

Certification Guidelines: **Credential Standards and Requirements Table**

Certified Community Health Worker (CCHW)



*Define Yourself as a Professional
through Certification.*

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CCHW Standards & Requirements Tables

The purpose of this document is to provide detailed, credential specific information, including CCHW credential specific standards, requirements and application policies and procedures. This document is to be read in conjunction with the FCB’s overall administrative requirements that are detailed in the following FCB Candidate Guides

- Candidate Guide: Application Process
- Candidate Guide: Examination Process Credential Award
- Candidate Guide: Maintenance and Renewal Process

Applicants are responsible to read, understand and follow the information in the FCB’s Candidate Guides, this document, and the FCB’s Code of Ethical and Professional Conduct and Disciplinary Procedures. All documents are posted online. Please contact the FCB if you have any questions.

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CERTIFIED COMMUNITY HEALTH WORKER (CCHW)

The CCHW designation is an entry-level credential for front-line health workers who, by virtue of their trusted status in the community, serve as a liaison, link and intermediary between health services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. Examples of job titles that are considered to be Community Health Worker positions include but are not limited to Promotores(as) de Salud; Community Health Educator; Health Communicator; Outreach Worker; or Health Advocate. A CCHW has demonstrated competency through training and experience in the performance domains of:

- Communication and Education
- Resources
- Advocacy
- Foundations of Health
- Professional Responsibility

Individuals holding the CCHW credential have meet all FCB administrative requirements and all credential specific standards and eligibility requirements that have been established for the credential.

CCHW STANDARDS AND ELIGIBILITY REQUIREMENTS

TOPIC	MINIMUM REQUIREMENT
<p>Please review the Candidate Guide: Application Process and the following CCHW standards and eligibility requirements for application.</p>	
Formal Education	High-school Diploma or General Equivalency Degree
Content Specific Training	<p>30 clock hours of content specific training as follows:</p> <ul style="list-style-type: none"> • Communication and Education: 4 clock hours • Resources: 4 clock hours • Advocacy: 4 clock hours • Foundations of Health: 4 clock hours • Professional Responsibility: 4 clock hours • Electives (may relate to any of the performance domains): 10 clock hours <p>Eligible training must be taken from a FCB Approved Education Provider within the last 5-years (no time limit on college coursework taken as part of a degree program). FCB Eligible Training Providers are listed online at http://flcertificationboard.org/resources/approved-education-providers/</p> <p>Recommended training topics for each domain are listed at the end of this document.</p> <p>Content specific training and supporting documentation is submitted to the FCB by the applicant. Applicants must complete (1) the FCB Training Verification Form and (2) attach approved supporting documentation for each entry listed on the Form.</p>
Related Work Experience	<p>500 clock hours of formal work and/or volunteer experience providing community health worker services in any of the following domains of practice:</p> <ol style="list-style-type: none"> 1. Communication and Education: tasks related to community education. 2. Resources: tasks related to linking community members with available health/social services. 3. Advocacy: tasks related to advocating for the community's health/social service needs. <p>Eligible work experience occurred within the last 5-years.</p>
Recommendations	<p>You must have three total Letters of Recommendation for Certification:</p> <p>One must be a One Supervisory Letter of Recommendation for Certification</p> <p>The other two Letters of Recommendation for Certification may come from any combination of professional, supervisor or personal/character references.</p>
<p>Please review the Candidate Guide: Examination and Credential Award and the following CCHW exam requirements.</p>	
Exam	Community Health Worker Exam
<p>Please review the Candidate Guide: Credential Maintenance and Renewal and the following CCHW requirements.</p>	
Continuing Education	10 hours per year. Training content must be related to at least one of the CCHW performance domains.
Renewal	Biennial (every two years), on October 31st of the renewal year.

ELECTRONIC APPLICATION AND SUPPORTING DOCUMENTATION REQUIREMENTS

All applicants MUST first establish an online account with the FCB. After establishing the online account, complete the Certified Community Health Worker (CCHW) electronic application. Hard copy applications are only available for applicants who meet ADA requirements related to accommodations for using computers and related technologies. Please contact the FCB for additional assistance. All other applicants, please see the link below for access to the portal.

<https://portalpcb.cyzap.net/dzapps/dbzap.bin/apps/assess/webmembers/login?webid=FCB>

All credential-specific requirements are documented on FCB forms. All forms are posted online at <http://flcertificationboard.org/certification/available-certifications/>.

