

## **2023 North Carolina CHW Supervisor Training Evaluation Report**

### **Background**

Since 2020, The University of North Carolina at Pembroke (UNCP) has served as the evaluator for the NC CHW Standardized Core Competency Training facilitated by NC community colleges. In 2022, UNCP was asked to also evaluate CHW supervisor training created and facilitated by Community Healing through Activism and Strategic Mobilization (CHASM). CHW supervisor training is offered as a series of four synchronous online sessions. CHASM developed pre and post-tests based on the popular education model to assess outcomes. The first CHW Supervisor training course began in February 2023. The training was offered again in April 2023.

### *Number of Respondents Included in Analysis*

Attendance for each session in the series varied. The number of participants listed below is the highest number of participants in any one session of each training series.

February 2023 Course = 20

April 2023 Course = 19

### **Methods**

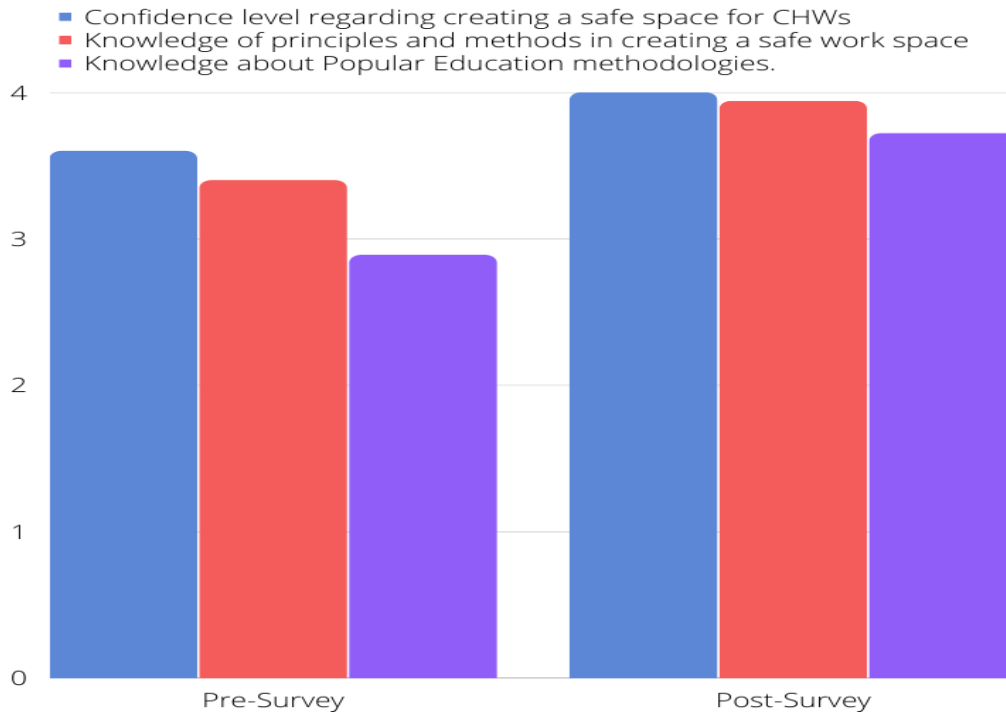
Participants who registered for the training were prompted to complete online pre and post-tests before and after each of the four training sessions. Deidentified pretest and posttest responses from each session were received by the UNCP study team from CHASM. Data was collected by CHASM using Qualtrics from participants in courses offered in February 2023 and April 2023. The data collected was separated and analyzed for each training series. Data was received and analyzed in aggregate. Descriptive statistics were used to report quantitative data outcomes. Qualitative responses to open-ended questions were reported verbatim.

## February 2023 Training Results

### Session 1

There were 20 participants who completed the pre-survey in session one of the supervisor training and 17 who completed the post-survey. In the pre-survey, 12 out of the 20 self-identified as a CHW supervisor while 10 self-identified as a CHW supervisor in the post-survey. Participants were asked to rate their knowledge and confidence levels in the workplace, along with elements for health equity on a scale of 1-5 with 1 being the lowest and 5 being the highest rating; participants reported an overall increase in knowledge, confidence, and elements of health equity between pre-and post-surveys.

