



# Information Packet for Community Health Worker Apprenticeship Applicants



United  
Healthcare

INSTITUTE FOR  
**AMERICAN**  
APPRENTICESHIPS  
AT VERMONT HITEC

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UnitedHealthcare will not discriminate against apprenticeship applicants or apprentices based on RACE, COLOR, RELIGION, NATIONAL ORIGIN, SEX (INCLUDING PREGNANCY AND GENDER IDENTITY), SEXUAL ORIENTATION, GENETIC INFORMATION, OR BECAUSE THEY ARE AN INDIVIDUAL WITH A DISABILITY OR A PERSON 40 YEARS OLD OR OLDER. UnitedHealthcare will take affirmative action to provide equal opportunity in apprenticeship and will operate the apprenticeship program as required under Title 29 of the Code of Federal Regulations, part 30.



# Welcome

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Welcome Potential Applicant!

Are you searching for meaningful work, but lack the time, money for education, or experience to progress in a career? If so, we invite you to learn more about an exciting opportunity called the **UnitedHealthcare Community Health Worker Apprenticeship Program**, a collaborative effort involving the *US Department of Labor*, the *Institute for American Apprenticeships* (a not-for-profit education center) and *UnitedHealthcare*, a member of the *UnitedHealth Group* family.

Currently, we are accepting applications for the latest healthcare program. The program offers immediate employment, 12 weeks of paid training at no cost, and an apprenticeship as a **Community Health Worker** with *UnitedHealthcare*. There are up to 16 full-time positions being offered this session.

This program is a highly successful model that provides:

- Career training, mentoring, and guaranteed employment opportunities with UnitedHealthcare
- Superior quality education and professional development
- Student-centered learning in small cohorts of up to 16 Apprentices
- Accelerated “boot camp” style format, with 12 weeks of training and a state-specific orientation

## Job Opportunities and Program Overview



Immediate full-time employment with UnitedHealthcare



Comprehensive benefits package



Performance based wage increases



12 weeks of intensive coursework in a virtual class format



Class attendance requirement: Monday through Friday, 7:30am to 4:00pm CST/8:30am to 5:00pm EST



Significant homework each night and on weekends



24/7 support from program Instructor, Project Leader, and mentors



Apprenticeship graduates will receive a certificate of completion from UnitedHealth Group and the Institute for American Apprenticeships (IAA)

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## Program Costs & Tuition



No direct costs associated with the apprenticeship program



Apprentices are provided with necessary materials to participate, including textbooks and computers

## Physical Requirements



Ability to transition from office to field locations multiple times per day



Ability to navigate multiple locations/terrains to visit employees, members and/or providers



Ability to transport equipment to and from field locations needed for visits (ex. laptop, stethoscope, etc.)



Ability to remain stationary for long periods of time to complete computer or tablet work duties

## Program Requirements

To be eligible to apply, candidates must have all the following:



At least a high school diploma or GED



18 years or older



COVID-19 vaccinations before first day of class



Reliable transportation and the ability to travel within assigned territory to meet with members and providers

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# Application and selection process

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Selected Apprentices will enroll on February 16, 2023, and begin the program on March 13, 2023.

1. All interested applicants must apply online and follow instructions to submit their resume by **February 1, 2023**. Please only apply if you reside in Minnesota, Ohio, or Tennessee, are at least 18 years old, and have a high school diploma or GED. No previous healthcare experience is necessary.
2. Candidates must also attend a virtual Information Session on **February 2, 2023**. The Information Session will provide you with detailed information about participation in the program. Attendance at this two-hour event is mandatory for those interested in participating. If you are an eligible applicant, you will be emailed a link to attend the Information Session prior to the event. Failure to attend the Information Session will make the applicant ineligible to move forward in the selection process.
3. All candidates who are interested in moving forward with the selection process will be invited to take several basic, online aptitude assessments. These assessments will take approximately 2 hours, and the link will be sent out following confirmation of attendance at the Information Session. The assessments must be completed by **February 5, 2023, at 12pm noon in your respective time zone**. Failure to complete assessments on time will make the applicant ineligible to move forward in the selection process.
4. Based on completed application, resume, attendance at the Information Session, and completed aptitude assessments, a group of applicants will be invited to a first round of virtual interviews with the Institute for American Apprenticeships on **February 7 for Minnesota applicants, February 8 for Ohio applicants, and February 9 for Tennessee applicants**. The first-round interviews will last approximately 40 minutes total. Failure to schedule and attend the first round of interviews will make the applicant ineligible to move forward in the selection process.
5. Based on results from the first-round interviews, application, resume, and aptitude assessment scores, a select number of applicants will be invited to a second (final) round of virtual interviews with the sponsoring employer, UnitedHealthcare, on **February 10 for Minnesota applicants, February 13 or 14 for Ohio applicants, and February 14 or 15 for Tennessee applicants**. Failure to schedule and attend the second round of interviews will make the applicant ineligible to move forward in the selection process.
6. Final selections are based on a candidate's overall desire and potential for success in the program. Selected candidates will be notified by the evening of **February 10 for Minnesota applicants, February 14 for Ohio applicants, and February 15 for Tennessee applicants**.
7. Upon verbally accepting an employment offer, the selected candidates will attend a mandatory virtual Enrollment Day on **February 16, 2023**. Failure to attend the Enrollment Day will make the applicant ineligible to move forward in the employment process.

