



Maryland Community Health Worker (CHW) Certification and Certificate Renewal Manual

Table of Contents	
Chapter 1: Maryland Community Health Worker Certification Background	3
Chapter 2: Applying for CHW Certification	4
Chapter 3: Maryland CHW Certificate Issuance and Renewal	5
Chapter 4: CHW Certificate Renewal Application Requirements	6
Chapter 5: Submitting a CHW Certificate Renewal Application	7
Chapter 6: Certificate Expiration and Renewal	7
Chapter 7: Approval of Renewal Application	8
Chapter 8: Non-Renewal and Reinstatement of a Certificate Due to Non-Renewal	8
Chapter 9: Certificate Holder Change of Name or Contact Information	8
Chapter 10: Obtaining a Copy of a CHW Certificate	9

Chapter 1: Maryland Community Health Worker Certification Background

The Community Health Worker (CHW) statute and regulations can be found on the [Community Health Worker in Maryland website](#).

The [Annotated Code of Maryland, Health-General Article, Title 13, Subtitle 37](#) establishes the State Community Health Worker Advisory Committee and requires the adoption of regulations related to the certification of Community Health Workers (CHWs) and the accreditation of CHW certification training programs. [Maryland COMAR 10.68.01](#) describes the CHW certification and certificate renewal processes.

The Community Health Worker Program, housed in the Office of Population Health Improvement at the Maryland Department of Health (MHD), manages the certification process for Community Health Workers (CHW) in Maryland. For complete information on CHW certification, see the [Community Health Worker Website](#). The following key points summarize Maryland's CHW certification process. Reach out to the Maryland Department of Health (MDH) CHW team with any questions at MDH.CHWApplications@maryland.gov or 410-767-5971.

The requirements to apply for CHW certification are:

1. Be 18 years old or older;
2. Provide documentation of successful completion of a CHW certification training program accredited by the Maryland Department of Health; and
3. Possess a high school diploma or GED equivalent.

CHW certification training programs are accredited by the Maryland Department of Health. A list of currently accredited training programs can be found on the [Accredited Community Health Worker Training Programs website](#).

CHW certification and certificate renewal applications may be submitted in any language. There is no fee to apply for CHW certification. Certification for CHWs in Maryland is voluntary.

Chapter 2: Applying for CHW Certification

Completing the Application on Maryland OneStop

1. CHW Certification applications can be submitted through the [Maryland OneStop portal](#) or by a paper application. Applicants are encouraged to submit their [CHW Certification application](#) through the online Maryland OneStop portal.
 - a. Paper copies are available in English and other languages by contacting the CHW Program at MDH.CHWApplications@Maryland.gov or by calling 410-767-5971.
 - b. There is currently no fee by the MDH to apply for a CHW certificate.
2. To access the application, click “Apply Online” at the bottom of the [CHW Certification webpage](#) or log in to [Maryland OneStop](#) and enter *Community Health Worker Certification Application* in the search bar.
3. Create an account on Maryland OneStop by clicking the “Register” button on the top right of the homepage.
 - a. Enter the required information and click “Submit.”
 - b. A verification email will be sent to the email address entered. Complete the verification instructions contained in that email to establish your account.
 - c. Log in to your account to access the application.
4. Complete all required fields in the application marked with an asterisk (*).
 - a. Fields not marked with an asterisk (*) are optional.
5. **Upload the two (2) required documents:**
 - a. **Form of age verification**
 - i. The form of age verification is a document with the applicant’s name and date of birth.
 1. If the name on the form of age verification does not match the name and signature on the application, then upload another document with the name that matches the name and the signature on the application.
 - b. **Document of successful completion from an accredited CHW certification training program.**
 - i. **Documentation** should be an official certificate, letter, or other document issued by the accredited training program that **includes the following five (5) elements:**
 1. **the training program name;**
 2. **the training program address;**
 3. **the training program accreditation number;**
 4. **the date of completion; and**
 5. **an authorizing signature.**
 - ii. If you do not have this document, please contact the training program directly.
6. Things to know about the Maryland OneStop application process:

- a. For the best online application experience, please use Google Chrome, Mozilla Firefox, or Safari as your web browser. You may experience issues using Internet Explorer.
 - b. Tip: Click on the uploaded documents before submitting the application to be sure they open the way you intend.
7. If you have a question about the application or are having technical difficulties with the online portal, please contact the CHW Program for assistance at MDH.CHWApplications@Maryland.gov or call 410-767-5971.

Paper applications can be submitted by mailing the application with copies of the required documents to the Maryland Department of Health, Office of Population Health Improvement, Community Health Worker Program Unit #21, 201 W. Preston Street, Baltimore, MD 21201.

Incomplete Applications

1. An application is not complete until it has been completed in full and submitted. All required fields in the application must be complete.
2. If the application is incomplete or additional information is needed, the applicant will be notified within 30 calendar days with information that specifies the information or documents required to complete the application.

Application Review Period

The application will be reviewed by the CHW Program, and the applicant will be notified of the application decision within 90 days of the submission of a complete application.

MDH may contact an applicant to request additional information, as needed. If the requested information is not provided within 120 calendar days, the application may be administratively closed.

Applicants may contact MDH.CHWApplications@Maryland.gov or call 410-767-5971 for assistance or with questions about the status of an application.

Chapter 3: Maryland CHW Certificate Issuance and Renewal

Maryland CHW certificate, renewal, and expiration key points:

1. A Maryland **CHW certificate is effective for 2 years**. The CHW certificate issuance and expiration dates are listed on the certificate.
2. A CHW certificate **may be renewed for up to two (2) years after the certificate expiration date**.
3. CHW Certificate Renewal applications **may be submitted 120 days prior to the certificate expiration date**.

