



Community Health Worker Network
of Buffalo

Community Health Workers

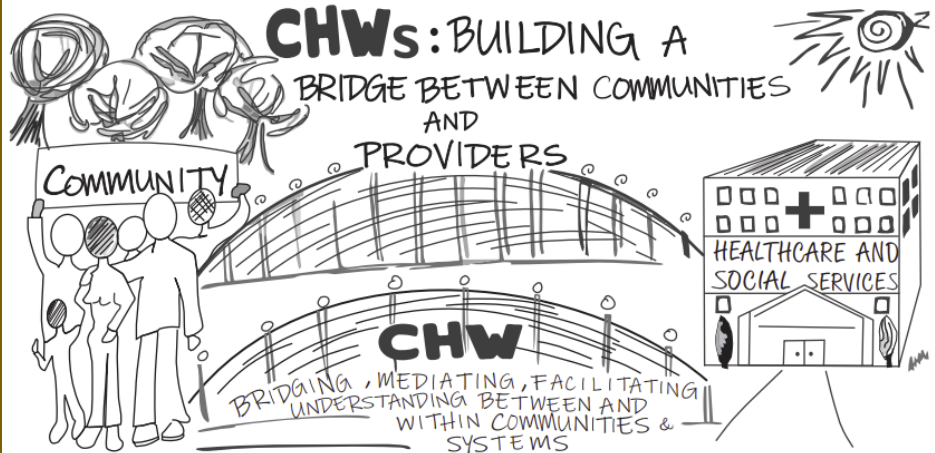
A Workforce and a Movement for Health and Social Equity

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Who are Community Health Workers (CHWs)?

A **Community Health Worker (CHW)** is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the worker to serve as a link...between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery.

Source: *American Public Health Association (apha.org)*



Based on artwork by Ajmal Millar, CHW

Where do CHW's work?

Hospitals and Healthcare
Social and Human Services
Non-Profit, Community & Faith-Based Organizations
Education, Child Development Centers and Schools
Government and Health Departments...and MORE

CHWs often have other jobs titles such as...*community organizer, outreach worker, case manager, patient facilitator, youth coordinator, housing specialist, doula, family support worker, case manager, community educator, service coordinator, peer support specialist, etc.*

What is the impact of CHWs?

Every dollar invested in a standardized CHW program that addresses unmet social needs for disadvantaged people **would return \$2.47 to an average Medicaid payer within the fiscal year.**¹

CHWs **improve birth outcomes.** Mothers and families receive assistance to maximize chances for healthy pregnancies, births, and children and increase spacing between pregnancies. Each day avoided in the neonatal intensive care unit is a **savings of over \$3,000.** Pre-term births cost, on average, \$42,000.²⁻⁴

A standardized CHW intervention **improved chronic disease control, mental health, quality of care, and hospitalizations** and could be a useful population health management tool for health care systems.⁵

Want more information? Visit us online at www.conect-with-us.org or email info@conect-with-us.org. The Community Health Worker Network of Buffalo is an initiative of CoNECT.



What exactly do CHWs do?

CHWs have qualities of kindness, compassion, patience, courage and commitment to equity and justice

CORE CHW SKILLS⁶

- Communication Skills
- Interpersonal and Relationship-Building Skills
- Service Coordination and Navigation Skills
- Capacity Building Skills
- Advocacy Skills
- Education and Facilitation Skills
- Individual and Community Assessment Skills
- Outreach Skills
- Professional Skills and Conduct
- Evaluation and Research Skills
- Knowledge Base

CORE CHW ROLES⁶

- Cultural Mediation Among Individuals, Communities, and Health and Social Service Systems
- Providing Culturally Appropriate Health Education and Information
- Care Coordination, Case Management, and System Navigation
- Providing Coaching and Support
- Advocating for Individuals and Communities
- Building Individual and Community Capacity
- Providing Direct Service
- Implementing Individual and Community Assessments
- Conducting Outreach
- Participating in Evaluation and Research

"You made me feel like a human again for the first time in a long time."

-John, Matt Urban Hope Center client

"The impact of parents and student CHWs creating a healthier school environment in our District cannot be underestimated. We were able to make significant policy and systems change when we began actively working with parents as full partners."

-Assunta Ventresca, RN, MSN, Former Director of Health Related Services, Buffalo Public Schools

What training is available for CHWs in the Buffalo, NY region?

