
Community Health Worker Code of Ethics Toolkit

Designed by the Harrison Institute for Public Law • Georgetown University Law Center for the AACHW



*The American Association
of Community Health
Workers*

Acknowledgements

The Community Health Worker Code of Ethics Toolkit was funded by a grant from the Robert Wood Johnson Foundation.

This toolkit was prepared by Jacqueline Scott and Lauren Dunning of the Harrison Institute for Public Law at the Georgetown University Law Center, with valuable assistance from member of the American Association of Community Health Workers.

The Harrison Institute provides services that enable democracy to work. Our clients are policymakers – legislators, attorneys general, regulatory agencies – and nonprofit coalitions that promote policy change. As their lawyers, we analyze law-making authority, identify options for changing policy, help our clients plan their strategy, and draft policy based on client choices. Our staff is organized to develop expertise in three areas – health policy, trade policy and utility regulation.

American
Association of
Community Health
Workers

OFFICE

Harrison Institute for Public Law
Georgetown University Law Center
600 New Jersey Avenue, NW
Washington, DC 20001

PHONE

(202) 662-4229

FAX

(202) 662-9613

EMAIL

jbs@law.georgetown.edu

WEB

www.aachw.org

Dear Community Health Worker Organizations,

The American Association of Community Health Workers (AACHW) is committed to providing support, guidance, and a forum for communication to all community health workers. In service of this mission, the AACHW seeks to enhance the diverse roles community health workers (CHWs) play in the health care field through policy. A significant step that can be taken to further the development of the CHW profession is the creation and adoption of a code of ethics.

A code of ethics is important to your organization for the work it can do to support the relationships of CHWs to their employers and communities, as well as among CHWs. The professionalism of CHWs is enhanced by a code of ethics, helping to legitimize the status of CHWs as valued members of health care teams. A code can also offer reassurance to the public that CHWs will act properly when faced with ethical dilemmas, essential in fostering the trust necessary to work effectively in communities. Community health workers will benefit from the guidance a code of ethics can offer in solving professional quandaries.

The AACHW has adopted a code of ethics for its members, but it is important that regional community health worker organizations ratify their own codes. There are a number of reasons why it is advantageous for your organization to craft a custom code. The drafting process can stimulate a dialogue about ethical issues facing community health workers in your locality, which can lead to a definition of best practices and methods of improving client service. A code of ethics developed by your organization can foster a sense of ownership over the code, essential for ensuring acceptance of and compliance with the code. Finally, by creating a custom code your organization can tailor the provisions of it to address the needs of members, resulting in a document that provides more specific guidance to the members of your organization.

This toolkit can help your organization develop and adopt a code of ethics specific to your area, or adopt the national code of ethics. A CHW code of ethics benefits CHWs and all that work with them. Please take the time to perform this task that is so essential to the development of the profession.

Sincerely,

The American Association of Community Health Workers

Community Health Worker Code of Ethics Toolkit

INTRODUCTION



The Community Health Worker Code of Ethics Toolkit is designed to guide your professional organization through the process of adopting a code of ethics for its members. The toolkit is divided into two sections.

- The first section offers guidance for adopting the AACHW code of ethics.
- The second section provides a detailed template for the creation of a code unique to your organization.

In choosing between adopting the national code or a customized code, it is important to take into account the particular needs of your organization. If your organization is new or in the early stages of development, it may be best to adopt the national code as a starting point. Your organization can revisit the toolkit at any time to create a customized code to suit the evolving identity of your organization.

Creating and adopting a code of ethics requires considerable time investment. If your organization is well-established, the process of developing a custom code can bring together members of your organization, facilitating a dialogue about ethics and matters that are important to your members.

At this point, a Community Health Worker code of ethics is not legally binding. Members of organizations that adopt codes are morally bound to follow them, but do not face formal consequences, outside of those imposed by state or federal law, if they do not.

Table of Contents

Community Health Worker Code of Ethics Toolkit

- I. Adopting the AACHW Code of Ethics
 - A. Guidance
 - B. Leadership letter
 - C. Text of the code
- II. Adopting a custom code of ethics
 - A. Guidance
 - B. Leadership letter
 - C. Instructions for creating a custom code of ethics
 - D. Creating a custom code of ethics
- III. Resources
 - A. Contact list of state organizations
 - B. Contact list of state attorney general offices
- IV. Appendix A: About the AACHW
 - A. AACHW Vision, Mission, and Goal Statements
 - B. Core Values of Community Health Workers
- V. Appendix B: Definition of a Community Health Worker

I. Adopting the AACHW Code of Ethics

This section provides guidance for adopting the AACHW code of ethics, as well as the text of the code itself.



Adopting a code of ethics can encourage meaningful dialogue among CHWs about the day-to-day ethical issues they face.

A. Guidance

There are two important steps that your organization must take in order to successfully adopt the AACHW Code of Ethics.

