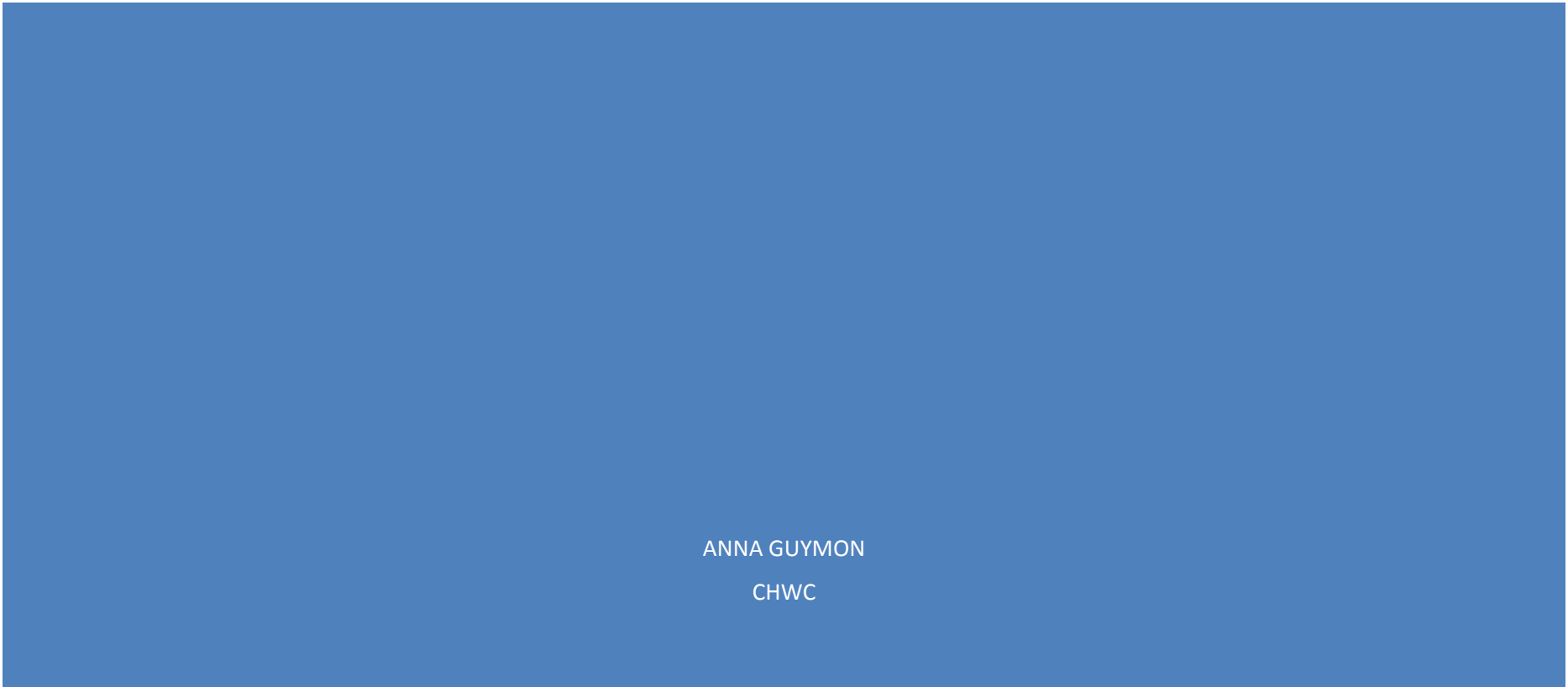




# CHWC WFD ACTION PLAN 2017-2018



ANNA GUYMON  
CHWC

## Contents

Goal #1: DEVELOP A STANDARDIZED CORE SKILLS TRAINING FOR CHWS IN UTAH .....	2
1.1 SYNTHESIZE SELECTED CURRICULA TO DEVELOP UTAH-SPECIFIC CHW CORE SKILLS TRAINING .....	2
1.2 ENSURE THE FINAL TRAINING PRODUCT SUPPORTS ALL CORE COMPETENCIES RECOGNIZED BY THE CHWC (SCOPE OF PRACTICE , CORE SKILLS) .....	2
Goal#2: IMPLEMENT A STANDARDIZED CORE SKILLS TRAINING FOR CHWS IN UTAH .....	3
2.1 ASSESS FEASIBILITY OF DIFFERENT DELIVERY MECHANISMS FOR TRAINING .....	3
2.2 CREATE INFRASTRUCTURE for STATEWIDE TRAINING .....	6
2.3 DEVELOP A PROMOTION/COMMUNICATIONS PLAN FOR TRAINING RECRUITMENT.....	7
2.4 IMPLEMENT TRAINING .....	7
Goal#3: EVALUATE STANDARDIZED CHW CORE SKILLS TRAINING.....	8
3.1 MEASURE EFFECTIVENESS OF TRAINING.....	8
Goal#4: DEVELOP PROCESS TO OFFER CONTINUING EDUCATION (SUPPLEMENTAL MODULAR TRAINING) .....	8
4.1 COLLECT ENVIRONMENTAL SCAN OF SUPPLEMENTAL MODULAR TRAINING FOR CHWs.....	8
4.2 DEVELOP PROCESS FOR APPROVING SUPPLEMENTAL TRAINING FOR CONTINUING EDUCATION .....	9
Goal #5: OFFER CERTIFICATION FOR COMPLETION OF CORE SKILLS TRAINING .....	9
5.1 DEVELOP CERTIFICATION PROCESS .....	9
5.2 TRACK CERTIFICATION and CONTINUING EDUCATION .....	11

**Goal #1: DEVELOP A STANDARDIZED CORE SKILLS TRAINING FOR CHWS IN UTAH**

**1.1 SYNTHESIZE SELECTED CURRICULA TO DEVELOP UTAH-SPECIFIC CHW CORE SKILLS TRAINING**

**SMART Objective:** By January 31, 2017, ownership, use and availability of the final curriculum will be determined by the CHWC.

**SMART Objective:** By February 15, 2017, all necessary legal release(s) for use of the curriculum will be collected by the CHWC.

**SMART Objective:** By March 31, 2017 the CHW writing group will complete the synthesis of the Utah Women and Girls (UWAG) and IMPaCT (University of Pennsylvania) curricula to create a Utah-specific CHW Core Skills training.

Key Activities/Tasks	Timeline	Milestones	Person(s) Responsible	Completed Y/N <i>Any product or report developed to support activity/task should be noted here.</i>
Discussion to establish clear roles, ownership, use and availability of final curriculum	1/6/2017-1/31/2017	Clearly defined roles and responsibilities	CHWC leadership, UDOH CHW Section leadership	YES, MOU between CHW Coalition and UPHA CHW Section established
