



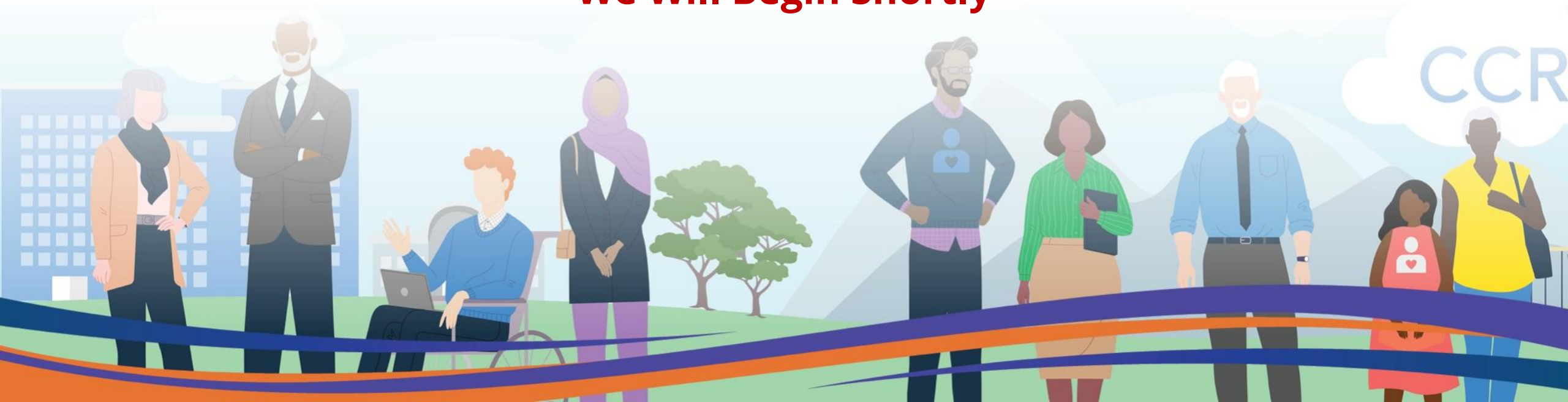
Presents

PROMOTING CHW Self-Care

Prioritizing CHWs While Taking Care of the Community

12.08.22

We Will Begin Shortly





translation controls

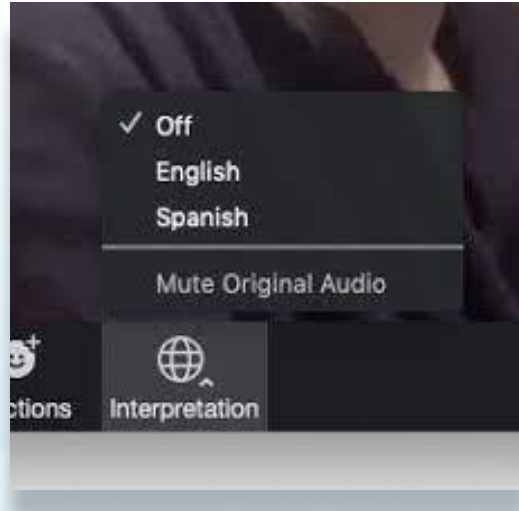
For spanish translation:

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)

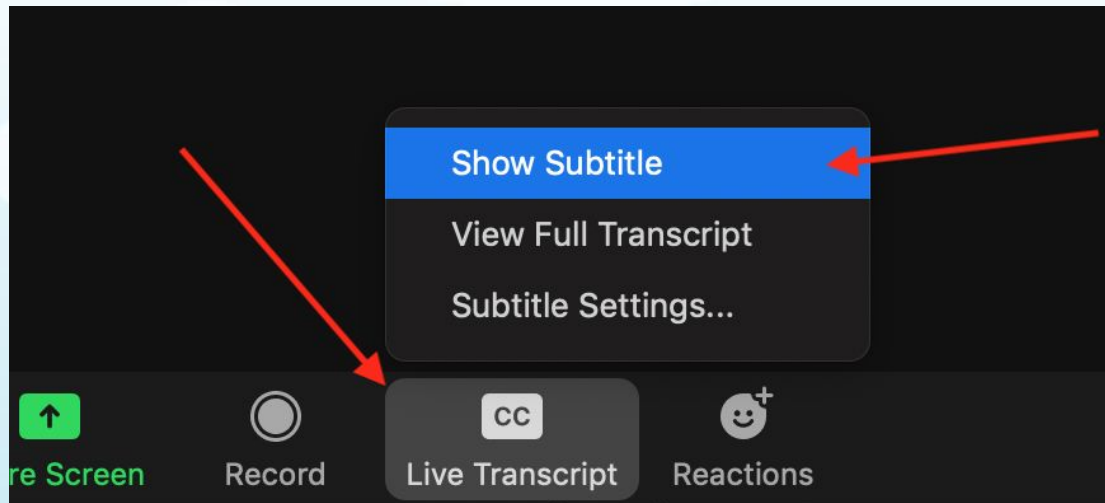
Para escuchar solo el idioma interpretado, haga clic en “mute original audio (silenciar audio original)”



