

Optimizing Community Health Workers & Patient Navigators for Health Centers that Serve Residents of Public Housing



January 22nd, 2026 | 3 pm EST

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Questions

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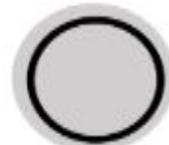
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The National Nurse-Led Care Consortium (NNCC) is a nonprofit public health organization working to strengthen community health through quality, compassionate, and collaborative nurse-led care through:

- training and technical assistance
- public health programing
- consultation
- direct care

To learn more about NNCC, please visit our website at www.nurseledcare.org.

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Accreditation Statement: The National Nurse-Led Care Consortium is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation.

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NNCC National Training and Technical Assistance Partnership (NTTAP)



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Today's Agenda

5 min - Welcome

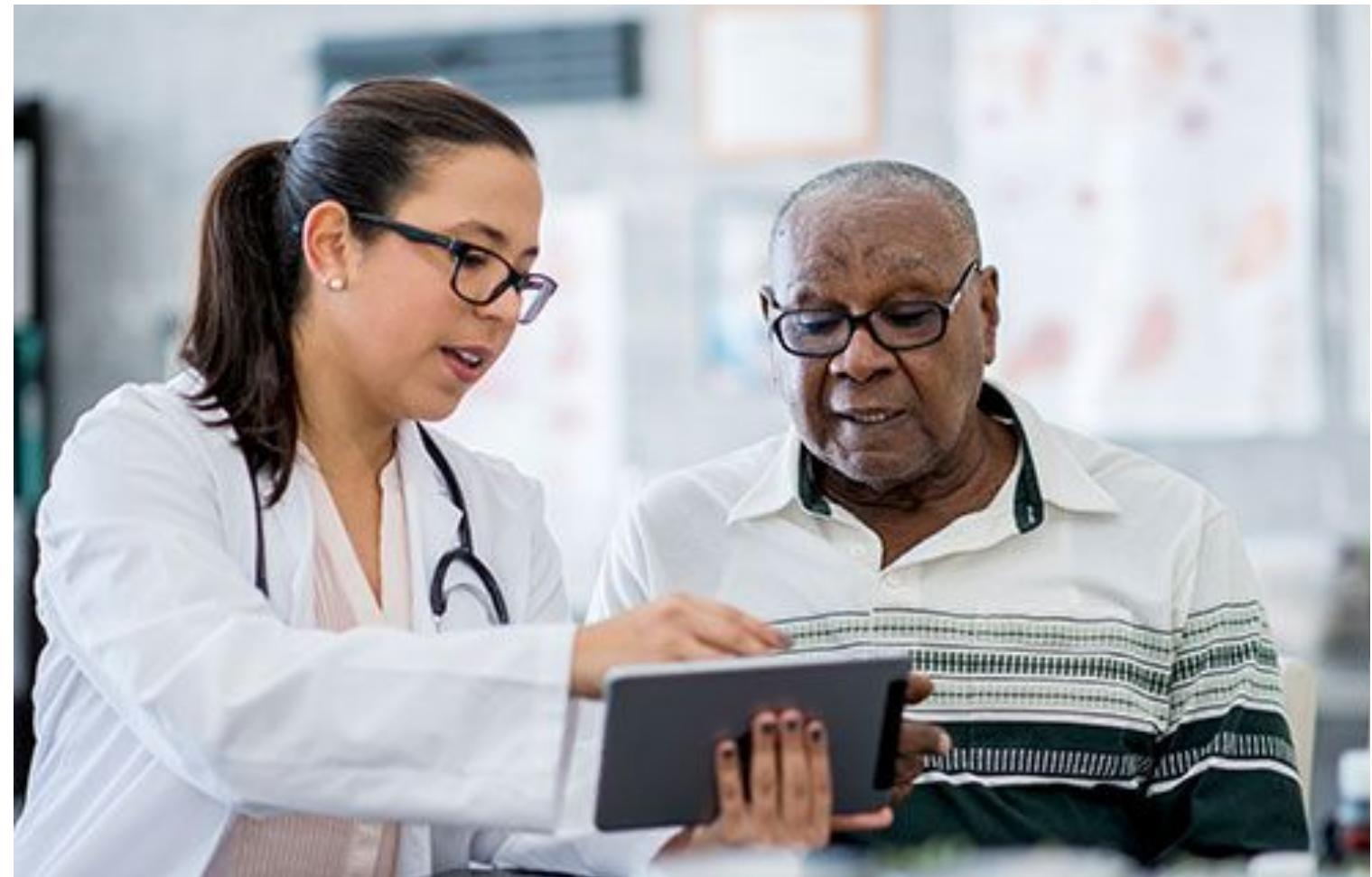
20 min- Deepa Mankikar, MPH

- Understanding the need for Community Health Workers (CHWs)
- Overview of CHW Core Program
- Partnerships and collaborations

20 min- Amber Moore-Gary

- Non-Medical Factors of Health in CHW Care
- Partnerships with the Universities/Hospitals, Temple, Einstein, and Jefferson
- Transitions of Service Project

10 min - Questions & Wrap-Up



Subject Matter Expert



Deepa Mankikar, MPH

Senior Director of Public Health Programs

Public Health Management Corporation



Optimizing the Community Health Worker (CHW) Workforce

January 22, 2026

Public Health Management Corporation



Objectives

- Describe the national landscape of the CHW workforce
- Examine pathways to strengthen the CHW workforce
- Review the Pennsylvania- and Delaware-based Community Health Worker (CHW) Certification, Opportunities, and Readiness for Employment (CORE)

Who is PHMC?

Founded in 1972

VISION

PHMC envisions a healthy community for all.

MISSION

PHMC is a nonprofit public health institute that creates and sustains healthier communities.

