

# Noncredit Community Health Worker Training Program

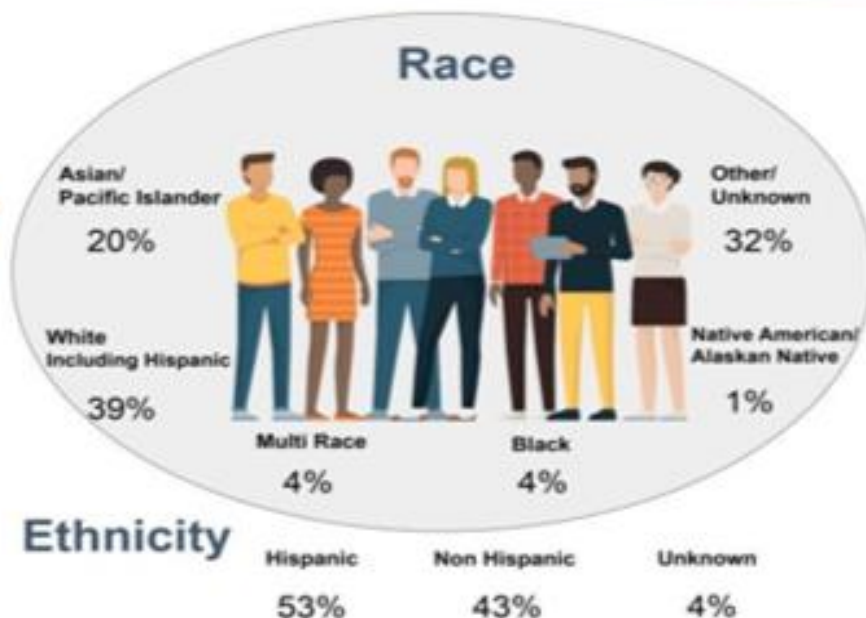
Julia Barba, MPH, Community Health Partnership  
Ann Cowels, MSN, RN, Mission College

November 10, 2020

West Valley – Mission Community College District Board of Trustees



# 2019 Profile of Community Health Centers



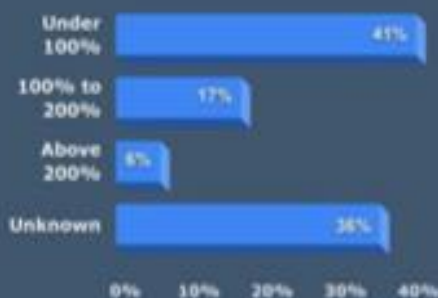
Patients

166,801

Encounters

490,351

### Income Level by FPL



In Santa Clara County, the annual household living wage income for a family of four is: \$98,682. Most of our families' household incomes are less than \$52,400 per year when calculated for a family of four.

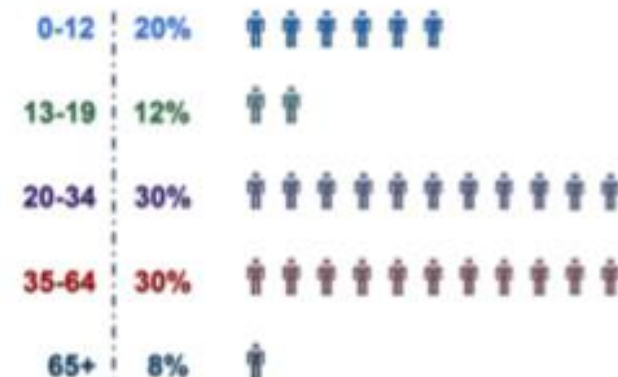
### Payment Source



### Gender



### Age



# Background and Overview

## Growing need for Community Health Workers (CHWs)

- Front line public health care workers
  - Linking communities → health services
  - Focus on individuals with chronic conditions, mental illnesses and substance use
- 2015 Mission College started CHW DACUM, HWI, Cynthia Harrison
  - Began process to revise CHW credit program, finalized in 2018
  - Interested in partnering with community partner to tailor program and meet employment health care workforce needs
- Community Health Centers Need
  - Emerging programs, i.e. Whole Person Care, Global Payment Program
  - Address broader health needs outside of the clinic walls
    - Ex: food access, chronic disease management, etc.



# CHW Role and Key Skills – working with MDs, RNPs, MSWs, MPHs, etc.

- Outreach and Community Mobilization
- Community/cultural liaison
- Care management and care coordination
- Home-based support
- Health promotion and health coaching
- System navigation
- Communication skills, Knowledge about community health issues
- Service-coordination skills, teaching skills, organizational skills

# Curriculum Development

The lessons and content for the classes were tailored to two resources, taught by Instructor Ann Cowels:

- *Foundations for Community Health Workers*
- *Centers for Disease Control: CHW Training Resource for Preventing Heart Disease and Stroke*

CHP Certified Facilitators and Guest Lecturers trained in:

- Motivational Interviewing, Health Policy & Advocacy and Addiction Rehabilitation.

