



The National Center  
for Complex Health and Social Needs

## Whole Person Care: The Essential Role of Community Health Workers & Peers

February 13, 2020

### DISCUSSION GUIDE

#### Opening Session: Hiring and Training CHWs/Peers

##### Part 1: Hiring and Workforce Development (9:30-10:40am)

1. How is the recruitment and hiring process at your organization structured to identify strong CHW/peer candidates (e.g., disseminating opportunities through partner orgs, job postings, interview guides, etc.)?
2. What is the hiring process like from the employer's perspective and as someone being hired?
3. What were you looking for in a candidate or job?
4. Has your organization made any changes in the recruitment or hiring process based on lessons learned along the way (e.g., updates to job description or qualifications based on experiences in the field)?
5. What does job growth for CHWs/peers look like at your organization?
6. (If applicable) How do you get feedback from patients about the desired characteristics of a CHW/peer?
7. (If applicable) What did you consider when deciding whether to hire CHWs/peers directly through the county or contract with a local organization to hire?

Part 2: Training and Capacity Building (10:50-12:00pm)

1. Onboarding and ongoing training of CHWs/peers
  - a. How do you structure onboarding and ongoing training for CHWs/peers?
  - b. What was the rationale behind structuring it that way?
  - c. How have you adapted over time?
2. Onboarding and ongoing training of CHW/peer supervisors
  - a. How do you structure onboarding and ongoing training for CHW/peer supervisors?
  - b. What was the rationale behind structuring it that way?
  - c. How have you adapted over time?
3. How do you identify and prioritize training needs?
4. How do you adapt training and capacity building for CHWs/peers to account for diverse backgrounds and capabilities?
5. What training do you find most useful? Is there training you would find helpful that isn't available today?
6. How does your organization build capacity and community among CHWs/peers (e.g., attending conferences, learning networks, educational opportunities)?
7. What mechanisms are in place for CHWs/peers and supervisors to share feedback with one another?