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Resilience, Dedication, and Compassion to Overcome COVID-19 Challenges

As the COVID-19 pandemic impacts daily life, State Health Departments have continued to lead and mobilize partners to advance the National Diabetes Prevention Program (National DPP) and diabetes self-management education and support (DSMES). NACDD salutes the resilience of all states and territories and is inspired by the variety of ways our Members have pivoted to advance the National DPP during this public health emergency. A few examples follow.

Vermont had just held its State Engagement Meeting in early March 2020 when many states initiated self-isolation practices and restricted communities from participating non-essential in-person activities. The Vermont Department of Health pivoted multiple times to account for full staff deployment, pandemic-based challenges with partner’s ability to advance their diabetes prevention plan, and changes to the statewide National DPP administrator of the lifestyle change program. Despite all these challenges, Vermont was able to persevere and found unexpected silver linings. The COVID-19 pandemic expedited Vermont’s discussions of telehealth for the National DPP, strengthened

The National Association of Chronic Disease Directors (NACDD), in collaboration with the Centers for Disease Control and Prevention (CDC), designed the State Engagement Model to assist states in scaling and sustaining the National Diabetes Prevention Program (National DPP) through partner engagement and collective action. Since 2012, 45 State Health Departments and the District of Columbia have used the model and hosted State Engagement Meetings to identify key stakeholders. In this issue, you will learn about continued support and new opportunities to advance this critical work.
a core group of partnerships to advance diabetes prevention, and positioned the state to examine new partnerships and possibilities. Visit My Healthy Vermont to learn more about Vermont’s prediabetes efforts.

In Tennessee, some action plan workgroup members and lifestyle coaches were pulled into COVID-19 response duty, impacting their availability to work on National DPP efforts together. The Tennessee Department of Health surveyed their National DPP lifestyle change program providers to evaluate how they were adjusting to the pandemic. Access to broadband and technology and participant comfort level with technology varied across the state’s many rural areas, and some National DPP lifestyle change program participants opted to wait for in-person programs to return. However, one Tennessee region used Zoom and Facebook to provide participants with additional support and accountability during COVID-19. In the end, the pandemic illuminated additional possibilities for reaching larger geographic areas in the state. For more information, visit Tennessee’s National DPP website.

Maryland launched the HALT Diabetes (Health and Lifestyle Training) virtual National DPP delivery platform in February 2020, and by early March 2020, six organizations signed up to use it. Today, more than 20 organizations are using the online platform to deliver the National DPP lifestyle change program to 37 cohorts across populations that could not attend in-person classes. To date, the HALT platform has helped 472 participants go through the National DPP lifestyle change program. As many of Maryland’s providers pivoted to virtual learning during the pandemic, HALT was helpful in providing a timely option with supportive training and technical assistance. A monthly HALT roundtable forum allows providers to discuss new features and to share best practices. Maryland elected to custom brand the platform, making it even more aligned with Maryland’s chronic disease prevention efforts. HALT is planning to offer a CDC-approved, Spanish-language version of the curriculum to Maryland’s Spanish-speakers by the end of the summer.

South Dakota also adopted HALT as a more accessible way for individuals to participate in the National DPP lifestyle change program. HALT has enabled South Dakota’s programs and individuals to access diabetes education, resources, support, and tracking tools right at their fingertips. With the constraints of the COVID-19 pandemic, the platform became more popular and continues to be an effective way to increase access to South Dakota’s underserved and remote populations. Visit South Dakota’s Live Your Best website to learn more.

“HALT has been a game changer in reaching underserved rural and remote populations, while also adding convenience and support at the fingertips for all who use it.”

Kayla Magee, RN
South Dakota Department of Health
Umbrella Hub Arrangements Support Community-Based Organizations Delivering the National DPP

We all know that the National DPP lifestyle change program is an established, effective intervention with demonstrated outcomes. But how do we ensure the program reaches high-risk groups in a sustainable way? Many community-based organizations, or CBOs, have great coaches and may be able to recruit high-risk participants, but they may not have the bandwidth or capacity to deal with the administrative requirements of billing the Centers for Medicare & Medicaid Services (CMS) or other payers. Additionally, maintaining requirements to become a recognized program through the CDC Diabetes Prevention Recognized Program (DPRP) can present challenges. How can small organizations sustain the National DPP lifestyle change program and achieve equitable access for all?

