

2022 CHW EMPLOYER FORUM



**2022 CHW
EMPLOYER
FORUM**



TEXAS
AHEC
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*Community Partner
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Hispanic Wellness Coalition
Providing Community Healthcare & Education



Session 4: Planning for Sustainability

What do we mean by sustainability?

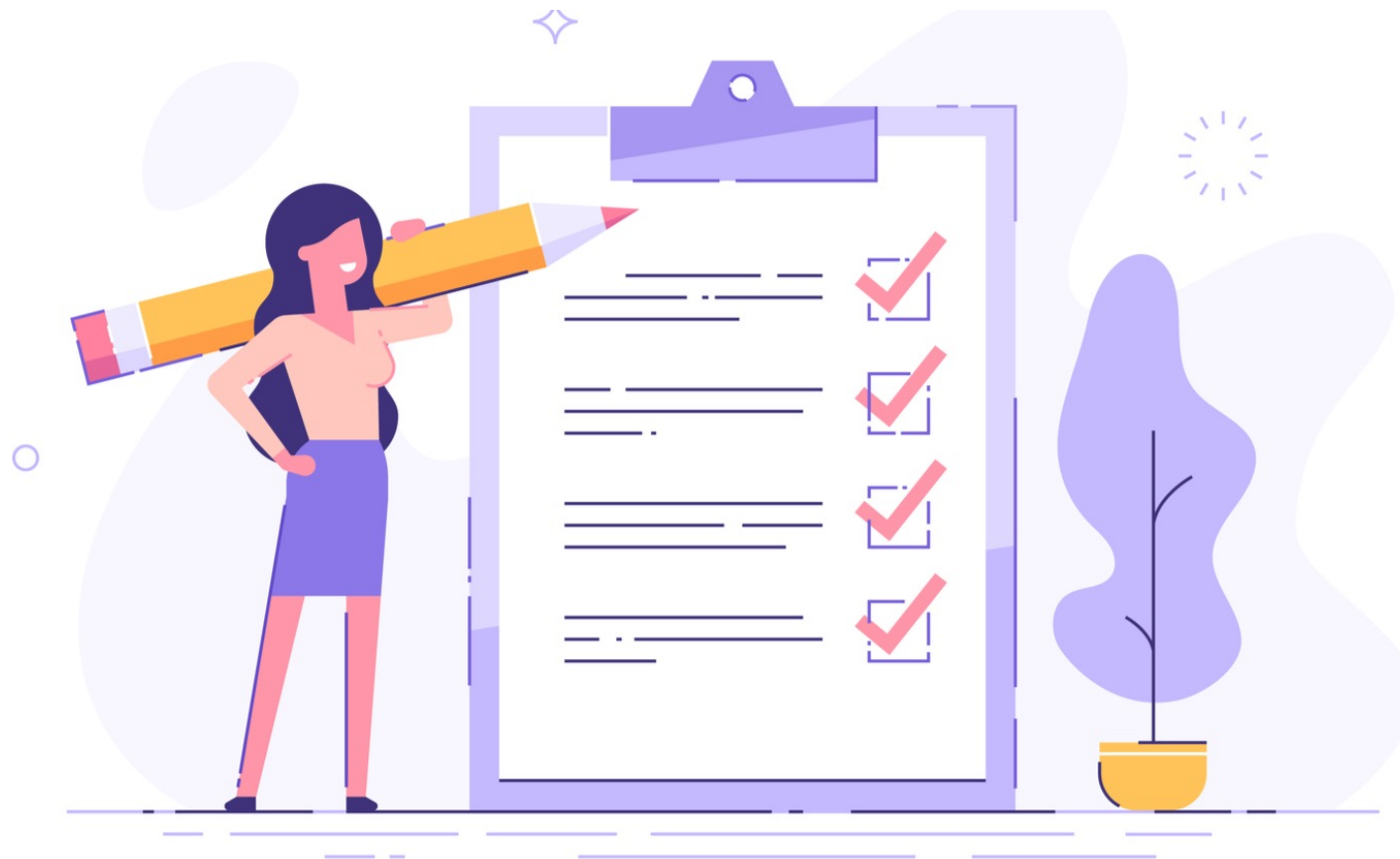


Sustainability: The balance between the environment, equity, and the economy to maintain something



Sustainability plan: Roadmap for achieving long-term goals with specific strategies for continuing the program, activities, and partnerships

