



MARCH 28, 2022

CHW ANNUAL SURVEY RESULTS

SURVEY RESPONSES



121 surveys were completed

101 CHWs completed the survey

31 CHWs supervisors completed the survey

11 organizations without CHWs completed the survey

SURVEY RESULTS

Organizations without CHWs

s. 4

CHWs

former CHWs
current CHWs

s. 5

s. 6

s. 9

CHW Supervisors

s. 17

ORGANIZATIONS WITHOUT CHWS WERE ASKED...

n=11

On a scale of 0-5, how likely is your organization to employ CHWs in the future?

■ 0 ■ 1 ■ 2 ■ 3 ■ 4 ■ 5



64% are **very likely** (5) to employ CHWs in the future

only **9%** are **not at all likely** (0) to employ CHWs in the future

Which resources would be most helpful to increase support for hiring CHWs at your organization?

Respondents' top 3 choices were



EVIDENCE ON RETURN ON INVESTMENT



TRAINING ON CHW ROLES & SCOPE OF PRACTICE



TRAINING ON MANAGING CHWS



RESPONDENTS IDENTIFYING AS CHWS WERE ASKED THE FOLLOWING...

n = 101

How long have you been a CHW?



58% have been CHWs for 0-5 years

26% have been CHWs for 10+ years

16% have been CHWs for 6-10 years

Are you employed as a CHW?

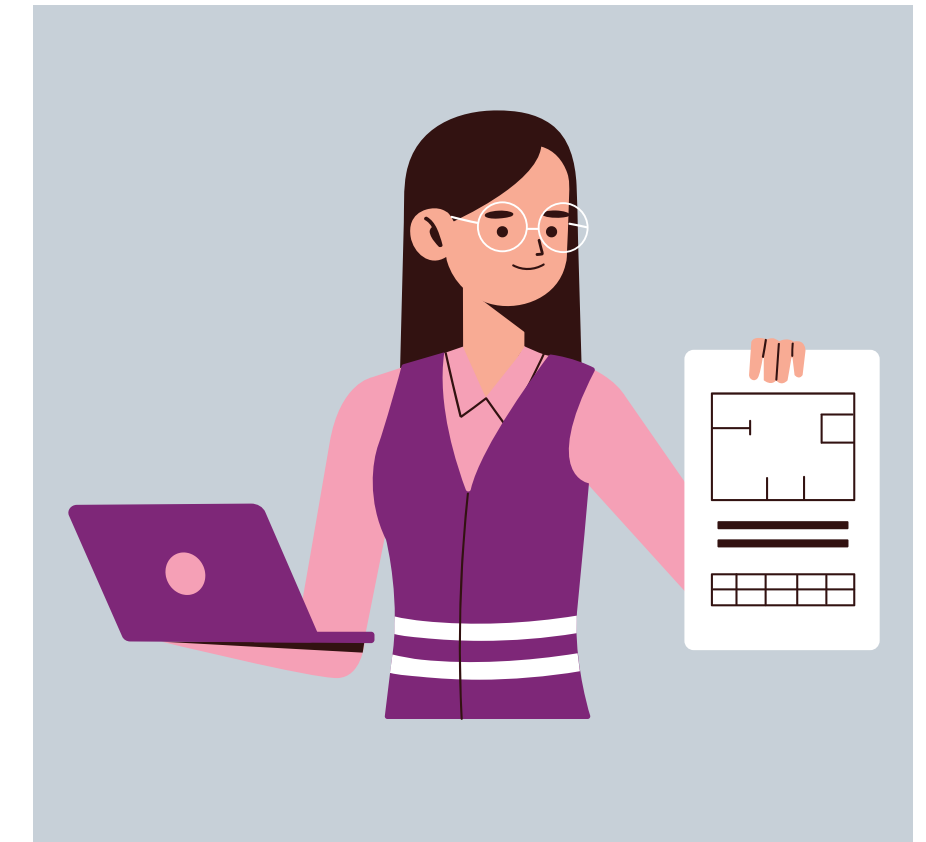


89% are currently employed as CHWs

7% were neither employed nor volunteer CHWs

4% were volunteer CHWs

Do you manage/supervise CHWs?



