Community Health Worker Task Force

- ## Webinar purpose

  - Build on prior work from January meeting

  - Review of Skills and Abilities (core competencies)

  - Running start into our Task Force meeting in Wenatchee on 3/18 and 3/19

CHW Task Force Recommended Skills

1. Communication skills

2. Interpersonal and relationship building skills

3. Service coordination and navigation skills

4. Capacity building

5. Advocacy skills

6. Education and facilitation

Recommended Skills Continued

7. Individual and community assessment skills

8. Outreach skills

9. Professional skills and conduct

10. Experience and knowledge base

11. Direct service skills

12. Evaluation and research skills

Effective Communication

CHWs listen carefully and respectfully conveying information, both verbally and non-verbally, in ways that help build trust and connection with clients, community members, colleagues, and other professionals.

CHWs are able to….

- Use language and behavior that is responsive to the diversity of cultures they encounter in their work, including with clients, community members, and other professionals.

- Listen carefully and actively, always confirming two way communication

- Translate information from field back to employers, clients, and other stakeholders

- Demonstrate cultural competence through all forms of communication

- Take information and break it down in a way that the person can understand

- Effectively represent their work

- ID own knowledge/awareness

- Respond non-judgmentally

- Validate feelings

Interpersonal Skills

The ability to build trusting relationships with a wide range of people from a variety of cultures.

CHWs are able to….

- Meet people where they are at both physically and motivationally
- Know the pulse of the community and maintain a client centered focus
- Be honest, authentic, transparent, dependable, empathetic and direct
- Be mindful of power dynamics and implicit bias.

- Set personal and professional boundaries, recognizing their strengths and weaknesses, manage their mental health, biases, triggers, and personal experiences, and follow their employer's policies.

Education and Facilitation

Provide people with information, tools, and encouragement to help them improve their health and stay healthy over time.

CHWs are able to….

- Support people to reach their goals, building on their strengths.

- Help people understand and feel empowered to address health risks for themselves, their family members or their communities.

- Use information from assessments to devise culturally appropriate health education strategies

- Plan and lead classes, using a wide range of teaching techniques, that are appropriate to people being served, their family members, or their communities

- Facilitate group presentations and constructive discussions

- Communicate with providers and service organizations to help them understand community and individual conditions, culture, and behavior to improve the effectiveness of services they provide

Outreach and Engagement

Contact, engage with, and help people to learn about and use resources to improve their health and well-being. Outreach may be conducted with individuals, groups, organizations, and at the community level.

CHWs are able to….

- Learn about community needs and strengths and available resources
- Build and sustain mutual trust and respect
- Understand and respect boundaries
- Develop relationship with focus populations and partners
- Demonstrate sensitivity to cultural or personal dynamics
- Meet people in diverse settings, including where people live, work, learn, worship, socialize, play, exercise, and conduct business.
- Develop outreach plans in collaboration with community members and partners
- Meet people where they are psychologically and spiritually
- Connect community members to the resources they need

Individual and Community Capacity Building

Support individuals and communities to raise their own voices to create meaningful changes, including changes in public policies including promoting individual and collective empowerment through education, skill development, networking organizing and strategic partnering.

CHWs are able to….

- Educate stakeholders about policies and procedures that create unnecessary barriers to good health outcomes

- Provide information and support for people to overcome barriers and to advocate for themselves.

- Contribute to meaningful discussion on policies related to patient/client health services.

- Build and maintain networks and collaborate with appropriate community partners.

- Promote health equity and efforts to reduce health disparities through engagement with clients, professional colleagues, and community partners

Advocacy

Working with or on behalf of people to bridge gaps for the benefit of people's health and well-being including speaking up on behalf of their clients, families and their communities to gain access to resources. CHWs listen closely to the community to ensure they are properly represented.

CHWs are able to….

