



**COMMUNITY HEALTH WORKER  
CARE COORDINATION  
COURSE CATALOG  
2025**

Licensed by the Commission for Independent Education, Florida Department of Education. Additional information regarding this institution may be obtained by contacting the Commission at 325 W. Gaines Street, Suite 1414, Tallahassee, FL 32399-0400, toll-free telephone number: (888)224-6684.



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## **SCHOOL APPROVAL & REGULATION**

**Palm Beach County Medical Society Services (PBCMSS) Institute for Learning** purpose is to provide the student with the framework, tools and skills which are both necessary and needed to perform duties as health care workers. The school is Licensed by the Commission for Independent Education, Florida Department of Education. Additional information regarding this institution may be obtained by contacting the Commission at 325 W. Gaines Street, Suite 1414, Tallahassee, FL 32399-0400, toll-free telephone number: (888)224-6684. Please note that the school is currently not accredited.

## **MISSION STATEMENT**

### **PBCMSS Institute for Learning Mission**

To provide and coordinate continuing medical education for health professionals.

## **HISTORY OF THE SCHOOL & ACCREDITATION STATUS**

PBCMSS Institute for Learning Community Health Worker Care Coordination Training is a program of PBCMSS, a 501c3 not for profit organization. Through program initiatives, Palm Beach County Medical Society Services provides education to the medical community. The Institute of HealthCare Improvement Triple Aim Model is the inspiration for PBCMSS Institute for Learning Community Health Worker Care Coordination Program. To truly understand the challenges of individuals faced with chronic illness, a pilot project was facilitated in two local clinics for high-risk diabetics from 2015-2017. Patients received monthly education sessions and care coordination assistance. Enrolled patients' satisfaction increased, and A1c (average glucose over a 3-month period) decreased 10%. Experiences revealed that patients were able to improve their disease management through consistent contact with a trained staff member. Following the Triple Aim Diabetes Project, the outline for training domains and format was created.

PBCMSS became certified education provider for the Florida Certification Board (FCB)\* as of December 2016 for community health worker training. The Florida Certification Board designs, develops and manages programs for 32 health and human services professions and certifies more than 20,000 professionals statewide, including those in the child welfare, mental health and addiction fields, ensuring that they meet education, training, experience and testing criteria. Through a collaborative partnership CareerSource Palm Beach County assisted with the establishment of training locations and format for community health worker care coordination training. Trainees are recruited through CareerSource PBC participants seeking employment. Trainees who complete the program receive 30 clock hours of training, a requirement for CHW certification in the State of Florida. \* Training participants submit training hours to FCB to meet the training requirement for certification. As a member of the Florida Community Health Worker Coalition, our organization actively participates in State-Wide efforts to engage Community Health Workers to provide effective efficient care to vulnerable populations. Our institution encourages trainees to pursue CHW Certification as well as attend trainings provided through the Florida CHW Coalition. The Community Health Worker Care Coordination Program was recognized as 2017 American Association of Medical Society Executives (AAMSE) Profile of Excellence for its innovative approach to patient care education.

\*Disclaimer: The Florida Certification Board is not a state or municipal agency.

\*Disclaimer: While this course meets the training standards by FCB, the program does not guarantee certification. Student still must complete the FCB application process.



## **FACILITIES & EQUIPMENT**

The administrative and classroom space is located at 3540 Forest Hill Blvd West Palm Beach FL 33460. (561)433-3940 #119. The school space is approximately 989 Square feet which accommodates an office, meeting space for students, a classroom, breakroom, small library with access to a dictionary and thesaurus, and two restrooms. A 396 square foot classroom accommodates up to 20 people (seated) for learning. The classroom is equipped with 8 tables, 20 chairs, lcd projector, microphones, podium, 1 laptop, wireless computer access, and a screen for presentation viewing. Simulation lab sessions will be held at this location as well.

## **ORGANIZATION**

PBCMSS Institute for Learning is a program of PBCMSS, a 501c3 not for profit organization. PBCMSS was founded in 2000 by the Palm Beach County Medical Society (PBCMS). PBCMSS initiatives are implemented to engage the community in healthcare innovation. PBCMSS is a non-profit 501C3. Kelly Skidmore is the CEO. Board of Directors: **President** Stuart Miro, MD; **Vice President** Mollie Shulan, MD; **Treasurer** Bob Broadway; **Secretary** Jean Acevedo; **President Emeritus** Michael Dennis, MD; Elaine Alvarez; Jose F. Arrascue, MD; Brenda Atkins; Don Chester; John Dalton; Andrew Larson, MD; Alan B. Pillersdorf, MD; Brent M. Schillinger, MD; Jack Zeltzer, MD; David Shulan, MD; James Green, PhD; and Chris Irizarry.

