Community Health Worker Certificate Programs
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The American Public Health Association states, “A Community Health Worker (CHW) is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the CHW to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. A CHW also builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy.” (APHA Community Health Worker Section)

The Community Health Worker/Promotores Programs at Loma Linda University Promotores Academy within San Manuel Gateway College offers basic and specialty community health worker trainings. The graduates from these training programs will have mastery of core foundations of community health worker roles and competencies. They have the opportunity to advance onto specialty trainings to prepare them to work with diverse populations, improve health equity, and address social determinants that directly influence health at various community, healthcare and school-based settings.

Vision:
To be a training home of excellence for Community Health Workers/Promotores.

Mission:
To strengthen the workforce capacity of Community Health Workers who promote health equity and well-being in communities.

Values:
Wholeness, Excellence, Compassion, Awareness, Respect, Empowerment (WE CARE).

Objectives of Community Health Worker/Promotores Programs
1. Provide a systematic mechanism of education.
2. Assist each participant to build essential skills unique to the community health worker.
3. Enhance leadership of community health workers as agents of change in communities.
4. Enhance the effectiveness of health promotion and social services.
5. Offer specialty areas to address social determinants of health and promote health prevention.

Promotores Academy’s Basic Core Competencies
1. Build communication skills
   - Listening, reading, speaking, and writing
2. Build interpersonal skills
   - Team work, leadership, inter-professional skills
3. Apply problem solving
4. Apply critical thinking
5. Enhance computer and typing skills
6. Build professional workforce capacity

Essential skills for Community Health Worker/Promotores Certification

The practice of a community health worker/promotor has minimum entry qualifications. Community Health Workers/Promotores are expected to have at least one year of documented/validated experience of direct community work, and certain physical abilities as well as competencies in reasoning and thinking. The skills are considered essential to the practice of community health working and are therefore skills required of all applicants to the San Manuel Gateway College Community Health Workers/Promotores Programs. These include the abilities indicated in the following four areas:

Psychomotor (physical) skills
Work with inanimate objects—including setting up, operating (controlling), manipulating, and handling.
Stand, walk, carry, sit, lift up to fifty pounds, push, pull, climb, balance, stoop, crouch, kneel, turn, twist, crawl, and reach—within a clinical setting.
Assess and intervene in the care of patients, using the physical senses—sight, touch, taste, smell, hearing.

Cognitive (thinking) skills
Work with intangible data, such as numbers, symbols, ideas, and concepts.
Perform mental cognition tasks, including problem solving, prioritizing, and accurate measuring; follow instructions; and use cognitive skills to synthesize, coordinate, analyze, compile, compute, copy, and compare.
Communicate with others, using verbal and nonverbal skills. Recall written and verbal instructions, read and comprehend, and write clearly. Negotiate, instruct, explain, persuade, and supervise.

Affective (human relations) skills
Interact positively with individuals and groups of people directly and indirectly.
Control emotions appropriately and cope with stressful situations.
Respond appropriately to criticism and take responsibility for personal actions, behaviors, and learning.
Evaluate issues and make decisions without immediate supervision.

Task (work function) skills
Function independently on work tasks.
Demonstrate safety awareness.
Recognize potential hazards.
Respond appropriately to changes in work conditions.
Maintain attention and concentration for necessary periods.
Perform tasks that require set limits.
Ask questions and request assistance appropriately.
Perform within a schedule requiring attendance.

Curriculum Overview

The Community Health Workers/Promotores Curricula were developed based on evidence-based competencies and gap analysis using validated roles and skills sets for community health work practice across the nation. Community health workers, stakeholders and content experts provided expertise in various areas of the curricula. Curricula content, delivery methods, and implementations undergo ongoing evaluations to meet the growing standards of practice.

All training programs at Promotores Academy include a three-pronged training approach that covers knowledge, skills, and abilities (KSAs): 1.) Didactic instruction, 2.) Skills lab training, and 3.) Field practice (practicum). Adult learning and popular education teaching methods further encourage student engagement and participation, empowering them to contribute to the learning process by sharing their real life experiences.

Didactic Training. Didactic instruction incorporates adult learning and popular education theories to support cognitive knowledge as well as psychomotor and affective skills that further support the competencies of the core curriculum. The didactic hours vary by trainings, ranging from 100 to 152 hours. Didactic content areas are intended to prepare students to implement the skills in the community, school or clinical setting through practicum training.

Skills Lab Training. Students have an opportunity to learn from a multi-disciplinary/multi-educational level collaboration using various case studies. Skills lab offer a safe environment to practice the application of the various skills and competencies.

Practicum or field practice. Students participating in the practicum are grouped by no more than four per practicum field project. The hours of practicum training experiences will be arranged to be between the hours of 7:00 AM to 5:30 PM. The practicum hours total 100 hours for the CHW foundations and school-based trainings and 250 hours for the clinic-based training.

