links to archive recordings, credit opportunities, and possible costs, visit the CHAMPS [Distance Learning](#) webpage.

Archived CHAMPS Outreach and Enrollment Distance Learning Events are also available. See page 9 for more details.

Many archived events are also available on CD. Visit the CHAMPS [Lending Library](#) and [Electronic Media](#) webpages to learn more.

On the Road: CHAMPS Travels to Recruit for Health Centers



CHAMPS exhibits at several national and state conferences and career events every year to advertise open Region VIII health center positions and to build awareness about the benefits of working at health centers. Last month, CHAMPS spoke with family practice medical residents and students at the American Academy of Family Physicians National Conference. In the coming months, CHAMPS will be speaking to dental and medical students at the AT Still University Recruitment and Networking Fair and nurse practitioner and health administration students at the Regis University Health Care Professions Fair. To ensure that CHAMPS is advertising the most current positions, take a moment to check the [CHAMPS Job Opportunities Bank](#) to make sure your health center's openings are listed and up to date. Posting is FREE for Region VIII health centers.

To post and update your openings, email chelsea@CHAMPSonline.org.

WORKFORCE DEVELOPMENT NEWS, *Continued*

Professional Skill Development Webcasts Address Communication, Cultural Competency, and More

CHAMPS and Colorado Community Health Network (CCHN) are hosting the “**Lunchtime Learning**” **Professional Skill Development Series**, a set of six webcasts designed to provide professional development and skills improvement to positively impact retention rates at Region VIII health centers. The first four events have been archived and addressed student loan management, customer service, civility in the workplace, and asking for what you want.

During the upcoming **Facilitation of Problem Solving** webcast on Wednesday, August 19, 2015, participants will learn to define problems, learn the natural stages of a problem, recognize specific behaviors in the Problem Solving Model, understand the importance of demonstrating empathy, and review key phrases to move the conversation forward.

The sixth event in the series on Wednesday, September 16, 2015 is **Cultural Competency: The Foundation for an Inclusive Environment**. This event will enable participants to understand the elements of cultural competence; identify individual demonstrations of cultural competence; recognize personal assumptions about human behavior, values, biases, and preconceived notions; expand awareness of cultural assumptions and how cultural filters impact interaction with others; and identify steps to become more culturally proficient and to function more effectively in a multicultural environment.

All archived webcasts are available on the CHAMPS website. All upcoming webcasts will take place 12:00-1:00PM MT (1:00-2:00PM CT) and are FREE for health centers (Health Center Program Grantees and FQHC Look-Alikes) and Primary Care Associations in Region VIII (CO, MT, ND, SD, UT, and WY).

For more details about the event series and to register for upcoming events, visit the CHAMPS [Distance Learning](#) webpage.

October Marks Corps Community Month

Corps Community Month in October is a time to increase awareness about primary care careers and highlight the role of National Health Service Corps (NHSC) in bringing primary health care services to underserved communities. The theme this year is “**Training. Access. Delivery. Health.**” To celebrate Corps Community Month, NHSC encourages NHSC sites, scholars, providers, and other partners to plan and host grassroots events throughout October. There are several resources that outline ways to get involved:

- ★ [Plan Your Event](#) highlights possible types of events, ways to promote an event, how to partner with campuses and local media, and resources to build knowledge on NHSC.
- ★ [Spread the Word](#) provides web badges and videos to share on social media and websites.
- ★ [Connect](#) includes links to NHSC Facebook, Twitter, and LinkedIn.

Learn more about [Corps Community Month](#).

Visit the [National Health Service Corps](#) webpage to learn more about NHSC programs.

Coming Soon: Region VIII Health Center Directory

Every two years CHAMPS releases a bound copy of the **CHAMPS Region VIII Health Center Directory**. The 2015-2016 edition will include contact information for all Region VIII health center leadership staff and a listing of health center clinicians. [CHAMPS Organizational Members](#) will receive two free copies and non-members who provided directory updates will receive one free copy. Additional printed copies may be purchased from CHAMPS. **Thank you to all the health centers that provided updates for this project!**

For more information, please visit the CHAMPS [Publications](#) webpage or login to the CHAMPS [Members Only](#) webpage to explore the searchable online directory.

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.

