



# Beyond the Basics Community Health Worker (CHW) Program Accreditation

## URAC'S FOCUS AREA

## WHAT URAC LOOKS AT

### PROGRAM



Your program goals and objectives; the structure of your CHW program; and the scope of services provided

### PROGRAM OPERATIONS



How often your organization reviews and updates your policies and processes; employee and client diversity, equity and inclusion; and privacy of client information

### SUPERVISION



Your organization's methods for hiring, training, developing and evaluating the supervisors of your Community Health Workers

### RECRUITMENT AND HIRING



Qualifications for the Community Health Workers as well as your recruitment and interview strategies and tactics

### WORKFORCE DEVELOPMENT



Community Health Workers compensation and integration into the work environment

### SCOPE OF PRACTICE AND WORK PRACTICES FOR COMMUNITY HEALTH WORKERS



How the CHW caseload is managed; the scope of CHW role; access to materials for clients; and safety and emergency protocols for CHW

### SUPPORT FOR COMMUNITY HEALTH WORKERS



The resources, tools and support given to CHWs to promote their well-being in ways that allow them to best support their clients

### CHW LEARNING AND DEVELOPMENT



How the CHWs receive initial and ongoing training; opportunities for peer mentoring; and peer to peer learning

### CHW PERFORMANCE



The content and frequency of the assessment of your CHWs

### QUALITY MANAGEMENT AND PROGRAM EVALUATION



The program's quality management program; your annual program evaluation; how you evaluate your program's outcomes; and the results of your outcomes



For more information, please contact [businessdevelopment@urac.org](mailto:businessdevelopment@urac.org) or 202-216-9413