



Student Guide: Syllabus & Learner Preparation

September-November 2021

Contact Information for Instructors

Read more about each instructor at <https://kschw.org/instructors>.

Instructor	Organization	Preferred Contact Method
COURSE COORDINATOR: Barbara Wiman, BSN	B.E. Education Group, LLC	barbara@beeducationgroup.com Office: 913-764-2163 Call/text: 913-636-4788
COURSE FACILITATOR: Alissa Rankin, MPH, CHES	Wichita State University	alissa.rankin@wichita.edu Call/text: 316-570-1516
LEAD INSTRUCTOR: Lorna Miles, MBA	Randolph County Caring Community Partnership	Momiles3@yahoo.com Call/text: 660-998-4307
Elaine Johannes, PhD	Kansas State Research & Extension	ejohanne@ksu.edu
Sandy Procter, PhD, RD/LD	Kansas State Research & Extension	procter@ksu.edu
Tandy Rundus, MS, RD	Kansas State Research & Extension	trundus@ksu.edu
Erin Yelland, PhD	Kansas State Research & Extension	erinyelland@ksu.edu

Course Description

This course was developed to train individuals who will practice or are currently practicing as Community Health Workers (CHW) in the state of Kansas. This non-credit certificate course covers all Kansas CHW Core Competencies in twelve modules, which provide a total of 100 in-person hours and 60 hours of service learning. Students will learn to work in the field of community healthcare advocacy. For those currently working as CHWs, this course will help develop competencies further.

The in-person hours will be delivered via online, live class discussion sessions and service learning instructions will be provided both in the Service Learning handbook and during our live-class discussion periods. Students and instructors are expected to have a copy of the *Foundations for Community Health Workers 2nd Edition* textbook. If you do not have a copy, please contact Alissa Rankin alissa.rankin@wichita.edu to request a copy.

This course is designed to develop communication skills, improve interaction strategies, and create connection to health care resources. Emphasis is placed on understanding health disparities, knowledge of professional legal accountability, ethical codes of conduct, and how cultural beliefs play a role in community health practices. Other topics include: personal safety, social determinants of health, environmental issues, accurate documentation, basic presentation skills, and community advocacy.

Students who successfully complete this course will demonstrate initiative and this indicates interest in improving health outcomes by connecting community members to local resources and creating a collaborative team approach to quality of care. The increased knowledge and skills this course provide may increase career options and create potential for advancement.

Course Policy

Absentee policy

Participants are allowed to miss up to two classes but will be required to complete all recordings, readings, and the module worksheets for the missed session or any additional assignments as indicated by the instructor(s). Please notify Alissa or Barb in advance if you are not going to be able to attend an online class discussion as outlined below.

Pre- and Post- Evaluation

Please complete this course evaluation before reviewing any materials and after the Service Learning is completed.

Communication Policy

The preferred method of communication with your instructor is through email. You may leave a voice mail; however, a more detailed, rapid response is likely through electronic communication. You may expect a response within 24 hours of the inquiry.

Expectation of Student – Communication

Students are expected to maintain ethical and professional behavior throughout the course. Assignments, group work, and class discussions should be respectful of other students and their opinions. Profane language will not be tolerated. Students are encouraged to express opinions in a professional manner, supporting it with valid points.

All assignments and communication should be grammatically correct and presented in a manner consistent with professionals. “Text type” is not allowed in this course.

Expectation of Student – Course Content

Learning is most effective when it is engaged, hands-on and very active. For this approach to be successful, you must understand and involve yourself in the learning process. You will have opportunities to study from knowledgeable texts and online sources, participate in discussions and assignments, and extend your skills related to community focused support work. Focus on your learning, share what you are learning and expect to learn from others! If you know the concepts and techniques, then you will practice applying them in assignment exercises and real-life experience.

Assignments and activities are time sensitive. Late assignments are not accepted unless prior arrangements are made with the instructor(s).

