



Participant Biographies

**Community Health
Worker Stakeholder
Meeting**

June 29, 2017

**PCORI
1919 M Street, NW
Washington, DC 20036**



Colleen Barbero, MPPA, PhD
Interdisciplinary Health/Behavioral Scientist
Centers for Disease Control and Prevention

Dr. Colleen Barbero is a health scientist who specializes in the analysis of community health worker (CHW) policies and programs. She has conducted and published reviews of the best available evidence for state laws to support the CHW workforce. Currently, Dr. Barbero is the principal investigator on case studies of state actions and organizing structures related to CHW certification and she is working with subject matter experts to link certification and other workforce development efforts to health and economic outcomes.



Kate Blackman, MSW, MPH
Senior Policy Specialist
National Conference of State Legislatures

Kate Blackman serves as program manager in the health program at the National Conference of State Legislatures (NCSL). She has been with NCSL for nearly three years, and manages projects focused on injury and violence prevention, health disparities and other public health topics. She also specializes in access to care and rural health issues, such as telehealth. Prior to joining NCSL, Kate directed a CDC-funded public health research project in rural, eastern North Carolina. Kate holds a B.A. in journalism from the University of North Carolina at Chapel Hill; where she later earned her Master of Social Work and Master of Public Health.



Shoshanah Brown, MS, MBA
Executive Director
a.i.r. NYC

Shoshanah Brown, MS, MBA, has served as Executive Director of a.i.r. nyc since 2009. Under her leadership, a.i.r. nyc has embarked on a plan for sustainable expansion of home-based services to keep asthmatic New Yorkers healthy, active and out of the hospital. Shoshanah is passionate about improving health outcomes for NYC's most vulnerable families despite the many economic, social, and environmental barriers they face. Beginning her career in population health as a Peace Corps Volunteer in Burkina Faso, West Africa, Shoshanah holds an MS in Population and International Health from the Harvard School of Public Health and an MBA from Columbia University.



Abby Charles, MPH
Senior Program Manager
Institute for Public Health Innovation

Abby Charles is a Senior Program Manager at the Institute for Public Health Innovation, providing leadership and coordination for Community Health Worker (CHW) Initiatives, managing a network of peer Community Health Workers and a portfolio of programs that address cross-jurisdictional policy making and information sharing, program refinement, implementation, and evaluation.

Ms. Charles leads a team that has set IPHI apart as one of the DC, MD and VA region's leading partners in the development, coordination and evaluation of CHW-based direct service models. From her start in 2011 Ms. Charles has worked with her team to create dozens of CHW jobs throughout the region based at partner sites such as community-based organizations, clinics, hospitals, Medicaid Managed Care organizations, health departments and other sites.

Through her leadership, IPHI has become recognized as one of the DC, MD and VA region's leading trainers of CHWs having trained over 500 CHWs since 2011 following national best practices focused on enhancing CHW core competencies. IPHI has developed a comprehensive training and continuing education program and has trained and continues to support CHWs employed throughout the region.

Ms. Charles works closely with IPHI staff in DC, Maryland and VA to support CHW workforce development and financing, defining CHW scope of practice, core competencies, and training requirements, and to developing recommendations on certification, credentialing, and financing CHWs including through Medicaid.

Ms. Charles provides oversight to a portfolio of CHW-based health service programs; each of which provides a combination of screening, outreach, health education disease self-management support, referrals and navigation to health and social services and one-one-one support to well over 1500 individuals, many of whom are Medicaid and Medicare beneficiaries, link to and stay engaged in medical care. Many of IPHI's programs focus on integrating CHWs into clinical care and community based teams, which often includes nurses, case managers and other licensed professionals.

As a trainer, Ms. Charles has led the development of the CHW core competency curriculum for IPHI, and supports her team with training CHWs across the DC, MD and VA region. She also serves as a trainer on IPHI's Healthy and Equitable Communities curriculum and has developed curricula on HIV prevention and gender based violence prevention for youth.

