

Pennsylvania CHW Retention Survey

Advocacy & Advancement Committee
PA CHW Task Force
Constituent of the PA CHW Collaborative

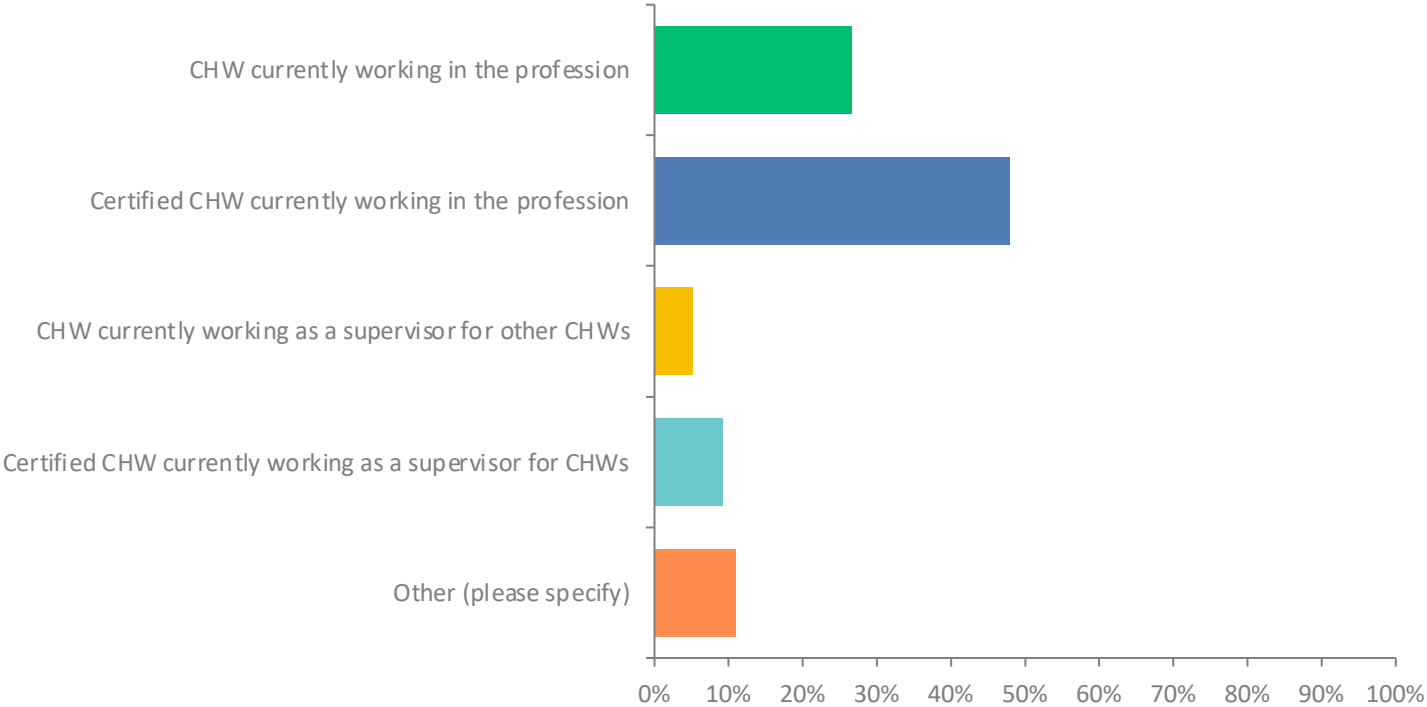
Belinda Brown, CCHW & Tomi Waters, D.Ed.

Study Conditions

- Purpose of the survey was to examine retention factors among certified and non-certified CHWs in Pennsylvania, by identifying factors likely to cause CHWs to leave their current positions and to seek reasons why eligible certified CHWs have not recertified
- Survey was specifically created for CHWs who were currently working in the field
- Survey conducted via Survey Monkey for three weeks during September and October, 2023
- Method was a convenience sample distributed throughout the state to PA CHW Collaborative partner organizations, established CHW groups, and CHWs participating in CHW continuing education programs
- 173 responses were received

Q1: Which response best describes you?

Answered: 173 Skipped: 0

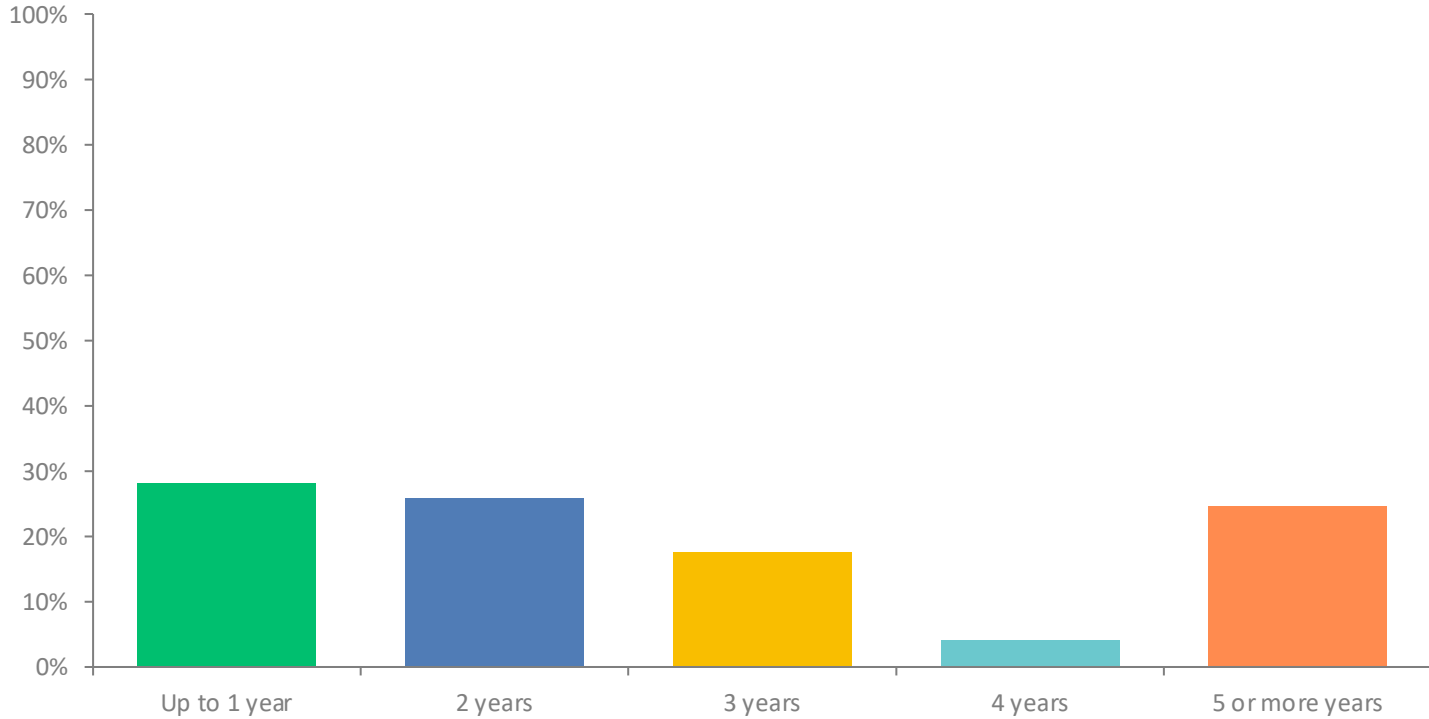


Q2 Please enter the name of your position, such as CHW, Health Navigator, etc.

