

# Santa Rosa Junior College

## Program Resource Planning Process

### Community Health Worker 2014

#### 1.1a Mission

The Mission of the Community Health Worker (CHW) Program is to prepare entry-level community health workers with the techniques, strategies, and knowledge to work in community health and social service agencies and programs, providing effective assessments, appropriate information and referrals, client support and advocacy, and health education, in community and clinic settings. The program emphasizes health promotion and prevention of disease along with specific competencies for working in underserved and at-risk communities. Our faculty strive to promote personal and professional growth of students and are committed to increasing workforce diversity in public health and primary care areas. The CHW faculty also regularly assess, adapt, and improve our program content and collaborations with community agencies and programs.

#### 1.1b Mission Alignment

Our program aligns with the District's Mission and Strategic Goals. Our program is committed to:

- Helping students succeed in meeting their educational goals and eliminating barriers to college education by providing guidance and support services through academic advising and referral to SRJC support services, including library, scholarship, financial aid, workforce development, etc.
- Challenging students to be responsible for their academic success and development as trustworthy, knowledgeable, effective CHWs who model positive health behaviors within their communities.
- Promoting cultural awareness, sensitivity, and respect that are integral to success in working with the diverse populations in our communities.
- Securing faculty who are knowledgeable and current in community health work and who are passionate about their communities' health and their students' health and success.
- Working closely with community experts in developing curriculum that meets both community and student needs.
- Encouraging the students to identify and support the strengths and priorities of their clients and to utilize their own strengths and abilities to empower individuals, families, and communities to improve their health.
- Promoting active participation in class, medical clinic, and community activities, plus an awareness of state, US, and global health impacts of community health work.

- Develop financial resources by pursuing grants, student scholarships, and educational and community partnerships as well as by increasing and maintaining enrollment and course offerings.
- Improve institutional effectiveness by enhancing internal and external communication regarding resources, educational opportunities, and SRJC arts and lectures and other offerings.

## 1.1c Description

The Community Health Worker (CHW) Program is a 22-unit Certificate of Achievement program that can be completed in 2-3 semesters. It can also be part of a 2-year or longer Associate of Science degree program, providing a major in Community Health Work. The recommended sequence of courses begins in the Summer with an introductory course (CHW 150), followed by 3 courses in the Fall (including HLE 5, Health and Wellness), and 3 CHW courses plus 1 elective course in the Spring. There is a 7-1/2 hrs/week internship in both Fall and Spring semesters. This would complete the Certificate of Achievement program. If one is majoring in CHW, the next year would include General Education requirements and total 60 units to receive the A.S. Degree from SRJC. Individuals can contact the program coordinator for GE course recommendations. The introductory course can be taken in Summer or Fall semester, and coursework can be taken on a full-time or part-time basis, beginning in any semester. Recommended sequence is Summer, Fall, Spring.

Diversity, especially in ethnicity and language, is an asset for CHW students because CHWs work with diverse multicultural individual, families and communities, with a variety of health-related challenges, in multiple locations in Sonoma County. Having successfully navigated through challenging life situations may also lead individuals to this public health occupation. See the CHW Student Handbook on the CHW Program web site for further information and tips for college success.

Community Health Workers work on a wide variety of community health issues, e.g., women's health and nutrition, child health, senior health, immunizations, HIV/AIDS and other chronic and infectious diseases; with a variety of health agencies, e.g., individual and family services, social advocacy organizations, community health centers, health departments; and have varying titles, e.g., community health outreach worker, promotores(as) de salud, community health advisors, community health representatives, patient navigators, community connectors; and serve all ethnic groups in our community.

CHWs provide culturally and linguistically appropriate health education and information, assist people in receiving the health care they need, give informal counseling and guidance on health behaviors, advocate for individual and community health needs, and provide home visiting and other direct services such as blood pressure screening, diabetes and other chronic disease management services with physician guidance, and assessment of home safety.

## 1.1d Hours of Office Operation and Service by Location

All CHW courses are offered on Tuesday or Thursday evenings, usually between 5:30 and 8:30 or 9:30 p.m. Students and #1 faculty member are together 3 evening hours per week for 6 weeks in Summer or Fall semesters in CHW 150 (both semesters for instructor) During Fall semester, students and #2 instructor spend 3 evening hours per week together in CHW 151; during Spring semester, students and #2 instructor spend 3 evening hours/week in CHW 152. A #3 instructor/program coordinator spends 1 seminar hour every other week with students in both Fall and Spring semesters (CHW 151L and CHW 152L). Students spend 7.5 internship hours per week working or volunteering in community health agencies throughout Sonoma County. Contact DHR for internships for #3 instructor/coordinator will be increasing from 2 hrs/week to 7.5 hours/week because of community agency need for increased supervision and supervisor collaboration.

#3 instructor/program coordinator will also be with students in CHW 153 for 3 hours/week during Spring semester, and will be available for 1-2 office hours on Tuesday and Thursday afternoons. #1 and #2 instructors will have one office hour/week before class. HLE 5 is offered on day and evening schedules in Fall, Spring and Summer semesters. Elective courses (3 units required) are taught at SRJC and Petaluma campuses, at various times, all semesters.

