

TITLE 77: PUBLIC HEALTH
CHAPTER I: DEPARTMENT OF PUBLIC HEALTH
SUBCHAPTER u: MISCELLANEOUS PROGRAMS AND SERVICES

PART 951
COMMUNITY HEALTH WORKER CERTIFICATION PROGRAM

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69 AUTHORITY: Implementing and authorized by the Community Health Worker Certification
70 and Reimbursement Act [410 ILCS 67].

71

72 SOURCE: Adopted at 50 Ill. Reg. _____, effective _____.

73

74 SUBPART A: GENERAL PROVISIONS

75

76 **Section 951.10 Definitions**

77

78 "Act" means the Community Health Worker Certification and Reimbursement
79 Act [410 ILCS 67].

80

81 "Business Days" means any day when the Department's offices are open.

82

83 "CHW Applicants" means individuals applying for community health worker
84 certification, renewal, or reinstatement of certification.

85

"Certified Community Health Worker" means an individual who satisfies the definition of community health worker and holds a voluntary credential issued by the Illinois Department of Public Health.

"Community health worker" or "CHW" means a frontline public health worker who is a trusted member or has an unusually close understanding of the community served. This trusting relationship enables the community health worker to serve as a liaison, link, and intermediary between health and social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. A community health worker also builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities, including outreach, community education, informal counseling, social support, and advocacy. Nothing in this definition shall be construed to authorize a community health worker to provide direct care or treatment to any person or to perform any act or service for which a license issued by a professional licensing board is required. (Section 5-5 of the Act)

"CHW Certification Program" means a Department-established program with authority to develop certification requirements and processes and to certify and renew certifications of CHWs and CHW Training Programs. The CHW Certification Program will allow the Department of Healthcare and Family Services to pursue reimbursement for services provided by certified CHWs through the Medicaid program.

"CHW Certification Program Registries" means Department-maintained searchable databases available to the public to validate the certification status of an individual CHW or a CHW Training Program.

"CHW Review Board" or "Community Health Workers Review Board" means a Board established to advise the Department of Public Health as it seeks to develop an Illinois CHW Certification Program as well as to advise the Department on the administration of the CHW Certification Program.

"CHW Reciprocity Pathway" means a Department-approved pathway that allows individuals who have met CHW certification requirements in another state of the United States to be considered by the Department to be equivalent to the Department's CHW Certification Program requirements.

"CHW Refresher Course" means an on-line, self-paced, Department-approved training that addresses required core competencies.

"CHW Training Program" means a Department-certified community health worker educational and training program unless otherwise specified.

"CHW Training Program Administrator" means an individual hired by a CHW Training Program Sponsor who is accountable and has the authority to ensure that the CHW Training Program is designed and implemented in a manner consistent with Section 951.305. This individual can also serve as CHW Training Program Lead.

"CHW Training Program Lead" means an individual hired by a CHW Training Program Sponsor who is responsible for carrying out the tasks set forth in Section 951.310. This individual can also serve as CHW Training Program Administrator.

"CHW Training Program Equivalence Pathway" means a pathway that allows for certification of individuals who successfully complete the equivalent of a Department-certified academic or community-based training program.

"CHW Training Program Pathway" means a Department-certified pathway that allows for certification of individuals who successfully complete a CHW Training Program or a CHW Training Program in association with an apprenticeship.

"CHW Training Program Sponsor" means an entity that offers and provides a CHW Training Program to community health worker students consistent with Section 951.300.

"Continuing Education" or "CE" means a planned learning activity that builds upon a community health worker's precertification education program and enables a community health worker to acquire or improve skills, knowledge or behavior that promotes professional or technical development or the enhancement of career goals and meets standards set by the Department.

"Core Competencies" means a combination of skills, knowledge, and behaviors that are essential for success in a field. The CHW Core Competencies are outlined in the Community Health Worker Certification and Reimbursement Act, The National Council on CHW Core Consensus Standards, and "Core Competencies for Community Health Workers". The CHW Core Competencies are developed in Section 951.510.

"Curriculum" means the course of study, consistent with standard minimum Department-approved competencies, to be used in a CHW Training Program.

"Day" means a calendar day, unless otherwise specified.

"Default" or "Default Judgement" means a written order entered after due process requirements of adequate notice and opportunity for hearing have been provided and the respondent fails to appear, defend, or answer; or a written order entered as an ultimate sanction for improper conduct. This order is considered a final order.

"Department" or "IDPH" means the Illinois Department of Public Health.

"Director" means the Director or the designee of the Director of the Department of Public Health.

"Electronic mail" means a communication by electronic means which is automatically retained and stored and can be readily accessed or retrieved.

"Field experience" means a task or activity planned to meet course objectives or outcomes and to provide community health worker students with the opportunity to practice cognitive, psychomotor, and affective skills related to community health worker service provision. This experience shall take place in a clinical, community, or other appropriate setting.

"CCHW" means the credential granted to a community health worker by the State of Illinois upon certification. The individual can only use this credential when they are actively certified.

"Illinois Administrative Procedure Act" or "IAPA" means the law relied upon by the State agencies to develop and enforce State regulations. The IAPA is intended to ensure accountability, public participation, and transparency in the rulemaking process.

"Improvement Plan" means a document required by the Department in the instance of CHW Training Program non-compliance with the CHW Certification Program requirements or related issues. Developed by the CHW Training Program Sponsor, the plan will indicate goals and strategies to address gaps and related issues in meeting requirements of a CHW Training Program.

"Lapsed Certification" means the status of a certification of an individual or CHW Training Program that did not meet the requirements of certification renewal.

"License" has the meaning as ascribed to it in Section 1-35 of the IAPA.

"Licensing" has the meaning as ascribed to it in Section 1-60 of the IAPA.

"Person" has the meaning as ascribed to it in Section 1-60 of the IAPA.

"Probation or Probationary Status" means a CHW Training Program that is found by the Department to be out of compliance with CHW Training Program requirements and must submit an improvement plan and notify students or prospective students of this status.

"Renewal of Certification" means a process by which a CHW or a CHW Training Program is recognized by the Department in writing as meeting criteria for continuation for another 3 years of holding a certificate.

"Reinstatement of Lapsed Certification" means a process by which an ILCHW-C or a CHW Training Program is recognized by the Department in writing as meeting criteria for reinitiating certification after a lapse in certification.

"Training Modality" means an approach to training that includes, but is not be limited to, in-person, virtual, and hybrid training.

"Work Experience Pathway" means a pathway to certification whereby CHWs practicing prior to the CHW Certification Program are grandfathered into certification.

Section 951.20 Incorporated and Referenced Materials

a) State of Illinois Statutes

1) Illinois Administrative Procedure Act [5 ILCS 100/10-50]

2) Dual Credit Quality Act [110 ILCS 27]

3) Community Health Worker Certification and Reimbursement Act [410 ILCS 67]

b) State of Illinois Administrative Rules

1) Educator Licensure (23 Ill. Adm. Code 25)

2) Program Review (Private Colleges and Universities) (23 Ill. Adm. Code 1030)

- 3) Administration of the Illinois Public Community College Act (23 Ill. Adm. Code 1501)
 - 4) Practice and Procedure in Administrative Hearings (77 Ill. Adm. Code 100)
- c) The following regulations and standards are incorporated in this Part:
- 1) The National Council on CHW Core Consensus Standards, "C3 Council Findings: Roles & Competencies" (2024) available at <https://www.c3council.org/roles-competencies>
 - 2) Board of Certification of Community Health Workers, Massachusetts Department of Public Health, "Core Competencies for Community Health Workers" (May 13, 2014) available at <https://www.mass.gov/info-details/core-competencies-for-community-health-workers>
 - 3) National Association of Community Health Centers, "Code of Ethics for Community Health Workers" (September 2023) available at https://www.nachc.org/wp-content/uploads/2023/09/CHW_CodeofEthics.pdf
- d) All incorporations by reference of the standards of nationally recognized organizations refer to the regulations and standards on the date specified and do not include any amendments or editions after the date specified.

SUBPART B: CHW REVIEW BOARD

Section 951.100 CHW Review Board

- a) *A Community Health Workers Review Board shall be established to advise the Department of Public Health as it seeks to develop an Illinois Community Health Worker Certification Program. The scope includes rules certifying both individuals, including those being grandfathered in, and academic and community-based training programs.*
- b) *The Board shall recommend standards, review proposed regulations, and provide feedback about training programs and reimbursement schedules.*
- c) *The Board shall submit an annual report to the Office of the Governor and the General Assembly about the progress of the Program.*

- 298 d) *The Board shall be co-chaired by a representative of the Department of Public*
299 *Health and a representative from a statewide association of community health*
300 *workers. Other members of the Board shall include:*
301
302 1) *The Director of Public Health or his or her designee;*
303
304 2) *The Director of Healthcare and Family Services or his or her designee;*
305
306 3) *The Secretary of Human Services or his or her designee;*
307
308 4) *The Secretary of Financial and Professional Regulation or his or her*
309 *designee;*
310
311 5) *A member from the Governor's Office appointed by the Governor;*
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313 6) *3 members appointed by the Senate President;*
314
315 7) *A member appointed by the Senate Minority Leader;*
316
317 8) *3 members appointed by the Speaker of the House of Representatives;*
318
319 9) *A member appointed by the Minority Leaders of the House of*
320 *Representatives;*
321
322 10) *A member from a statewide association of community health workers*
323 *appointed by the Speaker of the House of Representatives;*
324
325 11) *A member from a statewide association of community health workers*
326 *appointed by the Senate President; and*
327
328 e) *As appointed by the Director of Public Health, in addition to the members*
329 *specified in this subsection, the Board shall have balanced representation from*
330 *the community health worker workforce, community health worker employers,*
331 *community health worker training and educational institutions, and community*
332 *members who are recipients of services.*
333
334 f) *The Board shall meet quarterly and can do so either in person or remotely.*
335
336 g) *The Department of Public Health shall provide administrative support.*
337
338 h) *The first annual report of the Board shall be submitted to the Governor and the*
339 *General Assembly 1 year after the Board's first meeting. A report shall be*

submitted to the Governor and the General Assembly every year thereafter for each year the Board remains active. (Section 5-17(a) of the Act)

