

# Kentucky Community Health Worker Certification, Continuing Education and Recertification

August 6, 2020



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# Purpose

- Purpose of training is to:
  - Review the certification, continuing education, and recertification requirements for Community Health Workers in Kentucky
  - Review and clarify the process to apply for certification and recertification
  - Review and clarify the process to obtain and document continuing education units (CEUs)
  - Provide opportunity for discussion regarding process improvement

# Background

- The Commonwealth's rich history of CHWs began in 1994 with Family Health Advisors at Kentucky Homeplace. In the decades since, many communities and organizations have continued to utilize CHWs to improve healthcare access and meet the growing health needs of Kentuckians.
- In order to move forward with a standardized certification process for CHWs, the Kentucky Community Health Worker Advisory Workgroup (KCHWAW) formed in 2014. The Workgroup has provided substantial expertise, time, and support for the CHW certification process. Today, CHWs have become essential team members in organizations across the state and are employed in local health departments, Federally Qualified Health Centers, hospitals, mission-based health care, primary care offices, etc.
- In 2016, the Kentucky Association of Community Health Workers (KYACHW) formed as the central networking, educational, advocacy, and communication hub for CHWs in Kentucky. KYACHW, a 501(c)(3) organization with a strong board and membership, views CHWs as the essential link between healthcare providers and clients. This link plays a key role in improving the health of our communities, and for that reason, KYACHW has been a major influence for the advancement of the profession in Kentucky, and has provided input into the development of the certification process and manual.
- KDPH exists as a neutral organization for CHW certification to support CHW efforts across the state.

# Kentucky Community Health Worker (CHW)

- **Frontline public health worker**
  - Public health is the science of protecting and improving the health of people- by multiple partners, not just confined to public health departments
- **Trusted member of the community or has a particularly good understanding of the community served**
- Link between health and social services and the community
- Makes services easier to access
- Improves the quality and cultural competence of service delivery

# Kentucky CHW Certification

- Certified Community Health Worker
  - Voluntary credential that recognizes a CHW's demonstration of the CHW Core Competencies.
  - [CCHW Site](#) and [Manual](#)

## Kentucky Community Health Worker Core Competencies

1. Communication	2. Use of Public Health Concepts and Approaches
3. Organizational and Community Outreach	4. Advocacy and Community Capacity Building
5. Care Coordination and System Navigation	6. Health Coaching
7. Documentation, Reporting and Outcome Management	8. Legal, Ethical and Professional Conduct

# Kentucky CHW Certification Benefits

- Acknowledgement of CHWs' training, experience and diverse skillsets
- Furthering career goals and increase opportunities for employment and formal education
- Building individual CHW confidence
- Staying abreast of current research and opportunities through continuing education
- Increased respect and recognition for CHWs' work in communities

# Requirements for Certification in Kentucky

- At least 18 years old
- U.S. Citizen or legal resident
- Live or work in Kentucky
- Demonstrate the Kentucky CHW core competencies through CHW work experience or CHW training and mentorship
- Submit intent to apply, completed application and certification fee

# Kentucky CHW Certification: Application Process



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# Two Certification Tracks

- You may submit an application based on:
  - Training and Mentorship OR
  - Work Experience

# Training and Mentorship

- Complete a “formal” CHW training program
  - The training must provide at least 40 hours of didactic classroom experience
- Complete a 40-hour mentorship
  - Supervisor must verify that the CHW achieved all Core Competencies

# Training Completion Attestation

**\*Attach certificate(s) of completion from training program**

<b>Training Program Name:</b>		
<b>Start Date:</b>	<b>End Date:</b>	
<b>Training Program Address:</b>		
<b>City:</b>	<b>State:</b>	<b>Zip Code:</b>
<b>Name/Title of Training Program Representative:</b>		
<b>Training Program</b>		
<b>Phone Number:</b>	<b>Email:</b>	
<b>Mentorship Organization (may use supervised CHW work experience) Name:</b>		
<b>Name/Title of Mentorship Program Representative/Supervisor:</b>		
<b>Mentorship Program</b>		
<b>Phone Number:</b>	<b>Email:</b>	
<b>I hereby verify that I have successfully completed the above named Community Health Worker training and mentorship.</b>		
<b>Signature of Applicant: _____ Date: _____</b>		