## 1.2 Program/Unit Context and Environmental Scan

A significant change in the labor market that should impact demand for CHW courses, certificates and majors is the Affordable Care Act, which is calling for more involvement with under-served and at-risk communities and more implementation of programs—by Sonoma County health departments, health centers, and other health agencies—that utilize individuals from these communities to assist with access to health care for individuals, families, and communities. Industry is contacting us for 2 reasons: to receive funding, they must demonstrate collaborations with community college programs that can educate the needed health workers and because they must show outreach activities into under-served, at-risk communities with outcomes that demonstrate improved access to health care. With unprecedented increases in health-related expenditures, the increasing need to provide healthcare access for underserved and at-risk individuals, families, and communities, and the need to provide linguistically and culturally appropriate care to our increasingly diverse county, community health workers can provide cost-effective services, act as links to healthcare resources, and provide appropriate language and culturally sensitive educational services and support for people to improve their health.

The CHW program is staying in the loop on legislative bill changes and other policy-making by meeting with the Bay Area Regional Network, California Endowment, and CA4Health. Other related meetings will increase following the passage of SB 1322 (Hernandez) in February, which calls for a working group to convene by June 30, 2015, to help formulate recommendations on implementing reimbursement of Medicaid and Medi-Cal providers—including CHWs—for preventive care to improve accessibility of care, quality of care, and cost containment. Two former Spanish-speaking students are connecting with two statewide organizations that work closely with Latino issues and funding for community access to health care. One former CHW student is on the national APHA-CHW policy-making committee, helping track funding and employment opportunities for CHWs as well as curriculum standardization and accreditation and program expansion at the state and national levels. Community health worker educational programs, professional conferences, and networking are expanding across the state and nation.

We have former students involved with newly formed regional (CHW Initiative of Sonoma County) and CHW Alumni and Friends of SRJC. Others are pushing for more state involvement and conferences

The SRJC program started one year after the first community-college-based program was begun 16 years ago by San Francisco City College and San Francisco State University, and we have been collaborating with their program and changes since then. The excellent textbook that SF CHWs and CHW leaders produced in 2009 is now being revised and an Instructors' Guide is being added. The CHW coordinator is currently actively involved in reviewing the revisions and additions.

Our county continues to become increasingly culturally and linguistically diverse, adding to the possibilities and challenges of accessing health care. With local industry collaborations, discussions are being held regarding appropriate curriculum content for agency and community needs and required CHW skills and knowledge. New memorandums of understanding are being implemented to incorporate more CHW, clinical instructor, and agency supervisor responsibilities for our internships. Program content appears to be meeting agency standards. More industry support and interest has resulted from ACA activity, Department of Health Services actively working toward new CHW job descriptions and salary classifications, more successful internships, and an industry survey completed in 2011.

Currently, there are no accrediting or licensing agencies for community health work, but as stated, there are state and national discussions and planning for standardized curriculum and accreditation. For three years the CHW program had grant funding from the Family Medicine Residency Program, which is no longer able to fund the program.

The CHW program has added 2 adjunct faculty (1 replacement, 1 new) and will be increasing the CHW 151L and 152L instructor internship hours to 7.5 hours per week (from 2.0 per week) to enable adequate supervision and agency contact each semester. The program is developing a new course, CHW 154, to provide more specific disease-based modules and CHW techniques and strategies in assessment, observation, documentation and health education regarding these diseases, plus available county resources. Additional opportunities for summer home visiting will be added through Work Experience programs.

The CHW program coordinator will be involved in proposing a healthcare interpreter (HCI) program (electing not to have it as part of the CHW program choices because of the required focus of interpreting practice) that could be an additional choice for bilingual/bicultural CHW students: It is being proposed as a 27.5-unit program, including 4 healthcare interpreting courses, medical terminology, basic anatomy, disease processes, English 1A, and interpreting language, plus intercultural/interpersonal communication electives.

Thus far, there are no accrediting or licensing agencies for community health work, but as stated, there are state and national discussions and planning for standardized curriculum and accreditation.

Budget challenges will include adding a fourth adjunct faculty member to our current three for the CHW program, who ideally will be bilingual/bicultural and knowledgeable about Sonoma County health agencies, clinics, and departments, plus Sonoma County health issues. There will be a new CHW program coordinator within the next two years.

## 2.1a Budget Needs

The Community Health Worker (CHW) program plans to incorporate a second Fall semester course, CHW 154, a 3-unit course, to provide modules for study of common Sonoma County diseases and CHW techniques and strategies for working with clients with these illnesses.

3 replacement sphygmomanometers/stethoscopes/bags for damaged ones  
 20 replacement glucometers and glucose strips for previously donated ones that are no longer usable (cannot reuse glucometers and strips are outdated)

## Community Health Worker - FY 2012-13

### 2.1 Fiscal Year Expenditures

#### Santa Rosa Campus

Expenditure Category	Unrestricted Funds	Change from 2011-12	Restricted Funds	Change from 2011-12	Total	Change from 2011-12
Faculty payroll	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Adjunct payroll	\$30,807.22	16.02%	\$0.00	0.00%	\$30,807.22	16.02%
Classified payroll	\$765.06	0.00%	\$0.00	0.00%	\$765.06	0.00%
STNC payroll	\$0.00	-100.00%	\$0.00	0.00%	\$0.00	-100.00%
Student payroll	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Management payroll (and Dept Chairs)	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Benefits (3000's)	\$3,541.27	21.72%	\$0.00	0.00%	\$3,541.27	21.72%
Supplies (4000's)	\$69.51	768.88%	\$0.00	0.00%	\$69.51	768.88%
Services (5000's)	\$13.31	66.17%	\$0.00	0.00%	\$13.31	66.17%
Equipment (6000's)	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
<b>Total Expenditures</b>	<b>\$35,196.37</b>	<b>17.90%</b>	<b>\$0.00</b>	<b>0.00%</b>	<b>\$35,196.37</b>	<b>17.90%</b>