Program Administrative Case Manager CHW Supervisor Certified
Supervisor Navigator Manager worker Coordinator
Community Health Specialist
Community Health Worker Senior
CHW Lead CCHW Specialist Outreach
Community Health Assistant Certified Community Health
Resource coordinator Director Engagement

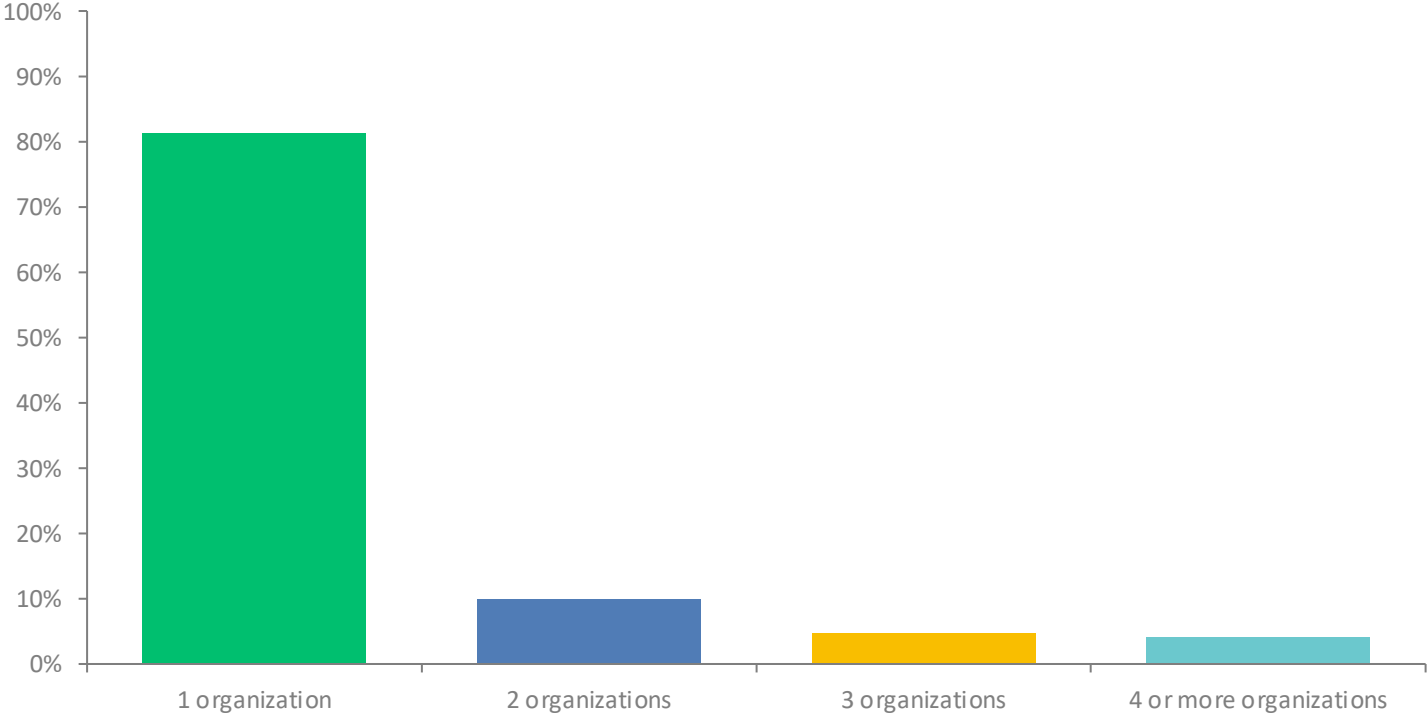
Q3: How long have you been employed as a CHW?

Answered: 171 Skipped: 2



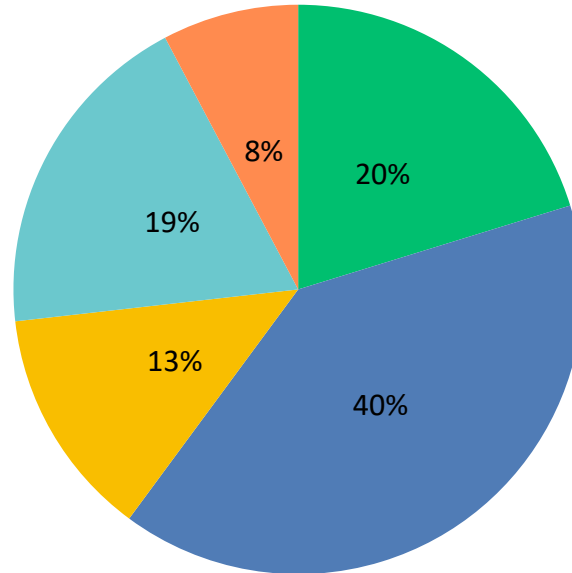
Q4: In how many organizations have you been employed as a CHW?

Answered: 171 Skipped: 2



Q5: Please indicate your annual salary range.

