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.

**Topical Areas of Work for CHWs**

- HIV/AIDS/STDs: 27%
- MCH/Perinatal: 16%
- Alcohol/Drug Abuse: 11%
- Primary Care: 10%
- Mental Health: 7%
- Tobacco: 5%
- Nutrition: 5%
- Family Planning: 5%
- Youth: 5%
- Other: 8%
- Immunization: 1%
- Cancer: 2%
- Tuberculosis: 3%
- Immunization: 1%
- Other: 8%

**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.

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Community Health Workers: Who Are They and What Do They Do? - Page 2

WHO HIRES CHWs?

National Organizations: 5%
HMOs with Medi-Cal Contracts: 1%
Community Based Organizations/ Clinics: 44%
Health Departments: 50%

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

ETHNICITY OF CHWs

African American: 30%
Latina/Latino: 27%
White (non-Latino): 23%
Asian/Pacific Islander: 17%
Native American: 2%
Other: 1%

FORMAL EDUCATION LEVEL OF CHWs

High School Graduate/GED: 52%
Associate Degree: 19%
Baccalaureate Degree: 23%
No Degree: 6%

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.

FN: CHWwhoarethey2005/pr3