



Community Health Worker  
Collaborative of South Dakota

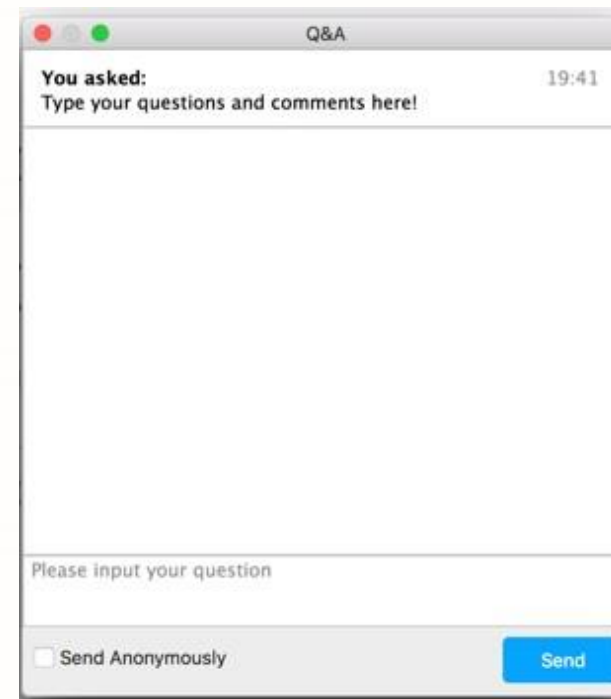
# Understanding SD CHW Training Programs & Scope of Work

Recorded Webinar

# Housekeeping & Ground Rules

- Participants are muted
- Add questions to Q&A box
- Technical issues addressed through the chat box

## Q&A Box

A screenshot of a Q&A box interface. At the top, it says "Q&A" in a small window. Below that, it says "You asked:" followed by a text input field containing "Type your questions and comments here!". To the right of the input field is a timestamp "19:41". Below the input field is a large empty text area. At the bottom of the text area, it says "Please input your question". Below that is a checkbox labeled "Send Anonymously" and a blue "Send" button.

Q&A

You asked: 19:41

Type your questions and comments here!

Please input your question

☐ Send Anonymously Send



# This Webinar is Being Recorded



The webinar will be made available on the CHWSD website under Training!

Check It Out:  
[www.chwsd.org/training/](http://www.chwsd.org/training/)



The screenshot shows the CHWSD website's 'TRAINING' page. The header includes the CHWSD logo and navigation links: Home, About CHWSD, What is a CHW, Resources, CHW Toolkits, Get Involved, CHW Directory, and Contact Us. The main heading is 'TRAINING'. Below this, there are two columns of content. The left column is titled 'CHW Training Programs in South Dakota' and contains a paragraph about reimbursement and a link to 'Full CHW Training Programs'. Below this is the 'Lake Area Technical College' logo and a link to 'Community Healthcare Worker Training Program'. The right column is titled 'Training Program Examples' and contains a paragraph about examples of CHW training programs and a link to 'Marsha'. Below this is a 'Marsha' section with a paragraph about her role and a link to 'Marsha'.



# Understanding SD CHW Training Programs & Scope of Work

April 20, 2021 | 1:00 – 2:00pm CT





# What is a Community Health Worker?



# What is a CHW?

The CHWSD has adopted the American Public Health Association's (APHA) definition of 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.”**

- APHA 2020



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# Bridge the Gap





# Where Do CHWs Work?

- Hospitals
- Medical clinics
- Community health centers
- Chronic disease management programs
- Behavioral health programs
- Addiction & substance abuse programs
- Head start programs
- Child abuse prevention programs
- Employee benefit programs
- Insurance companies
- And many, many more areas & specialties!





# Community Health Worker Collaborative of SD Overview



# Mission and Vision

## Community Health Worker Collaborative of SD

### *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.*

[www.chwsd.org](http://www.chwsd.org)



# Ben Tiensvold

**Community Outreach Coordinator  
Community Health Worker  
Collaborative of South Dakota  
(CHWSD)**

**Email:** [ben@chwsd.org](mailto:ben@chwsd.org)



# CHW Scope of Work & Titles

# CHW Scope of Work

## South Dakota-specific

**Health system navigation and resource coordination**, including helping a patient find providers to receive a service, helping a patient make an appointment for a service, arranging transportation to a medical appointment, attending an appointment with the patient for a medical service, and helping a patient find other relevant community resources such as a support group.

**Health promotion and coaching**, including providing information or education to patients that makes positive contributions to their health status, such as cessation of tobacco use, reduction in the misuse of alcohol or drugs, improvement in nutrition, improvement of physical fitness, family planning, control of stress, pregnancy and infant care including prevention of fetal alcohol syndrome.