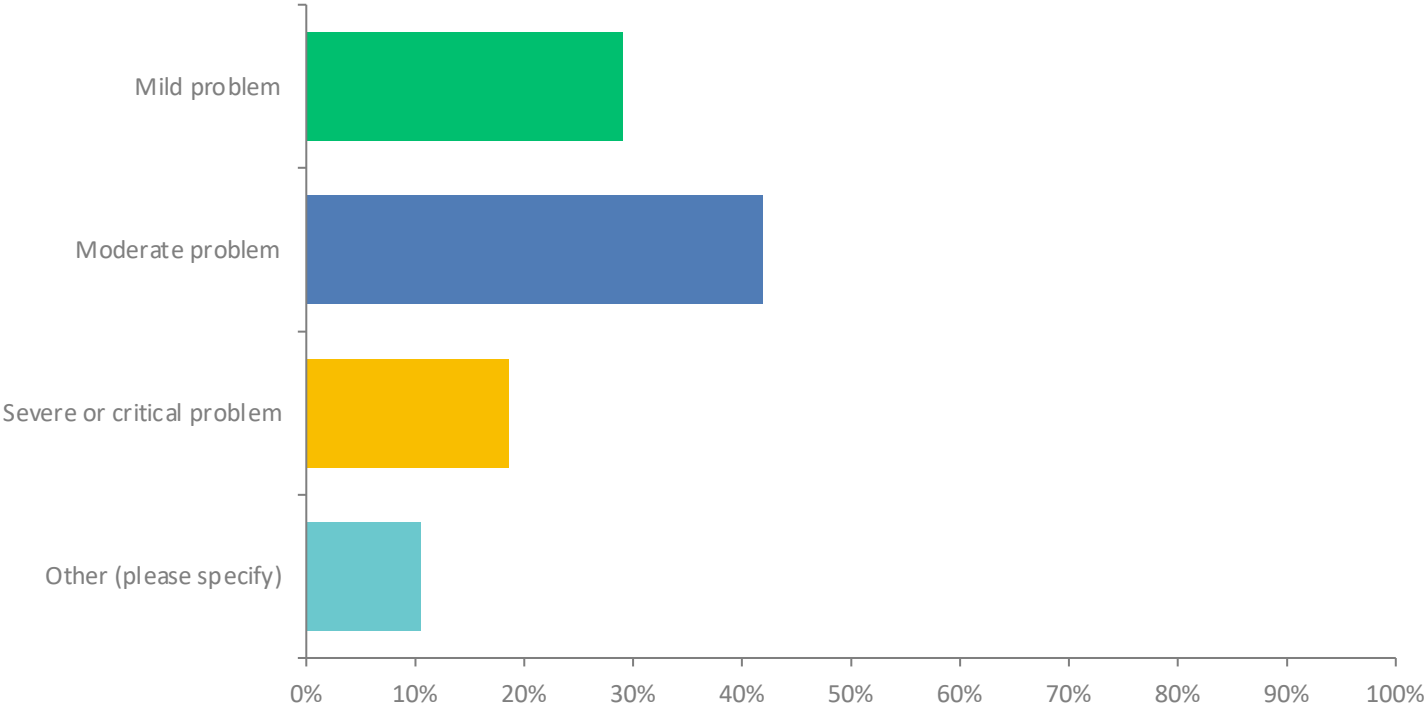
Answered: 168 Skipped: 5



■ \$25,000 to \$35,000 per year ■ \$35,001 to \$45,000 per year ■ \$45,001 to \$50,000 per year
■ \$50,001 to \$65,000 per year ■ \$65,001 and above

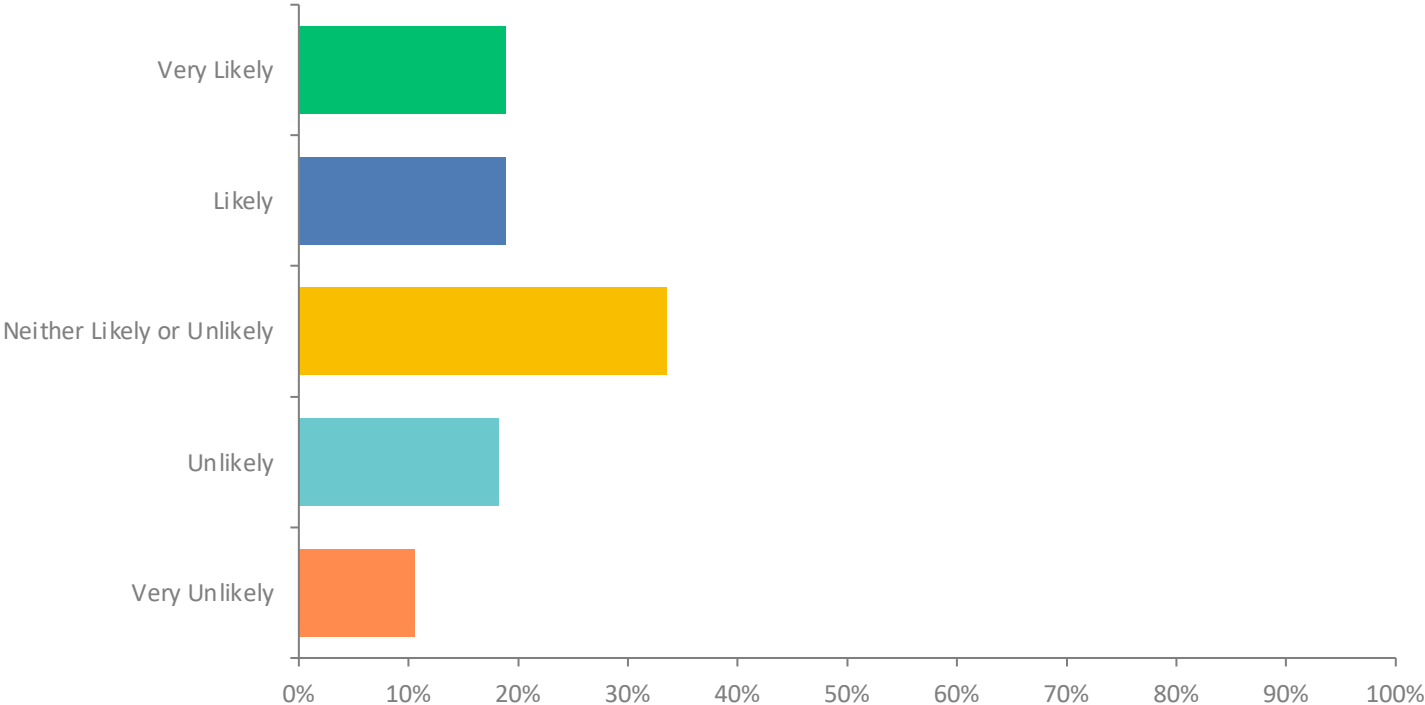
Q6: Please select the best response regarding CHW turnover?

Answered: 172 Skipped: 1



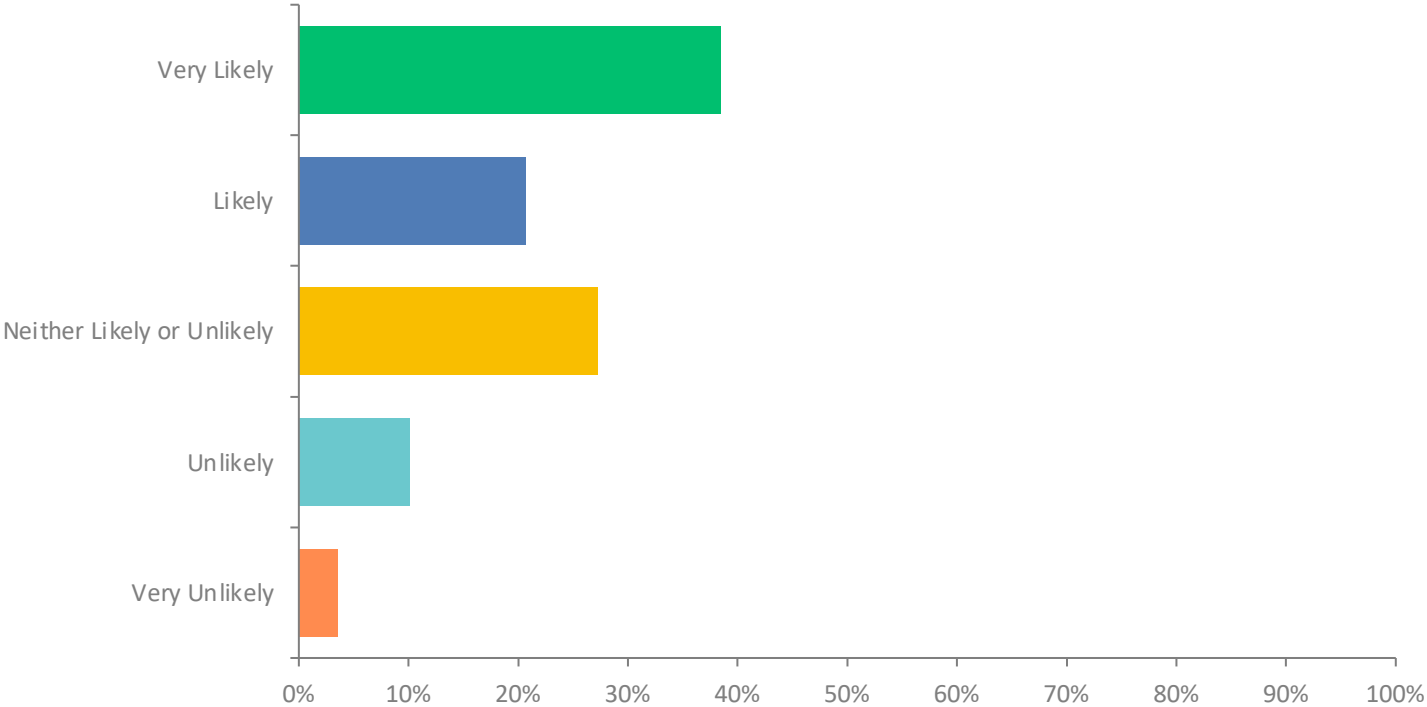
Q7: How likely are you to leave your CHW position because of unstable funding, such as grant funding that ends after a certain time?

