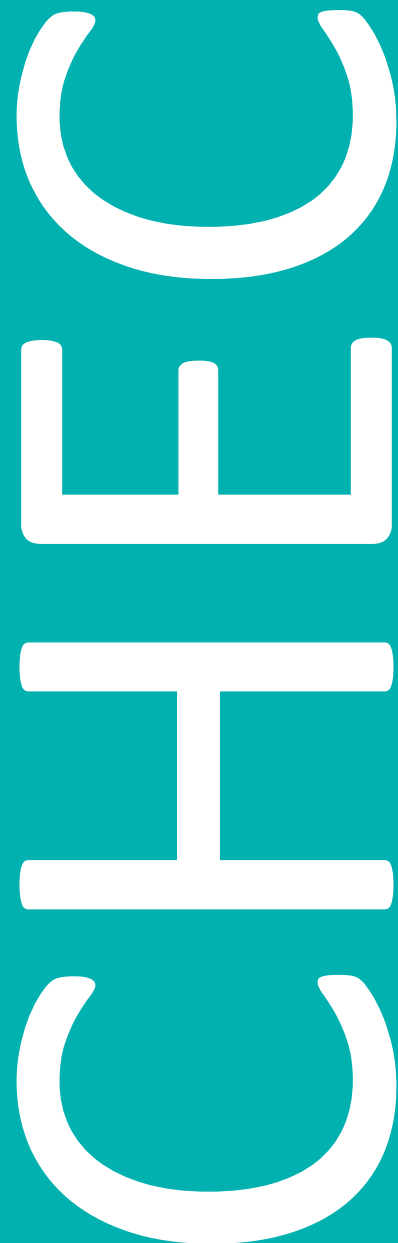


**Virtual
Comprehensive
Outreach
Education
Certificate Program
& Health Modules**



Community Health Education Center
Lowell Community Health Center
161 Jackson Street
Lowell, MA 01852
Tel: 978.452.0003
Email: CHEC@lchealth.org



COMPREHENSIVE OUTREACH EDUCATION CERTIFICATE PROGRAM (COEC)

ALL Core Trainings + 7 Health Modules = 1 Comprehensive Outreach Education Certificate

The Comprehensive Outreach Education Certificate is a two-part training program that introduces Community Health Workers (CHWs) and other frontline health workers to a way of understanding health from a public health perspective. The training encourages participants to become proficient in a variety of health issues affecting diverse communities. The trainings emphasize three skills needed to do effective outreach: interventions such as conducting educational sessions at community sites and to various cultural groups; proficiency in providing information and referrals on a range of health topics; and shaping health messages to meet cultural and linguistic needs of target populations.

- All CORE trainings will be held via Zoom.
- To complete the COEC program and receive a certificate of completion, one must attend all CORE sessions, in addition to a choice of seven health modules.
- The health modules will be self-guided online trainings via our learning management system. Guidelines will be provide upon registration.
- Enrollment is open to CHWs and other public health professionals employed at community health centers, hospitals or other community based organizations doing some form of outreach education.
- No training replacements will be accepted. Participants must attend the full length of the training session and actively participate to receive credit.
- Participants and their employers will be held to CHEC's training policies. CHEC's Policy Agreement must be read and acknowledged by both attendee and supervisor to complete the registration process.
- Commitment to attend and complete all required training assignments is expected.
- Registration confirmation is valid only when attendee has received direct communication from a CHEC staff member verifying all expectations have been met.
- Payment is due at the time of registration, unless other arrangements have been made between CHEC and with the trainee's employer.

This training is funded by the MassHealth Delivery System Reform Incentive Payment (DSRIP) Statewide Investment program through the Commonwealth of Massachusetts Executive Office of Health and Human Services. The grant program is administered by Commonwealth Corporation.



With support from:
Greater Lowell Health Alliance



CORE TRAININGS – Open to everyone, including those not enrolled in the COEC program.

PART I: CORE TRAININGS aim to improve participant’s skills in areas crucial to achieving positive outcomes through outreach and engagement in their community.

Introduction to Outreach Education

Tuesday, September 21st, 2021

This session introduces the practice of Outreach Education, building upon your current knowledge, ideas, and expectations. In addition, this introductory session orients you to the goals, content, and expectations of the Core Outreach Education Certificate (COEC) program.

CHW Code of Ethics and Mandated Reporting

Thursday, September 23rd, 2021

Through this course, CHW’s will define, discuss and review the CHW Code of ethics and leave with a greater understanding of its importance. Participants will also learn basics on mandated reporting and their role in mandated reporting.

Community Organizing

Thursday, September 30th, 2021

This session is designed to provide you with the community organizing tools and resources that can be used to improve community health. This session fosters an awareness of the powerful potential of community involvement in health-related issues and the critical role that you can play in effecting change.

