Maryland
DEPARTMENT OF HEALTH

Community Health Worker Certification Training Program Accreditation Application Manual

January 1, 2020

Table of Contents

I. Maryland Community Health Worker Certification Training Program Accreditation Background

The [Annotated Code of Maryland, Health-General Article, Title 13, Subtitle 37](#) established the State Community Health Worker (CHW) Advisory Committee to advise the Maryland Department of Health (the Department) on establishing a process to certify CHWs and accredit CHW certification training programs in Maryland. It also requires the Department to adopt specified regulations related to the training and certification of CHWs in the state.

The Department began accepting certification applications for experienced community health workers on September 1, 2019. Applications will be accepted through March 31, 2020. After this time, CHWs will not be able to apply for certification based on experience. For more information on the certification process for experienced CHWs, visit the Department's [CHW Certification website](#).

Effective December 30, 2019, the [Code of Maryland Regulations (COMAR) 10.68.01 and 10.68.02](#) established the requirements for the Department to certify CHWs and to accredit CHW certification training programs. COMAR 10.68.01 specifically addresses the Certification of CHWs in Maryland. COMAR 10.68.02 specifically addresses the CHW Certification Training Programs including application procedures and requirements for accreditation; application processing, including the establishment of a CHW Training Program Application Review Committee; and processes for expiration, renewal, suspension, revocation, and reinstatement of CHW certification training program accreditation.

[COMAR 10.68.02.02](#) requires all CHW certification training programs to be accredited by the Department and that an accreditation shall be issued before an organization may offer a CHW certification training program. To obtain accreditation of a CHW certification training program, an organization must submit an accreditation application to the Department. The Department is available to provide technical assistance to CHW certification training programs to meet the accreditation requirements.

This application manual provides guidance to CHW training programs that wish to apply for accreditation as a CHW certification training program. Students who complete an accredited CHW certification training program by successfully meeting all requirements of the program will be eligible to apply for certification through the Department starting April 1, 2020.

All information related to the certification of CHWs in Maryland and the accreditation of CHW certification training programs can be found on the Department's [Office of Population Health Improvement, Community Health Worker website](#).

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

II. Training Program Requirements

A CHW certification training program must:

1. Provide a minimum of **100 hours of instruction**
2. Verify successful completion of an additional **supervised 40-hour practicum** by a student
3. Employ a **curriculum framework that incorporates, at a minimum, [the Maryland CHW nine core competencies:](#)**

    a. Advocacy and community capacity building skills
    b. Effective oral and written communication skills
    c. Cultural competency
    d. Understanding of ethics and confidentiality issues
    e. Knowledge of local resources and system navigation
    f. Care coordination support skills
    g. Teaching skills to promote healthy behavior change
    h. Outreach methods and strategies
    i. Understanding of public health concepts and health literacy

4. Include an **objective knowledge assessment**

III. Deadlines to Apply for Accreditation

New CHW certification training programs – Applications accepted on a rolling basis

Any new CHW certification training program that is applying for accreditation may apply at any time. Applications will be accepted on a rolling basis.

CHW certification training program in operation on Oct. 1, 2018 – Must submit an application by Dec. 31, 2020 at 11:59 p.m. Eastern Standard Time

A CHW certification training program that wishes to apply for accreditation to be effective on Oct. 1, 2018 must submit an application to the Department by **Dec. 31, 2020 at 11:59 p.m.** Eastern Standard time.

Training programs that trained individuals from Oct. 1, 2018, through Dec. 31, 2020, will be eligible to apply for accreditation for that time period if the training program:

- Meets the training program requirements.
- Submits an application to the Department.
- Becomes an accredited training program.
- Provides a list of students who successfully completed the training program during the stated time period.

IV. Training Program Accreditation Application Completion

CHW certification training program accreditation applicants must submit an accreditation application to the Department through the online [Maryland OneStop portal](#). The application will consist of the completion of two required forms, data entry fields and additional document uploads.

To provide evidence that a training program accreditation applicant meets the training program requirements, the applicant must provide the following:

1. **Organization Overview and Contact Information**
2. **Training Program Curriculum Information**
3. **[Curriculum Framework Form](#)**
4. **Curriculum Framework Supplemental Materials**
5. **[Objective Knowledge Assessment Form](#)**
6. **Objective Knowledge Assessment Supplemental Materials**
7. **Application Checklist**
8. **Signed Attestation**

V. Application Required Forms and Document Instructions

In addition to the data entry fields in the [OneStop portal](#), there are **two required forms** that will provide details of the training program applying for accreditation. Please ensure that all documents uploaded into the application portal as part of the application are saved as a PDF or other non-editable format.

1. **[Curriculum Framework Form](#)**

   The Curriculum Framework Form will include the completion of detailed information pertaining to the training program curriculum, by course or module. The information gathered in this form will provide evidence of the instruction, practicum and core competency requirements of the training program. The template has been duplicated several times for the entry of all courses or modules in the curriculum. The template may be reproduced as needed to cover all courses or modules. Supplemental materials for each module will be uploaded to the application, along with this form.

2. **[Objective Knowledge Assessment Form](#)**

   The Objective Knowledge Assessment Form will include the completion of information to provide evidence of how the training program will determine a student's successful completion of the training program, including the required objective knowledge assessment, and other training requirements. Supplemental materials including assessment documents, evaluation and documentation procedures, and sample forms will be uploaded to the application.

