

# CHW Professional Skills Training

## Amerigroup Iowa Partnership

Iowa Chronic Care Consortium (ICCC)

April 2021



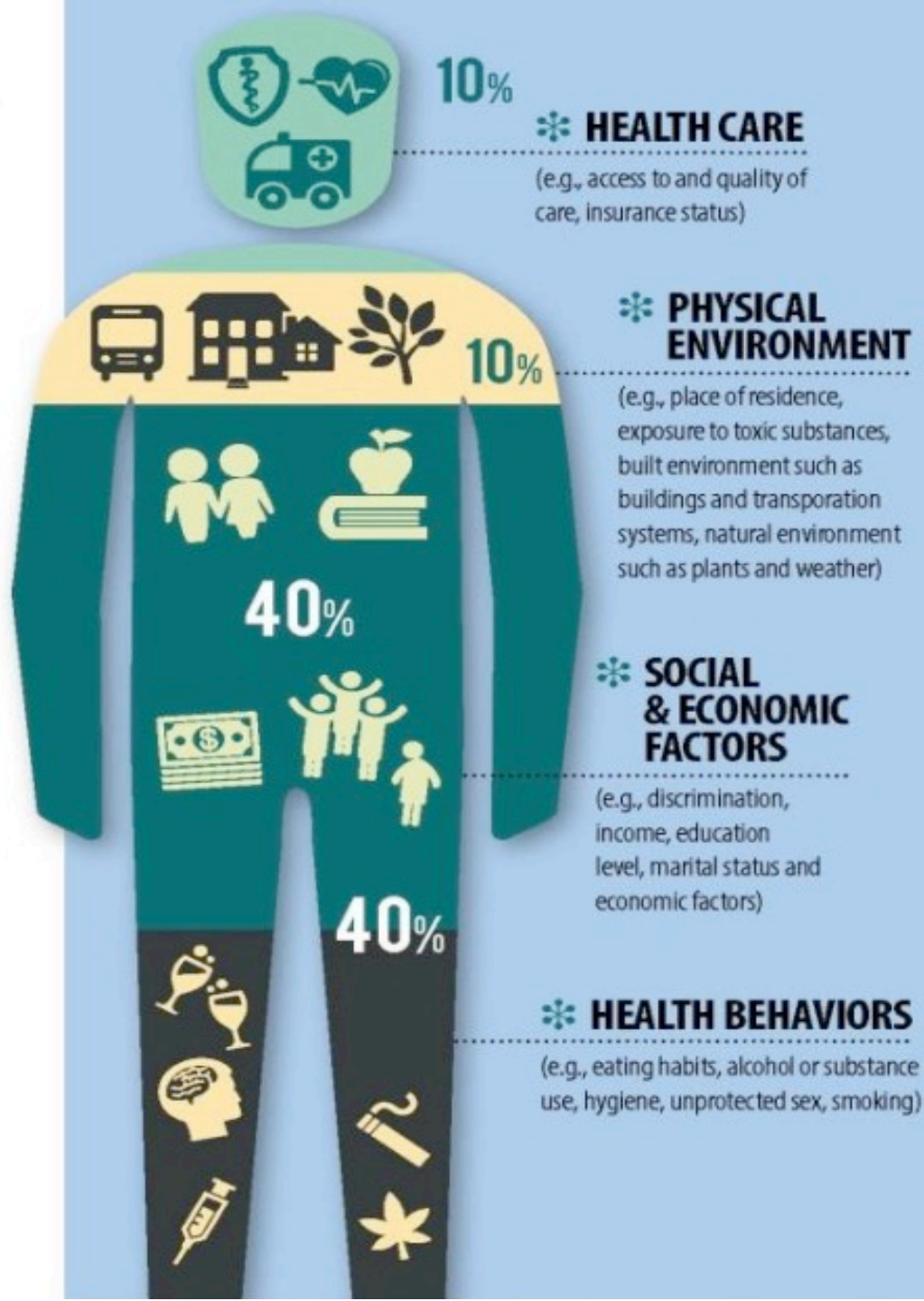
COACHING | OUTREACH | RELATIONSHIP | ENGAGEMENT  
Skills Development for Community Health Workers

# Iowa Chronic Care Consortium (ICCC)

- Non-profit focused on partnering with other organizations to reduce the burden of chronic conditions
- Recognizing the impact of SDOH on health outcomes, believe CHWs are an important strategy
- Developed statewide implementation project, DOL-approved CHW Registered Apprenticeship Program and CHW Professional Skills Training Program

How do we truly impact health outcomes?

