

## **Training Program/Sponsoring Organization Application for Approval**

To be approved as a training program, entities must provide for review:

- Training approval form
- Curriculum or other documented evidence which demonstrates how training will prepare applicants for each of the required standards on the form provided by the Department.
- Post course examination (passing score of at least 70%)
- Example of CHW training program certificate of completion

**Training documents must be maintained and provided to the Department upon request.**

**Note: There is no cost for certification as a Training Program/Sponsoring Organization**

### **Standard Areas**

To meet requirements for state certification, certification course curriculum must focus on the following eleven core standards:

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| 1. Communication                              | 7. Individual and Community Assessment |
| 2. Interpersonal and Relationship Building    | 8. Outreach                            |
| 3. Service Coordination and System Navigation | 9. Professional Skill and Conduct      |
| 4. Capacity Building                          | 10. Evaluation and Research            |
| 5. Advocacy                                   | 11. Knowledge Base                     |
| 6. Education and Facilitation                 |  |

## Examples of Objectives by Standard Area

| <b>Community Health Worker (CHW) Core Standards</b>  |  |
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| <b>Communication Skills</b>  |  |
| <ul style="list-style-type: none"> <li>• Conduct assessments and document client information</li> <li>• Translate health information into everyday language</li> <li>• Facilitate phone calls or in-person conversations between clients and providers/organizations</li> <li>• Create flyers, handouts, or social media posts to share resources</li> <li>• Practice active listening and communicate with empathy</li> </ul>   |  |
| <b>Interpersonal and Relationship Building Skills</b>  |  |
| <ul style="list-style-type: none"> <li>• Build trust with new clients through regular check-ins</li> <li>• Support group sessions or peer circles with empathy and respect</li> <li>• Mediate misunderstandings between clients and service organizations/providers</li> <li>• Participate in team meetings and collaborative planning</li> <li>• Maintain professional boundaries while offering emotional support</li> <li>• Maintain confidentiality of client information and act within Health Insurance Portability and Accountability Act (HIPAA) requirements</li> </ul> |  |
| <b>Service Coordination and Navigation Skills</b>  |  |
| <ul style="list-style-type: none"> <li>• Refer clients to health, housing, or other social services</li> <li>• Help clients schedule appointments</li> <li>• Track progress using care plans or action steps</li> <li>• Collaborate with case managers, nurses, or social workers</li> <li>• Navigate systems like Medicaid, SNAP, or local clinics</li> </ul>   |  |
| <b>Capacity-Building Skills</b>  |  |
| <ul style="list-style-type: none"> <li>• Support clients in setting personal goals and celebrating progress</li> <li>• Facilitate workshops or skill-building sessions</li> <li>• Encourage leadership in community projects or support groups</li> <li>• Help clients advocate for themselves in service settings</li> <li>• Share tools for stress management, parenting, or financial literacy</li> </ul>   |  |
| <b>Advocacy Skills</b>   |  |
| <ul style="list-style-type: none"> <li>• Help clients express their needs</li> <li>• Support individuals in accessing fair treatment or accommodations</li> <li>• Document barriers and share stories to improve services</li> <li>• Encourage clients to speak at community events or meetings</li> <li>• Support clients during difficult conversations or transitions</li> </ul>  |  |
| <b>Education and Facilitation Skills</b>   |  |

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| <ul style="list-style-type: none"> <li>• Lead or support education sessions</li> <li>• Use a variety of interactive teaching tools such as visuals, props, or storytelling to make learning engaging</li> <li>• Adapt materials for different age groups or literacy levels</li> <li>• Answer questions and clarify misunderstandings</li> <li>• Encourage discussion and peer learning</li> </ul>  |
| <b>Individual and Community Assessment Skills</b>   |
| <ul style="list-style-type: none"> <li>• Conduct home visits or community walk-throughs to observe needs</li> <li>• Use surveys or checklists to gather client input</li> <li>• Identify gaps in services or emerging community issues</li> <li>• Document strengths and challenges in client records</li> <li>• Share assessment findings with supervisors or partners</li> </ul>  |
| <b>Outreach</b>   |
| <ul style="list-style-type: none"> <li>• Attend health fairs, school events, or community gatherings</li> <li>• Distribute flyers, brochures, or care kits</li> <li>• Recruit participants for programs or studies</li> <li>• Follow up with individuals who missed appointments or sessions</li> <li>• Build relationships with churches, shelters, or local businesses</li> </ul>   |
| <b>Professional Skill and Conduct</b>   |
| <ul style="list-style-type: none"> <li>• Arrive on time and prepared for each day</li> <li>• Keep client information confidential and secure</li> <li>• Reflect on feedback and seek supervision when needed</li> <li>• Complete documentation accurately and on time</li> <li>• Participate in trainings, webinars, or continuing education</li> </ul>   |
| <b>Evaluation and Research</b>  |
| <ul style="list-style-type: none"> <li>• Help collect surveys, interviews, or focus group data</li> <li>• Record observations during programs or events</li> <li>• Assist with data entry or analysis</li> <li>• Share findings with community members or stakeholders</li> <li>• Reflect on what's working and suggest improvements</li> </ul>   |
| <b>Knowledge Base on Specific Health Issues</b>   |
| <ul style="list-style-type: none"> <li>• Stay updated on local resources and referral options</li> <li>• Learn about social determinate of health, chronic conditions, mental health, and wellness practices</li> <li>• Understand how poverty, trauma, and environment affect health</li> <li>• Attend workshops or read articles to deepen understanding</li> <li>• Share knowledge with clients in ways that uplift and empower</li> </ul> |