



Community Health Worker
Collaborative of South Dakota

5-Year Summary:

CHW Workforce Successes and Future Opportunities

December 2024



Community Health Worker Collaborative of South Dakota (CHWSD)



Overview

Established in January 2020 as an extension of the South Dakota Department of Health (SD DOH), the Community Health Worker Collaborative of South Dakota (CHWSD) has worked diligently to grow and develop the Community Health Worker (CHW) workforce. The mission of the CHWSD is to promote, support, and sustain the CHW profession in South Dakota.

Through grant funding provided by the Centers for Disease Control and Prevention (CDC) to the SD DOH, the CHWSD has been able to provide extensive technical assistance and support to over 50 organizations to develop over 175 CHW positions statewide. Additionally, the CHWSD has provided ongoing support to the 10 established Community Health Representative (CHR) programs across South Dakota's nine tribal nations, which collectively employ over 85 CHRs.

With its recent transition to a non-profit 501c3 organization, sustainability is a top priority for the contracted CHWSD staff and Board of Directors. The CHWSD continues to receive a small amount of funding from the SD DOH to support the growing CHW workforce and to provide technical assistance to both new and existing CHW programs throughout the state. To further enhance sustainability, the CHWSD has implemented multiple revenue streams such as certification fees, annual membership fees for CHWs and allies (those who support CHWs) to access member-only content, and hosts an annual conference.

The CHWSD has also been included in various grant and funding opportunities and continues to seek additional fundraising and funding opportunities. As the CHWSD manages certification on behalf of the SD DOH and South Dakota Department of Social Services, Division of Medical Services (SD DSS, DMS), the CHWSD will need to continue to operate as an organization in South Dakota for the foreseeable future.

Mission

To promote, support, and sustain the Community Health Worker (CHW) profession in South Dakota.

Vision

A well-established statewide network of CHW professionals who provide a wide range of services for South Dakotans.

Timeline of CHW Work in South Dakota

- **2015**- SD DOH conducted an environmental scan and statewide analysis of the CHW/CHR workforce.
- **2016**- SD DOH and SD DSS co-facilitated a work group to develop key recommendations for CHWs in South Dakota.
- **2017**- SD DSS worked to draft Medicaid State Plan Amendment (SPA) for CHW reimbursement.
- **2018**- SD DSS, DMS submitted SPA for CHW reimbursement to Centers for Medicare and Medicaid Services (CMS) for review.
- **2019**- On April 1, 2019, SD DSS, DMS announced CHW services as a covered fee-for-service reimbursement opportunity for CHWs in South Dakota.
- **2020**- SD DOH launched the CHWSD to focus on CHW awareness, workforce development, and to gather key allies (those who support the developing CHW workforce) to launch the workforce.
- **2021**- SD DOH is awarded the CDC Health Disparities funding to accelerate development of the CHW workforce.
- **2022**- First trained CHWs began to work with patients/clients across South Dakota. CHWSD worked to connect with all nine tribal nations and CHR programs in South Dakota.
- **2023**- CHW/CHR voluntary certification launched in South Dakota – a partnership between SD DOH and SD DSS.
- **2023**- First CHW Medicaid claims successfully processed and paid out in South Dakota on March 16, 2023.
- **2024**- Total CHW and CHR workforce reached over 250 individuals. First Medicare CHW claims successfully processed in South Dakota. CHWSD transitioned to a nonprofit organization.

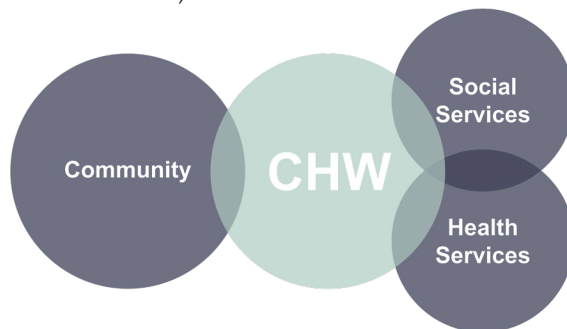
Who is a Community Health Worker (CHW)?

“A Community Health Worker (CHW) is 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.”

– American Public Health Association, 2024

South Dakota Scope of Work

- Health system navigation and resource coordination.
- Health promotion and coaching.
- Health education, to promote methods and measures that have been proven effective in avoiding illness or lessening its effects.



Titles Used in South Dakota

South Dakota utilized the Community Health Worker (CHW) and Community Health Representative (CHR) titles in South Dakota. South Dakota Medicaid recognizes that Community Health Representatives are an integral part of tribal communities. A CHR is an individual who has completed an approved CHR training program through Indian Health Service (IHS) and works under the American Public Health Association (APHA) definition of a CHW and the IHS definition of a CHR. The first CHR program in the country started in Pine Ridge, SD, in the early 1960s. CHRs have been established across the nine tribal nations in South Dakota for over 55 years. For purposes of this document, the term Community Health Worker is inclusive of Community Health Representatives, unless otherwise specifically specified.