Ms. Charles is a graduate of the George Washington University with a Bachelor's of Science in Environmental Science and a Master's of Public Health in Global Health Promotion. She presently serves on the boards of the Women's Collective and The Well Project and serves as a Commissioner on the Mayor's Advisory Commission on Caribbean Community Affairs for Washington, DC.



Barb Cole, M.S., B.S.
Director, Accreditation and Compliance
HighMark BlueCross BlueShield

Employed by Highmark Inc. since 1999

Director, Quality effective October 2016

Director, Accreditation and Quality Compliance from
2014 thru October 2016

Manager, Accreditation and Compliance



JaNeen Cross, DSW, MSW, MBA
HEALS Policy Fellow
National Association of Social Workers

JaNeen Cross is a Social Work HEALS Policy Fellow at the National Association of Social Workers (NASW). She is also an Assistant Clinical Professor at Widener University. Dr. Cross operates a private practice, Mays Family Therapy, providing outpatient mental and behavioral health services. Prior to serving as a HEALS Policy Fellow and Professor, Dr. Cross was a medical social worker at the Hospital of the University of Pennsylvania, Newborn Intensive Care Unit for 15 years.

Dr. Cross provides workshop presentations at health care organizations and professional conferences. She serves as an expert on perinatal health workgroups and advisory panels. Dr. Cross is the President of the National Association of Perinatal Social Workers (NAPSW) and serves on the board of directors for the National Perinatal Association (NPA).

Dr. Cross received her Master of Social Work at Temple University, Masters of Business Administration at Rosemont College, and Doctorate of Clinical Social Work at the University of Pennsylvania. She holds active clinical social work licenses in Pennsylvania, Maryland, and District of Columbia.



Andrea Gelzer, MD, MS, FACP
Senior Vice President
Corporate Chief Medical Officer
AmeriHealth Caritas

Andrea Gelzer, MD, MS, FACP, is the senior vice president and corporate chief medical officer for AmeriHealth Caritas. She is responsible for setting and overseeing the organization's overall population health management, informatics, quality and provider network contracting strategies, as well as clinical policy development and data analytics oversight for all AmeriHealth Caritas' health plans and ancillary businesses. Previously, Dr. Gelzer served as the Chief Medical Officer for Boston Medical Center HealthNet Plan. She also served multiple roles, including Senior Vice President of Clinical

Public Affairs at CIGNA Corporation, and for 16 years worked in private practice in Internal Medicine.

Dr. Gelzer serves on several national committees including the CMS Technical Expert Panel on the National Impact Assessment of CMS Quality Measures, CMS Medicaid and CHIP Managed Care Quality Rating System Technical Expert Panel, Health Care Payment Learning and Action Network's (HCP-LAN) Alternative Payment Model Framework & Progress Tracking Workgroup, Core Quality Measures Collaborative, and the National Quality Forum's Coordinating Committee for the Medicaid Innovation Accelerator Project. She also chairs the Chief Medical Officer Leadership Council of America's Health Insurance Plans (AHIP).

Dr. Gelzer earned her undergraduate degree from Tufts University and her doctor of medicine from St. George's University. She also received a master's degree in preventive medicine/administrative medicine at the University of Wisconsin Madison. She is a board certified by the American Board of Internal Medicine and by the American Board of Preventive Medicine in clinical informatics.



Arvind Goyal, MD, MPH, MBA, CPE, FAAFP, FACPM

Medical Director, Medical Programs

Illinois Department of Healthcare and Family Services

Arvind K. Goyal, MD, MPH, MBA, CPE, FAAFP, FACPM is Medical Director of IL Medicaid, Department of Healthcare and Family Services. He teaches medical students at Rosalind Franklin University; volunteers to see patients at a free clinic; serves as Medical Director of Emergency Preparedness in South Barrington and Chairs Rolling Meadows Tobacco Information & Prevention Program. He is Board Certified in Family Medicine, Geriatrics, Preventive Medicine and Public Health, Quality and Management.

