

Minnesota Accountable Health Model | SIM Minnesota



# Community Health Worker Toolkit

Existing Toolkits Report

September 30, 2015

## **CHW Toolkit: Existing Toolkits**

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<http://www.health.state.mn.us/divs/orhpc/workforce/emerging/chw/index2.html>

# DISCLAIMERS / ACKNOWLEDGEMENTS

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Upon request, this material will be made available in an alternative format such as large print, Braille or audio recording. Printed on recycled paper.

# TABLE OF CONTENTS

DISCLAIMERS / ACKNOWLEDGEMENTS .....	2
TABLE OF CONTENTS.....	III
ACRONYMS.....	IV
A. LIST OF CHW TOOLKITS.....	1
B. DESCRIPTION OF CHW TOOLKITS .....	3
General Implementation Toolkits.....	3
Evaluation Toolkits.....	8
Advocacy Toolkits.....	9

# ACRONYMS

MDH                      Minnesota Department of Health

SIM                      State Innovations Model

CHW                     Community Health Worker

# A. LIST OF CHW TOOLKITS

As the Community Health Worker profession has expanded around the world, numerous organizations have developed toolkits specific to their interests and stakeholder populations. This section provides a selected list of available toolkits. A brief description of each toolkit follows in the next section.

**Table 1. Summary list of community health worker toolkits.**

Organization	Date Published	Webpage Title / Url
1. Centers for Disease Control (CDC)	Last update: 7/2015	<b>Community Health Worker (CHW) Toolkit   Publications and Products   DHDSP   CDC</b> <a href="http://www.cdc.gov/dhdsp/pubs/chw-toolkit.htm">http://www.cdc.gov/dhdsp/pubs/chw-toolkit.htm</a>
2. Rural Assistance Center	Last update: 6/2015 Original publication: 8/2011	<b>Community Health Workers Toolkit</b> <a href="https://www.raconline.org/communityhealth/chw">https://www.raconline.org/communityhealth/chw</a>  Original PDF toolkit: <a href="http://www.hrsa.gov/ruralhealth/pdf/chwtoolkit.pdf">http://www.hrsa.gov/ruralhealth/pdf/chwtoolkit.pdf</a>
3. University of Pennsylvania /Penn Center for Community Health Workers	Last update: 2015	<b>Penn Center for Community Health Workers</b> <a href="http://chw.upenn.edu/toolkit">http://chw.upenn.edu/toolkit</a>
4. Michigan Community Health Worker Alliance	Last update: 2015	<b>MiCHWA Community Health Workers 101</b> <a href="http://www.michwa.org/resources/community-health-workers-101/">http://www.michwa.org/resources/community-health-workers-101/</a>
5. California Association of Social Rehabilitation Agencies (CASRA)	11/2014	<a href="http://www.casra.org/docs/peer_provider_toolkit.pdf">http://www.casra.org/docs/peer_provider_toolkit.pdf</a>
6. Association of Nurse Executives (AONE)	6/2014	<b>Building a Community Health Worker Program</b> <a href="http://www.aone.org/resources/building-a-community-health-worker.shtml">http://www.aone.org/resources/building-a-community-health-worker.shtml</a>

7. MN Community Health Worker Alliance	2014	<p><b>Success with CHWs: Asthma – Just another Success with CHWs site</b></p> <p><a href="http://successwithchws.org/asthma/">http://successwithchws.org/asthma/</a></p> <p><b>Success with CHWs: Mental Health – Just another Success with CHWs site</b></p> <p><a href="http://successwithchws.org/mental-health/">http://successwithchws.org/mental-health/</a></p>
8. Health Extension Toolkit	9/30/2013	<p><b>Community Health Workers   Health Extension Toolkit</b></p> <p><a href="http://healthextensiontoolkit.org/toolkit-modules/population-health/community-health-workers/">http://healthextensiontoolkit.org/toolkit-modules/population-health/community-health-workers/</a></p>
9. Partners in Health	Reviewed 1/2013 Original publication: 2011	<p><b>PIH Program Management Guide   Partners in Health</b></p> <p><a href="http://www.pih.org/library/pih-program-management-guide/unit-7-improving-outcomes-with-community-health-workers">http://www.pih.org/library/pih-program-management-guide/unit-7-improving-outcomes-with-community-health-workers</a></p>
10. NYS Health Foundation	9/2012	<p><a href="http://nyshealthfoundation.org/uploads/resources/making-the-connection-community-health-workers-sept-2012.pdf">http://nyshealthfoundation.org/uploads/resources/making-the-connection-community-health-workers-sept-2012.pdf</a></p>
11. National Center for Frontier Communities	8/2012	<p><a href="http://frontierus.org/wp-content/uploads/2012/01/FREP-Community_Health_Worker_Care_Coordination-2012.pdf">http://frontierus.org/wp-content/uploads/2012/01/FREP-Community_Health_Worker_Care_Coordination-2012.pdf</a></p>
12. World Health Organization (WHO) / University Research Corporation (URC)	Revised 9/2013 Original publication: 3/2011	<p><a href="http://www.who.int/workforcealliance/knowledge/toolkit/CH_WAIMToolkit_Revision_Sept13.pdf?ua=1">http://www.who.int/workforcealliance/knowledge/toolkit/CH_WAIMToolkit_Revision_Sept13.pdf?ua=1</a></p> <p><a href="http://www.urc-chs.com/resource?ResourceID=444">http://www.urc-chs.com/resource?ResourceID=444</a></p>
13. University of Arizona	2000	<p><b>Community Health Worker Evaluation Toolkit</b></p> <p><a href="https://apps.publichealth.arizona.edu/CHWToolkit/">https://apps.publichealth.arizona.edu/CHWToolkit/</a></p>
14. Peers for Progress	10/2013	<p><a href="http://peersforprogress.org/wp-content/uploads/2013/12/20131206_wg6_chw_advocacy_toolkit.pdf">http://peersforprogress.org/wp-content/uploads/2013/12/20131206_wg6_chw_advocacy_toolkit.pdf</a></p>

