North Carolina CHW Association Listening Sessions

Training + Certification

COMMUNITY HEALING
THROUGH ACTIVISM AND
STRATEGIC MOBILIZATION

FINAL REPORT CREATED BY CHASM
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Special Acknowledgements

The Community Health Workers within North Carolina were representative of workforce voices pertaining to training and certification based on Medicaid Region. We would like to thank them for their time and efforts in participating during this listening session. The report serves as a document to uplift your voices among our state partners for CHW initiatives. We especially want to thank our facilitators during the listening sessions who were identified as trusted members to collect qualitative data about training and certification within their region. Many thanks also to Rachel Bodkin-Fox who helped to lead coordination of the NCCHW Listening Sessions.

Region 1

Phillip Cooper – Facilitator
Rosario Villarreal -- Facilitator
Pamela Silvers
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Candace Alley
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Gabriela Escobar
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Region 2

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ToQuisha Fuller
Kimberly Parsons
Tyler Moody
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Pamela Mathis
Karen Terry
Celina Uribe
Dulce Ortiz

Region 3

Keila Marlin – Facilitator
Lorena Perez – Facilitator
Kimberly Terry
Ebony Gray
Jonathan Cozaya
Toni Curtis
Melinda Pike
Jamissa McIver
Dequia Rainey

Region 4

Edeia Lynch - Facilitator
Dasha Stuison - Facilitator
Sharon Munoz - Facilitator
Melissa Elliott
Suzy Geronimo
Crissy Oravits

Region 5

Alan Perez – Facilitator
Brandon Cagle – Facilitator
Charissa Smith
Tammie Hall
Jimmy Torres
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Debra L. Lee
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Region 6

Paulique Horton – Facilitator
Alan Perez – Facilitator
Deana-Marie Rose
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Cynthia Demery

NORTH CAROLINA CHW ASSOCIATION
LISTENING SESSIONS FINAL REPORT
Executive Summary

Overview of the listening sessions

The North Carolina CHW Association (NCCHWA) partnered with Community Healing through Activism & Strategic Mobilization (CHASM) to lead and conduct listening sessions across all six Medicaid Regions. These listening sessions were conducted with Community Health Workers (CHWs) who represent Community Based Organizations, healthcare systems, and public health organizations. This final report is to provide recommendations to NC state partners about key recommendations for the following aims:

- Areas where Association can be helpful
- Strengths, weaknesses, and experience of the training
- Barriers, facilitators, and experience of certification

The listening sessions focused on understanding the perceptions from CHWs in NC about the barriers for CHW trainings / certification and positive aspects of the training / certification. The listening sessions will help inform the next steps to roll out further trainings by region and which ones to focus on especially for specialty trainings.

Structure of Final Report

The report is intended to lift up the most pertinent information about the methods and types of trainings to provide to CHWs in specific regions and the state overall. The report is structured in the following way: 1) Methodological approach; 2) Results across all regions; 3) Results by each region; 4) Appendix that includes a detailed methodological approach, themes / subthemes by each listening circle supported by key contextual quotes; and the visual map showing relationships between themes.

Overview of Methodological Approach

The overall methodology for the analysis was done by starting with coding or specific themes / subthemes of the listening session for each group within the six Medicaid regions within Atlas.ti. Visual maps were then used to show the relationships between the themes and subthemes by for specific questions where associations between themes / subthemes would be helpful. Themes and subthemes were mapped out in a table corresponding to the relevant contextual quote. After this took place, convergent themes - showing similarities between findings for the six Medicaid regions were identified. After this step in the analysis process, recommendations were given by most relevant questions and contextual quotes. Limitations were also identified and an overall methodological approach. Below is the process that took place in conducting the listening sessions and data collection.

Pre-Session
Translate email, pre-survey, survey
Identify Facilitators and Secure Availability
Send out introduction email
Logistics email to 8 Participants with pre-survey, zoom, invite
Schedule Pre-Session Meeting with Facilitators
Email reminder to participants
Make phone calls to confirmed participants
Day of Session
Pre-meeting with facilitators
Conduct Session
Follow-up email of gratitude to participants (get addresses)
Follow-up email of gratitude to facilitators
Post Session
Email names and addresses to NCCHWA for gift card
Schedule Follow-up meeting with NCCHWA to review process

Overall Recommendations from Final Results

Overall final findings show themes identified by three areas for protection of the virus, encouraging vaccinations, and communication strategies correlated to the overall aims. The three categories for these aims include: 1) Areas where the NC CHW Association can be of support to CHWs in the state; 2) Training; and 3) Certification. The overall themes showed that more strategies need to be addressed that includes meeting the community where they are at including involved faith-based leaders, community health workers, and community members at the table to build trust around messaging and establishing trust with government officials and institutional partners. A table was then created to address the "Exploration Stage" in Implementation Science where the key recommendations have been cross walked with IS processes and components showing key partners to include and data sources.

Findings have been used to inform understanding of which trainings need to be expanded and improved, and the best process to follow for certification of CHWs in the state. Overall findings also show that the CHW workforce in NC see the Association as a significant support; CHWs were representative in voicing that the Association could be helpful in a number of areas to support CHWs including by not limited to a job board, outreach to the homeless population, sustainable funding, more specialized training – an overall emphasis on the Association supporting CHWs to have a higher quality of life and equity. The overall aim of this report is to have CHWs heard across the six Medicaid regions about their perspective and experience of trainings, certification, and the support of the Association in the state.

RESULTS

OVERALL RECOMMENDATIONS
NCCHWA

- NCCHWA can help in all areas – the CHWs are open to this and welcome this
- Higher pay is needed for CHWs in the state including more professional development and recognition of their work
- There's a consensus of having more trainings available especially in specific specialized areas such as self-defense classes, mental health, understanding social determinants of health, and motivational interviewing
- NCCHWA can provide resources such a central board where roles and jobs can be listed for CHWs
- Clear needs also for intervention support for CHWs especially for housing and mental health

TRAININGS

- Trainings in NCCARE360 need to be improved
- Increase AHEC trainings to participants especially in specialized areas
- Some people like the online version of the training and others liked the in-person training
- Interest in having internships and more interactive activities with the trainings
- Specialized training requested especially in trauma, self-care for CHWs, mental health, health equity, and motivational interviewing

CERTIFICATION

- Certification fee became a barrier for many trainees, consider possibly removing fee or decreasing cost
- Make sure there are Spanish Interpreters as language was also a barriers for Spanish speaking trainees;
- CHWs earned many soft skills including being valued, accountable, and being grateful for certification
- Lived experience was applied to certification
- Delay in receiving certificate, needs to be improvement in process of receiving certification – possibly digitally

Limitations include focus group participants being influenced by other participants. This was notable as Regions tended to have the similar patterns based on participant responses. Focus groups could also possibly be biased by the facilitators. During the listening sessions, there were a couple of participants who were not available or did not respond to specific questions. There was an especially low-turn out of participants from Region 5 and Region 6.

ANALYSIS OF QUESTIONS

Q 1.1) In what areas do you believe the Association can help the CHW workforce in NC?

