



# Inventory of Community Health Worker Programs in the Kansas City Region

April 2026

## BLUE CROSS BLUE SHIELD OF KANSAS CITY: 10 COMMUNITY HEALTH WORKERS

**Location:** Hybrid employees. 1400 Baltimore, Kansas City, Missouri

**Serves:** Commercial Blue Cross plan and marketplace plan members

**Key Contact:** Rebecca Anderson ([rebecca.anderson@bluekc.com](mailto:rebecca.anderson@bluekc.com))

**CHW Supervisor:** Miranda Coffey ([miranda.coffey@bluekc.com](mailto:miranda.coffey@bluekc.com))

**Description:** Blue Cross Blue Shield of Kansas City (BKC) employs CHWs who screen for and address health-related social needs (HRSNs). BKC identifies members based on risk stratified data, and referrals from employer groups and provider groups. CHWs are focused on addressing key quality goals of BKC, such as reducing emergency room utilization, preventative care education, system utilization education, respiratory education, benefits navigation or gaps in pharmaceutical coverage. CHWs work in partnership with care managers as part of a multi-disciplinary team.

CHWs accept referrals, assess for HRSNs, create care plans, provide access to community benefits to close gaps in care or work with work community-based partners to provide community services. Typical length of engagement is 90 days. Members are reassessed at the end of 90 days and will continue to be served/stay in the program if they still have needs.

**Funding:** CHWs are employees of BKC.

## CLAY COUNTY, MISSOURI PUBLIC HEALTH CENTER: 1 PART-TIME CHW

**Location:** Clay County Public Health Center, Liberty, Missouri

**Supervisor:** Amanda (Nikki) King, Community Health Program Manager ([aking@clayhealth.com](mailto:aking@clayhealth.com))

**Description:** The part-time Community Health Worker plays a vital role in connecting clients to essential services and resources. She responds promptly to client requests, providing hands-on assistance with Temporary Medicaid applications and facilitating access to critical benefits. She actively co-leads and supports monthly Harvesters food distribution events, administers surveys to assess community resource needs and ensures clients are effectively linked to available community services. Her work strengthens key initiatives such as the Safe Cribs program and major community events, including a Family Fun Day that successfully engaged more than 2,400 participants in 2025. In collaboration with local fire departments, she supports car seat placement and education events. Other initiatives include health education in childcare centers through the Child Care Consultation (CCHC) grant, healthy eating, proper hand hygiene and a myriad of other health education-related activities based on need.

**Funding:** Funded through health department general revenue funding and the Child Care Health Consultation and Maternal and Child Health grant/contracts as applicable.

## COMMUNITY HEALTH COUNCIL OF WYANDOTTE (CHC): 3 COMMUNITY HEALTH WORKERS

**Location:** Wyandotte County

**Serves:** All ages, maternal and paternal CHWs, prenatal through age 3 (through the 4th birthday), in KC Metro.

**CHW Supervisor / Key Program Contact:** Kim Weaver ([kweaver@wycohealth.com](mailto:kweaver@wycohealth.com))

**Description:** Community Health Workers serve as personal navigators to assist individuals to navigate the health care system and find access to additional resources. Services include help setting up doctors' appointments, attending the appointment along with the client to ensure they understand the diagnosis and treatment, reminding clients to take medication, following up on treatment, finding community resources as needed, assistance finding childcare, providing social support and advocating on behalf of the client.

CHWs connect to residents in the neighborhoods they serve and have a close understanding of the needs and resources in the community. They provide one-on-one services to address social and health needs and assist in identifying and connecting residents to resources such as food, housing and health care.

CHWs support the following CHC programs and clients: We are Wyandotte, Every Baby to 1, health education programs. CHWs also help clients apply for benefits such as SNAP, TANF, CHIP, Medicaid and day care assistance. CHC also offers CHW services specific to the perinatal period (pregnancy – age 3). All CHW services are provided in English and Spanish. Includes partnership with Vibrant, Advent and Miami County Health Department.