Applicants must:

- Download and complete the Training Verification Form. The completed form and supporting documentation is uploaded to the electronic application.
- Secure a copy of his or her high school diploma, GED, unofficial college or university transcript, or diploma. The FCB will request this documentation when processing the application.
- Download and provide the following forms to the appropriate individual to complete and submit to the FCB: Work Verification Form; Supervisory Recommendation for Certification Form; Character/Personal Recommendation for Certification Form; and/or Professional Recommendation for Certification Form. See the Hard Copy Application Documents and Submission Protocol section of this document for additional details.

All applicants have a maximum of 12 months to earn the CCHW credential, starting from the date the application and the certification fee are received by the FCB.

When your fee has been processed and your application has been successfully submitted, you will receive a system email and, shortly thereafter, you will receive a personal email of introduction from your assigned Certification Specialist. This person will serve as your single-point-of-contact throughout the certification application, examination and award processes.

ELECTRONIC APPLICATION COMPONENTS & SUBMISSION PROTOCOL

Applicants have up to 30 calendar days to complete the electronic application. Applications not submitted within 30 days will be automatically deleted, including all data and attachments.

An application is considered submitted when the applicant has progressed through all of the screens, providing all system required information, and making the application fee payment.

Once the application is submitted and the fee payment is received, the application is “locked.” This means that the applicant can no longer make changes to data entered into the application and cannot add additional files of supporting documentation. If changes need to be made to the application and/or additional documents need to be attached, please work directly with your assigned Certification Specialist, who will make the necessary changes/updates.

SECTION	REQUIRED DATA	REQUIRED ATTACHMENTS
Other Certification or Licensure	Enter the requested information for any non-CCHW certification or license you may hold. If you do not hold other credentials, select the “next” button.	No applicant-provided attachments are required. If you report another credential(s), please upload a copy of the credential.
Formal Education/Degree	Enter the requested information for the highest level degree you hold.	Request an official transcript from your college or university. The FCB will only accept transcripts from the college or university. Transcripts provided by the applicant will be denied.
Content Specific Training	You are not required to enter any fields of data; you only upload mandatory files.	Upload a completed CCHW Training Verification Form and supporting documentation for each course/training event.
References	You are required to identify the three individuals who will submit recommendations for certification on your behalf. One supervisory reference, and two references in a combination of character/personal and professional are required.	There is not an option to upload documents to this section of the application. You must download the CCHW Professional recommendation forms from the FCB website and provide them to your references for completion & submission to the FCB. Note: You cannot collect completed supervision forms or recommendations and submit them to the FCB yourself.
Current Employer	Enter the requested information for your current employer AND each additional employer you will contact to document the 500 hour work requirement.	There are no applicant-provided attachments in this section. You must download the CCHW Work Experience Verification form and provide a copy to each employer for completion & submission to the FCB. Note: You cannot collect completed work verification forms and submit them to the FCB yourself.

SECTION	REQUIRED DATA	REQUIRED ATTACHMENTS
Assurance and Release	Read the agreements on this page as you are bound by FCB policy and procedure once you check the check box and select the “next” button.	There are no applicant-provided attachments in this section.
Final Review and Application Submission	<p>Review all entered information. If any edits need to be made, make them at this time.</p> <p>Additional documents cannot be uploaded after you select the “submit” button.</p> <p>If you do not select the “submit” button with 30 days of starting the application, the system will delete the application, including all entered data and attachments.</p>	<p>There are no applicant-provided attachments in this section.</p> <p>When you submit your application, you will be taken to the fee payment screen. Your application is not submitted until payment is made. You will receive a system generated email with an invoice when your payment has been processed and your application is received.</p>

HARD COPY APPLICATION DOCUMENTS AND SUBMISSION PROTOCOL

Applicants must download the following forms from the FCB website and provide the forms to the appropriate people for completion and submission to the FCB.

- Work Verification Form
- Training Verification Form
- Supervisory Recommendation for Certification
- Professional Recommendation for Certification
- Character/Personal Recommendation for Certification

Your assigned Certification Specialist will upload all hard copy documents to your electronic application. You will be able to track the status of each requirement from your online account.

REQUIRED DOCUMENTATION	APPLICANT PROVIDED	NON-APPLICANT SOURCE
Formal Education	On application, report degree(s).	Official transcript must be provided to the FCB from the degree granting institution.
Work Experience	<p>On application, report employer(s) who will submit verification documentation.</p> <p>Provide each employer with a Work Verification Form</p>	Employer will document and submit related work experience on the Work Verification Form. Please include a position description specifying all related duties
On-the-Job Supervision	<p>On application, report supervisor(s) who will submit verification documentation.</p> <p>Provide each supervisor with an OTJ Supervision Verification Form.</p>	Supervisor completes and submits OTJ Supervision Verification Form and supporting documentation directly to the FCB.

