

DSHS Approved
Community Health Worker
160 Contact Hour
Certification Course

Core Competency Curriculum Outline



National Community Health
Worker Training Center



TEXAS A&M UNIVERSITY

Center for Community
Health Development



PUBLIC HEALTH
TEXAS A & M UNIVERSITY

Competency	Topics	Total hours by activity
Introduction	<ol style="list-style-type: none"> 1. Introduction and Overview of the CHW Certification Course 2. Definition of a CHW 3. Main characteristics & qualities 4. Core competencies 5. Emerging competencies 6. Workforce development 7. Literature findings 8. Models of care 9. National movement, certification, and strategies 10. Best practices 11. History of CHWs in Texas 12. DSHS CHW/Promotora Program: certification requirements & process 13. Personal boundaries/limitations <ol style="list-style-type: none"> a. Know your limits b. Personal safety c. Hazards 14. Physical <ol style="list-style-type: none"> a. ii. Biological b. iii. Mental 	<ul style="list-style-type: none"> • Class instruction: 7.5 hrs • Homework: 5 hrs • <u>Hands on: 7.5 hrs</u> <p>Total: 20 hours</p>

Competency	Topics	Total hours by activity
Communication	<ol style="list-style-type: none"> 1. Communication Skills 2. Types of communication <ol style="list-style-type: none"> a. Verbal b. Non-verbal c. Written communication d. Electronic communication 3. Ineffective communication <ol style="list-style-type: none"> a. Roadblocks to effective communication b. Ineffective communication behaviors c. Negative non-verbal communication 4. Effective communication 5. Active listening 6. Health literacy 7. Public speaking 8. The speech communication process 9. Organizing a speech 10. Speech delivery 11. Visual aids 12. Review on communication skills 11. Facilitative questioning <ol style="list-style-type: none"> a. Types of questions b. Effective questioning c. Ineffective questioning 	<ul style="list-style-type: none"> • Class instruction: 7.5 hrs • Homework: 5 hrs • Hands on: 7.5 hrs <hr/> <p>Total: 20 hours</p>

Competency	Topics	Total hours by activity
Interpersonal Skills	<ol style="list-style-type: none"> 1. Interpersonal skills 2. Definition of interpersonal skills 3. Improving interpersonal skills 4. Keys to effective relationships 5. Building Trust: a culture of confidentiality 6. Personal boundaries & limitations <ol style="list-style-type: none"> a. Knowing your limits b. Personal boundaries c. Tips for a well-balanced life 7. Review: mental health hazard 8. Stress <ol style="list-style-type: none"> a. Common negative stressors b. Symptoms of negative stress c. Negative ways of coping with stress d. Common positive stressors e. Symptoms of positive stress f. Positive ways of coping with stress g. Help for stressful situations 9. Model of a CHW 10. Maslow's Hierarchy of Needs 11. Coping Skills 12. Cultural Competence 13. Linguistic competence 14. Culture 15. Cultural competency 16. Cultural humility 17. Cultural sensitivity 18. Confidentiality 19. HIPPA 20. Goal Setting 	<ul style="list-style-type: none"> • Class instruction: 7.5 hrs • Homework: 5 hrs • Hands on: 7.5 hrs <hr/> <p>Total: 20 hours</p>

Competency	Topics	Total hours by activity
Service Coordination Skills	<ol style="list-style-type: none"> 1. Definition of service coordination 2. Who does service coordination 3. Types of services public 4. What does development and improvement of community services mean? 3. "Hats" of a service coordinator 4. Characteristics of service coordinators 5. Identifying needs 6. Using an assessment form 7. Resource access plan 8. Household budgeting 9. Making referrals 10. Why follow up with clients? 11. Finding community resources <ol style="list-style-type: none"> a. Identification of resources & partners b. Developing & consolidating resources c. Resource directories d. Gathering community resources e. Example of coordination of service 12. Networking 13. Social networking 13. Insurance 101 <ol style="list-style-type: none"> a. Eligibility & enrollment b. Providers & services c. Costs & payments d. Sources of health plans e. Types of health plans f. Managed care g. Medicaid 	<ul style="list-style-type: none"> • Class instruction: 7.5 hrs • Homework: 5 hrs • Hands on: 7.5 hrs <hr/> <p>Total: 20 hours</p>