During Spring and Summer 2020, Julia Barba & Ann Cowels:

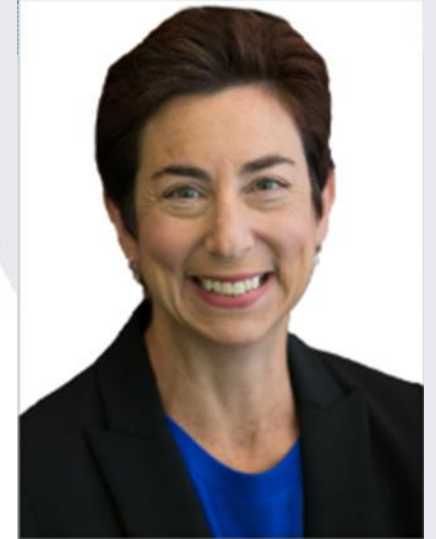
- Determine content, lectures, activities, class materials and externship guidelines.
- Secure six externship placement sites through EAA



# Supervisor Susan Ellenberg

## *Santa Clara County Board of Supervisor, District 4*

- Champion to support the pilot CHW accelerated program with a cohort of at least 20 students
- Recommends inventory item of one-time grant of \$85,000 to CHP relating to their partnership with Mission College
- Establish ongoing workforce of CHWs to work with patients in the safety-net system
- The one-year project will accomplish the following major activities:
  - Curriculum Development
  - Identification of Student Cohort
  - Established Agreements with Participating Community Health Center Sites
  - Implementation of Curriculum & Successful Completion of Student Cohort
  - Placement of Students at Community Health Centers to Complete Internship
  - Evaluation and Tracking
  - Plan for program sustainability and supports for completing students in collaboration with local health care providers and potential CHW employers



Susan Ellenberg  
District 4

# Budget Noncredit Community Health Worker

- Community College Funding Legislation-Career Development and College Prep established **Noncredit categories**: ESL, Elementary and Secondary Basic Skills, **Short-term Vocational, and Workforce Preparation**. (Eligible for enhance funding) Lead to certificate of completion.
- Design of CHW curriculum to faculty, paid from Health Workforce Institute (State Chancellors Office Total \$10,000.00 (2015-2017))
- Faculty expense- 3 courses at .167 load each = .501 Total Load/semester
- Books-\$2,500 (future each student will pay \$100.00 per book)
- Binders and copy cost of contents- \$2,124 (costs covered by Perkins Funds?)
- Sub total: \$ 14,624.00 Plus salary instructor (Full time or Associate faculty member)

# Partnership with Mission College & Community Health Partnership

**Spring 2019:** Mission College, Dept. of Health Occupations & Community Health Partnership discuss an accelerated program for current employees

**Summer 2019:** SCC Board of Supervisor Susan Ellenberg champions *Community Health Worker Safety-Net Training Project* as a budget inventory item

**Fall of 2019:** Community Health Partnership begins recruitment for inaugural cohort; Mission College begins restructuring curriculum for non-credit 12 week program

**Spring 2020:** Noncredit adult education CHW Program is submitted to CA community colleges for approval



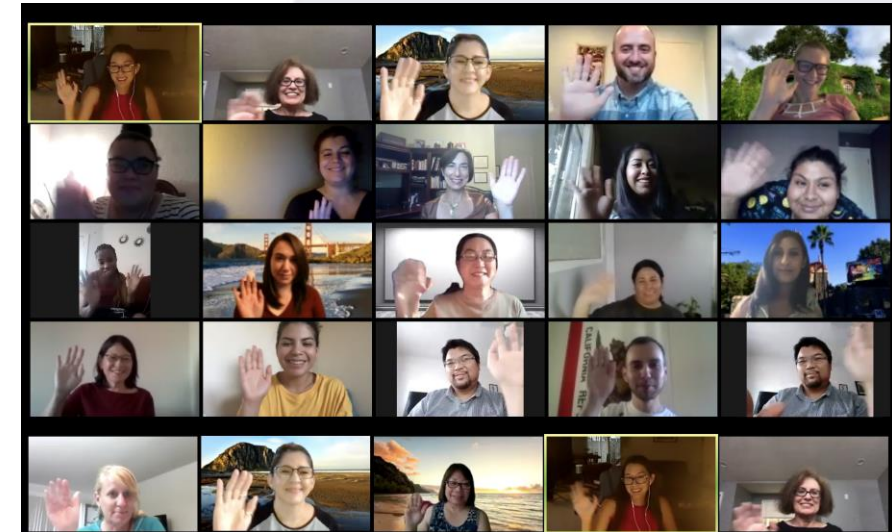
# Overview of CHW Program

Certificate of Completion; 162 hours

- Introduction to Community Health Worker
- Introduction to Chronic Disease Management
- Externship for Community Health Worker

Total of 21 students:

Community Health Center staff & Mission College students



# Externship-Melanie Zamora, RFHN

**Externship Location (Sept 03-Oct 29):** MayView Community Health, a member of Ravenswood Family Health Network in Mountain View, CA

**MayView's Mission:** provide culturally competent preventative primary medical care services to medically under-resourced communities in the Santa Clara County.