The CDC Division of Diabetes Translation funds the Umbrella Hub Demonstration project to provide administrative and fiscal services to CBOs delivering the National DPP lifestyle change program to high-risk populations. The objective of the Umbrella Hub demonstration is to connect CBOs with healthcare payment systems through the umbrella structure of services and support. This enables CBOs to continue focusing on what they do best, offering this life-changing program. Throughout the demonstration project, NACDD, CDC, and Leavitt Partners have learned strategies and created resources to support umbrella hub arrangements (UHA).

**Umbrella Hub Arrangements**

- Share CDC DPRP recognition status across participating subsidiary organizations and aggregate DPRP data submissions.
- Work to streamline administrative, billing, and reimbursement services for all entities involved.
- Operate as a single National DPP provider and may become a Medicaid Enrolled Provider in states where the National DPP is a Medicaid-covered benefit.
- Attract commercial and employer payers.
- Help to scale the National DPP lifestyle change program throughout a state or region and support the pursuit of program sustainability.

The following organizations are participating in the Umbrella Hub Demonstration:

- **Marshall University** is based in West Virginia and supports coalitions, offering a variety of evidence-based programs across Appalachia and multiple states.
- **Health Promotion Council** (HPC) is a Pennsylvania nonprofit addressing chronic disease prevention and management through direct service, capacity-building, and policy and systems-change programs.
- **Hawaii Primary Care Association** (HPCA) is a statewide network of 15 community health centers (i.e., federally qualified health centers). HPCA provides technical assistance and advocacy support.

“The Umbrella Hub Organization offers a framework for HPC, as a community-based organization, to serve as an intermediary providing access for claims reimbursement and payment for community health services with a network of Diabetes Prevention Program suppliers.”

Kimberly Labno, MS
Health Promotion Council
Southeastern Pennsylvania
In addition to the lead Umbrella Hub Organization (UHO), several participants fulfill critical roles to support an Umbrella Hub Arrangement.

The UHO has the reach and resources to convene CBOs, provide administrative services, and coordinate stakeholders.

**Affiliates and subsidiaries** specialize in delivering the National DPP lifestyle change program.

A **billing platform** (either in-house or contracted service) aggregates data, submits claims, and facilitates reimbursements.

*Stakeholders*, like State Health Departments or foundations, may help to provide start-up funds, and ultimately, payers are needed for sustainability.

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**Mission Drives Umbrella Hub Organizations**

Michelle Hansen, NACDD Lead for the Umbrella Hub Demonstration, notes fiscal considerations when establishing a UHA. "It can be a delicate balance between mission, business acumen, and sheer persistence when establishing a UHA," she says. "The umbrella hub organization’s commitment to diabetes prevention and willingness to assume fiscal responsibility ultimately may lead to success." Visit the Coverage Toolkit for additional UHA information and tools, or contact Michelle Hansen at NACDD.Diabetes@chronicdisease.org.

**Sustainability Resources are now available in the National DPP Coverage Toolkit**

The new section on sustainability provides comprehensive information on the objectives of UHAs, key participants and partners, considerations for establishing a UHA, the role of public health and Medicaid, and considerations for business structure and sustainability. The section also includes ready-to-go materials that can be downloaded to use in your efforts to support UHAs.

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"**One of the biggest benefits** of an Umbrella Hub Organization is program sustainability. The UHO reduces duplicative services across multiple affiliates, such as data reporting for DPRP recognition and billing. This now can be managed by one entity, reducing the burden and cost for each health center."