Previous professional positions include: Chair, Illinois Medical Licensing Board; Chair, Family Health Foundation of IL; President, Illinois State Medical Society; President, Northwest Community Hospital Medical Staff; President, American Association of Public Health Physicians; President, Institute of Medicine of Chicago; and, Chief Medical Officer, Linn Community Care, a teaching FQHC. Among special recognitions: Chicago Magazine's Top Doctor; Illinois Family Physician of the Year, Lifetime Achievement as Rolling Meadows Community Leader; Rolling Meadows Rotary Club's Vocational Leader, and American Heart Association's Heart of Chicago Award.

While his numerous failings have provided continual challenges, his strategic thinking and sense of humor have earned him many friends.



John Haughton, MD, MS
Chief Health Innovation Officer/Chief Quality Officer
Independent Health

Dr. John Haughton (MD, MS), trained as an engineer and physician and worked clinically as a geriatric rehabilitation physician prior to pursuing a full time quest as an entrepreneur and innovator pursuing the

"fix" to the pain that providers, patients and payers equally experience – simplifying the collection and use of disparate information for population and patient level care.

He's successfully designed, implemented and sold two care management and clinical decision support systems, including the first cloud native longitudinal registry system (CogniMed, Inc. which sold to ActiveHealth Management, Inc. now part of Aetna and DocSite, now part of Covisint). The products measurably improved quality scores among individuals and populations and reduced cost in time and money. System users include physicians, nurses, case managers and administrative staff working at solo physician practices, Independent Physician Association groups, large statewide quality improvement initiatives, health systems, and payer organizations. He's driven by innovation and the ability to create quick solutions that truly impact care quality and cost. John is currently employed as the Chief Health Innovation Officer at Independent Health and in the same role at the Chautauqua ACO. At Independent Health he is also the Chief Quality Officer.

Dr. Togias earned his M.D. degree at the National and Kapodistrian University of Athens, Greece and received his post-doctoral research and clinical training in Medicine and then in Allergy and Clinical Immunology at the Johns Hopkins Hospital and University. He was on faculty at the Johns Hopkins University from 1989 to 2006, when he joined the NIH. His research interests include the pathophysiology and management of asthma, rhinitis and rhinosinusitis and the immunobiology of allergen immunotherapy. Dr. Togias has published over 100 original research articles including articles in the New England Journal of Medicine, the Journal of Clinical Investigation, Nature Genetics and the Journal of the American Medical Association, and over 110 scientific review articles, consensus documents and book chapters.



Melissa Hawkins, PhD
Director, Public Health Scholar Program, American University
American Public Health Association

Melissa Hawkins is the Director of the Public Health Scholars Program in the Department of Health Studies at American University. Previously, she served as Research Director for TMNcorp, a public health

communications organization, and as a Senior Epidemiologist with Epidemiology International where she directed the epidemiological investigations related to women, infant, and children's health. Her interests are in translating data to

improve community health. She is currently conducting a mixed methods study among community health workers (CHWs) in the Washington DC area to 1) examine interest in a bilingual virtual community of practice to foster collaboration through peer-to-peer exchange and 2) to provide feedback on the prototype tool as an information clearinghouse for resources and to support CHW programs in the DC area. Melissa holds a Ph.D. and M.H.S. in Public Health from Johns Hopkins University.



Felicia Heider
Policy Associate
National Academy for State Health Policy

Felicia Heider joined the National Academy for State Health Policy (NASHP) in 2013. As a Policy Associate on NASHP's Population Health team, she primarily works on topics related to population health improvement and Medicaid and delivery system reform.

Specifically, her projects focus on health promotion and disease prevention initiatives, Medicaid demonstration waivers, early childhood health, and evidence-based policymaking. Felicia's work includes policy research and analysis, evaluation, and technical assistance to states. Felicia has a Bachelor of Arts degree in Biochemistry and French from Bowdoin College.