CHWSD as a Non-Profit

CHWSD was formed as a South Dakota nonprofit entity in January of 2024. It received its 501c3 status from the Internal Revenue Service (IRS) in October of 2024. The CHWSD currently operates through the support of the South Dakota Department of Health through the CDC Health Disparities award. This funding will be sunsetting in May of 2026. The current SD DOH funding mainly covers contractual personnel costs and some operating expenses. CHWSD also operates through conference sponsorships, registrations, and booth fees, along with CHW/CHR and ally memberships.

As CHWSD's funding decreases from the SD DOH it will be imperative for other funding sources to be located to sustain the current capacity as seen above and to increase the opportunities to advance and support the workforces throughout South Dakota.

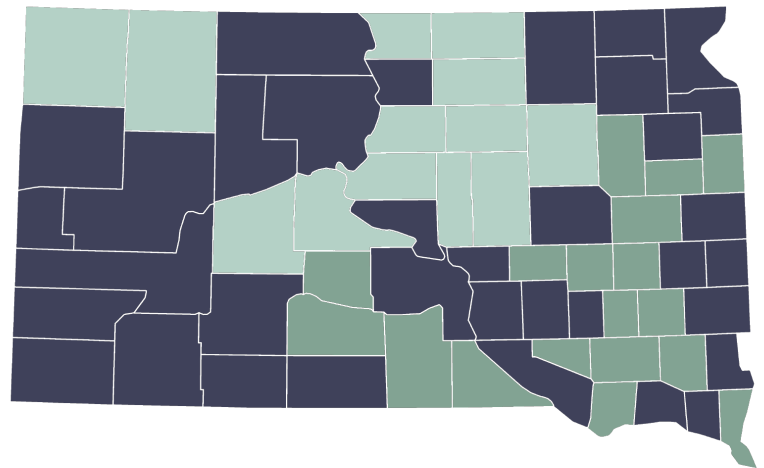
For additional information
on the CHWSD,
visit www.chwsd.org.



Community Health Worker Collaborative of South Dakota (CHWSD)

The CHWSD hosts an annual conference for CHWs, CHRs, and allies in South Dakota and the region.

- 
2022 First Conference
200 Attendees
- 
2023 Second Conference
330 Attendees
Expanded to 2 days
- 
2024 Third Conference
225 Attendees
First year charging to begin navigating towards conference sustainability

South Dakota CHW/CHR Site Map*



-  Counties where CHWs/CHR are employed
-  Additional counties served by CHWs/CHR

*As of October 2024

In January of 2020, there were no trained CHWs in South Dakota and 85 CHRs across the nine tribal nations.

As of December 2024, within South Dakota, there were:



+175
Practicing CHWs



+85
CHR across the nine
tribal nations



53
Of 66 counties in
South Dakota with
CHWS



10
Hospital-based
CHW Programs



4
Federally Qualified
Health Care CHW
programs (across six
different communities)



+25
Community-based
programs with new or
cross-trained CHWs



5
EMS programs with
cross-trained EMTs as
CHWs



10
Tribal CHR programs
(across nine tribal
nations)

Areas of opportunity to continue to grow the CHW workforce in South Dakota include:

- » Supporting additional hospital- and clinic-based CHW programs:
 - Of the 49 hospitals in South Dakota, only 10 hospitals had a CHW program.
 - There were 13 hospitals in communities over 2,500 in population that did not have a CHW program. Those communities include: Aberdeen, Watertown, Yankton, Mitchell, Pierre, Spearfish, Vermillion, Sturgis, Dell Rapids, Mobridge, Canton, Winner, and Rapid City.
 - Additionally, there were 27 hospitals in communities under 2,500 that did not have a CHW program.
- » Supporting additional FQHC-based CHW programs:
 - Only six communities served by FQHCs had a CHW program.
 - 17 communities served by FQHC clinics did not have CHW programs.
- » Supporting additional community-based organization (CBO) CHW programs:
 - Less than 5% of CBOs in South Dakota employed CHWs.

Medicaid

South Dakota is 1 of 14 states with fee-for-service Medicaid reimbursement (third in the country to have reimbursement beginning in 2019.)