- Listen to and develop trusting relationships with individuals, families and communities
- Understand where the gaps are in a system are and encourage systems to fill them.
- Actively and persistently speak up for individuals or communities
- Understand difference between enabling and advocating
- Motivate, teach and empower individuals and communities to advocate for themselves and act towards achieving a goal
- Inform health & social service systems about the resource needs of the individuals and communities they serve.
- Network and participate in coalition-building
- Utilize a variety of outreach methods and strategies

Service Coordination

Help people to recognize, understand and use the services of health providers, government and human service organizations

CHWs are able to….

- Teach people the knowledge and skills needed to obtain care

- Persistently identify, document, update and accessing local resources

- Navigate health and human service systems; make referrals, coordinate services and provide follow-up care.

- Bridge cultural, linguistic, knowledge and literacy differences among individuals, families, communities and providers.

- Develop and maintain deep, community based referral network and good relationships with key resources in the community

- Manage paperwork (e.g., help with application for public assistance)

- Facilitate the medical advice getting to the person who need it.

- Coordinate caregivers, families, and support systems

- Utilize community and client assessment techniques

- Empower family to be self-reliant

- Understand and share information about available resources,

- Encourage continuity and cohesiveness between health professionals and the individuals and communities being served.

Professional Skills and Conduct

Professional skills for CHWs include how to handle ethical challenges as they address legal and social challenges facing the clients and communities they serve.

CHWs are able to….

- Observe the scope and boundaries of the CHW role

- Observe agency rules and the regulations while exercising creativity in helping community members to meet their individual and family needs.

- Appropriately represent clients, tailoring communication to be effective for specific audiences.

- Advocate for supervision, training, continuing education, networking, and other resources for professional development

- Seek assistance from supervisors to address challenges

- Appropriate and timely documentation

- Protect confidentiality and privacy rights.

- Balance care for clients with care for self.

- Be aware of and manage personal feelings.

- Act decisively in complex circumstances, utilizing supervision and professional collaboration.

Experience and Knowledge Base

Foundational knowledge CHWs need which comes from both experience and education.

CHWs are able to….

- Establish trusting relationships with a wide range of individuals from a variety of cultures.

- Build and present a case study, explain what are the steps in the activity, the approach, and use a story to explain their experience

- Use technology including email, Microsoft suite, healthcare software in a culturally relevant manner.

- Define and incorporate best practices

- Navigate the systems, benefits, and partners

Direct Service

Provide basic screening tests and basic services. CHWs do not exercise independent clinical judgement.

CHWs are able to….

- Understand the role of direct service for CHW, its limits and CHW's role on a team of providers and helpers
- Conduct needs assessments and basic screenings
- Refer to other professionals and link to community resources to meet basic needs
- Provide individual social and health care support in culturally appropriate ways
- Navigate danger/potential risk (e.g., drugs, where to park, when/how to leave dangerous situation, active shooter training)
- Demonstrate preventive health screenings and health behavior
- Teach leadership in the community (leading to lead)
- Meeting basic needs (e.g., direct provision of food and other resources)

Evaluation and Research

Participate in the collection, synthesis, and use of information to help understand the needs, strengths, and resources of the individuals and communities. CHWs share this information with clients, professional colleagues, and community partners to help plan and carry out effective programs, services, and advocacy based on shared priorities. They also gain insights about needed resources and changes and share their understanding with appropriate parties in order to help achieve desired outcomes.

CHWs are able to….

- Explain what the data/information is and how it is used in a culturally appropriate manner

- Engage in systematic problem solving — including assessment, information gathering, goal setting, planning, implementation, evaluation, and revision of plans and methods, as necessary — to achieve shared objectives

- Share the results, in a culturally appropriate manner, with the community from which the data/information was collected

- Gather data and information on various topics and evaluate the validity and usefulness of the information

Next steps

As we prep for abilities/core competencies recommendations:

- List of 100+ abilities
- Identify top 15 (can be 1 per skill or not)
- Synthesize abilities and place under only 1 skill