Community Health Worker Training System Data | December 2012 – July 2017

How to Use / Interpret This Document

The Washington State Department (DOH) of Health’s Community Health Workers (CHW) Training System 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 five years, over 1,500 participants have completed the core training system (as of July 2017). 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, list of participating agencies, percentage of graduates by sector and reported language capabilities. 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 System

The CHW Training System sponsored by WA DOH offers standardized training to support CHWs in both clinical and non-clinical settings throughout the 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 100+ plus hours of curriculum is available to participants who successfully complete the core training.

CHW Background

Community Health Workers 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.

Please visit the following web pages for more information:


Questions relating to this document can be forwarded to:

- Scott Carlson  
  email: scott.carlson@doh.wa.gov  
  phone: (360) 236-3792
- or chwts@doh.wa.gov

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

- Community Health Worker
- Community Health Advisor
- Community Health Advocate
- Community Health Promoter
- Outreach Worker
- Outreach Advocate
- Community Health Representative
- Patient Navigator
- Promotora/Promotores de Salud
- Peer Health Advisor
- Peer Counselor
- Lay Health Advisor
- Peer Leader
- And many more
What agencies are graduates working at?

HEALTH CARE PARTNERS
›› Amerigroup RealSolutions: 4
›› CHAS: 5
›› Confluence Health: 3
›› Family Health Centers: 4
›› House of Charity: 3
›› Molina Healthcare: 4
›› NATIVE Project: 5
›› Planned Parenthood: 3
›› Providence Sacred Heart Medical Center: 4
›› Rural Resources Community Action: 4
›› SNAP: 3
›› Volunteers of America Eastern Washington & Northern Idaho: 14
›› Yakima Valley Farm Workers Clinic: 2

PUBLIC HEALTH PARTNERS
›› Northeast Tri County Health District: 7
›› Okanogan County Public Health: 1
›› Spokane Regional Health District: 44

COMMUNITY-BASED ORGANIZATIONS
›› Better Health Together: 6
›› Catholic Charities Spokane: 6
›› Community-Minded Enterprises: 3
›› Lutheran Community Services Northwest: 2
›› YMCA: 9

TRIBAL PARTICIPANTS
›› Confederated Tribes of the Colville Reservation: 5
›› Indian Health Service: 1
›› Kalispel Tribe: 3
›› Spokane Tribe: 2

EDUCATION PARTNERS
›› Washington State University: 4

OTHER PARTNERS
›› Neighborhood Networks: 2
›› Susan G. Komen: 2

What sectors are graduates working in?
This data is self-reported by CHW Training System graduates during the training registration process. All CHW registrants are asked to identify sectors they work with. Graduates were able to select multiple sectors during the registration process and may work in one or more sectors. Total percentage may not add to 100%.

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**Number of Graduates by County**
- Ferry: 7
- Lincoln: 1
- Okanogan: 18
- Pend Oreille: 8
- Spokane: 220
- Stevens: 12

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

**Reported Language Capabilities of Graduates**
- 27 CHW Training System graduates reported bilingual capabilities (11% of total graduates for this region).
- 24% of bilingual CHW Training System Graduates report being fluent in Spanish.
- Ukrainian and German are the 2nd and 3rd most common languages CHWs report being fluent in.
- CHWs also report being fluent in Azeri, Mandarin Chinese, Marshallese, Punjabi, Romanian, Russian, Swahili, Swiss, and Urdu.
What agencies are graduates working at?

**HEALTH CARE PARTNERS**
- Cowlitz Family Health Center: 5
- Mason General Hospital: 2
- Molina Healthcare: 2
- PeaceHealth Southwest Medical Center: 8
- Physicians of Southwest Washington: 2
- Providence St. Peter Hospital: 1
- Sea Mar Community Health Centers: 2
- UnitedHealthcare Community Plan: 2

**PUBLIC HEALTH PARTNERS**
- Cowlitz County Health & Human Services: 5
- Grays Harbor Public Health: 1
- Thurston County Health & Human Services: 2
- Wahkiakum County Public Health: 1