South Dakota is:



1 of 6

States with a claim processed
(South Dakota, Arizona, Indiana, Michigan,
Minnesota, and Rhode Island)



1 of 4

States with equitable* reimbursement for
community based organizations
(South Dakota, Minnesota, New Mexico,
and Rhode Island)



1 of 5

States with equitable* reimbursement for CHRs
(South Dakota, Arizona, California, New Mexico,
and Rhode Island)

*Attainable without barriers/limitations

In South Dakota:



21

CHW programs have had a successful claim
process, with the first claim processed in
March 2023



+\$350,000

in reimbursement has been paid out in
claims since March 2023

Over \$250,000
was paid out
in claims in
SFY2024

Nearly \$50,000
was paid out in
claims in Q1,
SFY2025

Nearly \$90,000
was paid out in
claims in Q2,
SFY2025



Successful Reimbursement
has been made across various
organization types

(including first organization types in
the country to successfully bill a state
Medicaid program) including:

- First dental CHW program
- First EMS CHW program
- First CHR program

Hourly Reimbursement Rate

South Dakota has the **highest hourly reimbursement rate** with adjusted
cost of living.

\$67.46 per hour

(New York is the highest reimbursement rate at \$70.00 per hour, however, this
is only available for medical/clinical programs with direct provider supervision.)

South Dakota CHW and CHR Certification



140 CHWs
were certified as
of December 2024

6 CHRs
were certified as
of December 2024

40+ CHWs and CHRs
were working
towards certification

South Dakota is fortunate to have two online CHW training programs. Additionally, the IHS CHR training program is grandparented-in for South Dakota CHRs.



+190
Trained as CHWs



Awareness		
Success and Achievements	Work to Still Be Completed	Opportunities and Barriers
<ul style="list-style-type: none"> CHWSD developed two overview toolkits with continuing education (CE) to introduce medical/clinical organizations and community-based organizations (CBOs) to develop a CHW program. <ul style="list-style-type: none"> From 2021 – 2024, over 125 individuals completed the toolkit for 4 CEs. 	<ul style="list-style-type: none"> Continue to promote toolkit as CE opportunity for professionals through sunseting of toolkit in December 2025. (CEs available for medical providers, nurses, social workers, dentists, and EMS professionals.) 	<ul style="list-style-type: none"> <i>Barrier</i> – The CHW workforce in South Dakota is growing and developing at a rate that can't keep up with the timeline and work needed to continually update the toolkit, nor does CHWSD have funding to support these updates.
<ul style="list-style-type: none"> The CHWSD hosts an annual conference for CHWs, CHRs, and allies in South Dakota and the region. <ul style="list-style-type: none"> 2022 attendance - 200 2023 attendance - 330 (conference expanded to two days) 2024 attendance - 230 (first year of charging for the conference to navigate towards sustainability) 	<ul style="list-style-type: none"> CHWSD will continue to host the annual conference and will provide CEs for CHWs and CHRs at the annual conference. CHWSD will secure sponsorships and charge a registration fee to ensure continued conference sustainability. 	<ul style="list-style-type: none"> <i>Barrier</i> – Funding is a continual challenge when offering an educational conference. <i>Barrier</i> – Some CHW employers do not cover conference registrations or travel expenses to the conference. In 2024, over half of the attendees traveled over 50 miles one-way, and 25% of those attendees traveled from distances over four hours one-way.
<ul style="list-style-type: none"> Since 2020, the CHWSD has worked to raise awareness about the developing CHW profession. Efforts focused on providers as they are critical to Medicaid reimbursement for CHW services due to the need for provider referrals and services plans. <ul style="list-style-type: none"> Each year, CHWSD staffs educational booths at over 15 conferences to promote the developing CHW workforce. CHWSD, CHWs, and allies have presented or co-presented at various conferences across South Dakota and nationally. 	<ul style="list-style-type: none"> Continue to host CHWSD booth at provider conferences and other educational conferences. CHWSD can provide resources to CHWs to present and conduct awareness activities specific to their programs. CHWSD can continue to present at conferences and/or recommend CHW, CHR, and ally presenters for conferences and other educational opportunities. 	<ul style="list-style-type: none"> <i>Opportunity</i> – Work with SD Medicaid to explore provider awareness opportunities at a statewide level. <i>Opportunity</i> – Increase awareness to other healthcare professionals who support providers (i.e., nurses). <i>Barrier</i> – Organizational leadership is not always receptive to CHW program awareness. <i>Barrier</i> – Providers and other healthcare professionals may be supportive and receptive, but organizational leadership is not supportive or does not fully understand the benefits and cost effectiveness of a CHW program.
<ul style="list-style-type: none"> Beginning in 2020, the CHWSD developed a comprehensive website to host all information related to CHWs in South Dakota. The website has been continually updated and includes: <ul style="list-style-type: none"> CHW and ally membership-only pages including webinars and training opportunities, as well as networking opportunities Referral resources/listings of all CHW programs in South Dakota Extensive Medicaid reimbursement resources Success stories Resources for new CHW program development (i.e., wages, sample job descriptions, etc.). 	<ul style="list-style-type: none"> Continue to update the CHWSD website and ensure the CHWSD website is the go-to for all things related to CHW work in South Dakota. 	<ul style="list-style-type: none"> <i>Opportunity</i> – Expand CHWSD website to further support membership-only pages, forums, resources, and networking opportunities. <i>Barrier</i> – The CHWSD website, including the membership only side, costs money to host and update, and there are continued costs to further develop and manage it.

