

Kentucky Department
for Public Health

Community Health Worker Certification Manual

Our mission is to improve the health and safety of people in Kentucky through prevention, promotion and protection.

TEAM
KENTUCKY[®]

CABINET FOR HEALTH
AND FAMILY SERVICES



Kentucky Public Health
Prevent. Promote. Protect.

Revised:

Contents

Acknowledgements.....	5
Section 1: Preface	6
Section 2: CHW Certification Process, Standards and Overview	8
Statute and Regulation	8
Application Eligibility and Pathways	8
Minimum Eligibility Requirements.....	8
Certification Pathways	9
Community Health Worker Certification – Training and Mentorship	9
Mental Health Training	9
Mentorship.....	10
Community Health Worker Certification – Experience	11
Reciprocity	11
Application Requirements and Procedures	11
Application Submission.....	11
Application Approval.....	12
Disapproved Applications	12
Application Processing Timeline Guidelines	12
Certification.....	13
Certification Renewal.....	13
First Renewal Requirements	14
Change of Name/Address/Employment.....	14
Continuing Education Requirements	14
Required Trainings (First Renewal Only).....	15
Continuing Education Unit Increments.....	15
Reporting Continuing Education.....	16
Documentation	16
KOCHW Approved Trainings and Documentation	16
Independent Trainings and Documentation.....	17
Audits	17
Extensions	17



Expired Certification	18
Reinstatement.....	18
Certificate Suspension and Revocation	19
Certification Checklists.....	19
Section 3: Appendices.....	20
APPENDIX A - Core Competencies	20
APPENDIX B - Code of Ethics	20
APPENDIX C - Violations, Complaints and Subsequent Actions.....	20
APPENDIX D - Application and Renewal Materials	20
Section 4: Appendix A: CHW Core Competencies.....	21
Communication.....	21
Use of Public Health Concepts and Approaches.....	21
Organizational and Community Outreach	22
Advocacy and Community Capacity Building.....	23
Care Coordination and System Navigation.....	24
Health Coaching	25
Documentation, Reporting and Outcome Management.....	26
Legal, Ethical and Professional Conduct	26
Section 5: Appendix B: CHW Code of Ethics	28
Introduction	28
Purpose of this Code	28
Article 1. Responsibilities in the Delivery of Care	28
1.1 Honesty	28
1.2 Confidentiality.....	28
1.3 Scope of Ability and Training	28
1.4 Quality of Care	29
1.5 Referral to Appropriate Services.....	29
1.6 Legal Obligations.....	29
Article 2. Promotion of Equitable Relationships.....	29
2.1 Cultural Humility	29
2.2 Maintaining the Trust of the Community	29



2.3 Respect for Human Rights.....	29
2.4 Anti-Discrimination	29
2.5 Client Relationships.....	29
Article 3. Interactions with Other Service Providers.....	30
3.1 Cooperation	30
3.2 Conduct	30
3.3 Self-Presentation.....	30
Article 4. Professional Rights and Responsibilities	30
4.1 Continuing Education.....	30
4.2 Advocacy for Change in Law and Policy	30
4.3 Enhance Community Capacity	30
4.4 Wellness and Safety	30
4.5 Loyalty to the Profession	31
4.6 Advocacy for the Profession	31
4.7 Recognition of Others	31
Section 6: Appendix C: Violations, Complaints and Subsequent Actions	32
Violations	32
Examples of Violations:.....	32
Procedures for revoking, suspending or denying a certificate to persons with criminal backgrounds..	33
Filing of complaints.....	33
Investigation of complaints.....	34
Disciplinary action.....	34
Suspension and Revocation.....	34
Denial	35
Fair hearing.....	35
Section 7: Appendix D: Application Materials	36
File types:	36
Photo Requirements	36
Documents and Attachments	36
Section 8: References.....	43



Acknowledgements

The following individuals and organizations contributed to the creation of this manual and certification processes. Others not mentioned here include individual CHWs, CHW supervisors, CHW allies and stakeholders.

Kentucky Department for Public Health (KDPH) employees who contributed to the process and data:

- Kentucky Office of Community Health Workers

Additional Contributors to Data:

- Kentucky Association of Community Health Workers
- Kentucky CHW Advisory Workgroup members

Suggested Citation: Kentucky Department for Public Health (KDPH). Kentucky Community Health Worker Certification Manual. Frankfort, Kentucky: Cabinet for Health and Family Services, Kentucky Department for Public Health, (2026).



Section 1: Preface

The Kentucky Department for Public Health Office of Community Health Workers (KOCHW) is pleased to offer a credential for Community Health Workers (CHWs) in Kentucky. 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 continue to utilize CHWs to address barriers, increase access to resources, improve access to physical and mental healthcare and meet the growing health needs of Kentuckians. To move forward with a standardized certification process for CHWs, the Kentucky Community Health Worker Advisory Workgroup 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 health systems and various organizations across the state.

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, community resources and clients. KYACHW has been a major influence for the advancement of the profession in Kentucky and has provided and continues to provide considerable input into the development of this certification process and manual.

In 2022 legislation was passed in Kentucky regarding CHW certification. Kentucky Revised Statute (KRS) [309.460](#), [309.462](#) and [309.464](#) outline the statutory requirements regarding CHW certification, continuing education, certification renewal and the duties of the Department for Public Health.

Kentucky Administrative Regulation (KAR) [902 KAR 21:040](#) authorizes the Department for Public Health to promulgate administrative regulations for the certification of community health workers. The regulation details the CHW Core Competencies, application process, eligibility requirements, certification renewal, renewal extensions, continuing education requirements, scope of practice, complaint procedures and denial, suspension and revocation of a CHW certification.

American Public Health Association 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 a uniquely close understanding of the community served. 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. (APHA, 2018).



CHW Scope of Practice

As defined by the National Council on CHW Core Consensus Standards, CHWs may perform the following roles (C3 Council, 2025):

CHW Scope of Practice

- Cultural mediation among individuals, communities and health and social services
- Advocate for individuals and communities
- Conduct outreach
- Care coordination, case management and system navigation
- Provide direct service
- Provide culturally appropriate health education and information
- Provide coaching and social support
- Build individual and community capacity
- Implement individual and community assessments
- Participate in evaluation and research



Section 2: CHW Certification Process, Standards and Overview

The certification designation is awarded to individuals who demonstrate their competency in a given field. Competency is achieved through a combination of education and experience. To apply for the Certified Community Health Worker (CCHW) credential, an applicant must provide verifiable documentation which demonstrates they have the specified educational and/or experiential background.

This *Kentucky Community Health Worker Certification Manual* provides policy requirements and guidance designed to assist the applicant in gathering mandatory documentation.

Please carefully read this manual PRIOR to applying for certification, as it contains essential information on the application process, requirements, policies, mandatory forms and the renewal process.

Statute and Regulation

Before starting the application for Community Health Worker Certification, please read the Kentucky Statute and Regulation.

Statute (KRS) [309.460](#), [309.462](#) and [309.464](#) outline the statutory requirements regarding CHW certification, continuing education, certification renewal and the duties of the Department for Public Health.

Kentucky Administrative Regulation (KAR) [902 KAR 21:040](#) authorizes the Department for Public Health to promulgate administrative regulations for the certification of community health workers.

