

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

Resources and Tools for Training and Supporting CHW/Ps

Examples of Training Frameworks and Materials for CHW/Ps

RESOURCE TITLE	BRIEF DESCRIPTION
Basic Description of CHW Program (PDF)	This resource, from the Worker Education and Resource Center, offers a high-level outline of its CHW Core Competency Program.
Preparing Community Health Workers for Their Role as Agents of Social Change: Experience of the Community Capacitation Center (PDF)	This resource describes how the Community Capacitation Center in Oregon uses a combination of content, methodology, and values to prepare CHWs to make an optimal contribution to health. Recommendations are provided for CHW training programs and policymakers.
C3 Project: Community Health Worker Assessment Toolkit (PDF)	This toolkit created by the CHW Core Consensus Project (C3 Project) summarizes guiding principles for assessing CHW skill proficiencies, and includes a rubric for assessing CHW performance, self-assessment tools for CHWs and supervisors, and a sample orientation checklist.
C3 Project: CHW Roles and Competencies Review Checklist (PDF)	This checklist, designed to be used for personal, programmatic, and policy review, can help organizations assess how CHW roles and skills can be mapped to CHW training.
Centers for Disease Control and Prevention: A Community Health Worker Training Resource for Preventing Heart Disease and Stroke (PDF)	This extensive resource is intended to be used as a training manual for CHWs on heart disease and stroke, and a reference and resource for CHWs, such as tip sheets.
Community Health Center Network: Care Neighborhood CHW Training Checklist (PDF)	The Training Checklist lists training that CHCN provides for CHWs focused on organizational orientation and continuing topics. This training can take place during interdisciplinary team meetings, training and lecture opportunities, shadowing other CHCN team members, outside training opportunities, and on-the-job experiential learning.
Contra Costa Health Services: New Staff Training Checklist Contra Costa Health Services: Case Manager Training Passport (PDF)	These resources, used for CommunityConnect in Contra Costa County, outline required onboarding trainings for newly hired staff, as well as trainings that experienced CHWs lead for newly hired CHWs.
Foundations for Community Health Workers, 2nd Edition (available for purchase at online book retailers) Training Guide: Foundations for Community Health Workers	This widely used textbook has been adopted by many states as their official training curriculum and recognized as a best practice model by the C3 Project. The companion training guide provides step-by-step lesson plans for CHW trainers and teachers, including activities and assessments. Video resources for this textbook and training guide can be found at the YouTube channel .
The Kennedy CHC Community Health Worker Orientation Toolkit	This resource is a standardized training playbook for organizational orientation training with templates, activities, and work scenarios. The toolkit includes policies and procedures; assessments, documentation, and data-collection standards; job descriptions; standards for communicating with patients, coworkers, and partner agencies; and basic education guidelines.

RESOURCE TITLE	BRIEF DESCRIPTION
Community Capacitation Center, Multnomah County Health Department: An Introduction to Popular Education (PDF)	This booklet is designed to be used during a workshop on popular education and includes guidance for planning trainings using popular education and <i>dinámicas</i> /movement building activities for popular education.
Santa Clara County: Care Team Assessment Tool (PDF)	This care team assessment tool is used to identify whether CHW/Ps are meeting standards for competencies.

Examples of Training Frameworks and Materials for CHW/Ps (*continued*)

RESOURCE TITLE	BRIEF DESCRIPTION
Telecare: Training Unlicensed Professionals (PDF)	This table from Telecare shows one-time training provided for unlicensed professionals, including as part of the new hire orientation. Required annual training is not included in the table.
Whole Person Care: The Essential Role of Community Health Workers & Peers (PDF)	This presentation, hosted by the California Association of Public Hospitals and Health Systems and California Health Care Safety Net Institute, discusses training and capacity building on slides 42–68 with presentations from Whole Person Care Ventura and Whole Person Care Los Angeles.
CHW Role Competencies and Training Passport for CommunityConnect (PDF)	This resource, used for CommunityConnect in Contra Costa County, outlines competencies for CHWs and details the schedule for their training program.

Examples of Training Frameworks and Materials for Organizations and Supervisors

RESOURCE TITLE	BRIEF DESCRIPTION
Supervisory Skills for Working with CHWs Outline (PDF)	This outline, produced by Community Resources, LLC and the Center for Health Impact, describes the most recent components of a training for CHW/P supervisors.
Supervision Strategies and Community Health Worker Effectiveness in Health Care Settings	This article explores supportive supervision for CHW/Ps in practice, which can inform training of supervisors.
Workforce Readiness Training: A Comprehensive Training Model That Equips Community Health Workers to Work at the Top of Their Practice and Profession	This paper details the framework, learning environment, pedagogical format, results, lessons learned, and testimonials of the comprehensive training model, “Community Health Workers/Promotores Academy,” at San Manuel Gateway College, Loma Linda University in California.

Training Toolkits and Reports

RESOURCE TITLE	BRIEF DESCRIPTION
Best Practice Guidelines for Implementing and Evaluating Community Health Worker Programs in Health Care Settings (PDF)	This resource, created by the Sinai Urban Health Institute, summarizes evidence related to CHW training, supervision, and integration into health systems and provides recommendations for health care organizations.
Camden Coalition COACH Model for Complex Care (PDF)	This toolkit created by the Camden Coalition is a training manual for COACH, a set of techniques and tools used by a health care team as part of a short-term, intensive care management intervention.

RESOURCE TITLE	BRIEF DESCRIPTION
Key Workforce Priorities for the Community Transformation Model (PDF)	This report by <i>Visión y Compromiso</i> explores findings related to the <i>promotor</i> model as a model for community transformation, with recommendations focused on training, curricula, and professional development for <i>promotores</i> .
Meaningful Roles for Peer Providers in Integrated Healthcare: A Guide (PDF)	This toolkit provides information for how integrated care settings can hire, train, integrate, and retain peer workers in multidisciplinary teams.
Supporting the Integration of Community Health Workers into Health Care Teams in California (PDF)	Utilizing a Theory of Change framework, this report connects intervention and support opportunities across the spectrum of policy, care delivery and workforce development to drive collective action toward integrating this complex and critically important role into health care teams in California.

Training and Certification Resources from Other States

RESOURCE TITLE	BRIEF DESCRIPTION
Missouri Community Health Worker Curriculum Overview	This resource describes the core competencies and associated abilities covered in CHW certification training programs in Missouri.
New Jersey Basic Standard Curriculum for Community Health Workers Summary of Learning Objectives	This resource summarizes the learning objectives for the New Jersey basic standard curriculum for CHWs.
Oregon Curriculum Standards for Community Health Workers, Peer Wellness Specialists, Personal Health Navigators, and Peer Support Specialists Certification	This resource outlines requirements for core curriculum topics for state approved training programs for CHWs, Peer Wellness Specialists, Personal Health Navigators, and Peer Support Workers.
Texas A&M Center for Community Health Development: Core Competency Curriculum Outline (PDF)	This resource outlines the competencies and topics covered in a 160-hour certification training offered by the Center for Community Health Development's CHW Training Center at Texas A&M.
Washington State CHW Training Program Master Syllabus (PDF) Washington State CHW Training Program Course Objectives (PDF) Washington State CHW Training Program Participant Manual (PDF)	These resources are based in Washington State's core competency training program, which is offered online quarterly.

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.