SUBPART C: CHW CERTIFICATION

Section 951.200 Pathways to CHW Certification and Requirements

- a) Work Experience Pathway. This pathway allows for individuals with verifiable experience as a CHW prior to the formal start date of the CHW Certification Program to be grandfathered into certification. In other words, the requirement of completing a CHW Training Program and the requirement of a high school diploma/GED is waived. The work experience pathway shall expire 10 years after the formal start date of the CHW Certification Program. To apply for certification via the work experience pathway, the individual must include the following:
 - 1) Document a minimum of 2,500 hours of paid employment or volunteer hours or both as a CHW within the 5 years prior to submitting an application. The candidate shall count the number of CHW core competency training hours completed and field experience hours within the prior 5 years toward the required minimum 2,500 hours;
 - 2) Complete an on-line, self-paced, Department-approved CHW Refresher Course which addresses all required core competencies. For the work experience pathway only, the course will count as 20 continuing education credits toward the first renewal period as described in (Section 951.240.); and
 - 3) Obtain at least 1 professional letter from a manager, instructor, or field supervisor, on a Department-approved form, that attests the individual satisfactorily applied at least 80 percent of the core competency areas (with complementary competencies combined) set out in Section 951.510(b) within the last 5 years and recommends them for certification. The applicant can submit more than 1 professional letter from a manager, instructor, or field supervisor, on a Department-approved form, with the letters combined that attest to the individual satisfactorily applying a total of at least 80 percent of the core competency areas defined in Section 951.510(b) within the last 5 years and recommends them for CHW certification.
- b) CHW Training Program Pathway. This pathway allows for certification of individuals who successfully complete a CHW Training Program or a CHW Training Program in association with an apprenticeship. To apply for certification via the CHW Training Program Pathway, the individual must:

- 1) Successfully complete a CHW Training Program within 5 years prior to application submission.
 - A) This includes individuals engaged in or having completed a CHW Training Program in association with an apprenticeship.
 - B) CHW Training Programs shall make reasonable accommodations for assessments for students with disabilities as required by the Americans with Disabilities Act. This will include, for example, extended time for quizzes or exams.
- 2) Obtain at least 1 professional letter from a manager, instructor or field supervisor recommending the individual for CHW certification.
- c) CHW Training Program Equivalence Pathway. This pathway allows for certification of individuals who have successfully completed the equivalent of a Department-certified academic or community-based training program as described in subsection (b), not earlier than January 1, 2022.
 - 1) The CHW Training Program Equivalence Pathway shall expire 2 years after the formal start date of the CHW Certification Program. The individual shall submit an application using the CHW Training Program Equivalence Pathway via the on-line portal by 11:59 p.m. of the expiration date for it to be considered.
 - 2) To be eligible for certification via the CHW Training Program Equivalence Pathway:
 - A) Must have successfully completed a CHW core competency training that the Department deems at least 80 percent equivalent prior to the start of the certification program and not earlier than January 1, 2022. The program must have included at least 80 percent of the core competencies in their curriculum, included at least 80 classroom instruction hours, and the student must have completed at least 80 hours of mentored field or work experience.
 - B) Must complete complementary training requested by the Department that fills gaps in required competencies and classroom hours. Gaps will be filled using the Department-approved CHW Refresher Course, selected modules from this course, or another approved accredited course.

C) Obtain at least 1 professional letter from a manager, instructor, or field supervisor recommending the individual for CHW certification.

d) CHW Reciprocity Pathway. This pathway allows for certification of individuals who have met CHW certification requirements in another state in the United States that the Department considers to be equivalent to the Department's CHW Certification Program requirements.

1) To apply for certification via the CHW Reciprocity Pathway, the individual must demonstrate that they hold a current, valid CHW certification from another state in the United States.

2) The Department will compare the other state's certification program requirements with the Department's CHW Certification Program requirements to determine equivalence.

Section 951.210 Initial CHW Application

a) To be eligible to obtain a certificate to practice as a certified CHW, an applicant shall, at the time of application, meet the following requirements:

1) Live or work in the State of Illinois, or work for an organization enrolled in Illinois Medicaid or Medicare;

2) Be at least 17 years of age; and

3) Hold a high school diploma or GED.

b) An applicant shall submit a completed "Community Health Worker Certification Application" on the Department's website to include the following:

1) Full name, mailing address, electronic mail address, telephone number, date of birth, language skills, preference for correspondence (English or Spanish); and

2) Education: highest level of education completed.

c) Applications will have different requirements based on the CHW certification pathway.

1) For the Work Experience Pathway, the application must include the following:

- A) Start and end dates of each relevant work experience, name and address of organization, total number of hours of service at the organization, job roles and responsibilities; and name of manager or designee who can verify work experience, including their job title and contact information;
 - B) Acceptable documents to verify employment or volunteerism from an organization. Documentation can include a professional reference from the organization such as a letter from a supervisor or human resources verifying the number of hours of employment or volunteerism. For organizations that no longer exist, a candidate can indicate the date the organization closed and submit an employment contract, notification of direct deposit, or old pay stubs, tax forms including W-2, unemployment claim after the job ended, or other verification sources deemed valid by the Department;
 - C) Confirmation that the applicant completed the Department-approved CHW Refresher Course; and
 - D) At least 1 professional letter of recommendation from a manager, instructor, or field supervisor that attests to the individual satisfactorily applying a total of at least 80 percent of the core competencies set out in Section 951.510(b) and recommends them for certification.
- 2) For the CHW Training Program Pathway, the application must include the following:
 - A) Acceptable documents to verify completion of the training program such as training program certificate, course transcripts, or a letter validating successful completion by the training sponsor/instructor including the date the training program was completed; and
 - B) At least 1 professional letter from a manager, instructor or field supervisor that recommends them for certification.
- 3) For the CHW Training Program Equivalence Pathway, the application must be accompanied by:

- 511 A) Acceptable documents to verify completion of the training
512 program such as training program certificate, course transcripts, or
513 a letter validating successful completion by the training
514 sponsor/instructor including the date the training program was
515 completed; and
516
- 517 B) At least 1 professional letter from a manager, instructor or field
518 supervisor that recommends them for certification. If a supervised
519 work experience (of no fewer than 80 hours) was completed in lieu
520 of a training program field experience, this will need to be verified
521 by the employer.
522
- 523 4) For the CHW Reciprocity Pathway, the application must be accompanied
524 by a current, valid CHW certificate from another state in the United States.
525 The training program must be deemed by the Department to be equivalent
526 to Illinois standards.
527
- 528 d) Applicants shall also provide information regarding other certifications or licenses
529 as follows:
530
- 531 1) List of other certifications or licenses;
532
- 533 2) Denial of certification or licenses;
534
- 535 3) Disciplinary action related to certification or license; and
536
- 537 4) Surrender or resign any certification or license.
538
- 539 e) Applicants shall disclose any felony convictions and consent to a criminal
540 background check.
541
- 542 f) Applicants shall provide the following:
543
- 544 1) Permission for release of information from former employers, training
545 programs, and the Illinois State Police or other law enforcement agency to
546 determine eligibility for certification;
547
- 548 2) Attestation to comply with laws and regulations governing certified
549 CHWs in Illinois;
550
- 551 3) Attestation to comply with the Department's incorporated by reference
552 Code of Ethics for Certified Community Health Workers (see Section
553 951.20(c)(3));

- 4) Signed affidavit indicating that all information in the application is true and complete, and the applicant will advise the Department of change in any contact information within 30 days of a change; or

- g) If an applicant starts the application on the portal but does not submit, the Department will hold the application open for no longer than 1 year, at which point the application will be closed and a new complete application will need to be submitted.

Section 951.220 Initial CHW Application Review for Approval or Denial

- a) The Department will evaluate the application for conformance with CHW Certification Program requirements. Based on Department review of complete application:

- 1) For applicants who do not disclose a felony conviction, the Department will approve or deny certification of a complete initial CHW application within 60 days; or
- 2) For applicants who disclose a felony conviction, the Department will provisionally approve or deny certification of a complete initial CHW application within 60 days pending review of background check results. Determination of approval or denial will be made after review of criminal background check results.

- b) Approval of Initial Application

- 1) The Department will validate application content, and request via email any additional materials or revisions needed to ensure a complete applications. When the Department finds that a CHW application, along with any additional materials and revisions have been submitted, complies with CHW Certification Program requirements, the Department shall issue a state certificate to practice as a certified CHW.
- 2) Once approved, the CHW can use the credential CCHW after their name to indicate they are currently certified by the State of Illinois as a community health worker.
- 3) The Department will issue an identification number to each certified CHW. The CHW shall reference that number in any correspondence with the Department about the CHW Certification Program.

- 4) The CHW certification shall be considered current for 3 years from the date of issuance.

c) Denial of Initial Application.

- 1) For applicants who do not satisfy certification requirements, the Department will notify the applicant of intent to deny certification in writing through electronic mail. The notice to the applicant will state the reasons for the denial and the right of the individual to resubmit an application after requirements are met.
- 2) After notification of intent to deny, if a resubmitted application still does not meet all requirements, the Department will notify the applicant of intent to deny certification in writing through certified mail, return receipt requested, to the last address provided by the applicant or by electronic mail to the last electronic mail address provided by the applicant. The notice to the applicant will state the reasons for the denial and the right of the individual to request a hearing within 15 days of the certified or electronic mail by the Department. Considerations and hearing procedures will be conducted in accordance with Sections 951.270 and 951.280.