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8. Upon successfully completing the UnitedHealthcare onboarding process and being cleared for employment, the selected candidates will begin their first day of class, employment, and the apprenticeship on **March 13, 2023**.

If you are interested in pursuing this opportunity, you must fill out an online application at <https://iaahitec.org/communityhealthworker-1>. **Remember, the deadline to apply is February 1, 2023.** Thank you for considering the *UnitedHealthcare* Community Health Worker Apprenticeship Program. We are pleased to provide Minnesota, Ohio, and Tennessee residents with the opportunity to obtain exciting careers in healthcare, and we wish you the very best of luck in the selection process.

Sydney Tryon  
Project Leader & Mentor

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# Important dates

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## Application Deadline: February 1

**Information Session:**  
February 2,  
6-8pm CST/7-9pm EST

Make sure you have submitted and completed your application and resume. This session is your opportunity to ask questions. Attendance is mandatory for your candidacy to be considered.

**Aptitude Assessments:**  
February 5, 12pm noon in  
your time Zone

Assessments are online you will receive an email with the link after you attend Information Session in full. The assessments will take 2 hours to complete. Based on application, resume, and aptitude assessments, selected applicants will be invited for a first-round interview.

**Phone Call:**  
February 3 and 6, Evening

Only candidates selected to move forward will receive calls to schedule a first-round interview. Be sure to be by your phone! Missed calls may disqualify you from participating in the selection process.

**First-Round Interviews:**  
February 7 (MN), 8 (OH),  
9 (TN), Scheduled

Selected candidates will be interviewed by IAA. Make sure you carefully read all materials in the information packet as you will be asked questions regarding the information provided. Be sure to submit your references.

**Phone Call:**  
February 9, Evening

Only candidates selected to move forward will receive calls to schedule second-round interviews. Be sure to be by your phone! Missed calls may disqualify you from participating in the selection process.

**Second-Round Interviews:**  
February 10 (MN), 13 or 14  
(OH), 14 or 15 (TN),  
Scheduled

Selected candidates will be interviewed by *UnitedHealthcare*. You should visit the employer's website to review information about the company and review the employer's benefits sheet.

**Final Candidate Selection:**  
February 10 (MN), 14 (OH),  
15 (TN), Evening

Only selected candidates will receive a call. Alternates may be selected and called. Be sure to be by your phone!

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<b>Enrollment Day:</b> February 16, All Day	Apprentices fill out necessary paperwork for employment and hiring screening.
<b>First Day of Class:</b> March 13	Apprentices will attend virtual class from 7:30am to 4:00pm if they live in the Central time zone or 8:30am to 5:00pm if they live in the Eastern time zone. Attendance is mandatory.
<b>National Orientation:</b> April 3-April 14	All apprentices will attend a national Community Health Worker Orientation. More details to come.
<b>Last Day of Class:</b> <b>May 19 and Beginning of State specific Orientation:</b> <b>May 22</b>	All apprentices will attend a state-specific Community Health Worker Orientation. More details to come.

**Graduation & First Day of On-The-Job Training:**  
**Target: June 5**  
The first day of On-The-Job Training will vary based on the dates of the state-specific orientations. More details to come.

