



### **Care Coordination Task Force**

The Care Coordination Task Force will strengthen the alignment of care coordination, educational programs, professional development, and information-referral resources to support the community health workforce of the Greater Capital Region.

### **Goals**

#### Information

- Promote population health in the Capital Region.
- Research, share and disseminate best practices and interventions for care coordinators and community health workers in the following categories: educational pipeline, professional development, and information & referral.

#### Products

- Public Health detailing package for community health workers.
- Curriculum environmental scan of local colleges and universities.
- Self-management resources available in the HCDI Public Health Directory.
- Labor market analysis for community health workers and care coordination titles.
- Professional development hub for training, conferences that demonstrate holistic care.

#### Services

- Provide pipeline development support.
- Assess skills needed for the emerging titles.
- Assess training needs for employers of the emerging titles.
- Advocate for organizations, and education providers to fill identified gaps.
- Bring education, community-based organizations, health insurance providers, and health care services together in an effort to support the workforce and DSRIP/SHIP activities.
- Create access to community-based resources that support social determinant of health needs.
- Provide technical assistance to colleges in curriculum development.

### **Year-End Accomplishments (2016)**

- Education Pipeline
  - Defined the community health worker title.
  - Connected with national community health worker networks.
  - Identified scope of practice between LPN and community health worker.
- Professional Development
  - Reviewed the *SIM Guidelines for Core Curriculum To Train Care Coordination Workers*.
  - Identified training gaps in the region and presented them to AHEC, Better Health for Northeast New York and Alliance for Better Health, PPS.
  - Provided technical support to two colleges in relation to curriculum development and/or program expansion or enhancement.
  - Facilitated an articulation agreement between a workforce development certificate program and a private college.
- Information Referral Resources
  - Collaborated with United Way 2-1-1.
  - Connected 2-1-1 call volume to access to care barriers.

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