Community Health Worker Advisory Committee
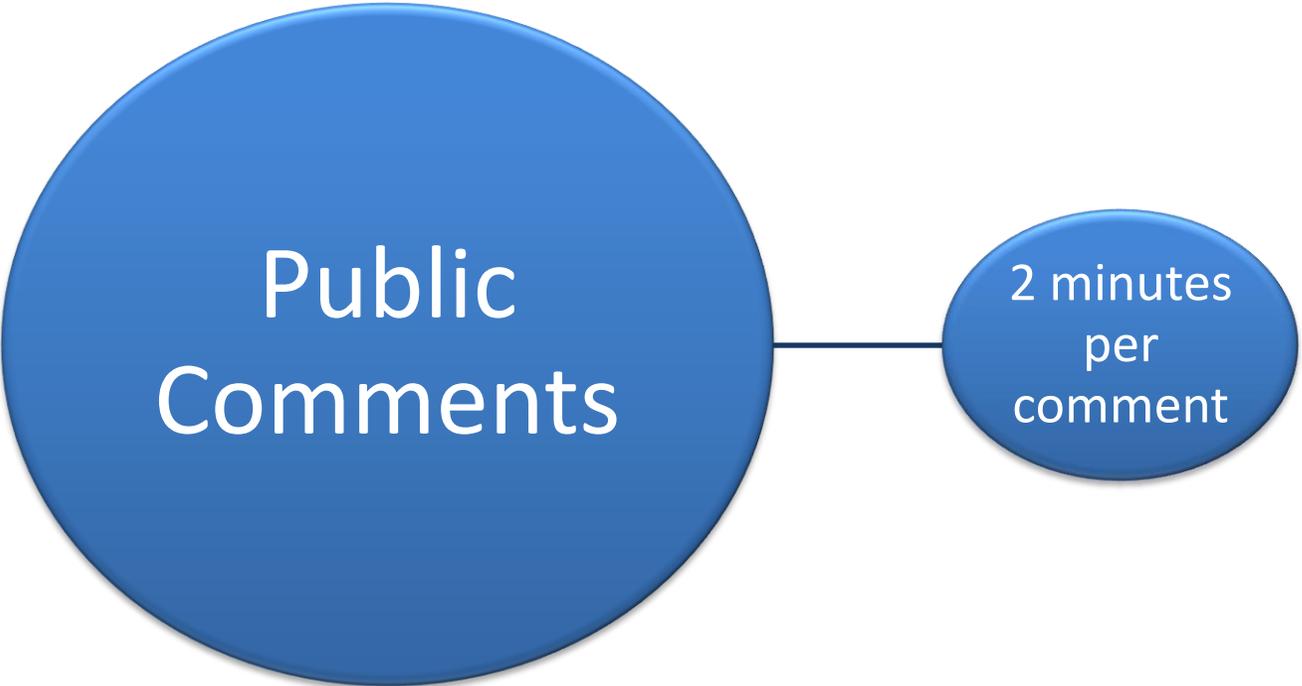
July 21, 2016

Meeting Agenda

Item   **Allotted Time**

1. Call to order and Introductions	5 min
2. Public Comments	10 min
3. Approval of the Minutes	5 min
4. Review of Committee Goals	15 min
5. CHW Roles and Skills	45 min
6. Introduction to Certification	25 min
7. Wrap Up and Next Steps	15 min
8. Adjourn	

Call to Order

Approval of the Minutes

Review of Committee Goals

Context for today's discussion

For a funder to pay for CHWs, it needs to know (at least):

- What is a CHW? (Definition)

- What does a CHW do? (Roles/Scope of Practice)

- What skills do CHWs have?

