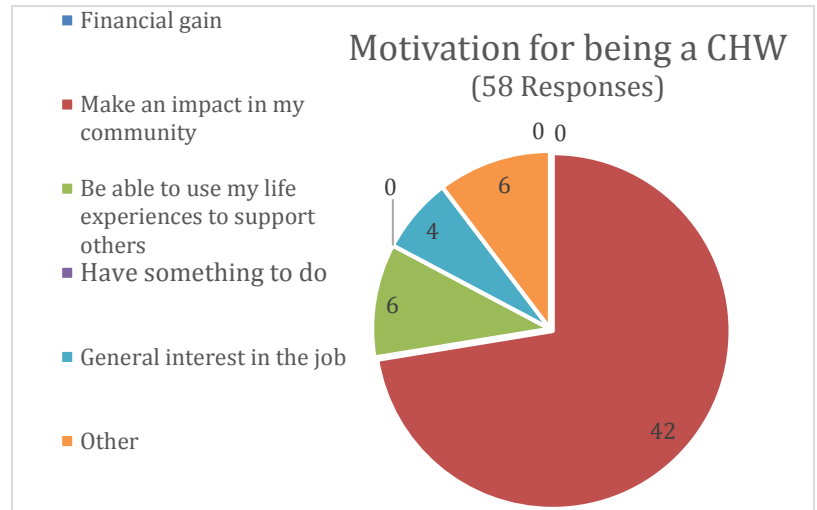


# Community Health Worker Survey Summary and Highlights

June 2018

In June 2018, 58 community health workers (CHWs) in Nebraska participated in an online survey designed to identify demographic characteristics, learn more about their job responsibilities and training needs, and rate their job satisfaction. Highlights of the survey results were:

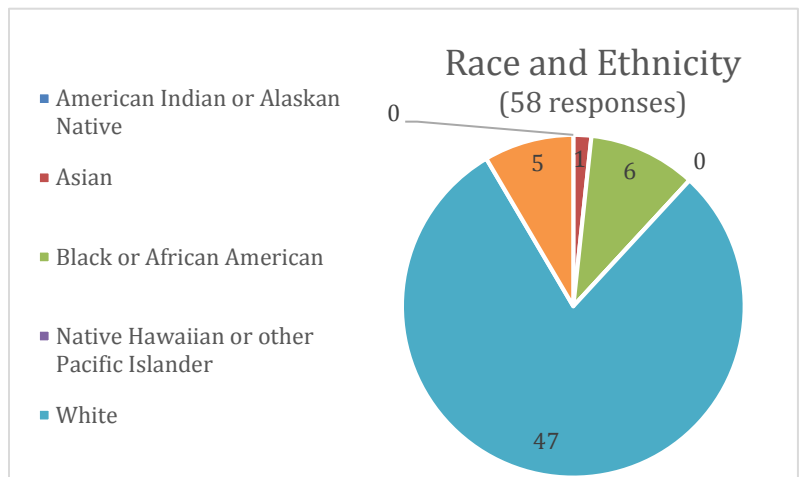
- 78% were currently employed in paid positions in the field, while five percent were working as volunteers and an additional 5 percent were seeking employment.
- 38 of 55 respondents have worked or volunteered as a community health worker for five years or less, while 5 have been in the field for 16 years or more.
- 78% of the survey respondents had completed the DHHS CHW training program.
- Twenty-one respondents speak Spanish and ten said they were proficient in other languages, including French, Arabic, and Vietnamese.
- 72% of the total respondents said their primary reason for being a CHW was to “make an impact in their community,” while another 10% stated it was to “be able to use my life experiences to support others.”