Section 951.230 Continuing Education Requirements

- a) To qualify as continuing education, the course or activity must meet the requirements in Section 951.600. To be eligible to renew a certificate, a certified CHW shall complete 36 hours of continuing education during each 3-year renewal period that must be submitted no earlier than 180 days and at least 90 days prior to certification expiration to ensure certification does not lapse. These hours must be earned in the following categories:
 - 1) Category I – Continuing Education Courses and academic courses
All credits and no fewer than 24 in the 3-year renewal period can be taken in this category. The credits can be any combination of accredited or non-accredited courses. These courses must be directly related to 1 or more CHW core competencies; and
 - 2) Category II – Other Professional Development
Credit in the category is optional; however, up to 12 credits in the 3-year renewal period can be earned in this category. These activities must be directly related to 1 or more CHW core competencies.
- b) Continuing education courses and activities are counted as follows:

1) Category I Credit:

- A) Each accredited continuing education course is awarded a specific number of CEUs by the accrediting body. This is the number of credits the Department will count for each accredited course. Non-accredited continuing education (CE) courses will be counted as 1 credit per hour of instruction.
- B) Each pre-approved college course will be awarded a specific number of credits by the college. Each credit typically requires 15 hours of classroom time. Therefore, the Department will count the following number of hours for 1, 2, and 3 credit courses:
 - i) A 1-credit college course shall be the equivalent of 15 continuing education credits;
 - ii) A 2-credit college course shall be the equivalent of 30 continuing education credits; and
 - iii) A 3-credit college course shall be the equivalent of 45 continuing education credits.

2) Category II Credit:

- A) Serving as a CHW instructor in a core competency training program, a multi-session continuing education course, or CHW preceptor for field experience placement (4 credits per course or preceptorship);
- B) Authoring or co-authoring a research publication (3 credits per article);
- C) Serving as an invited presenter for a session or poster session at a professional conference, or facilitating a 1-session continuing education course (2 credits per presentation);
- D) Serving in a CHW leadership position for an organization, (2 credits per organization, per year); and
- E) Serving on a CHW workforce-related volunteer board or committee (2 credits per board or committee per year).

- 682 c) A certified CHW shall verify successful completion of the required continuing
683 education in the "Community Health Worker Renewal Application" for renewal
684 or the "Community Health Worker Reinstatement Application" for reinstatement
685 of lapsed certification.
686
- 687 1) For Category I, Continuing Education Courses, described in Section
688 951.600(a)(1), the CHW shall completed a brief form to provide detail
689 about the activity, demonstrate relevance, and upload a certificate of
690 completion, a transcript, or signed letter from the provider.
691
- 692 2) For Category II, Other Professional Development, described in Section
693 951.600(a)(2), the CHW shall complete a brief form to provide detail
694 about the activity, demonstrate relevance, and upload relevant
695 documentation.
696
- 697 3) Failure to provide proof of completion of Category I courses or Category
698 II activities shall result in ineligibility to renew or reinstate a certificate
699 until proof of completion of the continuing education requirement is
700 provided to the Department or Department's designee.
701
- 702 d) Certified CHWs are recommended to document and provide proof for all courses
703 and activities as they are completed. Certified CHW are required to document and
704 upload this proof in advance of submission of their renewal application which is
705 no later than 90 days prior to the expiration of their CHW certification.
706
- 707 e) A course started in 1 3-year renewal cycle that is not completed until the next
708 renewal cycle, will be counted toward the next renewal cycle.
709
- 710 f) A certified CHW who earns more than the minimum number of continuing
711 education hours required for a single reporting period cannot apply the excess
712 hours to satisfy continuing education requirements in future reporting periods.
713
- 714 g) A certified CHW shall retain proof of completion of approved continuing
715 education for a period of 6 years.
716
- 717 h) The Department or Department's designee will conduct an audit of any holder of a
718 certificate to practice as a certified CHW to determine compliance with this
719 Section.
720

721 **Section 951.240 Renewal of CHW Certificate**
722

- 723 a) To renew a certificate of CCHW credential, a holder of a current, valid certificate
724 shall:

- 1) Submit a completed on-line "Community Health Worker Certification Renewal Application"; and
 - 2) Meet the continuing education requirements set forth in Section 951.230.
- b) A complete renewal application must be electronically submitted and received no sooner than 180 days prior to certification expiration and no later than 90 days prior to certification expiration.
 - c) If a complete renewal application is not received by 11:59 p.m. no less than 90 days prior to the certification expiration, the certification can lapse.

Section 951.250 Reinstatement of a CHW Certificate

- a) To reinstate a lapsed CHW certification, the lapsed certification holder shall include the following:
 - 1) For applicants with a certification lapse of fewer than 5 years, reinstatement will have the same requirements as a renewal application.
 - A) The applicant must complete 36 credits within 3 years prior to the renewal application submission.
 - B) All continuing education requirements must be in accordance with Section 951.230.
 - 2) For applicants with a certification lapse of greater than 5 years, reinstatement will require the completion of a new, initial application. If the applicant's initial pathway is expired at the time they wish to reinstate, they will need to take an active pathway to certification.
- b) When a CHW certification is lapsed, the individual shall not represent or imply to the public that they are certified as a CHW and the individual shall not use the CCHW credential. The public includes, but is not limited to, payers, employers, and clients.
- c) An individual who continues to represent to the public that they are a certified CHW during the time that their certificate is lapsed, will be subject to disciplinary action by the Director or designee in accordance with Section 951.260.

Section 951.260 Adverse Determinations and Disciplinary Actions Against CHW Applicants and Certified CHWs

The Director of Public Health, after notice and opportunity for hearing, can deny, suspend, or revoke a certification or fine a certificate holder or any other person who has violated the Act or this Part. (Section 5-17(g) of the Act)

- a) The violations discussed in this Section are designed to evaluate the character of CHWs and to ensure the well-being and personal safety of the members of the public that CHWs serve.
- b) Violations that can be identified by the Department include, but are not limited to, a CHW engaging in dishonorable, unethical, or unprofessional conduct of a character likely to deceive, defraud, or harm the public during the application process for CHW certification or the provision of CHW services.
 - 1) These violations include felony convictions where the behavior has a substantial relationship with the work that is being considered or conducted for purposes of the CHW profession.
 - A) Applicants and certified CHWs convicted of an Illinois Class X, Class 1 or Class 2 felony or an out-of-state equivalent offense shall be subject to adverse certification actions. In determining whether an applicant or certified CHW has been convicted of an out-of-state equivalent offense, the Department shall look to the essential elements of the out-of-state offense to determine whether that conviction is substantially equivalent to an Illinois Class X, Class 1 or Class 2 felony. The fact that the out-of-state offense can be named or classified differently by another state, territory or country shall not be considered in determining whether the out-of-state offense is equivalent. The controlling factor shall be whether the essential elements of the out-of-state offense are substantially equivalent to the essential elements of an Illinois Class X, Class 1 or Class 2 felony.
 - B) All applicants for certification under the Act shall fully disclose any felony convictions in writing to the Department at the time of initial application, renewal, and reinstatement. Failure to disclose felony convictions on an application submitted to the Department shall be grounds for certification denial or revocation.
 - C) All certificate holders under the Act shall report all new felony convictions to the Department within 7 days after conviction. Convictions shall be reported by means of electronic mail or a letter to the Department.

- 811
- 812 D) For applicants with a felony or an out-of-state equivalent offense,
- 813 the Department shall have the authority to require that the
- 814 applicant sign an authorization permitting the Department to obtain
- 815 a criminal history report from the Illinois State Police or other law
- 816 enforcement agency. The failure or refusal of any felony applicant
- 817 to provide the authorization shall be grounds for denial of
- 818 certification, renewal, or reinstatement.
- 819
- 820 E) In deciding whether to issue or renew a certification to a person
- 821 with a felony conviction, or take disciplinary action against a
- 822 certified CHW, the Department shall consider only Class X, Class
- 823 1 or Class 2 felony convictions and the degree to which the
- 824 applicant's criminal history suggests that the applicant can present
- 825 a risk to clients. Factors to be considered by the Department in the
- 826 determination shall include, but not be limited to the following:
- 827
- 828 i) The length of time since the conviction and the severity of
- 829 the penalty imposed;
- 830
- 831 ii) Whether the conviction involved theft, deception or
- 832 infliction of intentional, unjustified harm to others;
- 833
- 834 iii) Whether there are repeat or multiple convictions or whether
- 835 the convictions suggest a particular pattern of overall
- 836 disregard for the safety or property of others;
- 837
- 838 iv) Whether the conviction suggests a propensity that can pose
- 839 a threat to the public in situations commonly confronted by
- 840 CHWs;
- 841
- 842 v) The applicant's rehabilitation and strengths. This includes
- 843 but is not limited to education, employment, volunteer
- 844 services, completion of treatment, other accomplishments,
- 845 and character references.
- 846
- 847 vi) The degree to which the applicant provided full, complete,
- 848 and accurate information upon written request of the
- 849 Department; and
- 850
- 851 vii) Other unusual facts and circumstances that strongly suggest
- 852 that the applicant should not be granted certification.
- 853

2) The Department can request and the applicant shall provide all additional information relevant to the applicant's history and the factors listed in Subsection 951.260(b)(1)(E). The Department will deny any application when the applicant fails or refuses to provide additional information requested by the Department, including, but not limited to, providing the written authorization for a criminal background check.

d) The identity of any individual providing information or reporting any possible or alleged misconduct to the Department shall be kept confidential and cannot be disclosed unless the individual consents to disclosure of their name or disclosure of the individual's identity is otherwise required by law.

e) Complaint investigations will be initiated by the Department within 30 days of receipt. Based on information submitted by the complainant and the results of the investigation, the Department will determine whether the individual has violated the Act or this Part.

f) The Department will notify the individual of the complaint results after its determination of the finding, including the intent to deny, suspend, or revoke the individual's CHW certification, and the opportunity for a hearing.

g) Notices and citations sent by certified mail or electronic mail to the applicant's last known address or electronic mail address that have been returned to the Department as unclaimed, undeliverable, or refused by the addressee will be considered served.

h) Hearing procedures for any adverse determination or disciplinary action in this Section will be carried out in accordance with Section 951.280.