Assessment Techniques

Tuesday, October 5th, 2021

Increase your ability to assess your clients’ needs appropriately, by broadening your awareness of contextual factors that influence individual behavior. Expand your understanding of formal assessment methods and strategies to participate in community needs assessments and planning outreach programs and activities.

Care Coordination & Team-Based Care

Thursday, October 7th, 2021

Learn more about collaborating with community resources and how improved coordination with outside sources can lead to improved patient care outcomes. Participants will also explore ways to strengthen teamwork and discuss how the expansion of support staff roles contributes to quality patient care management.

Public Health

Thursday, October 14th, 2021

Build your understanding of public health, the public health system, and your current role within the system. See your work within its larger context, think critically about the complex nature of public health problems and causes, and consider how they might effectively contribute to aspects of public health beyond service delivery.

Outreach Education I & III

October 20th and October 21st, 2021

Building your experiences in conducting Outreach Education, Day 1 provides a forum for discussing outreach strategies and methods relevant to particular populations. On Day 2, learn to apply a framework for identifying appropriate strategies to a particular population in teams, while simultaneously building collaborative relationships with colleagues. Practice skills and provide a foundation for further discussion of successes, challenges, and development directions.

Effective Documentation: Creating Quality Notes with Less Stress

Tuesday, October 26th, 2021

This session reviews how critical appropriate documentation is in the role of a CHW. Understanding the basics of why documentation matters and some of the barriers that are involved. Refining documenting skills by exploring best practices by using an interactive approach.

Motivational Interviewing

Thursday, October 28th, 2021

Trying to make people change on any timetable other than their own often results in resistance or push back and can interrupt the natural course of change. Motivational interviewing is a directive, person-centered counseling style that helps increase a person's internal motivation toward change, by helping the individual explore and resolve ambivalence (Miller and Rollnick, 2002).

Harm Reduction and Prevention

Tuesday, November 2nd, 2021

This class will explore the role of harm reduction and prevention in dealing with aspects of addiction. Emphasis will be placed on meeting clients and patients facing addiction "where they are" while working with them on developing relationships and empowerment. Current drug use trends and tips developed by drug users will be explored. Guidance with cultural competency and issues with stigmatization of drug users will be covered.

Health Benefits

Thursday, November 4th, 2021

Learn all you need to know about health insurance benefits including how the Affordable Care Act (ACA) has improved the health insurance marketplace in Massachusetts, changes related to coverage due to ACA, details of the ACA's impact on Massachusetts consumers, and key messaging strategies to talk to people about health insurance options.

Leadership Skills

Thursday, November 11th, 2021

This session is designed to increase your leadership capabilities by obtaining a structured way to think about and pursue the development of leadership principles, skills, and characteristics.

Cross-Cultural Communication

Tuesday, November 16th, 2021

Raise your awareness of the role culture plays in your clients' conception of health, become prepared to engage your clients in a manner that is culturally appropriate and respectful, and gain tools for delivering health education that reaches across cultures and encourages change in clients' behaviors.

To register for courses, please click here:

[COEC Registration Page](#)

CHEC POLICY AGREEMENT

Both participants and their direct supervisors must provide acknowledgement of agreement via email to show that they fully understand and agree to comply with CHEC's training policies and procedures. CHEC reserves the right to establish and modify the training policies and fees as deemed necessary.

REGISTRATION

- I. Priority will be given to Community Health Workers serving the Northeast Region of Massachusetts.
- II. Registrants must meet eligibility criteria, complete registration forms, and submit training fees.
- III. Training fees are due at the time of registration and are non-refundable and non-transferable. Each individual training in the catalogue can be taken for \$30. Acceptable forms of payment include company checks (made payable to Lowell Community Health Center-CHEC), and credit cards. Cash and personal checks are NOT accepted.
- IV. Non-registered individuals and those with incomplete registrations will not be allowed in the trainings.
- V. Participants will be notified by phone, or e-mail, to confirm their registration and receipt of payment. Participants will be contacted by CHEC staff prior to training date. Registration confirmation will be valid only when registrants have been contacted directly by CHEC staff.
- VI. Participants will be accepted on a first-come, first-served basis, following completion of registration.

PARTICIPATION

- I. All CORE trainings will begin on time and will be held via Zoom.
- II. Participants who arrive after the training has started will be allowed to enter the training only at the discretion of CHEC staff.
- III. Participants must notify CHEC of any cancellations 72 hours (or 3 days) prior to any training. CHEC will not refund training fees under any circumstance, including cancellations.
- IV. Participants must attend training for the full duration of a session to receive credit for the day.
- V. For trainings with multiple parts, participants must attend all relevant sessions and complete all training assignments to receive full credit.
- VI. The Comprehensive Outreach Education Certificate Program (COEC) must be completed within three (3) consecutive cycles. The certificate will be awarded upon completion of **all the Core trainings & 7 health modules**.
- VII. Cellular telephones must be turned off or put on silent mode during training. Calls should be made or answered only during breaks, except in case of emergency. Please restrain from distractions while in the training.

