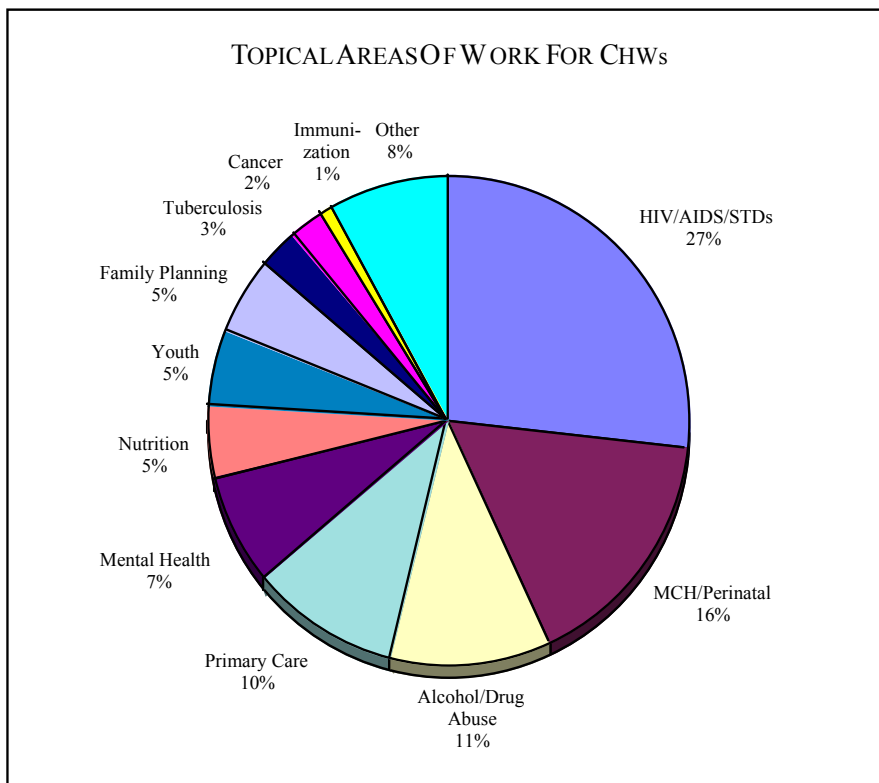


COMMUNITY HEALTH WORKERS: WHO ARE THEY AND WHAT DO THEY DO?

HIGHLIGHTS OF A SURVEY CONDUCTED BY THE COMMUNITY HEALTH WORKS OF S.F.
CENTER OF EIGHT COUNTIES IN THE SAN FRANCISCO BAY AREA, 1996.*

Job opportunities are expanding for these front line health professionals, with the majority of growth being in the public health departments and community based organizations.

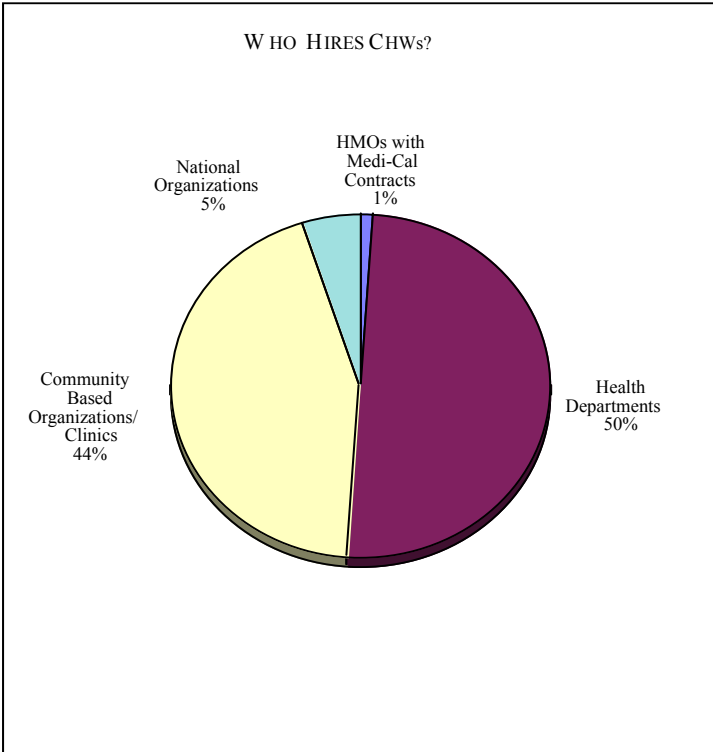
- Community Health Workers (CHWs) have other titles such as health worker, outreach worker, community health outreach worker (CHOW), public health aide, case manager/case worker, and counselor/peer counselor.
- CHWs work in many areas of health care using various skills. Half of them work in clinics and half of them work in community outreach.