Training		
Success and Achievements	Work to Still Be Completed	Opportunities and Barriers
<ul style="list-style-type: none"> The CHWSD worked with SD Medicaid and SD DOH to ensure the IHS CHR training was grandparented-in as an approved training program in South Dakota to allow for equitable access to training and reimbursement for established CHR programs in South Dakota. 	<ul style="list-style-type: none"> CHWSD continues to support CHRs in obtaining certification in South Dakota after having completed the IHS CHR training. 	<ul style="list-style-type: none"> <i>Opportunity</i> – South Dakota Medicaid and CHWSD are national leaders in recognizing and supporting established CHR programs to obtain Medicaid reimbursement. CHWSD can further share successes and lessons learned with other states and CHR programs.
<ul style="list-style-type: none"> South Dakota has two online CHW training programs located within community and technical colleges. <ul style="list-style-type: none"> Collectively, between these two training programs and an approved training program in Minnesota, over 190 individuals were trained as CHWs in South Dakota. 	<ul style="list-style-type: none"> CHWSD continues to work with training programs to ensure training is available for individuals wishing to train as CHWs in South Dakota. Work with training programs in South Dakota to support training needs related to the South Dakota Department of Labor and Regulation (SD DLR) CHW Apprenticeship program. 	<ul style="list-style-type: none"> <i>Opportunity</i> – Work with training programs in South Dakota to support training needs related to the SD DLR CHW Apprenticeship program. <i>Opportunity</i> – Review CHW training curricula every two years to ensure training programs adhere to the training requirements for approved certification-level training. <i>Barrier</i> – It is possible that one or both CHW training programs in South Dakota discontinue their training program, leaving a training void for CHWs in South Dakota.
<ul style="list-style-type: none"> The CHWSD has worked to support CHW-led group education opportunities in South Dakota. <ul style="list-style-type: none"> The CHWSD has worked with Better Choices, Better Health – SD (BCBH-SD) to encourage CHWs to train as lay leaders. Over 50 CHWs have trained as BCBH-SD lay leaders. With a November 2024 change in Medicaid reimbursement for group class size, the CHWSD has renewed conversations with BCBH-SD and the South Dakota Department of Health Diabetes Program (who leads the National Diabetes Prevention Program in South Dakota) to promote CHW-led group classes. 	<ul style="list-style-type: none"> Continue to work with BCBH-SD and the National Diabetes Prevention Program to support CHW-led group classes. Continue to assist CHW-led group classes in billing Medicaid. 	<ul style="list-style-type: none"> <i>Opportunity</i> – With growing evidence-based programs focused on various social determinants of health (SDoH) outcomes, there is an opportunity to further support CHW-led and evidence-based group education classes. <i>Barriers</i> – Few BCBH-SD classes are offered in South Dakota, and few trained CHW BCBH-SD lay leaders have the capacity and/or working relationship with BCBH-SD to lead a class. <i>Barriers</i> – The National Diabetes Prevention Program is a year-long program that many organizations are hesitant to start due to the required time commitment.

