

# Kentucky Office of Community Health Workers

## CHW Certification Webinar

December 2022



# Purpose

 Purpose of training is to:

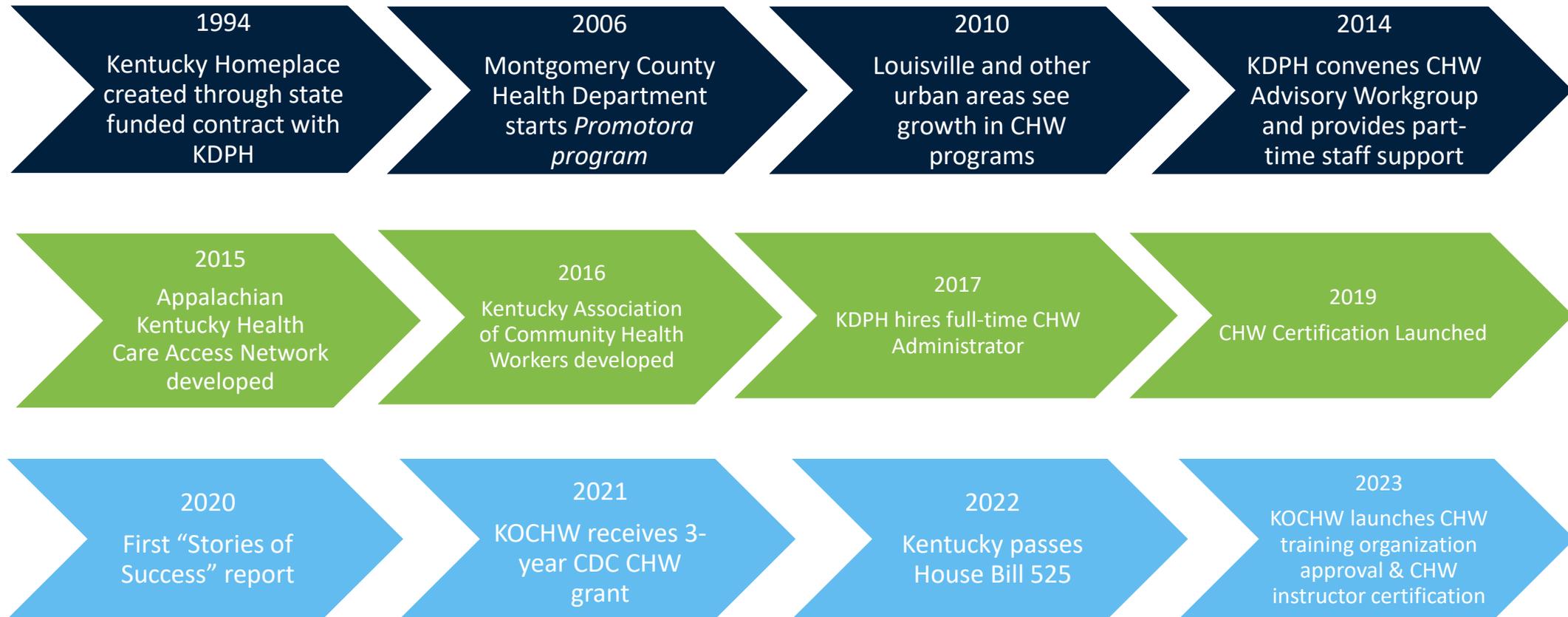
- Review the role of the Kentucky Office of Community Health Workers as it relates to CHW Certification
- Review the certification, continuing education, and renewal requirements for Community Health Workers in Kentucky
- Review the 8 CHW Core Competencies and their purpose
- Review and clarify the process to apply for certification and certification renewal
- Provide an overview regarding the process to obtain and document continuing education units (CEUs)

# Objectives

After this training participants will be able to:

- State the role of Kentucky Office of Community Health Workers as it relates to certification
- Describe the CHW Core Competencies and their purpose
- Define the two tracks for CHW certification and their respective requirements
- Demonstrate where to find CHW certification application materials and resources
- Articulate continuing education and renewal requirements for CCHWs in Kentucky

# A Brief Timeline



\*KDPH also receives CDC 2-year CHW Equity grant

# KDPH Office of Community Health Workers Role

## PROFESSIONAL DEVELOPMENT

- Competency-based certification
- Approval and provision of continuing education opportunities
- Training needs assessments
- Support for the Kentucky Association of Community Health Workers (KYACHW)



