



2022 Connecticut Community Health Worker Survey Results Summary

February 2023

Acknowledgements



Prepared by the Consultation Center at Yale

*Yale***EVAL**

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2022 Survey Goals

CHW Association of CT membership awareness and interest

CHW Certification awareness and perceived value

Assess CHW Certification media campaign exposure

Assess skills and training (received and need)

Perceptions of support from their organizations including:

- valued team member
- fair compensation
- flexible schedule to meet the needs of those being served



Demographics

85%

Identify as Female

44%

Identify as Hispanic or
Latinx

49%

Identify as White or
Caucasian

27%

Identify as Black or
African American

51%

Have a bachelor's degree
or higher

67%

Are between 36 and
65 years old

63%

Earn between \$20,000
and \$49,000 per year

51%

Are fluent in at least two
languages





Work History

39%

Have CHW as a job title

63%

Have been a CHW between
1 and 5 years

81%

Work fulltime

33

Average hours worked per
week

74%

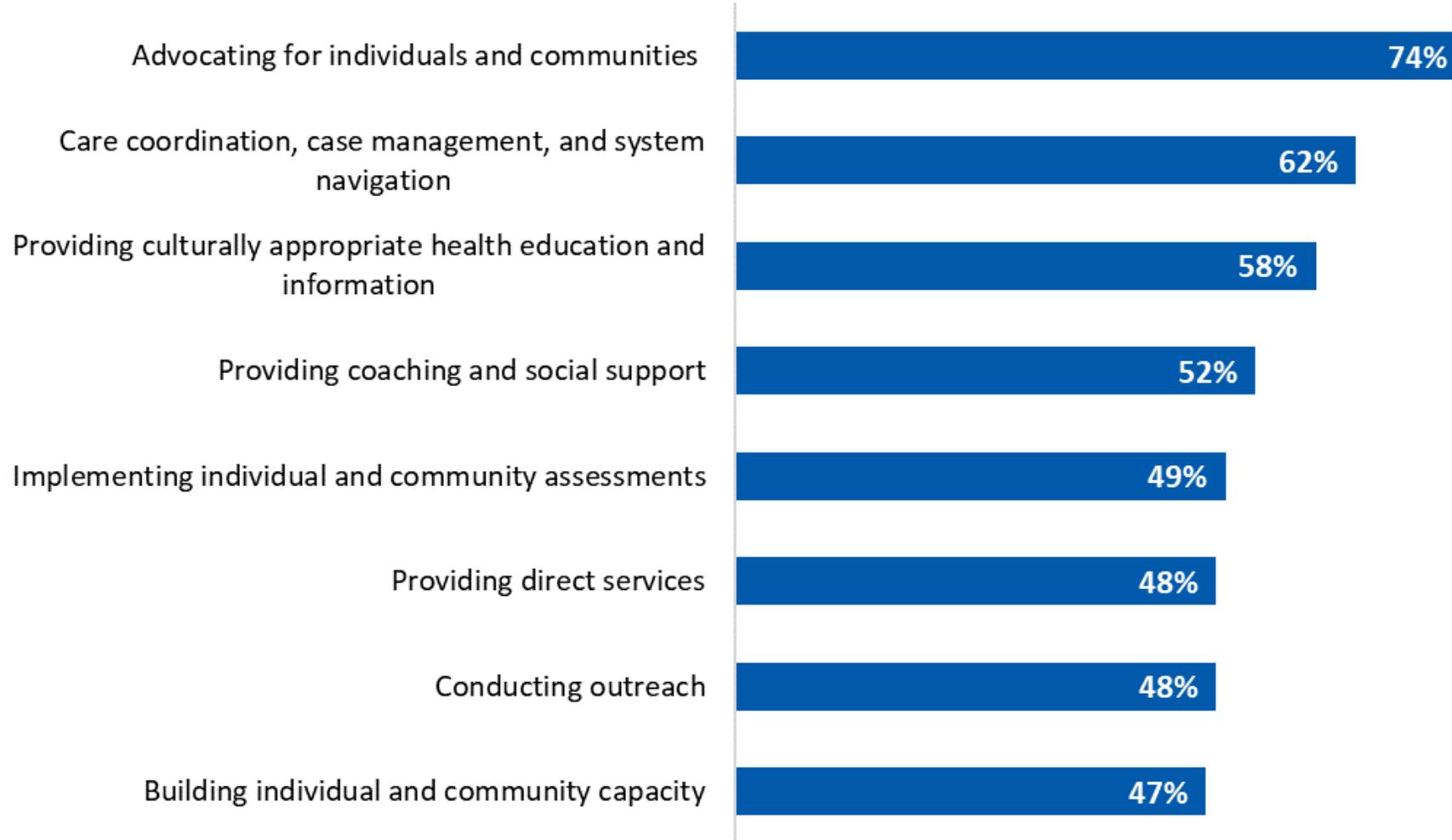
Report that their workload
or caseload is 'just right'

