

## WHAT ARE COMMUNITY AGENTS

Community agents work with others to live their best lives. Community agents like navigators, community health workers, and peer support specialists help others find health services, resources, and connections. Training costs to become a community agent range from free to full university tuition. Sometimes, your employer will cover this cost.



## GET IN TOUCH

To find a community agent or to learn more about training, contact one of our partners:



[www.unlimitedpotentialaz.org](http://www.unlimitedpotentialaz.org)  
602-305-4742

**notMYkid**<sup>®</sup>  
Educate · Inspire · Grow

[www.notmykid.org](http://www.notmykid.org)  
602-652-0163



## COMMUNITY AGENTS

USE THIS GUIDE IF YOU ARE A COMMUNITY AGENT, WANT TO BECOME A COMMUNITY AGENT, OR WANT TO LEARN MORE ABOUT HOW COMMUNITY AGENTS CAN HELP YOU. BY WORKING TOGETHER, DIFFERENT KINDS OF COMMUNITY AGENTS CAN SHARE RESOURCES AND PROVIDE BETTER SUPPORT.

# NAVIGATOR

## Training

- 5 hours required training
- Up to 15 hours of optional additional training
- Certification exam at the end of each course

## Areas of Practice

- Main purpose is to guide consumers through health insurance navigation and the healthcare marketplace
- Core competencies are customer support and service coordination

## Organizations

- Find Navigators at Federally Qualified Healthcare Centers, CAP Offices, and Family Resource Centers such as [Valleywise](#).
- Training is typically done in-house by one's employer



# COMMUNITY HEALTH WORKER

## Training

- 960 hours of combined training and/or practice experience
- High school degree or equivalent
- Certification is valid for 5 years

## Areas of Practice

- Ten core competencies are communication, assessment, knowledge-based practice, professional conduct, outreach, advocacy, service coordination, capacity building, relationship building, and education and facilitation

## Organizations

- Find CHWs or Promotoras at [Unlimited Potential](#) or [Creighton Community Foundation](#) as well as other non-profit organizations
- Training is facilitated by the Arizona Community Health Workers Association (AzCHOW) and Arizona State University

# PEER & RECOVERY SUPPORT SPECIALIST

## Training

- Average training is 40 hours
- Lived experience in behavioral health or substance use recovery is required

## Areas of Practice

- Using personal experience of recovery, peer support specialists help guide others toward recovery and support positive environments
- SAMHSA's core competencies are recovery-focused environments, person-centered care, voluntary participation, relationship building, and trauma-informed approaches.

## Organizations

- Find peer support specialists at notMYkid and other nonprofit organizations
- Training is facilitated by AHCCCS Recognized Training Agencies [AHCCCS Recognized Training Agencies](#)