

Community Health Worker Intensive Interview Questions (for **CURRENT** Community Health Workers)

[Ask for experienced CHWs]

1. What are your responsibilities?
 - Probe: What experience and/or training are needed to perform these?
2. What is a typical day (to the extent that there is one)?
3. Do you feel that you received adequate training to do your job?
4. Are there any areas do you feel that you need more or ongoing training?
5. What is the most rewarding part of the job?
6. What is the most difficult part of the job /What problems do you encounter?
7. Was there anything about the job that surprised you?
 - Probe: Initial expectations
Problems encountered
8. Differences in your role during Recruitment vs Baseline vs follow up
9. What has the nature of your interaction with NYU been?
 - Probe: To what extent do you see yourself as part of the NYU team?
How does this affect how the community views you?

[Ask for new CHWs]

1. What do you expect to be doing on the project?
2. What challenges do you think you will encounter?
3. How do you see your role in the context of your role at the CBO?
4. How have your views/actions towards the community changed since beginning to work on the project?
5. What advantages or disadvantages do you face being based at the CBO?
6. What relationship to you have to NYU

- Probe: To what extent do you see yourself as part of the NYU team?
How does this affect how the community views you?

[Ask All]

1. By definition, community is a critical component of being a CHW. What do you consider the 'community' that you are working to help?
2. Probe: Are all the people you deal with part of your community? If not, why?
3. What qualities make a successful community health worker?
4. Probe: Trust
 - a. Social support
 - b. Providing linkages
 - c. Same community
5. Probe: Cultural congruence
 - a. Language
 - b. Patient empowerment
6. Probe: Develop patients': self-efficacy role
 - a. modeling, motivation and skills building
7. How can you tell when you've done a good job?
8. What makes CHWs different than other health educators/outreach workers?
9. Does it change your actions or effectiveness when you differ than participants along some characteristics?
 - a. Probe: age, gender, religion, education, occupation
10. Do you collaborate with others to do your job?
11. What else is important for others to know about what you do and how you have an impact