55%

Feel that they are fairly
compensated

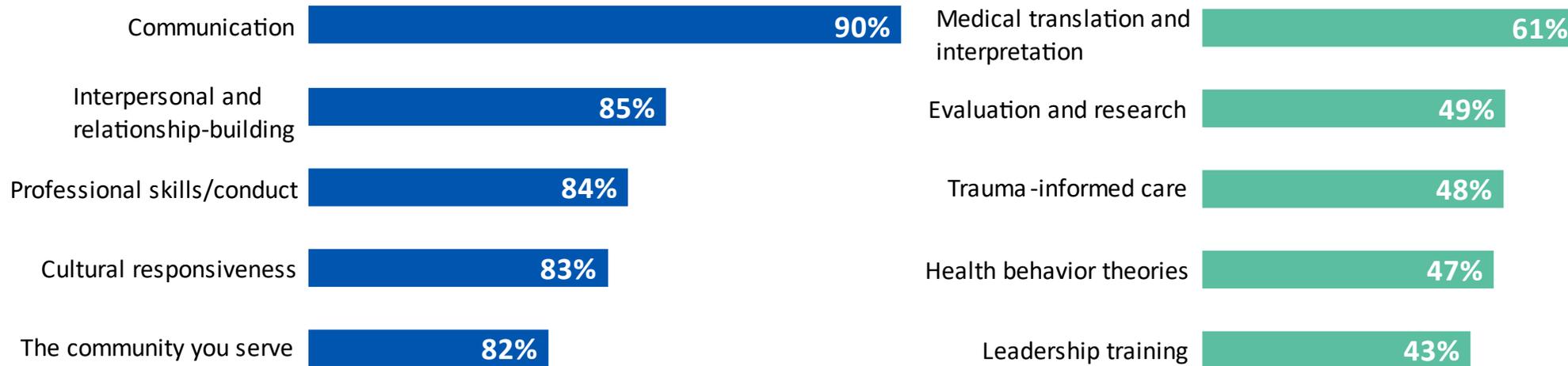


Top Reported CHW Roles



Skills and Training

Top 5 areas CHWs have **received training** compared to the top 5 areas they **need training**



Additional Training

- **Mental and behavioral health training** such as trauma-informed care, behavioral diagnoses, substance use and abuse, suicide prevention
- **General development trainings** to stay up to date in the field including sharpening communication skills, technology skills, job search skills and networking skills
- **Leadership training** including facilitation within communities, workplace management, and professional skills and conduct
- **Crisis intervention and de-escalation training**
- **Medical care training** including navigating medical terminology, medication administration, healthcare coverage, and overdose prevention
- Supporting clients with **housing and homelessness**
- **Family care training** including parenting support and pediatric care
- **Navigating state- and national-level systems and social institutions training** and their impact on communities including the legal system, health systems, social issues, and political influences
- **Supporting and advocating for special populations** including individuals with disabilities, immigrant populations, and the LGBTQ community