By paying close attention to what matters!



# Amerigroup Iowa's support of CHW workforce

- Amerigroup is shifting its strategy to address health equity (corporate-level shift)
- Iowa emphasis on chronic conditions such as diabetes and hypertension in certain racial and ethnic communities
- Community-based organizations (CBOs) are an important strategy
  - Trusting relationships
  - Serve as resources to the communities they serve
  - Key for messaging and connecting people with services
- Building capacity in CHWs and other frontline workers in CBOs through training is key to Amerigroup's strategy

# Announcing Partnership Support!

- CHWs/Front-line workers employed by CBOs associated with Amerigroup Iowa
- Supporting CHW Professional Skills Training for up to 100 participants at no cost

# Eligibility

- This opportunity is open to eligible employees of local social service agencies, faith-based organizations, Federally Qualified Health Centers and other qualified agencies that provide non-Medicaid wrap-around services are invited request participation.

# What is a Community Health Worker?

Community health worker (CHW) is an umbrella term. Their job titles are as diverse as the communities, sites and roles in which CHWs serve. CHWs focus on improving individual and community health and health access. They forge connections where people live, learn, work, worship and heal, from the inner city to rural communities.

[www.c3project.org](http://www.c3project.org)

A community health worker is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the worker to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery.

A community health worker also builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy.

<https://www.apha.org/apha-communities/member-sections/community-health-workers>

# Defining a Community Health Worker is challenging!

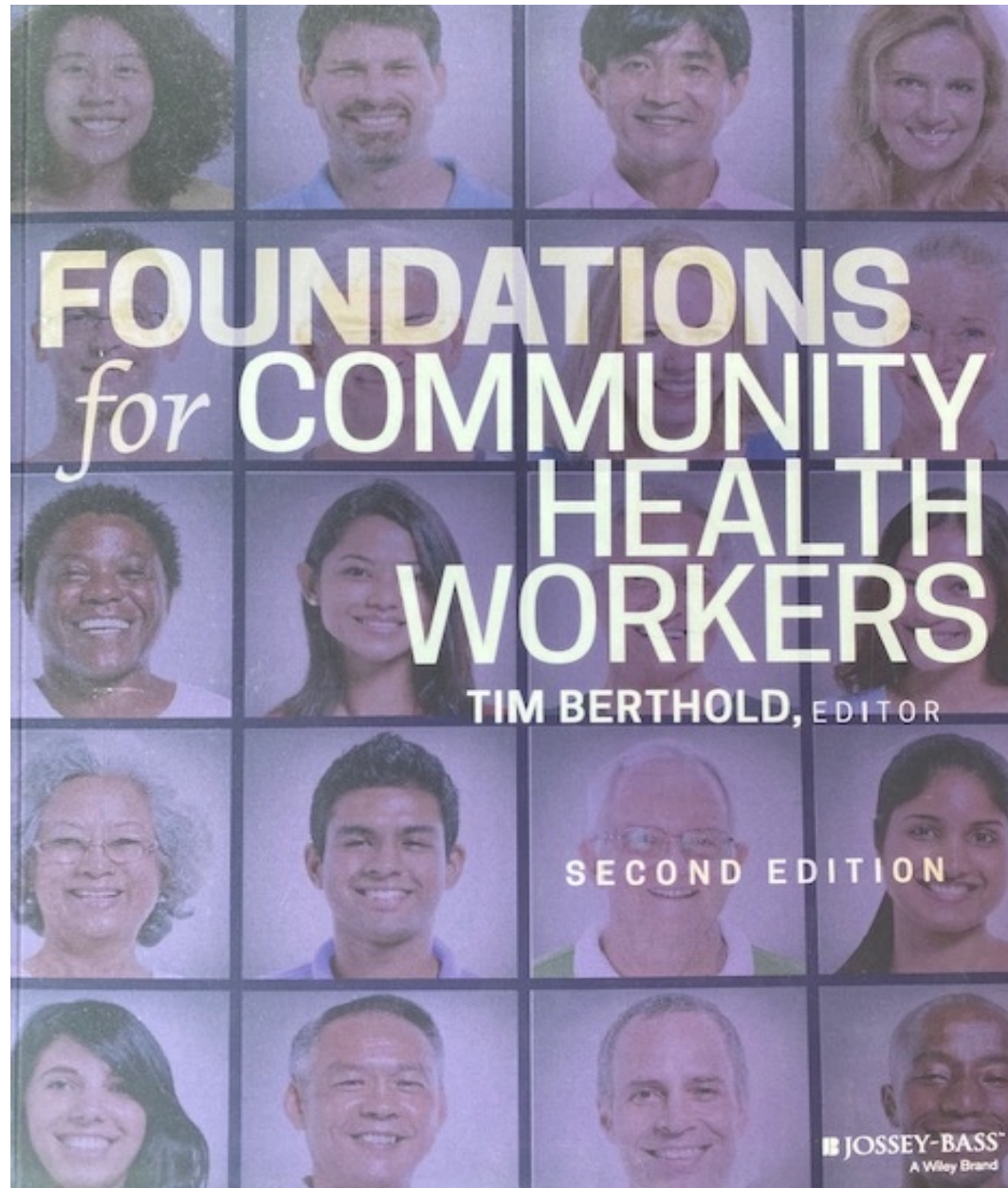
Outreach educator  
Case manager  
Parent liaison  
Peer educator  
Home care worker  
Intake specialist  
Outreach advocate  
Interpreters