26% supervise or manage CHWs

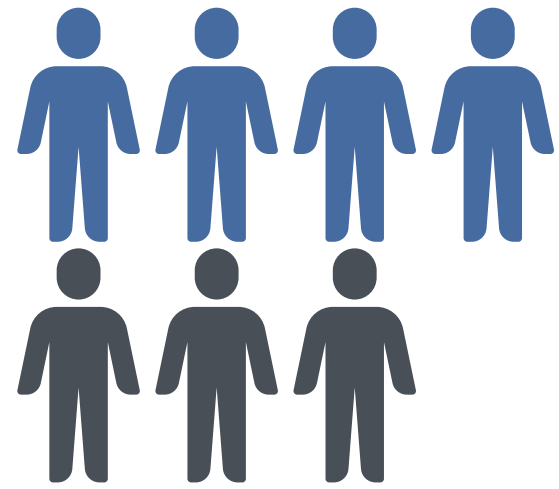
74% do not supervise/manage CHWs



FORMER CHWS

7% OF RESPONDENTS WERE FORMER CHWS

n = 7



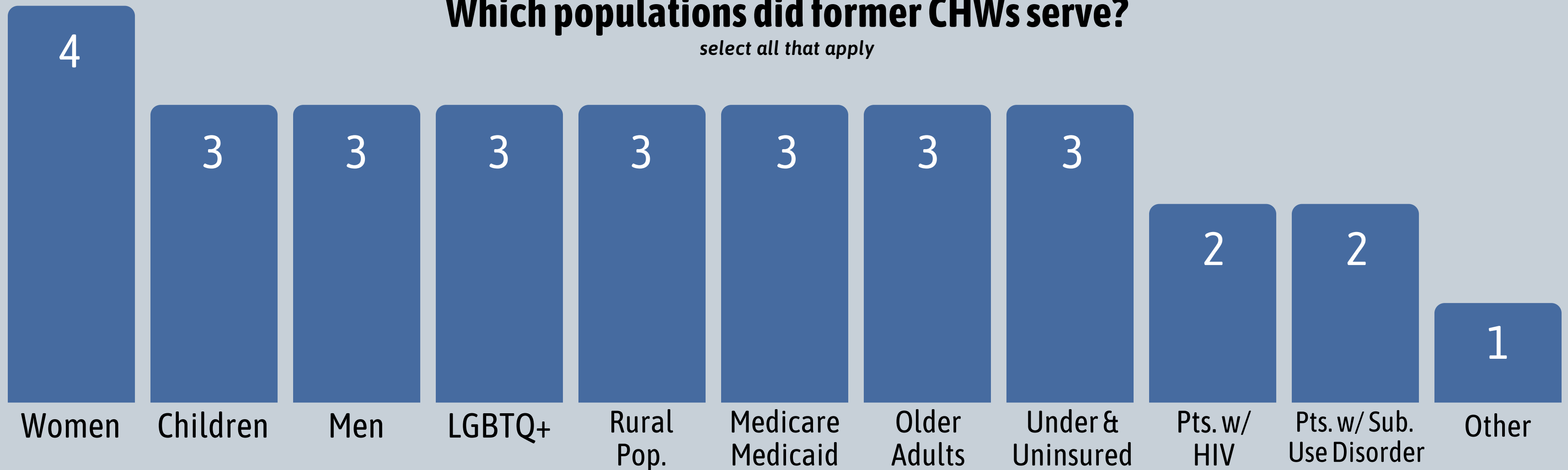
57% of these individuals were employed as CHWs less than 5 years ago

The top 3 services former CHWs most frequently performed were...



Which populations did former CHWs serve?

select all that apply



THE IMPACT OF FORMER CHWS ON THEIR ORGANIZATIONS

Former CHWs were also asked to indicate from a list of statements, which best described their impact as a CHW. The two most common statements were:

Better ability to advocate for the communities I served.

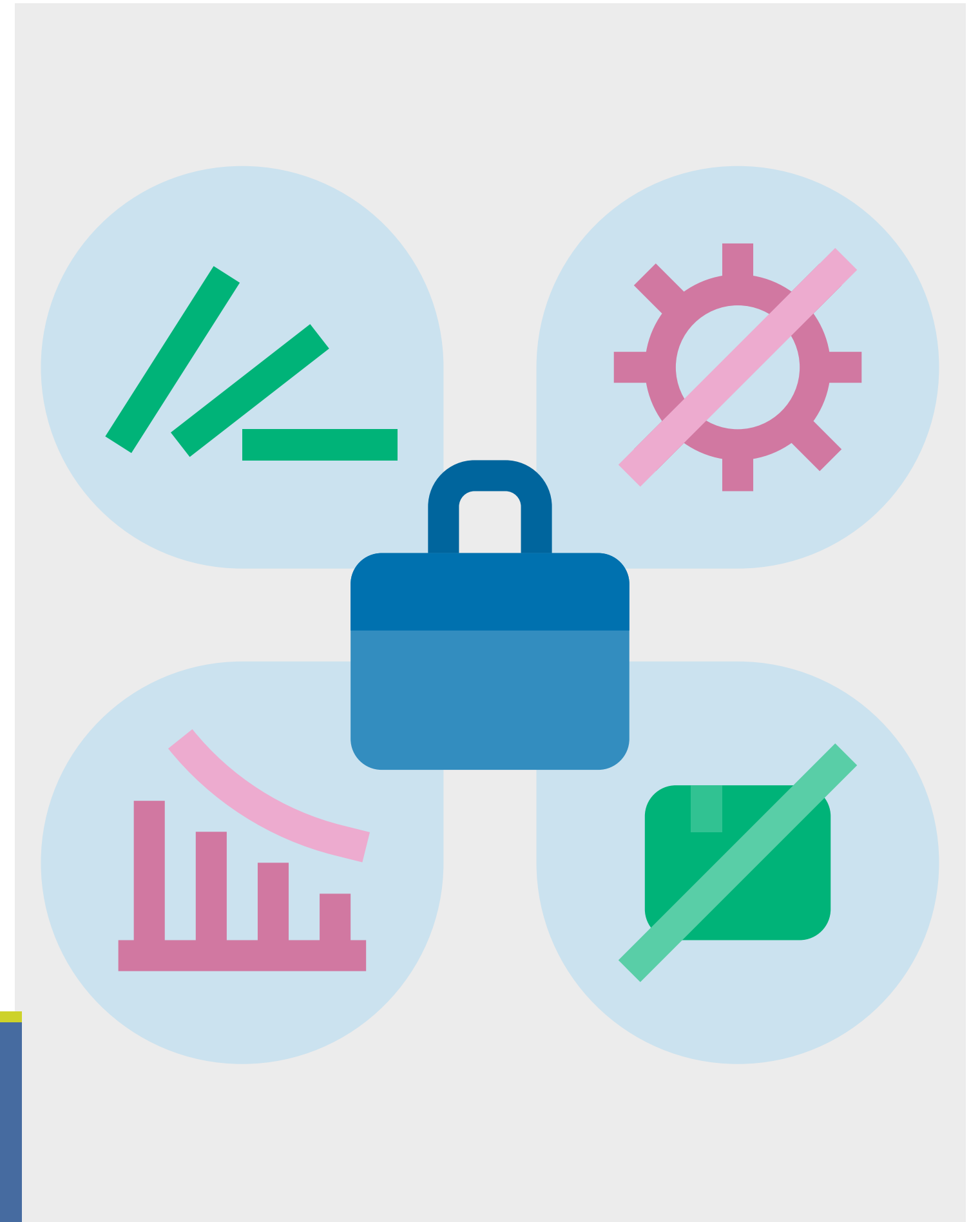
36%

Increased trust between the populations I served and my organization.