1. **Talk to your members.** Education is an essential component to the success of any code of ethics. Make sure that your members are engaged through meetings and small discussions. Talk about topics such as ethics, liability, and confidentiality. Explain what a code of ethics is and its purpose.
2. **Vote to formally adopt.** Your organization will need to formally adopt the code of ethics. Does your organization have official by-laws? Based on your organization's rules, hold a meeting to formally vote to adopt the code.

B. Leadership Letter

Use this letter to inform your members about the adoption of a code of ethics

Name of
Organization

OFFICE

Work Street
Work City, Work State Work ZIP

PHONE

Work Phone

FAX

Work Fax Phone

EMAIL

Work Email

WEB

Work URL

Dear _____ Members,

The _____ is committed to providing support, guidance, and a forum for communication to our members. In service of this mission, our organization has adopted a code of ethics for our members with the help of the American Association of Community Health Workers.

A code of ethics can support the relationships of our members to their employers and communities, as well as foster connections among members. The professionalism of our organization and our members is enhanced by a code of ethics, helping to legitimize the status of community health workers as valued members of health care teams. A code can offer reassurance to the public that community health workers will act properly when faced with ethical dilemmas, essential in cultivating the trust necessary to work effectively in communities.

Members will benefit from the guidance a code of ethics can offer in solving professional quandaries. A code of ethics can also encourage awareness of the laws and regulations applying to the professional activities of community health workers.

The AACHW has adopted a code of ethics for its members, which we have now adopted as the code of ethics for our members. We hope that the adoption of a code of ethics will stimulate a dialogue about ethical issues facing our members. In the following months we will be reflecting upon the code in our group meetings. Please take the time to participate so that our code of ethics can become an important part of our organization.

Sincerely,

C. Community Health Worker Code of Ethics

A Community Health Worker (CHW) is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community s/he serves. This trusting relationship enables the CHW to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. A CHW also builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support, and advocacy.

Purpose of this Code

The Community Health Worker Code of Ethics is based on and supported by the core values adopted by the American Association of Community Health Workers. The Code of Ethics outlined in this document provides a framework for Community Health Workers, supervisors, and employers of Community Health Workers to discuss ethical issues facing the profession. Employers are encouraged to consider this Code when creating Community Health Worker programs. The responsibility of all Community Health Workers is to strive for excellence by providing quality service and the most accurate information available to individuals, families, and communities.

The Code of Ethics is based upon commonly understood principals that apply to all professionals within the health and social service fields (e.g. promotion of social justice, positive health, and dignity). The Code, however, does not address all ethical issues facing Community Health Workers and the absence of a rule does not imply that there is no ethical obligation present. As professionals, Community Health Workers are encouraged to reflect on the ethical obligations that they have to the communities that they serve, and to share these reflections with others.

Article I. Responsibilities in the Delivery of Care

Community Health Workers build trust and community capacity by improving the health and social welfare of the clients they serve. When a conflict arises among individuals, groups, agencies, or institutions, Community Health Workers should consider all issues and give priority to those that promote the wellness and quality of living for the individual/client. The following provisions promote the professional integrity of Community Health Workers.

I.1 Honesty

Community Health Workers are professionals that strive to ensure the best health outcomes for the communities they serve. They communicate the potential benefits and consequences of available services, including the programs they are employed under.

1.2 Confidentiality

Community Health Workers respect the confidentiality, privacy, and trust of individuals, families, and communities that they serve. They understand and abide by employer policies, as well as state and federal confidentiality laws, that are relevant to their work.

1.3 Scope of Ability and Training

Community Health Workers are truthful about qualifications, competencies, and limitations on the services they may provide, and should not misrepresent qualifications or competencies to individuals, families, communities, or employers.

1.4 Quality of Care

Community Health Workers strive to provide high quality service to individuals, families, and communities. They do this through continued education, training, and an obligation to ensure the information they provide is up to date and accurate.

1.5 Referral to Appropriate Services

Community Health Workers acknowledge when client issues are outside of their scope of practice and refer clients to the appropriate health, wellness, or social support services when necessary.

1.6 Legal Obligations

Community Health Workers have an obligation to report actual or potential harm to individuals within the communities they serve to the appropriate authorities. Additionally, Community Health Workers have a responsibility to follow requirements set by states, the federal government, and/or their employing organizations. Responsibility to the larger society or specific legal obligations may supersede the loyalty owed to individual community members.

Article 2. Promotion of Equitable Relationships

Community Health Workers focus their efforts on the well-being of the whole community. They value and respect the expertise and knowledge that each community member possesses. In turn, Community Health Workers strive to create equitable partnerships with communities to address all issues of health and well-being.

2.1 Cultural Humility

Community Health Workers possess expertise in the communities in which they serve. They maintain a high degree of humility and respect for the cultural diversity within each community. As advocates for their communities, Community Health Workers have an obligation to inform employers and others when policies and procedures will offend or harm communities, or are ineffective within the communities where they work.

2.2 Maintaining the Trust of the Community

Community Health Workers are often members of their communities and their effectiveness in providing services derives from the trust placed in them by members of these communities. Community Health Workers do not act in ways that could jeopardize the trust placed in them by the communities they serve.

