

# Nevada Community Health Worker Association

Overview

Updated  
Dec 7, 2023

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They/Them



**NV CHW**  
*association*

# What is a CHW?

- Lives in or connected to the community
  - Cultural / linguistic competence
- Trusted Member of the Community who builds trust between systems and the community they identify with
  - Frontline public health worker
  - Serve as a liaison, link, or intermediary
  - Facilitate access to services and improve quality
- Reduce ER and urgent care reliance
- Defined by NRS 449.0027
- State Certification Available



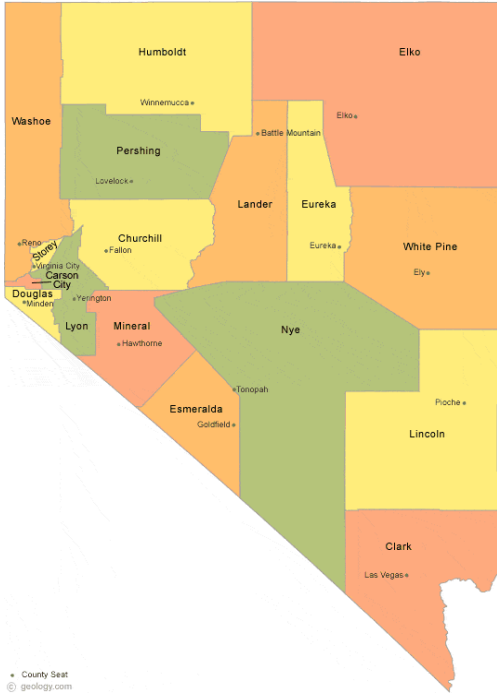
# The CHW Workforce

to build upon and sustain CHWs as healthcare implementers.

- Community Health Worker
- Promotores de Salud (Healthcare Promoters)
- Care Coordinator
- Case Manager
- Resource Coordinator
- Resource Liaison
- Community Health Educator
- Outreach Educator
- Outreach/Enrollment Worker
- Patient Navigator
- Health Advocate
- Peer Advocate and Peer Leader
- Youth Outreach Worker
- Family Advocate
- Guest Service Advocate
- Family Support Worker
- Community Health Representative

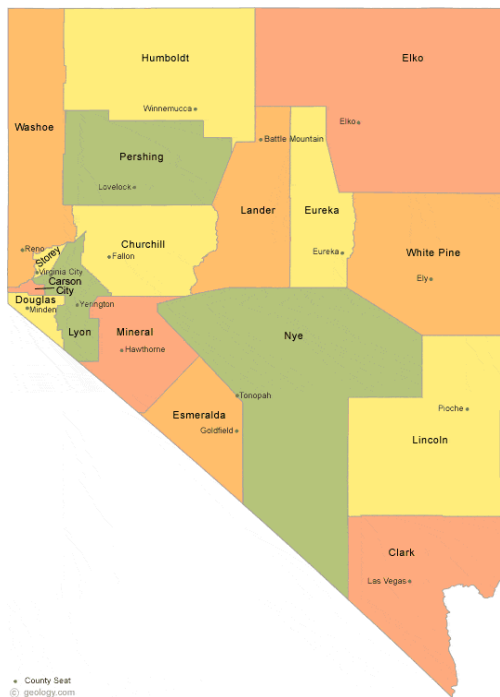


# NEVADA CHW HISTORY



- **2012** – Developed the CHW manual in Nevada
- **2014** – First CHW Curriculum implemented in Nevada
  - College of Southern Nevada (CSN)
  - Truckee Meadows Community College (TMCC)
- **2015** – CDC - PHHS Block Grant
  - Pilot program: Nevada Division of Public and Behavioral Health (DPBH)
  - Hybrid (Online, In-person) training developed
- **2015** – S.B 498
  - Guidelines and oversight on licensure of CHWs
  - Standards for qualification, scope of work, & trainings for CHWs
  - NRS 449.0027 establishes CHW definition

# NEVADA CHW HISTORY (cont.)



- **2016** – Nevada Worker Association established
  - Healthy Communities Coalition of Lyon & Storey Counties
  - First DPBH | NVCHWA CHW Class
- **2018** – Nevada launches CHW certification
- **2020** – Classes move Online
  - Two Zooms and seven weeks of online assignments
- **2021** – Training and worksite increases
  - AB 191 added Provider Type 89 for Chronic Disease Management and Prevention
- **2022** – Capacity Increase
  - 400% increase in enrolment and increase in student diversity

