



Core Competency Curriculum Outline

DSHS Approved Community Health
Worker 160 Contact hour
Certification Course



PUBLIC HEALTH
TEXAS A&M UNIVERSITY



**CENTER FOR COMMUNITY
HEALTH DEVELOPMENT**
TEXAS A&M UNIVERSITY



Community Health Worker (CHW) Course

National Community Health Worker Training Center

About the Center

The CCHD's National CHW Training Center (NCHWTC) is a Texas Department of State Health Services (DSHS) certified Community Health Worker (CHW) Training Center. The Training Center is housed within the Center for Community Health Development (CCHD), part of the Texas A&M University Health Science Center School of Public Health.

Our Mission: Strengthening capacity and building healthier communities through training well-equipped CHWs and Promotores.

CHW Certification Course

The CHW certification courses are utilized for interactive learning. Our certified CHW Instructor, Paula Saldaña, teaches this course. This course consists of weekly presentations, homework, and shadowing that can be flexible to your schedule.

Please see the attached calendar for the upcoming cohort/semester.

DSHS Certified

Our training center has been DSHS certified since 2010, and has since then trained over 7,000 CHWs.

Moreover, our CHW certification course is also DSHS certified. It consists of 160 hours of instruction and training with at least 20 clock hours in each of the following eight core competencies: communication skills, interpersonal skills, service coordination skills, capacity-building skills, advocacy skills, teaching skills, organizational skills, knowledge base on specific health issues. Moreover, see the curriculum outline to learn more about the topics introduced to trainees.

While out-of-state trainees may take this course, Texas trainees who complete our training may additionally apply with DSHS at no charge to be a certified CHW:

<http://www.dshs.texas.gov/mch/chw/chwdocs.aspx>. Note, DSHS applicants must be Texas residents and at least 16 + y/o.

Trainee's Testimonials



"The course along with the certification gave an added boost in confidence to apply for a CHW position." – Fall 2017 CHW Trainee

"I especially loved that the classes were recorded just in case we needed to go back and listen to the lesson again for any reason." – Fall 2017 CHW Trainee

"Instructor was very engaging and encouraging. I enjoyed her." – Spring 2018 CHW Trainee

"I think every method used to present this course was well done! It was easy to understand and easy to follow. I feel students with access to just internet will benefit greatly in all levels!" – Spring 2018 CHW Trainee

CHW Curriculum Outline



Competency	Topics	Total Hours by Activity
Introduction/ Communication	<ol style="list-style-type: none"> 1. Information & Outline of Course 2. Introduction Activity 3. Course Overview 4. Definitions <ol style="list-style-type: none"> a. CHWs b. Promotores c. Patient Navigators 5. Main characteristics & qualities 6. Core competencies <ol style="list-style-type: none"> a. Communication b. Interpersonal skills c. Service Coordination d. Capacity Building e. Advocacy f. Teaching g. Organizational Skills h. Knowledge Base 7. Job descriptions 8. Workforce development 9. Literature Findings 10. Models of care 11. Reasons employers utilize CHWs/patient navigators 12. Barriers/ challenges to CHW/PN programs 13. National movement, certification, and strategies <ol style="list-style-type: none"> a. Practicum Student's Video 14. Best Practices 15. History of CHWs in Texas 16. DSHS CHW/Promotora Program: certification requirements & process 17. Patient navigation history & new developments 18. Communication goals 19. Parts of communication 20. Communication skills & strategies 21. Poor communication skills 22. Communication barriers <ol style="list-style-type: none"> a. Language differences b. Cultural differences c. Beliefs d. Values e. Age & life experiences f. Sensory impairments g. Cognitive impairments 23. Types of communication <ol style="list-style-type: none"> a. Verbal b. Non-verbal 24. Ineffective communication <ol style="list-style-type: none"> a. Ineffective communication behaviors b. Negative non-verbal communication c. Roadblocks to effective communication 25. Effective communication <ol style="list-style-type: none"> a. Effective communication strategies 26. Active listening <ol style="list-style-type: none"> a. Listening versus hearing 	<ul style="list-style-type: none"> • Class instruction: 7.5 hrs • Homework: 5 hrs • Hands on: 7.5 hrs <hr/> <p style="text-align: center;">Total:20 hours</p>



	<ul style="list-style-type: none"> b. 4 types of listening c. Effective feedback after active listening d. Causes of poor listening <p>27. Listening tips</p> <p>28. Facilitative questioning</p> <ul style="list-style-type: none"> a. "I" Statements b. Types of questions c. Effective questioning d. Ineffective questioning <p>29. Motivational interviewing</p> <ul style="list-style-type: none"> a. Definition b. General principles c. Methods <p>30. Health literacy</p> <ul style="list-style-type: none"> a. Definitions b. National statistics c. Basic health literacy d. Teaching health literacy <p>31. Conducting effective conversations</p> <p>32. Public speaking</p> <ul style="list-style-type: none"> a. The speech communication process b. Knowing your audience c. Demographic audience analysis d. Situational audience analysis e. Adapting to the audience f. Organizing a speech g. Use of appropriate language h. Meanings of words i. Speech delivery j. Vocalization k. Visual aids <p>33. Electronic communication & social media</p> <p>34. Communicating with healthcare providers/ professionals</p>	
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Note: Bolded text correspond to topics that are listed under DSHS Community Health Worker Core Competencies.