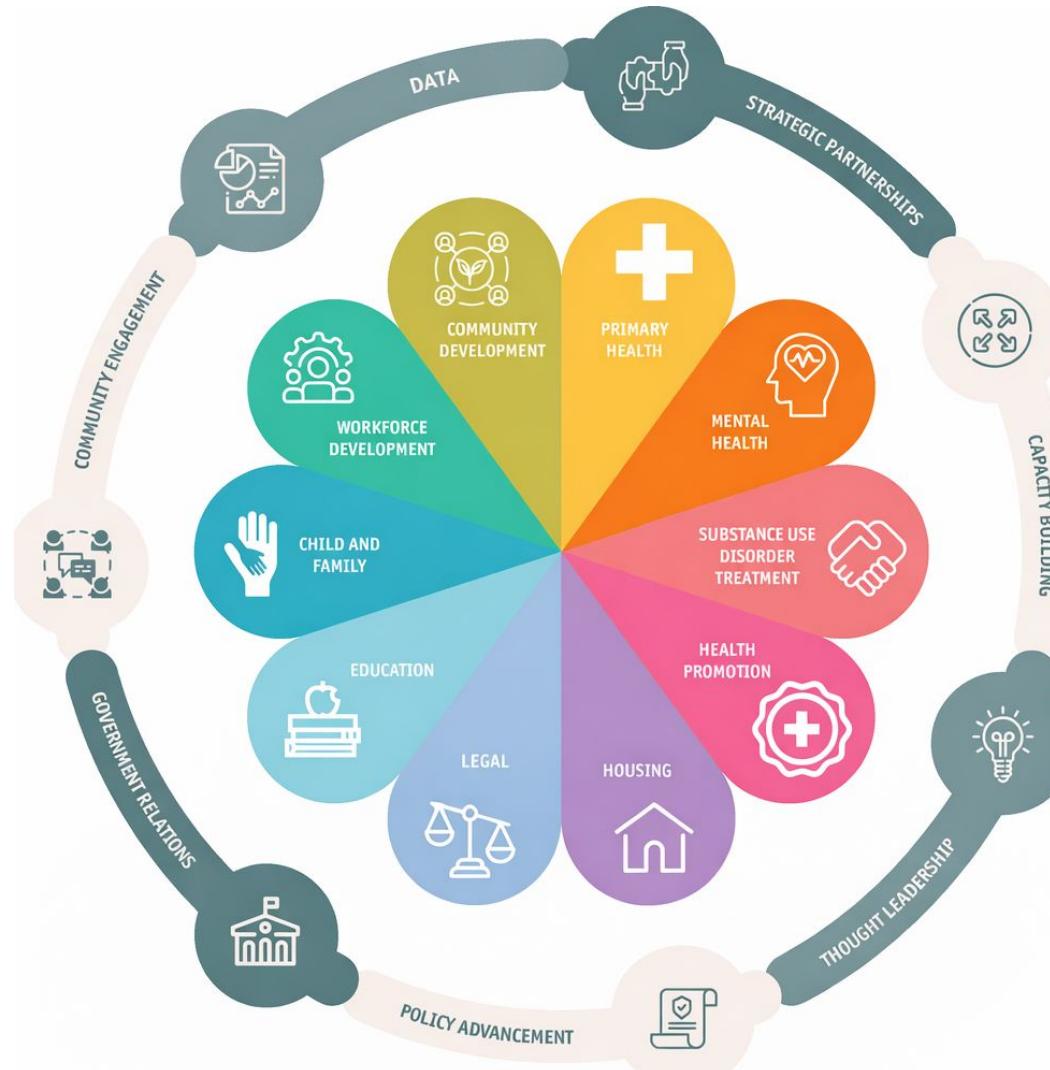
APPROACH

PHMC uses best practices and evidence-based guidelines to improve community health through direct service, partnership, innovation, policy, research, technical assistance and a prepared workforce.

PHMC represents the public health institute for Pennsylvania and Delaware. PHMC employs over 300 CHWs.



PHMC Continuum of Care





Medical

- Primary and preventive care for adults and children, including chronic disease management, podiatry, substance use disorder treatment and women's health services
- Referrals to specialty care and health-related needs

Behavioral Health

- Evaluations, consultations and short-term counseling
- Psychiatric medication management