closed captioning

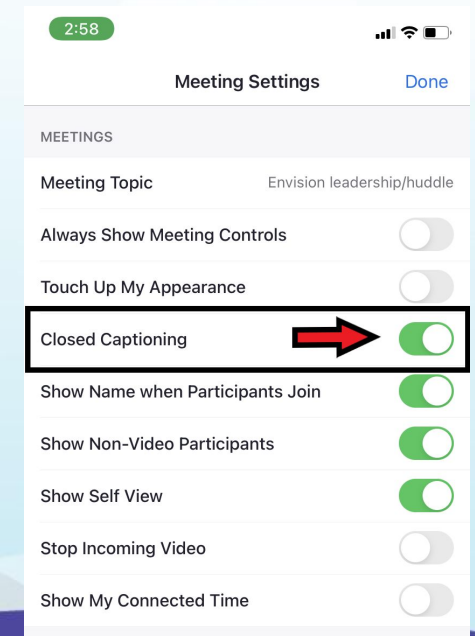
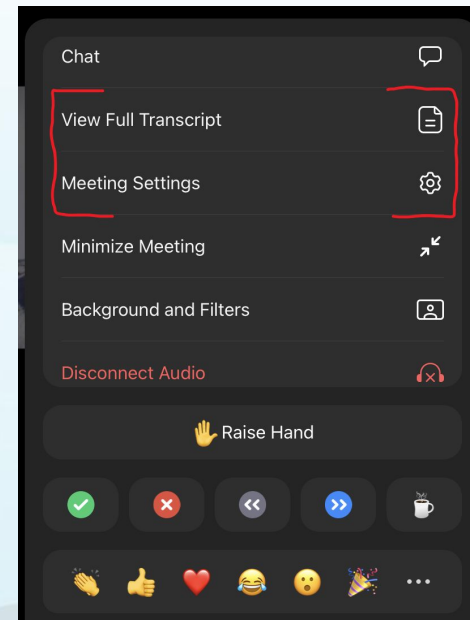
Computer Controls:

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





welcome



operating agreements

Zoom

- Stay on mute when you're not talking
- Use chat box for questions
- Do what you need to take care of yourself





today's agenda

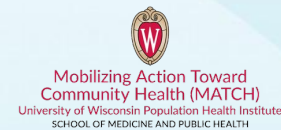
- Envision News
- National Association of Community Health Workers: Community Health Worker Pay Equity
- Presentation on CHW Self-Care
- Q & A
- Wrap-up / Poll





who is envision?

- collaboration of CHWs & allies working with the CDC to elevate the role of CHWs
- supports CCR-2109 recipients to address COVID-19 and build resilient communities
- collective experience spans decades
- commitment to equity





envision news

- Envision CHW Council expansion
- ENVISION Website is LIVE!!
- Upcoming Spanish language Community of Practice

envsionequity.org



NACHW

National Association of Community Health Workers

Community Health Worker Pay Equity



NACHW 2021 CHW Survey

- Goal: “to advance the national professional identity, policy leadership and organizational capacity of CHWs in the United States” (NACHW, 2022).
- 867 CHWs surveyed throughout the national
- 859 Zip codes



