City College of San Francisco
Health Education Department

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

Student Orientation
2015
Who and What are Community Health Workers (CHWs)

As you watch, think about the following:

1. Can I relate to any of their life experiences
2. What are their qualities or characteristics
   - Do I have similar qualities that would make me a good CHW

Luciana Video
Robert Video
Community Health Worker Certificate Program at CCSF

- The first college credit bearing CHW certificate in the U.S.A. Established 1994

- Credits from CHW Cert. also apply towards satisfaction of CCSF graduation requirements and transfer 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 *HLTH 201* and *HLTH 202*
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 community, the community health worker provides culturally 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.

Common Job Titles for CHWs:
- CHOWs (community health outreach workers)
- Patient Navigators
- Promotoras
- Health workers
- Outreach workers
- Peer educators
- Health advocates
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 the second semester are based on real-life services and must be passed in order to receive the CHW certificate.
  - Internship Program in the second semester – 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 advising and counseling; and care coordination/care 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**
How We Teach Classes

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

  - *outside speakers*
  - *videos*
  - *exercises*
  - *group work*
  - *class discussions*
  - *games*
  - *role-plays*
  - *workshops*
## SEQUENCE OF CLASSES

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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?

- Be able to dedicate time to course work. (8 hours weekly fieldwork in the second semester)
- Good organizational skills such as the ability to set goals, juggle priorities and manage time.
- Flexibility to accommodate and support classmates.
- Participant should be “a people person,” and interested in urban health and working in community and clinic settings.
- Clean and sober for at least one year (makes focusing on coursework easier).
Academic and Language Support

- Collaboration with ESL Department: we are able to provide CHW student both academic and language support throughout your core class work.

- Teacher support in the classroom – Extra instructor there to provide support before and during class.

- Pre HLTH 59 academic and Language support through ESL prep class.
Cost and Expenses

- Tuition is set by the California State Legislature
- Currently: $46.00 per Unit
- Additional $17.00 Student Health Fee, $3.00 one time/semester Web4 user fee, $1.00 Student Rep. Fee
- Text Book: $70.00 (textbook loan program available)
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 at Ocean Campus (see due date on application)

3) 35-40 applicants are accepted per semester.

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.

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.
APPLICATION FORM

Name: ________________________________  Zip: ______
Address: ________________________________  Fax: ____________________________
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 __________

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.

*Other titles for CHWs include Community Health Specialist, Community Health Aides, Community or Client Advocates, Public Health Assistants, Community Health Outreach Worker, Street Outreach Worker, Community
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.
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)
Important Dates

- Applications can be downloaded from [www.ccsf.edu/hlthed/chw](http://www.ccsf.edu/hlthed/chw) or are available in MUB 3rd floor, rm.353. or at Southeast.
- Applications Accepted April 22nd – May 18th
- 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 18th)
- Notices will be sent by May 22. Fall semester starts 2nd week of Aug. 2015 on a Wed.