

COMMUNITY HEALTH WORKER CERTIFICATION: FAMILY PARTNER CORE COMPETENCY CROSSWALK
Instructions for Using Crosswalk to Complete the Community Health Worker Certification Application

This document is intended to help:

- Family Partners complete Part B (CHW Work Experience) of the CHW Certification Application, **and**
- Professional References complete the Reference Form that is part of the CHW Certification Application.

COMMUNITY HEALTH WORKER CERTIFICATION:

The Board of Certification of Community Health Workers within the Bureau of Health Professions Licensure at the Massachusetts Department of Public Health regulates the Community Health Worker (CHW) certification.

To apply for certification, the following are required:

1. Complete an application (note that page 9 requires a *notarized* signature)
2. A passport photo
3. Pay the \$35 application fee
4. Complete a CORI check (which also requires a *notarized* signature), and
5. Obtain three professional references using the Reference Form included in the application.

For additional information and guidance on completing the CHW application process check-out the following resources

- Webinar recording about CHW Certification: <http://donahue.adobeconnect.com/phlu1u0gry1a/>
- Website for the Board of Certification of Community Health Workers: <https://www.mass.gov/orgs/board-of-certification-of-community-health-workers>
- Link to FAQ document from the CHW Board: <https://www.mass.gov/doc/community-health-worker-chw-faq-0/download>
- Website for the Massachusetts Association of Community Health Workers: (<https://machw.org/for-chws/faq/>)

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Completing Part B: Part B of the CHW Certification Application requires the Applicant list each job to be considered in fulfillment of the Work Experience requirement. Relevant Work Experience includes paid, unpaid, and internship experiences. For each job, the Applicant must check-off all the Job Duties they performed in that job.

PART B. CHW WORK EXPERIENCE

I am applying through the Work Experience Pathway. Below I will document at least 4,000 hours of CHW work from the past 10 years.

Instructions: Please list your job experience as a CHW. In order for your job experience to be counted toward the required number of hours, it must fit within the scope of practice for CHWs. If you are unsure about a job, please refer to the CHW Scope of Practice (<https://www.mass.gov/law-library/272-cmr>).

- Both paid and unpaid work may count toward work experience hours. If you completed unpaid work and did not have a job title, you may list "Volunteer" or "Intern" in the Job Titles box.
- Total Hours should be the total number of hours you worked while you held the position. For example, if you worked 40 hours a week for 6 months (or 24 weeks), you would list "960" hours (24 weeks x 40 hours = 960 hours). Only include time where your job duties fit within the CHW scope of practice. For example, if you worked 40 hours a week for 6 months at an organization, but 20 hours of your work each week was not CHW work, you would only list 480 hours (24 weeks x 20 hours = 480 hours).
- If you need more space, submit copies of the next page.

POSITION 1. (MOST RECENT OR CURRENT)		
Organization Name & Address	Job Title(s)	Type of Work
		<input type="checkbox"/> Paid <input type="checkbox"/> Unpaid <input type="checkbox"/> Internship/Practicum
Dates Worked (Month/Year)		Total Hours CHW Work
Start:		
End:		
Supervisor or Individual Who Can Verify Your Work Experience		Job Duties (check all that apply)
Name:		<input type="checkbox"/> Health education <input type="checkbox"/> Coordinating care including referrals <input type="checkbox"/> Informal support and/or counseling <input type="checkbox"/> Advocacy for individuals and/or communities <input type="checkbox"/> Community or individual needs assessment <input type="checkbox"/> Activities to increase community and/or individual capacity <input type="checkbox"/> Disease prevention and management <input type="checkbox"/> Outreach <input type="checkbox"/> Other (Explain) _____
Phone Number:		
Position:		

As you think back on past jobs (paid or unpaid) and internships you've had, reflect on your specific job duties. Some of the terms used in the CHW application might not be commonly used in the behavioral health field. CHW Job Duties include many activities that family partners perform, such as (but not limited to):