2.3 Respect for Human Rights

Community Health Workers respect the human rights of those they serve, advance principles of self-determination, and promote equitable relationships with all communities.

2.4 Anti-Discrimination

Community Health Workers do not discriminate against any person or group on the basis of race, ethnicity, gender, sexual orientation, age, religion, social status, disability, or immigration status.

2.5 Client Relationships

Community Health Workers maintain professional relationships with clients. They establish, respect, and actively maintain personal boundaries between them and their clients.

Article 3. Interactions with Other Service Providers

Community Health Workers maintain professional partnerships with other service providers in order to serve the community effectively.

3.1 Cooperation

Community Health Workers place the well-being of those they serve above personal disagreements and work cooperatively with any other person or organization dedicated to helping provide care to those in need.

3.2 Conduct

Community Health Workers promote integrity in the delivery of health and social services. They respect the rights, dignity, and worth of all people and have an ethical obligation to report any inappropriate behavior (e.g. sexual harassment, racial discrimination, etc.) to the proper authority.

3.3 Self-Presentation

Community Health Workers are truthful and forthright in presenting their background and training to other service providers.

Article 4. Professional Rights and Responsibilities

The Community Health Worker profession is dedicated to excellence in the practice of promoting well-being in communities. Guided by common values, Community Health Workers have the responsibility to uphold the principles and integrity of the profession as they assist families to make decisions impacting their well-being. Community Health Workers embrace individual, family, and community strengths and build upon them to increase community capacity.

4.1 Continuing Education

Community Health Workers should remain up-to-date on any developments that substantially affect their ability to competently render services. Community Health Workers strive to expand their professional knowledge base and competencies through education and participation in professional organizations.

4.2 Advocacy for Change in Law and Policy

Community Health Workers are advocates for change and work on impacting policies that promote social justice and hold systems accountable for being responsive to communities. Policies that advance public health and well-being enable Community Health Workers to provide better care for the communities they serve.

4.3 Enhance Community Capacity

Community Health Workers help individuals and communities move toward self-sufficiency in order to promote the creation of opportunities and resources that support their autonomy.

4.4 Wellness and Safety

Community Health Workers are sensitive to their own personal well-being (physical, mental, and spiritual health) and strive to maintain a safe environment for themselves and the communities they serve.

4.5 Loyalty to the Profession

Community Health Workers are loyal to the profession and aim to advance the efforts of other Community Health Workers worldwide.

4.6 Advocacy for the Profession

Community Health Workers are advocates for the profession. They are members, leaders, and active participants in local, state, and national professional organizations.

4.7 Recognition of Others

Community Health Workers give recognition to others for their professional contributions and achievements.

II. Adopting a Custom Code of Ethics

This section will guide your organization through the process of creating a code of ethics that is unique to your organization, using the AACHW Code of Ethics as a guide.



Creating custom code of ethics can bring together members of your organization.

A. Guidance

There are important steps that your organization must take in order to successfully draft and adopt a code of ethics.

1. **Create a committee.** In order for drafting to be manageable, a small group should be responsible for the code of ethics. Make sure that the committee creates a way for all members to communicate their input for the code of ethics. Periodically present the in-progress code for comment from the entire organization.
2. **Develop a Plan.** Creating a code of ethics is an in-depth process that can take quite a while to complete. Make a work plan outlining the steps your organization needs to take to move from the beginning of the project to the completion of the code. Develop a timeline to help the project maintain momentum and to give your organization time to make a calendar of meetings to present the progress of the code.
3. **Talk to your members.** Education is an essential component to the success of any code of ethics. Make sure that your members are engaged through meetings and small discussions. Talk about topics such as ethics, liability, and confidentiality. Explain what a code of ethics is and its purpose.
4. **Vote to formally adopt.** Your organization will need to formally adopt the code of ethics. Does your organization have official by-laws? Based on your organization's rules, hold a meeting to formally vote to adopt the code.

B. Leadership Letter

This section provides assistance for writing a leadership letter informing your members about the creation and plans for adoption of a code of ethics for your organization

A leadership letter should inform members of your organization about your organization's plans to create and adopt a code of ethics. A successful leadership letter should include:

1. An introduction describing the content of the letter.
2. An explanation of the importance of a code of ethics to your organization.
3. A description of how a code of ethics can benefit members.
4. A list of reasons why adopting a custom code of ethics is important to your organization.
5. A closing that asks for the input of members. In this section of the letter it would be advantageous to include dates of meetings or conference calls where your organization's members can contribute to the content of the code of ethics, as well as other ways they can participate, such as by email.

Leadership Letter Example Form

Name of
Organization

OFFICE

Work Street
Work City, Work State Work ZIP

PHONE

Work Phone

FAX

Work Fax Phone

EMAIL

Work Email

WEB

Work URL

Dear _____ Members,

The _____ is committed to providing support, guidance, and a forum for communication to our members. In service of this mission, our organization is creating a code of ethics for our members with the help of the American Association of Community Health Workers.

