

Community Health Worker (CHW) Grant FAQ

Financing

When and how will we receive grant payments?

Clinics will receive prospective payments every quarter. They do not need to submit an invoice. Clinics are expected to provide a budget summary in their [annual narrative report](#).

Can funds be used to purchase resources for CHWs and training materials for families?

Yes, clinics may submit requests for approval to purchase materials not explicitly listed in the contract by emailing hcachwgrant@hca.wa.gov including what they would like to purchase, the purpose related to CHW services, and amount. HCA will notify them if the request approved.

Can we submit claims (e.g. bill) for any of the work CHWs provide?

No, CHWs funded through this grant are not allowed to bill for any services provided.

CHW role

What is a CHW?

A CHW under this grant refers to a frontline public health worker who is a trusted member of a community. Their experiences give them an understanding of the challenges their clients face and position them to:

- Build trust with clients and advocate on their behalf
- Provide tailored support in navigating our complex health and social services system
- Share and discuss health-related messages using plain language
- Connect clients with culturally-competent care and other resources

Can we hire someone who is not already credentialed as a CHW?

Individuals hired for the CHW role through this grant are not required to hold a CHW certification or have completed CHW training. The training for this grant will provide the necessary learning for CHWs along with ongoing clinic-level orientation and training described in your [implementation plan](#).

All training and service activities of CHWs funded through this grant should align with the role and functions outlined in your contract as well as clinic plans identified in their grant application.

Are there qualifications required for CHWs funded through this grant?

No, HCA does not have specific qualification requirements. Clinics can develop their qualifications to fit the needs of their clinic and community as long as the position is aligned with the position example provided in your contract.

Can a CHW support patients at the clinic outside of their specific role?

No, all direct services provided by the CHW must adhere to the identified population for their specific role, but they may consult with other providers on cases and support family members or relatives of their identified clients.

Can CHWs cover each others' patients when one is not available?

No, CHWs must adhere to their identified population of focus. CHWs funded under this grant can take leave for vacation and sick time and patients may need to reschedule for CHW services.

Does informal counseling mean brief therapy models (e.g. FAST)?

No, CHWs should not provide clinical therapy services. Informal counseling refers to services such as:

- Individualized goal setting
- Describing health care services and recommendations
- Tailored education on health-related topics
- Structured anticipatory guidance
- Supporting skill development and self-management techniques

Can CHWs provide services in the home and community?

Yes.

Can CHWs facilitate parenting groups?

Yes, as long as the group content and focus is within scope and not a clinical therapeutic group model.

CHW supervision

Can the 1:1 weekly supervision requirement be offered virtually?

Yes, this requirement is to ensure the CHW has regular, consistent supervision to get questions answered and receive support. There are no requirements for whether supervision is in-person or virtual.

CHW training

CHW training is offered by the Washington Chapter of the American Academy of Pediatrics (WCAAP). For questions about the training content, schedule, and other details, email Tatiana Sarkhosh at tsarkhosh@wcaap.org.

Will the new CHW training count as a certification?

Washington state does not have a CHW certification. Individuals who attend the CHW training will receive a certificate of completion.

Miscellaneous

Is there a template for documentation?

The only templates currently available are for reporting. Find templates on the [HCA CHW webpage](#). HCA discuss developing other templates in quarterly clinic meetings and will share with the CHW curriculum developers to assess whether this will be covered in trainings.

Are there recommendations for behavioral health screening tools?

We do not have required or recommended screening tools for this project. Clinics may reference the [Bright Futures Toolkit for Commonly Used Screening Instruments](#). If you would like feedback about using a particular screening tool, email hcachwgrant@hca.wa.gov.

Can we bill interpreter services for CHW work through ProviderOne?

No, because this is not an Apple Health (Medicaid)-covered service, interpreter services cannot be billed to ProviderOne. Clinics may submit a request to use administrative funds by emailing hcachwgrant@hca.wa.gov, including what they would like to purchase, the purpose related to CHW services, and amount. HCA will notify them if the request approved.