City College of San Francisco
Health Education Department

Certificate Programs:
Community Health Worker
Post Prison Health Worker
Youth Worker

Student Orientation

2013
The first college credit bearing CHW certificate in the U.S.A and now in its 14th consecutive year

*Not a state-required license or certificate*

Credits from CHW Cert. also apply towards satisfaction of CCSF graduation requirements and transfer of nine units to SFSU Health Ed program

In 2009, added two new certificate or specialty programs: *Post Prison Health* and *Youth Worker*

All three programs share the core foundation courses of Health 201 formerly Health 60/62 and Health 202, formerly Health 61/63
Mission Statement

- The goal of the CHW programs are to prepare individuals for positions in community-oriented health and social service agencies.

- As members of the communities they serve, the community health worker provides culturally, linguistically, and appropriate outreach, prevention, intervention, and treatment services, which are based in and reflect the value systems of the community.
Who Are Community Health Workers?

According to the U.S. Dept. of Labor’s Occupational Outlook Handbook “social and human service assistants” (CHWs) are projected to be the fastest growing occupations for the years 2000-2010.

Common Job Titles for CHWs:
- CHOWs (community health outreach workers)
- Community Health Advocates
- Promotoras
- Health ambassadors
- Health workers
- Outreach workers
- Patient Navigators
- Health advocates
Who Hires CHWs?

CHWs work in many areas of health care using various skills. Half of them work in clinics and half of them work in community outreach.

- **Who Hires:**
  - Health departments/clinics – 50%
  - CBOs – 44%
  - National Organizations – 5%
  - Other state/fed contracts – 1%

- **Formal Education levels**
  - High School/GED – 52%
  - Associate Degree – 19%
  - BA – 23%
  - No Degree – 6%

93% of CHWs receive Health Benefits
63% of CHWs belong to Unions
60% of agencies have a Career Ladder for CHWs
Who Are CHWs?

Employers’ Top 10 Most Valued Skills For CHWs:

- Multi-Cultural Competence
- Community Outreach
- Communication & Conflict Resolution
- Self-Management
- Bilingual/Bicultural
- Patient Education/Counseling
- Interviewing/Intake
- Reporting & Documentation
- Referrals and follow-up
- Computer Skills
CHW Program Features

- **Performance Based Training Program**
  - Students demonstrate competency in 4 core areas at a level of proficiency set by employers and veteran CHWs
  - Performance exams in Spring are based on real-life services and must be passed in order to receive the CHW certificate
  - Internship Program in Spring – 128 hours or 8 hours a week.

- **Reality Based Education**
  - Classes and internships are lead by diverse teaching teams in the community
  - We emphasize active learning, and participation—especially role plays with lots of real life scenarios.

- **Partnership with Employers**
  - Curriculum and performance exams are designed with employer input to ensure real life situations and solutions.
What Will You Learn?

- **Core Competency Areas**: Client Centered Interviewing /Intake skills; documentation and referral skills, health educating/ counseling; and care coordination/case management

- Classes will **address topic areas** from public health and social justice to immigration and group work and a variety of health topics.

- **Professional skill development**: resume writing, job interviewing skills, and portfolio development

- Public Speaking and **Group Facilitation Skills**
What Will you Learn?

- **Communication Skills**: cross cultural communication, verbal and non-verbal, conflict resolution skills as it applies to CHW
- **Group Dynamic and Team Building**: Role negotiation and task delineation
- The **US health care system** and eligibility requirements for enrolling our clients
- **Self-Care and Time Management**: Important for our own health
How We Teach Classes

Class sessions will be conducted utilizing a variety of methods, including:

- outside speakers
- exercises
- class discussions
- role-plays
- writing skills
- videos
- group work
- games
- workshops
- quizzes
CHW Course Work