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# Job description

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*Careers at UnitedHealthcare Community & State. Challenge brings out the best in us. It also attracts the best. That's why you'll find some of the most amazingly talented people in health care here. We serve the health care needs of low-income adults and children with debilitating illnesses such as cardiovascular disease, diabetes, HIV/AIDS, and high-risk pregnancy. Our holistic, outcomes-based approach considers social, behavioral, economic, physical, and environmental factors. Join us. Work with proactive health care, community, and government partners to heal health care and create positive change for those who need it most. This is the place to do your life's best work.*

The UnitedHealthcare Community & State Community Health Worker Apprenticeship Program is for individuals who are passionate about serving their community and committed to acquiring the knowledge and skills to become a Community Health Worker (CHW). Through a company-sponsored University curriculum and on-the-job learning, the CHW Apprentice will gain the knowledge, skills, and experience to transition into a Community Health Worker role upon completion of the program. No prior clinical or healthcare experience is required.

The CHW Apprentice is responsible for completing program curriculum and on-the-job learning. Apprentices will be evaluated throughout the term of the apprenticeship on technical and behavioral competencies required to complete the apprenticeship.

## **Primary Responsibilities:**

- Complete classroom education encompassing the Institute of American Apprenticeships (IAA) training, National CHW orientation and state-specific training
- Complete 12 months of on-the-job learning, inclusive of 1:1 mentorship
- Complete core on-the-job learning work processes such as member engagement, member assessment, community resource integration, general health improvement education, chronic disease self-management, behavioral health and substance use disorder management, provider integration, technology solutions, documentation, and field visits as assigned and receive a passing rating for each work process.
- Use, protect, and disclose patients' protected health information (PHI) only in accordance with Health Insurance Portability and Accountability Act (HIPAA) standards
- Complete or assist with the completion of appropriate forms, tracking, transport, etc.
- Consistently exhibit behaviors aligned to the company's values of Integrity, Compassion, Relationships, Innovation and Performance and commitment to empowering the people we serve to reach their full health potential, through a health care ecosystem that delivers equitable, personalized care whenever and where they need it

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## Minimum Required Qualifications:

- High School Diploma / GED (or higher)
- Ability to complete Community Health Worker Apprenticeship Program requirements
- Reliable transportation and the ability to travel within assigned territory to meet with members and providers

## Physical Requirements:

- Ability to transition from home office to field locations multiple times per day
- Ability to navigate multiple locations/terrains to visit employees, members and/or providers
- Ability to transport equipment to and from field locations needed for visits (ex. laptop, stethoscope, etc.)
- Ability to remain stationary for long periods of time to complete computer or tablet work duties

*At UnitedHealth Group, our mission is to help people live healthier lives and make the health system work better for everyone. We believe everyone—of every race, gender, sexuality, age, location and income—deserves the opportunity to live their healthiest life. Today, however, there are still far too many barriers to good health which are disproportionately experienced by people of color, historically marginalized groups and those with lower incomes. We are committed to mitigating our impact on the environment and enabling and delivering equitable care that addresses health disparities and improves health outcomes – an enterprise priority reflected in our mission.*

*Diversity creates a healthier atmosphere: UnitedHealth Group is an Equal Employment Opportunity/Affirmative Action employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic protected by law.*

*To protect the health and safety of our workforce, patients and communities we serve, UnitedHealth Group and its affiliate companies require all employees to disclose COVID-19 vaccination status prior to beginning employment. In addition, some roles and locations require full COVID-19 vaccination, including boosters, as an essential job function. UnitedHealth Group adheres to all federal, state and local COVID-19 vaccination regulations as well as all client COVID-19 vaccination requirements and will obtain the necessary information from candidates prior to employment to ensure compliance. Candidates must be able to perform all essential job functions with or without reasonable accommodation. Failure to meet the vaccination requirement may result in rescission of an employment offer or termination of employment. UnitedHealth Group is a drug-free workplace. Candidates are required to pass a drug test before beginning employment.*

*\*All employees working remotely will be required to adhere to UnitedHealth Group's Telecommuter Policy*

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# Apprenticeship overview

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Community Health Workers provide and manage health education for individuals to maximize and maintain healthy lifestyles. They may link health systems, health providers, insurers, and patients to address individual health needs. They may serve as a resource to assist individuals, other health professionals, or the community.

The term of the apprenticeship shall be defined by the attainment of competencies, both technical and behavioral, of the apprenticeship as listed in the tables reasonably within one year of OJL.

Competency in the work processes outlined herein can be demonstrated through a variety of venues including observation, proficiency demonstration/aptitude exam, questions and answers, learner's products, simulations, project work, and/or mentor testimony or evidence as demonstrated on the job.

*UnitedHealth Group (UHG)* will assess each Apprentice's prior experience to determine what credit for advanced standing will be awarded for the work processes schedule (WPS) and Related Instruction (RI). Prior experience will be assessed through resumes, interviews, *UnitedHealth Group (UHG)* job assignments and/or demonstration of competencies. Assigned mentors will assess apprentices for credit for prior experience at any time during the probationary period.