**Funding:** CHWs are funded through a mix of grant/foundation funding and contracts with partner organizations.

## EL CENTRO: 4 COMMUNITY HEALTH WORKERS

**Location:** 650 Minnesota Avenue, Kansas City, Kansas; and 201 E. Loula Street, Olathe, Kansas

**Serves:** The Latino community in the Kansas City metro area.

**Key Contact:** Elizabeth Reynoso ([ereynoso@elcentroinc.com](mailto:ereynoso@elcentroinc.com))

**Description:** Through the El Centro community health worker and promotora program, community members volunteer their time and receive leadership training to provide health education and referral services throughout the new immigrant community in the Kansas City region. Community Health Workers/Promotoras are members of the communities served. The goal of the program is to ensure individuals have a medical home and can obtain regular preventive services.

**Scope of practice:** Community Health Workers/Promotoras have the following roles:

- Health outreach and education to discuss healthy behaviors, promote smoking cessation, physical activity and healthy nutrition.
- Applying for assistance programs.
- Health system navigation to ensure individuals connect with a medical home.
- Financial assistance applications/hospital billings.
- Enrollment in health insurance, SNAP, free and reduced lunch programs, LIEAP, and Access KC.
- Referrals for enrollment in WIC.

**Funding:** The CHW program is funded through foundation grants.

## ELEVANCE HEALTH/HEALTHY BLUE KANSAS: 13 COMMUNITY HEALTH WORKERS

**Location:** Statewide in various locations outside KC metro. Three CHWs are virtual and provide telephonic services.

**Serves:** Medicaid-enrolled members, primarily members who do not receive long-term services and support.

**Key Contact:** Thamara Subramanian ([thamara.subramanian@elevancehealth.com](mailto:thamara.subramanian@elevancehealth.com))

**Description:** The Healthy Blue program began in January 2025 and is intended to engage members that are harder to reach, such as those with high emergency room utilization, are pregnant, are not engaged in their health care, or have screened positive for needing social needs interventions. The program is intended to help reduce gaps in Healthcare Effectiveness Data and Information Set (HEDIS) measures.

**Scope of Practice:** The CHWs conduct health-related social needs screens and develop and implement plans to address social risks in collaboration with care managers. CHWs conduct resource referrals, help set up medical appointments, apply for benefits, access community resources (e.g., food pantries) and conduct closed-loop follow-up on community resource referrals. CHWs who are based in the field have a specific geographic location to which they are assigned. Virtual CHWs work with people remotely who may not have a care manager and are connected to members either by member self-referral or contacting members who have screened positive for health-related social needs.

**Funding:** CHWs are employees of Healthy Blue.

## HEART TO HEART INTERNATIONAL: 3 COMMUNITY HEALTH WORKERS

**Location:** Hybrid employees. 11550 Renner Boulevard, Lenexa, Kansas

**Serves:** Community members in the Greater Kansas City community

**Key Contact:** Kealy Houlahan, Director of Community Health Programs ([Kealy.Houlahan@hearttoheart.org](mailto:Kealy.Houlahan@hearttoheart.org))

**Description:** The Community Health Program at Heart-to-Heart International works to improve access to care for underserved populations across the greater Kansas City metro area on both sides of the state line. Through partnerships with local clinics, nonprofits and public health organizations, the program delivers community-based services such as A1c screenings, vaccinations and resource distribution. Community Health Workers (CHWs) play a central role by coordinating events, managing partner relationships, supporting programs like the Diabetes Reduction Program, tracking data and helping connect individuals to follow-up care, ensuring continuity and stronger community health outcomes.

**Funding:** CHWs are employed by Heart to Heart International.

## HOPE FAMILY CARE CENTER: 1 COMMUNITY HEALTH WORKER

**Location:** Hope Family Care Center at 3027 Prospect Avenue, Kansas City, Missouri

**Serves:** Any patient with health-related social needs and other health needs.

**Key Contact:** Contina Benton ([cbenton@hfckc.org](mailto:cbenton@hfckc.org))

**Description:** Hope Family Care Center provides quality primary health care in Kansas City, Missouri's east side. They provide high quality care to all patients served, including patients that are uninsured, patients with commercial insurance, Medicaid or Medicare.

