welcome

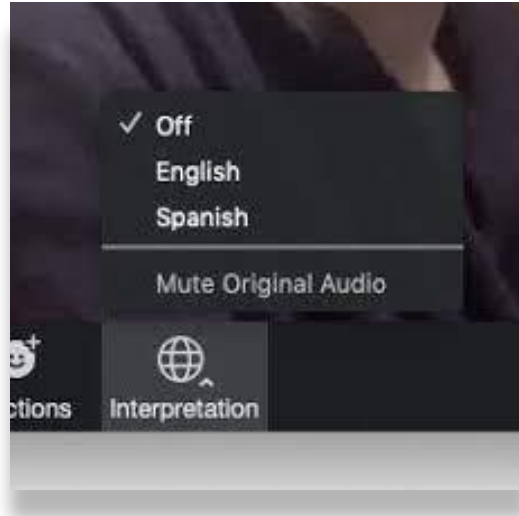**For spanish translation:**

In your meeting/webinar controls, click Interpretation

Click the language that you would like to hear.

(Optional)
To hear the interpreted language only, click "Mute Original Audio"

Para traducción al español:

Haz clic en "Interpretación" en la configuración/controles de la reunión
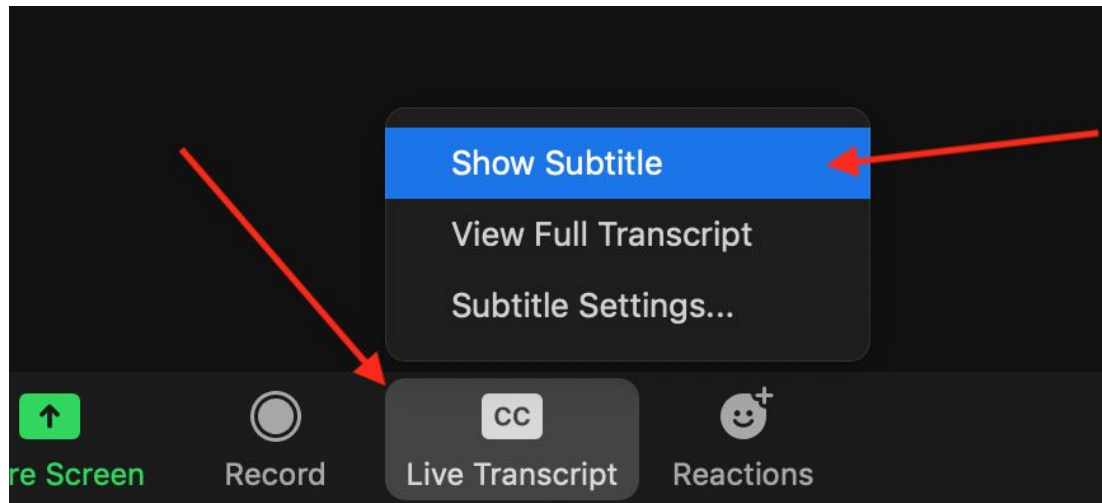
Elija su idioma preferido

(Opcional)
Para escuchar solo el idioma interpretado, haga clic en "mute original audio (silenciar audio original)"

