

Kentucky Office of Community Health Workers

CHW Certification:

Navigating the Certemy Platform

January 2026



What is Certemy?

- 🛡️ Certemy is an online credentialing platform.
- 🛡️ This platform will make the application, credentialing and renewal process easier for both CHWs and the KOCHW.
- 🛡️ Starting in 2026 all CHW applications and renewals will be submitted through the Certemy platform.



Certemy Features

- 🛡️ Applicant profile and ability to update personal information
- 🛡️ View application status
- 🛡️ Real-time feedback and ability to correct specific sections
- 🛡️ Digital certificates and certification numbers provided immediately upon approval
- 🛡️ “Digital wallet” to store CEU certificates and relevant documents
- 🛡️ Integrated renewal, extension and reinstatement processes

Updates for 2026 – Initial Certification

Section	Updates
Initial Application	Applicants can see their progress and the status of their application. Any updates, corrections or rejections regarding the application will take place in Certemy.
Training and Mentorship	All new applicants must use the KOCHW Mentorship Tracking Log. The log will be available on the KOCHW webpage in January 2026. Applicants must provide contact information for their primary mentor. Mentors will receive a link to verify the mentorship hours and complete a competency assessment.
Related Work Experience	All applicants must provide contact information for their direct supervisor for <i>each job</i> used to meet the 2,500-hour requirement. Supervisors will receive a link to verify work hours and complete a competency assessment.
Certification Approval and Certificates	Once approved Certified CHWs will receive their certification number and a digital certificate automatically. CCHW names and certification numbers will automatically appear in the public-facing registry.

Updates for 2026 – Renewal

Section	Updates
Renewal	In 2026 renewal applications will be available from August 1st through October 31st .
Continuing Education	<p>In 2026 all CHWs going through renewal must upload certificates for every CEU they wish to claim towards the 10-hour requirement.</p> <p>CHWs may only submit CEUs from October of the previous year to October of the current year. CEUs earned prior to October of 2025 will not be accepted during the 2026 renewal.</p>
Extension Requests	<p>Extension request forms will take place in Certemy. All extension requests must be received by October 31st 2026 to be considered.</p> <p>Extensions are considered on a case-by-case basis and are not guaranteed.</p>
Expirations	Incomplete applications that have not been approved for an extension will expire on November 1 st .
Reinstatement	<p>In 2026 the KOCHW will implement a reinstatement process.</p> <p>A CHW whose certification has expired no more than 18 months may request to be reinstated. Reinstatements will be considered on a case-by-case basis and are not guaranteed.</p> <p>The reinstatement process will require additional CEUs and fees.</p>

Accessing Certemy – Existing CHWs

- Existing CCHWs' data will be transferred from REDCap to Certemy.
- CCHWs will receive an email in mid-January to register their account.
 - Follow the link to complete your account registration.
 - From there users will be prompted to update personal information.
- Currently certified CCHWs should not use the website to create an account. They should use the email received mid-January.**



Welcome to Certemy

Please click the button below to confirm your e-mail address and complete registration on the Certemy platform. Please note that we use the Certemy platform to help manage our certification, testing, and/or compliance programs.

COMPLETE REGISTRATION

Thanks.

The Kentucky Office Of Community Health Workers Team

Accessing Certemy – New Applicants



New applicants can create and account and self-enroll using the links on the KOCHW webpage.



Applicants must know the application track before beginning their application.



Please use a personal email account that is checked regularly.

Application Process and Resources

To ensure a successful application, please follow the steps below.

1. Read the [Kentucky CHW Certification Manual](#) and ensure eligibility requirements are fulfilled.
2. Determine the appropriate certification pathway. Applicants will follow the link based on the chosen pathway and create an account.
 1. [CHW – Training & Mentorship](#)
 2. [CHW – Experience](#)
3. Complete the online application through Certemy.
4. Submit \$50 payment to the KOCHW via [online portal](#).
5. Check Certemy account **and** email frequently for communication regarding application.

Create Account on Certemy

Already have an account? [Sign in](#)

Please note that we use the Certemy platform to manage our certification and compliance programs. This is a separate platform that requires its own username (email) and password.

First Name:

Last Name:


Email:

Password:

Confirm Password:

CREATE ACCOUNT

Or

 Continue with Google

Dashboard



Once an applicant logs in they will see the dashboard. On the left they will see “my credentials” which is the current application in progress.



Certemy is only used for CHW Certification.



On the right applicants will see instructions and steps required to complete the online application.