CHWC WFD leadership obtain any required legal release forms from UWAG and UPenn for use of curriculum	1/6/2017-2/15/2017	Legal release documents	CHW Writing Group	Content was inspired by both curricula, but not copied
CHW Writing group meet weekly to develop/synthesize curriculum	11/2016-6/25/2017	Modules developed	CHW Writing Group	YES, completed in June 2017

**1.2 ENSURE THE FINAL TRAINING PRODUCT SUPPORTS ALL CORE COMPETENCIES RECOGNIZED BY THE CHWC (SCOPE OF PRACTICE , CORE SKILLS)**

**SMART Objective:** By April 9, 2017, using the curriculum evaluation rubric tool, Scope of Practice and Core Skills documents, all modules of the synthesized curriculum will be reviewed and scored by assigned members of the CHWC WFD workgroup.

**SMART Objective:** By April 30, 2017, the CHWC WFD will achieve consensus on final product to be presented to Advisory Board for approval in May.

**SMART Objective:** By June 30, 2017, the CHWC WFD recommendations on the training curriculum will be presented and approved by the Advisory Board.

Key Activities/Tasks	Timeline	Milestones	Person(s) Responsible	Completed Y/N <i>Any product or report developed to support activity/task should be noted here.</i>
Assign WFD members to review synthesized curriculum modules	Bi-weekly basis through 3/27	Members complete review bi-weekly	Workgroup Co-Chairs	YES, completed. Timeline pushed back several times, but each

CHW WORKFORCE DEVELOPMENT WORK GROUP ACTION PLAN 2017-2018

				session assigned at least two reviewers.
Module review and scoring	Bi-weekly basis 1/23, 2/6, 2/20, 3/13, 3/27, 4/9	Completed review using curriculum evaluation rubric, Scope of Practice and Core Skills documents.	Workgroup members	YES, completed reviews in June 2017.
Final discussion of review in WFD meeting	4/10	Consensus achieved		YES, workgroup achieved consensus on 6/27/17.  <i>DOCUMENT: Crosswalk document/spreadsheet was developed to allow for ease of access in reading reviews and to ensure transparency in review process.</i>
Presentation to Advisory Board on training product	5/10	Advisory Board approval	Jessica and Sarah M.	YES, presentation made to Advisory Board on 6/28/2017. Unanimous approval of training curriculum.

