Community Health Worker Employment and Supervision in Ohio
Key Facts from the 2018 Ohio Community Health Worker (CHW) Statewide Assessment

WHAT ARE THE COMMON JOB TITLES?
• Community Health Worker
• Home Visitor
• Community Connector
• Outreach Worker
• Health Coach
• Patient Navigator

Nearly half of CHWs surveyed see 10 or more clients per day

MAIN RESPONSIBILITIES OF OHIO CHWs:

- Connect clients to community resources (90%)
- Educate clients about how to use health and social services (89%)
- Motivate clients to obtain care and other services (86%)
- Provide information so clients understand how to prevent or manage health conditions (75%)
- Conduct home visits to provide education, assessment, and social support (75%)

TOP 10 SETTINGS WHERE CHWs WORK:

<table>
<thead>
<tr>
<th>Setting</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clients home</td>
<td>79.4%</td>
</tr>
<tr>
<td>Agency Location</td>
<td>59.6%</td>
</tr>
<tr>
<td>Community Events</td>
<td>53.9%</td>
</tr>
<tr>
<td>Community Health Center</td>
<td>31.9%</td>
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<tr>
<td>Shelters</td>
<td>31.2%</td>
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<tr>
<td>Hospital</td>
<td>31.2%</td>
</tr>
<tr>
<td>Public Housing Unit</td>
<td>31.5%</td>
</tr>
<tr>
<td>School</td>
<td>26.2%</td>
</tr>
<tr>
<td>Private Clinic or Medical Practice</td>
<td>22%</td>
</tr>
<tr>
<td>Clients Work Site</td>
<td>21.3%</td>
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</tbody>
</table>
CHW EMPLOYMENT

CONTINUE THE PROFESSION:
- Ability to help the community
- Flexible schedule
- Autonomy/independence on the job

LEAVE THE PROFESSION:
- Low pay
- Lack of opportunity for growth in the field
- Lack of support from supervisor/agency

CHWs report: High job satisfaction
Employers report: CHWs are a valuable member of the health team

- Average Salary range is $30K-$35K
- No significant difference between the pay of certified CHWs versus the pay of non-certified CHWs
- Many CHWs feel underpaid

- Most CHWs are supervised by a nurse or social worker
- 20.1% of employers surveyed do not provide any training specific to supervision of CHWs
- Only 29.5% of employers surveyed provide training on how to integrate CHWs on healthcare teams

- Difficult to find and maintain employment as a CHW in Ohio
- Some positions require a bachelor’s degree
- Life experience is not counted enough by hiring managers
- Little job security due to the nature of grant funding
- High caseloads and unrealistic expectations
- Employers/supervisors do not adequately understand the role of the CHW
- Few or no advancement opportunities

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