# Work Experience

- 2,500 hours working as a CHW or in a similar role within the past three years
  - (patient navigator, community outreach worker, promotores)
- 2,500 hours is about 1.5 years of **full time** work
  - 17-18 months if you are 37.5 hours per week
  - 16 months if you are 40 hours per week

# Work Experience

## Related Work Experience Verification - Section 1

To be completed by the applicant prior to providing to the employer for completion. The applicant's name should appear just as it will on all application materials submitted to KDPH.

<b>Applicant Information</b>			
Please provide your employment history for which you are requesting credit for certification and verification by your employer. Report employment dates only within the past <b>three years</b> prior to this application. Use a separate form for each position and/or employer.			
<b>Applicant Name:</b>			
<b>Employer:</b>			
<b>Type of Position:</b> <input type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Paid <input type="checkbox"/> Volunteer			
<b>Position Title:</b>			
<b>Employment Start Date:</b>		Employment End Date:	
<b>Immediate Supervisor Name:</b>			

## Related Work Experience Verification - Section 2

To be completed by the employer's personnel office or designee only. An official position description or a letter on agency letterhead with the description of the applicant's duties must accompany this form. Return all documents to the applicant for submission to KDPH. This form and the position description or letter may be returned to the applicant in a sealed envelope if so desired.

<b>Part A: Verifier's Information</b>		
<b>Last Name:</b>	<b>First Name:</b>	
<b>Title:</b>	<b>Email:</b>	
<b>Business Phone:</b>	<b>Employer Website:</b>	
<b>Work Address:</b>		
<b>City:</b>	<b>State:</b>	<b>Zip Code:</b>

# Work Experience

Part B: Related Experience Attestation	
I have read and understand the work/volunteer experience requirements for Community Health Worker certification according to the competencies in <a href="#">Appendix A</a> . Employment records maintained by the agency can verify the following information.	
Applicant's Position Description attached? <input type="checkbox"/> Yes <input type="checkbox"/> No *	
*An official position description or a letter on agency letterhead with the description of the applicant's duties must accompany this form	
Applicant's Dates of Employment or Volunteer Work:    Start Date:    End Date:	
Type of Position: <input type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Paid <input type="checkbox"/> Volunteer	
Average number of hours per week providing related services:	
Please initial next to each competencies that was met during employment. For further detail, refer to Appendix A.	
___ Communication	
___ Use of Public Health Concepts and Approaches	
___ Organizational and Community Outreach	
___ Advocacy and Community Capacity Building	
___ Care Coordination and System Navigation	
___ Health Coaching	
___ Documentation, Reporting and Outcomes Measurement	
___ Legal, Ethical and Professional Conduct	
By my signature, I attest that the above material is true to the best of my knowledge.	

# Do I qualify? Let's do the math!

- Based on: training and mentorship
    - Have you completed a formal CHW training?
    - Have you completed a 40 hour mentorship?
  - Based on: experience
    - Have you completed 2500 hours of CHW (or equivalent) work experience?
      - Add up your total hours of work experience as a CHW or in a qualifying similar role.
- (40 hours/week) X (52 weeks/year) = 2,080 hours worked/year**

# Application Steps

## 1

- Figure out which track you qualify for and complete the “Intent to Apply”
- If you qualify for both, just pick one! You do NOT need to do both or extra work

## 2

- Download and review the appropriate “packet” with requirements
- All application materials can be found on the KDPH CHW webpage

# Application Steps

## 3

- Identify your professional reference!
  - Ask them ahead of time
  - Make sure they understand what you need and when you need it.