27%

Other impacts included:

- greater ability to reach marginalized populations (9%)
- higher quality care to marginalized populations (9%)
- improved cultural competence at my organization (9%)
- increased ability to address SDOH/health inequities (9%)



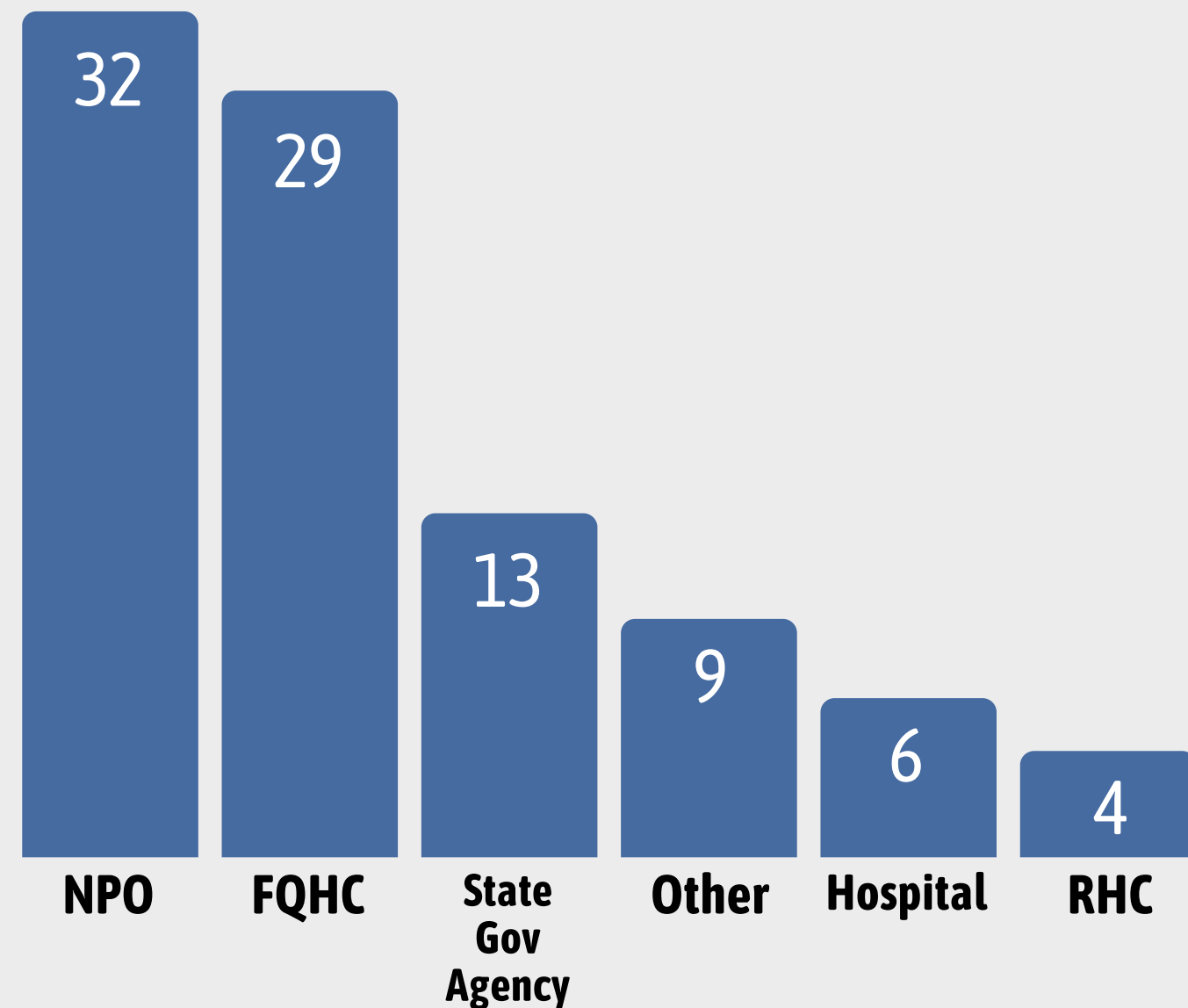


CURRENT CHWS

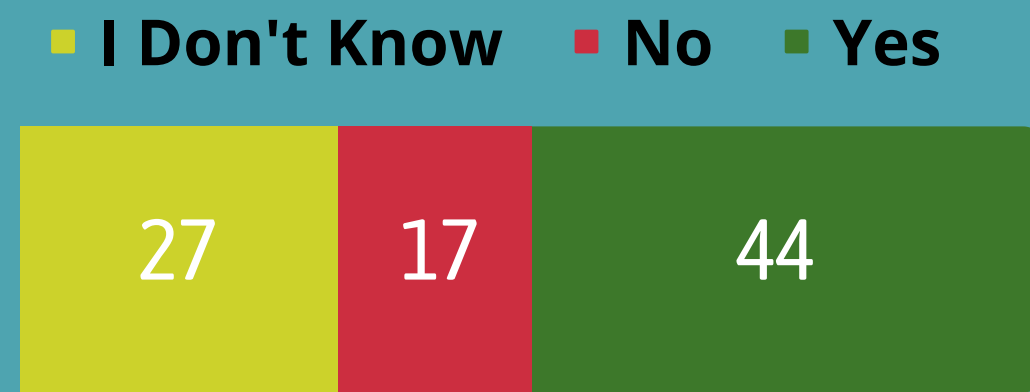
CURRENT CHWS

n = 101

More than half (65%) of responding CHWs work in **Nonprofit organizations (34%)** or **FQHCs (31%)**



