



Registered Apprenticeship Standards

Local Apprenticeship Standards

***International Pre-Diabetes Center Inc.,
D/B/A Pre-Diabetes Professional Training Center***

Occupation: Community Health Worker

O*NET-SOC Code: 21-1094.00

RAPIDS Code: 2016HY

Developed in Cooperation with the
U.S. Department of Labor
Office of Apprenticeship

Approved by the
U.S. Department of Labor
Office of Apprenticeship

Registered By: Douglas Howell

Signature: _____

Title: State Director California, Region 6

Office of Apprenticeship

Date: April 26, 2022

Registration Number: 2022-CA-112319

Check here if these are revised standards



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SECTION I – STANDARDS OF APPRENTICESHIP 29 CFR § 29.5

A. Responsibilities of the sponsor: *International Pre-Diabetes Center Inc., D/B/A Pre-Diabetes Professional Training Center* must conduct, operate, and administer this program in accordance with all applicable provisions of Title 29 Code of Federal Regulations (CFR) part 29, subpart A and part 30, and all relevant guidance issued by the Office of Apprenticeship (OA). The sponsor must fully comply with the requirements and responsibilities listed below and with the requirements outlined in the document “Requirements for Apprenticeship Sponsors Reference Guide.”

Sponsors shall:

- Ensure adequate and safe equipment and facilities for training and supervision and provide safety training for apprentices on-the-job and in related instruction.
- Ensure there are qualified training personnel and adequate supervision on the job.
- Ensure that all apprentices are under written apprenticeship agreements incorporating, directly or by reference, these Standards and the document “Requirements for Apprenticeship Sponsors,” and that meets the requirements of 29 CFR § 29.7. Form ETA 671 may be used for this purpose and is available upon logging into RAPIDS.
- Register all apprenticeship Standards with the U.S. Department of Labor, including local variations, if applicable.
- Submit apprenticeship agreements within 45 days of enrollment of apprentices.
- Arrange for periodic evaluation of apprentices’ progress in skills and technical knowledge, and maintain appropriate progress records.
- Notify the U.S. Department of Labor within 45 days of all suspensions for any reason, reinstatements, extensions, transfers, completions and cancellations with explanation of causes. Notification may be made in RAPIDS or using the contact information in Section K.
- Provide each apprentice with a copy of these Standards, Requirements for Apprenticeship Sponsors Reference Guide, Appendix A, and any applicable written rules and policies, and require apprentices to sign an acknowledgment of their receipt. If the sponsor alters these Standards or any Appendices to reflect changes it has made to the apprenticeship program, the sponsor will obtain approval of all modifications from the Registration Agency, then provide apprentices a copy of the updated Standards and Appendices and obtain another acknowledgment of their receipt from each apprentice.



- Adhere to Federal, State, and Local Law Requirements -- The Office of Apprenticeship's registration of the apprenticeship program described in these Standards of Apprenticeship on either a nationwide basis (under the National Program Standards of Apprenticeship) or within a particular State, and the registration of individual apprentices under the same program, does not exempt the program sponsor, and/or any employer(s) participating in the program, and/or the individual apprentices registered under the program from abiding by any applicable Federal, State, and local laws or regulations relevant to the occupation covered by these Standards, including those pertaining to occupational licensing requirements and minimum wage and hour requirements.

The program's Standards of Apprenticeship must also conform in all respects with any such applicable Federal, State, and local laws and regulations. Any failure by the program to satisfy this requirement may result in the initiation of deregistration proceedings for reasonable cause by the Office of Apprenticeship under 29 CFR § 29.8.

B. Minimum Qualifications - 29 CFR §29.5(b)(10)

An apprentice must be at least 18 years of age, except where a higher age is required by law, and must be employed to learn an apprenticeable occupation. Please include any additional qualification requirements as appropriate:

There is an educational requirement of: GED or High School Diploma
Other Qualifications: Lived Experience

C. Apprenticeship Approach and Term - 29 CFR § 29.5(b)(2)

The apprenticeship program(s) will select an apprenticeship training approach. The approach is notated in Appendix A, APPRENTICESHIP APPROACH.

D. Work Process Schedule and Related Instruction Outline - 29 CFR § 29.5(b)(4)

Every apprentice is required to participate in related instruction in technical subjects related to the occupation. Apprentices *will* be paid for hours spent attending related instruction classes. The Work Process Schedule and Related Instruction Outline are outlined in Appendix A.