The CHW assesses the clinical and nonclinical needs of their patients with a goal to transform care and improve their health. The CHW creates connections between vulnerable populations and health care providers, often in partnership with community-based organizations. The CHW supports and coaches patients to manage their health and assists them in navigating the health care and social service systems by serving as a bridge between the community and health care, government and social service systems. The CHW also provides

assistance and education at various health fairs, conducts outreach and helps improve outcomes for chronic care management. In addition, the CHW:

- Help patients, families, groups and communities improve access to resources, including health insurance, food, housing, utilities, transportation, phone, childcare, clothing, safety, employment, quality health care and health information.
- Complete enrollment forms (i.e., Medicaid/Medicare) and other needed documentation.
- Assist patients to schedule medical, behavioral health and social service appointments, provide transportation if needed and attend appointments as requested.
- Provide culturally appropriate health education related to chronic disease, prevention, physical activity and nutrition.
- Provide social and emotional support.

**Funding:** The CHW position is funded through grants and private donations.

## JACKSON COUNTY PUBLIC HEALTH: 1 COMMUNITY HEALTH WORKER

**Location:** 3651 NE Ralph Powell Road, Lee's Summit, Missouri

**Supervisor:** Lauren Allen ([lauren.allen@uhkc.org](mailto:lauren.allen@uhkc.org))

**Serves:** Approximately 110-120 residents per month of eastern Jackson County, excluding Kansas City and Independence.

**Description:** Residents referred through IRIS (social referral system), through their clinics, through other health providers and those seeking support at health fairs, blood drives, other public events and partner events such as career fairs by MCC. CHW provides most services virtually or by phone including:

- Resource navigation for English and Spanish speakers.
- Work with residents attending community events to fill out social needs assessments to identify needs and assist with referral.
- Medicaid and SNAP enrollment and assistance.
- CHW works with other health department staff for community education (healthy eating, active living, safe sleep, teen pregnancy prevention).

**Funding:** CHW position is funded through the Jackson County Health Levy.

## JOHNSON COUNTY, KANSAS DEPARTMENT OF HEALTH AND ENVIRONMENT: 3 COMMUNITY HEALTH WORKERS

**Location:** Johnson County Health and Environment, Olathe, Kansas

**Supervisor:** Abby Corrin

**Description:** Support internal health programs (WIC, health and maternal health services, TB clinic) and external partners through IRIS referrals. CHWs work with other partners providing immigrant services, hospital and safety net clinics refer patients. The case load is 16-20 patients per CHW at one time. The CHWs also provide health education, and each is specialized in areas such as Healthy Heart, safe sleep, car seats and certified lactation specialists.

The health department is collecting data to demonstrate the effectiveness of CHW services and is looking at other chronic diseases such as blood pressure measures for contracts to support CHW services. All of the CHWs are bilingual and help address patient fears about government knowledge when accessing certain services.

**Funding:** CHWs are currently funded by federal public health infrastructure grant and Medicaid managed care billing for Healthy Heart and hypertension support services. The Health Department is pursuing foundation and other grants to maintain CHW positions in 2027.

## JUNTOS CENTER AT THE UNIVERSITY OF KANSAS MEDICAL CENTER: 2 COMMUNITY HEALTH WORKERS

**Location:** 4125 Rainbow Boulevard, MS 1076, Kansas City, Kansas

**Serves:** Kansas and Western Missouri. Able to serve Spanish-speaking communities.

**CHW Supervisor:** Mariana Hildreth ([mhildreth@kumc.edu](mailto:mhildreth@kumc.edu))

**Key Program Contact:** Mariana Ramírez ([mr Ramirez3@kumc.edu](mailto:mr Ramirez3@kumc.edu))

**Description:** The JUNTOS Center at the University of Kansas Medical Center (KUMC) is dedicated to improving community health through service, research and education. Promotoras/Community Health Workers have the following key roles and responsibilities:

- Build trusted relationships with community members through bilingual (English-Spanish) outreach and health education in community settings.
- Connect individuals and families with health care, social services and other resources that support their health.
- Support the development and adaptation of training materials for health professionals, including Community Health Workers, to promote community-centered care.
- Serve as a bridge between the community and researchers by sharing community perspectives, needs and priorities that inform the development and implementation of research studies.
- Encourage community participation in health programs and research through respectful, evidence-based engagement approaches.
- Collaborate with community organizations, clinics and public health partners to expand access to services and strengthen community impact.