CHW Roles and Skills

CHW Roles- Suggestions

Role	Sub-Roles	Comments, Suggestions & Explanations
2. Providing Culturally Appropriate Health Education and Information	a. Conducting health promotion and disease prevention education in a manner that matches linguistic, ~~and~~ cultural, and developmental needs of participants or community	Consider adding "developmentally" appropriate... Will need to be able to work with children, adolescents, adults, and elderly
	b. Providing necessary information to understand and prevent diseases and to help people manage health conditions (including chronic disease)	

CHW Roles- Suggestions

Role	Sub-Roles	Comments, Suggestions & Explanations
3. Care Coordination, Case Management, and System Navigation	a) Participating in care coordination and/or case management	Provider relationship management in inclusion of CHW enabling cohesive communication with patients.
	b) Making referrals and providing follow-up	
	c) Facilitating transportation to services and helping to address other barriers to services	
	d) Documenting and tracking individual and population level data	
	e) Helping patients manage and communicate with their health care providers	

CHW Roles- Suggestions

Role	Sub-Roles	Comments, Suggestions & Explanations
4. Building Individual and Community Capacity	a. Building individual capacity	Identify service gaps and make recommendations for change.
	b. Building community capacity	
	c. Training and building individual capacity with CHW peers and among groups of CHWs	
	d. Identifying gaps in available services and recommending improvements.	

CHW Roles- Suggestions

Role	Sub-Roles	Comments, Suggestions & Explanations
7. Providing Direct Service	a. Providing basic screening ~~tests~~ (e.g. heights & weights, blood pressure, mental health and substance abuse screening)	Provide basic Mental Health and Substance Abuse screening.
	b. Providing basic services (e.g. first aid, diabetic foot checks)	
	c. Meeting basic needs (e.g., direct provision of food and other resources)	

CHW Skills- Suggestions

Skill	Sub-skill	Comments, Suggestions & Explanations
1. Com-munication Skills	a. Ability to use language confidently	Negotiation skills are important in many ways including getting services when demand outstrips supply
	b. Ability to use language in ways that engage and motivate	
	c. Ability to communicate using plain and clear language	
	d. Ability to communicate with empathy	
	e. Ability to listen actively	
	f. Ability to prepare written communication including electronic communication (e.g., email, telecommunication device for the deaf)	
	g. Ability to document work	
	h. Ability to communicate with the community served (may not be fluent in language of all communities served)	
	i. Ability to negotiate and advocate on behalf of community served	

CHW Skills- Suggestions

Skill	Sub-skill	Comments, Suggestions & Explanations
3. Service Coordination and Navigation Skills	a. Ability to coordinate care (including identifying and accessing resources and overcoming barriers)	Ability to coordinate care in a way that is person-centered and leads to a better health outcome
	b. Ability to make appropriate referrals	
	c. Ability to facilitate development of an individual and/or group action plan and goal attainment	
	d. Ability to coordinate CHW activities with clinical and other community services	
	e. Ability to follow-up and track care and referral outcomes	
	f. Ability to coordinate care in a way that is person-centered and leads to a better health outcome	

CHW Skills- Suggestions

Skill	Sub-skill	Comments, Suggestions & Explanations
9. Profes-sional Skills and Conduct	a. Ability to set goals and to develop and follow a work plan	CHW's are not mandated reporters. I believe that this piece should be revised to read h. and contact Supervisor who will carry out mandated reporting requirements.
	b. Ability to balance priorities and to manage time	
	c. Ability to apply critical thinking techniques and problem solving	
	d. Ability to use pertinent technology	
	e. Ability to pursue continuing education and life-long learning opportunities	
	f. Ability to maximize personal safety while working in community and/or clinical settings	
	g. Ability to observe ethical and legal standards (e.g. CHW Code of Ethics, Americans with Disabilities Act [ADA], Health Insurance Portability and Accountability Act [HIPAA])	
	h. Ability to identify situations calling for mandatory reporting and carry out mandated reporting requirements or notify the person responsible for mandated reporting	
	i. Ability to participate in professional development of peer CHWs and in networking among CHW groups	
	j. Ability to set boundaries and practice self-care	

CHW Skills- Suggestions

Skill	Sub-skill	Comments, Suggestions & Explanations
9. Profes-sional Skills and Conduct	a. Ability to set goals and to develop and follow a work plan	Ability to work in teams if required
	b. Ability to balance priorities and to manage time	
	c. Ability to apply critical thinking techniques and problem solving	
	d. Ability to use pertinent technology	
	e. Ability to pursue continuing education and life-long learning opportunities	
	f. Ability to maximize personal safety while working in community and/or clinical settings	
	g. Ability to observe ethical and legal standards (e.g. CHW Code of Ethics, Americans with Disabilities Act [ADA], Health Insurance Portability and Accountability Act [HIPAA])	
	h. Ability to identify situations calling for mandatory reporting and carry out mandatory reporting requirements	
	i. Ability to participate in professional development of peer CHWs and in networking among CHW groups	
	j. Ability to set boundaries and practice self-care	
	k. Ability to work in teams	

Introduction to Certification

- What are the **reasons for or benefits of certification**?

