



# Inventory of Community Health Worker Programs in the Kansas City Region

January 2022

**NOTE: We recognize that there may be additional groups in the community using Community Health Workers. If you have information regarding other programs, please provide us information about these efforts.**

## **Aim 4 Peace: 5 Community Health Workers**

**Location:** Kansas City Health Department

**Serves:** Survivors of violence (any age) in the Kansas City metro area

**CHW supervisor:** Martin Atwell, martin.atwell@kcmo.org; Peace Line: 816-352-3069

**Description:** Aim4Peace is an evidence-based public health approach to reduce shootings and homicides, and to reverse the violence epidemic in Kansas City, Missouri. Aim4Peace focuses on the neighborhood factors that most often contribute to violence, helping those who are considered at highest risk of committing offenses due to their living or employment situation.

Aim4Peace:

- Responds to gunshot and violence-related trauma situations.
- Works with survivors of violence during their hospital stay.
- Intervenes in conflicts and aims to prevent further violence.
- Works with hospital emergency department staff.
- Reaches out to community members at risk of being involved in future violence.
- Works with family members of survivors of violence to promote hope and healing.
- Uses trauma-informed approaches and recovery case management with patients.
- Connects individuals impacted by violence with community resources.

**Scope of practice:** Hospital responders/supervisors for patients and community represented by University Health and Research Medical Centers.

## **Black Health Care Coalition (BHCC): 2 Community Health Workers**

**Location:** 6675 Holmes Road, Kansas City, Missouri

**Serves:** Missouri and Kansas

**Contact:** 816-444-9600, bhckc1@gmail.com

**Description:** BHCC serves clients on both sides of the state line with a focus on pre-natal care and young family support.

## **Community Health Council of Wyandotte (CHC): 20 Community Health Workers**

**Location:** Wyandotte County

**Serves:** All ages, maternal and paternal CHWs, prenatal through age 3 (through the 4th birthday), primarily in Wyandotte County.

**CHW supervisor:** Mariah Chrans, mchrans@wyohealth.com

**Description:** Community Health Workers serve as personal navigators to assist individuals to navigate the health care system and find access to additional resources. Services include: help setting up doctors' appointments, attending the appointment along with the client to ensure they understand the diagnosis and treatment, reminding

clients to take their medication, following up on treatment, finding community resources as needed, assistance finding child care, providing social support, and advocating on behalf of the client. CHWs support the following CHC programs and clients: Cradle, Every Baby to 1, Management Diabetes Programs. CHWs also help clients apply for benefits such as SNAP, TANF, CHIP and Medicaid. CHC also offers CHW services specific to the perinatal period (pregnancy – age 3). All CHW services are provided in English and Spanish. Includes partnership with Duchesne Clinic and Jay Doc Free Clinic.

**Scope of practice:** CHWs connect to residents in the neighborhoods they serve and have a close understanding of the needs and resources in the community. They provide one-on-one services to address social and health needs and assist in identifying and connecting residents to resources such as food, housing and health care.

### **Central Jackson County Fire Protection District — Community Risk Reduction:**

#### **3 Community Health Workers**

**Location:** 805 NE Jefferson Street, Blue Springs, Missouri

**Serves:** Clients with frequent requests for assistance from the same address or the same individual and clients that do not meet the usage threshold, but are referred to the program; in Blue Springs, Grain Valley, Lake Tapawingo and some surrounding unincorporated areas in Jackson County.

**CHW supervisor:** Chip Portz; cportz@cjcfpd.org

**Description:** Central Jackson County (CJC) combines a proven fire prevention model with a call prevention/reduction approach. Through CJCares, CJC seeks to reduce non-emergency use of emergency resources by “right-sizing” the response and medical care for a given patient in a given situation. CJCares promotes less dependence on emergency services for patients needing other, more safe, non-traditional forms of assistance.

**Scope of practice:** First, the crew focuses on evaluating frequent requests for assistance from the same address or the same individual. Second, the crew follows up on referrals from hospitals, field crews or emergency departments. And third, they focus on community education to medically at-risk populations.