#### Expenditure Totals

Expenditure Category	Amount	Change from 2011-12	District Total	% of District Total
Total Expenditures	\$35,196.37	17.90%	\$109,755,801.72	0.03%
Total Faculty Payroll	\$30,807.22	16.02%	\$37,642,229.36	0.08%
Total Classified Payroll	\$765.06	0.00%	\$17,914,387.66	0.00%
Total Management Payroll	\$0.00	0.00%	\$9,033,594.60	0.00%
Total Salary/Benefits Costs	\$35,113.55	17.69%	\$83,300,149.56	0.04%
Total Non-Personnel Costs	\$82.82	417.30%	\$13,951,537.78	0.00%

## 2.1b Budget Requests

Rank	RS	ACTV	Object	Location	SP	M	Amount	Brief Rationale
0001	74	1245	1330	Santa Rosa	02	01	\$4,704.00	Implementation of a 7th CHW course, CHW 154, to add more medical knowledge and experience for CHWs will require the additional of hours of 1 adjunct faculty member.
0002	74	1245	1330	Santa Rosa	01	01	\$616.00	20 replacement glucometers and strips. 3 replacement BP cuffs/stethoscopes/bags.

## 2.2a Current Classified Positions

Position	Hr/Wk	Mo/Yr	Job Duties
None	0	0	

## 2.2b Current Management/Confidential Positions

Position	Hr/Wk	Mo/Yr	Job Duties
None	0	0	

## 2.2c Current STNC/Student Worker Positions

Position	Hr/Wk	Mo/Yr	Job Duties

## 2.2d Adequacy and Effectiveness of Staffing

We will need additional staffing hours when new summer class is added.

### **As noted in 2.1b:**

To enable our program to offer full-year CHW home visiting to county residents, we will develop a summer externship program (9 weeks, 3.5 units) for students to have more home-visiting experience and to provide continuity of care for patients from the various clinics and hospitals who are being referred to our students. This will require instructor coverage, 0.5 lecture, 1.5 lab, and 2.0 Contact DHR. (students have 7.0 additional non-contact DHR in the community).

We will also plan to develop and begin the curriculum committee process on a 7<sup>th</sup> CHW course as mentioned in 2.1a that will be a 3-unit lecture course, as yet untitled.

## Community Health Worker - FY 2012-13

### 2.2 Fiscal Year Employee Data and Calculations

#### Employee Head Counts

Employee Category	Count	Change from 2011-12	District Total	% of District Total
Contract Faculty	0	0.00%	283	0.00%
Adjunct Faculty	2	-33.33%	1276	0.16%
Classified Staff	1	0.00%	497	0.20%
STNC Workers	0	-100.00%	420	0.00%
Student Workers	0	0.00%	597	0.00%
Mgmt/Admin/Dept Chair	0	0.00%	148	0.00%

#### Employee FTE Totals

FTE Category	FTE	Change from 2011-12	District Total	% of District Total
FTE-F - Faculty	0.4913	-1.15%	642.6824	0.08%
FTE-CF - Contract Faculty	0.0000	0.00%	278.5000	0.00%
FTE-AF - Adjunct Faculty	0.4913	-1.15%	364.1824	0.13%
FTE-C - Classified	0.0000	0.00%	400.6181	0.00%
FTE-ST - STNC	0.0000	-100.00%	50.7970	0.00%
FTE-SS - Support Staff	0.0000	-100.00%	627.9055	0.00%
FTE-SW - Student Workers	0.0000	0.00%	176.4904	0.00%
FTE-M - Management	0.0000	0.00%	118.9300	0.00%
FTE-DC - Department Chairs	0.0000	0.00%	50.0000	0.00%

#### 2.2a Classified Positions Employees paid from a Classified OBJECT code

Name Last	First	Position	Hours	FTE
Tercero	Angelica		3.00	0.0000
<b>Totals</b>			<b>3.00</b>	<b>0.0000</b>

## 2.3b Adjunct Faculty Positions Employees paid from an Adjunct Faculty OBJECT code

Name Last	First	Position	Hours	FTE
Fisk	Janet		316.50	0.3686
Goldman	Laura		91.50	0.1227
<b>Totals</b>			<b>408.00</b>	<b>0.4913</b>

### Student Data

Data Element	Value	Change from 2011-12	District Total	% of District Total
FTES-CR - Credit	14.9305	-31.65%	16141.1500	0.09%
FTES-NC - Non-Credit	0.0000	0.00%	2064.1447	0.00%
FTES - combined	14.9305	-31.65%	18205.2947	0.08%
Students Enrolled/Served	143	14.40%	30000	0.48%