A code of ethics can support the relationships of our members to their employers and communities, as well as foster connections among members. The professionalism of our organization and our members is enhanced by a code of ethics, helping to legitimize the status of community health workers as valued members of health care teams. A code can also offer reassurance to the public that community health workers will act properly when faced with ethical dilemmas, essential in cultivating the trust necessary to work effectively in communities.

Members will benefit from the guidance a code of ethics can offer in solving professional quandaries. A code of ethics can also encourage awareness of the laws and regulations applying to the professional activities of community health workers.

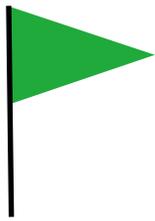
The AACHW has adopted a code of ethics for its members, but it is important that we create our own code that addresses the particular needs of our members. We can use the drafting process to stimulate a dialogue about ethical issues facing our members. Our own code of ethics can then include provisions that address any unique situations faced by our members.

In the following months we will be working to draft the code of ethics for our organization. There will be a number of opportunities for you to voice your input. Please take the time to participate so that our code of ethics truly represents our members.

Sincerely,
The Policy Committee of _____

C. Instructions for Creating a Custom Code of Ethics

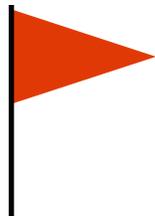
In the following section, provisions of the code are marked with a flag to help guide the creation of your code of ethics. The color of the flag conveys information about the provision and aids your organization in making drafting choices. Some flags are also marked with a blue star, indicating that the AACHW believes the provision involves essential core values of the profession.



A green flag indicates that a provision has a high level of flexibility. Your organization can choose to use their own language to describe the core ethical value, use some of the language provided and create some of your own, or choose not to include the provision at all.



A yellow flag indicates that a provision is especially important to a complete code. Its inclusion is highly recommended, but the language of the provision can be rewritten to reflect the unique character of your organization.



A red flag indicates that a provision is an extremely important element of a complete code and should be a part of your organization's code of ethics. A provision marked with a red flag contains essential information for your organization and its members to reflect upon.



A star within any color flag indicates that a provision contains information that the AACHW believes is especially important to any code of ethics. Provisions marked with a star reflect core values of the AACHW.

D. Creating a Custom Code of Ethics



A Community Health Worker (CHW) is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community s/he serves. This trusting relationship enables the CHW to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. A CHW also builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support, and advocacy.

In order to help other health care professionals, employers, and communities become more familiar with the work of CHWs, the AACHW suggests that this definition of a CHW, which has been filed with the U.S. Labor Department, is used in your code.



Purpose of this Code

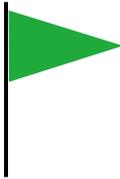
The Community Health Worker Code of Ethics is based on and supported by the core values adopted by the American Association of Community Health Workers. The Code of Ethics outlined in this document provides a framework for Community Health Workers, supervisors, and employers of Community Health Workers to discuss ethical issues facing the profession. Employers are encouraged to consider this Code when creating Community Health Worker programs. The responsibility of all Community Health Workers is to strive for excellence by providing quality service and the most accurate information available to individuals, families, and communities.

The Code of Ethics is based upon commonly understood principals that apply to all professionals within the health and social service fields (e.g. promotion of social justice, positive health, and dignity). The Code, however, does not address all ethical issues facing Community Health Workers and the absence of a rule does not imply that there is no ethical obligation present. As professionals, Community Health Workers are encouraged to reflect on the ethical obligations that they have to the communities that they serve, and to share these reflections with others.

ARTICLE I. RESPONSIBILITIES IN THE DELIVERY OF CARE



Community Health Workers build trust and community capacity by improving the health and social welfare of the clients they serve. When a conflict arises among individuals, groups, agencies, or institutions, Community Health Workers should consider all issues and give priority to those that promote the wellness and quality of living for the individual/client. The following provisions promote the professional integrity of Community Health Workers.



1.1 Honesty

Community Health Workers are professionals that strive to ensure the best health outcomes for the communities they serve. They communicate the potential benefits and consequences of available services, including the programs they are employed under.



1.2 Confidentiality

Community Health Workers respect the confidentiality, privacy, and trust of individuals, families, and communities that they serve. They understand and abide by employer policies, as well as state and federal confidentiality laws, that are relevant to their work.

Laws about confidentiality not only require Community Health Workers to keep some information private, but also outline when it must not be kept confidential and should be reported. The state attorney general's office can provide more information about the laws of your state. The contact information for the office in your state is available in Section III of this document.



1.3 Scope of Ability and Training

Community Health Workers are truthful about qualifications, competencies, and limitations on the services they may provide, and should not misrepresent qualifications or competencies to individuals, families, communities, or employers.

Community Health Workers have scopes of practice based on their different jobs, education, and training. There are laws that circumscribe the types of care that Community Health Workers can give based on their scopes. The attorney general's office in your state is a good source for information about the laws of your state.



1.4 Quality of Care

Community Health Workers strive to provide high quality service to individuals, families, and communities. They do this through continued education, training, and an obligation to ensure the information they provide is up to date and accurate.