**Funding:** Promotora/CHW positions are funded through grants.

## KANSAS CITY, MISSOURI, PUBLIC HEALTH: 6 COMMUNITY HEALTH WORKERS

**Location:** 2400 Troost Avenue, Kansas City, Missouri

**Serves:** Individuals from KC Health Department clinics and other clinics in the city; individuals identified through public events.

**CHW Supervisor:** Terry Winbush, Community and Family Health Education ([terry.winbush.ii@kcmo.org](mailto:terry.winbush.ii@kcmo.org))

**Description:** Chronic disease education and, as needed, one-on-one case management, peri-natal engagement with new mothers, referral to nursing education and home visiting.

**Funding:** CHW positions are supported by federal public infrastructure funds.

## KANSAS CITY QUALITY IMPROVEMENT CONSORTIUM: 1 COMMUNITY HEALTH WORKER

**Location:** 5119 Lowell, Overland Park, Kansas

**Serves:** Primarily senior populations, but programs are open to all. Kansas City, residents in Kansas and Missouri.

**Key Contact:** Kim Downes ([kdownes@kcqic.org](mailto:kdownes@kcqic.org)), 913-956-9323

**Description:** The Kansas City Quality Improvement (KCQIC) mission is to promote improvement in individual health and well-being through provision of evidence-based programs.

**Scope of Practice:** CHWs provide health education by facilitating chronic disease self-management and falls prevention programs. These programs are designed to help individuals better manage their chronic conditions, improve balance, mobility and nutrition habits, and increase overall physical activity.

**Funding:** KCQIC is funded through grants and Title III-D through MARC AAA funds for evidence-based programs.

### KU FAMILY MEDICINE: 3 COMMUNITY HEALTH WORKERS

**Location:** 3901 Rainbow Boulevard, Kansas City, Kansas

**Serves:** KU Family Medicine current paneled patients (of all ages) of primary care clinics in Kansas City metro area, including outlying counties. Referrals to a CHW are made considering a variety of factors including whether the patient has social determinants of health and/or are high emergency department utilizers.

**CHW Supervisor:** Guadalupe Tredway ([gtredway@kumc.edu](mailto:gtredway@kumc.edu))

**Key Program Contact:** Kendra Davis-Leighty ([kdavis-leighty@kumc.edu](mailto:kdavis-leighty@kumc.edu))

**Description:** CHWs identify and address barriers and social determinants of health. CHWs provide care coordination, chronic disease self-management and health education, and work to reduce cultural and socio-economic barriers between patients and institutions, performing the following activities:

- Educate clients on the proper use of the emergency room and provide information for alternatives.
- Coach patients in effectively managing their chronic health conditions and self-care.
- Assist patients in understanding care plans and instructions.
- Motivate patients to be active and engaged participants in their health and overall wellbeing.
- Assist clients in accessing health-related services, including, but not limited to, obtaining a medical home, providing instruction on appropriate use of the medical home, overcoming barriers to obtaining needed medical care and/or social services.
- Provide support and advocacy during initial medical visits or when necessary to assure patients' medical needs and required referrals are being conveyed. Follows up with both clients and providers regarding health and social services plans.
- Facilitate client access to community resources, including locating housing, food, clothing, prenatal classes, parenting and providers, to teach life skills and relevant mental health services.
- Assist clients in utilizing community services, including scheduling appointments with social services agencies and assisting with completion of applications for programs for which they may be eligible.
- Aid in assessing and obtaining health insurance where possible.
- Make and receive referrals from many different professionals working closely with a KU interdisciplinary team of nurses, physicians, social workers, pharmacists, etc. Facilitate communication and coordinate services between providers and the clients and patients.
- Teach medical and pharmacy students about social determinants of health.

**Funding:** Two CHW positions are funded through KU operating budget and supported through braided funding streams. One CHW is funded through a research grant.