## WORKFORCE DEVELOPMENT

- Workforce needs and gap assessment
- Curriculum review and approval for baseline training
- Collaboration with partners to create specialized training

**TRAIN. DEPLOY. ENGAGE.**

# KDPH Office of Community Health Workers Role

## WORKFORCE PROMOTION

- Annual "Stories of Success" report to demonstrate impact
- Promotion of sustainable financing
- Statewide webinars and presentations to new and existing partners



## TECHNICAL ASSISTANCE & NETWORKING

- Host statewide CHW Advisory Workgroup to connect CHW programs and partners
- Provide technical assistance to existing, new, and emerging CHW programs
- Connect CHWs and partners to national networks and resources



# Kentucky CHW Certification

 **Voluntary credential that recognizes a CHWs demonstration of the CHW Core Competencies**

- [KOCHW Webpage](#) and [Manual](#)

## Kentucky Community Health Worker Core Competencies

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

# Kentucky CHW Certification Benefits

Acknowledgement of CHWs' training, experience and diverse skillsets

Furthering career goals and increase opportunities for employment and formal education

Building individual CHW confidence

Staying abreast of current research and opportunities through continuing education

Increased respect and recognition for CHWs' work in communities

# Code of Ethics



The CCHW Code of Ethics are a set of established standards for professional and ethical conduct required of CCHWs in Kentucky.



CHWs are expected to review and acknowledge their acceptance and understanding of the Code of Ethics.



The Code of Ethics are found in Appendix B, of the CHW Certification Manual.

# Requirements for CHW Certification

At least 18 years old

U.S. Citizen or legal resident

Live or work in Kentucky

Demonstrate the Kentucky CHW core competencies through CHW work experience or CHW training and mentorship

Submit [completed application](#) and certification fee

# Expectations for Certified Community Health Workers

## Work

- Work within the scope of a Community Health Worker

## Read

- Read the CHW Manual in its entirety
  - Read be familiar with CHW Core Competencies and successfully demonstrate them through daily work
  - Read and be familiar with the Code of Ethics

## Obtain

- Successfully obtain 10 CEUs annually to renew
- Connect continuing education earned to CHW Core Competencies
- Keep and provide documentation for all continuing education earned

## Communicate

- Communicate changes to the Kentucky Office of Community Health Workers

# Application Process For Kentucky CHWs



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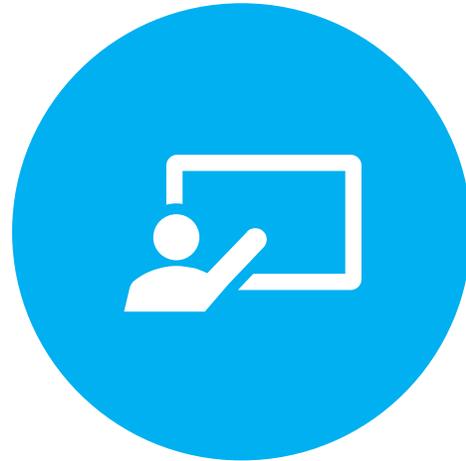
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# New for 2023!

- 🛡️ New online application
- 🛡️ All CHWs must complete Mental Health First Aid
- 🛡️ Certification and renewal fees must be paid to the Kentucky Office of Community Health Workers
- 🛡️ Updated CHW Competency language
- 🛡️ All CCHWs must complete the following three trainings in order to renew their certification:
  - Geriatric health
  - Oral health
  - Maternal and child health

# Certification Tracks



TRAINING AND MENTORSHIP

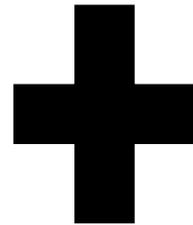


WORK EXPERIENCE

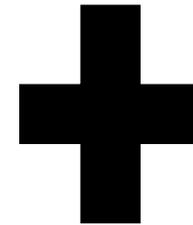


## Training and Mentorship

40 hours of  
tier 1  
competency-  
based  
training



8 hours of  
Mental  
Health First  
Aid



40 hours  
verifiable  
mentorship



# Training and Mentorship

## Complete an approved CHW training program

- Kentucky Department for Public Health requires Tier 1 CHW Training to be a minimum of 40 hours in length of didactic classroom experience
- All Tier 1 CHW Training must train according to the approved CHW Core Competencies
- CHWs must also complete the 8 hour Mental Health First Aid course (in person or online)\*\*

Applicants must provide copies of certificates of completion or training record

Training and mentorship must have been completed within 3 years of the application date