20 unit program courses

17 core units & 4 elective units = total 20-units

Required Courses:
Hlth 201 (formerly Hlth 60/62) CHW Principles & Practice 1 = 5 un
Hlth 202 (formerly Hlth 61/63) CHW Principles & Practice 2 = 5 un
Health 64  Health Education and Prevention = 3 units
Health 97  Health & Stress in Society = 3 units
Health Electives = 4 units

Total Units = 20 units
20 unit program courses

17 core units & 3 elective units = total 20-units

Required Courses:
Hlth 201/202 CHW Principles & Practice = 10 units
Hlth 110: Health Impacts of Incarceration = 3 units
Hlth 66: Chronic Conditions = 3 units
Hlth 116: Wellness for Formerly Incarcer. = 1 units
Hlth Electives 3 units of electives = 3 units
Total Units 20 units
Youth Worker Specialty Course Work

22 unit program courses

18 core units & 4 elective units = total 22-units

Required Courses:
- Hlth 201 and 202 CHW Principles & Practice I II = 10 units
- Hlth 65: Youth Devel. & leadership = 3 units
- CDEV 67: The child, family & community = 3 units
- Hlth 116: Conflict Resolution = 1 unit
- Idst 80-81: Diversity Social Justice = 1 unit
- 4 units of electives = 4 units
Cross Over Classes

- Health 64 – fulfills (3 units) of PPHW and YW electives for certificate
- Health 110, 112, fulfill elective units for YW or CHW certificates
- Health 65, 116 fulfill elective units for PPHW or CHW certificates
- Note H110 and H112 only offered in Spring
- Health 66 only offered in Fall
Program Course Work - Electives

- Sample Selection Elective Courses:
  - MABS 60: Word/Excel/Access = 3 units
  - Hlth 10: Health and Aging = 3 units
  - Hlth 25: Women’s Health = 3 units
  - Admj 59: Organized Crimes and Gangs = 3 unit
  - Hlth 65: Youth Leadership = 3 unit
  - IDST 80-81: Diversity & Social Justice = .5-1 unit
Student Responsibilities

- **Attendance and Participation:**
  - Class attendance and participation is required of all students.
  - Points are assigned at each class and are cumulative

- **Absences:**
  - To pass the course, you may not have more than 3 absences unless specific arrangements are made **ahead of time** with the instructor for **special circumstances only**.
  - After three (3) absences (regardless of reason), students can be dropped from the class, in accordance with the CHW program policy.

- **Tardiness:**
  - It is also very important, and part of the CHW professional program training, to come to class on time and stay for the entire class.
  - Points will be deducted (only half credit given per class) for repetitive tardiness and leaving early.
  - Three episodes of tardiness or leaving early will be counted as one absence.

- **Internship** – 128 hours of service are required the following semester
Who Succeeds in the CHW program?

- CHW Training Program is a vocational program, requires significant time commitment (8 hours weekly fieldwork for Spring semester), discipline, stability, maturity and predictability. Persons in recovery should have one year clean and sober.

- Good organizational skills such as the ability to set goals, juggle priorities, and manage time.

- Program is friendly to people without strong academic backgrounds, working mothers and full time workers. Required core classes start at 4 PM, once a week.

- Our educational approach is very interactive and reality-based. Class size of 35-40 students to allow for maximum student participation.

- Participant should be “a people person,” and interested in urban health and working in community and clinic settings.
### Possible Course Work Prior to Entry Into the CHW and Specialty Programs

(Will Assist You in Your Successful Completion of the Certificate)

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>H59</td>
<td>Intro. To Comm. Hlth.</td>
<td>1 unit</td>
</tr>
<tr>
<td>LERN 50</td>
<td>College Success</td>
<td>3 units</td>
</tr>
<tr>
<td>LERN 51</td>
<td>Coll. Success Basics</td>
<td>1 unit</td>
</tr>
<tr>
<td>LERN 52(a)</td>
<td>Specific Study Skills</td>
<td>.5 unit</td>
</tr>
<tr>
<td>LERN 52(b)</td>
<td>Specific Study Skills</td>
<td>.5 unit</td>
</tr>
</tbody>
</table>
Cost and Expenses