## **SCHOOL DIRECTOR, COORDINATOR & INSTRUCTOR**

Karen Harwood MSW CCM SHRM-CP  
CCMC -Commission for Case Management Certification  
SHRM-CP -Society for Human Resources Management

## **PBCMS INSTITUTE FOR LEARNING TUITION AND FEES**

CHW Care Coordination Program Total Course Tuition and Fees: \$999.00  
Payment Methods: Cash, Check or Credit Card

## **METHODS OF PAYMENT**

- Full payment at time of signing enrollment agreement.
- 25% of Tuition at time of signing enrollment agreement with balance paid prior to program start date by any combination of funds from other sources including local grants or scholarships.
- No interest is charged by the school.
- No additional fees will be charged.

## **ITEMS INCLUDED IN TUITION**

Instructor Fees  
Simulation Lab Fees  
Facility Fees  
Course Education Material



## **COMMUNITY HEALTH WORKER CARE COORDINATION PROGRAM OUTLINE:**

### **Program Title & Description**

The Community Health Worker Care Coordination Program objective is to provide students with the framework, tools and skills which are both necessary and needed to perform duties as care coordinators. The Community Health Worker Care Coordination Training will prepare individuals to provide patient centered support and assistance that improves the health of vulnerable populations often faced with chronic conditions. The role of the trained Care Coordinators will be to enhance the health care experiences of people receiving care. This will result in greater care plan adherence, improved health care experiences and lowering the costs of the care for the underserved and high-risk patients/clients.

Participants learn the scope of services for a Community Health Worker care coordinator; key aspects about chronic medical conditions which afflict their patients/clients; lifestyle activities which improve health; knowledge about cultural competency; advocacy skills for community needs and services; communication skills to affirm patients'/clients' rights; roles and responsibilities as well as communication strategies such as motivational interviewing. Evidence based training and field content will empower CHWs to provide improved patient care.

Students must meet the minimum requirements for graduation within the program period. The classroom portion of the training is 27 hours in length and the lab portion is approximately 3 hours in length. Students must satisfactorily complete 24 classroom hours and 3 lab hours for certificate of program completion. Course material will be taught face to face, live web-based, and on demand platforms.

Students who successfully complete both the classroom and clinical portions of the course, meet their financial obligations to the school, and maintain an average of 70% on post course evaluations will receive the full complement of education hours and content areas that is needed to fulfill the training requirements for Community Health Worker Certification. Community Health Worker Certification is offered through the Florida Certification Board, PBCMSS is a certified education provider for CHW Certification Training (#5284-A). To become a certified CHW through the Florida Certification Board, students are required to take an exam and earn a passing grade.

Potential work locations where graduates may be employed include long-term care facilities, physician offices, hospitals, clinics, and 501C3 non-profits.

### **COMMUNITY HEALTH WORKER CERTIFICATION**

The Certified Community Health Worker (CCHW) designation is a credential for front-line health workers who, by virtue of their trusted status in the community, serve as a liaison, link and intermediary between health services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. Examples of job titles that are considered to be Community Health Worker positions include but are not limited to Promotores(as) de Salud; Community Health Educator; Health Communicator; Outreach Worker; or Health Advocate. Clock hours earned through PBCMSS may be submitted to Florida Certification Board for Community Health Worker Certification training education hours. PBCMSS Institute for Learning CHW Care Coordination Program offers the full complement of education hours and content areas that are needed to fulfill the training requirements (30 clock hours) for the certification application as a community health worker. PBCMSS Institute for Learning is a certified education provider for Florida Certification Board, Florida Certification Board Provider number 5284-A.