Answered: 170 Skipped: 3



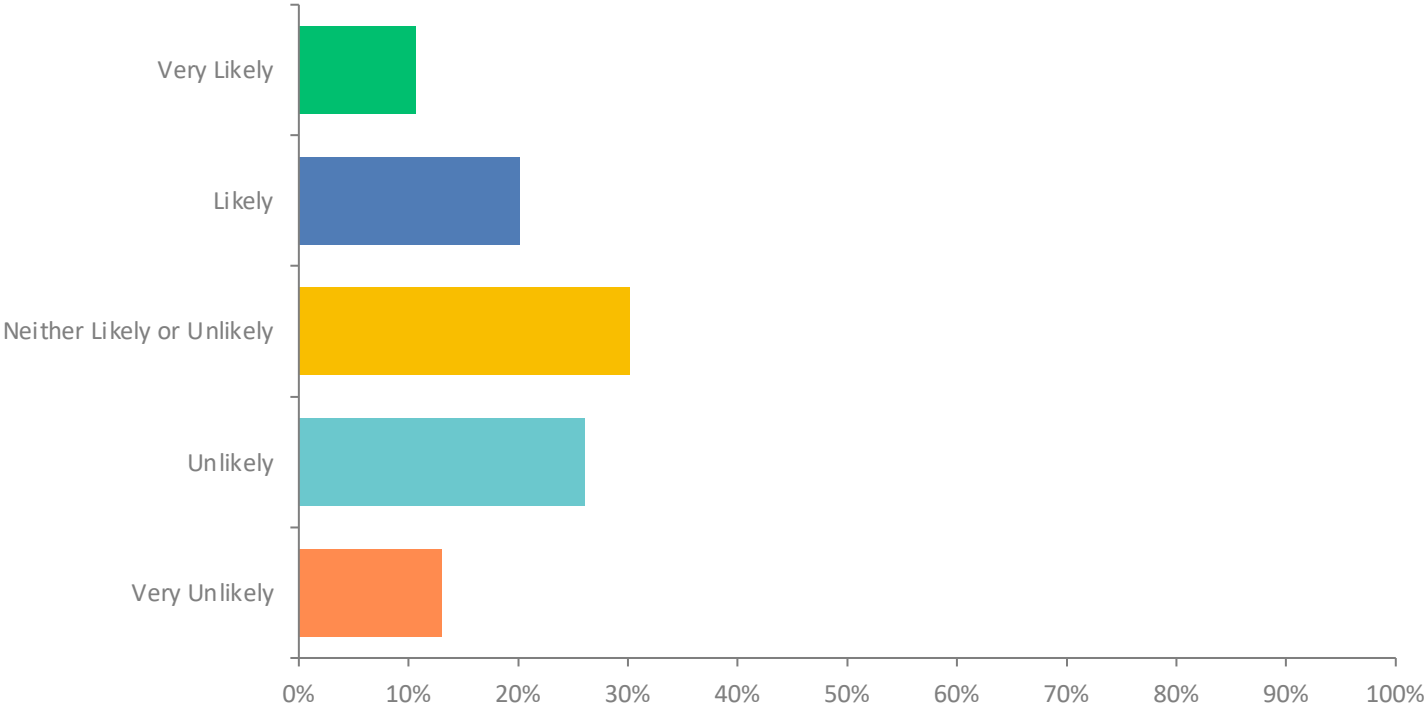
Q8: How likely are you to leave your CHW position for a position with another employer paying a higher salary?

Answered: 169 Skipped: 4



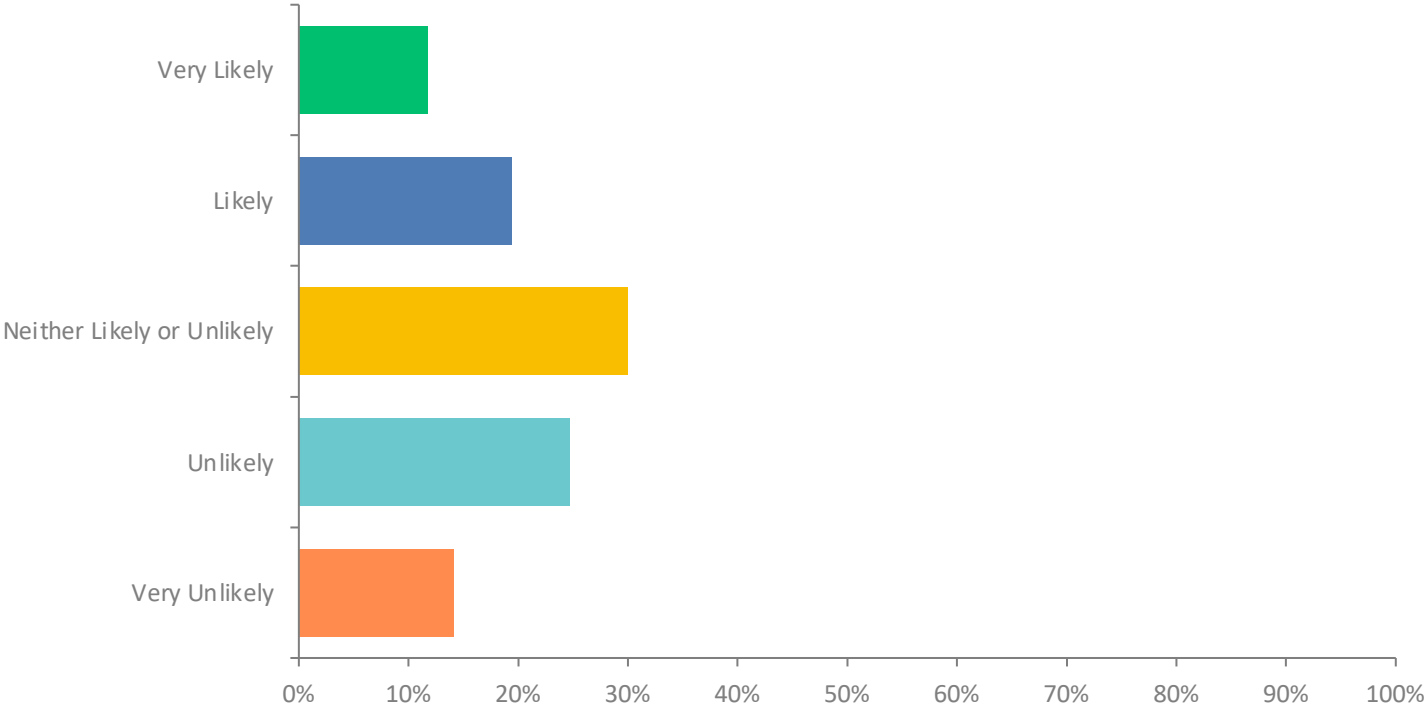
Q9: How likely are you to leave your CHW position because there was no structured orientation or ongoing training in your position?