Sinsi Hernández-Cancio, JD
Director of Health Equity
Families USA

Sinsi Hernández-Cancio is the Director of Health Equity at Families USA, where she leads the organization's efforts to advance health equity and reduce healthcare disparities across all of its issue areas. She has worked

in the field of health policy for more than a decade and has a longstanding commitment to advancing social justice and fighting for the rights of people of color, especially vulnerable women and children. Prior to joining Families USA, she advised two Puerto Rico governors on health policy and developed and advanced policy strategies for the Service Employees International Union's health care branch, in addition to running one of SEIU's healthcare reform campaigns. She has appeared on Univision, CNN Español, and Telemundo, and has been widely quoted in both print and radio. She is a graduate of Princeton University's Woodrow Wilson School of Public and International Affairs and New York University School of Law.



Sócrates N. Jiménez
Regional Vice President
Medicaid Plan Operations
Empire BlueCross BlueShield

Mr. Jimenez joined Anthem Inc.'s New York Empire BlueCross BlueShield HealthPlus Medicaid Plan in 2016 bringing a unique combination of over 25 years of global operations, finance and business strategy experiences in healthcare, investment banking, as well as technology product and services. As RVP, Medicaid Plan Operations, Mr. Jimenez leads the Plan's Member Solutions Group focused on member centric initiatives integrating functional areas across the Plan including member acquisition, marketing, retention, as well as member engagement and community outreach initiatives, including the Plan's community health worker initiatives. In addition, Mr. Jimenez works closely with senior leadership in the development and implementation of transformative strategic plan focused on consumer centricity, driving growth as well as strategic organizational changes and profitability in a fast moving industry sector.

Prior to joining Anthem, Mr. Jimenez held senior banking, executive management, operations as well as management consulting roles across several industries including healthcare, technology, and financial services in several global regions including: US, Australia, India and Asia Pacific regions.

Mr. Jimenez earned a Masters of Business Administration (MBA) from Duke University's Fuqua School of Business and a Bachelor of Arts (AB) from Stanford University.



Thomas Lane, CRPS
Senior Director
Consumer and Recovery Services
Magellan

Tom Lane, CRPS, is the senior national director, community and recovery services, for Magellan Healthcare. He provides leadership and guidance in promoting the concepts of recovery, resilience, wellness, and community inclusion throughout systems of care. Tom is an expert on the intersections of these areas, as well as adjunct support systems. He has 18 years experience developing and implementing peer-operated programs, services, and supports in the community and within publicly funded payer and provider settings, including inpatient and state hospital settings. Tom is a member of the National Advisory Board of the Temple University Collaborative on Community Inclusion, the Coalition on Psychiatric Emergencies, and serves on the National Quality Forum Collaborations and Partnerships workgroup. He serves on the national board of directors for the Depression Bipolar Support Alliance, the country's leading advocacy group for people living with mood disorders.



Carolyn Langer, MD, JD, MPH

Chief Medical Officer

MassHealth

Dr. Carolyn Langer is the Chief Medical Officer of MassHealth, the Massachusetts state Medicaid program. In this role, she directs the Office of Clinical Affairs and provides clinical leadership to the Medicaid program. Dr. Langer has been among the lead contributors to MassHealth's payment and care delivery reform efforts, including MassHealth's Primary Care Payment Reform Initiative and MassHealth's ACO initiative where she co-chaired the Quality Measurement Advisory Workgroup.

Dr. Langer has an extensive career as a physician executive, including positions as Medical Director at Harvard Pilgrim Health Care, Fallon Health Plan, Blue Cross Blue Shield of Massachusetts, Tufts Health Care Institute, and as VP and Chief Medical Officer at ManagedComp (a managed care workers' compensation company). Dr. Langer received the Harvard T.H. Chan School of Public Health's 2016 Leadership in Public Health Practice Award. In 2012 she received the Boston Business Journal Champion in Healthcare Award (Administrator category).

Dr. Langer holds an appointment as Associate Professor at the University of Massachusetts Medical School and further serves as an Instructor at the Harvard School of Public Health. She also sits on the Advisory Board for the Health Policy and Management Department at the Boston University School of Public Health. Dr. Langer received her medical degree from Jefferson Medical College and completed her residency at the Harvard School of Public Health. She is board certified in occupational medicine. Dr. Langer holds a law degree and a Masters in Public Health from Harvard University. She is also a retired Colonel and former flight surgeon in the Army National Guard.