CHWs must be "of and from" community served; or have a close connection and trust with that community

Core Competencies
28 hour training
Certificate from CHWNB and D'Youville College



On-the-job training
Specialty, sector, and/or issue specific training and professional development



Career and College
Additional credentials, college and/or a post-graduate degree

The Local CHW Workforce

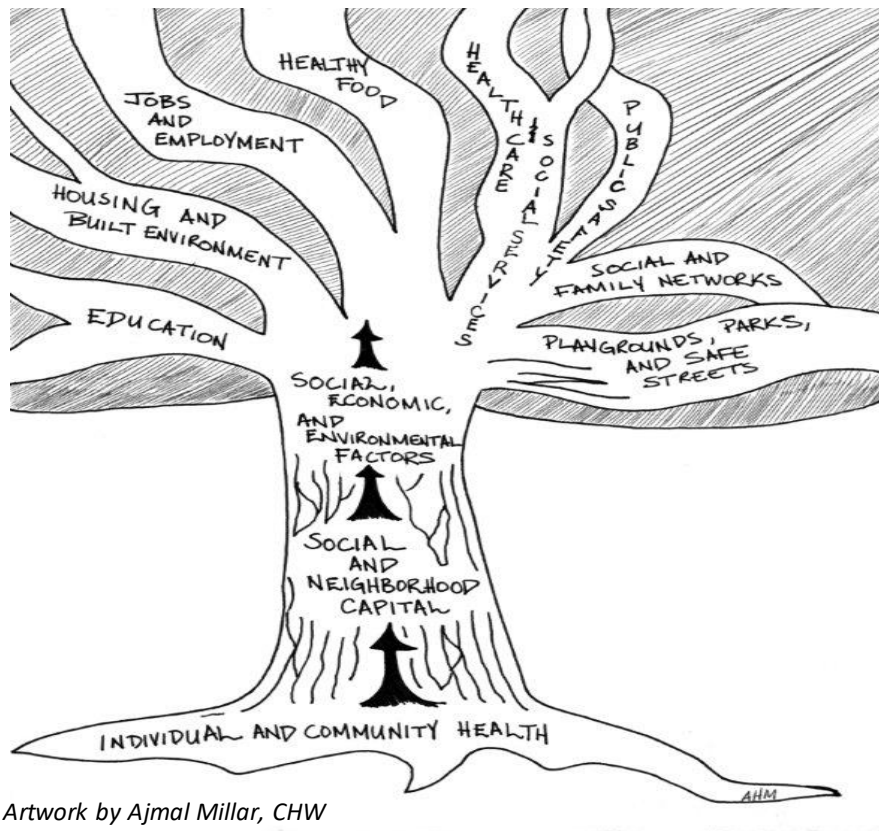
The 2019 Bureau of Labor Statistics reports that there are over **630** CHWs in Buffalo/Niagara region. This is likely a very conservative estimate, based on the various job titles CHWs have.

Over **350** CHWs have been certified by the CHWNB since 2010. Over **1000** CHWs and other professionals have received additional health-related training and education from CHWNB/CoNECT.

"This training and becoming part of the (CHW) network has changed how I see myself and the world around me. I understand so many things I didn't before. I was helping people, but I never really saw the value in what I was doing. Now I know that I am a CHW, and working with other CHWs, I can change my community!"

-Tasha, a CHW after attending a CHW "core competencies" training

CHWs are a Workforce and a Movement for Health and Social Equity



Artwork by Ajmal Millar, CHW

CHWs As a Movement for Change

“Now more than ever, we know that the opportunity for health begins in our neighborhoods, homes, schools and jobs. CHW’s work across the spectrum of ‘social determinants of health’—literally meeting people where they are with a shared understanding of their lives and community and cultural context.

Health disparities will only be eliminated when those who are directly impacted are leaders and co-producers of a movement for a just, healthy and equitable Buffalo and Western New York. CHW’s provide us with a workforce and a movement to do just this.”

Jessica Bauer Walker, CHW
 Founder and Executive Director
 CHW Network of Buffalo

Resources

- National Association of Community Health Workers (NACHW) <https://nachw.org/>
- CHW Core Consensus Project (C3) <https://www.c3project.org/>
- Association of State and Territorial Health Offices (ASTHO), Community Health Workers: Evidence of Their Effectiveness. <https://www.astho.org/Programs/Clinical-to-Community-Connections/Documents/CHW-Evidence-of-Effectiveness/>
- Community Based Workforce Alliance. <http://www.communitybasedworkforce.org>
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