Application Eligibility and Pathways

Minimum Eligibility Requirements

The following minimum eligibility requirements are for all individuals who intend to apply for CHW Certification in Kentucky. These requirements are also outlined in KRS 309.462.

- Currently live in and/or are employed as a CHW in Kentucky.
- A legal U.S. resident at least 18 years of age.
- Achievement of core competencies as outlined in this manual ([Appendix A](#)).
- Submission of a completed online application, including required attachments and a color photo ([See Appendix D](#)).
- Payment of the certification fee to [KOCHW](#).
(<https://secure.kentucky.gov/formservices/DPH/CHW>)
- Completion of an approved eight (8) hour training covering mental health awareness and crisis response for lay health workers.
- A high school diploma or GED certificate are preferred; however, individuals without a diploma or certificate may apply and KOCHW will review on a case-by-case basis.



Certification Pathways

In Kentucky, there are two pathways to Certification: 1) Certification based on training and mentorship; and 2) Certification based on work experience.

Community Health Worker Certification – Training and Mentorship

To qualify for certification via the training and mentorship track, individuals must complete and submit documentation from a KOCHW approved CHW training organization (ATO). Approved training organizations must provide a minimum of 40 hours of competency-based instruction, not including the eight hours of mental health training. For more information about the ATO eligibility, application and approval process, please visit the KOCHW webpage.

Training and mentorship must have been completed within three (3) years from the date of application and must be verified by the approved training organization. Applicants must provide copies of all certificates of completion and signed mentorship attestation for the application to be considered complete. CHW training completed through organizations not approved by KOCHW will not be considered. The list of KOCHW approved CHW training organizations can be found on the [KOCHW webpage](#).

Mental Health Training

The KOCHW will accept a variety of mental health awareness and crisis response courses for lay health workers.

Courses must be at least 8 hours in length and must teach participants to:

- Identify and understand various mental health concerns, illnesses and substance use disorders
- Recognize the potential risk factors and warning signs for a range of mental health problems including depression, anxiety, trauma, psychosis and psychotic disorders, substance use disorders and self-injury
- Use an action plan to help an individual in crisis connect with appropriate professional help
- Interpret the frequency of various mental health disorders in the U.S.
- Describe bias towards mental health disorders and how laypersons can address bias
- Apply knowledge within the appropriate scope to connect individuals to appropriate resources and professional support. resources and professionals?
- Identify and assess personal views and feelings regarding mental health problems and disorders

Many CHWs complete “Mental Health First Aid” which is conducted by approved training providers through the National Council for Mental Wellbeing. This is an 8-hour course that includes 2 hours of pre-work and 6 hours of class time. To locate an approved Mental Health First Aid instructor, applicants may contact the KOCHW at CHW.Certification@ky.gov or use the search tool on the [National Council for Mental Wellbeing’s webpage](#).



Applicants must submit official certificates as part of the application process. All mental health training must have been completed within 3 years of the date of application. Training that was completed more than 3 years before the application date or that does not meet the outlined requirements, will not be accepted.

Mentorship

After completion of the 40-hour approved training, applicants must complete a minimum of 40 hours of verifiable mentorship. Mentorship is essential for newly trained CHWs to demonstrate and refine the CHW Core Competencies learned in Foundational CHW training. Mentorship is also an opportunity for newly trained CHWs to engage and reflect, ask questions and provide feedback.

Examples of qualifying mentorship activities include:

- Role-play scenarios
- Case-study scenarios
- Building the CHW resource binder (online searches, walking through the community and meeting with community organizations, community leaders, etc.)
- Shadowing a mentor
- Supervised visits, outreach, etc. with the newly trained CHW and mentor
- Having the mentor shadow the CHW while on client visits, community outreach, etc.
 - Both types of shadowing should also include time to debrief and discuss successes and areas for improvement

It's important to note that mentorship is different from shadowing. While a mentorship may include some shadowing, most of the time should be spent engaging in CHW activities and demonstration of the CHW Core Competencies. Shadowing should not exceed 50% of the total mentorship time.

Best practice recommends that the CHW is mentored by another experienced CHW. CHW mentors should possess the following qualities:

- A deep understanding of the CHW profession, core competencies and scope of work
- Ability to provide shadowing and mentorship experience *directly related* to the CHW roles and debriefing/reflecting together on the shadowing experience
- Ability to clearly assess the CHWs demonstration of the CHW Core Competencies and provide constructive feedback
- Ability to mentor in a variety of settings and modalities to accommodate individual learning styles



CHWs who have had their certification suspended or revoked may not act as mentors. Mentors of other professions should be in good standing with their respective credentialing or licensing boards, if applicable.

All mentorship activities must be accurately documented and verifiable using the required CHW Mentorship Tracking Form (see [Appendix D](#)). Tracking includes the date of each mentorship session, length of mentorship session, primary activity completed during session, primary CHW competency addressed in the activity, CHW acknowledgement and signature and mentor acknowledgement and signature.

Community Health Worker Certification – Experience

To qualify for certification based on work experience, individuals must have performed related CHW services within the past three (3) years prior to their date of application. Applicants must have earned a minimum of 2,500 hours in the previous three (3) years, which must demonstrate achievement of a minimum standard of proficiency in the CHW Core Competencies (see [Appendix A](#)).

Applicants may use more than one work experience to meet the 2,500-hour requirement, if it is within the three-year window and is in line with the CHW Core Competencies. Experience can be paid or unpaid (volunteer).

The KOCHW will verify each work experience submitted and will not accept any work experience that is older than three years from the date of application. KOCHW reserves the right to deny any work experience that does not comply with the approved CHW Scope of Work or CHW Core Competencies (see [Appendix A](#)).

Please note that completion of college coursework or training for other credentials will not fulfill the requirement for the work experience track.

Reciprocity

As of 2026, Kentucky does not have a reciprocity agreement with any other state certifying CHWs. Individuals who have obtained CHW Certification in another state may apply for Kentucky CHW Certification via the work experience track.

Application Requirements and Procedures

Application Submission

The application for CHW Certification is online via the Certemy platform. Applicants can find the link and additional instructions regarding the application process on the [KOCHW webpage](#).

The fee for initial certification as a CCHW is fifty dollars (\$50), with subsequent renewal (annually) of twenty-five dollars (\$25). Payment must be made to the [KOCHW](#). These fees are non-refundable.



Applicants are encouraged to save copies of application materials and supporting documentation for their records. All applications and supporting documents will be maintained in Certemy.

A valid email address is required for submission of the application and all CCHWs must maintain a valid email address on file with KOCHW for communication purposes.

Application Approval

Approval of applications is contingent upon meeting the standards set forth in this guide. Upon approval, individuals will be notified and provided with a digital certificate and a certification number.

An applicant may not consider themselves as certified or represent themselves as such, until they receive official notification from the KOCHW, in accordance with [KRS 309.462](#).

Applications may be denied under the provisions of the next section.

Application Denials

KOCHW may deny the application if the applicant:

- Has not met the eligibility and application requirements set out in this manual or Kentucky statute and regulation
- Has failed or refused to properly complete or submit any required information
- Has knowingly presented false or misleading information in the application process
- Is on the [Medicaid provider exclusion list](#)
- Has engaged in unethical conduct as defined in the CHW Code of Ethics (see [Appendix B](#))
- Has been convicted of a felony or misdemeanor directly related to the duties and responsibilities of a CHW, which will prevent the applicant from effectively working as a CHW

If KOCHW determines that the application should not be approved, the applicant will receive written notice of the reason for the denial and of the opportunity for re-application or appeal.