E. Credit for Previous Experience - 29 CFR § 29.5(b)(12)

Apprentice applicants seeking credit for previous experience gained outside the apprenticeship program must furnish such transcripts, records, affidavits, etc. that may be appropriate to substantiate the claim. *International Pre-Diabetes Center Inc., D/B/A Pre-Diabetes Professional Training Center* will evaluate the request for credit and make a determination during the apprentice's probationary period.

F. Probationary Period - 29 CFR § 29.5(b)(8) and (20)

Every applicant selected for apprenticeship will serve a probationary period which may not exceed 25 percent of the length of the program or 1 year whichever is shorter. The probationary period is notated in Appendix A, PROBATIONARY PERIOD.

G. Ratio of Apprentices to Journeyworkers - 29 CFR § 29.5(b)(7)

Every apprenticeship program is required to provide an apprenticeship ratio of apprentices to journeyworkers for adequate supervision. The ratio is notated in Appendix A, RATIO OF APPRENTICES TO JOURNEYWORKERS.

H. Apprentice Wage Schedule - 29 CFR § 29.5(b)(5)

Apprentices must be paid a progressively increasing schedule of wages based on either a



percentage or a dollar amount of the current hourly journeyworker wage rate. The progressive wage schedule is notated in Appendix A, APPRENTICE WAGE SCHEDULE.

I. Equal Employment Opportunity and Affirmative Action

1. Equal Opportunity Pledge - 29 CFR §§ 29.5(b)(21) and 30.3(c)(1)

International Pre-Diabetes Center Inc., D/B/A Pre-Diabetes Professional Training Center will not discriminate against apprenticeship applicants or apprentices based on race, color, religion, national origin, sex (including pregnancy, gender identity, and sexual orientation), sexual orientation, genetic information, or because they are an individual with a disability or a person 40-years old or older.

International Pre-Diabetes Center Inc., D/B/A Pre-Diabetes Professional Training Center will take affirmative action to provide equal opportunity in apprenticeship and will operate the apprenticeship program as required under Title 29 of the Code of Federal Regulations, part 30.

The equal opportunity pledge applies to the following additional protected bases

2. Affirmative Action Program - 29 CFR §§ 29.5(b)(21), 30.4-30.9

International Pre-Diabetes Center Inc., D/B/A Pre-Diabetes Professional Training Center acknowledges that it will adopt an affirmative action plan in accordance with 29 CFR §§ 30.4-30.9 (required for sponsors with five or more registered apprentices by two years from the date of the sponsor's registration or by two years from the date of registration of the program's fifth (5th) apprentice). Information and technical assistance materials relating to the creation and maintenance of an affirmative action plan will be made available on the Office of Apprenticeship's website.

3. Selection Procedures - 29 CFR § 30.10

Every sponsor will adopt selection procedures for their apprenticeship programs, consistent with the requirements set forth in 29 CFR § 30.10(b). The selection procedures for each occupation for which the sponsor intends to train apprentices are notated in Appendix A, SELECTION PROCEDURES.

J. Complaint Procedures - 29 CFR §§ 29.5(b)(22), 29.7(k), 29.12, and 29 CFR § 30.14

If an applicant or an apprentice believes an issue exists that adversely affects the apprentice's participation in the apprenticeship program or violates the provisions of the apprenticeship agreement or Standards, the applicant or apprentice may seek relief. Nothing in these complaint procedures precludes an apprentice from pursuing any other remedy authorized under another Federal, State, or local law. Below are the methods by which apprentices may send a complaint:

- 1. Complaints regarding discrimination.** Complaints must contain the complainant's name, address, telephone number, and signature, the identity of the respondent, and a short description of the actions believed to be discriminatory, including the time and place. Generally, a complaint must be filed within **300** days of the alleged discrimination. Complaints of discrimination should be directed to the following contact:

U.S. Department of Labor, Office of Apprenticeship

200 Constitution Ave. NW, Washington, DC 20210

Telephone Number: (202) 693-2796

Email Address: ApprenticeshipEEOcomplaints@dol.gov

Point of Contact: Director, Division of Registered Apprenticeship and Policy



Attn: Apprenticeship EEO Complaints

You may also be able to file complaints directly with the EEOC, or State fair employment practices agency.

