

# Community Health Worker Workforce



**AzCHOW**  
Arizona Community Health Workers Association

**Over 1000 CHWS are employed in community organizations, community health centers and health systems throughout Arizona**

**CHWs serve all 15 Arizona counties and 19 Tribes**

## CHW WORKFORCE DEFINITION

A frontline public health worker who is a trusted member of and/or has an in depth understanding of the community served. This trusting relationship enables the CHW to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. A CHW also builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy. *American Public Health Association*

## CHWs ARE DISTINCT FROM OTHER HEALTH PROFESSIONS:

- ✓ Relationship and trust-building – to identify specific needs of clients
- ✓ Communication – especially continuity and clarity, between provider and patient
- ✓ Focus on social determinants of health – conditions in which people are born, grow, work, live, and age

## CHW IMPACT HEALTH OUTCOMES:

A 2015 survey of 364 licensed Arizona health providers found:

- ✓ **90%** say CHWs have had a positive impact on patient care.
- ✓ **No less than 70%** reported that as a result of working with CHWs their patients were more likely to follow their recommendations, maintain regular care, better manage their chronic disease and have access to care
- ✓ **70%** agree CHWs have contributed to the prevention of high risk or high cost health conditions
- ✓ **75%** would be more likely to utilize CHWs as part of the health care team if CHWs service were reimbursable by AHCCCS or third-party payers.

## CHW 10 Core Roles

- 1. Cultural mediation among individuals, communities, and health and social service systems**
- 2. Providing culturally appropriate health education and information**
- 3. Care coordination, case management, and system navigation**
- 4. Providing coaching and social support**
- 5. Advocating for individuals and communities**
- 6. Building individual and community capacity**
- 7. Providing direct service**
- 8. Implementing individual and community assessments**
- 9. Conducting outreach**
- 10. Participating in evaluation and research**

**Arizona Community Health Workers Association and the Arizona Community Health Worker Workforce Coalition consisting of more than 60 organizations throughout the state supports:**

**Voluntary certification to standardize the competencies and scope of practice and establish professional recognition and career development for CHWs. A standardized CHW workforce will benefit the health care system by ensuring the positive health outcomes associated with CHW services.**