Application Processing Timeline Guidelines

The KOCHW strives to process all completed applications in a timely manner. The following periods serve as a guide and shall apply from the date of receipt of a complete application and payment until the date of issuance of a written notice that the application has been approved or denied.

- Notice of approval for certification:
 - *No more than 60 days from receipt of full and complete application*
- Notice of application denial:
 - *No more than 60 days from receipt of and complete application*



Failure to provide all required materials including payment at the time of submission will result in a delay in application processing times beyond 60 days.

Certification

Upon approval of the application KOCHW shall issue the CCHW certificate and certification number.

- Certificates shall have a certification date, a certification number, Kentucky Department for Public Health and Office of Community Health Workers logos and signature of the KOCHW Administrator
- Certification numbers are unique to each CCHW and do not change
- Agencies or employers may verify certification status by checking the public facing registry or by contacting the KOCHW via email at chw.certification@ky.gov
- No one shall make any alteration to any certificate issued by KOCHW

Certification Renewal

Each CCHW must renew their certification on a yearly basis to continue practicing. Certification must be renewed in October, the year after initial certification. For example, if a CHW was certified in December 2025, their first renewal is due in October 2026. If a CHW is certified in April of 2026, their first renewal is due in October 2027. Please refer to the table below regarding the renewal month that corresponds with the initial certification date.

Kentucky Community Health Worker Initial Renewal Chart:

Initial Certification	First Renewal
January – December 2025	October 2026
January – December 2026	October 2027
January – December 2027	October 2028
January – December 2028	October 2029
January – December 2029	October 2030
January – December 2030	October 2031

The renewal process includes submission of a completed application, along with an updated photo, continuing education documents and payment of the renewal fee. Additional instructions regarding renewal via the Certemy platform are detailed on the KOCHW webpage.

It is the responsibility of the CCHW to renew their certification by the annual renewal date prior to expiration. The KOCHW will notify CCHWs of annual renewal date through the Certemy system using the email address submitted with application. Failure to receive or read notification from KOCHW prior to the expiration date will not excuse failure to apply for renewal.



Failure to submit a complete renewal application by the deadline will result in the expiration of the individual's certification.

First Renewal Requirements

During the first renewal only CCHWs must complete and submit documentation of three training courses required by legislation (outlined below). CCHWs will earn a total of two continuing education units upon completion of the three training courses.

These training courses are one-time requirements and cannot be used again in subsequent renewals.

Change of Name/Address/Employment

CCHWs must notify KOCHW if the following information changes:

- Name
- Address
- Phone Number
- Email
- Place of Employment

Change of contact information (name, address, phone number, email, etc.) shall be submitted to KOCHW along with the appropriate documentation. Documentation may include a copy of a marriage certificate, divorce decree or court decree evidencing such change or a social security card reflecting the new name or a Kentucky driver's license or identification card reflecting the new name and/or address. Accurate spelling of the applicant or certificate holder's name is also essential if an employer seeks to verify an individual's certification status.

CCHWs may submit these changes via the Certemy platform.

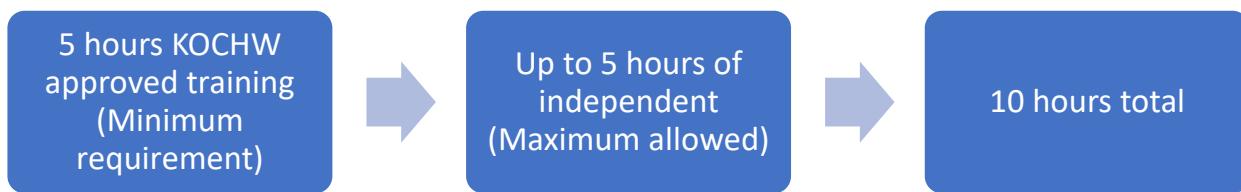
Continuing Education Requirements

Continuing education is important for CCHWs to stay up to date with critical knowledge and skills needed for CHW practice.

Each year, CCHWs must complete 10 hours of continuing education related to the core competencies each annual renewal period.

- At least five (5) hours shall be satisfied by participation in a KOCHW-approved training. Trainings and organizations approved to provide these hours will be posted on the [KOCHW webpage](#).
- Up to five (5) hours may be satisfied through independent (non-approved) training. Independent trainings can include relevant trainings that have not been approved by the KOCHW.





Other opportunities to earn continuing education are outlined below.

- Credit for semester hours taken at a college or university, which are consistent with the CHW Core Competencies (see [Appendix A](#)), may be approved as independent CEUs, at three (3) credits for each semester hour. CHWs must provide a course syllabus and documentation of the official final grade in the course. If the course is not directly related to the competencies of a CHW, partial credit may be allowed at the discretion of KOCHW after review of the course.
- Credit for professional presentations by a CHW, related to the CHW profession and which are consistent with the CHW Core Competencies may be approved. Professional presentations may receive two (2) CEs for each hour instruction. CHWs must provide proof of presentation, including documentation which clearly shows the objectives, length of the presentation and context of presentation.
- Poster presentations may receive 1 CE per poster where the CHW is listed as an author/presenter. CHWs must include a copy of the poster.

CHWs may not reuse continuing education courses from the previous year or years.

Required Trainings (First Renewal Only)

Newly certified CCHWs must complete the following one-time training courses to renew their certification:

- Oral Health
- Maternal and Child Health
- Geriatric Health

CCHWs will earn a total of two continuing education units (CEUs) upon completion. All three training courses are hosted on the Kentucky TRAIN platform and the direct links are on the KOCHW continuing education dashboard. CHWs must upload the certificates of completion when completing their application for renewal. These are one-time training courses and may not be claimed for continuing education credits more than once.

Continuing Education Unit Increments

Continuing education shall be acceptable if the experience or activity is at least 30 consecutive minutes in length. The KOCHW does not approve quarter hour (.25/15 minutes) or three-quarter hour (.75/45 minute) units. Continuing education units will only be approved in units of .5 or 1.0.

- A contact hour is defined as 50 minutes of continuous participation.



- One-half contact hour is defined as 30 minutes of continuous participation during a 30-minute period.
- All continuing education activities should provide for the professional growth of the CHW and be related to the CHW Core Competencies (see [Appendix A](#)).

Reporting Continuing Education

Each CCHW is responsible for tracking their continuing education hours and submitting the required information during the renewal period. [Appendix D](#) provides a sample continuing education tracking form. CCHWs may also upload certificates into the Certemy platform throughout the year for easier access during renewal.

Documentation

CCHWs are required to upload sufficient documentation of each continuing education opportunity claimed during renewal. It is the responsibility of the CCHW to maintain sufficient documentation for all continuing education. Failure to provide sufficient documentation may result in revocation of CEUs or Certification status. KOCHW recommends that CCHWs keep documentation for at least seven (7) years for auditing purposes.