**To become a Certified Community Health Worker, the student must create a profile through the Florida Certification Board. To become a Certified CHW, the following items are required:**

**The Full CCHW Certification Requirements are:**

- Training: 30 hours of training in specified content areas\*
- Formal Education: High School Diploma, General Equivalency Degree or higher.
- Related Experience: 500 hours of related paid or volunteer experience.  
500 hours of work and/or volunteer experience providing community health worker services in any of the following domains of practice:
  - Communication and Education: tasks related to community education
  - Resources: tasks related to linking community members with available health/social services
  - Advocacy: tasks related to advocating for the community's health/social service needsWork/volunteer experience must be directly related to the core competencies of the credential and must have occurred within the last 5 years.
- Letters of Recommendation: 3 total: one supervisory recommendation, two personal/character and/or supervisory recommendations.
- Written Exam: Earn a passing score (75%) on the 100 multiple-choice item written exam. Florida Certification Board facilitates exam proctoring. Official test scores are provided to the applicant by the FCB approximately 2 to 4 weeks after the test date. Applicants who do not pass the exam will receive a score report from their Certification Specialist within 2 to 4 weeks indicating strengths and weaknesses by performance domain to help guide study efforts. Applicants may retest as many times as they choose, however, there is a 10-calendar day timeframe between test attempts for all non-IC&RC exams. The full exam fee and, if required, proctor site fee, must be paid for each exam attempt.

**\*Participation in the CHW Care Coordination training provides 30 hours of training in specified content areas.**

**FLORIDA CERTIFICATION BOARD WEBSITE:**

<https://flcertificationboard.org/certifications/certified-community-health-worker-cchw/>

**MARKING SYSTEM**

Students are evaluated on content comprehension through post course evaluations. Following each course, a multiple choice/true-false questionnaire which includes content from course material is administered. Student must maintain an average of 70% for post session evaluations to obtain a certificate of completion upon completion of the program. Pass/fail grading system is utilized. In order to receive a certificate of completion, the student must receive a passing grade of 70% and complete 30 contact hours of training. If requirements are not met, the student will be offered the opportunity to attend future sessions held.

**CLOCK HOUR**

The definition of a clock hour is a period of 60 minutes with a minimum of 50 minutes of instruction in the presence of an instructor.

**COURSE NUMBERING SYSTEM**

The course in this catalog is identified by prefixes and numbers. HCS Health Sciences/Resources courses are designed to provide individuals with the foundation of information and/or skills related to specific areas of individual or public health including the management of health care resources, facilities, or programs. This course is designed to provide the necessary knowledge and skills for careers in health-related areas and/or to enhance individual knowledge about matters relating to health care. Course numbers designate course level of complexity. Course numbers 100-300 represent introduction level courses. HCS201-210 is an introductory course that prepares students to provide patient centered support and assistance that improves the health of high-risk people often with chronic conditions. Students learn the scope of services for a CHW care coordinator; aspects about chronic medical conditions which afflict their



patients/clients; lifestyle activities which improve health; knowledge about cultural competency; advocacy skills for community needs and services; communication skills to affirm patients’/clients’ rights; roles and responsibilities as well as motivational interviewing communication strategies.

**SCHOOL CALENDAR**

The academic year begins September 1<sup>st</sup>, 2023, and ends June 24<sup>th</sup> 2024.

**HOLIDAYS**

The following school holidays will be observed:

HOLIDAYS
New Year’s Day
Martin Luther King Day
Presidents Day
Good Friday
Memorial Day
4th of July
Labor Day
Thanksgiving Day & Day After
Christmas Eve
Christmas Day
New Year’s Eve

Students are not required to report to school on these holidays.

**HOURS OF OPERATION**

The school office shall be open Monday through Friday from 9:00 am to 5:00pm pm Eastern Standard Time (EST).

**CHW CARE COORDINATION PROGRAM CLASS SCHEDULE**

***Classroom Portion (Day and Weekend classes)***

Classes will begin at 1:00pm and end at 4:00 pm. Students will receive a 10-minute break mid-session. There will be 9 days of classroom learning.

***Simulation Portion***

There is a total of 3 hours of simulation lab experience. Students will receive a 10-minute break mid-session. There will be 1 session of simulation lab learning.

**EMERGENCY CLOSINGS**

In the event severe weather conditions, such as hurricanes, ice storms or other acts of nature create hazardous conditions and/or extended power outages, administrators may find it necessary to close the school. In this case, students and faculty are advised to listen to local area radio and television stations for announcements and updates. Make up sessions will be scheduled to cover missed content.

**NOTIFICATION OF CHANGES**

Students will be notified of any changes made by the institution.