- Tuition is set by the California State Legislature
  - Currently: $46.00 per Unit
  - Additional $20.00 CCSF registration fee and Student health fee $15.00
  - Text Book: $75.00
Admissions

PART I - ADMISSION INTO CHW CERTIFICATE PROGRAM

1) Applicants must complete the following prerequisites to be eligible for admissions into the program.
   • A written and complete application (with recommendations if possible)
   • Completion of Health 59 with a grade of “C” or better, OR
     1 year documented CHW work experience and Hlth 59 Supervisor Waiver

2) Completed applications are due (see coordinator) at Ocean Campus,

3) 35-40 applicants are accepted per year for Fall commencement.

4) Applicants are selected based on their application, work experience, recommendations, and essay. There is no interview of applicants.

5) No waiting list will be kept, applicants will need to reapply the following year.

PART II – CCSF ADMISSIONS

1) Students must also complete the Application for Admissions to City College of San Francisco. You must be a registered CCSF student to be able to register for CHW classes.
Admissions

Two Cohorts per year:

Cohort 1
Spring: Applications accepted in May = Classes start in the Fall semester and Continue in the Spring

Cohort 2
Fall: Applications accepted in November = Classes start in the Spring semester and continue in the Fall
APPLICATION CHECKLIST

Applicant: This checklist is to help you and does not need to be included in your application.

- **For applicants that are working CHWs**, the application has three parts:
  
  • application form (2 pages) Is it complete? If you needed additional paper for your personal statement, is it attached?
  
  • have your **sealed** confidential recommendation (2 pages) from your current supervisor?
  
  • have your **sealed** “Request To Waive Health 59” form (2 pages) from your current supervisor?

- **For applicants that are not working CHWs**:
  
  • have you completed Health 59 with a "C" or better?
  
  • have your application form (2 pages)? Is it completed? If you needed additional paper for your personal statement, is it attached?

Remember applications will only **be accepted (see front page for dates), postmarked or hand-delivered**. Applications that are hand-delivered or postmarked before or after the due dates will not be accepted. Faxed or incomplete applications will not be accepted.
APPLICATION FORM

Name: ________________________________
Address: ________________________________ Zip: ______
Daytime Phone: ___________________________ Fax: ___________________________

CHECK ONE:

• I am not working as a Community Health Worker*, but I have completed Health 59 with a grade of “C” or better.

• I am a working Community Health Worker*. My supervisor has completed a “Request to Waive Health 59” form and confidential recommendation in sealed signed envelope attached to application.

AGREEMENTS:
By signing below, I agree to the following:

1) I am not a working CHW:
• I will be responsible for obtaining an approved internship site for second (Spring) semester. I understand that the site must be approved by the CHW Certificate Program.
• I am available one day a week (at least 8 hours during regular work hours) for my internship.

OR

• I am a working CHW:
• I am able to get time off from my job to attend classes. (Core courses meet at City College of San Francisco Wednesday 4:00pm-9:00pm once a week for two semesters.)
• My internship placement may be my job. My supervisor has indicated a willingness to work out a Memorandum of Understanding (MOU) with the program to support my learning new skills.

Supervisor Signature ___________________________ Date _____________

Where did you hear about the CHW Certificate Program?
• former student
• Supervisor at work
• brochure
• CCSF catalog
• other: ___________________________

Applicant’s Signature ___________________________ Date _____________

Supervisor needs to sign stating will give time for internship second semester
PERSONAL STATEMENT ESSAY:  (Use a separate sheet of paper to answer the following questions)

Please use the following questions to help write your personal essay, feel free to add other information that will help the admissions committee evaluate your application. Please give us information about:

1) yourself and your background;
2) your interest in community health work and how your interest in the field developed;
3) your current activities and interests, achievements, etc.;
4) your community and volunteer service;
5) your long term goals; and
6) if you have faced unusual circumstances, challenges or hardships, describe them and how you have responded.
APPLICANT'S NAME ________________________________

CONFIDENTIAL RECOMMENDATION

Applicant: If you are a working CHW, ask your supervisor to fill out this form.