- 2. Other General Complaints.** The sponsor will hear and attempt to resolve the matter locally if written notification from the apprentice is received within *15* days of the alleged violation(s). The sponsor will make such rulings as it deems necessary in each individual case within *30* days of receiving the written notification:

Name: Yvonne Grant

Address: 14500 Roscoe Bl., 4th Floor

Panorama City, CA 91402

Telephone Number: (818) 714-2066

Email Address: ygrant@internationalprediabetescenter.org

Any complaint described above that cannot be resolved by the program sponsor to the satisfaction of all parties may be submitted to the Registration Agency provided below in Section K.

K. Registration Agency General Contact Information 29 CFR § 29.5(b)(17)

The Registration Agency is the United States Department of Labor's Office of Apprenticeship. General inquiries, notifications and requests for technical assistance may be submitted to the Registration Agency using the contact information below:

Name: Abi Allen

Address: 550 West C Street, Suite 980

San Diego, California, 92101

Telephone Number: 619-313-0642

Email Address: allen.abigail.l@dol.gov

L. Reciprocity of Apprenticeship Programs 29 CFR § 29.13(b)(7)

States must accord reciprocal approval for Federal purposes to apprentices, apprenticeship programs and standards that are registered in other States by the Office of Apprenticeship or a Registration Agency if such reciprocity is requested by the apprenticeship program sponsor.

Program sponsors seeking reciprocal approval must meet the wage and hour provisions and apprentice ratio standards of the reciprocal State.



SECTION II - APPENDICES AND ATTACHMENTS

- Appendix A** – *Work Process Schedule, Related Instruction Outline, Apprentice Wage Schedule, Ratio of Apprentices to Journeyworkers, Type of Occupation, Term of Apprenticeship, Selection Procedures, and Probationary Period*
- Appendix B** – *ETA 671 - Apprenticeship Agreement and Application for Certification of Completion of Apprenticeship (To be completed after registration)*
- Appendix C** – *Affirmative Action Plan (Required within two years of registration unless otherwise exempt per 29 CFR §30.4(d))*
- Appendix D** – *Employer Acceptance Agreement (For programs with multiple-employers only)*



SECTION III - VETERANS' EDUCATIONAL ASSISTANCE AS MANDATED BY PUBLIC LAW 116-134 (134 STAT. 276)

Pursuant to section 2(b)(1) of the Support for Veterans in Effective Apprenticeships Act of 2019 (Pub. L. 116-134, 134 Stat. 276), by signing these program Standards, the program sponsor official whose name is subscribed below assures and acknowledges to the U.S. Department of Labor's Office of Apprenticeship the following regarding certain G.I. Bill and other VA-administered educational assistance referenced below (and described in greater detail at the VA's website at: <https://www.va.gov/education/eligibility>) for which current apprentices and/or apprenticeship program candidates may be eligible:

- (1) The program sponsor is aware of the availability of educational assistance for a veteran or other eligible individual under chapters 30 through 36 of title 38, United States Code, for use in connection with a registered apprenticeship program;
- (2) The program sponsor will make a good faith effort to obtain approval for educational assistance described in paragraph (1) above for, at a minimum, each program location that employs or recruits an veteran or other eligible individual for educational assistance under chapters 30 through 36 of title 38, United States Code; and
- (3) The program sponsor will not deny the application of a qualified candidate who is a veteran or other individual eligible for educational assistance described in paragraph (1) above for the purpose of avoiding making a good faith effort to obtain approval as described in paragraph (2) above.

NOTE: The aforementioned requirements of Public Law 116-134 shall apply to "any program applying to become a registered apprenticeship program on or after the date that is 180 days after the date of enactment of this Act" (i.e., September 22, 2020). Accordingly, apprenticeship programs that were registered by a Registration Agency before September 22, 2020, are not subject to these requirements.



SECTION IV - SIGNATURES

OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS

The undersigned sponsor hereby subscribes to the provisions of the foregoing Apprenticeship Standards formulated and registered by *International Pre-Diabetes Center Inc., D/B/A Pre-Diabetes Professional Training Center* , on this 26th day of April, 2022

The signatories acknowledge that they have read and understand the document titled "Requirements for Apprenticeship Sponsors Reference Guide" and that the provisions of that document are incorporated into this agreement by reference unless otherwise noted.

Signature of Sponsor (designee)

Printed Name Yvonne Grant

Signature of Sponsor (designee)

Printed Name



Appendix A

WORK PROCESS SCHEDULE

AND

RELATED INSTRUCTION OUTLINE



Appendix A

WORK PROCESS SCHEDULE Community Health Worker

O*NET-SOC CODE: 21-1094.00 RAPIDS CODE: 2016HY

This schedule is attached to and a part of these Standards for the above identified occupation.