ICD-10 Transition is October 1, 2015: Prepare with CHAMPS Resources

CHAMPS has partnered with Optum to offer comprehensive ICD-10 training services to ensure Region VIII health centers are ready for the ICD-10 transition in October 2015. The Optum program provides education and training for health care providers, nurses, coders, revenue cycle staff, IT staff, and reporting and analytics staff. Optum – made up of OptumHealth, OptumInsight and OptumRx – is one of the leading information and technology-enabled businesses dedicated to making health care systems work better. Optum serves nearly 247,000 health professionals and physician practices, nearly 5,000 hospitals, and over 125 state and federal agencies – helping to manage data for more than 109 million lives in the US. **Through the CHAMPS Group Purchasing Offer (GPO), Region VIII health centers are able to purchase online trainings and books at 30% off the Optum retail price.**

Some of the online courses available include:

- ★ Level 1 Overview courses for revenue, clinical, and IT/Reporting staff
- ★ Code Set Training
- ★ Provider Documentation Enhancement for ICD-10
- ★ Impact to Nursing Documentation
- ★ Coding for Non-Coders

In addition, CHAMPS has partnered with CCHN to offer the Provider ICD-10 Top 25 Diagnostic Code Webinar Series:

- ★ Available to all CHCs in Region VIII
- ★ Presents “must know” elements for the 25 most commonly used diagnosis codes
- ★ Series features 25 brief (5-10 min.) webinars that can be accessed on-demand
- ★ [Registration](#) will close October 1, 2015

For more information, visit [ICD-10 Education & Training Group Purchasing Offer \(GPO\) with Optum](#). Questions? Email jen@CHAMPSonline.org.

Additional ICD-10 Resources

The [CHAMPS ICD-10 Transition Resources](#) webpage includes a description of ICD-10, a timeframe for transition, resources to complete a transition plan, articles, training tools, and more.

Health Resources and Services Administration (HRSA) recently announced the release of the [Fiscal Year 2016 Substance Abuse Service Expansion Funding Opportunity](#). This funding opportunity will provide approximately \$100 million through competitive supplements to support an estimated 300 existing health centers to improve and expand the delivery of substance use disorder services, with a focus on medication-assisted treatment for opioid use disorder. Applications are due in Grants.gov by **September 28, 2015**.

Connect with Providers from Across Region VIII through the Clinicians Listserv

The **CHAMPS Clinicians Listserv** is a private email listserv provided by CHAMPS that allows for better communication among Region VIII health center and Primary Care Association (PCA) clinicians and clinical support staff. Participants may use the listserv to ask questions, share best practices, announce events/achievements/opportunities, and network with other clinicians in Region VIII. Recent posts have included an announcement of a “Patients in Context – EHR Capture of Social and Behavioral Determinants of Health” webcast, a Health Resources and Services Administration (HRSA) webcast on the Veterans Choice Program (VCP), and an article about the *Public Health Impact of Achieving 80% Colorectal Cancer Screening Rates in the United States by 2018*.

Visit the CHAMPS [Clinicians Listserv](#) webpage to learn more.

To join the listserv, email jen@CHAMPSonline.org and request to be added.

Post-Traumatic Stress and Treating Chronic Pain: Why Knowing What to Look for Matters

*Submitted by Kris Freeman, COPE for Chronic Pain CME, Communications Specialist,
University of Washington*

Post-Traumatic Stress Disorder (PTSD) and mild Traumatic Brain Injury (mTBI or concussion) are increasing in the US, and are often undiagnosed. Chronic pain frequently accompanies both conditions, which can interact with each other and opioid pain medications in dangerous ways, increasing the risk of opioid misuse and abuse. Providers who understand the treatment options for PTSD, mTBI and chronic pain can dramatically help their patients. The University of Washington's COPE-REMS online training course recently added new content on this topic to help providers better treat patients.

To find out more about COPE's free CME training, visit [COPE for Chronic Pain CME](#).

Check Out this App: Field Guide for Life

Addiction treatment provider Hazelden received the White House Behavioral Health Patient Empowerment Challenge award for its smartphone app [Field Guide to Life](#) that provides support to people newly recovering from addiction. The app, available for iPhones and Android devices for \$4.99, uses evidence-based practices such as relapse prevention, stages of change and motivational enhancement therapy (MET).

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.