### MARC HEAD START: 2 COMMUNITY HEALTH WORKERS

**Location:** Mid-America Regional Council (MARC), 600 Broadway, Suite 200, Kansas City, Missouri

**Serves:** Low- income children, families and pregnant women residing in Clay, Jackson and Platte counties in Missouri.

**Contact:** Sandra Reece-Tinsley ([sreece@marc.org](mailto:sreece@marc.org)), 816-701-8365

**Description:** Head Start is a federally funded program that promotes school readiness and family well-being through education, health, mental health, disability support and family engagement services. As the Head Start

and Early Head Start grantee for the Kansas City, Missouri, metro region, MARC serves 2,300 children and families, including pregnant mothers and teens. MARC Head Start has a network of 17 direct service providers that provide day-to-day operations. Program options include center-based and home-based services.

MARC Head Start CHWs operate within the Head Start Health Services framework and support families enrolled in Tier 1 and Tier 2 programs. Their primary role is to help families navigate health systems and reduce barriers to care and improve child and family health outcomes. CHWs help families complete their health goals. This includes connecting families to medical and dental homes, supporting them during physical and oral health appointments, and assisting families with the completion of Medicaid applications and the re-enrollment process. CHWs participate in internal and external health and wellness initiatives and attend community resource meetings.

CHWs collaborate closely with the Head Start Health Coordinator to complete required health screenings, two-week postpartum visits, and on-site medical and dental exams provided by community partners. They also deliver health and safety education, assist with car seat installation, and provide site-specific resources tailored to the needs of Head Start families and programs.

**Funding:** CHWs are funded through Federal Head Start Funds.

## NURTURE KC'S KANSAS CITY HEALTHY START INITIATIVE: 5 COMMUNITY HEALTH WORKERS

**Location:** Nurture KC, 300 East 39th Street, Suite 4K, Kansas City, Missouri

**Serves:** People who reside in in the following ZIP codes and enroll while pregnant. Mothers, fathers and children are eligible up to the time their child is 18 months old. ZIP codes include:

- Kansas: 66101, 66102, 66104, 66106, 66111, 66112
- Missouri: 64124, 64127, 64130, 64132, 64133, 64138

**CHW supervisors:** Shannon Williams ([swilliams@nurturekc.org](mailto:swilliams@nurturekc.org)) and Marcela Metcalf ([mmetcalf@nurturekc.org](mailto:mmetcalf@nurturekc.org))

**Description:** The Kansas City Healthy Start Initiative is a program of Nurture KC focused on the elimination of disparities in perinatal health throughout greater Kansas City. Four approaches are employed at two tiered levels:

- At Level 1, the approaches focus on specific areas to serve pregnant and interconception women, their children (0-18 months of age) and fathers from ZIP codes with the highest infant mortality rates; six ZIP codes in Jackson County, Missouri, and six ZIP codes in Wyandotte County, Kansas. Participants are referred by community partners, word of mouth, as well as by Community Outreach Workers.
- At Level 2, the approaches focus on programmatic and systemic change to extend the support for women, young children and families throughout the five-county greater Kansas City area.

CHWs provide comprehensive case management services. Quality services are promoted through care coordination and referrals by CHWs in the office, community and home visiting setting, as well as support and training for CHWs in prevention and health promotion strategies. Family resilience is enhanced by CHW strategies to address toxic stress and provide trauma-informed care; mental/behavioral health service coordination; father engagement opportunities (doula support, counseling, life planning and partner agencies' resources); and Life Skills Progression and Parents as Teachers curricula, and technological strategies to enhance parenting.

**Funding:** CHW positions are funded by a Health Resources and Services Administration Healthy Start grant.

## SAMUEL U. RODGERS HEALTH CENTER: 14 COMMUNITY HEALTH WORKERS

**Locations:** CHWs are located at the following Sam Rodgers' locations:

- Downtown Campus
- Cabot Westside Campus
- Northland Prenatal and Pediatric Clinic
- Clay County Family Medicine
- Blue Springs School District
- Mobile Unit assigned to schools in Kansas City, Missouri

**Key Contact:** Ben DeHart ([bdehart@samrogers.org](mailto:bdehart@samrogers.org))

**Serves:** Any Sam Rodgers patient can receive CHW support. CHWs are available to patients in each clinical department plus specialties. Some CHWs work with specific populations.