Self-rating of Knowledge and Confidence Levels  
in the Workplace on a Scale of 1-5



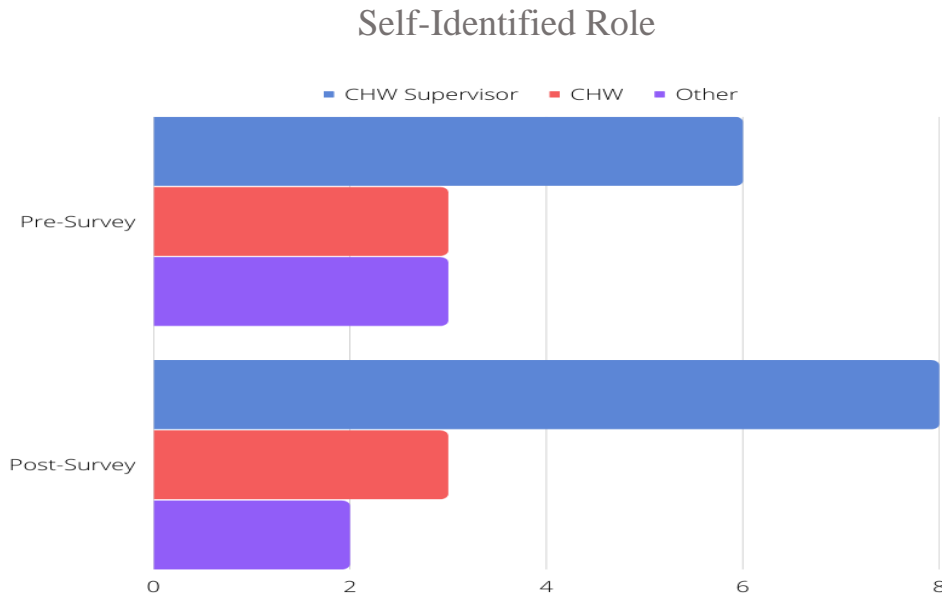
### Self-rating of Elements of Health Equity on a Scale of 1-5



For the fourth question, “How valuable do you think your training will be for your work as a CHW supervisor,” participants self-rating went down after completing the training with an overall average of 4.5 out of five in the pre-survey and a 4.17 in the post-survey.

## Session 2

In session two, 12 participants participated in the pre-survey with 50% self-identifying as a CHW Supervisor, and 13 overall participants in the post-survey with eight out of thirteen self-identifying as a CHW supervisor.



Participants rated principles and methods for creating space before and after the training. Between the pre-and post-survey, participants on average rated themselves higher in the post-survey by 0.55. Additionally, participants rated their understanding about inclusion, equity, and diversity, along with personal awareness of positionality and power. Participants indicate gaining understanding after the training in areas, such as cultural humility, positionality and personal identity, and elements for inclusion, equity, and diversity.

When asked, “how valuable do you think your training will be for your work as a CHW supervisor,” participants self-rating increased after completing the training with an overall average of 4.17 out of 5 in the pre-survey and a 4.54 in the post-survey.

## Session 3

Session three had a total of nine participants complete both pre-and post-surveys, five of whom self-identified as a CHW supervisor.

Participants were asked to rate their understanding of CHW history and the impacts of history. In the pre-survey, the minimum self-reported rating was a two out of five and the highest a four, while the lowest rating in the post-survey was a four and the highest a five. Participants self-reporting increased with an average of 3.2 rating in the pre-survey, and a 4.6 after completing the training.

## Elements about History Pre and Post-Survey Responses

Item	Pre-Survey Mean (Scale 1-5)	Post-Survey Mean (Scale 1-5)
Rate your current understanding about how US history has impacted structural-and-social-determinants-of health	3.22	4.78
Rate your current understanding about CHW history	3.11	4.44

Furthermore, participants rated their understanding regarding various elements of CHW interventions, as well as their understanding of toxic stress. CHW roles, interventions to improve health equity, and the ability to connect structural and social determinants of health with CHW interventions were amongst topics in which participants were asked to rate their understanding before and after completing the training. Overall, participants self-reported that understanding increased in all areas after completing the training.