# Career Development

First step for a  
more representative  
healthcare workforce



# CHW Training Programs in Nevada



**NVCHWA**  
NV Community Health  
Worker Association



**TMCC**  
Truckee Meadows  
Community College



**CSN**  
College of Southern Nevada

**CASAT**



Many Peers are Cross Trained as CHWs



**AHEC** *(in development)*  
High Sierra Area Health Education Center

# Train the Trainer Manual

## *Nationally Developed CHW Instructor Training*

approved by  
Nevada Department of  
Public Behavioral Health



### **Communication Activity**





# CHW Education

(8-week course 40 hours)

## 7 Hours Live Instruction

- Cultural Competence
- Communication
- Present Case Study
- Roles and Boundaries

## Weekly Forums

- Public Health Mentor
- Agency Networking

## ONLINE COURSEWORK

Week 1 – Welcome and Orientation

Week 2 – Organizational Skills

Week 3 – Documentation Skills

Week 4 – Understanding Disparities  
and Social Determinants of Health

Week 5 – Assessment Skills

Week 6 – Service Coordination Skills

Week 7 – Writing and Developing a  
Case Study

Week 8 – Conclusion Zoom

# NEVADA DIVISION OF PUBLIC HEALTH HEALTH CHRONIC DISEASE PREVENTION AND HEALTH PROMOTION

Nevada Division of Public and Behavioral  
Health Chronic Disease Prevention and Health  
Promotion

Community Health Worker Handbook



## Handbook Sections

1. Introduction
2. Roles and Responsibilities
3. Liability of Practice
4. Code of Conduct
5. Outreach & Home Visit Safety
6. Case Management Services
7. Boundaries

# The 13 CHW Competencies



The Community  
Health Worker  
Core Consensus  
Project  
TTUHSC EL PASO

## 1. ADVOCACY SKILLS

- Connect clients with the right health care
- Involve the community in clients' issues by promoting causes and using existing resources
- Educate community members, legislators, the media and other professionals or organizations about clients' issues
- Use social media as an advocacy platform

## 2. COMMUNITY OUTREACH AND ENGAGEMENT

- Build and strengthen communities
- Educate community members about programs and services that benefit them using community outreach
- Understand various populations and how to communicate with them
- Understand the needs of different populations
- Learn to build collaborative relationships with colleagues and partners

## 3. COMMUNICATION SKILLS

- Learn about the different ways we communicate, including verbally and non-verbally
- Use active and empathetic communication skills
- Look out for and overcome barriers to communication
- Be a clearer communicator, both when speaking and when writing
- Connect clients to resources in their language, including medical interpreters and translated documents

## 4. PROMOTING HEALTHY LIFESTYLES/HEALTHY EATING ACTIVE LIVING (HEAL)

- Inform clients about the benefits of healthy eating and physical activity
- Help clients manage or even avoid chronic illness by adopting healthy lifestyle habits
- Improve health outcomes
- Strengthen community linkages
- Overcome barriers to healthy choices in environments, including food insecurity and other limitations

## 5. CULTURAL COMPETENCE AND RESPONSIVENESS

- Understand the role culture plays in a person's health, including behaviors, language, customs, beliefs, and perspectives
- Learn culturally appropriate and respectful ways of communicating
- Use empathy to connect with people who come from various backgrounds
- Deliver health care services that meet the social, cultural, and linguistic needs of patients to avoid health disparities
- Build relationships with partners and colleagues to deliver culturally and linguistically appropriate services

## 6. SERVICE COORDINATION SKILLS

- Improve collaboration among team members
- Appreciate the importance of support roles in case management
- Learn to leverage community resources in patient care
- Become an effective liaison with sources outside the community
- Effectively manage cases from first instance to follow-up

## 7. INDIVIDUAL AND ASSESSMENT SKILLS

- Develop a keen understanding of contextual factors in assessing individuals within your community
- Discover formal assessment methods to get actively involved in community initiatives
- Feel confident designing, implementing, and interpreting individual assessments, including home evaluations
- Learn to design, implement, and interpret community-wide assessments and initiatives
- Help teams channel define unique needs within the community

# The 13 CHW Competencies



The Community  
Health Worker  
Core Consensus  
Project  
TTUHSC EL PASO

## 8. HEALTH INSURANCE BASICS

- Understand the local health insurance landscape
- Help patients successfully navigate the intricacies of health insurance
- Connect community members with the resources that best serve their needs and the key role preventive services play in long-term health
- Provide accurate information about the types of insurance and the medical services available to the community, as well as potential costs
- Inform the legal and technical aspects of the healthcare industry

