

# Washington State Department of Health's Community Health Worker Training System

## Training Data broken out by Washington State Accountable Communities of Health

March 2016



**Community Health Worker  
Training Program**

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Washington State Department of  
**Health**  
DOH 349-003 March 2016

## **Community Health Worker (CHW) Training Data broken out by Accountable Communities of Health**

### How to use / interpret this Document

The Department of Health's CHW training program continues to identify innovative training strategies with a variety of state and local partners, including alignment with the Healthier Washington Initiative – Washington State's plan for Health Care Reform and the final recommendations put forth in the Community Health Worker Task Force Final report issued in February 2016.

In the last 4 years, over 1,000 participants have completed the core training program (as of December 2015.) Detailed participant records allow us to track information regarding geographic location, CHW roles, employer contact information and other related information, utilizing the Department of Health's ACT! database.

The following fact sheets provide a breakout of the CHW training participants by the corresponding Accountable Communities of Health (ACH) Regions. Each fact sheet provides a general overview of the number of DOH CHW training participants by county, the participant's self-identified CHW role and a breakout of the participating agencies. Evaluation efforts conducted in 2015 indicate the majority of training participants complete our training on the request of their employer / supervisor. Information on the fact sheets can be used for program and outreach planning and is designed for general awareness purposes.

### DOH CHW Training Program

The CHW Training Program sponsored by WA DOH offers standardized training to support CHWs in both clinical and non-clinical settings throughout state. Trainings are offered regionally across the state on a quarterly basis with a capacity to provide training to up to 500 CHWs annually.

The 30-hour core curriculum training series is spread out over eight weeks and includes two in-person training days wrapped around six weeks of online curriculum. The core sessions address CHW roles and boundaries, communication skills, cultural competency, organization skills, documentation skills; assessment skills; service coordination skills; and case study skills during the final in-person session of the class. An expanding list of online health specific continuing education modules with an additional 70+ plus hours of curriculum is available to participants who successfully complete the core training.

### CHW Background

Community Health Workers (CHWs) are frontline public health workers who apply their unique understanding of the experiences, language, and culture of the populations they serve in order to carry out some of the following roles:

- Make sure people get access to health and social services they need through service coordination, referral, and follow-up.

- Provide informal counseling, coaching, or social support to people.
- Provide culturally appropriate health education and information.
- Provide basic services and screening tests (such as support with blood pressure monitoring).
- Provide a cultural link between organizations and communities.
- Advocate for the needs and perspectives of the community members served.
- Help community members increase health knowledge and be self-sufficient.

CHWs may serve under a variety of titles in Washington including:

- |                                   |                                 |
|-----------------------------------|---------------------------------|
| • Community Health Worker         | • Patient Navigator             |
| • Community Health Advisor        | • Promotora/Promotores de Salud |
| • Community Health Advocate       | • Peer Health Advisor           |
| • Community Health Promoter       | • Peer Counselor                |
| • Outreach Worker                 | • Lay Health Advisor            |
| • Out Reach Advocate              | • Peer Leader                   |
| • Community Health Representative | • And many more                 |

Please visit the follow web pages for more information:

- Washington State Department of Health CHW web page: [www.doh.wa.gov/chwts](http://www.doh.wa.gov/chwts)
- Washington State Health Care Authority plan for a Healthier Washington: <http://www.hca.wa.gov/hw/Pages/default.aspx>

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## ACH Regions Map



# Community Health Worker Training Data

## Better Health Together

### NUMBER OF PARTICIPANTS SENT FROM EACH COUNTY

<b>Ferry</b>	7	<b>Spokane</b>	228
<b>Lincoln</b>	1	<b>Stevens</b>	11
<b>Okanogan</b>	19		
<b>Pend Oreille</b>	7		

### IDENTIFIED ROLES OF TRAINING PARTICIPANTS

Care Coordinator	WIC Certifier
Community Health Worker	Program Manager
Community Support Worker	Peer Advocate
Family Advocate	Program Coordinator
Health Educator	Medical Social Worker
Medical Assistant	Health Coach
Outreach Worker	In-Person Assistor
Patient Advocate	Financial Counselor
Patient Navigator	LPN
Promotoras	Program Assistant

### PARTICIPATING AGENCIES

(One participant unless otherwise noted)