**Externship Objective:**

Increase Primary Care Access Program (PCAP) enrollment through outreach and educational materials, which will improve access to medical health services for the uninsured and undocumented population in our community.

**Externship Outcomes:**

**Personal Development**

- Strengthen listening and communication skills
- Strengthen technical and artistic skills
- Strengthen leadership and team work skills

**Professional Development**

- Obtained information about health coverage options for uninsured and undocumented patients
- Screened and referred patients for PCAP
- Successfully enrolled about 30 uninsured patients for PCAP
- Created an educational brochure

# Externship-Melanie Zamora, RFHN

## Outside – English Brochure

## Inside – English Brochure

### YOUR DOCUMENT CHECK-LIST


- o **Proof of Residency in Santa Clara County**
  - Rental Contract/Lease
  - Mortgage Statement
  - Utility Bill (Water, Electric Gas, Garbage)
- o **Proof of Identity (Photo ID Required)**
  - Driver's License
  - Passport
  - Government-issued ID Card
  - Work or School ID Card
- o **Proof of Income**
  - Check Stubs (all stubs not older than 45 days from application date)
  - Tax Return (current tax year)
  - Award Letter (Social Security, Disability, Unemployment, Worker's Compensation)
  - Cash Income Statements (including tips)
  - Military Benefits Statement
  - Rental Income Receipts

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**OTHER LOCATIONS TO GET A FINANCIAL ASSISTANCE APPLICATION PACKET:**

SCVHHS Patient Access Department  
770 South Bascom Avenue  
San Jose, CA 95128

Valley Health Center Sunnyvale  
660 South Fair Oaks Avenue  
Sunnyvale, CA 94086




**Mountain View**  
900 Miramonte Avenue |  
2nd Floor  
Mountain View, CA 94040  
Phone: (650) 327-8717

**Palo Alto**  
270 Grant Avenue  
Palo Alto, CA 94306  
Phone: (650) 327-8717

**Sunnyvale**  
785 Morse Avenue  
Sunnyvale, CA 94085  
Phone: (650) 327-8717

**PCAP**  
**Primary Care**  
**Access Program**


PCAP is administered by  
Valley Health Network

PCAP Information Line  
1-888-363-3394 (toll-free)

### What is PCAP?

The Primary Care Access Program (PCAP)

- is a low-cost coverage program that provides primary health care services to low-income adults living in Santa Clara County who do not have health insurance





### Who is eligible?

PCAP is available to individuals meeting the following criteria:


- Age 19 or older
- Resident of Santa Clara County
- Household income less than or equal to 200% of the Federal Poverty Level

**Not eligible for:**

- Full Scope Medi-Cal coverage
- Covered California subsidies
- Employer health insurance




**Renee Cosio**   **Rosa Mendoza**



**Step 1:**  
If you are a Mayview patient and you are interested in applying contact Renee or Rosa to complete financial assistance packet (FAA) at the clinic

**Step 2:**  
Provide copies of proof of identification, proof of Santa Clara County residency, proof of income

If your coverage has expired, you must re-enroll. Please contact Renee or Rosa for further details

\*English and Spanish versions available

# Program Highlights



- 21 students started and 100% on track to completion!
- 6 organizations participated for externship placement sites
- Program materials created to use for future cohorts

*“For most helpful, I found the stroke portion of the course...with primary care we serve a lot of people with diabetes, so it was nice to learn more information on strokes,...after that section I started to notice it more in our patients, and I found 2 [patients] to actually work with after, this information helped to better understand their plan.”*

*“The program is patient centered”*

*“I personally believe that they're going to help me in my setting whenever I'm serving patients with different health issues.”*

*“ I think that this should be the prerequisite to actually starting hands on with patients, because it covers all areas and I think the information is valuable, especially starting with the background of what a CHW is and establishing boundaries so we're fully vested and are helpful.”*

# Next Steps:

- Plan another cohort in Summer 2021
  - June 2021-August 2021
- Revise program content based on evaluation
- Recruitment of full-time faculty members in Health & Occupations
  - Specific role to continue non-credit Community Health Worker Program

