



GLENGARIFF GROUP, INC.  
— H —

**MICHIGAN DEPARTMENT OF COMMUNITY HEALTH  
COMMUNITY HEALTH CARE WORKER SURVEY**

**OCTOBER 13, 2011**

## TABLE OF CONTENTS

Page	Topic
2	Methodology
3	Key Findings
10	Aggregate Survey Results

## METHODOLOGY

The Glengariff Group, Inc. conducted a survey of Community Health Workers across Michigan commissioned by the Michigan Department of Community Health. Respondents were interviewed from a list provided by the Michigan Department of Community Health over a nine day period from October 3, 2011 through October 11, 2011.

80 telephone numbers were provided in the list. Six telephone numbers were not working. Four telephone numbers were to individuals who no longer acted as a Community Health Worker. One additional telephone number was provided to us of a Community Health Worker that had replaced another individual.

As a result, 71 total respondents were eligible for the survey. Seven respondents refused to participate. Ten respondents could not be reached after nine attempts over nine days. Each call was placed at a different point in the day to attempt to reach these additional ten individuals.

A total of 54 out of a possible 71 respondents participated in the survey for a participation rate of 76%.

## **KEY FINDINGS**

### **PROFILE OF RESPONDENTS**

- Respondents were 90.7% female.
- 55.6% of respondents were African American. 18.5% of respondents were Middle Eastern. 13.0% of respondents were Caucasian. 9.3% of respondents were Hispanic.
- Respondents represented a mix of age ranges:
  - 18-29            20.4%
  - 30-39            18.5%
  - 40-49            20.4%
  - 50-64            27.8%
  - 65+              11.1%
- 88.9% of respondents are certified clinicians.
- 68.5% of respondents have earned an associated degree or more. 50.0% of respondents have a bachelors or a post graduate degree.

### **EXPERIENCE AS A COMMUNITY HEALTH WORKER**

- 59.3% of the individuals we interviewed had worked as a Community Health Worker for four or more years. 14.8% of respondents had been a Community Health Worker for less than one year. But 61.1% of these respondents had been in their *current* position for less than three years. 11.1% of respondents had been in their current position for more than ten years.
- 51.9% of respondents have had only one job they would describe as a Community Health Worker. 76.0% of respondents have had only two or less jobs they would describe as a Community Health Worker.
- By a margin of 37.0%-42.6%, Community Health Workers do not regularly get promotions that involve either a job role change or a salary increase.
- 88.9% of respondents participate in staff meetings. 77.8% participate in program evaluation at work.

## **CURRENT JOB SECURITY**

- 68.5% of respondents work 30 or more hours per week. 18.5% of respondents work more than 40 hours per week.
- For 81.5% of respondents, being a Community Health Worker is their sole job.
- 20.4% of the respondents were volunteers.
- 57.4% of respondents feel like they have job security. 29.6% of respondents do not feel like they have job security.
- 45.2% of those who feel like they have job security believe that because they have consistent regular work while 32.3% say they have stable funding for their job. 87.5% of respondents who feel they do not have job security said it was because of potential changes in program funding. Program funding was the greatest variable for job security.

## **WHERE THEY DO THEIR JOB**

- 66.7% of respondents perform their job in an urban setting. 18.5% of respondents perform their job in a combination of settings.
- When asked where they do MOST of their work:
  - 31.5% said in homes
  - 16.7% said in community centers
  - 13.0% said on the street
  - 9.3% said in schools
  - 9.3% said on work sites
  - 7.4% said in religious centers
  - 5.6% said in clinics or hospitals
  - 5.6% said in their offices
- Respondents most often had contact with:
  - 74.1% Other Community Health Workers
  - 38.9% Clinical Staff like Doctors and Nurses
  - 37.0% Administrative Staff
  - 27.8% Program Managers
  - 24.1% Government Workers
  - 13.0% Agency Directors

## **WHAT SERVICES THEY PROVIDE**

- Respondents were read a list of different services they might provide as a Community Health Worker. The list below ranks those activities from most common to least common among respondents:
  - 94.4% Health education and information
  - 88.9% Collaborate with other agencies
  - 85.2% Office work like scheduling follow up appt for clients
  - 83.3% Make referrals
  - 83.3% Help with client enrollment in health plans
  - 83.3% Help clients obtain non health care things they need
  - 79.6% Present information in schools or comm centers
  - 79.6% Help clients identify way to pay for health care
  - 77.8% Follow up on referrals
  - 74.1% Conduct health fairs
  - 72.2% Peer education or mentoring of other workers
  - 64.8% Case finding or recruitment
  - 61.1% Conduct support groups
  - 55.6% Conduct home visits
  - 55.6% Go with clients to clinic appts/ translator or support
  - 53.7% Case management
  - 53.7% Community organizing
  - 50.0% Counseling
  - 42.6% Teach classes
  - 38.9% Health screenings
  - 35.2% Translation or interpretation
  - 35.2% Provide transportation to clients
  - 33.3% Fundraising or grant writing
  - 20.4% Clinical services like HIV or pregnancy tests