**Goal#2: IMPLEMENT A STANDARDIZED CORE SKILLS TRAINING FOR CHWS IN UTAH**

**2.1 ASSESS FEASIBILITY OF DIFFERENT DELIVERY MECHANISMS FOR TRAINING**

**SMART Objective:** By April 30<sup>th</sup>, 2017, WFD Co-Chairs will assign workgroup members to develop a feasibility plan/recommendations for training delivery mechanisms/sites.

**SMART Objective:** By September 30<sup>th</sup>, 2017, the Feasibility subgroup will present feasibility plan recommendations to workgroup for consensus.

**SMART Objective:** By September 30<sup>th</sup>, 2017, WFD workgroup to reach consensus on feasibility recommendations for training delivery.

**SMART Objective:** By September 30<sup>th</sup>, 2017, WFD Co-Chairs will present workgroup recommendations for training implementation for approval by the Advisory Board.

**SMART Objective:** By September 30<sup>th</sup>, 2017, the Advisory Board will approve training implementation recommendations.

Key Activities/Tasks	Timeline	Milestones	Person(s) Responsible	Completed Y/N  <i>Any product or report developed to support activity/task should be noted here.</i>
----------------------	----------	------------	-----------------------	--

CHW WORKFORCE DEVELOPMENT WORK GROUP ACTION PLAN 2017-2018

Determine minimum number of trainings to be conducted annually per delivery mechanism.	2/1-4/28	Feasibility plan developed.	Anna, Starr, Levi, Sarah M., Alexis	This criteria will be determined by site/setting
Establish feasible delivery mechanism(s) and sites for training	2/1-4/28	Feasibility plan developed.	Anna, Starr, Levi, Sarah M., Alexis	YES, Feasibility Plan developed in August 2017. <i>Document: Feasibility Plan report/recommendations developed</i>
Determine minimum/maximum participant enrollment for each training (based on delivery mechanism).	2/1-4/28	Feasibility plan developed.	Anna, Starr, Levi, Sarah M., Alexis	YES, Feasibility Plan developed in August 2017. <i>Document: Feasibility Plan report/recommendations developed</i>  ***Ultimately, this criteria will be determined by the setting (Community/Public, Worksite/Employer, Academic)
Establish costs per participant based on delivery mechanism	2/1-4/28	Feasibility plan developed.	Anna, Starr, Levi, Sarah M., Alexis	YES, Feasibility Plan developed in August 2017.  ***Ultimately, this criteria will be determined by the setting (Community/Public, Worksite/Employer, Academic)

CHW WORKFORCE DEVELOPMENT WORK GROUP ACTION PLAN 2017-2018

				<i>Document: Feasibility Plan report/recommendations developed</i>
Establish materials needed for participants and facilitators	2/1-4/28	Feasibility plan developed.	Anna, Starr, Levi, Sarah M., Alexis	YES, Feasibility Plan developed in August 2017. <i>Document: Feasibility Plan report/recommendations developed</i>
Establish minimum number of registered CHWs required to hold training	2/1-4/28	Feasibility plan developed.	Anna, Starr, Levi, Sarah M., Alexis	Recommendation made in Feasibility Report.  This criteria will be determined by the setting (Community/Public, Worksite/Employer, Academic)
Develop recommendations for reimbursement rate for facilitators	2/1-4/28	Feasibility plan developed.	Anna, Starr, Levi, Sarah M., Alexis	YES, Feasibility Plan developed in August 2017.
Establish who will pay facilitators and how they will be paid (depending on delivery mechanism)	2/1-4/28	Feasibility plan developed.	Anna, Starr, Levi, Sarah M., Alexis	This criteria will be determined by the setting (Community/Public, Worksite/Employer, Academic)
Identify scholarship opportunities/funding sources for CHWs	2/1-4/28	Feasibility plan developed.	Anna, Starr, Levi, Sarah M., Alexis	YES, Feasibility Plan developed in August 2017.

## 2.2 CREATE INFRASTRUCTURE for STATEWIDE TRAINING

**SMART Objective:** By October 16<sup>th</sup>, 2017, the CHW Writing Team will conduct a day-long “practice” session with selected CHWs and WFD leadership to observe delivery of content

**SMART Objective:** By October 16<sup>th</sup>, 2017, CHW Core Skills Practice Session observers will provide written compilation of remarks/evaluation to WFD workgroup.

**SMART Objective:** By October 16<sup>th</sup>, 2017, WFD Co-Chairs will assign workgroup members to develop training implementation plan to include a timeline with recommendations for trainer criteria, authorized training sites, promotion/recruitment, implementation and evaluation.

