

Community Health Worker Community Conversation Analysis  
Washington State Department of Health  
February 2019

The below information includes the main themes from 4 community conversations with community health workers that occurred in December 2018 and January 2019. Community conversations were held in partnership with local community health worker/promotora networks and took place in the communities of Quincy, Spokane, Longview and Everett. Notes were collected at each of the community conversations. The notes were then compiled and analyzed by a DOH staff member.

Please note that community conversation questions were more specifically focused on CHW training style, content and resources. As a result there were not a lot of comments explicitly about suggestions for improved employer support; sometimes feedback was related to these topics, but there isn't as much to work with as the other topics had.

- Common feedback across the communities included:
  - Desire for child care during trainings
  - Desire for transportation to trainings
  - Desire for FREE or fully funded trainings
  - Desire for CHW work to be salaried / funded with livable wages (more than just stipends and gift cards)
  - Desire for a one-stop website for CHWs and community members seeking CHWs, that would include things like:
    - A database or registry of CHWs (perhaps searchable/ filter-able by region or languages spoken)
    - List of CHW training events
    - List of CHW resources
    - CHW contact information
    - A query submission form for community members to ask questions about CHWs and their services

<b>Employer Support</b>	Quincy	Longview	Spokane	Everett
Employee sponsored/ supported training	<p style="text-align: center;">✓</p> <p>“Support from employers [to] receive and attend trainings”</p>	<p style="text-align: center;">✓</p>		
Workplace advocate for trainings		<p style="text-align: center;">✓</p>		
Need to know what is the chain of command / who to contact with concerns			<p style="text-align: center;">✓</p> <p>“Need correct people to contact”</p>	
Access to building manager			<p style="text-align: center;">✓</p> <p>“More connection with CHAs at the building – sit down and talk – group – building manager”</p> <p>“SRHD supervisor come out and talk to all of the building managers about CHAs</p>	
Need trainings for manager/supervisors for how to support CHW models				<p style="text-align: center;">✓</p>
Cooperation w/employer to determine training needs				<p style="text-align: center;">✓</p> <p>“Have a brief in-depth module you and employer navigate which to take”</p>

1. Summary of specific recommendations for:

- Training content (Jan 2018 meeting)
- How training should be taught (Jan meeting)
- *What administrative support we need (can wait until later meeting)*
- *What support will employers need (can wait until later meeting)*

Training SYSTEM/METHODS feedback	Quincy	Longview	Spokane	Everett
Can't take the Spanish language modules without first taking the Core Competencies in English first, which is prohibitive to <i>promotoras</i> who do have limited English proficie	✓	✓ Education can be hard for non-native language speaker		✓ Cohesive training – many options not a shared language
Those who design the training seem to have limited knowledge about CHW roles and responsibilities	✓	✓		
Don't make training inaccessible. Must be flexible for low-income, etc.		✓		
CHWs have a broad range of responsibilities and trainings should offer frequent, current options to meet their specific needs  Have a standard training and additional area-specific trainings	✓ CHWs have a broad spectrum or roles and responsibilities and the training does not meet their specific needs	✓ Acknowledge different roles of CHWs Standard training + specific by area training Current training often isn't applicable/appropriate. Jobs/roles are too diverse Hybrid training	✓ Trainings should be more frequent, current, broader scale	

Trainings should be structured for different types of learning styles (in-person and hands-on vs. online videos, etc.)	✓			
Technology, limited access to technology – not everyone has internet  Need alternatives to online training. E.g. paper-based and in-person options	✓		✓	
Training portal is not user-friendly				
CHWs/ <i>promotoras</i> are not recognized enough for their work (current and historical)	✓			
CHWs need economic incentive; should be paid a fair salary/wage	✓	✓ “\$\$\$\$!” Livable wages	✓ More money = more support	
Trainings should be provided by people who represent the community they work in (peer to peer trainings); they should be culturally and linguistically appropriate for the CHWs and the communities they serve	✓	✓ Whoever is doing education needs to partner with already established CHW within the community  Trainings needs to be done by CHWs		
Offer trainings in multiple languages (esp. Spanish) and for disabilities, e.g. Nonverbal questions to identify who may need services, braille resources and communicating with someone with hearing difficulties, etc.	✓ Spanish	✓ Recognize cross-cultural dynamics / cultural awareness	✓ Russian	✓ Cross-cultural communication
Provide trainings in plain talk, use language- and culture-specific idioms/sayings; language should consider the health literacy of target CHW populations	✓			✓