When asked, “How valuable do you think your training will be for your work as a CHW supervisor,” participants self-rating increased after completing the training with an overall average of 4.10 out of five in the pre-survey and a 4.44 in the post-survey.

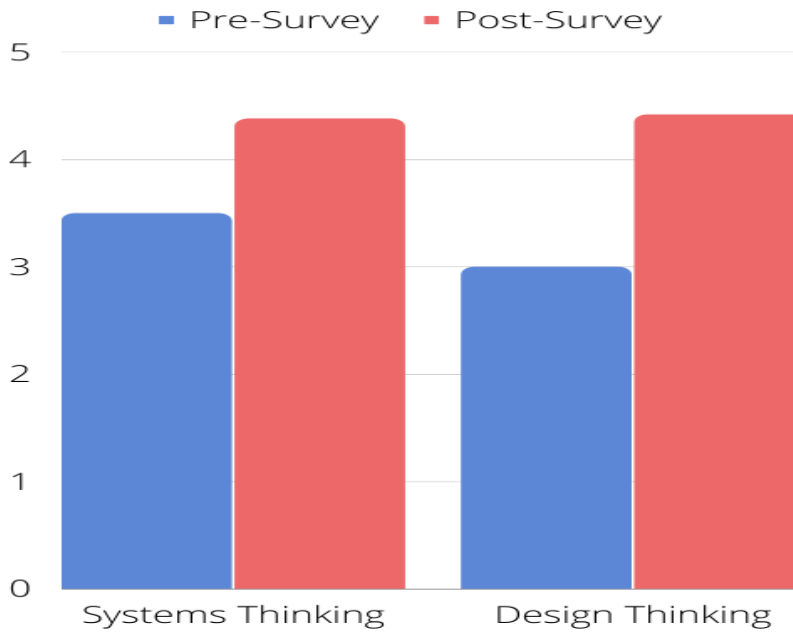
### **Session 4**

Session four consisted of ten participants in the pre-survey with six out of ten participants self-identifying as a CHW supervisor. There were twelve participants in the post-survey with seven out of twelve participants self-identifying as a CHW supervisor.

Participants were asked to rate their understanding of elements for CHWs across the Social Ecological Model (SEM). Prior to the training, understanding of elements for CHWs across the SEM was rated at an average of 3 out of 5 and increased to a 4.25 out of 5 after the training. Question 5 asks participants to rate their understanding of sustainable payment and policy for CHWs. After completing the training, participants self-reported an increase in understanding of about 0.71.

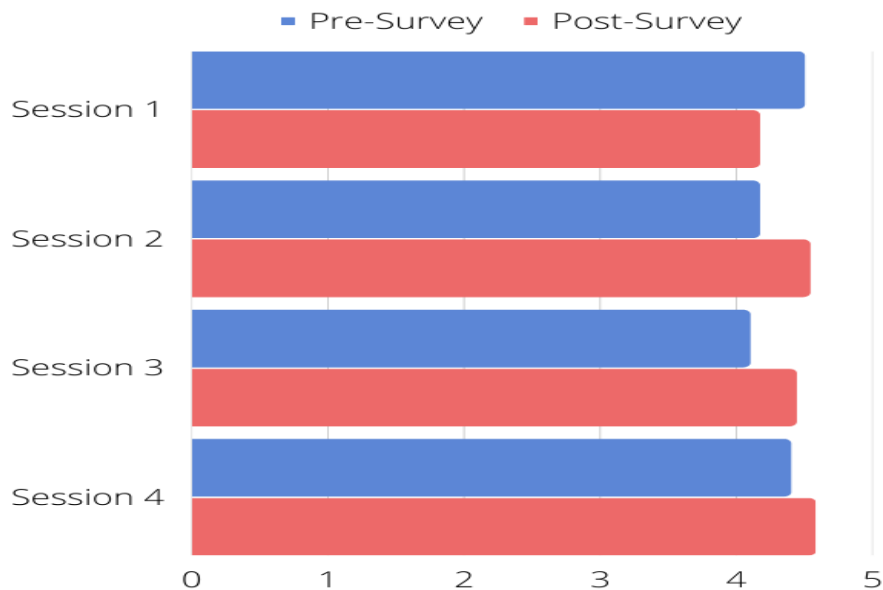
Participants were also asked to rate their understanding of systems thinking and design thinking. Regarding systems thinks, participants understanding increased with an average of 3.5 rating in the pre-survey and about 4.4 after completing the training. Participants reported an increase in understanding of design thinking as well, with an average of 3 out of 5 rating in the pre-survey and 4.42 after completing the training.

