

# FROM CRISIS TO OPPORTUNITY: Resources and Guidance that CHWs Want from Employers During the Pandemic

Over three weeks in June 2020, NACHW collected responses from Community Health Workers (CHWs) on their needs and how employers can best support CHWs to protect themselves, provide services safely and adapt services to the changing environment. NACHW wanted to hear directly from these frontline public health workers about:

- The areas of work where CHWs would like more guidance
- The resources CHWs want employers to have access to or to develop to support their work
- What are the critical attributes that should be included in these resources

There were 70 respondents as of June 30, 2020, when the window to provide feedback closed. Almost half of respondents were NACHW members. Data was available for NACHW members to understand the roles and expertise of survey respondents. 82% of the NACHW members who completed the survey were CHWs, and NACHW member respondents represented 19 states.



## Recommendations for CHW Employers

- 1 Health and Safety: Ensure adherence to OSHA guidelines and develop and implement other health and safety policies and practices to ensure CHW and community safety.
- 2 Recognize and respond to infrastructure and support needs of CHWs.
- 3 Partner with CHW employees to identify best practices for CHW practice during COVID-19 and adapt existing practices to respond to changing needs.
- 4 Provide training for CHWs in best practices for meeting client and community needs during the COVID-19 pandemic.