## 9. TEACHING SKILLS

- Improve the ability to break complex topics into manageable information
- Collect pertinent health information from and for community members
- Plan and conduct health classes for varied audiences
- Use cultural context to bring accurate, relevant information to community members
- Measure community members' understanding in key health issues to help predict outcomes

## 10. ORGANIZATIONAL SKILLS

- Organize schedules, shifts, and reporting on team members and priorities to maintain clear communication with supervisors or the work team
- Plan goals for individuals and the organization, taking priorities, budget, and other aspects into account
- Establish a safe space for coworkers with open, clear communication
- Take charge of event organization, both internal and external (workshops, outreach efforts, educational presentations, and more)
- Oversee project development and ensure that priorities and objectives are being met

## 11. COMMUNITY CAPACITY BUILDING

- Help team and community members explore their capacities
- Empower the community to make conscious choices
- Build connections, support, and allyship within communities
- Help individuals advocate for themselves through empowerment and education
- Lead community initiatives confidently, as well as identify local leaders and provide them with support

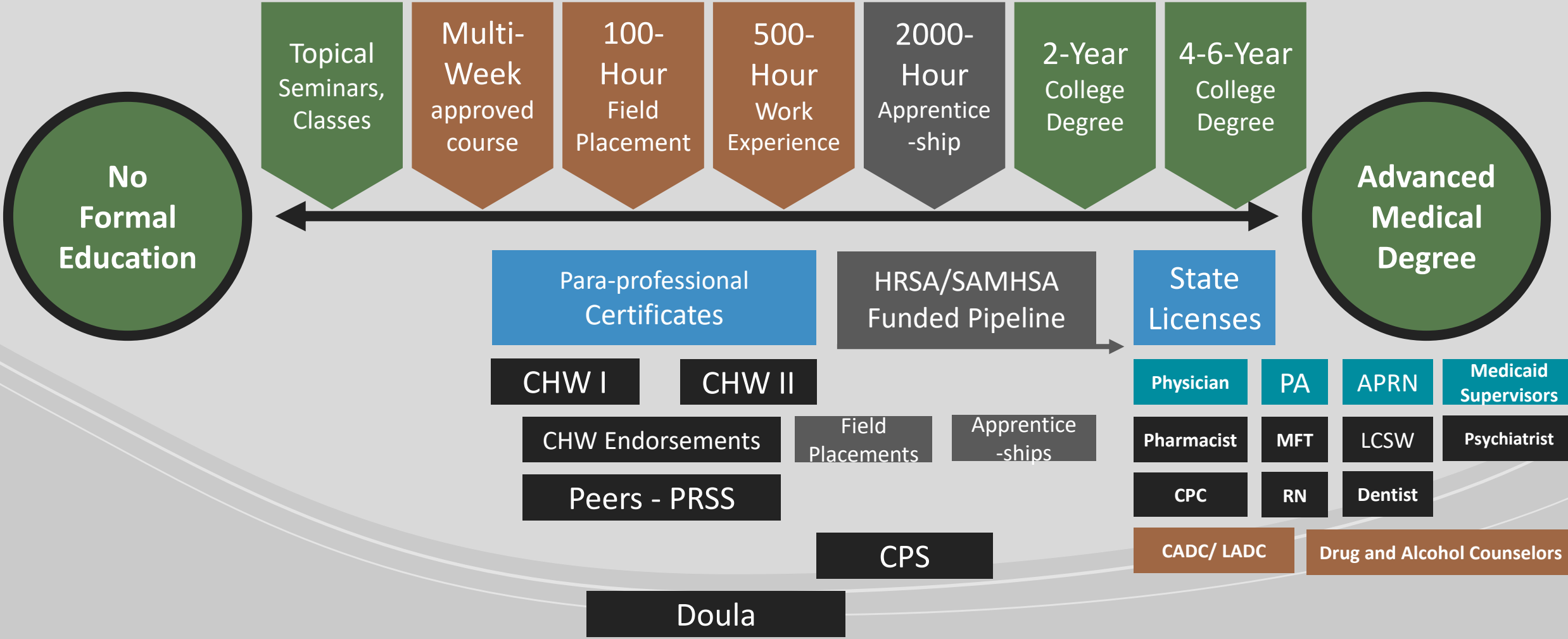
## 12. PROFESSIONAL CONDUCT AND INTERPERSONAL SKILLS

