



## Multi-Tiered Community Health Worker Programs

### **Purpose:**

Tier 1: To have a broader reach in the community; foster internal leadership (recruiting people in the community who remain when program funding ends); have full allegiance be to the community; for quick interventions mostly focused on education and prevention; short term empowerment for participants

Tier 2: To improve communities' access to resources in addition to offering education and prevention; foster internal leadership (recruiting experts in the community who continue sharing their training and skills after program funding ends); serve a very specific population as defined by time available; offer a more in-depth intervention while straddling allegiances to both community and providers; empowerment of participants

Tier 3: To improve communities' access to resources in addition to offering education and prevention; serve a year-round community; offer both short and long-term in-depth education and interventions in multiple communities that can be evaluated effectively; empower participants; offer job skills

### **Tier I (Leaders)**

- Help achieve a BROADER and DEEPER reach into the community
- Natural, trusted leader who lives in the community 24/7 and will not leave the community after the grant, funding, and/or program is gone
- Full allegiance is to the community
- Build long term capacity in the community
- May be former/current program participants ready to advance their education and efforts around a topic
- “Full time job” is elsewhere

### **Tier II (Community Health Workers)**

- Tasks needed to be complete are clear and easily delineated with targeted goals (discrete tasks)
- Work is self-directed
- Completing the work is more important than HOW or WHEN it is done
- Have independence in their work and can choose an approach based on their own expertise in the community
- Expectations are clear, within a narrow band and can be bound by overall time period (monthly, weekly, etc.)

### **Tier III (Community Health Workers)**

- Bring full time emphasis and work resources to bear to program and community needs
- Can offer both short/long term education, outreach, promotion, and coordination to community
- Definition of “their community” is wider and may encompass several camps, neighborhoods, or geographical areas
- As a professional, they have independence in their work but are supervised by organization
- Data, evaluation, and/or technology is expected on par with all other employees
- Coordinate and serve as lead worker in working with other Tiers of Community Health Workers (CHWs)
- Model CHW values by serving as a leader in state/national professional activities on behalf of organization

## How to Maintain the Key Traits of These Tiers



### Key Traits - Tier I (Leaders)

- Receive training, experience, assistance from organization
- They are not directed in their work, supervised, controlled or “scheduled”
- Play key, targeted roles in the overall program: they are NEVER “responsible” for the program” or bound by the organization.
- Service to program (not community) may be limited and relatively small
- Require time and dedication on behalf of organization to retain their assistance
- Gifts of appreciation can be provided but are not expected

### Key Traits - Tier II (Community Health Workers)

- Receive training and experience from organization on specifics of program BUT you are not training them to BE a leader or a Community Health Worker
- This is their profession both before you arrived and after you are gone
- They may contract with several groups or organizations or work full time elsewhere
- Their schedule cannot be controlled
- Their allegiance is to the community and to the CONTRACT
- Contractors are paid by performance goal, target outcome or other clearly defined product.

### Key Traits - Tier III (Community Health Workers)

- Receives and provides extensive and on-going training from/within organization
- Their allegiance is to both the organization AND to the community
- Their schedule can be controlled, as well as how and when things are done
- Provided the tools to carry out work
- Expectations of an employee with all the responsibilities and privileges thereof
- Represent agency in coalitions, groups, etc.
- Hourly workers with earned over time and fully benefitted

***Remember, the Tiers are driven by differences in duties, expectations, and outcomes.  
Therefore, compensation is not the driver but rather it is the result.***

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