**COMMUNITY-BASED ORGANIZATIONS**
- Cowlitz AmeriCorps Network: 5
- Korean Women’s Association: 1

**EDUCATION PARTNERS**
- Lower Columbia College: 4

**TRIBAL PARTICIPANTS**
- Confederated Tribes of the Chehalis Reservation: 1
- South Puget Intertribal Planning Agency: 1
- Squaxin Island Tribe: 1

**OTHER PARTNERS**
- Evergreen Vista Apartments: 3
- Legacy Salmon Creek Medical Center: 1

What sectors are graduates working in?
This data is self-reported by CHW Training System graduates during the training registration process. All CHW registrants are asked to identify sectors they work with. Graduates were able to select multiple sectors during the registration process and may work in one or more sectors. Total percentage may not add to 100%.

- **Community Based Organization**
  - Church: 6%
  - Housing: 9%
  - Schools: 11%

- **Medical Provider**
  - Clinic: 26%
  - Hospital: 22%
What agencies are graduates working at?

**HEALTH CARE PARTNERS**
- Aging and Disability Services: 7
- Alliance Consistent Care Program: 3
- Columbia Basin Health Association: 13
- Community Health of Central Washington: 9
- Fred Hutchinson Cancer Research Center: 4
- HopeSource: 15
- Kadlec Regional Medical Center: 4
- Planned Parenthood: 5
- Southeast Washington Aging and Long Term Care Council of Governments: 26
- Tri-Cities Community Health: 4
- Tri-State Memorial Hospital: 3
- UnitedHealthcare Community Plan: 2
- Yakima Valley Farm Workers Clinic: 39
- Yakima Valley Memorial Hospital: 5

**PUBLIC HEALTH PARTNERS**
- Benton-Franklin Health District: 5
- Garfield Public Health: 1
- Kittitas County Public Health: 6
- Klickitat County Public Health: 1
- Public Health Foundation of Columbia County: 1
- Yakima County Health District: 3

**EDUCATION PARTNERS**
- Central Washington University: 10
- Columbia Basin College: 32
- Domestic Violence Services of Benton & Franklin Counties: 1
- Northwest Community Action Center: 1
- Washington State University: 4

What sectors are graduates working in?
This data is self-reported by CHW Training System graduates during the training registration process. All CHW registrants are asked to identify sectors they work with. Graduates were able to select multiple sectors during the registration process and may work in one or more sectors. Total percentage may not add to 100%.

### Number of Graduates by County

<table>
<thead>
<tr>
<th>County</th>
<th>Graduates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asotin</td>
<td>2</td>
</tr>
<tr>
<td>Benton</td>
<td>76</td>
</tr>
<tr>
<td>Columbia</td>
<td>3</td>
</tr>
<tr>
<td>Franklin</td>
<td>40</td>
</tr>
<tr>
<td>Garfield</td>
<td>2</td>
</tr>
<tr>
<td>Kittitas</td>
<td>45</td>
</tr>
<tr>
<td>Klickitat</td>
<td>2</td>
</tr>
<tr>
<td>Walla Walla</td>
<td>6</td>
</tr>
<tr>
<td>Whitman</td>
<td>2</td>
</tr>
<tr>
<td>Yakima</td>
<td>97</td>
</tr>
</tbody>
</table>

### Identified Roles of Graduates

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

### Reported Language Capabilities of Graduates

- 68 CHW Training System graduates reported bilingual capabilities (25% of total graduates for this region).
- 91% of bilingual CHW Training System Graduates report being fluent in Spanish.
- CHWs also report being fluent in ASL, Burmese, Filipino, Korean, and Serbian.
### What agencies are graduates working at?