Theme / Subthemes	Contextual Quotes
All areas	• I think that it can help in **lots of areas**, many areas in the state in Mitchell county. (R1) • Definitely Western NC… I serve Ruthorford, Polk, counties and some of the poorest counties in the state of NC and need the help. (R1) • I think you all do a great job by being there and [bring] added support. Not sure where but hely needed in many **areas**.(R2)
Payment - Salary for CHWs - Payers	• Association [could] have a **salary** survey across the state and draw from that with what we are doing. (R1) • **Funding** for more positions in this area, as of Dec both of us will be out of a job, funding for more CHW positions. (R2) • Need to talk to payers and bring them on board (R6)
Trainings - Self-Defense - Safety - Certification	• [The Association could] safety **training** that includes basic self defense. (R1) • At the same time, we don't receive that many **trainings**. (R2) • [We] need **trainings**, most are certified, but other organizations need to get their CHWs certified (R3)
Central Job Board - List of CHW Positions - Role of CHWs	• A **central job board** that list all the CHW positions available across the state, • I do believe it is a distance between community and what our role is, there is a disconnect there and Association can help more. (R2)

Theme / Subthemes	Contextual Quotes
Interventions - Housing - Mental Health	• In Mecklenburg housing is number one priority, counted number of homeless and 3,000 (people) sleeping on street homeless, with housing barriers and section 8. (R3) • I will say continuing education in different subjects like **mental health,** while we see outside, you guys can support us with more information on those subjects. (R5) • We need to start reaching to some of the areas ppl are forgetting about like the **homeless**, as a CHW when you are out there working out there (R5) • I feel as though being a CHW and working in community agree with other CHWs with resources, working in **field homelessness is a big** issue,(R5)
Advocacy	• [The Association could] help us how to learn **advocate for ourselves and grown different events and learn how to advocate** for ourselves in our jobs. (R3)

NCCHWA Listening Sessions – Training & Certification

Other Subthemes

- Access
- Collaboration
- Education
- Health Insurance
- Professional Agencies
- Food

Q 2.1) Please describe the CHW training(s) and topics you have received.

Theme / Subthemes	Contextual Quote
Behavioral Health - Mental Health - Anxiety - Stress - Suicide prevention	• *Have had all the trainings of **behavioral health.** (R1)* • *I think I have some other ones scheduled such as NC CHW **depression and anxiety**, overview of Medicaid, always looking or things to dive into. (R2)* • *I have received **my core competency training** through **CPCC and substance use, and mental aid first aid**, and empathy training and **interpersonal training and motivational interviewing** and plethora of different types of certifications (R3)*
Covid	• *We have those monthly and the **Covid 19** essential trainings and constantly every other week (R1)* • *We have several if I can remember then all, resource coordination, learning how to connect clients with resources, introduction to health and wellness, **covid training….** (R1)* • *…Educated in programs that dealt with **Covid** (R4)*
Health Insurance - NCCARE360	• *Courses on **NC 360** for referrals and **providence insurance, Medicaid, Medicare** and referring to **safety net**, referring to child tax credits…(R1)* • *[I would] help them get enrolled in health insurance. (R1)* • *I have done all of the training for **NCCARE 360** and some courses that was mental health and suicide prevention certification and it is a two-day course (R5)*
AHEC trainings	• *All of the **AHEC training** are very detailed and different scenarios, we have those monthly. (R1)* • *Trainings on **NC AHEC** website, very informative, one was about finding different resources, I think I have some other ones scheduled..(R2)* • ***AHEC** offers trainings for CHWs as well (R5)*

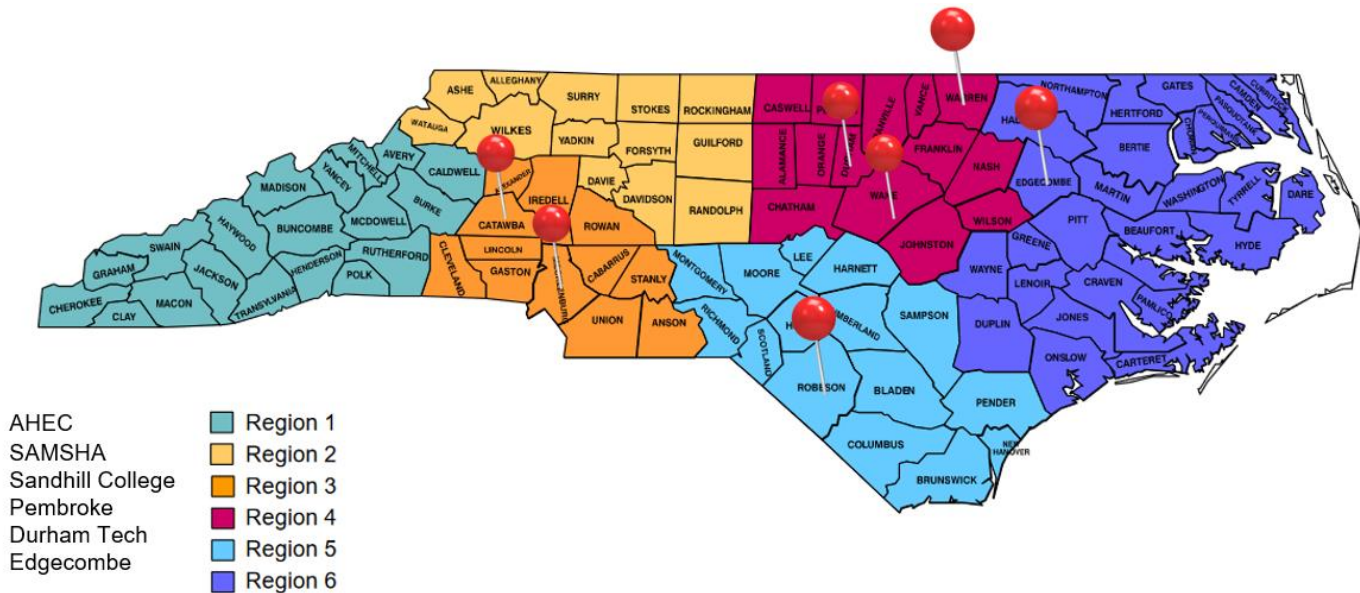| Theme / Subthemes	Contextual Quote
Healthcare - Diabetes - Hypertension / pre-hypertension	• *[We] definitely have more experience in the **medical part** (R4)* • *I do **diabetes classes** through various sources [and] Medicaid training (R6)*
Motivational interviewing	• *I did training about **motivational interviewing** and knowing how to speak with your clients (R6)* • *I have received empathy training, interpersonal training and **motivational interviewing** and plethora of different types of certifications (R3)*
Maternal Health - Post partum - Lactation - Prenatal/newborn	• *I [have taken] CHW Summit the trusted messenger uplifting **maternal mental health** (R5)* • *I did my training [that covered] newborn certification and **lactation** (R3)*
CPR / First Aid	• *I took training in **CPR**, first aid, motivational interviewing, and trained other CHWs (R6)* • *I tool peer support, mental health, CPR training at Robeson CC for the beginning CHW program (R4)*

Other subthemes

- Advocacy skills
- Care coordination
- Care Management
- CLAS standards
- Community / Individual Assets
- Engagement methods / strategies
- Ethical dilemmas
- Guiding principles
- Health and wellness
- Motivational interviewing
- Peer support
- Healthcare trainings
- Core competency training
- CPCC
- Substance use
- Empathy training
- Interpersonal training
- Core Competencies
- DV Interventions
- Health disparities
- Legacy training
- Advance newborn

Other subthemes

- Trauma
- LGBT
- ADHD for kids
- Case management on the supervisory level
- Care giving for CHWs
- Yoga
- First Aid / CPR
- Smoking
- Hypertension
- Oral hygiene / dental care
- Windshield assessment
- Racial / health equity training

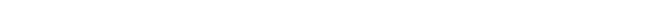# Q 2.1) Locations of Trainings by Medicaid Region (cont.)