CHW Survey Results



Survey Demographics

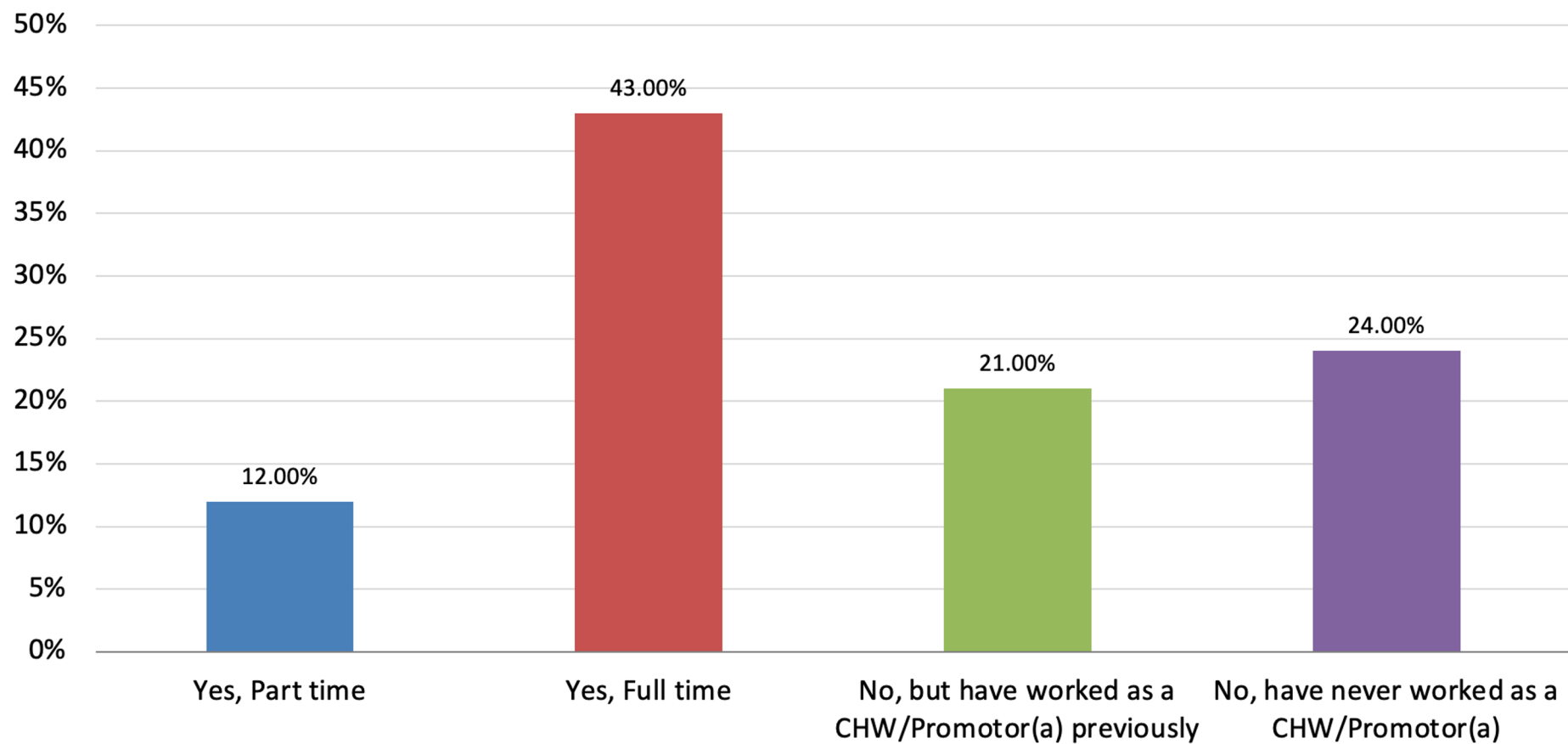
- ▶ 69 Participants, 49 completed full survey
- ▶ Majority of participants identified as Hispanic (60.87%)
- ▶ 83.8% Female, 11.8% Male, 1.5% Transgender
- ▶ 74% Certified CHWs, 22% CHW Instructors
 - Time as CHW/CHWI ranged from months to over 30 years

Answer	Percent
Caucasian	10.14%
African-American	21.74%
Latino or Hispanic	60.87%
Asian	2.90%
Native American	1.45%
Native Hawaiian or Pacific Islander	0.00%
Other	2.90%

