

# Reporting of Community Health Workers in the Uniform Data System

## Important Factors to Consider



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### HRSA Disclaimer

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# Introduction

With Community Health Workers (CHWs) identified as a unique staffing category in the [Uniform Data System \(UDS\)](#) for the first time in 2016, the number of FTEs reported has been much lower than expected (879 FTEs across 1367 grantees).<sup>1</sup>

Although a slight increase was shown in 2017 (1,130.36 across 1373 grantees)<sup>1</sup>, these figures appear inconsistent with the anecdotal evidence of widespread usage of CHWs in health center settings. These inconsistencies may reflect unclear guidance on how to accurately identify and report the work of CHWs.

The goal of this tool is to provide resources that will help health centers to:

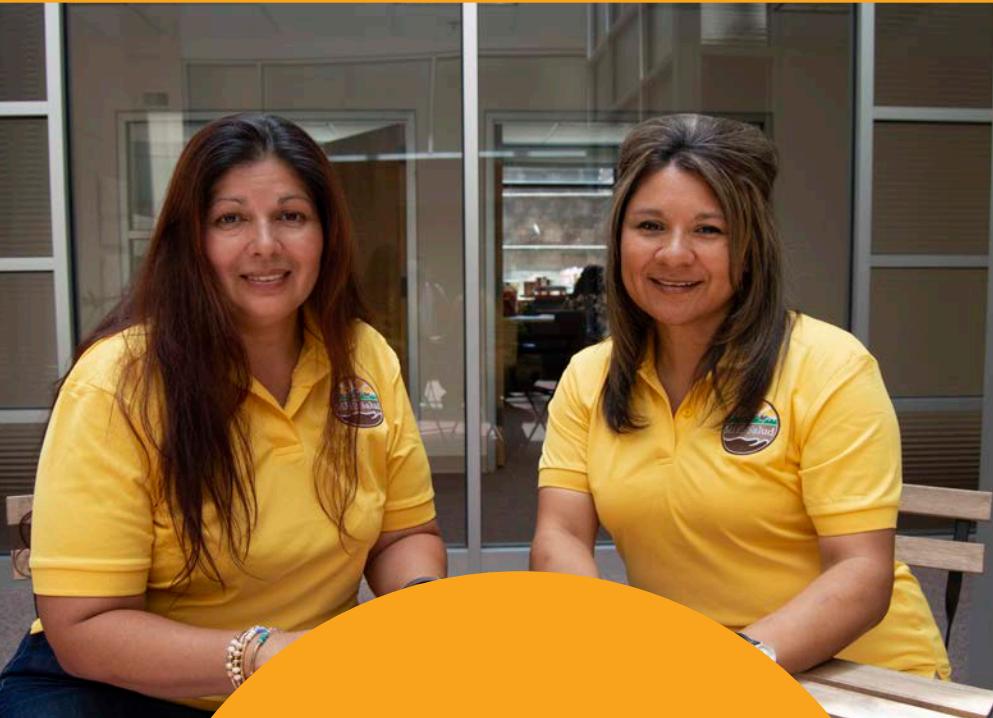
- Explore common CHW titles and roles
- Identify staff performing duties that may align with the CHW profession and should be reported under the CHW line in UDS
- Assess CHW knowledge, skills, and abilities by using the CHW Core Competencies checklist
- Review CHW training opportunities
- Access a list of UDS resources developed by the Health Resources and Services Administration (HRSA)
- Access a list of CHW clinical integration resources

Ultimately, the proper identification, reporting, and training of CHWs is key to increase the accuracy of the national representation of their work.

1. Health Resources and Services Administration (2017). Table 5- Staffing and Utilization National Data Available at: <https://bphc.hrsa.gov/uds/datacenter.aspx?q=t5&year=2017&state=> (Accessed January 21, 2019).

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# Who are Community Health Workers?

## American Public Health Association (APHA) Definition

The APHA defines Community Health Workers (CHWs) as frontline public health workers who are trusted members of and/or have an unusually close understanding of the community served. This trusting relationship enables CHWs to serve as liaisons/links/intermediaries between health/social services and the community to facilitate access to services and improve the quality and competence of service delivery.<sup>1</sup>

## UDS Reporting Definition\*

Report lay members of communities who work in association with the local health care system in both urban and rural environments and usually share ethnicity, language, socioeconomic status, and life experiences with the community members they serve. Staff may be called Community Health Workers, Community Health Advisors, Lay Health Advocates, Promotoras, Community Health Representatives, Peer Health Promoters, or Peer Health Educators.<sup>2</sup>

**Important Note:** CHWs may perform some or all the tasks of other enabling services workers. It is important to identify under what category individuals are best classified and report accordingly.<sup>2</sup>

\*Definition was abstracted from 2018 UDS Reporting

## References

1. American Public Health Association (2019). Community Health Workers. Available at: <https://www.apha.org/apha-communities/member-sections/community-health-workers> (Accessed January 21, 2019).
2. Health Resources and Services Administration (2019). 2018 UDS Manual. Available at: <https://bphc.hrsa.gov/datareporting/reporting/index.html> (Accessed January 21, 2019).

