

# North Carolina Community Health Worker Initiative



Presented By: Tish Singletary  
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# A Brief History...

Date	Activity
October 2014	NC Department of Health and Human Services (DHHS) team began exploring statewide CHW initiative opportunity
January 2015	DHHS team conducted CHW Program Inventory
April 2015	Statewide stakeholder meeting held to share results of Inventory and gather input on how to develop sustainable infrastructure for CHWs
June 2015	Assessment conducted on CHW initiatives in southeastern US states
December 2015	Second stakeholder meeting held to create plan for moving forward
February – September 2016	Workgroups formed to draft recommendations for Core Competencies, training and certification
November 2016	NC Community Health Worker Summit
April – June 2017	Regional Listening Sessions
June 2017	NC CHW Workforce Survey
May 2018	NC CHW Mission, Goals, Final Report and Recommendations

# Mission

**Establish a sustainable infrastructure that acknowledges the value of CHWs, supports their professional identity, and integrates their role in the healthcare team.**

# Goals

- Identify core competencies for NC CHWs**
- Recommend model training curriculum**
- Develop model certification process**
- Develop model program credentialing process**
- Devise strategies for reimbursement of services**



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 CHW 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 CHW 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.

# Four Roles

# Nine Competencies

# Standardized Training



COMMUNITY HEALTH WORKERS  
IN NORTH CAROLINA:  
CREATING AN INFRASTRUCTURE  
FOR SUSTAINABILITY

Final Report and Stakeholder Recommendations of the  
North Carolina Community Health Worker Initiative

# Community Health Worker Roles

- **Cultural Liaisons**
- **Health Navigators**
- **Health and Wellness Promoters**
- **Advocates**



# Core Competencies

**Communication Skills**

**Interpersonal Skills**

**Service Coordination Skills**

**Capacity Building Skills**

**Advocacy Skills**

**Education and Facilitation Skills**

**Outreach Skills**

**Knowledge Base**

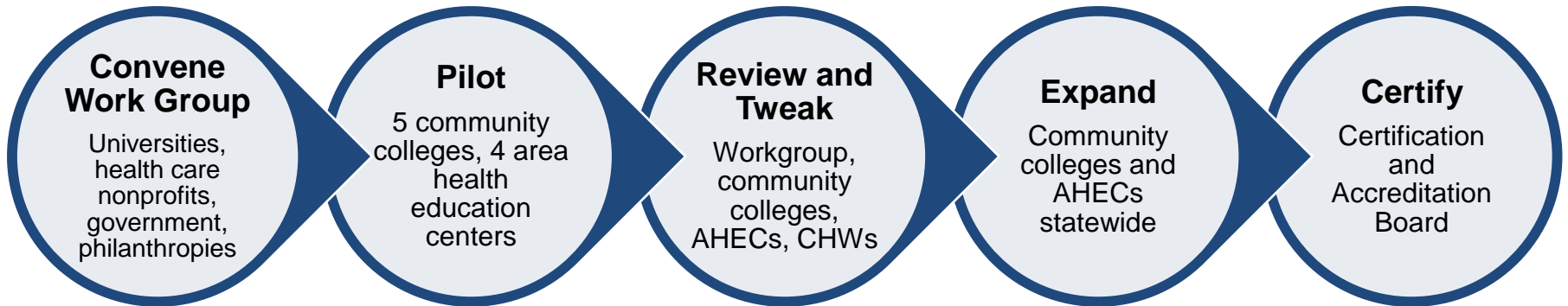
**Personal Skills and Development**



# Standardized Training

CHW Level	Competencies	Experience (Hours)	Recommended Education**
<b>Certified CHW I</b>  <b>“Certified CHW”</b>	9 competencies (via course or grandparenting)	Hours included in coursework	9 <sup>th</sup> grade literacy level + continuing education requirements every three years
<b>Certified CHW II</b>  <b>“Experienced CHW”</b>	9 competencies (via course or grandparenting) + In-depth Proficiency or Merit badge (as documented in a letter of support)	2 years at 1 Full Time Equivalency (FTE) with letter of support*; or equivalent	HS degree or HS equivalency + continuing education requirements every three years
<b>Certified CHW III</b>  <b>“Senior CHW”</b>	9 competencies (via course) + In-depth proficiency or Merit badge (as documented in a letter of support) + Management/Leadership (evidence of experience, performance, mentoring other CHWS as documented in a letter of support)	Total of at least 3 years at 1 FTE with letter of support*; or equivalent	Associate’s Degree + continuing education requirements every three years