### **El Centro: 5 Community Health Workers**

**Location:** 650 Minnesota Avenue, Kansas City, Kansas

**Serves:** The Latino community in the Kansas City metro area.

**CHW supervisor:** Elizabeth Reynoso; ereynoso@elcentroinc.com

**Description:** Through the El Centro promotora program, community members volunteer their time and receive leadership training to provide health education and referral services throughout the new immigrant community in the Kansas City region. Promotoras are members of the communities served. The goal of the program is to ensure individuals have a medical home and can obtain regular preventive services.

**Scope of practice:** Promotoras have the following roles:

- Health outreach and education to discuss healthy behaviors, promote smoking cessation, physical activity and healthy nutrition.
- Applying for assistance programs.
- Health system navigation to ensure individuals connect with a medical home.

### **Hope Family: 1 Community Health Worker**

**Location:** 3027 Prospect Avenue, Kansas City, Missouri

**Serves:** Primary care, chronic disease management, pre-natal/OB care and pediatrics patients in the Kansas City metro area.

**CHW supervisor:** Frank Gray, fgray@hfckc.org

**Description:** Hope Family Care Center provides quality primary healthcare in Kansas City, Missouri’s east side. We provide high quality care to all patients served, including patients that are uninsured, patients with commercial insurance, Medicaid or Medicare.

The community health worker assesses the clinical and nonclinical needs of their patients with a goal to transform care and improve their health. The CHW creates connections between vulnerable populations and healthcare providers, often in partnership with community-based organizations. The CHW supports and coaches patients to manage their health and assists them in navigating the health care and social service systems by serving as a bridge between the community and health care, government and social service systems. The CHW also provides assistance and education at COVID-19 vaccination clinics and various health fairs, conducts outreach and helps improve outcomes for chronic care management.

**Scope of practice:**

- Help patients, families, groups and communities improve access to resources, including health insurance, food, housing, utilities, transportation, phone, childcare, clothing, safety, employment, quality health care and health information.
- Complete enrollment forms (i.e., Medicaid/Medicare) and other needed documentation.
- Assist patients to schedule medical, behavioral health and social service appointments, provide transportation if needed and attend appointments as requested.
- Provide culturally appropriate health education related to chronic disease, prevention, physical activity and nutrition.
- Provide social and emotional support.

**Jackson County Health Department: 2 Community Health Workers**

**Location:** 313 S. Liberty Street, Independence, Missouri

**Serves:** All residents of eastern Jackson County, and excluding Kansas City and Independence, as they have their own health departments.

**CHW supervisor:** Daniel Kennedy, [daniel.kennedy2@tmcmcd.org](mailto:daniel.kennedy2@tmcmcd.org); Kelly Hall, [kelly.hall@tmcmcd.org](mailto:kelly.hall@tmcmcd.org); Lauren Klapper, [lauren.klapper@tmcmcd.org](mailto:lauren.klapper@tmcmcd.org).

**Scope of practice:** CHWs provide:

- Resource navigation for English and Spanish-speakers.
- Medicaid enrollment/assistance.
- SNAP enrollment/assistance.
- Community education (healthy eating, active living, safe sleep, teen pregnancy prevention).

**Juntos Center for Advancing Latino Health at the University of Kansas Medical Center:  
2 Community Health Workers**

**Location:** 4125 Rainbow Boulevard, MS 1056, Suite 300, Kansas City, Kansas

**Serves:** Latino communities, Spanish-speaking communities and immigrants in the Kansas and Kansas City metro area.

**CHW supervisor:** Mariana Ramirez, [mramirez3@kumc.edu](mailto:mramirez3@kumc.edu)

**Description:** The Juntos Center for Advancing Latino Health at the University of Kansas Medical Center (KUMC) seeks to generate and disseminate knowledge to eliminate health disparities in the under-served Latino communities in Kansas through research, training, community partnerships and service. Juntos operates programming in rural and urban areas across the state of Kansas in collaboration with community health organizations, faith-based organizations, health care agencies, educational institutions and policy makers.