Envision equitable healthy communities.
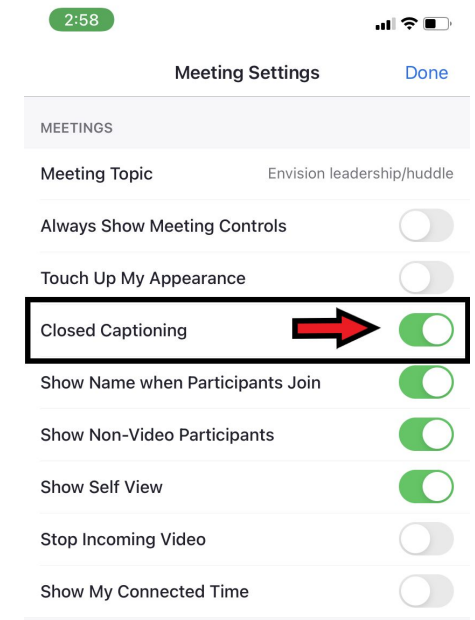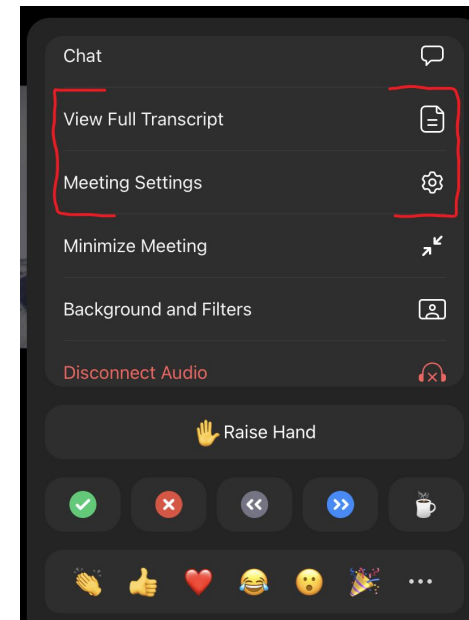
closed captioning

Computer Controls:

Select "CC Live Transcript" in zoom controls at the bottom of your screen

Mobile Controls:

Select "meeting settings" in mobile zoom controls. Toggle on/off Closed Captioning

Envision equitable healthy communities.

welcome

operating agreements

- **Complexity:** A truth is not the same as The Truth
- **Curiosity:** Struggle together
- **Voice:** Participate thoughtfully, make space
- **Non-Closure:** Allow things to be unfinished, "first drafts"
- **Zoom**
  - Stay on mute when you're not talking
  - When talking, say your name
  - Turn video on, if possible and comfortable (no judging!)
  - Use chat box for questions
  - Do what you need to take care of yourself

Envision equitable healthy communities.

today's agenda

- **Overview of Envision**

- **Best Practices for Getting Started with CHWs**

- **Panel Discussion**

- **Q&A**

- **Wrap-Up**

Envision equitable healthy communities.

who is envision?

- collaboration of CHWs & allies working

  with CDC to elevate the role of CHWs

- supports CDC recipients to address CCR

- collective experience spans decades

- commitment to equity

Community Health Worker Institute

PASOs
(CBO of CHWs)

Equity through Meaningful Community Engagement (EMCE)

Center for Community Health Alignment (CCHA)

What is the Center for Community Health Alignment?

Who are Community Health Workers?

- Frontline public health worker
- Trusted member of and/or has an unusually close understanding of the community served.
- Serves as an intermediary between health and social services and the community
- Facilitates access to services and improves the quality / cultural competence of services
- Builds individual and community capacity by increasing health knowledge and self-sufficiency
- Outreach, community education, informal counseling, social support and advocacy.

APHA
AMERICAN PUBLIC HEALTH ASSOCIATION
For science. For action. For health.

NACHW
NATIONAL ASSOCIATION OF COMMUNITY HEALTH WORKERS

CHW Best Practice Toolkits

- Developed by Community Health Workers (CHWs) and CHW subject matter experts

- Convened for over a year and a half period to identify CHW best practice strategies

- Based on lived experience, best practices for designing, implementing and showing the impact of the Community Health Worker (CHW) Models

Section I
Designing an Effective Community Health Worker Program

Toolkits and further information available

Section I
Designing an Effective
Community Health
Worker Program

Section II
Working Effectively
with Community
Health Workers

Section III
Understanding,
Screening and
Responding to Social
Determinants of Health

**South Carolina
EACH Mom & Baby
Collaborative**

Expanding Access to
Community Health
workers (EACH) in the
Perinatal Period

A guide for replicating
successful models of
perinatal community
health workers

https://communityhealthalignment.org/chw-toolkit/

Strategies for Recruitment

TARGETED OUTREACH IN THE COMMUNITY TO SOLICIT APPLICATIONS FROM APPROPRIATE CANDIDATES.