## Unit of Measure to Report Staff in UDS

The work of CHWs is reported in UDS using Full-Time Equivalent (FTE) as the unit of measure.

### FTE Quick Facts

"1.00 FTE" is defined as being the equivalent of one person working full-time for one year

Each health center defines the number of hours for "full-time work" for each position

FTEs are based on employment contracts for clinicians and exempt employees

FTEs are calculated based on paid hours as a percentage of full-time hours for non-exempt employees (e.g., 2,080 hours/year or 1,820 hours/year)

FTEs are adjusted for part-time work or for part-year employment<sup>1</sup>

## Common CHW Titles



### Community Health Worker (CHW)

is the most commonly accepted title nationwide; however, these professionals are known by a variety of titles. Individuals may have different duties and responsibilities that may align to the CHW category. Therefore, having a clear understanding of their role will help to accurately document their work in UDS.

### Common CHW Titles in Health Centers

- Case Manager\*
- Clinical Community Health Worker
- Community Health Aide
- Community Health Liaison
- Community Health Representative
- Community Health Specialist
- Community/Lay Health Advisor
- Community Outreach Worker\*
- Community/Patient Health Navigator\*
- Community Wellness Advocate
- Family Resources Coordinator
- Health Ambassador
- Health (or Community Health) Advocate
- Health Educator\*
- Healthcare Specialist
- Home Visitor
- Outreach and Enrollment Specialist\*

### References

1. Bureau of Primary Health Care (2018). UDS: Uniform Data System- Quick Fact Sheets. Available at: <http://www.bphcdata.net/html/bphctraining.html> (Accessed January 21, 2019).

- Outreach Referral Worker
- Parent Educator
- Patient Care Coordinator/Worker
- Patient Resource Coordinator
- Peer Advocate
- Peer Educator
- Peer Wellness Specialist
- Promotor(a) de Salud<sup>1,2</sup>

*\*CHWs may perform some or all the tasks of other enabling services workers. It is important to identify under what category individuals are best classified and report accordingly.*

#### **Important Note:**

Some of the titles above denoted with a (\*) are included in separate reporting categories in UDS. It is always recommended to evaluate in which category individuals are best classified and report accordingly.

#### **References**

1. Survey, Role of Community Health Workers (CHWs) in community health centers (CHCs) conducted by Northwest Regional Primary Care Association and Feygele Jacobs (unpublished, 2016).
2. Centers for Disease Control and Prevention (2016). CHW Job Titles. Available at: [https://www.cdc.gov/dhdsp/chw\\_elearning/s1\\_p6.html](https://www.cdc.gov/dhdsp/chw_elearning/s1_p6.html) (Accessed: January 23, 2019).

## **CHW Roles and Sub-roles**

This list, modified from the Community Health Worker Core Consensus project, will help define the different roles that CHWs can perform within health centers.

Roles	Sub-Roles
<b>Person-Centered Mediation</b>	<ul style="list-style-type: none"> <li><b>a.</b> How to use health and social service systems</li> <li><b>b.</b> Community perspectives and backgrounds</li> <li><b>c.</b> Health literacy and person-centered communication</li> </ul>
<b>Person-Centered Health Education</b>	<ul style="list-style-type: none"> <li>Health promotion, disease prevention, and health condition management that is person-centered and linguistically appropriate.</li> </ul>
<b>Care Coordination, Case Management, and System Navigation</b>	<ul style="list-style-type: none"> <li><b>a.</b> Provide assistance and coordination over time</li> <li><b>b.</b> Make referrals and providing follow-up support</li> <li><b>c.</b> Help address barriers to service</li> <li><b>d.</b> Care system navigation</li> </ul>
<b>Coaching and Social Support</b>	<ul style="list-style-type: none"> <li><b>a.</b> Motivate people to access care and services</li> <li><b>b.</b> Support behavior change</li> <li><b>c.</b> Facilitate community-based support groups</li> </ul>

Roles	Sub-Roles
<b>Advocating</b>	a. Identify community needs and resources b. Advocate for clients and communities c. Support communities to pursue their own desired policy change
<b>Building Capacity to Address Issues</b>	a. Build individual and community capacity b. Train with CHW peers and among networks
<b>Individual and Community Assessments</b>	Participate in holistic individual- and community-level assessments
<b>Outreach</b>	a. Recruit of individuals b. Inform individuals c. Represent one's organization at community events
<b>Evaluation</b>	a. Collect data b. Assist in interpreting results c. Share results and findings <sup>1</sup>

#### References

- Community Health Worker Core Consensus Project (2016). Understanding Scope and Competencies: A Contemporary Look at the United States Community Health Worker Field. Available at <http://files.ctctcdn.com/a907c850501/1c1289f0-88cc-49c3-a238-66def942c147.pdf> (Accessed January 23, 2019).

