



**Building Healthy
Communities**

mhpsalud.org

Building & Sustaining Community Health Worker Programs in Health Centers

Facilitators



Kyraneshia Coleman,

MPA, CCPI

Program Director



Monica Calderon,

LMSW, CCHW/I

Health Strategy Specialist



OUR PURPOSE

MHP Salud embraces the strengths of our communities to support more individuals and families to live full, healthy lives.

Deeply embedded in the communities we serve, MHP Salud works to develop trust among our neighbors, understanding that it's up to all of us to create a strong, healthy foundation for today ... and tomorrow. Leading the Community Health Worker model, we believe in serving communities in which we live, work and play and we believe stronger tomorrows come through stronger collaboration.

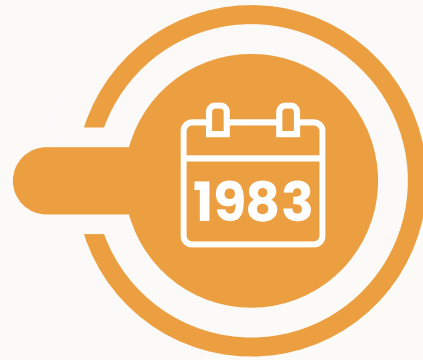
mhpsalud.org



OUR LEGACY

OUR IMPACT

Founded by Catholic sisters in Michigan to increase health care access for Migratory and Seasonal Agricultural farmworkers.



Began expanding to serve the Rio Grande Valley, reaching underserved individuals and families in isolated border communities and colonias.



Began evolving and growing to meet community needs, offering additional services to help older adults and families.



Launched national training and technical assistance to support health centers, community-based organizations and others, strengthening and growing the CHW profession while improving care to the underserved.



Expanded into Florida and developed the state's first certified CHW certification and apprenticeship program, training and equipping the next generation of CHWs to serve our communities.



123,000

Individuals reached annually

7,000+

Participants find hope and access to mental health and healthcare, nutrition, parenting education and support, older adult well-being and connections, *and more*



50+

Training and technical assistance sessions impacted hundreds of health centers and organizations



Nearly **100**

Community Health Workers trained through the certification and apprenticeship program



HRSA NTTAP

MHP Salud is a HRSA-funded National Training & Technical Assistance Partner (NTTAP) and Health Center Resource Clearinghouse TA partner.

Through this work, MHP Salud provides training and technical assistance to FQHCs and look-alike programs to build or enhance Community Health Worker (CHW) programs to better serve Migratory and Seasonal Agricultural Workers.

For training or technical assistance, please contact: nttap@mhpsalud.org

This webinar is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of awards totaling \$678,959 with 0% financed with non-government sources. The contents are those of the authors and do not necessarily represent the official views of, nor an endorsement by, HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov).

A Four-Session Small Group Training

Tues, 1/13/2026

Session 1:
Groundwork for
Success: Understanding
the Community Health
Worker Role in Health
Centers

Tues, 1/27/2026

Session 2:
Building Stronger Teams:
Community Health
Worker Collaboration,
Role Alignment &
Workflow Design

Tues, 2/24/2026

Session 3:
Workforce Recruitment
and Retention Strategies

Tues, 3/10/2026

Session 4:
Sustaining and Growing
Your Community Health
Worker Program: Workforce
Well-Being & Long-Term
Program Development



**YOU ARE
HERE**

Small Group Training Expectations

Attendance:

- We kindly ask that you attend all four sessions.
- If you can't make it, please invite a colleague from your health center to join in your place, as it's important that everyone has a voice.

Engagement:

- Be present and engage actively; *your insight matters!*
- Please keep your cameras on to foster a sense of connection.
- Feel free to ask questions and participate through chat, by raising your hand, or unmuting to share your thoughts.
- Let's respect and support one another throughout our discussions.

Thank you for being a part of this small group learning experience!

Objectives

By the end of this session, participants will be able to:

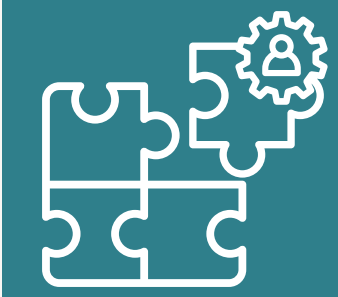
- ❖ **Objective 1:** Identify strategies that support workforce well-being.
- ❖ **Objective 2:** Analyze how supportive supervision contributes to program sustainability.
- ❖ **Objective 3:** Create actionable steps to improve workforce well-being and long-term sustainability in health centers.

