

**HBE RFP 13-003 Appendix F**

**In-Person Assister Knowledge, Skills, and Competencies Guidelines**

\* Competency = the ongoing ability to maintain, update and demonstrate sufficient knowledge, skills, judgment, and qualifications necessary to practice safely and ethically in a designated role and setting in accordance with In-Person Assister requirements. One achieves continuing competency through active practice, self-assessment and reflection, and continuing education.

<b>Knowledge</b>	<b>Skills</b>	<b>Competencies*</b>	<b>Qualities</b>
<b>Relationships</b>			
	<ul style="list-style-type: none"> <li>• Create a safe place for people to discuss health issues</li> <li>• Understand and Articulate client needs including people with low socioeconomic status, Limited English Proficiency, disabilities</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to communicate effectively with lay people, people with disabilities, Limited English Proficiency, low-socioeconomic, chronic conditions</li> <li>• Fluency in population served</li> <li>• Effective Customer service skills</li> <li>• Listening Skills</li> <li>• Problem solving</li> <li>• Conflict Resolution – maintain control under difficult situations</li> <li>• Ability to speak in language that lay people, people with disabilities, Limited English Proficiency, low-socioeconomic, chronic conditions status can understand</li> </ul>	<ul style="list-style-type: none"> <li>• Relationship with community being served.</li> <li>• Understanding of the special enrollment conditions for American Indians and Alaskan Natives</li> <li>• Desire to help community</li> <li>• Commitment to assure access to hard to serve and hard to reach individuals and groups</li> </ul>
<b>Content:</b>			
<ul style="list-style-type: none"> <li>• Public and private health insurance</li> <li>• ACA and the Health Benefit Exchange (HBE)</li> <li>• Qualified Health Plans (QHP) and actuarial value</li> <li>• Premium subsidies and how they are calculated</li> <li>• Penalties for opting</li> </ul>	<ul style="list-style-type: none"> <li>• Use Health information technology</li> <li>• Explain insurance information</li> </ul>	<ul style="list-style-type: none"> <li>• Computer skills</li> <li>• Data collection skills (use HBE metrics)</li> <li>• Ability to speak in language that lay people, people with disabilities, Limited English Proficiency, low-socioeconomic, chronic conditions status can understand</li> <li>• Ability to communicate effectively with that lay</li> </ul>	

<p>out of insurance coverage</p> <ul style="list-style-type: none"> <li>• Bronze, Silver, Gold and Platinum tiers</li> <li>• Health Plan Quality metrics</li> <li>• IRS information related to the HBE</li> <li>• HIPAA regulations</li> <li>• Authorized representatives under state and federal law</li> <li>• How the Healthplanfinder works</li> </ul>		<p>people, people with disabilities, Limited English Proficiency, low-socioeconomic, chronic conditions</p>	
Referral			
<ul style="list-style-type: none"> <li>• Role of In-Person Assister, Agent-Broker, Call Center</li> <li>• Pass off points between groups. The correct parties to direct people to, in what circumstances.</li> <li>• Limit to In-Person Assister's role</li> </ul>	<ul style="list-style-type: none"> <li>• Refer people to Agent-Broker</li> <li>• Refer people to services for additional health resources and information</li> </ul>	<ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Computer Skills</li> </ul>	

**Resources available to improve skills/competencies:**

**(Disclaimer: HBE does not require these courses and there is no implied HBE endorsement or guarantee regarding the quality and content.)**

Computer skills: Microsoft Digital Literacy: **First Course**

This e-learning course can be played online or downloaded to be played on a local machine. It begins with friendly videos that explore how computers are an essential part of school, work, and modern life. The course then provides hands-on lessons about using the mouse and keyboarding. Offered in multiple languages.

<http://www.microsoft.com/about/corporatecitizenship/citizenship/giving/programs/up/digitalliteracy/default.aspx>

Training options for individuals to expand their competency skill set:

- Department of Health: <http://chwtraining.net/sites/default/files/spiritweb/documents/WashingtonCHWFactSheet.pdf>

- Whatcom Community College. [CWoods@whatcom.ctc.edu](mailto:CWoods@whatcom.ctc.edu) Whatcom Community College (WCC). WCC has developed an 11 hour Introduction to Community Health Worker course.
- Clark College. Developing an AA degree program for Community Health Workers. Mark Gaither is heading the effort. [MGaither@clark.edu](mailto:MGaither@clark.edu)
- The Washington State Community Action Partnership has a certified training program covering core competencies. <http://www.wapartnership.org/what-we/family-development/>