



COMMUNITY HEALTH WORKER (CHW) Workforce Training and Development Team

Healthcare Workforce Partnership of Western Mass
June 6, 2017

COMMUNITY HEALTH WORKER (CHW)
Workforce Training and Development Team

MEETINGS SUMMARY- May 31, 2017

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Statewide Certification Update

1. [MACHW Board of Certification Latest Updates](#): Regulations and guidelines for certifying individual CHWs and for approving CHW training programs have been drafted by the Massachusetts Board of Certification of CHWs, and will be ready for public comment in mid-2017. Informational forums have been scheduled by the Massachusetts Association of Community Health Workers (MACHW) in Boston, Worcester and Westfield. The western region information session is schedule as follows:

Westfield – June 19, 2017 at 9:00 AM
Western MA Hospital
Conference Center, Lower Level
91 East Mountain Road, Westfield, MA 01085

2. There are two pathways for CHWs to become certified (no exam required for certification):
 - A combination of training and work experience (80 hours of training in a combination of core competencies and special health topics from a state-approved training program plus 2000 hours of relevant work experience over the 10 years prior to application); OR
 - 4000 of relevant work experience over the 10 years prior to application. (This is a “grandfathering” option for experienced CHWs who didn’t graduate from a core competency training program. This “work only” pathway will be phased out 3 years after the state certification program actually begins.)

CHWs currently enrolled in core competency training programs that are shorter than 80 hours may be eligible to apply for certification, since there may be a provisional state approval process for established CHW training programs.

The board is developing standards for approving core training programs that recognize the unique and valuable nature and skills of the CHW workforce.

- 16 hours of continued education (CEUs) is required after obtaining certification

Department of Public Health (DPH) Ten Core Competencies for CHWs

DPH defines CHWs as public health workers who apply their unique understanding of the experience, language, and/or culture of the populations they serve in order to carry out one or more of the following roles:

- Providing culturally appropriate health education, information, and outreach in community-based settings, such as homes, schools, clinics, shelters, local businesses, and community centers;
- Bridging/culturally mediating between individuals, communities, and health and human services, including actively building individual and community capacity;
- Assuring that people access the services they need;

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- Providing direct services, such as informal counseling, social support, care coordination, and health screenings; and
- Advocating for individual and community needs.

CHWs are distinguished from other health professionals because they:

- Are hired primarily for their understanding of the populations and communities they serve;
- Conduct outreach a significant portion of the time in one or more of the categories above;
- Have experience providing services in community settings.

Community health worker are trained in the following ten Department of Public Health Competencies:

- | | |
|---|---|
| i. outreach methods and strategies | vi. care coordination and system navigation |
| ii. individual and community assessment | vii. use of public health concepts and approaches |
| iii. effective communication | viii. advocacy and community capacity building |
| iv. cultural responsiveness and mediation | ix. documentation |
| v. education to promote healthy behavior change | x. professional skills and conduct |

Regional Education and Training Programs

Community Health Worker and other professionals working in a CHW capacity need the foundational common core competencies to fully grasp role of the CHW within the care management team. The core competencies issued and approved by the DPH are incorporated into all regional CHW programs. CHW training certificates are offered at HCC, STCC and UMASS School of Public Health.

- **Holyoke Community College (HCC):** <http://www.hcc.edu/courses-and-programs/community-health-worker-certificate>

The Community Health Worker program at Holyoke Community College is designed to accommodate students with competing work-life priorities. The CHW academic certificate is a 26 credit hour full-time program that can be completed in 1 year (2 semesters). It is aligned with both the proposed state regulations for CHWs and is designed to meet the needs of potential employers. Although it can be completed in one year, many students opt to complete the on a part-time basis and take classes as they fit in with their other work/family responsibilities.

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HCC also offers the course, HTH 104 (DPH Core Competencies for CHWs) which is aligned with the state's certification requirements and is offered to working CHWs and other related professionals who are interested in applying for the state's certification or are interested in additional learning.

HCC's CHW certificate program is currently funded through the GP STEM grant. As a result of the grant funding, tuition for students is offered at a reduced rate through fall 2017.

Programs:

- i. Community Health Worker Certificate - 26 Credits
 - ii. Associates Degree Foundations of Health– 63 Credits
- **Springfield Technical Community College (STCC):**
<https://www.stcc.edu/explore/descriptions/smc-115/>

Springfield Technical Community College is in the process of rebuilding its Community Health Worker academic certificate program. The new program is still under review by the school. Once approved, courses that are completed as a part of the CHW academic certificate program are transferable to STCC's Associates Degree in Human Services. STCC is collaborating with Elms College to develop an articulation agreement to transfer the Associates Degree in Human Services into Elms College's Social Work Bachelor's Degree program.