1. APPRENTICESHIP APPROACH

Hybrid

2. TERM OF APPRENTICESHIP

The term of the apprenticeship is 1 years with an OJL attainment of 2160 supplemented by the minimum required 156 hours of related instruction.

3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journeyworker ratio is: 1 Apprentice(s) to 1 Journeyworker(s).

4. APPRENTICE WAGE SCHEDULE

Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journeyworker wage rate, which is:
\$18.00.

Name: **WELLNESS COACH**

Period	% of Journeyworker wage	Duration (Hours)	Wage (Hourly)	Description
1st	83.33%	2160 Hours	\$15.00	
End Wage	100%	2160 Hours	\$18.00	



5. PROBATIONARY PERIOD

Every applicant selected for apprenticeship will serve a probationary period of 540 hours .

6. SELECTION PROCEDURES

The selection procedures for this occupation are listed below:

1. Review Application (Qualified Applicants)
 - Completed applications will be checked for minimum qualifications.
 - Applicants meeting the minimum qualifications and submitting the required documents will be contacted to schedule an interview.
2. Interview Applicant
 - Evaluate for alignment between Individualized Employment Plan (IEP), Training and job openings
3. Consideration of barriers: underserved minority population who otherwise would not have access to training or job opportunities and other minority priority populations (Veterans, previously incarcerated)
4. Consideration for lived experience, and motivation for training and achieving goals outlined in IEP
5. Selected Applicants will participate in setting goals and Development of Action Plan
6. Follow-up of Applicants: evaluate for progress, additional support



Work Process Schedule

Community Health Worker	
<p>Job Description: Promote health within a community by assisting individuals to adopt healthy behaviors. Serve as an advocate for the health needs of individuals by assisting community residents in effectively communicating with healthcare providers or social service agencies. Act as liaison or advocate and implement programs that promote, maintain, and improve individual and overall community health. May deliver health-related preventive services such as blood pressure, glaucoma, and hearing screenings. May collect data to help identify community health needs.</p>	
RAPIDS Code: 2016	O*NET Code: 21-1094.00
Estimated Program Length: 2160 - 3080 hours	
Apprenticeship Type:	
<input type="checkbox"/> Competency-Based <input type="checkbox"/> Time-Based <input checked="" type="checkbox"/> Hybrid	

On-the-Job Learning Outline

	Minimum Hours	Maximum Hours
<p>A. Provide basic health care services.</p> <ul style="list-style-type: none"> Administer immunizations or other basic preventive treatments. Perform basic procedures, such as blood pressure screening, breast cancer screening, or communicable disease screening. Provide basic health services, such as first aid. 	40	80
<p>B. Maintain client records.</p> <ul style="list-style-type: none"> Maintain updated client records with plans, notes, appropriate forms, or related information. 	120	160



<p>C. Advise clients or community groups on health issues.</p> <ul style="list-style-type: none">• Advise clients or community groups on issues related to diagnostic screenings, such as breast cancer screening, pap smears, glaucoma tests, or diabetes screenings.• Advise clients or community groups on issues related to improving general health, such as diet or exercise.• Advise clients or community groups on issues related to risk or prevention of conditions, such as lead poisoning, human immunodeficiency virus (HIV), prenatal substance abuse, or domestic violence.• Advise clients or community groups on issues related to sanitation or hygiene, such as flossing or hand washing.• Advise clients or community groups on issues related to self-care, such as diabetes management.• Advise clients or community groups to ensure parental understanding of the importance of childhood immunizations and how to access immunization services.	240	280
<p>D. Assess individual or community needs for educational or social services.</p>	240	280



<ul style="list-style-type: none"> Identify the particular health care needs of individuals in a community or target area. Screen for Social Determinants of Health (SDOH) (housing, food insecurity) among patients impacted by COVID-19 and other public health emergencies, and located in underserved communities 		
<p>E. Visit individuals in their homes to provide support or information.</p> <ul style="list-style-type: none"> Conduct home visits for pregnant women, newborn infants, or other high-risk individuals to monitor their progress or assess their needs. 	24	40
<p>F. Transport clients to appointments.</p> <ul style="list-style-type: none"> Transport or accompany clients to scheduled health appointments or referral sites. 	24	40
<p>G. Provide educational materials to community members.</p> <ul style="list-style-type: none"> Distribute flyers, brochures, or other informational or educational documents to inform members of a targeted community. Teach classes or otherwise disseminate medical or dental health information to school groups, community groups, or targeted families or individuals, in a manner 	200	280