- What are the **potential problems** with certification?

- How might certification affect **existing CHWs**?

- How might certification make people more or less interested in **becoming CHWs**?

- How might different groups of stakeholders (consumers, providers, payers) **view** certification? What entity could best **lead** a certification process?

- What are ways to be sure that certification includes what is **essential** to achieve its purpose **without being exclusive**?

- Should certification be voluntary or mandatory?
- Who/what entity should decide what skills, training, and experience are required?
- Should experienced CHWs be exempted from training requirements? (called "grandfathering" or "grandparenting")
- Who/what entity should administer a certification program?
- Should there be one certifying entity in the state or can there be more than one?
- How often should certification be renewed?

Next Steps

Next Steps

- Schedule a Design Group meeting, as needed
- CHW Team will share worksheets to receive feedback on certification

Meeting Schedule & Deliverables

Meeting Date	Topic for Discussion	Topic for Vote (if ready)
June 14	Scope of Practice	-
July 21	Roles and Skills	-
August 30	Certification process & Training	Roles and Skills
September 27	Sustainable financing	Certification process & Training
October 20	Follow-up	Sustainable financing
November 17	Follow-up	Final votes for Phase 1

Proposed Design Groups
Definition Design Group

Adjourn

Appendix- C3 CHW Roles and Skills

Role	Sub-Roles
1 **Cultural Mediation among Individuals, Communities, and Health and Social Service Systems**	a. Educating individuals and communities about how to use health and social service systems (in- cluding understanding how systems operate) b. Educating systems about community perspectives and cultural norms (including supporting implementation of Culturally and Linguistically Appropriate Services [CLAS] standards) c. Building health literacy and cross-cultural communication
2 **Providing Culturally Appropriate Health Education and Information**	a. Conducting health promotion and disease prevention education in a manner that matches lin- guistic and cultural needs of participants or community b. Providing necessary information to understand and prevent diseases and c. To help people manage health conditions (including chronic disease)
3 **Care Coordination, Case Management, and System Navigation**	a. Participating in care coordination and/or case management b. Making referrals and providing follow-up c. Facilitating transportation to services and helping to address other barriers to services d. Documenting and tracking individual and population level data f. Informing people and systems about community assets and challenges
4 **Providing Coaching and Social Support**	a. Providing individual support and coaching b. Motivating and encouraging people to obtain care and other services c. Supporting self-management of disease prevention and management of health conditions (in- cluding chronic disease) d. Planning and/or leading support groups
5 **Advocating for Individuals and Communities**	a. Advocating for the needs and perspectives of communities b. Connecting to resources and advocating for basic needs (e.g. food and housing) c. Conducting policy advocacy

	Role	Sub-Roles
6	Building Individual and Community Capacity	a. Building individual capacity b. Building community capacity c. Training and building individual capacity with CHW peers and among groups of CHWs
7	Providing Direct Service	a. Providing basic screening tests (e.g. heights & weights, blood pressure) b. Providing basic services (e.g. first aid, diabetic foot checks) c. Meeting basic needs (e.g., direct provision of food and other resources)
8	Implementing Individual and Community Assess- ments	a. Participating in design, implementation, and interpretation of individual-level assessments (e.g. home environmental assessment) a. Participating in design, implementation, and interpretation of community-level assessments (e.g. windshield survey of community assets and challenges, community asset mapping)
9	Conducting Outreach	a. Case-finding/recruitment of individuals, families, and community groups to services and systems a. Follow-up on health and social service encounters with individuals, families, and community groups a. Home visiting to provide education, assessment, and social support b. Presenting at local agencies and community events