Section 951.270 Notice of Denial or Revocation of Certification

a) If, based on any of the conditions listed in Sections 951.210, 951.220, and 951.260, the Department finds that refusal to grant or renew or that the revocation of a certification is warranted, the Department will notify the applicant at the applicant's last known address or electronic mail address. The notice will include the reasons for the proposed action and provide the applicant an opportunity to request a hearing.

b) The notice will be sent to the address or electronic mail address listed on the most recent certification application submitted to the Department, unless the Department has been subsequently notified in writing of a change of address or electronic mail address, as follows:

- 1) Certified mail sent to the address provided to the Department by the applicant will state the reasons for the proposed action and provide the applicant with an opportunity to request a hearing. Notices sent by certified mail to the last known mailing address of an applicant that are returned to the Department as unclaimed or refused by the addressee will be considered sufficient mailed notification; or
 - 2) Electronic mail sent to the last electronic mail address provided to the Department by the applicant will state the reasons for the proposed action and provide the applicant with an opportunity to request a hearing. Notices sent by electronic mail to the last known electronic mail address of an applicant that are returned to the Department as undeliverable or refused by the addressee will be considered sufficient electronically mailed notification.
- c) If a written hearing request is not received by the Department within 15 days after the date of certified or electronic mail by the Department, the right to a hearing is waived.

Section 951.280 Administrative Hearings

All hearings shall be conducted pursuant to the Act and the Department's Rules of Practice and Procedure in Administrative Hearings.

Section 951.290 No Fees for CHW Applications

There are no fees for processing CHW applications; this includes fees associated with criminal background checks.

SUBPART D: CHW TRAINING PROGRAM CERTIFICATION

Section 951.300 CHW Training Program Sponsors and Other Training Partners

- a) A CHW Training Program Sponsor will be any 1 of the following:
 - 1) Higher Education
The CHW Training Program at the higher education level will address all CHW core competencies outlined in Section 951.510, provide at least 100 classroom hours of instruction, and an 80-hour field experience that can be paid or unpaid. Acceptable Higher Education Sponsors are:
 - A) A community college recognized by the Illinois Community College Board; and

B) A not-for-profit, 4-year college or university approved by the Illinois Board of Higher Education.

2) A public high school recognized by the Illinois State Board of Education. The high school CHW Training Program will address all CHW core competencies outlined in Section 951.510, provide at least 100 classroom hours of instruction, and an 80-hour field experience that can be paid or unpaid. Courses can be arranged as early college/dual credit courses where a high school student earns college credit and can count coursework toward high school graduation requirements.

3) A government or not-for-profit community-based CHW Training Program sponsored by an Illinois-based local health department, health care or social service provider; managed care organization/health plan; relevant association, community-based organization; or faith-based organization.

A) The community-based training program will address all CHW core competencies outlined in Section 951.510, provide at least 100 classroom hours of instruction, and an 80-hour field experience that can be paid or unpaid.

B) Instead of serving as a CHW Training Program Sponsor, a community-based organization, outlined in this Section, can serve as a training program partner to provide 1 or more components of a CHW Training Program. For this training component to count toward credit earned in a CHW Training Program, the organization must execute a Memorandum of Understanding (MOU) with the CHW Training Program Sponsor.

C) The MOU shall state the responsibility of CHW Training Program Sponsor for assuring quality of the student's education experience, at minimum, through review of training materials, instructor qualifications, student assessment, and evaluation of the course by students. At least 51 percent of classroom hours must be provided by the CHW Training Program Sponsor.

D) Upon the CHW Training Program Sponsor's review of the community-based training component, the Sponsor will have the discretion of applying credit for the student's training toward the Sponsor's CHW Training Program requirements. Application of credit must be in accordance with Boards' statutory and rules language related to Credit for Prior Learning (See Section

1501.311 of the Administration of the Illinois Public Community College Act and Section 1050.20 Program Review (Private Colleges and Universities)).

Section 951.305 CHW Training Program Administrator

- a) To be certified by the Department, a CHW Training Program shall employ or contract with a person to serve as CHW Training Program Administrator. The CHW Training Program Administrator shall be accountable for administration of the CHW Training Program and shall have the authority to ensure that the CHW Training Program is designed and implemented in a manner consistent within this Section and this Part.
- b) The CHW Training Program Administrator shall be responsible for the following:
 - 1) Assuring compliance related to communications and CHW Training Program requirements of the Department, and the reporting of any non-compliance;
 - 2) Assuring that the CHW Training Program establishes written policies addressing the issues set forth in this Section;
 - 3) Assuring that the policies of the CHW Training Program are implemented as written; and
 - 4) Assuring that the curriculum is taught by instructors who meet requirements specified in Section 951.520.
- c) The CHW Training Program shall adopt and implement program policies that address all the following:
 - 1) Criteria for students to participate or enroll and continue in the CHW Training Program that establish a basic level of ability necessary for an individual to perform the essential functions of a CHW;
 - 2) Criteria for student re-enrollment in the CHW Training Program in the event the student chooses to re-enroll after not successfully completing the CHW Training Program and competency assessment;
 - 3) A process for determining whether a student has sufficient knowledge and practical skills to competently provide services of a CHW;

- 4) A process to support mastery of the competencies such as academic support services and the opportunity to practice or re-take components of the CHW Training Program;
- 5) A process for maintaining student records including the following:
 - A) The date a student began the CHW Training Program;
 - B) The date a student completed the CHW Training Program; and
 - C) The start and end dates of the field experience for each individual student.
- 6) An accurate, timely process to provide verification to the Department that a student seeking certification as a CHW has successfully completed the CHW Training Program;
- 7) A process for CHW Training Program evaluation that includes feedback from students, instructors and, as feasible, employers of individuals who have successfully completed the program;
- 8) Designation of those persons with authority to notify the Department regarding student enrollment, re-enrollment, and completion of the program upon the Department's request;
- 9) For individuals with prior learning in CHW-related subject matter, academic programs shall have a process in place to:
 - A) Review the individual's prior education and skills training;
 - B) Determine whether any of the prior education or skills training is substantially equivalent to the curriculum established in accordance with the State Boards' statutory and administrative rules related to Credit for Prior Learning (See Section 1501.311 of the Administration of the Illinois Public Community College Act and Section 1050.20 of the Program Review (Private Colleges and Universities)); and
 - C) Award credit to the individual for any substantially equivalent prior education or skills training.
- 10) A process for addressing the unexpected vacancy of the CHW Program Administrator.

- d) When the CHW Training Program Administrator vacates the position or is replaced, an authorized representative of the CHW Training Program shall provide written notice to the Department within 30 days after the position is vacated and within 30 days after a new person assumes the role.
- e) When a decision is made by a CHW Training Program to close, the CHW Training Program Administrator shall notify the Department in writing of the decision and provide the following information:
 - 1) The expected date of closing;
 - 2) The location of the CHW Training Program's records, including but not limited to, student records; and
 - 3) The contact information including the name, address, phone number, and electronic mail address of the custodian of the records.

Section 951.310 CHW Training Program Lead

- a) To be certified by the Department, a CHW Training Program shall employ or contract with an individual to serve as CHW Training Program Lead. CHW Training Program Sponsors can refer to this individual as a CHW Training Program coordinator or lead instructor. This individual shall carry out the responsibilities set forth in subsection (c).
- b) The CHW Training Program Administrator is permitted to also serve as CHW Training Program Lead.
- c) The CHW Training Program Lead shall have the following responsibilities:
 - 1) Planning, implementing, evaluating, and coordinating the CHW Training Program as required in this Part;
 - 2) Completing, verifying, and submitting accurate documentation as required in this Part;
 - 3) Functioning as the primary contact in communications with the Department;
 - 4) Formulating, implementing, and communicating corrective measures as required by the Department; and

- 1111 5) Notifying the Department, in writing and
1112
1113 A) Within 5 business days, after a vacancy in the CHW Training
1114 Program Lead position and indicating an interim point of contact;
1115 and
1116
1117 B) Within 30 business days, after a new Program Lead is appointed.
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1119 d) The CHW Training Program Lead shall successfully complete a Department-
1120 approved CHW instructor course prior to initial CHW Training Program
1121 application submission.
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1123 **Section 951.315 Initial CHW Training Program Application**
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- 1125 a) A CHW Training Program that seeks to be certified by the Department shall
1126 submit to the Department the following information for each site operating under
1127 its sponsorship:
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1129 1) A completed "Community Health Worker Training Program Application";
1130 and
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1132 2) Any other information requested by the Department pursuant to this Part.
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1134 b) The contents of the application will be prescribed by the Department and shall
1135 include at least the following information about the proposed CHW Training
1136 Program:
1137
1138 1) Organization and CHW Training Program Information
1139
1140 A) Name and type of the organization including documentation of
1141 non-profit status (as applicable).
1142
1143 B) Number of years the CHW Training Program has provided CHW
1144 training.
1145
1146 C) CHW Training Program name, physical and mailing address,
1147 electronic mail address, phone number, fax number, website.
1148
1149 D) CHW Training Program Administrator name, title, electronic mail
1150 address, and phone number.
1151
1152 E) CHW Training Program Lead and designee for when Program
1153 Lead cannot be reached, their names, titles, electronic mail

addresses and phone numbers. These individuals will be considered primary and secondary contacts for the application unless otherwise specified in the application.

- F) Indication of whether there are any current sanctions against the institution or organization by another accrediting or regulatory body.

2) CHW Training Program Curriculum Information

- A) Total instruction hours.
- B) Total field experience hours.
- C) Inclusion of the Department's CHW Core Competencies.
- D) Inclusion of any specialty topics.
- E) Language(s) in which the curriculum will be offered.
- F) Curricular framework by course or training module to include the following:
 - i) A course or module title, learning objectives, and syllabus;
 - ii) Accompanying materials for requested modules or courses;
 - iii) A description of the field experience;
 - iv) Core competencies covered in each course and associated classroom hours associated with each core competency;
 - v) Training modality or modalities for courses; and
 - vi) Assessment methods for knowledge and practical skills and criteria for passing/failing course or module.