## 4

- Get your picture taken and print it.
  - This can be done at work or at home, it does not need to be a “professional” photo.
    - “Shoulders up” photo
    - Blank/plain backgrounds are best

# Application Steps

## 5

- Gather your required materials
  - Letter of reference, copies of training certificates or official position description from Human Resources

## 6

- Fill out the forms.
  - Make sure you have contact information for your reference, direct supervisor, training coordinator and mentorship supervisor. KDPH will perform verification for each.
  - Email address is best

# General Application – Section 1

## General Application - Section 1

Applicant Information			
<b>Full Name:</b>			
<b>Last</b>	<b>First</b>	<b>Middle</b>	<b>Maiden</b>
<b>Social Security Number:</b>		<b>Date of Birth: (mm/dd/yy)</b>	
<b>Permanent Address: (No P.O. Boxes)</b>			
<b>City:</b>	<b>State:</b>	<b>Zip Code:</b>	
<b>Phone Number:</b>		<b>Email:</b>	

# General Application – Section 2

# General Application - Section 3

## General Application - Section 3

Education History				
School, College or University	Address	Year Completed	Degree, Diploma, or GED Certificate	Major
Certifications, Licenses, or Specialty Training				
Please list any additional certification, licenses, or specialty training here.				

# Application Steps

## 7

- Pay the \$50 non-refundable fee on the [KYACHW\\* website](#).
- All fees will go directly to future trainings.
- KYACHW = Kentucky Association of Community Health Workers

## 8

- Gather all materials together and mail them in!

Kentucky Department for Public Health  
Community Health Worker Program  
275 E. Main Street HS2WE  
Frankfort, KY 40621

# Processing and Notification

- It can take up to 60 days to process an application
  - If your application is missing materials or there are errors, it may take longer to process.
- You will be notified in writing via email regarding approval or disapproval of your application.
- Certificates will be sent via mail to your home address.
- Kentucky Certified Community Health Workers may use the abbreviation “**CCHW**”
  - Can use this on email signatures, resumes, business cards, etc.

# Quiz: Do they qualify for certification?

- Georgia lives in Jeffersonville, Indiana and works in Louisville, Kentucky, as a CHW. She is 48 years old.
- She has worked as a full-time CHW for 12 months, 40 hours per week.
- She has not completed a CHW training program.
- Does Georgia qualify for certification?

# Quiz

- Alex is 18 years old and has never worked as a CHW before.
- He was hired today to work for a federally qualified health center as a CHW.
- Next month, his organization will provide on-the-job training that consists of at least 40 hours in the classroom and at least 40 hours of a mentoring experience.
- Does Alex qualify for certification now?
- When will Alex be qualified to apply?

# Quiz

- Sally currently works full-time (40 hours per week) as a CHW at a university. She has held her job as a CHW for eight months.
- Previously, Sally worked full-time as a patient navigator for 15 months.
- Sally has not completed a formal CHW training or mentorship program.
- Does Sally qualify for certification?

# Kentucky CHW Certification: Continuing Education



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# Why Continuing Education?

- Continuing education is necessary for well-informed CHW practice
- Continuing education maintains the up-to-date knowledge, tools, and resources to succeed as a Certified Community Health Worker in Kentucky

# How much do I need?

- Certified Community Health Workers need to obtain 10 hours of continuing education (CE) credit every year.
  - **At least 5** hours must be through “approved” trainings
  - Up to 5 hours can be achieved through independent trainings

# Kentucky Department for Public Health

## Approved Trainings

- In order for a training to be “approved” a training organization must fill out the CE Approval Application form, which is on the [KDPH CHW webpage](#).
- The KDPH CHW program staff will review the training to ensure that it is relevant and meets the CHW core competencies.
- Approved training must provide certificates which include:
  - Training organization name, title of training, date of training, and the name of the CHW
- All approved trainings must include the following statement on their certificates:
  - “This training has been approved by the Kentucky Department for Public Health Community Health Worker Program to provide X continuing education credits.”

# Independent (non-approved) Trainings

- Independent trainings are those that have not gone through the review and approval process with the KDPH CHW program.
- Examples of independent programs
  - Mental Health First Aid
  - CHW related webinars
- Any independent training needs to be **relevant** to the CHW profession and related to the CHW Core Competencies.