### Calculations

Data Element	Value	Change from 2011-12	District Total	% of District Total
FTE-S : FTE-F	30.3916	-30.85%	28.3270	107.29%
FTE-AF : FTE-CF	0.0000	0.00%	1.3077	0.00%
FTE-F : FTE-SS	0.0000	-100.00%	1.0235	0.00%
FTE-F : FTE-M	0.0000	0.00%	5.4039	0.00%
FTE-SS : FTE-M	0.0000	0.00%	5.2796	0.00%
FTE-ST : FTE-C	0.0000	0.00%	0.1268	0.00%
Average Faculty Salary per FTE-F	\$62,709.41	17.37%	\$58,570.50	107.07%
Average Classified Salary per FTE-C	\$0.00	0.00%	\$44,716.87	0.00%
Average Management Salary per FTE-M	\$0.00	0.00%	\$75,957.24	0.00%
Salary/Benefit costs as a % of total budget	99.76%	-0.18%	75.90%	131.45%
Non-Personnel \$ as a % of total budget	0.24%	338.75%	12.71%	1.85%
Restricted Funds as a % of total budget	0.00%	0.00%	11.39%	0.00%
Total Unit Cost per FTE-F	\$71,643.71	19.27%	\$170,777.67	41.95%
Total Unit Cost per FTE-C	\$0.00	0.00%	\$273,966.16	0.00%
Total Unit Cost per FTE-M	\$0.00	0.00%	\$922,860.52	0.00%
Total Unit Cost per FTE-S	\$2,357.35	72.50%	\$6,028.78	39.10%
Total Unit Cost per student served/enrolled	\$246.13	3.06%	\$3,658.53	6.73%

2.2e Classified, STNC, Management Staffing Requests

Rank	RS	ACTV	Location	SP	M	Current Title	Proposed Title	Hrly	Type	Salary Increase	Benefits Increase	Total Increase
0000	74	1245	ALL	00	00	None	none at this time	\$0.00	Classified	\$0.00	\$0.00	\$0.00

## 2.3a Current Contract Faculty Positions

<b>Position</b>	<b>Description</b>
Contract Faculty	Currently, there are no contract faculty positions in CHW

2.3b Full-Time and Part-Time Ratios

Discipline	FTEF Reg	% Reg Load	FTEF Adj	% Adj Load	Description
Community Health Worker	0.0000	0.0000	0.4900	100.0000	There are no full time faculty in CHW.

## 2.3c Faculty Within Retirement Range

Health Sciences Dept. Faculty within retirement range:

Under 50 = 2, 50-54 = 2, 55+ = 12, Total = 16

CHW part-time faculty within retirement range: Under 50 = 1, 50-54 = 1, 55+ = 1

## 2.3d Analysis of Faculty Staffing Needs and Rationale to Support Requests

Need to add to adjunct faculty pool: Bilingual, bicultural. Added 3 to pool last year. One will age out this year. Two have teaching assignments. Challenging to find adjunct with MPH and bilingual/bicultural, plus community knowledge. Will need replacement coordinator/instructor within 2 years. Currently there is no full time faculty member responsible for this program. A full time hire is requested to coordinate the existing program and to add new curriculum to expand the training to meet the changing needs of the workplace due to the Affordable Care Act and changing legislation.

## Community Health Worker - FY 2012-13

### 2.3a Contract Faculty Positions Employees paid from a Contract Faculty OBJECT code

Name Last	First	Position	Hours	HR FTE	DM FTE
<< No Employees >>					

### 2.3b Adjunct Faculty Positions Employees paid from an Adjunct Faculty OBJECT code

Name Last	First	Position	Hours	FTE
Fisk	Janet	Program Coordinator/Instructor	316.50	0.3686
Caldewey	Kim	Instructor	91.50	0.1227
<b>Totals</b>			<b>408.00</b>	<b>0.4913</b>

### 2.3e Faculty Staffing Requests

Rank	RS	ACTV	Location	SP	M	Discipline	SLO Assessment Rationale
0001	74	1245	ALL	02	01	MPH full time faculty	

## 2.4b Rational for Instructional and Non-Instructional Equipment, Technology, and Software

N/A

### 2.4c Instructional Equipment Requests

Rank	RS	ACTV	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
0000	74	1245	Santa Rosa	02	01	BP cuffs and other small medical examination tools	1	\$616.00	\$616.00	J. Fisk		J. Fisk

### 2.4d Non-Instructional Equipment and Technology Requests

Rank	RS	ACTV	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
0000	74	1245	ALL	00	00	None. Provided in coordinator & adjunct office.	0	\$0.00	\$0.00			

## 2.4e Safety, Utility, and ADA Impacts

N/A

## 2.5a Minor Facilities Requests

Rank	RS	ACTV	Location	SP	M	Time Frame	Building	Room Number	Est. Cost	Description
0000	74	1245	Santa Rosa	00	00	3+ Yr			\$0.00	Sufficient at this time.

## 2.5b Analysis of Existing Facilities

Adequate.

## 3.1 Diversify Funding - Grants/Contracts

## 3.2 Cultural Competency

The CHW program actively works with diverse communities, agencies who have culturally diverse staffs and clients, and with students who are bicultural/bilingual. Our program is focused on cultural sensitivity and breaking down health inequalities to enable people to access resources and opportunities essential to good health. Recruiting within the diverse communities and agencies we contact is one way we are trying to recruit a diverse faculty. One challenge is the MPH requirement for all CHW instructors. Bicultural/bilingual individuals tend to be hired quickly in the county, and pay is often higher there, just as we find in nursing for example. The program's 2 faculty members do reflect that diversity in some respects, both having multilingual skills and extensive multicultural experience, but the program would benefit from more ethnic and cultural diversity, and intends to increase that diversity through an enlarged adjunct pool.

