



Alaska Primary Care
ASSOCIATION

**ALASKA PRIMARY CARE ASSOCIATION
1231 Gambell Street, Suite 200
Anchorage, Alaska 99501**

Appendix A-1

COMMUNITY HEALTH WORKER (CHW)

WORK PROCESS SCHEDULE

and

RELATED TECHNICAL INSTRUCTION

O*NET-SOC Code : 21-1094.00 RAPIDS Code : 2002HY



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**OCCUPATION TITLE: COMMUNITY HEALTH WORKER
O*NET-SOC CODE : 21-1094.00 RAPIDS CODE : 2002HY**

This schedule is attached to and a part of these Standards for the above identified occupation.

1. TYPE OF OCCUPATION

Time-based Competency-based Hybrid

2. TERM OF APPRENTICESHIP

The term of the hybrid occupation is approximately one year with an OJL attainment of 2000 - 2200 hours, and supplemented by the minimum required hours of related instruction.

3. RATIO OF APPRENTICES TO JOURNEYWORKERS

Consistent with proper supervision, training, safety, continuity of employment throughout the apprenticeship, the ratio of apprentices to mentors will be:

Two (2) apprentices may be employed in each Community Health Worker for each regularly employed office or business manager or supervisor. Apprentices will be supervised by their employer and mentored via phone, internet, text, or email to insure a mentor is available to answer questions and monitored their progress throughout their apprenticeship under the Alaska Primary Care Association registered apprenticeship program.

4. APPRENTICE WAGE SCHEDULE

Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly Community Health Worker journeyworker wage rate, which is: \$24.47 per hour.

1 st 3 months + 500 OJL hours = 60%	2 nd 3 months + 500 OJL hours = 70%
3 rd 3 months + 500 OJL hours = 80%	4 th 3 months + 500 OJL hours = 90%

Note: Journeyworker hourly wage rate based on the Alaska mean wage data: <http://live.laborstats.alaska.gov/wage>).

5. WORK PROCESS SCHEDULE (See attached Work Process Schedule)

6. RELATED INSTRUCTION OUTLINE (See attached Related Instruction Outline)



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**WORK PROCESS SCHEDULE
COMMUNITY HEALTH WORKER
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Apprentices will receive training in the various work experiences listed below. The order in which the apprentice learns will be determined by the flow of work in the job, and will not necessarily be in the order listed. Times allotted to these various processes are estimated for the average apprentice to learn each phase of the occupation and demonstrate competency. Given the broad diversity in settings and populations served, work-based learning requirements may be appropriately modified and customized to meet the unique requirements of support environments.

Work Experience	Approximate Hours
Introduction to Community Health Worker, Orientation to the Work Environment	
1. Orientation to the Role of the Community Health Worker (CHW) <ul style="list-style-type: none"> a. Review job description and requirements to perform the job. b. Identify CHW certification requirement and application process. c. Understand the overview and fulfillment of employer’s philosophy. d. Review employer history, policy and procedures. e. Identify co-worker, mentor and supervisory duties and relationships f. Review access to mentors, supervisors, employee assistance programs and other support for CHW’s. g. Understand how the registered apprenticeship system. h. Review of regular and specialized social and employer events 	80-90
2. Specialized and Technical Knowledge Unique to the Work Environment <ul style="list-style-type: none"> a. Identify characteristics of the individuals served b. Understand terminology necessary for the work environment c. Understand the operation of computer and video conferencing equipment d. Health and medical concerns unique to the work environment e. Introduction to mechanisms of data collection and documentation 	120-150



<p>3. Employee and Individuals' Safety in the Medical Community</p> <ul style="list-style-type: none"> a. Blood borne pathogens/universal precautions/infection control b. CPR/First Aid c. Assessing community safety d. Recognizing and correcting hazards in the workplace e. Safety precautions for in home or community visits f. Understand how to responding to emergencies g. Understand reasonable risk and "common sense" 	<p>80-90</p>
<p>4. Ethical and Professional Practice</p> <ul style="list-style-type: none"> a. Practice and deliver CHW services ethically b. Deliver services confidentiality and compliant with HIPAA c. Expand personal career and educational paths d. Communicating effectively with others e. Develop as a culturally competent practitioner f. Contribute as a team worker through collaboration skills g. Performance self-assessment/appraisal and use of constructive criticism h. Deliver service as a creative problem solver i. Understanding and fulfilling the employer's mission 	<p>120-150</p>
<p>Development of Community Based Networking and Advocacy</p>	
<p>1. Community Networking</p> <ul style="list-style-type: none"> a. Developing strategies individual clients b. Community centered supports c. Focus on participant (individuals/community)-defined outcomes d. Integrating formal and informal support outcomes e. Elicit and actively support participant choices and preferences 	<p>320-335</p>
<p>2. Advocacy, Supporting Empowerment</p> <ul style="list-style-type: none"> f. Promote the empowerment and self-confidence of individuals/community to speak out for themselves and others g. Identifying issues related to the population served h. Educating the community served on advocacy techniques i. Assist individuals and communities to act collaboratively j. Identify common challenges to human, civil and legal rights 	<p>320-335</p>
<p>3. Communication</p> <ul style="list-style-type: none"> a. Communicate appropriately with client and professionals b. Perform basic group communication and facilitation c. Effective, efficient and timely documentation d. Using alternative communication devices as necessary e. Obtaining and utilizing interpreters when needed f. Utilization of positive behavior support g. Participate in conflict resolution process 	<p>320-350</p>