Expectation of Student – Zoom Etiquette

As mentioned above, learning is most effective when students are engaged. We request that students attend class with their camera on and limit their client appointments during class if at all possible. If there is a conflict that cannot be avoided, please alert the instructors. Further, since this course is not graded by tests, quizzes, or other assessments, the instructors are able to gauge student understanding by interaction via the camera on zoom.

Please read more about zoom etiquette here: <https://kschw.org/wp-content/uploads/2020/08/25.-Zoom-Tutorial.pdf>.

Prohibited Conduct

All forms of academic dishonesty, including:

1. Plagiarism – the intentional use of the ideas or words of another as one’s own in a paper or other academic assignment.
2. Cheating during examinations, whether by copying from a fellow student or by using information in the form of unauthorized aids brought to the examination.
3. The submission of work for any assignment that has been prepared by another student.
4. Submission of a single paper to fulfill requirements in two courses without prior approval of the instructors of both courses.

5. Using a false name or signing the name of another individual without proper authorization in connection with any course work.

If objective evidence exists indicating that a student has practiced academic dishonesty, the instructor may ask a student to leave the course or not return. If the instructor feels that a more severe action is appropriate, the complaint may be referred to administration of the Kansas CHW Coalition. If warranted, a student may be restricted from participation in future Kansas CHW courses.

Other expectations

There are many individual strengths and talents represented in this class. Student backgrounds are diverse and unique (just as they are in the community). We are resources for one another! Our class interactions should model best practices in community meetings. In order for everyone to learn with and from one another, plan to meet the following expectations:

- ❖ Attend and prepare for all scheduled classes. (See absentee policy.)
- ❖ Minimize distractions (cell phones, email, and other interruptions) during class time.
- ❖ Actively participate in activities and discussion by sharing and listening.
- ❖ Allow all opinions to be heard and discussed respectfully.
- ❖ Preserve confidentiality of the classroom discussions.
- ❖ Maintain safety at all times.

Acknowledgments

Thank you to *everyone* who has committed time, talent, and evaluation to this evolving endeavor. Those who have provided feedback are too numerous to list. Thank you to Florence Adegoke, Dr. K. Mariah Chrans, Dr. Manuel Solano, Barbara Wiman, Caitlin Allen, Paige Menking, Mid-America Regional Council, Mid-America Regional Collaborative Capacity Building Committee, Kansas CHW Coalition, Kansas CHW Coalition Education Committee, Kansas City Regional CHW Collaborative, Missouri Statewide CHW Advisory Board, Kansas State University Research and Extension, Wichita State University Community Engagement Institute, and many more.

Some verbiage in this document was prepared by Caitlin Allen and Paige Menking, CGA Consulting, for the KC Regional Community Health Worker Collaborative sponsored by the Mid-America Regional Council (MARC).

The new curriculum and supporting documents were made possible through grants from the Health Forward Foundation, Kansas Department of Health and Environment, and the United Methodist Health Ministry Fund and MARC. MARC asks that any use of the material acknowledges the source of the information. The Missouri Department of Health and Senior Services, community colleges throughout the state of Missouri, and the Wichita State University's Community Engagement Institute assisted in the preparation of these materials.

Please note: Those who deliver this curriculum and associated materials in Kansas are committed to quality improvement and curriculum/materials are subject to change.

Student Evaluation

Students will be evaluated on:

- ✓ Completion of assigned reading & homework activities
- ✓ Participation in discussions and in-class interactions
- ✓ Demonstration of competencies in the required components
- ✓ Completion of final project
- ✓ Completion of final service learning hours and documentation

Both parts of the course, classroom component and service learning, must be completed. If a student fails to complete either part, they will not be successful in completing the course and will not receive a certificate.

No letter grade is required by Kansas CHW Coalition policies for courses. If any course instructor has concern about a student’s ability to practice as a CHW in Kansas, this concern will be discussed between the lead instructor, any administrators, and individual cases will be assessed.

