

CHARLES R. DREW UNIVERSITY OF MEDICINE & SCIENCE  
COMMUNITY HEALTH WORKER ACADEMY

# IMPACT REPORT



## 2022-2025



**“If CHWS have the Academy training, they know the world they are walking into.”**

**Heidi Lennartz**  
San Fernando CHC

# Message from Leadership



**DR. SHEBA GEORGE**  
*Program Director*

With a seed grant from the Cedars Sinai Healthcare Foundation, we started the CDU CHW Academy in 2017 to address a need for standards-based curricula and training for clinically-based community health workers. This effort was bolstered by a vital collaboration with Providence with whom we began a novel partnered training and internship program where our trainees receive 240 hours of didactic training and 400 hours of clinical internships at our 23 clinical partner sites.

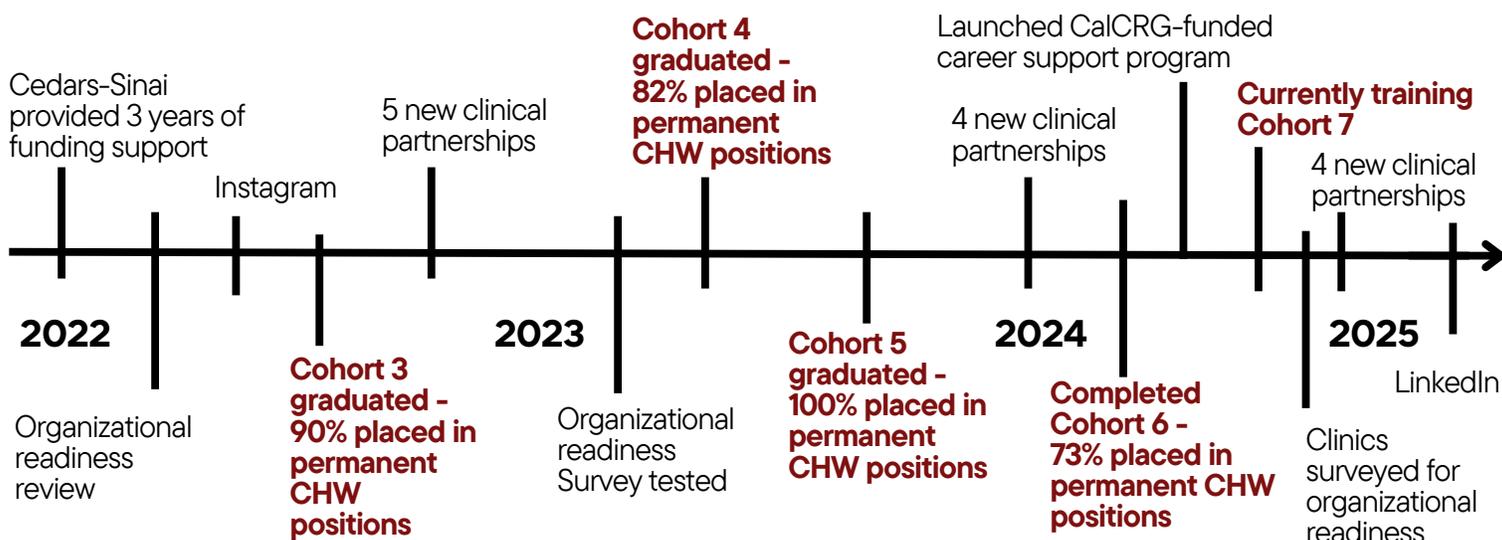
With six CHW cohorts trained and the seventh in progress, we have placed 94% of all our trainees into permanent positions at these same clinical internship sites (86% of trainees from 2022-2025). We are excited to see how much these clinics are valuing the Academy by hiring our CHWA interns.



**DR. HECTOR BALCAZAR**  
*Co-Director*

In addition to our curricular and training activities, we continue to develop resources for our stakeholders through organizational readiness support for our clinical partners to better integrate CHWs into their systems. We are also building a learning community for our CHW trainees, alumni, clinical and funding partners through our newsletters, workshops and social media.

The past three years have been full of rewarding moments as the chart below shows, and we look forward to more growth and opportunities to make a difference in the Los Angeles region and beyond. It is truly a privilege to lead this Academy, and we invite you to learn more about our program, outcomes and the individuals we serve.