Counties represented by Participants

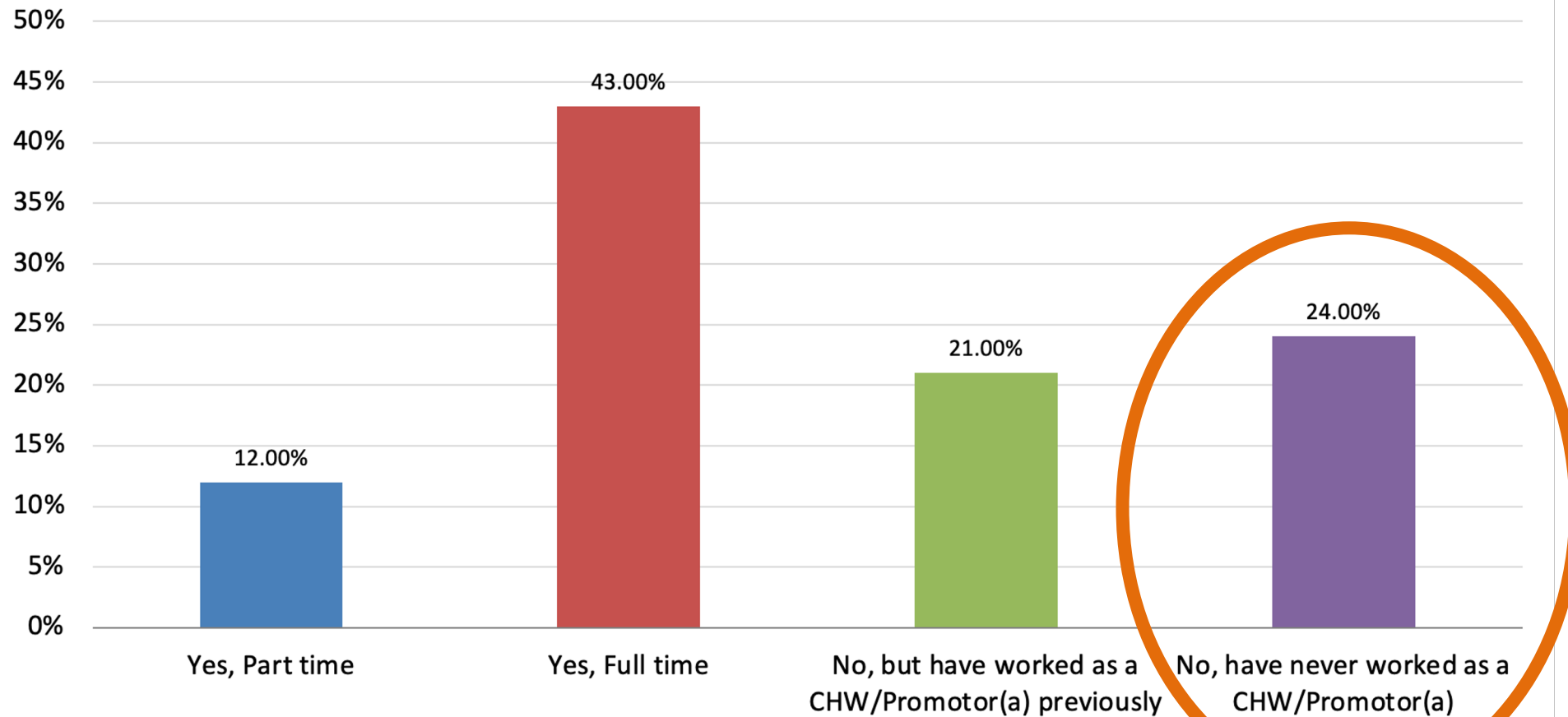
Lubbock	Dallas	Webb	Tarrant	Travis	Dallas
Bexar	Harris	Montgomery	Waller	Kleberg	Guadalupe
Maverick	Denton	Parker	Wise	Hood	Johnson
	Hidalgo	Kaufman	Hays	Wise	

Do you currently work as a CHW/Promotor(a)?



Mean : 2.569 | Confidence Interval @ 95% : [2.313 - 2.825] | Standard Deviation : 0.993 | Standard Error : 0.130

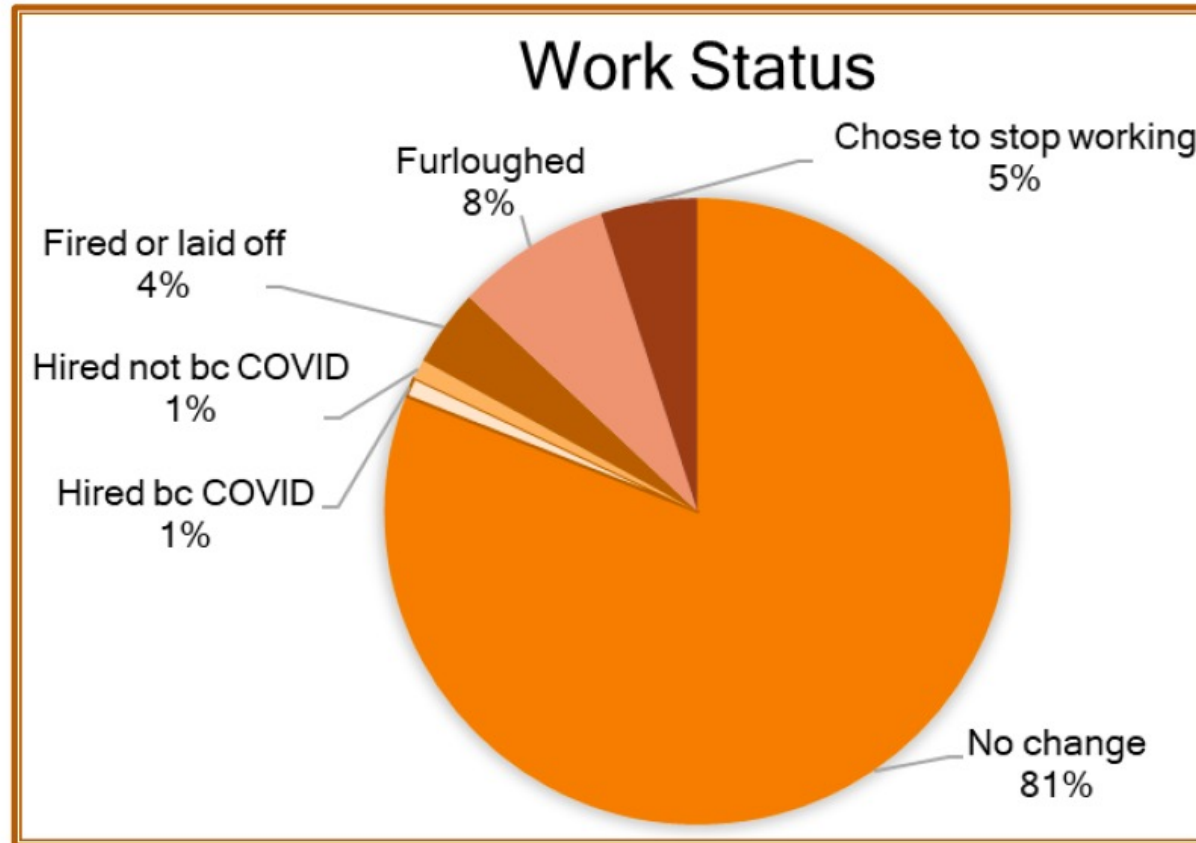
Do you currently work as a CHW/Promotor(a)?