#### Health Care Partners

- Aging and Long Term Care (2)
- Amerigroup (4)
- Family Health Centers (2)
- Inland Northwest Health Services (2)
- Molina Health Care (6)
- My Family Health (2)
- Planned Parenthood (3)
- Providence Sacred Heart Medical Ctr (4)
- SNAP (4)
- Spokane Regional Health District (41)
- Wellness Center (2)
- Yakima Valley Farm Workers Clinic (3)

#### Public Health Partners

- Northeast Tri-County Health District
- Okanogan County Public Health
- Spokane Regional Health District

#### Community-Based Organizations

- Better Health Together (7)
- Catholic Charities of Spokane (7)
- Community Minded Enterprises (5)
- Lutheran Community Services (3)
- YMCA (7)

#### Tribal Participants

- Colville Tribe (8)
- Kalispel Tribe (2)
- Spokane Tribe

#### Education Partners

- Eastern WA University (2)
- Gonzaga University

#### Other Partners

- EPIC (2)
- Kiemle & Hagood (3)
- Susan G Komen (2)
- Volunteers of America (10)



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# Community Health Worker Training Data Cascadia Pacific Action Alliance

## NUMBER OF PARTICIPANTS SENT FROM EACH COUNTY

<b>Cowlitz</b>	40	<b>Pacific</b>	1
<b>Grays Harbor</b>	6	<b>Thurston</b>	42
<b>Lewis</b>	0	<b>Wahkiakum</b>	1
<b>Mason</b>	15		

## IDENTIFIED ROLES OF TRAINING PARTICIPANTS

Community Health Worker	Promotoras
Care Coordinator	Public Health Nurse
Outreach Worker	School Staff
Patient Navigator	Caregiver
Program Coordinator	

## PARTICIPATING AGENCIES

(One participant unless otherwise noted)

### Health Care Partners

- Cowlitz Family Health Center (5)
- Mason General Hospital (2)
- Peacehealth Southwest Medical Center (13)
- Providence St. Peter Hospital (3)
- SeaMar Community Health Center (4)
- United Health Care Community

### Public Health Partners

- Cowlitz County Health & Human Services
- Grays Harbor Public Health
- Mason County Public Health
- Thurston County Health & Human Services
- Wahkiakum County Public Health

### Community-Based Organizations

- Cowlitz AmeriCorps Network (5)
- Korean Women's Association

### Education Partners

- Lower Columbia Community College (2)

### Tribal Participants

- Chehalis Tribe
- Cowlitz Tribe
- Nisqually Tribe
- Skokomish Tribe (6)

### Other Partners

- Evergreen Vista Apartments (5)



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# Community Health Worker Training Data Greater Columbia

## NUMBER OF PARTICIPANTS SENT FROM EACH COUNTY

<b>Asotin</b>	5	<b>Kittitas</b>	29
<b>Benton</b>	70	<b>Klickitat</b>	2
<b>Columbia</b>	3	<b>Walla Walla</b>	7
<b>Franklin</b>	30	<b>Whitman</b>	0
<b>Garfield</b>	2	<b>Yakima</b>	102

## IDENTIFIED ROLES OF TRAINING PARTICIPANTS

Community Health Worker	Case Manager
Health Educator	Caregiver
Outreach Worker	Community Support Worker
Patient Navigator	Patient Advocate
Health Promotion Specialist	AmeriCorps Member
Care Coordinator	Medical Assistant Student Promotoras

## PARTICIPATING AGENCIES

(One participant unless otherwise noted)

### Health Care Partners

- Aging and Disability Services (6)
- Aging and Long Term Care (20)
- Alliance Consistent Care (4)
- Columbia Basin Health Association (13)
- Community Health of Central Washington (9)
- Fred Hutchinson Cancer Research Center (5)
- Kadlec Regional Medical Center (4)
- Planned Parenthood (5)
- Tri-Cities Community Health (6)
- Tri-State Memorial Hospital (3)
- United Health Care Plan (3)
- Yakima Valley Farm Workers Clinic (36)
- Yakima Valley Memorial Hospital (5)

### Public Health Partners

- Benton Franklin Health District
- Columbia County Public Health
- Garfield Public Health
- Kittitas County Public Health
- Klickitat County Public Health
- Yakima Health District

### Community-Based Organizations

- Northwest Community Action Center (3)

### Education Partners

- Central Washington University (7)
- Washington State University (4)



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# Community Health Worker Training Data King

## NUMBER OF PARTICIPANTS SENT FROM EACH COUNTY

King	273
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## IDENTIFIED ROLES OF TRAINING PARTICIPANTS