**Description:** Samuel U. Rodgers utilizes CHWs in each of their clinics and departments to help patients navigate the medical system, as well as connect to community resources. CHWs help patients access health insurance, schedule appointments, complete applications for community resources, send referrals for health center programs like WIC, Healthy Start and Happy Bottoms, schedule transportation, apply for prescription assistance, acquire durable medical equipment and assist with medical referrals.

CHWs provide screening for social determinants of health and other health needs to identify patients that have barriers to care. Patients are referred to the CHWs by providers and anyone else who has contact with patients and recognizes a need for extra support. The CHWs are assigned to a medical clinic to help the providers and patients in that clinic bridge care gaps. Currently, there are CHWs stationed in Adult and Senior Health (four locations), Women's Health (two locations), Children's and Adolescent Health (four locations), and Behavioral Health (three locations).

**Funding:** CHWs are embedded in the operating budget. CHWs are funded through multiple mechanisms including government grants, insurance, local tax levy funds, philanthropy, individual donations and reimbursement through the FQHC cost report.

## SCORE 1 FOR HEALTH: 2 COMMUNITY HEALTH WORKERS (1 IN KANSAS CITY; 1 IN JOPLIN)

**Location:** Kansas City University, 1750 Independence Avenue, Kansas City, Missouri

**Serves:** Serving parents/guardians of children 5-12 years of age enrolled in Score 1 for Health. In Kansas City, schools with the highest free or reduced lunch populations are the focus. The service area includes 40 elementary schools across the Kansas City metro area and in Joplin, Missouri.

**CHW Supervisor:** Annette Campbell ([acampbell@kansascity.edu](mailto:acampbell@kansascity.edu))

**Description:** CHWs are nimble responders to immediate needs identified from Score 1's school health screenings. CHWs assist families who identify barriers to accessing services for their children. CHWs work with parents and guardians to identify and address barriers to care.

**Funding:** Kansas City University funds the CHW positions.

## SUNFLOWER HEALTH PLAN: 20 COMMUNITY HEALTH WORKERS

**Location:** statewide in Kansas

**Serves:** Serves the Medicaid population of all ages, including those with chronic conditions, in nursing facilities and prenatal clients across Kansas.

**CHW Supervisor and Key Contact:** Debra Cooper ([dcooper@sunflowerhealthplan.com](mailto:dcooper@sunflowerhealthplan.com))

**Scope of Practice:** CHWs are in various locations across Kansas. CHWs perform the following activities to support members:

- Educate, coach and support members to understand disease prevention and achieve good health outcomes.
- Participate in coordination and resolution of medical and non-medical needs, including appointment tracking, documentation of member information, referrals and follow-up, facilitating transportation to services, etc.
- Coordinate and implement community events such as baby showers and other health education events.

**Funding:** CHWs are full-time employees of Sunflower.

## UNITED HEALTHCARE: 20+ COMMUNITY HEALTH WORKERS

**Location:** 6860 W. 115<sup>th</sup> Street, Overland Park, Kansas. The CHW team is field-based in multiple cities and areas throughout Kansas, based primarily on the location of identified member populations.

**Serves:** United Healthcare members under a Medicaid plan throughout Kansas. (Mostly individuals that are served by the maternal and whole person care team.)

**CHW supervisors:** Cynthia Moring ([cynthia.moring@uhc.com](mailto:cynthia.moring@uhc.com)) and Kasie Winfrey ([kasie\\_winfrey@uhc.com](mailto:kasie_winfrey@uhc.com))

**Key program contact:** Jennifer Zugelder ([Jennifer\\_zugelder@uhc.com](mailto:Jennifer_zugelder@uhc.com))

**Description:** The Whole Person Care (WPC) program supports an integrated, member-centric approach that serves members' medical, behavioral, social and environmental needs. Goals of the WPC program include focusing outreach efforts on the highest risk, most impactable members; managing members longitudinally to better identify and close gaps in care; support an integrated care approach; drive affordability and savings by targeting members at high risk for future high health care costs and reducing hospitalizations and emergency department visits by promoting positive relationships between members and providers.