**HEALTH CARE PARTNERS**
- American Lung Association: 2
- Amerigroup RealSolutions: 2
- International Community Health Services: 12
- Lutheran Community Services Northwest: 3
- Neighborcare Health: 40
- Sea Mar Community Health Centers: 28
- Seattle Cancer Care Alliance: 3
- Swedish Medical Center: 3
- UnitedHealthcare Community Plan: 10

**PUBLIC HEALTH PARTNERS**
- Public Health—Seattle & King County: 13

**COMMUNITY-BASED ORGANIZATIONS**
- BABES Network: 2
- Center for Multicultural Health: 3
- Global to Local: 2
- HealthPoint: 8
- Neighborhood House: 1
- YMCA: 6
- YWCA: 5

**EDUCATION PARTNERS**
- University of Washington: 5

**TRIBAL PARTICIPANTS**
- Seattle Indian Health Board: 2
- Snoqualmie Indian Tribe: 1

**OTHER PARTNERS**
- Harborview Medical Center: 2
- Jewish Family Service of Seattle: 2
- Mercy Housing: 12
- Seattle Children’s Hospital: 2

### What sectors are graduates working in?

This data is self-reported by CHW Training System graduates during the training registration process. All CHW registrants are asked to identify sectors they work with. Graduates were able to select multiple sectors during the registration process and may work in one or more sectors. Total percentage may not add to 100%.

![Sector Distribution](image)

- **Community Based Organization**: 56%
- **Church**: 5%
- **Housing**: 10%
- **Schools**: 13%
- **Community Health Center**: 11%
- **Clinic**: 48%
- **Hospital**: 13%
North Central
Community Health Worker Training System Graduate Data

Number of Graduates by County

<table>
<thead>
<tr>
<th>County</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chelan</td>
<td>44</td>
</tr>
<tr>
<td>Douglas</td>
<td>11</td>
</tr>
<tr>
<td>Grant</td>
<td>24</td>
</tr>
<tr>
<td>Okanogan</td>
<td>19</td>
</tr>
</tbody>
</table>

Identified Roles of Graduates

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

Reported Language Capabilities of Graduates

- 23 CHW Training System graduates reported bilingual capabilities (32% of total graduates for this region).
- 91% of bilingual CHW Training System Graduates report being fluent in Spanish.
- CHWs also report being fluent in French and Thai.

What agencies are graduates working at?

**HEALTH CARE PARTNERS**
- Amerigroup RealSolutions: 1
- Cascade Medical Center: 4
- Catholic Family and Child Services: 3
- Chelan Douglas Child Service Association: 5
- Columbia Basin Hospital: 2
- Columbia Valley Community Health Center: 5
- Community Health of Central Washington: 1
- Comprehensive Family Care: 1
- Confluence Health: 13
- Coulee Medical Center: 4
- Family Health Centers: 2
- Molina Healthcare: 1
- Moses Lake Clinic: 1
- Moses Lake Community Health Center: 3
- Quincy Community Health Center: 1
- Quincy Valley Medical Center: 2
- Wahluke Family Clinic: 1

**PUBLIC HEALTH PARTNERS**
- Chelan-Douglas Health District: 1
- Okanogan County Public Health: 1

**TRIBAL PARTICIPANTS**
- Confederated Tribes of the Colville Reservation: 8

**OTHER PARTNERS**
- EPIC: 4

What sectors are graduates working in?

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<table>
<thead>
<tr>
<th>Sector</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Organizations</td>
<td>32%</td>
</tr>
<tr>
<td>Church</td>
<td>11%</td>
</tr>
<tr>
<td>Housing</td>
<td>7%</td>
</tr>
<tr>
<td>Schools</td>
<td>32%</td>
</tr>
<tr>
<td>Medical Providers</td>
<td></td>
</tr>
<tr>
<td>Community Health Center</td>
<td>19%</td>
</tr>
<tr>
<td>Clinic</td>
<td>36%</td>
</tr>
<tr>
<td>Hospital</td>
<td>35%</td>
</tr>
</tbody>
</table>

Community Health Worker Training System Data | December 2012 – July 2017
Number of Graduates by County

<table>
<thead>
<tr>
<th>County</th>
<th>Number of Graduates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skagit</td>
<td>14</td>
</tr>
<tr>
<td>Snohomish</td>
<td>121</td>
</tr>
<tr>
<td>Whatcom</td>
<td>40</td>
</tr>
</tbody>
</table>

Identified Roles of Graduates

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

Reported Language Capabilities of Graduates

- 50 CHW Training System graduates reported bilingual capabilities (27% of total graduates for this region).
- 82% of bilingual CHW Training System Graduates report being fluent in Spanish.
- Arabic and Russian are the 2nd and 3rd most common languages CHWs report being fluent in.
- CHWs also report being fluent in French, Dutch, and Filipino.

