

# Job Description

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## Community Health Worker

<b>DEFINITION</b>	The Community Health Worker (CHW) works with participants who are re-enrolling in MI Choice, enrolling after a nursing facility or hospital discharge, or otherwise assists the participant with obtaining assistance in the community.
<b>HCPCS CODE</b>	<b>T2041</b> Supports brokerage, self-directed, waiver, per 15 minutes

### Minimum Standards for Service Delivery

1. The Community Health Worker (CHW) works with individuals who are re-enrolling in the MI Choice Waiver or are enrolled in the MI Choice Waiver after nursing facility or hospital discharge. The CHW service is not limited to nursing facility or hospital transitions. The service is available to any participant who may benefit from additional hands-on support to obtain assistance in the community.
2. The CHW visits the participant at home within 3 days of hospital or facility discharge to review the discharge paperwork and any other documentation, reviews any medications received or orders that need to be filled, reminds the participant of the importance of filling the medications, and talks with the participant about the importance of following up with the physician. If needed, the CHW may make calls for medication to be filled, or to arrange for the follow-up appointment with the physician. The CHW also trains the participant about anything to be aware of and what to do if his/her condition worsens.
3. The CHW does another follow-up visit within 30 days to determine whether the participant followed up with the physician, took the prescribed medications, and followed any other discharge recommendations.
4. The CHW must thoroughly document what was discussed and discovered during the contacts with the participant, so the Supports Coordinator is aware of what occurred. If there are medication discrepancies, the CHW will follow up with the RN Supports Coordinator to get those issues addressed.
5. Documentation of services to include:
  - Date of service
  - Start and stop times of service provision
  - Written summary of services and tasks performed, pertinent information regarding the participant's routine, health status, medication, nutritional status, and changes or problems encountered
  - Signature and title of employee providing the service
  - Signature of the participant receiving the service
6. The CHW may also visit the individual in the nursing facility or hospital to ensure the staff knows who to contact to coordinate the discharge home. The CHW ensures the nursing

facility or hospital staff has the contact of the Supports Coordinator with whom the discharge should be coordinated.

7. If the Supports Coordinator wishes and the participant agrees, the CHW will be in contact with the nursing facility if a participant goes from a hospital to a nursing facility for temporary rehab before returning to the Waiver. The CHW may assist with coordinating any supplies, services, etc., the participant requires at home after rehabilitation.
8. The CHW may perform the duties of a supports broker. They may provide assistance throughout the planning and implementation of the service plan and individual budget, assist the participant in making informed decisions about what works best for the participant, assist the participant to explore the availability of community services and supports, assist with access to housing and employment, and assist with making the necessary arrangements to link the participant with those identified supports.
9. CHW services offer practical skills training to enable individuals to remain independent, including the provision of information on recruiting, hiring and managing workers, effective communication skills, and problem solving.
10. The CHW may also coach participants in managing health conditions, assist with scheduling appointments, facilitate coordination between various providers, and assist the participants with completion of applications for programs for which they may be eligible.
11. The CHW must work in close collaboration with the participant's Supports Coordinator as the Supports Coordinator has ultimate responsibility for the participant's case.
12. Maintain regular and punctual attendance
13. Providers for the CHW service may be unlicensed, but must be trained in the duties of the job.

#### Position Requirements:

- An Associate Degree in a social services field preferred
- Experience in the health care system and the field of aging