**Scope of practice:** Promotoras have the following key roles and responsibilities:

- Conduct health-related outreach and health education at different community settings.
- Participate in data collection and provide feedback to inform the development and implementation of health-related research programs.
- Communicate effectively with participants about basic health and social indicators clearly and in culturally appropriate ways.
- Engage participants and/or their families in intervention protocols and in identifying barriers to change.
- Connect participants with the appropriate resources to improve their health.

### **Kansas City Quality Improvement Consortium: 3 Community Health Workers**

**Location:** 5119 Lowell, Overland Park, Kansas

**Serves:** Primarily senior populations, but programs are open to all. Kansas City, residents in Kansas and Missouri.

**CHW supervisor:** Kim Downes, 913-956-9323, kdownes@kcqic.org

**Description:** The Kansas City Quality Improvement mission is to promote quality health care through collaboration, by providing strategic leadership, education, information and tools and to assist in success of the Triple Aim. KCQIC supports the Triple Aim by improving the patient health care experience, improving population health through education and reducing the per capital cost of health care.

KCQIC works with community, physicians, safety-net providers, hospitals, nursing facilities, school districts and others to accomplish this goal.

**Scope of practice:** Combating ethnical and racial disparities in health and health care by identifying and working with providers, hospitals, nursing facilities and others to improve the quality of care and life; increase patient knowledge; improve health behaviors; and increase access to preventive and appropriate ongoing care. CHWs are trained to work as asthma educators, care transition, chronic disease management, coordination of care and heart failure program.

### **KC CARE Clinic: 13 Community Health Workers**

**Location:** 3515 Broadway, Kansas City, Missouri

**Serves:** No restrictions

**CHW supervisor:** Rebecca Anderson, rebeccab@kccareclinic.org

**Description:** The Kansas City CARE Health Center's goal is to create a healthy community by serving patients from the community, local agencies, safety net clinics, insurance companies and hospitals. Community Health Workers help patients navigate the medical and social system to reduce the barriers they face to receiving care.

KC CARE partners with health care and community organizations throughout the region to coordinate care. Hospital/insurance partners include: Saint Luke's Hospital, University of Kansas Hospital and Children's Mercy Hospital Integrative Care Solutions (ICS).

Community and safety net partners include: MARC Area Agency on Aging, Rose Brooks and UMKC Department of Clinical Psychology.

**Scope of practice:** Identify patients who need support moving toward self-sufficiency who are already in the medical care system but have barriers to care and/or need help establishing/re-establishing care within the medical care system. KC CARE does this by providing care coordination to patients identified through partner sites, doing an in-depth Social Determinants of Health screening; creates goals for clients based on screening; and then tackling the goals alongside the patient. The work of the patient/CHW occurs mainly in the community to build self-sufficiency for the patient with the goal of being able to independently manage their barriers once discharged from the program.

### **KU Family Medicine: 1 Community Health Worker**

**Location:** 3901 Rainbow Boulevard, Kansas City, Kansas

**Serves:** KU Family Medicine patients with chronic conditions, with any social determinants of health, all ages. In Wyandotte County and the Kansas City metro region.

**CHW supervisor:** Erin Corriveau, M.D, M.P.H, ecorriveau@kumc.edu

#### **Description:**

- Educates client on the proper use of the emergency room and provides information for alternatives. Coaches patients in effective management of their chronic health conditions and self-care. Assists patient in understanding care plans and instructions. Motivates patients/clients to be active and engaged participants in their health and overall wellbeing.

- Assists clients in accessing health-related services, including but not limited to obtaining a medical home, providing instruction on appropriate use of the medical home, overcoming barriers to obtaining needed medical care and /or social services.
- Provides support and advocacy during initial medical visit or when necessary to assure clients' medical needs and referrals required are being conveyed. Follows up with both clients and providers regarding health/social services plans.
- Facilitates client access to community resources, including locating housing, food, clothing, prenatal classes, parenting, and providers to teach life skills, and relevant mental health services. Assists clients in utilizing community services, including scheduling appointments with social services agencies and assisting with completion of applications for programs for which they may be eligible. Aids in assessing and obtaining health insurance where possible. Make and receive referrals from many different professionals working closely with an interdisciplinary team of nurses, physicians, social workers, pharmacists, etc. Teaches medical and pharmacy students about social determinants of health. Facilitates communication and coordinates services between providers and the clients/patients.