# Documentation

	KDPH Approved Training	Independent Training WITH Certificate	Independent Training WITHOUT Certificate (* = required)
<b>Documentation</b>	Certificate of Completion which includes:	Certificate IF it includes:	Name of training organization *
	Name of CCHW	Name of CCHW	Name of CCHW *
	Training Organization Name	Training Organization Name	Agenda <b>or</b> materials with program date and start/end times *
	Title of Training	Title of Training	Program description and/or objectives *
	Date of Training	Date of Training	Copy of sign in sheet OR screenshot of online registration
	Required Statement	Length of Training	Course syllabus (if applicable)

# KDPH Approved Training

1	Name of CCHW
2	Training Organization Name
3	Title of Training
4	Date of Training
5	Required statement with number of CEUs



# Independent Training – Certificate Provided

1	Name of CCHW
2	Training Organization Name
3	Title of Training
4	Date of Training
5	Length of Training

**CERTIFICATE OF ATTENDANCE**

4  
*This is to certify that on March 12th, 2020*

1 \_\_\_\_\_

*Has completed the following one hour KYACHW training* 5

3 *Cancer & Obesity Training*

Presented by Kentucky Cancer Consortium

2



KENTUCKY ASSOCIATION OF COMMUNITY HEALTH WORKERS

# Independent – No certificate provided

Note: more documentation is needed with the CCHW name

2

## Agenda

### I. WELCOME AND INTRODUCTION

*Speaker: Logan Kelly, MPH, Senior Program Officer, Center for Health Care Strategies (CHCS)*

L. Kelly welcomed participants, introduced the speakers, and provided a brief overview of the Better Care Playbook.

### II. THE ROLE OF COMMUNITY HEALTH WORKERS AND PROMOTORES AMID COVID-19

*Speaker: Maria Lemus, founding Executive Director, Visión y Compromiso*  
M. Lemus provided an overview of the work of CHW/Ps, with a focus on their importance in supporting individuals with complex needs during the pandemic and how they can promote health equity within communities.

### III. IMPLEMENTING CHW/P PROGRAMS

*Speaker: Shreya Kangovi, MD, MSHP, founding Executive Director, Penn Center for Community Health Workers*

S. Kangovi described the evidence-based IMPaCT model, which leverages community health workers and has been implemented by institutions across the country. She shared considerations for how CHW/P programs can be successful in addressing the short- and long-term implications of the COVID-19 pandemic.

### IV. HEALTH SYSTEM APPROACHES TO BUILDING AND EXPANDING CHW/P PROGRAMS

*Speaker: Robert Fields, MD, Senior Vice President and Chief Medical Officer of Population Health, Mount Sinai Health System*

R. Fields described Mount Sinai Health System’s development and financing of its CHW/P program, including expansion of the program in response to the COVID-19 pandemic. He also shared considerations for entities that finance CHW/P programs, such as measuring the value and impact of these programs.

### V. MODERATED Q&A

*Moderator: Logan Kelly, Senior Program Officer, CHCS*

## How Community Health Workers and Promotores Can Support Individuals with Complex Needs amid COVID-19

Date and Time: July 29, 2020, 1:00 – 2:15 pm ET (10:00 – 11:15 am PT)

3

4

Community health workers and promotores (CHW/Ps), who typically live in the neighborhoods they serve, are uniquely positioned to foster trusting relationships and help individuals navigate the health care system, access needed health and social services, and ultimately achieve better health outcomes. Today, as COVID-19 disproportionately impacts high-risk populations and communities of color, CHW/Ps can play a valuable role in providing critical supports for people with complex health and social needs and addressing health disparities.

1

This webinar, coordinated by the [Better Care Playbook](#) and made possible through the Seven Foundation Collaborative, will explore opportunities for health systems and plans to work with CHW/Ps to support high-need individuals, with a focus on addressing the long-term impacts of COVID-19. Featured speakers will describe the roles and value of CHW/Ps, share implementation and sustainable financing strategies, and discuss how CHW programs can be established and expanded to mitigate the negative effects of COVID-19 on high-risk populations.