## B. DESCRIPTION OF CHW TOOLKITS

The toolkits described below are divided into three categories. General Implementation Toolkits provide information on multiple topics related to creating and carrying out community health worker programs. Evaluation Toolkits are focused primarily on methods and tools for evaluating community health worker programs, and Advocacy Toolkits mainly provide resources for encouraging development of community health worker programs.

### GENERAL IMPLEMENTATION TOOLKITS

#### 1. Centers for Disease Control – *Community Health Worker Toolkit*

**Community Health Worker (CHW) Toolkit | Publications and Products | DHDSP | CDC**  
<http://www.cdc.gov/dhdsp/pubs/chw-toolkit.htm>

**Publication Date:** updated 7/2015

**Length:** 1 page with links

The Centers for Disease Control has compiled a list of evidence-based documents on and for community health workers into a Community Health Worker Toolkit. Resource links include:

- Curricula and factsheets for training community health workers on various chronic disease-related topics;
- State community health workers laws;
- Summary of the Centers for Disease Control Community Health Worker Workgroup; and,
- Evidence for specific practices using community health workers

A number of resources have been translated to Spanish.

#### 2. Rural Assistance Center – *Community Health Workers Toolkit*

**Community Health Workers Toolkit**

<https://www.raonline.org/communityhealth/chw>

**Publication Date:** 8/2011, updated 6/2015

**Length:** original 20 pages

The Rural Assistance Center updates an online-only *Community Health Workers Toolkit* with funding from the Federal Office of Rural Health Policy, Health Resources and Services Administration, U.S. Department of Health and Human Services. The toolkit presents comprehensive content on the following topics/modules:

3. Introduction to Community Health Workers
4. Program Models
5. Training Approaches
6. Program Implementation
7. Planning for Sustainability
8. Measuring Program Impacts
9. Disseminating Best Practices
10. Program Clearinghouse (examples and contacts for CHW programs)

Each module offers a list and links to additional tools and reports. The toolkit was last updated in June 2015. For more information, the RAC can be contacted via phone (1-800-270-1898) or email ([info@raconline.org](mailto:info@raconline.org)).

The original toolkit, developed under contract with the National Opinion Research Center in 2011, can be found as a pdf here: <http://www.hrsa.gov/ruralhealth/pdf/chwtoolkit.pdf>

### 3. University of Pennsylvania / Penn Center for Community Health Workers - IMPaCT™

#### **Penn Center for Community Health Workers**

<http://chw.upenn.edu/toolkit>

**Publication Date:** updated 2015

**Length:** 7 manuals, varying lengths

The Penn Center for Community Health Workers has developed a set of 7 manuals using the IMPaCT™ model, an evidence-based approach for utilizing community health workers in healthcare. The manuals include:

1. Director Manual
2. Participatory Action Research Manual
3. Manager Manual
4. IMPaCT™ Transitions CHW Manual
5. IMPaCT™ Outpatient Care CHW Manual
6. Healthy Living Support Group Facilitators Manual
7. IMPaCT™ CHW Training Course



The manuals are available for free download for personal use. Penn Center for Community Health Workers also provides an online platform and consulting services.