Jordan Luke, MA

Director

Program Alignment and Policy Analytics Group

Office of Minority Health

Centers for Medicare and Medicaid Services

Jordan Luke is the group director of the Program Alignment and Partner Engagement Group at the Centers for Medicare & Medicaid Services' Office of Minority Health (CMS OMH). His group is responsible for working across CMS programs, policies, models and demonstrations to ensure that the needs of vulnerable populations are met. He leads the CMS Equity Plan for Improving Quality in Medicare, a four-year plan to increase health equity across CMS programs, which was launched in 2015. Jordan is the co-chair of Latinx, a CMS Employee Resource Group that encourages a diverse and inclusive workforce that is welcoming to all, including Hispanics, Latinos and Latinas. He completed his master's degrees in economics at Boston University and his undergraduate degree in psychology at Lee University.



Megan Miller, MSW
Senior Director
Health Integration
Association of State and Territorial Health Officials

Megan has extensive experience working in state government, which includes serving as Deputy Budget Director for Massachusetts State Agency of Mental Health, and as a Fiscal Policy Analyst for Massachusetts' Executive Office for Administration and Finance. This work included analyzing budget and finances for the Massachusetts state agencies and presentation of the annual Executive Budget (\$32B). She holds a Masters in Social Work from Boston College and an undergraduate degree in political science from Marshall University. At ASTHO, Megan is responsible for the administration, direction, and expansion of a multi-programmatic area including: access to care, payment and delivery reform initiatives, rural health, and the integration of primary care and public health. She is responsible for ASTHO's Access Policy Committee and related ad hoc task forces of ASTHO members. She is responsible for monitoring and improving ASTHO's performance with the requirements of all federal cooperative agreements, grants, and contracts in this area. In cooperation with the Chief Program Officer for Health Transformation, Megan ensures that cross-cutting and emerging issues are integrated into the strategic activities of ASTHO.



Beth Neuhalfen, BS, CHC
Operations Coordinator
Community Health Services
Denver Health and Hospital Authority

Beth Neuhalfen currently holds the role of operations and transformation at Denver Health. Prior to this role, she was the Director of Physician Engagement and System Transformation with Colorado Access (Colorado Medicaid). She has served various populations in cardiology, pulmonary rehabilitation, corporate health coaching, chiropractic-rehabilitation, care-management leadership, pediatrics, and as the project manager for the PCMH, medical neighborhood, Advancing Care Together behavioral health initiative, and integrated medicine. Beth does speaking engagements around the country on care-management, patient navigation, medical neighborhood specialist/hospital, PCMH, and behavioral health integration. Beth was a reviewer for the Safety Net Medical Home Initiative (Continuous and Team-Based Healing Relationships). She was interviewed by a Policy Analyst at the National Academy for State Health Policy (NASHP) on the medical neighborhood. She is particularly committed to developing and evaluating ways to integrate physicians, stakeholders, and patients to unite as a team in health care.



Travis Oliver
CHW Supervisor
Priority Partners

Travis is from Baltimore, Maryland, and has been at Johns Hopkins HealthCare LLC for 3 years. Prior to joining Johns Hopkins HealthCare LLC, Travis worked at Mountain Manor as an Outreach Coordinator for 3 years. Travis attended Frostburg State University, where he obtained a Bachelor's Degree in Sociology with a focus in Community Studies. After graduating, Travis started 3 community based nonprofit programs targeting the at-risk youth and homeless populations in Baltimore City. Sports, traveling, and volunteering are Travis' main hobbies.



Jeri Peters, RN, BSN, PHN
Vice President
Clinical Services & Chief Nursing Officer
UCare

Jeri Peters brings more than 30 years of nursing and health care management experience to her role as UCare's VP, Chief Nursing Officer. Ms. Peters is a registered nurse, certified public health nurse, and American Nursing Association certified mental health nurse. Ms. Peters oversees multiple teams including utilization review, care management, disease management and health coaching, behavioral health, and clinical operations for UCare's Medicaid, Medicare Advantage, and Commercial plans.