94% of responding CHWs are employed in **full-time positions**



50% of responding CHWs are eligible for **pay increases at their organization**

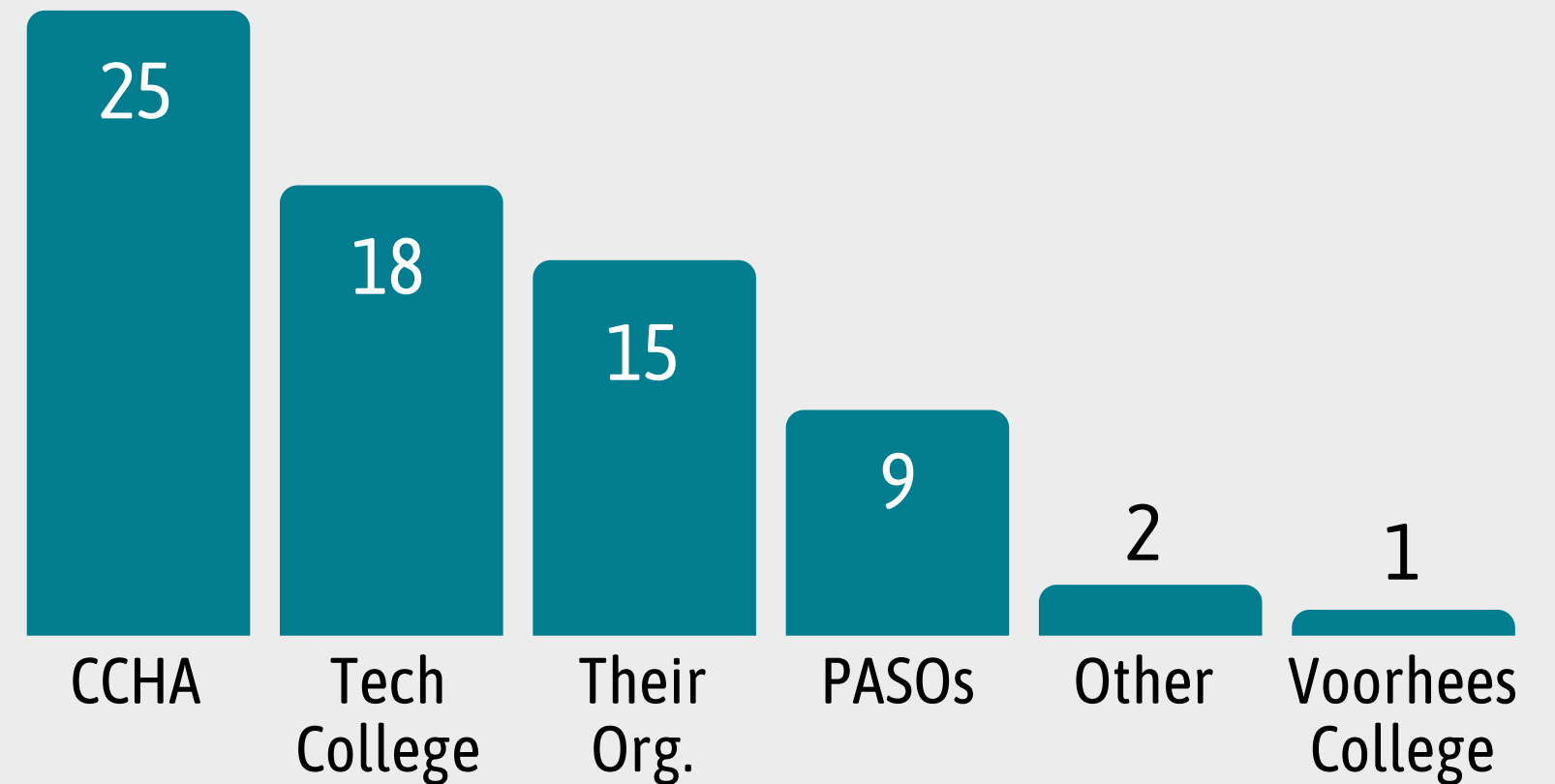
CHW TRAINING

n = 92

72% of responding CHWs **have participated in a core competency training course**




Most CHWs received their training from either **CCHA (35%)** or from a **Technical College (25%)**




Additionally, **53%** of responding CHWs **hold a certification**, while **16%** are in the process of gaining certification

THE TOP 3 SERVICES THAT CHWS PERFORM MOST FREQUENTLY ARE:



