

# Recurrent Resource Calls: A Tool for Community Health Workers to Provide Timely and Accurate Information to Underserved Communities

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## Introduction

- Throughout the pandemic, the Central Valley Health Policy Institute (CVHPI) developed a series of Zoom and Facebook live-streamed calls through the COVID-19 Equity Project (CEP).
- The Weekly Resources Call was delivered in English and Spanish, providing community health workers (CHW) with pandemic updates and community resources.
- Objective: The purpose of the focus groups was to determine the extent of the calls' impact on the IRC CHW workflow.

## Methods

- Two focus groups were held through Zoom (one in English and one in Spanish) with past CHWs who had engaged with the weekly call.
- The focus groups' recordings were transcribed and a thematic analysis was conducted to analyze all data collected from the sessions.

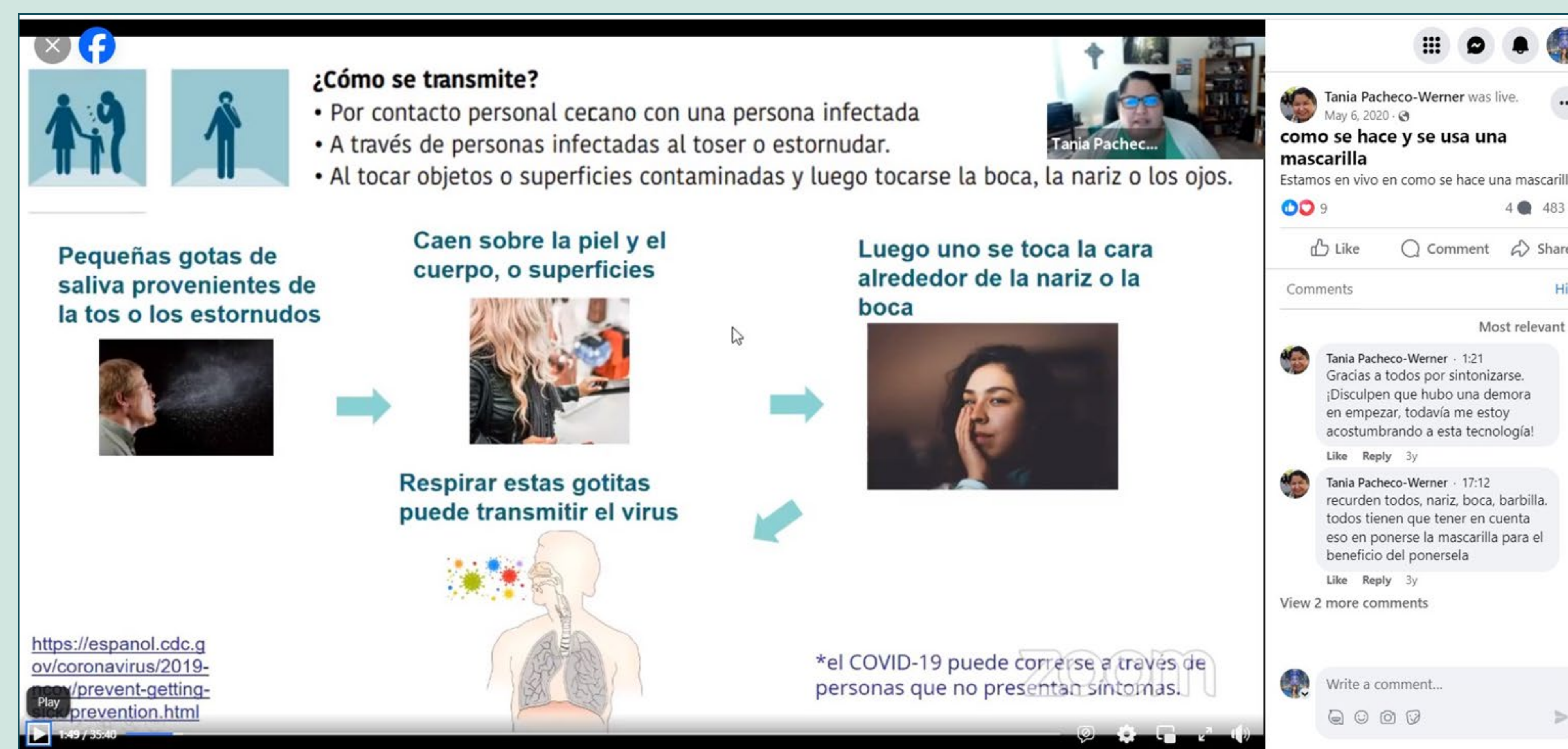
## Results

- CHWs identified the calls as a **useful resource** for their workflow.
- COVID-19 **health information** (vaccine education and updates on COVID-19 vaccines, boosters, and vaccination guidance) was the most helpful aspect of the calls.
- The calls helped CHWs **connect community members to community-based resources and health services** such as vaccination clinics, testing services, and food distribution events.
- The calls supported CHWs in delivering **culturally and linguistically appropriate information** to the communities they serve.

## Conclusion

- The weekly calls helped supplement the CHW training curriculum, maintain CHWs informed about the latest health information and available resources, and strengthen the capacity of the CHWs to serve vulnerable communities.
- The findings indicate that the calls positively impacted and enhanced the CHW workflow.
- The calls were a unique approach to capacity building for CHWs because they offered CHWs another way to become a source of health and resource information and a different way to reach communities.

# Using an innovative digital tool to support ongoing CHW training by providing timely and accurate information further allowed CHWs to do their work effectively.



## Additional Information

- The weekly call format: Fresno County COVID-19 cases and statistics, vaccination and testing sites, COVID-19 updates (policy and guidance changes and scientific research findings), other public health news (Monkeypox, influenza, etc.), and resources (educational infographics, food distribution events, financial assistance, immigration services, etc.).

## Recommendations

- This method of recurring calls can be incorporated into CHW program models addressing other public health issues.
- Our team recommends other programs interested in using this method to make the section on public health information and updates informative yet concise, always include a thorough section on community resources, and factor in the needed time to ensure all information is culturally and linguistically appropriate.



The image above demonstrates the work CHWs were doing during the pandemic. The CHWs supported CEP's activities, which included contact tracing, isolation and quarantine support, community outreach, COVID-19 education, and providing COVID-19 testing and vaccination services.



## Acknowledgment

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