

Alameda County Health Care Services Agency



Aligning the Community Health Workforce: Equity and Innovation in the Age of CalAIM



Introductions & Context

Tuere Anderson, LCSW, ORSCC, HCSA Director of Systems Integration





Health Coach Program

Dantia Hudson, MPH and Lisa Monroe, PA-C


CHW Pipeline Program: Alameda Health Coach Program

Administered by: Alameda County Health Care Services Agency

Purpose: Train and Employ People of Color as Health Coaches

Health Coach CHW Certificate (*recognized by CA Division of Apprenticeship Standards*):

- Cohort: 15-20 health coaches/year are trained (Aug start)
- 180+ hours over 4-6 months (e.g., chronic disease management, patient advocacy, healthcare system navigation, EMR systems, cultural humility, M.A. training)
- On-the-job (OTJ) training program with partner organization employers

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- Opportunities for Placement (starting Nov 2022)→ HCSA will pay health coach stipend 20 hours/week x 4 months during externship
 - Goal for health centers/hospitals to hire Health Coach after 4 mos OTJ

Insights & Challenges: Recruitment

- ACHCP partners with local community based one stop career centers
 - Unity Council and Berkeley Youth Alternatives
- Health pathway programs provide continuum for young adults to participate
 - Mentoring in Medicine & Science (MIMS) and Diversity in Health Training Institute (DHTI)

Challenges:

- Background checks and medical screens

Insights & Challenges: Training



- 140 hours of didactics led by HCSA trainer (first 8 weeks)
- Content created by medical director
- Partnership with Chabot Community College provides CHW certificate upon completion
- On the job training occurs once core didactics complete for bulk of program with weekly didactics
 - Emergency Department
 - Covid Vaccine Sites
 - Urgent Cares
 - Federally qualified health centers (FQHCs) and community clinics

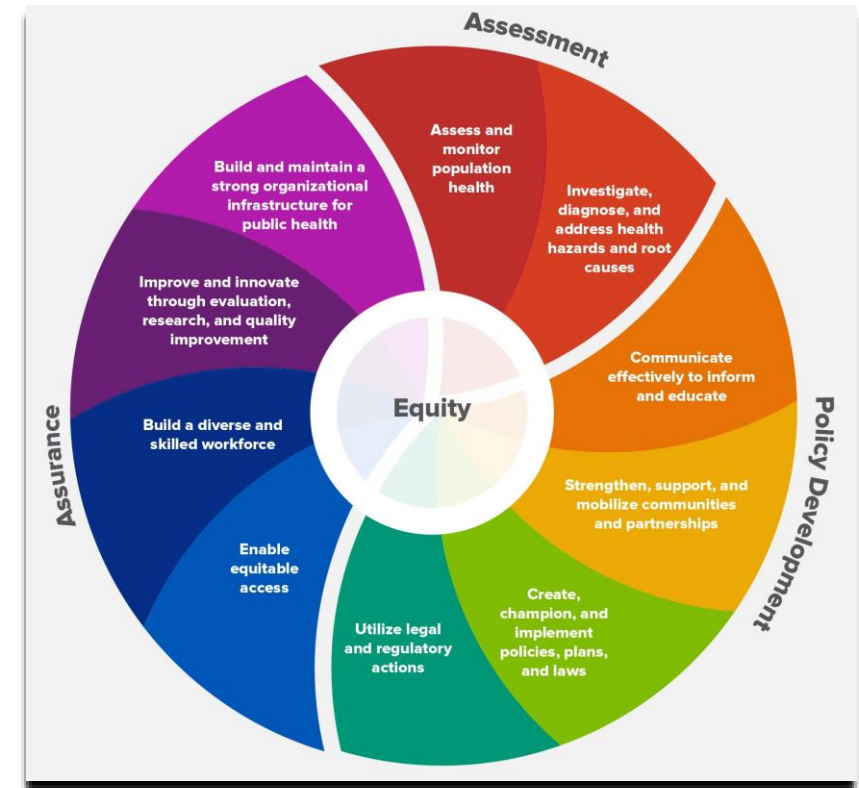
Insights & Challenges: Support & Retention

- Professional Development
- Networking Opportunities
- Career Counseling
- Social Support
- Managing Daily Stressors



Public Health Department Programs

Evette Brandon, Quality Improvement and Accreditation Director



Insights & Challenges: Recruitment

INSIGHTS

- Bilingual /Bicultural staff with lived experience who look like those served
- Cultural competence
- Specific job descriptions
- Essential structured ongoing professional development
- Health Interpretation
- County entryway

CHALLENGES

- Traversing the difficult Civil Service System
- County employee and eligible for assistance programs
- Hiring people to serve their peers
- Tons of applicants

Insights & Challenges: Training



INSIGHTS

- Community engagement and commitment universal baseline
- Structured and monitored
- Health Interpreter for successful community engagement

CHALLENGES

- Good training is time intensive
- Hard skills are all over the map
- Gauging appropriate training package
- Reassignments are challenging

Insights & Challenges: Support & Retention

INSIGHTS

- Career laddering is not consistent
- BIPOC's doing critical work without promotional opportunities

CHALLENGES

- Moving from clients to employees
- Defining a supportive career ladder



A Community Health Worker's Perspective

Diondre Henderson, EMT

Complex Care Management & Care Transitions Program Coordinator



Group Discussion

Group Discussion

- Dyads: turn to your neighbor and talk about one area that you have had success in, and one challenge - 3-5 min
- Popcorn report-out: What did you hear that was surprising or exciting?
- Questions / Insights / Discussion