Resource navigation and enrollment for benefit programs



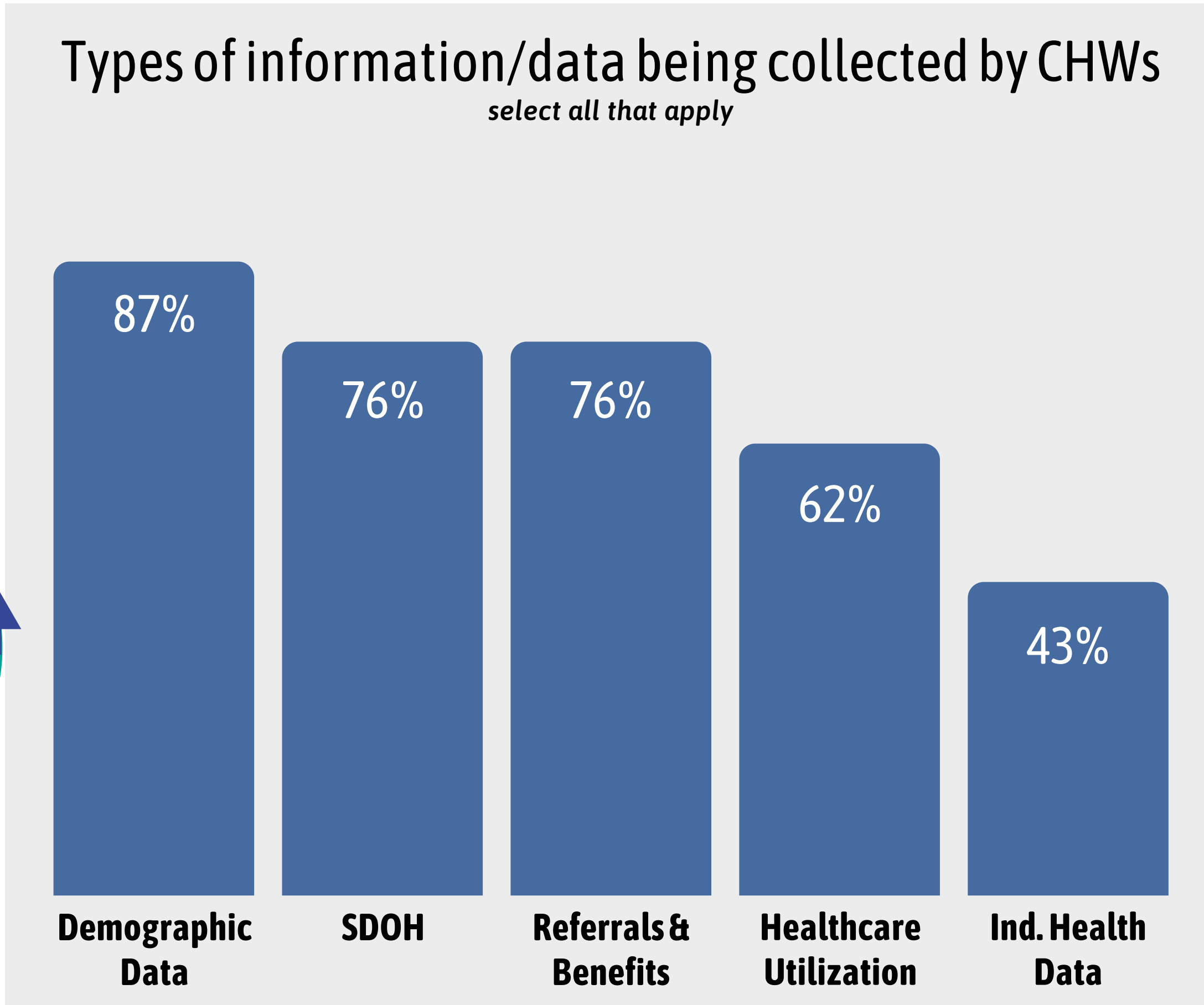
conducting outreach



care coordination and case management

94% of responding CHWs indicate that they **collect information and/or data on the individuals they serve**

n = 93



THE IMPACT OF CHWS ON THEIR ORGANIZATIONS

CHWs were asked to indicate from a list of statements, which best described their impact as a CHW. The three most common statements were:

Better ability to advocate for the communities I served.

57%

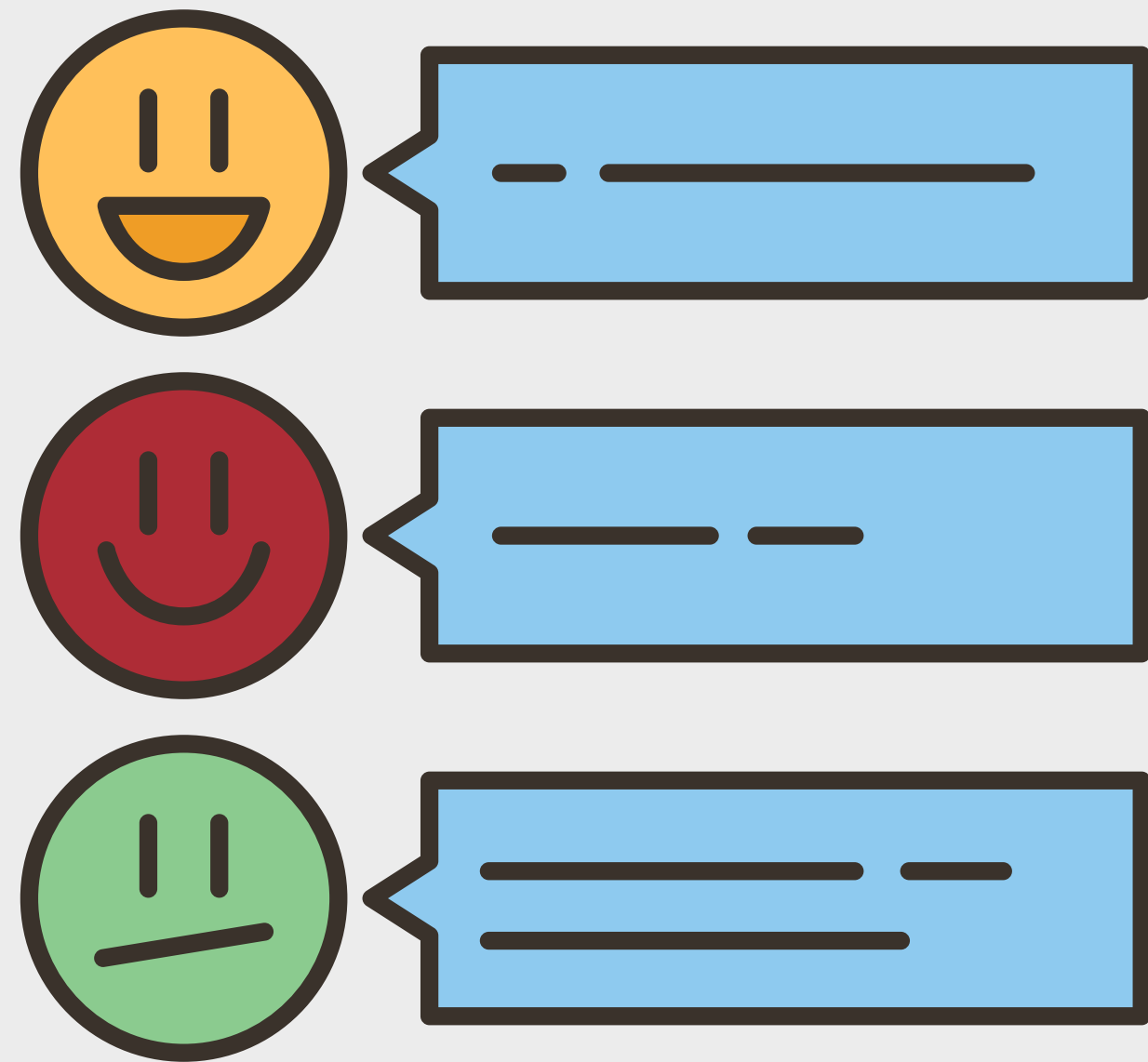
Increased ability to address social determinants of health and health inequities

49%

Increased trust between the populations I served and my organization.