## CHWs Roles in Healthcare Settings Examples

CHWs are often the bridge between the community and health and social services. The following list provides examples of how CHWs have been utilized in healthcare settings:



- **They supervise the treatment of patients living with chronic disease so they can live healthier and longer lives.** CHWs work to help patients understand the purpose of medications so they can take them correctly and regularly.
- **They serve as counselors, helping patients overcome barriers that prevent them from seeking vital healthcare.** Patient barriers to care include transportation, low health literacy, fear, and healthcare costs. CHWs are knowledgeable about local needs and sensitivities, and, thus, are in a position to gain their patients' trust and to bring them to the clinics to receive medical treatment.
- **They act as healthcare educators, providing vital education about available healthcare options.** CHWs encourage community members to take charge of their own health by leading education campaigns in their communities and raising awareness among community members regarding health issues.

- **They keep a lookout for people who show signs of developing a serious condition.** Educating individuals to identify and treat diseases at an early stage improves health outcomes, and it helps makes the condition(s) less dangerous and less expensive to treat, thereby reducing the overall financial burden on the healthcare system.
- **They possess indispensable knowledge about the challenges faced by patients who seek healthcare.** Since they make daily rounds to patients' homes and accompany them to the clinics, CHWs understand first-hand the unique needs of the local patients. They also see the effects of illness and poverty in their community. Their insights are important for shaping healthcare policies and delivery methodologies by informing providers of the patients' specific needs.<sup>1</sup>

## CHWs Core Competencies Checklist

CHWs have a wide array of knowledge, skills, and abilities (KSAs) that are helpful in many roles within the clinical team.



Using the checklist below can help further explore areas for training opportunities (13).

- Communication skills
- Interpersonal skills
- Service coordination skills
- Capacity-building skills
- Teaching skills
- Advocacy skills
- Organizational skills
- Outreach skills
- Leadership skills
- Professional skills
- Relationship building
- Person-centered and linguistic competence
- Ability to acquire program-specific knowledge
- Broad knowledge base about community and health issues
- Informal counseling and social support
- Providing person-centered health education
- Conducting community needs assessments
- Building individual and community capacity
- Link between patients and health providers
- Sensitive support between communities and health and human services <sup>1,2</sup>

## References

1. Unite for Sight (2015). Who Are Community Health Workers and What Do They Do? Available at: <http://www.uniteforsight.org/health-workers-course/module1>. (Accessed January 24, 2019).
2. Community Health Worker Core Consensus Project (2016). Understanding Scope and Competencies: A Contemporary Look at the United States Community Health Worker Field. Available at <http://files.ctctcdn.com/a907c850501/1c1289f0-88cc-49c3-a238-66def942c147.pdf> (Accessed January 23, 2019).

## References

1. Unite for Sight (2015). Who Are Community Health Workers and What Do They Do? Available at: <http://www.uniteforsight.org/health-workers-course/module1>. (Accessed January 24, 2019).

# CHW Trainings

CHWs have opportunities to use their skills in differing capacities within health centers. These opportunities may present challenges in their ability to successfully perform their role. Therefore, it is imperative that CHWs are provided with educational trainings that support their professional development in the communities they serve.



## Common educational trainings used by health centers include:

- Accessing healthcare and social services systems
- Practicing person-centered competency
- Translating, interpreting, and facilitating client-provider communications
- Gathering information for medical providers
- Educating social services providers on community/population needs
- Teaching concepts of disease prevention and health promotion to patients
- Understanding how CHWs' work aligns with health system goals
- Managing chronic conditions, including training on lifestyle strategies, risk factors, self-monitoring, and medications
- Engaging in health prevention and promotion activities
- Home visiting
- Understanding liability issues
- Understanding community perspectives
- HIPAA and patient privacy
- CHW safety

- Behavioral health
- Motivational interviewing and public speaking
- Using technology, including mobile applications <sup>1</sup>

## References

1. Rural Health Information Hub (2019). Community Health Worker Curriculums. Available at: <https://www.ruralhealthinfo.org/toolkits/community-health-workers/3/curriculum> (Accessed January 30, 2019).

## UDS Resources

Health Resources and Services Administration (HRSA) provides a site with multiple resources to assist health centers in collecting and submitting their data, including UDS manuals, webinars, trainings, validations, crosswalks, and other technical assistance resources.