3) Instructor Information

- A) Listing of instructors and their credentials.

B) Community-based training programs (i.e., programs not otherwise regulated by a State Board), must demonstrate that all instructors meet instructor qualifications outlined in (Section 951.520(a)).

C) As indicated in Section 951.520(b), all instructors will need to successfully complete a Department-approved CHW instructor course within 90 days from the date of commencement of teaching in the CHW Training Program.

4) CHW Apprenticeship Programs

A) CHW apprenticeship programs registered with the U.S. Department of Labor that requires them to have an administrative sponsor and 1 or more instructional providers.

i) If the lead instructional provider is a CHW Training Program and they are using a Department-approved CHW curriculum, the Department will offer a streamlined application process that references previously submitted documents. The application and reviews will focus on any differences between the Department-certified training curriculum and the instructional provider's proposed curriculum for the CHW apprenticeship program.

ii) If the CHW apprenticeship program's instructional provider is not a CHW Training Program, the instructional provider will use the standard training program application.

B) The apprenticeship's administrative sponsor will be required to submit documentation that confirms the work experience offered meets the Department's field experience requirements.

Section 951.320 Initial CHW Training Program Application Review for Approval or Denial

a) The Department can pilot the application, review, and program approval process for a limited number of CHW Training Programs representing different program sponsor types set forth in Section 951.300(a). An evaluation of the pilot would inform any adjustments the Department believes would improve the effectiveness or efficiency of the application, application review, on-site review, and approval processes prior to opening applications to all training programs in the state. When choosing training programs to participate in the pilot, the Department will

consider a number of factors including readiness, geographic diversity, and the training program's interest in participating.

- b) The Department will evaluate the application and proposed CHW Training Program for conformance to the CHW Training Program requirements contained in this Part. Based on Department review of completed applications and initial on-site or virtual visit, the Department will either certify or deny certification of a completed CHW Training Program application within 90 days.

- 1) Approval of Initial Application.

- A) When the Department finds that a proposed CHW Training Program, along with any additional materials and revisions that have been submitted, complies with the CHW Training Program requirements contained in this Part, the Department will issue a written notice of CHW Training Program certification to the CHW Training Program Sponsor.
- B) The Department will issue an identification number to each CHW Training Program. The CHW Training Program Sponsor shall reference that number in any correspondence with the Department about the CHW Training Program.
- C) The CHW Training Program certification is for a period of 3 years unless the CHW Training Program is suspended prior to renewal.

- 2) Denial of Initial Application.

- A) When the Department finds that a training program applicant fails to comply with the CHW Training Program requirements contained in this Part, the Department will notify the CHW Training Program Sponsor of intent to deny certification in writing through electronic mail. The notice to the CHW Training Program Sponsor will state the reasons for the denial and the right of the CHW Training Program Sponsor to resubmit an application after requirements are met.
- B) After notification of intent to deny, if a resubmitted application still does not meet all requirements, the Department will notify the applicant of intent to deny certification in writing through certified mail or electronic mail. The notice to the applicant will state the reasons for the denial and the right of the training program to request a hearing within 15 days of the certified mailing or

electronic mail. Considerations and hearing procedures will be conducted in accordance with Section 951.280.

Section 951.325 Changes to CHW Training Programs

All substantive changes to the content of the CHW Training Program application set forth in Section 951.315 shall be updated by the CHW Training Program Sponsor on the CHW Certification Program's information technology platform within 30 days of the change for the Department's review and approval.

Section 951.330 Review and Renewal of a CHW Training Program

- a) CHW Training Programs shall provide an annual report to the Department that provides the status of the CHW Training Program requirements and updates information from the initial application and previous reports to ensure all information is current.
- b) The Department will review the annual report update to evaluate compliance with this Part and will conduct an on-site or virtual monitoring visit at least every other year.
- c) Determination of the need for additional on-site visits and other monitoring activities by the Department will be based upon the following:
 - 1) The proportion of a CHW Training Program's students who successfully complete the CHW Training Program;
 - 2) Any concerns about the quality of instruction or student assessment;
 - 3) The nature of complaints that can warrant an investigation by the Department;
 - 4) Submission of incorrect or incomplete documentation;
 - 5) A review of noncompliance issues that resulted in probation or the suspension of CHW Training Program approval in Section 951.355, and
 - 6) Department informational needs including for evaluation purposes.
- d) CHW Training Program renewal will be based upon the following:
 - 1) Outcomes of site visits and other monitoring activities;

- 2) Approval of all 3 annual updates in the 3-year certification term; and
 - 3) A request to the Department, from the CHW Training Program Sponsor, for renewal of certification in the CHW Training Program Sponsor's third (final) annual update of the certification term.
- e) The Department will provide written notification of a 3-year renewal to the CHW Training Program Sponsor.

Section 951.335 Minimum Hours of Instruction

CHW Training Programs shall comply with the following minimum hours of instruction and timeframe for instruction:

- a) Each CHW Training Program shall include a minimum of 100 hours of instruction. Instruction hours can include asynchronous curriculum modules, and independent or group experiential assignments such as developing a community resource list.
 - 1) Asynchronous instruction hours cannot exceed 70 percent of total instructional time.
 - 2) Instruction hours exclude the marketing or enrollment processes, breaks, and meals.
- b) Students shall also complete a field experience that is at least 80 hours that can be paid or unpaid.

Section 951.340 Field Experience

- a) Field experience is required for all CHW students. Field experience is defined as a task or activity planned to meet course objectives or outcomes and to provide CHW students with the opportunity to observe and debrief, and practice cognitive, psychomotor, and affective skills related to CHW service provision.
- b) The CHW Training Program Sponsor is responsible for the entire CHW Training Program including the field experience. The CHW Training Program shall:
 - 1) Develop and direct a field experience, or
 - 2) Fully execute an agreement with a field experience provider before the student begins the placement and provide oversight to assure a high-quality field experience.

- c) The Department recommends that field experience be integrated with classroom training when possible. Field experience shall be completed within a 12-month period of completing classroom training.
- d) A student who is employed as a CHW can pursue a field experience in their place of employment if the field experience can be completed within a 12-month period after completing coursework. The CHW Training Program Sponsor shall execute an agreement with the employer to serve as a field experience provider if the place of employment meets all requirements for field experience provider.
- e) A student can identify an organization aligned with their interests that is willing to provide a field placement for that student. The student can propose an organization to the CHW Training Program Sponsor as a potential field placement site. The CHW Training Program Sponsor shall execute an agreement with the employer to serve as a field experience provider if the organization chosen by the student meets all requirements for field experience provider.
- f) Alternative field experience placements can be developed by the CHW Training Program Sponsor and their field placement partner when more traditional field placements are difficult to secure. These can include student participation in telehealth visits or a simulation environment.
 - 1) CHW Training Programs are required to demonstrate these hours are above and beyond the 100 classroom hours and exposes the student to the application of CHW core competencies and the CHW profession.
 - 2) Simulation cannot exceed more than 50 percent (or 40 hours) of the 80-hour field experience.
- g) Field experience provider requirements
The field experience provider shall:
 - 1) Be a public health, medical, behavioral health, oral health, or social service provider; managed care organizations; community-based organization; or other relevant organization that can provide CHW students with field experience including direct contact with patients, members, or clients;
 - 2) Agree to provide paid or unpaid field experience in 1 or more sites for no fewer than a total of 80 hours for each individual student;

- 3) Provide students with the opportunity to practice and observe and debrief CHW core competencies preferably in a field setting as presented in Section 951.510;
- 4) Designate a field supervisor/s qualified to coach and assess students in applying the core competencies at an entry level, and model and debrief CHW core competencies with the student. The field supervisor should, at minimum, be a practicing professional at the level the student is aspiring to enter; and
- 5) Evaluate the student using a student field experience performance evaluation form provided by the CHW Training Program Sponsor and submit completed form to the CHW Training Program Sponsor. Field experience supervisors and students shall collaborate on the evaluation and discuss each student's strengths and areas identified for further development related to understanding and applying CHW core competencies within a field experience setting. The field experience evaluation is part of each student's final grade and determination of successful completion of the course.

Section 951.345 CHW Training Program Notification Requirements

- a) Upon certification, the CHW Training Program Sponsor shall submit to the Department or Department's designee a completed master schedule as soon as practical and prior to the first scheduled class day. The Department will request subsequent master schedules as needed for program monitoring. The master schedule shall include, but not be limited to, dates, times, and location of CHW Training Program instruction.
- b) The CHW Training Program Sponsor shall submit to the Department or Department's designee, within 15 days after CHW Training Program completion, an official roster of all students who have successfully completed the CHW Training Program including the field experience. The official roster shall include, but not be limited to, the following information:
 - 1) CHW Training Program identification number;
 - 2) Student identification, including name, date of birth, and electronic mail address;
 - 3) Date student completed all CHW Training Program requirements including field experience with determination of student pass or fail; and

- 4) Signature of the CHW Training Program Administrator or Lead, or other verification as prescribed by the Department.

Section 951.350 Inactive Status for a CHW Training Program

- a) The Department will place a CHW Training Program on inactive status upon receipt of a written request from the CHW Training Program Sponsor or if there has been no CHW Training Program activity for 24 consecutive months.
- b) To apply for a return to active status, the Department will determine, depending on the magnitude of CHW Training Program changes, whether a CHW Training Program that has been on inactive status will be required to update a previously submitted application or submit a new application.
- c) The request for return to active status shall be submitted no fewer than 90 days prior to the scheduled beginning of the CHW Training Program.
- d) Based on a review of the application and materials for return to active status, the Department will follow the review and CHW Training Program approval process in Section 951.320.