CEU Documentation:

Type of CEU	Required Documentation	Continuing Education Hours
KOCHW approved training	Certificate of completion with required statement	Approved in .5- or 1.0-hour increments
CHW Presentation	Copy of presentation with training date, length and learning objectives	Approved at 2 hours per 1 hour of presentation.
CHW Poster Presentation	Copy of poster presentation	Approved for 1 hour per poster
College Course	Syllabus and official final grades	Approved for 3 hours per credit Must still obtain 5 hours of KOCHW approved CEUs
Independent training	Certificate of completion with training organization name, training title, date of training, length of training and CHW name	Approved in .5- or 1.0-hour increments.

KOCHW Approved Trainings and Documentation

KOCHW approved trainings are those that have completed an application and that KOCHW has determined to be relevant and advance CHW skills and knowledge.

KOCHW approved trainings will always provide a certificate of completion which includes:

- Name of training organization



- Title of training
- Date of training
- Name of participant
- Required CEU statement (below)

KOCHW approved trainings include the following statement: **“This program has been approved by the Kentucky Department for Public Health Office of Community Health Workers to provide X hours of continuing education credit for Certified Community Health Workers.”**

Training certificates without the above statement have not been approved by the KOCHW and cannot be claimed as “KOCHW approved” trainings during renewal.

Independent Trainings and Documentation

Independent trainings are any relevant trainings that has not completed the KOCHW approval process. CCHWs should always obtain proper documentation in the form of a certificate of completion from any independent training.

Certificates must include:

- Name of training organization
- Title of training
- Date of training
- Name of participant
- Length of training

Audits

The Kentucky Office of Community Health Workers reserves the right to audit any application or CCHW and request additional documentation and proof of attendance at any time.

Individuals selected for an audit will be notified in writing and provided with additional instructions regarding submission.

Failure to provide appropriate documentation by the deadline may result in suspension and/or revocation of CEs or certification status. The KOCHW reserves the right to determine the course of action on a case-by-case basis.

Extensions

A CCHW may request one extension per certification period if needed to complete the continuing education requirement. The extension request must be submitted to KOCHW via the Certemy platform by October 31st to be considered. Extension requests are not guaranteed, and the length of extension will be determined by the Office of Community Health Workers on a case-by-case basis and shall not exceed 45 days. Certification will not be renewed until the requirement is met.



A CCHW who has not corrected the deficiency by the expiration date of the extension shall be considered as noncompliant with the renewal requirements and their certification will not be renewed.

Expired Certification

If CCHW has not completed the renewal application or requested an extension by October 31st their certification will expire on November 1st of that year. The KOCHW will notify the individual of their expiration in writing. An individual may apply for reinstatement after their certification has expired.

If a CCHW fails to meet the minimum requirements outlined for renewal, KOCHW reserves the right to deny applications for renewal.

Reinstatement

Individuals who have expired or suspended certifications less than eighteen (18) months may request to complete a reinstatement process. Individuals must satisfy all requirements by the deadline set by the KOCHW and receive approval from the Office before certification status is reinstated. The general requirements are outlined in the table below. The KOCHW reserves the right to deny requests, impose additional training/CEU requirements and/or deny applications for reinstatement if an applicant fails to meet the requirements.

CHW Reinstatement:

Time:	0-6 Months	6-12 months	12 -18 months	18 months or more
CEU Requirements:	Completion of 10 CEUs, per requirement and renewal application	Completion of 10 CEUs, per requirement and renewal application	Completion of 10 CEUs, per requirement and renewal application	No reinstatement. Must reapply for certification
Additional Requirements:	<ul style="list-style-type: none"> 1 additional hour of CEUs “KOCHW 101” 11 hours of CEU total	<ul style="list-style-type: none"> 5 additional hours of CEUS (“KOCHW 101 plus 4 additional hours of KOCHW approved CEUS”) 15 hours of CEU total	<ul style="list-style-type: none"> 10 additional hours of CEUs (KOCHW 101 plus 9 additional hours of KOCHW approved CEUS) 20 hours of CEU total	Regular certification requirements apply.
Fee	\$50 fee	\$75 fee	\$100 fee	\$50 (initial app)



The reinstatement process is not a substitution for completing the regular renewal process. If an applicant applies for reinstatement for more than 1 consecutive year KOCHW reserves the right to deny the applicant and require submission of a new initial application.

Certificate Suspension and Revocation

If audit findings show a CCHW has violated the requirements of the program or a CCHW is found to be in violation of the Code of Ethics (see [Appendix B](#)), it could result in a temporary suspension or revocation of certification status which is outlined in [Appendix C](#).

Certification Checklists

The checklists below are helpful resources for CHWs going through the initial or renewal processes.

Training and Mentorship Track Checklist:

	Completion of a 40-hour CHW foundational training from a Kentucky ATO
	Completion of an approved 8-hour mental health course
	Completion of a 40-hour verifiable mentorship
	Completion of the online application
	Contact information for training organization, mentor and professional reference
	Photo (see Appendix D)
	Certificate of Completion or Training Record from foundational CHW training
	Certificate from Mental Health training
	Mentorship log (completed and signed)
	Professional reference (signed and on agency letterhead)
	Payment of the \$50 fee to the KOCHW

Work Experience Track Checklist:

	Completion of 2,500 hours of verifiable work as a CHW (or similar) within the last 3 years
	Completion of an approved 8-hour mental health course
	Completion of the online application
	Contact information for work experience(s) and professional reference
	Photo (see specifications)
	Official job descriptions from each position used to meet the work requirements
	Certificate from Mental Health training
	Professional reference (signed and on agency letterhead)
	Payment of the \$50 fee to the KOCHW



Certification Renewal Checklist:

	Completion of at least 10 hours of continuing education
	At least 5 hours of KOCHW approved CEs
	Completion of the 3 legislative required trainings (first time renewal only)
	Information for each CE training completed
	Certificate of completion for each CE claimed
	Completed renewal application
	Updated name, address, phone number, email and employer information (if necessary)
	Payment of \$25 fee to the KOCHW

Section 3: Appendices

APPENDIX A - Core Competencies

This section establishes the core competencies for CCHWs in Kentucky. Core competencies are gained and developed through education and experience and must be verified by training providers and/or supervisors.

APPENDIX B - Code of Ethics

This section establishes the standards of professional and ethical conduct required of CCHWs in Kentucky. Acknowledgement of review and acceptance of the Code of Ethics on the application is required for certification.

APPENDIX C - Violations, Complaints and Subsequent Actions

This section establishes the standards and processes relating to violations, complaints and subsequent actions for CCHWs in Kentucky. This includes offenses or criminal convictions, methods to address violations resulting in disciplinary actions, procedures for filing complaints alleging violations and prohibited actions and investigation of complaints.

APPENDIX D - Application and Renewal Materials

This section provides guidelines for required application materials including photos, letters of recommendation/reference, training records and job descriptions. It also includes the required mentorship tracking guide and an optional CEU tracking guide.



Section 4: Appendix A: CHW Core Competencies

1. Communication

Effective and purposeful communication involves listening carefully and communicating respectfully in ways that build trust and rapport with clients, community members, colleagues and other professionals. Effective communication includes a mix of listening, speaking, gathering, sharing information and resolving conflict.