**Scope of practice:**

- Identifies barriers and social determinants of health.
- Care coordination.
- Chronic disease self-management.
- Health education / coaching.
- Patient advocate.
- Works to reduce cultural and socio-economic barriers between clients and institutions.
- Travels extensively to client homes, community locations, various agencies and other outreach destinations.
- Performs miscellaneous job-related duties as assigned.

**MARC Head Start: 2 Community Health Workers**

**Location:** Mid-America Regional Council (MARC), 600 Broadway, Suite 200, Kansas City, Missouri

**Serves:** Low income children and families in Clay, Jackson and Platte counties in Missouri.

**Contact:** Sandra Reece-Tinsley, sreece@marc.org; 816-701-8365

**Description:** Head Start is a federal program that provides comprehensive services to low-income children and families. These include educational, mental health, disability, health and family engagement services, all working collaboratively to ensure children are ready to learn.

MARC Head Start is the grantee for Head Start and Early Head Start in Kansas City, Missouri, serving approximately 2,400 children and families, including pregnant mothers and teens, throughout Clay, Jackson, and Platte counties in Missouri. MARC Head Start has 17 direct service providers (seven school districts and 10 community-based agencies) that provide the day-to-day operations. Program options include center-based and home-based services.

**Scope of practice:** MARC Community Health Workers work within MARC Head Start Health Services. They help Head Start families enrolled in Tier 1 and Tier 2 programs navigate the health care system to improve health outcomes for children.

CHWs help families in the completion of health goals. Those include connecting them to medical and dental homes, scheduling physical and oral health appointments, obtaining Individualized health care plans for chronic health conditions, and activating or re-activating Medicaid.

MARC Head Start CHWs assist and participate in internal and external health and wellness initiatives. They work in collaboration with Head Start Health Coordinators to complete health screenings, the two-week post-partum visit, and on-site exams provided by community health partners. The CHWs provide health and safety education, car seat installation and site-specific resources relevant to the needs of Head Start families and the program.

### **NBC Community Development Corporation: 10 Community Health Workers**

**Location:** 803 Armstrong, Kansas City, Kansas; 745 Walker, Kansas City, Kansas

**Serves:** New moms and dads, seniors, the community at large, recently released from incarceration, diabetic and pre-diabetic.

**CHW supervisor:** Broderick Crawford, broderick.crawford@nbccdc.org

**Description:** The NBC CDC CHW program strives to educate, increase awareness and connect residents to resources that will provide needed health services. We partner with multiple health care providers including hospitals, safety net/private clinics and community organizations to assist with navigating health care systems while reducing unnecessary barriers. With the assistance of partner organizations (MCC, CHC, JUNTOS), we serve as a location to train, employ and deploy community health workers. In addition, a CHW staffs our food pantry. NBC offers a diabetes program for participants who are pre-diabetic or diabetic with the opportunity to monitor their condition.

**Scope of practice:** Identifying patients from New Bethel Church of Wyandotte County, local community residents and their connected families with the goal of linking them to medical care. Enrolling, counseling and advising community members of the options and resources available to them via the Affordable Care Act and the community health network. Providing care coordination and health system navigation assistance to help clients stay engaged in medical care and reduce barriers.

### **Nurture KC's Kansas City Healthy Start Initiative: 7 Community Health Workers**

**Location:** 1111 W. 39th St., Suite 100, Kansas City, Missouri

**Serves:** Those in in the following ZIP codes who enroll while pregnant. Mothers, fathers and children are eligible until child is 18 months old. ZIP codes: Kansas: 66101, 66102, 66104, 66105, 66106, 66111. Missouri: 64109, 64111, 64124, 64126, 64127, 64128, 64130, 64132.

**CHW supervisors:** Ashley Haden-Peaches (Samuel Rodgers Health Center), apeaches@rodgershealth.org; Janice Vertreese and Akeyah Howard (Swope Health Central), jvertreese@swopehealth.org, ahowardswopehealth.org; Shannon Williams and Marcela Metcalf (Nurture KC), swilliams@nurturekc.org, mmetcalf@nurturekc.org

#### **Description:**

The Kansas City Healthy Start Initiative is a program of Nurture KC focused on the elimination of disparities in perinatal health throughout greater Kansas City. Four approaches are employed at two tiered levels.

