

Indian Health Service

Coming Together to Advance the Workforce

NAU AZCHOW AACIHC
CHW WORKSHOP

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Presenters

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Indian Health Service



- Established in 1954 to address the health of American Indian and Alaska Native population
- The IHS provides a comprehensive health service delivery system for approximately 2.6 million American Indians and Alaska Natives
- [574 federally recognized tribes](#) in 37 states.
- 41 Urban Programs

IHS Priorities

WORK

- Trauma Informed Care
- Social Determinants of Health
- Patient Centered Care, PCMH
- Maternal Health Projects
- Food/Nutrition Insecurity
- Long COVID Care

AND...

- Retooling Primary Care
- Cancer Prevention and Treatment
- Community Crisis Response – Behavioral Health
- Health Coach Pilot Project
- VA Pilot to support GME for IHS and Tribal Organizations

History of CHRs

- Headquartered in Rockville, Maryland, the CHR Program was established in 1968 under the 1921 Snyder Act. The authority for the CHR program is found in the Indian Health Care Improvement Act (IHCIA), Section 107 of P.L. 100-713, dated November 23, 1988.
- CHRs are considered the first CHW workforce program.

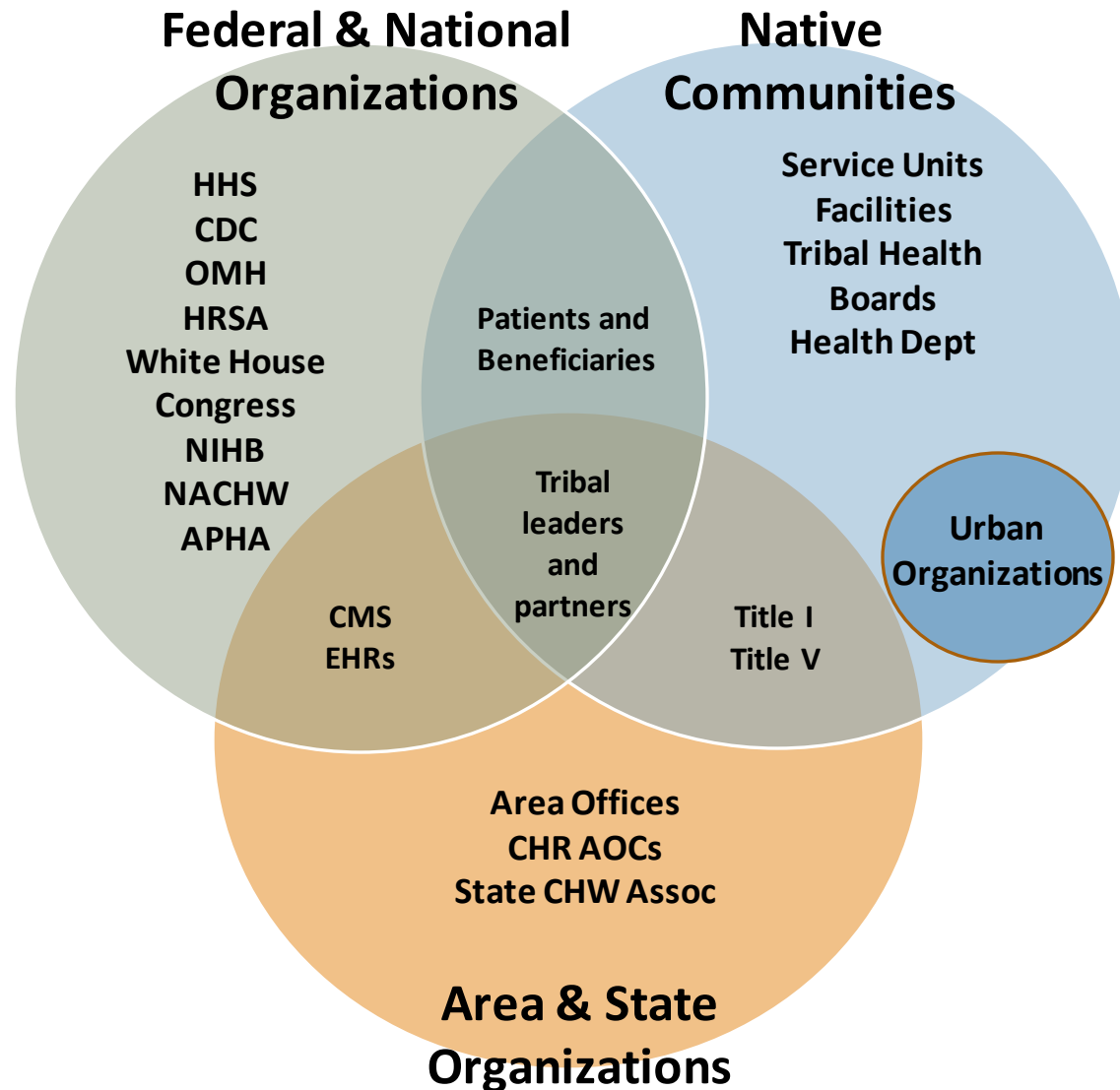
IHS Definition of CHR

CHRs are frontline public health workers who are trusted members of the community with a close understanding of the *community, language, and traditions*.

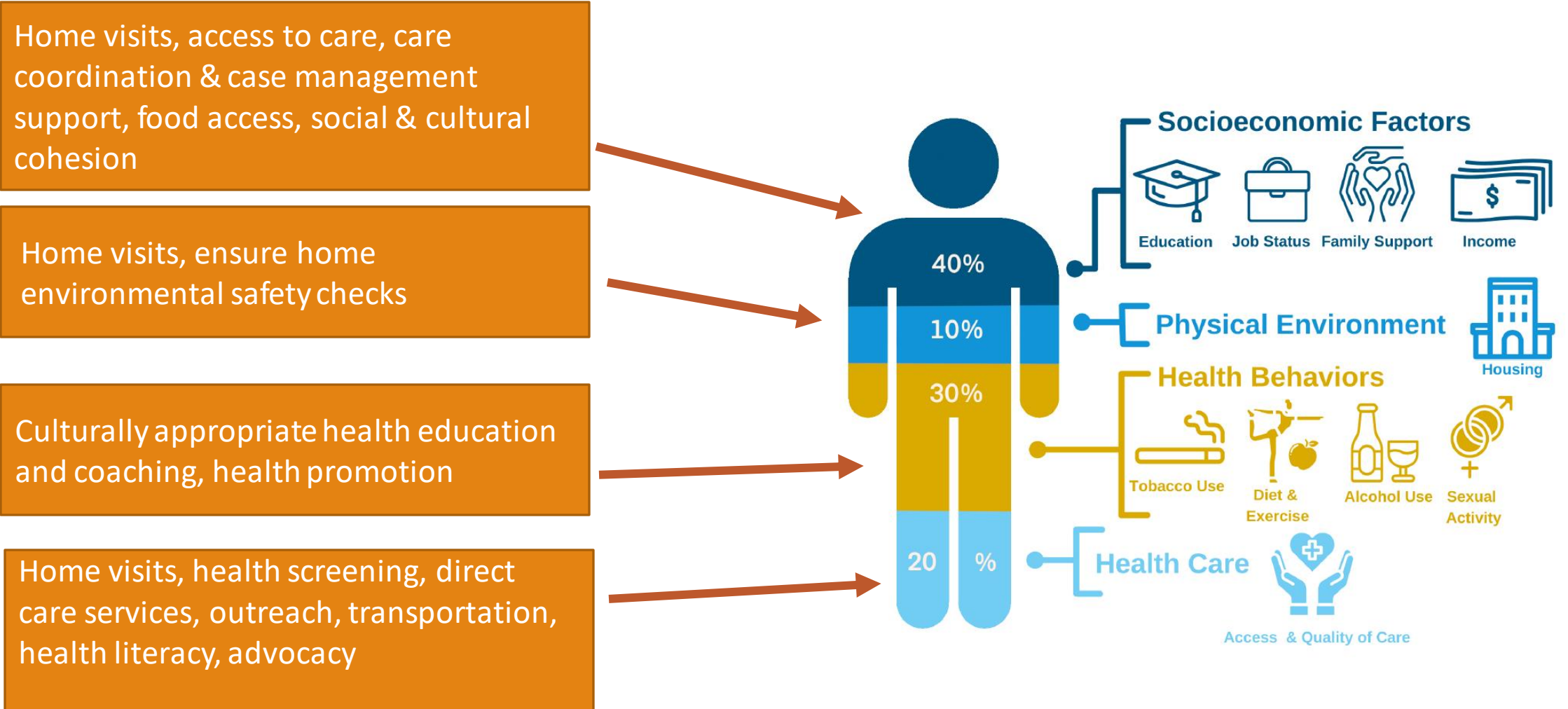
CHRs serve as a link between the clinical setting and the community to facilitate access to services and improve the quality and cultural competence of service delivery. They assist by increasing health knowledge of patients and communities through a broad range of activities such as transportation to health visits, outreach, community education, informal counseling, social support, and advocacy.



