

2024 ANNUAL REPORT

COMMUNITY HEALTH WORKERS

MISSION

Promote and protect the health and well-being of the
Davis County community.

VISION

Healthy Choices. Healthy People. Healthy Communities.

VALUES

Quality Service
Knowledgeable
Professional and Friendly Employees
Public Health Excellence
Communication
Collaboration and Partnerships
Health Equity



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OUR TEAM



Kaylee Wachlin, MS, CHES®,
Community Health Worker
Supervisor



Celina Diaz, BS, CHES®,
Certified CHW
Spanish



Danty Marshall,
Certified CHW
Marshallese



Ana Campbell, BS,
Certified CHW
Spanish



Ashley Niederriter BS, CHES®,
Communications Specialist



Lali Quiballo, BS,
Certified CHW
Spanish, Tagalog

OUR ROLE

Addressing the Social Determinants of Health

An important role of the Community Health Worker (CHW) Team is to help address the social determinants of health (SDOH). SDOH are the conditions in which people live, learn, work, and play ([Healthy People 2030](#), n.d.). These factors are also known as the drivers of health and include:

- Economic Stability
- Education Access and Quality
- Healthcare Access and Quality
- Neighborhood and Built Environment
- Social and Community Context

One way that we are able to help community members address SDOH is through the warm handoff process. We receive requests directly through community members, community partners, and health department staff to connect people to needed resources and support.

In 2024, some of the most frequently requested resources included:

- Food Assistance
- Mental Health Resources
- Healthcare/Health Insurance
- Housing/Shelter/Rental Assistance
- Safety (car seats)



Our role as CHWs is not to be the main problem solver, but instead to play a supportive role by being a connector. A majority of these resources are available through programs outside of the health department. By connecting community members to our programs and services, as well as those offered by other agencies, we are able to reduce barriers.

The Compact of Free Association (COFA) enables citizens of the Marshall Islands to receive healthcare through Medicaid. Through a partnership with CHWs and Midtown Community Health Center, 73 total COFA citizens have been enrolled (2022 - 2024)!

REFERRALS



95 REFERRALS RECEIVED

Lali Quiballo received a car seat donation through Gold Cross Ambulance (~\$1,000 worth of car seats)! These new seats helped families in need. All recipients received education from a certified Child Passenger Safety Technician.

Ana Campbell was trained in Medicare 2025 enrollment. With this new knowledge, she was better able to assist Spanish speaking clients to both enroll in Medicare, and answer Medicare-related questions, with the assistance of Eric Applegarth, Senior Services staff member.

“[A staff member] reached out about Spanish mental health services for a mom they were working with. I was able to fill out a referral form for Latino Behavioral Health and send it over to them. They followed up right away and were able to get the mom scheduled within the week.”

- Celina Diaz

CHWs receive referral requests in a variety of ways, including: other staff members, phone calls to the CHW line, outreach events, and community partners.

COMMON REQUESTS:

- Disability Assistance
- Employment Assistance
- Food Assistance
- Financial/Utility Assistance
- Immunizations
- Medicaid Enrollment
- Medical Care
- Mental Health Crisis Support
- Safety (Car Seats)
- Senior Services
- Sexually Transmitted Infection (STI) Treatment
- Vehicle Repair and Replacement Assistance Program (VRRAP)

LANGUAGE ASSISTANCE

Interpretations



116 INTERPRETATION
OCCASIONS

LANGUAGES UTILIZED

Spanish, Marshallese

DCHD AREAS SUPPORTED:

- Car Seat Safety Checks
- Food Vendor Inspections
- Senior Services Eligibility Appointments
- Sexually Transmitted Infection (STI) Appointments
- Tuberculosis Appointments
- WIC Appointments

COMMUNITY PARTNERS ASSISTED:

- Bear River Health Department
- Comunidad Materna en Utah
- Davis County School District
- Department of Workforce Services
- Midtown Community Health Center
- Utah Pacific Islander Health Coalition (UPIHC)

TRAINING SPOTLIGHT:

Celina Diaz and Ana Campbell presented to health department home visiting nurses about medical interpretation and best practices when going to appointments. Having a better understanding ensures that both nurses and community members are able to connect more deeply during their sessions and build trust with each other.