National Health Center Week Recognizes Special Populations

The theme for **National Health Center Week**, August 9-15, 2015, is "America's Health Centers – Celebrating Our Legacy, Shaping Our Future." This year health centers are celebrating fifty years of service and a continuing commitment to quality and cost effective care. Three days of National Health Center Week have been set aside to recognize special populations served by health centers:



- ★ Public Housing Health Centers Day: Tuesday, August 11, 2015
- ★ Health Care for the Homeless Day: Wednesday, August 12, 2015
- ★ Farmworker Health Day: Thursday, August, 13, 2015

Several useful resources have been posted for celebrating National Health Center Week, including:

- ★ [Fact sheets](#) on the cost effectiveness of health centers, how health centers transform health care, the role of health centers in treating the uninsured, and more.
- ★ [Media Toolkit](#) with press release, op-ed, letter to the editor, and media advisory templates.
- ★ [Social Media](#) post ideas and hashtag information.
- ★ [Activity and Event Ideas](#) including how to honor staff, engage the community, and invite elected officials.

Looking for an event to attend? Check out the [map of events](#) across the nation.

Interested in learning more about the Special Populations highlighted during National Health Center Week? Visit the CHAMPS [Homeless and Public Housing Resources](#) and [Migrant and Seasonal Farmworkers Resources](#) webpages.

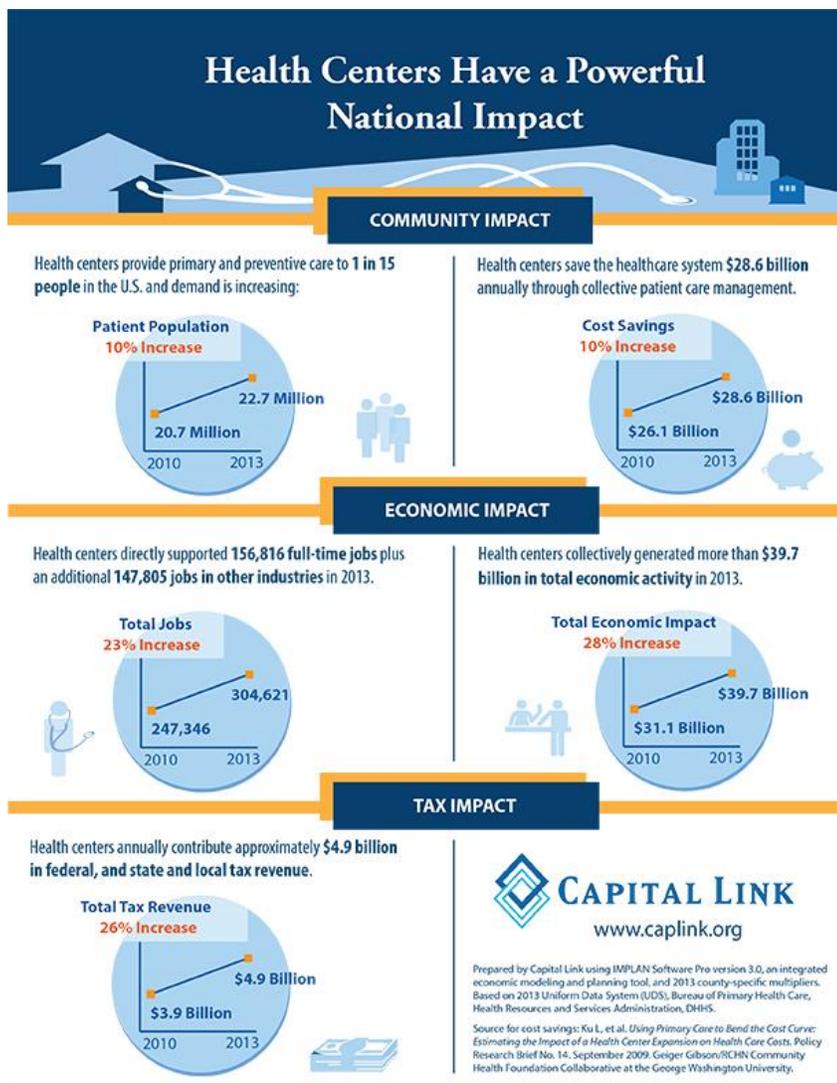
Dr. McFarland Receives Migrant Health Achievement Award

Congratulations to **Dr. John McFarland** (pictured at right) of Salud Family Health Centers in Fort Lupton, CO for receiving the 2015 Lifetime Achievement in Migrant Health Award at the National Farmworker Health Conference in May 2015. The Lifetime Achievement in Migrant Health Award is presented to an outstanding individual or organization which has demonstrated long term commitment (15 years or more) and excellence in migrant health.