- Referrals to long-term and specialty behavioral health clinicians

Dental

- General, pediatric and emergency dental services at PHMC Health Callowhill & PHMC Public Health Campus on Cedar

Pharmacy

- Contract 340B services through insurance and discounts for uninsured patients
- Professional consultations, easy pick-up & delivery, and refill reminders

Medical Respite

- A PHMC program that offers post-acute medical care for the homeless individuals who are recovering from a physical illness, surgery or injury.

National Landscape of the CHW Workforce



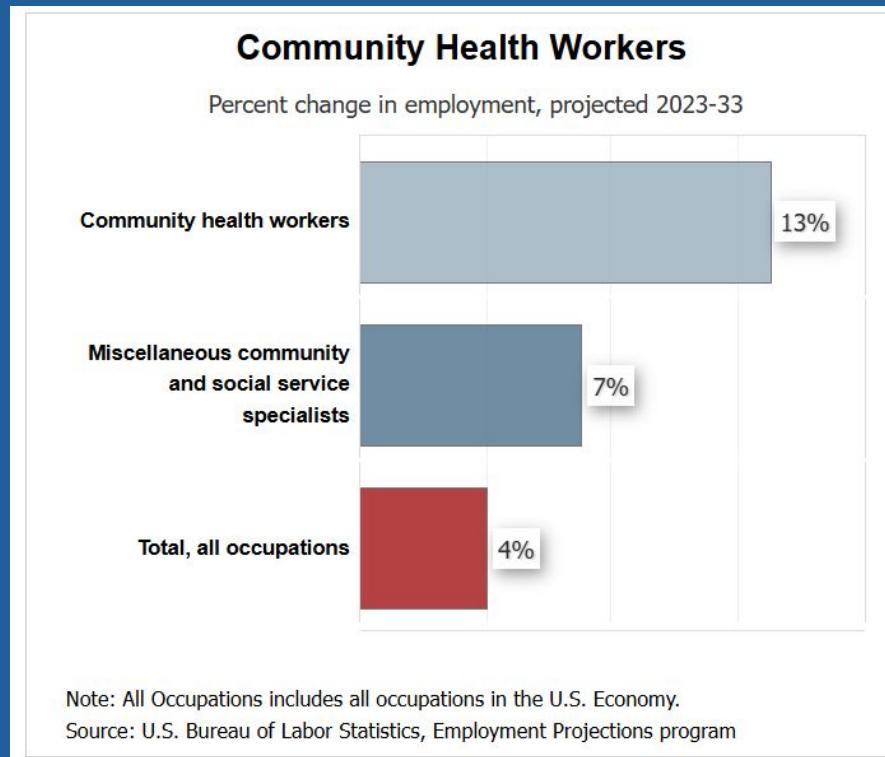
A competent health care workforce is crucial for delivering quality care, improving patient outcomes, and fostering patient safety.