**Health education to teach or promote methods and measures that have been proven effective in avoiding illness and/or lessening its effects**, such as immunizations, control of high blood pressure, control of sexually transmittable disease, prevention and control of diabetes, control of toxic agents, occupational safety and health, and accident prevention. The content of the education must be consistent with established or recognized healthcare standards.



# CHW Titles

## Community Health Worker (CHW)

A CHW is an individual who has completed some form of formal training and works under the APHA definition of a CHW.

## Certificate-Level CHW

A Certificate-Level CHW is an individual who has obtained an approved CHW training certificate in South Dakota and works under the APHA definition of a CHW.

## Community Health Representative (CHR)

A CHR is an individual who has completed an approved CHR training program through Indian Health Service (IHS) and works under the APHA definition of a CHW and the IHS definition of a CHR.





# Community Health Worker



Karla works as a CHW at a small non-profit in Sioux Falls, SD that helps low-income families find affordable housing and support. She completed a short online training for CHWs working with affordable housing programs. She primarily helps provide resource coordination for low-income families. Her salary is paid through donations and grant funding. The organization does not receive any reimbursement for her services.



# Certificate-Level Community Health Worker



Mary is a Certificate-Level CHW at a primary care clinic. Mary obtained her CHW Certificate from Lake Area Technical College. Mary works under the full scope of work of a CHW. Her organization receives reimbursement for the services Mary provides, as they align with reimbursement policies.

# Community Health Representative



John is a CHR with a tribe in SD. He completed the Indian Health Service (IHS) CHR training program shortly after being hired. He is responsible for liaising between patients, families, the community and health care providers to ensure patients and families understand their conditions and treatment and are receiving appropriate care in a culturally appropriate manner.



# Reimbursement for Providing a CHW Service



Robert works as a dietitian at a local hospital. He is also a lifestyle coach and leads a National Diabetes Prevention Program (National DPP) at the hospital. The hospital is able to be reimbursed for Robert providing the National DPP as a service of CHWs, however, Robert is not a CHW and cannot provide any other CHW services for reimbursement.



# CHW Dual Titles

- Case Work Aide
- Community Care Coordinator
- Community Health Advisor
- Community Health Educator
- Community Health Promoter
- Community Health Representative
- Community Health Worker
- Community Healthcare Worker
- Community Outreach Worker
- Consejera/Animadora (counselor/organizer)
- Environmental Health Aide
- Family Service Worker
- HIV Peer Counselor
- Lactation Consultant/Specialist
- Lay Health Advisor
- Lead Abatement Education Specialist
- Maternal/Infant Health Outreach Specialist
- Neighborhood Health Advisor
- Outreach Specialist
- Patient Navigator
- Peer Educator
- Promotor (a) de Salud (health promoter)
- Public Health Aide
- And many, many more titles

**Example: Opioid Prevention Specialist/Certificate-Level Community Health Worker**





## South Dakota Community Health Worker Titles and Training Programs

### What is the definition of 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, 2020




### What CHW titles are used in South Dakota?

**Community Health Worker (CHW)**  
A CHW is an individual who has **completed some form of formal training** and works under the APHA definition of a CHW.


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
**Community Health Representative (CHR)**  
A CHR is an individual who has completed an **approved CHR training program through Indian Health Service (IHS)** and works under the APHA definition of a CHW and the IHS definition of a CHR.

### What is the CHW scope of work in South Dakota?

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

### What training programs are available and how do they relate to the scope of work?

**Certificate-Level CHWs**   
**Lake Area Technical College (LATC) CHW Certificate, Diploma, and Associates Degree**  
**Indian Health Service CHR Training**

**Individuals providing a service of the CHW scope of work**   
**Family Spirit Home Visiting Program**  
**National Diabetes Prevention Program**  
**Better Choices, Better Health® SD**

### What do CHWs do?



#### Certificate-Level CHW

Mary is a Certificate-Level CHW at a primary care clinic. Mary obtained her CHW Certificate from Lake Area Technical College. Mary works under the full scope of work of a CHW. Her organization receives reimbursement for the services Mary provides, as they align with reimbursement policies.



#### Reimbursement for Providing a CHW Service

Robert works as a dietitian at a local hospital. He is also a lifestyle coach and leads a National Diabetes Prevention Program (National DPP) at the hospital. The hospital is able to be reimbursed for Robert providing the National DPP as a service of CHWs, however, Robert is not a CHW and cannot provide any other CHW services for reimbursement.



### Want to learn more about training programs in South Dakota?

To learn more about CHW training programs and titles, visit [www.chwsd.org/chw-training-and-scope-of-work/](http://www.chwsd.org/chw-training-and-scope-of-work/) to view the training program recording: Understanding SD CHW Training Programs and Scope of Work.

