
Sit with someone you don't know

You'll be working together on case-study
activities throughout the session



eooco



Walking in Their Shoes: Solving Real Community Challenges Through the THW Lens

PRESENTERS

Marina Banderas • EOCCO

Cheristy Anderson • GOBHI

Physical Health
& Behavioral Health
Perspectives

WELCOME & INTRODUCTIONS



Marina Banderas

Medicaid Traditional Health Worker Liaison

EOCCO

Supports THW workforce development, training, and regional collaboration



Cheristy Anderson

Traditional Health Worker Liaison

GOBHI

Supports peer workforce engagement and professional development

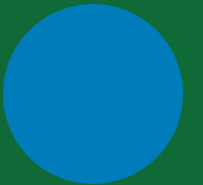
Today we're bringing both physical health and behavioral health perspectives to the conversation.

The room holds many kinds of expertise

Raise your hand when you hear your role—or the role closest to yours.

- Community Health Worker
- Peer Support Specialist
- Peer Wellness Specialist
- Personal Health Navigator
- Doula
- Community Health Representative
- Healthcare Provider
- Community-Based Organization Staff
- Other Community Partner

Our goal today is to learn from
perspectives different from our own



Four outcomes for today

By the end of this session, participants will be able to:

- 01** — Identify how THWs can bridge gaps between physical health, behavioral health, and community supports.
- 02** — Apply person-centered and culturally responsive approaches to a real-world case scenario.
- 03** — Develop practical strategies for connecting members to appropriate resources, services, and supports.
- 04** — Recognize how collaboration improves member outcomes.

Identify → Apply → Develop → Collaborate

Traditional Health Worker Roles

A shared understanding of each role helps the case-study team collaborate effectively.

THW TYPE	COMMON FOCUS
CHW	Resource navigation, health literacy
Peer Support Specialist	Recovery support, lived experience
Peer Wellness Specialist (PWS)	Behavioral health integration, peer support, recovery and wellness
Personal Health Navigator	System navigation
Doula	Pregnancy, birth, postpartum support
Community Partner	Specialized local expertise

SHARED UNDERSTANDING

Different roles. Complementary expertise. One whole-person approach.

Make collaboration practical

Through an interactive case study, we will turn shared expertise into action.

- **Understand**

How different THW roles support members

- **Connect**

Identify resources and partnerships



- **Collaborate**

Apply multiple perspectives to real-world situations

- **Apply**

Bring ideas back to your own organization

- **Reflect**

Explore opportunities for improved care coordination

Build a whole-person response

CASE STUDY #1 • RURAL ONCOLOGY REFERRAL

A 52-year-old member in a rural EOCCO community has recently been diagnosed with breast cancer. Treatment requires several hours of travel. Financial resources are limited, and the member is concerned about balancing treatment, employment, and family responsibilities.

INSTRUCTIONS

- 1 Review the case study.
- 2 Discuss the guiding questions.
- 3 Identify resources and supports.
- 4 Develop a collaborative action plan.
- 5 Prepare to share key ideas with the group.

GUIDING QUESTIONS

CONSIDER:

- What immediate needs does this member have?
- Which THW roles could provide support?
- What strengths already exist?
- What barriers may arise?
- What community resources are available?
- What partnerships would be helpful?

ACTION PLAN

MEMBER NEED → THW ACTION → RESOURCE → DESIRED OUTCOME

Case Study Instructions

Work with your table to build two coordinated THW action plans.

WORK TOGETHER

- 1** Choose a table facilitator.
- 2** Review both patient situations in your folder.
- 3** Use sticky notes to capture ideas.
- 4** Create two THW action plans—one on each side of the poster board.
- 5** Collaborate across THW roles and consider both physical and behavioral health needs.

ON YOUR TABLE

- Two patient situations
- Markers
- Sticky notes
- Poster board

YOUR OUTPUT

Two action plans • one case per side

CHOOSE ONE SPEAKER

Prepare one or two key takeaways to share with the group.

Turn discussion into shared practice

Each group shares its strongest thinking—then the room looks for patterns and possibilities.

EACH GROUP SHARES

- 1 Top 2–3 priorities identified
- 2 Resources and supports recommended
- 3 THW strategies used
- 4 Key partnerships needed

LARGE GROUP DISCUSSION

- Common themes
- Different approaches
- Innovative ideas
- Lessons learned

Listen for the idea you want to borrow.

Capture one practical next step for your own setting.

WE ARE HERE TO SUPPORT YOU

THWs turn connection into outcomes.

- Build trust
- Bridge physical and behavioral health care
- Connect members to critical resources
- Support cultural responsiveness and health equity
- Improve member engagement and outcomes

Collaboration across THW roles leads to stronger member outcomes.

THANK YOU

for the work you do
every day

“The work you do changes lives, strengthens communities, and ensures members receive the support they need to thrive.”

QUESTIONS & DISCUSSION

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