PHMC employs over 300 Community Health Workers, and we see first-hand the value that Community Health Workers provide in supporting families and advocating for their health.



The U.S. Bureau of Labor Statistics projects a 13% growth in CHW employment between 2023-2033 ~ 7,500 openings per year on average.





Opportunity

The Health Resources and Services Administration (HRSA) estimates an increased demand for Behavioral Health Workers by up to 58% between 2022 through 2037.

Source: Source: HRSA Bureau of Health Workforce, Health Workforce Projections (2022–2037), U.S. Department of Health and Human Services.



The National Landscape

States vary in the ways they **define, train, certify, and reimburse** for CHW services.
States vary in CHW engagement. Some have **statewide associations** and some do not.

States use different approaches to pay for CHW services (e.g., Medicaid state plan amendments (SPAs), 1115 demonstration waivers, and managed care organization (MCO) approaches)

Find your statewide CHW network and learn more about State CHW Policies at:
<https://nashp.org/state-tracker/state-community-health-worker-policies/>

National Standards for CHW Roles and Competencies

The National C3 Council:

- Defines comprehensive CHW roles, skills, and qualities
- Establishes national consensus on CHW standards
- Provides guidance for improving CHW practice and policy

These standards are referenced by states planning CHW certification, training program components, and policies for CHW role financing.

C3 Council Findings: Roles & Competencies

CHW Core Roles

- Community Mediation Among Individuals, Communities, and Health Systems
- Care Coordination, Case Management, and System Navigation
- Championing Individuals and Communities
- Providing Direct Services
- Conducting Outreach
- Providing Community Appropriate Health Education and Information
- Providing Coaching and Social Support
- Building Individual and Community Capacity
- Implementing Individual and Community Assessments
- Participating in Evaluation and Data

CHW Core Skills

- Communication Skills
- Interpersonal & Relationship-Building Skills
- Service Coordination & Navigation Skills
- Education and Facilitation Skills
- Promotion Skills
- Building Individual and Community Capacity
- Individual & Community Assessment
- Outreach Skills
- Professional Skills and Conduct
- Evaluation and Data
- Knowledge Base

Pathways to Strengthen the CHW Workforce

- See which states offer CHW certification programs via [National Academy for State Health Policy](#)

Pathways to Strengthen the CHW Workforce

Training

- Find training programs via ([National Association of Community Health Workers \(NACHW\)](#) and ([The National Academy for State Health Policy](#)) [NASHP](#))
- HRSA's Behavioral Health Workforce Education and Training (BHWET) Program for Paraprofessionals
- HRSA's Community Health Worker Training Program (CHWTP)

- Find training

CHW Certification

- See which states offer CHW certification programs via [National Academy for State Health Policy](#)

Financing

- Learn more about State CHW Policies via [National Academy for State Health Policy](#)



chwCORE.org

COMMUNITY HEALTH WORKER
TRAINING PROGRAM

is a program of



**PUBLIC
HEALTH**
management
corporation

We are dedicated to building a competent CHW workforce by providing a pathway to Certification, Opportunities, and Readiness for Employment (CORE).

PHMC has been serving the Delaware Valley for over 50 years.