				Remove technical language and keep it concise
Provide different tiers of training based on different levels of trained CHWs experience and education (e.g. beginning CHW, mid-level, advanced)	✓			
Need support from employers, DOH, grants/funding in order to attend trainings (e.g. funding for childcare, meals, & travel)	✓	✓ Employee-sponsored/supported training  Transportation/childcare	✓ Access to childcare for events	✓ Childcare, transportation  Time off work to attend training  Distance to training/location is a barrier
Provide a CHW ID/license when training is complete (establishes credibility)	✓	✓ Accreditation – degrees/certificates		
E-Newsletter / Notification to push out text, news items			✓	
Need shared WiFi access to push resources			✓	
Community forum			✓	
Need to train the trainers well			✓	
Reporting time is extensive			✓	
Getting along			✓	
More consistent feedback / clear expectation on both sides – what are the policies and procedures?			✓	

Need to know who to ask for what / correct contact phone #s		✓		
Connect trainings to job opportunities, address traditional barriers to job placement in training		✓		✓ Promote term "CHW", establish multi-agency connections about the roles we can fill
Use CHWs experiences in trainings		✓		
Peer learning through a community of practice		✓		
Don't require testing to pass – no!		✓		
Ethnic support council / bilingual cohorts				
Soft skills are important for CHWs and hard to teach; often people don't have the initial soft skills to be a CHW, don't force it  Must be relatable and good communicator. The rest can be learned		✓		
CPL=credit for prior learning. WE want the credit for what we already know		✓		
Don't charge us for required education / online trainings cost too much. Need FREE trainings		✓		✓ Existing trainings cost too much. Employer might not pay and then you have to pay and can't afford it
Lack of ROI data		✓		

Desire for online centralized place for access to trainings and resources				✓ No central database for trainings now to share opportunities
Need alignment between CHW training and organizations that provide childcare / skill development				
Need structure/guide to help organize and prioritize trainings for different work (e.g. community vs. medical focused work)				✓
<b>Training CONTENT Needs &amp; Suggestions</b>				
EBP/Stanford Curriculum Diabetes Self-Management and Chronic Diseases/ Prevention and management of diabetes / Prediabetes	✓			
Nutrition: healthy food and ethnic food (Quincy) Plan, shop, save, cook (Spokane)	✓		✓	
Motivational Interviewing	✓			
Developing relationships / trust		✓ Building trust and connection	✓	✓ Authentic relationship building
Managing chronic conditions: Hypertension, Obesity, Depression, HIV etc.	✓			

Behavioral Health, Mental Health, substance abuse	✓	✓ Mental health, ACEs, trauma-informed care  Mental Health first aid  SEE ME free training for crisis interventions	✓	✓ Mental health training
Preventing drug and substance abuse	✓			
Information about education studies using CHWs	✓			
Contracting as a CHW – how to get contract work, grant writing, organization development, business law/tax info, W9/ITEN for contracting purposes, etc.	✓			
How to use certified medical translators				✓
Development & Fundraising, grant-writing	✓	✓ Training for how to write grants		
Driver Safety	✓			
Self-empowerment, Self-esteem, Self-care	✓	✓ Motivation/self care		✓ Self-care, second- hand trauma, boundaries  Lack of support and advocacy for CHW self care
Cultural awareness / Diversity Training / Bilingualism	✓	✓ Cultural awareness education is good	✓ Diverse environment	✓

			Cultural communications Cultural humility/ judgment	Culturally sensitive trainings (racism – flip it)
Community Development & Organizing	✓		✓	
Advocacy & Self-Advocacy / How to make your case and identify process	✓		✓	✓ Advocacy
Civic Education / Get Out The Vote / Voter Registration	✓			
Navigating Local Government, how to find and locate effective, current resources in community	✓		✓	
Labor & Industries 101 – Workers’ Rights	✓			
Immigration 101 – Know Your Rights	✓			
Promoting Exercise/ Physical Activity	✓			
Working with School Systems, Students’ Rights, Parents’ Rights	✓			
Heart Attacks / CPR / AED (in-person training)			✓	
Cancer			✓	
CHW 101 / Basic Training / “boot camp” what are we not allowed to do?			✓	
Educational training		✓		
Leadership training		✓		
Theory of Change		✓		
Interpersonal Communication		✓		
Financial Management / Household budgeting		✓		

Privacy / HIPAA / mandated reporting		✓		
Alzheimers, dementia – how to recognize		✓		
Parkinson’s		✓		
Child abuse & neglect		✓		
Refresher course – how to get new information / changes in best practices		✓		
Community-specific trainings		✓		
Alternative medicine				✓ Need to be educated about alternative medicine
Bias / bias awareness		✓		✓
Political climate issues & policy changes				✓
Emerging / trending topics				✓