Competency includes the ability to:

- a) Define cultural humility and explain the role and importance of cultural humility in meeting the needs of all populations in the CHW's area.
- b) Identify the CHW's role in addressing cultural humility.
- c) Demonstrate active listening and appropriate use of open-ended questions vs. closed questions.
- d) Speak clearly and honestly using language that conveys caring and non-judgmental attitudes.
- e) Describe the importance of non-verbal communication, including body language, tone of voice and other visual cues for both the CHW and the client.
- f) Effectively use the "teach back" method.
- g) Effectively utilize motivational interviewing techniques.
- h) Explain general literacy, health literacy and how the CHW can be an advocate for clients with low literacy.
- i) Understand alternative communication options and where to access them within the community (closed captioning, braille, etc.).
- j) Demonstrate the appropriate use of the three (3) main types of adult learning styles (visual, auditory and tactile).
- k) Model appropriate methodology used for conflict management and anger de-escalation.
- l) Identify and seek supervisory assistance as necessary to address language barriers, personal relationships or other challenges.

2. Use of Public Health Concepts and Approaches

The knowledge base for CHW practice is strongly influenced by the field of public health. Public health is a science-based discipline that focuses on protecting and promoting population health, preventing illness and injury, eliminating health inequities and working to improve the health of vulnerable communities and populations.

Competency includes the ability to:

- a) Define similarities and differences between public health and health care.



- b) Accurately convey public health's emphasis on prevention, the role of policy change in preventing injury and disease and the CHW's role in prevention strategies and reduction of health inequities.
- c) Identify and describe Social Determinants of Health and protective factors and how they shape or influence a person's health and perspective.
- d) Describe the relationships between public health inequities and race, ethnicity, socioeconomic status, ability level and language; and explain how inequities drive social injustice and health disparities.
- e) Describe the CHW's role as an advocate for policy changes to benefit their population and community.
- f) Identify the role the CHW can have on a local, state or national level as both an advocate for their community and the professional role of the Community Health Worker.
- g) Describe the similarities and differences between preventive health care and management of chronic conditions.
- h) Convey the importance of the following public health concepts and approaches:
 - a. maternal and child health
 - b. prevention of injuries/falls risk
 - c. infectious diseases
 - d. chronic diseases
 - e. mental and behavioral health
 - f. racial and health equity
 - g. trauma-informed/responsive approaches
- i) Describe the roles of formal and informal data in setting program priorities and targets.

3. Organizational and Community Outreach

Outreach is the process of contacting, engaging with and helping people to learn about and use resources to improve their health and well-being. Outreach may be conducted with individuals, groups organizations and at the community level. In outreach, CHWs "meet people where they are," building relationships based on listening, trust and respect. Effective outreach is based on learning community needs and strengths, knowledge about available resources and sensitivity to personal and cultural dynamics that affect behavior and relationships.

Competency includes the ability to:

- a) Establish and maintain cooperative relationships with community-based organizations and other resources to promote client services, care, education and advocacy.
- b) Conduct outreach with attention to possible safety risks for self, clients, colleagues and others.
- c) Convey how education and outreach plans are based on individual and community strengths, needs and resources and developed in collaboration with others, using



culturally appropriate and trauma-informed practices, to accomplish assigned goals and objectives for the clients and/or community.

- d) Identify and share appropriate information, referrals and other resources to help individuals, families, groups, clients and organizations meet their needs.
- e) Describe the importance and methods of communicating effectively with diverse populations in a variety of community and service provider settings.
- f) Adapt and employ effective, culturally responsive strategies to address identified issues and behaviors.
- g) Initiate and sustain trusting relationships with individuals, families and social networks.
- h) Work effectively with a variety of populations, which may include but not be limited to:
 - a. People who are non-English speaking
 - b. People who are immigrants or refugees
 - c. People with intellectual or other developmental disabilities (I/DD)
 - d. People with visual and/or hearing impairments
 - e. People with mobility limitations
 - f. People with mental health diagnoses
 - g. People with serious mental illness (SMI)
 - h. People with serious emotional disabilities (SED)
 - i. People with substance abuse diagnosis
 - j. People with dual diagnosis (i.e., I/DD and mental health; mental health/substance abuse)
- i) Recognize the need to seek supervisory assistance per agency protocol.

4. Advocacy and Community Capacity Building

Advocacy is working with or on behalf of people to understand their rights and gain access to resources. Capacity building is empowering people to develop the confidence and ability to assume increasing control over decisions and resources that affect their health and well-being. Community capacity building involves promoting individual and collective empowerment through education, skill development, networking, organizing and strategic partnerships.

Advocacy and capacity building go hand-in-hand and can help create conditions and build relationships that lead to better health. Capacity building requires planning, cooperation, commitment and may involve working to change public awareness organizational rules, institutional practices or public policy.

Competency includes the ability to:

- a) Encourage clients to identify and prioritize their personal, family and community needs and encourage the use of available resources to meet those needs and goals.
- b) Describe the importance of advocacy and when and how to advocate on behalf of clients and communities.



- c) Demonstrate principles and skills needed to recognize, elevate and empower voices of individual and community leaders.
- d) Implement a variety of strategies (i.e., role modeling) and their appropriate application in supporting clients to meet objectives, depending on challenges and changing conditions.
- e) Describe the importance of an environment that promotes and allows for independent living and the CHW's role in assisting the client to attain or maintain their goal(s) of independent living.
- f) Enhance the capacity of people with disabilities to access and meaningfully participate in community activities.
- g) Network and collaborate with community partners in capacity building activities.
- h) Provide information and support to empower people to advocate for themselves over time and to participate in the provision of improved services.
- i) Recognize the need to seek supervisory assistance per agency protocol.

5. Care Coordination and System Navigation

Coordination of care and system navigation for individuals and families means that CHWs help people understand and use the services of health and service provider organizations. They also help address practical problems that may interfere with people's abilities to follow provider instructions and advice. CHWs help bridge cultural, linguistic, knowledge and health literacy differences and improve communications involving community members and agency or institutional professionals. They understand and share information about available resources and support planning and evaluation to improve health services.

Competency includes the ability to:

- a) Demonstrate knowledge of health insurance eligibility and enrollment processes to direct clients as appropriate.
- b) Provide referrals and necessary follow-up to help clients access needed services (e.g., social services, public health programs, other institutional services).
- c) Provide care coordination, including basic care planning with client(s) and families (includes client's desire for or against caregiver involvement, needs assessment and facilitation of care changes).
- d) Demonstrate health care etiquette for Community Health Workers and in the CHW's communication with providers, community members, clients, family members and organizations.
- e) Demonstrate ability to deliver services in a trauma-informed/trauma-responsive manner.
- f) Provide support for people to follow provider and/or caregiver instructions and advice.



- g) Inform care providers about challenges that limit the ability of clients to follow care plans and navigate the health care system, including barriers as outlined in the current version of the Americans with Disabilities Act.
- h) Recognize the need to seek supervisory assistance as needed to support intervention, manage impact of the work and as required per agency protocol.

6. Health Coaching

Health coaching promotes education for healthy behavior change by providing people with information, tools and encouragement to empower them to improve their health and stay healthy over time. CHWs “meet people where they are,” respecting their experience and learning modalities, take advantage of resources and set priorities and goals for changing their own behavior. CHWs work with clients, families, community members and providers to identify strategies and solutions to increase opportunities for healthy behavior. The CHW acts as a health coach, using a variety of techniques to motivate and support behavior change to improve health.