Course Layout

- ❖ 160 hours total comprised of 100 hours of classroom work and 60 hours of service learning
- ❖ Course format includes lectures, PowerPoint presentations, group discussion, in-class activities, and service learning experiences
- ❖ The course is built in topic modules; however, instructors may place emphasis in particular areas as needed

Classroom Work	Service Learning
<ul style="list-style-type: none"> • 100 Hours on the dates outlined below • September 13 through November 3, 2021 • Mondays, Wednesdays, and Fridays from 9am-1pm (unless indicated differently by your lead instructor or facilitator) • Classroom work includes online, live discussions, lectures, videos, and more. • One final project will be completed by each student. See below on page 7 under Final Project Guidelines. 	<ul style="list-style-type: none"> • 60 hours to be completed outside of the classroom work <ul style="list-style-type: none"> ○ Some hours of credit may be given at the discretion of your lead instructor or facilitator • Encouraged to be completed on-the-job (If this is not allowed by your supervisor, please notify the lead instructor or facilitator.) • September 13 through December 15 (for service-learning only) • This may include items as listed below on page 7 under Service Learning Guidelines.

Key Classroom Dates

Monday, 9/13/21 at 4:30P.M.-9P.M.
 Wednesday, 9/15/21 at 4:30P.M.-9P.M.
 Monday, 9/20/21 at 4:30P.M.-9P.M.
 Wednesday, 9/22/21 at 4:30P.M.-9P.M.
 Saturday, 9/25/21 (Time TBD-7 hrs.)
 Monday, 9/27/21 at 4:30P.M.-9P.M.
 Wednesday, 9/29/21 at 5P.M.-9P.M.
 Monday, 10/4/21 at 4:30P.M.-9P.M.
 Wednesday, 10/6/21 at 4:30P.M.-9P.M.
 Monday, 10/11/21 at 4:30P.M.-9P.M.
 Wednesday, 10/13/21 at 4:30P.M.-9P.M.
 Monday, 10/18/21 at 4:30P.M.-9P.M.
 Wednesday, 10/20/21 at 4:30P.M.-9P.M.
 Saturday, 10/23/21 (Time TBD-6 hrs.)

Monday, 10/25/21 at 4:30P.M.-9P.M.
 Wednesday, 10/27/21 at 4:30P.M.-9P.M. (Includes Student Presentations)
 Monday, 11/1/21 at 4:30P.M.-9P.M. (Includes Student Presentations)
 Monday, 11/3/21 at 4:30P.M.-9P.M.

NOTE: It is the goal of the instructors to provide 30 minutes of break time to the students during the 3 ½ hour class period. Instructors may choose to give this all at once or provide it in several increments over the course of the class period.

Service Learning Guidelines

Introduction to Service Learning

Service learning is an important component of the Community Health Worker (CHW) training program. You will develop Service Learning experiences based on your interest, community and what you need to learn. These experiences are designed to align with the Kansas CHW Core Competencies and enhance your in-class experiences.

Detailed information about Service Learning requirements will be included in the following sections. The information below is designed to provide you with an overview of the content of the course and how each Service Learning experience fits with the content you will learn in class.

There are multiple types of Service Learning activities. These include:

- **Networking experiences:** These experiences will connect you directly with individual experts and service agencies. Networking and outreach activities are designed to increase health-specific knowledge and help build personal relationships and connections that are beneficial to CHW practice.
- **Job shadowing:** This includes interaction with real-world community health work experience and provides the opportunity to apply information from the classroom. These experiences may include current job/volunteer roles and new shadowing opportunities. Under the guidance of your mentor/supervisor, you will strengthen your skills as a CHW and work toward mastering core competencies.
- **Resource gathering:** Resource gathering involves getting to know local services that are available for clients. This will provide you with practice in collecting and organizing resources.
- **NOTE:** Not all items listed here are *required*. Each individual student may choose which Service Learning opportunities best suit their CHW practice and needed resources.

Important documents

Each student is required to complete their own Service Learning documents.