Answered: 169 Skipped: 4



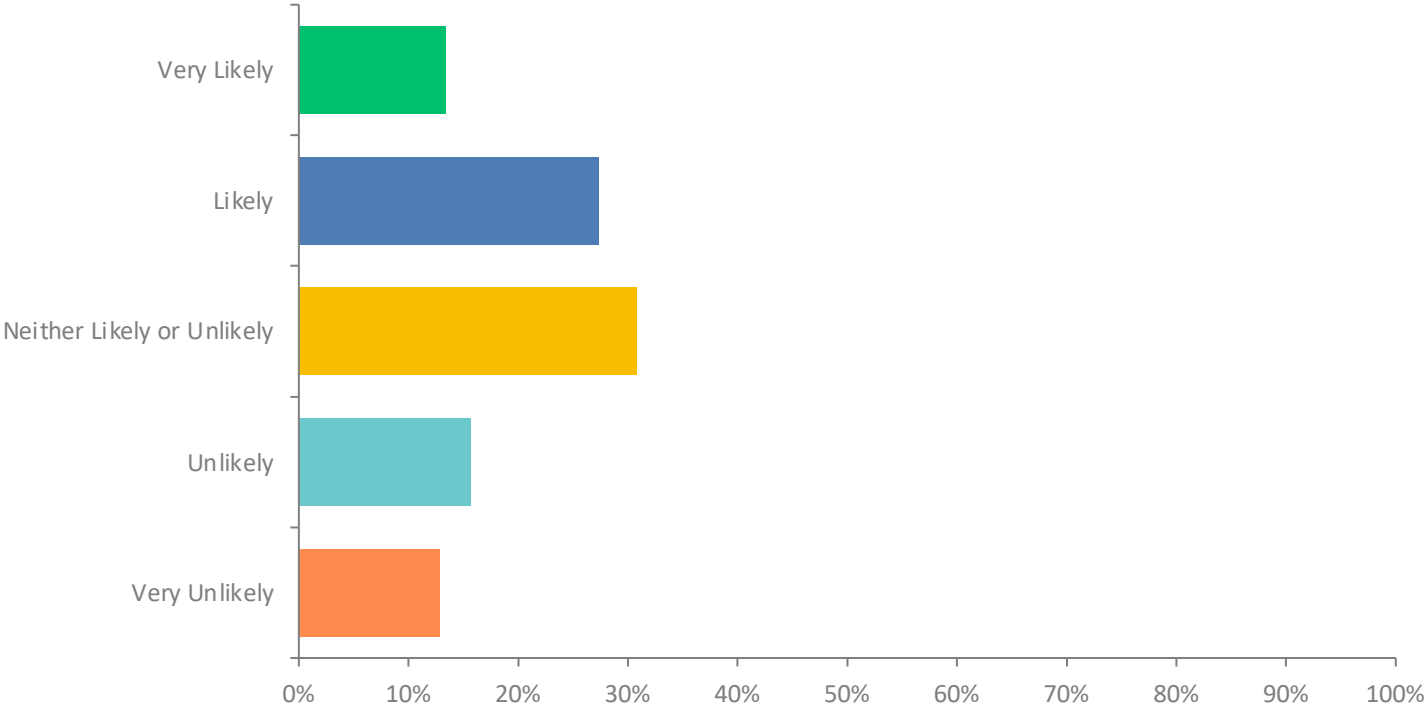
Q10: How likely are you to leave your current CHW position because your role is not clearly defined with specific duties?

Answered: 170 Skipped: 3



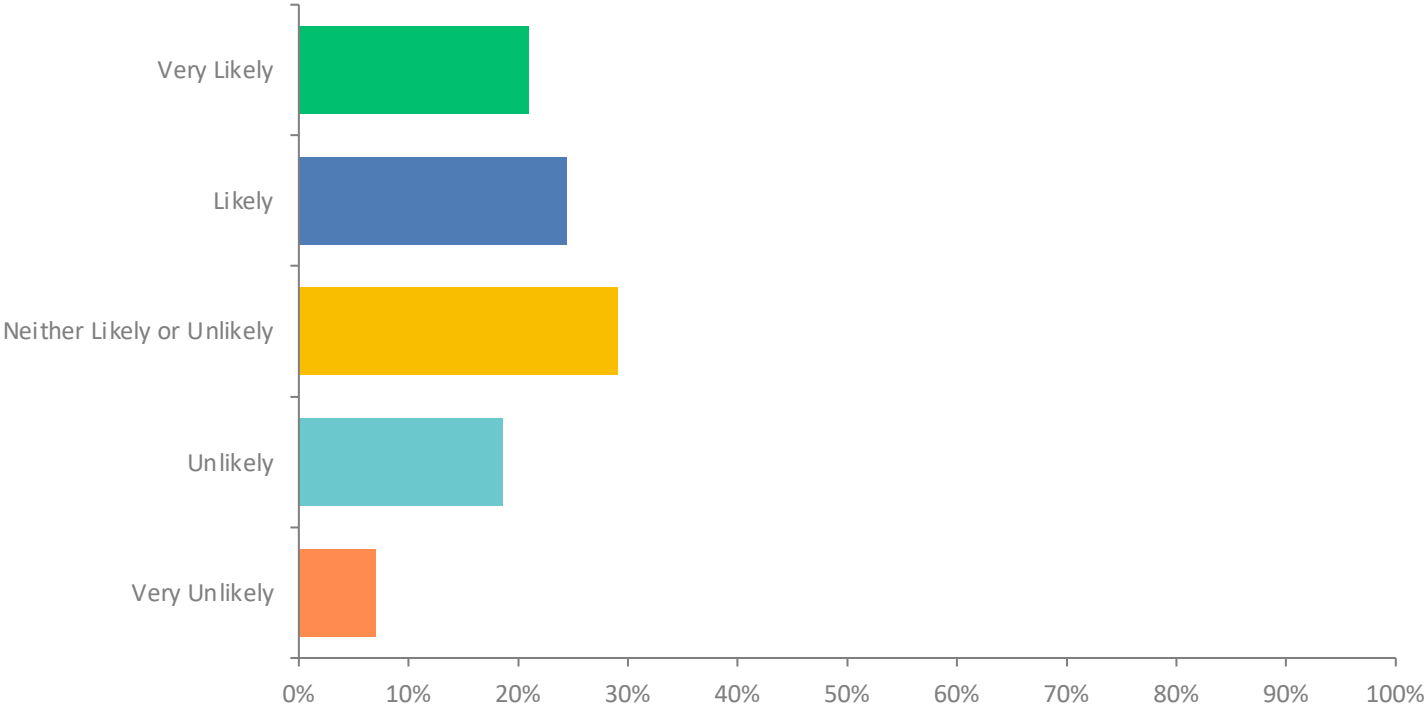
Q11: How likely are you to leave your CHW position because of burnout caused by the stress of your job?

