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# Evaluation of *Community Voices* *Miami* CHW program: an initiative to empower CHWs

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# Objectives

1. Present evaluation strategies used with the CHW's program
2. Explain how results were used to strengthen the collaborative.

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# Phase I: CHW Training Pilot

Purpose of evaluation: Assess program's effectiveness and immediate impact.

- Evaluation data consisted of:
  - ❑ Participant demographics
  - ❑ Attendance and participation records
  - ❑ Pre and post tests
  - ❑ Field experience assessments
  - ❑ Client logs
  - ❑ Participant's focus groups
  - ❑ Interviews with supervisors

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# RESULTS: CHW Pilot Program

## Satisfaction surveys

- ❑ 97% were satisfied with the course content.
- ❑ 91% would recommend this program
- ❑ 75% reported increased knowledge about community outreach
- ❑ Instructors were favorably evaluated by students.

## Qualitative Analysis (supervisor & participant interviews; open-ended responses on surveys)

- ❑ Usefulness of training vs. usefulness of certificate
  - ❑ Need for supervisor involvement
  - ❑ Importance of cultural competence in CHW work
  - ❑ Educational plans of participants
  - ❑ Barriers perceived by CHWs in the field:
    - Undervaluing of their contribution
    - Inconsistency in job descriptions and required skills;
    - Lack of specialized training and opportunities for skill development;
    - High turnover rates due to low compensation and job dissatisfaction
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# RESULTS: CHW Pilot Program

## Immediate Impact

### PARTICIPANTS

- Between the pre and post surveys, at least 2 participants obtained a salary increase while others had been promoted to another position.
- The program renewed participants' interest in pursuing educational goals and considered the program a step towards career advancement.

### PROGRAM

- **Supervisor orientation**
  - course content and expectations
  - Help evaluating skills
- **Different level courses**
  - Courses eligible for college credit to accommodate those CHWs pursuing college degrees.
  - Specialization courses to meet diverse roles filled by CHWs.

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# Phase II: Curriculum Development

Purpose of evaluation: ensure a pluralistic participatory process that included input from all stakeholders, particularly CHWs.

- Evaluation data consisted of:
  - **Attendance logs**
    - document membership and participation
  - **Communication logs**
    - channels of communication
  - **Participant survey**
    - practices in leadership and communication
    - document member roles
    - perceived effectiveness of curriculum development process and products

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# RESULTS

## Attendance & Communication Logs

- ❖ Attendance records demonstrated a broad representation in the selection of curriculum core competencies; and module development.
- ❖ Communication logs were administered at the end of each curriculum workgroup meeting (**N=52**).
  - ❑ Over 90% of participants had been in contact with other curriculum workgroup members about the project
  - ❑ 81% reported talking to external agents about this program
  - ❑ Reasons why participants not able to complete assignments
    - Needed more time
    - Needed more details and information
    - Had challenges researching assigned topics.

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# RESULTS

## Participant Online Survey

- Online survey was launched in March 2007
  - Link sent to 70 members of curriculum workgroup or the stakeholders group
  - 21/70 surveys were returned; response rate 30%, acceptable for online and e-mail surveys (Sheenan, 2001; Hamilton, 2003)
- Respondents reported motivation for participating:
  - experiencing how a plan became a reality
  - contributing to the development of something new in Miami Dade
  - gathering research on roles of CHW from different perspectives
  - networking



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# Overall Project Impact

- Developed and implemented 3-level college-based CHW training program
- Created horizontal participatory mechanisms in the development of the College Certificate and Associate Degree curricula and implementation strategies
- Empowered CHWs at the policy making level
  - Emphasize that all participants have influence in decision making
  - Create feedback mechanisms
- Made this partnership an example of best practice
  - Pluralistic participatory organizational communication (WCCD, 2006)

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# Conclusion

Evaluation can be means to empower community health workers and support the work of the collaborative.

- Sharing knowledge
- Creating feedback mechanisms
- Facilitating communication & participation
- Informing policy decisions