**SMART Objective:** By October 30<sup>th</sup>, 2017, as part of the Training Implementation plan, assigned WFD workgroup members will develop recommendations for trainer criteria and authorized training sites.

**SMART Objective:** By November 30<sup>th</sup>, 2017, the WFD workgroup to reach consensus on designated training sites and trainer criteria.

**SMART Objective:** By November 30<sup>th</sup>, 2017, the WFD Co-Chairs will present criteria for trainers and training sites to Advisory Board.

**SMART Objective:** By November 30<sup>th</sup>, 2017, the Advisory Board will approve criteria for trainers and training sites.

**SMART Objective:** By December 30<sup>th</sup>, 2017, the WFD workgroup will establish a Train the Trainer training date, location, trainers and schedule.

**SMART Objective:** By January 31<sup>st</sup>, 2018, the Utah Department of Health, EPICC program will provide the core skill training implementation and evaluation platform.

**SMART Objective:** By February 28<sup>th</sup>, 2018, \_\_\_\_\_ will implement at least one standardized CHW Core Skills Training

Key Activities/Tasks	Timeline	Milestones	Person(s) Responsible	Completed Y/N <i>Any product or report developed to support activity/task should be noted here.</i>
Select CHW trainers and establish signed agreements.		Implementation plan developed.		
Create application/registration form for CHW Core Skills training		Implementation plan developed.		
Develop training schedule		Implementation plan developed.		
Coordinate facilitator schedules for training		Implementation plan developed.		

**2.3 DEVELOP A PROMOTION/COMMUNICATIONS PLAN FOR TRAINING RECRUITMENT.**

**SMART Objective:** By January 31<sup>st</sup>, 2018, \_\_\_\_\_ will develop and implement communications plan for recruitment of CHWs into training.

**SMART Objective** By January 31<sup>st</sup>, 2018, \_\_\_\_\_ will develop and implement promotion/marketing plan targeting employers

Key Activities/Tasks	Timeline	Milestones	Person(s) Responsible	Completed Y/N <i>Any product or report developed to support activity/task should be noted here.</i>
Identify target audiences/areas		Communication plan developed		
Identify communication channels for target audiences		Communication plan developed		
Develop key messages for each audience		Communication plan developed		
Establish goal for reach for each audience		Communication plan developed		
Develop promotional materials		Communication plan developed		
Share materials		Communication plan developed		
Measure success		Communication plan developed		

**2.4 IMPLEMENT TRAINING**

**SMART Objective:**

Key Activities/Tasks	Timeline	Milestones	Person(s) Responsible	Completed Y/N <i>Any product or report developed to support activity/task should be noted here.</i>




**Goal#3: EVALUATE STANDARDIZED CHW CORE SKILLS TRAINING**

**3.1 MEASURE EFFECTIVENESS OF TRAINING**

**SMART Objective:** By January 31<sup>st</sup> 2018,, a database for recordkeeping of CHW Core Skills training and certification will be established by the Utah Department of Health, EPICC Program.

**SMART Objective:** By January 31<sup>st</sup>, 2018, evaluation tool to measure effectiveness of the CHW Core Skills training will be developed by Talance.

**SMART Objective:** By March 31<sup>st</sup>, 2018, evaluation will be conducted by the Utah Department of Health, EPICC Program on first CHW training cohort.

Key Activities/Tasks	Timeline	Milestones	Person(s) Responsible

**Goal#4: DEVELOP PROCESS TO OFFER CONTINUING EDUCATION (SUPPLEMENTAL MODULAR TRAINING)**

**4.1 COLLECT ENVIRONMENTAL SCAN OF SUPPLEMENTAL MODULAR TRAINING FOR CHWs**

**SMART Objective:** By March 1<sup>st</sup>, 2017, the Utah Department of Health will provide a compiled list of training opportunities for CHWs, from the Bureau of Health Promotion.

**SMART Objective:** By April 15<sup>th</sup>, 2017, the CHWC WFD workgroup will compile a list of the training opportunities for CHWs, offered by stakeholders on the CHWC

**SMART Objective:** By May 30<sup>th</sup>, 2017, \_\_\_\_\_ will establish process and criteria to review supplemental modular training opportunities for CHWs