New Analysis Shows the National Community Impact of Health Centers

Submitted by Meredith Tzouros, Communications Specialist, Capital Link



Health centers are often a significant source of economic stability in a community. By expanding access to care, health centers reduce costs, add jobs, and stimulate the local economy. As illustrated left in a newly updated National Economic Impact Analysis [infographic](#) from Capital Link, health centers collectively generated more than \$39.7 billion in total economic activity for their local communities in 2013, a 28% increase over 2010. Health centers also directly supported over 156,000 full-time jobs, plus an additional 147,000 jobs in other industries, a 23% increase since 2010.

Capital Link, a Bureau of Primary Health Care (BPHC)-funded National Cooperative Agreement (NCA), offers customized [Community Impact Analyses](#) to demonstrate the significant role health centers play as both service providers and as engines for economic development. With the help of economic modeling software, these reports and infographics measure the effect an individual health center's current operations has on the communities it serves, including job creation, tax impact, and cost savings. They highlight the impact and value of a wide range of functions, including operations, capital projects, behavioral

health programs, and residency programs. They can also estimate the impact of a cut to health center funding and as such can be a useful tool for helping policy makers see what's at stake for your community if state or federal funding is eliminated.

To learn more about Capital Link's Community Impact Analyses, please contact Steve Rubman, Capital Link's Director of Information Systems, at srubman@caplink.org.

SPECIAL POPULATIONS NEWS, *Continued*

Texting for Health: MHP Salud's Pilot Project

Submitted by Elaine Ezekiel, Community Manager, MHP Salud

MHP Salud is a national non-profit organization dedicated to implementing Community Health Worker (CHW) programs to empower underserved Latino communities and promoting the CHW model nationally as a culturally appropriate strategy to improve health. In April 2015, MHP Salud received an award from the US Department of Health and Human Services, Office of the National Coordinator (ONC) for Health Information Technology to fund a

[pilot project](#) with CreateIT Healthcare Solutions, Inc. that will enable Community Health Workers like the one pictured above right to deliver health messages to underserved, Spanish-speaking Latinos in Texas' Rio Grande Valley via Spanish-language email, mobile phone text message, and automated voice.



The ONC Pilot Project will use CreateIT's innovative MyCare Communicator technology to enhance the impact of MHP Salud's programming related to [breastfeeding](#) and [diabetes prevention](#) in the Rio Grande Valley. Specifically, community members who enroll will receive culturally, linguistically, and literacy level appropriate messages that promote breastfeeding and troubleshoot obstacles to breastfeeding or healthy eating, exercise, and access to health care resources. The agency has already equipped each of its CHW employees with smartphones, which they use for data collection and reporting. Further, MHP Salud offers technical assistance to organizations looking to adopt similar health IT practices in their CHW programs.

Visit MHP Salud to learn about [technical assistance services](#) and other resources.

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:

Planning for Successful Outreach (Online through 08/19/15)

- ★ How to plan, conduct, and track outreach activities

Conducting Effective Outreach for Open Enrollment (Online through 08/20/15)

- ★ Strategies and tools for planning outreach efforts

Patient Education: They're Covered, Now What? (Online through 09/10/15)

- ★ How to educate patients on effective coverage utilization

Diving Deep on Premium Tax Credits (Online through 09/23/15)

- ★ Explanation of Advance Premium Tax Credits and Cost-Sharing Reductions

Personal Identifiable Information (PII) – the Dos and Don'ts (Online through 01/07/16)

- ★ Information on guidelines, dos, and don'ts for obtaining personal identifiable information

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

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

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

- ★ Take Care Utah partnership about how to build a collaborative state-wide enrollment network

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

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

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

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

See page 10 for information about upcoming live outreach and enrollment distance learning events.

OUTREACH AND ENROLLMENT NEWS, *Continued*

Outreach and Enrollment Distance Learning Series

CHAMPS and Colorado Community Health Network (CCHN) have partnered to present the 2015 Outreach and Enrollment Distance Learning Series. The events are intended for outreach and enrollment staff; however, other health center and primary care association (PCA) staff members may find some content applicable to their positions. All webcasts will take place from 1:00-2:00PM MT (2:00-3:00PM CT) and are FREE for health centers (Health Center Program Grantees and FQHC Look-Alikes) and Primary Care Associations in Region VIII (CO, MT, ND, SD, UT, and WY). Other participants will be charged \$50/link after viewing the event.