AN EXPERIENCED CHW SHOULD BE A PART OF THE INTERVIEW TEAM AND PROCESS, WHICH INCLUDES REVIEWING THE RESUMES OF THE CHW CANDIDATES.

THE INDIVIDUAL WHO WILL SUPERVISE THE CHW AND IS FAMILIAR WITH THE SKILLS NEEDED FOR THE POSITION SHOULD ALSO BE A PART OF THE HIRING PROCESS.

Hiring the Right CHW
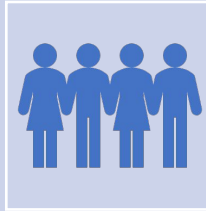
Comprehensive knowledge of the community that they will serve.

Skills and qualities essential to the organization and goal of the CHW program.
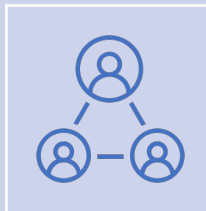
Trust, lived experience, community expertise, ability to connect more important than formal education.

Selecting the Right Candidate (Example)

If you are hiring someone to be a Perinatal CHW in a neighborhood with particularly high rates of infant mortality, you will seek candidates that are:

- From that neighborhood or community or has deep connections with the community
- Ideally of the same race or ethnicity as the majority of residents of that neighborhood
- Has some experience supporting mothers and babies.

Hiring the Right CHW

COMMON CONFLICTS

Getting to the right salary ~

- **Institution**: bases salary ranges on education, institutional experience
- **Good CHW Practice**: community and shared experience are the most important quality of a CHW

Background checks ~

- **Institution**: promoting the safety of team members and participants / patients
- **Good CHW Practice**: shared lived experience is critical

Organizational Culture and Practices

Once CHWs have been hired, organizations should ensure that CHWs are fully integrated into the culture and practices of your teams and that the culture and team structure also meet the needs of the CHWs.