Complex Partnerships & Relationships



Impacting Social Determinants of Health



IHS CHR E-Learning

What do we know about training programs?

- No 'one size fits all' on requirements for completing a formal training program to work as a CHR/CHW (state dependent)
- Completion of a formal training program is required for an organization to receive Medicaid reimbursement for a CHW providing services. (state dependent)
- CHR E-Learning modeled after [C3 Project Roles & Competencies](#)
- CHR E-Learning identified as an approved training program (state dependent)



Content & Learning Areas:

- Promote health and prevent disease and disability in AI/AN communities
- Improve outreach capacity to meet tribal health systems and IHS national goals
- Motivational interviewing
- Case management
- Maternal child health
- Mental health
- CHR documentation training



Core CHW Roles

1. Cultural Mediation Among Individuals, Communities, and Health and Social Service Systems
2. Providing Culturally Appropriate Health Education and Information
3. Care Coordination, Case Management, and System Navigation
4. Providing Coaching and Social Support
5. Advocating for Individuals and Communities
6. Building Individual and Community Capacity
7. Providing Direct Service
8. Implementing Individual and Community Assessments
9. Conducting Outreach
10. Participating in Evaluation and Research

CHW Competencies

Core CHW Skills

1. Communication Skills
2. Interpersonal and Relationship-Building Skills
3. Service Coordination and Navigation Skills
4. Capacity Building Skills
5. Advocacy Skills
6. Education and Facilitation Skills
7. Individual and Community Assessment Skills
8. Outreach Skills
9. Professional Skills and Conduct
10. Evaluation and Research Skills
11. Knowledge Base

Financial Sustainability

- Tribal shares (HQs, Area and Program)
- Grants – matching CHR program goals with grant objectives, data collection

Medicaid reimbursement

- Increase number of payers providing reimbursement for CHR services
- Increase and support CHR & CHW Collaborations for reimbursement opportunities
- Alignment of CHR Scope of Work with state plan amendments SOWs
- Support voluntary certification of CHWs/CHRs



The road ahead...



The national CHR program is evolving reflecting new directions for training and advancement for CHRs.

- CHR Strategic Plan (2023-2026)
- CHR Basic Training...Integration of C3 Project Competency Guidelines
- Health Coach Training and Certification
- Build Capacity and Leadership
- CHR Financial Sustainability
- Integration into IHS HIT Modernization
- CHR and the SDOH
- Lessons learned from CDC/CHW funding opportunities
- CHW State-wide Association Partnerships



To learn more about the IHS CHR Program or National Health Coach Pilot Project

Visit the [CHR website](#) or [NHCPP website](#)

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