



North Carolina Community Health Worker Program

2019 Profile (Data from State Fiscal Year 2019 and current as of 6/30/2019)

Program Facts

6

Community Colleges participating in the pilot of the standardize core competency training

96

Semester hours approved by NC State Board of Community Colleges for CHW certification

1

NC CHW Core Competency Train-the-Trainer Session was held

67

Students participating in the standardized core competency training

15

Different counties from which students enrolled in the competency training reside

1

Outside organization as a co-sponsor of the training pilot (NC Area Health Education Center)

1

Organization providing funds for the development of the standardized curriculum (Kate B. Reynolds Trust)

Overview:

The North Carolina Community Health Worker Program has been established at the Office of Rural Health to continue the work of the North Carolina Community Health Worker Initiative which began in 2014 at the Division of Public Health. The stakeholders of the initiative created a final report released in May 2018 with recommendations to create a sustainable infrastructure for Community Health Workers (CHWs) that includes specific roles, core competencies, a statewide standardized core competency training and certification.

Importance:

Community Health Workers (CHWs) are defined as "... a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the worker to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. A community health worker also builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy. - American Public Health Association CHW Section

Nine Core Competencies for NC Community Health Workers

Communication
Develop skills to be an effective listener to learn about client's experiences and needs

Interpersonal
Develop skills to work with diverse groups of people & build client relationships

Service Coordination
Develop skills to coordinate the care of clients

Capacity Building
Support clients and communities by building new skills and promoting confidence

Advocacy
Ability to advocate for clients and communities

Education and Facilitation
Ability to educate client and communities

Outreach
Provide outreach to clients and communities about services in area

Knowledge Base
Ability to recognize social determinants of health and health topics impacting their clients

Personal Skills and Development
Develop skills to obtain job or volunteer positions and advance in their career





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Technical Assistance

69 Activities in 12 Counties Provided by ORH Staff

Community Development

68 Activities

Training Session

1 Activity

Four Major Roles



Cultural Liaison

Serve as bridge ensuring clients receive culturally and linguistically appropriate quality care and services



Health Navigator

Link clients to services by knowing what services exist and referring clients appropriately



Health and Wellness Promoter

Provide information about healthy behaviors and support clients in reducing health-related risk behaviors



Advocate

Advocate with and on behalf of communities to ensure clients are treated with respect and given access to services and resources they need to live healthy lives

Program Reach

6

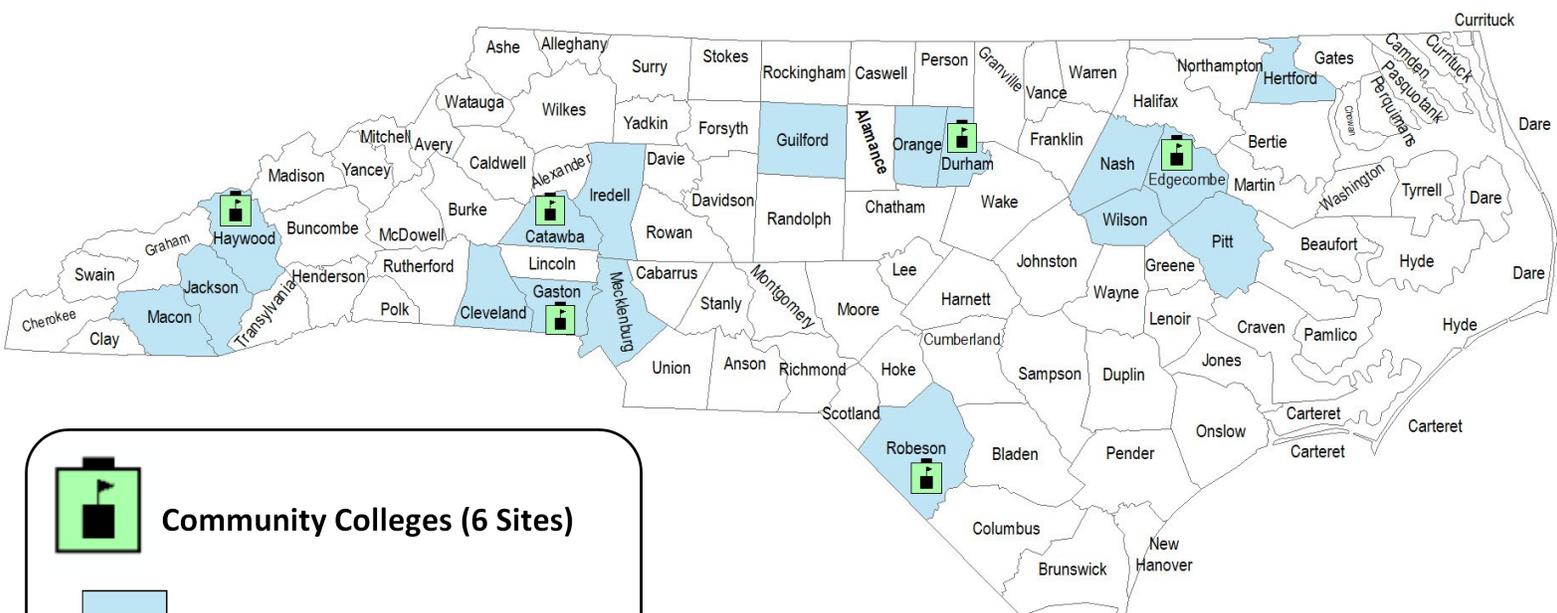
Community Colleges

15

Counties where students enrolled in core competency training reside

7

Rural Counties where students enrolled in core competency training reside



Community Colleges (6 Sites)



Students Reside (15 Counties)

If you have further questions, please contact: Tish Singletary, Community Health Worker Program Coordinator
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