



- CHW Staff Training
- CHW Program Development
- Closing Gaps for Unmet Social Needs



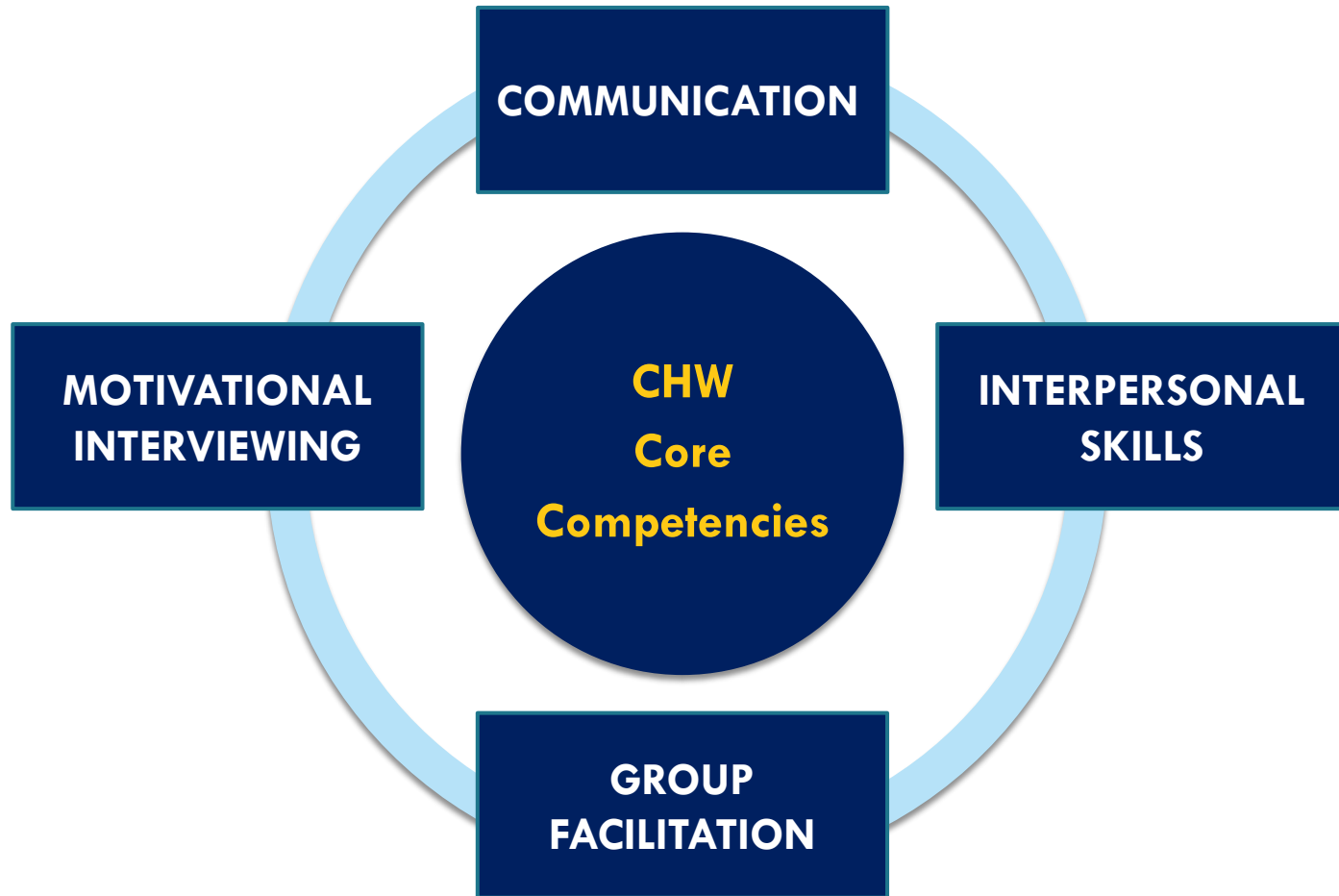
Peer Support

CHW Learning Network: Introduction



LEVEL I.

LEVEL II.



CDSME

DSMES

**NDPP
MDPP**

CERTIFIED COACH

- **NDPP**
- **MDPP**
- **DSMES**
- **CDSME**

- **Data Management**
- **Accredited Programs**
- **Reimbursement**

2 LEVELS:

1. CHW Core Content

2. Advanced Content

IPDC

Learning Network



In Blackboard

- CHW TRAINING,
- JOB MATCHING
- SKILLS BUILDING
- JOB PLACEMENT

Community Health Worker Model

- Community Outreach
- Support with Un-met Social Needs (Social Determinants of Health SDoH)
- Increased Patient Engagement
- Close Gaps in Disparities
- Improved Performance
- Reduced Health Care Costs
- Improved Health Outcomes

CHW Core Competencies: **Communication**

- ❑ **Listening Skills**
- ❑ **Motivational Interviewing**
- ❑ **Non-Verbal Communication**
- ❑ **Reflection**
- ❑ **Group Facilitation**
- ❑ **How Adults Learn**
- ❑ **Adult Learning Theories**



CHW Core Competencies: **Interpersonal Skills**

- ❑ **Building Trust**
- ❑ **Building Relationships and Conflict Resolution**
- ❑ **Responding to Beliefs, Values, Cultures, Languages**
- ❑ **Setting Personal and Professional Boundaries**
- ❑ **Patient's Bill of Rights**
- ❑ **HIPAA Confidentiality**



CHW Core Competencies: **Group Facilitation**

- ❑ **Group Facilitation vs Teaching**
- ❑ **Problem Solving Skills**
- ❑ **Networking**
- ❑ **Service Navigation**
- ❑ **Capacity Building Skills**
- ❑ **Care Coordination**



CHW Core Competencies: **Motivational Interviewing**

- ❑ Express Empathy
- ❑ Develop Discrepancy
- ❑ Avoid Arguments
- ❑ Support Self-Efficacy

To Optimize Training, We Recommend
The Motivational Interviewing Module



Advocacy

- ❑ **Health Systems Navigation**
- ❑ **Community Outreach**
- ❑ **Identify and Work with Community Resource Groups**
- ❑ **Coping and Other Strategies for Managing Stress**
- ❑ **Peer Support and Coaching**
- ❑ **Be knowledgeable about the work of Advocacy Groups**



Knowledge Base

- ❑ **Acquire specific organizational required skills**
- ❑ **Goal Setting (SMART)**
- ❑ **Time Management**
- ❑ **Accountabilities**
- ❑ **Reporting and Follow-up**
- ❑ **Knowledge of Community Resources**
- ❑ **Knowledge of Community Support Systems**



Thank You