The required forms are PDF fillable forms that require [Adobe reader](#) to complete. To complete the forms:

1. Save the form to a computer and close the original view.
2. Open the saved document from the computer location and enter information.
3. Save frequently.

VI. Applying for Accreditation

1. Visit the Department's [CHW Certification Training Program Accreditation website .](#)
2. Review all accreditation application guidance documents and required forms.
3. On the [CHW Certification Training Program Accreditation website](#), click "*Apply Here for Training Program Accreditation.*"
4. Create a Maryland OneStop Portal account and login to the application.

Applicants are highly encouraged to submit their application through the [Maryland OneStop online application portal](#). If an applicant is unable to submit an application online, please contact the Department's CHW team for alternate application options at MDH.CHWApplications@Maryland.gov or call 410-767-5971.

VII. OneStop Application Portal Field Descriptions

Application Field	Description

Organization Information

Name of Organization	Enter the official name of the organization in which the training program resides.
Type of Organization	Select the type(s) of organization that best describes the organization. If the organization type is not listed, select other and specify.

Training Program Information

Training Program Name	Enter the name or title of the training program that is applying for accreditation.
Physical Address	Enter the physical address of the training program.
Mailing Address (if different from physical address)	Enter a postal mailing address for the training program, if different from physical address. This address will be used for any official correspondence that is sent by postal mail regarding the accreditation.

Phone and Fax	Enter a valid 10-digit phone and fax number including the area code (000-000-0000) for the training program.
Website	Enter a valid URL for the training program.

Training Program Director/Manager

Name, Title, and Contact Information	Enter the name and contact information for the individual who is responsible for the training program curriculum being submitted for accreditation.

Accreditation Application Contact

Name and Contact Information	Primary Contact: Enter the name and contact information of the primary contact person to receive all communication regarding this application. Alternate Contact: Enter the name and contact information of an alternate person if the primary contact is not available.

Training Program Curriculum Information

Total instruction hours in the CHW training curriculum	Enter the total number of instruction hours in the training curriculum.
Total practicum hours in the CHW training curriculum	Enter the total number of supervised practicum hours in the training curriculum.
Does the curriculum framework incorporate, at a minimum, Maryland's nine CHW nine core competencies?	Select "Yes" or "No".
Does the curriculum include an objective knowledge assessment?	Select "Yes" or "No".

Specialty Topics Covered in Curriculum

Does the training curriculum include specialty topics?	Select "Yes" or "No." If yes, select all topics that apply. If offered specialty topics are not listed, select 'other' and specify.

Curriculum Framework

Curriculum Framework Form and Supplemental Materials	Upload the completed Curriculum Framework Form and supplemental materials into the file uploader box.

Objective Knowledge Assessment

Objective Knowledge Assessment Form and Supplemental Materials	Upload the completed Objective Knowledge Assessment Form and supplemental materials into the file uploader box.

Optional Questions

The questions in the section will not be used or considered in the review of the training program accreditation application.

Application Checklist

Review each application section to ensure completeness and accuracy. Be sure that uploaded documents are complete and in a format that is accessible and non-editable. Check the box next to each section after verification that the section is complete.

Attestation

Signed Attestation	Read the attestation language and have it signed by someone who has the authority to legally bind the organization.

VIII. Questions and Technical Support

For questions about the application or technical difficulty with the online portal, please contact the CHW Certification team at MDH.CHWApplications@Maryland.gov or call 410-767-5971.

IX. Application Translation Services

If an applicant would like the accreditation application translated into another language, please contact MDH.CHWApplications@Maryland.gov or call 410-767-5971.

X. Application Review

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

Application Review Timeline

Training program accreditation applications will be accepted beginning on January 1, 2020. Upon receipt of a complete application, the Department will:

1. Acknowledge receipt of an application by electronic mail within 10 calendar days.
2. Act on an application within 60 calendars days after the training program has met all the application requirements.
3. Make a decision regarding application accreditation within 120 calendar days.

Application Review Process

1. Training program accreditation applications will be reviewed by a CHW Training Program Application Review Committee selected by the Department Secretary.
2. The Review Committee will review training program applications to determine whether an application meets the accreditation requirements and will forward recommendations for accreditation to the Secretary.
3. The Secretary may approve and direct the Department to accredit a training program if the training program satisfies the accreditation requirements and participates in an on-site visit, if the Department deems necessary.

XI. Approval or Denial of Accreditation Application

Approval of a Training Program Accreditation Application

If the Department accredits a training program, it will send the applicant notice that the program is accredited.

Each accredited CHW certification training program shall submit to the Department, as requested, information on the program.

An accredited CHW certification training program may not substantively modify an accredited curriculum in a way that results in the curriculum no longer satisfying the core competency requirements without the Department's approval.

Denial of Accreditation Application

The Department may deny accreditation if it determines that the training program has not complied fully with the applicable accreditation requirements or failed to complete the application form. A training program will be notified in writing of the denial and provided more information on its right to submit a written plan to meet the accreditation requirements or to appeal the denial.

XII. Incomplete Accreditation Applications

An application is not complete until the Department has received all required information and materials. If an incomplete application is submitted, the applicant will be notified within 30 calendar days of the materials that are required to be submitted to complete the application. If the applicant does not provide the required documentation within 120 calendar days of notification, the application may be administratively closed or denied.

XIII. Accreditation Expiration and Renewal

A CHW certification training program accreditation is **effective for 3 years from the date issued.** At least 90 calendar days before the accreditation expires, the Department will send a renewal notice by electronic mail to the accredited CHW certification training program and detail any required renewal submission requirements.