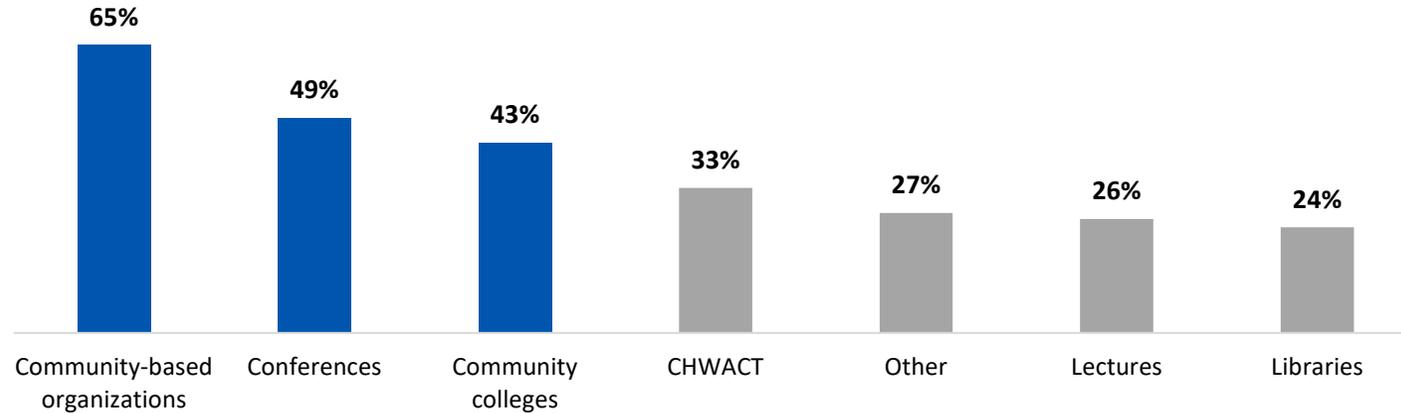


Specialized Training Received

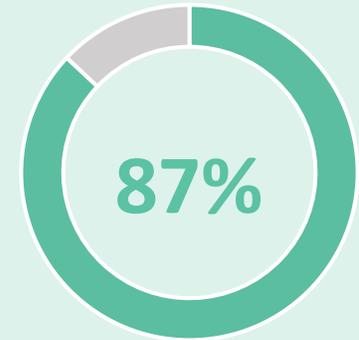
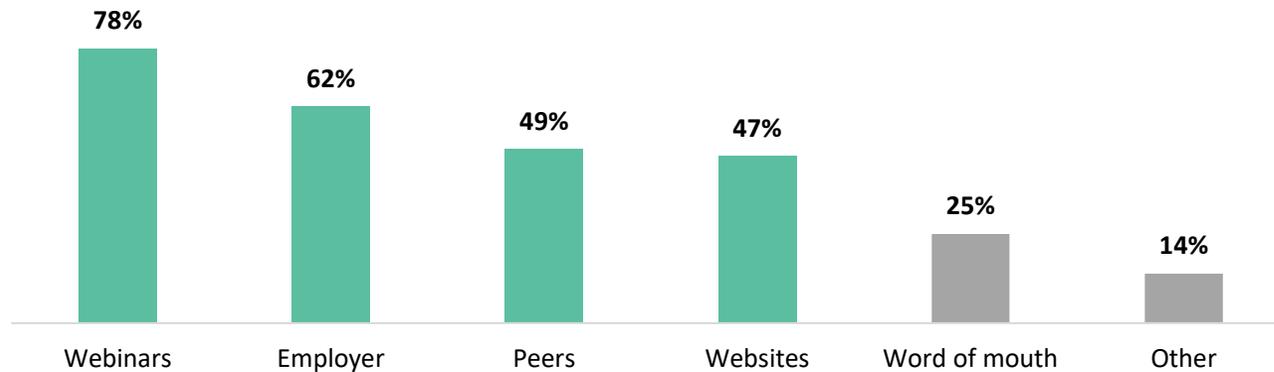
- **Behavioral health training (52%)** such as addictions, violence prevention, mental illness, and crisis intervention
 - **Health outreach to special populations training (39%)** including seniors, housing insecure, youth, immigrants and refugees, and the LGBTQ community
 - **Chronic disease training (36%)** including diabetes, obesity, tobacco cessation, cancer, heart disease, asthma, and Hepatitis C
 - **Emergency preparedness training (26%),** and
 - **Infectious disease training (25%)** including Tuberculous (TB), influenza (flu), immunizations, and food handling
- 

Professional Development Resources

Where do you prefer to go for information to support your professional development/continuing education?