Kentucky Office of Community Health Workers

My Credentials | Digital Wallet | Transcripts | User Guide | **Laura Eirich** logged in as Professional Tracey Sparks

My Credentials

SHOW ACTIVE ONLY | SHOW ALL

Community Health Worker Certification – Experience [Current Phase: Community Health Worker Certification Application]

9 Steps: ● ● ● ● ● ● ● ● ●

Name (Short): CHW **Number:** KCCHW125120902

Status: Not Expired **Expiration Date:** 10/31/2026

The Kentucky Office of Community Health Workers issues official certification for Community Health Workers who successfully demonstrate...

[Show more](#)

Community Health Worker Certification – Experience [Current Phase: Community Health Worker Certification Application]

9 Steps: ● ● ● ● ● ● ● ● ●

Progress: Completed **File uploaded:** 6

To qualify for certification, applicants must meet the following requirements:

- 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 and submission of a complete application as outlined by the KOCHW
- Must not be on the Medicaid excluded providers list
- A high school diploma or GED certificate are preferred, however, individuals without a diploma or certificate may apply and the KOCHW will review on a case-by-case basis

Application Track Options

Applicants may qualify based on one of two tracks:

1. Training and Mentorship or
2. Related Work Experience

Training and mentorship or work experience must be completed within 3 years prior of the application date. All foundational training must be completed through a KOCHW approved training organization (ATO). The list of KOCHW approved CHW training organizations can be found on the [KOCHW webpage](#).

[Less info](#)

Dashboard



Other features of the dashboard include the digital wallet, transcripts (training records) and user guide.



The digital wallet allows users to store documents.



The user guide includes instructions and helpful videos for navigating and using Certemy.



The transcripts tab stores applicant training records.

Kentucky Office of Community Health Workers

My Credentials | Digital Wallet | Transcripts | User Guide | **Laura Eirich** logged in as Professional Tracey Sparks

My Credentials

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Name (Short): CHW **Number:** KCCHWI25120902

Status: Not Expired **Expiration Date:** 10/31/2026

The Kentucky Office of Community Health Workers issues official certification for Community Health Workers who successfully demonstrates training...

[Show more](#)

Steps

- General Application**
Dynamic form **Completed** Due: 02/12/2026
Before beginning the application, please read the [Kentucky Community Health Worker Certification Manual](#) in its entirety...
- Employment Information**
Dynamic form **Completed** Due: 02/12/2026
Please include your last 5 years of employment. Start from your most recent (or current) place of employment...
- Mental Health First Aid Certificate**
Evidence file **Completed** Due: 02/12/2026
Please upload proof of completion (within 3 years) of Mental Health First Aid certificate. Please refer to the [CHW Certification...](#)
- Headshot**
Evidence file **Completed** Due: 02/12/2026
Please upload a headshot that follows guidelines outlined in the [manual...](#)

Navigating the Application Steps



The dashboard shows applicants how many steps are in the application process. Applicants can see which steps have been completed and which are remaining.



Steps do not have to be completed in order, but all steps must be completed before the KOCHW will review an application.

Kentucky Office of Community Health Workers

My Credentials | **Digital Wallet** | **Transcripts** | **User Guide** | **Laura Eirich** logged in as Professional Tracey Sparks

My Credentials

SHOW ACTIVE ONLY | SHOW ALL

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Name (Short): CHW | Number: KCCHW125120902

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The Kentucky Office of Community Health Workers issues official certification for Community Health Workers who successfully demonstrate...