#### **4. Michigan Community Health Worker Alliance – *Community Health Workers 101 Toolkit***

##### **MiCHWA Community Health Workers 101**

<http://www.michwa.org/resources/community-health-workers-101/>

**Publication Date:** 2015

**Length:** Online

The Michigan Community Health Worker Alliance’s *Community Health Workers 101 Toolkit* is a collection of factsheets on topics such as community health worker education, roles, integration, and policy. Information was updated online in 2015.

#### **5. CASRA – *Meaningful Roles for Peer Providers in Integrated Healthcare: A Guide***

[http://www.casra.org/docs/peer\\_provider\\_toolkit.pdf](http://www.casra.org/docs/peer_provider_toolkit.pdf)

**Publication Date:** 11/2014

**Length:** 167 pages

*Meaningful Roles for Peer Providers in Integrated Healthcare: A Guide* is a comprehensive resource for using peer-to-peer approaches in healthcare settings. While broader than community health workers only, the toolkit provides useful information for this emerging profession. Developed by the California Association of Social Rehabilitation Agencies with lead authors Debra Brasher and Lucinda Dei Rossi, the toolkit involved numerous advisors and was supported by the Integrated Behavioral Health Project with funding from the California Mental Health Services Authority’s (CalMHSA) Statewide Stigma and Discrimination Reduction Initiative.

The twelve toolkit chapters cover a broad range of topics including: history and evidence-based models; creating a peer role; leading programs; training, supervision and retention of peer support program staff; financing programs; and measuring program outcomes.

#### **6. American Organization of Nurse Executives (AONE) – *Building a Community Health Worker Program***

##### **Building a Community Health Worker Program**

<http://www.aone.org/resources/building-a-community-health-worker.shtml>

**Publication Date:** 6/2014

**Length:** 48 pages

The *Building a Community Health Worker Program: The Key to Better Care, Better Outcomes, & Lower Costs* is a comprehensive resource for developing a community worker program. With a grant from the Robert Wood Johnson Foundation Executive Nurse Fellows Program, the toolkit was developed by Beth A. Brooks, PhD, RN, FACHE, Sheila Davis, DNP, ANP, FAAN, Loraine Frank-Lightfoot, DNP, MBA, RN, NEA-

BC, Pamela A. Kulbok, DNSc, RN, PHCNS-BC, FAAN, Shawanda Poree, MBA, BSN, RN, and Lisa Sgarlata, MSN, MS, RN, FACHE, and published by CommunityHealth Works, Chicago. Toolkit chapters include:

1. Introduction and Background
2. Defining the CHW Role
3. Implementing a CHW Program
4. Strategic Stakeholders
5. Implementation Considerations and FAQs
6. Case Studies
7. Tools and Templates
8. Resources
9. References
10. Bibliography

## **7. Minnesota Community Health Worker Alliance – *Success with CHWs***

**Success with CHWs: Asthma – Just another Success with CHWs site**

<http://successwithchws.org/asthma/>

**Success with CHWs: Mental Health – Just another Success with CHWs site**

<http://successwithchws.org/mental-health/>

**Publication Date:** 2014

**Length:** Online

The Minnesota Community Health Worker Alliance has developed two online resources for utilizing community health workers. Focused on asthma in children and mental health, the toolkits provide content around the following questions and topic areas:

- What is a CHW?
- How could a CHW help you?
- Get started (including hiring, supervising and financing)
- Resources

The toolkit also offers profiles of active community health workers.

## 8. Health Extension Toolkit – *Community Health Workers: Allies in Health Improvement*

### Community Health Workers | Health Extension Toolkit

<http://healthextensiontoolkit.org/toolkit-modules/population-health/community-health-workers/>

**Publication Date:** 9/2013

**Length:** 1 main page with links

The Health Extension Toolkit was developed with funding from The Commonwealth Fund, Agency for HealthCare Quality and Research, and the U.S. Department of Health and Human Services. While the toolkit is a much broader resource, Chapter 5, Module 1 is focused on *Community Health Workers: Allies in Health Improvement*. The community health worker module provides content on topics such as:

1. What is a Community Health Worker?
2. Training & Certification
3. HERO Role in CHW Workforce Training & Integration into Care Systems
4. CHW Collaborations in Research, Education and Service
5. Stories of CHWs: A Photovoice Project
6. Related Literature & Tools

## 9. Partners in Health – *Improving Outcomes with Community Health Workers*

### PIH Program Management Guide | Partners in Health

<http://www.pih.org/library/pih-program-management-guide/unit-7-improving-outcomes-with-community-health-workers>

**Publication Date:** 1/17/2013; original publication 2011

**Length:** 27 pages

As Unit 7 of a fourteen unit program management curriculum, Partners in Health's *Improving Outcomes with Community Health Workers* provides guidance for community health worker programs in developing country contexts. It draws on PIH's long-term experience working with community health workers across multiple countries and includes guidance on program essentials, recruitment, supervision and financing.

