

# 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 CCHW credential specific information, including CCHW 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 at 850-222-6314 if you have any questions.

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## CERTIFIED COMMUNITY HEALTH WORKER (CCHW)

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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

## APPLICATION PROCESS OVERVIEW

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There are two distinct phases to earning the CCHW credential

- Phase 1: Apply for, submit required supporting documentation and be approved to test for the credential. Please see the [CCHW Standards and Eligibility Requirements](#) section and the [CCHW Online Application Components and Submission Protocol](#) section of this document for additional details
- Phase 2: Once your application file has been approved, you will sit for the credential exam. Upon passing the exam, your certification will be issued. Please see the [Candidate Guide: Examination Process Credential Award](#) for additional details.

This document provides you with the program requirements and the process steps to apply for and hold the credential through the two-phase process.

## ACCOUNT AND ONLINE APPLICATION REQUIREMENTS

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There are several process steps involved in applying for certification.

**To apply for the CCHW credential, applicants are responsible to:**

1. Establish an online account in the FCB online system. This is a one-time activity.
2. Create an online [Certified Community Health Worker](#) application for certification. This is the official application and payment pathway. However, there are additional forms and supporting documentation that must also be submitted to the FCB.
3. Download and complete the *Training Verification Form*. The completed form and supporting documentation can be uploaded to the online application or emailed to your Certification Specialist, once assigned.
4. Save a copy of your high school diploma or GED, or transcript for your highest level of education completed.
5. Download the *Work Experience Verification*, and *Professional Recommendation for Certification Forms*; complete Part 1 of each form; provide the form to the appropriate person(s) to complete and submit directly to the FCB on your behalf. DO NOT collect these forms back and submit them yourself. The FCB WILL NOT accept these forms or supporting documentation from an applicant.

The CCHW application is considered to be successfully submitted when you have progressed through all screens and your fee has been processed. This will generate a system email notifying you that your application has been received and the initial review is underway.

Approximately 3-4 weeks later, you will receive a personal email of introduction from your assigned Certification Specialist, along with the results of the initial review of your application and supporting forms/documentation. This person will serve as your single-point-of-contact throughout the certification application, examination and award processes.

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

The length of time for an application to be approved depends on the timeliness and quality of the documents received by the FCB. We strongly recommend that you ensure you understand the certification process and create a plan to complete all steps before completing/submitting either of the online applications.

**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.**

## CREATE AN ONLINE ACCOUNT

All applicants **MUST** first establish an online account with the FCB. Please go to our website at [www.flcertificationboard.org](http://www.flcertificationboard.org) and click on My Account to access the portal.

- If you have an account, simply login.
- If this is your first time working with the FCB, click on the My Account link to create a new account.
- If you have forgotten your login or password, please call the office. **DO NOT CREATE MULTIPLE ACCOUNTS.**

## CREATE AN ONLINE APPLICATION FOR CERTIFICATION

Applicants will be required to complete an online application.

CCHW Application: Once you have access to your online account, select the “Apply for New Certification” button and then select the **Certified Community Health Worker** application. See the [CCHW Online Application Components and Submission Protocol](#) section of this document for additional details.

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.

- You can access the application for a maximum of 45 days. Applications not submitted within 45 days will be automatically deleted, including all data and attachments.
- 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. Please work directly with your assigned Certification Specialist, who will make the necessary changes/updates.

## DOWNLOAD AND DISTRIBUTE/COMPLETE REQUIRED FORMS

All credential-specific requirements are documented on FCB forms. All forms are posted online, under Credentials at FCB’s website, [www.flcertificationboard.org](http://www.flcertificationboard.org). 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 to (850) 222-6247.