CHW CORE supports expansion and upskilling of the CHW workforce.

CHW-CORE partners with 40+ organizations across Pennsylvania and Delaware.

To date, we've trained 170+ CHWs.
47 CHWs have also pursued on-the-job experience.

In keeping pace with the current national demand, our goal for 2030 is to reach 300 CHWs with training and pathways to employment.

FREE BEHAVIORAL HEALTH TRAINING



Behavioral Health

This FREE behavioral health training:

Covers 11 hours of online content completed at your own pace.

Offers a Certificate of Completion to recognize the skills gained.

Pathways to Empowerment: Substance Use Disorder Foundations

A Healthcare Worker's Toolkit for Substance Use Disorders

CHW Core is excited to offer a NEW training to grow your skills, knowledge, and confidence in behavioral health! We invite you to **sign up this summer** and be a part of our first training class!

Now accepting sign-ups for 2025-2026.

Ready to sign up?

Please fill out the brief form below to register for the free training. Spots are limited. **Register now!**

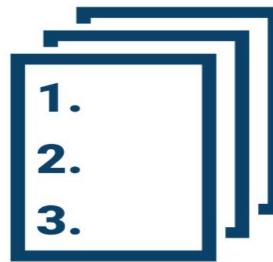
REGISTER NOW

Visit chwcure.org for more information



- In 2024, through new HRSA funding, PHMC expanded its CHW Training Program to prepare CHWs for careers in behavioral health.
- 65 CHWs are completing behavioral health training so far.
- 20% are moving into CHW Apprenticeships.

CHW CORE Learning Tracks



1. Enroll



2. Training



3. Placement

- **Accredited Online learning** - Complete 75 hours of core competency asynchronous didactic CHW modules.
- **Experiential placement** – 300 hours of on-the-job (OJT) training with a community-based organization. 49 hours of Health Literacy Specialist training applies towards 2,000-hour PA state certification requirement.
 - ❖ **\$6,000 stipend per trainee**
- **Apprenticeship** - a one-year job readiness training option, where trainees complete core competency training while gaining 2,000 hours of OJT with an employer. Upon completion, apprentices are PA state certified as a CHW.
 - ❖ **\$7,500 stipend per trainee**



chwCORE.org



Topics Covered in CHW CORE

The training covers all **eight** of the CHW competencies required by the Pennsylvania Certification Board:



1. **Community Health Concepts**
2. **Support & Capacity Building**
3. **Care Coordination**
4. **Health Literacy & Education**
5. **Safety & Self-Care**
6. **Community Competency**
7. **Communication & Interpersonal Skills**
8. **Ethical Responsibilities & Professionalism**



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On-the-Job Examples of CHW Services

Roles Include:

- Community Educator
- Outreach Specialist
- Case/Care Manager
- Family Resource Coordinator
- Health Promoter
- Patient/Health Navigator

Services Include:

- Interpretation and Translation Services
- Connecting those in need with necessary resources
- Providing counseling/guidance to help individuals choose healthier behaviors
- Conducting needs assessments for patients
- Providing health education at community events

Pennsylvania CHW Certification Requirements

Receiving certification as a Community Health Worker in Pennsylvania requires:

- At least 75 hours of training from an accredited provider.
- At least 2,000 hours of work experience in the public health field (within the past 5 years).
- At least 60 hours of supervised on-site experience.
- Up-to-date job description in a Community Health Worker role.

Building a Path to Sustainability

What's Next?

States must prioritize:

- 1) Greater access to accredited CHW education/training
- 2) Opportunities for on-the-job training (e.g., through apprenticeship)
- 3) Support and engagement at the state level for CHW state certification and reimbursement mechanisms for CHW-delivered services.
- 4) Educating policymakers and providers on the impact of CHWs.

Check out NACHW for national resources, reports, and toolkits to promote CHW work!

