

Case Study

Community Health Worker Registered Apprenticeship

This program involves the L.A. Care Health Plan, the Community Clinic Association of Los Angeles County, the Worker Education and Resource Center (WERC), Health Care LA IPA and elected community clinic representatives.

Community clinics and health centers were struggling to improve care for newly covered Medi-Cal managed care patients with complex needs. Community Health Worker apprentices were deployed into medical teams at five community clinics and health centers to provide care navigation for high utilizer patients with multiple chronic conditions and psychosocial issues. The apprenticeship included intensive preparation for the apprentices and the medical teams, mentorship, and work-based learning. Outcome measures include patient progress on health goals, reduction of emergency room and avoidable hospital visits.

“For our patients going through hardship, having someone who really listens to them, takes time with them, and meets them where they are at, doesn’t push – is really valuable. Not just for their physical health, but to provide the social and community support that makes such a difference on their path to wellness.”

- Hilda Hernandez, CHW/Care Navigator at NEVHC



Ten CHW Apprentices in the Care Navigator Program – Hilda is third from the right

Program Features

- Intensive preparation for apprentices and medical teams
- Mentorship
- Work-based learning

Outcomes Measured

- Patient progress on health goals
- Reduction of emergency room and avoidable hospital visits

“We are so busy, we don’t have time to connect patients to resources and spend the time with them to listen and give them guidance. Hilda can follow up, meet them half-way, and provide that warm hand off to resources.”

- Gloria Garcia, Employer Mentor at NEVHC