

## **Asian Pacific Islander Community Health Worker Project Scope of Work**

### **General Scope of Work**

Public Health Department is looking for a LEAD AGENCY for the Asian Pacific Islander Community Health Worker (API CHW) Project. As a first order of business, LEAD AGENCY will oversee the training and deployment of API CHWs to conduct outreach, education, and service navigation related to COVID-19 testing, isolation/quarantine, and vaccine access. Outreach efforts will focus on three API sub-populations most impacted by the pandemic. COVID response is the priority for this API CHW model's implementation year through partnering with existing community engagement efforts to combat the pandemic in the API community.

After COVID-19 outreach has been sufficiently ramped up, LEAD AGENCY will expand the CHWs' scope of work to include education and service support for intimate partner violence (IPV) and chronic disease prevention during the pandemic. COVID-19 has posed additional challenges to service access for IPV survivors and chronic disease patients. Examples of how COVID has impacted IPV and chronic disease prevention include: lack of in-person gathering posing barriers to healthy lifestyle education, increased risk of complications from COVID-19 for those with chronic disease, the impact of prolonged shelter-in-place and social distancing on relationships and mental health, IPV screening and support, along with potential trending increase in IPV. Messaging on IPV and chronic disease prevention/management will focus on helping community members develop their resilience and coping strategies, as well as navigating and accessing services in the context of the pandemic.

Through COVID-19 outreach and education, this project will build the infrastructure for a robust CHW workforce that has the potential to serve all seven API subpopulations, and engage them on a broad range of critical health issues. At the same time, this project will generate valuable disaggregated data on health outcomes and health needs of this community to inform future service planning and community engagement efforts.

As the Lead Agency, LEAD AGENCY will be responsible for overseeing major activities and deliverables in the project to ensure its overall success. LEAD AGENCY may subcontract with one or more CBOs to carry out the activities below, in order to obtain the flexibility and resources it needs to fulfill all elements in the scope of work, and to fully engage with target API communities that may be outside of its traditional networks.

### **Major Activities**

- Work with Public Health to identify specific API subgroups to target interventions based on available data on COVID impact and overall health inequities.
- Recruit, train, and retain culturally-competent CHWs to serve the unique needs of identified API subpopulations throughout the duration of the project
- Develop workplan with target API subpopulations for outreach, education, and service support to address challenges in accessing COVID testing, isolation/quarantine services, and COVID-related resources. Vaccine education and outreach will also be included. As a phase 2, the workplan will also include strategies to address IPV and chronic disease prevention/management from a COVID lens.
- Partner with existing initiatives and agencies to incorporate COVID education, IPV universal education, and other chronic disease health concerns in program delivery.
- Coordinate/oversee the deployment of CHWs and the delivery of community outreach to target API groups.

- Coordinate data gathering to inform COVID response, as well as ongoing program monitoring and evaluation.

## Evaluation Metrics

LEAD AGENCY will be responsible for collecting various metrics for the purpose of monitoring and evaluation, and preparing a quarterly report to submit to Public Health. Below is a summary of the major metrics. The comprehensive list of deliverables is included in the Scope of Worktable below.

- API subpopulations of focus identified
- # of CHWs recruited, trained and retained
- # CHW meetings (# of meeting and # attendees, summary of topics discussed)
- # of active CHWs in the API CHW program (# includes both newly hired CHWs and existing CHWs conducting additional outreach activities outlined under objective 6).
- # of individual outreach connections with community members, individuals, and families either in person or virtual, disaggregated by API subgroup.
- # of sites reached (businesses, residences, community events both virtual and in-person), disaggregated by API subgroup.
- # of group virtual or digital outreach actions (emails sent, social media posts, chat room/forum conversations), disaggregated by API subgroup.
- Specific topics covered by CHWs (COVID-19 related topics, health conditions, social determinants of health, IPV, etc.)
- Systems barriers identified by CHWs
- A narrative report of progress to be submitted on a quarterly basis.

## COVID-19

- 100% of all people reached will be informed and provided COVID education and resources, including but not limited to risk factors, risk reduction measures, vaccination education and outreach, testing, isolation/quarantine, behavioral health and socio-economic resources.

## Linkage to Care

- All individuals eligible for insurance coverage under Medi-Cal or Covered California will receive education by the CHW's and will be assisted to sign up for coverage.
- All uninsured or undocumented individual will be educated about the County's indigent care program, eg. Primary Care Access Program (PCAP) and assisted with enrolling in PCAP.

## Chronic Disease Self-Management

- 20% of Seniors reached will be connected to community-based wellness services offered through LEAD AGENCY or its network to help them age healthy and well.
- 70% of all people, with chronic medical conditions, that are reached by CHW's will be connected to resources for improved management of chronic conditions.

## IPV

- 70% of individuals exposed to training and education will report an increase in awareness and knowledge of healthy relationships, safety perceptions and community norms and attitudes as measured through pre and post surveys.
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