



Supporting the workforce of Indiana's CHWs as part of the health care delivery system.

Roles and Core Competencies

Nationally, a successful CHW is proficient in:

- Cultural mediation among individuals, communities, and health and social service systems
- Providing coaching and social support
- Providing culturally appropriate health education and information
- Care coordination, case management, and system navigation
- Providing direct services
- Building individual and community capacity
- Advocating for individuals and communities
- Implementing individual and community assessments
- Conducting outreach
- Participating in evaluation and research.

Additionally, Indiana's CHWs are proficient in:

- Communication skills
- Interpersonal and relationship-building skills
- Service coordination and navigation skills
- Capacity building skills
- Advocacy skills
- Education and facilitation skills
- Individual and community assessment skills
- Outreach skills
- Professional skills and conduct
- Evaluation and research skills
- Knowledge base