

CROWD NEWSLETTER

Center for CHW Research, Outcomes, and Workforce Development
OCTOBER 2021

At a glance

- Meet our new team members
- CHWs' roles beyond traditional health care settings
- Applications open soon for Latinx-focused workforce development program—seeking all interested participants and sponsor organizations
- New partnership supports patients visiting the emergency department
- What to watch for in the coming months

New Faces at CROWD



Yesenia Cervantes joined SUHI as the Senior Manager for Community Engagement. She brings over 20 years of experience in educational and workforce development, specializing in community and economic development. Yesenia is looking forward to collaborating on initiatives that nurture and promote health education and health equity among communities of color.

Maria Rubio Manon is a bilingual CHW II with extensive experience working with underserved and low income communities. Maria has a special interest in promoting health equity, mental health, and well-being. She has developed programs to reduce bullying, provide therapy for people in crisis, victims of domestic violence, depression, and drug abuse. Maria works onsite at Swedish Hospital (see New Partnerships article).



Rachel Morris is the Senior Program Manager for CROWD. She has significant experience developing and implementing population health strategies within health systems and alongside community providers. She is excited to continue to build upon the success of CROWD to impact even more patients and communities across the US.

CROWD trainers go back to school...sort of!



For those who aren't familiar with the expansive role CHWs play in communities throughout Chicago and beyond, there is often a misunderstanding that they work exclusively in traditional health care settings. The truth is, a community health worker program can, and should, be deployed wherever there is a community support need.

SUHI is always excited to partner with organizations outside of health care to broaden the populations impacted by CHWs. Over the last two years, SUHI has worked collaboratively with University of Chicago Medicine and Chicago Public Schools (CPS) to develop a model for integrating CHWs into two CPS elementary schools. As a part of this collaboration, CROWD's training team provided 37 CPS navigators with SUHI's CHW Core Skills Training. The training includes modules such as adverse childhood experiences (ACEs), social support, cultural humility and conflict resolution, among others. The diversity of navigators' expertise was considered in guiding training delivery to ensure it was as impactful as possible. Also, CROWD embraces the popular education model, which considers and includes the knowledge in the room as part of the learning process. The conversations and exchange of knowledge were rich and informative as the group worked through real life challenges shared by the navigators.

In addition, four CPS staff were trained in asthma including triggers, medications, and handling emergencies, enabling them to provide support and education to children and families living with the chronic illness. SUHI is grateful for this project which was funded by the Robert Wood Johnson Foundational Clinical Scholars Program.

Interested in learning how CROWD can help your organization? Let's set up a [call!](#)

Do you know community members or organizations interested in participating in a workforce development program? Email SUHI to learn more!

CROWD is excited to announce a Latinx workforce development program beginning in spring 2022! The Population Health Career Pathway (PHCP) is a CHW training program that will provide accessible and non-traditional routes toward a professional career in healthcare for Latinx job seekers. In addition to training, participants will be supported in securing job placement and will have opportunities for career exploration and professional growth.

Program participants will have the option to specialize their training in one of the following areas:

- Health education and outreach
- Administration and resource navigation
- Behavioral Health

We are also seeking organizations that are interested in becoming sponsor sites to provide employment opportunities for PHCP graduates. If you're interested in learning more about sponsorship, please reach out to Priscilla.

Applications will be available in the last week of October!

For more information, please contact Priscilla Bolander at Priscilla.bolander@sinai.org

New Partnership Announcement

SUHI is excited to be working with Swedish Hospital (Swedish) to bring SUHI's CHW support program to its emergency department (ED). Swedish, part of NorthShore University Health System, serves Chicago's north and northwest sides and was in need of additional support to provide to individuals visiting the ED. SUHI's CHW support program - CHWs screening for social determinants of health and connecting patients to services and resources – is a perfect fit. The collaboration, which started in July 2021, is off to a strong start with a SUHI CHW onsite and another to train and support.

We look forward to positive outcomes and continued partnership!

Sneak Preview

- CROWD's training team will be launching their first [Learning Management System \(LMS\)](#) this fall through Talent LMS. The platform will provide a space for training participants to commence their learning experience, collaborate, and communicate with their peers and facilitators. Participants will cover various materials that will be uplifted during SUHI's Core Skills virtual training sessions. The CROWD team is excited to launch the LMS as it will enhance the training experience for all participants.
- **New Trainings!**
 - **Behavioral health** and **CHW supervisors'** training modules will be available this fall.
 - ☐ CROWD partnered with the National Alliance on Mental Illness of Illinois to develop a behavioral health continuing education curriculum for CHWs in response to the increased need for mental health services due to the pandemic. The training includes understanding how trauma affects mental health, signs, symptoms, and risk factors, along with how to reduce stigma and basic interventions.
 - ☐ The CHW supervisors' module provides current and prospective CHW supervisors with the expertise and skills to advocate for and empower their teams. Topics include: areas of responsibility, supervising with cultural humility, leadership skills, motivational interviewing, and time management/stress reduction strategies.
- **CHW core skills training will be offered for individual enrollment** throughout the year, making it easier and more cost effective for organizations hiring a small number of CHWs as well as continuing education opportunities. CROWD will also continue to offer private trainings for organizations. More to come on the timing of the first individual enrollment session!

Reach out to CROWD with questions on CHW training services. We look forward to supporting your organization!

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