PROGRAMS

GCHW 010: Community Health Worker Foundations Training

The Community Health Worker foundations training program cover both the basic CHW training and the comprehensive behavioral health training. The basic training builds students’ proficiency in the role of CHW, build skills to conduct community diagnosis and mapping, community organizing, outreach and advocacy, home visitation, practice cultural humility, apply guiding principles of working with clients, promote health and education, and build individual and community capacity. The comprehensive behavioral health components train students in a comprehensive behavioral health training program to assist patients in using
resources in physical and behavioral health services with an emphasis in the CRM model and mental health. Mental Health First Aid certification is also included.

**Basic CHW Training Competencies**

1. Build individual and community capacity
2. Promote positive behavior change to improve health conditions
3. Increase use of preventive services and access to health care
4. Provide direct services and assist in administering health-screening tests
5. Provide culturally appropriate and accessible health education and information
6. Provide informal counseling and social support
7. Bridge cultural mediation between communities and the health care system
8. Advocate for individuals and communities within the health and social service systems

**Comprehensive Behavioral Health Competencies**

1. Understand the mental health system and function as advocates in the community through offering resources, increasing mental health literacy and decreasing stigma associated with mental health
2. Understand mental health disorders most common in the community including symptomology of each
3. Ability to assess for risk and integrate basic skills to respond to mental health crisis while considering the cultural nuances that may be influencing behavior

**Length of Program**

The training is conducted for 200 hours over a period of six months: 100 hours will be devoted for didactic instruction and 100 hours for practical experience in community settings

**Pre-requisites**

Students enrolling in the Basic CHW training program must:
1) Be admitted into Promotores Academy at San Manuel Gateway College
3) Show evidence of English and/or Spanish fluency;
4) Have at least one full year of experience working in a community setting, documented by at least one letter of recommendation.

**GCHW 011: Community Health and Education Worker Training**

The school-based specialty training program enhances the capacity of Community Health Workers who successfully complete the CHW foundations training (GCHW 010). The School-based specialty training program addresses the social determinants that drive health and education. As part of school-based teams, trained Community Health and Education Workers (CHEWs) are able to provide health and educational outreach and advocacy for the Whole Family (students and parents), and serve as liaisons between the community, resources, and the schools. Admission into this program is contract based.
School-based CHW Training Competencies
1. Demonstrate professional qualities and capacities
2. Facilitate family engagement through navigation of health, education, and social services.
3. Coordinate access to resources
4. Advocate for family and community capacity building

Length of Program
The training will be conducted for 150 hours over a period of six months: 50 hours will be devoted for didactic instruction and skills lab training, and 100 hours for practical experience in school settings.

Pre-requisites
Students enrolling in the specialty school-based CHW training program must:
1) Successfully complete the basic CHW training (GCHW 010)
2) Have High School diploma or equivalency certificate (GED)
3) Show evidence of English fluency
4) Meet health and background clearances

GCHW 020: Clinic-based Community Health Worker Training

The Clinic-based CHW specialty training program enhances the capacity of Community Health Workers who successfully completed the basic CHW training (GCHW 010). This specialty training prepares students to function as a member of the interdisciplinary social and medical team, demonstrate capacities to help patients navigate the healthcare system, thus improving care coordination, engage with patients through the continuum of care and facilitate transition of care, and support efforts to improve the overall patient health outcome and system performance, thus reducing health care costs.

Clinical CHW Training Competencies
1. Perform core foundations of CCHW roles and competencies
2. Exhibit clinical-community networking capacities
3. Facilitate patient safety practices
4. Engage patients in disease management practices
5. Engage patients in care transition management
6. Implement clinical and community interventions
7. Participate in advocacy and social support
8. Demonstrate professionalism and workforce capacity

Length of Program
The training is conducted for 280 hours over a period of six months: 80 hours are devoted for didactic instruction and skills lab training, and 200 hours for practical experience in clinical settings.

Pre-requisites
Students enrolling in the specialty clinical CHW training program must:
1) Successfully complete the basic CHW training (GCHW 010)
2) Have High School diploma or equivalency certificate (GED)
3) Show evidence of English fluency
4) Meet health, immunization, and 2-step TB testing and screenings
Uniform Dress Code

San Manuel Gateway College identification with name and picture IDs shall be worn by students on campus and in all training settings, including non-LLU practicum sites.

Professional dress code standards will apply to students when attending the College and in the practicum settings:
• The hairstyle shall be neat and conservative and of a natural color.
• Cosmetics and perfumes should be inconspicuous.
• Jewelry is allowed only in moderation.
  “In moderation” is defined as:
  • One ring (or wedding set) per hand
  • One set of small post-type studs not extending beyond the earlobe
  • Medic--alert bracelet(s), as appropriate
• Earrings, neck chains, slogan pins, buttons, or badges are not permitted.
• Fingernail hygiene and appearance should follow the professional standards of the clinical setting.
• Body piercing and tattoos are not allowed. All tattoos must be covered by clothing.
• Professional attire should be clean, no jeans, with shoes polished, and shoestrings clean.
• The school supplied t-shirt with the SMGC logo may be acceptable within the practicum setting. However, t-shirts are not to contain any initials or wording, other than the SMGC shirt.
• Flip-flops, sandals, tennis shoes, etc., are not appropriate.

In addition to the above requirements, students will also be responsible for adhering to any additional dress policies of a particular community or clinical agency.