Conversations of CHW Certification  
June 18th, 2020 Webinar  
Q&As

Important Links:

MACHW CHW Certification Information

Massachusetts Office of CHWs

Board of Certification of CHWs

FAQ Document on Certification from Board of Certification

Massachusetts Application for CHW Certification

National Association of Community Health Workers: NACHW

Q: Is there anyone I can connect with discuss the opportunities in this field, where potential job opportunities can be found and the average salary range for entry level applicants?
A: Yes! You can find CHW jobs posted on the MACHW website and you can contact the MACHW regional coordinators directly.

Q: Who determines if the work experience meets the 10 core competencies for the work experience pathway?
A: The Massachusetts Board of CHW Certification makes that determination when you apply.

Q: Where can I get my application notarized?
A: You can go to your local bank and they will do it for free. If you don’t have a bank, you can go to any bank but they may charge you a small convenience fee, anywhere from $3-$5 dollars. You can also go to a health center and ask for the community liaison who is able to notarize your application or help you find someone who will.
Q: Who can we ask for professional reference letters?
A: The requirement for references is one supervisor and two additional professional individuals. For the two additional professional references, it could be two colleagues that are able to verify your work.

Q: Do the references need to be sealed? Or should we ask for a copy?
A: Yes, the references need to be sealed and a signature overlapping the seal of the envelope.

Q: When will I be able to apply for certification during the Training Pathway?
A: This has not yet been announced by the Board.

Q: If I am certified, when can I renew my certification?
A: The Board requires renewal every 2 years. However, because continuing education units for CHW certification are not yet approved, we do not know what the renewal process will look like.

Q: What kind of work is considered towards the 4000 hours for certification? As long as I have worked 4,000 hours you can just apply for the certification?
A: Maybe. Your 4000 hours of work should cover the 10 core competencies to qualify for certification.

- To see what hours qualify for certification, review the 10 core competencies and the job or volunteer work you have completed over the past ten years.
- As long as your responsibilities and tasks fit in with the 10 core competencies you are able to use those hours towards your certification.
- Remember, it does NOT matter if your role/position/title was not “Community Health Worker.” The certification is based on the 10 core competencies.
- You can count experiences from when you worked in any state
- 4000 hours of work for a full-time 40 hour work week is 100 weeks, or about 2-years of full-time 40 hours of work a week. Remember your 4000 hours count any way (full-time, part-time or volunteer) as long as they can be matched to the 10 core competencies.

Q: When is the deadline to apply for certification?
A: There is no deadline to apply, you can do so at any moment.
Q: Are there community funds to cover the fee for applying to certification?
A: The fee is $35. We recommend employers cover this fee. Otherwise, please contact MACHW for availability of community funds.

Q: Can I apply for CHW Certification even if my job title is Patient Navigator/Care Coordinator/Peer Specialist/Recovery Coach?
A: CHWs are a profession that encompasses many different job titles. If you have 4000 work hours of experience within the 10 Core Competencies, you can apply for certification irrespective of the job title.

Q: I have a question that still needs to be answered.
A: Please contact Lissette Blondet at blondet@machw.org or the regional coordinators: jenieberberena.chw@gmail.com or arelizobarbosamachw@gmail.com