- ★ **Taxes and Consumer Education**, Thursday, August 13, 2015
 - Understand tax rules as they apply to Marketplace customers, learn what tax issues are within the scope of application assisters, and hear techniques to discuss tax issues with consumers
- ★ **Motivating Consumers to Enroll in Coverage**, Thursday, September 10, 2015
 - Understand basic motivational interviewing techniques and how to apply them during an enrollment appointment
- ★ **Communication Strategies for OE3**, Thursday, October 8, 2015
 - Hear successful techniques for gaining earned media coverage and learn strategies for combatting Affordable Care Act negativity

For more information and to register for individual events, visit the CHAMPS [Distance Learning](#) webpage.

Region VIII Leaders Present “Navigating the Unfriendly Seas” at Enroll America Conference

On Thursday, June 11, 2015, two Region VIII outreach and enrollment leaders spoke during the *Navigating the Unfriendly Seas: Lessons Learned from Assisters Facing Opposition* session during the 2015 Enroll America State of Enrollment Conference in Washington, DC. **Olivia Riutta** (pictured at right, on the left), Outreach and Engagement Manager at Montana Primary Care Association (MPCA), discussed how MPCA successfully collaborated with other stakeholders to form a statewide coalition to expand Medicaid. **Randal Serr**



(pictured at right, on the right), Take Care Utah Director at Utah Health Policy Project, discussed the Take Care Utah partnership, a statewide enrollment coalition between Utah Health Policy Project (a Utah Navigator grantee), Association for Utah Community Health (AUCH), and United Way of Salt Lake's 2-1-1 program, and how working collectively helped skyrocket enrollment numbers in Utah statewide. Also featured were Dante McKay, Georgia State Director for Enroll America's Get Covered Initiative and Moriah Nelson, Outreach and Enrollment Manager at Idaho Primary Care Association.

CCHN Hosts 2015 Health Center O&E Managers Meeting

The Covering Kids and Families (CKF) team at Colorado Community Health Network (CCHN) hosted an **Outreach and Enrollment Managers Meeting** on Thursday, July 16 and Friday, July 17, 2015 in Denver, CO. This training brought together 15 health center outreach and enrollment (O&E) staff members from across Colorado. On the first day, participants received training on changes being implemented to PEAK, Colorado's shared eligibility system, followed by a tour of Colorado Coalition for the Homeless' Stout Street Clinic. On the second day, participants gathered for a full day of facilitated discussions on positioning health center leaders in O&E, making the business case for O&E, implementing creative staffing models, planning training and staff development, developing effective partnerships, and using communications and messaging in outreach planning.

OUTREACH AND ENROLLMENT NEWS, *Continued*

Governor, Legislative Leaders in Utah Reach a Consensus on “Conceptual Framework” for Medicaid Expansion Plan

On Friday, July 17, 2015, Utah Governor Gary Herbert and legislative leaders announced they had come to a broad agreement on expanding Medicaid within the state. Plan details have yet to be released, however, Manatt Health Solutions reported that the state may generate funding from hospitals, physicians, and pharmaceutical companies in the form of a new tax. A full draft of the legislation should be forthcoming in the next few weeks. This is not the first Medicaid expansion plan to be considered in Utah. In early March 2015, a House committee failed to approve Governor Herbert’s Healthy Utah Plan, which had previously been approved by the state Senate.

In order for this plan to be approved, it must pass in both the Utah House of Representatives and the Senate, as well as be approved by the Centers for Medicare and Medicaid Services (CMS). If the plan passes, it will extend much needed coverage to the estimated 53,000 Utahans who currently fall into the coverage gap (people who earn too little (less than 100 percent of the federal poverty level (FPL)) to qualify for tax credits on the Marketplace, but are still ineligible for Medicaid due to their state’s decision not to expand coverage to any household earning less than 138 percent of the FPL). According to CoverTheGap.org, this plan will extend affordable coverage to 72,500 individuals in 2016.

REGIONAL AND NATIONAL NEWS

Registration Open: MPCA Grants Management Boot Camp

Montana Primary Care Association (MPCA) is offering a Grants Management Boot Camp in Bozeman, MT on Wednesday, September 9 to Thursday, September 10, 2015 for Chief Financial Officers. The training is designed for those with at least six months of experience working in a health center. The learning objectives include: describe 330 grant program requirements, identify rules for spending 330 grant and other federal grant money to improve statutory compliance, and discuss required elements of application, UDS, FFR, and other reports. Registration is \$250 and closes Friday, August 28, 2015.