consistent with cultural norms.		
H. Confer with clients to discuss treatment plans or progress. <ul style="list-style-type: none"> Contact clients in person, by phone, or in writing to ensure they have completed required or recommended actions. 	200	280
I. Monitor clients to evaluate treatment progress. <ul style="list-style-type: none"> Contact clients in person, by phone, or in writing to ensure they have completed required or recommended actions. 	200	280
J. Refer clients to community or social service programs. <ul style="list-style-type: none"> Refer community members to needed health services. 	200	280
K. Advocate for individual or community needs. <ul style="list-style-type: none"> Advocate for individual or community health needs with government agencies or health service providers. 	120	160
L. Recommend legal actions. <ul style="list-style-type: none"> Report incidences of child or elder abuse, neglect, or threats of harm to authorities, as required. 	24	120
M. Teach life skills or strategies to clients or their families. <ul style="list-style-type: none"> Teach appropriate parenting behaviors to individuals or 	24	120



families.		
<p>N. Collect information about community health needs.</p> <ul style="list-style-type: none"> Collect information from individuals to compile vital statistics about the general health of community members. 	24	80
<p>O. Lead classes or community events.</p> <ul style="list-style-type: none"> Teach classes or otherwise disseminate medical or dental health information to school groups, community groups, or targeted families or individuals, in a manner consistent with cultural norms. 	24	40
<p>P. Advise others on social or educational issues.</p> <ul style="list-style-type: none"> Advise clients or community groups on issues related to social or intellectual development, such as education, childcare, or problem solving. 	24	40
<p>Q. Help clients get needed services or resources.</p> <ul style="list-style-type: none"> Assist families to apply for social services, including Medicaid or Women, Infants, and Children (WIC). 	24	40
<p>R. Develop working relationships with others to facilitate program activities.</p> <ul style="list-style-type: none"> Attend community meetings or health fairs to understand community issues or build 	24	40



relationships with community members.		
S. Interpret cultural or religious information for others. <ul style="list-style-type: none">• Interpret, translate, or provide cultural mediation related to health services or information for community members.	24	40
T. Monitor nutrition related activities of individuals or groups. <ul style="list-style-type: none">• Monitor nutrition of children, elderly, or other high-risk groups.	200	200
U. Plan programs to address community health issues. <ul style="list-style-type: none">• Develop plans or formal contracts for individuals, families, or community groups to improve overall health.	160	200
Total Hours	2160	3080

CHW Training and Apprenticeship Program

Sponsored by/ Provider

International Pre-Diabetes Center;
D/B/A Pre-Diabetes Professional Training
Center

Department

CHW Resource Center

ELIGIBILITY CRITERIA:

Must be at least 18 years old.

Must have at least a high school diploma or GED.

Must have a personal email address (a computer and internet access is required).

Request support for unmet requirements (including computers, computer training and access to internet).

All these types of CHWs carry out one or more functions related to health care delivery and are trained in some way for the interventions they are expected to perform

CURRICULA:

The curricula targets individuals seeking paid employment. Policies relating to participant selection, certification achievement, and retention are embedded within the program.

Funding combinations from state CHW certification programs and DOL grants provides a unique model for CHW training and implementation. Reimbursement for CHW services have been implemented at the state level, so those wishing to replicate this model should work closely with state Medicaid offices to assist with policy development and implementation.

DESCRIPTION:

Upon completion of the 156-hour online training, hands on Apprenticeship Training and passing a final examination, each participant will be certified as a Community Health Worker in a Training Model and will be eligible for work relevant to experience and training model. Eligibility for employment includes: employment in organizations serving families, the elderly, children and youth including outpatient medical / behavioral providers, hospitals, medical clinics, schools, churches and community centers. This CHW model for MDPP is reimbursed by CMS.

Executive Summary:

Services offered

CHW Resource Center: provides 3 training levels.
 Level One is a state-approved vendor for online and face-to-face CHW training.
 Level Two training involves CHW/Navigator training.
 Level Three includes training on chronic care conditions and some on-the-job experience.