SPECIAL ACCOMMODATIONS

- I. Any special arrangements (such as ASL interpreters) must be requested four weeks prior to any training.
- II. CHEC is handicap accessible for in person trainings.

EMERGENCY CLOSING

- I. In the event of inclement weather conditions, please call the Health Center at 978.937.9700. A weather update will be posted by 7:00 AM with information on delays, cancellations, or closings. (In person trainings)
- II. In the event of an emergency cancellation of a training, participants will receive an email notification as soon as CHEC is informed.

HEALTH MODULES

— These are all self-paced, online trainings. Open to everyone, including those not enrolled in the COEC program.

Health Literacy: A Start

Health literacy is a larger problem than many realize. According to a study from the Institute of Medicine, “nearly half of all American adults—90 million people—have difficulty understanding and using health information.” Health Literacy: A Start closes this gap. This training module, designed to be led by a facilitator, will help health educators address a complex range of reading, listening, analytic and assessment skills necessary to promote health literacy. The course places an emphasis on practical work, providing resources participants can use long after the class is over.

Providing Social Support

Learning to navigate social situations and building a support system is critical for managing chronic illness and motivating patients for change. Community-based health care workers can help their clients strengthen their social support networks to build—and keep—healthy new habits. This interactive course teaches participants important interpersonal and relationship-building skills so they can identify common social cues and motivational factors. They will learn how to help patients with self-management skills to control chronic conditions and improve health outcomes.

Diabetes & Prediabetes

Diabetes affects more people today than ever before. In the US, 29.1 million people have diabetes, and that number is on the rise—up four million from 2010. Many sufferers are not controlling their disease, but with the right help, diabetes can be managed. This course describes some of the most common risks, health issues and screening techniques so they can use them with clients or their agencies. With a handle on basics, participants can help patients choose and find resources that best suit their needs.

High Blood Pressure (Hypertension)

High blood pressure is epidemic in America. Nearly one in three people in this country has high blood pressure (hypertension), which is a major risk factor for stroke and heart disease. This course instructs your team how to improve health outcomes by helping individuals find care and supporting self-management plans. By learning these essential strategies, your team can change life for the individuals in your community.

HIV & AIDS: Support Community Members

AIDS and HIV are responsible for one of the most devastating pandemics in world history. Every year there are 3 million related deaths. This course addresses stigma and builds skills in order to stop the spread of the disease by showing your team how to help people become insured, tested, and treated. It covers definition, high-risk groups, prevention techniques, how to stay healthy, and communication skills

Depression & Anxiety: Help Others Cope

Anxiety and depression are on the rise across the US. Anxiety disorders are the most common mental illness in the US. People from all backgrounds, locations and ethnicities are affected. These conditions together represent a dangerous trend. They are causes of disability and lead to related health problems including heart disease, stroke, and substance abuse. Most people with depression and anxiety disorders receive no treatment.

Family Planning & Wellness

Most women spend about two and a half years of their life being pregnant, and the rest of trying not to be pregnant. Family planning can improve health equity, especially because unplanned pregnancies are much more common in areas of low income and among people of color. This course, built on scientific family planning research, covers some of the most common and effective contraceptive methods and their use. It also covers the social impact of unplanned pregnancies on vulnerable populations, sexually transmitted diseases (STDs), sexual violence and human trafficking, coordination of care and the barriers that many women face. With a handle on basics, participants can help guide more women to resources that benefit their overall well-being.

Substance Use

Others use substances to manage bad feelings. They might smoke a cigarette as a stress break, relax with a drink or even use stronger substances such as opioids. The problem is that the effect of these substances doesn't last. This course shows learners how to help clients by recommending healthy ways to cope and making the right referrals.

CHEC ONLINE LEARNING GUIDELINES

Both participants and their direct supervisors should review the process below for CHEC's online learning modules prior to registering. CHEC reserves the right to establish and modify any of the training policies, procedures and fees as deemed necessary.

REGISTRATION PROCESS

- I. Participants will register for trainings using our established Learning Stream platform
 - a. [Link to Registration Form](#)
- II. All trainings are \$30. Payment must be made at time of registration in order to gain access to the module.
 - a. If an agency is paying for staff members, CHEC must receive payment before access is granted to trainings.
 - b. If there is an outstanding payment, access will not be granted to the trainings.
- III. Once confirmed for the training, participants will receive an email from Talance.com with a link to access the training within 24 to 48 hours of confirmation.
- IV. If the training is being taken as part of the COEC program, participants have until the end of the established training cycle to complete the required health modules.
 - a. Spring cycle: March until the second Wednesday of June
 - b. Fall cycle: September until the second Wednesday of December
- V. Participants will have up to two weeks (14-days) to complete a training module once access is granted.
 - a. When a participant completes a training, access to that particular training will no longer be available. If a participant does not complete the training in the 2 weeks (14 days), their access will also be revoked.