[www.chwsd.org](http://www.chwsd.org)

The handout will be made available on the CHWSD website!







# CHW Training

**CHV SD**

**Lake Area Technical College**



**LAKE AREA**  
TECHNICAL COLLEGE

**CHV SD**

## Indian Health Service Community Health Representative (CHR) Training





Better Choices, Better Health® SD



BETTER CHOICES  
better health



## National Diabetes Prevention Program (National DPP)

NATIONAL  
**DIABETES**  
**PREVENTION**  
PROGRAM



## Additional Training Programs



Division of Social Services  
South Dakota  
Social Services





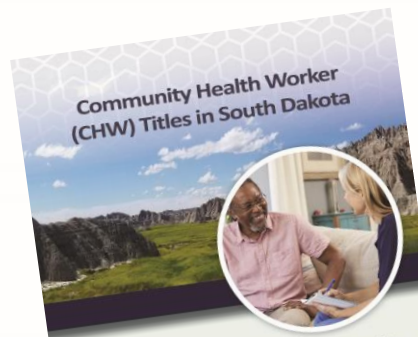
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# Additional Resources



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# Community Health Worker (CHW) Titles in South Dakota Rack Card



## Community Health Worker (CHW) Titles in South Dakota

The Community Health Worker Collaborative of South Dakota (CHWSD) recognizes the following titles for CHWs in South Dakota:

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A CHW is an individual who has completed some form of formal training and works under the APHA definition of a CHW.

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See backside for example scenarios.

[www.chwsd.org](http://www.chwsd.org)



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## Example Scenarios

The following are example scenarios used to provide an overview of the CHW titles used in SD:

### Community Health Worker

Karla works as a CHW at a small non-profit in Sioux Falls, SD that helps low-income families find affordable housing and support. She completed a short online training for CHWs working with affordable housing programs. She primarily helps provide resource coordination for low-income families. Her salary is paid through donations and grant funding. The organization does not receive any reimbursement for her services.

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[www.chwsd.org](http://www.chwsd.org)



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The CHW toolkit is available at [www.chwsd.org/chw-toolkits/](http://www.chwsd.org/chw-toolkits/)

← → ↻ 🔒 chwsd.org/chw-toolkits/ ☆ 👤



Home About CHWSD ▾ What Is a CHW Resources ▾ **CHW Toolkits** Get Involved CHW Directory Contact Us

## CHW Planning and Assessment Toolkit

The CHW Planning and Assessment Toolkit is intended to provide you with **background knowledge, resources, tips, and recommendations** for hiring and utilizing a CHW. It is ideal for managers and key decision makers advocating for, or implementing, a CHW program at their organization. The focus of this toolkit is on healthcare and social service settings; however, the information found in this toolkit is also applicable to community settings as they relate and interface with healthcare settings.



### Self-Guided Resource Version

This version of the toolkit is designed to be used as a self-guided resource, allowing you to refer to the modules that are most applicable to where your organization is in adapting a CHW program. You may navigate through this toolkit from the first module to the last, or you may choose to skip to parts of the toolkit that are applicable to your current needs. Feel free to access this toolkit as many times as needed.

CLICK TO BEGIN



### CEU Version

This version of the toolkit offers CEUs for healthcare professionals and other professionals who complete the toolkit. There are four modules to this version of the toolkit, and all must be completed to receive CEUs. Click [here](#) to view available CEUs for different disciplines. You must complete all four (4) modules of this toolkit to receive applicable CEUs.

CLICK TO BEGIN

### Toolkit Assistance

Should you have any questions while using this toolkit, such as receiving continuing education credits or accessibility features, please contact the CHWSD at [info@chwsd.org](mailto:info@chwsd.org).

### Toolkit Accessibility

Please contact the CHWSD for questions or concerns regarding the accessibility of the toolkit. The CHWSD and partners have worked to make the toolkit very accessible, but are able to provide further support, if needed.

There are two versions of the toolkit.

The toolkit can be accessed under the CHW Toolkits tab.

# CHW Toolkit (w/FREE CEUs)



- **4-Module Toolkit** to learn more
- **Self-Guided Resource Version and CEU Version (2 FREE CEUs)**
  - CME
  - CNE
  - Social Work
  - BAPP
  - Pharmacy
  - Dentistry
  - Counselors
  - General Certificate



# Questions?



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# Thanks for Joining!

Learn more about the Community Health Worker Collaborative of South Dakota at [www.chwsd.org](http://www.chwsd.org)

Contact Ben Tiensvold at [ben@chwsd.org](mailto:ben@chwsd.org)





















