

# MassHealth DSRIP TA Program SWI Pop Up 3: CHWs, Peer Specialists and Recovery Coaches

On April 30, 2021, the MassHealth DSRIP TA Program hosted a virtual SWI Pop Up about the role of Community Health Workers (CHWs), Peer Specialists and Recovery Coaches in engaging MassHealth members – particularly those with complex life circumstances and care needs. Individuals in these workforces draw on their shared lived experience with MassHealth members to help them manage chronic conditions, support their recovery and address the socioeconomic factors that can compromise their health and wellness.

During this Pop Up, representatives of each workforce shared how they engaged with individuals and how their unique perspectives and role support the efforts of the broader care team. We also shared information about the policies and programs in place in Massachusetts to help ACOs and CPs support members of these workforces reach their full potential. In addition to panelists, nine representatives of CHW, Peer Specialist and Recovery Coach workforces shared their experience in a video at the start of the event.

## Who Attended

**161** people attended the Pop Up

**67%** were from ACOs and CPs

**33%** were from other public health stakeholder groups

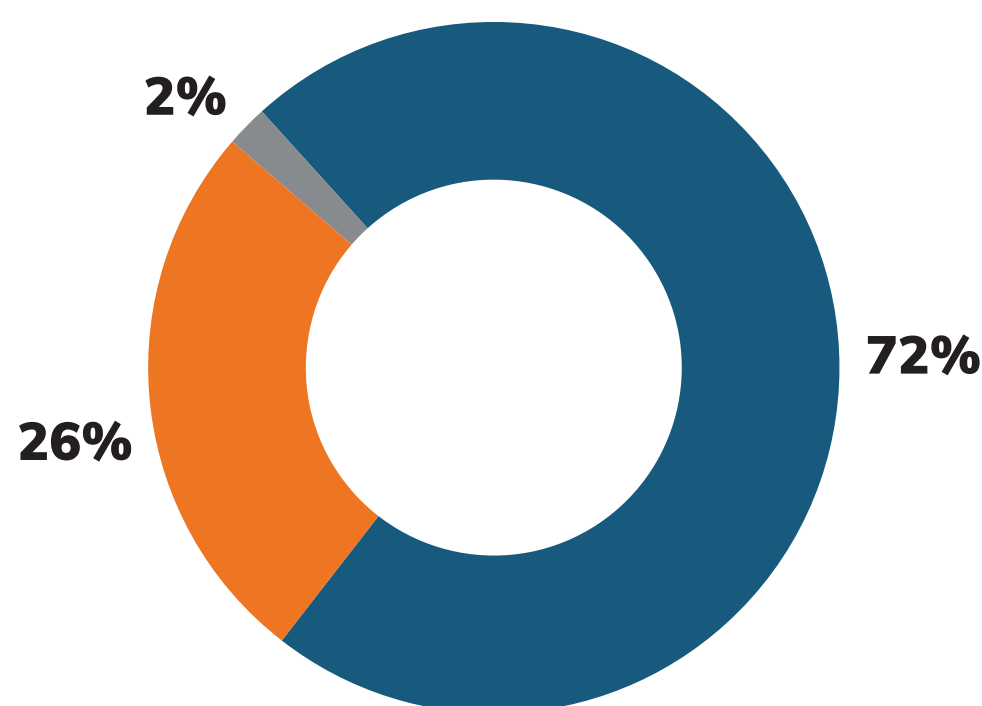


## ACOs and CPs Represented:

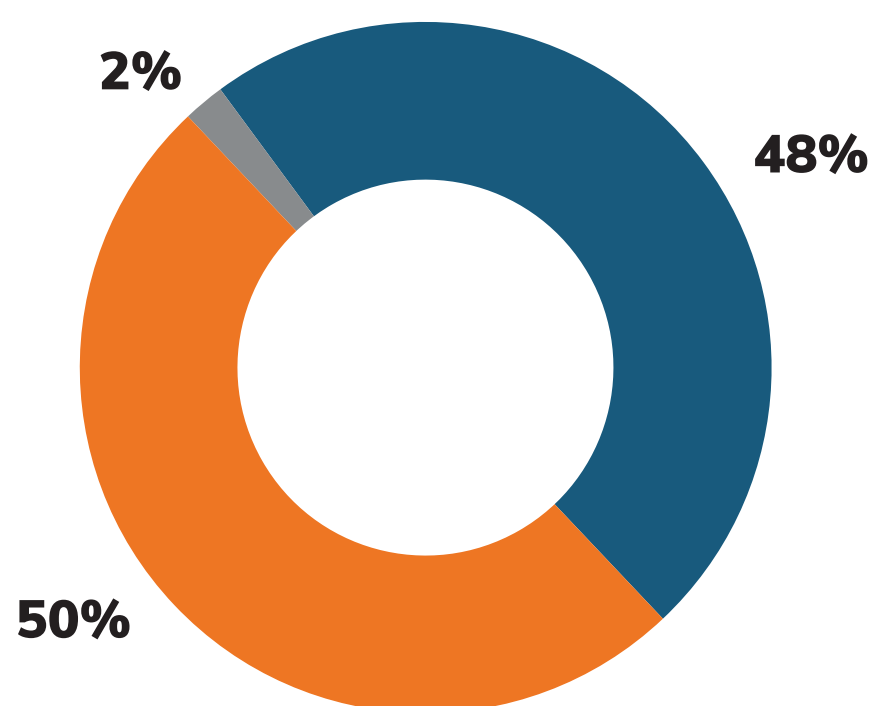


## Feedback on Pop Up Content

The Substance and Quality of Event was Excellent



I Learned Things I Can Apply to My Organization



Legend: Strongly Agree (Dark Blue), Agree (Orange), Neither Agree Nor Disagree (Grey)

## What did you find most valuable about this event?

*The diversity of perspectives with shared philosophical underpinnings. The presenters were amazing! I appreciated those voices.*

*CHWs are vital to the work of public health and health care in general. The need to ensure that people with lived experience are at the table - early, often, and at all levels.*

*Hearing a lot about self-determination and how we as helpers can support an individual to work toward it!*

## Examples of key learnings from attendees

The CHW role is in part a role of culture and CHWs can help with all aspects of social determinants of health.

CHWs, Peer Specialists and Recovery Coaches can work in emergency departments and primary care settings. ACOs can update job requirements to ensure they are getting the best people for the job.

## Suggestions for future events

Include a supervisor of CHWs, Recovery Coaches or Peer Specialists to understand their role and how to help support them.

Share more information on how to demonstrate the return on investment for these roles to show the value of integrated care models and help engage organizational leaders.

