



Kansas Community Health Worker & Employer Workforce Assessment

Introduction

The Kansas Community Health Worker & Employer Workforce Assessment consisted of two surveys – one for community health workers to complete and one for employers of community health workers to complete. Both surveys were conducted online, and the survey for community health workers was made available in both English and Spanish. The surveys were open during the months of September, October, and November of 2018. A total of 64 individuals completed the Community Health Worker Survey (42 in English, 22 in Spanish), and 29 completed the Employer Survey.

Key Findings from Community Health Workers

Where do they work?

- The majority of community health workers (CHWs) who responded to the survey indicated they work for a nonprofit organization.
- Most reported they are being paid full-time for their work as a CHW (as opposed to being paid part-time or volunteering their time).
- Most CHWs work as part of a team, with the most frequently mentioned team members including other CHWs, nurses, and doctors.

Who do they serve?

- More CHWs provide services for adults (18+) than for children/youth.
- The top groups CHWs assist or provide services for are people with low-income, people with no health insurance, immigrants, women and children, and people who are homeless.
- Forty percent of the CHWs indicated they serve more than 20 people per week.

What do they do?

- The top health problems or issues CHWs reported helping people with include diabetes, high blood pressure, and women's health.
- The top three tasks or jobs CHWs reported doing included: 1) connecting people with non-medical help and programs (e.g., social services), 2) connecting people with medical help and programs, and 3) helping people find the help they need.



What do they need?

- CHWs were most interested to receive training in the following areas:
 - How to use motivational interviewing
 - How to provide care for specific diseases (e.g., cancer, diabetes, etc.)
 - How to give first aid/CPR
 - How to train others to do CHW work
 - Leadership training
- They reported being most likely to use trainings provided in-person or at their job.
- In a list of possible challenges, the top identified challenge was: “I have too many people to help and there should be more people like me.”

Key Findings from Employers of Community Health Workers

Who are they?

- Most CHW employers reported they were nonprofit organizations.
- Most reported having more CHWs who were paid than unpaid, and more working full-time than part-time. They also indicated the CHW positions are largely funded through grants.

Who do they serve?

- The top groups CHW employer organizations reported assisting or providing services for are people with low-income, women and children, people with no health insurance, faith community members, the general public, and immigrants.
- The approximate number of people served annually by CHWs at these organizations varied widely, from fewer than 50 to more than 10,000.

What do they think of CHWs?

- 100% of CHW employers agreed that CHWs have a vital role in healthcare.
- The top focus areas for CHWs according to employers are prevention/health promotion, accessing health services, and chronic disease management.
- Employers considered the most important CHW tasks to be: providing cross-cultural communication, helping clients gain access to non-medical services or programs, building both individual and community capacity, and providing culturally appropriate health promotion/education.
- Most employers indicate prior training is not required in order to be hired as a CHW, and nearly all offer training to those hired as CHWs at their organizations. These trainings are often provided by CHW supervisors or other CHWs.

What do they need?

- In a list of possible barriers to implementing a CHW program, the top identified barrier was a lack of stable funding.