## Work Process Competencies

Below is a summary of the Community Health Worker-related work processes for the apprenticeship. The work process schedule is intended as a guide. The Apprentice shall be fully instructed in safety and OSHA requirements.

<b>Member engagement</b>
<ul style="list-style-type: none"><li>- Establish rapport and build trust by active listening and demonstrating compassion, free from stigma, judgment, or bias.</li><li>- Demonstrate empathy to connect with people who come from various backgrounds.</li><li>- Reach out to members by phone or visit in person.</li><li>- Demonstrate ability to understand the member's lived experiences and how they may impact their health, or trust in the healthcare system.</li><li>- Leverage culturally and linguistically appropriate and respectful ways of connecting and communicating with members.</li></ul>
<b>Member assessment</b>
<ul style="list-style-type: none"><li>- Conduct a virtual or in-person visit to gather information and identify potential member needs (including medical, behavioral, functional, cognitive, and psychosocial) and make observations about the current situation.</li><li>- Query members to understand their goals and priorities.</li><li>- Use motivational interviewing techniques to understand what may help change behavior.</li></ul>

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- Assess medication organization, refill history, proper storage, etc. and identify opportunities for improvement.
- Demonstrate ability to refer a case to the appropriate clinician following established policy or guidance.

### **Community resource integration**

- Connect members to available community resources.
- Guide members on how to access and take advantage of relevant community resources (e.g., food banks, transportation services) or apply for social services (e.g., Women, Infants and Children program (WIC)).
- Include members in the decision-making process and support them in being active participants in the process.
- Connect members to culturally appropriate services.

### **General health improvement education**

- Advise members on issues related to sanitation or hygiene (e.g., hand washing, flossing).
- Instruct members on nutrition and practical solutions to access healthy foods and recipes incorporating religious beliefs and cultural traditions.
- Instruct members on common issues related to risk or prevention of conditions (e.g., Sexually Transmitted Infections (STIs), prenatal substance abuse, domestic violence).
- Encourage members to advocate for themselves through empowerment and education.
- Familiarize members with resources that are available through the health plan and how to access them.

### **Chronic disease self-management**

- Teach members proper use of tests and supplies for managing common chronic diseases such as hypertension, diabetes, asthma/COPD (Chronic Obstructive Pulmonary Disease) (e.g., blood pressure (BP) cuff, glucometer, insulin, blood sugar logs, inhalers)
- Perform basic diagnostic tests (e.g., BP screening), if needed, and communicate results to appropriate care team members.
- Educate members on preventive screenings and diagnostic testing and how to get them done (e.g., diabetes screenings, cancer screenings, etc.).
- Help members navigate the healthcare system (Primary Care Physician (PCP), pharmacist, telehealth, urgent care, Emergency Room (ER), etc.).

### **Behavioral health and substance use disorder management**

- Identify behavioral health and substance use issues.
- Provide information about the process to seek and get help.
- Refer to appropriate recovery and treatment services.
- Evaluate available community resources and programs.
- Demonstrate appropriate use of Mental Health First Aid.

### **Provider integration**

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- Assist members in scheduling appointments.
- Facilitate member preparation for appointments in advance by writing down questions, health concerns, and connecting them with a UnitedHealth Care (UHC) nurse when appropriate.
- Debrief after health appointments to ensure member understands the care plan and what they need to do.
- Draft a care plan for review by a UHC nurse.

### Technology solutions

- Assist members with access to technical support for establishing internet access.
- Guide members in accessing federal benefits to obtain government-issued cell phones, internet, and other available devices.
- Demonstrate to the member how to use mobile apps or other online health resources so that they can access and use them.
- Facilitate member navigation of state and federal websites (Department of Welfare and Supportive Services, Social Security, Department of Motor Vehicles, Public Housing Authority, etc.).

### Documentation

- Maintain timely, detailed, and updated notes/records for each member.
- Draft and update individualized plan of care.
- Document follow-up activities to ensure progress.
- Coordinate plans of care with internal and external stakeholders.

The following are the additional “as-assigned” Community Health Worker-related work processes for the apprenticeship.

