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# **Appendix A**

**Community Health Worker**

**WORK PROCESS SCHEDULE**

**AND**

**RELATED INSTRUCTION OUTLINE**

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## Appendix A

### WORK PROCESS SCHEDULE Community Health Worker

**O\*NET-SOC CODE:** 21-1094.00 **RAPIDS CODE:** 2002CB

This schedule is attached to and a part of these Standards for the above identified occupation.

#### 1. APPRENTICESHIP APPROACH

☐ Time-based ☒ Competency-based ☐ Hybrid

#### 2. TERM OF APPRENTICESHIP

The term of **Community Health Worker** is **Competency Based** supplemented by the minimum required **144** hours of related training instruction per year.

#### 3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journeyworker ratio is: 1 Apprentice(s) to 1 Journeyworker(s).

#### 4. APPRENTICE WAGE SCHEDULE

Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journeyworker wage rate, which is: \$ **22.40** /per hour.

Period	Wage (Hourly)	Description
1	16.00	6 months + hours
2	16.50	6 months + hours
3	17.00	6 months + hours

#### 5. PROBATIONARY PERIOD

Applicants selected for apprenticeship will serve a probationary period of **900** hours.



## 6. SELECTION PROCEDURES

Applicants will be selected by individual participating employer sponsors using selection method #4, as outlined in the California Code of Regulations, Title 8, Chapter 2, Part 1, Section 215, Chapter 6, from a pool of eligible created during the established recruiting process in accordance with the State and Federal Equal Opportunity regulations.

1. Minimum age of all applicants shall be 16 years. There is no maximum age;
2. Educational prerequisite for entry: High school diploma or GED/equivalent;
3. Physical prerequisites: Applicant must have the ability to safely perform the work of the trade/occupation. Physical examination required for entry is at no cost to the applicant and the physical exam will be defined by the individual employer sponsor.
4. Written Test: Administered by Faculty and/or Program Coordinator
5. Oral Interview: None Required
6. All applicants will be notified in writing of Acceptance or Rejection.
7. If rejected, reasons for rejections will be stated.
8. A pool of applicants will be established and maintained for two years as follows:
  - a. Interested applicants will have an opportunity to attend a public orientation and enroll in the program's employment preparation course. Completers of the course will be guided through the development of a resume and job application, which will be published to participating employer partners.
9. And applicants will be employed as follows:
  - a. Applicants will follow directives of individual employer partners through job application, interview and pre-screening.
  - b. Applicant's prior work experience and training will be evaluated by the committee at the time of registration, and appropriate credit will be given toward a higher apprenticeship and/or wage bracket. Apprentice applicant must verify, in writing, all past experience/education for consideration of credit.
  - c. Each participating employer sponsor, upon determination of the need to employ and train an apprentice, will register an apprentice after upholding a fair and consistent sourcing, recruiting, and evaluation process;
  - d. Participating employer sponsors will report recruitment and selection data annually to the Program Name Apprenticeship Training Program coordinator/director;
  - e. Minimum age of all applicants shall be 16 years. There is no maximum age;
  - f. Educational prerequisite for entry: High school diploma or GED/equivalent;
  - g. Physical prerequisites: Applicant must have the ability to safely perform the work of the trade/occupation. Physical examination required for entry is at no cost to the applicant and the physical exam will be defined by the individual employer sponsor.
  - h. Drug screening prior to employment, as well as random drug screening throughout the apprenticeship program may be required for selection and/or continued participation/employment;
  - i. General aptitude or other skills test shall be defined by the individual employer sponsor and administered by the employer sponsor or its delegated agent;
  - j. Oral interview is per employer sponsor's individual selection procedures with selection documentation to be on file with the Program Name program director/coordinator



## WORK PROCESS SCHEDULE Community Health Worker

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### On-the-Job Learning Outline