Survey Focus

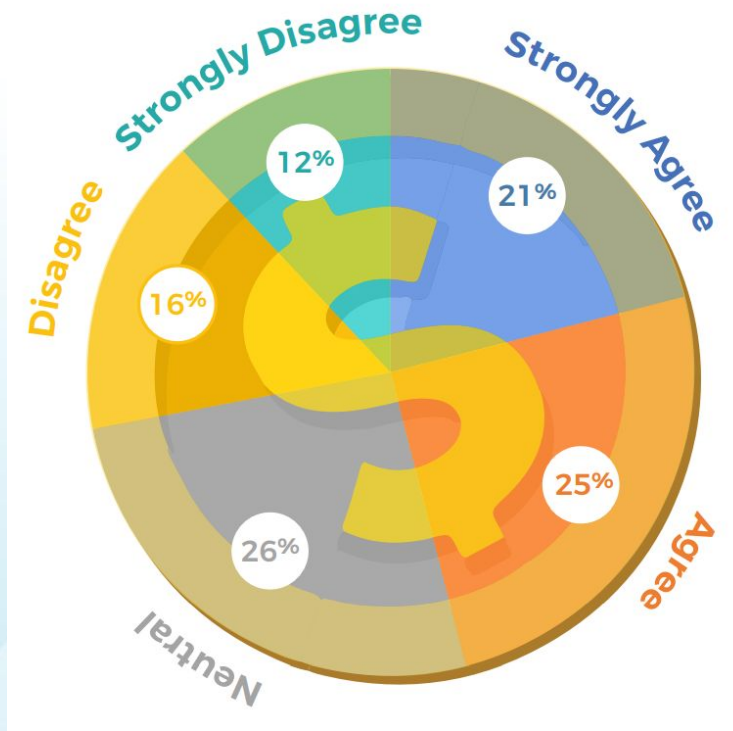
- CHW employment status
- Overtime Compensation
- CHWs' views on their pay
 - Equitable
 - Liveable Wage

Why is it important?

Addressing pay equities for CHWs promotes our personal and family economic well being, our retention in the workforce, and is a concrete acknowledgement that we are respected as professionals within the communities where we live and the organizations where we serve.



Results: Equitable/Livable Wage





Opportunities for Action

- CHWs' compensation should reflect CHWs' lived experience, depth of community knowledge and trust over academic achievement or certification status.
- CHWs' should co-develop employment policies to reflect the work they do
- CHWs' should be compensated for overtime work to address the needs of individuals, families and communities.
- CHW employers should work with CHWs to establish flexible scheduling to address the needs of their clients.
- CHW employers can create an overtime bank where CHWs can share time with others who need it.
- State level or regional workforce development studies, focusing on pay equity should be disaggregated by r/e and by sector
- Payers and funders should build in CHW employment protections into their funding models and grant opportunities
- Payers and funders should require those they fund to pay CHWs a living wage based on their geographic location



Promoting CHW Self-Care: Prioritizing CHWs While Taking Care of the Community



Erica Guimaraes
CCHW, MPH

Yaminette Díaz-Linhart
MSW, MPH, PhD





Training Objectives

1. Describe unique self-care needs of CHWs
2. Discuss individual and programmatic strategies to promote CHW well-being
3. Provide resources to promote CHW well-being



What are the unique needs of CHW well-being?



Three-Levels of CHW Well-Being





**High-levels of
Burnout**

**39% met burnout
criteria**



**High-levels of
Satisfaction**

**85% very or
somewhat satisfied**



**Meaning of
Work**

**Mission of work,
passion, belief
behind it**



CHW perceptions about work



26%
Very Satisfied

59%
Somewhat Satisfied

15%
Not too/Not at all Satisfied

37%
Somewhat likely to find new job

23%
Very likely to find new job

12%
Job

45%
Career

43%
Calling

32%
Always/Often Stressed

54%
Sometimes Stressed

18%
Hardly ever/Never Stressed



CHW health characteristics



14.1/25 (5.47)
Average WHO-5
Well-Being Index Score

37%
Met clinical cut off for
depression

17%
No Burnout

44%
Stress, but no burnout

29%
Burning out

9%
Burnout symptoms

1%
Complete burnout

39%
Met cut off for burnout

8.44/30 (9.14)
Days mental
health not good in
last 30 days



CHW Well-Being is Rooted in Community

*I live in the city I work in, **so this is my community...***

-Interview 2

*It may not be rainbows and sunshine every day, but I know I made a difference,
**It can be stressful, but I like – I love what I do and I may not always get
the recognition, but I know that I do a lot.***

-Interview 1



CHW Stress at Work Impacts Well-Being

I love my supervisor.** She's very open and very honest. Even with my team, I'll speak up, whether or not my opinion gets anywhere, I'll say my opinion...**I'm heard, but nothing comes of it.