Its previous program was grant funded. Students who graduated from the program were hired at BHN, Gandara and Commonwealth Care Alliance.

Programs:

- i. Community Health Worker – 27 Credits
 - ii. A.S. in Human Services - 60 Credits
- **UMASS School of Public Health:** <http://www.umass.edu/wmphtc/training>

The Western Massachusetts Public Health Training Center through the UMASS School of Public Health offers a community-based Community Health Worker training program. The curriculum is adaptable. Every program is tailored to meet the employer's specific needs; the training schedule and location is flexible. The 80-hour program is aligned with the state certification requirements.

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Other Programs Aligning with CHW Education

- **Cambridge College:** <https://springfield.cambridgecollege.edu/>

Cambridge College offers creative and flexible course schedules. Classes are offered nights, weekends and online. Most certificate programs can be completed over the course of 3 semesters. The college accepts up to 90 transfer credits towards a bachelors program and 12 transfer credits towards a master's program. The Writing 090 course is free for all students.

Cambridge College offers its students credit for work experience by accepting experiential/prior learning portfolios for bachelor degree students.. The college provides a faculty/advisor that supports the student in building the portfolio; it includes: a resume, evidence of learning, description of the college course and competencies and an extensive paper. The student must demonstrate alignment of prior learning to course competencies. Students may earn credits on a course by course basis (3 college credits at a time).

Programs:

- i. Alcohol and Drug Counseling Certificate – 19 Credits
 - ii. Mental Health Counseling - 60 Credits
 - iii. B.S. in Human Services – 120 Credits
- **University of Massachusetts Amherst (UMASS):**
 - i. Certificate Program for Home Visits
 - **Bay Path University:**
 - i. License Mental Health
 - ii. Health and Human Service Degree Programs

CHW Complementary Licenses and Certifications

- i. License Alcohol and Drug Abuse Counselor (LADC Assistant, LADC II, LADC I) – (*Training Providers – Cambridge College, Springfield College & Behavioral Health Leadership & Workforce Development Institute*)
- ii. License Alcohol and Drug Abuse Counselor (CAC Assistant, CADC, CADC - II)
- iii. Massachusetts Problem Gambling Specialist Certificate (MA PGS)
<http://www.masscompulsivegambling.org/whats-happening/help-for-professionals/>
(certificate program)
- iv. Personal Care Attendant (PCA)

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Employer-based or In-service Program Training Topics

CHWs participate in additional trainings within their own organizations; some employers provided regular (eg. yearly, web-based) trainings to staff. Some in service trainings include:

- Prevention and wellness
- Social determinants of health
- Pediatric care
- Diabetes
- Hypertension
- Motivational interviewing (employer-based training, can be integrated into other trainings)
- Asthma
- Assessments
- Substance abuse
- Mental health
- Pharmacology

Employer Collaborations

Gandara Center in partnership with five other employers and three academic institutions has trained approximately 150 individuals through a multi-year grant funded program. They recruited individuals through the career centers (future works and career point), on college campuses and information sessions held at the Gandara office. Some components of this program included:

- 16 week formal training (emphasis on English 101 and Business Writing 101)
- Practicum (job shadow) – 6 participating employers
- Free training (9-10 months), students earn a stipend at the completion of the program
- Stackable credits towards associate degree health science programs
- Challenges: *length of training – some individuals accepted alternative employment instead of competing training*

Healthy Holyoke Center – the Department of Public Health (DPH) *The Prevention and Wellness Trust Fund* diabetes self-management – trainer-the-trainer program developed and facilitated by Stanford University. Some components of this program included:

- Free intensive 4-day program for professionals
- Designed to equip professionals to lead Diabetes Self-Management workshops for small groups
- Commitment to provide Diabetes Self-Management workshops to the community is required
- Open for multiple employers – employers interested in referring staff can contact (Jacqueline Rosario, jacqueline.rosario@hhcinc.org)

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Recommendations

- I. Healthcare and community based organizations will establish the community health worker as a separate and distinct profession.
- II. Organizations will integrate community health workers into organization's global payment cost structure.
- III. Organizations will include "community health worker" in the title for all professionals primary functions are within the guidelines of the Department of Public Health's Community Health Worker definition and utilize specified organizational titles only as a sub-grouping of the community health worker title.
- IV. Educational institutions will establish a community health worker career pathway beginning at the high school graduate/HiSET certificate level.
- V. Healthcare and community based organizations will encourage CHW supervisor training for all employees who manage CHWs.