Workforce and Professional Development

Success and Achievements	Work to Still Be Completed	Opportunities and Barriers
<ul style="list-style-type: none"> The CHW and CHR workforce has grown exponentially in just five years from no CHWs in 2020 and 85 established CHR positions in 2020 to over 250 practicing CHWs/CHRs in South Dakota. As of December 2024, there were: <ul style="list-style-type: none"> Over 175 practicing CHWs. Over 85 CHRs across the nine tribal nations in South Dakota. CHWs working in 53 of 66 counties in South Dakota. Individuals enrolled in upcoming CHW training cohorts in 2025. 	<ul style="list-style-type: none"> Continue to support new and growing CHW programs across South Dakota. Utilize the SD DLR CHW Apprenticeship program as leverage to support continued program development. 	<ul style="list-style-type: none"> <i>Opportunity</i> – The SD DLR CHW Apprenticeship program is an exciting opportunity for additional CHW programs to develop across South Dakota. <i>Barriers</i> – Additional funding sources need to be identified for CHWSD to continue to support and sustain the growth of the workforce.
<ul style="list-style-type: none"> Within South Dakota there are 10 hospital-based and/or clinic-based CHW programs and four Federally Qualified Healthcare Center (FQHC) CHW programs (across six different communities). 	<ul style="list-style-type: none"> Continue to support new and growing CHW programs within hospitals, clinics, and FQHCs across South Dakota. 	<ul style="list-style-type: none"> <i>Opportunity</i> – Currently, of the 49 hospitals in South Dakota, only 10 hospitals have a CHW program. <ul style="list-style-type: none"> In South Dakota, there are 13 hospitals in communities over 2,500 in population that do not have a CHW program.¹ Those communities are Rapid City, Aberdeen, Watertown, Yankton, Mitchell, Pierre, Spearfish, Vermillion, Sturgis, Dell Rapids, Mobridge, Canton, and Winner. Additionally, there are 27 hospitals in communities under 2,500 that do not have a CHW program.¹ <i>Opportunity</i> – There are currently CHW programs within only six FQHC clinics in South Dakota. <ul style="list-style-type: none"> There are 17 communities served by FQHC clinics that do not have CHW programs. <i>Opportunity</i> – With Medicaid and Medicare reimbursement available for CHW services in South Dakota, nearly every primary care clinic could support and benefit from a CHW program.
<ul style="list-style-type: none"> In South Dakota, over 25 community-based organizations (CBOs) developed a CHW program (either as a new opportunity for the organization and/or by cross-training employees as CHWs). 	<ul style="list-style-type: none"> Continue to support new and growing cross-trained CHW programs within CBOs. 	<ul style="list-style-type: none"> <i>Opportunity</i> – Data estimates show that CHWs are currently employed in only approximately 5% of CBOs in South Dakota. Continue to explore cross-training and job-sharing opportunities for CHWs within CBOs in South Dakota. Medicaid reimbursement is also ongoing funding versus a grant or fundraiser.

¹ (CHW programs may be housed within other organizations within those communities.)

<ul style="list-style-type: none"> • Five emergency medical services (EMS) programs have cross-trained emergency medical technicians (EMTs) as CHWs in South Dakota. 	<ul style="list-style-type: none"> • Continue to support new and growing cross-trained EMS/CHW programs across South Dakota. 	<ul style="list-style-type: none"> • <i>Opportunity</i> – EMS data from the SD DOH identifies that there are over 130 EMS programs in South Dakota. Continue to support new and growing cross-trained EMS/CHW programs across South Dakota.
<ul style="list-style-type: none"> • To support professional development for CHWs, the CHWSD hosts over 15 webinars each year. The CHWSD also approves and hosts webinars and training courses for CEs for CHWs. 	<ul style="list-style-type: none"> • Continue to host educational webinars and work with organizations to offer CEs for training opportunities. 	<ul style="list-style-type: none"> • <i>Opportunity</i> – Expand partnerships with other organizations to host educational webinars and offer CEs for training opportunities.
<ul style="list-style-type: none"> • The CHWSD hosts a monthly, virtual educational huddle and hosts regional meetings to connect CHWs from across the state and provide training and networking opportunities. 	<ul style="list-style-type: none"> • Continue to host monthly virtual huddle for CHWs and continue to host quarterly in-person and/or virtual regional meetings for CHWs. 	<ul style="list-style-type: none"> • <i>Opportunity</i> – Partner with additional organizations to host educational topics during monthly virtual huddles and in-person and/or virtual quarterly regional meetings.
<ul style="list-style-type: none"> • The CHWSD worked to develop a site-specific referral and resource directory for all organizations looking to refer to a CHW program within South Dakota - https://chwsd.org/chw-chr-referrals/ 	<ul style="list-style-type: none"> • Continue to update the referral and resources directory for CHWs. 	<ul style="list-style-type: none"> • <i>Opportunity</i> – Work with Nexus SD to implement the Nexus SD platform as the go-to referral program to connect organizations with CHW programs.