AHEC
SAMSHA
Sandhill College
Pembroke
Durham Tech
Edgecombe

	Region 1
	Region 2
	Region 3
	Region 4
	Region 5
	Region 6

Q 2.2 a) What are the strengths about the CHW training?

All Regions Theme / Subthemes	Contextual Quote
Community - Community Needs	• *Definitely alerting us for the need of the training for* **communities** *which we live. (R6)* • *Think that everyone who was working with me was already CHWs, they went into the training knowing they were there to serve the* **community**. *(R4)*
Resources	• *Think that everyone who was working with me was already CHWs, they went into the training knowing they were there to serve the* **community**. *(R5)* • *When I became a CHW I [was] comfortable about telling them where some* **resources** *are, that was definitely a strength [of the training]. (R6)*
Informative	• *All the* **information** *was a strength about the training. (R5)* • *Strengths was getting all the* **information** *(R3)*
Online	• *Strengths is that it was* **online**… *(R3)* • *I liked it because it was* **online** *and studied in* **my own time**, *instructor. (R6)*
Collaborative	• *We got to see for participants and cool to see some ppl at work, I think being* **face to face** *and allowed to have platform and* **meet as a classroom**, *and bounce ideas off of each other. (R6)* • *Course was* **collaborative** *and wasn't just turning in the summit,* **collaborative** *aspect did help and the time was good, had enough time for each topic, [we]* **collaborated** *as a group on it and no [there were no] weaknesses.*

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Region 1: Theme / Subthemes	Contextual Quote
Refresher	• *Training was a good **refresher** on all of the policies*
Better at job	• *The training helped me do a **better job**.*
Deal with situations	• *Training [helped] to **deal with situations** especially in the rural area*
Diversification	• *Helped us learn how to work with **different cultures / religions and diversifying**.*
Energy	• ***Energy** from the instructors, instructors themselves, energy of the class*
Great	• *I really enjoyed the training and covered everything, I'm a getric nurse and there was a lot that was missed, everything about the course is **great**.*
Honesty	• *It was getting ppl to open up and talk to you and let you know what they need and guess and figure it out, be **honest** and not be so prideful.*
Look beyond myself	• *The training… more than anything taught me to appreciate and to **look beyond myself**.*

Region 2: Theme / Subthemes	Contextual Quote
Best practices	• *The main training that they gave me was about **best practices** but was very broad and other one was cultural competency.*

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NCCHWA Listening Sessions – Training & Certification

Region 3: Theme / Subthemes	Contextual Quote
Collaborative	• Course was **collaborative** and wasn't just turning in the summit, **collaborative** aspect did help and the time was good, had enough time for each topic, [we] **collaborated** as a group on it and no [there were no] weaknesses.
Information	• Strengths was getting all the **information**
Online	• Strengths is that it was **online**…
Conversation	• [Training helped] open the door and helped have lots of **conversation.**
SDoH	• I think one of the strengths from CPCC is learning about **SDoH.**
Honesty	• The training helped us talk about that and give people an opportunity to **bring their thoughts.**

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Region 4: Theme / Subthemes	Contextual Quote
Equal Footing	• Everybody got **equal across the board**, had to do certain processes, everyone had a place to start with
Community	• Think that everyone who was working with me was already CHWs, they went into the training knowing they were there to serve the **community**.

Region 5: Theme / Subthemes	Contextual Quote
Community - Community Needs	• With the **community**, you have to speak the language with the community and with the government and have to bring the **needs**; when you have 1:1 it is more strength part
Resources	• A strength of the class is we were given **resources.**
Informative	• All the **information** was a strength about the training.

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NCCHWA Listening Sessions – Training & Certification

Region 6: Theme / Subthemes	Contextual Quote
Community **- Community needs**	• *Definitely alerting us for the need of the training for **communities** which we live.*
Resources	• *When I became a CHW I [was] comfortable about telling them where some **resources** are, that was definitely a strength [of the training].*
Online	• *I liked it because it was **online** and studied in **my own time**, instructor.*
Informative	• *Very informative information and liked being **online**..*
Self-paced	• *I liked it because it was **online** and studied in **my own time**, instructor.*
Collaborative	• *We got to see for participants and cool to see some ppl at work, I think being **face to face** and allowed to have platform and **meet as a classroom**. and bounce ideas off of each other.*
Flexibility	• *I [liked the] **flexibility** of the training and like how it was set up online.*

Q 2.2 b) What are the weaknesses about the CHW training?

All Regions Theme / Subthemes	Contextual Quote
Online	• *I rather it being hands on, rather than on **zoom**.. (R6)* • *Didn't like that it **wasn't in person** (R1)*
Specialized training - Trauma training - Spanish training - NCCARE360 - Undocumented	• ***Specialized training** should be defined more, CHWs are already certified, should be more focused.(R4)* • *CHWs are already certified, should be more focused on the **trauma**.* • *Advocated for CHWs to have **Spanish** training, Duke and Robesson do the training in Spanish. (R4)* • *I agree with everyone else, **NCCare 360** and if any has taken SAMSHA training it is very long on disability forms, sometimes it takes days and weeks to take training and poorly mapped. (R5)* • *Did not talk about **undocumented**. (R3)*
Interpreters / interpretation	• ***Interpreters** and translation errors were a problem – need to give more pay to interpreters. (R2)* • *Most are Latinos, so many education and diploma and medical things, these ppl not spend too much time on English. (R4)*
Resources	• *We have a lot of needs and **resources** are very scarce.(R4)* • *I have to make an appointment to make a training, those agencies **need to open the doors** and it is not working. (R6)*

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Region 1: Theme / Subthemes	Contextual Quote
Disorganized - Confused	• *Coming into the classroom trying to teach, there were ppl sick and out [it] very **disorganized**.* • *Always **confused** on curriculum and how to prepare for the test, would like folks to consider teaching those courses and if they have the same attitude and **enthusiasm** as those who are taking the course.*
Application	• *Somethings **can't get a grasp on till get to field***
Not culturally sensitive	• *They were not **culturally sensitive** for the first chapter and overview*
Not enthusiastic	• *,always could like folks to consider teaching those courses and if they have the same attitude and enthusiasm as those who are taking the course*
Online	• *Didn't like that it **wasn't in person**.*
Lack of fidelity	• *The training is **not what it truly needs to be**.*

Region 2: Theme / Subthemes	Contextual Quote
Build connections	• ***Knowing my classmates** more as well would be helpful.*
Mental health	• *A lot of courses could be around **mental health training**, that would help me.*

Region 3: Theme / Subthemes	Contextual Quote
Implicit bias	• Found some **implicit bias** in the training and how it was stated, put ppl in situation that ppl take medication based on race.
Specialized Training - Undocumented	• Did not talk about **undocumented.**
Interpreters	• **Interpreters** and translation errors were a problem – need to give more pay to interpreters.

Region 4: Theme / Subthemes	Contextual Quote
Resources	• We have a lot of needs and **resources** are very scarce.
Interpreters	• Most are Latinos, so many education and diploma and medical things, these ppl not spend too much time on English
Access	• Need to have **access** for CHWs to get the training.
Specialized training - Trauma training - Spanish training	• **Specialized training** should be defined more, CHWs are already certified, should be more focused. • CHWs are already certified, should be more focused on the **trauma**. • Advocated for CHWs to have **Spanish** training, Duke and Robesson do the training in Spanish.