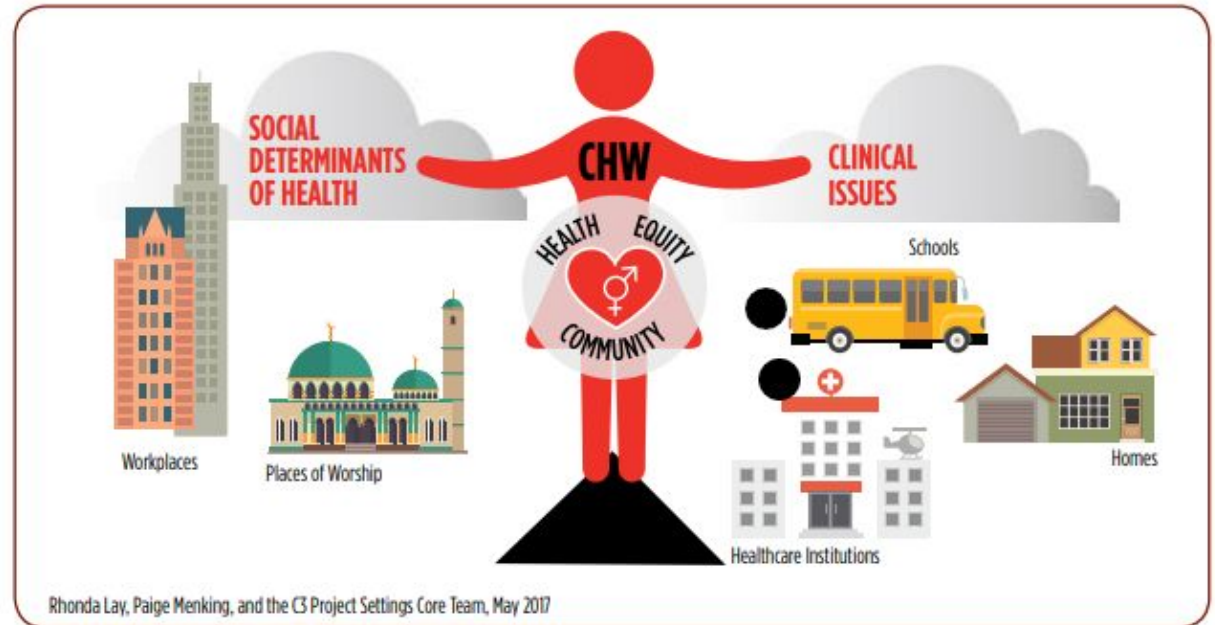# Maximizing the work of CHWs

COMMON CONFLICTS

Integrating without co-opting ~

- CHWs as bridge between community and clinical means they have to be effective in both; but this can be a tricky balancing act.

Integrating Community Health Workers Into Health Care Teams Without Coopting Them. Cheryl Garfield & Shreya Kangovi
https://www.healthaffairs.org/do/10.1377/forefront.20190507.746358/full/

Maximizing the work of CHWs

Integrating without co-opting ~

Goal Setting
CHWs allow participants to set goals, not clinicians to set expectations

Top-down
- Program sets target *screenings, vaccinations, readmissions*

CHW

Bottom-up
Patients identify their own goals *Getting a GED, moving to a new apartment*

Integrating Community Health Workers Into Health Care Teams Without Coopting Them. Cheryl Garfield & Shreya Kangovi
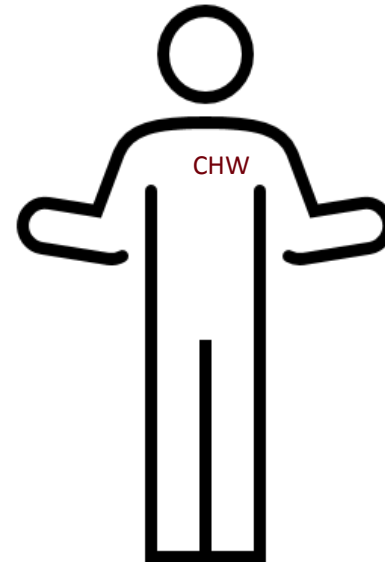https://www.healthaffairs.org/do/10.1377/forefront.20190507.746358/full/

Education and Awareness

- Ensure that team members and organizational leaders understand the role of CHWs.

- Involve the team and the CHW in helping to decide how the CHW will be integrated into their work.

- In allowing the team to be a part of this process, the uniqueness of the CHW role should be respected and maintained.