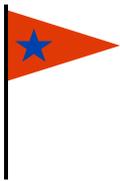
Community Health Workers have an obligation to provide competent service and information to their clients that reflects accepted medical knowledge and practice. Your organization can find out more about the duties of the profession by contacting the state attorney general's office. This provision has information in common with provision 4.1 Continuing Education.



1.5 Referral to Appropriate Services

Community Health Workers acknowledge when client issues are outside of their scope of practice and refer clients to the appropriate health, wellness, or social support services when necessary.

Community Health Workers can face tough choices when they fear a client may not receive proper medical care, but they must adhere to their scope of practice and refer patients to the appropriate services when necessary. Information about the obligations of Community Health Workers to refer their clients to other services is available from the attorney general’s office in your state.



1.6 Legal Obligations

Community Health Workers have an obligation to report actual or potential harm to others within the communities they serve to the appropriate authorities. Additionally Community Health Workers have a responsibility to follow legal regulations set forth by the state and or their employing organization. Responsibility to the larger society or specific legal obligation may supersede the loyalty owed to individual community members.

There are laws in your state that can require Community Health Workers to report information they know about actual or potential harm to individuals within the communities they serve. The state attorney general’s office is a great resource to help your organization find information about the laws of your state on duties to report.

ARTICLE 2. PROMOTION OF EQUITABLE RELATIONSHIPS



Community Health Workers focus their efforts on the well-being of the whole community. They value and respect the expertise and knowledge that each community member possesses. In turn, Community Health Workers strive to create equitable partnerships with communities to address all issues of health and well-being.



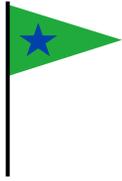
2.1 Cultural Humility

Community Health Workers possess expertise in the communities in which they serve. They maintain a high degree of humility and respect for the cultural diversity within each community. As advocates for their communities, Community Health Workers have an obligation to inform employers and others when policies and procedures will offend or harm communities, or are ineffective within the communities where they work.



2.2 Maintaining the Trust of the Community

Community Health Workers are often members of their communities and their effectiveness in providing services derives from the trust placed in them by members of these communities. Community Health Workers do not act in ways that could jeopardize the trust placed in them by the communities they serve.



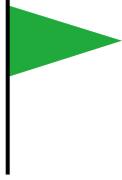
2.3 Respect for Human Rights

Community Health Workers respect the human rights of those they serve, advance principles of self-determination, and promote equitable relationships with all communities.



2.4 Anti-Discrimination

Community Health Workers do not discriminate against any person or group on the basis of race, ethnicity, gender, sexual orientation, age, religion, social status, disability, or immigration status.



2.5 Client Relationships

Community Health Workers maintain professional relationships with clients. They establish, respect, and actively maintain personal boundaries between them and their clients.

ARTICLE 3. INTERACTIONS WITH OTHER SERVICE PROVIDERS

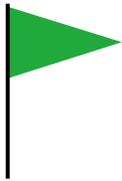


Community Health Workers maintain professional partnerships with other service providers in order to serve the community effectively.



3.1 Cooperation

Community Health Workers place the well-being of those they serve above personal disagreements and work cooperatively with any other person or organization dedicated to helping provide care to those in need.



3.2 Conduct

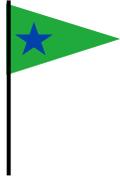
Community Health Workers promote integrity in the delivery of health and social services. They respect the rights, dignity, and worth of all people and have an ethical obligation to report any inappropriate behavior (e.g. sexual harassment, racial discrimination, etc.) to the proper authority.



3.3 Self-Presentation

Community Health Workers are truthful and forthright in presenting their background and training to other service providers.

ARTICLE 4. PROFESSIONAL RIGHTS AND RESPONSIBILITIES



The Community Health Worker profession is dedicated to excellence in the practice of promoting well-being in communities. Guided by common values, Community Health Workers have the responsibility to uphold the principles and integrity of the profession as they assist families to make decisions impacting their well-being. Community Health Workers embrace individual, family, and community strengths and build upon them to increase community capacity.



4.1 Continuing Education

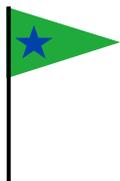
Community Health Workers should remain up-to-date on any developments that substantially affect their ability to competently render services. Community Health Workers strive to expand their professional knowledge base and competencies through education and participation in professional organizations.

Community Health Workers have an obligation to provide information to their clients that reflects accepted medical knowledge and practice. Your organization can find out more about the duties of the profession by contacting the state attorney general's office. This provision has information in common with provision 1.4 Quality of Care.



4.2 Advocacy for Change in Law and Policy

Community Health Workers are advocates for change and work on impacting policies that promote social justice and hold systems accountable for being responsive to communities. Policies that advance public health and well-being enable Community Health Workers to provide better care for the communities they serve.



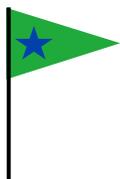
4.3 Enhance Community Capacity

Community Health Workers help individuals and communities move toward self-sufficiency in order to promote the creation of opportunities and resources that support their autonomy.