Region 5: Theme / Subthemes	Contextual Quote
Specialized training - NCCARE360	• I agree with everyone else, **NCCare 360** and if any has taken SAMSHA training it is very long on disability forms, sometimes it takes days and weeks to take training and poorly mapped.
Time	• It is **time** - when we are in training in round table discussions and don't have time to express how you feel and what we are going through, **time** is an issue. • When you are in some of the training, you don't have enough **time**.
Frustration	• Another big issue is the **frustration** of the training.
Being Heard	• CHWs on the ground being **not heard** by management about trainings.
Quality - Instructor / Instruction	• The **quality of instruction and quality of the instructor** needs to be improved.
Access	• I have to make an appointment to make a training, those agencies **need to open the doors** and it is not working.
Information / Informative	• And have I have to present in a few days and then get cut off and don't have enough **information** about.

Region 6: Theme / Subthemes	Contextual Quote
Great **- Loved**	• Overall experience was I **loved it**, training was **great**, anytime I needed a question answer and glad someone could assist me and learned a lot. • It was a **great** course...got it <u>cause</u> I could help ppl, learned about housing, smoking, <u>overall</u> the experience was good and got certificate.
Enjoyed it **- Broad**	• I **enjoyed** it....if there was a Part 2 would do the training. This was very **broad.** • I **really enjoyed it** and reminded why I went into PH.
Amazing **- Community** **- Resources**	• Experience has been **amazing**, when pandemic hit started out working, prior to that it was not my career, out of three master's CHW training was the best, <u>definitely</u> **community** driven and met so many ppl and with so many **resources.**

Q 2.2 c) What is the overall experience of the CHW training?

All Regions Theme / Subthemes	Contextual Quote
Time	• It is **time** - when we are in training in round table discussions and don't have time to express how you feel and what we are going through, **time** is an issue.(R5) • When you are in some of the training, you don't have enough **time**. (R5)
Interactive	• We needed a little bit more group projects, giving us some type of scenarios, not much **interactive** responses. • I rather it being hands on, rather than on zoom, meet and greet and **do more hands on stuff**; I would've gotten more out of it - it was okay. • Just a little bit **more hands** would be helpful.
Covid / pandemic	• Bring it to real life was a bit complicated and during the **pandemic**. • More of hands on whether that is being online or being in person and we were [training] during a **pandemic.**
Implicit Bias - Cultural insensitivity	• Found some **implicit bias** in the training and how it was stated, put ppl in situation that ppl take medication based on race. (R2) • They were not **culturally sensitive** for the first chapter and overview. (R1)

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Region 1: Theme / Subthemes	Contextual Quote
Great - Covid - AHEC	• I have no complaints about the training, always have my course to look back on anything, also have all the assignments and test, as far as **AHEC and Covid** essentials, have had a **great** experience becoming a CHW for NC
Amazing / Awesome	• Had an **awesome** experience in the training, nothing bad to say about it, kept on top of all the trainings as they come out, nothing but good experience. • Training with CHWs was **amazing**, Catawba training was amazing.

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Region 2: Theme / Subthemes	Contextual Quote
Good - Broad	• Training was **good** but **broad**.
Guidance	• Programs with food access, weekly delivery, doing the home visits, we still feel like we need that **guidance**, good tool to use that we go back to.
Okay	• It was **okay** - it was self paced, could work ahead and if fell behind could submit work.
Build Connection	• I didn't know about NCCHWA until the class. It **connected** us with Pembroke, it wasn't too horrible. • Was able to **build relationships,** and other CBO advocates were in the room.
Great	• It was a really a **great** experience, would give this a 9 out of 10.
In-depth	• It was a good training. Could have more **in depth** in some area
Harmful - Communication	• Received something form instructor that not doing any more classes…no explanation on why it stopped; students at the least deserved an explanation; the lack of **communication** was **harmful** to overall experience

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Region 3: Theme / Subthemes	Contextual Quote
Great - Community - Connection	• I thought it was great and needed as we are trying to get more CHWs in **community** health work.[SEP] • Overall was **great** and needs to be **connection** with system… we've been doing this for years • I thought the CHW training was **great.**
Good - Challenging	• Overall, it was **good** and times information was **challenging** to understand
Enjoyed	• My overall experience with the training and **enjoyed** it a lot.

Region 4: Theme / Subthemes	Contextual Quote
Great	• It was **great** and **enjoyed** getting to network…network of ppl was greatest aspect.
Do my best	• Experience was to **do my best** and to get some type of education.
Okay	• it was just **okay** and nothing specific that stuck out to me.

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Region 5: Theme / Subthemes	Contextual Quote
Awesome - **Outstanding** - **Stellar**	• *I learned a lot, I learned some directions, I learned some information as a CHW, my experience was* ***awesome*** *and than you for teaching me and how to help ppl in different situations.* • *All the training I received has been* ***outstanding*** *and want to offer thanks to Sandhill College and Melisa with allied health, holistically the CHW training has been* ***stellar.***
Great - **Instructor / Instruction** - **Interactive**	• *Overall, the experience has been* ***great****, I have learned a lot more in the field and talking to other CHWs, experiences have helped me - it has been great, learned a lot and a lot more to learn.* • *I have to give kudos to Ms Erica from Durham Tech and preparing us for everything, she* ***listened*** *to us and wanted to talk. If you have a* ***great instructor*** *makes it so much easier,*
Good	• *Any* ***information*** *to do my job better is* ***good*** *for me…it is like a* ***refresher****, and I use it how I need to serve the ppl.*

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Region 6: Theme / Subthemes	Contextual Quote
Great - **Loved**	• *Overall experience was I* ***loved it****, training was* ***great****, anytime I needed a question answer and glad someone could assist me and learned a lot.* • *It was a* ***great*** *course…got it cause I could help ppl, learned about housing, smoking, overall the experience was good and got certificate.*
Enjoyed it - **Broad**	• *I* ***enjoyed*** *it….if there was a Part 2 would do the training. This was very* ***broad.*** • *I really* ***enjoyed it*** *and reminded why I went into PH.*
Amazing - **Community** - **Resources**	• *Experience has been* ***amazing****, when pandemic hit started out working, prior to that it was not my career, out of three master's CHW training was the best, definitely* ***community*** *driven and met so many ppl and with so many* ***resources.***

NCCHWA Listening Sessions – Training & Certification

Q 2.2d) What changes to the CHW training may improve your learning?

All Regions: Theme / Subthemes	Contextual Quote
Refresher	• Recurring **refreshers** for our skills. (R1) • We need **training online tools** and **refreshers** and more CHW trainings.(R6)
Continuing Education	• Would like more information for **continuing education units**; it would've been nice to know that if we can gain levels as a CHW. (R3) • Basic understanding and what we can do in community and can help us be better suited in the fields; <u>also</u> would like **educational opportunities**. (R4) • **Units for certification** and more training. (R6)
Internship	• I would like to do **shadowing** as CHW to see what the work entails. (r1) • Really like what was said about an **internship**, less book oriented, like to see more hands-on that we do, instead of having an online class.(R1)
More trainings	• Having modules **on command**, if someone wants to watch again, can do so, something offered for on-demand training. (R1) • One of those things that could have benefitted is providing **training and resources** such as other groups, **other trainings**, resources to keep learning and **serving your community**. Those **connections** are important. (R2)
Racial Equity - Lived Experience	• Making sure you have instructors who have **lived experience and find equity and inclusion** important to them. (R1)

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Region 1: Theme / Subthemes	Contextual Quote
Refresher	• Recurring **refreshers** for our skills
Instructor - Time - Communication	• Changes would be that we have an **instructor** if we need to speak .. my instructor was busy at times, would like to speak to someone sometimes
Longer - Time	• Would like the course to be a **little bit longer**…we had great instructors and took a longer training through Robeson.
Internship	• I would like to do **shadowing** as CHW to see what the work entails. • Really like what was said about an **internship**, less book oriented, like to see more hands-on that we do, instead of having an online class.
In-person	• I would like an option to do a **on campus** course or part of it.
Meet-up	• Would be great to **meet up** and a learn about a special topic or something current like HOP.
Racial Equity - Lived Experience	• Making sure you have instructors who have **lived experience and find equity and inclusion** important to them.

