

## CWG CHW Core Competencies Template

**Employee Name (PRINT):** \_\_\_\_\_

**Trainer/Supervisor Name (PRINT):** \_\_\_\_\_

**Introduction**

Community Health Workers (CHWs) come to their roles in organizations with varying backgrounds – they’ve attended a certificate program which has provided a base training but they have different focus areas and experience. The Core Competencies are meant to aid organizations and CHWs in documenting CHWs’ knowledge and skills. This template is meant to be used in addition to organization’s general orientation, on-boarding, and policies and procedures. The competencies may be adapted depending on the needs of the CHW and the organization.

Demonstrates the Following Skills	Related Training and Assessment	Needs Training (DATE)	Meets (DATE)
<b>Communication</b> (Public Health Professionals Core Competency (PHPCC) 3: Communication) <sup>i</sup>			
a. Listening to others - OARS b. Ability to speak with a variety of audiences from the community to the clinical setting c. Ability to document work progress in writing and verbally d. Informing others e. Relating to others f. Resolving Conflict g. Cross cultural communication h. Facilitating meetings and group sessions i. Ability to work in a team setting	1. CHW Certificate program <sup>ii</sup> : a) Coordination, Documentation, and Reporting (introduces documentation practices, multiple assignments that require documentation) b) Communication and Cultural Competence (includes communication skills with community and provider settings, interviewing, listening, networking, and building trust)  2. Motivational Interviewing: OARS Model (Open Questions, Affirmations, Reflective Listening, Summarizing) <sup>iii</sup>  3. Assessed via conversation with supervisor: What happens during your initial interaction with a client? How do you verify that what you heard is what the client actually needs?		

Demonstrates the Following Skills	Related Training and Assessment	Needs Training (DATE)	Meets (DATE)
<b>Professional Skills and Conduct</b> (PHPCC 2: Policy Development/Program Planning and 3: Financial Management and Planning)			
<ul style="list-style-type: none"> <li>a. Ability to set goals, to develop and follow a work plan, and know where to go for help</li> <li>b. Self-organize in order to balance priorities and manage time</li> <li>c. Identify and respond effectively to emergencies</li> <li>d. Use pertinent technology applicable to the setting</li> <li>e. Pursue continuing training and/or education</li> <li>f. Work safely in community and/or clinical settings</li> <li>g. Observe ethical and legal standards (including HIPAA), follow organizational, research and/or grant policies and procedures</li> <li>h. Participate in professional development and networking among CHW groups</li> <li>i. Set boundaries, practice self-care and work independently, while using organizational and supervisory support as appropriate</li> </ul>	<ul style="list-style-type: none"> <li>1. CHW Certificate program: <ul style="list-style-type: none"> <li>a) Legal and Ethical Responsibilities (reporting responsibilities, importance of agency policies, ethical issues)</li> <li>b) Coordination, Documentation and Reporting</li> <li>c) Teaching and Capacity Building (Motivational Interviewing, implementing plans with clients to promote wellness)</li> </ul> </li> <li>2. Motivational Interviewing: OARS Model (Open Questions, Affirmations, Reflective Listening, Summarizing)</li> <li>3. Home Visit Safety Training: applies to organization’s internal policy</li> <li>4. Assessed via conversation with CHW: How do you separate your personal interactions from your professional interactions? How do you plan for upcoming projects and work?</li> </ul>		
<b>Outreach Methods and Strategies</b> (PHPCC 3: Communication and 5: Community Dimensions of Practice)			
<ul style="list-style-type: none"> <li>a. Identify and document needs and topics relevant to community</li> <li>b. Identify geographic and structural features that define and support outreach</li> <li>c. Create strategies to meet people where they live, work, and congregate</li> <li>d. Build trust, organize events, conduct community outreach, recruit and follow-up with individuals</li> <li>e. Gather or prepare appropriate resources and materials and disseminate effectively.</li> </ul>	<ul style="list-style-type: none"> <li>1. CHW Certificate program: <ul style="list-style-type: none"> <li>a) Role, Advocacy and Outreach (personal safety, self-care, promotion of health and wellness)</li> <li>b) Communication and Cultural Competency</li> </ul> </li> <li>2. Home Visit Safety Training</li> </ul>		