### Field visits

- Conduct pre-visit respiratory screening (ATDs - Aerosol Transmissible Diseases) on CHW and member, document member responses.
- Ask appropriate risk assessment and logistical questions prior to visit (e.g., do you have pets, will anyone else be present for the visit, where to park etc.)
- Assess occupational/environmental hazards upon arrival (e.g., visible weapons, disarray, who else is in the home, pests); keep close to the exit.
- Review records prior to visiting to understand history and course of action.
- Demonstrate understanding of occupational and environmental hazards (Bloodborne Pathogens, Tuberculosis (TB), infection prevention, safe lifting, defensive driving, Occupational Safety and Health Administration (OSHA)).

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## Behavioral Competencies Apprenticeship Standards

An evaluation will be performed at least every six months – with issues being communicated immediately.

Rating System	Description	Points
Exceeds Expectations	Far exceeds expectations. Leads competency development and/or identifies process improvement opportunities.	5
Meets Expectations	Can provide guidance, troubleshoot, and answer questions related to the competency. Performs task correctly with no oversight.	4
Meets Expectations	Can perform skill/task correctly without assistance, requires little oversight (< 25% of the time).	3
Needs Improvement	Able to successfully complete skill/task, help may be required from time to time. Requires frequent oversight (25-74% of the time).	2
Needs Improvement	Limited experience. Requires additional training to perform skill/ability to complete task. Requires direct continuous oversight (75-100% of the time)	1

Apprentices need to at least receive an average ranking of “3” across all applicable competency categories when evaluated at each of their reviews during the apprenticeship in order to be considered for any merit-based wage increases. Apprentices need to receive a “3” or better in each competency in order to complete the apprenticeship.

In addition to mastering all of the essential technical competencies, an Apprentice must consistently demonstrate at an acceptable level the following behavioral competencies in order to complete the apprenticeship.

Behavioral Competencies	UnitedHealth Group’s CLL Practice
Volunteers for and seeks out opportunities to learn and grow	Achievement drive
Maintains a positive attitude	Adding value
Demonstrates mindset of career-long continuous learning, improvement, and growth	Applying life-long skill building effort
Focuses during independent work	Being accountable
Maintains an acceptable attendance record	Being accountable
Reports to work on time	Being accountable
Follows instructions/directions	Being coachable
Works under supervision	Being coachable
Accepts constructive feedback and criticism	Being coachable
Demonstrates UHG values of integrity, compassion, relationships, innovation, and performance	Building relationships

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Follows safety rules	Building/applying technical & functional skills
Takes care of equipment and workplace	Building/applying technical & functional skills
Keeps work area neat and clean	Building/applying technical & functional skills
Focuses on team discussions/meetings	Collaborating
Participates in team discussions/meetings	Communicating with Others
Demonstrates effective group presentation skills	Communicating with Others
Demonstrates effective one-on-one communication skills	Communicating with Others
Checks to see if message was successful	Communicating with Others
Completes assigned tasks on time	Delivering results
Adheres to work policies/rules/regulations	Delivering results & understanding enterprise
Demonstrates openness to new ideas and change	Growth mindset
Understands right person, group, or audience to influence	Influencing others
Deals with ambiguity by exploring, asking questions etc.	Managing ambiguity & uncertainty
Explores possible solutions collaboratively	Managing conflict
Knows when to ask for help	Persevering
Cooperates with and assists co-workers	Providing support
Uses multiple coping strategies to deal with adversity.	Resilience and Resourcefulness
Maintains calm and focus under pressure	Resilience and Resourcefulness
Uses appropriate language	Self-management
Complies with dress, grooming, and hygiene standards and policies	Self-management
Demonstrates respect for consumers, co-workers, & supervisors	Serving customers
Demonstrates UnitedHealth Group's cultural values: integrity, compassion, innovation, relationships, and performance	Serving customers
Generates and selects the best course of action in solving problems	Solving problems
Demonstrates willingness to test new ideas	Supporting Innovation and Creativity
Shows willingness to take on challenges to increase capabilities and make a larger contribution	Taking Initiative and Risks
Requests and performs work assignments without prompting	Understanding goals, priorities & plans
Meets work standards	Understanding goals, priorities & plans
Matches humor to setting and people	Using humor
Keeps distractions to a minimum	Using time & resources efficiently

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# Tips for success



- 1 Plan ahead**
  - Time Commitment
  - Technology
  - Workspace
  - Childcare
  - Transportation
  - Employer requests–vaccinations
- 2 Take care of yourself**
  - Rest
  - Food
  - Medical
- 3 Create an action plan**
  - Appointments
  - New routines & habits
- 4 Support**
  - Family
  - Friends
  - Your project leader and instructor

**We are often asked how best to prepare for the education portion of the apprenticeship. To assist, we have compiled a list of suggestions below.**

- **Time Commitment** – When deciding whether this apprenticeship is the program for you, you will need to seriously consider the time commitment that this program requires. You will be in class Monday through Friday from 7:30am to 4:00pm if you live in the Central time zone or 8:30am to 5:00pm if you live in the Eastern time zone. In addition to class, you will have at least four hours of homework each night and on the weekends. While this is only for a certain amount of time, this rapid-paced program could mean that you spend less time with your family and friends.
- **Technology** – Class will be completely virtual. To ensure that you do not miss anything important, make sure that your computer is charged or plugged in so that you are prepared for class.