### Self-rating of Understanding of Systems and Design Thinking



When asked, “how valuable do you think your training will be for your work as a CHW supervisor,” participants self-rating increased after completing the training with an overall average of 4.4 out of five in the pre-survey and a 4.58 in the post-survey.

### How valuable do you think your training will be for your work as a CHW supervisor?



## **Comments**

At the end of each session, participants were asked “What was positive about the training today?” and “What can be improved about the training today?” Participants were also given the opportunity to add any additional comments. Responses are quoted below:

### **What was positive about the training?**

Presenters

Connecting with other supervisors

The wonderful topics we learned, the great attitude of everyone and the love we spread each other.

I learn a lot of all of you.

The breakout groups, video, and radio play

Interactions

Getting to know the other participants

Very interactive - loved learning by doing so many of these exercises. Also, amazing information and terminology to put terms to concepts that come up in everyday work

Interaction with others. Your topics and video clips helped to increase understanding.

Creating a space for interaction.

I love how passionate our facilitator was when sharing the content. His delivery helps with grasping the information as well as igniting a passion to apply the content shared.

values of community resources

This was a great training that was interactive and kept everyone engaged.

A lot of important and valuable information

There was a lot of engaging activities.

The material was provided in a clear, easily understood manner.

Inclusion, patience, clarity, joy, love.

Presenters

This was excellent. I really enjoyed all of the sessions, especially the culture activity.

Self-reflecting and acknowledging my privileges.

Very interactive

Amazing information and love the ways we co-learn with our peers. The content is amazing and the way we get to engage with the content is so refreshing.

The video and examples were amazing! led to great conversations!

Understanding your own identity and core values.

Core values

Such beautiful words and message from both instructors great content

Wonderful training in session 2. Safe space to share.

The group conversation

Toxic stress importance

Really important information shared and the information was connected to the overall purpose of the training. Also appreciated being able to process the history and information with peers in small groups.

The videos were real examples especially the one about the "war on drugs."

Understanding the history within our communities and the role of CHW.

Enjoyed learning about the history and importance of CHWs.

Lecture was great.

### **What can be improved about the training today?**

Breakout room process could be improved a little.

I think we can do some kind of summary for better learning.

I think this training is awesome.

Maybe a second break in between the activities; was a lot of information for one 5-minute break over the course of a few hours.

Handouts included prior to training in the email for download and overview.

Agenda established break out times, we only had one break.

Need at least one more break and would be really nice to know when the breaks are going to happen at the beginning of the session.

The training was well organized.

Due to my current job responsibilities, the length of the training is a huge commitment.

prefer not as many breakout sessions, difficult to enter into zoom

Shorter training as there were issues with time management during the training due to the demands of position.



Everything is great.

The breakout room selection was a little shaky at times.

Maybe I would like some kind of summary, but everything is wonderful.

Making the group bigger with the brainstorm

Breaks

For the up/down activity you could consider adding in a non-binary gender identity (not just male/female) and the consideration whether folks are cisgender.

This would be a great training to be done in person at organizations, especially for leaders.

The training was well organized.

Managing some of the exercises was confusing.

Everything is wonderful.

One longer break would be preferred to 2 shorter breaks. 10 minutes is not enough time to eat lunch, etc.