48%





CHW SATISFACTION

Overall, **91%** of responding CHWs **strongly agree (62%) or agree (29%)** that they are **satisfied in their role**

91%

Agree that their employer understands the scope of work for CHWs

89%

Feel they have the freedom to spend an adequate amount of time in the communities they serve

87%

Feel supported by their employer to successfully serve as a CHW

THE IMPACT OF CHWS ON THEIR ORGANIZATIONS

CHWs were asked to indicate from a list of statements, which best described their impact as a CHW. The three most common statements were:

Better ability to advocate for the communities I served.

57%

Increased ability to address social determinants of health and health inequities

49%

Increased trust between the populations I served and my organization.

48%



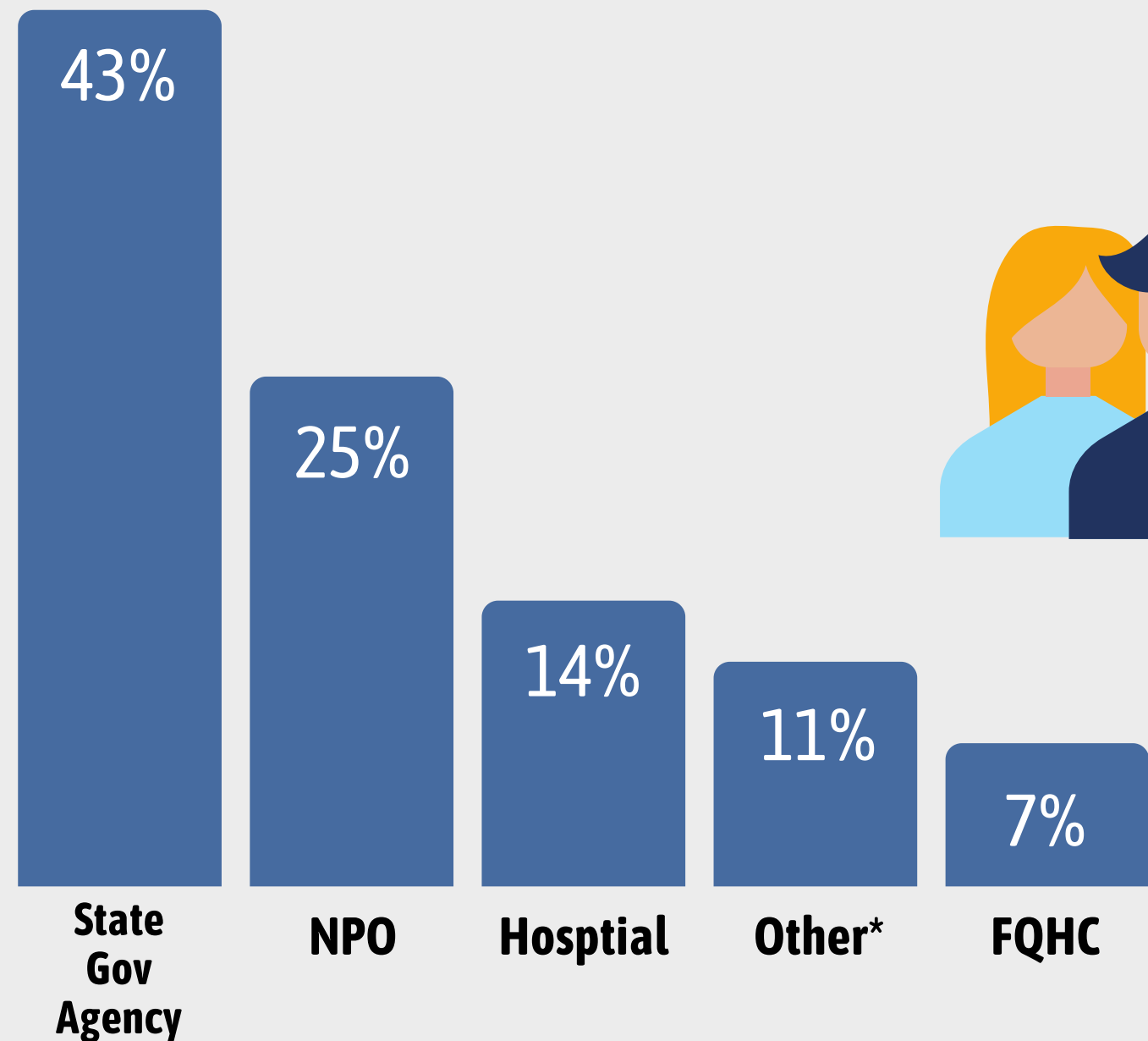


CHW SUPERVISORS

CHW SUPERVISORS

n = 28

Responding CHW supervisors represent the following organization types:



*Other organization types were not specified



Nearly half (**48%**) of supervisors shared their organization has **employed CHWs for 5 or more years**. **22%** have employed CHWs for **1-3 years**.



These organizations employ **a range of 0 to 33 CHWs**, with an **average of 7 CHWs** per organization.

68% of supervisors shared that CHWs at their organization are **full-time employees**, while **23%** shared the CHWs at their organization are **part-time employees**.