Employers Summaries - Community Health Worker in the Field

Employers	Job titles	Responsibility	Department	#s employed	Hourly wages	Recruitment	State Certification/ Training Requirements	Performance Concerns	Training Costs
Commonwealth Care Alliance Payments: Embedded in cost structure	Health Outreach Workers	Supportive care management on the One Care/Medicare care management team, assistance with resources (housing, transportation), 1:1 health education, group education	Community Outreach Prevention HIV Prevention Health education Prevention	40 - 42	\$ 18.73 (Starting)	Neighborhood outreach College Campuses	(NO) Lived experience Desire to work with population	NO	Employer funded – grant
	Health Outreach Workers	telephonic care model, follow-up with patients regarding doctors' orders, prescriptions and follow-up appointments	Community Outreach Prevention Health education Prevention						
Behavioral Health Network Payments: Medicare, Medicaid, Beacon Health Plans	Care Coordinator	Build relationships with individuals, engage individuals in services and care leading to better health outcomes	One Care – Telephonic Care coordination	50	-	Online postings (Career Builder, Indeed) HCC & AIC interns	(NO) Lived experience Desire to work with population	Specialized training needed Documentation	TBD
	Outreach Counselor		Community Support Program	20	-				
River Velley Counselor Center (Springfield, Holyoke Chicopee) Payments: Grant	Community Health	PWTF – targeting asthma, engage individuals in services and care leading to better health outcomes	Holyoke Health Center	1	\$ 16.00	Colleagues	(NO) Lived experience Desire to work with population – enrolling in the course at HCC	NO	Employer funded – grant (as available)
	Case manger	HIV & AIDs reduce barriers, housing, interpretation, transportation	Client Service program	7	\$ 17.00	Colleagues, Indeed, current staff			
	Peer Counselor	These are individuals living with HIV, coaching accompanying, sharing life experiences	Client Service program	4	\$ 14-15	Colleagues, referrals			
New North Citizens Council Payments: Grant	Outreach Workers	community outreach, community engagement, assessments (needed resources, neighborhood concerns and issues)	Community Outreach	-	-	Neighborhood outreach	(NO) Lived experience Desire to work with population	NO	Employer funded – grant
Mercy Women's Health Services Payment: Grant	Outreach Workers	Transport patients, providing referrals, knocking on doors when they weren't coming, finding out why that are coming, follow-up phone calls, teen pregnancy classes <i>*(Nurse, Medical Assistant, Receptionist have taken on these roles, not the preferred model for Mercy Women's Health Services</i>	Mercy Women's Health Services	- <i>* none since 2013 due to lack of grant funding</i>	-	Newspaper Ad Past patient	(NO) Lived experience Desire to work with population	Boundaries How the protect themselves in the field Medical interpreting Cultural competency	Employer funded Support & pay for certification after employment