## 3.3 Professional Development

Our support of the professional development of the Health Sciences staff is primarily connected to encouraging the student office staff in their SRJC study efforts. Our program does not have any separate staff. We did encourage conflict resolution and management education for staff members after several conflicts occurred between students and staff. Lots of excellent planning and resolution occurs within our Health Sciences staff. If all faculty would respond in a timely and respectful manner to their guidelines, all would be perfect....

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## 3.4 Safety and Emergency Preparedness

Health Science Instructors have annual infection control, esp. bloodborne pathogen protection, HIPAA, CPR, TB testing, and injury report protocols.

In progress. Race building area coordinators for emergency preparedness are currently by floor:

1st Floor: Juanita Dreiling, Health Services

2nd Floor: Mary Kennedy

3rd Floor: Linda Dunnivant

All classrooms in Race have emergency preparedness handbooks; service center has handbook and emergency supply box.

## 3.5 Sustainable Practices

Health Sciences departments are substantially decreasing paper use.. In the CHW program, syllabi and handouts are emailed to students. Paper copies are still used for exams (x4) and for

home-visiting referral and report copies because of confidentiality. A grant provides home-visiting bags and supplies for CHW students, which are reused when possible. Lab equipment and supplies are reusable (e.g., stethoscopes and sphygmomanometer, thermometers, scales) and/or supplied by health science grants. Students pay for immunizations (protecting themselves and others), scrubs are reused, and students guard their one ID badge! Community facilities and experts donate their time and supplies during student internships off-campus, where students are commonly located closer to their homes.

#### 4.1a Course Student Learning Outcomes Assessment

Course	Methodology Identified	Assessed	Results Analyzed	Change Implemented	Next Assessment Due
CHW 150	SP 2014	X 2014	FALL 2014		2019
CHW 151	SP 2014	X 2014	FALL 2014		2019
CHW 151L					
CHW 152L					
CHW 153					

Course assessment of SLO #2,3,4 in CHW 150 resulted in more interactive learning techniques to enhance CHW history and medical terminology learning. Assessment of SLO #3 in CHW 151L and 152L, Fall and Spring internships for students, has resulted in additional internship sites and better sites for possible employment opportunities for CHW students. Future placement strategies for students are also being analyzed. CHW 152 assessment of SLO #4 has resulted in use of community mapping results for real community problem solving.

##### CHW 150 – Introduction to Community Health Work

1. Describe Community Health Workers (CHWs), duties, clientele, locations and health issues.
2. Identify skills and knowledge necessary for effective community health work.
3. Discuss public health's emphasis on prevention and CHW history as frontline public health professionals.
4. Define CHW's role in promoting health equality.
5. Describe educational options and employment opportunities for CHWs.

##### CHW 151 – Outreach Techniques and Strategies

1. Describe scope of practice for CHWs.
2. Apply ethical guidelines to resolve community health issues.
3. Identify and apply techniques to motivate health behavior change.
4. Describe roles and responsibilities of culturally effective CHWs.
5. Identify and describe home visiting process, including case management

##### CHW 151L – Outreach Experience

1. Apply CHW standards of practice to community health outreach experience.
2. Demonstrate CHW outreach techniques and strategies in health-related work with community-based agencies, clinics and other local organizations.
3. Demonstrate the ability to refer clients to appropriate services and resources.
4. Motivate healthy behavior change in a community setting.

#### CHW 152 – Health Issues and Resources

1. Analyze common health inequalities in Sonoma County and design a plan to promote health equality.
2. Identify successful programs and effective resources for Community Health Worker (CHW) clients and their families.
3. Demonstrate clinical skills for home visiting.
4. Describe strategies for community mapping.
5. Identify common CHW work conflicts and steps to manage them.
6. Describe the role of CHWs in community organizing.

#### CHW 152L – Team Outreach Experience

1. Identify and analyze local health inequalities, and collaborate on an action plan to address community health issues.
2. Locate and utilize relevant health information and local resources to promote improved health in the community.
3. Demonstrate CHW roles in assisting community members to become healthier and more self-reliant.

#### CHW 153 – Community Health Education

1. Plan, implement, report and evaluate home visits.
2. Design individual, group and community facilitation plans that enhance health and well-being.
3. Analyze problems and solutions for clients within managed care systems.
4. Utilize professional skills when applying for a CHW position.

### 4.1b Program Student Learning Outcomes Assessment

#### 4.1b Program Level Student Learning Outcomes

1. Demonstrate a variety of community health outreach strategies and techniques, including examining common disease and health problems, motivating health behavior change, preventing disease and injury, identifying and using community health resources, respecting cultural diversity, translating and interpreting (cultural, linguistic, and/or medical), building trust and networks within communities, and improving client access to medical care.
2. Work effectively as a member of a health care team, implementing effective communication skills, interpersonal skills, conflict resolution, case management, and professional skills.