Communication Skills		
Competencies	Date Completed	Initial
A. Understand basic principles of verbal and non-verbal communication.		
B. Listen actively, communicate with empathy, and gather information in a respectful manner.		
C. Use language confidently and appropriately.		
D. Identify barriers to communication.		
E. Give information to clients and groups in a clear and concise way.		
F. Speak and write in client's preferred language and at appropriate literacy level.		
G. Document activities and services and prepare written documentation.		
H. Collect data and provide feedback to health and human services agencies, funding sources, and community-based organizations		
I. Gather information in a respectful manner.		
J. Assist in interpreting and/or translating health information		
Interpersonal Skills		
Competencies	Date Completed	Initial
A. Represent others, their needs, and needs of the community.		
B. Be sensitive, honest, respectful, and empathetic.		
C. Establish relationships and assist in individual and group conflict resolution.		
D. Understand basic principles of culture, cultural competency, and cultural humility.		
E. Recognize and appropriately respond to the beliefs, values, cultures, and languages of the populations served.		
F. Set personal and professional boundaries.		
G. Provide informal counseling.		
H. Use interviewing techniques (e.g., motivational interviewing)		
I. Work as a team member		
J. Act within ethical responsibilities. Practice professional and ethical standards		
K. Maintain confidentiality of client information and act within the Health Insurance Portability and • Accountability Act (HIPAA) requirements.		
L. Model behavior change - Ability to network		
Service Coordination Skills		
Competencies	Date Completed	Initial
A. Identify and access resources and maintain a current resource inventory.		
B. Help improve access to resources.		
C. Conduct outreach to encourage participation in health events.		
D. Coordinate CHW activities with clinical and other community services.		
E. Develop networks to address community needs.		
F. Coordinate referrals, follow-up, track care and referral outcomes.		
G. Help others navigate services and resources in health and human services systems.		
H. Provide education, assessment and social support to clients and communities.		



Capacity-Building Skills		
Competencies	Date Completed	Initial
A. Identify problems and resources to encourage and help clients solve problems themselves.		
B. Collaborate with local partnerships to improve services, network and build community connections.		
C. Learn new and better ways of serving the community through formal and informal training.		
D. Assess the strengths and needs of the community.		
E. Build leadership skills for yourself and others in the community.		
F. Facilitate support groups.		
G. Organize with others in the community to address health issues or other needs/concerns.		
Advocacy Skills		
Competencies	Date Completed	Initial
A. Participate in organizing others, use existing resources, and current data to promote a cause.		
B. Identify and work with advocacy groups.		
C. Inform health and social service systems and carry out mandatory reporting requirements.		
D. Stay abreast of structural and policy changes in the community and in health and social services systems.		
E. Speak up for individuals or communities to overcome intimidation and other barriers.		
F. Utilize coping strategies for managing stress and staying healthy.		
Teaching Skills		
Competencies	Date Completed	Initial
A. Use methods that promote learning and positive behavior change.		
B. Use a variety of interactive teaching and coaching methods for different learning styles and ages.		
C. Organize presentation materials.		
D. Identify and explain training and education goals and objectives.		
E. Plan and lead classes.		
F. Evaluate the success of an educational program and measure the progress of individual learners.		
G. Use audiovisual materials and equipment to enhance teaching.		
H. Prepare and distribute education materials and present at community events.		
I. Facilitate group discussions and decision making in ways that engage and motivate learners.		
Organizational Skills		
Competencies	Date Completed	Initial
A. Plan and set individual and organization goals.		
B. Plan and set up presentations, educational/training sessions, workshops, and other activities.		
C. Effectively manage time and prioritize activities yet stay flexible.		
D. Maintain and contribute to a safe working environment.		
E. Gather, document, and report on activities within legal and organization guidelines.		



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Knowledge Base on Specific Health Issues		
Competencies	Date Completed	Initial
A. Gain and share basic knowledge of the community, health and social services, specific health issues.		
B. Understand social determinants of health and health disparities.		
C. Stay current on health issues affecting clients and know where to find answers to difficult questions.		
D. Understand consumer rights.		
E. Find information on specific health topics and issues across all ages [lifespan focus], including healthy lifestyles, maternal and child health, heart disease & stroke, diabetes, cancer, oral health and behavioral health.		
F. Use and apply public health concepts.		



## RELATED INSTRUCTION OUTLINE Community Health Worker

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Through consultation with the Apprenticeship Committee and the indenturing employer, apprentices will select an applicable program of study/course track and complete a minimum of 144 hours of related instruction per year of apprenticeship. Courses will be approved by the Apprenticeship Committee and made available to applicable apprentices by approved education providers/institutions. Apprentices will enroll in, and complete, the required coursework that satisfies the minimum requirements of the program. Prior applicable education and training will be credited towards completion of related education requirements and apprentices will be offered tracks advancing their technical aptitude in the profession.

**Source:** Victor Valley College

The following related training outline identifies the courses that are currently identified as suggested course work for this occupation:

- Medical Aspects of Drugs and Alcohol
- Medical Office Procedures
- Acute Care
- Home Health Aid
- Intercultural Communication
- Interpersonal Communication
- Family Communication
- Contemporary Problems in Personal and Community Health
- Introduction to Public Health
- Introduction to Psychology
- Introduction to Sociology
- Social Psychology



Appendix A = Work Process Schedule and Related Instruction Outline by LAUNCH Apprenticeship Network, Department of Labor (DOL) – Apprenticeship Building America (ABA) Grant, FoundationCCC is licensed under CC BY 4.0.

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