What agencies are graduates working at?

**HEALTH CARE PARTNERS**
- Citrine Health: 9
- Community Health Center of Snohomish County: 1
- Everett Clinic: 1
- Evergreen Health: 1
- Island Hospital: 2
- Kaiser Permanente: 1
- Mt. Baker Planned Parenthood: 4
- Sea Mar Community Health Centers: 1
- Swedish Medical Center: 2
- Unity Care NW: 1

**PUBLIC HEALTH PARTNERS**
- Skagit County Public Health: 1

**COMMUNITY-BASED ORGANIZATIONS**
- BABES Network: 1
- Homage Senior Services: 1
- Lutheran Community Services Northwest/Familias Unidas: 26
- North American Syringe Exchange Network: 1
- YMCA: 2
- YWCA: 1

**EDUCATION PARTNERS**
- Trinity Lutheran College: 2
- Whatcom Community College: 2

**TRIBAL PARTICIPANTS**
- Lummi Nation: 3
- Sauk-Suiattle Indian Tribe: 1
- Stillaguamish Tribe of Indians: 6
- Tulalip Tribes of Washington: 6
- Upper Skagit Indian Tribe: 1

**OTHER PARTNERS**
- Denney Juvenile Justice Center: 1

What sectors are graduates working in?

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<table>
<thead>
<tr>
<th>Community Based Organization</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Church</td>
<td>6%</td>
</tr>
<tr>
<td>Housing</td>
<td>6%</td>
</tr>
<tr>
<td>Schools</td>
<td>37%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Medical Providers</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Health Center</td>
<td>31%</td>
</tr>
<tr>
<td>Clinic</td>
<td>27%</td>
</tr>
<tr>
<td>Hospital</td>
<td>12%</td>
</tr>
</tbody>
</table>
Olympic Community Health Worker Training System Graduate Data

What agencies are graduates working at?

HEALTH CARE PARTNERS
- Family First Adult Family Homes: 1
- Forks Community Hospital: 1
- Harrison Medical Center: 1
- Jefferson Healthcare: 1
- Kitsap Eye Physicians: 1
- Olympic Medical Center: 3
- Quileute Health Center: 2

PUBLIC HEALTH PARTNERS
- Jefferson County Public Health: 1
- Kitsap Public Health District: 1

COMMUNITY-BASED ORGANIZATIONS
- YWCA: 2

EDUCATION PARTNERS
- Head Start Sequim: 1
- Peninsula College Medical Assistant Students: 13

TRIBAL PARTICIPANTS
- Jamestown S’Klallam Tribe: 1
- Lower Elwha Klallam Tribe: 1
- Port Gamble S’Klallam Tribe: 1
- Quileute Tribe: 1

OTHER PARTNERS
- Bremerton Housing Authority: 1

What sectors are graduates working in?
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<table>
<thead>
<tr>
<th>Community Based Organizations</th>
<th>Community Health Center</th>
<th>Medical Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Based Organization</td>
<td>37%</td>
<td>60%</td>
</tr>
<tr>
<td>Church</td>
<td>4%</td>
<td>19%</td>
</tr>
<tr>
<td>Housing</td>
<td>10%</td>
<td></td>
</tr>
<tr>
<td>Schools</td>
<td>17%</td>
<td></td>
</tr>
</tbody>
</table>

Number of Graduates by County

<table>
<thead>
<tr>
<th>County</th>
<th>Number of Graduates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clallam</td>
<td>30</td>
</tr>
<tr>
<td>Jefferson</td>
<td>6</td>
</tr>
<tr>
<td>Kitsap</td>
<td>19</td>
</tr>
</tbody>
</table>

Identified Roles of Graduates

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

Reported Language Capabilities of Graduates

- 7 CHW Training System graduates reported bilingual capabilities (9% of total graduates for this region).
- 44% of bilingual CHW Training System Graduates report being fluent in Spanish.
- CHWs also report being fluent in Danish, German, Setswana, and Tagalog.
What agencies are graduates working at?