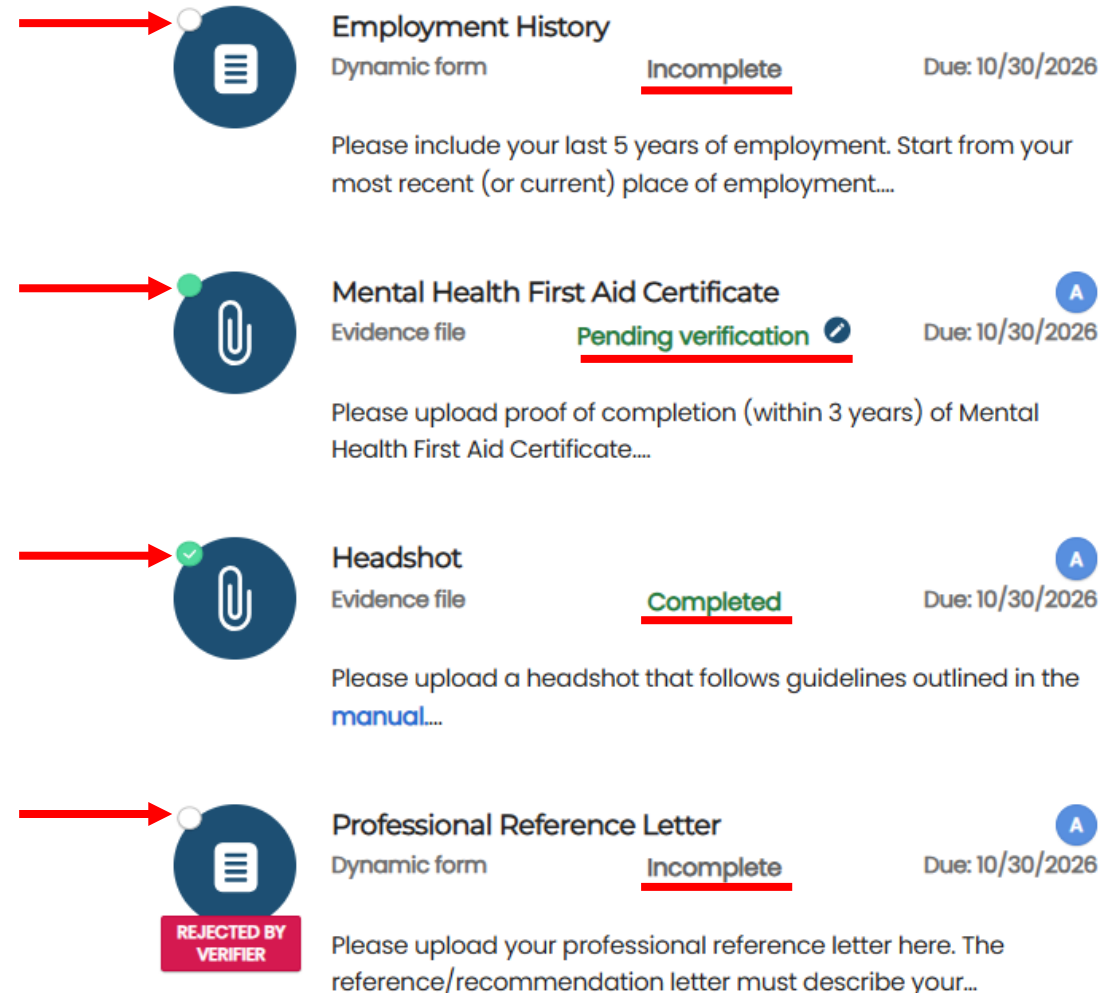
[Show more](#)

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Please upload a headshot that follows guidelines outlined in the [manual](#)

Certemy Color Code

-  Sections that haven't been started are shown with a white circle and say "incomplete."
-  Sections that have been completed by the applicant but not approved are shown with a green circle and say "pending verification."
-  Sections that have been approved by the KOCHW show a green circle with a checkmark and will say "completed."
-  Sections that require corrections will include a red box that says "rejected by verifier" and will say "incomplete."



Section	Type	Status	Due Date
Employment History	Dynamic form	Incomplete	Due: 10/30/2026
Mental Health First Aid Certificate	Evidence file	Pending verification	Due: 10/30/2026
Headshot	Evidence file	Completed	Due: 10/30/2026
Professional Reference Letter	Dynamic form	Incomplete	Due: 10/30/2026

Employment History
Dynamic form
Incomplete
Due: 10/30/2026
Please include your last 5 years of employment. Start from your most recent (or current) place of employment....

Mental Health First Aid Certificate
Evidence file
Pending verification
Due: 10/30/2026
Please upload proof of completion (within 3 years) of Mental Health First Aid Certificate....

Headshot
Evidence file
Completed
Due: 10/30/2026
Please upload a headshot that follows guidelines outlined in the [manual](#)....

Professional Reference Letter
Dynamic form
Incomplete
Due: 10/30/2026
Please upload your professional reference letter here. The reference/recommendation letter must describe your...

Certemy Reminders

- 🛡️ Please note that KOCHW will only review applications once all steps are green (complete).
 - Each step has a 60-day time frame from the date they are started to be completed.
 - Applicants will receive reminder emails after 30 days and 7 days before the two-month mark.
 - After 60 days applicants must contact the KOCHW to reactivate their application.

Dynamic Forms

- Some steps are called “dynamic forms.” When an applicant clicks on a dynamic form, they will see a pop up.
- Applicants should click on “complete now” to begin the step and follow the directions provided at the top of the form.

General Application

⚡ Incomplete 💰 Dynamic form 📅 01/19/2026


Before beginning the application, please read the [Kentucky Community Health Worker Certification Manual](#) in it's entirety.