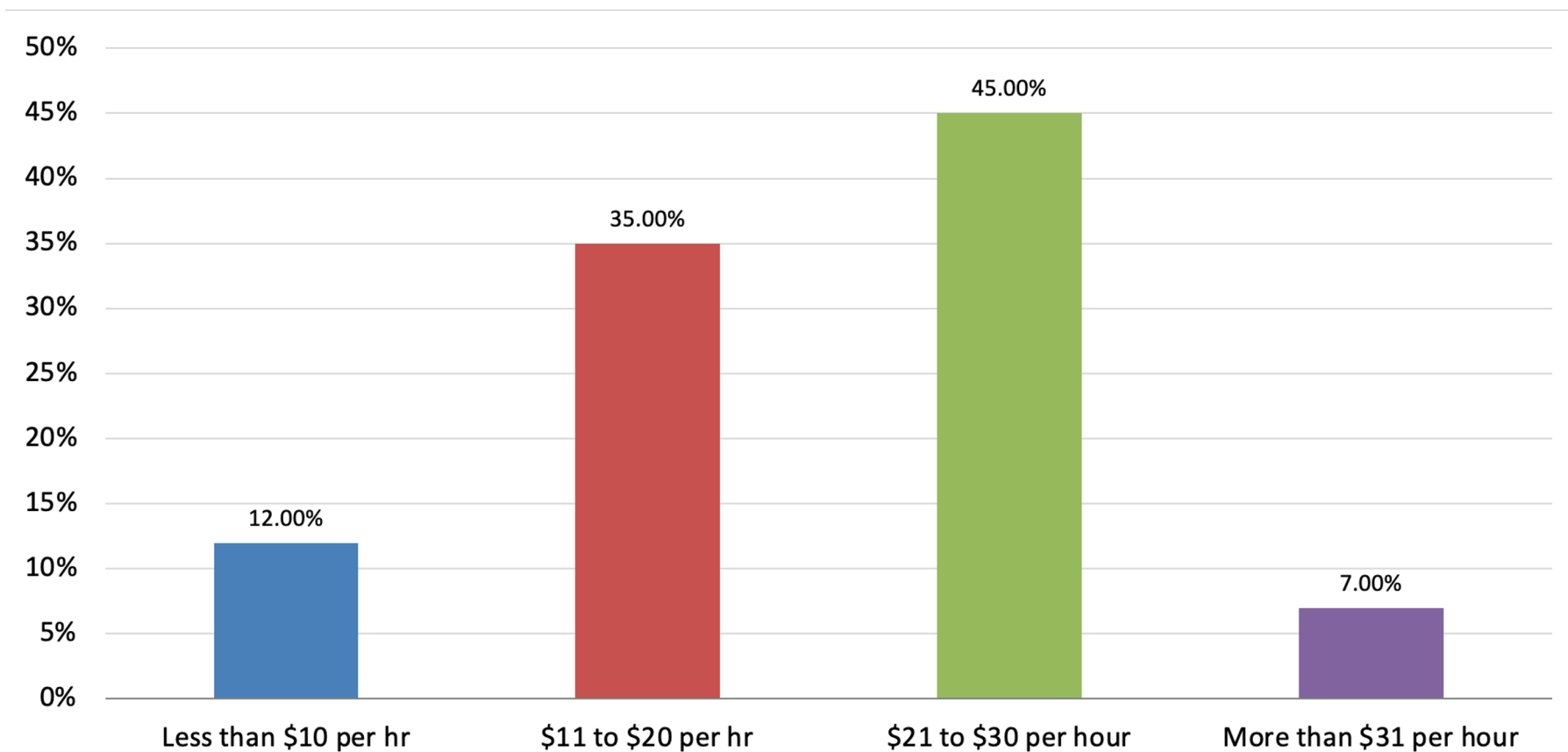
Mean : 2.569 | Confidence Interval @ 95% : [2.313 - 2.825] | Standard Deviation : 0.993 | Standard Error : 0.120