Supervisor: Please place this recommendation (and if applicable request to waive Health 59) in a sealed envelope with your signature across the closing flap and give to the applicant to attach/return with application. Applications are due/accepted postmarked May 1 through May 19. Core courses begin mid August through late May the following year.

Your Name: ________________________________

Signature: __________________ Date: ______________

What is your relationship to the applicant? ________________________________

How long have you known the applicant? ________________________________

Your daytime phone number with good times to reach you:

Please tell us why you think the applicant would be a good participant in the Community Health Worker Certificate Program. Please evaluate the applicant’s likelihood of success in Community Health Work. Assess by his/her record of service in the field, social maturity, reliability/predictability, cultural competence, willingness to apply self to learning new skills and information, and ability to overcome personal obstacles. Please check the appropriate statement:

- Applicant is extremely likely to succeed as a Community Health Worker and I highly recommend the applicant for your program.
- Applicant is likely to succeed as a Community Health Worker and I recommend the applicant for your program.
- Applicant has potential to succeed as a Community Health Worker and I recommend the applicant with reservation for your program.
- Applicant needs to strengthen her/himself to be able to succeed in the field and your program.

Your response is confidential. Thank you very much.
APPLICANT’S NAME

Comments (Use separate sheet if necessary):
REQUEST TO WAIVE HEALTH 59

Applicant: Please ask your community agency supervisor at your job to complete this form.

Supervisor:

Health 59: Introduction to Community Health Work is a one unit course that is a prerequisite to the CHW Certificate Program. Health 59 is designed to introduce students to community health work and to help students make sure that the program is right for them. Working Community Health Workers can waive this course. Other titles for CHWs include Health Worker, Community Health Outreach Worker, Public Health Aide, Case Manager/Case Worker, Peer Counselor and Community Nutrition Worker.

Please complete the following and attach employee’s current job description. During application period May 1 - May 19 place this form with confidential recommendation in a sealed envelope with your signature across the closing flap and give to the applicant to return with his application.

Today’s Date ______________________
Applicant’s Name ______________________
Agency ______________________
Address ______________________
City/State/Zip ______________________
Daytime Phone (______) __________ Fax Number (______)
Supervisor’s Name ______________________
Daytime Phone (______) __________ Fax Number (______)

Applicant’s official job title is ______________________

To waive Health 59, applicants must demonstrate competencies covered in Health 59 at a minimum skill level of one who has worked as a CHW for one year. Please check all that apply.

The applicant is:
- familiar with the role of CHW and other health team members
- committed to career service with medically underserved communities
- reliable/predictable/prompt/able to meet deadlines
- socially mature - able to work with others, resolve conflicts constructively
- willing to apply self to learning new skills and information
- able to attend evening classes at CCSF (classes meet once a week from 4:00 - 9:00 pm)
Comments:

(Note: We would like you to know that we have a limited number of seats available and that taking Health 59 or waiving Health 59 does not guarantee applicant admission to the program.)
Important Dates

- Applications can be downloaded from [www.ccsf.edu/hlthed/chw/chw](http://www.ccsf.edu/hlthed/chw/chw) or are available in MUB 3rd floor, rm.353.
- Applications Accepted April 22nd – May 20th
- Completed applications can be hand delivered to Health Education office MUB 353
- Mailed to Alma Avila, c/o CHW program, CCSF-MUB 353, 50 Phelan Av. SF, 94112 (post mark no later than May 20)
- Notices will be sent by May 27. Fall semester starts 2nd week of Aug. 2013 on Wed. for Cohort 1