For additional information and to register, visit the MPCA [Grants Management Boot Camp](#) registration webpage.

Congratulations to **John Santistevan** of Salud Family Health Centers in Fort Lupton, CO on his re-election to the **National Association of Community Health Centers (NACHC) Board of Directors** as one of two Region VIII Representatives; John ran unopposed and was re-elected by acclamation. And thank you to both John Santistevan and **John Mengenhauen** of Horizon Health Care, Inc. in Howard, SD for representing Region VIII at the national level – we truly appreciate your service!

Health Resources and Services Administration is soliciting nominations for membership on the **National Advisory Council on Migrant Health (NACMH)** for four year terms starting November 26, 2015. The NACMH advises, consults with, and makes recommendations to the Secretary of Health & Human Services (HHS) regarding the direction HHS should take in providing health care for migratory and seasonal agricultural workers and their families. For details on eligibility requirements, number of vacancies, selection criteria, application process, and other information, please refer to the [request for NACMH nominations letter](#). The deadline for applications is currently rolling so applicants can apply at any time.

UPCOMING EVENTS – MARK YOUR CALENDARS

AUGUST 2015

August 9-15, 2015

[National Health Center Week](#)

August 13, 2015

CHAMPS/CCHN [Taxes and Consumer Education Webcast](#)

Online

August 19, 2015

CHAMPS/CCHN [Facilitation of Problem Solving Webcast](#)

Online

August 22-25, 2015

[NACHC Community Health Institute & Expo](#)

Orlando, FL

SEPTEMBER 2015

September 9-10, 2015

MPCA [Grants Management Boot Camp](#)

Bozeman, MT

September 10, 2015

CHAMPS/CCHN [Motivating Consumers to Enroll in Coverage Webcast](#)

Online

September 16, 2015

CHAMPS/CCHN [Cultural Competency Webcast](#)

Online

OCTOBER 2015

October 8, 2015

CHAMPS/CCHN [Communication Strategies for OE3 Webcast](#)

Online

October 17-20, 2015

NWRPCA/CHAMPS [Annual Primary Care Conference](#)

Seattle, WA

LOOKING AHEAD

[Midwest Stream Farmworker Health Forum](#)

November 9-11, 2015

Albuquerque, NM

[NNOHA Annual Conference](#)

November 15-18, 2015

Indianapolis, IN

August

National Immunization Awareness Month

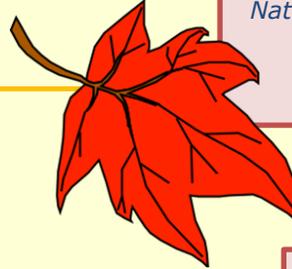
September

Labor Day, 09/07

National Suicide Prevention Week
National Preparedness Month

October

Health Literacy Month
National Breast Cancer Awareness Month
Halloween, 10/31



CONTACT US

Jennifer Anderson,
Clinical Programs Director;
jen@CHAMPSonline.org,
303-867-9583

Sophie Hagberg,
Outreach and Enrollment
Coordinator;
sophie@CHAMPSonline.org,
303-867-9544

Julie Hulstein,
Executive Director;
julie@CHAMPSonline.org,
303-867-9582

Andrea Martin,
Workforce Development and
Member Services Director;
andrea@CHAMPSonline.org,
303-867-9581

Chelsea Skovgaard,
Programs and Communications
Coordinator;
chelsea@CHAMPSonline.org,
303-867-9584

Newsletter Contributors: Jennifer Anderson, Elaine Ezekiel, Kris Freeman, Sophie Hagberg, Eric Henley, Julie Hulstein, Craig Kennedy, Andrea Martin, Charla Parker, Kristen Stoimenoff, Meredith Tzouros, Ezra Watland

Please contact [Chelsea Skovgaard](mailto:chelsea@CHAMPSonline.org) (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.

This project is supported by the Health Resources and Services Administration (HRSA) of the US Department of Health and Human Services (HHS) under cooperative agreement number U58CS06861, "State and Regional Primary Care Associations," total award of \$519,941, 22% of the total PCA project is financed with non-federal sources. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the US Government.