



CENTRAL CITY
concern

Community Health Worker

**Relational Outreach and
Engagement Model**



Community Health Workers

- Discuss the four stages of the Relational Outreach and Engagement Model
- Identify 3 professional and ethical guidelines for outreach workers
- Identify 3 key ways to enhance worker safety in outreach

Questions for discussion

- 1) What is Outreach and how does one connect to engage people, especially when someone doesn't want to be bothered? (ensuring that one preserves the dignity and rights of the person)

Questions for discussion

- 2) How does one establish a trusting relationship and move clients from resistance into care?

Questions for discussion

- 3) What should someone do to insure they are acting in a professional way and meeting the needs of the client?

Questions for discussion

- 4) What are some things a CHW shouldn't do that can possibly break trust and jeopardize relationships?

Questions for discussion

- 5) When doing outreach, what are some of the safety issues?

Questions for discussion

- 6) How does one empower clients so they will want to take ownership of their health care and establish routine care (with Primary Care Provider –PCP) instead of utilizing the Emergency Room (ER) for non-emergency health care needs?