# Community Health Worker Academy Organizational Chart

## CDU CHW\* ACADEMY



**Dr. Sheba George, PhD**  
*Program Director*

**Dr. Hector Balcazar, PhD MS**  
*Co-Director/Program Advisor*



**Libby Hartigan, BA**  
*Program Manager*

**Sydni Brown, BA**  
*Program Coordinator*



**Alexander Saltzman, MPH**  
*Program Coordinator*

**Perla Barajas, BA**  
*Program Coordinator*



**Amy Nguyen, MPH**  
*Program Coordinator*

Program Interns

\*CDU CHW Academy= Charles R. Drew University Community Health Worker Academy

## PROVIDENCE

**Justin Joe, MPH**  
*Director of Community Health*



**Juan Mendez, MPH**  
*Manager of Community Health*



**Rosie Salazar, MPH**  
*Project Manager*



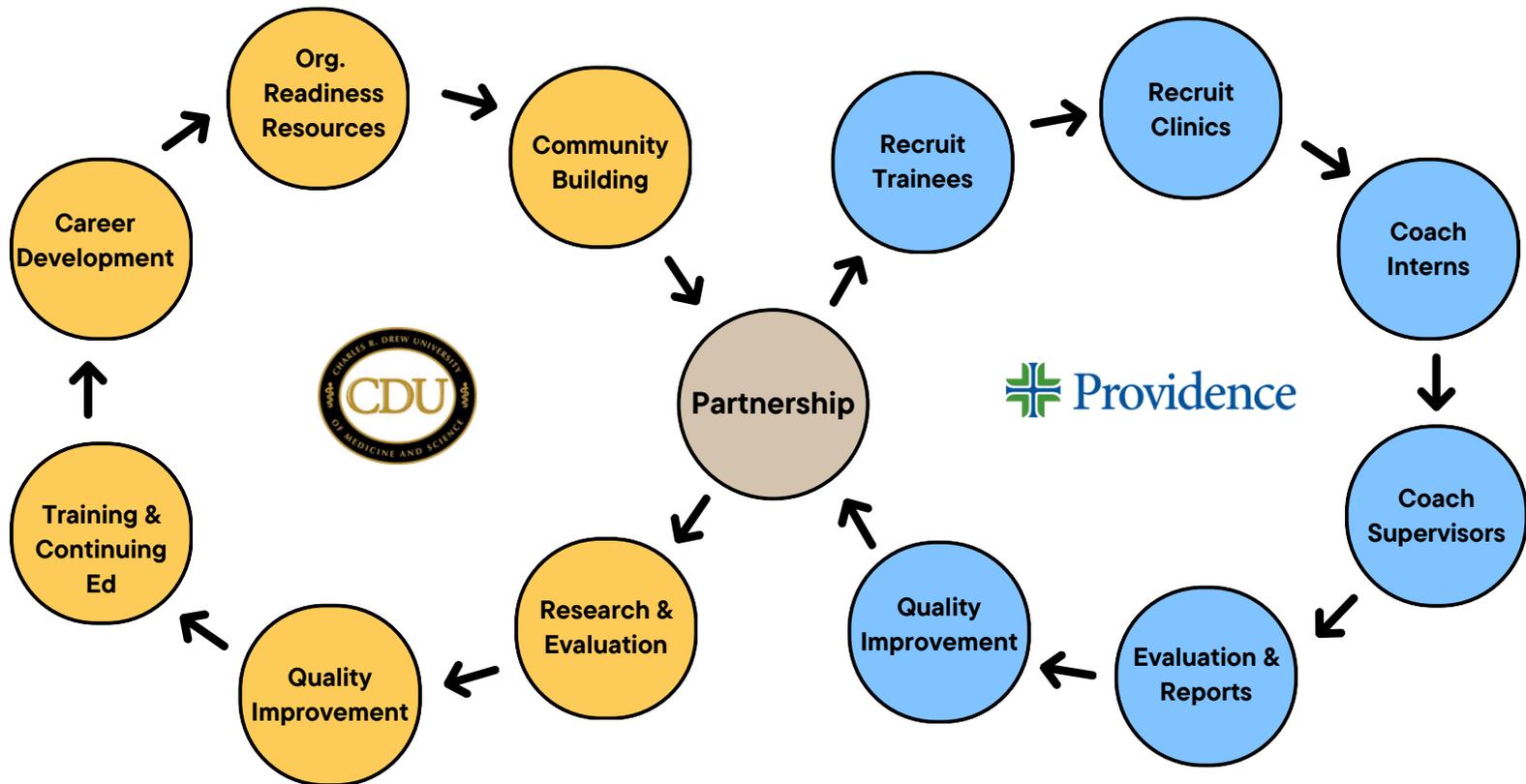
**Lucero Silva, MPH**  
*Associate Project Manager*



