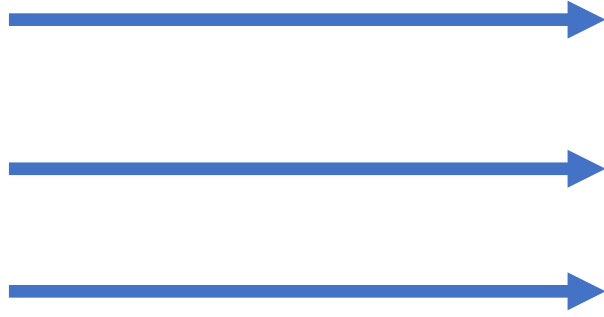
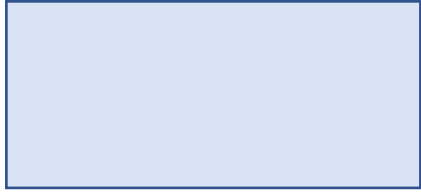


# The Hope Map

Tools for Building Trust in Case Management

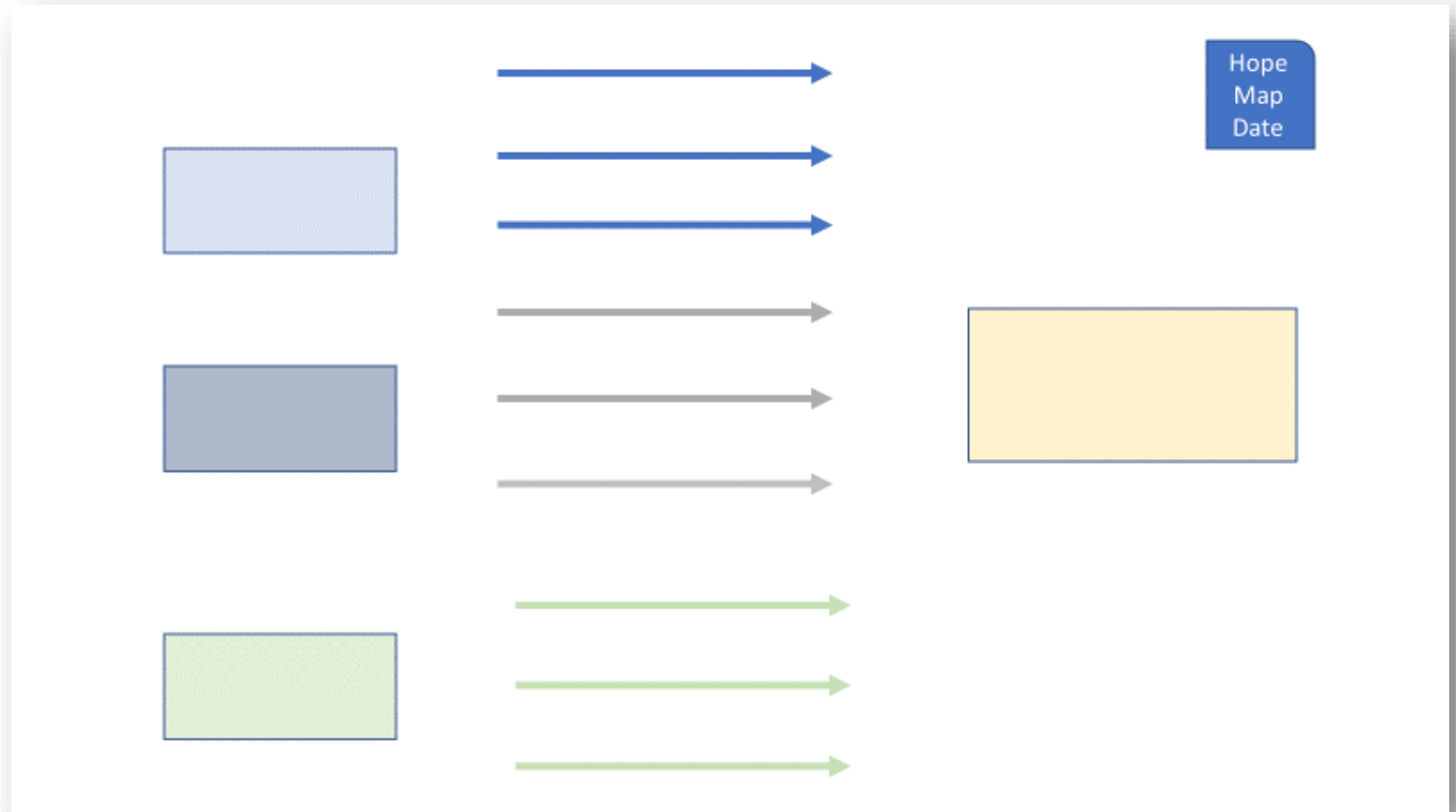


Hope  
Map  
Date

**Trust**

**Agency**

**Motivational**



## The Kansas Community Health Worker Coalition adopted the American Public Health Association's definition of a CHW:

### **“A frontline public health worker who:**

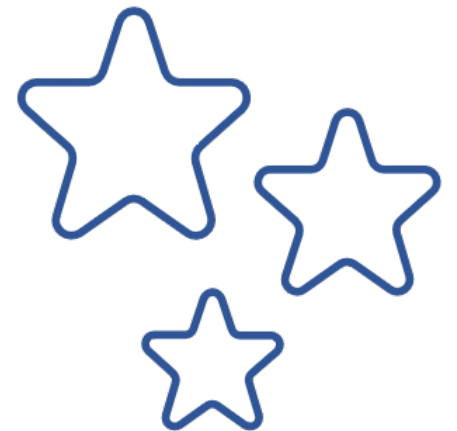
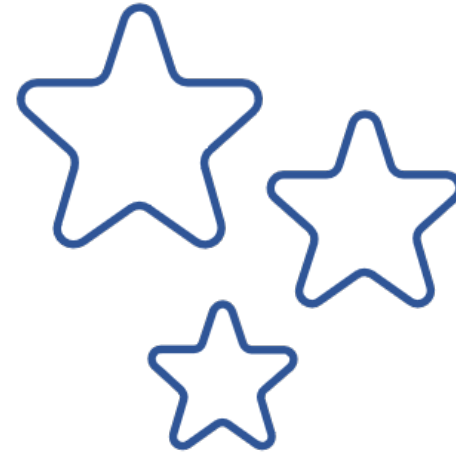
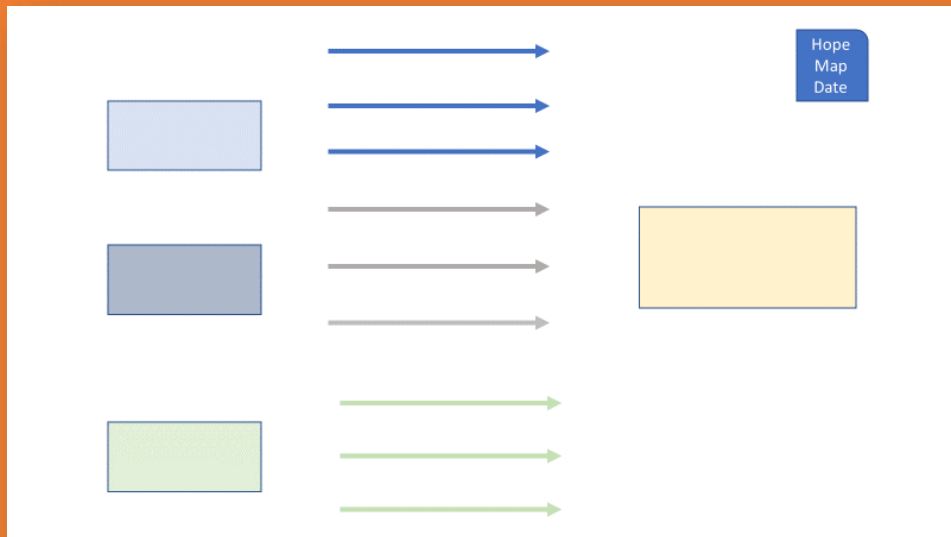
- is a trusted member of and/or has an unusually close understanding of the community served,
- has a trusting relationship that enables the CHW to serve as a liaison/link/intermediary between health/social services and the community,
- can facilitate access to services and improve the quality and cultural competence of service delivery and