# Training and Mentorship

## What is mentorship?

- Mentorship is a supervised experience where an experienced CHW or CHW Supervisor provides guidance to a new Community Health Worker.
- This time is used to determine that the new CHW can accurately demonstrate all CHW Core Competencies learned in Tier 1 training.
- Mentorship is an opportunity to provide clarification, engage in discussion, and increase CHW confidence

Kentucky Department for Public Health requires a minimum of **40-hour verifiable mentorship.**

# Examples of Mentorship Activities

Supervision with a client  
(action/reflection)

Role play scenarios

Paper scenarios

Shadowing a supervisor or  
experienced CHW



## Work Experience

2,500 hours  
of verifiable  
work as a  
CHW



8 hours of  
Mental  
Health First  
Aid



# Work Experience

2,500 hours working as a CHW or in a similar role within the **past three years + 8 hour Mental Health First Aid course.**

- Similar roles include: Patient navigator, community outreach worker, Promotora
- Applicant must include an official job description (or letter) from each job they wish to use towards the experience requirement.

2,500 hours is about 1.5 years of **full time work**

- 17-18 months if you are 37.5 hours per week
- 16 months if you are 40 hours per week

You can use more than one job to fulfill the hour requirements. You will need to submit a “Related Work Experience Form” for **each** job you wish to use.

# Do I Qualify?



## Based on: training and mentorship

- Have you completed a formal CHW training that was at least 40 hours?
- Have you completed Mental Health First Aid?
- Have you completed a 40 hour verifiable mentorship?



## Based on: experience

- Have you completed 2,500 hours of verifiable CHW (or equivalent) work experience?
  - Add up your total hours of work experience as a CHW or in a qualifying similar role.
  - $(40 \text{ hours/week}) \times (52 \text{ weeks/year}) = 2,080 \text{ hours worked/year}$
  - \*\*Make sure you have also completed Mental Health First Aid

## Step 1

Read the Kentucky CHW [Certification Manual](#) and determine which track you are eligible for.

## Step 2

Pay the \$50 nonrefundable fee to the [KOCHW](#)  
Keep receipt of payment

## Step 3

Identify your professional reference!

Ask them ahead of time

Make sure they understand what you need and when you need it

**Make sure the letter is on letterhead.**

## Step 4

Get your picture taken and print it.

This can be done at work or at home, it does not need to be a “professional” photo.

“Shoulders up” photo

Blank/plain backgrounds are best

## Step 5

Gather your required materials

Training/Mentorship Track:  
Tier 1 training record + Mental Health  
First Aid certificate *OR*

Experience Track:  
Official position description + Mental  
Health First Aid certificate

## Step 6

Fill out the online [application](#).

Make sure you have contact information  
for your reference, direct supervisor,  
training coordinator and mentorship  
supervisor. KOCHW will perform  
verification for each.

Email address is best

## Step 7

Complete the online application  
Download and save signature page for  
your records

## Step 8

Check your email for any questions  
related to your application and/or  
official notification from the KOCHW

# Online Application Demo



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# Processing and Notification



It can take up to 60 days to process an application

If your application is missing materials or there are errors, it may take longer to process.



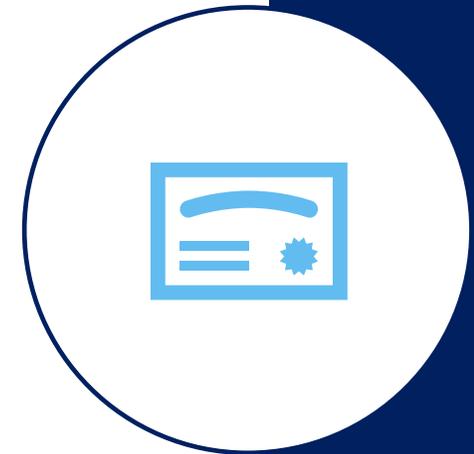
You will be notified in writing via email and mail regarding approval or disapproval of your application.



Certificates will be sent via mail to your home address.

# Certificate and Certification Number

- Kentucky Certified Community Health Workers may use the abbreviation “**CCHW**”
  - Can use this on email signatures, resumes, business cards, registrations, etc.
  - **You will use this number for evaluations to receive CEUs**
- CCHWs are assigned a unique Certification Number.
- Certification Numbers will always start with the letters “KCCHW” followed by a series of numbers.
  - Example: “KCCHW12108100”
  - This number is unique to you and will not change, so **keep the number for your records!**



# Denials, Appeals and Suspension/Revocation

## Denials: KOCHW may disapprove the application if the applicant

- Has not met the eligibility and application requirements set out in this manual
- 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 ([Appendix B](#)) or
- 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.