## CLINICAL PARTNERS



# CDU and Providence Partnership



## Charles R. Drew University

- 240 hours standards-based training for clinically-based CHWs
- 12 months career development & case management
- Mentoring opportunities
- Topical continuing education
- Develop organizational readiness tools

## Providence

- Extensive recruitment of CHW trainees and clinical sites
- Matching trainees to clinical sites
- 400 hours field-based clinical training
- Role clarity and support
- Coaching & mentorship for trainees & supervisors



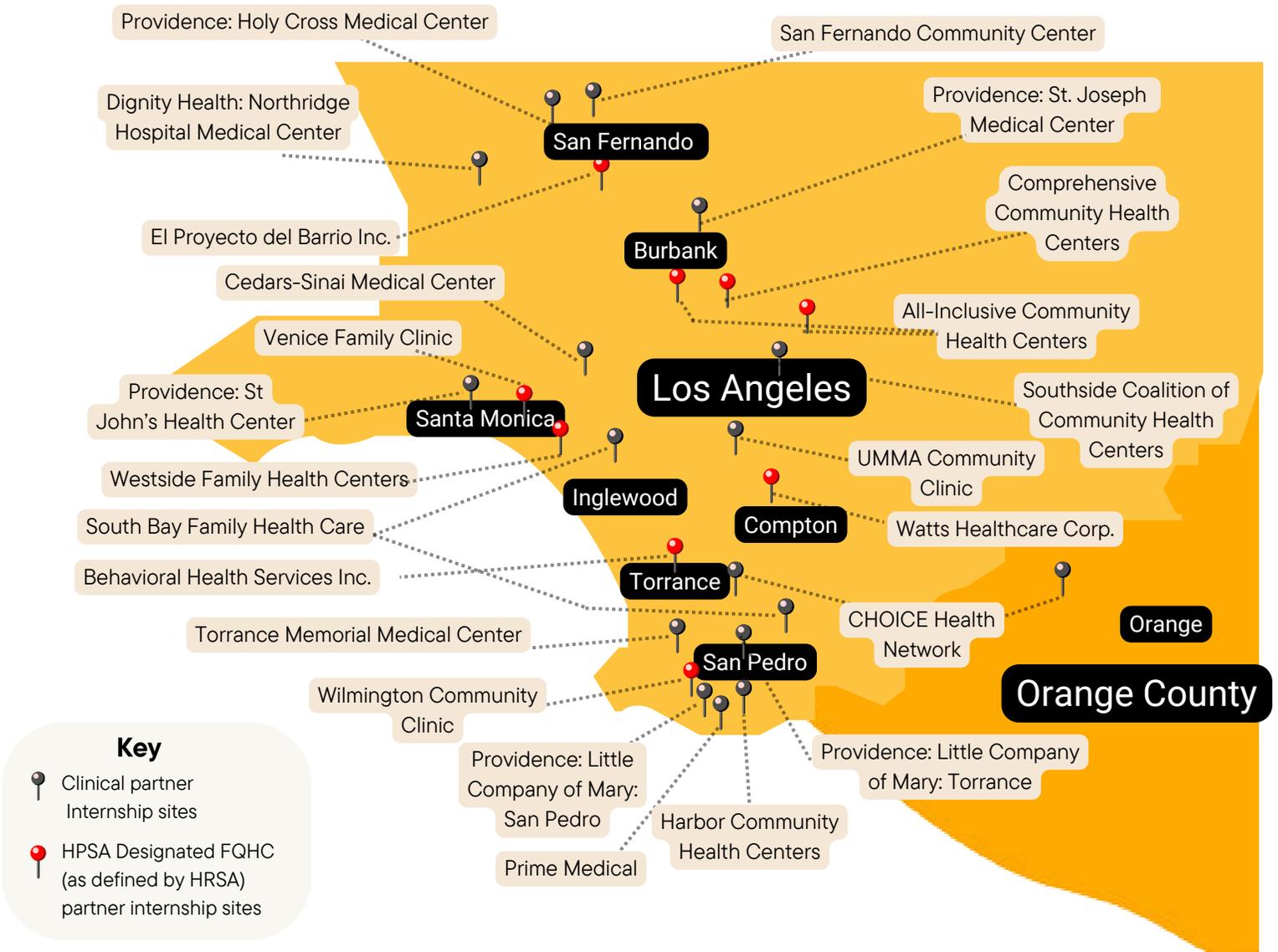
## Trainees

- Attend Academy training & continuing education
- Complete clinical internship
- Master CHW skills
- Attend coaching & career-oriented case management sessions
- Participate in CHWA community

