

# A day in the life of a community health worker

## Meet Carmen, a community health worker at a local nonprofit.

Community health workers like Carmen go by many different titles and work for organizations like clinics, hospitals, and insurance companies.



But what, exactly, does Carmen do?



# BUILDS TRUST

Carmen's days are varied,  
but community members  
constantly turn to her for  
information and assistance.







# OFFERS IN-PERSON HELP

Today Carmen visits André, who struggles to manage his diabetes and high blood pressure.

As a result, he often finds himself in the ER.

They discuss ways to improve his eating habits and manage his insulin.



# NAVIGATES THE HEALTH CARE SYSTEM

André has struggled to find a primary care doctor, so Carmen finds him an appointment with a local community health center — and even goes with him.

André leaves with a new prescription and a follow-up appointment. Carmen makes a note to remind Andre about his appointment







# PROVIDES HEALTH EDUCATION

Carmen leads a weekly cooking class to teach people new ways to manage their diabetes and create healthier habits. Today's class focuses on healthy recipes using food they can find at local markets.



# CONNECTS COMMUNITY RESOURCES

Carmen takes a call with Kiara, a pregnant woman who struggles to afford healthy food. Carmen invites Kiara to next week's cooking class and helps her fill out paperwork for a food assistance program.



———— Carmen is vital to the health of her community ————



**Community health workers can improve health outcomes, reduce disparities, and save money by helping people navigate the health care system, find resources, and live healthier lives.**

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