**ADMISSIONS**

The school shall require for admission into its program:

1. Successful completion of public, private, or home schooling at the high school level or obtainment of a recognized high school equivalency credential
2. Be at least 18 years of age
3. Agree to attend all scheduled course sessions
4. Agree to complete pre and post course evaluations to determine content comprehension



## **EQUAL OPPORTUNITY**

This school provides equal employment, admission, and educational opportunities without regard to race, color, religion, handicap, sex, age, or national origin.

## **CANCELLATION POLICY**

A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays and legal holidays) after the enrollment contract is signed, or within the student's first three scheduled class days. Cancellation can be made in person, by telephone, electronic mail, by Certified Mail or by termination.

## **REFUND POLICY**

### **WHEN A STUDENT WITHDRAWS**

The amount of Program tuition (including program enrollment, learning materials and supplies) refund earned is based on the amount of time the student spent in academic attendance. The amount of funds refunded to the student will be based on the last day of recorded attendance. The Student Withdrawal Date (as described above) is used in the following circumstances:

### **CANCELLATION AND INSTITUTIONAL REFUND POLICY**

Should a student's enrollment be terminated or cancelled for any reason, all refunds will be made according to the following refund schedule:

1. Cancellation can be made in person, by telephone, electronic mail, by Certified Mail or by termination.
2. All monies will be refunded if the PBCMSS Institute for Learning does not accept the applicant or if the student cancels within three (3) business days after signing the enrollment agreement and making initial payment.
3. Cancellation after the third (3rd) Business Day, but before the first class, results in a refund of all monies paid.
4. A student canceling after attendance has begun through 50% completion of the program will result in a Pro-Rata refund computed based on the number of hours completed to the total program hours.
5. Cancellation after completing more than 50% of the training will result in no refund.
6. The termination date for refund computation purposes is the last date of actual attendance by the student unless earlier written notice is received.
7. Termination/Withdrawal Date: In calculating the refund due to a student, the last date of actual attendance by the student is used in the calculation unless earlier written notice is received.
8. Refunds will be mailed within 30 days of termination of students' enrollment or receipt of Cancellation/Withdrawal Notice from student via check.

## **PROGRAM REQUIREMENTS**

### **PROGRAM COMPLETION REQUIREMENTS**

Student understands that in order to receive a certificate of completion from PBCMSS Institute for Learning for the CHW Care Coordination Program he/she must successfully complete the required number of scheduled clock hours as specified in the catalog and on the Student Enrollment Agreement and satisfy all financial obligations to PBCMSS Institute for Learning. Students must also demonstrate content comprehension through average post session evaluation score of 70% or more.



## **EMPLOYMENT ASSISTANCE**

Student understands that PBCMSS Institute for Learning has not made and will not make any guarantees of employment or salary upon program completion. PBCMSS Institute for Learning will provide student with placement assistance, which will consist of identifying employment opportunities and advising me on appropriate means of attempting to realize these opportunities.

## **ATTENDANCE**

It is necessary for health care workers to be reliable and dependable employees. The patient's welfare is dependent on the worker being in the right place at the right time. We believe that is essential within the curriculum to teach employability skills as an integral part of the education program.

**Excused Absence (These count toward the 10% of the total program hours a student misses before they are terminated.)**

1. Illness of the student (medical evidence may be requested)
2. Death in the family
3. Emergency in the family
4. Religious holiday
5. Subpoena by any law enforcement agency
6. Justifiable reasons approved in advance

**All other absences are unexcused.**

## **Tardy**

Students are expected to be in class, at their desks, and prepared to work at the beginning of the session and following breaks. Students who are not on time will be marked tardy by the instructor who will track tardiness and report 3 tardys as an absence. If you arrive more than 5 minutes after class time begins, this is considered tardy.

It is the policy of this school that any student missing scheduled class days must arrange to continue classes either through a make-up session with the instructor or during the next scheduled course session. Students may be charged \$33.30 per hour for makeup course work at the discretion of the School Director. No more than 20% of the total clock hours for a program may be made up.

## **GROUNDINGS FOR TERMINATION**

Student agrees to comply with the rules and policies and understand that PBCMSS Institute for Learning shall have the right to terminate this contract and enrollment at any time for violation of rules and policies as outlined in the catalog. Student understands that PBCMSS Institute for Learning reserves the right to modify the rules and regulations, and that will be advised of any and all modifications.