Medicaid Reimbursement		
Success and Achievements	Work to Still Be Completed	Opportunities and Barriers
<ul style="list-style-type: none"> South Dakota is 1 of 14 states with fee-for-service Medicaid reimbursement with one of the highest hourly reimbursement rate (for adjusted cost of living).² <ul style="list-style-type: none"> South Dakota was also the first state to have Medicaid claims process for the following program types: <ul style="list-style-type: none"> First dental CHW program First EMS CHW program First CHR program South Dakota is 1 of 6 states with Medicaid reimbursement where claims are successfully processing – South Dakota, Arizona, Indiana, Michigan Minnesota, Rhode Island. South Dakota is 1 of 5 states with equitable (reimbursement for CHRs – South Dakota, Arizona, California, New Mexico, Rhode Island. 	<ul style="list-style-type: none"> Continue to support Medicaid reimbursement as an opportunity for CHW program sustainability. Continue to work closely with SD Medicaid to continue to assist programs in continually billing Medicaid for CHW services. Ensure claims submission regularly continues for CHW and CHR programs to ensure consistent reimbursement. Continue awareness to providers to support a referral and service plan for CHW services. 	<ul style="list-style-type: none"> <i>Opportunity</i> – South Dakota Medicaid is nationally recognized amongst Medicaid programs as a leader for CHW reimbursement for all CHW program types. Utilize knowledge and successes in South Dakota to secure contracted work with other states and organizations looking to implement and/or improve Medicaid reimbursement for CHW services.
<ul style="list-style-type: none"> 21 CHW programs have had a successful claim process with South Dakota Medicaid with over \$350,000 in reimbursement having been paid out in claims since the first claim processed in March of 2023. <ul style="list-style-type: none"> Over \$250,000 was paid out in claims in SFY2024. Nearly \$50,000 was paid out in claims in Q1, SFY2025. Nearly \$90,000 was paid out in claims in Q2, SFY2025. 	<ul style="list-style-type: none"> Continue to support Medicaid reimbursement as an opportunity for CHW program sustainability. Ensure claims submission regularly continues for CHW and CHR programs to ensure consistent reimbursement. Continue to work with SD Medicaid to review CHW claims data in South Dakota. Continue awareness efforts to providers to support a referral and service plan for CHW services. 	<ul style="list-style-type: none"> <i>Barrier</i> – It often takes 4-6 months for a new CHW program to enroll with South Dakota Medicaid and set up all processes to begin billing Medicaid for CHW services. It can also be a competing priority for an organization to dedicate staff time to supporting Medicaid billing implementation and ongoing claims submissions. Continue to work with SD Medicaid to fine-tune the CHW program enrollment process. <i>Opportunity</i> – Create additional tools and templates to further streamline the SD Medicaid CHW program enrollment, implementation, and billing.
<ul style="list-style-type: none"> The CHWSD worked with South Dakota Medicaid to allow for a SDoH diagnosis to be used as a primary referral reason and a primary billing code (Z-code) for billing code type for CHW services. <ul style="list-style-type: none"> South Dakota is just 1 of 4 states to allow for SDoH diagnosis codes to be a primary diagnosis on a CHW claim. 	<ul style="list-style-type: none"> Continue to work with SD Medicaid to review SDoH claims data and assist sites in further using correct diagnosis codes for CHW claims. 	<ul style="list-style-type: none"> <i>Opportunity</i> – Showcase South Dakota’s successes in using SDoH diagnosis codes and present claims data to policymakers.

² Information based on local and national conversations regarding CHW claims within states with Medicaid reimbursement.
5-Year Summary: CHW Workforce Successes and Future Opportunities

<ul style="list-style-type: none"> • South Dakota is 1 of 4 states with attainable (without barriers/ limitations) reimbursement for community-based organizations – South Dakota Minnesota, New Mexico, Rhode Island. 	<ul style="list-style-type: none"> • Continue to work with CBOs across South Dakota to cross-train/incorporate a CHW program within their organization. 	<ul style="list-style-type: none"> • <i>Opportunity</i> – Many organizations currently employ individuals who, if cross-trained as a CHW, could bill Medicaid for services already provided. Additionally, many CBOs could enhance services already provided by starting a CHW program. • <i>Opportunity</i> – Provide further trainings and demonstrations to CBOs to assist with Medicaid claims submission (especially when using the Medicaid claims portal).
<ul style="list-style-type: none"> • South Dakota has one of the highest hourly reimbursement rate (with adjusted cost of living). <ul style="list-style-type: none"> - South Dakota has the second highest hourly reimbursement rate (with adjusted cost of living) of \$67.46 per hour (New Mexico has a reimbursement rate of \$100.20 per hour and New York has the second highest reimbursement rate at \$70 per hour, however, this is only available for medical/clinical programs with direct provider supervision). 	<ul style="list-style-type: none"> • Continue to work with CHW programs to understand the Medicaid reimbursement opportunity and the opportunity to sustain positions with Medicaid reimbursement and braided funding (from other sources). • Continue to develop data-driven success stories to highlight the work of CHWs and calculate return on investment (ROI) and cost savings. 	<ul style="list-style-type: none"> • <i>Opportunity</i> – Continue to work with SD Medicaid to continue to assist programs in continually billing Medicaid for CHW services. • <i>Barrier</i> – Developing success stories for CHWs takes time and resources to complete.
<ul style="list-style-type: none"> • Extensive technical assistance and support available for CHW programs to enroll with SD Medicaid, implement Medicaid policies and procedures, and begin and continue billing Medicaid for CHW services. <ul style="list-style-type: none"> - South Dakota is the only state to have a “one-stop-shop” for Medicaid technical assistance and support that includes customizable documents for programs (through CHWSD). - CHWSD was hired to contract with the national IHS to provide technical assistance to other states with CHR programs to begin billing Medicaid. 	<ul style="list-style-type: none"> • Continue to monitor and improve upon technical assistance and support resources. 	<ul style="list-style-type: none"> • <i>Opportunity</i> – As a revenue stream for CHWSD sustainability, continue to offer consultative services to other states and organizations to assist with CHW and CHR program reimbursement.
<ul style="list-style-type: none"> • In November 2024, SD Medicaid expanded the number of participants who can participate in an evidence-based group training program (for reimbursement) from 8 to 15 participants after receiving extensive feedback from CHW programs and evidence-based group training programs. 	<ul style="list-style-type: none"> • Continue to work with CHW-led, evidence-based training programs to bill Medicaid for CHW-led group education classes. • Expand awareness to evidence-based training programs (BCBH-SD and National Diabetes Prevention Program) regarding CHW-led, evidence-based group education opportunities. 	<ul style="list-style-type: none"> • <i>Opportunity</i> – Expand work with CHW-led, evidence-based training programs to bill Medicaid for CHW-led group education classes. • <i>Opportunity</i> – Enhance awareness to evidence-based training programs regarding CHW-led, evidence-based group education opportunity. • <i>Barrier</i> – There are a limited number of group programs and frequency of training opportunities for CHWs to train to lead evidence-based group education programs.