Section 951.355 Probation or Suspension of a CHW Training Program Certification

- a) When the Department, upon evaluation or during monitoring of a CHW Training Program, finds that the CHW Training Program does not comply with CHW Certification Program requirements contained in this Part, the Department will notify the CHW Training Program Sponsor in writing through electronic mail of the finding of non-compliance and the reasons for the finding.
 - 1) Findings of non-compliance include, but are not limited to the following:
 - A) The instructor does not meet the instructor qualifications detailed in Section 951.520;
 - B) The CHW Training Program does not meet the curricular standards in Section 951.500 or does not address all the CHW core competencies in Section 951.510;
 - C) The CHW Training Program does not satisfy the requirement of 100 hours of classroom training;
 - D) The field experience provider(s) does not meet requirements as described in Section 951.340, has not been identified, will not be

1494 ready to accept students for field experience at the end of the
 1495 classroom portion of the coursework, or cannot accommodate the
 1496 number of students enrolled in the CHW Training Program that
 1497 will need 80 hours of field experience per student to be considered
 1498 for certification;

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 1500 E) The instruction is being conducted outside approved modality or
 1501 modalities;

1502
 1503 F) The instruction site does not meet student needs for space, safety,
 1504 comfort, and learning;

1505
 1506 G) The CHW Training Program did not fully participate in a
 1507 Department-requested review of the CHW Training Program
 1508 pursuant to Section 951.330;

1509
 1510 H) The master schedule was not received prior to the first scheduled
 1511 class day or as soon as practical thereafter;

1512
 1513 I) The CHW Training Program is not conducted in accordance with
 1514 the master schedule;

1515
 1516 J) The official roster of students having completed the CHW Training
 1517 Program is not submitted to the Department within 30 days after
 1518 CHW Training Program completion; and

1519
 1520 K) The CHW Training Program fails to report any sanctions against
 1521 the institution or organization by another accrediting or regulatory
 1522 body.

1523
 1524 2) The CHW Training Program shall respond within 10 business days after
 1525 receipt of the deficiency notice by submitting a written improvement plan
 1526 with goals, strategies, and completion dates to address all findings of non-
 1527 compliance.

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 1529 3) A CHW Training Program found in non-compliance can be subject to
 1530 follow-up monitoring by the Department, if necessary, to ensure
 1531 correction.

1532
 1533 b) When the Department determines that the findings of non-compliance in the
 1534 written notice issued per subsection (a) have not been corrected or the CHW
 1535 Training Program submits a deficient correction plan, the Department will place
 1536 the CHW Training Program on probationary status.

- 1) The Department will notify the CHW Training Program in writing regarding probationary status as well as the relevant State regulatory agency, the Illinois Community College Board, Illinois Board of Higher Education, or the Illinois State Board of Education;
 - 2) While on probation, the CHW Training Program shall be required to provide progress updates on or before dates in the Department-approved improvement plan. A final report addressing the improvements made will include data, narrative, and patterns of evidence as appropriate;
 - 3) While on probation, the CHW Training Program can enroll new students and serve continuing students. These students will be eligible for State CHW certification;
 - 4) Notice of probationary status must be publicly provided within 15 days on the CHW Training Program Sponsor's website and in CHW Training Program materials for students indicating it is on probation with the CHW Certification Program;
 - 5) When the Department determines that the findings of non-compliance in the written notice issued per subsection (a) have been corrected within 3 months, unless the 3 months is extended by the Department for another 3 months, the Department will remove the CHW Training Program from probationary status; or
 - 6) The Department will notify the CHW Training Program, and the relevant State regulatory agency where appropriate, within 10 business days in writing when the probationary status has been lifted using certified mail.
- c) When the Department determines that the findings of non-compliance identified in the written notice of probation per subsection (a) have not been corrected within 3 months, unless the 3 months is extended by the Department for an additional 3 months, the Department can suspend its approval of the CHW Training Program.
- d) The Department will notify the CHW Training Program, and the relevant State regulatory agency where appropriate, in writing through certified mail regarding the suspension status, including the duration of suspension and conditions of reinstatement. The following apply to suspended CHW Training Programs:
- 1) A CHW Training Program placed on suspension shall either complete CHW Training Program implementation for the currently enrolled CHW

student cohort or transfer students to an CHW Training Program to complete their course of study. The Department will provide guidance to the CHW Training Program on how to proceed based on an estimate of costs and benefits to enrolled students;

- 2) A suspended CHW Training Program shall not enroll new students who are seeking training from a CHW Training Program as a prerequisite for applying for CHW certification;
 - 3) Upon adequate completion of the elements outlined in the improvement plan, the Department will notify the CHW Training Program, and the relevant State regulatory agency where appropriate, in writing through electronic mail when the suspension has been lifted;
 - 4) When the certification of a CHW Training Program has been suspended for reasons other than non-compliance such as a repeated poor rate of student success in completing and passing the CHW Training Program, or repeated poor feedback from students, instructors, field supervisors, or employers, the CHW Training Program Sponsor shall have the right to appeal the suspension and is entitled to a hearing before the Department;
 - 5) A suspended CHW Training Program shall not present themselves to prospective students as a pathway to CHW certification or conduct CHW training for students seeking training from a CHW Training Program to apply for CHW certification; and
 - 6) The CHW Training Program will remain suspended until the CHW Training Program Sponsor can demonstrate evidence of how the CHW Training Program meets requirements and standards for reinstatement as an approved CHW Training Program and plans are sustainable for the future.
- e) When the certification of a CHW Training Program has been suspended the CHW Training Program Sponsor can submit a written appeal of the action and request for a hearing within 15 days after notification of the decision to suspend the CHW Training Program.
 - f) All hearings under this Part shall be conducted in accordance with Section 951.280.

Section 951.360 No Fees for CHW Training Program Application

There are no fees for processing CHW Training Program applications.

SUBPART E: CHW CERTIFICATION PROGRAM REGISTRIES

Section 951.400 CHW Certification Program Registries

- a) The Department will establish and maintain a CHW Registry of certification records for individually certified CHWs. The Illinois Department of Healthcare and Family Services, CHW employers, and the public will be able to access a searchable database to determine CHW certification status of an individual CHW.
- b) The Department will establish and maintain a Registry of CHW Training Programs. An individual or entity interested in becoming a Department-certified CHW Training Program and the public will be able to view a current database of certified CHW educational and training programs.

SUBPART F: CHW TRAINING PROGRAM CURRICULA AND
INSTRUCTOR REQUIREMENTS

Section 951.500 Curricular Standards

- a) An approved curriculum for a CHW Training Program shall prepare students to achieve the core competencies set forth in subsection (d) and Section 951.510 and shall satisfy all the following:
 - 1) Include a program philosophy, objectives or outcomes, course objectives or outcomes, teaching strategies, and core competencies or other evaluation methods that are:
 - A) Consistent with the law regulating the practice of the CHW;
 - B) Internally consistent;
 - C) Implemented largely as written with flexibility to adjust as needed based on learners' experience and prior education levels; and
 - D) Distributed to CHW students prior to or at the time of enrollment.
 - 2) Include a curriculum plan showing the sequence of courses, field experience, and units of credit or number of clock hours allotted to theory and field experience.
 - 3) Include curriculum content that is a minimum of 100 hours of classroom instruction and 80 hours of field experience.

- b) As part of instruction required in subsection (a), the standard minimum curriculum for CHWs shall reflect the defined role and core competencies of CHWs workers outlined in Section 951.510(b).
- c) Roles of CHWs
Refer to Section 951.10, the definition of a community health worker, which prohibits CHWs from providing any act or service for which a license issued by a professional licensing board is required. Further, the certified CHW works as member of a professional team, with CHW activities carried out in collaboration with a licensed professional of the healing arts. These roles have been adopted for use in the CHW Certification Program:
 - 1) Engage in Service Coordination and System Navigation;
 - 2) Advocate for and Build Capacity of Individuals and Communities;
 - 3) Conduct Outreach;
 - 4) Provide Culturally Appropriate Health Education and Information;
 - 5) Provide Health Coaching and Social Support;
 - 6) Conduct Individual and Community Assessments;
 - 7) Serve as Community/Cultural Liaison Among Individuals, Communities, and Health and Social Service Systems; and
 - 8) Participate in Evaluation and Research.

Section 951.510 Core Competencies for CHW Training Programs

- a) *A community health worker shall have the following core competencies:*
 - 1) *Communication;*
 - 2) *Interpersonal skills and relationship building;*
 - 3) *Service coordination and navigation skills;*
 - 4) *Capacity-building;*
 - 5) *Advocacy;*

- 6) *Presentation and facilitation skills;*
- 7) *Organizational skills; cultural competency;*
- 8) *Public health knowledge;*
- 9) *Understanding of health systems and basic diseases;*
- 10) *Behavioral health issues;*
- 11) *Field experience* (Section 5-5 of the Act);
- 12) Professional skills and conduct (See the National Council on CHW Core Consensus Standards and "Core Competencies for Community Health Workers"); and
- 13) Individual and community assessment (See the National Council on CHW Core Consensus Standards and "Core Competencies for Community Health Workers")

b) The core competencies (an individual competency or 2 complementary competencies as presented below) shall each have a minimum of 5 classroom hours dedicated out of a total minimum of 100 required classroom hours: Competency areas 1 (communications) and 2 (interpersonal skills and relationship building), Competency area 3 (service coordination and navigation skills), Competency areas 4 (capacity-building) and 5 (advocacy), Competency area 6 (presentation and facilitation skills), Competency areas 7 (organizational skills) and 12 (professional skills and conduct), Competency area 7 (cultural competency), Competency area 8 (public health knowledge), Competency areas 9 (understanding of health systems and basic diseases) and 10 (behavioral health issues), and Competency area 13 (individual and community assessment). Competency area 11, field experience, shall have a minimum of 80 hours dedicated in addition to the 100 required classroom hours.