Bryan Juan
Hawaii Primary Care Association
NACDD LEAP Learning Labs

Last fall, NACDD launched a new opportunity for State Health Department staff to leap forward and build deeper capacity in specific areas to enhance access to and enrollment in the National DPP. The UHO LEAP learning lab was one of five topics designed to help states assess their needs and capacity for potential UHA opportunities. In addition, the intensive lab work helped participants understand their role in supporting UHA development. LEAP (Learn. Explore. Activate. Problem-Solve.) learning labs offer a combination of didactic learning, peer-to-peer learning, and small-group discussions. Look for opportunities soon to apply for upcoming LEAP learning labs.

“The UHO Learning Lab provided our staff with great insight into the success/barriers of the demonstration project UHOs and what others were thinking of implementing in their states. We have even created our own ‘learning lab’ between Wisconsin and Pennsylvania’s UHO lead organizations!”

Pam Geis
Wisconsin Department of Health Services

Coming Soon! New NACDD Podcast Series About Diabetes Prevention and Management

We are bursting at the seams to release NACDD’s newest podcast series, Collective Voices: Partnering for Diabetes Prevention & Management. The Collective Voices podcast will inspire listeners to advance their diabetes prevention and management efforts through ideas, solutions, and approaches that featured guests share. Through intimate and dynamic conversations NACDD hosts and their guests promote innovative public health practices, collective approaches, and unique achievements in the field of partnerships for diabetes prevention and management.

This pilot series of three episodes will be released soon via NACDD’s social media channels, email listservs, and on chronicdisease.org. Make sure you follow us on social media to be the first to know. You can also sign up to receive diabetes prevention and management news from NACDD by emailing NACDD.Diabetes@chronicdisease.org.

Find NACDD on Social

Keep up to date on the latest news, events, and more by following NACDD on Facebook, LinkedIn, Twitter, Vimeo, and SoundCloud.
All Employers Can Now Sign Up for the Employer Network

NACDD’s National DPP Employer Network now is open to all employers who are interested in preventing diabetes among their workforces. Two ways you can get involved are:

✓ **Human resource professionals, benefits managers, and wellness coordinators**: Sign up to gain access to exclusive events, educational opportunities, and technical assistance provided by national experts. We will share how employer-sponsored diabetes prevention initiatives can reduce the prevalence and cost of diabetes and help your employees create lasting healthy habits to reduce their risk for chronic disease.

✓ **Organizations who work with** human resource departments, benefits professionals, and wellness coordinators can share information about the Employer Network. Learning how and why to support employees at risk of developing type 2 diabetes can result in long-lasting returns on investment.

Scaling the National DPP in Underserved Areas

Since 2017, NACDD and the Lakeshore Foundation have been on a journey to ensure that the National DPP lifestyle change program is an inclusive program for people with disabilities. The CDC cooperative agreement, Scaling the National DPP in Underserved Areas, has allowed this partnership to blossom and supports disability inclusion work in many forms, including curriculum and online module development, education through webinars, and resource development and dissemination.

Through informative interviews, the tip sheet Keys to Success: How to Enroll and Retain People with Disabilities for Your Type 2 Diabetes Prevention Lifestyle Change Program was developed to share learnings from this unique partnership, state partners, and affiliate sites. This tip sheet provides lessons learned and insights from an organization that focused on enrolling and retaining people with disabilities, something that CDC-recognized organizations may find useful as they learn more about disability inclusion.

Other resources include a CDC infographic and the Lakeshore Foundation’s short video about Diabetes Prevention and People with Disabilities. For more information, contact Ali Jaglowski at NACDD.diabetes@chronicdisease.org.
NACDD Staff and Consultants Engage in REDI Alliance

In the Spring of 2021, NACDD’s Racial Equity, Diversity, and Inclusion (REDI) Alliance launched the REDI Alliance Book Club for NACDD staff and consultants to explore race, racism, and race equity concepts. Richard Rothstein’s book, The Color of Law: A Forgotten History of How Our Government Segregated America was the first book the club explored together. In small groups, staff and consultants shared reactions, experiences, thoughts, and tears, not only for what has happened in the past to oppress people of color, but for how the disparate impact of historical policies continues today. Approximately 52 staff and consultants participated in weekly discussions from March 15-April 22. NACDD also engaged Richard Rothstein, himself, to discuss his motivation and aspirations for writing the book. More than 250 NACDD Members, staff, and consultants joined the public webinar and discussion.