- Health education: *includes behavioral health education with caregivers and youth*
- Coordinating care including referrals: *with providers such as outpatient therapists, in-home therapists, and care coordinators*
- Informal support and/or counseling: *peer support to caregivers to develop skills*
- Advocacy for individuals and/or communities: *advocacy on behalf of caregivers and youth; teaching advocacy skills*
- Community or individual needs assessment: *conducting a Strengths, Needs, and Culture Discovery; understanding family/youth needs*
- Activities to increase community and/or individual capacity: *teaching skills, coaching, modeling*
- Disease prevention and management: *teaching stress management, self-care strategies, strategies for helping them manage their child's symptoms*
- Outreach: *family engagement in the home and community*

Refer to the crosswalk below for more information on how Job Duties correspond to Family Partner work activities.

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Completing Part C: Part C of the CHW Application requires the completion of the **CHW Certification Reference Form** by three (3) individuals with direct knowledge of the Applicant’s work experience.

Community Health Worker Certification: Reference Form

INSTRUCTIONS TO APPLICANT

An applicant for certification must be deemed competent in each of the 10 core competencies by at least three individuals with the following:

1. Direct knowledge of the applicant’s work experience as a community health worker.
2. At least one professional reference must be provided by an individual who is a current or former supervisor of the applicant while the applicant was working as a community health worker at a setting within the United States;
3. At least two professional references must be based on work experience in the United States; and
4. Professional references may not be provided by an individual who is a family member of the applicant or current or former client of the applicant in the applicant’s capacity as a community health worker.

Instructions:

Print out three (3) copies of pages- of this reference packet for your references. Page 2 explains the form. Pages 4-5 must be filled out by each of your references.

Please review these next steps *carefully* to make sure this part of your application is complete:

- Give a copy of pages 3-5 to each of your three references.
- Write your name in the blank space at the top of page 3 for each of them.
- Each of the three Reference Forms should remain confidential. Each of your references must fill in the forms independently, put it in an envelope, seal the envelope and sign their name over the seal.
- Each of the three sealed and signed envelopes should be returned to you, for you to include in your application packet to the Board of Certification.

CHW CORE COMPETENCY RATING

The brief descriptions below are only a guide; please review the complete Core Competencies ([://www.mass.gov/service-details/core-competencies-for-community-health-](http://www.mass.gov/service-details/core-competencies-for-community-health-)) before proceeding. Please circle the appropriate answers for this applicant’s abilities.

CORE COMPETENCY #1: OUTREACH METHODS AND STRATEGIES

Engages individuals and groups through a range of outreach methods that incorporate community and individual strengths, knowledge of resources, and sensitivity to personal and cultural dynamics; “meets people where they are;” develops trusting relationships with individuals, community organizations, and social networks; implements outreach plans in collaboration with others; attends to safety risks for self and others.

N/A
Not Applicable

C
Competent

NC
Not Competent

The Professional Reference rates if the Applicant is “Competent” or “Not Competent” in each CHW Core Competency area.

Tip: You may wish to share the crosswalk below with your references to understand how a Family Partner’s work experience corresponds to the CHW Core Competencies.

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The crosswalk below describes how the activities of a Family Partner relate to the Community Health Worker Core Competencies and Job Duties.