Prior to joining UCare in 2005, Ms. Peters was a Nursing Director for Allina Health Systems in Minneapolis, a large multihospital and clinic care system. Previously, she was a nurse leader with Iowa Health Systems in Cedar Rapids, Iowa, where she led multiple mental health service lines.

Ms. Peters holds a bachelor's degree in nursing from the College of St. Scholastica in Duluth, Minnesota.



Jeff Schiff, MD, MBA
Medical Director
Minnesota Department of Human Services

Jeff Schiff is the Medical Director for Minnesota Medicaid. His work focuses on evidence-based benefit policy, improved care delivery models, and improvement of clinical quality. Interests include the role of social and family risk factors on health outcomes, integrated delivery systems and mechanisms to improve quality measurement. He is committed to interweaving input from diverse communities to address health equity directly at all levels.

Dr. Schiff is the past chair of the Medicaid Medical Directors network. He has served on and chaired numerous state and local policy and quality advisory

committees for the CMS, the PCORI, and the AHRQ. He practices clinical pediatric emergency medicine. He is committed to creating a patient and family centered learning health care system.



James Schuster, MD, MBA
Chief Medical Officer
Behavioral Health and Medicaid Services
Vice President
Behavioral Physical Health Integration
University of Pittsburgh School of Medicine

James Schuster, MD, MBA is the VP of Behavioral Integration and the Chief Medical Officer for Behavioral and Medicaid Services for the UPMC Insurance Division.

In his role at the Insurance Division, Dr. Schuster has led development of multiple programs designed to address wellness and physical health concerns for individuals with serious mental illness and other disabilities. He is currently a principal investigator on a contract from the Patient Centered Outcomes Research Institute (PCORI) focused on health homes in behavioral health settings, and an investigator on another PCORI contract focused on shared decision making.

Dr. Schuster is board certified in psychiatry and in the subspecialties of geriatric and addiction psychiatry. He obtained his medical degree from the University of Louisville and completed his psychiatric residency at the University of Pittsburgh. He also received an MBA from the University of Pittsburgh. He is currently a Clinical Professor of Psychiatry at the University of Pittsburgh and has published numerous articles and book chapters.



Victoria Terry, MPH
Youth Community Engagement Specialist
Southern New Jersey Perinatal Cooperative

Victoria Terry is a Youth Community Engagement Specialist (YCES) at the Southern New Jersey Perinatal Cooperative. Victoria is responsible for engaging and educating youth, educators and community leaders on the importance of youth health and wellness. As a trained Teen Outreach Program facilitator, Victoria empowers youth to make healthy decisions about their lives and futures, encourages peer leadership and community service. She actively collaborates with school officials to implement and sustain youth wellness programs. Ms. Terry also works with community leaders to create youth friendly healthcare environments and expand access to healthcare resources, enabling youth to make healthy decisions. Previously, Victoria worked with youth experiencing mental and behavioral health disorders. Other interests include childhood obesity research and addressing the health disparities that contribute to the disease.

Victoria holds a BS in Public Health from Rutgers University and a Master of Public Health from Massachusetts College of Pharmacy and Health Sciences.



Michelle Washko, PhD

Deputy Director

National Center for Health Workforce Analysis

Health Resources and Services Administration

Michelle M. Washko, PhD is the Deputy Director of the National Center for Health Workforce Analysis in the U.S. Department of Health & Human Services (HHS).

The National Center is the federal focal point for the collection, analysis and dissemination of research and information on the U.S. healthcare workforce. Prior to her current position, Dr. Washko worked at the Administration for Community Living, where she advised senior leadership on older adult employment and health workforce policies. She also worked at the U.S. Department of Labor, developing and implementing employment initiatives for older workers. Before her service in the Federal Government, she was a Senior Research Associate at the Institute for the Future of Aging Services, conducting applied research on the long-term care workforce. Dr. Washko holds a PhD and a Master's degree in Gerontology from the University of Massachusetts, and a Masters degree in Individual & Family Studies from the University of Delaware.