## WHO THEY SERVE

- Respondents told us that on average they serve 126 different people per month.
- When asked which target populations they served most often:
  - 63.0% Minorities
  - 51.9% Women
  - 50.0% Families
  - 44.4% Pregnant women and new parents
  - 42.6% Adolescents
  - 27.8% Elderly and Senior Citizens
  - 18.5% Gay/ Lesbian or Bisexual
  - 14.8% Men
- When asked to name up to three ethnic groups of people they most often serviced, respondents listed:
  - 92.6% African American
  - 74.1% American
  - 42.6% Mexican
  - 25.9% Arab American/ Middle Eastern
- When asked to name which races – not ethnic groups – they most often serviced, respondents listed:
  - 94.4% African American
  - 77.8% Caucasian/White
  - 22.0% Hispanic
- When asked which age group with whom they most often work, 42.6% said it was with clients under the age of 30. Only 1.9% said it was clients over the age of 65. 27.8% said they worked with all age groups.

## **BARRIERS TO EFFECTIVE SERVICE**

- When asked what the greatest barrier they faced in doing their work:
  - 20.0% cited cultural or language barriers.
  - 17.0% cited poverty issues – particularly the issue of transportation for their clients.
  - 13.0% cited the difficulty in finding clients for follow up because they move, do not have telephones, or are homeless.
  - 7.0% cited their inability to gain access to talk to people either in their homes or at events.
  
- When asked what one thing would make them more effective in doing their jobs:
  - 24.0% cited greater funding
  - 13.0% cited having greater staff support or a team to work with.
  - 11.0% cited having greater information about community resources that are available.
  - 9.0% cited having greater training or more experience.

## **INTERNAL RELATIONSHIPS**

- Respondents report a very strong and positive relationship with their supervisors with 79.6% giving their relationship with their supervisor a five out of five ranking. 94.4% of respondents gave their supervisor relationship a 4 or 5 ranking.
  
- 79.6% of respondents said their supervisor had experience working as a Community Health Worker.
  
- 87.0% of respondents believe they get enough time with their supervisor to be effective in their jobs with 31.5% reporting 1-3 hours of supervision per week and 27.8% reporting more than 3 hours of supervision per week. 65.0% report no work related problem they face with their supervisor.

## COMMUNITY HEALTH WORKER TRAINING

- When asked what type of training they had prior to starting their job, 96.3% reported having some type of training before they started their current job.
  - 75.9% have First Aid and CPR training.
  - 68.5% received an Associates Degree or higher.
  - 55.6% have safety training.
  - 55.6% have leadership training.
  - 51.8% have training in cultural competency and health issues.
  - 50.0% have training in training in management and organizational skills.
  - 42.6% have training in counseling and mentoring.
  - 40.7% have training in public health issues like HIV, cancer or domestic violence.
  - 40.7% have training in health education methods.
  - 40.7% have training in how to make a referral.
  - 31.5% have training in fundraising or grant writing.
  - 24.1% have a certificate as a Community Health Worker.
  - 24.1% have training in English as a second language.
  
- 88.8% of respondents report receiving training after they started their current job as a Community Health Worker including:
  - 51.9% Public health issues like HIV, cancer and domestic violence.
  - 51.9% Cultural competency and health issues
  - 50.0% Health education methods.
  - 44.4% How to make referrals.
  - 37.0% Safety training
  - 35.2% Counseling and mentoring
  - 31.5% Leadership training
  - 24.1% Fundraising and grant writing skills
  - 22.2% First aid and CPR
  - 0.0% English as a second language
  
- 64.8% of this training once they took the job was provided by the employer. And 91.0% of respondents rated the training as Excellent or Good.
  
- 72.2% of respondents were paid while receiving this training with 90.7% receiving some recognition as a result of that training.
  
- 59.3% of respondents say their employer asks them what kind of training they need.

- 59.3% of respondents said they would like additional training in the management of chronic diseases.
- Overall however, 42.6% of respondents said there was no additional training that would make them more effective in their jobs.

## **AGGREGATE SURVEY RESULTS**