-Interview 8

*I feel like it might **just be me always complaining** or me saying stuff. I do think **some people are completely checked out and they're just there for the paycheck...**you can tell that she's kind of just shut off and she's going through the motions...it's hard.*

-Interview 35



CHW Burnout Impacts Community Well-Being

*Even though you talk, **you go work with stress**, maybe you have this conflict with the manager, because you talk and everybody maybe they going to put this pressure or stress on your work and **then you say, no I'm not going to stay in a poison or toxic place I need to move on** because I need to be in a good mood every day, not with my stress, I'm going to stress my patient, because **I'm not going to help them, when I have this stress in work.***

-Interview 3

*I just **burnt myself out** because I tend to give all of myself to my jobs. I wanted to move on with family and health...after doing that for 19 years, **I was ready for a change.***

-Interview 6



Team Well-being





Team well-being starts with **workplace culture**



Workplace culture defined: A set of beliefs and behaviors in the workplace that impacts how employees work together and perform on the job.



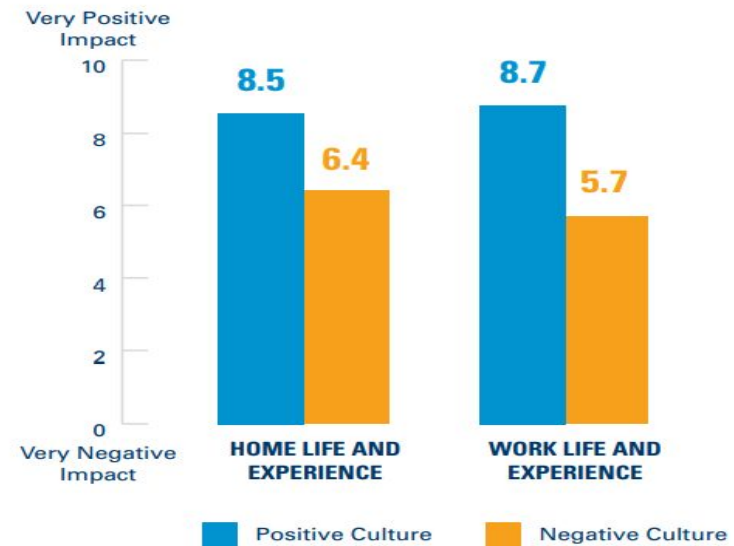
“Workplace culture has a direct impact on productivity levels, attendance and job satisfaction. It also affects employees’ personal and home lives — including their health.” [\(2017 Report by Blue Cross, Blue Shield Minnesota\)](#)

THE LINK BETWEEN WORKPLACE CULTURE AND LIFE EXPERIENCE

When asked to rate how their company culture impacts their work life and home life, employees who work in a positive culture showed significantly higher satisfaction with their job and home life.

Q.

On a scale of 0 to 10, with 0 being a Very Negative Impact and 10 being a Very Positive Impact, how would you say your work culture or environment has impacted your home and work life?
(N=661)

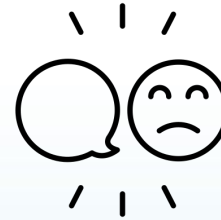




What are some warning signs of a negative workplace culture that can have an impact on team well-being?



Lack of trust



Lack of Support



**Poor
Communication**



**No Opportunities
for Growth**



Poor Performance



**Unfairness and
Conflict**



What strategies can
CHWs and CHW programs implement
to promote CHW well-being?



