

# Community Health Workers Training Examples

# Washington CHW Training System

- \* Training Model Delivery Method:
  - \* 8 weeks total training
  - \* State broken into regions for training delivery
  - \* In-Person day 1 and Final day
    - \* Day 1: Introduction to CHW
    - \* Final day: Presentation of concepts of training, facilitated through assignments and presentations of training concepts
  - \* Online Facilitated training
    - \* 6 Modules setup to include:
      - \* Introduction to topics
      - \* Goals and objectives
      - \* Pre-assessment tests
      - \* Worksheets/participation activities
      - \* Quizzes and Knowledge Checks (throughout modules)
      - \* Forms (posting requirements in some modules)
      - \* Case studies
      - \* Assignments (concept checks)
      - \* Forums for responses to module questions and homework (if required)

# Washington CHW Training System

## \* Modules:

### \* In person Modules:

- \* Roles and Boundaries
- \* Communication
- \* Non-verbal messages
- \* Para-verbal messages
- \* Active listening skills
- \* Cross culture communication
- \* Barriers to communication
- \* Health Disparities
- \* Office etiquette

### \* Online Modules:

- \* Module 1: Introduction
- \* Module 2: Organizational Skills
- \* Module 3: Documentation Skills
- \* Module 4: Assessment Skills
- \* Module 5: Service Coordination Skills
- \* Module 6: Writing and presenting a Case Study

## \* Core Competencies:

- \* Effective Communication Methods
- \* Client and Community Assessment
- \* Culturally Based Communication and Care
- \* Core Competency course is offered as a prelude to CHW Training
- \* Additional Training Modules offered
  - \* Cancer
  - \* Diabetes management
  - \* Heart attack and Stroke

# Washington CHW Training System

- \* CHWs receive a certificate of completion
- \* No course fee. Funds from prevention and community health program grants
- \* 3 program staff
  - \* Program supervisor
  - \* 2 trainers who are regionally located
  - \* Local co-trainers in each region of the state
- \* Trainers facilitate the 6 week online modules
  - \* Available for technical assistance
  - \* Questions regarding training topics
  - \* Assist CHWs through training, and monitoring forum questions and answers as needed.

# Washington CHW Training System

\* Cons-

\* Pros-

# Oregon NEON CHW Training

- \* Training Model Delivery Method:
- \* Northeast Oregon Network (NEON)
  - \* Held in Northeastern Oregon
  - \* Utilizes the Pathways Community HUB model
  - \* Have trained over 80 CHWs to date
- \* In-person delivery model:
  - \* Monday-Thursday 9am-4:30pm on alternate weeks
  - \* Over six weeks
  - \* 90 Hours of training
- \* Certification program:
  - \* Legislation define scope of work of CHWs
    - \* Outreach and Mobilization
    - \* Community and Cultural Liaising
    - \* Case Management, care coordination, and system navigation
    - \* Health promotion and coaching
  - \* Approved for Portland State University 800 level college credit

# Oregon NEON CHW Training

- \* Core Competencies:
  - \* Outreach and Mobilization
  - \* Community Engagement and Relationship Building
  - \* Communication Skills
- \* In-person training to emphasize relationship building and resource sharing.
  - \* Much of the curriculum is very interactive with trainees
  - \* Trainees are assigned tasks to work together
  - \* Review of different case studies
- \* Training costs: \$1,600 for those not Multnomah County employees.

# Oregon NEON CHW Training

- \* Utilizes: “We Are Health” Curriculum.
- \* Goals:
  - \* To draw out and build on the life experience, cultural traditions and worldviews CHWs bring to training.
  - \* To promote the empowerment of CCHWs and the communities they serve, through the use of popular education philosophy and methodology
  - \* To prepare CHWs to play a full range of roles:
    - \* Connecting patients to existing services
    - \* Managing medical utilization
    - \* Organizing communities to identify and address pressing health issues
  - \* To promote the full integration of CHWs as integral members of the medical, public health, and social services systems.
- \* Designed by Community Capacitation Center (currently holds the rights to the curriculum)

# Oregon NEON CHW Training

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# New Jersey CHW Training

- \* Developed by Carl Rush, University of Texas Institute for Health Policy, and New Jersey CHW Committee
- \* New Jersey Community Health Worker Institute
  - \* In coordination with Rowan University
  - \* Housed in the New Jersey Area Health Education Center
  - \* Fee-for-service modules includes technical assistance workshops and orientations for supervisors and instructors
- \* 180 hours of training
  - \* 60 hours in training
  - \* Includes a structure practicum that can be done on the job (60 hours)
- \* Delivery Method:
  - \* Designed to be Face to Face
  - \* Trained in cohorts around New Jersey.
- \* Core Competencies :
  - \* Communication
  - \* Outreach Methods and Strategies
  - \* Service Coordination Skills
  - \* Culturally Based Communication and Care
- \* 23 Modules