Dinamica

Motivation

What type of recognition fuels you at work?

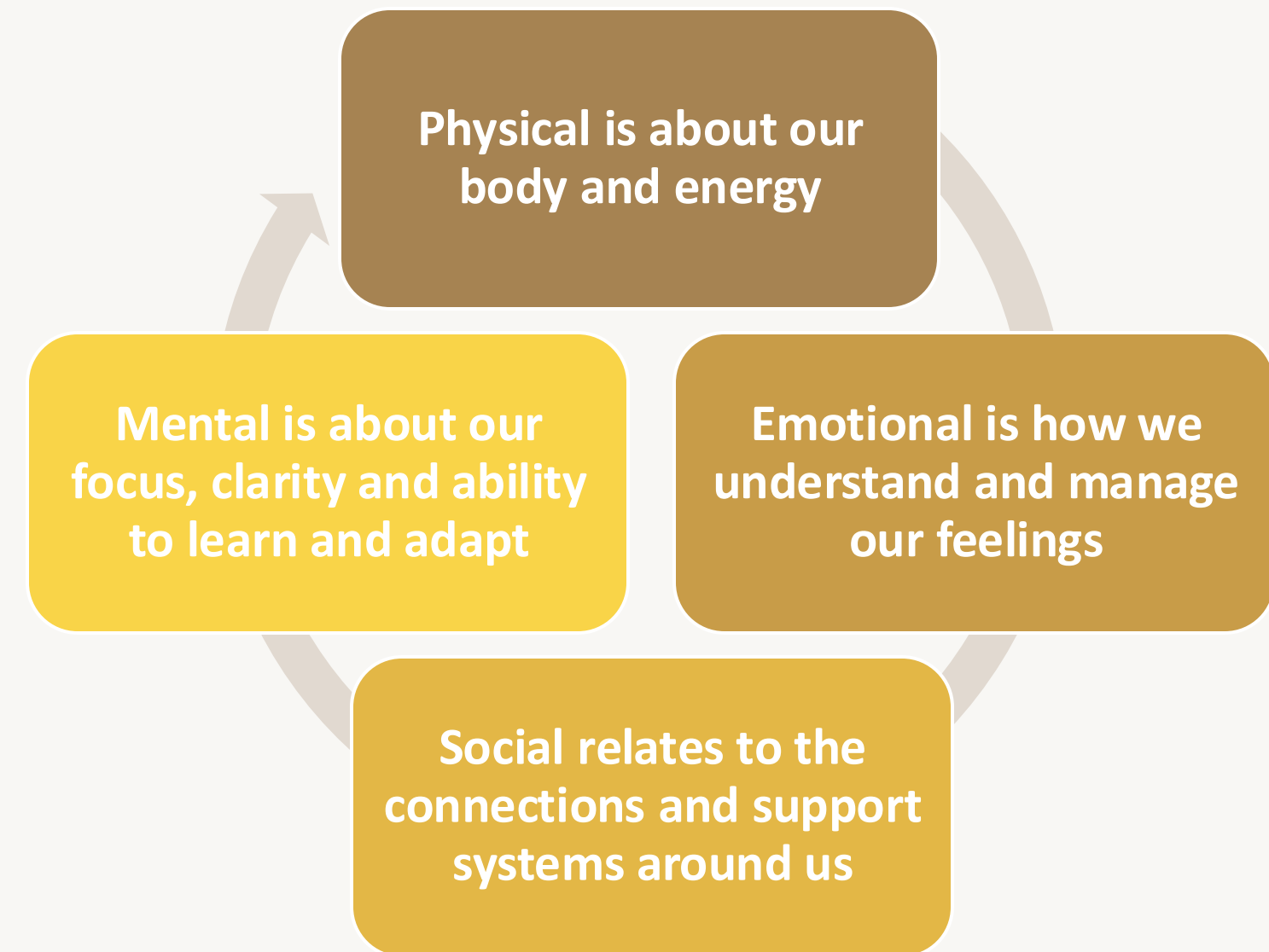




Workforce Well-Being

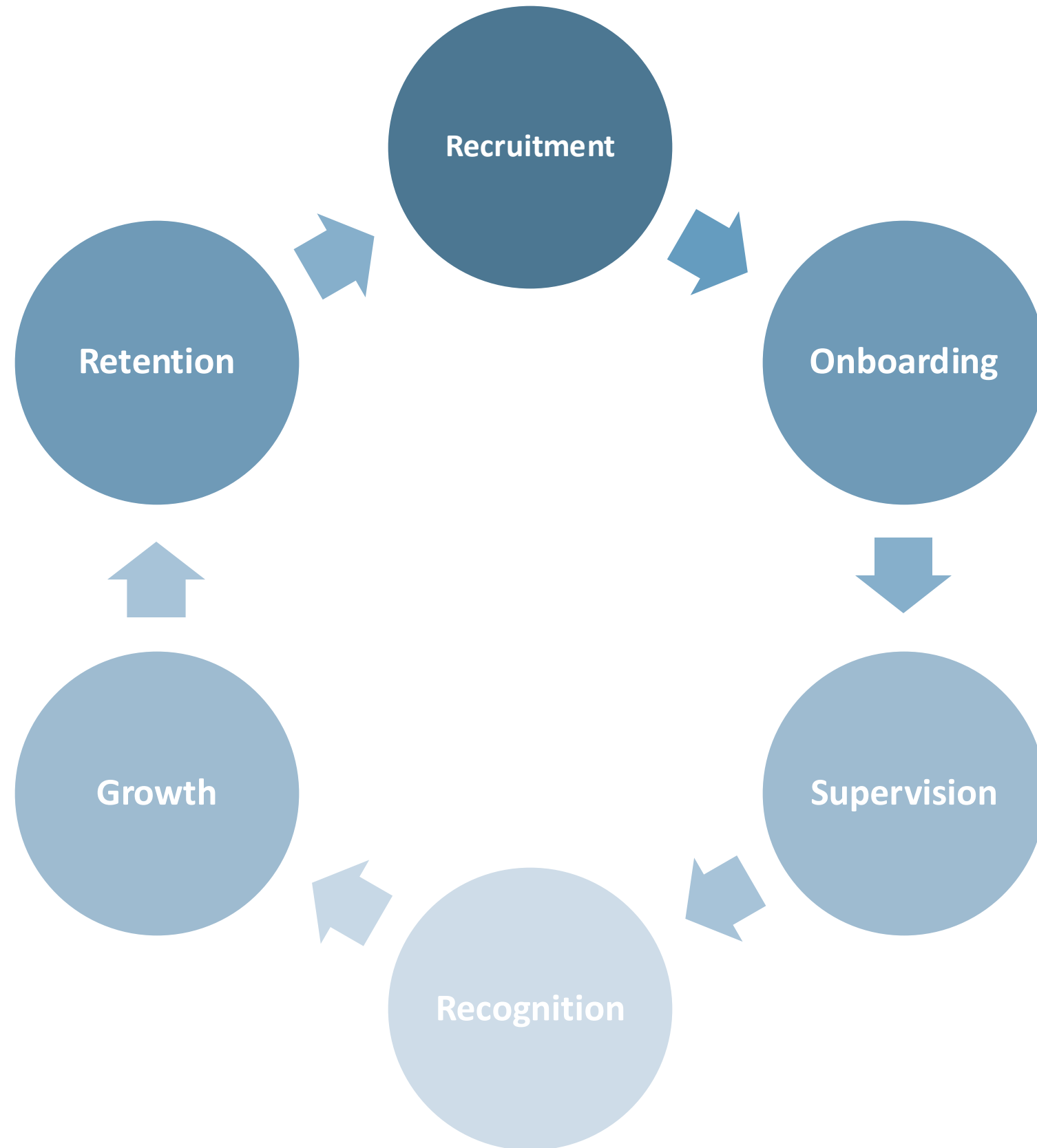


Workforce well-being is the overall physical, emotional, and psychological health of employees at work.



Healthy well-being includes four dimensions

The CHW Program Sustainability Wheel



- Recruitment builds the workforce
- Supportive supervision protects well-being
- Recognition and growth strengthen long-term retention



What motivates people at work?

- Purpose
- Growth
- Autonomy
- Rewards
- Belonging
- Recognition

How Supervisors Influence Team Performance



Set Clear
Expectations



Recognize Effort
And Growth



Model Professionalism



Provide Regular
Support



Give
Feedback

Enhance supervision engagement with staff

1. **Consistency and Reliability:** Hold 1:1 meetings regularly with CHW and be punctual
2. **Psychological Safety:** Create a safe space where they can feel comfortable sharing openly without fear of judgement or repercussions
3. **Active Listening:** Be fully present. Avoid distractions and interruptions. Reflect back what you hear, ask clarifying questions, and validate emotions when appropriate.
4. **Provide Foundational Training:** Invest in professional development to enhance CHW skills and job satisfaction.
5. **Offer Mentoring or Fieldwork Partnerships:** Use mentorship programs to help new CHWs build skills and confidence.
6. **Provide Workforce Development Pathways:** Offer clear career advancement opportunities.