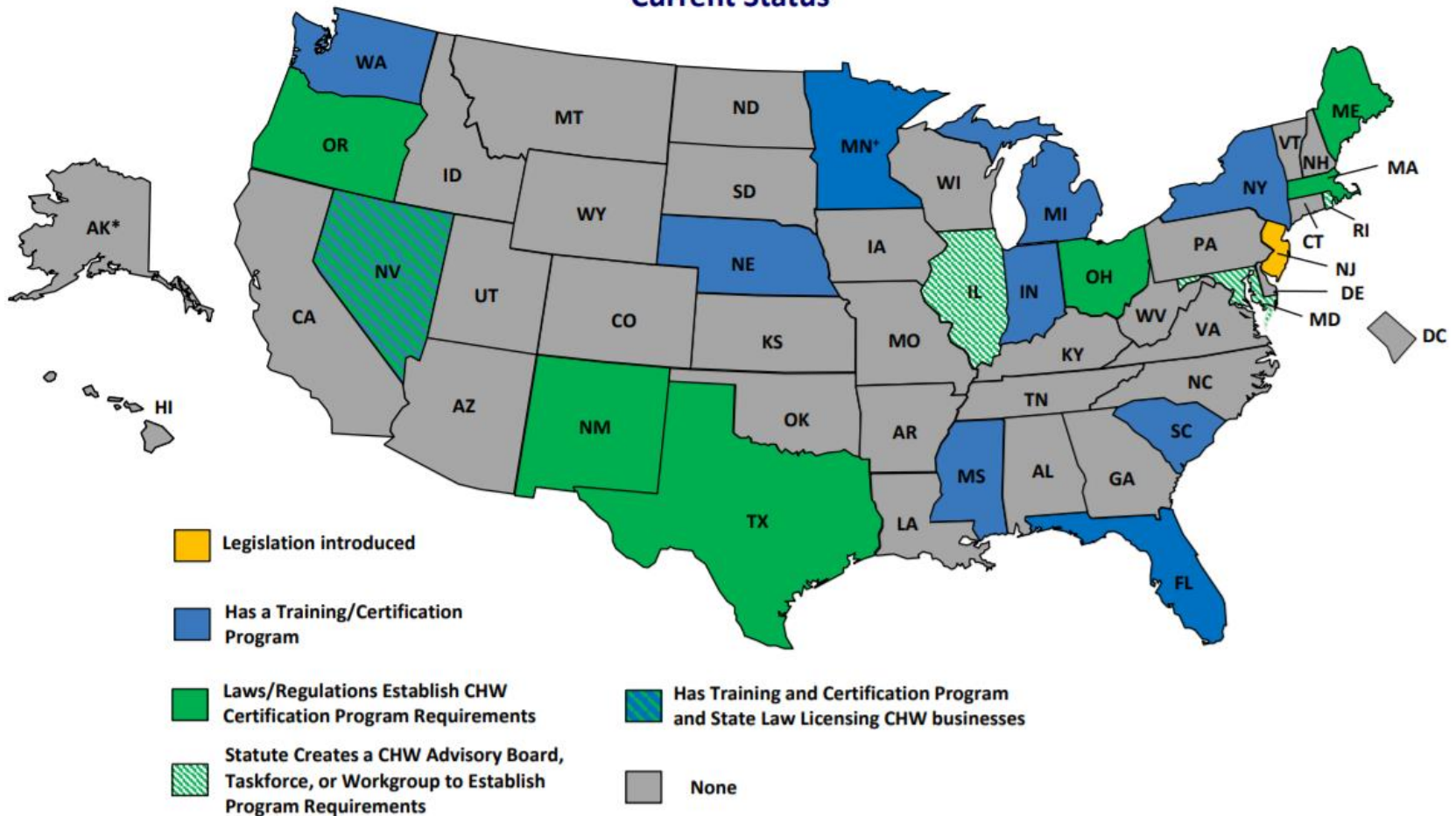
# CHW Core Competency Curriculum Development





# Community Health Workers (CHWs) Training/Certification Standards

Current Status



\*AK does not have a state-run CHW training program, but statutorily provides community health aide grants for third-parties to train community health aides.

+MN also allows Medicaid payments for certified CHW services

Last updated: 1/17/2017

# Next Steps

<b>Pilot</b>	Pilot standardized Core Competency Training Fall 2019
<b>Recognize</b>	Support and recognize NC CHW Network
<b>Pilot</b>	Pilot models to contribute to the evidence base and Return on Investment (ROI) on population health
<b>Support</b>	Support the establishment of a NC CHW Certification and Accreditation Board
<b>Support</b>	Support sustainable funding; living wage
<b>Provide</b>	Provide necessary tools for success (EHR access )
<b>Develop</b>	Develop protocols within care teams that recognize CHWs contribution
<b>Provide</b>	Provide additional specialized training

# Contact

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