Less time on history

I can't think of anything.

Great session today!!

The training was great.

Very informative.

**Please add any other comments you would like to share after the training today.**

I'm actually a nurse manager for care management...not a CHW...I didn't correct the last page.

I am excited to be here!

I want to gain all the knowledge I can to be an excellent support for the CHW workforce.

I am happy to have the opportunity to be here.

Even tho I am not a supervisor yet, I am looking to grow within my role and think the training will help me in my future career.

Been in the CHW workforce for a year and a half but very interested in the knowledge.

Overall great session!

Can the interpreters join the breakout rooms that Spanish speakers are in? It can be tough when there is no interpretation available in breakouts.

Thank you!

This training provides a great opportunity to be in the same room as other individuals passionate about the CHW workforce.

I am striving to become a more innovative leader following today's training!

Looking forward to continuous learning.

I would like to also remember that white/Caucasian populations have issues with health, education, personal needs as well. We need to focus on all populations to help meet their needs.

Great resources.

Thanks for giving us more breaks!

Maybe go more in detail about SDOH thanks.....

A lot of new terms and info for me.

Difficult to navigate some of the activities, good information. I had no prior understanding of being a CHW supervisor, great session that needs additional time.

The breakout sessions were really helpful because the others in the sessions had great ideas that helped me to think differently.

The training was wonderful! The root cause analysis and design thinking examples were really helpful. Also, it would be helpful to have a handout for the sustainable payment models so I can revisit that information. I think it would be helpful to always give examples for interactive activity – some of them are pretty complex and it could be helpful to have concrete examples before doing them in small groups.

I believe I'll need some more information about this great session!

Great and appreciate all this information from you all.....

Very informative session. Rumana knows her material – did a great job!

This entire training was amazing and is needed for any CHW supervisor or manager. It provided essential information needed to help supervise a CHW team!

Please add more time for this session!

## **April 2023 Training Results**

### **Session 1**

A total of 14 participants completed the pre-survey in session 1, while only five participants completed the post-survey in this session. Of the 14 participants in the pre-survey, six self-identified as a community health worker supervisor, three as a community health worker, and five self-identified as “other.” Only two participants self-identified as community health worker supervisor in the post-survey.

In question four, participants were asked to rate their knowledge of principles and methods in creating a safe workspace, confidence levels regarding creating a safe workspace, and knowledge about Popular Education methodologies. The rating scale included the following measures: none, a little, some, neutral, quite a bit, and a great deal. In both pre-and post-surveys, participants indicated knowing “quite a bit” about all three topic areas; this was the most frequently selected response.

Question five asked participants to rate various elements related to health equity. Like question four, participants most frequently selected “quite a bit” as their response for both pre-and post-surveys.

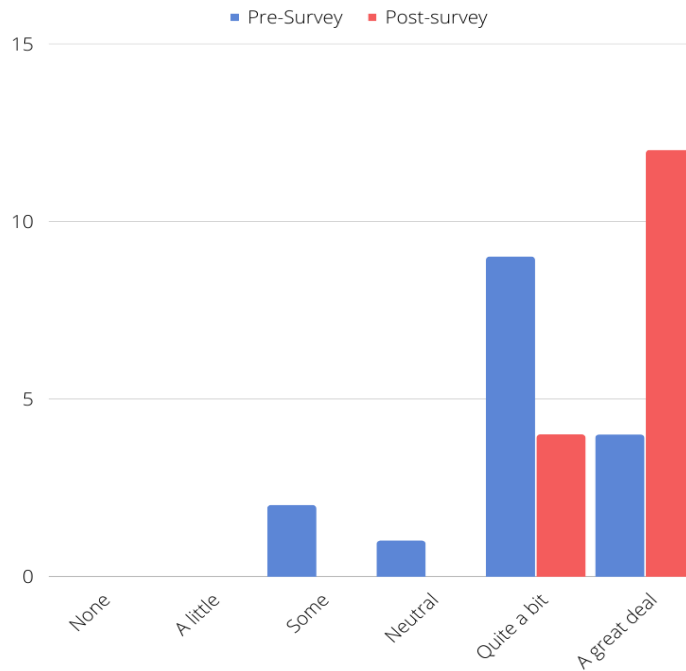
When asked, “how valuable do you think your training will be for your work as a CHW supervisor,” 64% of participants selected “a great deal,” the highest rating, as their response. Upon completing the training, 50% selected “a great deal” as their response.