Watch the webinar recording with author Richard Rothstein: The Color of Law: A Forgotten History of How Our Government Segregated America

Welcome, Jennifer Torres Mosst, to the NACDD Diabetes Technical Assistance and Support Team

Jennifer Torres Mosst, PhD, MScPH, MSSW has joined NACDD’s Diabetes Technical Assistance and Support consultant team as a diabetes subject matter expert.

Jennifer served as Program Manager of Diabetes Strategies at the Los Angeles County Department of Public Health, Division of Chronic Disease and Injury Prevention. She worked with local and national organizations to scale up the National Diabetes Prevention Program and Diabetes Self-Management Education and Support Program. Her work included providing technical assistance to providers in the regions, developing trainings, developing data systems, conducting evaluation efforts, creating promotional and educational resources, and working with payers to develop sustainable payment models for diabetes prevention and management programs.

Jennifer has a doctorate and master’s degree in Public Health and a Master of Science in Social Work. She was born and raised in New York City and lives in sunny Los Angeles with her husband, young son, and her little dog.

We welcome your contributions to The Connector!

To submit story ideas for future issues of The Connector, email NACDD.Diabetes@chronicdisease.org.

To read past issues of The Connector, visit the NACDD Diabetes Library.
Imagine this...

You are the newest addition to your state’s Diabetes team, and you are responsible for assisting both the National DPP lifestyle change programs and DSMES services. You’re excited to jump right in and connect with program and service delivery sites and let them know that you’re here, you’re committed, and you’re ready to provide a helping hand! Whether they need assistance with referrals, billing, understanding guidance, delivery, or marketing — you’re ready to help!

You start by pulling out the list of National DPP lifestyle change program sites left by your predecessor. It’s dated from seven months ago. When you call the first number on the list, there’s no answer. You then call the second number. The clinic receptionist picks up and says the program is no longer running, and she doesn’t have any other information. Then, you remember that programs across the state were hit hard by the COVID-19 pandemic, and your list is probably not accurate. Sadly, updates to this list are only provided annually and won’t be coming out for another five months. What now? How are you going to introduce yourself to all the state programs who need your expertise and guidance?

It turns out that tracking new, active, and closed recognized/accredited service delivery sites continuously is a challenge that many State Health Departments encounter. In a recent discussion, the Diabetes Council Leadership Group thought the tips below would be useful for all Diabetes Council Members to consider.

**TIP 1:** Try to build relationships or partnerships with CBOs, clinical systems, or the state/regional offices of national entities like the American Diabetes Association and Association of Diabetes Care & Education Specialists to enhance coordination and communication. Teamwork makes the dream work!

**TIP 2:** Identify someone in-house or contract with someone who can serve as a referral coordinator, enhancing the relationship between the State Health Department and delivery organizations. Referral coordinators can:

- Identify creative ways to incentivize organizations to communicate directly with the state
- Maintain internal lists of organization statuses
- Build relationships, host regular calls, and provide technical assistance to organizations

**TIP 3:** Consider incorporating tools to assist with program implementation into your workplan activities. Support networks, online portals, and virtual delivery platforms (such as HALT) that can make regular program reporting or communicating easier.
Welcome New 2021-2022 Leaders

Congratulations to the 2021-2022 Leadership Group! The Diabetes Council Leadership Group is excited to warmly welcome five new and returning Leaders who were elected or appointed to their positions. Collectively, the Leaders bring a wealth of expertise in many areas of diabetes public health efforts including social work, epidemiology, evaluation, program delivery, social determinants of health, and coverage.