- 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.”



## **Rick Snyder:**

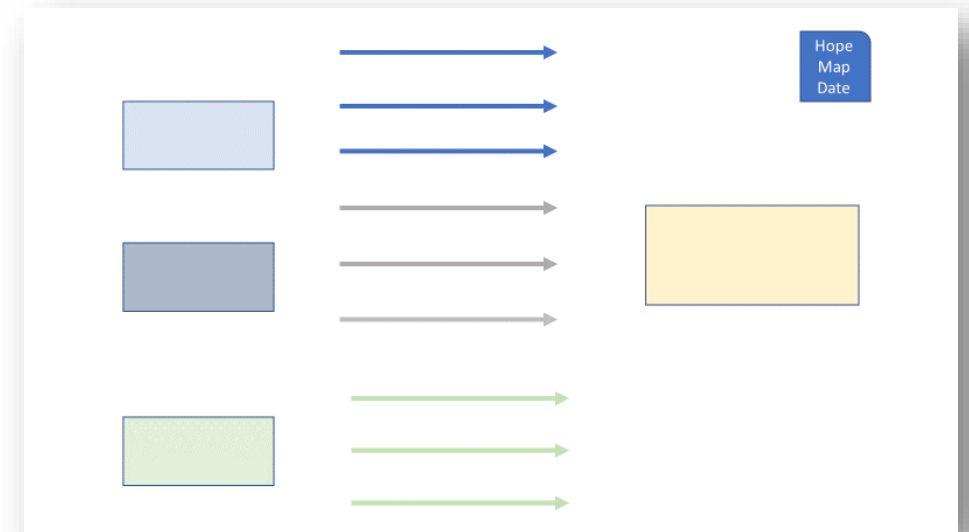
Goals for the future and navigating obstacles as you actively work towards those goals

# The Magic Question: What would it take?



## Resilience

- Can be taught
- Strategies for building resilience are individual
- What has worked in the past
  - Recognizing yourself as a resilient person is powerful
  - Affirming areas to celebrate
- Practice being present – stop the what ifs
- Gratefulness activities start making more positive pathways in the brain
- As a CHW help build agency – put aside judgment
  - Seek to understand –find a common ground
- Build in celebration
- Build in ways to give back/share
- Normalize asking for help



**Trust**

**Agency**

**Motivational**