NCCHWA Listening Sessions – Training & Certification

Region 1: Theme / Subthemes	Contextual Quote
More trainings - On-demand	• *Having modules **on command**, if someone wants to watch again, can do so, something offered for on-demand training.*
Motivational Interviewing	• *Additional time spent on **motivational interviewing.***

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Region 2: Theme / Subthemes	Contextual Quote
Specialized training - Mental health - More trainings - Resources - Community	• * **Mental health** trainings, integration of mental health piece although I am a peer specialist and vice versa.* • *One of those things that could have benefitted is providing **training and resources** such as other groups, **other trainings**, resources to keep learning and **serving your community**. Those **connections** are important.*
In-person - Interactive	• * If the training was **in person** and were able to congregate together, that is my learning style in a way.*
General curriculum	• *We need a **general curriculum** and can incorporate other trainings - make training helpful for what is going on in society now.*

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Region 3: Theme / Subthemes	Contextual Quote
Access	• *Would be nice to have **free access** to own **continuing education** platform.*
Continuing Education - Time - Longer	• *Continuing training, it was really good but could've been a little longer.* • *Would like more information for **continuing education units**; it would've been nice to know that if we can gain levels as a CHW.*

Region 4: Theme / Subthemes	Contextual Quote
Continuing Education	• *Basic understanding and what we can do in community and can help us be better suited in the fields; <u>also</u> would like* **educational opportunities**.
Specialized training **- Trauma informed** **- More trainings**	• *All trainings need updated information and would like to see more trauma informed care.* • ***More trainings** can be offered.*
Updated information	• *All trainings need **updated information**.*
Community **- Community needs**	• *it's about how many things we can get educated in this community, everything we <u>have to</u> know is not enough, there is always something else, good for us and the community and everyday there is something new to learn,*
Compensation	*They could offer us **compensation** and more training.*

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Region 5: Theme / Subthemes	Contextual Quote
Resources **- More trainings** ** - Training websites** **- Mental Health**	• *It's just not enough **resources**… we need **training websites** to offer those resources.* • *We need **mental health** resources for CHWs.* • *Would love to see more **resources** to share that and put it out there.* • *we can put training aid with resources*[F][SEP]
Specialized training **- Trauma informed** **- More trainings**	• *More training and more updates and newer things coming down, more training for the CHW periodically, we <u>have to</u> go through these trainings, units for certification and more training*
Updated information	• *More updates and need to update with newer things coming down.* • *Any extra new things and anything we need to **kept breadth about being informed**.*
Continued Education **-**	• ***Units for certification** and more training,*

Region 6: Theme / Subthemes	Contextual Quote
Internship	• *if we got an opportunity to do that, **students got to go out**, CHW would know how to do that vs on the screen. improvement for hands on training.* • *2-3 days going into facility and **shadowing** and give an overview of it would be icing on the cake… experts who we **shadow** and let that be our **experience by learning** through this.*
Interactive	• *Improvement for **hands on** training.* • *Still stuck on **hands on** - that would improve the way I learned…**more hands on** would improve my learning skills at the training.*
More Trainings **- Refreshers** **- Training websites**	• *We need **training online tools** and **refreshers** and more CHW trainings..*

NCCHWA Listening Sessions – Training & Certification

Q 2.3) How did you apply what you learned in the training to your work as a CHW?

All Regions: Theme / Subthemes	Contextual Quote
Soft skills - Empathy - Compassion - Patient - Non- judgmental	• *I guess being **compassionate and having empathy** for that person and what they are going through.* • *Having **more patience, more compassion**. And not being **judgmental**…everyone's story is not the same.(R6)* • *Be a **truthful and a reliable** individual, always make client feel **comfortable** no matter what… we do not know what they are going through.(R6)*
Lived experience	• *I was able to apply core knowledge of course itself, the strength and the weakness from **lived experience**. (R2)* • *I am a social worker as well and have my undergrad in this area..a lot of knowledge came from this degree, a lot of what I am applying is from previous **experience**.(R2)*
Racial equity / diversity - Implicit bias	• *They were not **culturally sensitive** for the first chapter and overview* • ***Diversity** and everyone is different, they may have the same problem, both may need food and but I realize that not everyone is the same.(R1)* • *Apply **cultural diversity** everyday…[I] learn and realize that of course everyone is different [and] practice this everyday (R1)*

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Region 1: Theme / Subthemes	Contextual Quote
All Areas	• *. **Everything** I learned in training, I apply it daily in dealing with everyone,*
Specialized training - Motivational Interviewing	• ***Motivational interviewing** brought insight about how effective communication can be between ppl, bring more about motivational interviewing in training.* • ***Motivational interviews** to speak and communicate with someone.* • ***Motivational interviewing** can help ppl ask questions.*
Racial equity / diversity - Implicit bias	• *They were not **culturally sensitive** for the first chapter and overview* • ***Diversity** and everyone is different, they may have the same problem, both may need food and but I realize that not everyone is the same.* • *Apply **cultural diversity** everyday…[I] learn and realize that of course everyone is different [and] practice this everyday.* • *I believe that I apply - treating **everyone the same**, someone in homelessness, or someone who is the owner of big non-profit, treating everyone **equally**…**equality and equity** is something I use on a daily basis.*
Rural areas	• *Make sure the training continues to be offered in our state especially in **rural areas** because there is not an abundance of treatment options there.*
Resource - Agile	• *Become a **resource** to ppl even if we can't help them ourselves…become a **one stop shop** and orgs want to hire us.*

Region 2: Theme / Subthemes	Contextual Quote
All Areas	• ***All the training*** is working thus far… I apply it daily in dealing with everyone.
Lived experience	• I was able to apply core knowledge of course itself, the strength and the weakness from ***lived experience.*** • I am a social worker as well and have my undergrad in this area..a lot of knowledge came from this degree, a lot of what I am applying is from previous **experience.**
Core competencies	• I can't really say I learned a lot from CHW **core competencies** training. • **Core competency** gives them a lot of information and skill set. We are able to go out as coaches and mentors. I received this information and molded into my job position…overall it was a great things to do,

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Region 3: Theme / Subthemes	Contextual Quote
Resources	• . It was really useful to find out the different **resources** that I could tap into
Lived experience	• The knowledge of resources and my ***lived experience*** has helped.
General curriculum / overview	• I found the training to be more of an **overview**.
Health insurance	• Also use it as an access and number of **insurance** policies. The training allowed me to take in more clients who needed assistance in different ways than normal practice.
Build connections	• Helped me afterwards to **connect** with you all and has helped **connect** me with people.
Job security	• It helped with the **security** piece of being a CHW.
Specialized training - Self-defense - Violence	• How do we protect ourselves if someone pulls a **gun** on you…these should be covered and we are trying to help community and advocate for carrying a gun and something to **defend ourselves**, you can be replaced at work but cannot be replaced at home… we need to be protected wherever we go…I hope they make a part of the training.