## Clinical Partners

- Onboard and orient interns to CHW role
- Provide CHW work experience
- Attend check-ins with Providence
- Mentor and support interns
- Pre- and post-internship evaluations
- Opportunities for full-time jobs

# Clinical Partnerships & Services



## Some Examples of Types of Services provided by Academy Trainees

Health Education



Insurance Enrollment



Housing Navigation



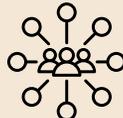
Referral-Making



Linkages to Food Resources



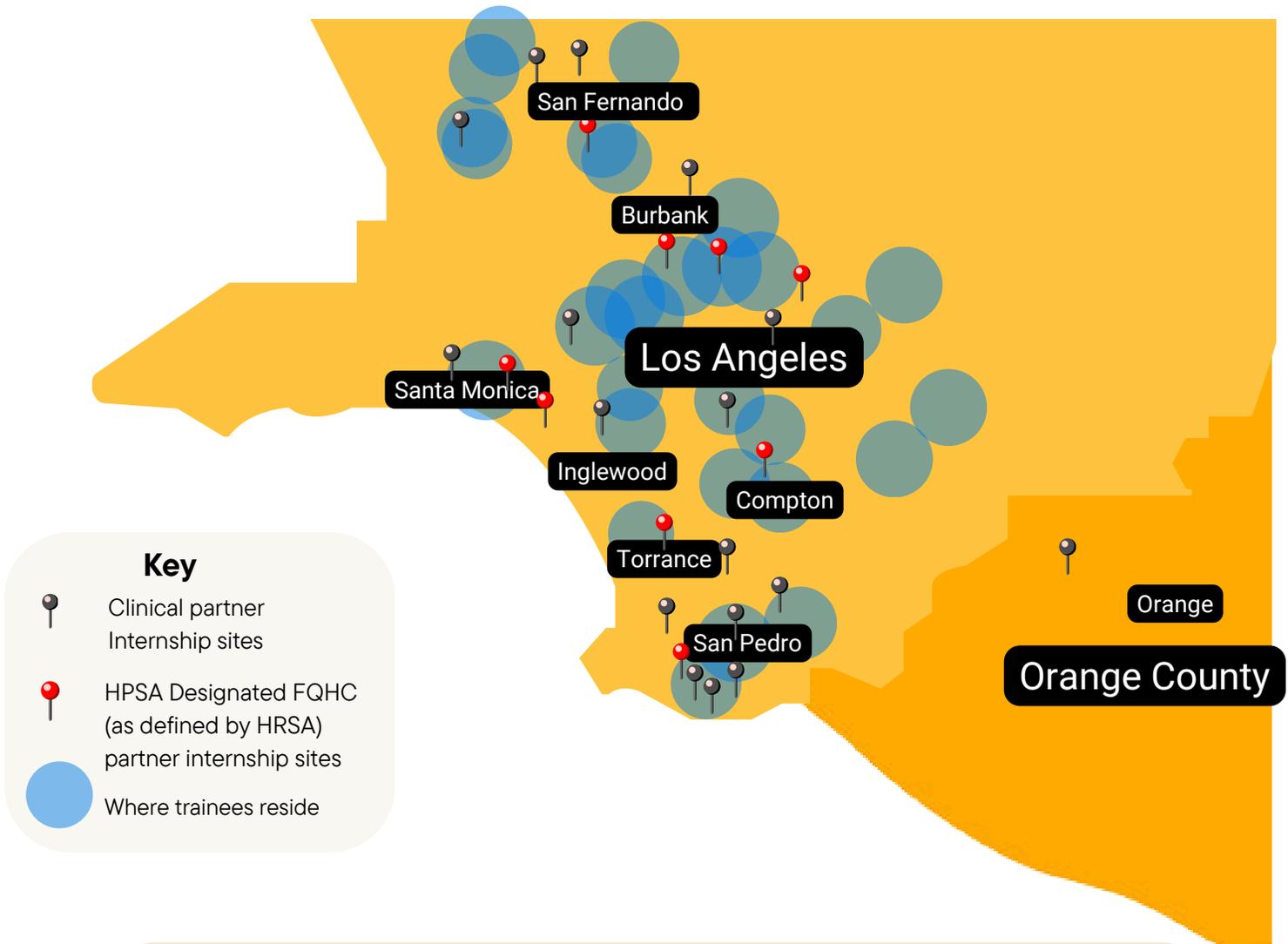
COVID-19 Community Outreach



Insurance Enrollment



# Trainees Represent the Communities They Serve



## Academy Trainee Demographics

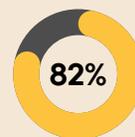
Black/Latinx-Identifying



Holds High School Diploma/GED



Spanish-Speaking



Holds Bachelor's Degree or Higher



# Testimonies

**“I love helping my community, especially working with the elderly and people who need that extra help.”**

**Aneida Gonzalez**, Cohort 4



## Supervisors Said

“The duality of the online coursework and internship hours truly helped with the growth of the CHW intern.”