Edward Clark, II  Florida  Chair-elect
Wendy Bailey  Delaware  Professional Development Co-Chair
Feargal Semple  Maine  Liaison to the Cardiovascular Health Council
Ian Kahn  Colorado  Liaison to the Health Equity Council
Nicole Smith  Ohio  Liaison to the Government Affairs Forum and Diabetes Advocacy Alliance

The new Leaders are joined in their positions by returning Leaders:

Rebecca O'Reilly  Vermont  Chair
Brittany Ly  Utah  Past Chair
Pam Geis  Wisconsin  Mentoring Workgroup Co-Chair
Kristie Hicks  North Carolina  Mentoring Workgroup Co-Chair
Liz Curry  Ohio  Professional Development Co-Chair
Kat Ortiz  Indiana  Liaison for Outreach and Member Engagement
Joyce Hoth  Missouri  Liaison for Learning and Professional Development

The Diabetes Council Leadership Group serves as a collective voice for all State Health Departments. Learn more about the Diabetes Council and how you can get involved. For more information, contact NACDD.Diabetes@chronicdisease.org.

Diabetes Council Workgroups Call for Participation

Are you interested in becoming more involved in Diabetes Council activities? The Diabetes Council workgroups are a great way to boost your professional resume, network with peers in other states, and have an impact on the training and development of State Health Department staff nationwide. Upcoming workgroup projects that could use your expertise are: 2021 Diabetes Council Workplan Clinics, professional development webinars, the Diabetes Council travel scholarship program, and the 2022 Peg Adams Peer-to-Peer Program. Curious to learn more? Contact April Reese at NACDD.Diabetes@chronicdisease.org. The workgroups are waiting for you!
In spring and summer of 2021, NACDD and CDC congratulated the first cohorts of National DPP State Quality Specialists (SQS) and DSMES State Specialists. The Specialists went through a combined 24 hours of deep-dive training where they learned how to provide expert-level technical assistance to organizations who are delivering or thinking about delivering either the National DPP lifestyle change program or DSMES services. Post training, National DPP SQSs received additional onboarding support, and both specialists will continue to provide support to one another and receive additional training as part of the quarterly support calls.

"[I] loved [the National DPP SQS training] and thought it was really fun. It is really nice to think out loud with other peers from State Health Departments. I appreciated the different teaching methods to accommodate all learners"

National DPP SQS Training participant

"The training was informative, engaging and very relevant to my work. The experience definitely supported me in reaching my goals. Already in the month since completing the training, I used my new knowledge to help guide subcontractors in their work."

DSMES State Specialist Training participant

Technical Assistance and Training Center are excited to expand the two training programs to more states in the coming months, with the goal of training at least one person in every state, for both DSMES and National DPP. Please join us in congratulating the first few cohorts of graduates!
Diabetes Council Comings and Goings

Welcome

Carmen Fabre-Pedrero, MPHc, is the Florida Department of Health Diabetes Program Analyst. Carmen coordinates and assists with the development and implementation of the National DPP in Florida. She graduated from Florida A&M University with her bachelor’s degree in spring 2018 and is currently enrolled in their Master of Public Health Program. Carmen previously worked in Cancer Research and Education Engagement.

Jennifer “Jenny” Wahby, MPH, has been with the Florida Department of Health since 2015 and has recently joined the Bureau of Chronic Disease Prevention as the new Diabetes Prevention Program Manager. She is the lead for Central Office diabetes activities for National DPP and DSMES. Jenny is excited to learn more about diabetes and expand programs throughout Florida.

Judith Williams joined the Indiana State Department of Health as a Diabetes Education Coordinator. Judith previously worked as a Director for The Amyotrophic Lateral Sclerosis (ALS) Association Indiana Chapter. She is excited to advance the work happening around diabetes education and management in Indiana.

Farewell

Laura Collins, Chronic Disease Prevention Program Manager at the Wyoming Department of Health, has accepted a position outside of the agency. Laura collaborated on Wyoming’s 6|18 work with NACDD and was one of the first graduates of NACDD’s new DSMES State Specialist Training. Thank you, Laura, we wish you the best for your Colorado yoga venture!