Employers Summaries - Community Health Worker in the Field

Employers	Job titles	Responsibility	Department	#s employed	Hourly wages	Recruitment	State Certification/ Training Requirements	Performance Concerns	Training Costs	
Gandara Payments: Grant	Peer Support Specialist	lead support groups, connect individuals with resources, serve as coaches in substance abuse recovery programs	Children's Behavioral Health Initiative/ CSA	1	\$11- \$15	Career Centers College Campuses Info sessions	(YES) Lived experience (Assessment shows that workers with formal training successfully transition into their roles and demonstrate desired competencies); additional requirements of 2 years of experience with working with the population; TM's require Associates with waiver or Bachelor's	NO	Employer funded – grant	
	In-home Behavioral Monitor (IHBM)	Support the IHB Clinician; monitor behavioral plans and assist the family with addressing barriers; improve family engagement	CBHI	Approximately: 8-10	\$13- \$18					
	Family Partner (FP)	engage with families, provide support to care givers and children with disabilities; link to formal and natural community supports	Children's Behavioral Health Initiative/ CSA	~ 20-23		Career Centers College Campuses Info sessions, Out-of-state advertisements/ interviews				
	Therapeutic Mentors (TM)	engage with youth, assist in the completion of treatment and goals set by clinicians, help youth to develop social and coping skills	Children's Behavioral Health Initiative	~ 20						
	Therapeutic Support Specialist (TT&S)	Serve as support to IHT Clinician; support families in reaching therapeutic goals and linking them to community services	Children's Behavioral Health Initiative	~ 20						Bachelor Degree plus 2 years of experience w/population
	Care Coordinator (ICC)	Coordinate all services using wraparound philosophy; Facilitate care planning and coordination of all services for youth with SED.	Community Service Agency	~ 10-15	AS- BA \$13-18; MA \$19-\$24					Associates Degree (w waiver); Bachelors, Masters Level; plus 2 years of experience w/population
	In Home Therapist Clinicians	Provide in home therapeutic. Work alongside TT&S	Children's Behavioral Health Initiative	~ 20	\$19-\$24					MA Level; years of experience
	In Home Behavioral Clinician	Help improve youth's behaviors concerns. < (IHB) Clinicians	Children's Behavioral Health Initiative	~ 20-23	\$19-\$24					MA Level; specific degree; years of experience requirements
Holyoke Health Center Payments: Grant to ACO model	Community Health Worker	prepare patient doctor's visit, assist with arranging for transportation needs for follow-up with patients regarding doctors' orders, prescriptions and follow-up appointments	Telephonic Care Model	3		HR Posting Web based	TBD	None	Grant funded	
	Community Health Worker	Assist patient with health needs through in-person and/or home visits	Care Management Team	2						
YMCA of Holyoke Payments:	Community Health Worker	Support Programs focused on Chronic Disease Prevention through the Healthy Holyoke Initiative. Assist community members in	Community Programs & Services offered at Holyoke Y	2	\$13	HCC CHW training program, Job Postings,	High School or equivalent Completion of CHW training/certification-preferred	Mission Advancement, Collaboration	TBD (grant funded)	

Employers Summaries - Community Health Worker in the Field

Grant		navigating the YMCA, and other community services that support healthy lifestyles. Attend Community events, YMCA staff trainings, and support YMCA programs as needed.				Internal job posting	Certification or training in nutrition or healthy cooking- preferred Bi-lingual/ Bi-cultural required	n, Operational Effectiveness, & Personal Growth	position –PWTF)