- Learn to manage time, resources, and priorities on an individual basis while balancing stressors
- Assess situations and determine risk factors and potential solutions
- Utilize the available resources to their best potential, including technology, assessment tools, and more
- Adhere to ethical and standards including codes of ethics, laws, bills, and other institutional guidelines
- Assume professional education and self-improvement as a pillar for personal development

## 13. PUBLIC HEALTH

- Develop a deep understanding of the public health structure
- Understand the role and responsibilities that fall on CHW's shoulders as frontline health workers
- Identify challenges and opportunities in communities by addressing the four pillars of public health
- Combine theoretical knowledge and culturally relevant experience to understand public health on a local scale
- Dive into the complex nature and root causes of some of today's biggest health challenges, and explore how these affect healthcare services and populations

# Educational Levels, Certifications, and Work Experience



# CHW CERTIFICATIONS



[nevadacertboard.org](http://nevadacertboard.org)

<b>CHW I</b>	<ul style="list-style-type: none"><li>• Nevada Division of Public and Behavioral Health (DPBH) Approved Training</li><li>• Signed Code of Ethics</li><li>• \$75 Certification fee</li></ul>
<b>Endorsements</b>	<ul style="list-style-type: none"><li>• Early Childhood<ul style="list-style-type: none"><li>• <i>Pilot Cohort Active with The Children's Cabinet</i></li></ul></li></ul>
<b>CHW II</b>	<ul style="list-style-type: none"><li>• High School diploma or equivalency</li><li>• DPBH Approved Training</li><li>• 44 hours of approved education</li><li>• 500 hours of relevant work</li><li>• 50 hours of closely supervised experience</li><li>• Signed Code of Ethics</li><li>• \$150 Certification fee</li></ul>

# Medicaid Reimbursement after AB 191

- **CHWs are now Provider Type 89**

- Active reimbursement for Chronic Disease Prevention and Management in 30-minute units
- Latest updates and information: [nvchwa.org/employers](http://nvchwa.org/employers)
- The Nevada ROI Study used for AB 191 -  
[http://dpbh.nv.gov/uploadedFiles/dpbh.nv.gov/content/Programs/CHW/dta/Publications/CHW ROI Report 9-26-17.pdf](http://dpbh.nv.gov/uploadedFiles/dpbh.nv.gov/content/Programs/CHW/dta/Publications/CHW%20ROI%20Report%209-26-17.pdf)
- 4 units in a 24-hour period not to exceed 24 units per month
- Enrollment Checklist:  
[https://www.medicaid.nv.gov/Downloads/provider/NV EnrollmentChecklist PT89.pdf](https://www.medicaid.nv.gov/Downloads/provider/NV%20EnrollmentChecklist%20PT89.pdf)