## **Readmission after termination for unsatisfactory attendance:**

It is the policy of this school that a student may be granted readmission privileges after termination for unsatisfactory attendance if the following criterion is/are met:

1. The student has rectified the issue causing the attendance problem to begin with. (i.e. not having transportation, illness, etc.)
2. The student commits to arriving on time to classes.



3. The student may not reenter before the start of the next grading period if terminated for violation of the attendance policy.

### **LEAVE OF ABSENCE**

Students may be considered for a leave of absence under the following circumstances:

1. Medical or Extended Illness – students will be considered for a leave of absence due to extended illness.
2. Family – a leave of absence for pregnancy, paternity, adoption leave, or parental care will be granted consistent with the family leave act.
3. Military – a leave of absence will be approved for employees/students to perform military service or receive military training.

Leaves of absence for other reasons may be approved on an individual basis. The decision to grant leave will be left solely to the School Director. The length for a leave of absence is per FMLA law and for other types of absences due to illness, may be up to 30 days in length.

### **MAKE-UP WORK POLICY**

It is a requirement of the school that students with excused absences must follow the make-up work policy to continue to meet the requirements of program completion. Students are responsible for contacting school director to set up a schedule to complete make up work.

### **CONDUCT**

It is the policy of this school to require students to use professional, courteous behavior in the classroom and in the field.

1. Students are expected to have the necessary materials and be punctual at all times.
2. When participating in class, only ONE student should talk at a time.
3. The school encourages friendliness, but NEVER familiarity with staff.
4. In the lab, there will be no playing with equipment or lying or sitting on the beds except in mock clinical practicum.
5. Students not adhering to the conduct policy will be given written warning and terminated from the school if conduct issues are not resolved.
6. Students that harass, threaten, or use inappropriate language with fellow students, staff, or patients shall be terminated from the school immediately.

### **DRESS CODE**

Wearing apparel shall be such that it does not disrupt the classroom atmosphere. Short shorts, halters, or other wearing apparel with suggestive messages are not appropriate.

### **GRADUATION REQUIREMENTS FOR THE CHW CARE COORDINATION PROGRAM**

#### **COMPLETION STANDARDS**

The student must have satisfactorily completed a 30 Clock Hours of training.

1. 27 clock hours of classroom training that doesn't involve direct patient care; and
2. 3 clock hours of simulation lab training.



## **CERTIFICATE OF COMPLETION**

Student understands that in order to receive a certificate of completion from PBCMSS he/she must successfully complete the required number of scheduled clock hours as specified in the catalog and on the Student Enrollment Agreement and satisfy all financial obligations to PBCMSS. Students must also demonstrate content comprehension through average post course evaluation score of 70% or more. If a student does not maintain a total average of 70% following all post course evaluations, the student will be given an opportunity to review material and retake post course evaluations. Certificate of completion will not be given unless 70% average score is obtained. If student is not present for course sessions, one excused absence is able to be made up through scheduling a make-up session with the course facilitator. If the student is not able to meet with the facilitator, they have the option to take the course the following session. Certificate of completion is not given until all requirements are met.

## **APPEALS PROCESS**

Should any student feel that his or her rights have been violated in the administration of policy, procedure, or academics, the student has the right of appeal.

1. In matters of complaint against an employee. The first step is an informal appeal to the employee's supervisor.
2. In matters of complaint against an institutional policy or practice. The first step is an informal appeal to the administrator responsible.
3. The student has seven days to appeal if he/she feels his/her rights have been violated in the administration of a policy, procedure or academics.

### **If the appeal or complaint is not resolved, a formal appeal/complaint process must be followed:**

1. A written statement of the complaint must be submitted to the school administrator.
2. The school administrator is responsible for investigating and resolving the complaint in a reasonable amount of time, and the decision is final. A written decision statement is issued to the parties involved.
3. If the complaint is against the school administrator, the administrator shall assign an appropriate person to review the complaint.

## **GRIEVANCE POLICY**

Students aggrieved by action(s) of the school should attempt to resolve the problem on the level that it occurred. If possible, the first level would be to meet with the instructor or staff members involved. In the event that the parties involved are not able to resolve the issue the student shall submit a letter of complaint to the school Director within 7 (excluding Saturday, Sunday, state, and federal holidays) days of the aggrieved event. If the issue can not be resolved directly through the school, students have the right to contact the Commission for Independent Education.