Competency	Topics	Total hours by activity
Capacity Building Skills	<ol style="list-style-type: none"> 1. Capacity building definitions 2. Types of community change 3. Theory of change 4. Perception shift 5. Capacity building functions 6. Capacity building challenges 7. Change progression 8. Role of agencies/organizations 9. Community activity 10. Community action 11. Community capacity building/community development 12. Community development 13. Coalitions <ol style="list-style-type: none"> a. Formation b. Who's involved? c. Planning logistics d. Inviting participants e. Meeting preparation f. Meeting facilitation g. Follow-up 14. Leadership <ol style="list-style-type: none"> a. 8 tips for becoming a true leader b. Challenges of Leadership c. Techniques for teaching problem solving 15. Conflict resolution <ol style="list-style-type: none"> a. Definition of conflict b. Types of conflict c. Positive & negative effects of conflict d. Understanding different conflict style e. Conflict mapping f. Tips for conflict resolution g. Role of the CHW 16. Resource development & funding strategies <ol style="list-style-type: none"> a. Funding strategies b. Plan and create an annual budget c. What is a non-profit organization? d. Funding strategies e. How to write a grant? f. Increase personal capacity SWOT 	<ul style="list-style-type: none"> • Class instruction: 7.5 hrs • Homework: 5 hrs • <u>Hands on: 7.5 hrs</u> <p>Total: 20 hours</p>

Competency	Topics	Total hours by activity
Advocacy Skills	<ol style="list-style-type: none"> 1. Advocacy definitions 2. Approaches to advocacy 3. Why advocate? 4. What's involved in advocacy? 5. Advocacy activities 6. Paths of advocacy messages 7. Advocacy levels 8. Advocacy roles 9. How to advocate 10. Advocacy checklist 11. Types of advocacy <ol style="list-style-type: none"> a. Legislative advocacy b. Judicial/Legal advocacy c. Administrative advocacy d. Budget advocacy e. Media advocacy f. Changing Public Opinion 12. CHWs & Advocacy <ol style="list-style-type: none"> a. Why should CHWs care? b. Effective advocacy as CHWs 13. Advocacy in Texas <ol style="list-style-type: none"> a. Texas Government basics 14. CHWs & Advocacy Types & Examples <ol style="list-style-type: none"> a. CHWs as advocates for a specific population b. CHWs as advocates for a specific health issue c. CHWs teaching residents to advocate for themselves d. Advocacy for and by CHWs/Promotores 	<ul style="list-style-type: none"> • Class instruction: 7.5 hrs • Homework: 5 hrs • Hands on: 7.5 hrs <hr/> <p>Total: 20 hours</p>

Competency	Topics	Total hours by activity
Teaching Skills	<ol style="list-style-type: none"> 1. Definition of teaching 2. Qualities of good teaching 3. Definition of learning 4. Teaching skills 5. Teaching methods 6. Adult learning 7. Preparing good presentations 8. Learning domains 9. Making PowerPoint Slides 10. Type of learners 11. Learning styles 	<ul style="list-style-type: none"> • Class instruction: 7.5 hrs • Homework: 5 hrs • Hands on: 7.5 hrs <hr style="width: 100%;"/> <p>Total: 20 hours</p>

Competency	Topics	Total hours by activity
Organization Skills	<ol style="list-style-type: none"> 1. Definition of organization/organized 2. Why is organization important? 3. Benefits to organization 4. Components of being organized 5. Organization tool box 6. Organization strategies 7. Organization tips 8. Organization barriers 9. Multi-tasking vs. mono-tasking 10. Time management <ol style="list-style-type: none"> a. Saying no b. Priority setting guidelines c. The “to-do” list d. Simple steps to organize each day e. Keys to respecting your time f. Reducing interruptions g. Time wasters 11. Organizational skills <ol style="list-style-type: none"> a. Data collection methods 12. Organizing events <ol style="list-style-type: none"> a. Pre-event activities b. Designing an activity calendar c. Deciding on a date d. Program’s development e. Budget f. Sponsorship g. Location h. Promotional campaign i. Speakers j. Team organization k. Evaluation forms l. Materials for attendees m. Activities n. Volunteers o. During the event p. Post-event activities 13. Types of Events 	<ul style="list-style-type: none"> • Class instruction: 7.5 hrs • Homework: 5 hrs • Hands on: 7.5 hrs <hr/> <p>Total: 20 hours</p>

Competency	Topics	Total hours by activity
Knowledge-base	<ol style="list-style-type: none"> 1. Healthy Web Surfing <ol style="list-style-type: none"> a. Consider the source b. Focus on quality c. Be a cyber-skeptic d. Evidence e. Currency f. Bias g. Website Ownership h. Protecting your privacy i. MedlinePlus 2. Behavior Change <ol style="list-style-type: none"> a. What are barriers to taking action and changing behavior? 3. Nutrition 4. Nutrition labels 5. Fad diets 6. Portion distortion 7. Review of CHW core competencies and requirements 8. DSHS CHW application 	<ul style="list-style-type: none"> • Class instruction: 7.5 hrs • Homework: 5 hrs • Hands on: 7.5 hrs <p>Total: 20 hours</p>