Brenda Jagatic, BScN has transitioned out of her role as a Diabetes Education Coordinator at the Indiana State Department of Health. Brenda was active in NACDD Diabetes Council activities, including serving as a Guide for the Peg Adams Peer-to-Peer Program. She also generously shared her expertise in telehealth with her Diabetes Council colleagues. Thank you, Brenda, best wishes!

Rachel Johnson, Diabetes Section Chief at the Arkansas Department of Health moved to another section within the agency in April 2021. Rachel was involved in NACDD’s Employer Learning Collaborative, and we are grateful for her contributions to scaling the National DPP in Arkansas.

Cindy Kozak, RD, MPH, CDCES, began her career in the diabetes program of the Connecticut Department of Public Health in 2000 and retired after 21 years of service. She was active in the Diabetes Council and volunteered first as a learner and later as a mentor. Cindy is excited to explore northern California, hike in Spain, and bike in Italy. In between trips, she will volunteer with Girls on the Run, Healing Meals, and Educated Canine Assisting with Disabilities.

Michelle Osborne Buchan, MS, CHES, former Diabetes Prevention Program Coordinator for the Arkansas Department of Health has taken a promotional opportunity. During her brief tenure in the Diabetes Program, she worked with partners to increase availability of the National DPP through the HALT platform.

Keri-Ann Rugg, Diabetes Prevention Coordinator at the Colorado Department of Public Health and Environment has left her position and is moving out of state. Keri-Ann participated in the National DPP State Quality Specialists training, the 6|18 Initiative’s diabetes prevention project, and the Rock Enroll into Medicare Diabetes Prevention Program LEAP Learning Lab. We appreciated her effective partnerships through the Employer Learning Collaborative.

Help keep NACDD’s Diabetes Council Membership current by sending changes in State Health Department diabetes staff to Lanae Caulfield.
Announcements and Resources

Map: Recognized and Accredited DSMES Sites

A recently updated map of ADA-recognized and ADCES-accredited DSMES sites shows the locations, addresses, and phone numbers of sites as of March 2021.

New Video Series About the National DPP

CDC’s Division of Diabetes Translation launched a new series of videos that are designed to increase awareness about the National DPP. The videos feature a Lifestyle Change Coach and people who have successfully completed the program. CDC invites you to help increase awareness of the National DPP and support enrollment by sharing these videos with your networks.

Racism and Health: CDC’s New Health Equity Web Portal

As part of their ongoing commitment to serve as a catalyst for public and scientific discourse around racism and health, and to be accountable for their progress, CDC has launched a new web portal for Racism and Health. The portal includes content focused on the impact that racism has on health through 1) science and research; 2) CDC programmatic efforts; and 3) perspectives from public health experts.

2021 Changes to CDC Diabetes Prevention Recognition Program (DPRP) Standards and Operating Procedures

Effective May 1, 2021, CDC published the updated DPRP Standards. A summary of changes, guidance about how to convert data from the 2018 version to the 2021 version, and other information about the standard updates can be found on the National DPP Customer Service Center.

Delivery of Virtual Classes for the National DPP Lifestyle Change Program

The Guide to Virtual Class Delivery is a CDC-developed document to help CDC-recognized organizations switch from in-person to virtual delivery of the National DPP lifestyle change program.

Healthy Aging, Brain Health, and Chronic Disease Reduction

Resources are now available to integrate healthy brain messages with chronic disease risk reduction messages. Visit NACDD’s Action on Healthy Aging and Brain Health webpage to view and download customizable resources.

Webinar Recording: Unlocking your Leadership Potential

On July 28, the Diabetes Council Professional Development Workgroup hosted a webinar about Unlocking your Leadership Potential with Dare to Lead trained facilitator, Vicki Simmons, LCSW? You can still take the leadership assessment, listen to the recording, and explore how to apply Brené Brown’s four leadership styles to your own work. The learning doesn’t have to stop there, either! Take a look at these additional resources for even more leadership inspiration.

- Workbook & Glossary
- List of values and how to operationalize them
- Art downloads
- Dare to Lead Podcast

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