Please click on **COMPLETE NOW** to submit required Information.




[CLOSE](#) [COMPLETE NOW](#)

Evidence Files

- Some steps are called “evidence files” and are used when an applicant must upload a specific kind of document.
- For CHW Certification evidence files are used for Mental Health First Aid, headshots and professional reference letters.
- Steps that require evidence files will prompt you to the files by “drag & drop” or through uploading the document.
- Once a document has been uploaded to Certemy, it is also be saved in the users digital wallet.



Headshot

 Incomplete  Evidence file  10/30/2026

Please upload a headshot that follows guidelines outlined in the [manual](#).

- Photos should be “shoulders up” with a plain background (photos taken standing against a wall are best)
- No selfies
- No filters or editing
- Photos must be clear and not blurry
- Screenshots of photos are not accepted


Documentation MUST be in a file type that can be opened (Recommended: PDF, JPG, JPEG, DOC, PNG)

The KOCHW reserves the right to request supporting documentation at any time during the application process. Submission of files that are illegible, falsified, edited or tampered with may result in a delay or denial the application.

Evidence requirements

Please upload a headshot

Upload document(s)

 Drop files to attach, or [Browse](#)

CLOSE UPLOAD

Log Steps

- Both Mentorship and Work Experience Log steps require applicants to enter information and meet a specific requirement.
- Depending on the track, applicants must upload their mentorship log or official job description.

The screenshot shows a web form titled "Mentorship Supervisor Information" and "Mentorship Activities". The "Mentorship Supervisor Information" section includes fields for "Mentor Full Name", "Mentor Title", "Mentor Work Organization", "Mentor Phone Number", and "Mentor Email" (with a placeholder "example@domain.com"). The "Mentorship Activities" section asks "What activities did you complete during this mentorship session? Check all that apply." and lists several activities with checkboxes: "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", and "Other (please describe below)". Below this is a "Please describe" text area. At the bottom, a red box highlights the "CHW Mentorship Log" section, which contains the label "Upload Mentorship Log" and a file upload area with a cloud icon and the text "Drop files to attach, or [Browse](#)". At the bottom right of the red box are "BACK" and "CONTINUE" buttons.

Mentorship Supervisor Information

Mentor Full Name *

Mentor Title *

Mentor Work Organization *

Mentor Phone Number *

Mentor Email *

example@domain.com

Mentorship Activities

What activities did you complete during this mentorship session? Check all that apply. *

☐ 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)

Please describe

CHW Mentorship Log

Upload Mentorship Log *

Drop files to attach, or [Browse](#)

BACK CONTINUE

Log Steps Continued

- Once the application portion is complete applicants will enter information to invite their mentor or supervisor(s) to verify their information and complete an assessment.
- Certemy will send an invitation to the mentor/supervisor who will then complete the verification and assessment.
- The mentor or supervisor must be invited by the applicant to complete their assessment. Enter the mentor or supervisor information and click on “send invitation.”

Invite Mentorship Supervisor

This step should be completed by your Mentorship Supervisor. Please submit record and complete the form to invite Mentorship Supervisor

Invite your Mentorship Supervisor



Your Mentorship Supervisor should complete the form below in order to complete the step. Please invite your Mentorship Supervisor by filling in the following form.

Email *

Invitation text

Payment Step

- 🛡️ Applicants must pay the \$50 fee through the existing KOCHW payment portal.
- 🛡️ Use the link in the “Application Fee” step to access the portal and pay.
- 🛡️ Once the fee is paid, return to the Certemy application and confirm the date of payment in the “Application Fee” section.

Application Fee

⚡ Incomplete 💰 Dynamic form 📅 10/30/2026

Please click on the link below to pay the \$50 fee.

<https://secure.kentucky.gov/formservices/DPH/CHW>

Once payment is made, return to Certemy to confirm that payment is made. Applications will not be finalized or approved without payment.

CLOSE COMPLETE NOW

Final Verification

- 🛡️ The last step applicants can see says “Final Review – ADMIN ONLY.” This step is used by KOCHW staff during the application review.
- 🛡️ Applicants can see this step, but it is not accessible.