- 1) Core Competency Area 1: Communication
This competency supports effective oral and written communication abilities, as well as team-based communications. CHWs must also be able to demonstrate their work through written documentation according to the employer's requirements. This competency includes the ability to:
 - A) Use clear and plain language; explain new terms or concepts to help ensure client understanding;

- B) Use written, visual and audio-visual materials to convey information clearly and accurately;
 - C) Use active listening skills; repeating back important information as necessary to confirm mutual understanding;
 - D) Organize thoughts and write at the level necessary to communicate effectively with clients, other community members, supervisors, and other professional colleagues;
 - E) Use appropriate technology, such as computers, for work-based communications;
 - F) Clearly and accurately document work; complying with the employer's reporting, record keeping, and documentation requirements; and
 - G) Optional skills:
 - i) Speak and write in client's preferred language and at the appropriate literacy level for the client; and
 - ii) Assist in interpreting and translating health information.
- 2) Core Competency Area 2: Interpersonal Skills and Relationship Building
To build interpersonal relationships, individuals must listen and show empathy to others. This competency includes the ability to:
- A) Communicate with empathy, respect, and cultural humility;
 - B) Use language that conveys caring and is non-judgmental;
 - C) Ask neutral, open-ended questions to request relevant information;
 - D) Pay attention to expressive (non-verbal) behavior;
- 3) Core Competency Area 3: Service Coordination and Navigation Skills
This competency supports effective service coordination and navigation abilities. To work effectively with clients, individuals must be familiar with community resources, understand how to access them, and collaborate with other professionals. This competency includes the ability to:

- A) Coordinate access to services which includes identifying and accessing resources, facilitating appropriate referrals to services, and helping clients overcome barriers to accessing resources and services. These skills are applicable to physical, behavioral, and oral health, as well as social determinants of health;
 - B) Support clients in digital health navigation. For example, identify assistance or assist clients in using telehealth, patient portals, and health apps;
 - C) Facilitate development of individual and group action plans to improve health in cooperation with clients and professional colleagues that recognize and build upon client goals, strengths, and abilities to work on achieving their goals;
 - D) Coordinate education, system navigation, and behavior change activities with clinical and community service providers, ensuring alignment with care and compliance with Health Insurance Portability and Accountability Act (HIPAA) privacy standards; and
 - E) Follow-up and track referrals and outcomes.
- 4) Core Competency Area 4: Capacity-Building
- Individual capacity building helps clients develop the confidence and ability to assume increasing control over decisions and resources that affect their health and well-being. Community capacity building involves promoting collective empowerment through education, skill development, networking, organizing, and strategic partnerships. Capacity building requires planning, cooperation, and commitment, and can involve working to change public awareness, organizational rules, institutional practices, or public policy. This competency includes the ability to:
- A) Describe the range of health and human services available to clients and how to access these services. Client referrals to services must be appropriate based on eligibility considerations which can include immigration status;
 - B) Encourage clients to identify and prioritize their personal, family, and community needs;

C) Encourage clients to identify and use available resources to meet their needs and goals. Use role-modeling and other strategies to support clients in meeting their goals; and

D) Collaborate with appropriate community partners in capacity building activities such as identifying gaps in health and social services and participating in the development of solutions.

5) Core Competency Area 5: Advocacy

This competency supports working with or on behalf of clients and communities to exercise their rights and gain access to resources. This competency includes the ability to:

A) Understand rights such as the right to privacy of protected health information, to refuse treatment, to report unequal treatment, to provide informed consent, to receive benefits including, for example, Medicaid transportation services;

B) Advocate on behalf of clients and community members to assist them in obtaining needed care or resources in a reasonable and timely fashion; and

C) Provide information and support for people to advocate for themselves over time and to participate in the provision of improved services.

6) Core Competency Area 6: Presentation and Facilitation Skills

This competency supports the ability to serve as a presenter and facilitator, as well as a health education coach, using a variety of techniques to motivate and support behavior change to improve health. CHWs respect a client's experience and their ability to learn, take advantage of resources, and set priorities for changing their own behavior. The most successful coaches are open to receiving feedback and are willing to adapt appropriately. This competency includes the ability to:

A) Apply information from client and community assessments to coaching strategies;

B) Apply multiple techniques to help clients understand and feel empowered to address health risks for themselves, their family members, or their communities. Examples of models and techniques include the Health Belief Model, Transtheoretical Model of Change (stages of change), informal counseling,

- 1880 motivational interviewing, active listening, harm reduction, and
 1881 advocacy;
 1882
 1883 C) Demonstrate effective engagement, presentation, and facilitation
 1884 skills with individuals and groups. Examples of these skills
 1885 include: speaking clearly and in a way clients can understand,
 1886 projects voice appropriately, communicating in a respectful and
 1887 supportive manner, having knowledge on content of material
 1888 presented, using appropriate forms of engagement, showing
 1889 respect for diversity, receiving feedback, and being adaptable in
 1890 improving communications;
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 1892 D) Facilitate constructive discussion in informal and group settings
 1893 with clients and their families;
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 1895 E) Provide on-going support and follow-up as necessary to support
 1896 healthy behavior change; and
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 1898 F) Communicate with providers and service organizations to help
 1899 them understand individual and community conditions, culture,
 1900 and behavior to improve the effectiveness of the services they
 1901 provide.
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 1903 7) Core Competency Area 7: Organizational Skills; Cultural Competency
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 1905 A) Organizational Skills
 1906 CHWs must be able to successfully manage multiple demands on
 1907 their time, recognize which tasks are most urgent, and act
 1908 accordingly. Organizational skills are 1 of several professional
 1909 skills. This competency includes the ability to:
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 1911 i) Establish priorities and organize time, resources, and
 1912 activities to achieve them; and
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 1914 ii) Seek assistance from supervisors as necessary to address
 1915 challenges related to work responsibilities.
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 1917 B) Cultural Competency
 1918 This competency supports cultural awareness and responsiveness.
 1919 Culture is defined here as beliefs, values, customs, and social
 1920 behavior shared by a group of people with common identity.
 1921 Identity can be based on race, ethnicity, language, religion, sex,
 1922 gender identity, sexual orientation, disability, health condition,

1923 education, income, place, profession, history, or other factors.
 1924 CHWs educate and support providers in working with clients from
 1925 diverse cultures and help clients and community members interact
 1926 effectively with professionals to promote health, improve services,
 1927 and reduce disparities. Culture also includes organizational
 1928 cultures, which are reflected in how organizations deliver services.
 1929 This competency includes the ability to:

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- 1931 i) Explain how one's own culture and life experiences
- 1932 influence one's work with clients, community members,
- 1933 and colleagues from diverse backgrounds, including
- 1934 implicit bias;
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- 1936 ii) Explain the role implicit bias plays in human interaction
- 1937 including common instances of exclusionary behavior such
- 1938 as racism, homophobia, sexism, ableism, and ageism;
- 1939
- 1940 iii) Describe how health beliefs and behavior can be influenced
- 1941 by culture and community;
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- 1943 iv) Practice cultural humility and employ techniques for
- 1944 interacting sensitively and effectively with people from
- 1945 cultures and communities that differ from one's own;
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- 1947 v) Make accommodations to address identified
- 1948 communication needs in a sensitive manner;
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- 1950 vi) Advocate for and promote the use of culturally and
- 1951 linguistically appropriate services and resources within
- 1952 organizations and with diverse colleagues and community
- 1953 partners;
- 1954
- 1955 vii) Describe ways the organizational culture within provider
- 1956 agencies and institutions can affect access, quality, and
- 1957 client experience with services;
- 1958
- 1959 viii) Support the development of authentic, effective
- 1960 partnerships between clients and providers by helping each
- 1961 to better understand the other's perspectives; and
- 1962
- 1963 ix) Advocate for client self-determination and dignity.
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8) Core Competency Area 8: Public Health Knowledge

- A) Identify factors that influence health outcomes and access to health care services including:
 - i) the social and economic environment;
 - ii) the physical environment; and
 - iii) the person's individual characteristics and behaviors;
- B) Develop awareness of public health and its importance in improving the health of communities and populations;
- C) Explain the relationship between health and social justice;
- D) Promote efforts to prevent injury and disease and support effective use of the health care system;
- E) Define 3 levels of prevention including primary, secondary, and tertiary;
- F) Develop and implement outreach plans in collaboration with colleagues, based on individual, family, and community needs, strengths, and resources;
- G) Use a range of outreach methods to locate and engage individuals and groups in diverse settings to help meet their needs. These methods can include tracking down contact information, phone calls, in-person conversations, group presentations, distribution of print and electronic information, and social media, among others;

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- H) Promote health equity and efforts to reduce health disparities through engagement with clients, professional colleagues, and community partners; and
 - I) Develop an awareness of the role of research in community health and identify ways CHWs might participate in research.
- 9) Core Competency Area 9: Understanding of Health Systems and Basic Diseases
- This competency supports general knowledge of human body systems and common physical health and oral health. Many experience barriers to primary healthcare, from fear to access issues. Having a basic knowledge of common health conditions presents the opportunity to support wellness and promote early intervention. This competency includes the ability to:
- A) Identify the 10 major human body systems: skeletal, muscular, nervous, endocrine, cardiovascular, lymphatic, respiratory, digestive, urinary, and reproductive;
 - B) Use an example to describe how a problem with 1 body system can affect another body system;
 - C) Apply knowledge of human body systems to assist the client in being able to share and identify risk and protective factors for chronic and infectious diseases so that the client's healthcare team can be fully informed as they develop treatment plans;
 - D) Define acute, chronic, and infectious disease; and explain the differences;
 - E) Define the concepts of signs and symptoms related to common health conditions. Provide 1 example each for physical and oral health;
 - F) Define the concepts of health promoting and preventive measures related to common health conditions. Provide 1 example each for physical and oral health;
 - G) Identify strategies to help individual clients take medication as prescribed, but not administer medication; and
 - H) Identify and share credible sources of information about specific health topics most relevant to the populations and communities

being served. Common topics can include healthy lifestyles (nutrition; exercise; avoidance of tobacco, alcohol, and other drugs), maternal and child health, heart disease and stroke, obesity, diabetes, asthma, cancer and oral health.