<https://nachw.org/>

References

Bureau of Labor Statistics, U.S. Department of Labor, Occupational Outlook Handbook, Community Health Workers, at <https://www.bls.gov/ohc/community-and-social-service/community-health-workers.html>

CHW CORE <https://www.chwcore.org/>

Department of Health and Human Services, Health Resources and Services Administration, Health Workforce Projections. Available at <https://bhw.hrsa.gov/data-research/review-health-workforce-research>

National Academy for State Health Policy. State Community Health Worker Policies. <https://nashp.org/state-tracker/state-community-health-worker-policies/>

Pennsylvania Association of Community Health Workers <https://pachw.org/>

- 2023 Scope of Services Survey - <https://pachw.org/scope-of-services-survey/>
- 2022 Retention Survey - <https://pachw.org/retention-survey/>

Pennsylvania Certification Board CHW <https://www.pacertboard.org/cchw>

Rosenthal EL, Menking P, St. John J, Fox D, Holderby-Fox LR, Redondo F, Hirsch G, Lee L, Brownstein JN, Allen C, Haywood C, Ortiz Miller J, Ibarra J, Cole M, Huxley L, Palmer C, Masoud S, Uriarte J, Rush CH. The National Council on CHW Core Consensus (C3) Standards Reports and Website. Texas Tech University Health Sciences Center El Paso. 2014-2024. <https://www.C3Council.org/>

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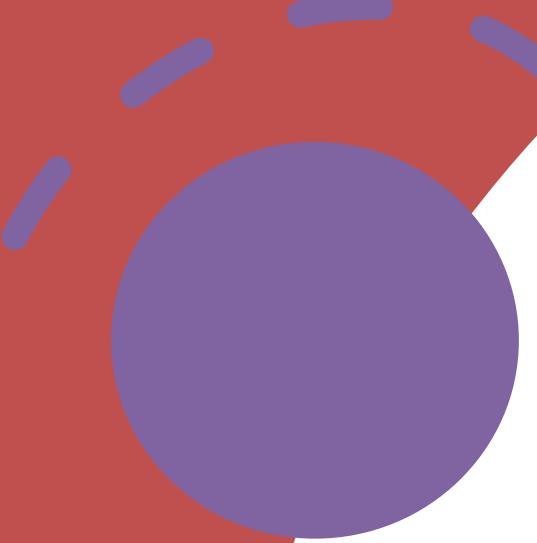
Subject Matter Expert



Amber Moore-Gary

Community Health Worker Supervisor

Public Health Management Corporation



PHMC Strengths in Community-Based Care

Non-Medical Factors of Health • Hospital Partnerships •

Transitions of Care

By Amber Moore-Gary

Non-Medical Drivers of Health Program

- In-person Non-Medical Factors of Health screening by CHWs
- Housing, Food, Transportation and Utilities
- Trust-based, patient-centered approach



Why This Model Is a Strength



- Live screening improves disclosure
- Stronger follow-up than questionnaires
- Non-Medical Factors of Health data drives referrals

Hospital Partnerships

- Temple • Einstein • Jefferson
- Warm handoffs & shared case reviews
- Coordinated navigation