REQUIRED DOCUMENTATION	APPLICANT PROVIDED	NON-APPLICANT SOURCE
Content Specific Training	Complete Training Verification Form and collects copies. The applicant provides all content specific training materials directly to the FCB.	No documentation required from a non-applicant source.
Recommendation for Certification	On application, report individuals who will submit a Recommendation for Certification. Provide each individual with a Recommendation for Certification Form.	Individual providing the recommendation completes and submits the Recommendation for Certification Form directly to the FCB.

All forms must be filled out electronically – handwritten forms will be denied.

All forms and supporting documentation must be submitted to the FCB by the individual signing off on the form/submitting supporting documentation. Forms and documents provided by the applicant will be denied.

All hard copy documents and fee payments may be made to the FCB via mail, email or fax.

US Mail: FCB ♦ 1715 South Gadsden Street ♦ Tallahassee, Florida, 32301

Email: Applicants are assigned a Certification Specialist when their application has been received at the FCB. Please ask the applicant for their Certification Specialist’s name and email address. In the absence of a specified person, FCB accepts email at admin_assist@flcertificationboard.org

FAX: 850-222-6247

Fee Payment: The preferred method of fee payment is online, using your secure certification account. You can make payments and receive immediate electronic invoices when using the online payment system. Credit card payments made over the phone and check/money order payments will incur a \$5 manual processing fee. Fees are non-refundable and non-transferable. **DO NOT MAKE A FEE PAYMENT UNLESS YOU ARE SURE YOU ARE READY TO MOVE FORWARD.**

UPDATING THE APPLICATION/ADDING FILES

Once you submit your electronic application, you are “locked out” of it and cannot make any changes or upload additional documents. If this needs to happen, please work directly with your assigned Certification Specialist, who will update your application as necessary.

CERTIFICATION PROCESS CHECKLIST

By submitting the CCHW application, you are stating/agreeing that you, the applicant, have read all the required policy and procedures covered in the following documents:

- Candidate Guide: Application Process
- Candidate Guide: Examination and Credential Award Process
- Credential Specific Standards Table
- Code of Ethical and Professional Conduct and Disciplinary Procedures

FCB System Registration and Application

- Online account created
- Online application submitted
 - Identify current or prior licenses/certifications
 - Identify highest level of education completed and degree granting institution.
 - Save copy of HSD/GED and provide to your assigned certification specialist when requested.
 - Upload the Training Verification Form and supporting documents.
 - Identify individuals who will submit Recommendation for Certification Forms. Download and distribute the required form to each individual for completion & submission.
 - Identify individuals who will submit On-The-Job Supervision Form. Download and distribute the required form to each individual for completion & submission.
 - Identify individuals who will submit Related Work Experience Form. Download and distribute the required form to each individual for completion & submission.
- Fee payment made

Exams

- Receive approval to register for the exam(s).
- Exam Fee Payment Made
- Register for the exam(s)
- Take the exam(s)

TRAINING TOPICS BY DOMAIN

DOMAIN	TOPICS
Communication and Education (4 hours)	<ul style="list-style-type: none"> • Adult learning, teaching, instructional and/or presentation skills • Communication skills that are culturally and linguistically competent, including verbal, nonverbal communication and effective listening skills • Conflict resolution skills • Behavioral Change strategies
Resources (4 hours)	<ul style="list-style-type: none"> • Differences between various cultural/communities and health/social services systems • Accessing health/social services • Making formal and/or informal referrals/links to providers. • Building individual and community capacity to access health/social services. • Barriers to services and strategies to access care.
Advocacy (4 hours)	<ul style="list-style-type: none"> • Legal right and responsibilities. • Advocacy skills development.
Foundations of Health (4 hours)	<ul style="list-style-type: none"> • Basic health topics. <ul style="list-style-type: none"> ○ Social Determinates of health (outside factors that impact the health of the individual.) ○ Basic knowledge of primary risk factors and prevention. ○ Understand the basic structure of the healthcare delivery system. ○ Universal precautions/OSHA/personal protection-equipment. ○ Disease specifics are handled under specific training modules and are not part of the certification testing. • Data collection determine and respond appropriately to the participant’s needs and strengths. • Outreach and education to community members.
Professional Responsibility (4 hours)	<ul style="list-style-type: none"> • Confidentiality • Documentation • Federal, state and local laws, rules and regulations. • Published codes of ethics and professional conduct. • Personal safety and self-care. •