CHW Core Competency / Job Duty	Family Partner Activities
<p>1 Outreach methods and strategies</p> <p>(Job Duty: Outreach; Informal Support and/or Counseling; Activities to Increase Community and/or Individual Capacity)</p>	<ul style="list-style-type: none"> • Uses a range of strategies to meaningfully engage with families • Develops and sustains collaborative relationships with treatment providers and youth with serious emotional disturbance and their families • Meets the family “where they are at” – emotionally and physically (e.g. holding meetings at times and locations of the family’s choosing) • Shares their personal experience with purpose and intent of supporting families through challenges and developing trust and rapport
<p>2 Individual and community assessment</p> <p>(Job Duty: Community or Individual Needs Assessment)</p>	<ul style="list-style-type: none"> • Implements the Strengths Needs Culture Discovery process to understand the youth and family’s needs, strengths, preferences, culture, and beliefs, including: <ul style="list-style-type: none"> ○ Explores with the family the strengths of the family system and the individuals within the family ○ Understands the family’s community context – the community’s assets, safety, resources, etc. ○ Learns about the family’s priority needs and the family’s vision for how they want things to be in the future ○ Understands those values, beliefs, cultural practices, family rituals, etc. that are important to the family. This includes exploration of issues of race / racism, religious or spiritual beliefs or practices, language preferences, ethnicity, etc.
<p>3 Effective communication</p> <p>(Job Duty: Activities to Increase Community and/or Individual Capacity)</p>	<ul style="list-style-type: none"> • Shares their lived experience with purpose and intent in support of the work with the family and to develop trust and rapport • Is strength-based, respectful and culturally aware during interactions with youth and families • Practices careful listening, repeating back important information as necessary to confirm mutual understanding, continually working to improve communication and revisit past topics as trust develops with youth / family • Pays attention to expressive (non-verbal) behavior • Asks neutral, open-ended questions to request relevant information • Speaks clearly and honestly • Uses language that conveys caring and is non-judgmental • Explains terms or concepts whose meanings may not be obvious (e.g. acronyms, professional jargon) • Clarifies mutual rights and obligations, as necessary, such as confidentiality or reporting responsibilities (e.g. child abuse reporting, documentation requirements) • Uses written and visual materials to convey information clearly and accurately

CHW Core Competency / Job Duty	Family Partner Activities
	<ul style="list-style-type: none"> • Takes care to prevent situations involving conflict. • Addresses conflicts that may arise in a professional and safe manner.
<p>4 Cultural responsiveness and mediation</p> <p>(Job Duty: Informal Support and/or Counseling; Advocacy for Individuals and/or Communities; Activities to Increase Community and/or Individual Capacity)</p>	<ul style="list-style-type: none"> • Assists families to cultivate their knowledge of provider culture and structures while navigating and understanding their service options • Demonstrates an understanding of and ability to identify and support culturally relevant services • Supports the family in talking about functioning and family norms in their home in order to help make their child’s treatment reflect the culture of the home • Reflects on own values, beliefs, attitudes, and privilege to prepare for work with each youth / family • Employs techniques for interacting sensitively and effectively with people from cultures or communities that differ from one’s own • Supports the development of authentic, effective partnerships between youth / family and providers by helping each to better understand the other’s perspectives • Makes accommodations to address communication needs accurately and sensitively with people whose language(s) one cannot understand • Advocates for and promoting the use of culturally and linguistically appropriate services and resources within organizations and with diverse colleagues and community partners
<p>5 Education to promote healthy behavior change</p> <p>(Job Duty: Health Education; Informal Support and/or Counseling; Advocacy for Individuals and/or Communities; Activities to Increase Community and/or Individual Capacity)</p>	<ul style="list-style-type: none"> • Fosters parent/caregiver empowerment through modeling, coaching, and linking parent/caregiver with peer/parent support and self-help groups • Effectively uses a “Do For, Do With, and Cheer On” approach when assisting families to become empowered, central partners in services • Teaches parent/caregiver how to promote linkages with other treatment providers • Assists the parent/caregiver in advocating for and accessing support groups, faith groups, and community supports • Educates parents/caregivers about how to effectively navigate child-serving systems • Educates parents/caregivers about existence of informal/formal community resources
<p>6 Care coordination and system navigation</p> <p>(Job Duty: Coordinating Care Including Referrals; Informal Support and/or Counseling;</p>	<ul style="list-style-type: none"> • Facilitates parent’s/caregiver’s access to informal/formal community resources • Supports families in the on-going development of treatment plans and other relevant documents • Establishes strong linkages with local community supports, including referral systems and agency wait lists • Demonstrates deep knowledge of local community supports, including referral systems and agency wait lists • Assists the family to embrace their role and understand their rights in the ongoing treatment of their child