Direct Patient Care Professions Career Pathway

	HS/GED	HS/GED and Certificate	Associates Degree	Bachelor's Degree	Master's Degree or Higher
<p>GOAL:</p> <p><i>to illustrate a career pathway map for individuals who are considering a career in healthcare</i></p>	<p>Community Health Worker <u>DUTIES:</u> Collect data to help identify patient's health needs, provides counseling and education to improve patient's wellbeing <u>AVG. WAGE:</u> \$14.00/hr. <u>WORK HOURS:</u> Flexible <u>EDUCATION:</u> HCC, STCC, UMASS</p>	<p>Licensed Practical Nurse <u>DUTIES:</u> Care for ill, injured patients. Work under the supervision of a registered nurse <u>AVG. WAGE:</u> \$26.00/hr. <u>WORK HOURS:</u> All shifts <u>EDUCATION:</u> GCC, HCC, STCC</p> <p>Mental Health and Substance Abuse Counselor <u>DUTIES:</u> Create care plans with clients by evaluating mental and physical health and openness to treatment <u>AVG. WAGE:</u> \$15.00/hr. <u>WORK HOURS:</u> All shifts <u>EDUCATION:</u> Cambridge College, WSU, Springfield College, Bay Path, UMASS</p>	<p>Registered Nurse <u>DUTIES:</u> Assess and treat patient health problems and needs under the supervision of a physician <u>AVG. WAGE:</u> \$29.00/hr. <u>WORK HOURS:</u> All shifts <u>EDUCATION:</u> GCC, HCC, STCC</p>	<p>Registered Nurse <u>DUTIES:</u> Assess and treat patient health problems and needs under the supervision of a physician <u>AVG. WAGE:</u> \$42.00/hr. <u>WORK HOURS:</u> All shifts <u>EDUCATION:</u> AIC, Bay Path, Elms, UMASS, WSU</p>	<p>Nurse Practitioner <u>DUTIES:</u> Diagnose and treat illness, independently or as part of a healthcare team <u>AVG. WAGE:</u> <u>WORK HOURS:</u> Days <u>EDUCATION:</u> AIC, Elms, UMASS</p>
<p>Key:</p> <p><i>GCC: Greenfield Community College HCC: Holyoke Community College WSU: Westfield State University STCC: Springfield Technical Community College UMASS, Amherst: University of Massachusetts, Amherst</i></p>	<p>Home Care Aide <u>DUTIES:</u> Provide homemaking personal care services to the elderly and people with disabilities <u>AVG. WAGE:</u> \$11.00/hr. <u>WORK HOURS:</u> Flexible <u>EDUCATION:</u> Employer training provider</p>	<p>Emergency Medical Technician <u>DUTIES:</u> Administer emergency medical care. Transport injured or sick persons to medical facilities <u>AVG. WAGE:</u> \$13.00/hr. <u>WORK HOURS:</u> All shifts <u>EDUCATION:</u> HCC, GCC, STCC, WSU, UMASS</p>	<p>Mental Health and Substance Abuse Counselor <u>DUTIES:</u> Create care plans with clients by evaluating mental and physical health and openness to treatment <u>AVG. WAGE:</u> \$23.00/hr. <u>WORK HOURS:</u> All shifts <u>EDUCATION:</u> HCC, GCC, WSU, Springfield College, Bay Path, UMASS</p>	<p>Social Worker <u>DUTIES:</u> Provide psychosocial assessment and support needed by individuals and their families <u>AVG. WAGE:</u> \$29.00/hr. <u>WORK HOURS:</u> All shifts <u>EDUCATION:</u> Elms, WSU, STCC, Springfield College, UMASS, WNE</p>	<p>Medical and Public Health Social Worker <u>DUTIES:</u> Advocate for patient and community health needs, create treatment plans and advocate progress <u>AVG. WAGE:</u> \$34.00/hr. <u>WORK HOURS:</u> All shifts <u>EDUCATION:</u> AIC, UMASS, HCC</p>
	<p>Patient Care Attendant <u>DUTIES:</u> Provide personal care services to clients <u>AVG. WAGE:</u> \$15.00/hr. <u>WORK HOURS:</u> Flexible <u>EDUCATION:</u> Employer training provider</p>	<p>Phlebotomist <u>DUTIES:</u> Draw blood for tests, transfusions, donations, or research <u>AVG. WAGE:</u> <u>WORK HOURS:</u> All shifts <u>EDUCATION:</u> STCC</p>	<p>Medical Lab Technician <u>DUTIES:</u> Perform routine medical laboratory tests for the diagnosis, treatment, and prevention of disease. <u>AVG. WAGE:</u> \$15.00/hr. <u>WORK HOURS:</u> <u>EDUCATION:</u> STCC</p>	<p>Medical Clinical Lab Technologist <u>DUTIES:</u> Perform complex medical laboratory tests for diagnosis, treatment, and prevention of disease. May train or supervise staff <u>AVG. WAGE:</u> \$37.00/hr. <u>WORK HOURS:</u> <u>EDUCATION:</u> Berkshire Health Systems</p>	<p>Dietitian and Nutritionist <u>DUTIES:</u> Plan and produce meals based on established guidelines, teach principles of food and nutrition, or counsel individuals <u>AVG. WAGE:</u> <u>WORK HOURS:</u> <u>EDUCATION:</u></p>
		<p>Medical Assistant <u>DUTIES:</u> Perform administrative and clinical duties under the direction of a physician <u>AVG. WAGE:</u> 17.00/hr. <u>WORK HOURS:</u> All shifts <u>EDUCATION:</u> GCC, HCC, STCC, UMASS</p>	<p>Medical Interpreter and Translator <u>DUTIES:</u> Translate written and verbal communications <u>AVG. WAGE:</u> \$18.00/hr. <u>WORK HOURS:</u> all shifts <u>EDUCATION:</u> Berkshire Area Health Education Center</p>	<p>Dietetic Technician <u>DUTIES:</u> Assist in the provision of food service and nutritional programs, under the supervision of a dietitian <u>AVG. WAGE:</u> <u>WORK HOURS:</u> All shifts <u>EDUCATION:</u> Cambridge College, UMASS</p>	
		<p>Home Health Aide <u>DUTIES:</u> Provide routine personal care such as bathing, dressing, and grooming of patient <u>AVG. WAGE:</u> \$13.00/hr. <u>WORK HOURS:</u> Flexible <u>EDUCATION:</u> GCC, HCC, STCC</p>			
		<p>Certified Nursing Assistant <u>DUTIES:</u> Provide basic patient care under direction of nursing staff <u>AVG. WAGE:</u> \$13.00/hr. <u>WORK HOURS:</u> All shifts <u>EDUCATION:</u> GCC, HCC, STCC, UMASS</p>			

Increasing levels of education & training required

Increasing levels of education & training required