### SPEAKERS

1. **Maria Lemus**, Executive Director, Visión y Compromiso
2. **Shreya Kangovi**, MD, MSHP, Executive Director, Penn Center for Community Health Workers
3. **Robert Fields**, MD, Senior Vice President and Chief Medical Officer of Population Health, Mount Sinai Health System



1	Training Organization Name
2	Agenda
3	Program Date and start/end times
4	Program description

# Independent – No Certificate Provided

1	Training Organization Name
2	Name of CCHW
3	Date and start/end times
4	Program Description
5	Screenshot of Registration

**1** Kentuckiana Health Collaborative  
Building a Bridge to Better Health, Better Care and Better Value

**3** **When**  
Tuesday, September 1, 2020 from 8:30 AM to 10:30 AM EDT  
[Add to Calendar](#)

**4** **Where**  
This is an online event.

**Contact**  
Emily Divino  
Kentuckiana Health Collaborative  
502-238-3603  
[edivino@khcollaborative.org](mailto:edivino@khcollaborative.org)

**5** **Confronting Racism in Healthcare**  
Join the KHC for a Community Health Forum on September 1 to learn more about the role of racism in the history, advancement, and future of healthcare delivery and how collective action between stakeholders can create an anti-racist healthcare system. Please note this is a virtual event. Sign-on information will be emailed to registrants.

**2** **You have successfully registered for this event; look for a confirmation email with virtual sign-on information arriving shortly. Thanks for your interest!**  
This is an online event. Check your confirmation e-mail for instructions on how to join.

[Share this event on Facebook](#)  
[Tweet that you're attending](#)

**Personal Information**  
First Name:  
Last Name:  
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[lauraa.eirich@ky.gov](mailto:lauraa.eirich@ky.gov)

**Business Information**  
Company: Kentucky Department for Public Health  
Job Title: Kentucky Department for Public Health

# Kentucky CHW Certification: Recertification



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# Minimum Requirements

**\*\*Kentucky CHWs are required to recertify annually in October\*\***

- Current resident of Kentucky or currently working in Kentucky
- Legal residency in the United States
- Completed 10 credit hours of CHW continuing education every year
- Submission of completed application, including required attachments
  - Completed application includes the general application, continuing education tracker, and updated photo
- Submission of non-refundable \$25 recertification fee to the [Kentucky Association of Community Health Workers](#).

# Recertification Schedule

Initial Certification Date	Recertification Month
October 2019 – December 2019	October 2020
January 2020 – December 2020	October 2021
January 2021 – December 2021	October 2022

We will accept recertification applications anytime from October 1 - 31

# Example

Sue Johnson was certified in November of 2019. It is now September of 2020, so Sue is getting ready to recertify.

Sue needs to get all of her documentation together and fill out her Continuing Education tracker.

# Continuing Education Tracker

## Continuing Education Tracker



<b>Applicant Name:</b> SUE JOHNSON			<b>Certification Number:</b> 123ABC	
Title of Training	Training Provider	Date of Training	Training Hours	Competencies Achieved
Advocacy 101	CHW Training Org	1/2/2020	1	Communication Public Health Approaches Ethical Conduct
Obesity and Cancer	CHW Training Org	2/2/2020	1	List Competencies
CHWs Supporting Clients During COVID-19	CHW Training Org	3/2/2020	1	List Competencies
Contact Tracing	CHW Training Org	4/2/2020	3	List Competencies
KYACHW Conference	KYACHW	9/24/2020	4	List Competencies

# Audits

- **Remember:**
  - The Kentucky Department for Public Health Community Health Worker Program reserves the right to audit any application and request documentation and proof of attendance at any time.
- What does an “audit” mean?
  - KDPH CHW Program staff will request documentation for each continuing education training that was listed on your “continuing education tracker.”
  - You will have a specified amount of time to provide the documentation
  - Failure to provide sufficient documentation may result in the revocation of CEUs or Certification status.
- **Keep your documentation!!**

# Questions?

# Community Health Worker Program Contact Information

Laura Eirich, MPH

Community Health Worker  
Program Manager

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