CHW SALARY & BENEFITS

Responding supervisors were asked to share information on the salaries of CHWs at their respective organizations

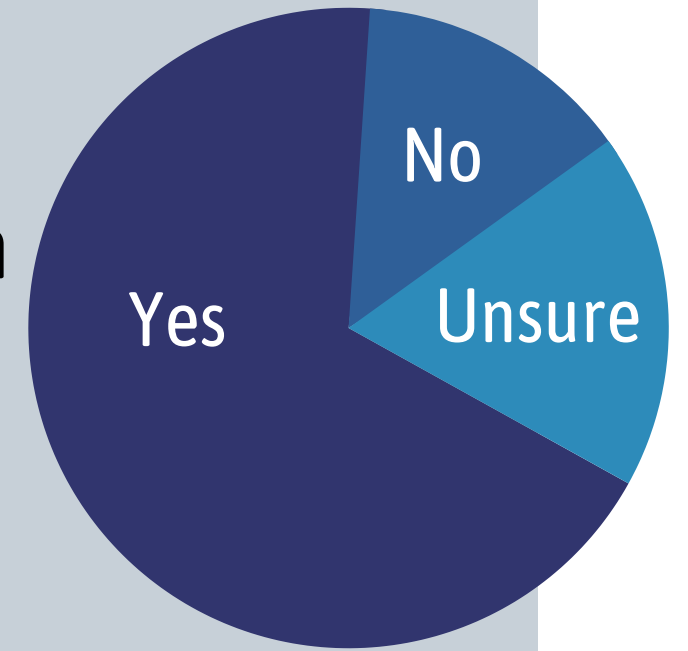
The **lowest average salary** for CHWs was **\$15.5 per hour**



The **highest average salary** for CHWs was **\$23.2 per hour**



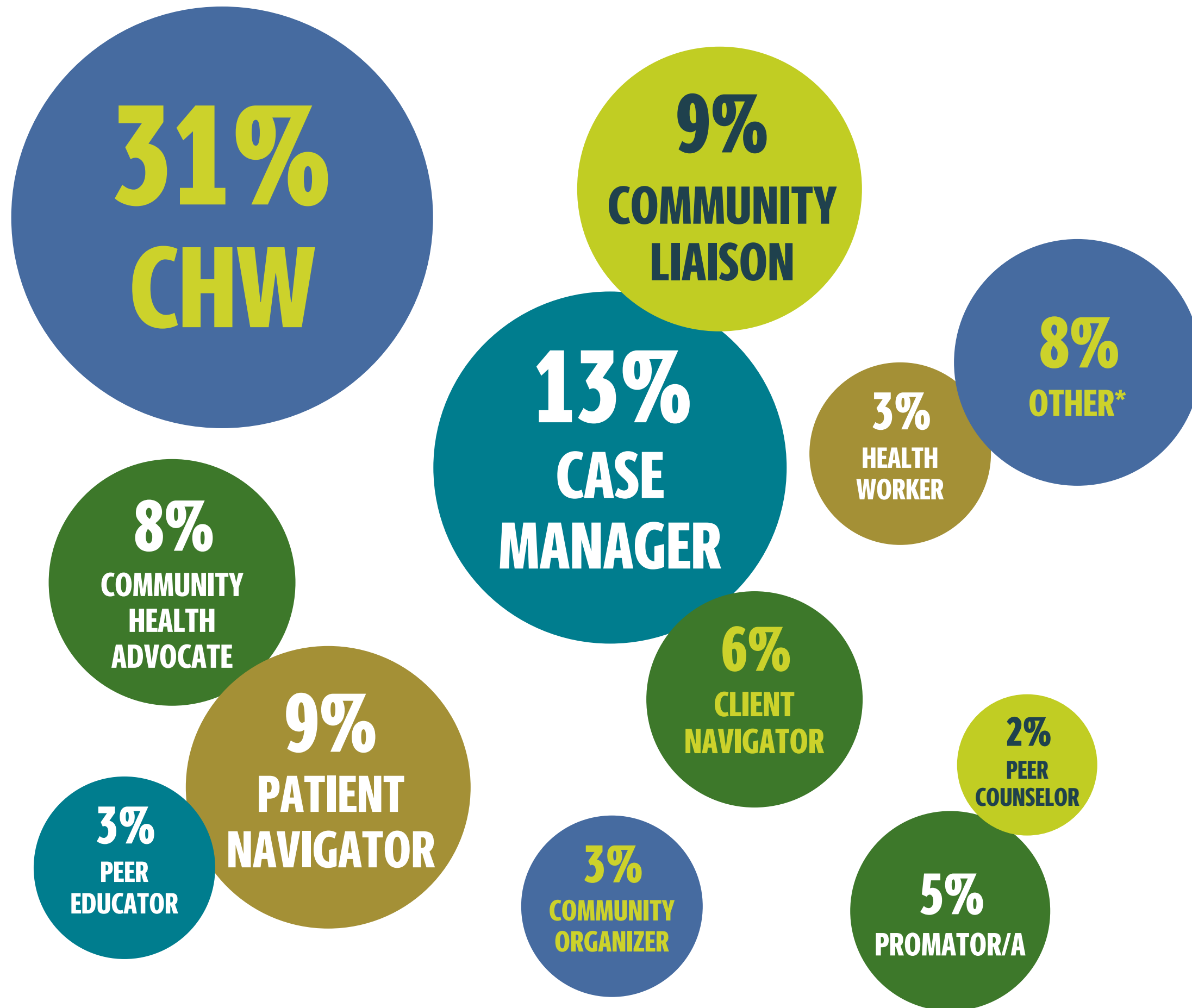
Additionally, **68%** of supervisors indicated that CHWs at their organization **are eligible for pay raises**. **14% are NOT eligible**, and **18% were unsure**.



44% of supervisors also shared that their organization(s) **have an established career pathway for CHWs**.



WHAT OTHER TITLES DOES YOUR ORGANIZATION UTILIZE FOR CHWS?