Final Review - ADMIN ONLY

Verification

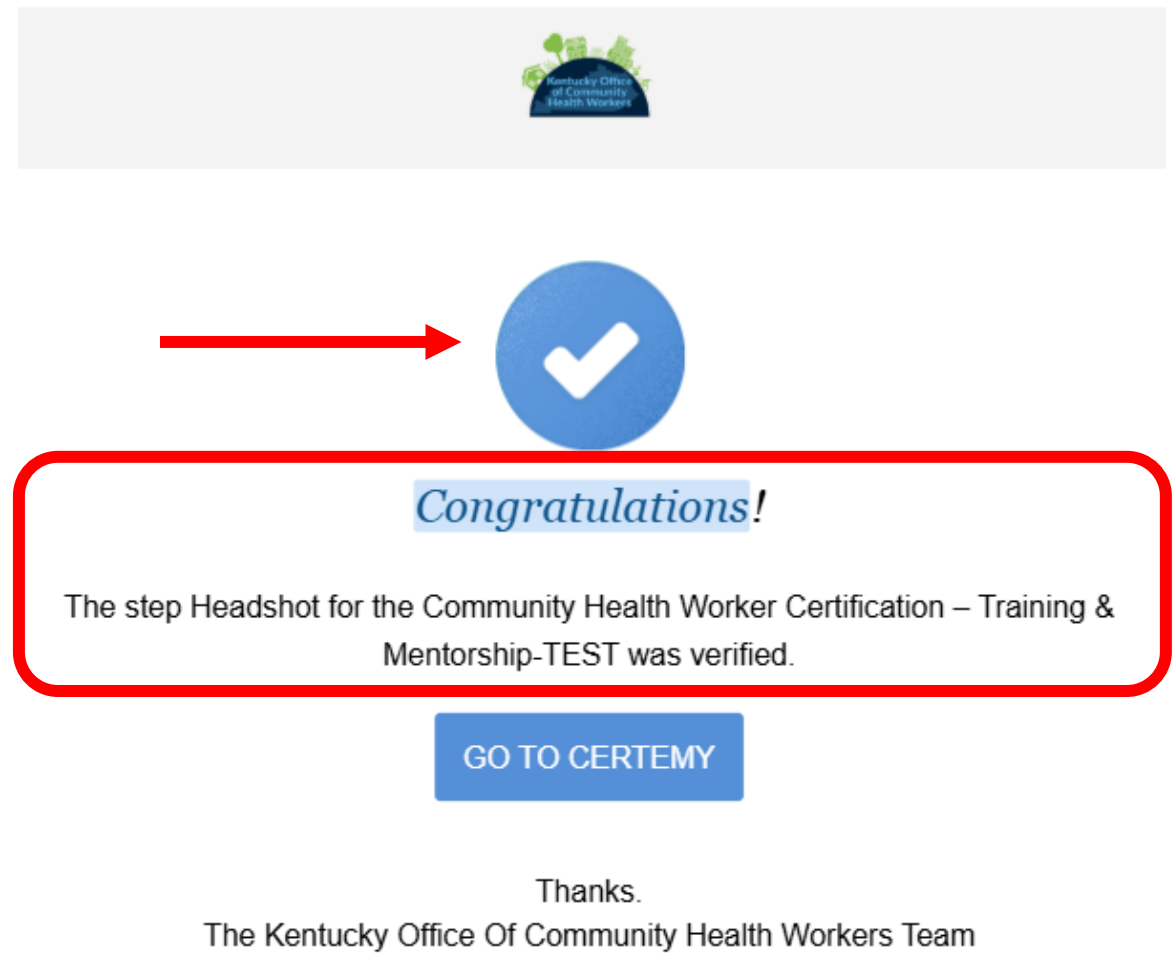
Incomplete

Due: 02/10/2026

This is an Admin Only step.

Notifications – Step Accepted

- 🛡️ Applicants will receive an email each time a step is approved.
- 🛡️ A blue check mark at the top of the email means a section was verified and accepted.
- 🛡️ The section below will tell users which section was approved.

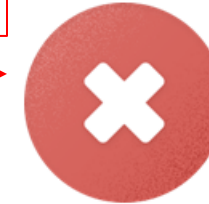


Notifications - Step Rejections and Corrections

- Applicants will receive a notification if a step is rejected.
- The red “X” means that a step was rejected.
- The section below describes which section was rejected.
- The bottom section contains information about why the step was rejected and the actions needed to correct the step.
- Applicants can click the “Go to Certemy” button to access their application and make the requested corrections.



Rejection



Section

The step Professional Reference Letter for the Community Health Worker Certification – Experience was rejected.