CHW COVID-19 Impact Survey Results

Graph 4: Work status the previous six months

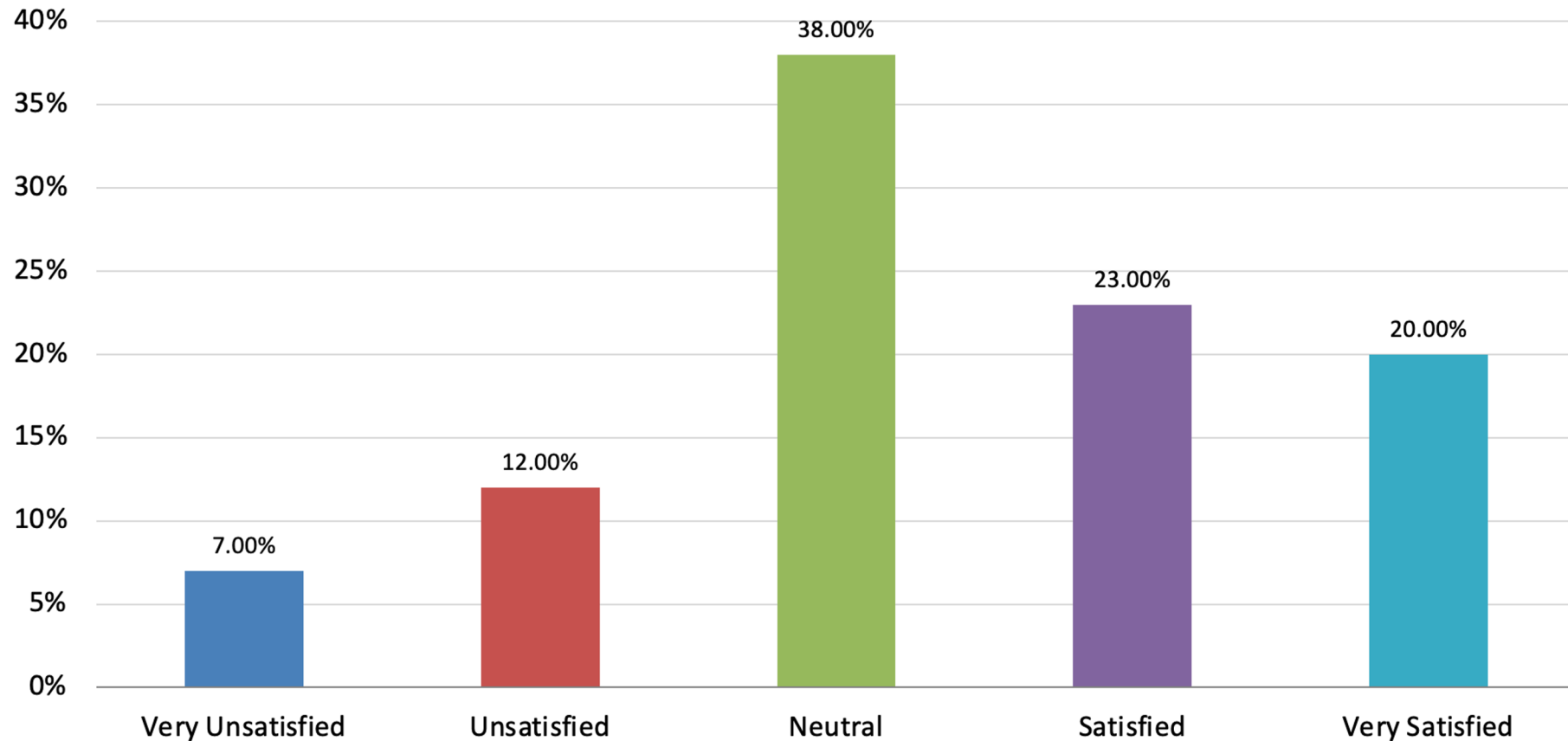


In your most recent CHW/Promotor(a) employment, what was/is your hourly salary range?



