



**Building Healthy
Communities**

mhpsalud.org

Building & Sustaining Community Health Worker Programs in Health Centers

Facilitators



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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.

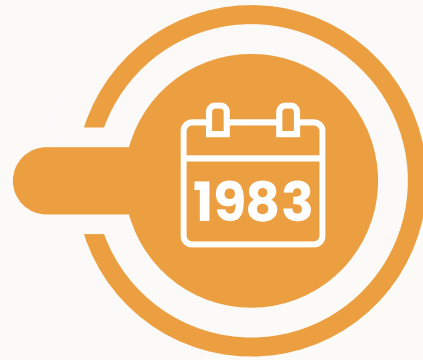
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OUR LEGACY

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, 2/4/2026

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:

Describe who Community Health Workers are and the key skills they bring to health centers.

❖ Objective 2:

Explain Community Health Worker scope of practice in community and clinical settings.

❖ Objective 3:

Exploring the qualities and skills Community Health Workers bring to support health center initiatives.

Dinámica

As we open today's session, we invite you to share something you're grateful for as we begin the new year.



Community Health Worker

A trusted member of the community who supports their peers through education and connections to health and social services. (American Public Health Association, APHA)





CHW Qualities

- ❖ Honest
- ❖ Empathetic
- ❖ Motivated
- ❖ Open minded



CHW Skills

- ❖ Teaching
- ❖ Service coordination
- ❖ Communication
- ❖ Interpersonal



Create Positive Connections

- ❖ Providers
- ❖ Patients
- ❖ Community partners
- ❖ CHW Peers

Key Advantages of a Well-defined Community Health Worker Program

- ❑ CHWs offer real-world insights into patients' lives, helping create a person directed and effective care plans.
- ❑ CHWs build trust within health centers and increase patient engagement.
- ❑ CHWs help promote preventative care, chronic condition management, and follow-up, enhancing quality measures.
- ❑ CHWs reduce emergency visits, improve screenings, and lower treatment costs over time.



Defining the Community Health Worker Role on a care team



Figure 1:
The CHWs Roles and Competencies
Support Pyramid

- **Primary Role:** CHWs focus on providing social and supportive services, not clinical procedures.
- **Clinical Tasks:** Some CHWs may perform basic clinical tasks (e.g., vital signs) depending on employer needs.
- **Training & Credentials:** CHWs performing clinical tasks must have the necessary training or credentials.
- **Unique Capabilities:** CHWs bring a unique perspective as peers to patients, differentiating them from other care team members.

Community Health Worker's Scope of Practice

General Area of Focus	Community Health Worker Role	CHWs in Action	Case Manager and/or RN Role
Screening & Prevention	Health Educator / Promoter	Maria, a CHW, speaks at a church event about why mammograms are important and helps individuals schedule appointments.	Complete mammogram procedure and provide tests results
Navigation & Coordination	Care Navigator	Jamie helps a client fill out insurance forms and assists with finding a local clinic that provides cervical cancer screenings.	Give patients medical advice
Community Engagement	Liaison	Rosa rides with a neighbor to a mobile screening event and stays to support through the process.	Provide formal counseling or therapy
Treatment & Support	Peer Supporter / Health Coach	David checks in on a patient with diabetes after a follow-up appointment, listens to their worries, and explains the health information in plain language	Analyze clinical data regarding bloodwork and provide prescription advice
Voices Patient Needs	Helps address barriers	Kaiden notices many clients can't make appointments during work hours, so they talk with clinic staff about offering evening screening times.	Make clinical decisions regarding patients care plan



Case Study

Whiteboard Activity



Background

- Marisol is a bilingual Community Health Worker hired by a health center serving agricultural workers and their families. Marisol grew up in the same community and shares traditions, language, and lived experiences with many of the patients.
- Marisol's supervisor—a nurse manager—has never supervised a CHW before and is unsure how to integrate Marisol into existing workflows. The health center wants to increase preventive care visits and improve follow-up rates, but they are unclear where to start.

Scenario

During a farmworker outreach visit, Marisol meets José, a 52-year-old man who has not seen a doctor in more than five years. José tells Marisol: I work long hours and cannot afford to miss a day. Jose has experienced dizziness and headaches but ignores them. Jose distrusts clinics due to previous negative experiences and has trouble navigating insurance and forms. Jose is also worried about cost as he does not have insurance and is the financial provider in the home. Lastly, he doesn't have access to reliable transportation.

Using person directed grounded communication and trust-building skills, Marisol begins a conversation—not with medical terms, but through storytelling.

- Marisol shares a story about a family member, who also avoided care until a CHW helped the family member understand their blood pressure. Marisol explains how early detection prevents complications and how the clinic has sliding-scale fees and evening appointments.
- José's posture shifts, relaxes his posture. And proceeds to ask questions.
- Jose agrees to a blood pressure screening and lets Marisol help schedule a clinic visit.



Key takeaways!



What is one new insight or idea you are taking away from today's session?



Questions?

Free Resources for CHWs and Health Centers

mhspalud.org/online-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."



Thank you!

Connect with us:

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