Answered: 172 Skipped: 1



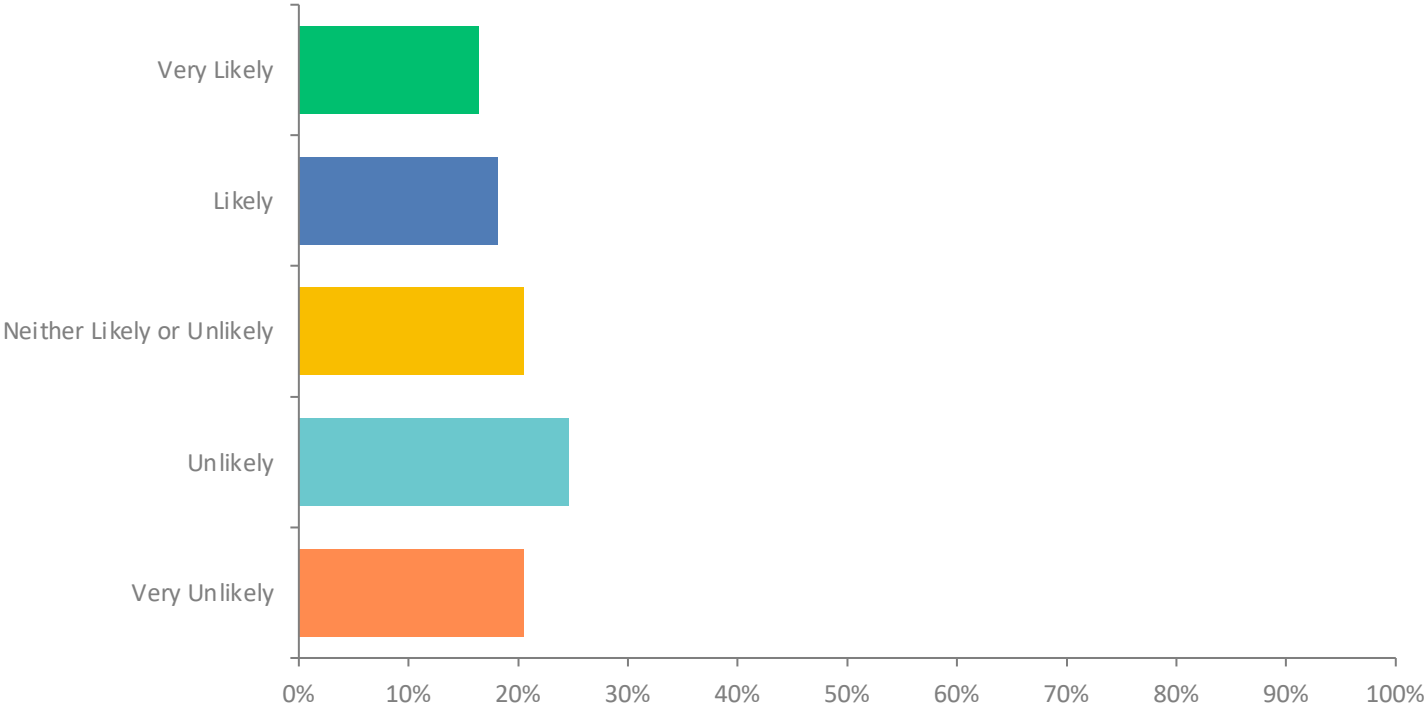
Q12: How likely are you to leave your current CHW position because of lack of upward mobility or career ladder opportunities within your organization?

Answered: 172 Skipped: 1



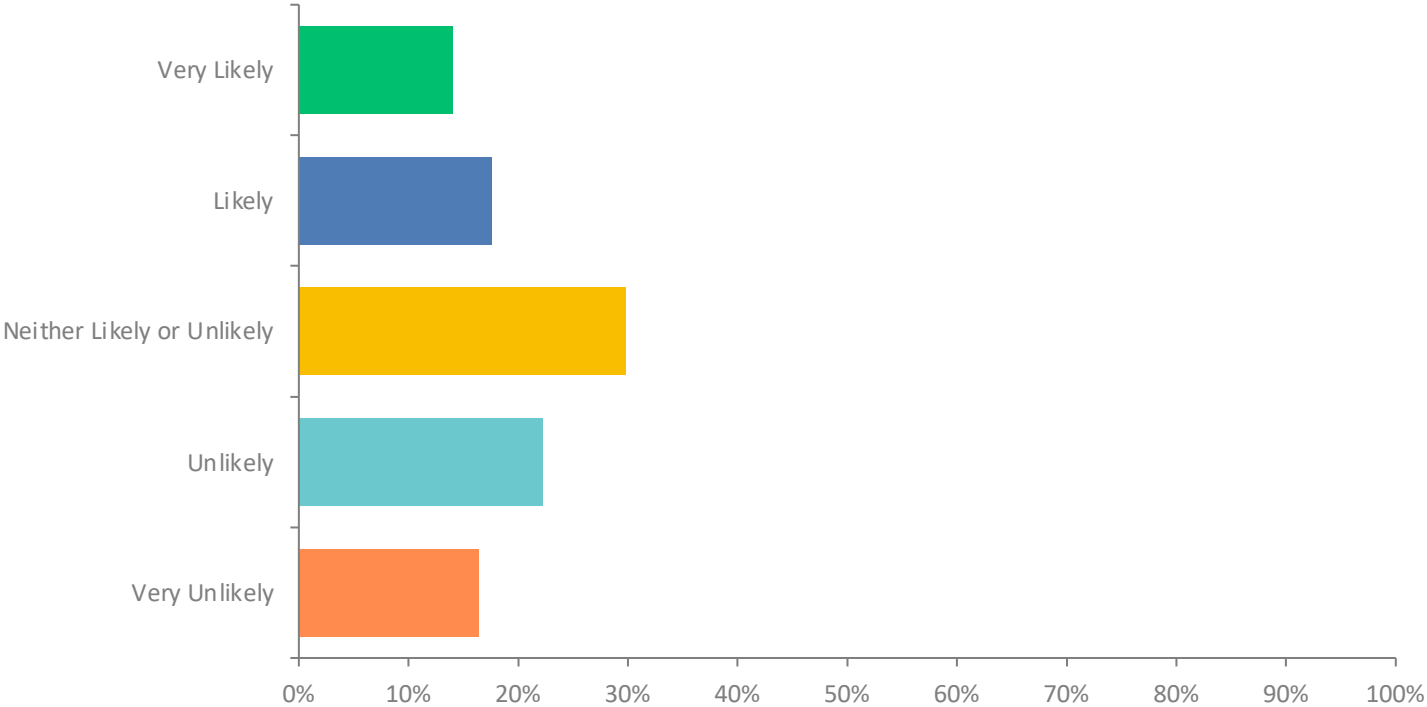
Q13: How likely are you to leave your current CHW position because of lack of support by your supervisor or your organization?