### 4.1c Student Learning Outcomes Reporting

Type	Name	SLO Identified	SLOs on Web	Assessment Methodology Identified	Student Assessment Implemented	Assessment Results Analyzed	Change Implemented
Course	CHW 150	Spring 2010	N/A	N/A	Summer 2012	Summer 2012	Spring 2012
Course	CHW 151	Spring 2010	N/A	N/A	Spring 2012	Spring 2012	Spring 2012
Course	CHW 152	Spring 2010	N/A	N/A	Spring 2013	Spring 2013	Spring 2012
Course	CHW 151L	Spring 2010	N/A	N/A	Spring 2014	Spring 2014	Spring 2012
Course	CHW 153	Spring 2010	N/A	N/A	Spring 2014	Spring 2014	Spring 2012
Course	CHW 152L	N/A	N/A	N/A	Spring 2014	Spring 2014	Spring 2012

## 4.2a Key Courses or Services that address Institutional Outcomes

Course/Service	1a	1b	1c	2a	2b	2c	2d	3a	3b	4a	4b	5	6a	6b	6c	7
CHW 150		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
CHW 151		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
CHW 151L		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
CHW 152		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
CHW 152L		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
CHW 153		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

## 4.2b Narrative (Optional)

SLO assessments are completed on all courses except one that will be completed by spring 2015. All student learning outcomes will be evaluated on a 6 year cycle with some courses due in 2018.

## 5.0 Performance Measures

Clinical skills

Medical language skills

Home visiting skills

Professionalism on home visits and in health clinics

Health issues and topics

Referrals and followup

## 5.1 Effective Class Schedule: Course Offerings, Times, Locations, and Delivery Modes (annual)

CHW 150, Introduction to Community Health Work, is a 6-week introductory course offered each semester, 5:30 - 8:30 p.m., in SRJC classroom, with small amount of time in computer lab, clinical lab, and visiting a community health agency. Students spend 4 hours volunteering with a community health worker in Sonoma County. Course is interactive with lecture, small group discussions, computer exercises, and anatomical and lab exercises.

CHW 151, Outreach Techniques & Strategies, is a semester-length course offered in Fall semester only, 5:30 – 8:30 p.m., in Race building classroom and clinical lab. Course is interactive with lecture, small group discussions, anatomy and medical terminology exercises, etc. Physicians lecture periodically about home visiting, patient situations, etc.

CHW 151L, Outreach Experience, includes a semester-length seminar meeting every other week in a Race building classroom for one hour after CHW 151, plus 7-1/2 hours per week spent in the county on home visits or volunteering in community health agencies or clinics. Students discuss CHW issues related to their outreach experiences in the seminar. This course is offered in the Fall only.

CHW 152, Health Issues and Resources, is a semester-length course offered in the Spring semester only, 5:30 – 8:30 p.m. in a Race building classroom and clinical lab. Course is interactive with lecture, small group discussions, and role plays related to county health

issues and referral resources for CHWs. Physicians lecture periodically about county health issues and patient referrals.

## 5.2a Enrollment Efficiency

Narrative:

### Community Health Worker - FY 2012-13 (plus current FY Summer and Fall)

**5.1 Student Headcounts** The number of students enrolled in each Discipline at first census (duplicated headcount).

#### Santa Rosa Campus

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Community Health Worker	0	66	93	27	79	68	14	60	5

#### Petaluma Campus (Includes Rohnert Park and Sonoma)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Community Health Worker	0	0	0	0	0	0	0	0	0

#### Other Locations (Includes the PSTC, Windsor, and other locations)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Community Health Worker	0	0	0	0	0	0	0	0	0

#### ALL Locations (Combined totals from ALL locations in the District)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Community Health Worker	0	66	93	27	79	68	14	60	5

**5.2a Enrollment Efficiency** The percentage of seats filled in each Discipline at first census based on class limit (not room size).

#### Santa Rosa Campus

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Community Health Worker	0.0%	74.4%	80.0%	108.0%	92.2%	80.0%	56.0%	67.8%	62.2%

#### Petaluma Campus (Includes Rohnert Park and Sonoma)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Community Health Worker	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

#### Other Locations (Includes the PSTC, Windsor, and other locations)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Community Health Worker	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

#### ALL Locations (Combined totals from ALL locations in the District)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Community Health Worker	0.0%	74.4%	80.0%	108.0%	92.2%	80.0%	56.0%	67.8%	62.2%

## 5.2b Average Class Size

Narrative:



**ALL Locations** (Combined totals from ALL locations in the District)

Community Health Worker		X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
	<b>FTES</b>	0.00	8.43	11.89	0.93	11.09	9.83	0.48	7.24	7.21
	<b>FTEF</b>	0.00	0.39	0.59	0.07	0.40	0.52	0.07	0.39	0.52
	<b>Ratio</b>	<b>0.00</b>	<b>21.56</b>	<b>20.13</b>	<b>13.50</b>	<b>27.51</b>	<b>18.82</b>	<b>7.00</b>	<b>18.49</b>	<b>13.80</b>

## 5.4 Curriculum Currency

All CHW course work is current, 2014.

## 5.5 Successful Program Completion

Narrative:

### Certificate and Degree Data:

TOP Code	Cert Code	Certificate Description	PA	1996 - 97	1997 - 98	1998 - 99	1999 - 00	2000 - 01	2001 - 02	2002 - 03	2003 - 04	2004 - 05
1299	3154	Community Health Worker	E	0	0	7	6	6	3	7	7	
1261	3303	Community Health Worker	L	0	0	0	0	0	0	0	0	

## Community Health Worker - FY 2012-13 (plus current FY Summer and Fall)

**5.6b Successful Course Completion** The percentage of students receiving a grade of A,B,C, or CR in each Discipline (duplicated headcount).