- At Level 1, the approaches focus on specific areas to serve pregnant and interconception women, their children (0-18 months of age) and fathers from zip codes with poor birth outcomes; eight ZIP codes in Jackson County, Missouri, and six ZIP codes in Wyandotte County, Kansas. Participants are referred by two subcontracted Federally Qualified Health Centers (FQHCs): Samuel U. Rodgers Health Center (SURHC) and Swope Health Central (SHC), as well as a Community Outreach Worker.
- At Level 2, the approaches focus on programmatic and systemic change to extend the support for women, young children and families throughout the five-county greater Kansas City area.

**Scope of practice:** CHWs provide comprehensive case management services. Quality services are promoted through care coordination and referral by CHWs in the medical home and home visiting setting, as well as support and training for CHWs in prevention and health promotion strategies. Family resilience is enhanced by CHW strategies to address toxic stress and provide trauma-informed care; mental/behavioral health service coordination; father engagement opportunities (support groups, mentoring, life planning and partner agencies' resources); and Life Skills Progression and 24/7 Dad curricula, and technological strategies to enhance parenting.

## **Samuel U. Rodgers Health Center: 10 Community Health Workers**

### **Locations:**

- Downtown Campus: 825 Euclid, Kansas City, Missouri
- Cabot Westside Campus: 2121 Summit, Kansas City, Missouri
- Northland Prenatal and Pediatric Clinic: 5330 N Oak Trafficway, Suite 203, Kansas City, Missouri
- Clay County Family Medicine: 800 Haines Dr., Liberty Missouri
- Blue Springs School District: 1501 N.W. Jefferson Street, Blue Springs, Missouri

**Serves:** No requirements

**CHW supervisor:** Ashley Haden-Peaches, [apeaches@samrodgers.org](mailto:apeaches@samrodgers.org)

**Description:** Samuel U. Rodgers utilizes community health workers in each of our clinics and departments to help patients navigate the medical system, as well as connect to community resources. CHWs help patients schedule appointments, complete applications for community resources, send referrals for health center programs like WIC, Healthy Start and Happy Bottoms, schedule transportation, apply for prescription assistance, acquire durable medical equipment and assist with medical referrals.

**Scope of practice:** CHWs provide screening for social determinates of health using the PRAPARE tool to identify patients that have barriers to care. Patients are referred to the CHWs by providers and anyone else who has contact with patients and recognizes a need for extra support. The CHWs are assigned to a medical clinic to help the providers and patients in that clinic to bridge care gaps. Currently, there are CHWs stationed in Adult and Senior Health (four locations), Women's Health (two locations), Children's and Adolescent Health (four locations) and Behavioral Health (two locations).

## **Score 1 for Health: 2 Community Health Workers**

**Location:** 1750 Independence Avenue, Kansas City, Missouri

**Serves:** Serving parents/guardians of children 5-12 years of age enrolled in Score 1 for Health. In Kansas City, schools with the highest free/reduced lunch populations are focused on for partnership. The service area includes 40 elementary schools across the Kansas City metro area and Joplin Missouri.

**CHW supervisor:** Annette Campbell, [acampbell@kansascity.edu](mailto:acampbell@kansascity.edu)

**Description:** Score 1 for Health has a CHW in Kansas City, and one in Joplin, Missouri. CHWs are nimble responders to immediate needs identified from Score 1's school health screenings. CHWs assist families who identify barriers to accessing services for their children.

**Scope of practice:** CHWs work with parents/guardians of children 5-12 years of age enrolled in Score 1 for Health to identify and address barriers to care.

## **Sunflower Health Plan: 15 Community Health Workers**

**Location:** Various locations across Kansas

**Serves:** Serves the Medicaid population, including chronic conditions, nursing facilities and prenatal clients, across Kansas. No age limitations.