Care Coordinator	Promotoras
Community Health Worker	WIC Certifier
Community Support Worker	Program Manager
Family Advocate	Peer Advocate
Health Educator	Program Coordinator
Medical Assistant	Health Coach
Outreach Worker	Medical Social Worker
Patient Advocate	In-Person Assistor
Patient Navigator	Financial Counselor
	LPN
	Program Assistant

## PARTICIPATING AGENCIES

(One participant unless otherwise noted)

### Health Care Partners

- Community Health Plan of WA (2)
- Cornerstone Medical Services (3)
- International Community Health Services (16)
- Neighborcare Health (21)
- SeaMar Community Health Centers (29)
- Seattle Cancer Care Alliance (3)
- Swedish Medical Center (3)
- United Health Care Community Plan (5)

### Public Health Partners

- Public Health—Seattle and King County (20)

### Community-Based Organizations

- American Lung Association of Washington (2)
- Babes Network (2)
- Center for Multi-Cultural Health (4)
- Global to Local (2)
- Health Point (9)
- Neighborhood House (3)
- YMCA (11)
- YWCA (7)

### Education Partners

- University of Washington (4)

### Tribal Participants

- Seattle Indian Health Board
- Snoqualmie Tribe

### Other Partners

- Mercy Housing (16)



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# Community Health Worker Training Data North Central

## NUMBER OF PARTICIPANTS SENT FROM EACH COUNTY

<b>Chelan</b>	44
<b>Douglas</b>	11
<b>Grant</b>	24
<b>Okanogan</b>	19

## IDENTIFIED ROLES OF TRAINING PARTICIPANTS

Care Coordinator	WIC Certifier
Community Health Worker	Program Manager
Community Support Worker	Peer Advocate
Family Advocate	Program Coordinator
Health Educator	Medical Social Worker
Medical Assistant	Health Coach
Outreach Worker	In-Person Assistor
Patient Advocate	Financial Counselor
Patient Navigator	LPN
Promotoras	Program Assistant

## PARTICIPATING AGENCIES

(One participant unless otherwise noted)

### Health Care Partners

- Amerigroup Real Solutions
- Cascade Medical Center (4)
- Catholic Family and Child Services (3)
- Chelan Douglas Child Services (5)
- Columbia Basin Hospital (2)
- Columbia Valley Community Health Ctr (5)
- Community Health of Central WA
- Confluence Health (13)
- Comprehensive Family Care
- Coulee Medical Center (4)
- Family Health Centers (2)
- Molina Health Care
- Moses Lake Clinic
- Moses Lake Community Health Ctr (3)
- My Family Health (5)
- Quincy Valley Medical Center (2)
- Wahluke Family Clinic
- Quincy Community Health Center

### Public Health Partners

- Chelan Douglas Health District
- Okanogan Public Health

### Tribal Participants

- Colville Tribe (8)

### Other Partners

- EPIC (4)



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# Community Health Worker Training Data North Sound

## NUMBER OF PARTICIPANTS SENT FROM EACH COUNTY

<b>Skagit</b>	14
<b>Snohomish</b>	121
<b>Whatcom</b>	40

## IDENTIFIED ROLES OF TRAINING PARTICIPANTS

Community Health Worker	Caregiver
Health Educator	Americorp Member
Outreach Worker	Patient Advocate
Patient Navigator	Medical Assistant
Health Promotion Specialist	Student
Care Coordinator	Promotoras
Case Manager	Peer Counselor
Community Support Worker	Parish Nurse
	Paramedic
	Registered Nurse

## PARTICIPATING AGENCIES

(One participant unless otherwise noted)

### Health Care Partners

- Citrine Health (9)
- Community Health Center of Snohomish County (7)
- Everett Clinic
- Evergreen Health
- Group Health Cooperative
- Interfaith Community Health Center (6)
- Island Hospital (2)
- Mt. Baker Planned Parenthood (4)
- SeaMar Community Health Centers (9)
- Swedish Medical Center (2)

### Public Health Partners

- Skagit Public Health

### Community-Based Organizations

- Babes Network
- Lutheran Community Services/ Familias Unidas (26)
- North American Syringe Exchange
- Senior Services of Snohomish County
- YMCA Snohomish County (2)
- YWCA

### Education Partners

- Trinity Lutheran College (2)
- Whatcom Community College (2)

### Tribal Participants

- Lummi Nation (3)
- Sauk-Suiattle Tribe
- Stillaguamish Tribe (6)
- Tulalip Tribe (6)
- Upper Skagit Tribe

