

# Community Health Worker Pilot

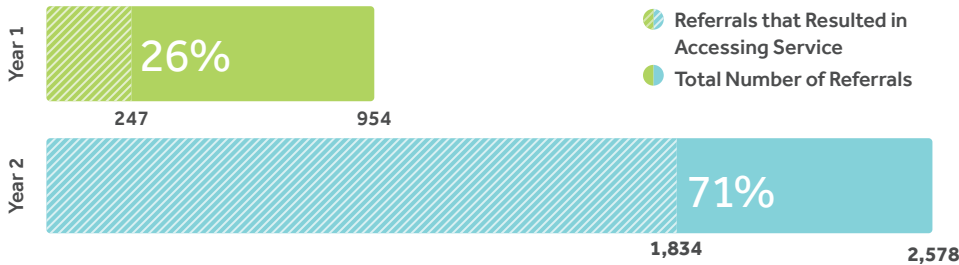
## YEAR 2 DATA SNAPSHOT

**Project Goal:** Advance health equity by improving access to culturally competent care within the rapidly diversifying Western Suburbs of Chicago.

Community Health Workers (CHWs) at the following organizations provide ongoing peer support and case management to navigate access to health care and achieve collaboratively developed health goals within an integrated, interdisciplinary care coordination team. CHWs and their supervisors participate in a learning collaborative to engage with one another and with content experts to strengthen their skills, referral networks and knowledge.



### Closed-Loop Referrals

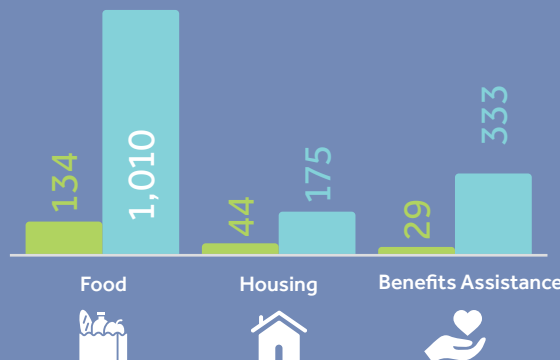


Referrals that resulted in clients accessing services increased from **26% in Year 1** to **71% in Year 2**, due to a more comprehensive and complete data collection process and a streamlined way to “close the loop” on referrals using The HUB, a web-based resource and referral platform.

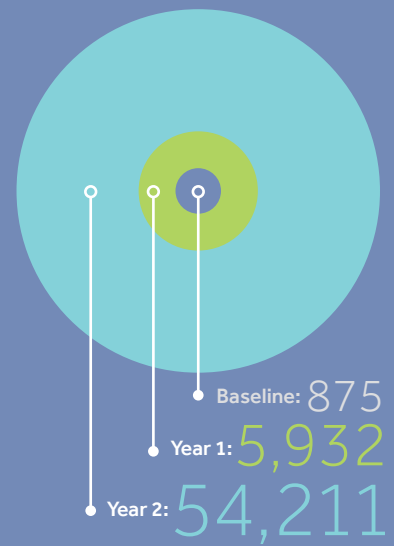
In Year 1 of the pilot, CHW organizations were challenged to determine the outcome of a referral, largely due to the lack of an integrated system. Year 2 incorporated the use of The HUB, a web platform designed for collaboration within community-based organizations. With this integration, organizations were able to connect directly with referral locations for a warm hand off and more easily track if a client received services.

### Predominant Referral Types

Referrals for basic needs and benefits assistance **surged in Year 2**, as the nation grappled with COVID-19 and its disproportionate effect on communities of color.



### New Contacts



At the conclusion of year 2, CHWs across all organizations held **453 outreach events** and engaged with **54,211 new contacts**, a nearly tenfold increase from Year 1.

### Staff Retention

**Ten of the twelve** CHWs originally hired for the project were retained through Year 2, demonstrating the strength of peer support within the learning collaborative.

Several CHWs have commented that they see themselves as “essential workers” and are honored to care for their communities at this challenging time.



The Community Health Worker Pilot is supported by Community Memorial Foundation and Healthy Communities Foundation. The project is coordinated by Health & Medicine Policy Research Group, with Sinai Urban Health Institute serving as trainer and evaluator.