NCCHWA Listening Sessions – Training & Certification

Region 4: Theme / Subthemes	Contextual Quote
Certification	• *I can't say that it added anything new, it just gave me a **certification**… we were already engaging with communities and with minority communities, and it put me on the state's website as a **certified** CHW.* • *Allowed to get **certification** cause of whatever we already did.* • ***Certification** process was just a stepping-stone and did not add anything to it…[training] was really not utilized they way it could have been utilized.*
Credibility	• *The training gave us **credibility** and made us as a workforce to be recognized… it gave us **credibility** for the work we are already doing.*
Lived experience	• *. … Pretty much working in these kind of fields there is no way that no one would approve what we were already doing for years.. it's because of our **experience** in different fields.*
Compensation	• *Looks like a wave of CHWs will be **compensated**, it brought credibility to our workforce, CHWs are here to stay.*

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Region 5: Theme / Subthemes	Contextual Quote
All areas	• *I apply **everything** to families, 5 counties, apply everything from beginning to end..*
Lived experience	• *It goes beyond what I learned because of the .**experience*** • *It goes back to **lived experience** and try to identify with the person / participants - used things and personally know something I have gone through.*
Community - Community needs	• *Learning how to help the **community** better and getting ppl to the **resources**.*
Resources	• *Learning how to help the **community** better and getting ppl to the **resources*** • *I applied resources and information as needed, depending on the patient.*
Soft Skills - Listening	• ***Empathic listening skills** assisted me greatly… we need to have greater **conversations**, or I might have the answer right there, cause of listening we get to that place whatever / wherever sooner.*

Region 6: Theme / Subthemes	Contextual Quote
Soft skills **- Empathy** **- Compassion** **- Patient** **- Non- judgmental**	• I guess being **compassionate and having empathy** for that person and what they are going through. • Having **more patience, more compassion**. And not being **judgmental**…everyone's story is not the same. • Be a **truthful and a reliable** individual, always make client feel **comfortable** no matter what… we do not know what they are going through.
Building connections / relationships	• Learned a lot about **building relationships** with other people you know or don't know…taught me how to be more outgoing.
Racial equity / cultural competence	• Learning how to help the **community** better and getting ppl to the **resources.** • Using **cultural competency** and they understand what you are teaching them…their future looks a little brighter.
Public speaking	• **Public speaking**…at first didn't speak well and nervous.

NCCHWA Listening Sessions – Training & Certification

Q 2.4) What CHW training(s) do you think are needed that are not provided currently?

Theme / Subthemes	Contextual Quote
Motivational interviewing	• *Other trainings needed [include]* **Motivational interviewing**, *recovery coach, trauma and resilience, resources for resilience. (R1)* • *Additional motivational interviewing,* **psychological training.** *(R1)*
Behavioral Health - Mental health - Psychological training - Screenings	• *More* **mental health** *training would help. (R2)* • *Additional motivational interviewing,* **psychological training.** *(R1)* • **Mental health** *is needed as soon as possible, I say that because I have experience with some of the families that are not mentally healthy (R5)* • *A Lot of time with screenings [we] ask personal information that client is not comfortable [we need] training on how can we do screenings or get screenings (R6)*
Substance abuse - Opioid epidemic - Drugs	• *Training that is not provided,* **opioid** *epidemic and* **substance abuse**, *I was a part of it at one time and very passionate. (R1)* • *More on* **substance abuse** *– they could've gotten deeper. (R1)* • *Also would say big* **drug problem** *in our area [we] need drug counseling (R5)*
Trauma training - Sexual abuse - ACEs - Recovery coaching - Resiliency	• *Motivational interviewing,* **recovery coach**, **trauma and resilience**, *resources for resilience. (R1)* • *Grooming children in poverty, man was arrested of 16* **counts molesting a child**…*something that we need to see in the community, would like to see additional trainings…so much has to do with* **ACEs.** *(R2)* • *We need more intensive training in trauma (R4)*

Theme / Subthemes	Contextual Quote
Self-Care - Mental health for CHWs	• **Mental health** *needs to be done with us,* **mental health** *should start* **with CHWs** *and know how to [get] resources to help others (R5)* • *Always* **advocate for self-care** *and what we need to do for the patient, more tools and tips to prevent burn-out (R5)*
Racial & health equity training - Lived experience - Inclusion - Cultural Awareness	• *Making sure you have instructors who have* **lived experience and find equity and inclusion** *important to them, not expressed in their training. (R1)* • *Treating everyone the same, someone in homelessness, or someone owner of big non-proft, treating everyone* **equally**, *we don't realize how good we have it and when we have a job we do, don't know how to go from there,* **equality and equity** *is something I use on a daily basis. (R2)* • *I'll definitely agree with* **diversity training** *and every culture is really different, I help all races but there is a difference in all races, we need extensive training in all* **diversity group**…*can't help ppl if don't understand ppl (R3)* • *More* **cultural awareness** *is needed and working together with their beliefs and being sensitive to that (R3)*

Other Subthemes

- Self defense
- Peer support
- CPR course
- De-escalation training
- Communication training
- Continuing Credits
- Peer support specialists
- Maternal child health
- Undocumented
- Children / pediatrics
- Insurance
- Dental care
- Specialized populations
- LGBTQ
- Adolescents
- Pandemic crisis

Q 2.5) Which course materials did you receive during the training?

Theme / Subthemes	Contextual Quote
Motivational interviewing	• Other trainings needed [include] **Motivational interviewing**, recovery coach, trauma and resilience, resources for resilience. (R1) • Additional motivational interviewing, **psychological training.** (R1)
Behavioral Health - Mental health - Psychological training - Screenings	• More **mental health** training would help. (R2) • Additional motivational interviewing, **psychological training.** (R1) • **Mental health** is needed as soon as possible, I say that because I have experience with some of the families that are not mentally healthy (R5) • A Lot of time with screenings [we] ask personal information that client is not comfortable [we need] training on how can we do screenings or get screenings (R6)
Substance abuse - Opioid epidemic - Drugs	• Training that is not provided, **opioid** epidemic and **substance abuse**, I was a part of it at one time and very passionate. (R1) • More on **substance abuse** – they could've gotten deeper. (R1) • Also would say big **drug problem** in our area [we] need drug counseling (R5)
Trauma training - Sexual abuse - ACEs - Recovery coaching - Resiliency	• Motivational interviewing, **recovery coach**, **trauma and resilience**, resources for resilience. (R1) • Grooming children in poverty, man was arrested of 16 **counts molesting a child**…something that we need to see in the community, would like to see additional trainings…so much has to do with **ACEs.** (R2) • We need more intensive training in trauma (R4)

NCCHWA Listening Sessions – Training & Certification

Region 1: Theme / Subthemes	Contextual Quote
CHW book	• *I didn't get a hard back **book**, everything I was given was in the materials.* • *I got the **foundations of <u>CHWs</u>** and we got handouts.* • *The **book** was **not <u>provided</u>** and I could not afford it, great course and enjoyed it.* • ***None of us in our class had the book <u>and,</u>** would love to have the book.*
PPTs	• *Downloaded **power points** and provided a lot of things.* • *In class did it through **power point***
Other resources - Handouts	• We got **handouts.**

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Region 2: Theme / Subthemes	Contextual Quote
CHW book - Edgecombe	• *In the beginning we received a a **course book** that we got.* • *Told not be following the book that we purchased, could use **book** if wanted to but everything else has been laid out and how the course went on* • Went through **Edgecombe**, and received the **CHW book**
PPTs	• *Did not know there was a book, was only **ppts**, looked online on my own in other states, as far as a book there was no materials and not given to us from Catawba CC.* • *Throughout the course we had **power point slides.*** • ***Youtube clips,** power point slides…* • Most of our trainings were **power point** based, everything had a **power point** and lecture.
Youtube	• *Several domains that were covered by **Youtube.*** • *A lot was given towards Robeson county and tailored to the county area, it was **more ppt,** some resource guides and **Youtube clip***
Other resources - Various sites - Links - Best practices - AHEC	• ***Directed to download the material from various sites*** • *Did not **receive materials** coming directly from program.* • They shared a **link** with us from **AHEC**, with state **best practices** and recommendations.