**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](mailto:admin_assist@flcertificationboard.org).

# CCHW STANDARDS AND ELIGIBILITY REQUIREMENTS

TOPIC	MINIMUM REQUIREMENT
<p><b>Please review the <u>Candidate Guide: Application Process</u> and the following CCHW standards and eligibility requirements for application. For the most current application and exam fees, please see the <u>Fee Schedule</u> posted on FCB's website.</b></p>	
<p><b>DCF Level 2 Background Screening</b></p>	<p>FCB policy requires all applicants to pass a Level 2 Background Screening that is conducted thru the Department of Children and Families. FCB will initiate background checks for individuals seeking the CCHW credential.</p> <p>Regardless of if you have been previously approved for a FCB credential or DCF Level 2 Background, you must complete and return the <i>Clearinghouse Applicant Request Form</i> and <i>Privacy Policy Form</i>.</p>
<p><b>Formal Education</b></p>	<p>High School Diploma or General Equivalency Degree</p> <p>High School Diplomas or General Equivalence Degrees must be eligible for acceptance by colleges or universities holding nationally recognized accreditation through the United States Department of Education and/or Council on Higher Education Accreditation (CHEA).</p>
<p><b>Content Specific Training</b></p>	<p>30 hours of content specific training, allocated as follows:</p> <ol style="list-style-type: none"> <li>1. Communication and Education: 4 hours</li> <li>2. Resources: 4 hours</li> <li>3. Advocacy: 4 hours</li> <li>4. Foundations of Health: 4 hours</li> <li>5. Professional Responsibility: 4 hours</li> <li>6. Electives: 10 hours</li> </ol> <p>Eligible training must be taken from an FCB Approved Education Provider within the last 10 years (no time limit on college coursework taken as part of a degree program). FCB Eligible Training Guidelines and Providers are listed online on FCB's website <a href="http://www.flcertificationboard.org">www.flcertificationboard.org</a> under Education &amp; Training.</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>
<p><b>Related Work Experience</b></p>	<p>500 hours of work and/or volunteer experience providing community health worker services in any of the following domains of practice:</p> <ul style="list-style-type: none"> <li>• Communication and Education: tasks related to community education</li> <li>• Resources: tasks related to linking community members with available health/social services</li> <li>• Advocacy: tasks related to advocating for the community's health/social service needs</li> </ul> <p>Work/volunteer experience must be directly related to the core competencies of the credential and must have occurred within the last 5 years.</p>
<p><b>Recommendations</b></p>	<p>Three (3) professional letters of recommendation for certification.</p>
<p><b>Please review the <u>Candidate Guide: Examination and Credential Award</u> and the following CCHW exam requirements.</b></p>	
<p><b>Exam</b></p>	<p>Certified Community Health Worker Exam</p>

TOPIC	MINIMUM REQUIREMENT
<i>Please review the <u>Candidate Guide: Credential Maintenance and Renewal</u> and the following CCHW requirements.</i>	
<b>Continuing Education</b>	<p>10 hours per year. Training content must be related to at least one of the CCHW performance domains as indicated under Content Specific Training.</p> <p>Continuing Education (CE) credit hours must be non-repetitive (i.e., the same course cannot be claimed more than one time during each credentialed period, even if the course is taken annually).</p>
<b>Renewal</b>	Biennial (every two years), on October 31st of the renewal year.

## ONLINE APPLICATION COMPONENTS & SUBMISSION PROTOCOL

SECTION	REQUIRED DATA	REQUIRED ATTACHMENTS
<b>Other Certification or Licensure</b>	<p>Enter the requested information for any non-FCB certification or license you may hold.</p> <p>If you do not hold other credentials, select the “next” button.</p>	<p>No applicant-provided attachments are required. If you report another credential(s), please upload a copy of the credential.</p>
<b>Formal Education/Degree</b>	<p>Enter the requested information for the highest-level degree you hold.</p>	<p>Upload a copy of your high school diploma/GED or transcript.</p>
<b>Content Specific Training</b>	<p>You are not required to enter any fields of data; you only upload mandatory files.</p>	<p>Upload a completed <i>Training Verification Form</i> and supporting documentation for each course/training event listed on the form.</p>
<b>References</b>	<p>You are required to identify the three individuals who will submit recommendations for certification on your behalf. Three professional references are required.</p>	<p>There is not an option to upload documents to this section of the application.</p> <p>You must download the <i>Professional Recommendation for Certification Form</i> from the FCB website and provide a copy to your references for completion &amp; submission to the FCB.</p> <p><b>Note: Do not collect completed supervision or recommendation forms and submit them to the FCB yourself.</b></p>
<b>Current Employer</b>	<p>Enter the requested information for your current employer AND each additional employer you will contact to document the required work experience hours.</p>	<p>There are no applicant-provided attachments in this section.</p> <p>You must download the <i>Work Experience Verification Form</i> and provide a copy to each employer for completion &amp; submission to the FCB.</p> <p><b>Note: Do not collect completed work verification forms and submit them to the FCB yourself.</b></p>
<b>Assurance and Release</b>	<p>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.</p>	<p>There are no applicant-provided attachments in this section.</p>
<b>Final Review and Application Submission</b>	<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 45 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.</p>



SECTION	REQUIRED DATA	REQUIRED ATTACHMENTS
<b>Fee Payment</b>	The certification fee is due at this time. The preferred method is to pay online by credit card.	<p>Your application is not submitted until payment is made. See the <a href="#">Fee Schedule</a> posted on FCB's website for most current fees.</p> <p>Credit card payments made online are secure and have no additional fees. Payments may also be made by money order/check. Credit card payments made by phone will incur an additional \$5.00 convenience fee per transaction.</p> <p><b>All fees are non-refundable.</b></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.

