

CCP CHWs at the Local Health Department

The COVID Community Partnership (CCP) project began in May 2020 using a Community Health Worker (CHW) model to help mitigate the transmission of COVID-19 in underserved areas. In August 2020, the CCP project will expand to include funding for CHWs at the Local Health Departments. The CCP project is led by the Office of Health Disparities in collaboration with the Bureau of Health Promotion at the Utah Department of Health.

A community health worker (CHW) is a frontline public health worker who has an uniquely close relationship/trust with the community served and is able to serve as a bridge between their community and health and social resources. They facilitate access to services and improve the quality and cultural competence of service delivery.

In Utah, CHWs are vital to the COVID-19 response due to their trust and connection within their communities, their understanding of barriers that their communities face and built relationships within their community and with community partners, their knowledge of and ability to connect members to resources and information, and their ability to mobilize and lead their communities in times of crisis.

Main Roles and Duties for the CCP CHW at the LHD

Resource Connector/Resource Mapping

- Maintain working knowledge of state, county, and local resources available
- Collect and compiling information related to resources, community needs, organizational needs, etc. for program development, reporting, and evaluation
- Help identify people in need of services and support through screening tools and testing follow up
- Connect community members and organizations to social needs resources utilizing all levels of resources available
- Coordinate and deliver supplies to patients in isolation/quarantine, as needed
- Promote services within the community by establishing relationships with local schools, service providers, community groups, churches, age-specific programs, and others
- Participate in resource education for the community, providers, and others

Public Health Initiatives Support:

- Select CHWs available at testing sites to provide support to CCP testing partners
- Help to locate hotspots for mobile testing sites and promote/support testing
- Mobilize people to get tested
- Ability to travel to specific hotspot locations within the local health district
- Be a member of a hotspot or outbreak team and help identify vulnerable communities/areas, identify barriers, provide needed support to infected individuals

- Work with local and state public health to follow up with cases and contacts of newly diagnosed COVID 19 patients to help support them in their social needs
- Reinforce information and education regarding Utah's basic COVID-19 protocols on prevention, quarantine/isolation, and care
- Interact with community members and community groups, providing information on the benefit and reasoning for contact tracing

Community Outreach, Education and Advocacy

- Relay reliable information about COVID-19 and protocols to communities and help mitigate myths and misinformation
- Gather input from the community regarding community needs, gaps to services, and bottlenecks in systems
- Work with government agencies and other organizations to help solve these community needs and gaps
- Provide feedback about community messaging and preventative strategies

Additional Duties:

- Navigate community members through COVID care/health
- Compiling and distributing disinfection supplies/PPE and providing education to households
- Psychosocial support through mitigating fear and stigma attributed to COVID-19
- Perform other job duties as assigned and within scope of CHW

Qualifications

- Experience working with community members and community-based organizations
- Experience building trusted relationships; a passion for community health and services
- Ability to express empathy and compassion to individuals affected by COVID-19 and other stressful situations
- Ability to interact professionally and express cultural awareness with culturally diverse individuals
- Excellent interpersonal and communication skills over the phone, texts, virtually, etc.
- Strong, efficient, detailed, organizational skills and able to work on several projects simultaneously
- Experience in case management, resource/needs facilitation, outreach, and communication
- Experience or ability for handling sensitive data and confidential information
- Proficiency with computers and phone

- Proficiency of basic office related programs such as word documents and spreadsheets
- Experience in telephone and in-person interviewing
- Willingness and ability to serve at a testing site
- Knowledge of COVID-19 protocols for the state of Utah (training provided)
- Bilingual preferred