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- **Workspace** – Reducing the number of distractions during class hours will be vital to your success in the education phase of the apprenticeship, so make sure that you are in a space that will allow you to focus. Please also ensure that you will have a strong and reliable internet connection, as this will be vital to your success in the program. Not having internet connection will not be a valid excuse for missing class or assignments. In the event that your internet connection fails, have a backup plan like a hotspot or go to your nearest library.
- **Have a plan for childcare** – You will be in class from Monday through Friday from 7:30am to 4:00pm if you live in the Central time zone or 8:30am to 5:00pm if you live in the Eastern time zone. Because of this, you may not be able to drop your child off at school or pick them up from school. This means you will also be unable to watch them during the day. To ensure that your child has the care they need, arrange childcare plans well in advance of the first day of class.
- **Have a contingency plan for transportation** – Attendance is a crucial factor in ensuring your success in both the educational and apprenticeship portion of the program. It is a good idea to have a plan for backup transportation in the event that your primary transportation is not available. We recommend identifying a friend, family member, or fellow classmate who lives on your route and would be willing to give you a lift when needed.
- **Vaccinations** – Your employer will require you to be fully vaccinated against COVID-19 and/or require other vaccinations. If you are not fully vaccinated according to your employer's policies, make sure that you become fully vaccinated before the first day of class. If you are not fully vaccinated by the first day of class, your employment offer may be rescinded or you may have a delayed start date, which will make you behind compared to the rest of your class.
- **Make time for rest** – Finding time to get the proper amount of sleep can be a huge challenge to you as an Apprentice in this program! However, your mind needs rest in order to process the information you have learned and prepare itself for another day of new information. Inadequate amounts of sleep can easily lead to struggles in class.
- **Plan balanced meals for yourself** – The brain burns calories when exercised, just like your body! Your mind will be significantly challenged throughout these 12 weeks of education and will require plenty of energy. During times of stress and a hectic schedule, it can be easy to skip meals or make less-nutritious choices. However, drinking plenty of fluids and planning for balanced, healthy, and substantial meals can really make a difference and will ensure that you are adequately fueling yourself for success.
- **Review prescription refills** – Review any medications you take regularly, and ensure you have refills available through the duration of the program and the early months of the apprenticeship. If you are running low on refills, contact your healthcare provider to obtain more ahead of time. If you need an appointment to have more refills authorized, schedule that before class begins.

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- **Avoid scheduling appointments during class time** – The fast pace of the class can make even one excused absence a significant setback in your learning. Annual health exams and other non-urgent appointments are best scheduled outside of class time. If you **MUST** take care of a responsibility during the day, please discuss it with your project leader or instructor immediately; while absences from class can be detrimental, it is important that your personal obligations are fulfilled as best possible before starting your employment. Your attendance during the first 90 days of employment will be critical.
- **Develop professional cell phone habits** – Cell phone use will be highly limited during class, the apprenticeship, and job following graduation. Personal cell phone use, including Facebook, Instagram, TikTok, Snapchat, personal email, instant messaging/texting, etc., can pose a significant distraction during class and work. In addition, it can potentially lead to confidentiality violations. Begin practicing limiting your cell phone use during the day, as that can be a challenging habit for many to break.
- **Adapt to a work-friendly smoking schedule** – If you are a smoker, you will likely be unable to have a smoking break for lengths of four to five hours both in class and during your employment. We encourage anyone who smokes to begin acclimating to this schedule as soon as possible. Changes in one's smoking routine can be physically and emotionally stressful – any strategies to make a smoother transition to this change are highly recommended, as the class environment will provide challenges all on its own. Want to quit? Please talk to us about ways we can get you the help you need to make a healthy change.
- **Create a strong support system** – During these 12 weeks, most of your time will be committed to class time and homework, leaving less time for other duties such as childcare, housework, meal preparation and errands. We encourage you to talk to your family and friends about your new investment and seek help in fulfilling your outside responsibilities wherever possible.
- **Use your resources** – Selected candidates will be armed with contact information for individuals managing your class program including your mentor, Instructor, and Project Leader. These individuals are committed to ensuring your success; take advantage of our supporting staff for any academic or personal struggles.