Answered: 171 Skipped: 2

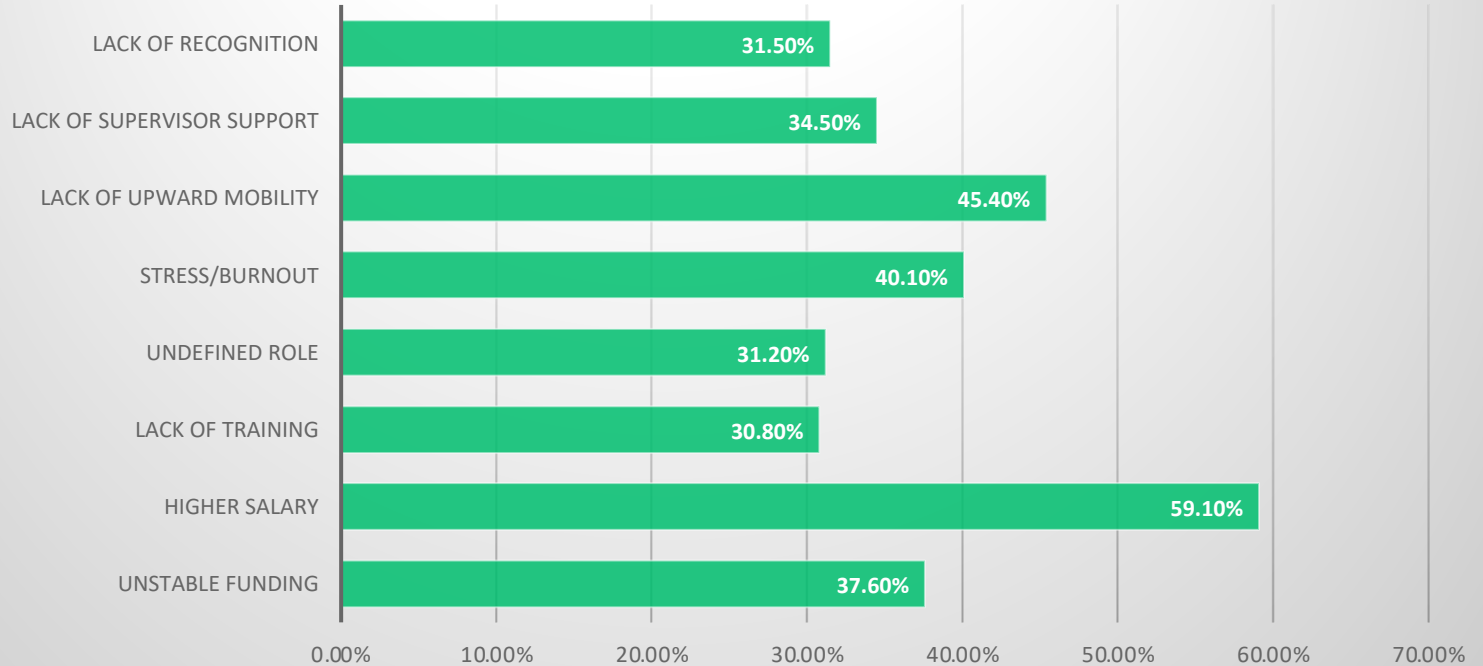


Q14: How likely are you to leave your current CHW position because of lack of recognition of CHWs in your organization?