**CHW supervisor:** Debra Cooper, [dcooper@sunflowerhealthplan.com](mailto:dcooper@sunflowerhealthplan.com)

**Description:** CHWs are responsible for delivering a range of activities for individuals who are enrolled in the health plan for Medicaid in order to impact individual health outcomes and provide assistance to the clinical team of nurses and social workers. CHW activities include, but are not limited to, outreach, community education, informal guidance and member support.

**Scope of practice:** CHWs:

- Educate, coach and support members to understand disease prevention and achieve good health outcomes.
- Participate in coordination and resolution of medical and non-medical needs including appointment tracking, documentation of member information, referrals and follow-up, facilitating transportation to services, etc.
- Coordinate and implement community events such as baby showers and other health education events.

## **Swope Health Services: 3 Community Health Workers**

**Location:** 3801 Dr. Martin Luther King Jr. Boulevard, Kansas City, Missouri

**Serves:**

- The Independence, Missouri, location serves children under age 2, expecting parents in their 3rd trimester, primary care patients (all ages) established with their provider in the patient-centered medical home care health home (PCMH), and any patient that screens positive for social needs like food insecurity, etc.
- The Central location serves Medicaid-eligible patients at the OB-GYN clinic.
- The Wyandotte location serves all patients who have needs related to the social determinants of health, served by the primary care team. Particular focus are patients with behavioral health or chronic disease needs.

**CHW supervisor:** Dr. Naomi Jamal, M.D., M.P.H., [njamal@swopehealth.org](mailto:njamal@swopehealth.org)

**Description:** Clinic-based CHWs work at the Independence, Wyandotte locations and OB-GYN clinic at the Central location. The CHWs are part of an integrated care team designed to break down barriers between primary care and behavioral healthcare and address the social determinants of health.

**Scope of practice:** Our community health workers are crucial members of the care team. They are embedded in the clinic care team and work alongside the primary care team to identify patients with social determinant of health needs and connect them to community or internal organizational resources related to transportation, food insecurity, housing, etc. The community health workers focus on follow-up and closing the loop to address patient needs. This leads to developing and maintaining strong partnerships with local community organizations. The team also participates in organization-wide health equity-related educational efforts, both for patients and associates. The clinic-based team also participates in community events such as health fairs.

## **University Health Truman Medical Centers Kansas City (Truman Medical Centers:**

### **7 Community Health Workers**

**Location:** 2301 Holmes Street, Kansas City, Missouri

**Serves:** Refugee, immigrant, Black/African American, Latinx, limited English proficiency, deaf and hard of hearing and other vulnerable patient populations.

**CHW supervisor:** Susan Oweti; Gabriella Gardner, [gabriella.gardner@tmcmcd.org](mailto:gabriella.gardner@tmcmcd.org)

**Description:** TMC's Language Access Department has led the way in providing culturally and linguistically appropriate health care services for more than 20 years. TMC currently employs a team of 30 Spanish, Arabic, English and Somali interpreters, translators and cultural health navigators. TMC's focus on cultural health navigation is targeted at reducing the challenges patients face in understanding and accessing the American healthcare system, which is vastly different from their countries of origin. With unparalleled experience, the team of multi-lingual professionals fuses traditional interpreting and innovative multicultural health navigation services to provide limited English proficient refugee and immigrant patient populations personalized care coordination, advocacy, education and support in accessing needed health services, as well as essential resources needed to live a healthy life. With more than 95 languages spoken by patients, TMC's Language Access Department currently provides over 224,000 interpreting sessions annually. Addressing the needs and preferences of each unique patient is at the heart of what we do every day. As the immigrant population continues to grow, we believe that our Interpreter as Cultural Health Navigator model is key to successfully addressing health disparities and improving health outcomes for Kansas City's most vulnerable patient populations.

**Scope of practice:** The Cultural Health Navigator (CHN) provides culturally and linguistically appropriate comprehensive and coordinated care and quality health services to the refugee and immigrant community and other underserved communities including Black, Hispanic and uninsured in order to reduce health disparities and cultural barriers to care. Provides necessary language interpretation and navigation support to ensure equal access to care for the immigrant and refugee target patient population.