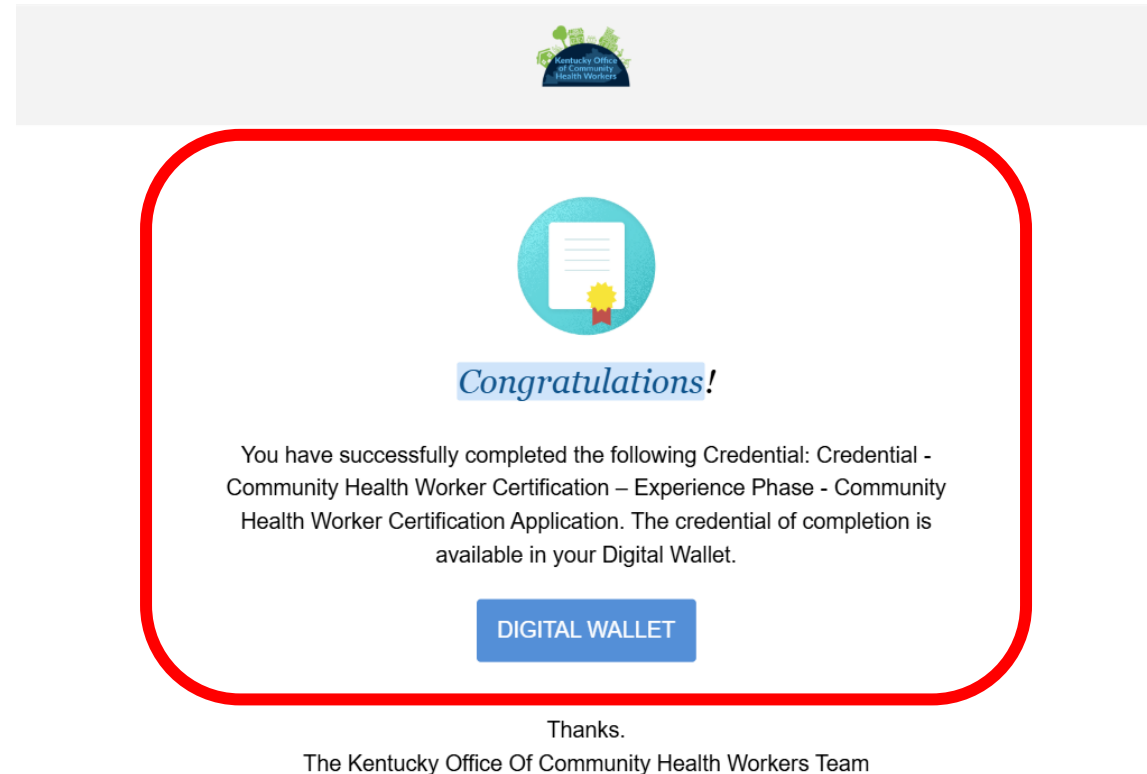
All letters must be on agency letterhead and signed. Please resubmit a new letter that is on letterhead and is signed. Thank you!

Reason and correction

GO TO CERTEMY

Certification and Certificate

- Once approved applicants will receive an email stating that they have “completed the credential.”
- This means that the applicant is officially certified.**
- Applicants can click on the link which will take them to the digital wallet.
- The digital wallet will now contain their official certificate and certification number.



Certificate Example



Registry



Cames and certification numbers of CCHWs will automatically appear in the public-facing registry.

Kentucky Office Of Community Health Workers
The registry

Search: Type to search ?

Credential: [RESET FILTER](#)

ALL A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Displayed 1-4 of 4

First name	Last name	Credential acronym	Credential ID	Expiration date	Last Issue Date	County providing a majority services as	
Barbara	Gordon	CHW	KCCHW125120900	2026-10-31	2025-12-12	N/A	VIEW DETAILS
CHW	Kentucky	CHW - TEST	Test-5555	2026-10-31	2025-10-15	N/A	VIEW DETAILS
Lindsey	Mullis	CHW	KCCHW125120901	2026-10-31	2025-12-15	N/A	VIEW DETAILS
Tracey	Sparks	CHW	KCCHW125120902	2026-10-31	2025-12-15	N/A	VIEW DETAILS

Registry

- Click on “View Details,” and Certemy will display a certification card for the individual.
- This can be used for employment verification.
- The screen can be printed and shows the date and time for verification purposes.