EMPLOYERS' TOP 10 MOST VALUED SKILLS FOR CHWs:

1. Multi-Cultural Competence
2. Community Outreach
3. Communication and Conflict Resolution
4. Self-Management
5. Bilingual/Bicultural
6. Patient Education and Counseling
7. Interviewing/Intake
8. Reporting and Documentation
9. Appropriate Training
10. Knowledge of Entitlements and Referrals

* A scientific survey conducted by the Community Health Works of S.F. (formerly Community Health Training & Development Center), a joint program of San Francisco State University and City College of San Francisco; Love, M.B., Gardner, K., and Legion, V.



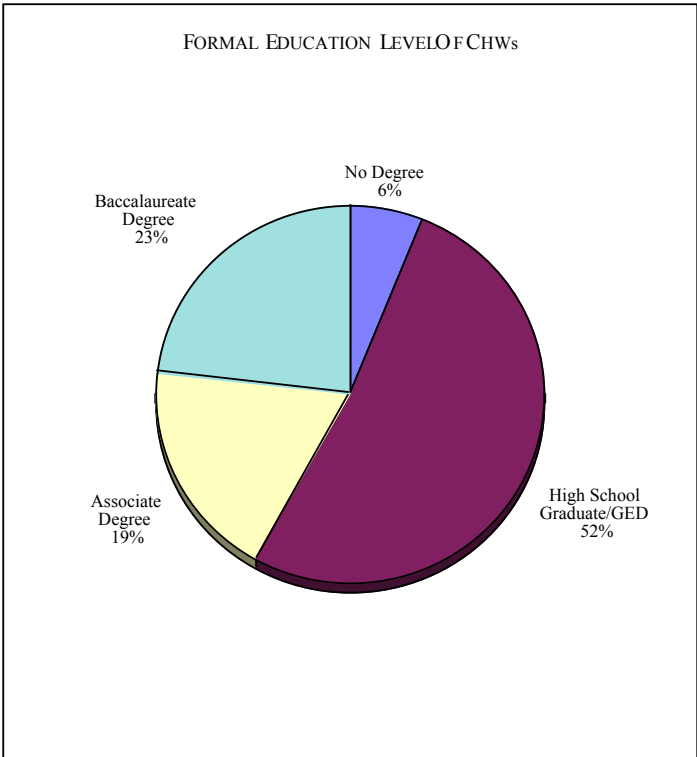
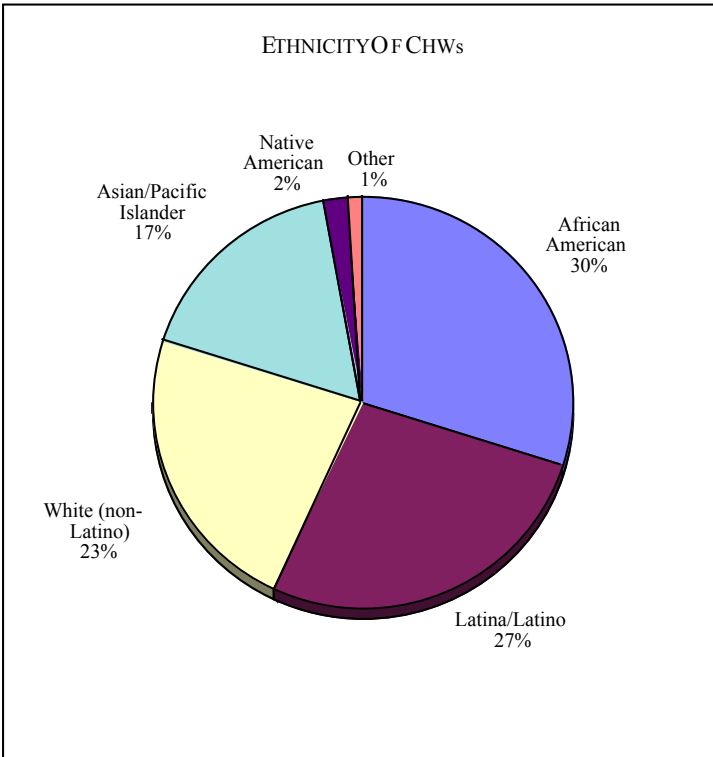
Updated Information on CHW Salaries

SF Dept of Public Health
July 01, 2004-June 2005 schedule:

HW I	\$34,892 - 42,276
HWII	\$38,974 - 47,268
HWIII	\$42,588 - 51,740

Note: to provide the most current information, here we supply the San Francisco salary scale - not from 1996 regional survey. CHWs who work for community-based organizations generally have a lower salary scale.

93% of CHWs receive HEALTH BENEFITS
 63% of CHWs belong to UNIONS
 60% of agencies have a CAREER LADDER for CHWs



FN: CHWwhoarethey2005/pr3