Care coordinator  
Community coordinator  
Navigator  
Family advocate  
Outreach worker  
Family support worker  
Health coach  
Dental health navigator



About the  
Course

*Textbook*



# About the Course

## *Content*

### CHW Professional Skills:

- **Course 1- Introduction to Community Health Work: The Big Picture**
  - The Role of CHWs
  - The Evolution of the CHW
  - Introduction to Public Health, Healthcare and Health Policy
  - Health for All: Promoting Health Equity
- **Course 2 – Core Competencies for Providing Direct Services**
  - Practicing Cultural Humility
  - Guiding Principles
  - Conducting Initial Client Interviews
  - Client-centered Counseling for Behavior Change
  - Care Management/Care Coordination
  - Home Visiting

# CHW Professional Skills Training

*Content, cont.*

- **Course 3 – Enhancing Professional Skills**
  - Stress Management and Self-care
  - Conflict Resolution Skills
  - Professional Skills
- **Course 4 – Applying Core Competencies to Key Health Issues**
  - Introduction to Chronic Conditions Management
  - Promoting Healthy Eating and Active Living
  - Understanding Trauma and Supporting the Recovery of Survivors
  - Health Outreach

# CHW Professional Skills

## *Course Logistics*

- Twenty-three weeks, live webinars, 90 minutes (Wednesdays, 11:30 am – 1:00 pm)
- Additional time needed for reading, completion of assignments/quizzes
- Blackboard Collaborate learning management system (courtesy of DMAACC)
- Supplemental training (not required)
- Timeline (Next cohort starts June 2, registration deadline May 19)

# CHW Professional Skills

## *Enrollment*

- Complete the application (go to [www.iowacc.com/chwamerigroup](http://www.iowacc.com/chwamerigroup) )
- Eligibility confirmation from Amerigroup
- Textbook delivery
- ICCC will share your information with DMACC
- DMACC will send you log-in information
  - Google Chrome works best
- PLEASE don't wait until 5 minutes before the course starts on the first day to log on!
- Blackboard tutorial available on the DMACC website (go to <https://dmacc.edu/online/pages/tutorials.aspx> )

# What do you gain from successfully completing the course?

- Successful completion = 80% average (assignments and attendance)
- Non-credit certificate from DMACC (or the Iowa community college of your choice)
- Certificate of competence from ICCC
- Skills, confidence, and competence in the important work you do to engage and connect those you serve with services and supports

# Frequently Asked Questions

- How do I find out whether I am eligible to participate?
  - *Amerigroup will confirm eligibility – email [communityhealthworker@amerigroup.com](mailto:communityhealthworker@amerigroup.com).*
- What is the deadline for enrolling in the course?
  - *May 19 is the deadline for the cohort beginning June 2.*
- Will this course be offered again this year?
  - *Possibly, depending on the enrollment numbers, but it is best to enroll early.*
- How much time will this take?
  - *Estimate 3-5 hours per week*
- What if I miss too many classes, fall behind or have to drop out?
  - *We understand that life – and work – happens. As long as students are making a strong effort, we'll do our best to work with you to ensure you are successful.*
- Will I do my coursework during work hours or on my own time?
  - *This decision should be made between you and your employer.*
- *What is the cost?*
  - *If you are determined eligible by Amerigroup Iowa, you will have access to the course, the textbook and materials at no cost.*

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Thank you – see you in class!