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Region 3: Theme / Subthemes	Contextual Quote
CHW book	• *The best resource material where the CHW **playbook**, so many volumes and it was the best resource and was the best help I could've gotten and trained the workers…I always go back to **playbook**.* • *I got the book from CHWs from Tim Birthhold.*
PPTs	• *Did not know there was a book, was only **ppts**, looked online on my own in other states, as far as a book there was no materials and not given to us from Catawba CC.*

Region 4: Theme / Subthemes	Contextual Quote
CHW book	• The best resource material where the CHW **playbook**, so many volumes and it was the best resource and was the best help I could've gotten and trained the workers…I always go back to **playbook**.
Other resources - Youtube - CDC - Dept of Corrections	• Readings from **Youtube**, CDC, dept of corrections, it was a lot of different course materials.

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Region 5: Theme / Subthemes	Contextual Quote
Downloadable materials	• **Downloadable materials**, weblinks to additional resources, and points of contact) • Also received a **downloaded version** of the handbook and given lots of slides and different types of downloaded presentations that we can read at a later time. • Did not receive physical material…training was material available online, there was alot of material - I just did **downloads**.[P]
SCCT Book	• **SCCT book** from Robeson, training materials from different agencies, **LInk Inc.**
CHW book	• **The handbook for CHWs,** and I, brochures as well and went to library with Robeson CC and went to library searching for CHWs and searching on internet as well, when I get the handbook - when get handbook for boss and it was work, received book before I take the class, I took advantage of that
NCCARE360	• **NCCare 360**, I received materials that has summary, did not receive book or downloadable book.
Internet / websites	• Searching for **CHWs** and searching on internet as well.

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Region 5: Theme / Subthemes	Contextual Quote
Other resources - Mothers and baby	• SCCT book from Robeson, training materials from different **agencies, LInk Inc.** • Received information **the mothers and baby.** • PDFS and links to things, connected with **Novant** so connected to **other agencies** so I have lots of materials.

Region 6: Theme / Subthemes	Contextual Quote
CHW book	• Received thick **CHW** book and only received that, paid all that money for the book and never used it…did interactive activities but didn't get any handouts. • I have to agree - only got the **book.** • We only had the **book** and _luckily_ we didn't pay for it…I still have it and have not looked at it, The **book** did us no good.
Internet / websites	• A lot of **online websites** and given to read and questions and came off the **website.** • We kind of had the **websites** and did the questions…those were the only materials we got with the CHW group.

NCCHWA Listening Sessions – Training & Certification

Q 3.1) What value did you receive from getting your CHW certification?

Theme / Subthemes	Contextual Quote
Personal Value - Confidence - Voice - Promotion - Recognition - Understanding - Gratitude	• [As] CHWs we advocate for individuals and families that we serve, everything about this job and being able to help ppl and doing this entire adult life [it bring] **self-worth.** (R1) • Right now, I feel valued where we have meetings, and my **voice is heard**. (R2) • The **recognition** from what we do by the state. (R3) • **Gratitude**, accomplishment… it is all good when we can do another step for who we are and what we do (R5)
Payment - Salary increase	• Building your relationships and getting to know my co-workers better, **value** with pay rate, received a **promotion** and the **pay rate went up**. (R2) • The title of CHW has given an opportunity to increase our salaries. (R1)
Resources	• The value I received from it is the knowledge of it, getting to be certified [and being a] integral part of our community with resources. (R1) • [Helped me understand] where can we go for **resources** and what can we do? A lot of this would not be possible if we did not go through [certification]. (R2) • Receiving my CHW certification has given me great value and break gaps, **peer on peer information**, and guidance (R5)
Staff cohesion	• **Comrade** and working with the staff; we bonded and [had] robust conversations.(R1) • **Building your relationships** and getting to know my **co-workers** better… (R2)

Theme / Subthemes	Contextual Quote
Credentials	• Not only recognized but also get **letters behind your name..** for me [that] was personal value to complete and feel proud to be recognized (R3) • Recognizes me as a professional in a workforce and **credibility** piece. (R4)
Professional Development	• I feel like I'm a board to do my job. (R5) • Looks good on resume and use I it for **professional work**. (R5) • Actual **job** and doing something that I value because of having certification. (R6)
Advocacy	• Been able to go into **other organizations** and be an advocate for ppl. (R5)

NCCHWA Listening Sessions – Training & Certification

Other Subthemes

- Connection / networks with other CHWs
- CHW roles / identification
- Shared language
- Communication
- Compassion
- Grateful
- Core Competency
- Advocacy
- Outreach
- Community / family
- Carry on legacy
- Proof of training
- Ambassador recognition through NCCHWA

NCCHWA Listening Sessions – Training & Certification

Q 3.2a) What have been barriers in receiving certification? Refer to (-) tables below by region.

Q 3.2b) What have been the benefits of receiving certification? Refer to (+) tables below by region.

Region 1: Theme / Subthemes (+)	Contextual Quote
Community - Support	• Been able to **support** the community more. • Helping the **community.** • I have a **support network** to send me link.
Racial Equity / cultural sensitivity	• I have applied the techniques for **cultural sensitivity**.
Opportunity	• Did that really interesting **study** that had to do with dental healthcare. • Did work in the ER for three years and that really **opened doors for me,**
Job security	• Beneficial to have **certification** for employers. • I went to Covid site and got that contract, then got this **job** and paid for certification.

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Region 2: Theme / Subthemes (-)	Contextual Quote
Payment	• We work two jobs and **money** has been one of my challenges.
Certification delay	• Slow to get license, I have been **waiting for license** to come since the Spring or Summer. • The **certification was not there** right after finishing class.. it was still getting approval.

Region 2: Theme / Subthemes (+)	Contextual Quote
Payment - Salary increase	• There **haven't been any benefits** as of yet and in **communication** with supervisor and may get a raise.
Professional development	• Important for **professional development** and standard of service.
Case management	• I know what **case management** is.
Knowledge - Skills	• I have learned all these **skills.**

NCCHWA Listening Sessions – Training & Certification

Region 3: Theme / Subthemes (-)	Contextual Quote
Payment	• We work two jobs and **money** has been one of my challenges. • Certification has not changed my **pay** with my organization - nothing has increased. • As far as **financially** there has been no benefit for my family and not anything widely recognized, unfortunately **paid less** than young college children on part time jobs.
Certification	• There is more satisfaction with **eliminating** certification and joining organization

Region 3: Theme / Subthemes (+)	Contextual Quote
Grateful -Satisfaction	• There was self gratification that it was completed. • I think as someone else said, **personally feels good** and that is all I have,
Recognition	• I have been **recognized** via the state. • Just being **recognized** by state is the first step as benefit.
Credibility - Resume	• It helped me update my **resume.**
Case management	• I know what **case management** is.
No effect	• Getting the certification gave me **no benefit** professionally. • It didn't change anything… it didn't mean too much of **nothing** and wasn't too pleased that. • **I can't say there has been a clear benefit**.