10) Core Competency Area 10: Behavioral Health Issues

This competency supports understanding of behavioral health and the practical skills to navigate systems and services. CHWs need to be able to address a potential mental illness or substance use disorder in a safe and responsible manner. CHWs also need to understand the widespread impact of trauma and potential paths for recovery. To navigate systems and services effectively, it is necessary to know the resources available in the community, and how to access them. This competency includes the ability to:

- A) Define the concepts of signs and symptoms related to common health conditions. Provide an example related to behavioral health;
- B) Define the concepts of health promoting and preventive measures related to common health conditions. Provide an example for behavioral health;
- C) Identify strategies to help individual clients take behavioral health medication as prescribed, but not administer medication;
- D) Identify and share credible sources of information about behavioral health most relevant to the populations and communities being served;
- E) Recognize and appropriately respond to signs of mental health and substance use challenges;
- F) Define de-escalation and demonstrate de-escalation techniques during simulation;
- G) Understand the impact of trauma across the lifespan, including adverse childhood experiences (ACEs); and
- H) Apply trauma-informed strategies to self, client interactions, organizations, and communities.

11) Core Competency Area 11: Field Experience

This competency supports the individual's ability to demonstrate the skills necessary to effectively perform core aspects of their role. This competency includes the ability to:

- A) Utilize appropriate oral and written communications including electronic communication;
- B) Complete a home, telehealth, or community visit; document encounter; and share findings with appropriate team personnel;
- C) Understand and use safety protocols in a home, telehealth, or community visit to help ensure CHW safety;
- D) Demonstrate cultural awareness and humility;
- E) Collaborate effectively with other professionals in community resource organizations;
- F) Maintain client confidentiality;
- G) Access or develop a current list or database of community resources; and
- H) Demonstrate an ability to work independently and as part of a team.

12) Core Competency Area 12: Professional Skills and Conduct

This competency orients the learner to the CHW profession and its history. It supports the application of professional skills which includes, for example, handling ethical issues, protecting client confidentiality and privacy, and balancing care for clients with self-care. CHWs must be able to act decisively in complex circumstances but also rely on supervisors and other professionals. They must observe their employer's rules and the regulations governing public and private resources while being creative in helping community members meet their needs. This competency includes the ability to:

- A) Identify the roles, competencies, and characteristics of CHWs and their historic contributions to promote the health of individuals and communities;
- B) Describe the scope and boundaries of the CHW role in the context of professional teams such as a health care, care coordination, and

public health team. This includes examples of when and how to contact the appropriate professional/s when something beyond the scope of the CHW role needs to be addressed;

- C) Demonstrate awareness of state and national CHW member associations that advance and support the role of CHWs;
- D) Demonstrate awareness of and adherence to the "Code of Ethics for Community Health Workers";
- E) Respect client privacy rights under HIPAA and applicable agency rules;
- F) Understand issues related to abuse, neglect, and criminal activity that can be reportable under law and regulation according to agency policy;
- G) Understand legal definitions for consent to treatment and who can legally consent;
- H) Maintain appropriate boundaries that balance professional and personal relationships, recognizing dual roles as both CHW and community member;
- I) Utilize and advocate as necessary for supervision, training, continuing education, networking, and other resources for professional development and lifelong learning for self and colleagues;
- J) Discuss the importance of self-care planning to reduce stress and improve health and well-being of the CHW workforce; and
- K) Preparation for field experience including but not limited to understanding home visit protocols including safety, and how to document client encounters and share findings with appropriate team personnel.

- 13) Core Competency Area 13: Individual and Community Assessment
This competency supports skill development in conducting assessments – the collection, synthesis, and use of information to help understand the needs, strengths, and resources of individuals and communities served by CHWs. CHWs share this information with clients, co-workers, and community partners to help plan and carry out effective programs,

services, and advocacy based on shared priorities. Assessment is an ongoing process that, when combined with regular evaluation of progress, helps assure effective, client and community-centered services. These activities are distinguished from a clinical nursing assessment. This competency includes the ability to:

- A) Gather and combine information from different sources to better understand clients, their families, and their communities;
- B) Assess barriers to accessing health care and other services and identify ways to overcome them;
- C) Assist clients in identifying their goals, barriers to change, and supports for change, including personal strengths and problem-solving abilities;
- D) Engage in systematic problem solving to achieve client objectives. This can include assessment of social needs, information gathering, goal setting, planning, implementation, evaluation, and revision of plans and methods, as needed;
- E) Continue assessment as an on-going process, considering changes in client circumstances and the CHW-client relationship; and
- F) Share community assessment results with co-workers and community partners to inform planning and health improvement efforts.

c) CHWs can be required to undergo additional training, including, but not limited to, asthma, cancer, diabetes, maternal child health, oral health, behavioral health, and social determinants of health training. Multi-tiered training approaches shall provide opportunities that build on each other and prepare CHWs for career pathways both within the CHW profession and within allied professions (See Section 5-10(d) of the Act).

d) The CHW Training Program Lead and other instructors will conduct an ongoing course-level assessment, based on progression of student learning, to inform where the instructor would best allocate discretionary hours.

Section 951.520 Instructor Qualifications for CHW Training Programs

- a) CHW Training Programs shall be taught by qualified instructors. For all CHW Training Programs, the Department or designee will review records to validate instructor qualifications.
 - 1) For Community College Training Programs, instructors shall meet requirements of Section 1501.303(f) of the Administration of the Illinois Public Community College Act.
 - 2) For Public or Not-for-Profit, 4-Year College or University Training Programs, instructors shall meet requirements of Section 1030.30(a)(5) of the Program Review (Private Colleges and Universities).
 - 3) For High School Training Programs, instructors shall have Career and Technical Education Licensure and meet requirements of Sections 25.70, 25.72, and 25.81 of the Educator Licensure.
 - 4) For Community-based Training Programs, instructors associated with non-academic training institutions shall have the following:
 - A) The credential or education includes at least 1 of the below credentials:
 - i) A current CCHW credential;
 - ii) An associate or bachelor's degree in health or human services;
 - iii) At least 60 semester hours of college-level coursework with at least 20 credits in a health or human services field; or
 - iv) A master's degree or higher with at least 18 graduate credits in a health or human services field.
 - B) At least 2,000 hours of work or field experience. Field experience is recommended to be as a CHW or experience reflects at least half of the roles and core competencies of a CHW.
 - C) 2 professional references recommending the candidate to serve as an instructor in a CHW Training Program.
- b) The Department will require and arrange for an instructor course to help ensure up-to-date qualification for teaching in a CHW Training Program including:

- 1) Instructor training will be required for all CHW Training Program Leads and instructors regardless of the CHW Training Program Sponsor, the instructor's credentials, education, degree, or experience;
- 2) The Department's instructor course will be web-based, self-paced, and provided at no cost to the instructor;
- 3) The instructor course will at minimum include introduction to the CHW Certification Program and requirements, CHW core competencies, popular education model and adult learning principles, facilitating effective virtual and in-person training sessions, and student assessment;
- 4) Timing of Course Completion.
 - A) The CHW Training Program coordinator and lead instructor shall pass the course prior to the CHW Training Program Sponsor's submission of a certification application.
 - B) Other instructors are recommended to complete the course prior to teaching in the CHW Training Program. If this is not possible, the instructor will have 90 days from date of commencement of teaching in the CHW Training Program to complete and pass the course. If the instructor does not pass the course within the 90 days, they can complete teaching any course that is currently underway. They cannot initiate teaching a new course until they have passed the instructor training course; and
- 5) The instructor shall have 3 attempts to pass each training module competency quiz with a minimum score of 80 percent. If an instructor does not pass in 3 attempts:
 - A) The module quiz will be frozen for 7 days while the instructor engages in self-study. The instructor can re-take the module quiz they did not pass another 3 times.
 - B) If they still do not pass, the instructor can make attempts annually thereafter. The same process for re-takes described in subsection (5)(A) are applicable for any annual attempts.
- c) The CHW Training Program Lead shall monitor the CHW Training Program and shall ensure that instructors are qualified and are implementing the CHW Training Program as required, and that the required documentation is maintained.

SUBPART G: CHW CONTINUING EDUCATION

Section 951.600 Categories of Continuing Education

- a) The Department will award continuing education credit to the certified CHW for successful completion of courses or activities in the following categories, and with appropriate documentation of such activities as required in Section 951.230.
 - 1) Category I – Continuing Education Courses.
 - A) Category I credits are required. A minimum of 24 hours or a maximum of 36 hours are required and will be applied toward the 36 hours of continuing education required every 3 years.
 - B) The Department shall approve continuing education courses that are:
 - i) Aligned with 1 or more CHW core competencies per Section 951.510; and
 - ii) Provided by the CHWs employer or other organizations such as a local health department, health care or social service provider; managed care organization; community-based organization; faith based organization; relevant association; courses at a college or not-for-profit, private business and vocational school.
 - 2) Category II - Other Professional Development.
 - A) Category II credits are optional. A maximum of 12 hours will be applied toward the 36 hours of continuing education required every 3 years.
 - B) The Department will consider approval of other activities that have direct relevance to the promotion or advancement of the CHW workforce including the following:
 - i) Serving as a CHW instructor in a core competency training CHW Training Program, a multi-session continuing education course, or CHW preceptor for field experience placement;

- ii) Authoring or co-authoring a research publication;
- iii) Serving as an invited presenter at a professional conference or facilitating a 1-session continuing education course; and
- iv) Serving in a leadership position for a CHW association or organization or serving on a volunteer board or committee.

- b) The Department has the authority to require Category I continuing education in a particular topic area or areas based on changes in the environment or Department-identified priorities based on feedback or survey results from CHW Training Programs, CHW industry, CHWs, or CHW employers.

Section 951.610 Information on Continuing Education Available to CHWs

- a) The Department will describe continuing education Category I and II on the CHW Certification Program's website and include a list of preapproved continuing education sponsors with links to their accredited continuing education courses.
- b) Any Department required continuing education in a particular topic area or areas will be communicated to certified CHWs on the CHW Certification Program's website and via electronic mail to individual certified CHWs.