

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

This document is intended to help:

- Therapeutic Mentors 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 therapeutic mentors perform, such as (but not limited to):

- Health education: *includes behavioral health education with caregivers and youth; providing anticipatory guidance; teaching alternative strategies; collecting and sharing information about mental health diagnoses*
- Coordinating care including referrals: *with providers such as therapists, teachers, and care coordinators*
- Informal support and/or counseling: *support to caregivers and youth to develop skill; practicing skills in the community*
- Advocacy for individuals and/or communities: *advocacy on behalf of youth; teaching advocacy skills*
- Community or individual needs assessment: *understanding family/youth needs*
- Activities to increase community and/or individual capacity: *teaching skills, coaching, modeling*
- Disease prevention and management: *promotes efforts to prevent worsening of behavioral health symptoms*
- Outreach: *Develops and implements a plan for outreach / contact that is based on the youth / family's preferences; initiates and sustains trusting relationships with youth, families, and social networks*

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

**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 Therapeutic Mentor’s work experience corresponds to the CHW Core Competencies.

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**The crosswalk below describes how the activities of a Therapeutic Mentor relate to the CHW Core Competencies and Job Duties.**

CHW Core Competency / Job Duty	Therapeutic Mentoring Activities
<p><b>1</b> 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"> <li>• Contacts the parent/caregiver within five calendar days of referral to offer a face-to-face interview with the family</li> <li>• Arranges to meet with the youth / family at times and locations that are convenient for them</li> <li>• Develops a clear explanation of what a TM does and does not do.</li> <li>• Develops and implements a plan for outreach / contact that is based on the youth / family's preferences</li> <li>• Initiates and sustains trusting relationships with youth, families, and social networks</li> <li>• Conducts outreach with attention to possible safety risks for self, youth /family, and colleagues</li> <li>• Uses a range of outreach methods and activities (e.g. social, recreational, athletic, artistic, etc.) to engage the youth / family in their home and/or community setting</li> </ul>
<p><b>2</b> Individual and community assessment</p> <p>(Job Duty: Community or Individual Needs Assessment)</p>	<ul style="list-style-type: none"> <li>• Coordinates with youth, parents, therapist, care coordinator, teacher, etc. to determine goals for the work together and determining frequency of contact.</li> <li>• Learns about local resources and formal and informal supports for the youth</li> </ul>
<p><b>3</b> Effective communication</p> <p>(Job Duty: Activities to Increase Community and/or Individual Capacity)</p>	<ul style="list-style-type: none"> <li>• Is respectful and culturally aware during interactions with youth and families</li> <li>• Practices careful listening, repeating back important information as necessary to confirm mutual understanding, and continually works to improve communication and revisit past topics as trust develops with youth / family</li> <li>• Pays attention to expressive (non-verbal) behavior</li> <li>• Asks neutral, open-ended questions to request relevant information</li> <li>• Speaks clearly and honestly</li> <li>• Uses language that conveys caring and is non-judgmental</li> <li>• Explains terms or concepts whose meanings may not be obvious (e.g. acronyms, professional jargon)</li> <li>• Clarifies mutual rights and obligations, as necessary, such as confidentiality or reporting responsibilities (e.g. child abuse reporting, documentation requirements)</li> <li>• Uses written and visual materials to convey information clearly and accurately</li> <li>• Takes care to prevent situations involving conflict.</li> <li>• Addresses conflicts that may arise in a professional and safe manner.</li> </ul>