- **Kansas CHW Service-Learning Log:** You are required to turn in one (1) Service Learning log showing a list of all activities that you completed for Service Learning, the date completed, and the number of hours for that activity. NOTE: *Please list the name of the CHW Service Learning Report Form to assist with final review by the instructor.* Click here to download the Service Learning Log: <https://kschw.org/wp-content/uploads/2021/03/2021-Kansas-CHW-Service-Learning-LOG.pdf>
- **Kansas CHW Service-Learning Report Form:** Students are required to complete one Service Learning Report Form for *each* Service Learning activity. Please fill out the form completely and complete the Kansas CHW Service Learning Log to correspond with the Report Form. For more information, please read the instructions on the report form. Click here to download the fillable Service Learning Report Form: https://kschw.org/wp-content/uploads/2021/03/2021-Kansas-CHW-Service-Learning-Report-Form_FILLABLE.pdf.
 - Case studies may be used as a type of Service Learning and need to be recorded on this same form. A supervisor signature is required if using a case study.
- **Kansas Service-Learning Book Report Form:** One potential option for Service Learning is to read a book. This is *not* a requirement. If you choose to read a book as part of your Service Learning, please choose a book that relates to one of the Kansas CHW Core Competencies or the Personal Characteristics of Successful CHWs as listed here: <https://kschw.org/wp-content/uploads/2018/11/KS-CHW-Core-Competencies.pdf>. Some book recommendations are listed on the end of the form. If you are selecting a book that is *not* listed on the form, *you are required to obtain pre-approval from your lead instructor or course facilitator before it will count toward your Service Learning hours.* Please complete the form in its entirety to earn hours. NOTE: Fifty (50) pages are equal to one hour of Service Learning. For more information, please read the instructions on the Book Report Form. Click here to download the fillable Service Learning Book Report Form: https://kschw.org/wp-content/uploads/2021/03/2021-CHW-Service-Learning-Book-Report-Form_FILLABLE.pdf
- **K-State Research & Extension Partnership Opportunity:** Specific local partnership opportunities will be announced during class.

Important dates

Listed below are some important opportunities for Service Learning hours. While these are not required, they are encouraged. Please use your discretion about what opportunities will be useful to you in your practice as a CHW.

- **Kansas CHW Coalition Community of Practice/Forum:** The Community of Practice Sessions will be facilitated by the Wichita State University Community Engagement Institute (CEI) Staff using Zoom. Sessions will include, but are not limited to:
 - CHW project updates, information about resources, and other key dates from CEI
 - CHW-driven discussion topics and project updates
 - CHWs can connect with others doing similar kind of work
 - Some months may include a topic of the month with a presentation from an expert and group discussion
 - These meetings are held monthly on the **2nd Monday of the month at 10am-11am**. Please email janeshia.wilson@wichita.edu to be added to the zoom invitations if you are interested in joining or learning more.
- **Kansas CHW Symposium:** On **Thursday, June 9, 2022 in Wichita, Kansas**, CHWs, Promotoras de Salud, academicians, healthcare partners, a variety of state agencies, non-profit organizations, and other key stakeholders will attend the 7th annual CHW Symposium event in Kansas. You will be provided registration information when it is available.
- **Kansas CHW Coalition Advocacy & Sustainability Committees Joint Meeting:** The Advocacy Committee is working to increase awareness of the CHW profession among healthcare providers, social service workers, community members, and decision makers. The Sustainability Committee is investigating sustainable payment models for CHW positions and programs. Please email janeshia.wilson@wichita.edu to be added to the zoom invitations if you are interested in joining or learning more.
- **Kansas CHW Coalition Education Committee Meetings:** This group has the goal of continually improving the content and process for CHW education in Kansas. They have been instrumental for the creation and implementation of this particular course. Please email janeshia.wilson@wichita.edu to be added to the zoom invitations if you are interested in joining or learning more.
- **Kansas CHW Certification Task Force Meetings:** This team is working to identify the feasibility of Kansas CHW certification and credentialing and the required state-level processes associated. This group meets on the 1st Monday of every month at 10:00 am – 11:00 am. Please email janeshia.wilson@wichita.edu to be added to the zoom invitations if you are interested in joining or learning more.
- **Kansas CHW Coalition Symposium Committee Meetings:** Decisions regarding the annual Symposium event are made by this planning team. They meet on the 3rd Monday of each month at 10:00 am – 11:00 am. Please email janeshia.wilson@wichita.edu to be added to the zoom invitations if you are interested in joining or learning more.
- **All Service Learning Documents are due by December 15, 2021.**