### **Session 2**

Session two consisted of 19 participants in the pre-survey, with nine participants self-identifying as a CHW supervisor. In the post-survey, there were 17 participants total, and seven participants self-identifying as a CHW supervisor.

Participants rated principles and methods for creating space before and after the training. Responses in the pre-survey varied with participants selecting responses such as some, neutral, quite a bit, and a great deal. Meanwhile, after completing the training, three-fourths of participants rated their ability to create space as “a great deal.”

## Self-rating of Principles and Methods for Creating Space

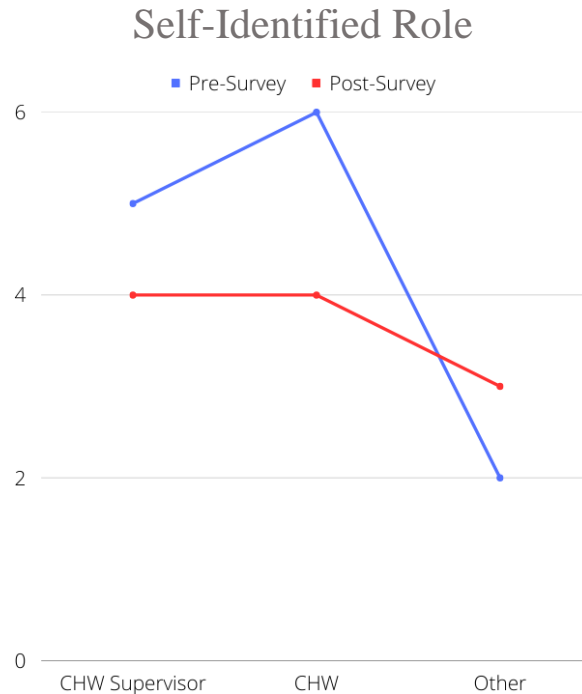


Additionally, participants were asked to rate their understanding about inclusion, equity, and diversity, along with personal awareness of positionality and power. Participants indicate gaining understanding after the training in areas, such as cultural humility, positionality and personal identity, and elements for inclusion, equity, and diversity.

When asked, “how valuable do you think your training will be for your work as a CHW supervisor,” participants self-rating increased after completing the training with an overall average of 5.38 out of 6 in the pre-survey and a 5.82 in the post-survey.

### Session 3

A total of 13 participants completed the pre-survey, with five out of 13 self-identifying as a CHW supervisor. In the post-survey, there were a total of 11 participants, four of whom self-identified as a CHW supervisor.



Participants were asked to rate their understanding about CHW history and impacts of history. Prior to the training, understanding about CHW history and impacts of history of elements was rated at about 3.56 out of 5 and increased to a 4.78 after completing the training.

Additionally, participants rated their understanding about elements of CHW interventions, such as CHW roles, interventions to improve health equity, and ability to connect structural and social determinants of health with CHW interventions, along with understanding and the impact of toxic stress. Overall, participants self-reported that understanding increased in all areas after completing the training.

When asked, “how valuable do you think your training will be for your work as a CHW supervisor,” about 70% of participants in the pre-survey rated this question at a 5 out of 5, while 83% of participants rated this question at a 5 out of 5 in the post-survey.

