

# Arizona Community Health Worker Voluntary Certification Updates

CHW Workforce Coalition Meeting  
9.23.2022

Arizona Department of Health Services

# Status of CHW Voluntary Certification

- All drafts of the rules are located on the [ADHS Administrative Rules webpage](#)
- The Governor's Regulatory Review Council (GRRC) approved the rules on September 7, 2022.
- The rules will now be filed with the Secretary of State and will go into effect November 7, 2022.
- Special licensing plans to begin accepting applications through an online portal starting November 7, 2022.



# Certification Eligibility

An individual is eligible to practice as a certified CHW, if (R9-16-802):

- 18 years of age or older
- High school diploma or equivalent diploma
- Documentation of training and/or paid or volunteer experience (next slide)
- Completion of initial CHW certification application (R9-16-084)
- Submission of nonrefundable fees
- No examination/testing requirement to obtain certification



# Certification Eligibility Continued

Documentation of training and/or paid or volunteer experience:

- 960 hours of paid or volunteer experience providing CHR or CHW services in the core competencies specified in the draft rules (next slide) and completed during the previous three-year time period; **OR**
- Completion of a CHW certificate program, including core competencies, provided by an accredited college and 480 hours of paid or volunteer experience completed during the previous three-years; **OR**
- Completion of a CHW training program provided by an organization (approved through the AzCHOW Training Approval Process) or certified CHW trainer(s), including core competencies, and 480 hours of paid or volunteer experience completed during the previous three-years; **OR**
- Completion of a Community Health Representative National Training Program:
  - Basic training program and 480 hours of paid or volunteer experience completed during the previous three-years, or
  - Advanced training program and 380 hours of paid or volunteer experience completed during the previous three-years

**A CHW only needs to provide documentation of one of the four options above to be eligible for certification.**

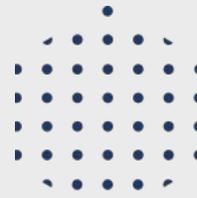
# Application/Documentation

- Applications will be fully electronic - ADHS Individual Licensing Portal. MUST use a personal email account.
- During completion of the online application, a CHW will be required to submit documentation of training and/or paid or volunteer experience, OR documentation of certification in another state(s).
- Documentation must be submitted in electronic format (PDF, jpeg, etc); a picture of each document can also be uploaded.
- Once the application opens there will be sample forms, check lists, quick guides, videos, and other materials available on the certification webpage to assist individuals with their application and documentation requirements.

# Core Competencies



- Communication skills
- Interpersonal and relationship-building
- Service coordination and navigation
- Capacity building
- Advocacy
- Education and facilitation
- Individual and community assessment
- Outreach
- Professional skills and conduct
- Evaluation and research skills
- Knowledge base



# Certified CHW Scope of Practice



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



# Other Role & Activities

- Diabetes education
- Disease intervention
- Nutrition, specifically food prep and purchasing
- Parenting education
- Community wellness partner
- Connect clients to health education and community resources
- Blood pressure education
- Delivery of medical supplies and equipment
- Outreach to clients who are out of care
- Hearing and vision screenings
- Other similar health and social services provided on behalf of health and behavioral health service providers

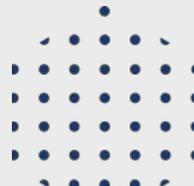
# CHWs Certified in Another State

In lieu of documentation of training and/or paid or volunteer hours (on slide 4) an applicant can provide the following ([R9-16-804 - B](#)):

- Name of each state that issued the applicant a current certificate
- A copy of the certificate
- A statement, signed and dated, attesting that the applicant:
  - Has been certified for at least one year, with a scope of practice consistent with that of Arizona
  - Has met minimum education requirements
  - Has not voluntarily surrendered their certificate
  - Does not have a complaint, allegation, or investigation pending



# Requirements to Maintain Certification

- Certification is valid for two years ([R9-16-805](#))
  - Submit a renewal application and fees at least 30 days before the expiration date of certification (valid for two years).
  - Complete a minimum of 24 hours of continuing education hours within the two years prior to renewal.
  - Notify the department of updates to name or contact information.
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# Certification Fees

- Following an additional cost analysis, the fees outlined in the posted [Notice of Proposed Rulemaking](#) (page 22) will remain in place to ensure coverage of costs incurred by the certification process/maintenance.
- The fees are as follows:
  - \$100 nonrefundable initial application fee (one time)
  - \$200 initial certification fee (for the two year certification period)
  - Renewal fee (every two years): \$200
- ADHS is looking at strategies to use current and future grant funding to help support those fees for those individuals that do not meet the criteria for the 200% FPL waiver.
- Working with funded partners, employers, health plans, and other stakeholders on strategies to cover fees for their employees and/or other qualifying individuals.

# ADHS Fee Waivers

- AZ Statute 41-1080.01 Licensing fees; waiver; definitions: The agency shall waive any fee charged for an initial license for any individual applicant whose family income does not exceed two hundred percent of the federal poverty guidelines.
  - Both the application and certification fees will be waived for qualifying individuals who are applying for certification for the first time
- Subject to the availability of Department funding, an applicant may receive a discounted fee for an initial application, an initial certification, and renewal certification.
  - These discounted fees/waivers will be for those that do not qualify for the first 200% FPL waiver.
  - The first 180 individuals to apply for certification in the first year will receive a discounted fee and be required to pay only \$1.00. This waiver will be given on a first come basis.



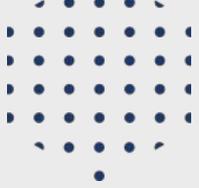
# Benefits of CHW Certification

- Provides a pathway for further professionalization of the CHW workforce
- Certified CHWs will be issued a certification and have their education, work experience, and other qualifications verified by the state health department
- Increase in reimbursement opportunities for CHW services
- Important step in the sustainability of the CHW workforce
- Many other valuable benefits for the communities served, employers, and the workforce as a whole.



## ADHS Future Plans

- Continue to integrate CHWs into our plans to grow the public health workforce and initiatives to support our communities.
- Continue to identify funding opportunities to advance and develop CHWs/CHRs and expand the capacity of those that support the workforce
- Promote CHW Voluntary Certification as a vital step to ensuring sustainability of the workforce.
- Advocate for reimbursement of CHW services through Medicaid and other reimbursement programs



# Websites and Resources

- **ADHS CHW Webpage:**  
<https://www.azdhs.gov/prevention/tobacco-chronic-disease/community-health-workers>
- **Administrative Rules CHW Voluntary Certification Rulemaking Webpage:**  
<https://azdhs.gov/director/administrative-counsel-rules/rules/index.php#rulemakings-community-healthworkers>
- **Special Licensing CHW Licensing:**  
<https://www.azdhs.gov/licensing/special/index.php#community-health-workers>
- **AzCHOW CHW Training Approval Process:**  
<https://azchow.org/training-program-approval>

An aerial photograph of a river winding through a deep, layered desert canyon. The river is a vibrant blue-green color, contrasting with the reddish-brown and tan rock formations. The canyon walls are steep and show signs of erosion. The sky is hazy and overcast. Overlaid on the center of the image is white text.

# Thank you!

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