The following form is submitted by the applicant:

- Training Verification Form*

The following are submitted by those completing the form on behalf of the applicant:

- Work Experience Verification Form*
- Professional Recommendation for Certification Form*

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

REQUIRED DOCUMENTATION	APPLICANT PROVIDED	NON-APPLICANT SOURCE
<b>DCF Level 2 Background Screening</b>	Hard Copy Document: Certification Specialist will email applicant forms for Level 2 Background Screening upon receiving CCHW application. Complete <i>Clearinghouse Applicant Request Form</i> and <i>Privacy Policy Form</i> .	No documentation required from a non-applicant source.
<b>Formal Education</b>	Online Application: Report highest level degree(s) and upload a copy of High School Diploma/GED or higher.	No documentation required from a non-applicant source.
<b>Work Experience Verification</b>	<p>Online Application: Report employer(s) who will submit verification documentation.</p> <p>Hard Copy Document: Provide each employer with a <i>Work Experience Verification Form</i></p>	Hard Copy Document: Employer will document and submit related work experience on the <i>Work Experience Verification Form</i> . Employers must attach a position description on agency letterhead specifying all related duties.

<b>Content Specific Training</b>	<p>Hard Copy Document: Complete <i>Training Verification Form</i> and collect copies of supporting documentation.</p> <p>Online Application: Upload all documents.</p>	No documentation required from a non-applicant source.
<b>Recommendation for Certification</b>	<p>Online Application: Report individuals who will submit a recommendation for certification.</p> <p>Hard Copy Document: Provide each individual with a <i>Professional Recommendation for Certification Form</i>.</p>	Hard Copy Document: Individual providing the recommendation completes and submits the <i>Professional Recommendation for Certification Form</i> 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.

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**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](mailto:admin_assist@flcertificationboard.org).

**FAX:** 850-222-6247

# 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 Process and Credential Award](#)
- [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, if held.
  - Identify highest level of education completed. Save and upload copy of diploma or transcript.
  - Complete and upload the *Training Verification Form* and supporting documents.
  - Identify individuals who will submit *Professional Recommendation for Certification Forms*.  
Download and distribute the required form to each individual for completion & submission.
  - Identify current and/or past employers who will submit *Work Experience Verification Form(s)*.  
Download and distribute the required form to each individual for completion & submission.
- Fee payment made. All fees are non-refundable.

## 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
<b>Communication and Education (4 hours)</b>	<ul style="list-style-type: none"> <li>• Adult learning, teaching, instructional and/or presentation skills</li> <li>• Communication skills that are culturally and linguistically competent, including verbal, nonverbal communication and effective listening skills</li> <li>• Conflict resolution skills</li> <li>• Behavioral Change strategies</li> </ul>
<b>Resources (4 hours)</b>	<ul style="list-style-type: none"> <li>• Differences between various cultural/communities and health/social services systems</li> <li>• Accessing health/social services</li> <li>• Making formal and/or informal referrals/links to providers.</li> <li>• Building individual and community capacity to access health/social services.</li> <li>• Barriers to services and strategies to access care.</li> </ul>
<b>Advocacy (4 hours)</b>	<ul style="list-style-type: none"> <li>• Legal right and responsibilities.</li> <li>• Advocacy skills development.</li> </ul>
<b>Foundations of Health (4 hours)</b>	<ul style="list-style-type: none"> <li>• Basic health topics.               <ul style="list-style-type: none"> <li>○ Social Determinates of health (outside factors that impact the health of the individual.)</li> <li>○ Basic knowledge of primary risk factors and prevention.</li> <li>○ Understand the basic structure of the healthcare delivery system.</li> <li>○ Universal precautions/OSHA/personal protection-equipment.</li> <li>○ Disease specifics are handled under specific training modules and are not part of the certification testing.</li> </ul> </li> <li>• Data collection determine and respond appropriately to the participant’s needs and strengths.</li> <li>• Outreach and education to community members.</li> </ul>
<b>Professional Responsibility (4 hours)</b>	<ul style="list-style-type: none"> <li>• Confidentiality</li> <li>• Documentation</li> <li>• Federal, state and local laws, rules and regulations.</li> <li>• Published codes of ethics and professional conduct.</li> <li>• Personal safety and self-care.</li> </ul>
<b>Electives (10 hours)</b>	<ul style="list-style-type: none"> <li>• Electives related to any of the above performance domains.</li> </ul>