### **To file a complaint with the Commission for Independent Education, please write a letter or send an e-mail containing the following information:**

1. Name of Student (or Complainant)
2. Complainant Address
3. Phone Number
4. Name of Institution
5. Location of the Institution (City)
6. Dates of Attendance
7. A full description of the problem and any other documentation that will support your claim such as enrollment agreements, correspondence, etc.
8. The complaint process of the Commission involves contacting the institution to obtain their response to your complaint. If you do not want the Commission to contact the institution you are attending, you must state so in your complaint; however, doing so will greatly hinder the Commission's ability to assist you with your complaint.



Send Letter To:

Commission for Independent Education 325 W. Gaines Street, Suite 1414 Tallahassee, FL. 32399-0400

Toll free (888)224-6684

Or E-mail: [CIEInfor@fldoe.org](mailto:CIEInfor@fldoe.org)

Or Fax: 850-245-3238

**Note:** Documents received in this office are considered public record. Confidentiality cannot be guaranteed. This office cannot give legal advice to any individual or take any legal action on behalf of any individual. We will investigate your complaint to see what assistance, if any, we may be able to offer.

### **FINANCIAL ASSISTANCE**

Grant funding is offered when applicant meets application requirements. Requirements vary based on funding resources available. CareerSource Palm Beach County may have funding available, contact CareerSource PBC@ (561) 340-1060 to see if you qualify. Contact the School Director to review other grant assistance available. Grant assistance could be available to those who qualify.

### **STUDENT INPUT TO ACADEMIC POLICIES, PROCEDURES, AND CURRICULUM PLANNING:**

The school encourages all students to provide feedback via evaluations, comments, and the like to the faculty and School Director. All students are encouraged to share their input to the academic policies, procedures, and curriculum and the planning of the curriculum. Our students are our best evaluators, and their input is not only welcome but extremely valuable to us.



**PBCMSS CHW CARE COORDINATION PROGRAM COURSE OFFERINGS\***

Course Number	COURSES HCS 201-210	Clock Hours	Modality
HCS201	Overview of CHW Care Coordination	3	Campus or Online
HCS202	Basic Health Knowledge	3	Campus or Online
HCS203	Cultural Competence	3	Campus or Online
HCS204	Communication & Motivational Interviewing	3	Campus or Online
HCS205	Strategies for Behavior Change - Practical Experience	3	Campus or Online
HCS206	Health and Community Resources	3	Campus or Online
HCS207	Health Care Coverage Overview	3	Campus or Online
HCS208	Professional Responsibility	3	Campus or Online
HCS209	Working in Teams to Coordinate Care	3	Campus or Online
HCS210	Patient Advocacy	3	Campus or Online

**COURSE DESCRIPTION**

**HCS 201 Overview of CHW Care Coordination**

**FOUNDATIONS OF HEALTH 1 clock hour PROFESSIONAL RESPONSIBILITY 2 clock hours**

The history of health care delivery system of the U.S., overview of the essential functions, scope of service and skills required of a community health worker care coordinator.

**HCS202 Basic Health Knowledge**

**FOUNDATIONS OF HEALTH 2 clock hours RESOURCES 1 clock hour**

Primary risk factors, prevention strategies, symptoms and treatment for chronic health conditions, review of common health & safety concerns in the workplace and skills to reduce risks.

**HCS 203 Cultural Competence**

**RESOURCES 3 clock hours**

Tools to manage personal bias, understand personal cultural identity & stereotypes, and skills to avoid and respond to micro-aggressions. Review of the importance of trained interpreters for medical translation as well as understanding diversity in non-verbal communication.

**HCS 204 Communication & Motivational Interviewing**

**COMMUNICATION AND EDUCATION 3 clock hours**

Motivational Interviewing techniques, relevance to care coordination, and impact on patient outcomes are taught. OARS model and change talk strategies reviewed.

**HCS 205 Strategies for Behavior Change - Practical Experience**

**COMMUNICATION AND EDUCATION 3 clock hours**

Students participate in an interactive lab experience through engaging actors to practice and observe motivational interviewing techniques.

