

SHAPING VDH's CHW WORKFORCE

Community Health Workers are the bridge between communities and health care systems



Internship Academy
Cohort 4, 2026, Program

Nishi Latif
Virginia Tech

Office of Community Health Services
Division of Nursing

Introduction

- CHWs improve access to care, health education, and community engagement
- Variations in the role, training, and resources lead to inconsistent practices across health districts
- Standardization can strengthen consistency, support CHWs, and improve service delivery across VDH's LHDs

Method

- Review Existing CHW Documents
- Shadow CHWs at local health districts
- Convene with CHW Supervisors
- Disseminate CHW Supervisor Survey
- Identify Workforce Gaps and Develop Standardization Strategies

Challenges

- Engaging and inspiring CHW supervisors
- Creating questions inclusive to all districts
- Reducing question bias
- Conducting data analysis



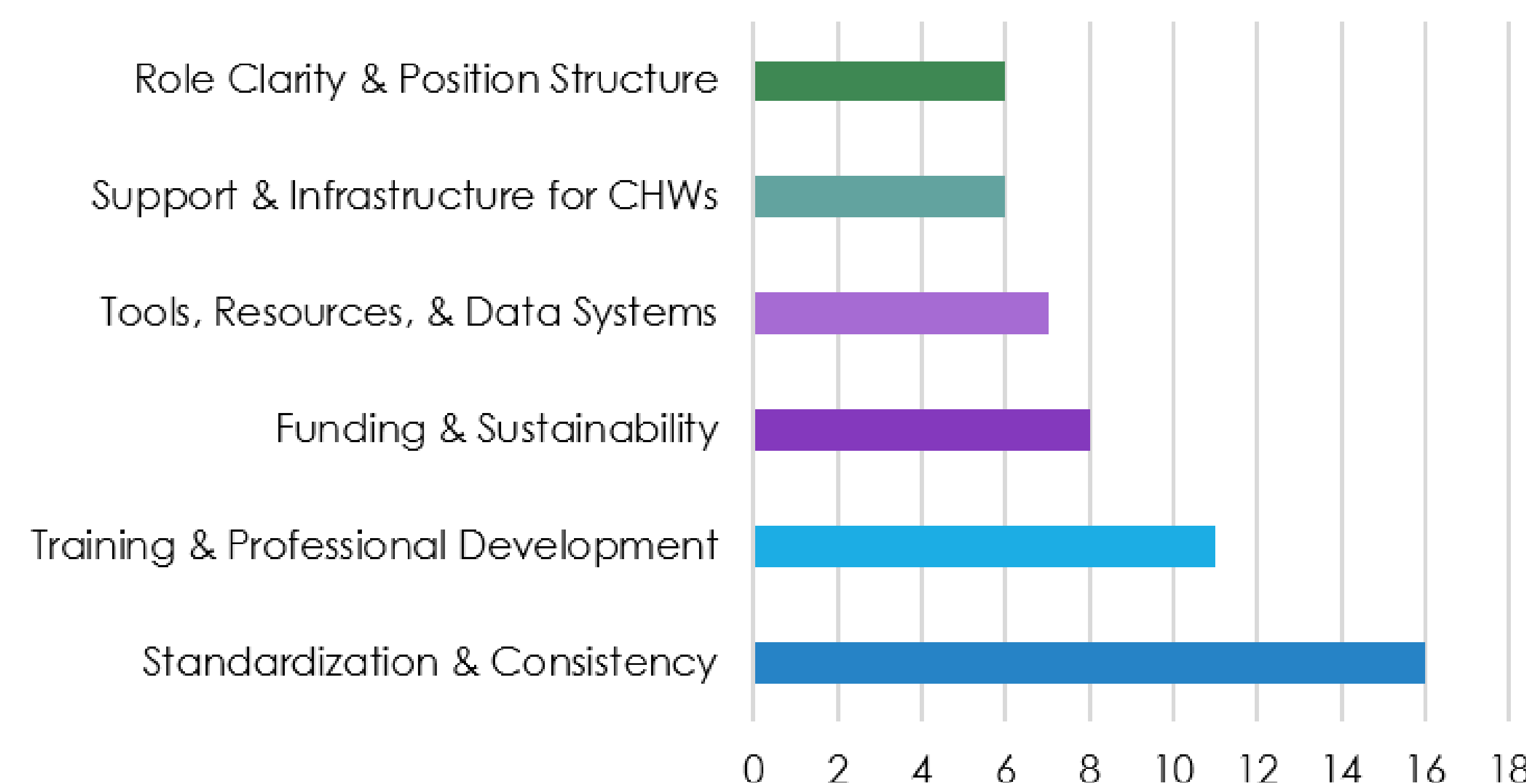
Crater Health District



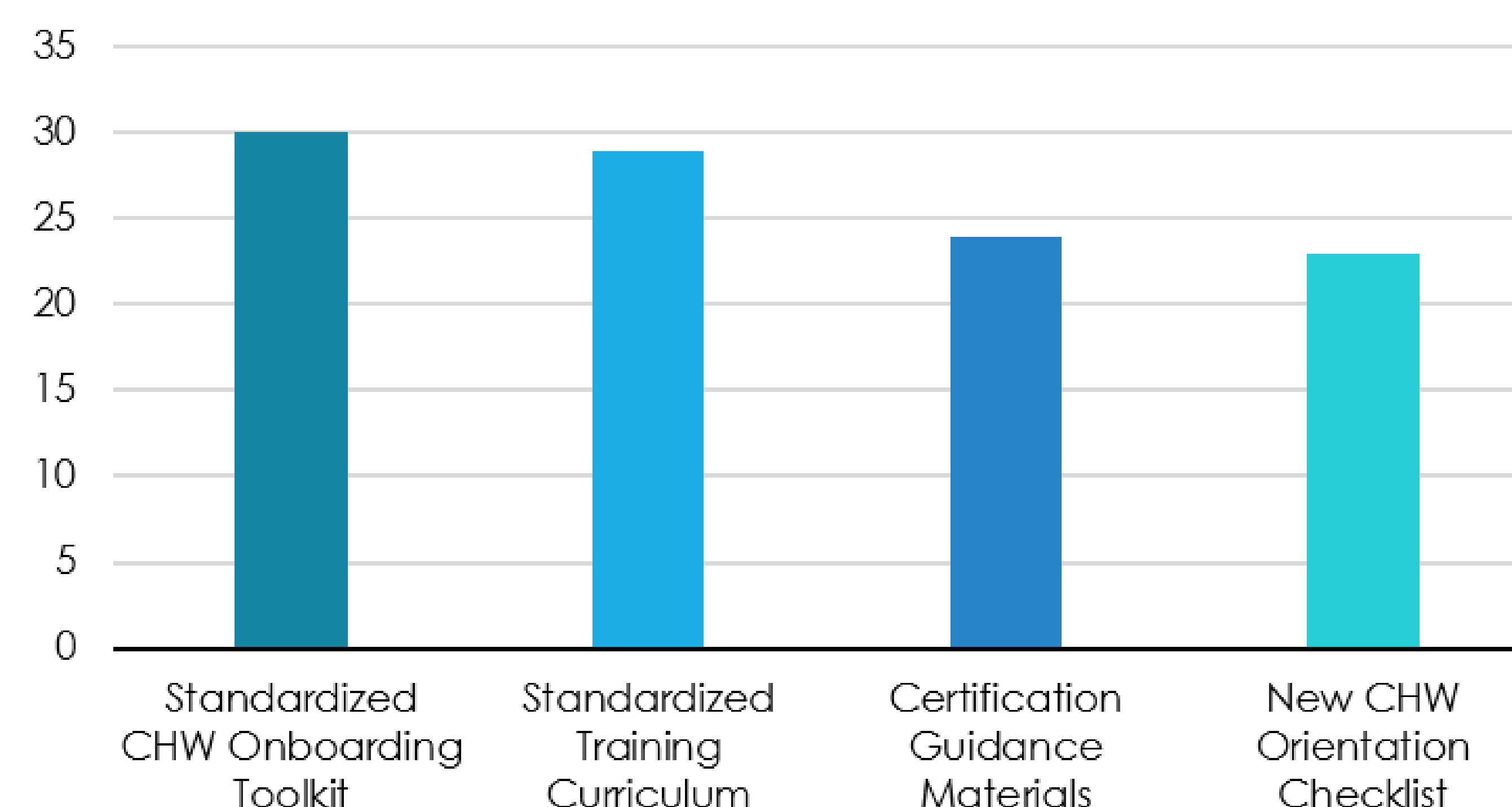
Richmond/Henrico Health District

Survey Results

Requested Support for Effective Supervision of CHWs



Beneficial Onboarding Resources



Major Gaps & Inconsistencies

- CHW Onboarding Procedures
- Data Collection and Reporting
- Certification and Career Pathways
- Documentation Standards

Recommendations

Immediate Priorities (0-6 Months) - Develop and Implement:

- Standardized CHW Onboarding Toolkit
- Supervisor Toolkit
- Orientation Checklist

Intermediate Priorities (6-12 Months) - Develop Statewide Guidance for:

- Supervision
- Documentation Standards
- Data Collection
- EHR Workflows
- Certification Support

Long-Term Priorities - Develop Statewide Infrastructure Supporting:

- Career Pathways
- Senior CHW Positions
- CHW Coordinator Framework
- Workforce Dashboard
- Standard Performance Measures
- Sustainable Funding Strategies

Acknowledgments

Thank you to VDH, my internship mentor, the health statistics team, and all survey participants whose support and input made this project possible.