## Other significant survey findings included:

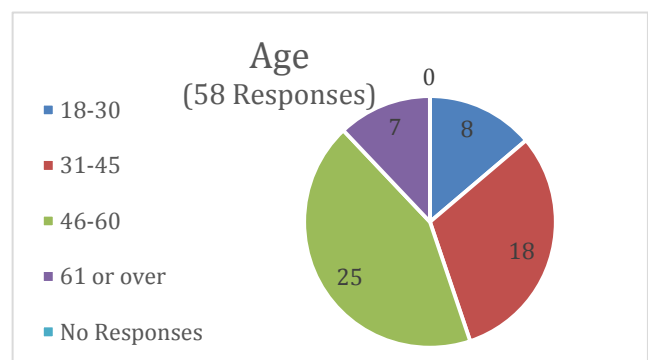
### Demographics

- 90% of the respondents were women.
- 47 of the total respondents listed their race or ethnicity as “white,” with 22 reporting they were of Hispanic origin. Six respondents identified themselves as Black or African-American and one as Asian.
- 74% of the total respondents were between the ages of 31 and 60.
- Only one of the respondents had ever served on active duty in the Armed Forces.



### Responsibilities

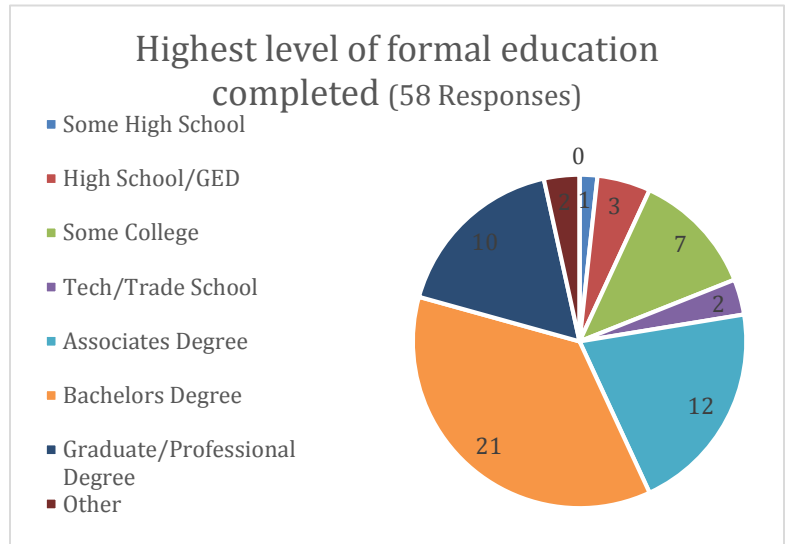
- Education/Training and Patient Advocate were the primary job roles listed most often.
- Respondents served a wide range of special populations; people with low-incomes and minorities were the special populations listed most often.



- Respondents listed advocacy and healthcare referrals as the types of services or referrals they provided most often.
- Individuals working in the field held a wide range of job titles, with CHW named by twelve of the respondents.
- Thirty-one of 44 respondents reported working 31-40 hours per week in their position as a CHW.
- Fourteen of 44 respondents worked with an average of 10 or less clients per week, while another 14 served an average of 10-30 clients.

### Training Needs

- 74% of the total respondents possess college degrees: Associates (12), Bachelors (21), and Graduate (10).
- 46 respondents had obtained some level of training, 11 were planning to pursue training, and only 1 was not interested in training.
- A broad range of responses were given to the question: “What additional opportunities would be beneficial to help you increase the quality of the CHW services you provide?” with Prevention Education, Behavioral Health Promotion, System Navigation and Access to Care, Case Management, and Motivational Interviewing cited most often.



### Job Benefits and Satisfaction

- Of the total respondents, 29% reported working for non-profits while another 29% worked for local or state government agencies.
- 24% of the total respondents expect to remain in their current position at least 3 years, while 29% expect to remain indefinitely.
- The range of hourly salaries reported was \$12-\$27, while the average hourly wage of respondents was \$16.31.
- 53% of the total respondents stated they were “very satisfied” with their job, while 17% reported they were “somewhat satisfied.”
- 39 of the total respondents either agreed or strongly agreed with the statement, “My supervisor and colleagues respect me when I am working as a CHW.”
- 38 of the total respondents either agreed or strongly agreed with the statement, “I am treated as an equal member of the care team when I am working as a CHW.”
- 72% of respondents had not experienced any barriers to securing employment or working additional hours as a community health worker.
- Most often cited barriers to securing employment or working more hours as a CHW were lack of funding and lack of available full-time positions.