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# Frequently asked questions and answers

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## General

### 1. Who develops and administers the Apprenticeship Program?

The recruitment and education phase of the Apprenticeship Program was developed and is administered by the *Institute for American Apprenticeships (IAA)*. IAA is a 501(c)(3) non-profit organization designed to educate Apprentices in advanced manufacturing, information technology, business services, and healthcare-related fields. The apprenticeship phase of the program is developed and administered by the Apprenticeship Division of the United States Department of Labor.

### 2. Who supports the Program?

This session is supported by the US Department of Labor and our sponsoring employer, *UnitedHealthcare*, a member of the *UnitedHealth Group* family.

### 3. How long is the Apprenticeship Program and when will classes begin?

The core education is 12 weeks long. Classes will begin on March 13, 2023. The final day of class is May 19, 2023. Apprentices who successfully complete the education program will begin their On-the-Job Training on June 5, 2023.

### 4. Will I receive a certificate if I graduate from the Apprenticeship Program?

Yes. After successful graduation, graduates will receive a certificate of completion jointly from the *Institute for American Apprenticeships* and *UnitedHealthcare*. Upon completion of the one-year apprenticeship, Apprentices will receive a Certificate of Apprenticeship Completion from the US Department of Labor.

### 5. What is the cost of the Apprenticeship Program?

There are no direct costs associated with participating in this program.

### 6. Are there any other costs to the program?

Apprentices will be provided with all the necessary educational materials including textbooks and computers. All these materials remain the property of *IAA*, *UnitedHealthcare*, and the program.

### 7. Are Apprentices hired at the start of the program?

Yes, all selected Apprentices will be offered full-time employment at the start of the training program.

### 8. When will I begin On-the-Job Training by *UnitedHealthcare*?

Apprentices who successfully complete the education program will begin On-the-Job Training with *UnitedHealthcare* on June 5, 2023.

### 9. What if I am unable to enroll in the Apprenticeship Program at this time? Will there be other opportunities?

IAA may hold additional healthcare-related Apprenticeship Programs for *UnitedHealthcare* in the future. Please visit the IAA website at [www.iaahitec.org](http://www.iaahitec.org) for more details. There is a possibility that other healthcare and technology apprenticeships will be offered through the *Institute for American Apprenticeships*, but there are no guarantees.

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# Selection

## 1. Do I need prior healthcare experience or education to apply?

Candidates do not need any prior healthcare experience or education to apply to the program. Candidates only need to have a minimum of a High School Diploma or GED, be at least 18 years old, and reside in the state of the program location they are applying to.

## 2. What are the steps in the selection process?

The first step in the selection process is to complete the online application and submit a copy of your resume. The second step is to attend the mandatory Information Session and then complete the series of online aptitude assessments. The Information Session will be virtual, and applicants will receive a link to join prior to the event. Based on the received applications, resumes, and the results of aptitude assessments, a selected group of Apprentices will be invited to attend a series virtual of first round interviews that will be conducted by IAA team members. If IAA deems the applicant eligible for success in the program based on their interview, that applicant will be invited to attend the second round of virtual interviews. This round of interviews will be conducted by *UnitedHealthcare* team members. From the pool of interviewed applicants, Apprentices will be chosen by *UnitedHealthcare*, and the final selection will be based on a person's overall desire and potential to succeed, as well as organizational fit.

## 3. Do I need to submit references?

Yes. If you are selected for a first-round interview, you will receive an email with a link to submit the names and contact information of four (4) references.

## 4. Who can I list as a reference?

Two (2) must be past employers; the remaining two (2) can be business or personal. References may not be family members.

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# Employment

## 1. Are there any costs associated with employment?

Yes, because this is a hybrid position, the Apprentices will be expected to travel across their assigned territory to meet with members and providers. The Apprentices will be reimbursed for travel if it meets reimbursement guidelines. More information regarding what a reimbursable charge is will be shared upon request.

## 2. Are there any other certifications required by *UnitedHealthcare*?

There are no certifications required by *UnitedHealthcare* for Apprentices to become Community Health Workers.

## 3. Is there a background check required for employment?

Yes, background checks are commonly required in the healthcare industry. Prior to employment, *UnitedHealthcare* conducts a background screen for each apprentice selected for the program.