The program works to remove the barriers that keep people from receiving the kind of quality health care that makes a difference. They focus on integrity, compassion, relationships, innovation and performance and empower people to achieve better health and well-being. Individuals eligible for the program are identified based on health care costs, utilization, health care needs and other program referral criteria. The model currently excludes members enrolled in waiver programs and long-term care.

CHWs are an integral component of WPC and act in a liaison role with Medicaid members to ensure appropriate care is accessed, as well as provide home and social assessments and member education. Positions are responsible for providing clinical and medical management services, including case management, health assessments, interventions and discharge planning. CHW's are telecommuters.

**Funding:** CHWs are employees of United Health Care.

## UNIVERSITY HEALTH TRUMAN MEDICAL CENTERS KANSAS CITY (TRUMAN MEDICAL CENTERS): 11 COMMUNITY HEALTH WORKERS

**Location:** 2301 Holmes Street, Kansas City, Missouri

**Serves:** Refugee, immigrant, Black/African American, Latinx, limited English proficiency, deaf and hard of hearing and other vulnerable patient populations.

**CHW Supervisors:** Susan Oweti; Gabriella Gardner ([gabriella.gardner@tmcmcd.org](mailto:gabriella.gardner@tmcmcd.org))

**Description:** University Health's Language Access Department has led the way in providing culturally and linguistically appropriate health care services for more than 20 years. University Health currently employs a team of 30 Spanish, Arabic, English and Somali interpreters, translators and cultural health navigators. They currently have 11 Cultural Health Navigators and Cultural Community Health Workers. University Health's focus on cultural health navigation is targeted at reducing the challenges patients face in understanding and accessing the American health care system, which is vastly different from their countries of origin. With unparalleled experience, the team of multi-lingual professionals fuses traditional interpreting and innovative multicultural health navigation services to provide limited English proficient refugee and immigrant patient populations personalized care coordination, advocacy, education and support in accessing needed health services, as well as essential resources needed to live a healthy life. With more than 95 languages spoken by their patients, University Health's Language Access Department currently provides over 224,000 interpreting sessions annually. Addressing the needs and preferences of each unique patient is at the heart of what they do every day. As the immigrant population continues to grow, they believe that their Interpreter as Cultural Health Navigator model is key to successfully addressing health disparities and improving health outcomes for Kansas City's most vulnerable patient populations.

The Cultural Health Navigator (CHN) provides culturally and linguistically appropriate comprehensive and coordinated care and quality health services to the refugee and immigrant community and other underserved communities including Black, Hispanic and uninsured to reduce health disparities and cultural barriers to care. Provides necessary language interpretation and navigation support to ensure equal access to care for the immigrant and refugee target patient population. Primary responsibilities:

- Serves as the patient's primary contact point with Truman Medical Centers. Provides multicultural patient services that are relevant to coordination of care such as: assisting with navigation of U.S. and Missouri health care delivery systems, appointment scheduling, appointment reminders, specialist referrals, medication assistance, health insurance renewals and transportation.
- Meets one-on-one with patients to determine their resource needs and goals. Screens patients to assess social health priorities and assists patients as indicated in connecting to community resources, public benefits and completing applications for programs for which they may be eligible.
- Provides outreach and culturally appropriate health education services to motivate patients to be active, engaged participants in their health.

**Funding:** Some CHNs and CHWs are grant funded and some are funded through the department's budget for staffing. University Health does not bill Medicare or Missouri Medicaid for the services of CHNs/CHWs.

## UNIVERSITY HEALTH - BEHAVIORAL HEALTH (TRUMAN MEDICAL CENTERS - BEHAVIORAL HEALTH): 11 COMMUNITY HEALTH WORKERS

**Location:** 300 W. 19th Terrace, Kansas City, Missouri

**Serves:** Current or future behavioral health patients

**CHW supervisors:** Angela Stamate ([Angela.Stamate@uhkc.org](mailto:Angela.Stamate@uhkc.org)), Brian Hilliard ([Brian.Hilliard@uhkc.org](mailto:Brian.Hilliard@uhkc.org)) and Raquel Dupree ([Raquel.Dupree@uhkc.org](mailto:Raquel.Dupree@uhkc.org))

**Description:** Certified Behavioral Health Peer Engagement Associates and Community Health Workers are lay members of the community who connect health care providers and under-resourced individuals who need behavioral and medical health care. Some of them are dually trained and called Community Health and Wellness Ambassadors (CHWA). They are embedded with Primary Outpatient BH Programs, Operate The Drop-In Center, and are embedded in the Northeast, and Westport Library branches.

