



**Community Health
Workers &
Promotores**
in the Future of Medi-Cal

The Role of Community Health Workers in CommunityConnect

This resource, used for Community Connect in Contra Costa County, outlines the role competencies for CHWs and details the schedule for their training program.

This resource was shared in 2021 as part of the CHW/P in the Future of Medi-Cal project supported by the California Health Care Foundation,

The Role of Community Health Workers in CommunityConnect (CMCT)

The Community Health Workers (CHWs) provide telephonic case management services to CommunityConnect clients enrolled & assigned into the “Tier 2 case management framework”. To reduce the utilization of high cost health services within Contra Costa County, CHWs is to provide resources, advocacy, services navigation and life skills coaching to assist their clients’ efforts to improve their own holistic well-being & “quality of life”.

More often CHWs have a close connection & understanding of the communities they serve, and the ability to establish trusting relationships. This cultural connectedness is valued among CHWs in CommunityConnect as they aid as liaisons/intermediaries between their clients, community-based providers, healthcare agencies & social services organizations throughout the county.

The Duties of the CMCT Community Health Worker:

- Provide telephonic case management services
- Provided clients with resources, advocacy and life skills counseling & education
- Follow the necessary PHCS & CMCT policies, workflow, protocols & procedures
- Interview clients and conduct social needs screenings and document goals - Utilize CCLink to:
 - o Conduct chart reviews
 - o Open & close patient encounters
 - o Create addendums
 - o Submit consults & transfer request to other specialists
 - o Review and response to in-basket messages
 - o Respond to High Risk Notifications
 - o Utilize the myCCLink report
 - o Review and utilize the caseload management tool
- Communicate with other team members through internal communication outlets
- Demonstrate professional conduct and appropriate phone etiquette
- Communicate & actively participate in multi-disciplinary team meetings o Prepare to provide case presentations o Actively engage in the dialogue discussed in team meetings
- Utilize the HealthLeads/REACH database to connect patients with appropriate resources
- Provide excellent customer services - Manage a high volume caseload

Knowledge / Skills /Abilities (KSAs) for CHWs

- Have the ability to multi-task
- Have an understanding about working with vulnerable populations
- The ability to understand and Navigate EHRs (Electronic Health Records)
- The ability to operate standard office software, applications and equipment

- The ability to problem-solve, take initiative and use sound judgment (within the established guidelines of the work assignment)
- The ability to prioritize task, activities and assignments
- The ability to communicate and provide services to challenging and hard to reach clients

Community Health Workers 5 Areas of Core Competencies

The CHW Core Competencies are areas of development that over time is expected to be developed and eventually mastered to provide excellent case management for our CommunityConnect clients. Within these 5 categories are subcategories of KSAs that you will learn and be able to apply to your work through on-hand experience and trainings.

1) COMMUNICATION SKILLS & REFLECTIVE PRACTICES

- To utilize interpreter services
- To use effective communications skills
- To practice motivational interviewing
- Communicate effectively within disciplinary teams
- To utilize customer services skills

2) INTERPERSONAL SKILLS ○ Professional conduct ○

- Patient's confidentiality & HIPAA
- Setting Boundaries
- Stress management
- Cultural humility & sensitivity
- Problem solving
- Building & maintaining relationships co-workers, clients and service providers
- Know what it means to be trauma-informed
- Use reflective practices in the workplace (with your clients, co-workers and supervisor)

3) CASE MANAGEMENT & SERVICE COORDINATION ○ How

- to identify and assess clients' needs
- Teach clients how to navigate & find community resources
- Proper record keeping and documentation of clients progress
- Know the role of an advocate & advocacy activities

4) ORGANIZATION SELF-CARE & TIME MANAGEMENT

- SKILLS** ○ Organizational skills tips and strategies
- Practice self-regulation
- Effectively using time management skills and strategies

5) CAPACITY BUILDING ○ Provide direct service

- Provide Informal counseling and social support
- Broaden knowledge-base of community and health issues
- Providing culturally appropriate peer counseling & education



CMCT Case Manager – Training Passport

Employee Name: **Brooke Parker**

Start date: **01/06/2020**

Passport & Transcript submitted to Manager:

2 months
 4 months
 6 months
 From start date

Staff Directions: Enter the date that you complete the required training. Print out transcript from LMS and submit to your manager at 2, 4, and 6 months from your start date or upon your manager’s request. A final copy will be kept in your personnel file.

