

# COVID-19 RESPONSE

Strengthening public health  
emergency response with  
Community Health Workers.

## PARTNER WITH CHWs



### CHWs Communicate Trust

Reach most vulnerable populations through trusted community relationships.

Provide essential, culturally tailored information and education on health care and social services.

Use insights to develop effective engagement strategies.

Coordinate care in complex systems and deliver care through phone, telehealth, social media, and online platforms.



### CHWs Enhance Public Health and Safety Net Capacity

Facilitate access to shelters, food pantries, call centers, coverage and preventive services.

Conduct COVID-19 contact tracing.

Provide social supports for Medicaid and Medicare members.

Monitor symptoms and help cope with social isolation.

Provide vital self-management support for patients with chronic conditions.



### Protecting CHWs

Ensure appropriate supplies of personal protective equipment (gloves, masks, etc.).

Protect CHWs with underlying conditions.

Encourage self-care and provide stress-related resource and supportive services.

Provide a living wage and access to Care Act, health care coverage and other benefits.

Provide workflow protocols and training.

Provide appropriate supervision with realistic case loads and work schedules.