They link patients and health and social service agencies to improve access to services and quality of care with an aim to improve health outcomes. As a member of a care team, they work in the community and provide supportive services and advocate for clients who are experiencing behavioral and/or physical health needs.

Services include client and patient support and reinforcement of self-management skills; recovery-oriented services through shared experiences, assisting in risk assessments and developing crisis plans; ongoing assessment of psychosocial needs; advocating for the client/patient with the health care provider's team and the health care system; information and referral; client/patient and family education; and coordination of services with other service providers.

**Funding:** Positions are funded through a variety of pathways including state and federal grants, and University Health funding.

## UNIVERSITY HEALTH TRUMAN MEDICAL CENTERS KANSAS CITY PRIMARY CARE HEALTH HOME: 1 COMMUNITY HEALTH WORKERS

**Location:** 2301 Holmes Street, Kansas City, Missouri

**Serves:** Medicaid patients who meet specific criteria.

**CHW Supervisor:** Cristina Ramirez, ([Cristina.Ramirez@uhkc.org](mailto:Cristina.Ramirez@uhkc.org))

**Description:** The Primary Care Health Home (PCHH) provides comprehensive care management for Medicaid patients who meet specific criteria. The PCHH primary care teams provide and/or coordinate integrated medical, behavioral and social services using education, relationship building through interpersonal interactions, and system-level protocols. Patients are at the center of the patient care team.

The CHW provides supportive services in the community setting for an assigned panel of enrolled PCHH participants. The CHW works to assist patients in obtaining needed social or community services. The CHW meets with the patient in the community setting to determine barriers to care, and facilitates patient engagement in the ambulatory clinics with their PCHH team in order to reduce avoidable hospitalizations and ED use. The CHW works collaboratively with the multidisciplinary PCHH team to assist with medication compliance, hospitalization and ED follow up. Core Responsibilities include:

- The CHW enhances the ability of the patient to lead a self-determining life by providing systematic, patient centered support services. The support provided will build on strengths; help build self-esteem, assertiveness, health and chronic disease self-management, and decision-making skills.
- The CHW advocates for the patient with the health care provider, the health care team, the health care system, and serves as a point of contact between the patient and the health care system.
- The CHW demonstrates a range of effective communication strategies and skills necessary to establish a collaborative relationship with the enrollee.

- The CHW participates with other members of the PCHH Team in determining patient strengths, barriers and service needs, and assists them in accessing needed services, which may include Medicaid status, food, housing and transportation.

**Funding:** PCHH staff are funded by Per Member Per Month payments from Missouri Medicaid.

## VIBRANT HEALTH: 4 COMMUNITY HEALTH WORKERS

**Location:** Wyandotte County, Kansas:

Vibrant Health Central, 21 N. 12th Street, Kansas City, Kansas

Vibrant Health Meeks: 4313 State Avenue, Kansas City, Kansas

Vibrant Health Family Health Care, 340 Southwest Boulevard, Kansas City, Kansas

**Serves:** Vibrant Health patients of all ages regardless of insurance status.

**Key Contact:** Valorie Coffland ([vcoffland@vibranthealthkc.org](mailto:vcoffland@vibranthealthkc.org))

**Description:** Vibrant Health employs four Community Health Workers across three clinic locations. One serves as a health coach and chronic disease specialist, conducting self-measured blood pressure monitoring education and support, a food as medicine program, and social drivers of health (SDOH) assistance. Others provide care navigation, presumptive eligibility screening and application assistance for Medicaid, Medicare, and Marketplace coverage. Additional services include documentation assistance, SDOH assistance and new patient welcome and orientation.

**Funding:** CHWs are employees of Vibrant Health.

**Contact** [chwinfo@marc.org](mailto:chwinfo@marc.org) for more information.