4.4 Wellness and Safety

Community Health Workers are sensitive to their own personal well-being (physical, mental, and spiritual health) and strive to maintain a safe environment for themselves and the communities they serve.



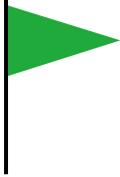
4.5 Loyalty to the Profession

Community Health Workers are loyal to the profession and aim to advance the efforts of other Community Health Workers worldwide.



4.6 Advocacy for the Profession

Community Health Workers are advocates for the profession. They are members, leaders, and active participants in local, state, and national professional organizations.



4.7 Recognition of Others

Community Health Workers give recognition to others for their professional contributions and achievements.

III. Resources

- A. Contact list of state and local CHW organizations
- B. Contact list for state attorneys general

A. State and Local Organizations

B. State Attorneys General

Alabama

Troy King (R)
(334) 242-7300
State House, 11 S. Union St. Montgomery, AL 36130
<http://www.ago.state.al.us>

Alaska

Talis J. Colberg (R)
(907) 465-3600
P.O. Box 110300, Diamond Courthouse, Juneau, AK 99811-0300
<http://www.law.state.ak.us/>

American Samoa

Fepulea'i A. "Afa" Ripley Jr.
(684) 633-4163
American Samoa Gov't, Exec. Ofc. Bldg, Utulei, Territory of American Samoa, Pago Pago, AS 96799
<http://www.samoanet.com/asg/asgdl97.html>

Arizona

Terry Goddard (D)
(602) 542-4266
1275 W. Washington St., Phoenix, AZ 85007
<http://www.azag.gov/>

Arkansas

Dustin McDaniel (D)
(800) 482-8982
200 Tower Bldg., 323 Center St., Little Rock, AR 72201-2610
<http://www.ag.arkansas.gov/>

California

Edmund G. "Jerry" Brown Jr. (D)
(916) 445-9555
1300 I St., Ste. 1740, Sacramento, CA 95814
<http://ag.ca.gov>

Colorado

John Suthers (R)
(303) 866-4500
1525 Sherman Street, Denver, CO 80203
<http://www.ago.state.co.us/index.cfm>

Connecticut

Richard Blumenthal (D)
(860) 808-5318
55 Elm St., Hartford, CT 06141-0120
<http://www.ct.gov/ag/>

Delaware

Joseph R. "Beau" Biden III (D)
(302) 577-8338
Carvel State Office Bldg., 820 N. French St., Wilmington, DE 19801
<http://attorneygeneral.delaware.gov/>

District of Columbia

Peter Nickles (Acting) (D)
(202) 724-1305

John A. Wilson Building, 1350 PA Ave, NW Suite 409, Washington, DC 20009
<http://occ.dc.gov>

Florida

Bill McCollum (R)
(850) 414-3300

The Capitol, PL 01, Tallahassee, FL 32399-1050
<http://myfloridalegal.com/>

Georgia

Thurbert E. Baker (D)
(404) 656-3300

40 Capitol Square, SW, Atlanta, GA 30334-1300
<http://ganet.org/ago/>

Guam

Alicia G. Limtiaco
(671) 475-3409

Judicial Center Bldg., Ste. 2-200E, 120 W. O'Brien Dr., Hagatna, Guam 96910
<http://www.guamattorneygeneral.com/>

Hawaii

Mark J. Bennett (R)
(808) 586-1500

425 Queen St., Honolulu, HI 96813
<http://www.hawaii.gov/ag/>

Idaho

Lawrence Wasden (R)
(208) 334-2400

Statehouse, Boise, ID 83720-1000
<http://www2.state.id.us/ag/>

Illinois

Lisa Madigan (D)
(312) 814-3000

James R. Thompson Ctr., 100 W. Randolph St., Chicago, IL 60601
<http://illinoisattorneygeneral.gov/>

Indiana

Steve Carter (R)
(317) 232-6201

Indiana Government Center South - 5th Floor, 402 West Washington Street, Indianapolis, IN 46204
<http://www.in.gov/attorneygeneral/>

Iowa

Tom Miller (D)
(515) 281-5164

Hoover State Office Bldg., 1305 E. Walnut, Des Moines, IA 50319
<http://www.iowaAttorneyGeneral.org>

Kansas

Stephen Six (D)
(785) 296-2215
120 S.W. 10th Ave., 2nd Fl., Topeka, KS 66612-1597
<http://www.ksag.org/home/>

Kentucky

Jack Conway (D)
(502) 696-5300
700 Capitol Avenue, Capitol Building, Suite 118, Frankfort, KY 40601
<http://ag.ky.gov/>

Louisiana

James D. "Buddy" Caldwell (D)
(225) 326-6000
P.O. Box 94095, Baton Rouge, LA 70804-4095
<http://www.ag.state.la.us/>

Maine

G. Steven Rowe (D)
(207) 626-8800
State House Station 6, Augusta, ME 04333
<http://www.state.me.us/ag>

Maryland

Douglas F. Gansler (D)
(410) 576-6300
200 St. Paul Place, Baltimore, MD 21202-2202
<http://www.oag.state.md.us>