Competency includes the ability to:

- a) Apply information from client and community assessments to promote strategies for improving health.
- b) Develop individual health improvement plans in cooperation with clients, providers and other partners that recognize and build upon client goals and strengths to promote self-efficacy.
- c) Develop and encourage the use of SMARTIE (Specific, Measurable, Attainable, Relevant, Time-bound, Inclusive and Equitable) objectives to identify problem areas and possible solutions.
- d) Identify and seek removal of barriers to improved health care and positive behavior changes.
- e) Measure client self-efficacy across the time span of program involvement.
- f) Apply different techniques for helping people to understand and address health risks for themselves, their family members and/or their communities. Techniques include but are not limited to:
 - a. SMARTIE objective development
 - b. informal counseling
 - c. motivational interviewing
 - d. active listening
 - e. harm reduction
 - f. community-based participatory research
 - g. group work
 - h. trauma-informed care



- g) Access, assess and utilize technology in health care accessibility and assist clients to improve personal health by utilizing appropriate technology (e.g., apps/websites).
- h) Access, assess and convey accurate information utilizing agency-approved methods/materials for diverse cultural, linguistic and literacy populations that support health behavior change efforts.
- i) Provide continued coaching and support for health behavior change.
- j) Identify and seek resolution to barriers, utilizing a variety of techniques with providers and community-based organizations, in order to improve effectiveness of services.
- k) Implement client/person-centered care coordination inclusive of education and behavioral change activities across the health care team.
- l) Recognize the need to seek supervisory assistance per agency protocol.

7. Documentation, Reporting and Outcome Management

CHWs help to promote coordinated and effective services by documenting their work activities and/or writing summaries of client and community assessments. CHWs often present data outcomes and other relevant information about their clients and the issues they face to their agency, community partners, local, state and federal stakeholders about their clients and issues they face. CHWs may use computer technology and communicate in English; however, alternative arrangements may be made to utilize valuable linguistic capacities, cultural experience and community relationships that individual CHWs may bring to their work.

Competency includes the ability to:

- a) Comply with the agency's reporting, record keeping and documentation standards and requirements.
- b) Convey the importance of maintaining objective and accurate documentation per agency protocol.
- c) Describe the CHW's role in timely reporting of outcomes and facilitation of ongoing agency and community planning, program evaluation and quality improvement measures.
- d) Organize thoughts and communicate effectively with clients, community members, supervisors and other professional colleagues both orally and in writing.

8. Legal, Ethical and Professional Conduct

Legal, ethical and professional conduct for CHWs include methods to handle ethical challenges as they address legal and social challenges facing the clients and communities they serve. Client confidentiality and privacy rights must be protected in the context of employer and legal reporting requirements. Care for clients must be balanced with care for self. CHWs must be able to act decisively in complex circumstances while also utilizing supervision and professional collaboration. They must observe agency rules and the regulations governing public and private resources while helping community members to meet their individual and family needs.



Competency includes the ability to:

- a) Practice in compliance with the Kentucky Code of Ethics for Community Health Workers ([Appendix B](#)).
- b) Observe the scope and boundaries of the CHW role in the context of the workplace team and employer policy.
- c) Respect client rights under the Health Insurance Portability and Accountability Act (HIPAA) and applicable employer rules, including legal ramifications of violating privacy policies.
- d) Convey knowledge and understanding of issues related to abuse, neglect and criminal activities (exploitation) and the CHW's responsibility to file a mandated report of suspected child abuse, elder abuse, domestic abuse or human trafficking.
- e) Maintain appropriate boundaries that balance professional and personal relationships and recognize the CHW's dual roles as both CHW and community member.
- f) Establish priorities and organize time, resources and activities in ways that achieve optimal effectiveness.
- g) Recognize the value of routine supervision to understanding and maintaining ethical practice.
- h) As necessary, utilize and advocate for supervision, training, continuing education, networking and other resources for professional development and lifelong learning for oneself and one's colleagues.

(Adapted from the Massachusetts Board of Certification of Community Health Workers, 2014)



Section 5: Appendix B: CHW Code of Ethics

Introduction

A CHW is a frontline public health worker who is a trusted member of and/or has a uniquely close understanding of the community served. This relationship enables the CHW to serve as a liaison/intermediary between health and social services and the community and helps them 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, including outreach, community education, informal counseling, social support and advocacy.

Purpose of this Code

The CHW Code of Ethics is adapted from and supported by the American Association of Community Health Workers. The Code provides a framework for CHWs, their supervisors and employers; all CHWs should strive for excellence by providing quality service and the most accurate information available to the clients and communities served.

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

Article 1. Responsibilities in the Delivery of Care

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

1.1 Honesty

CHWs are professionals who work to ensure the best health outcomes for the clients and communities they serve. They communicate the potential benefits and consequences of available services, including the programs under which they are employed.

1.2 Confidentiality

CHWs respect the confidentiality, privacy and trust of the individuals, families and communities they serve.

1.3 Scope of Ability and Training

CHWs are truthful about their qualifications, competencies and limitations to render services and should not misrepresent those qualifications or competencies at any time.



1.4 Quality of Care

CHWs strive to provide high quality service to individuals, families and communities through continued education, training and an obligation to ensure the information provided 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

CHWs have an obligation to report actual or potential harm to others within the community to the appropriate authorities. Additionally, CHWs 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.

Article 2. Promotion of Equitable Relationships

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

2.1 Cultural Humility

CHWs 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, CHWs have an obligation to inform employers and others when policies and procedures will offend or harm or are ineffective in the communities they serve.

2.2 Maintaining the Trust of the Community

CHWs are often members of their communities and their effectiveness in providing services derives from the trust placed in them by members of these communities.

2.3 Respect for Human Rights

CHWs respect the human rights of those they serve, respect the principle of self-determination and promote equitable relationships with all communities.

2.4 Anti-Discrimination

CHWs do not discriminate against any person or group based on race, ethnicity, gender, sexual orientation, age, culture, religion, social status, disability or immigration status.

2.5 Client Relationships

CHWs 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

CHWs maintain professional partnerships with other service providers to serve the community effectively.

3.1 Cooperation

CHWs value 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

CHWs promote integrity in the delivery of health and social services. They respect the right, 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

CHWs are truthful and forthright in presenting their background and training with other service providers.

Article 4. Professional Rights and Responsibilities

The CHW profession is dedicated to excellence in the practice of promoting well-being in the communities served. Guided by common values, CHWs have the responsibility to uphold the principles and integrity of the profession while assisting clients to make decisions that impact their well-being. CHWs embrace individual, family and community strengths and build upon them to increase community capacity.

4.1 Continuing Education

CHWs should remain up to date on any developments which substantially affect their ability to competently render service. They strive to expand their competencies and professional knowledge base through education and participation in professional organizations.

4.2 Advocacy for Change in Law and Policy

CHWs are advocates for change. They work on impacting policies that promote social justice and they hold systems accountable to be responsive to communities. Improved policies that promote better public health and well-being will enable them to provide better care for the communities they serve.

4.3 Enhance Community Capacity

CHWs 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

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



4.5 Loyalty to the Profession

CHWs are loyal to the cause of advancing the work performed by other CHWs worldwide. They avoid denigrating the profession and they address any professional problems first with other CHWs.

