



Trainings

All trainings are co-facilitated by an experienced community health worker (CHW) and a content expert, and include activities, role-plays, group work, discussion, and didactic learning. Trainings are available in-person and virtually. Virtual trainings are delivered through a combination of live, interactive Zoom sessions and independent self-studies.

CHW Core Skills

The comprehensive CHW Core Skills training is a universal curriculum that prepares trainees for successful CHW careers. The curriculum is based on the nationally recognized CHW Core Consensus Project (C3) recommendations. This training is appropriate for CHW interventions delivered in a variety of settings (e.g., health system, community based organization, clinic), providing a range of services (e.g., home visiting, health education, navigation), and focusing on various health topics (e.g., asthma, behavioral health, breast health, diabetes, social determinants of health). Modules include introduction to community health, collaborating with medical professionals, adverse childhood experiences (ACEs), goal setting, and motivational interviewing. Customized Core Skills training is also available to meet your organization's unique needs.

CHW Supervisor

This professional development program prepares individuals for a CHW supervisory role. The curriculum was developed to meet the needs of supervisors who are experienced CHWs or have worked in the CHW field, as well as those new to the CHW arena. Topics include: role and areas of responsibility, leadership and teambuilding skills, motivational interviewing, goal setting, conflict resolution, and project management.

Health-related Topics

CROWD provides specific trainings for the health topics listed below. All trainings include disease content, patient self-management techniques, and educational strategies applicable to different age groups. The lengths of training vary by topic.

- Asthma*
- Behavioral Health
- Breast Health / Cancer Navigation
- Diabetes*
- Intro to Asthma
- Oral Health

*When preparing CHWs to concentrate in asthma or diabetes education and support, evaluating their readiness to teach in home settings is critical to mastering content and ability to build an educational relationship with participants (see page two).

Basics of Chronic Diseases

A 16-hour training for CHWs that covers the basics of chronic diseases including asthma, congestive heart failure, COPD, diabetes, and hypertension. The training provides a foundation for CHWs working in the field to provide disease management information and navigate clients to obtain appropriate care.

Digital Health Literacy

CROWD's Digital Health Literacy training provides participants with insight on the impact of low health literacy as well as the importance of health literacy assessments with emphasis on the six key components of health literacy. The training introduces participants to operational, navigational, and information searching skills on digital health platforms. Participants also learn how to teach-back these skills to clients through demonstrations, discussions, and role-plays.

Mental Health First Aid – nationally recognized certification program

CROWD staff are trained in the nationally recognized Mental Health First Aid curriculum. The 7.5 hour training teaches participants to recognize risk factors and warnings signs of mental health conditions and provides information on depression, anxiety, trauma, psychosis, and substance use. Graduates are prepared to support clients with developing an action plan and assist them in identifying professional, peer, and self-help resources.

System Navigation

A comprehensive training designed to prepare CHWs for a role on an interdisciplinary care team. CROWD's System Navigation training was developed by CHWs, CHW supervisors, and CHW content experts to inspire well-rounded CHWs who can support clients navigating health and social service systems. This training introduces participants to patient navigation, healthcare financing, and patient advocacy.

Learning Collaborative

CROWD has extensive experience designing and operationalizing learning collaboratives for CHWs. These in-person or virtual sessions are crafted to cultivate a community of practice where CHWs share learnings and best practices. Together with the CROWD training team, participants pose questions and concerns with their peers for feedback and support, creating new knowledge to advance the work.

Recruitment & Hiring

CROWD provides recruitment and hiring support, including developing job descriptions, assisting with the interview process, and working with human resources.

CHW Pre-Screening Informational

CROWD utilizes a unique process to identify CHW candidates who have the passion, skills, and commitment necessary for the job: pre-screening informationals. Sessions may be held in-person or virtually and may last anywhere from 30 minutes to a full day. If in-person, it's ideal to offer the informational in the geographic area served by the CHW intervention. At the organization's discretion, candidates who complete the training may be given the opportunity to interview or follow normal hiring process.

Evaluation

Program Evaluation

Intended to assist organizations interested in understanding their existing CHW program's performance and outcomes related to CHW interventions. Evaluation activities are conducted in partnership with SUHI's evaluation team. The deliverables include a report on findings and recommendations to improve programmatic impact.

Evaluating a CHW's Preparedness to Teach

CROWD has extensive experience assessing CHWs' readiness to teach independently in all environments, particularly important in the home setting. Through a series of role-plays and in-person home visit evaluations, CROWD staff gauge, coach, and support CHWs as they advance through the evaluation process.

Consulting

CROWD provides consulting services to support the uptake of the CHW model and implementation of CHW-based health interventions. If an organization is interested in purchasing a set number of hours (over 100 hours total), or a combination of trainings, CROWD would provide pricing for a customized package.

Licensing

SUHI's evidence-based Asthma CarePartners program curriculum (6-month or 12-month version) is available to license for a one-time fee. Documented outcomes include a 70% reduction in emergency department visits and hospitalizations.

CROWD Clients

Advocate Physician Partners | Acension Healthcare | Chicago Cook Workforce Partnership | Chicago Department of Public Health | Chicagoland Vaccine Partnership | Christian Hospital (St. Louis, MO) | DuPage County Health Department | Enlace Chicago | Erie Family Health | Get Covered Illinois | Health & Medicine Policy Research Group | Heartland Health Centers | Illinois Spina Bifida Association | JourneyCare | Lake County Health Department | Medical Home Network | Mercy Housing Lakefront | MercyOne (Des Moines, IA) | One Lawndale Community Health Collective | Peach Tree Health | Rush University Medical Center | Sinai Chicago | Trinity Health | The HAP Foundation | University of Chicago Medicine | University of Illinois at Chicago | Wayne County (MI) Health Department

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Sinai Urban Health Institute is part of Sinai Chicago, the largest private safety-net hospital in Chicago.