https://www.c3project.org/roles-competencies

Training and Continuing Education

- CHW Core Competency Training
- Continuing Education
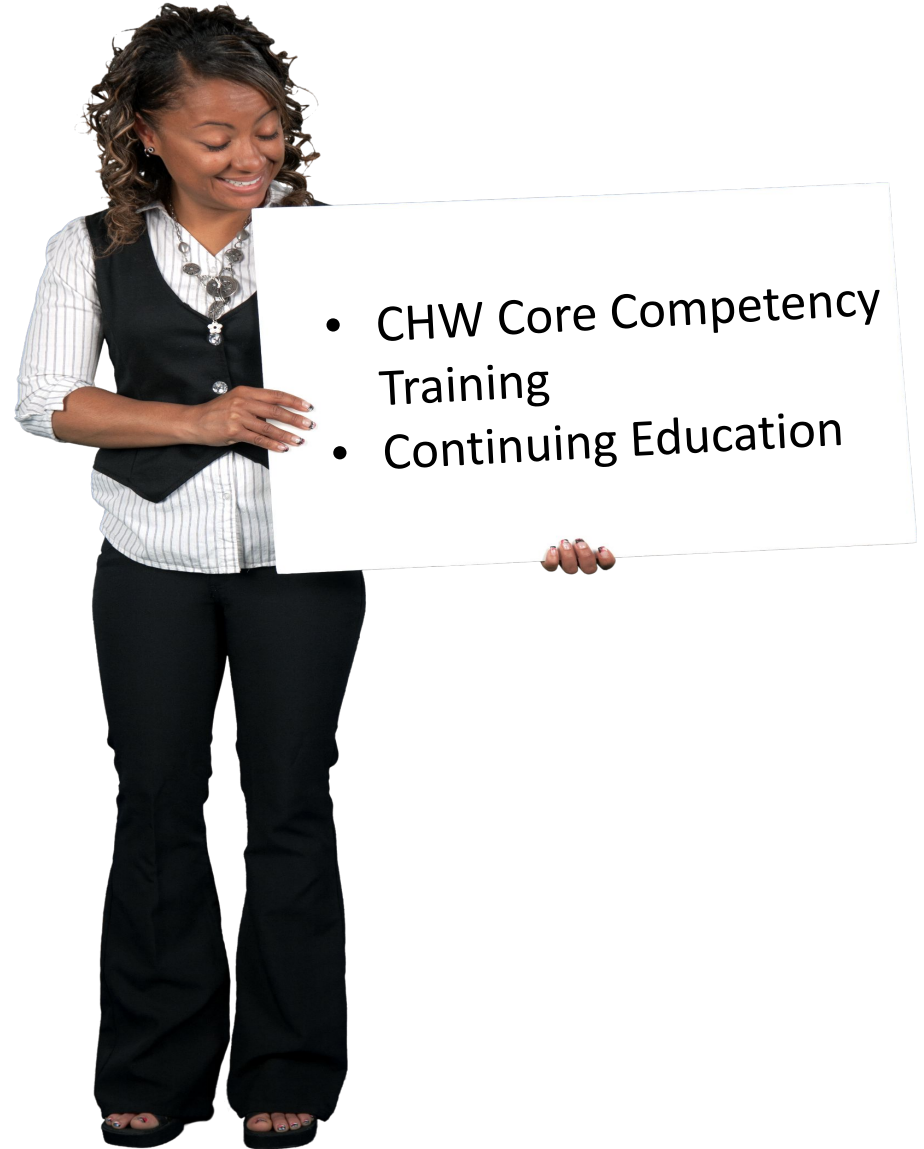
Tracking and Documentation of CHW Activities

CHWs should participate in all the internal systems and processes that make sense for their work and the teams they work with to have two-way communication about the people they're working with:

- Electronic Health Record (if applicable)
- Documenting their patient/client interactions
- Communicating the outcomes/results of interactions with the full team

1. Build or foster relationships with partner organizations in the community such as community coalitions, social services, and health and human service agencies.

2. Identify opportunities for and collaboration.

3. Identify where the CHWs will document their work and progress with partners.

Connection to Community Resources

Supportive Supervision

- **Intensive mentoring** to adjust to workplace expectations

- **Supportive supervision** → motivation

- Regular **check-ins** promote communication
  - CHWs are not behind a desk 9-5

- Trainings for CHW supervisors helps clarify the appropriate expectations and needs of employees in the CHW role.

Supervision

COMMON CONFLICTS

Who supervises CHWS? ~

- **Institution –** lack of CHWs with experience means their supervisors may be clinical, social work, administrative, or other

- **Good CHW Practice** – CHW supervisors must have deep understanding or experience with CHW scope of work

Key Take-Aways

- Hire the Right CHW (shared experience is key)
- CHW Training and Certification
- EHR or documentation software
- Understanding of local resources
- Relationships with contacts at community resources
- Educate the <u>whole</u> team about the CHW model and role
- Engage key champions and stakeholders
- **This takes time!**

Panel Discussion and Q&A

Panelists

Amber Culver
- Community Health Worker & CHW Program Manager
- Ways2Wellness CONNECT Program at North Country Health Consortium

Agner Muñoz Vázquez
- Community Health Worker
- Pasos Midlands Programs Coordinator

Anna Huff Davis
- Community Health Worker
- Chairperson Arkansas CHW Association

wrap up

- Satisfaction poll instructions

- [TA requests for 2109 recipients AMP](#)

- [Opt into Envision Listserv](#)

- Materials will be sent out in a follow-up email

- Also accessible via AMP, Envision landing page, or Youtube

Envision equitable healthy communities.

thank you