Mandatory for All Public Health Employees

Deadline from start date	Course	Format	DATE		CHW Competency Training fulfilled:
			Scheduled	Completed	
6 months	New employee orientation	In person at the HSD Personnel Office			
8 weeks	Mandated reporter training	In person at Bates or via target solutions (web based)			Interpersonal Skills
1 month	Workplace Diversity	In person at the HSD Personnel Office			Interpersonal Skills
1 month	Active shooter	Target Solutions			Interpersonal Skills
1 month	Sexual harassment	Target Solutions			Interpersonal Skills
8 weeks	Work place violence	Target Solutions			Interpersonal Skills
Day 1	SICCR (Direct Care)	LMS/eTc web-based			
Day 1	HIPPA	LMS/eTc web-based			Interpersonal Skills
6 months	Three C’s ○ Customer service ○ Communication Guidelines ○ What’s culture got to do with it? ○ Implicit Bias	In person at the HSD Personnel Office Upcoming schedule: http://isite3/Teams/CCHS%20Training/Pages/pers.aspx	1. 2. 3. 4.		Interpersonal Skills

Mandatory for CommunityConnect Employees

Deadline from start date	Course Name	Format/Course #	DATE		CHW Competency Training Fulfilled:
			Scheduled	Completed	
8 weeks	ccLink Training	In Person			Case Management/ Service Coordination

2 weeks	CMCT 101	In-Person Power Point <i>Conducted by Director & Manager</i>			Case Management /Service Coordination
8 weeks	PHCS-CMCT Outreach & Engagement training Part 1	In Person (COM-302)			Case Management /Service Coordination
8 weeks	PHCS-CMCT Outreach & Engagement training Part 2	(COM-302b)			Case Management /Service Coordination
8 weeks	SBIRT- Course by HealtheKnowledge https://healthknowledge.org/ *Field-Based Staff Only	1.5 hour; self-paced course <i>Print out certificate and give copy to manager</i>			Case Management /Service Coordination
8 weeks	CMCT Case management Series: Overview	In person (R&R 201)			Case Management /Service Coordination
8 weeks	CMCT Case management Series: Managing Client Boundaries	(R&R 202)			Case Management /Service Coordination & Interpersonal Skills
8 weeks	CMCT Case management Series: Caseload Management	(R&R 203)			Case Management /Service Coordination
8 weeks	Referrals & Linkage Reach Health Leads Training	In person			Case Management /Service Coordination
6 months	PHCS-Public Health Overview	In person (PHS-101)			Capacity Building
6 months	PHCS-Non-Violent Communication/Collaborative Communication Series	In person – 2 parts (COM-401c) (COM-401d)	1.		Interpersonal Skills & Reflective Practices
			2.		
6 months	PHCS-Trauma Informed Care	In person (CLTC-102)			Interpersonal Skills
6 months	PHCS-Bay Area Legal-Legal issue spotting and referral workflow	Online class (R&R-109)			Case Management /Service Coordination
6 months	PHCS-Co-Occurring Disorders Training	Online class (BHE-304)			Case Management /Service Coordination & Capacity Building
6 months	PHCS-Case Management with Mental Health Issues	Online class (BHE-106)			Case Management /Service Coordination & Capacity Building
6 months	PHCS-Introduction to Motivational Interviewing Sessions	In person – 3 Parts (COM-101a) (COM-101b) (COM-101c)	1.		Reflective Practices
			2.		
			3.		
6 months	PHCS-Stages of Change and Motivational Interviewing	(COM-101d)			Reflective Practices

6 months	PHCS-Compassion Fatigue	In person (SCS-103)			Interpersonal Skills & Capacity Building
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Discipline Specific: Community Health Workers On-Boarding Trainings

Deadline from start date	Course Name	Format/Course #	Date Completed	CHW Competency Fulfilled:
	Read Section 1 of the Training Manual: <ol style="list-style-type: none"> 1. Welcome to Bates 2. CMCT Mission Statement & Core Values 3. CMCT CHW Role & Core Competencies 4. CMCT Telephonic Case Management Job Aid 	Training Manual Materials		
Target Solutions: targetsafety.com/cc				
*you will need your employee number			Username: _____	
* bookmark this website in your favorites			Password: _____	
	<i>CCC ON-LINE TRAINING: CCC HSD 2018 Workplace Violence Prevention**</i>			
	<i>CCC On-Line Training: Run, Hide, Fight – Surviving an Active Shooter Event**</i>	Video		
	<i>CCC On-Line Training: Options for Consideration Active Shooter Training **</i>	Video		
	<i>CCC On-Line Training: CDSS_Child Abuse Mandated Reporter Training (California General Training) **</i>	Interactive slideshow		
	<i>CCC On-Line Training: CCC HIPAA / Privacy Laws Training **</i>			
	CCC On-Line Training: CCC Injury & Illness Prevention Program (IIPP)			
	CC On-Line Training: CCC California Safely Surrender By Laws			
	CC On-Line Training: CCCSO Post Human Trafficking Training			
	Smart Customer Service 1: Courtesies, Attitudes & Ethics	Interactive Video		
	Smart Customer Service 2: Listening for Understanding	Interactive Video		
	Smart Customer Service 3: Effective Verbal & Nonverbal Communication	Interactive Video		
	CCC On-Line Training: Office Ergonomics Awareness Training	Interactive Slideshow		
	LS: Email Etiquette	Videos & mini quizzes		