CHW Core Competency / Job Duty	Family Partner Activities
<p>Activities to Increase Community and/or Individual Capacity; Disease Prevention and Management)</p>	<ul style="list-style-type: none"> • Assists the family to maintain a central decision-making role regarding their child’s care, including bringing their own goals and/or proposing changes/additions to the treatment plan • Supports and educates the family to strengthen their ability to advocate for themselves and their child in the service process • Educates the family in accessing, understanding, and organizing documents related to their child’s treatment and services • Supports families in the on-going development of treatment plans and other relevant documents • Models/coaches families in having conversations with providers if they feel disconnected and how to reach a common understanding of treatment goals and timelines • Upholds the integration of family traditions, functioning, and expectations into treatment • Models/coaches families and team in developing effective partnerships • Supports families and providers in transferring skills and strategies developed by youth and the family across environments for successful community tenure • When necessary, partners with families to reinforce them as the primary caretaker of their child • Reinforces the understanding with the family and team that no one can represent the family’s voice better than the family themselves
<p>7 Use of public health concepts and approaches</p> <p>(Job Duty: Health Education; Informal Support and/or Counseling; Activities to Increase Community and/or Individual Capacity; Disease Prevention and Management)</p>	<ul style="list-style-type: none"> • Uses evidence-based practices (e.g. motivational interviewing) to support a family in reaching their goals • Collects and shares information about mental health diagnoses • Promotes efforts to <i>prevent</i> worsening of behavioral health symptoms • Uses data to inform progress in meeting treatment goals • Participates in quality management activities as required
<p>8 Advocacy and community and/or individual capacity building</p> <p>(Job Duty: Coordinating Care Including Referrals; Informal Support and/or Counseling; Advocacy for Individuals and/or Communities; Activities to Increase</p>	<ul style="list-style-type: none"> • Supports the family in identifying and using natural supports and community resources to meet their needs and goals to support sustainability • Advocates on behalf of the family, as appropriate, to assist them to accessing needed care or resources in a reasonable and timely fashion • Uses a variety of strategies, such as role-modeling , to support the family in meeting goals • Coaches the parent/caregiver using the model of “do for, do with, cheer on” to help them self-advocate • Demonstrates deep knowledge of local community formal and informal services, resources and supports that can assist families in caring for their children

CHW Core Competency / Job Duty	Family Partner Activities
Community and/or Individual Capacity)	<ul style="list-style-type: none"> • Effectively collaborates with system partners, such as DMH, DCF, DYS, DPH, DESE/LEA, DDS, MRC, ORI, probation office, courts, etc • Assists the family to maintain a central decision-making role regarding their child’s care, including bringing their own goals and/or proposing changes/additions to the treatment plan • Supports and educates the family to strengthen their ability to advocate for themselves and their child in the service process • Discusses with treatment team the importance of planning for transition from the beginning and during times of high stress and anxiety for all involved • Supports providers in understanding processes and systems when services are transitioning • Assists providers to stay linked to a family’s supports or services when youth is entering into out-of-home treatment
9 Documentation	<ul style="list-style-type: none"> • Organizes one’s thoughts and writes at the level necessary for communicating effectively with clients, other community members, supervisors, and other professional colleagues • Uses appropriate technology, such as computers, for work-based communication, according to employer requirements • Completes progress notes to document contacts with families or providers • Completes a discharge plan if required
<p>10 Professional skills and conduct</p> <p>Note: <i>There is a code of ethics for CHWs which FPs who are certified CHWs are expected to adhere. View the code of ethics at:</i></p> <p>https://machw.org/wp-content/uploads/2020/01/MACHW-Code-of-Ethics-2018.pdf</p>	<ul style="list-style-type: none"> • Respects confidentiality under the Health Insurance Portability and Accountability Act (HIPAA) and applicable agency rules • Understands issues related to abuse, neglect, and criminal activity that may be reportable under law and regulation according to agency policy • Maintains appropriate boundaries that balance professional and personal relationships, • Ensures that all services are provided in a professional manner, ensuring privacy, safety, and respect for the parent/caregiver’s dignity and right to choose • Follows crisis management protocols of their agency during and after business hours • Seeks consultation from the available clinician, as needed • Participates in supervision in a manner that supports continued professional development and provision of high quality services