CHW Core Competency / Job Duty	Therapeutic Mentoring Activities
<p><b>4</b> 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"> <li>• Reflects on own values, beliefs, attitudes, and privilege to prepare for work with each youth / family</li> <li>• Employs techniques for interacting sensitively and effectively with people from cultures or communities that differ from one’s own</li> <li>• Supports the development of authentic, effective partnerships between youth / family and providers by helping each to better understand the other’s perspectives</li> <li>• Makes accommodations to address communication needs accurately and sensitively with people whose language(s) one cannot understand</li> <li>• Advocates for and promote the use of culturally and linguistically appropriate services and resources within organizations and with diverse colleagues and community partners</li> </ul>
<p><b>5</b> 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"> <li>• Practices skills in the community</li> <li>• Provides anticipatory guidance</li> <li>• Teaches alternative strategies</li> <li>• Uses role plays or behavioral rehearsals to practice skills</li> <li>• Exposes youth to social situations in which age-appropriate skills can be practiced</li> <li>• Enhances conflict resolution skills</li> <li>• Develops communication skills</li> <li>• Uses motivational interviewing skills to help promote healthy behavior change</li> </ul>
<p><b>6</b> Care coordination and system navigation</p> <p>(Job Duty: Coordinating Care Including Referrals; Informal Support and/or Counseling; Activities to Increase Community and/or Individual Capacity; Disease Prevention and Management)</p>	<ul style="list-style-type: none"> <li>• Works collaboratively with “hub” provider (OP, IHT, or CC)</li> <li>• Develops individualized action plans (IAP)</li> <li>• Coaches youth (as developmentally appropriate) to participate in making decisions about their own care</li> <li>• Coaches youth (as developmentally appropriate) to navigate transitions especially from “child” to “adult” systems</li> <li>• Supports linkages to community resources and services (e.g. YMCA, local library, Boys and Girls Clubs, town recreation, job-training, etc.) that will sustain the youth’s optimal functioning in the community.</li> <li>• Participates in care plan team or treatment plan review meetings</li> <li>• Participates in transition / discharge planning meetings</li> </ul>
<p><b>7</b> Use of public health concepts and approaches</p>	<ul style="list-style-type: none"> <li>• Uses evidence-based practices (e.g. motivational interviewing, cognitive behavioral skills, evidence-based screening such as SBIRT, etc.) in efforts to support youth in reaching their goals</li> </ul>

CHW Core Competency / Job Duty	Therapeutic Mentoring Activities
<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"> <li>• Collects and shares information about mental health diagnoses</li> <li>• Promotes efforts to <i>prevent</i> worsening of behavioral health symptoms</li> <li>• Uses data to evaluate progress in meeting treatment goals</li> </ul>
<p><b>8</b> 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 Community and/or Individual Capacity)</p>	<ul style="list-style-type: none"> <li>• Supports youth in identifying and using natural supports and community resources to meet their needs and goals to support sustainability</li> <li>• Advocates on behalf of youth, as appropriate, to assist them to accessing needed care or resources in a reasonable and timely fashion</li> <li>• Uses a variety of strategies, such as role-modeling , to support youth in meeting goals</li> <li>• Coaches youth using the model of “do for, do with, cheer on” to help them self-advocate</li> </ul>
<p><b>9</b> Documentation</p>	<ul style="list-style-type: none"> <li>• Organizes one’s thoughts and writes at the level necessary for communicating effectively with clients, other community members, supervisors, and other professional colleagues</li> <li>• Completes progress notes</li> <li>• Uses appropriate technology, such as computers, for work-based communication, according to employer requirements</li> <li>• Creates and updates Individualized Action Plans (IAP)</li> </ul>
<p><b>10</b> Professional skills and conduct</p> <p><b>Note:</b> <i>There is a code of ethics for CHWs which TMs who are certified CHWs are expected to adhere. View the code of ethics at:</i></p> <p><a href="https://machw.org/wp-content/uploads/2020/01/MACHW-Code-of-Ethics-2018.pdf">https://machw.org/wp-content/uploads/2020/01/MACHW-Code-of-Ethics-2018.pdf</a></p>	<ul style="list-style-type: none"> <li>• Respects confidentiality under the Health Insurance Portability and Accountability Act (HIPAA) and applicable agency rules</li> <li>• Understands issues related to abuse, neglect, and criminal activity that may be reportable under law and regulation according to agency policy</li> <li>• Maintains appropriate boundaries that balance professional and personal relationships,</li> <li>• Participates in weekly individual supervision by a licensed clinician</li> </ul>