Answered: 171 Skipped: 2

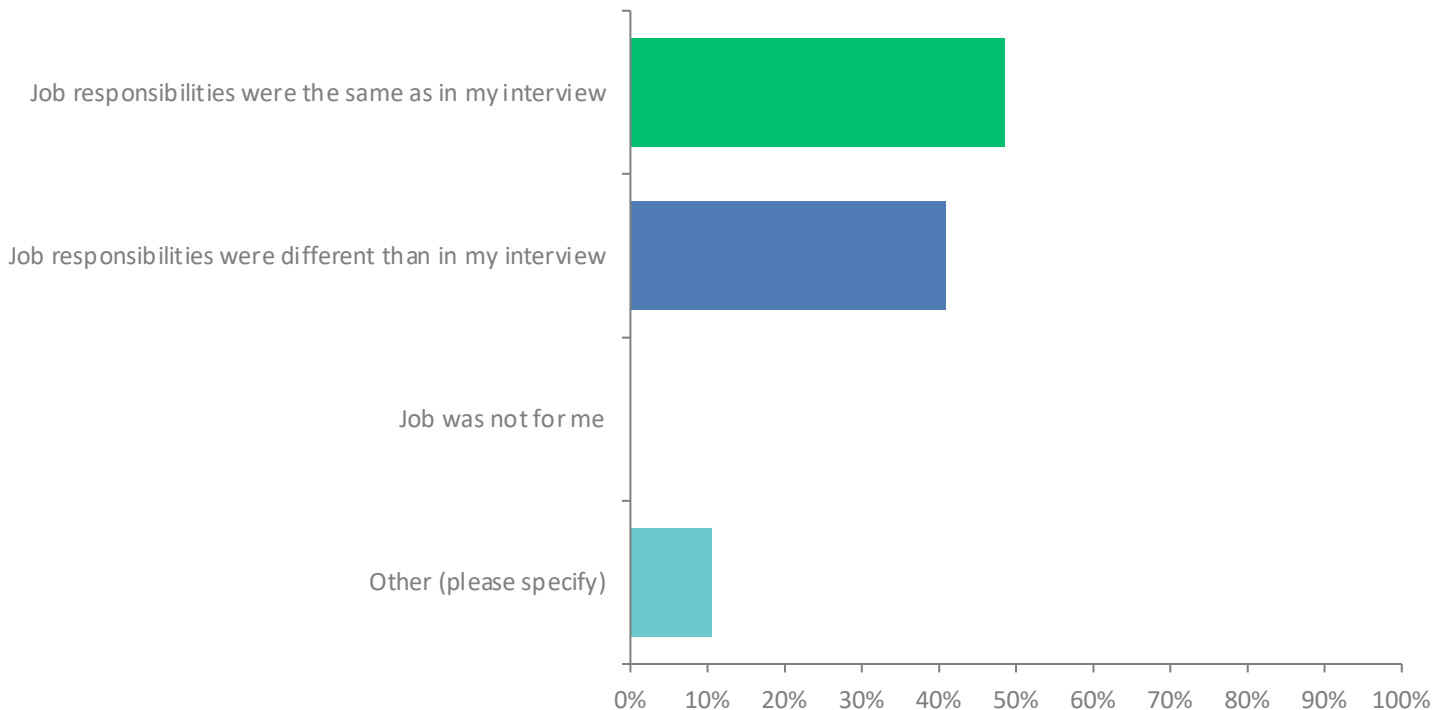


Very Likely and Likely Combined Responses



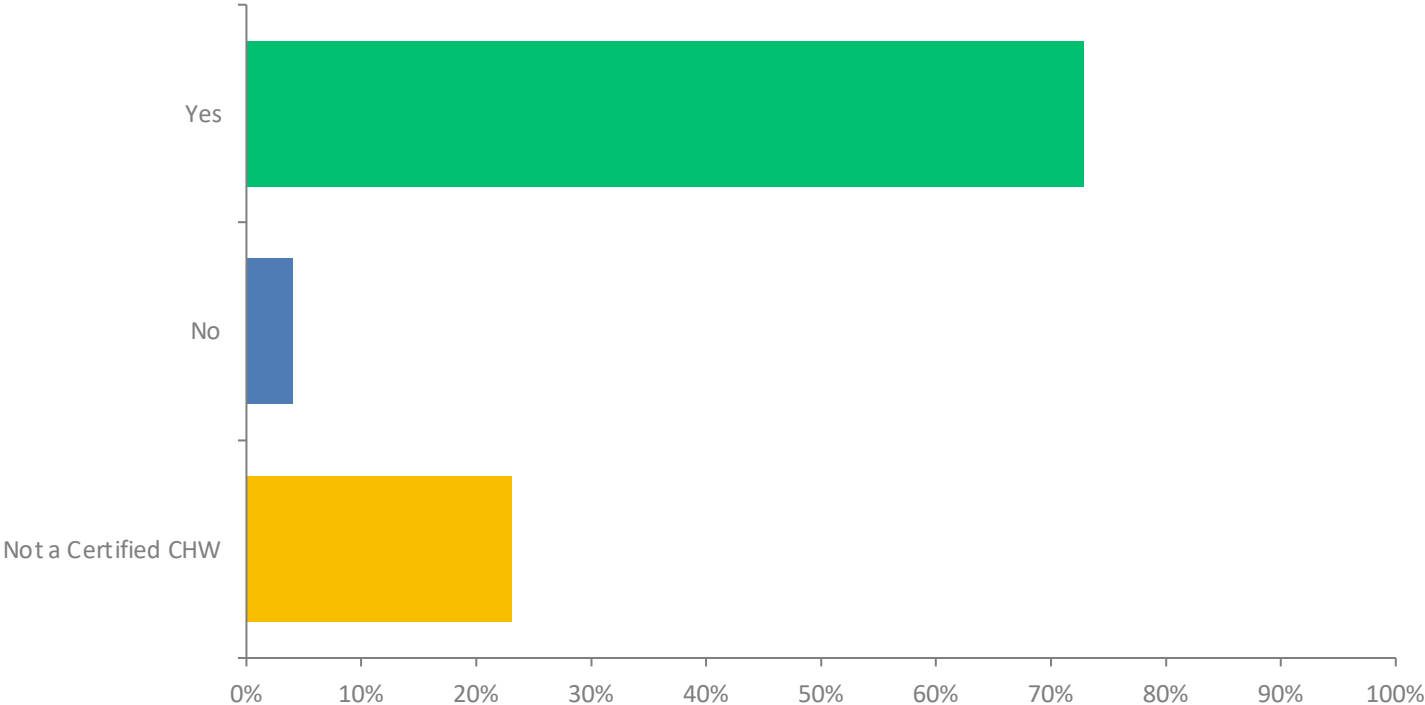
Q15: Were the job responsibilities described in your interview the same as your job responsibilities 6-12 months later?

Answered: 171 Skipped: 2



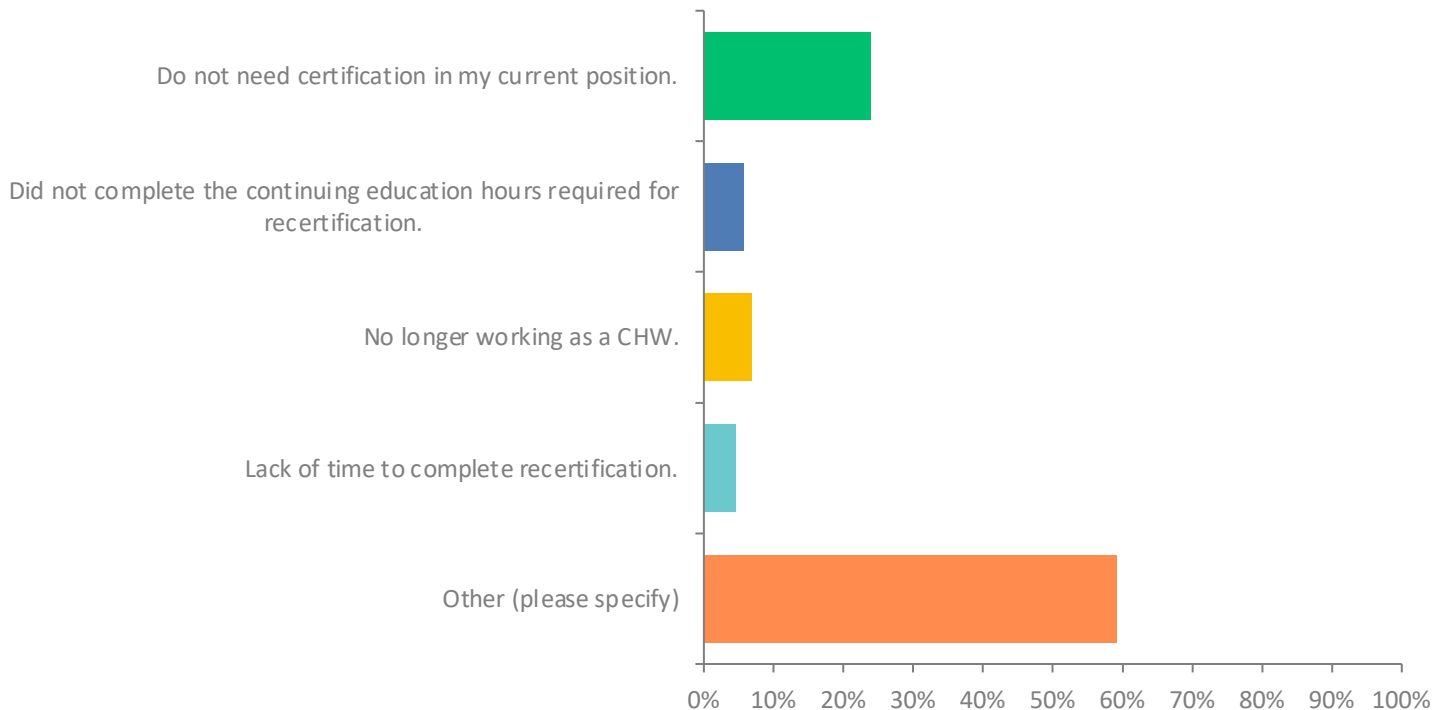
Q17: If you are a certified eligible CHW, did you renew or do you plan to renew your certification when you are eligible?

Answered: 173 Skipped: 0



Q18: If you were an eligible Certified CHW and did not renew your certification, please select the best response.

Answered: 88 Skipped: 85



Thanks to those organizations who helped distribute the survey:

- **PA Task Force**
- **PA CHW Association**
- **PA Sustainability Committee**
- **PA CHW Certification Board**
- **Southwest PA AHEC**
- **PA CHW Collaborative**

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