

# About Community Health Workers

Community Health Workers (CHWs) are a key part of CHPW's Community Support Services team. Many CHWs live in the same communities as our members and truly understand local needs. They offer one-on-one support to help you navigate life's challenges. CHWs can meet you at your local clinic, in your home, at a coffee shop, or over the phone.



**COMMUNITY HEALTH PLAN**  
of Washington™

The power of community

# CHPW Community Health Workers

## How CHWs can help you

Here are just a few ways we can support you:

-  Find local resources like housing assistance, food programs, transportation, and help with utility bills
-  Attend medical appointments with you for extra support
-  Arrange deliveries of groceries, medical supplies (like wheelchairs and walkers), and clothing
-  Help fill out medical forms and other important paperwork
-  Visit you in person to check in and see how you're doing
-  Work with CHPW case managers to coordinate your care





## Joe's Story

Joe is a CHPW member in his 70s who lives alone in a small studio apartment. When Community Health Workers from CHPW and his local clinic first called, Joe said he didn't need help, but he agreed to a home visit to talk about transportation options. That visit turned out to be life-changing.

When CHWs arrived, they discovered challenges Joe had not shared before. His apartment was up three flights of stairs without an elevator and since he uses a portable oxygen tank because of severe lung problems, it is almost impossible for him to carry the groceries.



Then CHWs checked his fridge, and it was completely empty. Joe explained that he leaves food bank boxes in the alley and takes items one at a time because moving around is so hard. His apartment was also very hot, and he didn't have a fan.

CHWs acted right away. They called a local grocery store for donated food and a home improvement store for a fan. That same day, they returned with groceries and a fan, helping Joe stock his fridge and cool his home. They also connected Joe with his local clinic for follow-up medical appointments.

Thanks to support from CHPW CHWs, his local clinic, and his trust in the team, Joe got the food, cooling, and medical care he needed.



Across Washington, the health of our members and communities guides our work every day. At CHPW, we bring together support, care, and resources so every member can live their healthiest life. Inspired by the Community Health Centers that founded us, we partner with CHCs, local organizations, leaders, and most importantly you.

Together, we listen, remove barriers, and ensure you have access to quality care. **That's the power of community.** You don't have to face your health journey alone. We're here with you every step of the way.

## How to connect with a Community Health Worker

Looking for support? Contact CHPW's Community Support Services team and we'll connect you with a CHW in your area.



CSSRequests@chpw.org



**1-866-418-7006 (TTY: 711)**

Monday-Friday, 8 a.m. to 5 p.m.



**Visit us online**

**Apple Health (Medicaid):**

[chpw.org/meetchws](https://chpw.org/meetchws)

**Individual & Family:**

[individualandfamily.chpw.org/meetchws](https://individualandfamily.chpw.org/meetchws)

## Get real support from real people — right in your community

With Community Health Plan of Washington (CHPW), you are never alone. Our Community Health Workers can help connect you to resources for housing, food, care, transportation, and more. They can meet you wherever you feel most comfortable.

Community Health Plan of Washington (CHPW) complies with applicable federal, state, and local civil rights laws and does not discriminate based on race, color, national origin, age, sex, veteran status, or disability. If you need an accommodation or require documents in another format or language, call your plan's Customer Service: Apple Health (Medicaid) members, call 1-800-440-1561 (TTY: 711), 8 a.m. to 5 p.m., Monday to Friday. Individual & Family members, call 1-866-907-1906 (TTY: 711), 8 a.m. to 5 p.m., Monday to Friday. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al servicio al cliente. ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Зателефонуйте в службу підтримки клієнтів.