# CHWs in Behavioral Health

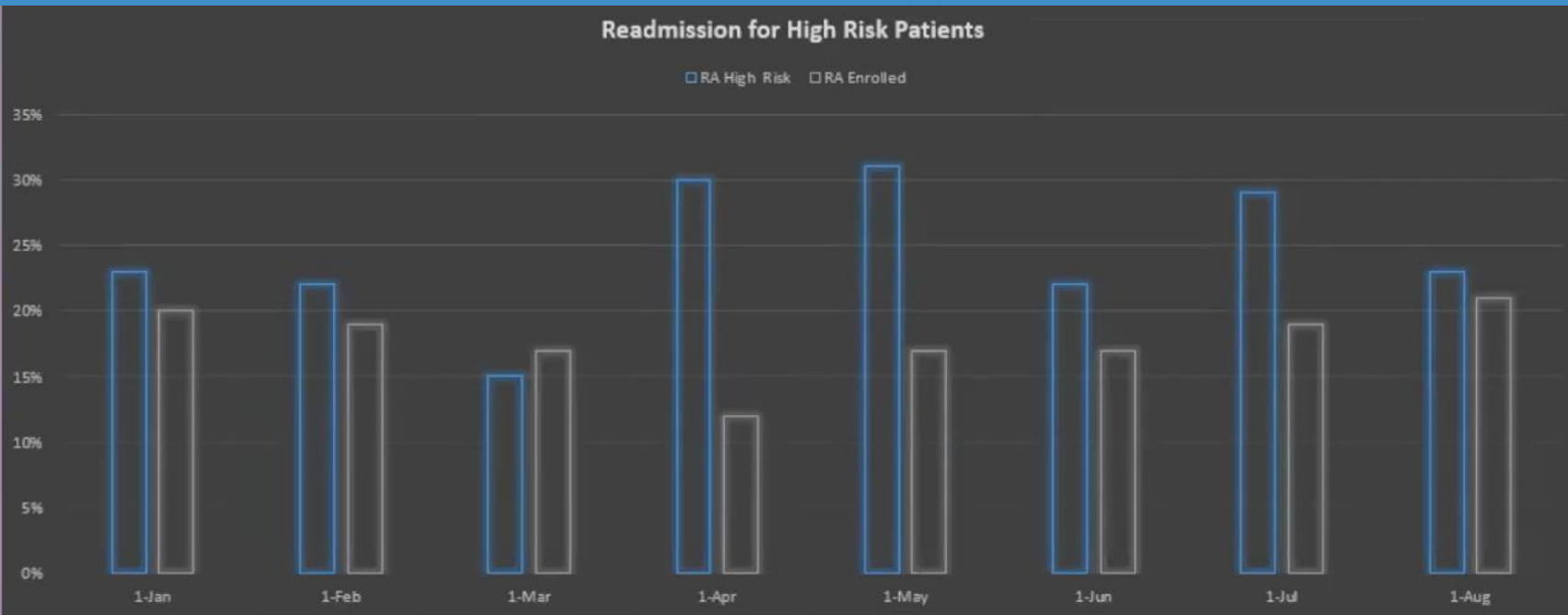




# CHWs in Behavioral Health and SB117 Additions

- **Projected Additions to CHW Supervisors reimbursement in 2024:**
  - Dentist (PT22)
  - Licensed Clinical Social Worker LCSW (PT 14-302)
  - Licensed Marriage and Family Therapist LMFT (PT 14-306)
  - Clinical Professional C CPC (PT 14-307)
  - Ordering, Prescribing & Referring OPR (PT 14-400)
  - Nurse Midwife (PT 74)
  - Nurse Anesthetist (PT72)
- CHWs require more supervision than licensed professionals

# CHW Impact on Renown Readmission Rates

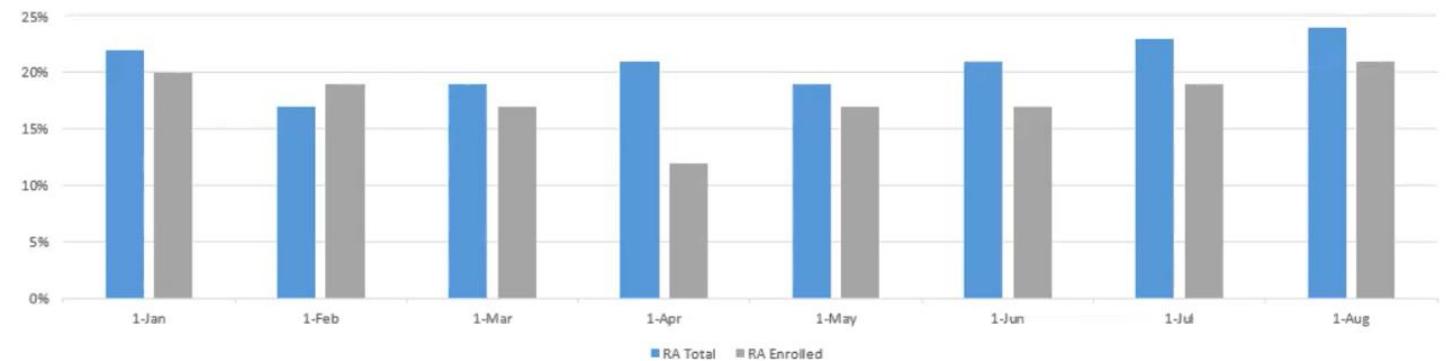


Renown reports a \$2/\$1 savings

- Transitional Care
- Outpatient support

## KEY

- Pre-Pandemic Dark
- Post-Pandemic Light
- Hospital rates in Blue
- CHW clients in Gray



# Additional Information

NV Community Health  
Worker Association  
info@nvchwa.org  
nvchwa.org

Jay Kolbet-Clausell  
Program Manager  
jay@hcclsc.org

Join the Facebook Group:  
[facebook.com/groups/nvchw](https://facebook.com/groups/nvchw)

Follow the Focus Page  
[nvchwa.org/focus](https://nvchwa.org/focus)

# CHW Utilization Meter

Red identifies active  
CHW programs in NV



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