**Hayley Martinez**, Supervisor at Providence Partners for Healthy Kids

“We love our CHW interns and try to hire them when we can.”

**Vivan Sauer**, Director of Behavioral Health at Comprehensive Community Health Centers

“Just having her here has made a big difference in enrollment in Enhanced Care Management.”

**Viviana Gomez**, Case Coordinator at Comprehensive Community Health Centers

“The Academy graduates have proven to be very advantageous to us.”

**Dale Trujeque**, Chief Human Resources Officer at San Fernando CHC

## Trainees Said

“The program has expanded my knowledge on how the social determinants of health prevent individuals from having the same opportunities as everyone else.”

**Michelle Trigueros**, Cohort 4

“My favorite memory during my time in the Academy was collaborating together with my peers, building friendships and learning from each and everyone from the Academy.”

**Rosa Hernandez**, Cohort 3

“After months of being in the CHW Academy, I am mostly proud of my development with public speaking. As the class was in a small group setting, I was able to practice speaking comfortably... The Academy has brought so much knowledge and preparation to my career.”

**Stephanie Sanchez**, Cohort 6

## Highlights

### Organization Readiness Pilot Survey

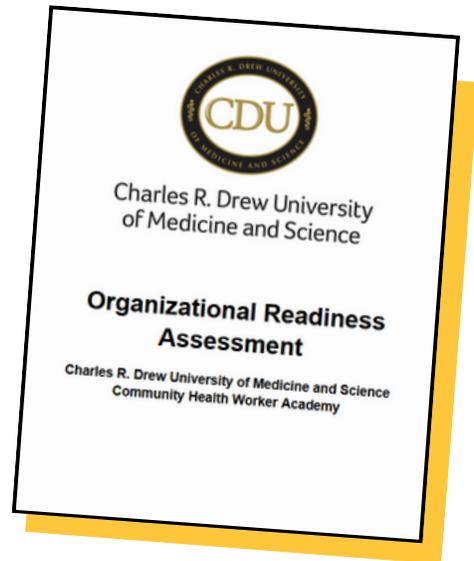
- Conducted a systematic review of the literature to find existing surveys and other assessment tools on organizational readiness for integration of CHWs into clinical settings
- Based on key domains identified in the review, developed and refined 41-question survey assessment with clinical partner feedback
- Created assessment implementation process and launched survey with partnering clinical sites.

### Preliminary assessment findings include:

- Confusion about whether CHW services are Medi-Cal reimbursable.
- Skepticism about CHW Medi-Cal reimbursable services. One manager commented, “The juice is not worth the squeeze.”
- Smaller clinics struggle more to provide resources necessary to integrate CHWs.

### Organizational Readiness needs for Clinics include:

- Identifying the gaps CHWs can fill
- Resources including CHW workflow examples, CHW “scope of work” handouts etc.
- Developing job descriptions, hiring and onboarding processes
- Identifying and training CHW supervisors
- Collecting feedback and data on CHW contributions
- Developing career mobility pathways for CHWs



## The CHW Identity

### Clinic managers struggle to clarify the role.

- “Sometimes it's difficult to establish scope of work but it is important to define.”
- “They talk about CHWs as if it’s a separate service, but the way we think about it, we think of them as someone who fits into an existing service that we do.”

# By the numbers (2022 -2025)

CHWs  
trained

**58**

Trainees  
hired

**86%**

Clinical  
Partners

**23**

Newsletters  
Published

**9**

Patients served  
by trainees

**10,163**

Service hours  
provided by trainees

**18,000**

CHWA  
Instagram visits

**3,800**

## \* FUNDER SUPPORT

In the last three years, the Community Health Worker Academy is grateful to have received support from Cedars-Sinai, the California Community Reinvestment Grants Program and an award for our community service.

Cedars-Sinai

**\$350K**

CalCRG

**\$1.2M**

Award support

**\$35K**

## \* PARTNER SUPPORT

Through its partnership with Providence and 23 clinical partners, the Academy has recruited trainees and supported them with stipends covering training and internship hours and supervision support.

Trainee  
Stipends

**\$459K+**

from Providence, including support from the Hilton Foundation, Unihealth and other sources

# CONTACT US



## For more information:



[cdu.communityhealthwork](https://www.instagram.com/cdu.communityhealthwork)



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