Massachusetts

Martha Coakley (D) (617) 727-2200
1 Ashburton Place, Boston, MA 02108-1698
<http://www.mass.gov/ago/>

Michigan

Mike Cox (R) (517) 373-1110
P.O.Box 30212, 525 W. Ottawa St., Lansing, MI 48909-0212
<http://www.michigan.gov/ag>

Minnesota

Lori Swanson (D)
(651) 296-3353
State Capitol, Ste. 102, St. Paul, MN 55155
<http://www.ag.state.mn.us>

Mississippi

Jim Hood (D)
(601) 359-3680
Department of Justice, P.O. Box 220, Jackson, MS 37205-0220
<http://www.ago.state.ms.us/>

Missouri

Jeremiah W. (Jay) Nixon (D) (573) 751-3321
Supreme Ct. Bldg., 207 W. High St., Jefferson City, MO 65101
<http://ago.mo.gov/>

Montana

Mike McGrath (D)
(406) 444-2026
Justice Bldg., 215 N. Sanders, Helena, MT 59620-1401
<http://www.doj.mt.gov>

Nebraska

Jon Bruning (R)
(402) 471-2682
State Capitol, P.O.Box 98920, Lincoln, NE 68509-8920
<http://www.ago.state.ne.us/>

Nevada

Catherine Cortez Masto (D)
(775) 684-1100
Old Supreme Ct. Bldg., 100 N. Carson St., Carson City, NV 89701
<http://ag.state.nv.us/>

New Hampshire

Kelly Ayotte (R)
(603) 271-3658
State House Annex, 33 Capitol St., Concord, NH 03301-6397
<http://www.state.nh.us/nhdoj/>

New Jersey

Anne Milgram (D)
(609) 292-8740
Richard J. Hughes Justice Complex, 25 Market St., CN 080, Trenton, NJ 08625
<http://www.state.nj.us/lps/>

New Mexico

Gary King (D)
(505) 827-6000
P.O. Drawer 1508, Sante Fe, NM 87504-1508
<http://www.nmag.gov/>

New York

Andrew Cuomo (D)
(518) 474-7330
Dept. of Law - The Capitol, 2nd fl., Albany, NY 12224
<http://www.oag.state.ny.us>

North Carolina

Roy Cooper (D)
(919) 716-6400
Dept. of Justice, P.O.Box 629, Raleigh, NC 27602-0629
<http://www.ncdoj.com/default.jsp>

North Dakota

Wayne Stenehjem (R)
(701) 328-2210
State Capitol, 600 E. Boulevard Ave., Bismarck, ND 58505-0040
<http://www.ag.state.nd.us>

Northern Mariana Islands

Matthew T. Gregory
(670) 664-2341
Caller Box 10007, Capital Hill, Saipan, MP 96950-8907
<http://www.cnmiago.gov.mp/>

Ohio

Marc Dann (D)
(614) 466-4320
State Office Tower, 30 E. Broad St., Columbus, OH 43266-0410
<http://www.ag.state.oh.us>

Oklahoma

W.A. Drew Edmondson (D)
(405) 521-3921
State Capitol, Rm. 112, 2300 N. Lincoln Blvd., Oklahoma City, OK 73105
<http://www.oag.state.ok.us>

Oregon

Hardy Myers (D)
(503) 378-4732
Justice Bldg., 1162 Court St., NE, Salem, OR 97301
<http://www.doj.state.or.us>

Pennsylvania

Tom Corbett (R)
(717) 787-3391
1600 Strawberry Square, Harrisburg, PA 17120
<http://www.attorneygeneral.gov>

Puerto Rico

Roberto J. Sanchez-Ramos
(787) 721-2900
GPO Box 902192, San Juan, PR 00902-0192
<http://www.justicia.gobierno.pr>

Rhode Island

Patrick Lynch (D)
(401) 274-4400
150 S. Main St., Providence, RI 02903
<http://www.riag.state.ri.us>

South Carolina

Henry McMaster (R)
(803) 734-3970
Rembert C. Dennis Office Bldg., P.O.Box 11549, Columbia, SC 29211-1549
<http://www.scattorneygeneral.org>

South Dakota

Larry Long (R)
(605) 773-3215
1302 East Highway 14, Suite 1, Pierre, SD 57501-8501
<http://www.state.sd.us/attorney/>

Tennessee

Robert E. Cooper, Jr. (D)
(615) 741-5860
500 Charlotte Ave., Nashville, TN 37243
<http://www.attorneygeneral.state.tn.us>

Texas

Greg Abbott (R)
(512) 463-2100
Capitol Station, P.O.Box 12548, Austin, TX 78711-2548
<http://www.oag.state.tx.us>

Utah

Mark Shurtleff (R)
(801) 538-9600
State Capitol, Rm. 236, Salt Lake City, UT 84114-0810
<http://attorneygeneral.utah.gov/>

