Required Components for CHW Certification Curricula\*

**Curriculum Skills Scoring Matrix**

**CHW Core Competencies**

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| --- | --- | --- |
| 1. Cultural Mediation
2. Health Education
3. Care Coordination
 | 1. Social Support
2. Advocacy
3. Capacity Building
 | 1. Direct Services
2. Assessment
3. Outreach
4. Evaluation & Research
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| --- | --- |
|  **Communication** | **Met Requirement:** **0 or 1** |
| a. Ability to use language confidently  |  |
| b. Ability to use language in ways that engage and motivate  |  |
| c. Ability to communicate using plain and clear language  |  |
| d. Ability to communicate with empathy  |  |
| e. Ability to listen actively  |  |
| f. Ability to prepare written communication including electronic communication  |  |
| g. Ability to document work  |  |
| h. Ability to communicate with the community served  |  |
| **Total** |  |
| **Relationship-building** |
| a. Ability to provide coaching and social support  |  |
| b. Ability to conduct self-management coaching  |  |
| c. Ability to use interviewing techniques (e.g. motivational interviewing)  |  |
| d. Ability to work as a team member  |  |
| e. Ability to manage conflict  |  |
| f. Ability to practice cultural humility  |  |
| **Total** |  |
| **Service Coordination** |
| a. Ability to coordinate care (including identifying and accessing resources and overcoming barriers)  |  |
| b. Ability to make appropriate referrals  |  |
| c. Ability to facilitate development of an individual and/or group action plan and goal attainment  |  |
| d. Ability to coordinate CHW activities with clinical and other community services  |  |
| e. Ability to follow-up and track care and referral outcomes  |  |
| **Total** |  |
| **Capacity Building** |
| a. Ability to help others identify goals and develop to their fullest potential  |  |
| b. Ability to work in ways that increase individual and community empowerment  |  |
| c. Ability to network, build community connections, and build coalitions  |  |
| d. Ability to teach self-advocacy skills |  |
| e. Ability to conduct community organizing  |  |
| **Total** |  |
| **Advocacy** |
| a. Ability to contribute to policy development  |  |
| b. Ability to advocate for policy change  |  |
| c. Ability to speak up for individuals and communities  |  |
| **Total** |  |
| **Education and Facilitation** | **Met Requirement** **0 or 1** |
| a. Ability to use empowering and learner-centered teaching strategies  |  |
| b. Ability to use a range of appropriate and effective educational techniques  |  |
| c. Ability to facilitate group discussions and decision-making  |  |
| d. Ability to plan and conduct classes and presentations for a variety of groups  |  |
| e. Ability to seek out appropriate information and respond to questions about pertinent topics  |  |
| f. Ability to find and share requested information  |  |
| g. Ability to collaborate with other educators  |  |
| h. Ability to collect and use information from and with community members  |  |
| **Total** |  |
| **Assessment** |
| a. Ability to participate in individual assessment through observation and active inquiry  |  |
| b. Ability to participate in community assessment through observation and active inquiry  |  |
| **Total** |  |
| **Outreach** |
| a. Ability to conduct case-finding, recruitment and follow-up  |  |
| b. Ability to prepare and disseminate materials  |  |
| c. Ability to build and maintain a current resources inventory  |  |
| **Total** |  |
| **Professional Conduct** |
| a. Ability to set goals and to develop and follow a work plan  |  |
| b. Ability to balance priorities and to manage time  |  |
| c. Ability to apply critical thinking techniques and problem solving d. Ability to use pertinent technology  |  |
| e. Ability to pursue continuing education and life-long learning opportunities |  |
| f. Ability to maximize personal safety while working in community and/or clinical settings |  |
| g. Ability to observe ethical and legal standards (e.g. CHW Code of Ethics, Americans with Disabilities Act [ADA], Health Insurance Portability and Accountability Act [HIPAA])  |  |
| h. Ability to identify situations calling for mandatory reporting and carry out reporting requirements  |  |
| i. Ability to participate in professional development of peer CHWs and in CHW networking groups  |  |
| j. Ability to set boundaries and practice self-care  |  |
| **Total** |  |
| **Evaluation and Research** |
| a. Ability to identify important concerns and conduct evaluation and research to understand root causes |  |
| b. Ability to apply the evidence-based practices of Community-Based Participatory Research (CBPR)  |  |
| c. Ability to participate in evaluation and research processes |  |
| **Total** |  |
| **Knowledge Base** |
| a. Knowledge about social determinants of health and related disparities  |  |
| b. Knowledge about pertinent health issues  |  |
| c. Knowledge about healthy lifestyles and self-care  |  |
| d. Knowledge about mental/behavioral health issues and their connection to physical health  |  |
| e. Knowledge about health behavior theories |  |
| f. Knowledge of basic public health principles  |  |
| g. Knowledge about the community served  |  |
| h. Knowledge about United States health and social service systems |  |
| **Total** |  |