**HCS 206 Health and Community Resources**

**RESOURCES 2 clock hours FOUNDATIONS OF HEALTH 1 clock hour**

Barriers to health care access and community resources are challenging. Skills to develop comprehensive resource bank are taught, CHW Health, Safety and Standard Precautions is reviewed.

**HCS 207 Health Care Coverage Overview**

**FOUNDATIONS OF HEALTH 3 clock hours**

Students learn history of Health Care coverage in the United States, and current State and Federal programs.

**HCS 208 Professional Responsibility**

**PROFESSIONAL RESPONSIBILITY 3 clock hours**

Patient privacy, right to medical information, HIPAA guidelines and documentation strategies are reviewed.

**HCS 209 Working in Teams to Coordinate Care**

**ADVOCACY 1 clock hour COMMUNICATION AND EDUCATION 1 clock hour PROFESSIONAL RESPONSIBILITY 1 clock hour**

Team oriented patient care requires effective communication strategies. Understanding your work style, and work style of teammates helps to develop key strategies to address and advocate for patient needs. CHW care coordinator role in team strategy is addressed.

**HCS 210 Patient Advocacy**

**ADVOCACY 3 clock hours**

Advocacy is key component in CHW care coordination role. Skills to uphold and understand individual & community rights, responsibility and strategies to advocate for health and social service needs, and resources to support vulnerable populations.



**FACULTY LISTING:**

Karen Harwood MSW CCM SHRM-CP  
Area of instruction: Care Coordination

**HOW TO ENROLL IN THE CHW CARE COORDINATION PROGRAM:**

1. Obtain a course schedule. ([www.pbcms.org/care-coordination-program](http://www.pbcms.org/care-coordination-program) or call the school)
2. Select course cycle you wish to apply for.
3. Gather required documents to apply which includes:
  - a. Verification of successful completion of public, private, or home schooling at the high school level or obtainment of a recognized high school equivalency credential or
  - b. Ability to read, write, and speak English; (high school diploma, GED, Interview)
4. Complete application to the school either in handwritten format and submit or use the online application. Forms are available [www.pbcms.org/care-coordination-program](http://www.pbcms.org/care-coordination-program)
5. Pay for course when registering.
6. Submit all documents together at one time.

The school will notify you that you have been accepted in writing and verbally. If you need to meet with our career advisor to discuss your academic plans, please make an appointment by calling 561-433-3940 #119.

**PBCMSS INSTITUTE FOR LEARNING**

PBCMSS INSTITUTE FOR LEARNING does not accept credits from any other CHW program. Programs are only taught in English. PBCMSS offers student assistance with navigation CHW Certification process. Counseling services are not offered to students, however appropriate resource referrals are provided as needed.

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**TRANSFERABILITY OF CREDITS**

It is the student's responsibility to confirm whether or not credits will be accepted by another institution of the student's choice. Should the institution cease operations, students would be referred to the Florida Certification Board for continued learning opportunities available for Community Health Worker Certification. Through PBCMSS Institute for Learning students receive contact hours for each session attended. If the institution were to cease operations the Florida Certification Board could provide information for remaining contact hours required for certification.

**TRUE & CORRECT STATEMENT**

The information contained in this catalog is true and correct to the best of my knowledge.

*Karen Harwood MSW CCM SHRM-CP*

**Karen Harwood MSW CCM SHRM-CP**  
**School Director**  
**PBCMSS Institute for Learning**



**Dates for CHW Care Coordination Course Training 2025**

**Session 1**

Session Schedule	Dates
Start Date – Week 1	January 24 <sup>th</sup>
Week 2	January 31 <sup>st</sup>
Week 3	February 7 <sup>th</sup>
Week 4	February 14 <sup>th</sup>
Week 5	February 21 <sup>st</sup>
Week 6	February 28 <sup>th</sup>
Week 7	March 7 <sup>th</sup>
Week 8	March 14 <sup>th</sup>
Week 9	March 21 <sup>st</sup>
End Date - Week 10	March 28 <sup>th</sup>

**Session 2**

Session Schedule	Dates
Start Date – Week 1	
Week 2	
Week 3	
Week 4	
Week 5	
Week 6	
Week 7	
Week 8	
Week 9	
End Date - Week 10	

**Session 3**

Session Schedule	Dates
Start Date – Week 1	
Week 2	
Week 3	
Week 4	
Week 5	
Week 6	
Week 7	
Week 8	
Week 9	
End Date - Week 10	