Primary responsibilities:

- Serves as the patient's primary contact point with TMC. Provides multicultural patient services that are relevant to coordination of care such as: assisting with navigation of U.S. and Missouri healthcare delivery systems, appointment scheduling, appointment reminders, specialist referrals, medication assistance, health insurance renewals and transportation.
- Meets one-on-one with patients to determine their resource needs and goals. Screens patients to assess social health priorities and assists patients as indicated in connecting to community resources, public benefits and completing applications for programs for which they may be eligible.
- Provides outreach and culturally appropriate health education services to motivate patients to be active, engaged participants in their health.

**University Health - Behavioral Health (Truman Medical Centers - Behavioral Health):**

**4 Community Health Workers**

**Location:** 300 W. 19th Terrace, Kansas City, Missouri

**Serves:** Current or future behavioral Health patients

**CHW supervisor:** Mirna Herrera-Peer, [mirna.herrera@uhkc.org](mailto:mirna.herrera@uhkc.org)

**Description:** Certified Behavioral Health Peer Specialists are also trained as CHWs. Dually certified staff are called Community Health and Wellness Ambassadors (CHWA). The Ambassadors are lay members of the community who connect health care providers and under-resourced individuals who need of behavioral and medical health care. Ambassadors link patients and health/social service agencies to improve access to services and quality of care with an aim to improved health outcomes. As the member of a care team, the Ambassador works in the community and provides supportive services and advocates for clients who are experiencing behavioral and/or physical health needs. Services include client/patient support and reinforcement of self-management skills; recovery-oriented services through shared experiences, assisting in risk assessments and developing crisis plans; ongoing assessment of psychosocial needs; advocating for the client/patient with health care providers, team and the health care system; information and referral; client/patient and family education; and coordination of services with other service providers.

**Scope of practice:** Core Responsibilities:

- The Ambassador enhances the ability of the consumer to lead a self-determining life by providing systematic, client/patient centered support services.
- The Ambassador provides holistic, one-on-one support services that target SAMHSA's eight dimensions of wellness and the guiding principles of recovery.
- The Ambassador advocates for the client/patient with the health care provider, the health care team, the health care system and serves as one point of contact between the patient and the health care system until the client is able to arrange for and take advantage of services on their own.
- The Ambassador participates with the Care Team in assessing the client's strengths, barriers and service needs, and assists the client in accessing needed services (may include health insurance, food, support groups, housing and transportation).
- The Ambassador documents her/his activities in the community and identifies client issues needing attention by other team members.
- The Ambassador may provide education or direct clients to training resources in the community that will contribute to client goals and objectives related to improved health (for example, smoking cessation information, flyers on following a low sodium diet or describing what high blood pressure is). The Ambassador may also facilitate educational or recovery-oriented groups.
- Ambassadors are expected to share their personal, lived experience to develop trust and promote hope.

## **Unified Government Health Department: 2 Community Health Workers**

**Location:** 619 Ann Avenue, Kansas City, Kansas

**Serves:** Pregnant women, families and children in Wyandotte County, Kansas

**CHW supervisor:** Jennifer Allen-Caudle, jallen@wycokck.org

**Description:** It is the overall goal of the Maternal and Child Health COVID-19 Navigator (MCHCN) candidate to help women who are pregnant or have a child under 5 gain access to health insurance, begin prenatal care within the first 6-12 weeks of pregnancy, and understand motherhood during COVID-19 through successful linkages to various health and social community resources and services.

**Scope of practice:** CHW duties may include:

- Helping set up prenatal appointments for clients or other medical needs.
- Following up with clients after appointments to assess further social needs.
- Finding community resources.
- Aiding the client in obtaining insurance coverage through reference programs.
- Providing knowledge around healthy pregnancies.
- Providing knowledge about receiving care during COVID-19.
- Providing social support when necessary.
- Advocating on client's behalf.
- Other duties as assigned.

## **United Healthcare: 20+ Community Health Workers**

**Location:** 10895 Grandview Dr., Overland Park, Kansas. The WPC program CHW field team are placed in multiple cities/areas within Kansas. The location of field workers is based primarily on the location of identified member populations.

