

CHW CARE PROGRESS UPDATE

Project Strategies

TRAIN

Train CHWs on COVID-19 and social and health conditions







DEPLOY

Deploy CHWs in community and health care organizations

ENGAGE

Engage CHWs to help build and strengthen community resilience

How we are measuring progress

- Tracked attendance at trainings and events 
- Surveyed CHWs (23 responses) 
- Held a listening session with 6 CHWs 
- Got anonymous feedback from CHWs about trainings they attended 
- Surveyed organizations who have CHWs (19 responded) 
- Reviewed narrative reports from partners employing CHWs with project funds 

Icons represent measurement methods and are repeated in sections below to indicate which findings came from which methods.

These findings are from small samples that may not be representative of all CHWs

What we learned: TRAINING

In the past year, we've hosted 7 trainings attended by 271 unique CHWs!





- Meet & Greet, June 2022
- Asthma, September & October 2022
- Mental Health First Aid, November - January 2023
- CHWs Combating COVID-19, March 2023
- Giving Grace: A mental health conversation with CHWs, April 2023
- Navigating Pediatric Mental Health Systems, May 2023
- Play Safety, May 2023

Recordings of these trainings are available on the "courses" tab of our [website](#)




Training needs identified:



COVID-19

- CHWs are involved with education and outreach on COVID testing and vaccines 
- Some CHWs reported higher knowledge/understanding of COVID than their comfort/confidence in discussing COVID related topics (infections, vaccinations; risk related to chronic and underlying conditions) 
- Most CHWs reported not talking about COVID often, and even fewer reported often asking their clients if they have questions about COVID 
- Some CHWs in the listening session observed that many people are unwilling to change their minds about COVID vaccinations 





Food Security

- Of the 23 CHWs who completed the survey, nearly all (89%) reported talking often about hunger and food insecurity. Half (52%) reported a high knowledge/understanding of food insecurity and less than half (43%) felt comfortable talking about it 

Mental Health

- About half the CHWs surveyed reported talking about mental health often 
- However, fewer CHWs reported having high knowledge/understanding of adult mental health (43%) and youth mental health (35%) 

Other training needs

- CHWs requested more workshops and trainings on: 1) Housing resources, 2) Health conditions including cancer, heart conditions, diabetes, and obesity, and 3) Nutrition 
- Trainings need to be accessible for people with difficulty accessing online resources 
- Trainings should be recorded so people can listen later 
- Training should be accessible for people who have less comfort with English 

CHWs report that the trainings and events have been useful, and they can apply what they've learned 



"I enjoyed this workshop - my first. It was very informative, nice to connect with others, warm, and friendly. Please continue to share and have more workshops, training, info sessions :)"

-CHW, Post-event feedback survey



"The facilitators kept everyone engaged. I appreciated how things were explained. The hands activities were very creative and engaging."

-CHW, Post-event feedback survey



What we learned: DEPLOYMENT

CHWs serve variety of roles, mainly in:

- Resource navigation
- Advocacy
- Building Individual and Community Capacity
- Outreach
- Coaching and Social Support
- Providing Culturally Appropriate Health Education



Funding from the CHW CARE grant supports **22.5 FTE** of CHWs across **12** organizations



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Together We Can Climb Higher



What we learned: ENGAGEMENT

16 of 19 organizations (84%) surveyed reported that they **value** their CHW staff and agree that they **contribute to improved community health outcomes**.



Of the 19 organizations surveyed,

- 84% (16) reported that they **value their CHW staff** and agree that they **contribute to improved community health outcomes**.
- Most (69%) reported that others often/always **communicated in timely way with CHWs**; 31% thought staff occasionally did so
- Most (63%) often or always shared with other organizations about **CHW contributions and role**; 31% did so occasionally
- The distribution of how often CHWs meet with other staff about clients or program participants is: at least biweekly (50%), monthly (31%), and not regularly (19%)

CHWs shared that what helps them support clients is:

- Having up to date information about resources in several languages
- Developing trusted relationships over time
- Sharing the same culture, religion, ethnic, or immigration background as the people they serve

"It can be really challenging to see how you can intervene, or the best way to intervene. Of course you have to respect people's life at the same time."

-CHW, Listening session

We've created two tools for CHWs:

HKCC Resource Center with information on food, transportation, health, insurance, housing, and COVID-19



CHW-CARE website with general resources for CHWs.

What's Next

TRAIN

Future trainings will...

- Address issues such as food insecurity that make people more vulnerable to COVID and its impact
- Be more interactive and less direct presentation
- Provide opportunities to practice new skills
- Include combination of in person, virtual, and recorded options

DEPLOY

Continuing to provide job postings and hiring resources on CHW-CARE [website](#)

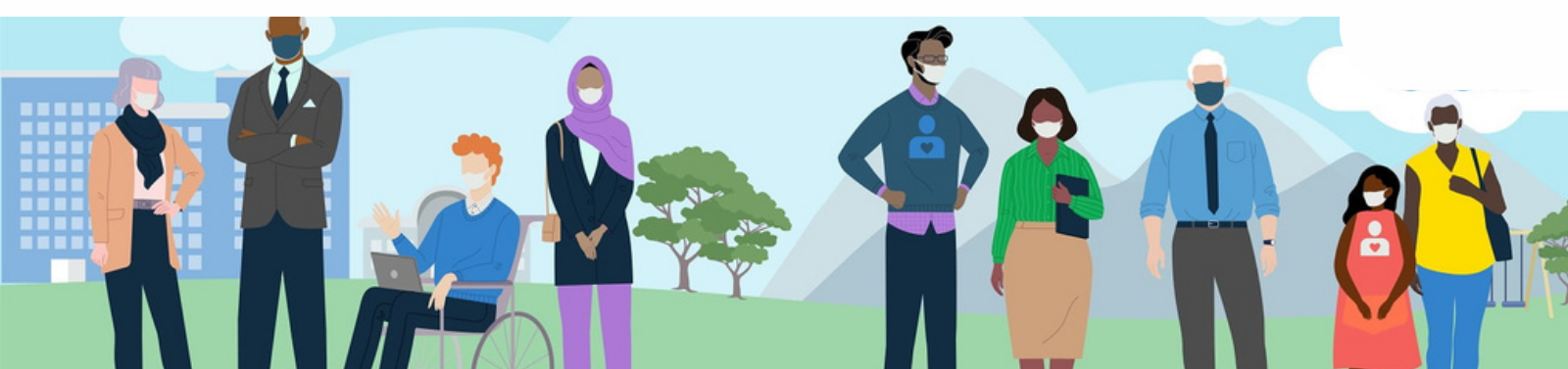
ENGAGE

- Continue to have useful, up to date information on the [HKCC Resource Center](#)
- Have information translated quickly into many languages, not just the top languages spoken in King County
- Provide CHWs opportunities to connect with each other
- Educate organizations about the value of CHWs



Stay connected with our community!

Visit our CHW CARE website to stay up to date on upcoming [events](#), find new [job postings](#), and learn via [online modules](#)!



With questions, contact kidawson@kingcounty.gov