Three-Levels of CHW Well-Being





Promoting your well-being through self-care

AWARENESS

- Notice your reactions and patterns
- Reflect on your work, prioritize your needs
- Plan ahead with coping strategies

REGULATION

- Hit the pause button
- Practice catching and releasing your reactions
- Ask for help and debrief

CONNECTION

- Make time to relax and play: what brings you joy?
- Connect with others for social support and to laugh
- Be realistic with yourself and set healthy boundaries



**How can CHW supervisors and
program managers help promote
team well-being?**



Leveraging CHW core values and skills to promote team wellbeing and positive workplace culture



Build a culture of *trust*
and empathy



Support through mediation,
problem solving and improved
program processes



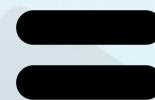
Use a *communication* approach
that conveys caring and is
non-judgemental



*Professional development
opportunities* through
advocacy, resources and
training



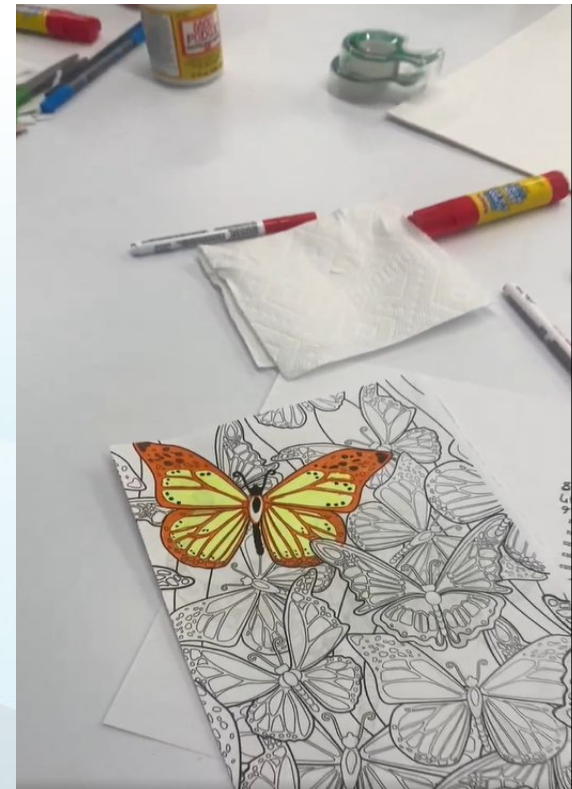
Ongoing assessment of needs
and strengths of *staff performance*



Uphold a culture of *equity*



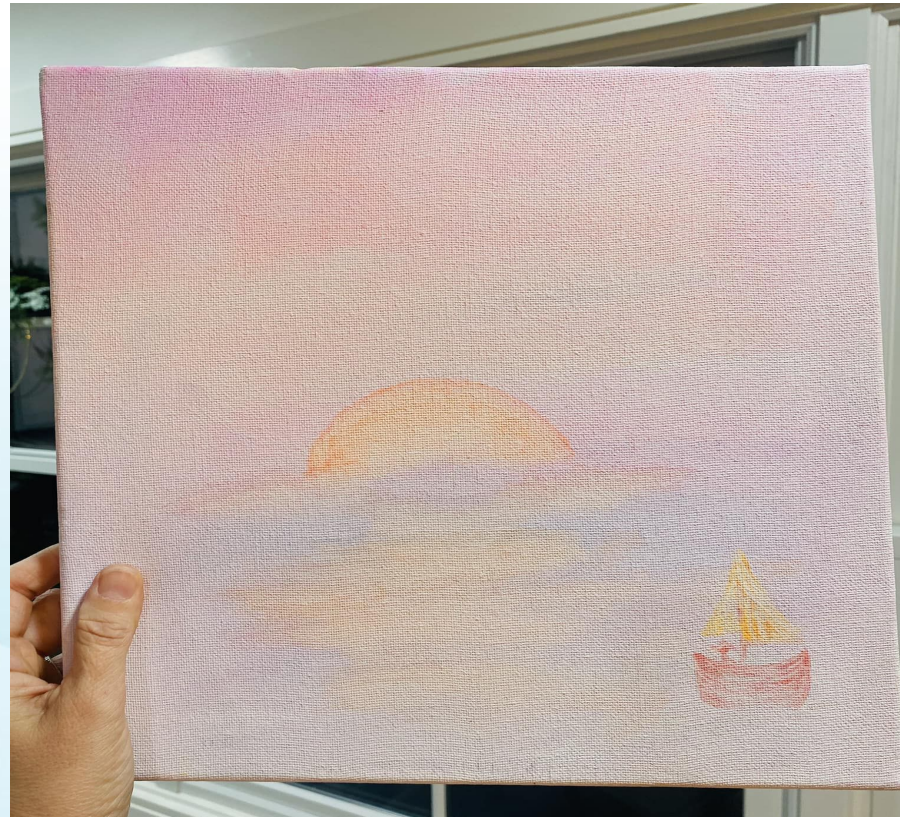
CHW Team building activity on 12/1/22 Collage and coloring





