CHW or Social Worker?



**HOW CAN A CHW HELP?**

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| **CHW Role**  | **Responsibilities**  | **Examples**  |
| **Outreach/In-reach**  | -Call families -Home visits (cold knock)-Meet families/patients in the hospital or at a specialist appointment.-Send letters or text messages to families | -Home visit for newborn concern-Emergency home visit (same day) if patient has concerning test results and is unreachable (telephone) and unresponsive to hospital correspondence (letters to home, text messages, emails)-In reach if patient is in the hospital -Introduction to CHW during visit or completing a new intake (assessment of family needs)captured at face-to-face visit |
| **Navigation and Care Coordination**  | -Identify barriers to care-Link and inform families about available community resources-Help families enroll into programs -Help families manage and coordinate multiple appointments and provide follow up about attending appointments -Help with care transitions (IP, ED, transition to adult care, specialists for newly diagnosed conditions)- Basic needs: food, clothing, utilities, housing,  | -Identifying appropriate resources which best support family’s needs and help reduce barriers to care (transition to shelters, connect with local food pantries, alternative transportation services, reduced or free clothing resources, )-Enrollment in GED programs, reduced aftercare programs, summer camps, CAP, Financial Assistance Organizations, -Connect with parent support groups-Assist with gaining employment, workforce training and reentry program-Transition to adult care -Help identify barrier when there are multiple no-shows  |
| **Education/Shared Decision Making\***  | -Provide and promote culturally appropriate health and wellness education/support for chronic conditions and healthy lifestyle goals-Teach back-Medication management support | -Aid in communicating cultural needs, practices, and beliefs that could affect health or treatment-Help families navigate how to identify specific after hour or weekend resources via apps and the internet-Using teach back methods with visuals for communication with low reading literacy  |
| **Social-Emotional Support/Advocate**  | -Attend appointments (medical and other) with families-Articulate and advocate the needs, questions and concerns of families back to the care team | -Attending court sessions (when appropriate) with family for emotional support-Acting as the voice when the family feels they have no voice-Support with language barriers-Aid parent/caregiver who express difficulty understanding instructions from provider-Provide emotional support to a caregiver who feels overwhelmed and has little or no support  |
| **Motivation/Self-Sufficiency/ Self-Management** | -Medication management support -Support families with care plans- Help families with resources to improve their health like nutrition, gym memberships, Healthy Homes referrals, etc.-Goal setting for the entire family -Provide families with the knowledge and teach them the skills to obtain care and other services  | -Going over instructions about daily medicine regimens, when to get refills, telephone reminders set to when medicine should be taken-Identify local and community centers which provide 24 or emergency resources services (food pantry, shelter, clothing, etc.) within walking distance of home.- Help families identify free or low-cost programs through their medical insurance plan that support wellness while experiencing a chronic illness-Helping families create realistic goals and how to celebrate the small accomplishments-Working with families on how to change non-productive behaviors which heighten barriers to care  |

\*with the support of the RN care coordinator

CHW Contact and Schedule

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|  | **CHW**  | **Speaks Spanish?**  | **Contact Info**  |
| Monday  | Vanessa Martinez | Yes | * On-site in the CUC (workstation on the side near MLP)
* Call Ext. need info
* **Or** task Vanessa
 |
| Tuesday  | Vanessa Martinez | Yes | Ext. 8844 |
| Yasmine Santa | Yes | Ext. 8905 |
| **OR** send a task to CHW group |
| Wednesday  | Yasmine Santa | Yes | * On-site in the CUC (workstation on the side near MLP)
* Call Ext. need info
* **Or** task Yasmine
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| Thursday | Vanessa Martinez | Yes | Ext. 8844 |
| Yasmine Santa | Yes | Ext. 8905 |
| **OR** send a task to CHW group  |
| Friday | 9am-12noon Yasmine Santa | Yes | On-site in the CUC (workstation on the side near MLP)Call Ext. need info**Or** task on-site CHW |
| 1pm-4pm Vanessa Martinez | Yes |
| Saturday  | Please task CHW group  |
| *Backup support to all CHWs - Tracy Christmas, Lead CHW, Ext. 3815* |