10	Participating in Evaluation and Re- search	a. Engaging in evaluating CHW services and programs
		b. Identifying and engaging community members as research partners, including community con- sent processes
		a. Participating in evaluation and research:
		  i) Identification of priority issues and evaluation/research questions
		  ii) Development of evaluation/research design and methods
		  iii) Data collection and interpretation
		  iv) Sharing results and findings
		  v) Engaging stakeholders to take action on findings

	Skill	Sub-skill
1	**Communication Skills**	a. Ability to use language confidently b. Ability to use language in ways that engage and motivate c. Ability to communicate using plain and clear language d. Ability to communicate with empathy e. Ability to listen actively f. Ability to prepare written communication including electronic communication (e.g., email, telecommunication device for the deaf) g. Ability to document work h. Ability to communicate with the community served (may not be fluent in language of all com- munities served)
2	**Interpersonal and Relationship-Building Skills**	a. Ability to provide coaching and social support b. Ability to conduct self-management coaching c. Ability to use interviewing techniques (e.g. motivational interviewing) d. Ability to work as a team member e. Ability to manage conflict f. Ability to practice cultural humility
3	**Service Coordination and Navigation Skills**	a. Ability to coordinate care (including identifying and accessing resources and overcoming barriers) a. Ability to make appropriate referrals b. Ability to facilitate development of an individual and/or group action plan and goal attainment a. Ability to coordinate CHW activities with clinical and other community services b. Ability to follow-up and track care and referral outcomes

	Skill	Sub-skill
4	**Capacity Building Skills**	a. Ability to help others identify goals and develop to their fullest potential b. Ability to work in ways that increase individual and community empowerment c. Ability to network, build community connections, and build coalitions d. Ability to teach self-advocacy skills e. Ability to conduct community organizing
5	**Advocacy Skills**	a. Ability to contribute to policy development b. Ability to advocate for policy change c. Ability to speak up for individuals and communities
6	**Education and Facilitation Skills**	a. Ability to use empowering and learner-centered teaching strategies b. Ability to use a range of appropriate and effective educational techniques c. Ability to facilitate group discussions and decision-making d. Ability to plan and conduct classes and presentations for a variety of groups e. Ability to seek out appropriate information and respond to questions about pertinent topics f. Ability to find and share requested information g. Ability to collaborate with other educators h. Ability to collect and use information from and with community members

	Skill	Sub-skill
7	**Individual and Community Assessment Skills**	a. Ability to participate in individual assessment through observation and active inquiry b. Ability to participate in community assessment through observation and active inquiry
8	**Outreach Skills**	a. Ability to conduct case-finding, recruitment and follow-up b. Ability to prepare and disseminate materials c. Ability to build and maintain a current resources inventory
9	**Professional Skills and Conduct**	a. Ability to set goals and to develop and follow a work plan b. Ability to balance priorities and to manage time c. Ability to apply critical thinking techniques and problem solving d. Ability to use pertinent technology e. Ability to pursue continuing education and life-long learning opportunities f. Ability to maximize personal safety while working in community and/or clinical settings g. Ability to observe ethical and legal standards (e.g. CHW Code of Ethics, Americans with Disabilities Act [ADA], Health Insurance Portability and Accountability Act [HIPAA]) h. Ability to identify situations calling for mandatory reporting and carry out mandatory reporting requirements i. Ability to participate in professional development of peer CHWs and in networking among CHW groups j. Ability to set boundaries and practice self-care

	Skill	Sub-skill

10	**Evaluation and Research Skills**	a. Ability to identify important concerns and conduct evaluation and research to better understand root causes
		b. Ability to apply the evidence-based practices of Community Based Participatory Research (CBPR) and Participatory Action Research (PAR)
		c. Ability to participate in evaluation and research processes including:
		  i) Identifying priority issues and evaluation/research questions
		  ii) Developing evaluation/research design and methods
		  iii) Data collection and interpretation
		  iv) Sharing results and findings
		  v) Engaging stakeholders to take action on findings

11	**Knowledge Base**	a. Knowledge about social determinants of health and related disparities b. Knowledge about pertinent health issues c. Knowledge about healthy lifestyles and self-care d. Knowledge about mental/behavioral health issues and their connection to physical health e. Knowledge about health behavior theories f. Knowledge of basic public health principles g. Knowledge about the community served h. Knowledge about United States health and social service systems