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*Supporting the workforce of Indiana's CHWs as part of the health care delivery system.*

## Core Roles (Competencies)

Indiana's core roles for CHWs align to national standards. These core roles include:

- Cultural mediation among individuals, communities, and health and social service systems
- Providing coaching and social support
- Providing culturally-appropriate health education and information
- Care coordination, case management, and system navigation
- Providing direct service
- Building individual and community capacity
- Advocating for individuals and communities
- Implementing individual and community assessments
- Conducting outreach
- Participating in evaluation and research

## Training Program Details

INCHWA does not provide training for CHW certification or specialty training. Rather, INCHWA certifies the CHW curriculum of training vendors. Certification of the training vendor's curriculum allows the training vendor to certify students that have successfully completed their training—meaning that they meet all of the core competencies and skills while possessing the appropriate characteristics to be successful CHWs— as Certified CHWs (CCHWs) in Indiana.

The process for CHW curriculum certification is as follows:

**Step 1:** Vendor must pass an 8-point eligibility test by providing evidence of all of the following in order to be invited to submit their curriculum for review.

1. There is an “on-ramp” for higher education offered to students.
2. There is a process in place for “grandfathering” existing CHWs.
3. There is a process for continued education in place by vendor or through their partners.
4. Vendor has experience delivering successful training to students.
5. There is a process for screening students to ensure they exhibit the characteristics of a successful CHW.
6. There is interactive learning during the course.
7. There are clear standards for testing students' knowledge of the material.
8. CHW curriculum stays within the CHW Scope of Practice.

**Review Process:** A non-refundable fee of \$1,750 is paid by the vendor for application review. INCHWA staff reviews the application for completeness and the Board of Directors makes a final decision regarding the vendor's eligibility to submit CHW curriculum for review.

**Step 2:** Vendor will provide evidence that their curriculum meets national and state standards. To do so, the vendor will submit evidence that their curriculum fulfills the learning outcomes associated with each of the 10 Core Roles that align with the national competencies.



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Review Process: A non-refundable fee of \$2,250 is paid by the vendor for curriculum review. There are 2 review phases. The first-round reviewers will ensure there is sufficient evidence that learning outcomes under each Core Role are met. The second-round reviewers will do the same. These 10 reviewers utilize a point system to score the curriculum's ability to deliver on each learning outcome. The point matrix is prepared and submitted to the Education Team who compiles reviewers' comments and scores. The Education Team then submits a summary to the Board.

The Board of Directors reviews the scores and the suggestions of the reviewers and makes a final vote to approve the training vendor's curriculum for certification. The vendor's curriculum is certified for 3 years. At the two and half year mark, they are to resubmit for approval demonstrating that they meet the recertification criteria. Cost for recertification currently stands at \$1,000 but may change as we continue to understand the market.

### Roles Assumed by Certified CHWs in Indiana

Data on roles assumed by certified CHWs in Indiana is limited as the first CHW curriculum was certified by INCHWA on March 1, 2017. Since this time however:

- 150 individuals applied for training
- 100 individuals qualified for training as they were verified to embody the characteristics of successful CHWs
- 99 students successfully completed training and passed their certification exam
- 93 students obtained employment
- 3 students pursued self-employment delivering CHW services

Additionally data from our Listening Tour surveys administered in 2016 indicate that of 128 participants who functioned within the Core Roles of a CHW:

- They worked under 99 different job titles with the terms Outreach, Coordinator, Health, Community, CHW, and Navigator appearing most often within their titles.
- They most frequently served the uninsured, underserved, low-income, elderly, Hispanic, and homeless populations.
- Of these CHWs, 91% were paid employees, 13% were volunteers, and 2% were both paid and volunteered their time as a CHW.

As INCHWA continues to certify curriculum, we will continue to collect data on roles that certified CHWs assume after successful completion of certified CHW training.