From Jordan Mathis, Bear River Health Department Health Officer, "Thanks again so much for offering your assistance. Please pass on our gratitude to Danty."

LANGUAGE ASSISTANCE

Translations

55 TRANSLATIONS

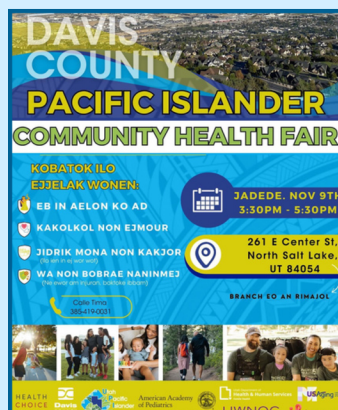
CHWs served Spanish and Marshallese speaking communities through the translation of:

- Fliers
- Social media posts
- Appointment request forms
- Appointment reminders
- Questionnaires, surveys, screenings



2023 COMMUNITY EQUITY ASSESSMENT IN SPANISH

CHWs played a role in assisting with both focus groups and translations for the 2023 Community Equity Assessment. The purpose of the assessment was to assess how structural drivers impact health equity in Davis County. It documented the lived experiences of those who are often underserved and underrepresented and explored the root causes of inequities. The report is available in [Spanish](#) on the health department's website.





COMMITTEES & COALITIONS



Lali Quiballo presenting Maternal Health Equity to Head Start educators

CHWs participated on the following coalitions and internal teams:

- Alzheimer's Association
- Caregiver Advisory Council
- Community Health Assessment Committee
- Communities that Care (CTC)
- Davis County Coalition for Abuse Prevention of the Elderly (CAPE)
- Employee Wellness Team
- Equity Committee
- Spanish Language Workgroup

Karen Martin, Head Start Health Services Manager, shared that in her 10 years of working with the Health Department, it has never been better than it is now, thanks to the Community Health Workers. CHWs have been able to represent the department's "unity" and collaborate effectively with Head Start.

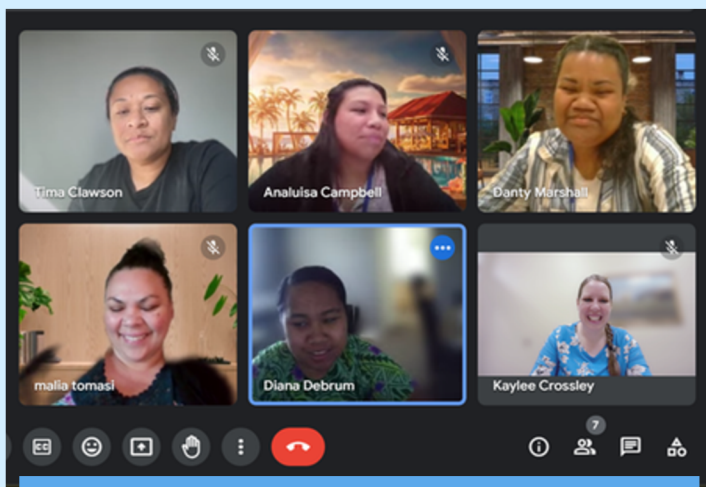


COMMUNITY PARTNERSHIPS

During a planning meeting for the health fair, Tima Clawson, UPIHC Davis County Chapter Director, stated that since partnering during the pandemic, “It truly has been helping our community and organization.” She also shared, “I wish that we had this type of partnership in other counties.”

CHWs collaborated regularly with community partners to improve the health and well-being of the community:

- Quarterly partner meetings were held between Department of Workforce Services (DWS), Davis School District (DSD), Midtown Community Health Center, and the health department.
- CHWs met with healthcare staff across the county to share Family Health programs, community resources, and build a referral network.
- Regular communication took place with Head Start, LDS Family Services, Ogden Clinic, Tanner Clinic, Open Doors, Journey Clinic, and Utah Division of Child and Family Services to promote health department programs and services.
- Continued our collaboration with UPIHC to help plan and host the second Davis County Pacific Islander Health Fair, focused on access to healthcare/health screenings, mental health, and maternal health.