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Competency	Topics	Total Hours by activity
Interpersonal Skills	<ol style="list-style-type: none"> 1. Professional conduct 2. Ethical decision making 3. Patient confidentiality 4. HIPAA <ol style="list-style-type: none"> a. Patient's rights guaranteed by HIPAA b. Patient's Privacy 5. Protected Health Information <ol style="list-style-type: none"> a. Location of PHI b. When we can share PHI c. Permission to use PHI d. Computers e. Disposal of information f. E-mail & faxes g. "Need to know" rule 6. Patient safety 7. Personal vision & reflection 8. Self-esteem 9. Personal boundaries & limitations <ol style="list-style-type: none"> a. Knowing your limits b. Maslow's Hierarchy of needs 10. Personal Safety 11. Hazards <ol style="list-style-type: none"> a. Physical hazards b. Biological hazards c. Mental hazards 12. 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 13. Cultural Competency <ol style="list-style-type: none"> a. Cultural humility b. Cultural sensitivity c. Linguistic Competence 14. Linguistic competence 15. Interpersonal skills 16. Definition of interpersonal skills 17. Improving interpersonal skills 18. Keys to effective relationships 19. Building trust: a culture of confidentiality 20. Principles of motivation 21. Goal setting 22. Problem solving 23. Coping skills 24. Psychosocial support 	<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>

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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. "Hats" of a service coordinator 4. Characteristics of service coordinators 5. Identifying needs 6. Assessing a client's needs <ol style="list-style-type: none"> a. Assessing client's readiness to change b. Assessing clients strengths & barriers c. Paperwork d. Assessment forms e. Resource access plans f. Household budgeting g. Referrals h. Transportation i. Patient follow-up 7. Teaching clients about the health care system 8. Patient & caregiver support 9. 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. Networking f. Coordinate resources 10. Accessing information 11. Electronic database programs 12. 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>

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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. Dressing Appropriately 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. Essential steps to conflict resolution f. Conflict mapping g. Tips for conflict resolution h. Interacting with others i. Role of CHW 16. Resource development & funding strategies <ol style="list-style-type: none"> a. Identifying resources & partners b. Identifying current need c. Develop & consolidate resources d. Internet campaigns e. Corporate sponsorships f. Charitable foundations g. Local vendor sales h. Radio-thons i. Public service announcements j. Next steps 	<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>

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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. Barriers & challenges 5. What's involved in advocacy? 6. Advocacy activities 7. Paths of advocacy messages 8. Advocacy levels 9. Advocacy roles 10. How to advocate 11. Advocacy checklist 12. 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 13. Advocacy in Texas <ol style="list-style-type: none"> a. Texas Government basics b. Difference between advocacy & lobbying c. Calls to action 14. CHWs & Advocacy <ol style="list-style-type: none"> a. Why should CHW care? b. Effective advocacy as CHWs c. Preparation & research d. Facts and information e. Building relationships f. Presenting effectively 	<ul style="list-style-type: none"> • Class Instruction: 7.5 hrs • Homework: 5 hrs • Hands on: 7.5 hrs <hr style="border: 1px solid black;"/> <p style="text-align: center;">Total : 20 hours</p>

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Competency	Topics	Total Hours by activity
Teaching Skills	<ol style="list-style-type: none"> 1. Definition of teaching 2. Qualities of a good teacher 3. Definition of learning 4. Teaching methods 5. Teaching strategies <ol style="list-style-type: none"> a. Lesson Plan 6. Teaching skills 7. Preparing good presentations 8. Learning domains 9. Adult learning – critical elements 10. Type of learners 11. Learning styles 12. Health information 13. Health education <ol style="list-style-type: none"> a. Physical aspects of illness & disease b. Healthy & unhealthy behaviors 14. Health promotion & outreach 	<ul style="list-style-type: none"> • Class Instruction: 7.5 hrs • Homework: 5 hrs • Hands on: 7.5 hrs <hr style="border: 1px solid black;"/> <p style="text-align: center;">Total : 20 hours</p>

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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. Keys to respecting your time c. Reducing interruptions d. Time wasters 11. Organizational skills <ol style="list-style-type: none"> a. Setting goals b. Making plans c. Guidelines for priority setting d. To-do Lists e. Steps to organize each day 12. Data collection methods 	<ul style="list-style-type: none"> • Class Instruction: 7.5 hrs • Homework: 5 hrs • Hands on: 7.5 hrs <hr style="border: 1px solid black;"/> <p style="text-align: center;">Total : 20 hours</p>

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Competency	Topics	Total Hours by activity
Knowledge-based Skills	<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. Evidence d. Currency e. Bias f. Website ownership g. Protecting your privacy h. MedlinePlus 2. Behavior change <ol style="list-style-type: none"> a. Determinants of Health 3. Physical aspects of illness & disease <ol style="list-style-type: none"> a. Tips on when to refer client to a doctor 4. Healthy behaviors <ol style="list-style-type: none"> a. Nutrition b. Physical activity c. Tobacco Cessation 5. Technology <ol style="list-style-type: none"> a. Computer programs b. Cell phones/ texting/ mobile apps c. Social media 	<ul style="list-style-type: none"> • Class Instruction: 7.5 hrs • Homework: 5 hrs • Hands on: 7.5 hrs <hr style="border: 1px solid black;"/> <p style="text-align: center;">Total : 20 hours</p>

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