<ul style="list-style-type: none"> • South Dakota’s CHW workforce began working with patients/clients concurrent to South Dakota expanding Medicaid – an opportunity that allows CHWs to work with newly enrolled Medicaid recipients to navigate their health and social service needs to reduce Medicaid expenses. 	<ul style="list-style-type: none"> • Continue to support CHW reimbursement for CHW services, especially for newly enrolled Medicaid recipients (to avoid unnecessary Medicaid expenses). 	<ul style="list-style-type: none"> • <i>Opportunity</i> – Continue to work with SD Medicaid to calculate claims data and projected/actual ROI for newly enrolled Medicaid recipients.
<ul style="list-style-type: none"> • CHWSD developed a statewide CHW and CHR certification to validate the workforce and streamline/improve the Medicaid enrollment process (on behalf of SD DOH and SD DSS). This certification process saves SD DSS time as they do not have to manage the certification process. <ul style="list-style-type: none"> - 140 CHWs were certified in South Dakota as of December 2024. - Six CHRs certified in South Dakota as of 2024. - The certification process includes: <ul style="list-style-type: none"> ▪ A certification committee who approves all applicants for certification. ▪ Policies regarding training programs, grievances, background checks, etc. ▪ Curriculum approval and scoring rubric for CHW training programs. ▪ Background check processes and procedures. • A full certification platform for applications and renewals has been implemented and is operational through 2027 with the opportunity to continue usage after 2027. • A CE process was developed for CHW and CHR CEs to track, manage, and upload CEs for CHW or CHR recertification. 	<ul style="list-style-type: none"> • Continue to work with CHWs and CHRs to obtain certification as a CHW or CHR in South Dakota. • Continue to support CHWs and CHRs in completing required CEs and applying for recertification • Continue to maintain the CHW certification platform. 	<ul style="list-style-type: none"> • <i>Opportunity</i> – Expand CE opportunities for CHWs and CHRs in South Dakota by partnering with additional organizations. • <i>Barrier</i> – The CHW and CHR Certification platform expenses are covered through 2027, but managing certification does require CHWSD staff time to coordinate, review, and manage certification.

Medicare Reimbursement		
Success and Achievements	Work to Still Be Completed	Opportunities and Barriers
<ul style="list-style-type: none"> Beginning January 1, 2024, CMS updated the Calendar Year 2024 Medicare Physician Fee Schedule allowing for Medicare CHW reimbursement for CHW services provided to enhance primary care. <ul style="list-style-type: none"> This reimbursement opportunity is only for CHW services provided by a CHW working under a billing primary care provider in a primary care clinic with the services enhancing the primary care provided to support principal illness navigation and/or community health integration. (This reimbursement opportunity is very limited and very medicalized for primary care clinics, thus excluding most CBOs and CHR programs). Only one small independent clinic in rural South Dakota has successfully billed Medicare for CHW services as of December 2024. 	<ul style="list-style-type: none"> Continue to work with CHW programs to review and see if Medicare reimbursement is an opportunity for additional program reimbursement – especially for hospital- and clinic-based CHW programs. Support South Dakota CHW programs wishing to bill Medicare for services through technical assistance and support. 	<ul style="list-style-type: none"> <i>Opportunity</i> – Further assist hospital- and clinic-based CHW programs (or prospective programs) in navigating and understanding Medicare reimbursement (as an enhancement of primary care services) to expand reimbursement opportunities. <i>Barriers</i> – Medicare reimbursement for CHWs is very limited to primary care and does not provide attainable reimbursement for non-medical/clinical CHW programs.

