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## CASE STUDY

# Helping CHWs demonstrate their impact through data collection systems

## THE CHALLENGE

Graduates report transformational growth in their abilities as well as understanding their important community impact. While their work is meaningful and significant, there was no formal way of illustrating the positive effects of the training program. CHWAR sought to develop and implement an evaluation plan to better tell the story of their organization's impact.

## THE SOLUTION

## Establishing a systematic process of capturing data to tell the CHW story.

## WHAT WE DID

- Created a logic model to capture a snapshot of the training program and intended outcomes.
- Developed an evaluation plan to define measurement and monitoring of program impact.
- Created a systematic data collection process, using online survey tools for English and Spanish language users.
- Presented compiled findings to CHWAR leaders, trainees, and other key stakeholders.

## OUTCOMES AND BENEFITS

- Identified organizational strengths.
- Created a user-friendly and efficient data collection system for CHWAR staff and trainees.
- Provided recommendations for organizational improvements.
- Promoted awareness and confidence in measuring program impact and sharing success stories.

**We are a grassroots organization with limited resources to invest in program evaluation. Your expertise brought clarity to how we achieve our mission of advancing the workforce through CHW development, while building standards and establishing CHWs as integral members of health reform innovations. We are so happy we made this investment.**

Jacqueline Sweeney, Executive Director,  
CHWAR

## THE CLIENT

The Community Health Worker Association of Rochester (CHWAR) is a non-profit organization that advocates for strengthening the profession and leadership of Community Health Workers (CHWs).

## AT A GLANCE

CHWAR, established in 1999, is a professional association dedicated to establishing Community Health Workers as integral members of health reform innovations.

CHWAR provides a free education program that equips individuals to become effective frontline workers in their respective communities. In addition to CHW training, CHWAR provides opportunities for collaboration and networking, workforce development, leadership coaching, resources and program consultation.

More than 60 individuals have graduated from the training program and are working in communities. CHWs serve in social service agencies, public health programs, healthcare organizations and more.

## CONNECT

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