

CHW Success Story

Brittani Carr, CHW

Union Community Care



As the CHW was leaving work, the front desk person asked her to help a 22-year-old woman who was not scheduled. The young woman had with her two crying babies, each under two years, and she appeared to be in a manic state. The CHW calmed the woman down and learned that both her children were scheduled to receive their vaccinations. Brittani provided her with a mental health hotline number to call and the woman left with her children. The next day, the front desk notified the CHW that the young woman was back, without her children, and asking to see her. The CHW was able to move around some of her patients and spent a great deal of time talking to the woman. She learned that the woman was having domestic violence issues, and that her boyfriend had started abusing her first thing that morning. Working for a greater part of the day, the CHW was able to identify a domestic violence shelter for her out-of-state. She convinced the woman to have the boyfriend bring her children back to the office, under the auspices that the children both needed an additional shot. Surprisingly, he brought the children and left them with their mother. Working with Behavior Health and Children and Youth Services, along with some local community resources, Brittani was able to acquire train tickets for the mother and her children to reach the shelter, where they stayed for two weeks. After that, the woman was able to gain some clarity, seek mental health treatment, and counseling regarding therapy for herself and is now doing much better. If the CHW had not stopped on her way home that first day, this family would not have received the support and kindness they needed to survive.

Brittani is a Pennsylvania Community Health Worker (CHW). She began her CHW journey in December, 2022. Prior to this position, she worked in the dental field as a Coach and Patient Access Specialist for 5 years. She has her certificate as a dental assistant. Throughout those 5 years working one on one with patients and their treatment/insurance/needs, she began to think that she wasn't helping people to her full ability. She grew close with her patients and always wanted to help in other ways. Brittani was told she would be a great fit for the CHW opening and decided to apply, and she thinks it's the best decision she has made. She has completed the CHW training course and continues to go to continuing education classes when she can. She says, "The learning never stops." Every day, she gets to come to work and help the entire community with insurance, food insecurity, clothing insecurity, behavior health needs, DV situations, SSA assistance, and much more. She feels that she gets to leave work every day knowing that she helped make the world a little bit better. Seeing someone smile and leave happy with a weight lifted off their shoulders is what keeps her going. Her favorite line is "People need people" and without that we would have no sense of community or belonging. Within her organizations, she has also created a "Patients Closet" for patients in need of food, clothing, and hygiene supplies, completely supported by donations from the community. She is hoping to create a "Patient's Closet" at each of her organization's locations in the future. Brittani is currently applying for her PA CHW Certification.