

ATTACHMENT 8:
COMMUNITY HEALTH WORKER (CHW) INTERVIEW PROTOCOL

CHW Interview Protocol

[Phone Script – Attachment 20]

[Verbal Informed Consent – Attachment 5]

Introductory Questions

First we'd like to learn a little about your work as a CHW...

1. Could you tell me a little bit about the work you were doing when you participated in the WHLI training?
 - a. Where you employed as a CHW/promotora/Community Health Representative?
 - b. What were your major roles and responsibilities?
 - c. What type of organization were you employed/volunteering with (non-profit, hospital, clinic, university, etc.)?
2. Are you currently in the same position? If not, what are your responsibilities at your current job?

If completed CAP: Community Action Projects (CAPs)

We understand you completed a CAP project, is that correct? (all should say yes). We'd like to ask you some questions about your CAP...

1. First, can you please briefly describe your project to us in 1 minutes or less? (make sure to keep CHW's description to 1 min in the interest of time and use this to confirm that the project that they are talking about sounds like the CAP we have information about.)
 - a. Did you conduct your project with a partner, or as part of a team?
2. What kind of system-level changes did your CAP address? (i.e., what changes in policy or community environments) [If needed say, For example, getting a community coalition together to advocate that city councils create stronger ordinances restricting something, such as over-the-counter youth access to tobacco]
3. To what extent has your CAP resulted in systems-changes? In other words, changes in your organization or in the community, in terms of policy, environment, or the way people work together,
 - a. Can you tell us about some of these changes?
4. What were some of the barriers and facilitators you experienced while implementing your CAP?
 - a. Were these barriers ones you thought you would experience when implementing the CAP, or were they unexpected barriers?
 - b. If you had a chance to redevelop the CAP you implemented, what are the things you would like to change?
5. To what extent has your project been sustained over time? (e.g. Did you make a policy change that's still in effect, did you start a group that still meets regularly, did you create a physical resource that's still in existence, did you develop a website that is still visited and utilized?)
 - a. What were the facilitators and barriers to sustaining your CAP or the impact that it made?
6. Could the WHLI program have done anything more to help you complete the CAP?
 - a. Were the CAP instructions you received from WHLI clear?
 - b. Do you feel you received sufficient support to implement the CAP from the master trainers?

- c. Do you have any suggestions on how to improve the WHLI training with regards to the CAP and CAP support? What about other aspects of the training?
- 7. Is there anything else you'd like to tell us about the CAP aspect of the WHLI training?
- 8. Placeholder to ask clarification questions from any survey responses.

If CAP was initiated but not completed: Community Action Projects (CAPs)

Next we'd like to ask you about the Community Action Project aspect of the WHLI training.

1. Did you complete a CAP? (this group should all say no. If they say yes, go to section directly above).
2. How far along were you able to get with the CAP? Did you make a plan? Did you have discussions with your supervisor at work? Did you start enacting the plan?
3. What were barriers to completing the CAP?
 - a. If you had a chance to redevelop the CAP you implemented, what are the things you would like to change?
4. Could the WHLI program have done anything more to help you complete the CAP?
 - a. Were the CAP instructions you received from WHLI clear?
 - b. Do you feel you received sufficient support to implement the CAP from the master trainers?
 - c. Do you have any suggestions on how to improve the WHLI training with regards to CAP and CAP support? What about other aspects of the training?
5. Is there anything else you'd like to tell us about the CAP aspect of the WHLI training?

Leadership Activities

Now we'd like to hear about any leadership activities that you have done since the training.

1. Since the training, have you tried to make a change in your organization or your community?

If they are unsure we can clarify - "For example, engaging in activities with the intention to create positive changes (i.e., to improve service to clients by your home organization, to improve the way organizations work together to improve health services in the community, and/or, to engage policy makers to address community needs) in their organization and/or community"

If yes, please describe the change you tried to make. Did you use the skills you learned at the WHLI workshop when trying to make these changes? Which skills?
2. Were you able to make these changes in the organization or community?
 - a. Could you have made these changes without participating in the training?
 - b. To what extent did these activities plan to impact or result in system-level changes that aimed to reduce health disparities or inequities? To what extent did the reduce disparities or inequities?
3. To what extent has the impact of your leadership activity been sustained over time?
 - a. What were the facilitators and barriers to sustaining changes that occurred as a result of your leadership activity?
 - b. Have you kept in touch with any of the CHWs that you met at the training?
4. Overall, did the training change your engagement in leadership activities? If yes, how?

5. Is there anything else you'd like to tell us about leadership activities that you do in your current work?

CHW Training/Skills/Abilities

Now we'd like to ask about your experience in the CHW Training. Specifically we have some questions about the skills you were taught during the training.

1. Do you feel like you learned new skills from the training? Do you feel like you remember the things that you learned? Did you learn to use new materials, activities, or methods?
2. Have you used the skills you learned at the training in the work that you do? If yes, how have you used the skills? Can you please give us examples?
3. Which skills have been *most important* in the work you have done since the training?

Low priority questions if time allows:

6. How did you first hear about the training?
7. Did you have any support that made it possible for you to complete the training? (E.G. supportive supervisor, financial support including meals and lodging, etc.)
 - a. Did you have to take time off to participate in the training or did your employer pay for your time?
 - b. If you did not have this support, would you have been able to participate in the training?
8. In general, did you find the training helpful? If yes, what part of the training did you find the most helpful?
9. Did participating in the WHLI training lead to any changes in your confidence to take a leadership role in creating change in your organization or community? (e.g. you took on more leadership activities, focused your work more at the community-level, partnered with other organizations)
10. Do you think the training could have been improved or modified to have better prepared you to make systems-level changes in your community? (e.g. changes to policy)
11. Do you think a follow-up training would have been helpful to you?
 - c. If so, what kind of follow-up training would you have liked to receive?

REQUIRED Interviewee recruitment:

As part of our evaluation of the impact of the WHLI, we're also interested in speaking with the worksite supervisors of CHWs and members of CHW's communities that have been positively impacted by work CHWs have done.

- a. Would you be willing to connect us with the person from your workplace that supervised you during the time you did the training? (Or if CAP completed, person who supervised CAP)
 - i. Do you have their name, phone, email, or address that you could share?
- b. Can you suggest any community members that might be willing to talk to us that have been impacted by your CAP or other work you've done since the training?
 - i. Do you have their name, phone, email, or address that you could share?