Private Payer Reimbursement		
Success and Achievements	Work to Still Be Completed	Opportunities and Barriers
<ul style="list-style-type: none"> The CHWSD and partners researched and developed an overview of private payer opportunities for CHW services (https://chwsd.org/private-payers/) and met with Avera Health Plan, Sanford Health Plans, and Blue Cross Blue Shield of South Dakota in 2024 to introduce CHWs in South Dakota and provide informative examples of private payers reimbursing for CHW services. 	<ul style="list-style-type: none"> Continue to monitor private payer reimbursement for CHW services in other states. Continue conversations with private payers in South Dakota to share and educate regarding CHW successes and workforce developments. 	<ul style="list-style-type: none"> <i>Opportunity</i> – Expand conversations with private payers in South Dakota to share and educate regarding CHW successes and workforce developments.

Success Stories and Impact Stories

Avera Community Health Resource Center, Sioux Falls

A CHW was contacted regarding a child with several medical issues, one of which necessitates tube-feedings. During the last administration of tube feeds, three cockroaches crawled out of the tube at the point of entry into the child's body. This situation raised significant health and safety concerns. Prior to this incident, the family had declined interpreters from Avera due to a lack of trust within their community toward healthcare systems.

The CHW's efforts aimed to address the family's living environment and foster trust within their community. With the CHW's intervention, an exterminator efficiently eradicated the cockroach infestation, and a plan for follow-up visits was established to ensure a healthier living environment for the family. This proactive approach laid the foundation for improved living conditions and better overall health outcomes for the child.



More success stories and impact stories from South Dakota community-based and medical/clinical based CHW/CHR sites are available at www.chwsd.org/success-stories.



Union Gospel Mission, Sioux Falls

After losing her husband, exhausting all available resources in her previous town, and relocating to Sioux Falls, the client struggled to follow Union Gospel Mission program guidelines and rules and exhibited a prolonged attachment to her homeless identity. The CHWs helped the client obtain stable housing so she would not spend another winter homeless. They also helped the client find resources to improve her food access, helped obtain furniture for her home, and set up free transportation for medical appointments. Through the help of the CHWs, the client gained life skills that gave her confidence and equipped her with tools for navigating her housing effectively.



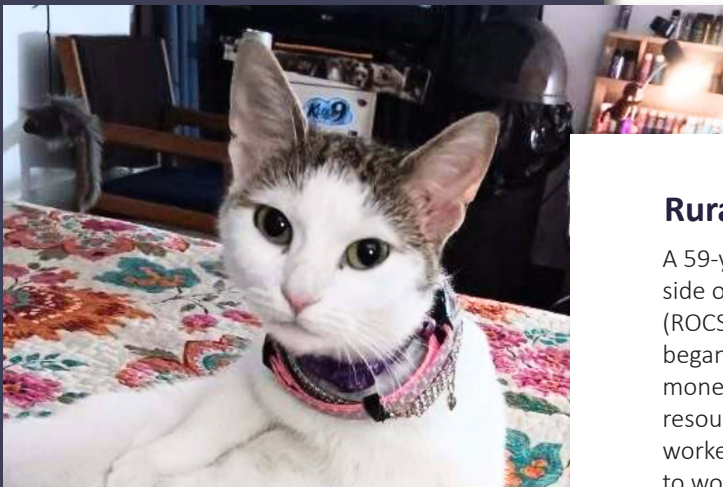
Black Hills Pediatric Dentistry

A child presented with pain and facial swelling and required urgent surgery. If not done, the child would instead need to be transported to the hospital for inpatient infection care. One significant obstacle was that the child's Medicaid was inactive. Because of the collaboration between the CHW and Medicaid, as well as the CHW's tenacity to find a provider to conduct an after-hours pre-op health and physical, the doctor was able to complete surgery on the child the next day.

Success Stories and Impact Stories (continued)

Sanford Health, Sioux Falls

The patient had uncontrolled type 2 diabetes, did not have a source of income, could not afford food or insulin, and had a recent fall. The CHW coordinated food delivery and connected the patient to the Capable Program to prevent another fall. The CHW also assisted in applying for financial and disability benefits and brought the patient's financial situation to the attention of his care team prompting a reevaluation of his medical regimen. Along with lessening his financial barriers, the support of the Capable Program has increased the patient's active engagement in physical activities, and he has expressed hopes to have a normal life again.



Rural Office of Community Services, Mitchell

A 59-year-old woman, along with her cat, was dropped off on the side of the road. She found the Rural Office of Community Services (ROCS) and received help moving into a hotel. When the CHW began working with this client she could barely walk, she had no money, no phone, no ID or birth certificate, no insurance or other resources, and needed dental and vision care. The CHW diligently worked with the client to address each of her needs and continues to work with the client as she overcomes obstacles. The client has now moved out of the hotel and into more permanent housing.



Visit www.chwsd.org/success-stories for more success stories and impact stories.



**5-Year Summary:
CHW Workforce Successes and
Future Opportunities**

December 2024