How do you prefer to receive information about professional development/continuing education?



Feel that their organization provides support for professional development

Employer Experiences

Greatest challenges reported by CHWs:



54%

Lack of resources to
meet client needs



46%

Poor pay and/or
benefits



45%

Lack of stable
funding



33%

Limited opportunities
for promotion

Employer/Employment Experiences

disagree

agree

Your **organization values the work** that CHWs do.



CHWs' work is **understood by the individuals who supervise** them.



CHWs' work is **understood by the teams** they work with.



CHWs are **valued members of the teams** they work with.



CHWs have **adequate time** to address social determinants of health.



CHWs have **support to work nontraditional hours**, if needed.



CHWs were seen as **valuable** during the response to the **COVID-19 Pandemic**.



Greatest Accomplishments

Providing services and resources: Many CHWs shared accomplishments related to helping clients/patients by providing direct services, guiding them to necessary services, or sharing resources and education that benefit them. CHWs report experiences of empowering clients/patients to advocate and make lasting changes for themselves. Areas of services provided included mental and behavioral health, medical and physical health, housing and financial needs, and culturally specific care.

“ It gives me a sense of satisfaction, that I have been able to help and support families/clients by providing them with resources. Each time a family/client experiences an obstacle, I can give them information and provide support so they can advocate for themselves. ”

Greatest Accomplishments

Support at the community-level: Some CHWs reported that being able to make positive changes in their communities is an accomplishment. This included working with diverse families and communities and providing culturally specific services or resources, increasing clinical services or locations in underserved areas, and advocating for policy change.

“ I have not provided direct service in years but when I did, I was always grateful for the connection with families from diverse backgrounds. It was always a joy learning more about their culture and limiting beliefs about connecting with community services and helping them overcome those beliefs. ”

Greatest Accomplishments

Patient success stories: Some CHWs feel that their greatest accomplishments are witnessing or receiving feedback from patients that they have reached their goals, or their lives have been positively impacted by their work. CHWs shared examples related to helping those with housing or financial instability, access to medical services, and recovering from traumatic experiences or substance abuse.

“ I have seen the miracle of helping change lives for the better, giving them the support they need to pursue goals like higher education, employment, relationships, and being able to expand an impoverished person's scope of view so it motivates them to achieve a more enriched life. ”

Greatest Accomplishments

Career-related successes: CHWs reported accomplishments such as getting promotions and pay increases at work, networking and relationship building with community partners and other CHWs, completing CHW certification, and facilitating trainings for other CHWs.

“ Working with a diverse staff who wear many hats. It has been a great experience working for a local health department. ”

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A teal-colored ribbon graphic with a 3D effect, featuring a darker teal shadow on the left side. The ribbon is oriented horizontally and contains white text.

CHW Association Membership

CHW Association of Connecticut Membership

Are you a member of the Community Health Worker Association of Connecticut?

23%

Are CHWACT members

28%

Are unsure if they are members

Of these respondents that are members, most (85%) are satisfied with their membership. When asked why they became a member of CHWACT many said:

- Their jobs or employers require membership
- The Association provides opportunities for professional development and resources to better serve their clients
- Their membership fuels their passion for the field and their work

“ During my CHW coursework, I was introduced to the CHWACT. I am happy to be a part of this organization because this is the way I get resources to develop new skills to satisfy the needs of my community. ”



CHW Association of Connecticut Membership

How can CHWACT Support CHWs?

74%

Provide or refer CHWs to trainings and professional development opportunities

66%

Offer continuing education credits

58%

Advocate for the profession

How would you like to interact with CHWACT?

Webinars



72%

Statewide conferences



50%

Regional meetings



46%

A teal-colored ribbon graphic with a folded appearance on the left side, containing the text "CHW Certification".