Building Stronger Teams: Practical Strategies



**Quick
Check-Ins**



**Appreciation &
Recognition**



**Group
Celebrations**



**Shared
Rituals**



Open Communication

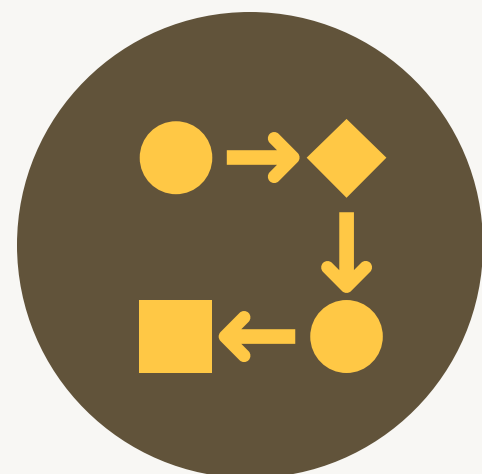
The Power of 1:1 Check-Ins



Ask how they are doing – personally and professionally.



Go over current tasks and check for roadblocks.



What is getting in the way? Where do they need support?



Give feedback, celebrate progress, and ask about goals.



***Tip:* Growth = Retention. If they can see a future,
They will stay longer**



Performance Evaluations + IDP = Increased Professional Development



PERFORMANCE EVALUATIONS



**INDIVIDUAL DEVELOPMENT PLAN (IDP) =
STRUCTURED GROWTH PLAN**

Individual Development Plans (IDPs)

- **IDP = Structured growth tool**
- **Captures goals, skills, timelines, and support**
- **Joint effort: staff and supervisor**

Focuses on three areas of growth

- **Professional**
- **Stretch**
- **Personal**



Performance Concerns Analysis: Identifying Skill Issues vs. Will Issues

Skill Issues:



- Training
- Tools
- Clarity Needed

Will Issues:



- Motivation
- Attitude
- Engagement

**Causes of Skill
Problems**

**Causes of Will
Problems**

**Understanding
Performance Gaps**



Tips to Increase Your Supervisory Effectiveness

Keep a private journal of what's working (and what's not).

Ask for honest feedback from your team or peers.

Observe group dynamics without jumping to judgment.

Reflect on one thing each week that you want to improve.

Stay curious – great supervisors are always learning.

Reflection & Action

Sustaining and Growth Opportunities

Individual

What strategies are you currently utilizing?

What new strategies could you implement moving forward to strengthen your program/team?

Organization

Who are the key players that need to be involved to implement this change across your entire organization?



Workforce Well-Being Reminder

Prevent Burnout by....

- Promoting work-life balance
- Encouraging and respecting time off
- Ensuring staff are aware of available support resources





Questions?

Free Resources for CHWs and Health Centers

mhspalud.org/free-resources



CHWs in Action: Building Community Connections




Published On: January 3, 2025

"This shows how we are all connected by having similar life or work experiences. It does not matter how far we live from each other; we are still connected in some form. It also shows a common denominator, which is the willingness to help others ... the fact that we are willing to help others can become a positive life changer for someone in need." — Monica Alvarez, CHW, MHP Salud, on using her favorite Dinámica, "Unity Web."


Building Healthy Communities

mhspalud.org

Building Healthy Communities:
Community Health Worker Impact
on Older Adults in Texas



Impact Evaluation Study by MHP Salud
August 2024



Published On: October 18, 2024

A two-part article series that explores a CHW-driven community initiatives strategic response to identified mental health challenges that impact MSAWS

Person-Centered Mental Health Awareness

Thank you!

Connect with us:

Kyraneshia Coleman

Kyraneshia.coleman@mhpsalud.org

Monica Calderon

Monica.Calderon@mhpsalud.org



Mhpsaludinc



Mhp.salud



MHP Salud



**Building Healthy
Communities**

mhpsalud.org

References

Health Resources and Services Administration. (n.d.). *Value of registered apprenticeship programs for community health workers and employers* (Community Health Worker Training Program). U.S. Department of Health and Human Services.

National Association of Community Health Centers. (2023). Recruitment and retention toolkit: Building and sustaining the health center workforce. <https://www.nachc.org>

National Academy of Medicine. (2019). Taking action against clinician burnout: A systems approach to professional well-being. The National Academies Press. <https://doi.org/10.17226/25521>