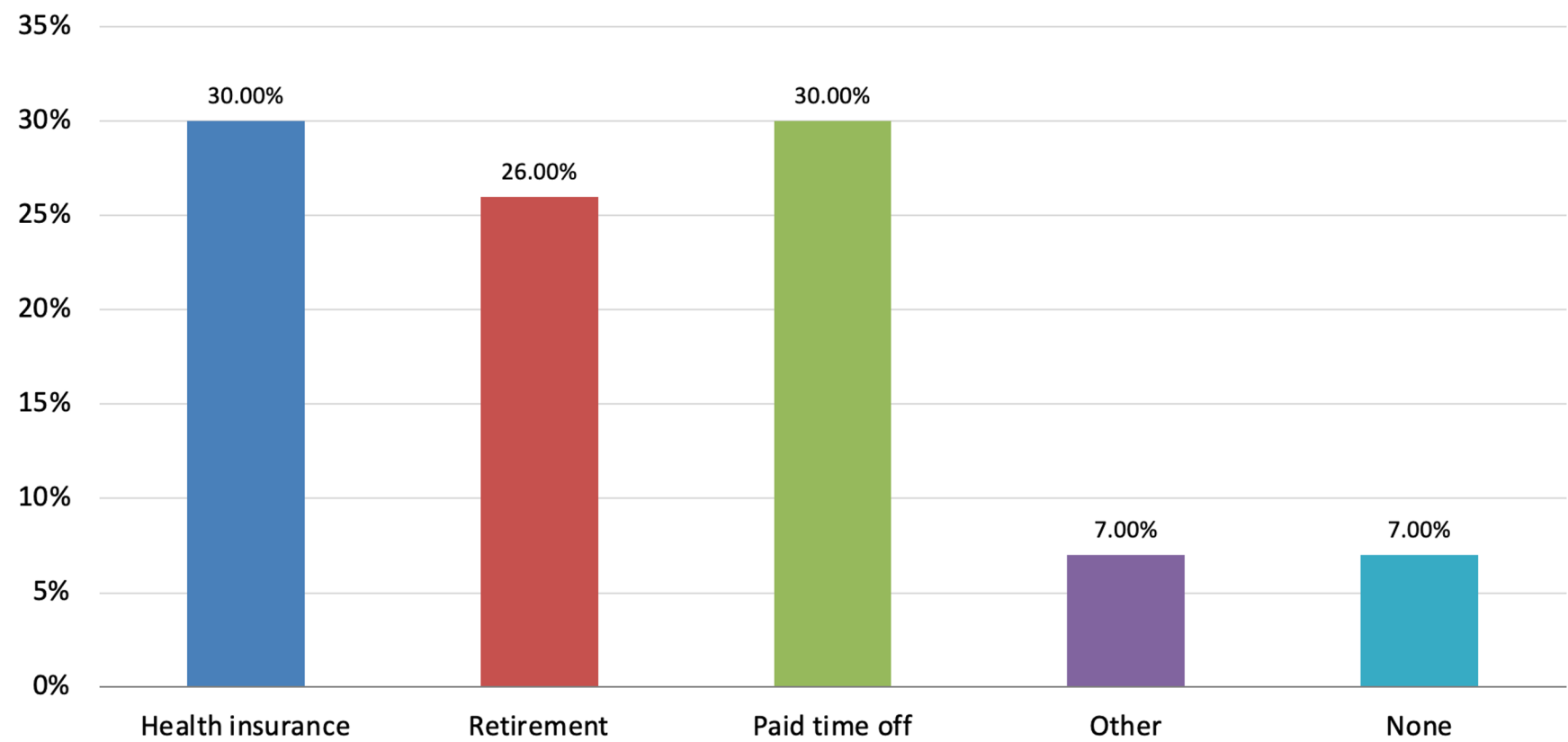
Mean : 2.475 | Confidence Interval @ 95% : [2.222 - 2.728] | Standard Deviation : 0.816 | Standard Error : 0.129

How satisfied are/were you with your most recent CHW/Promotor(a) hourly salary?



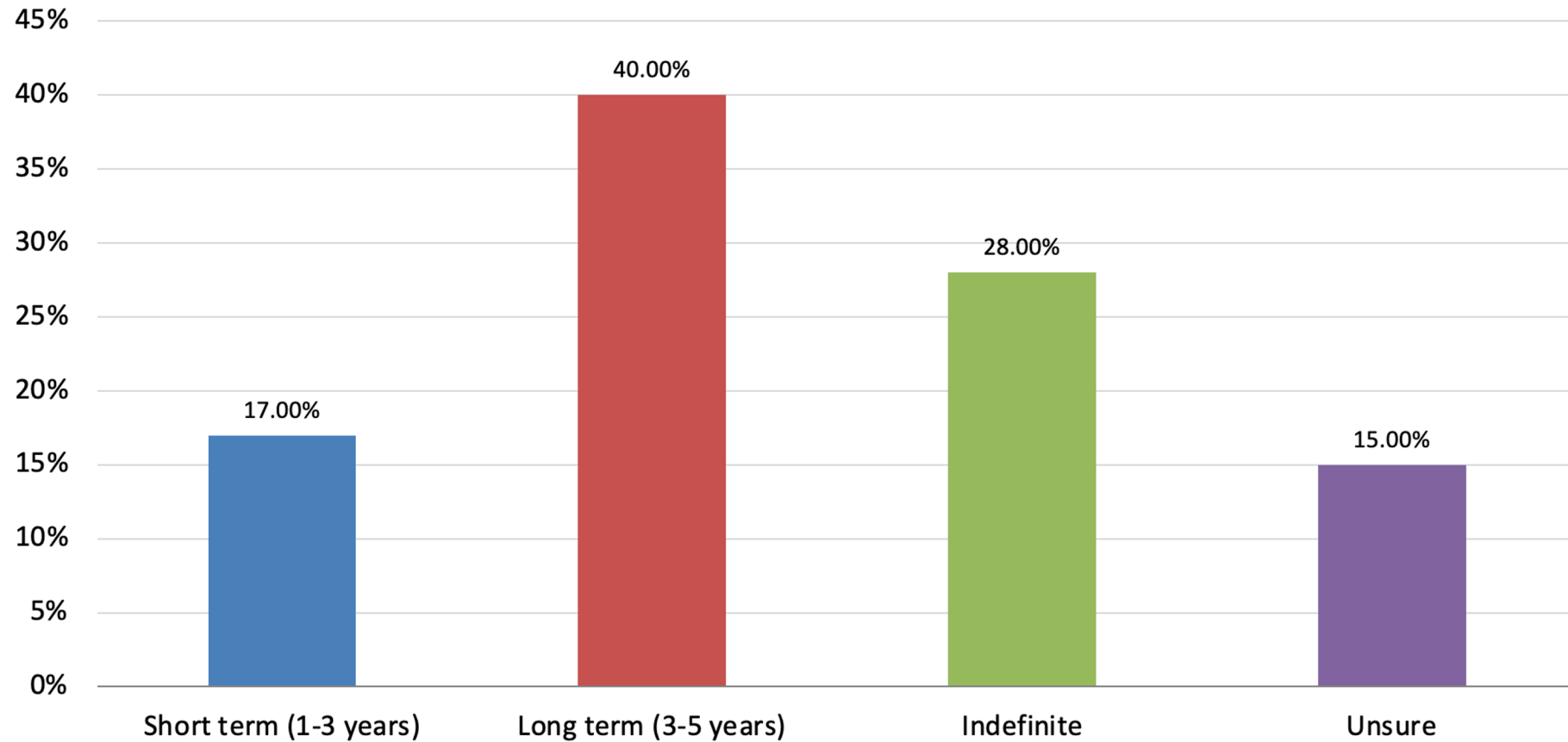
Mean : 3.350 | Confidence Interval @ 95% : [2.988 - 3.712] | Standard Deviation : 1.167 | Standard Error : 0.184