CHW Kentucky

First name:	CHW
Last name:	Kentucky
Credential acronym:	CHW - TEST
Credential ID:	Test-5555
Expiration date:	2026-10-31
Last Issue Date:	2025-10-15
County providing a majority services as a CHW:	N/A

[SHOW ALL RESULTS FOR CHW KENTUCKY](#)

Returning to Certemy

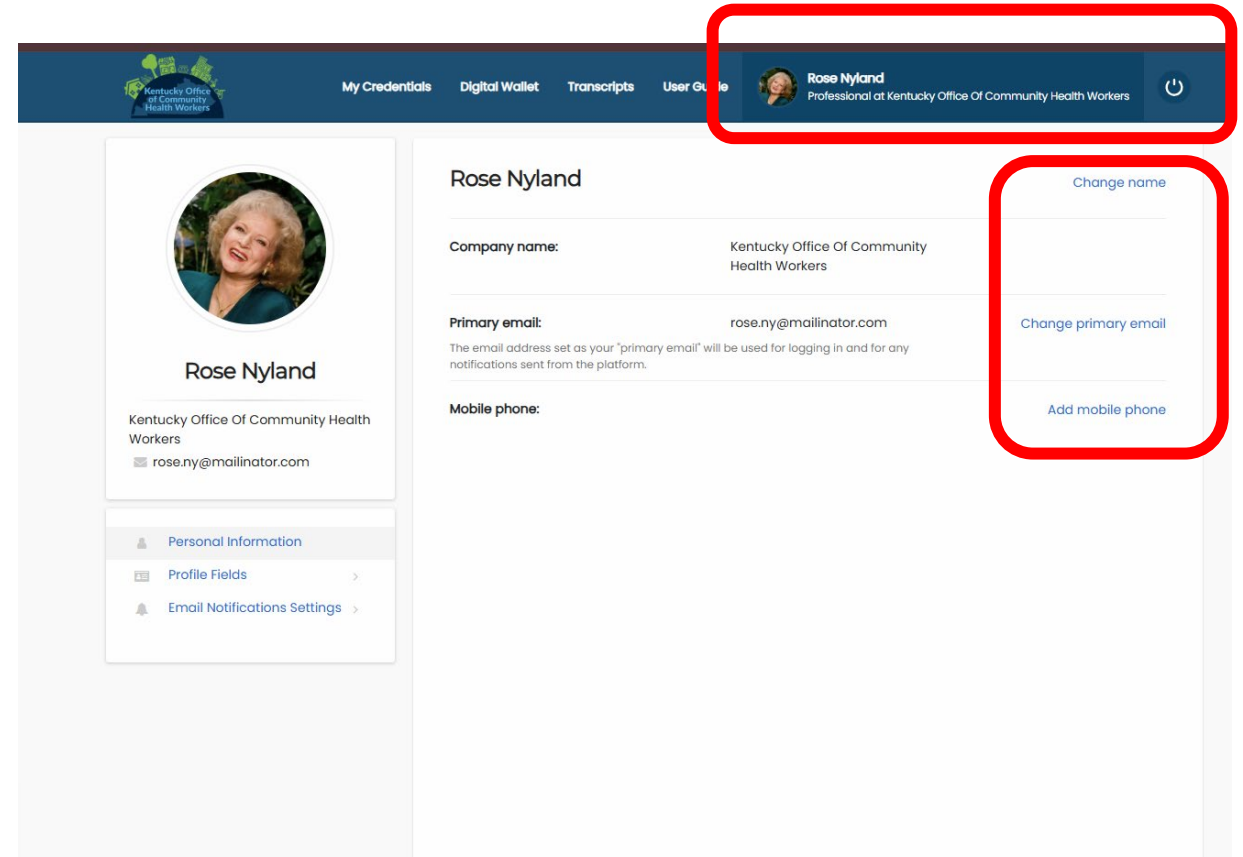


The log in page will look like this when returning to Certemy.

The screenshot shows the login interface for the Kentucky Office of Community Health Workers. At the top left is the organization's logo. The main heading is "Log in to your account", followed by the instruction "Enter email and password to enter". There are two input fields: "Email:" and "Password:". Below the "Email:" field is a blue "LOG IN" button. To the right of the "LOG IN" button is a link that says "Forgot password". Below these elements is the word "Or", followed by a "Continue with Google" button featuring the Google logo.

Updating Information

- 🛡️ Users can update their personal information including their name, primary email and phone.
- 🛡️ Hover over your profile name on the right and click on “view profile.”
- 🛡️ Once a user clicks on “change name” or “change primary email” a request is sent to the KOCHW to approve the update.



Supervisors and Mentors

- 🛡️ Applicants will invite their mentor or supervisor within the log step.
- 🛡️ Mentors and supervisors will receive an invitation from Certemy.
- 🛡️ Follow the link to create and verify your supervisor or mentor profile and complete the verification forms.



Congratulations!

A new Supervisor profile was added to your Certemy account.