Key Activities/Tasks	Timeline	Milestones	Person(s) Responsible


**4.2 DEVELOP PROCESS FOR APPROVING SUPPLEMENTAL TRAINING FOR CONTINUING EDUCATION**

**SMART Objective:**

Key Activities/Tasks	Timeline	Milestones	Person(s) Responsible

**Goal #5: OFFER CERTIFICATION FOR COMPLETION OF CORE SKILLS TRAINING**

**5.1 DEVELOP CERTIFICATION PROCESS**

**SMART Objective:** Develop infrastructure for CHW Certification Board

**SMART Objective:** Support for CHW Certification Board

**SMART Objective:** Certification

Key Activities/Tasks	Timeline	Milestones	Person(s) Responsible
Identify criteria for Certification Board membership (experienced CHW, etc.)		Bylaws for Board membership, recruitment plan, application	

CHW WORKFORCE DEVELOPMENT WORK GROUP ACTION PLAN 2017-2018

Develop and implement recruitment plan for Board members		Bylaws for Board membership, recruitment plan, application	
Develop application for Board membership		Bylaws for Board membership, recruitment plan, application	
Conduct interviews/meetings with potential Board members		Bylaws for Board membership, recruitment plan, application	
Develop processes/bylaws for Board		Bylaws for Board membership, recruitment plan, application	
Identify criteria for Certification Board membership (experienced CHW, etc.)		Bylaws for Board membership, recruitment plan, application	
Coordinate meeting schedule and space		meeting minutes, products delivered by Board	
Record keeping, minutes		meeting minutes, products delivered by Board	
Public notice of meetings		meeting minutes, products delivered by Board	
Other resources as needed		meeting minutes, products delivered by Board	
Establish criteria for certification (determined by Certification Board)			
Completion of Core Skills training			
Develop process/criteria for "grandparenting" of CHWs actively working in the field			
Determine length of time for "grandparenting" to occur			
Develop application for certification			
Determine costs (if any) for certification			

Development of communication plan to reach various audiences with info. regarding certification and “grandparenting” process for CHWs			
Issuance of certification			
Record all issued certificates in database			
Definition of CHW and core competencies			
Scope of practice: boundaries with other professions			
Practice standards			
Process/methods for assessing applicant's proficiency in required skills			
Eligibility and application process			
Administrative home: how to finance the cost?			
Continuing education requirement			
Procedures to renew, revoke/expire, and appeal certification			
Work experience requirements?			

**5.2 TRACK CERTIFICATION and CONTINUING EDUCATION**

**SMART Objective:**

Key Activities/Tasks	Timeline	Milestones	Person(s) Responsible

--	--	--	--

**Goal 5: Develop a Certification, Continuing Education and Academic Credit Process for CHWs in Utah**

**CERTIFICATION**

**Things to consider:**

1. Voluntary v. Mandatory (Title v. Practice):
2. Will certification be required in order to use a title such as “Certified CHW?” OR
3. Will certification be required for anyone doing the work of a CHW?
4. Certify *employers* in order to receive state/federal funding for CHWs? (standards of recruiting, training, supervision)
5. Certify training programs and/or instructors ?(individual CHW credential = proof of successful completion)
6. Separate application/registration process for *individual* certification?

**Responsive certification has:**

1. Multiple paths to entry, including path based on experience (“grand-parenting”)
2. *User friendly* application process without unnecessary barriers of education, language, citizenship status
3. Any required training available in familiar, accessible settings
4. Skills taught using appropriate methods (e.g., adult/popular education; CHWs as trainers)
5. Easy access to continuing education, distance learning

**Crucial issues to consider in the certification of individual CHWs**

1. Required core competencies
2. Work experience requirements
  - a. Grand-parenting” permanent or limited?
  - b. Flexible “look back” period
3. Training requirements
4. Education requirements
5. Continuing education

6. Language and citizenship requirements
  7. Assessment of qualifications/proficiency
    - a. “3 Cs” of community connectedness, credibility, commitment
    - b. Who can serve as a reference for core competencies?
  8. Reciprocity with other states
  9. Background checks
  10. Complaint resolution
  11. Crucial issues to consider for certification of CHW training programs
  12. Model of training: certified organizations, individual trainers or both?
  13. Requirements for CHWs to serve as certified trainers?
  14. Organizational fiscal, management and legal integrity
  15. Organizational fit of mission-connection to community and familiarity with CHWs
  16. Training curriculum and program design
  17. Qualifications of trainers/faculty
  18. Methods of evaluating training effectiveness
  19. Reporting capacity and accountability
  20. Crucial issues to consider for development and administration of CHW certification programs
  21. What is the certifying authority?
  22. Engagement of CHWs in developing and monitoring certification program
  23. Engagement of other stakeholders
  24. Internal lines of communications between CHW program units and professional licensure division
  25. Capacity for assessing individual and training program qualifications
  26. Capacity for administering continuing education and renewals
- Deliverable: process for certification, application for certification, communication plan, # of certificates issues