# New Jersey CHW Training

- \* Module 1: Introduction to the CHW training program
- \* Module 2: Determinants of Health; Personal Safety; Empowerment Approach in Working with Individuals and Families
- \* Module 3-4: Interpersonal Communications
- \* Module 5: Learning about agencies in the community
- \* Module 6: Basics of the Services System (Part 2)
- \* Module 7: Basic Methods of Outreach
- \* Module 8: Presentation Skills; Stress Management; Boundaries in CHW Practice

# New Jersey CHW Training

- \* Module 9: Community Assessments
- \* Module 10: Client documentation and assessments
- \* Module 11: Contracting with clients for results; Creating the Final Field Practicum
- \* Module 12: Clear Communication
- \* Module 13: Health Promotion Principles in Cultural Context
- \* Module 14: Referrals and Care Coordination
- \* Module 15: Financing Health Care
- \* Module 16: Organizing and Facilitating meetings
- \* Module 17: Advocacy and Teamwork

# New Jersey CHW Training

- \* Module 18: Problem Solving and Critical Thinking Skills
- \* Module 19: Cultural competence
- \* Module 20: Conflict Resolution
- \* Module 21: Legal and Ethical Issues (Part 1)
- \* Module 22: Legal and Ethical Issues (Part 2)- Liability and Consumer Protection
- \* Module 23: Legal and Ethical Issues (Part 3)- Including Mandatory Reporting

# New Jersey CHW Training

- \* New Jersey hosts Cluster Meetings for CHWs and Employers
- \* Clusters are broken down by region.
- \* Regional meetings are held quarterly
- \* Annual Statewide Cluster meeting
- \* Cluster meetings serve in an advisory capacity to assist with peer support, networking, resource sharing, and continuing education.

# New Jersey CHW Training

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# Massachusetts CHW Training

- \* Range of training hours between 45-55, depending on the regions needs
- \* Training Delivery Model:
  - \* In-person training
  - \* Practicum exercises
  - \* Some regions offer a few online modules with in-person training
- \* Core Competencies:
  - \* Outreach
  - \* Health Education
  - \* Advocacy
  - \* Community Organizing and Mobilization
- \* Developed and housed in Community Health Education Center located in different areas of the state. Similar to a HUB model:
  - \* Boston
  - \* Lowell
  - \* Central Massachusetts AHEC
  - \* Bristol Community College
  - \* Western Massachusetts Public Health Training Center

# Massachusetts CHW Training

- \* For certification trainees must complete all core modules, and 6 health specific modules i.e. AIDS/HIV, Cancer, Diabetic education
- \* Training policies are developed according to region.
- \* Trainings are fee-for-service in some regions, and are subsidized by grants in other regions.
- \* Training overseen by Board of Certification of Community Health Workers.
- \* The Board of Certification oversees any new CHW training modules or initiatives in the state and reviews regions work.

# Massachusetts CHW Training

- \* Module 4: Assessment Techniques
- \* Module 5: Public Health
  - \* Build understand of public health system, and CHW role within public health system
- \* Module 6: Harm Reduction and Prevention
- \* Module 7: Cross-Culture Communication
- \* Part 1: Core Trainings
  - \* Module 1: Outreach Education
    - \* Build on knowledge
    - \* Understand expectations for certification
  - \* Module 2: Community Organizing
  - \* Module 3: Leadership Skills

# Massachusetts CHW Training

- \* Module 8: Emergency Care/CPR/WED
- \* Module 9: Motivational Interviewing
- \* Module 10: Health Benefits
  - \* Health insurance benefits
  - \* Affordable Care Act (ACA)
- \* Upon completion of Part 1, trainees are responsible for registering for 6 Health Modules that can be taken in any order. Most health modules are scheduled close to the end of the Part 1 modules for convenience.

# Massachusetts CHW Training

- \* Part 2: Health Modules
- \* These have been reviewed and approved by Board of Certification of CHWs
- \* Reproductive Health
- \* LGBTQ 101
  - \* Effective methods to serve an underserved population.
- \* Chronic Disease
  - \* Focus on Diabetes and High Blood Pressure
- \* Substance Abuse
- \* Domestic Violence
- \* HIV/AIDS 101
- \* Mental Health
- \* Sexually Transmitted Infections

# Massachusetts CHW Training

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The End

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22  **The End**