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*Partners on the road to health, hope and home*

# **Integrating Community Health Workers into the HCH**

## ***Training a Community Health Worker***

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# Identify what skills and qualifications should be prioritized when hiring a CHW.

1. High School Diploma or equivalent
2. 1-3 years of experience with homelessness, mental health and/or addiction issues.
3. **Willingness and ability** to share strength and hope for recovery and purpose with clients gained through life's experiences.

4. **Knowledge of:** local groups and social service organizations; issues related to homelessness and at risk individuals including mental illness, substance abuse, criminal history and abuse history.
5. **Ability to:** navigate the public transportation system; operate small office equipment, interact effectively and appropriately with clients, co-workers, and community contacts; maintain confidentiality of information; commit philosophy and mission of employer, and to the team-based approach as part of the Patient Centered Medical Home.

# **Understand the core competencies needed to work as a CHW.**

1. Introduction to the Community Health Worker Model
2. Health Care for the Homeless 101
3. Health and Public Health
4. Case Management 101 for Community Health Workers
5. Improving CHW-Client Relationships
6. Community Health Worker Regional Outreach and Engagement Model

7. Helping People to Change: A Speed Date with Motivational Interviewing
8. Process and Expectations of Initiative
9. Chronic Disease: Hypertension, Diabetes, and Cancer
10. Chronic Disease: Heart Disease, Asthma and HIV/AIDS
11. Trauma and the Brain
12. Introduction to Behavioral Health
13. Facilitating Behavior Change
14. Documenting Enabling Services
15. Advocacy
16. Vicarious Trauma

17. Health Care for the Homeless Collaborations
18. Hospital Collaborations
19. Hospital Cost and Health Measure
20. Teaching Clients How to Use the ED  
Appropriately

\*These Core Competencies Modules can be found on the NHCHC website under Resources/ Research/CHW Project. Online courses, articles, webinars and conference presentations, provide a wealth of relevant and useful topics and information and can also be found on the NHCHC website.

**There are a great deal of community resources and trainings available to the public or with your HCH's memberships.**

1. T3 (Teach, Think, Transform) offers training on Trauma Informed Care.
2. Local Suicide Prevention Coalitions can provide QPR (Question, Persuade, Refer) training.
3. Collaborative Institutional Training Initiative CITI Ethics training is available online.



4. Coldspring Center blogs to unify communities and provides training on key concepts, such as motivational interviewing and self-care.
5. In Massachusetts, Housing Consumer Education Centers offer resources, meetings, collaboration and training for those who assist with housing (providers), landlords, tenants and those in search of housing.
6. Non-Violent Crisis Intervention Training is offered through CPI (Crisis Prevention Intervention).

**Recognize the importance of ongoing training and education. Topics of interest to the CHW are key to ongoing passion of the CHW position. Examples may include:**

1. Certified Peer Specialist certification for a CHW with mental health issues.
2. Training about a specific disease which has impacted the CHW. For example, if a CHW has been touched by breast cancer, the CHW may seek training in screening and prevention and start a program offering participants breast examinations and mammograms.

3. Organizations, such as, the National Alliance on Mental Illness offer training on specific factors impacting participants (i.e. the affects experiencing solitary confinement).
4. Webinars offered by the Brain and Behavior Research Foundation on topics, such as Emotional Cascades and Understanding the Chaos of Borderline Personality Disorder are useful in the work of the CHW.

# Challenges and Successes