



Community Health Worker/Promotor COMPETENCIES



Problem:



- Current heterogeneity, variance, and lack of consistency in Community Health Worker and Promotor (CHW/P) training erode trust in the rigor and effectiveness of CHWs/Ps. This concern is a major barrier to a more mainstream acceptance of a CHW/P workforce.

The Solution:

El Sol developed the CHW/P Training Center to enable transformation through relevant blended opportunities that ensure continuous growth in CHW/Ps' identity and proficiency as community agents of change.



- **Customized Training**
Training begins with the philosophy of community health promotion and continues with critical thinking, communication skills, self-reflection and more.
- **Practical with Mentorship and Coaching**
The training prepares CHWs/Ps to understand causes of community health problems and how to engage community and peers in a safe and effective manner.

Core Competencies

| | | | | |
|------------------------------|--|--|--|-------------------------------------|
| Communication Skills | Interpersonal and Relationship-Building Skills | Individual and Community Assessment Skills | Service Coordination and Navigation Skills | Advocacy Skills |
| Capacity Building Skills | Outreach Skills | Education and Facilitation Skills | Evaluation and Research Skills | Professional Skills and Conduct |
| Knowledge Base | | | | |

Analysis:



32 CHWS/P COMPLETED TRAINING

An evaluation measured change in knowledge and self-efficacy.

A test was executed to compare the differences between variables for the same participant.

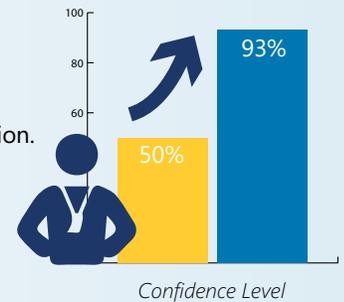
Finding:



Health Education:

Before the training, only 50% of participants had confidence in their ability to provide health education.

At the end of the training, that number went up to 93%.



Informal Counseling:

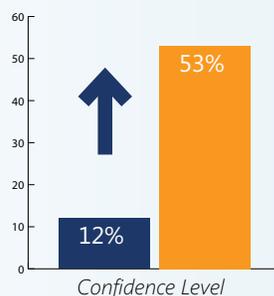
When asked about their confidence in ability to provide informal counseling, 86% of respondents indicated being totally confident at the end of the training.

This was up from 52% during the pre-assessment. In fact, 12 % indicated they were not confident or totally NOT confident at the pre-assessment but after the training, not a single person (zero percent) selected being not confident or totally not confident in their ability to provide informal counseling.



Direct Services:

Participants were also asked to rate their self-efficacy in providing direct services. Remarkably 42% of participants initially rated themselves NOT confident to provide direct services, but at the end, only 11% indicated they did not have confidence in their ability to provide direct services. Importantly, at baseline, only 12% considered that they were totally confident in their ability to provide direct services.



But this increased to 53% at post-assessment.

Practical:

Participants received practical knowledge and experience from the Core Practice Model in several areas including:

- Peer Learning Lab
- Mentorship
- Self Reflection

El Sol CHW/P Training Center, San Bernardino County, March 2021

Prasad, B. M., & Muraliedharan, V. (2007). Community health workers: a review of concepts, practice and policy concerns. A review as part of ongoing research of International Consortium for Research on Equitable Health Systems (CREHS).