



The Role of Community Health Workers in CommunityConnect

Community Health Workers (CHWs) provide Telephonic Case Management Services to CommunityConnect clients who are enrolled & assigned into the program's "Tier 2 case management framework". To reduce the utilization of high cost health services within Contra Costa County, CHWs case manage clients through resources, advocacy, services navigation and life skills coaching to improve their clients' holistic well-being & their overall quality of life.

More often CHWs have a close connection & understanding of the communities they serve, including the ability to establish trusting relationships. This cultural connectedness is valued among CHWs in CommunityConnect as they aid as liaisons/intermediaries between their clients, community-based providers, healthcare agencies & social services organizations throughout the county.

The Duties of the CMCT Community Health Worker:

- Provide telephonic case management services
- Provided clients with resources, advocacy and life skills counseling & education
- Follow the necessary PHCS & CMCT policies, workflow, protocols & procedures
- Interview clients and conduct social needs screenings and document goals
- Utilize EPIC / CCLink to:
 - Conduct chart reviews
 - Open and close patient encounters
 - Document thoroughly and create addendums
 - Submit consult & transfer request to other specialist case managers
 - Review and respond within all communication mediums (email, CCLink In-baskets & Referral Messages)
 - Respond to High Risk Notifications following the prescribed workflows
 - Utilize the MyCCLink Report
 - Utilized the caseload management tool (Dashboard) to monitor productivity and manage the caseload
- Communicate with other team members through internal communication outlets
- Demonstrate professional conduct and appropriate phone etiquette
- Communicate & actively participate in Multi-disciplinary team meetings & prepare case presentations to share
- Actively engage in the dialogue discussed in team meetings
- Utilize the HealthLeads/REACH database to connect patients with appropriate resources
- Provide excellent customer services
- Manage a high-volume caseload



Knowledge / Skills /Abilities (KSAs) for CHWs

- Have the ability to multi-task
- Have an understanding about working with vulnerable populations
- The ability to understand and Navigate EHRs (Electronic Health Records)
- The ability to operate standard office software, applications and equipment
- The ability to problem-solve, take initiative and use sound judgment (within the established guidelines of the work assignment)
- The ability to prioritize task, activities and assignments
- The ability to communicate and provide services to challenging and hard to reach clients

Community Health Workers 5 Areas of Core Competencies

The CHW Core Competencies are areas of development that (over time) is expected to be developed and eventually mastered to provide excellent case management services for CommunityConnect clients. Within these 5 categories are subcategories of KSAs that will be learned and expected to be applied through hands-on experience and trainings provided through CommunityConnect & Contra Costa Public Health Clinic Services.

COMMUNICATION SKILLS & REFLECTIVE PRACTICES

- To utilize interpreter services
- To use effective communications skills
- To practice motivational interviewing
- Communicate effectively within disciplinary teams
- To utilize customer services skills

INTERPERSONAL SKILLS

- Professional conduct
- Patient's confidentiality & HIPAA
- Setting Boundaries
- Stress management
- Cultural humility & sensitivity
- Building and maintaining relationships
- Providing trauma-inform care in manner
- Use reflective practices in the workplace (with your clients, co-workers and supervisor)



CASE MANAGEMENT & SERVICE COORDINATION

- How to identify and assess clients' needs
- Teach clients how to navigate & find community resources
- Proper record keeping and documentation of clients' progress
- Know the role of an advocate & advocacy activities

ORGANIZATION SELF-CARE & TIME MANAGEMENT SKILLS

- Organizational skills tips and strategies
- Practice self-regulation
- Effectively using time management skills and strategies

CAPACITY BUILDING

- Provide direct service
- Provide Informal counseling and social support
- Broaden knowledgebase of community and health issues
- Providing culturally appropriate peer counseling & education