<p>4. Health Literacy, Customized to Employer and Community Needs</p> <ul style="list-style-type: none"> a. Promote preventive health and dentistry b. Identify characteristics of a healthy lifestyle c. Respond to individual health needs and common health concerns d. Workplace safety (environmental, personal, and driving) e. Identifying health resources and quality, coordinating and communicate with health care practitioners f. Supporting individuals in understanding and participating in routine and special health care screening and treatment. 	320-350
<p>5. Teaching and Supporting Others</p> <ul style="list-style-type: none"> a. Use adult learning principles, teaching strategies and techniques c. Provide constructive feedback as appropriate d. Deliver knowledge and skills customized to the individual e. Practice presentation skills, utilize common A/V equipment 	320-350
*Estimated Hours to Complete Competencies	2000-2200

**The employer and skill mentor (where appropriate) shall review all of the above work processes and adapt the appropriate competencies, which are appropriate for the Agency's specific needs/requirements and to ensure the Intern is properly trained in all aspects of the occupation*



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**RELATED INSTRUCTION OUTLINE
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The related technical instruction outlines the courses providing the technical knowledge supplementing the on-the-job learning. It is through the combination of both the on-the-job learning and the related technical instruction that the apprentice can reach the skilled level of the occupation. Under a registered apprenticeship, 144 hours of related instruction each year of the apprenticeship is recommended. The following is the suggested course curriculum during the term of apprenticeship. Supplemental materials are available as further references and may not be required to complete the apprenticeship program.

The basis for skills development is derived from the eight core skill and knowledge competencies adopted by the certification program and identified in the National Community Health Advisor Study, June 1998, for CHWs. Additional training will be provided based on employer input and industry standards. The following related training outline identifies subject matter that must be mastered by the Intern (although not necessarily in the order listed) in order to successfully complete the program.

The APCA CHW registered apprenticeship program’s related instruction will be delivered by the APCA with the curriculum supplies by Community Health Worker Certificate Program, City College of San Francisco. Text, Core curriculum is based on: Berthold, T. (2016). *Foundations for Community Health Workers, 2nd Edition*. John Wiley & Sons.

Program, orientation will be delivered by the APCA Apprenticeship Coordinator who will establish Supervisor, Mentor and Apprentice rolls, duties, expectations and outcomes.

** Related instruction - This instruction shall include, but not be limited to:

Part 1: Introduction to Community Health Work: The Big Picture	Approximate Hours
Chapter 1 The Role of Community Health Workers: <ul style="list-style-type: none"> • Roles, competencies and characteristics of CHWs • Identifying characteristics of successful CHW’s 	8 Hours
Chapter 2 The Evolution of the Community <ul style="list-style-type: none"> • History of the Community Health Workers • Value of Community Health Workers as advocates • Community Health Worker’s scope of practice 	8 Hours
Chapter 3 Introduction to Public Health <ul style="list-style-type: none"> • Define public health in the USA. • Identify public health inequalities and spectrum of prevention 	8 Hours



<p>Chapter 4 Health for all: Promoting Health Equality</p> <ul style="list-style-type: none"> • Defining health inequalities (social/health) • Using data analysis to promote health justice • Prevention and the role of the CHW in overcoming health inequalities 	8 Hours
Part 2: Core Competencies for Providing Direct Services	
<p>Chapter 6 Practicing Cultural Humility</p> <ul style="list-style-type: none"> • Introduction to cultural humility • Defines cultural humility (aka cultural competence) and concepts of client-centered practice • Discusses cultural health beliefs and practices, roles of culturally effective CHWs 	6 hours
<p>Chapter 7 Guiding Principles</p> <ul style="list-style-type: none"> • Ethics and professional boundaries • Scope of practice • Working with a multidisciplinary team • Providing client-centered practice • Understanding behavior change 	12 Hours
<p>Chapter 8 Conducting Initial Client Interviews</p> <ul style="list-style-type: none"> • Model types of client interviews • Client confidentiality, informed consent for interview • Building rapport with clients • Secure client documentation 	10 Hours
<p>Chapter 9 Client-Centered Counseling for behavior change</p> <ul style="list-style-type: none"> • Define and understand client-centered counseling concepts • Facilitating motivational interviewing • Understanding challenges to providing client-centered counseling 	16 Hours
<p>Chapter 10 Care Management</p> <ul style="list-style-type: none"> • Care coordination and care management concepts • Understanding gender identity concepts • Develop client and team action plans • Understand meaningful referrals to community resources • Develop client and program documentation systems 	16 hours
<p>Chapter 11 Home Visiting</p> <ul style="list-style-type: none"> • Preparing for and conduct home visits • Home visit safety concerns • Challenges with out of office visits 	6 Hours



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Part 3: Enhancing Professional Skills	
Chapter 12 Stress Management and self-care <ul style="list-style-type: none"> Prevent stress and burn out, recognizing common stressors and stress responses, and prevention 	6 Hours
Chapter 13 Conflict Resolution Skills <ul style="list-style-type: none"> Define and understand conflict and conflict resolution Common stresses in the work place Understanding personal and cultural conflicts, Strategies for conflict resolution 	8 Hours
Part 4: Applying Core Competencies to Key Health Issues	
Chapter 16 Chronic Conditions Management <ul style="list-style-type: none"> Common chronic conditions and limitations of traditional medical models for treatment of chronic conditions Team-based care, patient empowerment and self-management, action planning for chronic conditions management; HTN. 	22 Hours
Chapter 17 Promoting Healthy Eating and active living (HEEL) <ul style="list-style-type: none"> Guidelines for healthy eating, drinking, and exercise Develop concepts and skills for supporting clients to establish healthier patterns of eating and activity. 	8 Hours
Total Related Technical Instruction	144 Hours