



WARRIORS of WELLNESS  
**WOW**  
 A Multicultural Community Health Workers Collaborative



# OUTCOMES & EVALUATION RESULTS

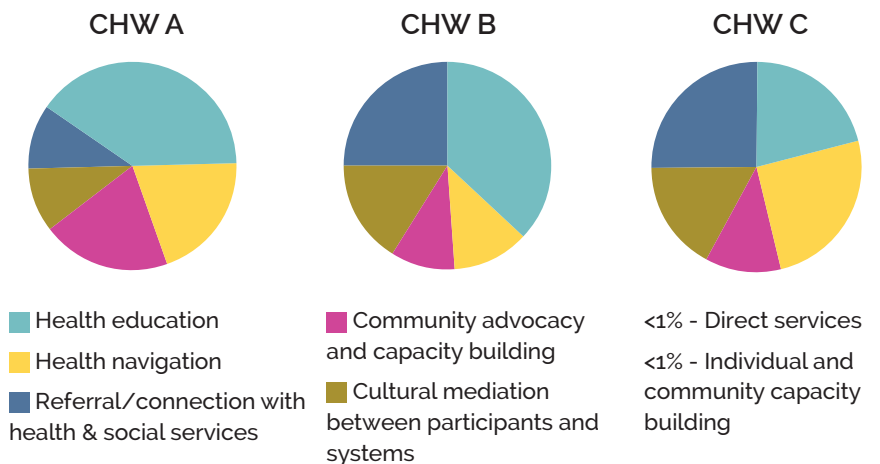
## WHAT QUESTIONS WERE STUDIED?

- What were the activities/roles of the CHWs?
- What were the benefits of CHW services for program participants?
- What were the benefits of CHW services for the health system partners?

## WHAT HAVE WE LEARNED SO FAR?

CHWs provided services in individual and group settings **on average of 332 times per month.**

**CHWs played a full range of roles and CHWs' services are specific to their respective communities and responsive to community needs.** Three CHWs' services were analyzed to compare their roles. The table reflects percentages of frequency of each CHWs playing the top 5 of the 7 CHW roles.

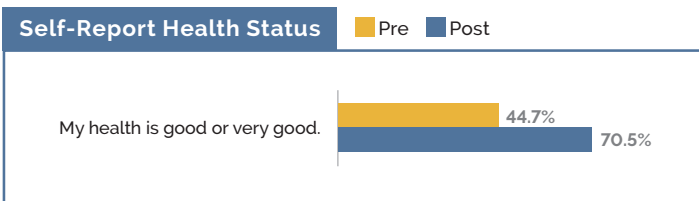
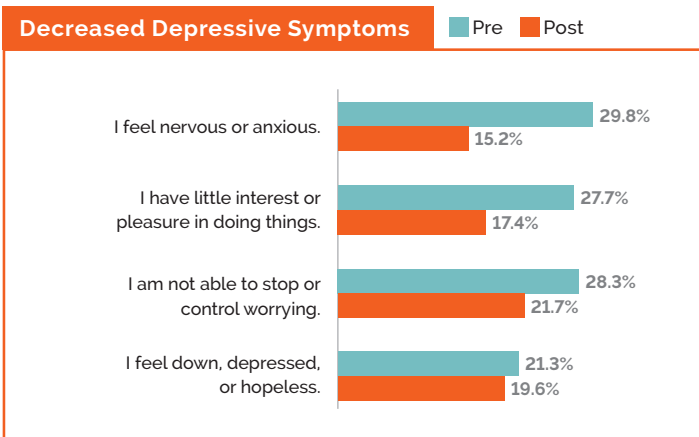
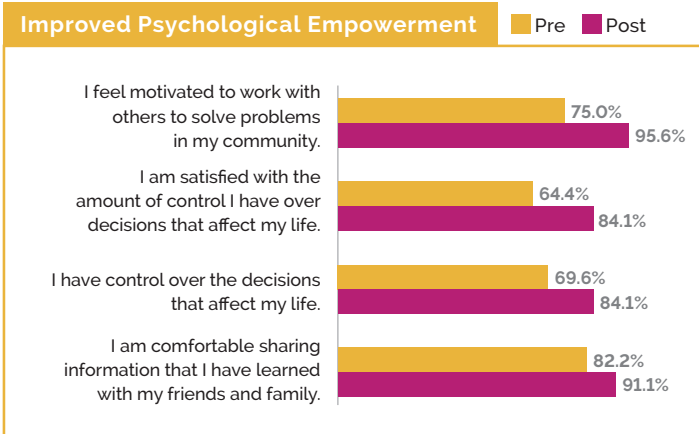


The WOW Community Health Worker project began as a pilot in 2014 with 6 Community Health Workers (CHWs) based in 5 culturally-specific community organizations. The goal was to create a model for health systems to contract for community-based CHW services to improve health in communities of color and decrease health disparities.

An evaluation was conducted by the Multnomah County Health Department Community Capacitation Center in late 2015 and early 2016 to assess progress. Data was collected using pre/post surveys of participants, service/activity tracking forms of CHWs, interviews and a focus group.



People who received intensive or ongoing services reported **improved health and emotional well-being, as well as improved psychological empowerment.**



**“The biggest influence of [the CHW] is morale, huge morale boost ... She has been going all out [on our housing issue] further than she actually needed to.”**

– Participant working with WOW CHW

Providers and staff in clinics with CHWs and Health Systems **value the services to patients and the impact on the care delivery system.**

- CHWs provide cultural competency trainings and ongoing consultation about the realities that communities face
- CHWs help providers understand patient/family needs and health goals
- CHWs identify gaps in the system and help systems address them

**“The CHW has really opened our eyes to holistic health care, it’s not just about those transactional office visits, it’s about body, soul, and culture.”**

– Physician working with WOW CHW

Participants supported by CHW **had successful experiences navigating the health care system and having their social needs met.** CHWs help participants:

- Connect to resources to address the social determinants of health
- Understand and navigate the health care system
- Advocate for their health needs

**“This gentleman I was working with was overweight and feeling depressed. The doctor put him on medication and told him to start exercising. For the first week, we took three days and just walked together. His eating improved, he was going to the doctor regularly and then, he got a puppy. He walked the puppy and soon after he walked 30 pounds off. I checked in with him weekly and I walked with him when I could. After that, he kind of got a hold to it.”**

– WOW CHW