Section 1115 Medicaid Waiver Renewal

Workforce Development
Expert Stakeholder Workgroup

Definition of a Community Health Worker as adopted by the Cal SIM Workforce Work Group:

A Community Health Worker is a frontline health worker who is a trusted member of and/or has an unusually close understanding of the community served. The 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 through care coordination, screening and other care support activities. A CHW also improves population health and 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.

CONTINUUM OF POTENTIAL CHW FUNCTIONS AND ROLES

FUNCTIONS Performed by CHWs				
Administrative	**Education**	**Advocate & Organize**	**Link & Navigate**	**Care Support & Prev.**
Cultural competency/culturally responsive services				
Enrollment assistance in health and human services programs	Provide health education and promotion on disease prevention; health literacy	Advocate with health system on behalf of individuals	Connect residents with community resources	Provide first aid services and health screenings, such as blood pressure
Collect data related to community health needs	Conduct outreach to community members	Promote change in support of community health goals	Enhance residents' ability to access providers	Provide feedback to medical care team about individual patient circumstances
Documentation; collect and enter data in EHRs	Provide social supports and counseling for healthy behaviors; coach on problem solving	Engage community members to build advocacy skills	Serve as liaison between communities, health, and social services agencies and provide warm handoff	Assist with care coordination/care management support as member of a health care team (warm hand-offs)
Translation (however, not medical translation)	Disseminate education resources to support health promotion	Assess and ensure patient's ability to meet basic needs (food, water, electricity, shelter, etc.)	Refer residents to appropriate services	Provide client-centered counseling and peer support (mental/behavioral health)
Assist with health-related transportation and other barriers to access	Educate medical and social service providers about community needs	Provide feedback to medical care providers about how to increase quality and patient satisfaction.		Assist patients with developing their own care management plans and priorities; assist with care regimen compliance
Assist with scheduling appointments and accompany on visits; follow up calls and reminders	Educate community members on how to use insurance and basic health care rights	Provide feedback to medical care providers about socioeconomic and cultural dynamics of the community		Conduct home visits and provide feedback to medical team about

CHW ROLES

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