### Other Partners

- Snohomish County Juvenile Ct



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# Community Health Worker Training Data Olympic

## NUMBER OF PARTICIPANTS SENT FROM EACH COUNTY

<b>Clallam</b>	30
<b>Jefferson</b>	6
<b>Kitsap</b>	19

## IDENTIFIED ROLES OF TRAINING PARTICIPANTS

Community Health Worker	Medical Coordinator
Medical Assistant	Public Health Nurse
Outreach Worker	Caregiver
Patient Navigator	Community Support Worker
Program Coordinator	AmeriCorps Member

## PARTICIPATING AGENCIES

(One participant unless otherwise noted)

### Health Care Partners

- Family First Adult Homes
- Forks Community Hospital
- Harrison Medical Center
- Jefferson Health Care
- Kitsap Eye Physicians
- Olympic Medical Center (3)
- Quillete Health Center (2)

### Public Health Partners

- Jefferson Public Health
- Kitsap Public Health

### Community-Based Organizations

- YWCA (2)

### Education Partners

- Head Start Sequim
- Peninsula College Medical Assistant Students (13)

### Tribal Participants

- Jamestown S'Klallam
- Lower Elwa Klallam
- Port Gamble S'Klallam
- Quileute

### Other Partners

- Bremerton Housing Authority



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# Community Health Worker Training Data Pierce

## NUMBER OF PARTICIPANTS SENT FROM EACH COUNTY

Pierce	161
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## IDENTIFIED ROLES OF TRAINING PARTICIPANTS

Care Coordinator	Promotoras
Community Health Worker	WIC Certifier
Community Support Worker	Program Manager
Family Advocate	Peer Advocate
Health Educator	Program Coordinator
Medical Assistant	Medical Social Worker
Outreach Worker	Health Coach
Patient Advocate	In-Person Assistor
Patient Navigator	Financial Counselor
	LPN
	Program Assistant

## PARTICIPATING AGENCIES

(One participant unless otherwise noted)

### Health Care Partners

- Catholic Community Services
- Community Health Care (8)
- Franciscan Health System
- Healthcare for Homeless
- HealthPoint
- International Community Health Services
- Multicare Tacoma General Hospital (2)
- PAVE
- SeaMar Community Health Centers (9)
- Summit View Clinic (2)
- United Health Care Community Plan (2)

### Public Health Partners

- Tacoma Pierce County Health Department (12)

### Community-Based Organizations

- Centro Latino (2)
- Community Change (2)
- Foundation for Health Generations
- Hope Sparks
- Korean's Women's Association (2)
- North American Syringe Exchange (3)
- Point Defiance Aids Project
- Samoan National Nurses Association (3)
- Solutions for Humanity, Community, Environment (2)

### Other Partners

- Mercy Housing (8)
- Salishan (2)
- The Villages Assisted Living (2)
- Volunteers of America (10)



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# Community Health Worker Training Data

## SW Washington Regional Health Alliance

### NUMBER OF PARTICIPANTS SENT FROM EACH COUNTY

Clark	123
Skamania	0

### IDENTIFIED ROLES OF TRAINING PARTICIPANTS

Community Health Worker	AmeriCorps Member
Health Educator	Patient Advocate
Outreach Worker	Medical Assistant Student
Patient Navigator	Promotoras
Health Promotion Specialist	Peer Counselor
Care Coordinator	Parish Nurse
Case Manager	Paramedic
Caregiver	Registered Nurse
Community Support Worker	

### PARTICIPATING AGENCIES

(One participant unless otherwise noted)

#### Health Care Partners

- Aging and Disability Services (2)
- Angel MedFlight
- Brain Injury Alliance of WA
- Cascade Women's Clinic
- Columbia River Mental Health Services
- Community Health Alliance
- Free Clinic of SW Washington (5)
- Indian Health Service
- Kaiser Permanente (3)
- Legacy Salmon Creek Medical Center
- Lifestyle Health Management
- Lutheran Community Services (6)
- New Day Dental Clinic
- New Heights Clinic
- PeaceHealth Southwest Medical Center (11)
- SeaMar Community Health Centers (14)

#### Public Health Partners

- Clark County Public Health (12)

#### Community-Based Organizations

- Chesterfield Services
- PACT Coalition
- YWCA

#### Education Partners

- Evergreen Public Schools

#### Other Partners

- Columbia River CSO
- Gaffney Counseling & Consulting
- Reside Residential Care
- Second Step Housing
- Vancouver Housing Authority (3)



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