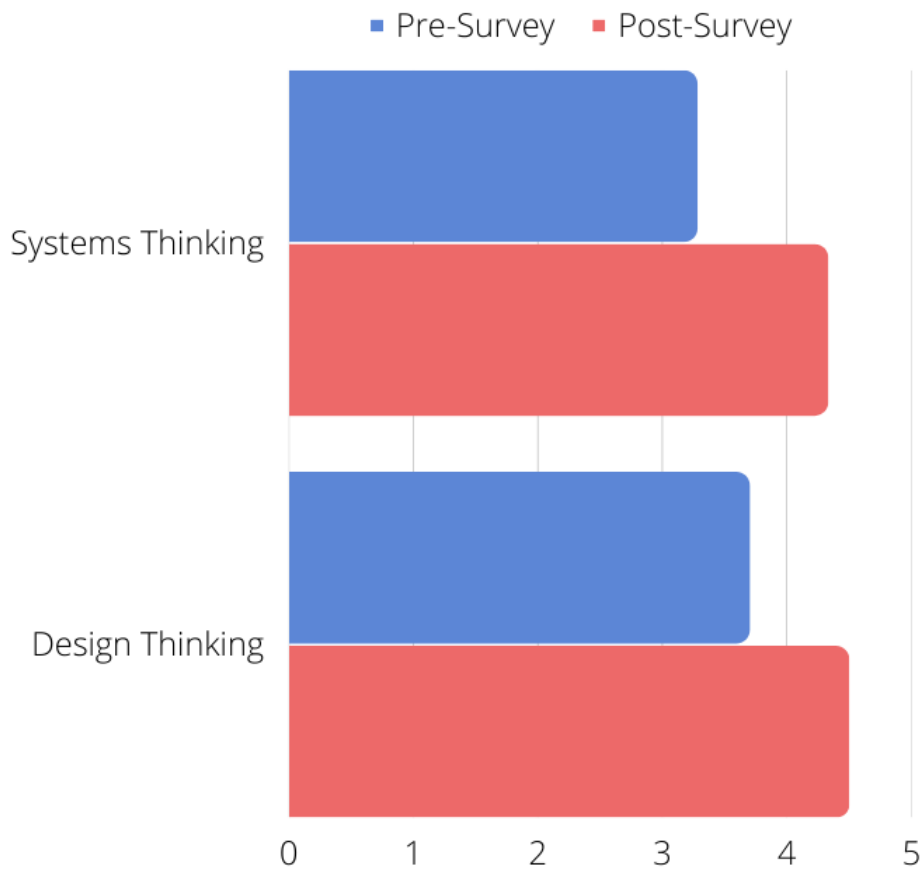
### Session 4

Session four consisted of 10 participants in the pre-survey and 18 participants in the post-survey. In both the pre- and post-surveys, 50% of participants self-identified as a CHW supervisor.

Participants were asked to rate their understanding of elements for CHWs across the Social Ecological Model (SEM). Prior to the training, participant’s understanding of SEM varied with majority of participants rating their understanding at a 3 or a 4 out of 5. After completing the training, understanding increased with about 42% of participants rating their understanding elements for CHWs across SEM at a 5 out of 5.

Participants were also asked to rate their understanding of systems thinking and design thinking. Regarding systems thinks, participants understanding increased with roughly 3.28 rating in the pre-survey and about 4.33 after completing the training. Participants reported an increase in understanding of design thinking as well, with an average of 3.7 out of 5 rating in the pre-survey and 4.50 after completing the training.

Self-rating of Understanding of Systems and Design Thinking



When asked, “how valuable do you think your training will be for your work as a CHW supervisor,” about 30% of participants in the pre-survey rated this question at a 5 out of 5, while two-thirds of the participants rated this question at a 5 out of 5 in the post-survey.

## **Comments**

At the end of each session, participants were asked “What was positive about the training today?” and “What can be improved about the training today?” Participants were also given the opportunity to add any additional comments. Responses are quoted below:

### **What was positive about the training?**

The group activities and the info on leadership theories that presented about the PIXAR organization.

Escuchar las experiencias de los companerxs de clases.

Time

Energy, spirit of collaboration.

The topics covered and the exchange of information.

Developing our group core values and relating them to our intrapersonal being.

Continued to gain a understanding of how important it is to have CHW and CHW with lived experiences is even better. Learning how Inclusion diversity and Equity is important and in that order.

Again, the openness.

reflexion sobre el backgroun de cada persona

Being able to understand in a deeper way the concepts.