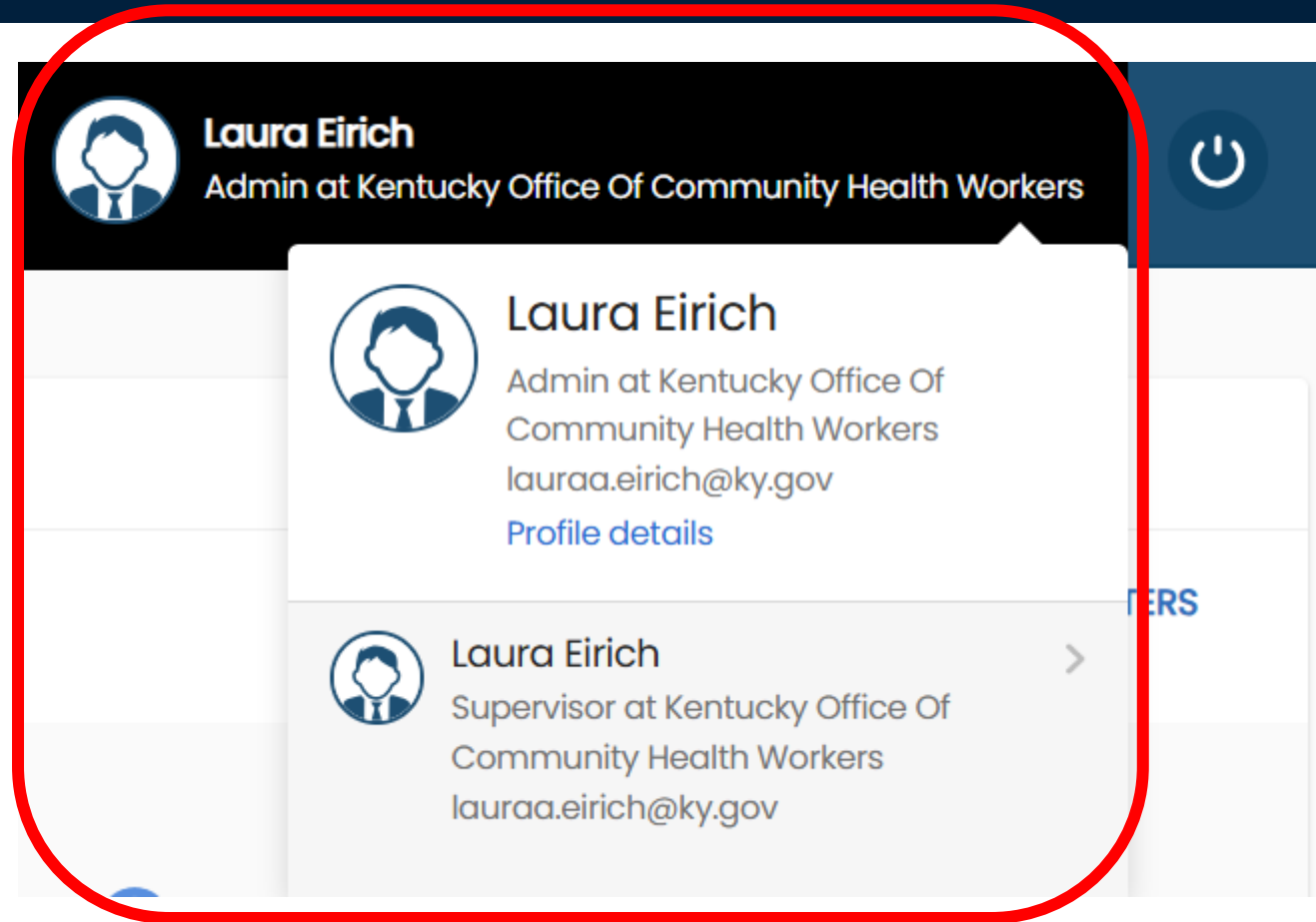
[GO TO CERTEMY](#)

Thanks.






The Kentucky Office Of Community Health Workers Team

Dual Profiles

- 🛡️ In some cases, CCHWs are also supervisors and/or mentors, and may have two profiles in Certemy.
- 🛡️ To switch between profiles, simply log in as normal, and hover over your name on the righthand side. From there you can choose which profile to work from.
- 🛡️ Watch the video linked on the “Certemy resources” page to learn how to switch between multiple roles without having to log in or out of your Certemy account.



Certemy Resources

-  [Logging In for the First Time](#)
-  [Logging in for Registered Users](#)
-  [Switching Between Profiles](#)
-  [Certemy Navigation](#)
-  [Forgot or Reset Password](#)

Thank you.

Kentucky Office of Community Health Workers

CHW.Certification@ky.gov