## Appeals

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

## Certificate Suspension and Revocation

- If a CCHW is found to be in violation of the Code of Ethics ([Appendix B](#)), it could result in a temporary suspension or revocation of certification status which is outlined in [Appendix C](#).

# Continuing Education For Kentucky CHWs



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# Why Continuing Education?

Continuing education is necessary for well-informed CHW practice

Continuing education maintains the up-to-date knowledge, tools, and resources to succeed as a Certified Community Health Worker in Kentucky

# Requirements

- 🛡️ Certified Community Health Workers need to obtain 10 hours of continuing education units (CEUs) every year.



**MINIMUM** OF 5  
KDPH APPROVED



**MAXIMUM** OF 5  
INDEPENDENT



CEU REQUIREMENT

# Kentucky Department for Public Health Approved Trainings

For a training to be “approved” a training organization must fill out the CE Approval Application form, which is on the [KOCHW webpage](#).

The KOCHW staff will review the training to ensure that it is relevant and meets the CHW core competencies.

Approved training must provide certificates which include:

- Training organization name, title of training, date of training, and the name of the CHW

All approved trainings must include the following statement on their certificates:

- “This training has been approved by the Kentucky Department for Public Health Office of Community Health Workers to provide X continuing education credits for Certified Community Health Workers.”

# Independent (non-approved) Trainings

Independent trainings are those that have not gone through the review and approval process with the KOCHW.

## Examples of independent programs

- CHW related webinars
- Internal trainings from your organization

Any independent training needs to be **relevant** to the CHW profession and related to the CHW Core Competencies.

# Credit for Professional Presentations

 **\*\*NEW for 2023\*\***

-  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 2 CEUs for each hour of 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 CEU per poster where the CHW is listed as an author/presenter.
  - CHWs must include a copy of the poster.

# CEU Documentation

- It is the responsibility of the CHW to maintain appropriate documentation for ALL continuing education.
- Acceptable documentation
  - Certificate of Completion OR
  - Letter from the training coordinator confirming attendance
  - Professional presentation/poster
- Do NOT send screenshots of emails, registration confirmations, zoom links, or meeting invitations.**

CEU Documentation Checklist
1. CHW Name
2. Training Organization
3. Title of Training
4. Date of Training
5. CEU Statement or Length of Training

# Sample Certificate from a KDPH Approved Training

CEU Documentation Checklist	
1	Name of CCHW
2	Training Organization
3	Title of Training
4	Date of Training
5	CEU Statement



## CERTIFICATE OF COMPLETION

THIS SIGNIFIES THAT

1 \_\_\_\_\_

SUCCESSFULLY COMPLETED

3 **Promoting Resilience: Trauma-Informed Strategies for  
Community Health Workers**

on

4 1/25/22

5 This training has been approved by the Kentucky Office of Community Health Workers to provide **1.5 Continuing Education Units** for Certified Community Health Workers.

2



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# Sample Certificate from a KDPH Approved Training

CEU Documentation Checklist	
1	Name of CCHW
2	Training Organization
3	Title of Training
4	Date of Training
5	CEU Statement



**2** 

**CERTIFICATE**

FOUR (4) CONTINUING EDUCATION CREDIT

FOR:

**3** KENTUCKY VOICES FOR HEALTH 2022 ANNUAL MEETING

TO:

**1** *Participant Name*

**5** This training is approved by the Kentucky Department for Public Health Office of Community Health Workers to provide four (4) continuing education units for Certified Community Health Workers.

KENTUCKY VOICES FOR HEALTH  
EMILY BEAUREGARD  
EXECUTIVE DIRECTOR

KCCHW # HERE  
License Number

**4** DECEMBER 14, 2022  
DATE

# Sample Letter or Email from an Independent Training

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



March 17, 2022

To Whom it May Concern,

**1** Tracey Sparks (CCHW1234567) attended and completed **3** “Kentucky CHW Core Competency Overview” training on March 1<sup>st</sup>, 2022, which was provided by the Kentucky Department for Public Health Office of **2** Community Health Workers. The training was 1 hour, and attendees learned about each of the 8 Kentucky CHW Core Competencies and how they impact the role of a CHW.