Recommendations for Service Learning Activities

Below are recommendations for some service learning activities and the corresponding CHW core competency. To read more about each CHW Core Competency, please go to this link: <https://kschw.org/wp-content/uploads/2018/11/KS-CHW-Core-Competencies.pdf>. NOTE: Not all items listed here are *required*. Each individual student may choose which Service Learning opportunities best suit their CHW practice and needed resources.

CHW Competency	Idea for Service Learning activity
1. Self-awareness	Shadow CHW and observe their interactions with clients.
2. Service Coordination & System Navigation	Develop system navigation map for two clients.
3. Educating to Promote Healthy Behavior Change, Resource Knowledge	Practice using educational materials from your organization with a partner or client OR attend/volunteer at a health fair.
4. Advocacy	Develop a list of advocacy resources that can be used by your organization.
5. Individual & Community Capacity Building	Attend an open local meeting such as AA, NA, Alanon) OR interview two community resources.
6. Effective Communication Strategies	Practice effective communication strategies with your on-site supervisor and have a follow-up discussion with your supervisor to review opportunities for improvements and strengths.
7. Cultural Responsiveness	Discuss cultural responsiveness with your on-site supervisor to see how they provide culturally appropriate health education and are culturally responsive to clients.
8. Documentation & Reporting	Practice writing at least five cases using your organization's reporting tools. Add additional practice with documentation throughout the course (if you are unable to use your organization's tools for reporting). OR complete a set of case notes and share with your on-site Service Learning coordinator, lead instructor, or course facilitator.
9. Professionalism & Conduct	Review your site's ethics handbook. Interview your CHW supervisor about professional boundaries.
10. Use of Public Health/Community Health Concepts & Approaches	Practice goal planning with at least two clients.
11. Individual Assessment	Practice individual assessment with at least two clients (at a Service Learning placement site or with another community member).
12. Community Assessment, Identify Barriers & Resources	Complete a Community Research Table.

Final Projects

All students are required to complete a final project. Please read the Final Project Outline for more information. The final project may be one (1) of two options:

1. Five-page report (May only be completed individually.) OR
2. 15-minute oral presentation to class (May be completed in pairs.)

This project will require personal reflection and further research. It is an important opportunity to share your unique experiences and learning with others and practice your presentation skills. Each student needs to choose a topic that is of interest to you. Suggested topics are included in the Final Project Outline. *Your topic and project MUST be approved by your instructor **by the end of class on Monday, September 29, 2021***. If you would like to select a topic sooner than this, please feel free to consult with the lead instructor or course facilitator. It is strongly recommended that you begin working on your project as soon as your topic is approved!

If you choose the five-page report, it is due on **Monday, November 1, 2021 at 9:00 pm**. If you choose the 15-minute oral presentation to the class, your presentation date will be selected/assigned during class.

Click here for instructions on the final project: <https://kschw.org/wp-content/uploads/2021/03/2021-CHW-Final-Projects-Instruction-Sheet.pdf>.

Professional Standards, Core Competencies, & Ethics of the Community Health Worker

A CHW will...

- Serve as a liaison between health services & community members
- Provide information about resources
- Build community capacity to prevent disease and promote health
- Collect data to identify health care needs
- Recognize boundaries and refrain from performing services that require a license from a professional licensing board.