Team building activity on 9/30/22

Team Painting Exercise





Small Gestures can make someone's day!

Text message from a team member 4 years after I gave her a small rose plant when she was having a rough day at work...





Promoting CHW well-being throughout organization

WORK ENVIRONMENT

- Change work processes to promote health, safety, flexibility, coping, resiliency
- Environment of shared goals, mutual respect, coordination and communication
- Provide opportunities for worker input and involvement

PHYSICAL ENVIRONMENT

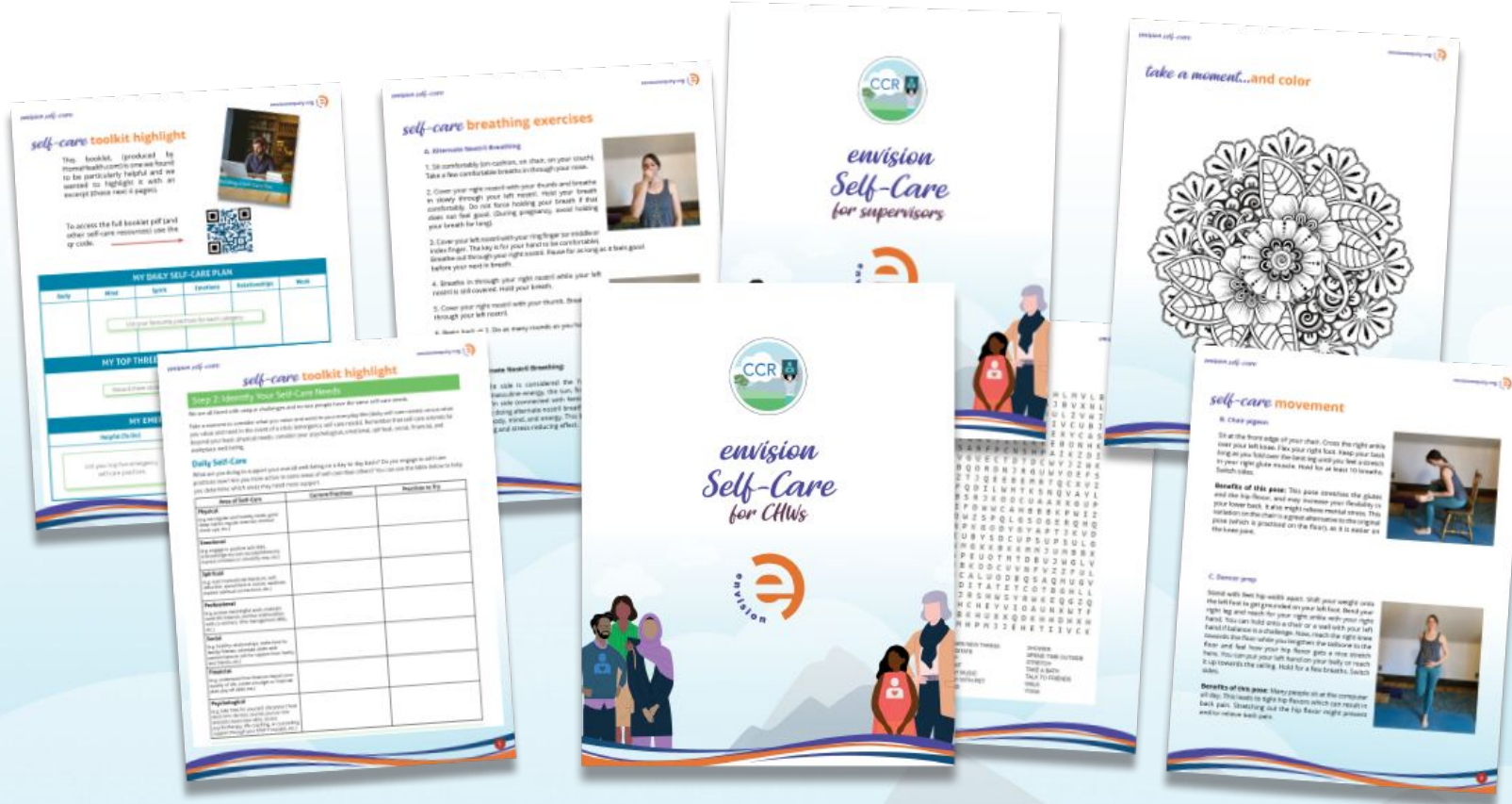
- Identify and mitigate work hazards and risk factors
- Encourage speaking up about safety issues
- Promote a culture of safety