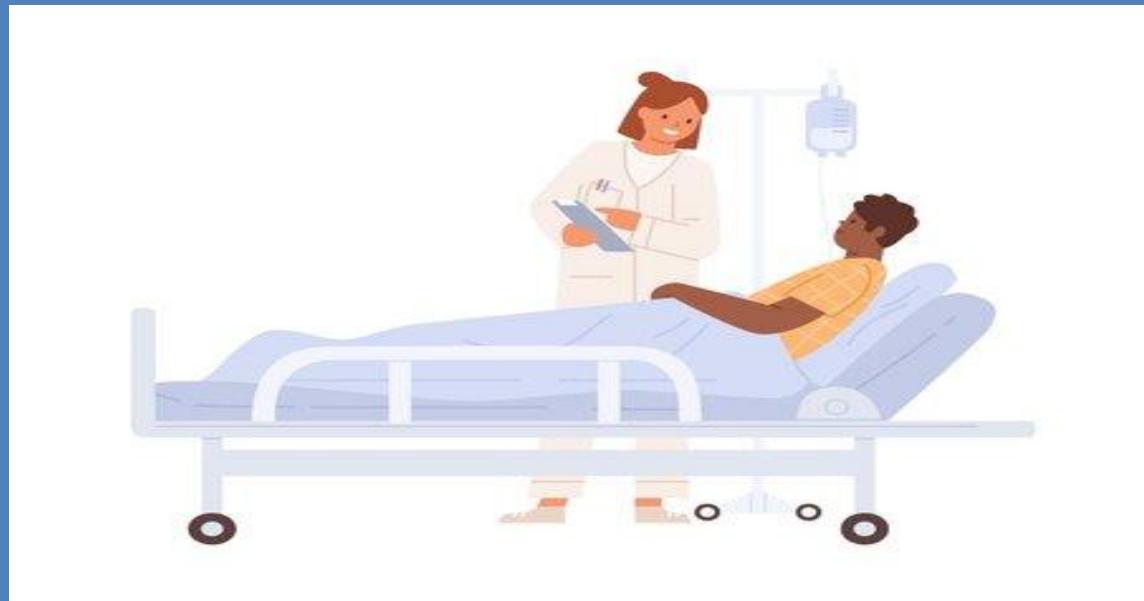
Warm Handoffs in Action



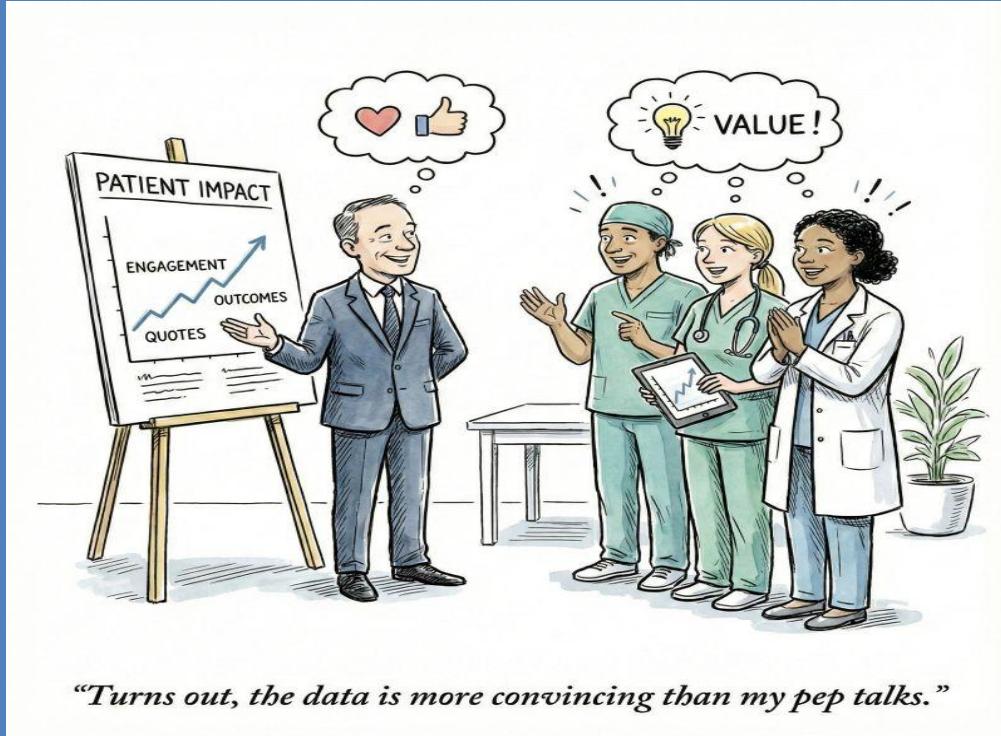
- CHWs: engagement & navigation
- Social Workers: complex psychosocial care
- Right support at the right time

Transition of Care Program

- CHWs integrated post-discharge
- High-risk patient focus
- Early outreach



Impact on Patient Results



- Huddles & shared documentation
- Improved continuity
- Reduced readmissions

Key Takeaway

When community-based support is integrated into care, patients experience stronger stability, smoother transitions, and better results.