Instructional emphasis is also placed on understanding of the Code of Ethics for CHWs included in the class textbook: *Foundations for Community Health Workers (2nd Edition) pages 160-162*. The Code includes detailed professional expectations related to

Responsibilities in the Delivery of Care

- Honesty
- Confidentiality
- Scope of Ability & Training
- Quality of Care
- Referral to Appropriate Services
- Legal Obligations

Promotion of Equitable Relationships

- Cultural Humility
- Maintaining a Trust of the Community
- Respect for Human Rights
- Anti-Discrimination
- Client Relationships

Interactions with Other Service Providers

- Cooperation
- Conduct
- Self-Presentation

Professional Rights and Responsibilities

- Continuing Education
- Advocacy for Change in Law and Policy
- Enhancing Community Capacity
- Wellness and Safety
- Loyalty to the Profession
- Advocacy for the Profession
- Recognition of Others

Class Structure

The average instruction time for each session will vary based on how involved each unique CHW class is in the discussion and activities. Sessions will average four (4) hours with about 30 minutes of break time in each session. It is the goal of the instructors to provide 30 minutes of break time to the students during the four (4) hour class period. Instructors may choose to give this all at once or provide it in several increments over the course of the class period.

There are a variety of handouts, exercises, and assessments which are appropriate for facilitators to use as guides for interaction, CHWs to use as tip sheets, and to assess student comprehension. These handouts should aid understanding of the content. Always model effective documentation and communication – these are CHW Core Competencies. Students are expected to practice professional and ethical responsibilities!

Each unit has a similar structure and includes the following components in table form...

Title of the Unit

Student Preparation & Practice

Expected student takeaways: specific learning objectives for this unit. Reading and homework assignment – usually something to bring and discuss at the beginning of the next session.

See the color-coded topic spreadsheet for at-a-glance details regarding each session and the Unit tables that follow here. Again, topics should flow from one to the next. An emphasis on core competencies, cultural humility, social justice, capacity building, health disparities, and professional resource-gathering practices should be practiced repeatedly during this curriculum.

Units

Module 1: Self-Awareness

Student Preparation & Practice

Read Chapter 1, Chapter 6, Chapter 7.3, Chapter 13.5, Chapter 21.9.
Complete the Conflict Style self-assessments on p. 354-355 and be prepared to discuss in class.

Module 2: Service Coordination & System Navigation

Student Preparation & Practice

Read Chapter 10, Chapter 16 and Chapter 5.2.
Complete any assigned assessments from previous module.
Complete any assigned Service Learning activities.

Module 3: Education to Promote Healthy Behavior Change

Student Preparation & Practice

Read Chapter 20 and Chapter 7.6-7.7.
Complete all self-assessments in the assigned chapters and be prepared to discuss in class.

Module 4: Advocacy

Student Preparation & Practice

Read Chapter 23 and Chapter 15.
Complete all self-assessments in the assigned chapters and be prepared to discuss in class.

Module 5: Individual and Community Capacity Building

Student Preparation & Practice

Read Chapter 19 and 21.
Complete any assigned assessments and Service Learning activities/reflections.

Module 6: Effective Communication Strategies

Student Preparation & Practice

Read Chapter 13 and Chapter 14.
Complete any assigned assessments and Service Learning activities/reflections.
Print and bring a copy of your current resume.

Module 7: Cultural Responsiveness

Student Preparation & Practice

Re-read Chapter 6 and read chapters 17 and 18.
Prepare or revise a resume (activity 14.3).
Complete any assigned assessments and Service Learning activities/reflections.

Module 8: Documentation and Report
Student Preparation & Practice
There is no textbook reading for this module. Complete any assigned assessments and Service Learning activities/reflections.
Module 9: Professionalism and Conduct
Student Preparation & Practice
Read Chapters 7.1, 7.2, 7.4, 12, and 14. Complete any assigned assessments and Service Learning activities/reflections.
Module 10: Public/Community Health Concepts & Approaches
Student Preparation & Practice
Read Chapters 3 and 4. Complete any assigned assessments and Service Learning activities/reflections.
Module 11: Individual Assessment
Student Preparation & Practice
Read Chapter 8 and Chapter 9. Complete any assigned assessments and Service Learning activities/reflections.
Module 12: Community Assessment
Student Preparation & Practice
Read Chapter 22. Complete any assigned assessments and Service Learning activities/reflections.