## 4. Is there a drug test required for employment?

*UnitedHealthcare* is a drug-free workplace. Candidates are required to pass a drug test before beginning employment.

## 5. Do I have to be vaccinated?

To protect the health and safety of our workforce, patients and communities we serve, *UnitedHealthcare* and its affiliate companies require all employees to disclose COVID-19 vaccination status prior to beginning employment. In addition, some roles and locations require full COVID-19 vaccination, including boosters, as an essential job function.

*UnitedHealthcare* adheres to all federal, state and local COVID-19 vaccination regulations as well as all client COVID-19 vaccination requirements and will obtain the necessary information from candidates prior to employment to ensure compliance. Candidates must be able to perform all essential job functions with or without reasonable accommodation. Failure to meet the vaccination requirement may result in the rescission of an employment offer or termination of employment.

Full COVID-19 vaccination is an essential requirement of this role. Candidates located in states that mandate COVID-19 booster doses must also comply with those state requirements. *UnitedHealthcare* will adhere to all federal, state and local regulations as well as all client requirements and will obtain necessary proof of vaccination, and boosters when applicable, prior to employment to ensure compliance.

## 6. Where will I be working?

The Community Health Worker position is a hybrid role. The Apprentice can expect to work virtually and in the field.

## 7. What hours will I be working?

*UnitedHealthcare* Community Health Workers will work flexible hours, but regular business hours are 8am to 5pm. This is an hourly/non-exempt position, so Apprentices will work a maximum of 40 hours per week.

## 8. How much will I be able to earn as an employee with *UnitedHealthcare*?

The wages will vary for each state. Please see your state's application for more information about the specific wages. Positions in all states will include a comprehensive benefits package.

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**9. Are benefits offered with the apprenticeship position?**

Yes. Apprentices become *UnitedHealthcare* employees on the first day of class. In accordance with the employer's policies, employees will have the opportunity to contribute to a comprehensive benefits package which can include health and dental coverage. Please refer to the *UnitedHealth Group* benefit packet for a complete listing of benefits.

**10. Are there opportunities for advancement once I become employed by *UnitedHealthcare*?**

Yes. You will be evaluated as part of the employer's standard performance review cycle and considered for other positions as deemed needed by the organization.

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# Class

## 1. What will the class component involve during the Apprenticeship Program?

Class is designed to prepare successful graduates for positions as Community Health Workers. There will be subjects offered during the program that will cover topics such as Medical Terminology, Foundations of Anatomy & Physiology, Pathophysiology, Foundations of Pharmacology, Documentation, Reporting, and Legal and Ethical Responsibilities in Community Health Work, Communication Skills and Cultural Competence, Advocacy and Outreach, Teaching and Capacity Building, and a Community Health Worker Practicum.

## 2. Will I have coursework outside of class?

Yes. This program is designed to be intense and to immerse the Apprentices in the topics of study. There will be a significant amount of homework involved outside of class; this will include at least 4 hours per evening and 8 to 10 hours during the weekends.

## 3. Where will the classes be held?

Class will be completely virtual.

## 4. Will I need internet access?

Yes. Having reliable access to internet is a requirement for this program, as your success in class will depend on it.

## 5. What will happen if I do not have access to internet?

Please ensure that your internet connection is strong and reliable. Not having internet connection will not be a valid reason to miss class or assignments. In the event that your internet connection fails, have a backup plan like a hotspot or go to your nearest library.

## 6. Who will deliver the education?

The *Institute for American Apprenticeships* and *UnitedHealthcare* will provide the instructors for all the classes and training involved in the ten-week program and state-wide orientation.

## 7. What is the class schedule for *UnitedHealthcare's* Community Health Worker Apprenticeship Program?

Class is held for 12 weeks, Monday through Friday, from 7:30am to 4:00pm if you live in the Central time zone or 8:30am to 5:00pm if you live in the Eastern time zone. Attendance is required. Class will begin on March 13, 2023. The last day of class is May 19, 2023.

## 8. What if I am having trouble in class?

If an Apprentice's performance in the class is below expectations academically, technically, and/or behaviorally, the faculty will provide additional support as requested and necessary, provided appropriate levels of effort are demonstrated by the apprentice. If accommodations are required, the Apprentice should notify program staff as soon as possible.

## 9. Will my coursework and school records be shared with my sponsoring employer?

Under certain circumstances, all of your schoolwork and school records (including coursework, projects, attendance records, and written and oral conversations) may be shared with UnitedHealthcare in the event that IAA deems it necessary.

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