Marshallese Moms and Babies Workgroup

Senior Services identified a need for a Spanish speaking support group for caregivers taking care of someone with Alzheimer's. Ana Campbell and Teresa Garcia were trained to be facilitators of the support group, teaching the 10 signs of Alzheimer's along with sharing valuable resources for community members.



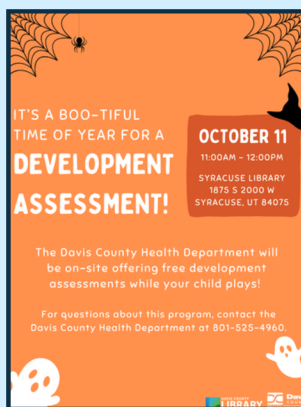
OUTREACH EFFORTS

RESOURCE SPOTLIGHT



Celina Diaz and Ana Campbell created a resource navigator in Spanish to promote health department programs and services at the Immigrant Information Fair. The navigator focuses on free and low-cost services which benefit families. Rosa Garcia from Davis Behavioral Health has shared that it is useful for the Spanish speaking community, especially families with school-aged children.

54 OUTREACHES ATTENDED



“A community member who attended the Halloween Family Night with three of her kids requested support with finding employment. We were able to set up a home visit with a Family Health nurse to help address this need and ensure her children were on track with development. She was so grateful!”
-Lali Quiballo

OUTREACH EFFORTS



In an effort to assist Senior Service's Meals on Wheels program during their period of short-staffing, CHWs served as meal runners and drivers, providing assistance to the northern end of the county. The team looks forward to helping with Meals on Wheels as needed in 2025.

"I enjoy getting to talk with community members even if it is a quick interaction. I love getting to work with volunteers who do this weekly, and know their routes like the back of their hand. Everyone I have worked with are kind and patient with me, and I look forward to volunteering again in the future."

-Ana Campbell

"...Thank you and all the employees who have been helping out doing Meals on Wheels they all have been very helpful and awesome to work with and especially Ana who always jumps in and helps if she can and seeks out when I need help. They have really made my job so much easier while I am short volunteers. Actually my volunteers have nothing but great things to say about all of them."