Course: General HIPAA Awareness

Healthy Workplace Environment & Self-Care

Smart Management: How to Handle Workplace Challenges			
Smart Mental Health: Core Values & Finding Purpose in Life			
Smart Mental Health: Goal Setting & Visualization Techniques			
Smart Mental Health: Managing Anger & Emotions			
Smart Mental Health: Reducing Stress & Anxiety			
Smart Health: Proper Posture & Breathing			
Smart Health: Yoga & Meditation –Finding your inner Chi			

Smart Time Management: 7 Steps to Regain Control of Your Destiny

Course: Sexual Harassment Awareness **

Course: Workplace Diversity **

Course: Workplace Violence

Course: Workplace Stress

Tailgate: Stress

PDF Information

LMS Self-Enroll Web-Based Video Trainings

These trainings are to assist with on-boarding staff capacity building to get familiar with resources and the population of people CMCT serve. www.webinservice.com/contracosta

***You will be given a username & password**

User Name: _____

*** create your own username & password when you sign-in**

Password: _____

E-Learning & CCLink

CCLGEN001 E-Learning Tutorial			
CCLAMB001 Office Visit Demonstration			
CCLAD08 Workqueues for Providers			

Mandating Reporting

PHCS - Adult Protective Services OACD-106			
PHCS - Family Violence Protection (VAP-102)			

Mental Health

PHCS - Accessing Mental Health Services, CCHS (BHE-103)			
PHCS - Case Management with Mental Health Issues (BHE-106) **			
PHCS – Coping with Client Death (SCS-107)			
PHCS – Co-Occurring Disorders Training (BHE304)**			

	PHCS - Psychiatric Emergency Services, CCHS (BHE104)			
Substance Use				
	PHCS - Substance Use Disorders 101 (BHE-301)			
	PHCS - Medical Treatment for Opioid Use Disorders (BHE - 306)			
	PHCS - AOD Program Overview Drug Medical Waiver Organized Delivery System (BHE302)			
	PHCS - Methadone Treatment and BAART Program (BHE-305)			
Bay Area Legal				
	<i>PHCS - Bay Area Legal Issue Spotting and Referral Workflow R & R-109**</i>			
	PHCS - Bay Area Legal- Health Consumer Training (R & R-118)			
	PHCS - Bay Area Legal- Immigration Law (R & R-116)			
	PHCS - Bay Area Legal- Simple Wills + Trusts (R & R117)			
	PHCS - Bay Area legal-Housing Law 101 (R & R-110)			
Vulnerable Populations & Services				
	PHCS - Detention Health Services Overview (DTR-101)			
	PHCS - Forging a pathway from prison to a health home Reentry (DTR-102)			
	PHCS - Health Care for the Homeless Program Overview (HHH-103)			
	PHCS - Overview of Homeless Programs in CCC (HHH-102)			
	PHCS - Multipurpose Senior Service Program (OACD103)			
	PHCS - Resource Line for Older Adults and Persons with Disabilities (OACD-101)			
	PHCS - Serving Immigrants and Refugees (CLTC-103)			
	PHCS - Serving LGBTQ Clients (CLTC-104)			
	PHCS - Serving Transitional Aged Youth -HEADSS (PC104)			
Home Health Trainings				
	PHCS - Healthy Homes Series- Free Resources for Weatherizing Homes (R&R-105)			
	PHCS - Healthy Homes Series-Pest and Mold Control (R&R-108)			
Case Management Best Practices				

	PHCS - Reflective Practices for Staff (COM-201)			
	PHCS - Medi-Cal Access for CMCT Clients (R&R-119)			
	PHCS - Accessing Transportation Services for ClientsCCHP (CCHP-102)			
	PHCS - CCHP Overview and Access (CCHP-101)			

Other Resources & Services

	PHCS - Community Wellness and Prevention Program Overview (PHS-104)			
	PHCS - Introduction to Regional Center Services (R+R-104)			
	Scavenger Hunt Activity: Learning Community Resources in CCC 1. East County 2. Central County 3. West County	Self-directed		
	HealthLeads REACH Practice / Exercise Resource Worksheet	Self-directed		

www.train.org/main/welcome

*Create a personal login

Username: _____

* Use work information to create your profile

Password: _____

	Cultural Awareness: Introduction to Cultural Competency & Humility			
	Exploring Cross-Cultural Communication	Interactive Discussion Board & Simulated Email		
	Public Health Confidential: Federal Edition	Interactive Slides		
	Addressing Health Equity: Public Health Essential			