

# CHR Positions and Development

Becoming a skilled and trusted community health representative through training, experience, and education.



# Overview

- Introduction
- CHR to Manager
- Past CHR position description
- Levels of CHRs
  - CHR I
  - CHR II
  - CHR III
- Education and training
- SOW
- Retaining Staff
- Future plans



# Fernando “Bo” Flores Jr. Colorado River Indian Tribes, CHR Program Manager



**2008**

Began as entry-level CHR I

**2013**

Assigned as acting manager

**2014**

Interviewed and hired as Program Manager



# Past CHR Position & Description

- One CHR position/level
- Pay Rate
- Responsibilities



Why re-develop and re-design the CHR positions?

# Levels of CHRs

- Why three levels of CHRs?
  - Opportunity for growth
  - Additional responsibilities
  - Differentiated roles
  - Merit based pay increases
- What are the three levels?
  - CHR I
  - CHR II
  - CHR III





# CHR I Position

- Entry-level
- Pay rate
- Responsibilities
  - non-emergency medical transportation
  - medication and message delivery
  - durable medical equipment delivery
  - emotional support
  - advocacy
- Years of service
- Mandatory trainings
- Schedule



# CHR II Position

- Mid-level
- Pay rate
- Responsibilities
  - non-emergency medical transportation
  - home visits
  - outreach events
  - car seat classes
  - presentations
  - collaborating with other departments
- Years of service
- Voluntary Trainings
- Schedule





# CHR III Position

- Senior level
- Pay rate
- Responsibilities
  - ADLs
  - home safety assessments
  - provide grief support for families
  - emergency response
  - community events
  - advocacy
  - referrals
- Years of service
- Voluntary trainings/travel/certifications
- Schedule





# Trainings

Mandatory for all staff: CPR & First Aid, HIPAA, Defensive Driving

## CHR I Mandatory

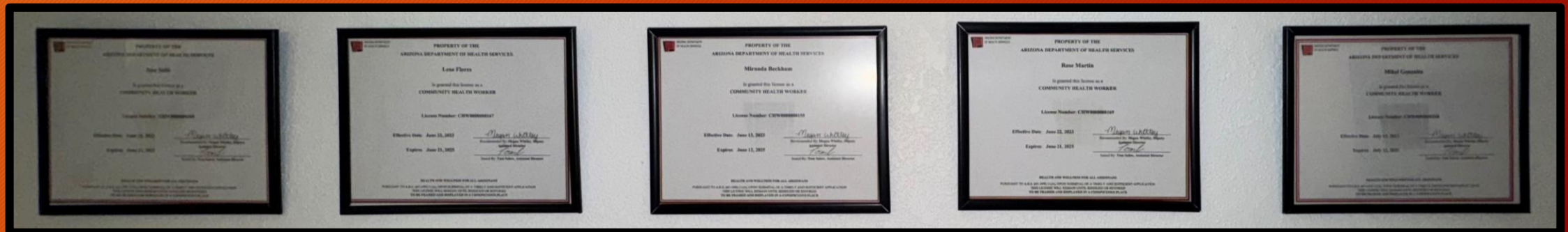
- IHS Basic Training
- Documentation
- Handicap vehicle
- Food handlers
- Lift and gate belt

## CHR II Voluntary

- IHS Advanced Training
- Car seat technician
- Voluntary certification
- Other specialized trainings

## CHR III Voluntary

- IHS Specialized Training
- Optical office
- Voluntary certification
- Other specialized trainings



# Scope of Work

## Training and Opportunity



*Training /certification requirements are:*

- CHR Basic Online training via I.H.S. E-Learning to be completed online within one year of the date of employment.
- CHW/CHR Voluntary Certification every two years.
- Annual HIPPA training for all staff
- First aid / CPR completed every two years for all staff.
- Annual Blood Glucose and Blood Pressure training for CHR'S.
- CHR Manager and Administrative Staff attend Falmouth Trainings that are related to their field of work.
- Child Passenger Safety Seat Technician Training and recertification as needed every two years for assigned staff.
- Annual Information System Security Awareness (ISSA) Training all CHR staff.
- Food handler training online for all CHR staff.
- Customer service training.
- RPMS and PCC training as needed for all CHR staff.
- Assigned CHR Optical Staff will attend annual AVANTE Optics Seminar and Thunder Cloud Optical Training.
- Defensive drivers training online or hands on as needed for CHR staff.
- CHRs attend other trainings, summits, seminars, conferences, and meetings that are geared toward health specific areas such as elder care, diabetes, dementia, optical, prenatal, oral health, home health, and safety but are not limited to the described.
- Other specialty training is attended under CRIT Employee Policy Manual, to provide current information to increase proficiency in health care, health promotion and disease prevention services through special accredited courses.
- Advanced training for health and/or Managerial/Administration to provide academic credits which may lead toward an Associate of Arts degree, licensure and certification. Non-IHS funding is used for this training.
- The CHR Refresher Course training via the I.H.S. E-Learning platform is required to be taken by CHR's between 36 and 48 months after completion of Basic CHR Training (according to Chapter 16 Standards).



# Retaining Staff

- Recognition
- Raises and promotions
- Flexibility
- Rotating schedule
- Opportunities for growth
- Certifications
- Conferences / travel opportunities



# The Future of CHRs

- Becoming aware of your potential
- Opening the door for CHRs to excel in the health field
- Raising the bar for CHR
- Strategic 5 year plan





# In Summary

Through organization, flexibility and mutual respect between my staff and myself, I have been able to create an environment that encourages career development and integrity.

This positively impacts our tribal community members, who trust in our program and our staff, knowing that they will receive the care and support they need and deserve.



# CRIT CHR Program 2024

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