

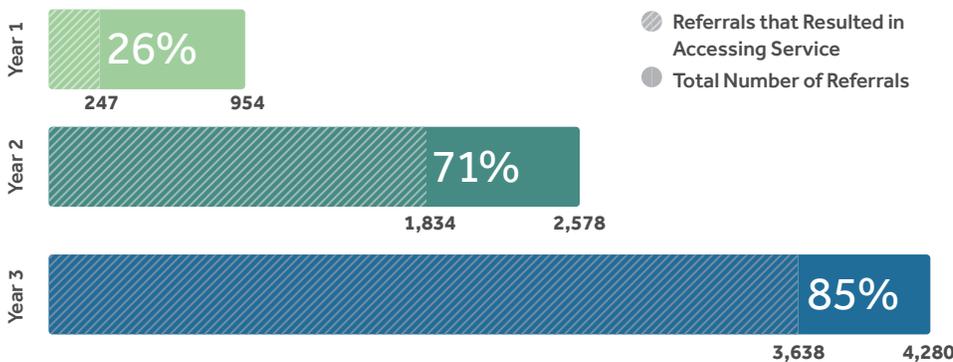
Community Health Worker Pilot

Project Goal: Advance health equity by improving access to culturally competent care within the rapidly diversifying western suburbs of Chicago.

Community Health Workers (CHWs) at the following organizations provide ongoing peer support and case management to navigate access to health care and achieve collaboratively developed health goals within an integrated, interdisciplinary care coordination team. CHWs and their supervisors participate in a learning collaborative to engage with one another and with content experts to strengthen their skills, referral networks and knowledge.



Closed-Loop Referrals



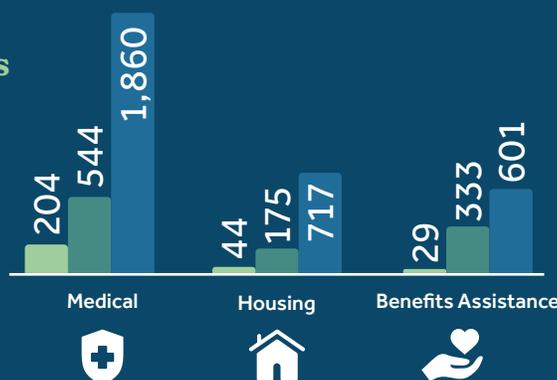
Referrals resulting in accessed services increased from **26% in Year 1** to **85% in Year 3**.

The trusted role of the CHW allows for deepened client relationships that often elicit multiple referrals and increase the likelihood of follow-up on those referrals. While a client may approach the CHW for a specific need, the CHW can connect the client to a host of wraparound services through an extensive network of providers. This network is further strengthened by utilizing The HUB, a web platform that allows CHWs to directly connect with referral locations and more easily track if a client received services.

Predominant Referral Types

Referrals for medical, housing, and benefits assistance represent the largest year-over-year increase throughout the duration of the pilot, echoing pandemic-related health and economic challenges.

● Year 1 ● Year 2 ● Year 3



Total Referrals



At the conclusion of the pilot, CHWs across all organizations made 7,812 referrals for service, representing a near **100x increase over baseline**.

*“We need community health workers to stick around because of what we all know, which is that **80% of what happens to a person’s health happens outside a doctor’s office.**”*

—Denise Octavia Smith, ED of the National Association of Community Health Workers

The Community Health Worker Pilot is supported by Community Memorial Foundation and Healthy Communities Foundation. The project is coordinated by Health & Medicine Policy Research Group, with Sinai Urban Health Institute serving as trainer and evaluator.