**Serves:** United Healthcare members under a Medicaid plan throughout Kansas. (Mostly individuals that are served by the maternal and WPC team.)

**CHW supervisor:** Cynthia Ball, cynthia.ball@uhc.com; Jennifer Zugeler, jennifer\_zugelder@uhc.com

**Description:** The Person-Centered Care Model (PCCM) supports an integrated, member-centric approach that serves members' medical, behavioral, social and environmental needs. Goals of the PCCM program include focusing outreach efforts on the highest risk, most impactable members; managing members longitudinally to better identify and close gaps in care; support an integrated care approach; drive affordability and savings by targeting members at high risk for future high health care costs, and reducing hospitalizations/ER visits by promoting positive relationships between members and providers.

The program works to remove the barriers that keep people from receiving the kind of quality healthcare that makes a difference. They focus on integrity, compassion, relationships, innovation and performance and empower people to achieve better health and well-being.

**Scope of practice:** The PCCM model in Kansas currently includes identified, program-eligible members who are enrolled in the UHC Community and State (Medicaid) Plan. Individuals eligible for the program are identified based on health care costs, utilization, healthcare needs, and other program referral criteria. The model currently excludes members enrolled in waiver programs and long-term care.

CHWs act in a liaison role with Medicaid members to ensure appropriate care is accessed, as well as to provide home and social assessments and member education. Positions are responsible for providing clinical and medical management services, including case management, health assessments, interventions and discharge planning. CHW's are telecommuters.

### **Uzazi Village: 14 Community Health Workers**

**Location:** 4232 Troost Avenue, Kansas City, Missouri

**Serves:** Anyone is accepted for services throughout the metropolitan area in both Kansas and Missouri, and the counties of Jackson, Clay and Platte in Missouri, and Johnson and Wyandotte in Kansas.

**CHW supervisor:** Kellye McCrary, [kellye@uzazivillage.org](mailto:kellye@uzazivillage.org)

**Description:** Uzazi Village is a 501c3 dedicated to improving perinatal health outcomes in the African-American community. Uzazi Village uses perinatal doulas that are cross-trained as Community Health Workers. The home visiting program culturally matches clients with doulas/CHWs for the purpose of helping African-American women navigate a confusing, inequitable and biased healthcare system during the pregnancy, birth and postpartum periods. The Sister Doula program impacts healthcare utilization and health outcomes for improved health for babies and mothers. The Sister Doula provides a total of seven home and hospital visits over the course of the pregnancy in order to inform, educate, navigate, mentor, inspire and advocate for our community families to receive a higher quality of care that results in improved health outcomes.

The Sister Doulas receive a stipend for each client and the program is 100% grant funded. The program has served over 400 childbearing families since it began eight years ago.

**Scope of practice:** Our Sister Doulas provide pregnancy navigation, home visiting, health assessments, mental health assessments, resource referrals, individualized education, healthy behavior modeling, nonmedical labor support, breastfeeding assistance and parenting support.

Sister Doulas have 64 hours of training in doula support, childbirth education, sexual health and reproduction and breastfeeding peer counseling. They are cross-trained with 100 hours of Community Health Worker training, are CPR certified, insured and pass a state background check.

### **Vibrant Health: 2 Community Health Workers**

**Location:** 21 N. 12th St., Suite 200, Kansas City, Kansas

**Serves:** Pediatrics (weight complexities, food insecurities), adults with chronic conditions such as diabetes, high blood pressure, prenatal, post-natal care, individuals of all ages that are in need of resources. We predominantly serve the northeast part of Wyandotte County, as well as the surrounding area.

**CHW supervisor:** Patrick Sallee, [psallee@vibranthealthkc.org](mailto:psallee@vibranthealthkc.org)

**Description:** Our goal is to help patients navigate the healthcare system through outreach, social support, advocacy and education, as well as to support individualized goal setting.

**Scope of practice:** Our CHWs connect patients in underserved populations to healthcare and social support organizations; assist patients in navigating within the healthcare system (appointments, referrals; transportation, promoting continuity of care); and supporting goal setting with patients and serving as accountability partners.