4.6 Advocacy for the Profession

CHWs are advocates for the profession. They are members, leaders and active participants in local and state professional organizations.

4.7 Recognition of Others

CHWs give recognition to others for their professional contributions and achievements.

Adapted from the American Association of Community Health Workers, 2008.



Section 6: Appendix C: Violations, Complaints and Subsequent Actions

KOCHW is authorized to act with respect to a CHW's certification when it has determined that the CHW has violated either the CHW Code of Ethics or 902 KAR 21:040.

Violations

This section establishes standards relating to offenses or criminal convictions, violations that result in disciplinary actions, procedures for filing complaints alleging violations and prohibited actions and KOCHW's investigation of complaints. The following elements will be considered:

- Criminal convictions that directly relate to the CHW profession
 - KOCHW may suspend or revoke any existing certification or disqualify a person from receiving certification due to conviction of a felony or misdemeanor.
- In considering whether a criminal conviction directly relates to the CHW occupation, KOCHW shall consider:
 - The nature and seriousness of the crime and the relationship of the crime to the duties and responsibilities of a CHW
 - Certain criminal offenses which indicate an inability to perform the duties and responsibilities of a CHW
 - The extent to which any certification might offer an opportunity to engage in further criminal activity of the same type as that in which the person previously had been involved
 - The relationship of the offense or violation to the ability, capacity or fitness required to perform the duties and discharge the responsibilities of a CHW
- KOCHW may consider other violations in order to promote the intent of this section

Examples of Violations:

- A person intentionally or knowingly represents oneself as a CCHW without a valid certificate issued by KOCHW;
- A person obtains or attempts to obtain a certificate issued by bribery or fraud;
- A person engages in unprofessional conduct, including the violation of the Code of Ethics for Community Health Workers;
- A person fails to report to appropriate authorities a violation or any allegations of sexual abuse by another person;
- A person has a certificate revoked, suspended or otherwise subjected to adverse action and continues to use the term Certified Community Health Worker to identify themselves.



Procedures for revoking, suspending or denying a certificate to persons with criminal backgrounds.

Written notice shall be given to the person that KOCHW intends to deny, suspend or revoke the certification after a hearing with the CHW Advisory Committee. If KOCHW denies, suspends or revokes a certification under these sections after a hearing, KOCHW shall give the person written notice of the reasons for the decision.

Filing of complaints.

Anyone may file a complaint to the KOCHW alleging that a CCHW has committed an offense or action prohibited under state law or that a certificate holder has violated Kentucky Administrative Regulation per [902 KAR 21:040](#).

A person can notify KOCHW of an alleged violation by the following means:

Mail:

Kentucky Office of
Community Health Workers
275 E Main Street, HS1WD
Frankfort, KY 40621

Email:

CHW.Certification@ky.gov
Subject Line: CCHW
Complaint

The complaint should contain:

- A statement that the CCHW has violated the requirements of Kentucky Administrative Regulation per [902 KAR 21:040](#) or the CHW code of ethics;
- The facts on which the complaint is based; and
- The signature and contact information for the complainant

Upon receipt of a complaint, KOCHW shall provide notice to the CCHW named in the complaint that a complaint has been filed, and provide the CCHW an opportunity to respond, including a proposal to resolve the complaint. Anonymous complaints will not be investigated. The name of the person submitting a complaint will not be revealed to the CCHW under investigation if not necessary.

If the information received addresses a concern that is outside the scope of the Kentucky Office of Community Health Workers Certification Standards or Code of Ethics, KOCHW will not consider the concern a complaint. KOCHW will inform the individual or organization with the concern via certified letter that the concern is outside the scope and will not be investigated by KOCHW.



Investigation of complaints.

Within sixty (60) calendar days after a complaint is filed KOCHW will carry out an independent investigation if determined necessary. During this time the complainant will be given the opportunity to submit additional information, either orally or in writing, about the allegation in the complaint. This may also include contacting the person or organization named in the complaint and others who may be able to provide information. KOCHW will review all relevant information and decide as to whether the CCHW has violated the requirements of this manual, the administrative regulation or the code of ethics. Whenever KOCHW dismisses a complaint or closes a complaint file, KOCHW shall issue a written decision to the complainant that addresses each allegation in the complaint and contains the reasons for the program's final decision.

Disciplinary action.

KOCHW may take disciplinary action if it determines that a person who holds a certificate is in violation of the CHW Code of Ethics or if audit findings show the CCHW has violated the requirements of the program.

KOCHW may determine that a CHW has violated the Kentucky Administrative Regulation per [902 KAR 21:040](#) standards or Code of Ethics and may take disciplinary action.

Disciplinary action may include:

- Reprimand
- Action regarding certification which may include:
 - Denial of an application for certification or renewal
 - An audit of a CCHW
 - Revocation
 - Suspension

Suspension and Revocation.

Written notice of a suspension with the right to appeal shall be provided if KOCHW suspends a certificate. The suspension remains in effect until KOCHW determines that the reasons for suspension no longer exist.

A request to appeal the suspension shall be submitted to KOCHW within ten (10) days of the notice and include evidence that the reason for the suspension has been corrected. Failure to submit a request to appeal the suspension within this ten (10) day period will result in continued suspension of the certificate

A CHW whose certificate has been suspended is responsible for securing and providing required evidence and documentation, as specified by the KOCHW in order for the suspension to be lifted. A certificate that has been suspended for one (1) year shall be considered revoked.

During the time of suspension, the former certificate holder shall not use the certificate and identification card(s) and shall not engage in the practice of community health work until the



suspension is lifted or further disciplinary action is taken. If a suspension overlaps a certificate renewal period, the former certificate holder shall comply with the normal renewal procedures in these sections; however, KOCHW will not renew the certificate until KOCHW determines that the reasons for suspension have been removed.

A certificate shall be revoked for repeated violations of the requirements of this manual, the administrative regulation or the CHW code of ethics. Written notice of the revocation shall be provided to the CHW and include the right to request a hearing in accordance with KRS chapter 13B.

Denial

Written notice of a denial of an application for certification or renewal shall be provided to the applicant and will include the applicant's opportunity to reapply or the right to appeal. The request to appeal the denial of a certificate shall be submitted to the department within ten (10) days from the date listed on the notice and provide evidence that the denial was in error. The department will then re-evaluate the evidence and issue a final notice to the applicant within ten (10) days.

A CHW whose certificate is revoked as a result of disciplinary action or an applicant whose application is denied based on false information or misconduct, is ineligible for certification for a minimum of one (1) year from the date of the denial or revocation.

KOCHW will give a summary of the final action to the Community Health Worker and the complainant if deemed appropriate.

Fair hearing.

The fair hearing shall be conducted according to established guidelines. Prior to making an adverse action regarding certification, KOCHW shall give the certificate holder written notice of an opportunity for a hearing on the proposed action.

The certificate holder has twenty (10) business days after receiving the notice to request a hearing on the proposed action. A request for a hearing shall be made in writing by certified mail, email to CHW.Certification@ky.gov unless the notice letter specifies an alternative method.

If a person who is offered the opportunity for a hearing does not request a hearing within the prescribed time for making such a request the person is deemed to have waived the right to a hearing, and the action may be taken.



