

Core Competency Observation Form

I currently supervise _____ at _____ agency.

They have worked here with the title of _____ since _____.

I understand that they are applying to participate in an in-person Community Health Worker Training Program that will run Monday, September 25, 2023, through Thursday, September 28, and Monday, October 16, 2023, through Thursday, October 19, 2023.

Further, I agree to provide supervision to them during the week of October 2 - 13, 2023.

I agree to monitor their ability to apply the following C3 CHW Core Competencies:

- Communication Skills
- Interpersonal and Relationship Building Skills
- Service Coordination and Navigation Skills
- Capacity Building Skills
- Advocacy Skills
- Education and Facilitation Skills
- Individual and Community Assessment Skills
- Outreach Skills
- Professional Skills and Conduct
- Evaluation and Research Skills
- Knowledge Base

I understand that following completion of the course, they will receive a certificate of completion and may be eligible to be certified as a Community Health Worker in the state of California.

I also agree to attend one of the following information sessions on September 22nd 10:00-11:00am PST or September 29th 2:30-3:30pm PST.

Employer/Volunteer Supervisor Printed Name: _____

Employer/Volunteer Supervisor Signature: _____

Date: _____



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Community Health Worker Core Consensus (C3) Project CHW Skills

The Community Health Worker Core Consensus (C3) Project is a set of guidelines that unifies community health worker roles and competencies. During its development, the C3 Project team used the National Community Health Advisor Study as a foundation, bringing it to modern standards by comparing it with current benchmark documents.

The CHW C3 Skills are the key skills and abilities that Community Health Workers should possess to effectively carry out their roles and responsibilities in promoting health and well-being within their communities. These skills are critical for CHWs to engage with community members, provide support, and facilitate positive health outcomes.

Community Health Worker Competencies: Skills	
Skills	Sub-Skill/Description
1. Communication Skills	<ul style="list-style-type: none"> a. Ability to use language confidently b. Ability to use language in ways that engage and motivate c. Ability to communicate using plain and clear language d. Ability to communicate with empathy e. Ability to listen actively f. Ability to prepare written communication including electronic communication (e.g., email, telecommunication device for the deaf) g. Ability to document work h. Ability to communicate with the community served (may not be fluent in language of all communities served)
2. Interpersonal and Relationship-Building Skills	<ul style="list-style-type: none"> a. Ability to provide coaching and social support b. Ability to conduct self-management coaching c. Ability to use interviewing techniques (e.g. motivational interviewing) d. Ability to work as a team member e. Ability to manage conflict f. Ability to practice cultural humility
3. Service Coordination and Navigation Skills	<ul style="list-style-type: none"> a. Ability to coordinate care (including identifying and accessing resources and overcoming barriers) b. Ability to make appropriate referrals c. Ability to facilitate development of an individual and/or group action plan and goal attainment d. Ability to coordinate CHW activities with clinical and other community services e. Ability to follow-up and track care and referral outcomes
4. Capacity Building Skills	<ul style="list-style-type: none"> a. Ability to help others identify goals and develop to their fullest potential b. Ability to work in ways that increase individual and community empowerment c. Ability to network, build community connections, and build coalitions d. Ability to teach self-advocacy skills e. Ability to conduct community organizing
5. Advocacy Skills	<ul style="list-style-type: none"> a. Ability to contribute to policy development b. Ability to advocate for policy change c. Ability to speak up for individuals and communities

6. Education and Facilitation Skills	<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 topics 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 members
7. Individual and Community Assessment Skills*	<ul style="list-style-type: none"> a. Ability to participate in individual assessment through observation and active inquiry b. Ability to participate in community assessment through observation and active inquiry
8. Outreach Skills*	<ul style="list-style-type: none"> a. Ability to conduct case-finding, recruitment, and follow-up b. Ability to prepare and disseminate materials c. Ability to build and maintain a current resource inventory
9. Professional Skills and Conduct	<ul style="list-style-type: none"> a. 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, Americans with Disabilities Act (ADA), Health Insurance Portability and Accountability Act (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.
10. Evaluation and Research Skills*	<ul style="list-style-type: none"> a. Ability to identify important concerns and conduct evaluation and research to better understand root causes b. Ability to apply the evidence-based practices c. of Community Based Participatory Research d. (CBPR) and Participatory Action Research (PAR) e. Ability to participate in evaluation and research processes including: <ul style="list-style-type: none"> i. Identifying priority issues and evaluation/research questions ii. Developing evaluation/research design and methods iii. Data collection and interpretation iv. Sharing results and findings v. Engaging stakeholders to take action on findings
11. Knowledge Base	<ul style="list-style-type: none"> a. Knowledge about social determinants of health and related disparities b. Knowledge about pertinent health issues c. Knowledge about healthy lifestyles and self-care d. Knowledge about mental/behavioral health issues and their connection to physical health e. Knowledge about health behavior theories f. Knowledge of basic public health principles g. Knowledge about the community served h. Knowledge about United States health and social service systems

*Asterisks denote new skills from 1998 -2016; several sub-skills have been expanded C3 Project, 2018 | www.C3Project.org



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