

# Advancing California’s Community Health Worker & *Promotor* Workforce in Medi-Cal

## Resources and Tools for Establishing Roles and Recruiting CHW/Ps

### Case Studies of CHW/P Programs and Roles from California

RESOURCE TITLE	BRIEF DESCRIPTION
<a href="#">Whole Person Care Improves Care Coordination for Many Californians</a> (PDF)	These findings, from the University of California Los Angeles Center for Health Policy Research, highlight opportunities and challenges in implementing a cross-sector care coordination program for patients with complex health and social needs.
<a href="#">AltaMed Health Services: The Evolution of our Community Health Worker Program</a> (PDF)	This presentation demonstrates the measures of community health worker success both for process and outcome measures at AltaMed.
<a href="#">Supporting the Integration of Community Health Workers in Whole Person Care Pilots</a> (PDF)	This resource, developed by the Healthforce Center at University of California San Francisco, showcases lessons from counties that employed CHWs through WPC.
<a href="#">Whole Person Care: The Essential Role of Community Health Workers &amp; Peers</a> (PDF)	This resource, created by California Association of Public Hospitals and Health Systems and California Health Care Safety Net Institute, summarizes the essential role that CHW/Ps play in the success of WPC pilots. Hiring and workforce development are discussed on slides 10–39.
<a href="#">Utilization of Community Health Workers in Emerging Care Coordination Models in California</a> (PDF)	This resource brief, developed by the Healthforce Center at University of California San Francisco, discusses barriers and recommendations to better utilize CHW/Ps in various care settings in California.
<a href="#">Integrating the Promotores Model to Strengthen Community Partnerships</a> (PDF)	This issue brief, produced by the Center for the Study of Social Policy, is meant to provide community leaders and their partner organizations with a deeper understanding of the <i>Promotor</i> Model, based on lessons learned from Los Angeles.
<a href="#">Integrating Enabling Services Staff into Health Center Care Teams</a> (PDF)	This resource features the Community Health Center Network’s work in integrating “enabling services” staff — which include CHW/Ps — into care teams, care management plans, and COVID-19 response teams.
<a href="#">Health Homes Year One Implementation Report 2019</a> (PDF)	This report details Inland Empire Health Plan’s experience implementing a Health Homes Program and their success in training and integrating a CHW/P into the care team, entitled a “community-based care management entity.”
<a href="#">CHW Role Competencies and Training Passport for CommunityConnect</a> (PDF)	This resource, used for CommunityConnect in Contra Costa County, outlines the role competencies for CHWs and details the schedule for their training program.

## Case Studies of CHW/P Programs and Roles from Other States

RESOURCE TITLE	BRIEF DESCRIPTION
<a href="#">How New Mexico's Community Health Workers Are Helping to Meet Patients' Needs</a>	This case study, published by The Commonwealth Fund, describes the many ways CHWs have been integrated into health services in New Mexico to promote health and tackle social challenges including unemployment and criminal recidivism.
<a href="#">Community Health Worker Employment and Supervision in Ohio</a> (PDF)	This fact sheet, from the Ohio CHW Statewide Assessment, explains the roles and competencies for CHWs in Ohio.
<a href="#">Integrating Community Health Workers in Ohio's Health Care Teams</a> (PDF)	This report, produced by Universal Health Care Action Network Ohio, provides an overview of CHWs in Ohio and offers examples of other states that have adopted innovative strategies around scope of practice, training, and sustainable financing.
<a href="#">Community Health Workers in Vermont</a> (PDF)	This brief, produced by the Community Health Workers of Vermont, summarizes data from a May 2020 survey of CHWs and supervisors from across Vermont to collect information about the roles, scope of work, skills, and training of the CHW workforce in the state.

## Resources on CHW/P Supervision and Supports

RESOURCE TITLE	BRIEF DESCRIPTION
<a href="#">Community Health Worker Assessment Toolkit: A Framework for Assessing Skills Proficiency and Fostering Professional Development</a> (PDF)	This report, developed by Community Health Worker Core Consensus Project, helps CHW employers (supervisors and program managers) and CHWs in assessing their skills both during the hiring process and on the job.
<a href="#">Rubric for Assessing Community Health Workers Providing Direct Client Services</a> (PDF)	This rubric was developed by City College of San Francisco's Community Health Worker Certificate Program to assess CHW performance.
<a href="#">Supervision of Community Health Workers</a> (PDF)	This excerpt from "Developing and Strengthening Community Health Worker Programs at Scale: A Reference Guide" — developed by United States Agency for International Development — discusses key strategies for implementing CHW supervision systems.
<a href="#">Integrating Community Health Workers in Ohio's Health Care Teams</a> (PDF)	This report, produced by Universal Health Care Action Network Ohio, provides an overview of CHWs in Ohio and offers examples of other states that have adopted innovative strategies around scope of practice, training, and sustainable financing.
<a href="#">Developing Sustainable Community Health Worker Career Paths</a>	This is issue brief from the Penn Center for Community Health Workers shared key findings from a participatory action research framework about community health workers' perspectives on job satisfaction and career advancement and inform the design of a career development program.
<a href="#">Supervision Strategies and Community Health Worker Effectiveness in Health Care Settings</a>	This paper from subject matter experts highlights tips for supervisors to effectively use CHWs in health care settings.

## Job Descriptions and Salary Information

RESOURCE TITLE	BRIEF DESCRIPTION
<a href="#">Community Health Worker Payment Model Guide</a> (PDF)	This is a resource that provides additional considerations for salaries and sustainable funding mechanisms for CHW/Ps.
<a href="#">The University of New Mexico: CHW Position Classification Description</a>	This is a job description for CHWs working in both clinical and community-based settings.
<a href="#">Tiburcio Vasquez Health Center: Promotora</a> (PDF)	This is a job description for a <i>promotora</i> position.
<a href="#">Contra Costa County: Community Health Worker I</a>	This is a job posting with a salary range for an entry-level community health worker.
<a href="#">Contra Costa County: Community Health Worker II</a> (PDF)	This is a job posting with a salary range for a mid-level community health worker.
<a href="#">Contra Costa County: Mental Health Community Support Worker I</a>	This is a job description for an entry-level CHW in a behavioral health setting.
<a href="#">Homeless Health Care Los Angeles: Care Coordinator Case Manager</a> (PDF)	This is a job description for a care coordinator case manager, whose role is similar to a CHW.
<a href="#">Riverside County: Community Service Assistant</a> (PDF)	This is a job description for a community service assistant — a CHW in Riverside County.
<a href="#">Riverside Health: Health Coach Job Description</a> (PDF)	This is a job description for a health coach — a CHW with a college education at Riverside Health.
<a href="#">Telecare Corporation Summary of Unlicensed Workforce in California</a> (PDF)	This document is a compendium of all positions and job descriptions for the unlicensed workforce in California.

### Learn More

This resource is part of the *Advancing California's Community Health Worker & Promotor Workforce in Medi-Cal* Resource Center. The Resource Center and accompanying Resource Guide are a compilation of resources and information gathered by the California Health Care Foundation as part of a project to better integrate community health workers and *promotores* (CHW/Ps) into California's health system. To learn more, visit [www.chcf.org/chwps-medi-cal](http://www.chcf.org/chwps-medi-cal).