### Santa Rosa Campus

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Community Health Worker	0.0%	89.4%	76.0%	84.6%	84.0%	80.0%	92.9%	83.6%	66.7%

### Petaluma Campus (Includes Rohnert Park and Sonoma)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Community Health Worker	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

### Other Locations (Includes the PSTC, Windsor, and other locations)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Community Health Worker	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

### ALL Locations (Combined totals from ALL locations in the District)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Community Health Worker	0.0%	89.4%	76.0%	84.6%	84.0%	80.0%	92.9%	83.6%	66.7%

## 5.6 Student Success

Narrative:

## Community Health Worker - FY 2012-13 (plus current FY Summer and Fall)

**5.6a Retention** The percentage of students receiving a grade of A,B,C,D,CR, or I in each Discipline (duplicated headcount).

### Santa Rosa Campus

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Community Health Worker	0.0%	93.9%	80.2%	84.6%	86.4%	82.9%	92.9%	83.6%	70.6%

**ALL Locations** (Combined totals from ALL locations in the District)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Community Health Worker	0.0%	93.9%	80.2%	84.6%	86.4%	82.9%	92.9%	83.6%	70.6%

**5.6b Successful Course Completion** The percentage of students receiving a grade of A,B,C, or CR in each Discipline (duplicated headcount).

### Santa Rosa Campus

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Community Health Worker	0.0%	89.4%	76.0%	84.6%	84.0%	80.0%	92.9%	83.6%	66.7%

**ALL Locations** (Combined totals from ALL locations in the District)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Community Health Worker	0.0%	89.4%	76.0%	84.6%	84.0%	80.0%	92.9%	83.6%	66.7%

**5.6c Grade Point Average** The average GPA in each Discipline (UnitsTotal / GradePoints).

### Santa Rosa Campus

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Community Health Worker	0.00	3.03	3.06	3.67	3.17	2.97	3.69	2.90	3.10

**ALL Locations** (Combined totals from ALL locations in the District)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Community Health Worker	0.00	3.03	3.06	3.67	3.17	2.97	3.69	2.90	3.10

## 5.7 Student Access

**Narrative:**

## Community Health Worker - FY 2012-13 (plus current FY Summer and Fall)

**5.7a Students Served - by Ethnicity** The number of students in each Discipline at first census broken down by ethnicity (duplicated headcount).

**ALL Locations** (Combined totals from ALL locations in the District)

Community Health Worker	Ethnicity	2010-11	Percent	2011-12	Percent	2012-13	Percent	20
	White	65	44.2%	73	44.8%	51	45.1%	
	Asian	0	0.0%	1	0.6%	3	2.7%	
	Black	9	6.1%	5	3.1%	7	6.2%	
	Hispanic	59	40.1%	60	36.8%	9	8.0%	
	Native American	1	0.7%	5	3.1%	9	8.0%	

	Pacific Islander	6	4.1%	0	0.0%	0	0.0%	
	Filipino	0	0.0%	0	0.0%	3	2.7%	
	Other Non-White	0	0.0%	0	0.0%	0	0.0%	
	Decline to state	7	4.8%	19	11.7%	31	27.4%	
	<b>ALL Ethnicities</b>	<b>147</b>	<b>100.0%</b>	<b>163</b>	<b>100.0%</b>	<b>113</b>	<b>100.0%</b>	

**5.7b Students Served - by Gender** The number of students in each Discipline at first census broken down by gender (duplicated headcount).

**ALL Locations** (Combined totals from ALL locations in the District)

Community Health Worker	Gender	2010-11	Percent	2011-12	Percent	2012-13	Percent	2013-14
	Male	12	8.2%	39	23.9%	13	11.5%	
	Female	135	91.8%	123	75.5%	99	87.6%	
	Unknown	0	0.0%	1	0.6%	1	0.9%	
	<b>ALL Genders</b>	<b>147</b>	<b>100.0%</b>	<b>163</b>	<b>100.0%</b>	<b>113</b>	<b>100.0%</b>	

**5.7c Students Served - by Age** The number of students in each Discipline at first census broken down by age (duplicated headcount).

**ALL Locations** (Combined totals from ALL locations in the District)

Community Health Worker	Age Range	2010-11	Percent	2011-12	Percent	2012-13	Percent	2013-14
	0 thru 18	6	4.1%	9	5.9%	0	0.0%	
	19 and 20	12	8.2%	7	4.6%	3	2.7%	
	21 thru 25	28	19.2%	39	25.5%	34	30.4%	
	26 thru 30	6	4.1%	25	16.3%	4	3.6%	
	31 thru 35	24	16.4%	11	7.2%	23	20.5%	
	36 thru 40	9	6.2%	5	3.3%	5	4.5%	
	41 thru 45	20	13.7%	15	9.8%	11	9.8%	
	46 thru 50	7	4.8%	20	13.1%	12	10.7%	
	51 thru 60	34	23.3%	22	14.4%	20	17.9%	
	61 plus	1	0.7%	10	6.5%	1	0.9%	
	<b>ALL Ages</b>	<b>146</b>	<b>100.0%</b>	<b>153</b>	<b>100.0%</b>	<b>112</b>	<b>100.0%</b>	

## 5.8 Curriculum Offered Within Reasonable Time Frame

## 5.9a Curriculum Responsiveness

## 5.9b Alignment with High Schools (Tech-Prep ONLY)

## 5.10 Alignment with Transfer Institutions (Transfer Majors ONLY)

## 5.11a Labor Market Demand (Occupational Programs ONLY)

According to California and Sonoma County Labor statistics, the Community Health Worker is growing at a moderate rate, some areas greater than others, at an hourly rate of \$10 - \$30, depending on education and location.