In your most recent CHW employment, which of the following benefits were/are offered by your employer? Select all that apply



Mean : 2.337 | Confidence Interval @ 95% : [2.093 - 2.582] | Standard Deviation : 1.177 | Standard Error : 0.125

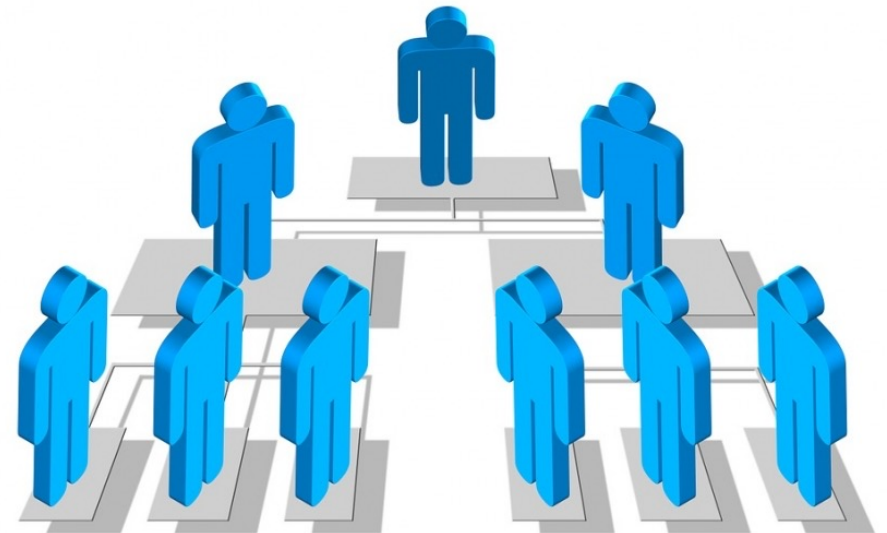
In your most recent CHW/Promotor(a) employment, was/is your position:



Mean : 2.400 | Confidence Interval @ 95% : [2.104 - 2.696] | Standard Deviation : 0.955 | Standard Error : 0.151

Direct Supervision/Manager

- ▶ 87.5% Yes
- ▶ Was supervisor a CHW or CHWI?
 - 20% Yes, 74% No, 6% Unsure
- ▶ 12.5% No



Benefits of having a CHW/CHWI Supervisor

- *Sharing the knowledge and satisfaction of helping make changes in the community members (translated from Spanish)*
- *They understand what CHW role is and were very supportive.*
- *The support as well as having someone to connect with and answers questions.*
- *Knowledge of our necessities as CHW*
- *help with pamphlet to give to patient and help with Eligibility for service for Harris Health .*
- *They were looking thru CHW's eyes.*

Challenges of having a CHW/CHWI Supervisor

- Staying informed and being led by someone with much more experience



Benefits of Non-CHW/CHWI Supervision/Manager

- ▶ *She lets us use our expertise. Everyone on the team has skills and assets that we all value and respect.*
- ▶ *That they understand we have more community experience than them (translated from Spanish)*
- ▶ *I am a liberty of doing a bit more and expand my role. My Director is not a CHW so I have been able to grow my role a bit more because he is looking at me for the CHW expertise*
- ▶ *Manager was not certified CHW yet, but eventually they received certification.*

Other comments

- ▶ *not benefit, don't truly understand the value of a CHW*
- ▶ *Not sure if it was a benefit*
- ▶ *None, N/A*

Challenges of Non-CHW/CHWI Supervision/Manager

► Not understanding the role or scope of work of a CHW

- *She had no complete idea of the range of services that could be offered with all the credentials staff possessed. She was not a long range planner, nor had a complete concept of the CHW or CHWI experience other than how it could benefit the agency.*
- *That he is not familiar with the CHW scope of practice. We have to remind him of the "cans and cannots" of a CHW. We have had to guide him on what is the role, how it can be incorporated and at times he is not the best advocate for CHWs.*
- *I think SOPs and expectations for CHWs would be different. Right now there is very fine line between what a LCSW does and what a CHW does. Perhaps, we would be more involved out in the community and trying to hire more CHWs as well.*

► Not respecting or valuing the work of CHWs

- *The truth was that it was a controversial person and because he was born here he looked down on foreign professionals with an accent (translated from Spanish).*