*Other Titles: Community Outreach specialist, patient advocates, community awareness, community care coordinator, community care navigator

TOP REASONS WHY ORGANIZATIONS DECIDED TO HIRE CHWS INCLUDE:

CHWs have expertise in reaching marginalized populations



The organization received grant funds to hire CHWs



The organization wanted to increase trust within the communities they serve

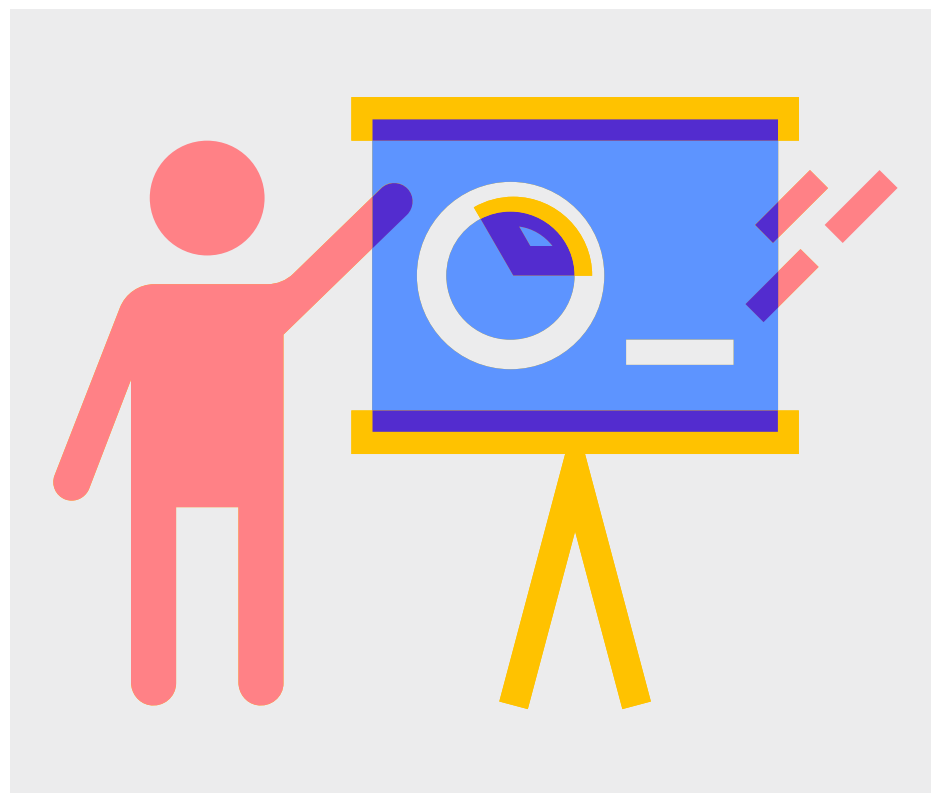


CHWs help the organization enroll more patients/clients



CHW TRAINING & CERTIFICATION

Supervisors were asked some questions related to the level of training and certification that CHWs at their organization have.

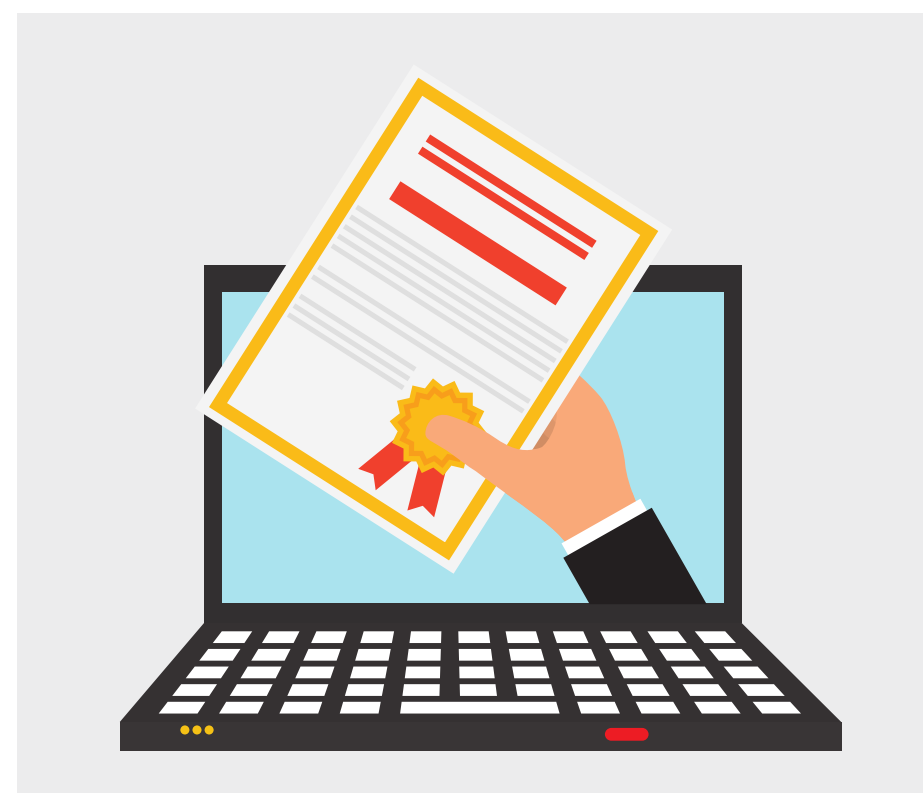


48% indicate that SOME of the CHWs have participated in training

37% indicate that ALL of the CHWs have participated in training

7% indicate none of the CHWs have participated in training

7% indicate they don't know



58% indicate that SOME of the CHWs have a certification

31% indicate that ALL of the CHWs have a certification

12% indicate none of the CHWs have a certification



63% indicate that their organization does NOT require CHWs to have a certification

38% indicate that their organization DOES require CHWs to have a certification

SUPERVISOR PERSPECTIVE ON THE IMPACT OF CHWS

Supervisors were asked to indicate the top statements that reflect the impact of CHWs on their individual organizations.

Top statements included:

Increased ability to address social determinants of health



Higher quality care/improved care coordination for marginalized individuals

Better ability to advocate for the communities served



Increased ability to reach marginalized individuals