### Uniform Data System (UDS) Resources

<https://bphc.hrsa.gov/datreporting/reporting/index.html>

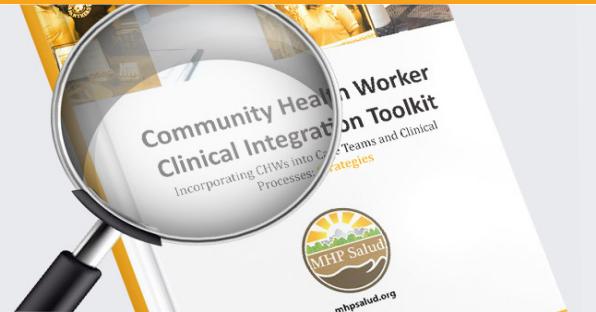
- UDS Manual
- UDS Online Trainings/Webinars
- UDS Mapper
- UDS Overview Video
- UDS Modernization Video
- UDS In-Person Training Information
- UDS Data Tables
- UDS Fact Sheet

### Additional Support:

- Telephone helpline (866-UDS-HELP)
- Email help: [udshelp330@bphcdatal.net](mailto:udshelp330@bphcdatal.net)

# CHW Clinical Integration Resources

## MHP Salud Resources



### Making the Case for Community Health Workers

is a toolkit that provides a solid foundation of who CHWs work with, what they do, and how valuable CHWs are to organizations and the communities they serve. It is advised that Clinical Teams review this information as it explores the impact CHWs have on health outcomes, service delivery, cost of care, and cost-effectiveness.

### Community Health Worker Clinical Integration

is a toolkit that illustrates different strategies for incorporating CHWs within Care Teams. Additionally, it provides real-life case studies from various health entities throughout the nation to support the success of the implementation of these strategies.

Access both toolkits at [www.mhpsalud.org](http://www.mhpsalud.org).

## Other Resources

### Integrating Community Health Workers on Clinical Care Teams and in the Community

is a resource developed by the CDC that provides an overview of effective strategies for CHW clinical integration. It provides an overview on how these strategies can increase patient knowledge and medication adherence, lower blood pressure, and cholesterol levels among diverse populations and in various settings.

Access additional resources at [www.mhpsalud.org](http://www.mhpsalud.org).



[mhp salud.org](http://mhp salud.org)

# Identifying CHWs in Your Health Center

## Do You Have Any of these Titles in Your Health Center?

**Case Manager\***  
**Clinical Community Health Worker**  
**Community Health Aide**  
**Community Health Liaison**  
**Community Health Representative**  
**Community Health Specialist**  
**Community/Lay Health Advisor**  
**Community Outreach Worker\***  
**Community/Patient Health Navigator\***  
**Community Wellness Advocate**  
**Family Resources Coordinator**  
**Health Ambassador**

**Health (or Community Health) Advocate**  
**Health Educator\***  
**Healthcare Specialist**  
**Home Visitor**  
**Outreach and Enrollment Specialist\***  
**Outreach Referral Worker**  
**Parent Educator**  
**Patient Care Coordinator/Worker**  
**Patient Resource Coordinator**  
**Peer Advocate**  
**Peer Educator**  
**Peer Wellness Specialist**  
**Promotor(a) de Salud<sup>1,2</sup>**

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## Do They Perform Any of these Roles in Your Health Center?



Advocating  
Building Capacity to Address  
Issues  
Care Coordination, Case  
Management, and System  
Navigation

Cultural Mediation  
Evaluation  
Individual and Community  
Assessments  
Outreach  
Referral Services<sup>3</sup>

\*For more information on CHW Roles, please refer to "Reporting of Community Health Workers in the Uniform Data System" guide.

If you answered

**YES**

then you may  
need to report  
them as a CHW

in UDS.



## Why is it Important to Report Them as CHWs in UDS?

- ✓ Improve health center performance in reaching underserved populations
- ✓ Increase health access to underserved populations
- ✓ Increase funding for CHW positions and programs
- ✓ Increase awareness of the existence of CHWs and their impact

### References

1. Survey, Role of Community Health Workers (CHWs) in community health centers (CHCs) conducted by Northwest Regional Primary Care Association and Feygele Jacobs (unpublished, 2016).
2. Centers for Disease and Control and Prevention (2016). CHW Job Titles. Available at: [https://www.cdc.gov/dhdsp/chw\\_elearning/s1\\_p6.html](https://www.cdc.gov/dhdsp/chw_elearning/s1_p6.html) (Accessed: January 23, 2019).
3. Community Health Worker Core Consensus Project (2016). Understanding Scope and Competencies: A Contemporary Look at the United States Community Health Worker Field. Available at <http://files.ctctcdn.com/a907c850501/1c1289f0-88cc-49c3-a238-66def942c147.pdf> (Accessed January 23, 2019).
4. Reference to Reporting of Community Health Workers in the Uniform Data System Reviewer's Note: Reference will be available upon HRSA approval for publication.

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