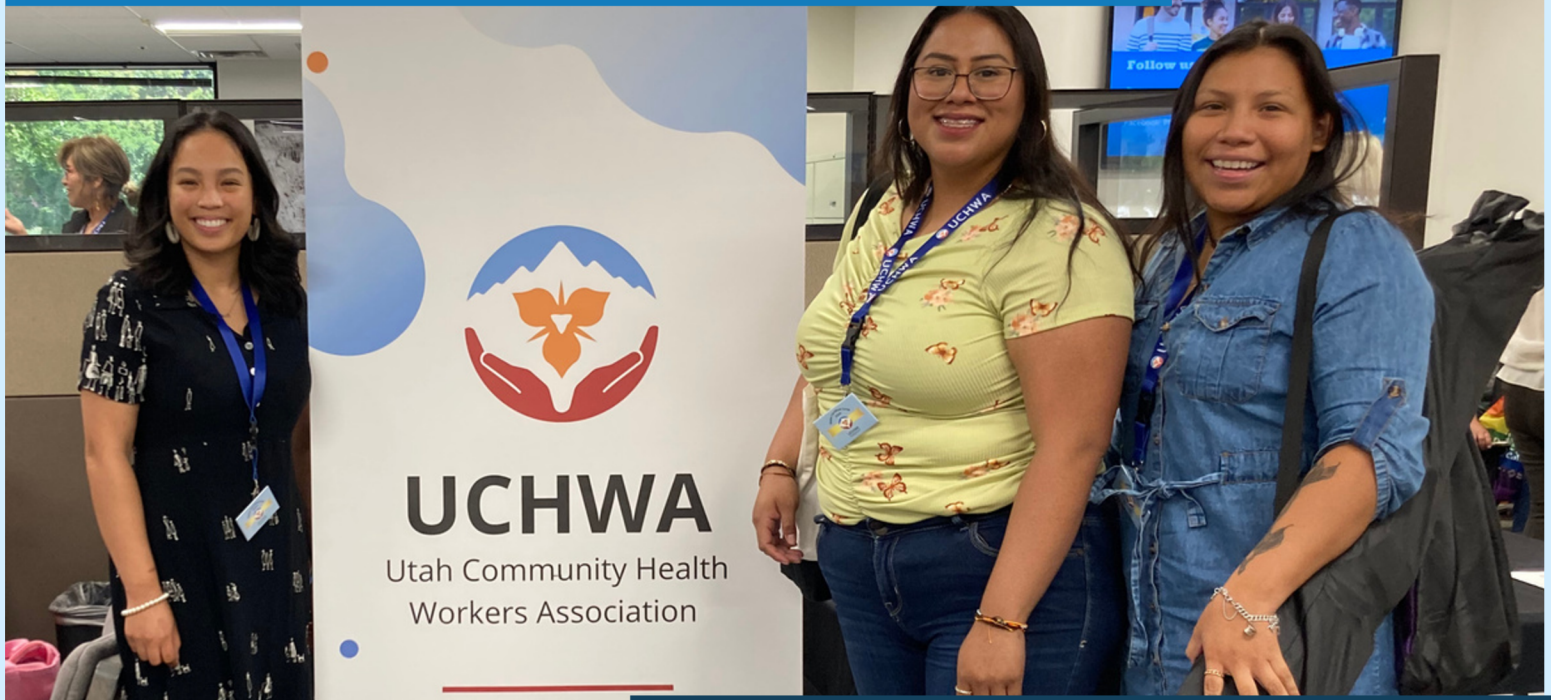
-Lorie Rhew, Senior Services



Food packages being prepared

The CHWs assisted with 49 shifts and nearly 150 hours of service from August-December!

CONFERENCES & CONTINUING EDUCATION



SPOTLIGHT - STATE CERTIFICATION

In May, Ana Campbell, Celina Diaz, Danty Marshall, and Lali Quiballo became state certified CHWs and were recognized at the UCHWA Connect for Success Event. They were in the first cohort of Utah State Certified CHWs. This certification serves as a powerful tool to establish a clear scope of practice and competencies within the CHW workforce; create more opportunities for employers, CHWs, and communities alike; and create a shared vision for integrating CHWs into health systems.

“We recognize the role of community health workers as an integral part of the future of public health and healthcare in Utah. Our goal is to unify the workforce by advocating for health equity, access and opportunity for all communities.”
- Utah Community Health Worker Association (UCHWA)

Trainings Attended:

- Lali Quiballo and Ashley Niederriter attended the Utah Health Disparities Data Conference and learned how to use data to identify and address health disparities in Utah communities.
- Celina Diaz and Ana Campbell attended the Bryce Canyon Prevention Summit as part of local CTC efforts.
- All CHWs assisted in creating department-wide trainings on health equity.
- Ashley Niederriter became CHES® Certified and completed the CHW Core Skills training.
- Ana Campbell attended the State Health Insurance Assistance Program (SHIP)/Senior Medicare Patrol Training (SMP).
- Lali Quiballo attended the Child Passenger Safety Conference.



LOOKING TO THE FUTURE

TEAM CHANGES

At the end of September, Celina Diaz took a new position with U of U Health as a CHW. We thank her for nearly 4 years of service with the health department, and are grateful for all the contributions made to our community.

Lali Quiballo accepted a position with our Family Health Division as a health educator in October. We look forward to her continued support to families in Davis County.



A LOOK TO THE FUTURE

Funding for the CHW Team will go through 2025. We will continue to offer language support, help with resource connection, and advocate for underserved and underrepresented populations. We will make adjustments to our processes as we adjust to a smaller team size.

REFLECTION

The CHW Team was formed in September 2020 in response to the COVID-19 pandemic. In the past four years, the team has worked together to reach diverse populations, address health inequities, and be advocates for the communities we serve. We are grateful for our staff, partners, and collaborators who have worked with us to improve the health of the Davis County community.