Demonstrates the Following Skills	Related Training and Assessment	Needs Training (DATE)	Meets (DATE)
<b>Client and Community Assessment (PHPCC 1: Analytic/Assessment)</b>			
<ul style="list-style-type: none"> <li>a. Demonstrate knowledge of basic health and social indicators to define needs (e.g. knowing rates of hepatitis b are higher in Asian community)</li> <li>b. Create and build upon rapport with clients and their families in order to solicit full information and help clients identify their own strengths and problem-solving abilities</li> <li>c. Convey information in culturally appropriate ways</li> <li>d. Participate in individual assessment through observation and active inquiry in order to inform conclusions or actions, provide appropriate health screening and education</li> <li>e. Participate in community assessment through observation and active inquiry to inform conclusions or actions, utilize community wisdom and voice to identify community needs and serve vulnerable individuals and provide and use information and data</li> </ul>	<ul style="list-style-type: none"> <li>1. CHW Certificate program: <ul style="list-style-type: none"> <li>a) Role, Advocacy and Outreach</li> <li>b) Organization and Resources (apply health determinants, demonstrate critical thinking)</li> <li>c) Teaching and Capacity Building (health teaching, client responsibility in healthcare, teaching skills, Motivational Interviewing)</li> </ul> </li> <li>2. Motivational Interviewing: OARS Model (Open Questions, Affirmations, Reflective Listening, Summarizing)</li> <li>3. Ability to use program specific forms for client screening, assessment and follow up</li> </ul>		
<b>Service Coordination Skills (PHPCC 1: Analytic/Assessment and 5: Community Dimension of Practice)</b>			
<ul style="list-style-type: none"> <li>a. Familiarity with community based organizations, churches, community centers, and other community service centers</li> <li>b. Appropriately connect clients to resources, without duplicating services</li> <li>c. Understand social service landscape</li> <li>d. Advocate effectively for communities needs internally and externally</li> <li>e. Create referral flows and follow up plans</li> <li>f. Provide support for individuals and families to advocate for their own needs</li> <li>g. Navigate and coordinate care (including identifying and accessing resources and overcoming barriers) for individuals and families in collaboration with multiple systems</li> <li>h. Facilitate development of an individual and/or group action plan and goal attainment, and follow-up and document care and referral outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>1. CHW Certificate program: <ul style="list-style-type: none"> <li>a) Role, Advocacy and Outreach</li> <li>b) Organization and Resources (knowledge of community, ability to prioritize and organize work)</li> <li>c) Teaching and Capacity Building</li> <li>d) Coordination, Documentation and Reporting</li> </ul> </li> <li>2. Conversation with CHW to assess knowledge of community resources</li> <li>3. Ability to use organization specific screening form to track individual needs and referrals</li> </ul>		

Demonstrates the Following Skills	Related Training and Assessment	Needs Training (DATE)	Meets (DATE)
<b>Advocacy and Leadership at the Community Level</b> (PHPCC 4: Cultural Competency, 5: Community Dimensions of Practice and 8: Leadership and Systems Thinking)			
<ul style="list-style-type: none"> <li>a. Knowledge of broad public health issues impacting the community and Social Determinants of Health</li> <li>b. Speak on behalf of community concerns</li> <li>c. Support community to advocate for their needs</li> <li>d. Take initiative to help community solve issues and create opportunities for better self-care</li> <li>e. Respond and/or assist others in responding to local media requests and to promote health messages by using community media (television, radio, newspapers)</li> <li>f. Describe and document community needs and assets so that clients and service providers can make use of the full range of information necessary to evaluate community issues and to plan for appropriate effective response at collective as well as individual levels</li> <li>g. Teach self-advocacy skills and speak up for individuals and communities</li> <li>h. Be community led and driven and/or contribute to policy development at program, organizational, system and legislative levels</li> <li>i. Advocate for social change, bridge perspectives for policy change and support and champion social and racial equity</li> </ul>	<ul style="list-style-type: none"> <li>1. CHW Certificate program: <ul style="list-style-type: none"> <li>a) Role, Advocacy and Leadership</li> <li>b) Communication and Cultural Competence</li> <li>c) Teaching and Capacity Building</li> </ul> </li> <li>2. Social Determinants of Health Training</li> <li>3. Social and Racial Equity Training</li> </ul>		
<b>Documentation and Organizational Skills (including HIPAA)</b> (PHPCC 1: Analytic/Assessment, 2: Policy Development and Program Planning)			
<ul style="list-style-type: none"> <li>a. Prioritize activities to meet community and organization needs – time management</li> <li>b. Use appropriate documentation tools to record work and efforts, including EHR documentation, referral and release of information form</li> <li>c. Describe community and work in writing</li> <li>d. Create/contribute to effective presentations on various topics</li> <li>e. Create and use work plans for planning purposes – could be done verbally with supervisor</li> <li>f. Routinely review case notes and forms prior to each meeting with client</li> </ul>	<ul style="list-style-type: none"> <li>1. CHW Certificate program: <ul style="list-style-type: none"> <li>a) Organization and Resources</li> <li>b) Legal and Ethical Responsibilities</li> <li>c) Coordination, Documentation, and Reporting</li> </ul> </li> <li>2. Electronic Health Record training</li> <li>3. Supervisor training on organization specific documentation and reporting</li> <li>4. Review client screening and data tracking tools</li> </ul>		