SOCIAL ENVIRONMENT

- Promote recognition, empathy
- Buddy system and debrief process
- Family life/work balance



Resources



self-care toolkit highlight

This toolkit, developed by PowerHealthConnect, was one of the most used resources in our survey. To access the full toolkit PDF (and other self-care resources) use the QR code.

To access the full toolkit PDF (and other self-care resources) use the QR code.

daily	week	month	quarters	relationships	well

MY TOP THREE

What are your top three self-care practices?

MY EMPLOYER

What are your top three self-care practices?

self-care toolkit highlight

Step 2: Identify Your Self-Care Needs

We are all faced with stress in our lives, and we can benefit from the same self-care tools. Make a list of your top three self-care practices and use them to guide your self-care plan.

Daily Self-Care

What are your top three self-care practices? Use the table below to help you identify which ones may need more support.

How often you engage in self-care practices is a key to their effectiveness. Use the table below to help you identify which ones may need more support.

Area of Self-Care	Frequency	Support Needed
Physical		
Emotional		
Spiritual		
Professional		
Financial		
Health		
Education		
Environment		
Community		
Family		
Friends		
Self		

self-care breathing exercises

1. Sit comfortably in a chair, sit back on your heels. Take a few calm breaths in through your nose.
2. Cover your right nostril with your thumb and breathe in slowly through your left nostril. Hold your breath comfortably. Do not force holding your breath if that does not feel good. (Bring pregnancy, avoid holding your breath for long)
3. Cover your left nostril with your right thumb and breathe in slowly through your right nostril. Hold your breath comfortably. Do not force holding your breath if that does not feel good. (Bring pregnancy, avoid holding your breath for long)
4. Breathe in through your right nostril while your left nostril is still covered. Hold your breath.
5. Cover your right nostril with your thumb. Breathe through your left nostril.
6. Repeat each = 3. Do as many rounds as you like.



envision Self-Care for CHWs



envision Self-Care for Supervisors



A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26
27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52
53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78
79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100	101	102	103	104

self-care movement

A. Chair pose

Sit at the front edge of your chair. Cross the right ankle over your left knee. Flex your right foot. Keep your back straight and your feet on the floor. Hold for 30 seconds.



Benefits of this pose: This pose stretches the glutes, your lower back, and may increase your flexibility in your right glute muscle. Hold for at least 30 seconds.

C. Warrior pose

Stand with feet hip-width apart. Shift your weight onto the left leg and reach for your left foot. Bend your right leg and reach for your right ankle with your right hand. This can feel like a challenge. Hold for 30 seconds.



Benefits of this pose: Warrior pose is an excellent core and back pose. Strengthening the hip flexor muscles can help reduce back pain.



Q&A

drop questions in the chat or raise your hand
if you have a question for our panelists



next webinar

Introduction to Evaluation Frameworks and the Basics of Logic Models

January 25th at Noon PST, 1pm MST, 2pm CST, 3 pm EST

Register now:

https://asu.zoom.us/webinar/register/WN_K3XHKazISR-AoTVwDfhJ5w



wrap up

- Satisfaction poll instructions
- Materials will be sent out in a follow-up email
- Educational reinforcement box will be sent post webinar
- Materials accessible via AMP, Envision website, or YouTube



thank you