Course Section	Curriculum Outline
LEVEL I # 101	Screening and Health Education Model
<p>INTRODUCTION</p> <p>Level One CHW/Navigator Network training provides:</p> <p>Introduction to Community Health Worker Course and their role in outreach, Recruitment, and Engagement</p>	<ol style="list-style-type: none"> 1. Introduction to Community Health Worker 2. Introduction to Core CHW Skills 3. Scope of practice and responsibilities 4. Communication and Customer Service for CHW 5. Communication skills and strategies 6. Communication Barriers 7. Types of Communication 8. Peer Support 9. Motivational Interviewing 10. Ethics and CHW 11. HIPAA and CHW 12. Patient Safety 13. Emergency Preparedness 14. Personal Safety 15. Personal Boundaries and Limitations 16. Conflict Management for CHW 17. Cultural Competency 18. Keys to Effective Relationships 19. Building Trust 20. Technology and the CHW <ol style="list-style-type: none"> a. Digital Literacy 21. Knowledge Base – Healthy Behaviors <ol style="list-style-type: none"> a. Chronic disease prevention b. Nutrition c. Physical activity d. Smoking cessation e. Stress management f. Health screenings (Depression Screening (PHQ-9)) 22. Community Outreach for Unmet social needs 23. Emergency Services

	<p>24. Outreach - COVID-19 and Vaccination Uptake among high risk populations</p> <p>25. Organization strategies</p> <p>26. Time Management</p> <p>27. Organizational Skills</p> <p>28. Advocacy</p> <p>29. Data collection methods</p> <p>30. Diversity and Cultural Competency in the Workplace</p> <p>31. Securing Employment as a CHW</p>
<p>LEVEL II #202</p>	<p>Advanced Screening and Health Education</p>
<p>Level Two CHW/Navigator Network training provides:</p> <ul style="list-style-type: none"> • CHW training to become federal or state-certified navigators • Certified Enrollment Coach (Medicaid and CHIP) • CDC Curriculum NDPP Coach 	<p>Classroom Instruction Topics:</p> <ol style="list-style-type: none"> 1. Physical Health 2. Chronic Disease Overview 3. Nationally Accredited Programs 4. CDC National Diabetes Prevention Program 5. Role of CDC Certified Coach: 6. CDC Approved Curriculum <ul style="list-style-type: none"> - National Diabetes Prevention Program - Medicare Diabetes Prevention Program 7. Medicare Approved: Disease Management Support Services 8. Diabetes Self-Management Education Program 9. Psychosocial support 10. Group Facilitation and Wellness Coach Certification 11. Principles of Motivation 12. Goal Setting 13. Problem Solving 14. Coping Skills <p>Hands on:</p> <ol style="list-style-type: none"> 1. Support National Disease Management and Prevention Programs in Federally Qualified Community Health Centers
<p>Outreach and Enrollment Agent Model</p>	<p>Classroom Instruction Topics:</p> <ol style="list-style-type: none"> 1. Service Coordination Definition 2. Identifying Needs

<p>The CHW receives training to build skills to be able to provide information on health and community resources</p>	<ol style="list-style-type: none"> 3. Screening for unmet social needs 4. Assessing Needs 5. Educating about the health care system 6. Finding community resources 7. Coordinating Resources 8. Accessing information 9. Insurance 101
<p>Member of Care Delivery Team – SdoH FQHC Outreach and Support Bridging Cultural Gaps Between Providers and Communities</p>	<p>Classroom Instruction Topics:</p> <ol style="list-style-type: none"> 1. Communicating with Healthcare Providers/ professionals 2. Electronic communication <p>Hands on:</p> <ol style="list-style-type: none"> 1. Deliver psychosocial support 2. Engage individuals and families in healthcare and supportive services 3. Provide education 4. Conduct environmental health and home assessments 5. Offer peer-support (lived experience) chronic disease self-care and management 6. Provide navigation services 7. Make referrals
<p>LEVEL III # 303</p>	<p>Chronic Care Training</p>
<p>Level Three CHW/ Chronic Care training provides:</p> <p>Self-study and online testing for a chronic care program certification Job shadowing at a primary care FQHC Peer support group</p>	<p>Classroom Instruction Topics:</p> <ol style="list-style-type: none"> 1. Disease- specific education (Diabetes, Heart Failure, Asthma, Opioid Addiction, etc.) 2. Behavioral Health 3. Substance Use Chronic Disease Approach to Management 4. Health Information Technology 5. Integrated Care Models 6. Coaching for Positive Health Outcomes and Wellness 7. Quit Smoking 8. Review of Motivational Interviewing 9. Sustainable/Reimbursable Programs <p>Hands on:</p> <p>Support Chronic Disease Management and Prevention Programs in Federally Qualified Community Health Centers</p>