## 10. NYS Health Foundation – *The Role of CHWs in Health Care Homes*

<http://nyshealthfoundation.org/uploads/resources/making-the-connection-community-health-workers-sept-2012.pdf>

**Publication Date:** 9/2012

**Length:** 21 pages

The New York State Health Foundation's *Making the Connection: The Role of Community Health Workers in Health Care Homes* gives guidance and examples for integrating community health workers into Health Care Home teams. Report chapters include:

1. Health Homes Under the Affordable Care Act
2. Potential Roles for CHWs and Core Health Home Services
3. Learning from the Past to Ensure Health Homes Achieve their Goals
4. Paying for a CHW in a Health Home
5. Training CHWs for Health Home Teams
6. CHWs and Health Homes: Now is the Time to Make the Connection
7. Resources
8. Sample CHW Health Homes Job Description
9. References

## **11. National Center for Frontier Communities – *Community Health Worker Model for Care Coordination***

[http://frontierus.org/wp-content/uploads/2012/01/FREP-Community\\_Health\\_Worker\\_Care\\_Coordination-2012.pdf](http://frontierus.org/wp-content/uploads/2012/01/FREP-Community_Health_Worker_Care_Coordination-2012.pdf)

**Publication Date:** 8/2012

**Length:** 27 pages

The *Community Health Worker Model for Care Coordination: A Promising Practice for Frontier Communities* report was prepared by the National Center for Frontier Communities in consultation with the Frontier and Rural Expert Panel and written by Susan Wilger, MPAff, SPHR. The report provides numerous state-based case studies that address structural, education/certification and financing issues.

## **EVALUATION TOOLKITS**

### **12. World Health Organization / University Research Corporation – *CHW AIM***

[http://www.who.int/workforcealliance/knowledge/toolkit/CHWAIMToolkit\\_Revision\\_Sept13.pdf?ua=1](http://www.who.int/workforcealliance/knowledge/toolkit/CHWAIMToolkit_Revision_Sept13.pdf?ua=1)

**Publication Date:** Original 3/2011; Revised version 9/2013

**Length:** 146 pages

The *Community Health Worker Assessment and Improvement Matrix (CHW AIM): A Toolkit for Improving CHW Programs and Services* was developed by Initiatives Inc. and University Research Co., LLC under

USAID's Health Care Improvement Project. Focused on a global audience, the toolkit presents a "functionality model" for assessing community health worker programs across 15 key components and 3 health areas. It includes training for facilitators and numerous checklists for assessing community health worker program performance.

A revised version of the tool (amended by original authors Lauren Crigler, Kathleen Hill, Rebecca Furth and Donna Bjerregaard) is available from the World Health Organization (see link above). The original version is available at the following link: <http://www.urc-chs.com/resource?ResourceID=444>

### 13. University of Arizona – Community Health Worker Evaluation Toolkit

#### Community Health Worker Evaluation Toolkit

<https://apps.publichealth.arizona.edu/CHWToolkit/>

**Publication Date:** 2000

**Length:** 400 pages

The *Community Health Worker Evaluation Toolkit* was developed by the University of Arizona, Rural Health Office and the University of Arizona's Southwest Center for Community Health Promotion, College of Public Health with funding from the Annie E. Casey Foundation. The toolkit provides step-by-step resources for evaluating community health worker programs. In addition to providing evaluation basics and instructions for developing a logic model, the toolkit also includes tested instruments divided by population, case studies, grant writing tips and a bibliography.

A CD-ROM of the toolkit is available for \$49, while the 27.2MB document can be downloaded for free.

## ADVOCACY TOOLKITS

### 14. Peers for Progress – Community Health Worker Advocacy Toolkit

[http://peersforprogress.org/wp-content/uploads/2013/12/20131206\\_wg6\\_chw\\_advocacy\\_toolkit.pdf](http://peersforprogress.org/wp-content/uploads/2013/12/20131206_wg6_chw_advocacy_toolkit.pdf)

**Publication Date:** October 2013

**Length:** 26 pages

The Peers for Progress *Community Health Worker Advocacy Toolkit* lays out the 'business case' for community health workers and summarizes the wide range of national entities (e.g. American Public Health Association, Centers for Disease Control, etc.) supporting this evidence-based cadre. The toolkit presents chapters on Talking Points and Action Steps and includes practical examples and resources.