

Outreach Best Practices

The 8 CHW Core Competencies in Practice

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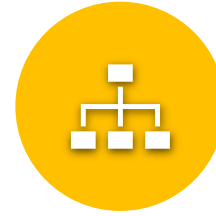
CHW 8 Core Competencies



**Communication
Skills**



**Interpersonal
Skills**



**Service Coordination
Skills**



**Capacity-Building
Skills**



**Advocacy
Skills**



**Teaching
Skills**



**Organizational
Skills**



**Knowledge Base on
Specific Health Issues**



Communication Skills

Scenario

A CHW approaches a perspective client that's at high risk for substance misuse. The perspective client asks the CHW for a referral for treatment services. The CHW gives the perspective client a list of resources with phone numbers but provides no further follow-up. The perspective client is unsure of how to proceed with obtaining treatment services.

*What could the CHW have done better in this scenario? Using the core competency, **communication**, what would you do differently to ensure the perspective client was connected to treatment services?*

Review

Answer

Although the CHW gave the perspective client information in a clear and concise way, they did not use their active listening skills to gather information about the perspective client's unique needs.

Follow-up

You should always actively listen to the individual's needs, ensure they understand the information you have provided, and follow-up to determine if additional assistance is needed.



Interpersonal Skills

Scenario

An organization was providing an event celebrating LGBTQ+ Pride Month. Team member A makes a derogatory comment about the event to Team member B, because the event goes against Team member A's religious beliefs.

*Using your **interpersonal skills**, if you were Team member B, how would you respond to Team member A?*

Review

Answer

Although Team member A is entitled to their own beliefs, as we want to show inclusiveness, they could have expressed themselves in a more respectful manner.

Follow-up

As Team member B, you can show cultural humility to Team member A by letting them know that you respect their beliefs. However, you can also remind Team member A that you work in a setting with people from different backgrounds, and that we have to be respectful of others' beliefs, values, and cultures.



Service
Coordination
Skills

Scenario

While reviewing treatment services with an existing client, a CHW team member learns that the client just received a positive HIV diagnosis. The CHW team member follows-up on current treatment services for substance misuse but does not refer the client to new services for HIV positive individuals.

*How could the CHW team member utilize **service coordination skills** to better serve their client's needs?*

Review

Answer

Although the team member appropriately follows up on the client's current treatment services, they fail to refer to linkage services for HIV positive individuals.

Follow-up

You should always make sure that the client has access to all available resources based on the client's current needs.



Capacity Building Skills

Scenario

A CHW team was doing outreach in the homeless corridor. Several police officers approach the CHW's with a collaboration effort to help individuals experiencing homelessness. However, the CHW team feels that a law enforcement presence could deter individuals from participating in services. They show appreciation for the police officer's efforts but decline future collaboration.

*How would the CHW team benefit from collaborating with law enforcement in this scenario? Why is **capacity-building** important in your role?*

Review

Answer

Although the CHW team showed appreciation for the police officers' efforts, they missed an opportunity to gain more access to resources to help marginalized communities.

Follow-up

You should find opportunities to collaborate and create partnerships that will benefit marginalized communities, even if there are barriers to the collaboration effort.



Advocacy Skills

Scenario

The CHW team member has been working with an unsheltered client that applied for housing. The CHW team member failed to inform the individual of a housing opportunity in a timely manner, and the client was not able to respond within the appropriate time-frame. As a result, the unsheltered client did not receive the housing match that was offered.

*What are the next steps the CHW team member should take to **advocate** for this client?*

Review

Answer

The CHW should make an effort to link the client to other housing programs so they can be rematched.

Follow-up

Although human error and technical errors do happen, you should always advocate for your clients regardless of any positive or negative outcomes.



Teaching Skills

Scenario

A CHW team member approaches a client that they know injects substances. They ask the client about going into substance use support services (SUSS), but the client declines. The client asks for a bus voucher, so the CHW gives them a voucher and moves on.

*Using effective **teaching skills**, how could the CHW team member use this opportunity to educate the client?*

Review

Answer

Although the CHW team member provided the client with a resource that they needed, they missed the opportunity to provide harm reduction education.

Follow-up

Finding opportunities to coach and teach the client promotes positive behaviors and is essential in the development of the client's decision-making skills.



Organizational Skills

Scenario

The CHW team member fails to submit their documentation on time and has received multiple coaching and counseling's from their manager. The team member makes their manager aware that they are not going to be able to submit their documentation on time again this week.

*What did the CHW team member do right and wrong in this scenario?
How can they use their **organizational skills** to ensure that they submit their documentation on time?*

Review

Answer

The team member was right to inform the manager that they would be unable to submit their documentation on time again this week. However, continuing to not submit their documentation on time could lead to further disciplinary action, including termination.

Follow-up

If you are having trouble with completing your work, always consult with your manager to discuss how to effectively manage your time and prioritize your tasks.



Knowledge
Base on
Specific Health
Issues

Scenario

A client is experiencing a specific health issue, and a doctor has prescribed them a medication that is not covered by their insurance, and they are unable to pay for it out of pocket. The CHW is unfamiliar with other available resources for prescription medications, and they refer the client back to their doctor.

What should the CHW do to make sure that they are aware of available health resources in the future?

Review

Answer

Although the CHW can refer a client back to their doctor if they are unsure about the client's diagnosis, the CHW missed an opportunity to inform the client about available health resources.

Follow-up

You should familiarize yourself with available health resources in your community or confer with team members if you are unsure. Always be willing to adapt and change for the best interest of the client.



Questions



References and Links

<https://www.ntcc.edu/academics/programs-study/health-sciences/community-healthcare-worker/core-values-chw>

<https://www.dshs.texas.gov/chw/docs/TexasCHW-Competencies-Final.pdf>

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC1459466/>

<https://www.onetonline.org/link/summary/21-1094.00>

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