CHW Certification



CHW Certification Barriers

63%

Time

54%

Cost

30%

Will not help my professional
development

17%

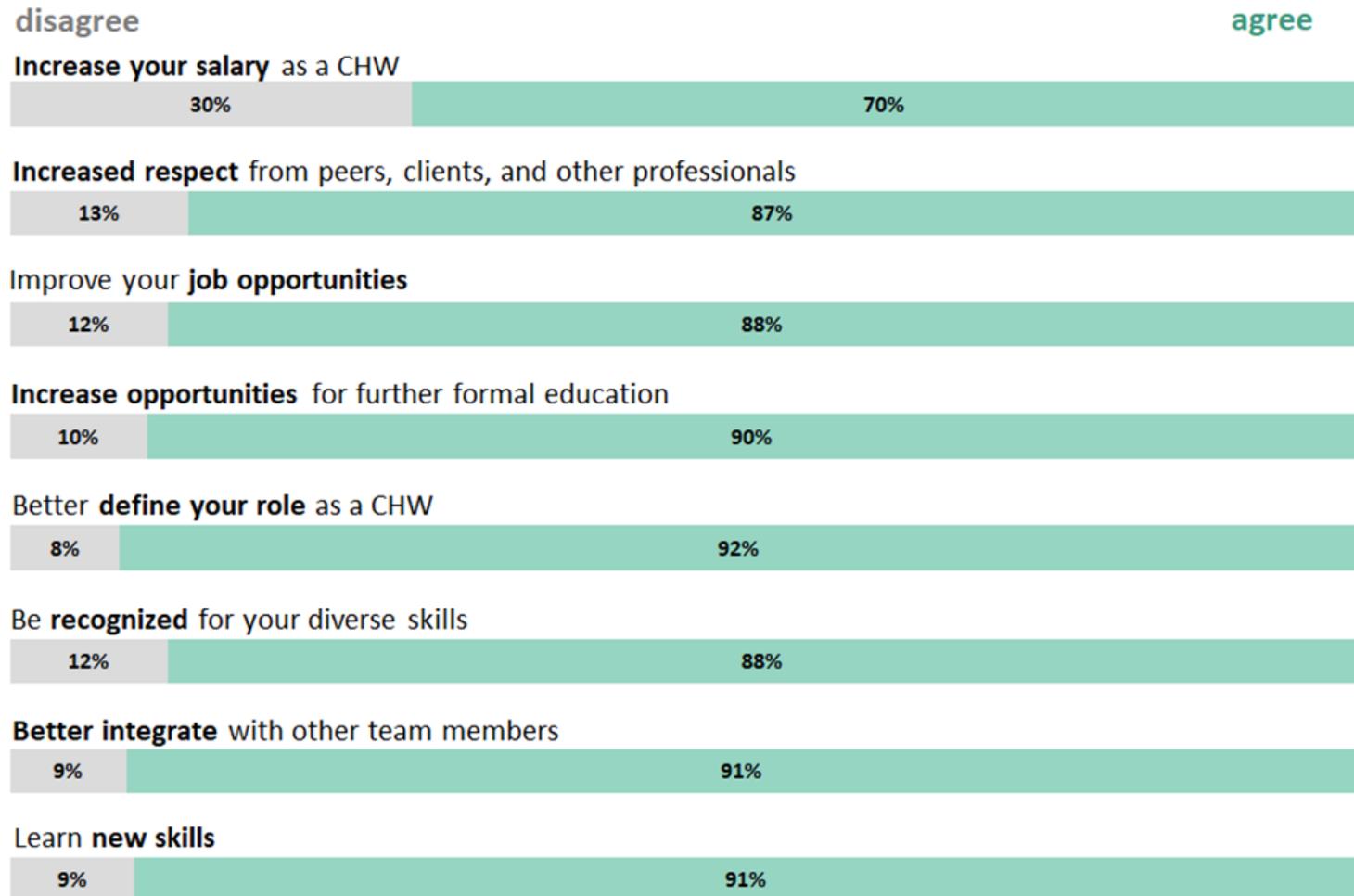
Transportation

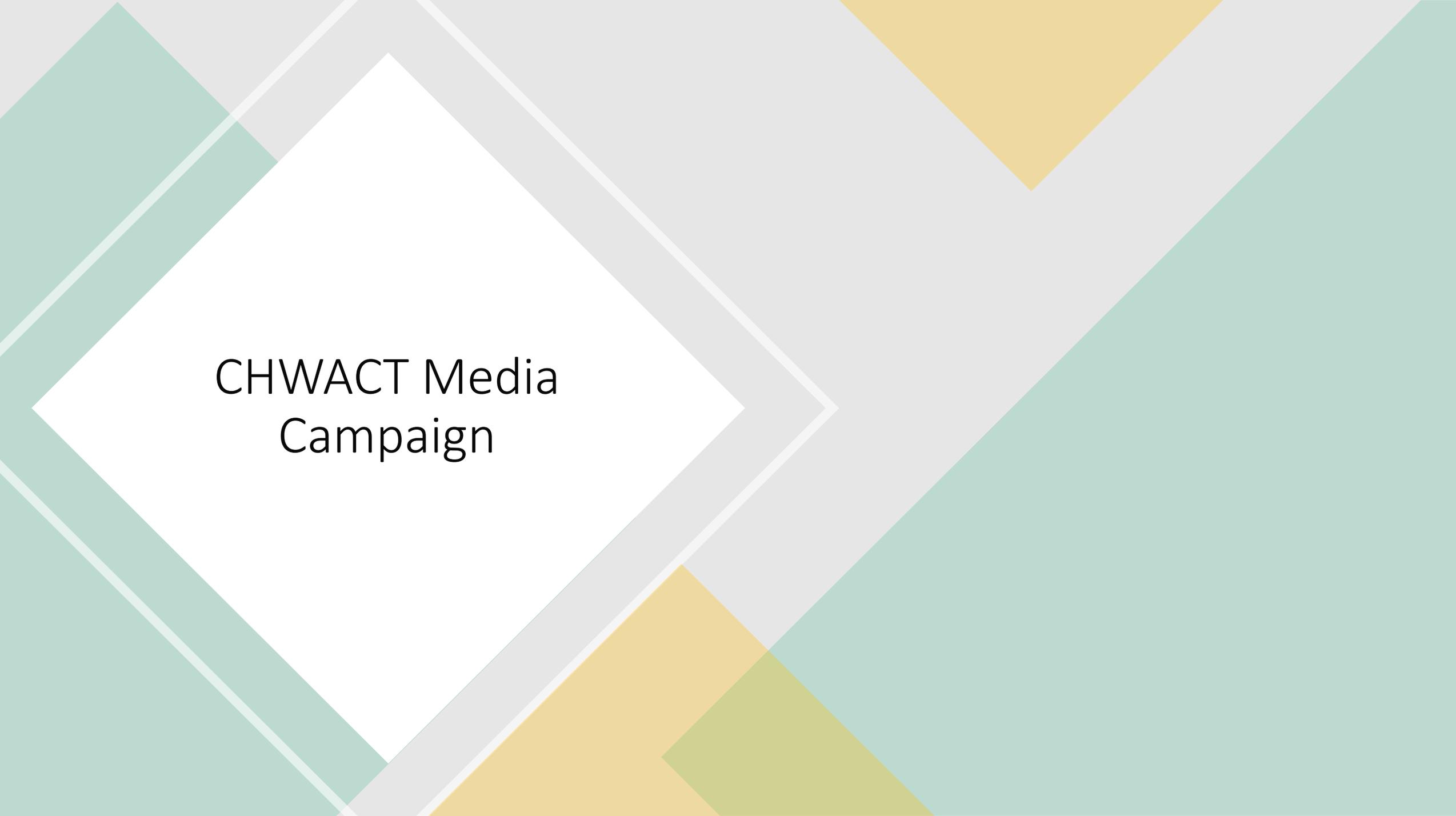
13%

Navigating the system



Perceived Value of CHW Certification





CHWACT Media
Campaign



CHWACT Media Campaign Awareness

11%

Were aware of the campaign

67%

Saw the campaign via email