Vermont

William H. Sorrell (D)
(802) 828-3173
109 State St., Montpelier, VT 05609-1001
<http://www.atg.state.vt.us/>

Virgin Islands

Vincent Frazer
(340) 774-5666
Dept. of Justice, G.E.R.S. Complex 488-50C Kronprinsdens Gade, St. Thomas, VI 00802

Virginia

Bob McDonnell (R)
(804) 786-2071
900 E. Main St., Richmond, VA 23219
<http://www.oag.state.va.us>

Washington

Rob McKenna (R)
(360) 753-6200
1125 Washington St. SE, PO Box 40100, Olympia, WA 98504-0100
<http://www.atg.wa.gov/>

West Virginia

Darrell V. McGraw Jr. (D)
(304) 558-2021
State Capitol, 1900 Kanawha Blvd., E., Charleston, WV 25305
<http://www.wvago.us/>

Wisconsin

J.B. Van Hollen (R)
(608) 266-1221
State Capitol, Ste. 114 E., P.O.Box 7857, Madison, WI 53707-7857
<http://www.doj.state.wi.us>

Wyoming

Bruce A. Salzburg (D)
(307) 777-7841
State Capitol Bldg., Cheyenne, WY 82002
<http://attorneygeneral.state.wy.us>

IV. Appendix A

ABOUT THE AACHW



A brief (1-2 paragraph) description of the AACHW.

A.AACHW Vision, Mission, and Goal Statements

American Association of Community Health Workers

Vision Statement

The AACHW envisions:

- Community Health Workers as a self-determined workforce that creates its own destiny and supports fellow CHWs across the nation;
 - Community Health Workers organized, unified and empowered under a strong national association;
 - Community Health Workers fully integrated into the nation's health care and human services delivery systems;
 - Community Health Workers recognized and respected as a workforce;
 - Community Health Workers empowered through education, professional development and leadership opportunities; and
 - Community Health Workers as change agents for policies that promote the health and well being of their communities.
-

American Association of Community Health Workers

Mission Statement

The mission of the AACHW is to support and strengthen all aspects of the CHW profession, to lead collaborative efforts among a national network to promote the integration of CHWs into the public health, health care and human services workforce, and to assist CHWs in their work to improve the health and well being of their communities.

American Association of Community Health Workers

Goal Statement

The goals of the AACHW are to:

- Unify** CHWs under a national association;
- Promote collaboration** among CHWs to address common concerns;
- Lead** CHWs in the delivery of high quality, holistic, culturally-sensitive care and services to our communities;
- Empower** CHWs through educational and professional development opportunities;
- Represent** CHWs and the populations we serve;
- Advocate** for national policies that promote the work of CHWs, sustain our profession, and benefit the communities and populations we serve;
- Promote the recognition** of the CHW profession within and beyond the health care arena; and
- Establish and maintain **sources of funding** to sustain the Association.

B. Core Values of Community Health Workers

Core Values of Community Health Workers

Community Health Workers play a unique role in promoting well-being in our communities. We are the bridge between communities and traditional health care and human service systems. We work to build community capacity to ensure that communities are active participants in improving their health status. The foundation of Community Health Workers rests on the core values that define our profession. These core values are based on the history, unique role, and ongoing development of our field. Our core values reflect a broad definition of healthy communities and include:

Value **Access**

Ethical Principle Community Health Workers strive to ensure equal access to all services. All persons have the right to access health care, human services and support services needed to improve health.

Value **Acceptance**

Ethical Principle Community Health Workers strive to remain open-minded and are accepting of others and our differences. We are inclusive and accepting on all levels.

Value **Advocacy**

Ethical Principle Community Health Workers advocate for communities, individuals and the field of community health work. We develop the capacity of individuals and communities to advocate for themselves.

Value **Excellence**

Ethical Principle Community Health Workers strive for excellence by providing quality services and the most accurate information available to individuals and communities.

Value **Learning**

Ethical Principle Community Health Workers embrace learning as life long, including life experiences and traditional learning. We seek ongoing opportunities for education and training to expand our knowledge base.

Value **Partnership**

Ethical Principle Community Health Workers are partners in the design, implementation and evaluation of CHW programs. Communities, families and individuals are partners in determining their needs. We pursue equitable partnerships with other professionals including health care and social service providers.

Value **Social Justice**

Ethical Principle Community Health Workers are agents of change. We pursue social change through work with community members to improve social conditions.

Value **Strength**

Ethical Principle Community Health Workers assist families to acknowledge strengths and build upon them. All communities and families have strengths.

Value **Trust**

Ethical Principle Community Health Workers have earned the trust of individuals and communities. We respect that trust and work hard to maintain a trusting relationship with individuals and communities.

Value **Unity**

Ethical Principle Community Health Workers regardless of discipline, region of the country, job title, and work within or outside of traditional systems are unified in our work to reduce disparities.

V. Appendix B

DEFINITION OF A COMMUNITY HEALTH WORKER



A Community Health Worker (CHW) is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community s/he serves. This trusting relationship enables the CHW to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. A CHW also builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy.