How to Use / Interpret This Document

The Washington State Department of Health’s (DOH) Community Health Workers (CHW) Training System focuses on relationship building, communication, collaboration and coordination among multiple sectors and partners to provide innovative training strategies to the community-based workforce. This work aligns with the department’s Outward Mindset core culture and performance strategy and Washington State’s One Health initiative.

Over 2200 participants have completed the CHW core competency training since it began in 2012. (Detailed participant records allow us to track information regarding geographic location, CHW roles, employer contact information, and other related information, using a simple database).

The following fact sheets provide a breakout of CHW training graduates by corresponding Accountable Community of Health (ACH) Regions. Data include a general overview of the number of DOH CHW training graduates by county, self-identified CHW role, list of participating agencies, percentage of graduates by sector and reported language capabilities. Evaluation efforts conducted in 2015 indicate most training participants attend at the request of their employer/supervisor.
DOH CHW Training System

The CHW Training System sponsored by WA DOH offers standardized training to support community-based workers in clinical and non-clinical settings throughout the state. Trainings are offered across the state on a quarterly basis with a capacity to provide training to up to 500 CHWs annually.

The 30-hour core curriculum training series is spread out over eight weeks. The core sessions address CHW roles and boundaries; communication skills; outreach and engagement; health disparities; cultural competency; organization skills; documentation skills; assessment skills; service coordination skills; and case study skills during the final in-person session of the class. An expanding list of online health-specific continuing education modules (many are available in Spanish) with an additional 100+ hours of curriculum is available to participants who successfully complete the core training.

CHW Background

Community health workers are frontline public health workers who apply their unique understanding of the experiences, language, and culture of the populations they serve in order to carry out some of the following roles:

- Ensure people have access to needed health and social services they need through service coordination, referral, and follow-up.
- Provide health coaching or social support to people.
- Provide culturally appropriate health education and information.
- Provide basic services and screening tests (such as support with blood pressure monitoring).
- Provide a cultural link between organizations and communities.
- Advocate for the needs and perspectives of the community.
- Help community members increase health knowledge and be self-sufficient.
- Advocate for the needs and perspectives of the community members served.
- Help community members increase health knowledge and be self-sufficient.

Please visit the following webpages for more information:

Questions relating to this document can be forwarded to: chwts@doh.wa.gov

CHWs may serve under a variety of titles in Washington including:

- Community Health Worker
- Community Health Advisor
- Community Health Advocate
- Community Health Promoter
- Outreach Worker
- Outreach Advocate
- Community Health Representative
- Patient Navigator
- Promotora/Promotores de Salud
- Peer Health Advisor
- Peer Counselor
- Lay Health Advisor
- Peer Leader
- And many more
Better Health Together
Community Health Worker Training System Graduate Data

Number of Graduates by County

<table>
<thead>
<tr>
<th>County</th>
<th>Graduates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ferry</td>
<td>7</td>
</tr>
<tr>
<td>Lincoln</td>
<td>1</td>
</tr>
<tr>
<td>Okanogan</td>
<td>21</td>
</tr>
<tr>
<td>Pend Oreille</td>
<td>8</td>
</tr>
<tr>
<td>Spokane</td>
<td>253</td>
</tr>
<tr>
<td>Stevens</td>
<td>12</td>
</tr>
</tbody>
</table>

Identified Roles of Graduates

- Care Coordinator
- Community Health Worker
- Community Support Worker
- Community Resource Specialist
- Family Advocate
- Health Educator
- Medical Assistant
- Outreach Worker
- Patient Advocate
- Patient Navigator
- Promotoras
- WIC Certifier
- Program Manager
- Peer Advocate
- Program Coordinator
- Medical Social Worker
- Health Coach
- In-Person Assistor
- Financial Counselor
- Program Assistant

Reported Language Capabilities of Graduates

- 30 CHW Training System graduates reported bilingual capabilities (11% of total graduates for this region).
- 24% of bilingual CHW Training System Graduates report being fluent in Spanish.
- Ukrainian and German are the 2nd and 3rd most common languages CHWs report being fluent in.
- CHWs also report being fluent in Azeri, Mandarin Chinese, Marshallese, Punjabi, Romanian, Russian, Swahili, Swiss, and Urdu.

What agencies are graduates working at?

**HEALTH CARE PARTNERS**
- Amerigroup RealSolutions: 4
- CHAS Health: 33
- Confluence Health: 3
- Family Health Centers: 6
- House of Charity: 3
- Molina Healthcare: 4
- NATIVE Project: 5
- Pioneer Human Services: 8
- Planned Parenthood: 4
- Providence Sacred Heart Medical Center: 4
- Rural Resources Community Action: 4
- SNAP: 6
- Volunteers of America E. Washington and N. Idaho: 20
- Yakima Valley Farm Workers Clinic: 2

**PUBLIC HEALTH PARTNERS**
- Northeast Tri County Health District: 8
- Okanogan County Public Health: 1
- Spokane Regional Health District: 48

**COMMUNITY-BASED ORGANIZATIONS**
- Better Health Together: 17
- Catholic Charities Spokane: 14
- Community-Minded Enterprises: 3
- Lutheran Community Services Northwest: 2
- YMCA: 11

**TRIBAL PARTICIPANTS**
- Confederated Tribes of the Colville Reservation: 5
- Indian Health Service: 1
- Kalispel Tribe: 3
- Spokane Tribe: 2

**EDUCATION PARTNERS**
- Washington State University: 5

**OTHER PARTNERS**
- Neighborhood Networks: 2
- Susan G. Komen: 2

Sectors where graduates are working:

These data are self-reported by CHW Training System graduates during the training registration process. All CHW registrants are asked to identify sectors they work with. Graduates were able to select multiple sectors during the registration process and may work in one or more sectors. Total percentage may not add to 100%.

<table>
<thead>
<tr>
<th>Sector</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Community Based Organization</td>
<td>47%</td>
</tr>
<tr>
<td>Church</td>
<td>8%</td>
</tr>
<tr>
<td>Housing</td>
<td>31%</td>
</tr>
<tr>
<td>Schools</td>
<td>15%</td>
</tr>
<tr>
<td>Community Health Center</td>
<td>15%</td>
</tr>
<tr>
<td>Clinic</td>
<td>34%</td>
</tr>
<tr>
<td>Hospital</td>
<td>13%</td>
</tr>
</tbody>
</table>
What agencies are graduates working at?

**HEALTH CARE PARTNERS**
- Cowlitz Family Health Center: 5
- Kaiser Permanente: 4
- Mason General Hospital: 4
- Molina Healthcare: 2
- PeaceHealth Southwest Medical Center: 8
- Physicians of Southwest Washington: 2
- Providence St. Peter Hospital: 1
- Sea Mar Community Health Centers: 2
- UnitedHealthcare Community Plan: 2

**PUBLIC HEALTH PARTNERS**
- Cowlitz County Health & Human Services: 5
- Grays Harbor Public Health: 1
- Thurston County Health & Human Services: 2
- Wahkiakum County Public Health: 1

**COMMUNITY-BASED ORGANIZATIONS**
- Cowlitz AmeriCorps Network: 5
- Korean Women’s Association: 1
- Lower Columbia CAP: 4

**EDUCATION PARTNERS**
- Lower Columbia College: 4
- ESD 113: 1

**TRIBAL PARTICIPANTS**
- Confederated Tribes of the Chehalis Reservation: 1
- South Puget Intertribal Planning Agency: 1
- Squaxin Island Tribe: 1
- Cowlitz Indian Tribe: 1

**OTHER PARTNERS**
- Evergreen Vista Apartments: 3
- Legacy Salmon Creek Medical Center: 1

Sectors where graduates are working:

These data are self-reported by CHW Training System graduates during the training registration process. All CHW registrants are asked to identify sectors they work with. Graduates were able to select multiple sectors during the registration process and may work in one or more sectors. Total percentage may not add to 100%.

- **Community Based Organization**
  - Community Health Center: 11%
  - Clinic: 26%
  - Hospital: 22%
- **Medical Providers**
  - Community Based Organization: 53%
  - Church: 6%
  - Housing: 9%
  - Schools: 11%
What agencies are graduates working at?

HEALTH CARE PARTNERS
- Aging and Disability Services: 7
- Alliance Consistent Care Program: 3
- Columbia Basin Health Association: 13
- Community Health of Central Washington: 9
- Fred Hutchinson Cancer Research Center: 4
- HopeSource: 15
- Kadlec Regional Medical Center: 4
- Planned Parenthood: 8
- Southeast Washington Aging and Long Term Care Council of Governments: 32
- Tri-Cities Community Health: 4
- Tri-State Memorial Hospital: 3
- UnitedHealthcare Community Plan: 2
- Yakima Valley Farm Workers Clinic: 45
- Yakima Valley Memorial Hospital: 5

PUBLIC HEALTH PARTNERS
- Benton-Franklin Health District: 7
- Garfield Public Health: 1
- Kittitas County Public Health: 6
- Klickitat County Public Health: 3
- Public Health Foundation of Columbia County: 3
- Yakima County Health District: 5

EDUCATION PARTNERS
- Central Washington University: 10
- Columbia Basin College: 32
- Domestic Violence Services of Benton & Franklin Counties: 1
- Northwest Community Action Center: 1
- Washington State University: 4

Sectors where graduates are working:
This data is self-reported by CHW Training System graduates during the training registration process. All CHW registrants are asked to identify sectors they work with. Graduates were able to select multiple sectors during the registration process and may work in one or more sectors. Total percentage may not add to 100%.

<table>
<thead>
<tr>
<th>Sector</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Providers</td>
<td></td>
</tr>
<tr>
<td>Community Health Center</td>
<td>10%</td>
</tr>
<tr>
<td>Clinic</td>
<td>43%</td>
</tr>
<tr>
<td>Hospital</td>
<td>12%</td>
</tr>
</tbody>
</table>

Related roles and language capabilities:
- Identified Roles of Graduates:
  - Community Health Worker
  - Health Educator
  - Outreach Worker
  - Patient Navigator
  - Health Promotion Specialist
  - Care Coordinator
  - Case Manager
  - Caregiver
  - Community Support Worker
  - Patient Advocate
  - AmeriCorps Member
  - Medical Assistant Student
  - Promotoras

- Reported Language Capabilities of Graduates:
  - 99 CHW Training System graduates reported bilingual capabilities (25% of total graduates for this region).
  - 91% of bilingual CHW Training System Graduates report being fluent in Spanish.
  - CHWs also report being fluent in ASL, Burmese, Filipino, Korean, and Serbian.

- 50% of graduates identified as Community Based Organizations.
King Community Health Worker Training System Graduate Data

Number of Graduates by County

King .................... 377

Identified Roles of Graduates

- Care Coordinator
- Community Health Worker
- Community Support Worker
- Family Advocate
- Health Educator
- Medical Assistant
- Outreach Worker
- Patient Advocate
- Patient Navigator
- Promotoras
- WIC Certifier
- Program Manager
- Peer Advocate
- Program Coordinator
- Health Coach
- Medical Social Worker
- In-Person Assistor
- Financial Counselor
- LPN
- Program Assistant

Reported Language Capabilities of Graduates

- 91 CHW Training System graduates reported bilingual capabilities (36% of total graduates for this region).
- 44% of bilingual CHW Training System Graduates report being fluent in Spanish.
- Amharic, Somali, Tigrinya are the 2nd, 3rd and 4th most common languages CHWs report being fluent in.
- CHWs also report being fluent in ASL, Bosnian, Cambodian, Congolese, Croatian, Dari, Farsi, Finnish, French, German, Hader, Hawaiian, Hindi, Italian, Mandarin Chinese, Nepali, Portuguese, Punjabi, Romanian, Russian, Swahili, and Tagalog.

What agencies are graduates working at?

HEALTH CARE PARTNERS
- American Lung Association: 2
- Amerigroup RealSolutions: 5
- Concerto Health: 4
- International Community Health Services: 16
- Kaiser Permanente: 10
- Lutheran Community Services Northwest: 3
- Molina Healthcare: 2
- MultiCare Health Systems: 7
- Neighborcare Health: 4
- Sea Mar Community Health Centers: 36
- Seattle Cancer Care Alliance: 3
- Swedish Medical Center: 3
- UnitedHealthcare Community Plan: 10

PUBLIC HEALTH PARTNERS
- Public Health — Seattle & King County: 19

COMMUNITY-BASED ORGANIZATIONS
- BABES Network: 2
- Center for Multicultural Health: 3
- Global to Local: 3
- HealthPoint: 8
- Neighborhood House: 4
- YMCA: 8
- YWCA: 7

EDUCATION PARTNERS
- University of Washington: 9

TRIBAL PARTICIPANTS
- Seattle Indian Health Board: 3
- Snoqualmie Indian Tribe: 1
- Tulalip Tribe: 1

OTHER PARTNERS
- Harborview Medical Center: 2
- Jewish Family Service of Seattle: 2
- Mercy Housing: 12
- Seattle Children’s Hospital: 4

Sectors where graduates are working:
This data is self-reported by CHW Training System graduates during the training registration process. All CHW registrants are asked to identify sectors they work with. Graduates were able to select multiple sectors during the registration process and may work in one or more sectors. Total percentage may not add to 100%.
What agencies are graduates working at?

HEALTH CARE PARTNERS
- Amerigroup RealSolutions: 2
- Cascade Medical Center: 4
- Catholic Family and Child Services: 3
- Chelan Douglas Child Service Association: 5
- Columbia Basin Hospital: 2
- Columbia Valley Community Health Center: 10
- Community Health of Central Washington: 1
- Comprehensive Family Care: 1
- Confluence Health: 13
- Coulee Medical Center: 4
- Family Health Centers: 2
- Lake Chelan Community Hospital EMS: 17
- Molina Healthcare: 1
- Moses Lake Clinic: 1
- Moses Lake Community Health Center: 3
- Quincy Community Health Center: 1
- Quincy Valley Medical Center: 2
- Wahluke Family Clinic: 1

PUBLIC HEALTH PARTNERS
- Chelan-Douglas Health District: 1
- Okanogan County Public Health: 1

TRIBAL PARTICIPANTS
- Confederated Tribes of the Colville Reservation: 8

OTHER PARTNERS
- EPIC: 4

Sectors where graduates are working:
This data is self-reported by CHW Training System graduates during the training registration process. All CHW registrants are asked to identify sectors they work with. Graduates were able to select multiple sectors during the registration process and may work in one or more sectors. Total percentage may not add to 100%.

- Community Organizations
  - Community Based Organization: 32%
  - Church: 11%
  - Housing: 7%
  - Schools: 32%

- Medical Providers
  - Community Health Center: 19%
  - Clinic: 36%
  - Hospital: 35%

Number of Graduates by County
- Chelan: 67
- Douglas: 14
- Grant: 28
- Okanogan: 19

Identified Roles of Graduates
- Care Coordinator
- Community Health Worker
- Community Support Worker
- Family Advocate
- Health Educator
- Medical Assistant
- Outreach Worker
- Patient Advocate
- Patient Navigator
- Promotoras
- WIC Certifier
- Program Manager
- Peer Advocate
- Program Coordinator
- Medical Social Worker
- Health Coach
- In-Person Assistor
- Financial Counselor
- LPN
- Program Assistant

Reported Language Capabilities of Graduates
- 34 CHW Training System graduates reported bilingual capabilities (32% of total graduates for this region).
- 91% of bilingual CHW Training System Graduates report being fluent in Spanish.
- CHWs also report being fluent in French, Thai, Arabic, Kuku, and Luganda.
What agencies are graduates working at?

**HEALTH CARE PARTNERS**
- Citrine Health: 9
- Community Health Center of Snohomish County: 4
- Everett Clinic: 1
- Evergreen Health: 1
- Island Hospital: 2
- Kaiser Permanente: 1
- Molina Healthcare: 1
- Mt. Baker Planned Parenthood: 7
- Northwest Integrated Health: 1
- Sea Mar Community Health Centers: 1
- Swedish Medical Center: 2
- Unity Care NW: 5

**PUBLIC HEALTH PARTNERS**
- Island County Public Health: 1
- Skagit County Public Health: 1
- Snohomish Health District: 1

**COMMUNITY-BASED ORGANIZATIONS**
- BABES Network: 1
- Homage Senior Services: 1
- Lutheran Community Services Northwest/Familias Unidas: 26
- North American Syringe Exchange Network: 1
- YMCA: 2
- YWCA: 1

**EDUCATION PARTNERS**
- Trinity Lutheran College: 2
- Whatcom Community College: 1

**TRIBAL PARTICIPANTS**
- Lummi Nation: 3
- Sauk-Suiattle Indian Tribe: 1
- Stillaguamish Tribe of Indians: 6
- Tulalip Tribes of Washington: 6
- Upper Skagit Indian Tribe: 1

**OTHER PARTNERS**
- Denney Juvenile Justice Center: 1
- North Sound Accountable Community of Health: 1
- Camano Island Fire and Rescue: 1
- Whatcom Alliance for Health Advancement: 1

Sectors where graduates are working:
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<table>
<thead>
<tr>
<th>Community Based Organization</th>
<th>43%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Church</td>
<td>6%</td>
</tr>
<tr>
<td>Housing</td>
<td>6%</td>
</tr>
<tr>
<td>Schools</td>
<td>37%</td>
</tr>
</tbody>
</table>

| Community Health Center     | 31% |
| Clinic                      | 27% |
| Hospital                    | 12% |
What agencies are graduates working at?

HEALTH CARE PARTNERS
- Family First Adult Family Homes: 1
- Forks Community Hospital: 1
- Harrison Medical Center: 1
- Jefferson Healthcare: 1
- Kitsap Eye Physicians: 1
- Olympic Medical Center: 3
- Peninsula Community Health Services: 12
- Quileute Health Center: 2

PUBLIC HEALTH PARTNERS
- Clallam County Health and Human Services:
- Jefferson County Public Health: 1
- Kitsap Public Health District: 2

COMMUNITY-BASED ORGANIZATIONS
- YWCA: 2

EDUCATION PARTNERS
- Head Start Sequim: 1
- Peninsula College Medical Assistant Students: 13

TRIBAL PARTICIPANTS
- Jamestown S’Klallam Tribe: 1
- Lower Elwha Klallam Tribe: 1
- Port Gamble S’Klallam Tribe: 1
- Quileute Tribe: 1

OTHER PARTNERS
- Bremerton Housing Authority: 1

Sectors where graduates are working:
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What agencies are graduates working at?

HEALTH CARE PARTNERS
- Catholic Community Services: 2
- CHI Franciscan Health: 1
- Community Health Care: 10
- Coordinated Care: 3
- Healthcare for the Homeless: 1
- HealthPoint: 1
- International Community Health Services: 1
- Kaiser Permanente: 9
- MultiCare Tacoma General Hospital: 5
- Northwest Integrated Health: 6
- PAVE: 1
- Sea Mar Community Health Centers: 20
- Summit View Clinic: 2
- UnitedHealthcare Community Plan: 3
- Valley Medical Center: 2

PUBLIC HEALTH PARTNERS
- Tacoma-Pierce County Health Department: 18

COMMUNITY-BASED ORGANIZATIONS
- Centro Latino: 2
- Community Change: 2
- Elevate Health: 1
- Foundation for Healthy Generations: 1
- HopeSparks: 1
- Korean Women’s Association: 5
- North American Syringe Exchange Network: 3
- Peninsula Community Services: 6
- Point Defiance AIDS Projects: 1
- Samoan National Nurses Association: 3
- Solutions for Humanity, Community, and the Environment: 2

OTHER PARTNERS
- Mercy Housing: 8
- Salishan: 2
- The Villages Assisted Living: 2
- Volunteers of America: 10

Sectors where graduates are working:
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<table>
<thead>
<tr>
<th>Community Based Organization</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Church</td>
<td>15%</td>
</tr>
<tr>
<td>Housing</td>
<td>19%</td>
</tr>
<tr>
<td>Schools</td>
<td>10%</td>
</tr>
<tr>
<td>Community Health Center</td>
<td>23%</td>
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<tr>
<td>Clinic</td>
<td>27%</td>
</tr>
<tr>
<td>Hospital</td>
<td>17%</td>
</tr>
</tbody>
</table>

Number of Graduates by County
- Pierce: 254

Identified Roles of Graduates
- Care Coordinator
- Community Health Worker
- Community Support Worker
- Family Advocate
- Health Educator
- Medical Assistant
- Outreach Worker
- Patient Advocate
- Patient Navigator
- Promotoras
- WIC Certifier
- Program Manager
- Peer Advocate
- Program Coordinator
- Medical Social Worker
- Health Coach
- In-Person Assister
- Financial Counselor
- LPN
- Program Assistant

Reported Language Capabilities of Graduates
- 63 CHW Training System graduates reported bilingual capabilities (21% of total graduates for this region).
- 68% of bilingual CHW Training System Graduates report being fluent in Spanish.
- CHWs also report being fluent in Albanian, Amharic, Arabic, ASL, French, Garifuna, Kiswahili, Khmer, Korean, Laotian, Mandingo, Oromo, Romanian, Russian, Samoan, and Ukrainian.
What agencies are graduates working at?

**HEALTH CARE PARTNERS**
- Aging and Disability Services: 2
- Angel MedFlight: 1
- Cascade Women’s Clinic: 1
- Columbia River Mental Health Services: 1
- Community Health Alliance: 1
- Free Clinic of Southwest Washington: 5
- Indian Health Service: 1
- Kaiser Permanente: 5
- Legacy Salmon Creek Medical Center: 1
- Lifeline Connection: 2
- Lifestyle Health Management: 1
- Lutheran Community Services Northwest: 6
- New Day Dental Clinic: 1
- New Heights Clinic: 1
- PeaceHealth Southwest Medical Center: 11
- Sea Mar Community Health Centers: 17

**PUBLIC HEALTH PARTNERS**
- Clark County Public Health: 12

**COMMUNITY-BASED ORGANIZATIONS**
- Chesterfield Services: 1
- PACT Coalition: 1
- YWCA: 1
- Southwest Washington ACH: 1

**EDUCATION PARTNERS**
- Evergreen Public Schools: 1

**OTHER PARTNERS**
- Brain Injury Alliance of Washington: 1
- Columbia River Community Services Office: 1
- Gaffney Counseling & Consulting: 1
- Reside Residential Care: 1
- Second Step Housing: 1
- Vancouver Housing Authority: 3

Sectors where graduates are working:
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<table>
<thead>
<tr>
<th>Community Based Organization</th>
<th>49%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Church</td>
<td>3%</td>
</tr>
<tr>
<td>Housing</td>
<td>5%</td>
</tr>
<tr>
<td>Schools</td>
<td>7%</td>
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<tr>
<td>Community Health Center</td>
<td>23%</td>
</tr>
<tr>
<td>Clinic</td>
<td>14%</td>
</tr>
<tr>
<td>Hospital</td>
<td>15%</td>
</tr>
</tbody>
</table>