Everything!

The content, logistics and energy.

Interactivity

Inclusion training and the activities.

The fact that we can come together to talk about these topics that are so important in the work we do is so cool.

It was very thought provoking about how you perceive yourself as well as how others do, and about how inclusion affects equity.

Discussion, engagement, energy

Recognizing the need for the community health worker’s roles in creating a healthy productive environment for its members to live in and positively re -connect with other communities.

Muy productiva y muy buena

The history of CHW.

Content and timing.

Very engaging and informative

I learned some and expanded upon knowledge I had.

Everything

Energy

I love the small group discussions. Plus, just the energy of the instructor.

Learning about self, how to deal with everyday trauma in the work force, never be afraid to speak up and lead. Use resources in the right way, overall this was a great experiences.

Great concepts and the presenters.

Energy seemed low (at least mine was).

Understanding the literature of a CHW, how are important We are to the community.

I really loved that we were active participants. The breakout sessions were so helpful.

Excelente

Everything! Learning more about the role of the community health worker.

Presenters

Content

Understanding policies group discussions on the different topics.

Meeting of the minds

I enjoyed the facilitators and the people I took this training with.

I love how it focuses on people.

### **What can be improved about the training today?**

Great sessions

Un entrenamiento en persona sera mejor, manejo del tiempo del entrenamiento

Today's training was great.

Overall training is good with the needed information. It makes it choppy and loses focus and attention to subject matter.

mas tiempo para discutir

There could be more time available.

Great session. Most informative.



Just flow having break rooms ready.

Lunch

I thought today went well, and it moved at a great pace!

Better logistic coordination (slides, questions).

More time would be wonderful. Longer than four days, 1 week would be better for this training.

The time during the exercises was too short to actually go deeper in the conversation, however, I do understand that there was a lot to cover in the 16 hrs.

These breakouts were too much to process in 10-12 minutes, seemed rushed, need more trainings.

More time for different sessions.

I could definitely see this as a longer training or having a follow up training. Lots of information to digest. Thanks All.

More time for every discussion.

Allow more time for group discussions.

It is a lot of valuable information to digest.

More time in breakouts

I can't think of anything. It went very well for me.

Definitely needs more time!

**Please add any other comments you would like to share after the training today.**

Happy to be here.

La clase fue interesante pero creo que gastamos mucho tiempo en ciertas actividades que hicieron tedioso el curso

I'm excited to be back today & learning about supervision.

Please remove any parts about Qi Gong. There is no science behind it. It is as effective as any other light exercise in terms of health benefits. It feels as if we are just being pressured to conform to Abdullahs spiritual beliefs.

Really enjoyed training and the engagement with the group and leads.

Please ask the participants if it would be ok to share emails. Thank you. Have a great weekend!!

Overall, all great information and looking forward to the next sessions.

I really enjoyed the session; we need like 1 week of training.

Agradecerles por incluirme

Great presenters and topics – would like to hear more female voice.

Thank you :)

Happy to be here :)

I feel that we need more training like this in our communities.

I've learned a lot from the sessions so far and I'm looking forward to the rest!

I'm grateful to be a part of the global movement.

I'm really enjoying this training and thank you guys for doing it!

Abdulla and Ramona were great leaders for this training. Forever thankful for been chosen to experiences this opportunity.

The training was valuable to remind us how important are the human, equity, aspects of the CHW of managing them.

Great training.

Overall, an incredible training. The first day was hard for me to get into and I was a little worried about how the rest of the sessions would be. But things got progressively better and by the end I was totally engaged.

Thanks to everyone, especially Abdullah and Rumana for their excellent lectures, teachings and passion in presenting the topics.

Today's session was somewhat more detailed. It might be more helpful to break this session into separate segments.

Gracias for the great presentation.

Thank you so much for all of your help and support. Your dedication to creating a wonderful atmosphere and your passion for what you do truly shines through. I am grateful to have you as a collaborator and appreciate everything you have done for me.

Overall great training.

I am happy to have the opportunity to take this training.