



Appendix C Community Health Worker Core Training Competencies

Pathways Community HUB Institute (PCHI) competency standards are based on Pathways Community HUB (PCH) concepts and the community health worker (CHW) Roles and Skills outlined in *The Community Health Worker Core Consensus (C3) Project*. <https://www.c3project.org/resources>

A **minimum of 80 instructional/didactic hours** and **80 clinical/practicum hours** are required to meet PCHI training standards. Minimum instructional time for competency topics is provided below.

Content Area	Specific Skills	Minimum Hours
PATHWAYS COMMUNITY HUB APPROACH	<ul style="list-style-type: none"> a. Pathways Community HUB InstituteSM Model Overview. b. Knowledge of the importance of evidence-based information. c. Community-based care coordination within a Pathways Community HUB network. d. Individually Modifiable Risk Factors. e. Ability to use all current Standard Pathways. f. Ability to use all current data collection tools including: Participant Profile, Visit Form, and Progress Form. 	12.0
CHW PROFESSION AND CHW ROLES AS DEFINED BY C3	<ul style="list-style-type: none"> a. Recognition of diversity and equality; the CHW role as part of a healthcare team. b. Ability to understand and explain the history of CHWs. c. Ability to understand and explain CHW definition, roles, and values – C3 Project. 	2.0
COMMUNICATION SKILLS	<ul style="list-style-type: none"> a. Knowledge and effective use of: <ul style="list-style-type: none"> 1. Verbal and nonverbal communication. 2. Compassionate communication. 3. Active listening and interpersonal skills. b. Ability to accurately document work. c. Knowledge and effective use of reports, summaries, memos, and email in professional communication while avoiding common errors. d. Ability to effectively use appropriate telecommunication techniques, including voicemail and texting. 	8.0
INTERPERSONAL AND RELATIONSHIP-BUILDING SKILLS	<ul style="list-style-type: none"> a. Knowledge and effective use of basic interviewing skills. b. Ability to provide coaching and social support. c. Ability to practice cultural humility. d. Knowledge and ability to use motivational interviewing. 	6.0
OUTREACH, SERVICE COORDINATION AND NAVIGATION SKILLS	<ul style="list-style-type: none"> a. Ability to understand and use: <ul style="list-style-type: none"> 1. Information and Referral Systems. 2. Community agencies for health, social service, education, and legal aid. 3. Referral and reporting processes for community agencies. b. Ability to conduct case-finding, recruitment, and follow-up. c. Ability to follow-up and track referrals using Standard Pathways. d. Ability to use the Progress Form to build a Pathways-based care plan. 	6.0

Appendix C Community Health Worker Core Training Competencies

CAPACITY BUILDING AND ADVOCACY SKILLS	<ul style="list-style-type: none"> a. Ability to help others identify goals and develop to their fullest potential. b. Ability to network and build community connections. c. Ability to teach self-advocacy skills. d. Ability to speak up for individuals and communities. 	2.0
TEACHING STRATEGIES AND PATHWAYS COMMUNITY HUB INSTITUTE LEARNING MODULES	<ul style="list-style-type: none"> 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 topic. 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 member. i. Ability to use the PCHI Learning Modules, including: <ul style="list-style-type: none"> 1. All Learning Modules within Volume A: Adult Foundational Training 2. All Learning Modules within Volume B: Infant or Child Caregiver 3. All Learning Modules within Volume C: Pregnant, Postpartum, Interpregnancy 	17.0
PROFESSIONAL SKILLS AND CONDUCT	<ul style="list-style-type: none"> 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, ADA, HIPAA). h. Ability to identify situations calling for mandatory reporting and carry out mandatory reporting requirements. i. Ability to participate in professional development of peer CHWs and in networking among CHW groups. j. Ability to set boundaries and practice self-care. 	12.0
KNOWLEDGE BASE	<ul style="list-style-type: none"> a. Knowledge about social determinants of health and related disparities. b. Knowledge about basic anatomy and physiology of the cardiovascular, pulmonary, endocrine, nervous, and immune systems. c. Knowledge about pertinent health issues affecting the major body systems, including hypertension, diabetes, cancer, asthma, and oral health. d. Knowledge about healthy lifestyles and self-care. e. Knowledge about mental/behavioral health issues, including depression, and its connection to physical health. f. Knowledge about health behavior theories. g. Knowledge of basic public health principles. h. Knowledge about the community served. i. Knowledge about United States health and social service systems. 	15.0