California is projected to add over 3,000 CHW (or related title) jobs in the next several years. With an increasingly older demographic with greater life-expectancy including chronic health issues that will have a negative impact on medical/health/social delivery systems, the value of the CHW could translate in an increase in hiring.

A county-wide survey of CHW employers and employees was completed in December 2012. It resulted in a 50-page report with data related to 34 agencies who employ CHWs, what skills they require, CHW pay and benefits, funding, tasks they perform, etc. Community health workers (45) responded to questions regarding their titles, pay, work locations, tasks performed, targeted populations, etc. In addition, questions were asked regarding educational needs, other needs, and barriers to finding jobs. Lots of questions that provide helpful information for program enhancement, continuing education for CHWs, program promotion, career development, and professional development for CHWs. Report will be added to CHW Web site.

## 5.11b Academic Standards

## 6.1 Progress and Accomplishments Since Last Program/Unit Review

Rank	Location	SP	M	Goal	Objective	Time Frame	Progress to Date
0000	Santa Rosa	00	00	New Fall Course, CHW 154	Development and implementation of new Fall course DHW 154 in Fall 2014. To provide Sonoma County medical disease modules and practical experience to enhance student learning.	2014	Adjunct faculty 3 lecture hours for 17.5 weeks for each fall semester.
0001	Santa Rosa	00	00	Establish and continue high student success with enriched curriculum.	Coordination of CHW program by full time faculty member for continued growth and improvement in the program.	2014	full time faculty hire- \$73,814
0002	Santa Rosa	00	00	Replace CHW Coord./instructor and 2nd adjunct faculty	2 new MPH adjunct faculty members will be hired and oriented to new positions beginning Fall 2013.	End of Summer 2013	6 courses for 2 adjunct faculty: 255 lecture hours x \$80 to \$100/hr = \$20,400 to \$22,500/year
0002	Santa Rosa	00	00	Add new course, CHW 154, to CHW program.	Complete curriculum process by Fall 2013. Begin course Fall 2014.	Spring 2014	Adjunct faculty to teach course. 3 hrs/wk x 17.5 hrs each Fall semester x \$80 - \$100/Hr = \$4200 to \$5250/year.
0003	Santa Rosa	00	00	Add local industry collaborations.	Complete 3 MOUs for internships. Participate in policy-making with state and county re Care Act.	By Spring 2014	Time....
0004	Santa Rosa	00	00	Complete all course SLO evaluations and program SLO evaluation.	Complete CHW 151 and CHW 151L in Fall 2013. Complete CHW 153 and program SLOs in Spr 2014.	Fall 2013 & Spr 2014	Assistance from SLO experts as needed.
0005	Santa Rosa	00	00	Implement Healthcare Interpreter (HCI) track as complementary or alternative choice to CHW program.	Complete curriculum process, including county workforce survey, for 27.5 unit HCI track.	2015	1 adjunct coord./faculty to teach 4 HCI courses in 3 different semesters, including one internship.. 1 Language lab assistant for Spanish language lab and during internship course.

## 6.2a Program/Unit Conclusions

Location	Focus Areas & Questions

## 6.2b PRPP Editor Feedback - Optional

A full time faculty member would be helpful to ensure student success by providing ongoing coordination and improvement of the CHW program. The CHW program will be providing some of the workforce that will be needed with Health Care Reform such as the Affordable Health Care Act. The CHW program will be growing and changing over the next 2 years to meet these changes needs of the students and the workforce.

The addition of a Health Care Interpreter (HCI) Certificate would strengthen this major by giving students another avenue of employment. Development of the HCI is currently in progress with a goal of fall 2015.

### 6.3a Annual Unit Plan

Rank	Location	SP	M	Goal	Objective	Time Frame	Resources Required
0000	Santa Rosa	00	00	New Fall Course, CHW 154	Development and implementation of new Fall course DHW 154 in Fall 2015. To provide Sonoma County medical disease modules and practical experience to enhance student learning.	2014	Adjunct faculty 3 lecture hours for 17.5 weeks for each fall semester.
0001	Santa Rosa	00	00	Establish and continue high student success with enriched curriculum.	Coordination of CHW program by full time faculty member for continued growth and improvement in the program.	2014	full time faculty hire- \$73,814
0003	Santa Rosa	00	00	Add local industry collaborations.	Complete 3 MOUs for internships. Participate in policy-making with state and county re Care Act.	By Spring 2014	Time....
0004	Santa Rosa	00	00	Complete all course SLO evaluations and program SLO evaluation.	Complete CHW 151 and CHW 151L in Fall 2015. Complete CHW 153 and program SLOs in Fall 2015.	Fall 2013 & Spr 2014	Assistance from SLO experts as needed.
0005	Santa Rosa	00	00	Implement Healthcare Interpreter (HCI) track as complementary or alternative choice to CHW program.	Complete curriculum process, including county workforce survey, for 27.5 unit HCI track.	2015	1 adjunct coord./faculty to teach 4 HCI courses in 3 different semesters, including one internship.. 1 Language lab assistant for Spanish language lab and during internship course.