Demonstrates the Following Skills	Related Training and Assessment	Needs Training (DATE)	Meets (DATE)
<b>Cultural Awareness and Sensitivity</b> (PHPCC 3: Communication, 4: Cultural Competency, and 8: Leadership and Systems Thinking)			
<ul style="list-style-type: none"> <li>a. Listen and speak respectfully</li> <li>b. Navigate multiple cultural settings</li> <li>c. Knowledge of health disparities impacting community</li> <li>d. Participate in on-going public and agency efforts to promote awareness and respect for differing cultural groupings in the community</li> <li>e. Know and adapt to culture as a broad concept including socioeconomic status, religion, neighborhood, etc.</li> </ul>	<ul style="list-style-type: none"> <li>1. CHW Certificate program:               <ul style="list-style-type: none"> <li>a) Communication and Cultural Competence</li> </ul> </li> <li>2. Social and Racial Equity Training</li> </ul>		
<b>Health Education and Behavior Change</b> (PHPCC 6: Public Health Sciences)			
<ul style="list-style-type: none"> <li>a. Healthy Lifestyles</li> <li>b. Heart Disease and Stroke</li> <li>c. Maternal, Child and Teen Health</li> <li>d. Cancer</li> <li>e. Oral Health</li> <li>f. Mental Health</li> <li>g. Diabetes</li> <li>h. Prediabetes</li> <li>i. Hypertension</li> <li>j. Other topics as required by position</li> </ul>	<ul style="list-style-type: none"> <li>1. CHW Certificate program:               <ul style="list-style-type: none"> <li>a) Health promotion topics a through i: topics covered in 1 to 2 weeks, multiple face-to-face MI activities.</li> </ul> </li> <li>2. See Appendix A for health topic specific competencies</li> </ul>		

## PROGRESS TRACKING

**Initial Review (DATE: \_\_\_\_\_) Client Interaction Observation (DATE: \_\_\_\_\_)**

COMMENTS:

Employee Signature: \_\_\_\_\_ Trainer/Supervisor Signature: \_\_\_\_\_

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**Follow-Up Review (DATE: \_\_\_\_\_) Client Interaction Observation (DATE: \_\_\_\_\_)**

COMMENTS:

Employee Signature: \_\_\_\_\_ Trainer/Supervisor Signature: \_\_\_\_\_

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**Follow-Up Review (DATE: \_\_\_\_\_) Client Interaction Observation (DATE: \_\_\_\_\_)**

COMMENTS:

Employee Signature: \_\_\_\_\_ Trainer/Supervisor Signature: \_\_\_\_\_

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<sup>i</sup> Core Competencies for Public Health Professionals (required for Public Health agencies to be accredited):

[http://www.phf.org/resourcetools/Documents/Core\\_Competencies\\_for\\_Public\\_Health\\_Professionals\\_2014June.pdf](http://www.phf.org/resourcetools/Documents/Core_Competencies_for_Public_Health_Professionals_2014June.pdf)

<sup>ii</sup> Minnesota CHW Certificate Curriculum Overview: <http://mnchwalliance.org/wp-content/uploads/2012/12/Minnesota-CHW-Curriculum-Outline-Updated-Feb-2015.pdf>

<sup>iii</sup> The OARS Model: Essential Communication Skills: <http://www.oregon.gov/oha/PH/HealthyPeopleFamilies/ReproductiveSexualHealth/Documents/edmat/OARSEssentialCommunicationTechniques.pdf>