Thank you,

**5**

Laura Eirich, MPH  
 Administrator  
 Kentucky Office of Community Health Workers  
[LauraA.Eirich@ky.gov](mailto:LauraA.Eirich@ky.gov) |

# Appalachian Community Health Days

Melissa Slone  
Chyna Smith  
Kimberly Smith

KYACHW Conference  
10/27/22



## Training Objectives

At the end of this session, attendees will be able to:

- 1. discuss the value of taking services to small rural communities and the role of CHWs in these efforts
- 2. identify effective recruitment efforts in rural communities
- 3. identify ways of removing barriers and reducing vaccine hesitancy in rural communities



# Professional Presentation Documentation



Full agenda with session title, names of presenters, and length of presentation.

**Full presentation** including title, date, name of conference, presenters, and objectives.

2:45 p.m. – 4:15 p.m.

### Breakout Session 2

#### CHWs Response and Resilience – **Ballroom**

Moderator – Michaela Williams, CCHW,  
*Rural Project Manager*, Kentucky Homeplace  
Melissa Slone, DSW, MSW, CSW  
Research Inter-Disciplinary Director  
University of Kentucky Center of Excellence in Rural Health

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## 2022 KENTUCKY ASSOCIATION OF COMMUNITY HEALTH WORKERS CONFERENCE



Chyna Smith, CCHW  
Community Health Worker, Kentucky Homeplace  
Kimberly Smith, CCHW  
*Community Health Worker*, Kentucky Homeplace  
Barbara Cruse, CCHW  
*Community Health Worker*, Barren River District Health Department  
Grant Gillion  
Emergency Preparedness Section Supervisor, Emergency Preparedness and Response Branch  
Kentucky Department for Public Health

# Certification Renewal For Kentucky CHWs



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# Minimum Requirements

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

- Current resident of Kentucky or currently working in Kentucky
- Legal residency in the United States
- Completed 10 credit hours of CHW continuing education every year
- Submission of completed application,
- Submission of non-refundable \$25 renewal fee to the Kentucky Office of Community Health Workers

# Initial Renewal Schedule

Initial Certification Date	FIRST Renewal Month
January 2022-December 2022	October 2023
January 2023-December 2023	October 2024
January 2024 – December 2024	October 2025

You will receive a reminder email in September to the email listed on your application

**Renewal applications are accepted from October 1 - 31**

# Required Trainings

- 🛡️ All CHWs are required to complete the following trainings:
  - Geriatric health
  - Oral health
  - Maternal and child health
- 🛡️ Each training will be on Kentucky TRAIN and the KOCHW will notify you when each training is released
- 🛡️ Existing CCHWs must complete ***by October 2023***
- 🛡️ Newly Certified CHWs must complete ***within a year*** of certification

# Renewal Process

The CHW keeps track of all CEUs earned throughout the year.

You will receive a letter and card via mail at the home address listed on your application.

## Turn in:

- CHW General Application
- Continuing Education Tracker
  - CEU Documentation
- New Photo
- Payment of \$25 Fee to KOCHW

# Audits

## Remember:

- The Kentucky Department for Public Health Office of Community Health Workers reserves the right to audit any application and request documentation and proof of attendance at any time.

## What does an “audit” mean?

- KOCHW staff can request documentation or additional information related to trainings listed on the “continuing education tracker.”
- CHWs will have a specified amount of time to provide the documentation
- Failure to provide sufficient documentation may result in the revocation of CEUs or Certification status.

## Keep your documentation!!

- General application materials.
- Continuing education materials.
- Receipt of payment from the KOCHW

# KOCHW Related Updates



## CHW Advisory Workgroup

Quarterly in January, April,  
July and October

Provide updates on certification,  
program changes, policy updates, etc.



## KOCHW Connection

Send out bi-monthly issues which  
contain updates related to  
certification, upcoming trainings, and  
CHW related resources..



## KOCHW Webpage

Upcoming Trainings, Certification  
Manual and application materials,  
Stories of Success Reports, etc.

# Resources

-  [Kentucky Office of Community Health Workers Webpage](#)
-  [CHW Certification Manual](#)
-  [Sign Up to receive the KOCHW Connection!](#)
-  [Continuing Education Approval Application](#)
-  [CHW Stories of Success \(2nd Edition\)](#)
-  [Kentucky Association of Community Health Workers \(KYACHW\)](#)

# Mental Health First Aid Courses

- 🛡️ [January 12th](#)
- 🛡️ [February 13th](#)
- 🛡️ [March 13th](#)



# Thank you!

Kentucky Office of Community Health Workers

[CHW.Certification@ky.gov](mailto:CHW.Certification@ky.gov)

502-564-7996



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