Region 4: Theme / Subthemes (-)	Contextual Quote
Time	• It has taken **time** to take classes.
Certification	• There is more satisfaction with **eliminating** certification and joining organization
Region 4: Theme / Subthemes (+)	Contextual Quote
Recognition	• I'm now accountable and **recognized** by the state. • Certification basically gives you more **clout** and **prestige**. • We can provide services, we already kept doing those things; it shows ppl that we take these **kind of trainings**.

NCCHWA Listening Sessions – Training & Certification

| Region 5: Theme / Subthemes (-)	Contextual Quote
Payment	• We work two jobs and **money** has been one of my challenges. • Certification has not changed my **pay** with my organization - nothing has increased. • As far as **financially** there has been no benefit for my family and not anything widely recognized, unfortunately **paid less** than young college children on part time jobs.
Certification	• There is more satisfaction with **eliminating** certification and joining organization

Region 5: Theme / Subthemes (+)	Contextual Quote
Professional Development **-Network** **- Support**	• Benefit is to **work with agencies** in other counties and for them to listen. • part is being able to talk with other orgs, I am certified CHW, a lot of ppl want to <u>know</u> and it has been a benefit and having that certification.
Recognition	• I have been **recognized** via the state. • Just being **recognized** by state is the first step as benefit.
Credibility **- Resume**	• It helped me update my **resume.**
Case management	• I know what **case management** is.
No effect	• Getting the certification gave me **no benefit** professionally. • It didn't change anything… it didn't mean too much of **nothing** and wasn't too pleased that. • **I can't say there has been a clear benefit**.

Region 6: Theme / Subthemes (-)	Contextual Quote
Interactive **Internship**	• I wish we could've been more **hands-on.** • Also, agree certification could've been more **hands-on.** • Yes, agree – could have **shadowing experiencing and interaction.**
Region 6: Theme / Subthemes (+)	Contextual Quote
Community **- Support**	• Beneficial to helping others, and also benefitting others with certificate for being CHW.

VISUAL MAPS

Q 3.2a) What have been barriers in receiving certification?

Q 3.2b) What have been the benefits of receiving certification?

NCCHWA Listening Sessions – Training & Certification
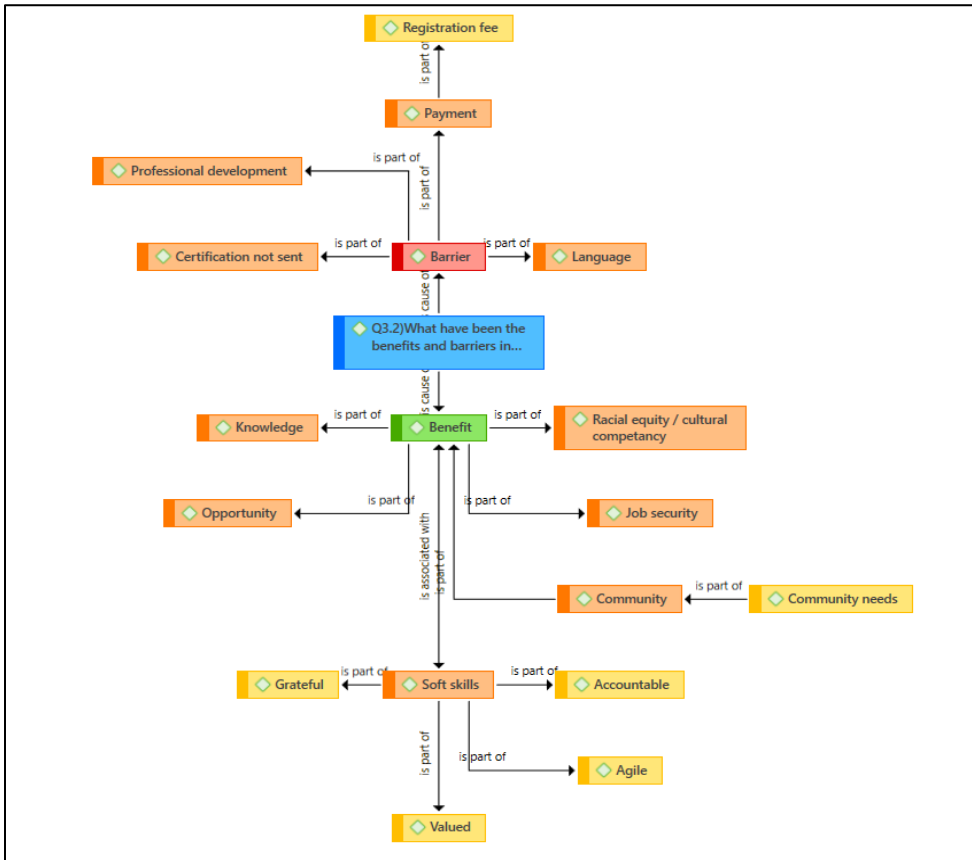
APPENDIX

DATA COLLECTION APPROACH

Region	County	Date	Participants Attended
1	Avery, Buncombe, Burke, Caldwell, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, Mcdowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Yancey	09/20/2022	6
2	Alleghany, Ashe, Davidson, Davie, Forsyth, Guilford, Randolph, Rockingham, Stokes	11/10/2022	7
3	Alexander, Anson, Cabarrus, Catawba, Cleveland, Gaston, Iredell, Lincoln, Mecklenburg, Rowan, Stanly, Union	02/15/2023	5
4	Alamance, Caswell, Chatham, Durham, Franklin, Granville, Johnston, Nash, Orange, Person, Vance, Wake, Warren, Wilson	05/04/2023	3
5	Bladen, Brunswick, Columbus, Cumberland, Harnett, Hoke, Lee, Montgomery, Moore New Hanover, Pender, Richmond, Robeson, Sampson, Scotland	05/11/2023	6
6	Beaufort, Bertie, Camden, Carteret, Chowan, Craven, Currituck, Dare, Duplin, Edgecombe, Gates, Greene, Halifax, Hertford, Hyde, Jones, Lenoir, Martin, Northhampton, Onslow, Pamlico, Pasquotank, Perquimans, Pitt, Tyrrell, Washington, Wayne	05/23/2023	3

QUALITATIVE ANALYSIS METHODOLOGY

- Open coding using Atlas-ti since themes were not identified prior to coding
- Questions include *role of Association, perspectives of training, process for certification*
- Analysis across six focus groups
- 'Themes' defined as any topic mentioned by at least 2 respondents
- Themes coded by question across focus group (i.e., listening circles) transcripts
- Sub-themes identified and collapsed under themes
- Contextual quotes identified
- Visual maps created for specific questions to show relationships between themes / subthemes for specific questions

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Process for Qualitative Analysis
Program used: Atlas.ti

Step/ Question	Activity
1	**Clean-up transcripts**
2	**Upload of transcripts**
3	**Analysis by Question – themes, contextual quote, visual map, word cloud**
Q1.1	Overall Themes / subthemes, contextual quote, visual map
Q2.1	Overall Themes / subtheme, contextual quote, map of locations
Q2.2a	Overall + by Region: Themes / subthemes, contextual quote
Q2.2b	Overall + by Region: Themes / subthemes, contextual quote
Q2.2c	Overall + by Region: Themes / subthemes, contextual quote
Q2.2d	Overall + by Region: Themes / subthemes, contextual quote
Q2.3	Overall + by Region: Themes / subthemes, contextual quote
Q2.4	Overall Themes / subthemes, contextual quote
Q2.5	Overall Themes + by Region: Themes / subthemes, contextual quote
Q3.1	Overall + by Region: Themes / subthemes, contextual quote, word cloud
Q3.2	By Region Themes / subthemes, contextual quote, visual map
4	**Final Report**

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