4. Individuals who do not reinstate their certificate before two (2) years after the certificate expires will have the same status as a new applicant who wishes to apply for a new CHW certificate.
5. **Individuals must notify the Department of a name or contact information change.**
6. See Chapter 10 for information on how to obtain a duplicate certificate.
7. All current Maryland CCHW renewal information and resources are available at the [Maryland CCHW Renewal website](#) in English and the [Renovación de CCHW en Maryland website](#) in Spanish.
8. Contact the MDH CHW team at MDH.CHWApplications@Maryland.gov or 410-767-5971 for assistance.

Chapter 4: CHW Certificate Renewal Application Requirements

Twenty (20) hours of professional development activities are required to renew a CHW certificate. The professional development activities must be associated with at least one of Maryland's nine [CHW Core Competencies](#) or a health principle. Professional development activities are knowledge and skill-building opportunities that may include:

1. Courses;
2. Webinars;
3. Conferences;
4. Workshops;
5. Trainings; or
6. Lectures.

Examples of professional development activities include:

1. Staff development or employer-sponsored training opportunities, including but not limited to, an educational program planned by an agency to assist employees in becoming knowledgeable and competent in a CHW core competency or health principle;
2. Conferences;
3. Webinars;
4. Online trainings;
5. Attendance at Maryland Community Health Worker Association monthly meetings, community-related meetings, committees, or workgroups that contain an educational component; and
6. Other educational opportunities or training.

CHW Professional Development Activity Tracking Sheets can be a helpful tool to record individual professional development activities. The [CHW Professional Development Tracking Sheet](#) in English and [Hoja de seguimiento de la actividad de desarrollo profesional](#) in Spanish

are available on the Maryland Department of Health website or the [CHW Certificate Renewal website](#).

Chapter 5: Submitting a CHW Certificate Renewal Application

The renewal of a CHW certificate requires:

1. Submission of a [CHW Certificate Renewal Application](#) through the Maryland OneStop portal or send a paper application to the CHW Program; and
2. **Documentation of 20 hours of a broad range of professional development activities that include the seven (7) elements below:**
 - a. the activity title;
 - b. the activity date;
 - c. the activity hours;
 - d. the activity sponsor;
 - e. the activity location;
 - f. a written explanation of acquired knowledge and/or skill application of duties; and
 - g. The Maryland CHW Core Competency or health principle associated with the activity.

Individuals may start their renewal application at any time in Maryland OneStop and update it with professional development activities over time. However, a renewal application should only be submitted 120 days before the certification expiration date.

Chapter 6: Certificate Expiration and Renewal

The Department will send a CCHW a renewal notice at least 90 calendar days before the certificate expires. The notice will be sent to CCHW's last known electronic or physical address. The notice will include the date on which the current certificate expires, any required renewal submission requirements, and the date by which the renewal application shall be received by the Department. The certificate holder shall notify the Department if a renewal notice is not received within 60 calendar days before the required renewal date.

CHW Certificate Renewal applications can be submitted 90 days before the certificate expiration date. Renewal applications received less than 30 calendar days before the certificate expiration date may not be processed before the expiration date. A certificate is not considered renewed until a renewal application has been completed, submitted, reviewed, and approved by MDH.

CHW Certificate Renewal applications may be submitted up to two (2) years after the certificate expiration date.

Chapter 7: Approval of Renewal Application

Upon approval of a CHW Certificate Renewal application by MDH, the individual will be sent an email with the renewed certificate, which will be valid for two years. MDH may contact an applicant to request additional information, as needed, prior to the approval of a CHW Certificate Renewal application. If the requested information is not provided within 120 calendar days, the application may be administratively closed.

Chapter 8: Non-Renewal and Reinstatement of a Certificate Due to Non-Renewal

If an individual **fails to renew a certificate before the expiration date, the individual may no longer represent themselves to the public as a CCHW** until the certificate is reinstated. An individual may apply for reinstatement of a certificate up to two (2) years after the certificate expiration date by submitting a CHW Certificate Renewal application.

If an individual does not reinstate an expired certificate by two (2) years after the certificate expires, then the individual has the same status as a new applicant who wishes to apply for a CHW certificate and must follow all of the application requirements.

Chapter 9: Certificate Holder Change of Name or Contact Information

A CHW must inform the Department of any changes to the certificate holder's name or contact information. Changes to a name or contact information may be submitted by:

1. Email: MDH.CHWApplications@Maryland.gov
2. Phone: 410-767-5971; or
3. Postal mail: Maryland Department of Health, Office of Population Health Improvement, Community Health Worker Program Unit #21, 201 W. Preston Street, Baltimore, MD 21201

Chapter 10: Obtaining a Copy of a CHW Certificate

Individuals will need information from their current Maryland Department of Health issued CHW certificate to complete the CHW Certificate Renewal application. Individuals **may obtain a copy of a certificate by:**

1. Logging into their [Maryland OneStop](#) account
2. Sending an email to: MDH.CHWApplications@maryland.gov
3. Calling: 410-767-5971; or
4. By sending a written request through postal mail to: Maryland Department of Health, Office of Population Health Improvement, Community Health Worker Program Unit #21, 201 W. Preston Street, Baltimore, MD 21201

Contact the MDH CHW team with any questions at MDH.CHWApplications@Maryland.gov or 410-767-5971.