Challenges of Non-CHW/CHWI Supervision/Manager

► Lack of understanding for the professional support CHWs need

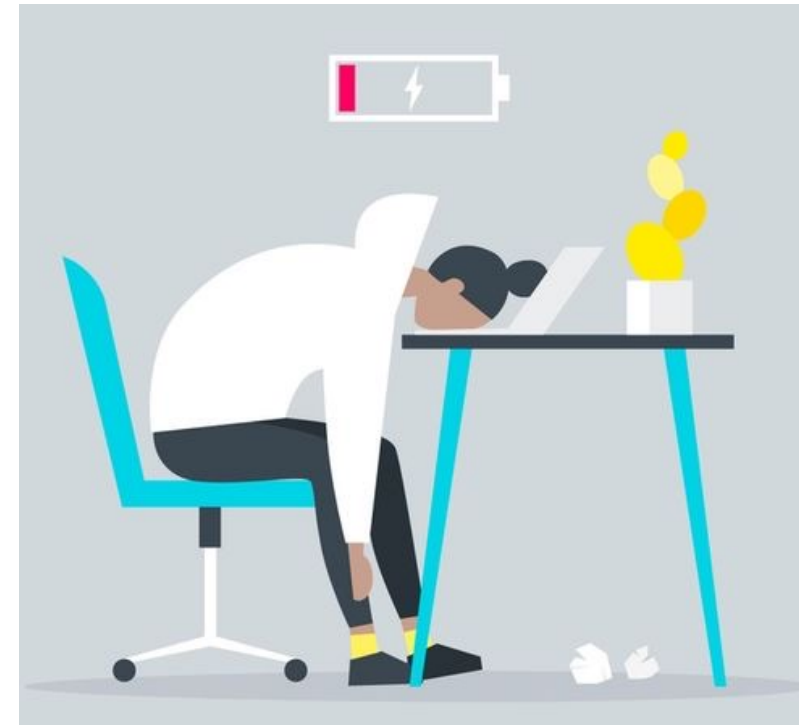
- As a CHW we require CEUS but in my current role the manager does not seek out any educational platforms for CEUS and does not engage with community resources. No comprehension as what each resource does or the benefit in having a relationship/partnership with them
- Lack of understanding about the needs of the profession

► Lack of focus on community work

- *Not having the same passion of helping others.*
- *Not knowing how to make the right decisions due to lack of training, lack of knowledge of the Latino community and not valuing the work of the CHW (translated from Spanish).*

Reasons for leaving a CHW job

- ▶ *The organization did not have the capacity to work with CHWs micromanagement does not work when the supervisor doesn't know what she is doing and is very insecure. Families were not being helped!*
- ▶ *Burn out*
- ▶ *Having a supervisor that was unreasonable and did not value the work of a CHW*
- ▶ *To seek further employment*
- ▶ *Did not appreciate the work of CHWs and the salary was not good*



CHW Scope of Practice

- ▶ 35.9% of CHWs noted they had been asked to perform a job/task outside of their comfort level as a CHW/Promotor(a)
 - Not having enough resources for clients
 - Primarily doing office work
 - Providing clinical services
 - Change in job description
 - Having to complete some of the supervisor's tasks
- ▶ *Example: To do a home assessment on a patient for an evaluation, patient was depressed, he had severe mental problems, and advise if patient needed additional mental health. A LCSW was available at work to complete the patient assessment.*

Information to share with current/potential CHW employers

- ▶ Provide resources and value the work of CHWs
- ▶ Provide professional development support or opportunities
 - Opportunities/funding to attend CEs
 - Networking
- ▶ Provide mental health support & moral support
- ▶ Listen to CHWs input – they know their community. Don't reinvent the wheel
- ▶ Educate the clinical team on the work of CHWs
- ▶ Increase pay
- ▶ Supervisor training on the work and scope of CHWs
- ▶ Invest in long-term/permanent CHW programs

Leonor Marquez

Chief Executive Officer,
Los Barrios Unidos



Dr. Bullock

Parkland Health & Hospital
System





Questions for Speakers

To Summarize:

- ▶ Sustainability involves more than just funding
- ▶ Ask CHWs for feedback and input for new programs
- ▶ Train the organizational team on the work of CHWs
- ▶ Assess the ongoing needs of CHWs
 - Personal mental health
 - Community needs
 - Professional growth
- ▶ Learn from each other & existing resources



2022 CHW Employer Forum Resources

SESSION 4: SUSTAINABILITY

Review of Resource Document

- ▶ CHW Definition, Job Description, Roles, Skills,
- ▶ Funding mechanisms & Funding opportunities
- ▶ CHW Program Evaluation
- ▶ Supervising CHWs
- ▶ Mental Health Support
- ▶ Strategies for sustainability
- ▶ Additional Resources:
 - Education & Training
 - Covid-19 Reports
 - CHW Associations
 - CHW Training Centers
 - C3 Project & Resources

You will receive a small token of
appreciate for your participation
in the mail to the address
provided at registration.

2022 CHW EMPLOYER FORUM

*thank you for
attending!*



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The background of the slide features a row of seven stylized human silhouettes in various colors: teal, orange, yellow, purple, light purple, pink, and red-orange. A semi-transparent white rectangular box is centered over the silhouettes, containing the text.

*Thank you for
joining us!*