Section 7: Appendix D: Application Materials

File types:

All files should be one of the following types:

- PNG
- JPG, JPEG
- DOC, DOCX
- PDF

Other file types, such as HEIC, are not accepted. If an applicant uploads a file that is not one of the acceptable file types, the section will be rejected until an appropriate file type is submitted. KOCHW reserves the right to request additional copies or original versions of any required materials.

Photo Requirements

A photo must be submitted to KDPH to fulfill application or renewal requirements for certification as a CHW. All photos are for use as identification and should meet the following guidelines.

- Photo must be in color and sized correctly (**no smaller** than a 2"x2" square (see example))
- Use a **plain, light background** (without objects in the background); subject's outline should not blend into the background
- Photo must be **clear**, not fuzzy, dark or with shadows
- Capture the **subject's frontal view** (not profile nor slight profile)
- Subject should look as they **normally do on a day-to-day basis and show all their facial features with natural skin tones** (i.e., no "glamour shots" or selfies)
- **Do not wear a hat or head covering** so hair can be seen (unless worn for religious or medical purposes)
- Photo must be **recent, taken within the last 6 months**
- Photo must be verifiable that the subject in the photo is the applicant

Documents and Attachments

All documents should be submitted in one of the approved file types. Original documents are preferred. If using a photo, the photo should only contain the document with no additional background. The image should be clear. Letters and certificates should not be crinkled, ripped or damaged in any way.

Training Records (Foundational training, mental health training)

Original documents are preferred. Foundational Training Records/Certificates **must** include the required statement "This training is approved by the Kentucky Department for Public Health Office of Community Health Workers to provide Foundational (Tier 1) Training for CHWs." Both



foundational training and mental health training must include dates within three years of the date of application.

Job Description

Job descriptions must be from an organization's human resources department and must outline, in detail, the CHWs roles and responsibilities. Plain word documents or emails are not accepted.

Professional Reference

Professional reference letters must describe the applicant's qualities as a professional. The letters must be on organizational letterhead and include a signature. Typed names are not accepted.

Mentorship Log

All applicants must use the mentorship log to document their required mentorship. An example of the log is included below, and the log is available for download as a fillable form on the KOCHW website.





Kentucky Department for Public Health | Office of Community Health Workers
CHW Certification Mentorship Log



Kentucky Public Health
 Prevent. Promote. Protect.

This mentorship log is required and must be uploaded into the CHW Certification Application.

Mentorship is essential for newly trained CHWs to demonstrate and refine the CHW Core Competencies learned in their foundational training. Mentorship is also an opportunity for newly trained CHWs to engage in reflection, ask questions, and provide feedback.

Mentorships must consist of *at least* 40 hours of active demonstration of the CHW Core Competencies. You may not need to use all the boxes provided in this form. Over the course of the 40 hours, all CHW Core Competencies must be demonstrated

<p>Potential mentorship activities include, but are not limited to:</p> <ul style="list-style-type: none"> • Participating in role play scenarios • Conducting outreach in the community • Attending and participating in community meetings • Leading client meetings and debriefing with mentor • Case study scenarios • Building the CHW resource binder • Shadowing an experienced CHW or mentor • Other (please describe below) <p><i>Please note that no more than 50% of mentorship hours should include shadowing.</i></p>	<p>Kentucky CHW Core Competences:</p> <ol style="list-style-type: none"> 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
<p>Applications will be denied if they are incomplete or missing mentorship tracking forms, if the mentorship site or supervisor is unrelated to the CHW profession, or if the applicant knowingly provides false information. Please read the CHW Certification Manual for additional guidance on CHW certification and mentorship.</p>	



Kentucky Public Health
 Prevent. Promote. Protect.

CHW mentee name:				
Primary mentor name and title:				
Primary mentor phone number:				
Primary mentor e-mail address:				
Mentorship start date:		Mentorship end date:		
Total mentorship hours completed:		Total mentorship hours spent on "shadowing":		
Entry number	Date	Primary Activity	Primary Competency Demonstrated	Number of Hours
1			Choose from list	
2			Choose from list	
3			Choose from list	
4			Choose from list	
5			Choose from list	
6			Choose from list	
7			Choose from list	
8			Choose from list	
9			Choose from list	
10			Choose from list	
11			Choose from list	
12			Choose from list	
13			Choose from list	
14			Choose from list	
15			Choose from list	



KOCHW Mentorship Log 2025

Entry number	Date	Primary Activity	Primary Competency Demonstrated	Number of Hours
16			Choose from list	
17			Choose from list	
18			Choose from list	
19			Choose from list	
20			Choose from list	
21			Choose from list	
22			Choose from list	
23			Choose from list	
24			Choose from list	
25			Choose from list	
26			Choose from list	
27			Choose from list	
28			Choose from list	
29			Choose from list	
30			Choose from list	
31			Choose from list	
32			Choose from list	
33			Choose from list	
34			Choose from list	
35			Choose from list	
36			Choose from list	
37			Choose from list	
38			Choose from list	

KOCHW Mentorship Log 2025

Entry number	Date	Primary Activity	Primary Competency Demonstrated	Number of Hours
39			Choose from list	
40			Choose from list	
41			Choose from list	
42			Choose from list	
43			Choose from list	
44			Choose from list	
45			Choose from list	
46			Choose from list	
47			Choose from list	
48			Choose from list	
49			Choose from list	
			Total Hours	0

If additional rows are needed, complete and attach a second form

Notes (include entry number, if applicable):

KOCHW Mentorship Log 2025

Has the mentee completed the minimum 40 hours of mentorship experience? Yes No

Has the mentee demonstrated the eight core competencies? Yes No

If competencies are not addressed in the log above, KOCHW may require more information on how these competencies were demonstrated during mentorship.

Mentee Name (Printed)

Mentee Signature

Date

Mentor Name (Printed)

Mentor Signature

Date



Section 8: References

American Association of Community Health Workers. (2008, June). *Code of Ethics for Community Health Workers*. Retrieved from <https://nhchc.org/wp-content/uploads/2019/08/Community-Health-Worker-Code-of-Ethics-Toolkit.pdf>

American Public Health Association. (2018). *Community Health Workers*. Retrieved from <https://www.apha.org/apha-communities/member-sections/community-health-workers>.

Community Health Worker Certification, 902 KAR 21:040 (2022).
<https://apps.legislature.ky.gov/law/kar/titles/902/021/040/>

Community Health Workers, KRS § 309.460 – 309.464 (2022).
<https://apps.legislature.ky.gov/law/statutes/chapter.aspx?id=38779>

Massachusetts Board of Certification of Community Health Workers. (2013, May 13). *Core Competencies for Community Health Workers*. Retrieved from <https://www.mass.gov/service-details/core-competencies-for-community-health-workers>.

Rosenthal EL, Menking P, St. John J, Fox D, Holderby-Fox LR, Redondo F, Hirsch G, Lee L, Brownstein JN, Allen C, Haywood C, Ortiz Miller J, Ibarra J, Cole M, Huxley L, Palmer C, Masoud S, Uriarte J, Rush CH. The National Council on CHW Core Consensus (C3) Standards Reports and Website. Texas Tech University Health Sciences Center El Paso. 2014-2024. <https://www.C3Council.org/>