Questions?

This presentation is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$550,000 with 0 percent financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement by, HRSA, HHS, or the U.S. Government.



Evaluation



Jan 22- Evaluation & Contact Hours: *Optimizing CHWs & Patient Navigators- Session 1*

Thank you for participating in today's training. Please complete the following evaluation to provide feedback on the training and suggest future training topics. If you seek continuing nursing professional development contact hours, please provide the required information to receive your certificate. For any questions or concerns, please contact Regina Brecker at rbrecker@phmc.org.

Would you like Nursing Continuing Professional Development credit for this training? *

Send me a copy of my responses

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Certificate

Once you submit the evaluation, please wait approximately **20 minutes** for your certificate to arrive. It will come from “Smartsheet Automation,” and be linked at the **very bottom of the email** (as seen below). You will not need to request access.

NNCC Certificate for Optimizing Case Management for Patient-Centered T...

 Smartsheet Automation <automation@app.smartsheet.com>
To  Regina Brecker  10:27 AM

 If there are problems with how this message is displayed, click here to view it in a web browser.

If you have any questions or need further assistance, please feel free to reach out to Jillian Bird at jbird@phmc.org or Regina Brecker at rbrecker@phmc.org

Thank you for your participation!

 ANCC115 2025.09.25 Optimizing Case Mgmt-Telehealth

Details Changes since 9/25/25, 10:25 AM

1 row added, 1 row changed
1 attachment added

1 row added or updated (shown in yellow)

Row 2

First and Last Name	Regina Brecker
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Changes made by web-form@smartsheet.com, automation@smartsheet.com

 1 attachment added
 Optimizing Case Management for Patient-Centered Telehealth Care- Certificate.pdf (126k) added by automation@smartsheet.com on Row 2: Regina Brecker



Access Health Center Resources



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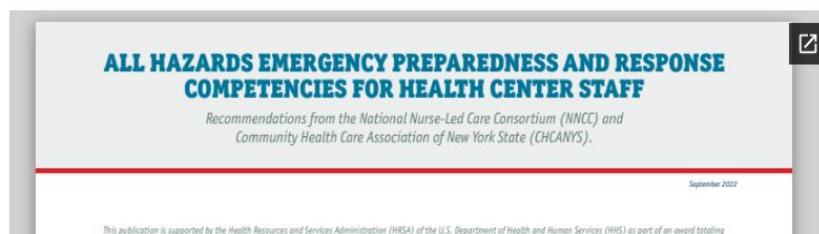
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All Hazards Emergency Preparedness and Response Competencies for Health Center Staff

To successfully perform their assigned emergency/disaster roles, health center staff must understand how their organization will respond to hazards, including the use of altered management structures and modified operations. The National Nurse-Led Care Consortium (NNCC) and the Community Health Care Association of New York State (CHCANYS) created a set of competencies to improve the emergency and disaster preparedness of all health center staff. This publication provides a comprehensive overview of those competencies and sub-competencies, as well as a description of their development process. The competencies are intended to form the foundation of health center staff education and preparedness for all-hazards emergency and disaster response and will allow health centers to direct their limited training time and resources to cover the most essential preparedness aspects.



Upcoming Trainings

January 29, 2026 - 3pm EST

- **Session 2: Optimizing Community Health Workers & Patient Navigators for Health Centers that Serve Residents of Public Housing - Webinar Series**
- *Registration:*
https://us02web.zoom.us/webinar/register/WN_6AVbSMORSWugIB7m7zl_3w

January 27, February 3, & 10, 2026 - 3 pm EST

- **Sessions 2-4: Care for Aging Residents of Public Housing: Strategies for Rural and Urban Settings - Small Group Training**
- *Registration:*
https://us02web.zoom.us/webinar/register/WN_zlaUEZo7Q1mt5QoItAov5g



Thank You!

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or concerns please reach out to
Regina Brecker at rbrecker@phmc.org

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