HEALTH CARE PARTNERS
- Catholic Community Services: 1
- CHI Franciscan Health: 1
- Community Health Care: 8
- Healthcare for the Homeless: 1
- HealthPoint: 1
- International Community Health Services: 1
- MultiCare Tacoma General Hospital: 2
- PAVE: 1
- Sea Mar Community Health Centers: 9
- Summit View Clinic: 2
- UnitedHealthcare Community Plan: 2

PUBLIC HEALTH PARTNERS
- Tacoma-Pierce County Health Department: 12

COMMUNITY-BASED ORGANIZATIONS
- Centro Latino: 2
- Community Change: 2
- Foundation for Healthy Generations: 1
- HopeSparks: 1
- Korean Women’s Association: 2
- North American Syringe Exchange Network: 3
- Point Defiance AIDS Projects: 1
- Samoan National Nurses Association: 3
- Solutions for Humanity, Community, and the Environment: 2

OTHER PARTNERS
- Mercy Housing: 8
- Salishan: 2
- The Villages Assisted Living: 2
- Volunteers of America: 10

What sectors are graduates working in?

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<table>
<thead>
<tr>
<th>Community Based Organization</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Church</td>
<td>15%</td>
</tr>
<tr>
<td>Housing</td>
<td>19%</td>
</tr>
<tr>
<td>Schools</td>
<td>10%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Medical Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Health Center</td>
</tr>
<tr>
<td>Clinic</td>
</tr>
<tr>
<td>Hospital</td>
</tr>
</tbody>
</table>

31 CHW Training System graduates reported bilingual capabilities (21% of total graduates for this region).

68% of bilingual CHW Training System Graduates report being fluent in Spanish.

CHWs also report being fluent in Amharic, Arabic, ASL, French, Garifuna, Kiswahili, Korean, Mandigo, Oromo, Russian and Samoan.
What agencies are graduates working at?

HEALTH CARE PARTNERS
›› Aging and Disability Services: 2
›› Angel MedFlight: 1
›› Cascade Women’s Clinic: 1
›› Columbia River Mental Health Services: 1
›› Community Health Alliance: 1
›› Free Clinic of Southwest Washington: 5
›› Indian Health Service: 1
›› Kaiser Permanente: 3
›› Legacy Salmon Creek Medical Center: 1
›› Lifestyle Health Management: 1
›› Lutheran Community Services Northwest: 6
›› New Day Dental Clinic: 1
›› New Heights Clinic: 1
›› PeaceHealth Southwest Medical Center: 11
›› Sea Mar Community Health Centers: 14

PUBLIC HEALTH PARTNERS
›› Clark County Public Health: 12

COMMUNITY-BASED ORGANIZATIONS
›› Chesterfield Services: 1
›› PACT Coalition: 1
›› YWCA: 1

EDUCATION PARTNERS
›› Evergreen Public Schools: 1

OTHER PARTNERS
›› Brain Injury Alliance of Washington: 1
›› Columbia River Community Services Office: 1
›› Gaffney Counseling & Consulting: 1
›› Reside Residential Care: 1
›› Second Step Housing: 1
›› Vancouver Housing Authority: 3

What sectors are graduates working in?

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Community Based Organization
- Church: 3%
- Housing: 5%
- Schools: 7%

Community Health Center
- Clinic: 14%
- Hospital: 15%

Number of Graduates by County
- Clark: 123
- Skamania: 0

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

Reported Language Capabilities of Graduates
- 14 CHW Training System graduates reported bilingual capabilities (15% of total graduates for this region).
- 71% of bilingual CHW Training System Graduates report being fluent in Spanish.
- CHWs also report being fluent in ASL, Ilocano, Guaraní, Mandarin Chinese, Micronesian Pacific Islander, and Tagalog.